

OTN Webcasting Services: Frequently Asked Questions

1. Can I complete and submit a request directly?

Answer: Webcasts can be requested online using Ncompass Self-Scheduling software. All organizers seeking to schedule a webcast must submit their requests 1 business day before the scheduled event. Once submitted, the system will display a message to the requestor indicating their request has been scheduled.

2. What are the webcasting hours of operation?

Answer: OTN webcasting services are available Monday to Friday, between 7:00 a.m. – 7:00 p.m. ET. Due to limited resources, webcasts are supported on a first come first serve basis.

3. What resources are available to help me through the webcasting process?

Answer: We have created *instructional* screencasts and quick guides on videoconference etiquette and webcasting best practices please check out the [Training Resource Library](#). Additionally, you can join OTN's training team's interactive lunch and learn sessions, please go to the [Learning Centre to sign up](#). Simply search using the keyword: "best practice"

4. Can I have a copy of the webcast?

Answer: OTN does not provide download or copying services. However, it is possible to copy the link from our Webcasting Centre which you can then distribute as you wish. If you wish to have a copy of your event archived for more than two years, OTN will provide that service.

5. Can I have my full day event webcast?

Answer: Webcasting best practices indicate that effective webcasts typically do not exceed 60 minutes. As a standard for OTN, webcasts should not exceed 4 hours in duration.

6. What should I do if an event webcast yesterday has not been posted on the OTN Webcasting Centre?

Answer: OTN service level to post archived webcasts is within 5 business days following an event, or after receipt of all Webcast Agreement Forms. At that time, you will receive an "Approved" notification email with the details of your event. See [Figure 1](#) below.

