

Guide for CPDMeet newbies!

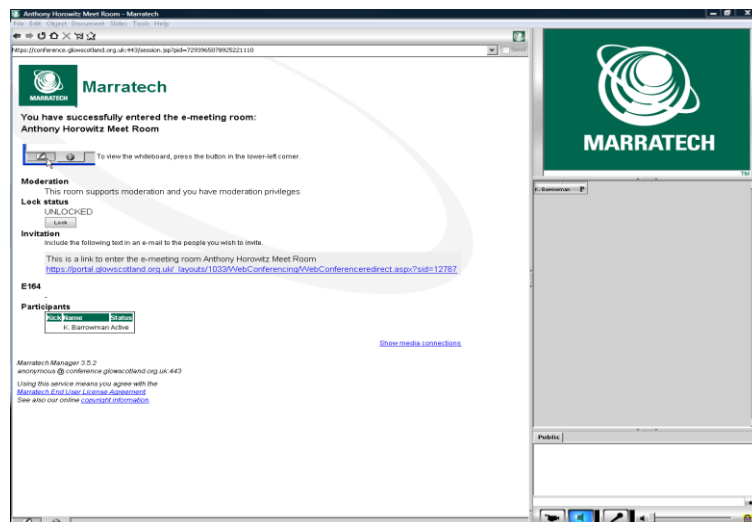
CPDMeet uses Glow Meet technology

Glow Meet is the webconference service built into Glow. This should work in any local authority where Glow has been rolled out

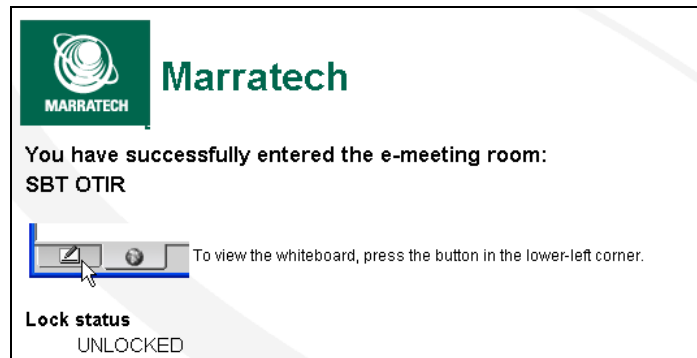
1. Go to the sign-up page where the CPDMeet is happening , eg [CPDCentral](#)
2. You join the CPDMeet from the Glow Meet web part. It looks something like this:



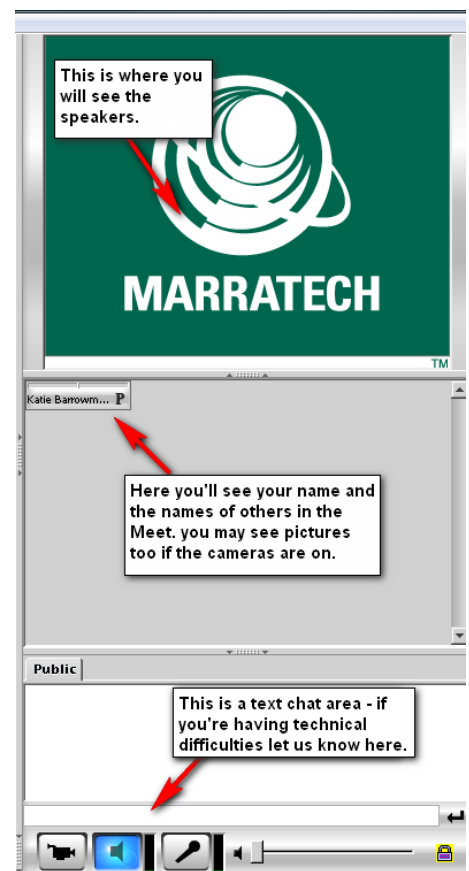
3. In the Glow Meet box, click 'Join the Glow Meet'. This will start downloading the Glow Meet programme (called Marratech).
4. If this is the first time you've used it on your computer, say yes to anything it asks you to do. At some point, however, it may ask for you to fill in registration details – you don't need to do that – just click cancel. Doing this won't cancel the download.
5. After a few seconds, the Glow Meet window will open up, looking like this:



If you get a message saying something like the following, you're in! (See **Possible wee problems appendix** if that didn't work)



6. As the picture above says, click on the whiteboard icon on the bottom left to enter the shared whiteboard. This is the place in Glow Meet that allows you to share documents, pictures etc
7. On the right hand side, you will see something like this –



8. Down the bottom, is the control panel :



Hopefully that's all you'll need to get going, but please do contact your local Glow Support or Susan Lafferty at 0141 282 5207 if you need help! Susan will help with a practice session if needed.

Possible wee problems appendix!

1. If you get a message in the left hand pane saying you do not have the privileges to enter the room, or that access is denied, it could be that there is a firewall blocking access – you should speak to a technician if this is the case. This document will be able to provide your technicians with details of which firewall ports need opened:
http://www.ltscotland.org.uk/Images/GlowFirewallRequirements_tcm4-453941.pdf
2. If you do not even get this far, and the download aborts very early on, (saying that *Marratech has failed to launch* or something similar) it is likely that you don't have the right version of the Java software on your machine. If this is the case, you need to have **Java 5** installed on your machine.
 - a. If you are on a PC, you can download Java here:
http://java.sun.com/javase/downloads/index_jdk5.jsp
 - b. If you are on a Mac you can download Java here:
http://support.apple.com/downloads/Java_2_SE_5_0_Release_1
 - c. You will need administrator rights to your machine to install it, so you may have to ask a technician to do this. Java 5 is not the most up to date version of Java, but it can be installed alongside the newer version.
3. If you are on a Mac running Snow Leopard (the most recent Mac operating system), go to this site to get further advice:
<https://portal.glowscotland.org.uk/establishments/nationalsite/Help/Lists/News/DispForm.aspx?ID=11> – copy and paste this link into your browser, as clicking the link directly from this document will not work.