

Webinar FAQ Book

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Navigating this FAQ book

This "book" attempts to address anticipated questions and concerns about TMCEC webinars. Though not organized in the typical Q&A format, it is a comprehensive step-by-step guide to all things OLC and Webinars.

To scroll through the book, simply click on the chapter or subchapter heading in the table of contents to the left side of this screen or click the left and right arrow buttons at the lower right corner of the page. It is helpful to read the entire book, but you can always access a specific topic with which you are interested by simply clicking on that chapter/subchapter heading. You can also print a copy of this entire book, or a specific chapter, by using the print icons located just above the bolded chapter/subchapter heading.

Refer back to this book often and anytime you have questions or problems accessing or participating in a TMCEC webinar - whether you are watching live or on demand.

As always, if you have an unanswered question or need further assistance, contact TMCEC at 800.252.3718 or 512.320.8274.

See you in cyberworld!

Logging into the OLC

The OLC, short for the Online Learning Center, is the latest technological advancement to bring continuing education to municipal court judges, clerks, prosecutors, bailiffs/warrant officers, marshals, and juvenile case managers. All webinars (web-based training) will now be offered through the OLC. TMCEC is in the process of developing short courses for municipal court judges and personnel. For now, a collection of resources and information for new judges and court support personnel is available under the Welcome to TMCEC page. Check back often; stay informed.

Logging into the OLC:

- Type the following address into your web browser: **http://online.tmcec.com**
- Once at the OLC home page, find the login box in the upper left side of the page.
- Enter your TMCEC username and password and click **Login**.
- Your username and password were mailed to you in December of 2010. This is the same username and password that you originally used for TMCEC online registration. Please note: if you have changed or do change your login information on the online registration site, your login information for the OLC does not change. Please refer to the December 2010 mailing for your login information.
- If you cannot locate your login information, please call 800.252.3718. Please call as early as possible and avoid waiting until the day of a webinar to do so.

OLC Basics and Terminology

Once in the OLC:

- Please browse the page and review all of the features available to you.
- Along the right side of the page is a calendar (green shaded boxes on a given date indicate some TMCEC event is scheduled for that day) and a listing of upcoming TMCEC events.
- Along the left side of the page is a column for latest news (often new publications that are available or new brochures that have been mailed out with released program dates), a wikipedia search engine, and a list of all online users. You can send messages to other online users.
- The middle of the page contains a list of course categories. This is the meat of the OLC. Read the definitions and information below for more on courses and course categories.

Breadcrumbs:

- In order to quickly and easily navigate the OLC, you must learn to effectively use the breadcrumb navigation at the top left corner of your browser, just below the TMCEC seal. As you navigate through the site you should see something similar to the following: **Home > Course Name > Activity >** etc. Often, because of the structure of content and features within the OLC, you may find it confusing or time consuming to figure out how to return to the main page of a course, category, or FAQ. The breadcrumbs should make the process of determining where you are on the site easier and make it quicker to get back to where you started.
- Note that the breadcrumb for any given page may be an abbreviated version of the page. For example, the webinar course, Expunction: A Guide for Clerks, appears as Expunction in the breadcrumbs.

Course Categories:

- Course Categories are the broadest breakdown of content in the OLC. Within each course category will be multiple courses, study aids, and other resources which have been grouped into the same general category. When you are on the OLC home page, you will see the Course Categories listed in the center of the page, just below our Welcome Message as shown here:
Home Page



Course:

- A Course in the OLC is best described as a set of information and activities organized based on a specific topic. Each course is listed as a subsection of a course category. Many courses, such as webinars, require you to enroll before you are able to participate, but courses meant to provide general information about TMCEC, the OLC, or reference material usually will not require enrollment. Courses will be listed under each Course Category as shown here:
Courses

**Course Page:**

- When you click on the title of a Course, you will be taken to the Course Page. This is the central page of each course and where you will find links to all of the information and interactive aspects of the course. Each course page will be slightly different based on its purpose and content, but the general layout and functions will be consistent throughout the OLC. The course page will look similar to this:

Viewing a Webinar

To view a TMCEC webinar, you must first enroll in the course. Click on the [Enrolling in a Webinar Course](#) subchapter for instructions on how to do this. On the day of the webinar, the link to join will become active 30 minutes prior to the scheduled start time. Click on the [Viewing the Webinar](#) subchapter for instructions on logging into the webinar.

