

BIM for Owners Webcast Series: Commonly Asked Questions

Q. What time is the webcast where I live?

A. All of our webcasts are set up in the Pacific Time Zone. To find out what that time is for you, you can go to the [World Clock website](#).

Q. What do I need to do to listen to the webcast?

A. We recommend utilizing audio streaming from the Internet through your computer speakers with our webcasts. However, should you prefer to listen through your phone, we provide phone numbers to dial into the session in your registration confirmation.

Q. I've clicked on the link to join the webcast, but it's not working – what should I do?

A. Sometimes the link gets cut off if it is wrapped text. All you need to do is copy and paste the entire link into your browser.

Q. How do I access Adobe Connect on my computer? Do I need special software?

A. You can join a meeting directly from the email confirmation. The confirmation contains a Webcast URL link that automatically starts the Adobe Connect client and connects you to the webcast. If this is the first time you are joining a webcast with Adobe Connect, you may need to install the Adobe Connect client before you can join.

If you have questions about or issues with the Adobe Connect Client, you may visit these Adobe Connect support web sites for troubleshooting and more information:

<http://seminars.adobe.acrobat.com/vqs-meetingtroubleshoot/>
<http://seminars.adobe.acrobat.com/vqs-participatemeeting/>
<http://seminars.adobe.acrobat.com/vqs-gettingstartedmeeting/>

Q. Will I be able to ask the presenter a question during the webcast?

A. We encourage questions from our participants! Please note that the questions are not “live.” You are able to submit a question through a text box in the Adobe Connect interface – our presenters and product support staff will answer your questions during the webcast.

Q. How early can I join a webcast? I've tried to login but I can't join yet.

A. The webcast link you received in your confirmation email becomes active 30 minutes prior to the start time. If you're still having trouble joining a webcast and it's less than 30 minutes before start time, please contact Adobe Connect Tech Support in the U.S. at 1-800-42-ADOBE (1-800-422-3623) or visit <http://www.adobe.com/support/connect/connecthostedsupport.html> for international support contact information.

Q. Can I get a copy of the presentation before the webcast?

A. We typically do not distribute our webcast presentations, however we do record nearly all of our webcasts and post them for later viewing on the [BIM for Owners webcast series landing page](#). You can find the recording on the 'Archived Webcasts' tab.

Q. Can I watch the webcast again or recommend it to a colleague?

A. Absolutely! All webcast archives are available typically in 3 – 5 days after the event on the [BIM for Owners webcast series landing page](#). The archives can be found on the 'Archived Webcasts' tab.

Q. How do I view a webcast again?

A. To watch an archived webcast simply go to the [BIM for Owners webcast series landing page](#). The archives can be found on the 'Archived Webcasts' tab.

Q. How do I learn about upcoming webcasts?

A. We have a complete schedule of upcoming webcasts on the [BIM for Owners Webcast Landing Page](#).

Q. Can I get Continuing Education Credits (CEU's) for participating in the webcast?

A. We are sorry, but we do not currently offer CEU's for the BIM for Construction webcast series; however, we are offering a special Sustainable Design Webcast series where AIA, HSW and SD continuing education credits are offered for the live webcast session. For more information visit our [Sustainable Design Webcast Landing Page](#).

We hope you enjoy our webcasts!