

Getting started with Adobe Connect on Learn

The Adobe Connect web conferencing system, which is new to Learn for 2013, has three types of user:

- 1) **Hosts** are responsible for creating and scheduling meetings, and must be present when the meeting starts. Often the host is not the person who fronts the meeting but is there in the background troubleshooting problems and setting things up for the presenters.
- 2) **Presenters** have control of the whiteboard and other presentation tools. They typically control the content and pace of the presentation and the interactivity.
- 3) **Participants** are the majority of the users.

Using Connect

We expect the process of creating and entering a Connect meeting to be streamlined when additional software is available later in the year. But for now, the process is:

- 1) [Register your interest in Connect with the Teaching Centre](#) so you can be added to the Hosts list. You will receive an email with your Connect password, which you should change to something you can remember the first time you log in.
- 2) Once you are a Host, go into one of your Learn modules, turn editing on and Add an Activity -> Adobe Connect. You will need to specify:
 - a. The text of the link that participants click on to enter the meeting.
 - b. The last part of the meeting URL. This is the name of the room and will typically be the module code e.g. 13DSC024. All meetings for this module will normally use this room.
 - c. Meeting type – normally 'public', meaning that anyone with the URL can join the meeting (including people not on Learn).
 - d. The start and end times for the meeting.
- 3) Having saved the details of the meeting, the access link is created in your module. Clicking the access link takes you to a summary page which contains the meeting URL and a Join Meeting button.
- 4) Join Meeting takes you to a login page where to enter the meeting you either enter your email address and the Connect password you received when you registered, or enter your name and enter as a Guest. They can be promoted to other roles once in the meeting. [This is the step we hope to eliminate with the upgraded software later in the year]
- 5) Enter Room fires up the Adobe Connect environment. As Host you have control over the pods (windows) and their layouts and can promote other users to Presenter or Host status. Only Hosts can do this, so there must always be at least one Host in every meeting.

- 6) Participants could join the meeting before a Host arrives, but won't be able to do much. Good practice is for the Host to log in well before the meeting starts, and to show an introductory screen and maybe a welcome notice in the Chat window. Connect has a type of pod containing files that Participants can download, and it may be useful for early arrivals to spend time either running the Audio Wizard or downloading the meeting's files.
- 7) Hosts can switch between predefined layouts, so a slick way to start a session is to switch from an 'Introductory' layout to a 'working' layout.
- 8) Anyone who wants to share an application or their desktop will need to download a small Adobe helper program. This normally happens silently in the background the first time it is needed, but may fail if you do not have the right permissions on your PC. *Have a practice at desktop-sharing before using it for real.*
- 9) There is a practice meeting available for general use at:

https://meet17645997.adobeconnect.com/_a1180628308/sandbox/

You can log in either as a Guest (Participant level) or, if registered, as a Host.

Training Videos

Adobe have produced a set of training video clips (each less than 10 minutes) which are a useful introduction to Connect:

<http://tv.adobe.com/watch/learn-adobe-connect/adobe-connect-8-jumpstart-for-participants/>

<http://tv.adobe.com/watch/learn-adobe-connect/adobe-connect-8-jumpstart-for-presenters/>

<http://tv.adobe.com/watch/learn-adobe-connect/adobe-connect-8-jumpstart-for-hosts/>

<http://tv.adobe.com/watch/adobe-for-academics/host-an-online-class/>

The small print

Adobe Connect is hosted on Adobe's servers, and locally administered by Bryan Dawson in the Teaching Centre.

Our licence limits us to no more than concurrent 100 users, university-wide. That's no more than 100 users of all types online at once. With Collaborate, our previous system, we never exceeded 65 concurrent users, so the 100 limit should not be a problem but it would be helpful if you let the e-Learning Team know if

you are scheduling a meeting with more than 50 participants online at any one time.

For conferences, recruitment fairs and other high volume uses, we have a special meeting room, known as a Seminar Room, which can hold up to 200 users. Please contact the e-Learning Team if you wish to use this facility. Only one Seminar Room can be active at any one time.

Odd tips [to be expanded]:

- If you are a Host, and you go into a meeting you can make yourself a Presenter. But Presenters can't make Hosts, so you lose the ability to go back to being a Host again. *Don't panic*. You can drag your name in the Attendee list from the Presenter section and drop it on the Hosts bar to re-instate your Host status.
- You can view the Attendee list by role or by status icon, so you can see who voted 'Agree' and who 'Disagree' last time you asked for opinions.
- In the Chat pod, you can select a directed, 1:1 chat with any named user, or chat to the whole group.
- In the Chat pod, you can choose your own colour. It may be helpful to adopt a convention that Hosts are a particular colour, Presenters another etc. so the transcript is easier to follow.
- Recordings contain all of the interactivity of the original e.g. the web links still work, shared apps can still be controlled etc. This is more comprehensive than Collaborate, and allows a user to take an active part in a session that was actually held some time ago.
- There are iPhone and Android apps for Connect, which can be freely downloaded. In each case, the app allows one pod (window) to have the focus at a time. Hosts should remember that responses from users on smartphones or tablets will take longer than laptop or desktop users, simply because of the pod manipulation necessary. Meetings should *never* be hosted from battery-powered devices.