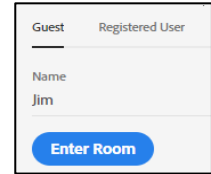**FOLLOW UP to May 1, 2021 Update to Adobe Connect 11.2 and How to Join in Desktop Application**

1. **Login to Your Adobe Connect Session by**

    - logging in to the Adobe Connect Portal

    - **or** by using a session attend link

2. **Two Ways to Join Your Adobe Connect session:**

    <mark>**RECOMMENDED** *Open in Application* for Windows and Mac users</mark>

    - <mark>**Please download and install the latest Windows or Mac desktop application for the best experience.**</mark>
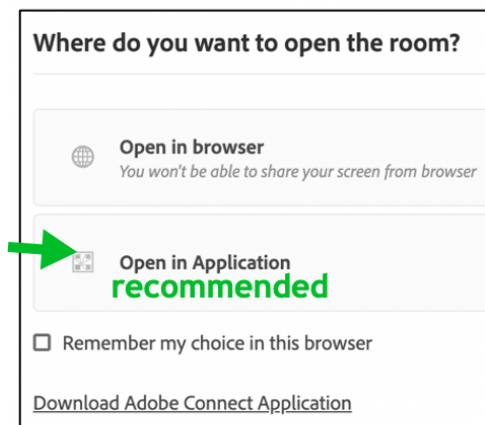
      <mark>**** 32-bit versions of Windows 7 cannot use Adobe Connect 11.2 Desktop App**</mark>

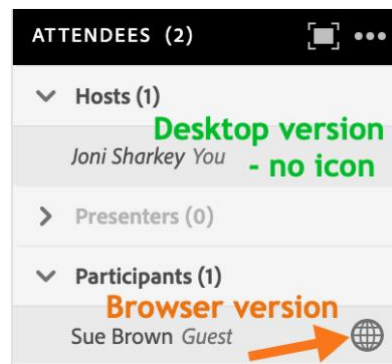   **or *Open in Browser*:**

    - Join using **current versions** of supported web browsers: Firefox, Chrome, Safari and Edge.

    - Linux and ChromeOS users can only connect via browser at this time.

    - Mobile device users must use their *mobile browser* to join sessions - they **cannot join using the Adobe Connect mobile app** until further notice. Please see the
      [Mobile Participant 11.2 Quick Reference Card](#)

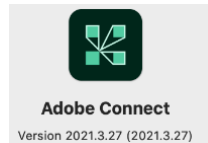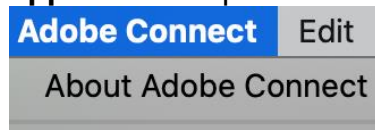   <mark>**** Internet Explorer is no longer supported**</mark>

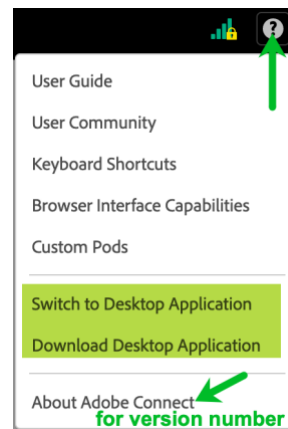3. **Am I in Desktop Application or Browser?**

4. **Where do I find the version number?**

    - in **desktop application**: top left corner > Adobe Connect > About Adobe Connect

- in **browser**: top right corner > question mark icon > About Adobe Connect

  - ☐ in this menu you can also **switch** to or **download** the recommended Desktop Application

For technical help or for questions about the Adobe Connect update, call or e-mail

Contact North | Contact Nord Technical Support Hotline
Monday to Friday 7:30 am EDT to 10:30 pm EDT

1-888-850-4628
support@contactnorth.ca

Adobe Connect Resources for **You** for latest information for Adobe Connect 11.2

Notes for Instructors / Hosts

- o The **HandsUp communication icons have been renamed Vantage Point** and have returned with their Settings options. Here's a **short video** on how to remove the old HandsUp and upload the newly named Vantagepoint communication icons.

- o **Make Recording Offline** by downloading and converting an Adobe Connect recording to mp4 or FLV is not available until a future upgrade.

- o **Live Training for Instructors / Hosts**

What's New in Adobe Connect 11.2

- **Enhanced Audio** improves session audio and cuts out "cross-talk" between breakout rooms

- Improved **Mac Desktop Application** with full screen-sharing options

- **Standard View** becomes the interface for **Hosts** and **Participants,** ensuring all attendees are in the same view. Classic View is retired.

- **Q&A pod** improvements, indicating questions answered (including those by another moderator)

- Attendees pod and Breakout Rooms View have **Select All** and **Clear All** for host ease in selecting multiple attendees

- Version 11 Ellipsis … menu has been removed. **Exit Session** returns to the Meeting / Session Name menu and **participant audio wizard** returns to the Meeting / Session Name menu

- Fixed stalled "Preparing the Room" notice when joining a session

We look forward to continuing to support the delivery of your live online classes and training through Adobe Connect 11.2.

Contact North | Contact Nord *Adobe Connect Support Team*