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.

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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. 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, you can extend the expiry date or restore it. For more information, see the Using the Webcasting Centre FAQ.

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 is the difference between the webcast owner and the webcast organizer?**

Webcast **owner** (or creator, requestor, or administrator) are four different terms used for the same role and is the person who originally created/scheduled the event in Ncompass.

Webcast **organizer** is the person responsible for organizing the webcast and is typically located at the 'host' site (where the presenter is). This might or might not be the same person as the webcast owner.

When an event is created in Ncompass and a webcast request is added, the “Webcast Organizer” defaults to the event creator/scheduler. However, this can be changed.

The webcast expiry email is sent to the “organizer”.

9. **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

10. 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.

11. 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.

12. 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.

13. Can I transfer a channel from one owner to another?

No. You cannot transfer a channel from one owner to another.
Archiving a webcast

14. 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.

15. 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.

16. 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).
Extending Soon-to-be-Expired Webcasts or Restoring Expired Webcasts

Restoring or extending webcasts is done through the Webcasting Centre. You do not use Ncompass for managing soon-to-expire or expired webcasts.

17. Do published webcasts expire?  
For how long are webcasts available on the Webcast Centre?

All webcasts set as “live and archived” or “archived” remain on the Webcasting Centre for a period of two years after their initial broadcast/publication. After two years, the webcast expires.

For example, if a webcast was live on January 1, 2022, it will expire on January 1, 2024.

When a webcast expires:

- If it belongs to a channel, it will no longer be listed in the channel it belonged to.
- If it was listed in a user’s "Shared with me" section, it will no longer appear.
- Expired webcasts are searchable for a webcast owner but will not appear in searches done by webcast viewers.

A webcast owner or their delegate (someone who schedules on their behalf) can extend the publication or restore an expired webcast.

Thirty days before a webcast expires, the webcast organizer** is sent an email with a link to the expiring webcast. If the organizer is also the webcast owner, they can use this link to sign into the Webcast Centre and extend the webcast.
(Or contact the webcast owner to ask them to extend the webcast.)

Extended or restored webcasts remain on the Webcast Centre for two years from the date the webcast was extended or restored.

Steps to restore or extend a webcast:

1. Sign in at webcast.otn.ca.
2. Search for and locate the desired webcast and view the webcast details.
3. Click the “Extend date” or “Restore webcast” button.

* The webcast owner is the person who originally created/scheduled the event.
** The webcast organizer is the individual responsible for organizing the webcast and is typically located at the 'host' site (where the presenter is). This might or might not be the same person as the webcast owner.
18. If I missed the email notification advising that a webcast will expire in 30 days, how else can I know the webcast is expiring?

Sign into the webcast centre. After signing in, use the filters to search for “Expiring soon” webcasts. (To view the Filters panel, click beside the search field or perform a search.)

19. Can I restore or extend a webcast after 30 days from its expiry date?

Yes. During the 30 days before expiry, the webcast owner can extend the publication.

After expiry, the owner can use filters to search for expired webcasts and restore as needed. (To view the Filters panel, click beside the search field or perform a search.)

20. Can I filter and find expired webcasts that no longer appear in my channel or the “Shared with me” section?

Yes, the webcast owner can use filters to search for expired webcasts that no longer appear in their channel or “Shared with me” section.

21. Can I restore an expired webcast that no longer appears in my channel or the “Shared with me” section?

Yes, the webcast owner can restore expired webcasts that no longer appear in their channel or “Shared with me” section.

22. How to restore or extend a webcast if the webcast owner no longer works at the organization?

Contact webcasting@otn.ca if you need to restore or extend a webcast when the owner no longer works at your organization.
Webcast Agreement Form (WAF)

23. 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.

24. 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.

25. 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.

26. 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.