

## VIRTUAL MEETINGS

(April 2021)

This provides instructions on how to attend the National Institute for Genealogical Studies' Virtual Meetings. Virtual Meetings are offered to our students as a means to communicate with an instructor and provides a venue to ask questions about the courses or your research. These sessions are open to all, are optional, and attendance is not mandatory. Attend any session applicable to your course or research.

*Please read the following instructions in their entirety before you proceed.*

### How can I attend a virtual meeting?

The National Institute for Genealogical Studies uses Adobe Connect for all virtual meetings. There are two ways you can attend a virtual meeting:

- 1) via your Internet browser
- 2) via the Adobe Connect Desktop App

**Note:** In the first part of 2021 Adobe Connect platform transitioned away from the Flash format into HTML. If you have previously downloaded the Adobe Connect Desktop App, please ensure you have downloaded their latest version. If you have previously attended via your Internet browser, please ensure you are using an HTML browser and it is up-to-date. (See more details below.)

### Which option should I choose to attend a virtual meeting?

If you are an occasional virtual meeting participant (i.e., attending only 2 or 3 sessions a year), choose to attend via your Internet browser.

If you regularly attend virtual meetings, download the Adobe Connect Desktop App available for Windows and Mac users.

*For the best user experience,  
Adobe Connect recommends downloading the app.*

## How can I join a virtual meeting via an Internet browser?

***If you experience any issues when using your browser to attend a virtual meeting, download the app. It is recommended!***

- 1) You can join a virtual meeting via an HTML browser, such as Chrome, Firefox, Edge, or Safari. (An HTML browser is a functional software that can interpret and display HTML Web pages, applications, etc.) Please ensure you have the latest version of browser for the best experience!

You will NOT be able to attend via the old Flash-based Internet Explorer browser.

- 2) We post the virtual meeting URL that you will need to enter in your browser in several places.
  - a) We send out a monthly email with the upcoming virtual meetings which includes dates, times, and the meeting URL. Simply click on the URL or copy and paste the URL into your HTML browser on the appropriate date and time.
  - b) We send out reminder emails of virtual meetings. Follow the directions as given in #1 (above).
  - c) The virtual meeting schedule is available on our website. Go to <https://www.genealogicalstudies.com/>. In the top menu, select Information and then select Virtual Learning Room in the dropdown menu. Locate the session you would like to attend and click on the name. A new window will open and then click on the Location (i.e., “Genealogical Studies Virtual Meeting Room”). (See more instructions below on how to log in to Adobe Connect.)

**Note:** We provide our virtual meeting schedule in Eastern Time. To find your local time for a scheduled session, simply click on “Check Time” in the window that provides the Location.

- d) We post upcoming virtual meetings along with dates, times, and the meeting URL to our social media accounts:

National Institute Blog > <http://blog.genealogicalstudies.com/>

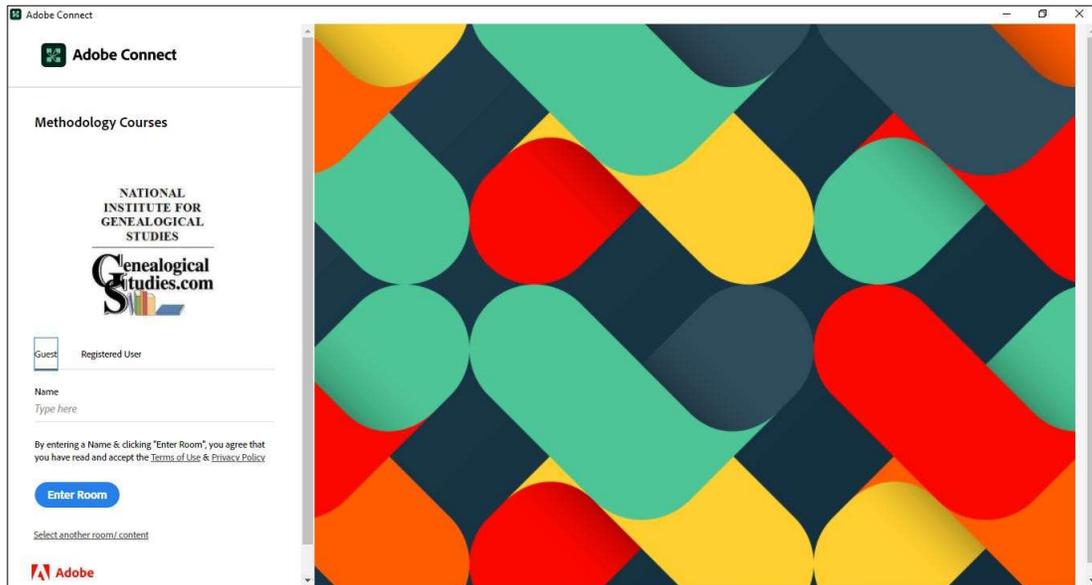
Facebook > [www.facebook.com/geneastudies](http://www.facebook.com/geneastudies)

