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.