



CSUSBAumni Webinar Series

WEBINAR FAQ

Q: What is a webinar?

A: Webinar is short for “web-based seminar”, a seminar conducted remotely over the internet. The “audience” views the slides through their web browser and hears the speaker’s commentary over their telephone or via the computer speakers using VoIP (Voice over Internet Protocol). VoIP is a feature that carries the presentation audio over the internet, allowing you to hear the presentation through your computer’s speakers.

Q: How much are the webinars?

A: CSUSBAumni does not charge a fee to attend webinars.

Q: How do I register for a webinar?

A: You can visit http://www.csusbalumni.com/Career_Services. Each webinar description provides a link for convenient registration. Upcoming webinars also are promoted in the Upcoming Events section of the CSUSB Alumni Association website homepage, via social media, and through the *Coyote Communiqué*. In addition, members of CoyoteLink receive emails regarding planned webinars.

Q: How do I join a webinar?

A: Upon registration for a webinar, you will receive a confirmation email, which will include log in details and instructions. You will also receive a reminder email with this same information one week, one day and one hour prior to the presentation. Be sure to test the link included in these emails well before the webinar is scheduled to begin in order to determine your system compatibility. You may be prompted to download necessary software, such as an ActiveX component, to participate in the webinar.

Q. What are alternative ways to join a webinar?

A: If the login link is unavailable, go to www.GoToWebinar.com and click “Join Webinar.” You will need to enter the webinar ID (provided in the confirmation emails) and your email address. You may also join a webinar by going to www.joinwebinar.com, typing or pasting the webinar ID provided by the organizer and entering your email address, clicking “Yes” or “Always” (or “Trust” on a Mac) if prompted to accept the download and, if required, entering the webinar password provided by the organizer.

Q: What do I do if I inadvertently delete the confirmation email with the log in details?

A: You will receive a reminder email one week, one day and one hour before the webinar. If you no longer have access to the reminder emails, email joxendin@csusb.edu for the webinar ID number. Once you’ve received the ID number, go to www.gotowebinar.com, click “Join a webinar” and, when prompted, enter your email address and the webinar ID number to log in to the webinar session.

Q: I live abroad. Can I attend a webinar?

A: Yes, VoIP (Voice over Internet Protocol) service enables participants to receive audio over the Internet using speakers connected to their computers.

Q: How often are webinars offered?

A: Webinars are currently offered once every 4-6 weeks. They typically take place Tuesday, Wednesday, or Thursday from 12:00-1:00 p.m. PST.

Q: Who presents the webinars?

A: Webinar presenters are CSUSB alumni, faculty or staff with expertise in a career-related topic or industry. When appropriate, non-alumni friends of Cal State San Bernardino lend their expertise as well.

Q: How can I be a webinar presenter?

A: If you are interested in being a webinar presenter, please contact Joanna Oxendine, Assistant Director of Alumni Affairs, at joxendin@csusb.edu.

Q: What should I do if I have technical difficulties during a webinar?

A: We encourage attendees to log in a few minutes early to ensure the internet and/or telephone connection is working properly. If you have any difficulties, submit concerns to the organizer using the “Questions” or “Chat” areas of the webinar on your computer. Please note, though, that the organizer can only help troubleshoot common problems and cannot provide technical assistance once the webinar has started.

Q: Can I ask the presenter a question during the webinar presentation?

A: Yes, questions from attendees are encouraged. The majority of presenters are prepared to take questions immediately following their presentation during the Q&A portion. You can submit your questions using the “Questions” area on your computer screen.

Q: What are the system requirements for attending a webinar?

A: To attend a webinar on a PC, the following is required:

- Internet Explorer® 6.0 or newer, Mozilla® Firefox® 2.0 or newer (JavaScript™ and Java™ enabled)
- Windows® 2000, XP, 2003 Server or Vista
- Cable, DSL or faster Internet connection
- Minimum of Pentium® class 1GHz CPU with 512 MB of RAM (Recommended) (2 GB of RAM for Windows® Vista)

To attend using a Mac®, the following is required:

- Mac OS X 10.4 (Tiger®) or newer
- Safari 3.0 or newer, Firefox 2.0 or newer (JavaScript™ and Java™ enabled)
- Cable, DSL or faster Internet connection
- Power PC G4/G5 or Intel processor (521 MB of RAM or better recommended)

Participants wishing to connect to audio using VoIP will need a fast Internet connection.