Infinitec Webinar FAQ

➢ **Is there a fee & how do I register?** *No, the webinars are free! Go to www.myinfinitec.org and go to the calendar section. Click on the desired webinar to register.*

➢ **How will I know what the webinar is actually about—beyond the name?** *Go to www.myinfinitec.org and go to the calendar section. Click on the desired webinar and a description will be provided.*

➢ **How will I know the website to go to for the start of the webinar?** *After registering you will be provided a link and audio information via e-mail.*

➢ **Should I plan extra time to download the program?** *Yes, if you're new to the webinar process, please click your link about 10-15 minutes before the start. This will let you get all components ready to go.*

➢ **How do I know when I am "online"? (entering the webinar)?** *After registering you will be provided a link via e-mail. By clicking on the link you will be guided thru the process. There is also a Log in Guide to Webinars on www.myinfinitec.org home page that will take you step by step thru the process. You will know you are connected when you see the presenter's screen. You should also see a little toolbar in the top right of your screen.*


Opens/closes additional controls

Opens full screen mode.

*Allows you to 'raise your hand'. Organizer may have you ask questions differently.*

➢ **How will I hear the audio?** *The audio is done through your phone or thru your speakers. The information will be provided in your confirmation email.*

➢ **Can a group of people attend together?** *Yes*

➢ **If my co-workers are speaking in the background will people online hear it?** *Only if you are un-muted. If you have a lot of background noise be sure to have your audio muted. The presenter can help you with that setting.*

➢ **Will I be able to ask a question?** *Yes, you can ask your question two ways – by speaking or by typing into the questions box and clicking 'send'.*
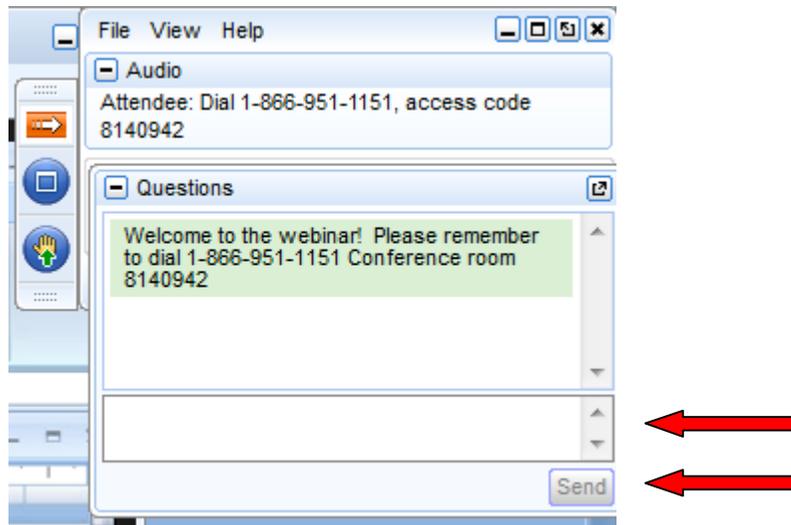
➢ **Can the moderator or anyone else identify me (who is online**)? *The moderator knows who is attending the webinar. They know who you are if you type a question. They will not know who you are if you ask a question out loud. The other attendees do not know who you are during the webinar.*

➢ **Will I get handouts?** *Yes, if there is a handout the presenter will e-mail it to you or provide a Wiki.*

➢ **How many people attend a webinar at one time online?** *1-100!*

➢ **Do I need a special program on my computer to participate?** *Yes, when following the link provided after registration you will be prompted to download the program.*

➢ **Will I get continuing education credit for attending a webinar?** *Yes, you will get a certificate for attending. Your presenter will provide specific instructions on how to obtain your certificate at the end of the webinar.*

➢ **If I miss it will it be archived?** *Some webinars are archived and some are not based on the presenter's preference. It will be stated in the description in the calendar section of the website. Click on the desired topic/date and a full description will be provided along with registration.*

***For further questions contact Jennifer Skalitzky at jskalitzky@ucpnet.org   9.10.13

Login Guide to Infinitec Webinars

Below are step by step instructions on how to log into a webinar.

Participants must register first by going to www.myinfinitec.org and finding desired webinar under the calendar section.

1. <u>Below is an example e-mail confirmation you will receive after registering.</u>

Infinitec
infinite potential through technology

Resources for All Learners: A Guided Tour of
myinfinitec.org

JOIN WEBINAR

Join us on Wednesday, Sep 12, 2012 4:00 PM - 5:00 PM CDT

Dear Jenn,

Thank you for registering for:

Resources for All Learners: A Guided Tour of myinfinitec.org ← *Title, date and time of webinar*
Wednesday, Sep 12, 2012 4:00 PM - 5:00 PM CDT

1. Click here to join:
   https://www2.gotomeeting.com/join/907687418/106833451 ← *Click here to join webinar at start time.*

   This link **should not be shared** with others; it is unique to you.

