



# User Guide

# Saba® Webinar

November 2014

This user guide is intended for Scotia iTRADE® clients who will be joining a Scotia iTRADE learning session via Saba Webinar.

The guide covers:

- Preparations steps to take before class
- Direction on how to join your session
- Information that will be important to optimize your learning experience during your session

If you have any questions or concerns, please contact the Scotia iTRADE Education Team by emailing [education@scotiaitrade.com](mailto:education@scotiaitrade.com).

Should you have technical difficulties, it is best to reach out to Saba at **1.877.722.2101, press 3 for Customer Service**.

## BEFORE CLASS

### Install Saba Meeting App for Windows and Mac

At any time before your session begins, you are able to access the Saba Meeting App and install it on your machine. **This is not a mandatory step**, as setup will happen automatically when you join your first session, but you can do it before your session to save time. This is the suggested step for all Mac users in order to not run into any Java issues.

To install Saba Meeting App, [click here](#) and follow the instructions on this page. This process will only take a couple of minutes.

Select a Language: English (United States)

## Welcome to the Saba Meeting App for Windows and Mac!

With the Saba Meeting app you will find it easier to join a session without encountering browser and java compatibility or configuration issues. In addition, by being a stand-alone application that is not launched within a browser tab, the new app makes it easy to share browser windows.

This is a one-time install. Once complete, you can quickly launch Saba Meeting events.

1. If the download does not start automatically, click [AppSetup.exe](#)
2. When prompted by your browser, download/save the install file to your Desktop.
3. Locate and double-click the AppSetup.exe file on your desktop to install Saba.

**X** If you experience issues during installation, close all browser windows, then run the installer again.

## [What are Minimum System Requirements?](#)

**REMINDER EMAIL**

You will receive a reminder email **including all session access details**. Keep this email handy as you will need the details included in order to log into your Scotia iTRADE sessions. Read and save the email in a safe place! It also includes the event password.

**ON THE DAY OF CLASS**

Get ready to join your session 5-10 minutes before your webinar starts.

**Joining a Webinar From An Email:**

The registration email, as well as the reminder email, includes a link to join the webinar:



**EDUCATION EVENT**

Dear Valued Client,

We are excited to see you in tomorrow's Scotia iTRADE® webinar Experience Scotia iTRADE's FlightDesk at 4:00 PM, (GMT -04:00) Eastern Time (US & Canada):

**Event Password: ilearn**

Please click on the following link to join the session:  
[JOIN SESSION](#)

**Description:** (Level - Intermediate)  
This webinar is your starting point for everything FlightDesk. You will get a high level overview of functionalities, such as workspaces and components, available to you on the FlightDesk platform. In this webinar, we will take a look into your FlightDesk preferences, watchlists, link modes, charts and different ways of placing an order. You will have the best learning experience if you have access to FlightDesk which will allow you to explore functionalities during the session and create a workspace for future reference. You can of course attend the session, if you do not currently have access to FlightDesk.

If you have any questions you would like to send us ahead of time, please email Scotia iTRADE at [education@scotiaitrade.com](mailto:education@scotiaitrade.com). Ensure that you reference the webinar title in the subject line.

### The password for our sessions is ilearn

In order to attend the webinar, enter your email address and the event password, **ilearn**. You can also check the box to 'Remember Me'

You can decide to either 'Launch on Desktop' or 'Attend in Browser'.

**How To Get Started With Scotia iTRADE**

Event ID: HKS312284  
Leader: Bianca Baumann  
Date: 07 May 2014  
Time: 10:30 PM (GMT -04:00) Eastern Time (US & Canada)  
Duration: 1h 00m  
[More details](#)

**Attend Event**

Email Address:

Remember me

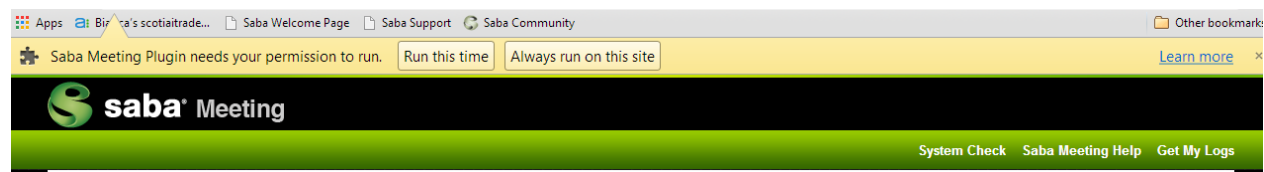
Event Password:

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Before attending, we recommend you run [System Check](#).

