

**ACROBAT® CONNECT™**

**PROFESSIONAL**

USERS' GUIDE

OF BASIC FEATURES



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## 1 INTRODUCTION

This document serves as a Users' Guide to the basic features of Acrobat® Connect™ Professional (Adobe Connect) and was developed to support the Training/Technical Assistance Center (T/TAC) staff members as they use Adobe Connect.

Adobe Connect, a product of Adobe Systems Incorporated, is a web-conferencing tool that allows attendees to share documents, computer desktops, and virtual whiteboards for the purpose of synchronous collaboration, including training presentations, at a distance.

This document includes screen shots of the various features of Adobe Connect as a way to provide guidance on the steps required to use the features. Adobe product screen shot(s) reprinted with permission from Adobe Systems Incorporated.

## 2 ACCESSING ADOBE CONNECT

### 2.1 Request to Schedule a Meeting

If you would like to request to schedule a meeting via Adobe Connect, please contact a George Mason University (GMU) T/TAC Assistive Technology (AT) Priority Project team member. You will need to provide him/her with the desired date and time of the Adobe Connect meeting, and with the names and email addresses of all of the attendees. User accounts in Adobe Connect will be set up for each of your meeting attendees if they do not already have accounts. Please allow some time for the GMU T/TAC AT Priority Project team member that you contact to get the meeting set-up.

### 2.2 Attendees Accounts Set-up in Adobe Connect

All first time users of Adobe Connect will need to have an account established for them in Adobe Connect. The GMU AT Priority Project team member that has received your meeting request will need to send the names and emails addresses of the desired attendees to [VTC@gmu.edu](mailto:VTC@gmu.edu) for attendees' accounts to be established.

Once their account has been established, the meeting attendees will receive an email notification (similar to the one shown to the right) of their account's creation including their login name and initial password.

From: Administrator  
Date: Mon, Mar 24, 2008 at 5:40 PM  
Subject: Adobe Connect Enterprise User Information  
To: [ttaconlineuser@gmail.com](mailto:ttaconlineuser@gmail.com)

Hello TTAC onlineuser,

Welcome! A user account has been created for you on Adobe Connect Enterprise by the Administrator.

Adobe Connect Enterprise is an integrated web communication solution for real-time meetings, eLearning, and online presentations that audiences can see and hear anytime, anywhere, through any standard web browser. Depending on which applications your organization has selected, you'll be able to use Connect Enterprise to deliver rich, engaging content through live meetings, online training courses, on-demand presentations, or all three.

Your account information is as follows:

Adobe Connect Enterprise Account:

Account Name: Enterprise Account  
Administrator Contact Information: [vtc@gmu.edu](mailto:vtc@gmu.edu)

Please use the following login and password when accessing Adobe Connect Enterprise:

Your Login ID: [ttaconlineuser@gmail.com](mailto:ttaconlineuser@gmail.com)  
Your Password:

To begin using Adobe Acrobat Connect Professional, please browse to the following "Getting Started Guide" at

<http://webcon.gmu.edu/common/help/en/support/startmain.htm>

### 2.3 Scheduling a Meeting

Once the attendees' accounts have been created in Adobe Connect, the GMU AT Priority Project team member that received your meeting request will need to schedule your meeting in Adobe Connect. Currently, the actual scheduling of meetings in Adobe Connect can be done **only** by the GMU AT Priority Project team members. After [logging](#) into Adobe Connect:

1. The Adobe Connect *Home* page will be displayed.
2. On the left hand corner below the menu bar click on *New Meeting*.

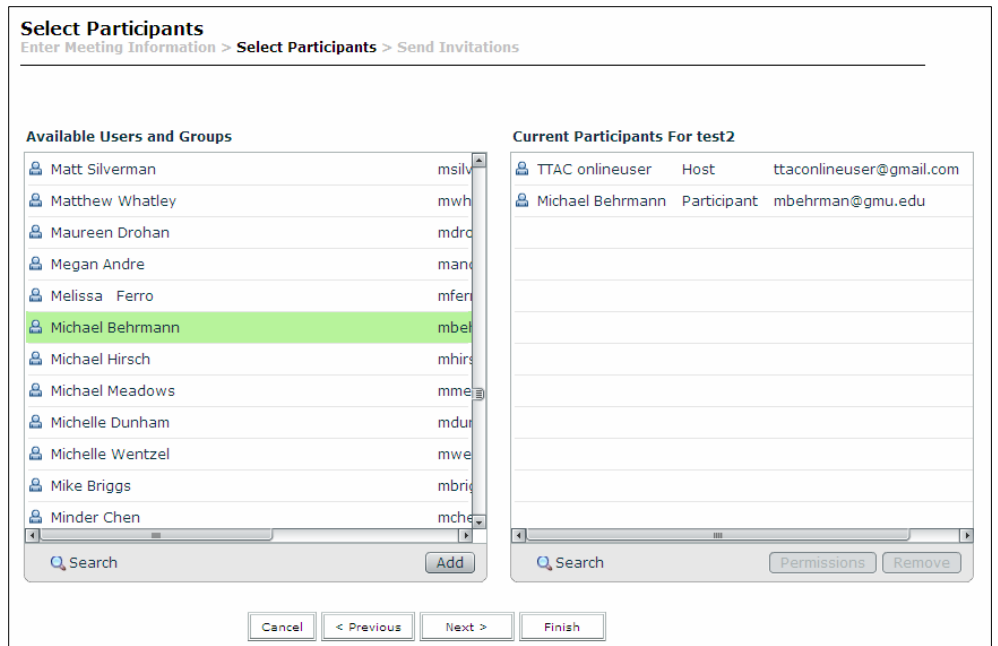


3. The *Enter Meeting Information* screen will be displayed for the GMU AT Priority Project team members to enter the meeting information.

