Online Lectures - FAQs

1) **What is an online lecture?**
   An online lecture is a lecture that can be accessed over the internet from your home or office.

   Live online lectures are synchronously streamed from the classroom over the internet. They can be accessed in real-time from your Computer, Laptop, Tablet or Mobile Device. During a live online lecture students can see and hear the lecturer, view lecture slides and submit questions to the lecturer.

   Lectures are recorded in the classroom and are available to access after the lecture has taken place on Blackboard, the Institute's learning management system (LMS). These can be accessed as many times as you want from your computer or laptop while you are registered on a course. Not all recordings are currently accessible on mobile devices.

Live online lectures

The Irish Tax Institute uses WebEx for all live online lectures so before you try to access one, Click Here to Join a Test WebEx Meeting. Click Here to check the WebEx System Requirements. Please note that Windows XP operating system is no longer supported by WebEx.

Ensure that your PC speakers/headphones are working as you will need these to hear the live online lecture. (We do not support the option to dial-in by phone)

2) **How do I access a live online lecture?**
   At least one day before a live online lecture is scheduled to take place you will receive an email with access detail. This will include:
   a) A URL link to the live online lecture.
   b) Step-by-step instructions to join the live online lecture at the specified time.
   c) Contact details of Irish Tax Institute support staff member in case of any difficulties.

3) **What do I do if I have difficulty joining the live online lecture or if I cannot see or hear the presentation once I've joined?**
   a) First follow the step-by-step access instructions given in the email and try to join the lecture again.
   b) Make sure that you are not joining the lecture too early. If you have clicked on the URL link and you see the message "When it's time, join your meeting here," the lecture has not yet started.
   c) If you have joined the lecture but cannot see and/or hear anything refresh the page to check for notifications and if there are no updates (and it is past the

scheduled lecture start time) contact the Irish Tax Institute on +353 1 6631700 or if outside of office hours at the email address provided.

If the lecture has started but you cannot hear anything:
d) Ensure that your sound and speakers are set up, and connected correctly to your computer/laptop.
e) On the WebEx screen top menu click on 'Audio' then Audio Connection' then 'call using Computer'.
f) If these steps do not fix the problem contact the Irish Tax Institute on +353 1 6631700 or the no. provided by your course coordinator, at the email address provided or by sending a message on the 'Chat' facility in the WebEx session.

4) **How do I send questions to the lecturer?**
Type your question into the "Chat" or "Q&A" facility send it to the lecture organiser or 'Host'. Provided there is time, your question will be answered during the Q&A session.

5) **Can I access Live Online Lectures from my mobile device?**
Yes, live online lectures can be accessed from iPhone, iPad and Android devices. For more information and FAQs click on the following link – Mobile App

Recorded Online Lectures
6) **How to I access a recorded online lecture?**
Lectures are recorded in the classroom and are available to access after the lecture has taken place on Blackboard, the Institute's learning management system (LMS). These can be accessed as many times as you want from your computer or laptop while you are registered on a course. Not all recordings are currently accessible on mobile devices.

1) **What system requirements do I need to access a recorded online lecture?**
a) Check the WebEx System Requirements.
b) You should also have Adobe Flashplayer installed on their computer. You can download the latest version here.
c) Recorded lectures should be accessed from your PC or laptop as not all are currently supported for tablets or mobile devices.
d) For optimum viewing & sound quality we would recommend that you use a broadband internet connection when accessing the above presentations. Loading/buffering speeds will vary depending upon your bandwidth. We would recommend that you have a PC bandwidth of 2 Mbps (Download) or more for a smoother performance. You can test your PC's bandwidth by using www.speedtest.net.
e) If you have a pop-up blocker enabled you may need to temporarily allow pop-ups to ensure that the lecture opens on your browser.

2) **How long will I have access to a recorded online lecture?**
   You will have access to the recorded lecture for the duration of your course.

3) **What do I do if I have problems accessing a recorded online lecture?**
   a) If it is your first time accessing a recorded lecture on your computer or laptop follow the instructions on-screen to download the recording player.
   b) If the online lecture will not open, try pressing the CTRL key on your keyboard and then click on the lecture link again. If the online lecture will open but not play, press the pause button and allow the lecture to buffer and then press play again.
   c) For any other queries contact your course coordinator..

Note: As the majority of recorded online lectures are recorded at live classroom events the audio and video quality may vary in some instances.

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Access

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