

This guide helps you get the most out of KidsMatter webinars by providing instructions to help you participate successfully, as well as answer the most frequently asked questions.

Once you've registered for a KidsMatter webinar, the following steps will help ensure you and your computer will be ready to participate on the night.

#### Step 1: Review the webinar ground rules

To help ensure everyone has the opportunity to gain the most from the live webinar, we ask that all participants consider the following ground rules:

- > Be respectful of other participants and panellists. Behave as if this were a face-to-face professional development activity.
- > Be mindful that all questions and comments posted in the general chat box can be viewed by all participants and panellists.
- > Your feedback is important. To provide feedback, please complete the short survey which will appear as a pop up when you exit the webinar.

#### Step 2: Check your computer or mobile device meets the minimum standards

##### Internet connection

- > A high speed internet connection is mandatory to see and hear the webinar. It is important to note that if your internet bandwidth is insufficient, the webinar's audio and picture quality will be compromised. Unfortunately, if this is the case, there is little that you, KidsMatter or our service provider will be able to do to improve your experience.

##### Software

- > To join the webinar, your computer will need to have Adobe Flash Player 11 (or a later version) installed. Download this for free from [www.adobe.com](http://www.adobe.com)

##### Other requirements

Check your computer has the following:

- > **Operating system** – Windows 7 & up, MAC OSX 10.4 & up, Linux, Android 2.2, IOS (for iPhones & iPads).
- > **Internet browser** – Internet Explorer 8 & up, Firefox 1 & up, Chrome 8 & up, Opera 7.11 & up, or Safari 5.05 & up. To confirm your browser, visit [www.whatbrowser.org](http://www.whatbrowser.org)

#### Step 3: Review the case study and other supporting materials

- > The case study and other materials are available on the KidsMatter website [here](https://www.kidsmatter.edu.au/health-and-community/professional-development/webinars/webinar-6):  
<https://www.kidsmatter.edu.au/health-and-community/professional-development/webinars/webinar-6>
- > During the webinar you can access these resources through the **Documents** tab on the bottom right hand corner of your screen.

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Step 4: 10 minutes before the webinar starts:

- > Check your computer's sound is on and the volume is turned up.
- > Close down all non-essential programs.
- > Stop all downloading activities on both your computer and your network.
- > Open the KidsMatter log in instructions email and follow the prompts to log in to the webinar.

Step 5: Once you've joined the webinar, you'll see either a screen like the one below or a screen with a red curtain indicating the webinar will start soon:

The screen shot highlights some key functionality that may be useful during the webinar.

## "We Do Better Together" webinars:

View a series of webinars focussed on supporting children's mental health and wellbeing in early childhood, primary school and community environments, and the importance of collaboration between mental health practitioners and health and community services in these settings.

These webinars and their supporting resources can be viewed here:

[www.kidsmatter.edu.au/webinars](http://www.kidsmatter.edu.au/webinars)

The screenshot shows a webinar interface with several key components:

- Participants Panel:** Located on the left, it shows 'Online: 2' and lists participants: 'MHPN Webinar' and 'Mary Emeleus'. A callout box points to this panel, stating: 'The total number and individual names of all participants will show here.'
- Internet Connection Check:** A callout box at the top left says: 'Check your internet connection strength and stability by hovering over your name.'
- Main Content Area:** Displays the 'KidsMatter' logo and the text 'Supporting children affected trauma' and 'Tuesday, 27 October 2015'. A callout box on the right side of this area says: 'The presenters will appear here.'
- Chat Area:** At the bottom, there are three tabs: 'General Chat', 'Announcements', and 'Technical Help'. A callout box for 'General Chat' says: 'Click this tab to send a message to the panel and other participants.' A callout box for 'Technical Help' says: 'Click this tab to get help or ask technical questions.'
- Marketing Image Placeholder:** An orange box on the left says 'Insert Your Custom Marketing Image Here' and 'Click Here To See How'.
- Documents Button:** A button at the bottom right labeled 'Documents' is highlighted with a callout box: 'Click on the Documents button to access supporting resources.'

## Before the webinar - FAQs

I haven't received, or can't find my invitation or log in instructions email?

Provided you've registered for the webinar, you'll receive an email with your log in instructions on the morning of the webinar.

If you can't find this email, please check your junk email folder. If you can't see the email in your inbox or junk folders, please email KidsMatter on [enquiries@kidsmatter.edu.au](mailto:enquiries@kidsmatter.edu.au) for it to be resent.

I'm having problems accessing the webinar. What should I do?

In the first instance:

- > Confirm your computer and internet connection meet the minimum standards (see Step 2 on page 1).
- > Check your internet connection is active.
- > Close down all non-essential programs.
- > Check that no-one using your internet connection is downloading.
- > Disable any update or alert software that may interfere with your reception of the webinar.
- > Restart your browser and close any additional open tabs.

If you can't hear the webinar, you may be able to use the free teleconference facility. Call 1800 733 416 for details.

If the issue remains unresolved, use the technical chat box to ask a specific question (if you can see the screen) or call our webinar provider Redback directly on 1800 733 416.

While all efforts will be made to help, if the problem is due to your internet connection/bandwidth, there is unfortunately little that can be done to improve your access.

## During the webinar - FAQs

Can I access the supporting resources during the webinar?

The supporting PowerPoint slides,

animation and any other resources will be available throughout the webinar. To access these documents, click on the "Documents" tab on the bottom right hand corner of your screen.

Can I communicate with the panel and other participants to make comments or ask questions?

Yes. Type your comment/question in the general chat box located in the left panel of your screen. Please note: while the panellists will do their best, it is not always possible for all questions to be addressed during the webinar.

Can I make the presentation bigger on my screen?

Yes. 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, just press the esc key.



**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.

What do I do if my sound and/or picture is distorted?

See "I'm having problems accessing the webinar. What should I do?"

If your sound or picture continues to be distorted during the live webinar, please call our webinar provider, Redback on 1800 733 416.

Please note, the team at Redback will do their best to help resolve your issue, however as highlighted previously if your problem is due to your internet connection or bandwidth restrictions there will be little they can do to help.

Need more help while the webinar is in progress?

Please call our webinar provider Redback on 1800 733 416 or use the Technical Chat Box.

Please note that the busiest time for providing support is during the 15 minutes before and after the beginning of each webinar.

## After the webinar - FAQs

How do I provide feedback?

When you close the webinar you will be asked to complete an exit survey. This is your chance to provide feedback.

How do I receive PD recognition?

Attendance certificates will be emailed within five weeks to all webinar attendees so that professional points, credits or hours as self-guided or self-directed learning can be claimed.

If you have not received yours within five weeks, please contact KidsMatter on [enquiries@kidsmatter.edu.au](mailto:enquiries@kidsmatter.edu.au).