GUIDELINE TO PREPARE AND IMPLEMENT

WEBINARS

By Cesar Robles

May 2018

Cover Photo by Pexels.

Contact: Helvetas Swiss Intercooperation (KNL Team), Weinbergstrasse 22a, 8021 Zurich, Switzerland. knl@helvetas.org

This document in its latest edition, as well as other resources are available online for download at https://www.helvetas.org/news_blog/publication/knowledge_and_learning.cfm

Contents

1. About our webinars

Webinars at HELVETAS Swiss Intercooperation are prepared and executed with the aim of sharing knowledge and generating dialogues for collaborative learning amongst key stakeholders, often as a complementary process for external and internal mandates, face-to-face events, or other online exchanges. The selection of presenter(s), audience and settings respond to the specific learning objectives of each event. Beyond achieving the learning objectives, it is recognized that a webinar also enhances collaboration, because it is tool that help bringing people together from different geographic locations, into one "moment" of learning, thus supporting familiarity, trust and connections through interaction. At the end, collaboration is not about technology, it's about people, and webinars help us build opportunities to connect, share and learn together as a complementary tool to face to face opportunities.

We thank the SDC Migration network for their support in the preparations of these guidelines. We also thank the Knowledge and Learning Team, the IT Services Team and Brigitte Kauf from the International Programmes department of Helvetas Swiss Intercooperation for their collaboration in the piloting and developing various preparatory guidelines for online event management.

2. About these guidelines

These guidelines have been design to support Helvetas partners and Helvetas staff in the organization, facilitation and reporting of webinars, and can be used by anyone who is interested in organizing a webinar, mainly with a Skype for Business environment. This document provides detailed guidance for the overall webinar from a facilitation perspective, and not in-depth technical details on the specific management of technology. The content of this document is generic and it is based in a set-up where the presenters and audience all join individually online from their own computers, not in groups. For in-depth technological guidance (specifically on Skype for Business) and more complex scenarios (e.g. a group of people joining the webinar in 1 room) please see the **"Manual for Online Events"** at the publications' section of the Knowledge and Learning webpage at: www.helvetas.org/knl.

These guidelines are address to the main organizer of a webinar and a technical support person, and provide a specific sequential set of activities to prepare a webinar. These guidelines can be used as orientation, or as a checklist.

3. Roles

(O) Main Organizer: this person makes sure that all aspects of these guidelines are considered, coordinating everyone involved (all people involved are described in this "roles").

(P) Presenter/s: they are the subject matter experts, who have the lead regarding the thematic content of the webinar. Presenter/s are coordinated by the main organizer, in collaboration with the technical support person, and will be also supported during the actual webinar by a "chat moderator".

(T) Technical Support: this person provides overall support to the organizer, presenter, chat moderator and participants before, during and after the event.

(C) Chat moderator: this person is acquainted with the topic and moderates the live chat of the webinar (welcomes people, answers/collects questions or comments for Q&A part). This role should not be taken up by one of the presenters because it would be distracting; a specific chat moderator will ensure that the chat is engaging and that most comments or questions are taken up.

(A) Attendees, participants or audience: the audience might also have different profiles: people whose participation is mandatory, people whose participation is recommended, and people whose participation is welcomed. Webinars might have one or multiple types of audiences.

Note on registration of attendees and/or open-participation:

It is up to the main organizer to decide if those invited must register in advance to the webinar, and if the invitation will remain open to anyone else to join without pre-re. These guidelines also provide a step to send a reminder for participation a few minutes before the actual webinar starts (step #13), which can be addressed to the original list of guests (even those who did not register) to trigger more participation.

