When you receive a chat message from a meeting participant, your Chat pod shows the sender's name and the message. If the message was sent to everyone, the sender's name is followed by the message. If the message was sent only to you, the sender's name is followed by "(privately)". If the message was sent only to the presenters, the sender's name is followed by "(presenters)."

1 Select one of the following options from the pop-up menu at the bottom of the Chat pod:

- The name of a participant to whom you want to send a message
- Presenters
- Everyone

2 Click the text box in the Chat pod.

3 Enter your message.

4 Do one of the following:

- Click the Send Message button next to the text box.
- Press Enter or Return.

Your name appears in the Chat pod, followed by the addressee you selected and your message.

## Disable private chat between participants

By default, two participants can chat privately. When Enable Private Chat For Participants is selected, participants can send messages to individual participants as well as to presenters and to all attendees. As a host, you can disable this option and prevent private chat.

1 Click the Pod Options button in the lower-right corner of the Chat pod.

2 Click Enable Private Chat For Participants to disable the option. A check mark indicates when the option is enabled.

***Note:*** *This option is not available if the Chat pod is linked to a Q & A pod.*

## Clear messages from a Chat pod

When an empty Chat pod is required in a meeting, a host or presenter can clear all messages for all attendees.

1 Click the Pod Options button in the lower-right corner of the Chat pod.

2 Select Clear Chat.

All text is removed from the attendees' Chat pods.

## Use chat notifications

If you are a host or presenter and you are using the Acrobat Connect Add-in, chat notifications let you communicate with your audience while you are presenting and the meeting window is minimized or maximized to full-screen, concealing the Chat pod. If an attendee sends you a message while you are presenting in full screen or screen sharing mode, a notification appears in the lower-right corner of the screen. You can see the sender's name and the first few words of the message in the notification window. By default, Chat Notifications is enabled. If you don't want notifications to be shown while you are presenting, you can disable them.

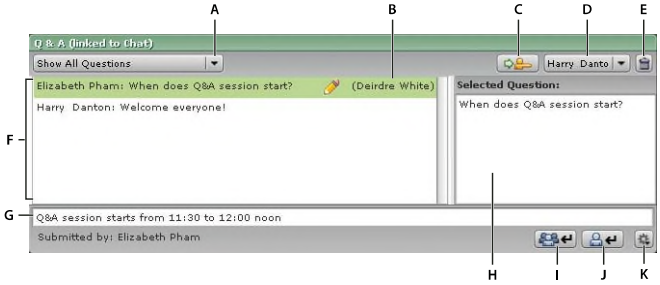
1 Click the Pod Options button in the lower-right corner of the Chat pod.

2 Select Disable Chat Notifications.

## Moderating questions with the Q & A pod

If you are a host or presenter, the Q & A pod gives you additional control for managing questions and answers during a meeting. Using this pod, you can redirect a question to the appropriate presenter and place questions in a queue until you are ready to answer them.

To manage your queue of questions, you can apply a filter, so that you see certain questions while hiding others. You can select and edit a question, enter your reply, and send the answer either to all participants or just the sender. Questions and answers appear as pairs in the Chat (Q & A) pod.




***A.** Filter options **B.** Person answering **C.** Forward **D.** Presenter list **E.** Delete question **F.** Incoming message list **G.** Answer text box **H.** Preview pane **I.** Answer question to everyone **J.** Answer question to submitter only **K.** Pod Options*

You might use the Q & A pod in situations like these:

- During a product launch with more than a hundred participants, questions are added to a queue on the Q & A pod while the speaker presents. After completing the presentation, the speaker reviews the messages, applies a filter, and begins answering the questions.
- A meeting moderator answers logistical questions but forwards technical inquiries to an engineer, who is presenting.
- A meeting moderator returns certain replies to the sender only. Replies that are relevant to all attendees are sent to everyone in the meeting.

## Add a Q & A pod and link it to a Chat pod

If you are a host or presenter, you can add a Q & A pod to a meeting room with an existing Chat pod. You must create a link between the two pods. After the two pods are linked, "(Q & A)" is added to the name of the Chat pod. In Q & A mode, participants can send messages only to the presenters. There can be only one Q & A pod in a meeting room.

### Add a new Q & A pod to a room

❖ From the menu bar at the top of the Stage, select Pods > Q & A.

### Link a Chat and a Q & A pod

1 In the Q & A pod, select the name of the Chat pod that you want to link to from the pop-up menu.

2 Click Link.

The Chat pod is linked to the Q & A pod and (Q & A) is displayed in the Chat pod name.

## Submit a question in the Chat pod

Hosts can submit questions in the Chat pod.

1 From the pop-up menu at the bottom of the Chat pod, select Submit Question (this option is available only if a Q & A pod is linked to the Chat pod).

2 Enter your message in the text box, and click the Send Message (arrow) button, or press Return.

## Answer questions using the Q & A pod

If you are a host or presenter, you can apply a filter to the queue of messages to quickly find the questions that you want to answer.

1 Select a question from the Incoming Messages list.

The question is highlighted and a duplicate of the question appears in the Preview pane so that you can edit it if necessary.

2 (Optional) Edit the question in the Preview pane.

3 Type your answer in the text box at the bottom of the pod.

4 Click one of the following buttons in the lower-right corner of the Q & A pod:

**Answer question to everyone** Sends the answer to all meeting attendees.

**Answer question to submitter only** Sends the answer only to the attendee who sent the question.

When a question is sent, it is deleted from the Incoming Messages list and appears in the Chat pod as a question and answer pair in the "Answered Questions" list.

## Filter and forward questions using the Q & A pod

If you are a host or presenter, you can add a filter to the queue of questions in a Q & A pod so that you can see certain questions while hiding others. You can also forward a question to another presenter who might be better able to answer it.

### Manage your questions with filters

1 Click the pop-up menu in the upper left corner of the Q & A pod.

2 Select a filter from the following list:

**Show All Questions** Displays all questions that you have received, starting either with a new pod or from the last time the pod was cleared.

**Show My Questions** Displays only the questions that have been assigned to you.

**Show Open Questions** Displays all unanswered questions not assigned to anyone.

**Show Answered Questions** Displays all questions that have been answered.

### Forward a question to another presenter

1 Select the question from the Incoming Messages list.

The question is highlighted, and a duplicate of the question appears in the Preview pane.

2 Click Presenter and select a presenter's name from the pop-up menu.

The presenter's name appears on the Presenter button.

3 Click Forward.

## Manage questions

If you are a host or presenter, you can mark a question as open, delete a selected question, delete all questions, and select a Chat pod to link to your Q & A pod. Marking a question as open is useful if you want to make it easier for a presenter to tell which questions still require attention. You can also choose to display the submitter's name in front of questions or the presenter's name in front of answers.

### Mark a question as open

1 From the Incoming Messages list, select an unanswered question.

2 Click the Pod Options button in the lower-right corner.

3 Select Mark as Open.

### Delete a message

1 From the Incoming Messages list, select a question.

2 Click the Pod Options button in the lower-right corner.

3 Select Delete Question.

The selected question is removed from the list.

### Delete all questions

1 From the Incoming Messages list, select a question.

2 Click the Pod Options button in the lower-right corner.

3 Select Delete All Questions.

All questions are removed from the list.

### Show the submitter's name or presenter's name in front of the question or answer

1 Click the Pod Options button in the lower-right corner.

2 Select one of the following options:

- Show submitter name with answered question.
- Show presenter name with answered question.

### Email the contents of a Chat pod

- In the Chat pod, select Email Chat History from the pod menu (the Acrobat Connect Add-in must be installed to use this option).

A new message appears in your default email client, with the subject Chat History and the contents of the Chat pod in the message body. Edit the message if necessary, address the message to recipients, and send.

# Broadcasting audio and video

## About audio and video broadcasting

Using the Camera And Voice pod in Acrobat Connect Professional, hosts and presenters can broadcast and view live audio, video, or both. To broadcast audio, the broadcaster's computer must have a microphone connected to it. To broadcast video, the broadcaster's computer must have a video or web camera connected to it. For participants to broadcast audio and video, a host must grant them enhanced rights for the Camera and Voice pod, or promote them to host or presenter.

***Note:*** *If you have an audio conference bridge installed with your Acrobat Connect Professional account, you can use audio conferencing via telephony.*

## Attendee roles and audio and video broadcast capabilities

In a meeting, your broadcast capabilities are determined by your attendee role—host, presenter, or participant. Hosts control participant access to broadcasting capabilities. The following audio and video capabilities are available for each attendee role:

The host can do the following:

- Choose settings for broadcasting audio and video
- Broadcast audio and video
- Select the broadcasts that you want to receive
- Control participant access to broadcasting capabilities
- Stop an attendee from broadcasting

The presenter can do the following:

- Choose settings for broadcasting audio and video
- Broadcast audio and video
- Select which broadcasts to receive

The participant can do the following:

- If granted enhanced rights to the Camera and Voice pod by a host, can broadcast audio and video
- If promoted by host to be a presenter, can broadcast audio and video
- Select which broadcasts to receive

## Set up audio broadcasting

Use the Audio Setup wizard to quickly set up and use your audio devices. You can test sound output, select a microphone, tune the microphone volume, and tune the silence level.

You can also use Advanced Settings to make further adjustments to the ways that Acrobat Connect Professional handles audio data. Using Advanced Settings is recommended only if you have advanced understanding of audio technology.

### Test audio devices and configure settings

**1** Select Meeting > Audio Setup wizard from the menu bar.

The Welcome page of the Audio Setup wizard appears.

**2** Click Next to begin testing your sound output.

**3** On the Sound Output page, click Test.

A sound sample plays from your speakers or headphone. If you did not hear the sound sample, click Help for more information.

**4** Click Next.

**5** On the Select Microphone page, select your microphone type from the pop-up menu.

**6** Click Next.

**7** On the Test Microphone page, click Record to test your microphone.

**8** If a dialog box appears requesting access to your camera and microphone, click Allow to allow Acrobat Connect Professional to access your camera and microphone.

**9** Click Next.

**10** On the Tune Silence Level page, click Silence. Remain silent until progress is complete.

Acrobat Connect Professional sets a microphone sound level that compensates for background noise in your environment.

#### Set Advanced Settings in the Audio Setup wizard (Windows only)

**1** From the menu bar, select Meeting > Audio Setup Wizard.

The Welcome page of the Audio Setup wizard appears.

**2** Click the Next button to advance to Step 5 of 5 in the Audio Setup Wizard.

**3** Click the Advanced Settings button.

The Advanced Audio Settings panel appears.

**4** Make sure Use Enhanced Audio (selected by default) is selected.

This option turns on automatic audio control, including echo cancellation, microphone volume control, silence detection, and noise suppression. You must select this option to use the other Advanced Settings.

**5** For Silence Level, drag the slider to adjust the level. A higher setting results in more sensitivity to silence in an audio broadcast.

**6** For Acoustic Echo Cancellation Mode, select an option to adjust echo cancellation (the Acrobat Connect Add-in must be installed to use this option):

**Full Duplex** Enables multiple users to speak at one time. If echo feedback results, select another option (this option is preferred for most systems).

**Half Duplex** Enables only one user to speak at a time. Use this option if microphones on your system are unusually sensitive (transmitting unwanted background sound) or if you have poor echo cancellation.

**Headphones** Optimizes audio settings for use with headphones. This option uses Full Duplex mode, in which multiple users can speak at one time.

**Off** Disables echo cancellation.

**7** To enable the Acrobat Connect Add-In to automatically select the optimal Acoustic Echo Cancellation Mode, make sure Auto Sense Acoustic Echo Cancellation Mode (selected by default) is selected.

If this option is selected, the Add-In begins with the Mode you selected in step 6 and adjusts the mode based on information from users' systems. To disable automatic adjustment of AEC mode and use only the mode you selected in step 6, you can deselect this option.

**8** To enable your microphone volume to adjust automatically in response to changes in voice level, make sure Automatic Gain Control (selected by default) is selected. Deselect this option if you experience problems with the audio volume fluctuating unpredictably. Deselecting this option will prevent microphone volume from adjusting automatically.

**9** For Audio Quality, select an option to adjust a combination of all audio settings, including silence level, echo cancellation, and gain control, to provide optimized performance. A higher quality setting uses more CPU resources, and therefore slows performance, but provides better audio quality. It is recommended that you use the highest quality setting that does not cause detectable audio degradation on your system. Select one of four settings:

**Fast** Provides the fastest performance but the lowest audio quality. (This setting uses the fewest CPU resources. Use this option for systems with slower CPUs.)

**Good** Provides somewhat slower performance but better audio quality. (This is the default setting, recommended for most systems.)

**Best** Provides the slowest performance but the best audio quality. (Use this option for systems with very fast CPUs.)

**Custom** Enables you to select options for audio quality settings. Use this option if the standard settings do not provide adequate results. Proceed to step 10 to select Custom options.

**10** If you selected Fast, Good, or Best in step 9, proceed to step 11. If you selected Custom in step 9, choose from the following options:

- For Echo Path, select 128 (the default setting) or 256. The higher setting provides greater suppression of audio feedback. This setting uses more CPU resources and is recommended for systems that don't use headphones.
- Select Noise Suppression (selected by default) to reduce the amount of noise that the microphone picks up. Deselect the option to make the microphone more sensitive.
- For AEC (Acoustic Echo Cancellation), select Fast for the fastest performance and poorest quality, Good for slower performance and better quality, or Best for slowest performance and best quality.
- Select Non Linear Processing (selected by default) to use non-linear processing for audio data. Deselect the option to use standard processing (and fewer CPU resources).

**11** To override your selections and restore the default Advanced Settings, click Reset to Defaults.

**12** To apply the Advanced Settings and return to the Audio Setup Wizard, click OK. Step 5 of the Audio Setup Wizard appears.

**13** Click Finish to exit the Audio Setup Wizard.

## Set up video broadcasting

You can select a camera for video broadcasting.

***Note:*** *To use the Select Camera option, a participant must be promoted by a host.*

**1** Select Meeting > Select Camera from the Menu bar.

An Adobe Flash Player Settings window opens, with the Camera tab selected.

**2** Select the camera that you want to use from the Camera pop-up menu.

***Note:*** *If no camera is connected, a No Camera Found message appears instead of the Camera pop-up menu.*

3 Click Close.

## Specify audio broadcast settings for all participants

If you are a host, you can turn audio broadcasting on and off for all attendees, and enable one or multiple attendees to speak at one time.

1 Click the Pod Options button in the lower-right corner of the Camera And Voice pod.

2 Choose one of the following:

- Voice Off turns off all audio broadcasting.
- Voice On - Multiple Speakers turns on audio broadcasting. Meeting attendees who have the appropriate permissions can broadcast audio. Any attendee can talk when holding down the Talk button.
- Voice On - One Speaker turns on audio broadcasting. Meeting attendees who have the appropriate permissions can broadcast audio. When a speaker holds down the Talk button, the Talk button is disabled for other users, who cannot broadcast their voice.

