

TEO Webinars FAQ

What do I need to attend a live TEO webinar?

Single person watching live webinar

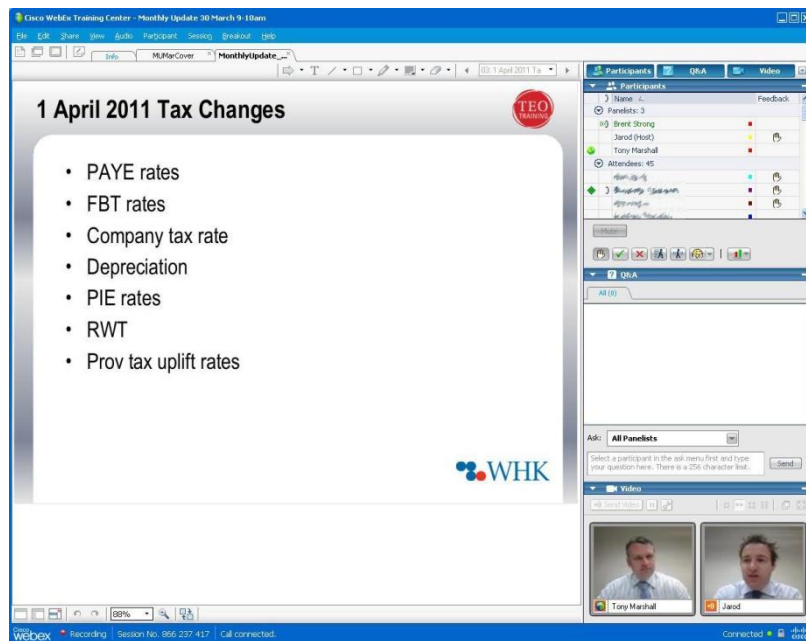
Computer with Broadband Internet connection + Phone (for sound) + Course notes

Group of staff watching live webinar

Computer with Broadband Internet connection + Phone (with speaker phone) + Course notes
+ Datashow projector to display webinar on big screen

Note: please use Internet Explorer, not FireFox as your browser.

Below is an example of what you may see when you log into the webinar:



What do I need to attend a On-Demand (recorded) TEO webinar?

Single person watching On-Demand webinar

Computer with Broadband Internet connection + computer speakers + Course notes

Group of staff watching On-Demand webinar

Computer with Broadband Internet connection + computer speakers + Course notes
+ Datashow projector to display webinar on big screen

Note: please use Internet Explorer, not FireFox as your browser.

How do I hear the webinar?

For live webinars: Audio is provided by phone only, not computer speakers. Once you have logged into the webinar, a “Join Teleconference” box will pop up (See figure 1). Follow the instructions to join the teleconference.



Figure 1

After joining the webinar, you can also access teleconference details by clicking the Info tab in the top right hand side of the screen (see Figure 2 below). Listed on the Info tab are the phone numbers, passcodes and ID numbers required to log into the teleconference.

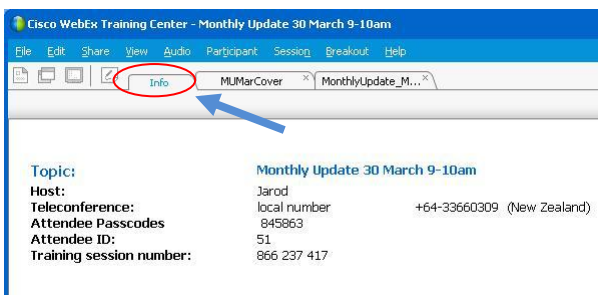


Figure 2

For recorded/On-Demand webinars: The sound comes via the computer speakers.

I can't find my email with all the details

The link to access the webinar and course material is emailed to each individual attendee from info@teo.co.nz a couple of days prior to the webinar. If it is less than 24 hours to the webinar and you have not received this email, contact TEO on 0800 273 746 or email info@teo.co.nz

If you've lost the email, you can log in manually:

1. Go to <https://teotraining.webex.com/> approximately 15 mins before your session is due to begin
2. Under the heading “In Progress”, your webinar will be listed. Click the Session Name.
3. Fill out your details on the right of the screen.
4. Ring TEO on 0800 273 746 to get session password (note: if you use the email link, the password is entered automatically – you only need to enter it when logging in manually)
5. Click “Join Now”

Preparation for the webinar

Prepare ahead of time to make sure your webinar experience is trouble free:

- Forward the webinar link to the computer you are using to connect.
- Change your computer settings so no screensaver will appear during the session, as screensavers may negatively affect your attentiveness rating.
- Log into the webinar about 15 minutes before the webinar is due to begin. First time webinar users may have to load WebEx software which may take 5 minutes extra.
- Dial into the teleconference about 5-10 minutes before the webinar is due to begin (there will be no sound until the webinar begins).

Troubleshooting Technical Problems

- Ensure you are using **Internet Explorer** as your browser, not Firefox.
- Use a **wired**, rather than wireless broadband connection. The broadband speed is faster and more reliable.
- Disable any personal firewall software running on your PC.
- Disable any Pop-up blocking software running on your PC. You can also bypass your Pop-up blocker on an as-needed basis if you hold down the CTRL key and click the Submit button simultaneously.
- Clear Cookies and cache, close all browser windows, reboot the computer and try again.

Interactivity

You can ask questions by typing into the Q & A Box during the session. Simply type into the box, and click Send (Figure 5). If appropriate, the presenter will address the questions verbally so all webinar participants get the answer.