2. You will be connected to audio using your computer's microphone and speakers (VoIP). A headset is recommended.

   Or, you may select Use Telephone after joining the Webinar.   *Audio will be thru your computer speakers OR phone.*

   Toll   : 1 877 739 5903   *Phone option* As stated, you can call into the webinar
                                                  after you join. You will need the 'Access Code' provided &
   Access Code: 578-577-641   ←   'Audio Pin' which will be given after joining the webinar.
   Audio PIN: Shown after joining the Webinar   The 'Access Code' is specific to you, do not share.

   Webinar ID: 907-687-418

Please send your questions, comments and feedback to: jskalitzky@ucpnet.org.

System Requirements
PC-based attendees
Required: Windows® 7, Vista, XP or 2003 Server

Macintosh®-based attendees
Required: Mac OS® X 10.5 or newer

Mobile attendees   *Viewing can be done from a mobile device*
Required: iPhone®/iPad®/Android™ smartphone or tablet ←

Read our Audio Checklist for tips on using your computer's microphone and speakers with GoToWebinar.

Add to your Outlook calendar ←   *Audio Option* checklist to ensure computer speakers functioning

2. After clicking on link to join, you will be asked to continue. The message will differ based on your operating system and internet browswer. The messages may ask you to either 'Download GoToWebinar', 'Launch GoToWebinar', 'Lauch Application' 'Run', 'Allow', 'open', 'yes' or click 'ok'. Below are a few examples.
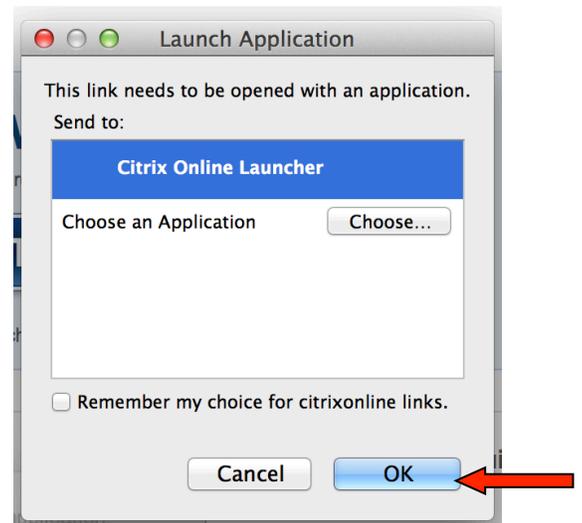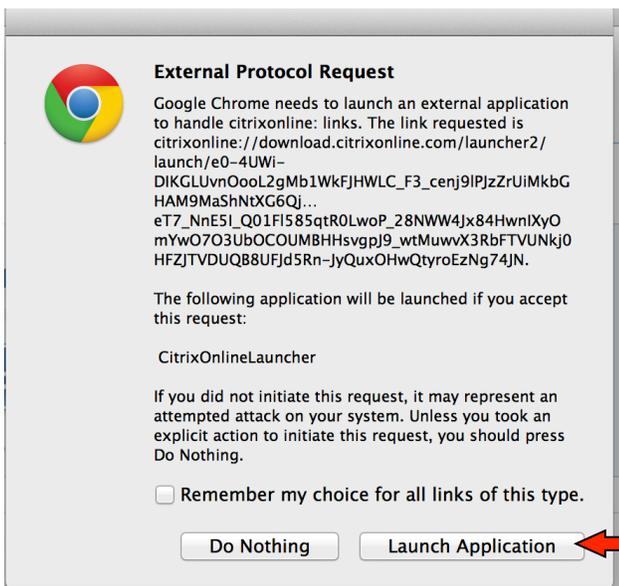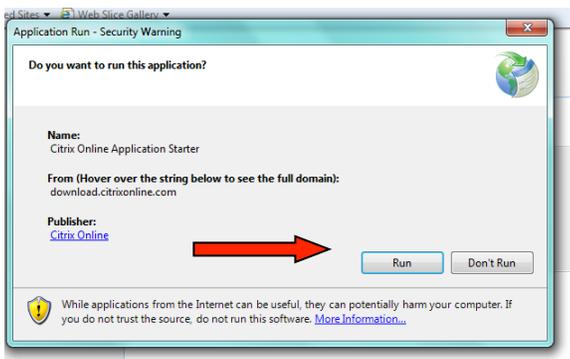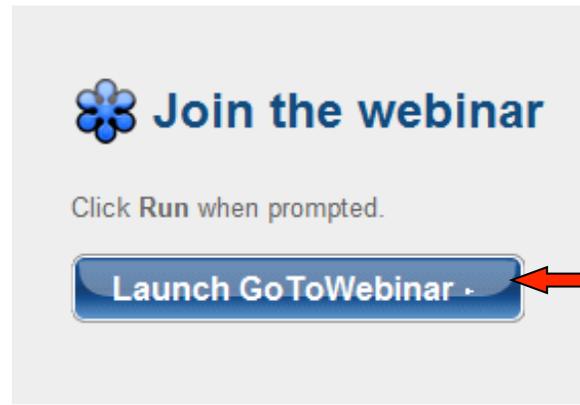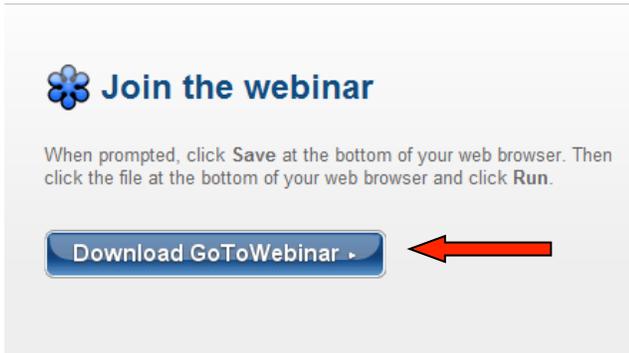
3. Once you are successfully connected you will see the screen below. You will see this until the 'Organizer' logs into the webinar.