4. When the meeting information has been entered, click on the *Next* button at the bottom of the page.

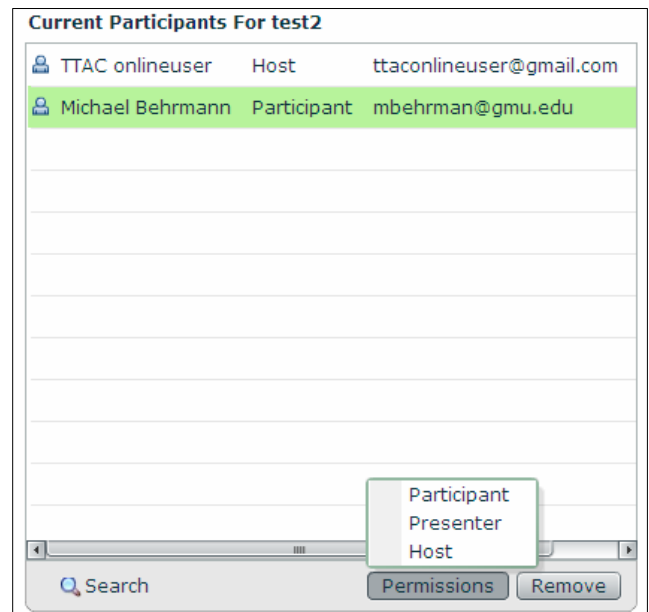


5. The *Select Participants* screen will be displayed.
6. From the *Available Users and Groups* list on the left side of the screen, click on the name of the desired attendee.
7. Click on the *Add* button after selecting each attendee.



8. Once all of the attendees have been selected, the GMU AT Priority Project team members may change the attendees' status from *Participant* to *Presenter* or *Host*. To do so:
  - a. Click on the attendee's name from the *Current Participants* list.
  - b. Then click on the *Permissions* button.
  - c. Then make the desired selection of either *Presenter* or *Host*.

By assigning a *Participant* to the *Host* role, the GMU AT Priority Project team members will not be required to log in to get the meeting started. The person assigned as the *Host* will then have the ability to log in at the scheduled meeting time and run the meeting. For more information on the various attendee levels and responsibilities, see the [Three Levels of Attendee Privileges](#) section.



9. Once all of the attendees have been selected and their permissions established, click on the *Next* button at the bottom of the *Select Participants* screen.

10. The *Send Invitations* screen will be displayed
11. Choose the desired invitation options.
12. Click on the *Finish* button.

**Send Invitations**  
Enter Meeting Information > Select Participants > Send Invitations

This feature allows you to send invitations to your meeting invitees. These invitations include the URL, start time, end time and description of the meeting.

Send E-Mail Invitations:  Send Invitations  
 Do not send invitations

To:

Subject:

Attach Microsoft® Outlook™ calendar event (iCal) to e-mail message:  Yes

Message Body: 

Please join me in an Adobe Acrobat Connect meeting.  
  
 Meeting Name: test2  
 Summary:  
 Invited By: TTAC onlineuser (ttaconlineuser@gmail.com)  
 When: {meeting-time}  
 Time Zone: {time-zone}

## 2.4 Notifying Attendees

Once the meeting has been scheduled in Adobe Connect, the attendees will receive an email that includes the date, time, and meeting URL.

## 2.5 Getting the Required Hardware

To participate in an Adobe Connect meeting, all attendees will need a computer with high-speed internet access.

All attendees will also need headphones with a built in microphone.

**Please note:** If you use the microphone built into your computer, there will be audio feedback on the session that will be disruptive to the other attendees. The headphones with built in microphone help to eliminate audio feedback and drown out background noises. To use the microphone that is part of a headset, some users (typically Macintosh users) will need an analog-to-digital adapter, such as the one shown to the right, to properly connect the headset to the computer.

If desired, attendees may also use a web camera. If the Adobe Connect meeting appears to be slow, the web camera may be causing internet bandwidth conflicts—making it necessary to unplug the web cameras to continue with the Adobe Connect meeting.



## 2.6 Setting up Adobe Connect on Your Computer

The first time that you use Adobe Connect, there are some things that must be done to get the computer that you will be using ready. Click on the link to the [Getting Started Guide](#). Perform the first three steps to:

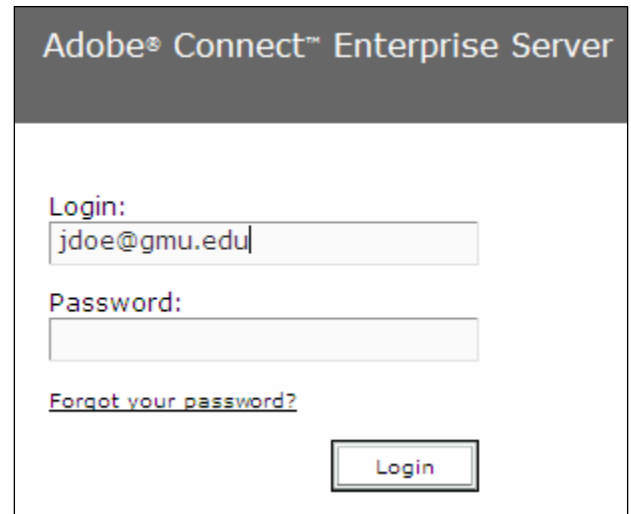
1. Install Adobe Connect Add-In on your computer. **Please Note:** You may need to check with your System or Network Administrator to be sure that you have the permissions to allow you to install the add-in on your computer.
2. Test your computer.
3. For Windows users only, install Adobe FlashPaper.

