

Webinar Access Questions

1. Is there a fee?

There is no fee to participate in our Lunch & Learn webinars.

2. How do I register?

Register for our upcoming webinars on our website at <http://InformedFamilies.org/events>. You will receive an automated email response with the webinar login details.

3. How do I log on to the webinar?

Once you have registered to attend our webinar online, you will receive an email with a link to login and view your webinar at the appropriate date and time.

4. What do I need to do once the webinar starts?

Do the following once you have logged in to view the webinar:

- Plug in your web cam and click on the mute button (located under the Informed Families logo on the top left side of your screen).
OR dial in to the conference line (if provided) and mute your phone until the Q&A period.
- Turn on your computer speakers and turn up the volume.

5. How do I ask questions? There are two ways to ask questions:

- **Option 1:** Our webinar technology is equipped with a *Chat* feature, which will allow you to type questions to the presenter during the Q&A period. The presenter may display your question on-screen for all participants to see. You can hear the presenter's responses through your computer speakers.
- **Option 2:** If you have dialed in to join the webinar via our phone conference line (if provided), you may ask your questions over the phone during the Q&A period.

Technology Questions

1. How do I project the webinar onto a larger screen?

Connect your computer to a projector or HD television for a larger viewing area.

- You'll need a VGA Cable to connect to a projector. [Click Here to get one](#)
- Use a HDMI Cable to connect to your HD Television. [Click Here to get one](#)

2. Can the presenter see me/us?

No, the presenter cannot see you unless you connect a webcam and Informed Families allows you to broadcast video.

Troubleshooting Questions

1. Why can't I see the presenter's slides?

If the webinar has already started and you cannot view what the presenter is showing on-screen, refreshing your browser window may solve the problem. Right-click in your browser window and select *Refresh*.

2. Why can't I hear the presenter?

- If you're having trouble with echoes, be sure to mute your phone and/or webcam mic.
- If you've dialed into the conference phone line (if provided) and cannot hear the presenter, check that your speaker phone is on and that the dial-in number is correct.
- If you're using computer speakers to hear the presentation, check that they are plugged in to the correct place, turned on and that the volume is up.

3. Why can't the presenter hear me?

- If you're using a webcam or integrated computer mic, check that you have turned off your mute button and increase the volume of your mic.
- If you've dialed in to our conference line (if provided), check that you have turned off the mute button on your phone.

Webinar Viewing Party Host

1. Will the webinar be posted for later viewing?

Yes, a recorded video of each webinar will be posted seven days after the live event.

2. What do I need to host an event?

You will need a computer, screen, computer speakers, phone and sign-in sheet.

3. How do I get the word out?

Download the event flyer from <http://InformedFamilies.org/events>. Select the event you would like to host. You can download the flyer from that page.

4. How do I get the sign-in sheets back to Informed Families?

Fax the sign-in sheets back to Alita Patterson at 866-857-0662 or scan and email them to her at apatterson@InformedFamilies.org

Webinar Viewing Party Checklist

- Register for the webinar on the Informed Families events page at www.InformedFamilies.org/events
- Download the sign in sheet from the Informed Families events page (listed above)
- Connect the cables to project the webinar from your computer
- Connect speakers to your computer
- If you plan to speak your questions to the presenter, dial in to the conference via speaker phone (if provided). If not, hearing the webinar through your computer speakers is all you need. You can also type questions to the presenter using the webinar *Chat* feature.