The CIOPORA Academy Webinar Program
The Participant User Manual

Welcome to the CIOPORA Academy Webinar program!

This user guide was developed to cover your immediate needs and questions as to the technical requirements and functionalities of our webinars. For the full user manual for the webinar platform Livestorm please visit: https://support.livestorm.co.

Contents:

I.   ESSENTIALS

The CIOPORA Academy webinars are broadcasted on the online webinar platform Livestorm. Livestorm webinars are accessible via certain browsers on a laptop or a desktop computer. Participation from tablets and mobile devices is not recommended, as it will not allow you to use the full range of Livestorm's functions (e.g. live questions) and may lead to problems with connectivity. Use a mobile device at your own risk.

Your hardware/software checklist:

A desktop PC or a laptop:
 	
 - **To listen to the webinar, please make sure to have the following:**
    o **Audio output - external or a built-in speaker, alternatively, a headset.**
 - **To be able to talk to the speaker/moderator and the audience:**
    o **Audio input – an external (webcam, headset) or a built-in microphone (laptops)**

- **To be seen by the speaker/moderator and the audience (e.g. live interactions in the on-stage mode):**
  - o **Webcam – external or built-in.**

Notes:

1) *Participation without a webcam is possible. But a webcam is recommended for a full webinar experience.*
2) *Most modern webcams and laptops have a built-in microphone (audio input).*
3) *No matter your hardware configuration, you can always use headphones additionally to enhance your user experience. Please see II(3). GRANTING BROWSER PERMISSIONS*

SOFTWARE.

The following browsers work well with Livestorm:

- Google Chrome (best option), Opera & Firefox (safe);
- Safari and Internet Explorer will work, but the broadcast quality might be affected.

Stable Internet/WiFi connection

Close all other programs/apps on your device before the webinar start.

II.   GETTING STARTED

Livestorm is a highly intuitive platform and if you have ever participated in online conference calls you should be well prepared to take part in the CIOPORA Academy Webinars. Nevertheless, as devices and software can be tricky at times, please read the following instructions:

1. **REGISTRATION**

Register for the webinar on our dedicated CIOPORA Academy website and complete the secure online payment via Stripe. You will receive an automatic confirmation email including your personal webinar access link and a 4-digit access key. Three additional emails with the same webinar access link will be sent to you one day, one hour and 5 minutes before the webinar.

Email with a webinar access link & the 4-digit code
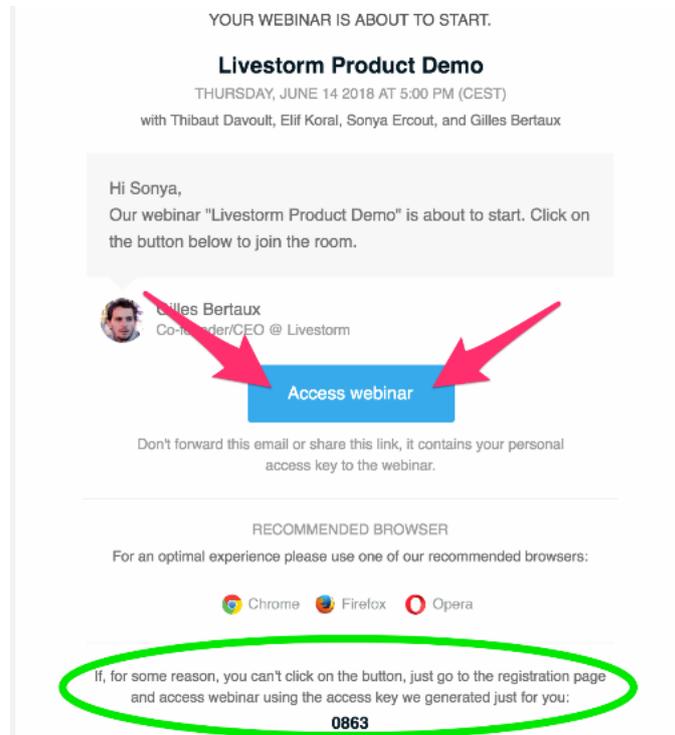
2. **ACCESSING WEBINAR ROOM**

Klick on the webinar access link to enter the webinar room. Depending on the webinar setup you might or might not need your 4-digit access key.

