

# Participants Guide to Webinars

with Adobe Connect

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**!** **Please note:** We recommend you carry out the setup checks **at least a few days before the webinar** takes place, in order to allow time to rectify any missing software needs or correct sound

## What you will need

- A desktop computer, laptop, tablet or mobile phone with speakers or headphones to listen through

*A desktop computer or laptop with a large screen will give you the best viewing experience.*

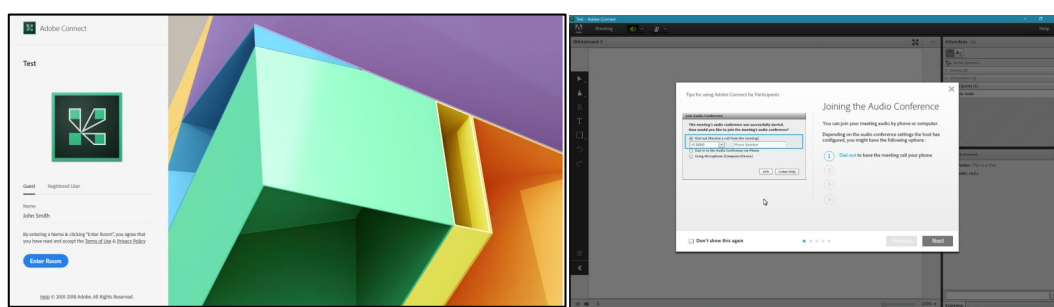
- Time to test your setup before the webinar starts

## Checking your setup prior to the webinar

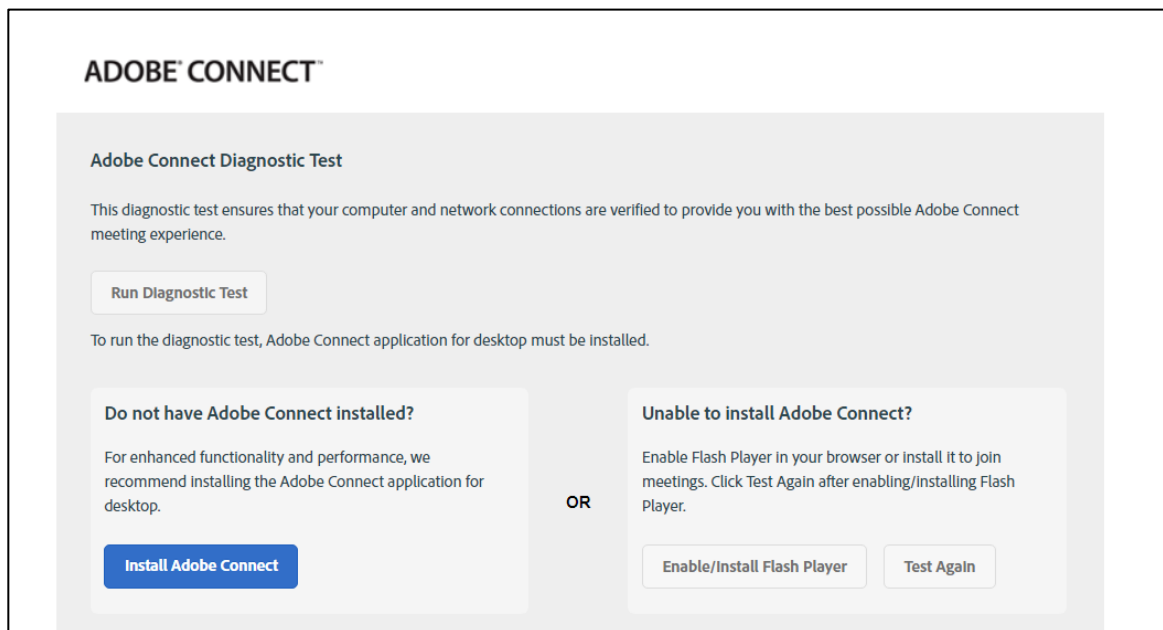
You must ensure that your chosen device can access the webinar technology before you attend.

1. Using a web browser on the device you will be attending the webinar from, visit <https://cam.adobeconnect.com/testroom>

If you already have the required software, you will be taken to either a login screen for the Adobe Connect webinar site or straight into the webinar, which will look like one of the below. If this happens, skip the rest of this section and go to “*Logging into a webinar room*” on page 5. Otherwise move on to step 2 below.



2. You need to download and install some necessary software to enable you to view the webinar. Visit [https://cam.adobeconnect.com/common/help/en/support/meeting\\_test.htm](https://cam.adobeconnect.com/common/help/en/support/meeting_test.htm) to get started.
3. You will be presented with a diagnostic screen as seen below. You have the choice of installing the Adobe Connect app (recommended) onto your machine, or installing Flash Player into your browser.



- 4.** Choose the install option you want and follow the relevant column below to guide you.

