

How to Watch Webcasts

Introduction

Because it is not always possible to attend council meetings in person, various council meetings are made available over the internet as "webcasts". This means that you can watch meetings from your home, office, library or any computer with an internet connection at your own convenience. Meetings are shown live and also stored in archive and can be viewed for up to six months after original transmission.

Watching the meetings is simple. This document sets out what you need and how to find them.

What you will need to view webcasts

You do not need the latest, fastest computer or broadband to watch council meetings. As long as your PC is running Windows 98 or higher or Mac OS 8.1 or higher they should work fine. You will also need speakers and some form of internet connection and an internet browser, ideally Internet Explorer v5.5 or higher.

Also required is a media player. Webcasts are shown in either Windows Media or Real Player format. These are free media players which can be downloaded from <http://www.microsoft.com/windows/windowsmedia/download/default.asp> or <http://www.real.com>. They are simple to install and download takes less than 30 minutes via a 56k modem.

Please note that Windows Media Player can not play Real Player content or visa versa; please check the format required before downloading.

Or get our basic player.

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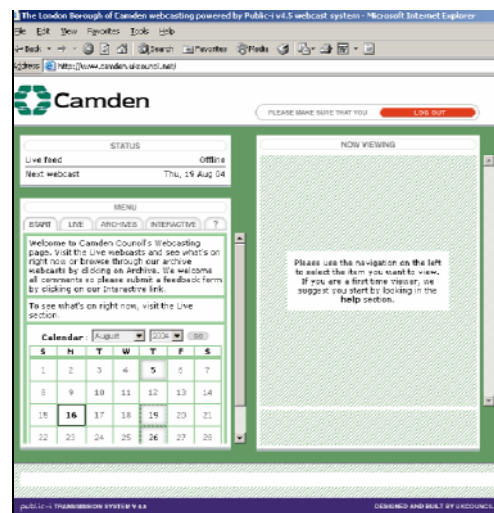
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Finding a Webcast

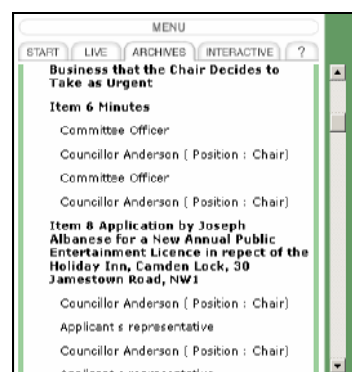
There are three main ways to find a specific webcast on the public-i Media Centre:

- If you know the date of the meeting you wish to view simply click on that date on the calendar. You will be taken directly to any meetings booked for that date.
- If the meeting is about to start go directly to the "Live" tab. All meetings which are set to be webcast in the next 48 hours will be listed.
- If the meeting has already taken place it can be found in the "Archive" tab. All meetings are listed in chronological order, and there is a search function which can be used to sort the meetings by keyword.



Playing a webcast

- If you are accessing a meeting from the Live or Archive tab select it by clicking on the meeting name once. This will take you to a second screen with a RealPlayer icon on it. Click on the icon to start the webcast in the right hand screen.
- If you access the webcast via the calendar the process is identical, except rather than click on the meeting name click on the "Go" button underneath it.
- When the meeting is playing you will see a section of the left hand frame entitled "Jump Points". If you click on "Show jump points" a list of agenda points will appear in bold, and speaker names in normal font. If you click on any of these you will be taken directly to that part of the meeting.



- Underneath the video screen there are controls which enable you to pause, play, stop, fast forward and rewind the webcast.
- If agendas or any other useful documents have been linked to a webcast they will appear underneath the video screen. To open them click on the “Show me” link and they will open in a separate window.
- If you encounter any problems please go to the Help (?) tab (see below).



Giving Feedback

If you would like to comment on the meeting or the webcast a feedback form is provided where you can pass on your views.

To access it click on the “Interactive” tab and click on “Feedback”. Enter your details and comments in the fields provided and click “Send”.

Occasionally polls or surveys may be added on a specific issue; if available these can also be found in the “Interactive” section.



Help

If you have any problems viewing the webcasts or are in need of technical assistance there is a help section included in the Media Centre. To access it click on the “?” tab.

Answers to frequently asked questions can be found by clicking on the drop-down boxes and selecting the relevant question. The page also features links to Real and Windows Media Player downloads.

If you have a specific question which is not addressed in the help section please use the Feedback Form.

