



Adobe Connect Guidance

Introduction

This document provides guidance on Adobe Connect meeting room setup, navigation, and best practices and contacts for technical support. It is not intended to serve as a comprehensive user manual but is designed to assist with common Adobe Connect functions and decision points. Any questions about Adobe Connect can be submitted to the Information Services (IS) staff at OCCInfoServices@icfi.com with the subject line ADOBE CONNECT.

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Requesting meeting support

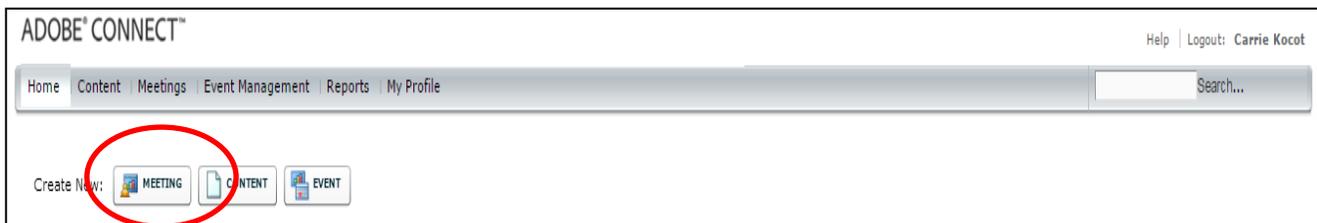
The IS team is available to assist with meeting support and troubleshooting, however, the following criteria should be considered prior to requesting formal support for an Adobe Connect event.

Activities Supported	Activities Not Supported
<ul style="list-style-type: none"> ◆ Set up of registration link (if applicable), room/pod setup; retrieval of recordings, notes, and polls; and technical support for: <ul style="list-style-type: none"> ○ National meetings ○ State stakeholder meetings ○ Webinars ◆ Technology troubleshooting 	<ul style="list-style-type: none"> ◆ Ongoing state/regional technical assistance calls ◆ Peer calls ◆ Small audiences (setup assistance may be requested)

To request IS support for your meeting, complete the Adobe Connect Support Form and submit to OCCInfoServices@icfi.com as soon as the event is scheduled. The form is available in Center Resources on the workspace.