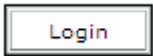
## 2.7 Logging into a Meeting

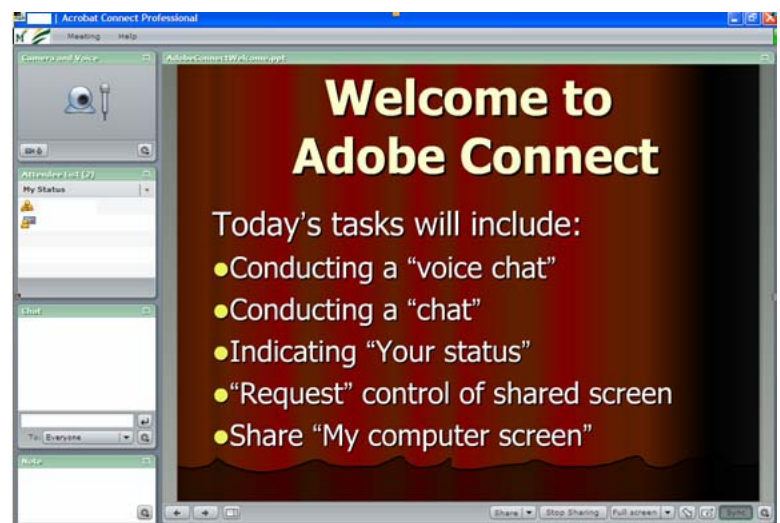
After setting up your computer for Adobe Connect, click on the meeting link that was listed in the email invite that you received or go to <http://webcon.gmu.edu>.

The *Adobe Connect Enterprise Server* login screen will appear.

1. Enter your full email account name in the *Login* box.
2. Enter your password in the *Password* box.
  - a. If this is the first time that you have used Adobe Connect, use the password that was sent in the email invite. After logging in for the first time, you will be prompted to change your password.
  - b. If you have used Adobe Connect previously, use the password that you have used in the past. If you cannot remember your password, click on the *Forgot your password?* link to receive instructions via email for changing your password.



3. After entering your login name and password, click on the *Login* button.
4. Once you have logged into the meeting Adobe Connect will begin to load.
5. The screen for your meeting will then be displayed.





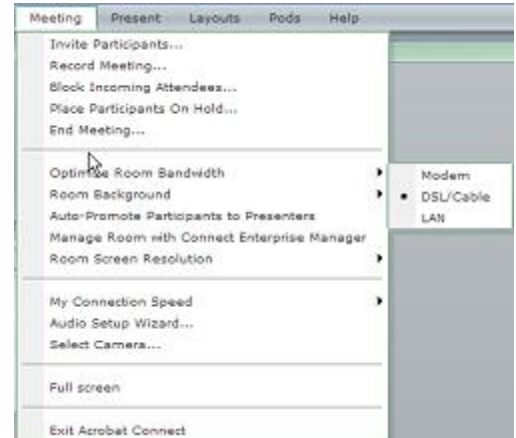
## 2.8 Best Practices (Optional but Highly Recommended)

To achieve the best experience when using Adobe Connect, it is also recommended to adjust certain settings. This is optional but highly recommended for the user.

### 2.8.1 Optimizing Room Bandwidth

For best results, the room bandwidth has to be set to DSL.

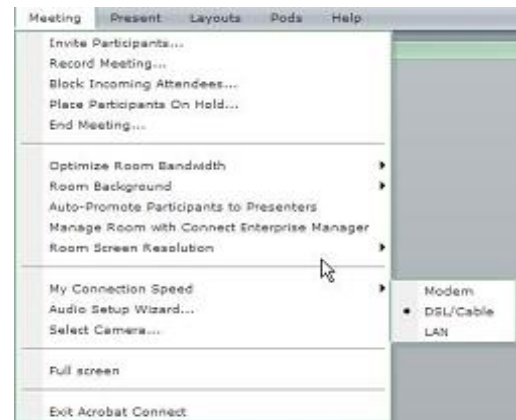
1. Click on *Meeting* in the top menu bar.
2. Click on *Optimize room Bandwidth*.
3. Select *DSL/Cable*.



### 2.8.2 Connection Speed

Adobe Connect performs best when your computer's connection speed is set to DSL-even if you have a LAN connection.

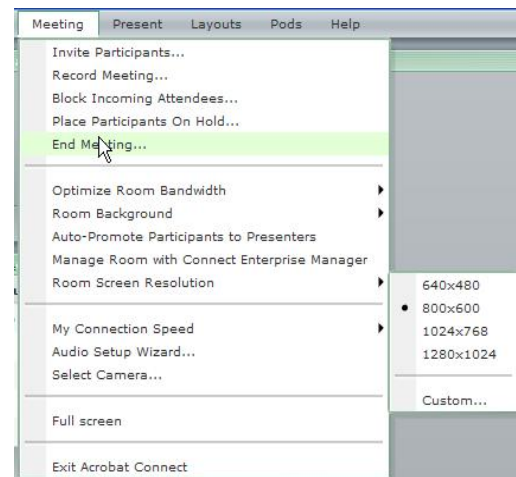
1. Click on *Meeting* in the top menu bar.
2. Click on *My Connection Speed*.
3. Select *DSL/Cable*.



### 2.8.3 Room Screen Resolution

Since everyone does not have the same display, it is recommended that you always set your room resolution to 800x600 to avoid cutting off part of the screen on certain monitors.

4. Click on *Meeting* in the top menu bar.
5. Click on *Room Screen Resolution*.
6. Select *800x600*.








### 3 THREE LEVELS OF ATTENDEE PRIVILEGES

There are three levels of attendees in Adobe Connect. Each level comes with certain permissions or privileges. To determine your attendee level, place the cursor over your name in the *Attendee List*. The icon and label for your attendee level will be displayed next to your name. **Please note:** The attendee level icons are displayed in the Table1: Attendees' Privileges next to their respective titles. If additional privileges are required, the *Host* may promote your level.