4. How to organize a webinar (checklist)

4.1. Before the webinar

#	Who		Task	Notes and description
0	O	☐	Identify a technical person to support you	The technical person's role is described above. If the software (program) for the webinar is already predetermined (e.g. Skype for Business), select a technical person accordingly.
1	O	☐	Select topic title	Make sure the title is short enough to be catchy. You may add a subtitle as complementary description.
2	O	☐	Identify presenters and send them invitations (use template in Annex 1 if needed)	Select your speakers according to the learning objectives of your webinar. There are various possibilities for a webinar. For example: o 1 presenter at 1 location o 2 or more presenters at multiple locations, o 1 host welcoming multiple presenters at different locations (like a "radio talk show", with interviews of presenters) o Etc. Bear in mind that **voice** is extremely important in a webinar, therefore the choice of speakers – beyond thematic expertise – can be important. Ideally it will be people whose voices are engaging, energizing and not monotonous (e.g. it is better to avoid vocal intonation that is rather plain or not expressive).
3	O,P	☐	**Identify a Chat Moderator (compulsory).** Use template email as invitation in Annex 2)	When the Webinar is taking place, the audience can chat (post questions and comments) in the chat box. One person with knowledge of the topic must be in charge of monitoring and moderating the chat (i.e. welcoming attendees, collecting or answering questions, bringing the questions to the presenter's attention during Q&A). Tip: don't appoint a presenter for this role, as he/she will be in charge of the presentation. The chat is a parallel process and a presenter would get distracted. It is too challenging to moderate the chat and present at the same time.

4	O	☐	**Agree dates of REAL and TEST webinar with presenters, chat moderator and technical person** Use Annex 3 to invite them to join the TEST webinar	Get in touch with presenters, the technical person and chat moderator to agree on 1) a date for the real webinar (they need to join 30 minutes before), and 2) another date for the test webinar (mandatory), which needs to be done at least one day before the real webinar, and takes about 15 minutes.
5	O, T	☐	**Send presenters an email with the following** **1) requirements for their presentation and 2) recommendations for a more interactive webinar.** Use Annex 4 if needed.	Get in touch with presenters using template in Annex 4. The template includes: - important tips like max size of power point file (40mb), - how to prepare polls that can be interjected in between slides (recommendable every 8-10minutes) to make webinar more interactive and keep attention of audicne (polls are of 7 answer max, no multiple answers) - orientation on how to present (e.g. informing that you might interject as moderator if needed -for time keeping reasons) - and more details
6	O or T	☐	**Send official invitation of Webinar to all attendees** Annex 5	Send the official invitation to everyone: attendees, presenters, chat moderator, technical person, organizer. TIP: Send invitation as a calendar-invitation (template in Annex 4).
			Note on registration of attendees and/or open-participation: It is up to the main organizer to decide if those invited must register in advance to the webinar, and if the invitation will remain open to anyone else to join without pre-registration. These guidelines also provide a step to send a reminder for participation a few minutes before the actual webinar starts (step #13),	

			which can be addressed to the original list of guests (even those who did not register) to trigger more participation.	
7	O or T	☐	**Room booking** (if applicable)	Make sure to book a room where main organiser and technical faciltiator (at least) sit together during the webinar.
8	O, T	☐	**Confirm if videos will be shown in the presentation**	Please note: streaming videos or animations in a webinar is not recommended (it slows down the connection and might fail). Instead, the link can be uploaded on youtube, and a link can be shared with participats for them to watch on their own computers. If a presenter wants to show a **film**, verify what kind of format they want to share (youtube, links to external websites, etc.), and prepare accordingly.
9a	O	☐	**Prepare a pre-welcome slide (title, logo and time when webinar will start), and send to the first presenter to add it at the very beginning of their presentation (or add it yourself if you have received the files from the presenter)**	Please prepare a 1 slide PowerPoint file with the text "Welcome to the Webinar on (name). It will start at X hrs", and feel free to customise with colours or logos of the topic. This slide will be displayed for about 10 minutes before the Webinar starts (visible for those signing in early).
9b	T		**Do a test webinar, according to the date planned and agreed on point 4.**	A test webinar is fundamental. We recommend not to facilitate a webinar if a test has not been conducted with all presenters. To prepare a test webinar, refer to point 4 in this guideline (includes email with template on how presenters need to prepare to join a test webinar: technically and content-wise). In the test webinar, do the following: - Test that presenters voice is ok - Tell presenters to use EXACTLY the same settings (if they worked fine) for the real webinar. If they are not using the same, then ask them to do it, wait for them or reschedule the test. - Inform chat moderator how to respond to chat comments using "@" (e.g. " *@Maria, thanks for your comment*"), and inform him/her that at the end of webinar, all chat is saved in outlook

