



How to access your Adobe Connect room



PREPARED BY TAFE NSW CUSTOMER EXPERIENCE TEAM

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Connected learning student resources

This guide is **one of several student resources** created to help you get started with connected learning.

Tips and tricks cards

We have two tips and tricks card to help you understand what you need before class and what to expect during class. There is also a checklist available so that you come to the virtual class prepared.



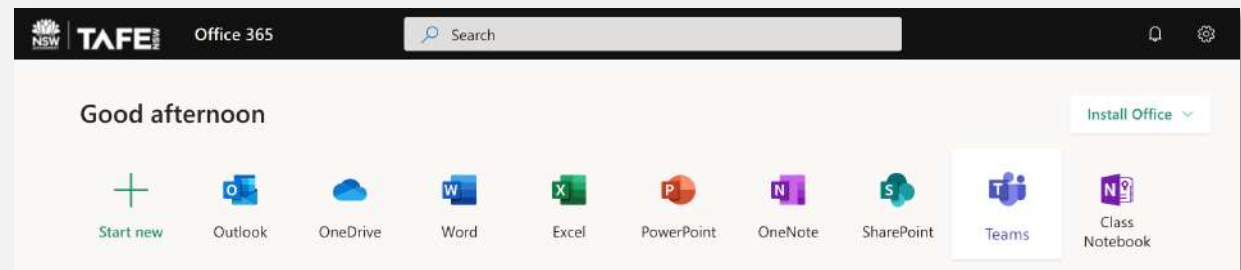
Platform guides

Your teacher will ask you to use different technology platforms to connect with your class. You might not be required to use all platforms. There are three guides to help you access commonly used platforms.



Office 365 apps

By signing in to your Office 365 account, you will be able to access different useful apps. To learn more visit this resource: <https://sway.office.com/db3aaFkBEvgwxFDZ>



Introduction

For you to access Adobe Connect, you will need **three** things.

1



Google Chrome

Google Chrome is a internet browser that will allow you to access websites. **You must use Google Chrome to access your Adobe Connect room.**

2



Adobe Connect room URL (link)

This is a website URL (link) that you will need to type into your browser to access the Adobe Connect Room. **Your teacher will give you the link to your room.**

3



Adobe Connect app

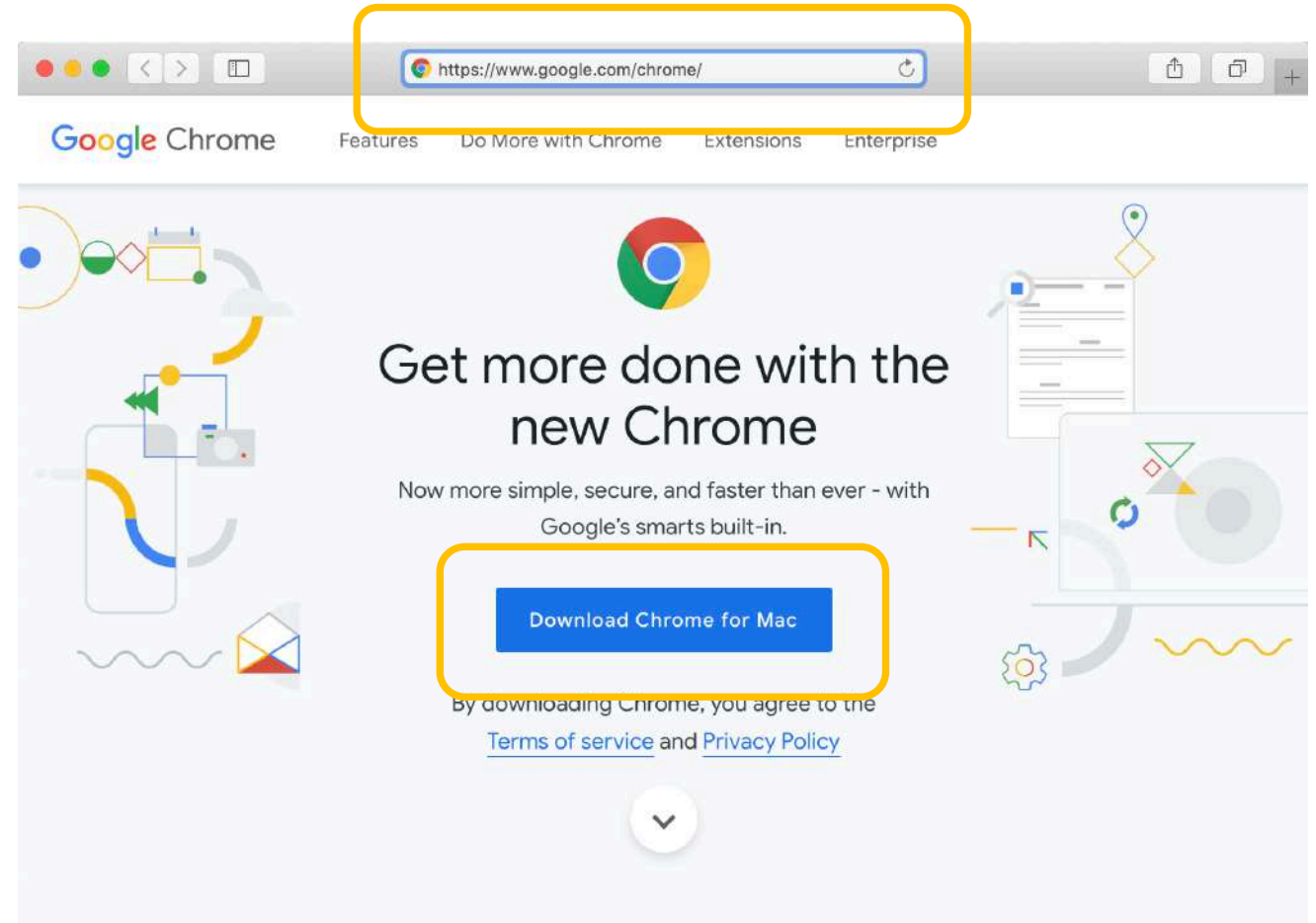
If you would like to also access Adobe Connect using your phone or tablet, you can download the Adobe Connect app.