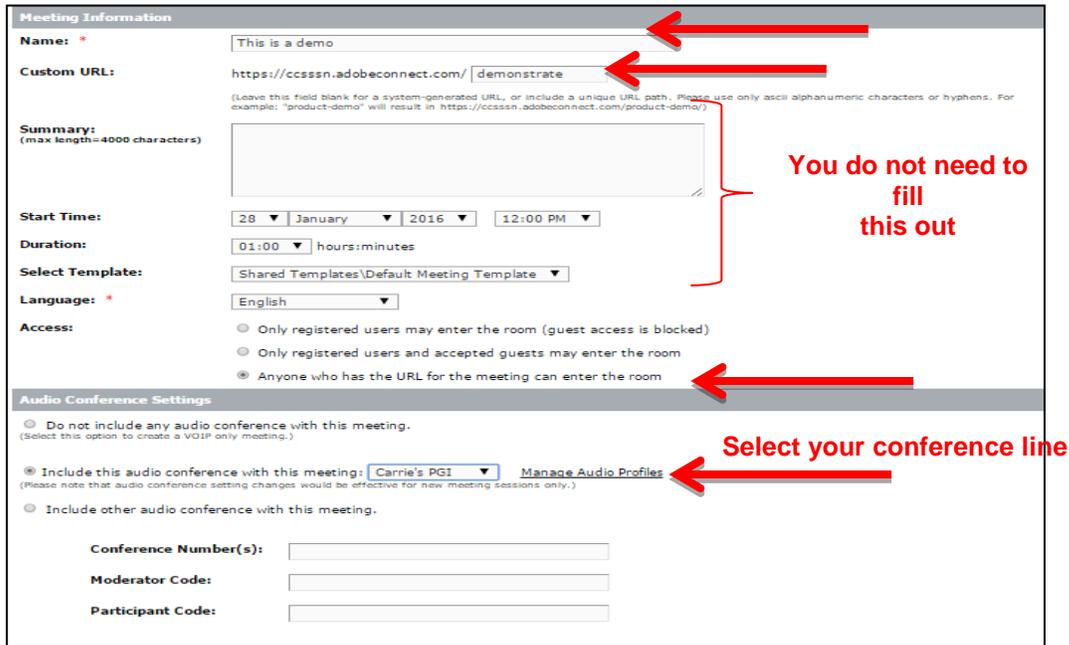
Create a meeting room and link

1. Log into your account here: <https://ccssn.adobeconnect.com>
2. Select **create new meeting**:



3. Fill in the following:
 - a. Meeting Name
 - b. Custom URL: this is the meeting link that you send to participants to join your meeting. You can choose to customize this link to reflect the meeting content (e.g., RegionX, STAMplanning, etc.). Note that you cannot use spaces, but you can use hyphens to separate words (e.g., team-meetings).
 1. Instead of selecting a custom URL, you can leave that field blank and Adobe will generate a link for you, which usually consists of random letters and numbers.
 - c. Access type: For the majority of meetings, we set our access type to be “Anyone who has the URL for the meeting can enter the room.”
 1. If you feel like there is a reason to screen and control who is entering your meeting room, please contact the [Information Services Team](#) and we can discuss options for more restricted access
 - d. **Audio conference settings:** For most meetings, you will select the second audio conference setting, “Include this audio conference with this meeting” and select your conference line from the drop down.

1. If you do not see your conference line in the drop down, contact Information Services to assist you in setting this up
2. If your webinar is going to EXCEED 125 PEOPLE, contact Information Services so that we can work out alternative audio arrangements.



Meeting Information

Name: * This is a demo

Custom URL: https://ccssn.adobeconnect.com/ demonstrate

Summary: (max length=4000 characters)

Start Time: 28 January 2016 12:00 PM

Duration: 01:00 hours:minutes

Select Template: Shared Templates\Default Meeting Template

Language: * English

Access:

- Only registered users may enter the room (guest access is blocked)
- Only registered users and accepted guests may enter the room
- Anyone who has the URL for the meeting can enter the room

Audio Conference Settings

Do not include any audio conference with this meeting. (Select this option to create a VOIP only meeting.)

Include this audio conference with this meeting: Carrie's PGI [Manage Audio Profiles](#)

Include other audio conference with this meeting.

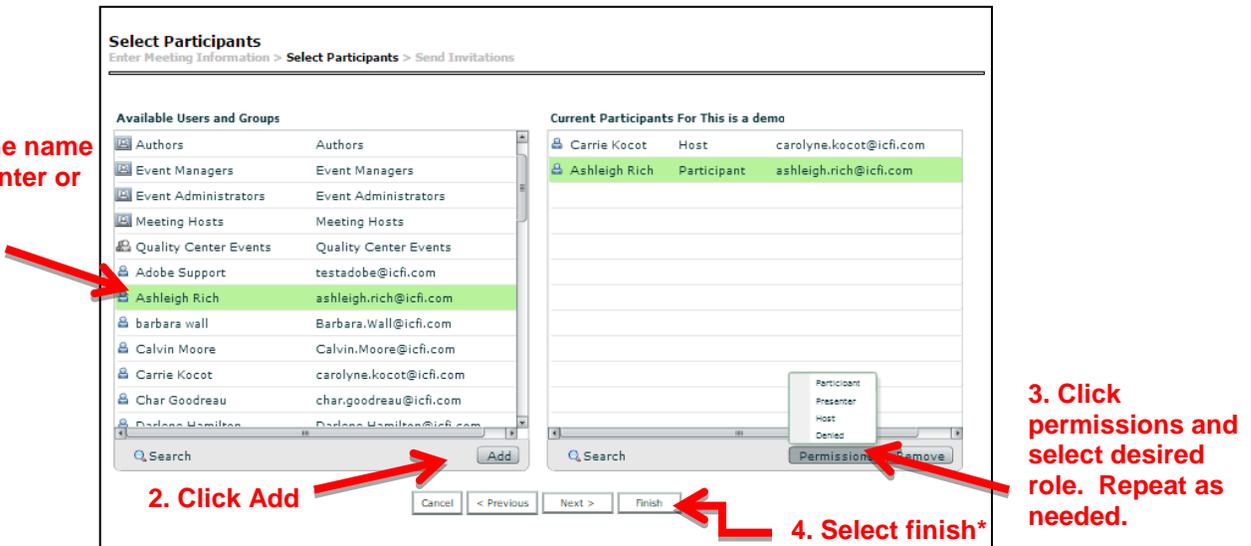
Conference Number(s): _____

Moderator Code: _____

Participant Code: _____

4. Set up your hosts and presenters

1. Click on the name of your presenter or host



Select Participants
Enter Meeting Information > Select Participants > Send Invitations

