WEBINAR FAQ

HERE'S A FEW THINGS WE THINK YOU'LL FIND USEFUL

first 5 minutes
Emergency Response Preparedness

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WEBINAR FREQUENTLY ASKED QUESTIONS

» What is a First 5 Minutes Webinar?

First 5 Minutes now provides a select range of live web-based video training - powered by Zoom. Our Training Consultants can broadcast our emergency preparedness training to your facility anywhere at anytime. The platform is an easy and reliable cloud platform.

» Are First 5 Minutes Webinars secure?

First 5 Minutes Webinars are powered by Zoom.

Zoom places security as the highest priority and continually provides a robust set of security features to achieve its goal of providing the most efficient and secure real-time HD meeting service.

Zoom's communications infrastructure for real-time video, audio, and data resides on Zoom dedicated servers.

All First 5 Minute webinars are secured with a password. Communications are established over a secured network using 256-bits Transport Layer Security (TLS) encryption standard and all shared content is encrypted using Advanced Encryption Standed (AES) 256-bit algorithm.

» Do First 5 Minutes Webinars serve my Australian Standards 3745 compliance requirements?

Yes. All training content is in accordance with Australian Standards requirements and recommendations. We also record training attendance and make this available via our Webconnect portal for reporting and auditing purposes. Click here to visit Webconnect.

» Can I still receive training in-person?

Yes. All our traditional in-person training and consulting services are still available. To find out more click here or call a member of the First 5 Minutes team - 1300 321 120.

» Can more than one facility/site attend a Webinar at the same time?

All First 5 Minutes training is site specific. We provide tailored training to meet the bespoke needs of every facility and/or site, enabling a personalised experience while ensuring facility compliance in relation to Australian Standards.

We can however in some circumstances provide Webinar training to multiple sites. If you would like to find out more speak to one of our team members today. Visit first5minutes.com.au or call us on 1300 321 120.

TRAINING EVENTS

» What training events are available via Webinar?

- Bush Fire Preparedness
- Chief Warden
- Emergency Planning Committee
- Emergency Prep (Aged Care Facilities All Staff)
- Emergency Response Procedures
- Warden Training for Childcare Sites
- Active Threat – Crowded places
- Armed Intruder/Robbery Preparedness
- Bomb & Hazardous Substance Threat
- Dealing with Irate or Aggressive Clients
- Personal Threat Awareness
- Suspicious Package Handling
- Hostage/Lockdown/Active Threat Preparedness

» How much does Webinar training cost?

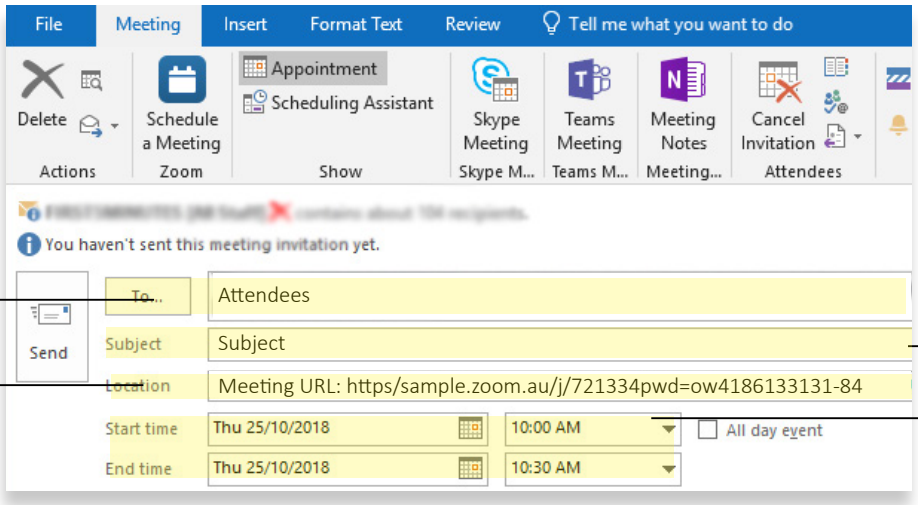
For a quote please contact a member of the First 5 Minutes team.
Visit first5minutes.com.au or call us on 1300 321 120.

CALL US ON

1300 321 120

BOOKING A WEBINAR

» Once your webinar has been scheduled, you will receive a calendar meeting invite like the below, including all the details you need to dial in at the appropriate date and time.