We recommend you use your TAFE NSW username to log in. It should be at the front of your email address like this: **<username>**@studytafensw.edu.au. If you have not received your TAFE NSW login details, please call TAFE NSW ICT Student Support Service Desk on 131601. Select option 1 for Technology Support, then option 2.

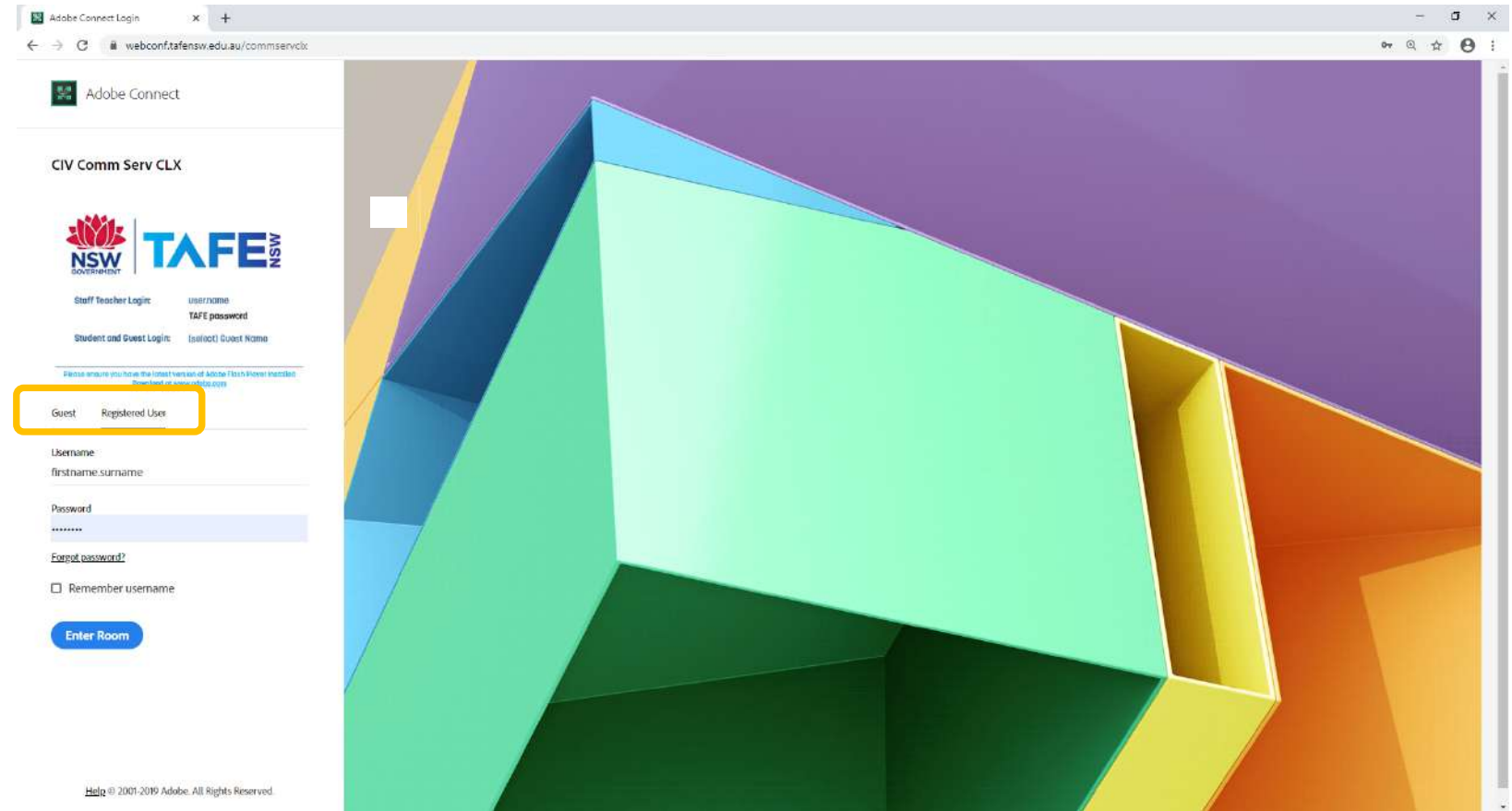
Download and install the Google Chrome browser

