

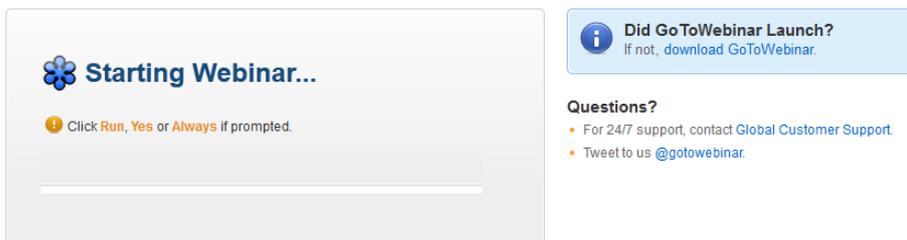
TEO Webinars FAQ

Register for a webinar

1. Complete a registration form or register online for the webinar with TEO.
2. TEO will email you a link to enrol into the webinar system. Click this link.
3. Complete the enrolment form.
4. You will receive an email confirming your registration for the webinar.

Join a webinar

1. About 15 mins before the webinar, open up your webinar confirmation email.
2. Click the Join Webinar link.
3. If prompted, click Yes, Grant or Trust to accept the download.



4. Join the audio portion of the webinar. Audio information is provided in the Audio pane of your Control Panel and in the Webinar confirmation email.

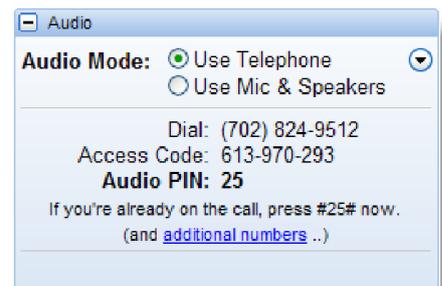
Audio Options

By default, you will be joined into the webinar muted, and by VoIP (audio is available by computer speakers)

Please note that the audio quality can vary based on your audio software/hardware manufacturer as well as your operating system.

When using VoIP, the following best practices are recommended:

- For optimum sound quality, a headset is recommended, preferably a USB headset
- If a headset is not available, speakers are required to listen to the webinar



