Guide to Joining Webinars

This guide will walk you through the steps needed to join a webinar.
Step 1: Register for a webinar

Clicking on a link to sign-up for one of our webinars will take you to the registration page.

Enter the requested information and click **Submit**.

After submitting your information you will see on-screen confirmation that your registration is being processed.
Step 2: Confirmation of your registration

Shortly after submitting your details you’ll receive a confirmation email. It may take a while for the email to arrive.

Keep this email, it contains the URL link that you’ll need to join the webinar.

If you haven’t received your confirmation email after an hour, check your Spam folder. If you still don’t see it, or if you can’t find it later, please contact us and we’ll send you a link.
Step 3: Checking your computer and connection (optional)

If you haven’t joined one of our webinars before we recommend running the Adobe Connect Diagnostic Test to check that everything will run smoothly on the day.

The will check your computer and let you know if you need to do anything.


As part of the diagnostic You may be prompted to install some software, such as Flash Player or the Adobe Connect Add-in. This doesn't take long and the website will guide you through the simple process.
Step 4: Joining the webinar

We recommend joining a webinar 10 minutes before the start time. This gives you chance to check everything works before it starts.

To join the webinar, click the URL link in your confirmation email. The webinar page will open and ask you to confirm your email address. Enter your email address and click Login.
Step 4: In the webinar

When you have joined the webinar you will be able to hear the host talking. The host will explain how everything works before the session starts.

You will see a ‘Chat box’ on the right of the screen. You can use this to read and send text messages with other people on the webinar. Feel free to type into the small box at the bottom of the chat box to say hello or ask or answer any questions.
**Step 6: Audio test (optional)**

If you can’t hear what’s being said, there are a couple of options you can try.

In the top left of the screen you’ll see a few menu items. Select the drop down arrow next to the speaker, then select ‘Adjust Speaker Volume…’. Check that your volume is turned up.

If that doesn’t fix the problem, select the word ‘Meeting’ to open another small menu and select the ‘Audio Setup Wizard’ option.

The first step in the audio wizard will test your speakers.

If you still have problems hearing what’s being said after running these checks, please use the chat box to let the host know that you can’t hear them and they’ll help further.

If you have any problems or additional questions about our webinars, please contact us on training@goodthingsfoundation.org or call us on 0114 349 1666.