![Workplace Safety & Prevention Services logo]

WSPS Adobe Connect Application Setup Guide
Steps for setting up and preparing for online training

Welcome to the **WSPS Adobe Connect Application Setup Guide**. In this simple guide we will walk you through the steps necessary to install and set up the application used for the WSPS virtual classrooms as well as access a test room so that you will be ready for your upcoming training session.

We have embedded links into this document to help you with the installation of our Adobe Connect meeting room software known as the desktop application. The installation link for the Adobe Connect app for your device is pointed to a trusted safe source, Adobe, the software provider and not a third-party.

1. Download the Application

As a participant in a virtual training session organized by WSPS, you are required to download and test the Adobe Connect meeting room application prior to your scheduled training.

NOTE: The instructions provided below are for Windows download. If using a **MAC** please go to https://www.adobe.com/go/ConnectMac11Plus to download the MAC Adobe Connect Application and follow prompts to install.

1. For Windows, please go to: https://www.adobe.com/go/ConnectShell11
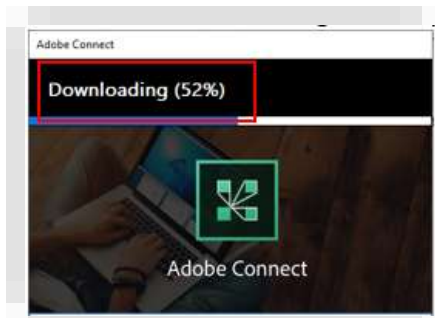
   An automatic application download will begin, and you may be prompted to allow and run the application by following the steps below. For example:

2. Once you run the application loader you will be shown the installation screen. For example:
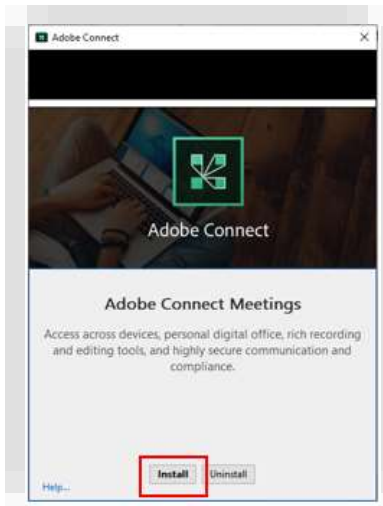
3. A download bar will begin once you click the **Install** button.

4. Once the install is complete you should see the following, indicating that the installation is complete:

5. Click **Exit** and you have successfully downloaded the application. You can now proceed to test access to the *WSPS Adobe Connect Test Meeting Room*.

IMPORTANT: If you experience issues with the Application Download process you may need to skip to the **Network Security Issues** section below.

2. Test your access to the WSPS Adobe Connect Test Room

Once the Adobe Connect application has successfully been installed, you will now need to test the ability to connect and properly view a WSPS Virtual Classroom prior to your scheduled training session.

1. Please open the Adobe Connect application, then copy and paste this link into the application: http://iapa.adobeconnect.com/rj46cgvgcnyf/ Click on **Continue.**

2. After opening the link, the meeting log-in screen for the **WSPS Adobe Connect Test Room** will appear.

3. **Enter your full name** in the **Name** field, then click the **Enter Room** button.

4. You should briefly see a loading screen and then you will see a screen where you can configure audio settings. The audio settings are not necessary for this test. Click on **Enter Room** to be brought into the WSPS Test Meeting Room.

Once this has been completed successfully you are now ready in advance for your upcoming WSPS training session.

Note: On the day of your scheduled training session, please refer to your confirmation email containing your **Classroom URL** and audio details.

WSPS.CA

Network Security Issues

With WSPS virtual training sessions requiring the installation and use of the Adobe Connect application, we realize that there may be instances where some network environments will not allow applications to be installed by all users.

In this case you may need to provide this document to your Network Administrator or your IT professional.

They may need to make settings to allow the application to be run or add the following Adobe Connect WSPS domain to the safe list on the network: https://iapa.adobeconnect.com

If you require a specific version of the downloader or more information on the application itself, please visit https://helpx.adobe.com/adobe-connect/connect-downloads-updates.html.

Once you have successfully allowed the application to download, open the downloaded file to run the installer and perform Step 2 above to test your Adobe Connect install.

If you require further assistance or have questions, please contact WSPS Customer Care at customercare@wsps.ca or 1-877-494-9777 ext. 0.