

Joining the Online Virtual Conference

IT Requirements

You may join the meeting from a desktop, laptop, tablet or smartphone. However, if using a table or phone, you will need to ensure that you have a strong signal and stable broadband. If you experience problems when using a phone or tablet, we recommend you switch to a laptop or desktop computer. If you wish to be seen by the other delegates, you will need either a webcam or you can use the built-in camera on a laptop or tablet. If using a desktop or laptop, the recommended browser is Google Chrome. We do not recommend using Microsoft Edge.

Joining the Online Seminar

Step 1: You will receive an email the Thursday night before the conference. This email will be sent to the email address that you used when registering for the conference. It will contain a link (as shown below). The online room will be opened 20 minutes before the conference starts. When it is time to join the conference click the big green JOIN button. You should aim to get into the room early because a busy virtual room can take a while to 'get in'.

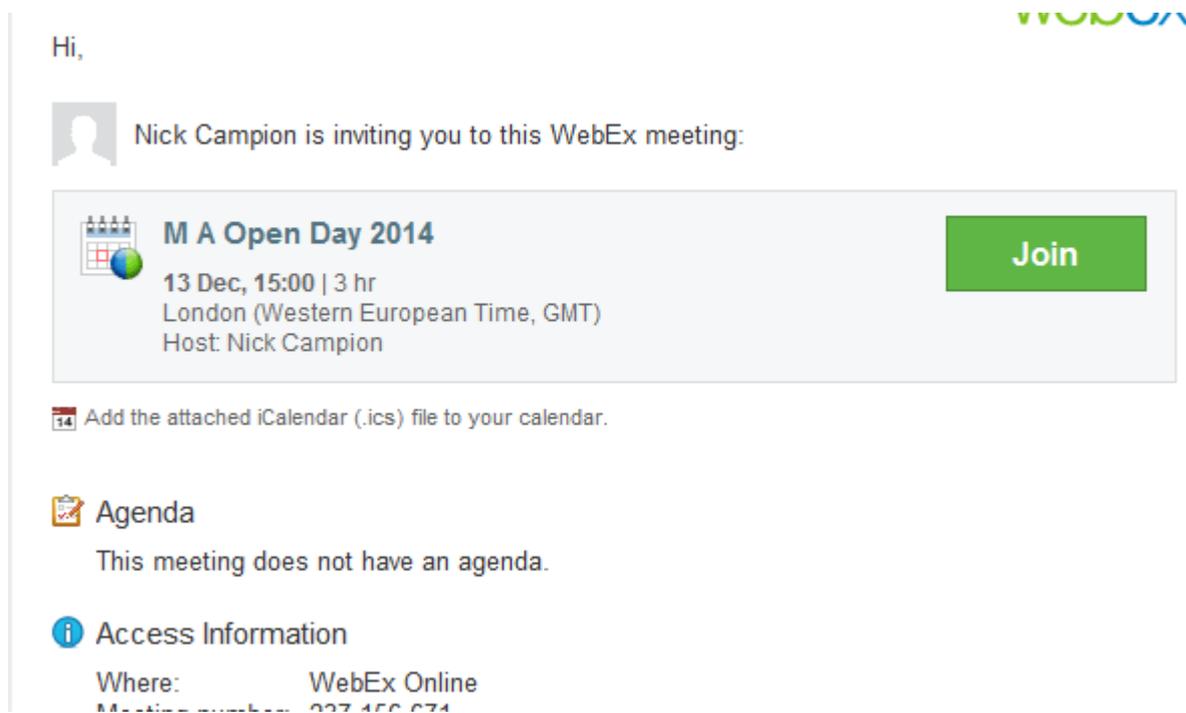


Fig 1: The email you will get from us and it button for joining the room.

Step 2 – 20 minutes before the conference click the JOIN button then, in the next screen (Fig. 2) enter your **name and email address** and **join as a guest**. You do not need an account.

