



PREPARE FOR YOUR WEBINAR

Webinars are designed for presenting to large groups of people, usually in a lecture format. To successfully ‘manage’ the **Webinar** you will need to consider which telephone features to use, what is the best way to deliver your content, do you want to take questions, and perhaps even a different presentation style may be more effective. Below are our recommendations of what you should consider before hosting your next **Webinar**.

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GET READY

CALL FOR ADVISE

- ▶ Talk with **CCC Confer Client Services** if you are new to using **CCC Confer**, or you expect a large audience.
 - ▶ If you are an experienced **CCC Confer** user, these tips may help you prepare for your next Webinar.
 - ▶ Ask **Client Services** about technical support during the first few minutes of your meeting.

PREPARE YOURSELF

- ▶ Practice, practice, practice! Get comfortable with the technology before your Webinar. Participants are focused when you are confident.
 - ▶ Set up practice sessions with a colleague, or practice alone.
 - ▶ Record the session to review your style and skills.
- ▶ Your voice is critical to setting the tone, so smile and share your enthusiasm.
- ▶ Be sure all Presenters are trained on how to use the features necessary for presenting the content.
- ▶ The **CCC Confer TRAINING CENTER** page of our website offers recorded training on specific feature use; this may be all that is necessary for a one-time presenter. Or, attend a full training by registering on our website.

- ▶ View [Recorded Trainings](#) in the TRAINING CENTER to refresh on specific features.

USE A CO-MODERATOR / FACILITATOR

- ▶ Arrange for a colleague to act as a facilitator – someone to assist as you present.
- ▶ The facilitator should have Moderator privileges; their responsibilities can include:
 - ▶ Give or remove Participant access to feature privileges (in the Participants window).
 - ▶ Monitor Chat messages and respond to questions as appropriate.
 - ▶ Refer anyone with technical issues to **CCC Confer** Client Services for assistance.

HOW TO CONNECT TO YOUR MEETING

- ▶ Connect through your **MyConfer** account.
- ▶ Add Presenters to your meeting at the time you order the Webinar; each Presenter will connect through their own **MyConfer** account.
 - ▶ Any Presenter who is not an employee of the CCC system or does not have a **MyConfer** account should connect as a Participant. Once in the room, you can give Moderator status to each Presenter.

TAKING QUESTIONS

- ▶ Decide if you want to take questions, then at what point in the presentation, and how to receive the questions.
- ▶ Verbal questions: Ask Participants to raise a virtual hand; call on them in the order their hand went up.
- ▶ Chat questions: Ask Participants to enter their questions in the Chat window. Respond verbally and state who asked, repeat the question, and then respond as not everyone reads the **Chat**, and some participants are only on the telephone.

PREPARE PARTICIPANTS

- ▶ First time participants should run our [Test Your Computer Readiness](#) wizard at least two days before the meeting.
 - ▶ Allows for time to address any connection issues.
 - ▶ Trouble shooting documents are located on the [Support](#) page of our website.
 - ▶ Client Services can assist in troubleshooting.
- ▶ VOIP users should run the Audio Wizard while in the test room.
TOOLS > AUDIO > AUDIO WIZARD
- ▶ Recommend viewing quick guides for [connecting to the meeting](#) and a [room overview](#) before the first session.
- ▶ Send out reminder notices.
 - ▶ Include the telephone number and telephone passcode.
 - ▶ Passcodes are not required when participants connect to the **Webinar**.
 - ▶ Add other information participants need to know prior to the meeting.

- ▶ Let everyone know if they have the option of listening over the computer (when you connect the Teleconference Bridge).

TELEPHONE CONFERENCE LINE OPTIONS

- ▶ Your Webinar email confirmations include the features available on the conference bridge. Here are our recommendations for managing the conference line:
 - ▶ Each Presenter and facilitator should use the Presenter passcode when calling into the phone bridge.
 - ▶ Presenters / facilitators can press *6 to mute their own line when they are not speaking, then *6 again when it is their time to present.
 - ▶ Use lecture mode *96 to mute all Participants. Lecture mode prevents background noises and over-talking from being heard by everyone.
 - ▶ Remove the lecture mode *97 when you want to open the telephone line for questions.
 - ▶ Participants will be able to listen over their computer when you connect the **Teleconference Bridge**.

ON THE MEETING DATE

LOG IN EARLY

- ▶ A good target is 15 minutes before the start time.
 - ▶ Early arrivers appreciate being greeted and knowing they are in the right room.

SET THE TIMER

- ▶ Use the **Timer** to let everyone know how long before you begin.
 - ▶ The **Timer** opens in a pop-up window for everyone to view.
 - ▶ Choose time-count up or count-down options, add a title such as *"We will begin in..."*.

