



The Ophelia Project Webinar Series Frequently Asked Questions

What do I need to attend a webinar?

To attend a Webinar on a PC, the following is required:

- Internet Explorer® 7.0 or newer, Mozilla® Firefox® 3.0 or newer or Google™ Chrome™ 5.0 or newer (JavaScript™ and Java™ enabled)
- Windows® 7, Vista, XP or 2003 Server
- Cable modem, DSL, or better Internet connection
- Minimum of Pentium® class 1GHz CPU with 512 MB of RAM (recommended) (2 GB of RAM for Windows® Vista)

To attend a webinar on a MAC, the following is required:

- Safari™ 3.0 or newer, Firefox® 3.0 or newer or Google™ Chrome™ 5.0 or newer (JavaScript™ and Java™ enabled)
- Mac OS® X 10.4.11 – Tiger® or newer
- PowerPC G4/G5 or Intel processor (512 MB of RAM or better recommended)
- Cable modem, DSL, or better Internet connection

How do I register for a webinar?

1. Go to www.opheliaproject.org and click on the link on the homepage for more information regarding upcoming webinars.
2. Click on the link to register for the webinar.
3. Choose the webinar that you wish to attend and the quantity of registrations you will be requesting.
4. Fill out the information forms carefully. The email address that you use to register will be used to provide the webinar registration, login information, and follow-up handouts.

How do I know my registration has been accepted?

Please add gotowebinar@citrixonline.com to the safe senders list on your email. You will receive confirmation from this address with log in instructions once your payment has been processed. *Do not delete this email as it contains information you need to access the webinar!*

**The Ophelia Project
718 Nevada Drive Erie PA 16505
Phone: 814.456.5437
Toll Free: 1.888.256.KIDS
Fax: 814.455.2090
www.opheliaproject.org**



How do I log in to the webinar?

It is recommended to log in to the webinar at least 15 minutes prior to the start time to be sure that you can access the webinar. You have two options for logging in:

1. **Via your email confirmation:** Twenty-four hours prior to the webinar, you will receive a reminder email that will contain a link to the webinar. There is also a link to access the webinar in your confirmation email for your registration. Follow all directions in the email to download the GoTo Webinar software and log in to the webinar session.
2. **Via the Internet:** Go to www.gotowebinar.com. At the top of the screen towards the right is a button that says "Join a Webinar." Click this button. Enter the Webinar ID that was in your confirmation email from The Ophelia Project and the email address that you used when registering for the email. Click continue and you will be logged in to the webinar.

I still can't log in! What do I do?

Live support is available from The Ophelia Project office during all webinars. Call 814-456-5437 or toll free 1-888-256-KIDS and we will confirm your registration and help you get logged in .

My firewall is blocking the GoToWebinar download. Is there a safe way for me to still join the webinar?

If your personal firewall (ZoneAlarm®, Norton Personal Firewall™, etc.) is blocking GoToWebinar, you just need to select your firewall's option to allow GoToWebinar to access the Internet.

1. Select the check box to *Remember* the answer each time I use this program.
2. Click **Yes** to enable GoToWebinar to access the Internet.

If you do not have a personal firewall but are in a "Business Environment," you may have a hardware firewall. Please provide the document found at www.citrixonline.com/iprange to your IT department so that they may allow GoToWebinar to connect.

If a connection still cannot be established, please call the GoToWebinar Customer Care team toll-free at 1 800 263 6317 or direct dial +1 805 617 7000. Or, email gotowebinar@citrixonline.com to request assistance.

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Do you provide copies of the webinar presentation?

We do not provide the presentation itself, but handouts of the presentation slides are provided by email with 48 hours following the webinar along with a transcript of all questions and answers provided during the Q&A session. Files are provided as a PDF.

I missed part of the presentation. Is there a way to view what I missed?

Please call The Ophelia Project office 814-456-5437 or toll free 1-888-256-KIDS and we will help you!

How can I share my feedback regarding my webinar experience?

Within 48 hours after the webinar presentation, a follow up email will be sent to you with a link to a survey about your experience. The survey is anonymous, so if you have specific feedback that you would like addressed, please call The Ophelia Project office at 814-456-5437 or toll free 1-888-256-KIDS.

The presenter mentioned some Ophelia Project curricula or program that I am interested in. How do I find out more?

Visit The Ophelia Project at www.opheliaproject.org and click "Programs and Services" or call The Ophelia Project office 814-456-5437 or toll free 1-888-256-KIDS. We have programs for Kindergarten through College as well as resources for adults.

Do you provide continuing education credit for teachers who view the webinars?

We're working on getting accreditation for CEUs and will let you know soon! In the mean time, feel free to approach your school administrator with the program overview and objectives and there may be ways for your school to award you credit.

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