

New Mexico's Health Insurance Marketplace

Virtual Enrollment Event Instructions

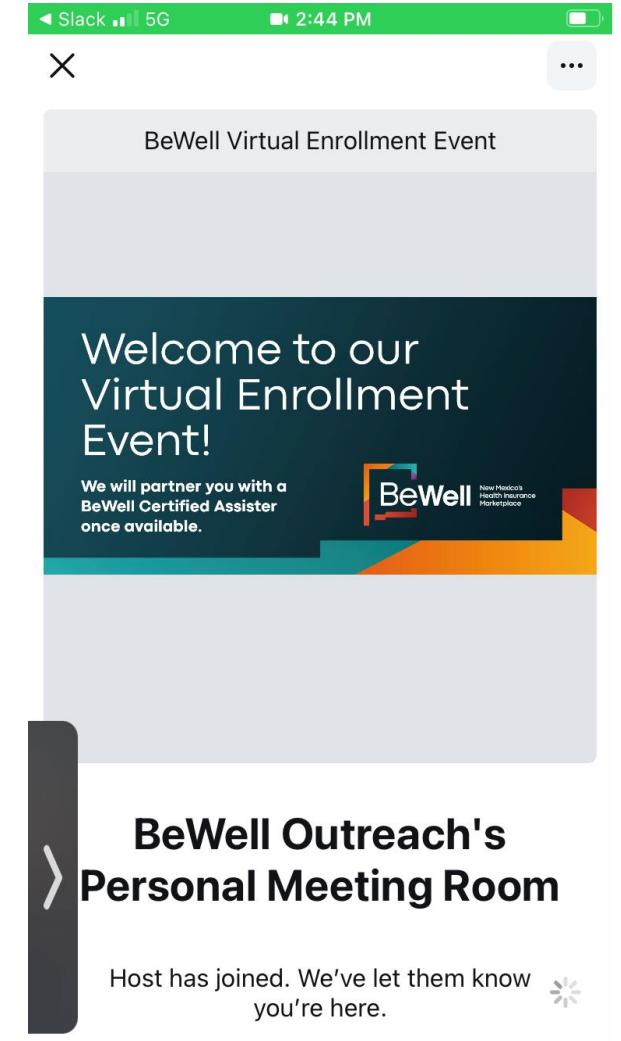
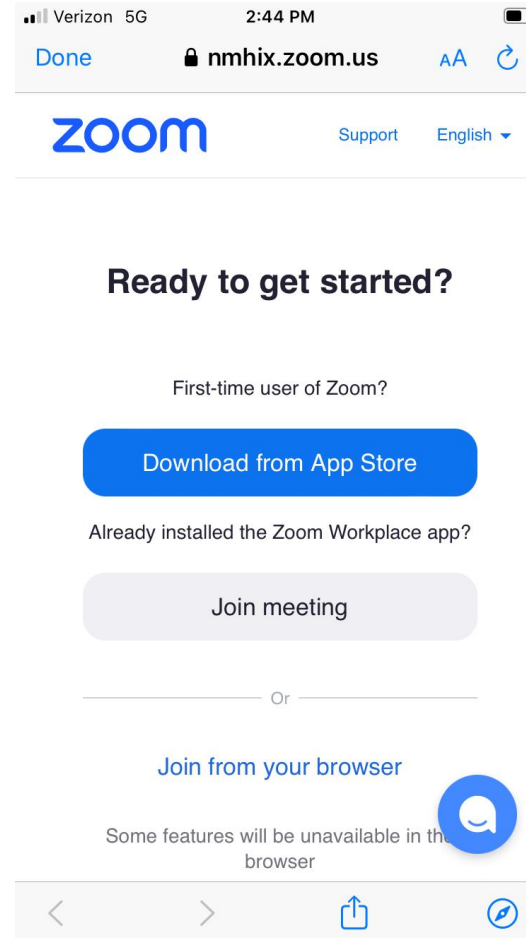


Before the Event

- Ensure you have stable internet connections
- Download and install the Zoom app on your device (PC, tablet, or smartphone)
- If you already have Zoom installed, make sure it is updated.
- Review the [pre-enrollment checklist](#) to ensure you have all the documents you might need.

Using Your Mobile Device

- You can follow this guide if you are using your phone to connect to the Zoom meeting.
- If you do not have the Zoom app on your phone yet, you will be asked to download from the App Store.



