

How to Participate in an Adobe Connect Meeting

This Visual Quick Start Guide for participants will help you to experience a productive and pain-free Adobe Connect meeting.

IMPORTANT! You are required to complete the **Pre-Meeting System Validation** steps below prior to your scheduled course date to ensure you meet the technical requirements to participate. Failure to complete these steps may impede your ability to attend the course.

Pre-Meeting System Validation: Test your Computer

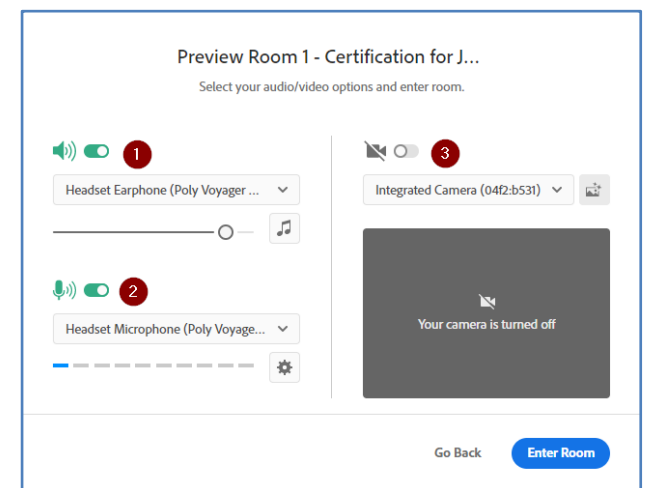
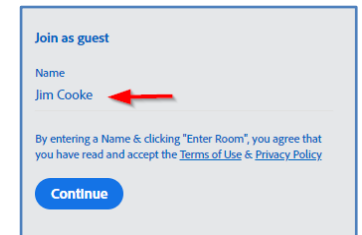
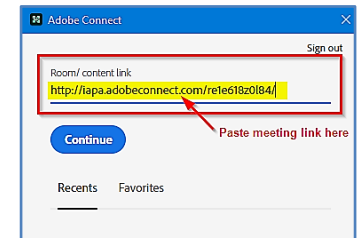
Technical Requirements & System Validation

- You require a **computer** with high-speed internet connection.
- As a participant in virtual training organized by WSPS, you are **required** to download the **Adobe Connect application** and complete validation steps in advance of your scheduled training.

- Prior to the day of your session** perform the **Adobe Connect Diagnostic Test**. The Connection Test checks your computer to make sure all system requirements are met including a clear connection to Adobe Connect and bandwidth availability. To test, copy and paste this URL to your internet browser: https://iapa.adobeconnect.com/common/help/en/support/meeting_test.htm
- To ensure an optimal virtual meeting experience, **you are required** to download the **Adobe Connect application**. This installation does not require the administrator privileges to your computer.
 - Windows:** Please go to <https://helpx.adobe.com/ca/adobe-connect/connect-downloads-updates.html> and click on 'Download for Windows'. Follow the simple installation instructions to completion.
 - MAC:** Please go to <https://helpx.adobe.com/ca/adobe-connect/connect-downloads-updates.html>, click on 'Download for macOS' and follow prompts to download.
- Test your access to a **WSPS Adobe Connect Test room**, please copy and paste the test room link into the Adobe Connect application: <http://iapa.adobeconnect.com/rj46cgvgcnyf/>. If you are successful, you are ready to go!

Step 1 - Join your training session

- You have likely received an email with meeting access information. **To join the meeting**, launch the **Adobe Connect application**. Copy and paste the meeting URL into the **Room Link** field and click **Continue**.
- At the meeting entry screen, enter your **first and last name** in the *Name* field, and click **Continue**. The name entered must match your course registration.
- You will be prompted to select audio and video options. Note that the video panel will not appear if video is not enabled for your session. You may turn your speaker on or off (1), select what speaker to use, and adjust volume. You may turn your microphone on or off (2), select which webcam to use. The grey button to the right of the webcam device name allows the selection of a virtual background.

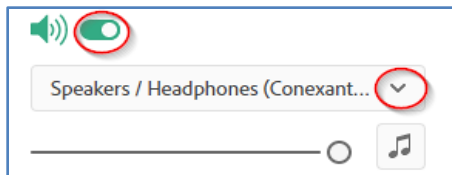


It is recommended that you use a headset for the highest audio quality experience. This will cut down on feedback from speakers and the surrounding area. If you are not using a headset, mute your microphone when you are not talking by clicking on the microphone icon.

