



*WWP // EUROPEAN NETWORK*

# WWP EN WEBINARS

FACILITATOR MANUAL

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### Introduction

#### Why webinars?

As the name says, webinars are seminars held on the web. Not only are they great for presenting your organisation and the work you do, they are also a very cheap way of, for example, organising training sessions for your team.

WWP EN mainly uses webinars to offer members a platform for knowledge exchange and capacity building. Members can hold webinars for other members to highlight the training methods they have been using (e.g. narrative elements, etc.), to interest them in great initiatives they are participating in or to inform them about topics they specialise in (e.g. working with migrant populations, working with minors who use violence, etc.). This way, WWP EN members are able to learn about organisations across Europe without having to leave their offices.

#### Webinar platform

There are [many different](#) webinar programmes. However, WWP EN decided to use [clickwebinar](#). Which webinar service to use is a decision that you have to make for yourself – different platforms make sense for different needs (e.g. organising internal meetings, trainings, webinars, etc.).

Clickwebinar is a webinar platform, which can be used quite simply. All WWP EN has to do is go to the website, set up a webinar, personalise the event and already participants can be invited via link or e-mail.

#### Webinar agenda

WWP EN webinars tend to have the following structure:

- Short technical introduction by WWP EN staff member
- 40-45 min presentation by facilitator
- 15-20 min Q&A
- Short survey for WWP EN evaluation purposes

#### Technical info

To facilitate a WWP EN webinars, you need a stable and fast internet connection. For facilitators the upload speed is more important than the download speed. To find out how to check your internet speed, see [Invitation e-mail](#).

Please clarify that all picture/Videos/documents you are using in your presentation are legally usable: Either with a cc-license (please remind to quote correctly the cc-license and author if requested, if you have any doubt, please contact me before of using them) or from your own.

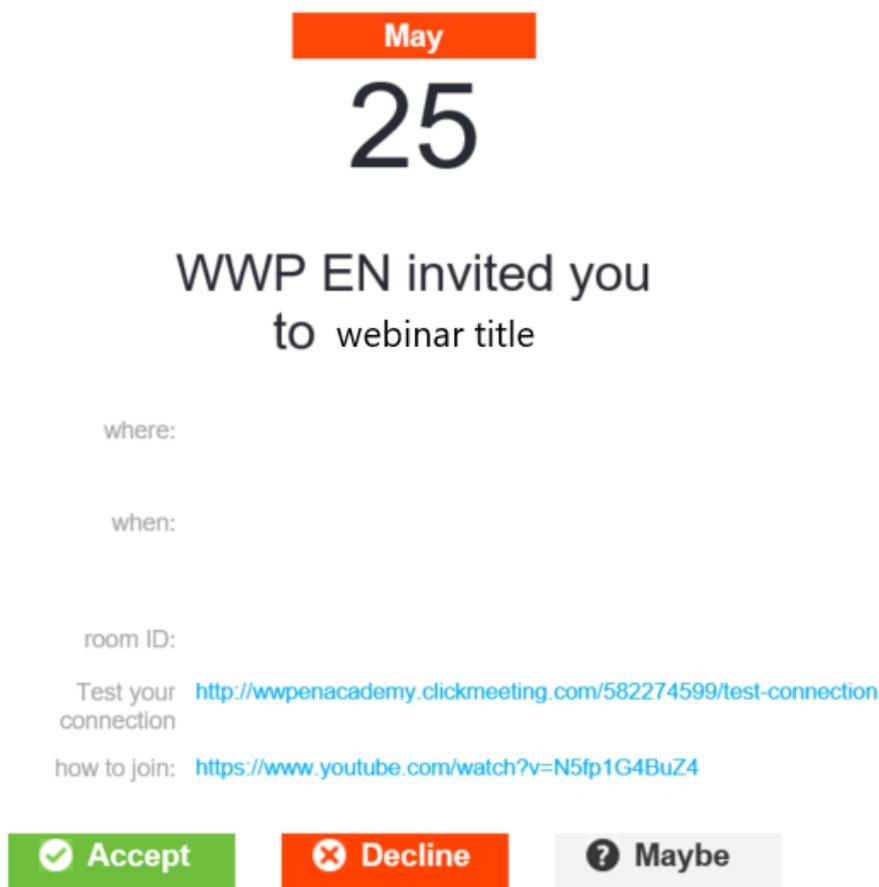
## Doing a webinar with WWP EN

### Introduction to clickwebinar

The responsible WWP EN staff member is happy to introduce the webinar software to you in a personal meeting. The staff member will also schedule the event, invite you to the event and take care of technical issues during the webinar.

