

# CLAE's Five Minute Guide to Using Webinar: *Frequently Asked Questions*



## **1. I've never heard of such a thing—what is a 'Webinar?'**

'Webinar' is short for '**web**-based seminar' - a presentation, lecture, workshop, or seminar that is transmitted over the web. A key feature of Webinars—the reason why we use them—is their interactivity. When participating in one, you don't just passively watch and listen; you can join the discussion, answer questions, vote in polls, etc.

## **2. How tech-savvy do I need to be in order to participate in a Webinar?**

You don't have to be tech-savvy at all. The first time you register and join, you might have to find your way around a little—but as long as you give yourself enough time, you should be fine. We recommend joining a Webinar 5-10 minutes before the scheduled start time in order to get properly orientated. Throughout the course of the Webinar itself, we won't ask you to do anything too complicated, and are always happy to take a moment and explain something further if necessary.

## **3. Ok, I've received CLAE's Webinar invitation email—what do I do now?**

The first thing you should do, as soon as you receive our email, is **register** for the upcoming Webinar. Just follow the registration link contained in the email and follow the onscreen directions. Providing the required information will result in you being automatically sent a second email—from Webinar, not CLAE—without which you will not be able to join the actual Webinar. This second email will not necessarily get to you immediately, but will land in your inbox ahead of the Webinar's scheduled start time.

## **4. How long does it take to join the Webinar?**

Once you click the link that allows you to join the Webinar (contained in the second email, as outlined above), you can anticipate a short wait of no more than two minutes before you are 'in.' If you're participating in a Webinar for the first time, this may take slightly longer, but still should not take more than around five minutes, at the most. Waiting time depends on your computer setup and internet connection.

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### **5. I'm not sure what exactly, but something's gone wrong. What could it be?**

Couple of possibilities.

One: the computer you're using may not meet the 'System Requirements' outlined at the bottom of CLAE's Webinar invitation email... if so, you either may not be able to join the Webinar at all, or it may only run with limited functionality. If possible, try and anticipate this in advance and prepare to use a different computer.

Two: if you use Citrix in your office to get information from a remote server, you might have to alter your internet settings before you can participate in Webinars. Alternatively, there may be a way for you to bypass this Citrix connection and join directly from your desktop or laptop computer; either way, we recommend seeking advice from IT staff ahead of time.

### **6. I just read the answer to question 5 above, and it's got me a little flustered—are these problems common?**

Don't worry—unless you have a strong reason for assuming otherwise, you can anticipate joining the Webinar without any problems. 'System Requirements' and Citrix problems are quite rare: just something worth bearing in mind.

### **7. I'm 'in.' What do I do now?**

The first thing to do once you're successfully connected to the Webinar is establish what you want your **audio** connection to be. You have two choices: one, participate via conference call, using number and access code provided, or, two, use your computer microphone and speakers.

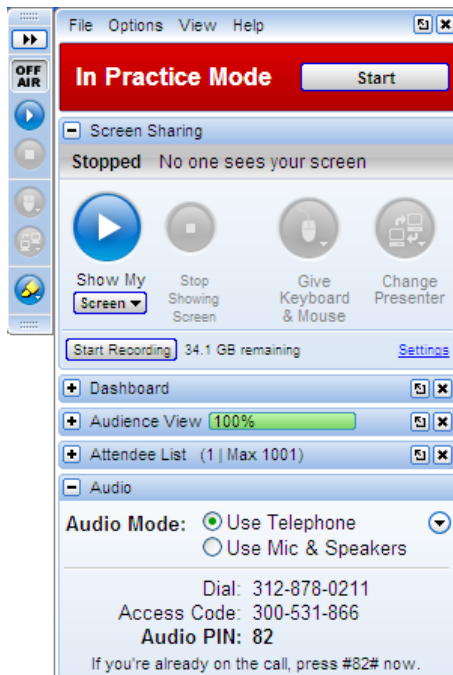
Unless you have a good-quality USB headset, we strongly urge you to use the first of these two options: your telephone. In-built computer microphones and speakers can echo and cause a disruption for others on the Webinar.

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## 8. How do I change my audio connection?

Simple—just check the 'Audio Mode' you want as in the screenshot below:



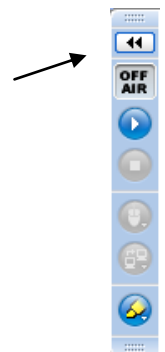
### Note:

This is where you'll find the conference call information that you need (numbers will not be the same as they are here).

If there is a '+' next to where it says 'Audio,' click it to expand the options available. Likewise, for any of the other tabs above and below.

## 9. I can't see this taskbar on my screen—where is it?

You probably just have it 'collapsed.' In the top right corner of your screen, look for a 'double arrow' icon (pictured) and click on it.



## 10. What is my audio pin, and when do I enter it?

In order to speak and be heard, you'll need to enter your 'audio pin' (assuming you've selected 'Use Telephone' as your audio mode). We send this to you once you're in the Webinar and on the call, and it needs to be entered on your phone. Make sure you press '#' both **before and after** entering your audio pin. If you experience any difficulty entering this pin, we recommend hanging up and calling in again—often the easiest way of correcting a mistake.

## 11. I give up. Nothing is working. Help!

Please, give us a call and we'll see what we can do:

(617) 946-4672. Ask for Jon (ext. 114). Or Jaime (ext. 112).