

Welcome to an UKSG Online event

We strive to make your participation in UKSG online events as enjoyable and trouble-free as possible. You may therefore like to read the information below to help you prepare.

General recommendations:

- A headset or speakers if you wish to join the webinar using your computer and VoIP (Voice over Internet Protocol)
- Close all applications not in use
- A wired internet connection (wireless can affect VoIP) plugged in via a LAN cable
- Keep mobiles etc. away from your computer
- Join early – you will need time to launch the application

System requirements:

- <https://support.goto.com/meeting/help/system-requirements-for-attendees-g2m010003>
- Test your connection beforehand:
<https://support.logmeininc.com/gotomeeting/get-ready>
- We cannot anticipate all browsers and firewalls, some of which may prevent access to the webinars or web cams. Please speak to your IT department if you think an institutional firewall may affect your participation.

Optimal Firewall Configuration:

<https://support.goto.com/meeting/help/optimal-firewall-configuration-g2m060010>

Mobile devices:

Both Android and iOS mobile devices can be used to join a webinar. First download the free Citrix GoToWebinar app from your usual app store.

Recording:

- This UKSG event will be recorded and the link to the recording is sent by e-mail to all those who registered.



How to participate



The control panel on the left contains a variety of tools for you to make the most of the session.

- On joining the call please ensure you have your microphone on mute – Box (1) on the diagram will generally be coloured red if you are set to mute and green for unmuted.
- Any handouts mentioned by the speakers should be available on the event webpage or in box (3) on the control panel entitled Handouts.
- We greatly encourage questions and comments during the session, there are two ways to interact during the day:
 - Please use the Questions chat box (4) on the control panel to privately submit questions at any time, the chat box will be moderated and questions will be read out to speakers once they have completed their presentation (as much as time allows)
 - Alternatively if you would like to ask a question verbally or make a contribution to discussion, please click raise your virtual hand, this can be found on the control panel box (2), the moderator will unmute you in addition you will also have to unmute yourself by clicking on the microphone icon on the control panel – box (1)



Do note depending on the device and operating system you join on, your view may have a different look and feel to that noted above.

How to participate

- **Audio problems:**

If you hear an echo and are listening through your computer (VoIP), try reducing the volume of your speakers. If faint, try increasing the volume!

If you encounter further difficulties and are using VoIP, please mute your computer and join the audio conference by telephone. Click 'Telephone' in the 'Audio' box of the control panel and follow the instructions.

If you join by telephone, you may encounter feedback. Please mute your computer and continue listening by telephone. Please also ensure that you select 'Telephone' in the 'Audio' box and enter the audio pin.

- **Other problems:**

Please raise any other issues with the organiser (Vicky Drew) in the 'Questions' box. It is possible to leave and re-join the webinar for a better connection using the original joining e-mail.



Code of Conduct

Thank you for your participation in the UKSG
community, and your efforts to keep UKSG
welcoming, respectful, and friendly for all
participants

www.uksg.org/page/uksg-code-conduct

