

# Community Support Environment

(Intellectual Output 05)

## Schools Study Earthquakes

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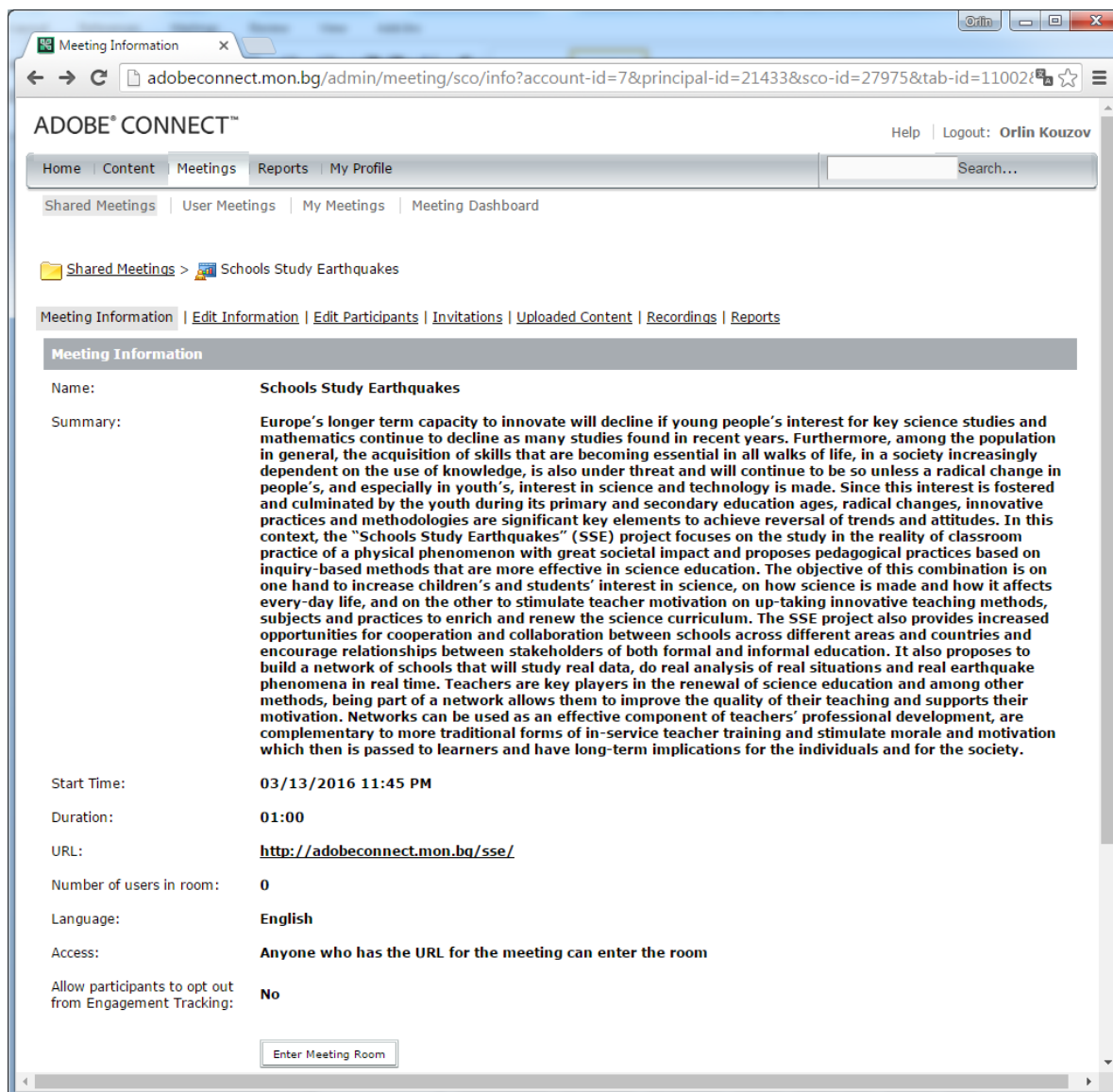
## **Introduction**

The Community Support Environment deliverable consists of a guide for using an online collaboration tool to support the “Schools Study Earthquakes” (SSE) project. The aim of this deliverable is to enable the project partners and the participating teachers and schools with detailed set of instructions for using a chosen community environment platform in their lessons and joint activities.

The SSE project should provide increased opportunities for cooperation and collaboration between schools across different areas and countries and encourage relationships between stakeholders of both formal and informal education. It also proposes to build a network of schools that will study real data, do analysis of actual situations and earthquake phenomena in real time. Teachers are key players in the renewal of science education and, among other methods, being part of a larger network allows them to improve the quality of teaching and maintain better motivation. Networks can be used as an effective component of teachers’ professional development and are complementary to traditional forms of in-service teacher training. Their collaborative nature stimulates community building and motivation among participants and helps learners maintain long-term enthusiasm for building knowledgebase and implement innovation in their learning environment.

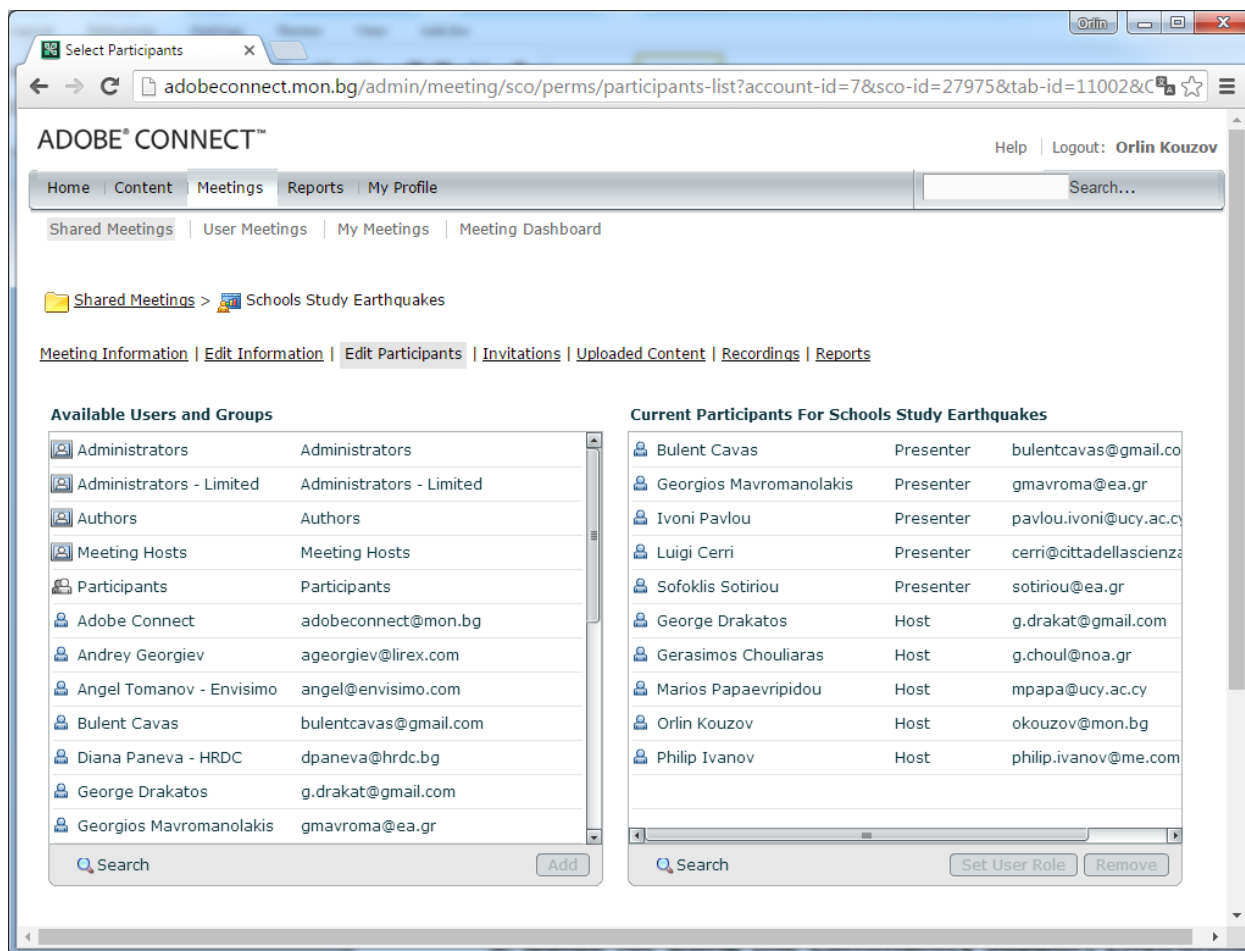
## **Community Support Environment Tool**