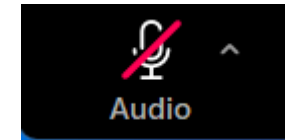
Joining via Zoom Link

- Click on the Zoom link provided in the invitation of event details.
- If prompted, open the Zoom app or browser
- Enter your name if requested and click "Join Meeting."
- You will join a waiting room until the host pulls you ask a few screening questions.

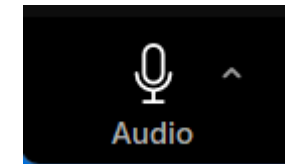


Audio and Video Settings

- Choose whether to join with video on or off.
- Select "Join with Computer Audio" or "Call In" for audio options.
- **You should enter the meeting already on mute, don't forget to unmute when speaking!**



Muted



Unmuted

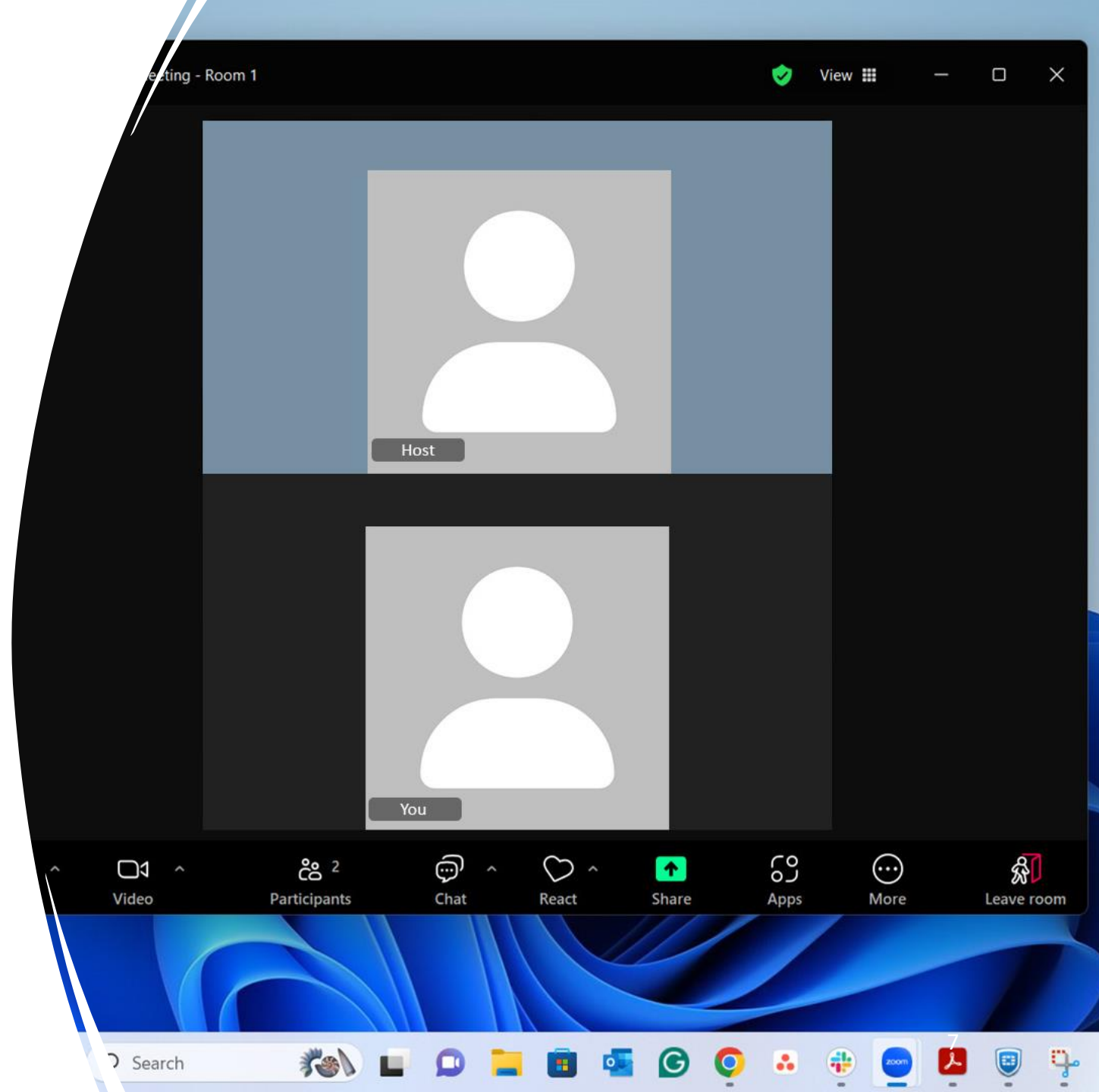


Troubleshooting Tips

- If you cannot join, check your internet connection.
- Ensure your device's camera and microphone are enabled.
- Restart your Zoom or your device if issues persist.
- [Contact support](#) if you need additional help.