Waiting for Organizer - GoToWebinar

✓ **Successfully Connected!**

Waiting for Organizer...
While you wait, read our Audio Checklist for helpful tips.

Details
Subject: Resources for All Learners: A Guided Tour of myinfinitec.org
Time: 10:00 AM Central Daylight Time
Date: Monday, September 10, 2012

Audio
Use your microphone and speakers (VoIP) or call in using your telephone.

Dial: 1 877 739 5903
Access Code: 578-577-641

If you are the organizer, please log in.

Audio checklist to ensure computer speakers functioning properly

4. Once the 'Organizer' is logged into the webinar, you will see the following controls in your upper right corner of your computer screen.

Opens/closes additional controls

Icon to show if muted/un-muted. If gray you are muted, green un-muted. Only presenter can un-mute you.

Opens full screen mode

Allows you to raise hand. Organizer may have you ask questions differently.
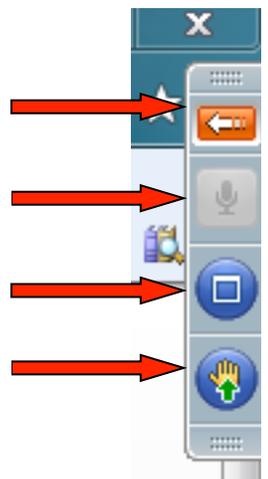
5. Once the orange/reddish arrow is clicked the control panel will open. Here you are able to type a question to the presenter. You will also see a reminder of your audio information appear.
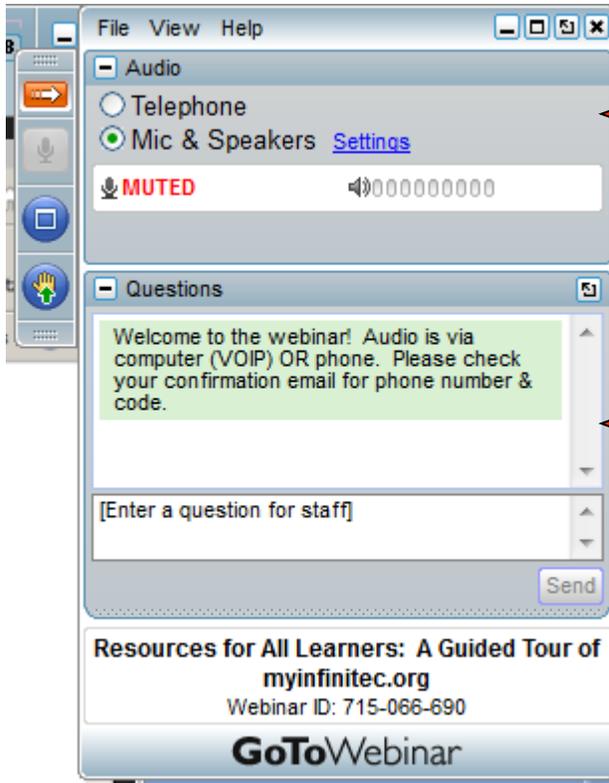
Allows you to choose telephone or mic/speakers for audio.

If you choose 'Telephone', the number will be provided. Do not share the audio numbers

Type question/comment here

Send question/comment

6. To exit webinar go to **'File'** and click on **'Exit'** .