



SAFETY DIMENSIONS' LIVE WEBINAR PRESENTATION

FREQUENTLY ASKED QUESTIONS (FAQ's)

www.safetydimensions.com.au

REGISTRATION AND LOGGING ON

How do I join a session?

Joining or attending a webinar can be done in 3 simple steps.

1. Once you have registered to attend our webinar you will be sent an invitation with a link.
2. Click on this link when it's time to start. If the session is not yet open to attendees, you'll see a message that tells you to come back at the scheduled start time.
3. You should then see the webinar slides and your control panel which means you are now attending the webinar. Ensure your speakers/audio is turned on and/or working correctly.

For best results, download the latest version of Java here:

<http://www.java.com/en/download/ie.jsp>

If you are also on a Mac and have never joined a session before, you'll first need to download the Citrix Online Launcher file. This can be downloaded from:

http://support.citrixonline.com/en_US/Webinar/all_files/G2W060005

Can I test my connection before the webinar starts?

To test your connection, join the test session via

<https://www3.gotomeeting.com/join/406552062>.

If you see a "Successfully Connected" message on the "Waiting for Organiser" dialog, you've successfully joined the test session and you will be able to join our webinar broadcast from this computer. Close the "Waiting for Organiser" dialog to exit the test session.

Why is my computer telling me I don't have the right version of java?

You will need the latest version of java to attend GoToWebinar. If you do not have the latest version, your computer should automatically prompt you to update it. It should take a few minutes to download and install.



How do I know if I've successfully joined the webinar?

You will know if you have successfully joined if you can see the PowerPoint presentation on your computer screen and hear the presenter speak.

The only PowerPoint page you will hear no audio is when it says something such as "webinar will begin in 5 minutes". If the PowerPoint slide then changes, and you don't hear speaking, you may have an audio issue. Ensure that your speakers are on and your audio settings on your computer and webinar control panel are not on mute.

What happens if I get disconnected once the session has started – how do I get back in?

Click on the URL that you first used to enter the webinar. This should take you straight back to the live broadcast.

How do I exit the webinar session?

Click "File" at the top of your control panel and select "Exit – Leave Webinar" to exit a session. You can re-enter the webinar session by clicking on the same link you used to previously to enter the webinar.

The PowerPoint slides will still be emailed to you even if you can't stay for the whole duration of the webinar.

Who can I contact if I can't logon or if I get disconnected during the webinar and can't get back in?

If you are having problems logging in or back in for Safety Dimensions webinars, and you have followed the steps above, please call Harai Clark on (03) 9510 0477 or email Harai.c@LDN.com.au

Why is my connection to the webinar session failing, but my Internet connection is fine?

If GoToWebinar launches, but you see a "Connection Failed" error, you may either have security software on your Windows that's blocking you from downloading GoToWebinar or have poor Internet connection. To fix the issue, try one of the following:

- **Security Firewall:** If you have security software on your Windows that's preventing you from launching GoToWebinar, visit [Using GoToMeeting with a Firewall](#) for help on how to configure your firewall to allow GoToWebinar to launch.
- **Internet Connection:** Check to see if your Internet connection is down. See the [GoToWebinar System Requirements](#) for information on what type of Internet connection is required to host or join webinars. Satellite, dial-up and other non-broadband Internet connections do not meet our system requirements.
- **Firewall:** If you're using GoToWebinar in a corporate or network security environment, try running the [GoToMeeting Connection Wizard](#) to test and find the ideal connection settings you can use within your protected network.

- **Network Security Restriction:** If you're prompted to authenticate for Internet access, your network administrator may have placed restrictions. Enter your Windows or network login if prompted.

CONTROL PANEL AND ATTENDEE ENGAGEMENT

What is the purpose of the control panel?

The control panel appears on the right side of your screen and allows you to further engage with the webinar experience. Use the Control Panel to manage your session by asking a question using the chat box or raising your hand. (The presenter will explain to you at the beginning of the webinar the specific protocol for using these options during your particular webinar session).