Enrolling in a Webinar Course

1. Once logged into the OLC, you will have access to all of TMCEC's current and archived webinars. To find them, look for the list of **Course Categories** in the middle of the page just below the welcome message.
2. Click **Upcoming Webinars** to view a full schedule of TMCEC's upcoming webinars. The date, the time, and the name of the presenter will be provided to the right of the title.
3. Click the title of the webinar you would like to attend.
4. You will see a message which says "You are about to enroll yourself as a member of this course. Are you sure you wish to do this?" and two options: Yes and No. There is no preregistration for webinars, but you must be enrolled to view the webinar link, course materials, and, most importantly, to receive credit for the webinar. Click **Yes** to enroll.
5. Unlike past year's webinars, you will no longer receive an email confirmation that you have registered with a link to join. You may receive an email from Jameson Crain asking you to complete your profile. There is no need to respond to this email, and if you do not receive it, do not worry.
6. To actually participate in the webinar on the scheduled date, see the next section on [Viewing a Webinar](#).

Viewing a Webinar

1. Once you are enrolled in the webinar, you will see the title of the webinar and below the title links for **Webinar**, **Course Materials** (there may be more than one), **Evaluation**, **CLE Credit** and **Self-Reported CLE** (if available), and **Certificate of Attendance**.
2. Click **Webinar** to view the webinar. The webinar link will become active 30 minutes before the scheduled start time.
3. The link will open a new window in your web browser. You should see the title of the webinar and directly below will be two options: Enter as a Guest and Enter with your login and password. Choose **Enter as a Guest** and type your **full name** into the space provided. Click **Enter Room**.
4. You will experience a short delay as the software to display the webinar is automatically installed and configured on your system. You should not be asked to download or confirm anything. When the software is configured, you should be able to view the webinar. Webinars are now hosted by Adobe Acrobat Connect Pro Meeting (on a gray, white, and teal colored screen).
5. Do not panic if you see the message, "The meeting has not yet started. You will be able to access the meeting once the host arrives. Please wait." Once the presenter is logged on, no later than 10 minutes prior to the scheduled start time, you will see the screen described in the next chapter on [Using Adobe Connect](#).
6. Make sure you have any pop-up blockers turned OFF.

Unlike past year's webinars, you will no longer be calling in on a telephone line to hear the audio; you will both see and listen to the presentation through your computer.

1. Make sure to have the speakers on your computer turned all the way up and not muted. You may need to hook up external speakers.
2. If you do not hear sound, check to make sure that the gray speaker icon on the bottom left hand corner of your screen is not muted. When you scroll over the icon, it should bring up a box with the word "mute," giving you the option to mute your sound.

3. You will no longer have to mute yourself; all participants are automatically muted. The only way to speak during a webinar is to have a microphone in or attached to your computer. Even if you do, you are still muted by default. TMCEC has muted all participants because it creates too much static and background noise. Use the chat window to ask any questions, respond to one another, or simply say hello.
4. TMCEC staff and the presenter will perform sporadic soundchecks in the 10-15 minutes prior to the scheduled start time. Be patient, as you might not hear any sound as soon as you log on.