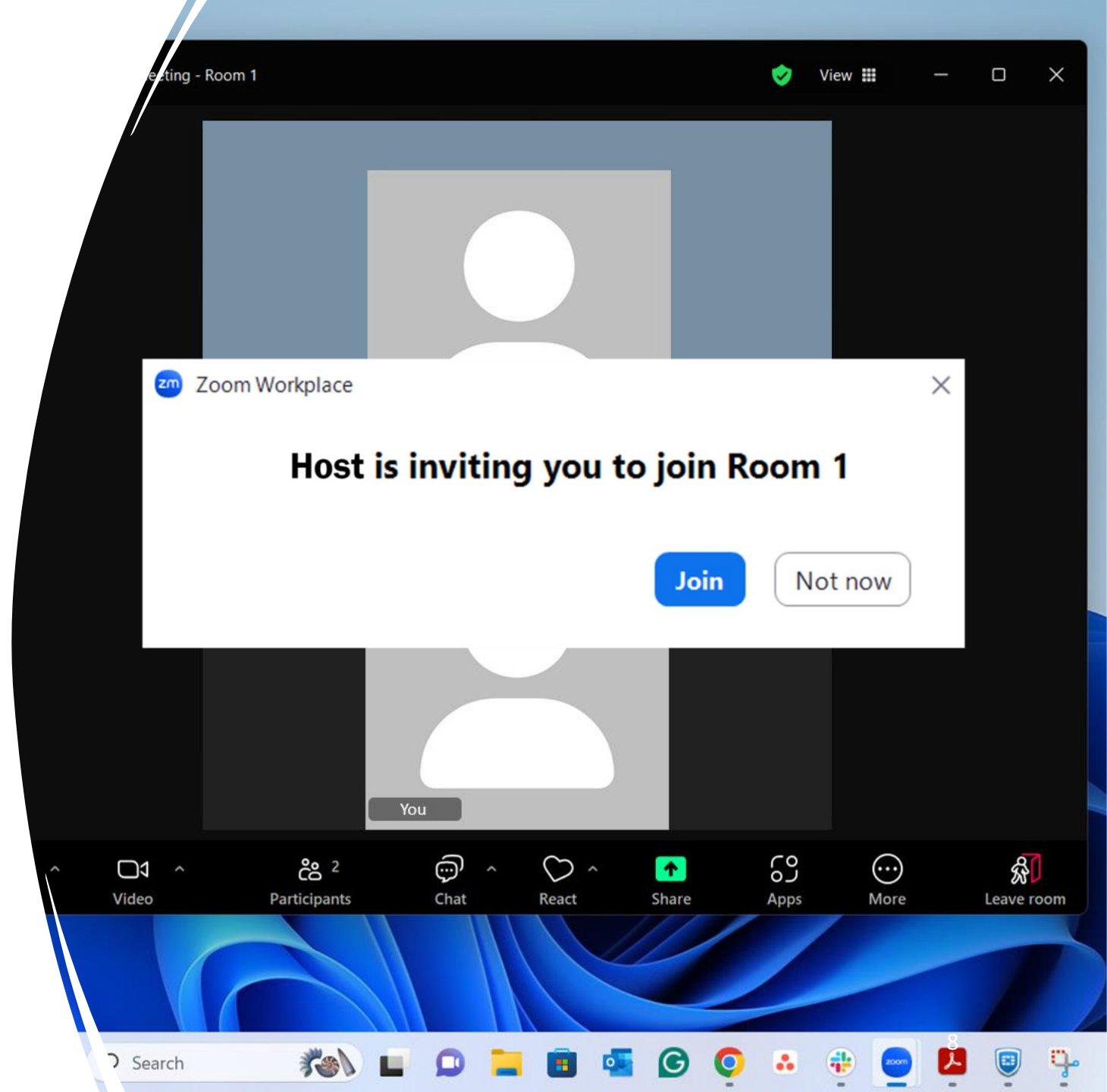
During the Event

- Mute/Unmute your microphone use the icon at the bottom left.
- Turn your video on/off by clicking the camera icon.
- Use the "Chat" feature to send messages to participants.



