

## How to register for and join Citation's Webinar.

For further help or questions, please email [seminars@citation.co.uk](mailto:seminars@citation.co.uk)

1. When you follow the link to register for one of our Webinars, please complete the required fields on the form (shown below) and click 'Register Now'

Register for Citation Webinar - COVID-19 | 2020: A Year of Unprecedented Change.

\* First name:

\* Last name:

\* Email address:

\* Job title:

\* Company:

Address 1:

Address 2:

City:

State:

\* ZIP/Postal Code:

Country/region:

\* Phone number:

Fax number:

2. Once you have registered, you should receive an email invite (shown below) for the Webinar into the inbox of the email address that you used to register

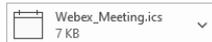
Registration approved for Webex meeting: Citation Webinar - COVID-19 | 2020: A Year of Unprecedented Change.



Citation Seminars <seminars@citation.co.uk>

**Please respond.**

This meeting has been adjusted to reflect your current time zone. It was initially created in the following time zone: Western European Time.



30 March 2020 13:00-15:00 <https://protect-eu.mimecast.com/s/CyGUC6kwSoER8QcpVEvq?>

**Your registration for this Webex meeting has been approved.**

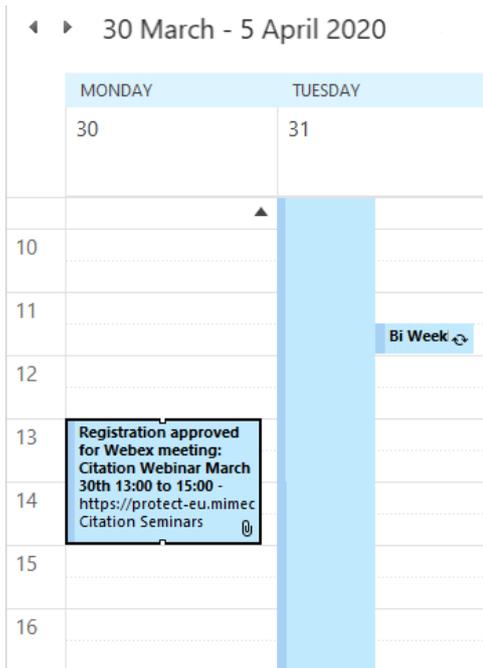
Meeting number (access code): 147 783 19

Meeting password: March30

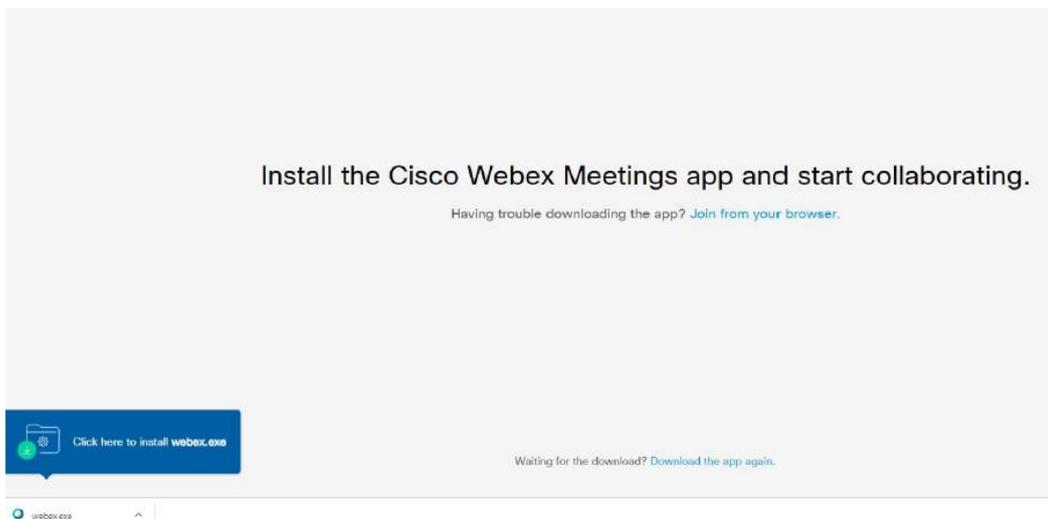
Monday, 30 March 2020

13:00 | GMT Summer Time (London, GMT+01:00) | 2 hrs

3. Please accept this invite and then it will automatically go into your email calendar (as shown below depending on what email platform you use) and disappear from your inbox



