

## Nutrition Services Branch Webinar Tips

Below you will find system requirements and tips for using Adobe Acrobat Connect Pro.

### Adobe Acrobat Connect System Requirements

- You need Adobe Flash Player 8 or higher on your computer. Most computers already have it, but check prior the start of the webinar.
- Audio is via telephone only. The audio will **NOT** stream through your computer.

### Registration

- To register, click on the URL (link) that you got in an email or that you found at [www.nutritionnc.com](http://www.nutritionnc.com).
  - The first time you register, you will enter an email address and create a password. This will be your **Login (email address=Login)** and **Password** for **all** webinar events with NSB.
  - You must enter your email address correctly, so be careful. Double-check it before you proceed.
  - After you create a password, **write down it**. You will use it each time you register or participate in a webinar sponsored by the NSB. **If you register for other people on your staff, make sure you give them their passwords.**
  - Enter all additional information and submit.
- If you register successfully, you will get an **immediate** email message. This message thanks you for registering and indicates that we are processing your request. If you do not get this message, it means you have not entered your email address correctly and you are not registered. You will need to start the registration process again.
- The next time you register for a NSB webinar, when you click on the URL, you will see the same data fields. Notice at the top of the page, it says, *If you have previously registered with us, [click here](#).* You can use this feature **only** if you have successfully registered for a previous webinar. Successful registration means that have gotten an email confirmation for a previous webinar.

**Please register for the webinar session in which you plan to participate no later than 5:00 PM the day BEFORE the session. Registrations will not be accepted nor approved on the day of the webinar.**

### Confirmations

- A few days before the webinar, you will get an email confirmation. This message has three important things you need to participate in the webinar. **Save this message so that you can find it on the day of the webinar.**
  1. An active link to join the meeting. Each meeting has a unique link. That means the link works only for the session for which you registered.
  2. Audio information including the toll-free number to dial and a passcode for the webinar.
  3. An active link to handouts. Download and print the materials prior to the start of the session.
- **A note about "missing" confirmations:** At least **one day before** the webinar, make sure you have access to the confirmation described above. If you do not, try the following.
  - If you did not get the **immediate** message described under *Registration*, it means your email address is wrong and you are not registered. You need to re-register with a correct email address.
  - Check your Outlook calendar (whether or not you use it); the confirmation may have gone directly to your calendar.
  - The message may have been spammed out. You or your IT staff will need to white list messages from Adobe Acrobat Connect Pro.

### Participating in a Meeting

- You can enter a meeting 15 minutes prior to the scheduled start time, not any earlier. Be sure to enter the session before it starts.
- To join the meeting, click on the meeting link in the confirmation email or in your Outlook calendar.
- You will go to a page that asks for your **Login** and **Password**. Your login is the email address you used to register for the event. You must use the same password you used to register for the webinar.
- To join the audio portion of the meeting, use the toll-free number and passcode in the email confirmation.

### Customer Support

- **Once the webinar has started**, please contact Adobe Acrobat Connect Support at 1-866-335-2256.
  - Select option 2 for Enterprise, and then select option 5 for Connect.
- NSB or the NSB Help Desk staff **will not** be able to provide webinar assistance after a session has started.