

Attending a webinar



Webinars are a great way to learn, share and connect. That's why Christian Aid regularly hosts webinars for our volunteers, covering topics from learning new skills to chats with our programmes overseas.

If you've never attended a webinar before, you may feel a little anxious about what to expect or what to do. In the instructions below, you'll get a sneak peek of what happens in a webinar and learn everything you need to take part.

What is a webinar?

A webinar is a sort of online meeting, usually to deliver training, that you can join from the comfort of your own home. Like face-to-face training, it's led by a host who will usually take you through a presentation, sharing information, videos and activities for you to take part in.

You'll still have the chance to speak with other attendees, either aloud or through a written chatbox - which means you may actually get more discussion than you would attending training face-to-face where silence is required while the host is presenting!

What do I need?

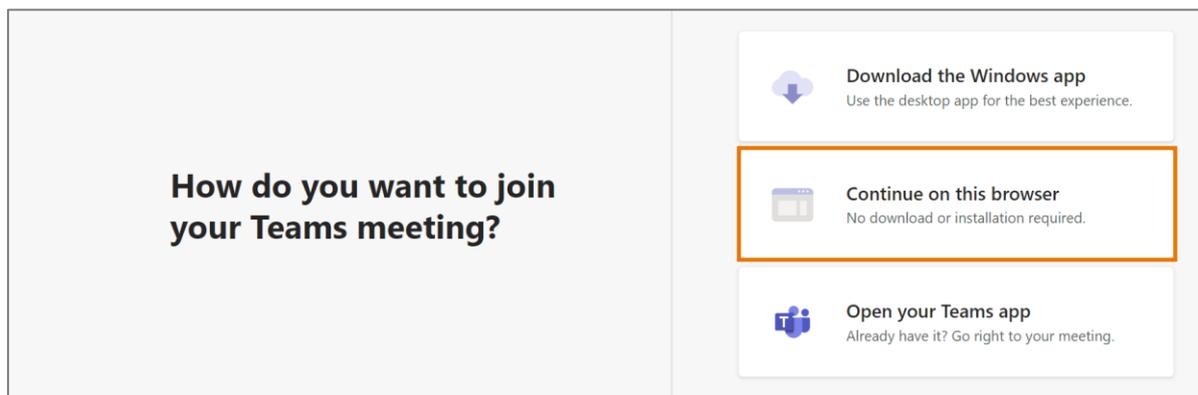
You'll need access to a computer, with speakers or headphones and a steady internet connection in order to connect to the webinar and hear the information shared. This can include using laptops or tablets, such as iPads.

It's beneficial if you have access to a webcam and microphone too, which would allow you to join in the conversation too. However, don't worry if you don't have these, as there'll be a way to type in anything you'd like to say or ask.

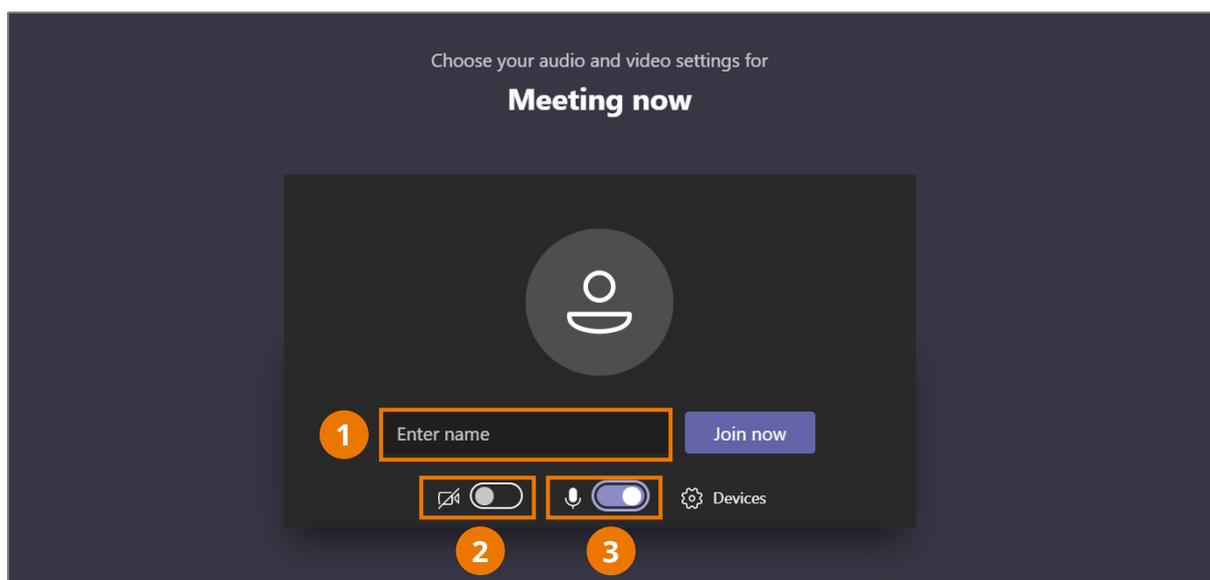
You **will not** need to download any programmes to access the webinar, as it's presented through your internet browser (e.g., Microsoft Edge, Google Chrome, etc.) However, on tablets and mobile devices, you may find it easier to use an app; you can find more information on downloading the app [online](#).

