

# Virtual Meetings & Adobe Connect

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. These sessions are optional and attendance is not mandatory.

If you are a student who has never participated in a Virtual Meeting, it is simple to attend. The platform we use is Adobe Connect making it possible for PC and Mac users to attend simply by clicking on a link or entering the URL into a web browser. If you need any help, please contact us at 1-800-580-0165. If the Virtual Meeting you want to attend is on the weekend or in the evening, please keep in mind that we may not be able to answer you immediately. Please do not wait until just a few minutes before the Virtual Meeting begins to try to access it as this may disrupt a scheduled session.

*Please read the directions in their entirety.*

## What You Will Need

Adobe Connect only requires that you have an Internet connection, a web browser and Adobe Flash Player (version 10.1 or higher) to attend a meeting. It supports Windows, Macintosh, Linux and Solaris, as well as most web browsers including Internet Explorer, Firefox, Safari, and Chrome.

Computer hardware needed to attend a Virtual Meeting include speakers, a microphone, or a headset with one or both. If you do not have a microphone, you can still participate—you have the ability to type your questions. Having a webcam is great! If you do not have a webcam, you can still participate—we just will not be able to see you.

## Your Computer and Adobe Connect

As already indicated, Adobe Connect can be used by PC and Mac users.

1. First, we recommend you test your computer prior to attending a Virtual Meeting. You can perform the test at:  
[http://na1cps.adobeconnect.com/common/help/en/support/meeting\\_test.htm](http://na1cps.adobeconnect.com/common/help/en/support/meeting_test.htm).
2. The Connection Test ensures your computer is ready to use Adobe Connect. It will:
  - check your version of Flash Player to see if it is supported
  - tests your connection to Adobe Connect
  - tests your connection speed
  - and, checks for the Adobe Connect Add-in

**NOTE:** Although the Connection Test checks for the Adobe Connect Add-in, as a Participant you are NOT required to install this on your computer.

3. If you do not pass the test, perform the suggested actions and run the test again. (Remember, as a Participant you are NOT required to install Adobe Connect Add-in on your computer.)

## Join A Meeting

There are two ways to Join a Meeting:

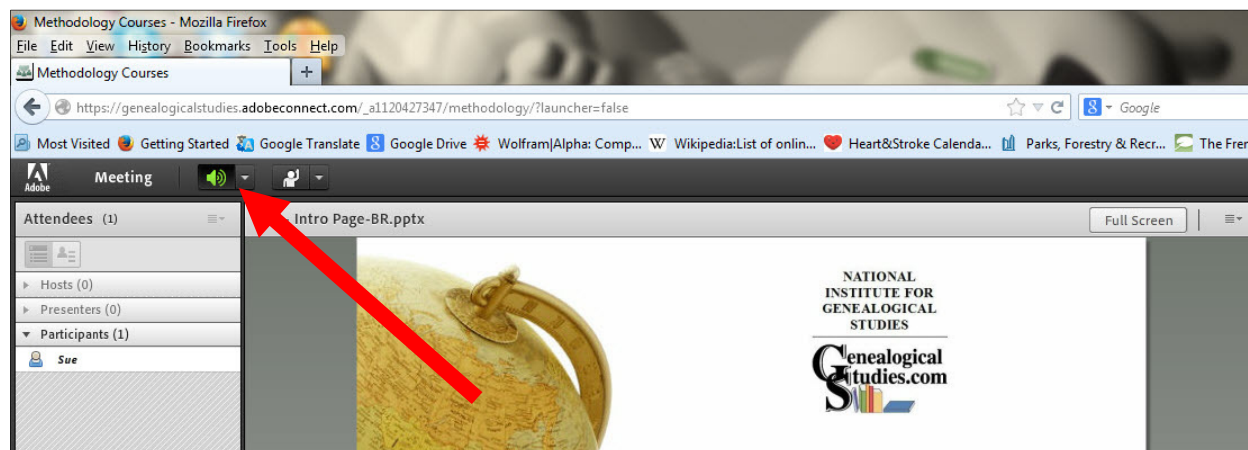
1. From your student briefcase area, once you are in your course, look in the top right hand corner. Click on the tab Chats/Logs. The date and times are listed. Click on the name of the course, followed by clicking on the location: Genealogical Studies Virtual Meeting Room.
2. Alternatively, you can go to the National Institute for Genealogical Studies website at: <http://www.genealogicalstudies.com/>. Click on the menu item **Information**, then click on **Virtual Learning Room**. Here you will find a list of upcoming sessions for all courses. Click on the name of the course you are interested in. In the new window that opens, click on the **Location** link.
3. You may also have received an email providing you with information regarding the National Institute's upcoming Virtual Meetings. With each Virtual Meeting listing in the email, there is a URL provided. Just enter the URL into your favorite web browser.

