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Webcasting Processes and Best Practices

**A Guidebook for Requesting and
Organizing a Webcasting Event
Through OTN**

July 2007

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1.0 Introduction to OTN Webcasting Services

The Ontario Telemedicine Network (OTN) permits Members use of webcasting services for educational and information sharing purposes. In a webcast, the sound and video captured by a video conferencing system is streamed to an OTN web server from a desktop computer. OTN uses a Mediasite webcasting system that captures and delivers multimedia presentations for live or on-demand viewing. All webcasts, live and archived, are accessible through OTN's Webcasting Centre <http://webcast.otn.ca>. The following document is aimed at Requestors and Organizers seeking to deliver webcasts and includes tips and processes that can be implemented in order to deliver a successful session.

1.1 Webcasting

Webcasting refers to the process of recording and capturing audio and video and then directing it to a server. The audio and video is then streamed through a server to the portal (web) page, thus making it viewable from a personal computer with Internet access.

1.2 Types of Webcasts

There are two kinds of webcasts:

1.2.1 Live Webcasts

- The instructor or presenter goes to a location outfitted with videoconferencing equipment and delivers the session from there
- The person viewing a live (synchronous) webcast event does not need to go to a videoconferencing location; the presentation can be viewed from a computer that has access to the internet
- This kind of educational session may or may not include opportunities for interaction through email and web-based chat
- This kind of synchronous session is time dependent; participants must “tune into” the web at a specific day and time

1.2.2 Archived Webcasts

- An “archived” event means that the session is available for viewing “after the fact” or “on demand” (i.e. a live webcast event may occur on a Tuesday; if it is archived, however, it can be viewed at a later date and time by accessing the OTN Webcasting Centre)
- Archived (asynchronous) webcasts generally do not include opportunities for interaction

Note: OTN Webcast Technicians will edit the archived webcast for quality purposes. This includes removing the audio/video (dead air time) captured during the start-up time and after the question and answer period.

1.3 Open/Public and Closed/Private Webcasts

1.3.1 Public/Open Webcasts

This kind of webcast is one in which all interested target learners are able to participate (up to maximum capacity). For webcasting, organizers/requestors can elect to have their webcast available without password protection.

1.3.2 Private/By Invitation Webcasts

A 'private' or closed webcast is one to which specific participants are invited. It may also be referred to as a 'by invitation only' event. Organizers/requestors can employ a user name and password to restrict access to their event. Organizers/requestors are responsible for distributing the user name and password to webcast participants. OTN staff will not distribute passwords.

1.4 Minimum Software, Hardware and Network Requirements

The support page on the OTN Webcasting Centre website - <http://webcast.otn.ca/support.html> lists minimum hardware, software and network requirements. These include the following:

Hardware Requirements:

- Any Pentium III, or higher-level computer
- At least 512 MB RAM
- Video card and monitor supports VGA or better. (16-bit video)
- External speakers or headphones (strongly recommended - clearly audible)

Software Requirements:

Windows Operating System

- Vista - Media Codec Updates (Update # - MS)
- XP - with Service Pack 2 or greater
- 2000 - with Service Pack 4 or greater
- ME

Media Player Support

- Windows Media Player 9 (or higher)
- You can download Windows Media Player from <http://www.microsoft.com/windows/windowsmedia/>

Browser support

- Internet Explorer 6.0 or Netscape 7.1 or Mozilla FireFox 1.0, or higher

Network Requirements:

Live Stream

- Connection
- DSL/Cable or Satellite - Minimum 256Kbps download speed.

Archived/Recorded Stream

- Connection
- DSL/Cable, modem or Satellite - Minimum 56Kbps download speed.

Note: On slower connections you may experience halts in the review of your recording as your media player buffers the playback.

