How to join a webinar

Register

1. Choose the webinar you would like to join. This includes selecting your preferred date if there are different dates available.
2. Click on the registration link for your selected webinar.
3. Complete your profile, including your email address.

   Make a note of your password so you are ready when it's time to access the webinar.
4. Once registered, you will receive an email confirmation. This will include instructions on how to log into the webinar, including a link to use.

   Keep this email message handy so you can use it when it's time to access the webinar.
5. You will need to join the webinar via the internet, from a computer or by using an internet browser on your mobile phone (data use charges may apply). Please note that you can't join by dialling in from a mobile phone, only via the internet.

   If you need to, you can check your system requirements to join a webinar (Windows, Mac or mobile).[1]
6. To ensure best access to the webinar we recommend that you install the Adobe Connect meeting application (Windows,[2] Mac,[3] Mobile for iOS devices,[4] Mobile for Android devices).[5]

Join the webinar

7. A few minutes before the scheduled start time for your selected webinar session, click on the link in the registration confirmation email that you received in Step 4 (above).

   The session is hosted on the Adobe Connect platform and will use your computer or phone's screen and audio. Set your volume to a comfortable level.
8. Once the webinar has started, you can ask questions by typing them into the 'Chat' area of the webinar screen.

   We will answer your question as soon as possible.

   If people ask similar questions, the presenters will try to answer them together as a group.
9. Once the webinar has finished, log out by simply closing your internet browser window.

After the session

10. All webinars are recorded. A few days after the webinar, we will email you a link to the recording.

Troubleshooting tips

Table 1. Troubleshooting tips for webinars

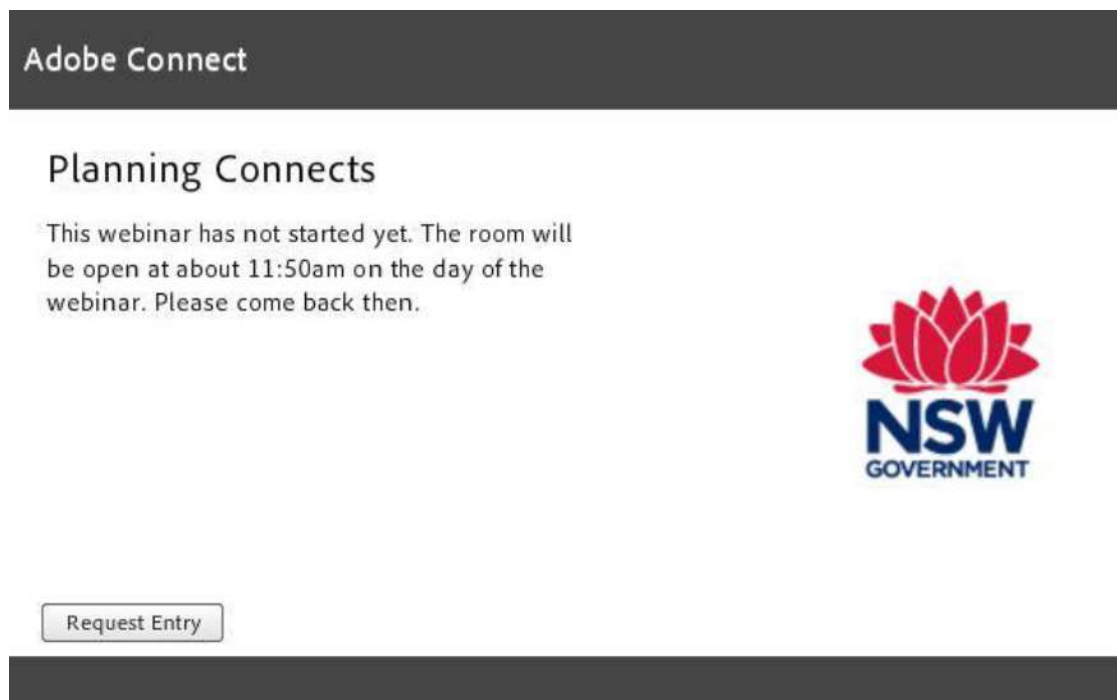| Problem	Solution
Audio quality is not good	Log out, then log back in.
There is an echo	Check the 'Attendee pod'. If your name appears twice, you are logged in twice. Log out of one of the windows.
'This webinar has not started yet' message appears, as shown in the example below (Figure 1)	The webinar has yet to begin. We try to open the webinar ten minutes before the scheduled time, but if it hasn't opened, please wait a little longer. The webinar will start soon.

Figure 1. An example of the 'Webinar not started yet' message

[1] System requirements: https://helpx.adobe.com/adobe-connect/adobe-connect-10-5-tech-specs.html
[2] Adobe Connect for Windows: http://www.adobe.com/go/Connectsetup
[3] Adobe Connect for Mac: http://www.adobe.com/go/ConnectSetupMac
[4] Adobe Connect for iOS devices/iPhones: https://itunes.apple.com/us/app/adobe-connect/id430437503?mt=8
[5] Adobe Connect for Android devices: http://market.android.com/details?id=air.com.adobe.connectpro