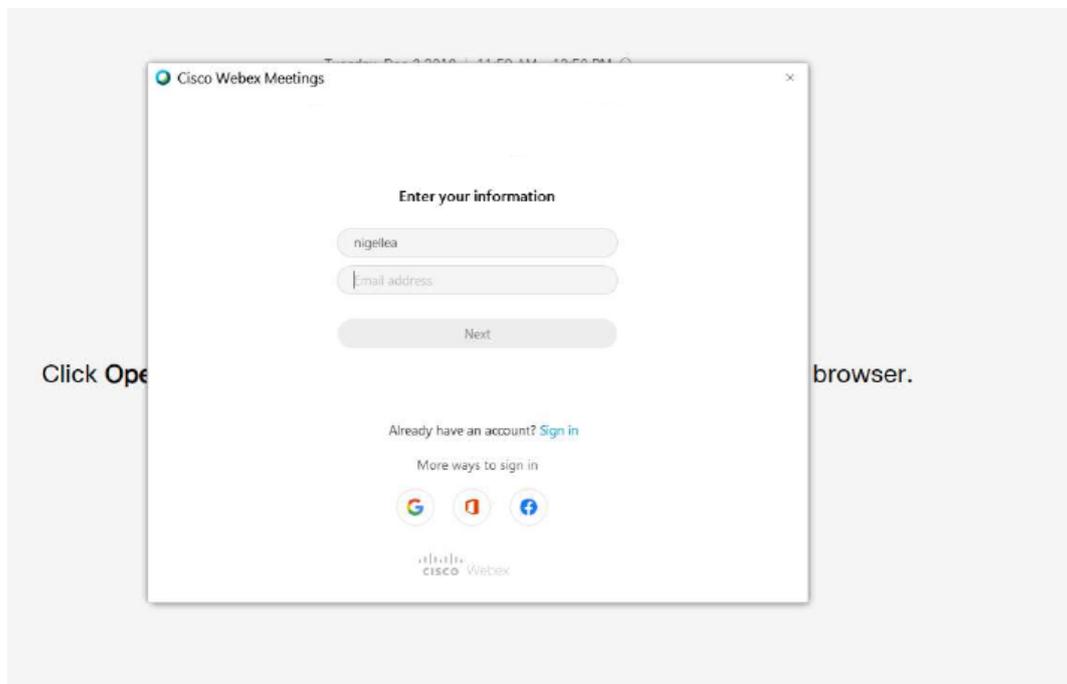
4. When it is time to join the Webinar, please double click on your calendar entry and then click 'Join Meeting' within this window
5. The following page should open in your web browser, please click the download that should start indicated by the pop up



6. The window shown below should then pop up, please click run



7. Enter your name and email address in the webex application that should launch (shown below) and click next to join

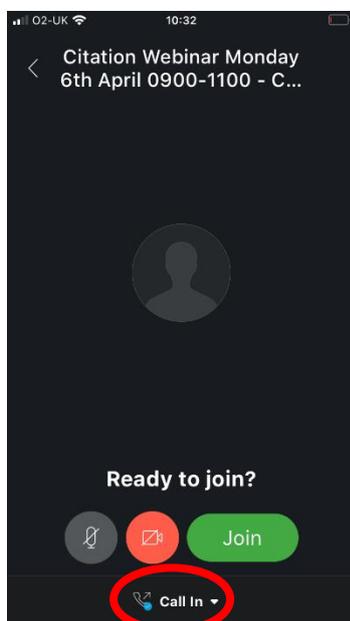


8. You should now have joined the Webinar and be able to view the presentation and hear the speakers. If you have a microphone, please ensure it is muted until you wish to speak to avoid any background noise interfering with the presentation.

### Joining the webinar via mobile

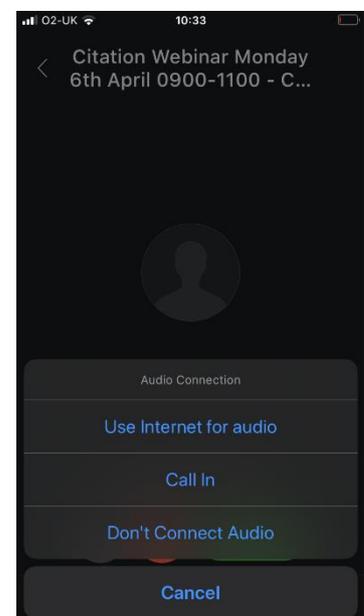
If you would like to view the webinar from your phone, please complete the above steps 1 – 3 (please note that registration still needs to be done via a desktop PC). For step 4, please access the invite email from your phone and click 'Join Meeting'.

You will need to download the Webex application and when done, upon launching the meeting, you will see the screen below:



By clicking the option circled (left image), you can choose whether you listen to the webinar by calling in via the dialler on your phone, or by selecting 'Use internet for audio' (right image) and using your 4G/wifi connection.

When you have chosen which audio option you would like, click 'Join'.



## **Troubleshooting FAQ's**

### ***I have accidentally left the webinar, how do I re-join?***

You can re-join the webinar by following the above instructions from step 4.

### ***I have received an error message after trying to register, what do I do? / I have not received the email invite after registering, what do I do?***

Please email [seminars@citation.co.uk](mailto:seminars@citation.co.uk) with the **date and time of the Webinar** that you would like to join and we will either manually send you the invite to accept into your diary or send a direct link to join the Webinar.

### ***The email invite has disappeared from my inbox, how do I access the webinar?***

Please note that when you accept the email invite (received into your email inbox after registering), it will be automatically moved from your inbox to your email calendar/diary, and the link to join can be accessed from there.