

## Frequently Asked Questions regarding *Towards Excellence* Webinars

### **What is a webinar?**

A webinar, or web conference, consists of two parts conducted simultaneously. There is a teleconference conducted in the usual way and at the same time participants log onto a website where they view a presentation. They can also type questions to the presenter and each other. A Webex is one type of webinar.

### **What equipment and software do I need for *Towards Excellence* webinars?**

To join a *Towards Excellence* webinar you need only a PC and a telephone. No special software is required and you can access the conference via Internet Explorer or your web browser of choice. Our webinars are provided through a company called Arkadin.

### **Can I ask questions?**

You can talk to the other participants in the same way as with any other teleconference. In addition there is a chat window where you can type in questions for the presenter or other participants.

### **How do I join a *Towards Excellence* webinar?**

While NHS firewalls have rarely been a problem in our conferences to date, it would be wise to go to [www.arkadin.co.uk](http://www.arkadin.co.uk) in advance of your first conference to check that your Trust will not block access to the site.

To join the webinar, simply click on the link for your particular conference provided when you registered. Your PC will then be automatically connected to the webinar. Next a box will appear on your screen in which you can enter your phone number, and the system will telephone you. At that point you are automatically connected to the teleconference. To minimise the disturbance caused by background noise, it would be appreciated if you could mute your phone when not speaking.

### **How do I know who else is on the call?**

When you log in to the webinar you will be invited to enter your name, which will appear on the screen in a list of participants. This way, everyone in the conference knows who else is participating; the person speaking at any particular time is also indicated on the list.

### **What if it doesn't work?**

If you have problems with your internet connection or gaining access to the webinar, you can simply dial into the teleconference from your phone and not view the presentation. Dial-in details are provided with the web link for each webinar.

For further help and assistance contact Anna Drummond on 0115 968 4593. Alternately, Arkadin's customer service is fast and efficient. They can be contacted on 020 8742 6350. If you encounter problems during the webinar, you can obtain help from an operator by dialling \*0.