Frequently asked questions

Q: What download speed and internet connection does my system need in order to participate in a NAMP webinar?

A: The speed really is variable…the system tries to adapt to the throughput any different user has.   We prefer users to be on their work or home with DSL/Cable internet, but I know I attend via cell phone at times and we have had folks on old modems attend. It is hard to say with so many variables for each person, but in most cases it should work; again the preference is at minimum DSL speed for an enjoyable experience.

Q: How can I ask questions?

A: During the webinar, questions for the presenter can be typed in the chat box. Depending on the presenter, the questions may be addressed "live" or the presenter may opt to address questions at the end of the webinar.

Q: Will the slides be available prior to the webinar?

A: Yes, the slides are made available as .pdf prior to the webinars. Typically, the slide deck is posted in the document library on the ICLN portal at least one day prior to the webinar date to allow participants to review.

Q: Will the webinar be available in the future?

A: Yes. Each webinar is recorded, and the archived version is available online. The link to each archived webinar is accessible from the Training and Education tab on the NAMP website at www.wipp.energy.gov/namp.

Q: How do I attend a NAMP webinar?

A: Each NAMP webinar uses a simple online registration. The registration link is provided on the announcement invitation flyer for each webinar. Simply click the link and enter the information to set up your username and password. You will receive a registration confirmation email with an outlook calendar reminder.

Q: How do I login for the NAMP webinar?

A: To access the event, please go to the link provided in your calendar reminder at the time of the event, select "event login," and enter your username and password.
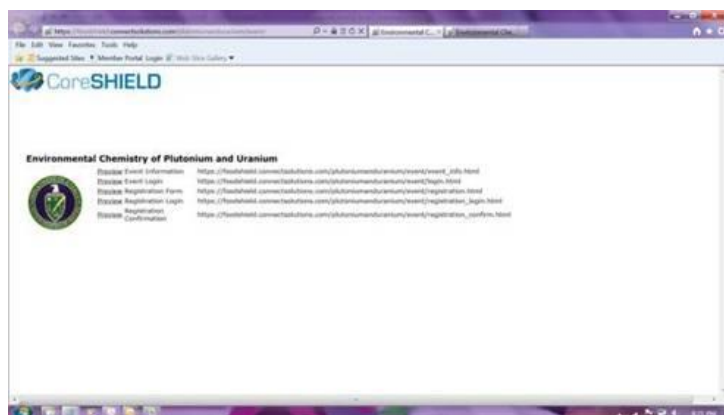
If you forget your password, there is a link which allows you to reset it:

Q: What do I do if I experience audio difficulties during the webinar? Are there settings on the user end which can be adjusted to improve the audio quality?

A: To help fix audio issues, the user can update their room settings. In the upper-left corner of the webinar screen, click Meetings. Place your pointer over Manage My Settings and then My Connection speed, and choose DSL or Modem, depending on your bandwidth connection. If participants are on wireless, they need to plug in to a wired connection.

Q: What do I do if I experience overlapping slide images?

A: Image overlapping, is NOT a bandwidth issue. It is an issue with Adobe Connect Add-In and/or Adobe Flash Player. Technical support suggested that participants un-install the Adobe Connect Add-In and re-install. If that doesn't resolve the issue, participants should un-install and reinstall Adobe Flash Player.

Please see click on the link below to conduct the Adobe Connect Pro Connection Test. This diagnostic will test will ensure participant's computers and network connections are properly configured to provide

them with the best possible Connect Pro Meeting experience. The test checks for the following: supported version of Flash Player, clear connection to Adobe Connect Pro, Bandwidth availability, and latest Adobe Connect Add-In.

https://foodshield.connectsolutions.com/common/help/en/support/meeting_test.htm

Q: Can I make the change the size of the slides on the screen?

A: Yes, the active screen should toggle larger and smaller by clicking on the icon at the bottom.

Q: What do I do if I get an error message?

A: Please forward the error message to Berta Oates at boates@portageinc.com

Q: Can I use my iPad or iPad2 to attend these webinars?

A: No. Adobe Flash is not supported on iOS devices, including the iPad and iPad 2. Apple's reasoning for the lack of Flash support pertains to the amount of memory the mobile version of Flash requires and the conflicts it poses with other applications, which could lead to the iPad freezing up or crashing.