Firewall

If you are accessing our streaming services in an office environment or behind a firewall you have to ensure that your Network Administrator has opened the following network ports:

TCP 80 HTTP
TCP 1755 MMS over TCP
UDP 1755 MMS over UDP
TCP 80 HTTP
TCP 554 RTSP over TCP
UDP 554 RTSP over UDP

2.0 OTN Webcasting Policies and Procedures

Prior to booking a webcast, the Requestor/Organizer should familiarize him/herself with OTN's Webcasting Policies and Procedures. These policies are located on the OTN Webcasting Centre Website at: <http://webcast.otn.ca/policies.html>. Some key points from each of the documents include the following:

Webcasting Policy and Procedure: <http://webcast.otn.ca/policies.html>

- ✓ All webcasts require that a Webcasting Request Form (<http://webcast.otn.ca/forms.html>) be submitted at least 5 business days in advance of the event. Once submitted, a Webcasting Team member will respond no later than 3 business days to indicate whether or not the webcast can be supported. Late requests will not be accepted.
- ✓ It is the responsibility of the webcasting organizer to ensure that a Webcasting Agreement Form has been signed by the speaker(s) associated with each event. The Webcasting Agreement Form must be retained by the event organizer.
- ✓ For webcast events that are scheduled to be archived, a copy of the signed Webcasting Agreement Form(s) for each speaker must be forward to OTN via fax (1-866-454-6867) or scanned as an attachment and sent via email (webcasting@otn.ca), either prior to or after the event. Once the forms have been received and processed, OTN will publish the webcast on OTN's Webcasting Centre as an Archived Event. Failure to submit the

Webcasting Agreement Form within 15 business days after the event has taken place will result in deletion of your file. The Webcasting Agreement Form for an educational session must be signed by the presenter(s), not someone acting as proxy.

- ✓ Webcasting Agreement Form templates are available on the OTN website at <http://webcast.otn.ca/forms.html>.
- ✓ Please be advised that Live Only webcasts do NOT require the submission of a Webcasting Agreement Form to OTN.
- ✓ For a password protected event, be sure to provide participants with the user name and password (case sensitive) and reinforce that it is not to be shared. The Requestor/Organizer is responsible for distribution of the user name and password
- ✓ All presenters must comply with the Personal Health Information Protection Act, 2004 and Ontario Regulation 329/04. All identifying, personal health information (names, birth dates, address, health card number etc.) must be removed from any recorded image or documentation shared during any educational session or presentation. Personal health information in oral or recorded form, including the individual's image, cannot be disclosed during or after the presentation (i.e. question and answer period) without the express written consent of the patient. While every effort will be made to protect a participant's identity in educational sessions on the network, the participant must understand that participation in an educational session will result in their voice being captured during the webcast. While voice is protected in a clinical consult under personal health information legislation, participant voices in an educational event are not.
- ✓ The presenter or host is responsible for taking appropriate action if there has been an unauthorized disclosure of personal health information during the course of the webcast and for ensuring that the webcast is not archived. The presenter or host is responsible for contacting OTN's Privacy Officer if there is unauthorized disclosure of personal health information during the course of the webcast.

Webcasting Acceptable Use Policy: <http://webcast.otn.ca/policies.html>

- ✓ OTN supports webcasts which meet the following criteria: lectures, distance training, online learning programs and general communication (i.e. lunch and learns, major announcements, etc.)
- ✓ OTN does NOT support the capturing and streaming of sessions which involve the demonstration of products unrelated to telemedicine, clinical events, internal administrative meetings, interviews, or conversion from VHS/DVD to digital files for archival or vice versa
- ✓ OTN does not take responsibility for information delivered via webcasts. Intellectual property and copyright responsibilities reside with the presenter(s). The presenter or host is responsible for taking appropriate action if there has been an unauthorized disclosure of personal health information during the course of the webcast and for ensuring that the webcast is not archived. In the event that OTN becomes aware that a webcast includes unauthorized disclosure of personal health information and/or

offensive or otherwise problematic content, OTN does, reserve the right to terminate a live webcast and not archive a session for on-demand viewing.

3.0 Organizing Webcasts

When organizing and scheduling webcasts, it is recommended that Requestors/Organizers:

- ✓ Determine if webcasting will meet the needs of the targeted learners/participants, taking into consideration the advantages (i.e., on demand viewing, access from a PC, etc.) and disadvantages (i.e., limited interaction)

The following will help determine if **live webcasting** is a good choice:

- The audience is anticipated to be large
- There is significant geographical distance involved
- There is a need to disseminate information broadly and quickly (just-in-time education)
- The session does not require a great deal of interaction beyond what the e-tools of webcasting software can enable

The following will help determine if an **archived webcast** is a good choice:

- It is not important when the session is viewed
 - It is valuable to have a record of the session
 - Given the minimal opportunity for interaction with an archived event, there is still value for a participant/learner
 - The content of the session lends itself to a “talk” or presentation format
 - It is important for the session to be shared across distance
- ✓ If the webcasting modality meets the needs of the participants/learners, visit the OTN Webcasting Centre – <http://webcast.otn.ca/archives.html> to become familiar with a number of archived sessions and related resources
 - ✓ Having decided to organize a webcast, reserve the room at the host site location right away
 - ✓ Determine the session logistics (i.e., Title, Date, Start Time, End Time, Presenters, Learning Objectives, Target Audience, Open/Public vs. Closed/Private, Promotional Strategy, etc.)