*You shouldn't need administrator rights to complete this, but if you do or you require assistance to complete the installations below, please contact your local computer office.*

## Install Adobe Connect

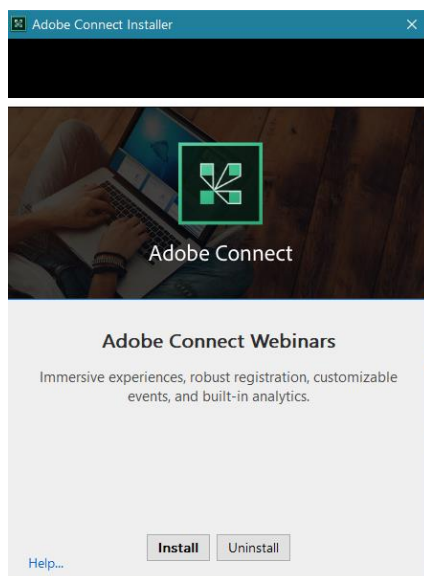
OR

## Install Flash player

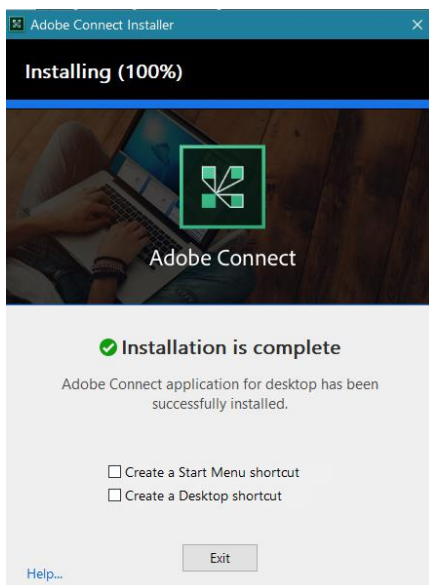
Click on

Install Adobe Connect

The following screen appears.  
Click **Install**.



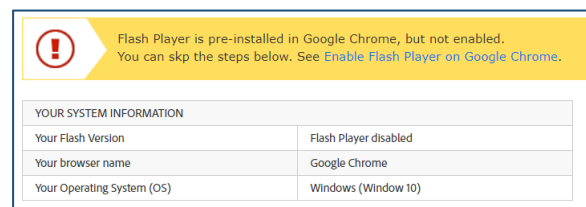
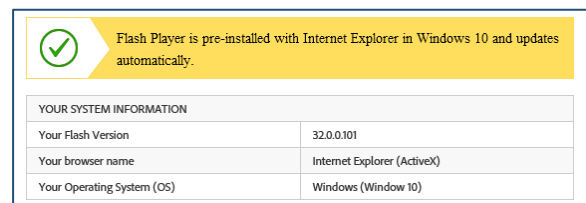
Once the installation is complete,  
click on **Exit**.



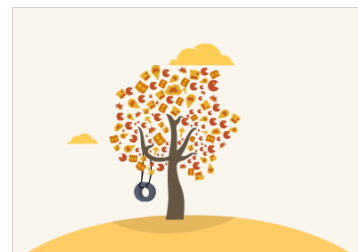
You may need to install and/or enable  
Flash Player in your browser, or just  
enable it.

To check this, visit and follow the five  
steps at <https://helpx.adobe.com/flash-player.html>

The **Check Now** button in step 1 will  
determine if Flash is already installed in  
your browser, and give you guidance  
on what to do next.

**Flash installed but not enabled****Flash installed and enabled**

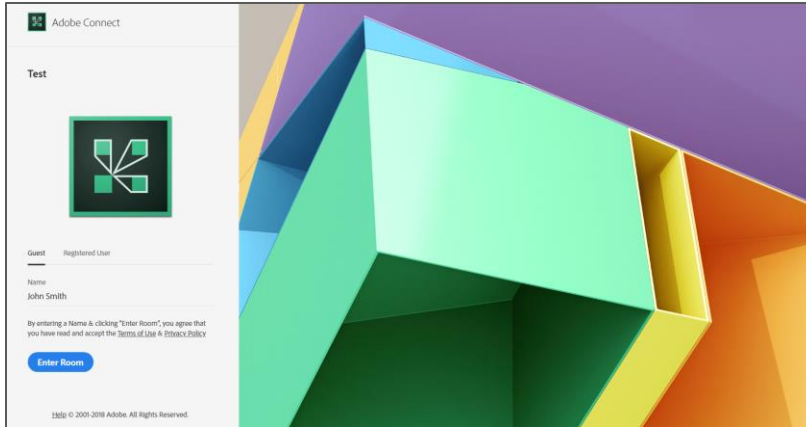
Step 5 of the guide shows the following  
image which will be animated/moving  
if Flash Player is correctly enabled in  
your browser:



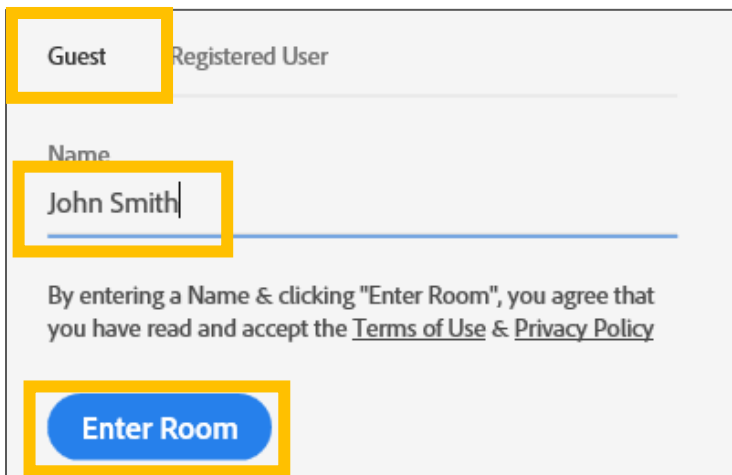
5. Once you have followed the above steps, revisit the webinar test room at <https://cam.adobeconnect.com/testroom> for prior testing or to the webinar address given to you for the event.

