

FAQ's on Participating in Webinars

If you have any questions please call or email me. tulmer@jvbrown.edu or 1-800-837-1876 ext 102

How do I create an account with WebEx? (One time only process)

- Go to <http://nclد.webex.com>
- Click on "I do not have an account"
- Fill in information, name, etc. and submit
- You will then receive separate email notification, verifying your login information.

How do I participate during a live session? (**Limit of 30 for live presentations.**)

- You will receive email invitation from WebEx with specific information about program.
- Click on link to training to register.
- You do need to have an account to register for training, if you don't see above.
- Once you have account, click on link in invitation and register.
- You will receive separate notification via email that you are successfully registered.

What if I have support staff that would like to register for programs? (**Trainings are intended for all staff of member libraries.**)

- They should create account with WebEx.
- Forward your staff the invitation to live trainings, have them click on link to training registration embedded in message.
- They should enter the login information they created upon registering with site.

How do I participate in the recorded sessions?

- Login to training site. <http://nclد.webex.com>
- Click "Recorded Sessions" under "Attend a Session" link located at menu on left hand side of screen.
- Click on desired recorded training session.
- Specific program description will load, click on "view".
- New browser window will open and training site will load. This may take a few minutes based upon Internet connection speeds. **You do need to have an ActiveX enabled browser to participate.** Below is a definition of what ActiveX is. If you have Internet Explorer you automatically have ActiveX. I suggest that you download at least IE 6 or higher to ensure connection. You may get a message at top of browser asking if you want to allow ActiveX to load training site. Say yes.

ActiveX is a technology developed by Microsoft. With an ActiveX-enabled browser (i.e. Internet Explorer only) ActiveX controls can be downloaded as part of a Web document to add functionality to the browser (similar to Java applets)

How do I get my CE credits?

- Continuing education credits will be issued to all registered participants of live Webinars. Testing interactivity will be built into live session to ensure content understood. WebEx allows me to track if participants are connected the entire session or "leave" the training early.
- Continuing education credits will be issued for participation in recorded sessions. This will be based upon two factors. First, successful viewing of entire session. Second, successful passing grade on post session test, which will be posted on training site. (Information to follow after first recorded session posted)

How do I log in to live session? (**Including audio information**)

- In your confirmation email you will receive connection information with links to training for that day.
- We will be using teleconferencing for audio during the live presentations. This means that you need to have a phone, preferably with speaker capability close to computer. I know there are some libraries with only one or two phone lines and this could be problematic, but the recorded sessions are available with audio via computer.)
- Follow instructions in your confirmation email.
- **You do need to have an ActiveX enabled browser to participate.** Below is a definition of what ActiveX is. If you have Internet Explorer you automatically have ActiveX. I suggest that you download at least IE 6 or higher to ensure connection. You may get a message at top of browser asking if you want to allow ActiveX to load training site. Say yes.

ActiveX is a technology developed by Microsoft. With an ActiveX-enabled browser (i.e. Internet Explorer only) ActiveX controls can be downloaded as part of a Web document to add functionality to the browser (similar to Java applets)

- Specific program description will load, click on “view”.
- New browser window will open and training site will load. This may take a few minutes based upon Internet connection speeds. **You do not need to have to have special software loaded on your computer prior to training.**
- To access phone number for audio, connect to training session. A window will appear on screen with phone number to call and pass code.

Registered users may log in and view all scheduled trainings on the training site at any time.

- Log in
- Click on “Live Sessions” (Left hand side of screen)
- Click on Upcoming tab.