4.0 Scheduling the Webcasting Portion of the Event

To schedule a webcast, the requestor must follow the steps outlined below:

- a. Reserve the videoconference room/system(s) at the required location(s).

Note: A webcast can be scheduled prior to or after the videoconference portion of the event has been scheduled. For those submitting online Webcast Request Forms after the videoconference portion of the event has been scheduled, the Requestor must input the TSM number into the appropriate field of the online form.

- b. Complete an online Webcasting Request Form. This online form can be accessed and submitted on the OTN Webcasting Centre at <http://webcast.otn.ca/forms.html>.

Note:

The **Webcasting Request Form** must be submitted at least **5 business days in advance** of the event. Once submitted, an OTN Webcasting Team member will respond no later than 3 business days to indicate whether or not the webcast can be supported. Late requests will not be accepted.

The webcast organizer is responsible for sending a Webcasting Agreement Form to each presenter and ensuring that it is signed by the speaker(s). Webcasting Agreement Forms can be accessed online at <http://webcast.otn.ca/forms.html>. The original copies of the form must be retained by the event organizer.

For a webcast event that is scheduled to be **archived**, a copy of the signed **Webcasting Agreement Form** for each speaker **must** be forwarded to OTN via fax (1-866-454-6867) or scanned as an attachment and sent via email (webcasting@otn.ca), either prior to or after the event. Once the forms have been received and processed, OTN will publish the webcast on OTN's Webcasting Centre as an Archived Event. **Failure to submit** the Webcasting Agreement Form within 15 business days after the event has taken place will result in deletion of the file.

Please be advised that **live only** webcasts do **NOT** require the submission of a Webcasting Agreement Form to OTN.

- c. Once the webcast has been approved via email confirmation, webcast requestors/organizers must follow regional scheduling processes to schedule the videoconference portion of the event. The requestor/organizer must indicate in their communication (i.e. Videoconference Request Form, E-Request, etc.) to OTN Scheduling that the webcast has been approved by OTN and also input the **Webcast Request Form ID** number. If there are changes (i.e. new start time, cancellation, etc.) to your scheduled video conference/webcast, please contact the OTN Scheduling Office.

Note:

For private events (password protected), webcast organizers are responsible for securing and circulating the user name and password to session participants prior to the webcast delivery date. Please be advised that Service Desk will **not** provide user names and passwords for webcasts to users.

It is the responsibility of the session moderator and webcast organizer to inform the audience that the event is being webcasted and indicate whether it is live and/or archived. In addition, it is the responsibility of the organizer to ensure that webcast participants understand how to access the webcast and/or have received the “How to Access a Live and Archived Webcast” training module or information sheet prior to the session. These documents outline the steps required to access a session and are available on the OTN Webcasting Centre Website at <http://webcast.otn.ca/training.html>.

Finally, the webcasting organizer and/or moderator is responsible for taking appropriate action if there has been an unauthorized disclosure of personal health information during the course of the webcast and for ensuring that the webcast is not archived. The presenter or host is responsible for contacting OTN’s Privacy Officer (privacy@otn.ca) if there is unauthorized disclosure of personal health information during the course of the webcast.

While OTN provides the technology and infrastructure to facilitate webcast events, the presenter owns the content. However, OTN reserves the right to stop a live event or to not archive an event, should it become aware that the content is in contravention of the *Personal Health Information Protection Act, 2004* and/or Ontario Regulation 329/04. For more information on policies and procedures please click the following link: <http://webcast.otn.ca/policies.html>.

