



National Fenestration Rating Council, Incorporated
6305 Ivy Lane, Suite 140, Greenbelt, Maryland 20770-6323
Telephone: 301-589-1776 Facsimile: 301-589-3884 www.nfrc.org

NFRC Virtual Meeting - Frequently Asked Questions

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Do you have more questions? Send them to meetings@nfrc.org. We are happy to answer your question and will add to this list as the meeting approaches.

Thank you for your interest and support of the NFRC program.



When is the NFRC's Virtual Committee Week for 2010?

The NFRC's first Virtual Committee Week meeting will take place July 19-21, 2010.

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What are the times of the NFRC's Virtual Meeting?

The upcoming Virtual Committee Week will be Monday, July 19th -21st, 2010 - with each day starting at 11:00 a.m. and concluding at 6:00 p.m. Each day there will be a break between 2:00 p.m. – 3:00 p.m. All times listed are eastern daylight time (EDT).

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What is the difference between a Membership Meeting and a Committee Week Meeting?

The NFRC Committee Week Meeting is a streamlined gathering for moving motions and other important NFRC business through the subcommittee, committee and board levels. While sharing many of the characteristics of the NFRC Membership Meeting the NFRC Committee Week Meetings (virtual or face-to-face) will only host the following committees and their subsequent subcommittees, followed by a board meeting for final approval/discussion:

1. Research and Technology Committee
2. Technical Committee
3. Ratings Committee

Therefore you can expect these items to be different than at a traditional NFRC Membership Meeting:

- Three days in length
- Virtual meeting will be once a year; face-to-face once a year
- No Task Group meetings – Task Groups will meet prior to the meetings on their own at various scheduled times. When appropriate they will report at the Committee Week during the subcommittee portion.
- No Board Committee Reporting – The NFRC Policy Committees will meet on their own at various scheduled times. They will continue to meet/report to the membership at the NFRC Membership Meetings. These groups include the Accreditation Policy Committee, Technical Interpretation Policy Committee, and the Certification Policy Committee.
- No Regulatory Affairs and Marketing Meeting (unless action is expected/required)
- No organized/association sponsored networking events

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Is there a recommended equipment list for participating attending the NFRC Virtual Committee Week via GO-TO Webinar?

Yes, please see attached. [NFRC is recommending the following items](#) but does not guarantee or endorse any of these products. [<back to top>](#)

What is VOIP?

It stands for Voice Over Internet Protocol -- basically internet telephony. For best sound quality while using VoIP, and to avoid echoes,

- Select a headset with noise cancelling microphone
- Avoid being too close to other devices which may produce electromagnetic interference (i.e. power strip, back of monitor, other cordless phones, baby monitors)

What microphone/speaker configuration do you recommend for best audio quality using VoIP? †

For optimum audio quality, we recommend a USB headset connected to your computer, or USB headphones and standalone microphone connected to your computer. Analog versions are okay, but not ideal. We have not had good results using the microphone and speakers built in to your laptop or USB Webcam. NFRC does not guarantee any products – we recommend testing all equipment prior to the meeting dates.

For practice using GO-TO webinar features, compatibility with security measures on your system, testing of equipment, or speaking at an NFRC Virtual Meeting we recommend taking advantage of the practice sessions NFRC will be hosting prior to the meeting. Dates will be July 8 and July 13, 2010. Links to sign up for training will be sent with registration receipt. [<back to top>](#)

What are the system requirements for attending the NFRC Virtual Committee Week via GO-TO Webinar? †

- Internet Explorer® 6.0 or newer, Mozilla® Firefox® 3.0 or newer (JavaScript™ and Java™ enabled)
- Windows® 2000, XP, 2003 Server, Vista or Windows® 7
- Cable modem, DSL or better Internet connection
- Minimum of Pentium® class 1GHz CPU with 512 MB of RAM (recommended) (2 GB of RAM for Windows® Vista)
- Participants wishing to connect to audio using VoIP will need a fast Internet connection, a microphone and speakers. (A USB headset is recommended.)