Available Users and Groups		Current Participants For This is a demo	
Authors	Authors	Carrie Kocot	Host carolyn.kocot@icfi.com
Event Managers	Event Managers	Ashleigh Rich	Participant ashleigh.rich@icfi.com
Event Administrators	Event Administrators		
Meeting Hosts	Meeting Hosts		
Quality Center Events	Quality Center Events		
Adobe Support	testadobe@icfi.com		
Ashleigh Rich	ashleigh.rich@icfi.com		
barbara wall	Barbara.Wall@icfi.com		
Calvin Moore	Calvin.Moore@icfi.com		
Carrie Kocot	carolyn.kocot@icfi.com		
Char Goodreau	char.goodreau@icfi.com		
Darlene Hamilton	Darlene.Hamilton@icfi.com		

2. Click Add

3. Click permissions and select desired role. Repeat as needed.

4. Select finish*

NOTE: Only Capacity Building Center and Quality Assurance Center Staff with Adobe accounts will show up on this list. If your presenters and hosts are NOT listed because they are external (e.g., OCC staff, state/territory staff, guest presenters, etc.), you will have to wait until the meeting starts and “promote” them to presenters/hosts once they are in the meeting room. See the section “Change presenters, hosts, and participants” for instructions on this.

*By selecting finish, you will finish meeting set up and SKIP sending meeting invitations in Adobe Connect. We do not use Adobe Connect to send meeting invitations. For more on this, please see the next section.



Send invitations

1. Send out your Adobe Connect information in an Outlook appointment, rather than through Adobe Connect.
2. Include your customized meeting link in the body of the Outlook invitation.
 - a. Participants joining by Adobe Connect do not need to include the conference line information to connect to audio. When participants enter the meeting room, they will be prompted to connect to the conference line by dialing in (they call the conference line), or dialing out (Adobe Connect will call them at a number they provide).
 - b. However, we usually provide audio conference information for individuals who cannot be at a computer but would like to listen to the audio conference.

Example Adobe instructions for participants – this should go in the body of your Outlook invitation:

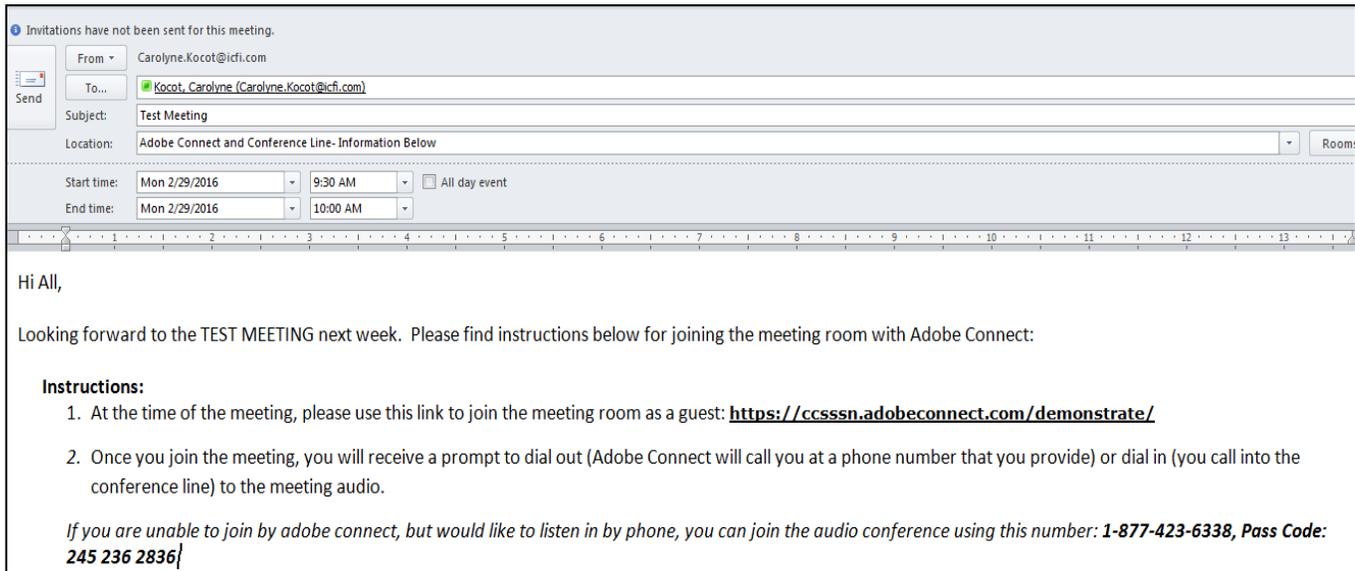
Instructions:

*At the time of the meeting, please use this link to join the meeting room as a guest: **[insert meeting link]**.*

Once you join the meeting, you will receive a prompt to dial out (Adobe Connect will call you at a phone number that you provide) or dial in (you call into the conference line) to the meeting audio.

*If you are unable to join by Adobe Connect, but would like to listen in by phone, you can join the audio conference using this number: **[insert your conference line information]**.*

Example Outlook invitation:



Invitations have not been sent for this meeting.

From: Carlyne.Kocot@icfi.com

To: Kocot, Carlyne (Carolyne.Kocot@icfi.com)

Subject: Test Meeting

Location: Adobe Connect and Conference Line- Information Below

Start time: Mon 2/29/2016 9:30 AM All day event

End time: Mon 2/29/2016 10:00 AM

Hi All,

Looking forward to the TEST MEETING next week. Please find instructions below for joining the meeting room with Adobe Connect:

Instructions:

1. At the time of the meeting, please use this link to join the meeting room as a guest: <https://ccsssn.adobeconnect.com/demonstrate/>
2. Once you join the meeting, you will receive a prompt to dial out (Adobe Connect will call you at a phone number that you provide) or dial in (you call into the conference line) to the meeting audio.

*If you are unable to join by adobe connect, but would like to listen in by phone, you can join the audio conference using this number: **1-877-423-6338, Pass Code: 245 236 2836***

Configure your audio

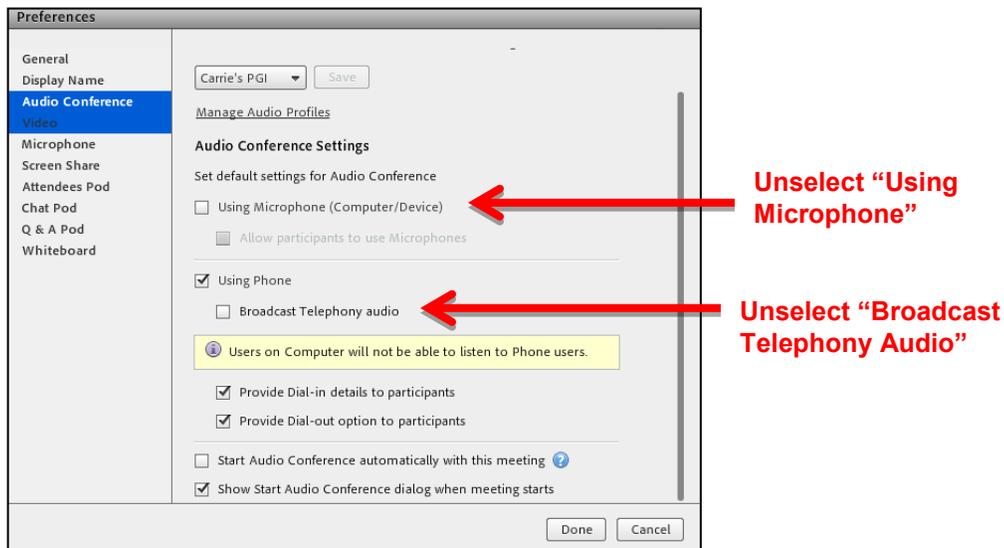
It is important that you change the meeting room’s default audio settings and **REMOVE** the option to join audio using the computer/microphone. If participants join this way, it can lead to echoes and technical problems because you are also using your conference line.