## Logging into a webinar room

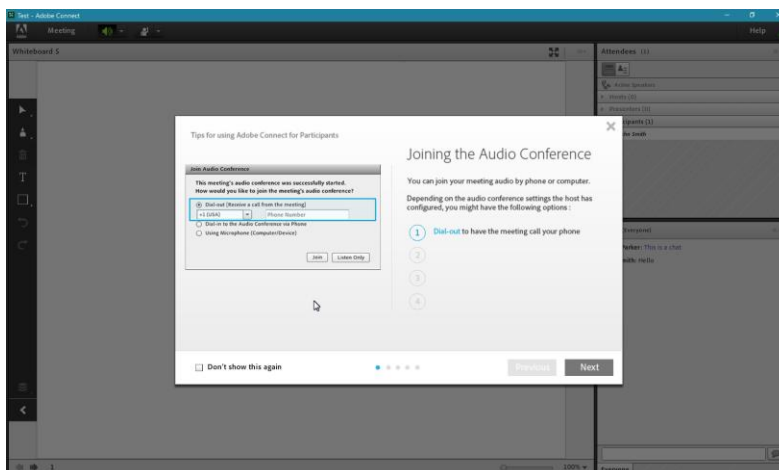
1. From the login screen, seen below, if you already have an Adobe Connect account, you can login as a Registered User.



2. Otherwise, click on Guest and enter your name in the box where indicated. Then click Enter Room.



3. Your app or flash player enabled page will then load as see below.



You may see some tips on using Adobe Connect when you start which we recommend you read.

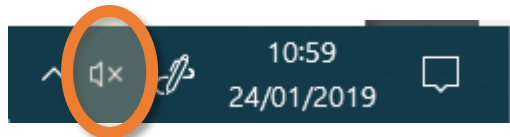
## Checking your sound setup

Once you have entered the room, you need to check that you will be able to hear the presenter when the webinar is running. Follow the steps below to check and test your sound.

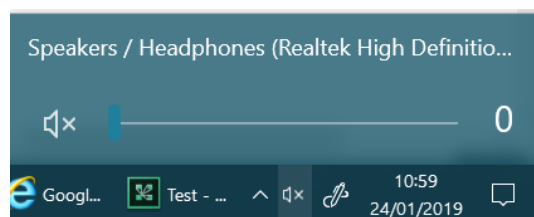
**Tip:** Our webinars will always be in Listen Only mode. You will not need a microphone or telephone to take part.

1. Check that your speakers are turned on or that your headphones are plugged in (and turned on if necessary)
2. Check that your computer/device volume is not muted, and is turned up to a comfortable level.

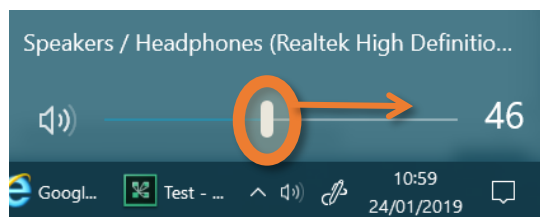
Icon below shows that sound is muted:



Click the sound icon to open the volume slider...

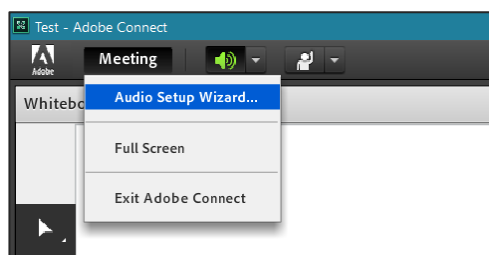


And drag the marker along the bar to increase your volume.



3. Next, check your Audio settings in Adobe Connect.

Click on the word **Meeting** in the top left hand corner of the screen



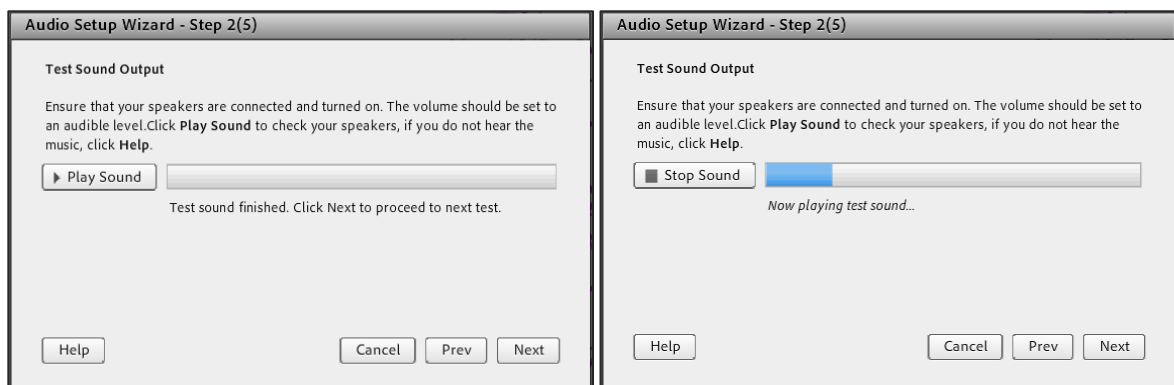
Select Audio Setup Wizard....



