

## How does a webinar work?

The presentation is provided over the internet using a high speed connection normally available in all companies. This allows the training material to be accessed along with any other multimedia content.

### Minimum System Requirements:

PC - Windows 2000, XP home, XP Prop 2003 Server, Vista

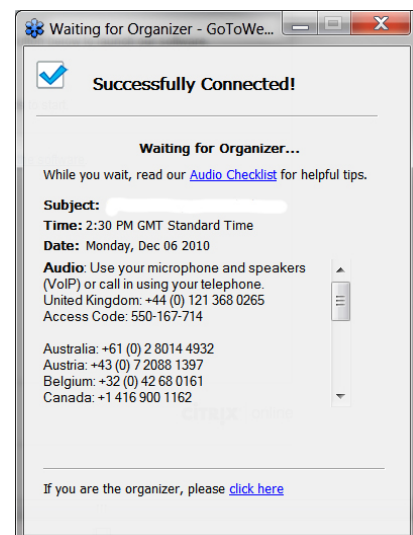
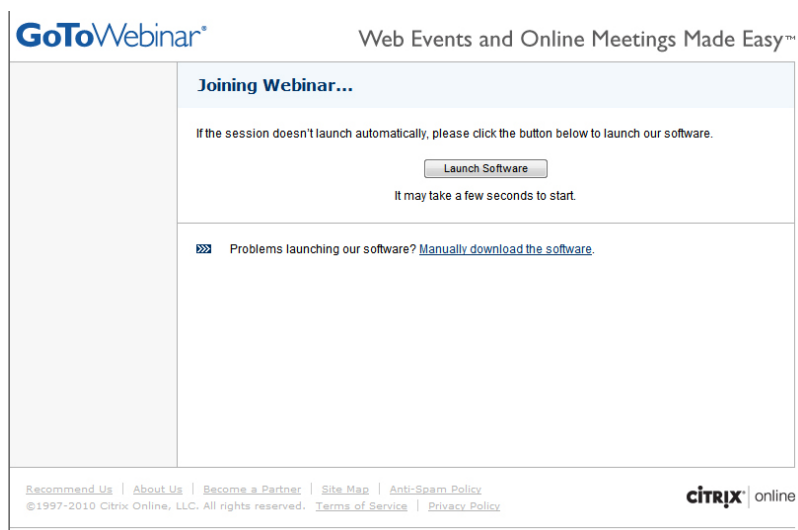
MAC - MAC OS X 10.4 (Tiger) or newer

High speed internet connection and audio output

## Booking a webinar

View the online training diary and book your place on the selected workshop. One week prior to the event you will receive an email with a link to register on the broadcaster's website

After registration you will receive an email confirming your registration and the option to add the webinar information to your Outlook calendar. This email also provides your unique logon ID and information about joining the Webinar. We recommend you immediately test the "Click to Join" link to ensure that you are able to successfully launch the webinar software shown below, when you should see a window "Successfully Connected" also shown below.



If you encounter connectivity issues, this may be due to your company's internet security policies which will need to be addressed by your IT department. Majority of webinar events are approx. **90** minutes duration, special events may be longer, check individual event details for timings.

## Attending the webinar

During the presentation attendees will have the opportunity to ask the presenter questions via the onscreen Question box as attendee audio lines are muted during the presentation. The presenter will answer the questions during or at the end of the session as appropriate.

After the event the presentation will be distributed to registrants.

### Individual engineers\*

Single staff members can best appreciate the content on their own computer using a set of headphones and ideally fitted with a headset microphone. Headphones with built in microphone gives the ability to listen and interact with the instructor in an open plan office environment. Separate speakers and microphone are not ideal in an open office.

The most important thing is to test your headphones and microphone a few days before the online session to make sure everything is working fine with your PC. Incorrect set up of the headphones or microphone is the most common cause of problems rather than the internet connection to the presentation.

It is also important to test your computer connection with the training provider well before the start time as the presentation will start at a fixed time.

### A Group of staff\*

If a number of staff members are attending the presentation it is important that one person takes responsibility for booking an appropriate meeting room with PC and data projector or suitably sized plasma/LCD screen with speakers. The room should be available minimum 30 minutes before the seminar start time to allow the co-ordinator to check out all the equipment and logon on to the internet prior to the webinar start time and adjust the screen and sound levels for the group size. The PC or screen should be fitted with speakers to hear the audio content. Alternatively, if this is not available the sound is available by dialling into the webinar over a phone line via a conference phone on handsfree.

**\* each registrant only has one logon, therefore multiple staff must view the presentation together on one PC**