## Specify video broadcast settings for all attendees

If you are a host, you can turn video broadcasting on or off for all participants, and specify image quality.

***Note:*** *If you change a setting while video is being broadcast, buttons may be added to or removed from the Camera And Voice pod.*

1 Click the Pod Options button in the lower-right corner of the Camera And Voice pod.

2 Choose one of the following:

- Camera Off turns off video broadcasting.
- Slow Images samples and transmits the camera image less frequently than other image settings. Images tend to be low-quality and can shift abruptly. Use this setting if most attendees have low-speed connections or if you are not concerned about image quality.
- Fast Images (the default setting) provides a clear but not high-quality image. Use this setting if attendees are connected at a variety of speeds.
- High Quality Images provides high-quality images. Use this setting if all attendees are connected at high speeds.
- High Bandwidth provides the highest-quality images, suitable for use with the highest connection speeds, such as DSL/Cable or LAN.

## Change the aspect ratio of videos

If you are a host, you can choose between Portrait (the default setting), Standard, or Landscape aspect ratio for video display.

1 Click the arrow in the lower-right corner of the Camera And Voice pod.

2 Select the aspect ratio settings you want from the pop-up menu:

- Portrait displays video with a square aspect ratio.
- Standard displays video with a width-to-height aspect ratio of approximately 4/3.
- Landscape displays video with an aspect ratio of approximately 9/5.

## Enable participants to broadcast audio and video

A meeting host can enable a participant to broadcast audio and video by changing the participant's role to presenter, or by changing the participant's permissions for the Camera And Voice pod.

❖ In the Attendee pod, select the participant's name and do one of the following:

- Click the Set User Role button in the lower left corner, and select Set as Presenter.
- Click the Pod Options button and select Change Enhanced Participant Rights. In the dialog box, select Camera And Voice pod and click OK.

## Stop an attendee from broadcasting

When necessary, a host can stop a meeting attendee from broadcasting video or voice.

1 Roll over the attendee's name in the Camera And Voice pod.

2 Click the close icon (X) to the right of the attendee's name to stop the attendee's broadcast.

The attendee's name, image, and media control buttons disappear from all attendees' Camera And Voice pods.

## Control your video and audio broadcast

You click a button in the Camera And Voice pod to turn on your video camera and microphone and start audio and video broadcasting. Your broadcast appears in the Camera And Voice pod along with other broadcasts in the meeting (if any are in progress).

You press the Talk button to activate your microphone, or the Hands-Free button to keep your microphone on all the time. When you speak, a green line indicates your audio broadcast level. You can pause broadcast of your microphone or camera, or turn off broadcasting.

***Note:*** *In Acrobat Connect Professional, a host must grant permission to a participant to broadcast video and voice.*

*Using the Camera And Voice pod*
***A.*** *Stop My Camera and Voice* ***B.*** *Camera* ***C.*** *Hold to talk* ***D.*** *Hands-Free*

### Start audio and video broadcasting

❖ In the Camera And Voice pod, click the Start My Camera And Voice button.

### Broadcast your voice

Do one of the following:

- Hold down the Talk button to speak during a meeting.

- Click the Hands-Free button (lock icon) in the control strip of the Camera And Voice pod. When the Hands-Free button is selected, you can speak at any time during the meeting. Click the button again to turn off hands-free audio broadcasting.

#### Pause video broadcasting

❖ Click the Camera button in the Camera And Voice pod. Click the button again to resume video broadcasting.

When video broadcasting is paused, the last image broadcast from your camera remains in the Camera And Voice pod.

#### Stop broadcasting your video and voice

❖ Click the Stop My Camera And Voice button.

### Select which broadcasts you receive

If you are a host, you can select to receive or block a video or audio broadcast from a participant. A red line over a participant's Microphone or Camera icon indicates that broadcasts from that participant are blocked. If no red line is visible, broadcasts from that participant are allowed.

#### Block or unblock audio broadcasts from a participant

❖ Roll over the participant's name in the Camera And Voice pod and click the Microphone icon next to the name.

#### Block or unblock video broadcasts from a participant

❖ Roll over the participant's name in the Camera And Voice pod and click the Camera icon next to the name.

## Polling attendees

### About the Poll pod

Hosts can use the Poll pod to create questions, or *polls*, for participants and to view the results. Only hosts can control poll management and how polls appear to meeting participants. Hosts can also cast votes.

### Poll attendees

To poll attendees, a host must create a new Poll pod. Poll results are sent to the server only when the poll is closed.

#### Ask participants to respond to a poll

❖ Enter a question into the Poll pod and click Open at the bottom of the Poll pod.

#### Close the answer period for a poll

❖ Click Close at the bottom of the Poll pod.

The results are sent to the application server.

### Edit a poll

After you create a poll, you can make changes to the question and responses.

#### Edit a poll

1 Click Prepare in the lower-left corner of the Poll pod.

2 Click the location for the text and edit the text.

3 Click Open at the bottom of the Poll pod.

The updated poll appears in the Poll pod.

## View and show poll results

As a host or presenter, you can view poll results in both open and close modes. These results are updated in real time as participants continue to cast or change their votes.

#### View poll results

❖ In open or close mode, click Show Individual Votes at the bottom of the Poll pod.

The participant names and responses appear in the Poll pod.

#### Show poll results to participants

1 Click the pod options menu button in the lower-right corner of the Poll pod.

2 Do one of the following:

- Select Broadcast Results from the pop-up menu.
- Scroll to the bottom of the main area and click Broadcast Results.

The poll responses appear to all meeting participants.

***Note:*** *This option appears only when the pod is not being edited.*

## Navigate among polls

You can create multiple polls and navigate among them quickly and easily.

1 Click the pod options menu button in the lower-right corner of the Poll pod.

2 Choose Select Poll.

## Clear poll answers

1 Click the pod options menu button in the lower-right corner of the Poll pod.

2 Select Clear all Answers from the pop-up menu.

The results are cleared from the main window.

# Chapter 4: Adobe Connect Training

## About Adobe Connect Training 6

### About content, courses, and curriculums

The Adobe Connect Training 6 application consists of two components: courses and curriculums. Courses are created using content within the Content library. You can only use the Connect Training application if this feature has been enabled for your Adobe Connect Enterprise Server 6 account.

*Content* is files stored in the Connect Enterprise Server Content library. Content can be any of the following file types: PPT, FLV, SWF, PDF, GIF, JPG, PNG, MP3, HTML, or ZIP. With content, no individual user information is stored. Reports are created for content, but they are aggregate, content-specific reports, and are based on access. If content is created with Adobe Presenter and the presentation contains quizzes, you cannot set the number of attempts users have to pass the quizzes. Also, with content there is no resume functionality so, for example, if a user quits half way through a content item, the next time they launch the item they are taken back to the beginning of the content.

A *course* contains any item from the Content library. A course is associated with a given set of enrolled learners and there is usage tracking for each individual learner. The course can be delivered and administered independently or as part of a curriculum. When you use courses, scores can be captured for AICC-conformant objects and you may enforce the number of attempts users have to complete the course. Courses also contain resume functionality so that users can view half a course, close the course, and then open it again later at the spot where they left off.

A *curriculum* is a group of courses and meetings that moves students along a particular learning path. A curriculum consists primarily of Connect Training courses, but may include other items such as live training sessions. With curriculums, you can assign prerequisites, test-outs, and completion requirements to enforce a specific learning path. As is the case with courses, you can generate reports to track the progress of the enrollees as they move through the curriculum to ensure that they meet the learning objectives.

### Accessing the Training library

All Connect Training courses and curriculums are contained and organized in a directory of folders called the Training library. You access the Training library by clicking the Training tab at the top of the Adobe Connect Enterprise Manager window. As you navigate the library, the names of the folders appear as a navigation trail at the top of the browser window.

To create courses and curriculums, you must be a training manager. To manage a Training library folder, you need not be a training manager, but you must have Manage permissions for this folder in the Training library.

#### See also

"About libraries" on page 13

## About Training library permissions

Consider the following aspects of permissions when you work with the Training library:

**Enrollee permissions** define the access that learners have for a given course or curriculum. The two enrollee permissions are Enrolled and Denied. Individuals with an Enrolled permission can view a course or curriculum; individuals with a Denied permission cannot access the course or curriculum.

Enrollee permissions are assigned when a course or curriculum is created. Permissions can also be changed after the course or curriculum is created. To change permissions, the training manager must open the course or curriculum and edit the participant list to add or remove enrollees. The training manager must also have Manage permissions for the folder where this course or curriculum is located.

**Training library management permissions** define who can perform the different tasks associated with the Training library files and folders, such as adding and deleting files, searching the library archives, and so on. The ability to create, delete, and edit courses and curriculums in various folders in the Training library is determined by the groups that a user belongs to and the individual permissions that are assigned to a user for specific files and folders. The Training library has only two permissions: Manage and Denied.

Members of the Administrator group can manage all files and folders in the Training library. By default, training managers have Manage permissions only for their individual folder in the User Training folder. This means that training managers can add, delete, change, or assign permissions only for their own folders. All other Manage permissions are assigned on an individual or group basis by the administrator.

#### Training library permissions for Built-in groups

Connect Enterprise Server recognizes six default permission groups called *Built-in groups*. You cannot change the permissions for these groups, but you can extend them by assigning individuals or groups to more than one Built-in group.

The Training module applies to the Training Managers group. This group is associated with the Training library. Each training manager has an individual folder in the User Training folder within the Training library, in which they can create and administer their courses and curriculums. Each training manager also has a content folder. The Connect Enterprise Server administrator can also assign Manage permissions for specific Training library folders to users who are not training managers. Only training managers can create new courses or curriculums, however.

### See also

"Multiple permissions precedence" on page 230

## Course and curriculum registration

Depending on the type and purpose of a given course or curriculum, the training manager might want to have the guests register. If so, the manager must have the Event Management tab as part of the Enterprise Manager application, since registration for any training can only be done through the Event Management tab. A training manager who has this tab must first use the Course or Curriculum wizard to create the course or curriculum from the Training tab, but skip the select participant and send invitations steps. Next, the training manager creates an event by using the Present an Adobe Connect Training Course or Curriculum option in the Event wizard, and selects the course or curriculum that was created as the event.

The Event wizard lets the training manager select and invite enrollees, select and customize registration questions, and send invitations, even to large e-mail lists.

If the training is presented as an event, all enrollees, regardless of whether they have a Connect Enterprise Server account or whether the URL is public, must provide registration information before the training. In this case, the training manager can review the registration applications before the training and approve or deny admittance to each registrant.

### See also

"Events overview" on page 126

## AICC content for courses

When you use Aviation Industry CBT Committee (AICC) content in courses, Connect Enterprise Server applies some specific rules. For more information, see "About AICC content" on page 22.

## Viewing the Training Dashboard

The Training Dashboard contains two bar graphs, one for courses and one for curriculums:

**Course Summary Over the Last 30 Days** Shows the courses over the last 30 days with the greatest number of enrollees who have passed this course; click any bar to see more detail.

**Curriculum Summary Over the Last 30 Days** Shows the curriculums over the last 30 days with the greatest number of enrollees who have completed this curriculum; click any bar to see more detail.

The bar graphs appear within Connect Enterprise Manager. However, you can also export the Dashboard to a browser window that you can print. To do this, click Printable Version on the left, above the display.

## Tips for creating training courses and curriculums

Following are some tips for creating training courses and curriculum in Connect Training:

- Use Adobe Presenter and Adobe Captivate to create content for courses. Presenter is suitable for the creation of linear, simple training materials and Adobe Captivate can be used for creating training materials that need to contain complex branching and simulations.
- At the course level, set client-side maximum retries to one and server-side maximum retries to any number. (Set server-side maximum retries to unlimited if you want learners to have as many attempts as they need to pass.)
- Add curriculum items directly into curriculums, not into folders.
- When adding content from the Content library directly into a curriculum, the content is automatically converted to a course and tracking is enabled. In addition, a curriculum resource folder is automatically created and any curriculum-specific courses (that is, content automatically converted to a course for this curriculum) are placed in the folder.
- Communicate with your learners about how to take courses and curriculums, especially any specific settings you have used. For example, tell them how many times they can attempt to pass a quiz. Also, if you do make any changes to a curriculum after making the curriculum available, such as adding or removing items, tell your learners.
- Ask learners to open an item or course in only one browser window and to close that browser window when they are done.
- When planning to make a large curriculum available, do a test first. For example, ensure that your Connect Enterprise Server system (network, servers, database, etc.) is set up properly and has sufficient resources to manage the volume of learners scheduled to enroll in the curriculum.

- Minimize changes to your courses and curriculums after you have made them available to learners.

# Working with Courses

## About courses

***Note:*** *The material on courses applies only to accounts that include the Adobe Connect Training application.*

A course is content for a set of enrolled learners that also includes usage tracking for each learner. A course might consist of a stand-alone presentation and may be offered as part of a curriculum.

### See also

"About curriculums" on page 99

## Creating a course

In creating a course, your workflow involves the following tasks:

#### 1. Start the Course wizard

You can create or browse to a folder in the Training library that will contain the course (you must have permission to access the folder). When you determine a location, open the New Course wizard by clicking the New Course button.

#### 2. Course information

On the first page of the Course wizard you enter background details about the course, such as a name and summary. (Only the course name is required; all other fields are optional.) You can edit this information after the course is created.

***Note:*** *By default, the "Update information for any items linked to this item" option is selected. Since you are creating a new course, you probably do not have any items linked to the course yet, but keep this item selected if you think you will link any items later.*

#### 3. Select course content

In this part of the Course wizard, Connect Enterprise Server directs you to the Content library, where you navigate to the content file you want to use. You can select only one file from the library, and you must have either View or Manage permissions for this file. After adding content, you can continue in the wizard and enroll learners or save the curriculum and exit the wizard. (To enroll learners, set up course notifications, or enable e-mail reminders later, you can edit the course.)

#### 4. Enroll learners

In this part of the Course wizard, you can enroll users or groups of users. Only enrolled users can browse to the course URL and log in to view the course. To enroll large numbers of users, if you have the Event Management application, present the course as an event.

You can add and delete learners, as required, after the course is created.

#### 5. Set up notifications

In this part of the Course wizard, you set up course notifications. A course notification is an e-mail message telling enrollees how to access the course.

When you format your notification, you can use run time fields in the subject line and in the body of the message. These fields are course information variables that are automatically filled in for you when the e-mail notification is sent.

You can change the course notifications after the course is created.

#### 6. Set up reminders

The final part of the Course wizard involves setting up course reminders. Reminders are optional. A course reminder is an e-mail message sent to either all or selected course enrollees after you set up the course. You can use reminders, for example, to remind enrollees that they are scheduled to take the course or to notify specific individuals that they are required to complete the course.

