

Adobe Connect Troubleshooting Session



University of Central Florida

UCF Service Desk

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Adobe Connect for Troubleshooting

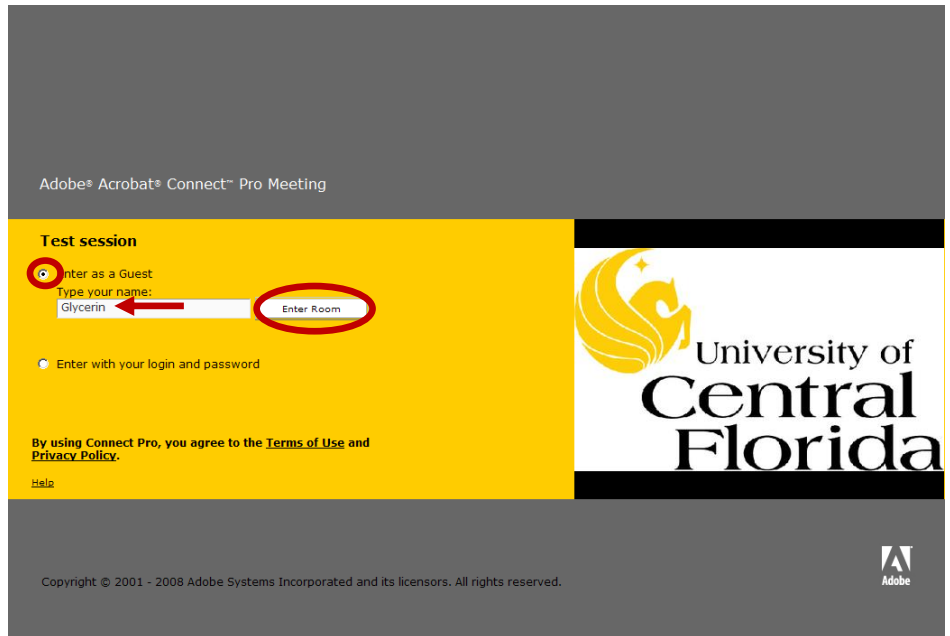
Sign on to your session

You will need to sign on as a guest. Go to the <http://ucf.adobeconnect.com/servicedesk> website.

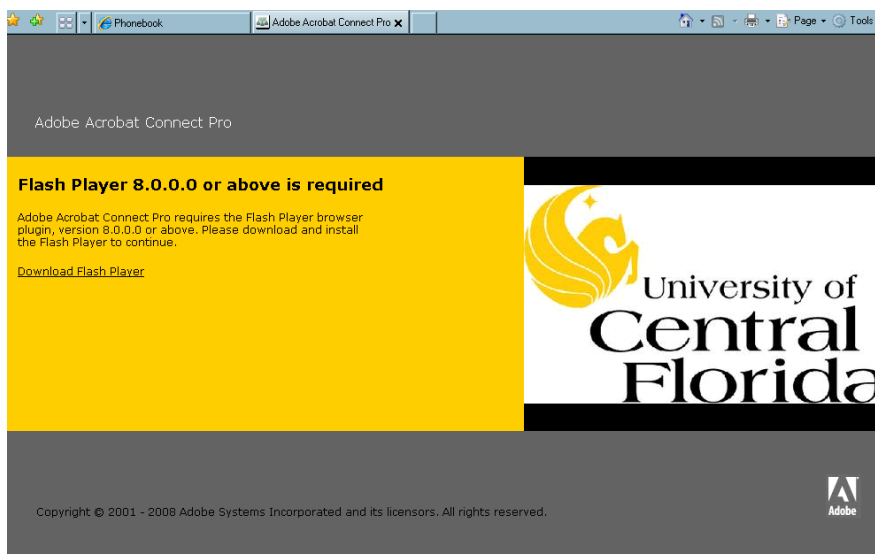
Select the **Enter as a Guest** radio button.

