

After having registered for a webinar hosted by Seekom you will receive a confirmation email which will contain a link to the webinar. The link will be in the format:

<http://join.me/xxxxxx>

where xxxxxx will be either alpha or numeric characters

You can interact with your webinar presenter via inbuilt chat and even verbally via your computer microphone/headset without installing any software if you use Chrome (recommended), Mozilla or Safari browser software.

Alternatively there are a range of dial in telephone numbers are provided if you prefer to participate in the webinar this way in which case you can view through any browser software.

If you wish to share your screen (usual for one on one training only) you will need to perform a one off software install and create an account (free) at join.me. It is recommended that this is done ahead of the webinar so you don't end up missing out on the start.

Visit <http://web.seekom.com/webinar-demos> for software installation links and setup instructions.

Preparation Tips

We recommend you open the webinar in Chrome, Mozilla or Safari browsers. Chrome is especially recommended for best performance.

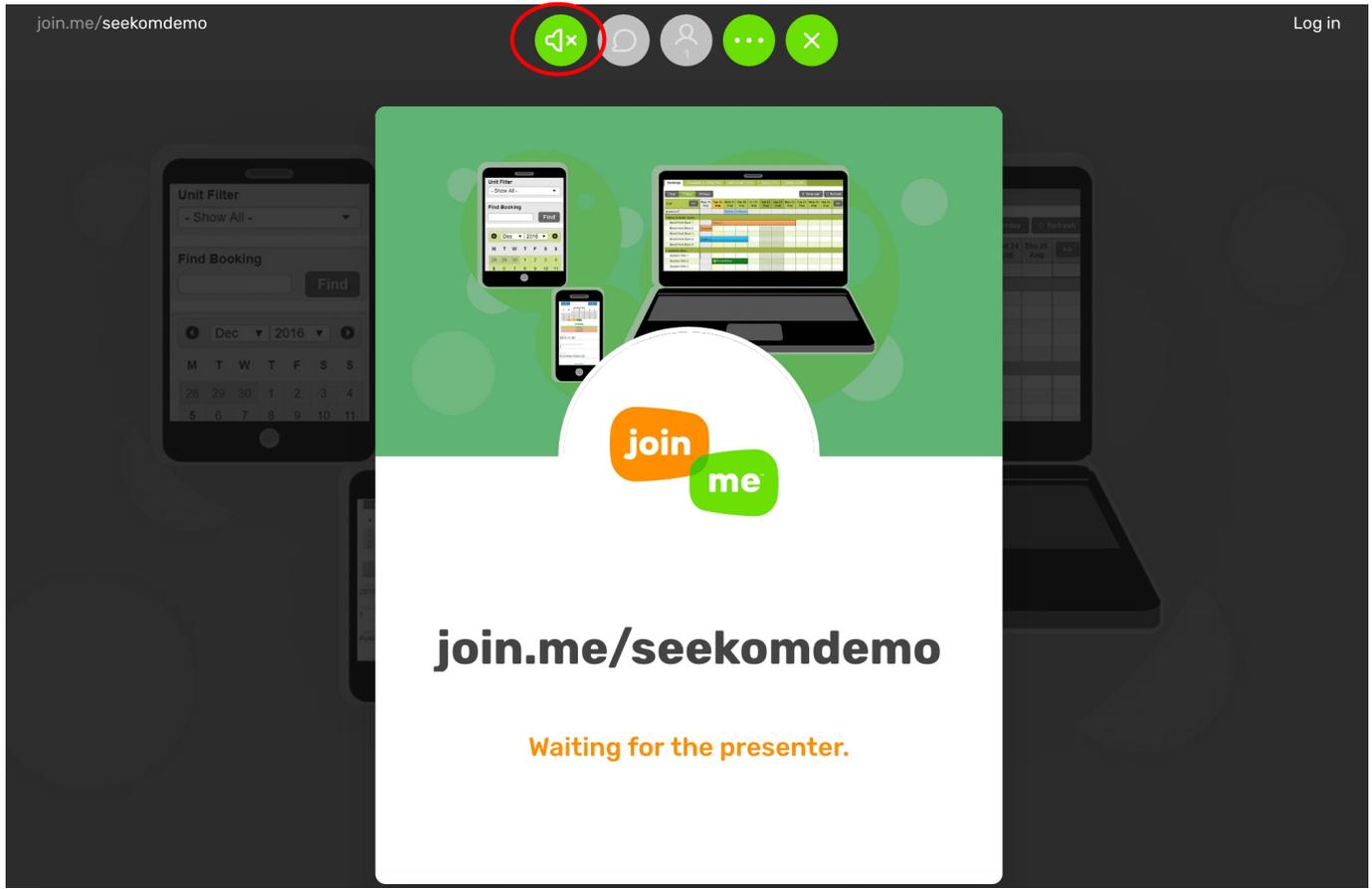
Close as many applications on your computer as possible to free up memory for optimum webinar viewing performance.