The table below displays the privileges for each attendee level.

**Table 1: Attendees' Privileges**

	<i>Host</i> 	<i>Presenter</i> 	<i>Participant</i> 
<a href="#"><u>Schedule Meeting</u></a>	✓		
<a href="#"><u>Invite Attendees</u></a>	✓		
<a href="#"><u>Change Attendees' Level</u></a>	✓		
<a href="#"><u>Control Meeting Room Layout</u></a>	✓		
<a href="#"><u>Record a Meeting</u></a>	✓		
<a href="#"><u>Collaborate</u></a>	✓	✓	
<a href="#"><u>View Share Pod</u></a>	✓	✓	✓
<a href="#"><u>Voice Chat</u></a>	✓	✓	
<a href="#"><u>Text Chat</u></a>	✓	✓	✓
<a href="#"><u>Indicate Status</u></a>	✓	✓	✓

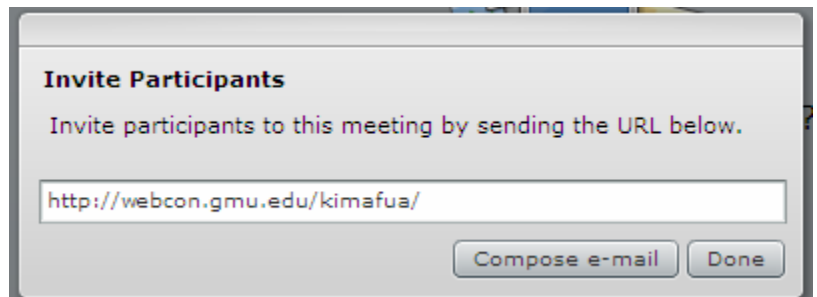
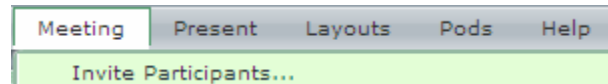
## 4 HOSTING A MEETING

As a *Host*, some of the privileges that you most frequently may want to use are listed below:

### 4.1 Invite Additional Participants

As the *Host*, you may invite additional participants.

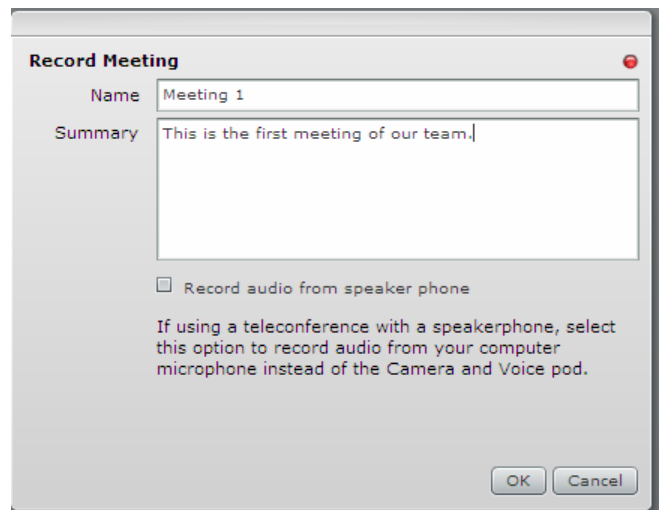
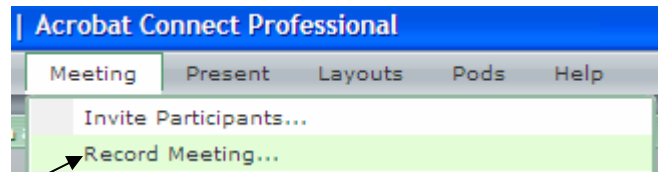
1. Click on *Meeting* from the menu bar at the top of the Adobe Connect screen.
2. From the drop down menu under *Meeting*, click on *Invite Participants*.
3. The *Invite Participants* screen will be displayed. From there you can copy the meeting URL into an email that you compose in your email system to invite additional participants.



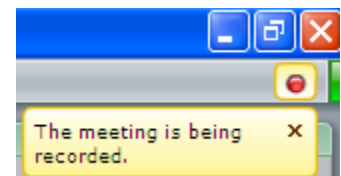
### 4.2 Recording a Meeting

As the *Host*, you may record a meeting.

1. Click on *Meeting* from the menu bar at the top of the Adobe Connect screen.
2. From the drop down menu under *Meeting*, click on *Record Meeting*.
3. The *Record Meeting* screen will be displayed.
4. Complete the *Name* field
5. Complete the *Summary* field.
6. Click on *OK*.




7. Meeting attendees will then see a message on the upper right hand corner of their screen indicating that the meeting is being recorded.

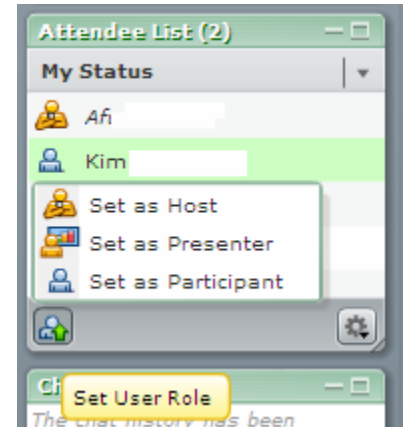


### 4.3 Changing an Attendee's Level

As the *Host*, you may want to change an attendee level of privileges.

**Please note:** Attendees at the *Participant* level do not have *voice chat* privileges. For a more collaborative environment, it would be best to promote all attendees to the *Presenter* level.