Type in your name.

Click the **Enter Room** button.



If you have not used Direct Connect before you may be prompted to install plug-ins. Please install them.

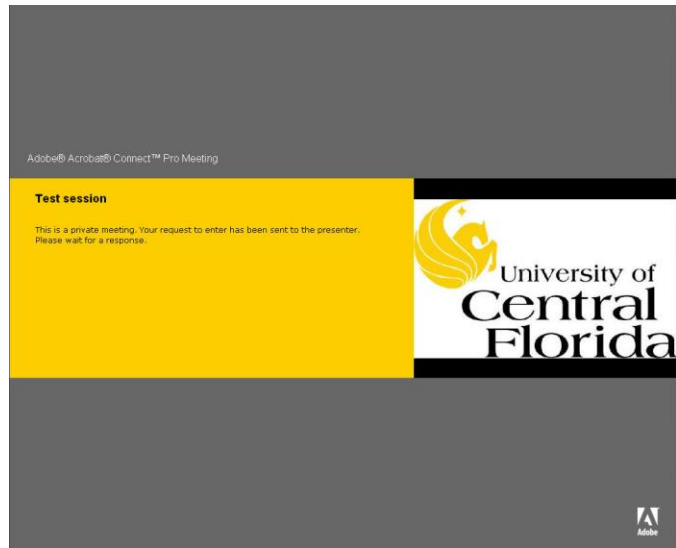


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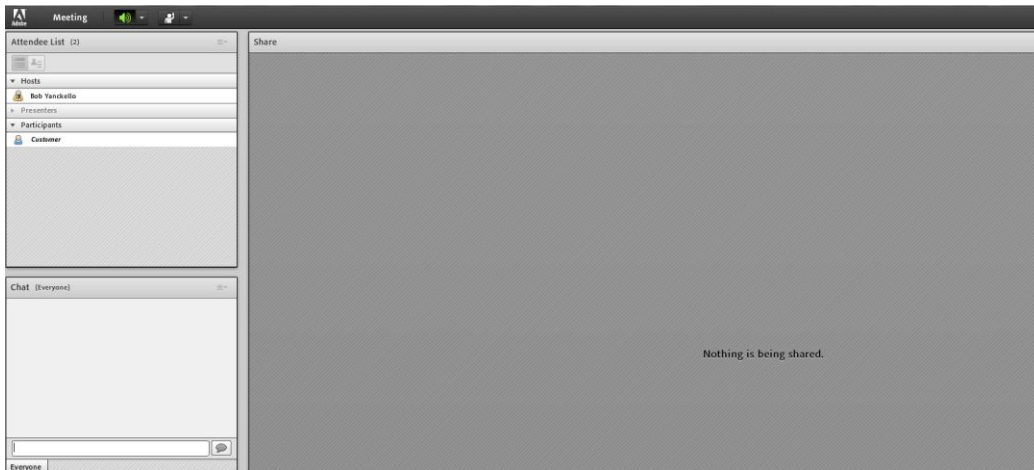
Once the plug-ins are installed, you will see the “request sent” screen.

The host of the meeting will be prompted to approve your request to join the meeting.

