

## ► The Basics of Using Adobe Connect

### Overview

This document describes how to access and use Adobe Connect – part of Asbury University's Online Campus. All users are encouraged to test their connection to Adobe Connect **BEFORE** the start of any Online Course Sessions. This can be accomplished by contacting the Help Desk at least **one hour** prior to the beginning of class.

### Adobe Connect Technical Requirements

Adobe Connect is intended to be viewed using a computer that meets the following criteria.

**Please Note:** The minimum requirements listed here have been established as the very lowest level that the online education software will function. It is highly recommended that you surpass these standards (particularly internet access speed).

**At this time, phones and tablet devices are not recommended for use with Adobe Connect (iPad, Kindle, etc.)**

Requirements	Windows PC	Apple MAC OS X
<b>Operating Systems</b>	Windows 8.1 or better	OS X 10.10 (Yosemite) or better
<b>Memory/RAM</b>	4 GB or more	8 GB or more
<b>Harddrive</b>	500 GB or higher	500 GB or higher
<b>Browsers</b>	Firefox 51 or higher Chrome 56 or higher Microsoft Edge 38 or higher Internet Explorer 11	Firefox 51 or higher Chrome 56 or higher Safari 10 or higher
<b>Internet Access</b> (for commuters and online students)	DSL, cable, educational, or corporate connection. <b>A wired internet connection is required.</b> Wireless hotspot access is not adequate for this program.	DSL, cable, educational, or corporate connection. <b>A wired internet connection is required.</b> Wireless hotspot access is not adequate for this program.

\*If you are unsure about the speed of your internet, please visit <http://speedtest.net> and run their internet speed test by clicking on “Begin Test” (picture at right).

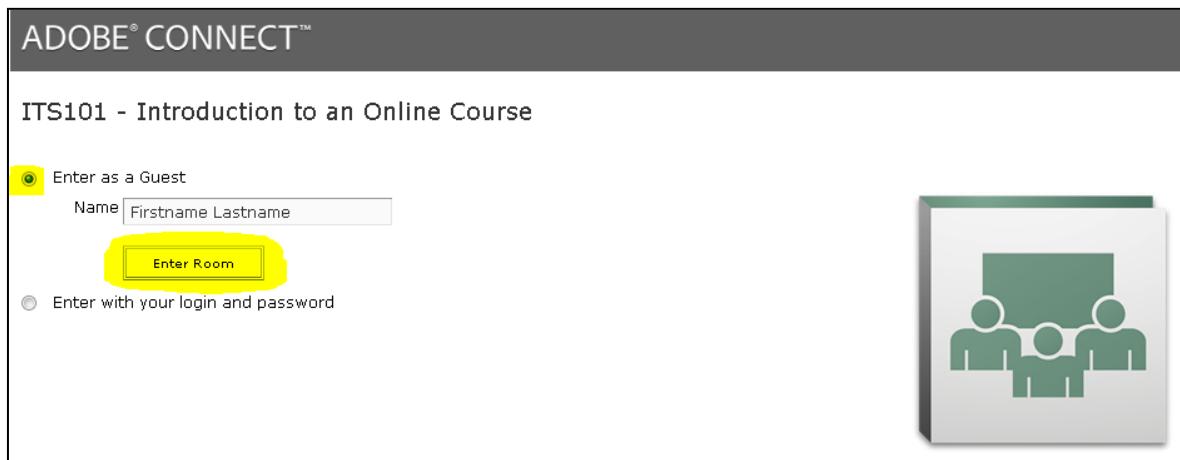


\*Please note that attempting to use Adobe Connect without the minimum specifications listed above (especially internet speed) may result in a poor experience. At this time, iOS and Android Devices are not recommended for use with Adobe Connect.

