

Attention Providers,

Michigan Department of Health and Human Services (MDHHS) is now using Adobe Connect when presenting our *virtual* Medicaid trainings. The information below will assist as a guide and includes the registration process and accessing the training details. Adobe Connect is a web based program that offers many features and will be beneficial in providing better customer service to providers.

### **What you will need:**

- Internet Access
- Up-to-date Flash player
- Working computer speakers (headphones can be plugged in if needed).
  - If you do not have computer speakers due to company policy etc., please email Provider Outreach at the time you register for training:  
[ProviderOutreach@michigan.gov](mailto:ProviderOutreach@michigan.gov)

### **Registration**

Begin by visiting the [Medicaid Training website](#) to review available trainings.

Instead of registering via email, you will register through the Adobe webpage. The page will list all trainings currently being offered and you may register for as many trainings as you would like.

ADOBE CONNECT™ Time

#### Upcoming Events

Events per page: 5

	<b>Medicaid Training</b> Monday, November 2, 2015 10:30:00 AM EST - 11:30:00 AM EST <a href="#">Register</a> <a href="#">Event Details</a>
	<b>Dental Virtual Training</b> Tuesday, November 3, 2015 9:00:00 AM EST - 10:00:00 AM EST <a href="#">Register</a> <a href="#">Event Details</a>
	<b>Connect Test Run</b> Tuesday, November 3, 2015 2:00:00 PM EST - 4:00:00 PM EST <a href="#">Register</a> <a href="#">Event Details</a>

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Upon clicking “register,” you will be taken to a screen as shown below. Fill out the appropriate fields and click “submit.”

**Event Info** | **Event Registration**

### Medicaid Training

Monday, November 2, 2015 10:30:00 AM EST - 11:30:00 AM EST

Fields marked with (\*) are mandatory.

Register using Email

**Email Address \***

**First Name \***

**Last Name \***

**Company Phone**

**NPI: \***

**Provider Type: \***

**How many staff members are attending? \***



Upon submission, the following screen will generate to confirm your registration was successful.

**Event Info** | **Event Registration**

### Medicaid Training

Monday, November 2, 2015 10:30:00 AM EST - 11:30:00 AM EST

Thank you for your registration request. Your information has been submitted to the event host. Please check your inbox for more details about this event.

You will receive an approval email that includes the meeting information and the URL link to enter the room. **Please save this email for your reference when the meeting time approaches.** With some email programs, the calendar appointment is automatically added to your calendar, and you also have the option to do this manually. Please check your spam or junk email folders if you do not see the approval email in your inbox.

## We are pleased to confirm your registration for Medicaid Training. We look forward to your participation in the event.

You can attend the meeting using your registered e-mail address.

**When:** Monday 2 November 2015, 10:30 AM - 11:30 AM

**Time Zone:** (GMT-05:00) Eastern Time (US and Canada)

**URL:** <https://somedhhs.adobeconnect.com/e8jqbf25xf3/event/login.html?login=kmp2213%40gmail.com>

To know more about the event, the speakers for the event and to stay updated, please visit:

[https://somedhhs.adobeconnect.com/e8jqbf25xf3/event/event\\_info.html](https://somedhhs.adobeconnect.com/e8jqbf25xf3/event/event_info.html)

You can add this event to your calendar.

**Thank you,**



If you've never used Adobe Connect, get a quick overview: <http://www.adobe.com/products/adobeconnect.html>

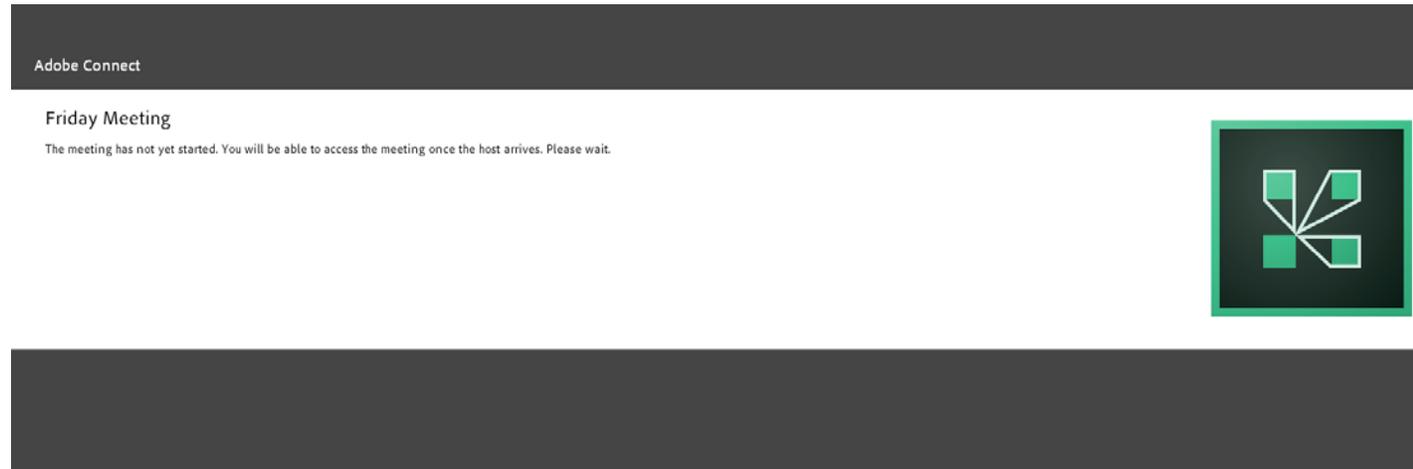
Adobe, the Adobe logo, Acrobat and Adobe Connect are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.

