

Questions and Answers Regarding Workshops Held through Webinar

Can I register for the workshop without entering my name, company, and email address?

Name and Company are required fields, but participants may register even if this is not accurate information. These fields are used by Florida Housing to know who participated on the call in a way that is similar to a sign in sheet. The name and company fields are also used to introduce participants that wish to speak during the Question and Answer sessions.

Participants are emailed the access information, so it is important that the email address is valid.

Can I speak during the workshop if I only call in?

No. Florida Housing cannot unmute participants if the participant **ONLY** calls in which means that **participants that ONLY call in can listen to the call but will not be able to speak during the call.**

If a participant does not want to use their computer's speakers or microphone, but does want to speak during the workshop, the participant should **log in first through the online account**, go to Audio Settings, choose "Phone Call" instead of "Computer Audio", **and then** call using the phone number, Access Code and Audio Pin visible near the audio settings. If the "Audio Settings" feature is not visible, look for an orange arrow in the right-hand corner of the screen. Clicking the arrow will reveal a menu of options which will include the "Audio Settings" feature.

Can I ask questions during the workshop if I log into the webinar through the online account?

Yes. Participants may use the "raise hand" feature to request their phone line be unmuted, or they can type questions for Florida Housing to address. See below for instructions.

Note: Participants are advised to check their computer's microphone and speaker capabilities prior to the workshop. Florida Housing will also accept written comments after the workshop and post the comments on the applicable RFA Website.

How do I speak during the workshop's Question and Answer sessions?

Raise your hand

All participants will initially listen to the workshop on a muted line, whether they access the workshop through the phone number or by logging in through the online account. If logged into the webinar through the online account, participants that wish to speak during one of the Question and Answer sessions should look for a hand icon on the screen. Clicking this will "raise your hand" and send a request to Florida Housing to unmute the connection of that participant. When unmuted, Florida Housing will state the name of the person and inform them that they may speak. Participants can raise their hand at any time during the workshop but Florida Housing will only acknowledge it during the Question and Answer sessions. If a participant no longer wishes to speak during the Question and Answer session, that participant can click on the hand a second time to "put their hand down".

If the hand icon is not visible, look for an orange arrow in the right-hand corner of the screen. Clicking the arrow will reveal a menu of options which will include the hand icon.

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Typing in Questions

Participants can type in a question/statement to Florida Housing during the workshop by clicking the Questions feature and simply typing into the box. This will be monitored during the workshop. All workshop participants will see the questions. This is best used to report any technical difficulties.

If the “Questions” feature is not visible, look for an orange arrow in the right-hand corner of the screen. Clicking the arrow will reveal a menu of options which will include the “Questions” feature.

If “Questions” is not one of the available options, click the word “View” at the top of the menu revealed after clicking the orange arrow. When the menu of options appears, click “Questions” to make this option appear.

Will Florida Housing be able to help if I experience technical difficulties during the workshop?

If there are technical difficulties during the workshop that appear to be something Florida Housing should resolve (e.g. speaker is speaking too quietly), please use the “Questions” feature or email joey.evans@floridahousing.org so this can be brought to the speakers’ attention immediately. If the technical difficulties are on the participant’s end, (e.g. the participant’s computer speakers do not work), Florida Housing will not be able to assist. It is recommended that participants review their technology prior to the workshop.

Will Florida Housing make the recording of the workshop available?

Yes. The workshop will be recorded. The recording of workshop will be posted on the applicable RFA Websites.