

# Provider Guide: Sample Emails

This document contains suggested sample emails that can be used as templates to administer your own sessions. Please cut, paste and edit the sections you prefer to use for the people you invite to your own sessions.

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## **Session Invitation – “Your invitation to a live online session – Joining Instructions”**

Hello [**name**]

This is your invitation to our upcoming online session. We will be using the Electromeeet software to facilitate the session.

The subject is [**subject**], presented by [**presenter**].

This session is planned for [**date and start time**]. This time is based upon the [ **region** ] time zone. Please ensure that you confirm the local time that the session will be running. For time zone conversions, if required, we recommend the Meeting Planner at [www.worldtimeserver.com](http://www.worldtimeserver.com).

### **Step 1:**

Download and install (setup) the complimentary software from <http://electromeeet.com/download/Default.aspx> . Please do not launch the software at this stage.

### **Step 2:**

You will need a special “Access Key” to enter our virtual room where we’ll be holding the session.

Click on the link here (or copy and paste the entire link into your browser):

[**paste Access Key link here**].

Select “Open” when prompted. Save this email so that you can find the Access Key at the time of the session.

**You must download and install the software before you open the Access Key: Step 1, then Step 2.**

### **More help and information:**

For detailed instructions about joining the session, please go to [http://electromeeet.com/library/ParticipantGuide\\_JoiningEM.pdf](http://electromeeet.com/library/ParticipantGuide_JoiningEM.pdf)

Please note that if your workplace has a **corporate firewall**, you may need to arrange access in advance of the session. See *System Pre-requisites* in the Participant Guide.

If you would like to interact with the live presenter(s) during the session, we recommend that you read two other short Participant Guides on the Electromeeet website - "**Interacting During a Session**" and "**Optimizing Your Audio**".

Thank you, and we look forward to seeing you on line.

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**Session Reminder 1 - "Your reminder to join our live online session" - (for use about 3 days prior to the session)**

Hello [name]

This is your first reminder to join us for the online session [ subject ] to be presented by [presenter].

This session is planned for [date and start time]. This time is based upon the [ region ] time zone. Please ensure that you confirm the local time that the session will be running. For time zone conversions, if required, we recommend the Meeting Planner at [www.worldtimeserver.com](http://www.worldtimeserver.com).

**JOINING THE SESSION**

**Step 1:**

Download and install (setup) the complimentary software from <http://electromeeet.com/download/Default.aspx> . Please do not launch the software at this stage.

**Step 2:**

You will need a special "Access Key" to enter our virtual room where we'll be holding the session.

Click on the link here (or copy and paste the entire link into your browser):

**[paste Access Key link here].**

Select "Open" when prompted. Save this email so that you can find the Access Key at the time of the session.

**You must download and install the software before you open the Access Key: Step 1, then Step 2.**

We recommend that you test the Access Key prior to the session.

Please note that this 'meeting room' is shared between several sessions, so if you do test it at any time other than your scheduled webinar time, you may accidentally be entering a class in progress. If this happens, please log out again.

We look forward to "seeing" you online.

**Session Reminder 2 - "Your 1 hour reminder to join our live online session" - (to use when session starts in 60 minutes)**

Hello [name]

In less than 60 minutes you can join us for the online session [ subject ] to be presented by [presenter].

**JOINING THE WEBINAR**

**By now you will need to have downloaded and installed the software using the guidelines in our previous emails.** See <http://electromeet.com/download/Default.aspx> .

The Access Key you will need to join the session is repeated here: [**paste Access key link here** ]. This is the same link we provided in the Joining Instructions. The Access key will not work unless you have downloaded and installed the Electromeet software.

**If you have not previously tested the Access Key:**

A few minutes before the correct time of the session please copy and paste the **entire** link for the Access Key into a fresh internet browser window. You will then be prompted to download and Open your Access Key. Open the Access Key and Electromeet will guide you into the session. You will see your name listed along with other participants. If you join early there may be time to test that your communication functions are OK (text, audio, whiteboard and others).

**If you have previously tested the Access Key:**

You can open the link again, or simply open Electromeet from the desktop icon, then navigate to File>Recent Online Sessions (and click on the provider name for the session you are joining).

Please note that if you experience difficulty joining there may be a firewall issue or internet related problem. Reference guides for overcoming these issues are on the Electromeet website, under "Help". Please send us an email if you would like a link to the session recording, which can be downloaded then reviewed offline.

We look forward to "seeing" you online very soon.

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**Session Reminder 3 - "Your session is now live" - (use when session is about to commence)**

Hello [name]

You can now join us for the online session[ **subject** ] to be presented by [**presenter**].Other participants have joined and we will be starting shortly.

If you experience difficulty just send us an email if you would like a link to the webinar recording, which can be downloaded then reviewed offline. Reference guides for help in overcoming firewall and other issues are on the Electromeet website.

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## “Recording of Session now available”

Hello [name]

We want to thank you again for your interest in our recent online session, presented by [presenter].

If you were unable to attend or you would like to revisit the content, a recording is now available. Guidelines are below this message.

There are 3 steps to play back the recording:

1. (Skip this step if you already have *Electromet* installed) Download and install the Electromet software from <http://electromet.com/download/Default.aspx>
  2. Download the recording from this link: [ **paste Recording file link here** ]
  3. When prompted, choose to **Open** the downloaded file. Electromet will launch and the recording will play back. Controls can be found by holding your mouse cursor over the “Recordings” label at bottom left of screen.
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