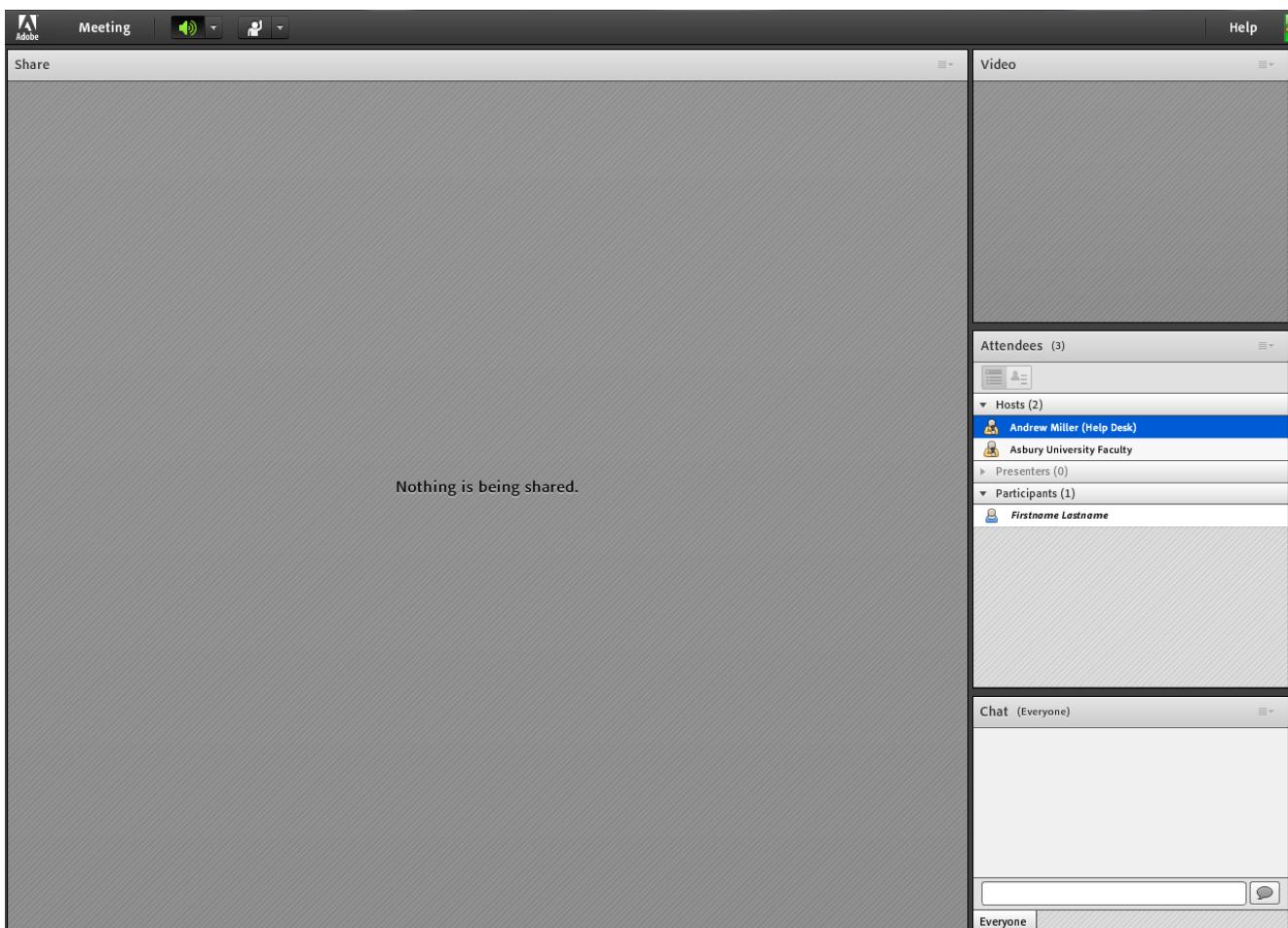
## **Joining a Meeting (Synchronous or Live Session)**

There are two primary ways in which you will receive an invitation to an Online Meeting in Adobe Connect. The first is via your Asbury University Email Account. The second is through Discovery. All faculty are encouraged to post links to any online sessions in their class on Discovery, clearly labeling them as Online, or “Live” Sessions.

1. To enter, CLICK on the link provided by your instructor.
2. You will be asked to provide a login username and password or enter as a guest. **Please enter as a guest** by clicking the first radio button, and providing your name.



