Introducing Adobe Connect
A New Tool for Senior Corps Webinars

What is Adobe Connect?

Adobe Connect is online meeting software similar to others that the Corporation for National and Community Service (CNCS) has used in the past, WebEx and Skype for Business. Starting in late August 2017, Senior Corps will use Adobe Connect for most of its webinars with grantees. For our audience and training plans, it has several advantages:

- It can run well even on limited bandwidth, meaning even users with relatively slow Internet connections can have a good experience
- It's simple to connect and participate in webinars
- It makes it easier for Senior Corps to engage guest speakers in its webinars
- It includes standard tools and templates to help us manage webinars more effectively

All this adds up to more training being delivered more effectively to our audience across the country.

How Do You Use Adobe Connect?

For each webinar, we'll provide a registration link, a connection link and instructions for audio. Though it may vary slightly webinar-to-webinar, the connection information will usually look something like this:

Training Title
Training description.

To connect:
Join the webinar at
https://educate.adobeconnect.com/seniorcorps/
Follow the instructions in the webinar for audio. We recommend using your computer's audio or having the system call you. Need to dial in? Call 1-800-832-0736. The room number is 226-8022.

Figure 1: Sample Connection Information

1. To join, all you need to do is click the URL we provide. **In the vast majority of cases, it will actually be the same URL you see above - https://educate.adobeconnect.com/seniorcorps/.** There may be limited exceptions, so we recommend double-checking, but for the most part, you can always use the same link to join a webinar.

2. When you click this link, it will open your default browser. **Adobe Connect runs within your browser window and can work with almost any popular browser, including Internet Explorer, Chrome and Firefox.**

3. The first time you join, it may ask you if you want to download a "plug-in." A "plug-in" is a small application that works within your browser. While this does improve users' experience, it is completely optional. **You do not need to download anything to use Adobe Connect.**

4. The system will then ask you to enter either login information, or your name and enter as a "Guest." **Unless you have your own Adobe Connect account for other reasons, login as a Guest.**

You can login with an Adobe Connect account or login as a Guest. Most users will login as Guests.

5. The first time you join, Adobe Connect may also show you some quick tips. Feel free to browse through these to learn more, or just close the dialog box to move on. You can check "Don't show this again" if you don't want to see these tips in the future.

Figure 2: Logging In.

6. Next, the system will show you your options for getting audio. **You have three options, and we recommend using two – "Using Microphone" and "Dial-out" most often:**

a. **Using Microphone (Computer/Device)** – This option will channel all sound through your computer. (Even though it only directly refers to your "microphone," it will also send audio *out* through your speakers.) This provides a completely integrated experience and is the recommended option for most users.

You have three options to get the webinar audio. In the order we recommend, they are: a) Using Microphone (Computer/Device), b) Dial-out [Receive a call from the meeting], c) Dial-in to the Audio Conference via Phone

Figure 3: Connecting to Audio

b. **Dial-out [Receive a call from the meeting]** – This allows the system to call you. All you need to do is enter your phone number and the system will call you and connect you right to the webinar. Let the system do the work for you!

c. **Dial-in to the Audio Conference via Phone** – Though it may be what you are familiar with from other systems, this is the least recommended way to get audio. While the quality of the audio is identical, you'll have to enter a little more information, namely the conference room number and an optional, system generated user-ID. This is most useful if you're not near a computer and can only call in. We'll share the dial-in information so it's available if you need it, but we strongly recommend using either of the other two options if possible.

7. **That's it!** Once you're in, what you see will vary depending on the specific session. You may first join a lobby space, or be connected to the webinar directly. You'll likely see a space for presenting and a chat box, among other tools. **Use the chat box provided in the webinar to 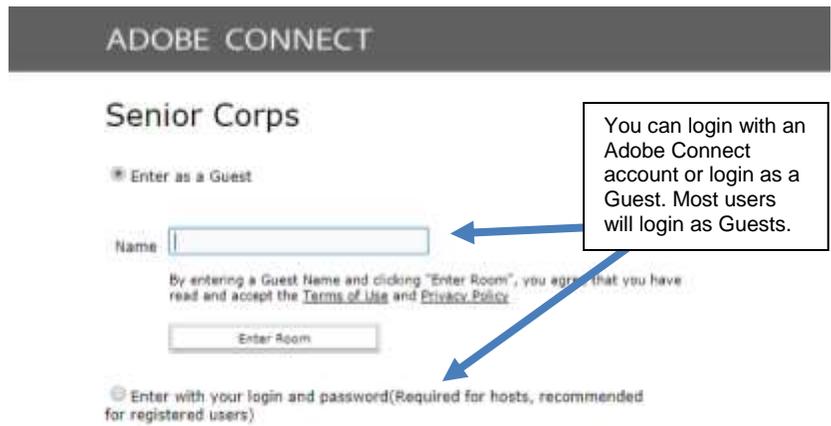let us know if you need any help.**