

# ADOBE CONNECT DOCUMENTATION: INSTRUCTORS/TAS

For more information, please email [cgsadobe@queensu.ca](mailto:cdsadobe@queensu.ca).

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## INTRODUCTION

### WHAT IS ADOBE CONNECT?

Adobe Connect is software used to offer live sessions with students of Arts and Science Online. Instructors use it to connect with students synchronously for live tutorials, workshops, debates, group planning sessions, and more.

### TECH SUPPORT

A tech support agent will be available to help instructors, TAs, and students with the technical aspects of Adobe Connect during every live session. The agent will arrive to the session 30 minutes prior to your scheduled session time.

The tech support agent completes the steps of opening and closing the room as well as starting the recording. *All sessions will be recorded*, but recordings will not be placed in the course unless requested by the Instructor/TA.

CDS will contact you in advance of your session if tech support is not available.

### SCHEDULING AND CANCELLING SESSIONS

**Scheduling:** send your request *a minimum of two weeks prior* to the session to guarantee tech support. If tech support is unavailable, we will set up your session without tech support or reschedule to a time when support is available.

**Cancelling:** send your request *a minimum of one week prior* to the session date. This allows CDS to cancel the tech support. *Instructors/TAs are responsible for notifying students of cancelled sessions.*

Please send all requests to [cgsadobe@queensu.ca](mailto:cdsadobe@queensu.ca).

### ROLES & PERMISSIONS

Your “role” determines your capabilities for sharing, broadcasting, and other activities in an Adobe Connect session. There are three roles for Adobe Connect attendees: host, presenter, and participant.

Please note that these roles and permissions are flexible and may be reassigned at any time.

#### HOST

- Role of tech support and the instructor/TA running the session
- Can share content, speak over a webcam or microphone, switch room layouts, promote participants to host or presenter, create pods (see “PODS”), create and manage small group breakout rooms (see “BREAKOUT ROOMS”), and use text chat

