Frequently Asked Questions

1. What if the link to pre-register in the email does not work?
    You can <u>Right Click</u> on the link and select <u>Open in a New Window</u>. If the link still does not work, <u>Copy the link</u> and <u>Paste it</u> into your web browser.

2. What equipment do I need in order to participate in a webinar?
    In order to get the most out of each webinar, you will need to have a computer with an internet connection and audio capabilities. For the best audio quality we recommend a USB headset with a microphone connected to your computer. You may also use a telephone for audio capabilities. See page 2 for more detailed information.

3. If I am using my telephone to connect to the internet, can I also use my phone for audio during the webinar?
    This may work if you are using DSL for your internet connection, however it may cause problems with audio and your connection. We recommend using a headset for best results. You can purchase a headset with microphone for $20-$25 USD.

4. How do I get help with any questions I may have before the webinar?
    If you need assistance prior to the webinar you can send an email to LLC@lionsclubs.org or call the Leadership Division at (630) 468-6703

5. Will there be any handouts I will need to have during the webinar?
    Once you have pre-registered for the webinar, any handouts that you need will be attached to the LCI confirmation email sent approximately 1 week prior to the webinar. You can print the handouts to have with you during the webinar.

6. On the day of the webinar if I am having technical problems and cannot join or register for the webinar, is there someone I can contact for assistance?
    The confirmation email from LCI will include the email address and phone number for a contact person on the day of the webinar.

7. What do I do if I am logged in to the webinar but no one can hear me, or I cannot hear the presenters?
    If you have any problems with audio during the webinar you can type your problem into the question box on your control panel and an LCI staff member will assist you.

8. What should I do if I pre-registered for the webinar, but realize I am unable to attend?

>   We ask that you please contact the Leadership Division at 630-468-6703 or send an email to LLC@lionsclubs.org

GoToWebinar Technical Recommendations

For PC-based participants:

- Internet Explorer® 6.0 or newer, Mozilla® Firefox® 3.0 or newer (JavaScript™ and Java™ enabled)
- Windows® 2000, XP, 2003 Server, Vista or Windows® 7
- Cable modem, DSL, or better Internet connection
- Minimum of Pentium® class 1GHz CPU with 512 MB of RAM (recommended) (2 GB of RAM for Windows® Vista)

For Mac®-based participants:

- Safari™ 3.0 or newer, Firefox® 3.0 or newer (JavaScript™ and Java™ enabled)
- Mac OS® X 10.4 or newer – Tiger®, Leopard® and Snow Leopard®
- PowerPC G4/G5 or Intel processor (512 MB of RAM or better recommended)
- Cable modem, DSL, or better Internet connection

Audio Capabilities:

Participants wishing to connect to audio using VoIP will need a fast Internet connection, a microphone and speakers. (A USB headset is recommended.)

For optimum audio quality, we recommend a USB headset connected to your computer, or USB headphones and standalone microphone connected to your computer. Analog versions are okay, but not ideal. We have not had good results using the microphone and speakers built in to your laptop or USB Webcam.