

Self-Scheduling a Webcast Event FAQ

You can easily schedule your own webcast event using the OTNhub Schedule service, Ncompass. When scheduling the event, you decide whether to offer it to your audience as a one-time only webcast (that is, 'live only') or to archive your webcast, making it available for people to view it when they choose.

Following are some of the most frequently asked questions about webcasting.

- Requesting a webcast..... 1
- Webcast Event Contacts..... 2
- Webcast Channels and Privacy Settings 3
- Archiving a webcast..... 4
- Webcast Agreement Form (WAF) 5



Requesting a webcast

1. Can I complete and submit a request directly?

Yes, you can complete and submit a webcast request using the OTNhub self-scheduling service, Ncompass. As soon as you submit your request, Ncompass displays a message to tell you that the request has been scheduled.

2. When can I submit a webcast request?

You can submit a webcast request up until 30 minutes before the event's start time. For example, if an event is scheduled for 2:15 p.m. and there is a set up time of 15 minutes, then webcast request can be submitted up to and before 1:30 p.m. A webcast event can occur Monday to Friday, 6:00 a.m. to 8:00 p.m. ET and within the next year, but Technical Support is available only during Ontario Health (OTN) business hours.

3. Can I have my full-day event webcast?

Ontario Health (OTN) allows all day events but recommends that a webcast should not be longer than 8 hours. Best practices state that effective webcasts do not exceed 60 minutes.

4. Can we post our PowerPoint on the Ontario Health (OTN) Learning Centre?

Yes, for **public** events you can post your PowerPoint presentations to the Ontario Health (OTN) Learning Centre by using the Ncompass 'manage attachments' feature.

For **private** events, send your presentation materials to participants directly via email.

5. Can I webcast my event without a 15-minute setup time?

No. The system will not allow you to submit a "Request Webcast" until the event has at least 15 minutes setup time. This is a mandatory requirement.

6. Can I have a copy of the webcast?

Ontario Health (OTN) does not provide download or copying services. If you want to have your event archived for more than two years, Ontario Health (OTN) can provide that service.

7. Am I able to cancel the webcast portion of my event?

Yes, if you schedule using Ncompass you can cancel a webcast request (if you created the event or are associated with the event's host system).

You can cancel your webcast up until 30 minutes before the event's start time (including set-up time). Any later and you must call Ontario Health (OTN) at 1-855-654-0888 and ask them to cancel the webcast for you.



Webcast Event Contacts

8. What if the webcast organizer is not listed in the Contact Registry?

In the Ncompass Webcast Request form, there are fields where you can manually provide the webcast organizer's name and email address.

However, if you want to use the same contact as both the event requestor and the webcast organizer (and therefore do not have to manually provide the webcast organizer fields), their contact information must be in the Ncompass Contact Registry.

Note: The webcast organizer email is mandatory and is prepopulated with the requestor's email. If Ncompass does not have the requestor's email, it must be manually entered to successfully request a webcast.

To add a contact to the Ncompass Contact Registry, call Ontario Health (OTN) Member Support at 1-855-654-0888 or email contactupdate@otn.ca.



Webcast Channels and Privacy Settings

9. How do I control the privacy settings of a webcast?

The Privacy setting of a webcast is set in the Webcast Request form within Ncompass. When you create an event and add a webcast request, you can set it to be viewable only by people with whom you have shared a private link. After the event is created, you can change the privacy setting using the Manage Webcast Request feature of Ncompass.

10. How do I control the channel to which a webcast belongs?

The channel to which a webcast belongs is set in the Webcast Request form within Ncompass. Channels apply only to Private webcasts. When you create a private event, you must provide the name of an existing channel or a new channel name. After the event is created, you can change the channel name using the Manage Webcast Request feature of Ncompass.

11. How do I provide access to an archived webcast that is private and hidden?

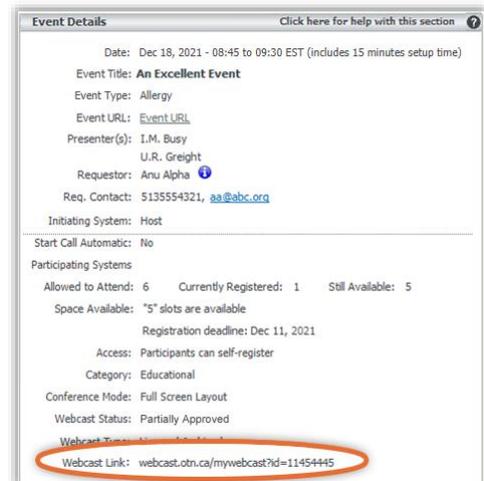
To provide access to an archived private webcast, give the Webcast Link to your desired viewers.

Anyone who has access to a *shared* webcast can also access all the webcasts in the associated channel.

Only those with the direct link can access a private webcast.

You can find the webcast link in the Ncompass (Schedule) Event Details.

Note: "Hidden" webcasts do not appear in search results but are available to viewers with access to the associated channel.



Archiving a webcast

12. Can I request that only a portion of my archived webcast is available for viewing on Ontario Health (OTN)'s Webcasting Centre?

Yes. If you have requested archiving, you can choose a period that falls within the start and end time so that only that portion is available for general viewing.

13. Does Ontario Health (OTN) edit archived webcast events?

Ontario Health (OTN) does not edit the main content of an archived webcast.

Ontario Health (OTN) edits only the 'dead air' at the beginning and end of the webcast. For example, the pre-test and any video after the question-and-answer period.

14. What should I do if an event webcast yesterday has not been posted on the Ontario Health (OTN) Webcasting Centre?

With regards to archiving webcasts, Ontario Health (OTN)'s service level agreement promises to post archived webcasts within 5 business days following an event, or after receipt of all Webcast Agreement Forms (whichever is later).



Webcast Agreement Form (WAF)

15. As a requestor / organizer, am I responsible for getting consent from presenters / speakers of archived events?

Yes. You are responsible for providing presenter names and emails when you submit a webcast request. Ncompass uses this information to email a Webcast Agreement Form (WAF) to each presenter. The presenter provides their consent by clicking on an embedded link in the email. The webcast will be recorded if the presenter has not clicked on the embedded link prior to the event, but the webcast will not be available on webcast.otn.ca until the presenter's consent has been received.

16. As a requestor / organizer, how can I check for outstanding presenter WAF's affecting the posting of my webcast to the Webcasting Centre?

To check outstanding presenter WAF's, sign in to Ncompass and check the "WAF Received" status indicator.

- "No" means Ontario Health (OTN) has not received the presenter's consent.
- "Yes" means Ontario Health (OTN) has received the presenter's consent.

17. As a Requestor, how will I know when my webcast has been approved?

You will receive an email notification, indicating your webcast has been approved, when Ontario Health (OTN) receives all presenter consents.

18. What is the difference between a PARTIALLY APPROVED and APPROVED webcast status?

If your webcast will be 'live only', approval is not needed. Only archived webcasts require a 'signed' WAF agreement from each presenter. In this context, 'signed' means an online confirmation of agreement (in other words - approval).

Partially Approved: The webcast was successfully scheduled, but Ontario Health (OTN) has not received all presenter consent forms.

Approved: All consent notifications from presenters, have been received. Therefore, you can expect to see the webcast up on the website within 5 business days of the last presenter consent received or date of the scheduled event, whichever is the later date.

