Continuing Education
Transition to Teaching Program

Adobe Connect Student Tutorial

2011-2012
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Introduction:

Salt Lake Community College is pleased to offer the latest in webinar technology by utilizing Adobe’s Connect premier software, to enhance the quality of your online academic experience. Students will have the opportunity to interact in real time with their instructor and peers.

Classes occur in an instructor lead webinar class at regular weekly times. Participation in these scheduled webinars is required and constitutes a significant portion of your final grade in the class. Please take a few moments to review the system requirements and the following tutorial to familiarize yourself with the classroom atmosphere.

System Requirements:

Hardware

- A computer, desktop or laptop
- Windows running XP, Vista, or higher; or Macintosh running OS X 10.5 or higher
- Headset with built-in microphone
- Webcam (strongly recommended)

Software

- Adobe Flash Player
- Adobe Acrobat Reader
- Browser Options: Mozilla Firefox, Google Chrome, Internet Explorer, or Safari

Network

- DSL, Cable, Broadband, or FiOS Internet Connection
- A parent e-mail account
Logging In:

Before you begin, take a quick moment to ensure that everything is plugged in, and turned on properly (i.e. internet, speakers, microphone, etc.).

You will have an email in your SLCC email account providing you with the classroom link. Click the link or copy and paste the link into your internet browser. It might be a good idea to add this page to your bookmark/favorites, but also save the email.

Log-in screen:

Click [Enter as a Guest], and type your first and last name. Then include your equipment indicator in parenthesis. This signals the instructor of your webinar capability.

For Example:

“Marty McFly (C)” = Marty has a Camera
“Emmett Brown (M)” = Emmet has a Microphone
“George McFly (N)” = George does not have a Camera or Microphone

Click [Enter Room]

If the instructor has opened the class, then a temporary window will open up that says. This is a private meeting. Your request to enter has been sent to the presenter. Please wait for a response.

Note: Instructors will only admit students five minutes prior to class.
Once the instructor accepts you into the class, a new window will open up, taking you to the classroom, which will look something like this:

Before Class Checklist:

Once you have entered the classroom you will need to complete the following steps.

Step 1) Test Link: (please do this prior to the meeting) If this is your first Adobe Connect Virtual interactive meeting, click on this link to test your connection: https://admin.acrobat.com/common/help/en/support/meeting_test.htm

Step 2) Set Your Computer Volume to a Minimum!
This will help avoid unnecessary feedback prior to getting the audio configured.

Step 3) Get Configured First! [Note: You must complete this each time you log into class]
Get configured immediately after being accepted into the meeting room.
Click on, “MEETING” (upper left corner)
Complete the “Audio Setup Wizard”

Note:
Your instructor will set aside the first few minutes of the class to allow students to get configured. This is a really busy time for the instructor. Please allow the instructor to help those students who may
have technical difficulties first. If you have a technical issue and are having a difficult time resolving it, please indicate this to your instructor by typing in the chat pod (box) “I Need Help.”

**Camera & Voice:**

From this menu at the top of the page you will activate your microphone and camera. Click the second button from the left containing the icon of a microphone. You will be presented with the following prompt:

Click [Allow] Then you will click on the icon to the right of the microphone to activate your camera. NOTE: The icon will only appear if the instructor has given you access to use web cameras.

The Microphone and Camera icon will then turn green, letting you know it is working.

As long as this icon is green, you will be able to talk. If for any reason you do not want to transmit audio, simply click the microphone icon again, and it will turn off the audio from your microphone into the classroom. NOTE: If you encounter problems with feedback, please only leave the microphone on when reading from a longer passage or when giving a class presentation.

You will notice that when you talk a flashing microphone appears by your name when you speak. This will give indication that the class is receiving your audio, and if you are too soft or too loud.

**Helpful hint:** Talk freely and clearly, with your microphone at a consistent distance from your mouth. (If you are too close or your microphone does not have a windscreen, it may be difficult to hear you clearly.)

The various boxes are called “pods.” The arrangement of the pods and what each one will be used for specifically will be determined by your instructor. The following is a description of some of the standard pods and how to use them.
Pods:

Chat:

Many of you will be familiar with the basics of chat as it is similar to programs like AIM, MSN Messenger, and Google Talk. Simply click in the type area. Type, and then hit Enter or click the speech bubble button. Then your message will appear and be visible to the class.

NOTE: Please do not use the chat pod to conduct ongoing side conversations as this is distracting to the main audio conversation.

You may send a private message to your instructor by clicking the list icon on the upper right, clicking “Start Chat With,” and selecting your instructor’s name from the list.