1. In the *Attendee List* pod, click on the name of the attendee for which you will be changing their privileges.
2. Click on the *Set User Role* icon 
3. From the menu, select the desired role:
  - Set as Host
  - Set as Presenter
  - Set as Participant



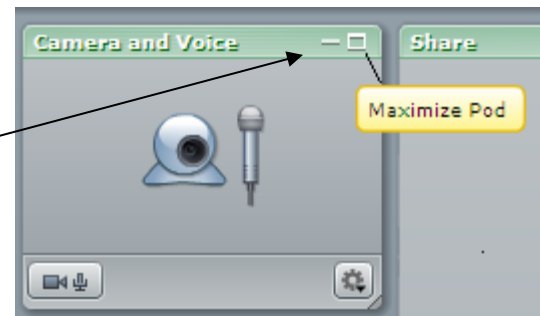
### 4.4 Managing the Pods

*Pods* in Adobe Connect are the separate sections on the screen that are there for performing various functions such as the [Camera and Voice](#) pod or the [Chat](#) pod. As *Host*, you can manage all the pods in the meeting area.

#### 4.4.1 Closing or Maximizing a Pod

As the *Host*, you may also maximize or close a pod directly from the Adobe Connect screen.

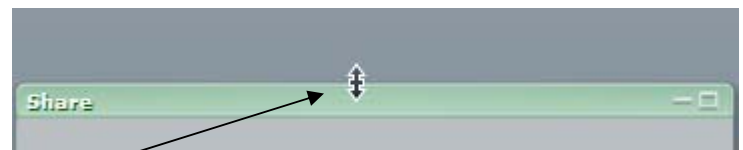
1. Go to the pod that you wish to change.
2. Click on the *Hide Pod* icon to close the pod.
3. Or click on the *Maximize Pod* icon to maximize the size of the pod.



#### 4.4.2 Moving or Resizing a Pod

As the *Host*, you may move or resize the pods on the screen to make a particular pod more prominent.

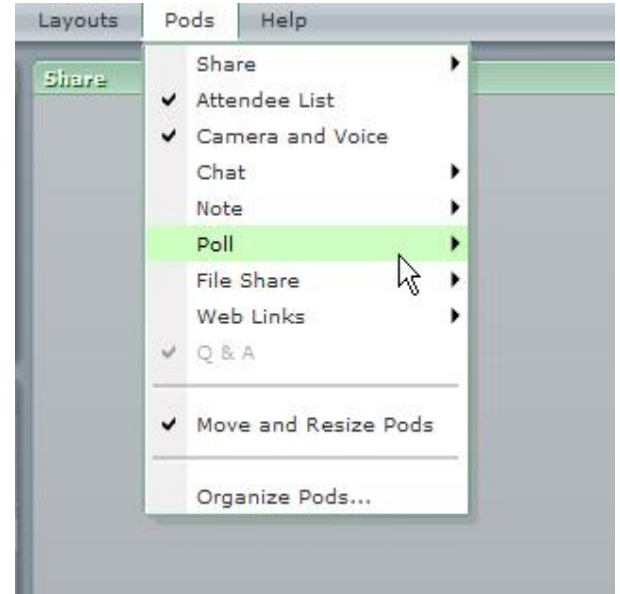
1. Go to the edge of the pod.
2. When you see the double arrow icon, drag the edge of the pod the desired direction.



### 4.4.3 Displaying the Pods

The *Host* can determine which pods should be displayed or not displayed. To manage which pods are being displayed:

1. Click on *Pods* from the menu bar at the top of the Adobe Connect screen.
2. Select the desired pod that you want to display or not display.
3. When selected, the pods to be displayed on the screen will be checked and the pods that are not to be displayed on the screen will not have a check mark.

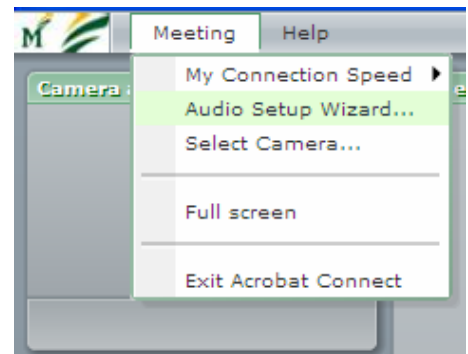


## 5 COMMUNICATE

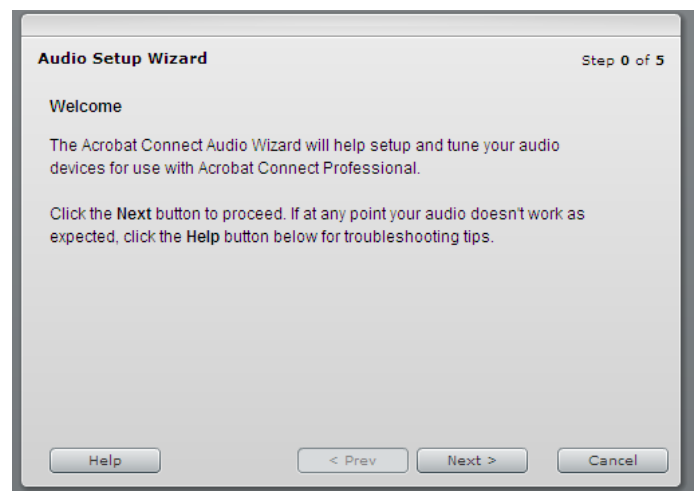
### 5.1 Running the audio check

If you have *Host* or *Presenter* privileges, you will be able to communicate using your headphones with built in microphone. To do so you must run the *Audio Setup Wizard* to verify that your audio is working properly. After plugging your headphones with built in microphone into your computer:

1. Click on *Meeting* from the menu bar at the top of the Adobe Connect screen.
2. From the drop down menu under *Meeting*, click on *Audio Setup Wizard*.
3. The *Audio Setup Wizard* will then be displayed.
4. Follow the directions on the five screens of the *Audio Setup Wizard* to verify that your audio is working properly.




