

Training outline: Adobe Connect at the General Synod of the Anglican Church of Canada

Introduction

To further the goal of faithful stewardship of financial resources, the General Synod of the Anglican Church of Canada is increasing the use of electronic communications tools to meet remotely. The tool chosen is Adobe Connect; a full featured online meeting service. This document lays out a series of sessions for users of this system: from participants and presenters to hosts of meetings.

Three training modules have been developed. The level of training for each individual will depend on how the user will use the tool, with an eye to keeping it simple. Modules that are relevant to the users in question will be given to minimize information overload. Ongoing training and support will be given to all users, but especially presenters and hosts to ensure successful meetings.

All users will receive a *Participant* introduction session. These sessions will give everyone a basic understanding of what Adobe Connect is, what tools are needed to use Adobe Connect, computer configuration, and how connect with and participate in a meeting. Participants will be shown how to respond and interact with a meeting, including the use of their microphone and webcam (if available), online chats, Q&As, polls, and presentations.

A subset of users who are actively planning on presenting at online meetings will receive *Presenter* training. Presenters will have received a Participant introduction, and will also learn how to run a presentation online. This will include what file formats can be used, how to engage with and get feedback from participants, and practice giving a presentation before their first meeting.

Finally, a core group of users will get *Host* training. Hosts will be competent in both participating and presenting at meetings, and will get training in procedures for creating and configuring meetings, managing modules (chat, Q&A, polls, etc.), best practices, and managing user rights for Participants and Presenters.

101—Participant Introduction Session

All users will receive a Participant introduction session. The goal of this session is to be comfortable in configuring your computer, joining a meeting, and participating in an meeting using Adobe Connect.

Participant Role: Participants have only basic privileges: to view the content that the host or presenter is sharing. These rights are assigned by the host or presenter and they include hearing and seeing the audio and video broadcast, using text chat and participating in Q & A and polls. The host or presenter can also assign Participants with enhanced rights.

Setting up your computer

The following steps will ensure your computer is ready for a meeting.

Minimum computer specification

Microsoft Windows (desktop or notebook)

- 1.4GHz Intel Pentium 4 or faster processor (or equivalent) for Microsoft Windows XP, Windows 7 or Windows 8; 2GHz Pentium 4 or faster processor (or equivalent) for Windows Vista
- Windows XP or higher.
- 512MB of RAM (1GB recommended) for Windows XP, Windows 7 or Windows 8; 1GB of RAM (2GB recommended) for Windows Vista
- Microsoft Internet Explorer 8, 9, 10; Mozilla Firefox; Google Chrome
- Adobe Flash Player 10.3+ (11.2+ recommended)

Apple Mac (desktop or notebook)

- 1.83GHz Intel Core Duo or faster processor
- 512MB of RAM (1GB recommended)
- Mac OS X 10.6+
- Mozilla Firefox; Apple Safari; Google Chrome
- Adobe Flash Player 10.3+ (11.2+ recommended)

Smartphone or Tablet

- **Apple iOS** supported devices: iPhone4s and higher, iPad 2 and higher, iPad Mini, and iPod touch (4th & 5th generations) with iOS 5 and higher. **Download Adobe Connect Mobile for iOS:** <http://goo.gl/UIV2ih>
- **Android** supported devices include: HTC EVO 4G, Motorola Atrix, Motorola Xoom, Samsung Galaxy Tab 2 10.1, Samsung Galaxy Tab 2 7.0, Samsung Galaxy Tab 10.1, Samsung Galaxy SII/SIII, Nexus 7 tablet. Android OS versions: 2.3.4 and higher. **Download Adobe Connect Mobile for Android:** <http://goo.gl/5HpNTH>

Webcam

A USB camera or a built-in laptop camera will work with Adobe Connect. Almost all USB cameras are plug-and-play, with no special software or drivers needed.

Headset

USB headsets with microphones are a recommended option. Headsets with USB connections are preferred.



Internet Connection

Preferred connection - DSL/Cable "High Speed"

Before your meeting, test your computer

It is best to test your computer a few days before your first meeting to ensure it is properly configured and set-up. Doing the test early gives you time to troubleshoot.

Adobe test link: <http://goo.gl/WfgkaA>

The above link is a diagnostic test that will ensure your computer and network connections are properly configured to provide you with the best possible Adobe Connect meeting experience. The diagnostic test checks for the following:

1. Clear connection to Adobe Connect
2. Bandwidth availability
3. Latest Adobe Connect Add-in

If all tests pass successfully, you are ready to log in to your meeting. If problems persist please contact Nolan John at Church House at 416-924-9199 x 353 or at adobesupport@national.anglican.ca

What if I don't have a mic? Don't have access to a computer?