• **On a Mac®**

- Safari™ 3.0 or newer, Firefox® 3.0 or newer (JavaScript™ and Java™ enabled)
- Mac OS® X 10.4 or newer – Tiger®, Leopard® and Snow Leopard®
- PowerPC G4/G5 or Intel processor (512 MB of RAM or better recommended)
- Cable modem, DSL, or better Internet connection
- Participants wishing to connect to audio using VoIP will need a fast Internet connection, a microphone and speakers (A USB headset is recommended).

For practice using GO-TO webinar features, compatibility with security measures on your system, testing of equipment, or speaking at an NFRC Virtual Meeting we recommend taking advantage of the practice sessions NFRC will be hosting prior to the meeting. Dates will be July 8 and July 13, 2010. Links to sign up for training will be sent with registration receipt. [<back to top>](#)

What kind of equipment will I need to participate in the NFRC Virtual Committee Week? †

To attend an online Webinar the following is required:

• **For PC-based participants:**

1. Internet Explorer® 6.0 or newer, Mozilla® Firefox® 3.0 or newer (JavaScript™ and Java™ enabled)
2. Windows® 2000, XP, 2003 Server, Vista or Windows® 7
3. Cable modem, DSL, or better Internet connection
4. Minimum of Pentium® class 1GHz CPU with 512 MB of RAM (recommended) (2 GB of RAM for Windows® Vista)

• **For Mac®-based participants:**

1. Safari™ 3.0 or newer, Firefox® 3.0 or newer (JavaScript™ and Java™ enabled)
2. Mac OS® X 10.4 or newer – Tiger®, Leopard® and Snow Leopard®
3. PowerPC G4/G5 or Intel processor (512 MB of RAM or better recommended)
4. Cable modem, DSL, or better Internet connection
5. Participants wishing to connect to audio using VoIP will need a fast Internet connection, a microphone and speakers. (A USB headset is recommended.)

For practice using GO-TO webinar features, compatibility with security measures on your system, testing of equipment, or speaking at an NFRC Virtual Meeting we recommend taking advantage of the practice sessions NFRC will be hosting prior to the Dates will be July 8 and July 13, 2010. Links to sign up for training will be sent with registration receipt. [<back to top>](#)

What is the registration process and cost to attend the NFRC Virtual Committee Week?

The registration process will be similar to the NFRC membership meeting. You can register online via the NFRC website (available in early May 2010) or via an off-line registration form downloaded from the [NFRC upcoming meeting page](#). The cost for the July 2010 meeting is as follows:

- Members - \$75 per registrant
- Nonmembers- \$225 per registrant

Checks, Visa, MasterCard, and American Express are accepted. Payment must be received before login information is delivered to registered attendee.

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What would the Virtual Meeting Schedule look like?

What groups will meet when?

Can I see a sample?

The NFRC's Virtual Committee Week will feature two committee blocks on Monday, Two on Tuesday, with the concluding Board Meeting being held on the final day. [To access the current schedule click here.](#)

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How will I receive access to the virtual meeting site?

Once registration and payment are received by the NFRC you will receive a detailed receipt including an individualized link to login to the NFRC's Virtual Committee Week meeting.

Your link will be specific to your registration/email address.

Your link will be good for all three days of the meeting.

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Will my log on to GO-TO Webinar be good for all three days of the meeting?

Yes; the one web-link and username/log on will be good for all three days of the NFRC Virtual Committee Week meeting.

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How do I join/log-into the NFRC's Virtual Committee Week? †

Click the link in your confirmation or reminder emails, which will be automatically sent to you after your registration is confirmed and leading up to the Webinar. ([more information on registering – go here](#))

Other ways to participate:

1. Go to www.joinWebinar.com. Type or paste in the Webinar ID provided by the NFRC in the Webinar invitation email, enter your email address, click "Yes" or "Always" (or "Trust" on a Mac) if prompted to accept the download.
2. Click the "Join a Webinar" button from www.gotowebinar.com . Type or paste in the Webinar ID provided by the NFRC in the Webinar receipt/confirmation email, enter your email address, click "Yes" or "Always" (or "Trust" on a Mac) if prompted to accept the download and, if required, enter the Webinar password provided by the organizer. [<back to top>](#)

