

## Using Adobe Connect with Linux operating system

If you are using Linux as your operating system the desktop app is not supported and you will have to run Adobe via the browser. We would recommend you switch to a Windows or iOS computer if at all possible. With Linux you must use Google Chrome as your browser and the minimum viable spec is:

### LINUX

#### For HTML Client

Ubuntu 18.04; Red Hat Enterprise Linux 7

Google Chrome

No application support is available for Linux. All features enabled in HTML browser except screen sharing.

### VIRTUAL ENVIRONMENT

Citrix XenApp 7.11

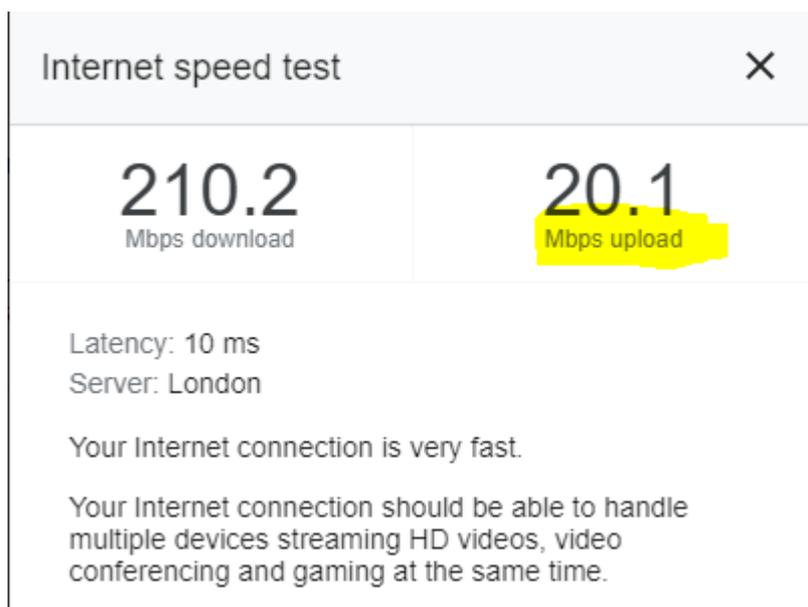
## Using Adobe Connect with Windows or iOS operating system

For details of how to download the desktop app follow the steps in the rest of this document

We recommend you always use the desktop app rather than the browser for a better experience and a more stable connection.

Stay connected for the duration of your course, do not log out at break or lunch times.

In addition the minimum download and upload speed required is 512 kbps for students. However, a speed above 1 mbps for upload is preferable. Remember that download and upload are two different things, run a speed test to see what yours is:

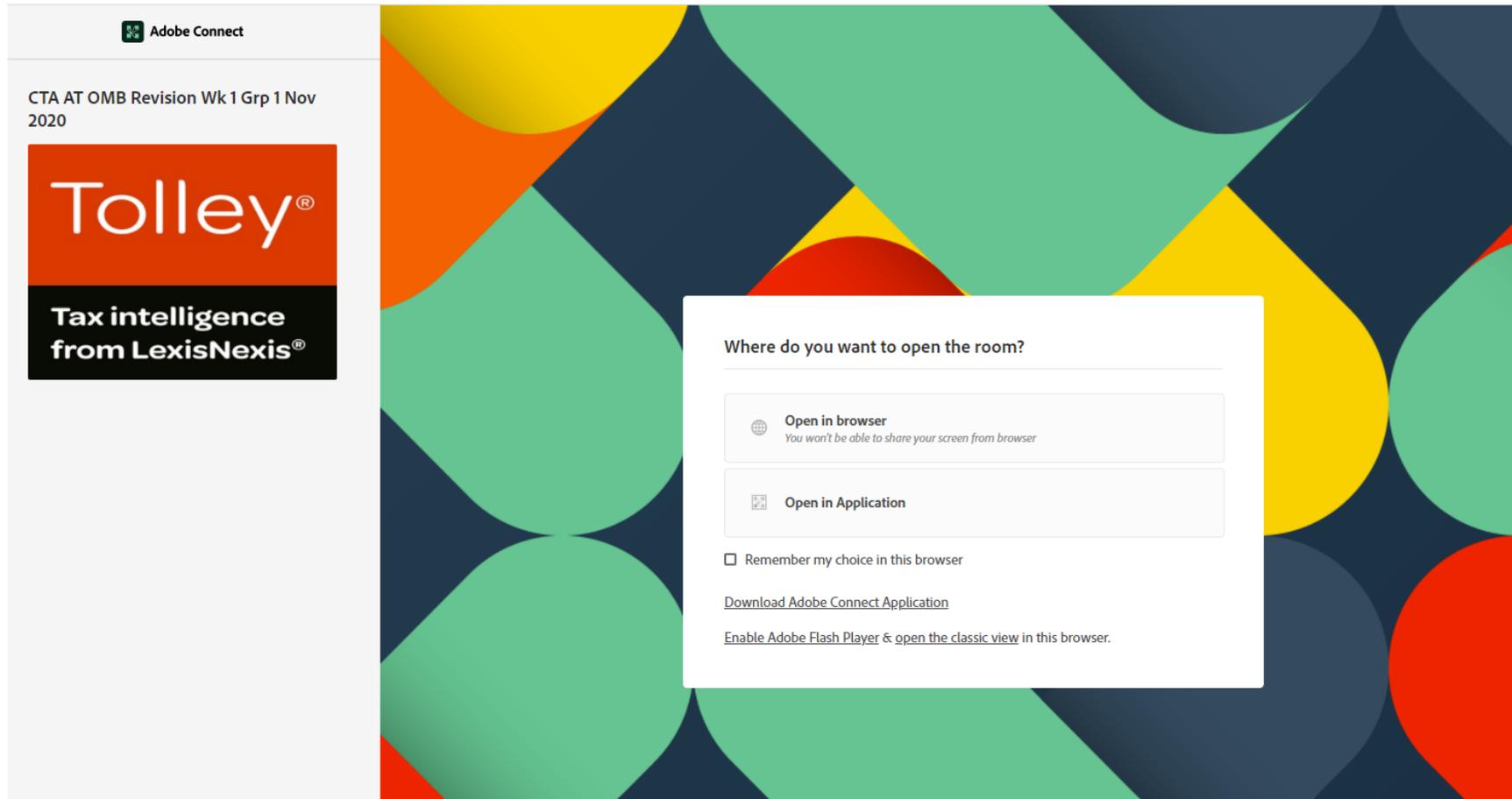


To watch a recording, open the desktop App and paste the URL of the recording into the app – clicking on the URL of a recording will default to browser mode.

Open Google Chrome – this browser works best with Adobe

Input the url for the classroom you are trying to join, it will ask you how you want to open the room –

- if you do not have the desktop app installed, click “download the Adobe Connect Application”
- if you already have it installed, check the box to “remember my choice in this browser”, and then click “Open in Application”
- if you are having any issues with Adobe and you installed the App before 1 October 2020, uninstall the app and then follow these instructions to reinstall (there was an update at the end of September and depending on your settings, your computer may not have auto updated the app)



If you clicked “download the Adobe Connect Application” you will get this screen next, once it has finished downloading, click the icon in the bottom left of your screen to run the App or open your downloads folder and run it from there

