# REGISTERING FOR A WEBINAR

1. Click the registration link on the TEC website.

2. Complete the registration form.

3. You will receive an email (to the email address you've provided) confirming your registration for the webinar, along with the option to add the webinar information to your Outlook® Calendar.

## JOINING A WEBINAR

1. Five minutes prior to the start time of the webinar, open the webinar confirmation email or Outlook appointment.

2. Click the Join Webinar link provided in the confirmation email or Outlook appointment.

3. If prompted, click **Yes, Grant** or **Trust** to accept the Citrix program download for viewing the webinar.

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 sent prior to the webinar.

5. In the Audio pane, select either **Telephone** or **Mic & Speakers**.

**If joining via telephone, be sure to enter the Audio PIN noted in your Control Panel, when prompted by the automated attendant.**
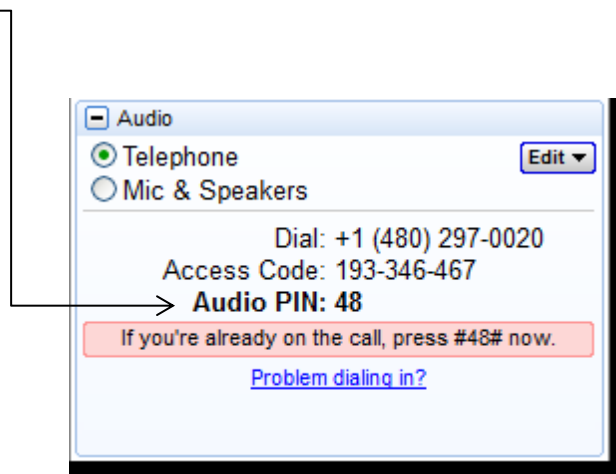


## AUDIO OPTIONS

Your choice of audio mode is provided in the Audio pane of your Control Panel. **By default, you will be joined into the webinar muted.**

If the **Mic & Speakers** option is available, you can join the webinar via Voice Over Internet Protocol (VoIP).

**Note:** If you choose to join via VoIP, you will need speakers to listen to the webinar and a microphone to speak (if the organizer gives you speaking rights).

**VoIP Best Practices**

If you join the webinar using VoIP, please note that 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 and a USB microphone to speak (if the organizer gives you speaking rights).

• If using a microphone, it should be at least 1.5 feet away from any speakers built in or connected to your computer.

• Using a webcam microphone is <u>not</u> recommended.

• If you are unmuted by the organizer, you may need to turn the volume down on your speakers to avoid echo.

**Switch audio formats during a webinar**

If you are enabled for both types of audio, you can switch between using VoIP (Mic & Speakers) and Telephone <u>during</u> the webinar session if you have difficulties with the sound quality of one type of audio.


## USING THE PARTICIPANT 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 Plus icon or Minus icon on the left side of each pane.

• **Attendee List** - Displays all the participants in-session (<u>if</u> enabled by the organizer)

• **Grab Tab**

-*Orange Arrow Icon*: allows you to open/close the Control Panel

-*Microphone Icon*: displays whether or not you have audio to speak; note you will be automatically on mute when joining the webinar (if unmuted this icon will be green),

-*Screen Icon*: allows you to view the webinar in full screen view

- *Hand icon*: allows you to identify to the webinar organizers that you have a question (while on mute)

• **Audio pane** – Displays the set audio format. Click **Settings** to select Mic & Speakers devices

• **Questions pane** - Allows you to submit questions and review answers while on mute. Broadcast messages from the organizer will also appear here
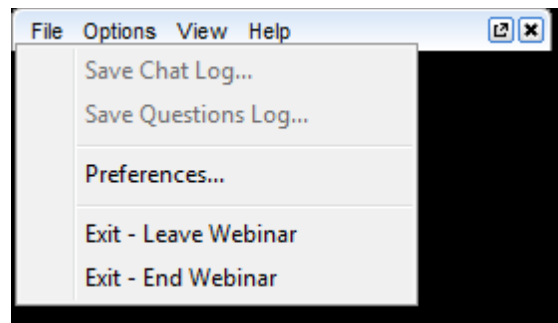
• **Webinar details** – Provides a quick reference, and the Webinar ID can be given to someone to join through www.joinwebinar.com

