

College Webinar 101



Contents

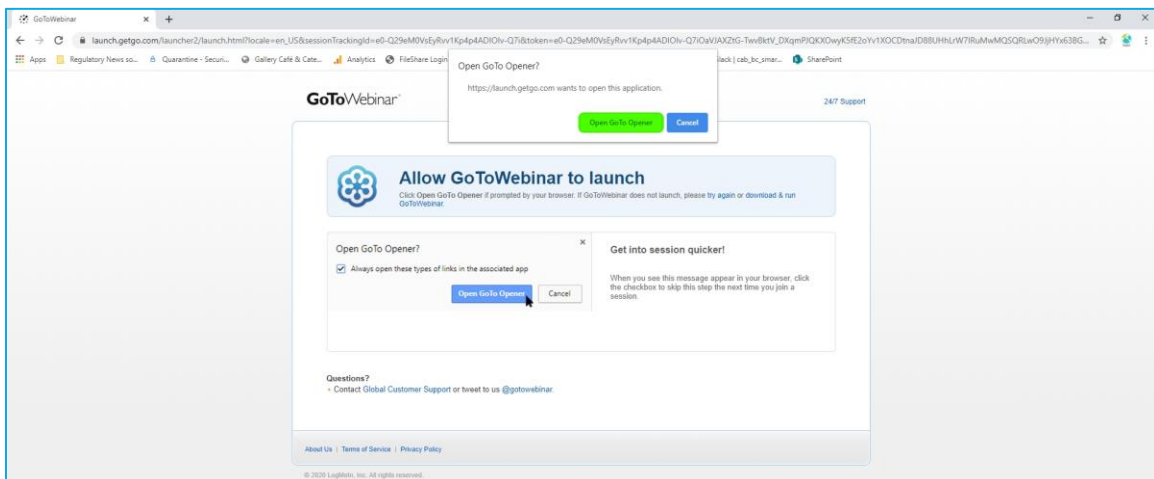
What platform does the College use for webinars?	1
How do I use GoToWebinar?	2
Participating in meetings using the Raise Hand feature.....	3
Raising Your Hand In Official Meetings.....	3
Reviewing handouts and participating in polls.....	3
Participating in a GoToWebinar using a MacOS	3
Quick troubleshooting tips	5

WHAT PLATFORM DOES THE COLLEGE USE FOR WEBINARS?

The College uses a platform called GoToWebinar to deliver webinar content. The platform does not require a download and can be used on a mobile device, tablet or desktop computer.

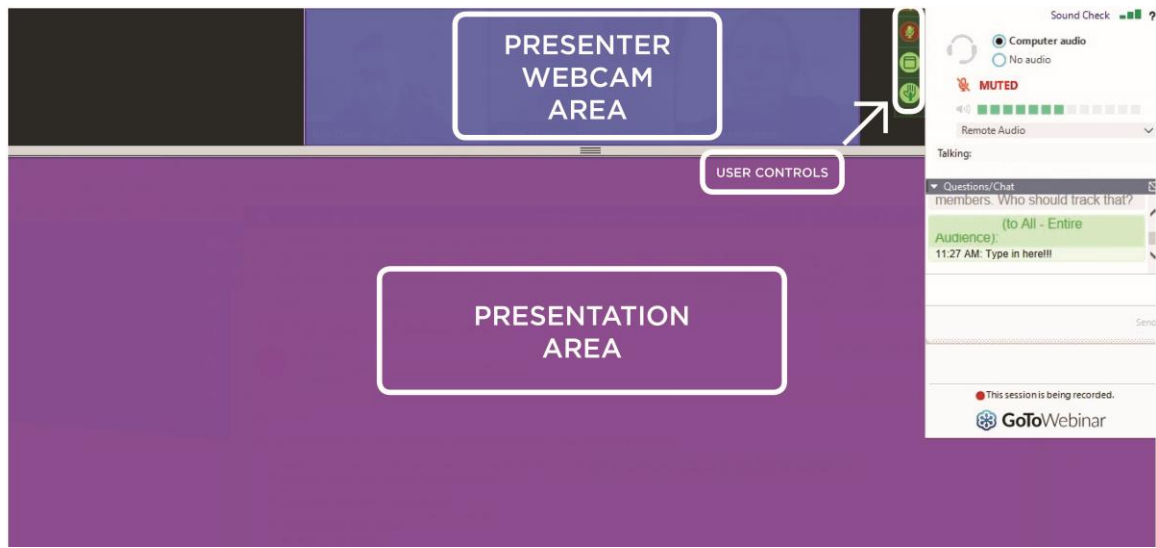
When you register for a webinar, you should receive a follow-up email which contains the date and time of the event, instructions for how to set up your hardware and a link to join the session when it begins. You may also receive an email an hour before the event starts reminding you to join the session and containing the same information detailed previously.

