

Help with Accessing Pre-Recorded Webinars

Some users experience problems accessing our pre-recorded Elluminate webinars. If you are having trouble, please try the following steps.

1. Go to the Elluminate Support link <http://www.illuminate.com/support/>.
 - a. Elluminate will check your computer to see whether it has the necessary software.
 - b. If the Elluminate webpage indicates that you do not have the software, please follow the prompts to load the proper software.
 - c. If you cannot load the software, you may need to contact your technology staff.
2. Once you have the software loaded on your computer, click on a pre-recorded webinar link to start the webinar.
 - a. You will be prompted for an email address and name. Please enter them and press the “Play” button.
 - b. The webinar should start automatically.
 - c. In the event that the webinar does not start automatically, close your browser and again click on the link and repeat step 2a above. When the Elluminate screen opens immediately click on the “Manually start the recording” link.

Help with Accessing Live Webinars

Some users experience problems accessing our live Elluminate webinars. If you are having trouble, please try the following steps.

3. Go to the Elluminate Support link <http://www.illuminate.com/support/>.
 - a. Elluminate will check your computer to see whether it has the necessary software.
 - b. If the Elluminate webpage indicates that you do not have the software, please follow the prompts to load the proper software.
 - c. If you cannot load the software, you may need to contact your technology staff.
4. Once you have the software loaded on your computer, click on the live webinar link to start the webinar.
 - a. You will be prompted for name and password. For most webinars, you will only need to enter your name and you can leave the password blank. If a password is required, it should be supplied in the original notice about the webinar.
 - b. The webinar should start automatically.
 - c. In the event that the webinar does not start automatically, close your browser and again click on the link and repeat step 2a above. When the Elluminate screen opens immediately click on the "Manually start the session" link.