1. Use your meeting room link to enter the meeting room (use your username and password so that you will be logged in as a host)
2. A prompt will pop up asking if you want to start audio conference with this meeting. Below that, click on **“view/change settings”**



3. Configure your audio using the preferred settings below:
 - a. UNSELECT “using microphone”
 - b. SELECT “using phone”
 - c. UNSELECT “broadcast telephony audio”
 - d. SELECT “provide dial-in details to participants”
 - e. SELECT “provide dial-out details to participants”
 - f. UNSELECT start audio conference automatically with this meeting
 - g. SELECT “show start audio conference dialog when meeting starts”

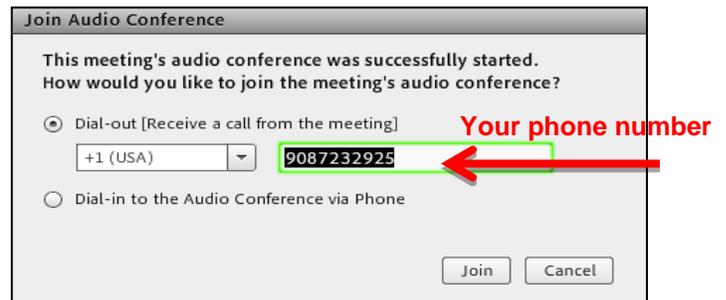
The settings should look exactly like the settings below:



You do not need to reconfigure your audio each time you use the meeting room. You just have to do this one time and it will remain configured for future meetings.

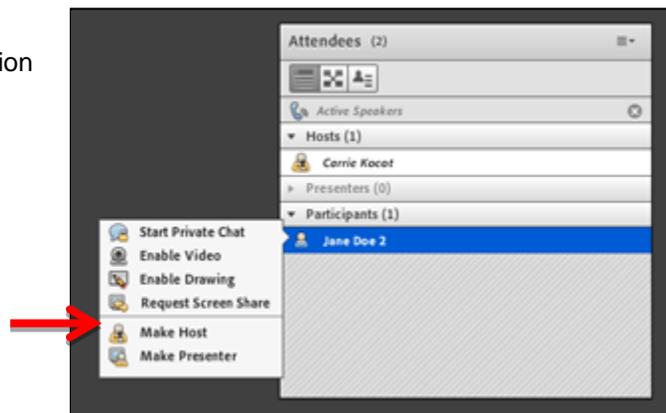
Start meeting audio

1. Use your meeting room URL to enter the meeting room with your email and password.
2. Start the meeting audio and dial out (enter your phone number and Adobe will call you and give you instructions for connecting).



Change presenters, hosts, and participants

1. Add an attendees pod to your meeting room (see format a basic meeting room for information on this)
2. Click on the name of the individual that you would like to make a presenter or host.
3. Select the appropriate role.



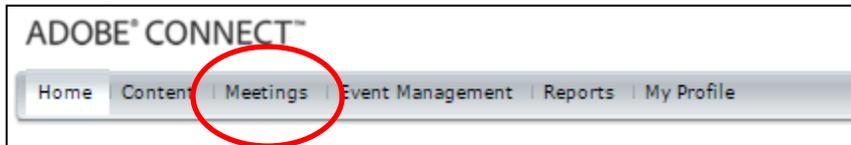
NOTE: If your hosts or presenters are sharing content (sharing their screen, using a webcam, or uploading files to the room) for the first time, they will receive a prompt asking them to download an Adobe Connect add-in. This is a quick process, but it will automatically log them out and back into the meeting room. It is always best to have your presenters test out whether they can share their content during a dry-run of the meeting so that they can install the add-in prior to the actual event. If that is not possible, try to have new presenters/hosts join the meeting 10 – 15 minutes early to allow testing time.

Record a meeting and access/edit recording

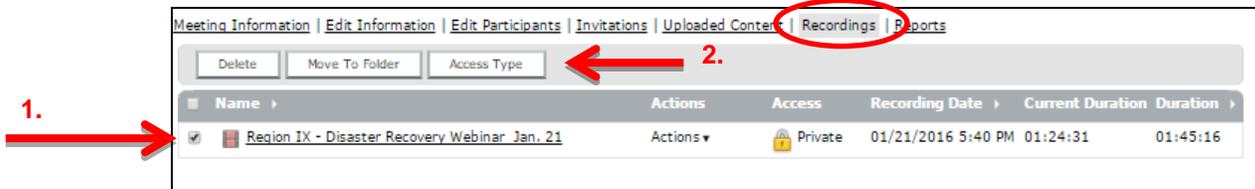
- Once you have started the audio, use the meeting drop down and select **“record meeting.”** A prompt will pop up that will allow you to name the recording, then select OK.
- START MEETING RECORDING EARLY.** It can take a few minutes for the recording to start, so it is best to start the meeting recording early and then edit out any space after the meeting (see below for editing instructions).