The Community Support Environment for SSE project is based on the Adobe Connect web conferencing application and is provided by the partner National Research Network Association - Bulgaria. Adobe Connect is a web conferencing application that enables teachers to deliver engaging audio, video, and interactive content in an online virtual classroom. Classes may be taught live (synchronous presentation) or offered on-demand (asynchronous presentation). Constant access for partners and associated schools to the Collaboration tool is provided through the link <http://adobeconnect.mon.bg/sse/>.



The virtual room is configured according to the project needs and the rights and roles of the participants could be re-configured on the fly each time depending on the concrete event (project meeting, online session, schools demonstration etc.).

There is a core group of individuals (project partners) that are configured with their real names and roles, while most visitors (like participating teachers) could be either configured on a weekly basis or invited before the event (they could visit the link above and be accepted as guest by the meeting host whoever he is at the concrete occasion).



Adobe Connect is primarily used as a synchronous teaching tool, meaning that participants are simultaneously connected and can interact with each other in realtime. However, unattended persistent virtual rooms can also be used to hold course materials for on-demand retrieval by students while recorded live sessions could be used at later stage by anyone that has the shared link from the meeting host, not to mention the opportunity to upload the videos to popular video portals such as YouTube and VBox7.

In the following description we'll explain the major functionalities of the collaboration tool and this guide could be used both by experienced Adobe Connect users and novices that see the platform for the first time.

## Guide for using the Community Support Environment Tool for SSE project

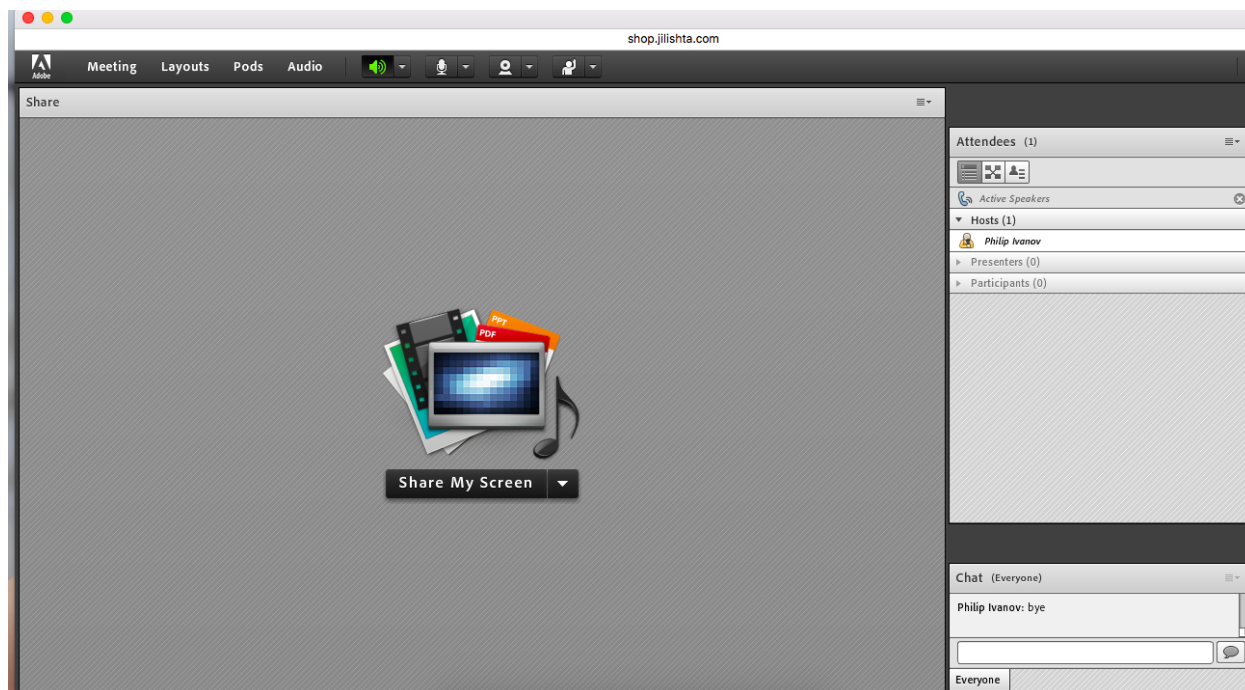
Adobe Connect is a web based application and the virtual room of SSE project is accessible from anywhere in the world at <http://adobeconnect.mon.bg/sse/>. This enables teachers and students to host or participate in a class regardless of their physical location. In case of necessity to host a session, a teacher must inform the project partners so that they could grant him/her the necessary user rights. Below you will find the basic functionalities of the communication environment.

## Getting Started with Adobe Connect

Adobe Connect allows hosting a meeting in a virtual meeting room where content can be shown by host or presenter and viewed by participants/guests. It also enables users to do the following:

- Audio conference with up to 100 concurrent users remotely either over a separate phone-based conferencing system or through the service itself via headphones or a headset connected to computer or mobile device (tablet, smartphone).
- Video conference with others remotely via webcams.
- Hosting of meetings, and future collaborative events from a unique URL.
- Sharing of screens between participants remotely.
- Recording of meetings in .flv or mp4 video format and distribute it after the meeting. Recording has to be started when the meeting starts. After the meeting the host can email the URL of the meeting file location so people can view the meeting later.





There are three types of Adobe Connect meeting users:

- **Host**

The creator of a meeting is designated as host by default. The host can specify each attendee's role, including selecting other attendees to be hosts for the meeting. The Host has full control over all functions of the meeting. They start the session. Hosts can do the following:

- Set up a meeting.
- Invite guests.
- Promote other participants to the role of meeting room host or presenter or give enhanced permissions (talk etc.) to a participant without changing the role of the participant.
- Start, stop, join and leave audio conferences. They can also start and stop broadcasting audio into a meeting room.
- Create and manage small group breakout rooms within a meeting.
- Perform all the tasks that a presenter or participant can.

- **Presenter**

The Presenter has "moderate" access to the meeting. They can add, remove and adjust the layout of rooms and perform the following:

- Share content.
  - Add or edit layouts in a meeting room.
  - Add content to the library
  - Share their screen with all attendees.
  - Use text chat
  - Broadcast live audio and video.
  - Mute and unmute audio broadcasts on their computers.
- 
- **Participant**

Participants are the attendees of the meeting. They attend the presentation of the Host. They have "limited" access. Participants do not have webcam or microphone access unless specifically granted by the host. They can perform the following:

- View the content that the presenter is sharing.
- Hear and see the presenter's audio and video broadcast.
- Raise their "hand" so they can be called on.
- Use text chat.
- Mute and unmute audio broadcasts on their computers.

## About meetings

Adobe Connect™ Meeting is a live online conference for multiple users. The meeting room is an online application used to conduct a meeting. The meeting room consists of various display panels (pods) and components. There are several prebuilt meeting layouts, or

customizable layouts to suit different needs. The meeting room allows meeting attendees to share screens or files, chat, broadcast audio, and video, and participate in interactive online activities.

