

ETAP FAQ # 24

Most Common Questions Asked About ETAP Webinars

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What is a webinar?

Webinar is short for "web seminar." These online seminars allow many participants in multiple locations to see and hear a presentation from their own desks. To attend an ETAP webinar, all you need is a computer with Internet access and a separate telephone line to hear audio. A webinar typically consists of a moderator, a presenter and an audience.

How do I participate in a webinar?

It's easy! Just sign up through the registration web link on the e-mail invitation you received. Once your registration has been accepted, you will receive a confirmation e-mail containing a web link. Simply click on the link about 10 minutes before the webinar start time, and you will be able to see our webinar screen. To hear audio, simply dial the conference call phone number and enter the access code, both of which are provided on the confirmation e-mail, as well as on the GoToWebinar interface.

What kind of equipment do I need to attend?

All you need is a computer with an Internet connection (Internet Explorer 4.x and above, or Netscape 4.x, or AOL5.0 and above) and a separate telephone. Because many organizations do not allow streaming audio on their computers, the sound for ETAP webinars is delivered through a telephone line.

Do I need to have ETAP running on my computer?

No. All you need to do is watch and listen to the presentation. If you have two computer monitors, some attendees have found it useful to have the webinar running on one screen, with ETAP running on the other screen, but doing so is optional.

Do I need to install anything on my computer?

To take part in the webinar, you will need the GoToWebinar plug-in. If you have participated in other web seminars from GoToWebinar on your computer, you should be set up already. If not, you will be prompted to download the GoToWebinar plug-in when you log into the webinar. We recommend you try logging on 10 minutes prior to the start time to ensure everything is working properly.

We have a firewall. Can I still participate in the webinar?

That depends on how strict your firewall is when it comes to downloading plug-ins. A good way to test in advance if your system is compatible with GoToWebinar is to download and run the GoToMeeting Connection Wizard. To access the GoToMeeting Connection Wizard, visit <http://www.gotomeeting.com/wizard>. If you still cannot connect to GoToMeeting or GoToWebinar, contact your company IT department for assistance.

How long do your webinars last?

Typically 60 minutes, including a 10-minute Q&A session at the end.



Does it cost anything to participate?

All ETAP webinars are free of charge to all attendees. The only cost to participants is a regular phone call to the teleconference call center in Iowa (not a toll-free number). As a participant, your phone service provider will charge you its standard rates, just as if you made a regular long-distance call. So if your service provider charges you 10¢ a minute to call Iowa, and the Webinar lasts 60 minutes, you will have a \$6 charge on your phone bill. You can dial in using a landline or mobile phone. Some mobile phone plans offer free long distance, however keep in mind that you may be using airtime minutes. You may also consider using a voice-over-IP service like Skype to dial the teleconference number.

I registered for the webinar, but I haven't received a confirmation e-mail. Why not?

A few things may be preventing you from receiving your confirmation e-mail. You may have incorrectly entered your e-mail address when you initially registered. Try registering again. Your e-mail confirmation may have been inadvertently re-directed to your junk mail, bulk mail or spam folder. The e-mails come directly from GoToWebinar, not ETAP or OTI, so please check those folders for e-mails from GoToWebinar. Another possibility: You may not have provided enough information on the registration page. If this is the case, however, we typically let you know that we need more information to process your registration.



My confirmation e-mail has attachments. Do I need to open the attachments to participate?

The confirmation e-mail does not typically contain attachments unless your e-mail system is set up to read all e-mails as text only (as opposed to HTML). When that is the case, the HTML and image files are often included as attachments. You do not need to open these to participate in the webinar.

Can more than one person attend a webinar per computer?

Yes. Many ETAP webinar participants reserve one of their computer-equipped office conference rooms so that many people can participate through one Internet connection and one telephone line.

I'm not able to make the live webinar date. Is there a way to view the webinar later?

Yes. Archived versions of our webinars will be available approximately 24 hours after the live webinar. Registration is still required to access the archived webinar.



Why can't I hear the speaker's voice?

To hear the speaker's live presentation, you must dial the teleconference number and enter the access code. The call-in information is provided on your confirmation e-mail, and is also available on the GoToWebinar screen when you log in. For more information on teleconference dialing and associated costs, see [Does it cost anything to participate?](#)

Do I have to speak on the telephone?

No. Due to the number of attendees, and the fact that some attendees may have several people viewing the event in one room, all attendee phone lines will be automatically muted when you join the webinar. Only the presenter will be able to speak on the phone. You will have the opportunity to communicate with the presenter by typing a message through an online Q&A chat function.

How can I ask the presenter questions?

You can use the online question function on the GoToWebinar interface. Simply select to whom you would like to direct your question (host or presenter), type your question in and press Enter. Your question will appear on their screen.



Will the questions be answered during the presentation?

We will attempt to answer questions throughout the presentation, and there will be a question and answer period at the end of the presentation. However, due to the high volume of questions, we can't guarantee that we will answer every question during the session. If we do not answer your question during the session, we will make every attempt to answer your question privately.

Why do I get an error message when I try to join the webinar?

Most likely, you are getting this error because the security settings on your browser are too restrictive and the GoToWebinar plug-in was unable to install. If you are using Internet Explorer, go to Tools > Internet Options > Security and click on Custom Level. Enable all the ActiveX plug-ins and controls (GoToWebinar is an ActiveX plug-in) and enable the cookies. Close your browser, then open a new browser and try again. The plug-in should automatically install and you will not get the error messages.

If I can't make it to a webinar I registered for, do I need to cancel?

No, you do not need to cancel.



Do you provide PDU, PDH or CEU certificates for attending ETAP webinars?

Due to the short length of the webinar, and the large number of participants that attend, we do not provide PDU, PDH or CEU certificates. For our in-person training events, however, we offer IEEE Continuing Education Units (CEUs), which may be converted into PDH credits. To see a list of our in-person training events, visit <http://www.etap.com/training/training-webinars.htm>.

How can I find information on future webinars?

Our events page lists all our in-person and online events. We post our webinars there as soon as we schedule them, so check back often. <http://www.etap.com/training/training-webinars.htm>.

What if my question isn't covered here?

Simply send an e-mail to webinars@etap.com and we'll answer your questions as quickly as possible.

Operation Technology, Inc.