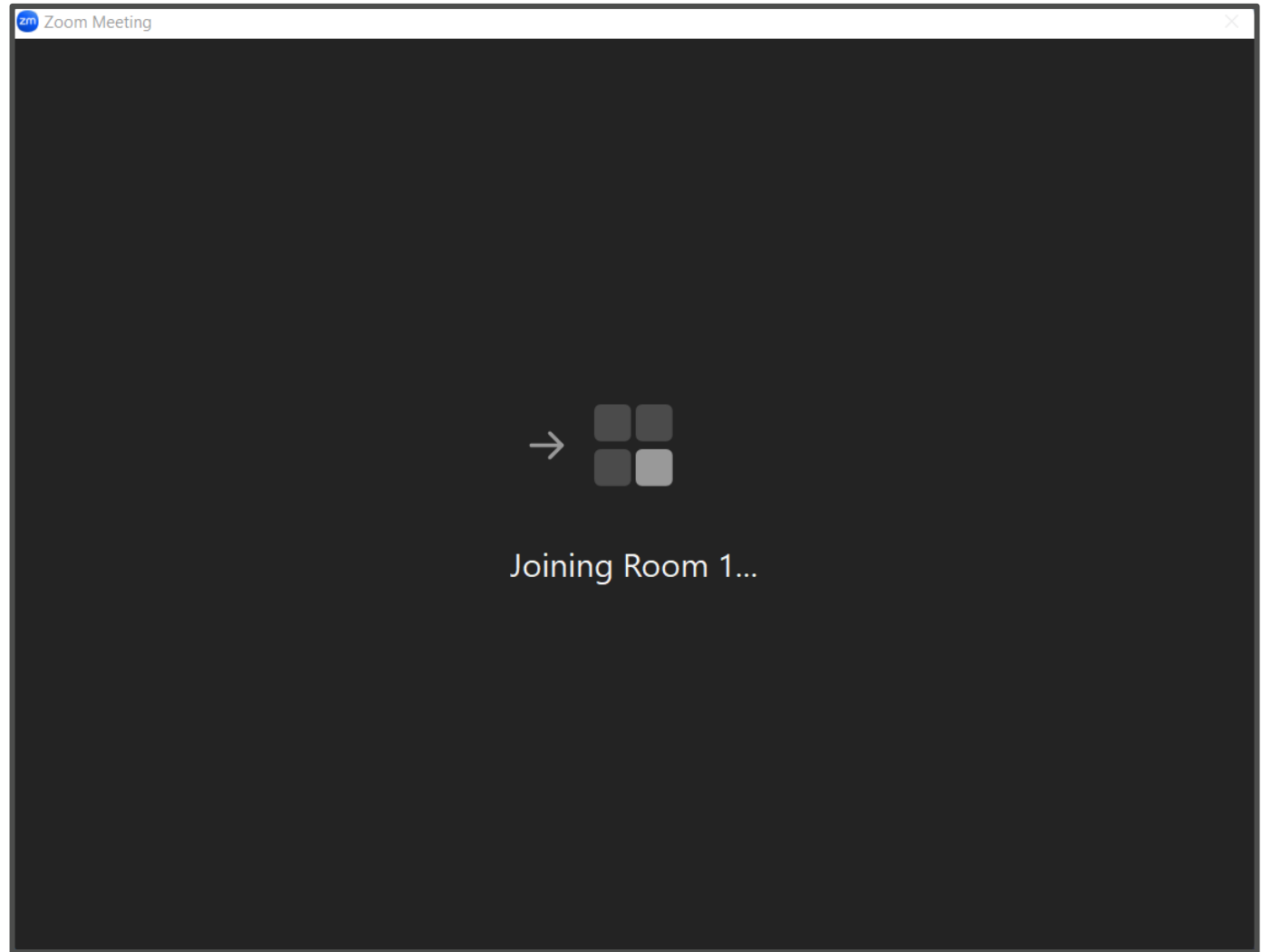
Join a Meeting Room

- After the prescreening you will be sent to a breakout room with a BeWell certified assister who will answer any questions you have.



