This fact sheet provides guidance and tips on how to get the most out of participating in an online network meeting that features a facilitated presentation. It is important to review this guide before you take part in the meeting.

Computer and software requirements
To participate in the online meeting you will need a computer with speakers or headphones as well as the following:

<table>
<thead>
<tr>
<th>REQUIREMENT</th>
<th>MINIMUM STANDARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet connection</td>
<td>High speed internet connection</td>
</tr>
<tr>
<td>Software</td>
<td>Adobe Flash Player 11 (or a later version) installed. Download this for free from <a href="http://www.adobe.com">www.adobe.com</a></td>
</tr>
<tr>
<td>Operating system</td>
<td>Windows 7 &amp; up, MAC OSX 10.4 &amp; up, Linux, Android 2.2, IOS (for iPhones &amp; iPads). Visit <a href="http://www.mhpn.org.au">www.mhpn.org.au</a>, choose “webinars” and “participant guidelines &amp; technical information” to confirm your operating system. Scroll down the page until you see the heading “Operating system”.</td>
</tr>
<tr>
<td>Internet browser</td>
<td>Internet Explorer 8 &amp; up, Firefox 1 &amp; up, Chrome 8 &amp; up, Opera 7.11 &amp; up, or Safari 5.0.5 &amp; up. To confirm your browser, visit <a href="http://www.whatbrowser.org">www.whatbrowser.org</a></td>
</tr>
</tbody>
</table>

Instructions for logging into the meeting
Follow the steps below to join the meeting.

- Turn on your computer and open your internet browser.
- Close down all non-essential programs and ensure you only have one tab on your internet browser open.
- Stop all downloading activities on both your computer and your network.
- Turn up the sound on your computer.
- Open the Meeting Confirmation Email and follow the instructions to log in to the meeting.
- Once you’ve joined you’ll see a screen like the one over the page.

[It’s important to know…](#)
In this type of online meeting, members listen to a presenter(s) and participate by typing questions into a chat box – they cannot speak to each other.

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Be conscious of the meeting ground rules
To help ensure everyone has the opportunity to gain the most from the online meeting, it is important that all participants consider the following ground rules:

> Be respectful of other participants. Behave as if this were a face-to-face meeting.
> Follow the directions of the meeting’s facilitator to post your comments and questions.

The meeting’s facilitator may also highlight other ground rules as agreed by the group.

Frequently asked questions
I’m having problems accessing the online meeting room. What should I do?
In the first instance:

> Close any additional tabs on your internet browser.
> Confirm your computer and internet connection meets the minimum standards (see page 1).  
> Check your internet connection is active.
> Close down all non-essential programs.
> Check that no-one using your internet connection is downloading.
> Disable any update or alert software that may interfere with your reception.
> Restart your browser.

While all efforts will be made to help, if the problem is due to your internet connection/bandwidth, there is unfortunately little that can be done to improve your access.

I can’t locate my meeting confirmation email.
Call MHPN on 1800 209 031 and ask for it to be resent.

I’m having trouble hearing the speakers. What should I do?
Firstly, check that the sound on your computer is turned up.

If you still can’t hear the speakers, you may be able to use the free teleconference facility. Call 1800 142 516 and enter the code that was emailed to you with the confirmation email.

Can I communicate with the panel and other group members to make comments or ask questions?
Yes. Type your comment/question in the general chat box located in the bottom of the screen. Please note, while the facilitator will do their best, it is not always possible for all questions to be addressed during the meeting.

Can I make the presentation bigger on my screen?
Yes. You can enlarge the presentation to full screen at any time. Whenever you see the icons below, simply click on them to enlarge.

![Full Screen: Click on this icon to enlarge an entire PowerPoint Presentation](image)

![Kiosk Mode: Click on this icon to enlarge the entire web conferencing interface. Please note: Chat will not work once in this mode.](image)

To exit, just press the esc key.

Want more information? Contact MHPN