				- Inform presenters about chat moderator (so they know someone is taking care of comments and can bring them up later) - Inform presenters how to take over - Inform presenters how the polls are shown
10	O	☐	**Remind presenters and chat moderator to join REAL webinar at least 30 minutes before the Webinar starts** **Send script (or power point) to technical support person (script should indicate when a poll should be displayed, so that technical support person can do it accordingly)**	This is neccesary, to make sure all is in place for the webinar, in particular to double check that all technical aspects are correct (this is a critical apsect). Check that audio, video, presentation file and chat are working fine.

4.2.   During the webinar

11	O, T	☐	<mark>Open webinar 1 hr before</mark> event starts to prepare (both organiser and technical support person; presenters should join max 30 minutes before).	Preparation: **Technical person:** - Make sure that "attendees" have the "attendees" rights (e.g. no camera, no microphone, only chat, otherwise they might want to start using their mic or camera at inconvenient moments). To do this, 1) click on participants icon, 2) click on "participants actions", 3) select your prefered settings (mute audience, no camera, etc. You can always change this settings during the meeting. - Enable public access to the webinar (if applicable. To allow anyone to join the meeting: 1) open the meeting, 2) click on Skype meeting options (in "…" icon), 3) in "These people don't have to wait in the lobby" select "anyone (no restrictions). Otherwise people outside of your organisation will be automatically in a "lobby" and you will have to "admit" one by one. - Make sure that "presenters" have the "presenters" rights, not attendees. To do this, 1) click on the participants icon for a presenter, 2) right click on presenter, 3) click on "add as a presenter". - Make sure that polls are set on "results visible to everyone" - (!) Test that recording works. Please note that some organisations have the recording function

				blocked, and therefore the initiator of the Skype for Business meeting will need to host it in the network of an organisation that allows recording (technically), and still allows external users to join. - Test chat - Test camera - Tes audio - Test presentation files - Open the Welcome Slide - Have white cards and marker ready in case you need to give silent indications to presenters (who might be sitting in the same room), e.g. "speak slower", "speak higher", "take over as presenter", etc. If other presenters are in other locations, technical person must make sure there is a back channel (another chat window) to keep communications with them, for example to ask them to speak higher or lower, to take over as presenters, etc., otherwise that will have to be informed in the live webinar. **Main organiser (moderator or main host)** Prepare your comments for live polls: when polls are shown to audience, it migh take 20 to 30 seconds for them to vote, and to avoid awkward silence it's best if you keep on talking while people vote on the poll, for example commenting on live results as people vote (*"I see that people are voting on X, I wonder if we have others who haven't voted…"*)
12	T	☐	**30 minutes before, welcome presenters and chat moderator and test their settings**	Make sure that presenters arrive 30 minutes before, if not, reach out to them to avoid last minute arrivals and issues. Test their settings (audio, video, presentation, chat)
13	T	☐	**5 minutes before webinar starts, send "happening now" email** (see Annex 6)	This email is a key outreach tool, because it reminds people right on time about the event, and increases the chances of them joining (rather than relying on their calendar reminder).
14	T	☐	**1 minute before** start recording	Click on options ("…" button at the bottom right) and click "start recording")
15	O, T	☐	**Start**	These are 3 basic talking points for the organiser to kick off the webinar:

			Organiser (as "moderator" or "host")	a) **Welcome participants** to the Webinar, introduce "team" (who will be the presenters, chat moderator and technical support person) while showing the slide with their pics and titles. b) **explain the following technical aspects:** • If they have any connection issue (e.g. can't see, can't hear, etc.), the best thing to do is to close the call and join again • To ask questions or comments, they can use the chat, which will be monitored by a moderator • If they absolutely want to "speak", they must have a headset (with mic) connected to their computer • Presentations will be shared afterwards • The webinar is being recorded and will be shared with the network as part of the efforts to share knowledge, so this will hopefully become a knowledge product for the community, not a 1-time event. c) **Start the first poll of "where are joining us from" (if prepared).** d) **Hand over to presenters,** to introduce themselves and start presentation.
16	T	☐	**DURING THE WEBINAR:** **Organiser:** oversees webinar and moderates the webinar as host. **Technical person:** monitor all settings (audio, presentation and chat). Save polls results when they are done (save directly from Skype for Business, as .jpg). **Presenter:** conducts presentation (clicking through slides, doing polls, etc.). **Chat moderator:** monitors and moderates chat through 2 basic tasks 1) welcomes users as they join, e.g. "Hi N, where do join us from?"), 2) if users ask questions or post comments, moderator replies with answer or indicating the question will answered later by presenter, e.g. "@Name, thank you for your question. Tip for moderator: always mention name of person to whom you are replying, to keep consistency in the chat box.			
17	T	☐	**Shortly before the end of the webinar,** post a comment with a link where participants can see video later or download the presentation later on.			
18	T	☐	**At the end of the webinar,** stop recording, and download the video			

4.3.   After the webinar

19	T, O	☐	**Create a page in your website** (e.g. in Pamoja if you are a Helvetas staff, of Shareweb if this relates to SDC), which includes: the video of the webinar, narrative (who, when, topic), and the presentation files in PDF format.

20	O	☐	**Further outreach (link content to other knowledge products):** if there is a newsletter or other website that could feature an article or link to the recording of the webinar, make the connection.
21	O	☐	**Send thank you messages** to presenters, chat moderator and participants, including the link where they can find the results.
			Invite them to share it with other colleagues who might be intested. Use the opportunity to announce other events.
			Use template in Annex 7 if needed.

5. Annexes

5.1. Annex 1 / Template invitation to presenters

Title: Invitation to be presenter at our Webinar (title)

Dear (name)

The (name of project or team) would like to invite you to be a presenter for the upcoming webinar focused on (title).

The Webinar is planned for the (date) at (from what time to what time), and we would be honoured if you could share your insights and knoweldge, and interact with the participants, who will mostly be (add details here, e.g. our network, or a group of professionals from…).

If you accept this invitation, we will then inform you about the various (but simple) technical aspects to be prepared for your presentation.

We look forward to receiving your feedback.

Best regards,

(name)

5.2.   Annex 2 / Template invitation to Chat Moderator

Title: invitation to be a chat moderator for our upcoming Webinar "title"

Dear (name)

The (name of project or team) would like to invite you to be a chat moderator for the upcoming webinar focused on (title), led by (name of presenter/s).

The Webinar is planned for the (date) at (from what time to what time), and we would be very happy if you could support this activity by moderating the questions and comments posted in the Webinar chat by the participants. By "moderating" we mean that you would be in charge of

1. acknowledging receipt of participants' questions or comments, and summarizing them for the Q&A (e.g. if "Maria" posts a question, reply with "@Maria: thank you for your question, we will bring it up during the Q&A of the webinar…" (or provide the the answer directly if you know it).
2. welcoming people and asking where they are joining the webinar from. This can be optional, or you can welcome people only randomly. When someone joins the webinar you will see the name pop up in the participants' list, and we encourage you to welcome the person and ask her or him to tell where they join from, e.g. "@Maria: welcome to the webinar! where are you joining us from?" .This feature creates welcoming environment, while it informs presentes and participants about the geographic diversity of attendees.

If you accept this invitation, we will then inform you about the various (but simple) technical aspects to be prepared for your chat moderation, including a test.

We look forward to receiving your feedback.

Best regards,

(name)

5.3. Annex 3 / Template to invite presenters to join the TEST Webinar

Title: Please join the TEST of the webinar (preparatory session to test equipment)

Dear (name)

Thank you for your willingness to be a presenter of the webinar "title". To ensure the quality of the upcoming webinar, we need to do a test, and for that we kindly ask you to join the "test webinar" on (date) at (time, Swiss time), and ensure that you have the following equipment connected:

e) **headset** connected to your laptop (preferably with a **microphone**, but if you don't have one you may be able to use the earphones that typically come with smartphones),
f) **video camera**
g) enough **light in the room** illuminating your face.