It is recommended to enter the webinar room at least 10 min before the webinar to check your connectivity. The access link will open to a "Waiting page". The webinar will start automatically at the due time. While waiting for the webinar to start, you will see a countdown timer.

3. **GRANTING BROWSER PERMISSIONS**

IMPORTANT STEP: Once in the webinar room, your browser will ask you for the following permissions:

- Access to your webcam (video);
- Access to your audio input (audio).

Please allow both. In a respective pop-up, you will see your options.

Your browser will automatically identify all video and audio devices connected to your computer. Make sure to choose the ones you would like to use during the webinar for both video and audio. Should you choose a wrong device in the beginning, you can always correct your selection.
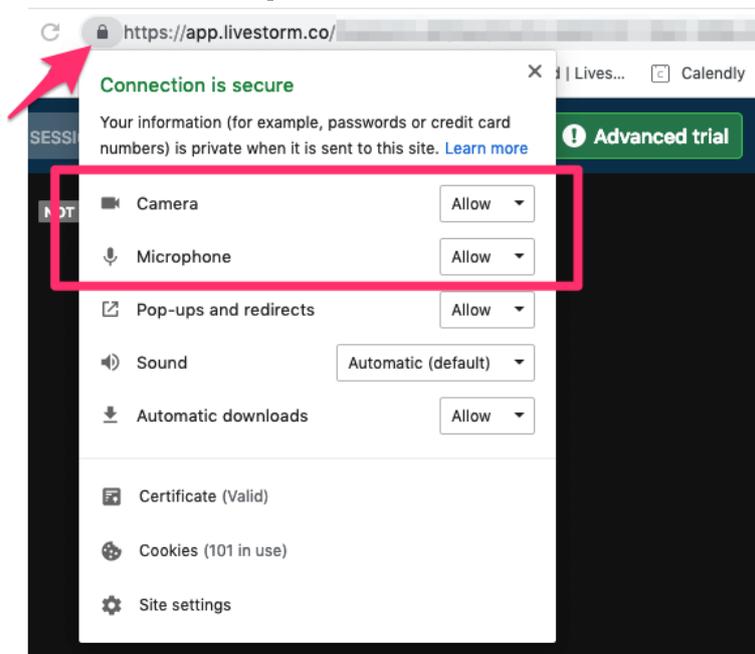
Granting access permission in Chrome
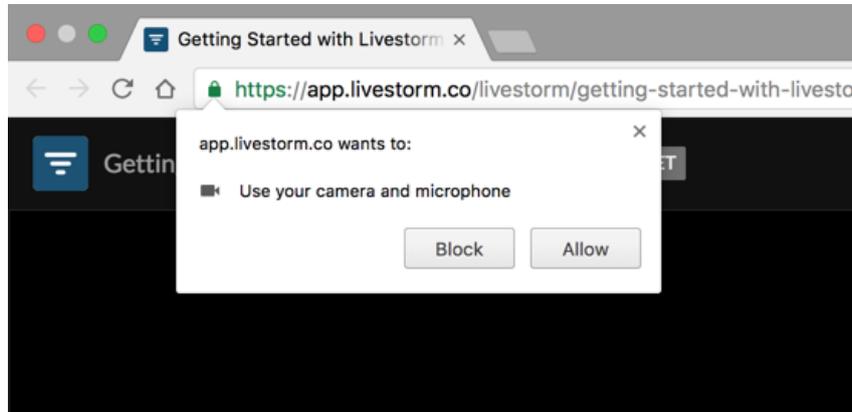
Browser permission overview in Chrome

## 4. PARTICIPATION & WEBINAR ROOM OPTIONS

In the webinar room on your right, you will see a panel with the webinar options:

CHAT, QUESTIONS, POLLS, PEOPLE.

Note: Please note that your particular webinar may have a custom configuration as to the options below.

There are no private conversations in Livestorm. Everything you write in CHAT or QUESTIONS will be visible to everyone. As a participant, your microphone is on mute unless you are invited to go "on stage" (see below). While on stage, everyone will be able to hear (audio input) and see you, if using a webcam.