Attendee List:

This pod displays a list of all those currently attending the class session and their status. Your instructor is the “Host” of the classroom and all students are guests unless promoted to Presenter by the Host.
Click the last button on the menu bar to reveal a drop down menu by which you may place one of the listed icons next to your name on the Attendee List. This is a quick way to communicate with your instructor and the class. Your instructor may give more specific instructions on how your class will use these icons. Click [Clear My Status] to remove the icon.

Notes:
Think of this pod as the classroom blackboard. Once again, it will be up to your instructor’s discretion as to the use of this pod, but generally, these are used to write notes, questions, page numbers, etc.
Whiteboard:

Your instructor may choose to open a whiteboard for diagramming, drawing, or other purposes.

Polls:

This pod enables students to vote or answer a multiple-choice question from the instructor. Simply **click** next to the answer you choose and your vote will be added to the tally.

<table>
<thead>
<tr>
<th>Poll 5</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Have you ever used Adobe Connect before?</strong></td>
</tr>
<tr>
<td>☐ A. No</td>
</tr>
<tr>
<td>☐ B. Yes</td>
</tr>
<tr>
<td>☐ C. I can't remember</td>
</tr>
<tr>
<td>☐ No Vote</td>
</tr>
</tbody>
</table>
Web Links:

The instructor might want you to visit other websites during or after class. This pod allows the instructor to easily share links with the class. To use, simply click on the link from the list. Then click [Browse To]. A new window will open.

File Share:

This is the pod that your instructor will most likely use to share files with the class. Click on [Save to My Computer]. A new window will open for you to download the file. You will have the opportunity to open it or save it.

You are now familiar with the major pods that make up the Connect classroom. Soon you will feel quite comfortable with these components. If ever you have any questions, please feel free to ask your instructor. The next section will introduce some common difficulties and some helpful hints to ensure a smooth experience.
**Troubleshooting:**

**Audio**

SLCC encourages students to use a headset with a built in microphone and earphones. This serves to maintain a consistent distance between the microphone and the student’s mouth and helps to eliminate background noise—both for the student and for the class listening to the student. Adequate headsets are relatively inexpensive.

If you are not hearing anything in Connect through your speakers/earphones or the class is not able to hear your voice, try following the steps listed below.

- Ensure that everything is plugged in properly and turned on. It may sound silly, but it happens. Some headsets/microphones/speakers have mute buttons; make sure the one on your device is not on. Also, check to make sure your computer’s sound is on as well.
- Check your microphone or speakers in other programs (i.e. play some music).
- Run the Audio Setup Wizard in Connect

![Audio Setup Wizard](image)

From the Meeting tab on the Toolbar, **click** on [Audio Setup Wizard]

Simply follow the prompts on the screen to setup your speakers and microphone.

This is also the first place to go if your class indicates that you are too loud or too quiet.

- If problems persist, try restarting Connect (closing the program and logging in again) or restarting your computer.
- If problems still persist, there is likely a problem with your microphone or speakers.
Sluggishness:

Connect uses a lot of your computer’s power (memory, processing abilities, etc.), so it is best not to have other applications running while in the classroom as this will slow down your experience (plus, other applications can be rather distracting when attempting to follow a discussion). It will probably not affect your computer if you have a wordprocessing program open to take or review notes while in class, but if you are in class, taking notes, playing solitaire, instant messaging your friends, playing a CD, etc., your computer’s performance may significantly decrease.

Another cause of sluggishness is the unpredictable nature of the internet. Sometimes the internet just has a bad day. This could be due to anything from snowstorms, to power outages, to too many people in your neighborhood using the internet.

If the classroom is running especially slow for you, try the following:

• Check to ensure you are connected to the internet properly. Try loading a few web pages (if other web pages have trouble loading, the issue is likely with your computer or internet service).
• Let your instructor know you are having connection issues and they can change the connection speed of the classroom if needed.
• If problems persist, try restarting Connect (closing the program and logging in again) or restarting your computer.
• If problems still persist, it could just be poor internet performance. If it is so bad that you cannot follow the discussion, let your instructor know (by instant message in Connect or by email).

Tech Support:

As a student if you having difficulty logging in to your Adobe Connect or can’t get access to your room, Salt Lake Community College Continuing Education has provided a phone number that will be available for you to contact a live person. This phone will be available for 15 minutes before class and 15 minutes after class has started. The phone number is 801-230-6271.
Conclusion:

This tutorial has introduced some of the key components of Adobe Connect that Salt Lake Community College students will use in class. In our experience with this online conferencing program, we have found that it does not take very long for most students to feel completely comfortable using all the necessary features. In fact, in a couple of weeks, you may even forget that you are discussing and sharing ideas with other students across the country and even across the world! One thing to keep in mind, to alleviate unnecessary stress, is that we at SLCC fully understand that sometimes technology can be a little intimidating and occasionally a bit fickle. As long as we all are patient and flexible, a smooth classroom experience will be had by all.