- To access and share your recording:
 - Log into your account at: <https://ccsssn.adobeconnect.com>
 - Navigate to the **“Meetings”** tab on the top bar

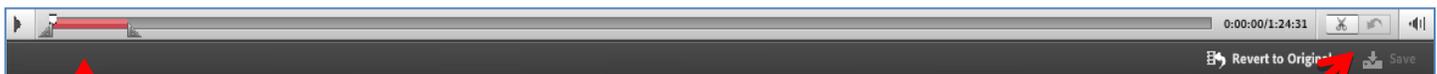


- Click on your meeting room from the list and navigate to the recordings tab
- Recordings default to private, so you must make them public in order to allow others to access the link. Select the recording you want to make public using the check box on the left, and then select **“Access Type.”** Mark as public and save.
- To share the recording, click on the recording name, and copy the link listed under **“URL for viewing”**



- To edit a recording
 - Use the actions drop down (see above) and select **“edit recording.”**

2. Click the scissors to cut



1. Use the triangles to select portion that you want to CUT

3. Hit save and repeat as needed

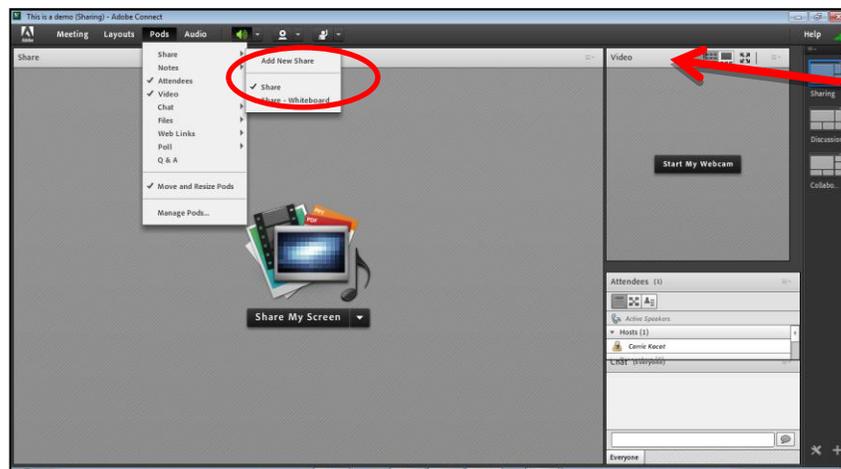
Format a basic meeting room

“Pods” are the rectangle sections of the Adobe Connect meeting room. There are nine types of pods that allow you to manage your meeting:

- ◆ Share-use this to share PDF documents, PowerPoints, your screen, and whiteboard
- ◆ Notes- take notes during the meeting or display text (e.g., contact information)
- ◆ Attendees- see who is in the meeting, give presenter and host capabilities, manage attendee audio
- ◆ Video- share webcam
- ◆ Chat- provides a chat box for all participants
- ◆ Files- share files for attendees to download
- ◆ Web links- share web links for attendees to use
- ◆ Polls- ask multiple choice, multiple answer, and open-ended questions
- ◆ Q and A- provide a space for attendees to anonymously ask questions to presenters/hosts

To add a pod:

1. Use the pods drop down in the top bar
2. Select the type of pod and click “Add New”



To move the pod, click the top bar of the pod, hold, and drag it

To hide a pod:



Click the button in the top right of the pod and use the drop down to select “hide”

To resize or move a pod:



