

## NCI Webinars – Instructions

NCI's online classes use **Adobe Connect**, an online virtual classroom technology with audio and video conferencing abilities, it's designed specifically for education needs, and has different technical requirements. It is a very user friendly platform. Nonetheless, please make sure to review your [computer system requirements](#) ahead of time. Though very rare, you might need to update some of your software in order to participate.

Plan to use [Google Chrome](#) as your browser. Although other browsers (Internet Explorer, Mozilla Firefox, Apple Safari) will work, Chrome has proven to be the most reliable and stable for Adobe Connect.

The following instructions will allow you to access and participate in the webinar, as well as familiarizing you with the Adobe Connect interface:

### Requirements

**Microphone** - In terms of equipment, please make sure to have a microphone (*either built into your computer or laptop, or a separate headset/ear buds with a mic that you can plug into your computer*) in order to participate orally in the webinar.

**Speakers/Headphones** – A must. In order to benefit from the webinar, you need to have access to an audio output system that allows you to hear the instructor and participants. Nowadays most laptops have built-in speakers, and you can purchase speakers for your desktop computer in case you need them. Headphones can be connected to your system's audio input jack in case you need to use them.

**You do not need a webcam** - You will be able to see the instructor, but it is not necessary to be able to be seen by the instructor and the other participants.

### Overview of how Adobe Connect works:

Please watch these two short videos about Adobe Connect and its features:

[Adobe Connect: Jumpstart for participants](#) (2:06 min)

[Using VoIP Audio](#) (2:42 min)

### How to log in:

1. **NCI will send you an access link for the webinar.** The provided link will take you to the following login section:



The screenshot shows the Adobe Connect login page for a meeting room. At the top, it says "ADOBE® CONNECT™" with the Adobe logo on the right. Below that, the meeting room name is "[299921]: Practice Meeting Room". There are two radio buttons for login options: "Enter as a Guest" (which is selected) and "Enter with your login and password (Required for hosts, recommended for registered users)". Under the "Enter as a Guest" option, there is a text input field for "Name" and a button labeled "Enter Room". To the right of the login fields is a large green icon representing a group of people in a meeting room.

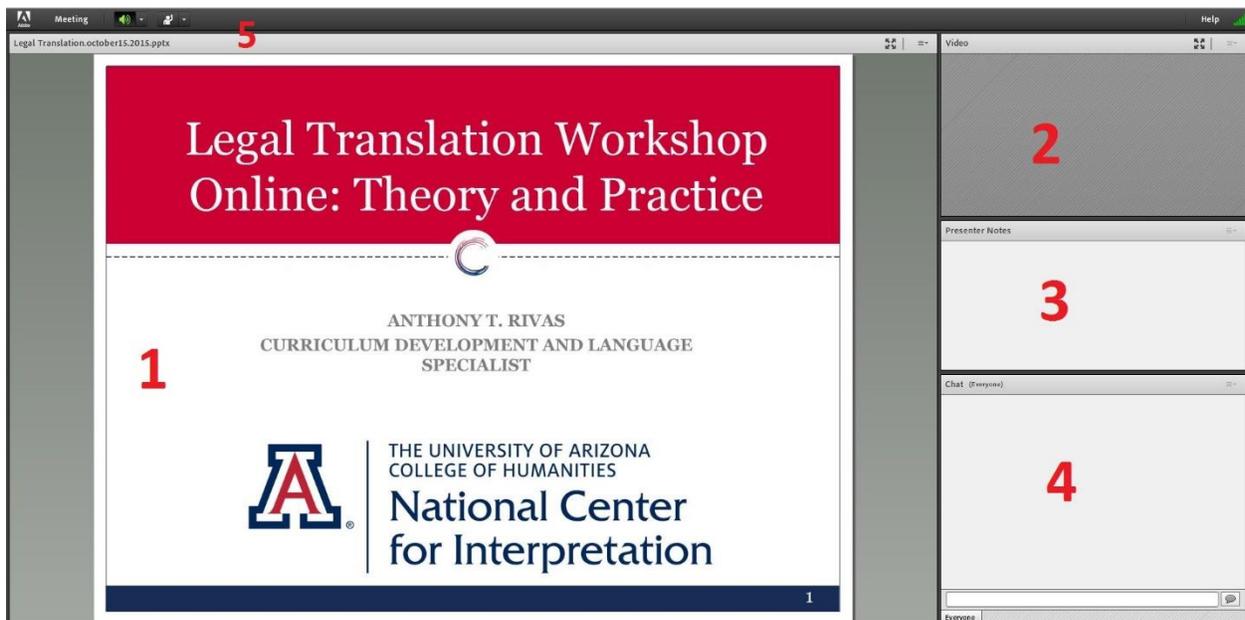
1. Make sure the option "Enter as a Guest" is selected.
2. Enter your full name.
3. Click on the "Enter Room" button.

