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Help with Adobe Connect

- Online Tutorials
- User Guide
- Tech Specs & System Requirements

About Adobe Presenter

- What is Adobe Presenter?
- Frequently Asked Questions (FAQs)
- Quick Start Guide: Learn how to import and record audio, add quiz questions, publish your presentation, and more!
- Product Documentation

How Do I...

- Login
- Enter a Meeting Room as a Guest or Registered User
- Test My Connectivity
- Check the version of Flash Player and Adobe Connect Meeting Add-In
- Create a Meeting Room
- Select a Layout
- Setup Meeting Room Access
- Request Meeting Host Privileges
- Manage Attendees
- Optimize Meeting Room Settings
- Upload files and share documents
- Use Adobe Connect Pods
- Delete Share Pod Content
- Record a Meeting
- Setup and Configure an Audio Conference
- Set Up and Use the Audio Function

Uses for Adobe Connect (Use Case Scenarios)

- Virtual Classroom
  - Faculty Lecture
  - Guest Lecture
- Online Meetings
  - Staff Meeting
  - Ad-Hoc Collaboration
- Other Uses

Frequently Asked Questions (FAQs)

- Adobe Connect
- Adobe Presenter
- Elluminate FAQ - Curious about Elluminate Live?
Known Issue

- Adobe Connect Known Issues
- Recent Known Issues:
  - Adobe Connect and Mac OS X 10.9 (aka Mavericks)
  - Remove sandbox restrictions from your Safari player
  - Mac OS X 10.9 (Mavericks) and Adobe Connect 8/9
  - "No authorization" message when you try to change recording access type
- Issues Resolved

Relevant Pages

- Adobe Connect 9.5 What's New
- Adobe Connect 9.3 (Previous Version)
- Adobe Connect 9.1 (Previous Version)

Still need help?
After reviewing the contents of this site, if you still need assistance please e-mail connectsupp ort@jhu.edu.

Update Adobe Connect Add-In Now
Connect Administrator posted on Sep 10, 2017

As of Sunday, Sept 10th, we're seeing meeting loading issues from customers who have not updated the Adobe Connect Add-in. Please downloaded and install the latest Adobe Connect Add-in from the Downloads and
New Adobe Connect Add-in is available – Adobe Connect Maintenance Announcement

Connect Administrator posted on Aug 11, 2017

We've received a Bulletin from the Adobe Connect Team about an expiring certificate in their code base. In order to ensure uninterrupted service, they recommend updating to the latest version of the Adobe Connect Add-in (version 11.9.980.387) which can be downloaded from the Downloads and Updates page now. https://connect.johnshopkins.edu/com mon/help/en/support/downloads.htm https://connect.johnshopkins.edu/com mon/help/en/support/downloads.htm under the section “Adobe Connect Add-in”

Adobe Connect: Planned Maintenance on July 13, July 18, and July 20, 2017

Connect Administrator posted on Jul 10, 2017

Please be aware there is upcoming maintenance planned for July that will affect the availability of Adobe Connect services. Thursday, July 13th 12:00 AM - 6:00 AM (Eastern) Change CHG0038778 There is a planned IT@JH infrastructure change beginning
Adobe Connect: Planned Maintenance on June 26, 27, and 29

Connect Administrator posted on Jun 21, 2017

Please be aware there is maintenance planned for the week of June 26th that will affect the availability of Adobe Connect. Monday, June 26 12:00 AM - 6:00 AM (Eastern) Change CHG0038240 There is a planned IT@JH infrastructure change beginning at midnight. Adobe Connect will not be available during this period. This is the first part of the change, the second part will be on Thursday.

URGENT: Adobe Connect required restarts after midnight tonight (5/16/17)

Connect Administrator posted on May 16, 2017

As part of the ongoing efforts to mitigate the recent ransomware attacks, IT@JH may be required to restart our servers this evening. We are currently scheduling the restart after midnight tonight (5/16/17). This will disconnect any meetings in session at the time, and require you to reconnect. We apologize for the short notice and inconvenience this may cause.