### Invitation e-mail

As webinar facilitator, you will receive an invitation e-mail. This e-mail includes the following information:

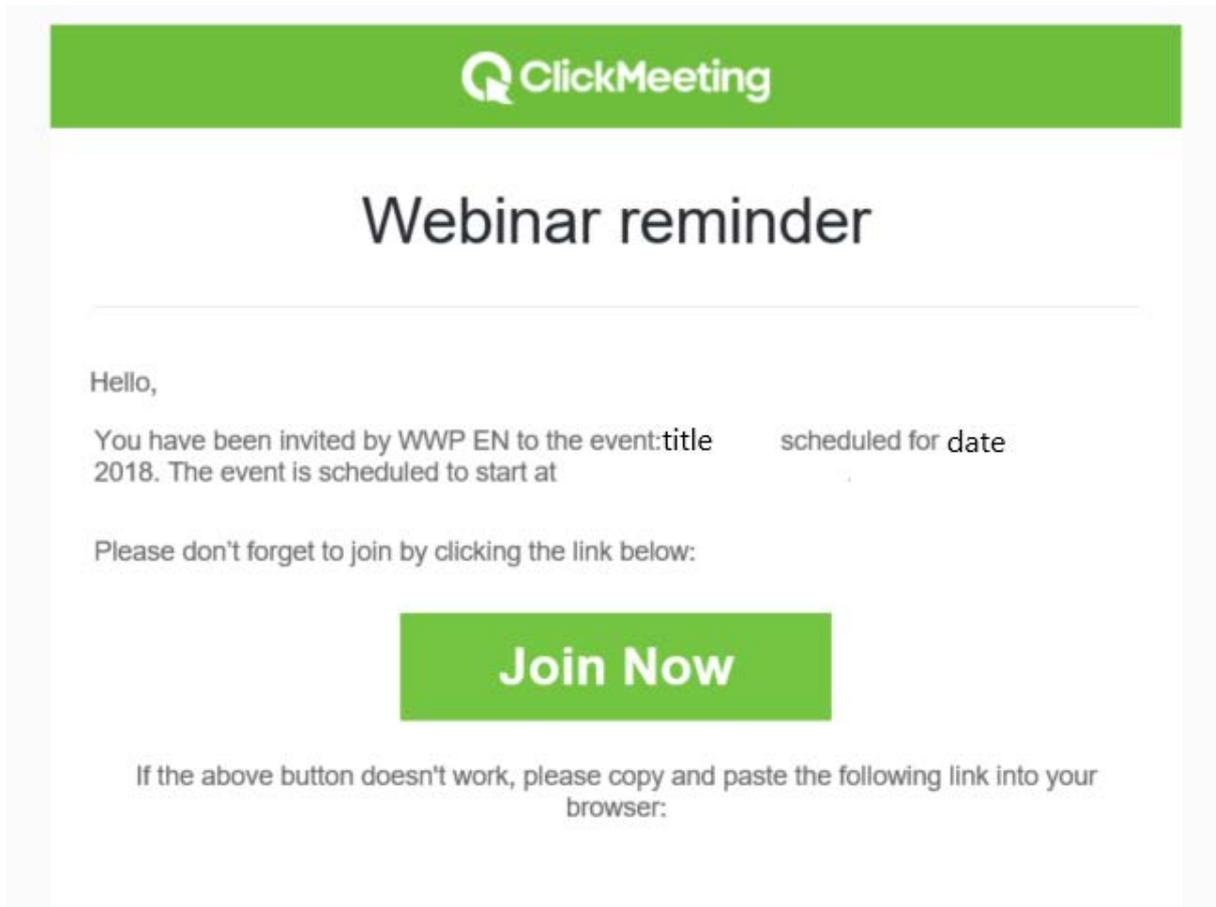


- “where” followed by the webinar link
- “when” followed by the date and time of the webinar
- “room ID”
- a link to test your internet connection: please make use of this very convenient offer to see if your internet is fast enough to hold a webinar
- a YouTube video by our webinar programme explaining how to join the webinar

Please click “accept” in the invitation e-mail.

