



## How to Attend a Techs in Touch Continuing Education Event (TTCE) Adobe Connect Webinar

*Note: You will require an internet connection, a web browser, and Adobe Flash Player version 13 or greater to attend an event. It is recommended that you test your computer prior to attending an event. 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)*

### Joining the Event

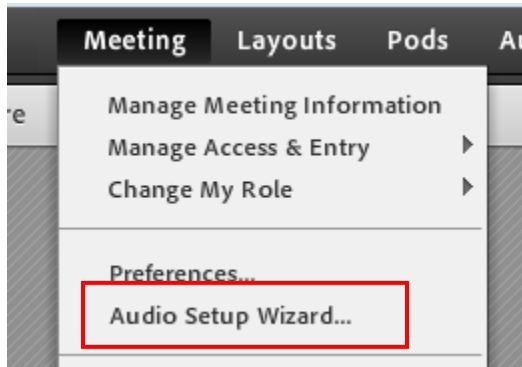
Click on the link in your registration confirmation email or copy and paste the event address into your browser. If you did not receive a registration confirmation email contact [info@ptsa.ca](mailto:info@ptsa.ca)

The event will launch in your browser. If the event host has not yet arrived, you may be placed in a waiting room.


### Meeting Audio

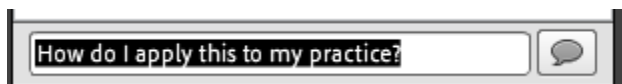
Audio for this event uses Voice-over-IP (VoIP). You can hear the event audio through your computer speakers.

If you are having issues using VoIP, run through the Audio Setup Wizard to optimize your experience. To do this, select **Audio Setup Wizard** from the **Meeting** menu



### Asking Questions

Type your questions into the **Q & A** box at the bottom right of your screen and click the  button



If you don't see the chat box click on the **Participant View** button  at the top of the Q & A box

## Troubleshooting

Issue	Solution
I cannot get into the event meeting	<p>If you are having trouble joining try the following:</p> <ul style="list-style-type: none"> <li>• Enter the meeting as a Guest user if prompted to do so by entering in your First and Last Name in the Guest field.</li> <li>• Click the Help link on the Meeting Login page. This takes 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>• Make sure popup blocking software is not blocking your meeting window.</li> <li>• You may be using a proxy server. To resolve this in Internet Explorer, select Tools &gt; Internet Options &gt; Advanced tab. Then enable the meeting.</li> </ul>
I cannot hear any audio	Verify that your computer speakers are on and your computer's volume is at an audible level.
The host is sharing their screen, but it is fuzzy	<p>If you are having trouble seeing a hosts screen, try the following:</p> <ul style="list-style-type: none"> <li>• Click the Full Screen button on the top of the Share pod.</li> <li>• View the full resolution by using the pod options menu in the top right hand corner of the pod to select <b>Change View &gt; Zoom In.</b></li> </ul>