

Secretariat for Relations with English-speaking Quebecers

Online Session – Useful Information

Section 1- Technical Information

The online session will be held via **GoToMeeting**. Prior to the session, please review the information and technology tips provided in this guide.

Internet Connection and Hardware Requirements

- High speed internet connection
- Web browser (Chrome, Firefox, Edge, or Safari)
- Microphone and speakers

For optimum audio functionality during the session, ensure minimal use of bandwidth by others working from the same internet connection.

To join the session click on the following link: <https://global.gotomeeting.com/join/417615877>

The link will be active 15 minutes before the start of the online session.

Please sign in 10 minutes before the session is due to start to ensure connection, audio and, to avoid interrupting the session by signing in late.

Once signed into GoToMeeting, two main features appear on the screen:

- a task bar on the right
- a screen in the centre

By default, the microphone and webcam are “Muted” - please leave both muted unless asked to unmute. The facilitator has the ability to mute all participants and will do so if there is too much background noise from some participants.

Attendees

In the task bar, in the “Attendees” box, all participants on the call are visible, although may not be identified by their individual names.

Chat

Use the “Chat” box to communicate with the organizer, any of the individual attendees, or everybody. Note that “Everyone” is the default setting, therefore to chat with the organizer or another particular participant, select the appropriate person from the drop-down menu; otherwise, the message will go to everyone.

Through this function, participants can ask questions or request to be on the speakers’ list.

Video

While GoToMeeting does support visual presence using a webcam, **this will be turned off** to preserve audio quality given the limits on bandwidth for some participants.

Audio

- Headset with microphone
 - Disable any other connected microphones; secondary mics, such as webcams and laptops, can cause feedback and echo loops when left open.
- Webcam or laptop microphones
 - Be in a separate room with a closed door to keep background noise and interruptions to a minimum.
- Smartphones
 - It is possible to hook up to the session using a smartphone.

System Check

Testing the GoToMeeting connection prior to the session can avoid last minute problems. There is no technical support during the session.

To carry out a system check before the session click here: https://support.goto.com/meeting/system-check?c_prod=g2m&c_name=email

Questions

Inquiries can be sent by email to srgea.info@mce.gouv.qc.ca.

Section 2 - Information for participants

Confidentiality

Please note that participation in the online session is voluntary and responses will remain anonymous. The session may be recorded and quotes may be used in the reports and documents, while the names of the interveners for specific comments will not be cited unless permission is expressly granted.

Group participation

Please note that there are no restrictions on the number of persons from an organization participating in the session. Members of an organization can assemble in a single location to follow the session. Make sure the microphone is muted so that group conversations do not interfere with the session discussions, and make sure there is a nominated speaker for the group.

Multiple Locations

When participating from multiple locations, please communicate with other organization representatives using email, texts, SMS to ensure that parallel conversations do not interfere with the session.