Once you create a meeting room, it exists until you delete it. The meeting room location is a specific URL, assigned automatically by the system or manually by the host when the meeting is created. When you click the URL, you enter the virtual meeting room. A meeting room can be used over and over for the same weekly meeting. The host can leave the meeting room open or closed between scheduled meetings. If a meeting room is open between meetings, attendees are free to enter the room at any time to view content.

To take part in a meeting participants need just a browser, a copy of Flash® Player 13 or higher, and an Internet connection. Individual capabilities in a meeting depend on the role and the permissions assigned. Adobe Connect session is accessible also by smartphone and tablet devices and most popular mobile OS such as iOS and Android have AC client downloadable software in the respective stores (you can download Adobe Connect mobile application for free from either Apple's App Store or from the Google Play Store).

## Creating a Meeting

Meetings are created from the Adobe Connect root home page. Once a meeting is created, it remains available to participants until it is deleted.

Each meeting will have a unique URL that participants use to access it. Hosts may create a personalized URL or allow Connect to assign one. Invitations may be sent to registered users from within Adobe Connect, or the meeting URL can be shared directly through a webpage, email account, or other communication method.

Access to a meeting can be limited to registered users and accepted guests, or extended to anyone who has the meeting URL.

User roles, such as co-Host, Presenter, or Participant, can be assigned immediately after participants are selected, or during the actual meeting.

Guests attending limited meetings will be prompted to enter a name and will have to wait for the Host to grant them permission to enter. Guests attending open meetings will be able to enter immediately, without waiting the host permission. For additional security, Hosts

can also create a passcode that is required for participants to enter and provide it only to invited attendees.

More information on specific details is available at the following link:

[http://help.adobe.com/en\\_US/connect/9.0/using/WS4A4E45F6-9397-4e79-A8C7-8B631B795E6A.html](http://help.adobe.com/en_US/connect/9.0/using/WS4A4E45F6-9397-4e79-A8C7-8B631B795E6A.html)

## Inviting Participants

Hosts can invite members of the SSE community in the platform and guests to a meeting. Invitations can be sent from within Adobe Connect, or the URL for the meeting can be shared with participants directly via any communication method.

## Meeting Room Layouts

Adobe Connect uses the term "pods" to refer to the different content windows that can be used in meeting rooms. For example, you can use the video pod to display the feed from your webcam. Adobe Connect includes several default layouts or you can create your own. Layouts can be changed by the host at any time, including during a synchronous meeting.

More information on the above is available at the following link:

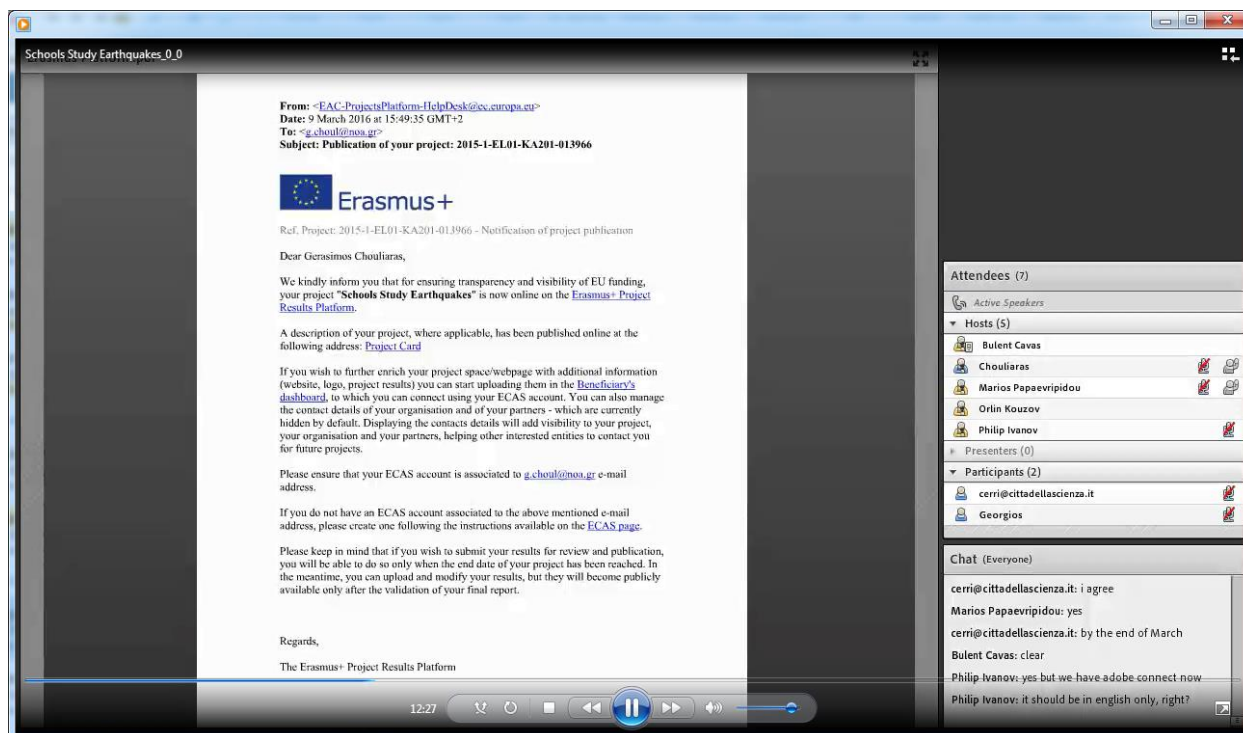
<https://helpx.adobe.com/adobe-connect/using/creating-arranging-meetings.html>

## Host and Presenter View

Users with different roles will have different views of the virtual meeting room space. As a Host, it may be important to know what other participants can and cannot see, especially if you are asking them to interact with elements of the virtual environment.

## Pre-loading Content

Additional content may be pre-loaded into Adobe Connect for fast access during meetings and/or use in multiple meeting rooms. Preloading also provides hosts with the option of previewing the material in the Adobe Connect environment.



Document formats accepted by Adobe Connect include PDF, PowerPoint, JPEG, and Flash videos. Microsoft Word and Excel files are not supported and must be converted into PDF prior to upload. Alternatively, hosts can share such files during synchronous meetings by using the Share Screen feature in the Share Pod or in the Files Pod.

For more information you can use the following link:

<https://helpx.adobe.com/adobe-connect/using/content-content-library.html>

## How to organize and make a meeting session

### Starting and Ending a Meeting

When it is time for a meeting session, click on the URL for the meeting. The other participants will use the same URL. The credentials required for them to enter the room will depend on the specific meeting's settings.

