Using Adobe Connect

A GUIDE FOR MEETING HOSTS

WHAT DO I NEED?

- **Adobe Host account:** In order to create your own Adobe Connect session(s), you will need an Adobe Connect Host account. *You can request a host account from your program coordinator and/or SESP IT.*
- **PGi phone line:** We recommend using a phone line for your conferences for the most reliable audio. *You can request access to a departmental PGi phone line from your program coordinator and/or SESP IT.*
- **Technology:** You will need a computer with a webcam, as well as a strong phone line (can be land or cellular) for the PGi audio. It is easiest if you have a phone headset or speakerphone for the sessions.
- **Internet connection:** It is recommended that you use a wired Internet connection when running a Connect session, but it is not required. If you do use a wireless connection, it should be a strong connection.

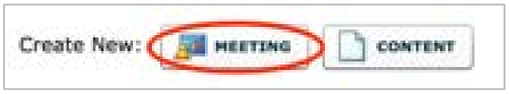
CONNECTION TEST

It is recommended that you test your computer prior to your meeting. To run the test, go to: http://admin.adobeconnect.com/common/help/en/support/meeting_test.htm.

The Connection Test checks your computer to make sure all system requirements are met. You will want to pass all four tests, including downloading the add-in so that you can share your screen. If you do not pass the test, perform the suggested actions and run the test again.

CREATING YOUR MEETING ROOM

1. Go to the Adobe URL provided to you (northwesternuniversity.adobeconnect.com or nwuniversity.adobeconnect.com) in your web browser.
2. Log in with your Adobe Connect username and password.
3. To create a new meeting, click the *'Create New Meeting'* button.



4. Enter a meeting name and an easy-to-remember custom URL, such as your name or the class (i.e. SESP123). The next few fields (summary, start time, duration, and template) are optional.
5. Under *'Access'*, choose to allow *'Anyone who has the URL for the meeting'* to enter the room. This will make it easier for you to give access to your students/participants.
6. Under *'Audio Conference Settings'*, choose whether you will be including Internet (VOIP) or a PGi conference line. If you have been given access to a PGi conference line, select '*Include audio conference with this meeting'* and choose your conference line from the drop-down.

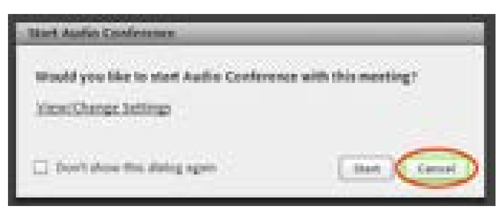
Note: If you have your own PGi account and need to set up the conference line with your Adobe Connect account, click *'Manage Audio Profiles*' and follow the steps below:

- Click *'New Profile'*.
- Under Provider, choose *'PGi NA'*
- Enter a name for the profile (perhaps the name of the class that will be using this line). We recommend using a different line and creating a new profile for each class so that you never run into overlap.
- Enter your PGi Client ID (this is different than your email address used for login and can be found under *'My Profile'* on the PGi website) and password.
- Enter the moderator (host) code for the phone line you would like to use. This can be found on the PGi site when editing an audio account, accessed under '*Manage my audio accounts'* on the front page.

7. Click *'Finish'* from the menu at the bottom.
8. You can navigate to your Adobe Connect Meeting Room by going to the URL you created (i.e. northwesternuniversity.adobeconnect.com/**sesp123**). This is the URL you will share with your students/participants - the room can be used as many times as you choose and will retain your settings.

AUDIO

If you are using a PGi conference line, you will be prompted to start the audio when you open the session. Remember, you will be charged for each minute used, so do not start the call until shortly before your session will begin. To enter the room without starting the audio, press *'Cancel'*. This will allow you to set up the room without using the PGi audio component.



When you are ready to start the call, click the *'Audio'* button at the top of the screen and select *'Start Meeting Audio'*.

Once you start the meeting audio, all users connected (and any additional users who join the session) will be prompted to join the phone call. The easiest way to join the call is to choose *'Dial-out'* and enter your phone number. In this scenario, the conference line will call your phone. If you have issues with this method, you can also choose to *'Dial-in'*, in which case you can call the number listed and enter the passcode that appears onscreen.

