



WEBINARS

What is a webinar?

A webinar is a seminar in which you can participate without leaving home. You have access to presenters from across Australia or the world. You participate while sitting at your desk in front of your computer using the phone or VOIP (voice over internet protocol). A speaker phone will allow more than one person to participate in the same room. Large groups can attend if you connect a data projector to your computer and connect a public address system to the computer's audio output, or just use a speaker phone.

How do I register?

You will receive an invitation, generally via email to register in a webinar on a particular topic (which you can forward onto others who may be interested). Brief details of the webinar will be included in the invitation. To register, open the link in the email, and enter your details and then click on submit. You will receive confirmation back via an email that your registration has been received. Keep this email as it has your link to join the webinar in it.

How do I remember?

Once you've registered, you will receive a reminder the day before the webinar, as well as one hour before it starts.

How do I join online?

On the day of the webinar, 15 minutes before the start time, click on the link in your confirmation email to join. On your first webinar, you will be asked to download some software that will take 3 to 4 minutes. Once you have entered the site, you should see a welcome message on your screen.

How do I join the teleconference?

As soon as you get online, a control panel will be displayed and the audio section will allow you to choose between 'Telephone' and 'Mic & speakers' (using either your computer speakers or a headset). If you select 'Telephone' it will display the toll-free number to dial and the 'Access code' and 'Pin'. After you dial the phone number you will need to type those numbers followed by the hash key (#).

If you have a computer headset and microphone, you can select 'Mic & speakers' in the audio panel. The system will then allow you to test the settings to ensure it works OK.

What do I do then?

The host will introduce the presenter and then all you need to do is watch, listen and participate. To make the presentation clearer and to block out outside, the host may mute the attendees so the presenter is the only person who can be heard. There will be opportunities to ask questions and participate in the discussion at times throughout the presentation. Depending on the actual webinar, you may be able to raise an electronic hand (to either ask a question or to respond to a yes/no question). You might also be able to send chat messages to the panellists or type questions for them to answer.

What should I do if I have problems?

Should you encounter any problems, ring the Citrix help number 1800 356 792. If you are uncomfortable with the technology or are having problems with webinars, we offer one-on-one training either before or after the event. Contact either Amanda Hicks on 07 4620 8125 or Greg Bath on 0418 988 579.