

## Participate in an Adobe Connect Webinar

Adobe Connect is a web conferencing solution for online learning and webinars. This quick guide provides you with the basics of accessing and using an Adobe Connect webinar.

### Attending an Adobe Connect webinar

1. It is recommended that you test your computer prior to attending the webinar. You can do this by going to:  
[http://admin.adobeconnect.com/common/help/en/support/meeting\\_test.htm](http://admin.adobeconnect.com/common/help/en/support/meeting_test.htm)
2. The **Connection Test** checks your computer to make sure all system requirements are met. If you pass the first three steps of the test, you are ready to participate in the webinar.
3. If you do not pass the test, perform the suggested actions and run the test again.

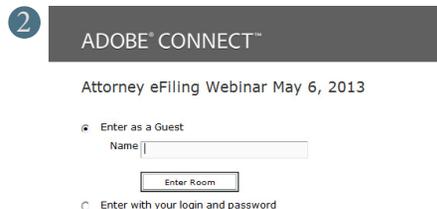
**Tip:** Adobe Connect requires that you have an internet connection, a web browser and Adobe Flash Player version 10.1 or greater to attend a webinar.

### Joining a webinar

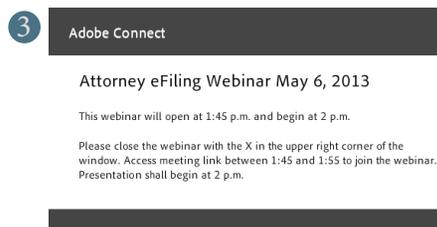
1. The day of the webinar, you may enter the webinar up to 15 minutes before the training begins. To access the webinar, click the webinar link (or enter the webinar link URL in your web browser) from the [Electronic Filing \(eFiling\) training page](#) of the “Your Missouri Courts” website.

**1 Step 2:** You may enter the virtual classroom no earlier than 1:45 p.m. the day of the training via this link to training - **[the link will be posted here]**

2. The webinar login screen appears. **Enter as a Guest** by typing your first and last name, and click **Enter Room**.



3. If this message appears, you are a few minutes from 1:45 p.m., remain on the screen. When the webinar opens, your screen will change to the webinar.



## Webinar audio (Voice-over-IP or VoIP)

VoIP allows you to hear audio through your computer speakers. Please turn up the volume on your computer speakers/headphones.

1. Speaker volume can be adjusted by selecting the Speaker button on the top toolbar.

2. Select **Adjust Speaker Volume** from the list.



3. Adjust the slider to the appropriate volume level.



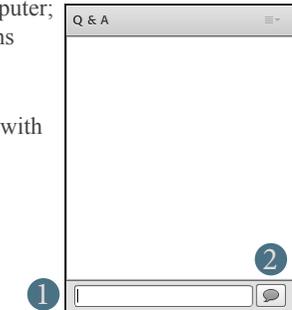
**Tip:** If you are having issues using VoIP, it is recommended that you run through the Audio Setup Wizard to optimize your experience. To do this, select ‘Audio Setup Wizard...’ from the Meeting menu.

## Submitting questions

You will not be able to transmit audio through your computer; only the presenter of the webinar. Please submit questions through the Question & Answer (Q&A) pod.

You can post questions to the presenter or communicate with the webinar host by:

1. Typing your question
2. Clicking the Send button  or press Enter.



Questions shall be answered by the presenters at designated times throughout the webinar session. If your question was not answered, please contact the OSCA Help Desk at (888) 541-4894.

## Ending a webinar

To exit the webinar click the **X** in the upper right corner of the webinar. You can also exit the webinar by selecting **Meeting** on the top toolbar and click **Exit Adobe Connect**.

## Frequently Asked Questions

### I cannot hear any audio.

Most sound issues are either related to your computer system volume and speakers, or an outdated version of Adobe Flash Player.

#### 1. Speakers:

Verify that your computer speakers are on and your computer's volume is at an audible level. If you have external speakers for your computer, make sure they are turned on and at the appropriate level.

#### 2. Adobe Connect Audio Settings:

In the Adobe Connect meeting room, go to the audio button on the top toolbar. Click on the down arrow and select "Adjust Speaker Volume." Move the setting to high.

#### 3. Adobe Flash Player:

Update your [Adobe Flash Player](#) to the most recent version. Close all your browser windows, then reopen your browser and navigate back to the webinar session.

#### 4. When presenters are using computer mics, you will see a microphone icon next to the speaker's name. Confirm that you meet all technical requirements (high speed wired connection and exit out of all applications).

### The webinar audio isn't consistent such as fading or chopping in and out. Is there something I can do to improve it?

Occasionally, you may hear breaks in the audio. These are due to temporary bandwidth issues between your location and the Adobe Connect server. The sound will come through again shortly and there will be no loss of "content." These are considered momentary breaks in the audio stream.

### I hear an echo.

Make sure only one Adobe Connect webinar session is open on your computer. To check, locate your name in the Participant List. If you have a 2 next to your name it means the webinar is open multiple times. Close the second session.

### There are blank, gray or white pods.

1. Refresh the meeting room.
2. Exit Adobe Connect and re-enter the meeting.

If you need assistance, please contact the Office of State Courts Administrator Help Desk at [OSCA.Help.Desk@courts.mo.gov](mailto:OSCA.Help.Desk@courts.mo.gov) or (888) 541-4894.

## Troubleshooting

Issue	Solution
<b>I cannot get into the webinar</b>	<p>If you are having trouble joining the webinar try the following:</p> <ol style="list-style-type: none"> <li>1. Enter the webinar as a Guest user by entering in your First and Last Name in the <b>Guest</b> field.</li> <li>2. Click the Help link on the <b>Meeting Login</b> page. This will take you to the Test Meeting Connection page where you can verify that your computer meets all necessary requirements. If you do not pass the test you will be given instructions for what you need to do.</li> <li>3. Make sure pop-up blocking software is not blocking your webinar window.</li> <li>4. You may be using a proxy server. To resolve this in Internet Explorer, select <b>Tools &gt; Internet Options &gt; Advanced tab</b>. Then enable the setting; use HTTP 1.1 through proxy connections. After doing this, clear your cookies, close all browser windows and attempt to re-enter the webinar.</li> </ol> <p>To resolve in Google Chrome, select <b>Settings "Advanced Setting" &gt; Network &gt; Change proxy setting &gt; Advanced tab</b>. Then enable the setting; use HTTP 1.1 through proxy connections.</p>
<b>I cannot hear any audio</b>	<ol style="list-style-type: none"> <li>1. Verify that your computer speakers are on and your computer's volume is at an audible level.</li> <li>2. Check the volume of the audio within Adobe Connect. Speaker volume can be adjusted by selecting the Speaker button on the top toolbar. The button will be green when turned on. Select the <b>Adjust Speaker Volume</b> from the drop-down list. Adjust the slider to the appropriate volume level.</li> </ol>
<b>The host is sharing their screen, but it is fuzzy</b>	<p>If you are having trouble seeing a host's screen, try the following:</p> <ol style="list-style-type: none"> <li>1. Click the <b>Full Screen</b> button on the top of the Share pod.</li> <li>2. Select <b>Meeting</b> from the top toolbar and click <b>Full Screen</b> from the drop-down list.</li> </ol>