Follow the instructions given on screen, clicking **Next** to start.



Select the device you are listening through and click **Next**.



This screen allows you to play a sound to ensure you can hear Adobe Connect's audio.

Click Play Sound and then Next if you hear the sound.

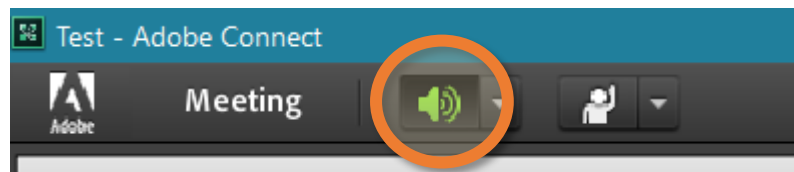
*Ignore steps 3,4,5 as you do not need a microphone. Just click Next each time.*

Click Finish at the end

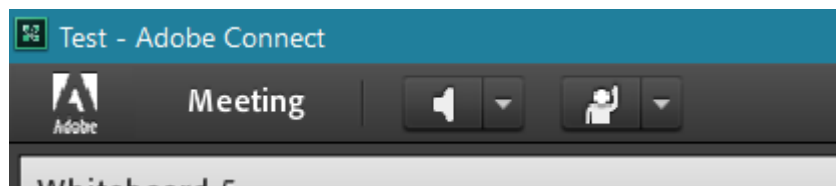
## Audio within Adobe Connect

It is possible to mute/unmute the audio during a live webinar using the icon seen below.

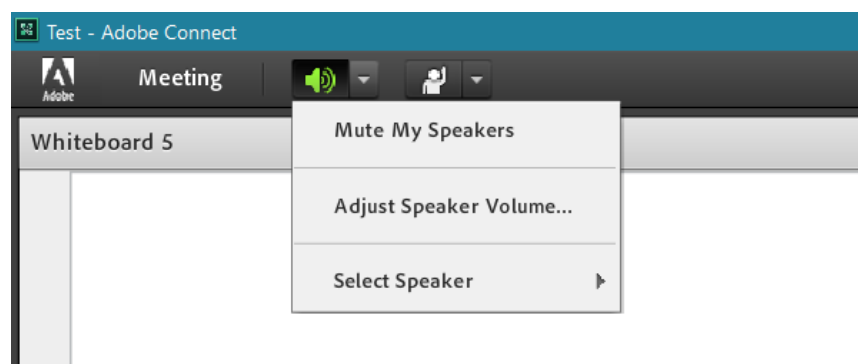
To hear the audio coming from a webinar, make sure the sound icon is **green** and looks like this:



If you need to mute the sound at any point, click the icon so it turns to white like this:



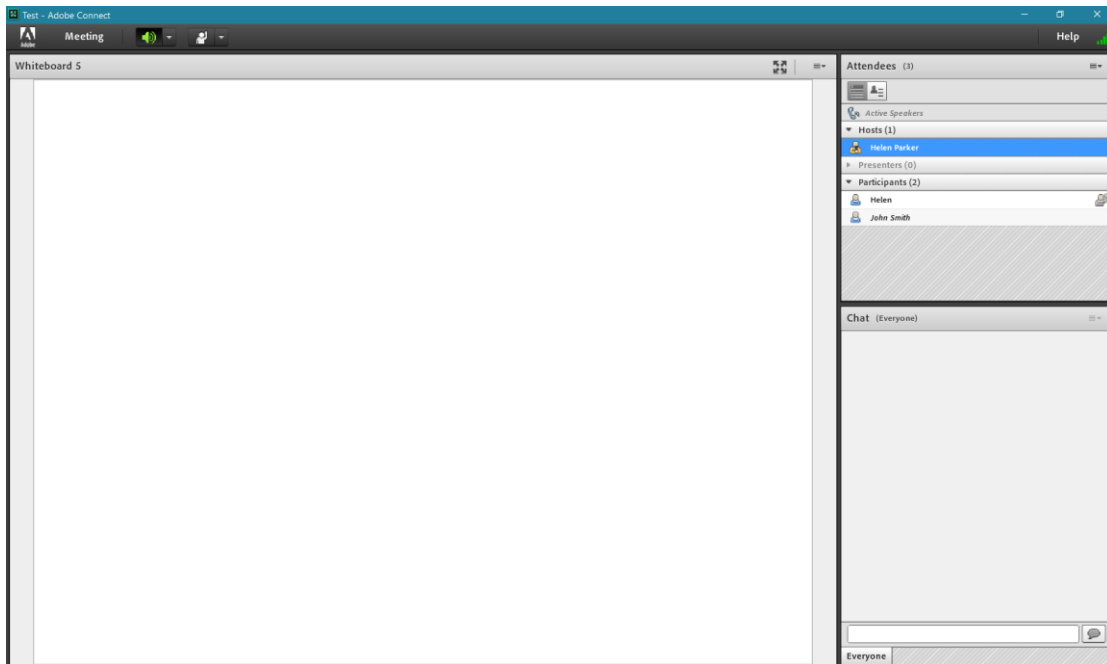
The little arrow beside this icon also lets you access a sound menu, where you can adjust the volume of the webinar audio, and change the speaker/headphone source if necessary.



