

Webinar Preparation Guide

**We aim to provide you with the best webinar experience possible.
In order to achieve this, you will need to:**

1. Use a Desktop PC or a Laptop:

- You can use your phone or tablet to join the webinar, but the experience may be affected.

2. Use Google Chrome:

- Set Chrome as your [default web browser](#)
- Make sure Chrome is [up-to-date](#)

3. Test your system configuration, internet connection and other devices:

- Ensure you [pass all tests on this page](#)

4. Take the Pre-Call Test:

- Obtain a score of [3.0/5.0 or above](#)
- Deactivate your webcam if only your microphone is sustainable

5. Close all applications other than Google Chrome:

- [Windows](#)
- [Mac](#)

6. Be aware of other devices using your internet connection:

- Cease all downloading/streaming on your Wi-Fi
- Run a Speed Test to confirm a [download/upload of at least 1.0Mbps](#)
- Learn how to fix [slow Wi-Fi](#)
- Move closer to your router to improve your connection
- Consider using an [Ethernet cable](#) to improve your connection

7. Use a good quality headset:

- [What is a Headset?](#)

We will need to deactivate your webcam and/or microphone at the beginning of the webinar,
Please use the chat box to ask questions once the webinar begins.

We may active your microphone during the Q&A session in the second half of the webinar, if
you have a question that the presenter would like everyone to hear.