

Adobe Connect Virtual Training

The purpose of this document is to provide you with the minimum system and internet requirements and some top tips to help you along the way.

Virtual Training using an Adobe Connect classroom is a live interactive session, and following our recommendations and tips will help you get the very best out of each session you participate in.

These training sessions use a rich mix of live trainer facilitation, polls and quizzes, films and animations, gamification and traditional PowerPoint, which means that the performance of your laptop or desktop computer and internet need to be ready to engage at the appropriate level.

Minimum Requirements – Desktop/Laptop Computer

Windows	Mac OS
1.4 GHz Intel Pentium 4 or faster processor (or equivalent)	1.83 GHz Intel Core Duo or faster processor
Windows 10, 8.1 (32-bit/64-bit), Windows 7 (32-bit/64-bit)	Mac OS X 10.11, 10.12 and 10.13
512 MB of RAM (1 GB recommended)	512 MB of RAM (1 GB recommended)
Microsoft Internet Explorer 11 or later, Windows Edge browser, and Google Chrome	Apple Safari, and Google Chrome

Minimum Requirements – Internet

The speed and performance of your internet provision is an important aspect of virtual training due to its high level of interaction and use of mixed media content.

We recommend that you have a minimum upload and download speed of 7.5mbps and you can check your speed at; <https://www.speedtest.net>

Virtual Classroom web address

To access the virtual classroom, type in the web address provided within your Joining Instructions, as this is bespoke to every course and every module associated to the course.

As an example,; <https://mbvansuk.adobeconnect.com/poolcesardfe/>



To Sign into the Virtual Classroom

In order to access the Virtual Classroom, you enter as a 'Guest' by typing in 'your own name and dealership name', in the name field shown below.

Guest Registered User

Name
Type here

By entering a Name & clicking "Enter Room", you agree that you have read and accept the [Terms of Use](#) & [Privacy Policy](#)

To then enter the room you **MUST** select 'Open in Application' as highlighted in the diagram below. This is critical in order to fully engage in the training, activities, quizzes and tests.

Where do you want to open the room?

 Open in browser

 Open in Application

Remember my choice in this browser

To use Host or Presenter capabilities open in Adobe Connect Application ([Download from here](#)) or [enable Adobe Flash Player](#) and [join with classic view](#).

Don't have the Adobe Connect Application? [Download](#)



Top Tips

In addition to the speed and performance of your computer and your internet connection, following these top tips will help you maximise the best out of the training session.

- To optimise the performance of your laptop/desktop computer and internet; before logging into a session, please make sure you have:
 - Fully re-started laptop/desktop computer that day. This is a full re-start and closing/opening the lid or switching off/on the screen.
 - Closed any other programs down (including email). This is a full close down instead of minimising; not only can they be a distraction, but they can slow the performance of your computer/internet.
 - Deleted your internet history, including cache and cookies on the day of the session.
- When logging in to a session, please make sure you input your first name & surname. This ensures your attendance is accurately recorded. If the trainer is unable to confirm your attendance, they may mark you as 'absent'.
- Please log into a session at least ten minutes before it is due. In most instances you will join a 'welcome lobby' where one or more videos/animations will be playing. If you can hear the sound and see the video/animation movement, this is a good indicator that your computer/internet are performing at the required levels.
- If you are unable to hear sound, it most likely that this is a localised issue to you/your computer. Please make sure you have followed all of the recommendations and tips. Other reasons can include; speakers/headphones muted or volume too low, issues with your sound card and/or settings. If the speaker icon at the top of the Adobe Connect screen is green, you should be able to hear the sound.
- If you are struggling to see video/animation movement or are experiencing buffering, this is mostly likely an issue with internet speed and/or your computer. Please make sure you have followed all of the recommendations and tips and if need be undertake a speed test (www.speedtest.net).
- If you join a session late, the trainer may not grant you access to the session. As a guideline; this will occur if the session has been running for five or more minutes.
- At the top of the screen you will see a raised hand icon with a down arrow beside it. You can click on the down arrow at any time and use one of the emoticons to communicate with the session host.
- You can also get the hosts attention by using the chat pod or Q&A pod at any time to ask a question or seek help should you have a technical difficulty.
- Get involved! The more you engage and put into the session, the more you will get out of it.

