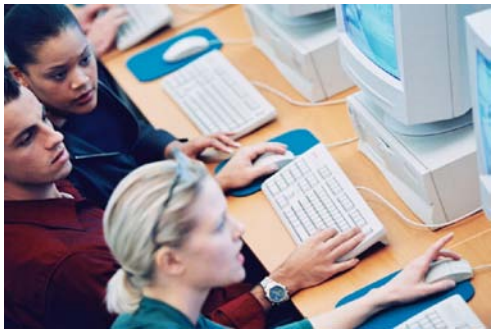
User's Guide
Joining a Training Webinar

System requirements

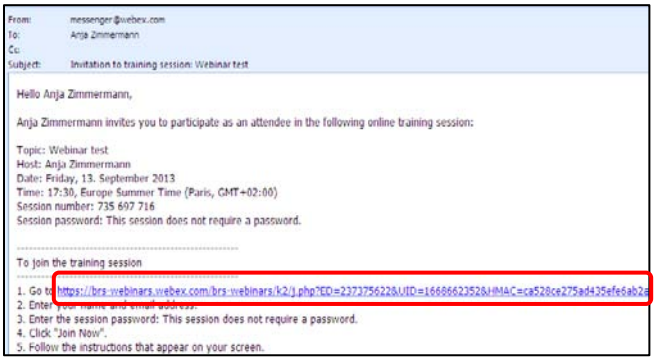
- ✓ A computer with an Internet connection,
- ✓ A working microphone and speaker (i.e. headset) as webinars will be using mainly Voice on IP,
- ✓ The recommended browser with the operating system Windows is: **Internet Explorer 8.** Other versions of Internet Explorer (6, 7 or more recent) or other browsers like Firefox (3.x, 4.0b or more recent) or Chrome (5, 6, 7 or more receint) can also be used,
- ✓ A webcam (optional).



Please connect to the meeting **at least 30 minutes before** it starts to allow enough time to set up your audio equipment before the official starting time.

How to Join the Webinar

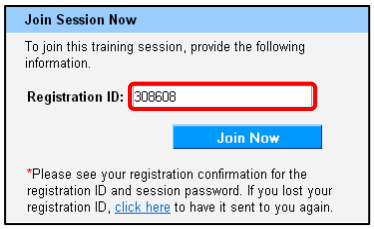
1



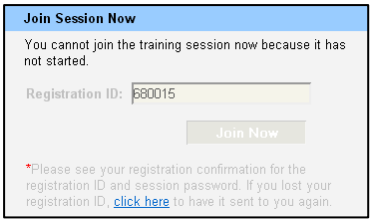
Following your online registration, you will receive an **email invitation** with the link you need to click to join the webinar.

At the time of the webinar, **click on the meeting link** to join.

2



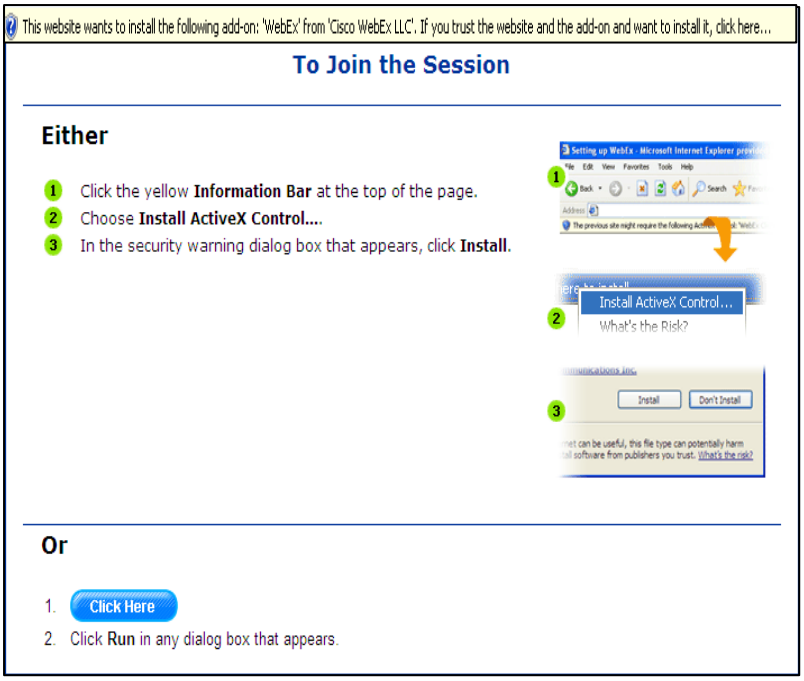
On the meeting information page, your Registration ID will already appear and you only will have to click **Join Now**.



