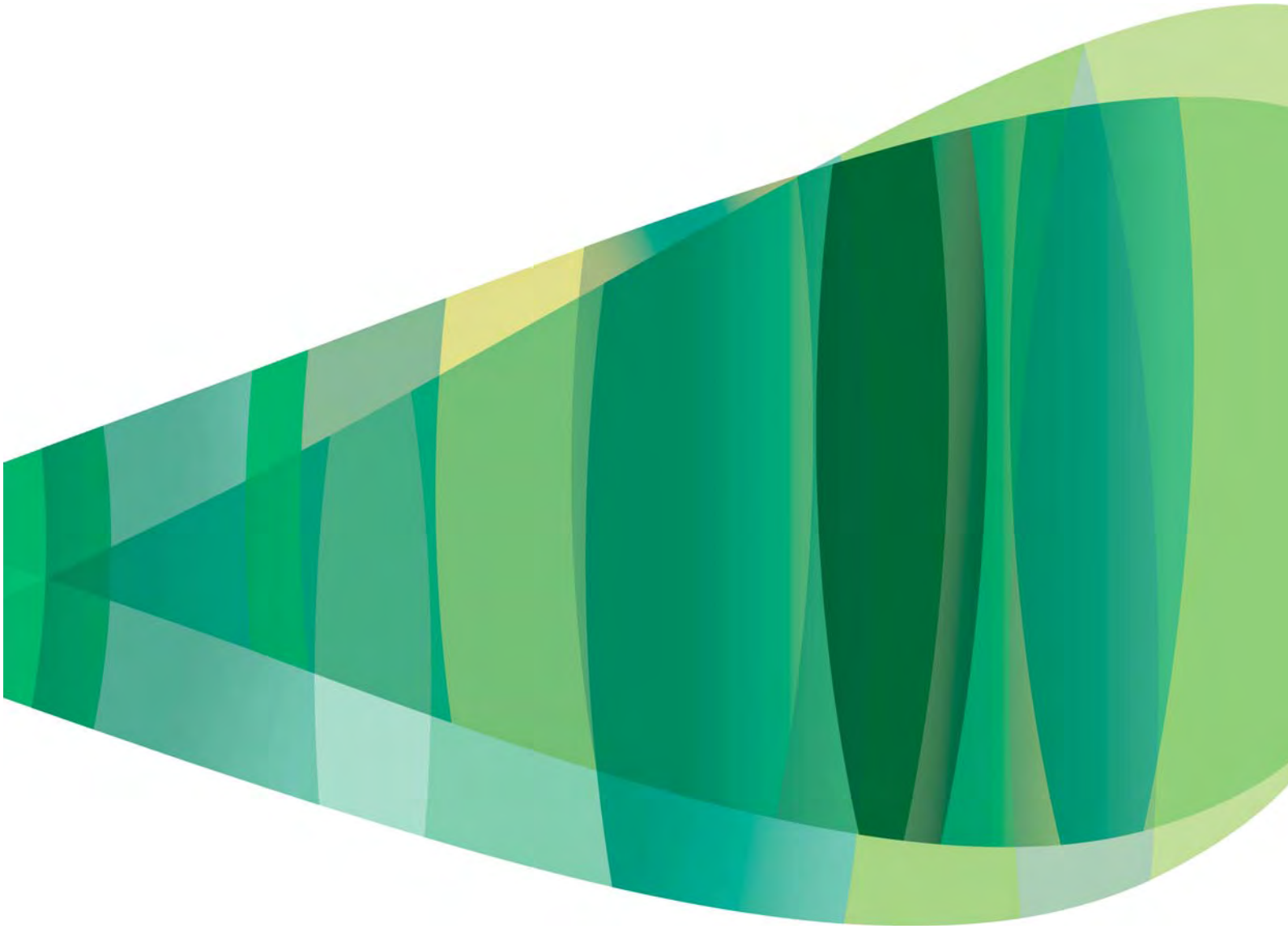
ADOBE® ACROBAT® CONNECT™ PRO 7

USING ADOBE ACROBAT CONNECT PRO 7



Adobe®

© 2008 Adobe Systems Incorporated and its licensors. All rights reserved.

Using Adobe® Acrobat® Connect™ Pro 7

Protected by U.S. Patents 5,929,866; 5,943,063; 6,289,364; 6,563,502; 6,639,593; 6,754,382; 7,002,597; 7,006,107; 7,039,643; 7,209,258; 7,246,356; 7,262,782; 7,272,658; 7,333,110; Patents Pending in the U.S. and other countries.

If this guide is distributed with software that includes an end user agreement, this guide, as well as the software described in it, is furnished under license and may be used or copied only in accordance with the terms of such license. Except as permitted by any such license, no part of this guide may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, recording, or otherwise, without the prior written permission of Adobe Systems Incorporated. Please note that the content in this guide is protected under copyright law even if it is not distributed with software that includes an end user license agreement.

The content of this guide is furnished for informational use only, is subject to change without notice, and should not be construed as a commitment by Adobe Systems Incorporated. Adobe Systems Incorporated assumes no responsibility or liability for any errors or inaccuracies that may appear in the informational content contained in this guide.

Please remember that existing artwork or images that you may want to include in your project may be protected under copyright law. The unauthorized incorporation of such material into your new work could be a violation of the rights of the copyright owner. Please be sure to obtain any permission required from the copyright owner.

Any references to company names in sample templates are for demonstration purposes only and are not intended to refer to any actual organization.

Adobe, the Adobe logo, Adobe Presenter, Adobe Captivate, Acrobat, Acrobat Connect, Authorware, Breeze, ColdFusion, Contribute, Flash, FlashPaper, JRun, and Reader are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.

Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks are the property of their respective owners.

Updated Information/Additional Third Party Code Information available at www.adobe.com/go/thirdparty/

Portions include software under the following terms:

RealDuplex™ Acoustic Echo Cancellation is Copyright © 1995-2004 SPIRIT.

This product contains either BSAFE and/or TIPEM software by RSA Security, Inc.

This product includes software developed by the Apache Software Foundation (www.apache.org/).

Flash video compression and decompression is powered by On2 TrueMotion video technology. © 1992-2005 On2 Technologies, Inc. All Rights Reserved. http://www.on2.com.

This product includes software developed by the OpenSymphony Group (http://www.opensymphony.com/).

Portions licensed from Nellymoser (www.nellymoser.com).

MPEG Layer-3 audio compression technology licensed by Fraunhofer IIS and THOMSON multimedia (http://www.iis.fhg.de/amm/).

Sorenson™ Spark™ video compression and decompression technology licensed from Sorenson Media, Inc.

Sorenson Spark.

Thomson: Licensee shall not use the MP3 compressed audio within the Software for real time broadcasting (terrestrial, satellite, cable or other media), or broadcasting via Internet or other networks, such as but not limited to intranets, etc., or in pay-audio or audio on demand applications to any non-PC device (i.e., mobile phones or set-top boxes). Licensee acknowledges that use of the Software for non-PC devices, as described herein, may require the payment of licensing royalties or other amounts to third parties who may hold intellectual property rights related to the MP3 technology and that Adobe has not paid any royalties or other amounts on account of third party intellectual property rights for such use. If Licensee requires an MP3 decoder for such non-PC use, Licensee is responsible for obtaining the necessary MP3 technology license.

Notice to U.S. Government End Users: The Software and Documentation are "Commercial Items," as that term is defined at 48 C.F.R. §2.101, consisting of "Commercial Computer Software" and "Commercial Computer Software Documentation," as such terms are used in 48 C.F.R. §12.212 or 48 C.F.R. §227.7202, as applicable. Consistent with 48 C.F.R. §12.212 or 48 C.F.R. §§227.7202-1 through 227.7202-4, as applicable, the Commercial Computer Software and Commercial Computer Software Documentation are being licensed to U.S. Government end users (a) only as Commercial Items and (b) with only those rights as are granted to all other end users pursuant to the terms and conditions herein. Unpublished-rights reserved under the copyright laws of the United States. Adobe agrees to comply with all applicable equal opportunity laws including, if appropriate, the provisions of Executive Order 11246, as amended, Section 402 of the Vietnam Era Veterans Readjustment Assistance Act of 1974 (38 USC 4212), and Section 503 of the Rehabilitation Act of 1973, as amended, and the regulations at 41 CFR Parts 60-1 through 60-60, 60-250, and 60-741. The affirmative action clause and regulations contained in the preceding sentence shall be incorporated by reference.

Adobe Systems Incorporated, 345 Park Avenue, San Jose, California 95110, USA.

Contents

Chapter 1: Adobe Acrobat Connect Pro Meeting
Acrobat Connect Pro How To topics 1
Meeting basics 1
Creating and attending meetings 3
Updating meetings 11
Viewing data about meetings 17
Sharing content during a meeting 18
Managing attendees 43
Recording and playing back meetings 47
Creating and managing seminars 55

Chapter 2: Adobe Acrobat Connect Pro Training
About Adobe Acrobat Connect Pro Training 61
Creating training courses 67
Creating training curriculums 74
Creating virtual classrooms 86
Monitoring training with reports 92
Conducting training with Acrobat Connect Pro 98
Participating in training sessions and meetings 104

Chapter 3: Adobe Acrobat Connect Pro Events
About events 107
Creating and editing events 110
Managing events 124
Attending Connect Pro Events 126

Chapter 4: Broadcasting Audio and Video
Using audio conferencing 127
Broadcasting audio and video 131

Chapter 5: Managing content
Working with library files and folders 139
Working with content in the Content library 142
Viewing data about content 148

Chapter 6: Administering Acrobat Connect Pro
Getting started administering accounts 152
Connect Pro Central How To Topics 165
Creating and importing users and groups 166
Managing users and groups 174
Setting permissions for library files and folders 178

Generating reports in Connect Pro Central 187
Administering a licensed Acrobat Connect Pro Server 7 system 192

Index 215

Chapter 1: Adobe Acrobat Connect Pro Meeting

Acrobat Connect Pro How To topics

How To topics for Hosts and Presenters

- "Create a meeting" on page 3
- "Create and use meeting room templates" on page 4
- "Start or stop an audio conference call" on page 127
- "Sharing a computer screen, document, or whiteboard" on page 18
- "View or change an attendee's role" on page 45
- "Taking notes in a meeting" on page 30
- "Chat and Q&A in meetings" on page 32
- "Record a meeting" on page 47

How to topics for Participants

- "Join a meeting as an attendee" on page 10
- "Join a conference call" on page 130
- "Set up audio broadcasting" on page 132
- "Set up video broadcasting" on page 134
- "Sharing a computer screen, document, or whiteboard" on page 18
- "Chat and Q&A in meetings" on page 32
- "Play back a recorded meeting" on page 51

Meeting basics

About meetings

An Adobe® Acrobat® Connect™ Pro Meeting is a live online conference for multiple users. The meeting room is an online application that you use to conduct a meeting. The meeting room consists of various display panels (pods) and components. There are several prebuilt meeting room layouts, or customize a layout to suit your needs. The meeting room enables multiple users, or meeting attendees, to share computer screens or files, chat, broadcast live audio and video, and take part in other interactive online activities.

Once you create a meeting room, it exists until you delete it. The meeting room location is a URL, assigned by the system when the meeting is created. When you click the URL, you enter the virtual meeting room. A meeting room can be used over and over for the same weekly meeting. The host can leave the meeting room open or closed between scheduled meetings. If a meeting room is open between meetings, attendees are free to enter the room at any time to view content.

To take part in a meeting you must have a browser, a copy of Flash® Player 8 or higher, and an Internet connection. Your capabilities in a meeting depend on your assigned role and permissions.

See also

"Creating and attending meetings" on page 3

"Create and use meeting room templates" on page 4

Inside a meeting room

Content in a meeting room is displayed in *pods*, which are panels that contain various types of media. Individual pods contain a list of those attending the meeting, notes, chat, files, and video. A host can send attendees from the main meeting room to breakout rooms (smaller submeetings) to collaborate as a small group.

A second display area, the *Presenter Only area*, is visible to hosts and presenters, not attendees. Hosts and presenters can use the Presenter Only area to prepare content to be shared with attendees or to view confidential content that is not shared with attendees.

The menu bar contains several menus: a host sees the Meeting, Present, Layouts, Pods, and Help menus; a presenter or participant sees only the Meeting and Help menus. In the right corner of the menu bar, the colored bar indicates the connection status of the meeting room. Messages and warnings also appear in this corner. A red circle in the menu bar indicates that the host is recording the meeting. The Secure Sockets Lock indicates that the meeting is connected over a secure socket (verifying the host server's identity)

The layout navigation bar at the bottom of the meeting room window is visible only to hosts. The default layouts are Sharing, Discussion, and Collaboration. When a host clicks a different layout on the layout navigation bar, the new layout is displayed on every attendee's screen.

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Creating and attending meetings" on page 3

Meeting roles and permissions

Your role determines your capabilities for sharing, broadcasting, and other activities in an Acrobat Connect Pro meeting. There are three roles for meeting room attendees: host, presenter, and participant.

The creator of a meeting is designated as the host by default. The host can specify each attendee's role, including selecting other attendees to be hosts for the meeting. Permissions for each role are as follows:

Host Hosts can set up a meeting, invite guests, add content to the library, share content, and add or edit layouts in a meeting room. They can promote other participants to the role of meeting room host or presenter, or give

enhanced permissions to a participant without promoting the participant. Hosts are able to create and manage small group breakout rooms within a meeting. They can also perform all the tasks that a presenter or participant can.

Presenter Presenters can share content already loaded into the meeting room from the library and share content from their computer, including Adobe® Presenter presentations (PPT files), Flash® application files (SWF files), images (JPEG files), and FLV files. They can share their screen with all attendees, chat, and broadcast live audio and video.

Participant Participants can view the content that the presenter is sharing, hear and see the presenter's audio and video broadcast, and use text chat.

See also

"Assign enhanced participant rights" on page 46

About the Meetings library

The Meetings tab in Acrobat Connect Pro Central contains three panes for accessing meetings: Shared Meetings, User Meetings, and My Meetings. Each pane contains folders and files with meeting content and recordings. Users can create and manage content in the My Meetings pane that appears when they are logged into Acrobat Connect Pro Central. Access to content in the other panes is determined by the meeting library permissions set for each user by the Acrobat Connect Pro Central administrator.

Content that you place in the Meetings library is available only for use in meetings. If you would like the content to be available for other activities initiated in Acrobat Connect Pro Central (such as events, seminars, or training), upload the content to the Content library, or move content from the Meetings library to the Content library.

See also

"Working with content in the Content library" on page 142

"Content library supported file types" on page 142

Creating and attending meetings

Create a meeting

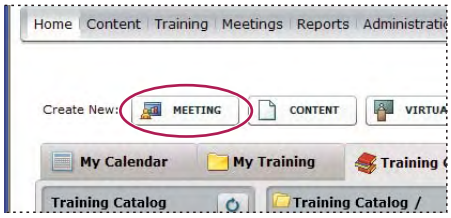
You create a meeting in Acrobat Connect Pro Central. If you want to incorporate registration as part of your meeting, you must have the Event Management tab as part of your Acrobat Connect Pro installation; see "About events" on page 107.

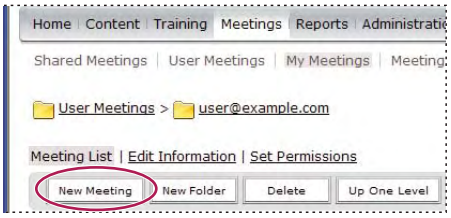
You can create a personal meeting room that you return to repeatedly for your own use, and leave persistent content in the meeting. When creating a personal meeting room, set the start time of the meeting far enough in the future that the meeting room will be available whenever you need it (for example, set the start time as late as 2010 to ensure that the meeting room will be available for the foreseeable future).

You create a meeting using the Meeting wizard.

1. Start the Meeting wizard

You have two options for starting the Meeting wizard. To create the meeting in your individual My Meetings folder, navigate to the Acrobat Connect Pro Central home page, find the Create New menu bar, and click Meeting. To create your meeting in another folder for which you have Manage permission, navigate to that folder in the Meetings library and click the New Meeting button.





2. Enter meeting information

On the first page of the Meeting wizard you enter details about the meeting, such as a name, custom URL, summary, date, duration, template, language, access restrictions, and audio settings. Only the name and language are required.

3. Select meeting participants

Use the Available Users And Groups list to add participants. Search for participants by name and expand groups to select individuals in the group. If you want, assign roles by selecting participant names and clicking Permissions from the bottom of the current participants list. Then, proceed to the final step of sending invitations or exit the wizard to send invitations later.

4. Send invitations

The wizard guides you through two separate processes, depending on whether the meeting is open to registered users only or to anyone. If the former, you select Send Invitations, select a group to invite (for example, hosts only), and edit the text that appears in the e-mail. You have the option of including a Microsoft Outlook Calendar appointment. If the latter, you click Send E-Mail Invitations, which opens your e-mail application, and add invitees to the distribution list of your e-mail message.

See also

"Edit meeting information" on page 15

"Viewing data about meetings with the dashboard" on page 17

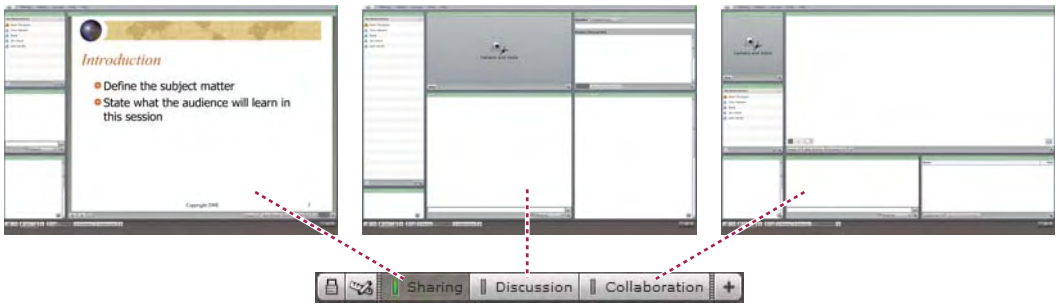
Create and use meeting room templates

A *template* is simply a meeting room that has already been designed. It can contain one or several layouts with different display panels (or pods), configurations, and content. Layouts can be optimized for a specific task, such as presenting slides or collaborating with peers. Leverage existing layouts and content to reduce repetitive customization each time you create a meeting. Create your own templates or use the default templates included in Acrobat Connect Pro.

To help you quickly create a meeting room, Acrobat Connect Pro offers three built-in templates: Default Meeting, Default Training, and Default Events. When you create a meeting by using the New Meeting wizard in Acrobat Connect Pro Central, you simply select one of these three templates for your meeting room, add your content, and start your meeting.

When you create a meeting room from a template, the latest version of the content is added to your room. If you edit the source file for the embedded content, the changes do not affect the content in your room. To update the content in your meeting room, upload the revised file to the Acrobat Connect Pro server and then replace the existing content in the meeting room with the revised content on the server.

Default Meeting template General template for meetings. It contains three layouts: Sharing, Discussion, and Collaboration. The Sharing layout is optimized for sharing content (Microsoft PowerPoint presentations, video, Adobe FlashPaper®, and so on). The Discussion layout is optimized for discussing issues interactively and taking notes. The Collaboration layout is optimized for annotating content and drawing freehand on content.



Default Meeting template layouts

Default Training template Used for online collaborative instruction and virtual classrooms. It contains three layouts: Lobby, Classroom, and Analysis. The Lobby layout is a place to exhibit a self-running presentation or display other preliminary content. Leave the Lobby layout open so that attendees can browse its content while waiting for the meeting to begin. From the Classroom layout, present PowerPoint slides, share your screen, or share a whiteboard. The Analysis layout enables you to collaborate with students, provide files to download and links to browse, and use a whiteboard for instruction.

Default Events template Used for meetings or seminars with a large audience. It contains three layouts: Lobby, Presentation, and Questions And Answers. The Lobby layout is a place to play music, exhibit a self-running presentation, or display other preliminary content. Leave the Lobby layout open so that attendees can browse content while waiting for the meeting to begin. From the Presentation layout you present PowerPoint slides, share your screen, or show a whiteboard. The Questions And Answers layout facilitates an open Q & A session with participants.

Information preserved in a template

A meeting room converted to a template is a duplicate of the original room. Layouts, pods, room information, and most types of content are preserved in the template, including the following:

- Layouts with name, order, and starting (selected) status
- Pods with name, size, position, and settings for full-screen toggle
- Pod content
- Page number in FlashPaper and position of the seek bar in an FLV file
- Whiteboard overlay contents
- Poll state (Prepare, Open, Close), questions, answers, and broadcast results
- Questions and answers, Chat pod link, and status (Open, Answered, All)
- Text in Note pod
- Camera and voice settings

- Room on hold (Yes, No)
- Value for guest entry
- Messages displayed to users when a meeting is on hold or ended
- Room background, screen resolution, and bandwidth
- Presenter Only area status
- Contact invitees description

Certain information is not saved to the template. Audio conference settings, Audio Setup wizard settings, and the content of a Chat pod are not saved to a template.

Note: *Do not convert meeting rooms containing breakout rooms into templates.*

Apply a template to a new meeting

1 On the Acrobat Connect Pro Central home page, in the Create New menu bar, click Meeting.

2 On the Enter Meeting Information page, next to Select Template, click the menu and make a selection. (The Shared Templates\Default Meeting Template is the default.)

Convert a meeting room to a template

If you are a host, you can create a new meeting room template. To add a meeting room to the Shared Template folder, you must have manager permissions for the folder. By default, you have full control over meetings and templates in your user meeting folder.

1 From the Meetings tab in Acrobat Connect Pro Central, navigate to the meeting room you want to convert.

2 Select the checkbox next to the meeting room.

3 On the navigation bar, click Move.

Two columns are displayed in Acrobat Connect Pro Central. The name of the meeting room is displayed in the left column. In the right column, under the heading Move to This Folder, User Meetings > [your account] is selected by default. If this is the folder you want to use, go to step 5.

4 Navigate to and select a template folder, such as the Shared Template folder.

5 Click Move at the bottom of the column.

Your meeting room now resides in the template folder that you selected. The template is added to the list in the appropriate folder.

When you create a meeting with the New Meeting wizard, you can select the template you just created from the Select Template menu. You can customize this room just like any other to meet your needs. Once the meeting is created, you cannot apply a new template to it. Instead, you must create a new meeting by using the new template.

Start a meeting

When you are host, starting a meeting is as simple as logging in to your meeting room and then inviting others, through e-mail or instant message, to do the same. Meetings can be spontaneous or prearranged.

When you have entered the meeting room, you can perform tasks to set up the meeting for attendees, such as specifying phone conference information, accepting or declining requests to join the meeting, rearranging pods, and typing in notes.

❖ Do one of the following:

- From the Home page in Acrobat Connect Pro Central, click My Meetings, and click the Open button for the desired meeting.
- In Acrobat Connect Pro Central, navigate to the Meeting Information page for a specific meeting and click Enter Meeting Room.
- Click the meeting URL in the e-mail invitation that you have received. Type your Acrobat Connect Pro login and password, and then click Enter Room.
- Enter the meeting URL in your browser. Type your Acrobat Connect Pro login and password, and then click Enter Room.

The first time you visit a meeting room, bookmark it for quick access the next time you want to start a meeting.

See also

"Place a meeting on hold or end a meeting" on page 10

Start a meeting using the Start Meeting button

The Start Meeting button is included in software applications such as Adobe Acrobat®, Adobe Reader®, and some Microsoft Office programs. As a meeting host, use the Start Meeting button to access your meeting room login screen or to set up a new Acrobat Connect Pro account.

1 Click Start Meeting .

2 If the Welcome To Start Meeting dialog box appears, click Create Trial Account to set up a new account or click Log In if you already have an account.

3 In the Start Meeting Log In dialog box, type your meeting URL, login, and password, and click Log In.

Note: *In Acrobat or Reader, your meeting preferences determine how much login information you need to enter, or whether this dialog box appears at all, before your meeting room opens. To change your Acrobat or Reader meeting preferences, select Edit > Preferences (Windows) or Acrobat > Preferences or Reader > Preferences (Mac OS), and then select Meeting on the left.*

See also

"Place a meeting on hold or end a meeting" on page 10

Set meeting room bandwidth

The host sets meeting room bandwidth to determine the speed (kilobits/second) at which data from the meeting is sent to attendees. The host should choose a room bandwidth that matches the connection speed used by attendees. If attendees are using a variety of connection speeds, choose the lowest speed that attendees may be using. For example, if some attendees are using modems, choose Modem for room bandwidth to ensure that all attendees have a good connection and client computers are not overloaded.

The following general guidelines are recommended for room bandwidth settings. Actual speeds can vary according with each network environment:

- Modem: One presenter can generate around 26 kbits/second of data. Attendees need around 29 kbits/second for a good connection. Having more than one presenter with the Modem setting is not recommended. Screen sharing with the Modem setting is not recommended.
- DSL: One presenter can generate around 125 kbits/second of data. Attendees need around 128 kbits/second for a good connection. If screen sharing is used, attendees should have 200 kbits/second.
- LAN: One presenter can generate around 250 kbits/second of data. Attendees need around 255 kbits/second. If screen sharing is used, attendees should have 400 kbits/second.

1 In a meeting room, select Meeting > Room Performance And Appearance > Optimize Room Bandwidth.

2 Select Modem, DSL/Cable, or LAN.

Invite attendees and grant or deny access

While in the meeting room, hosts can invite people to attend a meeting. A host can choose to block access to a meeting, and allow or disallow requests to enter a blocked meeting.

Note: *To see names in the Invitee List, your Acrobat Connect Pro administrator must enable the Invitee List feature. (Administrators can also use the compliance feature to disable the Invitee List. For more information, see "Working with compliance and control settings" on page 163.)*

See also

"View and modify a participant list" on page 12

Contact invitees from a meeting

After starting a meeting, you can open the Invitees pod to see who is invited to the meeting and to communicate with them, if necessary. This is useful if invitees are late and you want to contact them to see if they plan to attend.

Note: *To see names in the Invitee List, your Acrobat Connect Pro administrator must enable this feature.*

1 Start a meeting.

2 Click Contact Invitees .

3 In the Invitees Pod, select an invitee in the list, use control-click or shift-click to select multiple invitees, or click Select All.

4 Do any of the following:

- Click IM. In the Chat With Invitees pod, type the message, click , select Paste Meeting URL, and click Send .
- Click Email. Click Compose E-mail. In your default e-mail program edit the subject or message, if desired, and click Send.

5 To close the Invitees and Chat With Invitees pods, click Hide Invitee List .

Invite attendees while a meeting is in progress

Hosts can invite people to a meeting from the Acrobat Connect Pro meeting room.

1 Do one of the following:

- In the menu bar, select Meeting > Manage Access And Entry > Invite Participants.

- In the Attendee List pod, click the Pod Options button in the lower-right corner and select Invite Participants.

2 In the Invite Participants dialog box, do one of the following:

- Click the Compose E-mail button to open your default e-mail application and send invitees an automatically generated e-mail message with the meeting URL.
- Copy the meeting URL from the Invite Participants dialog box into an e-mail or instant message and send the message to invitees. Return to the meeting room and click Cancel to close the dialog box.

Block incoming attendees

1 In the menu bar, select Meeting > Manage Access and Entry > Block Incoming Attendees.

2 To allow incoming attendees to request entry to the meeting, select Incoming Attendees Can Request Entry. Deselect this option to disallow requests to enter the meeting.

3 (Optional) In the text box, edit the message for incoming attendees. Select Save Message to save the message for future use.

4 Click OK.

Work with pods

Hosts can show and hide, add, delete, rearrange, and organize pods. More than one instance of a pod (except the Attendee List and Camera And Voice pods) can be displayed in a meeting at the same time.

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Share your screen or control of your screen" on page 19

"Share content in the Share pod" on page 20

Show or hide a pod

1 In the menu bar, select Pods and select the name of the pod to show. A check mark appears next to the name of pods that are currently visible in the meeting. To hide a pod, select the pod name again, or click the Hide button (the minus sign) on the right side of the pod title bar.

2 For pods that can have multiple instances (all pods except the Attendee List and the Camera And Voice pods), to show or hide a specific instance of the pod, select the instance name from the pod submenu.

Add a pod

1 In the menu bar, select Pods and select the name of a pod.

2 From the pod submenu, select New *[pod name]* Pod.

Move and resize pods

1 In the menu bar, select Pods > Move And Resize. A check mark appears next to the option when it is selected.

2 To move a pod, drag it by its title bar. To resize a pod, drag the lower-right corner.

Display a pod at full screen size

1 At the right side of the pod title bar, click the Maximize Pod button (the screen icon).

2 To restore the pod to its original size, click the button again.

Organize pods

1 In the menu bar, select Pods > Organize Pods.

2 Do one of the following:

- To delete pods, select the pods in the pane on the left and click Delete.
- To rename a pod, select the pod in the pane on the left and click Rename. Enter a new name in the Rename Pod dialog box and click OK.
- To locate all unused pods, click Select Unused. Any unused pods are highlighted in the list on the left. Click Delete if you want to remove the unused pods.

3 Click Done.

Join a meeting as an attendee

Attendees join a meeting as a guest or as a registered user, depending on the options chosen by the meeting host.

Before joining a meeting, check the date and time shown to determine whether it is in progress. (If the date is in the past, the meeting appears on your meeting list under expired meetings.)

If your connection to the server fails, Acrobat Connect Pro Central displays an error message and provides a link to the Acrobat Connect Pro Central test wizard, which leads you through a series of steps to test your connection status.

Note: *If the administrator for your meeting has activated client-side certificates, the Select Certificate dialog box appears when you attempt to enter a meeting, prompting you to select a certificate to verify your identity. Also, an administrator may have enabled a compliance Terms of Use notice that must be accepted before entering a meeting. (For more information, see "Working with compliance and control settings" on page 163.)*

1 Do one of the following:

- If you have been invited to a meeting by someone in your organization, on the Acrobat Connect Pro Home tab, click My Meetings. In the list of meetings on the left, locate the meeting you want to join and click Enter.
- Click on the URL for the meeting, most likely received in an e-mail or instant message.

2 Log in to the meeting room as either a guest or an Acrobat Connect Pro user:

- Select Enter As A Guest. Type the name to be used as your identifier in the meeting and click Enter Room.
- Select Enter With Your Login And Password. Enter your login name and password. Click Enter Room.

If the meeting has started, your browser immediately displays the meeting room. If the meeting has not started, you receive this message: "The meeting has not yet started. You will be able to access the meeting once the host arrives. Please wait."

Place a meeting on hold or end a meeting

A host can place participants on hold to block access to the meeting room temporarily. Hosts and presenters are still able to enter a meeting room and perform activities there while participants are on hold. Audio conference calls are placed on hold.

A host can place a meeting on hold to allow presenters to enter a meeting room while the meeting is not in session, so that they can prepare materials for the meeting. A Stop Meeting icon appears at the right of the menu bar when a meeting is on hold.

A host can remove everyone from a meeting and end the meeting to deny everyone access to the meeting room, including hosts, presenters, and participants. Audio conference calls are disconnected. Hosts may end a meeting if the Acrobat Connect Pro account is billed by the minute, to prevent charges while the meeting is not in session. When a host has ended a meeting, a message appears indicating that the meeting has ended.

A button for restarting the meeting appears to hosts. A notification window tells the host how many attendees are waiting to enter the meeting room. Attendees who log into a meeting that is on hold automatically enter when the meeting resumes.

Hosts can send On Hold or Meeting Ended messages to inform attendees of the meeting status.

Place participants on hold

1 In the menu bar, select Meeting > Manage Access And Entry > Place Participants On Hold.

2 Revise the Message For Participants if you want, and click OK to place the meeting on hold and display the message to participants.

To find out how many participants are waiting to enter a meeting you have placed on hold, place the pointer over the Stop Meeting icon at the right of the meeting room menu bar.

End a meeting

1 In the menu bar, select Meeting > End Meeting.

2 Revise the message if you want, and click OK to end the meeting and display the message to participants.

Compose an On Hold or End Meeting message

You can write an On Hold or End Meeting message without interrupting the meeting. This allows you to write the message during the meeting and then send it at the appropriate time.

1 In the menu bar, select Meeting > Manage Access And Entry > Place Participants On Hold.

2 Revise the message in the message box.

3 Click Save Message to save the message for future use and return to the meeting.

Restarting a meeting that is on hold or ended

❖ In the upper-right corner of the meeting room, hover over the hold meeting icon and in the notification window click Start Meeting.

Updating meetings

After creating a meeting, you can update meeting information, change the participant list, and manage content associated with the meeting.

Obtain information about a meeting

You can obtain details about an individual meeting at any time.

1 On the Acrobat Connect Pro Central Home tab, click My Meetings.

2 Under My Meetings, click the meeting name.

The Meeting Information page appears on the right with the following details:

Name The meeting title.

URL The web address where the meeting is to occur (the meeting room's virtual location).

Summary A brief description of the meeting.

Start time The date and time that the meeting begins.

Duration The projected length of time of the meeting.

Language The language in which the meeting will be conducted.

Telephony information The telephone number for participants who call in to this meeting and the code that they must enter (necessary only when the meeting is in progress).

3 From here, click the Open button next to the meeting name on the left to join the meeting.

See also

"Viewing data about meetings with the dashboard" on page 17

"Meeting reports" on page 18

View and modify a participant list

If you have Manage permissions for a meeting, you can view a list of all invited attendees for each meeting room. However, if this meeting is presented as an event, you must view and manage participants in the Event Management tab. For more information, see "Adobe Acrobat Connect Pro Events" on page 107.

If you are an administrator or have Manage permissions for this meeting's folder, you can add or remove attendees and change an attendee's permission setting (host, presenter, or participant).

Attendees that have been removed do not receive any notification and cannot enter the meeting unless the meeting access setting is changed to allow entry to anyone who has the meeting URL.

See also

"Workflow for creating and importing users and groups" on page 166

"Invite attendees and grant or deny access" on page 8

View a meeting participant list

1 Click the Meetings tab at the top of the Acrobat Connect Pro Central home page.

2 If necessary, navigate to the folder that contains the meeting.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Edit Participants link on the navigation bar.

Add meeting participants

1 Click the Meetings tab at the top of the Acrobat Connect Pro Central home page.

2 If necessary, navigate to the folder that contains the meeting.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Edit Participants link on the navigation bar.

5 In the Available Users And Groups list, do one of the following to select the users or groups:

- Control-click (Windows) or Command-click (Macintosh) or Shift-click to select multiple users or groups.
- To expand a group to select any individual members, double-click the group name; when you finish selecting names, double-click Up One Level in the list to restore the original list.
- To search for a name in the list, click Search at the bottom of the window, enter the name to display it in the list, and then select it.

6 Click Add.

7 For each new participant user or group that you added, select the appropriate permission type (Participant, Presenter, Host, or Denied) from the Set User Role menu at the bottom of the Current Participants list.

Remove meeting participants

1 Click the Meetings tab at the top of the Acrobat Connect Pro Central home page.

2 If necessary, navigate to the folder that contains the meeting.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Edit Participants link on the navigation bar.

5 In the Current Participant list, do either of the following to select users or groups:

- Control-click (Windows) or Command-click (Macintosh) or Shift-click to select multiple users or groups.
- To search for a name in the list, click Search at the bottom of the window, enter the name to display it in the list, and then select it.

6 Click Remove.

Change a participant's meeting permission

1 Click the Meetings tab at the top of the Acrobat Connect Pro Central home page.

2 If necessary, navigate to the folder that contains the meeting.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Edit Participants link on the navigation bar.

5 In the Current Participants list, do either of the following to select the users or groups whose meeting permissions you want to change:

- Control-click (Windows) or Command-click (Macintosh) or Shift-click to select multiple users or groups.
- To search for a name in the list, click Search at the bottom of the window, enter the name to display it in the list, and then select it.

6 For each name, select the new user role (Participant, Presenter, Host, or Denied) from the Set User Role menu at the bottom of the Current Participants list.

View and manage meeting content

You can view uploaded content, move the content to the Content library, or delete uploaded content at any time.

See also

"Working with content in the Content library" on page 142

"Share content in the Share pod" on page 20

"Sharing content during a meeting" on page 18

View a list of uploaded content

If you have Manage permissions for a meeting folder, you can view a list of all content that has been uploaded to the server from a meeting room within that folder.

1 Click the Meetings tab at the top of the Acrobat Connect Pro Central home page.

2 If necessary, navigate to the folder that contains the meeting.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Uploaded Content link on the navigation bar.

5 A list of all uploaded content appears. From here, do any of the following:

- To see the information about a specific item in the list, click the item name.
- Move uploaded content to the Content library.
- Delete uploaded content.
- To determine if the content is still being used in the meeting room, view the Referenced column. A Yes indicates that it is still being used. An empty column indicates that it is not.

Move uploaded content to the Content library

To move uploaded content to the Content library, you must be an administrator or a user with permissions to manage the specific Meetings library folder that contains this meeting.

1 Click the Meetings tab at the top of the Acrobat Connect Pro Central home page.

2 If necessary, navigate to the folder that contains the meeting.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Uploaded Content link on the navigation bar

5 Click the check box to the left of each file you want to move.

6 Click the Move To Folder button on the navigation bar.

7 Navigate to the folder location in the Content library where you want to move the content file by clicking the folder titles or the Up One Level button.

8 Click Move.

9 Click OK.

Delete uploaded content

1 Click the Meetings tab at the top of the Acrobat Connect Pro Central home page.

2 If necessary, navigate to the folder that contains the meeting.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Uploaded Content link on the navigation bar.

5 Click the check box to the left of each file that you want to delete.

6 Click Delete.

7 Click Delete on the confirmation page to permanently delete the selected content.

Edit meeting information

If you are an administrator or a user with Manage permissions for this meeting folder, you can modify the meeting properties on the Meeting Information page.

1 Click the Meetings tab at the top of the Acrobat Connect Pro Central home page.

2 If necessary, navigate to the folder that contains the meeting.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Edit Information link on the navigation bar.

5 Edit any of the meeting information, such as start time or duration.

6 Click Save.

See also

"Obtain information about a meeting" on page 11

"Meeting reports" on page 18

"Allocate meeting minutes to cost centers" on page 162

Options in the Edit Information page

Name A required field that appears in the meeting list, the meeting login page, and in reports.

Summary A meeting description that appears on the Meeting Information page, and is included in meeting invitations by default. Summary length is limited to 1000 characters.

Start time The month, day, year, and time that the meeting starts.

Note: *Some Acrobat Connect Pro pricing models ignore meeting start dates and allow attendees to enter meetings before the designated start date. Depending on the meeting pricing model your organization uses, if you change the meeting start date to a future date, participants and presenters might still be able to enter the meeting room any time after you create the meeting. When you are logged in to a meeting room, you can stop participants from entering the room between meetings.*

Duration The meeting length, in hours and minutes.

Language The primary language used in the meeting room.

Note: *If you create a meeting in one language and later change the language on the Edit Information page, the names of the pods in the meeting room remain in the original language. It is best to set the language when creating a meeting and keep the language the same.*

Access There are three options:

- **Only registered users may enter the room (guest access is blocked)** This option allows registered users and participants to enter the room with their user name and password. Guest access is denied.

- **Only registered users and accepted guests may enter the room** With this option, the meeting room is accessible only to those who have been invited as registered users, and to guests who are accepted into the meeting room by the host.

Registered users must enter their user name and password to enter the meeting room. Accepted guests are accepted into the room by the host. Acrobat Connect Pro can generate an individual attendance report for each registered user in the meeting. Accepted guests are added to the total number of meeting attendees on meeting reports, but no individual attendance report is available.

Note: *For some Acrobat Connect Pro accounts, a host must be present in a meeting in order for attendees to enter.*

- **Anyone who has the URL for the meeting can enter the room** Anyone who receives the meeting URL. Click Send E-mail Invitations to create an e-mail invitation in your own e-mail application. The new message contains a prepopulated subject (Connect Pro Invitation) and a prepopulated message (containing the meeting date, time, duration, location, and summary) that you can edit.

Cost Center Determines how meeting room minute costs should be allocated. Use the menu to select an option and bill costs to individual users, your cost center, or a specified cost center.

Audio Conference Settings Whether audio conference settings are necessary for this meeting, and if so, the conference number or numbers, moderator code, and participant code for the guests who are calling in.

Note: *If you did not add audio conference settings when you initially created the meeting, and you want to add them while you are in the meeting itself, use the preceding procedure to create them in Acrobat Connect Pro Central. In this case, however, ask all users to log out of the meeting, add the telephony information, and wait 5 minutes.*

Update information for any items linked to this item Select this check box to update any items linked to the meeting with the revised meeting information.

Send meeting invitations for an existing meeting

You can send invitations for a meeting that has already been created if you are the meeting host, an administrator, or have Manage permissions for this meeting's folder.

A meeting invitation is an e-mail invitation informing participants of the date, time, duration, summary, URL, and audio conference information. You can also choose to attach a Microsoft Outlook calendar event to the e-mail message. This enables attendees to add the meeting to their Outlook calendar.

The way that invitations are sent depends on the type of meeting:

Registered guests If your meeting is for registered users only, create a custom e-mail message from within Acrobat Connect Pro Central. Send the e-mail invitation to all hosts, participants, and presenters; presenters only; or participants only. The subject and message body can be edited.

Anyone If your meeting is open to anyone who receives the meeting URL, click Send E-mail Invitations to create an e-mail invitation in your own e-mail application. The new message contains a subject (the meeting name) and message (containing the meeting date, time, duration, URL, and summary) that you can edit.

See also

"Edit meeting information" on page 15

Send invitations to registered guests only

1. Click the Meetings tab at the top of the Acrobat Connect Pro Central home page.
2. If necessary, navigate to the folder that contains the meeting.
3. Click the meeting name in the list.
4. In the Meeting Information page, click the Invitations link on the navigation bar.

5 From the To menu, select the group to invite: All Hosts, Presenters, And Participants; Hosts Only; Presenters Only; or Participants Only.

6 Edit the subject and the message body as appropriate.

7 To attach an Outlook calendar event to the e-mail, select the check box next to Attach Microsoft Outlook Calendar Event (iCal) To E-mail Message; otherwise, clear the check box.

8 Click Send.

Send invitations to an unrestricted meeting

1 Click the Meetings tab at the top of the Acrobat Connect Pro Central home page.

2 If necessary, navigate to the folder that contains the meeting.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Invitations link on the navigation bar.

5 Do either of the following as appropriate:

- Click Send E-Mail Invitations to automatically display a new blank message in your e-mail application.
- Manually create a new e-mail message, then copy and paste the meeting URL (shown in the meeting details) into the message.

6 Type the e-mail addresses of the invitees or add them from your address book.

7 Edit or type, as appropriate, the e-mail subject and message.

8 Send the e-mail invitation.

Viewing data about meetings

Viewing data about meetings with the dashboard

The Meeting Dashboard provides a graphical representation of statistical data about your meetings. To see the Dashboard, from the Home Tab click Meetings, then click Meeting Dashboard. The data, which reflects all the meetings you have created, appears in three bar graphs; clicking in any of the bar graphs brings up the Summary Report for the meeting.

Most Active Meetings Over Last 30 days Determined by the number of sessions.

Most Participant Meetings Over Last 30 Days Determined by the number of participants. This feature counts only registered attendees; guest attendees are not included in the count. However, guest attendees are included in the data reported in the Summary Report for each meeting.

Most Viewed Recordings Over Last 30 days Determined by the number of views (that is, the number of times each archived meeting has been viewed).

The bar graphs appear within the Acrobat Connect Pro Central Meetings tab. Click Printable Version to export the Dashboard to a browser window for printing.

See also

"Obtain information about a meeting" on page 11

Meeting reports

The Reports feature of Acrobat Connect Pro Central lets you create reports that show you a given meeting from different perspectives. To use this feature, navigate to the Meeting Information page of an individual meeting and then click the Reports link. This displays links that let you define the following meeting information:

Summary The first report type that appears when you access the Reports feature. The Summary shows you aggregate meeting information, which includes: name; URL For Viewing; Unique Sessions (a single instance in which a given user has joined and exited the meeting); the last time that any invitee entered the meeting room (Most Recent Session); number of people invited; number of those who attended; and the greatest number of people who entered the room at any one time (Peak Users).

By Attendees Lists the name and e-mail address of each meeting participant, as well as the time they entered the meeting and the time they left it.

By Sessions Lists the start and end time of each session, the session number, and the number of attendees. Clicking on the session number displays the participant list for this session, including participant name and entry and exit times for each participant.

By Questions Lists each poll by session number, number, and question. Select a view by clicking one of the following options under the Report column:

- "View answer distribution" displays a pie chart in which each answer is color-coded with a unique color.
- "View user responses" provides an answer key that lists each answer for this poll and its corresponding answer number; these numbers map to the pie chart. This option also shows a list of all the participants who responded in this poll and the number of the answer they selected (if the poll question allowed multiple responses, all responses are shown for the user).

See also

"Obtain information about a meeting" on page 11

"Use the Reports wizard" on page 187

Sharing content during a meeting

Sharing a computer screen, document, or whiteboard

Hosts and presenters (and participants who have been given rights) use the Share pod to display content to attendees, such as the following:

- Selected items on your computer screen, including one or more open windows, one or more open applications, or the entire desktop. See "Share your screen or control of your screen" on page 19.
- A document, such as a presentation, an FLV file, a JPEG, or other file format. See "Share a document" on page 23.
- A whiteboard with a variety of writing and drawing tools. You can share a stand-alone whiteboard, or a whiteboard overlay that appears on top of other shared content. See "Share a whiteboard" on page 25.

Documents shared in the Share pod can be viewed but not downloaded by attendees. To enable attendees to download documents, a host or presenter must upload the documents to the File Share pod.

When you share content in the Share pod, attendees see your pointer move in the Share pod window. All activities you perform in shared window, application, or document are visible to attendees.

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms. For more information, see "Working with compliance and control settings" on page 163.*

Presenters and hosts must install the Add-in the first time they attempt to upload content or share a screen. The Add-in is a special version of Flash Player with additional features for hosts and presenters. The Add-in provides support for uploading files to the server and sharing screens during a meeting. It also provides additional audio support.

Note: *If you have a pop-up blocker enabled in your browser, the dialog box for downloading the Add-in will not appear. To correct this problem, temporarily disable the pop-up blocker.*

See also

"Work with pods" on page 9

Share your screen or control of your screen

As a host or presenter in a meeting, you can share windows, applications, or your entire desktop with participants in a meeting.

When you share anything on your computer screen, actions you take in the shared region are visible to all participants in the meeting. Participants follow the progress of your pointer as you move it across your screen.

The region or regions that you share must be visible on your desktop to be visible in the Share pod to other participants. Overlapping windows on the desktop appear as a blue crosshatched pattern in the Share pod.

You can also display a whiteboard over a shared screen to enable attendees to add annotations.

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Share a whiteboard" on page 25

"Work with pods" on page 9

Share your computer screen

1 With a blank Share pod open in a meeting, do one of the following:

- Click the My Computer Screen button in the middle of a blank Share pod.
- Click the Share button on the Share pod control strip, and select My Computer Screen from the pop-up menu.

2 In the Start Screen Sharing window, do one of the following:

- Select Desktop to share your entire desktop. If you have more than one monitor connected to your computer, a desktop appears for each monitor. Choose the desktop that you want to share.
- Select Windows to share one or more windows that are open on your computer. Choose the window or windows that you want to share.
- Select Applications to share an application and all its related windows that are open on your computer. Choose the application or applications that you want to share.

3 Click the Share button at the bottom of the Start Sharing window to begin sharing.

Share control of your screen with another presenter

While screen sharing, you can pass control of the shared desktop, window, or application to another presenter. The presenter must request control before you can hand over your shared screen to them.

1 Start sharing your computer screen in a meeting.

2 When another presenter requests control of your screen (by clicking the Request Control button on the Share pod control strip), you see a request message in the upper-right corner of the meeting room window. Do one of the following:

- Click Accept to grant control of your screen to the requesting participant.
- Click Decline to deny control of your screen to the participant.

Request control of a shared screen from another presenter

Hosts and Presenters can request control of another attendees screen, but the request must be granted by the attendee; control cannot be taken without permission.

❖ Do one of the following:

- Click the Request Control button on the Share pod control strip.
- In the Attendee List pod, hover your mouse over the name of the attendee whose screen you want to control and from the pop-up menu, select Request Screen Share .

If the request is accepted, a message informs you that you have been granted control of the screen. The Request Control button becomes a Release Control button. You can now take control of the shared screen.

Release control of a shared screen

❖ Click the Release Control button on the Share pod control strip (or in the notification window) to return control of the shared screen to the original presenter.

Preview your shared screen in the meeting room

When sharing an application, window, or desktop on your computer, you can select the Preview option to show the same view that participants see in their Share pod.

❖ Click the Pod Options button of the Share pod and select Preview In Pod While Screen Sharing, or click the Preview button . (When you are finished, click Preview again.)

Share content in the Share pod

The Share pod controls let hosts and presenters share content in various ways. You can display the pod at Full Screen size to make contents larger. You can enable attendees to toggle between Full Screen and Normal display size. You can choose to display changes in the presenter's pod to all attendees, so that the presenter can control the pod size for attendees. You can share content that is already loaded into the meeting room but is not currently displayed. When content is displayed in the Share pod, you can use a pointer to call attention to particular areas.

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Work with pods" on page 9

"Share a whiteboard" on page 25

Change the content displayed in a Share pod

1 Click the Share button on the Share pod control strip.

2 Select My Computer Screen, Documents, or Whiteboards and, for Documents and Whiteboards, select the item you want to share from the submenu.

Display and enable the Full Screen mode

1 To display the Share pod at full screen size, click the Full Screen button in the Share pod control strip. Click the button again to return to normal display size.

2 To change the attendees' Share pod display size when you change your own, click the triangle next to the Full Screen button and select Enable Full Screen Toggle For Participants. (When this option is turned off, attendees control the size of their own Share pods.)

Note: *When you enable full screen mode, use Alt + Tab to go to the window that you want to share.*

Display changes in the presenter's Share pod to all participants

❖ Click the triangle next to the Full Screen button and select Presenter's Changes Affect Everybody from the submenu.

Turn off sharing but keep the Share pod open

❖ Click Stop Sharing on the Share pod control strip.

Redisplay Share pod content that was closed

❖ Do one of the following:

- Select Share > Documents or Share > Whiteboard from the control strip at the bottom of the Share pod, and select the shared document or whiteboard by name from the submenu.
- Select Pods > Share and select the Share pod by name from the submenu.

Use a pointer in a Share pod

❖ Do one of the following:

- Click the Pointer on the Share pod control strip.
- Choose Show Pointer from the Share pod options menu.

Share presentations in the Share pod

For hosts or presenters who share a presentation in the Share pod, special controls are available for navigating and displaying the presentation. A presentation layout has the following areas:

Presentation The main part of the window, which displays the presentation slides.

Presentation sidebar An area on the right side (default location) of the browser window that shows the name of the presentation, the presenter information, and the Outline, Thumb, Notes, and Search tabs (if the tabs were included in presentation theme). If you cannot see the sidebar, click Show/Hide Sidebar in the Presentation toolbar.

Presentation toolbar A control bar at the bottom of the presentation that gives you control over the presentation playback, audio, attachments, and screen size. This is visible to hosts only, unless a host chooses to display it to participants. (To see all presentation toolbar options, the presentation file should be loaded to the content library from Adobe Presenter. If you load the PowerPoint PPT file directly into the Share pod from your computer, not all presentation toolbar options are visible. You may also need to click Sync.)

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Working with content in the Content library" on page 142

"Work with pods" on page 9

"Share a whiteboard" on page 25

Use the presentation Outline tab

Most presentations have an Outline tab on the sidebar. The Outline tab lists the title and duration of each slide. You can use the Outline tab to display information and to move to a specific slide in the presentation. The current slide is highlighted with a glow color, which you can change in the theme. You can choose to display the highlight outline to all attendees or to hosts and presenters only.

1 Click the Outline tab in the sidebar at the right.

2 To move to a slide in the presentation, click its title in the Outline tab.

3 To show the full slide title, move the pointer over the title.

Use the Presentation Thumb tab

Presentations can have a Thumb tab on the sidebar. The Thumb tab shows a small picture of each slide, the slide title, and the slide duration. The current slide is highlighted with a glow color, which you can change in the theme. You can use the Thumb tab to see the contents each slide quickly and to move to a specific slide in the presentation.

Note: *If you upload your presentations directly from your computer and into a meeting, the Thumb tab is not displayed. Adobe recommends adding presentations to a meeting from the Content library.*

1 Click the Thumb tab in the sidebar at the right.

2 To move to a slide, click its title in the Thumb tab.

3 To show the slide title, move the pointer over the title.

View Presentation slide notes

When creating a presentation in PowerPoint, you can enter notes for individual slides. If any slide notes exist, they can be displayed in the presentation. Slide notes appear on the right side of the presentation window. You cannot change the size of the slide Notes tab.

❖ Click the Notes tab in the sidebar on the right side.

The complete notes text is displayed. The text is unformatted and cannot be edited directly on the tab.