Webinar reminder

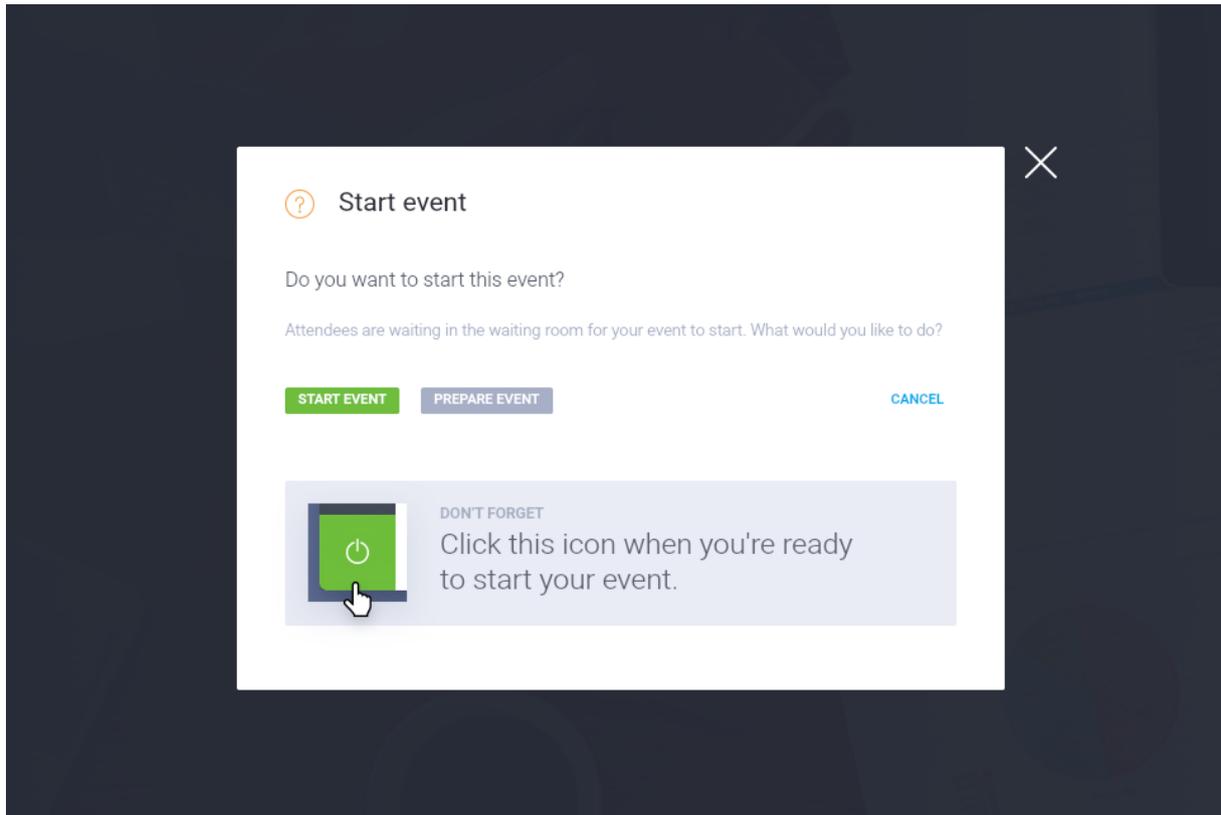
You will receive webinar reminders (picture below) a day and an hour before the event starts. The responsible WWP EN staff member will have agreed to meet you in the webinar room at a certain time. To do so, please click on the green “join now” button to join the event at the agreed-upon time.



If you have issues while trying to join the WWP EN staff member in the webinar room, they will be available for communication via Skype.

You are free to use the “join now” button at any time to explore the webinar room, but please read this manual beforehand.

