

AWICS Webinar Guidance

Registering

- Find the relevant webinar on the AWICS website (<http://www.awics.co.uk/webinars>) or via one of our newsletters and follow the link to the registration page.
- The registration page for your chosen webinar will allow you to pay the webinar fee using a range of preferred payment methods. It is possible to pay via PayPal using a credit or debit card and customers with an existing account or who are public bodies or housing associations can opt to receive an invoice.
- After completing the payment you will be redirected to the webinar system where you need to enter your name and email address to complete the registration.
- Upon successful registration, you will be redirected to a thank you page where you can download a reminder for your calendar. You will also receive a confirmation email with a personal link to the webinar.
- You will receive additional reminder email for the upcoming webinar at least a day in advance as well as 15 minutes before the seminar.

On the day

- Find a quiet, comfortable space where you don't expect disruptions. To help you focus, you may also want to use a pair of headphones to block unwanted sounds. Ideally, allow a few minutes to settle in and to feel comfortable in your environment.
- Shortly before the scheduled time for the webinar, click on the link in your invitation email. A browser window will open. The window will display a count down to the upcoming webinar. At the specified time, the webinar will open.

During the webinar

- During the webinar, you will see the presenter(s) or the presentation on the left hand side of the browser window. Generally, during the webinar, only the presenters will be audible and / or visible in the webinar.
- To the right of the screen, you will see an attendees' menu bar. Here you can interact with fellow attendees by posting questions during the webinar. We will pickup on your questions during the webinar.
- At different times during the webinar we may also invite you to a poll. You can access polls and the result of a recent poll in the attendees' menu bar.

After the webinar

- After the webinar, you will receive an automatic link to the video recording of the webinar where you may replay the video within a specified time frame. You will also receive a copy of the slides and a briefing paper. We may also ask you to provide us with feedback on how we did.

Questions & Answers

What do I do if the video stream does not appear or seems to stall?

- At the beginning of the webinar, it will take a few seconds for the stream to initiate. Should you still not see the video feed after a minute or at any other time throughout the webinar, first try refreshing your browser. The recommended browsers to use are Chrome, Firefox, or Safari.

What do I do if the broadcast fails to load at all despite refreshing the browser?

- One reason why the webinar may not load properly is that your organisation's firewall may block YouTube video transmissions that is the underlying technology that the webinar provider uses. It is advisable to check in advance of the webinar that this is not the case.