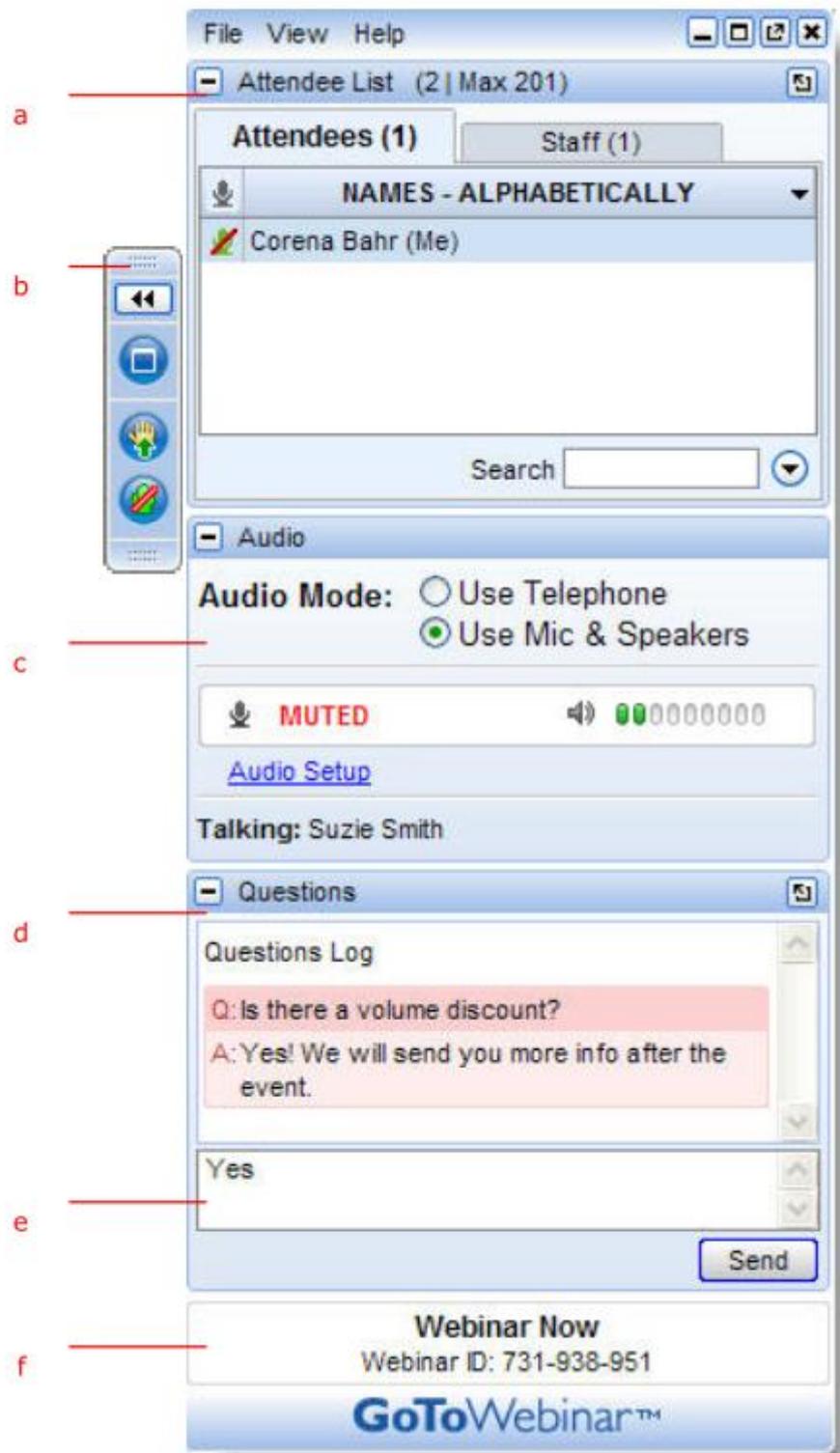
To switch audio formats during a webinar:

You can switch between using VoIP (mic and speakers) or your telephone during the webinar session. In the Audio Pane, select either *Use Telephone* or *Use Mic and Speakers*. If joining via telephone, be sure to enter the Audio PIN noted in your Control Panel. Please note that the phone number you will have to dial is a toll number. You will have to meet the cost of the call.

Using the Control Panel

Once you have joined the webinar, you will see the Attendee Control Panel and Grab Tab. The Control Panel contains panes that can be expanded or collapsed by clicking the +/- on the left side of each pane.

- a) Attendee List
- b) Grab Tab – click arrow to open/close Control Panel. Click square to toggle Viewer Window between full screen/window mode. Click hand icon to raise/lower hand.
- c) Audio Pane – Select audio format. Click Audio Setup to select Mic and Speakers devices
- d) Questions Pane – Attendees can submit questions and review answers.
- e) Type your question and click Send to submit to the organiser
- f) Webinar details – Provided for quick reference



I can't find my email with all the details

The link to enrol for 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 <http://www.joinwebinar.com>
2. Ring TEO on 0800 273 746 to get the Webinar ID
3. Enter Webinar ID and your email address
4. Click "Continue"

Preparation for the webinar

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

- Remember to enrol so that you receive your webinar access link and automated reminder emails
- Test that the computer can run a webinar, [click here](#)
- View the System Requirements necessary to run the webinar, [click here](#)
- 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 webinar software which may take 5 minutes extra.

How many people can attend?

One access point ("link") is provided to each registered attendee. This link is intended for the staff member registered with TEO only. Multiple attendees may watch the webinar together, provided they have all registered with TEO.

Can I gain CPD hours?

Yes. You can receive verified CPD hours for attending a TEO webinar. We require you to attend at least 75% of the webinar to gain your CPD hours.

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.

I can't seem to load the webinar?

If you are having issues with launching the webinar, check for a solution, [click here](#)



Feedback

TEO asks attendees for feedback at the conclusion of the webinar.