

PROCEDURES TO SUCCESSFULLY CONNECT TO YOUR CLASS IN ADOBE CONNECT

Use one of the following operating systems and browsers:

- Windows / PC: Chrome, Firefox, or Edge browsers
- Mac: Chrome or Firefox browsers
- ChromeOS (ChromeBook, ChromeBox): Chrome browser
- Linux (Ubuntu, Fedora, OpenSUSE): Chrome, Chromium, or Firefox browsers
- Mobile: iOS

For more information, review [Adobe Connect System requirements](#)

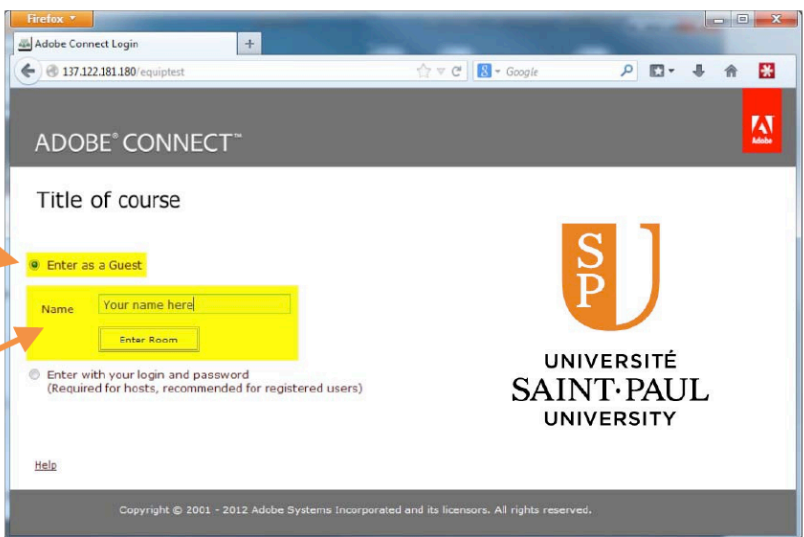
Connect your computer to your router with a cable if possible:

- If using a Wi-Fi connection, place your computer as close as possible to the router
- If there are others using the Internet in your home at the same time, this can affect the strength of your Adobe Connect connection
- You can check your internet speed at: <https://www.speedtest.net/> (the upload is what is important – needs to be a minimum of 10)

Close any programs / applications you don't need during your Adobe Connect session.

Install the Adobe Connect 11 [Windows](#) or [Mac](#) desktop application.

Open BrightSpace, choose your course and choose Adobe Connect Live Link located under the table of contents menu:



The screenshot shows the Adobe Connect Login page in a Firefox browser window. The page title is "ADOBE® CONNECT™" and the URL is "137.122.181.180/equiprest". The page content includes a "Title of course" field, a radio button selected for "Enter as a Guest", a "Name" input field with the placeholder text "Your name here", and an "Enter Room" button. There is also an option for "Enter with your login and password (Required for hosts, recommended for registered users)". The Saint Paul University logo is visible on the right side of the page.

Click on the link that is posted in your course under Adobe Connect - Live link.

Select **Enter as a Guest**

Enter your name and click on **Enter Room**.

Link to further troubleshoot issues with Adobe Connect:

<https://helpx.adobe.com/support/connect.html>

And for additional support or information, contact Multiservices at (613) 236-1393 extension 2234, or send an online help request to: http://ustpaul.ca/en/help-request-form_769_123.htm