Search for text in a presentation

1 Click the Search tab in the sidebar on the right side.

2 Type the text to search for directly into the text box.

3 Click Search .

4 Search results are displayed below the text box. Click any slide title in the results list to display that slide.

Presentation toolbar options

You can control the presentation appearance and playback by using the toolbar located at the bottom of the presentation. (To see all presentation toolbar options, the presentation file should be loaded to the Content library from Adobe Presenter. If you load the PowerPoint PPT file directly into the Share pod from your computer, not all presentation toolbar options are visible. You may also need to click Sync.)

Play/Pause Pauses and resumes play of the current slide.

Back Moves to the previous slide in the presentation.

Forward Moves to the next slide in the presentation.

Slide progress bar Shows and controls the playback location within the current slide. The position marker moves as the slide plays. You can drag the marker arrow forward or back in the current slide to change your playback location. You can also click a specific location on the progress bar to move the slide marker position and slide playback there.

Current slide number Shows the number of the currently displayed slide and the total number of slides (for example, slide 2 of 10).

Status Shows the status of the current slide, such as Playing, Stopped, No audio, or Presentation complete.

Time Shows the current slide time and the total slide time as the slide plays (for example, 00.02/00.05).

Audio volume Shows the volume level that is set for the slide.

Attachments Displays a small window showing any attachments (for example, documents, spreadsheets, images, URLs) that have been added.

Show/Hide sidebar Shows or hides the sidebar.

Share a document

A host or presenter can share documents that have been uploaded to the Content library, or share documents directly from your computer.

If you turn off sharing, change the content in a Share pod, or close the Share pod, the document is still part of the meeting room and can be displayed again. If you delete a Share pod, the document is deleted from the meeting room. (If you uploaded it to the Content library previously, it is still available there.) To edit a shared document, you must edit the source document and reload it into the meeting.

See also

"Working with content in the Content library" on page 142

"Work with pods" on page 9

"Share a whiteboard" on page 25

Share documents from the Content library

A host or presenter can load presentations, SWF files, JPEG files, MP3 files, or FLV files from the Content library on the server into a Share pod in a meeting. In the Content library, you can select documents from a shared content folder or from a user folder, either your own or another user's. The Content library is available in the Acrobat Connect Pro Central application. (To access a user folder other than your own, the user must grant you View permission).

If you share a presentation, the Share pod displays controls for navigating the presentation.

Note: *You create presentations from PowerPoint presentations, using Adobe Presenter. Acrobat Connect Pro does not support progressive-scan JPEG files.*

1 Do one of the following:

- In the Share pod, click the Documents button.
- Select Pods > Share from the menu bar.
- Select Share > Documents from the control strip at the bottom of the Share pod.

2 Click Select From Content Library on the pop-up menu.

3 Select one of the following:

- Shared Content displays uploaded content that is available to all account holders with the appropriate permissions.
- User Content displays uploaded content in individual user folders. To view the content in another user's folder, you must have View permission from that user.
- My Content displays the uploaded content in your user folder.
- Uploaded Content displays the content that has been uploaded for the current meeting.

4 Select the document that you want to share, and click Open.

The selected document appears in the Share pod. The document name appears in the title bar of the pod.

Share documents from your computer

You can load PPT, SWF, JPEG, MP3, or FLV files from your computer into a Share pod. The files are uploaded to the server. PPT files are converted to presentations.

1 Do one of the following:

- In the Share pod, click the Documents button.
- Select Pods > Share from the menu bar.
- Click Share on the control strip at the bottom of the pod.

2 Click Select From My Computer on the pop-up menu.

3 Select the document that you want to share and click Open.

The selected document appears in the Share pod. The document name appears in the title bar of the pod.

The document is added to the Uploaded Content folder associated with the meeting room in Acrobat Connect Pro Central. An Acrobat Connect Pro Central administrator can move the document to the Shared Content folder in the Content library to make the document available for other meetings.

Turn off display synchronization for documents

By default, Acrobat Connect Pro synchronizes display of documents so that attendees see the frame that the presenter sees. A host or presenter can use the Sync button to turn off synchronization so that attendees can move through presentations or FlashPaper documents at their own pace.

Note: *The Sync button appears only when you have multiframe content loaded in the Share pod.*

❖ In the Share pod window, with content loaded, click the Sync button (Sync is on by default). Controls for presentation playback appear at the right of the Share pod. Click the Sync button again to turn off synchronization

Share a whiteboard

A host or presenter (or a participant that has been given rights) can use a whiteboard to create collaborative text, drawings, and other annotations in a meeting.

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Work with pods" on page 9

"Share content in the Share pod" on page 20

"Share presentations in the Share pod" on page 21

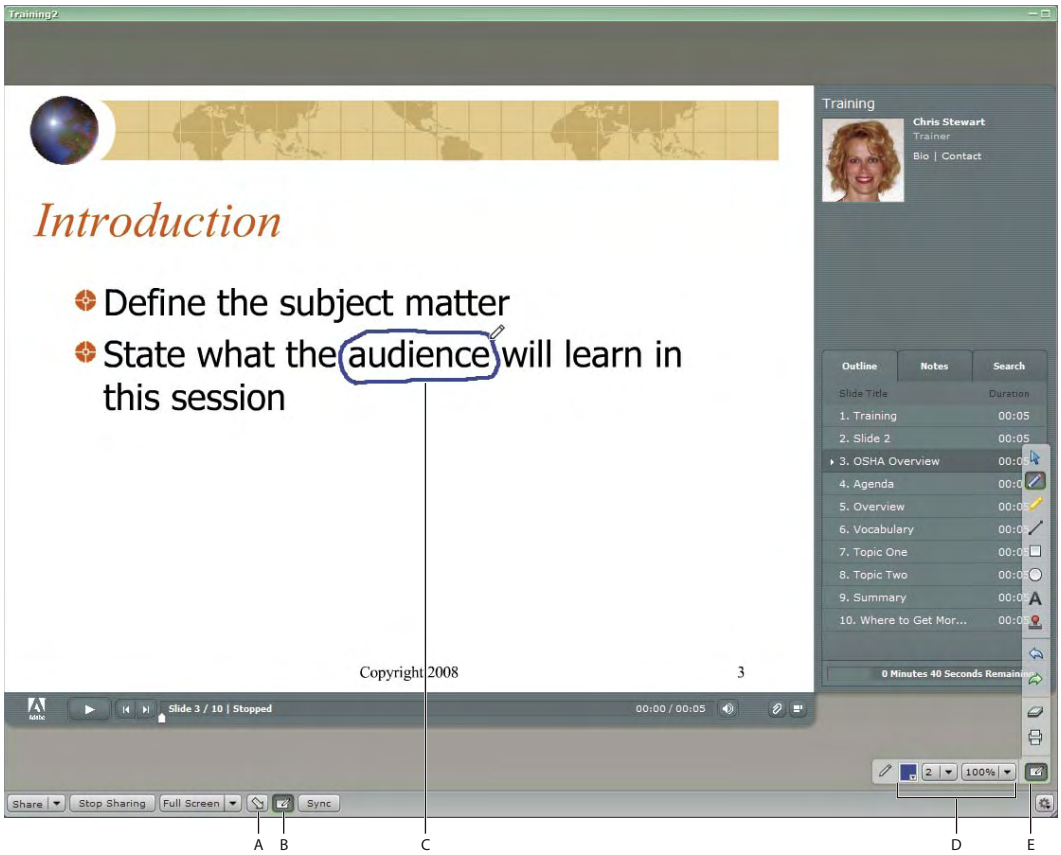
Create and display a whiteboard

A whiteboard allows hosts or presenters to create text, lines, circles, squares, and other freehand drawings in real time during a meeting.

You can use a whiteboard in two different ways in a Share pod:

- A stand-alone whiteboard allows presenters to create content on a white background.
- An overlay whiteboard allows presenters to create content over an existing document in a Share pod, adding annotations to and drawing on the document. You can lay a whiteboard over presentations, JPG, SWF, FLV, and FlashPaper documents.

If you turn off sharing, change the content in a Share pod, or close the Share pod, the whiteboard is still part of the meeting room and can be displayed again. If you delete a Share pod, the whiteboard is deleted.



Whiteboard overlay
A. *Annotation added using the Pencil tool* ***B.*** *Pointer* ***C.*** *Show/Hide whiteboard overlay* ***D.*** *Whiteboard tool options* ***E.*** *Show/Hide whiteboard tools*

Create a stand-alone whiteboard in a blank Share pod

1 Do one of the following:

- In the Share pod, click the Whiteboard button.
- Select Pods > Share.
- Click Share on the control strip at the bottom of the Share pod.

2 Select New Whiteboard in the pop-up menu.

Add an overlay whiteboard in a Share pod

❖ With the document displayed in a Share pod, do one of the following:

- Click the Whiteboard button in the Share pod control strip.
- Click the Pod Options button the lower-right corner of the Share pod, and select Whiteboard Overlay.
- If you are sharing an application, in the upper-right corner of the window of the application, click the arrow next to the red Stop Sharing button and select Pause and Annotate.
- If you are sharing your entire desktop, click the Acrobat Connect Add-in icon in the system tray (Windows) or icon bar (Macintosh) and select Pause and Annotate.

Display an existing whiteboard

❖ Select Pods > Share > [name of whiteboard].

Clear a whiteboard

❖ Press Control+D or press Clear in the Whiteboard toolbar.

Navigate between multiple whiteboard pages

A stand-alone whiteboard is composed of multiple pages. If you need to present multiple whiteboard pages during a meeting, you can use the forward and back arrow buttons to move between pages.

1 Click the Whiteboard Toolbar button.

2 Do one of the following:

- Click the right-pointing arrow to display the next page.
- Click the left-pointing arrow to display the previous page.

Whiteboard drawing tools

The tools listed below are available to create text and drawings on the whiteboard.

Note: *If your Share pod is very small, all of the whiteboard tools may not be visible. Enlarge the height of the Share pod to see all tools.*

Selection tool Selects a shape or area of the whiteboard. Click a shape to select it. Drag on the whiteboard or content to create a selection rectangle that selects all the shapes within the rectangle. The selection rectangle has eight control points for resizing the selected shape or shapes. Shift-drag a corner control point to maintain the aspect ratio when you resize. Select and drag a shape to move it. To add a shape to the selection, Shift-click the shape.

Pencil tool Creates a free-form line. You can customize stroke color and stroke weight by using the color picker and stroke weight pop-up menu at the lower part of the Whiteboard pod.

Marker tool Creates a free-form thick marker line. You can customize stroke color and stroke weight by using the color picker and stroke weight pop-up menu at the lower part of the Whiteboard pod.

Line tool Draws a straight line between two points. You can customize stroke color and stroke weight by using the color picker and line width pop-up menu at the lower part of the Whiteboard pod. You can create arrows by using the arrow buttons at the lower part of the Whiteboard pod. Holding down the Shift key while drawing makes the line snap every 45 degrees.

Rectangle tool Creates square and rectangle shapes. You can customize stroke color, fill color, and stroke weight by using the color picker and the stroke weight pop-up menu. You can use No Fill as a setting for stroke color and fill color; however, you cannot use No Fill for both stroke color and fill color. Drag to expand the shape. Hold down the Shift key while drawing to make the rectangle a square.

Ellipse tool Creates circle and ellipse shapes. You can customize stroke color, fill color, and stroke weight by using the color picker and stroke weight pop-up menu. Drag to expand the shape. Hold down the Shift key while drawing to make the ellipse a circle.

Text tool Creates a floating multiline text field. You can customize fill color, font face, and font size by using the color picker, font pop-up menu, and font size pop-up menu. Drag to create a text area where you can type.

Stamper tool Leaves a Check Mark, Arrow, Star, or Cross on the screen. An arrow is the default stamp. You can change the stamp image by clicking the arrow, star, checkmark, and cross buttons. You can customize image color and shape size by using the color picker and size pop-up menu. If your company has a licensed Acrobat Connect

Pro account, you can use a custom image for the stamp. See the article "Creating Custom Whiteboard Stamps" on the Adobe Acrobat Connect Developer Center at www.adobe.com/go/devnet_connect_stamps.

Undo Undoes the previous action. You can undo the following actions: drawing a shape, moving a shape, resizing a shape, clearing the whiteboard, and changing a shape's property. There is no limit to the number of times that you can perform this operation in the pod.

Redo Repeats the previous action.

Clear Deletes everything on the whiteboard.

Print Prints the contents of a whiteboard.

Upload and manage files using the File Share pod

Hosts and presenters (and participants that have been given rights) can upload files to share with meeting attendees either from their computers or from the Content library. Meeting participants cannot upload files; however, the host can change the participants' status to allow them to upload files. Participants who want to upload files should ask the host to change their attendee role or to grant enhanced rights for the File Share pod.

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Working with content in the Content library" on page 142

"Share content in the Share pod" on page 20

Upload a file

1 If you do not have a File Share pod in your meeting room, click Pods > File Share > New File Share Pod.

2 Click Upload File.

3 Do one of the following:

- Click Select From Content Library and navigate to the folder that contains the file.
- Click Select From My Computer and in the Browse Content window, navigate to the folder that contains the file.

4 Select the file and click Open.

Download a file

Meeting attendees can download files from the File Share pod to their computers.

1 In the File Share pod, select the file to download.

2 Select Save to My Computer.

A browser window opens, with the Save to My Computer dialog box.

3 Click the Click to Download button.

4 Click Save.

5 Navigate to the desired location and click Save.

6 When the downloading process is complete, click Close.

7 Close the browser window that opened in step 2.

Rename a file

This operation changes only the label that appears in the File Share pod; it doesn't change the actual filename.

1 In the File Share pod, select the file that you want to rename.

2 In the lower-right corner, click the Pod Options button .

3 From the pop-up menu, select Rename Selected.

4 Type the new name in the Name box and click OK.

Remove a file

1 In the File Share pod, select the file that you want to remove.

2 In the lower-right corner, click the Pod Options button .

3 From the pop-up menu, select Remove Selected.

Display web pages to attendees

During meetings, hosts or presenters may want participants to view websites. You can use the Web Links pod to force attendees' browsers to open a designated URL.

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Work with pods" on page 9

Add a new web link

1 If you do not have a Web Links pod in your meeting room, click Pods > Web Links > New Web Links Pod. (It is not necessary to type text in the Browse To box; the text is not carried over to the URL name and path boxes in the next step.)

2 Click the Pod Options button in the lower-right corner.

3 Select Add Link.

4 Type the URL name and URL path in the text boxes.

5 Click OK.

Display a web link to all attendees

1 Select a link in the Web Links pod, or enter a URL in the Browse To box.

2 Click Browse To.

On your screen and each attendee's individual screen, the URL opens in a new instance of the web browser.

Rename a web link

1 Select a URL name in the Web Links pod.

2 Click the Pod Options button in the lower-right corner.

3 Select Rename Selected Link from the pop-up menu.

4 Type the new name in the URL Name box.

5 Click OK.

Remove a web link

1 Select a link in the Web Links pod.

2 Click the Pod Options button in the lower-right corner.

3 Select Remove Selected from the pop-up menu.

Taking notes in a meeting

Hosts and presenters use a Note pod to take meeting notes that all attendees can see. It remains visible in a Note pod throughout the meeting or until a presenter edits the note or displays a different note. A host can remove the Note pod from view, or switch to a different room layout that does not contain that Note pod.

A new meeting created from the Default Meeting Template contains three layouts. Each layout contains an instance of the same Note pod. When you type a message in the Note pod of one layout, the same text appears in all three layouts. With the New Note Pod option, you can create a single instance of a Note pod that appears in only one layout.

You can use the Note pod in several ways:

- Create a single, persistent note that is visible to attendees during the entire meeting.
- Create multiple notes in a single pod.
- Create multiple Note pods to display different notes.

You can also e-mail the contents of a note pod.

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Work with pods" on page 9

"Chat and Q&A in meetings" on page 32

Create a Note pod

A host can create and display multiple Note pods, each with its own text. You can use different Note pods for different layouts and meetings. When you create a Note pod, it is assigned a default name, such as Note 1, Note 2, and so on. You can rename, move, and resize the Note pod after it is created.

❖ From the menu bar at the top of the Stage, select Pods > Note > New Note pod, or choose New Note from the Note pod options menu.

Add a note to a Note pod

1 As a host or presenter, click anywhere inside the Note pod.

2 Type the text that you want to appear in the Note pod.

Create multiple notes in a Note pod

A host or presenter can create more than one note in a Note pod, and choose which note to display.

1 Click the Pod Options button in the lower-right corner.

2 Select New Note from the pop-up menu.

3 Type note text.

4 Click the Pod Options button .

5 Select the Select Note option.

6 Select the name of the note that you want to display from the pop-up menu.

Edit note text

A host or presenter can edit the text in a Note pod (all changes are immediately visible to attendees). All the text in a pod uses the same formatting.

1 Click anywhere inside the Note pod containing the text that you want to edit.

2 Modify the text.

3 To change the size of the text, click the Pod Options button in the lower-right corner of the Note pod, and then select Text Size. Select a text size.

4 To change the alignment of the text, click the Pod Options button in the lower-right corner of the Note pod and choose an alignment option: left, center, or right.

Rename a note

When a host or presenter creates a note, it is assigned a default name, such as Note 1 or Note 2. If you are a host, you can rename a note.

❖ Do one of the following:

- Double-click the note name in the pod and enter a new one.
- In the menu bar, click Pods > Organize Pods. Select the name of the Note pod that you want to change, click Rename, and type a new name.

Delete a note

1 Click Pods > Organize Pods.

2 Select the name of the note that you want to delete.

3 Click Delete.

4 Click Done.

E-mail the contents of a Note pod

Hosts can e-mail the contents of a Note pod. (The Acrobat Connect Add-in must be installed to use this option.)

1 Click the Pod Options button in the lower-right corner.

2 Select Email Note.

Chat and Q&A in meetings

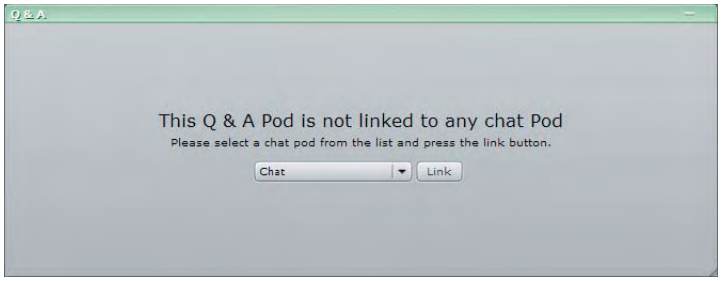
You can communicate with other attendees while a meeting is in progress, using a Chat pod. If you have a question and do not want to disturb the meeting flow, or if you cannot speak in a meeting because sound is not enabled on your computer, you can send a chat message to the presenters or to another meeting participant. For example, when you first enter a meeting room, you can introduce yourself by sending a chat message to everyone in the room.

As a presenter, you can use more than one Chat pod simultaneously. Chat pods can be set to display content to everyone or to presenters (and hosts) only.

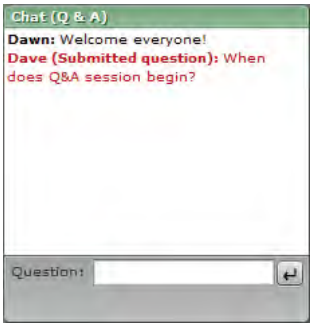
In the Chat pod, messages appear as they are submitted, and are listed sequentially in the pod. Questions and answers are not linked, and they can appear in different locations on the list in the Chat pod. Presenters can allow participants to conduct private chats, to clear a chat, and to turn off chat notifications.

Chat pod content is persistent, and remains in a meeting room until deleted. If you want to preserve Chat pod content for future use, you can e-mail the content.

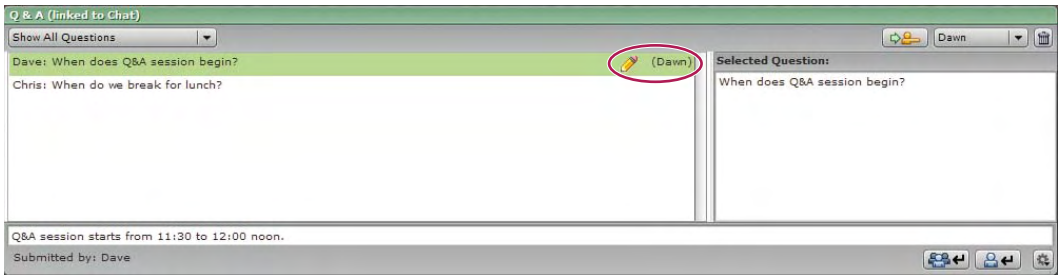
You can use a Q & A pod to answer questions posed by attendees. The Q & A pod is linked to the Chat pod. When an attendee asks a question in the Chat pod, a presenter can answer in the linked Q & A pod. When a presenter answers a question, the question and answer appear as pairs in the Chat pod.



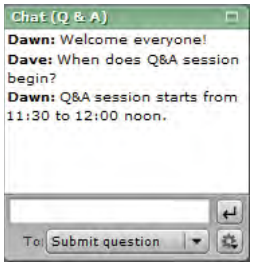
A host or presenter links the Q & A pod to the Chat pod



A participant submits a question in the Chat (Q & A) pod



The presenter selects a question and answers from the linked Q & A pod



The question and answer appear as a pair in the Chat pod

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Work with pods" on page 9

"Taking notes in a meeting" on page 30

Send a chat message

Use the Chat pod to compose a chat message and address it to a specific participant, to all presenters at the meeting, or to all attendees.

When you receive a chat message from a meeting participant, your Chat pod shows the sender's name and the message. If the message was sent to everyone, the sender's name is followed by the message. If the message was sent only to you, the sender's name is followed by "(privately)". If the message was sent only to the presenters, the sender's name is followed by "(presenters)."

1 Select one of the following options from the pop-up menu at the bottom of the Chat pod:

- The name of a participant to whom you want to send a message
- Presenters
- Everyone
- Submit Question (available if a Q & A pod is linked to the Chat pod)

2 Click the text box in the Chat pod.

3 Enter your message.

4 Do one of the following:

- Click Send Message ↵ next to the text box.
- Press Enter or Return.

Your name, the addressee name, and your message appear in the Chat pod.

Disable private chat between participants

By default, two participants can chat privately. As a host, you can disable this option and prevent private chat.

1 Click the Pod Options button in the lower-right corner of the Chat pod.

2 Click Enable Private Chat For Participants to disable the option. A check mark indicates when the option is enabled.

Note: *This option is not available if the Chat pod is linked to a Q & A pod.*

Clear messages from a Chat pod

When an empty Chat pod is required in a meeting, a host or presenter can clear all messages for all attendees.

1 Click the Pod Options button in the lower-right corner of the Chat pod.

2 Select Clear Chat.

Use chat notifications

If you are a host or presenter and you are using the Acrobat Connect Add-in, chat notifications let you communicate with your audience while you are presenting and the meeting window is minimized or maximized to full-screen, concealing the Chat pod. If an attendee sends you a message while you are presenting in full screen or screen sharing mode, a notification appears in the lower-right corner of the screen. You can see the sender's name and the first few words of the message in the notification window. By default, Chat Notifications is enabled. If you don't want notifications to be shown while you are presenting, you can disable them.

1 Click the Pod Options button in the lower-right corner of the Chat pod.

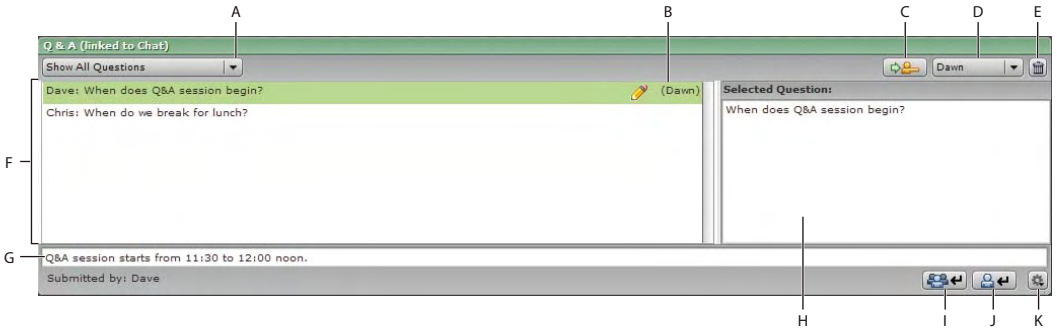
2 Select Chat Notification Options > Disable.

Note: *This option is not available if the Chat pod is linked to a Q & A pod.*

Moderating questions with the Q&A pod

If you are a host or presenter, the Q & A pod gives you additional control for managing questions and answers during a meeting. Using this pod, you can redirect a question to the appropriate presenter and place questions in a queue until you are ready to answer them.

To manage the question queue, you can apply a filter, so that you see certain questions while hiding others. You can select and edit a question, enter your reply, and send the answer either to all participants or just the sender. Questions and answers appear as pairs in the Chat (Q & A) pod.



***A.** Filter options **B.** Person answering **C.** Forward **D.** Presenter list **E.** Delete question **F.** Incoming message list **G.** Answer text box **H.** Preview pane **I.** Answer question to everyone **J.** Answer question to submitter only **K.** Pod Options*

Following are examples of when a Q & A pod is useful:

- During a large meeting, questions are added to a queue on the Q & A pod while the speaker presents. After completing the presentation, the speaker reviews the messages, applies a filter, and begins answering the questions.
- A meeting moderator answers logistical questions but forwards technical inquiries to an engineer, who is presenting.
- A meeting moderator returns certain replies to the sender only. Replies that are relevant to all attendees are sent to everyone in the meeting.

Add a Q&A pod and link it to a Chat pod

If you are a host or presenter, you can add a Q & A pod to a meeting room with an existing Chat pod. You must create a link between the two pods. After the two pods are linked, "(Q & A)" is added to the name of the Chat pod. In Q & A mode, participants can send messages only to the presenters. There can be only one Q & A pod in a meeting room.

1 If the Presenter Only area is not displayed on your screen, click Present > Show Presenter Only Area.

2 Click Pods > Q & A.

3 In the Q & A pod, select the name of the Chat pod that you want to link to from the pop-up menu.

4 Click Link.

The Chat pod is linked to the Q & A pod and (Q & A) is displayed in the Chat pod name.

Submit a question in the Chat pod

1 From the pop-up menu at the bottom of the Chat pod, select Submit Question (this option is available only if a Q & A pod is linked to the Chat pod).

2 Enter your message in the text box, and click the Send Message (arrow) button, or press Return.

Answer questions using the Q&A pod

1 Select a question from the Incoming Messages list.

The question is highlighted and a duplicate of the question appears in the Preview pane so that you can edit it if necessary.

2 (Optional) Edit the question in the Preview pane.

3 Type your answer in the text box at the bottom of the pod.

4 Click one of the following buttons in the lower-right corner of the Q & A pod:

Answer question to everyone Sends the answer to all meeting attendees.

Answer question to submitter only Sends the answer only to the attendee who sent the question.

When a question is sent, it is deleted from the Incoming Messages list and appears in the Chat pod in the "Answered Questions" list.

Manage your questions with filters

If you are a host or presenter, you can add a filter to the queue of questions in a Q & A pod so that you can see certain questions while hiding others. You can also forward a question to another presenter to answer.

1 Click the pop-up menu in the upper-left corner of the Q & A pod.

2 Select a filter from the following list:

Show All Questions Displays all questions that you have received, starting either with a new pod or from the last time the pod was cleared.

Show My Questions Displays only the questions that have been assigned to you.

Show Open Questions Displays all unanswered questions not assigned to anyone.

Show Answered Questions Displays all questions that have been answered.

Forward a question to another presenter

You can forward a question to another presenter to answer.

1 Select the question from the Incoming Messages list.

The question is highlighted, and a duplicate of the question appears in the Preview pane.

2 Select a presenter name from the pop-up menu.

3 Click the Forward Question To Selected Presenter button.

Mark a question as open

1 In the Q & A pod, from the Incoming Messages list, select an unanswered question.

2 Click the Pod Options button in the lower-right corner.

3 Select Mark as Open.

Delete questions

1 In the Q & A pod, from the Incoming Messages list, select a question.

2 Click the Pod Options button in the lower-right corner.

3 Select Delete Question or Delete All Questions.

Show the submitter name or presenter name in front of the question or answer

1 In the Q & A pod, click the Pod Options button in the lower-right corner.

2 Select one of the following options:

- Show submitter name with answered question.
- Show presenter name with answered question.

E-mail the contents of a Chat or Q&A pod

❖ Do one of the following:

- In the Chat pod, click the Pod Options button in the lower-right corner and select Email Chat History.
- In the Q&A pod, click the Pod Options button in the lower-right corner and select Email All Questions.

Polling attendees

Hosts can use the Poll pod to create questions, or *polls*, for participants and to view the results. Only hosts can control poll management and how polls appear to meeting participants. Hosts can also cast votes.

Polls are useful during a meeting if you want instant feedback on what is being presented. Polls can also be used at the end of a meeting to find out if participants felt the meeting, content, and presenters were high-quality.

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Work with pods" on page 9

"Chat and Q&A in meetings" on page 32

Ask participants to respond to a poll

1 If the Poll pod is not displayed, click the Pods menu and select Poll > New Poll Pod.

2 Enter a question into the Poll pod and click Open Poll.

Close the answer period for a poll

❖ At the bottom of the Poll pod, click Close Poll. (Results are sent to the application server).

Edit a poll

1 Click Prepare in the lower-left corner of the Poll pod.

2 Edit the text.

3 Click Open Poll.

View poll results

As a host or presenter, you can view poll results. These results are updated in real time as participants continue to cast or change their votes.

1 Click the Pod Options button in the lower-right corner of the Poll pod.

2 Select Results Settings and choose an option.

The participant names and responses appear in the Poll pod. Only you, the host, can see these results.

Show poll results to participants

❖ Do one of the following:

- Click the Pod Options button in the lower-right corner of the Poll pod and select Broadcast Results from the pop-up menu.

- Scroll to the bottom of the main area and select the checkbox next to Broadcast Results.

The poll responses appear to all meeting participants.

Note: *This option appears only when the pod is not being edited.*

Navigate among polls

You can create multiple polls and navigate among them quickly and easily.

1 Click the Pod Options button in the lower-right corner of the Poll pod.

2 Choose Select Poll and select a poll name.

Clear poll answers

1 Click the Pod Options button in the lower-right corner of the Poll pod.

2 Select Clear All Answers from the pop-up menu.

Creating and managing breakout rooms

Breakout rooms are subrooms that can be created within a meeting or training session. They are useful for splitting a large group into smaller groups that can talk or collaborate. Breakout rooms can be used in meetings and training sessions that have 50 or fewer people and hosts can create up to 5 breakout rooms for a single meeting or training session.

For example, if you have 20 people in a session, you could create 4 breakout rooms and move 5 attendees to each room. In the breakout rooms, the attendees can speak to each other (depending on the audio configuration), use the Chat pod, collaborate on a whiteboard, and share their screens. The host can visit all of the breakout rooms to assist and answer questions. When work in the breakout rooms is complete, the host can end the breakout session and return attendees to the main room. Hosts are able to share what happened in the breakout rooms with everyone. If necessary, the host can return attendees to their same breakout rooms. If you use the room again, you can also reuse the breakout room layout and content. (However, the assignment of attendees to breakout rooms is not retained.)

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Create a meeting" on page 3

"Start a meeting" on page 6

"Invite attendees and grant or deny access" on page 8

Audio in breakout rooms

Audio in breakout rooms can be integrated telephony, non-integrated telephony, or VoIP, just like regular meetings and training sessions.

When using integrated telephony, if the telephony provider supports Acrobat Connect Pro breakout rooms, then the telephony audio conference automatically splits across breakout rooms you create. Each breakout room has its own audio and you do not have to perform separate breakout assignments for the audio bridge. When breakout rooms are closed, all attendees return to the main audio conference line automatically. If you are using a provider that does not support audio breakouts, you can ask users to mute their phones and use VoIP with a microphone while in breakout rooms. (If that is not possible, attendees can use the Chat pod in the breakout room to communicate.)

When using non-integrated telephony that does support audio breakouts, manually configure your telephony breakouts (using private audio bridges) to match the online breakout rooms.

Note: *Cisco MeetingPlace is the only telephony provider that supports Acrobat Connect Pro breakout rooms currently, but other providers may add support in the future.*

When using VoIP, a separate VoIP audio channel is created for each breakout room, allowing users to hold private conversations within their own rooms. Participants are automatically assigned the role of presenter in a breakout room giving them full VoIP rights. Attendees can speak and be heard, and use the VoIP controls. When a host ends a breakout session, everyone returns to the main meeting room and uses the same VoIP audio channel again.

About breakout room layouts

Hosts can use the default breakout room layout or design a new layout to use specifically with breakout rooms. Create a custom breakout room layout if you want to do preparatory work before sending content and people to breakout rooms. This can help meetings go faster and be better organized.

The layout being used in the meeting or training session when you click the Begin Breakouts button is the layout that is reproduced in all breakout rooms. For example, if layout 1 is active and you begin breakouts with three rooms, those 3 rooms use layout 1. If you change the meeting or training session to layout 2 and add breakout room 4, then breakout room 4 uses layout 2.

There are cases where you may want to have different layouts for different breakout rooms. For example, you want attendees in different breakout rooms to do different exercises that require specific layouts or if you have different content for each room that requires certain layouts. In this case, you create separate layouts for the breakout rooms and ensure that the desired layout is active when you click Begin Breakouts.

If you just want different content in each breakout room, but do not require different layouts, you can prepare the rooms before attendees join the meeting or training session. Start the meeting or training session and configure the number of breakout rooms required. Click Begin Breakouts and move yourself from room to room loading the required content into each Share pod. Then, end breakouts. When attendees join and you click Begin Breakouts again (after assigning attendees to rooms), the content is ready. If necessary, you can also alter the layout and add content to breakout rooms during a meeting. After the meeting or training session starts, click Begin Breakouts, and move yourself from room to room, altering the layout and adding content. Attendees in the different breakout rooms can see your changes as you make them.

Define breakout rooms and assign members

While in a meeting or training session, hosts can create breakout rooms and send attendees into the rooms.

1 In a meeting or training session, do one of the following:

- Click Create Breakouts in the lower-right corner of the meeting room.
- Click Create Breakouts in the Attendee List pod.
- In the menu bar at the top of the meeting room, click Meeting > Create Breakouts.

For the host who created breakout rooms, the Breakout Rooms pod appears on the screen. Other hosts, presenters, and participants cannot see the Breakout Rooms pod.

2 In the Breakout Rooms pod, three breakout rooms are available by default; click Add Breakout until you have the number of rooms you want (the maximum available is 5). For example, if you have 20 attendees, you could create four breakout rooms that could each hold 5 attendees.

3 Do one of the following:

- Assign attendees to breakout rooms manually. Select an attendee name in the list (use control-click or shift-click to select multiple attendees), click Assign, and select one of the breakout rooms you created in step 2.
- Assign attendees to breakout rooms automatically. Click Assign and select Evenly Distribute From Main. All attendees in the main room are evenly assigned to the breakout rooms available. Attendees previously assigned to different breakout rooms remain where they were assigned.

4 (Optional) To move an attendee after assigning them to a room, select their name in the list, click Assign, and select a different breakout room.

5 (Optional) To create another breakout room, click Add Breakout.

6 (Optional) To remove a breakout room, click ✖ next to the room in the Breakout Rooms pod. (All of the pods and content from the breakout room are also removed.) The numbering of all subsequent rooms is adjusted to ensure continuity.

7 (Optional) To remove all rooms and save the pods, such as Whiteboard or Chat, created within the rooms, click the pod options button and select Clear All Rooms. The pods are saved under the Breakout Pods menu option. Numbering of any subsequently created rooms continues from the number of the last created room.

8 (Optional) To remove all breakout rooms, the breakout room pods, and pods saved under the Breakout Pods menu option, click the Pod Options button and select Reset Rooms. This also resets room numbering.

Note: *To hide the Breakout Rooms pod, click Hide Breakout Configurator .*

Begin a breakout session

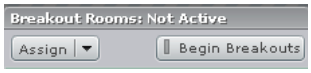
After creating breakout rooms and assigning attendees to rooms, you begin the breakout session.

If you are recording a meeting or training session and send attendees to breakout rooms, the recording continues to only record the main room. For example, if attendees are sent to breakout rooms for five minutes, the main room, with no activity, is recorded for five minutes. When breakout rooms are closed and all attendees have returned to the main room, the recording captures all of the activities in the main room again. (To edit the recording so those watching do not have to view an empty main room, see "Edit a recorded meeting or virtual classroom session" on page 49.)

Note: *If you are using compliance and control settings to force all meetings to be recorded, remember that although the meeting is being recorded, activities in breakout rooms are not recorded. If your organization requires that all online conversations and activities be recorded, consider using the compliance and control settings to disable breakout rooms so they cannot be used. For more information, see "Working with compliance and control settings" on page 163.*

1 In a meeting or training session, define breakout rooms, and assign attendees to the rooms.

2 Click Begin Breakouts.



Attendees are placed in the breakout rooms to which they were assigned. The Begin Breakouts button changes color to green and reads Breakouts Active.

Note: *When attendees are placed in breakout rooms, they are automatically assigned the role of presenter. This gives them all presenter rights such as sharing their voice, sharing content in the Share pod, modifying whiteboards, and adding text to the Note pod. When attendees are returned to the main room, they revert to their prior status.*

Visiting breakout rooms

When breakout rooms are in use, hosts can visit different rooms, including the main room. You can determine what room you are in currently by looking in the Breakout Rooms pod for the room name highlighted in green or look for the room name at the bottom middle of the screen.

❖ To visit another breakout room or the main room, click the name of the room in the Breakout Rooms pod.

Send a message to all attendees in breakout rooms

When you have attendees in breakout rooms, you can send a text notification to everyone at once. This can be useful if you have noticed one or more rooms have a similar question. It is also a good practice to send attendees in breakout rooms a warning message a few minutes before ending breakout sessions and returning them to the main room. This allows attendees to finish speaking, loading files, and working on the whiteboard before a breakout sessions ends.

1 From the main room or a breakout room, type a message in the box next to the megaphone .

2 To send the message, click the megaphone .

All attendees in all rooms see the message in a colored dialog box at the top-right corner of the meeting room.

Communicate in breakout rooms using the Attendee List

For example, ask a question and ask the attendees to respond by using the status options Agree or Disagree.

Either with or without the Host present, use the options and emoticons in the Attendee List to communicate with others. For example, ask a question and ask the attendees to respond by using the status options Agree or Disagree.

For more information, see "Ask or answer a question during a training session or meeting" on page 105.

Conduct a poll in a breakout rooms

Hosts can conduct separate polls in each individual breakout room by placing themselves in the room and opening a Poll pod. A new Poll pod must be opened in each breakout room.

For general information about polling, see "Polling attendees" on page 37.

Asking and answering questions in breakout rooms

Attendees in breakout rooms can ask the host a question at any time, whether the host is in their breakout room or not.

❖ Attendees do one of the following:

- If the host is in the breakout room and the Chat pod is available, send a chat message to Host Only. The host can then use the Chat pod to respond to the attendee only or to everyone.
- If the host is in the breakout room, use the audio provided (VoIP or telephony) to ask the host a question.
- If the host is not in the breakout room, type a message in box next to Contact Host and then click Contact Host . The question appears to the host in a small message box with the attendee's name. The host can respond by clicking the name of the breakout room in the message box, entering the breakout room, and using the Chat pod to respond to the questioner.

Note: *Messages sent through the Contact Host method go to all hosts in the meeting or virtual classroom.*

Chatting in breakout rooms

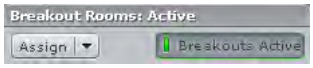
If the Chat pod is available in the breakout room, use chat to communicate with others in your room only. You cannot chat with attendees in different breakout rooms.

For general information about using the Chat pod, see "Chat and Q&A in meetings" on page 32

End a breakout session

Only hosts can end a breakout session. When breakout rooms are closed, all attendees are returned to the main meeting room.

❖ Click Breakouts Active.



The Breakout Rooms pod is closed.

Note: *If you click Breakouts Active to end a breakout session, attendee assignments to breakout rooms are preserved. This enables you to click Begin Breakouts again in the same meeting or training session and return attendees to the exact breakout rooms they were in earlier. If you use the Return All To Main Meeting Room option, all information about attendee breakout room assignments is deleted.*

Share breakout room content in main room

After ending a breakout session and returning all attendees to the main room, hosts can share the contents of a single breakout room with everyone in the main room.

1 In the main room, click Pods > Breakout Pods.

2 Select an individual breakout room name and then select Attendee List, Chat, Share, or Whiteboard.

The selected content appears in a new floating pod. The contents are View Only and cannot be changed or edited.

3 (Optional) Make the new pod larger by clicking Full Screen or dragging the boundaries of the pod.

4 (Optional) If you are sharing a Whiteboard, you can click Pointer to make a small pointer appear that you control with your mouse. (To close the pointer, click again.)

Re-open closed breakout rooms

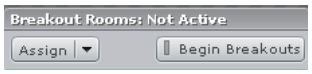
After ending a breakout session, you can return attendees to the breakout rooms again. The configuration of rooms and assigned users remains in place for the entire meeting.

Note: *Breakout Rooms pods remain available on the pods menu forever (just like all other pods), unless you select the Reset Rooms option.*

1 Click Create Breakouts .

2 (Optional) Make changes, such as adding a room, deleting a room, or moving attendees into different rooms.

3 Click Begin Breakouts.



Managing attendees

Communicate with attendees using the Attendee List pod

From the Attendee List pod, everyone can quickly see who is logged in to a meeting. Hosts and presenters can monitor name, role, and status. If audio conference calling is enabled, attendees can view status and dial out to enter the phone conference.

The Attendee List pod also provides different communication options. Attendees can communicate using emoticons to raise their hand, agree or disagree to a question from the speaker, and even ask the speaker to raise or lower their voice. Also, directly in the Attendee List pod, hosts can grant attendees microphone rights to speak and request control of another attendee's screen.

For more information about using the emoticons in the Attendee List pod, see "Communicate with training or meeting attendees" on page 102.

For more information about how hosts can use the Attendee List pod and VoIP toolbar to manage attendee questions, see "Ask and accept attendee questions" on page 103.

For more information about using the Attendee List pod to grant attendees temporary audio rights so they can answer questions, see "Ask a question using audio" on page 104.

For more information about how attendees communicate using the Attendee List pod, see "Participating in training sessions and meetings" on page 104.

Using the Attendee List pod to monitor names, roles, and conference call status

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms. For more information, see "Working with compliance and control settings" on page 163.*

About attendee names

Acrobat Connect Pro users who logged in with a password are listed by their full name in the Attendee List pod, as it is registered in Acrobat Connect Pro Central. If an attendee is logged in to a meeting as a guest, the name in the Attendee List pod is the name that the guest entered at login. Within a role group (hosts, presenters, and participants), attendee names are organized alphabetically.

See also

"Meeting roles and permissions" on page 2

"Invite attendees and grant or deny access" on page 8

"Work with pods" on page 9

Change attendee status

By default, participant status is blank in the Attendee List pod. However, participants can change their own status. When a participant selects a status, an icon appears to the right of the participant's name. Participants can clear their status at any time during a meeting.

The following table lists the status name, icon, and amount of time the status appears.

Attendee status	Icon	Duration
Raise Hand		Remains displayed until attendee or host clears
Agree		Remains displayed until attendee or host clears
Disagree		Remains displayed until attendee or host clears
Step Away		Remains displayed until attendee clears
Speak Louder		10 seconds
Speak Softer		10 seconds
Speed Up		10 seconds
Slow Down		10 seconds
Laughter		10 seconds
Applause		10 seconds

See also

"Meeting roles and permissions" on page 2

"Invite attendees and grant or deny access" on page 8

"Work with pods" on page 9

Change your status (participant)

When you select the Speak Louder, Speak Softer, Speed Up, Slow Down, Laughter, and Applause statuses, the icon for the status shows in the Attendee List pod for 10 seconds. The Raise Hand, Agree, and Disagree status icons remain visible until you or the host remove them manually. The Stepped Away status icon can only be removed by an attendee themselves.

1 Do one of the following:

- Click the My Status bar at the top of the Attendee List pod.
- Click the Status Options menu in the lower-left corner of the meeting or training session.

2 Select the status you want to show to all attendees.

Note: *If you select the Raise Hand status and then select another status, the second status appears over the Raise Hand status blocking it from view.*

Clear a participant's status (host and presenter)

1 Select a participant name.

2 Click the Pod Options button in the lower-right corner of the Attendee List pod.

3 Select Clear User Status.

Clear all statuses

1 Click the Pod Options button in the lower-right corner of the Attendee List pod.

2 Select Clear Everyone's Status.

View attendee connection status

A group of bars, like the bars indicating signal strength on a mobile device, can appear next to an attendee name in the Attendee List pod to indicate an attendee's connection status. (This option is off by default.)

When the attendee's connection falls below the current meeting room bandwidth, the number of bars in the icon decreases. Hosts can configure the network connection status indicators to be on or off any time during a meeting.

1 In the menu bar, select Meeting > Room Performance And Appearance > Optimize Room Bandwidth.

2 Select DSL/Cable or LAN.

3 Click the Pod Options button in the lower-right corner of the Attendee List pod.

4 Select Show Connection Status from the pop-up menu.

The network connection status is shown for all attendees that have a bandwidth set lower than room bandwidth you selected in step 2. For example, if the room bandwidth is set to DSL/Cable, connection status is shown for attendees with a connection speed set to Modem. (Attendees can set their connection speed by clicking Meeting > Manage My Settings > My Connection Speed.)

See also

"Work with pods" on page 9

View or change an attendee's role

A host can change the role of any attendee in the Attendee List pod, promoting and demoting attendees as necessary. As a host, you can also change your own role. You can demote yourself to a presenter or participant role, so that you can see what attendees with other roles are seeing in the meeting room. Although you can demote yourself in the Attendee List pod, you cannot promote yourself; instead, use the Present menu. (The Present menu is visible to a demoted presenter or participant only if they initially joined the meeting as a host.)

See also

"Meeting roles and permissions" on page 2

"Invite attendees and grant or deny access" on page 8

"Work with pods" on page 9

View information about an attendee

As a host, you can obtain information about an attendee, such as attendee's full name, meeting role, audio conference status, connection status, and enhanced rights, directly from the Attendee List hover menu.

1 In the Attendee List pod, move the pointer over an attendee name.

2 On the hover menu that displays, move the pointer over the attendee name.

Change an attendee's role

1 In the Attendee List pod, select the name of the attendee whose role you want to change.

2 Click Set User Role in the lower-left corner of the Attendee List pod.

3 From the pop-up menu, select the role to give to the selected attendee: Participant, Presenter, or Host.

The icon of the attendee changes on all attendees' screens and attendee names are resorted in the list according to role.

Change your own role (host)

1 If you are a host, click the Present menu at the top of the meeting room window.

2 Select one of the following:

- Make Me a Participant.
- Make Me a Presenter.
- Make Me a Host.

Remove an attendee from a meeting

1 In the Attendee List pod, select the name of the attendee to remove.

2 Click the Pod Options button in the lower-right corner of the Attendee List pod.

3 Select Remove Selected User from the pop-up menu.

See also

"Invite attendees and grant or deny access" on page 8

"Work with pods" on page 9

Assign enhanced participant rights

Hosts can change the rights of a participant to give them control over selected pods. This enhances a participant's rights without promoting the participant to the presenter or host role.

1 Select the name of a participant from the Attendee List pod. To change the rights for multiple participants, select multiple names.

2 Click the Pod Options button in the Attendee List pod.

3 Select Change Enhanced Participant Rights.

4 In the dialog box, select the pods that you want the participant to control.

5 Click OK.

See also

"Meeting roles and permissions" on page 2

"Work with pods" on page 9

Recording and playing back meetings

Record a meeting

A host can record a meeting or training session in case some participants missed it or want to replay it. When played back, the recording shows exactly what the attendees saw and heard. Everything that happens in the room is recorded, except for the Presenter Only area and breakout rooms. You can start and stop recording at any time, so you decide what content to record. A host or presenter can create a reference archive of meetings and make the recordings available to attendees.

If you use VoIP, either through the Voice Talk feature or the Camera And Voice pod, to broadcast audio to meeting attendees, all audio is recorded automatically. The audio broadcast from the Voice Talk and the Camera And Voice pod is VoIP.

To record an audio conference call, you can use your speaker phone and your computer microphone as recording devices. If you select the Record Audio From Speaker Phone option when your first start recording, audio broadcasts from the Camera And Voice pod are disabled. All audio input to your computer is captured and recorded but is not broadcast to participants. (Because audio is not directly integrated with the meeting in this case, the quality may be lower than using a direct method.)

If you have integrated your audio conference using an audio conference bridge, the recording includes audio from both VoIP options and the audio conference. The Record Audio From Speaker Phone option is not available.

If you are using the Premiere audio conferencing bridge, be sure to begin your recording from within Acrobat Connect Pro (do not begin your recording by using a Premiere telephone key command).

Note: *If you are using Premiere audio conferencing service, and Premiere is unable to create the audio recording when you begin recording a meeting, you will receive an error message.*

The meeting recording is assigned a URL and added to the Recordings page associated with the meeting room in Acrobat Connect Pro Central. To play a recording, you need an Internet connection, the recording URL, and permission to view it.

Note: *Acrobat Connect Pro administrators can change recording settings to adhere to standards for governance. These settings affect how meetings and training sessions are recorded and what is recorded. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Editing meeting or training recordings" on page 48

"Create an offline recording" on page 51

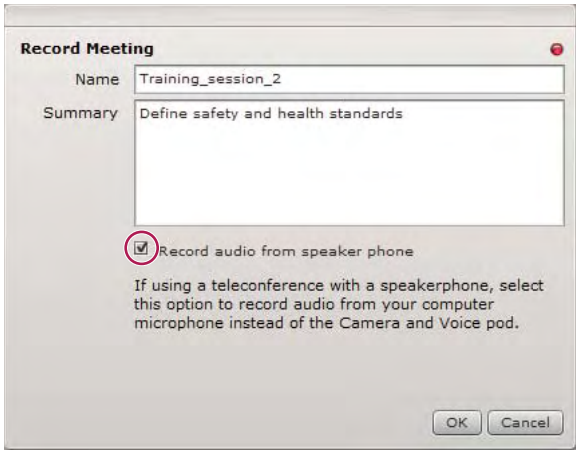
"Audio and video broadcast capabilities and roles" on page 131

Start recording a meeting

1 From the menu bar, select Meeting > Record Meeting.

2 In the Record Meeting dialog box, enter a name and summary for the meeting recording.

3 (Optional) Select Record Audio From Speaker Phone.



4 Click OK.

A recording icon (red circle) appears in the menu bar to indicate that the meeting is being recorded.

Stop recording a meeting

To stop recording a meeting, do one of the following:

- Place the pointer over the red circle in the menu bar, and select Stop Recording from the pop-up menu.
- Select Meeting > Record Meeting to remove the check mark from the menu bar.

The meeting recording is saved and is available for playback at any time.

Editing meeting or training recordings

After recording a meeting or training session, you can use the built-in editor to remove sections of the recording. This is useful if the recording contains periods of silence or unnecessary information. Following are some tips for editing recordings:

- To edit a meeting or virtual classroom recording in the Content library, you must have Manage or higher permissions for the recording. (If you created the meeting or virtual classroom, you have these rights by default.) To edit a recording under Meeting > Recordings or Training > Recordings, you must have Host permissions.
- After editing a recording, the last edited version is saved and includes all information from earlier editing sessions. The link used to deploy your recording does not change after editing. Users given the link and rights to access the recording see the most recent version saved, including any edits that were made.
- Multiple users can open a recording in edit mode at the same time and no warning is displayed that the recording is already being edited by another user. However, after one user saves their changes, others that may be editing the recording at the same time receive an error when they try to save their changes.

Note: *Acrobat Connect Pro administrators can change recording settings to adhere to standards for governance. These settings affect how meetings and training sessions are recorded and what is recorded. For more information, see* *"Working with compliance and control settings" on page 163.*

See also

"Record a meeting" on page 47

"Create an offline recording" on page 51

"Working with content in the Content library" on page 142

Edit a recorded meeting or virtual classroom session

Editing a recording is useful if the recording contains sections of silence or unnecessary information that you want to remove before making the recording available.

1 From the Acrobat Connect Pro Central home page, do one of the following:

- Click Meetings and then click the name of the meeting that includes the recording.
- Click Training and then click the name of the virtual classroom that includes the recording.

2 Click the Recordings option.

3 Click Edit next to the recording that you want to edit.

The Editing Player appears and the recording begins to play.

4 Watch the recording to search for places that require editing or drag the progress line in the Playing bar to a specific location in the recording.

5 Use the selection markers to specify the areas of the recording you want to remove and click Crop.

6 (Optional) Click View Advanced Options to search for specific information within the recording file or to filter by event type.

7 (Optional) If necessary, click Undo to remove the last action.