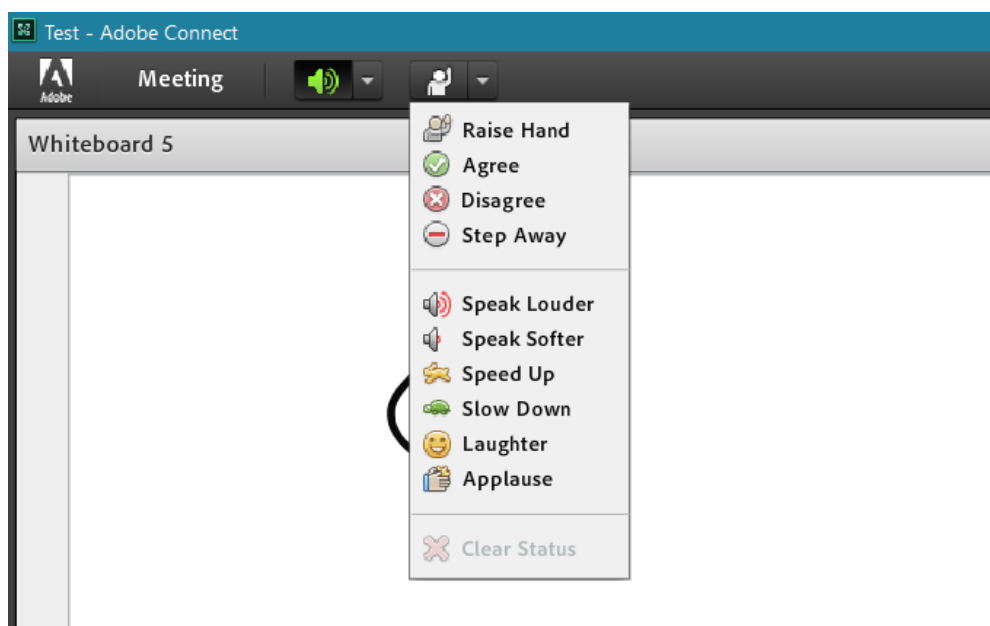


## During the webinar

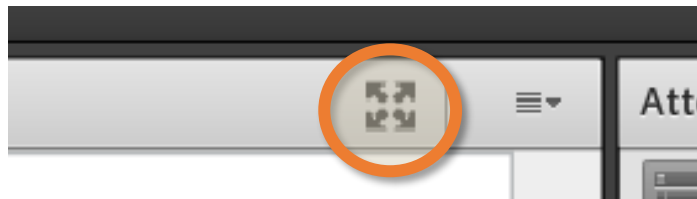
You will see a large area which looks similar to the below, where content such as the host's screen or a slideshow will be presented. There are also smaller windows around the main one, showing such items as who is present in the webinar and an area for comments/questions.



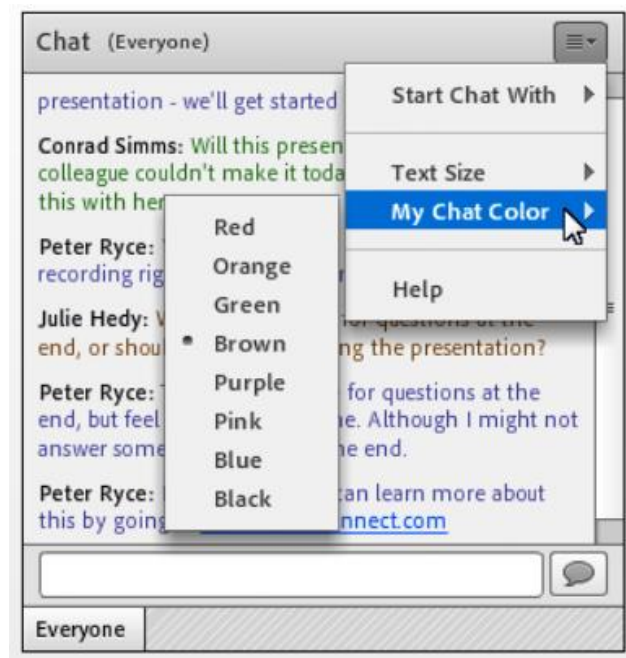
The little person icon at the top of the main window has a menu which allows you to choose from a range of actions that you can select from perform or requests you can make while the webinar is happening. These may or not be used during the webinar you are attending.



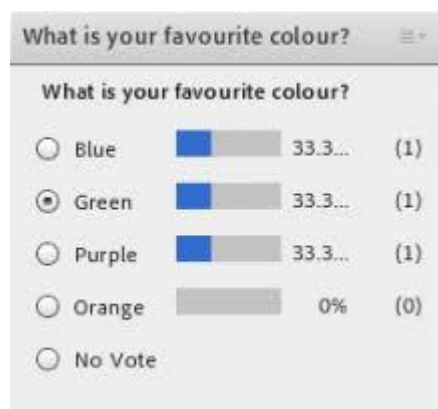
You can enlarge the main display screen to full screen by clicking the icon at the top of the main display window



To ask a question or make a comment, use the chat window. Add your text into the empty rectangle and hit Enter, or the little chat balloon button to submit your comment. There are options in the chat window menu such as changing the text size and colour.