Twitter > @GeneaStudies

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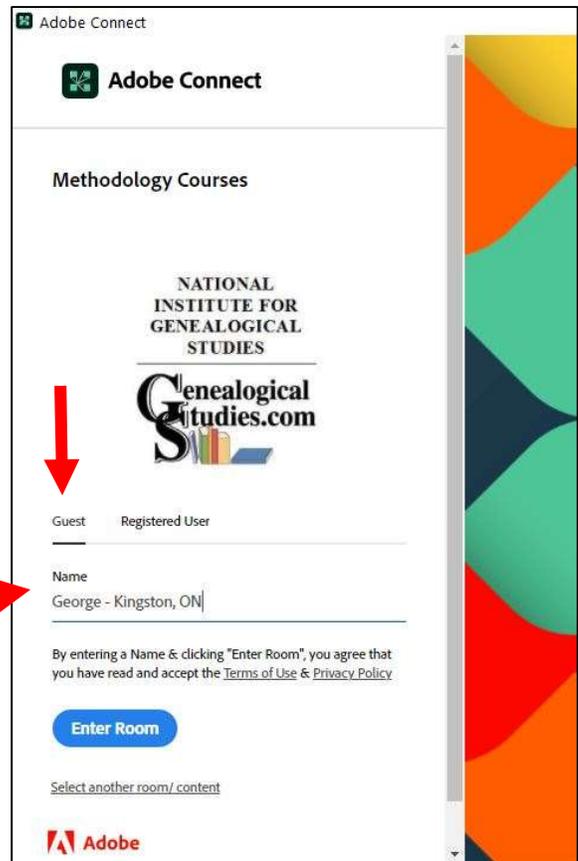
<https://www.genealogicalstudies.com/>

3) Once you have reached the Adobe Connect landing page, it should look like this:



You will enter as a “Guest” and enter your name. Please also include your location (e.g., Timmins, ON or Troy, MI).

DO NOT enter as a “Registered User”. No Username or Password is required.



Once you are inside the Virtual Meeting Room and if you experience any issues, see the Troubleshooting section below.

## How can I download the Adobe Connect Desktop App?

The Adobe Connect Desktop App is available for Windows and Mac users. Please go to the Adobe Connect download page at <https://helpx.adobe.com/adobe-connect/connect-downloads-updates.html> and scroll down to the “Meeting Applications for Adobe Connect” section to find the appropriate link.



**Adobe Connect Downloads and Updates**

Search Adobe Support

### Meeting Applications for Adobe Connect

Adobe Connect meeting applications are backward compatible with earlier versions of Adobe Connect. Please note that although there is currently no application for Linux, users on Linux (Ubuntu, Red Hat, and OpenSUSE) can still attend, host, or present in meetings in the browser.

- For Windows (64 bit): [Click here to install](#) (version 2021.3.27.64, posted 1-April-2021. [Release Notes](#))
- For Mac: [Click here to install](#) (version 2021.3.27, posted 1-April-2021. [Release Notes](#))
- MSI installer for IT Administrators: [Click here to download](#) (download version 2021.3.27 in .msi format, posted 1-April-2021). The application version that will reflect in Windows 'Program Files' screen will be 2021.3.27.64. The MSI file supports standard command-line switches. However, for complete details, please visit this [link](#).
- Standalone installer for Windows: [Click here to download](#) (download version 2021.3.27 in .exe format, posted 1-April-2021). The application version that will reflect in Windows 'Program Files' screen will be 2021.3.27.64.