The Undo option is available after you have made one or more edits during the current editing session, but before you have clicked Save. Edits made since last save are removed one at a time in reverse order. You cannot undo any edits made before clicking Save

8 (Optional) If necessary, click Revert To Original.

The Revert option deletes all edits that have ever been made and restores the recording to its original state.

9 Continue marking sections for removal. When you are finished, click Save.

Note: *Acrobat Connect Pro administrators can change recording settings to adhere to standards for governance. These settings affect how meetings and training sessions are recorded and what is recorded. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Record a meeting" on page 47

"Create an offline recording" on page 51

"Working with content in the Content library" on page 142

About offline recordings

If you have a meeting recording and want people who do not have access to an Acrobat Connect Pro server to view the recording, you can create an offline version. The offline recording is saved as a single FLV file.

Following are some tips for offline recordings:

- Set your screen resolution high enough to include all activities that occurred in the original meeting. Adobe recommends setting resolution to 1024 x 768.
- Leave the recording controls toolbar minimized. If this toolbar is in view, it is also recorded.
- Avoid network or system intensive activities such as installing software or downloading files during the recording process.
- Disable your screen saver and monitor power settings before proceeding.
- Creating an offline recording takes approximately the same amount of time as the duration of the original meeting recording.
- You can minimize the offline recording window or view other windows on top of it while creating your offline recording without interfering with the contents of your recording.
- Ensure that you have the Acrobat Connect Add-in installed before starting an offline recording. (You can check if you have the Add-in installed by entering a meeting or virtual classroom and seeing if you are prompted to install the Add-in.)
- The finished FLV file can be viewed in a FLV player (such as Adobe® Media Player), placed on a CD, placed on a server that can play FLV files to users, embedded into a presentation, e-mailed to users to play within their own local FLV player, or uploaded to the Acrobat Connect Pro Content library (users can download the file from the library).
- Use the Pause/Resume button to temporarily stop creation of the offline recording as necessary. This can be useful if you must download a large file and do not want to strain system resources or if you must attend a live meeting. When you click Resume, the recording continues from where it was paused. The finished recording is one continuous file regardless of how many times you paused and resumed recording.
- The Stop and Save button ends the creation of a recording. This is useful if you only want to record a portion of a meeting or virtual classroom, for example, the first ten minutes. Also, use the Stop and Save button to break a long meeting or virtual classroom session into smaller recordings. For example, if you have a two-hour virtual classroom session, you can create four half-hour recordings. You would start the recording and after 30 minutes click Stop and Save. Then, if you click Start New again, you resume recording from where you left off. (The Start New option is only available after clicking Stop and Save.)

Note: *Acrobat Connect Pro administrators can change recording settings to adhere to standards for governance. These settings affect how meetings and training sessions are recorded and what is recorded. For more information, see* *"Working with compliance and control settings" on page 163.*

See also

"Record a meeting" on page 47

"Edit a recorded meeting or virtual classroom session" on page 49

"Working with content in the Content library" on page 142

Create an offline recording

1 From the Acrobat Connect Pro Central home page, do one of the following:

- Click Meetings and then click the name of the meeting for which you want to make an offline recording.
- Click Training and then click the name of the virtual classroom for which you want to make an offline recording.
- Click Content library and then click the name of the meeting or virtual classroom for which you want to make an offline recording.

2 Click Recordings.

3 Next to the specific recording you want to use, click Make Offline.

4 In the Offline Recorder, specify a location for the finished FLV file. (If Help text appears, click Proceed with Offline Recording.)

The meeting begins playing, which starts the creation of the offline archive.

5 Use the Start New, Stop and Save, and Pause/Resume controls as necessary during the recording process. (If the controls are not visible, click Show toolbar .)

Each time you make the control bar visible, it will be visible within the final recording. Show the control bar as infrequently as possible and keep the control bar in its minimized state.

6 When the recording process finishes, a confirmation message appears. If necessary, close the offline recorder window by clicking close . (If the window is in its minimized state, the window closes automatically.)

7 (Optional) To find the finished FLV file, use Windows Explorer to navigate to the location you selected in step 4.

Note: *Acrobat Connect Pro administrators can change recording settings to adhere to standards for governance. These settings affect how meetings and training sessions are recorded and what is recorded. For more information, see* *"Working with compliance and control settings" on page 163.*

See also

"Record a meeting" on page 47

"Edit a recorded meeting or virtual classroom session" on page 49

"Working with content in the Content library" on page 142

Play back a recorded meeting

A host or presenter makes the recording URL available so attendees can play the recording. Every recording is automatically assigned a unique URL and is stored on the Recordings tab for the meeting room in Acrobat Connect Pro Central.

When you play a recording, a recording navigation bar appears in a space below the meeting room. For optimal performance, a high-speed Internet connection is recommended for recording playback.

Recording navigation bar
A. *Hide toolbar* ***B.*** *Show/Hide archive transcript* ***C.*** *Pause/Play toggle button* ***D.*** *Status bar* ***E.*** *Elapsed time*

You control who has access to the recording. Any user who is invited to the meeting or virtual classroom as a host and has rights to browse to the Acrobat Connect Pro Central application where the recording is stored, can view the recording and see information such as permissions. Any user invited to the meeting or virtual classroom using the invitees or enrollees tabs in Acrobat Connect Pro Central can view the recording if given the recording URL. Other users can be given access by using the recording public/private option (the default is private). Changing the option to public gives anyone in the world with the URL and access to the server (if the server is accessible on the Internet, this means everybody in the world) the ability to view the recording. Another option is to move the recording to the Content Library and set specific user permissions (moving the recording to the Content Library is an irreversible action.)

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Record a meeting" on page 47

"Edit a recorded meeting or virtual classroom session" on page 49

"Create an offline recording" on page 51

"Working with content in the Content library" on page 142

Use Adobe Media Player to view a recorded meeting

Adobe Media Player enables viewers to watch streaming and downloaded video content. You can also use Adobe Media Player to view a recorded meeting. For more information about Adobe Media Player, see www.adobe.com/go/mediaplayerinfo.

Play a recording from Acrobat Connect Pro Central (hosts and presenters)

1 From the Acrobat Connect Pro Central home page, do one of the following:

- Click Meetings and then click the name of the meeting that includes the recording.
- Click Training and then click the name of the virtual classroom that includes the recording.

2 Click the Recordings option.

3 Click the name of the recording.

4 Do one of the following:

- To view the last edited version of the recording, click the URL For Viewing.
- To view the full, original, unedited version of the recording, click View Original.

You either view the original version of the recording or the latest edited version; multiple edited versions of the recording are not saved. (If the recording was never edited, the URL For Viewing is the same as View Original.)

Play a recording from a URL (attendees)

Hosts and presenters most often tell attendees about a recording by sending an e-mail message containing a URL link to the recording.

❖ Click the recording URL that the presenter sent to you.

The recording opens in your browser and is ready for playback. If you are unable to open the recording, you may not have been granted rights to access the recording.

Navigate recorded meetings

Certain events are indexed for each meeting recording. A new indexed event is created for every chat message, layout change, slide change, and camera start/stop.

Each event is represented by an item in the Recording Index and is followed by a timestamp. By navigating the Recording Index for a meeting, you can filter and search recorded meetings.

1 While viewing a meeting recording, click View Advanced Options on the recording navigation bar.

2 (Optional) Click the Filter pop-up menu to select specific events to view. You can show all events, a single event, event types, or any combination of events that can be indexed. Events that can be filtered include layout changes, chat messages, slide changes, and users joining or leaving the Attendee List or Camera And Voice pod

3 (Optional) To search for specific events, type keywords into the search box and click Find. All events that contain a match appear highlighted. You can search the following terms in an archive: names of meeting participants, text in all Note pods, text in all Chat pods, and text on slides shown in the meeting.

See also

"Edit a recorded meeting or virtual classroom session" on page 49

Managing recorded meetings

You can view all recordings made for a particular meeting, change permissions, rename, or move a recording, or view a content report for a recording. Also, a recorded meeting can be used as content for another meeting. (If a recording has been edited, edits are preserved if the recording is moved to the Content library.)

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and what you can do in meeting rooms. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Record a meeting" on page 47

"Edit a recorded meeting or virtual classroom session" on page 49

"Create an offline recording" on page 51

"Working with content in the Content library" on page 142

View a list of recorded meetings

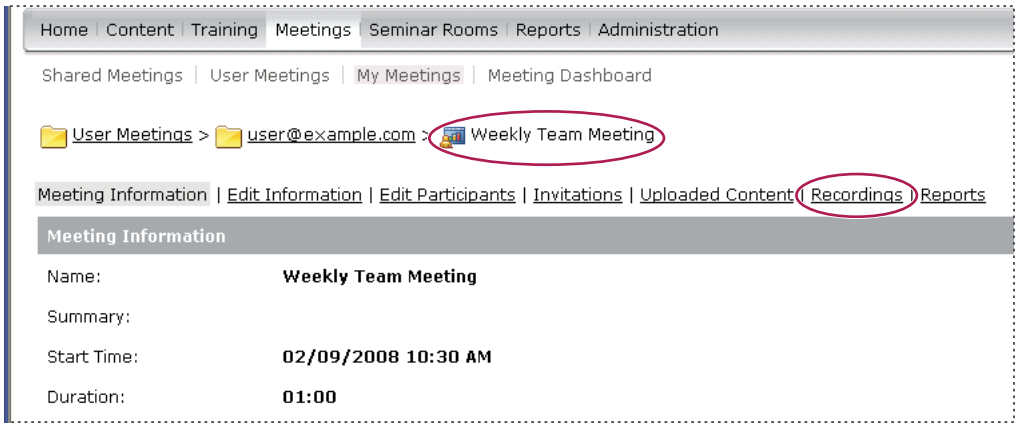
If you are an administrator or have Manage permissions for a meeting folder, you can view a list of all recordings that have been created from a meeting room.

1 Click the Meetings tab at the top of the Acrobat Connect Pro Central home page.

2 If there is more than one meeting folder, navigate to the folder that contains the meeting.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Recordings link on the navigation bar.



Navigating to the Recordings link

Move recordings to the Content library

To move meeting recordings (recordings associated with a meeting in a Meetings library folder) to the Content library, you must be an administrator or a user with permissions to manage that specific Meetings library folder.

Moving a meeting recording to the Content library is useful if you want to give access permissions to a different group of people than the people originally invited to the meeting.

Note: *To make a recording available to anyone in the world that is given the recording URL, see "About offline recordings" on page 50*

1 Click the Meetings tab at the top of the Acrobat Connect Pro Central home page.

2 Navigate to the meeting that has recordings you want to move.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Recordings link on the navigation bar.

5 Select the check box to the left of any recording that you want to move.

6 Click Move To Folder on the navigation bar.

7 Navigate to the folder location in the Content library where you want to move the recording by clicking the folder titles or the Up One Level button. (As you navigate, the new destination appears in the upper-right of the Acrobat Connect Pro Central window.)

8 Click Move.

Delete a meeting recording

To delete a meeting recording associated with a meeting, you must be an administrator or a user with permissions to manage that specific Meetings library folder. When you do delete a recording, you are deleting it from the Meetings library. (This process does not delete the recording from the Content library if you moved it there previously. To delete a meeting recording you moved to the Content library, see "Delete a file or folder" on page 141.)

1 Click the Meetings tab at the top of the Acrobat Connect Pro Central home page.

2 Navigate to the meeting that has recordings you want to delete.

3 Click the meeting name in the list.

4 In the Meeting Information page, click the Recordings link on the navigation bar.

5 On the Recordings page, select the check box to the left of any recording you want to delete.

6 Click Delete above the list.

7 Click Delete on the confirmation page.

Creating and managing seminars

About seminars

Use Adobe Acrobat Connect Pro Seminars to create a special type of meeting. Seminars bring attendees to a meeting room on a specific day between set start and end times. The seminar exists only for that period of time. (By contrast, the *meeting room* in which the seminar occurs exists before, during, and after the seminar.)

Unlike a meeting, which normally has ten people or fewer and can recur, a seminar has a minimum of 50 participants, is often a one-time or infrequent event, and involves little audience participation. At least one seminar presenter or host must be in the room in order for others to enter, even if the seminar is public. A seminar ends if all the presenters and hosts exit the room. The default seminar room looks different from the default meeting room. Also, seminars can be created only in a shared seminars folder, whereas meetings can be created either in a shared folder or a user folder.

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of seminar rooms and what you can do in seminar rooms. For more information, see "Working with compliance and control settings" on page 163.*

See also

"About meetings" on page 1

"Record a meeting" on page 47

Pre-seminar tasks

Careful pre-seminar planning helps a seminar run smoothly and streamlines follow-up activities.

1. Determine how many seminar licenses you have

If your organization purchased Seminars, it obtained a specific number of seminar licenses. The number of seminar attendees should never exceed the number of concurrent users allowed for your license. Your Seminars administrator has information about how many licenses your organization purchased and how many concurrent seminars you can conduct at a time. If you think you may need more licenses, let the administrator know early.

2. Access the Seminar library

Seminar files and folders are stored in the Seminar library. Users who have the correct permissions can manage and organize these files and folders. You reach the Seminar library through the Seminar Rooms tab.

Note: *The seminars you are scheduled to attend appear on the Home tab of your Acrobat Connect Pro Central application under "My Meetings," not the Seminar Rooms tab.*

3. Establish permissions

Attendance permissions define attendee roles in a seminar, such as participant, presenter, and host. You assign these permissions when you create a seminar. The seminar host can also modify them during the seminar and after the seminar is over by editing the participant list.

Seminar library permissions determine who can manage the library folders. Of the six built-in groups, only administrators have Manage permissions for the Shared Seminar folder. Authors, training managers, meeting hosts, seminar hosts, and event managers are assigned Denied permissions by default. The administrator can override those default permissions and allow others access to the Shared Seminar folder. (There are no Publish or View permission types as there are for the Content library.) To manage folders other than the Shared Seminar folder, you must have Manage permissions for that folder in the Seminar library.

4. Register and approve attendees

Depending on the type and purpose of a given seminar, the seminar host may want to have the guests register. If so, the host must have Acrobat Connect Pro Events as part of the Acrobat Connect Pro Central application; registration for any meeting, training, presentation, or seminar can only be done through the Event Management tab. If the host has this tab, they must first create the seminar from the Seminar Rooms tab using the Seminar wizard. Then, they create an event and select the seminar they have created as the event.

See also

"Working with content in the Content library" on page 142

Creating a seminar

After obtaining correct permissions, create seminars using the Seminar wizard.

1. Start the Seminar wizard

Create or browse to a folder in the Seminar library that will contain the seminar (you must have permission to access the folder). When you determine a location, click the New Seminar button to open the wizard.

2. Enter seminar information

On the first page of the Seminar wizard, enter background details about the seminar, such as a name and summary, and select a template to use. (Only the seminar name and language are required; all other fields are optional.) You can edit this information after the seminar is created.

3. Select seminar participants

If your seminar is limited to invited guests only, the next step is to select the seminar participants. For a seminar limited to registered guests and accepted users, you can select users and groups to be participants or presenters in your seminar. These users will be able to log in to the seminar directly. Uninvited users who have the URL to the seminar meeting room can attempt to log in as guests. In this case, as a host, you can grant admission to guests on an individual basis.

4. Send invitations

The final step is to send participants e-mail invitations containing the date, time, duration, and location of the seminar. Send invitations as you create the seminar, or create and send the invitations at a later time.

See also

"Pre-seminar tasks" on page 55

Send seminar invitations

Send invitations as you create a seminar, or create and send the invitations at a later time.

After a seminar begins, you can contact invitees by sending en e-mail or instant message directly from the seminar. For more information, see "Contact invitees from a meeting" in "Invite attendees and grant or deny access" on page 8.

1 On the Seminar Information page, select Invitations.

2 Do one of the following:

- If your seminar is for registered users only or registered users and guests, select an invitee category from the To pop-up menu, edit the subject and the message body as appropriate, and attach an Outlook calendar event to the e-mail if desired.
- If your seminar is for anyone who has the URL for the seminar, click Send E-Mail Invitations, enter e-mail addresses in the To text box, and edit the subject and message text if necessary.

3 Click Send.

Note: *The system can generate an individual attendance report for registered users. Accepted guests are represented in the total number of attendees, but no individual attendance report is available for accepted guests.*

View seminar information

To view or modify an existing seminar, you must have both of the following permission types:

File management permissions You must have Manage permissions for the seminar folder or file, because when you change a seminar that you created, you are effectively changing the file or folder in the Seminar library.

Attendance permissions You must be the host for the seminar, because you are also changing the parameters of the seminar itself.

View a seminar profile

1 Click the Seminar Rooms tab at the top of the Acrobat Connect Pro Central home page.

2 Navigate to the folder that contains the seminar and select the seminar name.

View a seminar participants list

If you have Manage permissions for a seminar, you can view a list of all invited participants for each seminar room.

Note: *If this seminar is presented as an event, you must view the information in the Event Management tab. For information, see "Adobe Acrobat Connect Pro Events" on page 107.*

1 Click the Seminar Rooms tab at the top of the Acrobat Connect Pro Central home page.

2 Navigate to the folder that contains the seminar and select the seminar name.

3 Click the Edit Participants link.

View a list of content uploaded from a seminar

If you have Manage permissions for a seminar folder, you can view a list of all content that has been uploaded to the server from a seminar room within that folder.

1 Click the Seminar Rooms tab at the top of the Acrobat Connect Pro Central home page.

2 Navigate to the folder that contains the seminar and select the seminar name.

3 Click the Uploaded Content link. A list of uploaded content appears.

4 To view information about an item, click its name.

5 To change the title or summary of the piece of uploaded content, click Edit, make your changes on the Edit page, and click Save.

6 To return to the uploaded content list, click Return To Uploaded Content.

View a seminar recordings list

You can view a list of any seminars that have been recorded.

1 Click the Seminar Rooms tab at the top of the Acrobat Connect Pro Central home page.

2 Navigate to the folder that contains the seminar and select the seminar name.

3 Click the Recordings link.

4 To view information about an item, click its name.

5 To change the title or summary of a specific recording, click Edit, make your changes on the Edit page, and click save.

View seminar folder license information

You can view information about how many seminar licenses your organization purchased. This can be helpful when planning the number of people to invite to a seminar.

1 Click the Seminar Rooms tab at the top of the Acrobat Connect Pro Central home page.

2 Navigate to the seminar folder.

3 Click License Info.

Note: *If you create a seminar under a seminar license folder that has a start date in the future, no one will be able to enter the Seminar room.*

Edit seminars

If you are an administrator or have Manage permissions for a seminar folder, you can add participants, remove them, and change participant permission roles (host, presenter or participant).

Edit seminar information

1 Click the Seminar Rooms tab at the top of the Acrobat Connect Pro Central home page.

2 Navigate to the folder that contains the seminar and select the seminar name.

3 Click the Edit Information link.

4 Edit the options as necessary. For details, see "Edit meeting information" on page 15.

5 Click Save.

Add or remove seminar participants

You can add or remove seminar participants at any time.

1 Click the Seminar Rooms tab at the top of the Acrobat Connect Pro Central home page.

2 Navigate to the folder that contains the seminar and select the seminar name.

3 Click the Edit Participants link.

4 To add participants, do one of the following in the Available Users And Groups list. To remove participants, do one of the following in the Current Participants list:

- To select multiple users or groups, Control-click or Shift-click.

- To expand a group to select individual members, double-click the group name.
- To search for a name in the list, click Search at the bottom of the window, enter the name to display it in the list, and then select it.

5 Click Add or Remove as required. (If you expanded a group to select individual members, you can double-click Up One Level in the list to restore the original list.)

6 (Optional) If you added participants, set permissions. From the Set User Role menu at the bottom of the Current Participants list, assign a permission type (participant, host, or presenter) for each user or group you added.

Change a seminar participant's role

Seminar participants can be assigned the following roles: presenter, participant, or host.

1 Click the Seminar Rooms tab at the top of the Acrobat Connect Pro Central home page.

2 Navigate to the folder that contains the seminar and select the seminar name.

3 Click Edit Participants.

4 In the Current Participants list, do one of the following:

- To select multiple users or groups, Control-click or Shift-click.
- To search for a name in the list, click the Search button at the bottom of the window, enter the name to display it in the list, and then select it.

5 For each name, select the new user role (presenter, participant, host, or Denied) from the pop-up Set User Role menu at the bottom of the Current Participants list.

6 Click a link in the navigation bar to perform another task or click Seminar Information to view details about the seminar.

Viewing data about seminars

The Seminar Dashboard provides a graphical representation of statistical data about your seminars. Click the Seminar Dashboard link under the tab bar, at the top of the Seminar's window.

The data, which reflects all the seminars you have created, appears in three bar graphs; click any of the bar graphs to view the Summary Report for this seminar.

Most Active Seminars Over Last 30 Days Determined by the number of sessions.

Most Participants Seminars Over Last 30 Days Determined by the number of participants.

Most Viewed Recordings Over Last 30 Days Determined by the number of viewings (that is, the number of times each archived seminar has been viewed).

You can click any individual seminar in any of the three bar graphs to view more detailed information about the seminar.

Seminar reports

Use the Reports feature of Acrobat Connect Pro Central to create reports that summarize seminar information from different perspectives. Reports are created from the Reports link on the Seminar Information page.

See also

"Generating reports in Connect Pro Central" on page 187

"Use the Reports wizard" on page 187

Join a seminar from Acrobat Connect Pro Central

If you are scheduled to attend a seminar, the seminar name appears in the My Meetings list on the Home tab in the Acrobat Connect Pro Central window. In addition, if you have Outlook and have accepted the invitation to the seminar, the seminar appears on your Outlook Calendar. (Seminars you create are listed under the Seminar Rooms tab.)

You can determine if the seminar you are joining is already in progress by checking the date and time shown for the seminar. If the date is in the past, the seminar appears on your meeting list under expired meetings, but you can still enter the room to view content.

1 Click My Meetings.

2 Next to the seminar you want to attend, click Open.

Chapter 2: Adobe Acrobat Connect Pro Training

About Adobe Acrobat Connect Pro Training

About content, courses, and curriculums

The Adobe Acrobat Connect Pro Training application consists of courses, curriculums, and virtual classrooms. Courses are created using content within the Content library. You can only use the Training application if this feature has been enabled for your Acrobat Connect Pro account.

Content is files stored in the Acrobat Connect Pro Content library. Content can be any of the following file types: PPT, PPTX, FLV, SWF, PDF, GIF, JPG, PNG, MP3, HTML, or ZIP. With content, no individual user information is stored. Reports are created for content, but they are aggregate, content-specific reports, and are based on access. If content is created with Adobe Presenter and the presentation contains quizzes, you cannot set the number of attempts users have to pass the quizzes. (In contrast, you can set number of attempts with courses.) Also, content contains no resume functionality so, for example, if a user quits half way through a content item, the next time they launch the item they are taken back to the beginning of the content.

A *course* contains any item from the Content library. A course is associated with a given set of enrolled learners and contains no usage tracking for each individual learner. The course can be delivered and administered independently or as part of a curriculum or virtual classroom. When you use courses, scores can be captured for AICC-compliant objects and you can enforce the number of attempts users have to complete the course. Courses also contain resume functionality so that users can view half a course, close the course, and then open it again later at the spot where they left off.

A *virtual classroom* can be used to conduct training sessions. Virtual classrooms are added to a curriculum, just like a course. There are three access levels for virtual classrooms: enrolled students only, enrolled students and accepted guests, and anyone for has the URL for the virtual classroom.

A *curriculum* is a group of courses, meetings, and virtual classrooms that moves students along a particular learning path. A curriculum consists primarily of courses, but can include other items such as live training sessions. With curriculums, you can assign prerequisites, test-outs, and completion requirements to enforce a specific learning path. As is the case with courses, you can generate reports to track the progress of the enrollees as they move through the curriculum to ensure that they meet the learning objectives.

Training courses and curriculums have three attendance permissions: Enrolled, Denied, and Pending Approval. Enrolled indicates a learner whom a training manager placed in a course or curriculum; Denied indicates a user who is denied access to that course or curriculum. Usually a training manager uses the Denied permission to exclude a user from a group course (for example, if that user already took the course). Pending Approval indicates a user waiting for approval from the training manager.

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of virtual classrooms and what you can do in virtual classrooms. For more information, see* *"Working with compliance and control settings" on page 163.*

See also

"Creating a course" on page 67

"Creating a curriculum" on page 75

"Creating a virtual classroom" on page 87

"Working with content in the Content library" on page 142

Accessing the Training library

All Acrobat Connect Pro Training courses, curriculums, and virtual classrooms are contained and organized in a directory of folders called the Training library. You access the Training library by clicking the Training tab at the top of the Acrobat Connect Pro Central window. As you navigate the library, the names of the folders appear as a navigation trail at the top of the browser window.

To create courses and curriculums, you must be a training manager. To manage a Training library folder, you need not be a training manager, but you must have Manage permissions for this folder in the Training library.

See also

"Working with library files and folders" on page 139

"Working with content in the Content library" on page 142

About Training library permissions

Consider the following aspects of permissions when you work with the Training library:

Enrollee permissions define the access that learners have for a given course or curriculum. The three enrollee permissions are: Enrolled, Denied, and Pending Approval. Individuals with an Enrolled permission can view a course or curriculum; individuals with a Denied permission cannot access the course or curriculum. Individuals with a Pending Approval permission need approval from the training manager.

Enrollee permissions are assigned when a course or curriculum is created. Permissions can also be changed after the course or curriculum is created. To change permissions, the training manager must open the course or curriculum and edit the participant list to add or remove enrollees. The training manager must also have Manage permissions for the folder where this course or curriculum is located.

Training library management permissions define who can perform the different tasks associated with the Training library files and folders, such as adding and deleting files, searching the library archives, and so on. The ability to create, delete, and edit courses and curriculums in various folders in the Training library is determined by the groups that a user belongs to and the individual permissions that are assigned to a user for specific files and folders. The Training library has only two permissions: Manage and Denied.

Members of the Administrator group can manage all files and folders in the Training library. By default, training managers have Manage permissions only for their individual folder in the User Training folder. This means that training managers can add, delete, change, or assign permissions only for their own folders. All other Manage permissions are assigned on an individual or group basis by the administrator.

Training library permissions for Built-in groups Acrobat Connect Pro recognizes six default permission groups called *Built-in groups*. You cannot change the permissions for these groups, but you can extend them by assigning individuals or groups to more than one Built-in group.

The Training module applies to the Training Managers group. This group is associated with the Training library. Each training manager has an individual folder in the User Training folder within the Training library, in which they can create and administer their courses and curriculums. Each training manager also has a content folder. Your Acrobat Connect Pro administrator can also assign Manage permissions for specific Training library folders to users who are not training managers. Only training managers can create new courses or curriculums, however.

See also

"Working with library files and folders" on page 139

"Working with content in the Content library" on page 142

"Multiple permissions precedence" on page 184

Course and curriculum registration

Depending on the type and purpose of a given course or curriculum, the training manager might want to have the guests register. If so, the manager must have the Event Management tab as part of the Acrobat Connect Pro Central application, since registration for any training can only be done through the Event Management tab. A training manager who has this tab must first use the Course or Curriculum wizard to create the course or curriculum from the Training tab, but skip the select participant and send invitations steps. Next, the training manager creates an event by opening the Event Wizard, selecting the Present A Connect Pro Training Course Or Curriculum option, and selecting the course or curriculum to be used as an event.

The Event wizard lets the training manager select and invite enrollees, select and customize registration questions, and send invitations, even to large e-mail lists.

If the training is presented as an event, all enrollees, regardless of whether they have an Acrobat Connect Pro account or whether the URL is public, must provide registration information before the training. In this case, the training manager can review the registration applications before the training and approve or deny admittance to each registrant.

See also

"Events overview" on page 107

AICC content for courses

When you use Aviation Industry CBT Committee (AICC) content in courses, Acrobat Connect Pro applies some specific rules. For more information, see "Upload content" on page 143.

Viewing data about training

The Training Dashboard contains two bar graphs, one for courses and one for curriculums:

Course Summary Over the Last 30 Days Shows the courses over the last 30 days with the greatest number of enrollees who have passed; click any bar to see more detail.

Curriculum Summary Over the Last 30 Days Shows the curriculums over the last 30 days with the greatest number of enrollees who have completed the curriculum; click any bar to see more detail.

The bar graphs appear within Acrobat Connect Pro Central. However, you can also export the Dashboard to a browser window that you can print. To export the Dashboard, click Printable Version on the left, above the display.

See also

"Viewing data about content" on page 148

"Monitoring training with reports" on page 92

Creating and managing training groups

From the Training tab in Acrobat Connect Pro Central, Training managers, Administrators, and Limited Administrators can create, change, and remove sets of learners called training groups. Training managers can modify any training groups, including those created by other Training managers.

Note: *Training managers cannot create new users, modify information about existing users, delete users, delete groups not created by training managers, or assign users to system groups.*

See also

"Manage curriculum enrollees" on page 85

"Managing users and groups" on page 174

Create a new training group

Training groups cannot be given the same name as system groups or administration groups.

1 Click the Training tab in Acrobat Connect Pro Central.

2 Click Users and Groups.

3 Click New Group.

4 Enter a name for the new group.

5 (Optional) Type in a description of the group.

6 Click Next.

7 In the Possible Group Members list, select a user or group and click Add. You can also click Search to find a user or group that is not listed.

As you add users and groups, the Current Group Members list on the right is updated to reflect your changes.

8 When you are done, click Finish.

Add learners to an existing training group

1 Click the Training tab in Acrobat Connect Pro Central.

2 Click Users and Groups.

3 In the Users and Groups list, select the group you want to change and click Information.

4 Click View Group Members.

5 In the Possible Group Members list, select the individual or group you want to include and click Add.

Remove learners from a training group

1 Click the Training tab in Acrobat Connect Pro Central.

2 Click Users and Groups.

3 In the Users and Groups list, select the group you want to change and click Information.

4 Click View Group Members.

5 In the Current Group Members list, select the member or members you want to delete and click Remove.

Using CSV files to add learners

If you have a comma-separated values (CSV) file, you can use the file to add learners. Three different kinds of imports can be done.

Before you can perform any of these imports, you must create a CSV file. You can also use or modify an existing CSV file. The CSV file you create must include the correct information.

To add training groups, use a CSV file with each row containing name and description like the following:

name,	description
group 1,	HRTraining
group 2,	FinanceTraining
group 3,	SalesTraining
group 4,	ProductTraining
group 5,	MarketingTraining

To add users to a selected group, use a CSV file with each row containing a login like the following:

login
rblatt2@mycompany.com
rbloom3@mycompany.com
cbond4@mycompany.com
pdavis5@mycompany.com

To add learners to a training group, use a CSV file with each row containing a login and name like the following:

login,	group name
mbetts1@mycompany.com,	group 1
rblatt2@mycompany.com,	group 1
rbloom3@mycompany.com,	group 1
cbond4@mycompany.com,	group 1
cbond4@mycompany.com,	group 2

Notice that in the third example above, you can add the same user to multiple groups in the same CSV file; user cbond4@mycompany.com has been added to group 1 and group 2 using two separate entries.

Here are some additional tips for using CSV files:

- Because of browser limitations, Adobe recommends that if you have a large number of users to add, that you create several smaller CSV files instead of one large CSV file.
- Names that contain a comma need to be in quotes. For example, the name John Doe, Jr., must appear in the CSV file as “John Doe, Jr.” for the file to import correctly.

Add learners using a CSV file

1 Click the Training tab in Acrobat Connect Pro Central.

2 Click Users and Groups.

3 Click Import.

4 Select one of the following options:

- Click Create New Groups to have the groups in the imported CSV file (containing rows with name and description) become their own new training group. This option creates training groups.
- Select Add Existing Users To A Group to have the users in the imported CSV file (containing rows with login information) added to the group you specify in the drop-down menu.
- Select Add Existing Users To New/Existing Training Groups to have the users in the imported CSV file (containing rows with login and group name) added to the training group specified as the name value on each row of the CSV file. Select the Create New Training Groups From CSV File option to create new training groups for any groups specified in the CSV file that do not exist as a training group in Acrobat Connect Pro. When the new training groups are created, users are added if their login appears on the same row in the CSV file as the new group. (If the Create New Training Groups From CSV File option is not selected, every row in the CSV containing a training group name that does not already exist will generate an error.)

5 Click Browse, and navigate to the desired CSV file.

6 Click Upload.

When finished uploading, a confirmation message appears stating if the import process was successful. Information about users and groups imported is also provided. An error report is generated for entries that fail the import process.

Tips for creating training courses and curriculums

Following are some tips for creating training courses and curriculums in Acrobat Connect Pro Training:

- Use Adobe Presenter and Adobe Captivate® to create content for courses. Presenter is suitable for the creation of rapid e-learning content using Microsoft PowerPoint. Adobe Captivate can be used for creating training materials that must contain complex branching and simulations.
- At the course level, set client-side maximum retries to one and server-side maximum retries to any number. (Set server-side maximum retries to unlimited if you want learners to have as many attempts as they need to pass.)
- Add curriculum items directly into curriculums, not into folders.
- When adding content from the Content library directly into a curriculum, the content is automatically converted to a course and tracking is enabled. For example, when you add a PDF file to a curriculum, that file becomes a course and tracking can be done down to the page level (you can see if learners looked at 7 out of 10 pages or all 10 pages of the file). In addition, a curriculum resource folder is automatically created and any curriculum-specific courses (that is, content automatically converted to a course for this curriculum) are placed in the folder.
- Communicate with your learners about how to take courses and curriculums, especially any specific settings you have used. For example, tell them how many times they can attempt to pass a quiz. Also, if you change a curriculum after making the curriculum available, such as adding or removing items, inform your learners.
- Ask learners to open an item or course in only one browser window and to close that browser window when they are done.

- When planning to make a large curriculum available, do a test first. For example, ensure that your Acrobat Connect Pro system (network, servers, database, etc.) is set up properly and has sufficient resources to manage the volume of learners scheduled to enroll in the curriculum.
- Minimize changes to your courses and curriculums after you have made them available to learners.

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of virtual classrooms and what you can do in virtual classrooms. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Creating a course" on page 67

"Creating a curriculum" on page 75

"About changes to course content" on page 70

"Adding and deleting items from a curriculum" on page 78

Creating training courses

Creating a course

A course is content for a set of enrolled learners that also includes usage tracking for each learner. For example, a course could be a stand-alone presentation offered as part of a curriculum or shown in a virtual classroom.

Note: *The material on courses applies only to accounts that include the Acrobat Connect Pro Training application.*

In creating a course, your workflow involves the following tasks:

1. Create content and add to Content Library

A course is based on existing content, so ensure that you have content such as presentations, PDF files, or image files stored in your Content Library. Content can be any of the following file types: PPT, PPTX, FLV, SWF, PDF, GIF, JPG, PNG, MP3, HTML, or ZIP.

2. Start the Course wizard

On the Acrobat Connect Pro Central Home page, locate the Create New menu bar and click Course. Alternatively, click Training > New Course.

3. Course information

On the first page of the Course wizard you enter background details about the course, such as a name and summary. (Only the course name is required; all other fields are optional.) You can edit this information after the course is created.

Note: *By default, the Update Information for Any Items Linked To This Item option is selected. Since you are creating a new course, you probably do not have any items linked to the course yet, but keep this item selected if you think you will link any items later.*

4. Select course content

In this part of the Course wizard, Acrobat Connect Pro directs you to the Content library, where you navigate to the content file you want to use. You can select only one file from the library, and you must have either View or Manage permissions for this file. After adding content, you can continue in the wizard and enroll learners or save the curriculum and exit the wizard. (To enroll learners, set up course notifications, or enable e-mail reminders later, you can edit the course.)

5. Enroll learners

Only enrolled users can browse to the course URL and log in to view the course. To enroll large numbers of users, if you have the Event Management application, present the course as an event.

You can add and delete learners, as required, after the course is created.

6. Set up notifications

A course notification is an e-mail message telling enrollees how to access the course.

When you format your notification, you can use run time fields in the subject line and in the body of the message. These fields are course information variables that are automatically filled in for you when the e-mail notification is sent.

You can change the course notifications after the course is created.

7. Set up reminders

Reminders are optional. A course reminder is an e-mail message sent to either all or selected course enrollees after you set up the course. You can use reminders, for example, to remind enrollees that they are scheduled to take the course or to notify specific individuals that they are required to complete the course.

See also

"About changes to course content" on page 70

"Edit courses" on page 71

"Creating a curriculum" on page 75

"Creating virtual classrooms" on page 86

"Working with content in the Content library" on page 142

View course information and the enrollee list

After you create a course, you can view information about the course and a course enrollee list.

See also

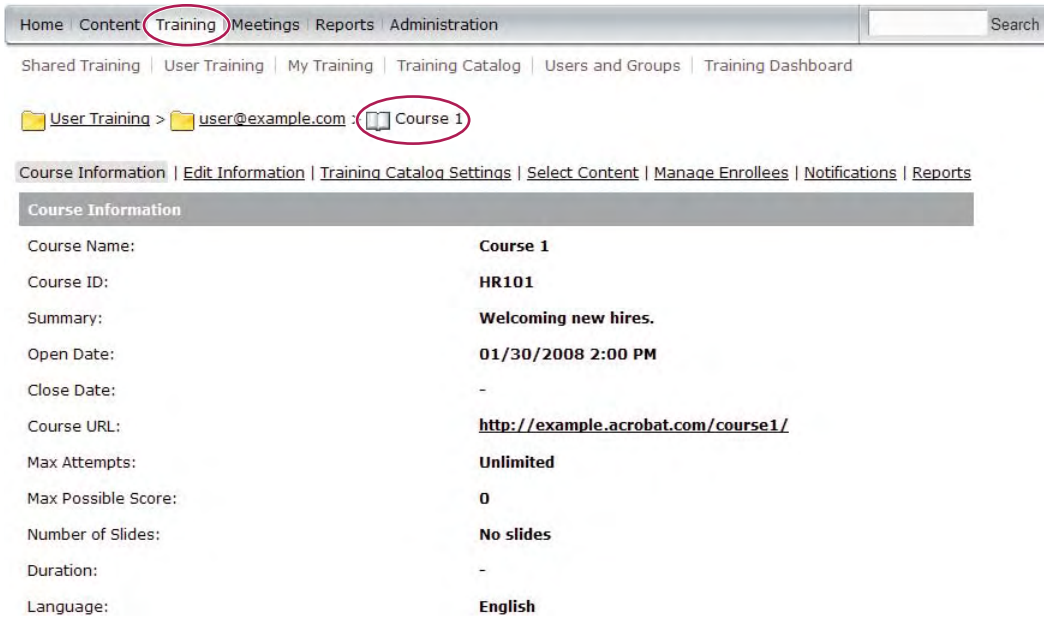
"Creating a course" on page 67

"Edit courses" on page 71

View course information

You can view or change information about a course from the Course Information page, the page that appears when you click the course name in the Training folder list. From this page, you can view or edit the information for a specific course, including the course summary, content, enrollees, and settings for notifications and reminders. Each of these features is accessible as a navigation link.

Every course has a Course Information page, which is a summary that contains the information displayed in the following illustration.



The Course Information page shows key information about individual courses.

Course Information The course name, ID, summary, open date, close date, course URL, number of slides or pages, duration, maximum attempts (the maximum number of attempts the enrollee has to pass this course), and language.

Training Catalog Settings Details about the Training Catalog options selected when the course was created, such as self-enrollment procedures and notifications.

Reminder Policy A field that indicates whether a reminder policy is enabled, to whom reminders are being sent, the date that the next reminder will be sent, and how often reminders are sent. Click the Training tab at the top of the Acrobat Connect Pro Central window. Navigate to the folder that contains the course for which you want to get information. In the course list, click the name of the course to select it.

View a course enrollee list

1 Click the Training tab at the top of the Acrobat Connect Pro Central window.

2 Navigate to the folder that contains the course.

3 In the course list, click the name of the course.

4 Click the Manage Enrollees link in the navigation bar.

A list of enrolled users and groups are shown in the Current Enrollees window on the right.

About notifications and reminders

Notifications are placed in a queue and are sent as follows:

- Notifications set to Send now are sent when you click Send.
- Notifications set up for future dates are processed every night at midnight. On the set date, depending on the number of notifications in the queue, they are sent within a few minutes or a few hours after midnight PST.

Notifications appear to be sent from whoever creates the course, using the e-mail address specified in their Acrobat Connect Pro account. Any e-mail delivery failure notifications are also sent to that address.

All e-mail notifications are sent individually. Recipients do not see the list of other recipients in the message header.

Reminders are placed in a queue and are sent as follows:

- Reminders to be sent *starting on the current date* are sent shortly after the course is created.
- Acrobat Connect Pro sends reminders from the person who creates the course, using the e-mail address specified in the curriculum creator's Acrobat Connect Pro account. The e-mail reminders are sent individually; recipients do not see the list of other recipients in the message header. (Also, any e-mail delivery failure notifications are sent to the course creator's e-mail address.)
- Reminders set up for future dates are processed every night at midnight. On the set date, depending on the number of e-mail reminders in the queue, they are sent within a few minutes or a few hours after midnight PST.

See also

"Creating a course" on page 67

"Edit courses" on page 71

About changes to course content

Following are some important points to remember when changing course content:

- When you add content to a course, the content is copied into the course. If you change the original content file, the change is not carried over to the course. (For more information, see "Edit courses" on page 71.)
- When you add a course to a curriculum, it is a link to the course and not a copy. If you change a course, the change is carried over to the course inside a curriculum.
- Try to minimize changes to course content if the current course content has a quiz that users have already taken. Minimizing changes helps lower the number of versions that exist. It also lowers the number of reports for users who took earlier versions.

See also

"Tips for creating training courses and curriculums" on page 66

"Adding and deleting items from a curriculum" on page 78

About review modes

Acrobat Connect Pro Training contains two review modes: server-side and client-side. It's important to understand these review modes, especially if your courses contain quizzes.

Server-side review mode is used only with Acrobat Connect Pro Training courses. For courses, a training manager can specify the maximum attempts a learner has to complete or pass the course successfully. A learner is locked into review mode in the following cases:

- The learner has passed or completed the course within the set number of maximum attempts.
- The learner has exceeded the maximum number of attempts allowed to pass or complete the course.

Learners can see whether they are locked into review mode two ways:

- The text "[Review Mode]" appears in the browser title bar when a course is opened.
- This message appears at the top of the screen: "You have exhausted all your attempts and are now in Review Mode. Any choices selected will not be tracked." (The message most often appears when course is in review mode within a virtual classroom.)

If learners are in review mode and they take any quizzes included in the course, their scores and statuses are not posted to Acrobat Connect Pro. This prevents learners from trying to improve their score after passing a course.

Important: *Learners should always open a course or item in only one browser window at a time and close the window when they finish. Learners may be locked into review mode incorrectly if they open the same item or course in multiple windows simultaneously.*

The server-side maximum retry setting for a course carries over to all Curriculum items that link to the course. Because the server-side retry setting for the course is the only one that is enforced, Adobe recommends disregarding curriculum-level maximum retry settings.

Client-side review mode is enforced through the maximum retry setting in presentations created with Adobe Presenter and Adobe Captivate. Client-side review mode applies only to retries attempted within a single browser session. However, client-side review mode can persist across multiple browser sessions if the user exits the presentation before finishing, causing resume data to be sent to the server.

In Adobe Presenter the retry setting is defined in the Quiz Manager pass or fail options. For example, if you set the "If failing grade allow x attempts" option to 1, users have only one chance to take the quiz. Suppose a user begins taking the quiz, then leaves it to view a slide that is not part of the quiz or begins a second quiz in the presentation. By exiting the first quiz while the presentation is still open (a single browser session), the user exhausts the single allowed attempt and can't re-enter the quiz. Now suppose that a user enters a quiz, answers one or two questions (but not enough to pass the quiz), and closes the browser. In this second case, the user exited the presentation but not the quiz. When this happens, resume data is sent to Acrobat Connect Pro and, if the user is permitted another server-side (course-defined) attempt, the user can open the presentation again and continue working on the first client-side attempt (although it will be the second server-side attempt).

To prevent possible status and score discrepancies, Adobe recommends setting the client-side maximum retry attempts to 1. (In both Presenter and Adobe Captivate, the default setting is 1.) A client-side setting of 1 does not mean that the user has only one chance to complete or pass the course; the course-level setting governs the maximum number of retries.

Edit courses

If you are an administrator or a user with permission to manage a specific Training library folder, you can manage courses.

See also

"About changes to course content" on page 70

"About notifications and reminders" on page 70

"About review modes" on page 70

"Working with content in the Content library" on page 142

Edit course information

You can edit course information, which includes the course name, ID, summary, start date, and close date.

1 Click the Training tab at the top of the Acrobat Connect Pro Central window.

2 Navigate to the course.

3 In the course list, click the name of the course.

4 Click the Edit Information link in the navigation list.

5 Edit the course information. You can change the following information:

Course Name (Required) The name of the course; it appears in the course list and in reports.

Course ID The course number or ID: for example, 100, CS100, and so on.

Summary A course description that appears on the Course Information page.

Course Starts On The date before which users cannot access the course. If you change an existing course's start date to a later date, no users (not even those who already accessed the course) can access the course until the new start date. If some enrollees have already accessed the course, their tracking and quiz information is retained in reports.

Course Closes On The date after which users cannot access the course.

Max Attempts The the maximum number of attempts the enrollee has to pass this course; if you leave Max Attempts blank, you are allowing an unlimited number of retries.

Max Possible Score The maximum score a user can receive. Use this option for course content that is not already graded, such as a PDF, or only sends a partial score, such as Captivate content (maximum score is determined by the content used).

Note: *For content that includes multiple scored quizzes, the max possible score for the overall content is not automatically detected when the content is added to a course. For example, a presentation containing two quizzes, one with a max possible score of 50 and a second with a max possible score of 40, will report the max possible score of the last quiz taken (40). For a more accurate total score, consider creating one quiz and distributing the questions throughout the presentation instead of using multiple quizzes. For example, create a quiz with 10 questions. In the presentation, show 4 content slides, quiz questions 1-5, 8 more content slides, and then questions 6-10.*

6 By default, the Update Information for Any Items Linked To This Item option is selected. Keep this selected if you think you will link any items to the course.

7 Click Save.

Changing the course title or course summary does not change the information on a presentation summary slide. This slide uses the information specified at the time the presentation was originally published. To change this information, republish the content and then reselect the content that the course uses.

Change or update course content

You can change or update the content in a course. If you want to update the content, first publish the updated file to the Content library.

1 Click the Training tab at the top of the Acrobat Connect Pro Central window.

2 Navigate to the course whose content you want to change. In the course list, click the name of the course to select it.

3 Click the Select Content link in the navigation bar.

4 Navigate to the folder that contains the content that you want to use for the course.

5 Select the button next to the content that you want to use for the course. You can select new content or an updated version of the existing content.

6 Click Save.

7 A warning message is displayed. To update the content, click Yes, Update My Content.

Add or remove course enrollees

If you add enrollees to a course, notify the new enrollees. You can also set up reminders for them.

If you remove enrollees, they do not receive notification and are no longer able to access the course.

1 Click the Training tab at the top of the Acrobat Connect Pro Central window.

2 Navigate to the course.

3 In the list, click the name of the course.

4 Click the Manage Enrollees link in the navigation bar.

5 Do one of the following:

- Select an enrollee or enrollees in the Available Users and Groups list and click Add. (Press Control-click or Shift-click to select multiple users or groups. To expand a group to select individual members, double-click the group name. Then select individual users.)
- Select an enrollee or enrollees in the Current Enrollees list and click Remove.

Change settings for course notifications or reminders

Notifications and reminders help you communicate with course enrollees. You can change the settings of pending notifications and reminders at any time.

1 Click the Training tab at the top of the Acrobat Connect Pro Central window.

2 Navigate to the course.

3 In the course list, click the name of the course.

4 Click the Notifications link in the navigation bar.

5 Click Pending Notifications.

6 Under Subject, click the name of the notification or reminder you want to change. (Notifications appear in the subject list with the icon and reminders appear with the icon.)

7 Click Edit at the bottom of the page.

8 Make changes, such as editing the timing, recipients, or message text. (If you enter e-mail addresses, use commas to separate the addresses.) To edit the e-mail subject and message using a run time field, copy the field name from the Run Time Fields list and paste it into the message subject or body. Do *not* change the run time field text in curly brackets.

9 Click Send to apply the changes.

Delete a course

Before you delete a course, be aware of the effect of this action:

- The course is removed from the Training library.
- Enrollees can no longer access the course.
- Reports for the course are no longer available. (To prevent access to the course while retaining reporting information, set the course close date and do not delete the course.)
- No more course reminders are sent, and delayed course notifications are not sent.
- The content used by the course remains in the Content library.
- The course is removed from the item list of any curriculum in which it is included. This affects the curriculum reports. Be careful when deleting courses that are included in curriculums.

1 Click the Training tab at the top of the Acrobat Connect Pro Central window.
2 Navigate to the course.
3 Select the check box to the left of the course that you want to delete.
4 Click the Delete button.
5 On the confirmation page, click Delete.

Creating training curriculums

About curriculums

A curriculum can include courses, presentations, and meetings. You can define prerequisites for a curriculum, and you can design your program so that users can test out of certain curriculum items.

As users complete items in the curriculum, you can track their progress and generate reports to ensure that the curriculum meets the learning objectives.

The key features of curriculums let you do the following:

- Organize items, such as courses and presentations, in logical groups that support a learning path.
- Define prerequisites and test-outs for items, allowing enrollees to bypass certain curriculum items if they pass the corresponding test-out item.
- Specify completion requirements - items required to successfully complete the curriculum.
- Send e-mail notifications and reminders to users regarding the curriculum.
- Generate reports that include curriculum statistics.
- View a visual representation of report data using the Training Dashboard.

See also

"Creating a course" on page 67

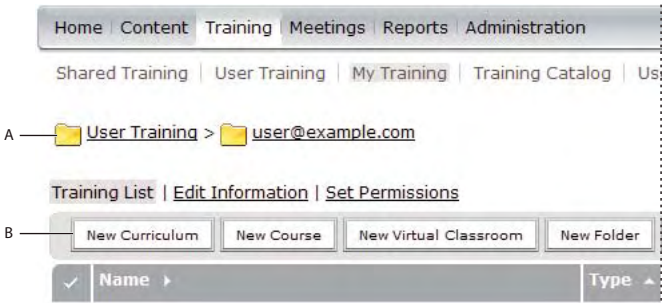
Creating a curriculum

A wizard guides you through the main steps of creating a curriculum, such as entering curriculum information and selecting courses for the curriculum. After you create a curriculum, you can complete additional tasks, such as adding enrollees and sending reminders.

In creating a curriculum, your workflow involves the following tasks:

1. Browse to a curriculum location

You can create or browse to a folder in the Training library that will contain the curriculum (you must have permission to access the folder). When you determine a location, you click New Curriculum to open the New Curriculum wizard and create your curriculum in the selected location.



Navigating the Training library
A. *Determine a location* ***B.*** *Create another folder or add a new curriculum*

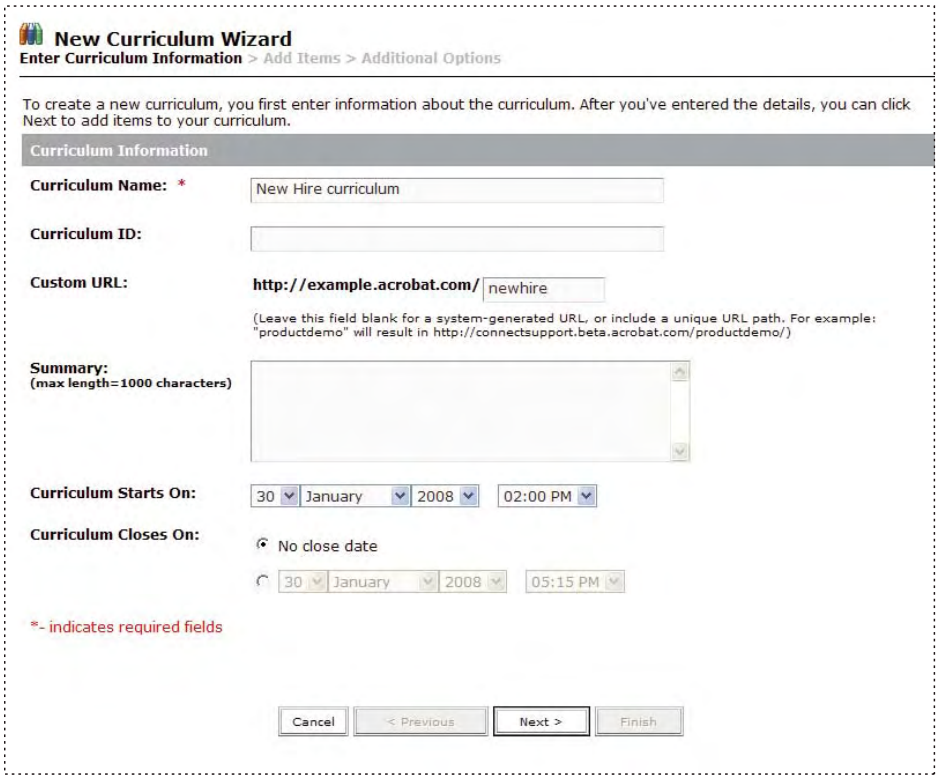
Note: *If you want to save your curriculum in your User Training folder, you can bypass this procedure by simply clicking the New Curriculum link on the Acrobat Connect Pro Central Home page and following the steps to enter curriculum information.*

2. Enter curriculum information

The first page of the New Curriculum wizard lets you enter details, such as descriptive summary information and start and end dates, about the curriculum. (You must enter the curriculum name, but all other fields are optional.) The information that you enter in the wizard appears later on the Curriculum Info page, as well as on the page that enrollees access from their My Training link.