Do I need a GoToWebinar account to attend the NFRC's Virtual Committee Week?†

No, you do not need a GoToWebinar account to attend a GoToWebinar session – including the NFRC's Virtual Committee Week. You attend as a guest of the Webinar organizer, the NFRC, and there is no obligation to buy or sign up for a free trial. A small module may need to be installed on user's system upon first time access of GoToWebinar. To join a Webinar, click the link in the confirmation or reminder emails or go to www.joinWebinar.com and enter the Webinar ID found in the receipt/confirmation email.

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Will there be opportunities to practice with the features of GO-TO webinar and my equipment prior to the meeting?

For practice using GO-TO webinar features, compatibility with security measures on your system, testing of equipment, or speaking at an NFRC we recommend taking advantage of the practice sessions NFRC will be hosting prior to the meeting. The Dates will be July 8 and July 13, 2010. Links to sign up for training will be sent with registration receipt.

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Where can I go for help with audio problems? †

If no one can hear you, here are some quick tips:

- Did you dial the correct number? Try redialing into the conference.
- Double-check that you have the correct audio option selected – for instance, you cannot use mic and speakers when you have "Use Telephone" selected.
- Are the correct sound devices selected on your GoToMeeting Preferences (or Audio, on a Mac®) menu?
- If using a microphone with a mute/unmute button, is your microphone muted?
- Is your speaker volume set too low?
- If using microphone and speakers, is your Internet connection too slow? (We recommend a broadband Internet connection for VoIP transmissions.)

If you are still having audio problems, please contact NFRC - *we will have technical support available* during the conference via chat and phone. You may also call GO-TO Webinar Global Customer Support at 1-800-263-6317 or direct dial +1-805-617-7000. If you are calling from outside the United States, click Contact Support on the Global Customer Support page for our international numbers.

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Can my computer receive a virus from downloading the software or attending the session? †

No, neither organizers nor attendees can catch or be exposed to viruses from downloading our software. GO-TO Webinar continuously monitors the development environment for viruses and malware, and all of the downloadable software is digitally signed to prevent tampering by third parties. The warning message customers might see when they install the software is a default message displayed by their browser whenever they download executable files. [<back to top>](#)

Do I need to set my browser to accept cookies in order to participate in NFRC's Virtual Committee Week??

You will need to log in to an existing account; therefore you will need to adjust your browser's privacy settings to accept cookies. GO-TO Webinar primarily uses cookies to provide you with secure access to your account. [<back to top>](#)

Will Task Groups Meet at the NFRC Virtual Meeting?

The NFRC Committee Week will not include any time for the task groups to meet. Task groups are encouraged to schedule meetings prior to the NFRC Committee Weeks and Membership Meetings. Based on subcommittee chair prerogative, task groups may be expected to report on activities. [<back to top>](#)

How will I speak at the NFRC Virtual Meeting?

NFRC encourages the use of VOIP ([voice over internet protocol](#)) for virtual participation. A list of recommended equipment for participation [can be found here](#). However you may also participate via dial in phone number using your phone and an individualized audio pin.

All participants will be muted until recognized to speak by the meeting administrator.

To request an opportunity to speak to the group you must do one of the following:

- Pre-Schedule/submit a presentation to the meeting chair and NFRC staff liaison. *All presentations must be turned into staff fifteen days prior to the start date of the NFRC Meeting.*
- Confirm you will be chairing/running the subcommittee/committee meeting with NFRC staff.
- Use the raise hand feature in GO-TO Webinar to cue yourself in line to speak.*
- Type a Comment/Question in the "Enter a Question" dialog box during the meeting requesting an opportunity to speak. *

For practice using equipment, hand raising feature, or speaking at the NFRC Virtual Committee Week we recommend taking advantage of the practice sessions NFRC will be hosting prior to the meeting. The dates will be July 8 and July 13, 2010. Links to sign up for training will be sent with registration receipt.