1. Open your internet browser and type this URL into the address bar:
<http://www.google.com/chrome/>
2. You will land on the website you see to the right
3. Click on 'Download Chrome for Mac'. If you have a Windows computer, it will display 'Download Chrome for Windows'
4. Your download should start immediately
5. After it has downloaded, Open the installer and follow the step by step instructions to install the browser



Access your Adobe Connect room with Chrome

1. Open Google Chrome. Click on the link provided by the teacher or copy your Adobe room link into the address bar. Please ask your teacher for the your link if you have not received it.
2. You can log in using two ways:
 - a) Login as a Registered User using your TAFE NSW username (recommended)
 - b) Login as a Guest with your first name and surname



Download and install the Adobe Connect App

1. To download Adobe Connect on your iPad/tablet or phone, you will need to visit the **App Store** if you are using an Apple iPad or iPhone, or the **Google Play** store if you are using an Android tablet or phone. Use the search bar to look for '**Adobe Connect**'.



If you can't find the app in your device store, try the links below for your device type:

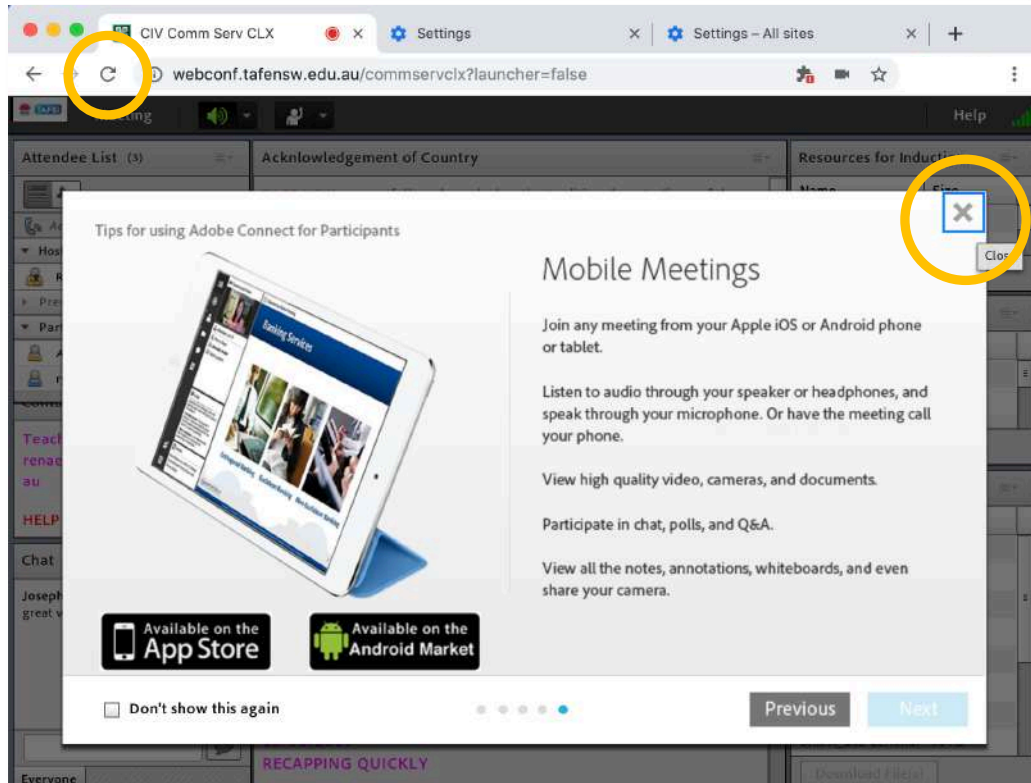
- [Adobe Connect Mobile for iOS devices](#)
- [Adobe Connect Mobile for Android devices](#)