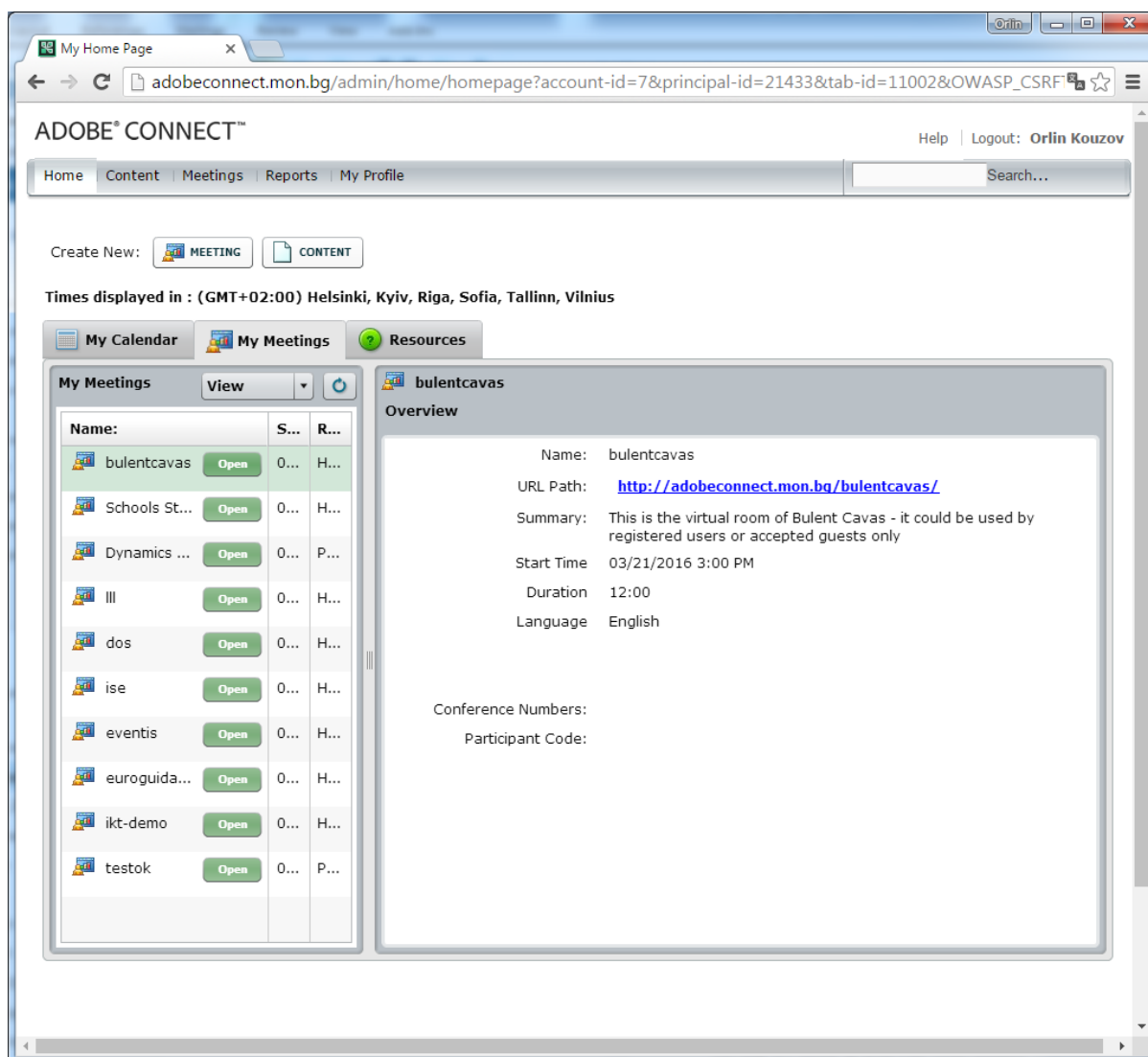
If you are host, start a meeting by logging in to your meeting room and then invite others through email or instant message. Meetings can be spontaneous or prearranged.

When you enter a meeting room, you can perform setup tasks for attendees. For example, specify conference information, accept or decline requests to join the meeting, rearrange pods, and type notes.

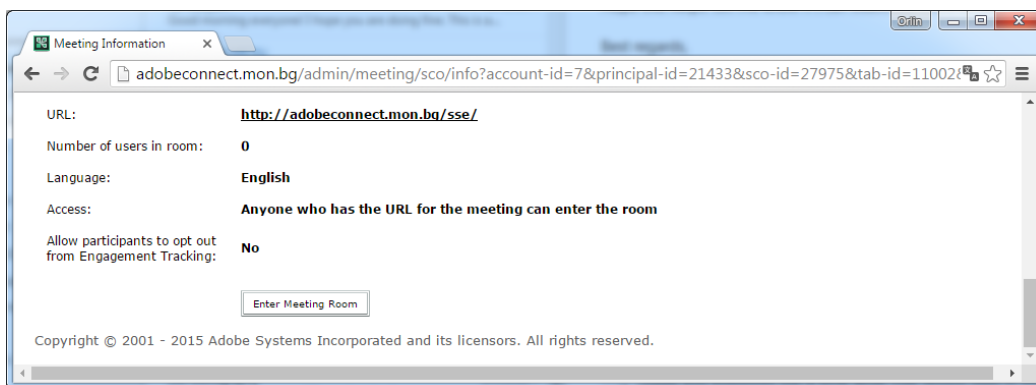
## Entering a meeting room

Do one of the following:

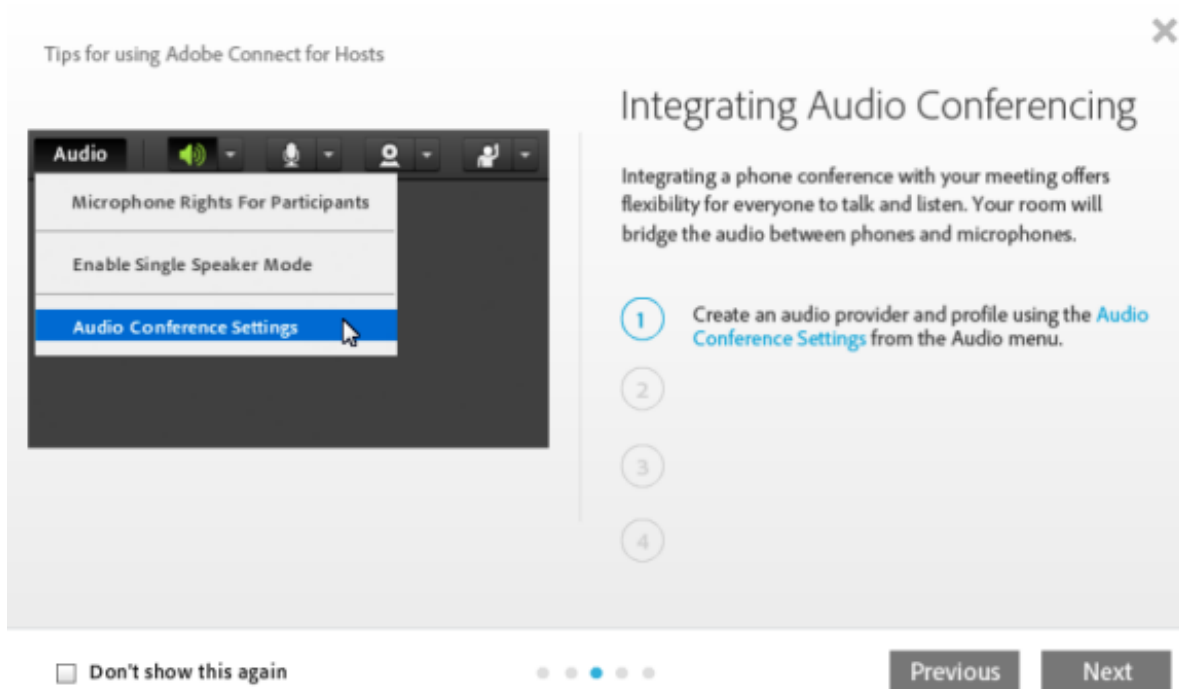
- From the home page in Adobe Connect root (depending on the organizational URL of the institution providing the service), click My Meetings, and click the Open button for the desired meeting.



- In Adobe Connect root, navigate to the Meeting Information page for a specific meeting and click Enter Meeting Room.



- Click the meeting URL in the email invitation that you have received. Type your Adobe Connect login and password, and then click Enter Room.
- Enter the meeting URL in your browser. Type your Adobe Connect login and password, and then click Enter Room.
- *The first time you visit a meeting room, it is highly recommended to bookmark it for quick access the next time you want to start a meeting.*



### Inviting attendees and granting or denying access

While in the meeting room, hosts can invite people to attend a meeting. A host can choose to block access to a meeting, and allow or disallow requests to enter a blocked meeting.

## Invite attendees while a meeting is in progress

Hosts can invite people to a meeting from inside an Adobe Connect meeting room.

- 1 In the menu bar, select Meeting > Manage Access and Entry > Invite Participants.
- 2 In the Invite Participants dialog box, do one of the following:
  - Click Compose Email to open your default email application and send invitees an automatically generated email message with the meeting URL.
  - Copy the meeting URL from the Invite Participants dialog box into an email or instant message and send the message to invitees. Return to the meeting room and click Cancel to close the dialog box.