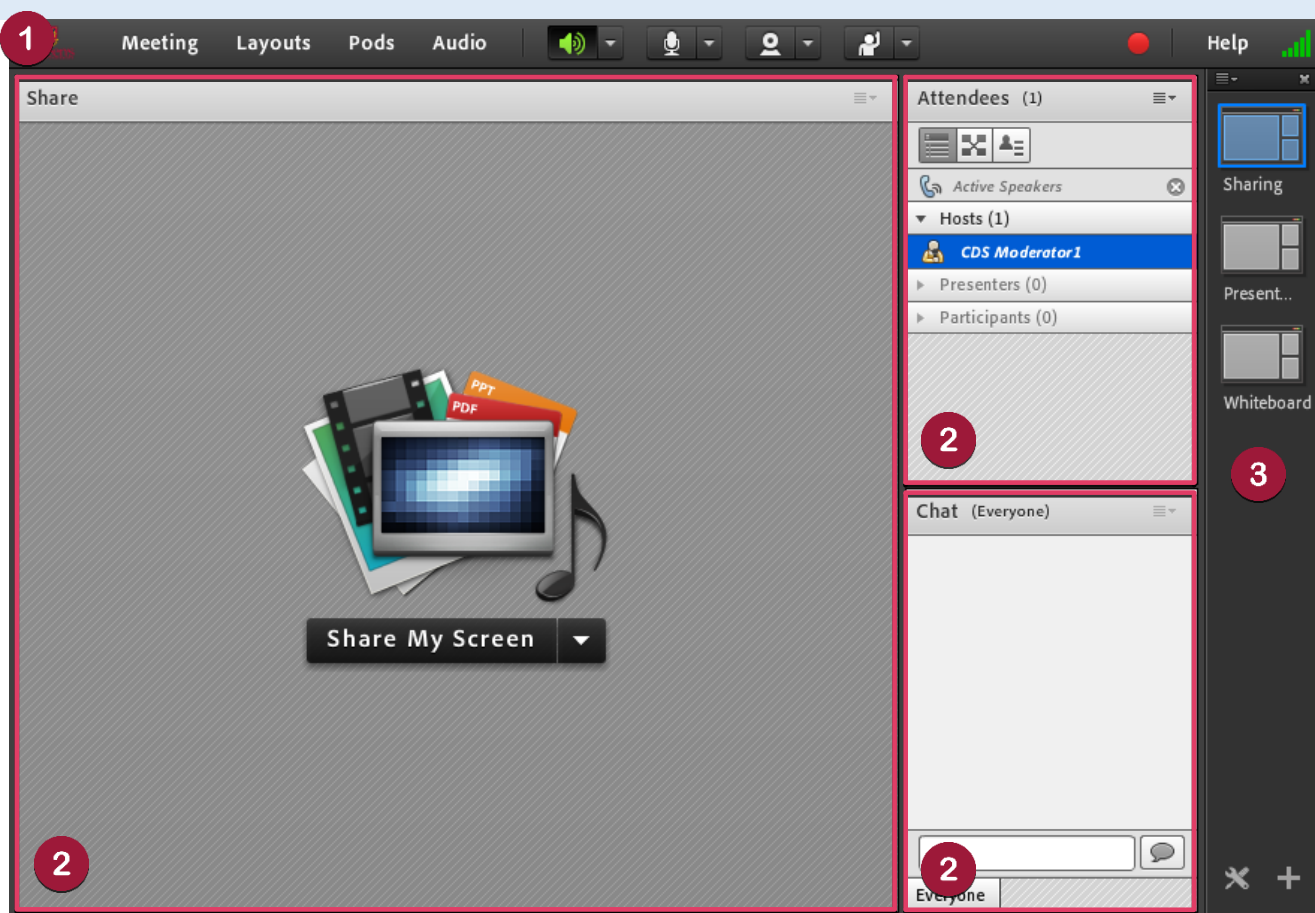
#### PRESENTER

- Role of guest speakers or student presenters as necessary
- Can share content, speak over a webcam or microphone, and use text chat

#### PARTICIPANT

- Role of students
- Can view content, see and hear the host or presenter on their webcam or microphone, and use text chat

## INSIDE A MEETING ROOM



1

**Menu bar:** contains several drop-down menus and buttons to adjust session appearance and settings. Messages and warnings also appear here. A red circle on the far right of the menu bar indicates that session is being recorded.

2

**Pods:** content in an Adobe Connect room is displayed in pods, which are windows that display different types of activity in your room (pods shown above: share, attendee list, and chat). Pods can be moved, resized, and hidden. See the “Pods” section for a list with descriptions of each type.

3

**Layout bar:** provides various preset pod layouts. These allow you to change your pod configuration on the fly during a session. The default layout is “Sharing”, displayed above.

## GENERAL ADOBE CONNECT INSTRUCTIONS

### EXPERIENCING TECHNICAL DIFFICULTIES

If you are experiencing technical difficulties and you are:

- **Not yet in your session** – email [cdsadobe@queensu.ca](mailto:cdsadobe@queensu.ca) for immediate assistance.
- **Currently in your session** – send a private chat message to your Tech Support Agent for assistance (hover over the Tech Support Agent's name in the Participants pod and click **Start Private Chat**).

### BEFORE A SESSION (SOFTWARE CHECKS)

Before you enter your session, complete the following steps:

1. Open or install a recommended browser (Firefox, Internet Explorer, or Safari).
  - **Google Chrome is incompatible with Adobe Connect** and has been known to cause continuing issues with sound and the chat window.
2. Confirm Adobe Flash is up to date and ensure your computer meets the system requirements by running the [Adobe Connect Diagnostic Test](#).
  - If the test fails, follow the recommended fix provided by the test page.
3. Download and install the Adobe Connect Add-In:
  - Windows: [https://www.adobe.com/go/adobeconnect\\_9\\_addin\\_win](https://www.adobe.com/go/adobeconnect_9_addin_win)
  - Mac: [https://www.adobe.com/go/adobeconnect\\_9\\_addin\\_mac](https://www.adobe.com/go/adobeconnect_9_addin_mac)
4. Ensure any drivers required for the functioning of your microphone or webcam (if you plan to use one) are up to date and working smoothly with the browser.

## ENTERING A MEETING ROOM

The link to your session can be accessed through your **onQ** course. You and your students will use the same link to access the session.

