

## Webinar FAQs

### ***What exactly is a webinar?***

A webinar is an audio and visual presentation on the Web. The live audio is delivered to your location over the telephone or your computer speakers. A PowerPoint presentation is presented over the Internet.

It is free!

### ***How do I view the webinar?***

You will view the webinar via the Internet. After you register, you will receive instructions on how to log on. You do not need to download a program or have special hardware.

#### **System Requirements**

PC-based attendees

Required: Windows® 2000, XP Home, XP Pro, 2003 Server, Vista

Macintosh®-based attendees

Required: Mac OS® X 10.4 (Tiger®) or newer

### ***How am I able to hear the presentation?***

After logging on to the webinar (through your computer), you will have to choose your audio option:

1. **Mic and Speakers (VoIP)** – If you have speakers on your computer you can use this option. It enables you to receive audio over the Internet. It is free and others can sit with you at a computer to watch and listen.
2. **Phone Conferencing** – You will receive a phone number in your confirmation email when you register. After you log into the webinar on your computer, you will see the audio PIN. Dial the number provided and follow the directions to enter the access code and audio PIN. You will be charged your standard long-distance rate for calling this number, just as if you made a regular long-distance call.

If you don't have access to the Internet, you can call in and listen.

### ***Do I have to use a speakerphone to listen to the webinar?***

**NO, BUT:**

- If you plan on calling in as a group and listening through a phone, you will need to have a speaker phone option so everyone can hear.
- Holding a hand-held phone might be uncomfortable for 60-minutes. You can use a headset if you have one available.

### ***Can I speak during the webinar, ask a question, or communicate with other participants?***

No, all participants will be on mute. You will not be able to see who is on the webinar or be able to communicate with other participants. Only the presenter and moderator are able to speak. If you have a question, you can submit via the built-in chat feature through your computer. Questions will be answered at the end of the presentation for 15 minutes.

### ***How long are webinars?***

Webinars typically are 60 minutes long with 45 minutes presentation, and the last 15 minutes for questions and answers.

***How do I register?***

You can register online via the link that you received in the email. You only need to register one person even if you plan on viewing as a group.

***When do I receive my logon information?***

This is sent via email soon after you submit your registration. Keep the confirmation email because you will need it on the webinar day. You may want to print the email so you have a hard copy in case of technical difficulties.

***What do I receive before and after the webinar?***

You will receive a reminder email several hours prior to the webinar. After the webinar, we will send a follow up email with the PowerPoint and any other useful information.

***I've registered for a webinar, now what?***

Test your system! Go to <https://www2.gotomeeting.com/wizard?Portal=www.gotomeeting.com> and follow the steps.

***How far in advance should I login/dial in on the day of the webinar?***

We recommend you begin the login process at least 10 minutes before the start in case you encounter technical difficulties.

***Who should I contact if I'm having technical difficulties?***

Please contact Debra Light at (518) 723-2071 or [DebbieL@LeaderEd.com](mailto:DebbieL@LeaderEd.com).

Don't forget to test your computer system ahead of time. We highly recommend this in case there are technical issues such as firewalls. The link to test your system is <https://www2.gotomeeting.com/wizard?Portal=www.gotomeeting.com>. If you have any trouble please contact Dan MacCracken at (518) 723-2050 or [Dan@LeaderEd.com](mailto:Dan@LeaderEd.com).