The Custom URL box displays the first part of the URL that users click to access the curriculum. You can leave the box blank to have Acrobat Connect Pro generate a system URL or enter a custom URL in the box. For example, you can enter a word that describes the curriculum.

Note: *The start and end dates that you select override the start and end dates for the individual items in your curriculum. For example, if you add a meeting with an end date that already passed, but your end date for the curriculum is in the future, the meeting assumes the end date of the curriculum.*

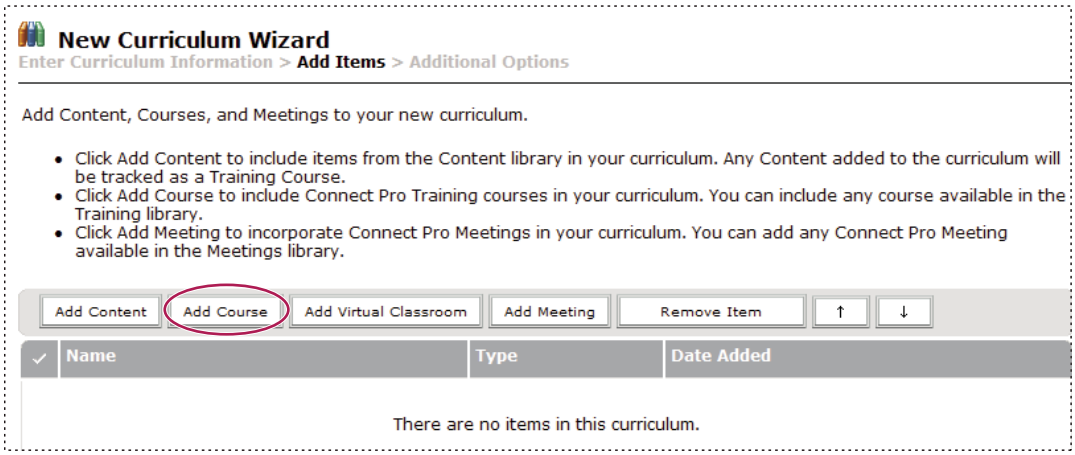


Use the Curriculum Information page to add a name and details about a curriculum.

3. Add items to the curriculum

After you enter curriculum information in the New Curriculum wizard and click Next, a page appears that lets you add items to the curriculum. When you add an item to a curriculum, you are actually adding a link to the item, not copying the item in a new location within Acrobat Connect Pro.

You can add content from the Content library, a meeting from the Meeting library, a virtual classroom, or any existing courses to a curriculum. Content added to a curriculum is now automatically converted to a course so it can be tracked accurately. The new course is added to the automatically created curriculum resource folder. (This folder is in the same location as the curriculum and has the same name as the curriculum with “Resources” appended to the end.)



After creating a new curriculum, add courses to build the curriculum.

Note: *If you want to group items in folders, do not add the items using the New Curriculum wizard. Instead, exit from the wizard, open the curriculum information page for the curriculum, click Add Item, click New Folder, type in a folder name, click Save, select the new folder (you can also select the root folder or a different folder), click Add Item, and then add items to the folder. New items are always created at the root level and you can rearrange items by clicking the Move button. Folders cannot be nested in other folders.*

4. Change the order or remove items, if necessary

After adding content and courses, you can change the order of items to alter the learning path. You also have the option to remove any items.

Note: *Although you can move items within a folder, you cannot move items in or out of folders.*

5. Select any additional options

The final step when creating a curriculum is to select any options you require from the Additional Options page, such as adding enrollees, setting prerequisites, and sending notification.

See also

"Creating a course" on page 67

"Edit prerequisites, test-outs, and completion requirements" on page 83

"Creating virtual classrooms" on page 86

"Working with content in the Content library" on page 142

View curriculum information and status

After you create a curriculum, you can view and modify curriculum details on the Curriculum Info page.

See also

"Creating a curriculum" on page 75

"About notifications and reminders" on page 70

Display curriculum information

1 Click the Training tab at the top of the Acrobat Connect Pro Central window.

2 Navigate to the folder that contains the curriculum.

3 Select the name of the curriculum in the course list.

View curriculum status information

Viewing curriculum status offers another way to view a summary report.

1 If you're not on the Curriculum Info page for the curriculum that you want to view, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

2 In the Curriculum Status area, click the View button.

The Reports tab opens on a Summary page. In addition to the same information that appears in the curriculum information area of the Curriculum Info page, the Summary page includes the following information:

Enrolled Users The number of users enrolled in the curriculum.

Users Completed The number of users that have accessed the curriculum and successfully completed all required items. This includes all users who have ever been enrolled in this curriculum, whether they are enrolled currently or not.

Users In Progress The number of users that have accessed the curriculum, but have not yet completed all required items. This includes all users who have ever been enrolled in this curriculum, whether they are enrolled currently or not.

Note: *Two types of users are not included in the curriculum status numbers: first are users that are enrolled in the curriculum, but have not yet accessed the curriculum and, second, users who have been enrolled in this curriculum in the past, but have later been deleted from Acrobat Connect Pro.*

Adding and deleting items from a curriculum

You can add and delete content and courses from a curriculum after a curriculum is created. For example, you can add any course in your Training library to a curriculum.

Here are a few tips:

- Try to minimize the addition and deletion of courses and content after a curriculum is made available to learners.
- Communicate with learners enrolled in the curriculum. Tell them when content and courses are added or deleted and ask them to log in to the curriculum so their status updates.
- There is a distinction between including an existing course in a curriculum and creating a new course for a curriculum. When you add a course to a curriculum and the course exists, the course is not added to the individual curriculum's Resources folder. Only items that are automatically created for the first time as a course are automatically added to the curriculum Resources folder. You can, however, move or copy items into the Resources folder.
- When a course is added to a curriculum, what is actually added is a link to the course in the Content library. This allows learners to receive credit for a course even if the course is taken outside the curriculum. To receive credit for taking the course, the learner must have logged in to the curriculum at least once. (Adobe recommends that curriculum learners always launch items from within the curriculum.)
- If you delete a required item from a curriculum, the status of learners who have completed all other required items changes to Complete.

- After a curriculum has been modified (for example, required items have been added or deleted), ask learners to log back into the curriculum to have their status and scores updated.
- Sometimes, a learner can take a course and then the course is added to a curriculum in which the learner is enrolled. For the learner to receive credit for having already taken the course, ask the learner to log into the curriculum. Their status within the curriculum is updated automatically.

See also

"About changes to course content" on page 70

"Working with content in the Content library" on page 142

Add folders and items to a curriculum

After creating a curriculum, you can add folders or items to the curriculum at any time.

Note: *Adding or removing items from a curriculum can affect learner transcripts. As a best practice, do not change curriculums once you have enrolled learners. If you do add or remove items, tell learners about the changes to the curriculum and ask them to log in to the curriculum to update their status.*

See also

"Creating a curriculum" on page 75

"About changes to course content" on page 70

"Change the user status field in a curriculum report" on page 95

Add a folder to a curriculum

After you create a curriculum, you can group items in folders to organize your items. For example, you can group a set of items in a Beginner Topics folder and another set in an Intermediate Topics folder. New folders are always added at the root level. Folders cannot be nested in other folders.

Note: *You add items to a curriculum folder rather than move items already in your curriculum into a folder.*

1 If you're not on the Curriculum Info page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

2 Click Add Item.

3 Click New Folder.

4 On the New Folder page, enter a name for the folder in the Folder Name box, and click Save.

5 In the curriculum list, you can select the folder that you created and add items to it.

Add content to a curriculum

After you create a curriculum, you can add more content as necessary. Content added to a curriculum is now automatically converted to a course so it can be tracked accurately. The new course is added to the automatically created curriculum resource folder. Any further content you add to the curriculum is also automatically converted and placed into the resource folder. This folder is in the same location as the curriculum and has the same name as the curriculum with "Resources" appended to the end. (If you add courses that you have already created to a curriculum, those courses are not placed in the resources folder.)

1 If you're not on the Curriculum Info page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Information page.

2 Click Add Item.

3 Click Add Content.

4 If necessary, browse to the folder that contains the content.

5 Select the check box for the content that you want to add to the curriculum, and click Add.

6 Click Add again.

Add a course, virtual classroom, or meeting to a curriculum

Any courses available in your Training library are available for you to include in a curriculum.

1 If you're not on the Curriculum Info page for the curriculum you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

2 Click Add Item.

3 Do one of the following:

- Click Add Course.

Note: *Invitations, enrollments, and reminders that you created for a course are not carried over when you add a course to a curriculum. The notification options for a curriculum apply to all courses inside the curriculum; you cannot set individual notification settings for courses inside a curriculum. (If a course exists outside a curriculum, however, the course invitation, enrollment, and reminder settings are all valid for the course.)*

- Click Add Virtual Classroom.
- Click Add Meeting.

Note: *To send an Outlook Calendar Event, which lets users add the meeting to their Outlook calendars, you select the iCal option when you send meeting reminders, not when you add the meeting to your curriculum.*

4 If necessary, browse to the folder that contains the course, classroom, or meeting.

5 Select the check box for the course, classroom, or meeting that you want to add to the curriculum, and click Save.

Add external content to a curriculum

A curriculum is not limited to Acrobat Connect Pro items. You can include external training. For example, you can add a classroom lecture that enrollees should attend. Since a lecture is a live event, you can create an external event to represent the lecture. By using the status override feature, you can then mark the enrollees that attend as "Complete."

Note: *When the user status changes for external training, update the user's completion status manually.*

1 If you're not on the Curriculum Info page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

2 Click Add Item.

3 Click New External Training.

4 In Title, enter the name of the external training.

5 (Optional) In ID, enter identification text or numbers. I

6 If the external training item is viewing a website, in the URL box enter a full URL including http. For example, http://www.adobe.com.

7 In Max Possible Score, enter the maximum points to be awarded for completing the external training.

Note: *If you plan to use external content as a course within a curriculum, it can be important to set maximum score. Define a maximum score in this location when content is non-graded or when it sends a partial score. For example, Captivate content only sends the score achieved, say 8, not the score achieved and the maximum possible score, say 8/10. When the content used to create a course includes a full score, such as 8/10, then the maximum possible score defined within the content applies and any score set here is ignored.*

8 (Optional) In Summary, enter a description of the external training.

9 Click Save.

On the Curriculum Info page, the external training appears in your list of items.

Edit curriculums

You can edit information in a curriculum, such as changing the order of items or removing items. You can also delete any entire curriculum

Note: *Adding items to or removing them from a curriculum can affect learner transcripts. As a best practice, do not change curriculums once you have enrolled learners. If you do add or remove items, tell learners about the changes to the curriculum and ask them to log in to the curriculum to update their status.*

See also

"Adding and deleting items from a curriculum" on page 78

"Tips for creating training courses and curriculums" on page 66

"Working with content in the Content library" on page 142

Edit curriculum information

1 If you're not on the Curriculum Info page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

2 In the Curriculum Information area, click Edit to modify the following information:

Name A title for the curriculum.

ID The identification number for the curriculum. (You can assign any code, such as a catalog number.)

Summary The curriculum description.

Curriculum Starts On The date on which the curriculum starts. Users cannot access the curriculum before this date

Note: *The start and end dates that you select override the start and end dates for the individual items in your curriculum. For example, if you add a meeting with an end date that already passed, but your end date for the curriculum is in the future, the meeting assumes the end date of the curriculum.*

Curriculum Closes On The date on which the curriculum ends; select from the pop-up menu or select No Close date.

3 When you finish editing the curriculum information, click Save.

Edit external content information

To edit external content information, you must have already added it to the curriculum.

1 If you're not on the Curriculum Information page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

2 In the list of items, click the external training item name.

3 In the External Training Information area, click Edit.

4 In the Item Info area, edit the Name, ID, URL, Score, or Summary information, and click Save.

Change the order of items in a curriculum

1 If you're not on the Curriculum Info page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

2 Select the check box next to the item that you want to move, and then click either the up or down arrow to move the item in the list.

Remove items from a curriculum

If you no longer want to include an item in a curriculum, you can remove it without affecting the original item that exists in its respective library.

1 If you're not on the Curriculum Info page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

2 In the list of items, select the check box next to the items that you want to remove, and then click Remove Item.

3 Verify that you do want to remove the selected items, and click Remove.

Send notifications or reminders to curriculum enrollees

You can use the notifications feature to send an e-mail message to enrollees. A typical message tells enrollees that the curriculum is available, provides details about the curriculum, and includes a link to the curriculum. The message can go to all enrollees, or to a subset of enrollees, such as those who have not completed the curriculum.

The reminders feature, similar to the notification feature, lets you send e-mail messages to enrollees. The primary difference between notifications and reminders, however, is that the Reminders page lets you send the messages at specified intervals. The message can go to all enrollees, or to a subset of enrollees.

Note: *For users who must adhere to compliance standards, reminders can be set to annually. For more information, see "Working with compliance and control settings" on page 163.*

1 If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Acrobat Connect Pro Central and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

2 Click Notifications.

3 Click New Notification or New Reminder. (Notifications appear in the subject list with the icon and reminders appear with the icon.)

4 Select a timing option. For reminders, you can set a recurrence option to automatically send out multiple reminders.

5 Select a recipients option. If you enter e-mail addresses, use commas to separate the addresses.

6 (Optional) Edit the e-mail subject and message text. To edit using run time fields, copy the field name from the Run Time Fields list and paste it into the message subject or body. Do *not* change the run time field text in curly brackets.

7 Click Send.

Cancel notifications or reminders

1 If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Acrobat Connect Pro Central and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

2 Click Notifications.

3 Click Pending Notifications.

4 Under Subject, select the checkbox next to the name of the notification or reminder you want to cancel. (Notifications appear in the subject list with the icon and reminders appear with the icon.)

5 Click Cancel Notifications.

6 On the confirmation page, click Cancel Notifications.

Delete a curriculum

Before you delete a curriculum, be aware of the following effects of this action:

- The curriculum is removed from the Training library.
- Enrollees can no longer access the curriculum.
- Reports for the curriculum are no longer available. (To prevent access to the curriculum while retaining reporting information, set the curriculum close date and do not delete the curriculum.)
- Curriculum reminders are not sent, and delayed curriculum notifications are not sent.
- Deleting a curriculum is a permanent action. Once it is deleted, you cannot recover a curriculum.

Deleting a curriculum from the Training library does not affect the library items that constitute the curriculum.

1 Click the Training tab in Acrobat Connect Pro Central and browse to the curriculum.

2 Select the check box next to the curriculum and then click Delete.

3 After verifying that you want to delete the selection, click Delete.

Edit prerequisites, test-outs, and completion requirements

After creating a curriculum, you can make many changes such as assigning prerequisites, assigning test-outs, and editing completion requirements. Adobe recommends using either test-outs or prerequisites, but not both, to create learning paths. Using both is possible, but it can be time-consuming and complicated to test all of the possible workflows learners may encounter.

See also

"Edit curriculums" on page 81

Assign prerequisites to an item

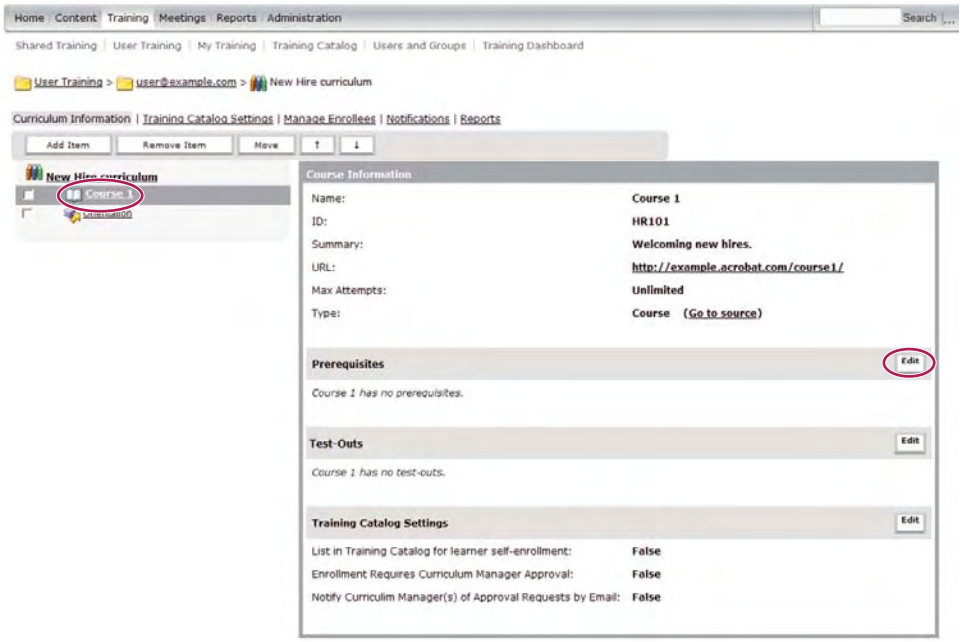
Assigning prerequisites enforces learner access to items in a specific sequence. A folder cannot be set as a prerequisite. Also, external training items should not be set as Required because Acrobat Connect Pro cannot automatically track external items.

Note: *Avoid creating redundant prerequisites; they are confusing for learners and may cause performance issues on your Acrobat Connect Pro server.*

1 If you're not on the Curriculum Info page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

2 In the list of curriculum items, click the name of the item or folder that requires a prerequisite. This procedure refers to this item as the *selected item*.

3 In the Prerequisites area, click Edit.



In the Course Information Prerequisites area, click Edit to create a specific learning path.

4 The Select Prerequisite area lists the items in the curriculum. Use the Options pop-up menu next to an item to specify the type of prerequisite:

Suggested Indicates that the prerequisite is optional. Users receive a message requesting that they take the prerequisite before taking the selected item.

Required Indicates that the prerequisite must be completed successfully, not just completed, before taking the selected item. Do not assign Required status to external content. Acrobat Connect Pro cannot verify completion of external content, such as a website URL.

Hidden Indicates that the selected item appears on the enrollment page only after the user completes the prerequisite.

5 When you finish selecting prerequisites, click Save.

Assign test-outs for an item

You can design the curriculum so that enrollees are not required to take an item if they pass a related test-out item. Folders cannot be configured as test-out items or linked as selected items. Always use a specific course or meeting, not a folder, as a test-out or selected item for any other learning object.

Here are tips for creating test-outs:

- Carefully choose between the Optional, Blocked, and Hidden options. Your learners could have a very different path and learning experience depending on which option you select for a test-out.
- You cannot assign a test-out for the first item in a curriculum.
- Do not use chained test-outs. An example of a chained test-out is setting item 1 as a test-out for item 2 and then setting item 2 as a test-out for item 3.

1 If you're not on the Curriculum Info page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

2 In the list of items, click the name of the item that requires a test-out item. This procedure refers to this item as the *selected item*.

3 In the Test-Outs area, click Edit.

4 The Select Test-Outs area lists items in the curriculum. Use the pop-up menu by an item to designate it as a test-out for the selected item, using the following criteria:

Blocked Indicates that if the enrollee passes the test-out item, the selected item is unavailable to the enrollee. If the enrollee fails the test-out item, the selected item becomes available.

Optional Indicates that if the enrollee passes the test-out item, the selected item is no longer required to complete the curriculum.

Hidden Indicates that if the enrollee passes the test-out item, the selected item is hidden from the enrollee. If the enrollee fails the test-out item, the test-out item is visible and available for the enrollee to take.

5 When you finish specifying test-out items, click Save.

Edit completion requirements

You can designate an item as *required*, which specifies that an enrollee must successfully complete the item to complete the curriculum. By default, all items are required, but you can set individual items as optional or required without impacting other items.

1 If you're not on the Curriculum Info page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

2 In the Completion Requirements area, click Edit.

3 For each item that you want to specify as required, select Required from the pop-up menu.

4 When you finish specifying required items, click Save.

Manage curriculum enrollees

Acrobat Connect Pro Central allows you to view and add enrollees to a curriculum, as well as set access permissions for enrollees.

See also

"About notifications and reminders" on page 70

"Edit curriculums" on page 81

View and add enrollees to a curriculum

1 If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Acrobat Connect Pro Central and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

2 Click Manage Enrollees.

3 To add enrollees, select the name or group in the Available Users and Groups list.

- Press Control-click or Shift-click to select multiple users or groups.
- To expand a group to select individual members, double-click the group name. Then select individual users.
- To search for a name in the list, click the Search button at the bottom of the window; enter the name to display it in the list, and then select it. (Click Clear to return to the original list.)

4 After selecting the enrollees, click Add.

Note: *After adding enrollees, you must send notification to the enrollees that the curriculum is available.*

Set permissions for curriculum enrollees

After you've added enrollees to a curriculum, you can determine permissions for enrolled users and groups.

1 If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Acrobat Connect Pro Central and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

2 Click Manage Enrollees.

3 Select the enrollee or enrolled group in the Current Enrollees column and click Permissions.

4 Select one of the following permissions:

- Denied prevents the enrollee from accessing the curriculum.
- Enrolled allows the enrollee to access the curriculum.
- Pending Approval enables to the enroll to access the curriculum after they are approved.

Remove enrollees from a curriculum

You can remove an individual curriculum enrollee or a group of enrollees at any time.

1 If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Acrobat Connect Pro Central and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

2 Click Manage Enrollees.

3 Select the enrollee or enrolled group in the Current Enrollees column and click Remove.

Creating virtual classrooms

About virtual classrooms

Users with the Meeting and Training features installed can create virtual classrooms. Users must be a meeting host and training manager to create a virtual classroom.

Use virtual classrooms to conduct training sessions. Virtual classrooms are added to a curriculum, just like a meeting. Unlike a meeting, virtual classrooms can have a Presenter course added that can impact completion requirements. (Course transcripts are not generated for students who enter a virtual classroom as a guest.)

Note: *Completion requirements are no longer user configurable; completion is based on attendance. A learner is marked complete if they attended at all and marked incomplete if they were absent.*

Just like meetings, there are three access levels for virtual classrooms: enrolled students only, enrolled students and accepted guests, and anyone who has the URL for the virtual classroom.

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of virtual classrooms and what you can do in virtual classrooms. For more information, see "Working with compliance and control settings" on page 163.*

See also

"About content, courses, and curriculums" on page 61

"Creating a curriculum" on page 75

Creating a virtual classroom

In creating a virtual classroom, your workflow involves the following tasks:

1. Start the Virtual Classroom wizard

On the Acrobat Connect Pro Central Home page, locate the Create New menu bar and click Virtual Classroom.

2. Virtual classroom information

On the first page of the Virtual Classroom wizard you enter background details about the virtual classroom, such as a name and summary. (Only the virtual classroom name and language are required; all other fields are optional.) You can edit this information after the virtual classroom is created.

Note: *By default, the Update Information for Any Items Linked To This Item option is selected. Since you are creating a new virtual classroom, you probably do not have any items linked to the virtual classroom yet, but keep this item selected if you think you will link any items later.*

3. Enroll learners

Only enrolled users can browse to the virtual classroom URL and log in to view the virtual classroom. To enroll large numbers of users, if you have the Event Management application, present the virtual classroom as an event.

You can add and delete learners, as required, after the virtual classroom is created.

4. Set up notifications

A virtual classroom notification is an e-mail message telling enrollees how to access the virtual classroom.

When you format your notification, you can use run time fields in the subject line and in the body of the message. These fields are virtual classroom information variables that are automatically filled in for you when the e-mail notification is sent.

You can change the virtual classroom notifications after the virtual classroom is created.

5. Set up reminders

Reminders are optional. A virtual classroom reminder is an e-mail message sent to either all or selected virtual classroom enrollees after you set up the virtual classroom. You can use reminders, for example, to remind enrollees that they are scheduled to enter the virtual classroom or to notify specific individuals that they are required to enter the virtual classroom.

See also

"Creating a course" on page 67

"Creating a curriculum" on page 75

View virtual classroom information

You can view information about a virtual classroom from the Virtual Classroom Information page. This page appears when you click the virtual classroom name in the Training folder list. From this page, you can view or edit the information for a specific virtual classroom, such as name, summary, URL, access details, and telephony information.

1 Click the Training tab at the top of the Acrobat Connect Pro Central window.

2 Navigate to the folder that contains the virtual classroom.

3 Select the name of the virtual classroom.

Virtual classroom templates

If you have the Meeting and Training features installed, a virtual classroom templates folder is automatically installed under the Shared Training library folder.

For detailed information about templates, see "Create and use meeting room templates" on page 4.

Apply a template to a new virtual classroom

❖ When creating a new virtual classroom, chose a template from the Select Template menu on the Virtual Classroom Information Page. By default, the Default Virtual Classroom template is selected.

Convert a virtual classroom into a template

If you are a training manager and meeting host, you can create a virtual classroom template. Move the virtual classroom to one of two template folders: Shared Templates (in the Shared Training folder) if you want others to be able to access the template, or My Templates (in your user training folder) if you are the only one who will use the template.

Note: *To add a virtual classroom to the Shared Templates folder, you must have Manager permissions for the folder. By default, you have full control over virtual classrooms and templates in your user training folder.*

1 From the Training tab in Acrobat Connect Pro Central, navigate to the folder containing the virtual classroom to convert.

2 In the Name list, click the checkbox next to the virtual classroom.

3 Click Move on the navigation bar.

The name of the virtual classroom is displayed in the left column.

4 Navigate to and select a folder. (Navigate to Shared Training > Shared Templates if you want to share the template with others.)

5 Click Move.

Your virtual classroom now resides in the template folder that you selected. The template is added to the list in the appropriate folder, either Shared Templates or My Templates.

When you are creating a new virtual classroom with the New Virtual Classroom wizard, you can select the new template from the Select Template pop-up menu. You can customize this classroom just like any other to meet your needs. Once the virtual classroom is created, you cannot apply a new template to it. Instead, you must create a new virtual classroom by using the new template.

Edit virtual classrooms

There are a variety of tasks you can do to manage and maintain the virtual classrooms you have created.

See also

"Creating virtual classrooms" on page 86

"View virtual classroom reports" on page 90

Edit virtual classroom and telephony info

1 From the Training tab in Acrobat Connect Pro Central, navigate to the virtual classroom you want to edit.
2 In the Name column, click on a virtual classroom.
3 In the navigation bar, click Edit Information.
4 Edit the virtual classroom information and audio conference settings as required.
5 Click Save.

Edit virtual classroom courses

1 From the Training tab in Acrobat Connect Pro Central, navigate to the virtual classroom you want to edit.
2 In the Name column, click on a virtual classroom.
3 Click Manage Courses.
4 Add or delete courses as required.
5 Click Save.

Edit virtual classroom enrollees

1 From the Training tab in Acrobat Connect Pro Central, navigate to the virtual classroom you want to edit.
2 In the Name column, click on a virtual classroom.
3 Click Manage Enrollees.
4 Add and delete individual enrollees and groups of enrollees as required.

Edit virtual classroom notifications and reminders

You can use the notification feature to send an e-mail message providing details to virtual classroom enrollees, including a link to the classroom. The message can go to all enrollees, or to a subset of enrollees.

The reminders feature in Acrobat Connect Pro Central, similar to the notification feature, lets you send e-mail messages to enrollees. The primary difference between notifications and reminders, however, is that the Reminders page lets you send the messages at specified intervals. The message can go to all enrollees, or to a subset of enrollees.

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of virtual classrooms and what you can do in virtual classrooms. For more information, see "Working with compliance and control settings" on page 163.*

1 From the Training tab in Acrobat Connect Pro Central, navigate to the virtual classroom you want to edit.

2 In the Name column, click on a virtual classroom.

3 Click Notifications.

4 Click on a notification or reminder in the list. (Notifications appear in the subject list with the icon and reminders appear with the icon.)

5 Click Edit.

6 Edit the notification or reminder as required. For example:

- Change the timing option. (For reminders, you can set a recurrence option to automatically send out multiple reminders.)
- Change the recipients. If you enter e-mail addresses, use commas to separate the addresses.
- Edit the e-mail subject and message text. To edit using run time fields, copy the field name from the Run Time Fields list and paste it into the message subject or body. Do *not* change the run time field text in curly brackets.

7 Click Save.

Edit virtual classroom content

1 From the Training tab in Acrobat Connect Pro Central, navigate to the virtual classroom you want to edit.

2 In the Name column, click on a virtual classroom.

3 Click Uploaded Content.

4 Add, delete, and move content as required.

View and edit virtual classroom recordings

You control who can view a virtual classroom recording by setting the recording as public or private. For more information, see "Play back a recorded meeting" on page 51

1 From the Training tab in Acrobat Connect Pro Central, navigate to the virtual classroom you want to edit.

2 In the Name column, click on a virtual classroom.

3 Click Recordings.

4 View and edit information as required.

View virtual classroom reports

The Reports feature of Acrobat Connect Pro Central lets you create reports that show you a given virtual classroom from different perspectives.

1 If you're not already on the Virtual Classroom Info page for the classroom, go to the Training tab in Acrobat Connect Pro Central and browse to the classroom. Click the classroom name to open the Virtual Classroom Info page.

2 Click the Reports link, toward the top of the Acrobat Connect Pro Central window.

3 The default Summary report shows virtual classroom information and aggregate user information such as a single instance in which a given user has joined and exited the classroom (Unique Sessions); the last time that any invitee entered the classroom (Most Recent Session); number of people invited; number of those who attended; and the greatest number of people who entered the classroom at any one time (Peak Users).

4 Select another report type to obtain different information:

- The By Attendees report lists the name and e-mail address of each virtual classroom participant, as well as the time they entered the classroom and the time they left it.
- The By Course report lists all courses embedded in the virtual classroom. Click on the different embedded courses to view a list of the learners that have taken the course. If courses have been updated over time and there are multiple versions learners have viewed, the reports show which version each learner viewed.
- The By Sessions report lists the start and end time of each session, the session number, and the number of attendees. Clicking on the session number displays the participant list for this session, including participant name and entry and exist times for each participant.
- The By Questions report lists each poll by session number, number, and question. You can drill down to two separate views by clicking the appropriate link under the Report column: "View answer distribution" displays a pie chart in which each answer is color-coded with a unique color. "View user responses" provides an answer key that lists each answer for this poll and its corresponding answer number; these numbers map to the pie chart. This option also shows a list of all the participants who responded in this poll and the number of the answer they selected (if the poll question allowed multiple responses, these are all shown for the user).

See also

"View and manage curriculum reports" on page 94

Set self-enrollment options

Self-enrollment options are set using the Training Catalog. You must add courses, curriculums, and virtual classrooms to the catalog if you want to use the self-enrollment feature. For more information, see "Manage the Training Catalog" on page 99.

Note: *Acrobat Connect Pro administrators can change self-enrollment and Training Catalog settings to adhere to standards for governance. For more information, see "Working with compliance and control settings" on page 163.*

1 If you are not already on the information page for the course, curriculum, or virtual classroom, go to the Training tab in Acrobat Connect Pro Central and browse to the item. Click the course, curriculum, or virtual classroom name to open the information page.

2 Click Training Catalog Settings.

3 Select List in Training Catalog for Learner Self-Enrollment. This enables registered users to add themselves to the permission list for the course, curriculum, or virtual classroom in the Training Catalog.

4 Do one of the following:

- Select Enrollment Requires Course Manager Approval to require that learners receive approval before being given access to the course, curriculum, or virtual classroom in the Training Catalog. Select Notify Course Manager(s) Of Approval Requests By Email to receive an e-mail message each time a learner wants to self enroll. (If you do not select this option, you'll need to check the Training Catalog for learners who have Pending status.)
- Select Enrollment Is Open to give all learners access to the course, curriculum, or virtual classroom.

5 Select Display In Training Catalog.

6 Choose a save location in the Training Catalog and click OK. (Remember, content must be in the Training Catalog before you use the self-enrollment feature.)

7 Click Save.

Monitoring training with reports

Acrobat Connect Pro Central offers a wide range of reporting options. For the training features in Acrobat Connect Pro Central, different reports can be generated for courses, curriculums, and virtual classrooms.

See also

"Generating reports in Connect Pro Central" on page 187

"Use the Reports wizard" on page 187

Using report filters

As with other applications in Acrobat Connect Pro Central, you can further define the information you see on a particular report by setting report filters. Keep in mind that filters that you set apply to *all reports* that you create, both for curriculums and for any other Acrobat Connect Pro applications. For more information, see "Setting report filters" in "View reports about individual pieces of content" on page 148.

View course reports

The Reports feature of Acrobat Connect Pro Central lets you create reports that show you a course from different perspectives. Course reports also enable you to track the performance of specific learners. (When learners access a course, either from a direct course URL or from the course URL within a curriculum, course reports are created.) To use this feature, access the Course Information page, and then click the Reports link. This displays other links that let you define the kinds of report information you can see for this course.

Content and course reports are distinct, because a course is associated with a specific version of content. (In contrast, course and curriculum reports are shared, because a curriculum is only a link to a course.)

Note: *When upgrading from Acrobat Connect Pro 6 to Acrobat Connect Pro 7, existing training materials are migrated, but the data supported in the enhanced Acrobat Connect Pro 7 reporting feature will be blank for Acrobat Connect Pro 6 materials.*

1 Click the Training tab at the top of the Acrobat Connect Pro Central window.

2 Navigate to a course.

3 In the course list, click the name of the course.

4 Click the Reports link.

5 To generate a report, click any of the following links:

- Summary shows you course information (name, ID, open date, close date, and URL) and course status (enrolled users, total course completions, users passed, and users failed).
- By Slides/Pages shows a bar graph that lists each slide in the course and the number of times it has been viewed. A table shows the last time each slide was viewed.

- By Users shows the users who have accessed the course, their status (In Progress, Complete, Passed, or Failed), score, date taken (user's most recent attempt), time taken (time of most recent attempt), how many times the user took the course, the course version, and the certificate number, if applicable. Click the name of a user to view a bar graph and a table that shows each question and whether the user answered it correctly or incorrectly, as well as the score for the question. You can also click the View Answers link for each question, which displays the answer distribution.
- By Questions shows a table that lists question numbers, questions, the number of times the question has been answered correctly, the number of times the question has been answered incorrectly, the percentage of times the question has been answered correctly, and the question score.
- By Answers shows a table that lists the maximum possible score, the average score, the high score, and the low score for the quiz. For each question, the table also shows the question number, the question itself, and the answer distribution; that is, how each question was answered, if at all. Click the View Answers link to view a pie chart with a table that provides the answer key and answer distribution. The answer key lists all of the possible answers for the question and their corresponding answer number or letter; the answer distribution lists all of the answers selected for this question, flags the correct answer, and shows the number of users who selected each answer, as well as what percent of the total each number of users represents. Finally, it totals the users by number of users and percent of users. (The Hide Answer Distribution/Show Answer Distribution button is a toggle that lets you hide the distribution of answers for each question, then show them again.)

See also

"View and manage curriculum reports" on page 94

"Use the Reports wizard" on page 187

Downloading and printing course reports

Except for the Summary report, you can export all course reports to a comma-separated values (CSV) file by clicking Download Report Data under the report types links.

You can also export the By Slides/Pages or By Questions report to a browser window by clicking Printable Version on the left, above the display.

1. Click the Training tab at the top of the Acrobat Connect Pro Central window.
2. Navigate to the course.
3. In the course list, click the name of the course.
4. Click the Reports link.
5. Select a report type (By Slides, By Users, By Questions, or By Answers).
6. Do one of the following:

- Click Download Report Data.
- Click Printable Version.

See also

"View course reports" on page 92

View and manage curriculum reports

You can view reports, which provide summaries, statistical information, and status information about a curriculum. You can view data for the overall curriculum, for individual users, and by item. Course and curriculum reports are shared, because a curriculum is only a link to a course. (In contrast, content and course reports are distinct, because a course is associated with a specific version of content.) Curriculum reports do not display the specific version of a curriculum a learner completed.

Note: *When upgrading from Acrobat Connect 6 to Acrobat Connect Pro 7, existing training materials are migrated, but the data supported in the enhanced Acrobat Connect Pro 7 reporting feature will be blank for Acrobat Connect 6 materials.*

Curriculum reports show learner status in several ways:

- In a presentation with no quizzes, Complete is achieved when 100% of the slides in a presentation have been viewed.
- In a presentation with one or more quizzes, In Progress status is listed if all quiz questions with a point value (nonzero weighted) in all quizzes have not been answered. If all questions with a point value have been answered, Acrobat Connect Pro lists a Passed or Failed depending if the learner score equals/exceeds or is less than the passing score.

Note: *If a course in the curriculum was made available to users before the course was added to the curriculum, any data that existed for that individual course appears in the curriculum report. If you do not want prior data to appear in the curriculum report, you can re-create any courses that existed before you created the curriculum.*

See also

"Export curriculum reports" on page 98

"Change the user status field in a curriculum report" on page 95

View curriculum status report

A Status report offers general information about a curriculum, including the number of enrollees and the number of users who completed the curriculum.

You can filter the report on start or end dates, groups or users, and people managed directly or indirectly

1 If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Acrobat Connect Pro Central and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

2 Click the Reports link.

Acrobat Connect Pro Central opens, by default, on the Summary report page. In addition to the information that appears in the Curriculum Information area of the Curriculum Info page (such as Curriculum Name, Curriculum ID, URL, and open and close dates), the report contains the following information:

Enrolled Users The number of users enrolled in the curriculum.

Users Completed The number of users that have accessed the curriculum and have successfully completed all required items. This includes all users who have ever been enrolled in this curriculum, whether they are enrolled currently or not.

Users In Progress The number of users who have accessed the curriculum and who did not successfully meet the completion requirements. This includes all users who have ever been enrolled in this curriculum, whether they are enrolled currently or not.

See also

"Export curriculum reports" on page 98

"Change the user status field in a curriculum report" on page 95

View a curriculum report by users

You can view general report data about curriculum enrollees, such as the date on which the user completed the curriculum.

You can filter the report on start or end dates, groups or users, and people managed directly or indirectly.

1 If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Acrobat Connect Pro Central and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

2 Click the Reports link, toward the top of the Acrobat Connect Pro Central window.

3 Click By Users to view the following information for each enrollee:

Name The name of the enrollee. Click an individual name to obtain details about the enrollee such as status, cumulative score, and number of attempts made to complete curriculum items.

Status Where the user stands in terms of completing the item.

Score The score the user received for the curriculum.

Date Taken and Time Taken The date and time on which the item was taken by the enrollee.

Certificate # A system-generated number that proves the user completed the curriculum and provides the user with a unique ID.

4 To change the number of users who appear in the list, select a different number in the Display pop-up menu.

See also

"Export curriculum reports" on page 98

Change the user status field in a curriculum report

When you view a curriculum report by user, the override option enables you to change the status of a user. For example, you could change the status of a user from "In Progress" to "Complete." You can change the status for independent courses and for courses within curriculums. You cannot, however, override the status of a user for a curriculum as a whole.

Overrides are, in general, designed to be used when a situation occurs that may have been out of the user's control. For example, an error in the training content that caused a user to fail a course. Overrides are also useful when you want to manually set a status for external training sessions such as live workshops, attendance at a field trip, or visiting a website.

The Status field updates each time user status changes for items that Acrobat Connect Pro Central tracks. If the user status changes for an external training, you can manually change the status.

1 If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Acrobat Connect Pro Central and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

2 Click the Reports link, toward the top of the Acrobat Connect Pro Central window.

3 Click By Users.

4 In the Name column, click the name of the enrollee whose status you want to change.

A list of items assigned to the enrollee appears. The status column indicates the status for each item.

5 To change the status of an item, click Override and use the Status pop-up menu to select one of the following:

Passed The user has passed the item.

Failed The user has failed the item.

Complete The user has successfully completed the item.

In Progress The user has clicked at least one time on the item.

6 Enter the user's score in the Score box. (For items without an associated pass or fail score, you can enter `0`.)

7 (Optional) To change the Max Possible Score, navigate to the course information page and change the score there.

8 Click Save.

The updated status appears on the Users report.

See also

"Export curriculum reports" on page 98

View a curriculum report by item

You can view a curriculum report by item, by selecting the item and selecting the type of report you want to view.

You can filter the report by summary, users, slides/pages, questions, or answers.

1 If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Acrobat Connect Pro Central and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

2 Click the Reports link, toward the top of the Acrobat Connect Pro Central window.

3 Click By Item.

A list appears of all items in the curriculum. The Reports column indicates the type of report that you can generate for each item.

4 Click the link for the type of report that you want to view.

The steps for viewing, downloading, and setting report filters for each item are identical to the procedures for viewing reports in each library. External training, however, is an exception because it does not appear in an Acrobat Connect Pro library.

Item Type	Report Type
Course	Summary By Users By Slides/Pages By Questions By Answers
Meeting	Summary By Attendees By Sessions By Questions
External Training	Summary By Users

See also

"Export curriculum reports" on page 98

View a summary report for external training

Before generating a summary report for external training, update the user status or score for users who have completed the training.

1 If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Acrobat Connect Pro Central and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

2 Click the Reports link, toward the top of the Acrobat Connect Pro Central window.

3 Click By Item.

A list appears of all items in the curriculum. The Reports column indicates the type of report that you can generate for each item.

4 In the Names column, find the external training item and in the Reports column click Summary.

See also

"Export curriculum reports" on page 98

"Change the user status field in a curriculum report" on page 95

View an external training curriculum report by users

Before generating a report for external training by users, update the user status or score for users who have completed the training.

1 If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Acrobat Connect Pro Central and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

2 Click the Reports link, toward the top of the Acrobat Connect Pro Central window.

3 Click By Item.

A list appears of all items in the curriculum. The Reports column indicates the type of report that you can generate for each item.

4 In the Names column, find the external training item and in the Reports column click By Users to view the following information for each enrollee:

Name The name of the enrollee. Click an individual name to obtain details about the enrollee such as status, cumulative score, and number of attempts made to complete external training item.

Status Where the user stands in terms of completing the item.

Score The score the user received for the external training.

Date Taken and Time Taken The date and time on which the item was taken by the enrollee.

Attempts The number of times the user tried to access the external training.

Certificate # A system-generated number that proves the user completed the external training and provides the user with a unique ID.

Version The specific version of the external training item taken by the user.

5 To change the number of users who appear in the list, select a different number in the Display pop-up menu.

Export curriculum reports

You can export curriculum By Item reports to an Excel file by clicking the Download Report Data button on the Reports page. You have the option of saving or opening the report.

1 Click the Training tab at the top of the Acrobat Connect Pro Central window.

2 Navigate to the folder that contains the curriculum.

3 Select the name of the curriculum in the course list.

4 Click Reports.

5 Click By Item.

In the list of report types for each item, you can download report data for all reports on the list except the Summary report.

6 Click the report type for which you'll download data.

7 Complete one of the following steps:

- To download the report, click Download Report Data and either save or open the file.
- To view and print a report by slides/pages or by questions in a browser window, click Printable Version.

Conducting training with Acrobat Connect Pro

Manage the Training Catalog

The Training Catalog gives training managers a way to organize courses and curriculums. For example, a training manager can make a large number of courses available using the Training Catalog without placing all of the courses into curriculums. Or, a training manager can create a curriculum and then point learners to a wide variety of supplemental information in the Training Catalog.

Note: *When using the Training Catalog, add all of your learners to the Learners permission group. This enables learners to view any training options within the catalog. If you want to limit access to certain training options within the catalog, organize training materials into folders and customize permissions at the folder level.*

Acrobat Connect Pro administrators set up permissions to the Training Catalog. For more information, see "Configure the Training Catalog" on page 165.

Note: *Acrobat Connect Pro administrators can change self-enrollment and Training Catalog settings to adhere to standards for governance. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Creating a course" on page 67

"Creating a curriculum" on page 75

Open the Training Catalog

When you first begin using the Training Catalog, it may be helpful to create folders to organize information. For example, you could create folders that represent different departments (Accounting, Human Resources, Facilities, etc.) or different types of training (Beginning, Intermediate, Advanced, etc.).

1 Click the Training tab in Acrobat Connect Pro Central.

2 Click Training Catalog.

3 Click New Folder to begin creating folders and organizing the catalog. You can create folders within folders to set up a hierarchy.

Setting permissions in the Training Catalog

You can set permissions for folders and items in the Training Catalog. This is useful if you have your Training Catalog organized in a folder structure and you want to control who can manage and publish to each folder.

1 Click the Training tab in Acrobat Connect Pro Central.

2 Click Training Catalog.

3 Select the checkbox next to a folder or item.

4 Click Set Permissions.

5 In the Current Permissions For list, select an individual or group, click Permissions, and select a permissions level (Denied, View, Publish, or Manage).

Note: *By default, the Learners group has View permissions for the root level of the Training Catalog. This default setting allows anyone in the Learners group to browse through the root level of the Training Catalog. You can change the permissions to control who can view the Training Catalog.*

Adding items to the Training Catalog

Only courses, curriculums, and virtual classrooms can be added to the Training Catalog; to use content within the Training Catalog, turn the content into a course. When you add a course or curriculum to the Training Catalog, you also specify if learners can enroll themselves.

1 Click the Training tab in Acrobat Connect Pro Central.

2 Navigate to the course/curriculum you want to add to the Training Catalog and click on the course/curriculum.

3 Click Training Catalog Settings.

4 Select List in Training Catalog For Learner Self Enrollment. This enables registered users to add themselves to the permission list for the course or curriculum in the Training catalog.

5 Do one of the following:

- Select Enrollment Requires Course Manager Approval to require that learners receive approval before being given access to the course or curriculum in the Training Catalog. Select Notify Course Manager(s) Of Approval Requests By Email to receive an e-mail message each time a learner wants to self enroll. (If you do not select this option, you'll need to check the Training Catalog for learners who have Pending status.)
- Select Enrollment Is Open to give all learners access to the course or curriculum.

6 Select Display In Training Catalog.

7 Navigate to a location within the Training Catalog for the course or curriculum and click OK.

8 Click Save.

Note: *Self enrollment information is not included in Training reports.*

Informing learners about the Training Catalog

Once you have organized and added content to the Training Catalog, inform your learners.

Note: *If you are sending a notification e-mail message to learners about a curriculum and supplemental information for the curriculum can be found in the Training Catalog, simply edit the notification text to include a link to the Training Catalog. This gives learners all the information they need in one e-mail message.*

❖ Tell learners about the Training Catalog using one of the following methods:

- Inform them that a new Training Catalog tab is now on their Acrobat Connect Pro home page.
- Send an e-mail message containing a link to the Training Catalog.
- Place a link to the Training Catalog on your web portal.

Note: *A link within an e-mail message or on a web portal can also point directly to a course within the Training Catalog.*

Approving training enrollees

If you selected the require approval option when you added courses, curriculums, or virtual classrooms to the Training Catalog, you'll need to manage and approve learners when they want to view items in the catalog. Requiring approval enables you and other training managers to stagger approvals and limit the number of learners that can access a specific course, curriculum, or virtual classroom at the same time.

1 Do one of the following:

- If you selected the option to be notified by e-mail when learners request approval for a course, curriculum, or virtual classroom in the Training Catalog, click the link in the e-mail message.

- If you did not select the notify by e-mail option, click the Training tab, navigate to the course, curriculum, or virtual classroom for which you want to approve learners, and click on the course, curriculum, or virtual classroom.

2 Click Manage Enrollees.

3 In the Current Enrollees For list, select an individual with the status of Pending Approval.

4 Click Permission and select Enrolled. (You also have the option to change a learner's permissions to Denied or Pending Approval.)

5 In the dialog box that appears, select Yes if you want to notify the learner that they are enrolled.

Conduct a virtual class

The virtual classroom layout is flexible and provides you with many ways to present information and interact with classroom attendees.

Note: *An administrator may have enabled a compliance Terms of Use notice that must be accepted before entering a virtual classroom. (For more information, see "Working with compliance and control settings" on page 163.)*

1 From the Training tab in Acrobat Connect Pro Central, navigate to the virtual classroom you want to enter.

2 Click on a virtual classroom name from the list below the navigation bar.

3 Click Enter Virtual Classroom or click the classroom URL.

4 Manage incoming attendees by approving and denying their requests to enter. For more information, see "Invite attendees and grant or deny access" on page 8.

5 Conduct training for attendees. Here are some ideas:

- Switch between the Lobby, Classroom, and Analysis virtual classroom layouts. You may want to start with Lobby which contains a large Chat pod for attendees to introduce themselves to each other. Next, change to the Classroom layout when sharing courses. Finally, finish in the Analysis layout which offers a Poll pod you can use to ask attendees to rate their virtual classroom experience.
- Launch courses in the Course Share Pod. Sync and un-sync the course as required. For more information, see "Invite attendees and grant or deny access" on page 8.
- Interact with attendees through the Attendee List. Ask attendees questions they can respond to using emoticons and encourage them to ask questions by virtually raising their hand. For more information, see "Communicate with training or meeting attendees" on page 102 and "Ask or answer a question during a training session or meeting" on page 105.
- Use the Camera And Voice pod to broadcast your, or an attendee's, picture and voice. For more information, see "Enable participants to broadcast audio and video" on page 137.
- Move attendees into different sub-rooms so they can collaborate in a smaller group setting. For more information, see "Creating and managing breakout rooms" on page 38
- Use the whiteboard to collaborate with attendees or allow them to collaborate with each other to answer a question or brainstorm ideas. For more information, see "Share a whiteboard" on page 25.
- Use the Chat pod to communicate with attendees or answer questions. For more information, see "Chat and Q&A in meetings" on page 32.
- Take notes, such as questions to research, information to add to a course, or ideas for improving your virtual classroom in the Note pod. For more information, see "Taking notes in a meeting" on page 30.

6 To close the virtual classroom session, select Meeting > End Meeting.

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of virtual classrooms and what you can do in virtual classrooms. For more information, see "Working with compliance and control settings" on page 163.*

See also

"About virtual classrooms" on page 86

"Creating virtual classrooms" on page 86

Communicate with training or meeting attendees

It is important to create a sense of community within a meeting or training session and encourage attendees to participate. Hosts and presenters set the tone of meetings and training sessions and can show attendees how to be active participants.

An easy way for attendees to communicate and participate is to use the emoticons that appear in the Attendee List. These emoticons can express an emotion such as laughter or applause, make a request of the host such as speak louder or slow down, or take action such as a raising their hand or agreeing with a comment.

Using the emoticons is as simple as clicking on a picture. For attendees using the emoticons in a meeting or training session for the first time, hosts and presenters may want to type some simple instructions in the Note pod. Alternatively, hosts and presenters can use the audio to explain to attendees how to use the emoticons.

Here are a few more tips for communicating with meeting and training attendees:

- Explain to attendees how to use the emoticons and audio together and then support them when they try to use the features. If attendees are raising their hands, take and answer their questions so they begin to understand how the communication flow works.
- Be the most active user of emoticons. When an attendee makes a comment, use the emoticons to express laughter or applaud. If you are busy giving a detailed presentation, enlist the help of another host or presenter to be active using emoticons and managing the Attendee List.
- An easy way to keep attendees involved is by asking simple questions during your meeting or training session that attendees can quickly answer using the Agree and Disagree emoticons. (The Agree and Disagree emoticons do not time out automatically; when you feel a majority of attendees have answered, click Options and select Clear Everyone's Status.)
- At the beginning of a meeting or training session, check your voice level and have the attendees try the emoticons by asking them to use the emoticons and tell you if you should Speak Louder or Speak Softer.
- If you have acknowledged an attendee's raised hand and given them voice rights, you can also allow them to share their screen (hover over their name in the Attendee List and select Share Screen). This can be helpful if sharing their screen enables them to clarify a question or provide information. It is also another technique to get attendees actively involved in the meeting or training session.
- If you are in screen sharing mode, you cannot see the Attendee List. This can make it difficult to remember what rights were granted to attendees. Try returning to normal view at regular intervals or work with another host who can watch and manage the Attendee List for you.
- In the Attendee List, hover over an attendee name to mute or unmute their microphone as needed during an audio conference call.

- When a host gives an attendee permission to start sharing their screen, the notification window appears for 10 seconds only. If the attendee does not click Accept on the notification window within the 10 seconds they lose the right to share their screen.
- If a presenter or host is not speaking, but has left the Push to Talk button on in their VoIP toolbar, another host can hover over their name in the Attendee List and select Mute Microphone to reduce background noise.