## Allow participants to join without Hosts permitting each entry

You can set up a meeting room to automatically allow the participants to join the meeting room, without any intervention from the meeting hosts. When creating a meeting, select *Anyone who has the URL for the meeting can enter the room* in the Access section. For an existing meeting, go to Edit Information and make the same selection.

## Block incoming attendees

1. In the menu bar, select Meeting > Manage Access and Entry > Block Incoming Attendees.
2. To allow incoming attendees to request entry to the meeting, select Incoming Attendees Can Request Entry.
3. (Optional) In the text box, edit the message for incoming attendees. Select Save Message to save the message for future use.

## Block guests who lack registered Adobe Connect accounts

- In the menu bar, select Meeting > Manage Access and Entry > Block Guest Access.

## Work with pods

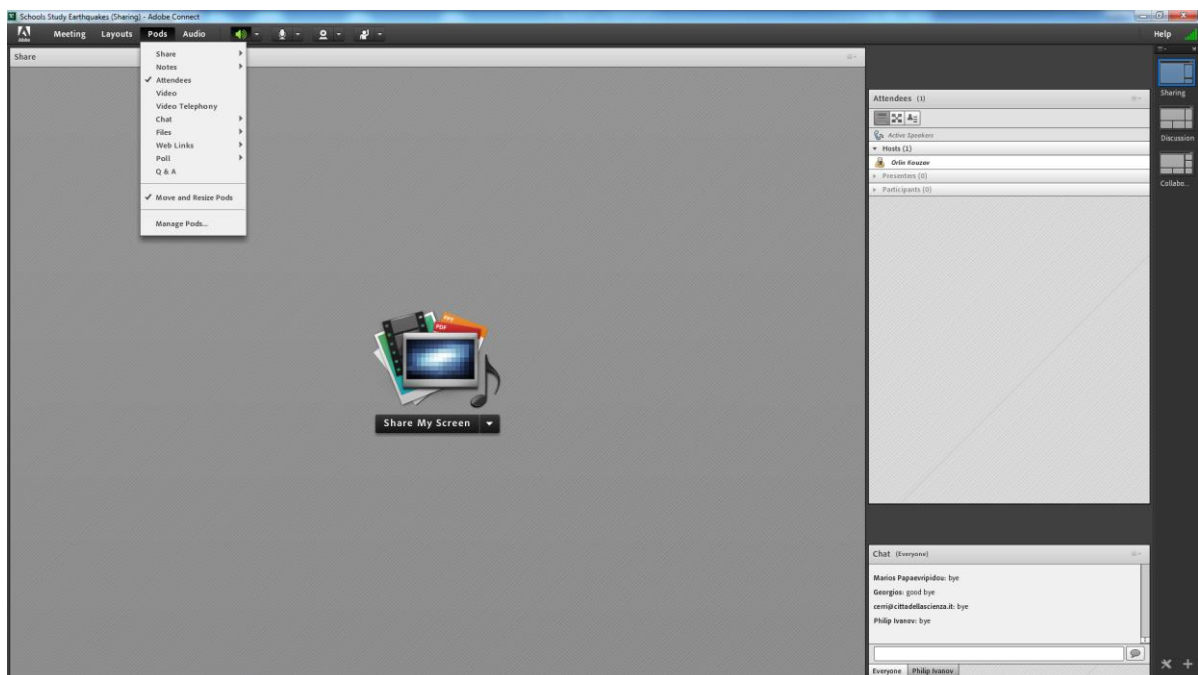
Hosts can show and hide, add, delete, rearrange, and organize pods. More than one instance of a pod (except the Attendees Pod, Q&A Pod, Video Pod, and Engagement



Dashboard) can be displayed in a meeting at the same time.

## Show or hide a pod

- To show a pod, select it from the Pods menu. (For pods that can have multiple instances, select the instance name from the submenu.) A check mark appears next to the name of pods that are currently visible in the meeting.
- To hide a pod, deselect it in the Pods menu. Or click the menu icon ☰ in the upper-right corner of the pod, and choose Hide.



## Add a pod

1. In the menu bar, select Pods and select the name of a pod.
2. From the pod submenu, select New [pod name] Pod.

## Move and resize pods

1. In the menu bar, select Pods > Move And Resize Pods. A check mark appears next to the option when it is selected.
2. To move a pod, drag it by its title bar. To resize a pod, drag the lower-right corner.

## Displaying a pod at maximum size

1. When you maximize a pod, it expands to fill the current browser window.
2. In the upper-right corner of the pod, click the menu icon ☰, and select

Maximize.

- To restore the pod to its original size, click the menu icon again, and select Restore.

### Organizing pods

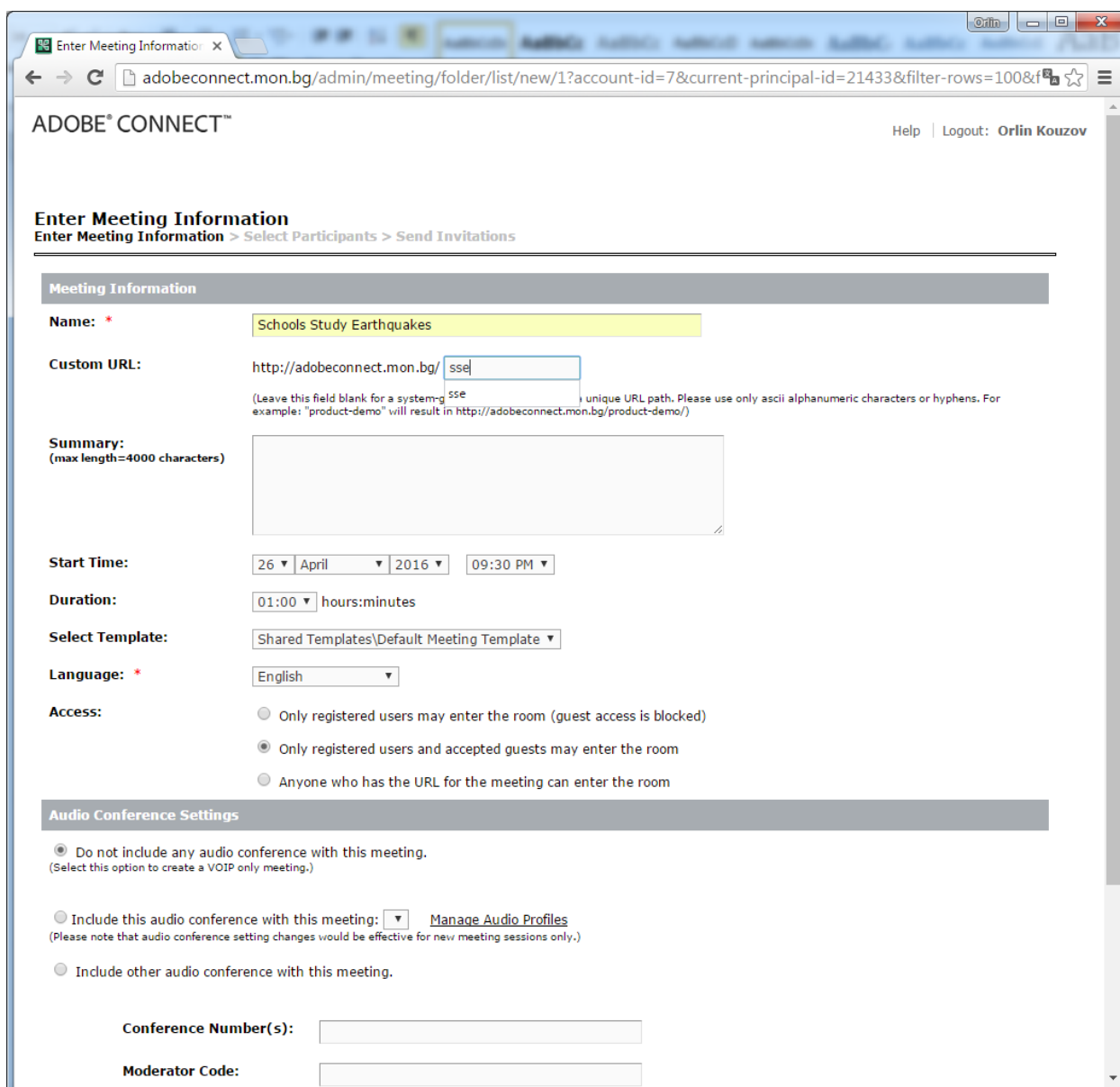
- In the menu bar, select Pods > Manage Pods.
- Do one of the following:
  - To delete pods, select them from the list, and click Delete.
  - To rename a pod, select it from the list, and click Rename.
  - To locate all unused pods, click Select Unused. Any unused pods are highlighted in the list on the left. Click Delete if you want to remove the unused pods.
- Click Done.

