PRS Adobe Connect Provider Guide

This guide has been developed to assist participants in using our Medicaid webinar platform, called Adobe Connect. Adobe Connect is a web-based program that offers many features and is beneficial in providing improved customer service to our providers.

What you will need:

- Internet
- Up to date Flash player
- Working computer speakers (headphones can be plugged in if needed).
    - If you do not have computer speakers due to company policy etc., please email us at the time you register for the webinar: ProviderOutreach@Michigan.gov

Registration

Users can begin by visiting the Medicaid Training website to review offered trainings.

Instead of registering via email, users will register through the MDHHS Adobe Webpage. This page will list all trainings currently being offered; users may register for as many trainings as you'd like.
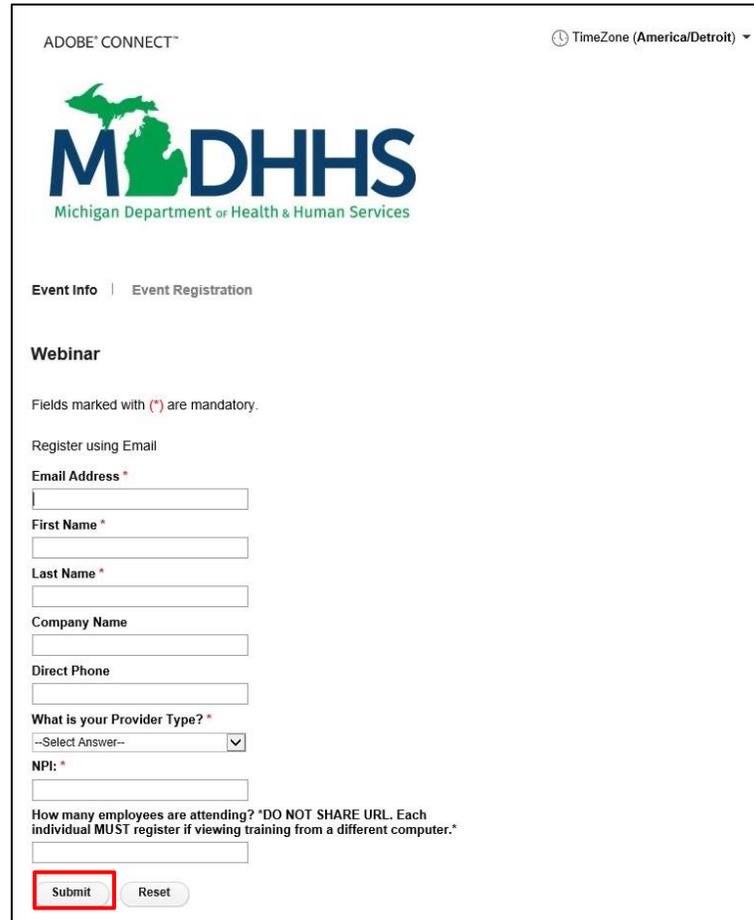
Sample Catalog Page
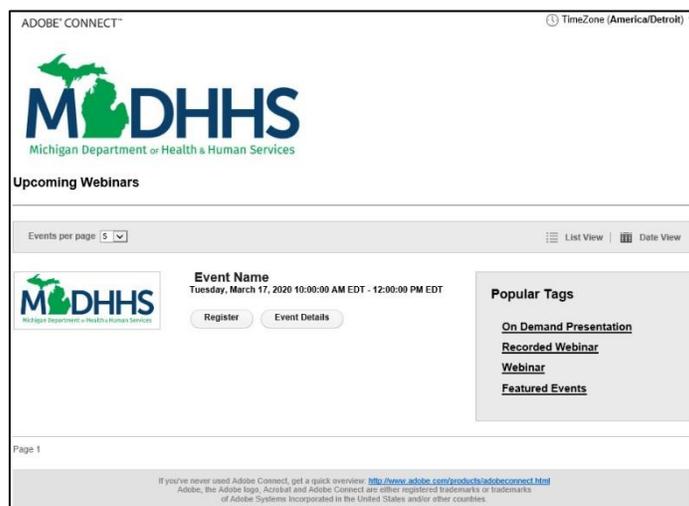
After clicking "Register," users will be taken to a new screen as shown below.

- Fill out the appropriate fields and click "Submit."