Note: *Acrobat Connect Pro administrators can change pod, sharing, and other settings to adhere to standards for governance. These settings affect the layout of meeting rooms and virtual classrooms and what you can do in the rooms. For more information, see "Working with compliance and control settings" on page 163.*

See also

"About audio in meetings and training sessions" on page 127

"Share content in the Share pod" on page 20

Ask and accept attendee questions

Acrobat Connect Pro enables attendees to raise their hand on the screen (using emoticons), ask a question using the Chat pod or audio (telephony or VoIP), and have the host answer their question. Attendees can use the emoticons to raise their hand at any time; hosts and presenters can choose to accept or decline the raised hand.

1 Within a training session or meeting, do one or both of the following:

- Use audio (telephony or VoIP) or the Chat Pod to ask attendees a question.
- Tell the attendees, using audio or the Chat pod, how to ask questions on their own.

2 Attendees raise their hands using the emoticons in the Attendee List pod and the following takes place:

- Everyone in the training session or meeting can see the raised hand emoticons next to the attendee names in the Attendee List. If multiple attendees raise their hand, the person who raised their hand first appears at the top of the list, and so on, down the list.
- You receive a notification in the upper-right corner of the virtual classroom or meeting room asking you to Approve or Decline. (If you used the add-in to open the room and you are sharing your screen, the notification appears in the lower-right corner of your screen.) If multiple attendees raise their hand at the same time, each individual notification shows how many attendees raised their hand and this individual attendee's position in the queue. For example, 4/10 indicates that the attendee was the fourth of ten attendees to raise their hand.

3 Manage the raised hands by taking the following actions:

- Accept a raised hand by clicking Accept in either one of the notification messages. (Approve all raised hands at once by selecting all attendees in the Attendee List, then hovering over a single attendee and selecting Grant Microphone Rights .) Next to the attendee's name in the Attendee List, the raised hand emoticon is replaced with the grant microphone rights emoticon and the attendee's name falls in the Attendee List in alphabetic order. The attendee receives a notification that they have voice rights and can click Speak Now to ask or answer a question. If the attendee needs to share their screen, hover over the attendee's name in the Attendee List and select Screen Share. When an attendee is finished speaking, hover over their name in the Attendee List and click Revoke Microphone Rights to revoke their speaking rights.
- Dismiss a raised hand by clicking Decline in either one of the notification messages or by hovering over the attendee's name in the Attendee List and selecting Decline Hand .

4 (Optional) To clear all emoticons from the Attendee List (except Stepped Away), click Attendee List options and select Clear All Status.

See also

"Conducting training with Acrobat Connect Pro" on page 98

"About audio in meetings and training sessions" on page 127

Ask a question using audio

Just like in a regular classroom or meeting room, you can ask a specific attendee in a training session or meeting a direct question. You can do this by asking the question, granting an attendee temporary microphone rights to answer the question, and then revoking the rights.

1 During a training session, hover over a name in the Attendee List.

2 Select Grant Microphone Rights .

3 The attendee receives a notification message in the upper-right corner of their screen and clicks Speak Now to begin talking. When the attendee has finished speaking, hover over their name in the Attendee List and click Revoke Microphone Rights again to revoke their speaking rights.

See also

"Conducting training with Acrobat Connect Pro" on page 98

"About audio in meetings and training sessions" on page 127

Participating in training sessions and meetings

Communicate during training sessions and meetings

In Acrobat Connect Pro, attendees can communicate with others in the virtual room, get the attention of the instructor, and actively participate in training sessions and meetings using emoticons, small pictures that show an emotion or an action.

1 In a training session, click the raise hand toolbar and select an option.

An emoticon for the option you selected now appears next to your name in the Attendee List. All session attendees can see the emoticon.

2 All emoticons, except the Raise Hand, Stepped Away, Agree, and Disagree options, automatically time out after 10 seconds. To remove one of the emoticons that does not automatically time out, click the raise hand toolbar and select the option again. For example, if you selected Agree in step 1, select Clear Agree to remove the emoticon. (The Stepped Away emoticon is automatically removed if you select another emoticon, such as Raise Hand or Laughter.) You can also remove any emoticon by clicking the raise hand toolbar and selecting Clear My Status.

Note: *If you have the Hands-free talk option selected and you change your status to Stepped Away, the talk button is automatically unlocked to prevent extraneous noise.*

See also

"About audio in meetings and training sessions" on page 127

"Share content in the Share pod" on page 20

Ask or answer a question during a training session or meeting

Some hosts and presenters use the Acrobat Connect Pro emoticons and audio (telephony or VoIP) to ask attendees questions during a training session or meeting. For example, a host asks a question, multiple attendees raise their hand using the emoticons, the host gives voice rights to the topmost raised hand in the Attendee List, and the attendee answers the question using VoIP.

When you select the Raise Hand emoticon, your name is moved to the top of the Attendee List. If multiple attendees raise their hand at close to the same time, the person who raised their hand first appears at the top of the list, then the second person, and so on.

1 In a training session or meeting, click Raise Hand in the raise hand toolbar.

The raised hand emoticon now appears next to your name in the Attendee List. All attendees can see the emoticon.

Note: *If you select another status, such as Agree, the new emoticon covers the raise hand emoticon in the Attendee List.*

2 (Optional) Before a host or presenter accepts or declines your raised hand, you can lower your hand yourself by clicking Raise Hand again. This can be useful, for example, if a question is asked, you raise your hand to answer, but another attendee is selected to answer the question.

3 One of the following occurs:

- The host or presenter declines your raised hand and you receive a message.
- The host or presenter accepts your raised hand and you are given speaking rights. The VoIP toolbar appears on your screen next to the raise hand toolbar and you can use the VoIP toolbar to begin speaking. Alternatively, in the audio notification message you receive from the host, click Speak Now and begin talking using telephony or VoIP. (If you decline the notification message or do not accept within 8 seconds, the notification message disappears.) When you are finished speaking, the host or presenter can revoke your speaking rights.

4 (Optional) If you are speaking and want to share your computer screen, ask the Host or Presenter to give you screen sharing rights. This can help you clarify a question you are asking or enable you to provide extra information to the group. When you are finished screen sharing, you press Stop Sharing.

See also

"Attending virtual classroom training" on page 105

"About audio in meetings and training sessions" on page 127

Attending virtual classroom training

Attending a virtual classroom session gives you the opportunity to learn new information and participate interactively in the classroom experience.

1 Click the virtual classroom URL link sent to you (by e-mail or IM) from the classroom host.

2 Enter your login information.

3 Participate in the virtual classroom. Here are some ideas:

- Look at the layout of the room and read the names of each pod, the different sub-sections within the layout, such as Attendee List, Share, Camera And Voice, and Chat. If attendees are using the Chat pod to introduce themselves, add your name, and perhaps location, to the conversation. Your host may change the layout during the meeting; the meeting remains open and continues, but the arrangement of pods changes.
- The Course Share Pod is where the host shares their screen or content such as a presentation or document. The Share pod is probably where you will direct most of your attention during a classroom session. If a presentation contains a quiz, the host can un-sync the presentation, allowing individual attendees to take the quiz on their own.
- Use the Attendee List to interact with the host and other attendees. Using the emoticons, you can raise your hand virtually to get the host's attention, express agreement or disagreement with a statement or question, and even tell the host they are speaking too loudly or softly. The emoticons are an easy way to start participating in the classroom. For more information, see "Ask or answer a question during a training session or meeting" on page 105.
- Raise your hand and if the host approves your request, use the VoIP toolbar to broadcast your voice. This is useful if you have a detailed question to ask or if you want to provide information to the class.
- If the host opens a whiteboard, collaborate with other attendees on the task at hand. Whiteboards allow a group of attendees to answer a question together and are also useful for brainstorming ideas. For more information, see "Share a whiteboard" on page 25.
- Throughout the session, use the Chat pod to communicate with attendees or answer questions. Hosts can allow private chat between attendees or they can turn off this feature. For more information, see "Chat and Q&A in meetings" on page 32.
- At the end of a session, the host may take a poll. Simply read the question and vote using the radio buttons.

4 When the session is finished, the host closes the virtual classroom.

See also

"Communicate during training sessions and meetings" on page 104

"About audio in meetings and training sessions" on page 127

Self-enrollment in training courses

Training managers make training courses, curriculums, and other items available to registered users through the Training Catalog, you can enroll yourself.

1 From the Acrobat Connect Pro Home page, click Training Catalog.

2 In the course list, select a course and click Enroll.

Your status for that course changes to Pending. An e-mail message is sent to you stating that you asked for course approval and a separate message is sent to the training manager asking for their approval.

3 If the training manager approves your request to enroll, you receive an e-mail message with your new status and a link to the course. Your status changes from Pending to Enrolled. When you are ready, click the course link in the e-mail message and take the course.

See also

"Communicate during training sessions and meetings" on page 104

"Attending virtual classroom training" on page 105

Chapter 3: Adobe Acrobat Connect Pro Events

Adobe® Acrobat® Connect™ Pro Events enables users to manage the full life cycle of large or small events, including registration, invitations, reminders, and reports. Connect Events can be used with meetings, seminars, presentations, or training. An event generally involves many participants, so it requires careful pre-event planning and post-event management.

About events

Events overview

Any of the following can be an event: a meeting, seminar, presentation, course, curriculum, or virtual classroom. An important distinction is that Connect Events supports pre-event and post-event management, while meetings, seminars, presentations, courses, curriculums, and virtual classrooms *are* the events.

Consider creating an event in the following situations:

- You want participants to register. You also want the option to screen participants for the event based on their registration information.
- You want to create branded event pages, such as listing and description pages that publicize the event as well as branded registration and login pages.
- You want to customize the collected participant data for your reports. Because this data is based on registration information, it supplements the reports that relate to event content, such as the responses to quiz questions given in a course or polling questions for a meeting.
- You want people outside your organization to participate. Events are often listed on public websites, so many participants can find your event there and register at the site.
- You want to send automatically generated e-mail messages, such as invitations, reminders, registration confirmations, and thank you notes.
- You want to track individual campaigns, such as e-mail offers, search engine campaigns, or banner ad campaigns.

An event has three phases:

- Pre-event tasks include determining the number of licenses available, creating content, establishing permissions, and inviting, registering, and reminding event participants.
- In-event activity requires the attendance of participants and sometimes presenters (if the event includes a meeting or seminar).
- Post-event tasks include redirecting the participant's browser to a specific URL, answering outstanding questions from participants, and monitoring various event-tracking activities through surveys and reports.

See also

"Best practices for events" on page 110

"Creating an event" on page 110

Pre-event tasks

Careful pre-event planning and task maintenance can ensure that events run smoothly and that post-event activities can be completed quickly.

1. Determine how many licenses you have

Before you set up an event, determine how many licenses you have. If more people register for the event than you have licenses for, potential participants cannot join the event when they try to log in. Check with your Connect Pro Central administrator for licensing issues.

2. Specify content for the event

Before you create an event, the content for the event must exist in Connect Pro Central. (When you are setting up the event with the Event wizard, you must specify the content, meeting, course, curriculum, virtual classroom, or seminar on which to base your event.) The following list shows several examples:

- To create a training event using a course or curriculum, the course or curriculum must exist in the Training library.
- To present content as an event, the content must be stored in the Content library.
- To use a meeting or a seminar as an event, the meeting or seminar must exist in the Meetings or Seminar library.

3. Establish event permissions

Permissions are important because they determine who can participate in, view, and manage events. Attendance permissions determine the roles and functions of attendees. The event manager assigns attendee' roles when setting up the event.

Note: *Attendee roles appear in the Role column of the My Scheduled Events list in Manager.*

Attendees can have the following roles and permissions:

Invited People who are sent an invitation to the event and are invited to register for the event.

Denied A person who has registered, but is not given access to the event by the host.

Pending Approval A person whose registration has not been approved by the event manager.

Participant People who attend the event as guests or as registered users from your organization. They have limited permissions.

Presenter A person who shows content to attendees. Presenters are assigned Presenter permissions.

Host The person who has full control of a meeting or seminar room used for an event. The host has full Presenter and Manage permissions and can assign permissions to others.

Note: *The Presenter and Host roles are used for live events (meetings and seminars) only. For all non-live events, only the Participant, Invited, and Denied roles are used.*

Event library permissions define who can create events, modify events, and perform the tasks associated with the Event library files and folders, such as adding and deleting files. The file management permissions are Manage and Denied.

4. Register and approve attendees

Events require registration but don't always require approval. By default, an event does not require approval, but you can change the setting when you create the event. If you do not require approval, anyone who registers is approved automatically and can attend the event, providing you have a sufficient number of licenses. (As the event host, you can always deny approval to anyone before the event occurs.) Requiring approval lets you control who attends the event.

See also

"Best practices for events" on page 110

"Creating an event" on page 110

In-event tasks

Much of the work involved in creating an event occurs during the content creation and pre-event stages. If the correct content exists and you have completed the pre-event tasks, the actual event should go smoothly. But you may need to complete a few tasks during an event, especially if it is live.

Non-live on-demand events Events that do not happen in real time. Participants click a link to view a presentation or take self-paced course or curriculum. You can notify potential participants of the event through an e-mail invitation or by publishing the event on the public events listing page of the organization website. Both the e-mail invitation and the website listing contain a link that opens a registration form for the event. In many cases, no in-event tasks take place during non-live events.

Live events Scheduled, real-time events. During the event, it may be necessary to coordinate multiple presenters or approve attendees.

See also

"Best practices for events" on page 110

"Creating an event" on page 110

Post-event tasks

After an event, there are several tasks and administrative activities to perform.

Thank attendees Send a thank you e-mail message to attendees. Also, consider sending an e-mail message to people who were not able to attend.

Create a post-event URL Direct attendee browsers to a post-event URL where they can view product information and complete surveys. You can customize both the absentee and thank you follow-up e-mail messages so that they include the post-event URL.

Read reports View event reports to obtain statistical data and participant information. Reports enable you to assess the success of the event and make needed adjustments to future events.

View the Event dashboard Look at the Event dashboard to see a graphical representation of statistical data about all of your events. The dashboard data reflects all of the events in your My Events folder.

Check the library Organize the event files in your library.

See also

"Pre-event tasks" on page 108

"Creating an event" on page 110

Best practices for events

Here are some tips and tricks that you can use for your own events:

- Create a lobby. The lobby can be a Chat pod where participants meet and greet each other before the event begins.
- Use PowerPoint animations. Appropriate use of PowerPoint animations can bring an event to life with motion and sound. Don't add so many, however, that the animations become distracting.
- Incorporate polls into your event. Polls give you instant feedback so you know if your message is getting through and provide an easy way for your audience to actively participate in the event.
- Leverage video assets. If you have appropriate video files, add them to your events.
- Coordinate carefully between co-presenters. You can create a presenter-only area, including such items as an agenda with notes and moderated Q & A with no chat among attendees. Consider giving presenters "enhanced participants rights" versus "presenter rights."
- With all content preloaded, do a dry run before the event, at the same time of day you intend to give the event (network traffic differs by time of day). Use the exact hardware and network connections you plan to use for the real event.

See also

"Events overview" on page 107

"Creating an event" on page 110

Creating and editing events

Creating an event

You create an event using the Event wizard, which guides you through the tasks of creating a name and summary, selecting an image to associate with the event, selecting the content, determining participants, and defining the different phases in your event in which e-mails are sent to participants.

Events are built around content, such as a course or curriculum, a meeting, or a seminar. This means that the content *must already exist* in the appropriate library before you create the event; you cannot create the content when you create the event. You can use any single file stored in your Content, Meetings, Training, or Seminar library.

1. Start the Event wizard

You start the Event wizard by Clicking the Event Management tab in Connect Pro Central, navigating to the folder that will contain the event, and clicking New Event.

2. Enter event information

On the first page of the Event wizard you enter background details about the event, such as a name and detailed information. (The event name, a time zone, and language are required; all other fields are optional.) You can edit this information after the event is created.

Note: *If you change the event start date to a date in the future, participants and presenters can still enter the meeting room at any time.*

3. Select content

Content for an event must exist before you create an event. After you select a type of content, you cannot change the content type. You can, however, substitute different content of the same type. For example, if you create an event based on a seminar, you can later substitute a different seminar for the one you originally used when creating the event.

4. Create registration

You determine the questions that participants must answer on the registration form. The information creates a guest profile for tracking the participant. There are four required questions, which are preselected on the Create Registration form: E-mail address, Password, Retype password, and Name. You can select any of the other questions. For events that include guests outside your organization (for example, people who find your event listing on your organization's public website), it's a good idea to get the company name and URL for screening purposes. For example, if the applicant works for a competitor, consider denying access. Select the Enable Campaign Tracking option to report on registrations by campaign source.

5. Customize registration

You have a great deal of flexibility in designing a registration page for an event, including custom multiple-choice, short-answer, and yes/no questions. You can also change the order of questions and delete questions at any time.

6. Select event participants

For an event limited to registered guests and accepted users, you can select users and groups to be participants or presenters in your event. These users will be able to log in to the event directly. Uninvited users who have the URL to the event meeting room can attempt to log in as guests. In this case, as a host, you can grant admission to guests on an individual basis.

7. E-mail options

The final step in the Event wizard is to send participants e-mail invitations containing the date, time, duration, and URL of the event. You can send invitations as you create the event, or you can create and send the invitations at a later time.

See also

"Change an existing event" on page 114

"Best practices for events" on page 110

"Use campaign tracking with an event" on page 122

Preview and modify registration and event pages

You can preview registration and event pages, modify them (for example, by changing their logos), and make them public.

See also

"Change an existing event" on page 114

"Best practices for events" on page 110

Preview a registration or event page

1 Click the Event Management tab in Connect Pro Central.

2 Navigate to the event and click its name in the list.

3 Next to Participant View, select which page to preview:

- Click Preview event information, login, and registration pages.
- Click Preview event listing page.

4 Click the desired item to preview it.

Make a folder and event listing page public

The event listing page, which can be branded for your organization, displays a list of all upcoming events and displays the following for each one:

- Event logo
- Event name
- Description (the Event Information text)
- A Register Now button, which takes the user to a registration form
- A More Information button, which takes the user to the event information page; it includes the Detailed Information text

All events in a single folder appear on one listing page. For example, you can create a folder that contains events your organization is hosting and then make that folder public so that users can browse the event listings to learn about upcoming seminars. To create multiple event listing pages, simply create multiple folders.

You can create public or private folders containing events. A public event listing page is one that anyone can view from the hosted public pages. A private event listing page cannot be viewed publicly; a user must have login rights to view it. By default, event listing pages are private, but you can make them public.

1 Click the Event Management tab in Connect Pro Central.

2 Navigate to the desired folder.

3 Click Make This Folder Public.

The folder is now public and a URL is listed. The URL can be made available and the event listing page can be viewed by anyone from the hosted public pages.

Preview an event listing page for a specific folder

1 Click the Event Management tab in Connect Pro Central.

2 Navigate to the folder containing the events whose listing page you want to view.

3 Make the folder public, if necessary. The button above the list of folders and events is a toggle between private and public. If the button says Make This Folder Public, click the button.

4 Click the URL below Public Event Listing URL For This Folder.

The event information appears exactly as it will appear on the event listing page.

5 To close the preview window, click the Close button in the upper-right corner.

Note: *Remember to make this folder private again after you preview the page if you do not want the folder to be publicly available yet.*

Preview the event listing for a single event

1 Click the Event Management tab in Connect Pro Central.

2 Navigate to the event and click its name.

3 Next to Participant View, click Preview event listing page.

The event information appears exactly as it will appear on the event listing page.

4 To close the preview window, click the Close button in the upper-right corner.

Change the logo associated with the event

1 Click the Event Management tab in Connect Pro Central.

2 Navigate to the event and click its name.

3 Do one of the following:

- Click the Edit Information link above the title bar
- Click the Edit link inside the title bar.

4 Click Browse to find a new image file for the event.

5 Select the image file, and click Open.

6 Click Save.

Publish events

When you publish an event, the following events occur:

- All selected e-mail message options become active. For example, if you selected the first option, send e-mail invitations, the invitations are automatically sent and you can no longer customize them. You can, however, still customize any other selected e-mail messages. You can also edit the invitation text and then invite more people—the new text is used.
- The registration form with its associated URL becomes available, and prospective attendees can begin registering for your event.

1 Click the Event Management tab in Connect Pro Central.

2 Navigate to the event and click its name in the list.

The Event Information page appears. Next to Status the following message appears: “This event has not been published and listed on your site. E-mails have not been sent.”

3 Click Publish.

A confirmation message appears: “Publishing this event will send e-mail based on your selected mail options.”

4 Click Publish again.

The Event Information page appears with this status message: “This event has been published. E-mail options are active.” The Publish button disappears.

See also

"Send event invitations" on page 121

"Best practices for events" on page 110

Change an existing event

Before an event occurs, you can change its beginning time, change participant permissions, or make other modifications.

Check the Current Participants list periodically to check that you have enough licenses for the number of attendees listed there and that all attendees meet approval criteria.

Also check the most current registration reports, which show information about your attendees and invitees. If you selected or customized questions to help identify potential participants, you can also view the responses to questions.

See also

"View information about an event" on page 124

"Best practices for events" on page 110

Notify users of a change

If you modify an existing event, for example, by setting a new start time, you can easily notify users by e-mail.

1 Click the Event Management tab in Connect Pro Central.

2 Navigate to the desired folder.

3 Click the name of the event you want to change.

4 Open the E-mail Options page and select Show Reminder When Updates Need To Be Sent.

5 Click Save.

6 Open the Event Information page and scroll to the Status field.

7 Click Edit/Send Notifications, make any necessary changes, and click Send.

Change event information

You can edit the text on the Event Information page for event participants. If you select the e-mail option "Notify users when event has been updated," any invitee whom you have previously notified about the event automatically receives updated information.

Note: *If you have sent invitations but did not select the "Notify users when event has been updated" option, you should do so before changing the profile information, so that potential attendees can be aware of your changes.*

1 Click the Event Management tab in Connect Pro Central.

2 Navigate to the desired folder.

3 Click the name of the event you want to change.

4 Do one of the following:

- Click the Edit link next to Event Information.
- Click the Edit Information link.

5 Change any of the following:

- Edit the event name. The name appears in the event list and in reports. This is a required field.
- Edit the event information. The information can be up to 750 characters in length. This text appears on the Event Information page and in event reports.
- Edit detailed information about the event (up to 1000 characters in length).
- Edit the start time or end time of the event.
- Edit the time zone of the event.
- Edit the logo information. The logo file can be in BMP, GIF, JPG, or PNG format. The best size to use is 100x135 pixels.
- Change the language for the event. Customarily you select the language used by the presenter or the language used by the majority of event attendees.
- Change the event user policy to add new users as guests or full Connect Pro users.
- Change the option to approve participants after they register for the event. (In general it is best to have this option selected because it allows you to control who has access to the event.)

6 Save your changes in one of two ways:

- Click Save.
- Click Save And Rebuild. (This option rebuilds HTML pages if you use Adobe Contribute® to build pages.)

Change registration questions

You can change any registration question, except the required questions (first name, last name, e-mail, and password), which the system uses to validate a user.

1 Click the Event Management tab in Connect Pro Central.

2 Navigate to the desired folder.

3 Click the event you want to change.

4 Click Registration Questions.

5 Modify the registration questions:

- To add a question to the registration page, select the check box to the left of the question and click Save.
- To remove a question from the registration page, deselect the check box to the left of the question and click Save.

6 To modify, delete, or add custom questions, click Customize.

- To change the order of questions in the list, select the check box to the left of the question, and click Shift Up or Shift Down.
- To delete a question, select the check box to the left of the question and click Remove.
- To modify a custom question, click the question text in the Customize window.
- To add a question, click the button that corresponds to the type of custom question you want to add: New Multiple Choice, New Short Answer, or New Yes/No.

7 When you finish, click Return To Registration Menu.

Add a multiple-choice question

1 Click the Event Management tab in Connect Pro Central.

2 Navigate to the desired folder.

3 Click the event you want to change.

4 Click Registration Questions.

5 Click Customize.

6 Click New Multiple Choice.

7 In the Question window, type a question in the box.

8 Type a possible answer for Answer 1. You can delete an answer at any time by clicking the Delete button next to it.

9 Click the Add Above or Add Below buttons to add another answer above or below Answer 1; if you click Add Above, Answer 1 becomes Answer 2.

10 Type another possible answer.

11 Repeat steps for a maximum of four answers.

12 To require that users answer the question, select Response Is Required.

13 Click Save. The Customize Registration window appears, showing your new question.

Add a short-answer question

1 Click the Event Management tab in Connect Pro Central.

2 Navigate to the desired folder.

3 Click the event you want to change.

4 Click Registration Questions.

5 Click Customize.

6 Click New Short Answer.

7 Type a question in the box.

8 To require that users answer the question, select Response Is Required.

9 Click Save. The Customize Registration window appears, showing your new question.

Add a yes/no question

1 Click the Event Management tab in Connect Pro Central.

2 Navigate to the desired folder.

3 Click the event you want to change.

4 Click Registration Questions.

5 Click Customize.

6 Click New Yes/No.

7 Type a question in the box.

8 To require that users answer the question, select Response Is Required.

9 Click Save. The Customize Registration window appears, showing your new question.

Change event content

You can replace event content only with content of the same type, for example, you can replace one meeting with another. You cannot add any new content to the Content library from here; you can select only existing content for your event.

In addition, if you purchased Adobe Presenter, you can publish presentations from PowerPoint to the Content library for your event. If you plan to use an existing presentation for an event, republish the PowerPoint presentation to a Content library folder other than the one containing the original presentation. If you do not, the reporting information for the original presentation will be merged with the event-specific report data, and any event-specific data will be carried over into any future reports for the original presentation.

Note: *For content other than courses and curriculum, the system tracks only whether the user has viewed the event. For example, users who view only the first slide in a presentation are reported as having attended the event. In contrast, users who view only a few of the slides in a course or curriculum are not reported as having attended; that is, users must complete and return the course to appear on the report as attendees. (Also, you can view Time In and Time Out information by viewing the event By Attendee report.)*

1 Click the Event Management tab in Connect Pro Central.

2 Navigate to the desired folder.

3 Click the event you want to change.

4 At the top of the Event Information page, click the Select Content link.

5 If the content you want does not appear in the list, navigate to the file or folder where the content that you want resides:

- Click the appropriate link at the top of the tab (for example, Shared User Content if you are replacing content).
- Scroll to the folder or file that you want and either select the check box to the left of it or click the folder or file, as appropriate. If you are in the Content library, click Up One Level to navigate to a higher folder directory.

6 Click Save.

Change event e-mail options

You can change e-mail options for any of the e-mail notification, reminders, or follow-up messages before they are sent. (Some messages are selected by default.)

You can customize an e-mail message. In several types of messages, you can attach a Microsoft Outlook Calendar (iCal) entry that adds the event to the recipient's Outlook Calendar.

When you customize an e-mail form, there are several fields in curly brackets ({}) in the Message Body area. In general, do not change any of the fields, unless you have a specific reason for doing so. The curly brackets contain variables that the system replaces with actual values that are specific to your event. For example, the event-time field displays the beginning time you specified. If you want to change that time in the e-mail message, perhaps making it 15 minutes earlier to ensure that the actual event can begin on time, you can manually type in a new time in the event-time field.

Note: *If you choose to add any of the extra run time fields to the e-mail message, please note that {user-email} is the e-mail address of the event manager, not invited attendees. For the recipient's login-ID in the event notification, use the {login} field.*

1 Click the Event Management tab in Connect Pro Central.

2 Navigate to the desired folder.

3 Click the event.

4 Click the Email Options link at top of the Events tab. Do any of the following:

- Select the check box to the left of the e-mail messages you want to send.
- Deselect any e-mail messages you do not want to send.
- Click Customize next to any messages that you want to edit. For example, you can change the name of the creator to the name of the host, or the time to Greenwich Mean Time. (You can edit messages, but do not change any of the items in curly brackets ({}) on the Edit E-mail page.)

5 Click Save to save your changes or Cancel to exit the e-mail form.

Edit the mailing list

You can add and delete users, groups, and guests from the mailing list.

Note: *Each time you create an event, the system creates a group named after the event and populates it with the invited users. This makes it easy to invite the same people to a follow-up event: in the Users And Groups list, simply select the group from the previous event.*

1 Click the Event Management tab in Connect Pro Central.

2 Navigate to the desired folder.

3 Click the event.

4 Click Participant Management.

5 Edit users or guests:

- Click Add Guest and type or paste in e-mail addresses for all your invitees; use commas to separate the addresses.
- Click Add User/Group and, in the Available Users And Groups list, select each user and/or group that you want to invite.
- Click Registration Groups and, in the Possible Groups list, select each group you want to invite. (You must be an account administrator to select event registration groups.)
- Click Import/Export List and then click Browse to navigate to a comma-separated value (CSV) file.
- Click Edit/Send Invitations to customize and send the event invitation. (You can edit the invitation, but do not change any of the items in curly brackets ({}) in the message body.)

Note: *If you choose to add any of the extra run time fields to the e-mail message, please note that {user-email} is the e-mail address of the event manager, not invited attendees. For the recipient's login-ID in the event notification, use the {login} field.*

Tips for creating event mailing lists

Keep the following information in mind when you create mailing lists:

- A *guest* is a Connect Pro user with limited access. Guests can attend only those events for which they are approved. Also, guests cannot log in to Connect Pro Central.
- A *user* is a Connect Pro user with a Connect Pro account in your organization.

Note: *Before sending out invitations, check with your Connect Pro Central administrator for licensing issues. If more people register for the event than you have licenses for, attendees may not be able to join the event when they try to log in.*

If the number of guests you are planning to invite is limited, you can type or copy and paste their e-mail addresses using the Add Guest function. If the number is larger, in the hundreds or thousands, you can import a comma-separated values (CSV) file of users.

If you are inviting Connect Pro users, you can use the Select Participants page to add users to the event invitation list and assign them permissions.

Finally, after you create the list, you can send out the invitations using default text or a customized invitation.

See also

"Add event participants using a CSV file" on page 121

"Best practices for events" on page 110

Add and manage event participants

You can add or remove participants for an event and change participant or presenter permission settings if you are an administrator or a presenter for the event. You can add participants to an event at any time after creating an event. Participants can be added as guests, users, or groups.

See also

"Change an existing event" on page 114

"View information about an event" on page 124

Add guests

1 Click the Event Management tab in Connect Pro Central.

2 Navigate to the desired event and select it.

3 In the Event Information page, click Participant Management in the navigation bar.

4 Click Add Guest.

5 In the box, type or paste the e-mail addresses of the people you want to invite. (Separate e-mail addresses with commas.)

6 When you finish, click Save.

Add participants

1 Click the Event Management tab in Connect Pro Central.

2 Navigate to the desired event and select it.

3 In the Event Information page, click Participant Management in the navigation bar.

4 Click Add User/Group.

5 In the Available Users And Groups list, select a user or group and click Add. You can also click Search to find a user or group that is not listed.

As you add users and groups, the Current Participants list on the right is updated to reflect your changes.

Note: *Each time you create an event, the system creates a group named after the event and populates it with the invited users. This makes it easy to invite the same people to a follow-up event: in the Users And Groups list, simply select the group from the previous event.*

6 When you finish, click OK.

Remove participants from an event

1 Click the Event Management tab in Connect Pro Central.

2 Navigate to the desired event and select it.

3 In the Event Information page, click Participant Management in the navigation bar.

4 Select the groups or users that you want to delete from the participants list.

5 Click Remove.

Note: *Participants who are removed from the event do not receive an invitation and cannot join the event unless event access is changed to Anyone.*

Change permissions of event participants

1 Select the Event Management tab in Connect Pro Central.

2 Navigate to the desired event and select it.

3 In the Event Information page, click the Participant Management link in the navigation bar.

4 In the Users And Groups list, select the user or group whose permission you want to change.

5 Click Set User Role and, from the pop-up menu, select the new permission type to assign. The permission types are: Denied, Invited, Pending Approval, Participant, Presenter, and Host. (Presenter and Host are available only if the event is a meeting or seminar.)

Designate a group for approved event registrants

You can designate a group that event registrants are automatically assigned to when they are approved for the event. This is useful if you want to conduct a follow-up event because you'll have all the registered attendees organized into one group.

Note: *You must be an account administrator to select event registration groups.*

1 Select the Event Management tab in Connect Pro Central.

2 Navigate to the desired event and select it.

3 Click the Participant Management link in the navigation bar.

4 Click Registration Groups.

5 In the Possible Groups list, select a group and click Add. The selected group name appears in the Current Group Membership list.

Convert guests to full users

If you are an Administrator, you can convert existing guests to full users. This distinction can be important because only full users, not guests, can log into the Connect Pro Central administration site. Full users also appear on enrollment and permission lists.

1 Select the Administration tab in Connect Pro Central.

2 Select Users And Groups.

3 Select Manage Guests.

4 In the Current Guests list, select a guest.

5 Click Convert To User.

Conversely, if you wanted to change a full user into a guest, you would select a user in the Current Users list and then click Convert to Guest.

Add event participants using a CSV file

If you have a comma-separated values (CSV) file that contains names and e-mail addresses, you can import the CSV file to add participants to an event. Keep these requirements in mind when you import a CSV file:

- The file should not contain empty lines. If the CSV file contains empty lines, the import operation fails.
- Names that contain a comma must be in quotes. For example, the name John Doe, Jr., must appear in the CSV file as "John Doe, Jr." for the file to import correctly.
- Do not include a header row in the CSV file.
- At minimum, the CSV file must contain columns for first name, last name, and e-mail address. For example:

Michael	Betts	mbetts@mycompany.com
Rachel	Blatt	rblatt@mycompany.com
Rebecca	Bloom	rbloom@mycompany.com
Charles	Bond	cbond@mycompany.com
Paul	Davis	pdavis@mycompany.com

Note: *Guest users that were imported into a CSV file in Connect Enterprise 5.1 (Breeze 5.1) do not have first and last name columns, just one name column, so they are exported with the full name in the first name column and a blank in the last name column.*

1. Click the Event Management tab in Connect Pro Central.
2. Navigate to the desired event and select it.
3. In the Event Information page, click Participant Management in the navigation bar.
4. Click Import/Export List.
5. Click Browse, and navigate to the desired CSV file.
6. Click Upload.

See also

"Change an existing event" on page 114

Send event invitations

If you are an administrator, an event host, or a user with permissions to manage a specific Event library folder, you can send event invitations.

An event invitation is an e-mail message that is sent to event attendees, informing them of the date, time, duration, and URL of the event. The way that invitations are sent depends on the type of event:

Invitees Only If your event is for registered users only, you create a custom e-mail message in Connect Pro Central. You can send the e-mail to all registered participants and presenters, presenters only, or participants only. You can customize the subject and message body. You also have the option to attach a Microsoft Outlook Calendar iCal so that participants can add the event to their Outlook Calendar.

Anyone If your event is open to anyone who receives the event URL, you can create a new e-mail message in your default e-mail program. This message contains a prepopulated subject and a prepopulated message (event date, time, duration, location, and summary), but you can edit the text.

1 Select the Event Management tab in Connect Pro Central.

2 Navigate to the desired event and select it.

3 In the Event Information page, click the Participant Management link in the navigation bar.

4 Click Edit/Send Invitations in the navigation bar.

5 (Optional) If you want to send a blind copy of the invitation to anyone, add the e-mail address in the BCC Recipients box. This can be useful if, for example, you want coworkers to know that you sent the invitation.

6 Edit the subject and the message body.

If you edit the text, there are several fields in curly brackets ({}). In general, do not change any of the fields, unless you have a specific reason for doing so. The curly brackets contain variables that the system replaces with actual values that are specific to your event.

Note: *If you choose to add any of the extra run time fields to the e-mail message, please note that {user-email} is the e-mail address of the event manager, not invited attendees. For the recipient's login-ID in the event notification, use the {login} field.*

7 To attach an iCal, select the check box next to the Attach Microsoft Outlook Calendar Event (iCal) To E-mail Message option.

8 Click Send.

See also

"Change an existing event" on page 114

"Preview and modify registration and event pages" on page 111

Use campaign tracking with an event

Use the campaign tracking option to track registered users by campaign source. The Events registration and attendance reports list campaign sources alongside user names. Common campaigns include e-mail offerings, search engine campaigns, and banner ad campaigns. To track campaigns, you manually modify the automatically provided registration URL.

One method of adding campaign tracking is to select the campaign tracking option on the Create Registration page when creating a new event. You can also add campaign tracking to an existing event if you have not published the event or sent out invitations. (If you select the campaign tracking option after publishing the event and sending out invitations, any invitees who already registered using the registration URL sent in your original e-mail invitation will not be tracked.)

Note: *To track a campaign, modify the registration URL for the event. Remember that you can't change the registration URL for the Event Listings page and the Event Information page. If you want to use the Event Listing page or the Event Information page, you cannot track a campaign.*

See also

"Creating an event" on page 110

"Change an existing event" on page 114

"Preview and modify registration and event pages" on page 111

Add campaign tracking to an existing event

1 Open Connect Pro Central and click the Event Management tab.

2 Select the event.

3 Click the Registration Questions link.

4 Select the Enable Campaign Tracking option.

5 Click Save.

Add the campaign ID parameter and ID number

1 Open Connect Pro Central and click the Event Management tab.

2 Select the event to display the Event Information page.

3 Click the "Preview event information, login and registration pages" link.

4 Select and copy the registration URL displayed next to "Registration Form." For example, http://name.server.com/primetimeevent/event/registration.html.

5 Open a word-processing application, such as Notepad or Wordpad, and paste the registration URL.

6 In the word-processing application, place the insertion point at the end of the URL and type **?campaign-id=** (for example, http://name.server.com/primetimeevent/event/registration.html?campaign-id=).

7 At the end of the new event registration URL, add a campaign tracking ID. The ID is a unique identifier for your campaign and can be any alphanumeric value. For example, http://name.server.com/primetimeevent/event/registration.html?campaign-id=email1234 contains the valid campaign tracking ID "email1234."

8 Save the text file and leave the text file open in the word-processing application.

Test the URL with campaign tracking ID

To test the new URL, you disable e-mail invitations, publish the event, register for the event, and then check the registration report.

1 Open Connect Pro Central and click the Event Management tab.

2 Select the event to display the Event Information page.

3 Select E-mail Options.

4 Deselect the Send Event Invitations option.

5 Click Save.

6 At the bottom of the Event Information page, the status message reads, "This event has not been published and listed on your site. E-mails have not been sent." Click Publish.

7 A confirmation message appears. Click Publish again. The Event page displays and the status message now reads, "This event has been published. E-mail options are active."

8 To test your modified registration URL, register for the event. Open a web browser in a new window.

9 In the word-processing application, copy the modified registration URL (with the campaign ID parameter and custom campaign ID added). Paste the URL into the new web browser window and press Enter or Return.

10 In the registration form, fill out the required fields using your name and e-mail address.

11 Click Submit.

12 Check your e-mail program for an event confirmation message.

13 Now that you have registered for the event, you can see your name and the campaign tracking ID in the registration reports. Open Connect Pro Central and click the Event Management tab.

14 Select the event to display the Event Information page.

15 Select Reports.

16 Select By Registrants.

17 In Registration Report, click Download Report Data. In the Excel spreadsheet that opens, check that the correct ID number appears in the Campaign Tracking ID column next to your name.

Send event invitations with correct registration URL

If you are using Connect Pro Central to send event invitations, manually replace the registration URL automatically generated in Connect Pro Central with the modified URL.

Note: *If you are sending e-mail invitations using third-party software, ensure that you send invitees the new, modified event registration URL.*

1 Open Connect Pro Central and click the Event Management tab.

2 Select the event to display the Event Information page.

3 Select E-mail Options.

4 Select Send Event Invitations.

5 Next to Send Event Invitations, click Customize.

6 In the message body, replace the words "event-registration-url" in the runtime field {event-registration-url} with the modified registration URL you created. (You can cut and paste the URL from the word-processing program you used to modify the URL.)

7 Specify a date and time to send the event invitation e-mail.

8 Select Save.

9 If you are also using the Remind Participants Closer To Event e-mail option, you must click Customize next to the option and follow the instructions in step 6 above to replace the registration URL in the message body.

Managing events

View information about an event

If you are an administrator, an event host, or a user with permissions to manage a specific Event library folder, you can view different kinds of information about an event from the Connect Pro Central application.

See also

"Change an existing event" on page 114

"Add and manage event participants" on page 119

View a participants list

1 Click the Event Management tab in Connect Pro Central.

2 Navigate to the folder that contains the desired event and select it.

3 In the Event Information page, click the Participant Management link.

The names of registered participants and groups appear.

View an uploaded content list

You can view a list of all content that has been uploaded to Connect Pro Server. To view the content list, you must be an administrator, an event host, or a user with permissions to manage a specific Event library folder.

1 Click the Event Management tab in Connect Pro Central.

2 Navigate to the folder that contains the desired event and select it.

3 Click the Select Content link.

A list of all uploaded content appears.

Viewing data about events

The Event Dashboard provides a graphical representation of statistical data about your events. To see the Dashboard, click the Event Dashboard link under the tab bar, at the top of the Event window.

The data reflects all of the events in your My Events folder and appears in one bar graph showing the most active events over the last six months (determined by the number of sessions). You can click any individual event in the graph to view more detailed information about the event.

Event reports

The Reports feature of Connect Pro Central lets you create reports that show event statistics from different perspectives.

Event reports use the following definitions:

Invited The number of people invited to the event.

Registered The number of people who completed the registration form and were approved by the event host.

Pending The number of people waiting to be approved to attend the event.

Approved The number of people approved to attend the event. This number includes people who completed the registration form and were approved. It also includes people who are approved directly, such as event presenters, and do not need to register.

Denied The number of people who completed the registration form but were denied registration. For example, this can happen if the registration URL is made public on a website or through e-mail and people register for the event by mistake.

Attended The number of people who attended the event.

See also

"Use the Reports wizard" on page 187

Attending Connect Pro Events

Attending a Connect Pro event is similar to attending a Connect Pro meeting, seminar, or training session. The main difference is that attendees must register before joining an event.

Joining events

Any Connect Event that you are permitted to join appears in the event list. (To view the event list, navigate to the Connect Pro Central Home tab, and click My Scheduled Events.)

All Connect Events require registration, although not all require approval. Following are two ways to register for an event:

- From a link in the e-mail invitation, which applies only if you were invited by the event host.
- From a link in the event listing on the public pages of a website, which applies if the event is open to the public.

After you click the registration link, a form appears. You can use this form to register for the event. (Registered Connect Pro users must log in before registering for the event.) During registration, you create a guest profile by entering a password and answering questions. Then, depending on the way the event was created, you might receive a notification e-mail that provides your status (pending, approved, or denied). If you are approved, the e-mail message includes the following information:

- URL
- Dial-in telephone number and participant code that you use to phone in, if appropriate

In addition, if you received an e-mail invitation with an iCal attached and you have Microsoft Outlook, you can add the event to your Outlook Calendar.

If you are a Connect Pro user and the event was created in the same Connect Pro account as yours, the event also appears in Connect Pro Central under My Scheduled Events.

Note: *The event registration form cannot be used to create a new user if you are already logged in as a user. For example, if you are logged in to a Connect Pro session, you cannot register for an event as a different user.*

Enter a scheduled event from Connect Pro Central

1. On the Home tab, click My Calendar.
2. In the calendar, navigate to the date of the event.
3. In the calendar, click the event name.
4. Under Details, find the event you want to enter and click Open.

If you have not registered yet or need approval, you may need to log in, enter your password, and complete the registration form.

Chapter 4: Broadcasting Audio and Video

Using audio conferencing

About audio in meetings and training sessions

There are two ways to use audio in an Adobe Acrobat Connect Pro meeting or training session: integrate with an audio conference call or broadcast audio using VoIP (Voice over Internet Protocol).

A host can integrate meetings and training sessions with audio conference calls if they have an Adobe Acrobat Connect Pro account with an audio conference bridge installed. (Adobe has partnerships with third-party companies, including Premiere, Avaya, and Cisco, to provide conferencing solutions that integrate with Acrobat Connect Pro. Contact your administrator to find out if you have a bridge installed.) Integrating audio enables you to control the audio conference from the Attendee List pod in the meeting or training room.

To integrate an audio conference call with a meeting or training session, specify audio conference information (such as the telephone number) in the Meeting or Training Information page. You can specify information when creating the meeting or training session or when you edit the meeting or training information.

Note: *Save audio conference call information, such as Moderator Code, Client ID, and Password in Acrobat Connect Pro Central under My Profile > Edit My Preferences.*

If you have an audio conference bridge installed, you can record an audio conference call when you record a meeting or training session. If you don't have an audio conference bridge installed, you can use the microphone on your computer system to record the audio from your speakerphone.

You can use the Camera And Voice pod to broadcast audio in a meeting or training session using Voice over Internet Protocol (VoIP) and the microphones on attendees' computer systems. For more information, see "Set up audio broadcasting" on page 132.

Note: *Acrobat Connect Pro administrators can change pod, audio, and video settings to adhere to standards for governance. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Creating and attending meetings" on page 3

"Creating training curriculums" on page 74

"Creating virtual classrooms" on page 86

Start or stop an audio conference call

Once the phone conference is initialized in a meeting or training session, you can dial out to yourself from the Attendee List pod or dial in, and a dialog box appears to all attendees inviting them to join the teleconference.

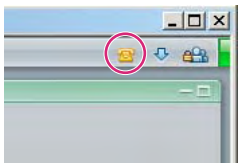
See also

"Assigning camera and voice rights together" on page 135

Start an audio conference

1 Click Phone Conference Options at the bottom of the Attendee List pod.

2 Select Start Audio Conference from the pop-up menu. When the audio conference begins, the dial-in number or numbers appear at the right side of the meeting or training session window. (They can also be viewed by hovering over the phone icon in the upper-right corner of the meeting or training session window.)



Stop an audio conference

1 Click Phone Conference Options at the bottom of the Attendee List pod.

2 Select Stop Audio Conference from the pop-up menu.

Include attendees in an audio conference call

Hosts have several options for dialing out to include participants in an audio conference call. You can dial out to a registered participant by using the telephone number stored in their profile or by entering a new telephone number. To include an unregistered participant in the audio conference call only, you can enter a new name and number to dial. You can create an offline entry to dial later and a list of offline entries to dial all at once.

See also

"About audio in meetings and training sessions" on page 127

"Creating and attending meetings" on page 3

"Creating training curriculums" on page 74

"Creating virtual classrooms" on page 86

Call out to a new telephone user

1 Click Phone Conference Options at the bottom of the Attendee List pod.

2 Select Call New Telephone User from the pop-up menu.

3 Enter the participant's name and telephone number.

4 Select Call to dial the participant's phone number immediately.

The attendee is called on the phone and the Call in Progress icon is displayed to the right of the attendee's name.

Create a list of participants to call later

1 Click Phone Conference Options at the bottom of the Attendee List pod.

2 Select Call New Telephone User from the pop-up menu.

3 Enter the participant's name and telephone number.

4 Select Call Later.

The participant is added to the Attendee List pod as an offline attendee (gray participant icon with no phone icon).

Call out to a participant logged in to Acrobat Connect Pro

1 In the Attendee List pod, select the name of the participant to add to the audio conference. (Select multiple names to call more than one person.)

2 Select Call Selected User from the pop-up menu.

The Call Out dialog box appears. You can either enter a new phone number or select a number from the list of numbers associated with the participant.

3 Click Call.

About audio conference status

If a host enables audio conferencing in a meeting or training session and an attendee calls in or is called, an audio conference status icon appears next to the attendee's name.

When an attendee dials in or a host dials out, a conference call status icon appears to the right of the attendee's name, so that you can quickly see the status of the attendee's conference call.

Note: *The On Hold feature may not be supported by some audio conference providers.*

Attendee status	Icon
On the phone	
Talking	
Dialing in progress	
On hold	
Muted	

See also

"About audio in meetings and training sessions" on page 127

"Assigning camera and voice rights together" on page 135

Merge two listings for the same caller in a conference call

If an attendee logs into a meeting or training session and is then called into an audio conference, the two entries are automatically merged and only one name appears for the user. But if the attendee's phone number is not recognized, the attendee can appear twice on the list, once under Acrobat Connect Pro with a name and once under Unknown Dial In without a name. If a host knows that an attendee is listed twice, the host can use the Merge Caller ID feature to combine the listings into one.

1 In the Attendee List pod, select an attendee name.

2 Control-click the name of an Unknown Dial In attendee.

3 Click Merge User in the lower part of the pod.

Note: *For audio conference features to function in your meeting or training session, the conference adapter must be enabled.*

See also

"About audio in meetings and training sessions" on page 127

"Start or stop an audio conference call" on page 127

Change attendee audio volume or mute a phone

Hosts and presenters can change attendee audio volume or mute an attendee audio broadcast. Adjusting the volume is useful if an individual attendee's audio level is especially high or low. Muting can be useful if excessive background noise exists.

Change attendee audio volume

1 In the Attendee List pod, select an attendee name.

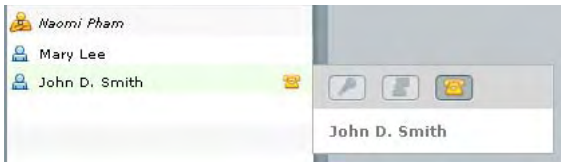
2 Click User Volume .

3 From the pop-up menu, click Participant Volume and select a level (High, Normal, or Low).

Mute an attendee audio broadcast

❖ Do one of the following:

- In the Attendee List pod, select an attendee name. Click User Volume . From the pop-up menu, select Mute Selected.
- In the Attendee List pod, hover over an attendee name and from the hover menu select Mute Telephone.



The Mute icon appears next to the attendee name in the Attendee List.

Note: *As a host or presenter, you can mute your own phone. Click User Volume and from the pop-up menu select Mute Me. The Mute icon appears next to your name in the Attendee List.*

Un-Mute an attendee audio broadcast

❖ Do one of the following:

- In the Attendee List pod, select an attendee name. Click User Volume . From the pop-up menu, select Un-Mute Selected.
- In the Attendee List pod, hover over an attendee name and from the hover menu select Unmute Telephone .

The Mute icon is removed from attendee name in the Attendee List.

Note: *As a host or presenter, you can un-mute your own phone. Click User Volume and from the pop-up menu select Un-Mute Me. The Mute icon is removed from next to your name in the Attendee List.*

Join a conference call

Once an audio conference is started in a meeting or training session that you are attending, a dialog box appears inviting you to join. The dialog box enables you to enter your telephone number so that Acrobat Connect Pro can dial the number.

See also

"About audio in meetings and training sessions" on page 127

"Start or stop an audio conference call" on page 127

Join the audio conference call

1 Once an audio conference is started in a meeting or training session, the Join Audio Conference dialog box appears. Enter your telephone number in the dialog box.

2 Click Call My Phone.

Note: *If the Join Audio Conference dialog box is not visible, hover over the telephone icon* *in the upper-right corner of the meeting or training session window to view the dial-in audio conference number.*

View the list of multiple dial-in numbers during a meeting or training session

If the meeting or training session you are joining has multiple dial-in numbers (such as local dial-in numbers for international locations) you can view a list of the dial-in numbers. This list appears automatically during the first 5 seconds after you log into the meeting or training session. You can also choose to view the list at any time while you are logged in.

❖ Hover over the telephone icon in the upper-right corner of the meeting or training room to view the dial-in audio conference numbers.

Broadcasting audio and video

Using the Camera And Voice pod, hosts and presenters can broadcast and view live audio, video, or both. To broadcast audio, the broadcaster's computer must have a microphone connected to it. To broadcast video, the broadcaster's computer must have a video or web camera connected to it. For participants to broadcast audio and video, a host must grant them enhanced rights for the Camera and Voice pod, or promote them to host or presenter role.

Note: *If you have an audio conference bridge installed with your Acrobat Connect Pro account, you can use audio conferencing via telephony. For more information, see "About audio in meetings and training sessions" on page 127*

Audio and video broadcast capabilities and roles

In a meeting or training session, your broadcast capabilities depend on your attendee role—host, presenter, or participant. Hosts control participant access to broadcasting capabilities. The following audio and video capabilities are available for each attendee role:

Hosts can do the following:

- Choose settings for broadcasting audio and video
- Broadcast audio and video
- Select the broadcasts that you want to receive
- Control participant access to broadcasting capabilities
- Stop an attendee from broadcasting

Presenters can do the following:

- Choose settings for broadcasting audio and video
- Broadcast audio and video
- Select which broadcasts to receive

Participants can do the following:

- If granted enhanced rights to the Camera and Voice pod by a host, can broadcast audio and video
- Select which broadcasts to receive

See also

"About audio in meetings and training sessions" on page 127

Set up audio broadcasting

Use the Audio Setup wizard to quickly set up and use your audio devices. Use Advanced Settings to make further adjustments to the ways that Acrobat Connect Pro handles audio data. (Using Advanced Settings is recommended only if you have advanced understanding of audio technology.)

Note: *Acrobat Connect Pro administrators can change pod, audio, and video settings to adhere to standards for governance. For more information, see "Working with compliance and control settings" on page 163.*

See also

"About audio in meetings and training sessions" on page 127

Test audio devices and configure settings

1 Select Meeting > Manage My Settings > Audio Setup Wizard.

2 Click Next.

3 On the Sound Output page, click Test.

A sound sample plays from your speakers or headphone. If you did not hear the sound sample, click Help for more information.

