



Magellan Healthcare Individual Customer Webinar Trainings - *Quick Reference Guide*

Availability

As a Magellan Healthcare customer, you may request individual trainings using a webinar platform through your Magellan account representative or by calling your program phone number and asking to speak with a Workplace Support Consultant. **Please note: webinar capacity is limited (100 seats) and entry into the room is on a first-come, first-served basis.** When capacity limits are reached, participants attempting to enter the webinar room will receive a “reached maximum capacity” message. Webinars can be recorded. See below for more information on accessing recordings.

Registrations

Registration is not available for individual customer webinars. However, you may use your available software programs to track scheduling and attendance (e.g., email, event registration/RSVP software). When setting limits to registration on voluntary webinars, to maximize attendance, Magellan recommends a 25-40% surplus of allowed scheduled employees to account for employees who schedule to but don’t actually attend a session. For example, if you intend to have 100 participants attend, we recommend setting registration limits between 125-140.

Recording

At the time you submit your training request, you may request the webinar be recorded. The recording link can be provided by your account representative upon request 24-48 hours after the scheduled live event. You may access the recorded training through the link provided for one year following the live event date. Please note: because of possible technical issues, Magellan can’t guarantee a recording will be made. The trainer will try to rectify technical issues; however, the main goal is to meet the needs of the attending participants. Therefore, recordings may not be available for all sessions.

Webinar platform

Magellan utilizes the Adobe Connect web platform for individual customer webinar trainings.

Log in the day of Webinar

Accessing the Web Presentation:

- Click on the URL link provided by Magellan 15 minutes in advance of the start of the session to allow time to work through any technical issues.
- Log in as ‘guest.’ Enter your name and click on ‘enter room.’
- You can access the presentation two ways:
 - Via the Application
 - You may need to download the Adobe Connect meeting application on your computer. Please follow your company’s policies and procedures for downloads. If you are unclear if you have permission to download, contact your IT Department for assistance.
 - Via a Browser (e.g., Chrome, Safari, Firefox)

- If you experience technical issues, such as poor audio, you may need to change browsers. (E.g., switch from Microsoft Edge to Chrome)
- You will be able to communicate with the trainer via the 'chat' feature within the webinar room.

Audio Access:

- Audio is broadcast through your computer speakers. Please make sure to unmute your speakers. If you are unsure how to unmute your speakers, please contact your IT department. Please note: if you would like to listen via your computer, but you don't have a headset, many computer jacks are the same size as other media devices, including cell phones and MP3 players. You may be able to use a headset from one of those devices to listen through your computer.
- Audio can also be accessed via a phone line and access code provided with the login information. Please mute your phone line and computer speakers when dialing in to prevent an echo or any background noise.

System Requirements

For the best possible audiovisual experience, hardwire your computer to a network connection and disable Wi-Fi.

Use this link to test your ability to connect:

http://na3cps.adobeconnect.com/common/help/en/support/meeting_test.htm

To access the presentation, you may either need Adobe Flash Player or the Adobe Connect meeting application on your computer. Please follow your company's policies and procedures for downloads. If you are unclear if you have permission to download, contact your IT Department for assistance.

If you experience difficulties downloading the Adobe Connect Application, you will need to contact your IT department.

If you get the response, "Preparing the room," close out of the session. Then click on the link again and select 'open in application.' This should resolve the issue. You may be prompted to download the application. If you have difficulties with that, please reach out to the IT department for assistance.