

# Joining a Redback Webinar

## Before the Webinar

### Getting organised

It's always a good idea to ensure you are prepared well in advance. To join a webinar you will need...

- A computer with stable internet connection
- Headphones if you plan to listen via VoIP
- A telephone if you plan to listen via teleconference

### Technical Requirements

The only necessary requirement for you to join the webinar is a recent version of Adobe Flash.

- Adobe Flash Player 11 and up (latest version preferred)
- [Click here](#) to check your version of Flash
- [Click here](#) to update or install Adobe Flash Player

Please [click here](#) for a further description including Browsers and Operating Systems.

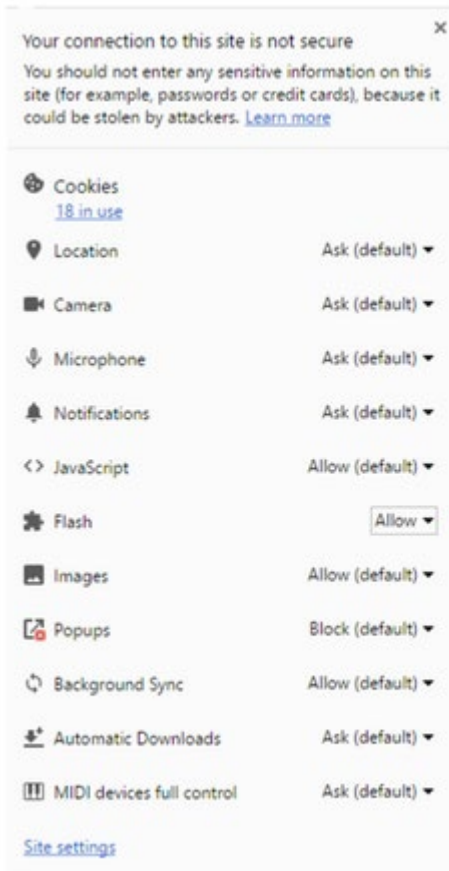
**Note: If you are joining using Google Chrome, you will have to enable Adobe Flash manually.**

Step 1: Go to the joining link provided by you webinar organiser

Step 2: Click on the 'i' icon as shown below



Step 3: Once the below pop up opens, simply click on the drop down box alongside Flash, and select 'Always allow on this site'



### Joining the webinar

Simply follow the instructions below to join the webinar:

- Go to the link provided by your webinar host
- Enter the email address used during the registration process

### Hearing the webinar

Upon joining the webinar please ensure the sound is activated and turned up on your computer. You will hear hold music until the webinar commences. If not, please check the following:

- Ensure the sound on your computer is enabled and that the volume is turned up
- Ensure you are in a quiet environment with limited background noise
- Ensure you are connected to a stable internet connection

If you cannot hear the sound coming from your computer, please dial into the webinar using your telephone and follow the instructions below:

































- Dial – 1800 896 323 (Australia) or 0800 441 984 (New Zealand)
- Enter the Pass Code provided by your organiser

### Joining from a Mobile or Tablet Device

Simply visit the App Store or Google Play, search for 'Webinato' and then install the Application. Once the free Application has been installed, switch your device off and then turn it back on. You can now access the online conference via your standard browser without the need to open the OmNovia Application again.

To join a web conference, go to [www.redbackconferencing.com.au](http://www.redbackconferencing.com.au) and select 'Join a Web Conference'.

Here is a full list of available features for both IOS and Android devices;

Feature	Android	iOS
Voice / Audio		
Slide Show		
Co-Browser		
Polls		
Q&A		
Whiteboard		
Notes		
Announcements		
eCurtain		
Document Folder Links		
Collapsible chat and participant panel		
End Marketing URL		
Uploaded Videos in Video Player		
Desktop Sharing		
Single Sign On Support		
Live Video		

Audio Player	⊗	⊗
Closed Captioning	⊗	⊗
Survey	⊗	⊗

## During the Webinar

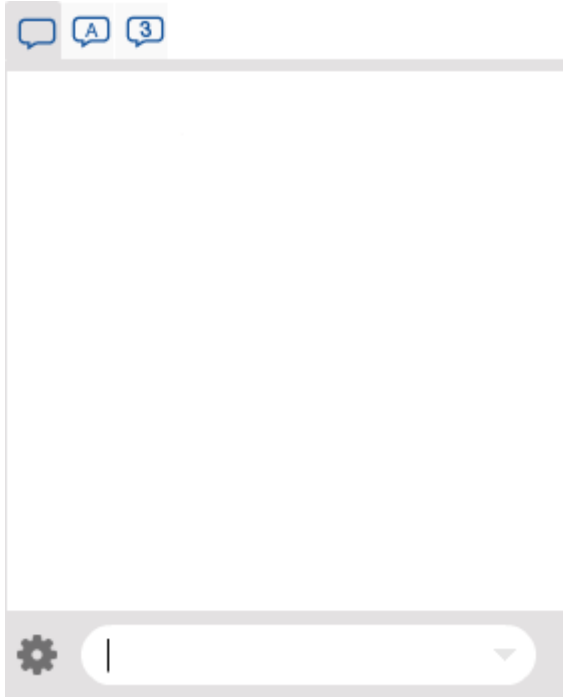
### What will it look like?

Once you have successfully joined the web conference you will see a screen similar to the image below.



## How can I talk to the presenter or ask questions?

- If your presenter chooses to keep the audio lines open you will be able to verbally communicate with them through the teleconference or microphone
- If your presenter chooses to mute all lines you will be able to communicate with them via the chat box as seen below



## Will people be able to see me?

- The only way people will be able to see you is if your webcam is activated. For this to occur, the presenter must first grant you permission and you must also allow your webcam to be activated.

## Can I make the presentation larger?

- Yes, as a participant, you can enlarge the presentation to full screen at any time. Whenever you see the icons below, simply click on them to enlarge. To exit, simple press the esc key on your keypad.

**Full Screen:** Click on this icon to enlarge an entire PowerPoint Presentation

**Kiosk Mode:** Click on this icon to enlarge the entire web conferencing interface. Please note: Chat will not work once in this mode.

## Support and Assistance

What happens if I need help?

As a participant, you are able to contact the Redback Client Care team at any time for assistance. They can be contacted on the following details...

- 1800 733 416 or 02 8014 5150
- [info@redbackconferencing.com.au](mailto:info@redbackconferencing.com.au)