Open the webinar link at least 15 minutes ahead of time to ensure the link is working for you. If not, contact Seekom Support (<http://web.seekom.com/contact>) for assistance.

Webinar Opening Instructions

Open your web browser software and navigate to the page link provided for the webinar.

When you open the webinar session ahead of time (recommended) you should see a screen much like that shown below.



Where the audio icon includes an 'X' (see image above) this means you have not joined the conference by either computer (microphone) audio or by telephone. Instructions for both options are provided below.

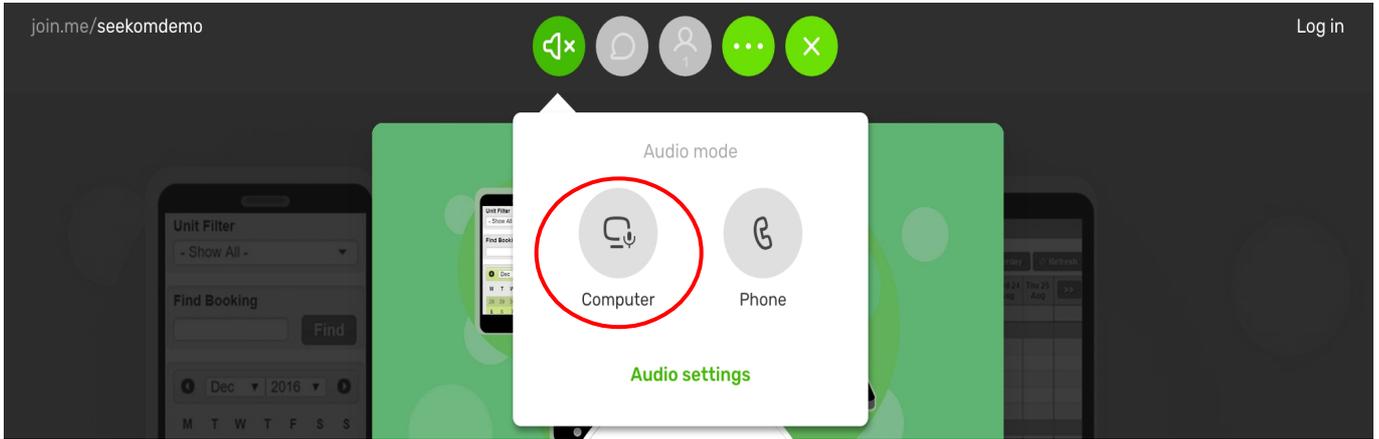
Audio by Microphone

If you do have a microphone on your PC you can save yourself call costs – just follow the instructions below.

If you don't have a microphone skip to the Audio by Telephone section below.

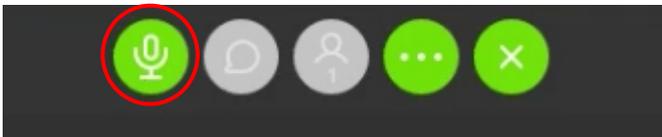
Click on the audio icon (circled above) and the audio mode pop will display.

Click on the computer icon – see screen image below.



Audio mode popup will close and you will receive joining confirmation.

Your audio icon will change to a microphone and the 'x' will have gone (see below) indicating your audio is operating and you can talk through your computer microphone to the webinar.



If you successfully enabled your microphone you can skip to the Pending Presenter section below, otherwise continue to Audio by telephone.

