Adobe Connect
Participant Pre-Event Checklist

Ensure You Have the Necessary Equipment- (Please Do This Prior To Registration or Immediately Thereafter)

A computer with internet access is required. Chrome, Firefox, and Edge are preferred browsers. Hardwiring into your modem using an ethernet cord provides the most stable internet connection. All audio for your event will be available by computer only. It is recommended that you have headphones with a microphone available so that you may fully participate in the training with less likelihood of echo, feedback, or other audio interference when speaking. Should you encounter any technical issues, please contact your agency IT department.

YOU MUST DOWNLOAD THE ADOBE CONNECT APPLICATION IN ADVANCE OF THE COURSE

Prior to the event, please visit the Adobe Connect Application Download Page to install the Adobe Connect application or ensure that you have the most current update of the application downloaded on your system. Please watch our linked EEOC specific Adobe Connect Tutorial.
It is required that you enter your event using the Adobe Connect Add-In. Web log-on is not available.

https://helpx.adobe.com/adobe-connect/connect-downloads-updates.html

Run the Adobe Connect System Check

Once the Adobe Connect Add-In is installed, please run the Adobe Connect system test ensure everything is up to par on your system. To run the test, visit:
https://eeoc.adobeconnect.com/common/help/en/support/meeting_test.htm

Turn off Non-Essential Software

Adobe Connect is a resource-intensive application. When participating in an Adobe Connect event, please turn off your Virtual Private Network (VPN) and close all software and/or programs, especially other like programs such as Skype, Webex, Microsoft Teams, etc., that are not essential to the Adobe Connect event itself. Failure to close out of other non-essential programs will impact the stability of your connection and the quality of your audio within Adobe Connect.

Join the Event, and Take Advantage of Accessibiltiy Features

The event login screen appears. Unless you have received an email advising you to login with the email address you used to register for the event and a temporary password, please enter the event as a Guest by typing in your first and last name *as provided at the time of registration, and as you desire to be reflected on your certificate of completion,* and clicking "Enter Room". For Accessibility and Accommodation information, please visit the linked HELP PAGE.

Arrive Early

Most technical problems are more easily resolved if you are not under pressure due to time constraints. Our events open, a minimum of, 1 hour prior to the scheduled start time of your course. Please try to login early the day of the event so that you may obtain assistance, if needed, before your event's scheduled start time.