

## FAQ: Self-Scheduling a Webcast Event

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 event (that is, 'live only') or to archive your event, making it available for people to view it when they choose.

Following are some the most frequently asked questions about webcasting.

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### 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. You can submit a webcast request up until one business day before the scheduled event. As soon as you submit your request, Ncompass displays a message to tell you that the request has been scheduled.

#### 2. What are the webcasting hours of operation?

OTN webcasting services are available Monday to Friday, between 7:00 a.m. – 7:00 p.m. ET. Due to limited resources, webcasts are supported on a first-come, first-serve basis.

### 3. What resources are available to help me through the webcasting process?

OTN's [Training Resource Library](#) offers you instructional screencasts and quick guides on videoconference etiquette and webcasting best practices. In addition, you can join an OTN interactive lunch and learn session. Check out our [Lunch and Learn calendar](#) and register for a 'live' seminar

### 4. Can I have my full-day event webcast?

Best practices state that effective webcasts do not exceed 60 minutes. As a standard for OTN, webcasts should not exceed 4 hours in duration.

### 5. Can we post our PowerPoint on the OTN Learning Centre?

Yes, For **public** events you can post your PowerPoint presentations to the OTN Learning Centre by using the Ncompass 'manage attachments' feature. For **private** events, send your presentation materials to participants directly via email.

### 6. Can I webcast my event without a 15 minute pretest time?

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

### 7. Can I have a copy of the webcast?

OTN does not provide download or copying services. However, you can copy the link from our Webcasting Centre, which you can then distribute as you wish. If you want to have a copy of your event archived for more than two years, OTN can provide that service.

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

Yes, if you self-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 to and including the business day before the scheduled event date. Any later and you must call OTN Technical Support and ask them cancel the webcast for you.

If you're not a self-scheduler, please contact our Customer Care Centre at [webcasting@otn.ca](mailto:webcasting@otn.ca) or 1-855-654-0888 to have your webcast cancelled.



## Webcast Event Contacts

### 9. What if an Event Requestor does NOT have a valid email address in the Ncompass Contact Registry?

If you try to request webcasting for an event where the event requestor does not have a valid email address in the Ncompass Contact Registry, you will receive an error message and you will not be able to access the Request Webcast form.

To set up a webcast event, Ncompass requires a valid email address for the event requestor and webcast organizer.

To update or add email addresses to a contact in the Ncompass Contact Registry, email the Customer Care Centre at [webcasting@otn.ca](mailto:webcasting@otn.ca) or call 1-855-654-0888.

### 10. 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 not have to manually provide the webcast organizer fields), their contact information must be in the Ncompass Contact Registry.

To add a contact to the Ncompass Contact Registry, email the Customer Care Centre at [webcasting@otn.ca](mailto:webcasting@otn.ca) or call 1-855-654-0888.



## Archiving a webcast

### 11. Can I request that only a portion of my archived webcast is available for viewing on 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.

### 12. Does OTN edit archived webcast events?

OTN does not edit the main content of an archived webcast. 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.

### 13. What should I do if an event webcast yesterday has not been posted on the OTN Webcasting Centre?

With regards to archiving webcasts, 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)

### 14. 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.

### 15. 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 OTN has not received the presenter's consent.
- "Yes" means OTN has received the presenter's consent.

## 16. 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 OTN receives all presenter consents.

## 17. 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 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.



## Joining a webcast

## 18. What should I do when I get an error message when I enter my user id and password for private events?

Event user names and passwords are case sensitive. Verify that you are using the appropriate upper and lower cases where required. If you are still unable to log in, contact the event organizer. If the organizer cannot log in using the assigned user name and password, send an email to [techsupport@otn.ca](mailto:techsupport@otn.ca) or call 1-855-654-0888. A technician will be assigned to diagnose and triage the issue.



## TSM users only

## 19. If the main Speaker/Chair/presenter in an event is also a presenter, do I also need to enter them as a presenter (i.e. free text with email address)?

Yes. If you use the drop-down list in TSM (still labeled 'Speaker / Chair' – it's the only place you'll still see this) to select a Speaker/Chair, you **ALSO NEED TO ADD** them to the presenter free-text list and fill in their email address on the webcast form. Selecting someone from the TSM Contacts database will not automatically populate this name and email into the presenter list.