Webinar room overview
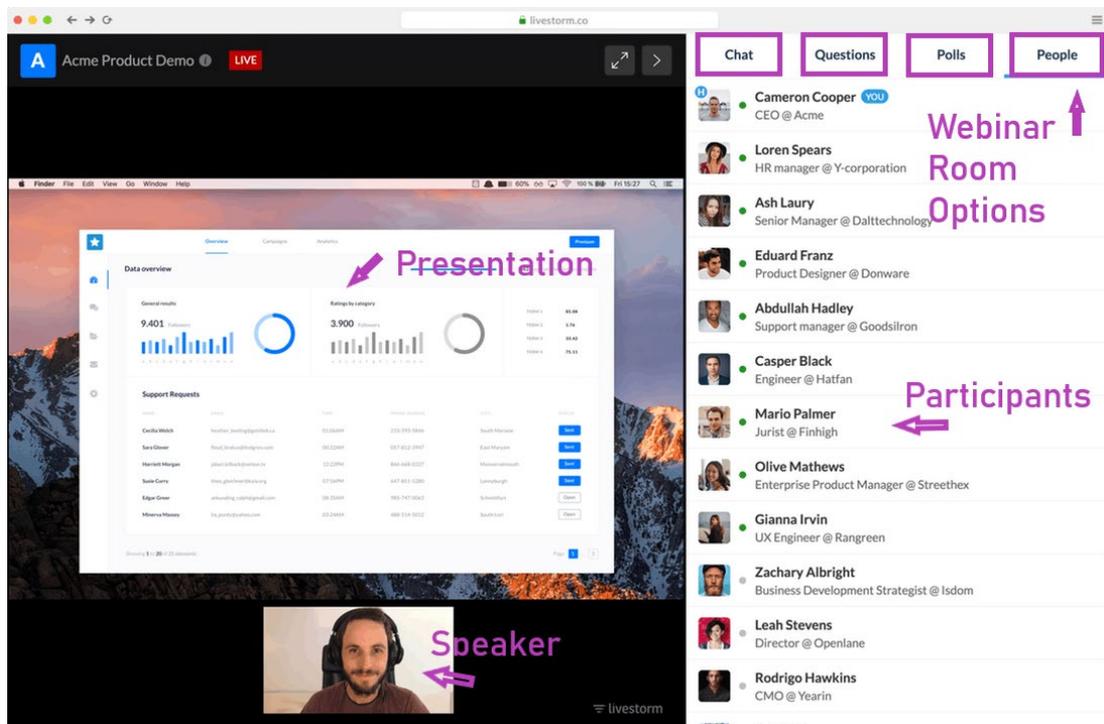
- **CHAT:** visible to all participants, including moderator and speaker. Please use CHAT with care and only if needed. For instance, drop us a note if you are experiencing technical difficulties. Using CHAT option with care will help other participants concentrate on the lecture.

- **QUESTIONS:** this is your gateway for asking questions. Your questions will be visible to everyone. Once the question is submitted, the QUESTION tab will be highlighted with a blue circle. During the webinar introduction, the moderator will set rules for asking questions. In general, there are several options:

  o **Speaker opts for answering questions during the lecture:** Submit your question (any time) under QUESTIONS. The question, as well as your name, will be visible to everyone. Moderator and speaker will also see your company name. If the speaker opts to pause the lecture to answer your question ("Live answer"), a question window will appear in the middle of the screen allowing all participants to see the question that is being answered. Then, speaker will proceed with answering the question.

  o **Speaker opts for answering questions after the lecture:**
  Submit your question (any time) under QUESTIONS. After the lecture, moderator and speaker will address all questions one by one.

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- o **Asking your questions on stage/direct interactions with the speaker:**

   No matter what rules apply to questions (during/after the lecture) in a webinar, moderator and speaker can invite you to direct interaction in the ON-STAGE mode. Please type "LIVE QUESTION" into the QUESTIONS tab if you would like to interact with the speaker directly on stage.

