How to log on to an eTutorium webinar

To take part in such a webinar, you need the following:

1. A PC / laptop / tablet

2. Headphones / loudspeakers

3. Stable Internet connection (at least 10 Mbit/s)

4. Browser: Google Chrome, Opera, Yandex.Browser

5. (optionally) For more detailed specification please read http://msfo.biz/documents/ru_requirements_all.pdf

6. You can check your equipment for compliance here: https://room.etutorium.com/system_test/ru

Please do that well in advance, to have time for correction before the webinar starts.

The equipment check will take 1 to 2 minutes depending on your connection speed

What you will have to do:

1.   After following the link to take part in a series of webinars, you will proceed to a sign-up page;

2.   You will have to fill in a registration form there:

2.1.   To register, you will need to enter your E-mail. Via E-mail you will also receive a personal link to take part in the series of webinars;

2.2.   First Name, Last Name – the way you will be displayed in the Chatroom during the webinar;

2.3.   Other fields are required for a statistical analysis of the participants' data.

3.   After filling in the required fields, please read the terms and conditions of the Privacy Agreement and, if you agree, tick Yes.

4.   Press the Participate button;

5.   You will see a message confirming your successful registration ;

6.   In case you register in advance (more than 30 minutes before the webinar starts) – you may close this page;

7.   In case you register just before the webinar, you will be redirected to the relevant webinar page;

8.   Via E-mail you have specified during registration you will get a message titled "*You have successfully registered for the course* ". In this message, you will find: a web link you can click to take part in the course webinars; the course schedule; and a link you may follow to test your equipment.

9.   When you enter the webinar page (not earlier than 30 minutes before it starts), you will see 3 areas: 1 – an empty area (the speaker's image will be there); 2 – a presentation area; 3 – a chatroom;

10.   The chatroom is the only means of communication with the speaker and other participants in the webinar. You cannot turn on the audio, for the others to hear you.

11.   In case you want to ask the speaker an important question (not related to any technical aspect of the webinar), there is a "?" icon next to the textbox. If you click this icon, your question will be specially marked in the chat.

It will take about one minute to register for a series of webinars.

Potential problems:

1. I did not receive any e-mail message after registering. What am I to do?

Check the SPAM folder in the mailbox you have specified.

2. When I follow the link, I see the "Webinar is starting" message but nothing else happens.

   − *Please try another recommended browser.*

3. I have entered the webinar page but see nothing on it.

The webinar materials, especially presentations, may be changed and uploaded right before the webinar. So please have patience to wait. The speaker's webcam will be switched on only when the webinar starts.

4. The webinar has started but I cannot see anything.

   − *Try to refresh the webinar page (F5). Sometimes, due to a different Internet speed, minor faults may take place;*

   − *Try another recommended browser*

5. Everyone in the chatroom report they have no problems but I do not see/hear anything.

   − *Try to refresh the webinar page. Sometimes, due to a different Internet speed, minor faults may take place;*

   − *Try another recommended browser*

6. I pressed the refresh button many times – yet nothing happens. What am I to do?

   − *Try to close down all tabs that may influence your Internet connection speed;*

   − *Wait a bit. In the beginning of a webinar and when all participants type in the chatroom simultaneously, the website load significantly increases, so audio delay may be observed.*

   − *Try another recommended browser;*

   − *Try to connect using a wire, not Wi-Fi.*

7.	I have tried everything but nothing is working.

We are sorry our tips did not help you. You may describe you problem in our chat and we will try to answer, yet most of the tips will be limited to page refreshing. Successful webinar connection depends on to many individual parameters that often cannot be identified in a prompt manner. Prior to the next webinar on this platform, please check your equipment well in advance.

Please note that a recorded version of each webinar is accessible to all participants.

In addition, the webinars will be uploaded on another platform for you to watch them.