Sample Registration Page

Upon submission, users will be taken to the following screen to confirm registration went through successfully.

Sample Confirmation Page
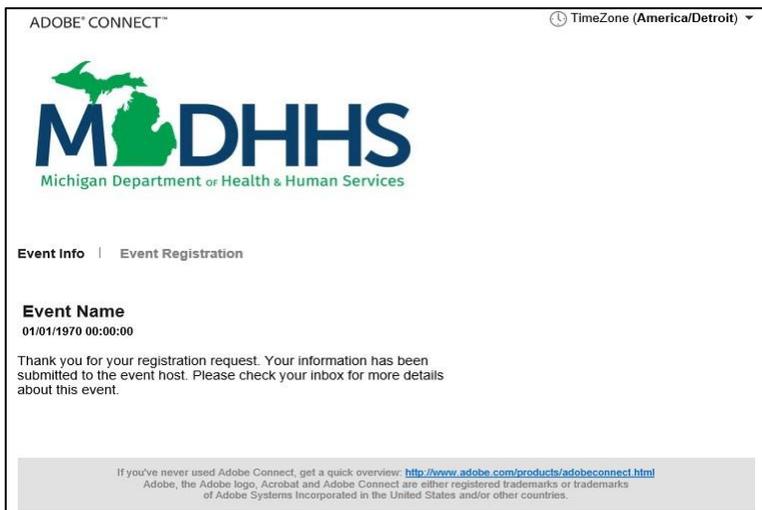
After users have received confirmation, an email confirmation will be received including the meeting information and URL link to enter the room. Please save this email for reference. Depending on a user's email program, the calendar appointment may be automatically added to your calendar, or you may have the option to do this manually. If an email confirmation is not received please check your spam or junk email box.

Sample Registration Confirmation

- For users who registered (in advance or at least 24 hours in advance) a reminder email for the webinar will be sent.

Webinar

When the meeting day and time arrives, users will join the virtual room by clicking on the URL or link provided within confirmation or reminder email.

If users attempt to enter a virtual webinar before it begins, the below message will display. Users will need to wait for the host to enter to begin the webinar.
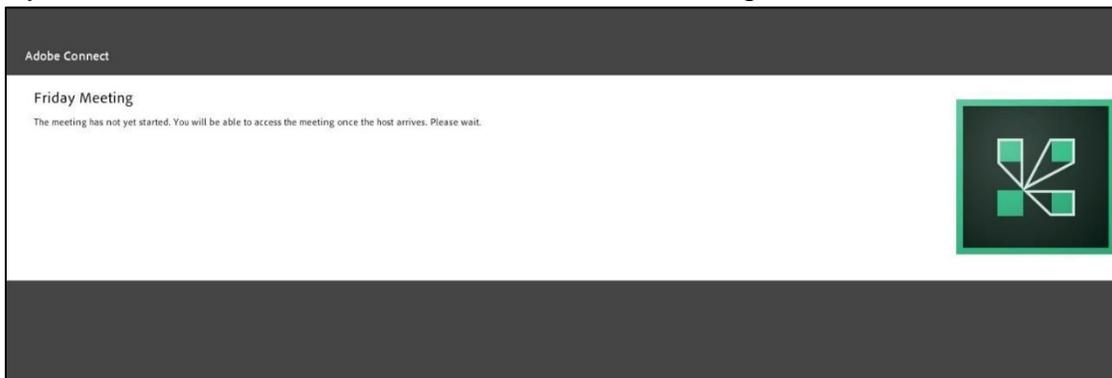

Audio

This webinar platform is equipped with online audio. Audio will be through computer speakers or headphones. Please make sure your computer speakers are turned on and functioning before entering the room.

