

## Prosci Change Management Webinars 2011 User Guide

Prosci's webinars in 2011 will be using a new platform for delivery – GoToWebinar®. This new platform will offer added functionality and interactivity. This User Guide will provide an overview of the new platform and instructions to help you attend our webinars. Email [webinar@prosci.com](mailto:webinar@prosci.com) or call +1-970-203-9332 with comments or questions.

### What is new?

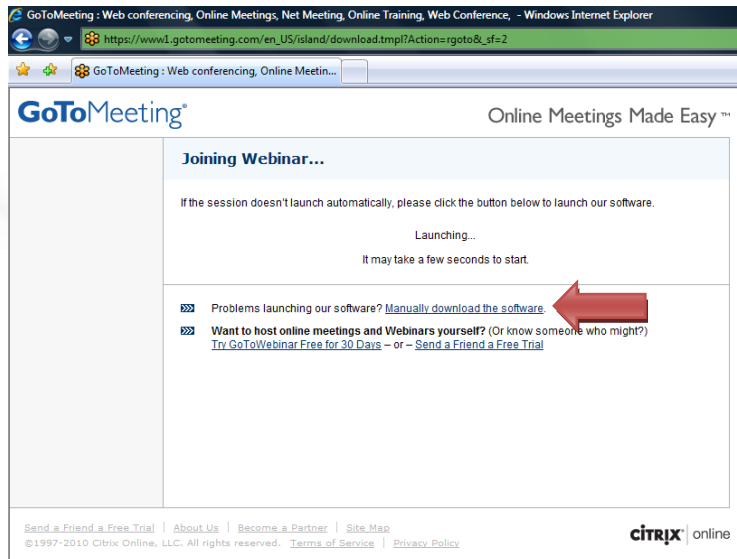
The old way:	With the new platform:
<ul style="list-style-type: none"> <li>To join the webinar, you entered your email address and clicked “begin webinar” and you viewed static slides.</li> </ul>	<ul style="list-style-type: none"> <li>You will be launching the slides using the GoToWebinar® application. You do not need an account, but to view the slides your browser will need to use a plug-in that will be launched automatically when you join.</li> </ul>
<ul style="list-style-type: none"> <li>To hear the audio, you needed to dial in to the conference bridge number.</li> </ul>	<ul style="list-style-type: none"> <li>You can now listen to the audio over the internet through your computer or by dialing in to a telephone conference number.</li> </ul>
<ul style="list-style-type: none"> <li>You advanced the slides yourself using the arrows below the slides. You could go forward or backward as you chose.</li> </ul>	<ul style="list-style-type: none"> <li>Slides will be advanced by the presenter. If you want to look back at previous slides, you'll need to download the PDF of the slides.</li> </ul>
<ul style="list-style-type: none"> <li>At the end of the webinar, you clicked “End webinar” and were taken to a page with the user survey and additional information for the session.</li> </ul>	<ul style="list-style-type: none"> <li>When you end the webinar, you will automatically be taken to the user survey. The additional information for the session is located on the main webinar login page.</li> </ul>

### Using GoToWebinar®

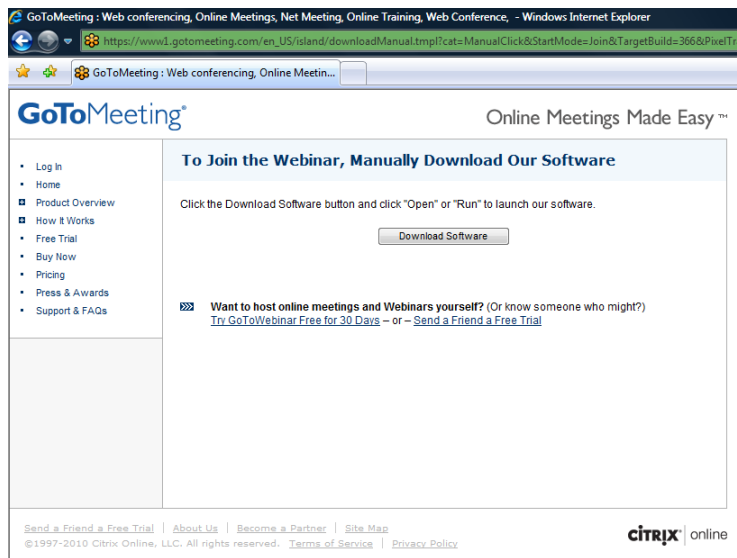
The user interface for GoToWebinar® is intuitive and easy to use. The following pages describe the process for joining the webinar slides and some of the controls you will have during the webinar. The GoToWebinar® support page has additional helpful information: <http://support.gotomeeting.com/ics/support/default.asp?deptID=5641>