### See also

"Edit courses" on page 95

"Creating a curriculum" on page 100

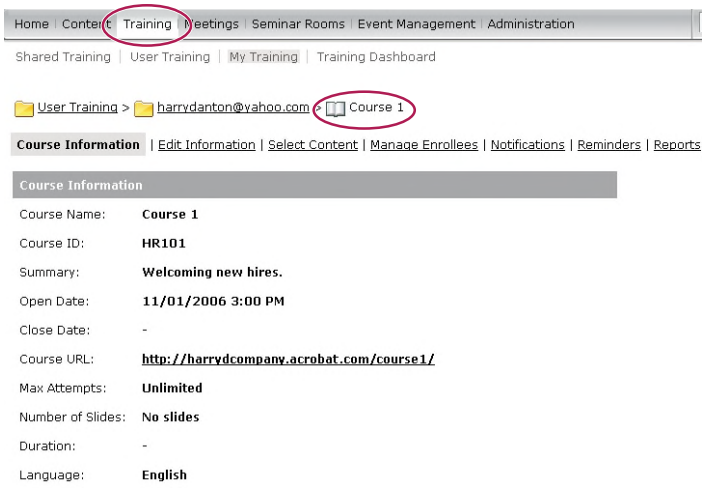
## View course information and the enrollee list

After you create a course you can view information about the course and a course enrollee list.

#### View course information

You can view or change information about a course from the Course Information page of Connect Enterprise Manager, the page that appears when you click the course name in the Training folder list. From this page, you can view or edit the information for a specific course, including the course summary, content, enrollees, and settings for notifications and reminders. Each of these features is accessible as a navigation link.

Every course has a Course Information page, which is a summary that contains the information displayed in the following illustration.




*The Course Information page shows key information about individual courses.*

**Course Information** The course name, ID, summary, open date, close date, course URL, number of slides, duration, maximum attempts (the maximum number of attempts the enrollee has to pass this course), and language.

**Reminder Policy** A field that indicates whether a reminder policy is enabled, to whom reminders are being sent, the date that the next reminder will be sent, and how often reminders are sent. Click the Training tab at the top of the Connect Enterprise Manager window. Navigate to the folder that contains the course for which you want to get information. In the course list, click the name of the course to select it.

### View a course enrollee list

1. Click the Training tab at the top of the Connect Enterprise Manager window.
2. Navigate to the folder that contains the course.
3. In the course list, click the name of the course.
4. Click the Manage Enrollees link in the navigation bar.

A list of enrolled users and groups are shown in the Current Enrollees window on the right.

## About notifications and reminders

Notifications are placed in a queue and are sent as follows:

- Notifications set to Send now are sent when you click Send.
- Notifications set up for future dates are processed every night at midnight. On the set date, depending on the number of notifications in the queue, they are sent within a few minutes or a few hours after midnight PST.

Notifications appear to be sent from whoever creates the course, using the e-mail address specified in their Connect Enterprise Server account. Any e-mail delivery failure notifications are also sent to that address.

All e-mail notifications are sent individually. Recipients do not see the list of other recipients in the message header.

Reminders are placed in a queue and are sent as follows:

- Reminders to be sent *starting on the current date* are sent shortly after the course is created.

- Connect Enterprise Server sends reminders from the person who creates the course, using the e-mail address specified in the curriculum creator's Connect Enterprise Sever account. The e-mail reminders are sent individually; recipients do not see the list of other recipients in the message header. (Also, any e-mail delivery failure notifications are sent to course creator's e-mail address.)
- Reminders set up for future dates are processed every night at midnight. On the set date, depending on the number of e-mail reminders in the queue, they are sent within a few minutes or a few hours after midnight PST.

## About changes to course content

There are some important points to remember when making changes to course content.

- When you create a course from content, a copy of the content is made into the course. If you make a change to course content, the change is not carried over to the course.
- When you add a course to a curriculum, it is a link to the course and not a copy. If you make a change to a course, the change is carried over to the course inside a curriculum.
- Try to minimize changes to course content if the current course content has a quiz that users have already taken. Minimizing changes helps lower the number of versions that exist. It also lowers the number of reports for users who took earlier versions.

### See also

"Adding and deleting items from a curriculum" on page 103

## About review modes

Connect Training contains two review modes: server-side and client-side. It's important to understand these review modes, especially if your courses contain quizzes.

*Server-side review mode* is used only with Connect Training courses. For Connect Training courses, a training manager can specify the maximum attempts a learner has to complete or pass the course successfully. A learner is locked into review mode in the following cases:

- The learner has passed or completed the course within the set number of maximum attempts.
- The learner has exceeded the maximum number of attempts allowed to pass or complete the course.

Learners can see whether they are locked into review mode two ways:

- The text "[Review Mode]" appears in the browser title bar when a course is opened.
- This message appears at the top of the screen: "You have exhausted all your attempts and are now in Review Mode. Any choices selected will not be tracked."

If learners are in review mode and they take any quizzes included in the course, their scores and statuses are not posted to Connect Enterprise Server. This prevents learners from trying to improve their score after passing a course.

***Important:*** *Learners should always open a course or item in only one browser window at a time and close the window when they finish. Learners may be locked into review mode incorrectly if they open the same item or course in multiple windows simultaneously.*

The server-side maximum retry setting for a course carries over to all Curriculum items that link to the course. Because the server-side retry setting for the course is the only one that is enforced, Adobe recommends disregarding curriculum-level maximum retry settings.

*Client-side review mode* is enforced through the maximum retry setting in presentations created with Adobe Presenter and Adobe Captivate. Client-side review mode applies only to retries attempted within a single browser session. However, client-side review mode can persist across multiple browser sessions if the user exits the presentation before finishing, causing resume data to be sent to the server.

In Adobe Presenter the retry setting is defined in the Quiz Manager pass or fail options. For example, if you set the "If failing grade allow x attempts" option to 1, users have only one chance to take the quiz. Suppose a user begins taking the quiz, then leaves it to view a slide that is not part of the quiz or begins a second quiz in the presentation. By exiting the first quiz while the presentation is still open (a single browser session), the user exhausts the single allowed attempt and can't re-enter the quiz. Now suppose that a user enters a quiz, answers one or two questions (but not enough to pass the quiz), and closes the browser. In this second case, the user exited the presentation but not the quiz. When this happens, resume data is sent to Connect Enterprise Server and, if the user is permitted another server-side (course-defined) attempt, the user can open the presentation again and continue working on the first client-side attempt (although it will be the second server-side attempt).

To prevent possible status and score discrepancies, Adobe recommends setting the client-side maximum retry attempts to 1. (In both Presenter and Adobe Captivate, the default setting is 1.) A client-side setting of 1 does not mean that the user has only one chance to complete or pass the course; the course-level setting governs the maximum number of retries.

## Edit courses

If you are an administrator or a user with permission to manage a specific Training library folder, you can manage courses.

### See also

"About changes to course content" on page 94

"About notifications and reminders" on page 93

#### Edit course information

You can edit course information, which includes the course name, ID, summary, start date, and close date.

1 Click the Training tab at the top of the Connect Enterprise Manager window.

2 Navigate to the course.

3 In the course list, click the name of the course.

4 Click the Edit Information link in the navigation list.

5 Edit the course information. You can change the following information:

**Course Name** (Required) The name of the course; it appears in the course list and in reports.

**Course ID** The course number or ID: for example, 100, CS100, and so on.

**Summary** A course description that appears on the Course Information page.

**Course Starts On** (Required) The date before which users cannot access the course. If you change an existing course's start date to a later date, no users (not even those who already accessed the course) can access the course until the new start date. If some enrollees have already accessed the course, their tracking and quiz information is retained in reports.

**Course Closes On** The date after which users cannot access the course.

**Max Attempts** The the maximum number of attempts the enrollee has to pass this course; if you leave this blank, you are allowing an unlimited number of retries.

**6** Click Save.

Be aware that changing the course title or course summary does not change the information on a presentation summary slide. This slide uses the information specified at the time the presentation was originally published. To change this information, you must republish the content and then reselect the content that the course uses.

### Change course content

When you create a new course, you select the content to be used in the course from the Content library.

**1** Click the Training tab at the top of the Connect Enterprise Manager window.

**2** Navigate to the course whose content you want to change. In the course list, click the name of the course to select it.

**3** Click the Select Content link in the navigation bar.

**4** Navigate to the folder that contains the content that you want to use for the course.

**5** Select the button next to the content that you want to use for the course.

**6** Click Save.

**7** A warning message is displayed. To update the content, click Yes, Update My Content. To keep the existing content, click No, Cancel This Request.

### Add course enrollees

If you add enrollees to a course, you must notify the new enrollees. You might also want to set up reminders for them.

**1** Click the Training tab at the top of the Connect Enterprise Manager window.

**2** Navigate to the course.

**3** In the list, click the name of the course.

**4** Click the Manage Enrollees link in the navigation bar.

**5** Do one of the following to select enrollees in the Available Users and Groups list:

- Press Control-click or Shift-click to select multiple users or groups.
- To expand a group to select individual members, double-click the group name. Then select individual users.
- To search for a name in the list, click Search at the bottom of the window; enter the name to display it in the list, and then select it.

**6** Click Add.

The users and groups you added appear in the Current Enrollees list; to remove a name from this list, select it and click Remove.

### Remove course enrollees

If you remove enrollees, they do not receive notification and are no longer able to access the course.

**1** Click the Training tab at the top of the Connect Enterprise Manager window.

**2** Navigate to the course.

**3** In the course list, click the name of the course.

**4** Click the Manage Enrollees link in the navigation bar.

**5** To select users or groups to be removed, do one of the following in the Current Enrollees list:

- Press Control-click or Shift-click to select multiple users or groups.
- To search for a name in the list, click Search at the bottom of the window; enter the name to display it in the list, and then select it.

**6** Click Remove.

### Change settings for course notifications

Notifications help you communicate with course enrollees. You can change notification settings at any time.

**1** Click the Training tab at the top of the Connect Enterprise Manager window.

**2** Navigate to the course.

**3** In the course list, click the name of the course.

**4** Click the Notifications link in the navigation bar.

**5** On the Notifications page, select the notification timing you want and reset the Send On date, if necessary.

**6** Select the group of recipients to which you want to send the notification. (If you enter e-mail addresses, use commas to separate the addresses.)

**7** Edit the e-mail subject and message; to use a run time field, copy the field name from the Run Time Fields list and paste it into the message subject or body. Do *not* change the run time field text in braces.

**8** Click Send to apply the notification changes.

### Change settings for course reminders

You can change reminder settings at any time to, for example, change how frequently reminders are sent or edit reminder text.

**1** Click the Training tab at the top of the Connect Enterprise Manager window.

**2** Navigate to the course.

**3** In the course list, click the name of the course.

**4** Click the Reminders link in the navigation bar.

**5** On the Reminders page, specify the reminder notification timing; change the starting date or recurrence frequency if necessary.

**6** Specify which recipients should receive the reminder. (If you enter e-mail addresses, use commas to separate the addresses.)

**7** (Optional) Edit the e-mail subject and message; to use a run time field, copy the field name from the Run Time Fields list and paste it into the message subject or body. Do *not* change the run time field text in braces.

**8** Click Save.

### Delete a course

Before you delete a course, be aware of the effect of this action:

- The course is removed from the Training library.
- Enrollees can no longer access the course.
- Reports for the course are no longer available. (To prevent access to the course while retaining reporting information, set the course close date and do not delete the course.)

- No more course reminders are sent, and delayed course notifications are not sent.
- The content used by the course remains in the Content library.
- The course will be removed from the item list of any curriculum in which it is included. This affects the curriculum reports. Be careful when deleting courses that are included in curriculums.

1. Click the Training tab at the top of the Connect Enterprise Manager window.
2. Navigate to the course.
3. Select the check box to the left of the course that you want to delete.
4. Click the Delete button.
5. On the confirmation page, click Delete to remove the selected items.

## View course reports

The Reports feature of Connect Enterprise Manager lets you create reports that show you a course from different perspectives. Course reports also enable you to track the performance of specific learners. (When learners access a course, either from a direct course URL or from the course URL within a curriculum, course reports are created.) To use this feature, access the Course Information page, and then click the Reports link. This displays other links that let you define the kinds of report information you can see for this course.

Content and course reports are distinct, because a course is associated with a specific version of content. (In contrast, course and curriculum reports are shared, because a curriculum is only a link to a course.)

1. Click the Training tab at the top of the Connect Enterprise Manager window.
2. Navigate to the course.
3. In the course list, click the name of the course.
4. Click the Reports link.
5. To generate a report, click any of the following links:

- Summary shows you course information (name, ID, open date, close date, and URL) and course status (enrolled users, total course completions, users passed, and users failed).
- By Slides shows a bar graph that lists each slide in the course and the number of times it has been viewed. A table that shows the last time each slide was viewed.
- By Users shows the users who have accessed the course, their status (Passed, Failed, or Incomplete), score, date taken (user's most recent attempt), time taken (time of most recent attempt), how many times the user took the course, the course version, and the certificate number, if applicable. Click the name of a user to view a bar graph and a table that shows each question and whether the user answered it correctly or incorrectly, as well as the score for the question. You can also click the View Answers link for each question, which displays the answer distribution.
- By Questions shows a table that lists question numbers, questions, the number of times the question has been answered correctly, the number of times the question has been answered incorrectly, the percentage of times the question has been answered correctly, and the question score.

- By Answers shows a table that lists the maximum possible score, the average score, the high score, and the low score for the quiz. For each question, the table also shows the question number, the question itself, and the answer distribution; that is, how each question was answered, if at all. Click the View Answers link to view a pie chart with a table that provides the answer key and answer distribution. The answer key lists all of the possible answers for the question and their corresponding answer number or letter; the answer distribution lists all of the answers selected for this question, flags the correct answer, and shows the number of users who selected each answer, as well as what percent of the total each number of users represents. Finally, it totals the users by number of users and percent of users.

***Note:*** *The Hide Answer Distribution/Show Answer Distribution button is a toggle that lets you hide the distribution of answers for each questions, then show them again.*

### See also

"View and manage curriculum reports" on page 111

### Setting and removing report filters

Where appropriate, you can further define the information you see on a particular report by specifying report filters. For courses, these filters can operate on all five report types.

### See also

"Set content report filters and generate reports" on page 27

### Downloading reports

With the exception of the Summary report, you can export all course reports to a comma separated values (CSV) file by clicking Download Report Data under the report types links.

You can also export the By Slides or By Questions report to a browser window by clicking Printable Version on the left, above the display.

# Working with Curriculums

### About curriculums

A curriculum can include courses, presentations, and meetings. You can define prerequisites for a curriculum, and you can design your program so that users can test out of certain curriculum items.

