

Technology Frequently Asked Questions

Q: Which Internet Browser is best for viewing this webinar presentation?

A: We recommend using **Google Chrome** for the best viewer experience.

Q: What must I do to join the live webinar?

A: Once you are logged in and see the webinar title and hear on-hold music, that is a sign that the webinar will begin shortly. If you log in after the webinar has started, you will view it from that point forward.

Q: I don't hear anything.

A: Click on the **Test Speaker & Microphone** option in Audio Settings, follow directions.

Q: Can I change my Audio Settings?

A: Yes, you can test speakers and choose a different Audio source, i.e., computer or telephone, by selecting the desired option in the **Audio Settings** as found on the left side of the toolbar at the bottom of the screen.

Q: Where can I find the documents for the webinar session?

A: Presentation-related documents/materials are available in the "Chat" feed during live webinar sessions and are found in the **Webinar Documents/Materials** box on the Landing Page.

Q: How can I print the supporting documents/materials?

A: To print the presentation documents/materials, you must download the PDF version of the PowerPoint slides or supporting documents/materials by clicking on the **Chat** icon on the toolbar located at the bottom of the screen. Select the desired document(s) and once downloaded, follow standard print protocol.

Q: How do I activate the Closed Caption option?

A: Click on the **Closed Caption (CC)** icon displayed on your toolbar at the bottom of the screen. You can toggle on or off based on your personal preference.

Q: Will a transcript of the webinar be available?

A: Yes. When viewing a live webinar presentation, an audio transcription will be available in real time by clicking the **Closed Caption - CC** button. If viewing the *On Demand* (archived) version, click on the **Closed Caption** button and the full audio transcript will be available for viewing.

Q: How can I ask a question about webinar technology-related issues during a live presentation?

A: If you have a webinar technology-related question during a live presentation, you may submit the question by clicking on the **Q&A** button, type your question, then click **Submit**. A technical support team member will respond directly to you inside the **Q&A** field.

Q: Will there be a Q&A session?

A: If the presentation team allots time for a Q&A session following the presentation of the material, you will be notified during the introductory phase of the presentation and immediately before the start of the Q&A session.

Q: How can I ask a question during the Question and Answer session?

A: It will depend on whether the presentation team accepts typed questions, oral questions, or a combination of both. If typed questions are going to be accepted, click on the **Q&A** icon displayed on the toolbar at the bottom of the screen, type your question, then click **Submit**.

If oral questions are accepted and you are on Computer/Smart Device, click on the **Raise Hand** icon on the Toolbar. You will then be placed in the queue. When it's your turn, you will be prompted on screen to **Unmute Yourself** to be heard. You will be asked to provide your name and company affiliation before asking your question.

If you're on a standard Telephone, **press *9** to be placed in queue. You will hear an automated voice message, "**The host will be informed that you would like to speak**". You will then be placed in the queue. When it's your turn, you will hear a second automated voice message, "**You are unmuted**". You will then be asked to provide your name and company affiliation before asking your question.

Unanswered questions should be directed to the FHA Resource Center by email at: answers@hud.gov, or by telephone at: 1-800 CALL FHA (800-225-5342). Additionally, FHA maintains a searchable database of over 1,900 frequently asked questions (FAQs) that is accessible 24/7/365 at: www.hud.gov/answers

Q: If I'm unable to view the entire live webinar, may I rejoin while it's in progress?

A: Yes. On the Landing Page you will see nine boxes arranged inside a square – click the box titled **Register for this Webinar**, or use the Registration link as found in the "reminder" emails – you will have to register a second time.

Q: Will the presentation be available for viewing **after** the live webinar?

A: In most cases, yes. Presentations will be available in the **On Demand** (archived) format. The presentation typically is available 24 hours following the live webinar. It can be found on the *Single Family Housing Archived Webinars* webpage at: https://www.hud.gov/program_offices/housing/sfh/events/sfh_webinars. Alternately, you can use the registration link as provided in the FHA INFO announcement; or, if you registered in advance of the webinar presentation, use the link provided in the Registration confirmation email, or as provided in one of the "reminder" emails that were sent to you.

Q: Why can't I view the **On Demand** (archived) version of the webinar with the link I was provided?

A: The **On Demand** feature requires previously registered persons to re-register in order to view the presentation. This applies to prospective viewers that had registered in advance of the original live webinar presentation. Click **Register for this Webinar** on the Landing Page, complete the required fields, then **Submit**.

Q: Who do I contact if I am having problems viewing a recorded **On Demand** (archived) presentation from the *Single Family Housing Archived Webinars* webpage?

A: Please submit webinar technical support questions/issues to: <http://bit.ly/2IDbMxz> . A technical support representative will respond to your inquiry.