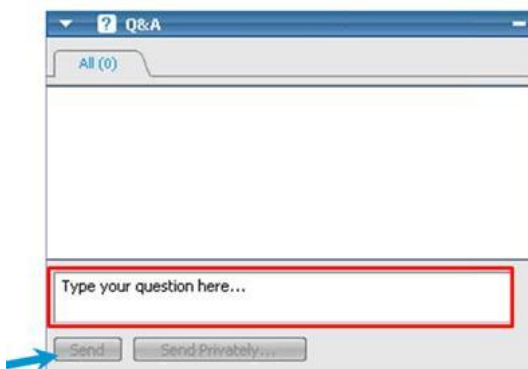


Figure 3

During the webinar, the presenter may have attendees complete a poll, to test knowledge or gauge your opinion on a topic. The Polling window will appear when the presenter opens the poll. Simply select the appropriate answer and click Submit (Figure 6)



Figure 4

The presenter may get attendees to give feedback with the Hand, Tick and Cross icons. They are located on the Participants panel, as indicated in Figure 7 below. Simply click on the relevant icon as appropriate. It appears in the right hand column of the Participant Screen

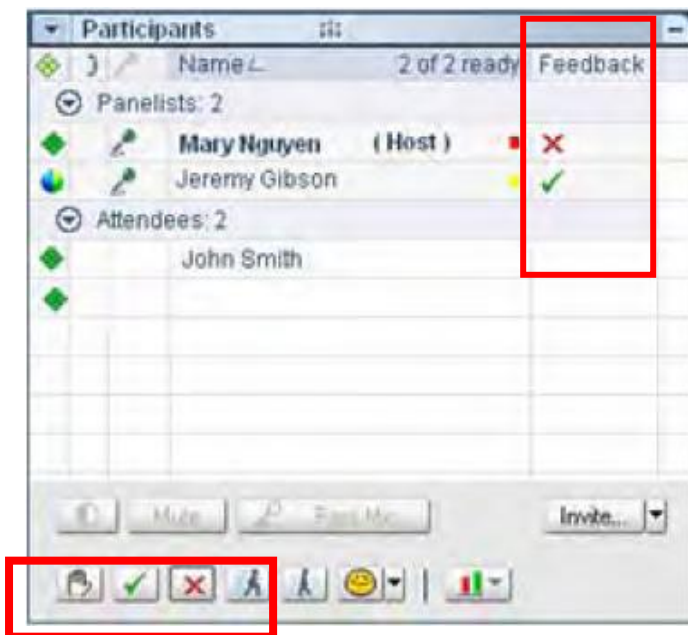


Figure 5

How many people can attend?

An access point ("link") is provided to each attendee. You may have as many staff as you want watching the seminar; however only the staff member(s) registered will receive CPD hours (subject to meeting attentiveness requirements outlined below). If you required more people to gain CPD hours, they must be individually registered.

If multiple registered attendees are going to watch the webinar from one link, please type all their names into the Name box when logging in (ie, "John, Michael and Paul").

Can I gain CPD hours?

Yes. You can receive verified CPD hours for attending a TEO webinar.

We require any attendees name(s) prior to the webinar and require > 75% 'Attentiveness' rating for an attendee to gain their CPD hours. Our WebEx software records whether you're watching the webinar or not (so no surfing the web or checking emails!).

If you are registered for, but subsequently cannot attend the live session and wish to gain verified CPD hours, please let TEO know. We will provide you with a multichoice quiz to complete once you've viewed the On-Demand recorded webinar. Successfully answer 4/5 questions to verify your attendance.

In July each year, TEO emails attendees a training log, detailing all TEO courses attended for the past 12 months. Please ensure TEO has your email address to receive this training log confirmation.

Can I gain CPD hours for an on-demand/recorded webinar?

Yes. When you purchase on-demand, we email you a link to the recorded webinar, course materials and a multi-choice question sheet. Simply watch the presentation, read the course material, then complete the questions to verify your continuing professional development hours (if applicable - for NZICA members). Obviously you are unable to ask questions like in a Live webinar, however you are welcome to email info@teo.co.nz with further questions about the course topic and the presenters will assist where possible.

In July each year, TEO emails attendees a training log, detailing all TEO courses attended for the past 12 months. Please ensure TEO has your email address to receive this training log confirmation.

Watching webinars on demand

Missed a webinar? Want to replay a specific part of a webinar again? It's possible with TEO webinars. We record our webinars and will automatically email attendees a link to attendees to watch their webinar again on-demand. You can expect to receive this link within 48 hours of the webinar being recorded.

Can I buy “X” webinar as a recording/On-Demand?

Yes, all our webinars are available on-demand. The order form is available on our website under Resources > Distance Learning. Simply fill out the “On-Demand” webinar recording with the applicable webinar topic.

Will live webinars be audible via computer speakers in the future?

Our webinar provider advises this will not happen in the near future. The webinar program we use has added functionality (ie multi-video, polls, etc) over the webinar programs which provide sound via speakers. The bandwidth required to run both the added functionality and audio is too great. The audio for our On-Demand webinars comes through computer speakers however, so if there is an issue with using a phone, the On-Demand webinar is a good option.

Feedback

TEO welcomes your feedback. Feedback is provided via an online form:

<http://www.teo.co.nz/courses/webinars/webinar-evaluation.aspx>