

Welcome to UKSG webinars

We strive to make your participation in UKSG webinars as enjoyable and trouble-free as possible. You may therefore like to read the information below to help you prepare.

General recommendations:

- A headset or speakers if you wish to join the webinar using your computer and VoIP (Voice over Internet Protocol)
- Close all applications not in use
- A wired internet connection (wireless can affect VoIP) plugged in via a LAN cable
- Keep mobiles etc. away from your computer
- Join early – you will need time to launch the application

System requirements:

- <https://support.logmeininc.com/gotowebinar/help/system-requirements-for-attendees-g2w010003>

Test your connection beforehand:

- <https://support.logmeininc.com/gotowebinar/help/join-a-test-session-g2w060001>

We cannot anticipate all browsers and firewalls, some of which may prevent access to the webinars or web cams. Please speak to your IT department if you think an institutional firewall may affect your participation.

Optimal Firewall Configuration:

<https://support.logmeininc.com/gotowebinar/help/optimal-firewall-configuration-g2w060025>

Mobile devices:

Both Android and iOS mobile devices can be used to join a webinar. First download the free Citrix GoToWebinar app from your usual app store.

Recording:

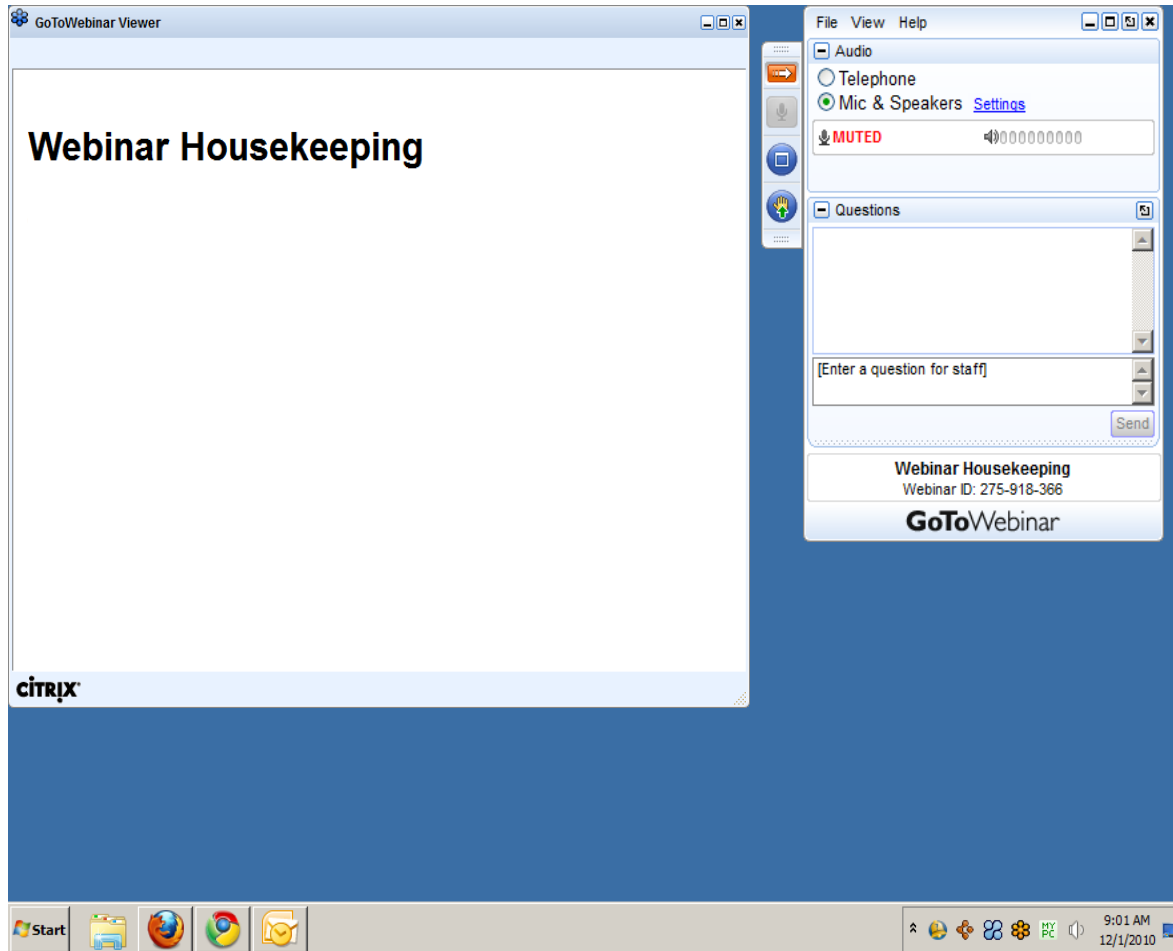
- All UKSG webinars are recorded and the link to the recording is sent by e-mail to all those who registered, usually within 48 hours.
- Recordings include audio and slides, but do not, at present, include web cam video (if used).
- Recordings are in MP4 format and may need VLC Media Player to view them (http://www.videolan.org/vlc/index.en_GB.html). Mac users may also use VLC Media Player or a Mac converter such as Flip4Mac. Alternatively, you may request access via another method/format.

Citrix GoToWebinar Attendee Guide:

<https://support.logmeininc.com/gotowebinar/how-to-join-attendees>



How to participate



The slides and web cam 'Viewer' is on the left of your screen and the 'Control Panel' on the right.

