



EV Support Webinars – MAH's webinar instruction  
12/02/2018  
EMA/368353/2017

### Adobe Connect Invitation: Guest Access

Meeting URL: [https://connect.ema.europa.eu/eudravigilance\\_project2018/](https://connect.ema.europa.eu/eudravigilance_project2018/)

Password will not be required.

#### Connection Test Link:

It is recommended that you test your computer prior to attending a meeting. To do this, please click [here](#).

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.

#### How to login:

1. Browse the meeting URL provided, select '**Enter as a Guest**', enter your full name (first name and surname) and then click on '**Enter Room**'. You may be placed in a virtual lobby until the meeting Host is ready to accept participants.

#### Connecting your audio:

Once you have entered the virtual meeting room, you will receive an automatic prompt to join the audio conference.

1. To connect via telephone select the **Dial-out** option. Users now have to explicitly select a country code and input their phone number in the second box. Click **Join** to receive a call from the system. Note that you must enter a direct phone number as there will be no option for you to enter an extension number.




2. To connect via a computer select the **Using Microphone (Computer/Device)** option ensuring that you have plugged in your device prior to logging into Adobe Connect. It is then recommended to run the **Audio Set-up wizard** from the **Meeting** menu once inside the room to check your microphone and speaker settings. Click on **Meeting > Audio Set-up Wizard** and then run through the 4 step wizard. This will help to optimize your microphone and speaker



3. If you only intend to follow the discussion without participating then simply click on **Listen Only** to listen via your computer speakers.

### Meeting Etiquette:

In order to help this meeting run smoothly and to minimise noise and disruption we would kindly ask all participants to observe the following guidelines:

- **How to mute/unmute your microphone or telephone:** To avoid background noise and echo during the meeting we recommend that you mute your connection when you are not speaking. To do this simply click on the green microphone or telephone icon in the menu bar once you have joined the audio conference.  
- **Raise your hand to ask questions:** During the meeting please raise your virtual hand should you wish to speak. To do this simply click on the raised hand icon in the menu bar once and wait for the Chair to give you the floor. Remember to unmute your microphone/telephone ready to speak and once you have finished speaking, lower your hand and place your microphone/telephone back on mute. 

### Training and support options:

- **Scheduled training:**  
Before attending your first Adobe Connect meeting, or if you require a refresher, we recommend you attend one of our regularly scheduled training sessions.  
  
Participant training is scheduled every Wednesday from **15:00-15:30 UK Time**.  
  
Please contact the EMA Service Desk to enrol confirming the date you wish attend
- **On demand training video:**  
You can also view a short training video on demand which covers how to connect and interact in an EMA hosted Adobe Connect meeting. You can watch the video by clicking [here](#).
- **Participant reference guide:**  
Please see the [Participants quick start guide](#) for key information related to joining your meeting including how to connect audio, communicate and meeting etiquette. The room will be opened approximately 10 minutes before the start time and we encourage you to join at this time in order to connect and test your audio.
- **EMA Service Desk (Pre-meeting support):**  
Please contact the EMA Service Desk for any general queries prior to the meeting. Select the relevant EMA Service Desk link from below:
  - [Non-EMA network](#)
  - [EMA internal network](#)
- **In-meeting support:**  
For urgent meeting support please email [VirtualMeetings](#) stating the title of the meeting and the nature of the issue.