3. CLICK “Enter Room”
4. Once you click on “Enter Room” You will be loaded into the Adobe Connect Environment. (pictured below)



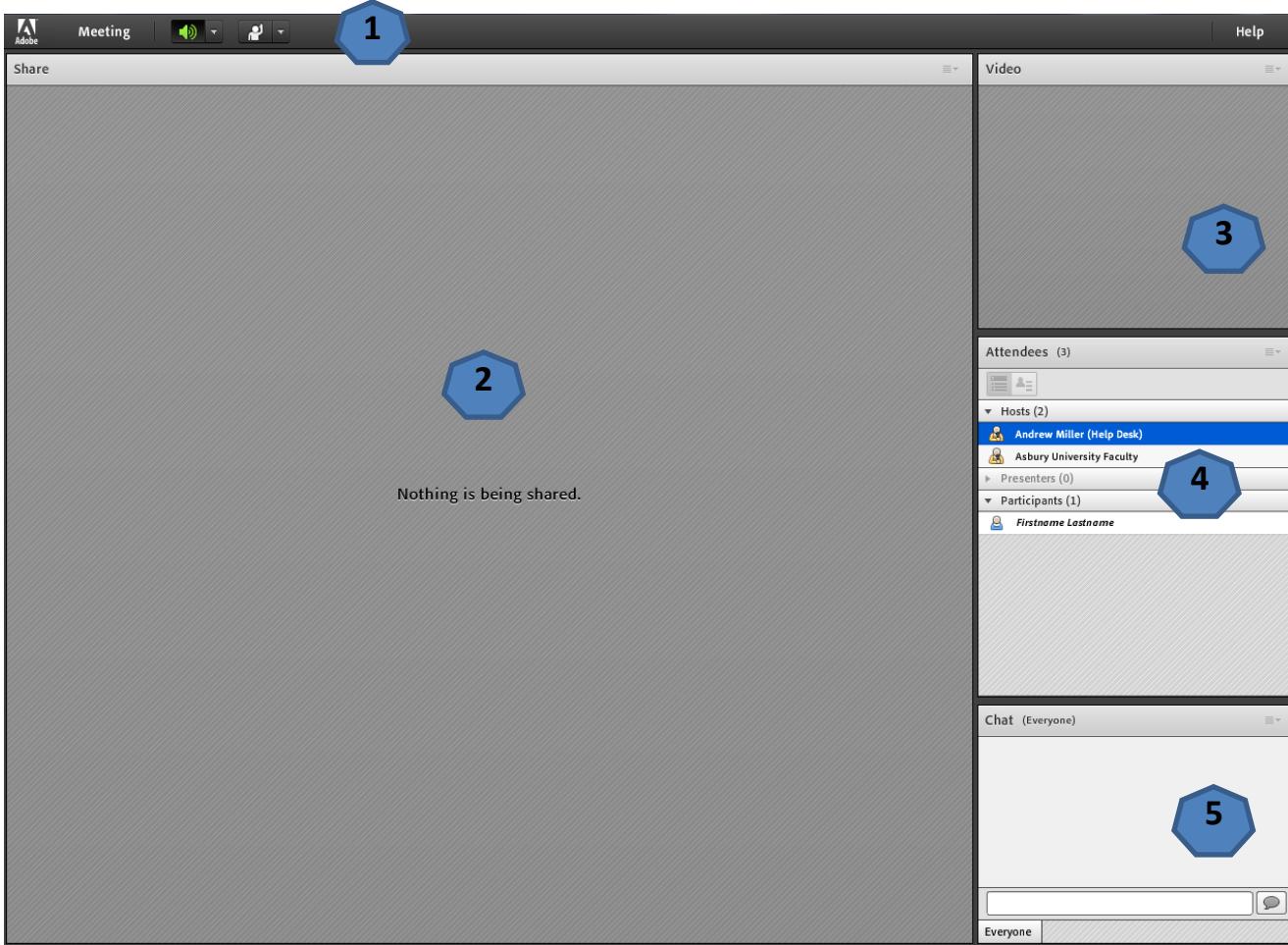
Attendees (3)

- Hosts (2)
  - Andrew Miller (Help Desk)
  - Asbury University Faculty
- Presenters (0)
- Participants (1)
  - Firstname Lastname

Chat (Everyone)

## Navigating Adobe Connect

Adobe Connect has several key areas that all students and faculty should be familiar with. Each area is numbered below in the image, and is explained in the text below.