5.0 Webcast Promotion

Once you have received confirmation from the OTN Webcasting Team that your webcast can be supported, you can proceed to promote your webcast. Promotion may or may not be tied with the videoconference portion of the event although a webcast typically occurs in combination with a videoconference. To effectively promote your event, it is recommended that Requestors/Organizers do the following:

- ✓ **For public/open Webcasts**, create a poster that indicates that the event will be available as a webcast, indicating the format (i.e., live only, live and archived, archived only). Include logistical information including title, date, start/end time, session objectives, etc. It is also recommended to provide the website address to the OTN Webcasting Centre, access instructions, and minimum system requirements to view the archived session. This information is provided on the OTN Webcasting Centre support page at: <http://webcast.otn.ca/support.html>. Include videoconference registration information if required. Once finalized, circulate the poster to potential participants
- ✓ **For private/closed Webcasts**, send an email communication indicating the webcasting format (i.e., live only, live and archived, archived only). Logistical information: title, date, start/end time, learning objectives, etc. should also be indicated. The Requestor/Organizer must provide the user name and password, as well as access instructions and/or links to training modules and resources. It is recommended to also indicate the minimum system requirements.

It is recommended that all webcast participants consult the support page - <http://webcast.otn.ca/support.html> prior to the session. Participants can click the test player on this page in order to verify that their computer meets minimum system requirements.

6.0 Webcasting Quality Control:

It is important to note that the quality of a webcast will be dependent upon the quality of the videoconference. Therefore, Members using webcasting as an extended mode of delivery are responsible for:

- Having prior knowledge and skill in hosting videoconference events. If new to webcasting, it is recommended that the Member participate in a test webcast with OTN and/or attended a training session on How to access and host webcasts through OTN ;
- Ensuring that users are able to access the webcast and meet minimum system requirements (<http://webcast.otn.ca/support.html>);
- Adhering to principles of videoconference etiquette (Please click the following links for additional information: [Moderator Guidelines](#), [Hosting/Moderating an Event](#) and [PowerPoint Guidelines](#)).
- Ensuring that the room is properly set up and that microphone locations are appropriate;
- Ensuring that the room has proper lighting;
- Positioning the camera at the appropriate location (speaker) and ensuring that the microphone is not muted and in front of/close to the speaker;
- Allowing for a 15 minute pre-test time to ensure that audio and video are functioning.

If you have questions on webcasting, please consult the training modules page at <http://webcast.otn.ca/training.html> or follow up with your Regional Education Lead or Regional Program Manager.

7.0 Webcast Preparations

When preparing to deliver the webcast, it is recommended that the Requestor/Organizer:

- ✓ Allocate sufficient time for planning and production
- ✓ Visit the presenting studio in advance to do a “dry run” or “dress rehearsal” if possible
- ✓ If the event is closed/private, ensure that target participants have received the user name and password
- ✓ Encourage participants to view one or more OTN archived sessions to ensure they know how to access the webcast centre
- ✓ Set-up and test both audio and video components of the hosting videoconferencing location before the webcast session

7.1 Speaker Preparation

Prior to delivering a webcast, it is recommended that the Webcast Requestor/Organizer:

- ✓ Ensure that the speaker understands the privacy and intellectual property issues as outlined on the Webcasting Agreement Form (WAF) and Webcasting Policy and Procedure.

- ✓ Provide the presenter with technical and pedagogical/educational planning support at all points during the session
- ✓ Ensure that the speaker understands the webcasting formats selected: live only, live and archived, archive only
- ✓ Ensure that the speaker understands the difference between public/open and private/closed (password protected) webcasts
- ✓ Be clear about the limitations of webcasting for interaction

7.2 PowerPoint Presentations for Webcasts

When using the webcasting modality, it is recommended that presenters:

- ✓ Use a simple PowerPoint template in landscape format
- ✓ Use dark print with a plain light background or light print and a plain dark background; a dark blue background is recommended
- ✓ Allow for a 1 inch margin on all borders
- ✓ Limit the number of words per slide:
 - Use no more than 5 bullets of information per slide
 - Use brief phrases instead of sentences
- ✓ Keep any graphics simple:
 - Use simple bold tables like pie charts or bar graphs
 - Avoid complex tables and scatter plots
- ✓ Use a consistent font size:
 - At least 30-point font for text and 44-point for headings
- ✓ Select a simple, clear, and bold font such as: Arial, Tahoma, Verdana
 - Avoid italics
 - Use lower case for text
- ✓ Avoid animation and special effects such as: sounds, fly-ons, fade-ins
 - Use simple slide transition

7.3 Videoconference Etiquette

Because a webcast is typically delivered in conjunction with a videoconference component the quality of the videoconference impacts the overall success of the webcast event. Therefore, videoconference etiquette must be given serious consideration by Webcast Requestors/Organizers. Below is a list of general tips and recommendations to ensure that the videoconference portion of the event is delivered successfully.

