

# Trade Facilitation Workshop

14 February 2018

## Web Conferencing Instructions

**Taking cognisance of the economic demands and geographical location of members, as well as of challenges being experienced with traffic congestion and of the environmental footprint of CAIA activities, CAIA provides web conferencing facilities for a selection of the events that are hosted.**

Kindly note that the webinar facility is being trialed and will only be activated if there is an interest indicated in response to an invitation.

Below, kindly find the steps that should be carried out both once-off prior to using the facilities for the first time, as well as for each event that is attended via the facility.

### Step 1

Please complete this once-off step prior to using the facility for the first time.

Download and install the software as follows:

- Go to [www.freeconferencecall.com](http://www.freeconferencecall.com).
- Sign up by entering your email address and a password. Click "Get Free Service".
- Close the "Account is Active" Box.

- Scroll to the bottom of the page and click on "Get Desktop App".
- Click Save File / other process to save the file to your desktop.
- Double click the file to install the software. Wait for the App to appear on your Desktop.
- Please ignore instructions received by email from FreeConferenceCall.com.
- Step 2 can now be followed for each event that is attended.

### Step 2

Please complete this step for each event that is attended.

#### Join the Webinar

On the day of the event, a few minutes prior to the scheduled starting time, double-click the FCC desktop application to open it.

Click "Join".

Enter your name, as well as the email address you used to register.

Enter the MEETING ID that would have been provided by CAIA for the specific meeting by email.

Click "Join". Wait for any updates to complete. Close the "What's New" box. The application will open.

Click the telephone on the left side of the application ONLY. Ensure your speakers and microphone are active. Click the "Microphone and Speakers" button, then click "Connect now".

Wait for the Host (CAIA) to unmute you. You may be requested to mute your own microphone when you are not speaking, to prevent audio feedback.

Using earphones is recommended for all participants convenience as feedback is reduced.

You should now be able to see the Host's computer screen on your computer and to hear and speak as if you were at the Workshop.

When the meeting is adjourned, close the application.

**CAIA trusts that the web conferencing facility will be useful. Should you have any queries or would like to provide feedback on your webinar experience, kindly make contact with CAIA.**