Webinar tips

- **Login in**
  Each participant will need to login 5 to 10 minutes before the event begins. They can do this by clicking on the webinar hyperlink in their event reminder email. There are no passwords associated with this event.

- **Security**
  The webinar event is private and secure. Security measures are in place to prevent the spread of viruses or the exposure to spyware.

- **Interactivity**
  Voice over Internet Protocol (VoIP) will be used and all participants will need a reliable internet connection and speakers. Participants will have the option to speak to the presenter and audience. In this case a head set is recommended. All participants will have also the option to type comments and questions in via a chat box.

Trouble shooting

- **Poor voice performance**
  Dropped words, delay or robotic sound may occur due to poor network performance, lack of memory or high CPU usage. Please close down all other programmes when taking part in the webinar.

  **Possible reasons:**
  * Are your speakers plugged in?
  * Is your computer speaker volume at a high level?
  * Do you have other programs running on the computer? (These will need to be closed)
  * Is your internet connection too slow?

- **Dropping out**
  Sometimes a participant may involuntarily drop out of an event. They should simply log back in using the weblink in the event confirmation or reminder emails.

  **Possible reasons:**
  * Have you tried logging into the session again?
  * Do you have other programs running on the computer? (These will need to be closed)
  * Is your internet connection too slow?