How do I join?

You'll be given a link to click a few minutes before the webinar start time, which will open up your internet browser and take you a webpage like the one below:



You should click the middle option ("Continue on this browser") to move to the next screen.



You should write your first name in the text box **(1)** so that the webinar host and other attendees know who you are. You can also choose whether to switch on your webcam **(2)** or microphone **(3)** by toggling the switches; if you turn on your webcam, you should also see a preview on this screen. Don't worry – you can change your mind and switch them on or off later!



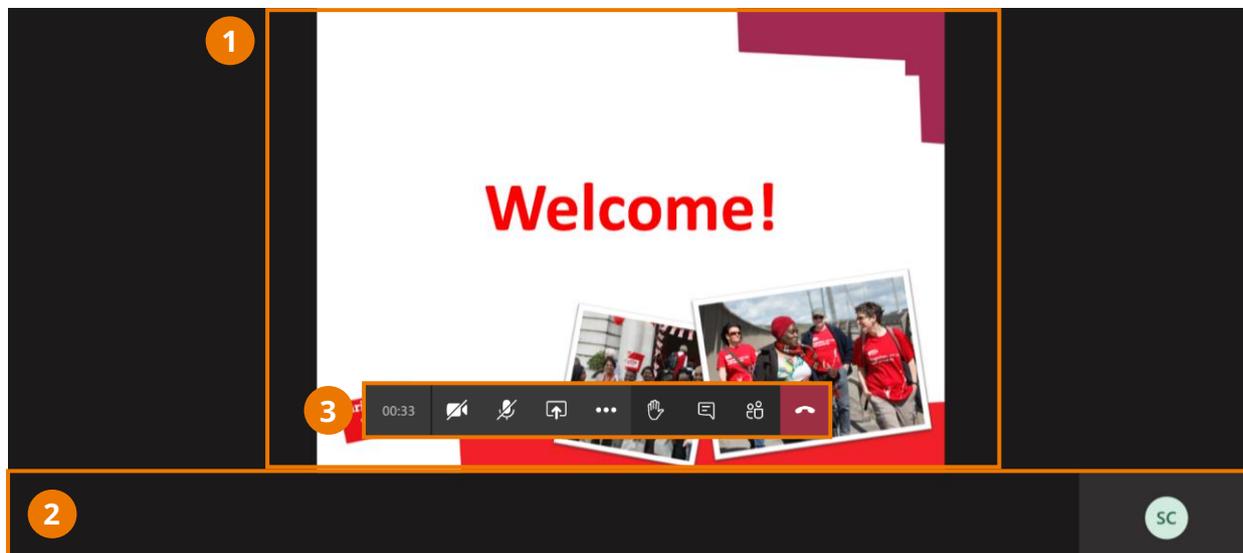
Top tip

If your internet connection seems to be struggling or you see a message such as "low bandwidth" or "internet connection is weak", it can be helpful to switch off your webcam to reduce the strain!

After you click "Join now", you'll enter the webinar's waiting room and see a new message saying, "We've let people in the meeting know you're waiting." This will alert the webinar host that you're ready to join the webinar.

What will I see?

Once the webinar host can see you're ready to join, they'll admit you into the webinar (this makes sure we're not joined by anyone unexpected!) Your screen will now update to show the webinar contents.



The main part of the screen **(1)** will be taken up with a presentation or, if not using a presentation, you'll see the face of the webinar host. Along the bottom of the screen **(2)**, you'll see the names and faces (where people are using webcams) of the other attendees. Finally, when you move your mouse onto the presentation, you'll also see an action bar **(3)** – we'll tell you more about this in the next section.

You should now be ready to sit back and enjoy the webinar, by listening to the webinar host and following the presentation.

How do I take part?

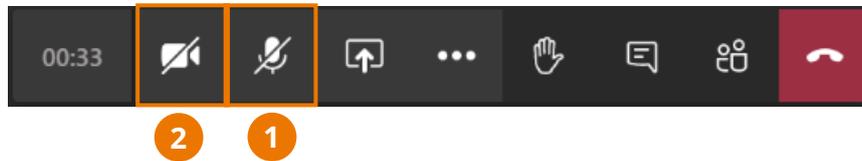
Of course, the fun of a webinar is getting the chance to speak with others taking part or to share your questions and answers with the webinar host.

Where there are lots of people attending the webinar, the webinar host may ask you to 'raise your hand' if you'd like to speak or ask a question. You can do this on your webcam or can do it virtually by clicking the hand icon in the action bar.



A raised hand icon will appear next to your name and the webinar host will let you know when it's your turn to speak.