Using Adobe Connect

1. After clicking the **Webinar** link in the OLC, you will experience a short delay as the software to display the webinar is automatically installed and configured on your system. Webinars are now hosted by Adobe Acrobat Connect Pro Meeting (on a gray, white, and teal colored screen). You should not be asked to download or confirm anything as the process is automated. When the software is configured you should be able to view the webinar.
2. Do not panic if you see the message, "The meeting has not yet started. You will be able to access the meeting once the host arrives. Please wait." Once the presenter is logged on, no later than 10 minutes prior to the scheduled start time, you will see a screen that looks somewhat like this (of course the largest block, the PowerPoint slides will differ for each presentation):
Adobe Connect Window



3. On your screen are five boxes, which Adobe labels as pods: **Attendee List**, **Share**, **Note**, **Chat**, and **File Share**. You will also see two smaller icons in the bottom left of your window: **Status Options** and **Mute**. We will go through each pod and option individually.
4. The **Attendee List** shows a list of everyone participating in the webinar, including the host and the presenter(s), which may or may not be the same person. The presenter will have a small speaker icon to the right of their name that will animate whenever the speaker is talking.
5. The **Share** pod is the largest on the screen and is used to show PowerPoint presentations, documents, a whiteboard, or for screen sharing.
6. The **Note** pod will be used to display important information regarding the webinar including the title, presenter, and date.
7. The **Chat** pod will be the primary means of communicating with the speaker and other participants within the webinar. If you have a comment or question, this is the best place to share it. You have the ability to send both public messages and private messages to specific people by using the drop down menu in the bottom right of the Chat pod.
8. Note: please refrain from sending chat messages unrelated to the webinar content *during* the presentation. Technical questions should be addressed prior to the start of the webinar, at the end of the webinar, or in private messages sent during the webinar to Jameson Crain or Regan Metteauer. **Webinars are recorded, as is the content of the chat window.**
9. The **File Share** pod allows the presenter and/or host to upload files which can then be downloaded by the participants. Course Materials for each webinar will be available for download on both the OLC as described in the chapter on [Downloading Course Materials](#) and in the File Share pod. To download

within Adobe Connect, click once on the file name to highlight the file, then click the **Save to My Computer** button at the bottom of the File Share pod. A new window will pop up with a single option: **Click to Download**. If you would like to download the file, click this link and you will see the standard download dialog for your browser asking if you would like to Save, Open, or Cancel. If you do not want to download the file, you can close the pop up window and will be taken back to the webinar. If the new window does not appear over the Adobe Connect screen, check your browser taskbar at the top or bottom of your screen.

10. One interesting additional feature included in Adobe Connect is the **Status Options**. You can use these options to quickly communicate with the presenter and other participants. In the bottom left of your window, you will see a small blue person with a down arrow just to the right. Click the down arrow to view a list of Status Options seen here:

Status Options



You can raise your hand if you have a question, but it is best to just type the question into the Chat pod. When you no longer want a particular status, simply choose the "Clear My Status" option.

11. Another important feature to note is sound. Make sure to have the speakers on your computer turned all the way up and not muted. You may need to hook up external speakers. Unlike past year's webinars, you will no longer be calling in on a telephone line to hear the audio; you will both see and listen to the presentation through your computer.
12. If you do not hear sound, check to make sure that the gray speaker icon on the bottom left hand corner of your screen is not muted. When you scroll over the icon, it should bring up a box with the word "mute," giving you the option to mute your sound. When muted it will look like this:

Muted



13. You will no longer have to mute yourself; all participants are automatically muted. The only way to speak during a webinar is to have a microphone in or attached to your computer. Even if you do, you are still muted by default by TMCEC. Use the Chat pod to ask any questions, respond to one another, or simply say hello.
14. If the mute button is not toggled, and you still cannot hear anything, you can click on the **Meeting** button in the top left of the window. Move your mouse cursor over **Manage My Settings** and click **Audio Setup Wizard**. Follow the on screen instructions to calibrate your audio. You may also want to test your audio outside of Adobe Connect by playing a Youtube video or an audio clip to determine whether the issue is with your computer or the webinar software.
15. If you have any additional technical problems with Adobe Connect, you can click the **Help** menu at the top left of the window and select **Troubleshooting** to view the official Adobe Connect FAQ, view the [Troubleshooting Adobe Connect](#) subchapter of this Webinar FAQ book, or call TMCEC at 800.252.3718 or 512.320.8274 and ask for Jameson Crain or Regan Metteauer.

