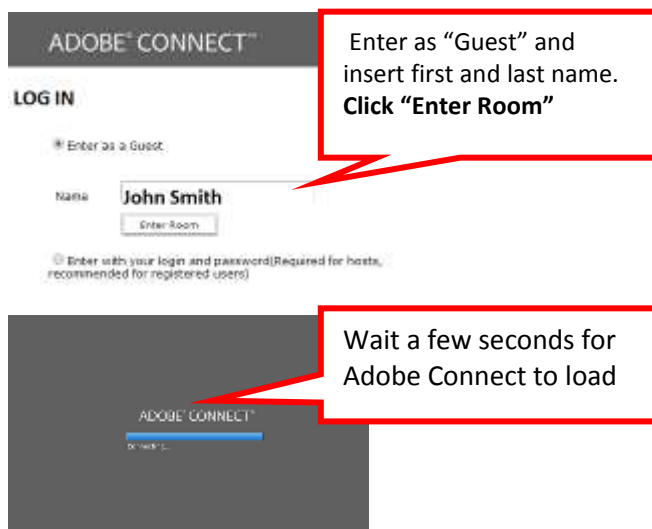


## Step-by-step instructions for joining our webinars

**Step 1:** Before the scheduled day of the webinar, please carry out the **Adobe Connect Connection test** to verify that you have the **latest programmes required for Adobe Connect and a good connection**. Click on this link: [https://na1cps.adobeconnect.com/common/help/en/support/meeting\\_test.htm](https://na1cps.adobeconnect.com/common/help/en/support/meeting_test.htm)

**Step 2:** **Shut down all other programmes** using an internet connection, particularly telecommunication applications that require a lot of bandwidth.

**Step 3:** **Log in** by clicking on or inserting the link (sent to you in the event invitation) on your **Safari** or **Internet Explorer** browser, at least 10 minutes before the webinar begins:

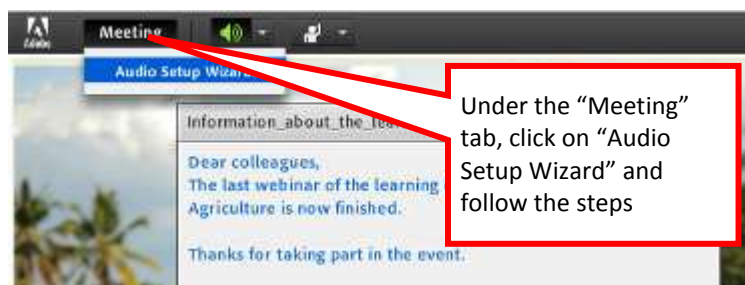


### Useful tips for the webinar



- Use **Internet Explorer/safari** browser
- Use a **hard-line internet connection** (Wi-Fi is usually not strong enough)
- Have a **good headset** – preferably with USB connection – to avoid background noise and echo
- **Consider** restarting your computer before logging in.
- A **positive attitude!**

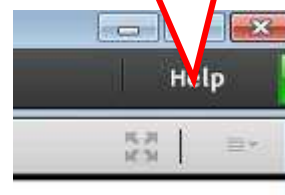
**Step 3:** **Set up Audio Wizard** to ensure your volume settings and headset settings are adequate for the webinar.



Seek help from the "Help" button on the top right-hand corner of the webinar space.

### Problems?

- a) If you cannot enter the webinar, it might be full. Sessions are filled on a first-come, first-served basis. In this case, the programme will not let you enter, but you can watch the recording later.
- b) On the platform, you can ask for support in the "Technical Support chat" (bottom right-hand corner).
- c) As a last resort exit the webinar and log-in again



**If you have any queries, contact organizers:**

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