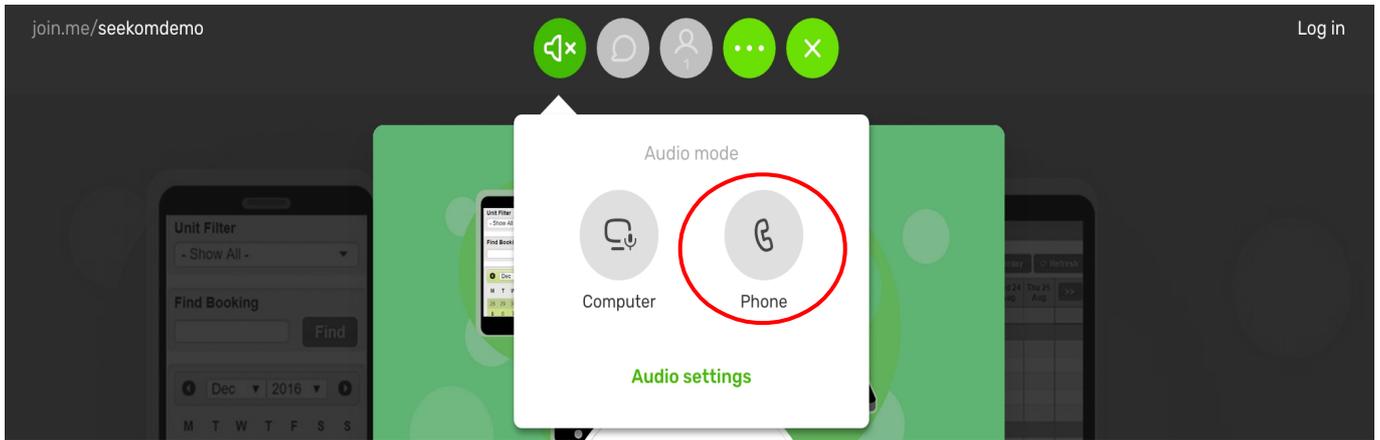
Audio by Telephone

If you wish to participate in the webinar by telephone there is nothing more to do on your screen for now other than dial the conference telephone number closest to your location and enter the supplied access code.

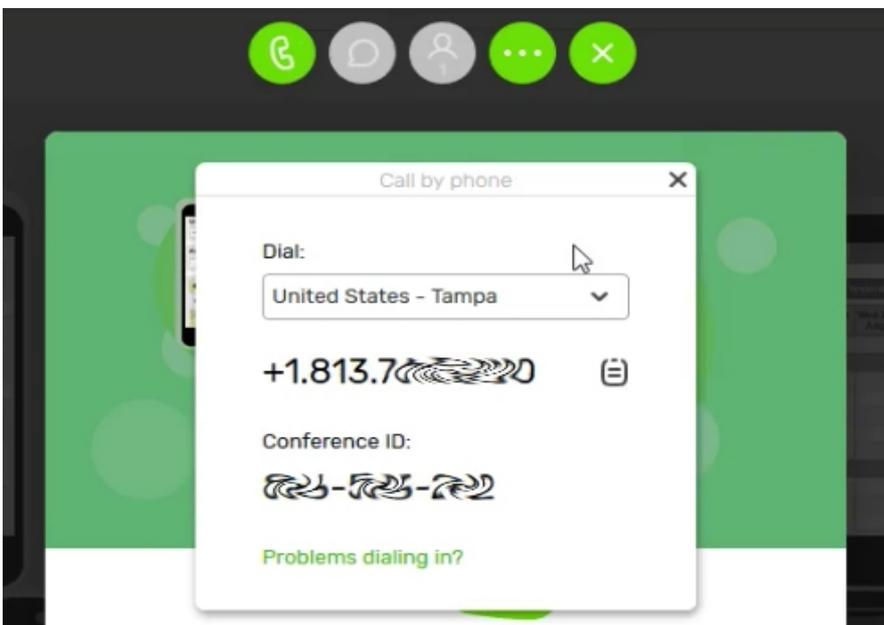
Click on the audio icon (circled below) and the audio mode pop will display.



Click on the phone icon – see screen image below.



The Call by phone pop will appear (see below). Select the location closest to you to obtain the conference phone number. Also note the 9 digit Conference ID.



Close the popup window by clicking on the 'x' at the top right.

Now go ahead and dial the telephone number and enter the conference ID when prompted.