At some point in the presentation you may be asked to answer a poll. A window will appear asking you to select your choice(s) from a selection.



Other attendee's answers will be shown after you make your choice.

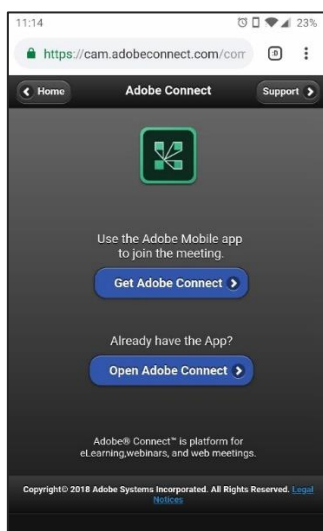
## Using a mobile device

To access webinars on a smartphone or tablet you will need to install the correct app for your device to begin. Below we give instructions for Apple iOS and for Android devices.

## Android

Visit [Adobe Connect App on Play store](#) OR try to access the webinar in your mobile browser for a link.

Click Get Adobe Connect



## Install the App

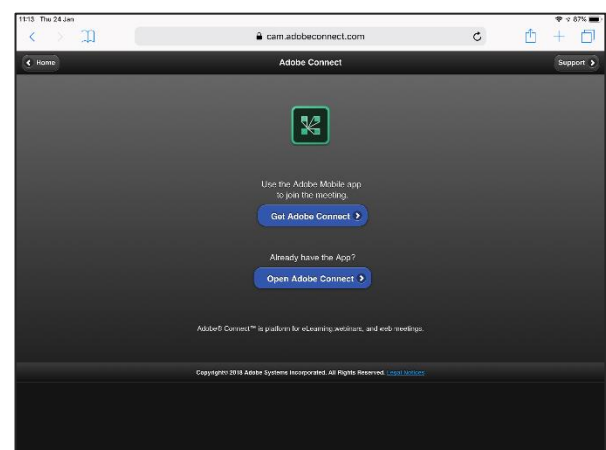


## iOS

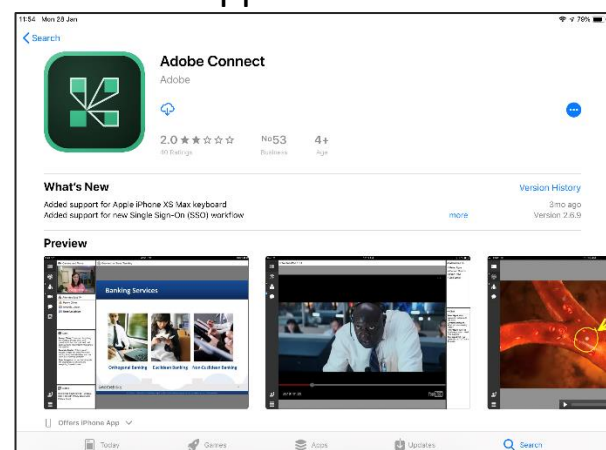
Visit [Adobe Connect app on the App store](#)

Or try to access the webinar in your mobile browser for a link.

