Adobe Connect
## VISUAL QUICK START GUIDE FOR PARTICIPANTS

Partcipate in Adobe Connect Meetings

Adobe Connect is an enterprise web conferencing solution for online meetings, eLearning and webinars used by leading corporations and government agencies. This Visual Quick Start Guide provides you with the basics participating in an Adobe Connect meeting, virtual classroom, or webinar.

Attend an Adobe Connect meeting

1. It is recommended that you test your computer prior to attending a meeting. Do this by going to https://connect.schools.nsw.edu.au/common/help/en/support/meeting_test.htm

2. The **Connection Test** checks your computer to make sure all system requirements are met. If you pass the first three steps of the test, then you are ready to participate in a meeting.
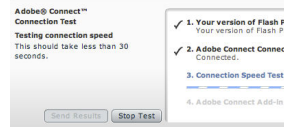
Tip: The fourth step of the **Connection Test** is for the Adobe Connect Add-in which is only required for Meetings Hosts and Presenters who need to share their screen. Installing the add-in is not required, but may enhance your meeting experience.

3. If you do not pass the test, perform the suggested actions and run the test again.

Join a meeting

1. You have likely received an email invitation with meeting access information. When the meeting time arrives, click on the link or enter the URL into your favorite web browser.

2. The meeting login screen appears. If available select **Enter as a Guest**, type in your first and last name, and click **Enter Room.** If prompted for your login and password use your DoE account instead and click **Enter Room**.

Note: Your username is your DoE UserID with a "@detnsw" suffix accompanied by your DoE password. Example: joe.blogs@detnsw

3. The meeting launches in your browser. If the meeting host has not yet arrived to the meeting or meeting security requires the host to approve your attendance, you will be placed in a waiting room.

4. Once the meeting host accepts you into the meeting, the meeting room interface appears.

Tip: Adobe Connect only requires that you have an internet connection, a web browser, and Adobe Flash Player version 13 or greater to attend a web conference. Adobe Connect supports Windows, macOS, and Linux as well as the most widely used browsers including Chrome, Edge, Internet Explorer 8+, Firefox, and Safari.
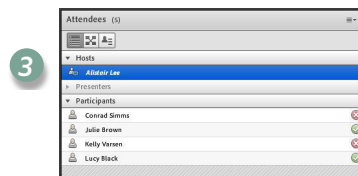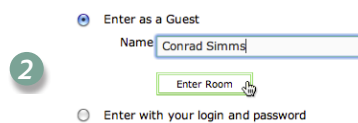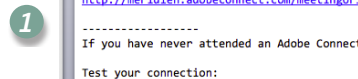
Install the Adobe Connect Application

1. You may be prompted to install the Adobe Connect Application. Click Install and follow the instructions.
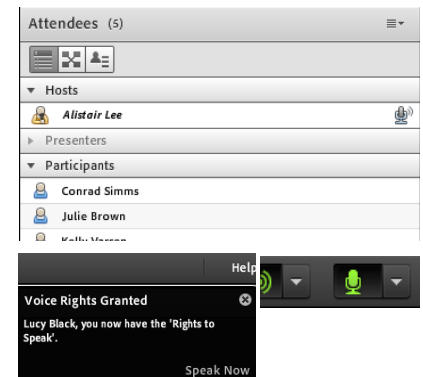
Meeting audio

Meeting hosts have control over how the audio portion of your meeting is conducted. They can choose to use Voice-over-IP (VoIP), Integrated Telephony, or Universal Voice (a non-integrated teleconference).

Voice-over-IP

When this option is selected, you can hear meeting audio through your computer speakers. If a meeting attendee is speaking using VoIP, you will see a microphone icon next to their name.

In some cases, meeting hosts may give you the ability to broadcast audio using VoIP. When this is the case, a dialog will alert you that you have the rights to use your microphone. Clicking the **Speak Now** link will activate the microphone icon in the **Application Bar** at the top of your screen.


Tip: If you are having issues using VoIP, it is recommended that you run through the Audio Setup Wizard to optimize your experience. To do this, select '*Audio Setup Wizard...*' from the **Meeting** menu.