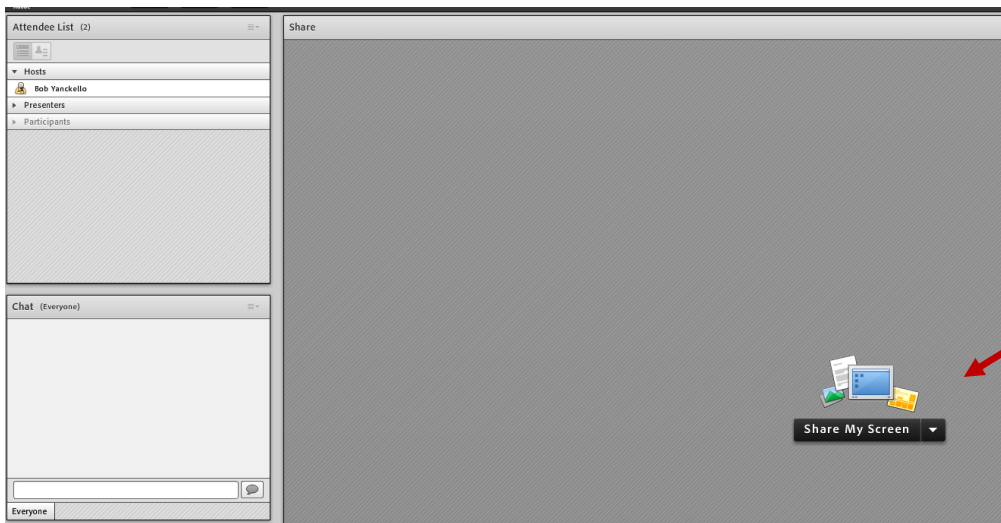
Once accepted the session will open.

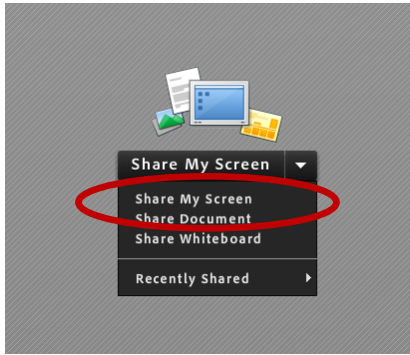


You will enter the room as a Participant. Your host will make you a Presenter.



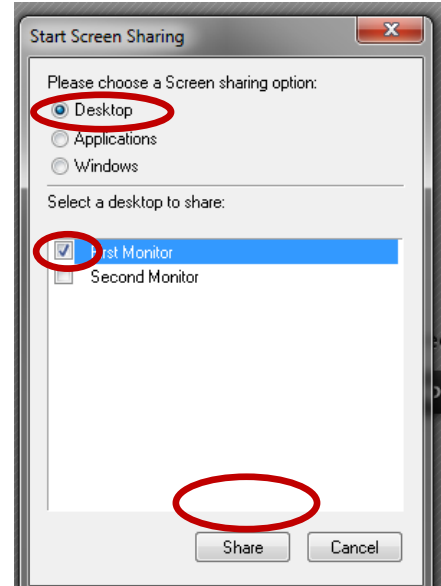
Once you are a presenter, the **Share My Screen** icon will appear.





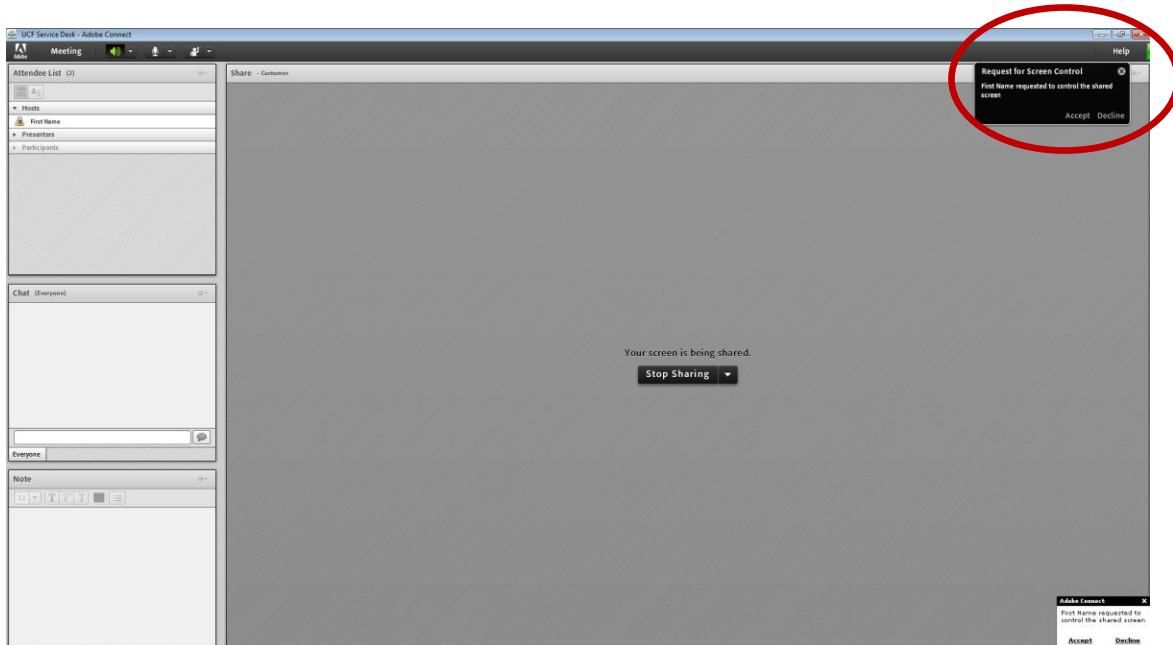
Please select **Share My Screen** from the dropdown window.