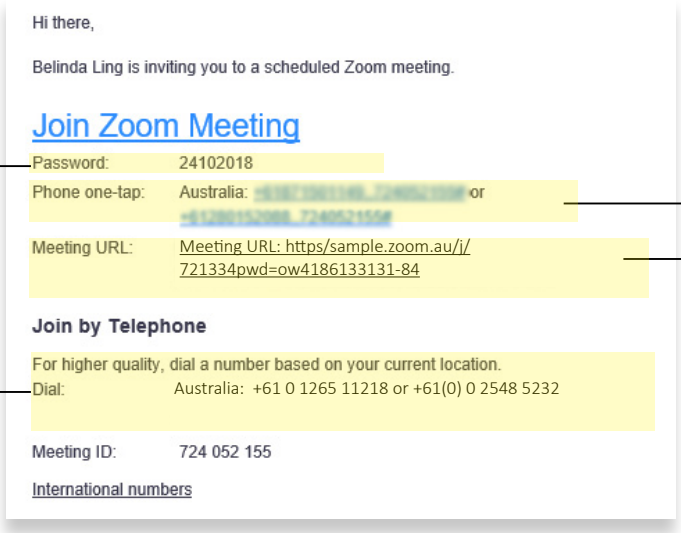


» WEBINAR ATTENDEES

» WEBINAR SUBJECT/ TOPIC

» WEBINAR URL - AUTOMATIC DIAL IN

» WEBINAR MEETING TIME



» WEBINAR PASSWORD

» MOBILE - CLICK TO CALL

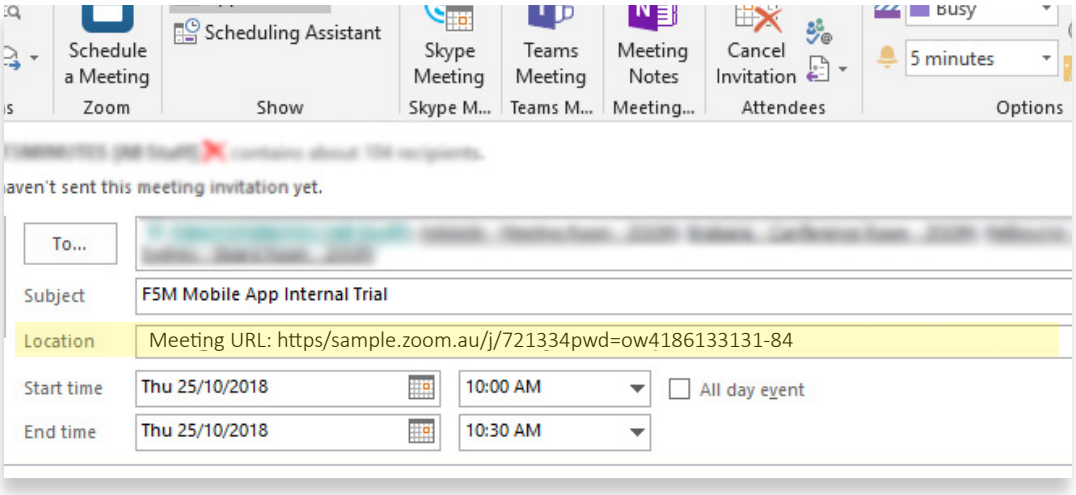
» WEBINAR URL - DUPLICATE OF LOCATION FIELD

» DIAL IN FROM DESK PHONE. Note: Password will still be required

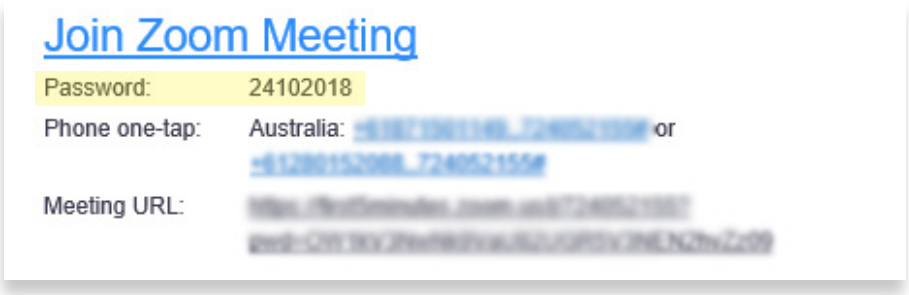
HOW TO LOG/DIAL INTO A WEBINAR

Option 1

- Open your calendar invite;
- Click on the Meeting URL in the body of the invite or click the URL in the “Location” field in the meeting invite;