In these cases, you can still connect to a meeting via phone. If you have a computer without a mic / speakers, you can engage the meeting visually on your computer while listening in on the phone. If you do not have a computer, you can call into the meeting and interact fully over the phone.

In these cases, the Host will modify the format of the meeting to accommodate technological limitations.

To call in, you will dial 1-855-231-7359 and enter the meeting using the participant code. Contact your Host of the meeting for the participant code. Once you dial in an automated attendant will guide you through the process.

Joining a meeting

The host of your meeting will have sent you a link to your meeting in advance. The link will look something like this:

<https://acc.adobeconnect.com/linkname>

Click the link in your email or copy and paste it in your web browser. When prompted, enter your name. This is the name that will be displayed to other users. We suggest your full name for clarity.



In a meeting

As a participant once you have entered the meeting room your meeting room design will have already been created by the host or presenter. Your default menu bar will appear like the one indicated below.



Basic Participant options are *Meeting*, *Speaker icon*, *Status icon* and *Help* menus. At the far right edge of the menu bar, the *Status icon* when green indicates that the meeting is live and you have a connection.

The host assigns enhanced rights to participants for **webcam** and **speakers**. A webcam or speaker can only be turned on by a participant once rights are granted by the host.

If rights are granted the following menu bar will appear:



To enable your mic and/or webcam, click on the appropriate link. The icon will turn green when enabled.

Interacting with a meeting

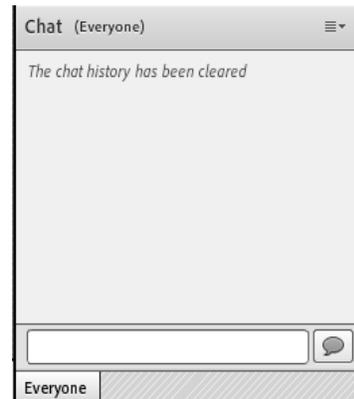
Meeting features are modular, and are set up by the meeting Host. These modules, called Pods, may come and go, depending on the needs of the meeting. Below is a description of the various Pods available.

Chat

You can use the Chat pod to send a text message to another attendee, to all presenters in the meeting (which includes the host), or to all attendees.

To select chat participant:

1. At the top of the Chat pod, click the triangle button ▾ and select a recipient:
2. Select **everyone** to send a message to all attendees or
3. Select the name of an attendee to send a private message to just one person. Click in the small box above the recipient and type your message.
4. To send the message, click  or hit Enter/Return.



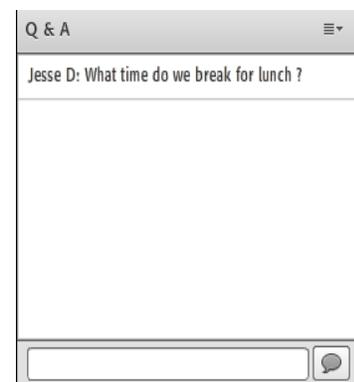
Q&A

Q&As, or Question and Answers, allow you to ask questions to the Host or Presenter. This is especially useful to collect questions that can be answered at the end of a presentation.

The Host or Presenter has the option to respond privately or share the question and answer with everyone.

Asking a question in the Q & A pod

1. Similar to Chat, type your question in the text box below.
2. To send the message, click  or hit Enter/Return



Polls

Polls are useful for gauging the feelings or will of a meeting. Votes can be set up using Polls. The Host manages Polls, and will appear and disappear as needed. You can change your vote as long as the Poll is on the screen and remains open.

Whiteboard

Whiteboards work similar to flip boards at conventional meetings. As ideas are shared by the meeting, the Host or Presenter adds items to the whiteboard for the full meeting to see.

Note: As a participant, you do not have the ability to write on a whiteboard.

Presentations and screen sharing

Presentations and screen sharing can be turned on by Hosts. This allows the Host or a Presenter to give a presentation to the meeting. This is by either sharing a document that the presenter will walk through (PDF, PowerPoint, etc.) or sharing their computer screen with the meeting.

Note: As a Participant, you have the ability to watch a presentation or screen share, but cannot otherwise interact with the presentation or screen share directly.

Some best practices

- Close all applications except for web browser.
- Make sure the room you are in has adequate lighting.
- Adjust your webcam so you are clear.
- Adjust your microphone to a reasonable volume.
- Speak clearly and not too quickly.
- Use the status icon  as much as possible if you want to speak next or to indicate any of the other options.
- Wait for the Host or Presenter to call on you before “jumping in”.
- Try not to engage in other activities while in a meeting.