

# **Livestream 101: A Guide for Participants**

**BY CSHP-BC PROGRAMS**



# WEBINAR FAQs

## Why are you using Zoom as your platform?

We are using Zoom which has a platform called **Zoom Webinar**. This platform allows us to have interactive, panel discussions that we would not be able to have on our previous YouTube platform.

## Will people be able to see and hear me during the Zoom Webinar?

Unlike a Zoom Meeting, a Zoom Webinar only allows panelists and hosts to share their audio and video. There is no need to mute or disable your video

## Do I need to download any programs before using Zoom Webinar?

Yes. Please ensure that your computer can support Zoom Desktop Client or Mobile App. You can download this by clicking on [this hyperlink](#).

## How do I join the Zoom Webinar?

A link will be sent out to you via Eventbrite (our registration platform). Please check your Junk Mail in the event that you do not receive the link on the morning of the event.



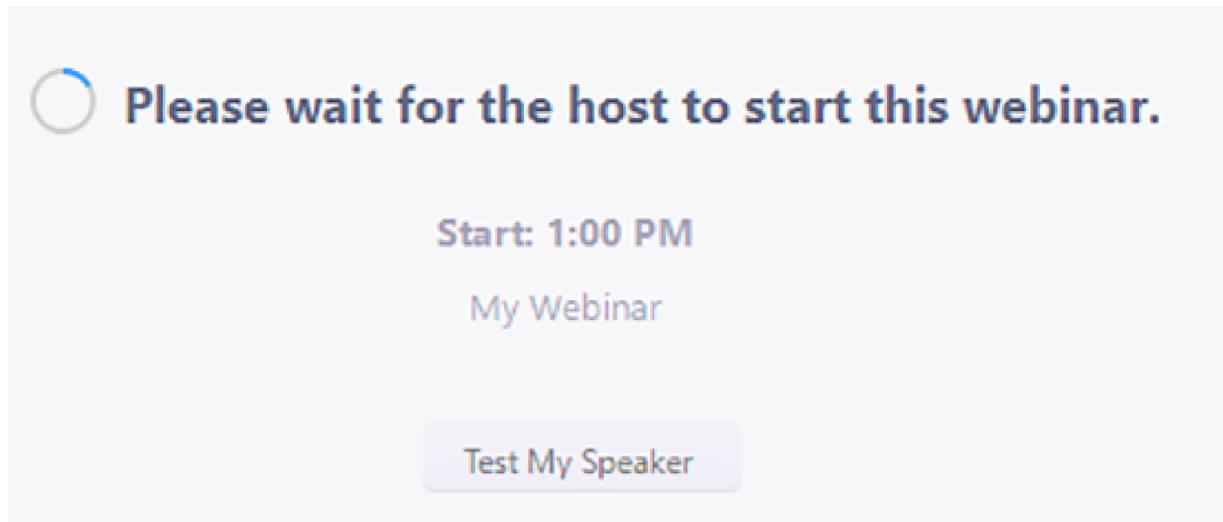
**\*Our Zoom Webinar Link will be sent out via Eventbrite on the morning of the event**

## What name should I put down for the Zoom Webinar? What if I put down a nickname?

Please put your **full first and last name** as you would like it to appear on your Continuing Education Certificate. If you use a first name or nickname, please take a screen shot of the webinar and send it to CSHP BC Programs at [programs@cshp-bc.com](mailto:programs@cshp-bc.com).

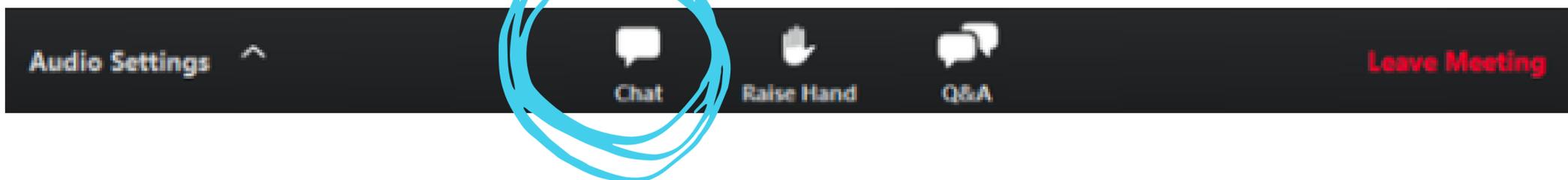
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You may receive the message below until the conference has begun. Note: We will aim to start promptly at 6:00PM. If you log in earlier, you may receive this message.



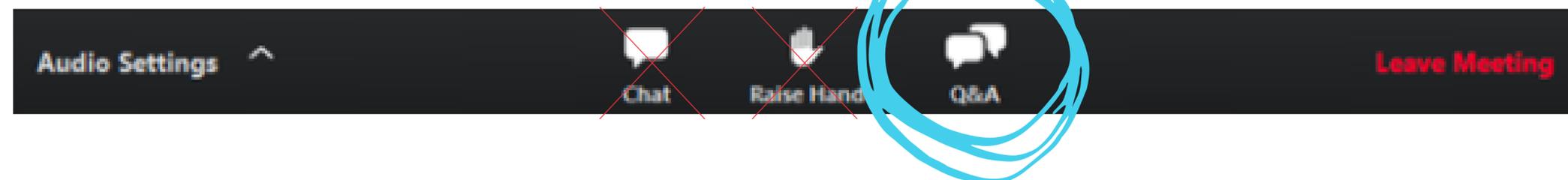
## How do I reach out to the organizers in case of technical difficulties?

You can reach out to us via the Chat function. Please note, your message will be viewable by all conference attendees.



## How do I ask the speakers a question?

Use the Q&A box only. Please note, the Chat and raise hand box will not be monitored by our speakers or moderators.



## Can I use the Raise Hand button to ask the speaker a question?

No. The speakers and moderators will only be using the Q&A box to answer questions. Please direct questions there.

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## Experiencing technical difficulties with Zoom Webinar?

Restart your internet browser and paste Zoom Link. This action should correct the majority of technical issues.

## Unable to get Zoom Webinar working?

Visit Zoom's Help Centre by clicking [here](#) \*OR\*

**YouTube will be available as an alternate source of viewing. Please look out for the YouTube link that will be sent out on Eventbrite at 5:45 PM.**



\*Please note if you use the YouTube link you **must** send a screen shot of the Webinar to the CSHP BC Programs to verify attendance for CEs\*

## For Technical Support:

Contact our Programs Committee at [programs@cshp-bc.com](mailto:programs@cshp-bc.com)



## When will I receive my CE Certificate?

A Completion of the survey and learning assessment questions will be sent 48-72 hours after the event. This survey will automatically generate your personalized CE Record of Attendance.

If you do not receive a survey within 72 hours, please email [programs@cshp-bc.com](mailto:programs@cshp-bc.com).

