Online Workshop Instructions – Adobe Connect

CSU Research Office professional development online workshops are run using Adobe Connect, an online webconferencing tool. In order to access workshops run via this platform, there are several steps you will need to follow (please note that you should only need to complete this process once for each computer you are using to access a workshop).

Prior to attending an online workshop, please take the time to review the following information. If you have any questions after reading through this information, please direct your enquiries to the Research Office.

All training times are displayed in Australian Eastern Standard Time (AEST - GMT + 10:00, Canberra, Melbourne, Sydney), or Australian Eastern Daylight Time (AEDT) when appropriate, so please ensure you check your relevant time zone against the displayed training times prior to attempting to join training:

Step 1. Computer setup
To ensure that your computer is set up and to view system requirements, you will need to go to the following url and run a connection test: https://connect.webqem.com/common/help/en/support/meeting_test.htm.

You should see the following screens when you click on this link:

Adobe Flash Updating:
If your version of Flash Player requires updating and you are using a CSU machine, please go to the ‘Install Software’ icon on your computer desktop to upgrade your Flash – you can find instructions for upgrading Flash via the Install Software icon here.

![Adobe Connect Connection Test](https://connect.webqem.com/common/help/en/support/meeting_test.htm)
If you are using a non-CSU computer, you can update your Flash directly via the Adobe Flash website. Please ensure that you either remove the tick next to the option “Yes, install Chrome as my default browser” or click on “Install Options” next to this text and remove the tick that says “Make Chrome my default browser” if you wish to go ahead with installing Google Chrome. Please note that you can download Flash Player WITHOUT installing Chrome. Google Chrome and Adobe Connect are incompatible, so if you have Google Chrome open during a workshop, you will experience freezing and audio issues.

Downloading Adobe Connect Add-in:

You may be asked to download the Adobe Connect Add-in, if prompted click on the Install button, and select “Yes” when you are asked if you’d like to install, as below:
When the connection test has successfully completed and the Adobe Connect Add-in has been successfully downloaded and installed, you will see the following screen:
Step 2. Connect to the Workshop

At the required date and time, click on the workshop link you would have received in your registration email, or the one provided in your calendar invitation, to access the workshop (see below for examples):

Once you click on the link you will be presented with a page similar to the following:

Enter the email ID that you used to register for the workshop, and then click on “Login” to access the Adobe Connect workshop. You will set up your audio once you get into the room (please read further for details).
Step 3. Audio/Video Setup

Once you are in the room, you will see a screen similar to the one below:

At the top of the screen, you will see a menu bar containing a number of items:

Click on the “Meeting” option in the menu bar, and then select “Audio Setup Wizard” (please note that you should only need to complete the Audio Setup Wizard process once for each computer you are using to access a workshop):
You will then be guided through a series of screens as follows:

1. Click on “Next” to begin the Wizard

   Select your microphone from the list and click on “Next” (if you are unsure, use “Select default device” to allow Adobe Connect to choose for you)

2. Click on “Record” to test your microphone. When you have finished testing, click on “Next”

3. Click on “Allow” to give Adobe Connect access to your webcam and microphone (depending on the workshop, you may not actually need to use your webcam).
5. The final step in setting up your audio during the session is to click on the drop down menu next to the microphone button, and select “Connect My Audio”

6. During the workshop you will be using VoIP for your audio. For the best audio experience we recommend you use a USB headset and microphone, for example, a Logitech USB headset as sold in the CSU Computer Shop, alternatively there are various brands of these available at major retailers at varying prices. You can also alternatively listen to the audio using your computer speakers (or earphones/headphones) and use the chat window for interaction, if you do not have a microphone.

CONGRATULATIONS, YOU HAVE COMPLETED THE SETUP PROCESS!