

Accessing Safety Initiative National Web Conferences

Serving Survivors with Disabilities and Deaf Survivors: Practical Guidance and Information for Advocates and Others Working to End Sexual and Domestic Violence

Participant Guide

About the Web Conferences

The Accessing Safety Initiative, part of the Center on Victimization and Safety at the Vera Institute of Justice, is pleased to offer the web conference series: Serving Survivors with Disabilities and Deaf Survivors: Practical Guidance and Information for Advocates and Others Working to End Sexual and Domestic Violence. This series is designed to build individual and organizational capacity to improve services for survivors with disabilities and Deaf survivors. This web conference series will provide any OVW grantee with the opportunity to build concrete skills and knowledge relevant to serving survivors with disabilities, such as the Americans with Disabilities Act, mandatory reporting and confidentiality, accommodation requests, working with American Sign Language interpreters, and many others.

Format

- The web conferences are scheduled for an hour and a half, 3:00pm-4:30pm Eastern Time.
- The moderator will be online and on the phone beginning at 2:30pm Eastern Time.
- At 3:00pm Eastern Time, the moderator will begin with an introduction.
- The web conference has a “private chat” function that can be used to send messages to other participants. The moderator will request that

the audience refrain from sending private messages to presenters while they are speaking, and instead direct questions or comments through the moderator.

Accessibility features

We chose iLinc as our web conference provider because of their demonstrated commitment to providing access to web conferences for all.

- iLinc is compliant with screen reading software, Jaws and a free product called NVDA (non visual desktop access). You can explore this option by going to www.NVDA-Project.org
- There is a “Zoom” option that can be accessed by going to Controls → View → Zoom.
- iLinc offers keyboard shortcuts for web conference functions. Below are some of the most commonly used shortcuts. Please contact Vera for the complete list.
 - Ctrl+H - Toggle raise/lower Hand
 - Ctrl+M - Toggle mute/unmute Audio
 - Ctrl+Shift+T - Display Teleconference Info
 - Ctrl+Shift+V - Volume Control

Text Chat Controls

- Ctrl+Shift+S - Small (Text Chat > Font Size)
- Ctrl+Shift+M - Medium (Text Chat > Font Size)
- Ctrl+Shift+L - Large (Text Chat > Font Size)

Joining the web conference

- There are 2 elements of your presence in a web conference: web and audio.

Quick start instructions:

- Click on the web conference link in your confirmation email.
- Follow the instructions on your screen to enter the web conference.
- Decide which audio option you would like to use:
 - For Teleconference: on your telephone, dial the teleconference number provided in your confirmation email and enter the passcode after the tone.
 - For Internet Audio: choose this option on the web conference welcome screen and you will hear the audio through your computer speakers. Please note this is a listen-only mode.

Detailed joining instructions:

To join the web portion of the web conference:

- 1) Click on the web conference link in your confirmation email.
- 2) This will take you to a screen that will prompt you for your information, including first name, last name and email address.
*Please note that you will not receive any spam or email from iLinc as a result of entering your email address, this is just to identify you to the session moderator.
- 3) Once you submit this information, the next screen will ask you to click on “Join Session.” Several things may happen at this point:
 - a. You may be prompted to “Install ActiveX Control” by clicking a yellow bar at the top of your browser.
 - b. You may be prompted by a download window, click “Run” to continue to the web conference session.

- c. A link called “Manual Join” may appear in the “join session” box after a few seconds, which you can click to run the software.
- d. If you are on an Apple computer, a .jnlp file will appear in your Downloads window. Click on the file to join the web conference. The first time you do this, it may take several minutes to load.

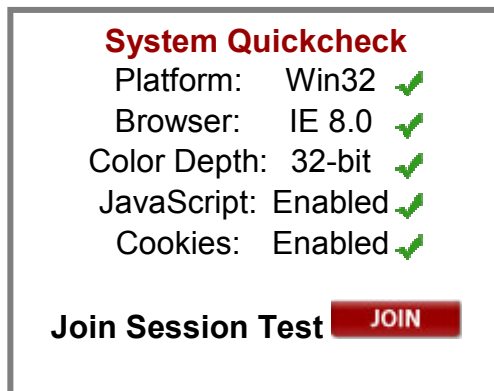
4) Please follow the instructions on the screen to download and launch the iLinc application.

Technical support

If you are having trouble connecting, you can email Jennifer at jhoward@vera.org, or you are welcome to contact iLinc’s technical support team for assistance at (800) 799-4510.

You can perform a system test ahead of time to make sure your computer can connect to iLinc. Go to the following website and click on the Join Session Test button, as pictured below:

<http://www.ilinc.com/services/support>



During the web conference

PowerPoint – each web conference will have a PowerPoint presentation.

- The presentation will appear on your screen when the presenter begins.
- The presenter will advance the slides; you will be unable to control the speed. If you would like a presenter to revisit a slide, please feel free to ask them to do so during the Q&A session.
- If you would like to have a copy of the presentation ahead of time, please contact us.

Audio controls -

- All lines will be muted when the web conference begins.
- You can press *6 on your phone to mute/unmute your line at designated times.
- Internet-Audio participants are listen-only.

To submit questions – to submit questions or comments, please either email Leslie Myers at lm Myers@vera.org or send her a Private Chat message by clicking on her name and typing your question in the bottom box of the chat.

Hand raise – There is a feature on iLinc web conferences that allows you to “raise your hand” to let the moderator know you have a question or a comment during the Q&A session. Also, a presenter may ask for audience participation during a presentation that may use the “hand raise” feature.

- Near the top of your screen, there is an icon that looks like a hand.
- If you click on the hand, it will indicate to the moderator that you have a question or a comment.
- If you click the icon again, it will lower your hand.
- If you click on the arrow to the right of the icon, you will also have the option to “Step Away” or “Applaud.”

- “Step Away” lets the moderator know that you have stepped away from your computer.
- “Applaud” shows the moderator that you like the information you’re getting or that you appreciate the presenter.

Private chat – on the bottom left corner of your web conference, there is a private chat window.

- If you would like to send a private text chat to another participant, you can click on their name in the Private Chat window. This will open a new tab in the Chat window with that participant’s name, where you can type and send a message.
- Please type your message in the bottom box and click “Send.”
- If you click “Leader” a message will be sent to the session moderator.
- Please do not send a private message to a presenter while they are presenting. If you have a question or a comment that you do not want to forget, you can send that in a private chat message to the moderator/leader, who respond if they can, or pose it to the presenter when they are finished presenting.
- If the Private Chat feature is not working, please feel free to communicate with the moderator via email.

Polling – during the web conference, the presenter or moderator may poll the audience.

- If a presenter chooses to poll the audience, a question with multiple answers will appear on your screen, in place of the PowerPoint.
- The presenter will let you know how much time you have to respond.
- You can choose your answer by clicking on the radio button next to your choice.
- Your response will be anonymous, results will be displayed in a pie chart as percentages.
- All questions are optional.

Feedback – during the web conference, the presenter or moderator may use the feedback function.

- If a presenter chooses to request feedback from the audience, a box will appear on the left side of your web conference, called “Feedback.”
- When the question is displayed, you can choose your answer from the choices by clicking on the radio button next to your choice.
- Responses will be displayed in percentages to the audience, but the moderator will be able to see individual responses.
- All questions are optional.