**Please note:** If your computer uses the Macintosh OS X operating system, you will need to select your headset/microphone in order to make it active. From either the dock or from the Apple icon, open "System Preferences" and then select "Sound". A three-tabbed dialogue will appear. Under both the "Input" and the "Output" tabs, make sure the name of your headset/microphone is selected.

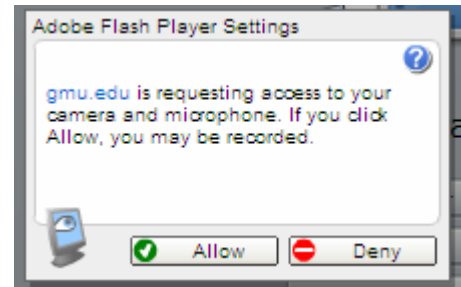



## 5.2 Voice Chat (Camera and Voice pod)

Voice chat allows attendees granted *Host* or *Presenter* privileges to verbally chat during an Adobe Connect meeting, permitting collaboration during the session. After running the [Audio Setup Wizard](#) and passing the verification checks:

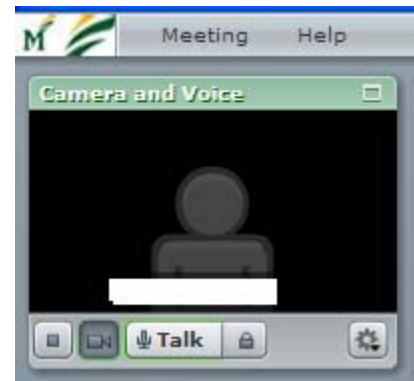
1. In the *Camera and Voice* pod, click on the *Microphone* icon. 

2. The *Adobe Flash Player Settings* pop-up will appear. Click on the *Allow* button. 




3. With a left click of your computer's mouse, hold the *Talk* button. 
4. Say "Hello."
5. Release the *Talk* button to mute your microphone.

**Please note:** If two or more attendees are talking at the same time, you will not be able to clearly hear what each attendee is saying.



### 5.3 Text Chat (Chat pod)

Text chat allows all attendees text chat similar to an instant messaging tool.

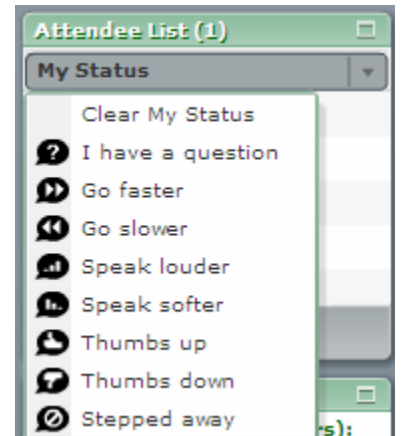
1. Click in text chat box in *Chat* pod.
2. Type your message into the text box.
3. Click on the drop down arrow next to *Everyone* and select another meeting attendee's name if the message is privately being sent to another meeting attendee.
4. If the message is to be seen by all meeting attendees, leave the *Everyone* option displayed.
5. Hit *enter* on your computer's keyboard or click on *Adobe Connect Send* icon  to the right of the text box to send your message.
6. Your text chat will appear in the *Chat* window.



### 5.4 Indicate Status (Attendee List pod)

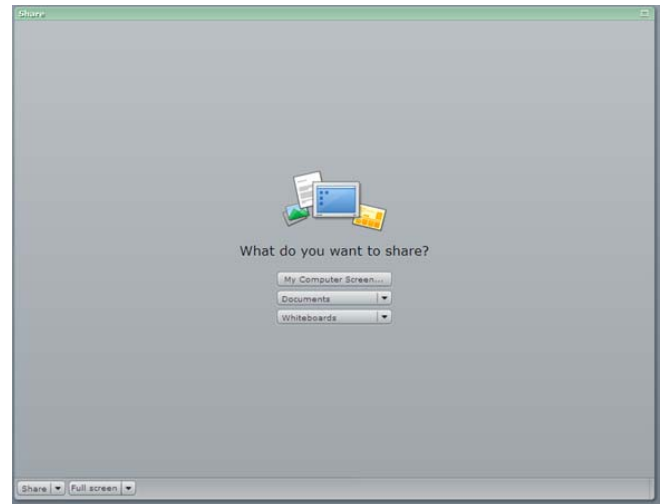
Indicate status in the *Attendee List* pod allows all attendees to click on an icon from the *My Status* icon list.

1. Click on the drop down menu next to the *My Status* bar.
2. Select the desired icon.
3. The selected icon will display next to your name.
4. To clear status, click on the drop down menu next to the *My Status* bar and select *Clear My Status*.



## 6 COLLABORATE (SHARE POD)

The following components of Adobe Connect are located in the *Share* pod and allow attendees with *Host* or *Presenter* privileges to collaborate virtually by means of sharing documents, computer desktops as well as sharing the white board. Attendees with *Participant* privileges can view what is being displayed in the *Share* pod.



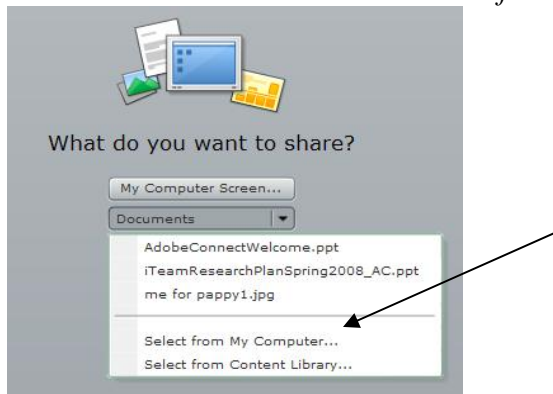
### 6.1 Uploading Documents into the Meeting Area

It is highly suggested that all documents to be shared within a meeting be uploaded prior to the meeting. This enables the sharing to become faster to view by the other attendees.