To join the test webinar on the specified date, <u>open this link</u> (add link). If you use your office computer, the link will open with your Skype for Business (if installed), and if you use a laptop without Skype for Business installed, copy the link and open it with your Internet Explorer or any other browser (except Firefox!).

We also inform you that during the webinar, there will be a "chat moderator", who will welcome and reply to participants who might post comments or questions while you present. This will help you focus on your presentation. The chat moderator – at your request – can summarize comments and questions and raise some of them for you to answer during the Q&A of your webinar (if you have one).

WHAT'S NEXT?

Kindly reply to this email confirming your participation in the test webinar or suggesting an alternative date.

We will soon send you another message with some details on how to prepare your presentation and how you can it make it more interactive and engaging with live polls.

Best regards,

(name)

5.4. Annex 4 / Template email to presenters (presentation requirements & recommendations on interactivity)

Title: Tips and details to prepare your presentation for the Webinar

Dear (name of presenter)

Sorry for this long email! I kindly ask you to read through to make sure we are on the same page regarding the main aspects for your presentation and the interactivity aspects of the webinar.

For internet-bandwidth reasons, the webinar will not have live video (participants won't see your web cam); the attendees will be able to hear you and see your slides. They will also be able to post questions or comments in the chat (moderated by another person, so that you are not distracted from your presentation). Furthermore, attendees will be able to interact with you through live polls.

What is next?

We kindly ask you to prepare your presentation and polls (if any), following the **requirements and instructions** below, and send to us by date.

1. **Requirements for your slides:**
   h) Prepare a power point file for your presentation (file should shouldn't exceed 40MB/40,000 kb). The presentation must be power point format (no prezi or other), because that's compatible with Skype for Business (the program that will be used to host the webinar). If you must use other format, please contact us to look for alternative solutions.
   i) Add a starting slide to your presentation with profile pictures of you and co-presenters (if any) including the chat moderator (photo, name, location). This helps participants to know who you are, and provides identity and familiarity. Alternatively, you can also add the photo and name of the presenter at the bottom right of the slide (so that all people joining can always see who is presenting).
   j) We recommend that you use images, infographics, or pictures to illustrate your messages, and avoid slides full of plain text (find free pictures at www.pexels.com, and free icons at www.flaticon.com)
   k) If your presentation is scheduled to be 20 to 30 minutes, we recommend using no more than 10 slides.
   l) **Showing a film (video).** If you want to show a film, inform the organisers well in advance, to see which format is possible to share during the webinar (e.g. video on youtube, video in Powerpoint, etc.)
   m) If some information is in Word, Excel or another file format, you need to embed such information in the actual presentation (i.e. not just links to other documents).

   About moderation

   Please note that during your presentation or while you answer a question from audience, the moderator of the webinar might interrupt you in case we need you to speak slower, speak at a higher/lower volume, or because of time-keeping.

About the polls (what is this and how to use it for interactivity and engagement)

To make the webinar more engaging and interactive, we recommend that you interact with attendees by asking questions through simple LIVE POLLS. **What does this mean in practice?** We recommend that you ask a question (poll) to the audience on average every 10 minutes to keep participants engaged and attentive. Questions are asked through LIVE POLLS in the webinar program, and the results (in %) will be displayed in REAL-TIME in the webinar as attendees answer (in Skype for Business this is really easy to use, see this tutorial). These are some examples of questions for polls:

- "Tell us where you are you joining from": 1) Africa, 2) Latin America, 3) Asia…

- "Have you heard about these guidelines/approach/document before?" 1) yes, 2) no, 3) maybe…

- "How often do you X?" 1) Daily, 2) Once a week, 3) Once a month…

If you want to use polls, please get in touch with the organiser to arrange for a quick call to show you how to do it in Skype for Business, or send the poll questions to the organiser before the day of the webinar (see format for questions below*), and the technical team will prepare them and have them ready for the webinar. If you prefer not to use the POLL tool, you can also ask questions and request participants to provide answers in the chat box. If the webinar is not hosted on Skype for Business, you can use https://www.sli.do/ or https://www.mentimeter.com/).

