

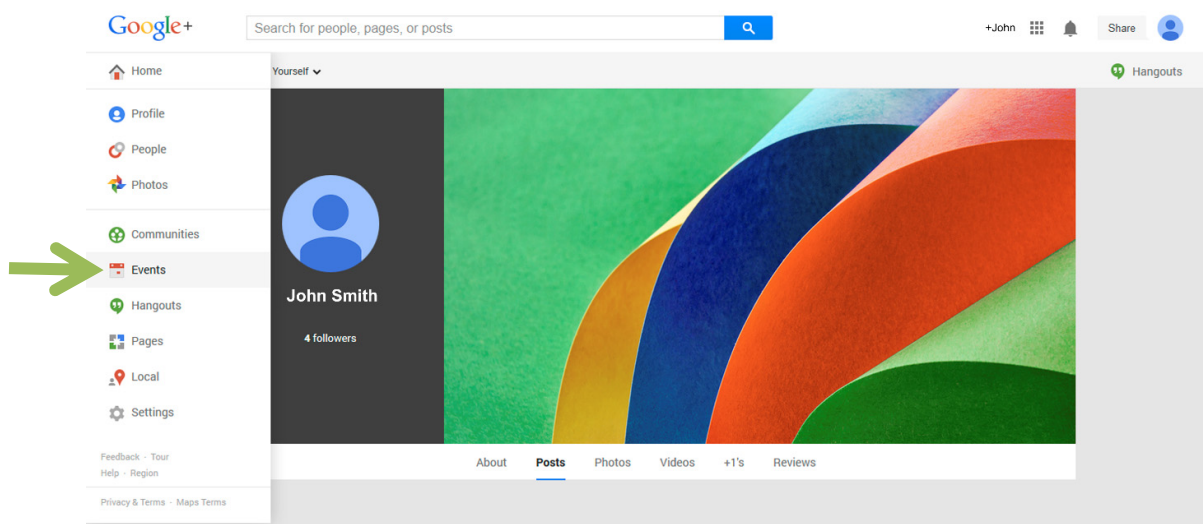
How to use ICS Hangouts on Google+

Thankyou for choosing ICS and we look forward to helping you get into our Google+ Hangout and talking to our professional staff in no time.

Please join our ICS Hangout via Google+. What is it? A Hangout is a face-to-face video call with up to nine other people. At ICS we are using Google Hangouts as a virtual training room.

You will need a Gmail or Google+ account to access a Hangout. If you don't have an account you can set up an account by going to: <https://accounts.google.com/SignUp>

You will receive an event invitation email with a time and date to join the ICS Hangout. Once you are in Google+ you can access the ICS Hangout through the event invitation. You can find this under *Events* in the drop down menu under *Profile*.



Hangout Tips

- Respond to any Google+ request to install *Google voice and video calls* – this will improve your experience.
- Use a headset if possible during the session (to eliminate feedback).
- Create illumination not shadow for your laptop or other webcam by having a clear background if possible and keeping the light in front of you, not behind.
- Enter the session using a fixed internet connection if you can, as Wi-Fi hotspots and mobile devices are often unstable.
- Mute your microphone if you aren't talking as this will exclude any unwanted noise.

Please view some of these tutorials before entering if you can:

Become a Great Hangout or HOA Guest – Google Hangouts Tutorial (Google+ required)

Additional support for mobile devices: <http://goo.gl/S6r3tY>

We look forward to chatting with you in our ICS Hangout soon!