

## OVERVIEW:

When it comes to joining and enjoying online sessions, common courtesy should be practiced. The following guidelines apply to every online session you join.

## ONLINE SESSION ETIQUETTE:

1. Review the agenda or reading materials for the session beforehand so you will be able to participate.
2. Join the session in a quiet and private area.
3. Connect with a good internet connection.
4. Connect with a good microphone (USB headset connection is the best).
5. Join the session 10-15 minutes prior to the start time to set up your audio and video feeds, work through any technical issues, and be on time for the start of the session.
6. Introduce yourself as soon as you can after joining and setting up your audio and video to test your audio (*unless you're late; if you're late listen to get caught up and ask questions in the chat if necessary*).
7. Mute your microphone when not speaking to eliminate background noises and feedback.
8. Turn off your webcam if you are not speaking for long periods of time.
9. If you need to talk, wait for a clear break in conversation/presentation or use the raise your hand feature to alert the moderator or presenter you have something to add to the conversation.
10. Pay attention to the session while you're in; turn off email, phone, and other distractions.
11. If you are not leading the session do not use any of the collaboration tools until prompted.
12. If you are kicked out of the session, use the troubleshooting section below. When you re-join, listen to get caught up and ask questions in the chat if necessary.

## TROUBLESHOOTING:

*If you have issues connecting, try these three things:*

1. Refresh your browser.
2. Close your browser entirely, re-open, and re-join the session.
3. [Clear your cache on your browser.](#)

*If you have a poor internet connection, do not use your webcam and [call in using your phone](#).*

*If these things do not work, contact 877.382.2293 (Toll Free North America), 1.606.274.2370 (International), or [Chat](#).*