ON THIS PAGE

- [Adobe Connect meeting application](#)
- [Patches for Adobe Connect \(licensed deployments\)](#)
- [Adobe Connect Apps](#)
- [Additional Downloads](#)

Applies to: Adobe Connect 10, Adobe Connect 11, Adobe Connect 9

Last Published: April 1, 2021

**Note:** Throughout 2021, Adobe Connect anticipates there will be more updates to their app. Prior to attending a virtual meeting, it is recommended you check to ensure your app is up-to-date (see instructions below).

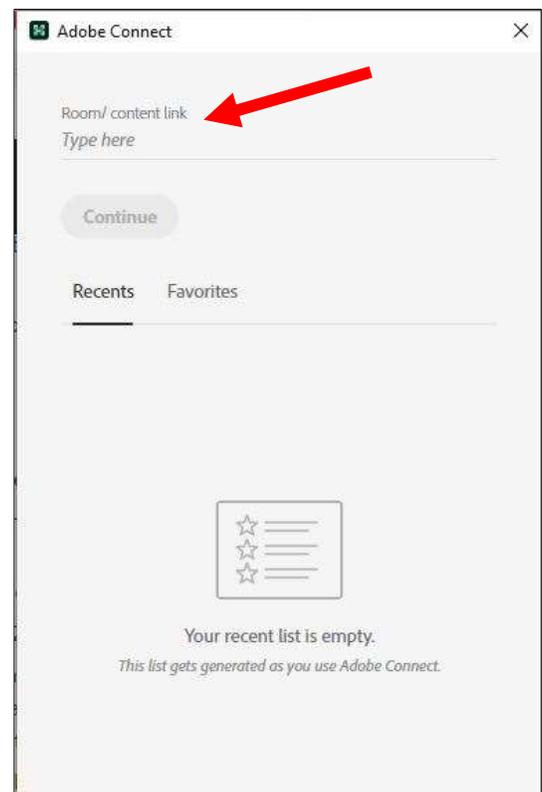
Once you have downloaded and installed the Adobe Connect Desktop App, open the app. You will see this window to the right.

Enter the Virtual Meeting Room URL. To find the URL, see the item #2 (above) in the “How can I join a virtual meeting via an Internet browser?” section.

When you attend the same Virtual Meeting often, such as Methodology, you can save the URL to your “Favorites” in the app.

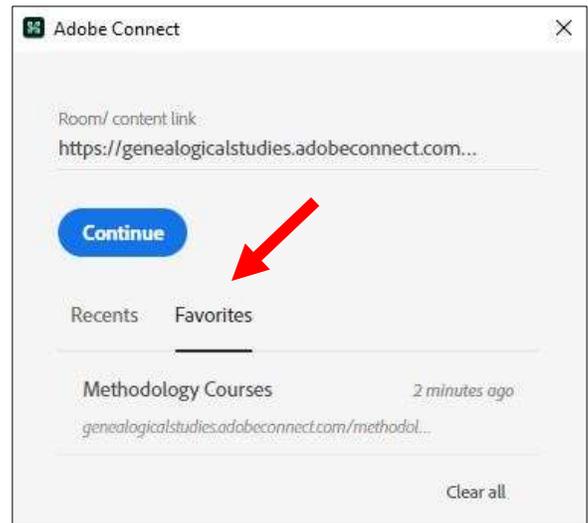
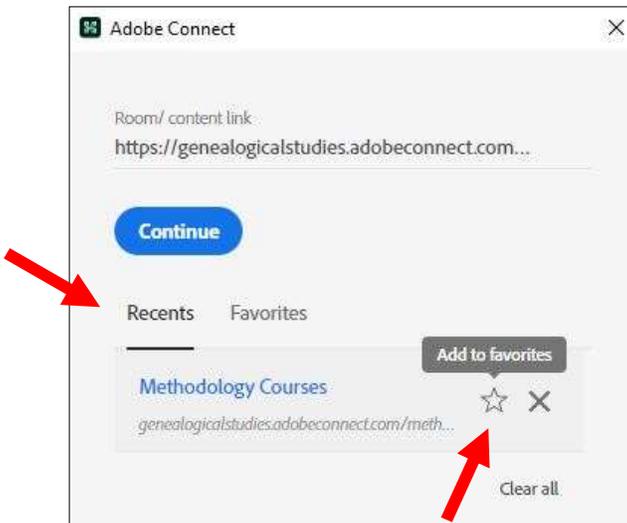
The session will appear under the “Recents” heading. Hover you mouse over the session and click on the star to “Add to favorites” (see image below).