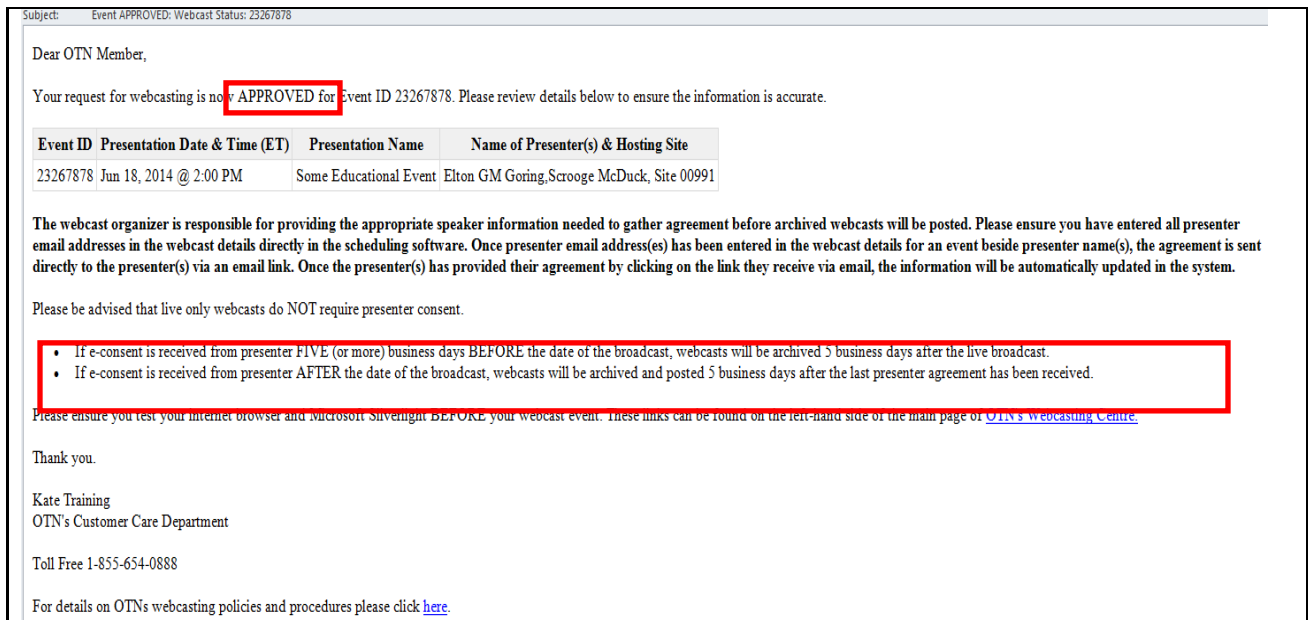


Figure 1 - “Approved” Webcast Notification Email

7. What should I do when I get an error message when I enter my user id and password for private Events?

Answer: Event user names and passwords are case sensitive. Please verify that you are using the appropriate upper and lower cases where required. If you are still unable to log in, contact the event organizer. In the event that the organizer is unable to log in using the assigned user name and password, please send an email to techsupport@otn.ca or call [1-855-654-0888](tel:1-855-654-0888). A technician will be assigned to diagnose and triage the issue.

8. Can we post our PowerPoint on the OTN Learning Centre?

Answer: Yes. It is recommended, that for open events with attachments – you may request that your PowerPoint presentations be posted to the OTN Learning Centre. For closed events, Members are encouraged to send their presentation materials to participants directly via email.

9. Can I webcast my event without a 15 minute pretest time?

Answer: No. The system will not allow a user to “Request Webcast” until they have entered a minimum of 15 minutes set-up time in their event. See [Figure 2](#) below. This is now a mandatory requirement for your webcast requests.

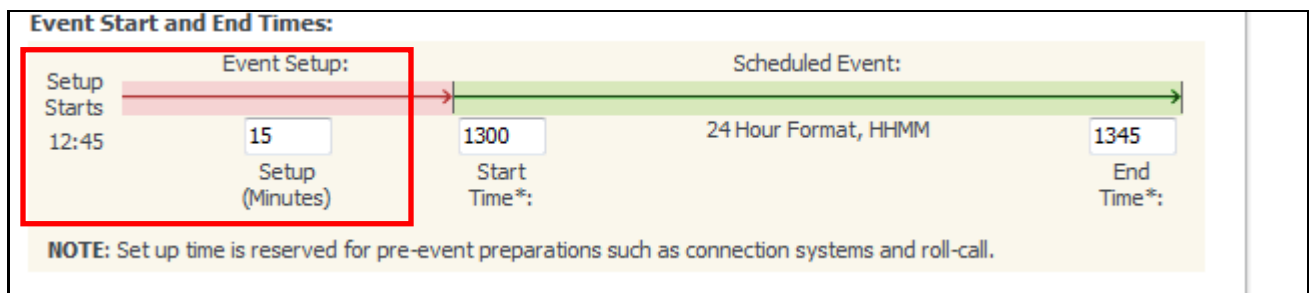


Figure 2

A user will receive the following system error message if they try to “Submit” a webcast without entering a minimum 15 minutes set-up time. See [Figure 3](#) below.

! Please correct the following errors:

- You must have at least 15 minutes of set-up time in order to request a Webcast for this event. Please add set-up time to your event before attempting to request a webcast.

Figure 3

10. Can I request that only a portion of my archived webcast is available for viewing on OTN's Webcasting Centre?

Answer: Yes. LIVE & ARCHIVED or ARCHIVED ONLY webcasts - Users can choose a period that falls within the start and end time so that only that portion is available on OTN's Webcasting Centre for general viewing.

11. Does OTN edit archived webcast events?

Answer: Yes. OTN will edit the beginning and the end of the event to remove the pre-test and any video after the question and answer period (i.e. dead air). OTN does NOT edit other portions of the webcast.

12. Am I able to cancel the webcast portion of my event?

Answer: Yes. As a Self-Scheduler you're able to cancel a webcast for one of your own events directly in Ncompass, up to 30 minutes prior to your event. See Figure 4 below, cancelling a webcast request from Ncompass. If you're not a self-scheduler, please contact our Customer Care Centre at webcasting@otn.ca or 1-855-654-0888 to have your webcast cancelled. Upon cancellation, if the "Requestor" is different than the "Organizer", you'll receive an email notification. See Figure 5 below.