*As per NFRC Meeting Guidelines anyone speaking at an NFRC meeting is at the chairs discretion and is expected to abide by Roberts Rules of Order. [<back to top>](#)

Can non-members attend the NFRC Virtual Committee Week Meeting?

Yes, members and non-members alike are welcome to attend the NFRC meeting. Non-Members are welcome to address the chair (at the chairs discretion/as time allows) but will not have a vote throughout the conference.

[\(How will NFRC know I am a member – for voting purposes?\)](#)

[\(How to speak at an NFRC Virtual Committee Week Meeting?\)](#)

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How will the NFRC know I am a member at the NFRC Virtual Committee Week Meeting (for voting purposes & security)?

When each registrant registers for the meeting – NFRC will assign the person (based on their email address) a user name for the conference. All NFRC voting members will be clearly identified to NFRC staff. These identifications will only be adjustable/viewed by the administrator of the meeting, the NFRC staff.

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How will I give a presentation at the NFRC Virtual Committee Week Meeting?

Anyone wanting to give a presentation at the NFRC Virtual Committee Week Meeting will be required to pre-schedule and submit a presentation to the meeting chair and NFRC staff liaison. All presentations must be turned into staff fifteen days prior to the start date of the NFRC Meeting. All presentations are strongly encouraged to be under ten minutes in length.

Presentations will be run by NFRC staff; however presenters will be un-muted for the duration of their presentation.

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Will ballots be discussed at the NFRC Virtual Committee Week Meeting?

Yes, there will be a standard distribution of ballots via the NFRC website prior to the NFRC Committee Weeks both virtual and face-to-face. All ballot comments received by the predetermined deadline will be reviewed via the virtual desktop during each subcommittee's allotted time slot.

Any member wishing to support their comments or comment at the NFRC meeting will have an opportunity to speak, at the chairs discretion. Please see FAQ question – [How do I speak at the NFRC Virtual Meeting](#) for details on speaking at the NFRC Virtual Committee Week meeting.

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How will I vote on NFRC Ballots?

Similar to the face-to-face meetings a call to vote will be announced by the Chair of the Committee/Subcommittee.

The audience participation vote will be done via the hand raise feature in GO-TO Webinar. The chair will decide whether to do a count of member hands or just look for a unanimous hand vote.

For practice using the hand raise feature we recommend taking advantage of the practice sessions NFRC will be hosting prior to the meeting. The dates will be July 8 and July 13, 2010. Links to sign up for training will be sent with registration receipt.

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Can I bring up New Business at an NFRC Virtual Committee Week Meeting?

Yes, all attendees are able to bring up new business during the "new business" portion of the Agenda during each subcommittee/task group. Discussion of new business items will be allowed at the discretion of the chair and as time allows. All presentations must be submitted prior to the meeting.

[See question on presentation](#) for more information on submitting or making a presentation at an NFRC Virtual Meeting.

[See question on speaking](#) for details on how to speak at an NFRC Virtual Meeting. [<back to top>](#)

Will there be a member roll call for the Committees at the NFRC Virtual Committee Week? How will I prove my attendance?

Yes, there will be a roll call at each committee. Attendance will be taken with the Go-To Webinar hand raise feature. As each member-company's name is called the attendee will use the hand-raise feature to prove current attendance. This roster will also act as proof of attendance for use of keeping spots on the committee roster. (Similar to the Committee Sign-in sheet used at face-to-face meetings). [<back to top>](#)

Can I sign up to join a committee at the NFRC Virtual Committee Week?

All members in good standing are encouraged to join committees. This can be done by current attendees of the virtual meeting by sending an email to meetings@nfr.org during or directly after the meeting - within fifteen days.

Signing up to be on a committee will allow for your organization's name to be on the roster (a vote) at **the next** NFRC Membership Meeting or Committee Week. Note – only one vote per member company. [<back to top>](#)

† Specific information gathered from the GO-TO Webinar FAQ page at http://www.gotomeeting.com/fec/webinar/webinar_support