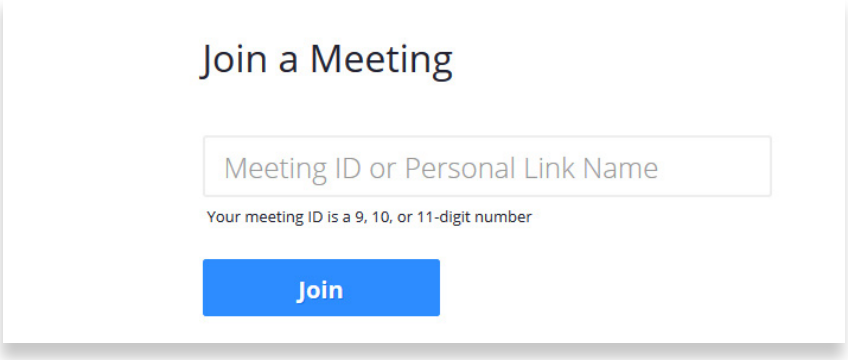


- You will then be prompt to key in the password. This can be found above the Meeting URL in the body of the meeting invite.

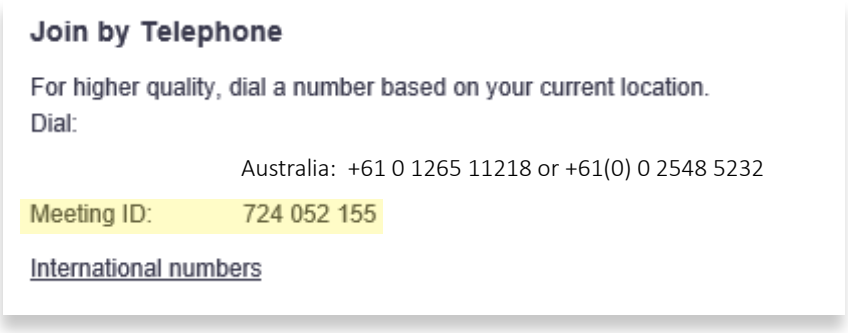


Option 2

» Open a web browser and visit https://zoom.us/join;



» In the Meeting ID field Key in the Meeting ID. This can be found in the body of the meeting invite;



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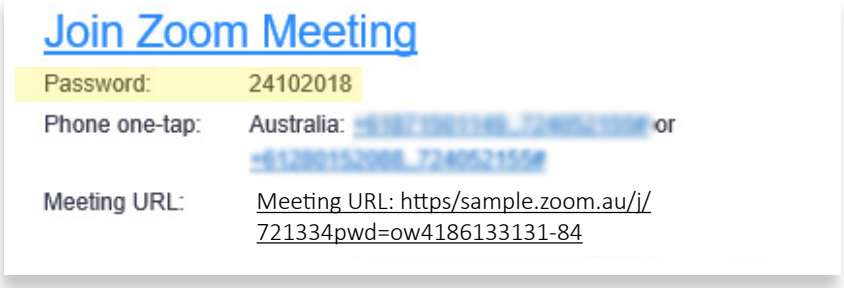

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WEBINAR REQUIREMENTS

» Do I need to have a Zoom Account to access my Webinar?

No. Anyone can join a Webinar, you do not have to be an existing Zoom user. If you would like to set up a Zoom account, please follow the below steps:

You can set up a Zoom account for free -

- Visit - https://zoom.us/;
- 'SIGN UP, ITS FREE";
- Fill in the mandatory fields;
- Follow the links or details from your email confirmation.

» What are the system requirements for running a Webinar?

- An internet connection – broadband wired or wireless (3G or 4G/LTE);
- Speakers and a microphone – built-in or USB plug-in or wireless Bluetooth;
- A webcam or HD webcam - built-in or USB plug-in;
- Or, a HD cam or HD camcorder with video capture card.

» What are the bandwidth requirements?

The bandwidth used by Zoom will be optimized for the best experience based on the your network. It will automatically adjust for 3G, WiFi or Wired environments 600kbps/1.2Mbps (up/down) for high quality video.

» What web browser can I use to access a Webinar?

- Google Chrome
- Mozilla Firefox
- Safari 5
- Internet Explorer 7 onwards

» What Operating Systems are supported?

- Mac OS X with MacOS 10.7 or later
- MacOS 10.6.8 (Snow Leopard) with limited functionality (Zoom version 3.6)
- Windows 10
- Windows 8 or 8.1
- Windows 7
- Windows Vista with SP1 or later
- Windows XP with SP3 or later
- Ubuntu 12.04 or higher
- Mint 17.1 or higher
- Red Hat Enterprise Linux 6.4 or higher
- Oracle Linux 6.4 or higher
- CentOS 6.4 or higher
- Fedora 21 or higher
- OpenSUSE 13.2 or higher
- ArchLinux (64-bit only)

» What tablet and mobile devices are supported?