1. In the *Share* pod, click on the drop down arrow to the right of *Documents*.



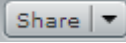
2. Scroll down to and click on *Select from My Computer*.

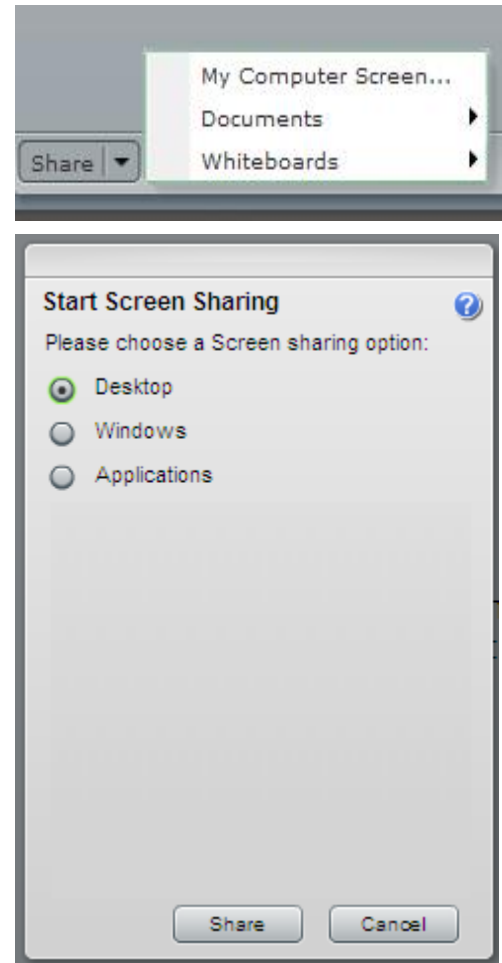


3. A new window pops up to ask which file you would like to upload from your computer.
4. Search for the desired document on your computer and select it.

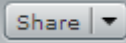


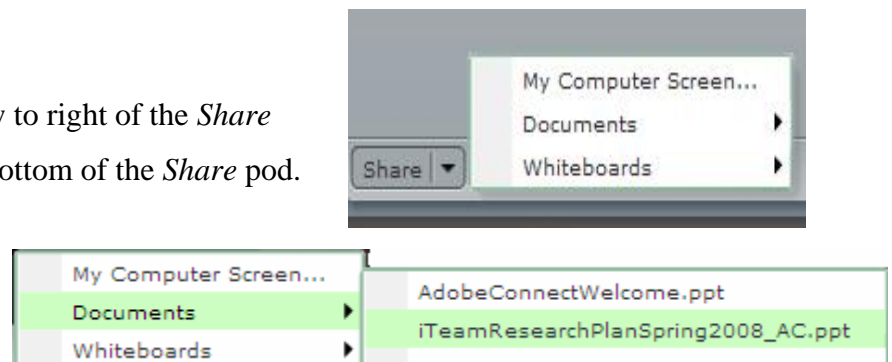
## 6.2 Share Desktop

1. Click on dropdown arrow to right of the *Share* button  at the bottom of the *Share* pod.
2. A menu will be displayed.
3. Click on *My Computer Screen*.
4. The *Start Screen Sharing* menu will be displayed.
5. Select *Desktop*.
6. Click on the *Share* button at the bottom of the *Start Screen Sharing* menu to share your desktop.

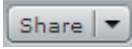


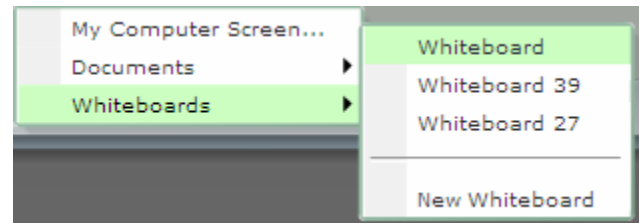
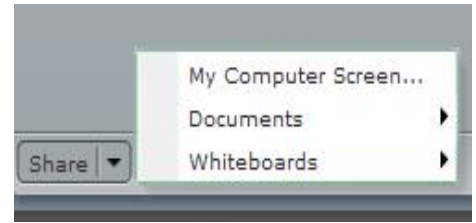
## 6.3 Share Document

1. Click on dropdown arrow to right of the *Share* button  at the bottom of the *Share* pod.
2. Menu will be displayed.
3. Click on *Documents*.
4. A menu will be displayed of previously uploaded documents.
5. Select the desired document.



## 6.4 Share Whiteboard

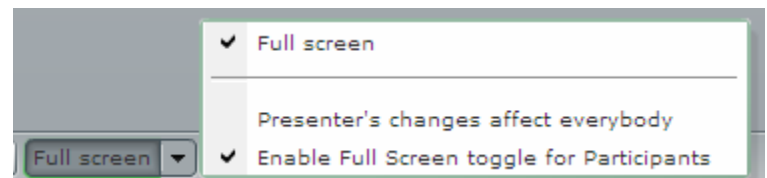
1. Click on dropdown arrow to right of the *Share* button  
 at the bottom of the *Share* pod.
2. Menu will be displayed.
3. Click on *Whiteboards*.
4. The Whiteboards menu will be displayed.
5. Select the desired previously created Whiteboard or click on *New Whiteboard* to create a new whiteboard.



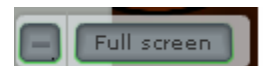
## 6.5 The Attendee's View

As either the *Host* or *Presenter* sharing your desktop, a document, or the whiteboard, you must remain cognizant of what the attendees will be seeing on their computer screen during the presentation. In order for the attendees to still be able to use the voice chat or text chat features during the presentation, the *Enable Full Screen toggle for Participants* option must be checked.