Downloading Course Materials

1. Once you are enrolled in the webinar, you will see the title of the webinar and, below the title, links for **Webinar**, **Course Materials** (there may be more than one), **Evaluation**, **CLE Credit** and **Self-Reported CLE** (if available), and **Certificate of Attendance**.
2. Click **Course Materials** (if provided) to download any course materials. Additional files will be labeled Course Materials 2, Course Materials 3, etc. or by a brief description of the document.
3. After clicking, a box will automatically pop up asking you if you would like to Open, Save, or Cancel. We suggest selecting **Save** so you will be able to choose both where to save and what you would like to title each file. This also ensures you will be able to access the document later. If you choose **Open**, the file should open in whichever program is defaulted to open that particular file type.*
4. Additionally or alternatively, course materials will be available for download within the live webinar. The File Share pod allows the presenter and/or host to upload files that can then be downloaded by the participants within Adobe Connect. To download within Adobe Connect, click once on the file name, then click the **Save to My Computer** button at the bottom of the File Share pod. A new window will pop up with a single option: **Click to Download**. If you would like to download the file, click this link and you will see the standard download dialog for your browser asking if you would like to Save, Open, or Cancel. If you do not want to download the file, you can close the pop up window and will be taken back to the webinar. To learn more about Adobe Connect features please read the [Using Adobe Connect](#) chapter of this FAQ book.

**If you experience trouble opening a document please refer to the [Troubleshooting](#) portion of this FAQ.*

Evaluations

1. The Adobe Connect screen should have opened in a new window. Once the webinar is over, close that window and click on the window for your browser in the taskbar at the bottom of your screen to get back to the webinar's course page.
2. Click **Evaluation**. You will see a short series of questions related to the webinar. Required questions have a red star next to the number. All required

- questions must be answered.
3. Once you have completed the evaluation, click **Submit questionnaire**.
 4. There may be a slight delay as the site processes your answers. You will be taken to a page that shows your responses to the evaluation. From here, you can view and change your responses.
 5. In order to return to the webinar's course page, you must use the breadcrumb navigation at the top left of your browser, just below the TMCEC seal. You should see the following breadcrumbs: **Home > (Webinar Short Name denoted by W-) > Questionnaires > Evaluation > Questionnaire Report**. To return to the course, click the **Webinar Short Name**.
 6. If multiple people have watched the webinar on one computer, please refer to the [Multiple People, One Computer](#) chapter of the Webinar FAQ book.

YOU MUST COMPLETE THE EVALUATION TO RECEIVE CREDIT FOR THE WEBINAR.

Certificate of Attendance

1. From the webinar's course page, click **Certificate of Attendance** once you have completed the Evaluation.
2. If you have completed the required Evaluation, you will see a message that says "Click the button below to open your certificate in a new browser window." and a button directly below labeled "Get your certificate." If you have already downloaded the certificate, you will see a message showing when you last downloaded the certificate and a button labeled "Review your certificate."
3. Click the button to receive your certificate. The certificate is a pdf file so you will need a pdf reader to view the file. You should be prompted to download the certificate by your browser unless you've set your browser to open pdf files automatically.
4. You can download Adobe Acrobat Reader to open the pdf [here](#). Be sure to uncheck the "Include in your download" option to the right for a McAfee security scan as it will likely conflict with your existing antivirus software.
5. Be sure to verify the name of the course, your name, and the number of hours you should receive for completion of the course (for webinars, this is one (1) hour).
6. In order to return to the course page for the webinar, you must use the breadcrumb navigation at the top left of your browser, just below the TMCEC seal. You should see the following breadcrumbs: **Home > (Webinar Short Name denoted by W-) > Certificates > Certificate of Attendance**. To return to the course, click the **Webinar Short Name**.
7. If multiple people have watched the webinar on one computer, please refer to the [Multiple People, One Computer](#) chapter of the Webinar FAQ book.
8. The certificate must be printed within 24 hours of watching the webinar. It is best to complete the evaluation and print your certificate of attendance as soon as the webinar is over.