Step 2 - Configure Meeting Audio and Video

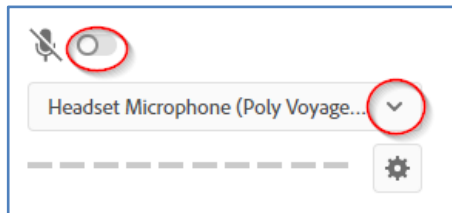
Selecting and activating your speaker

If you have more than one speaker connected to your computer, you may click on the down-arrow next to the speaker field to view and select the available speakers. You may activate or deactivate the speaker by moving the control next to the speaker icon and adjust the speaker volume with the slider.



Selecting and activating your microphone

If you have more than one microphone connected to your computer, you might need to choose the microphone you'd like to use.

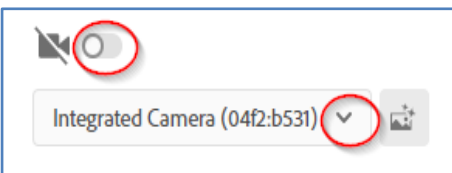


Click the down-arrow next to the microphone field and select the microphone you'd like to use with Adobe Connect. If meeting participants can't hear you, try selecting another microphone. You may activate or deactivate the microphone by clicking the control next to the microphone icon. If the microphone is working properly, changes in your speaking volume will show in the pattern of blue lines below the microphone device name.

Selecting and activating your webcam

Note: This will not appear if webcam use is not enabled for your session.

If you have more than one webcam connected to your computer, you may click on the down-arrow next to the name of the webcam to select the appropriate webcam. You may activate or deactivate the webcam by clicking on the control next to the webcam icon. When you activate your webcam, your video image will appear in preview so you can check your appearance and background before entering the room. The grey icon to the right of the webcam device name allows the selection of a virtual background.



Step 3 - Enter the room

After setting up your speaker, microphone, and webcam, click on **Enter Room**. Note that for some sessions, webcam and/or microphone use may not be allowed for participants, so you might not be able to activate these devices. Also note that you may further configure your speaker, microphone, and webcam after entering the room.

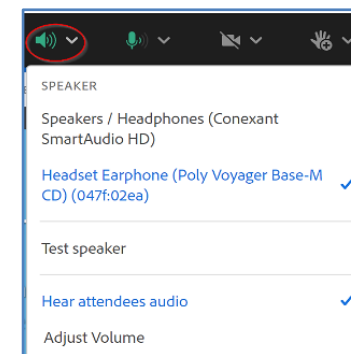
If the meeting host has not yet arrived or meeting security requires the host to approve your attendance, you will be placed in a virtual waiting room.

Once the meeting host accepts you into the meeting or “unlocks” the meeting room, the meeting room interface appears.

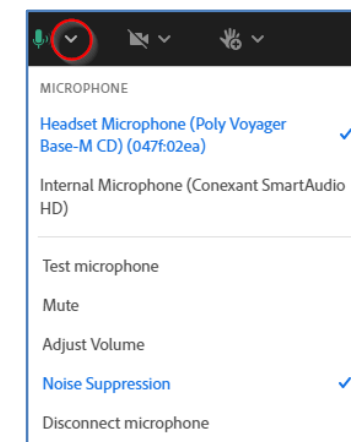
In-Room Configurations and Features

Accessing audio and video configuration after entering the room

Speaker: The speaker may be configured through settings on the speaker menu, which appears when you click on the down-arrow next to the speaker icon. If you have multiple speakers, you may select which speaker to use. The speaker selected is highlighted in blue and you can test the speaker and adjust volume from this menu.



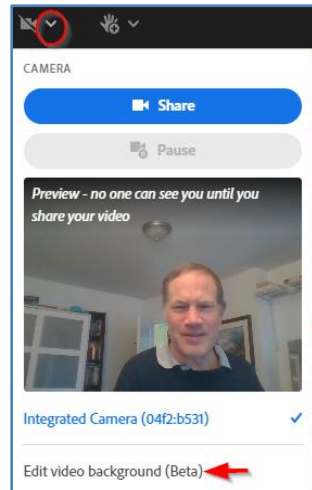
Microphone: The microphone may be configured through settings on the microphone menu, which appears when you click on the down-arrow next to the microphone icon. If you have multiple microphones you may select which one to use. The microphone you have selected will be highlighted in blue and you can test and mute the microphone from this menu. The microphone can also be muted by clicking on the green microphone icon – it will turn red when muted.



Webcam: The webcam may be configured through settings on the webcam menu, which appears when you click on the down-arrow next to the webcam icon. If you have multiple webcams, you may select which one to use. You can check your webcam image for proper appearance before sharing it. You can pause or stop sharing your webcam image from this menu. The webcam can be quickly stopped by clicking on the green webcam icon – it will turn grey when stopped.

Tip: Be aware of your background. Think about what's in your background behind you and whether it presents a professional image before you start to share your webcam.