Pending Presenter

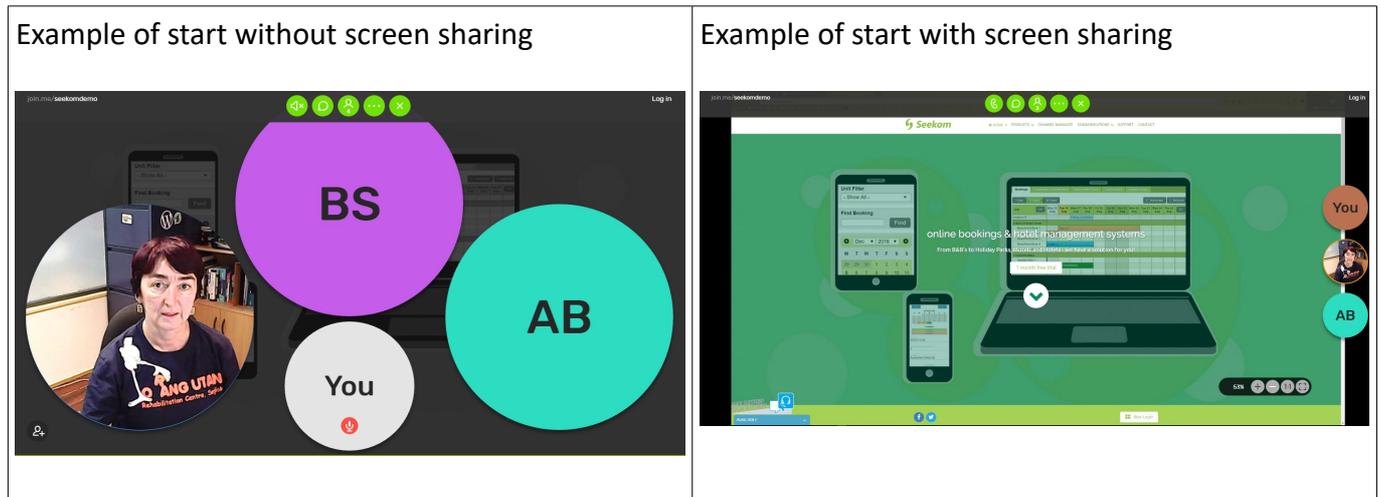
If you have joined ahead of the presenter (recommended to check your setup is working) we suggest you enter your name in the input field on the screen and click the green 'Join button'.

You may hear music, beeping or even silence while you wait for the webinar presenter to start. We apologise if our choice of music is not to your taste as there is a limited selection available. In this case please reduce your volume until the presenter starts.

Now you can make yourself a cup of coffee and keep an eye on the screen for changes. When your screen changes to look like that shown below this will mean the presenter has started broadcast of the

webinar.

Once the webinar starts your screen will again change and may initially show the presenter or they may launch straight into screen sharing (see examples below).