Throughout the session, users can select the phone icon at the top of the screen to mute their microphone or re-connect to the conference line.

- If your phone gets disconnected during the session, you can click on the small telephone icon and select *'Connect My Audio'*. Alternately, you can call the conference line directly using the number and passcode provided to you.

CREATING LAYOUTS

As a host in Adobe Connect, you have the ability to rearrange the "Pods" or various pieces of content on screen. You can save these layouts for reuse or to plan ahead for a session. You will notice on the right side of the screen that your meeting comes with two default layouts - 'Discussion' & 'Collaboration'. This area is only visible to meeting hosts and will show all of your available layouts. Feel free to edit or delete the two default layouts and to add your own (by clicking the '+' icon on the bottom).

When you **switch to a new layout**, this will switch the layout on screen for all participants. To view a layout during a session without switching the view for all participants, click on the small tools icon on the bottom.

You can **resize pods** on screen by dragging from the corner or edge of the pod; you can move pods around by dragging them using the gray title bar at the top of each.

Add new pods to a layout by clicking on the *'Pods'* button at the top of the screen and selecting the Pod to add (see "Pods" below for a description of each type of Pod).

Hide pods from a layout by clicking the three lines at the top of the title bar and choosing *'Hide'*.

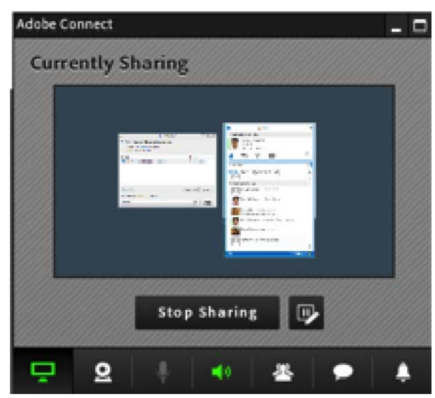
PODS

Adobe Connect includes a variety of "Pods" or types of content you can use on screen. Add Pods using the '*Pods'* button at the top of the screen. For each pod, you can use the options menu (three lines in the upper right corner) to hide the pod and access any available options.

SHARE - The "Share" pod allows users (Hosts & Presenters) to share a file, their screen, or a whiteboard.

- The '***Share My Screen***' feature allows you to share either your entire desktop or just a particular application window. You may need to download a plugin the first time you use this feature. While sharing, your desktop (or the application window you have chosen) will become full screen.

  You will see a "Mini-Control" panel that allows you to reference the Adobe Connect room. The control panel allows you to access screen sharing controls, current video feeds, audio options, attendee pod, chat pod, and notifications. *If a feature is not open in the room, it will not be available in the mini-control panel.*



- The '***Share Document***' feature allows you to upload and share a file in the room. Acceptable file types include PowerPoints, PDFs, images, and videos (PDF, PPT, PPTX, SWF, HTML, JPEG, GIF, PNG, MP3, MP4, and F4V). We recommend uploading your files before your session, as Adobe will retain the files for you to reference.

- The '***Share Whiteboard***' feature creates a blank whiteboard on which you can annotate. While sharing, use the tools on the Share pod to annotate (Draw), show a pointer, or *Stop Sharing.* You can also use the *Pod Options* menu to export/save your annotations or allow participants to annotate with you.

NOTES - The "Notes" pod provides a space for Hosts & Presenters to add text. This can be populated ahead of time or used throughout the session. "Notes" are useful to keep track of important information during a meeting or class discussion and can be exported using the *Pod Options* menu. You can use multiple, separate "Notes" pods within a session.

ATTENDEES - The "Attendees" pod displays all participants currently in the session. In most cases, we recommend maintaining this pod on screen to keep track of who has joined/left the session and monitor any "raised hands". See *Managing Attendees* below for more information.

VIDEO - The "Video" pod allows users to display their webcam. By default, only Hosts & Presenters can display their camera, but you can enable this function for all participants by clicking the camera icon at the top of the Adobe session and selecting "*Enable Webcam for Participants*".

