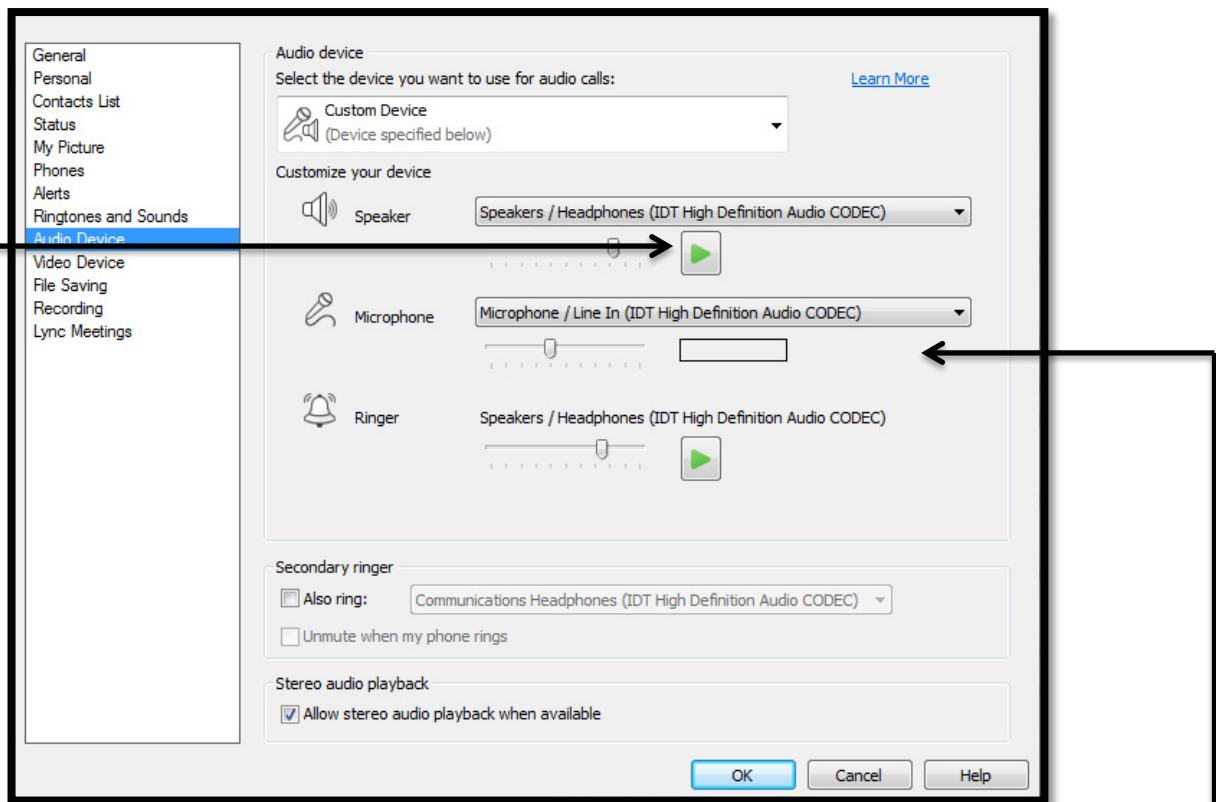


GUIDANCE AND TIPS FOR WEBINAR ATTENDEES

Before the webinar (and testing the system)

1. Make sure you have Microsoft Office 2013 or Office 365 downloaded onto your computer.
 - a. This can be done through your online Outlook application, following the instructions included [here](#)
 - b. If you do NOT have one of these installed, you can use the [Lync Web App](#), which should open automatically when you click the Lync invitation above
 - c. Agree to install the plugin if prompted. This should only take a few moments and is free! If it still isn't opening, try restarting your browser
2. If you only wish to hear the presentation you may also call into the presentation using a phone number, which is included in the invitation
3. Choose which speakers or headphones you will be using and test the volume settings. For the best sound, use a high quality headset, but you may also use headphones or your computer's speakers. Video will NOT be used for this webinar series