CONNECT THE TELECONFERENCE BRIDGE

- ▶ If you plan to record, the Teleconference Bridge must be connected to capture the conversation in the recording.
 - ▶ This is a preparation step, the recorder does not start until your press record.
- ▶ If you want to use a lecture mode, press *96; listen to the options offered during the announcement. One option allows participants to unmute their own line while in lecture mode. You may want to have participants raise their virtual hand, and when you call on them advise them to press *6 so everyone can hear their question, then *6 again when through speaking. A global announcement states the conference line is in lecture mode as each person calls into the conference line. Be sure to let everyone know when and how you will take questions.
- ▶ When the call is not in lecture mode, the operator can isolate noisy or static lines and disconnect them from the conference – press *0.
- ▶ Participants can listen over their computer when the Teleconference Bridge is connected.

BRING IN YOUR PRESENTATION CONTENT

- ▶ Upload your PowerPoint presentation slides.
 - ▶ Include a Welcome slide with the meeting title, your name, and the conference telephone number and passcode.
 - ▶ Use housekeeping slides to show how to use **Chat**, raise a hand, adjust the audio, or any feature you will give access to participants.
- ▶ Open applications and documents you plan to show using **Application Sharing**.
- ▶ Have the url address ready on your browser if you plan to use **Web Tour**.
- ▶ Get ready any files you want to 'hand out' using **File Transfer**.

START THE SESSION

SEND A CHAT ANNOUNCEMENT

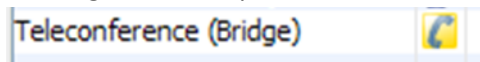
- ▶ Let everyone know you are ready to start.
- ▶ Chat announcements appear in a pop-up window to get everyone's attention.

SET THE TIMER AGAIN...

- ▶ Use the **Timer** in private view and it becomes your 'assistant' for staying on schedule.

MANAGE THE PARTICIPANT TOOLS

- ▶ In the Participant window you will notice a series of icons next to each person's name. Each icon is permission to use various tools; consider removing most tools to prevent interruptions to your presentation. By clicking on the column header of the icon you can remove that tool access from all Participants, or click the icon next to an individual name. Keeping the icons clean is a good assignment for your Facilitator/Moderator as people enter the room. Be sure to keep the **Teleconference Bridge** icon open to the audio is included in the recording and allow listening over a computer.





PRESENT!

Now is the time to bring the group together, introduce the presenters and the topic, and start sharing your information.

READY TO RECORD?

- ▶ When you click the red record button, all conversations and content are captured.
 - ▶ Start recording when you formally begin to present so archive viewing begins with the relevant information.
 - ▶ Pause the recorder if you want to take a break or go off topic, then restart when ready.

ENGAGE PARTICIPANTS

- ▶ Experts recommend interacting with your audience every 6 minutes! In a large group it is more challenging to do this, but a simple interaction step keeps everyone focused.
 - ▶ Poll participants to check for understanding; have them click the  for Yes, or  for No, or expand the poll to multiple choice options.
 - ▶ Encourage the use of emoticons for participants to express their feelings.
 - ▶ Allow comments or questions to be entered into text **Chat**. This is where your Co-Moderator/Facilitator can help by filtering questions for your response.

THE MEETING IS OVER

FINAL THOUGHTS

- ▶ Thank everyone for attending.
- ▶ Let them know if an archive will be available for viewing.

STOP THE RECORDER

- ▶ When the meeting is over stop the recorder.
- ▶ Disconnect the **Teleconference Bridge** in the room.

EXIT THE ROOM

- ▶ Remind everyone to exit the room; the archive is created when the room is vacated.
- ▶ Remove participants who stay behind by right clicking on their name and select 'Remove Participant'.

STAY INFORMED

WATCH FOR NEW INFORMATION

- ▶ Our homepage will banner upcoming **CCC Confer** hosted **Webinars**.
- ▶ Read our quarterly **CCC Confer** Newsletters.

FOLLOW US ON FACEBOOK AND YOUTUBE.

- ▶ See suggestions and ideas from **CCC Confer** and your colleagues.
 - ▶ Have a good idea or experience using **CCC Confer**? Let us know; we will share it with others on our **Facebook** or **YouTube** pages.

NEED MORE HELP?

CLIENT SERVICES

- ▶ Monday – Friday
- ▶ 8:00 am – 4:00 pm
- ▶ clientservices@cccconfer.org
- ▶ Telephone 760-744-1150 ext 1537, 1554 or 1542