As users complete items in the curriculum, you can track their progress and generate reports to ensure that the curriculum meets the learning objectives.

The key features of Connect Training curriculums let you do the following:

- Organize items, such as courses and presentations, in logical groups that support a learning path.
- Define prerequisites and test-outs for items, allowing enrollees to bypass certain curriculum items if they pass the corresponding test-out item.
- Specify completion requirements - items required to successfully complete the curriculum.
- Send e-mail notifications and reminders to users regarding the curriculum.

- Generate reports that include curriculum statistics.
- View a visual representation of report data using the Training Dashboard.

### See also

"About courses" on page 91

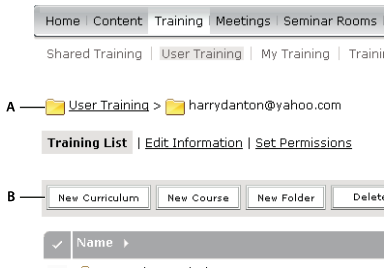
## Creating a curriculum

A wizard guides you through the main steps of creating a curriculum, such as entering curriculum information and selecting courses for the curriculum. After you create a curriculum, you can complete additional tasks, such as adding enrollees and sending reminders.

In creating a curriculum, your workflow involves the following tasks:

#### 1. Browse to a curriculum location

You can create or browse to a folder in the Training library that will contain the curriculum (you must have permission to access the folder). When you determine a location, you open the New Curriculum wizard to create your curriculum in the selected location.




*Navigating the Training library*
***A.** Determine a location **B.** Create another folder or add a new curriculum*

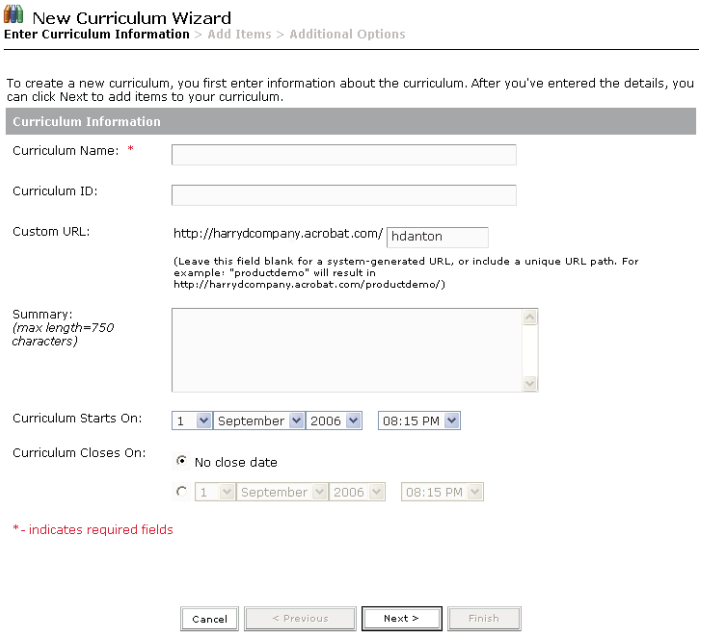
***Note:** If you want to save your curriculum in your User Training folder, you can bypass this procedure by simply clicking the New Curriculum link on the Connect Enterprise Manager Home page and following the steps to enter curriculum information.*

#### 2. Enter curriculum information

The first page of the New Curriculum wizard lets you enter details, such as descriptive summary information and start and end dates, about the curriculum. (You must enter the curriculum name, but all other fields are optional.) The information that you enter in the wizard appears later on the Curriculum Info page, as well as on the page that enrollees access from their My Training link.

The Custom URL text box displays the first part of the URL that users click to access the curriculum. You can leave the text box blank to have Connect Enterprise Server generate a system URL or enter a custom URL in the text box to specify how the remainder of the URL should read. For example, you can enter a word that describes the curriculum.

***Note:** The start and end dates that you select override the start and end dates for the individual items in your curriculum. For example, if you add a meeting with an end date that already passed, but your end date for the curriculum is in the future, the meeting assumes the end date of the curriculum.*

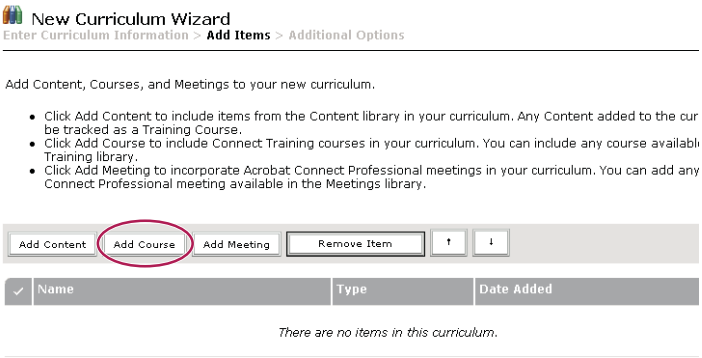



*Use the Curriculum Information page to add a name and details about a curriculum.*

### 3. Add items to the curriculum

After you enter curriculum information in the New Curriculum wizard and click Next, a page appears that lets you add items to the curriculum. When you add an item to a curriculum, you are actually adding a link to the item, not copying the item in a new location within Connect Enterprise Server.

You can add content from the Content library, a meeting from the Meeting library, or any existing courses to a curriculum. Content added to a curriculum is now automatically converted to a course so it can be tracked accurately. The new course is added to the automatically created curriculum resource folder. (This folder is in the same location as the curriculum and has the same name as the curriculum with "Resources" appended to the end.)




*After creating a new curriculum, add courses to build the curriculum.*

***Note:*** *If you want to group items in folders, do not add the items using the New Curriculum wizard. Instead, exit from the wizard, open the curriculum information page for the curriculum, click Add Item, click New Folder, type in a folder name, click Save, select the new folder, click Add Item, and then add items to the folder.*

#### 4. Change the order or remove items, if necessary

After adding content and courses, you can change the order of items to alter the learning path. You also have the option to remove any items.

***Note:*** *Although you can move items within a folder, you cannot move items in or out of folders.*

#### 5. Select any additional options

The final step when creating a new curriculum is to select any options you require from the Additional Options page.

### See also

"Creating a course" on page 91

"Edit prerequisites, test-outs, and completion requirements" on page 107

## View curriculum information and status

After you create a new curriculum, you can view and modify curriculum details on the Curriculum Info page.

### See also

"About notifications and reminders" on page 93

#### Display curriculum information

**1** Click the Training tab at the top of the Connect Enterprise Manager window.

**2** Navigate to the folder that contains the curriculum.

**3** Select the name of the curriculum in the course list.

#### View curriculum status information

Viewing curriculum status offers another way to view a summary report.

**1** If you're not on the Curriculum Info page for the curriculum that you want to view, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

**2** In the Curriculum Status area, click the View button.

The Reports tab opens on a Summary page. In addition to the same information that appears in the curriculum information area of the Curriculum Info page, the Summary page includes the following information:

**Enrolled Users** The number of users enrolled in the curriculum.

**Users Completed** The number of users that have accessed the curriculum and have successfully completed all required items. This includes all users who have ever been enrolled in this curriculum, whether they are enrolled currently or not.

**Users Incomplete** The number of users that have accessed the curriculum, but have not yet completed all required items. This includes all users who have ever been enrolled in this curriculum, whether they are enrolled currently or not.

***Note:*** *There are two types of users not included in the curriculum status numbers: first are users that are enrolled in the curriculum, but have not yet accessed the curriculum and, second, users who have been enrolled in this curriculum in the past, but have subsequently been deleted from Connect Enterprise Server.*

## Adding and deleting items from a curriculum

You can add and delete content and courses from a curriculum after a curriculum is created. For example, you can add any course in your Training library to a curriculum.

Here are a few tips:

- Try to minimize the addition and deletion of courses and content after a curriculum is made available to learners.
- Communicate with learners enrolled in the curriculum. Tell them when content and courses are added or deleted and ask them to log in to the curriculum so their status updates.
- There is a distinction between including an existing course in a curriculum and creating a new course for a curriculum. When you add a course to a curriculum and the course already exists, the course is not added to the individual curriculum's Resources folder. Only items that are automatically created for the first time as a course are automatically added to the curriculum Resources folder. You can, however, move or copy items into the Resources folder.
- When a course is added to a curriculum, what is actually added is a link to the course in the Content library. This allows learners to receive credit for a course even if the course is taken outside the curriculum. To receive credit for taking the course, the learner must have logged in to the curriculum at least once. (Adobe recommends that curriculum learners always launch items from within the curriculum.)
- If you delete a required item from a curriculum, the status of learners who have completed all other required items will change to Complete.
- After a curriculum has been modified (for example, required items have been added or deleted), ask learners to log back into the curriculum to have their status and scores updated.
- Sometimes, a learner can take a course and then the course is added to a curriculum in which the learner is enrolled. For the learner to receive credit for having already taken the course, ask the learner to log into the curriculum. Their status within the curriculum will be updated automatically.

### See also

"About changes to course content" on page 94

## Add folders and items to a curriculum

After creating a curriculum, you can add folders or items to the curriculum at any time.

***Note:*** *Adding or removing items from a curriculum may affect learner transcripts. As a best practice, do not make changes to curriculums once you have enrolled learners. If you do add or remove items, tell learners about the changes to the curriculum and ask them to log in to the curriculum to update their status.*

#### Add a folder to a curriculum

After you create a curriculum, you can group items in folders to organize your items. For example, you can group a set of items in a Beginner Topics folder and another set in an Intermediate Topics folder.

***Note:*** *You add items to a curriculum folder rather than move items already in your curriculum into a folder.*

**1** If you're not on the Curriculum Info page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

**2** Click Add Item.

**3** Click New Folder.

**4** On the New Folder page, enter a name for the folder in the Folder Name text box, and click Save.

**5** In the curriculum list, you can select the folder that you just created and add items to it.

#### Add content to a curriculum

After you create a curriculum, you can add more content as necessary. Content added to a curriculum is now automatically converted to a course so it can be tracked accurately. The new course is added to the automatically created curriculum resource folder. Any further content you add to the curriculum is also automatically converted and placed into the resource folder. This folder is in the same location as the curriculum and has the same name as the curriculum with "Resources" appended to the end. (If you add courses that you have already created to a curriculum, those courses are not placed in the resources folder.)

**1** If you're not on the Curriculum Info page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Information page.

**2** Click Add Item.

**3** Click Add Content.

**4** If necessary, browse to the folder that contains the content.

**5** Select the check box for the content that you want to add to the curriculum, and click Add.

**6** Click Add again.

#### Add a course to a curriculum

Any courses available in your Training library are available for you to include in a curriculum.

**1** If you're not on the Curriculum Info page for the curriculum you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

**2** Click Add Item.

**3** Click Add Course.

**4** If necessary, browse to the folder that contains the course.

**5** Select the check box for the course that you want to add to the curriculum, and click Save.

***Note:*** *Invitations, enrollments, and reminders that you created for a course are not carried over when you add a course to a curriculum. The notification options for a curriculum apply to all courses inside the curriculum; you cannot set individual notification settings for courses inside a curriculum. (If a course exists outside of a curriculum, however, the course invitation, enrollment, and reminder settings are all valid for the course.)*

#### Add a meeting to a curriculum

You can add a meeting, available in your Meetings library, to an existing curriculum.

**1** If you're not on the Curriculum Info page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

**2** Click Add Item.

**3** Click Add Meeting.

**4** If necessary, browse to the folder that contains the meeting.

**5** Select the check box for the meeting that you want to add to the curriculum, and click Save.

***Note:*** *To send an Outlook Calendar Event, which lets users add the meeting to their Outlook calendars, you select the iCal option when you send meeting reminders (not when you add the meeting to your curriculum).*

#### Add external content to a curriculum

A curriculum is not limited to Connect Enterprise Server items. You can include external training. For example, you may want to add a classroom lecture that enrollees should attend. Since a lecture is a live event, you can create a Connect external event to represent the lecture. By using the status override feature, you can then mark the enrollees that attend as "Passed" and those that do not attend as "Failed."

***Note:*** *When the user status changes for external training, you should update the user's completion status manually.*

**1** If you're not on the Curriculum Info page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

**2** Click Add Item.

**3** Click New External Training.

**4** In the Title text box, enter the name of the external training.

**5** In the Max Possible Score text box, enter the maximum points to be awarded for completing the external training.

**6** In the Summary text box, enter a description of the external training.

**7** Click Save.

On the Curriculum Info page, the external training appears in your list of items.

**8** To enter an ID for the external training, click the Edit button in the Curriculum Information area.

**9** In the ID text box, enter identification text or numbers.

**10** Click Save.

## Edit curriculums

You can edit information in a curriculum, such as changing the order of items or removing items. You can also delete any entire curriculum

***Note:*** *Adding items to or removing them from a curriculum may affect learner transcripts. As a best practice, do not make changes to curriculums once you have enrolled learners. If you do add or remove items, tell learners about the changes to the curriculum and ask them to log in to the curriculum to update their status.*

#### Edit curriculum information

**1** If you're not on the Curriculum Info page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

**2** In the Curriculum Information area, click Edit to modify the following information:

**Curriculum Name** A title for the curriculum.

**Curriculum ID** The identification number for the curriculum. (You can assign any code, such as a catalog number.)

**Summary** The curriculum description.

**Curriculum Starts On** The date on which the curriculum starts. Users cannot access the curriculum before this date

***Note:*** *The start and end dates that you select override the start and end dates for the individual items in your curriculum. For example, if you add a meeting with an end date that already passed, but your end date for the curriculum is in the future, the meeting assumes the end date of the curriculum.*

**Curriculum Closes On** The date on which the curriculum ends; select from the pop-up menu or select No Close date.

**3** When you finish editing the curriculum information, click Save.

#### Edit external content information

To edit external content information, you must have already added it to the curriculum.

**1** If you're not on the Curriculum Info page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

**2** In the list of items, select the name of the external training.

**3** In the External Training Information area, click Edit.

**4** In the Item Info area, edit the Name, ID, or Summary information, and click Save.

#### Change the order of items in a curriculum

**1** If you're not on the Curriculum Info page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

**2** Select the check box next to the item that you want to move, and then click either the up or down arrow to move the item in the list.

#### Remove items from a curriculum

If you no longer want to include an item in a curriculum, you can remove it without affecting the original item that exists in its respective library.

**1** If you're not on the Curriculum Info page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

**2** In the list of items, select the check box next to the items that you want to remove, and then click Remove Item.

**3** Verify that you do want to remove the selected items, and click Delete.

#### Delete a curriculum

Before you delete a curriculum, be aware of the following effects of this action:

- The curriculum is removed from the Training library.
- Enrollees can no longer access the curriculum.
- Reports for the curriculum are no longer available. (To prevent access to the curriculum while retaining reporting information, set the curriculum close date and do not delete the curriculum.)
- Curriculum reminders are not sent, and delayed curriculum notifications are not sent.
- Deleting a curriculum is a permanent action. Once it is deleted, there is no way to recover a curriculum.