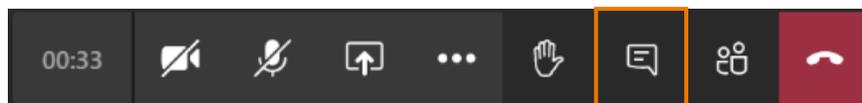
You can speak using your microphone any time that you're not muted. You can mute and unmute yourself using the microphone button in the action bar **(1)**; there will be a strike through the microphone whenever you're muted, so you can remember! The same applies to turning your webcam on and off **(2)**.



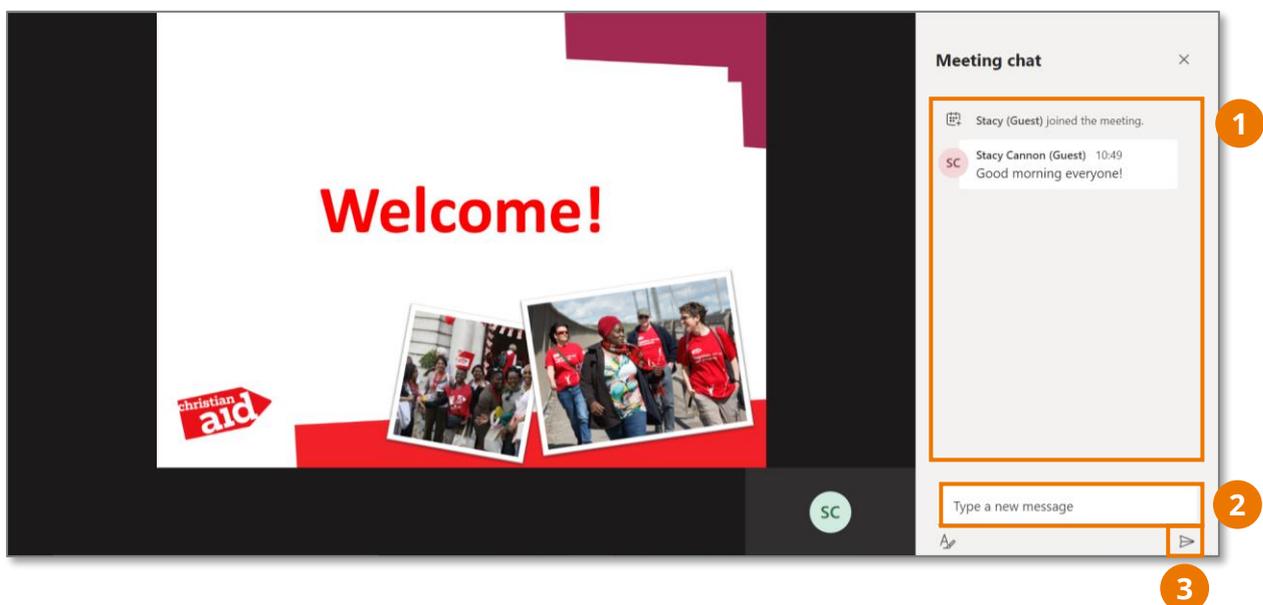
Top tip

When not speaking, you should mute yourself to avoid any background noise disrupting the call for others.

If you don't have a microphone or would prefer not to speak aloud, you can also participate through writing by using the chatbox.



This will open a chatbox on the right-hand side of your screen. Here, you can see what messages other have sent **(1)** as well as sending your own messages by typing them in the textbox **(2)** and either pressing the 'enter' button on your keyboard or the arrow on your screen **(3)**. By default, your messages will be visible to everyone.

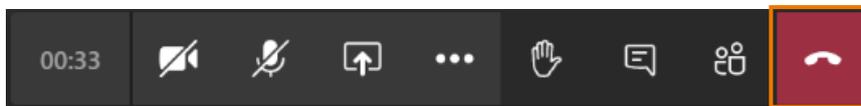


Top tip

Why not keep the chatbox open through the webinar so that you can see what other participants are discussing?

How do I leave the webinar?

When the webinar is finished or if you need to leave the webinar early, you can leave by clicking on the red 'hang up' button in your action bar.



You'll see a confirmation screen that you've disconnected from the webinar and can now close the window.

What if I need help?

If you have any questions about what to expect in the webinar, you can contact Christian Aid's Volunteering team for advice or a "trial run":

 volunteering@christian-aid.org.uk

 020 7523 2264

If you experience any difficulties during a webinar, we've highlighted some of the most common problems and solutions below:

- **If you can't hear the webinar host:** check that your computer isn't muted or has the volume turned down, or check that the host is speaking, as webinars can often be silent at the start while attendees are still joining.
- **If you can't see the presentation or camera:** try leaving the webinar and rejoining.
- **If the webinar host can't hear you speaking:** check that your microphone isn't muted and is connected properly; make sure you don't have multiple microphones connected to your computer so that the webinar has connected to the wrong one.
- **If you can't see the action bar:** move your mouse around the webinar screen to make it reappear; depending on your internet speed, there may be a small delay.

If you're still experiencing difficulties, where possible please share them via the webinar chatbox and another member of staff will try and assist you.

That's everything you need to know for now - we hope you enjoy your webinar!