4 Click Next.

5 On the Select Microphone page, select your microphone type from the pop-up menu.

6 Click Next.

7 On the Test Microphone page, click Record to test your microphone. (If a dialog box appears requesting access to your camera and microphone, click Allow.)

8 Click Next.

9 On the Tune Silence Level page, click Silence. Remain silent until progress is complete.

Acrobat Connect Pro sets a microphone sound level that compensates for background noise in your environment.

10 Click Next.

11 Click Finish.

Set Advanced Settings in the Audio Setup wizard (Windows only)

1 Select Meeting > Manage My Settings > Audio Setup Wizard.

The Welcome page of the Audio Setup wizard appears.

2 Click the Next button to advance to Step 5 of 5 in the Audio Setup Wizard.

3 Click Advanced Settings.

4 Make sure Use Enhanced Audio is selected.

This option turns on automatic audio control, including echo cancellation, microphone volume control, silence detection, and noise suppression. Select this option to use the other Advanced Settings.

5 For Silence Level, drag the slider to adjust the level. A higher setting results in more sensitivity to silence in an audio broadcast.

6 For Acoustic Echo Cancellation Mode, select an option to adjust echo cancellation (the Adobe Acrobat Connect Add-in must be installed to use this option):

Full Duplex Enables multiple users to speak at one time. If echo feedback results, select another option (this option is preferred for most systems).

Half Duplex Enables only one user to speak at a time. Use this option if microphones on your system are unusually sensitive (transmitting unwanted background sound) or if you have poor echo cancellation.

Headphones Optimizes audio settings for use with headphones. This option uses Full Duplex mode, in which multiple users can speak at one time.

Off Disables echo cancellation.

7 To enable the Acrobat Connect Add-In to automatically select the optimal Acoustic Echo Cancellation Mode, make sure Auto Sense Acoustic Echo Cancellation Mode (selected by default) is selected.

If this option is selected, the Add-In begins with the Mode you selected in step 6 and adjusts the mode based on information from users' systems. To disable automatic adjustment of AEC mode and use only the mode you selected in step 6, you can deselect this option.

8 To enable your microphone volume to adjust automatically in response to changes in voice level, make sure Automatic Gain Control (selected by default) is selected. Deselect this option if you experience problems with the audio volume fluctuating unpredictably. Deselecting this option prevents microphone volume from adjusting automatically.

9 For Audio Quality, select an option to adjust a combination of all audio settings, including silence level, echo cancellation, and gain control, to provide optimized performance. A higher quality setting uses more CPU resources, and therefore slows performance, but provides better audio quality. It is recommended that you use the highest quality setting that does not cause detectable audio degradation on your system. Select one of four settings:

Fast Provides the fastest performance but the lowest audio quality. (This setting uses the fewest CPU resources. Use this option for systems with slower CPUs.)

Good Provides slower performance but better audio quality. (Good is the default setting, recommended for most systems.)

Best Provides the slowest performance but the best audio quality. (Use this option for systems with fast CPUs.)

Custom Enables you to select options for audio quality settings. Use this option if the standard settings do not provide adequate results. Proceed to step 10 to select Custom options.

10 If you selected Fast, Good, or Best in step 9, proceed to step 11. If you selected Custom in step 9, choose from the following options:

- For Echo Path, select 128 (the default setting) or 256. The higher setting provides greater suppression of audio feedback. This setting uses more CPU resources and is recommended for systems that don't use headphones.

- Select Noise Suppression (selected by default) to reduce the amount of noise that the microphone picks up. Deselect the option to make the microphone more sensitive.
- For AEC (Acoustic Echo Cancellation), select Fast for the fastest performance and poorest quality, Good for slower performance and better quality, or Best for slowest performance and best quality.
- Select Non Linear Processing (selected by default) to use non-linear processing for audio data. Deselect the option to use standard processing (and fewer CPU resources).

11 To override your selections and restore the default Advanced Settings, click Reset to Defaults.

12 To apply the Advanced Settings and return to the Audio Setup Wizard, click OK. Step 5 of the Audio Setup Wizard appears.

13 Click Finish to exit the Audio Setup Wizard.

Set up video broadcasting

Hosts and presenter can share their camera.

1 Select Meeting > Manage My Settings > Select Camera from the Menu bar.

A Flash Player Settings window opens.

2 Select the camera that you want to use from the Camera pop-up menu.

Note: *If no camera is connected, a No Camera Found message appears instead of the Camera pop-up menu.*

3 Click Close.

Note: *Acrobat Connect Pro administrators can change pod, audio, and video settings to adhere to standards for governance. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Specify video broadcast settings for all attendees" on page 136

Control your video and audio broadcast

You can start, pause, and stop broadcasting your camera and voice any time during a meeting or training session.

Note: *Acrobat Connect Pro administrators can change pod, audio, and video settings to adhere to standards for governance. For more information, see "Working with compliance and control settings" on page 163.*

See also

"About audio in meetings and training sessions" on page 127

"Audio and video broadcast capabilities and roles" on page 131

Start audio and video broadcasting

❖ In the Camera And Voice pod, click Start My Camera And Voice .

Broadcast your voice

Hosts and presenters most often use the hands-free option, while participants make use of the microphone.

1 Do one of the following:

- Hold down Talk to speak. When you are finished speaking, release the button.

- Click Hands-Free . When the Hands-Free button is selected, you can speak at any time during the meeting or training session. Click the button again to turn off hands-free audio broadcasting.

2 Since sound levels of individual microphones can vary greatly, adjust the volume of your microphone from the VoIP toolbar (click the Voice Options menu and select High, Medium, or Low). Adjusting the volume is useful if others in the meeting or training session tell you your voice is too loud or that you cannot be heard.

Pause video broadcasting

When video broadcasting is paused, the last image broadcast from your camera remains as a static image in the Camera And Voice pod.

❖ In the Camera And Voice pod, click Pause Camera . Click the button again to resume video broadcasting.

Stop broadcasting your video and voice

❖ In the Camera and Voice pod, click Stop My Camera And Voice .

Assigning camera and voice rights together

At the beginning of a meeting or training session, only hosts and presenters can broadcast their voice (over VoIP) and camera. Hosts can assign voice and camera rights to participants by giving them enhanced rights.

Here are some tips for when camera and voice rights are granted together:

- After being granted camera and voice rights, attendees see the VoIP toolbar and the controls in the Camera and Voice pod.

- When camera and voice rights are granted, the attendee can start their camera. When the camera is started, the microphone also turns on by default, unless the host has set the voice mode (using the VoIP toolbar) to Voice On - One Speaker. Also, if the voice mode is set to Voice Off, then voice controls are disabled and the microphone does not turn on when an attendee starts their camera.
- If an attendee is granted camera and voice rights, broadcasts their camera, and then stops broadcasting their camera, they still retain both camera and voice rights (and can use the voice rights alone, if desired) unless a host or presenter changes their rights.
- If an attendee is granted camera and voice rights together and then a host or presenter removes camera rights, the attendee's voice rights are also removed. However, if an attendee was granted voice rights alone, before being granted camera rights, removing the camera rights does not remove the voice rights.

Note: *Acrobat Connect Pro administrators can change pod, audio, and video settings to adhere to standards for governance. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Control your video and audio broadcast" on page 134

"Specify video broadcast settings for all attendees" on page 136

Granting voice rights to attendees

If you are a host, you can turn audio broadcasting on and off for all attendees, and enable one or multiple attendees to speak at one time.

1 In the Attendee pod, select an attendee name.

2 In the VoIP toolbar, click the menu and select one of the following options:

- Voice Off turns off all audio broadcasting.
- Voice On - Multiple Speakers turns on audio broadcasting, enabling meeting or training session attendees who have the appropriate permissions to broadcast audio. Any attendee can talk when holding down the Talk button.
- Voice On - One Speaker turns on audio broadcasting, enabling meeting or training session attendees who have the appropriate permissions to broadcast audio. When a speaker holds down the Talk button, the Talk button is disabled for other users.

If you select one of the Voice On options, the microphone is displayed next to the attendee name in the Attendee List, a small message appears in the upper-right corner of the attendee's meeting or training session window to tell them they have been granted voice rights, and the VoIP toolbar appears in the lower-left corner of their meeting or training session window giving them microphone options. (If the voice mode is changed, all microphones for active users are turned off and reset. Attendees can lock the talk button again to speak and be heard.)

3 After being granted voice rights, attendees can click Hands-free to lock in the microphone for constant, hands-free VoIP. For short periods of speaking, such as asking a question, attendees can click and hold the talk microphone while speaking and then release. When an attendee is speaking, the active microphone icon is displayed next to their name in the Attendee List.

4 (Optional) Attendees can change the sound level of their microphone by clicking the VoIP toolbar menu and selecting an audio level: High Volume, Medium Volume, or Low Volume. (This option is only available if the Acrobat Connect Add-in is installed.)

See also

"Control your video and audio broadcast" on page 134

Specify video broadcast settings for all attendees

If you are a host, you can turn video broadcasting on or off for all participants and specify image quality.

Note: *If you change a setting while video is being broadcast, buttons may be added to or removed from the Camera And Voice pod.*

1 In the Camera And Voice pod, click the Pod Options button .

2 Choose one of the following:

- Camera Off turns off video broadcasting.
- Slow Images samples and transmits the camera image less frequently than other image settings. Images tend to be low-quality and can shift abruptly. Use this setting if most attendees have low-speed connections or if you are not concerned about image quality.
- Fast Images (the default setting) provides a clear but not high-quality image. Use this setting if attendees are connected at a variety of speeds.
- High Quality Images provides high-quality images. Use this setting if all attendees are connected at high speeds.
- High Bandwidth provides the highest-quality images, suitable for use with the highest connection speeds, such as DSL or LAN.

Change the aspect ratio of videos

If you are a host, you can choose between Portrait (the default setting), Standard, or Landscape aspect ratio for video display.

1 In the Camera And Voice pod, click the Pod Options button .

2 Select the aspect ratio setting you want from the pop-up menu:

- Portrait displays video with a square aspect ratio.
- Standard displays video with a width-to-height aspect ratio of approximately 4/3.
- Landscape displays video with an aspect ratio of approximately 9/5.

See also

"Control your video and audio broadcast" on page 134

"Specify video broadcast settings for all attendees" on page 136

Enable participants to broadcast audio and video

Hosts can enable a participant to broadcast audio and video by changing the participant's role to presenter, or by changing the participant's permissions for just the Camera And Voice pod.

❖ In the Attendee pod, select the participant's name and do one of the following:

- Click Set User Role in the lower-left corner, and select Set as Presenter.
- Click the Pod Options button and select Change Enhanced Participant Rights. In the dialog box, select Camera And Voice pod and click OK.
- In the Attendee List, click on an attendee name and from the hover menu click Grant Microphone Rights .

Note: *Acrobat Connect Pro administrators can change pod, audio, and video settings to adhere to standards for governance. For more information, see "Working with compliance and control settings" on page 163.*

See also

"Control your video and audio broadcast" on page 134

"Audio and video broadcast capabilities and roles" on page 131

Stop an attendee from broadcasting

When necessary, a host can stop an attendee from broadcasting video or voice.

1 Roll over an attendee name in the Camera And Voice pod.

2 Click the close icon (X) to the right of the attendee name to stop the broadcast.

The attendee's name and image disappear from all Camera And Voice pods.

See also

"Control your video and audio broadcast" on page 134

"Audio and video broadcast capabilities and roles" on page 131

Select which broadcasts you receive

If you are a host, you can receive or block a video or audio broadcast from a participant. In the Camera and Voice pod, a red line over a participant's Microphone or Camera icon indicates that broadcasts from that participant are blocked. If no red line is visible, broadcasts from that participant are allowed.

❖ Do one or both of the following as necessary:

- To block or unblock audio broadcasts from a participant, roll over the participant's name in the Camera And Voice pod and click the Microphone icon next to the name.
- To block or unblock video broadcasts from a participant, roll over the participant's name in the Camera And Voice pod and click the Camera icon next to the name.

See also

"Control your video and audio broadcast" on page 134

"Audio and video broadcast capabilities and roles" on page 131

Chapter 5: Managing content

Adobe Acrobat Connect Pro Central has four libraries: Content, Training, Meetings, and Event Management. The Content library holds content that you use in meeting rooms and virtual classrooms. Content includes presentations, SWF files, image files, audio files, video files, and so on. The Training library holds Curriculums, Courses, and Virtual Classrooms. The Meetings library holds meeting rooms. The Event Management library holds events.

Working with library files and folders

Administrator, limited administrators, and users with Manage permissions can create and navigate folder hierarchies in libraries. Use these hierarchies to organize content in the libraries.

Administrators, limited administrators, and users with Manage permissions can also set permissions to determine what tasks each user can perform in the libraries. For example, a manager could set up a folder for each department and assign Manage permissions to each department chairperson.

See also

"Libraries" on page 179

"Setting permissions for library files and folders" on page 178

Create a folder

Administrators, limited administrators, and users with manage permission for a specific folder can create subfolders within it.

Note: *Administrators set permissions for limited administrators on the Administration > Users and Groups section of Acrobat Connect Pro Central. By default, limited administrators can set permissions for content, but an administrator could choose to revoke this ability.*

1 Click Content, Training, Meetings, or Event Management at the top of the Acrobat Connect Pro Central window.

Note: *No one can create a folder in the Seminars library.*

2 Navigate to the location where you want to add the new folder.

3 Click New Folder on the menu bar above the folder list.

4 Enter the name of the new folder on the new page that appears.

5 (Optional) In Summary, enter information about the new folder.

6 Click Save to create the folder.

See also

"Delete a file or folder" on page 141

"Edit file or folder information" on page 141

Open a folder

1 Click Content, Training, Meetings, Seminar Room, or Event Management at the top of the Acrobat Connect Pro Central window.

2 Click the name of the folder.

The folders and files within that folder appear. The name of the selected directory appears in the navigation links at the top of the browser window.

See also

"Delete a file or folder" on page 141

"Edit file or folder information" on page 141

Move a file or folder

You can move a folder or a file in a library. When you move a folder, all of the items within the folder also move to the new location. You can move folders and files in the Content, Training, Meetings, or Event Management libraries using the Move button. You can move folders and files in these libraries and in the Seminar Rooms libraries using the Up One Level button. In Seminar Rooms libraries, you can choose to move uploaded content or recordings that are saved with a seminar.

1 Click Content, Training, Meetings, Seminar Room, or Event Management at the top of the Acrobat Connect Pro Central window.

2 Navigate to the folder or file that you want to move.

3 Select the check box to the left of the item that you want to move. For a seminar, choose Uploaded Content or Recordings if you want to move either of those types of items saved with the seminar.

4 Do either of the following:

- Click Up One Level to move the item up one level in the library folder directory.
- Click Move (this option is not available for the Seminar Rooms tab). Select a folder in the folder directory tree, or click Up One Level. Click Move and then click OK to apply the change.

See also

"Delete a file or folder" on page 141

"Edit file or folder information" on page 141

Move up a level in the folder hierarchy

❖ Click the Up One Level button on the navigation bar above the folder list.

The folders and files within the parent folder appear. The name and location of the parent folder appear in the navigation links list at the top of the browser window.

See also

"Delete a file or folder" on page 141

"Edit file or folder information" on page 141

Return to a folder

Above the functional links is a list of navigation links called the navigation trail, which indicates your current location in the directory structure. You can move to any parent (higher) folder shown in the navigation trail.

❖ Click the name of a parent folder in the navigation trail.

The folders and files in the higher parent directory appear. The name and location of the parent folder appear in the navigation links at the top of the browser window.

See also

"Move a file or folder" on page 140

"Edit file or folder information" on page 141

Delete a file or folder

When you delete a library folder or file, it is permanently removed from the library and cannot be retrieved. Be careful to delete only those items you do not need. If you delete items from the Content library that are linked to meetings, events, seminars, or courses, the deleted content is unavailable from them. When you delete an item, Acrobat Connect Pro Central indicates whether the item is linked and allows you to cancel the deletion. In Seminar Rooms libraries, you can choose to delete uploaded content or recordings that are saved with a seminar.

Note: *For the Training library, if you delete a training folder containing a course that was part of a curriculum, the deleted course is still listed on the Curriculum information page as a course item. However, the course is no longer available.*

1 Click Content, Training, Meetings, Seminar Room, or Event Management at the top of the Acrobat Connect Pro Central window.

2 Navigate to the folder or file.

3 Select the check box to the left of the item that you want to delete. For a seminar, choose Uploaded Content or Recordings if you want to delete either of those types of items saved with the seminar.

4 Click Delete on the menu bar above the content list.

5 Click Delete again to permanently delete the selected items, or click Cancel to cancel the deletion.

See also

"Move a file or folder" on page 140

Edit file or folder information

You can edit the title or name of a library item and other information, using the Edit Information button.

Note: *If you are editing a Seminar library folder, you can view information about the Seminar license for that folder to see how many users and meetings are available for a specific Seminar folder. In the navigation bar next to the Editor Information link, click License Info. Information that appears includes title, summary, start date, end date, number of concurrent users, and number of concurrent meetings.*

1 Click the Content, Training, Meetings, Seminar Room, or Event Management tab at the top of the Acrobat Connect Pro Central window.

2 Navigate to the folder or file.

3 Click on the folder or file.

4 Click the Edit Information link in the navigation bar below the navigation trail.

5 Edit the title, name, or other properties that you want to change.

6 Click Save.

See also

"Open a folder" on page 140

"Move a file or folder" on page 140

Edit seminar folder names or descriptions

1 Click the Seminar Rooms tab at the top of the Acrobat Connect Pro Central window.

2 Navigate to the folder and click its name.

3 Click the Edit Information link above the seminar list.

4 Enter a new name for the folder and, if desired, a description in the Summary text input box.

5 Click Save.

See also

"About seminars" on page 55

"Creating and managing seminars" on page 55

Working with content in the Content library

Content library supported file types

All content in the Content library must be one of the following types:

- A single PDF file
- A single PPT file
- A single SWF file
- A single HTML file
- A single Adobe Captivate SWF file
- Adobe Captivate content published through the Adobe Captivate application
- Adobe Presenter content published through the Presenter plug-in
- Presenter content packaged as a ZIP file
- An old Macromedia Breeze 4.1 presentation packaged as a ZIP file (downloaded for a 4.1 server) (Breeze is now Adobe Acrobat Connect Pro.)
- A ZIP file that contains multiple SWF files and extra files (images, XML files, and so on) and a file called index.swf that is loaded first
- A ZIP file that contains simple Authorware® content (one HTM file, one AAM file, and extra Authorware files)

- A ZIP file that contains multiple HTM or HTML files and extra files (images, SWF files, and so on) and one file called index.htm or index.html
- A ZIP file that contains a single PDF file.
- An FLV file
- A single image (JPEG, GIF, or PNG)
- A single audio file (mp3)

See also

"View content" on page 146

"View data about all content" on page 148

Upload content

Only members of the built-in Authors group with Publish permissions for a specific Content library folder can upload files to that folder.

You can upload new versions of content that exists in the Content library.

Note: *If you have Adobe Presenter or Adobe Captivate installed, you can also use the Publish option within those applications to upload content to the Content library. You can also upload content from a Meeting room.*

See also

"View content" on page 146

"View data about all content" on page 148

Upload files to the Content library

1 In Acrobat Connect Pro Central, do either of the following:

- On the Home tab, select Content from the Create New bar.
- On the Content tab, click the New Content button.

2 Under Select Content File, click Browse to locate the file, click its name, and then click Open.

3 Enter a title for the new content file (required) and a summary (optional) in the Enter Content Information text boxes.

4 (Optional) Enter a custom URL (if you do not assign a custom URL, the system automatically assigns one).

5 (Optional) In Summary, enter information about the new content.

6 Click Save.

The file is uploaded to the server and appears in the content folder.

Note: *If you attempt to upload a file of an unsupported file type, the Enter Content page reappears with the message "Invalid file format selected."*

Upload a new version of a file to the Content library

1 On the Home tab, click Content.

2 In the Content List, click the content file you want to update.

3 Click Upload Content.

A message appears stating "Please select the location of the content to upload. The content should be in the following format: *.xxx."

4 Click Browse to locate a file in the format specified in the message, click the name of the file, and then click Open.

5 Click Save.

The new version of the content is upload to the Content library. To check that the process was successful, find the file in the Content List and check the Date Modified. You can also go to the Content Information page, click the URL, and view the new version of the content.

Uploading AICC content

For Acrobat Connect Pro to track scores in quizzes and data, content must be AICC compliant. To upload AICC content into the Content library, store the files in a ZIP archive and upload it from Acrobat Connect Pro Central, not from a meeting room.

Keep in mind the following when you create AICC content:

- The content package must have an index.htm or index.html file that the server relies on to launch the content.
- Content must report "Incomplete" on all communications until the user has finished interacting with the content.
- The content must be able to report either "complete" or "passed" to indicate that the user has finished interacting with the content.

Download files from the Content library

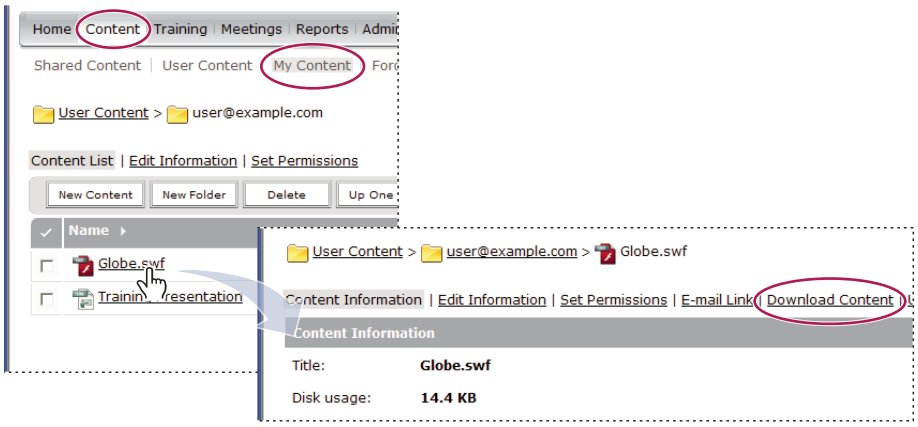
Users who have permission can download Content library files to their computers. If the content is composed of more than one file, it is packaged into a ZIP file.

1 Click the Content tab.

2 Navigate to the content file that you want to download.

3 Click the name of the content file.

4 Click the Download Content link on the navigation bar.



The Download Content link is on the information page of the item

5 Under Download output file(s), click the content filename.

Users who have Manage permission can download a presentation to deploy it on the Internet or distribute it on a CD. You can download the presentation PPT source files or output files. To deploy a presentation, download the output files and extract them.

6 Save the file to your disk.

See also

"View content" on page 146

"View data about all content" on page 148

Download presentation source files from the Content library

Downloading source files can be helpful if you no longer have your source files for an Adobe Presenter presentation. (It is critical that you do not overwrite the PPT filename extension with a PPC extension; if you do, the file can become unusable.)

Note: *The only source files available for download are files that have been uploaded. For example, Adobe Presenter and Adobe Captivate give users the option to upload or not upload source files. If the option to upload source files is not selected, those files are not available for download later.*

1 Click the Content tab.

2 Navigate to the presentation and click its name.

3 Click the Download Content link on the navigation bar.

4 In Download source files, click a file.

5 Save the file to your disk.

6 (Optional) In Download output files, click the zip file and save it to your disk.

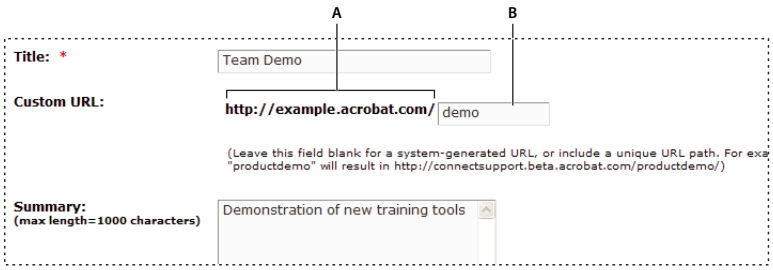
See also

"View content" on page 146

"View data about all content" on page 148

Creating custom URLs

When you add a new piece of content, a new meeting, a new course or curriculum, a new seminar, or a new event, you can create a custom URL for the content. This URL is unique across the entire Acrobat Connect Pro account and identifies the content.



Adding a custom URL
A. *Uneditable portion of URL set by your administrator* ***B.*** *Customizable portion of URL*

A custom URL can be used with one piece of content at a time. For example, if you assign the custom URL */yourname* to a piece of content, you cannot assign that URL to another piece of content or to a meeting, nor can any other user who shares your account assign that URL to anything. If you delete the content that uses the custom URL, the custom URL becomes available for reuse.

If another user is currently using the custom URL, you receive an error message when you enter the URL. If you want to, you can check with your administrator to see who is using the URL.

Custom URL rules:

- You cannot edit a custom URL after you create it.
- You cannot use digits (0 - 9) at the beginning of a custom URL.
- Custom URLs cannot contain any punctuation, spaces, or control codes.
- If you enter any uppercase letters, they are automatically converted to lowercase letters to conform to URL case sensitivity conventions.
- Do not use any of the following reserved keywords in your custom URL:

account	content	idle	report
acrobat	course	info	sco
adobe	cs	input	search
admin	cs2	livecycle	seminar
administrator	curriculum	macromedia	send
api	data	meeting	service
app	default	metadata	servlet
archives	download	monitor	soap
breeze	event	open	source
builder	fcs	output	src
close	flash	photoshop	stream
com	gateway	presenter	systems
common	go	producer	training
connect	home	public	user
console	hosted	publish	xml

See also

"Upload content" on page 143

"View data about all content" on page 148

View content

You can open content for viewing from the Content library. If you have the URL for viewing the file, you can also browse to it directly from any browser window.

See also

"Upload content" on page 143

"View data about all content" on page 148

View content in the Content library

1 Click the Content tab at the top of the Acrobat Connect Pro Central window.

2 Browse the Content library, and click a filename to view the associated Content Information page.

3 Click the URL For Viewing link.

A new browser window displays the selected file or presentation.

View content in a web browser

1 Open a browser window.

2 Enter the URL for viewing the content in the browser URL address box or click a link received in an e-mail.

Send a content URL by e-mail

Every content file in the Content library has a unique URL that lets users view the contents of the file. You can send this URL to other people by e-mail from within Acrobat Connect Pro Central.

Acrobat Connect Pro creates a unique version of the URL for each e-mail recipient. Compared to pasting the URL in an e-mail, using Acrobat Connect Pro Central has these advantages:

- You can request that Acrobat Connect Pro send you a return receipt when an e-mail recipient clicks the web link. You can track who viewed the contents because a unique URL was created for each recipient.
- Recipients can view the content without having to log in to Acrobat Connect Pro. This is true even if the permissions for the content file in the Content library are not set for public viewing.

1 Click the Content tab at the top of the Acrobat Connect Pro Central window.

2 Navigate to the content file and click its name.

3 Click E-mail Link on the navigation bar.

4 Enter the e-mail addresses for all recipients in the To box on the E-mail Link page.

If necessary, separate multiple e-mail addresses with commas to create a unique URL for each e-mail recipient.

5 Edit the Subject and Message Body text boxes as needed.

Note: *Do not delete the information in the curly brackets ("{tracking-url}") in the message body. This placeholder is replaced with the content URL in the e-mail message.*

6 Select Generate a Return Receipt When Content Is Viewed to receive an e-mail notification when a recipient views the content file; otherwise, clear the check box.

7 Click Send.

See also

"Creating custom URLs" on page 145

"Upload content" on page 143

Viewing data about content

View data about all content

1 In Acrobat Connect Pro Central, click Content > Content Dashboard.

The Content Dashboard provides a graphical representation of statistical data about your content. The data reflects all of the content in your My Content folder and is output to the following categories:

Most Viewed Content Over Last 30 Days The number of views.

Most Effective Presentations Over Last 30 Days Determined by percentage of slides viewed across all viewers.

Most Recently Viewed Content Over Last 30 Days In list format, shows the name, content type, number of views, and last time this content was viewed. The most recently viewed is listed first.

Aging Content In list format, shows the name, content type, and last time this content was viewed. The most recently viewed is listed last.

Click any item to view the corresponding Content Information page.

2 To print the data, click Printable Version.

See also

"Content library supported file types" on page 142

"Upload content" on page 143

View reports about individual pieces of content

Note: *In Acrobat Connect Pro 7, you can retrieve data about individual pieces of content from a new Reports wizard (in Connect Pro Central, click Reports > Content). This section of the documentation describes an older user interface for viewing data about individual pieces of content. This user interface was left in the product for backwards compatibility. The new Reports wizard is a better reporting tool.*

You can download reports whenever necessary to analyze information about how content is being used.

Where appropriate, you can restrict the information you see on a report by specifying report filters. When the filters are in effect for a given report, the Report Filters link appears above the report display.

Any filters you set apply to *all reports* that you create, both for the specific report and for any other Acrobat Connect Pro functionality. For example, if you create a training report after you set filters for a content report, the filters apply to the training report. This rule applies to any date range you specify. If you do not clear a date range filter that you set for one report, it applies to all reports.

Note: *Report filters are only saved for the current session. If you set report filters, click Save, then logout of Acrobat Connect Pro, when you log in again the report filters you previously set are not retained. However, the Reports wizard does save filters across sessions.*

See also

"Use the Reports wizard" on page 187

"Content library supported file types" on page 142

"Upload content" on page 143

Set report filters

1 Access the information page (for example, the Content, Meeting, or Course Information page) for the file whose report filters you want to set.

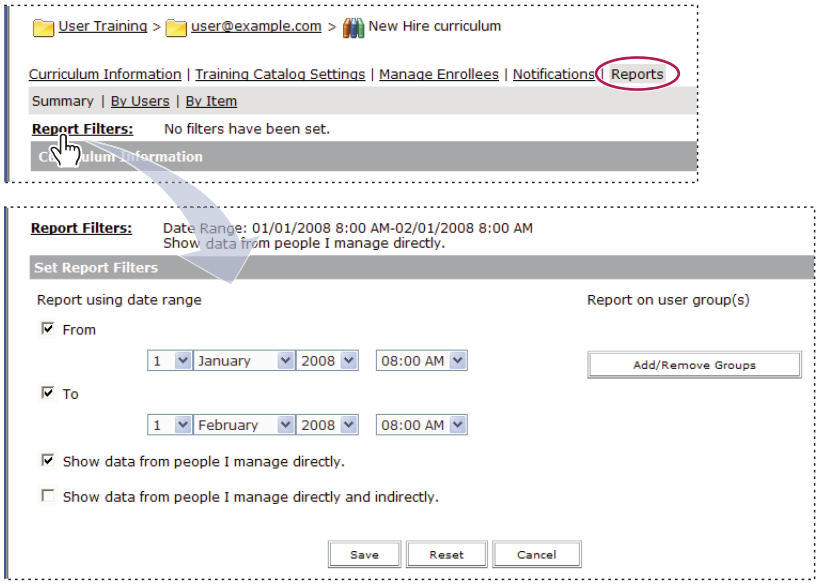
2 On the information page, click the Reports link above the Content Information title bar.

A set of report links appears above the title bar, with Summary highlighted, and the Summary report for this meeting appears below the information heading.

3 Click the report type for which you want to set filters.

The data for the report type you selected appears in the Acrobat Connect Pro Central window.

4 Click the Report Filters link, to the right of the No Filters Have Been Set label.



The Set Report Filters options for a curriculum

5 Set one or more of the following filters:

- To set the date range filters, select the From and To check boxes and the start and end dates and times. For example, if you select a date range for the By Slides report, it shows only the slides that were viewed within the specified dates.
- To set filters for groups, click the Add/Remove Groups link and select the check box for the groups you want to track in your report. The data on the report applies only to the members of a specific group that participated. You can select more than one group, and then deselect any group.
- To select team members (managers only), click either Show Data From People I Manage Directly or Show Data From People I Manage Directly And Indirectly.

To clear filters you have set, click Reset on the Set Report Filters page.

6 Click Save at the bottom of the Set Report Filters page.

The report page reappears with the filters you set, above the display bar.

Download reports

1 Access the information page (for example, the Content, Meeting, or Course Information page) for the file whose report you want to download.

2 On the information page, click the Reports link above the Content Information title bar.

3 Click a report type, for example, By Slides or By Questions.

Summary The Summary provides the content name, the date that the content was last modified, and the number of times this content was viewed.

By Slides or By Pages (PDF) Applies to presentations only. A bar graph lists each slide in the presentation by slide number and the number times it was viewed. Below the graph is a table with the same information, which also includes the last time each slide was viewed.

By Questions A bar chart shows each question, color-coded as correct or incorrect, and the number of respondents to the question. Click a question in the bar to display a pie chart with a table that provides the answer key and answer distribution. The answer key lists all possible answers for the selected question and their corresponding answer number or letter. The answer distribution lists all of the answer choices selected for this question, flags the correct answer, and shows the number of users who selected each answer, as well as what percent of the total each number of users represents. Finally, the chart totals the users by number of users and percent of users. Below the graph is a table that provides an overview of all questions, listing each question by number, name, number of correct answers, number of incorrect answers, percentage of correct, percentage of incorrect, as well as the score.

By Answers A table provides the maximum possible score, the passing score, the average score, and the high score for the quiz. For each question, the table also shows the question number, the question itself, and the answer distribution; that is, how each question was answered, if at all. Click the View Answers link to display a pie chart with a table that provides the answer key and answer distribution. The answer key lists all of the possible answers for the selected question and their corresponding answer number or letter. The answer distribution lists all of the answer choices selected for this question, flags the correct answer, and shows the number of users who selected each answer, as well as what percent of the total each number of users represents. Finally, the chart totals the users by number of users and percent of users.

Note: *Acrobat Connect Pro resets content scores for quizzes and surveys each time the user retrieves the content. This means that if a user closes the quiz or survey without completing it, then returns to it later, all of the previous answers are lost. If you do not want the score to reset, and you have access to the Training tab, you can create a course and select the content in question as the course content. This way, you have turned the content into a course.*

The Hide Answer Distribution/Show Answer Distribution button is a toggle for showing and hiding the distribution of answers for each question.

4 Click the Download Report Data button.

This exports all the report data to a comma-separated values (CSV) file. You can either save or open the report. If you are running Acrobat Connect Pro Central in an Internet Explorer browser and choose to open the report, Windows automatically opens it in Microsoft Excel. In this case, double-click each cell to see its information.

Another option is to save the CSV file to your desktop, select Notepad from the Accessories menu (select Start > Accessories > Notepad), and open the file from Notepad, which makes it easier to read.

In addition, if the Printable Version button appears for a report, you can click the button to export the report to a browser window and print the report.

Remove report filters

1 Access the information page (for example, the Content, Meeting, Course Information page, and so on) for the file whose report filter you want to remove.

2 On the information page, click the Reports link above the Content Information title bar.

3 Click a report type, either By Slides, By Questions, or By Answers.

4 Click the Report Filters link.

5 In the Set Filters page, do either of the following:

- To clear all filters, click Reset.
- To clear a specific filter, deselect the check box and click Save; if it's a group, click Add/Remove Groups, deselect the group check box, and click Save.

Chapter 6: Administering Acrobat Connect Pro

Getting started administering accounts

Working in Connect Pro Central

Connect Pro Central is a web application that lets users access information about their Acrobat Connect Pro account. Administrators use Connect Pro Central to manage an account and its users. Meeting hosts use Connect Pro Central to create and schedule meetings. Training managers use Connect Pro Central to create courses and enroll participants.

Log in to Connect Pro Central

1 In a browser window, enter the account URL included in the Welcome e-mail.

2 On the Login page, enter your login and password.

3 Click Login.

Edit your profile

1 In Connect Pro Central, click My Profile.

2 Do any of the following:

- Click My Profile to view your user information.
- Click Change My Password to change your password.
- Click Edit my preferences to change your time zone, audio conference settings, and language.
- Click Group Memberships to view your group memberships.
- Click Organization to view your manager and team member information.

Determine Acrobat Connect Pro version number

Knowing your version number can be useful, especially when contacting Acrobat Connect Pro Support or when reporting any issues with an application.

❖ Do one of the following:

- On the Connect Pro Central login page, move your insertion point over the Help link. The version number appears.
- In a web browser address field, enter http://<connect_url>/version.txt and press Go.

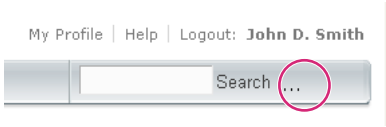
Search content

1 Start Connect Pro Central.

2 Do one of the following to search any content to which you have access permission:

- Type keywords directly into the Search text box on the Home page to search through content.

- Click Advanced Search.



3 If you selected Advanced Search in step 2, do one of the following:

- Select Search Within Content to search recordings, courses, presentations, or all of them. If desired, use the Show menu to narrow your search.
- Select Search Titles and Descriptions to search content, meetings, training, seminars, folder or all of them. If desired, use the Show menu, Field menu, and Date Created fields to further narrow your search.

4 Type keywords into the search field and click Go.

Detailed results are listed in the bottom pane. Click a column header to sort the results.

5 (Optional) Click on the name of an item to open the item for viewing. Click a parent folder to open the folder that contains the item.

Note: *It is possible to have access to an object, but not to the folder containing the object.*

Connect Pro Central icons

Connect Pro Central uses icons to represent meetings, seminars, presentations, courses, and curriculums.

Course A presentation that is associated with a group of enrolled learners with tracking for each individual. The course can be used independently or as part of a curriculum.

Curriculum A group of courses and other learning content that guides students along a learning path. Curriculum can include Acrobat Connect Pro content, presentations, meetings, seminars, and external content such as classroom sessions and reading lists.

External training In a curriculum, training that occurs outside Acrobat Connect Pro, such as classroom training.

Event An Acrobat Connect Pro event includes registration, invitations, reminders, and reporting. Events usually involve a large number of participants and are built upon an Acrobat Connect Pro meeting, seminar, presentation, or training.

Meeting An online real-time meeting in which a host or presenter can show slides or multimedia presentations, share screens, chat, and broadcast live audio and video.

Seminar A seminar is a scheduled meeting conducted for at least 50 participants and involves little audience participation or interaction.

Archive A recorded meeting or seminar, that users can view at their convenience.

Authorware content Files created in Macromedia Authorware from Adobe. Authorware is a visual tool for creating e-learning applications.

Presentation A presentation created with Adobe Presenter, a plug-in for Microsoft PowerPoint that lets users add audio, quizzes, and visual features to a PowerPoint presentation. PPT and PPTX files are converted to presentations when they are uploaded to Acrobat Connect Pro.

Image file (JPEG, GIF, PNG, BMP) Image files can be drawings, photographs, charts, graphs, icons, or any other type of graphics.

FLV file A video file.

HTML file File defining the structure and layout of a web document using a variety of tags.

MP3 file An audio file.

PDF file A PDF file.

SWF file A Flash Player multimedia file.

Creating administrators

Administrators are users who manage Acrobat Connect Pro for their entire organization. Administrators create, remove, and manage user accounts. Administrators manage permissions for individual users and groups. Administrators perform these tasks using a web application called Connect Pro Central.

There are two levels of Acrobat Connect Pro administrator: administrator and limited administrator. Administrators have full administrative privileges; limited administrators have lesser administrative privileges. Administrators can set permissions for limited administrators.

The first administrator is created when Acrobat Connect Pro is installed or when the account is created. The administrator can then create additional administrators and limited administrators. For example, an administrator can create limited administrator accounts for Help Desk employees who support Acrobat Connect Pro users.

Create an administrator

1 Log in to Connect Pro Central.

2 Click Administration > Users and Groups.

3 Select a user and click Information.

4 Click Edit Group Membership.

5 Select the Administrators group and click Add.

Create a limited administrator

1 Log in to Connect Pro Central.

2 Click Administration > Users and Groups.

3 Select a user and click Information.

4 Click Edit Group Membership.

5 Select the Administrators - Limited group and click Add.

Set permissions for the limited administrators group

1 Log in to Connect Pro Central.

2 Click Administration > Users and Groups.

3 Select Administrators - Limited and click Information.

4 Click Edit Limited Administrator Permissions.

5 Select the check boxes beside the permissions you want to grant in the following sections and click Save.

Users and Groups Checking View User Data lets limited administrators view and user information in the Administrator > Users and Groups tab.

Checking Reset Password lets limited administrators create a temporary password for a user. See "Edit user information" on page 174.

Checking Modify current users and groups lets limited administrators edit user and group info. See "Managing users and groups" on page 174.

Checking Add users and groups using Web interface lets limited administrators use the Administration > Users and Groups interface. Checking Add users and groups using CSV import lets limited administrators import users and groups from a CSV (comma-separated value) file. See "Creating and importing users and groups" on page 166.

Checking Delete users and groups lets limited administrators delete users and groups. See "Managing users and groups" on page 174.

Checking Modify user profile fields lets limited administrators access the Administrator > Users and Groups > Customize User Profile tab. See "Customize user profile fields" on page 167.

Checking Change the login and password policies lets limited administrators access the Administration > Users and Groups > Edit Login and Password Policies tab. See "Set login and password policies" on page 169.

Checking Cost Centers lets limited administrators access the Administrator > Users and Groups > Cost Centers tab. See "Allocate meeting minutes to cost centers" on page 162.

Account Management Checking Edit account information lets limited administrators access the Administration > Account > Edit Information tab to edit the default language, time zone, and Event user policy for an account. Limited administrators can also edit the primary contact information for an account.

Checking Receive Notifications about Account Capacity and Expiration lets limited administrators access the Administration > Account > Notifications tab. See "Edit account notification settings" on page 157.

Customization Lets limited administrators access the Administration > Customization tab if the customization feature is enabled for their account. See "Customize the branding of an account" on page 158.

Reports Checking View disk usage and reports lets limited administrators view reports in the following sections of Connect Pro Central: Administration > Account > Disk Usage; Administration > Account > Reports; Administration > Administration Dashboard.

Checking View System Usage Reports lets limited administrators view System Usage reports in the Reports wizard (click the Reports tab in Connect Pro Central). See "Generating reports in Connect Pro Central" on page 187.

Compliance and Control Lets limited administrators access the Administration > Compliance and Control tab to ensure that the account adheres to government standards for privacy, communication, and archiving. See "Working with compliance and control settings" on page 163.

Permissions Lets limited administrators set permissions for content in the Content, Training, Meetings, Seminar Rooms, and Event Management libraries in Connect Pro Central. Within the library, choose Set Permissions. See "Set permissions for content files and folders" on page 185.

6 Click Reset to Default to restore default limited administrator permissions.

View and edit account information

The Account Summary page appears when you click the Administration tab. It describes the applications and products that are enabled for this account.

Most of the account information on the Account Summary page cannot be changed through Connect Pro Central. You can modify the following account settings in Connect Pro Central: the default time zone, the default language, the Event user policy (if the Events feature is part of your account), and the primary contact information.

The information that you modify here applies to the entire account. (To change your own user account profile information, click My Profile in the upper-right corner and use the Edit My Preferences option.)

View account information

1 Log in to Connect Pro Central

2 Click the Administration tab.

The Account Summary shows details about your account and its features

Under the Features and Advanced Features headings, you see information about your account. The check mark by the application name means it is enabled.

System Features Bandwidth per Month shows the amount of data transmitted to or from your account monthly compared to the amount of bandwidth you are allowed to use. Disk Usage (MB) shows the amount of hard drive space consumed by your account compared to the amount of disk space you are allowed to use.

Presentation The number of authors in your installation compared to the number that is permitted.

Training The pricing model that your organization uses for training. Training managers lists the number of managers in your installation compared to the number that is permitted. Named Training Learners lists the number of learners that have been added to the learners group compared to the number that is permitted. (Only members of this group can view training content.) Training Concurrent Learner License Limit lists the number of users who can simultaneously view training content.

Meeting The pricing model that your organization uses for attendees. Meeting Administrators lists the number of administrators in your installation compared to the number that is permitted. Meeting Peak Concurrent Users lists the number of users who can simultaneously attend meetings. (The Soft Limit is the amount of quota that was purchased and the Hard Limit is the amount of quota that is enforced.) The Concurrent Users Per Meeting is the number of users who can simultaneously attend a single meeting.

Seminar Rooms The number of Seminar Hosts in your installation compared to the number that is permitted.

Event Management The number of Event Managers in your installation compared to the number that is permitted.

Enable FlashPaper An Adobe product that enables you to convert HTML, Microsoft Word, and PowerPoint files into Flash documents for the web.

Customization and Rebranding A feature that allows you to customize and brand your account.

Requires SSL Connection A feature that determines whether your account uses SSL to encrypt all communication between the server and connected users.

Reports A feature that allows you to access the Reports wizard.

Edit account information

1 Log in to Connect Pro Central.

2 Click the Administration tab.

3 Click Edit Information.

4 Do any of the following:

- To change the default language, select a language from the Default Language pop-up menu.
- To change the default time zone, select a time zone from the Default Time Zone pop-up menu.
- To change the rule for event registrants, select an option from the Event User Policy pop-up menu.

- To change the contact information, enter a first name, last name, and e-mail address in the Primary Contact text boxes.

5 Click Save.

Pricing models

The pricing model determines how your organization pays for its usage and is associated with the quota and usage information that you see under System Features. There are different models for training and meetings.

There are two pricing models for training—the named learner model and the concurrent learner model:

Named learners This model limits how many users can have a valid user account on the system. Only users with valid accounts can be active in courses or curriculums.

Concurrent learners This model limits how many learners can be active in all courses or curriculums at the same time.

Note: *You cannot have quotas for named learners and concurrent learners at the same time.*

There are two pricing models for meetings; you see the information appropriate for the model that your organization purchased:

Named organizer This model limits how many users can initiate meetings. Each named organizer can initiate one active meeting at a time. Each meeting is limited to the number of participants specified in the license file. A named organizer must be present to start a meeting, and a meeting ends if all named organizers leave the meeting.

Concurrent attendee This model limits how many participants can be active in a meeting at the same time. The limit does not affect seminar attendees.

Note: *You cannot have quotas for named organizers and concurrent attendees at the same time.*

Seminar rooms quotas do not affect any other quotas. There is a seminar attendee limit, which determines how many participants can be active in a seminar at the same time. This limit applies to each seminar room independently.

Edit account notification settings

Acrobat Connect Pro notifies the account administrator (and optionally, additional users) when an account license is about to expire and when an account approaches its various capacities.

1 Log in to Connect Pro Central.

2 Click the Administration tab.

3 With Account selected, click Notifications and choose the desired settings.

View account usage information

1 Log in to Connect Pro Central and click the Administration tab.

2 Click Administration Dashboard to see a graphical representation of your usage information. 5 bar graphs display the following information:

- Authors quota (the number of authors your account allows)
- Learners quota
- Meeting administrators (hosts) quota
- Monthly bandwidth (in kilobytes)

- Diskspace per month (in kilobytes)

Note: *The monthly bandwidth and disk space graphs reflect the information shown under the Features header on the Account Summary page.*

3 Move the pointer over any bar to see the precise maximum figure for that bar.

The gray bar represents your current usage, and the dark green bar represents your limit.

4 Click either bar in a group quota graph to display a group information page.

The group information page lists the name and a description of the group. Click the View Group Members button to view current members and add new members.

Customize the branding of an account

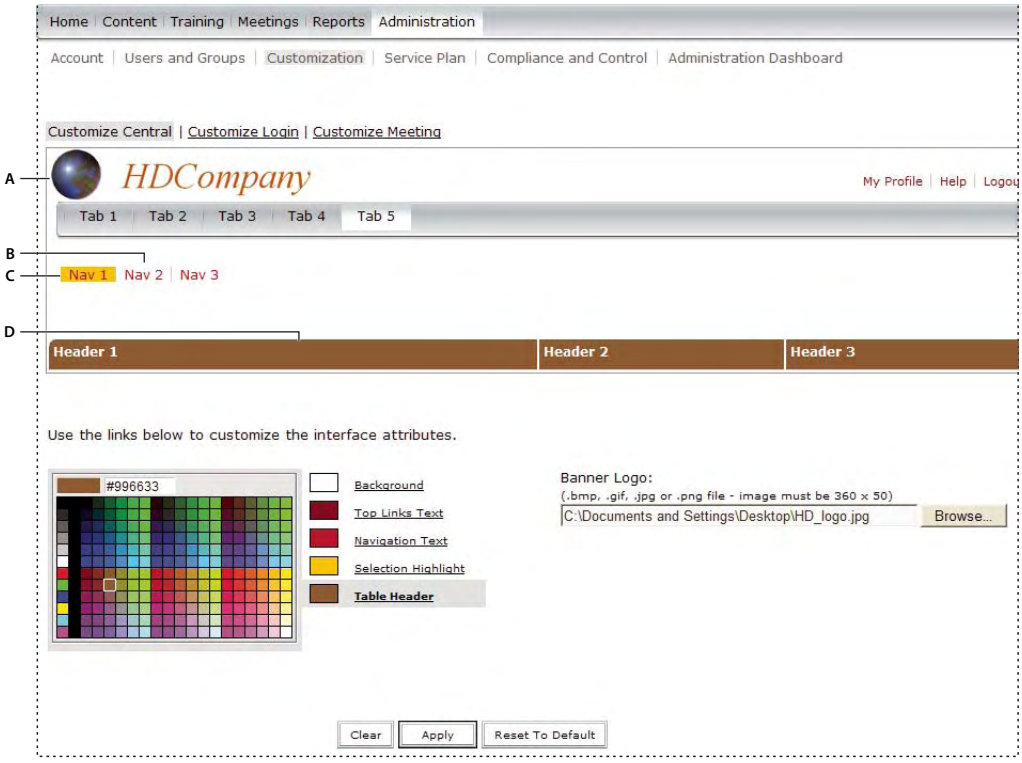
If your organization purchased the customization features, the Customization link is enabled on the Administration tab. The customization features let you adapt the appearance of Acrobat Connect Pro to match the branding of your organization.

To see your customization changes, log out and log back in to Connect Pro Central and refresh the browser.

Customize the Connect Pro Central user interface

Use the Customize Banner link to customize the following elements of the Connect Pro Central user interface (user interface):

- Background color.
- Top links text color (for the My Profile, Help, and Logout links in the upper-right corner).
- Navigation text color (for the links below the tab bar).
- Selection highlight color.
- Table header color (for the bars that identify page titles or columns on list pages).
- Banner logo, the image that appears in the upper-left corner of Connect Pro Central. This image is clickable, and takes the user to the web address you specify. The image must be a JPEG, PNG, GIF, or BMP file and must be 360 x 50 pixels.



Customize Banner settings
A. *Banner logo* ***B.*** *Navigation text* ***C.*** *Selection highlight* ***D.*** *Table header*

1 Click the Administration tab.

2 Click Customization.

3 In the list to the right of the color grid, click the item whose color you want to change.

4 Do one of the following:

- Click a color in the grid.
- Enter a color code, such as #33CC66, into the text box.

5 To change the color swatch to the previous setting, click Clear. To restore all colors and the banner logo to the defaults, click Reset To Default.

6 To select a banner logo, click Browse below the Banner Logo heading and browse for the logo image (JPEG, PNG, GIF, or BMP file). If you don't select a logo, the Acrobat Connect Pro logo appears in the banner.

7 Click Apply to save your changes.

Your changes appear in 5 seconds to 10 seconds; alternatively, you can refresh the page.

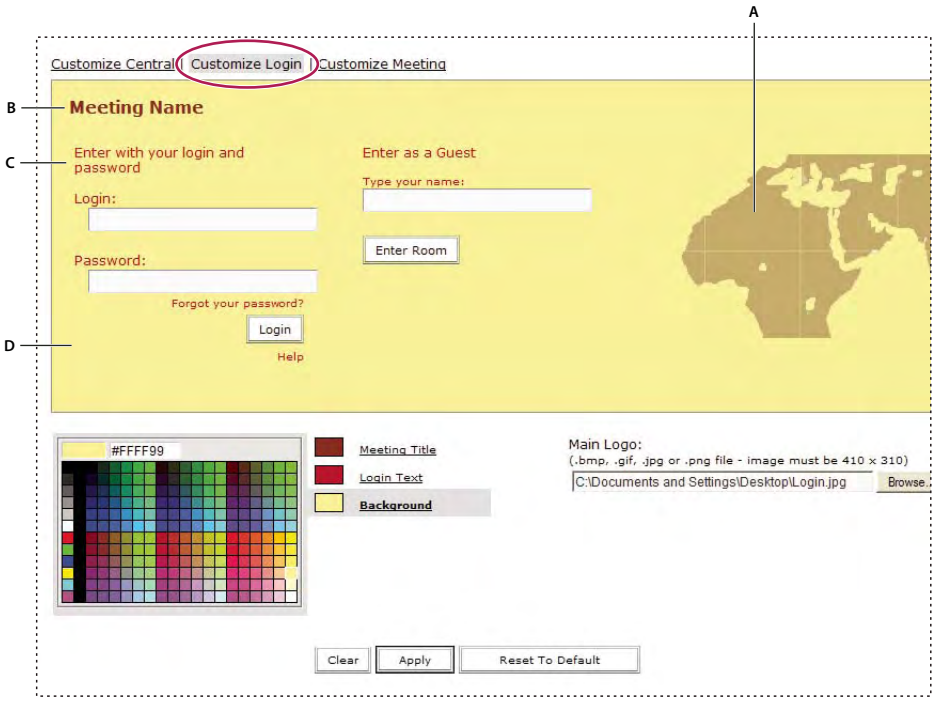
Note: *After you select a banner logo, the logo displays in the preview area. When you click Apply to save your changes, sometimes the banner preview area displays the old banner. The new banner logo displays correctly for users. For you to see the correct banner, you must log out and back in to Connect Pro Central and refresh the browser.*

Customize the login page

Use the Customize Login link to customize the login page. You can modify any of the following attributes:

- Meeting title color

- Login text color
- Background color (login area color)
- Main logo image, which must be a 410 x 310 pixel JPEG, PNG, GIF, or BMP file



Customize Login settings
A. *Main logo* ***B.*** *Meeting title* ***C.*** *Login text* ***D.*** *Background*

1 Click the Administration tab.

2 Click Customization.

3 Click Customize Login.

4 In the list to the right of the color grid, click the item whose color you want to change.

5 Click a color in the grid.

6 To change the color swatch to the previous setting, click Clear. To restore the original setting, click Reset To Default.