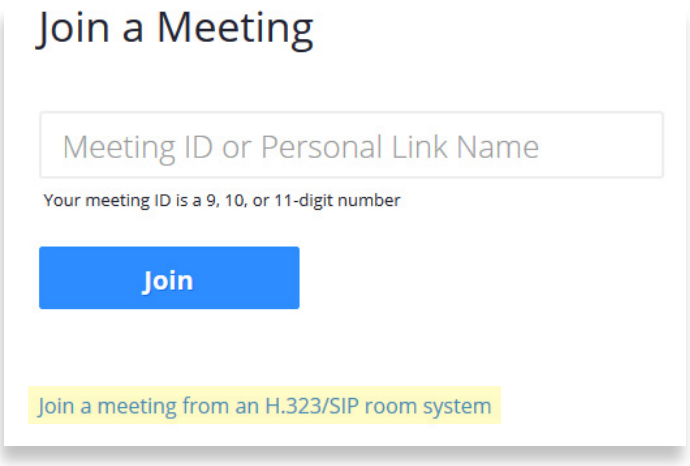
- iOS 7.0 or later
  - Send and receive video using front or rear camera
  - iPhone 4 or later, iPad Pro, iPad Mini, iPad 2 or later, iPod touch 4th Generation, iPhone 3GS (no front facing camera)
- Android 4.0x or later
- Kindle Fire HD

WEBINAR REQUIREMENTS

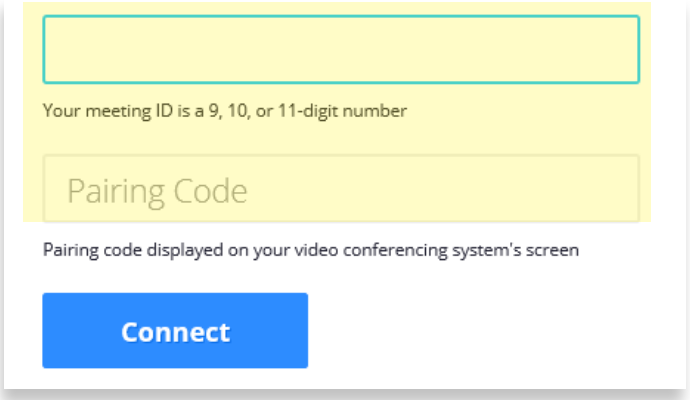
» Do Webinars communicate with any legacy H.234/SIP endpoint including Polycom, Cisco and Lifesize?

Yes – our Zoom system can connect with SIP or H.323 room systems.

- When joining the Webinar at the schedule date and time. Open a web browser and visit https://zoom.us/join;
- Select Join a meeting from H.323/SIP room system;



- Enter the Meeting ID and Pairing Code in the below fields. These details can be found in your Webinar meeting invite;



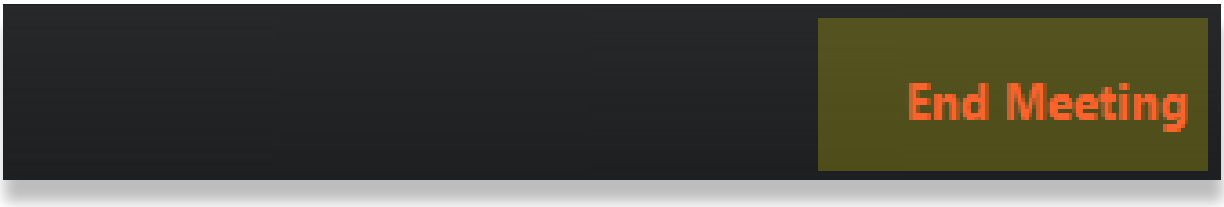
- Click connect and you will join the webinar.

» Is training recorded?

No – First 5 Minutes training is not recorded.

» How do I exit a Webinar?

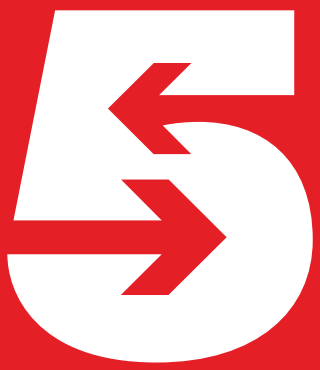
► Select End Meeting located on bottom right hand corner of window.



► A pop up box will appear. Select Leave Meeting.

» How can I learn more?

Get in touch with a member from the First 5 Minutes team.
Visit first5minutes.com.au or call 1300 321 120.



YOUR LITTLE RED BOOK