CTI Co-Active® Selling Virtual Workshop

**How to Join the Webinar:**

1. Start at least 30 minutes before the first webinar.
2. You will get an email invite to the webinar. The first time you log in go first to the link near the bottom of the email that reads, “Want to prepare your system ahead of time?” Click it.
3. If you get all green “OK” lights click “Start Part II” If you do not get all green “OK”‘s click the “Get Help” button near the bottom of the page, and you will be sent to technical services.
4. On the next page you can click “Exit the system” and then close that page.
5. Now go back to the original Invitation email and click on the link just above the last one you clicked. It is the one that reads, “Upload your Picture”
6. Click “Browse” and then find your picture on your computer and click “Upload.” Close that window.
7. Now go back to the original email invite. DO NOT dial in the number listed there on your phone! Instead click “Join this meeting, your personal link”.
8. Enter your email at the prompt.
9. You are almost in! There is a window that says “Audio Details” Enter your current phone number and click the “Call Me” option.
10. Your phone should ring in a minute. Listen to the instructions and you will be in the conference, with your picture on the left hand side. Welcome!
11. If you should get disconnected at any time, or have trouble getting a call back, call 1- (800) 799-4510 and tell them you need to be reconnected to this webinar. They will do that for you in a way that doesn’t mess things up. Don’t just call back on your own, or you will show up twice in the conference, which creates problems.

**Call Etiquette:**

***Focus on What's Important:***

* Eliminating Background Noise and Distractions.
* Be Mindful of Your Surroundings. Call from a quiet location.
* Turn off the ringer of a multi-line phone or any other phone in the room.
* Use the mute button if there are interfering noises around you.

***Use Optimal Equipment:***

The best equipment choice for your conference is a phone unit directly hardwired into telephone lines. Avoid using cell phones, cordless phones, speakerphones and SKYPE or other Internet telephone services, as they often pick up static and background noise. A bad connection can sometimes be the cause of background static. Test the working condition of your equipment.

Do not put your phone on hold if you have on-hold music or advertisements. Your on-hold music will play for other participants making conversation impossible in your absence. Turn off your call waiting or its beeping will disrupt the conference and may be confused with entry or exit chimes. For example, dialing \*70 before the conference dial-in number disables call waiting for some phone services. If you need assistance with this feature, contact your local phone service provider.