

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

**BY CSHP-BC PROGRAMS**



# AGM 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.

## How will you host concurrent workshops?

For the first time ever, we will be utilizing **both Zoom Meetings** and **Zoom Webinars** to host interactive sessions. For the first time ever our concurrent session will enable participants to break off into smaller, interactive Breakout Rooms.

## 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.



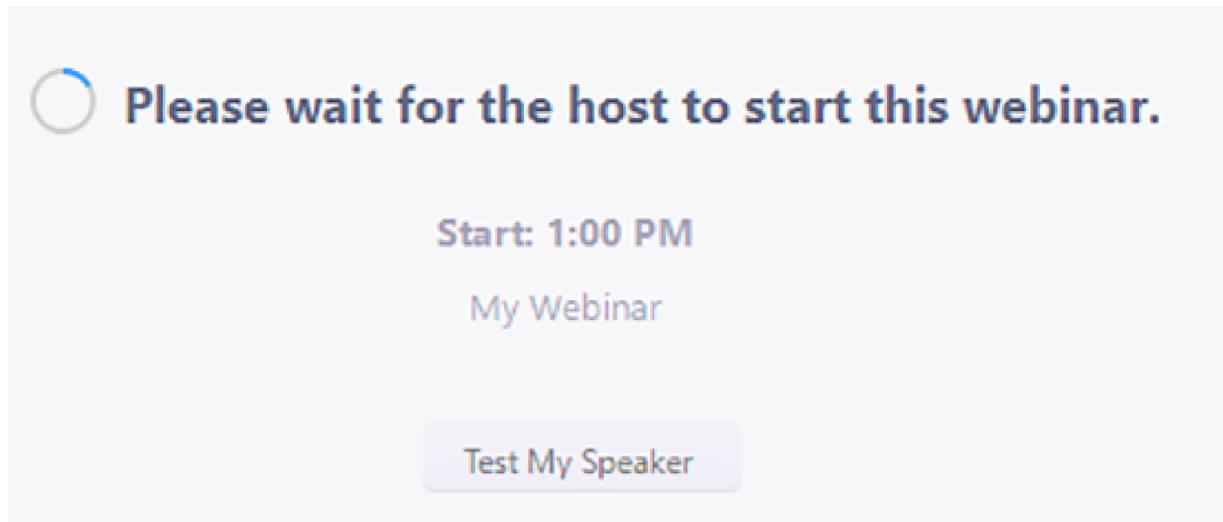
**\*Our Zoom Webinar Link will be sent out via Eventbrite on the day before the event. The link to the concurrent session will be sent out during the Webinar.**

## 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 or if you are joining us via YouTube, 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).

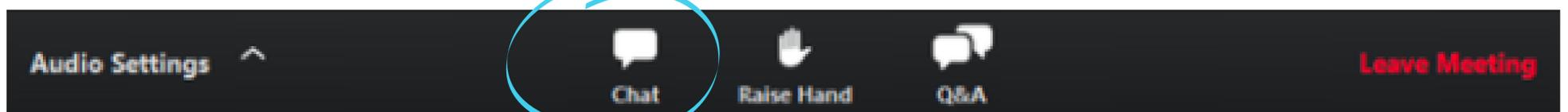
# WEBINAR FAQs

You may receive the message below until the conference has begun. Note: We will aim to start promptly at 8:00 AM. 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. If you cannot log-on to Zoom at all, please use the YouTube link that will be sent out the morning of the event.



## 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.

# Meeting FAQs

## What is the difference between Zoom Meetings and Zoom Webinar?

Unlike Zoom Webinar, in Zoom Meetings, participants will be active participants in the sessions. Participants will be able to have their videos on and use their microphones. When you first join the meeting, please **mute** your audio and **turn off your video** when you join initially. This is only to begin the session, our hosts will let you know when to turn them back on.

## What tools do I have access to during a Zoom Meeting?



Mute/Unmute: This allows you to mute and unmute your microphone.

Start/Stop Video: This allows you to start and stop your own video.

Share Screen: Click on this to start a screen share. You will be able to select something to share: your desktop, an application, or the Whiteboard (a Zoom function).

Chat: Access the chat window to chat with the host, the other panelists or all attendees.

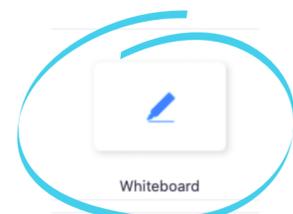
\*Note: If these controls disappear, just mouse over it to make them re-appear.

## How do I use the Whiteboard function?

1) Select Share Screen

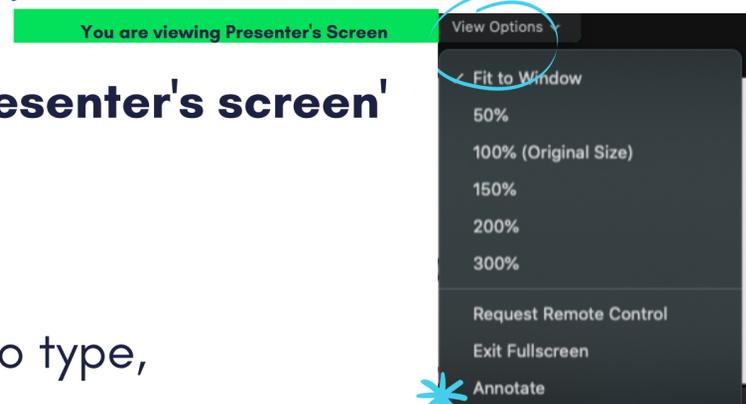


2) When the options for Share Screen appear, click **Whiteboard**.



## How do I write on Whiteboard and save notes for later?

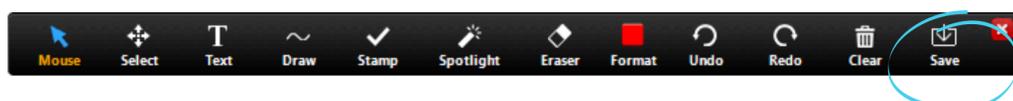
1) Select '**View Options**' beside '**You are viewing The Presenter's screen**'



2) Then select '**Annotate**'

**Tip:** This function will work on regular slides as well!

3) You will then see this toolbar pop up. Use the tool bar to type, handwrite and even stamp on the whiteboard!



4) Once you finish annotating your Whiteboard, you can save the image by selecting '**Save**'.

5) This image will save as a .png file to your computer (for Mac users this will save and pop up in your Finder)

6) You can now share this PNG image with the Zoom Meeting.

# AGM FAQs



## 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 08:00 AM.**



\*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 72-96 hours after the event (this allows us to have time to verify participant attendance). This survey will automatically generate your personalized CE Record of Attendance.

If you do not receive a survey within 96 hours, please email [programs@cshp-bc.com](mailto:programs@cshp-bc.com).

# THANK YOU FOR JOINING US!