- ✓ Participate in an audio-visual check
- ✓ Start the video conference with a roll call or by speaking with the host site
- ✓ Inform the audience that the session is being webcasted
- ✓ Remind the audience that views presented belong to the speaker
- ✓ Mute appropriately
 - Mute the microphone when not speaking. The screen/site view is sound activated so if the microphones are muted and someone coughs or makes a noise, the video will not switch to broadcast that site. It will also prevent such noises from being broadcast to the other sites and acting as a distraction
 - If the microphone needs to be moved during the session, mute it first
- ✓ Engage the remote audience
 - Look into the camera occasionally when speaking. This helps maintain good eye contact with both the videoconference and webcast audience
 - The presenter should always be in camera range
- ✓ Speak clearly and naturally
 - The microphone will automatically amplify the sound
 - There is no need to shout. Quiet talkers should sit closer to the microphone
 - It is a good practice for the speaker to modulate his/her voice
- ✓ Pause between speakers
 - Slight audio delay is normal so pause and wait to hear comments or responses from other sites
- ✓ Reduce background noise
 - Avoid unnecessary tapping, rustling of papers, and side conversations. This will add audio noise for the receiving sites and will be audible on the webcast.
- ✓ Enhance video display
 - Avoid, if possible, rapid movements or erratic hand gestures

- Avoid wearing clothing with loud patterns, or solid red and white
- ✓ Professional behaviour
 - Be aware of the scheduled start and end time
 - Assume that you are visible and can be heard throughout the meeting
 - Do not monopolize the conversation
 - Do not interrupt when others are talking
 - Use respectful language at all times
 - Focus discussion and questions on the content of the session
 - Differences of opinion should be conceptual, not personal
 - Respect individual confidentiality

8.0 Interaction During Webcasts

During a webcast and videoconference, it is beneficial to interact with the remote audience. The following are some tips to actively engage the remote participants:

- ✓ Consider responding to emailed questions before the event and addressing these questions during it
- ✓ Provide opportunities for on-line evaluation and build breaks/times into the presentation for participants to email comments and questions
- ✓ If possible, moderate an asynchronous discussion forum (bulletin board) after a live event for a designated period of time
- ✓ Be available for participants to email their questions/comments after a live event for a designated period of time

9.0 Webcasting Training Modules and Information Sheets

There are currently two training modules available on the OTN Webcasting Centre at: <http://webcast.otn.ca/training.html>. These include the following:

a. How to Host/Organize Live and Archived Webcasts

Audience/Learner: Webcast Organizers/Requestors

Description of Training Module: This PDF training module provides Organizers/Requestors with information about how to effectively host a webcast through OTN. The module provides screen shots of how to access the Webcasting Request Form (WRF) and Webcasting Agreement Form (WAF). In addition, the steps to schedule the videoconference portion of the event are explained. There are also tips on how to effectively promote a webcast, definitions, and contact information.

b. How to Access Live and Archived Webcasts

Audience/Learner: Webcast Participant

Description of Training Module: This PDF training module provides webcast participants with information about how to access live and archived webcasts delivered through OTN. The module provides screen shots of how to access Public and Private events, as well as how to search the library of archived webcasts. There is also a section on how to use the Mediasite Viewer.

In addition to these learning modules, there are also one page information sheets including:

- a. How to Host/Organize Live and Archived Webcasts – Information Sheet
- b. How to Access Live and Archived Webcasts – Information Sheet

These information sheets cover the basics with respect to hosting and accessing live and archived webcasts.

10.0 OTN Webcast Support

Webcast Requestors/Organizers can send their inquiries to webcasting@otn.ca regarding policies, procedures, training modules, suggestions, etc.

If end users experience technical difficulties accessing live and/or archived webcasts, they are encouraged to consult the OTN Webcasting Centre support page at: <http://webcast.otn.ca/support.html>.

OTN does not support any application of hardware and software outside of the requirements stated. MediaSite will work with other operating systems and media players but it is not supported by OTN Service Desk. Please contact your system administrator for assistance with service issues outside of OTN supported system requirements.