## Setting up an event

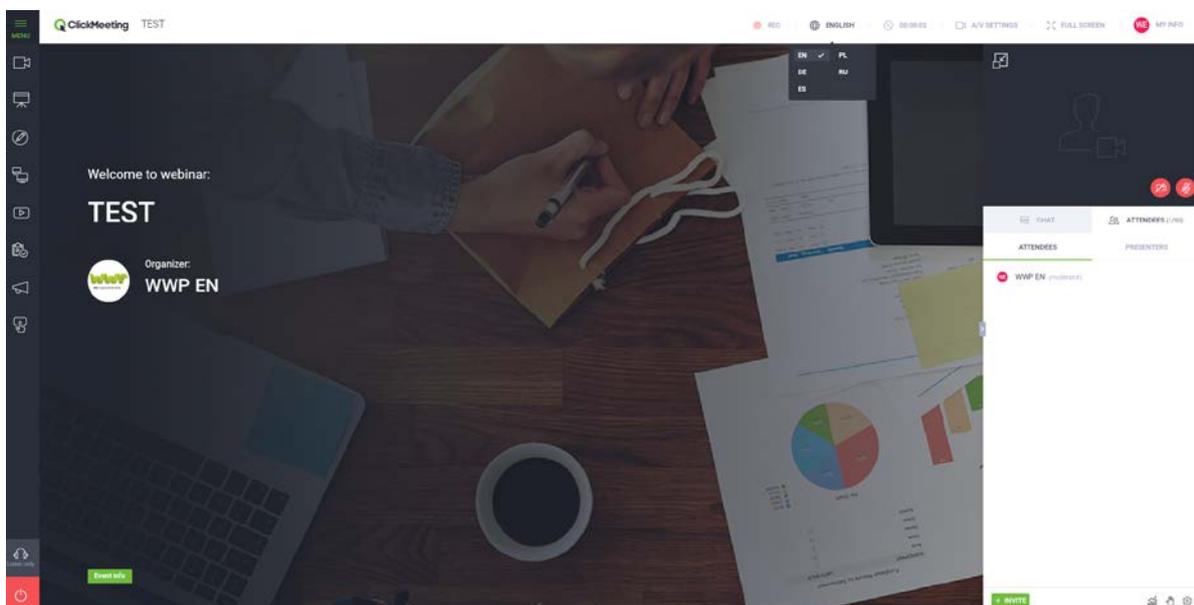


After clicking “join now”, a browser window will open. You will have the chance to decide whether you want to start the event or prepare the event (see picture above).

Please **do not click** on “start event”, this will automatically start the recording of the event and let participants join.

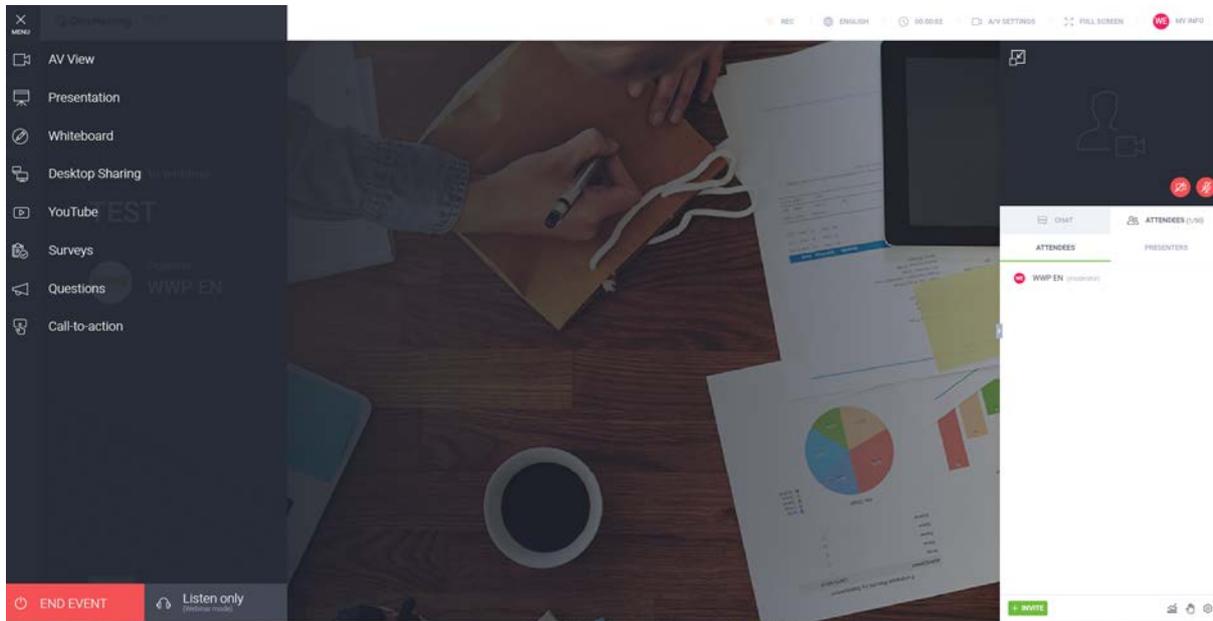
## The webinar room

Once you click “prepare event” you have access to the webinar room (see picture below).