You will also receive a reminder email for the training about 24 hours before the training.

## Meeting

When the meeting day and time arrives, join the virtual room by clicking the URL within the email.

If you attempt to enter a virtual meeting before it begins, you will receive the below message and can simply leave your screen up and await the host to enter.



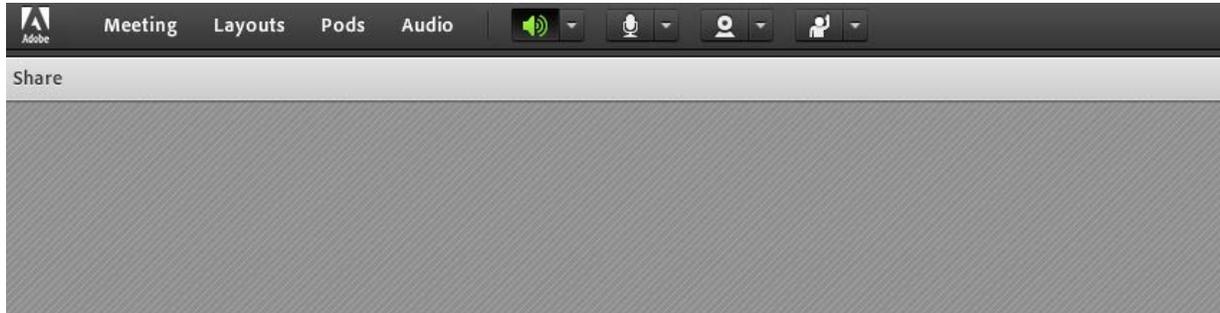
## Audio

At this time, you will **not** be calling into the training as you did before. The new tool is equipped with audio and you listen with your computer speakers. **Please make sure your computer speakers are turned on and functioning before entering the room.** All additional communication will be done via the chat pod within the training room.

Upon entering the virtual room, your speakers will often be muted in the program. Notice at the top of your virtual meeting window, there are icons. This is how the speaker icon will look when set to mute. Simply click the white speaker to unmute or use the drop-down arrow.



This is how the speaker will look when it is on and unmuted. **If the meeting begins and your audio is still not working, try exiting and re-entering the virtual room.**

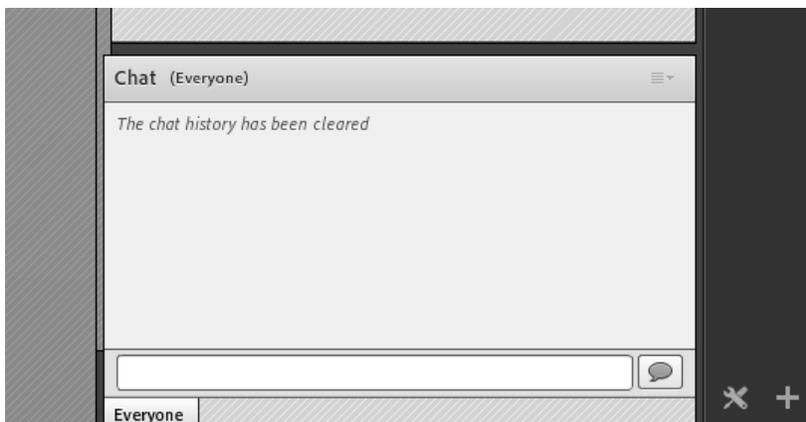


## Features

Feel free to use a “status” to inform us if you have a question or are stepping away, etc.



Feel free to continue using the chat pod to enter questions or comments.



Please continue to direct all questions related to our trainings or your registration to [ProviderOutreach@michigan.gov](mailto:ProviderOutreach@michigan.gov)

Thank you!

Provider Outreach and Education