**YOU WILL NO LONGER BE FAXING IN A RECORD OF ATTENDANCE.
TMCEC WILL NO LONGER BE MAILING CERTIFICATES FOR WEBINARS.**

Multiple People, One Computer

If multiple people have watched a webinar on one computer, **each** person must log into the TMCEC OLC using their own account, enroll in the course, complete the Evaluation, and get their own Certificate of Attendance.

1. You do not need to watch the webinar again or even click on the webinar link - just log in, [Enroll in the Course](#), complete the [Evaluation](#), and print your [Certificate of Attendance](#).
2. This **must** be done within 24 hours after the completion of the webinar.
3. If someone does not have their OLC login information, that person should contact TMCEC at 800.252.3718 or 512.320.8274 as soon as possible after the webinar ends to get their information.

Credit Hours

Judges: Select webinars marked with a red label, whether watched live or on demand, count for 1 hour of mandatory judicial education. Judges can get up to 8 hours of credit for watching the select webinars if they are eligible for "flex" time. See the [TMCEC website](#) for more information. All webinars marked with a yellow label can be submitted for CLE credit, whether watched live or on demand. See the [CLE Credit](#) chapter for details on receiving CLE credit for attorney judges.

Clerks: Webinars watched live or on demand count for 1 hour of credit toward the clerks certification program. Up to 7 hours of online training can be used toward education hours.

Prosecutors: All webinars marked with a yellow label can be submitted for CLE credit, whether watched live or on demand. See the [CLE Credit](#) chapter for details on receiving CLE credit for attorneys.

Bailiffs/Warrant Officers: TMCEC will not submit TCLEOSE credit for webinars, whether watched live or on demand. However, individual agencies may report TCLEOSE credit for those licensed peace officers watching a webinar at their own discretion.

CLE Credit

Please read the State Bar rules and TMCEC procedures for obtaining CLE credit for those webinars marked with a yellow CLE label. Click on the subchapter heading for [Watching a Live Webinar](#) or [Watching a Webinar On Demand](#), as different rules apply.

Watching a Live Webinar

All webinars marked with a yellow label can be submitted for CLE Credit.

If you are watching the webinar "live" (at the scheduled date and time), you must self-report your CLE credit.

Self-Reporting CLE Credit

1. From the webinar's course page, click **Self-Reporting CLE**.
2. A screen should automatically open giving you the course number for the webinar. Each live webinar has a unique course number that is only good for the day of the webinar, meaning to use this course number, you must have watched the webinar on the scheduled date.

Watching a Webinar on Demand

All webinars marked with a yellow label can be submitted for CLE credit.

1. If you are watching a Webinar On Demand and are a licensed attorney wanting CLE credit, click on the **Self-Reporting CLE** link from the webinar's course page.
2. A screen should automatically open giving you the course number for the archived webinar. Each webinar has a unique course number, one for watching live and another for watching on demand.
3. Note: Course numbers for Webinars On Demand expire one year from the date of application (the date TMCEC applied for credit). The expiration will be noted on the same page.
4. CLE credit for Webinars On Demand must be self-reported, and credit can only be claimed if you watched the webinar before the course number's expiration date.

Judicial Education Credit

All webinars marked with a red label count for one hour of mandatory judicial education credit.

Watching a Live Webinar:

To receive judicial education credit for watching a live webinar, you must complete the evaluation at the end of the webinar. See the chapter entitled Evaluations in this FAQ Book for more information.

Watching a Webinar On Demand:

To receive judicial education credit for watching an archived webinar, you must complete the evaluation at the end of the webinar, download or print the Certificate of Attendance, and send the Certificate of Attendance to TMCEC (by email/fax/mail). See the chapters entitled Evaluations and Certificate of Attendance in this FAQ Book for more information.