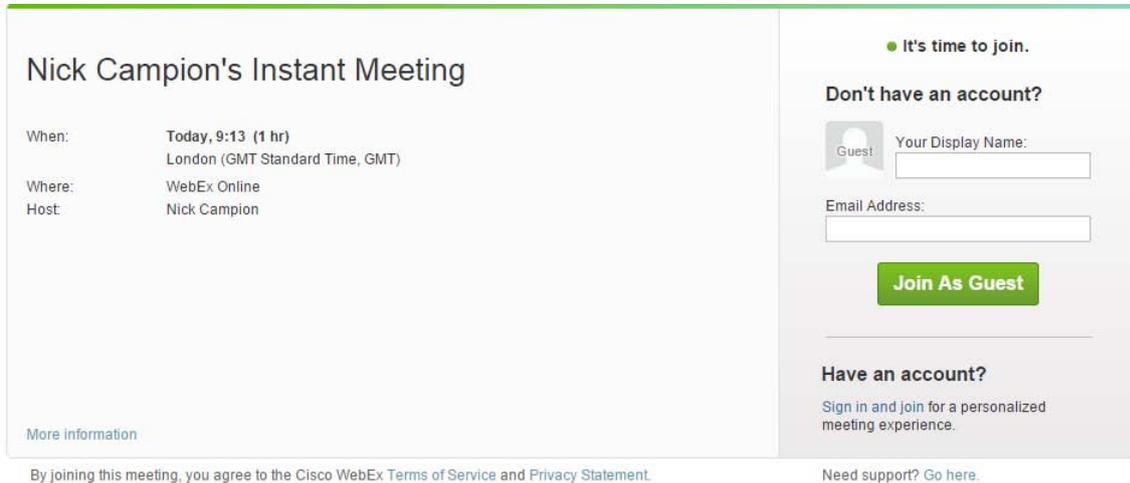


Fig. 2 – Entering the online conference

Step 3 – you will enter the virtual room. Look in the lower left hand corner and you will see a button that says '**Call using Computer**'.

IMPORTANT: Now click the big BLUE button that says – **Connect to Audio** (Fig. 3).

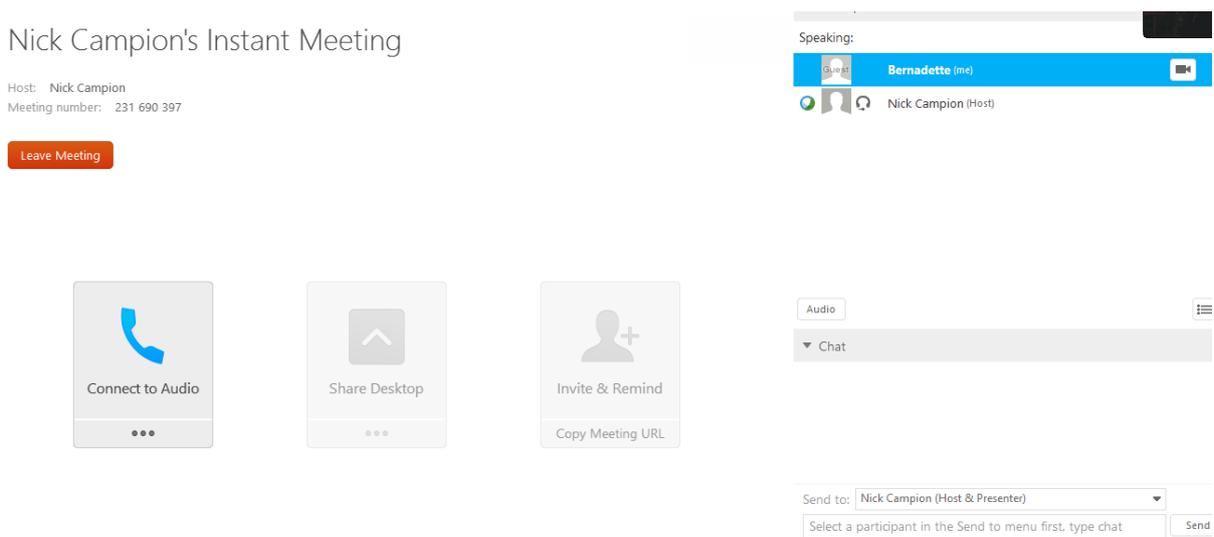


Figure 3: Connecting to Sound

This will mean that you can now hear and be heard in the seminar – we will however keep your microphone muted.

Asking a Question in the Discussion Period

The best way to ask a question is to type it in the chat box. It will pop up on the Webex screen and the chair of the conference will read it out for the speaker to address.

Finding and Using the Chat Box

In the discussion periods you will also be able to ask questions via the **Chat Box**. If you cannot see the chat box ensure that the chat box panel is turned on. Look above the image of the speaker and you will see an icon labelled ‘Chat’ . (Fig. 4)

This icon turns the chat box on or off.