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Share webcam video

The meeting host may ask you to use your webcam to share video. When this is the case, a button enabling you to share your webcam will appear on the video pod. To share your camera, make sure your web cam is plugged in and click the **Share My Webcam** button. Adobe Flash may prompt you for permission. After granting permission, a webcam video preview appears. If you're happy with the preview, click **Start Sharing** to share your video with all participants.
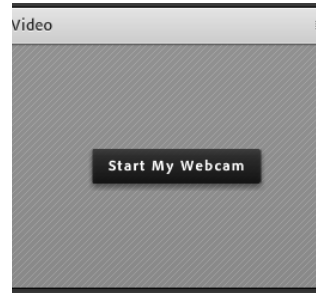
You can also click the webcam icon [icon] in the **Application Bar** to access your webcam and preferences.

Video

Start My Webcam

Change your status

Within a meeting, you can also change your status to provide feedback to the presenter and other attendees.

To change your status, click the arrow on the **Status Options** dropdown list on the **Application Bar** and select your desired status option.

If you select an option above the line such as **Agree** or **Step Away**, you status remains until you choose **Clear Status**. If you choose an option below the line such as **Speed Up** or **Applause**, your status automatically clears itself after a number of seconds.

When you set your status, an icon appears next to your name in the **Attendees** pod.

- Raise Hand
- Agree
- Disagree
- Step Away
- Speak Louder
- Speak Softer

Chat

To send a message to everyone, simply type your message in the chat pod and hit enter or click the send icon.

If the meeting host has enabled private chat, you can send messages to a specific attendee or group within the meeting. To do this, use the **Attendees** pod to hover over the name of the attendee you'd like to chat with, and select **Start Private Chat**. Alternatively, you can use the Pod Options menu in the top right hand corner of the pod to select an individual or group by clicking **Start Chat With**. Private chat messages show up in additional tabs to make it easy to distinguish between private and public chat.
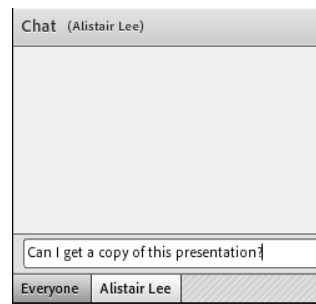
If the host is using a **Q&A** pod instead of a **Chat** pod, then all messages are moderated and private chat is not available.

Chat (Alistair Lee)

Can I get a copy of this presentation?

Everyone | Alistair Lee

Troubleshooting

Issue	Solution
I cannot get into the meeting	If you are having trouble joining a meeting try the following: 1. Enter the meeting as a Guest user by entering in your First and Last Name in the Guest field. 2. Click the Help link on the Meeting Login page. This takes you to the Test Meeting Connection page where you can verify that your computer meets all necessary requirements. If you do not pass the test you will be given instructions for what you need to do. 3. Make sure popup blocking software is not blocking your meeting window. 4. You may be using a proxy server. To resolve this in Internet Explorer, select Tools > Internet Options > Advanced tab. Then enable the setting Use HTTP 1.1 through proxy connections. After doing this, clear your cookies, close all browser windows and attempt to re-enter the meeting.
I cannot hear any audio	1. Verify that your computer speakers are on and your computer's volume is at an audible level. 2. Check to see if the meeting host has provided teleconference information. If this is the case, you need to dial in via telephone to hear meeting audio.
I have been granted rights to speak, but no one can hear me	If you are having trouble sharing your voice try the following tasks: 1. Make sure your computer microphone is not muted. 2. Run through the Audio Setup Wizard. To do this, select **Meeting > Audio Setup Wizard**. The wizard guides you through five steps in which your computer is tuned for optimal VoIP. 3. You may have elected to deny the Flash Player access to your computer's microphone. To verify this, right click in the meeting window and choose **Settings** to view your Flash Player settings. In the dialog box, choose **Allow.**
The host is sharing their screen, but it is fuzzy	If you are having trouble seeing a hosts screen, try the following: 1. Click the Full Screen button on the top of the Share pod. 2. View the full resolution by using the pod options menu in the top right hand corner of the pod to select **Change View > Zoom In.**