## Joining the webinar

You do not need a user account for GoToWebinar® or GoToMeeting® to attend a webinar. If you are behind a firewall and access is being blocked, you can provide this document to your IT group for help: <http://www.gotoassist.com/iprange>.



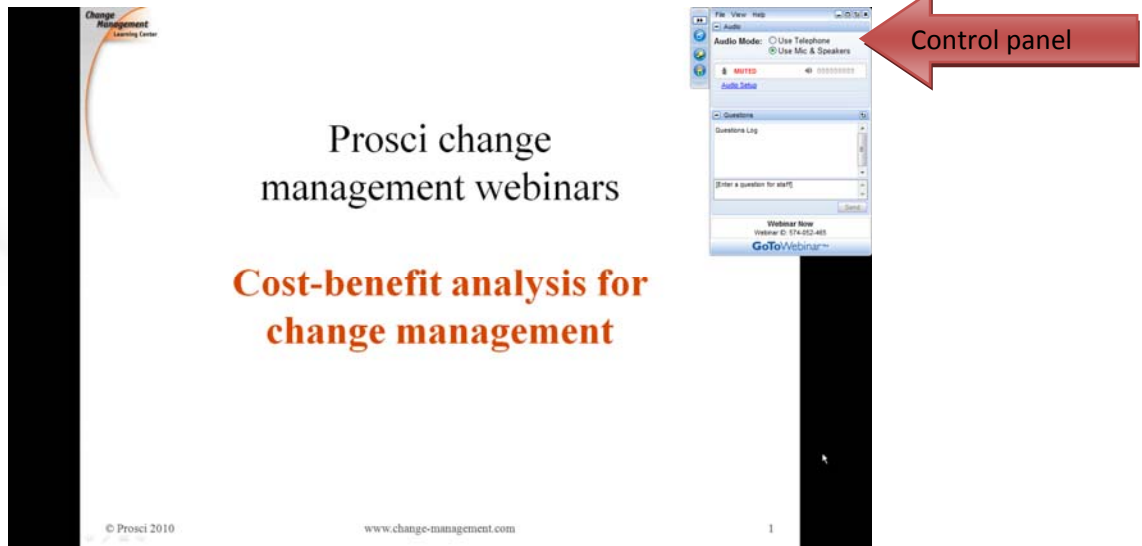
When you click “Join webinar” from the main webinar page, a new window will be launched for the GoToWebinar application. The program should begin immediately, but if it does not you can click the “Manually download the software link” – see the red arrow in the screen shot to the right.



If you clicked the “Manually download the software” link, you will be taken to this screen with a Download button. Click this button to initiate the GoToWebinar application.

## In-webinar controls

Once you join the webinar, you will be put directly into a screen with the webinars slides and the in-webinar control panel. The control panel includes controls for Audio, Questions, Drawing and Hand raising.



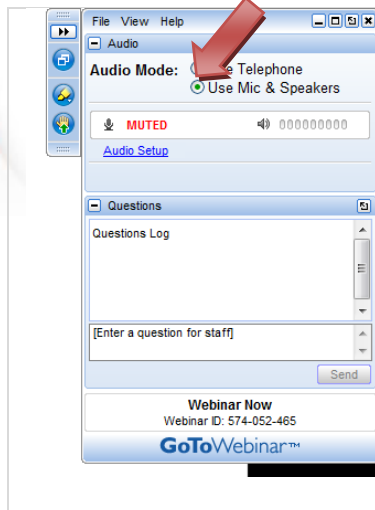
You can click the button with the two small arrows at the top of the thin tab to hide or show the control panel at any time.