7 To select a main logo, click Browse below the Main Logo heading and browse for the logo image (JPG, PNG, GIF, or BMP file). If you don't select a logo, the Acrobat Connect Pro logo is used as the main logo.

8 Click Apply to save your changes.

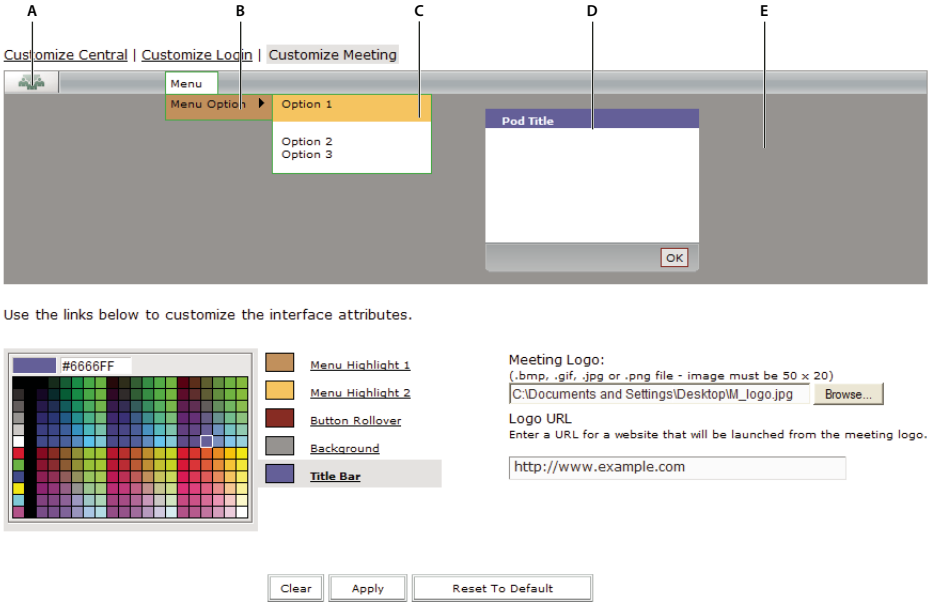
Your changes appear in 5 seconds to 10 seconds; alternatively, you can refresh the page.

Note: *After you select a logo, the logo displays in the preview area. When you click Apply to save your changes, sometimes the banner preview area displays the old logo. The new logo displays correctly for users. For you to see the correct logo, you must log out and back in to Connect Pro Central and refresh the browser.*

Customize the appearance of Acrobat Connect Pro Meetings

Use the Customize Meeting option to modify the appearance of Acrobat Connect Pro Meetings. The settings you apply here appear in every meeting created in your account. (These settings do not affect the meeting layout.) The Customize Meeting option allows you to change the following:

- Highlight color of the item selected in a primary menu
- Highlight color of the item selected in a secondary menu (the submenu that appears after the user selects an item in the primary menu)
- Button rollover color (the color outline that appears around a button when you move the pointer over it)
- Background color
- Title bar color (the color of the pod title)
- Meeting logo (a 50 x 20 pixel JPG, PNG, BMP, or GIF file)
- Meeting URL (a website to which users are directed when they click the meeting logo)



Customize Meeting settings
A. *Meeting logo* ***B.*** *Menu highlight 1* ***C.*** *Menu highlight 2* ***D.*** *Title bar* ***E.*** *Background*

1 Click the Administration tab.

2 Click Customization.

3 Click Customize Meeting.

4 In the list to the right of the color grid, click the item whose color you want to change.

5 Click a color in the grid.

6 To change the color swatch to the previous setting, click Clear. To restore the original setting, click Reset To Default.

7 To select a meeting logo, click Browse below the Meeting Logo heading and browse for the logo image (JPEG, PNG, GIF, or BMP file). If you do not select a logo, the Acrobat Connect Pro logo is used.

8 To specify a URL for the meeting logo, enter the URL in the Logo URL text box. (The URL is the link from the logo.)

9 Click Apply to save your changes.

Your changes appear in 5 seconds to 10 seconds; alternatively, you can refresh the page.

Allocate meeting minutes to cost centers

When you import users to Acrobat Connect Pro, you can associate each user with a cost center. If users are associated with cost centers, you can enable cost center reporting to determine how much each cost center is using Acrobat Connect Pro.

The easiest way to associate users with cost centers is when you import users in a CSV file or synchronize with an LDAP directory service. If you don't use either of these methods, you can also associate a user with a cost center manually.

If cost center reporting is disabled, meetings are not tracked for reporting purposes. If users are not assigned to cost centers and meetings are billed per attendee, Acrobat Connect Pro does not track data for those users.

See also

"Import users and groups from CSV files" on page 169

Associate users with cost centers manually

1 Log in to Connect Pro Central.

2 Click the Administration tab then click Users and Groups.

3 Select a user from the list and click Information.

4 Click Edit information.

5 Click the Choose button beside the Cost Center box.

6 Select a cost center from the list. If the cost center isn't in the list, click the plus sign to add it.

7 Click Save.

Enable cost center reporting

1 Log in to Connect Pro Central.

2 Click the Administration tab.

3 Click Users and Groups then click Cost Centers.

4 Choose a radio button to determine how minutes are allocated.

If you choose Allow each meeting host to determine how minutes will be allocated, the host can choose from a Cost Center pop-up menu when creating a meeting.

5 To search, add, delete, or edit a cost center, click Manage Cost Centers.

6 Click Save.

Disable cost center reporting

1 Log in to Connect Pro Central.

2 Click the Administration tab.

3 Click Users and Groups then click Cost Centers.

4 Deselect Enable Cost Center Reporting.

5 Click Save.

Working with compliance and control settings

Organizations operating in regulated industries are required to comply with government standards. These standards dictate how and when employees can communicate and whether the organization must record and archive communication. For example, some organizations are required to log all communications that take place on their networks.

Organizations can also choose to retain communications between employees or between employees and external users to meet standards of internal control. Use the compliance and control settings to adhere to standards and control the global meeting experience.

Compliance and control settings are global settings that effect the entire Acrobat Connect Pro account. Settings apply immediately to all meeting sessions that begin after the settings are saved. Settings do not apply to meetings that are in progress when settings are saved. Settings apply to recent meetings up to 10 minutes after the meetings end.

Note: *Not all compliance features are available to Hosted customers.*

Customize compliance and control settings

1 Log in to Connect Pro Central.

2 Click the Administration tab.

3 Click Compliance and Control.

4 Click Pods Management and do any of the following:

- Select any pods you want to disable in meeting rooms and virtual classrooms. If you disable a pod, the pod and all information in the pod is erased in every meeting room that contains the pod. Disabling pods can leave empty space in meeting room layouts. Create new meeting templates or meeting hosts can resize the pods in meeting rooms to fill the space.
- Choose whether to clear pod history when new meetings begin.
- Choose whether to disable private chat.

5 Click Share Settings and do any of the following:

- Select settings that restrict how users share information.
- To prevent users from sharing unauthorized contents, select Disable Desktop sharing, Disable Windows sharing, and Disable Applications sharing. These settings are types of screen sharing. Also, select Allow only the sharing of documents from the Content library and Course library. This setting prevents users from uploading content directly into a meeting room. A host or presenter can share only content that was preloaded into Connect Pro Central.
- If you select Allow upload of documents only from the groups selected below, only users who are members of the selected groups can upload documents to meeting rooms. Authors are always permitted to upload documents.

6 Click Recordings and Notice and do any of the following:

Note: *Only the Enable compliance notice setting is available to hosted customers. Hosted customers cannot force recording settings or enable chat transcripts.*

- Select Enable compliance notice and enter notice text to force all users to accept the terms of the notice before entering meeting rooms. The acceptance is recorded in the server log. For example, licensed customers can use this notice to inform users that a meeting is or is not being recorded.
- Select Force recording settings for all meetings and Always record all meetings (on), to record all meetings. No one can stop the recording, not even the meeting host. Only administrators can access forced recordings unless you select Publish recording links in meeting folders. In this case, the meeting host can access the recording through the link available in the meeting folder. The meeting host can edit the forced recording but administrators can still access the original recording as needed. The Presenter Only Area and breakout rooms are never recorded. If you need to record all meeting activities, choose Disable Breakout rooms on the Share Settings page.
- Select Never record any meetings (off), to disable the Meeting > Record Meeting command in all meeting rooms.
- Select Enable Chat Transcripts to log all chat messages on the server. The transcripts contain the name of the room, the name of the sender, the name of the recipient, the date and time, and the message body for each chat message. Transcripts are stored on the Acrobat Connect Pro server in the folder *rootinstall*\content*account-id**sco-id-version*\output\ (for example, C:\breeze\content\7\21838-1\output). The file name format and type is *roomname_date_time*.xml. Chat transcripts do not log text in the Note pod and chat communication in breakout rooms. To record all text-based conversation, disable the Note pod and breakout rooms.

7 Click Training Settings and select whether you want to enable open enrollment.

8 Click Save to save changes.

View forced recordings

1 In Connect Pro Central, administrators can click on Content > Forced Recordings to view all the forced recordings in an account.

2 Click on a recording name to view information about the recording.

3 Do one of the following:

- Click Edit to edit the title, summary, or language of a recording.
- Click the URL for Viewing to view the recording.

Create a link to a forced recording

Links point to the latest version of the recording. If any editing is done to the recording (either directly or through any link) the edits are reflected in all the links to that recording.

1 In Connect Pro Central, administrators can click on Content > Forced Recordings to view all the forced recordings in an account.

2 Select the checkbox for the meeting you want to link.

3 Click Create Link.

4 Navigate to the Content folder where you want to add the link.

5 Click Create Link.

Delete forced recordings

Only administrators can delete forced recordings.

1 In Connect Pro Central, click on Content > Forced Recordings to view all the forced recordings in an account.

2 Select the checkbox for the meeting you want to delete.

3 Click Delete.

Configure the Training Catalog

Only administrators have access to the Training Catalog by default. An administrator must set permissions for the Training Catalog before Training Managers can use it. Administrators can create any folder and permissions structure. For example, an Administrator could give the whole Training Managers group permission to manage the root folder of the Training Catalog. In another example, an Administrator could create folders for each Training Manager.

Create a custom URL and name for the Training Catalog

Creating a custom URL is optional. If you don't create one, the system generates one, but it's easier to use a URL you create.

1 Log in to Connect Pro Central.

2 Click Training > Training Catalog > Edit Information.

3 Enter a name for the top-level folder.

4 Enter a custom URL.

All bookmarks to content in the Training Catalog use the custom URL. If you change the custom URL, existing bookmarks break.

5 (Optional) Enter a description for the folder in the Summary field.

Create a folder structure and set permissions

1 Log in to Connect Pro Central.

2 Click Training > Training Catalog.

3 If you want Training Managers to create their own folders and set permissions for those folders, while in the root folder, click Set Permissions.

4 Select Training Managers and click Add to give them permissions to the root folder.

5 If you want to create a folder structure, while in the root folder, click New Folder and give the folder a name and, optionally, a description.

6 Click Set Permissions to set permissions for the new folder.

7 Select any groups or users you want to have permission and click Add.

8 You can repeat these steps to create any folder and permissions structure you desire.

Connect Pro Central How To Topics

Content

- "Working with content in the Content library" on page 142
- "Upload content" on page 143
- "Viewing data about content" on page 148

Training

- "About Adobe Acrobat Connect Pro Training" on page 61
- "Creating training courses" on page 67
- "Creating training curriculums" on page 74

Meetings

- "Meeting basics" on page 1
- "Creating and attending meetings" on page 3
- "Managing attendees" on page 43

Seminar Rooms

- "About seminars" on page 55
- "Creating a seminar" on page 56
- "Seminar reports" on page 59

Event Management

- "Creating an event" on page 110
- "Change an existing event" on page 114

Reports

- "Use the Reports wizard" on page 187
- "View and download account summary reports" on page 188

Administration

- "Creating administrators" on page 154
- "Edit account notification settings" on page 157
- "Working with compliance and control settings" on page 163
- "Creating and importing users and groups" on page 166
- "Managing users and groups" on page 174
- "Setting permissions for library files and folders" on page 178
- "Administering a licensed Acrobat Connect Pro Server 7 system" on page 192

Creating and importing users and groups

Workflow for creating and importing users and groups

The following overview summarizes the workflow involved in setting up user accounts.

1. (Optional) Customize user profile fields.

A user profile is an attribute of your organization's Acrobat Connect Pro user profile. The fields for First Name, Last Name, and e-mail are required and cannot be modified. However, you can add other predefined fields, create new fields, and change their order in the user profile. See "Customize user profile fields" on page 167.

2. (Optional) Set login and password policies.

You can set login and password policies, password expiration, password format, and password length. See "Set login and password policies" on page 169.

3. Add users and groups.

To add users and groups to Acrobat Connect Pro, use the Lightweight Directory Access Protocol (LDAP), comma-separated value (CSV) files, or create users and groups manually. It's a good idea to create groups first so you can add users to groups as the users are imported to the account.

Working with LDAP-acquired users and groups In LDAP-enabled organizations, Acrobat Connect Pro acquires all its user data directly from the user directory of your organization. This data includes information such as login, name, and phone number. You would probably not be involved in adding new users or groups to the system, because this process occurs outside Connect Pro Central. Once the LDAP integration is configured, manually assign LDAP-acquired users or groups to the Built-in group appropriate for their job functions. For more information, see *Migrating, Installing, and Configuring Adobe Acrobat Connect Pro Server 7* available online at www.adobe.com/go/connect_documentation_en.

Importing users and groups through CSV files You can import large numbers of users and groups through a CSV file. Your directory might have a utility for exporting users and groups to CSV files, or you can create CSV files yourself. Your CSV files must be in a specific format. You can modify the imported users and groups in the same way you would any user or group that was manually created. See "Import users and groups from CSV files" on page 169.

Adding users and groups manually You can assign new users to a Built-in group, or you can create custom groups that are specific to your organization. It is best to create these groups before creating users manually. See "Create a user manually" on page 173 and "Create a custom group manually" on page 172.

4. Assign users to groups.

Once you have imported or created users and groups, set permissions so users can access content and create meetings, trainings, events, or seminars. The Built-in groups have default permissions. Assign users and groups to the Built-in groups as an easy way to set permissions. User account administration is simpler when you are managing groups rather than individuals. See "Add or remove group members" on page 177

Customize user profile fields

Add user profile fields to match the user profile fields in the directory of your organization.

When you customize user profile fields, you can add predefined fields, create custom fields, and remove fields. When you modify a field, you can change any of its attributes. You can also designate a field as required, or add a comment describing a field.

Note: *Do not create multiple custom fields with the same name.*

Include user profile fields

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups.

3 Click the Customize User Profile link above the Users And Groups list.

The list of the user profile fields appears; First Name, Last Name, and E-mail are flagged with red asterisks (*) to indicate that they are required.

4 Select the check box for any field on this page that you want to include as part of the user account profile.

5 To move an item up or down in the list, select its check box and click the Shift Up or Shift Down button.

The information in the user profile fields is displayed in reports. Reports display mandatory fields and the first ten fields listed in the Customize User Profile screen. Use the Shift Up and Shift Down buttons to move fields into the desired positions.

Add predefined fields

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups.

3 Click the Customize User Profile link above the Users And Groups list.

4 Click the Add Predefined Field button.

5 Click the check box for any fields that you want to add.

6 Click Save.

7 To move an item up or down in the list, select its check box and click the Shift Up or Shift Down button.

Create custom fields

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups.

3 Click the Customize User Profile link above the Users And Groups list.

4 Click the New Field button.

5 Type a name for this field.

If you want, you can type a comment in the Comment text input box. You can also select the Required check box for the Field Type if you want this field to be required.

6 Click Save.

7 To move an item up or down in the list, select its check box and click the Shift Up or Shift Down button.

Modify user profile fields

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups.

3 Click the Customize User Profile link above the Users And Groups list.

4 Click the name of the field that you want to modify to open it.

5 Do any of the following:

- Change the field name. (Although you can change it, you cannot delete it.)
- Type, change, or delete a comment in the Comment text input box.
- Select or deselect the Required check box for the Field Type.

6 Click Save.

Remove user profile fields

1 Click the Administration tab at the top of the Connect Pro Central window.
2 Click Users And Groups.
3 Click the Customize User Profile link above the Users And Groups list.
4 Select the check boxes for the fields that you want to remove.
5 Click Remove.
6 On the remove confirmation page, click Remove to delete these fields, or click Cancel to cancel the operation.

Set login and password policies

Match the Acrobat Connect Pro login and password policies to the policies of your organization. Any policies you establish are valid for all Acrobat Connect Pro applications.

1 Click the Administration tab at the top of the Connect Pro Central window.
2 Click Users And Groups.
3 Click Edit Login And Password Policies and enter desired values.
4 Click Save.

Import users and groups from CSV files

Before you import users, create a CSV file containing the users you want to add to Acrobat Connect Pro. The CSV file you create must include user information in the following format:

first-name,	last-name,	login,	email,	password
Mary,	Betts,	mbetts1@mycompany.com,	mbetts1@mycompany.com,	private1
Robert,	Blatt,	rblatt2@mycompany.com,	rblatt2@mycompany.com,	private1
Ron,	Bloom,	rbloom3@mycompany.com,	rbloom3@mycompany.com,	private1
Charles,	Bond,	cbond4,@mycompany.com,	cbond4@mycompany.com,	private1
Jennifer,	Cau,	jcau5@mycompany.com,	jcau5@mycompany.com,	private1

Here are some additional tips for using CSV files:

- Because of browser limitations, if you have a large number of users to add, create several smaller CSV files instead of one large CSV file.
- If the file contains empty lines, the import operation fails.
- Names that contain a comma must be in quotes. For example, the name John Doe, Jr., must appear in the CSV file as “John Doe, Jr.”.

- The header format for custom fields is `x-field-id` (for example, `x-45704960`). To determine the field ID, in Connect Pro Central, select Administration > Users and Groups > Customize User Profile. Click the field name. In the browser address bar, locate the `filter-field-id` parameter in the URL. The `filter-field-id` value is the *`field-id`*. For example, for the custom field Cost Center, `filter-field-id=cost-center`, and the header format is `x-cost-center`.

Note: *You can also obtain the field ID from the XML API calls* `custom-fields` *or* `acl-field-list`*.*

- The user information in the CSV file must take login and password policies into consideration. For example, if an e-mail address is used as the login name, the login and e-mail values in the CSV file must be identical. Or, if there are password policies (certain length, format, special characters, and so on) these policies must also be applied in the CSV file.

See also

"Create a custom group manually" on page 172

"Setting permissions for library files and folders" on page 178

Create new users

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups and then click Import.

3 Select Create New Users.

4 Under the Select File To Import bar, browse to the CSV file you want to import.

5 Click the Upload button.

If any errors occur, the first ten errors are displayed in red text. (Errors on duplicate user login/email are not reported.) Make any necessary corrections and reimport the file; then repeat steps 3-6.

Import users from a non-UTF-8 encoded CSV file

You can import users from a CSV file that isn't UTF-8 encoded. When importing a non-UTF-8 encoded file, append the appropriate encoding parameter to the import URL.

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups and then click Import.

3 Check the URL in the browser address line. It looks like http://<Connect Server>/admin/administration/user/import.

4 Click at the end of the URL in the browser address line and add "?encoding=<encode>" to the address. It looks like http://<Connect Server>/admin/administration/user/import?encoding=<encode>. Specific examples include the following:

- http://<Connect Server>/admin/administration/user/import?encoding=sjis
- http://<Connect Server>/admin/administration/user/import?encoding=euc_kr

5 After modifying the URL address, click Enter.

6 Select Create New Users.

7 Under the Select File To Import bar, browse to the CSV file you want to import.

8 Click the Upload button.

If any errors occur, the first ten errors are displayed in red text. (Errors on duplicate user login/e-mail are not reported.) Make any necessary corrections and reimport the file.

Import groups from a CSV file

Use the group import option to import groups into the Acrobat Connect Pro database. After you import the group CSV file, you can assign new users to the groups.

When you create the CSV file, ensure that it is in a format that Acrobat Connect Pro can use. The required column headers in the CSV file are name and description. The following is an example of a group CSV file that is adaptable for Acrobat Connect Pro:

```
name, description
group1, test1
group2, test2
```

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups.

3 Click the Import link above the list.

4 Under the Select Import Type bar, select the Create New Groups option.

5 Under the Select File To Import bar, browse to the CSV file that you want to import.

6 Click the Upload button.

If any errors occur, the first ten errors are displayed in red text. Make any necessary corrections and reimport the file; then repeat steps 3-6.

7 If you assign users to custom groups, set library permissions for the groups. For more information, see "Setting permissions for library files and folders" on page 178.

Import users and add them to a group

Use this option to import new users and add them to a Built-in or previously created group. The Built-in group names appear in the menu for group selection as default groups. After you create a group manually, its name also appears in the menu for group selection. You can use the import option to assign large numbers of users to multiple groups.

You can select only one group for the users you import from one CSV file. Create a different CSV file for each set of users you want to add to a specific group. After you import these users, you can assign these users to additional groups, or assign the whole group to another group.

The following example shows the minimum user information required for the CSV file. You can add other information in the CSV file to prepopulate other user properties. The CSV file you create must include user information in the following format:

first-name,	last-name,	login,	email,	password
Mary,	Betts,	mbetts1@mycompany.com,	mbetts1@mycompany.com,	private1
Robert,	Blatt,	rblatt2@mycompany.com,	rblatt2@mycompany.com,	private1
Ron,	Bloom,	rbloom3@mycompany.com,	rbloom3@mycompany.com,	private1
Charles,	Bond,	cbond4,@mycompany.com,	cbond4@mycompany.com,	private1
Jennifer,	Cau,	jcau5@mycompany.com,	jcau5@mycompany.com,	private1

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups.

3 Click the Import link above the list of users and groups.

4 Under the Select Import Type bar, select Create New Users And Add Them To A Group.

5 Under the Select File To Import bar, browse to the CSV file that you want to import.

6 Click the Upload button.

Acrobat Connect Pro logs a message if groups in the CSV file exist in Acrobat Connect Pro.

7 Add the new users to a group. For more information, see "Add or remove group members" on page 177.

8 Set permissions for these users. For more information, see "Setting permissions for library files and folders" on page 178.

Add existing users to a group

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups.

3 Click the Import link above the list.

4 Under Select Import Type, click Add existing users to a group.

5 Select a group from the pop-up menu next to the Add existing users to a group option.

6 Under the Select File To Import bar, browse to the CSV file that you want to import.

7 Click the Upload button.

Create a custom group manually

Groups that you create manually are referred to as custom groups.

A group can contain both users and other groups.

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups.

3 (Optional) To check that the group does not exist, enter its name in the Search text input box at the bottom of the list.

4 Click the New Group button at the bottom of the list.

5 Enter the name and description of the new group.

6 Do one of the following:

- To add this group without adding members, click Finish.
- To add members, click Next.

7 In the Possible Group Members list, select each user and group that you want to assign to this group, as follows:

- To select multiple users or groups, press Control-click or Shift-click.
- To select individual names, double-click the group name. Double-click Up One Level in the list to return to the original list.
- To search for a name in the list, click Search at the bottom of the list and enter the name.

8 Click Add.

To remove a name that you have added, select it and click Remove.

9 Repeat step 3 through step 8 for each group you want to add.

10 Click Finish.

11 Click the View Group Membership button to review the group members and make any adjustments.

See also

"Import users and groups from CSV files" on page 169

Create a user manually

When you add new users, enter a new password they can use to log in to Acrobat Connect Pro. This password is sent to the user by e-mail. (There is an option you can select to prompt the user to change the password after they log in for the first time.) You can also add audio conference settings for users.

After you create a user, you can select a manager for the user. (A user can have only one manager.) If the user you created is a manager, you can assign the user team members. The manager can view report data for team members using the Manager Reports option on the Home tab.

See also

"Import users and groups from CSV files" on page 169

Create users

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups.

3 Click the New User button at the bottom of the list.

4 Enter the last name, first name, and e-mail address. Add any optional information, such as company name or address.

5 In the New Password text box, type a new password to mail to this user, and then retype it for confirmation. If the user has an e-mail address, leave the E-mail The New User Account Information, Login And Password box selected. If the user does not have e-mail, deselect it.

6 (Optional) In step 5 you provide a password for users to log in for the first time. To require users to change their password after their first login, select the Prompt user to change password after next login option.

7 (Optional) Enter any audio conference settings in the appropriate text boxes.

8 To assign this user to one or more groups, click Next.

If you don't want to assign this user to any groups, go to step 11.

9 In the Possible Groups list, select each group to which you want to assign this user as follows:

- To select multiple groups, press Control-click or Shift-click.
- To select individual names, double-click the group name. Double-click Up One Level to return to the original list.
- To search for a name in the list, click Search at the bottom of the window and enter the name.

10 Click Add.

11 Click Finish.

Add team members for a user

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups.

3 Select the name of the user and click Information at the bottom of the list.

If necessary, click Search and enter the name of the user in the Search text box to locate the name in the list.

4 Click the Edit Team Members link to select team members for this user.

5 In the Possible Users list, select each team member you want to assign to this user as follows:

- To select multiple users, press Control-click or Shift-click.
- To search for a name in the list, click Search at the bottom of the window and enter the name.

6 Click Add.

To remove a team member you have added, select it and click Remove; to add more team members, repeat step 5 and step 6.

Managing users and groups

Edit user information

If you are an administrator, you can modify the components of a user account. You can change any information you added in custom user profile fields.

However, you *cannot* change a user password. Although you can assign a temporary password to a new user when you create the user account, you cannot later change this password. Even if a user forgets the password, you cannot change it. The user must click the "Forgot your password? Click here" link when logging in to Acrobat Connect Pro. No one can change the password of another user; you can only change your own password.

Change user information

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups.

3 Select the name of the user and click Information at the bottom of the list.

If necessary, click Search and enter the name of the user in the Search text box to locate the name in the list.

4 In the Login and Password area, you can use these options:

- To send a link to the user so that they can reset their password, click Send a link to reset this user's password. A message appears informing you that the e-mail was sent. Click OK to return to the User Information page.
- To set a temporary password for this user that you can provide directly (for example, by telephone), click the Set temporary password for this user. The temporary password page appears with a system-generated password for this user. Click Save to return to the User Information page.

5 Click the Edit Information link.

6 Edit any of the fields that you want to change.

7 Click Save.

Assign a manager to a user

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups.

3 Select the name of the user and click Information at the bottom of the list.

If necessary, click Search and enter the name of the user in the Search text box to locate the name in the list.

4 Click the Select Manager link.

5 In the Possible Managers list, select the manager to whom you want to assign this user.

To search for a name in the list, click Search at the bottom of the window and enter the name.

6 Click the Set Manager button.

To remove this manager from list, select the name and click Remove Manager; to replace the manager, repeat step 5 and step 6.

Assign a user to a group

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups.

3 Select the name of the user and click Information at the bottom of the list.

If necessary, click Search and enter the name of the user in the Search text box to locate the name in the list.

4 Click the Edit Group Membership link.

5 In the Possible Groups list, select each group to which you want to assign this user as follows:

- To select multiple groups, press Control-click or Shift-click.
- To expand a group so you can select individual names, double-click the group name. Double-click Up One Level in the list to return to the original list.
- To search for a name in the list, click Search at the bottom of the window and enter the name.

6 Click Add.

To remove a group from this window, select it and click Remove.

Remove a user from a group

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups.

3 Select the name of the user and click Information at the bottom of the list.

If necessary, click Search and enter the name of the user in the Search text box to locate the name in the list.

4 Click the Edit Group Membership link.

5 In the Current Group Membership window, select the group from which you want to remove this user as follows:

- To select multiple groups, press Control-click or Shift-click.
- To search for a name in the list, click Search at the bottom of the window and enter the name.

6 Click Remove.

Convert guests to full users or full users to guests

You can convert guests to full users or full users to guests. Full users can log into Connect Pro Central; guests cannot. Full users also appear on enrollment and permission lists. You might want to convert guests to full users if, for example, you held an Event in which many guests registered that you would now like to turn into full users.

1 Select the Administration tab in Connect Pro Central.

2 Select Users and Groups.

3 Click Manage Guests.

4 In the Current Guests list select a guest or in the Current Users list select a user.

5 Click Convert to User or Convert to Guest.

Delete a user account

If you are an administrator, you can delete any user account. Once the user account has been deleted, this user is permanently deleted from the system and the following occurs:

- The user is removed from all group lists.
- The user is removed from the enrollee lists for all courses.
- Reports for the user are no longer available.
- If the deleted user was a manager, direct reports now have a blank manager field.
- If the deleted user created any content, assign another user to manage the content.

If the user is a member of a Built-in group, then the group is credited back one member. For example, if the deleted user was a member of the Authors group, the Authors group can add a new user.

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups.

3 If necessary, click Search and enter the name of the user in the Search text box to locate the name in the list.

4 Select the name of the user. (You can select multiple users by pressing Control-click or Shift-click to delete more than one user simultaneously.)

5 Click Delete at the bottom of the list.

6 On the confirmation page, click Delete to delete the user, or click Cancel to cancel the operation.

See also

"Delete a group" on page 178

View group information

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups.

3 Select the group name and click Information at the bottom of the list.

If necessary, click Search and enter the group name in the Search text box to locate the name in the list.

4 Click the View Group Members button.

See also

"Change a group name or description" on page 177

"Add or remove group members" on page 177

Change a group name or description

If you are an administrator, you can edit the name or description for any group— even Built-in groups, although Adobe does not recommend this practice.

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups.

3 Select the name of the group and click Information at the bottom of the list.

If necessary, click Search and enter the name of the group in the Search text box.

4 Click the Edit Information link.

5 Edit the fields you want to change.

6 Click the Save button.

Add or remove group members

If you are an administrator, you can add both users and groups to a group. You can also remove them.

Add members to a group

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups.

3 Select the name of the group and click Information at the bottom of the list.

If necessary, click Search and enter the name of the group in the Search text box to locate the name in the list.

4 Click the View Group Members button.

5 In the Possible Group Members list, select each user or group that you want to add to this group as follows:

- To select multiple groups, press Control-click or Shift-click.
- To expand a group so that you can select individual names, double-click the group name. Double-click Up One Level in the list to return to the original list.
- To search for a name in the list, click Search at the bottom of the window and enter the name.

6 Click Add.

To remove a user or group from this window, select it and click Remove.

Remove members from a group

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups.

3 Select the name of the group and click Information at the bottom of the list.

If necessary, click Search and enter the name of the group in the Search text box to locate the name in the list.

4 Click the View Group Members button.

5 In the Current Group Membership window, select each user and group that you want to remove from this group, as follows:

- To select multiple users or groups, press Control-click or Shift-click.
- To search for a name in the list, click Search at the bottom of the window and enter the name.

6 Click Remove.

Delete a group

If you are an administrator, you can delete any group except a Built-in group. Deleting a group does not delete individual members of the group.

Before deleting a group, consider the impact on the permissions of the members and other groups. If the group was granted permission to access files or folders in a library, the group members can no longer access those files or folders (unless the members also belong to other groups with permissions for those files or folders).

1 Click the Administration tab at the top of the Connect Pro Central window.

2 Click Users And Groups.

3 Select the name of the group. (You can select multiple groups by pressing Control-click or Shift-click to delete more than one group simultaneously.)

If necessary, click Search and enter the name of the group in the Search text box to locate the name in the list.

4 Click Delete at the bottom of the list.

5 On the confirmation page, click Delete to delete the group; click Cancel to cancel the operation.

See also

"Delete a user account" on page 176

Setting permissions for library files and folders

Administrators, limited administrators, and users with Manage permissions for a folder can set permissions for working with content in Acrobat Connect Pro libraries. An administrator must design the permissions structure for an account. Once the permissions structure is created, users with Manage permissions for folders in libraries can set permissions for those folders.

See also

"Working with library files and folders" on page 139

"Working with content in the Content library" on page 142

Workflow for setting permissions

To avoid listing and managing large numbers of users on the permission profile for a file or folder, use a group-based permission system. Create your system as follows:

1. Design a permissions system using groups

You can give certain groups access to parts of the system as appropriate. To design your system, understand libraries, groups, and permissions precedence. See "Libraries" on page 179, "Built-in permission groups" on page 180, and "Multiple permissions precedence" on page 184.

2. Create folders using descriptive names

Use names that describe the contents of the folder—for example, Human Resource Content, Product Support Content, and so on. See "Set permissions for content files and folders" on page 185.

3. Create custom groups using descriptive names

Use names that describe the permissions of the group—for example, Human Resource Content Managers, Shared Content Viewers, and so on. See "Create a custom group manually" on page 172.

4. Assign permission types for your groups to specific folders or files

For example, assign the Human Resource Content Managers group permission to manage the Human Resources folder in the Shared Content folder. See "Set permissions for content files and folders" on page 185.

5. Add users to groups

It's easier to create groups first, then add users to whichever groups are necessary for them to obtain appropriate permissions. See "Add or remove group members" on page 177.

Permissions assigned to users take precedence over permissions assigned to groups. If you want to deny a user access to certain folders, you can assign a user-based permission for those folders.

Libraries

The Content, Training, Meetings, Seminar Rooms, and Event Management tabs in Connect Pro Central each contain a library of files organized in folders. Files that you store in the Training, Meetings, Seminar Rooms, and Event Management libraries are available for activities in those respective tabs only. Files in the Content library can be accessed from all tabs in Connect Pro Central.

Administrators, limited administrators, and users with Manage permissions can set permissions to determine which tasks each user can perform in the libraries.

Note: *Administrators set permissions for limited administrators in the Administration > Users and Groups section of Connect Pro Central. By default, limited administrators can set permissions for content, but an administrator could choose to revoke this ability.*

Except for the Seminar library, each library has the following two top-level folders:

Shared Content When Acrobat Connect Pro is installed, only the administrator has access privileges to the Shared folders. Administrators can assign permissions for the Shared folders in any way appropriate. Only members of the Built-in group associated with that library can create new functions (meetings, events, and so on) in the folder. However, Manage permissions for a Shared folder can be assigned to any user. For example, in the Meetings library,

any user with Manage permissions for a folder can manage the folder. Only meeting hosts can create new meetings in a folder.

User Content When a user is assigned to a specific Built-in group, Acrobat Connect Pro creates a user folder for that individual in the associated library. For example, any users assigned to the meeting host group receive a folder in the User Meetings folder in the Meetings library. It is this folder the user sees when accessing the Meetings tab. Users can manage their own user folders, including setting permissions that give other users access privileges to the folders.

Libraries
A. *Shared* ***B.*** *User* ***C.*** *My items* ***D.*** *Dashboard*

Seminar library folders have a different structure. In the Seminar library, there are no user folders; instead, each folder represents a different seminar license that your organization purchased. Users assigned to the Seminar Host group have Manage permissions for all Seminar Rooms folders. Seminar hosts can add and delete seminars, assign Manage permissions to other users, and create new seminars.

Built-in permission groups

Acrobat Connect Pro has eight built-in permission groups, each associated with a different library. Each member of a Built-in group has a user folder in the corresponding library. Each member of the Meeting Hosts and Training Managers groups also has a user folder in the Content library, and can author content for that folder.

You cannot change the permissions for these groups, but you can extend them by assigning individuals or groups to more than one built-in group. In addition, the administrator can create custom groups and assign these groups permissions for specific library folders.

There are eight built-in groups:

- Administrators
- Administrators - Limited
- Meeting Hosts
- Training Managers
- Seminar Hosts
- Event Managers
- Authors
- Learners

Each group reflects a specific set of access needs across all the libraries. There are groups for each purchased account feature. For example, the Event Manager group only exists if the Events feature is part of the account.

Administrators assign users and groups to the appropriate Built-in groups. Members of a Built-in group can create new instances of the function associated with that library. For example, if you are a meeting host, you can create new meetings.

Members of a Built-in group cannot access the Shared folder directory of the library of the group unless you assign them Manage permissions. You can also assign Manage permissions for a folder in the Shared folder directory to other users who are not part of that Built-in group. Although they can manage folders, they cannot create anything in that library, because they are not part of that Built-in group.

The following table summarizes the permissions each Built-in group has for each library:

Built-in group	**Content library**	**Training library**	**Meetings library**	**Seminar library**	**Events library**	**Additional permissions**
Adminis-trator	Everything but Publish	Manage	Manage	Manage	Manage	Manage users, groups, and user accounts; view content folders for all users
Author	Publish/ Manage	None	None	None	None	None
Learner	None	None	None	None	None	None
Training Manager	Publish/ Manage personal folder	Manage	None	None	None	None

Built-in group	Content library	Training library	Meetings library	Seminar library	Events library	Additional permissions
Meeting Host	Publish/ Manage personal folder	None	Manage	None	None	None
Event Manager	None	None	None	None	Manage	None
Seminar Host	None	None	None	Manage	None	None

Administrators group

Administrators have complete control of the entire Acrobat Connect Pro system. You can make any user an administrator by adding them to the Administrator group. Permissions for members of the Administrator group cannot be overridden by individual or other group permissions.

Administrators can perform the following actions:

- Manage the users and groups in the account, including creating, deleting, and editing them.
- Manage the Content library, including viewing, deleting, moving, and editing files or folders. View reports for files. Set permissions for files or folders. Create new subfolders.
- Manage the Training library, including viewing, deleting, moving, and editing files or folders. View reports for files. Set permissions for files or folders. Create new subfolders. Enroll users, send notifications to enrollers, and set up course and curriculum reminders.
- Manage the Meetings library, including viewing, deleting, moving, and editing files or folders. View reports for files. Set permissions for files or folders. Create new subfolders.
- Manage the Event library, including viewing, deleting, moving, and editing files or folders. View reports for files. Set permissions for files or folders. Create new subfolders. Send invitations, and change content and e-mail options.
- Manage the Seminar library, including viewing, deleting, moving, and editing files or folders. View reports for files. Set permissions for files or folders. Create new subfolders.
- View account information, account features, account quotas, and account reports. If your organization has purchased this option, customize the Acrobat Connect Pro branding.

Limited administrators group

Limited administrators have limited control of the Acrobat Connect Pro system. You can make any user a limited administrator by adding them to the Administrator - Limited group. Administrators can determine which permissions limited administrators have.

Authors group

If you assign a user to this group, Acrobat Connect Pro creates a folder for this user in the User folder of the Content library. (The shortcut called My Content points to this folder.) By default, a member of the Authors group has Publish and Manage permissions only for the My Content folder.

Your account limits the number of users that you can add to the Authors group.

Members of the Authors group can perform all of the following actions if they have Publish permissions on the specified folder:

- View content and content folders.
- Publish and update content.
- Send e-mail messages containing links that send a notification to the author as soon as the recipient accesses the link.

Training Managers group

Members of the Training Managers group are users who are responsible for organizing and coordinating training.

If you assign a user to this group, Acrobat Connect Pro creates a folder for this user in the User folder of the Training library. (The shortcut My Training points to this folder.) By default, a training manager can manage only their folder in the User Training folder.

A training manager can perform the following actions:

- Manage their own user folder in the Training library, performing all file-management functions, as well as create and manage courses and curriculums, enroll users, send notifications to enrollers, and set up reminders.
- Have access to folders in the Content library.
- View training reports for the courses or curriculums that they created.

Event Managers group

Members of the Event Managers group can create events and manage their own folders in the Event library.

If you assign a user to this group, Acrobat Connect Pro creates a folder for this user in the User folder of the Event library. Event managers can manage only their individual My Events folders in the User Events folder. Event managers can manage events in the Shared folders if they are hosting the event and have Manage permissions for the folder that contains the event.

An event manager can perform the following actions:

- Manage their own Event library user folder, performing all file-management functions, and create and manage all aspects of an event in this folder.
- View event reports.

Meeting Hosts group

Members of the Meeting Hosts group create meetings.

If you assign a user to this group, Acrobat Connect Pro creates a folder for this user in the User folder of the Meetings library. Meeting hosts can manage only their My Meetings folders in the User Meetings folder. Meeting hosts can manage meetings in the Shared folders if they are hosting the meeting and have Manage permissions for the folder that contains the meeting.

A meeting host can perform the following actions:

- Manage their User Meetings folder, performing all file-management functions, and create and manage meetings, which involves adding, deleting, and assigning attendance permissions to presenters and participants. Create and organize meeting rooms. Edit a meeting or change its participant list.
- View meeting reports.
- Create content.
- View content files and folders for which they have access permissions.

- Publish and update content.

Seminar Hosts group

Because of the way seminars are licensed, the permissions for seminar hosts are different from other groups.

Unlike other libraries, the Seminar library does not have a User folder. The Seminar library consists only of the Shared folder, and each folder in this directory corresponds to a seminar license that your organization purchased. Only seminar hosts and administrators can manage these folders. A seminar host can manage all the folders in the Seminar library.

Seminar hosts can perform the following actions:

- Manage all Seminar library folders, performing all file-management functions, and create and manage seminars, which involves adding, deleting, and assigning attendance permissions to presenters and participants; creating and organizing seminar rooms; and editing a seminar or changing its participant list.
- View seminar reports.

About custom groups

Custom groups are groups that you create yourself. You can define specific folder and file permissions for the group in the different libraries. You can assign permissions to a custom group by assigning it to the appropriate Built-in groups.

For example, you could create a custom group called "Global" that contains a group for each country in which your company has an office (for example, United States, Germany, and so on). Each country group could contain a group for each office in that country (for example, San Francisco, Boston, and so on). Within each of these offices, you could define more groups by job function, and then assign each of these groups the appropriate Built-in group designations.

In this example, you created a hierarchical set of groups called nested groups, because each group is contained by the one above it in the hierarchy. By default, nested groups have the permissions of the parent group. You can expand or restrict these permissions by setting custom permissions for these groups in the relevant libraries.

Multiple permissions precedence

If a user belongs to one or more groups, it is possible that multiple permissions apply to a single file or folder. In such a case, permissions are resolved as follows (higher numbered levels take precedence):

Level 1 If the user has View, Publish, or Manage permissions through group-acquired permissions, the permission granting the greatest access to features applies. These three group permissions are additive.

Level 2 If the user has any Denied permission through group-acquired permissions, all group-acquired View, Publish, or Manage permissions are removed and the user is not allowed access.

Level 3 If the user has View, Publish, or Manage permissions through user-specific permissions, these permissions are additive to the corresponding group-acquired permissions. In addition, these permissions override any group-acquired Denied permission.

Level 4 If the user is assigned the Denied permission setting through user-specific permissions, the user is denied access regardless of any group-acquired permissions.

Level 5 If the user is a member of the Administrator group, the administrator permission applies, regardless of any other individual or group setting.

Level 6 If there are no permissions applied by either user or group (and none is inherited from a parent folder), the user cannot access or perform any actions on the folder or file.

The following table illustrates the way that group and user permissions apply:

Group G1 permissions	Group G2 permissions	Union (G1, G2) permissions	User permissions	Resulting permissions
View	Publish	Publish	Manage	Publish+Manage
Manage	None	Manage	Publish	Publish+Manage
Denied	Publish	Denied	Manage	Manage
View	Manage	Manage	View	Manage
Manage	None	Manage	Denied	Denied
None	None	None	None	None

Set permissions for content files and folders

To customize the permissions list for a file or folder, you must be an administrator, a limited administrator, or a user with Manage permission for that library file or folder.

Note: *Administrators set permissions for limited administrators in the Administration > Users and Groups section of Connect Pro Central. By default, limited administrators can set permissions for content, but an administrator could choose to revoke this ability.*

1 Click the Content, Training, Meetings, Seminar Rooms, or Event Management tab in Connect Pro Central.

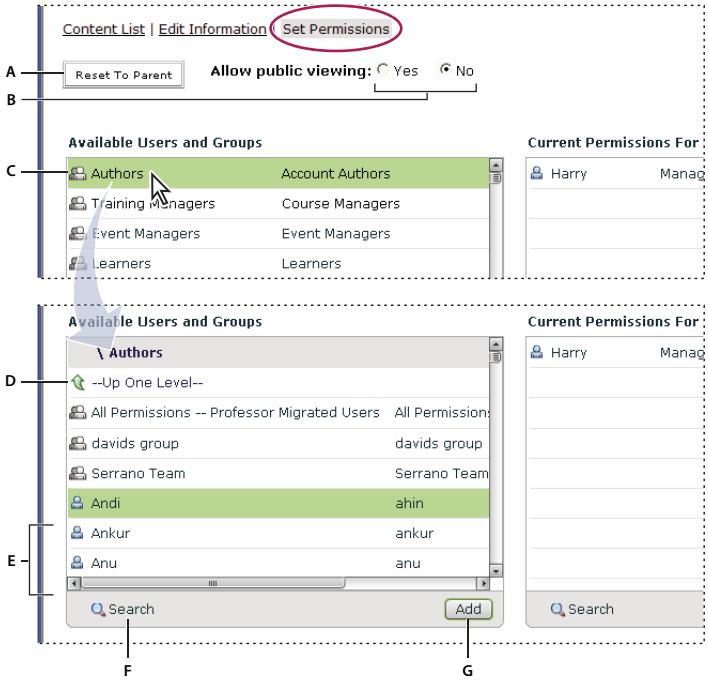
2 Navigate to the folder or file and click its name to open it.

3 Click Set Permissions on the navigation bar.

4 Click Customization. (If the permissions for this item have been modified before, the Customization button does not appear. Proceed to the next step.)

The Available Users and Groups pane displays users and groups for whom you can define permissions for the library item. The Current Permissions pane displays users and groups who already have permissions for the library item. You can change the existing permissions if desired.

5 To add a user or group to the Current Permissions pane, select the name in the Available Users And Groups list and click Add.



Setting permissions and navigating Available Users and Groups
A. *Click to set folder or file permissions to be the same as the parent folder permissions* ***B.*** *Choose a viewing permission* ***C.*** *Double-click a group name to view the users in that group* ***D.*** *Double-click the Up One Level icon to go up one folder level* ***E.*** *Users* ***F.*** *Click the Search button to open a text box for searching* ***G.*** *Click Add to move a selected user or group to the Current Permissions list*

6 To set the permissions for a user or group, select the name in the Current Permissions list and click Permissions.

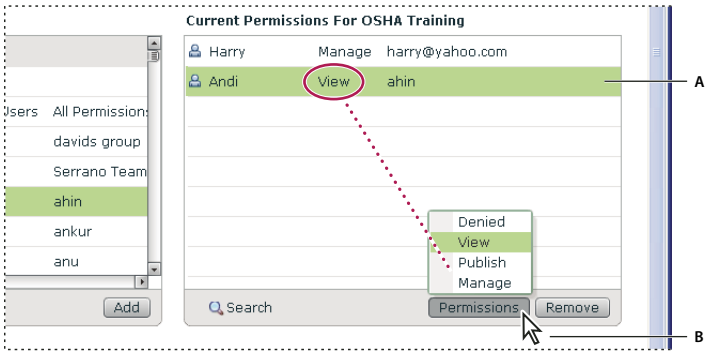
7 Select one of the following permissions from the pop-up menu:

Manage Users or groups with Manage permission for a folder or file can view, delete, move, and edit the file or folder, view reports for files in that folder, set permissions for the file or folder, and create new folders. However, they cannot publish to that folder.

Denied Users or groups with a Denied permission setting for a folder or file cannot view, publish, or manage this folder or file.

Publish Users or groups with a Publish permission setting for a folder or presentation can publish, update, and view presentations, as well as view reports for files in that folder. However, these users must also be members of the Built-in Author group, as well as have Publish permission, to publish content to this folder.

View Users or groups with a View permission setting for a folder or file can view any content in the folder, or can view the individual file.



Current permission settings
A. *Selected name* ***B.*** *Click the Permissions button to select a permission setting. The setting is displayed next to the name.*

8 To remove a user or group from the Current Permissions list, select the name and click Remove.

9 To reset permissions for the entire library folder or file to be the same as the permissions of the parent folder, click Reset to Parent.

10 For Content library only: Select Yes for Allow Public Viewing to make this folder publicly viewable, even if the parent folder is not publicly viewable. Select No to make the folder inaccessible to the public. Only Acrobat Connect Pro users with View, Manage, or Publish permissions can view private content. To do so, they must first log in with an Acrobat Connect Pro user name and password.

Generating reports in Connect Pro Central

Use the Reports wizard

Note: *If you upgraded from Connect Enterprise Server 6 to Acrobat Connect Pro Server 7, legacy training materials migrated to the new server. However, the Acrobat Connect Pro Server 7 Reports wizard supports new data fields that are not reported for legacy training materials. The new data fields appear blank.*

1 Log in to Connect Pro Central and click Reports.

2 (Optional) If you have direct reports, you can click Manager Reports to see data about trainings completed, meetings attended, and events attended for each direct report. Click the name of a direct report to list their direct reports.

3 Click any module to which you have access.

Built-in Group	Report module permissions
Administrator	All.
Limited administrator	System Usage, Saved Queries. However. administrators can remove access. See "Creating administrators" on page 154.
Authors	Content, Saved Queries.
Training Managers	Content, Course, Curriculum, Virtual Classroom, Learner, Saved Queries.
Event Managers	None.

Built-in Group	Report module permissions
Learners	None.
Meeting Hosts	Meeting, Saved Queries.
Seminar Hosts	None.

4 Follow the online instructions to create a report.

The first step in the Content, Course, Curriculum, Virtual Classroom, and Meeting modules is to select a piece of content from the library.

The first step in the Learners and System Usage modules is to select the type of report to create. In the Learners module, you can choose Individual Learner or Group. In the System Usage module, you can choose Individual Usage, Group Usage, Cost Center Usage, or Full System Usage.

After specifying report filters, report fields, and any additional options, click Create Report.

Note: *To go back to the Report wizard home page, click Cancel at anytime.*

5 Once you've create a report, you can do any of the following:

- Click New to return to the home page of the Report wizard.
- Click Edit Query or Previous to change filter and field settings.
- Click Save Report and give the report a descriptive name so you can access it from the Saved Queries module.
- Click Print to print the report.
- Click Download Report to save the report as a CSV file.

Some reports cannot be downloaded. If a report cannot be downloaded, an alert appears when you click Download Report.

View and download account summary reports

When you click the Administration tab, the Account Summary page appears. On this page, you can click the Reports link to access several reports that summarize account information. Some reports are downloadable and others are not.

View Training Reports

1 Log in to Connect Pro Central.

2 Click the Administration tab.

3 With Account selected, choose Reports.

4 Click View Training Reports.

This report summarizes learner quota information (number of learners compared with the number allowed).

View Meeting Reports

1 Log in to Connect Pro Central.

2 Click the Administration tab.

3 With Account selected, choose Reports.

4 Click View Meeting Reports.

This report shows the maximum number of attendees supported at one time (the concurrent peak) for the current month compared with the allowable quota.

This report also shows the number of users currently participating in meetings, both live and recorded. You can use this list to monitor meetings and click a meeting name to intervene. For example, to free up spaces for another meeting, enter an active meeting and send the host a message requesting that some participants leave the meeting.

View Event Reports

1 Log in to Connect Pro Central.

2 Click the Administration tab.

3 With Account selected, choose Reports.

4 Click View Event Reports.

This report shows the number of active (current) events for the account, and a list of the events. For each event, the report shows the event name, number of registered users, event start date, and event completion date. You can click the name of a specific event to open the Event Information page for this event and see more information. Some Event reports, such as the attendee/absentee reports, are downloadable.

View and download Downloadable Reports

1 Log in to Connect Pro Central.

2 Click the Administration tab.

3 With Account selected, choose Reports.

4 Click View Downloadable Reports.

5 Click Report Filters and choose how to filter the data that the report returns.

6 Click one of the Download Report Data buttons.

You can download five different kinds of reports as CSV files that you can export to external systems.

