

Online Seminars Frequently Asked Questions

What are the Technical Requirements necessary to view an online CPD seminar?

- We advise that all customers read the [WebEx user guidelines](#) and test Webex on your computer - [WebEx test](#) - prior to purchasing and then accessing any live or on-demand online seminar.
- Participants should also have Adobe Flash installed on their computer. You can download this [here](#).
- For optimum viewing & sound quality we would recommend that you use a broadband internet connection when accessing the above presentations. Loading speeds will vary depending upon your bandwidth.
- If you have a pop-up blocker enabled you may need to temporarily allow pop-ups to ensure that the on demand online seminar page opens from your MyITI page.

How do I access a live online seminar?

The day before a live online seminar an email of all relevant information is emailed to participants. This includes:

- a link to the seminar
- step-by-step instructions to join the live online seminar at the specified time – see below
- WebEx user guidelines.
- A link to download the seminar slides and paper, which can be printed in advance
- Contact details of Irish Tax Institute support staff member in case of any difficulties

Step-by-step instructions to join the live online seminar:

1. At the scheduled time participants should click on the online seminar access link included in the email that they received from Irish Tax Institute.
2. Enter their name and email address and click on “Join Now”.
3. When the WebEx screen loads click on “Use Computer Headset -> Call Using Computer” to listen with earphones or PC speakers.

The participant has now joined the live online seminar and will be able to hear the seminar and see a video of the speaker and the seminar presentation.

What do I do if I have problems joining a live online seminar?

Contact the Irish Tax Institute support staff member using the contact details given in the access email.

How do I interact with the speaker?

The participant can type questions into the “Chat” facility on the WebEx screen and send them to the meeting organiser for the attention of the relevant speaker during the Q&A session.

How to I access an on-demand online seminar?

Accessing an on-demand, recorded online seminar:

Once the order for an online seminar has been processed, Irish Tax Institute will send an email to the customer containing the following information:

- Step-by-step instructions to access the on-demand seminar
- A link to download the seminar slides and paper, which can be printed in advance
- Details of technical requirements.

Step-by-step instructions to access an on-demand online seminar:

1. Go to www.taxireland.ie.
2. Log on using your unique username (if you are an Irish Tax Institute member, this will be your member number) and password. Once logged in, the customers MyITI page will automatically open.
3. The newly purchased on-demand online seminar will be listed under “Online Seminars”.
4. Click on the title to open the online seminar. **

Once the online seminar opens the customer will be able to hear the seminar and see a video of the speaker and the seminar presentation. It may take a couple of minutes for the online seminar to completely download. Once it has, viewers can skip ahead and back to areas of particular interest. The customer will have access to the online seminar for six months and it can be viewed as many times as the customer wants during this period.

What do I do if I have problems accessing an on-demand online seminar?

Contact the Professional Development team at 353 1 6631700.

Does “attending” an online CPD seminar count toward my Formal CPD Requirements?

Yes

Additional notes

As online CPD seminars are recorded live the audio quality might vary in some instances.

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