


CBA Webinar instructions

Please ensure when you login to the session that you quote your full name and broker ID at all times when prompted.

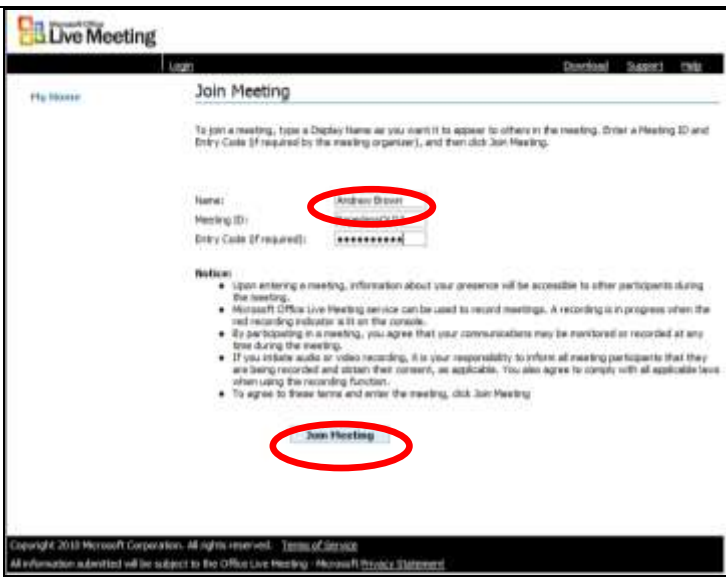
How to access the Webinar:

<p><u>Step 1:</u></p> <p>Dial into Webinar</p>	<p>Please ensure you dial the teleconference number 10 minutes prior to your Webinar commencing (refer to page 1 for teleconference number). 1800420129 Code: 60637</p> <p>Note: You will be advised if the Webinar session is full when you join the teleconference. If so, please choose an alternative session – refer to page 2 for details of individual State session dates/times, teleconference numbers and internet links.</p>
<p><u>Step 2:</u></p> <p>Access the appropriate Webinar hyperlink on page 1.</p>	<p>Hover your mouse over the appropriate 'Join Meeting' link on page 1, and press 'Ctrl + Click' to open up an Internet Browser for the Live Meeting.</p>
<p><u>Step 3:</u></p> <p>To enter the Live Meeting session click 'Accept & Use' to launch web-based session.</p> <p>Note: By clicking the 'Accept & Use' box as highlighted in the diagram, you will not need to download and install any software to your computer.</p>	 <p>The screenshot shows the Office Live Meeting software interface. At the top, there is a 'Live Meeting' title bar with 'Logoff' and 'Support Help' buttons. Below the title bar, there is a 'My Name' field. The main content area contains several bullet points of terms and conditions. Below the text, there are three buttons: 'Accept, Install, and Join', 'Use Live Meeting Web Access (Fastest)', and 'Accept and Use...'. The 'Accept and Use...' button is circled in red. At the bottom of the window, there is a copyright notice: 'Copyright © 2010 Microsoft Corporation. All rights reserved. Terms of Service. All information submitted will be subject to the Office Live Meeting - Microsoft Privacy Statement.'</p>

Step 4:

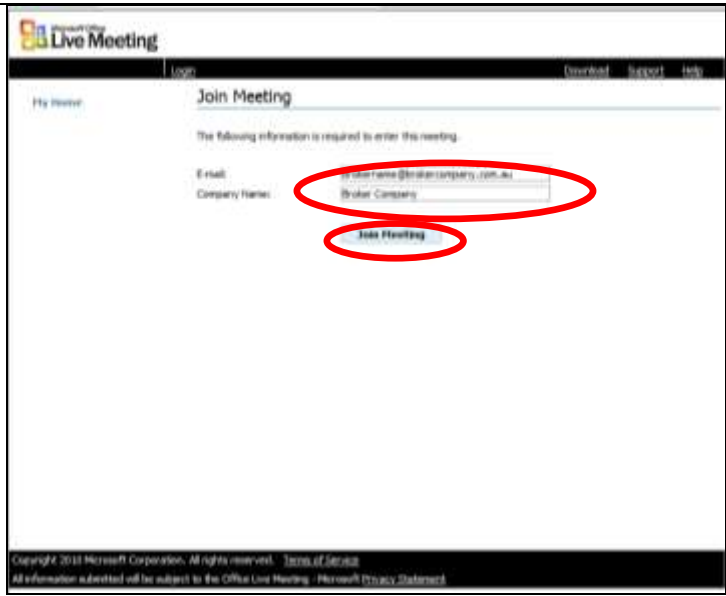
Enter your full name and then click **'Join Meeting'**.

Note: Meeting ID and Entry Code will be pre-populated and these fields should not be altered.



Step 5:

Enter your E-mail and Company Name and then click **'Join Meeting'**.



Step 6:

You may now encounter the following notification.