### Join as a first-time Adobe Connect user

New users, who log in for the first time, are guided through the user interface depending on their role in the system. The rules that govern a new users' destination in Adobe Connect, upon their first login, are listed below.

Group membership	Directed here upon first login
Meeting Hosts only	New system generated meeting
Meeting Hosts, along with any other membership	New system generated meeting
Training Managers only	Training tab
Authors only	Content tab
Seminar Administrators only	Seminar tab
Learners only	Home tab
Event Managers only	Events tab
Event Administrators only	Home tab
Any combination of two or more memberships, not including Meeting Hosts group	Home tab
Administrators, Administrators – Limited, or both	Home tab
Any role along with one or more of the administrator roles (Administrators, Administrators – Limited, and Event Administrator)	Applicable tab depending on the role

When a user is taken to a new, system generated Meeting room, the meeting host can either preserve or enter a more meaningful name and URL for the Meeting room. Alternatively, the user can continue with the system generated name and the URL. Also, the user can click More Settings, in the left pane, to launch Adobe Connect root page and configure the meeting room. For example, if the user, as a meeting host, wants to associate an audio profile with the meeting room or add some additional characteristics.



*First-time user is to a system generated meeting room and handheld to rename it.*

## Joining a meeting

Attendees join a meeting as a guest or as a registered user, depending on the options chosen by the meeting host.

If your connection to the server fails, Adobe Connect displays an error message. It provides a link to a test wizard, which leads you through a series of steps to test your connection status.

Do one of the following:

- If you have been invited to a meeting by someone in your organization, click My Meetings on the Adobe Connect Home tab. In the list of meetings on the left, locate the meeting you want to join and click Enter.
- Click the URL for the meeting, most likely received in an email or instant message.

Log in to the meeting room as either a guest or an Adobe Connect user:

- Select Enter As A Guest. Type the name to be used as your identifier in the meeting. Enter appropriate values in the guest access fields, for example email id and contact number and click Enter Room.
- Select Enter With Your Login And Password. Enter your login name and password. Click Enter Room.

If you are the administrator of a hosted account, Adobe Connect displays the terms of service (ToS) by default. To log into a meeting, first acknowledge that you have read and agree to the ToS. If you are a user, ToS is not displayed for hosted accounts. You can log in to a meeting before the ToS expires even if the administrator hasn't accepted the ToS yet. For shared site accounts, the ToS are displayed when you first log in to Adobe Connect either as an administrator or as a user. To proceed, acknowledge that you have read and agree to the ToS. Select the check box on the screen to indicate that you have read and agree to the ToS and Adobe Online Privacy Policy

## Place a meeting on hold or end a meeting

Hosts can place participants on hold to temporarily restrict meeting room access to hosts and presenters, letting them prepare materials. Audio conference calls are placed on hold.

Hosts can end a meeting to remove everyone, including hosts, presenters, and participants. Audio conference calls are disconnected. If an Adobe Connect account is billed by the minute, you can prevent unnecessary charges by explicitly ending a meeting when a meeting is not in session.

### **Placing participants on hold**

1. In the menu bar, select Meeting >Manage Access And Entry >Place Participants On Hold.
2. Revise the message to participants if you want, and click OK to place the meeting on hold.

Attendees who log in to a meeting that is on hold automatically enter when the meeting resumes.

### **Ending a meeting**

- 1 In the menu bar, select Meeting > End Meeting.
- 2 Revise the message to participants if you want, and click OK to end the meeting.

### **Save an On Hold or End Meeting message for future use**

You can write an On Hold or End Meeting message without interrupting the meeting. This feature lets you compose the message during the meeting and then send it at the appropriate time.

- 1 In the menu bar, select Meeting >Manage Access And Entry >Place Participants On Hold.
- 2 Revise the message in the message box.
- 3 Click Save Message to save the message for future use and return to the meeting.

### **Restarting a meeting that is on hold or ended**

- In the upper-right corner of the meeting room, click Start Meeting in the Participants On Hold window. *If you've closed that window, choose Meeting > Manage Access And Entry, and deselect Place Participants On Hold.*

### **Working with notifications and requests**

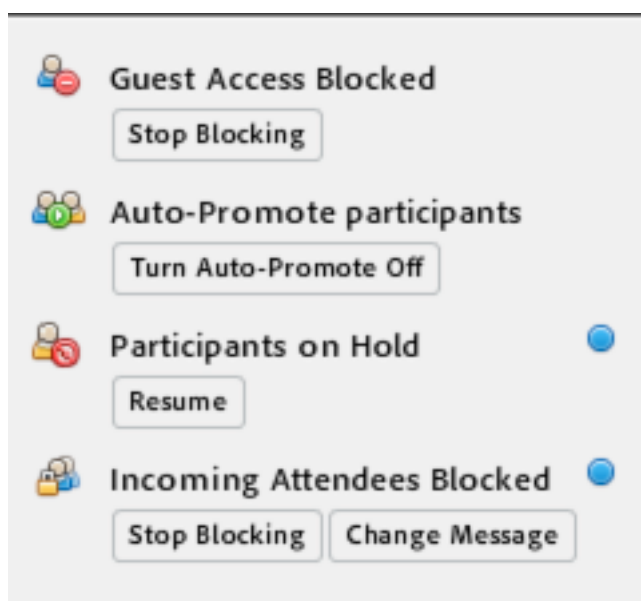
Pending requests and notifications are displayed in the menu bar. This feature gives you a unified view of requests and notifications, and you can act on them. Notification and request icons display if you have pending requests.



*In-meeting notifications and requests.*

*A. User entry request B. Raise hand request C. Notifications D. Recording notification*

Click a request or notification button to view details and respond as required. Raise hand requests and access requests are indicated separately. Other notifications are displayed under the Info button.

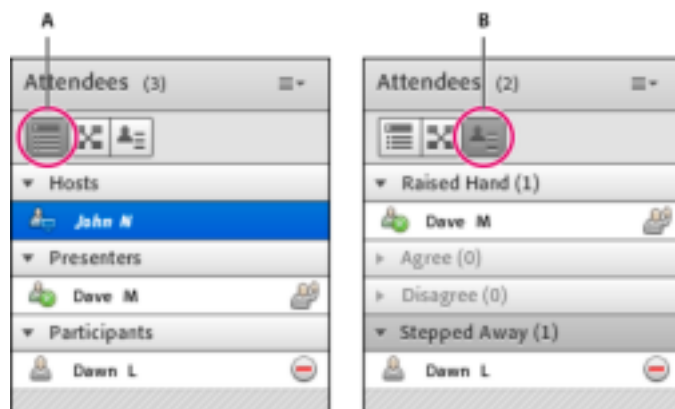


*In-meeting notifications available upon clicking Info.*

## Managing attendees

Within the Attendee Pod, Hosts can view or change any attendee's role. This function can be used to allow attendees to present documents or share their screens with the room. Hosts will also see each attendee's status, included whether someone has virtually raised a hand to ask a question or has stepped away from the meeting.