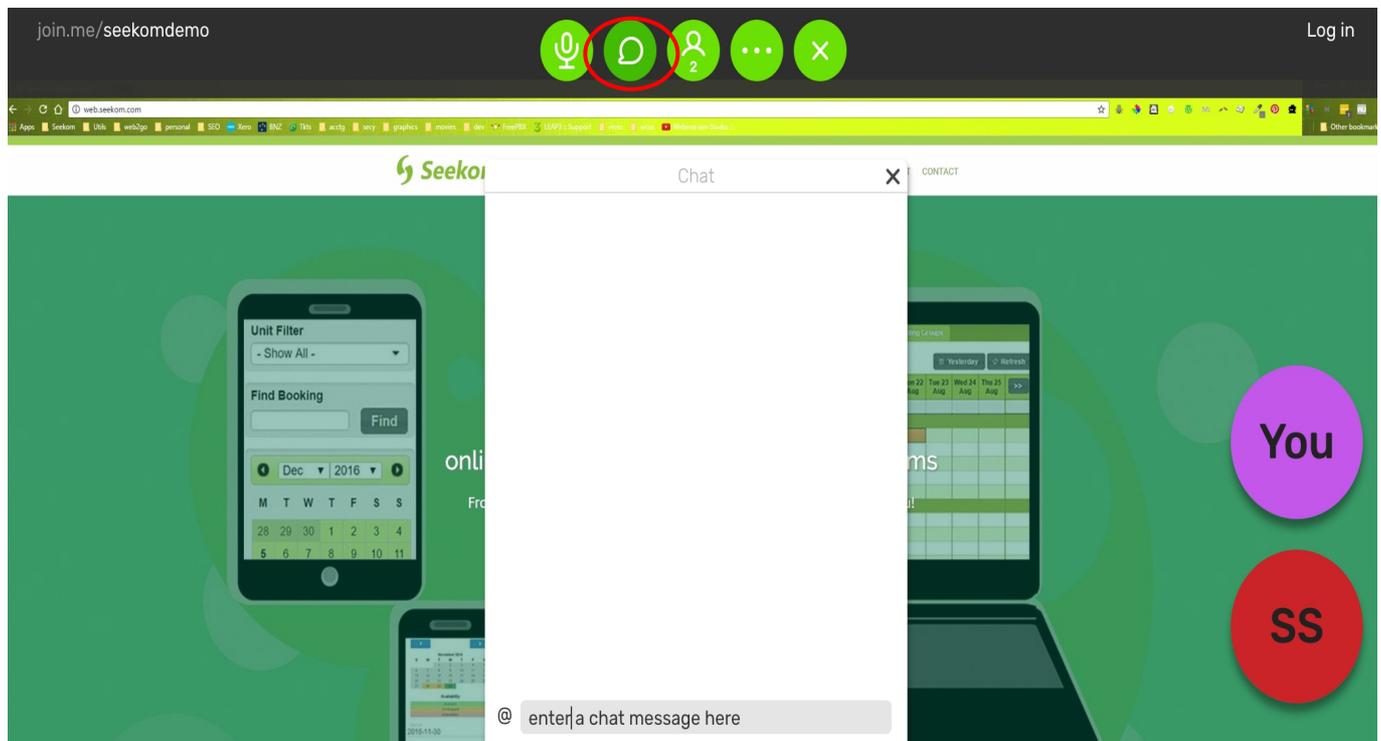


Webinar Participation Instructions

Text Chat

If at any time you wish to send a comment to the presenter, hover over the webinar screen and then click on the chat icon (icons appear when you hover over screen) and then just type your message in the input field (as shown in example below) and press enter.

Note: The presenter cannot see what you are typing until you press enter.

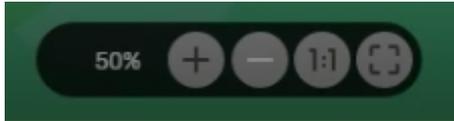


Responses to your comment/s may not occur until the presenter reaches a suitable break point and they may respond by either typing a reply to you, or verbally so all other attendees can hear.

If you wish to text chat with another attendee, hover over their bubble, click on more icon (represented by three dots) and select 'chat'.

Zoom In / Out

You can zoom in / out of the webinar if it seems too small or large. To do this hover over the webinar screen until the magnification options appear in the bottom right. See example image below.



Click '+' to zoom in or '-' to zoom out. You can also hold your left mouse button down over the webinar screen when zoomed in to drag and position within your browser window as desired.

Sharing Your Screen / Take Control

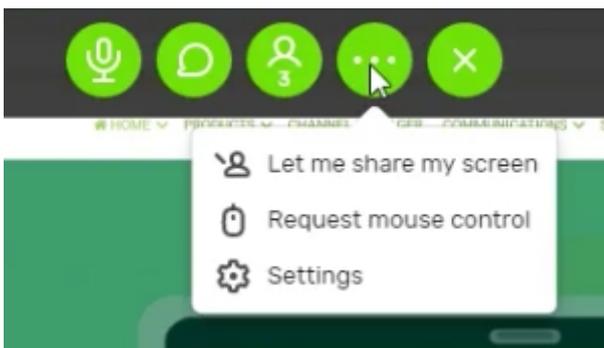
If you are attending a small, or one on one, training session and you have installed the join.me app you can request to share your screen (will display to all attendees) or you can request to operate the presenter's screen (request mouse control).

Sharing your screen or taking control of your presenter's screen are advanced optional features and are not necessary to partake in any of our webinars.

For instructions on downloading and installing the join.me app visit [** url **]



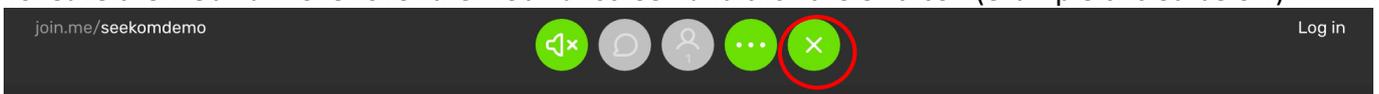
To access advanced features click on more icon (three dots – circled in example above).



Select required option.

Exit the Webinar

To leave the webinar hover over the webinar screen and click the exit icon (example circled below) .



When you leave the webinar you will be invited to create a free account. This can be ignored - however if you will be attending future webinars, or are an existing Seekom client, we recommend you do as it will make the webinar joining process quicker.

If you had to leave the webinar early we often record webinars so contact Seekom Support at <http://web.seekom.com/contact> and request access to a copy.

Also keep an eye on our website at <http://web.seekom.com/webinar-demos> for upcoming webinars.