The screenshot shows the Ncompass webcasting interface. On the left, under 'Event Details', the date is 'Sep 11, 2012 - 07:45 to 09:00 (includes 15 minutes setup time)', the event title is 'Caring for an Aging Parent', the host site is 'TOR_CAN_0099_CAN_01', and the event type is 'Primary Care (family medicine & general practice)'. Below this, 'Webcast Request Form Details' shows the start time as 'Tue Sep 11 07:45:00 EDT 2012', the end time as 'Tue Sep 11 09:00:00 EDT 2012', and the event requestor as 'Elton Goring'. On the right, the 'Webcast Tool Bar' shows the 'Webcast Status' as 'Requested', 'Created By' as 'Elton Tester', and 'Created Date' as 'Aug 28, 2012'. At the bottom of the tool bar, there are three buttons: 'Update Webcast Request', 'Cancel Changes', and 'Cancel Webcast Request'. The 'Cancel Webcast Request' button is highlighted with a red rectangular box.

Figure 4 - Cancelling Webcast Request in Ncompass

The screenshot shows an email notification from OTN. The subject line is 'Event 23914442: Webcast Status: Cancelled'. The body of the email reads: 'Dear OTN Member, Thank you for your request to cancel your webcast. Your webcasting status is CANCELLED for Event ID 23914442. Should you require immediate assistance, please call us at 1-855-654-0888. Thank you. OTN's Customer Care Department Toll Free 1-855-654-0888 For details on OTN's webcasting policies and procedures please click [here](#).' The word 'CANCELLED' is highlighted with a red rectangular box.

Figure 5 - Cancellation Email Notification

13. As a requestor / organizer, am I still responsible for getting consent, through the electronic Webcast Agreement Form (eConsent), from Presenters / Speakers of archived events?

Answer: Yes. You are responsible for providing presenter information when scheduling / requesting webcast. See Figure 6 below, entering Presenter information in Ncompass. The Webcast Agreement Form is an electronic email form that is sent to the Presenter, who provides consent by clicking on an embedded link in the email. See Figure 7 below.

Figure 6 - Presenter Information

Figure 7 - Webcast Agreement Form Consent Email Notification

14. As a Requestor/Organizer, how can I check for outstanding presenter WAF's (eConsent forms) affecting the posting of my webcast to the Webcasting Centre?

Answer: To check outstanding presenter WAF's (eConsent forms), sign in to TSM/NCompass(scheduling tool) and check the "WAF Received" status indicator. "No" means the presenter consent has not been received; "Yes" means the consent form has been received. See Figure 7a below. This allows you to confirm the total number of outstanding presenters.

	Presenter Name	Email:	WAF Received?
<input type="checkbox"/>	E GM Goring	ebgoring@gmail.com	Yes
<input type="checkbox"/>	E OTN Goring	egoring@otn.ca	No

Figure 7a - WAF Received Indicator

15. As a Requestor, how will I know when my webcast has been approved?

Answer: You will receive an email notification, indicating your webcast has been Approved, when all Presenter consents have been received by OTN (Live & Archived or Archived webcast). See Figure 8 below, Approved email notification.