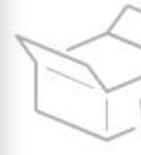
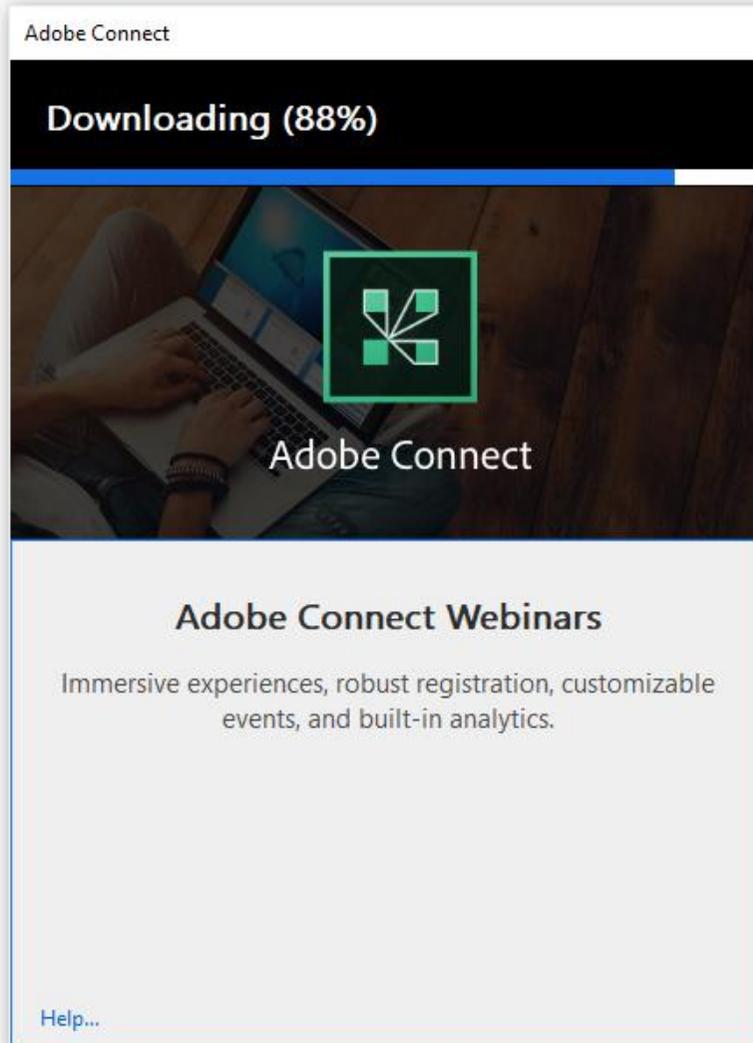
The screenshot shows a web browser window with the URL `lexisnexis.adobeconnect.com/ctaatomdbrevwk1gr1nov2020/?proto=true`. The browser's address bar and tabs are visible at the top. Below the browser window, the Adobe Connect application page is displayed. It features a central message: "Thanks for downloading Adobe Connect application. The download will begin in a moment. If not then [download again](#)". Below this message, there are three instructional steps, each with an icon and a title:

- Open the Installer**: Accompanied by an icon of an open box with a mouse cursor. The instruction reads: "Locate the installer file and double click to start the installation."
- Click 'Yes' to Run**: Accompanied by a circular icon containing a checkmark. The instruction reads: "Authorize the installer by following the instructions on the security dialog."
- Launch Adobe Connect**: Accompanied by an icon showing three people in a circle. The instruction reads: "Once the installation is complete, come here and [launch Adobe Connect](#)".

At the bottom of the screenshot, a Windows taskbar is visible, showing a taskbar icon for `ConnectShellSetup...exe`.

