



Webinar Frequently Asked Questions

How do I register for a webinar?

You can register for a webinar online here: <https://www.foisolutions.com.au/training-session/> or by filling in a registration form.

If you need to be sent a registration form, [email us](#) identifying which session(s) you are interested in.

Online registration ceases 24 hours before the session. If you would like to book after online registration has closed, contact the marketing team on (03) 9601 4111 or by email: marketing@foisolutions.com.au

When will I receive my webinar log in details?

You will receive your webinar log in details about a week before the session. They will be sent to the email address provided when registering. A further reminder will be sent a day or two before the webinar.

If I have not received an email with log in details by the day of the webinar what should I do?

Check your “junk” folder. If you find it there remember to mark it “safe” so further emails go to your Inbox.

If you still haven't received an email from us an hour before your webinar begins, phone (03) 9601 4111 or email to: marketing@foisolutions.com.au

Which platform is FOI Solutions using? Is it safe?

We are using WebEx, which is encrypted end to end, so it is safe and protects your privacy.

Do I need to have downloaded the WebEx software or app to participate from my computer?

No, you can join a webinar as a participant from your internet browser by clicking the link sent to you by email. This means that you must be able to read on your device emails sent to the email address you provided at registration.

Can I log in using my phone or iPad?

Yes, provided you can read on your device emails sent to the email address you provided at registration. The log in process will ask you to download the free app before you can participate. We suggest you do this about 10 minutes before the session commences.



Do I need a webcam to join in?

No. You will not need video or a microphone. Only presenters have their video and microphones enabled for our webinars. You just need to be able to hear the session.

What is the best browser to use to run WebEx?

We do not know if there is a “best” browser, but we have used it successfully on Google Chrome and Explorer.

I clicked on the link for the webinar, but nothing has happened. What should I do?

All FOI Solutions webinars will begin streaming about 10 minutes before the schedule start time. You will not be able to join the session before then. If you click your link and are not prompted to join the webinar, we have not started the session yet.

How do I send questions about the webinar?

Questions can be sent:

- (a) Before the session and once you have registered by sending an email identifying your session to marketing@foisolutions.com.au
- (b) During the session, by email or using the chat function on WebEx.
- (c) After the session by email for up to 24 hours after the webinar finishes.

How are questions answered?

Questions provided by registrants will be answered by email. All questions and answers will be sent to all participants. No identifying information will be included.

Answers will be kept brief and to the point, and questions must be limited to the subject matter of the webinar. Answers should not be taken to be other than a high level, general response; it is not legal advice that should be relied on.

FOI Solutions reserves the right to not answer any particular question at its discretion.

Will I get a copy of the paper presented in the Webinar? When?

You will get a copy of the paper and the slides being presented approximately 15 minutes before the webinar. We request that you use that material to follow the presentation as there may be further discussion in and around the text which does not appear in the written materials.

I have read the FAQs and still have technical issues, who can help me?

Contact the marketing team on (03) 9601 4111 or by email: marketing@foisolutions.com.au

Apart from getting answers to questions, what else will happen after the webinar?

With a view to ensuring continuous improvement in what we do, you will be asked to click on a link to a brief survey. You will also be sent an email with a link to the survey. Your



response is integral to future improvements and can help shape or determine the topics that might be covered in future webinars and/or face to face training sessions.