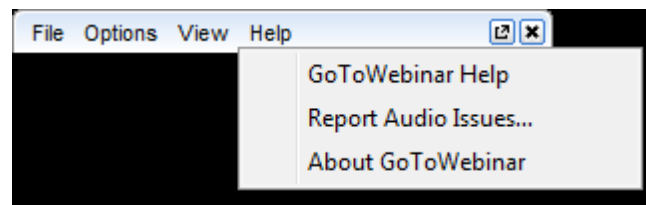**Note: Webinar organizers are able to monitor participant attention during the webinar**
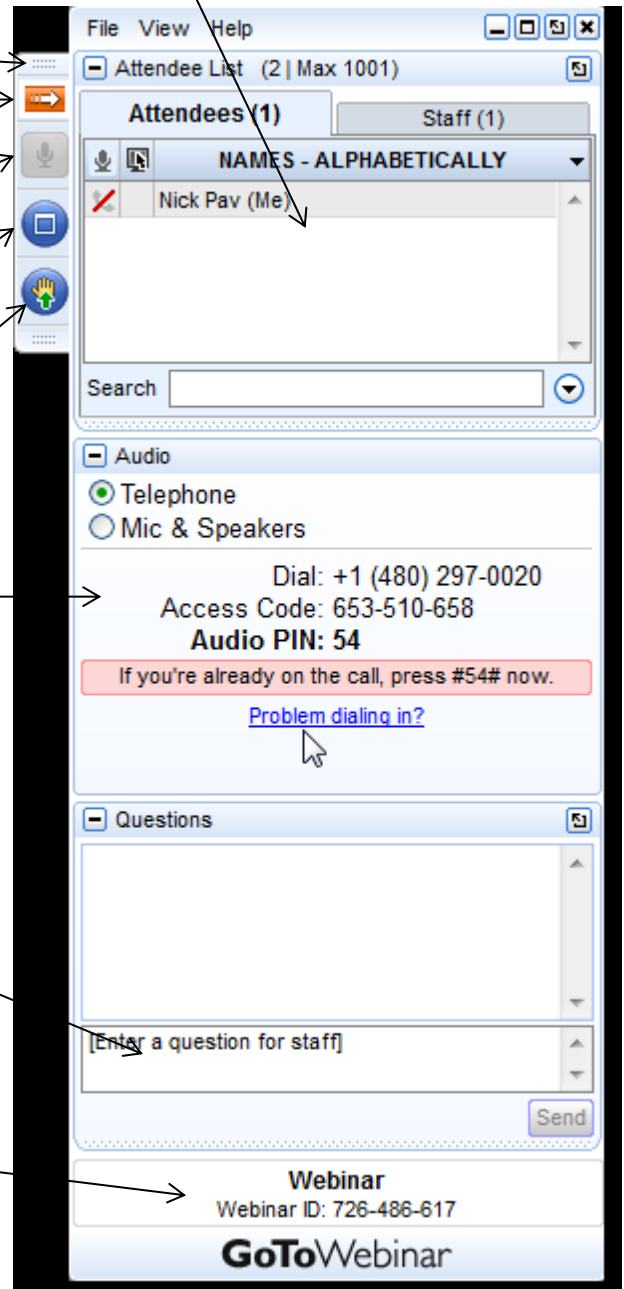
## LEAVING A WEBINAR

Click **File** at the top of the Control Panel and select **Exit – Leave Webinar** to exit the session.



## ACCESS WEBINAR HELP

Click **Help** at the top of the Control Panel to access online help.



## UNABLE TO LISTEN TO/PARTICIPATE ON THE WEBINAR

All webinar sessions are **recorded.** Participants experiencing technical difficulties during the webinar, which cannot be resolved either by using the "help" function or by exiting the webinar and signing back in, or those who are not able to participate due to scheduling conflicts, will still be able to access and listen to these sessions via the TEC online Prescribing and Therapeutics course info.