Click Get Adobe Connect



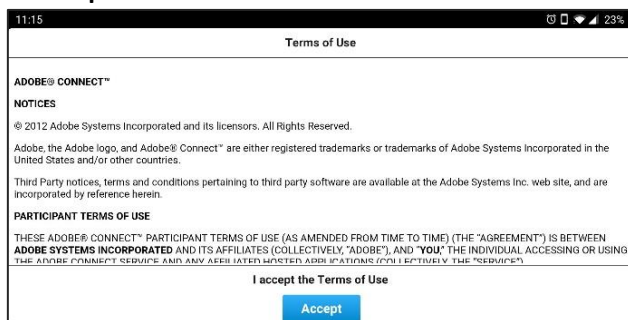
## Install the App



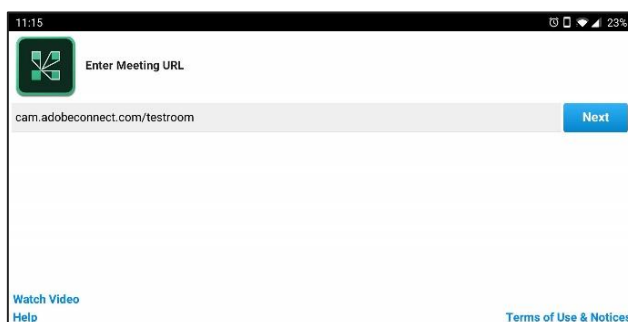
## Load the App



## Accept the terms

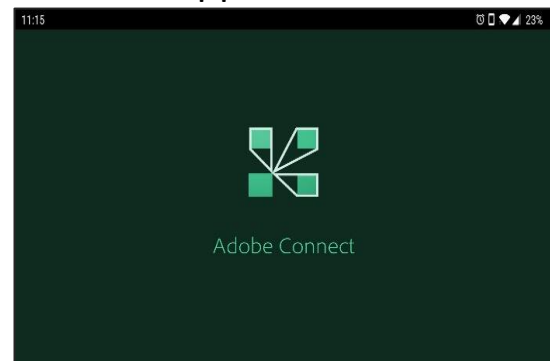


## Enter the webinar address, click Next

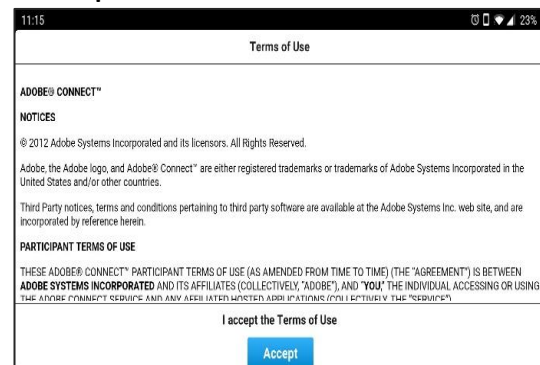


## Login as a Guest, enter your name.

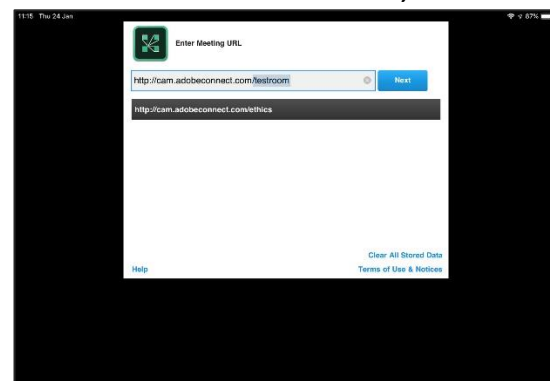
## Load the App

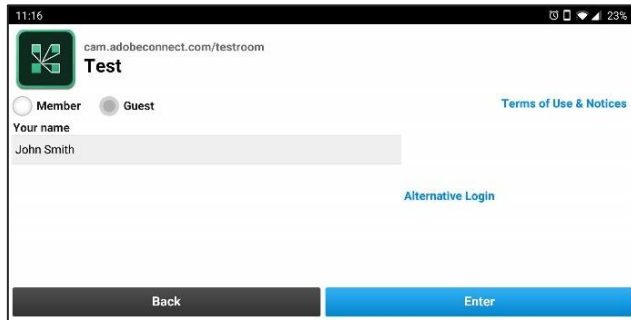


## Accept the terms

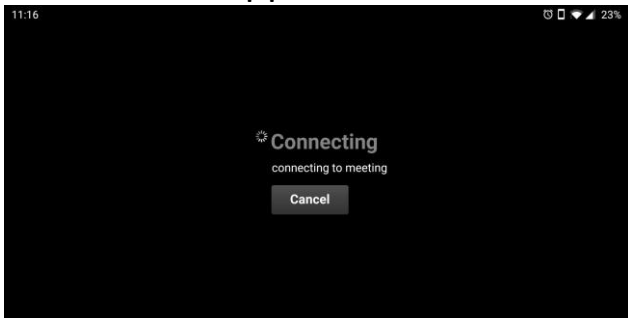


## Enter webinar address, click Next

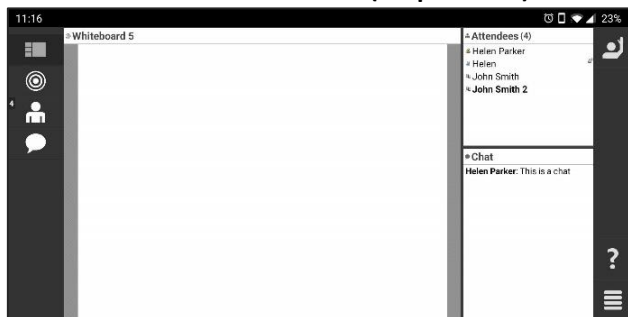




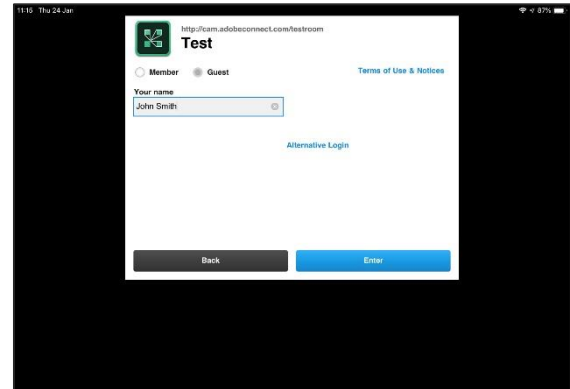
Wait for the app to connect



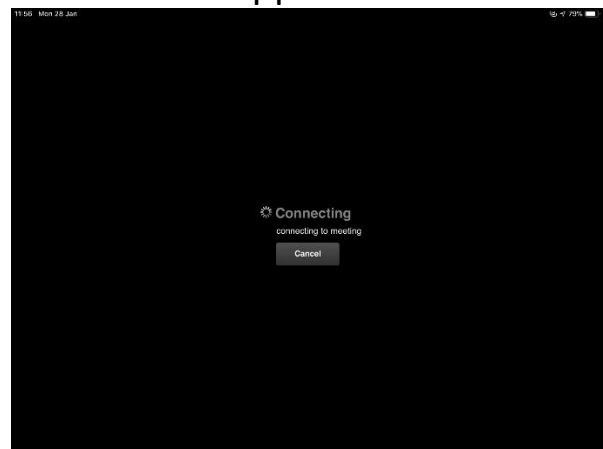
The webinar room will display in multi-window mode (top icon)