If you encounter this, clicking on the yellow highlighted bar and selecting **'Always Allow Pop-ups from This Site'** will allow you to proceed. If you do not encounter this, proceed to Step 7

Note: If you are using a browser other than Internet Explorer you may receive a different error. You will still be given the option of allowing the pop-up.

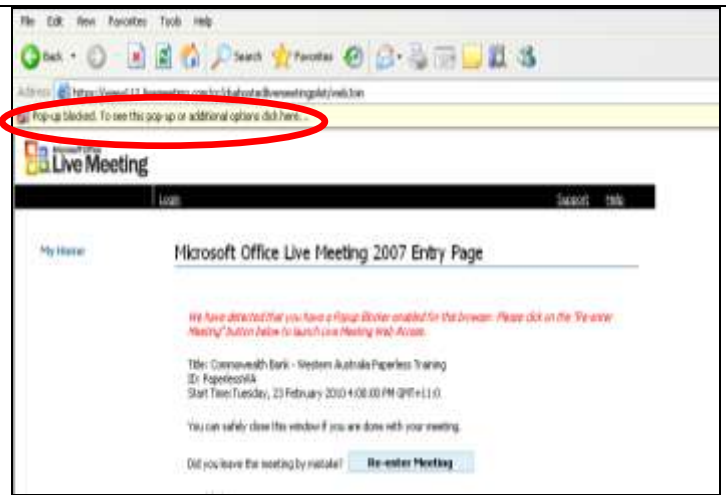


Figure 1: Example of a pop-up error in Internet Explorer

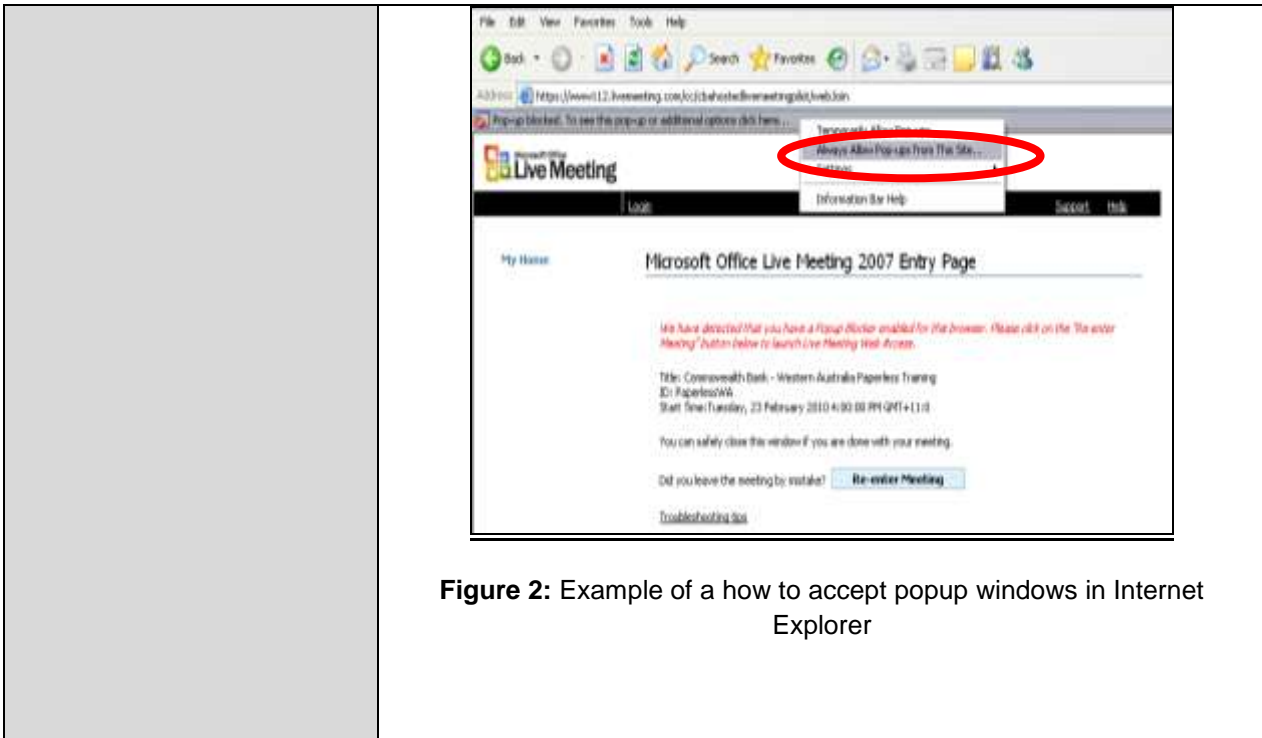
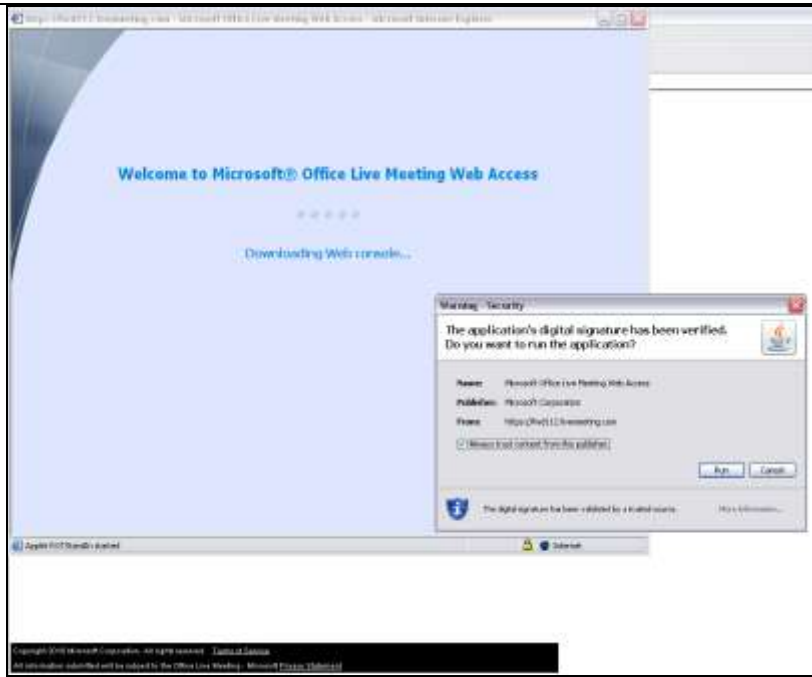