The next time you want to attend a Methodology session, you will not need to re-enter the URL. Simply go to your Favorites and click on the Virtual Meeting you want to attend (see image below).



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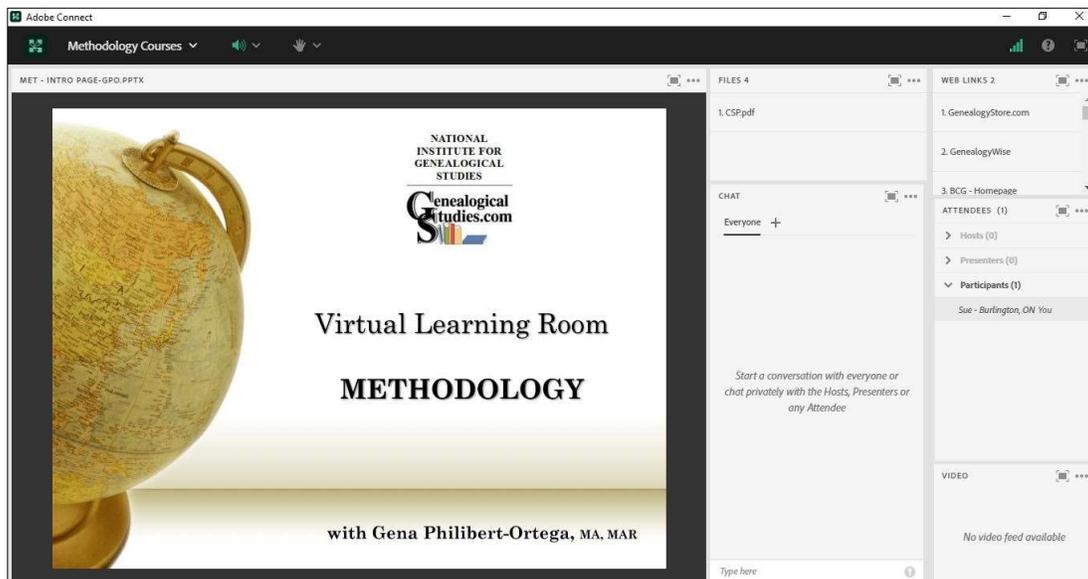
<https://www.genealogicalstudies.com/>



Once you have reached the Adobe Connect landing page to sign in, see instructions above in #3 of How can I join a virtual meeting via an Internet browser?

## What do I need to do once I've entered the Virtual Meeting Room?

When you enter the Virtual Meeting, it will look something like this:



You are not required to use your camera or microphone. To communicate with the Host instructor, simply type your message in the Chat area. The Host instructor is generally in the room about 15 minutes beforehand but may or may not be talking until the scheduled time. If you do not have any sound, check the chat area to see if others are experiencing the same problem. If you are the only one having issues, please see the Troubleshooting section below to resolve it.