After you have clicked the session link,

1. Click **Enter as a Guest**
2. Enter your name in the following format:  
*FIRST + LAST NAME – Instructor/TA*
3. Click **Enter Room**
4. Click **Request Entry** on the following page, and the tech support agent will admit you to the session

1 Enter as a Guest

2 Name John Smith - Instructor

3 Enter Room

By entering a Guest Name and clicking "Enter Room", you agree that you have read and accept the [Terms of Use](#) and [Privacy Policy](#)

The tech support agent will arrive **30 minutes before your session begins** to let you into the room and help you set up your session.

If it begins to approach the start time of the session and the tech support has still not opened/admitted entry to the room, please follow the instructions below.

### IF TECH SUPPORT IS NOT PRESENT OR DOES NOT ADMIT YOU TO THE ROOM, FOLLOW THESE STEPS:

1. Click "Enter with your login and password (Required for hosts, recommended for registered users)"
2. Enter the username and password sent to your Queen's email account
3. Click "Enter Room"

1 Enter with your login and password(Required for hosts, recommended for registered users)

2 Username Password

3 Enter Room

[Forgot your password?](#)

☐ Remember username




## PREPARING FOR A SESSION

### SETTING UP YOUR MICROPHONE

Click **Meeting** on the Menu bar and select > **Audio Setup Wizard** from the drop down menu. The Wizard will lead you through the steps for configuring your audio and microphone.

- You may receive a prompt to allow Adobe Connect access to your microphone and webcam. Click **Allow** and continue with the setup process. (If **Deny** was accidentally selected, right-click anywhere in Adobe Connect, and then click **Settings > Allow > Close**)

After you've set up your microphone, use the button on the menu bar (top of page) to enable or mute your microphone as needed.

Button	Meaning/Interaction
	Mic is disabled. Click to enable.
	Mic is enabled. Click to mute.
	Mic is muted. Click to unmute.

### OPENING AND ENDING A SESSION

The Tech Support Agent will open and end the session at the predetermined time. They will message you 5 minutes before the session ends as a reminder.

## PODS

Your session will be conducted through a series of pods, which allow for a variety of ways to interact, engage, and present to an audience with Adobe Connect.

By default, your session will show the “Share”, “Attendees”, and “Chat” pods. Read the descriptions below for information on how you can use these pods.

To try any of the other pods below, follow the pods’ instructions in this guide or contact the tech support agent in your session for help.

### ATTENDEES – MANAGING STUDENTS AND STUDENT PERMISSIONS (DEFAULT POD)

*\*\* The attendees pod is a default pod and will show up in all sessions unless hidden \*\**

The attendees will list everyone presently logged in to your session. You will see yourself listed, in addition to any other teaching team members, students, or tech support agents present. The attendees pod will allow you to modify student permissions. If you wish to give students additional permissions, please read from the appropriate subsection below.

#### ENABLE PARTICIPANT MICROPHONE

It may be more beneficial to have participants speak to the class over a microphone, rather than in the chat pod, if you wish to have a more in-depth conversation. To give a single participant permission to speak over their microphone, follow these instructions:

1. Click the user’s name in the attendees pod
2. Click **Enable Microphone**
3. The student can then enable their microphone by clicking the mic icon at the top of their screen
4. To disable this permission, click the participant’s name again and then click **Disable Microphone**

To give all participants the ability to enable their microphone and speak, click **Audio** in the Menu Bar and change “Microphone Rights for Participants” to enabled.

#### PARTICIPANT STATUS

Participants can click the “Set Status” button (shown to the right) to interact and respond during sessions in a variety of ways. Statuses include **Raise Hand**, **Agree**, **Disagree**, and **Step Away**.

A participant’s status will be indicated to the right of their name in the attendees pod.



▼ Participants (2)		
	Student1	
	Student2	



**Raise Hand:** when a participant has selected this status, an additional window will appear (shown to the right) which will allow you to grant them microphone permission. Click the checkmark to grant permission; click the X to decline.

1 person has raised hand.	
Student	✓ ✕

## CHAT – TEXT COMMUNICATION (DEFAULT POD)

*\*\* The chat pod is a default pod and will show up in all sessions unless hidden \*\**

The chat pod permits all users to send text-based messages to everyone in a session, or privately to specific individuals. Simply type a message into the white field and press the “Enter” key to send a message. The default chat (Everyone) is visible and accessible to all.