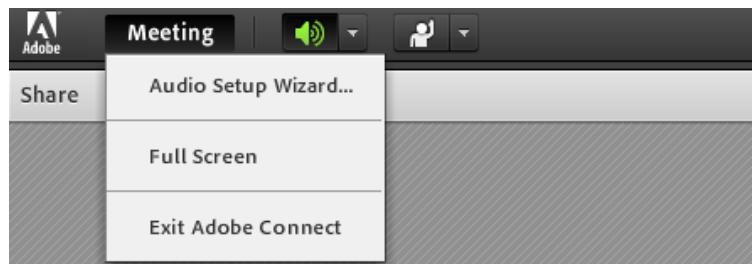
### 1. The Adobe Connect Menu

The Adobe Connect Menu at the top of the screen has several important options all users should be familiar with.

The **Meeting** button grants access to the Audio Setup Wizard, an option to make the adobe connect session full screen, and of course a means to exit adobe connect.

Next to the Meeting button is the **figure of a man raising his hand**. This button helps students provide feedback to the Faculty member teaching or administrating the course. From time to time, faculty may ask a class to indicate their understanding or desire to speak to the entire class by “raising their hand.” To do this, click directly on the figure of the man, or click on the drop down arrow beside the man to view additional options for feedback.

The next two buttons will only appear when the faculty member has granted you the right to use **your microphone** and/or **your webcam**. For information about these two buttons, keep reading this guide.



## 2. The Main Content Module

The Main Content Module is the virtual whiteboard, PowerPoint and Chalkboard in Adobe Connect. During the course of a typical Adobe Connect session, the faculty member responsible for your course will use this area to show you lecture notes, live web pages, PowerPoint presentations, and a variety of other helpful materials to supplement their instruction. Students may also use this area to showcase their work with the permission of the faculty member. If a faculty member grants you the right to share your screen you should see a button in the middle of this space that looks like this button pictured to the right:

To share your screen, click on the button "Share Your Screen" and follow the instructions given by the faculty member responsible for your course.



## 3. The Video Module

The Video Module shows all webcams that have been activated in the Adobe Connect Session. To learn how to share and control your webcam, refer to the section of this guide titled "**Controlling & Sharing Your Video**"

## 4. The Attendees Module

The Attendees Module allows faculty and students to quickly view all participants in an Adobe Connect session. This area is divided into three sections:

- **Hosts** – These persons will be faculty and staff members (staff from the APS or Online Program Office, IT Services, and Kinlaw Library) who are in the course to help students.
- **Presenters** – This label is for guest speakers and students who may be asked to share a presentation during the Adobe Connect Session. The difference between Hosts and Presenters is that only Hosts have the ability to change the layout of Adobe Connect as all participants see it.
- **Participants** – All persons who enter the Adobe Connect session excepting the persons mentioned above will be listed as participants.

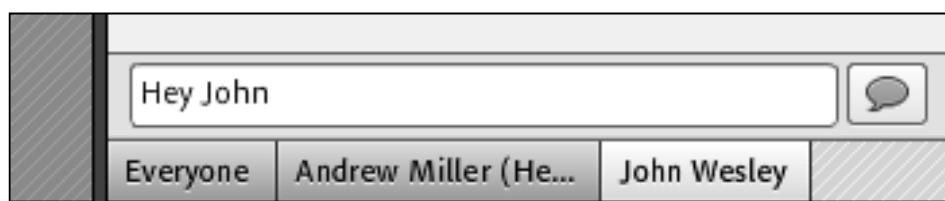
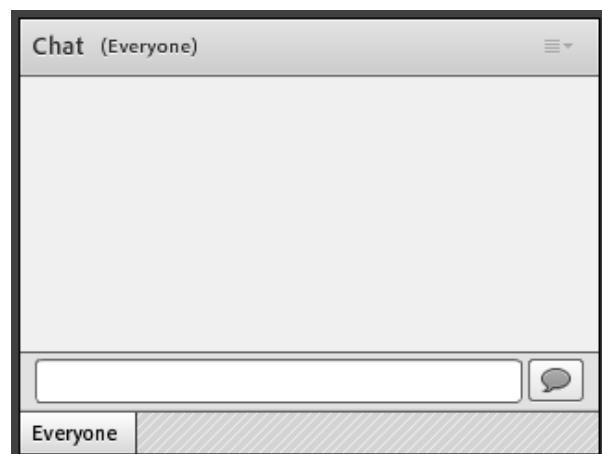
## 5. The Chat Module

Adobe Connect provides students & faculty the opportunity to communicate through audio, video and also text conversations. Text communication between participants is done through the Chat module, normally located in the lower right-hand corner of the Adobe Connect Window.