If the session has not started (fields being dimmed), please wait a few minutes and periodically click the refresh button.

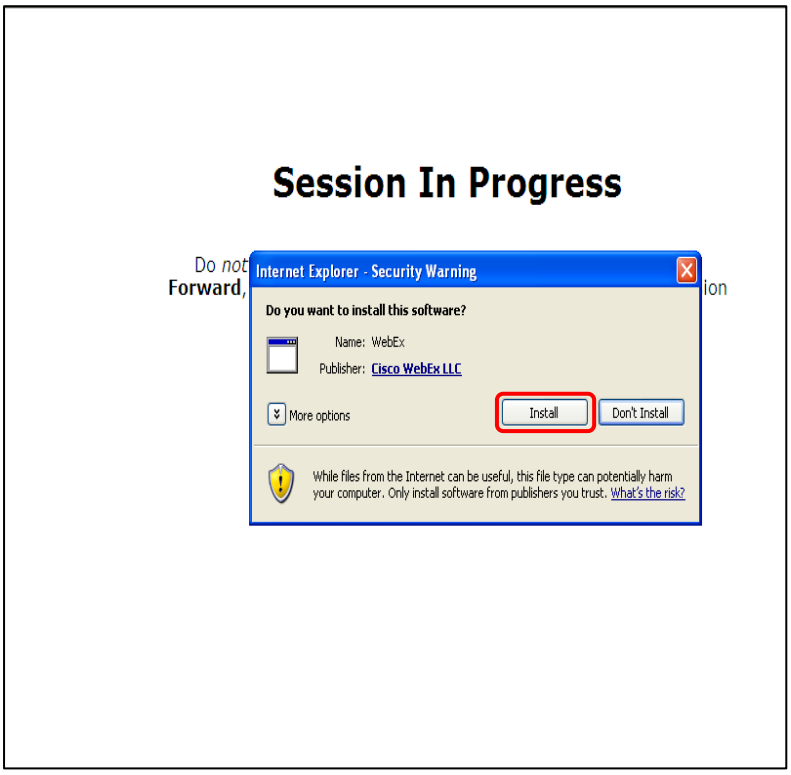
Source of printscreens: Webex software

3



Another automatic box appears called “To Join the Session”.

Follow the instructions on the screen to download the Webex software (**ActiveX Control**).



The programme asks you to install the software: Click **Install**

Note: depending on the operating system of your computer, you might have a pop-up asking whether you allow changing of your computer set-up. Please accept, or else you will not be able to connect.

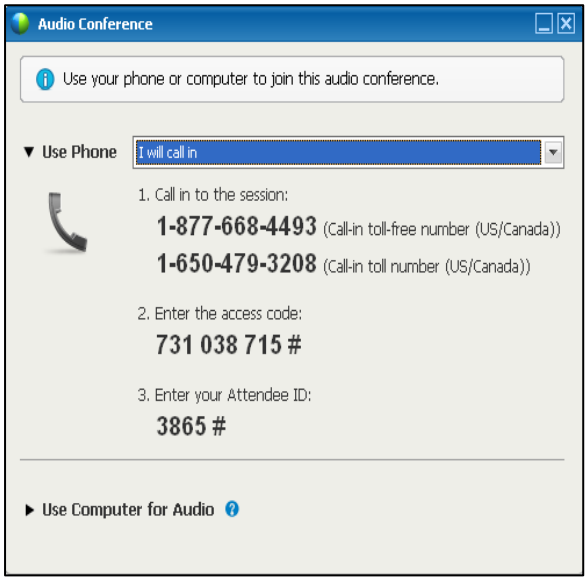
Source of printscreens: Webex software

4

You will be asked if you want to join this **Audio Conference.**
You can either select from the **drop down box**:

1. **Use Phone: Call me at a new number**
   ➔ In this case just enter your number and press the bottom **"Call me"**

