Live Book of Business Member and Manager Webinars

Quick Reference Guide

Availability

Monthly member and quarterly manager webinars are available at no cost. **Webinar capacity is limited to 1,000 seats, and entry into the webinar room is on a first-come, first-served basis.** You can find the registration information on the homepage of your member website or through communications from your employer.

If you cannot attend the live webinar, a recording will be available on your member website approximately two to three business days after the live webinar occurs.

Registration

Registration is limited; if you get a message stating "reached maximum capacity," registration is full. You can access the webinar recording on your member website approximately two to three business days after the live webinar occurs.

Logging In

Web Presentation Access:

- After registering for the live webinar, you will receive a confirmation email from "Do_Not_Reply" (admin@adobeconnect.com). This email address is not monitored, so please do not reply to this email.
- To join the live webinar, click on the URL link located in the confirmation email. Please click on the URL link to log in 10 – 15 minutes before the live webinar begins to resolve any technical issues. When logging in, you will be prompted to enter your email address. Be sure to use the same email address to log in that you used to register. **The webinar room will open 30 minutes before the start of the live webinar. If you log in more than 30 minutes before the start of the webinar, you may receive a message stating the webinar has reached capacity.**
- If you attempt to log in and receive a message stating "Preparing the room," please close out of the webinar and log in again by clicking on the URL link located in the confirmation email. You may need to download the Adobe Connect meeting application on your computer. Please see the next section on "System Requirements" for troubleshooting information.
- If you attempt 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. Webinar capacity is limited to 1,000 seats, and entry into the webinar room is on a first-come, first-served basis. You can access the webinar recording and any supporting materials on your member website approximately two to three business days after the live webinar occurs.

Audio Access:

- Audio is broadcasted through your computer speakers. Please make sure to unmute your speakers. Please contact your IT department if you are unsure how to unmute your speakers. If you want to listen via your computer but do not have a headset, many computer jacks are the same size as other media devices. 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 cannot access the webinar, the recording and any supporting materials will be made available on your member website approximately two to three business days after the live webinar occurs.
- You are automatically muted upon joining the webinar.

System Requirements

For the best possible audiovisual experience, hardwire your computer to a network connection and disable Wi-Fi. Use this link to test your ability to connect:
http://na3cps.adobeconnect.com/common/help/en/support/meeting_test.htm

Access the Web Presentation in two ways:

- Via the Application
  - You may need to download the Adobe Connect meeting application on your computer. Please follow your company's policies and procedures for downloading applications. If you are unclear if you have permission to download, contact your IT Department for assistance.
- Via a Browser (e.g., Chrome, Safari, Firefox)
  - If you experience technical issues, such as poor audio, you may need to change browsers (E.g., switch from Microsoft Edge to Chrome).

If you experience difficulties downloading the Adobe Connect Application, contact your IT department.

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