



## Webinar - General Rules & Etiquettes

There's nothing more annoying than attending an online presentation or meeting and not being able to get anything out of it because the presenter or fellow attendees are unprepared or unfamiliar with how to behave in a formal, online environment – A good webinar etiquette, like good online rules and etiquette in general, keeps doors open to better communication, greater mutual respect and greater efficiency. **Note:** Webinar rules and etiquette is not particularly different from the rules of conduct for any meeting or presentation, but they do have a slight twist to accommodate the online media. We have listed the most important (yet sometimes forgotten) rules of webinar etiquette.

- i. The participants will be “muted” for voice hearing during the presentations but will be able to provide questions via the “chat” mechanism on the GoToMeeting.
- ii. Public participants’ questions will be addressed during the “public comment periods” per schedule.
- iii. The participants will be able to create a discussion and ask questions during a “discussion period” as mentioned in the schedule.
- iv. Do not close your session or logout during the seminar, you may leave any time in between but your re-login may not be connected as it may interrupt the system. You can log-out after the event finishes.
- v. You may not ask personal questions or non-subject related questions during the event.
- vi. Show up on time. You may not disrupt the presentation by logging late, but you may miss important information. "(Arriving on time) prevents you from wasting additional time contacting the presenter after the fact to find out what you missed,".
- vii. Turn off your webcam during the presentation. Nothing is more likely to illicit giggles than to have the presenter turn off their PowerPoint presentation and the software defaults to someone watching (or worse – not watching), unaware that his or her webcam running. Even if you are in listening mode, check that your webcam is off or cover the lens with a post-it note.
- viii. Wait your turn. In a live setting, you can see who has a question or when a presenter is ready for an interruption. In webinar, especially when not everyone is on webcam, you may need to rely on cues such as hand-raising icons or questions posted in chats.
- ix. Ask questions concisely. Webinars are focused; be sure your questions are, too. Avoid wasting time in lengthy introductions, and don't self-promote or spend a lot of time sharing your opinion before asking a question. If you have comments, ask yourself if they will help others before commenting.
- x. Don't use the chat room as your personal water cooler. Just like you would not stand in the back of the room gossiping with someone while a presenter was lecturing, refrain from using the chat room just to socialize.
- xi. Some of the side chats at our last conference became distractions," said while "Some comments are useful – a resource that pertained to the conversation, for example – but other times, people jumped in at every opportunity to make comments more appropriate to a conversation, not a presentation,".

# Webinar Registration Terms

## Participant Notices

The purchase of webinar attendance is for use by the attendee only and registration credentials (login/passwords) should not be forwarded on to third parties; doing so may hinder your own access, as webinar entry is by prior registration only. Similarly, the materials and replay of webinars are for use by the purchaser only and should not be forwarded on to third parties. Responsibility for the confidentiality and security of webinar registration information and event materials issued by AIRS lies with the registrant. If you believe that a third party has obtained details in an unauthorized manner, please promptly notify AIRS.

The virtual event facility includes a feature that allows audio and any documents and other materials exchanged or viewed during the session to be recorded. By joining a session, you automatically consent to such recordings. If you do not consent to the recording, please contact AIRS to discuss your concerns in good time prior to the web-event date.

We use "Clickmeeting.com" an online software for conducting Webinars. A quick video will assist you to get a better understanding of how to JOIN the Webinar refer: <https://knowledge.clickmeeting.com/video/joining-an-event/>. The ClickMeeting is Web-based software requiring **No Installation**.

## Windows Platform [Software and Hardware Requirements]:

- 1.4 GHz Intel® Pentium® 4 or faster processor (or equivalent) for Microsoft® Windows® XP or Windows 7
- 2 GHz Pentium 4 or faster processor (or equivalent) for Windows Vista® Windows XP, Windows Vista, Windows 7 or Windows 8, Windows 10 (32-bit/64-bit editions with 32-bit browser)
- 512 MB of RAM (1 GB recommended) for Windows XP or Windows 7
- 1 GB of RAM (2 GB recommended) for Windows Vista, Windows 8 or Windows 10
- Microsoft Internet Explorer 10 or higher (32 bit only); Microsoft Edge; Mozilla Firefox 3 or higher; Google Chrome
- The latest version of Adobe® Flash® Player for all users (hosts, presenters, participants, and administrators). Ports 1935, 443 and 80 need to be open.

## MAC Users Requirement

- ClickMeeting is fully compatible with a Mac. Mac requirements are:
- 1.83 GHz Intel Core™ Duo or faster processor
- Mac OS X v10.4, 10.5, 10.6 (Intel) or higher
- 512 MB of RAM (1 GB recommended)
- Mozilla Firefox 3 or higher; Apple Safari 4 or 5; Google Chrome
- The latest version of Adobe® Flash® Player for all users (hosts, presenters, participants, and administrators).

**iPad, Smartphones & Androids:** You can attend events from your iPad, iPhone, and Android device. All you need is our free mobile app: App Store, Google Play.