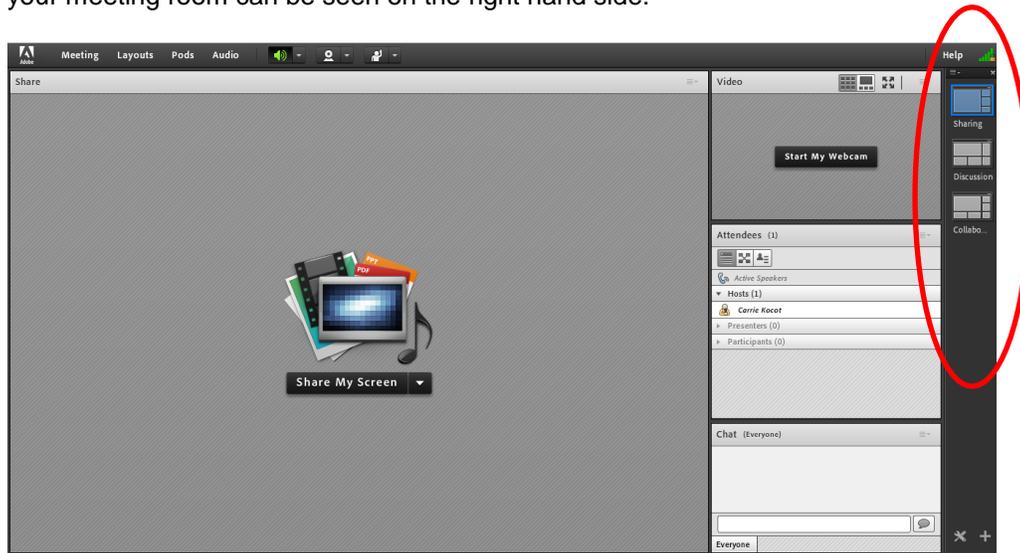
To resize the pod, hover over the edge and click and drag the pod to the appropriate size

Create layouts

A meeting room layout is the “virtual floor plan” of your room that allows you to arrange your pods. When you create or edit a layout, you can add, position, and size pods to best suit the content you are presenting or sharing.

A meeting room can have multiple layouts that will allow you to transition to different pod set ups for each portion of your meeting if each portion of the meeting needs different pods.

The layouts of your meeting room can be seen on the right hand side:



Adobe Connect provides three default layouts: Sharing, Discussion, and Collaboration. You can choose to use one of these and edit it to meet your meeting needs, or you can create a brand new layout and build it from scratch.

To add a new layout, click the + sign in the bottom right hand corner

- ◆ You can create a new blank layout, or you can duplicate a previous layout and work from there
- ◆ You can rearrange layouts by clicking and dragging them into your preferable order
- ◆ You can rename a layout by double clicking on the title of that layout

Pods and Layouts

- ◆ The same pod can be in multiple layouts. For example, you can use the same notes pod in each layout in order to take notes in one place throughout different sections of your meeting. The notes you type in each layout would carry over to the next layout
- ◆ If you do NOT want content to carry over to the next layout (for example, if you have a different PPT file to display in each layout), then make sure to add a NEW pod

Share a document or your screen

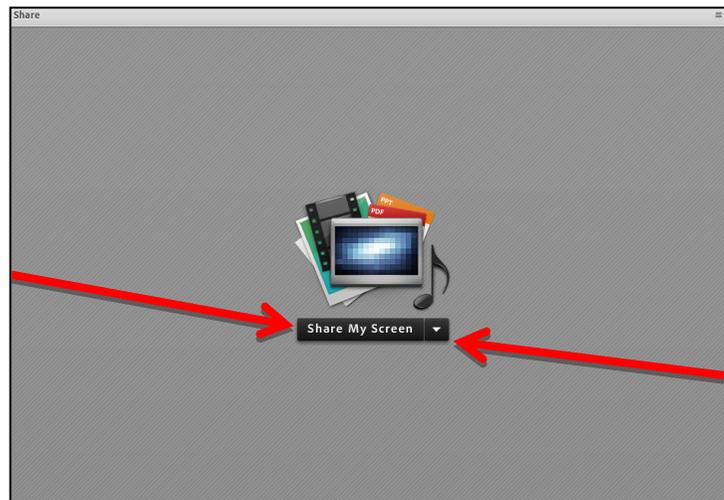
To share a document (PDF or PPT ONLY)

1. Add a share pod to your meeting room (see format a basic meeting room for information on this)
2. Click the drop down and select share a document
3. Browse your computer and select the document (PDF ONLY) or PowerPoint that you would like to upload
 - a. You cannot upload word documents in Adobe Connect. You must convert to a PDF first.
 - b. Once you upload a document or PowerPoint, you cannot edit it. If you need to edit, you should edit and re-upload.
 - c. If you need to show a word document or edit a document in real time, use the screen share function (see below for instructions)
 - d. If you have multiple documents, add another share pod and repeat (you can use as many share pods as as you need)

Share your screen

1. Add a share pod to your meeting room (see format a basic meeting room for information on this)
2. Click on “share my screen”
3. Select share your desktop (shares your whole screen) or share an application (word, excel, etc.)