### Launch on Desktop

If you attend the session by clicking on 'Launch on Desktop', a light application for Saba Meeting will be installed, and you might see this pop-up:



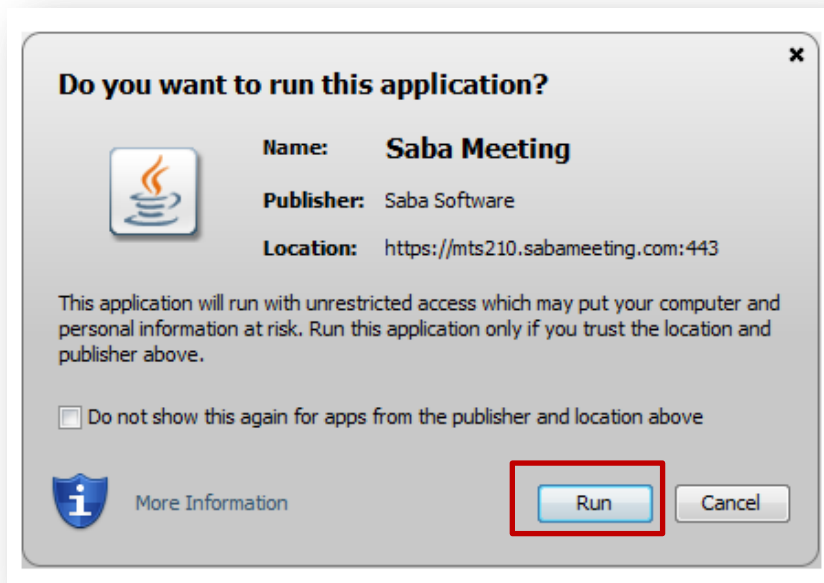
Please allow the plug-in to run.

### Attend in Browser

If you have not previously joined a Scotia iTRADE session via Saba, or installed Saba Meeting App, you will be prompted to install the required Java component at this time when using 'Attend in Browser'.

**You will need to allow this installation in order to load your classroom.**

You will get the following message:



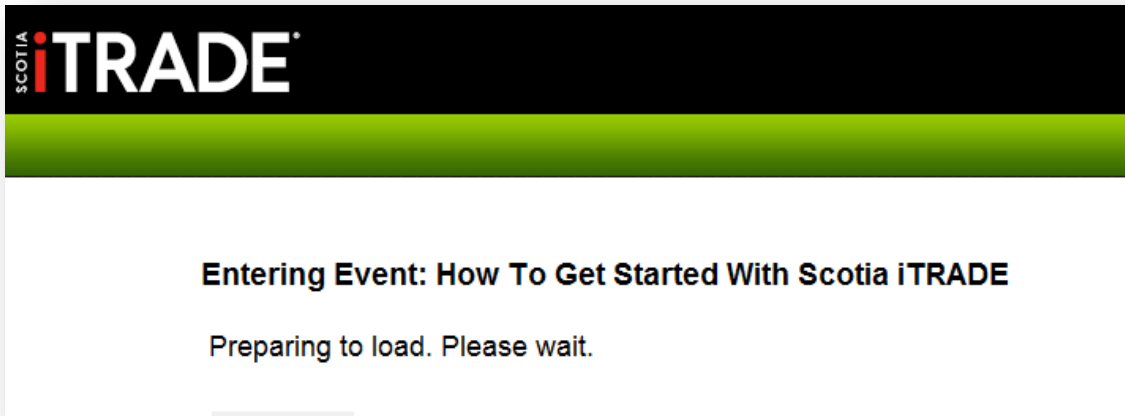
You need to accept the Java application in order to join the meeting. Alternatively, you can download the [Saba Meeting App](#).