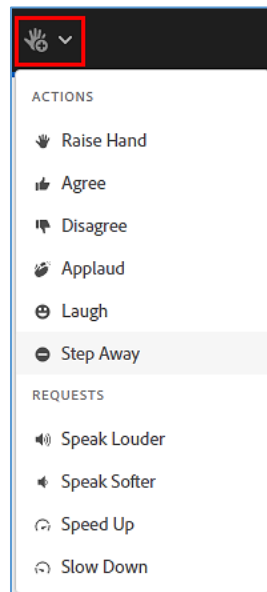
You may click on the menu entry 'Edit video background' to select a virtual background.



Change your status

Within the meeting, you can also change your status to provide feedback to the presenter.

- To change your status, click the arrow on the **Hand Icon** drop down list on the **Application Bar** and select your desired status option.
- If you select an **ACTIONS** option such as **Agree** or **Step Away**, your status remains until you choose **Clear Status**.
- If you select a **REQUESTS** option 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 and visible to the meeting Host or Instructor.



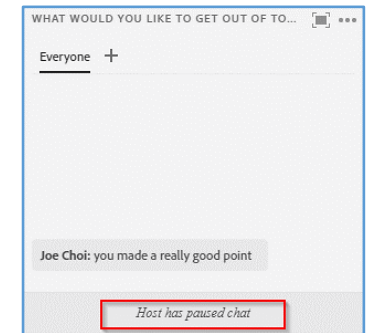
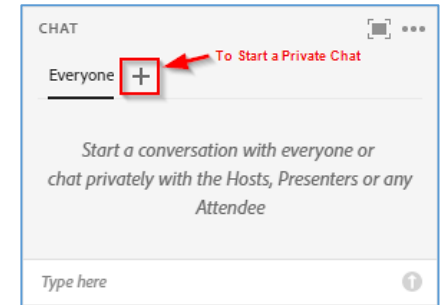
Chat

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

To send a private message to Meeting Hosts, Presenters, or Instructors, click on the '+' and select to start a Chat with Hosts or Presenters. Private chat messages show up in a separate tab to make it easy to distinguish between private and public chat messages.

Note that the instructor can pause the chat.

Tip: Chat is a public forum and should be used for meeting or course related discussion only.



Tips for Participants

- Connect from the fastest connection available to you (preferably a LAN connection).
- Shut down all other programs you are not using to improve your internet speed.
- Close all instances of browsers. This will allow your meeting to maximize its access to the computer processing resources.
- Use live chat for meeting or course related discussion only.
- Mute your microphone if you are not speaking to the group, it will help reduce echo.
- Use the 'Raise Hand' tool to let the presenter know that you have a question or comment.

Troubleshooting

Issue	Solution
Internet Connection	<p>If you experience choppy video or issues with audio when using your computer speakers/microphone you may be experiencing a network issue. If your internet bandwidth deteriorates significantly, you may lose connection to Adobe Connect. In this case copy the meeting URL provided into the Adobe Connect application and log in once again.</p> <p>A wired Internet connection is recommended. In addition, please do not run email or VPN in the background while participating in a classroom session as this will degrade your connection.</p> <p>To check your internet connection, click on the Connection Status symbol while in the Connect room.</p>
I cannot get into the meeting	<p>If you are having trouble joining the meeting, try the following:</p> <ol style="list-style-type: none"> 1. Ensure that you have downloaded the Adobe Connect application described under the <i>Pre-Meeting System Validation</i> steps above. 2. Enter the meeting as a Guest user by entering in your First and Last Name in the Guest field. 3. 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.
I cannot hear any audio	<ol style="list-style-type: none"> 1. Verify that your computer speakers are on, and your computer's volume is at an audible level. 2. If you are using a headset, make sure it is selected.
Audio or Video is choppy	<ol style="list-style-type: none"> 1. This may be caused by insufficient internet bandwidth. Try quitting other applications that might be using bandwidth. 2. You may also experience freezing audio and video over wireless connections. If possible, use an Ethernet cable instead of a wireless connection. 3. If you hear no audio during video playback, ensure that your speakers are not muted.
The host is sharing their screen, but it is fuzzy or too small	<p>If you are having trouble seeing a host's screen, try the Full Screen button on the top of the Presentation pod. Note: Poll questions introduced while you are in Fill Screen mode will not appear on your screen. To return to normal mode and participate in Polls, click on the Full Screen button once again.</p>
I have been granted rights to speak, but no one can hear me	<p>If you are having trouble sharing your voice try the following tasks:</p> <ol style="list-style-type: none"> 1. Make sure your computer microphone is not muted. 2. Make sure the correct microphone is selected. 3. Run through the Audio Setup Wizard. To do this, select Speaker/Microphone Setup from the meeting options menu. The setup wizard guides you through two tabs in which your computer is tuned for optimal VoIP.