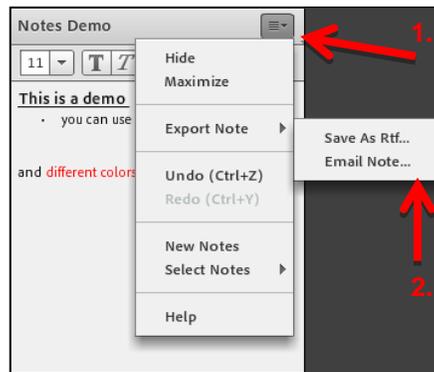
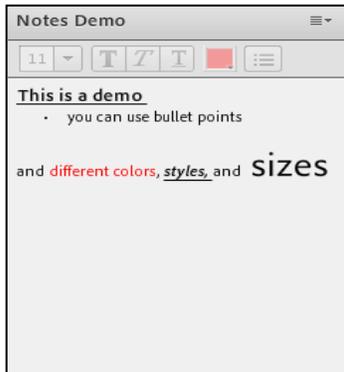
**To share your screen,
click here**



**To share a document
(PDF or PPT), hit the
drop down and select
share document**

Set up and export a notes pod

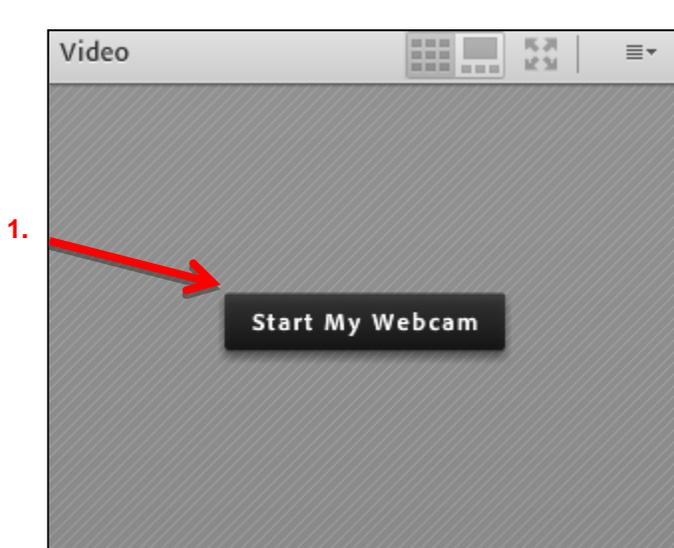
1. Add a notes pod to your meeting room (see format a basic meeting room for information on this)
2. Only HOSTS and PRESENTERS can write in the notes pod
3. You can export the notes pod at the end of a meeting and either email it to yourself or save it as a file (see below)



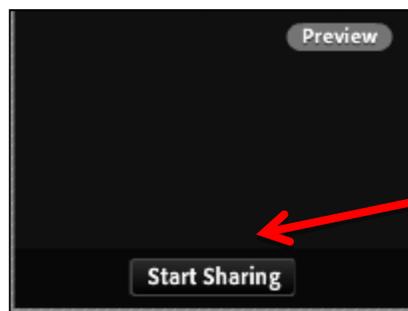
Use the drop down in the top right corner to export that pod's notes.

Use webcam

1. Add a video pod to your meeting room (see format a basic meeting room for information on this)
2. To start your webcam:



2. If it is your first time sharing video, adobe will ask you if you allow it to have access to your camera. Select allow.



3. You will see a preview of your camera view. Press "start sharing"



In the top bar, go to the video drop down and select "enable webcam for participants"

Poll participants

There are three types of polls you can use in Adobe Connect:

1. Multiple choice
2. Multiple answer (multiple choice, but allows participants to pick more than one response)
3. Open ended

To add a poll(s):

1. Add a poll pod to your meeting room (see format a basic meeting room for information on this)
2. Format poll (see picture on the right)
3. Open poll
4. Repeat as needed

Choose the poll type here

To show participants results:

1. After you open the poll, select broadcast results
2. Results will be broadcasted anonymously

Technical Support

- ◆ Charles Welch, charleswelsh@getconnect.com, 408-528-7681 (based in California)
- ◆ Adobe Connect Technical Support, <https://helpx.adobe.com/adobe-connect/connect-support.html>, <https://helpx.adobe.com/adobe-connect/adobe-connect-phone-numbers.html>
- ◆ PGI/Conference Call (for many audio issues if audio settings are correct), support@globalmeet.com, 1-719-457-1660