Webinars on Demand

1. Once logged into the TMCEC OLC, you will have access to all of TMCEC's current and archived webinars. To find them, look for the list of **Course Categories** in the middle of the page just below the welcome message.
2. Click **Webinars on Demand** to view a full list of TMCEC's archived webinars. The date of the original recording and the name of the presenter will be provided to the right of the title.
3. Click the title of the webinar you would like to attend.
4. You will see a message which says "You are about to enroll yourself as a member of this course. Are you sure you wish to do this?" and two options: Yes and No. You must be enrolled to view the webinar link, course materials, and, most importantly, to receive credit for the webinar. Click **Yes** to enroll.
5. Once you are enrolled in the webinar, you will see the title of the webinar and, below the title, links for **Webinar**, **Course Materials** (there may be more than one), and **Self-reporting CLE** (if available).

For webinars recorded **after** January 1, 2011:

1. Click **Webinar** to view the archived webinar.
2. The link to Adobe Acrobat Connect Pro Meeting will open a new window in your web browser. You will experience a short delay as the software to display the webinar is automatically installed and configured on your system. You should not be asked to download or confirm anything. When the software is configured, you should be able to view the webinar.
3. Once the webinar begins to play, you will be able to see everything as it happened, including the Chat pod. You will also be able to download files linked in the File Share pod as explained in the chapter titled [Using Adobe Connect](#). If you would like to pause or skip sections of the webinar, you can do so in the toolbar on the bottom left of your window.
4. There is also a button to **View Advanced Options**, which looks like a piece of paper with a blue arrow pointing right out of it. This button is located on the far left side of the toolbar in the bottom left of your window. When clicked, you have the ability to view an Archived Transcript of everything that happened in the webinar. You can search for key words, and click the down arrows for each section to view individual actions taken by the presenter as well as an audio transcript and chat messages from all participants.
5. Once you have viewed the archived webinar, please visit the [CLE Credit: Watching a Webinar On Demand](#) chapter if you are a licensed attorney seeking CLE credit.
6. To obtain judicial education credit for archived webinars, complete the **Evaluation**, download or print the **Certificate of Attendance**, and send the **Certificate of Attendance** (by fax/email/mail) to TMCEC.

For webinars recorded **before** January 1, 2011:

1. Download and install the Netspoke Conference Player by clicking [here](#).
2. Click **Webinar** to view the archived webinar.
3. You will be prompted to Open or Save the recorded webinar file, which is a .nca file. If you have already downloaded and installed the Netspoke

Conference Player, choose **Open**. The Conference Player should be the default program used to open the webinar files, but if it isn't, you may need to use the drop down menu in the pop up dialog box to choose the Netspoke Conference Player. If you have not yet downloaded and installed the Netspoke Conference Player, either choose **Save** and then install/setup the player before opening the webinar file, or **Cancel** the download and install/setup before downloading again.

- There will be a slight delay as the webinar loads. Once finished loading, the webinar should automatically begin playing. If it does not, click play, or skip ahead slightly to begin the webinar.
- Once you have completed viewing the archived webinar, please visit the [CLE Credit: Watching a Webinar On Demand](#) chapter if you are a licensed attorney.

Note: Webinar recordings may contain brief gaps or slight delays in audio. Please be patient and the webinar audio should resume momentarily.

If you experience trouble viewing an archived webinar, contact Jameson Crain or Regan Metteauer at 800.252.3718 or 512.320.8274.

Troubleshooting

For troubleshooting information, choose the subchapter for the program for which you are experiencing problems.

OLC

If you cannot log in to the OLC, contact TMCEC to obtain your username and password.

Your username and password should be the same as it originally was to log into the TMCEC online registration site. If you have changed your login information for the online registration site, your username and password for the OLC should still be the original information mailed to you prior to your changing it.

Once you change your login information on the OLC, while setting up your profile, TMCEC cannot look up your information. We will have to reset your information back to the default.

Please write down your login information and keep it in a safe place.

For any technical issues experienced in the OLC, contact TMCEC at 800.252.3718 or 512.320.8274.

Adobe Connect

1. I cannot log in to Adobe Connect.

From the webinar course page, click on the **Webinar** link. A screen should pop up in a new window asking you to log in to Adobe Connect. **Enter as a Guest**. Do not attempt to enter with your password, as your password to the OLC is not the same for Adobe Connect; they are separate programs, and TMCEC has not given anyone login information for Adobe Connect. Enter your full name in the Enter as a Guest box. You will experience a short delay as the software to display the webinar is automatically installed and configured on your system. You should not be asked to download or confirm anything. When the software is configured, you should be able to view the webinar.