To view slides in full screen, click 'maximise' on the Slide Viewer. (Or click the 'View' menu and 'Full Screen'.) Click the 'View' menu and 'Window' to return to window mode.

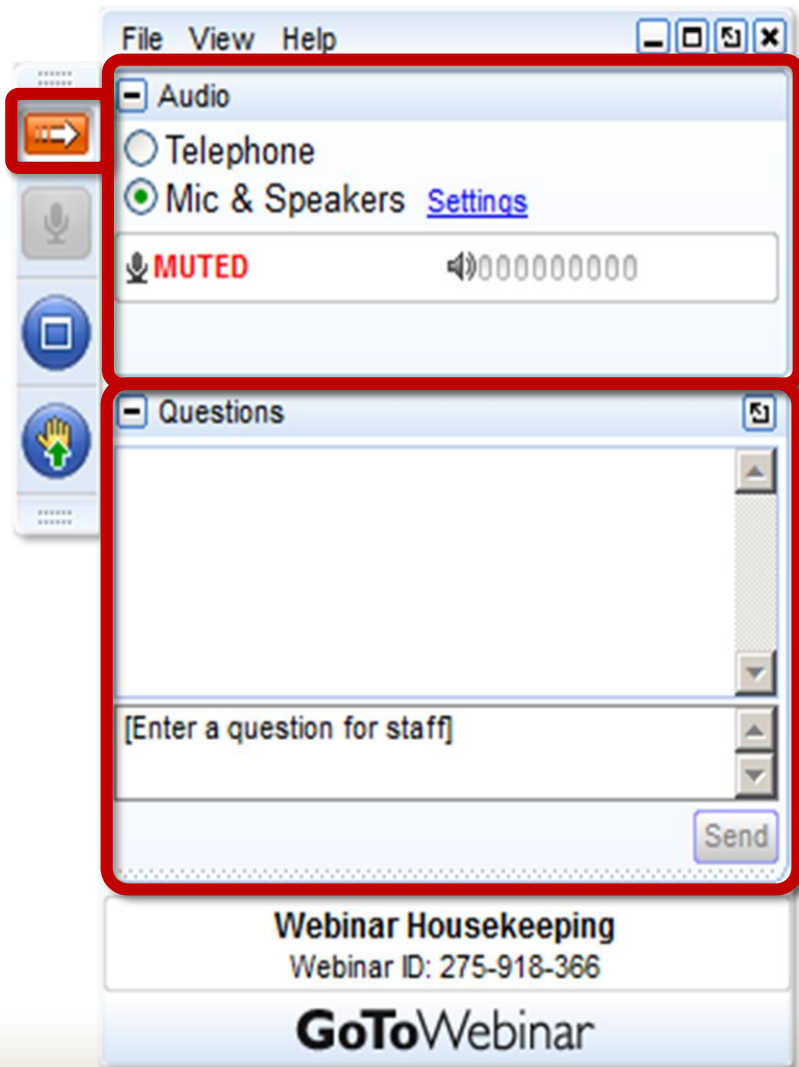
'Minimise' will take you away from the webinar screen. Click the Blue Flower down in your Start Bar to return.

The speaker's web cam should appear automatically when shared. Toggle 'Hide/Show' web cam if it does not appear or change its position by clicking the 'Webcams' drop down in the top left of your viewer.

Click the camera in the top right of the viewer to save a picture of the 'Viewer' to your desktop.



How to participate



Control Panel

The Control Panel is on the right of your screen.

Use the white arrow on the orange button to open and close it.

To keep it open, click the 'View' menu and un-tick 'Auto-hide Control Panel'.

Click 'Earth' for language options.

Audio:

- Choose "Mic & Speakers" to use your computer and VoIP or
- Choose "Telephone" and dial in using the information provided
- Click 'Sound Check' to test your audio

Questions:

- Submit questions and comments via the 'Questions' box at any time



About the webinars

- **Audio problems:**

If you hear an echo and are listening through your computer (VoIP), try reducing the volume of your speakers. If faint, try increasing the volume!

If you encounter further difficulties and are using VoIP, please mute your computer and join the audio conference by telephone. Click 'Telephone' in the 'Audio' box of the control panel and follow the instructions.

If you join by telephone, you may encounter feedback. Please mute your computer and continue listening by telephone. Please also ensure that you select 'Telephone' in the 'Audio' box and enter the audio pin.

- **Other problems:**

Please raise any other issues with the organiser (Samira Koelle) in the 'Questions' box.

It is possible to leave and re-join the webinar for a better connection using the original joining e-mail.

- **Web cams:**

When shared, a 'Webcams' drop down will appear next to the 'Zoom' drop down in the top left of your 'Viewer'. If you encounter problems, try toggling 'Hide' and then 'Show' webcams.

General:

- Attendees are muted throughout a webinar unless invited to ask a question verbally.
- We usually take written questions via the 'Questions' box. These are read out by the organiser and usually displayed in the Questions box for all to see.
- We endeavour to respond to questions as quickly as possible. Questions may be answered after a webinar.
- A feedback survey displays at the end of the webinars – please complete it to help us improve.
- If you move away from the webinar screen, click the Blue Flower down in your Start Bar to return.



We hope you find this information useful. Should you have any further questions or queries, please contact Samira Koelle, samira@uksg.org.

