

# Adobe Connect Remote Support Workflow

Portions Adapted from Adobe Breeze User Guide  
(Appendix B: Breeze Meeting Workflow)

## Overview of Conducting a Virtual Support Meeting

-  1. Announcements are sent out to distributed campuses with instructions for requesting virtual support sessions that includes system requirements, preliminary meeting set-up instructions, and other support notes.
-  2. Users must follow a set of preliminary set up requirements to make sure that their computer and browser are ready to use Adobe Connect Professional (ACP).
-  3. User submits a request for remote support service and a link to Virtual Support Meeting is emailed with a time to start and duration. Additional technical details provided.
-  4. User clicks the link at the appointed time and meets a support e-Staff in the Connect meeting room.  E-Staff greets user and performs additional technical and pre-flight checks.
-  5. E-Staff then gathers the particulars about the support problem and further describes how the virtual support process will work.

## Pre-Meeting Set Up

### Host/Consultant - preliminary set up

- Submitted a requested for remote meeting
- May have created a meeting name/link/layout
- The consultant computer should be prepared for screen and application sharing. Issues to consider:
  - Reduce the number of open windows/applications
  - Close confidential materials
  - Computer screen resolution - high resolution monitor settings may be hard to read. Use the Scroll toggle to enlarge text when Sharing.

### Client/Presenter - preliminary set up

1. Require that they access the site 5-10 minutes early for technical setup
2. **Meeting Connection Diagnostic**  
This diagnostic test will ensure your computer and network connections are properly configured to provide you with the best possible Acrobat Connect Professional meeting experience. The diagnostic test checks for the following:
  - Supported version of Flash Player
  - Clear connection to Adobe Connect Enterprise
  - Bandwidth availability
  - Latest Acrobat Connect Add-in
3. If all tests pass successfully, you are ready to log in to your meeting.
4. **Additional Steps:**
  - If this is their first Acrobat Connect Professional meeting, you might want to take a few minutes to learn more. Visit the [Adobe Connect Enterprise Resource Center](#) for self-paced tutorials, best practices and help documentation.
  - View a self-running [Acrobat Connect Professional meeting simulation](#) to familiarize yourself with the Acrobat Connect Professional meeting experience.
5. Require that they use the Audio Setup Wizard: from the Meeting drop-down menu, select Audio Setup Wizard and follow a series of on-screen prompts to set up your microphone.
6. Invitation preparation instructions should suggest the client prepare computer for screen and application sharing. Issues to consider:
  - Reduce the number of open windows/applications
  - Close confidential materials
  - Computer screen resolution - high resolution monitor settings may be hard to read. Use the Scroll toggle to enlarge text when Sharing.

## Adobe Connect Remote Support Workflow

When you use Adobe Connect for a remote support session, a typical workflow is to create, set up, prepare, interact, and close a meeting. We may perform some or all these activities in our support process. Certain activities such as creating a meeting take place in Connect Manager, but most of the tasks in the workflow below are completed in the meeting room unless otherwise noted.

### Task 1: Create a meeting *in Connect Manager* (host)

- Set up your meeting by logging in at: <http://webcon.gmu.edu> with your username and password. If you forgot your password, there is a link on the page to reset your password and it will be emailed to you. You may use the generic IRC account for the consults or your own personal one?
- Create a new meeting or use an existing one.
  - Suggest use default Remote Support templates?
- Send invitations -- the link or add their name to meeting (requires client have Connect account)

### Task 2: Technical Presets for the remote meeting room (host)

Perform the following steps if not previously preset:

- Control access to meeting room:  
Choose the Meeting drop-down menu from the top menu and select "**Auto-Promote Participants to Presenters**". This gives participants proper permission from the start to participate using the most features without concern that they will obstruct things. Optionally, you may do the following:
  - a. Choose each person from attendee list and go to Pod options and choose **Change Enhanced Participants Rights** and then check individual features boxes.
  - b. Promote to Host, if needed
- Set meeting room connection properties
  - a. Recommend they set connection speed to DSL
  - b. Turn on audio/video
- Set up your meeting to collaborate with Audio by selecting the following:
  - a. From the **Meeting** drop-down menu, select **Audio Setup Wizard** and follow a series of on-screen prompts to set up your microphone.

### Task 3: Prepare the remote meeting room (host)

- Add layouts
- Add/delete pods (small display windows)
- Move or resize pods
- Add content from Content library to a Share pod
- Add content from your computer to a Share pod (client/presenter)
- Prepare Note, Chat, Web Links, File Sharing, Q&A, and Camera/Voice pods.

### Task 4: Conduct the remote support session (host-client)

- Choose content to display
- Show a Captivate movie or PowerPoint show
- Lay a whiteboard over content to add text and annotations
- Share your desktop ., a window, or an open application on your co0mpuer
- Make the layout full screen or restore it to its original size
- Maximize a pods or restore it to its original size

### Task 5: Conclude the remote support session (host-client)

- End meeting: File> Exit meeting or Close X
- Stop Recording
- Run reports (*in Connect Manager*)

## Virtual Support Communication and Collaboration Recommendations

1. Phone - maybe preferred mode for most clients?
  - Audio bridge conference vs. phone conference using standard telephone/cell phone connections may involve costs.
2. Audio
  - Audio Setup Wizard (and under Advanced Settings> choose ½ duplex)
  - Choose audio connections speed = DSL
  - It is highly recommended that headsets are used, as opposed to standalone speakers and microphones. Headsets avoid many audio difficulties, including extraneous noise and feedback. USB headsets are the simplest to install and tend to offer the highest fidelity.
  - When changing audio inputs (mics) or settings, you should reconnect to the Connect server, i.e., restart the session, for these changes to take effect.
3. Video - don't use video if your primary uplink connection is a modem.
4. Procedures for when to share vs. take control and how to use collaborative control
  - To request control of the client's computer, the client must first enable Sharing of computer (see <http://www.adobe.com/support/connect/help/settings/screensharing.html>)
5. Pre-upload files required for session

### Additional Resources

- Adobe Resources
  - Read Getting Started and the other training materials on the Adobe Connect web site.
    - <http://www.adobe.com/resources/acrobatconnect/>
- GMU/IRC staff test recordings:
  - <http://webcon.gmu.edu/p22106901/>
- UMUC Overviews
  - <http://coursedev.umuc.edu/Breeze/>
  - [http://coursedev.umuc.edu/Breeze/Creating\\_Recordings.html](http://coursedev.umuc.edu/Breeze/Creating_Recordings.html)
- Darden Examples:
  - <http://collaborate.darden.virginia.edu/p63911717/>
  - <http://collaborate.darden.virginia.edu/p90043864/>

### Related Reading

- Virtual Meetings: <http://www.educause.edu/LibraryDetailPage/666?ID=ELI7011>
- E-Coaching: <http://www.careerjournaleurope.com/hrcenter/astd/features/20051128-astd.html>