Deleting a curriculum from the Training library does not affect the library items that constitute the curriculum.

**1** Click the Training tab in Connect Enterprise Manager and browse to the curriculum.

**2** Select the check box next to the curriculum and then click Delete.

**3** After verifying that you want to delete the selection, click Delete.

## Edit prerequisites, test-outs, and completion requirements

After creating a curriculum, you can make many changes such as assigning prerequisites, assigning test-outs, and editing completion requirements. Adobe recommends using either test-outs or prerequisites, but not both, to create create learning paths. Using both is possible, but it may be time-consuming and complicated to test all of the possible workflows learners may encounter.

### Assign prerequisites to an item

Assigning prerequisites enforces learner access to items in a specific sequence. A folder cannot be set as a prerequisite.

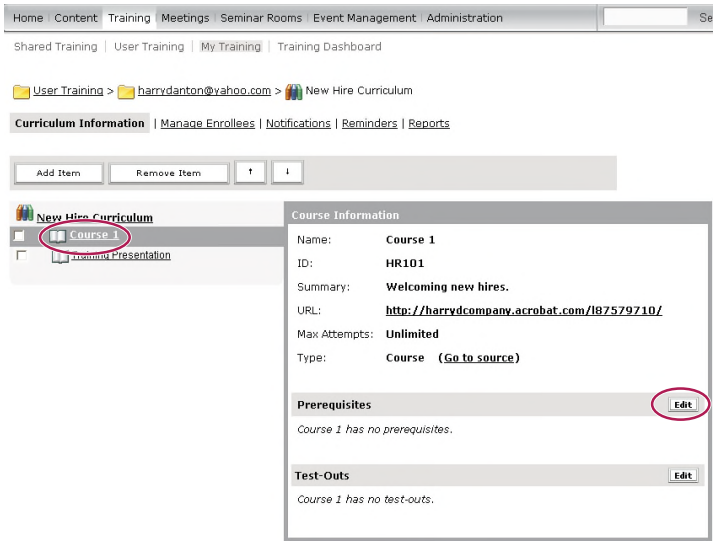
***Note:*** *Avoid creating redundant prerequisites; they are confusing for learners and may cause performance issues on your Connect Enterprise Server.*

***Note:*** *External training items should not be set as Required, because Connect Enterprise Server cannot automatically track external items.*

**1** If you're not on the Curriculum Info page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

**2** In the list of curriculum items, click the name of the item or folder that requires a prerequisite.This procedure refers to this item as the *selected item*.

**3** In the Prerequisites area, click Edit.




*In the Course Information Prerequisites area, click Edit to create a specific learning path.*

**4** The Select Prerequisite area lists the items in the curriculum. Use the Options pop-up menu to specify prerequisites, using the following criteria:

**Required** Indicates that the prerequisite must be completed successfully, not just completed, before taking the selected item. Do not assign Required status to external content. Connect Enterprise Server cannot verify completion of external content, such as a website URL.

**Optional** Indicates that the prerequisite is optional. Users receive a message requesting that they take the prerequisite before taking the selected item.

**Hidden** Indicates that the selected item appears on the enrollment page only after the user completes the prerequisite.

**5** When you finish selecting prerequisites, click Save.

### Assign test-outs for an item

You can design the curriculum so that enrollees are not required to take an item if they pass a related test-out item. Test-outs cannot be set for a folder; always use a specific course, not a folder, as a test-out for any other learning object.

Here are tips for creating test-outs:

- Carefully choose between the Optional, Blocked, and Hidden options. Your learners could have a very different path and learning experience depending on which option you select for a test-out.
- You cannot assign a test-out for the first item in a curriculum.
- Do not use chained test-outs. An example of a chained test-out is setting item 1 as a test-out for item 2 and then setting item 2 as a test-out for item 3.

**1** If you're not on the Curriculum Info page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

**2** In the list of items, click the name of the item that requires a test-out item. This procedure refers to this item as the *selected item*.

**3** In the Test-Outs area, click Edit.

**4** The Select Test-Outs area lists items in the curriculum. Use the pop-up menu by an item to designate it as a test-out for the selected item, using the following criteria:

**Optional** Indicates that if the enrollee passes the test-out item, the selected item is no longer required to complete the curriculum.

**Blocked** Indicates that if the enrollee passes the test-out item, the selected item is unavailable to the enrollee. If the enrollee fails the test-out item, the selected item becomes available.

**Hidden** Indicates that if the enrollee passes the test-out item, the selected item is hidden from the enrollee. If the enrollee fails the test-out item, the test-out item is visible and available for the enrollee to take.

**5** When you finish specifying test-out items, click Save.

### Edit completion requirements

You can designate an item as *required*, which specifies that an enrollee must successfully complete the item to complete the curriculum. By default, all items are required, but you can set individual items as optional or required without impacting other items.

**1** If you're not on the Curriculum Info page for the curriculum that you want to modify, click the Training tab and browse to the curriculum. Select the curriculum name to open the Curriculum Info page.

**2** In the Completion Requirements area, click Edit.

**3** For each item that you want to specify as required, select Required from the pop-up menu.

**4** When you finish specifying required items, click Save.

## Manage enrollees

Connect Enterprise Manager allows you to view and add enrollees to a curriculum, as well as set access permissions for enrollees.

### View and add enrollees to a curriculum

**1** If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Connect Enterprise Manager and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

**2** Click Manage Enrollees.

**3** To add enrollees, select the name or group in the Available Users and Groups list.

- Press Control-click or Shift-click to select multiple users or groups.
- To expand a group to select individual members, double-click the group name. Then select individual users.
- To search for a name in the list, click the Search button at the bottom of the window; enter the name to display it in the list, and then select it. (Click Clear to return to the original list.)

**4** After selecting the enrollees, click Add.

***Note:*** *After adding enrollees, you must send notification to the enrollees that the curriculum is available.*

### Set permissions for curriculum enrollees

After you've added enrollees to a curriculum, you can determine permissions for enrolled users and groups.

**1** If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Connect Enterprise Manager and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

**2** Click Manage Enrollees.

**3** Select the enrollee or enrolled group in the Current Enrollees column and click Permissions.

**4** Select one of the following permissions:

- Enrolled allows the enrollee to access the curriculum.
- Denied bars the enrollee from accessing the curriculum.

### Remove enrollees from a curriculum

You can remove an individual curriculum enrollee or a group of enrollees at any time.

**1** If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Connect Enterprise Manager and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

**2** Click Manage Enrollees.

**3** Select the enrollee or enrolled group in the Current Enrollees column and click Remove.

## Communicate with curriculum enrollees

You can use Connect Enterprise Manager to send notifications and reminders to curriculum enrollees. Default message text is provided, but you can edit the text and customize the message to suit your needs.

### Send notifications to curriculum enrollees

You can use the notifications feature in Connect Enterprise Manager to send an e-mail message to enrollees. A typical message tells enrollees that the curriculum is available, provides details about the curriculum, and includes a link to the curriculum. The message can go to all enrollees, or to a subset of enrollees, such as those who have not completed the curriculum.

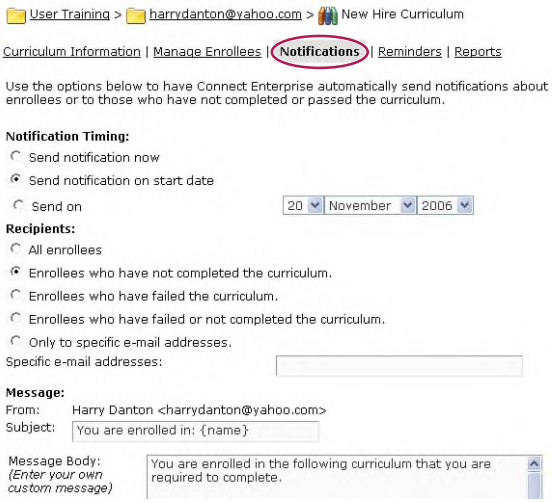
**1** If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Connect Enterprise Manager and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

**2** Click Notifications. On the Notifications page, select when recipients should receive the notification.

**3** Specify which recipients should receive the notification.

**4** If you selected Only to Specific E-mail Addresses in the previous step, enter the addresses, separated by commas, in the Specific E-mail Address text box.

**5** In the Message area, modify the text, and then click Send.




*Use the Notifications feature to send important curriculum information to enrollees*

### Send reminders to curriculum enrollees

The reminders feature in Connect Enterprise Manager, similar to the notification feature, lets you send e-mail messages to enrollees. The primary difference between notifications and reminders, however, is that the Reminders page lets you send the messages at specified intervals. The message can go to all enrollees, or to a subset of enrollees.

**1** If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Connect Enterprise Manager and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

**2** Do one of the following:

- Click Reminders at the top of the Connect Enterprise Manager window.
- Click Edit in the Reminders Policy area.

**3** Select Send Curriculum Reminders.

**4** In the Starting pop-up menus, select the date when Connect Enterprise Manager should send the first reminder.

**5** In the Recurrence pop-up menu, specify the recurrence frequency.

**6** Specify which recipients should receive the reminder. (If you enter e-mail addresses, use commas to separate the addresses.)

**7** In the Message area, modify the text, and then click Save.

#### Disable reminders

**1** If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Connect Enterprise Manager and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

**2** Click Reminders. On the Reminders page, select Disable Curriculum Reminders, and then click Save.

## View and manage curriculum reports

You can view reports, which provide summaries, statistical information, and status information about a curriculum. You can view data for the overall curriculum, for individual users, and by item. Course and curriculum reports are shared, because a curriculum is only a link to a course. (In contrast, content and course reports are distinct, because a course is associated with a specific version of content.)

***Note:*** *Curriculum reports do not display the specific version of a curriculum a learner completed.*

Curriculum reports show learner status in several ways:

- In a presentation with no quizzes, Complete is achieved when 100% of the slides in a presentation have been viewed.
- In a presentation with one or more quizzes, Incomplete status is listed if all quiz questions with a point value (non-zero weighted) in all quizzes have not been answered. If all questions with a point value have been answered, Connect Enterprise Server lists a Pass or Fail depending if the learner score equals/exceeds or is less than the passing score.

***Note:*** *If a course in the curriculum was made available to users before the course was added to the curriculum, any data that existed for that individual course appears in the curriculum report. If you do not want prior data to appear in the curriculum report, you can recreate any courses that existed before you created the curriculum.*

#### View a curriculum Summary report

A Summary report offers general information about a curriculum, including the number of enrollees and the number of users who passed the curriculum.

You can filter the report on start or end dates, groups or users, and people managed directly or indirectly.

**1** If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Connect Enterprise Manager and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

**2** Click the Reports link, toward the top of the Connect Enterprise Manager window.

Connect Enterprise Manager opens, by default, on the Summary report page. In addition to the information that appears in the Curriculum Information area of the Curriculum Info page (such as Curriculum Name, Curriculum ID, Summary information, and open and close dates), the report contains the following information:

**Enrolled Users** The number of users enrolled in the curriculum.

**Users Completed** The number of users that have accessed the curriculum and have successfully completed all required items. This includes all users who have ever been enrolled in this curriculum, whether they are enrolled currently or not.

**Users Incomplete** The number of users that have accessed the curriculum, but have not yet completed all required items. This includes all users who have ever been enrolled in this curriculum, whether they are enrolled currently or not.

***Note:*** *There are two types of users not included in the numbers represented by this report: first are users that are enrolled in the curriculum, but have not yet accessed the curriculum and, second, users who have been enrolled in this curriculum in the past, but have subsequently been deleted from Connect Enterprise Server.*

### View a curriculum report by users

You can view general report data about curriculum enrollees, such as the date on which the user completed the curriculum.

You can filter the report on start or end dates, groups or users, and people managed directly or indirectly.

When you view a curriculum report by user, the override option enables you to change the status of a user. For example, you could change the status of a user from "Failed" to "Passed." You can change the status for independent courses and for courses within curriculums. You cannot, however, override the status of a user for a curriculum as a whole. Overrides are, in general, designed to be used when a situation occurs that may have been out of the users control. For example, if there was an error in the training content and that caused a user to fail a course. Overrides are also useful when you want to manually set a status for external training sessions such as live workshops or attendance at a field trip.

**1** If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Connect Enterprise Manager and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

**2** Click the Reports link, toward the top of the Connect Enterprise Manager window.

**3** Click By Users to view the following information for each enrollee:

**Name** The name of the enrollee. Click an individual name to obtain details about the enrollee such as status, cumulative score, and number of attempts made to complete curriculum items.

**Status** Where the user stands in terms of completing the item.

**Date Taken** The date on which the item was taken by the enrollee.

**Certificate #** A system-generated number that proves the user completed the curriculum and provides the user with a unique ID.

**4** To change the number of users who appear in the list, select a different number in the Display pop-up menu.

### Change the user status field in a report

The user Status field in a report contains one of the following values:

**Not taken** The user did not access the item.

**Passed** The user completed the item with a passing score.

**Failed** The user completed the item, but did not achieve a passing score.

**Complete** The user completed the item (for items that do not specify a passing score).

**Incomplete** The user accessed the item but has not completed the item.

The Status field updates each time user status changes for items that Connect Enterprise Manager tracks. If the user status changes for an external training, you can manually change the status in Connect Enterprise Server.

You can filter the report on start or end dates, groups or users, and people managed directly or indirectly.

**1** If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Connect Enterprise Manager and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

**2** Click the Reports link, toward the top of the Connect Enterprise Manager window.

**3** Click By Users.

**4** In the Name column, click the name of the enrollee whose status you want to change.

A list of items assigned to the enrollee appears. The status column indicates the status for each item.

**5** To change the status of an item, click Override and select a different status in the Status pop-up menu.

**6** Enter the user's score in the Score text box. (For items without an associated pass or fail score, you can enter 0.)

**7** Enter the highest possible score in the Max Possible Score text box.

**8** Click Save.

The updated status appears on the Users report.

### View a curriculum report by item

You can view a curriculum report by item, by selecting the item and selecting the type of report you want to view.

You can filter the report by summary, users, slides, questions, or answers.

**1** If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Connect Enterprise Manager and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

**2** Click the Reports link, toward the top of the Connect Enterprise Manager window.

**3** Click By Item.

A list appears of all items in the curriculum. The Reports column indicates the type of report that you can generate for each item.