*each poll should include: 1 title (max 200 characters), 1 question (max 255 characters), and a maximum of 7 answers as options (each no more than 128 characters), There is no multiple answer option available. To count characters, feel free to use http://www.charactercountonline.com/, or the word count function in Word.

Feel free to contact us if you have any questions or need support for the preparations.

Best regards,

(Name)

5.5.   Annex 5 / Template invitation for participants

NOTE: To prepare this email you will need to create a "Skype for Business Meeting" in your calendar. From there you can get 1) the link for the meeting (will be hyperlinked in the title "Join Skype Meeting), 2) the phone number and conference ID for people to call-in if they don't have internet

Title: **Join Webinar "(Title)" – Weekday DD.MM.YYYY, 00:00 HRS (Swiss time).**

Content : (send this as calendar-invitation)

(Your logo inserted here)

Français en bas - Español debajo

Dear all,

We invite you to join the **webinar** on "Title" **on (weekday) dd.mm.yyyy, at 00:00 hrs (Swiss time).** During the webinar, you will be able to submit questions for the presenters through the chat box. As a preparation, we recommend that you read the short background note on this topic (file attached). (attach background document to email)

How to join the webinar:
- To join on your computer, <u>open this link</u> (add link). If you use your office computer, the link will open with your Skype for Business (if installed), and if you use a laptop without Skype for Business installed, copy the link and open it with your Internet Explorer or any other browser *(except Firefox!)*

- To join with your smartphone or tablet, download the Skype for Business App, and then open this link (add link).

- To join via phone, call (phone number), using conference ID (number*).*

If you can't join the webinar, a video recording will be available after the webinar. You will receive a link.

See you online!

Rejoindre le webinar la séance "(Title)" – Weekday DD.MM.YYYY, 00:00 HRS (Swiss time).

Cher/es collègues

Nous vous invitons à rejoindre le **webinar** de la séance " Title " **(weekday) dd.mm.yyyy, at 00:00 hrs (Swiss time).** Pendant la retransmission en direct, vous aurez la possibilité de poser des questions au présentateur par le chat. La présentation sera en anglais, mais vous pouvez poser vos questions en français. Comme préparation, nous vous recommandons lire la petite note d'information sur ce sujet (pièce jointe). (attach background document to email)

Comment rejoinder le webinar:

- Pour y accéder avec votre ordinateur, ouvrez ce lien: <<Rejoindre>> add link. Si vous utilisez votre ordinateur de bureau, ce lien sera ouvert avec votre Skype for business (si installé) ; si vous utilisez un ordinateur que Skype for Business n'est pas installé, il sera ouvert dans votre navigateur Web (utiliser Internet Explorer ou tout autre, sauf Firefox)

- Pour y accéder avec votre smartphone ou tablette: téléchargez Skype for business App, puis ouvrez le lien <<Rejoindre>> add link

- Pour accéder par téléphone, appelez (numéro de téléphone), en utilisant le numéro d'identité (numéro)

Si vous n'arrivez pas à vous connecter à le webinar, un enregistrement vidéo sera disponible après le webinaire. Vous recevrez un lien.

On se verra enligne!

Participar en la transmisión en vivo de "Title)" – Weekday DD.MM.YYYY, 00:00 HRS (Swiss time).

Estimadas y estimados colegas

Les invitamos a participar en el webinar titulado "Title" **el (weekday) dd.mm.yyyy, at 00:00 hr (Swiss time).** Durante la transmisión, también podrá hacer preguntas para los facilitadores, usando el "chat box". La facilitación será en inglés, pero las preguntas también pueden ser en Español. Como preparación, los invitamos a leer el documento de concepto sobre el tema, anexo en este email (attach background document to email)

Cómo participar en la transmisión:

- Para acceder con tu computadora, haz click aquí add link). Si usas tu computadora de oficina, el link se abrirá con el programa "Skype Empresarial" (si está instalado), y si no tiene "Skype Empresarial" instalado, le recomendamos copiar el link y abrirlo con el navegador Internet Explorer o cualquier otro (excepto Firefox).