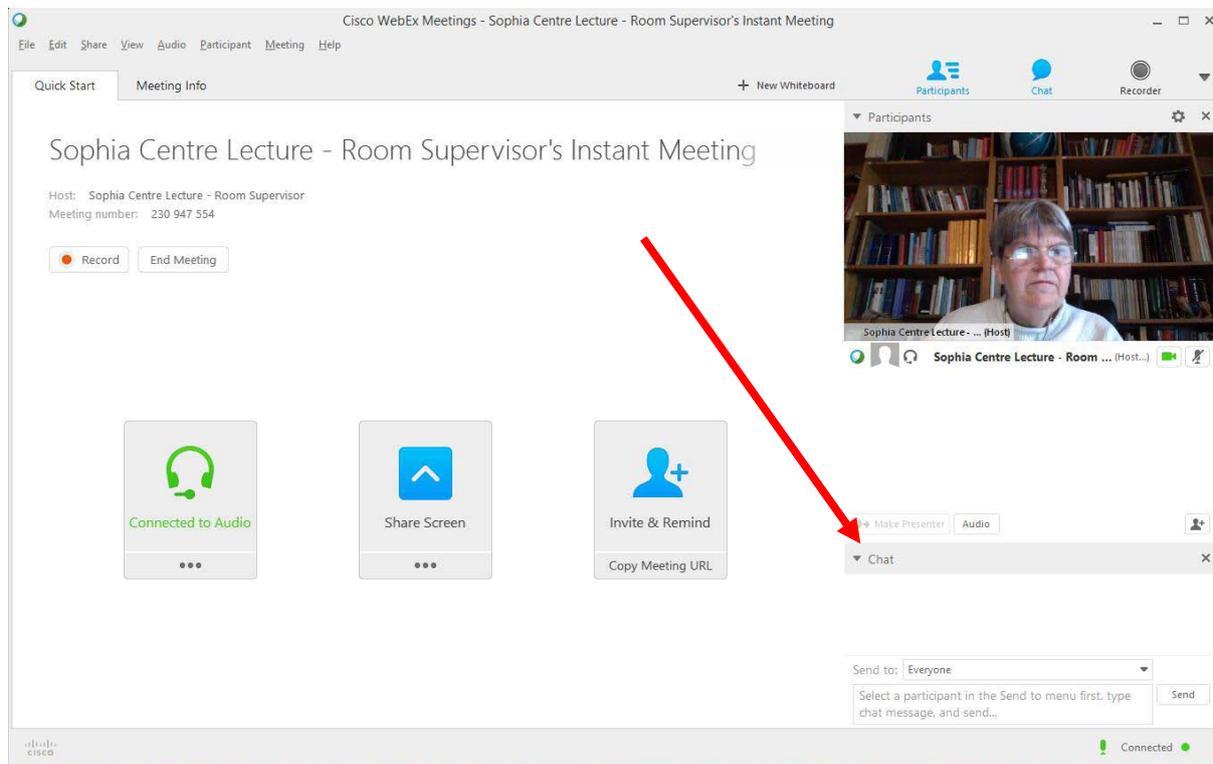


Figure 4 – finding and using the chat box.

If you still cannot see the chat box then look for the word CHAT and click on the little triangle next to the word. This opens or closes the chat box panel.

Select **EVERYONE** in this box (so that everyone can see your comment).

Type your message here and click 'send 'or tap your Enter key.

Later if you wish to ask a question in the discussion period you can, if you wish, turn your web cam on so that the delegates at the conference can see you. To turn your web cam on, find your name on the list of people in the room – it may be a long list, and click on the small web cam icon to turn it green. If your band width is not strong then we suggest that you do not turn your web cam on.

WELCOME!

Trouble Shooting getting into the Webex Room

Non receipt of email link to conference

All email invitations will be sent out the Thursday night before the conference, to the email address you used to register. Please ensure that you check THIS email address. If you cannot find the email and you have also checked your spam folder then please email frances.clynes@gmail.com and request another link **at least 2 hours before the conference starts.**

Audio not working

It can take a little while for the audio to connect that is why we suggest you enter the room early. However, if you cannot hear the activity in the room AND you have checked your own computer's volume controls then look in the top left hand side of the Webex window and select: **AUDIO/Test Computer Audio.**

The **Test Computer Audio** dialogue box will open and you can ensure that your correct speaker on your computer is selected and adjust the volume.

Unable to Log into Webex

Sometime Webex can just hang and not let join the conference. If this occurs, then it is normally an **Internet browser** problem. Click on the link in the email you have been sent BUT instead of entering in your email address and name, copy the URL to your clipboard and then open another browser, other than your default browser, paste the URL into that new browser as proceed as normal. This will usually solve the problem.