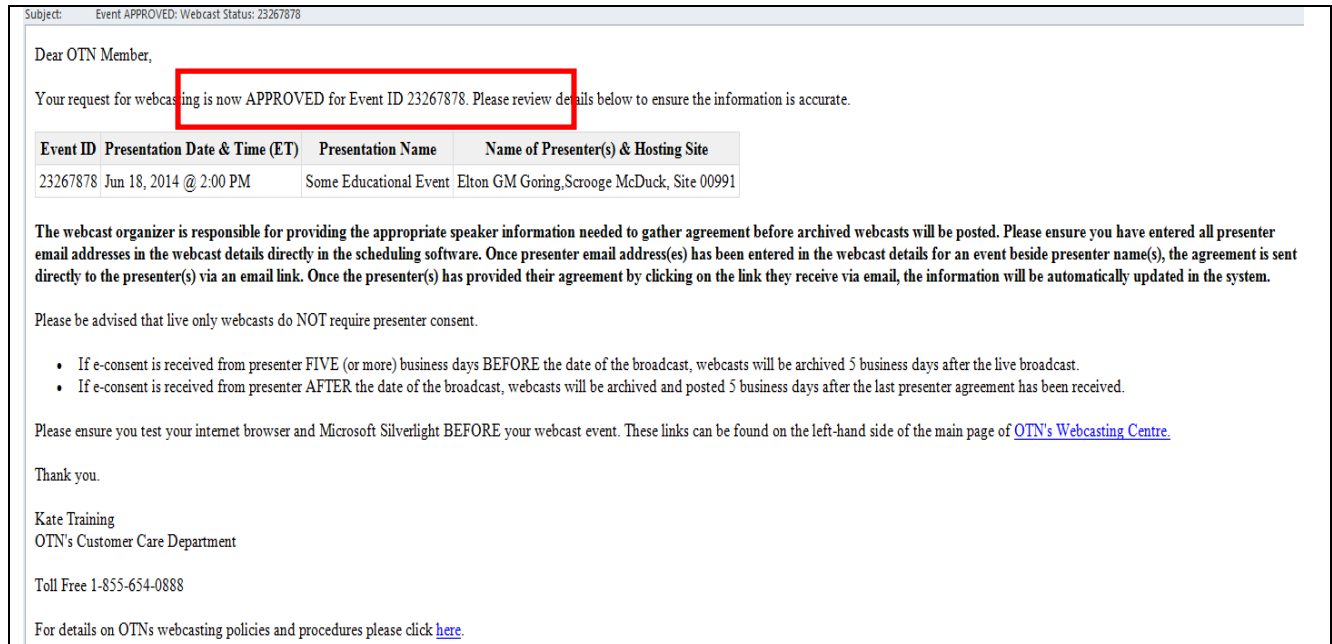


Figure 8

16. What if an Event Requestor does NOT have a valid email address in the Contact Registry?

Answer: If the event requestor does NOT have a valid email address in the Contact Registry, you will receive an error indicating that the requestor needs a valid email address. A valid email address MUST be associated to any Event Requestor and Webcast Organizer in order to request a webcast. To Update or Add email addresses to contacts or contact information to the Contact Registry, please email the Customer Care Centre at webcasting@otn.ca or call 1-855-654-0888.

17. What if the Webcast Organizer is not listed in the Contact Registry?

Answer: The Webcast Organizer's email address can be entered manually in the Webcast Request Form. However, if a self-scheduler wants the webcast organizer added to the Contact Registry, they must get in touch with the Customer Care Centre, at webcasting@otn.ca or call 1-855-654-0888, to add this information permanently to the registry. (This makes it easier for the self-scheduler to choose this person from the registry as the event requestor next time, if necessary.) The Webcast Organizer will only be entered if this person is different from the person who requested the event.

18. What is the difference between a PARTIALLY APPROVED and APPROVED webcast status?

Answer:

- I. **Partially Approved** – The webcast was successfully scheduled, but all presenter consent forms have not been received in order to have the 'Live & Archived' or 'Archived Only' webcast posted to OTN's Webcast Centre.
- II. **Approved** – All information to approve the webcast request, including all consent notifications from presenter(s) if required, have been received. For archived webcasts, this indicates that the user can expect to see their webcast up on the website within 5

business days of the last presenter consent received or date of the scheduled event, whichever is the later date. If a “Live Only” webcast request is submitted, the system status will be changed to “Approved” since live only webcast do not require presenter consent.

FOR TSM USERS ONLY

19. If the main Speaker/Chair/Presenter in an event is also a Presenter, do I also need to enter them as a presenter (i.e. free text with email address)?

Answer: Yes. If you use the drop-down list in TSM (still labeled ‘Speaker / Chair’ – it’s the only place you’ll still see this) to select a Speaker/Chair, you’ll ALSO NEED TO ADD them to the presenter free-text list and fill in their email address on the webcast form. Selecting someone from the database will NOT populate this name and email into the presenter list automatically.