   Once you are invited on stage, click on "Go on stage" button
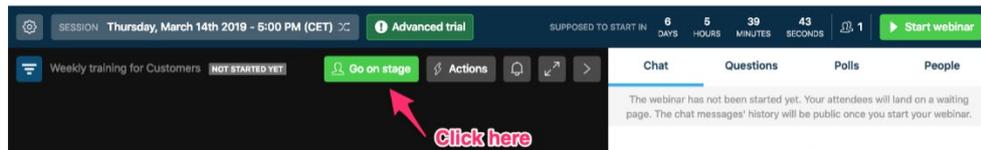
   Before going on stage, Livestorm will ask you to check your video and audio options
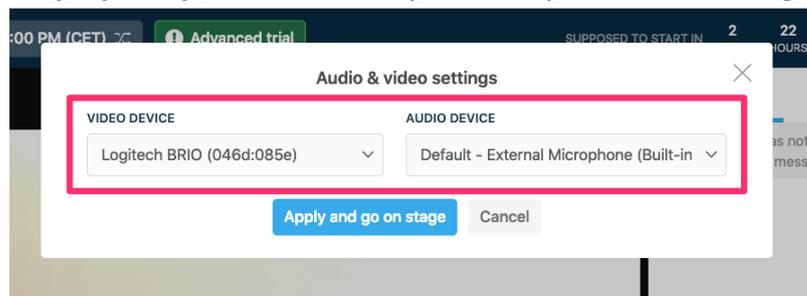
   After the invitation is issued, you will see a browser pop-up window prompting you to configure your audio and video and requesting access to your video and audio stream. Please allow Livestorm to access your video and/or audio. Once you accept the invitation, your video feed will appear at the bottom of the webinar room window (next to the speaker/moderator). If you have no webcam, your avatar will appear, and your audio will be transmitted to all participants. Moderator and speaker can both invite you on stage and discontinue your live feed in this mode. While on stage, do not disconnect your webcam and/or handset.

- **POLLS** is an optional procedure in Livestorm. If the speaker or moderator posts a poll during a webinar, the POLL tab will light up. Poll participation is anonymous and only the final results are visible to all participants.

- **PEOPLE** tab shows you all participant names. Moderator and speaker can also see participant's company.

5. **PRESENTATION DOWNLOAD & WRAP-UP**

   Speaker may opt to allow instant presentation download or sending the final presentation to all participants after the webinar. Presentations are part of the webinar service and will be delivered

to you after the webinar. If the instant downloads are allowed, you will see a download icon in the upper right corner of the presentation window. Click on it to open the file in a new browser tab, then save the file locally.

III. TROUBLESHOOTING

This chapter contains some quick tips as to troubleshooting. For the full overview of the troubleshooting options, visit: https://support.livestorm.co/category/41-troubleshooting.

Should you experience any problems while accessing the webinar, please try the following:
- Refresh your browser or exit the room by closing the browser tab and click on the access link in the email to reenter the webinar room;
- Try closing all active applications on your device;
- Check if your browser video and audio permissions are configured correctly;
- Use Google Chrome;
- Check your WiFi connection;
- Make sure there is no other browser tab, window or device logged in with the same user profile on Livestorm;
- Check your network and firewall configurations. If you see a loading circle but the room doesn't load: turn off the firewall or use a different Wi-Fi network;
- When in the webinar room, click "Help" or "Encountering issues with audio or video?" in the mid-upper corner of the webinar window.

Help/Encountering issues with audio or video in webinar room
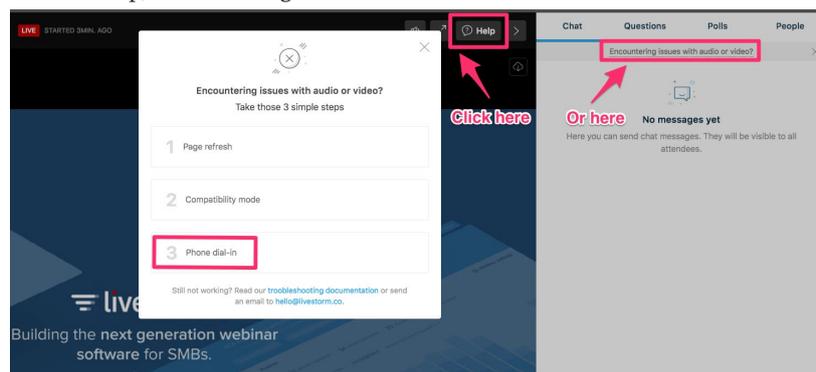
- Activate compatibility mode - https://support.livestorm.co/article/39-issue-audio-video-troubleshooting#compatibility
- Use a Dial-in to join and listen to the webinar from your phone. More information on dial.in: https://support.livestorm.co/article/110-dial-in

END, Last updated 27.09.2019