WEB CONFERENCING GOOD PRACTICE TIPS & GUIDELINES

Tips & Guidelines for Participants

✓ The following is technical information on system requirements and what you will need to successfully join and participate in a WebEx web conference.

WebEx offers cross platform support. WebEx supports Windows, Mac, Linux, Solaris, HP-UX and AIX Operating Systems. The following system requirements apply to **MS Windows** 2000, 32-bit XP, 2003, 32-bit/64-bit Vista, and 32-bit/64-bit Windows 7 equipped PCs:

- Internet Explorer 6/7/8 OR Firefox 3.x OR Chrome 5 web browsers;
- JavaScript with Cookies enabled;
- Requires Sun Java 5 or higher;
- It is recommend ActiveX be enabled for Internet Explorer;
- Intel or AMD processor (1GHz or faster);
- At least 512 MB RAM (at least 2 GB RAM for Vista);
- Netbooks running Windows XP are also supported.

If you using a non-Windows operating system, please see theWebEx website for system requirements by clicking on, or manually inserting the following link, into your web browser - http://support.webex.com/support/system-requirements.html

If you are experiencing problems WebEx Customer Support is available 24/7 to assist you with all of your technical service needs. Contact details can be found at the following link – https://support.webex.com/support/phone-numbers.html

You will also need access to the following equipment at your location.

For Individuals:
- A computer with an Internet connection. In addition you will need one of the following for the audio component of your web conference:
    - A computer equipped with (enabled) microphone and speakers (for VoIP option, free service, but due to background noise issues, not preferred).
    - A computer headset incorporating an (enabled) microphone (for VoIP option, free service, the preferred approach).
    - A separate telephone on which to dial-in on a provided call-in number IF MADE AVAILABLE (e.g. via WebEx or a separate provider) by the conference host. Note that call-in toll charges may apply to this option and be charged to you via your telephone service provider.

For Groups:
- The following additional equipment is recommended for use by groups participating from a single location:
    - Computer connected audio system, or telephone system (see above regarding call-in number availability), having a conferencing speaker/pod with a multi-user microphone pickup capability.
    - PC (e.g. LCD) projector connected to computer and a suitable screen.

✓ ALWAYS test your computer the DAY BEFORE your web conference for compatibility issues by following the instructions below. Every time your browser or operating system updates, it can cause an issue. Experience shows that 98% of all connectivity issues you may encounter with web conferencing has to do with your computer and internet connection…..NOT with the actual web conferencing product.

> **Checking Your Computer for WebEx Compatibility:**
> Testing your computer (takes 3-4minutes). Please do the test _at least a day prior_ to the session…..do not wait until the last minute…….by following the steps below:
> 1. Click on or manually insert the following link into your web browser -
> http://www.webex.com/lp/jointest/
> 2. Once the website displays enter your name and email address and then click "Join".
> 3. On some machines, sometimes a pop-up blocker may block the installation screen, so right-click in the bar right below the address bar and select "Install using ActiveX" then follow the instructions to install. Be sure that you install using ActiveX, otherwise it will not work. (You may need to contact your local helpdesk if admin privileges are required on your computer to install ActiveX).
> 4. When you are successful, you will have automatically joined a WebEx session and see a slide that says "Join Meeting Test Successful" at the top. If you do not see this test, please contact your local help desk or contact WebEx directly.

✓ Bring the meeting invite to your web conference.

✓ It is good netiquette to login 10-15 minutes prior to the web conference to establish that there are no technical difficulties and that your connection is OK…..and to avoid disrupting the meeting flow by joining late and thus also missing out on some of the meeting's content. To join follow the instructions that accompany your conference invitation. These are repeated below for convenience.

> **Joining a WebEx Web Conference Live Session:**
> Follow these steps to join the web conference:
> 1. Click on the link (in the confirmation email).
> 2. Enter your name, email address, and if requested, **password** (from your invitation email).
> 4. Click "Join".
> 5. **After** you have started the WebEx session, a pop-up window will be displayed containing the audio options and telephone numbers needed to join the teleconference component of the web conference IF MADE AVAILABLE by the conference host. IF AVAILABLE either select from the WebEx options presented (e.g. VoIP connection via computer) or consult your invitation email for details relating to the provision of an alternative audio conference call-in (e.g. from a separate supplier) option. Note that call-in toll charges may apply to this later option and be charged to you via your telephone service provider.

Performance Transformation – Are you Missing a Beat ?

- ✓ Print to PDF if you utilize the White board and/or Snap-Shot slides.

- ✓ Identify annotation colors up front by having participants type their names.

- ✓ Disable your screen saver, Instant messengers and e-mail notifications.

- ✓ Use audio headsets when possible instead of speakerphones.

- ✓ Keep your head toward the headset or microphone when speaking.

- ✓ Keep papers away from the microphone.

- ✓ When not talking, keep the speaker phone on mute.