Before contacting OTN for webcasting assistance, you are encouraged to make the modifications outlined on this support page and to have consulted your system administrator. It is possible that an adjustment by your system administrator is required at your location. If other assistance is required, please contact servicedesk@otn.ca or call 1-866-454-OTN1 during regular business hours (Monday to Friday, 7:00 AM to 5:00 PM ET).

11.0 Frequently Asked Questions

- a. *Who can listen/watch the webcasts?*

Any Internet user connected with DSL or cable Internet service, or any user with a personal computer that is connected to the OTN can view both audio and video components of a webcast.

- b. *Where can I download the media player software?*

There are links in the [Software Requirements](#) section where you can download Windows Media Player.

c. I see a window that has the title of the webcast but I am not seeing the video play. How do I get the video to work?

There are several possible reasons for this. Outlined below are strategies for resolving this problem.

Please verify that you are using Microsoft Internet Explorer 6.0 or Netscape 7.1, or higher, or Mozilla FireFox 1.0.4 or higher.

Ensure that you have installed Windows Media Player. If you do not have either installed, install one by following the link noted in the [Software Requirements](#) section.

d. I am able to see the video but it is very slow and choppy. Is there anything I can do to improve this?

This problem is most likely caused by your Internet connection. If you have a highspeed connection, then you should not experience any significant lag in the video stream. What you might do is stop any file downloads and try again. If you are on a dial-up connection, this cannot be prevented. You can, however, listen to the webcast by checking the Audio Only box, if it is available, prior to clicking one of the media players.

e. I see the media player box on the page, and I followed the instructions on the "Test Player" page and it still doesn't work. What else can I try to do?

In this case, it is possible that your computer is behind a firewall. If this is the case, it will be necessary to change your media player settings to ensure that HTTP stream transport is supported. See the [Network Issues](#) section for more information. If you are still having difficulty viewing the webcast, please contact servicedesk@otn.ca or call 1-866-454-OTN1 during business hours (Monday to Friday, 7:00AM to 5:00PM ET).

f. I can see the video but I can't hear any audio. How do I fix this?

Check that your speakers or headphones are plugged into the correct jack. Also check the volume levels of your speakers/headphones and on the computer. Make sure that "Master Volume," "Wave," or "PCM" is not muted, and that your volume is set at an appropriate level.

Try to play an audio file on your computer to determine if sound is working on your system.

12.0 Definitions

Archival/Archived/ Archiving	<p>Webcast requestors/organizers can select to have their webcast archived on the OTN website. This allows target learners to access the session on demand or in an asynchronous format. All archived webcasts will be placed on the OTN Webcasting Centre for a period of one year, unless otherwise specified by the requestor/organizer. For a webcast event that is scheduled to be archived, a copy of the Webcasting Agreement Form must be forwarded to OTN via fax (1-866-454-6867) or scanned email (webcasting@otn.ca), either prior to or after the event. Once the forms have been received and processed, OTN will publish the webcast on OTN's Webcasting Centre as an Archived Event.</p>
Asynchronous	<p>An event that is offered in an asynchronous format refers to communication that occurs at different times. OTN Members can select to archive their webcasted session and make it available in an asynchronous format, thus permitting on demand access to the event.</p>
Health Care	<p>Section 2 of the <i>Personal Health Information Protection Act, 2004</i> defines 'Health Care' as any observation, examination, assessment, care, service or procedure that is done for a health-related purpose and that,</p> <ul style="list-style-type: none"> a) is carried out or provided to diagnose, treat or maintain an individual's physical or mental condition; b) is carried out or provided to prevent disease or injury or to promote health; c) is carried out or provided as part of palliative care and includes; d) the compounding, dispensing or selling of a drug, a device, equipment or any other item to an individual or for the use of an individual, pursuant to a prescription; and/or e) a community service that is described in subsection 2(3) of the <i>Long-Term Care Act, 1994</i>.
Identifying Information	<p>In section 4(2) of the <i>Personal Health Information Protection Act, 2004</i> means information that identifies an individual or for which it is reasonably foreseeable in the circumstances that it could be utilized, either alone or with other information, to identify an individual.</p>
Individual	<p>In section 2 of the <i>Personal Health Information Protection Act, 2004</i>, defines 'individual' in relation to personal health information, means the individual, whether living or deceased with respect to whom the information was or is being collected or created.</p>
Mediasite	<p>Mediasite™ is a media recording system that automates the capture, management, and delivery of multi-media presentations and meetings for live or on demand viewing. It is a popular solution for web-based education, communications, online training, and related applications.</p>
Mediasite Webcasting Server	<p>The Mediasite Server is a set of applications and tools to schedule, organize, publish, manage, secure, and view Mediasite presentations. The Mediasite Server is required for broadcasting live presentations, managing audience interaction, and archiving presentations for on-demand access.</p>