[How can I enable Java in my browser?](#)

Once done, a second page will appear in which you can enter your First and Last Name, as well as your display name. **This name will be displayed to all participants. Please choose to only use your First Name or an initial.**

The image shows a registration form titled "How To Get Started With Scotia iTRADE". Under the heading "Attend Event", there are several input fields: "Email Address" with the value "bianca.baumann@scotiaitrade.com", "First Name" with "Bianca", "Last Name" with "Baumann", and "Display Name" with "Bianca". The "Display Name" field is highlighted with a red box and includes the text "(Name seen by other attendees)".

You will then enter the event. **This can take a couple of minutes, please be patient.**



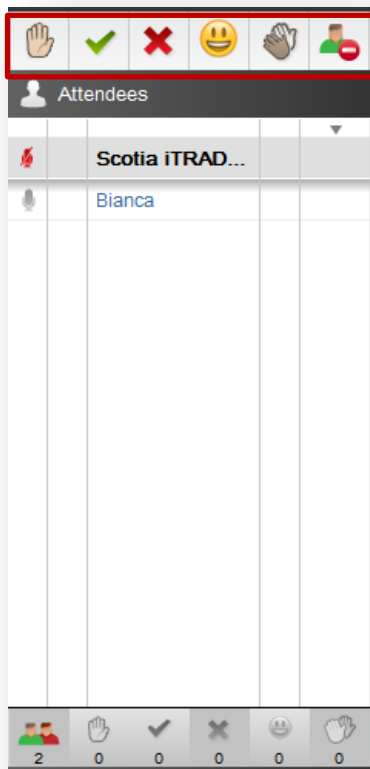
**DURING THE SESSION**

**AUDIO**

We are using Voice over IP (VoIP) for our sessions. This means you need to ensure that your computer speakers are working. Ensure that you are using a stable internet connection. The best audio quality is achieved if you are using a LAN cable instead of connecting to the internet using a WiFi connection

**Attendee Pod**

You will see everyone attending this session. Ensure that your display name is only your First Name or your initial



**Feedback Options**

- Raised Hand:** you have a question
- Green Checkmark:** you agree with the speaker
- Red Cross:** you disagree with the speaker
- Smiley:** you laugh
- Hands:** you applaud the speaker
- Person:** you stepped away

### Chat

Your instructor will enable chat for you in order to ask questions and add comments to your learning session. Please change the drop-down to 'All Presenters'.

The chat window can be found on the left hand side of your screen. Type your question or comment into the appropriate box and click 'Send' or use the 'Enter' key on your keyboard.

You can also detach this chat component and move it to a different screen:



### Mute

Everyone is muted by default. For any questions, please use the chat window

### Leaving the session

To leave your session, click on Exit in the top right corner



### Survey

After the session, a survey will pop-up. Please take 5 minutes to tell us about your experience.

**Minimum System Requirements**

**Minimum Requirements for Scotia iTRADE Sessions via Saba Webinar Desktop Client**

Type of Software	Supported Versions
Operating System	<ul style="list-style-type: none"> <li>• Microsoft Windows XP SP2 Professional</li> <li>• Microsoft Windows XP SP3 Professional</li> <li>• Microsoft Vista (32-bit or 64-bit)</li> <li>• Microsoft Vista SP1 (32-bit or 64-bit)</li> <li>• Windows 7 (32-bit or 64-bit)</li> <li>• Windows 8 Desktop mode</li> </ul> <p>👉 <b>Note:</b> Only the Desktop mode is supported. The Metro mode is not supported.</p> <ul style="list-style-type: none"> <li>• Windows 8.1</li> </ul> <p>👉 <b>Note:</b> Only the Desktop mode is supported. The Metro mode is not supported.</p> <ul style="list-style-type: none"> <li>• Apple Mac OS X Snow Leopard (Version 10.6 )</li> <li>• Apple Mac OS Lion (Version 10.7)</li> <li>• Apple Mac OS Mountain Lion (Version 10.8)</li> <li>• SUSE Linux Enterprise Desktop 10 SP2</li> <li>• SUSE Linux Enterprise Desktop 10 SP3</li> <li>• SUSE Linux Enterprise Desktop 11 SP1 (32-bit)</li> <li>• Red Hat Enterprise Linux Desktop 5</li> <li>• Red Hat Enterprise Linux 6 and 6.2 64-bit</li> </ul>
Virtual Environment	<ul style="list-style-type: none"> <li>• Citrix Presentation Server for Windows 4.5</li> <li>• Conrix XenApp 5.0</li> <li>• VMWare-ESX Server</li> </ul>
Media Player	<p>For Windows</p> <ul style="list-style-type: none"> <li>• MS Media Player</li> <li>• Real Player</li> <li>• Apple Quick Time</li> <li>• Adobe Flash</li> <li>• Adobe Shockwave</li> </ul> <p>For MAC</p> <ul style="list-style-type: none"> <li>• Real Player</li> <li>• Apple Quick Time</li> <li>• Flip4Mac WMV</li> <li>• Adobe Flash</li> <li>• Adobe Shockwave</li> </ul>
Microsoft Lync	Lync 2010
508 Support	JAWS 11 Professional or later