2. **Call Using Computer**



3. **Use Phone: I will call in**
   ➔ In this case follow the instructions

You are now connected to the Webinar

Source of printscreens: Webex software

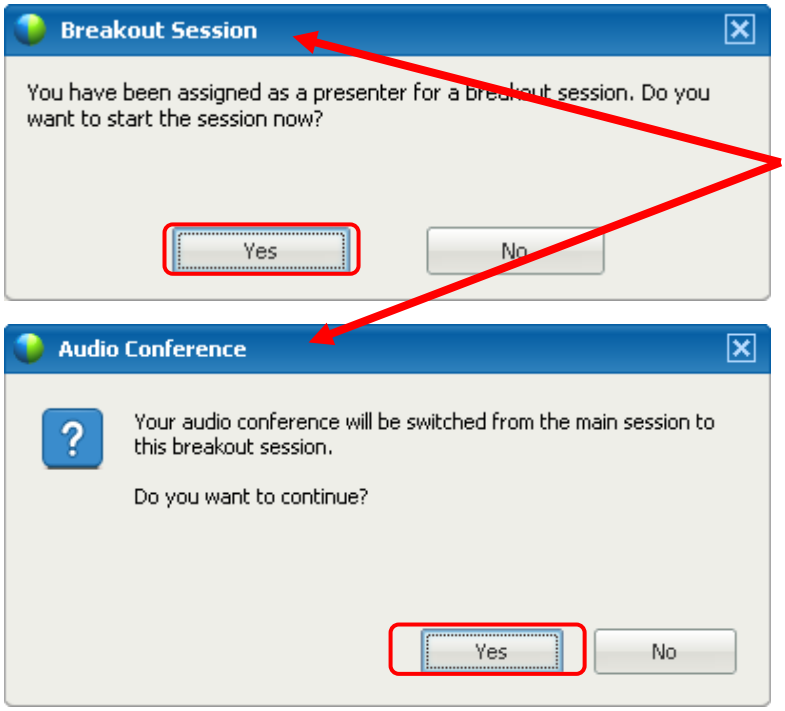
Joining Breakout session

1) What is breakout session?

- Breakout session creates a virtual room where a separate session can take place aside from the main session. Participants within the breakout session are cutout from the main session conversation and content is exclusive for the people within the breakouts session.

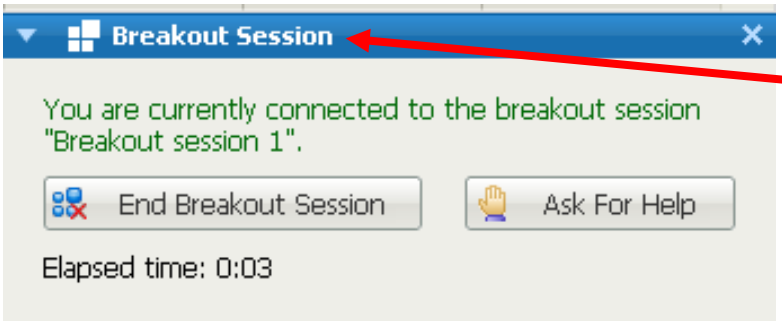
- Breakout sessions are used mainly to: 1) create simultaneous interpretation sessions and 2) to create 'separate rooms' for specific work group discussions.

2) How to accept invitation to join the breakout session?



When host invites you into breakout session, two pop-up windows appear.

After clicking 'Yes' on both of the pop-up windows, you will be moved to the breakout session.



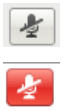
Once you are in the breakout session, you will see this 'Breakout Session' box on your upper right corner.

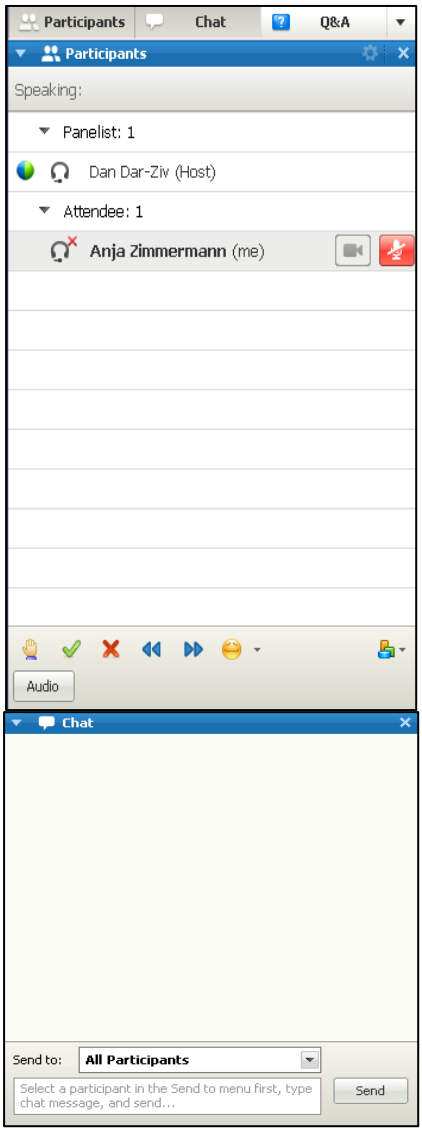
Please avoid clicking 'End Breakout Session.' Only click 'Ask For Help' button when you are experiencing technical difficulties.

