

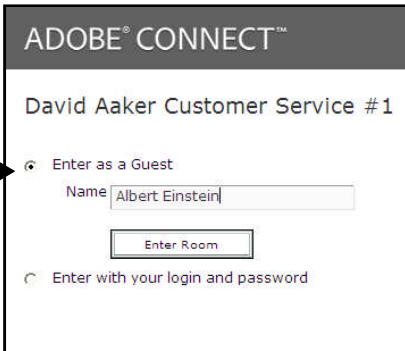
# WEBINAR MANUAL



U.S. CHAMBER OF COMMERCE FOUNDATION

## HOW TO LOG IN

1. Click on the link provided to you from Institute staff.
2. Click on **Enter as a Guest**, type in your full name, and then click **Enter Room**.



The screenshot shows the Adobe Connect login interface for a meeting titled "David Aaker Customer Service #1". There are two radio button options: "Enter as a Guest" (which is selected) and "Enter with your login and password". Below the "Enter as a Guest" option is a text input field containing "Albert Einstein" and an "Enter Room" button. A black arrow points to the "Enter as a Guest" radio button.

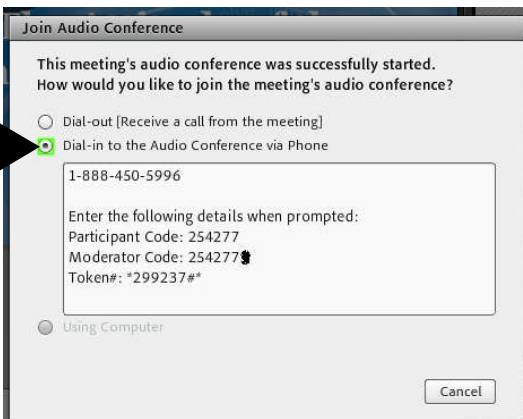
3. To join the audio.

A. If you have a phone that has a direct dial number (no extensions), please click on the **Dial-out** option and enter in your phone number to receive a call from the meeting. Once you click **Join** your phone will ring with prompts to join the audio portion.



The screenshot shows a "Join Audio Conference" dialog box. The text inside says: "Host has started an audio conference in this meeting. Please select among available options to join the conference." There are three radio button options: "Dial-out [Receive a call from the meeting]" (selected), "Dial-in to the Audio Conference via Phone", and "Using Computer". Below the "Dial-out" option is a text input field containing "12024635784" and a note: "(+ Country code - Area/city code - Number E.g. +1-415-555-1234)". There are "Join" and "Cancel" buttons at the bottom. A black arrow points to the "Dial-out" radio button.

B. If you do not have a direct number, click on **Dial-in to the Audio Conference via Phone**, dial the number given and follow the prompts to enter the meeting.



The screenshot shows a "Join Audio Conference" dialog box. The text inside says: "This meeting's audio conference was successfully started. How would you like to join the meeting's audio conference?" There are three radio button options: "Dial-out [Receive a call from the meeting]", "Dial-in to the Audio Conference via Phone" (selected), and "Using Computer". Below the "Dial-in" option is a text input field containing "1-888-450-5996" and a note: "Enter the following details when prompted: Participant Code: 254277 Moderator Code: 254277 Token#: \*299237#". There is a "Cancel" button at the bottom. A black arrow points to the "Dial-in to the Audio Conference via Phone" radio button.

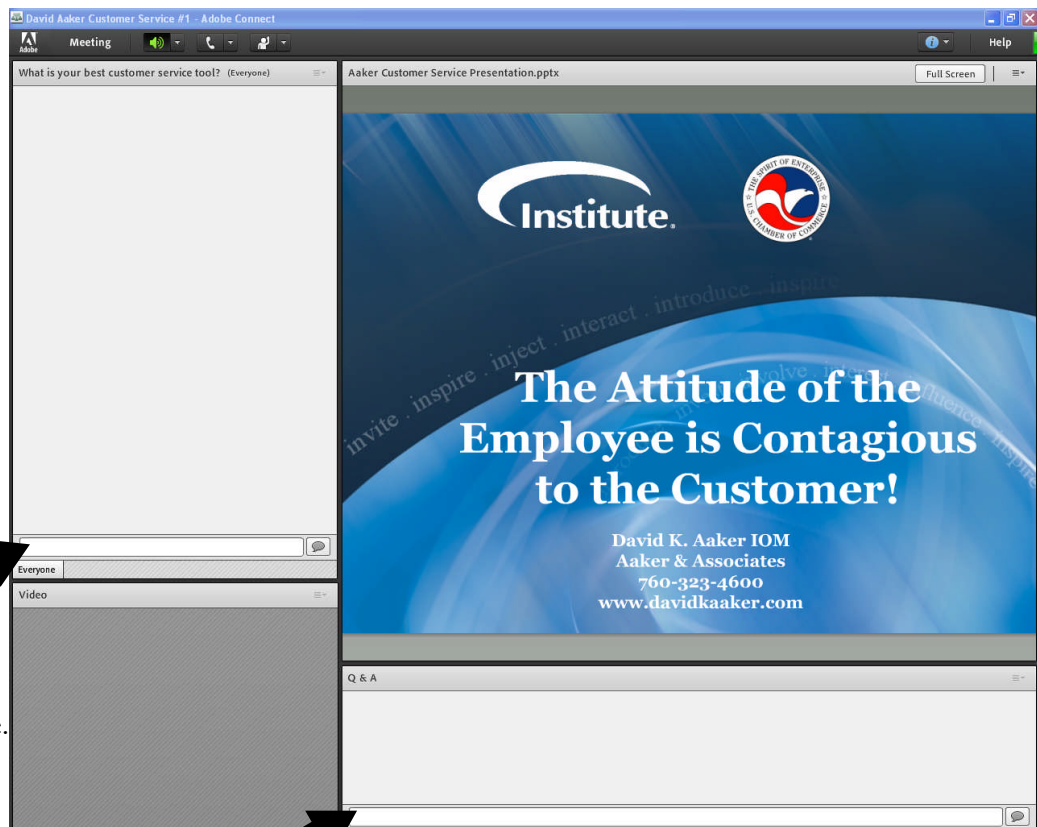
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## HOW TO PARTICIPATE

1. To ask a question, please type your question in the Q&A box and press enter.
2. To participate in open ended questions asked by the instructor, please enter your answer in the box with the question.



2. Answer the Open Ended Question here.

1. Type your question here.

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## HELPFUL HINTS AND REMINDERS

- Please remember to mute your phone during the presentation, except when participating on the call. Should your phone line produce any noise on the call, we will mute it manually and you won't be able to participate in the speaking portions of the call.
- Throughout the presentation you may notice that the presenter's video image is slightly off from the audio portion. This is a lag in the video stream and should catch up in time. The reason for this lag is the user's internet speed.
- To join the audio portion of this call, you must connect with your phone. We are not utilizing audio through your computer speakers at this time as we have found there can be a lag in the presentation depending on the user's internet speed.
- After the webinar, you will receive a survey asking you to provide feedback on your online experience. Please take a few minutes to fill this out as your input is valuable to the program.
- If you have any trouble or questions, please contact the Institute team at (202) 463-5570 or [iom@uschamber.com](mailto:iom@uschamber.com).