Instructions for connecting to a webinar:

Meeting number: 1769126
Web Room Password: To be sent 48 hours before webinar along with course book.

Tips for connecting through your computer:
1. Make sure the volume on your computer is on.
2. You must have speakers on your computer.
3. Connecting through the computer is termed VOIP. This works best with Internet Explorer.
4. VOIP will not work with Safari and only some versions of Firefox. Mac users need Internet Explorer for Mac.
5. If you have a firewall, make sure you unblock it.

If you are unable to work your computer, you can use the telephone to connect.

Connection via the computer:

Connecting via the internet is termed VOIP (webinar lingo). If you will be joining the meeting '"via" VOIP (using your computer speakers and/or microphone) instead of the Telephone, Please follow the directions below;
You will need to download before joining the meeting tomorrow, please be ready and have this completed the before the meeting.
1. Click on the link HYPERLINK https://content101.mc.iconf.net/gcc_installer/MeetingCenter/MeetingCenter.exe to download the Genesys Support Software for VOIP Access:
2. Run the software onto your computer
3. When prompted to enter in a Meeting Number & Pin Number, be sure to click **"NO"** (no account is needed to download).
4. If you need any assistance during the download, Please reach out to the Genesys IT Helpdesk @ 1-866-436-3797 (Dial 2 for immediate technical support)
5. Once you have downloaded the Genesys Software, you can then join the meeting at the scheduled time the day of the webinar.

To join the meeting the day of the webinar, click on the link below. The software must be downloaded first. You can CAN NOT connect the day of the webinar before 8:20 AM CST.
1.) Please click HYPERLINK "https://lobby.mc.iconf.net/gcc/part.asp?ba=6&cc=US&ml=1769126
2.) Enter your Name when prompted
3.) When Prompted to select meeting option (how you want to connect): Select "VOIP" (the last option)
You will then be connected to the meeting Audio (VOIP) and Web.

For those joining by telephone:
No software needs to be downloaded. Click the link below to join the meeting between 8:20 AM and 8:30 AM. You enter your phone number and you are called back.
To JOIN the meeting and be automatically dialed, click here:
HYPERLINK "https://lobby.mc.iconf.net/gcc/part.asp?ba=6&cc=US&ml=1769126
Select to be called back and enter your phone number.

Not online?

Telephone-ONLY access:
To join the voice portion of this meeting:

 1. Dial the toll free number or the number closest to your location.

1 866 275 6163
1 334 323 1354

2. Enter the Meeting Number: *1769126*
   (Be sure to enter the * star key before and after the Meeting Number)

Test your browser before the meeting to ensure that it is properly configured:
http://lobby.mc.iconf.net/gcc/bt.asp?ba=6&new40test=t&NextUrl=http://www.genesys.com/browsertestsuccess

Click here for 24x7 Technical Support telephone numbers:
http://www.genesys.com/support