In the Attendees pod, everyone can quickly see who is logged in to a meeting. Hosts and presenters can monitor attendee names, roles, and statuses (such as Raised Hand or Agree). If configured, the active speakers are also displayed in real time, in a dedicated area in the Attendees pod.



Use the Attendee (A) and Status (B) views to monitor names, roles and discussion status.

### View or change an attendee's role

A host can change the role of any attendee in the Attendees pod, promoting, and demoting attendees as necessary.

### About attendee names

Adobe Connect users who logged in with a password appear with their full name in the Attendees pod, as it is registered in Adobe Connect Central. If an attendee logs in to a meeting as a guest, the name in the Attendees pod is the name the attendee entered at login. Within a role group (hosts, presenters, and participants), attendee names are organized alphabetically.

Attendees pod displays the telephone number of the participants who dial in or dial out using a telephone. Meeting Hosts can mask the phone numbers of the participants to respect the privacy of the participants. The option is available in the in-meeting preferences dialog, in the Attendee Pod section. The option is persistent for a meeting room.

### Customize attendee names

As a meeting host, you can customize the display name of attendees in the Attendees pod. You can include custom information in display names, and sort attendees based on the customized display names.

To add custom information:

- In the upper-right corner of the pod, click the menu icon.
- From the pop-up menu, select Preferences.
- In the dialog box, select Display Name on the left pane and then select Customize format.

- From the Available fields list, select predefined custom fields for the display name, and include them in the Displayed fields list. The custom fields hold custom information for the attendees. You can sort attendees based on the information in these fields. To include additional custom fields, see Add custom fields.
- Select a custom field in the Available fields list, and then select a delimiter from the corresponding list at the bottom. *Note: The custom changes to the display name attendees reflect immediately at all places on the Adobe Connect interface, including Chat pods and polls.*

To sort attendees based on their customized display names:

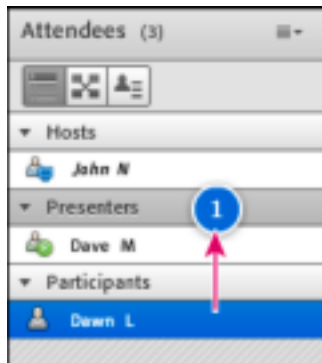
1. In the Attendees pod, click the menu icon in the upper-right corner.
2. From the pop-up menu, select Preferences.
3. In the dialog box, select Attendees Pod on the left pane.
4. From the Available fields list, select custom fields to sort attendees, and include them in the Sort by list.
5. Click Done to sort attendees based on the custom fields in the order they appear in the Sort by list.

### **Change an attendee's role**

*As a host, you can demote yourself to a presenter or participant, revealing how attendees with other roles see the meeting room.*

- 1 In the Attendees pod, select one or more attendees. (Shift-click to select multiple.)
- 2 Do either of the following:
  - Drag the attendees to different roles.
  - From the pop-up menu, select Make Host, Presenter, or Participant.





*Dragging attendees to different roles*

### **Automatically promote participants to presenters**

If all participants in a meeting are presenters, do the following:

- Choose Meeting > Manage Access & Entry > Auto-Promote Participants to Presenters.

### **Assign enhanced participant rights**

Hosts can change the rights of a participant to give them control over selected pods. This arrangement enhances a participant's rights without promoting the participant to the presenter or host role.

- In the Attendees pod, select the name of one or more participants.
- In the upper-right corner of the pod, click the menu icon ☰.
- Select Attendee Options > Enhanced Participant Rights.
- In the dialog box, select the pods that you want the participant to control.

### **Remove an attendee from a meeting**



- 1 In the Attendees pod, select the attendees you want to remove.
- 2 In the upper-right corner of the pod, click the menu icon ☰, and choose Remove Selected User.











### **View and change attendee status**

By default, participant status is blank in the Attendees pod. However, participants can change their own status. When a participant selects a status, an icon appears to the right of the participant's name. Participants can clear their status at any time during a meeting.

### **View attendee status**

- In the Attendees pod, do either of the following:

- To view statuses grouped by hosts, presenters, and participants, click the Attendee View button .
- To view groups of attendees who share a status (such as Disagree), click the Attendee Status View button .

Attendee status	Icon	Duration
Raise Hand		Remains displayed until attendee or host clears
Agree		Remains displayed until attendee or host clears
Disagree		Remains displayed until attendee or host clears
Step Away		Remains displayed until attendee clears
Speak Louder		10 seconds
Speak Softer		10 seconds
Speed Up		10 seconds
Slow Down		10 seconds
Laughter		10 seconds
Applause		10 seconds

### Change your status (participant)

When you select one of these statuses, the status icon is displayed in the Attendees pod for 10 seconds:

- Speak Louder
- Speak Softer
- Speed Up
- Slow Down
- Laughter
- Applause

The Raise Hand, Agree, and Disagree status icons remain visible until you or the host remove them manually. Attendees can remove the Stepped Away status icon themselves.



*In application bar, click triangle to right of status button to access other statuses*

1. In the application bar, click the triangle to the right of the status button.
2. Select the status you want to show to all attendees.

*To quickly toggle the Raised Hand status, simply click the button to the left of the menu. (If you select the Raise Hand status and then select another status, the second status icon is displayed, but the Raised Hand remains in effect.)*

### **Clear a participant's status (host)**

1. In the Attendees pod, select one or more participant names.
2. In the main menu, click the triangle to the right of the status button, and choose Clear Status.

### **Clear everyone's status (host)**

- 1 From the Attendees pod menu ☰, choose Clear Everyone's Status.

### **Disable hand raising or change notification duration**

- 1 Choose Meeting > Preferences.
- 2 In the list on the left, click Attendees Pod. Then do either of the following:
  - Select Disable Raise Hand.
  - Choose a notification duration from the pop-up menu. Select Persist In Screen Share if you want notifications to remain visible during screen sharing until a host closes them.

## Audio and Video

Adobe Connect allows users to share audio and video captured by a microphone and a webcam. Hosts can adjust audio sharing settings at any time to control whether attendees are able to broadcast audio or video during the meeting. For example, a Host may enable his or her own microphone or camera during a lecture, then enable everyone's for a discussion.

## Recording an Adobe Connect Session

Meeting sessions can be recorded for viewing at a later time. This feature allows hosts to create useful study materials and/or share meeting content with invitees who could not attend the live session. Recordings are stored online and are accessible via a unique URL for each recording. They can also be downloaded for backup or editing.

A host can record a meeting or training session. When played back, the recording shows exactly what the attendees saw and heard. Everything that happens in the room is recorded, except for the Presenter Only area and breakout rooms. You can start and stop recording at any time, so you decide what content to record. A host can create a reference archive of meetings and make the recordings available to attendees.

### Start recording a meeting

If you have associated a universal voice audio profile with the meeting, choose Audio > Join Audio Conference. If not, proceed with the following:

Choose Meeting > Record Meeting.

In the Record Meeting dialog box, enter a name and summary for the meeting recording.

A recording icon (red circle) appears in the menu bar to indicate that the meeting is being recorded.

You can pause an ongoing recording. Anything you do in the live meeting during the time you pause the recording is not recorded.