CHAT - The chat feature allows all participants in the room to chat via text. You can also choose whether to allow participants to chat privately, using the Pod Options menu > *'Preferences'*.

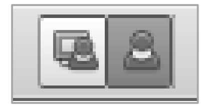
FILES - You can share files for participants to download using the "Files" pod. Keep in mind that these files are not embedded/displayed within the meeting room, but rather available for participants to download to their computer. This is a great way to share extra resources or files that cannot be embedded within the Share pod (Word docs, for instance).

WEB LINKS - Similarly to the files pod, the "Web Links" pod allows you to share web links with your participants. Rather than viewing the webpage within the meeting room, it will open the web page in the participant's own web browser. If you want to view/navigate a web page within the meeting room, you can do so by sharing your screen in the "Share" pod.

POLL - The polling feature in Adobe allows you to create and launch a variety of different types of polls – multiple choice, multiple answers, or short answer. For each poll, enter your question and then list the possible answer choices (unless short answer/open ended). Multiple choice will force users into selecting one answer, while multiple answers will allow them to select as many options as they would like. When you are ready to launch the poll, click *'Open'*. If you check the box, you can *'Broadcast Results'* to show the participants the results - this can be done while voting is happening or afterward. You can use the Pod Options menu to choose whether the responses (for multiple choice/answer) appear as a percentage or numbers. *We recommend setting up these polls ahead of time and then hiding them until you are ready to vote.*

Q & A - The Question/Answer pod provides a space for participants to ask questions of the hosts/presenters. When a question is asked, only the hosts/presenters will be able to see it. Click on a question to respond. Once you've typed in your answer, you can choose whether to send it privately to the user who asked the question or to publish it to all participants.

You can see the Participant view at any time by toggling between the icons at the top of the pod. Using your Pod Options menu, you can go to *'Preferences'* to choose whether or not these questions and answers appear anonymous.

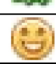


MANAGE ATTENDEES

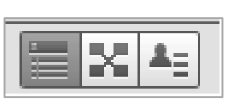
In the attendees pod, you can see a list of everyone that has joined the room. You can drag attendees between categories (Hosts, Presenters, and Participants) to assign them different rights. See below for a breakdown of participant rights:

- **Hosts:** Hosts can set up a meeting, add content, and edit layouts in a meeting. Hosts can also change the rights and roles of the participants and set up breakout rooms (see below).
- **Presenters:** Presenters can share content via the "Share" pod (either files already uploaded or their own), including sharing their screen. Presenters can also always share their webcam.
- **Participants:** By default, participants can view content, hear and see the presenter's broadcast, and use the chat. You can also give participants the right to share their webcam and annotate the Share pod.

It is important to monitor the Attendees pod throughout a session, as this will give you insight as to who is in the room, and whether they have signaled a status change. Participants can step away, raise their hands, agree/disagree, and more.

Status	Icon	Duration
Raise Hand		Until attendee or host clears
Agree		Until attendee or host clears
Disagree		Until attendee or host clears
Step Away		Until attendee clears
Speak Louder		10 seconds
Speak Softer		10 seconds
Speed Up		10 seconds
Slow Down		10 seconds
Laughter		10 seconds
Applause		10 seconds

Clicking on a participant from the attendee list gives you a variety of options, including changing their role or permissions and sending a private message. If you click on a participant and then click on the Pod Options menu, you will see additional options under *'Attendee Options'*, including clearing their status and adjusting their volume (or muting them).

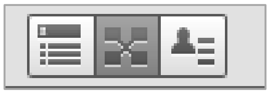


In the Attendees pod, you will see three different view options. The first, "Attendee View", is the default and lists attendees by role. The second displays breakout rooms (see below), and the third, "Attendees Status View", organizes attendees by their status. This option is useful for monitoring raised hands during a session, especially if you have many participants.