2. I cannot get into the Adobe Connect meeting.

Click on the **Help** link on the Meeting Login page. This will take you to the Test Meeting Connection page where you can verify that your computer meets the requirements to participate in the meeting. If your computer does not pass, the test will give you explicit instructions for what you need to do.

You should also make sure that your popup blocker is turned off, as the meeting will open in a new window.

Finally, there is a limit on the number of people who can attend a webinar. The software is capped at 100 people per meeting. If there are already 100 people logged into the webinar, you may not be able to attend. If this happens for the *Upcoming Changes to the OCA Monthly Report* webinar, try to attend one of the future webinars on the same topic. For any other scheduled webinar, contact TMCEC at 800.252.3718 and we will try to accommodate you. **Once a webinar has begun, we cannot add late participants.**

3. I cannot see anything on the screen.

If you see the message "The meeting has not yet started. You will be able to access the meeting once the host arrives. Please wait." do not panic. Once the presenter is logged on, no later than 10 minutes prior to the scheduled start time, you will see a screen that contains a title slide for a presentation.

4. I cannot hear anything.

The presenter's voice will now be heard through your computer speakers. If you do not hear any sound, there are a couple of things to check on:

- Until the webinar starts at the scheduled start time, you may not hear any sound. The presenter and TMCEC staff will perform periodic soundchecks. Within 5 minutes of the starting time, you should be able to hear the presenter or a TMCEC staff member.
- If it is almost start time and you still have not heard any sound, check to see if your computer speakers are on and the volume is at an audible level, not muted.

For more troubleshooting in Adobe Connect, please contact TMCEC at 800.252.3718 or 512.320.8274, or visit the official [Adobe Connect Troubleshooting page](#).

Netspoke

1. What do I need in order to run a Webinar on my computer?

- Windows XP, 2003, Vista, Windows 7
 - * Internet Explorer 6/7/8
 - * Firefox 2/3
 - * Sun Java 1.4.2_06, 1.5.0_06, 1.5.0_10, 1.6.0_01 or later
 - * JavaScript and cookies enabled
 - * Flash version 9.0 or higher
 - * Intel or AMD processor (1GHz or faster)
 - * At least 512 MB RAM (at least 2 GB RAM for Vista)
- Mac OS X 10.4, 10.5, 10.6
 - * Safari 3/4
 - * JavaScript and cookies enabled
 - * Requires Apple Java 5 or higher
 - * PowerPC G4/G5 or Intel processor
 - * At least 512 MB RAM
 - * AppShare is currently not available for Presenters
- [Netspoke Conferencing Player](#) - download here

2. How do I know if my computer will be able to support the Webinar program?

- [Run a System Test](#) to test your system.

3. I cannot hear the presentation, what should I do?

- Be sure that your speakers are turned up and the program has not been muted. There are a small number of webinars with sound glitches during the webinar so you may need to skip ahead to determine if the issue is with the webinar file or your computer.

4. My computer seems to reject the program, who can help?

- All technical support questions should be directed to Premiere Global, Inc., our webinar program provider prior to January 1, 2011. Their toll free phone number is 877.470.2255.

5. Why can't I open the Course Material files?

- Course Materials are typically Adobe PDF's, Word documents, or Excel spreadsheets. Make sure you have a .pdf reader (You can download Adobe Acrobat Reader to open the .pdf [here](#). Be sure to uncheck the "Include in your download" option to the right for a McAfee security scan as it will likely conflict with your existing antivirus software.) and the latest version of Microsoft Office or Open Office installed. If you are using Office 2003 or another older word processor, please contact TMCEC and we will get you a version of the course materials in a format you can open.

For specific questions, please contact TMCEC at 800.252.3718 or 512.320.8274, or search the official [Netspoke FAQ](#).