

# Business Fitness NZ – Client Development Centre

## Webinars – Frequently Asked Questions

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### What is a ‘webinar’?

A webinar is an online seminar. Business Fitness NZ uses software called Go To Webinar to present our webinars.

With Go To Webinar, you and your team can see exactly what’s on our computer screen, and if necessary, you can show us what’s on your screen.

### How does the sound work?

Go To Webinar teleconferencing means that you can join in with your computer’s microphone and speakers, or make a conventional phone call. When you log into the webinar there will be an audio panel where you can select your preference and see the phone number to call.

### What do I need?

You will need a functioning phone (or a speaker phone if you have more than one team member attending) or a computer with microphone and speakers – most new computers have these built in.

You will also need a computer with a broadband connection, preferably wired as opposed to wireless (it’s faster). Your Java software needs to be up to date and it helps if your computer and monitor are less than five years old.

### How many can attend?

Up to 100 connections may be available on each webinar. Most firms book one connection. You can have as many team members viewing the one connection as you want, from three team members huddled round a monitor, to 15 team members in a boardroom with a data projector.

- If you wish to book multiple connections, you will need to purchase each one separately. This is sometimes done when team members are in different offices or working from home

## What can I do ahead of time?

There are a few things you can do the day before which will make the connection process stress-free:

- Make sure the area where you will be training is set up in advance e.g. board room
- Test your speaker phone for volume and make sure you are aware of the controls e.g. mute
- If joining via speakers and microphone, make sure these are working and you are familiar with the controls
- Make sure you have forwarded the webinar link to the computer you will be connecting on
- Try out the Go To Webinar in advance – you won't be able to connect completely without the host there, but you will be able to make sure the software works on your computer
- Make sure, if necessary, that you have arranged for another team member to cover you

## What do I do on the day?

Webinars start promptly, so you will need to be logged into the webinar, and called into the teleconference (with your phone set to speaker if required) and have your team ready at the start time:

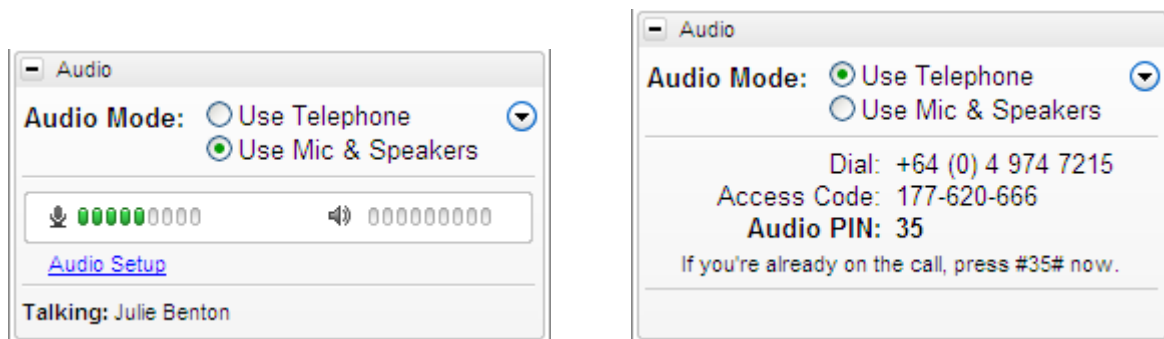
- An hour before the webinar starts, you will receive a reminder email with a link to the webinar and any other details
- Half an hour before your webinar, ensure that the computer you'll be using is booted up and all attendees are aware of when it starts
- 15 minutes before your webinar, log into the Go To Webinar using the link in your reminder email
- 10 minutes before your webinar, round up all the attendees and let them know to join you in 5 minutes
- 5 – 10 minutes before your webinar, dial in to the teleconference if necessary

## What's the difference between using the phone or using the computer speakers and mic?

When using the speakers and mic on your computer, the call itself is free because technically you're not making one.