### Editing meeting recordings

After recording a meeting or training session, you can use the built-in editor to remove sections of the recording. The editor is useful if the recording contains periods of silence or

unnecessary information. Following are some tips for editing recordings:

- To edit a meeting or virtual classroom recording in the Content library, you must have Manage or higher permissions for the recording. If you created the meeting or virtual classroom, you have these rights by default.
- To edit a recording under Meeting > Recordings or Training > Recordings, you must have Host permissions. You can create an index using time tags to enable participants to easily view and navigate through the recording. You can also edit/delete the existing auto-generated time tags. In addition, you can also create sections within a recording using chapter markers. You can hide the names of participant interacting over chat and retain the content of these interactions.
- The last edited version of the recording is saved and includes all information from earlier editing sessions. The link to your recording does not change after editing. Users given the link and rights to access the recording see the most recent version saved, including any edits that were made.
- Multiple users can open a recording in edit mode at the same time. However, after one user saves their changes, others editing at the same time receive an error when they try to save their changes.
- In addition, you can also hide Chat Pod, Attendee Pod, or Q&A Pod or a combination of these pods. To protect the privacy of individuals, you can also hide the names of the attendees.

## Sharing content in the meeting

Hosts, Presenters, and participants, who are given appropriate rights, use the Share pod to display content to attendees.

### Content you can share:

- Selected items on your computer screen, including one or more windows, one or more open applications, or the entire desktop.
- A document, such as a presentation, Adobe PDF file, FLV file, a JPEG, or other file format.
- A whiteboard with various writing and drawing tools. You can share a stand-alone whiteboard, or a whiteboard overlay that appears on top of other shared content.

Except for PDF files, attendees can view all documents shared in the Share pod but cannot download them. To enable attendees to download non-PDF documents, a host or presenter must instead use the File Share pod.

### **Sharing content in the Share pod**

The Share pod controls let Hosts and Presenters share content in various ways. You can maximize the pod to make contents larger.

When you share content in the Share pod, attendees see your pointer move in the Share pod window. All activities you perform in a shared window, application, or document are visible to attendees. The file formats supported in the Share pod are JPG, PNG, SWF, PPT, PPTX, PDF, FLV, F4V, MP3, MP4, and ZIP.

### **Share your screen**

As a host or presenter in a meeting, you can share windows, applications, or your entire desktop. Your account administrator can restrict the applications and processes that you can share. As a participant in a meeting, to share your screen, a host must give you permission or promote you to a presenter or host. If users have a dual monitor setup, upon clicking Share My Screen, users get an option to share either of the two monitors. However, only one screen can be shared at a time.

When you share anything on your computer screen, actions you take in the shared region are visible to all participants in the meeting. Participants follow the progress of your cursor as you move it across your screen. When starting a screen share, the hosts and the presenters can enforce their settings for the participants. The Share pod can be opened in full screen mode for all attendees for a better viewing experience.

### **Interaction with participants**

There are four primary ways Hosts can interact with attendees during a meeting, each of which has its own pod.

Notes - used to post a brief message or announcement to attendees.

Q&A - used to post questions to a presenter during a meeting.

Chat - used to allow attendees to chat during a meeting.

Polls - used to survey your attendees during a meeting.

## Taking notes in a meeting

Hosts and presenters use a Notes pod to take meeting notes that all attendees can see. It remains visible in a Notes pod throughout the meeting or until a presenter edits the note or displays a different note. A host can remove the Notes pod from view, or switch to a different room layout that does not contain that Notes pod.

When you type a message in the Notes pod of one layout, the same text appears in other layouts that contain the same pod. With the Add New Notes option, you can create a unique instance of a Notes pod that appears in only one layout.

Hosts and presenters can use the Notes pod in several ways:

- Create a single, persistent note that is visible to attendees during the entire meeting.
- Create multiple Notes pods to display different notes.
- Email the contents of a Notes pod or export a text file.

## Chat in meetings



Use the Chat pod to communicate with other attendees while a meeting is in progress. If you have a question and do not want to disturb the meeting flow, you can send a chat message to another meeting participant. For example, when you first enter a meeting room, you can introduce yourself by sending a chat message to everyone in the room.

As a presenter, you can use more than one Chat pod simultaneously. Chat pods can display content to either everyone or only presenters (in the Presenter Only area).

## Questions and answers in meetings

You can use a Q&A pod to answer questions posed by attendees. When a presenter answers a question, the question and answer appear as pairs in the Q&A pod.

### Submit a question in the Q&A pod

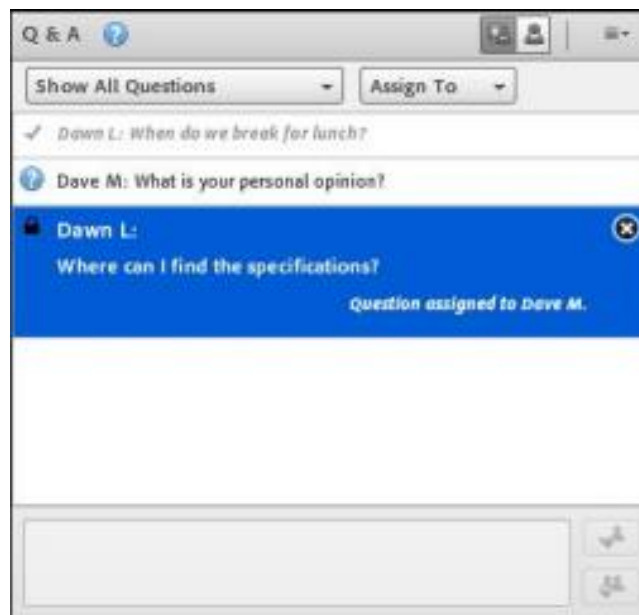
- 1 In the Participant View  of the Q&A pod, type your question in the text box at bottom. You can add clickable hyperlinks in questions.
- 2 To the right of the text box, click the Send Question button , or press Return.

### Answer questions using the Q&A pod

- 1 Select an incoming question from the list.
- 2 Type your answer in the text box at the bottom of the pod.
- 3 Click one of the following buttons in the lower-right corner of the Q&A pod:

**Send to all** - Sends the answer to all meeting attendees.

**Send privately** - Sends the answer only to the attendee who sent the question



Answered questions appear in italics with a check mark. Icons, in the top bar and besides the names, indicate that a question is assigned to you.

When answering questions, you can include clickable hyperlinks in the answers.

## Poll attendees

Hosts and presenters can use the Poll pod to create questions, or *polls*, for participants and to view the results. Only hosts and presenters control poll management and how polls appear to meeting participants. Hosts can also cast votes.

Polls are useful during a meeting if you want instant feedback on what is being presented. Polls can also be used at the end of a meeting to find out if participants felt the meeting, content, and presenters were high quality.

## Create a poll

1. If the Poll pod is not displayed, click the Pods menu and select Poll > Add New Poll.
2. In the upper left of the pod, choose Multiple Choice, Multiple Answers, or Short Answer.
3. Enter a question into the Poll pod. Then enter one or more answers if your choice is Multiple Choice or Multiple Answers. If your choice is Short Answer, you need not enter any answer.
4. Click Open.



### Close the answer period for a poll


At the upper right of the Poll pod, click Close. (Results are sent to Adobe Connect server). *Click continue a poll, click Reopen.*

### Edit a poll

1. Click Prepare in the upper-left corner of the Poll pod.
2. Edit the text.
3. Click Open.

### View poll results


As a host or presenter, you can view poll results. These results are updated in real time as participants continue to cast or change their votes.

1. In the upper-right corner of the Poll pod, click the menu icon .
2. Select Results Format, and choose a display option: percentages, numbers, or both.

The overall responses appear in the Poll pod. To view responses from individual participants, click View Votes.


### Show poll results to participants

By default, only hosts and presenters can see poll results, but you can show them to all participants by doing the following:


1. In the upper-right corner of the Poll pod, click the menu icon .
2. Select Broadcast Results.

### Navigate among polls

You can create multiple polls and navigate among them quickly and easily.

1. In the upper-right corner of the Poll pod, click the menu icon .
2. Choose Select Poll, and select a poll name.

### Clear poll answers

- 1 In the upper-right corner of the Poll pod, click the menu icon .
- 2 Select Clear All Answers.

## References:

1. <http://adobe.com> - Manuals and guides for using Adobe connect
2. <https://www.uky.edu/acadtrain/> University of Kentucky Academic Technology Training Library