# AAT study support webinars – user guide

We use Adobe Connect to run our study support webinars. It is easy to use and we are confident that you will be able to join and take part in our study support webinars without any issues. However we have provided some information below to help make the experience as easy as possible for you and to ensure you get the most form the webinar.

## Before the webinar

- Connection test: Adobe have a connection test facility we recommend you use before trying to join a webinar (ideally at least a day before to give you time to sort out any problems). You can access the Adobe connection test here. Please do the test on the computer you plan to use to participate in the webinar.

## Joining the webinar

- To join the webinar you need to go to the event URL - this will be sent to you in your confirmation of registration email and also your reminder email.
- Once you are on the event page you will be prompted to enter the email address and password you used to register for the webinar.
- Once you have done this the webinar will open automatically. Please note: if a lot of people are joining the webinar this can take a few moments.
- To ensure our study support webinars provide maximum value to delegates places are limited to 100 delegates per webinar. To avoid disappointment please join the webinar early. If you are not one of the first 100 to join on the night you will not be able to enter the webinar.
- If you are unable to join the webinar don't worry - all our webinars are recorded and the recording will be sent to you the next day. You can view the recording as many times as you want.

## Participating in the webinar

- Adobe Connect is a multi-functional program that uses lots of different media at once, this means it needs a lot of space from your internet connection to run smoothly. To get the most from webinars we recommend you take a few minutes to try the following:
  - ➢ To get the best sound and video: make sure all other programs on your computer are turned off. Particularly anything that uses an internet connection. (Wired connections are usually faster than wireless.)
  - ➢ If you share an internet connection with others in your home: try to persuade them not to download big files (e.g. movies, music), or run messenger programs (e.g. Skype) whilst you are participating in the webinar.
- Take a few minutes to run the 'Audio Setup Wizard' by clicking on 'Meeting' at the top of the window. This will test your sound and let you set a reasonable volume.
- For the best viewing maximise the Adobe Connect window to fill your screen.
- During the webinar be ready to answer questions by typing in the chat box or clicking on the screen when the tutor runs a poll – this may not be possible with some devices.
- If you run into problems during the webinar feel free to ask for help using the chat box. Assistance will usually be given in a private chat, so watch the bottom of the chat box and click on any names that appear.
- The tutor may refer to 'raising your hand' during the webinar. You can do this by clicking on the small hand icon at the top right hand corner of the screen.
- Every webinar is recorded and a link to the recording will be emailed to you later. You can watch the webinar again at any time.