



# Air Force Installation & Mission Support Center



## Wurtsmith Virtual RAB Guidance

- 1. How to mute and unmute (Why am I muted?)**
  - a. In order to make sure that everyone can hear and understand the speaker it is important to mute non-speakers to eliminate background noise. RAB members will have the ability to mute and unmute themselves. If people are not muting themselves and background noise becomes problematic, support staff will have to mute you. Please use the Questions box and raise hand feature to communicate that you have a need to speak.
- 2. Why am I being ignored in the chat?**
  - a. It was never our intention to ignore anyone in the chat. There were some technical issues that we have now resolved to ensure that people are not feeling ignored. Instead of having a chat this meeting we will have a Questions box available. Anything submitted is timestamped so that we are able to easily see and respond to all questions and comments.
- 3. Will there be a working raise hand button?**
  - a. Yes. There were some technical issues on the last meeting where RAB members were not given a “raise hand button,” we have resolved this issue and there will be a way to raise your hand to speak. We also have a method of alerting the speaker or facilitator to let them know a hand is raised and someone wishes to speak.
- 4. How do I respond to the speaker?**
  - a. Please click the raise hand button and type a comment into the Questions box. Putting something in the questions box triggers an alert and a timestamp that we can use as a backup in case something goes wrong with the raise hand feature. This way we have a primary and secondary method to help ensure your voices are heard.
- 5. What training is available for GoToWebinar?**
  - a. GoToWebinar has excellent support that can be accessed here: <https://support.goto.com/webinar/how-to-join-attendees>
- 6. Can someone walk me through how to use the software?**
  - a. On the day of the RAB meeting we will have a technical SME available for an hour from 3pm-4pm Eastern to help anyone who has questions or issues with the GoToWebinar software. They will not be answering RAB or Air Force related questions, only assisting with GoToWebinar. Sign up here: <https://attendee.gotowebinar.com/register/1614421027634713101>
- 7. How do I sign up to make a public comment?**
  - a. In the Questions box please indicate that you would like to speak during the public comment period.
- 8. Can I be unmuted and ask my question out loud or does the facilitator have to read it for me?**
  - a. ~~If you would like to be unmuted to ask your question please indicate so in the question box. When your turn comes you will be introduced by the Facilitator and unmuted.~~ At the beginning of the webinar the support staff will turn on RAB members ability to unmute and mute themselves. If background noise becomes problematic support will mute that persons microphone and that person will need to indicate in the questions box when they need to speak.
- 9. Do I have to submit my question in writing before I can speak?**
  - a. You do not need to submit your question in writing, but you do need to express your desire to speak in the “questions” box provided. Your message will be timestamped and we will rely on that to go through speakers in order.

**10. I feel like there is not enough time for the community to voice their concerns.**

- a. We have added an additional hour to the public comment period of the meeting to accommodate more community members who wish to speak.

**11. What if my question isn't answered during the meeting?**

- a. Questions that we are unable to address during the meeting will be recorded and answered in the meeting minutes.

**12. Will there be a recording?**

- a. Yes there will be a recording and we will post it on the website:

<https://www.afcec.af.mil/Home/BRAC/Wurtsmith.aspx>

**13. What do all of these buttons do?**

This button will expand and collapse this menu

This button is to mute and unmute yourself

This button is to raise and lower your hand. Raise your hand to indicate you would like to speak. Click the button again to lower it if you change your mind.

These are your sound settings and options. If you select "Phone Call" it will display a phone number to call for use as your microphone and speakers. You can call for sound and watch the presentation on another device at the same time.

The Questions bar will expand when you click on it. You can use the popout icon to separate the questions box and make it easier for you to use.

The screenshot shows a GoTo Webinar interface. At the top, there is a menu bar with 'File', 'View', and 'Help'. Below it is a 'Questions' bar with a popout icon. The main area is titled 'Audio' and contains settings for 'Computer audio', 'Phone call', and 'No audio'. There are also volume indicators for the microphone and speakers. At the bottom, there is a 'Send' button and the GoTo Webinar logo.