- Para acceder con tu smartphone o tableta, baja la aplicación "Skype Empresarial" (o "Skype for Business"), y luego abre el este link. add link).

- Para acceder por teléfono, llame al (número), con el código de conferencia (número)

Si no puede participar en este webinar, después recibirá un link donde podrá ver la grabación y otros recursos compartidos en este evento.

Nos vemos en línea!

5.6. Annex 6 / "happening now", to be sent to participants a few minutes before webinar starts

Subject: HAPPENING NOW Webinar "Title"- here is how to join

Content:

(Your logo inserted here)

Français en bas - Español debajo

HAPPENING NOW!

We are live in the webinar "Title", join now! Here is how:

- **With laptop:** open this link (all browsers except Firefox) » add link here
- **With smartphone:** download the Skype for Business App, and then open this link: add link here (you will need to enter your name).
- To join via phone, call (phone number), using conference ID (number*).*

See you online!

Estimadas y estimados,

Estamos en vivo en el webinario "Title", ¡participa! Estas son las instrucciones para entrar:

- Con tu computadora: abre esta liga (excepto con Firefox): add link here.
- Con tu teléfono móvil (Smartphone): baja la aplicación de "Skype for Business", y abre este link: add link here. La aplicación te pedirá que agregues tu nombre para entrar.
- Para acceder por teléfono, llame al (número), con el código de conferencia (número)
  Nos vemos en línea

Bonjour à tous,

- Pour y accéder avec votre ordinateur, ouvrez ce lien: <<Rejoindre>> add link. Si vous utilisez votre ordinateur de bureau, ce lien sera ouvert avec votre Skype for business (si installé) ; si vous utilisez un ordinateur que Skype for Business n'est pas installé, il sera ouvert dans votre navigateur Web (utiliser Internet Explorer ou tout autre, sauf Firefox)

- Pour y accéder avec votre smartphone ou tablette: téléchargez Skype for business App, puis ouvrez le lien <<Rejoindre>> add link

- Pour accéder par téléphone, appelez (numéro de téléphone), en utilisant le numéro d'identité (numéro)

Merci, Thanks, Gracias !

5.7.   Annex 7 / Post-webinar "thank you" email to presenters and participants

Title: Thank you for your being part of the Webinar "Title"

Content:

Dear X

Dear all

It was a pleasure to see you all yesterday and today in the Webinar "TITLE". Thank you for participating online from all over the world.

Special thanks to the presenter(s) (name/s), and chat moderator for your insights and inspiration.

The video recording and other resources from the Webinar are now available at:
(add link)

Please share this with your network and in particular with colleagues who might find this valuable.

Add here other text, e.g. acknowledgements, announcement of upcoming related events, etc.

We wish you all a good day!

Your names

6.   Feedback

If you have any feedback, comments or tips to improve these guidelines, please contact cesar.robles@helvetas.org or knl@helvetas.org.

7.   Request support

Support for Helvetas staff:

If you need support to set up your online event, please submit the form provided here:

https://pamoja.helvetas.org/display/advisory/Webinar+or+online+events

Please consider that the KNL and ITS Teams will provide support within their possibilities of time, and will reserve the right to decline requests.

Support for partners and others:

If you are interested in receiving support from Helvetas to assist you in organising and implementing webinars, please get in touch with the Knowledge and Learning team of Helvetas Swiss Intercooperation (Riff Fullan or Cesar Robles), providing details of your upcoming event (date, time, stakeholders) and requesting a proposal (including quotation), to knl@helvetas.org.

Owner (Function & Name):	Cesar Robles, Advisor Knowledge and Learning, Zurich, Switzerland
Version (First/Latest):	26.01.2018 / 08.05.2018
Original Path:	O:\AS\Teams\KNL\Topics\Manual online event facilitation\Guideline for Webinars 2018