Personal Health Information	Personal Health Information Section 4(1) of the <i>Personal Health Information Protection Act, 2004</i> , defines personal health information as identifying information about an individual in oral or recorded form, if the information <ul style="list-style-type: none"> a) relates to the physical or mental health of the individual, including information that consists of the health history of the individual's family b) relates to the providing of health care to the individual, including the identification of a person as a provider of health care to the individual c) is a plan of service within the meaning of the <i>Long-Term Care Act, 1994</i>, for the individual d) relates to the donation by the individual of any body part of bodily substance of the individual or is derived from the testing or examination of any such body part or bodily substance, f) is the individual's health number, or g) identifies an individual's substitute decision-maker Furthermore the Information and Privacy Commissioner has defined an individual's image as personal health information (Health Order H0-005).
Private/By Invitation/Restricted Access Event	Organizers/requestors can employ a user name and password to restrict access to events. Organizers/requestors are responsible for distributing the user name and password to webcast participants.
Public, Open Event	This kind of event is one in which all interested participants are able to participate up to maximum capacity. For webcasting, organizers/requestors can elect to have their webcasts available without password protection.
Synchronous	An event that is offered in a synchronous format refers to a type of two-way communication with no time delay, allowing participants to participate in the session in real time. OTN Members can select to deliver webcast sessions in a live or synchronous format.
Videoconference	A videoconference is a real-time two-way transmission of digitized video images between two or more locations. The two main kinds of videoconferences are point-to-point and multipoint calls.
Webcast	A webcast involves the delivery of live or archived broadcasts through the Internet. The sound and video captured by a conventional video conferencing system is streamed to a web server for viewing by participants from the comfort of their desktops.
Webcasting Acceptable Use Policy (AUP)	This document outlines the acceptable use of webcasting for both internal and external end users. All webcasts must abide by the policy statements set forth in the document. It is available on the OTN Webcast Centre under the "Policy/Procedures" link: http://webcast.otn.ca/policies.html
Webcasting Agreement Form (WAF)	The Webcasting Agreement Form must be completed and signed by all speakers who are presenting during a live and/or archived webcast session. It is the responsibility of the webcast organizer to ensure that the speaker(s) sign the form. This form is available on the OTN website http://webcast.otn.ca/forms.html and must be retained by the webcast organizer. For webcasts scheduled to be archived, a copy of the Webcasting Agreement Form must be forwarded to OTN via fax (1-866-454-6867) or scanned email, either prior to or after the event. Once the forms have been received and processed, OTN will publish the webcast on OTN's Webcasting Centre as an Archived Event. Failure to submit the Webcasting Agreement Form within 15 business days after the event has taken place will result in deletion of your file. Live only webcasts do NOT require that a Webcasting Agreement Form be submitted to OTN.

Webcast Organizers	The webcasting organizer is the person responsible for organizing the webcast. The organizer is typically located at the host site from which the speaker(s) will be presenting. The webcasting organizer may be responsible for completing videoconference scheduling, the Webcast Request Form, and securing the Webcast Agreement Form from the presenter(s). In addition, the webcasting organizer informs learners of the event and distributes the OTN Webcasting Training Module as required.
Webcasting Policy and Procedure	This document outlines the policy and procedure to schedule a webcast with OTN. All webcasts must abide by the policy statements set forth in the document. It is available on the OTN Webcast Centre under the "Policy/Procedures" link: http://webcast.otn.ca/policies.html
Webcast Presenters	Webcast presenters are the individuals who have been identified as the key speakers or deliverers of content during a session. All webcast presenters must complete and sign a Webcast Agreement Form (WAF) prior to the session.
Webcasting Request Form (WRF)	The Webcasting Request Form (WRF) - http://webcast.otn.ca/forms.html must be completed by a webcast organizer/requestor when requesting to use OTN webcasting services. The form contains information that is used to schedule a webcast and must be submitted at least 5 days in advance of the event. Webcasting Request Forms are received by the Webcasting Team at: webcasting@otn.ca .