

INTERIM PROCEDURES FOR VIEWING ADOBE CONNECT VIDEOS TO BE USED **ONLY** WHEN UNABLE TO VIEW THE QUALITY CALL VIDEOS IN EITHER MICROSOFT EDGE (recommended) OR GOOGLE CHROME

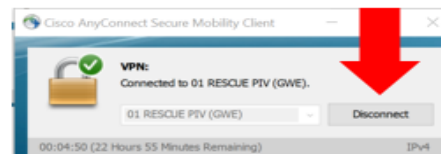
Attempt to view the Quality Call video **BEFORE** using this document.

Note: These interim workaround procedures will most likely **NOT** be necessary if you are using Edge or Chrome. In the unlikely event that you are unable to view the Quality Call video using either the Microsoft Edge (highly recommended) or Google Chrome Web Browsers, *only* then will these procedures be necessary.

The link to the video is included in the Quality Call Bulletin.

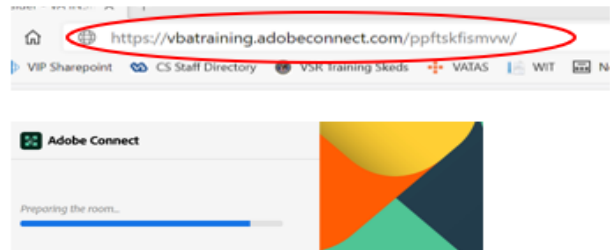
1. Disconnect VPN

NOTE: you will only need to be off VPN for 30 to 60 seconds

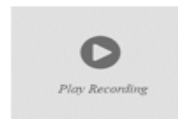


2. Paste link to the video in the EDGE browser

After Adobe Connect prepares the room, the video screen will open

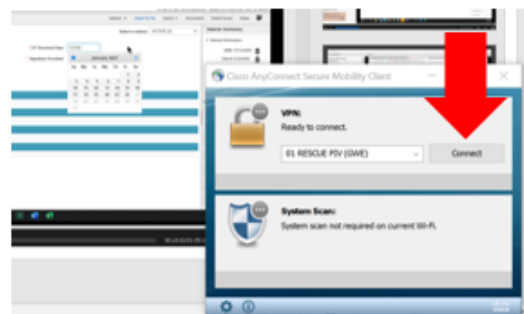


3. Select the "Play Recording" button and wait for the video to start.



4. Connect VPN

Note: an error message may appear "Network lost, waiting to reconnect"



The video will return shortly after VPN is connected