### SENDING PRIVATE MESSAGES

1. Click a user’s name in the attendees pod
2. Click **Start Private Chat**
3. A private window will then open in the chat pod (shown to the right)

### RETURNING TO CHAT WITH EVERYONE

1. Click the “Everyone” tab at the bottom of the chat pod




## SHARE – YOUR SCREEN, DOCUMENTS, AND WHITEBOARD (DEFAULT POD)

*\*\* The share pod is a default pod and will show up in all sessions unless hidden \*\**

The share pod allows hosts to share their computer screen, specific documents, or an interactive whiteboard.


### SHARING YOUR SCREEN

If you plan to share a variety of documents, images, or websites with students, you may wish to share everything on your screen with students. To share your screen, follow these instructions:

1. In the top-right corner of the share pod, click the “Pod Options” button 
2. Click **Share > My Screen**
3. In the **Start Screen Sharing** window, select the appropriate screen to share and click **Share**
4. Adobe Connect will shrink to a small window at the bottom of your screen and students will see everything displayed on your screen
5. To stop sharing your screen, click the green screen icon  and then click **Stop Sharing** 

### SHARING DOCUMENTS


You may share presentations (PPT, PPTX, PDF), images (JPG, PNG), videos (FLV, MP4), or audio files (MP3) with students in Adobe Connect by following these instructions in the share pod:

1. In the top-right corner of the share pod, click the “Pod Options” button 
2. Click **Share > Document**
3. In the **Select Document to Share** window, click **Browse My Computer** on the bottom-left corner
4. Locate the file you would like to share and click **Open**; the file will convert and appear in the share pod
5. Use the controls at the bottom to navigate your presentation, video, or audio file
6. To stop sharing your document, click **Stop Sharing** at the top of the share pod

For instructions on how to annotate shared presentations, see page 17.

### SHARING WHITEBOARD

The whiteboard in Adobe Connect is useful if you wish to draw a series of diagrams and/or text during your session. Follow these instructions to share a whiteboard:

1. In the top-right corner of the share pod, click the “Pod Options” button 
2. Click **Share > Whiteboard**
3. Select a tool on the left to utilize the whiteboard in different ways (draw, add text, delete from whiteboard)
4. To stop sharing the whiteboard, click **Stop Sharing** at the top of the share pod

Additionally, you may select “**Enable Participants to draw**” in “Pod Options” which will give all students access if desired for question/answer sessions.

## VIDEO – WEBCAM FEEDS FOR INSTRUCTORS AND STUDENTS

The video pod allows you to share your webcam feed for a more personable session than when utilizing voice alone. Follow these instructions to add a video pod to your session and enable your webcam:

1. Click **Pods > Video** to add a video pod to your session (move and resize the pod, as needed)
2. Click **Start My Webcam** in the middle of the video pod
  - Adobe Connect may ask permission to access your camera and microphone; click **Allow**
3. The video pod will show a preview of your camera before making it public; once you have positioned your webcam appropriately, click **Start Sharing** to make your webcam feed visible to students
4. To pause the video feed, click the pause icon in the bottom-left corner of the video pod
5. To stop the video feed, click **Stop** in the top-right corner of the video pod

## POLL – MULTIPLE-CHOICE, MULTIPLE-ANSWER, AND SHORT ANSWER QUESTIONING

The poll pod will allow you to gather data and can help make your sessions more interactive. Polls may be offered in multiple-choice, multiple-answer, and short answer format, and they can be useful for assessing student learning or gauging interest in discussion topics. To add the poll pod and create a poll, follow the instructions below:

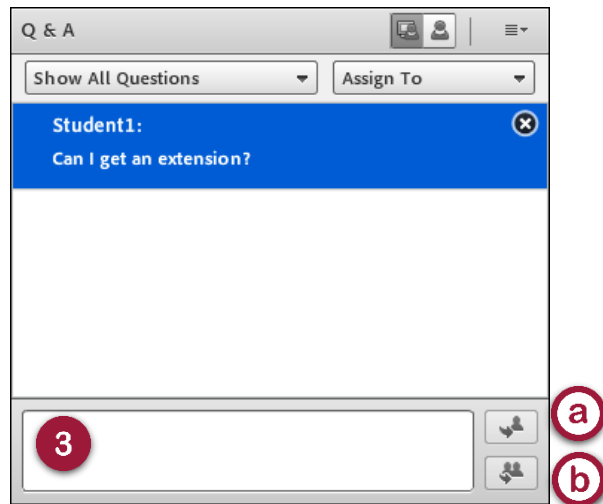
1. Click **Pods > Poll > Add New Poll** to add a poll pod to your session (move and resize the pod, as needed)
2. Select a poll format by clicking the dropdown menu in the top-left corner. Choose between multiple choice, multiple answers, and short answers
3. Type in a Question in the **Question** field
4. If “Multiple Choice” or “Multiple Answers” was selected, type answer choices in the **Answers** field. Separate each possible answer by pressing the “Enter” key after typing each answer
5. Click **Open** to open the poll to students
  - If you would like to display anonymous results to students, click the **Broadcast Results** checkbox after opening the poll
6. To start a new poll, click **Edit**, then repeat steps 2-5

The screenshot shows a window titled "Poll 4" with a dropdown menu set to "Multiple Choice" and an "Open" button. Below these are fields for "Question" and "Answers (One per line)". Red numbered circles 2 through 5 are overlaid on the interface to indicate the steps: 2 points to the dropdown menu, 3 points to the Question field, 4 points to the Answers field, and 5 points to the Open button.

## Q&A – ORGANIZED QUESTIONING FOR STUDENTS

The Q&A pod allows participants to ask you questions directly, as an alternative to the chat pod. Questions can be kept private from the rest of the attendees or posted publicly for all attendees to read. Follow these steps to add a Q&A pod to your session and respond to participant questions:


1. Click **Pods > Q&A** to add a Q&A pod to your session (move and resize the pod, as needed)
2. Participant questions will appear as they are submitted; click a question to begin responding to it
3. Type your response in the white field at the bottom of the Q&A pod
4. Sending your response:
  - a. Click the “Send privately” button to send the response only to the asker
  - b. Click the “Send to all” button to share the question and answer with all participants

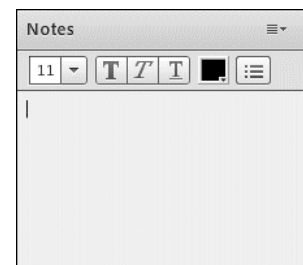


## NOTES – KEEP IMPORTANT MESSAGES AVAILABLE DURING SESSIONS

The notes pod will allow you to type out any notes which may be important to students during a session. While text can be sent in the chat pod, the notes pod helps messages from getting lost in the chat log, and it can also be exported to a text file for later use.


To add the notes pod, click **Pods > Notes > Add New Notes** (move and resize the pod, as needed).

To export your notes, click the “Pod Options” button  > **Export Note > Save As RTF**, then choose a file name and location on your computer and click **Save**.





## FILES – KEEP IMPORTANT FILES AVAILABLE DURING SESSIONS

Unlike the share pod, the files pod will allow you to upload files for students to download and peruse on their own. The files pod may be useful if you wish to distribute instructions or readings for an activity, or if you discuss documents you wish the students to study after the session is over. Follow the instructions below to add a files pod and share files:

1. Click **Pods > Files > Add New File Share** to add a files pod to your session (move and resize the pod, as needed)
2. Click **Upload File...** in the bottom-left corner of the files pod
3. Click **Browse My Computer...** in the bottom-left corner of the “Select Document to Share” window
4. Locate the file you would like to share and click **Open**; the file will convert and appear in the files pod
5. Participants can download the file by clicking it and then clicking **Download File(s)** in the bottom-left corner of the files pod
6. To stop sharing a file, click the file name and then click the “Pod Options” button  **> Remove Selected > Remove File(s)**

## WEB LINKS – KEEP IMPORTANT WEBSITES AVAILABLE DURING SESSIONS

The web links pod will allow you to direct students to any page that may be appropriate for a session. The pod can force participants’ browsers to open any URL that you wish to send them to, or simply list the link in the pod for students to open on their own. To add a web links pod and share URLs with students, follow the instructions below:

