



OTN Webcasting Services: Frequently Asked Questions

1. **What are the webcasting hours of operation? What do I do if my event takes place outside of regular business hours?**

Answer: Due to limited resources, webcasts are supported on a first come basis. Please be advised that OTN will schedule webcasts up to one year in advance. OTN webcasting services are available Monday to Friday, between 7:00 a.m. – 5:00 p.m. ET. Approval for after hour webcasting services is dependent upon available resources and capacity. After hour requests must be submitted to OTN at least 10 business days in advance of the event delivery date. For more information, please consult our [Webcasting Policy and Procedure](#).

2. **I will be hosting my first webcast and need some support and guidance. What resources are available to help me through the process?**

Answer: OTN has a number of asynchronous resources available on the [Training Modules Page](#). For those hosting events, there are several key resources available including a “How to Host/Organize Live and Archived Webcast” [Training Module](#) and [Check Sheet](#). In addition, there is a comprehensive guidebook called [OTN Webcasting Processes and Best Practices](#) available for download. Organizers of first time events are highly encouraged to attend a real time training session and can contact their Regional Program Manager (RPM) or Regional Education Lead (REL) to schedule an interactive webinar session. Members can also contact training@otn.ca for additional information.

3. **Can I have a copy of the webcast once it is done?**

Answer: Unfortunately OTN cannot provide you with a DVD/VHS copy of your presentation. However, we can make the file downloadable from an FTP Site. Since OTN tracks utilization, we highly encourage archived files to remain posted on the OTN Webcasting Centre. A direct link to the file can also be emailed to you, which can then be displayed as a hyperlink on your personal/corporate page. For more information please consult the [Webcasting Acceptable Use Policy](#).

4. **Can I webcast my event series?**

Answer: Yes. To webcast your event as a series you will be required to submit separate [Webcast Request Forms](#) for each event. Once submitted an OTN Scheduler will confirm your request via email.

5. Can I have my full day event webcast?

Answer: The ideal length for a webcast is approximately 1 hour. It is recommended that Members who want a full day event webcasted consider breaking up the session into separate sessions.

6. I'd like to have our upcoming meeting delivered via webcast. Is this possible?

Answer: Internal administrative meetings, such as Internal Board Meetings, are not to be delivered or archived as webcasts. Use of webcasting technology can alter the dynamics of the meeting and does not allow a two way audio communication between participants at separate remote locations. For more information please consult the [Webcasting Acceptable Use Policy](#).

7. What am I supposed to do with the Webcast ID number I received?

Answer: The Webcast ID Number is an automatically assigned number associated with your webcast once you have submitted an online [Webcast Request Form](#). This number is for tracking purposes and should be retained by the event organizer. The number will appear in your electronic receipt sent, which will be sent to your email account upon submission of the online request form. The Webcast ID Number must be entered into your [Webcasting Agreement Forms](#).

8. My event was webcast yesterday and it has not been posted on the OTN Webcasting Centre website. What should I do?

Answer: Webcasts are archived 48-72 hours after the live delivery date. Should your event not appear on the OTN Webcasting after 72 hours, please contact webcasting@otn.ca including your Webcast ID, Event Title, Host Name, etc. The Webcasting Team will then follow up to ensure that the file is loaded to the website. Please be advised that OTN will not post the archived webcast, until all Webcast Agreement Forms (WAF) have been received.

9. I am getting an error when I enter my user id and password. What should I do?

Answer: The user name and password are case sensitive. Thus, you should verify that you are using the appropriate lower and upper cases where required. If you are still unable to log in, follow up with 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 webcasting@otn.ca. A webcast technician will be assigned to diagnose the issue and will reset or confirm the user name and password and ensure that it is functional.

10. Can we post our PowerPoint on the Webcast Centre?

Answer: It is recommended that for open events you request that your PowerPoint presentations be posted to the OTN Events Calendar. If your event is closed, Members are encouraged to send their presentation materials via email.

11. I was told I must have a 15 minute pretest time prior to my webcast event but my system is booked for something else before this event. Can I still webcast my event?

Answer: Yes. Although there is a lack of prep time between events, the session can still be webcasted. However, Members are cautioned that this situation is not ideal and a 15 pre-test time is highly recommended for troubleshooting and quality purposes.

12. Does OTN edit the webcast events to be archived?

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 the lunch break or make cosmetic changes to the core of the presentation.