To be clear, registration for a College webinar is a two-step process: you must register in order to receive the meeting link. You cannot join the meeting directly without registering.



We recommend launching the GoToWebinar Desktop App on your computer (Instructions seen above) when joining for full session functionality. More information follows about using GoToWebinar.

HOW DO I USE GOTOWEBINAR?



Once you have entered a session, the first thing you will want to do is confirm your sound is active, either by enabling audio on your computer or switching your speakers or headphones to the ON setting (or both). We recommend joining a webinar shortly before it starts so that you can test your equipment.

Upon joining, you may also need to enable audio in the webinar user panel: expand the “Audio” tab by clicking the triangle to see the options. The **most common troubleshooting issue** that users experience with GoToWebinar is sound not working. Usually this is because if you join a session while using audio in a different application – such as a media player or music program – GoToWebinar will toggle your audio to “No audio”. Reenable it by toggling to “Computer audio” under the Audio tab. If your audio still doesn’t work after enabling your Computer audio, you may need to exit and rejoin the meeting or join using a different device such as a mobile phone or tablet.

Other user information is displayed in the image above. If a presenter or presenters are using a camera, they will be displayed in a band at the top of the screen. The Presentation Area will contain what the active presenter is currently sharing on their screen. Dragging the hashed lines at the bottom of the presenter webcam area will increase or decrease the size of the Presenter Webcam Area, and inversely increase or decrease the size of the Presentation Area. If you are having difficulty seeing text or images in the Presentation Area, click the hashed lines under the Presenter Webcam Area and drag upward to increase the size of the Presentation Area.

You will notice three buttons in the User Controls panel adjacent to where the Audio settings are. These buttons toggle the microphone, screen display and raise hand features. Depending on the settings selected by the webinar moderator, some or all of these features may not be enabled for you. If user microphones are enabled, you will be able to toggle your microphone on and off. If user microphones are not enabled, you will not be able to use your microphone unless a moderator grants you permission.

If you have a question, you can enter it under the Questions tab. Both technical and topical questions must be entered here. If your question requires follow-up, a session moderator may initiate a chat with you. Topical questions must be recognized by the meeting Chair or selected by a meeting moderator. If you have a microphone, and attendee microphone use has been enabled, you may use it to verbally ask your question. Please ensure you've properly set-up your microphone if you would like to use this option.

PARTICIPATING IN MEETINGS USING THE RAISE HAND FEATURE

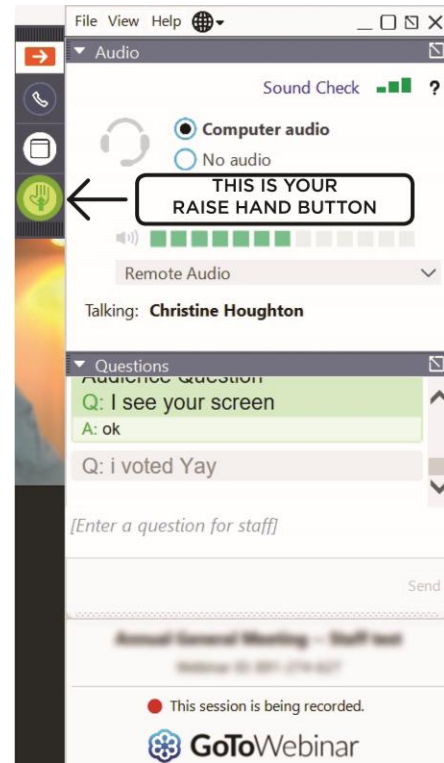
In some meetings, there may be the requirement or the option to interact by raising your hand.

In the sidebar that is attached to your User Controls panel (also visible in the image beside) are several buttons. One of the buttons in this side bar looks like a hand with a green, upward-pointing arrow. This is your Raise Hand action. When you raise your hand, it will be visible to the Chair and/or meeting moderators. Once you've raised your hand, the arrow on the button will change colour to red and point downward, allowing you to lower your hand.

Raising Your Hand In Official Meetings

In official meetings such as the Annual General Meeting, the Chair of the meeting may introduce a motion and ask for support. If you support the motion, you may press the Raise Hand button when prompted by the Chair.

The first two attendees who raise their hands will advance the motion. The Chair will then call for discussion related to the motion. Once discussion -- if necessary -- is complete, the Chair will call the question and those in favour will be asked to press the Raise Hand button and will be given 30 seconds to act. The Chair will then lower all hands and invite those opposed to raise the Raise Hand button, with another 30 seconds allowed. Motions pass with a majority.



