SOP Form

Live Streaming Support

Every Webinar will have a different set of requirements, including dialled in speakers, videos/media to share and platform to stream on (WebEx/ Teams/Zoom). It is important to work through these in advance and plan for any contingencies needed on the day.

Pre-event questions

- What platform will you use?
- Will all speakers be presenting virtually?
- Will PowerPoint slides be required?
- Will video be required?
- Is the event fully virtual or hybrid?
- If the event is hybrid do you need the virtual speakers to see and hear the people in the room?
- Do you need a recording of the event afterwards?
- Do you want people to submit questions in advance?
- Do you want people to submit questions in the chat?
- Do you want everyone to see the questions in the chat?

Platform Selection

Every livestream will have a choice of different platforms to use. The most common are WebEx, MS Teams, Zoom or occasionally YouTube/Social Media (in the case of press briefings). WebEx and MS Teams are the platforms recommended by HSE ICT for live streaming webinars and events. Find more information about these platforms and how to use them.

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Event Setup

Once the platform is chosen, and you have agreed the date and time, the event can be scheduled. The scheduled event should include an online registration form to be filled out by all attendees, event details including date, time and speakers appearing. Most of the platforms listed above have an option to allow users to register in advance. If you have presenters joining virtually, ensure you share the participant link with them.. Once the event is set up on your platform you can share the registration link via your networks.

In some cases, an extra section can be added to the form for any questions that attendees may want to have addressed on the day.

Once the event is scheduled and the link has been shared, you can keep track of registration numbers on your chosen platform. You will also be able to make updates if needed and select for registrants to be automatically informed of these changes via e-mail.

People needed to run an event

Every event/webinar, should have a number of designated roles, these roles are usually covered by the team who is putting on the event.

These roles include:

- Planner of the event. This person will have to ensure that everyone understands the running order and timings, that all presenters are set-up and ready to go, and that the agenda is being followed. The planner should also be responsible for a pre-event run through and rehearsal

- Admin Manager of all registrations and queries up to the event and on the day itself.

- Host/MC for the event to keep to timing/running order and to introduce, where possible every speaker. MC and Planner should liaise regularly throughout the event

- Chat Curator/Moderator for the questions that come in during the event from the attendees online and to pose them to the MC/Host.

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Watch outs

- Sometimes, comments about not having audio or video can appear in the chat section during larger events. This is sometimes due to the setup and/or connection on the attendee's device and the stream may be running perfectly fine.

- If possible, have another device connected to the event as an attendee nearby to check sound and audio is working as it should.

- Always check with the organisers of the webinar/event, if a recording of it is required. WebEx and Teams for example, allow you to set up an event to automatically record from the start as a failsafe.

- Recording can also be done on a second device, usually the second device you have used to join as an attendee.