## Menu

On the left side, you have the menu (see picture below).



This menu includes the following features:

- **AV View:** On the right, you can see a black box. This is the video which will later show the facilitator during the presentation. Clicking on AV View will centre the video and show it to the participants in big. **You can use this feature if you don't want to have a PowerPoint presentation during your webinar.**
- **Presentation:** This is where you can upload and open your presentation. For a detailed explanation, see [Presentation](#).
- **Whiteboard:** The white board feature opens a white screen at the centre of the webinar room. You can use it to freely draw and interact with the participants.
- **Desktop sharing:** This enable you to share your desktop with webinar participants. However, you will have to download a desktop sharing app before using this feature.
- **YouTube:** If you want to show a YouTube video during your webinar, you can open it beforehand. You use the search to find the video through its **name**, not a URL. Once it is opened, you can switch between the presentation and the YouTube video.
- **Surveys:** As part of the WWP EN activity evaluations, we have participants fill out a short, four question survey at the end of each webinar. The supporting staff member will introduce and open the survey.
- **Questions:** This is a specialized way of organising Q&As. **Since we try to keep our webinars as technically simple as possible, we don't use this feature.**
- **Call-to-action:** Using this feature, webinar organisers can create a call-to-action. **We don't use this feature.**
- **Webinar mode:** The webinar can be set to different modes (presenters only, listen only, discussion). To keep webinars as simple as possible, we keep our webinars on "listen only" at all times. During the Q&A, participants will type their questions into the [chat](#). The

staff member will read the questions aloud to ensure that everybody knows which question is being discussed.

- **Start/end event:** The button at the bottom left of the webinar room is green before the webinar starts and reads “start event”. By clicking the button, the organiser/facilitator starts the webinar and the button turn red and reads “end event”. Clicking this button will end the event for **everybody**. For information how to leave the webinar see subsection “My Info” in [Top Right Menu](#).

If you have a presentation opened and want to switch to, e.g. an already prepared YouTube video, all you have to do is click on the YouTube symbol in the menu. After the video is done, click on the presentation symbol to go back to your presentation.

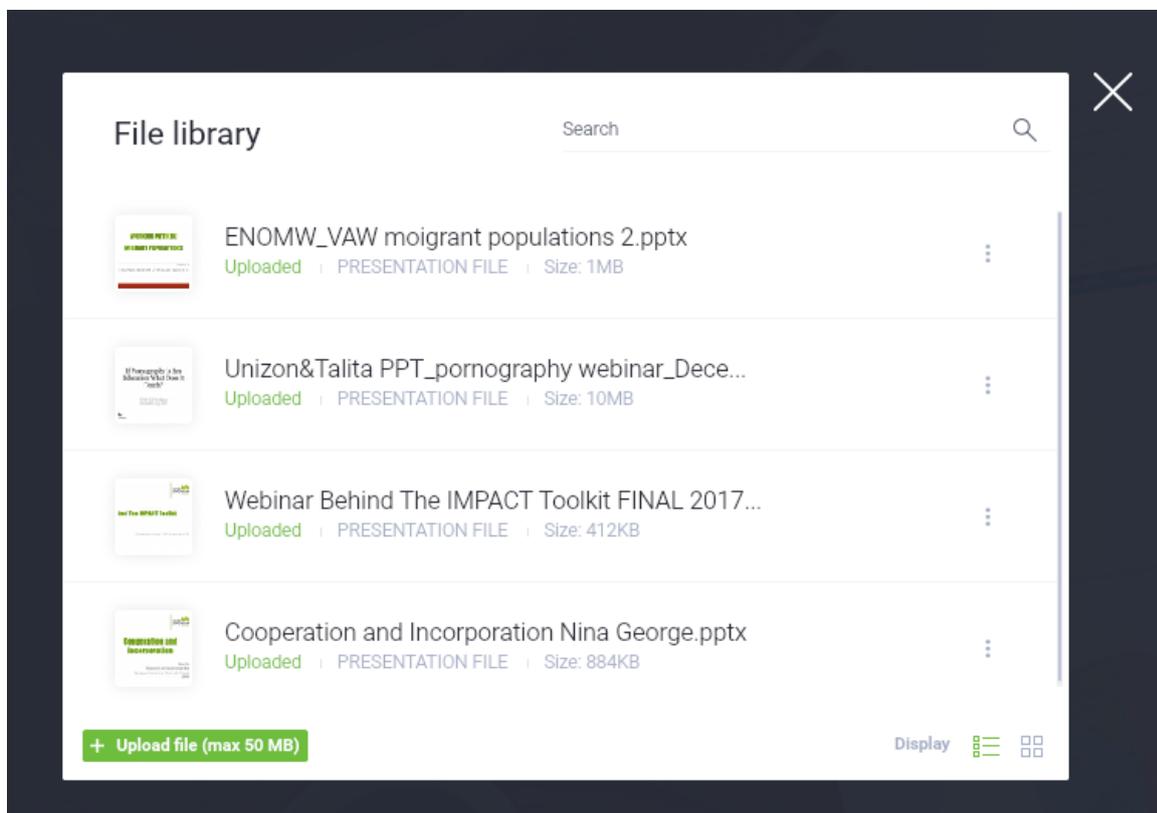
Please keep in mind that the more features you use, the more likely it is that somebody will experience technical issues (e.g. with desktop sharing). However, we are happy if you design your webinar interactively (which isn’t always possible).

