

# IELTS preparation webinars – Frequently asked questions

## Welcome to the British Council IELTS Test takers webinars

To enjoy a unique and wonderful experience with our professional trainers, we recommend that you watch the webinar using a PC, tablet or laptop rather than a phone. You will need your speakers turned on or you can use a headset/earphone and have a good internet connection.

It is also recommended that you close all other windows and tabs while attending the Webinar to avoid any breakdown in connection during the webinar.

### Before the webinar

Please log in up to 5 minutes before the session is due to start to check you have logged in correctly and your sound settings are working. You may need to download [Zoom App](#) if you have not used this platform before. Please log in using your full name so that we can record your attendance.

#### 1. How do I join a webinar meeting?

You can join a meeting by clicking the meeting link or going to [join.zoom.us](https://join.zoom.us) and entering in the meeting ID you receive in the email after registration.

#### 2. How can I get updates and alerts on webinars?

You can sign up to receive regular alerts about our webinars by signing up to our webinars [here](#).

#### 3. I cannot attend the live webinar; how can I watch it afterwards?

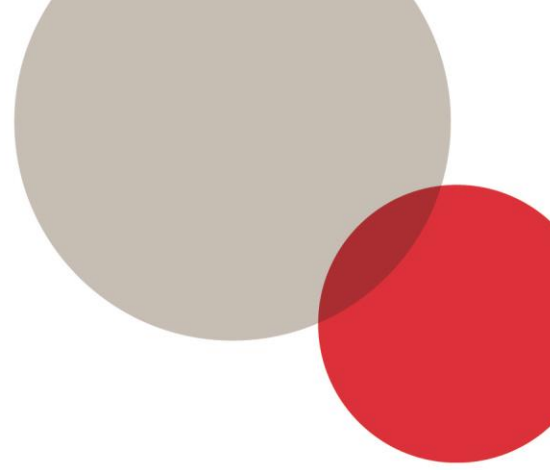
You need to register for the webinar at first. If you cannot attend, you will receive an email with a recording of the webinar with 3 working days.

#### 4. I am having trouble hearing. What should I do?

Hover over the bottom of your Zoom meeting screen to make the meeting toolbar visible. If the far-left icon is a headset labeled **Join Audio** then you have not yet connected your audio. Click the **Join Audio** headset icon and select either the **Phone Call** tab to join by phone or the **Computer Audio** tab to join by computer. If joining by phone be sure to use the dial-in phone number, Meeting ID and Participant ID given on the **Phone Call** tab.

#### 5. Can I record the webinar?

You don't need to record the webinar. The meeting is recorded, and you will be sent an email with a link to the recording within 3 working days.



### During the webinar

**6. Why can't I see other participants' answers in the chat box?**

The number of attendees to our webinars is very high. Thus, it is important to restrict the number of people able to use the chat in order to maintain quality for all attendees and avoid any technical issues during the webinar.

**7. I cannot see the poll questions. What should I do?**

Some systems do not accept polls. Please listen to our expert carefully and answer him/ her in the chat box.

**8. What is the difference between the chat box and Q&A?**

The chat box is the area where you can introduce yourself, give feedback, communicate with the presenter by answering his/her questions, whereas the Q&A is the area where you can ask any question and one of the team members will answer you. Unfortunately, the presenter cannot see the Q&A while presenting, so please use the chat box only to communicate with the presenter.

### After the webinar

**9. How do I assess my language level?**

You can access the online English level test [here](#). You can also take the free computer-delivered IELTS familiarisation test [here](#).

**10. Where can I access previous webinars?**

Our webinars are not saved anywhere. If you miss one or more of our webinars, don't worry as all the webinars are repeated. Please check our schedule [here](#) to register for the webinars you want.

**11. How can I receive the slides from the webinar?**

We will send you an email with the link after the webinar within 3 working days.

**12. How can I contact the trainers?**

If you have any questions with regard IELTS preparation or strategies, feel free to contact our experts [here](#).

**13. I have received an email but cannot open the link, it requires a password. What should I do?**

For any technical issues, please contact our team [here](#).