2. Once you have logged in, you will be taken to the Adobe Connect application; it might be possible that you get asked to install an Add-In for Adobe Connect – we recommend installing it for a more seamless experience.

***Keep in mind that if you try to access the webinar before the scheduled time, you will be redirected to an error page. This is completely normal.***

### Adobe Connect Interface

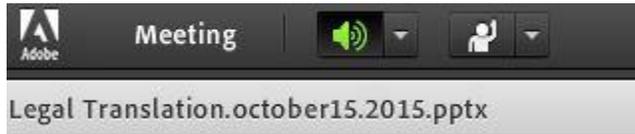
Once Adobe Connect has finished loading, you will enter the webinar session. During the webinar, all of the following sections will be filled with text and media, so please make sure to get familiarized with these sections in order to take full advantage of the webinar.



Let's look at the different sections:

1. **Share Section.** This area is used by the instructor to display any materials or documents related to the class. Only the instructor is able to modify this section.
2. **Video Section.** The instructor can be seen in this area. Depending on the workshop and other extraneous factors, this feature might not be used.
3. **Notes Section.** Area used to post important information, instructions or announcements during the webinar.
4. **Chat Window.** All participants are able to post questions, comments or interact with the instructor and everyone else.

5. **Tools Bar.** You will find the following options here: **Meeting | Speaker | Set Status.**



- A) **Meeting.** On this section, you will find the “**Audio Setup Wizard**” feature that is used to calibrate and troubleshoot any audio-related issues you might encounter.
- B) **Speaker Icon.** By clicking on the dropdown button, you will find the “Mute Speakers” and “Adjust Speaker Volume” options.
- C) **Set Status.** This option allows the participants to interact with the instructor by providing simple answers in the chat window, as well as to raise their hand when wanting to pose a question to the instructor. The complete list is the following:



The ones used the most are “**Raise Hand**” and “**Step Away**”.

By following the mentioned steps and getting acquainted with Adobe Connect’s interface, you should be able to participate and get the most out of the webinar session.

## **Troubleshooting**

The “Audio Setup Wizard” feature in Adobe Connect solves most of the issues pertaining to audio-related problems, so **make sure to use the Audio Setup Wizard**. If this did not work, please check the following solutions:

1. **I cannot hear the instructor.** If you have gone through the Audio Setup Wizard and are still not able to hear, please check the following:
  - Make sure that the “Speaker” Icon on the Tools Bar is not set to Mute.
  - Check the “Adjust Speaker Volume” on the Tools Bar.
  - Check your computer’s volume level. Depending on your model, you might need to do this using the volume mixer feature embedded into your operating system.
  - If you are using headphones/earphones make sure they are properly connected to your computer.
  - Log out of the session and log in again.
  
2. **I cannot see the instructor.** Depending on the webinar, the instructor might temporarily turn off the video feed. If this is not the case and you are not able to see the video, go through the following options:
  - Minimize the webinar and then try to open it again. This might help update the screen by refreshing the webinar interface.
  - Make sure to close any background programs and/or windows.
  - Log out of the session and log in again.
  
- 3.

**I am no longer able to see the powerpoint or document used by the instructor.**

- Minimize the webinar and then try to open it again. This might help update the screen by refreshing the webinar interface.
- Make sure to close any background programs and/or windows.
- Log out of the session and log in again.