Appendix D: How To Ensure a Successful Webinar (for Participants)

1) Please try to test your connection to the PictureTalk webinar application at least one day prior to the session to troubleshoot any technical issues.

2) Please connect to the webinar and teleconference line several minutes before the start time.

3) If you are in a noisy place, please use your phone's "mute" or "mic" button so that you can hear the speaker and help reduce noise. Alternatively, if you don't have a mute or mic button, you can mute your phone during the webinar by pressing "*6" on your phone. To un-mute, press "*6" again.

4) Please do not use the "hold" button on your phone during the webinar, as it will play hold music or beeps audible to other participants. Instead, use your phone's "mute" or "mic" button. If there is an emergency, feel free to hang up and call back.

5) Should you be kicked out of the webinar or teleconference, simply log or dial back in using the details provided in the "Connection Information" section above.

6) We will be conducting our webinar using PictureTalk, an online conferencing tool that supports multiple computer operating systems and Internet connection speeds. The PictureTalk screen is intuitive and easy to figure out, but if you are unfamiliar with it or webinars in general, keep the following in mind:
A) Make sure Java is enabled in your Web browser (PictureTalk is a Java-based application).
B) With multiple people connecting to the webinar with different computers and Internet connection speeds, you may notice slight delays in how fast presentation material loads. The presenter will adjust his or her pace to ensure that everyone is caught up before proceeding.
C) We recommend you do not use the webinar tools you will see on the bottom of your viewing window, unless directed to do so by the presenter.
D) For optimal viewing of the presentation, we suggest you set the resolution of your monitor to 1024 x 768. However, the presentation can be viewed with lower settings (e.g., 800 x 600); you will see scroll bars to the right and bottom of your viewing screen to view the parts of the presentation that may be off-screen.