## WJ Webinar Tech Support Scripts

To stay informed of upcoming events and other WebJunction news and resources, please subscribe to our monthly e-newsletter: <http://www.webjunction.org/explore-topics/wj-news/crossroads.html>

Common Troubleshooting Tips: <http://www.webjunction.org/about-us/help.html#webex>

Session slides, links, and eventual access to recording: <http://www.webjunction.org/events/webjunction/support-small-business-development.html>

You should be able to hear us speaking now. If you need technical assistance, please post your questions directly to WJ Support.

Please post questions and comments related to the webinar topic to “All Participants”

Thank you all! I'm going to close out the session now. Please take a moment to complete the survey you'll be sent to. Your feedback is valuable to the presenters and to guide our ongoing programming. Have a great day!

**Audio cuts out or echo**

If you experience problems with the Audio Broadcast please press the pause button on the Audio Broadcast box, wait 5 second and then press start.

If your sound drops off, please go to the Communicate menu and click on Audio Broadcast, it may take over 30 seconds to reconnect. If that doesn't work, please use the Q&A panel below to request assistance.

At the top of the screen, go to the **Communicate** menu and select **Audio Broadcast** to refresh your connection.

If you hear an echo, you may have two audio broadcast streams. Look for the small windows and x out one of them.

**PHONE INFO**

If you are unable to hear audio via the audio broadcast, go to the Communicate menu and select **Audio Connection**. You can either call in using your phone or using VoIP.

The toll-free phone number for listening via phone is 1-877-668-4490 and Event Number:  [insert here]

**Slides issues**

If not, you can go to the "View" menu at the top left of the screen, and at the bottom of that drop down menu pick "Synchronize My Display"

If that doesn't work, you may need to log out and back in.

**CERTIFICATES**

We will be sending out certificates to attendees within one week.

**WebEx Support**

WebEx support by phone: 1-866-229-3239 and mention this Event Number: [insert here]