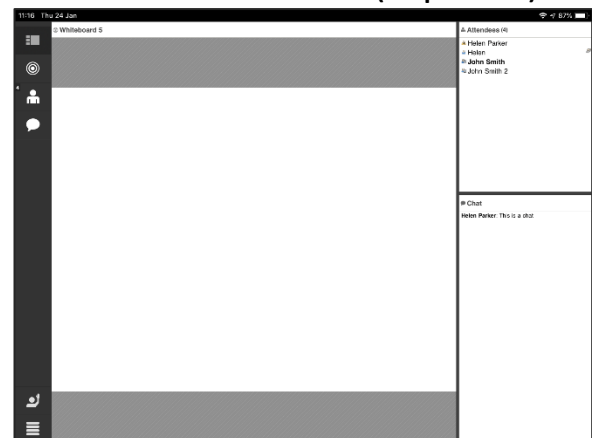
Login as a Guest, enter your name



Wait for the app to connect



The webinar room will display in multi-window mode (top icon)

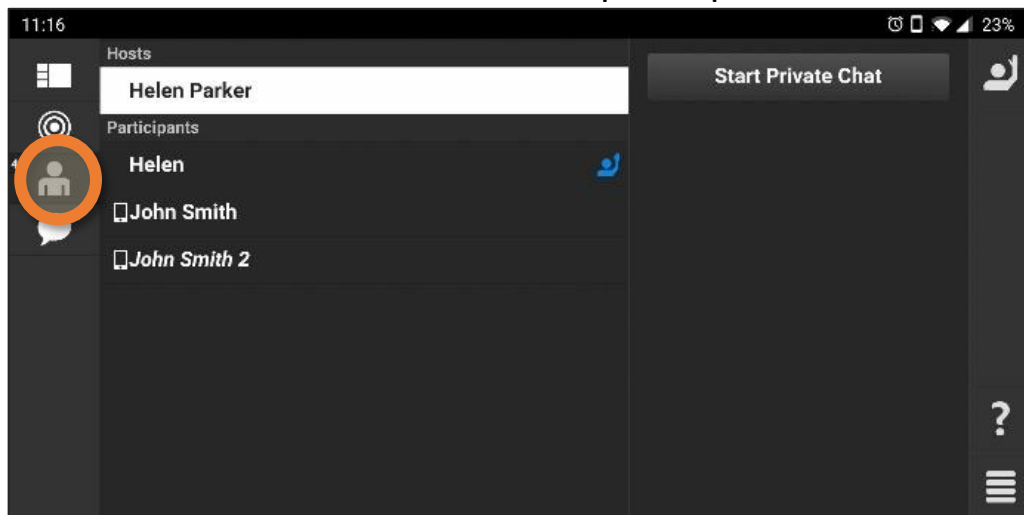


**Once in the app (both systems)**

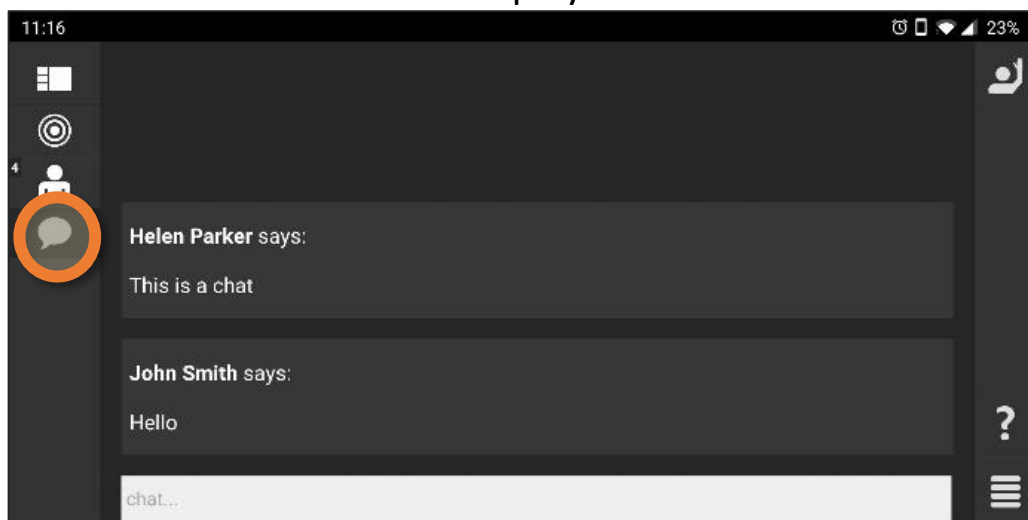
Use this icon to enlarge the display area



Use this icon to view participants



Use this icon to display the chat screen



## Troubleshooting

- Are you connected to the Internet?
- You may need to allow pop-up blockers or disable ad-blocking software/firewalls.
- Clear your browser cache or restart the browser.
- Are you accessing the correct URL?
- Have you registered for the event or seminar if required?
- Try connecting from another computer.
- Try accessing the meeting as a registered user if you have an account or guest if not.
- Did you change your password recently?