

Virtual Workshop Best Practices

What platform is the workshop hosted on?

- We are using Webex. Here are a couple resources to help prepare for the workshop:
 - [How to join a Webex meeting](#)
 - [Join a test meeting](#) to ensure your audio and video devices work as expected before the workshop. When you join a test meeting, it automatically downloads the Webex Meetings app - so it's easier to connect on the day of the workshop.

Equipment

- This is a web-based workshop, you'll need a strong, consistent internet connection, either [Wi-Fi or ethernet connection](#).
- You need to connect to the workshop via a desktop, laptop, or large tablet computer. Participation via phone or another small device is not allowed.
- Audio: A headset is ideal, but any combination of microphone and speakers is acceptable.
- A webcam is required for participation.

Environment and Attendance

- Please choose a quiet space where you can focus for four hours during the course. Be prepared with drinks and snacks.
- There will be two 15-minute breaks, see agenda for timing. Don't leave Webex until the course is complete. You are required to return from break on time.
- NC Real Estate Commission rule .1705 requires you to attend 90% of the course to receive your continuing education credits. Webex monitors your attendance and will alert the instructor if you are not actively attending the course.

What to expect

- You will receive a technology tutorial at the beginning of the course that reviews the Webex meeting's functionality and audio troubleshooting instructions. Webex functionality reviewed includes mute/unmute audio button, start/stop video, chat box, participant list, and polling features.
- Your participation will be monitored during the course, and your participation in polling and other activities is required.
- Questions and comments are accepted in the chat box and the instructor will answer as many questions as possible during the training. Unanswered questions will be resolved in a post-course email.

Troubleshooting

- If using Wi-Fi, do an internet search for “Internet Speed Test.” Ensure you have at least the [minimum bandwidth for Webex meetings](#). If your bandwidth is insufficient, use an ethernet cord to connect to the Internet.
- Audio troubleshooting – if you're using your computer for audio:
 - The speaker or microphone volume may be low. [Adjust your speaker and microphone settings](#).
 - If you join from your browser using the web app, you may need to allow Webex to use your microphone.
- Restart your computer and rejoin the Webex meeting.
- Email (whitney.jenkins@ncdenr.gov) or chat the workshop instructor for additional help.