## Audio controls

The “Audio” controls give you two options for listening to the webinar: 1) over the internet using your computer speakers or headset, or 2) using a telephone connection.

### Listening to the webinar over the internet

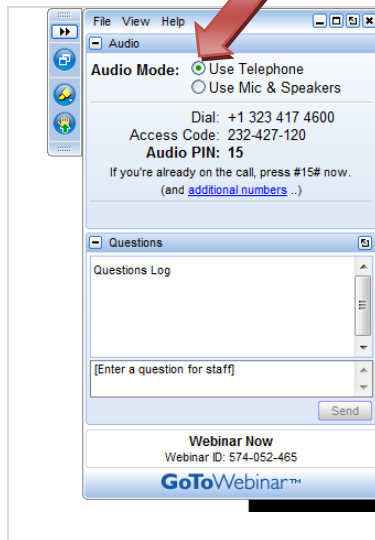


To listen over the internet, select “Use Mic & Speakers” for your Audio Mode. This is the default mode when you join the webinar. You can check the speaker volume by watching the speaker indicator when a webinar facilitator is speaking.

The Audio Setup link allows you to check your microphone settings. ***You will need a working microphone to be able to speak on the webinar or ask questions.***

After clicking the Audio Setup link the Audio Preferences popup will launch. Here you can check your microphone and speaker setup.

### Listening to the webinar over the phone

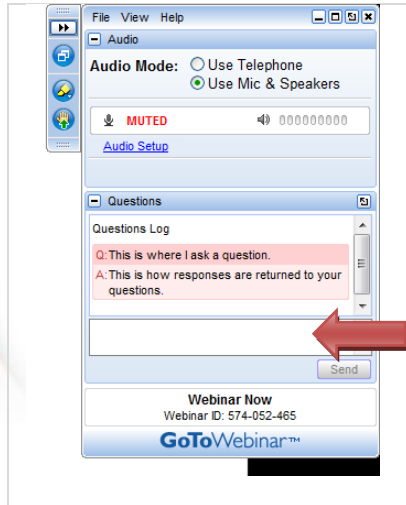


To listen over the phone, select the “Use Telephone” option in the Audio Mode window. You will be provided a Dial in number, an Access Code and an Audio PIN. ***The Audio PIN is unique to you and should not be shared – it is what enables you to be unmuted and join the conversation.***

To see additional numbers, click the “additional numbers” link below the Audio PIN.

The webinar platform provides local long distance numbers for a number of countries, including the US, Canada, Australia and a number of European countries. ***You will still be responsible for long distance tolls, but you will be calling in-country numbers instead of a US number.***

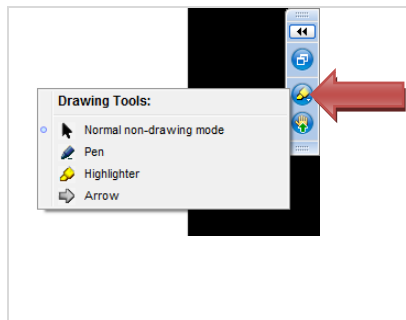
## Question pane



Prosci will have several analysts to answer questions in real-time throughout the webinar. You can ask questions in the Questions pane of the control panel. The answers will show up in the Question Log area.

Certain questions will be forwarded to the facilitator and presented to the entire webinar audience.

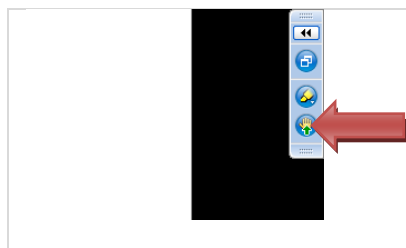
## Drawing tools



During some webinars, you will be provided with drawing tools to interact during the session. If you are given drawing tools, an image will appear in your thin tab. When you click on the highlighter image you can then select pen, highlighter or arrow. ***Please do not write on the screen except when instructed to by the webinar facilitator.***



## Hand raising



The final functionality in the thin tab is the hand raising button. You can use this button to raise your hand during the webinar or during the Q&A session following the webinar.