- ✓ Fully participate in the interactive web conference sessions.

- ✓ Re-use meeting rooms and leverage the ability to store content.

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Tips & Guidelines for Organisers

- ✓ Use the e-mail invites provided and be sure to send yourself a copy of the invite. Request a response from recipients in the e-mail invitation.

- ✓ When scheduling the audio portion of your web conference, request that the operator, if applicable, turns off announcements (i.e. "Now Joining", "Now Departing", etc).

- ✓ Under meeting options for "audio" make sure to choose the appropriate audio options.

- ✓ When setting up the web conference, make sure the "Application Sharing" option, if available, is enabled under meeting options.

- ✓ Enable the recording option for presenters.

- ✓ Use multiple speakers or a moderator, where appropriate, as a means of spreading the presenter load and enabling someone on the organiser / host side to be able to focus on monitoring the audience while others are engaged in leading the meeting. For example, it's a good idea to have another person logged in as back up for the lead presenter to monitor text questions, make notes and focus on capturing audience feedback.

- ✓ Have a pre-conference call with all Presenters to review any hygiene / housekeeping issues.
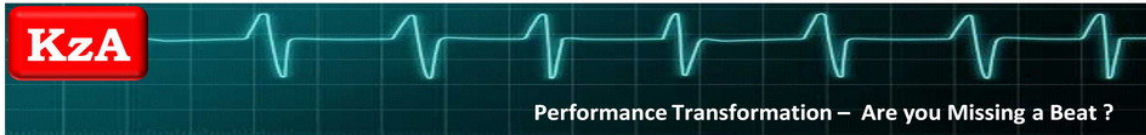
WEB CONFERENCING GOOD PRACTICE TIPS & GUIDELINES

Tips & Guidelines for Presenters

- ✓ Practice makes perfect! Effective presentation skills and mastery of your content is critical. Conduct at least one complete dry run of your presentation prior to a live session.

- ✓ Consider generating a post-event survey and posting it as a web slide to gather attendee comments and feedback. If you plan to use them create your polling slides well ahead of time. You also may want to consider using "flash" polling embedded in the flow of the conference.

- ✓ Be creative in utilising the control console tools and settings so that you and your attendees get the most positive experience and benefits out of your web conferences.

- ✓ If the feature set supports it configure which viewing panes you want to enable or disable for other participants at your meeting.

- ✓ Limit text colors to the 256 standard colors.

- ✓ If the feature set supports it record your web conference via the appropriate console control settings, enabling those who could not attend your live web conference to have the opportunity to view the presentation at a later time. When recording, test the headsets and recording levels prior to the recording taking place.

- ✓ Make sure the recording and audio are configured as required for the meeting.

- ✓ Audio is critical - know how to mute your audience, or individuals in it, if needed.

- ✓ Close all unnecessary applications including Instant messengers and mail applications. Be sure to disable notifications.

- ✓ Use a second person as an additional presenter to serve as a Q&A manager who can answer text questions, capture ideas or issues raised, monitor polls, monitor recording, etc.
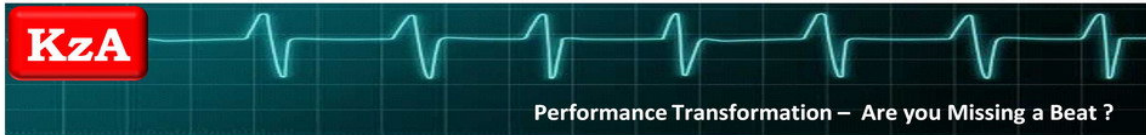
- ✓ Use a second PC to log into the web conference as an attendee in order to monitor lag times between slides. Remember to ask attendees if slides are displaying correctly at their locations.

- ✓ Customise the attendance joining instructions by including technical support information, speaker bios, session pre-requisites, etc.

- ✓ Always publish an order of meeting with, at a minimum, meeting objectives and agenda. Other supporting reference information may also be helpful and keep meeting hygiene questions from the audience to a minimum.

- ✓ Kick-off the presentation with a brief orientation about web conferences; review how attendees can ask questions and participate during the session.

- ✓ Plan time for addressing questions and issues……and share the plan with the audience.

- ✓ Use clear vocal/verbal transitions when transitioning between slides.

- ✓ Use the annotation tools to emphasize key points, point out particular items and keep your audience engaged. When referring to previous slides, make note of it in the presentation (e.g. "... referring back to the previous slide, when I was discussing XYZ..."), so that attendees do not become confused or 'lost'.

- ✓ Use the text tool for Q&A and other audience interactions…..let attendees submit suggestions and comments.

- ✓ Plan for participant interaction every 10 minutes to keep everyone engaged and 'awake'.

- ✓ Review attendance reports to see who attended your web conference as well as how each attendee answered any poll questions you may have set up (if someone else scheduled your web conference, request the attendance details from them).