## Troubleshooting

If you are experiencing issues with Adobe Connect, it could be for a variety of reasons. Some items to check include:

- 1) *Ensure your Adobe Connect Desktop app is up-to-date.*

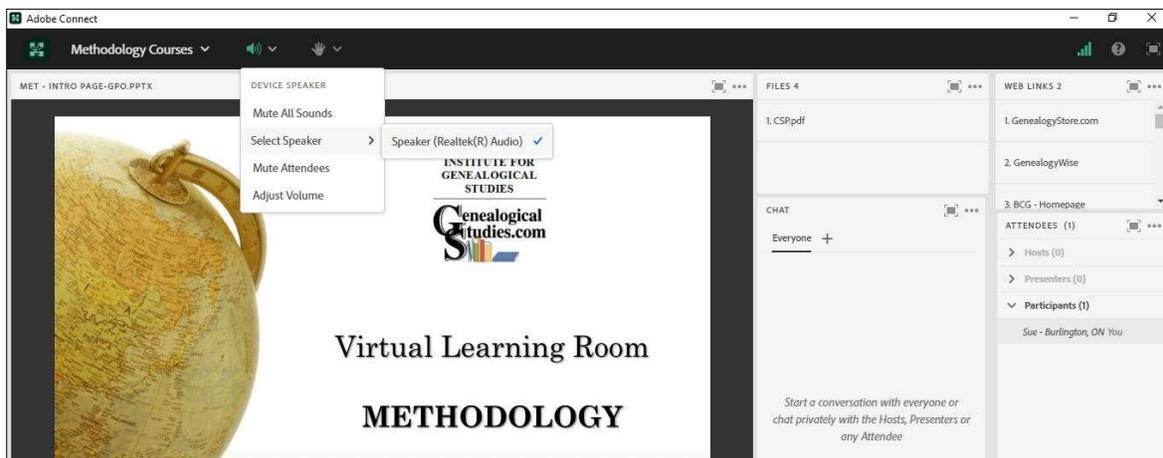
When you are in the Virtual Learning Room, at the top right of the screen is a ? in a circle. Click on that and a dropdown menu will appear. Click on “Check for updates”. It will tell you if you have the up-to-date desktop app. If you need to update, follow directions provided.

- 2) *Ensure you have enabled your speaker in Adobe Connect.*

When you are in the Virtual Learning Room, at the top left of the screen click on the arrow to the right of the session name. Then click on “Speaker & Microphone Setup”. A new window opens and you can test if your speakers are working.



If you do not hear a sound, close the window, and go to the Speaker icon to the right of the session name (towards the top left of the screen) and click on the arrow. Then click on “Select Speaker” and ensure your speaker has been selected (a check mark should appear beside the speaker’s name).



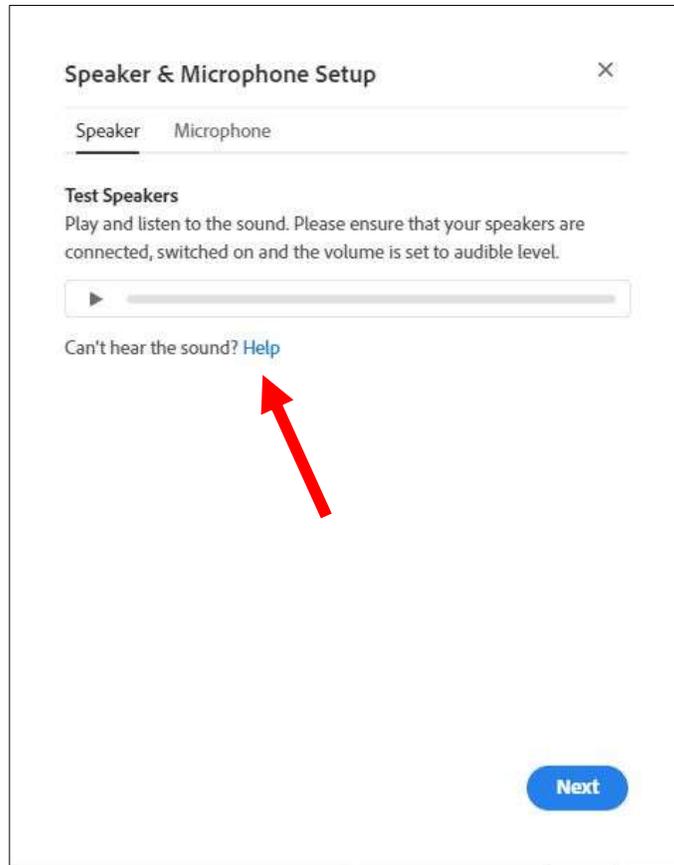
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<https://www.genealogicalstudies.com/>

### 3) *I still cannot hear the Host instructor.*

This could be happening for different reasons. Have you checked your speaker volume on your computer?