REVIEWING HANDOUTS AND PARTICIPATING IN POLLS

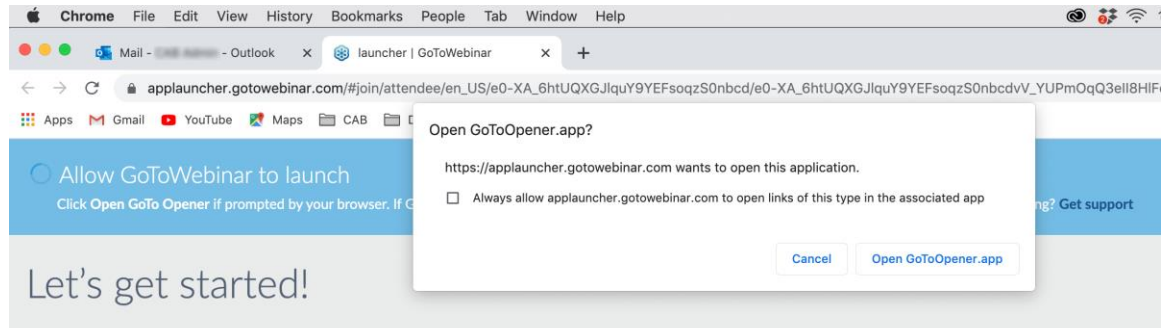
Some webinars and meetings may include documents (like this instruction manual for example!) or slides that can be downloaded once the session starts. These documents will appear in the Handouts tab in PDF format and can be downloaded to your computer. Again, it may be worthwhile to join a webinar or meeting several minutes in advance so that you may review the handouts before presentations begin.

Another feature of GoToWebinar is active polling. If a standing vote of attendees is required to determine a certain outcome, a moderator, meeting Chair or presenter may initiate a poll. The poll will have predetermined answers and it will appear in the presentation area of the screen. Note that the poll will appear over top of any ongoing presentation materials; the poll will remain in the presentation area until a user responds to all the questions being posed in the poll. If the user chooses not to respond to one or any of the poll questions, the poll will continue to appear in the presentation area until all attendees respond or until the moderator closes voting on the poll.

PARTICIPATING IN A GOTOWEBINAR USING A MACOS

The GoToWebinar is compatible with devices running a MacOS. However, some of the labels on the MacOS version on the software can be a little misleading. Again, the College recommends that users join a webinar session using the desktop on a computer. Once you have clicked on the meeting join link, you

should be prompted to run the GoToOpener application. The application may report that you are joining a GoToMeeting session, but it should connect you to the proper GoToWebinar session.








- The audio will begin automatically in listen-only mode.
- Ask questions. Get expert answers.
- Answer polls & download content.

The controls once you are in the session are largely the same as the Windows operating system version. If you have any issues connecting or participating using a MacOS, please review the instructions above or refer to the troubleshooting tips below.

QUICK TROUBLESHOOTING TIPS

Here are some answers to common troubleshooting topics:

-  **I can't hear anything, my sound isn't working**
GoToWebinar often disables sounds in a session if the user joins while using another media application such as YouTube or Spotify; the remedy is to view the toggle in the Audio tab and select "Computer audio". If the session has not begun, you may also consider using the sound check feature to confirm if your sound equipment is working; if your device has multiple listening devices connected, such as speakers and headphones, use the dropdown menu below the sound bar to ensure that you have your preferred device selected
-  **I reviewed my settings in the Audio tab and still can't hear anything**
If you complete the above troubleshooting measures and still have an error message such as "Audio not connected", you may need to rejoin the session or join the session using a different device: GoToWebinar supports participation on mobile phone, tablet and desktop devices
-  **The moderator initiated a poll and now I can't see the presentation anymore**
If a poll is ongoing, it will appear over top of the current presentation in the presentation area (see diagram above); answering all the polling questions will cause it to disappear, however if you do not wish to participate in the poll, your screen will continue to be obscured until all other attendees respond to the poll or until the moderator closes the poll
-  **My Raise Hand feature keeps enabling itself, I didn't touch it**
On occasion, users have reported situations where their Raise Hand features activates itself randomly without action from the user; in this situation, kindly click the Raise Hand feature button to return it to the "resting position": the resting position for the Raise Hand feature should be a hand with a green, upward-pointed arrow
-  **My question isn't being answered, why?**
Attendees can submit questions to moderators at any time and there is no way to separate troubleshooting questions from topical questions; this can lead to a backup of questions that require a response; moderators will address questions in due course if time allows, if topical questions remain after the session is over, the College will typically try to answer them post-event and upload them to the College website