Source: GoToWebinar

How do I use the control panel?

Click on the icon you would like to action and the presenter will be notified, or start typing in the chat box and click send.

What buttons should I see on the control panel?

The core buttons you should see on your control pane are:

- Hand icon
- Mic icon (to mute or unmute your audio)
- Question icon
- Questions chat box
- Audio Pane

The icons will look similar to the below.



Source: GoToWebinar

How do I know what each of the icons mean?

Your presenter will tell you how they would like you to use the buttons in their presentation (either at the beginning of the presentation or they may send you an email prior to the webinar with the information).

For example, a hand raised from an attendee during the webinar might signal to the presenter that they can't hear any speaking. In another webinar, a hand raised might signal to the presenter that they would like to ask a question during Q&A time.

How do I ask a question?

Depending on how the presenter would like to run question time during the webinar, they might ask you to click on the question mark icon or write your question in the chat box. Your questions will not be broadcasted to all attendees, only the host.

When will my questions be answered?

Depending on how the presenter would like to run question time during the webinar, questions that have been received during the webinar will be answered in the last 10 minutes of the webinar, or the presenter may decide to answer the questions in an email which will then be sent to all attendees post webinar.

AUDIO ISSUES

Why can't I hear anything?

Firstly, ensure that your speakers are on, and that your audio settings are not on mute. Test your audio setup by clicking **Settings** in the Audio pane of your Control Panel. Or, you can right-click. Check to see if you're using an appropriate audio device. Click **Play Sound** to check that you can hear sound from your speakers.

How do I know if people can hear me?

If the presenter has allowed speaking, the control panel will say "Talking: Your name". If people can't hear you even though it says you are speaking, the problem will be an audio issue on their end.



What sort of headphones or earpiece do I need?

If you are in an open office area, you may need headphones. You can use any headphone set that can be plugged into the headset port on your computer. Standard mp3 or phone headphones are compatible.

Can other attendees or the host hear me during the webinar?

All Safety Dimensions' webinars are one way audio with an option for you to type a question or comment which will be addressed by the presenter.

Why do I hear static or clicking sounds?

Move electronic handheld devices, such as an iPhone, away from your speakers.

Why is my audio quality poor or choppy?

If audio quality is working fine for other attendees, your poor audio quality could be due to poor network performance, lack of memory or high CPU usage often causes the audio quality to drop, become delayed or sound robotic.

Try closing all applications you aren't using to free up some bandwidth. If you're using a dial-up Internet connection, it may cause poor performance. For optimum performance we recommend using a broadband Internet connection.

Why is it taking so long to connect to audio?

There could be various reasons why you are not connecting to audio, such as slow internet connection or issues with your audio device. Please call the GoToWebinar's customer support team on 1800 356 792, and explain that you are trying to attend a GoToWebinar presentation yet you are not connecting to audio. The GoToWebinar support team will walk you through the troubleshooting process.

What should I do if I experience a technical difficulty during the webinar that I can't seem to fix?

If you are having problems during the webinar, and you have followed the steps in this FAQ, please call Harai Clark on (03) 9510 0477.

Can I have a trial run with you prior to startup?

To ensure your audio/visuals are working prior to the webinar, please fill out the form at:
<http://www.safetydimensions.com.au/media-articles/webinars>

A member of our team will be in contact with you to run through an audio /visual test to ensure it is working prior to the webinar.



VISUALS ISSUES

Why can't I see the PowerPoint slides?

If you can't see your presenter's screen, try one of the following:

- Try using another browser (Internet Explorer, Firefox, Safari, or Chrome), and click "Join Webinar" again.
- Check the time: webinars usually start shortly AFTER the scheduled time, so wait until you hear the presenter's voice or it is a minute or two past the start time before leaving the session.
- Hold Alt + Tab on a PC (or Command + Tab on a Mac) and select the GoToWebinar/GoToWebinar application to make sure that it is not minimized or covered by another window.