## Privacy Policy

In connection with the operation of the webinar we will ask you to provide us with information that personally identifies you or allows us to contact you ("Personal Information") when you register for the use of the service. The Personal Information that you provide us in these circumstances will be provided to AIRS's provider of its audio- and web-conferencing services, and vendors that assist them in processing the information, for the sole purpose of enabling them to operate and deliver the webinar service. It is a requirement of AIRS's partner vendors to enter into

an agreement prohibiting disclosure of this information to others and restricting its use to providing the contracted services of the webinar. The only exception to this is necessary disclosure for legal purposes in line edicts of the law.

AIRS's provider of its audio- and web-conferencing services for webinars is a market-leader of audio- and web-conferencing services. With this comes the understanding of users' need for privacy when using the web for communications and the utmost care in providing the highest levels of security possible. The Personal Information that AIRS's provider of its audio- and web-conferencing services collect from webinar registrants is stored in operating environments that employ reasonable security measures and that are not available to the general public. AIRS and AIRS's provider of its audio- and web-conferencing services are not responsible for unauthorized access to such information by hackers or others that obtain access through illegal measures.

A copy of AIRS's audio- and web-conferencing service provider's practices and policy with respect to the collection, use and disclosure of user information collected through use of their technology services can be obtained by contacting AIRS. Please refer to AIRS's [Privacy Policy](#) below with respect to AIRS's use of personal information.

### **AIRS Privacy Policy Statement**

We are committed to protecting your privacy. This privacy policy applies to all the web pages related to this website. All the information gathered in the online forums on the website is used to personally identify users that subscribe to this service. The information will not be used for anything other than which is stated in the Terms & Conditions of use for this service. None of the information will be sold or made available to anyone.

The Site may collect certain information about your visit, such as the name of the Internet service provider and the Internet Protocol (IP) address through which you access the Internet; the date and time you access the Site; the pages that you access while at the Site and the Internet address of the Web site from which you linked directly to our site. This information is used to help improve the Site, analyze trends, and administer the Site.

We may need to change this policy from time to time in order to address new issues and reflect changes on our site. We will post those changes here so that you will always know what information we gather, how we might use that information, and whether we will disclose that information to anyone. Please refer back to this policy regularly. If you have any questions or concerns about our privacy policy, please send us an E-mail.

By using this website, you signify your acceptance of our Privacy Policy. If you do not agree to this policy, please do not use our site. Your continued use of the website following the posting of changes to these terms will mean that you accept those changes.

#### **Cookie/Tracking Technology**

The Site may use cookie and tracking technology depending on the features offered. Cookie and tracking technology are useful for gathering information such as browser type and operating system, tracking the number of visitors to the Site, and understanding how visitors use the Site. Cookies can also help customize the Site for visitors. Personal information cannot be collected via cookies and other tracking technology; however, if you previously provided personally identifiable information, cookies may be tied to such information. Aggregate cookie and tracking information may be shared with third parties.

#### **Third Party Links**

In an attempt to provide increased value to our Users, we may provide links to other websites or resources. You acknowledge and agree that we are not responsible for the availability of such external sites or resources, and do not endorse and are not responsible or liable, directly or indirectly, for the privacy practices or the content (including misrepresentative or defamatory content) of such websites, including (without limitation) any advertising, products or other materials or services on or available from such websites or resources, nor for any damage, loss or offence caused or alleged to be caused by, or in connection with, the use of or reliance on any such content, goods or services available on such external sites or resources.

## Registration Cancellations

It is regretted that enrollment in the events are non-cancelable. There will be no refunds, substitutions or credits applied towards the webinar event fees.

## Payment Terms & Policies

### Payment Options

We accept MC/VISA/PayPal. If you do not have a credit card please utilize PayPal or Western Union as alternative payment options, or simply log off and return to the site later to complete your order. All of your order details will be saved online under Members Dashboard section available. WE DO NOT SAVE YOUR CREDIT CARD INFORMATION ON OUR SERVERS.

### Payment Terms

- All transactions will be processed in Canada where US\$ payment is converted to CAD at the Bank Rate Offered by TD Canada Trust in Canada.
- An Ontario Sales Tax of 13% will be charged on all sales within the province of Ontario.
- Should AIRS reduce its price on any shipped products within 10 working days of shipment, you may contact us and request a refund of the difference between the price you were charged and the reduced selling price. To receive the refund, you must contact us within 14 days of shipment.
- Shipping Charges to be paid per approximate calculated amounts (on the day of shipping).
- AIRS reserve the right to change pricing at any time without prior notice.

### Refund Policy

The Membership Registration fee, Subscription Renewal Fees, and Course Procurement fee remain non-refundable, while Webinars, Seminars, Class Registrations cannot be refunded. Please note that the refunds will be issued within 30 days or less based on the prior approval by the AIRS management. All refunded moneys will be returned/refunded via PayPal Only or via AIRS Checks mailed out via Canada Post.