**4** Click the link for the type of report that you want to view.

The steps for viewing, downloading, and setting report filters for each item are identical to the procedures for viewing reports in each library. External training, however, is an exception because it does not appear in a Connect Enterprise Server library.

| Item Type | Report Type |
|---|---|
| Course | Summary<br>By Users<br>By Slides<br>By Questions<br>By Answers |
| Meeting | Summary<br>By Attendees<br>By Sessions<br>By Questions |
| External Training | Summary<br>By Users |

### View a summary report for external training

Before generating a summary report for external training, you must update the user status or score for users who have completed the training.

**1** If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Connect Enterprise Manager and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

**2** Click the Reports link, toward the top of the Connect Enterprise Manager window.

**3** Click By Item.

A list appears of all items in the curriculum. The Reports column indicates the type of report that you can generate for each item.

**4** For external training in the Names column, click the Summary link to view information for each enrollee.

### View an external training curriculum report by users

Before generating a report for external training by users, you must update the user status or score for users who have completed the training.

**1** If you're not already on the Curriculum Info page for the curriculum, go to the Training tab in Connect Enterprise Manager and browse to the curriculum. Click the curriculum name to open the Curriculum Info page.

**2** Click the Reports link, toward the top of the Connect Enterprise Manager window.

**3** Click By Item.

A list appears of all items in the curriculum. The Reports column indicates the type of report that you can generate for each item.

**4** For an external training in the Names column, click the By Users link to view the following information for each enrollee:

**Name** The name of the enrollee.

**Status** The progress the user made toward completing the item.

**Score** The total score.

**Date Completed** The date on which the enrollee completed the item.

**Certificate #** A system-generated number that proves the user completed the curriculum and provides the user with a unique ID.

### Export reports

You can export curriculum By Item reports to an Excel file by clicking the Download Report Data button on the Reports page. You have the option of saving or opening the report.

**1** Click the Training tab at the top of the Connect Enterprise Manager window.

**2** Navigate to the folder that contains the curriculum.

**3** Select the name of the curriculum in the course list.

**4** Click Reports.

**5** Click By Item.

In the list of report types for each item, you can download report data for all reports on the list except the Summary report.

**6** Click the report type for which you'll download data.

**7** Complete one of the following steps:

- To download the report, click Download Report Data and either save or open the file.
- To view a report by slides or by questions in a browser window, click Printable Version.

### Using report filters

As with other applications in Connect Enterprise Manager, you can further define the information you see on a particular report by setting report filters. Keep in mind that filters that you set apply to *all reports* that you create, both for curriculums and for any other Connect Enterprise Server applications. See "Set content report filters and generate reports" on page 27.

# Chapter 5: Adobe Acrobat Connect Professional Seminars

## About Adobe Acrobat Connect Professional Seminars

### About seminars

You use Adobe Acrobat Connect Professional Seminars to create a special kind of meeting in Acrobat Connect Professional. Seminars are separate from meetings, but, like a meeting, a seminar is conducted online in real time and occurs in a virtual room in which a presenter can show slides or multimedia presentations, share screens, chat, and broadcast live audio and video.

Unlike a meeting, which normally has ten people or fewer and can recur, a seminar has a minimum of 50 participants, is often a one-time or infrequent event, and involves little audience participation. The default seminar room looks different from the default meeting room. Also, seminars can be created only in a shared seminars folder, whereas meetings can be created either in a shared folder or a user folder. In addition, there are differences in the library structure that reflect different pricing and licensing policies for these two.

You can use Adobe Connect Enterprise Manager for all activities relating to seminars, except conducting a live seminar. From Enterprise Manager, you can perform the following activities:

- Obtain information about a seminar.
- Join a seminar as a participant.
- Create a seminar, which involves setting up your seminar room and inviting guests.
- Create and review seminar reports.
- Manage the files in the Seminar library, if you have the proper permissions.

#### See also

"About Acrobat Connect Professional meetings" on page 29

### About seminar terminology and attributes

A *seminar* is a gathering of people and resources in a particular place on a particular day between certain start and end times. The seminar itself exists only for that period of time.

By contrast, the *meeting room* in which the seminar occurs exists before, during, and after the seminar. The meeting room location is a URL, assigned by the system when the seminar is created. When you click the URL, you start the Adobe Flash application in your browser. Then you enter a virtual meeting room that Flash constructs for you; here, you can perform online all those activities that you would do in a physical meeting room. Depending on the permissions that the host has assigned to the seminar, attendees can visit the meeting room after the seminar ends to view content, follow up on action items, and so on.

When hosts create a seminar, they can add users of Connect Enterprise Server to its list of attendees and specify each attendee's role for the seminar as one of the following:

**Host** A host sets up the meeting, invites the guests, chooses the content, and assigns both presenter and participant roles to the appropriate attendees. The host can also perform all the tasks that presenters can perform.

**Presenter** A presenter can share the screen, chat, broadcast live audio and video, customize the meeting room layout, and show content to the participants. The content can be presentations made in Adobe Presenter, PDF files, slides (PPT files), Flash files and Adobe Captivate simulations (SWF files), Flash Video files (FLV files), and images (JPEG files).

**Participant** A participant can view the content that the presenter is showing or sharing, and hear and see the presenter's audio and video broadcast.

There are two types of access within the participant category for seminars:

**Registered users and accepted guests only** Accessible to users who share the same Acrobat Connect Enterprise account with the seminar host. *Registered* means having a valid Acrobat Connect Enterprise account; it does not refer to the registration process that applies to an event.

Invitees who share the same Acrobat Connect Enterprise account as the host see the seminar listed under My Scheduled Meetings on the Home tab after they log in to Connect Enterprise Manager. (If the seminar has been scheduled as an event, it is listed under My Scheduled Events.) In addition, invitees who used Microsoft Outlook to accept an invitation to this seminar see the seminar in their Outlook Calendar and can join from Outlook.

### See also

"Connect Enterprise terms and concepts" on page 6

## Pre-seminar tasks

Careful pre-seminar planning helps a seminar run smoothly and streamlines follow-up activities.

#### 1. Determine how many seminar licenses you have

When your organization purchased Seminars, it contracted for a specific number of seminar licenses. The number of seminar attendees should never exceed the number of concurrent users allowed for your seminar license. Your Seminars administrator has information about how many licenses your organization purchased. If you think you may need more licenses, let the administrator know early.

***Note:*** *The Seminar license also restricts the number of concurrent seminars you can conduct at a time.*

#### 2. Access the Seminar library

Seminar files and folders are stored in the Seminar library. Users who have the correct permissions can manage and organize these files and folders. You reach the Seminar library through the Seminar Rooms tab. When you click the Seminar Rooms tab, the Seminar List page displays the contents of the Shared Seminars folder. Depending on your permissions, you can create these seminars or modify them.

***Note:*** *The seminars you are scheduled to attend appear on the Home tab of your Enterprise Manager application under "My Scheduled Meetings," not the Seminar Rooms tab.*

**3. Establish permissions**

*Attendance permissions* (sometimes called role permissions) define attendee roles in a seminar, such as participant, presenter, and host. You assign these permissions when you create a seminar. However, the seminar host can also modify them during the seminar and after the seminar is over by editing the participant list.

*Seminar library permissions* determine who can manage the library folders. Of the six built-in groups, only administrators have Manage permissions for the Shared Seminar folder. Authors, training managers, meeting hosts, seminar hosts, and event managers are assigned Denied permissions by default. The administrator can override those default permissions and allow others fuller access to the Shared Seminar folder. (There are no Publish or View permission types as there are for the Content library.) To manage folders other than the Shared Seminar folder, you must have Manage permissions for that folder in the Seminar library.

**4. Register and approve attendees**

Depending on the type and purpose of a given seminar, the seminar host may want to have the guests register. If so, the host must have Adobe Connect Events as part of the Enterprise Manager application, because registration for any meeting, training, presentation, or seminar can only be done through the Event Management tab. If the host has this tab, they must first create the seminar from the Seminar Rooms tab using the Seminar wizard. Then, they create an event and select the seminar they have created as the event. If the seminar is presented as an event, all guests, regardless of whether they have an Acrobat Connect Enterprise account or whether the URL is public, must provide registration information prior to the seminar.

## Creating a seminar

You create seminars using the Seminar wizard. Use this wizard following the procedure below to create a seminar that does not require registration. (To create a seminar that requires participant registration, you must have purchased the Events application.)

Also, when you create a seminar, you select an existing meeting room template that provides you with a design layout you can use or customize. (You customize the seminar meeting room from within the room itself.)

***Note:*** *Before creating a seminar, check with your system administrator to ensure that you have the correct permissions to create a seminar.*

**1. Start the Seminar wizard**

You can create or browse to a folder in the Seminar library that will contain the seminar (you must have permission to access the folder). When you determine a location, you click the New Seminar button to open the New Seminar wizard and create your seminar in the selected location.

**2. Enter seminar information**

On the first page of the Seminar wizard you enter background details about the seminar, such as a name and summary, and select a template to use. (Only the seminar name is required; all other fields are optional.) You can edit this information after the seminar is created.

**3. Select seminar participants**

If you limited your seminar to invited guests only, the next step is to select the seminar participants.

For a seminar limited to registered guests and accepted users, you can select users and groups to be participants or presenters in your seminar. These users will be able to log in to the seminar directly. Uninvited users who have the URL to the seminar meeting room can attempt to log in as guests. In this case, as a host, you can grant admission to guests on an individual basis.

#### 4. Send invitations

The final step in the Seminar wizard is to send participants e-mail invitations containing the date, time, duration, and location of the seminar. You can send invitations as you create the seminar, or you can create and send the invitations at a later time.

### See also

"About events" on page 126

## Send invitations

You can send invitations as you create the seminar, or you can create and send the invitations at a later time.

#### Invite registered users and accepted guests to a new seminar

**1** On the Seminar Information page, select Invitations.

**2** Select an invitee category from the To pop-up menu: all hosts, presenters and participants, hosts only, presenters only, or participants only.

***Note:*** *The system can generate an individual attendance report for registered users. Accepted guests are represented in the total number of attendees, but no individual attendance report is available for accepted guests.*

**3** Edit the subject and the message body as appropriate.

**4** To attach an Outlook calendar event to the e-mail, select the check box next to Attach Microsoft Outlook Calendar Event (vCal) To E-mail Message; otherwise, clear the box.

**5** Click Finish.

#### Send an open invitation to a new seminar

**1** On the Seminar Information page, click Send Email Invitations.

**2** Select invitees from your address book or enter their e-mail addresses manually in the To text box.

**3** Edit the e-mail subject and message, if necessary.

**4** Click Send.

**5** Return to Enterprise Manager, and click Finish.

#### Invite registered guests to an existing seminar

**1** Click the Seminar Room tab at the top of the Enterprise Manager window.

**2** Navigate to the folder that contains the seminar and select the seminar name.

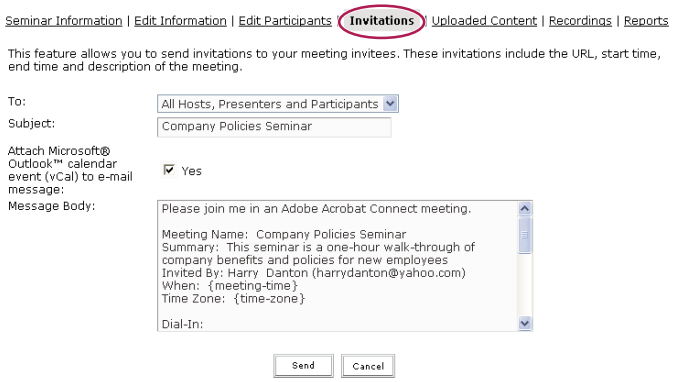
**3** Click the Invitations link.

**4** Select an invitee category from the To pop-up menu: hosts, participants and presenters, presenters only, or participants only.

**5** Edit the subject and the message body if appropriate.

**6** To attach an Outlook calendar event to the e-mail, select the check box next to Attach Microsoft Outlook Calendar Event (vCal) To E-mail Message; otherwise, clear the box.

**7** Click Send.




*You can send registered guests a seminar invitation directly from Enterprise Manager.*

### Send invitations to an existing, open seminar

1. Click the Seminar Room tab at the top of the Enterprise Manager window.
2. Navigate to the folder that contains the seminar and select the seminar name.
3. Click the Invitations link.
4. In the To line, use the pop-up menu to select who you want to receive the invitation.
5. Edit the e-mail subject and message, if necessary.
6. Click Send to send the e-mail invitation.

## View seminar information

To view or modify an existing seminar, you must have both of the following permission types:

**File management permissions** You must have Manage permissions for the seminar folder or file, because when you make any change to a seminar that you created, you are effectively changing the file or folder in the Seminar library.

**Attendance permissions** You must be the host for the seminar, because you are also changing the parameters of the seminar itself.

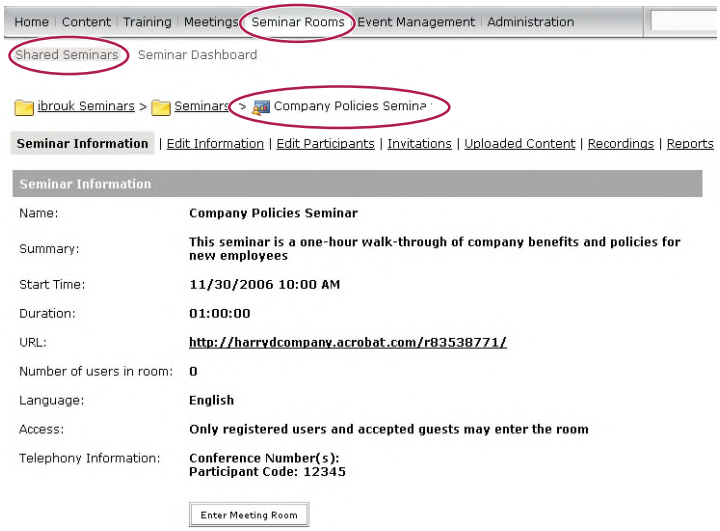
### View a seminar profile

To view a seminar profile from the Seminar Rooms tab, use this procedure:

***Note:*** *You can also get to a seminar profile from the Home tab.*

1. Click the Seminar Rooms tab at the top of the Enterprise Manager window.
2. Navigate to the folder that contains the seminar and select the seminar name.

The Seminar Information page appears, listing time, summary, access, and other seminar details.




*You can view all the details about a seminar on the Seminar Information page.*

### View a seminar participants list

If you have Manage permissions for a seminar, you can view a list of all invited participants for each seminar room.

***Note:*** *If this seminar is presented as an event, you must view the information in the Event Management tab. For information, see "Adobe Connect Events" on page 126.*

**1** Click the Seminar Rooms tab at the top of the Enterprise Manager window.

**2** Navigate to the folder that contains the seminar and select the seminar name.

**3** Click the Edit Participants link.

### View a list of content uploaded from a seminar

If you have Manage permissions for a seminar folder, you can view a list of all content that has been uploaded to the Adobe Connect Enterprise Server from a seminar room within that folder.