- The host will take charge of entering and leaving the breakout session. Likewise, do not click anything before an instruction is given while you are in the breakout session.

Source of printscreens: Webex software

Basic components of the Session window

	**Mute** or **unmute** your microphone by clicking on the microphone icon (your microphone is muted when the icon is red)
	Activate your video by clicking on the video icon (your video is on when the icon is green)



	Ask for the floor by clicking **hand icon.** After taking the floor, please lower your hand, by reclicking on the icon
	Answer quickly to the host's questions by clicking on the **"Yes" or "No" icons**
	If the presentation is going too fast, you may click on the "slow down" icon. Reversely, if the presentation is going too slow, you may click on the "faster" icon
	Different emoticons are available for interaction
	Check responses to the polls

Ask questions in the **Chat** window

Source of printscreens: Webex software

In case of problems

1) Connecting to the meeting:

- If you experience **technical problems to connect to the meeting**, please contact:

  Cisco Technical Support: **+1-408-435-7088** (International Toll)
  (Available 24/7)

  Additional support numbers are also available at:

  http://support.webex.com/SelfServiceWeb/SelfServicePortal.portal?_nfpb=true&_pageLabel=SupportPhoneNumbers&root=support&parent=helpSupport&child=contactSupp

- If you experience problems **after having connected to the meeting,** you can also contact the Technical Assistance participant by sending him a chat message.

- If you are unable to get assistance from Cisco or in any case, do not hesitate to contact us:

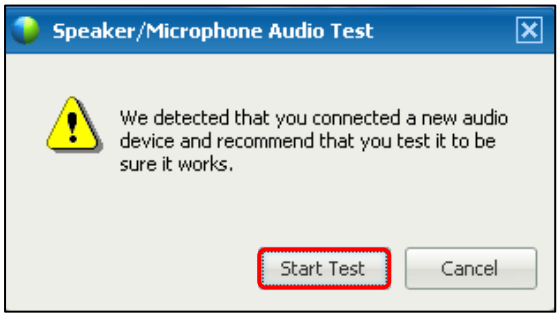
  Secretariat of the Basel, Rotterdam and Stockholm conventions

  Technical Assistance Programme

  Tel: +41 22 917 87 29
  Fax: +41 22 917 80 98
  E-mail: technical.assistance@brsmeas.org

2) Hearing others or getting others to hear you:

✓ **Ensure your headset is properly plugged:**



When you see this box appearing, it means that your computer has detected the headset. Click on “Start Test” and it will lead you directly to the window “Speaker/Microphone Audio Test”.

✓ **Test and set up your speaker/microphone:**

Then follow the instructions on the speaker/microphone audio test window.

a)

Test your speakers:

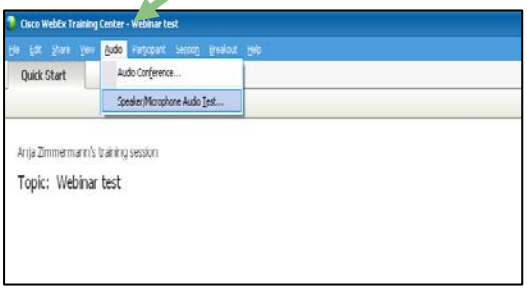
- Select the correct speaker devise from the drop-down menu.
- Then click the **Test** button and if you can hear the automatic message, adjust the volume to a comfortable level.

Test your microphone:

- Select the correct speaker devise from the drop-down menu.
- When you talk, check if the green bars are being activated.