1. Click **Pods > Web Links > Add New Web Links** to add a web links pod to your session (move and resize the pod, as needed)
2. Type or paste the required web link into the field at the bottom of the web links pod
3. To force your participants’ browsers to open the link, click **Browse To** beside the URL you have entered
  - Note: This will also open this link on your computer, and Adobe Connect may be hidden (click the tab or window to reveal it again)
4. To share the link with your participants, click the “Pod Options” button  **> Add Link**
5. To remove a link from the web links pod, click the link > “Pod Options” button  **> Remove Selected**

## BREAKOUT ROOMS

The Breakout Room function in Adobe Connect can be highly conducive to group activities and learning. They allow for the creation of any number of small rooms, into which students may be manually added or distributed evenly to the desired group size. These student groups may be pre-determined and announced via onQ for planned group projects, or simply created for in-session small scale discussions and activities.

Please note: When breakout rooms are enabled, *Microsoft PowerPoint (.PPTX) and PDF are the only file formats which are automatically copied and **must have already been shared before breakout rooms are started.***

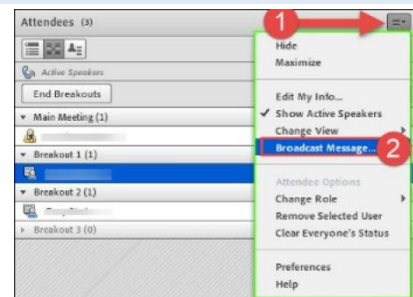
### CREATING BREAKOUT ROOMS

1. From the Attendees Pod, choose the Breakout rooms view
2. If Breakout rooms already exist, remove them by clicking the **X** corresponding to each room and then re-add them by clicking on the **Add new Rooms** button.
3. Students may be added to breakout rooms automatically or manually:
  - To *automatically add* the students, click on the **Evenly Distribute from Main** button
  - To *manually add* a student, click on their name and select the appropriate room to move them to
4. Click **Start Breakout Rooms** to begin the breakout rooms. Up until this point the Students have not been moved to the rooms. Breakout rooms can be ended by clicking **End Breakouts**.



### BROADCASTING A MESSAGE TO ALL ROOMS

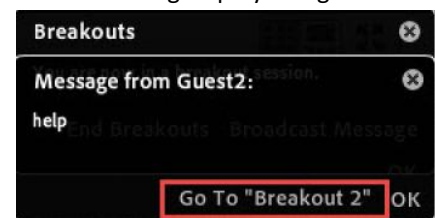
1. After the rooms have been created and started, a message about breakouts should appear in the upper right-hand corner. Choose **Broadcast Message**.
2. If the notification is not available, expand the **Attendees** menu and select **Broadcast Message**



### MANAGING QUESTIONS FROM BREAKOUT ROOMS

While in Breakout Rooms, Students have the ability to message Instructors/TAs. The received message will appear in the upper right-hand corner. A **private chat** may be initiated with a Student from within a Breakout group by doing the following:

1. In the notification box, click **Go to "Breakout"**. You will automatically be transferred to the appropriate breakout room



- In the Breakout room, click on the appropriate student and choose **Start Private Chat**.


## THE GAME OF JEOPARDY (IF YOUR COURSE USES THIS TYPE OF ASSESSMENT)

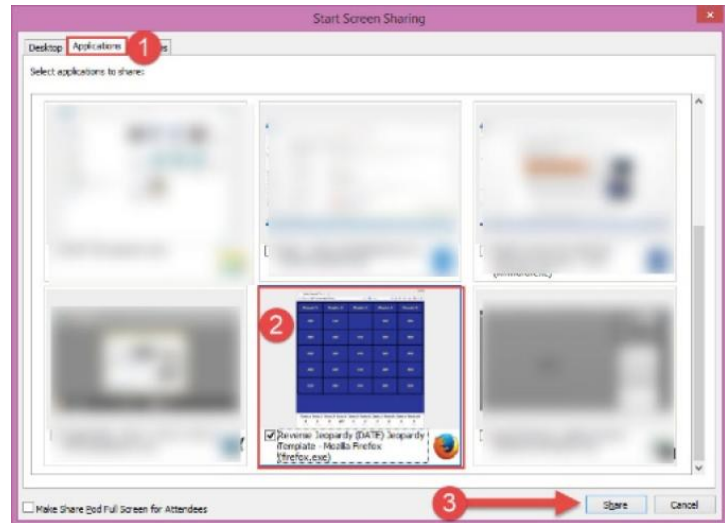
In your *Internet Browser* open the game of **Jeopardy**.