**1** Click the Seminar Rooms tab at the top of the Enterprise Manager window.

**2** Navigate to the folder that contains the seminar and select the seminar name.

**3** Click the Uploaded Content link. A list of uploaded content appears.

**4** To view information about an item, click its name.

**5** To change the title or summary of the piece of uploaded content, click Edit, make your changes on the Edit page, and click Save.

**6** To return to the uploaded content list, click Return To Uploaded Content.

### View a seminar recordings list

You can view a list of any seminars that have been recorded.

**1** Click the Seminar Rooms tab at the top of the Enterprise Manager window.

**2** Navigate to the folder that contains the seminar and select the seminar name.

**3** Click the Recordings link. A list of recordings appears.

**4** To view information about an item, click its name.

**5** To change the title or summary of a specific recording, click Edit, make your changes on the Edit page, and click save.

#### View seminar folder license information

You can view information about how many seminar licenses your organization purchased. This can be helpful when planning the number of people to invite to a seminar.

**1** Click the Seminar Rooms tab at the top of the Enterprise Manager window.

**2** Navigate to the folder.

**3** Click License Info.

***Note:*** *If you create a seminar under a seminar license folder that has a start date in the future, no one will be able to enter the Seminar room.*

## Edit seminars

If you are an administrator or have Manage permissions for a seminar folder, you can add participants, remove them, and change participant permission roles (host, presenter or participant).

### See also

"About audio in meetings" on page 31

#### Edit seminar information

If you are an administrator or a host, you can modify seminar properties at any time after you create a seminar.

**1** Click the Seminar Rooms tab at the top of the Enterprise Manager window.

**2** Navigate to the folder that contains the seminar and select the seminar name.

**3** Click the Edit Information link.

**4** Edit the fields and options.

**Name** A required field that appears in the seminar list and reports.

**Summary** A description that appears on the Information page. A seminar summary can have a maximum of 750 characters.

**Start Time** The month, day, year, and time that the seminar starts

**Duration** The approximate time (in hours and minutes) that the seminar will last.

**Language** The language for the seminar. Customarily you select the language used by the presenter or the language used by the majority of seminar attendees.

**Access** There are two options:

• **Only Registered Users And Accepted Guests May Enter the Room** Individuals who share the same Connect Enterprise Server account with the seminar host. In this case, *registered* means having a valid Connect Enterprise Server account; it does not refer to the registration process that applies to an event. Registered users must enter their user name and password to enter the seminar room, and the system can generate an individual attendance report for the seminar.

An *accepted guest* has been accepted into the room by the host. In reports, the total number of attendees includes those who attend as accepted guests. However, individual attendance reports are not available for them.

- **Anyone Who Has The URL For The Meeting Can Enter The Room** In this case, no attendance report is available.

**Do Not Include Any Audio Conference With This Meeting** Select this option if no one will call in to the seminar.

**Include Audio Conference Details with This Meeting** Audio conference users can select this option to include the following telephony information:

- **Conference Number** The telephone number dialed by attendees who call in to the seminar. This information is included in the e-mail seminar invitation.
- **Moderator Code** The code that identifies the seminar host to the telephone-conferencing system. This code does not appear on the e-mail invitations, but the seminar host sees it when logging in to the web application.
- **Participant Code** The code that identifies participants to the telephone-conferencing system.

**5** Click Save.

### Add seminar participants

You can add seminar participants at any time. When adding participants you can also set permissions.

**1** Click the Seminar Rooms tab at the top of the Enterprise Manager window.

**2** Navigate to the folder that contains the seminar and select the seminar name.

**3** Click the Edit Participants link.

**4** In the Available Users And Groups list, do one of the following to select users or groups:

- To select multiple users or groups, Control-click or Shift-click.
- To expand a group to select individual members, double-click the group name.
- To search for a name in the list, click Search at the bottom of the window, enter the name to display it in the list, and then select it.

**5** Click Add. (If you expanded a group to select individual members, you can double-click Up One Level in the list to restore the original list.)

**6** From the Set User Role menu at the bottom of the Current Participants list, assign a permission type (participant, host, or presenter) for each user or group you added.

**7** Click a link in the navigation bar to perform another task or click Seminar Information to view details about the seminar.

### Remove seminar participants

You can remove seminar participants at any time.

**1** Click the Seminar Rooms tab at the top of the Enterprise Manager window.

**2** Navigate to the folder that contains the seminar and select the seminar name.

**3** Click the Edit Participants link.

**4** In the Current Participants list, do one of the following to select users or groups:

- To select multiple users or groups, Control-click or Shift-click.
- To expand a group to select individual members, double-click the group name.

- To search for a name in the list, click Search at the bottom of the window, enter the name to display it in the list, and then select it.

**5** Click Remove. (If you expanded a group to select individual members, you can double-click Up One Level in the list to restore the original list.)

**6** Click a link in the navigation bar to perform another task or click Seminar Information to view details about the seminar.

#### Change a participant's role

Seminar participants can be assigned the following roles: presenter, participant, or host.

**1** Click the Seminar Rooms tab at the top of the Enterprise Manager window.

**2** Navigate to the folder that contains the seminar and select the seminar name.

**3** Click Edit Participants.

**4** In the Current Participants list, do one of the following to select the users or groups whose seminar permissions you want to change:

- To select multiple users or groups, Control-click or Shift-click.
- To search for a name in the list, click the Search button at the bottom of the window, enter the name to display it in the list, and then select it.

**5** For each name, select the new user role (presenter, participant, or host) from the pop-up Set User Role menu at the bottom of the Current Participants list.

**6** Click a link in the navigation bar to perform another task or click Seminar Information to view details about the seminar.

## Viewing the Seminar Dashboard

The Seminar Dashboard provides a graphical representation of statistical data about your seminars.

Click the Seminar Dashboard link under the tab bar, at the top of the Seminar's window.

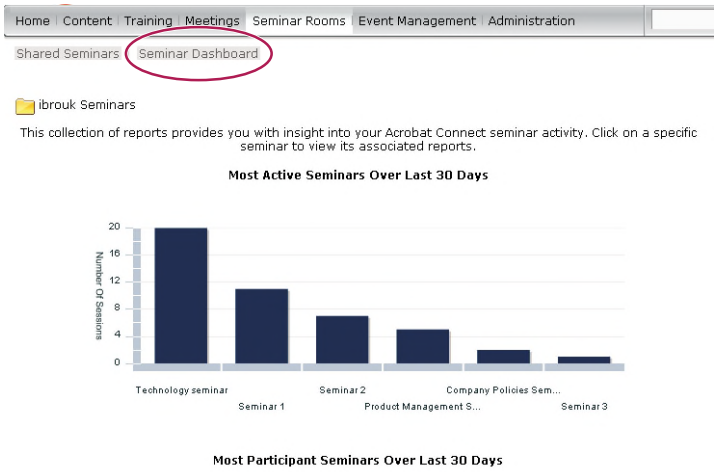
The data, which reflects all the seminars you have created, appears in three bar graphs; click any of these to view the Summary Report for this seminar.

**Most Active Seminars Over Last 30 Days** Determined by the number of sessions.

**Most Participants Seminars Over Last 30 Days** Determined by the number of participants.

**Most Viewed Seminars Over Last 30 Days** Determined by the number of viewings (that is, the number of times each archived seminar has been viewed).

You can click any individual seminar in any of the three bar graphs to view more detailed information about the seminar.




*The Seminar Dashboard provides useful statistical information about your seminars.*

## Seminar reports

Use the Reports feature of Enterprise Manager to create reports that summarize seminar information from different perspectives. Reports are created from the Reports link on the Seminar Information page.

### See also

"View seminar information" on page 120

"Account reports" on page 225

## Join a seminar from Enterprise Manager

If you are scheduled to attend a seminar, the seminar name appears in the My Scheduled Meetings list on the Home tab in the Enterprise Manager window. In addition, if you have Outlook and have accepted the invitation to the seminar, the seminar appears on your Outlook Calendar.

The seminar may be in progress when you join; you can determine this from the date and time shown for the seminar. If the date is in the past, the seminar appears on your meeting list under expired meetings, but you can still enter the room to view content.

Participants in a seminar may or may not have Acrobat Connect Enterprise accounts. Participant status depends on parameters set by the seminar host when the seminar is created.

***Note:*** *The seminars you are scheduled to attend appear on the Home tab of your Enterprise Manager application under "My Scheduled Meetings," not under the Seminar Rooms tab.*

**1** Click My Scheduled Meetings.

**2** Next to the seminar you want to attend, click Enter.

A browser window displays the meeting room for this seminar.

### See also

"Join a meeting" on page 45

"Join a conference call or mute your phone" on page 69

# Chapter 6: Adobe Connect Events

Adobe Connect Events 6 lets users manage the full life cycle of large or small events, including registration, invitations, reminders, and reports. Connect Events can be used with meetings, seminars, presentations, or training. An event generally involves many participants, so it requires careful pre-event planning and post-event management.

## About events

### Events overview

Any of the following can be an event: a meeting, seminar, presentation, course, or curriculum. An important distinction is that Connect Events supports pre-event and post-event management, while meetings, seminars, presentations, courses, and curriculums *are* the events.

Consider creating an event in the following situations:

- You want participants to register. You also want the option to screen participants for the event based on their registration information.
- You want to create branded event pages, such as listing and description pages that publicize the event as well as branded registration and login pages.
- You want to customize the collected participant data for your reports. Because this data is based on registration information, it supplements the reports that relate to event content, such as the responses to quiz questions given in a course or polling questions for a meeting.
- You want people outside your organization to participate. Events are often listed on your organization's public website, so many participants will find your event there and register at the site.
- You want to send automatically generated e-mail messages, such as invitations, reminders, registration confirmations, and thank you notes.
- You want to track individual campaigns, such as e-mail offers, search engine campaigns, or banner ad campaigns.

An event has three phases:

- Pre-event tasks include determining the number of licenses available, creating content, establishing permissions, and inviting, registering, and reminding event participants.
- In-event activity requires the attendance of participants and sometimes presenters (if the event includes a meeting or seminar).
- Post-event tasks include redirecting the participant's browser to a specific URL, answering outstanding questions from participants, and monitoring various event-tracking activities through surveys and reports.

### See also

"Best practices for events" on page 128

"Creating an event" on page 129

## Pre-event tasks

Careful pre-event planning and task maintenance can ensure that events run smoothly and that post-event activities can be completed quickly.

### 1. Determine how many licenses you have

Before you set up an event, you should know how many licenses you have. If more people register for the event than you have licenses for, potential participants cannot join the event when they try to log in. Check with your Connect Enterprise administrator for licensing issues.

### 2. Specify content for the event

Before you create an event, the content for the event must already exist in Connect Enterprise. (When you are setting up the event with the Event wizard, you must specify the content, meeting, course, curriculum, or seminar on which to base your event.) The following list shows several examples:

- To create a training event using a course or curriculum, the course or curriculum must already exist in the Training library.
- To present content as an event, the content should be stored in the Content library.
- To use a meeting or a seminar as an event, the meeting or seminar must already exist in the Meetings or Seminar library.

### 3. Establish event permissions

Permissions are important because they determine who can participate in, view, and manage events. Attendance permissions determine the roles and functions of attendees. The event manager assigns the attendees' roles when setting up the event.

***Note:*** *Attendees' roles appear in the Role column of the My Scheduled Events list in Manager.*

Attendees can have the following roles and permissions:

**Invited** People who are sent an invitation to the event and are invited to register for the event.

**Denied** A person who has registered, but is not given access to the event by the host.

**Participant** People who attend the event as guests or as registered users from your organization. They have limited permissions.

**Presenter** A person who shows content to attendees. Presenters are assigned Presenter permissions.

**Host** The person who has full control of a meeting or seminar room used for an event. The host has full Presenter and Manage permissions and can assign permissions to others.

***Note:*** *The Presenter and Host roles are used for live events (meetings and seminars) only. For all nonlive events, only the Participant, Invited, and Denied roles are used.*

Event library permissions define who can create events, modify events, and perform the tasks associated with the Event library files and folders, such as adding and deleting files. The file management permissions are Manage and Denied.

**4. Register and approve attendees**

Events require registration but don't always require approval. By default, an event does not require approval, but you can change this when you create the event. If you do not require approval, anyone who registers is approved automatically and can attend the event, providing you have a sufficient number of licenses. (As the event host, you can always deny approval to anyone before the event occurs.) Requiring approval lets you control who attends the event.

## In-event tasks

Much of the work involved in creating an event occurs during the content creation and pre-event stages. If the correct content exists and you have completed the pre-event tasks, the actual event should go smoothly. But you may need to complete a few tasks during an event, especially if it is live.

**Nonlive on-demand events** Events that do not happen in real time. Participants click a link to view a presentation or take self-paced course or curriculum. You can notify potential participants of the event through an e-mail invitation or by publishing the event on the public events listing page of the organization website. Both the e-mail invitation and the website listing contain a link that opens a registration form for the event. In many cases, no in-event tasks take place during nonlive events.

**Live events** Scheduled, real-time events. During the event, it may be necessary to coordinate multiple presenters or approve attendees.

## Post-event tasks

After an event, there are several tasks and administrative activities to perform.

**Thank attendees** Send a thank you e-mail message to attendees. Also, consider sending an e-mail message to those who were not able to attend.

**Create a post-event URL** Direct attendees' browsers to a post-event URL where they can view product information and complete surveys. You can customize both the absentee and thank you follow-up e-mail messages so that they include the post-event URL.

**Read reports** View event reports to obtain statistical data and participant information. Reports enable you to assess the success of the event and make needed adjustments to future events.

**View the Event dashboard** Look at the Event dashboard to see a graphical representation of statistical data about all of your events. The dashboard data reflects all of the events in your My Events folder.

**Check the library** Organize the event files in your library.

## Best practices for events

Here are some tips and tricks that you can use for your own events:

- Create a lobby. The lobby can be a chat pod where participants meet and greet each other before the event begins.
- Use PowerPoint animations. Appropriate use of PowerPoint animations can bring an event to life with motion and sound. Don't add so many, however, that the animations become distracting.
- Incorporate polls into your event. Polls give you instant feedback so you know if your message is getting through and provide an easy way for your audience to actively participate in the event.
- Leverage video assets. If you have appropriate video files, add them to your events. You can publish the video file as FLV from Adobe® Premiere® or After Effects®, open the video in Flash authoring, Sorenson Squeeze, or Flix Pro, and convert to Flash 6 or 7 (Flash 8 cannot be used yet).

- Coordinate carefully between co-presenters. You can create a presenter-only area, including such items as an agenda with notes and moderated Q & A with no chat among attendees. Consider giving presenters "enhanced participants rights" versus "presenter rights."
- With all content preloaded, do a dry run before the event, at the same time of day you intend to give the event (network traffic differs by time of day). Use the exact hardware and network connections you plan to use for the real event.

