

## 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.....	3
Archiving a webcast.....	4
Webcast Agreement Form (WAF) .....	4
Joining a webcast.....	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. 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. When can I submit a webcast request?

You can submit your webcast request up to and including the business day before the scheduled event date. A webcast event can occur Monday to Friday, 6:00 a.m. to 8:00 p.m. EST and within the next year.

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

Ontario Health (OTN)'s [Webcasting Resources](#) page offers you instructional screencasts and quick guides on videoconference etiquette and webcasting best practices.

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

Best practices state that effective webcasts do not exceed 60 minutes. As a standard for Ontario Health (OTN), webcasts should not exceed 4 hours.

## 5. 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.

## 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 setup time. This is a mandatory requirement.

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

Ontario Health (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, Ontario Health (OTN) can provide that service.

## 8. 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 to and including the business day before the scheduled event date. Any later and you must call Ontario Health (OTN) at 1-855-654-0888 and ask them to cancel the webcast for you.

If you don't have access to Ncompass, you can email [webcasting@otn.ca](mailto:webcasting@otn.ca) to have your webcast cancelled if the event is not taking place within two business days.



## 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, call Ontario Health (OTN) Member Support at 1-855-654-0888 or email [webcasting@otn.ca](mailto:webcasting@otn.ca).

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, call Ontario Health (OTN) Member Support at 1-855-654-0888 or email [webcasting@otn.ca](mailto:webcasting@otn.ca).



## Archiving a webcast

11. 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. Email your request to [webcasting@otn.ca](mailto:webcasting@otn.ca).

12. 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.

13. 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)

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. 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](http://webcast.otn.ca) until the presenter's consent has been received.

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 Ontario Health (OTN) has not received the presenter's consent.
- "Yes" means Ontario Health (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 Ontario Health (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 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.



## 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 usernames 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.