The **Start Screen Sharing** menu will open. Select **Desktop** and then the monitor. Click on **Share**.



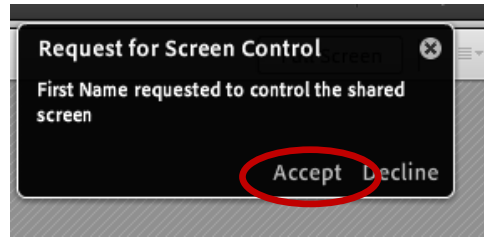
Your host will then be able to see your desktop screen.

During troubleshooting, you and the host may agree to allow control of the screen. This will allow your host to move the cursor of the screen. If they do request control, you will see a pop-up window in the upper right hand corner of the browser.



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You will have the option to Accept or Decline. Please click on **Accept** to allow control of the shared screen.



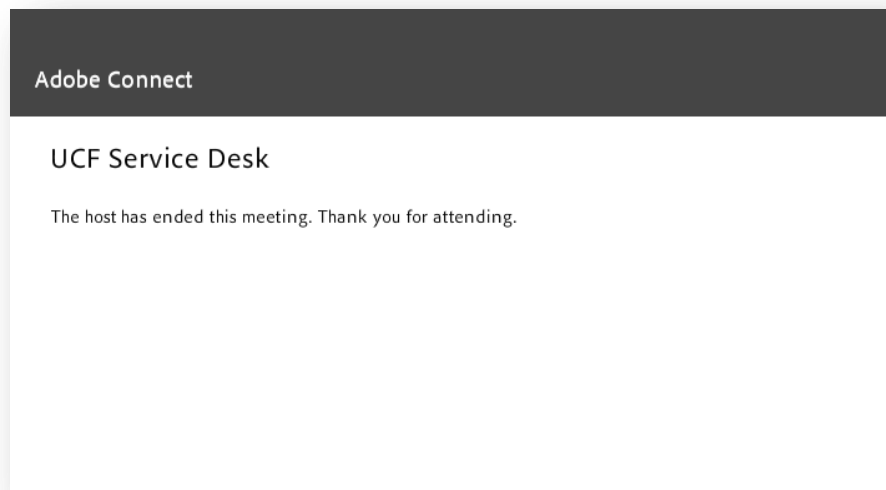
Closing Your Meeting

To exit the meeting:

Once your issue has been resolved and you no longer need assistance, click the Stop Sharing button at the bottom of the screen and close your browser window. No further action on your part is necessary to end the connection.

If the host closes the meeting:

Once your issue has been resolved and you no longer need assistance, the host may close the session. Both of you will be logged out of the Direct Connect session.



Document Version Control

Version	Date	Name	Comments
1.0	2/20/11	Amanda Plimpton	Document creation