



## Magellan Healthcare Live Book of Business Member and Manager Webinars - *Quick Reference Guide*

### Availability

Member webinars are available monthly at no cost. **Please note: webinar capacity is limited to 1,000 seats and entry into the webinar room is on a first-come, first-served basis.** You can find the registration information on the member website, [www.MagellanAscend.com](http://www.MagellanAscend.com), in the *Learning Center* section or through a communication you may have received at work. A quarterly webinar for managers is also available at no cost. You can access registration information within the *Manager Support* program tile on the member website.

**If you are unable to attend the live webinar, a recording will be available in approximately two to three business days on the member website, [www.MagellanAscend.com](http://www.MagellanAscend.com), in the *Learning Center* section under *Webinars*.** You can search for the recording, use the “*Search for*” feature at the top of the screen on the right-hand side.

### Attempting to register

Registrations are limited and you may receive a message indicating registration has “reached maximum capacity.” If this occurs, we are no longer taking registrations for that event. You can view the recording and any supporting materials in approximately two to three business days on the member website.

### Log in the day of Webinar

Accessing the Web Presentation:

- Click on the URL link provided in the confirmation email. Please log in at least 15 minutes in advance of the live webinar in case you experience any technical issues. You may be prompted to enter your email address in the log in field (be sure to use the same email address used when registered). **Please note: the webinar room will not be fully open until 30 minutes before the start of the session.** If you log in greater than 30 minutes before the start of the webinar, you may receive a message stating the webinar has reached capacity.
- If you are attempting to log in less than 30 minutes before the start of the webinar and receive a message stating the webinar has reached capacity, this is an accurate message. You can view the recording and any supporting materials in approximately two to three business days on the member website.

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. You may be able to use a headset from one of those devices to listen through your computer.
- Please notify the host via the Q&A pod if you are not able to use your computer speakers for audio.
- If for any reason you aren’t able to access the webinar, you can view the recording and any supporting materials in approximately two to three business days on the member website.

## 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](http://na3cps.adobeconnect.com/common/help/en/support/meeting_test.htm)

You can access the presentation two ways:

- Via the Application
  - You may need 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)

**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.