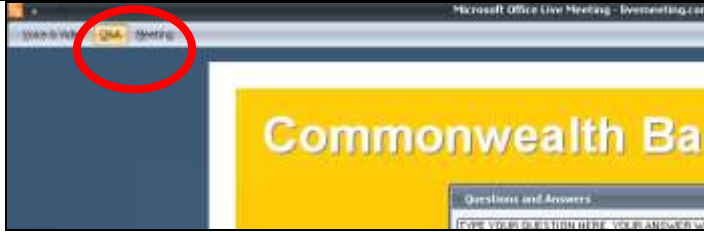
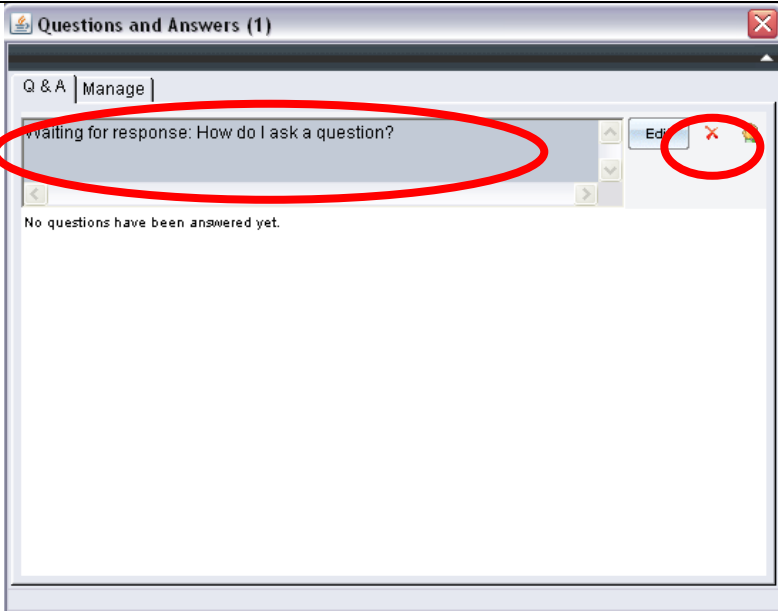
Figure 2: Example of a how to accept popup windows in Internet Explorer

Step 7:
 You may now encounter the following pop-up. If you encounter this, please click 'Run'. If you do not encounter this, proceed to Step 8.



Step 8:
 You will now enter the Webinar where you will need to download the reference material

How to ask a question within the Webinar:

<p><u>Step 1:</u></p> <p>Click 'Q&A' – located in the top left corner of the screen.</p>	
<p><u>Step 2:</u></p> <p>Type your question in the top dialogue box that opens.</p> <p>To submit your question click 'Ask'.</p> <p>Note: If you have posed a question but it has not been answered, you may still edit the question by clicking the 'Edit' button.</p>	
<p><u>Step 3</u></p> <p>When your question has been answered, the dialogue box will be cleared for you to ask another question.</p> <p>Type your question in the dialogue box and to submit click 'Ask'.</p>	

Troubleshooting

Scenario 1

If your phone call disconnects, please redial 1800 420 129 (Code: 32759).

Scenario 2

If your internet connection disconnects, please try again (i.e. go back to Step 1 of '**How to log into the Webinar**' – see page 3).

Scenario 3

If you continue to experience technical difficulties, please advise your Relationship Manager, who will arrange for the training material to be provided to you.

If you are unable to enter due to capacity being reached, further Webinars will be scheduled for the week commencing 6 April for all States, so please watch for our next Edge to issue.