### Presentation

In most cases, facilitators like to use a PowerPoint presentation during their webinars.

### Uploading a presentation

Ideally, you will have sent your presentation to the responsible WWP EN staff member before the day of the presentation. If you haven’t managed to do this, you can upload it by clicking on the presentation feature in the menu. This will open a window (see picture below). By clicking “upload file” you are able to upload your presentation.



### Opening a presentation

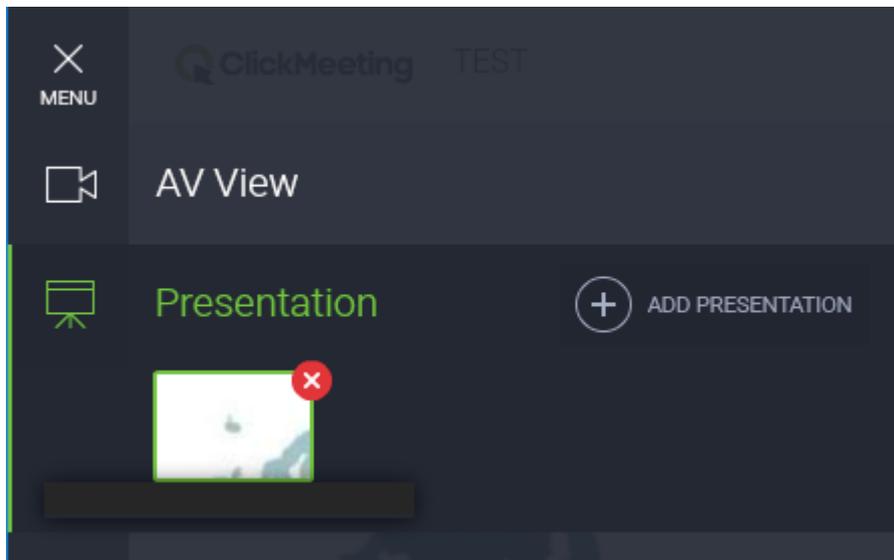
If the staff member uploaded your presentation or if you just uploaded it, it shows up in the file library (see picture above). You can open it, simply by clicking on it.

### Switching between presentations

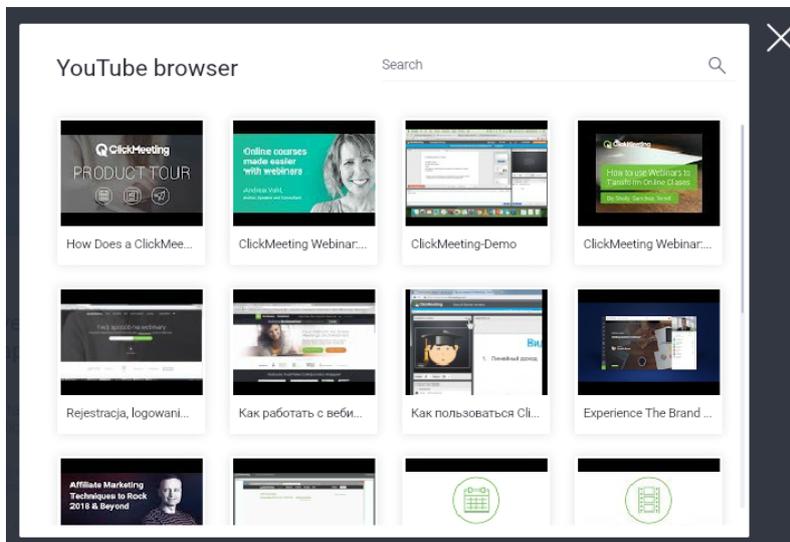
If you have more than one presentation opened and you want to switch between presentations, you click on the presentation feature symbol in the menu and it switches automatically.