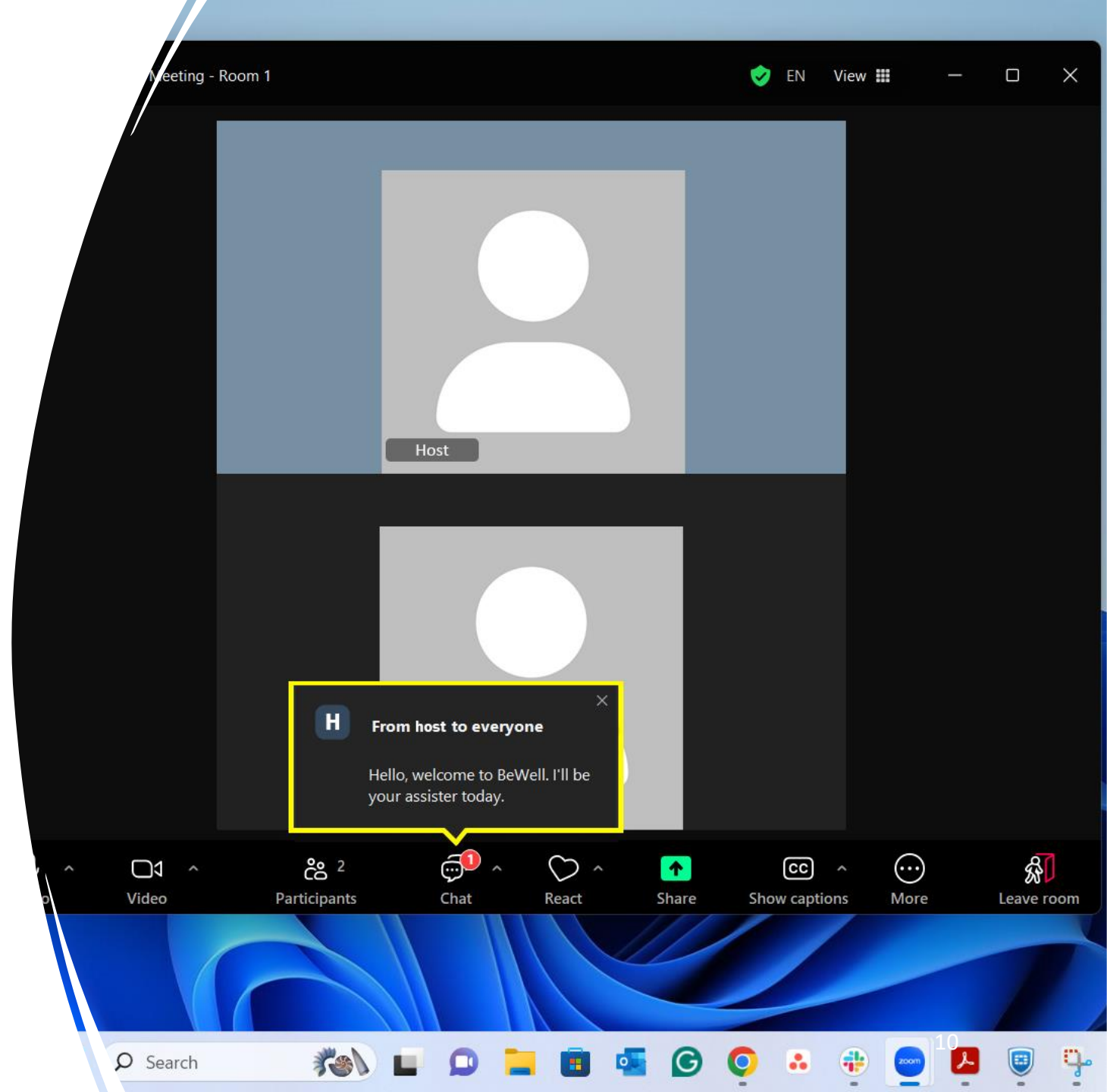
Enter Room

Discuss any questions and go over your options with the BeWell certified assister. Once your conversation is complete you can use "Leave the Room," located on the bottom right of the control panel.



Chat During the Event

- You may receive a chat notification during your call.
- To read or respond in chat you can navigate to the "Chat" icon on the control panel.



Using the Chat Feature

- Use the chat to answer questions from your host
- Your host may share useful links or resources for you here
- Use this feature if there is an audio issue.



Contact Information

- Contact us at info@bewellnm.com or call 1-833-ToBeWell
- Visit BeWellnm.com/events for more details or additional events



Bewell

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