In Adobe Connect, click **Share My Screen**.

- In the *Start Screen Sharing* window, navigate to the **Windows** tab,
- Select your Game
- Click **Share**. You may be prompted about sharing your application. Choose **OK** to close the prompt.

Adobe Connect will minimize to the taskbar or doc.

Click on the Connect icon (  ) to open the window.

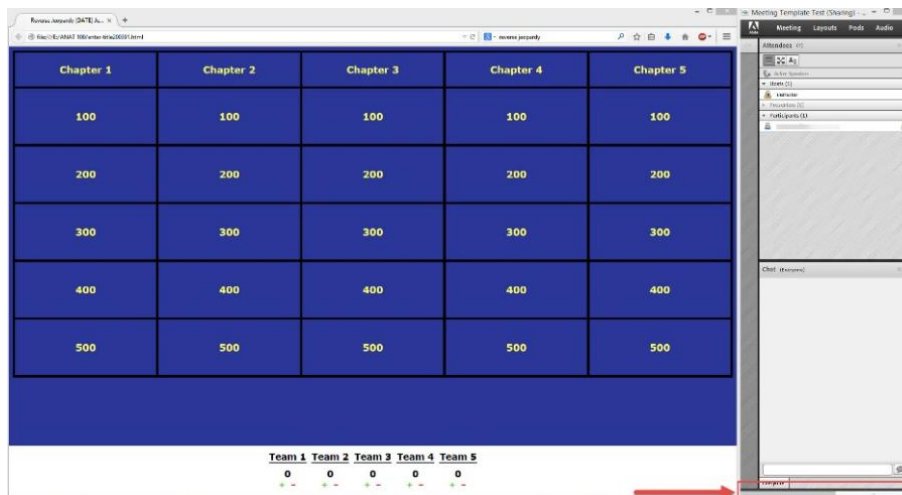


**NOTE:** The Browser and Connect windows need to be resized:

**If your computer has one screen**, resize the windows such that roughly one quarter of the screen is allotted for Adobe Connect, and the rest being for your Browser. There will be a *scroll bar* at the bottom of the Adobe Connect window which will allow you to scroll over to the Attendee and Chat pods.

**If you have two screens**, ensure the Game is in your primary monitor. The Adobe Connect session can be moved to your secondary monitor (see **Troubleshooting** further in this section for how to verify which monitor is the primary monitor)

Sharing can be stopped by clicking on the **Stop Sharing** button.



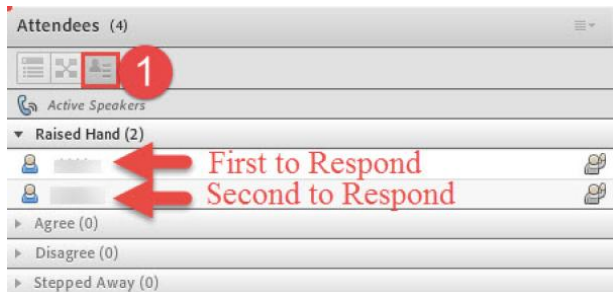
be

Part of the Attendees and Chat pods may be covered by the **Layout Bar**. The bar may be removed by clicking **Layouts > Close Layout Bar**



## MANAGING RESPONSES

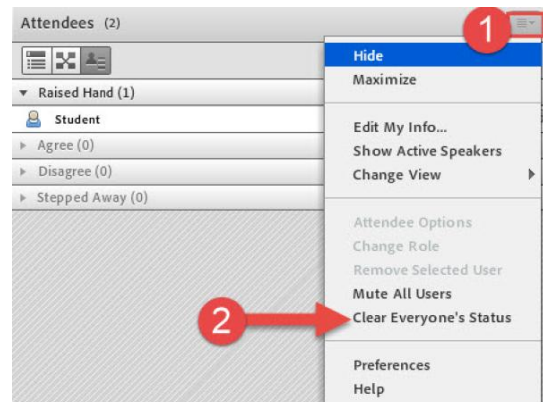
During the interactive game of Jeopardy, Students will *raise their hand* as an interactive method of "buzzing in". When students raise their hands, a notification will appear in the upper right-hand corner. Instructors/TAs can view who raised their hand by switching to the **Attendee Status View** in the **Attendees** Pod (#1 in diagram). In the *Attendee Status View*, students will be listed by response times in ascending order.