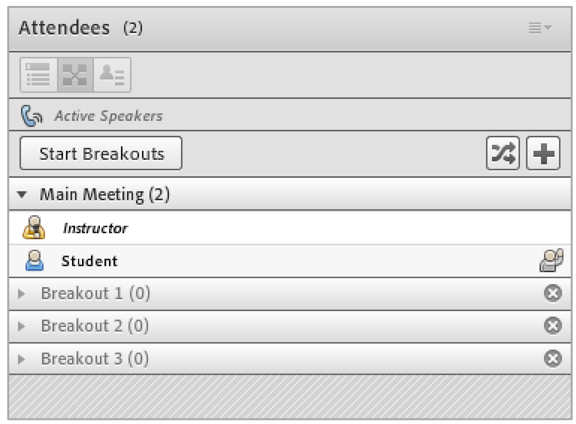
BREAKOUT ROOMS

Breakout rooms are a great way to conduct group work or small discussions within an Adobe session. You can organize participants into these breakouts and Adobe will essentially create individual meeting rooms within the session for each group. In a breakout room, all participants have the rights of "Presenters", meaning they can control the Share pod and share their webcam. If using PGi, Adobe Connect will automatically separate participants onto individual conference lines for each breakout (up to 10 lines, including the main room).

You can create breakout rooms and manage attendees using the "Breakout Room View" on the Attendees pod.



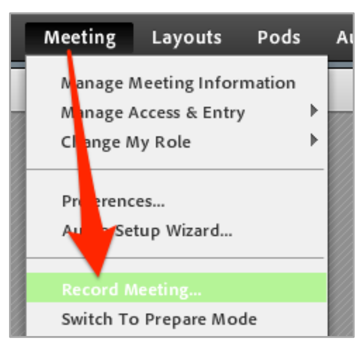
Creating Breakout Rooms: To create breakout rooms, click *'Start Breakouts'* and then click the '+' icon to create as many breakout rooms as you'd like. When in Breakout mode, the rooms you create will have the same layout as the current layout of the Main Meeting. You can drag yourself into these breakout rooms to make any adjustments. Keep in mind that the Share pod will be the same in the breakout rooms as it is in the Main Meeting, but "Links", "Files", and "Notes" will all become new (empty) pods for each breakout room.

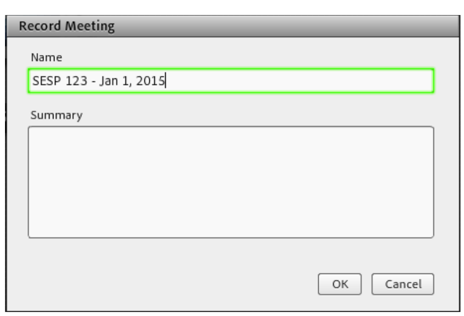


Managing Attendees: You can manually sort attendees into breakout rooms by dragging them from the main meeting into a breakout room (*you can do this ahead of time before clicking 'Start Breakouts').* You can also use the two arrows to randomly sort all "Participants" into breakout rooms. Clicking *'Start' and 'End'* breakouts will move people from the Main Meeting into the breakouts and vice versa, but the groups will stay the same each time you start breakouts.

RECORDING YOUR SESSION

Adobe Connect provides the ability to record your session. To do so, click *'Meeting'* from the menu at the top and select *'Record Meeting…'*. You will be prompted to provide a name for the recording – we recommend using the name of the class/session and the date.



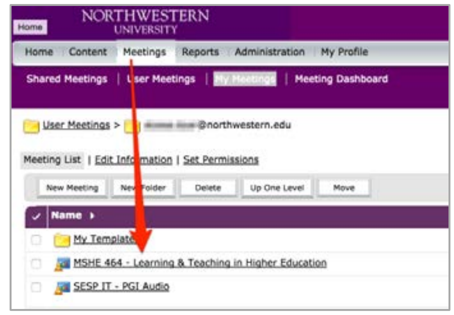


As long as the audio conference (VOIP or PGi) was started from within the meeting room, audio will be included in the recording. When you start the recording, all attendees will hear an announcement that the recording has started.

Throughout the session, you can pause or stop the recording by clicking '*Meeting*' > '*Pause recording*' / '*Stop recording*'.