If you dial into the teleconference using your phone, it is simply the cost of calling a Wellington or Auckland number.

When you log into Go To Webinar, you will see the Audio Options on the right hand side – you can click the button for Use Mic & Speakers, or if you click Use Telephone it will bring up the number to call and give you a unique access code and PIN for the meeting. You will need to enter this PIN to be able to ask questions directly to the presenter.



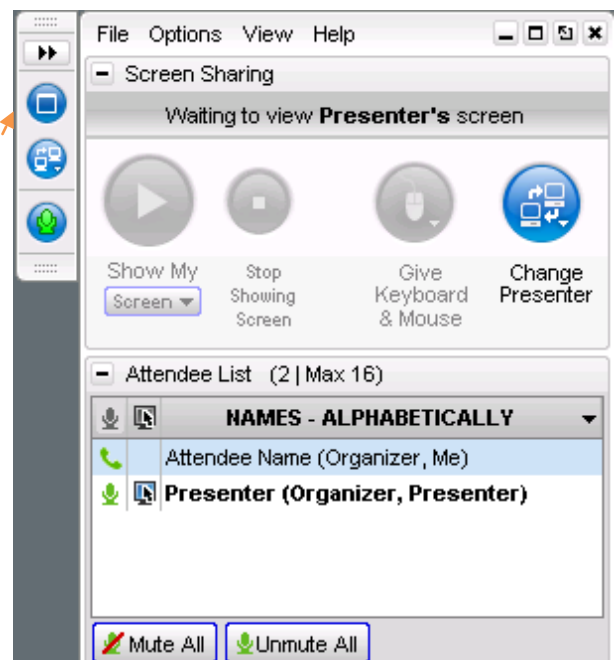
## What are the controls?

There are two controls you may use in the webinar: Fullscreen Mode and Mute.

Fullscreen Mode will extend the screen seamlessly onto your whole monitor.

You will be muted automatically and the webinar organizer must unmute you if you have a question.

There are also controls for asking questions – this will be demonstrated at the start of the webinar.



## Help! I can't find my email with all the details!

Hopefully you added a reminder to your calendar through the first email. This will contain all the details. You will also get a reminder an hour before the session with all the details on it.

If you can't find anything, go to [www.gotowebinar.com](http://www.gotowebinar.com) and click Join a Webinar, then call us on 0800 10 58 60 for the Webinar ID – you will need to enter the Name and Email you registered with.

## Help! My Go To Webinar isn't working!

Depending on your security settings, some firms have trouble logging in the first time. There are few things you can try:

- In Internet Explorer, go to Tools: Internet Options: Security and select 'Trusted Sites'. Click on the button marked 'Sites' and add <https://www.gotomeeting.com>. Then try again
- If you have accidentally logged in twice and neither session is working, try exiting Go To Webinar, then in Internet Explorer, go to Tools: Internet Options and delete your cookies. Then try again
- If you get really stuck, please call us on 0800 10 58 60 and we will talk you through over the phone

## Can I ask questions?

Of course. You can type in questions or raise your hand to speak to the presenter directly. We will show you how to do this at the start of the webinar.

The presenter will stop periodically and ask if you have questions, otherwise, if it is pertinent to the topic at hand, just jump in and ask.

## What about feedback?

After your webinar, please place feedback in the online form which will pop up.

If you have any suggestions, we'd love you to let us know on this form. The suggestions you make here are logged to be carried out in future. You can also request any extra material.

Your feedback is very important to us as it helps us to improve and develop our tClient Development programme. Many of the topics we feature come directly from suggestions made in feedback forms.

## I really enjoyed the webinar and I'd like you to do some more training with just our firm...

Business Fitness NZ can customise one-on-one training with you and your team – either online or onsite. We can arrange anything from a one hour webinar to a full day intensive workshop. Please call us on 0800 10 58 60 or email [training@businessfitness.co.nz](mailto:training@businessfitness.co.nz)