This will take you to a meeting login screen for Adobe Connect. You will **Enter as a Guest**. Type in your first and last name along with your state/province or country outside of North America (for example: John Doe - London UK). We realize the login does not request your location information, but the instructor finds your location helpful when answering questions. Then click **Enter Room**. The meeting will then launch in your web browser.

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## Virtual Meeting Audio

Once you have entered the meeting room, please locate your audio controls. Look for the Speaker and dropdown arrow towards the top left of your screen.



The instructor has the ability to enable your microphone and will enable this for all participants. When the participants have been given microphone rights, the Microphone icon will appear to the right of the Speaker. Please be courteous during the meeting and **Mute Your Microphone when you are not speaking**. Background noises can be disruptive during the Virtual Meeting.

## Share Your Webcam Video

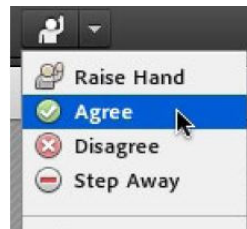
When you have a webcam and choose to share your image, you will need to click the **Start My Webcam** button in the main menu bar or Video pod. If you do not see the option to start your webcam, then the instructor has not enabled this function yet. Simply ask the instructor to enable the webcam option.

Once the webcam has been enabled you can see your image and you can then make adjustments to your camera position. You are then ready to click on **Start Sharing** your video with all those in attendance. To stop your video, hover your mouse (place mouse on top, but don't click) over the video image and click on the X near the top right of the image.

## Your Status

During a meeting you have the ability to indicate your status. The option include:

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



If you would like to ask a question during the session, please use the Raise Hand option.

## Chat (or Text) Option

If you do not have a microphone you can type a question for the instructor. Simply use the Chat pod to enter your question. Please be aware **everyone** is able to see your questions.

If you would like to chat (or text) someone in private, simply hover your mouse over the person's name in the Attendees pod (list of attendees) and select **Start Private Chat**.

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## Troubleshooting

Issue	Solution
I cannot get into the meeting	If you are having trouble joining a meeting, try the following: <ol style="list-style-type: none"> <li>1. Go to the Adobe Connect Connection Test page at: <a href="http://na1cps.adobeconnect.com/common/help/en/support/meeting_test.htm">http://na1cps.adobeconnect.com/common/help/en/support/meeting_test.htm</a>. Here you can verify that your computer meets all the necessary requirements. (Remember, as a Participant, you do NOT need the Adobe Connect Add-in.)</li> <li>2. Make sure your pop-up blocking software is not blocking your meeting window.</li> <li>3. You may be using a proxy server. To resolve this in Internet Explorer, select, Tools &gt; Internet Options &gt; Advanced tab. Then enable the setting Use HTTP 1.1 through proxy connections. After doing this, clear your cookies, close all browser windows and attempt to re-enter the meeting.</li> </ol>
I cannot hear any audio	Check that your computer speakers are turned on and your volume is set at an audible level
I have been granted rights to speak, but no one can hear me	If you are having trouble sharing your audio, try the following: <ol style="list-style-type: none"> <li>1. Make sure your computer microphone is not muted.</li> <li>2. Run the Audio Setup Wizard. To do this, select Meeting &gt; Audio Setup Wizard. The wizard will guide you through steps in which our computer is tuned for optimal VoIP.</li> <li>3. You may have elected to deny the Flash Player access to your computer's microphone. To verify this, right click in the meeting window and choose Settings. Here you can view your Flash Player settings. In the dialog box, choose Allow.</li> </ol>
The instructor is sharing their screen, but it is fuzzy	If you are having trouble seeing the instructor's screen, try clicking the Full Screen button near the top right.

If you continue to have issues, please call Adobe Connect Support at 1-800-422-3623 in Canada Mexico & United States, 1-800-016-837 in Australia, 0800-310-318 in New Zealand, and 00-800800-23623 in United Kingdom.



Although these Virtual Meetings are not compulsory, they can be fun and quite informative. If you've never attended, try it, you might like it!

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 the session at the appropriate date and time.