Note: *Each downloaded report that you save is named "data.csv" by default. When you save the file, give it a unique identifying name; for example, "interactionsMarch05.csv."*

Interactions downloadable report data

This report summarizes user access. A unique transaction ID is generated each time a user attends a meeting, attends a seminar, views content, takes a course, or accesses a curriculum. The Interactions report presents the following data:

Column name	Description
transaction-id	Unique ID for this transaction.
sco-id	Unique ID used by Learning Management System (LMS) to identify different Shareable Content Objects (SCO).
type	Type of object accessed, such as content, meeting, or event.
name	Object name as it appears in the content listing.
url	Object that the user accessed.
principal-id	Unique ID for the user.
login	Name of user who accessed this transaction.

Column name	Description
user-name	Unique user name.
score	The score of the user.
status	Status of transaction: passed, failed, complete, or in-progress.
date-created	Date this transaction occurred.
date-closed	Date this transaction ended.

The Interaction report excludes certification numbers and max scores.

Users downloadable report data

This downloadable report lists users and associated profile attributes using data listed in the following table:

Column name	Description
principal-id	Unique ID for the user.
login	Unique user identifier.
name	Unique user name.
email	E-mail address of the user.
manager	The login of the manager of the user (manager is always set to NULL).
type	User or guest (type is always set to user).

Data is generated in this view whenever a user creates, updates, or deletes a user.

If you select the Include Custom Fields option, custom information from user profiles is added to the report. When customizing user profiles, there are three mandatory fields (first name, last name, and e-mail) and you can include up to eight additional custom fields. To customize user profiles, choose Administration > Users and Groups > Customize User Profile. Move the eight additional fields you want to include to the top of the list.

The Users report excludes the following information:

- Password, which is not stored in plain text.
- Time zone and language, which are not available in human readable form; for example, PST is 323.

Note: *Deleted users do not appear in the Users report. Deleted users continue to exist in the Interactions report.*

Assets downloadable report data

Data is generated in an Assets report whenever a user creates a meeting, event, seminar, curriculum, or course, or uploads content. The report lists the following data on system objects (such as meetings, content, courses, and so on):

Column name	Description
sco-id	Unique ID used by Learning Management System (LMS) to identify different Shareable Content Objects (SCO).
url	Unique identifier for the object.
type	Either a presentation, course, FLV file, SWF file, image, archive, meeting, curriculum, folder, or event.

Column name	Description
name	Object name as it appears in the content listing.
date-created	Date on which the object is scheduled to begin.
date-end	Date on which the object is scheduled to end.
date-modified	Date this object was modified.
description	Object summary information entered when a new meeting, content, course, or other object type is created.

Questions downloadable report data

The Questions report lists responses to questions and quizzes from all the Acrobat Connect Pro applications. Data is generated in this report whenever a user answers a quiz question in a course or curriculum, answers a registration question, responds to a poll in a meeting or seminar, or adds a custom form to a meeting, seminar, course, or curriculum. The report provides the following information:

Column name	Description
transaction-id	Unique ID for this transaction.
question	Text of the question.
response	Response to the question.
score	Number of points awarded for the response.
principal-id	Unique ID for the user.
date-created	Date the record was created.

If a question has multiple answers, each answer is presented in its own row.

The Question report excludes the following information:

- Correct or Incorrect, which can be determined by checking for a nonzero score
- Date answered, which does not exist in the version 410 schema

Slide Views downloadable report data

The Slide Views report describes the slides or pages viewed by Acrobat Connect Pro users. Report data is generated whenever a user views content, a course, or a curriculum. The report provides the following data:

Column name	Description
transaction-id	Unique ID for this transaction.
page	Number of the slide or page that was viewed.
date-created	Date of the viewing.
principal-id	Unique ID for the user.

Administering a licensed Acrobat Connect Pro Server 7 system

Managing log files

The Acrobat Connect Pro Server has log files that provide information on errors that occur during operation. You can use the information in the log files to create monitoring mechanisms and reports, and to troubleshoot problems. Log files provide information about user activities and server performance. For example, log files can indicate the reason a user was denied access when attempting to log in, or the reason that a telephony connection failed.

Acrobat Connect Pro Server includes 5 log files in the \breeze\logs folder. Use the access.log and error.log files to monitor Acrobat Connect Pro. The other 3 log files are internal and are not required to operate the system.

access.log Contains information about all attempts to access the server.

breeze.log Contains information about whether the Breeze.exe application started or not.

error.log Contains information about system issues.

service-err.log Contains application and startup errors.

service-out.log Contains STDOUT and STDERR messages that the Java Virtual Machine generates.

Sample log file entry

The following sample entry from the access.log file includes a heading, a list of the fields used in the log entry, and the specific data for this log entry:

```
#Version: 1.0
#Start-Date: 2006-10-30 17:09:24 PDT
#Software: Adobe Acrobat Connect Pro Server 7
#Date: 2006-04-30
#Fields: date time x-comment x-module x-status x-severity x-category x-user x-access-request
time-taken db-logical-io db-transaction-update-count
2006-10-30 18:12:50 Not logged in. PRINCIPAL NO_ACCESS_NO_LOGIN W A PUBLIC
{cookie=breezxnb5pqusyshfgttt, ip=138.1.21.100} GET http://joeuser.macromedia.com&mode=xml
0 20/5 0
```

The following table explains the sample entry:

Field	Data	Description
date	2006-10-30	The date on which the logged event occurred.
time	18:12:50	The time when the logged event occurred.
x-comment	Not logged in.	Indicates that a user was unable to log in to the application server.
x-module	PRINCIPAL	The event occurred in the Principal module in the application server.
x-status	NO_ACCESS_NO_LOGIN	Indicates that the user was unable to log in.
x-severity	W	Identifies the event severity as a warning (W).
x-category	A	Indicates the event is an access (A) issue (appearing in the access.log file).
x-user	PUBLIC	The current user; in this case, an unidentified guest, or public user.
x-access-request	http://joeuser.macro-media.com&mode=xml	Source of the request.

Field	Data	Description
time-taken	0	No time was required to process this request.
db-logical-io	20/5	20 database reads were required and 5 rows of data were returned.
db-transaction-update-count	0	No database rows were updated in processing this request.

Rotating log files

You can rotate the access.log and error.log files. Modify the default values of the following parameters in the custom.ini file (located at breeze\custom.ini by default) to specify how often the log files are rotated:

```
ACCESS_LOG_ROTATE_DAYS=1.0
ACCESS_LOG_ROTATE_KEEP=7
ERROR_LOG_ROTATE_DAYS=1.0
ERROR_LOG_ROTATE_KEEP=7
```

The `*_DAYS` parameters determine how frequently the log files are rotated, in days. Use the value 0.5 for a half day.

The `*_KEEP` parameters determine how many days the log files are kept before they are deleted. By default, the log files are kept for one week.

After you modify the custom.ini file, restart Connect Pro Central Application Server.

Log file format

The log files use the W3C Extended Log File Format and any text editor can read them.

Log fields in the access.log and error.log files

Each log entry contains 11 log fields, which provide information about what type of event occurred, where it occurred, its severity, and other relevant data:

Field	Format	Description
date	YYYY/MM/DD	Date on which transaction completed.
time	HH:MM:SS	Local computer time at which transaction completed.
x-comment	String	Contains human-readable information about the log entry. This field is always output as the left-most field.
x-module	String	Indicates where the error occurred.
x-status	String	Indicates what event occurred.
x-severity	Text (one character)	Indicates whether the logged event is critical (C), error (E), warning (W), or information (I).
x-category	Text (one character)	Indicates whether the log entry represents an access (A) or system (S) event.
x-user	String	Text that represents current user. Applicable only if x-category is access (A); otherwise field is set to a single hyphen (-) to denote an unused field.
x-access-request	String	Text that represents the access request. This text can be a URL or an API name with passed parameters. Applicable only if x-category is access (A); otherwise this field is set to a single hyphen (-) to denote an unused field.

Field	Format	Description
time-taken	Number	Time required to process the request (in seconds). Applicable only if x-category is access (A); otherwise this field is set to a single hyphen (-) to denote an unused field.
db-logical-io	String	Number of database reads required to process the request and the number of rows returned in <reads>/<rows> format.
db-transaction-update-count	String	Number of rows updated in transactions while processing the requests. If the request uses more than one transaction, this value is the sum of all updates.

Module field entries

A module is a component of the server that manages some related set of operations. Each module belongs to either the application server or the meeting server. The x-module field indicates where the log event occurred:

Log Entry for x-module Field	Description	Server
ACCESS_KEY	Manages access keys.	Application server
ACCOUNT	Manages account operations.	Application server
ACL	Manages ACL-related operations.	Application server
AICC	Manages all AICC communication between server and content.	Application server
BUILDER	Performs SCO builds.	Application server
Client	Client methods.	Meeting server
CLUSTER	Manages all cluster-related operations.	Application server
CONSOLE	Manages all console-related operations.	Application server
Content	Share pod.	Meeting server
DB	Represents the database.	Application server
EVENT	Manages all event-related operations.	Application server
HOSTED_MANAGER	Manages system accounts (create, update, delete, settings, and so on).	Application server
MEETING	Manages all meeting-related operations.	Application server
Misc	Miscellaneous module.	Meeting server
NOTIFICATION	Manages all e-mail operations.	Application server
PERMISSION	Manages all permission-related operations.	Application server
Poll	Poll pod.	Meeting server
PLATFORM_FRAMEWORK	Represents the platform framework.	Application server
PRINCIPAL	Manages all principal-related operations.	Application server
REPORT	Represents reports.	Application server
Room	Manages meeting room startup and shutdown.	Meeting server
RTMP	Represents RTMPHandler.	Application server
SCO	Manages all SCO-related operations.	Application server

Log Entry for x-module Field	Description	Server
SEARCH	Manages all search-related operations.	Application server
START_UP	Represents the startup component.	Application server
TELEPHONY	Manages all telephony-related operations.	Application server
TRACKING	Manages all transcript-related operations.	Application server
TRAINING	Manages all training-related operations.	Application server

Comment and status field entries

The x-comment field and the x-status field indicate what type of event occurred. The x-status field provides a code for each logged event. The x-comment field provides a human-readable description of each logged event.

The following table lists the status codes, the comment associated with each status code, and an explanation of each logged event:

Log Entry for x-status Field	Log Entry for x-comment Field	Description
ACCESS_DENIED	Client trying to access protected method. Access is denied. {1}	Logged when client attempts to access protected method.
BECAME_MASTER	Server {1} has been designated the master.	Logged when the scheduler quits and this server becomes the scheduler.
CLUSTER_CON_BROKEN	Server {1} unable to reach {2} on port {3} to perform cluster operations.	Logged when Acrobat Connect Pro is unable to reach another server in the cluster.
CLUSTER_FILE_TRANSFER_ERROR	Unable to transfer {1} from server {2}.	Logged when an error is thrown while transferring a file.
CONNECT	New client connecting: {1}	Logged when new client connects.
CONNECT_WHILE_GC	Connecting while the application is shutting down - forcing shutdown.	Logged when client attempts to connect while application is shutting down.
DB_CONNECTION_ERROR	Unable to connect to database {1}.	Logged when Acrobat Connect cannot reach the database.
DB_CONNECTION_TIME_OUT	Timed out waiting for database connection.	Logged when database connection takes too long.
DB_VERSION_ERROR	Database {1} is incompatible with the current version of Acrobat Connect Pro.	Logged when the database is out of date.
DISCONNECT	A client is leaving. Details: {1}	Logged when client disconnects.
EXT_ERROR	External error thrown by a third party.	Logged when external code threw an error.
FMS_CON_BROKEN	Health check failed due to broken FMS service connection.	Logged when service connection is severed.
FMS_NOT_FOUND	Unable to connect to FMS at startup.	Logged when Acrobat Connect is unable to establish the service connection at startup.
INTERNAL_ERROR	Internal error occurred.	Logged when internal error is thrown.
INVALID	-	Logged when invalid operation is attempted.

Log Entry for x-status Field	Log Entry for x-comment Field	Description
INVALID_DUPLICATE	Value {1} is a duplicate in the system.	Logged when value entered duplicates a value in the system.
INVALID_FORMAT	Field {1} of type {2} is invalid.	Value specified is invalid for this field.
INVALID_ILLEGAL_OPERATION	Illegal operation performed.	Requested operation is not legal.
INVALID_ILLEGAL_PARENT	-	Logged when an ACL has an invalid parent. For example, if folder A is inside folder B, folder B cannot be in folder A.
INVALID_MISSING	Field {1} of type {2} is missing.	Missing required value for this field.
INVALID_NO_SUCH_ITEM	Value {1} is an unknown in the system.	Requested item does not exist.
INVALID_RANGE	The specified value must be between {1} and {2}.	Logged when value entered is out of range.
INVALID_TELEPHONY_FIELD	Telephony authentication values were not validated by the service provider.	Service provider unable to validate telephony account.
INVALID_VALUE_GTE	The specified value must be greater than or equal to {1}.	Logged when value entered is out of range.
INVALID_VALUE_LTE	The specified value must be less than or equal to {1}.	Logged when value entered is out of range.
KILLING_LONG_CONNECTION	Client has been in the room for 12 hours, disconnecting.	Logged when client connection is terminated after time limit is reached.
LICENSE_EXPIRED	Your license has expired and your account will be disabled on {1}. Please upload a new license file through the console manager to continue using Acrobat Connect Pro.	Logged when customer is using Acrobat Connect Pro during grace period and access is about to be cut off.
LICENSE_EXPIRY_WARNING	Your license will expire on {1}. Please upload a new license file through the console manager to continue using Acrobat Connect Pro.	Logged when license is 15 days or fewer from expiring.
MASTER_THREAD_TIMED_OUT	Master thread has not reported progress in {1} milliseconds.	Scheduler thread not running.
MEETING_BACKUP_END	Server {1} is no longer the backup for room {2}.	Meeting backup has ended.
MEETING_BACKUP_START	Server {1} is now the backup for room {2}.	Meeting backup has started.
MEETING_FAILOVER	Meeting {1} failed over to {2}.	Logged when a meeting fails over to this server.
MEETING_TMP_READ	Meeting template {1} read for room {2}.	Template read from meeting.
MEETING_TMP_WRITTEN	Meeting template {1} written to room {2}.	Template written to meeting.
NO_ACCESS_ACCOUNT_EXPIRED	Your account has expired.	Accessed account has expired.
NO_ACCESS_DENIED	Permission check failed.	Permission check error.
NO_ACCESS_LEARNER	No permission to take courses.	Must be a member of the learner group to take a course.
NO_ACCESS_LEARNING_PATH_BLOCKED	You have not fulfilled a prerequisite or preassessment.	Prerequisite or pre assessment error.
NO_ACCESS_NO_EXTERNAL_USER_MODIFICATION	External users cannot be modified.	User is not allowed to modify LDAP users.

Log Entry for x-status Field	Log Entry for x-comment Field	Description
NO_ACCESS_NO_LICENSE_FILE	Your license file has not been uploaded.	License file not found.
NO_ACCESS_NO_LOGIN	Not logged in.	Error thrown when user not logged in.
NO_ACCESS_NO_QUOTA	A {1} quota error occurred for account {2} with limit {3}.	Out of quota.
NO_ACCESS_NO_RETRY	You have reached the max limit and can not take the course again.	User has exceeded course retry limit.
NO_ACCESS_NO_SERVER	Server not available	Requested server is not available.
NO_ACCESS_NOT_AVAILABLE	The requested resource is unavailable.	Logged when the requested resource is not available.
NO_ACCESS_NOT_SECURE	SSL request made on a non-SSL server.	Secure request made on non-secure server.
NO_ACCESS_PASSWORD_EXPIRED	Your password has expired.	Logged when a user password has expired.
NO_ACCESS_PENDING_ACTIVATION	Your account has not been activated yet.	Account is not activated yet.
NO_ACCESS_PENDING_LICENSE	Your account activation is pending a license agreement.	Account not usable until license agreement is read.
NO_ACCESS_SCO_EXPIRED	The course you tried to access is no longer available.	Course end date is passed.
NO_ACCESS_SCO_NOT_STARTED	Course is not open yet.	Course start date is not reached.
NO_ACCESS_WRONG_ZONE	Content accessed from wrong zone.	Thrown when content or user accesses a server in the wrong zone.
NO_DATA	Permission check failed.	Query did not return any data.
NO_DISKSPACE	Health check failed due to lack of disk space.	Logged when the account runs out of disk space.
NOT_AVAILABLE	Requested resource is not available.	Error thrown when resource is not available.
OK	-	Request successfully processed.
OPERATION_SIZE_ERROR	Operation too large to complete.	Logged when operation can't be completed because of size.
REQUEST_RETRY	Unable to process request. Please try again.	The request failed.
RESPONSE_ABORTED	Client that made request is not available to receive response.	Logged when user closes browser before server can send response back.
RTMP_SVC_BLOCKED	Acrobat Connect Pro service request blocked from {1} because the server has not fully started up yet.	Service connection requested from SCO but the server is still starting.
RTMP_SVC_CLOSED	Acrobat Connect Pro service connection closed for {1}.	Service connection closed for SCO.
RTMP_SVC_REQUEST	Acrobat Connect Pro service request received from {1}.	Service connection requested from SCO.
RTMP_SVC_START	Acrobat Connect Pro service connection established with {1}.	Service connection established with SCO.

Log Entry for x-status Field	Log Entry for x-comment Field	Description
SCRIPT_ERROR	Run-Time Script Error. Details: {1}	Logged when script error is detected.
SERVER_EXPIRED	Health check failed due to server expiry (expiry date={1}, current time={2}).	Logged when server does not pass health check before timing out.
SOME_ERRORS_TERMINATED	Some actions terminated with an error.	Logged when an error causes some actions to terminate.
START_UP_ERROR	Start up error: {1}.	Logged when an exception is thrown during startup.
START_UP_ERROR_UNKNOWN	Unable to start up server. Acrobat Connect Pro might already be running.	Logged when an unknown error is thrown during startup. JRUN prints the error.
TEL_CONNECTION_BROKEN	Telephony connection {1} was unexpectedly broken.	Logged when the telephony connection breaks.
TEL_CONNECTION_RECOVERY	Telephony connection {1} was reattached to conference {2}.	Logged when Acrobat Connect recovers a connection to the conference again.
TEL_DOWNLOAD_FAILED	Unable to download {1} for archive {2}.	Logged when time out occurs while downloading telephony audio files.
TOO_MUCH_DATA	Multiple rows unexpectedly returned.	Logged when an operation returns more data than expected.
UNKNOWN_TYPE	{1}	Logged when variable type is unknown.

Note: *In the preceding table, {1} and {2} are variables that are replaced with a value in the log entry.*

Severity field entries

The x-severity field indicates how serious a condition is, which helps you determine the appropriate response level.

Log Entry for x-severity	Meaning	Suggested Action	Example
C	Critical	Configure third- party monitoring tools to alert pagers when a log entry with this severity level occurs.	Can’t reach the database. Can't start or end a process. A failure is affecting the system.
E	Error	Configure third- party monitoring tools to send an e-mail when a log entry with this severity level occurs.	Can't reach Adobe® Premiere®. Conversion failed. A failure is affecting a user or account, but not the whole system.
W	Warning	Generate and review periodic reports to identify possible operational and product improvements.	Disk or memory use has exceeded the specified threshold.
I	Info	Review log entries for auditing or RCA purposes.	Server started, stopped, or restarted.

Category field entries

The x-category field indicates whether the event relates to access issues (A) or general system issues (S). All entries of category A appear in the access.log file, and all entries of category S appear in the error.log file.

Log Entry for x-category field	Meaning	Description
A	access	Status code is related to access issues. Logged in access.log file.
S	system	Status code is related to general system issues. Logged in error.log file.

Maintaining disk space

The Acrobat Connect Pro system must have a minimum of 1 GB of free space and the behavior is undefined if the system runs out of space. Acrobat Connect Pro does not have any built-in tools that monitor disk space—the administrator must monitor disk space with operating system utilities or third-party tools.

Content can be stored on the server hosting Acrobat Connect Pro, on external shared storage volumes, or both.

For more information about configuring shared storage and a content cache, see *Migrating, Installing, and Configuring Adobe Acrobat Connect Pro Server 7* available online at www.adobe.com/go/connect_documentation_en.

See also

"Delete a file or folder" on page 141

Maintain disk space on Acrobat Connect Pro servers

❖ Do one or more of the following:

- Use Connect Pro Central to delete unused content.
- Replace your server disk with a bigger disk.

Note: *If the free disk space on the server falls below 1 GB, the server stops.*

Maintain disk space on shared storage devices

❖ Monitor the primary shared storage device for free space and available file system nodes. If either drops below 10%, add more storage to the device or add another shared storage device.

Note: *10% is a recommended value. Also, if you're using shared storage, set a maximum cache-size value in Application Management Console or the cache can fill up the disk.*

Back up data

There are three types of data you must back up at regular intervals: content (any files stored in the libraries), configuration settings, and database data.

If you aren't using shared storage devices, all the content in the libraries is stored in the *RootInstallationFolder*\content folder (C:\breeze\content, by default). The configuration settings are stored in the custom.ini file in the root installation folder (C:\breeze, by default).

A database backup creates a duplicate of the data in the database. Regularly scheduled database backups can let you recover from many failures, including media failures, user errors, and permanent loss of a server. Back up the database daily.

You can also use backups to copy a database from one server to another. You can re-create the entire database from a backup in one step by restoring the database. The restoration process overwrites the existing database or creates the database if it does not exist. The restored database matches the state of the database at the time the backup was performed, minus any uncommitted transactions.

You create backups on backup devices, such as disk or tape media. You can use a SQL Server utility to configure your backups. For example, you can overwrite outdated backups, or you can append new backups to the backup media.

Follow best practices when backing up the database:

- Schedule a nightly backup.
- Maintain backups in a secure place, preferably at a site different from the site where the data resides.
- Keep older backups for a designated period in case the most recent backup is damaged, destroyed, or lost.
- Establish a system for overwriting backups, reusing the oldest backups first. Use expiration dates on backups to prevent premature overwriting.
- Label backup media to identify the data and prevent overwriting critical backups.

Use SQL Server utilities to back up the database:

- Transact-SQL
- SQL Distributed Management Objects
- Create Database Backup wizard
- SQL Server Connect Pro Central

Note: *Configure SQL Server Connect Pro Central to use it with the embedded database engine. See the TechNote "Backing up Breeze Database Engine and Breeze data or content" on Adobe.com: www.adobe.com/go/79895439*

Back up server files

Back up and protect system data, just as you protect all the valuable assets of your organization.

It's a good idea to perform this procedure nightly.

1 Do the following to stop Acrobat Connect Pro:

a Select Start > Programs > Adobe Acrobat Connect Pro Server 7 > Stop Connect Pro Central Service.

b Select Start > Programs > Adobe Acrobat Connect Pro Server 7 > Stop Connect Pro Meeting Service.

2 Make a backup copy of the content directory.

The default location is C:\breeze.

3 Make a backup copy of the custom.ini file.

The default location is C:\breeze\.

4 Do the following to start Acrobat Connect Pro:

a Select Start > Programs > Adobe Acrobat Connect Pro Server 7 > Start Connect Pro Meeting Service.

b Select Start > Programs > Adobe Acrobat Connect Pro Server 7 > Start Connect Pro Central Service.

Back up the Microsoft SQL Server database

If you are using Microsoft SQL Server 2000 or 2005, you can use SQL Server Connect Pro Central to back up your database.

1 In Windows, select Start > Programs > Microsoft SQL Server > Connect Pro Central.

2 In the Tree pane of the Connect Pro Central window, select the database (named "breeze," by default).

3 Select Tools > Backup Database.

For complete instructions for SQL Server database backup and recovery, see the Microsoft Support site.

Back up the embedded database

If you are using the embedded database, use the following procedure to create a backup of the database.

1 Log on to the server hosting Acrobat Connect Pro.

2 Create a folder to store the database backup files.

This example uses the folder C:\Connect_Database.

3 Select Start > Run.

4 In the Run dialog box, type

cmd in the Open box.

5 At the prompt, change to the directory where you installed the database. By default, the directory is C:\Program Files\Microsoft SQL Server\.

6 At the prompt, type `osql -E -Q "BACKUP DATABASE breeze TO DISK = 'c:\Connect_Database\breeze.bak'"` and press Enter.

A message indicates whether the backup was successful.

When you use the `-E` command, you enter SQL in trusted mode and do not have to enter a password.To get help information for database commands, type `osql ?` at the command line and press Enter.

Note: *This step assumes that your database name is "breeze." If you changed the name, use the name found in the Database Settings > Database Name section of Application Management Console.*

7 At the prompt, type `exit` and press Enter.

8 To verify that the backup was successful, confirm that the breeze.bak file exists in the C:\Connect_Database directory.

For more information on backing up the embedded database engine, see the Microsoft article "How to back up a Microsoft Data Engine database by using Transact-SQL".

Building custom reports using star schema views

Acrobat Connect Pro uses a database to store information about users, content, courses, and meetings. User activity populates the database. You can use tools such as Adobe® ColdFusion® Studio and Business Objects Crystal Reports to query star schema views and view the data. You can also use SQL-based tools such as SQL Query Analyzer.

The following Acrobat Connect Pro applications can output data to reports:

Acrobat Connect Pro Meeting Meeting attendance, meeting duration, and meeting content.

Adobe Presenter Content views, slide views, and presentation views.

Acrobat Connect Pro Training Course management information such as course attendee statistics, content viewing statistics, and quiz results.

Note: *In addition, you can run reports from the Connect Pro Central web application and either view or download them in CSV format.*

See also

"Generating reports in Connect Pro Central" on page 187

SCO fact

Column	Description
dim_sco_details_sco_id	SCO id
dim_sco_details_sco_version	SCO version
max_retries	Maximum number of retries
owner_user_id	User id of the SCO owner
disk_usage_kb	Disk usage in kilobytes
passing_score	Passing score
max_possible_score	Maximum possible score
views	Number of views
unique_viewers	Number of unique users who have viewed the SCO
slides	Number of slides
questions	Number of questions
max_score	Maximum score
min_score	Minimum score
average_score	Average score
average_passing_score	Average passing score
total_registered	Average failing score
total_participants	Total registered users
account_id	Total participants

SCO details dimension

Column	Description
sco_id	SCO id
sco_version	SCO version
sco_name	Name
sco_description	Description
sco_type	SCO type
sco_int_type	Integer type
is_content	Is SCO a content SCO?
url	URL
parent_name	Name of parent SCO
parent_sco_id	SCO id of parent SCO
parent_type	Type of parent SCO

Column	Description
date_sco_created	Date created
date_sco_modified	Date modified
sco_start_date	Start date
sco_end_date	End date
version_start_date	Version start date
version_end_date	Version end date
sco_tag_id	Tag id
passing_score	Passing score
max_possible_score	Maximum possible score
linked_sco_id	Id of a linked SCO
linked_type	Type of a linked SCO
owner_user_id	Owner user id
storage_bytes_kb	Storage bytes in kilobytes
account_id	Account id

Activity fact

Column	Description
dim_activity_details_activity_id	Activity id
score	Score
passed	Passed
completed	Completed
peak_session_users	Peak session users
number_correct	Number correct
number_incorrect	Number incorrect
number_of_questions	Number of questions
number_of_responses	Number of responses
account_id	Account id

Activity details dimension

Column	Description
activity_id	Activity id
dim_sco_details_sco_id	SCO id
dim_sco_details_sco_version	SCO version
dim_users_user_id	User id

Column	Description
dim_sco_details_parent_sco_id	Parent SCO id
score	Score
passed	Passed
completed	Completed
activity_type	Activity type
role	Role
date_activity_started	Date started
date_activity_finished	Date finished
dim_cost_center_id	Cost center id
cost_center_audit_id	Audit id
session_start_date	Session start date
session_end_date	Session end date
attendance_activity	Is attendance activity?
session_id	Session id
account_id	Account id

Curriculum test outs dimension

Column	Description
dim_sco_details_curriculum_sco_id	Curriculum id
dim_sco_details_curriculum_sco_version	Curriculum version
test_out_subject_sco_id	Subject SCO id
test_out_target_sco_id	Target SCO id
test_out_type	Test out type
account_id	Account id

Curriculum prerequisites dimension

Column	Description
dim_sco_details_curriculum_sco_id	Curriculum id
dim_sco_details_curriculum_sco_version	Curriculum version
pre_requisite_subject_sco_id	Subject SCO id
pre_requisite_target_sco_id	Target SCO id
pre_requisite_type	Prerequisite type
account_id	Account id

Curriculum completion requirements dimension

Column	Description
dim_sco_details_curriculum_sco_id	Curriculum id
dim_sco_details_curriculum_sco_version	Curriculum version
completion_subject_sco_id	Subject SCO id
completion_target_sco_id	Target SCO id
completion_requirement_type	Completion requirement type
account_id	Account id

Slide views fact

Column	Description
dim_slide_view_details_slide_view_id	Slide view id
dim_activity_details_activity_id	Activity id
slide_view_display_sequence	Display sequence
account_id	Account id

Slide views details dimension

Column	Description
slide_view_id	Slide view id
date_slide_viewed	Date slide viewed
slide_name	Slide name
slide_description	Slide description
account_id	Account id

Answers fact

Column	Description
dim_answer_details_answer_id	Answer id
dim_activity_details_activity_id	Activity id
dim_question_details_question_id	Question id
answer_display_sequence	Display sequence
answer_score	Score?
answer_correct	Is correct?
account_id	Account id

Answer details dimension

Column	Description
answer_id	Answer id
date_answered	Date answered
response	Response
account_id	Account id

Question fact

Column	Description
dim_sco_details_sco_id	SCO id
dim_sco_details_sco_version	SCO version
dim_question_details_question_id	Question id
number_correct	Number of correct answers
number_incorrect	Number of incorrect answers
total_responses	Total responses
high_score	High score
low_score	Low score
average_score	Average score
account_id	Account id

Question details dimension

Column	Description
question_id	Question id
question_display_sequence	Display sequence
question_description	Description
question_type	Question type
account_id	Account id

Question responses dimension

Column	Description
dim_question_details_question_id	Question id
response_display_sequence	Response display sequence
response_value	Value
response_description	Description
account_id	Account id

Groups dimension

Column	Description
group_id	Group id
group_name	Group name
group_description	Group description
group_type	Group type
account_id	Account id

User groups dimension

Column	Description
user_id	User id
group_id	Group id
group_name	Group name
account_id	Account id

User dimension

Column	Description
user_id	User id
login	Login
first_name	First name
last_name	Last name
email	E-mail address
user_descrription	User description
user_type	User type
most_recent_session	Most recent session date
session_status	Session status
manager_name	Manager name
disabled	Disabled
account_id	Account id
custom_field_1	Custom field 1 value
custom_field_2	Custom field 2 value
custom_field_3	Custom field 3 value
custom_field_4	Custom field 4 value
custom_field_5	Custom field 5 value
custom_field_6	Custom field 6 value

Column	Description
custom_field_7	Custom field 7 value
custom_field_8	Custom field 8 value
custom_field_9	Custom field 9 value
custom_field_10	Custom field 10 value

Custom field names dimension

Column	Description
dim_column_name	Custom field column name
custom_field_name	Custom field name
account_id	Account id

Cost centers dimension

Column	Description
cost_center_id	Cost center id
cost_center_name	Cost center name
cost_center_description	Cost center description

Building custom reports from legacy database views

Note: *Acrobat Connect Pro Server 7 introduces star schema views that you can query to build custom reports. The legacy database views are still supported, but the star schema views are more standardized and robust.*

Acrobat Connect Pro uses a database to store information about users, content, courses, and meetings. User activity populates the database. You can use tools such as Adobe® ColdFusion® Studio and Business Objects Crystal Reports to query the database and view the data. You can also use SQL-based tools such as SQL Query Analyzer.

The following Acrobat Connect Pro applications can output data to reports:

Acrobat Connect Pro Meeting Meeting attendance, meeting duration, and meeting content.

Adobe Presenter Content views, slide views, and presentation views.

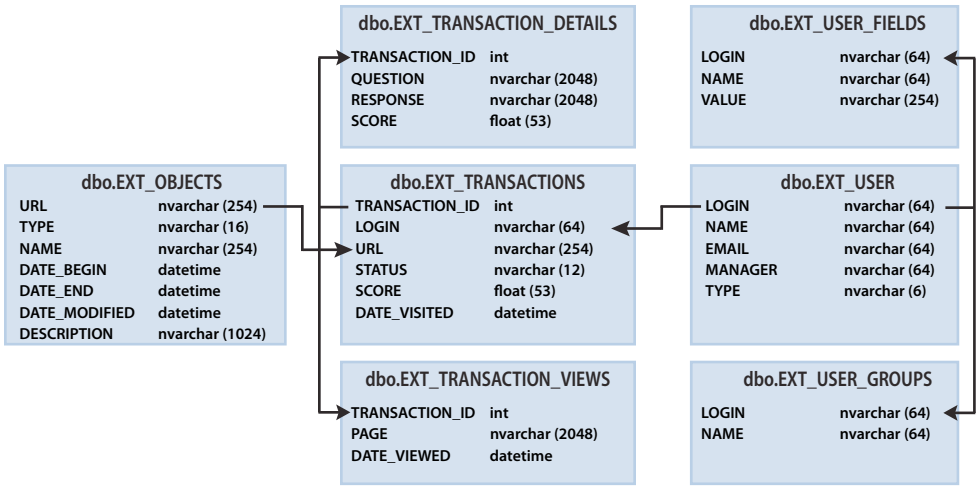
Acrobat Connect Pro Training Course management information such as course attendee statistics, content viewing statistics, and quiz results.

See also

"Building custom reports using star schema views" on page 201

"Generating reports in Connect Pro Central" on page 187

View relationships between database views



Arrows depict the entity relationships among the seven reporting views.

Note: *The following are not supported: views that are not identified in this document, altering the views that are identified in this document, or direct access to the underlying database schema.*

❖ Use a diagramming tool that connects to your database to see the relationships between the database views.

EXT_TRANSACTIONS

A unique transaction ID is generated each time a user interacts with an object. The EXT_TRANSACTIONS view returns the data listed in the following table:

Column	Data type	Description
TRANSACTION_ID	INT	Unique ID for this transaction.
LOGIN	NVARCHAR	Name of user who carried out this transaction.
URL	NVARCHAR	Object that the user interacted with.
STATUS	NVARCHAR	Can be passed, failed, complete, or in-progress.
SCORE	FLOAT	How the user scored.
DATE_VISITED	DATETIME	Date this transaction was taken or viewed.

Sample query and data The following query returns the data in the following table:

```
select * from ext_transactions where url = '/p63725398/' order by login, date_visited asc;
```

TRANSACTION_ID	LOGIN	URL	STATUS	SCORE	DATE_VISITED
10687	test1-lnagaraj@test.enang.com	/p63725398/	in-progress	0.0	2006-12-15 00:56:16.500
10688	test1-lnagaraj@test.enang.com	/p63725398/	in-progress	0.0	2006-12-15 00:56:16.500
10693	test1-lnagaraj@test.enang.com	/p63725398/	in-progress	0.0	2006-12-15 00:58:23.920
10714	test1-lnagaraj@test.enang.com	/p63725398/	in-progress	10.0	2006-12-15 01:09:20.810

TRANSACTION_ID	LOGIN	URL	STATUS	SCORE	DATE_VISITED
10698	test2-lnagaraj@test.enang.com	/p63725398/	in-progress	10.0	2006-12-15 01:00:49.483
10723	test3-lnagaraj@test.enang.com	/p63725398/	in-progress	10.0	2006-12-15 01:11:32.153
10729	test3-lnagaraj@test.enang.com	/p63725398/	completed	20.0	2006-12-15 01:12:09.700

Query notes The EXT_TRANSACTIONS view returns all existing transactions for a given user and training session. To view the latest transaction, check the maximum DATE_VISITED value.

You can filter on the STATUS and URL fields to get a list of passing users for a specific training session, for example:

```
select * from ext_transactions where url = '/p31102136/' and status = 'user-passed' order
by login, date_visited asc;
```

Generating data User actions that generate data in this view:

- Attending a meeting
- Viewing a piece of content
- Taking a training session (a course or curriculum)

Excluded data •Certificate number, which does not exist in the database

- Maximum score, which is often unavailable

EXT_TRANSACTIONS_VIEWS

The EXT_TRANSACTIONS_VIEWS view retrieves data about the slides or pages that users view.

Column	Data type	Description
TRANSACTION_ID	INT	Unique ID for this transaction (can be merged with TRANSACTION_DETAILS to summarize by URL).
PAGE	NVARCHAR	Slide or page number that was viewed.
DATE_VIEWED	DATETIME	Date this view occurred.

Sample query and data The following query returns the data in the following table:

```
select * from ext_transaction_views where transaction_id = 10702 order by page asc;
```

TRANSACTION_ID	PAGE	DATE_VISITED
10702	0	2006-12-15 01:01:13.153
10702	1	2006-12-15 01:01:18.233
10702	2	2006-12-15 01:01:59.840
10702	3	2006-12-15 01:02:20.717

Generating data Data is generated in this view whenever a user views content or a training session.

EXT_USERS

The EXT_USERS view lists users and associated profile attributes:

Column	Data type	Description
LOGIN	NVARCHAR	Unique user identifier.
NAME	NVARCHAR	Unique user name.
EMAIL	NVARCHAR	Unique e-mail address.
MANAGER	NVARCHAR	The login of the manager. Manager is always set to NULL in Breeze 5.1.
TYPE	NVARCHAR	User or guest. Type is always set to user in version 5.1.

Sample query and data The following query returns the data in the following table:

```
select * from ext_users;
```

LOGIN	NAME	EMAIL	MANAGER	TYPE
test4-lnagaraj@test.enang.com	test4 laxmi	test4-lnagaraj@test.enang.com	NULL	user
test7-lnagaraj@test.enang.com	TEST7 laxmi	test7-lnagaraj@test.enang.com	NULL	user

Generating data Data is updated in this view whenever a guest or user is created, updated, or deleted.

Excluded data •Password, which is not stored in plain text.

- Time zone and language, which are not available in human readable form. For example, PST is 323.
- Last login, which is too resource intensive to calculate. Instead, use a `max(date_visited)` query from the EXT_TRANSACTIONS view to retrieve this data.
- Active session, which is data from the EXT_TRANSACTION view. Instead, use a `STATUS='IN-PROGRESS'` query to retrieve this data.
- Deleted users do not appear in the EXT_USERS view. Deleted users continue to appear in the EXT_TRANSACTION view.
- Data on groups is not included in this view.
- Data on new and pre-defined user custom fields. This information is available for each user in the EXT_USER_FIELDS view.

EXT_USER_FIELDS

The EXT_USER_FIELDS view lists new and predefined custom fields for a specific user. It also lists custom fields for users who are converted to guests.

Column	Data type	Description
LOGIN	NVARCHAR	Unique user identifier.
NAME	NVARCHAR	Field name such as telephone number.
VALUE	NVARCHAR	Field value such as 415.555.1212.

Sample query and data The following query returns the data in the following table:

```
select * from ext_user_fields where login = 'test4-lnagaraj@test.enang.com';
```

LOGIN	NAME	VALUE
test4-lnagaraj@test.enang.com	{email}	test4-lnagaraj@test.enang.com
test4-lnagaraj@test.enang.com	{first-name}	test4
test4-lnagaraj@test.enang.com	{last-name}	laxmi
test4-lnagaraj@test.enang.com	{x-job-title}	sw engr 4
test4-lnagaraj@test.enang.com	{x-direct-phone}	NULL
test4-lnagaraj@test.enang.com	{x-direct-phone-key}	NULL
test4-lnagaraj@test.enang.com	SSN	777

Generating data Actions that generate data in this view: adding, creating, or updating new or predefined custom fields for one or more users.

EXT_USER_GROUPS

The EXT_USER_GROUPS view lists data about groups and associated group members. The EXT_USER_GROUPS view uses the data listed in the following table:

Column	Data type	Description
LOGIN	NVARCHAR	Name of user.
NAME	NVARCHAR	Name of group.

Sample query and data The following query returns the data in the following table:

```
select * from ext_user_groups where login = 'lnagaraj@adobe.com';
```

LOGIN	NAME
lnagaraj@adobe.com	{admins}
lnagaraj@adobe.com	{authors}
lnagaraj@adobe.com	{everyone}
lnagaraj@adobe.com	Laxmi Nagarajan

Query notes Nesting of multiple groups is supported in version 5.1 and later. For example, if group A contains group B, and you are in group B, you are listed as a member of A.

Built-in groups, like the Administrators group, use code names in the schema, as in the following SQL query: `SELECT * FROM EXT_USER_GROUPS where group='{admins}`. The code name distinguishes built-in groups from user-defined groups.

Generating data User actions that generate data in this view:

- Creating, updating, or deleting a group
- Changing group membership

EXT_OBJECTS

The EXT_OBJECTS view lists all system objects (such as meetings, content, courses, and so on) and their attributes.

Column	Data type	Description
URL	NVARCHAR	Unique identifier for the object.
TYPE	NVARCHAR	Either a presentation, course, FLV file, SWF file, image, archive, meeting, curriculum, folder, or event.
NAME	NVARCHAR	Object name as it appears in the content listing.
DATE_BEGIN	DATETIME	The date on which the object is scheduled to begin.
DATE_END	DATETIME	The date on which the object is scheduled to end.
DATE_MODIFIED	DATETIME	The date this object was modified.
DESCRIPTION	NVARCHAR	Object summary information entered when creating a meeting, content, course, or other object type.

Sample query and data The following SQL query returns the data in the following table:

```
select * from ext_objects order by type asc;
```

URL	TYPE	NAME	DATE_BEGIN	DATE_END	DATE_MODIFIED	DESCRIPTION
/p79616987/	course	test api	2006-12-08 23:30:00.000	NULL	2006-12-08 23:36:55.483	NULL
/p47273753/	curriculum	test review curric	2006-12-14 21:00:00.000	NULL	2006-12-14 21:00:30.060	NULL
/tz1/	meeting	{default-template}	2006-12-12 19:15:00.000	2006-12-12 20:15:00.000	2006-12-12 19:25:07.750	release presentation
/p59795005/	presentation	ln-QUIZ-TEST1	NULL	NULL	2006-12-15 00:43:19.797	managers meeting

Query notes You can get all objects of a specific type by filtering on the TYPE field. For example, the following SQL query filters for courses and curriculums:

```
select * from ext_objects where type in ('course', 'curriculum');
```

Use the following SQL query to return a list of available system types:

```
select DISTINCT (type) from ext_objects;
```

Generating data User actions that generate data in this view:

- Creating or updating a meeting, course, or curriculum
- Uploading or updating content

Excluded data •Duration, which you can use `date_end`
  - `date_begin` to calculate.
- Size on disk, which exposes business rules regarding copies versus originals
- Folder ID
- Deleted objects do not appear in the EXT_OBJECTS view. Deleted objects do exist in the EXT_TRANSACTION view.

Clear the edge server cache

Adobe recommends that you create a weekly scheduled task to clear the edge server cache. It's a good idea to run the task during off-peak hours, such as early Sunday morning.

1 Create a cache.bat file to delete the cache directory. The entry in this file must use the following syntax:

```
del /Q /S [cache directory]\*.*
```

The default cache directory is C:\breeze\edgeserver\win32\cache\http. To delete the cache, use the following command:

```
del /Q /S c:\breeze\edgeserver\win32\cache\http\*.*
```

2 Select Start > Programs > Adobe Connect Pro Edge Server 7 > Stop Adobe Connect Pro Edge Server.

3 Run the cache.bat file and verify that it deletes files in the cache directory.

Note: *The directory structure remains, and any files that the edge server locks are not deleted.*

4 Select Start > Programs > Adobe Connect Pro Edge Server 7 > Start Adobe Connect Pro Edge Server.

5 Select Start > Control Panel > Scheduled Tasks > Add Scheduled Task.

6 Select cache.bat as the new file to run.

7 Repeat this procedure for each edge server.

Index

A

access.log file 192
account reports 188
  See also reports
Account Summary page 155
accounts
  Connect Pro Central 155
  expiration 157
  user 176
Administration Dashboard 157
administrators 154
Administrators group 182
Adobe Acrobat Connect Pro Server
  Account Summary page 155
  accounts 154
  customizing 155, 158
  pricing models 157
Adobe Captivate 66, 70, 72, 142, 143, 144
Adobe Presenter 21, 66, 70, 142, 143, 144
AICC content
  in courses 63
  uploading to Content library 144
archiving 163
Assets report 190
Attendee List pod 43, 44
attendees
  blocking 9
  connections 45
  joining meetings 10
  names 43
  roles 2, 45
  seminar 56
  status 44
audio conference
  add attendees 128
  creating wait list 128
  in Connect Pro 127
  joining 130
  microphone 131
  rights 135
  start and stop 127
  status 129
  stop attendee 138
  VoIP setup 132
  volume 130
audio conference bridge 127

B

backing up data 200
billing 162
breakout rooms 38
breeze.log file 192
bridge (audio) 127
built-in groups 180

C

cache 199, 214
Camera And Voice pod 131
campaign tracking (in events) 122
Captivate. *See* Adobe Captivate
Chat pod 32
Clear tool (whiteboard) 28
comma separated values files. *See* CSV files
compliance 163
content
  AICC 144
  cache 199
  custom URLs 145
  customizing permissions for 185
  email URL 147
  event 117, 125
  files 139, 140, 141, 143
  folders 139, 140, 141
  reports 148
  training 61
  training course 73
  viewing data 148
Content Dashboard 148
Content library
  about 139
  file types 142
cost centers 162
course notifications 68, 70, 73
course reports 92
course summary graphs 63
courses in Connect Training
  about 61
  adding to curriculums 80
  AICC content 63
  content 68, 73
  creating 67
  deleting 74
  editing 70, 71
  enrolling users 68
  notifying enrollees 68, 73
  registering guests 63
  reminders 68, 70
  tips for creating 66
  viewing enrollee list 68
  viewing information 68
CSV files
  events 121
  importing 171
  training groups 65, 66
CSV files, importing 171
curriculum notifications 82
curriculum reports 94
curriculum summary graphs 63
curriculums in Connect Training
  about 61, 74
  adding items 78
  completion requirements 85
  content 80
  courses 80
  creating 75
  deleting 83
  deleting items 78
  editing 81, 82
  enrolling users 85
  external content 80, 82
  folders 79
  notifying enrollees 82
  permissions 86, 91
  prerequisites 83
  registering guests 63
  reminders 82
  removing enrollees 86
  test-outs 84

tips for creating 66
viewing information 77, 78
customizing Connect Pro Server 158

D

data
backing up 200
reportable 201, 208
database
backing up 199
views, read-only 209
views, relationships 209

E

edge server, clearing cache 214
Ellipse tool (whiteboard) 27
embedded database, backing up 201
error.log file 192
Event library 139
Event Managers group 183
events
about 107, 108
attending 64, 126
campaign tracking 122
content 117, 125
creating 110
editing 114
guests 119
invitations 121
notifications 114
participants 119, 121
permissions 108, 120
registering users 109, 115
reports 125
events, log 194
EXT_OBJECTS database view 212
EXT_TRANSACTIONS database view 209
EXT_TRANSACTIONS_VIEWS database view 210
EXT_USER_FIELDS database view 211
EXT_USER_GROUPS database view 212
EXT_USERS database view 210

F

File Share pod 18, 28
free disk space 199

G

governance standards 163
groups
about 167
adding members to 177
Administrators group 182
creating 166
creating manually 172
custom 184
deleting 178
Event Managers group 183
importing with CSV files 171
Meeting Hosts group 183
removing members from 177
Seminar Hosts group 184
Training Managers group 183
user 175
viewing 177
guests
converting to users 176
event 119
meeting 10, 15, 16
seminar 56

H

Home tab 10
hosts 1, 2, 6, 45

I

Interactions report 189
invitations
event 121
meeting 4, 16
seminar 56

L

layouts 2
libraries
about 179
downloading files from 144
downloading presentations from 145
folder structure 179
permissions 185
uploading files to 143
viewing content 146
licenses
event 108
seminar 55, 58
limited administrators 154
Line tool (whiteboard) 27
log files 194
about 192
access.log 192
breeze.log 192
error.log 192
format 193
managing 192
rotating files 193
sample entry 192
service-err.log 192
service-out.log 192
x-category field 198
x-comment field 195
x-module field 194
x-severity field 198
x-status field 195
logins, user 169
LogParser 192

M

Marker tool (whiteboard) 27
Meeting Hosts group 183
Meeting Information page 12
Meeting library 3, 139
meetings
about 1, 11
attendees 12, 44
breakout rooms 38
content 13
creating 4, 5
customizing 161
ending 11
information about 15
inviting attendees 8, 16
placing on hold 10
polling attendees 37
pricing models 157
recording 47
restarting 11
setting room bandwidth 7
sharing content in 18
starting 6
viewing recordings 53
microphones 127, 131, 132, 134
Microsoft Excel 192

N

NAS (network-attached storage) 199
Note pod 30
notifications
  account license 157
  course 68, 70, 73
  curriculum 82
  event 114
  virtual classroom 87, 89

O

offline recordings 50, 51
Outlook invitations, for meetings 10

P

participants
  event 119
  meeting 2, 3, 12
  rights 46
  seminar 57, 58
passwords, user 169
Pencil tool (whiteboard) 27
permissions
  built-in group 180
  content file and folder 185
  event 108, 120
  meeting participant 13
  precedence of 184
  seminar 57
  Training library 62
pods
  adding 9
  Attendee List pod 43
  Camera And Voice pod 131
  Chat pod 32
  displaying 10
  File Share pod 18, 28
  moving 9
  Note pod 30
  Poll pod 37
  Q & A pod 32
  showing and hiding 9
  Web Links pod 29
Poll pod 37
presentations
  downloading from library 145
  downloading source files 145
  sharing 21
Presenter. *See* Adobe Presenter
presenters 2, 3
pricing (Connect Pro Server) 157
Print tool (whiteboard) 28
profiles (user) 167

Q

Q & A pod 32
Questions report 191

R

recording meetings 47
recordings
  editing 48, 49
  managing 53
  navigating meeting 53
  offline 50, 51
  playing back meeting 51
  seminar 58
  starting for meetings 47
  stopping for meetings 48
  virtual classroom 90
Rectangle tool (whiteboard) 27
Redo tool (whiteboard) 28
registration
  event 109, 111, 115
  training courses 63
  training curriculums 63
reminders
  course 68, 70
  curriculum 82
  virtual classroom 87, 89
reports 187
  account 188
  Assets report 190
  building custom 201
  course 92
  curriculum 94
  database views 208
  downloading 189
  event 125, 189
  Interactions report 189
  meeting 17, 18, 189
  Questions report 191
  seminar 59
  Slide Views report 191
  star schema views 201
  training 92, 188
  Users report 190
reports wizard 187
review modes (Connect Training) 70
roles 45

S

SAN (Storage Area Network) 199
screen sharing
  about 18
  full screen mode 21
  pointer 21
  presentations 21
  previewing 20
  redisplaying closed content 21
  requesting control 20
  selecting content 21
  sharing control of screen 19
  sharing documents 23, 24
  starting 19
  whiteboards 25
Selection tool (whiteboard) 27
self-enrollment (training) 99, 106
Seminar Dashboard 59
Seminar Hosts group 184
Seminar library 55
seminars
  about 55
  creating 55, 56
  folders 142
  invitations 56
  joining 60
  licenses 55, 58
  participants 57, 58
  pricing models 157
  recordings 58
  reports 59
service-err.log file 192
service-out.log file 192
severity, log files 198
Share pod 20
sharing. *See* screen sharing
Slide Views report 191
source files 145
SQL Server, backing up 200
Stamper tool (whiteboard) 27
star schema views 201
storage, shared 199
subrooms 38
synchronization 25

T

templates
- converting virtual classrooms to 88
- meeting 4

test-outs in curriculums 84
Text tool (whiteboard) 27
Training Catalog 99, 165
Training Dashboard 63
Training library 62, 139
Training Managers group 183
training pricing 157
training reports 92, 94
training. *See* courses in Connect Training, curriculums in Connect Training, and virtual classrooms
troubleshooting 192

U

Undo tool (whiteboard) 28
URLs (content) 145, 147
user accounts, administering 167
user logins 169
user passwords 169
users
- adding team members for 174
- assigning to groups 175
- converting to guests 176
- creating 166
- creating manually 173
- customizing profiles of 167
- deleting 176
- modifying 174

Users report 190

V

video conference
- display 137
- rights 135
- setup 134
- start and stop 134
- stop attendee 138

virtual classrooms
- about 86
- attending training in 105
- conducting training in 101, 103
- creating 87, 88
- editing 89
- notifications 87, 89
- recordings 90
- reminders 87, 89
- reports 90

W

W3CExtended Log File Format 192
Web Links pod 29
whiteboards 25, 27

X

x-category field 198
x-comment field 195
x-module field 194
x-severity field 198
x-status field 195