# Magellan Healthcare Live Member and Manager Webinars

# *Quick Reference Guide*

## Availability

Member webinars are available monthly at no cost to any member. **Please note, webinar capacity is limited to 1,000 participants and entry into the room is on a first-come, first-serve basis**. You can find the registration information on the member website at www.MagellanAscend.com featured on the homepage and in the *Webinars* section of the *Learning Center.* Registration is also promoted through communications you may have received at work. A quarterly webinar for managers is also available at no cost. You can access registration information within the *Manager Support* program tile on the member website, too.

**If you are unable to attend the live webinar, a recording will be posted within two to three business days on the member website, www.MagellanAscend.com**, in the *Webinars* section of the *Learning Center*. You can also search for the recording by using the "*Search for*" feature at the top right of the member website.

## Registration when the webinar has reached capacity

Registrations are limited and you may receive a message indicating registration has "reached maximum capacity." If this occurs, you will not be able to register for the webinar. You can view the recording of the webinar and access any handouts on the member website within two to three business days.

## Log in the day of webinar

Accessing the Webinar:
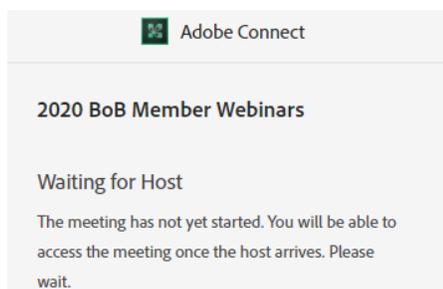


- Please log in to the URL link provided in your email at least 15 minutes in advance in case you experience any problems.
- You will be prompted to enter your email address in the login field.  (Be sure to use the same email address you used when you registered).

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- You will then be directed to a page that has the choices "open in browser" or "open in application."
- Clicking "open in browser" will give the message "preparing the room" and then the message below if the host has not joined yet.
- Alternately, if you select "open in application," you may need to have Adobe Flash Player or the Adobe Connect application downloaded to your device. If you have difficulties downloading, please reach out to your IT department for assistance. Once successfully downloaded and clicked in "open in application," you will see "preparing the room," and then you will see this message below.



Adobe Connect

2020 BoB Member Webinars

The meeting has not yet started. You will be able to access the meeting once the host arrives. Please wait.

**Please note the webinar room will not be fully open until 30 minutes before the start of the session.**
- If you log in more than 30 minutes before the start of the webinar, you may receive an erroneous message stating the webinar has reached capacity. If this occurs, try again in less than 30 minutes before the scheduled event.
- If you are attempting to log in less than 30 minutes before the start of the webinar and receive a message stating the webinar has reached capacity, this is an accurate message but a recording of the webinar will be available on the member website in two to three business days.

## Audio access
- Audio is broadcasted through your computer speakers or mobile device speakers; please make sure to unmute your speakers. If you are unsure how to unmute your speakers, please contact your IT department. Please note if you would like to listen via your computer, but you do not have a headset, many computer jacks are the same size as other media devices, including cell phones and MP3 players. You may be able to use a headset from one of those devices to listen through your computer.
- Please notify the host via the Q&A pod if you are not able to use your computer speakers for audio.
- If for any reason you aren't able to access the webinar, the session is recorded and will be posted on the member website, www.MagellanAscend.com, within two to three business days following the live event.

## Mobile access
Mobile access is available using the Adobe Connect mobile app. You can download the application from the App Store (Apple) and Google Play (Android). Contact your company's IT department for connection issues.

## Captioning
To view captioning, you will need to enter the room using the Application. When logging in, select 'Open in Application.' This may prompt you to install Adobe Flash Player or the Adobe Connect meeting application on your computer. Please follow your company's policies and procedures for downloads. If you are unclear if you have permission to download, contact your IT Department for assistance.

**Magellan** HEALTHCARE.
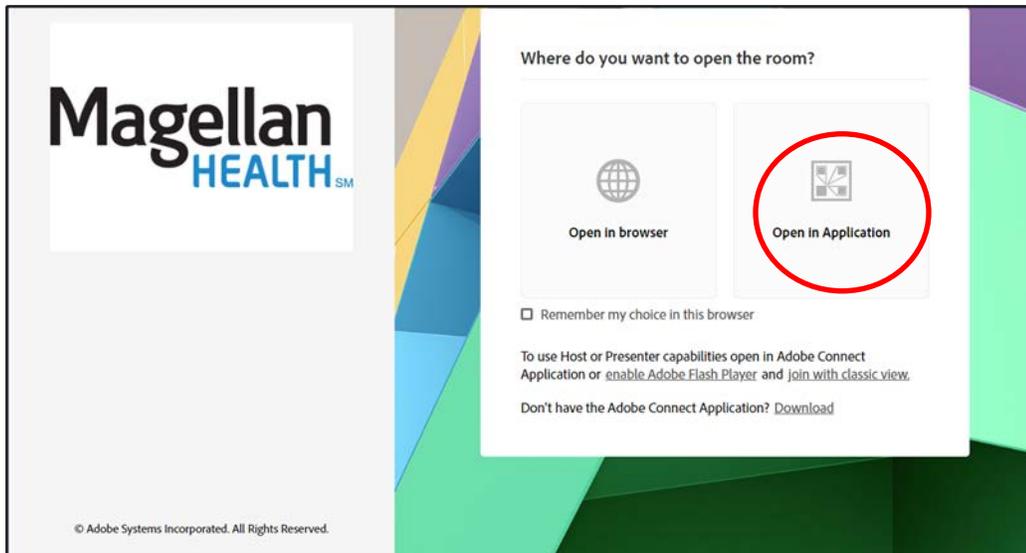
## System requirements

For the best audiovisual experience, ensure you are hard-wired to a network connection, with wireless disabled. Use this link to test your ability to connect:
http://na3cps.adobeconnect.com/common/help/en/support/meeting_test.htm

To access the presentation, you may either need Adobe Flash Player or the Adobe Connect meeting application on your computer. Please follow your company's policies and procedures for downloads. If you are unclear if you have permission to download, contact your IT Department for assistance.

**If you experience difficulties downloading Adobe Flash Player or the Adobe Connect Application, you will need to contact your IT department.**