1. To start a chat with **Everyone** simply make sure that Everyone is selected at the bottom, then type a message.
2. Adobe chat also allows you to contact other persons in your class by holding your mouse over the person's name and clicking on "Start Private Chat" (shown below)



3. When a private chat has been started (either with the instructor or another student) it should appear in the bar (as shown below).



## Controlling & Sharing Your Audio

By default all users can hear the instructor's audio and see the instructors' webcam.

1. In order to use your microphone to communicate with the instructor and other members of your course, the **instructor** must first grant you the right to speak. Once you've been granted the right to speak, you should receive a notification that looks like this in the upper right-hand corner
2. Once your Voice Rights have been granted, you'll notice the appearance of a new icon in the upper left-hand side of the screen which looks like this:
3. Clicking on the Microphone Icon will enable your microphone to be heard by your instructor and by your classmates. Your icon will turn Green
4. Occasionally, you may need to adjust the volume of your Microphone. This is done by clicking on the dropdown arrow to the right the microphone icon.
5. You can mute your microphone by clicking on the microphone icon, or by selecting the drop-down arrow and clicking on mute my microphone.
6. If you experience any issues with your microphone and adobe connect, please contact Help Desk for advanced troubleshooting.
7. Asbury University strongly recommends using a microphone headset which connects by two standard quarter-inch jacks, and NOT by USB Connection. With most headsets, these will be colored pink for the microphone jack, and green for the headphone jack, as shown in this picture below:



## **Controlling & Sharing Your Video**

By default all users can hear the instructor's audio and see the instructors' webcam.

1. In order to use your webcam in Adobe Connect, the instructor must enable your webcam from their interface.
2. When the instructor has granted you permission to share your webcam, the video box in the upper right-hand corner should change to read "Start my Webcam"

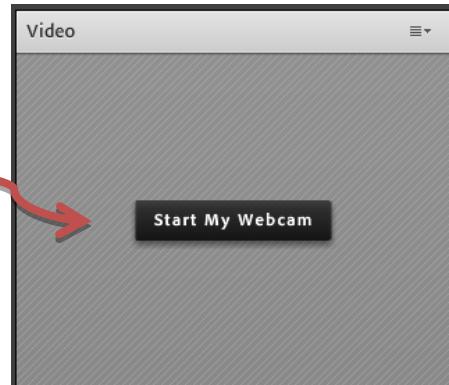
**Please Note:** Although Online Sessions are generally informal, all persons entering Adobe Connect are expected to adhere to classroom attire throughout the class period. Wearing clothing that does not meet this standard may result in dismissal from the Adobe Connect environment. For more information on this standard, you may visit:

<http://www.asbury.edu/student-life/handbook-community-life/lifestyle-standards/propriety>

3. To begin sharing your webcam, you may click on the "Start My Webcam" button. This will immediately load a preview of what your webcam is showing. In order to begin sharing you must click on "Start Sharing" beneath the image displayed.

Please Note: You may see a small window appear (picture at right) asking permission to use your webcam or microphone. Please Click "Allow"

4. If you experience any issues connecting your webcam in Adobe Connect, please contact Help Desk for Assistance.



## **Troubleshooting Problems**

If you experience any trouble connecting to, or participating in an Adobe Connect Setting, the **quickest way to resolve any and all problems is to contact Help Desk immediately** via phone (859-858-3511, extension 2177). If you experience problems with connecting more than once, chances are that there is a problem either with your internet connection, or with your computer. Asbury University wants you to have the best online experience possible, please don't hesitate to call the Help Desk.

## **Practice Sessions**

The APS & Online Program in coordination with Asbury IT Services Help Desk offers all students the opportunity to test their computer equipment and internet speed on a rolling basis. To find out when the next "Student Practice" session of Adobe Connect is meeting, contact the Online Program Office at campus extension 2600.

For more information about Adobe Connect, please contact the Asbury University IT Services Help Desk via phone (859-858-3511 x2177), or check us out online at [www.asbury.edu/helpdesk](http://www.asbury.edu/helpdesk) or on Facebook at [www.facebook.com/asburyhelpdesk](http://www.facebook.com/asburyhelpdesk).