Upon entering the virtual room, speakers will often be muted when entering the webinar room. Notice the icons at the top left of your virtual meeting window. the speaker icon if muted, will be gray in color. Click on the speaker or use the dropdown arrow to unmute.
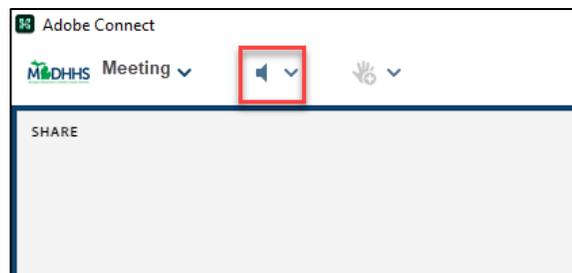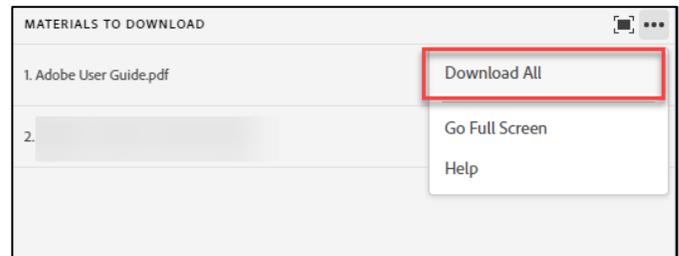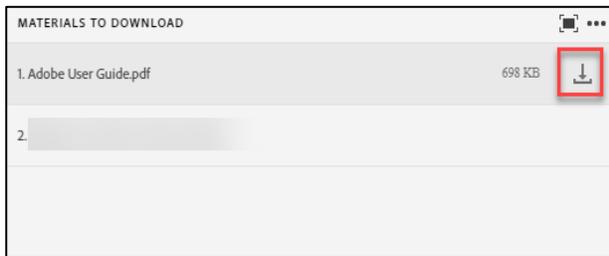
Once the speaker is on and unmuted, the speaker color will change to green.
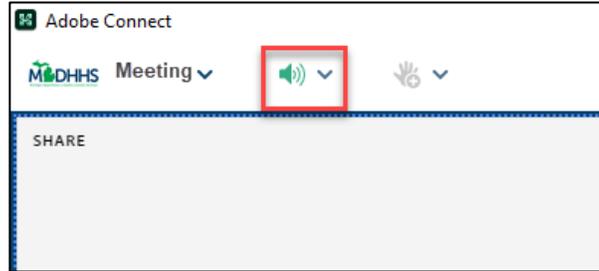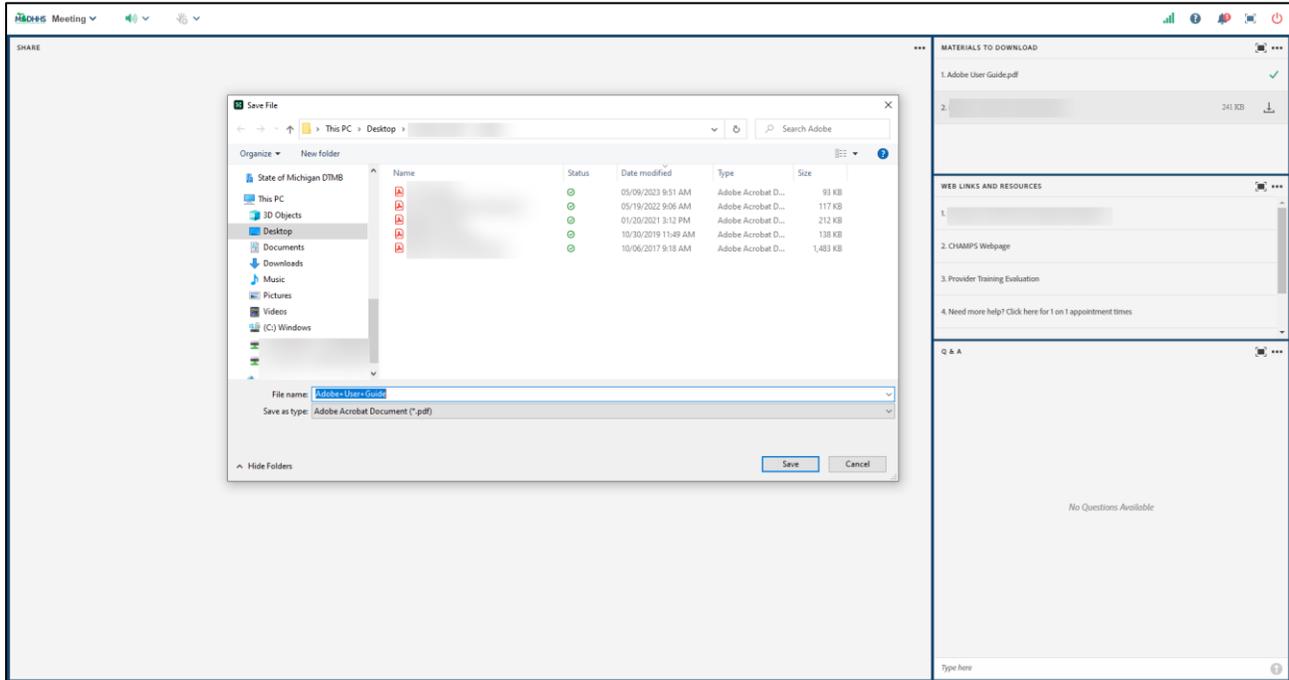

