

## **Let's Talk Scams Webinar | November 9 | 1pm – 2pm**

### **Information for Libraries**

Thank you for expressing your interest to be part of the *Let's Talk Scams* webinar. The webinar will be hosted on GoToWebinar and streamed on Legal Aid NSW's Facebook page. Please read the responses to some of the main questions about the webinar below.

Contact Yasmine if you have any further technology-related questions – [yasmine.lewis@legalaid.nsw.gov.au](mailto:yasmine.lewis@legalaid.nsw.gov.au)

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### **How can someone access the live stream?**

A person has two options to access the live stream – either via GoToWebinar or via Legal Aid's Facebook page. Both options are available via one link that can be shared with your networks:

[linktr.ee/letstalkscams](https://linktr.ee/letstalkscams)

### **Is registration required to join the webinar?**

Registration is only required to watch the webinar through GoToWebinar. Registration is not required to watch the webinar on Legal Aid NSW's Facebook page.

### **How do I promote the details of this webinar?**

We have created one easily shareable link for the webinar - [linktr.ee/letstalkscams](https://linktr.ee/letstalkscams)

We have also created a promotions kit with images that you can share. Make sure you read the text in the images to ensure it is right for your purpose.

### **What is GoToWebinar?**

GoToWebinar is just like Zoom. You can access it via your web browser. You may be prompted to download the desktop application, depending on your operating system. Make sure you register and set up GoToWebinar beforehand [here](#).

If you are having issues registering for the webinar via GoToWebinar, follow the instructions [here](#).

### **What is Facebook live stream?**

The Facebook live stream will broadcast the webinar from GoToWebinar onto Legal Aid NSW'S Facebook page at the same time. There is no need to register to watch

the Facebook live stream. Participants can simply visit the [Legal Aid NSW Facebook page](#).

If participants have a Facebook account and want a reminder for when the live stream starts, they can click attending on the Facebook event [here](#).

### **Can I stream the webinar directly through my library's Facebook page?**

Not directly. To make it as simple as possible, we have decided that only Legal Aid NSW's Facebook page will directly stream the webinar from GoToWebinar. This also allows for Legal Aid NSW to monitor and respond to comments.

Libraries can [share the Facebook event](#) on their Facebook page before the event. They can also share [the Facebook live video](#) on their page once it starts streaming. This means that the video will appear on your library page as a shared post.

Libraries can also be a 'co-host' of the [event page](#). This means that the event will automatically appear on your list of events on your library's Facebook page. Please email [yasmine.lewis@legalaid.nsw.gov.au](mailto:yasmine.lewis@legalaid.nsw.gov.au) if you wish for your Library to be added as a co-host of the event.

### **I am planning on hosting an event in the library, showing the webinar on a library screen. What do I do?**

You can use GoToWebinar or Facebook to live stream the webinar to your library attendees. We recommend using GoToWebinar for this purpose. Please [register for the webinar via GoToWebinar](#). You will then receive instructions via email on how to access the webinar.

Make sure you set up the webinar at least 30 minutes prior in case you have any technical issues. If you experience technical difficulties using GoToWebinar on the day, simply visit the [Legal Aid NSW Facebook page](#) for the alternative live stream.

We have provided specific promotional materials that you may choose to use if hosting an in-person event. Please see the promotions kit sent with this document. If you need one of the images edited specifically for your own event, contact [yasmine.lewis@legalaid.nsw.gov.au](mailto:yasmine.lewis@legalaid.nsw.gov.au)

Legal Aid NSW can also add your event details to their [Facebook event page](#). Please contact [yasmine.lewis@legalaid.nsw.gov.au](mailto:yasmine.lewis@legalaid.nsw.gov.au) if you wish for this information to be added. Alternatively, you are welcome to create your own Facebook event for your library attendees.

### **Will people watching the livestream be able to interact?**

Yes, if they are streaming on their own device. People watching the livestream on GoToWebinar will be able to interact via the Question box on the Control Panel. People watching on Facebook can use the comments sections. If they are using Facebook, they must be logged into an account to be able to comment.

### **How will audiences be able to interact if our library is streaming the webinar in-person?**

You will need to arrange for a staff member to type an audience member's question into the Question box on GoToWebinar or as a comment on the Facebook live stream.

The webinar will also provide information about who to contact for further questions. People can also contact Legal Aid NSW's Community Legal Education team if they have specific feedback or questions related to the webinar [cle@legalaid.nsw.gov.au](mailto:cle@legalaid.nsw.gov.au)

### **Will additional resources and links be provided for viewers who have further questions?**

Yes. All participants on Facebook and GoToWebinar will receive links to further resources and information. This will be posted on Facebook in the comments section and shared to attendees of GoToWebinar via email. The webinar will also be uploaded on [Legal Aid NSW's YouTube page](#) during the week following the event.

### **Which link do I share to promote the event?**

You can use this link for general promotions of the event - [linktr.ee/letstalkscams](https://linktr.ee/letstalkscams)

If you are promoting the webinar on Facebook, you can use that same link or you can simply [share the event page](#) which has all the details about how people can watch the event. A short link to the Facebook event is also available here - [fb.me/e/1XaOfix6b](https://fb.me/e/1XaOfix6b)

### **I have more technology-related questions about the webinar, who can I contact?**

Please contact Yasmine from Legal Aid NSW's Community Legal Education team - [yasmine.lewis@legalaid.nsw.gov.au](mailto:yasmine.lewis@legalaid.nsw.gov.au)

### **I am planning on hosting an event in the library, showing the webinar on a library screen. What do I do if I have technical issues?**

If you are using GoToWebinar and have technical issues, please visit [Legal Aid NSW's Facebook page](#) to watch the live stream there. If you are having difficulties with both GoToWebinar and Facebook, please email [yasmine.lewis@legalaid.nsw.gov.au](mailto:yasmine.lewis@legalaid.nsw.gov.au) with your contact number and she will call you.

We cannot assist individual participants with technical problems on their own devices. Participants using GoToWebinar can follow the instructions provided by GoToWebinar [here](#). Libraries and participants can also follow [Legal Aid NSW's Facebook page](#) to stay updated on any technical issues that may occur on the day.