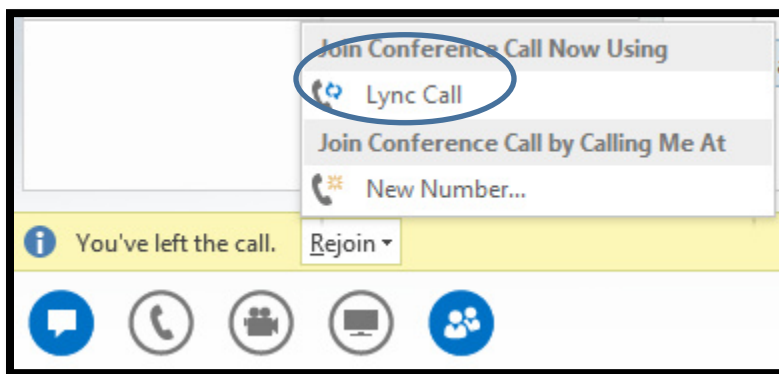


- a. Use the green arrow to test the volume and sound quality
- b. Test the microphone by watching this bar while you say a few test phrases; if a blue bar shows up, then the microphone is working
- c. If you experience any difficulties try changing the device (headset, speakers) you are using

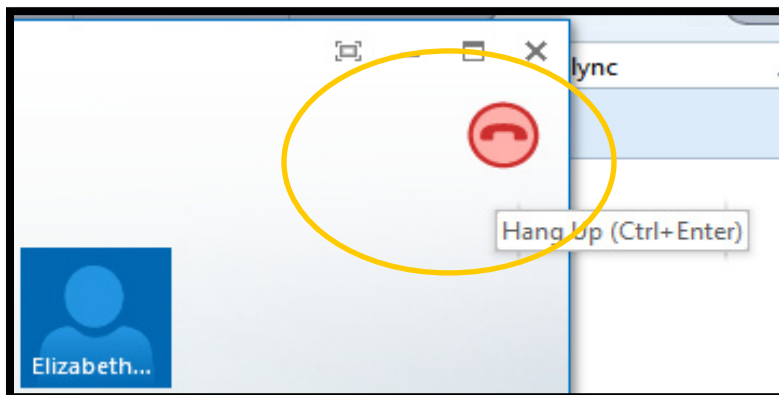
Accessing the webinar on the day of the meeting

1. Enter the call through the Lync link at the bottom of your email invitation
 - a. If you do not have Microsoft 2013 or Microsoft 365, you can still enter through the web application
2. Confirm that your microphone and audio device are still working, using the test as shown above
3. All attendees will be muted from the beginning of the webinar. If you have questions or comments, you can type them into the chat box on the left-hand side or into the Q&A section. The organizer will unmute you when it is time for you to ask your questions

- Depending on the number of people participating some webinars may have an open discussion after the presentation, and all attendees will be given the opportunity to unmute themselves
- There will be a Q&A box available for questions on the material being presented. You can ask at any point during the presentation, but the questions will only show up to the rest of the webinar attendees once the presenter is ready to respond
- If you drop the call or leave and wish to return, click on the yellow bar on the bottom and choose to rejoin using Lync Call



- When you exit, make sure to hang up instead of just clicking the X



Troubleshooting tips

1. If you have trouble accessing the Lync Web App, you may have to restart your browser after downloading the plugin
2. You will be muted at the beginning of the webinar, and only the organizer will be able to unmute you at that point. Do not worry if you cannot change your microphone status, there will be a discussion time at the end when you can turn it on
3. If you have problems at the beginning of the presentation, there will be a chat box available where you can ask for help. For further questions, please contact the organizer at rsituma@unicef.org
4. This webinar will be recorded, so you will be able to revisit at www.hftag.org/webinars