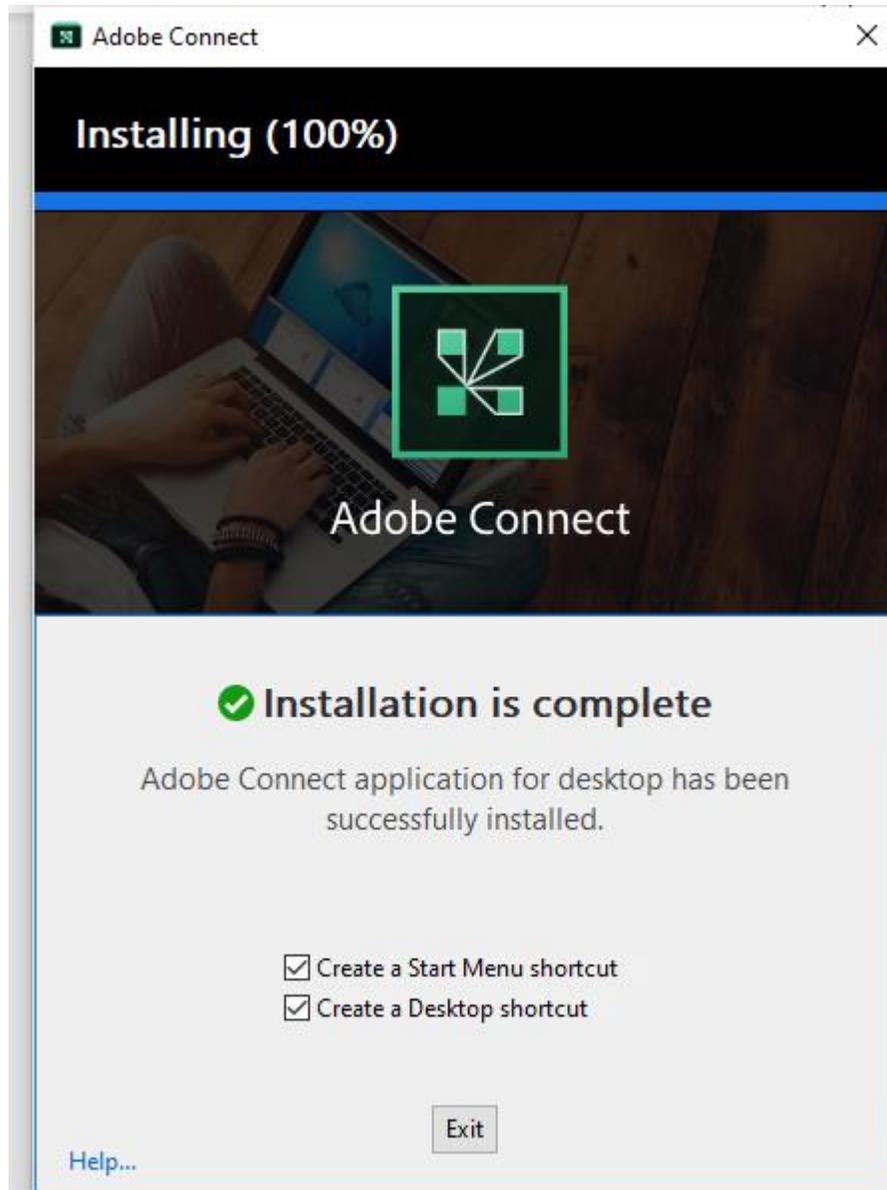
You should then see this screen

Adobe Connect

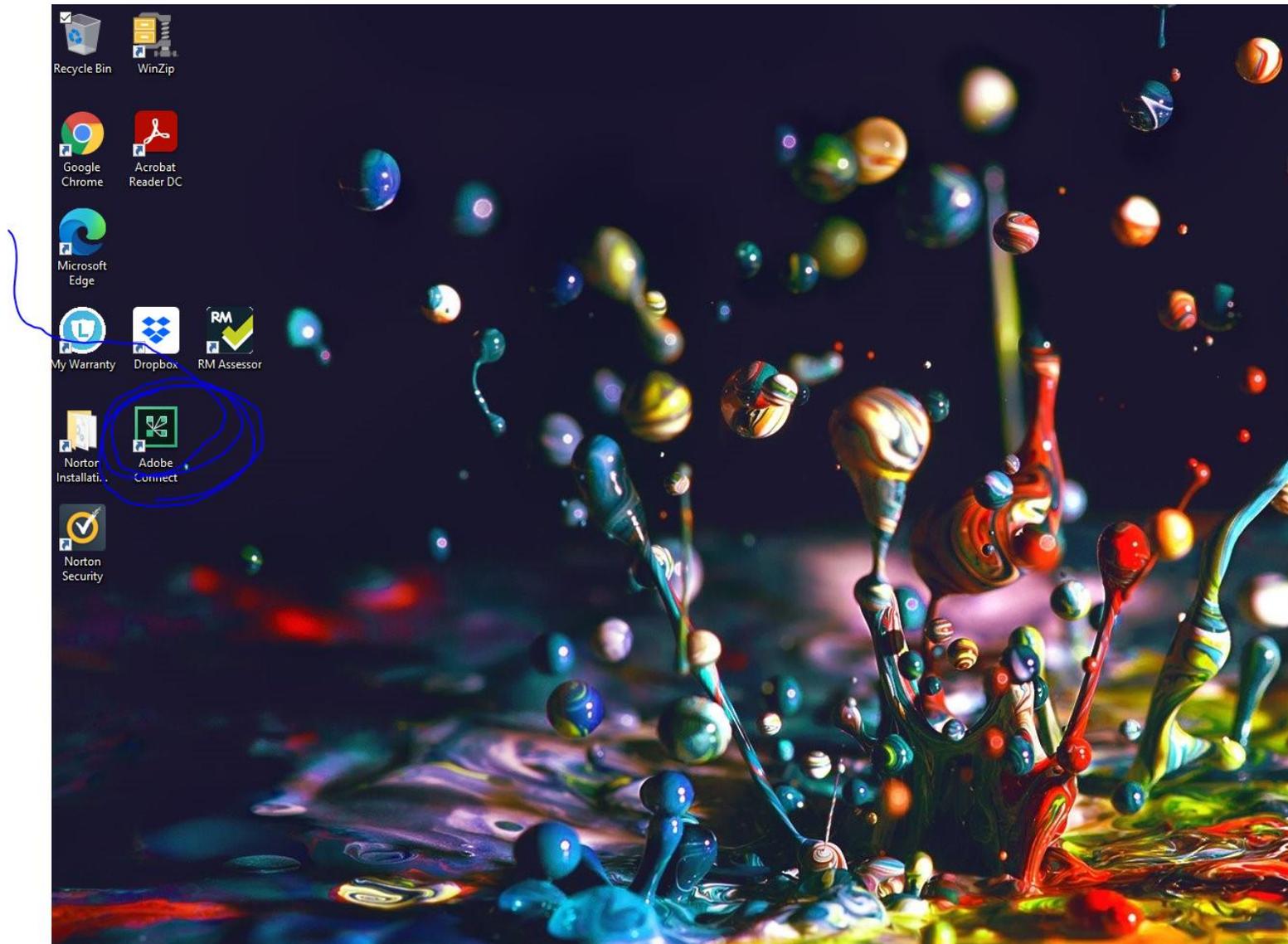


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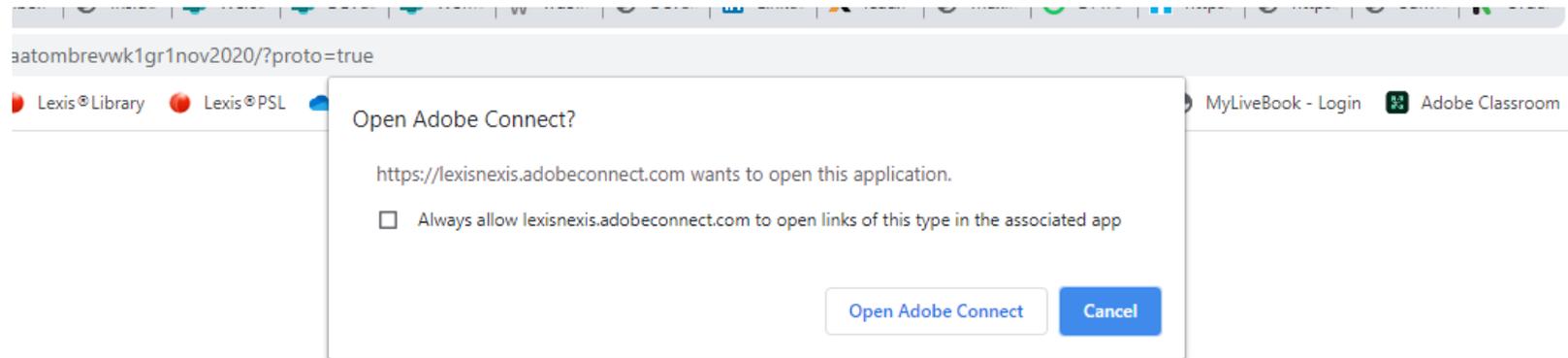
Once it has downloaded, make sure both checkboxes are ticked



An icon should then appear on your desktop and you should be able to open the App



In future whenever you click on a URL it will open in your browser and then give you a choice of how to open the room – if you check the box to open in the associated app, from then on it will simply open in the desktop app automatically



CTA AT OMB Revision Wk 1 Grp 1 Nov 2020

## Room did Not Open?

You can open the room in this browser.

[Open in Browser](#)

Or [launch Adobe Connect](#) to open room in the desktop application. [Download Adobe Connect Application](#)

Or [enable Adobe Flash Player](#) & [open the classic view](#) in this browser.

The desktop app will look like this when it first opens, you can copy the URL into the box below "Welcome to Adobe Connect!" and it will take you to your room:



[Logout](#)

## Welcome to Adobe Connect!

Enter the Adobe Connect meeting, seminar or content URL to join.

Recents

Favorites



**No recent Meetings.**

*Your recent meetings will show up here.*