

New to Google Hangouts on Air? Let Community Research guide you through the process!

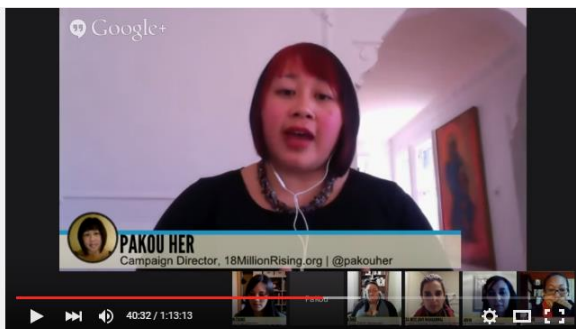


It's a good idea to familiarise yourself with this well in advance of the webinar. This will make your on-the-day experience as stress-free as possible!

Congratulations! You've signed up to a **Community Research webinar**. This makes you one of the very awesome people who help to strengthen the community sector in Aotearoa, by taking time to learn from others. Ka rawe!

What to expect in a Google Hangout

It's simple! It looks and feels a lot like a Skype call, only in this case you're watching a live, producer-controlled broadcast. Here's how it will look.



Prepare for the Hangout

There are three steps before you start:

1. Check your technical setup in advance
2. Create a Google+ identity. It's optional, but this will allow you to chat with us online
3. Bring one question you're currently grappling with for the presenter

1. Checking your technical setup in advance

You're advised to test your setup well in advance of the webinar.

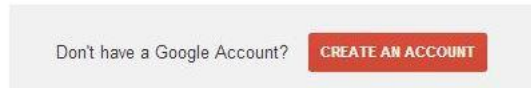
Try any high definition video ([like this one https://www.youtube.com/watch?v=8leorFMyOrg](https://www.youtube.com/watch?v=8leorFMyOrg)). Check the sound and picture. Any stutters or jerks probably mean there's a problem with your internet connection, or maybe that your computer can't keep up. If you're using wifi for your internet, try connecting your device to the internet using an ethernet cable. If you have broadband (ADSL, VDSL or fibre) then it's most likely your computer is the problem.

Google's suggested minimum technical requirements are listed in [this link](#). If you have access needs (e.g. if you are unable to use a mouse, or require an interpreter) please check [this link](#).

2. Creating a Google+ Account

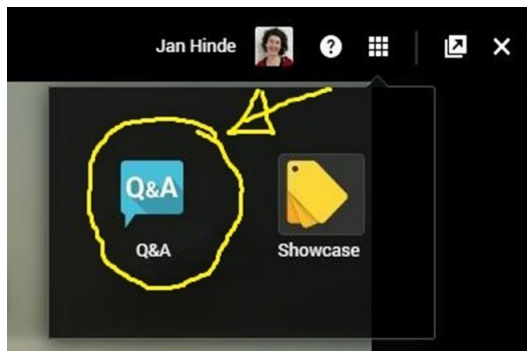
It's optional, but to participate fully in questions and chat, you must have a Google+ account. Go to plus.google.com and click 'Create An Account'. Fill in your info and select 'next step'. Add a photo if you wish. You now have a Google+ account!

Go to plus.google.com and click "Create An Account" on the top right.



During the webinar: How to ask questions and chat

Once on Google+, open the Q&A by clicking on the google grid

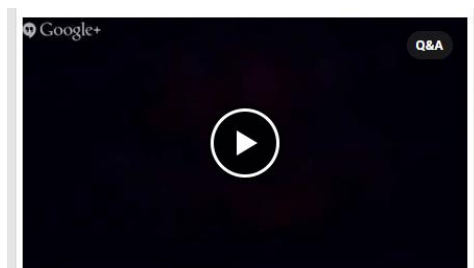


If you haven't created a Google+ account you'll need to text or tweet us to ask questions. You can:

- text 021 821 850
- tweet us at @GoodResearch

3. Joining the webinar

One day before the event you'll be sent a link to join the webinar. Depending on your computer's settings a new window will open and you'll see a box similar to the one below. Press play.



Any other problems?

We will provide what technical assistance we can or direct you to the FAQ pages on the Google Plus site so you are able to troubleshoot in real time.