Minimum Requirements for Scotia iTRADE Sessions via Saba Webinar Browser Client

	General
Operating System	<ul style="list-style-type: none"> <li>Microsoft Windows XP SP2 Professional</li> <li>Microsoft Windows XP SP3 Professional</li> <li>Microsoft Vista (32-bit or 64-bit)</li> <li>Microsoft Vista SP1 (32-bit or 64-bit)</li> <li>Windows 7 (32-bit or 64-bit)</li> <li>Windows 8 Desktop mode</li> <li> <b>Note:</b> Only the Desktop mode is supported. The Metro mode is not supported.</li> <li>Windows 8.1</li> <li> <b>Note:</b> Only the Desktop mode is supported. The Metro mode is not supported.</li> <li>Apple Mac OS X Snow Leopard (Version 10.6)</li> <li> <b>Note:</b> Not supported for the Saba Meeting App.</li> <li>Apple Mac OS Lion (Version 10.7)</li> <li>Apple Mac OS Mountain Lion (Version 10.8)</li> <li>Apple OS X Mavericks</li> <li> <b>Note:</b> Supported when using FireFox or with Saba Meeting App.</li> <li>SUSE Linux Enterprise Desktop 10 SP2</li> <li>SUSE Linux Enterprise Desktop 10 SP3</li> <li>SUSE Linux Enterprise Desktop 11 SP1 (32-bit)</li> <li>Red Hat Enterprise Linux Desktop 5</li> </ul>
Web Browser	<p>In a Windows environment:</p> <ul style="list-style-type: none"> <li>Internet Explorer 9, 10, 11</li> <li>Firefox 10 ESR</li> <li>Firefox 12 or higher</li> <li>Chrome 15 or higher</li> </ul> <p>In a Mac environment:</p> <ul style="list-style-type: none"> <li>Safari 5.0, 6</li> <li>Firefox 10 ESR</li> <li>FireFox 12 or higher</li> <li>Chrome 15 or higher</li> </ul> <p>In a Linux environment:</p> <ul style="list-style-type: none"> <li>Firefox 10</li> </ul>
JRE	Java 6 Update 10 or higher
508 Support	<p>JAWS 13 or later</p> <p> <b>Note:</b> Java Access Bridge must be enabled on the user's computer. Requires Java 6 or 7.</p>

Mobile Requirements

Mobile device	Supported versions
iPhone, iPad	iOS 6.0 or later
Android phones and tablets	2.3 or later

### How can I enable Java in my browser?

#### Using Internet Explorer

Tools > Manage Add-ons  
Find Java add-on and click Enable

#### Using FireFox on Windows

FireFox > Add-ons  
Find and enable the Java plugin  
Restart the browser

#### Using Chrome on Windows

In the browser address line, type in Chrome: plugins  
Find and enable the Java plugin

#### Using Safari on a Mac

Safari > Preferences  
Click the **Security** button  
Click the **Manage Website Settings**  
Select **Always Allow** from the list for the Saba Meeting website  
Click **Done** and restart Safari

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