### Closing a Presentation

To close a presentation, you click on the three stripes with “menu” written underneath in the top left corner of the webinar room. This opens the detailed menu view, as seen in [Menu](#). In this view you can click on a little red cross at the top right corner of the presentation thumbnail (picture below).



### YouTube



As mentioned above in [Menu](#), facilitators should prepare YouTube videos before starting the event. By clicking on the YouTube symbol in the menu, you open a search window (picture on the left). You can use the search to find the video through its **name**, not a URL.

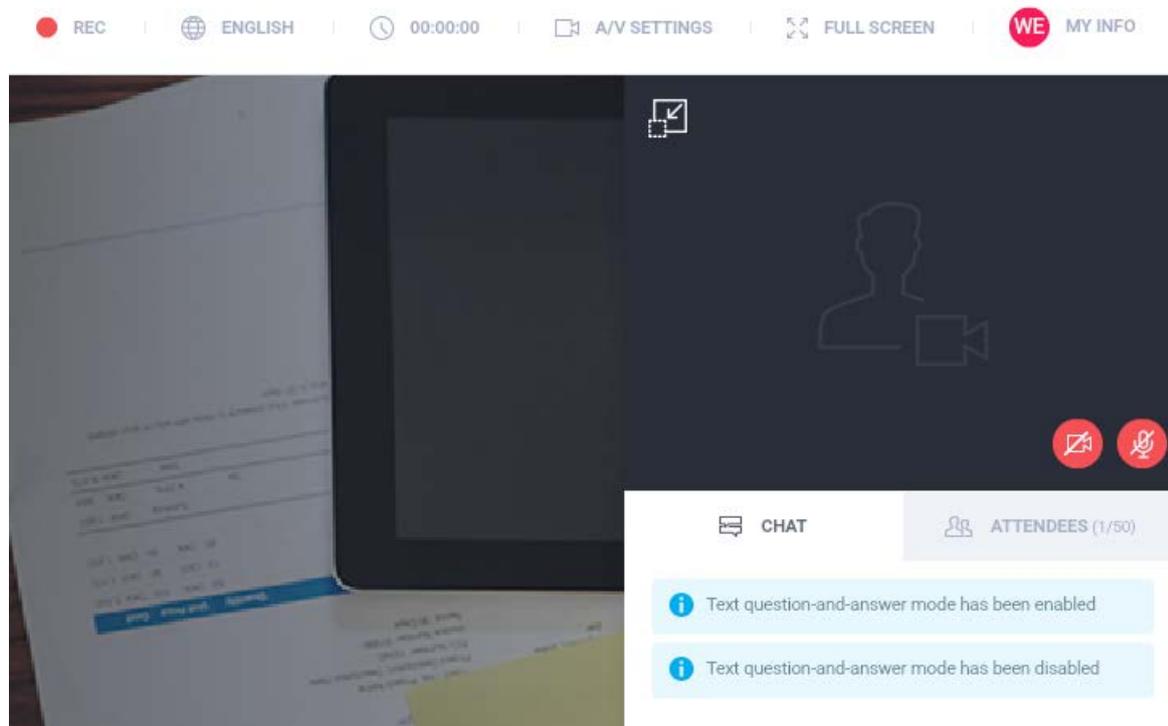
Once it is opened, you can switch between the presentation and the

YouTube video by clicking on the presentation/YouTube symbols in the menu (for a more detailed explanation on switching between opened features, see [Menu](#)).

