

Best Start / Health Nexus Webinar Tip Sheet

Webinar preparation

At some point prior to your webinar it's a good idea to make sure you can hear sound from your computer by playing an audio or video clip with sound (try a YouTube clip, for example). If you cannot hear any sounds you may need to consult your computer support personnel.

If the issue can't be fixed in time for the webinar, you may opt to listen to it with your phone, by following the instructions provided to you by the webinar organizer.

Webinar

1. Please try to connect 15 minutes prior to event start.
2. Start Adobe Connect using the link provided to you in the email message sent from the meeting organizer. Enter as a guest indicating your first & last name, your organization, and the number of people watching the webinar with you, then click "Enter Room":

Remote

Enter as a Guest

Name

By entering a Guest Name and clicking "Enter Room", you agree that you have read and accept the [Terms of Use](#) and [Privacy Policy](#)

Enter with your login and password (Required for hosts, recommended for registered users)

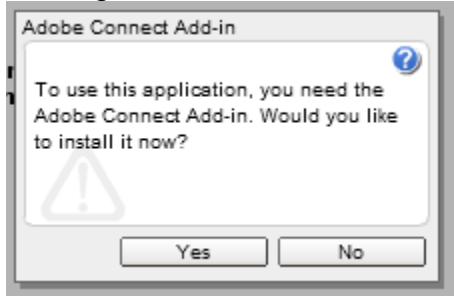
Common issues and how to cope with them

Can't get into Adobe Connect

If you cannot join the webinar by clicking the meeting room link found in the email that was provided to you then you may need to try copying and pasting that link into a different

browser. (For example: if clicking links normally opens them in Internet Explorer or Safari, but it doesn't work with the webinar link, you might want to copy that link and paste it into Firefox or Chrome)

If you see the following screen after clicking the link or pasting it into a web browser then try clicking on to the 'No' button since that may still allow for it to run in that browser:



If clicking on to "No" doesn't work you may need to disable your ad-blocker and try again.

You hear an 'echo':

If you called into the webinar with your phone you may just need to hang up the phone and turn up the sound on your computer (or mute your computer and listen on the phone only) since the 'echo' is often your computer and phone playing the sound at different times.

Can't hear anything

If you're trying to listen through your computer sound then try turning up the volume on the computer or unmuting it. If that doesn't work, opt to listen to the webinar with your phone: call the provided phone number and enter the teleconference PIN.

You screen isn't showing any changes in content when it seems like it should be.

Try closing your browser and re-entering the webinar with the link that was sent to you.

The "Leader" phone gets disconnected

If you hear an automated message saying that "The leader has been disconnected" and words to the effect that the teleconference will end in 5 minutes, please just stay in the webinar while the facilitator resolves the issue.

Still having problems attending the webinar?

If the issue persists, or for any other issues, please let us know in the chat box at the bottom right of your Adobe Connect webinar window, or send us an email at webinar.support@healthnexus.ca (email for adobe connect support)