1. Click on the drop down arrow next to the *Full screen* button.
2. From the menu, click on *Full screen*.
3. Then click on *Enable Full Screen toggle for Participants*.

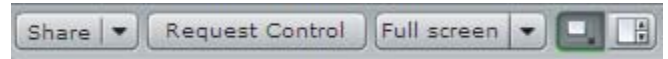


On the attendee's screen, they will see what you are presenting in full screen view and the *Full screen* button. By clicking on the *Full screen* button, the attendee can toggle the screen to display the presentation, the [Camera and Voice](#) pod, and the [Chat](#) pod—allowing for interaction during the presentation.

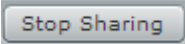


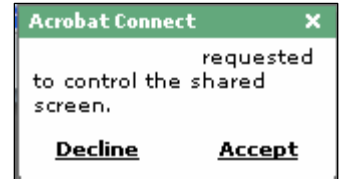
## 6.6 Request Control of a Shared Screen

If you are an attendee at the *Host* or *Presenter* level and would like to share your [desktop](#), a [document](#), or the [whiteboard](#),



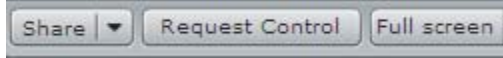
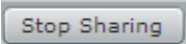
you must first request control of the screen.

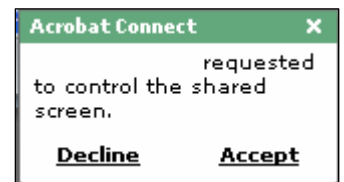
1. Click on the *Request Control* button at the lower left part of the screen.
2. A message appears on the computer screen of the attendee who is presenting saying *Requestor's name requested to control the shared screen*.
3. The attendee who is presenting must decide to *Accept* or *Decline* by clicking on the respective option.
4. The attendee who is presenting must also click the *stop sharing* button on his or her desktop. 
5. If accepted, the attendee requesting control receives a confirmation message saying *You are in control*.



## 6.7 Request Control to Manipulate another Attendee's Computer

Perhaps to demonstrate how to use software loaded on another attendee's computer or for collaboration on a project, you may have the need to manipulate something on another attendee's computer. To do so, you must be an attendee at the *Host* or *Presenter* level and they must be the attendee currently presenting the desired object on their computer.

1. Click the *Request Control* button at the lower left part of the screen. 
2. The attendee who is presenting **must not** click the stop sharing button. 
3. A message appears on the computer screen of the attendee who is presenting saying *Requestor's name requested to control the shared screen*.
4. The attendee who is presenting must decide to *Accept* or *Decline* by clicking on the respective option.
5. The attendee who is presenting must decide to *accept* or *decline* by clicking on the respective button.
6. If accepted, the attendee requesting control receives confirmation message saying *You are in control*.



## 7 ACCESSIBILITY

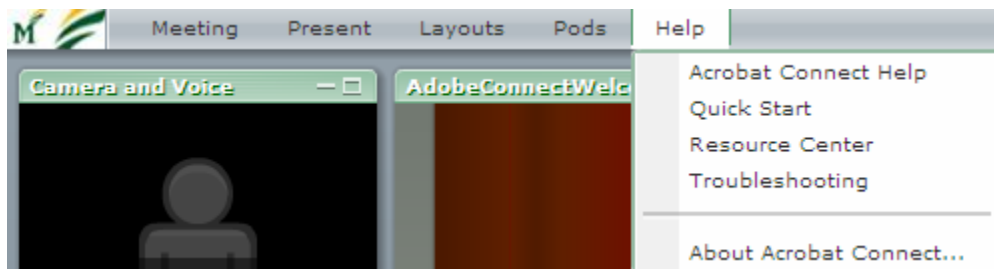
[Adobe Connect's Voluntary Product Accessibility Template \(VPAT\)](#) states that "captioning using the Adobe Acrobat Connect captioning extension is available at the Adobe Exchange" and that "Adobe Acrobat Connect provides a [chat tool](#) that has functionality comparable to TTY."

- To download the VPAT for Adobe Connect go to:  
[http://www.adobe.com/resources/accessibility/tools/vpat/pdfs/acrobatconnect\\_vpat.pdf](http://www.adobe.com/resources/accessibility/tools/vpat/pdfs/acrobatconnect_vpat.pdf).
- For information on the Adobe Connect captioning extension tool go to:  
[http://www.adobe.com/education/resources/k12/resourcecenters/communication/communication\\_collaboration/pdfs/captioning\\_connect.pdf](http://www.adobe.com/education/resources/k12/resourcecenters/communication/communication_collaboration/pdfs/captioning_connect.pdf).

## 8 RESOURCES FOR HELP IN USING ADOBE CONNECT

### 8.1 Help within Adobe Connect

Additional help resources for Adobe Connect may be found after logging into an Adobe Connect meeting. Click on *Help* at the top of the meeting screen.



From the *Help* menu, click on any of the following items to open up a web page outside of your Adobe Connect meeting:

- *Acrobat Connect Help* offers step-by-step text-based instructions on the advanced features of Adobe Connect.
- *Quick Start* provides video clips of how to use Adobe Connect's features.
- *Resource Center* lists resources on best practices.
- *Troubleshooting* allows you to run a meeting connection diagnostic test.

### 8.2 Trouble Shooting

When having technical difficulties with Adobe Connect, such as audio problems, you may want to try logging off from Adobe Connect and logging back in again to see if the problem clears.

### 8.3 Technical Support

For technical support when using Adobe Connect, email [VTC@gmu.edu](mailto:VTC@gmu.edu) or call (703) 993-4812.