



Memorandum

To: Students and Parents Attending a CELL Presentation

From: CELL Staff

Date: 04/22/21

Re: WebinarJam User Guide

Overview: This is a guide for students (and their parents) to use when attending an online webinar with the CELL. This includes a step-by-step guide for joining the webinar and solutions/next steps for common issues that arise when attending a webinar.

Things You Will Need

- A computer
- A stable internet connection
- An internet browser
 - We recommend **Safari** or **Google Chrome**
 - We strongly recommend that you do **NOT** use Internet Explorer. This browser has had issues with connecting to the webinar platform and staying connected

Joining a Webinar

- You should have received a webinar room link and password from your teacher. If you do not have this, then please reach out to them for it.
- You will click on the webinar link that your teacher sent you
- You will be asked to provide your first name, last name, and an email
 - The information that you provide will **NOT** be collected and used for anything. It is simply a requirement of the platform we use.
 - For students who do not have an email, we recommend that you reach out to your teacher for further instruction
 - We also recommend that you use your first name and last initial (instead of your full last name) for additional privacy
- You will also be asked to enter the password for the room
- You will then click the “enter room” button
- If you sign into the room early, you will be taken to a waiting room page that includes a countdown of when the webinar will begin.
- Once the webinar goes live, you will be brought into the room. You may need to click “Start Broadcast” to gain access to the room

The Actual Webinar

- Chat Room
 - There is a live chat room for viewers to ask questions, mention any issues you are having with the technology, and generally interact with our educators, your teacher, and your fellow students.
 - You can mark any questions you have with a “question” button (found to the right of the text box) which will let our educators know if you have a specific question.
 - Our staff can then answer the question and mark it with an “answer” button



- Should there be any inappropriate comments or messages, we will provide a warning. If this behavior continues after the first warning, the person causing the disruption will be removed from the webinar.

After the Webinar

- If you are unable to participate at the time the webinar is scheduled, you will have the ability to watch the webinar via a replay link which will be sent to your teachers after the webinar has concluded.
 - You will have **(1) week** after the webinar to watch via the replay link, after that, the link expires.

Troubleshooting

- If when you first enter the room and cannot see the screen, you may need to select “Start Broadcast” to gain access to the presentation.
- If for any reason your connection is glitchy or the video/presenters freeze, we recommend click the “Reconnect” button at the top of your screen to be reconnected to the room