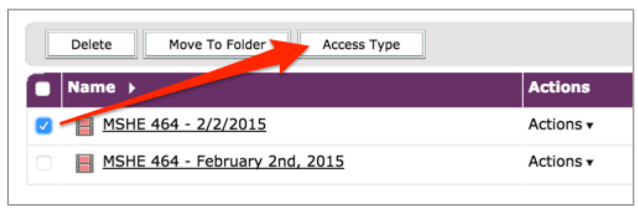
Accessing your recording: To access your Adobe Connect recordings, login with your host account at the Adobe Connect URL that was provided to you.

Click '*Meetings*' from the menu at the top of the Adobe Connect home page. You will see a list of the meeting rooms you have created. Click on the meeting room in which you created the recording.

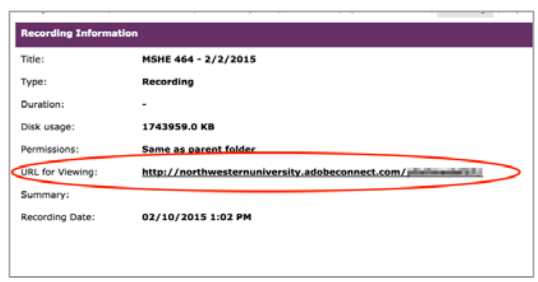


You should see a new menu with options for this particular meeting room. Select '*Recordings*'.

To be able to share the recording with others, check the box to the left of the recording name and click '*Access Type*'. Choose '*Public*' and click '*Save*'.



To find the link to share the recording, click on the title of the recording. Here you will find the URL under '*URL for Viewing*'. Now that you have made the video public, anyone with this link will be able to view it.



TROUBLESHOOTING

Issue	Solution
I am supposed to be connected as a host, but I'm logged in as a participant.	• To enter the meeting as a host, you must be logged into the same Adobe Connect Host account you used to create the meeting. Be sure to choose to login with your account, rather than joining as a "guest".
My Adobe Connect session was disconnected.	• If your Internet cuts out and you are disconnected from the Adobe Connect meeting room, simply re-connect to the Internet and wait a moment to be reconnected. If you are not automatically connected, use the URL provided to you to re-join.

An attendee is appearing twice in the list.	• Ask the participant to be sure that they only have one Adobe Connect window open. • You can merge the two accounts so that the telephone presence is linked to the online presence. Merge users by dragging them on top of each other in the Attendees pod.
My audio was disconnected.	• Select the telephone icon from the application bar and click *'Connect My Audio'.*
I am trying to speak but no one can hear me.	• Make sure you are connected to the audio conference line *(see audio section above).* • Make sure that you have not muted yourself in Adobe Connect. Click on the telephone icon in the application bar to mute and unmute yourself. • Make sure that you do not have the "Step Away" status selected, as this will also mute your audio. • Make sure that your telephone is not muted.
My video does not appear when I try to share my camera.	• Make sure that your webcam is properly plugged in. • You may need to manually select your webcam – click the drop-down arrow next to the camera icon, select *'Cameras',* and choose the webcam you'd like to use. • You may have elected to deny the Flash Player access to your webcam. Right click anywhere in the meeting and click *'Settings'* to check your Flash settings. Be sure to check *'Allow'* in the dialog box.
There is a lot of feedback or noise from one of the participants.	• In the attendee pod, you can see who is currently speaking (*this will help determine where the noise is coming from).* • You can manually mute the attendee by clicking on their name from the attendee list. • Remind the user to mute themselves when not speaking and/or use a headset to decrease feedback.
A presenter is sharing their screen, but it is fuzzy.	• Use the full screen button at the top of a pod to view a larger version of the screen. • View the full resolution by using the Pod Options menu in the top right hand corner to select *'Change View' > 'Zoom In'.*
When sharing my screen, there is a delay between the time I perform an action on screen and when attendees see it.	• Quit all other non-essential applications (chat, iTunes, email). • From the Share pod Options menu, select *'Preferences'* and lower the quality of the screen share (this will lower the image quality but improve the lag time). • Share only desired applications or windows rather than your entire desktop.