### Other Settings

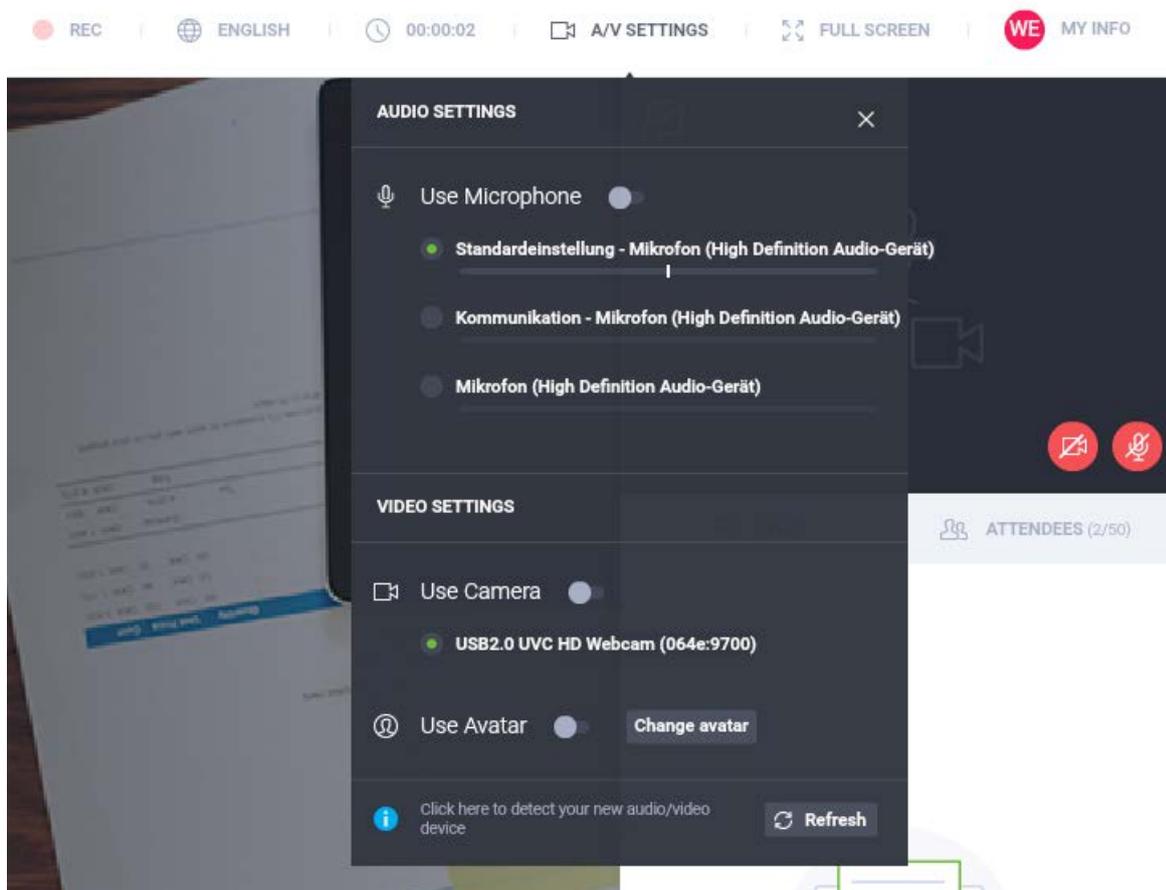
The features in the menu aren't the only settings in the webinar room. There are additional options in the top row and on the right side of the room.

#### Top row



- **Rec:** Here, the staff member decides which view is recorded. The recording can show the whole webinar room, including the chat, the PowerPoint and the video of the facilitator, only the PowerPoint or the PowerPoint, video and top row of the webinar room. As soon as the event starts, it is automatically being recorded. This is visible by the red light next to “Rec” blinking.
- **Room Language:** This is a private setting participants and facilitators can use to change the room language. Changing the room language will not change the room language of anybody else.
- **Webinar Timer:** As soon as the “start event” button is clicked, the timer starts counting the seconds. The timer is useful for facilitators to keep time during the presentation. It can be paused or reset by clicking on it and choosing one of the two options.

- **A/V Settings:** Use the audio and video settings to optimise your audio and video before starting the event (picture below).



- **Full Screen:** Click this to make the webinar room full screen. This will not make the participants' views into full screen.
- **My Info:** By clicking on “My Info” you can see information on the webinar (e.g. the information on how to join via mobile app and phone). You can also use this view to exit the event after your presentation.

### Video window

The video window on the right shows the video of the facilitator. By clicking on the red camera and microphone signs and clicking “allow” on the pop-up, you enable video and audio for the webinar room.

### Chat

The chat is used by participants to tell the staff member when they are having issues and for asking questions during the Q&A.

### Attendee List

The attendee list shows how many people are in the webinar.

If you still have questions about webinars after reading this manual, please get in touch with Anna McKenzie: [anna.mckenzie@work-with-perpetrators.eu](mailto:anna.mckenzie@work-with-perpetrators.eu).