A common issue is you plugged in your headset or speakers after you entered the Virtual Meeting Room. Close Adobe Connect. Unplug your headset or speakers, wait about 30 seconds, and plug them back in again. Then enter the Virtual Meeting Room again and test your speaker (see #2 above). If the speaker is still not working, click on the Help link and follow the directions.



These are the most common problems you will encounter. If you have followed the instructions outlined in this document and are still experiencing problems, it is recommended you seek assistance from someone with technical knowledge about computers, like grandchildren.

For Adobe Connect technical support, contact:

- North America (24 hours a day, 7 days a week) - 1-800-422-3623
- Europe, Middle East, Africa, Asia, and Pacific (during normal business hours) - See phone numbers at <https://helpx.adobe.com/adobe-connect/adobe-connect-phone-numbers.html>

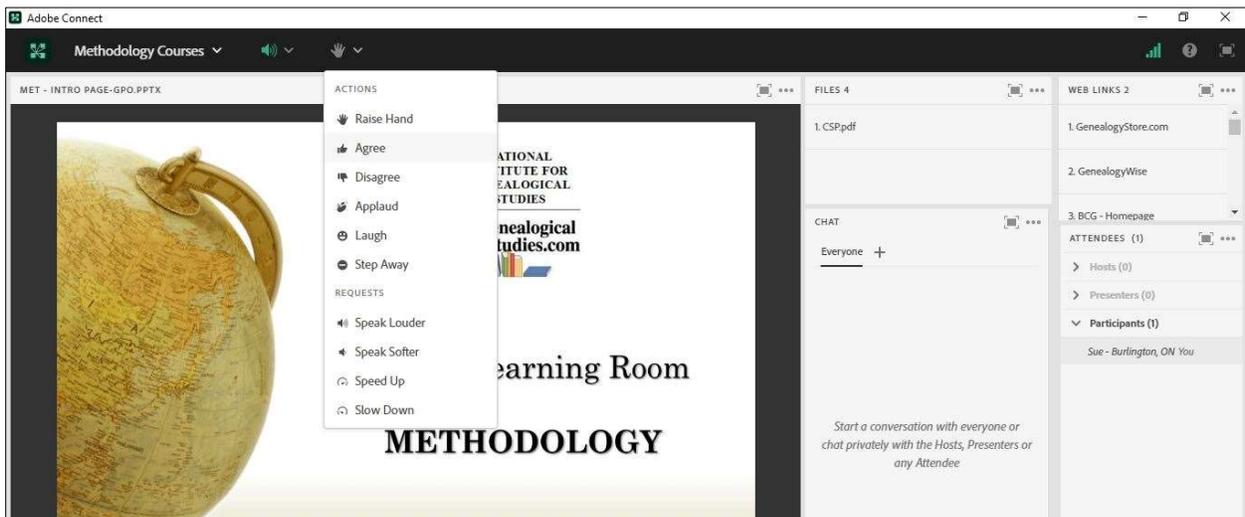
## Adobe Connect Features Participants Can Use

Adobe Connect has some features so participants can interact with the Host instructor. You have the ability to:

- ◆ Raise Hand
- ◆ Agree
- ◆ Disagree
- ◆ Applaud
- ◆ Laugh
- ◆ Step Away

You also have the ability to make Requests, such as:

- ◆ Speak Louder
- ◆ Speak Softer
- ◆ Speed Up
- ◆ Slow Down



## Just a reminder...

Visit the National Institute for Genealogical Studies' website ([www.genealogicalstudies.com](http://www.genealogicalstudies.com)), choose the menu item **Information**, and then **Virtual Learning Room** for a list of upcoming sessions. Click on the course name of the session you would like to attend, then click on the **Location** link to attend a session via a browser at the appropriate date and time.