

**This fact sheet helps you get the most out of MHPN's webinars by providing instructions to help you participate successfully, as well as answer the most frequently asked questions.**

Once you've registered for an MHPN 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's bandwidth is insufficient, the webinar's audio and picture quality will be compromised. Unfortunately, if this is the case there is little that you, MHPN 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). Visit [www.mhpn.org.au](http://www.mhpn.org.au), choose "webinars" and "participant guidelines & technical information" for details how to find out what operating system you have.
- > **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 will be included in the invitation email.
- > During the webinar you can access these resources through the "documents" tab on the bottom right hand corner of your screen.

#### Mental Health Professionals' Network

Emirates House  
Level 8  
257 Collins Street  
Melbourne  
VIC 3000

**postal**  
PO Box 203  
Flinders Lane  
VIC 8009

**email**  
[contactus@mhpn.org.au](mailto:contactus@mhpn.org.au)

**telephone**  
1800 209 031

[www.mhpn.org.au](http://www.mhpn.org.au)

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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 MHPN log in instructions email and follow the prompts to log in to the webinar.

#### Did you know . . .

MHPN records every webinar so that they can be watched afterwards.

Visit the webinar library at [www.mhpn.org.au/webinars](http://www.mhpn.org.au/webinars).

### 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.

The screenshot shows a webinar interface with several key components highlighted by callouts:

- Participants:** A list on the left shows 'Online: MHPN Webinar' and 'Mary Emeleus'. A callout points to this list, stating: 'Check your internet connection strength /stability by hovering over your name.' Another callout points to the list, stating: 'The total number and individual names of all participants will show here.'
- General Chat:** A callout points to the 'General Chat' tab, stating: 'General chat box. Click this tab to send a message to the panel and other participants.'
- Technical Help:** A callout points to the 'Technical Help' tab, stating: 'Technical chat box. Click this tab to get help or ask technical questions.'
- Documents:** A callout points to the 'Documents' button in the bottom right, stating: 'Click "documents" to access supporting resources.'

The main content area displays a slide titled 'An interdisciplinary panel discussion' with the MHPN logo and the date 'Tuesday, 16<sup>th</sup> April 2023'. A callout on the right side of the slide states: 'The presenters will appear here.'

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### 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, by 10.30 am of the morning the webinar is scheduled, you'll receive an email with your log in instructions.

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 call MHPN on 1800 209 031 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, case study 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.

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### 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 MHPN on 1800 209 031.

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