If you cannot hear the sound nor can be detected by the micro, select another devise from the drop down menu until the equipment is being detected by the system.
If this windows doesn't appear automatically, try first to unplug and plug again your headset and go to:

b)



Go to the menu at the top of the computer screen and select:

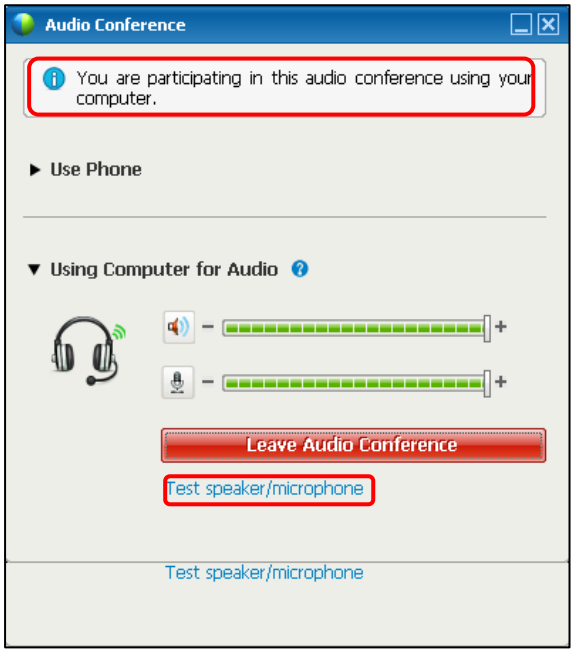
[Audio] → [Speaker / Microphone Audio Test]

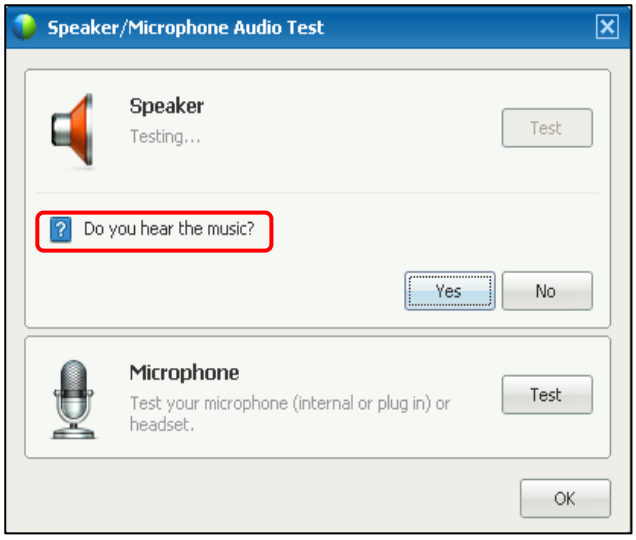
! If Speaker/Microphone Audio Test is not active (in grey only), go to:

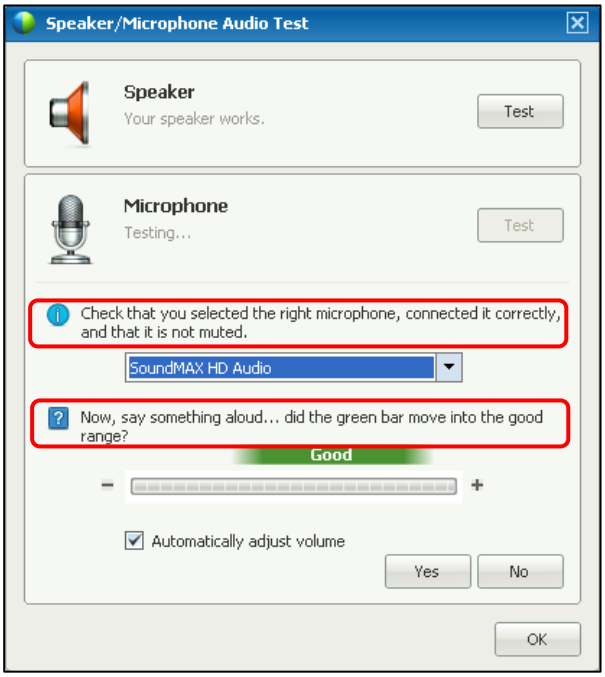
[Audio] → [Integrated Voice Conference] → [End conference]

Source of printscreens: Webex software

! If you don't have a headset and are using your computer speakers, test your speaker/microphone. Select corresponding device from the dropdown box.







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Please give us any feedback regarding problems that you faced with this webinar software: technical.assistance@brsmeas.org

Secretariat of the Basel, Rotterdam and Stockholm conventions
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