## RESETTING RAISED HANDS

Once a question has been answered, the Instructor/TA can lower everyone's hands by clearing everyone's status:

1. In the *Attendee* pod, choose **Options** menu
2. Click **Clear Everyone's Status**



## TROUBLESHOOTING: IF STUDENTS ARE UNABLE TO SEE THE BROWSER

Students may report seeing blue lines instead of the browser. If this occurs:

- Ensure the browser isn't hidden behind any other windows
- Verify that the Browser is in the primary monitor. On a PC, the primary monitor can be identified by the steps below:
  - **Right click** on the *Desktop* and choose **Screen resolution**
  - The **Screen Resolution** window will display the order of monitors. You can identify your primary monitor by clicking on **Identify**

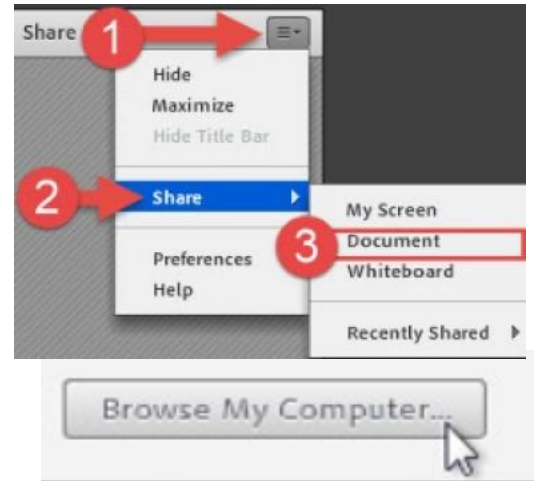




## PRESENTING IN ADOBE CONNECT (GUEST SPEAKERS)

Once you have logged into the session, the *Host* will promote you to the role of *Presenter*. Presenters have the ability to use a microphone as well as share and annotate content.

1. Expand the *Share* pod settings and choose **Share > Document** (#1, 2 and 3 in diagram)
2. In the **Select Document to Share** window, click **Browse My Computer** on the bottom left-hand side of the window to select a file from your system.
3. In the **Browse** dialog box, locate the presentation (PPT, PPTX, PDF) you would like to share and click **Open**.
4. Once the file has been converted, it will appear in the **Share** pod. Use the **Next** and **Previous** controls to navigate through your presentation.

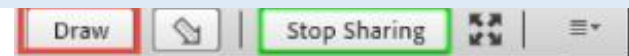


This method can also be used to share *images* (JPEG or PNG), *video files* (MP4, FLV), *flash files* (SWF), and *MP3 audio* files.

**NOTE:** You may be prompted to install the **Adobe Connect Add-in**. This add-in is only required for **Screen Sharing**. Installing the add-in is not required, but may enhance your session experience.

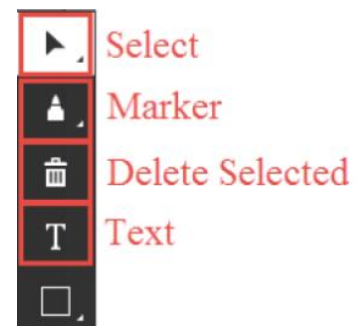
## ANNOTATING A SHARED PRESENTATION

In the **Presentation Share** pod, select **Draw** in the upper right-hand corner of the pod.



The **Whiteboard tool** panel will become available:

- Select the **Marker** tool to *draw*
- Select the **Text** tool to *type text*
- Objects can be *deleted* by choosing the **Select** tool, selecting the annotation to delete, and clicking **Delete Selected**



Pages can be changed by choosing the **next** or **previous** navigation button located at the bottom left-hand corner of the screen.

**NOTE:** Annotations are only visible when **Draw** is enabled. If a slide is not displaying annotations, ensure this option is enabled.