



April 2020 Council Meeting Webinar Guide

Webinar URL: <http://mafmc.adobeconnect.com/april2020/>

Telephone: 800-832-0736, Room: 7833942#

Before the Meeting

There are three ways to connect to an Adobe Connect Meeting:

1. **[Strongly Recommended] Desktop/Laptop Application (App)** – The stand-alone Adobe Connect desktop App works the best. The App can be downloaded at http://www.adobe.com/go/learn_desktop_en (scroll down to the PC or MAC versions). Using this option helps staff with webinar management.
2. **In Browser** – Adobe Connect Meetings can be launched in web browsers with Adobe Flash enabled. This option may have limited functionality in some browsers, and if you want to participate it is strongly recommended you download the App above.
3. **Mobile** – Search for and install Adobe Connect on your iOS or Android device. This option may have limited functionality on some devices, and if you want to participate it is strongly recommended you download the App above.

It is recommended that you test your system prior to the meeting. For a computer you can do this by going to http://admin.adobeconnect.com/common/help/en/support/meeting_test.htm. The Connection Test checks your computer to make sure all system requirements are met. If you pass the first three steps of the test, then you are ready to participate in a meeting. If you do not pass the test, perform the suggested actions and run the test again.

If you would like to test your connection before the meeting, please contact Jason Didden at jdidden@mafmc.org or 302-397-1131. Our ability to troubleshoot your system will be limited during the actual meeting.

Join the Meeting

1. Click the link below or enter the URL into your Adobe Connect desktop App (recommended) or browser/mobile device:
April 2020 Webinar Link: <http://mafmc.adobeconnect.com/april2020/>
2. When the meeting login screen appears, choose Enter as a Guest, type in your first and last name, and click Enter Room.
3. If a pop up window appears in your browser, select "Open in Application" to open the webinar in the Adobe Connect desktop App (see links above to install App)

Connecting to the Meeting Audio

Once the webinar opens, you should see a pop-up window prompting you to select how you would like to connect the audio. Several audio connection options are noted below. Individuals planning to participate in the meeting (Council members, presenters, and those wishing to make public comments) must join by telephone (options 1 or 2 below). Individuals who only want to listen can select option 3.

1. **[Recommended for Participants] Receive a call** from the meeting by entering your phone number. Using this option **really** helps staff with webinar management.



The screenshot shows a dialog box titled "Join Audio Conference". The question is "How would you like to join the meeting's audio conference?". There are two radio button options: "Dial-out [Receive a call from the meeting]" (which is selected and circled in yellow) and "Dial-in to the Audio Conference via Phone". Below the selected option, there is a dropdown menu showing "+1 (USA)" and a text input field containing "(your number here)". At the bottom, there are two buttons: "Join" and "Listen Only".

2. **Dial in** to the meeting using the telephone number and room number provided on the screen.



The screenshot shows the same "Join Audio Conference" dialog box. The "Dial-in to the Audio Conference via Phone" option is selected and circled in yellow. Below this option, there is a text area containing the following information: "Dial telephone number: United States: +18008320736", "Enter the following details when prompted: MeetingOne Conference Room Number: 7833942", and "Once joined to the audio, identify yourself:". At the bottom, there are two buttons: "Done" and "Listen Only".

If you use this option, scrolling down on the connection instructions and following the instructions to identify yourself helps staff with webinar management.

3. **Listen only** – you will be able to hear meeting audio through your computer speakers but will not be able to participate.



The screenshot shows the "Join Audio Conference" dialog box. The "Dial-out" option is selected. The "Listen Only" button at the bottom right is circled in yellow.

The audio connection box can be launched from the webinar by clicking the telephone icon in the App Bar.

Telephone-Only Access: For users without access to a computer or mobile device, you can call direct: 800-832-0736, Room Number: *7833942#. Please note that this option offers limited functionality, as users will not be able to see presentations or use the hand raise feature to request to make a public comment.

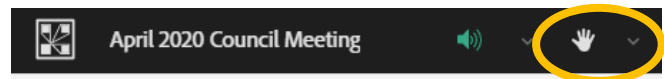
Audio Tips and Recommendations

- **Once audio is connected please mute your phone until it is time for you to participate.** If we get background noise from you we may have to mute you until your issue is resolved.
- A common issue is having your computer speaker sound on when you're also on the phone. Please turn your computer speakers off if you are also on the phone.
- We recommend never assuming that you are fully muted – it is safer to assume that any noise around you can be heard by everyone on the webinar.

How to Participate

After each presentation there will be opportunities for questions, Council discussion, and public comment. If you would like to ask a question or make a comment, click the "Raise hand" button in the menu bar at the appropriate time. The Chairman will call on individuals with their hands raised to speak. Unmute your phone before you speak.

To raise your hand, select the person icon or hand-shaped button at the top of the meeting window:



Please put your hand down before you start speaking. Please re-mute your phone when finished.

How Voting Will Work

Council members will use the "Raise Hand" feature just like in a regular meeting, in three rounds. There will be a round of voting to support, then oppose, then abstain. Staff will clear all votes between rounds.

Troubleshooting

If you are having trouble joining the meeting try the following:

1. Enter the meeting as a Guest user by entering in your First and Last Name in the Guest field.
2. 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.
3. Make sure popup blocking software is not blocking your meeting window.
4. You may be using a proxy server. To resolve this in Internet Explorer, select Tools > Internet Options > Advanced tab. 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 meeting

Contact

If you are having technical difficulties during the Council meeting, please contact Stephen Pearson at 302-526-5263 (spearson@mafmc.org) or Matt Seeley at 302-526-5262 (mseeley@mafmc.org).