



## **Magellan Healthcare Live Member Webinars - *Quick Reference Guide***

### **Availability**

Member webinars are available monthly at no cost to any EAP member. You can find the registration information on the member website, [www.MagellanHealth.com/member](http://www.MagellanHealth.com/member), in the *On Demand Learning* section or through a communication you may have received at work. A quarterly webinar just for managers is also available at no cost and the registration information is in the same location as the member webinar information.

If you are unable to attend the live webinar, a recording will be available in approximately 2-3 weeks on the member website, [www.MagellanHealth.com/member](http://www.MagellanHealth.com/member), in the On Demand Learning section under the Recorded Webinars and Podcasts link. Managers should go to the Manager tab on the welcome page; go to Training and then On Demand Learning, which has the manager-specific recordings.

### **Registration**

Click on the link provided to you to register for a webinar. To complete your registration for participation in a live webinar, you will need to complete a list of registration questions, including, but not limited to:

- E-mail address – be sure type in your correct email address--double-check before entering. You will use this as your login on the day of the live Webinar, and to receive further communications about the Webinar.
- First Name – type in your first name
- Last Name – type in your last name
- Company Name – type in the name of your company or organization

After completing the registration questions, press submit and you will receive a message that your request has been submitted to the event host. Shortly after, you will get an e-mail confirmation with the login details for the day of the event. A reminder e-mail will also be sent 24 hours before the Webinar.

### **Login the day of Webinar**

Accessing the Web Presentation:

- Click on the URL link provided to you in the confirmation e-mail. Please log in 15 minutes in advance in case you experience any problems – even though there is nothing you will need to download. Enter your e-mail address in the login field (be sure to use the same e-mail 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.

Audio Access:

In most cases, you can access audio in two ways, either through your computer speakers or via the telephone.

- If listening via 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.

- If using your telephone, 10 minutes prior to the start of the webinar, dial the toll-free phone number provided to you in the confirmation e-mail. It will also be available on the opening screen of the Web presentation. Please note that there are a limited number of phone lines. If the phone lines have reached capacity and you are not able to use your computer speakers, this session is being recorded and will be posted on [www.MagellanHealth.com/member](http://www.MagellanHealth.com/member) 2-3 weeks after the live event.

Please note some webinars, such as the Manager Webinars, do not have the option to dial-in via the telephone. The only option is listening via computer speakers.

## **System Requirements**

All you need to access the Web presentation is a web browser and Adobe Flash Player (installed on more than 98 percent of Internet-connected desktops worldwide). In the rare event you don't have Flash on your computer, you may be asked to download it. This is a quick and easy process. If you experience difficulties downloading Flash you will need to contact your IT department.

Use this link to test your connection: [http://na3cps.adobeconnect.com/common/help/en/support/meeting\\_test.htm](http://na3cps.adobeconnect.com/common/help/en/support/meeting_test.htm)