3. Download the app to your device
2. Once the app has downloaded, open the app and type your Adobe room link into the address bar
3. You can also access the room by clicking the room link provided by your teacher

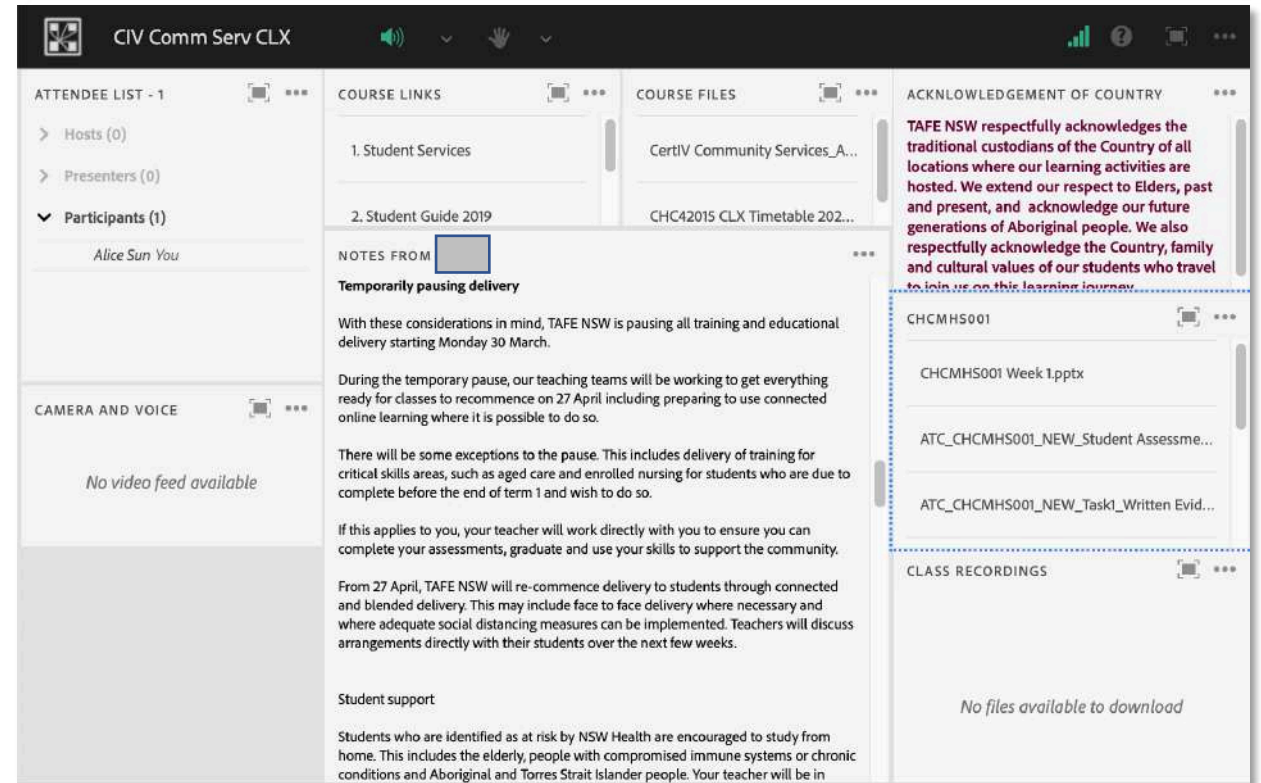
A screenshot of the Adobe Connect mobile app interface. The top header is blue with the text 'Geometrix Sales Training' and 'Banking Services'. Below the header, there are three main sections: a video feed showing a woman, an 'Attendee List' with names Penny Oliver, Amanda Jordan, and Soan Loughton, and a 'Chat' section with messages from Amanda Jordan and Soan Loughton. At the bottom, there are three images representing 'Orthogonal Banking', 'Euclidean Banking', and 'Non-Euclidean Banking'. The Geometrix logo is visible in the bottom right corner.

Welcome to your Adobe Connect Virtual Classroom

1. Your Adobe Room should now load. If it doesn't, try to reload the website. When you first enter the room there will be an introduction screen. Click on the 'X' to close it.




2. You should now see your room! The layout and window sizes in your Adobe Room might look different to the screenshot below. This is because your teacher will decide how they want it to look for the class.



Need more support?

If you are experiencing difficulties with installing or accessing Adobe Connect, or access to Connected Learning, please call the TAFE NSW ICT Student Support Service Desk on:

 **131601**

Select option 1 for Technology Support, then option 2.



Prepared by TAFE NSW Customer Experience Team

Please send any improvements or inquiries about these guides to CXTeam@tafensw.edu.au

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