

FREQUENTLY ASKED QUESTIONS

What is a webinar? A webinar is an on line, real time conference, with power point presentations done via the Internet. We will be using Adobe Acrobat Connect Pro software that will enable us to connect to each other via the internet. In Rwanda you will be able to listen to presentations, ask questions and type questions online in real time.

How do I join the webinar? You will be able to join the meeting by connecting on the following hyperlink just before the scheduled meeting time. We recommend that you log in at least 30 minutes before the meeting to ensure appropriate set-up. http://columbiauniversitymsph.na4.acrobat.com/who_tz/

Do I need a password? No password is required. When prompted type in your name so that other people at the meeting know who you are.

Can I ask questions during the webinar? Absolutely! We do suggest that at each site that will be attending the meeting, you have *only one or two microphone users* (to avoid too much audio interference).

What computer requirements do I need? All you need is a computer with internet access, and if you would like to ask questions then you will also need a microphone and a speaker. For best results, we recommend that you do not use the microphone that is built into the laptop. It is best to use a separate microphone/speaker system such as spider phone (if a group is joining on one computer in a conference room) or headset used when using skype (this would work for individuals accessing webinar from their own computers).

Do I need to download software before I join the webinar? You may or may not. Go to this link beforehand to see if you have all of the necessary requirements: http://www.adobe.com/go/meeting_test. This meeting test will help you figure out if you have the latest version of Flash and the necessary Connect Add-ins.

How long will the WHO guidelines webinar take? The WHO guidelines webinar will last 1-2 hours.

MORE INSTRUCTIONS

- **2 DAYS BEFORE**
- **30 MINUTES BEFORE**
- **DURING THE WEBINAR**

2 DAYS BEFORE

Test Drive the software – We recommend that one person in country ‘test drive’ the software. We have learned that the webinar runs smoothly if someone in country (Perhaps an IT specialist / communications expert) runs through the software 2 days before to ensure that the audio component of the webinar is functioning. We ask that this person review **all** the instructions below as well as the tutorial at http://www.adobe.com/go/connectpro_overview.

30 MINUTES BEFORE

1. At least 30 minutes before you log onto the webinar we recommend that you to walk through the **Meeting Test:** http://www.adobe.com/go/meeting_test. The test will help you figure out if you have the latest version of Flash and the necessary Connect Add-ins. Make sure to read the **Test Results** in the

upper left hand corner. This will help you solve problems. The latest version of Flash can be downloaded here. <http://get.adobe.com/flashplayer/>

2. The next step is to log onto the webinar website by connecting to: http://columbiauniversitymsph.na4.acrobat.com/who_tz/
3. Once logged on, you will be prompted to type your name(s). Once you have done this you can connect to the webinar presentation page.
4. Should you wish to use a headset with microphone, the next step is to plug in your headset and then go to Meeting > Manage my settings > Audio Setup Wizard. You will be prompted to follow a few simple instructions to check that your audio device is working correctly. You may want to install the latest version of the Acrobat Connect Add-in for the best audio experience. Once latest version of the Add-in is installed, go back to Audio Setup Wizard and click on **NEXT** and run the test. This will let you know if your headset and microphone are plugged in and functioning properly. Finally, view the **Advanced Settings** at the end of the Wizard and **UNCHECK** Enhanced Audio.
If the audio system worked during your trial run but is not working on the day of the webinar, we recommend closing out of internet explorer and reopening.



Do not run applications in the background during lectures and discussions, particularly web applications (email, chat, etc.). Make sure you are closed out of all other windows.

DURING THE WEBINAR





1. **TALKING** - If you want to speak, pause for a moment or two after you push the **Talk button**.



When you wish to speak /ask a question during the webinar, simply click on the 'talk' button in the left hand corner –keep it down while speaking or press the 'hands-free function' (which looks like a lock).

2. **TYPING** - Alternatively, you can also ask questions by typing them in the chat box (just like using Instant Messenger). If there are multiple people logging in from different computers we suggest raising your hand (using attendee icon below) which will appear under the "attendee" box. The presenter and host of meeting will then give you microphone rights to speak. This will minimize how many people are speaking at the same time.
3. **ICONS** – Your name(s) will appear in the 'attendee box'. You can communicate by using the following icons as well. These icons are found in the left hand bottom corner, next to the talk bottom:

Attendee status	Icon	Attendee status	Icon
Raise Hand		Stepped Away	
Agree		Speak Louder	

Disagree		Speak Softer	
Speed Up		Laughter	
Slow Down		Applause	

AFTER THE WEBINAR

The webinar exchange will be recorded and available to the team, especially to those who were unable to participate in the webinar. Shortly after the webinar exchange, a weblink with the recorded webinar will be shared with the team. You can access the recorded webinar (presentation and slides) at any time.

TROUBLESHOOTING

If you are not able to set up the webinar, we recommend reviewing the meeting test:

https://admin.na4.acrobat.com/common/help/en/support/meeting_test.htm

If you are able to set up the webinar but unable to hear anything, we recommend reviewing the audio steps, outlined above, by running the Audio Setup Wizard.

If you are still not able to connect to the audio component of the presentation, we will ensure that you can hear that you can hear the seminar using a (conventional) conference call. Email us an appropriate telephone and we will endeavor to connect you to the conversation.