

### **WHAT SHOULD I EXPECT FROM THE WEBINAR?**

The Webinar uses interactive conferencing software that requires an Internet connection. During the presentation portion of the meeting all participants will be muted so that environmental noise doesn't diminish the sound quality. There may be an opportunity for participants to ask questions near the end of the teachings. If a participant 'raises their hand' with the conferencing software they may be called upon to ask a question, at which time the moderator will un-mute that participant's connection so that s/he may speak with the presenter. Through this conferencing software we are attempting to make these teachings accessible to all across our growing community. As with any internet-based system, successful communication depends on many causes and conditions including your own computer and Internet connection. Given the complexity it would be a miracle if everyone were able to connect without a hitch. Please be patient and persistent as we work out the kinks in this shared system.

### **HOW DO I OBTAIN THE URL FOR THE WEB CONFERENCE?**

You should pre-register for the Webinar at least 24 hours before the first talk of the program. After you register for the program online, you will be sent the url which will direct you to a registration page for the Webinar, and a password. After you click the register button you will receive an email with a url to the actual teaching in it. In this email you will also see a telephone number and conference access code. **IMPORTANT NOTE: YOU WILL NOT RECEIVE YOUR INDIVIDUAL TELEPHONE PIN UNTIL YOU LOG ON TO THE MEETING ON THE MORNING OF THE TEACHING.** After registering, the software will also take you to a page where the same information that will come via email appears (minus the individual telephone PIN). When you sign in at the time of the teaching you will be prompted to enter the password.

### **IS THIS URL THE SAME FOR ALL THE WMPT PROGRAM TEACHINGS?**

Yes.

### **HOW DO I ATTEND THE MEETING WHEN THE TIME COMES?**

30 minutes before the appointed teaching time (check the MSB program page for the schedule; all times are Mountain Time) click the link in the email. If prompted, click Yes, Grant or Trust to accept a download of 'meeting software' to your browser. Run the application if you are prompted to. You will see the meeting control panel appear on your desktop. The software download can take some time to install depending on your connection speed, so leave time for that. Please note that the meeting software is part of your browser once the download completes – it is not separate software. Enter your password when prompted.

### **HOW DOES THE AUDIO WORK ON MY COMPUTER?**

We strongly suggest that our purchase and use a VoIP headset for these calls if you are not attending the teachings in a group setting. This reduces feedback on the webinar if you ask a question. You may not be allowed to interact on the call if you do not have a headset, as the presenter may not be able to hear you. Once you have joined the online portion of the meeting, audio information is provided in the Audio pane of your Control Panel. You can switch between using VoIP (Mic & Speakers) or your telephone. In the Audio pane at Audio Mode: click either Use Telephone or Use Mic & Speakers. If you use a telephone for the call, you may incur long distant charges. Your AUDIO PIN/PASSCODE for the telephone call appears in this window. Audio quality can vary based on your audio software/hardware manufacturer as well as your operating system.

When using the Mic and Speakers option the following best practices are recommended:

- For optimum sound quality, a headset is recommended, preferably a USB headset for ease of use.

- If a headset is not available, a microphone and speakers are required, preferably a USB microphone for ease of use.
- If using a microphone, it should be a distance of at least 1.5 feet away from any speakers that are built into or connected to your PC.
- The use of a Webcam microphone is not recommended.

#### **HOW DO I ASK A QUESTION IF THERE IS Q&A AFTER A TEACHING?**

You will ask questions via the Meeting Control Panel that downloaded via your browser. There is a small panel on the left of the main panel (it may appear as a small tab attached to the top left of the main panel) with a Mute/UnMute icon and a 'Raise Your Hand' icon. Click the Raise Your Hand icon when you are ready to ask. This signals the moderator. She or he will then unmute your connection and indicate that you can ask your question. Again, headset use makes this run much, much better. Please do not use this feature to ask Tech Support questions.

#### **IS THERE TECHNICAL SUPPORT AVAILABLE DURING THE CALLS?**

Yes, we're providing live support via Yahoo! Messenger, just as we did during the streamed teachings. Our user name is [msbquestions@yahoo.com](mailto:msbquestions@yahoo.com). Simply download Yahoo! Messenger and create an ID if you do not have one, then add [msbquestions@yahoo.com](mailto:msbquestions@yahoo.com) as one of your contacts. We'll open the 'line' about 30 minutes before the call.

#### **HOW DO I LEAVE THE CALL?**

You can leave the meeting at anytime. Just click "Exit - Leave Meeting." If you are using a telephone, simply hang up.