Additional Functions

To download the materials being presented during the webinar, find the materials to download pod, select a resource to download and click the 'Download File(s)' icon or select from the menu dropdown 'Download All'.

A new pop-up window will open; Based on computer settings select Save and then open the document from the saved location.

To ask a question locate the Q & A pod, type in the bottom open field, and click on the arrow to send the question.

> MDHHS may read the question aloud so all participants can hear the question and answer or will respond back via the Q & A pod. After the webinar questions are compiled and may be sent to participants of the webinar.
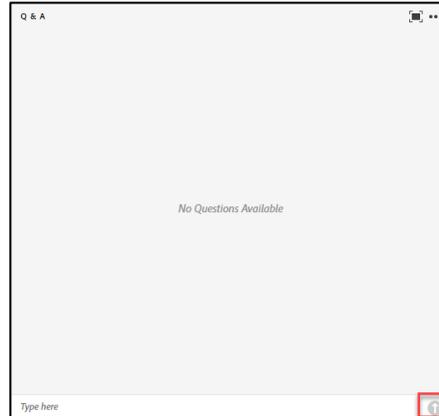
Web Links and resources pod lists helpful websites or websites that pertain to the webinar. Click the desired link and a separate internet window will open.
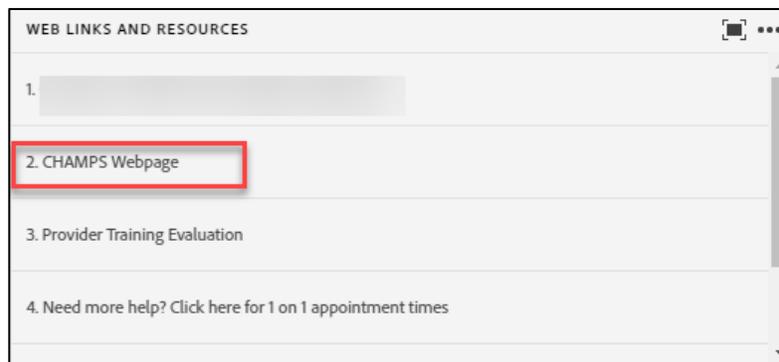
Participants can use the person icon for additional feedback. MDHHS may from time to time ask participants to utilize these features to make the webinar more interactive. This function is rarely used for questions as there is usually a question and answer session after the webinar.
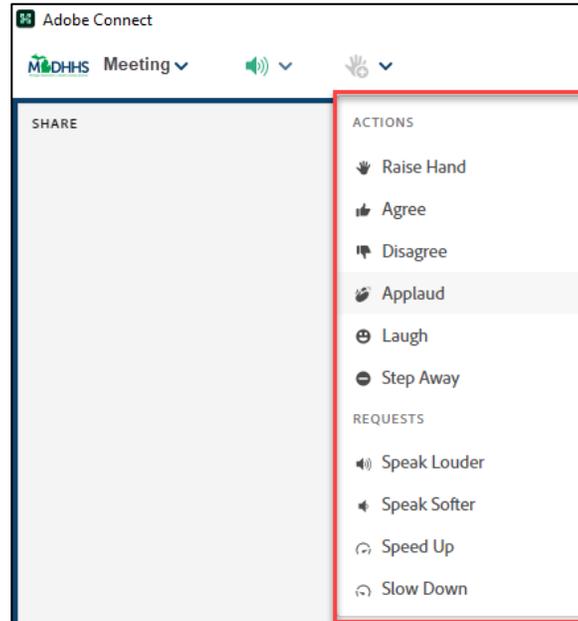
Resources

- Adobe website full user guide https://helpx.adobe.com/adobe-connect/using/user-guide.html

- Please continue to direct all webinar related questions or registration to ProviderOutreach@Michigan.gov