**Participate in Adobe Connect Meetings**

Adobe Connect is an enterprise web conferencing solution for online meetings, eLearning and webinars used by leading corporations and government agencies. This guide provides you with the basics participating in an Adobe Connect meeting, virtual classroom, or webinar.

**Attend an Adobe Connect meeting**

1. It is recommended that you test your computer prior to attending a meeting. You can do this by going to http://admin.adobeconnect.com/common/help/en/support/meeting\_test.htm

2. The Connection Test checks your computer to make sure all system requirements are met. If you pass the first three steps of the test, then you are ready to participate in a meeting.

3. If you do not pass the test, perform the suggested actions and run the test again.

**Join a meeting**

1. You have likely received an email invitation with meeting access information. When the meeting time arrives, click on the link or enter the URL into your favorite web browser.

2. The meeting login screen appears. Choose Enter as a Guest, type in your first and last name, and click Enter Room.

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

4. Once the meeting host accepts you into the meeting, the meeting room interface appears.

**Chat**

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

If the meeting host has enabled private chat, you can send messages to a specific attendee or group within the meeting. To do this, use the Attendees pod to hover over the name of the attendee you’d like to chat with, and select Start Private Chat. Alternatively, you can use the Pod Options menu in the top right hand corner of the pod to select an individual or group by clicking Start Chat With. Private chat messages show up in additional tabs to make it easy to distinguish between private and public chat.

**Troubleshooting**

|  |  |
| --- | --- |
| **Issue** | **Solution** |
| **I cannot get into the meeting** | If you are having trouble joining a meeting try the following:  1. Enter the meeting as a Guest user by entering in your First and Last Name in the Guest field.  2. 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.  3. Make sure popup blocking software is not blocking your meeting window.  4. You may be using a proxy server. To resolve this in Internet Explorer, select Tools > Internet Options > Advanced tab. Then enable the setting Use HTTP 1.1 through proxy connections. After doing this, clear your cookies, close all browser windows and attempt to re-enter the meeting. |
| **I cannot hear any audio** | 1. Verify that your computer speakers are on and your computer’s volume is at an audible level.  2. Check to see if the meeting host has provided teleconference information. If this is the case, you need to dial in via telephone to hear meeting audio. |
| **The host is sharing their screen, but it is fuzzy** | If you are having trouble seeing a hosts screen, try the following:  1. Click the Full Screen button on the top of the Share pod.  2. View the full resolution by using the pod options menu in the top right hand corner of the pod to select Change View > Zoom In. |

**Learn More**

You can find additional resources by visiting the Adobe Connect User Community at www.connectusers.com