



Using This Webinar System – What To Expect

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how to CHAT with us!

If you have a technical problem: Private chat Karla Alegria (Host) or by email: kalegria@ncdvtmh.org

If you have a question or comment for a presenter: Send your questions using the CHAT box. You can submit questions and comments at any time. We will collect questions and take periodic Q&A breaks, and there will be time at the end for questions.

audio & closed captioning

Your audio is automatically connected through your computer. If you would like to call in over the phone instead, call the number above and enter the event ID number.

Closed captioning will appear in your Media Viewer on the bottom right hand. If you do not want to see it, you can minimize it by clicking the little gray down-facing arrow in the left hand corner of the box next to the word "media viewer."

troubleshooting common problems

- If you are hearing an echo, please hang up from the teleconference and call back in.
- If your system is freezing or not loading, close out of the webinar and hang up. Then, log back in using the original link and call back in.
- If you have maximized any of your screens, you can always hit the "escape" button to get out of it.