# Creating and editing events

## Creating an event

You create an event using the Event wizard, which guides you through the tasks of creating a name and summary, selecting an image to associate with the event, selecting the content, determining participants, and defining the different phases in your event in which e-mails are sent to participants.

Events are built around content, such as a course or curriculum, a meeting, or a seminar. This means that the content *must already exist* in the appropriate library before you create the event; you cannot create the content when you create the event. You can use any single file stored in your Content, Meetings, Training, or Seminar library.

### 1. Start the Event wizard

You start the Event wizard by Clicking the Event Management tab in Enterprise Manager, navigating to the folder that will contain the event, and clicking New Event.

### 2. Enter event information

On the first page of the Event wizard you enter background details about the event, such as a name and summary. (The event name, a time zone, and language are required; all other fields are optional.) You can edit this information after the event is created.

***Note:*** *If you change the event start date to a date in the future, participants and presenters can still enter the meeting room at any time.*

### 3. Select content

Content for an event must exist before you create an event. After you select a type of content, you cannot change the content type. You can, however, substitute different content of the same type. For example, if you create an event based on a seminar, you can later substitute a different seminar for the one you originally used when creating the event.

### 4. Create registration

You determine the questions that participants must answer on the registration form. The information creates a guest profile for tracking the participant.There are four required questions, which are preselected on the Create Registration form: E-mail address, Password, Retype password, and Name. You can select any of the other questions. For events that include guests outside your organization (those who find your event listing on your organization's public website), it's a good idea to get the company name and URL for screening purposes. For example, if the applicant works for a competitor, you might want to deny access.

**5. Customize registration**

You have a great deal of flexibility in designing a registration page for an event, including custom multiple-choice, short-answer, and yes/no questions. You can also change the order of questions and delete questions at any time.

**6. Select event participants**

For an event limited to registered guests and accepted users, you can select users and groups to be participants or presenters in your event. These users will be able to log in to the event directly. Uninvited users who have the URL to the event meeting room can attempt to log in as guests. In this case, as a host, you can grant admission to guests on an individual basis.

**7. E-mail options**

The final step in the Event wizard is to send participants e-mail invitations containing the date, time, duration, and URL of the event. You can send invitations as you create the event, or you can create and send the invitations at a later time.

### See also

"Change an existing event" on page 133

## Preview and modify registration and event pages

You can preview registration and event pages, modify them (for instance, by changing their logos), make them public, and edit them in Adobe Contribute®.

### Preview a registration or event page

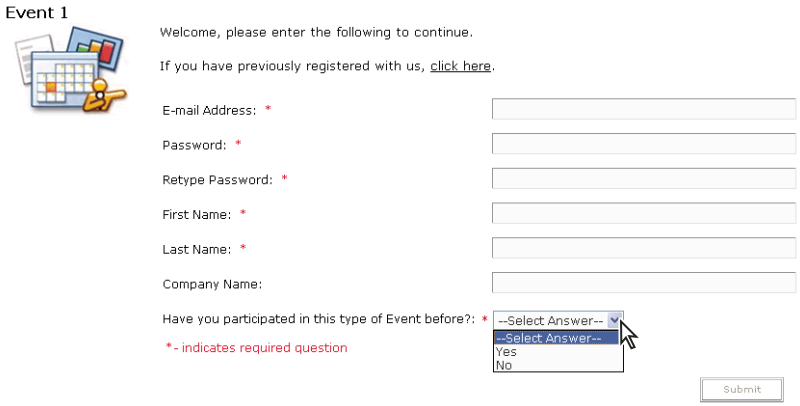
1 Click the Events Management tab in Enterprise Manager.

2 Navigate to the event and click its name in the list.

3 Next to Participant View, select which page to preview:

- Click Preview event information, login, and registration pages.
- Click Preview event listing page.

4 Click the desired item to preview it.




*Preview a registration page before making it visible to event attendees.*

### Make a folder and event listing page public

The event listing page, which can be branded for your organization, displays a list of all upcoming events and displays the following for each one:

- Event logo
- Event name
- Description (the Event Information text)
- A Register Now button, which takes the user to a registration form
- A More Information button, which takes the user to the event information page; it includes the Detailed Information text

All events in a single folder appear on one listing page. For example, you can create a folder that contains events your organization is hosting and then make that folder public so that users can browse the event listings to learn about upcoming seminars. To create multiple event listing pages, simply create multiple folders.

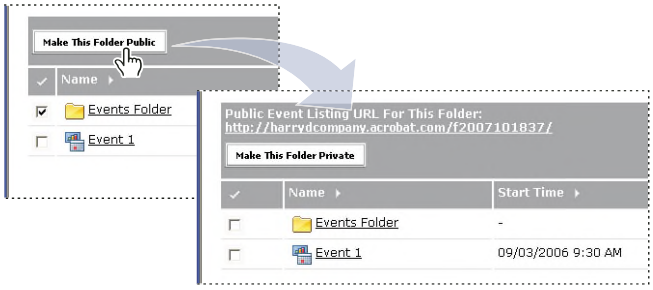
You can create public or private folders containing events. A public event listing page is one that anyone can view from the hosted public pages. A private event listing page cannot be viewed publicly; a user must have login rights to view it. By default, event listing pages are private, but you can make them public.

1 Click the Event Management tab in Enterprise Manager.

2 Navigate to the desired folder.

3 Click Make This Folder Public.

The folder is now public and a URL is listed. The URL can be made available and the event listing page can be viewed by anyone from the hosted public pages.




*Event folders can be made private or public; public events have an associated event listing page (URL).*

### Preview an event listing page for a specific folder

1 Click the Event Management tab in Enterprise Manager.

2 Navigate to the folder containing the events whose listing page you want to view.

3 Make the folder public, if necessary. The button above the list of folders and events is a toggle between private and public. If the button says Make This Folder Public, click the button.

4 Click the URL below Public Event Listing URL For This Folder.

The event information appears exactly as it will appear on the event listing page.

5 To close the preview window, click the Close button in the upper-right corner.

***Note:*** *Remember to make this folder private again after you preview the page if you do not want the folder to be publicly available yet.*

### Preview the event listing for a single event

1 Click the Event Management tab in Enterprise Manager.

2 Navigate to the event and click on its name.

3 Next to Participant View, click Preview event listing page.

The event information appears exactly as it will appear on the event listing page.

4 To close the preview window, click the Close button in the upper-right corner.

### Change the logo associated with the event

1 Click the Event Management tab in Enterprise Manager.

2 Navigate to the event and click its name.

3 Go to the Edit Event Information page by doing either of these:

- Click the Edit Information link above the title bar
- Click the Edit link inside the title bar.

4 Click Browse to find a new image file for the event.

5 Select the image file, and click Open.

The Event Information page appears, showing the name of the image file in the text field next to Event Logo.

6 Click Save.

### Edit event pages using Adobe Contribute 3

If you are an Adobe Contribute 3 user, you can use Contribute to change the text and other components of Event pages.

You can use Contribute to modify the following items:

- Registration login (banner logo, banner background color, event logo, text below event logo, and footer)
- Registration form (banner logo, banner background color, event logo, text below event logo, and footer)
- Registration confirmation (banner logo, banner background color, event logo, text below event logo, footer, and Thank You text)
- Event login (banner logo, banner background color, event logo, text below event logo, and footer)
- Event information (banner logo, banner background color, event logo, text below event logo, and footer)

***Note:*** *To edit the Registration login page, go to the Registration form page (you can make changes on this page), and click the Login link.*

1 Click the Event Management tab in Enterprise Manager.

2 Navigate to the event and click its name in the list.

***Note:*** *The URL link is listed as Edit URL.*

3 Start Contribute 3.

4 In the Contribute address bar, enter the address for your Connect Enterprise Manager and click Go.

5 Enter your login and password. Click Login.

6 Paste the Edit URL for the event into the Contribute address bar, and go to that URL.

**7** Click the Create Connection button, and enter your settings (**Webdav / username = webapp login / password = webapp password**). Set up your WebDAV connection to the Edit URL link in step 2, which will let you easily browse to the other event and registration pages.

*If you want to use Adobe Contribute to edit event pages, establish a connection to your web server from within Contribute.*

**8** Click Next.

**9** Follow the on-screen instructions to complete the Connection wizard.

**10** Edit and publish the pages, as desired.

## Publish events

When you publish an event, the following events occur:

- All selected e-mail message options become active. For example, if you selected the first option, send e-mail invitations, the invitations are automatically sent and you can no longer customize them. You can, however, still customize any other selected e-mail messages. You can also edit the invitation text and then invite more people—the new text is used.
- The registration form with its associated URL becomes available, and prospective attendees can begin registering for your event.

**1** Click the Events Management tab in Enterprise Manager.

**2** Navigate to the event and click its name in the list.

The Event Information page appears. Next to Status the following message appears: "This event has not been published and listed on your site. E-mails have not been sent."

**3** Click Publish.

A confirmation message appears: "Publishing this event will send e-mail based on your selected mail options."

**4** Click Publish again.

The Event Information page appears with this status message: "This event has been published. E-mail options are active." The Publish button disappears.

## Change an existing event

Before an event occurs, you may want to change its beginning time, change participant permissions, or make other modifications.

Check the Current Participants list periodically to check that you have enough licenses for the number of attendees listed there and that all attendees meet approval criteria.

Also check the most current registration reports, which show the names and status of your attendees and invitees. If you selected or customized questions to help identify potential participants, you can also view the responses to questions.

### To notify users of a change

If you modify an existing event, for instance, by setting a new start time, you can easily notify users by e-mail.

1 Open the E-mail Options page and select Show Reminder When Updates Need To Be Sent.

2 Open the Event Information page and scroll to the Status field.

3 Click Edit/Send Notifications, make any necessary changes, and click Send.

### Change event information

You can edit the text on the Event Information page for event participants. If you select the e-mail option "Notify users when event has been updated," any invitee whom you have previously notified about the event will automatically receive updated information.

***Note:*** *If you have sent invitations but did not select the "Notify users when event has been updated" option, you should do so before changing the profile information, so that potential attendees can be aware of your changes.*

1 Click the Events Management tab in Enterprise Manager.

2 Navigate to the desired folder.

3 Click on the name of the event you want to change.

4 Go to the Edit Event Information page by doing either of these:

- Click the Edit link next to Event Information.
- Click the Edit Information link.

5 Make changes to any of the following:

- Edit the event name. The name appears in the event list and in reports. This is a required field.
- Edit the event summary. The summary can be up to 750 characters in length. This information appears on the Event Information page and in event reports.
- Edit detailed information about the event (up to 1000 characters in length).
- Edit the start time or end time of the event.
- Edit the logo information. The logo file can be in BMP, GIF, JPG, or PNG format. The best size to use is 100x135 pixels.
- Change the language for the event. Customarily you select the language used by the presenter or the language used by the majority of event attendees.
- Change the event user policy to add new users as guests or full Connect Enterprise users.
- Change the option to approve participants after they register for the event. (You should generally have this option selected because it allows you to control who has access to the event.)

6 Save your changes in one of two ways:

- Click Save.
- Click Save And Rebuild. This option rebuilds HTML pages if you use Contribute to build pages.

### Change registration questions

You can change any registration question, except the required questions (first name, last name, e-mail, and password), which the system uses to validate a user.

1 Click the Events Management tab in Enterprise Manager.

2 Navigate to the desired folder.

3 Click the event you want to change.

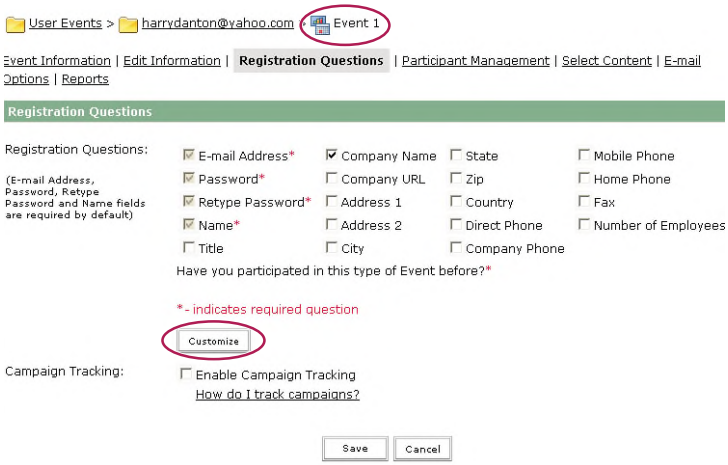
4 Click Registration Questions.

5 Modify the registration questions:

- To add a question to the registration page, select the check box to the left of the question and click Save.
- To remove a question from the registration page, deselect the check box to the left of the question and click Save.

6 To modify, delete, or add custom questions, click Customize.

- To change the order of questions in the list, select the check box to the left of the question, and click Shift Up or Shift Down.
- To delete a question, select the check box to the left of the question and click Remove.
- To modify a custom question, click the question text in the Customize window.
- To add a question, click the button that corresponds to the type of custom question you want to add: New Multiple Choice, New Short Answer, or New Yes/No.




*You can customize the questions you want to appear on your event registration page.*

7 When you finish, click Return To Registration Menu.

### Add a multiple-choice question

1 Click the Events Management tab in Enterprise Manager.

2 Navigate to the desired folder.

3 Click the event you want to change.

4 Click Registration Questions.

**5** Click Customize.

**6** Click New Multiple Choice.

**7** In the New Question window, type a question in the text box.

**8** Type a possible answer for Answer 1. You can delete an answer at any time by clicking the Delete button next to it.

**9** Click the Add Above or Add Below buttons to add another answer above or below Answer 1; if you click Add Above, Answer 1 becomes Answer 2.

**10** Type another possible answer.

**11** Repeat step 4 and step 5 for a maximum of four answers.

**12** To require that users answer the question, select Response Is Required.

**13** Click Save. The Customize Registration window appears, showing your new question.

**14** To add another multiple-choice question, repeat steps 1 through 8.

**15** (Optional) To move any question (except the required questions) up or down in the list, select the check box to the left of the question, and click Shift Up or Shift Down.

**16** (Optional) To delete a question, select the check box to the left of the question, and click Remove.

**17** Click Next.

#### Add a short-answer question

**1** Click the Events Management tab in Enterprise Manager.

**2** Navigate to the desired folder.

**3** Click the event you want to change.

**4** Click Registration Questions.

**5** Click Customize.

**6** Click New Short Answer.

**7** Type a question in the text box.

**8** To require that users answer the question, select Response Is Required.

**9** Click Save. The Customize Registration window appears, showing your new question.

**10** (Optional) To move any question (except the required questions) up or down in the list, select the check box to the left of the question, and click Shift Up or Shift Down.

**11** (Optional) To delete a question, select the check box to the left of the question, and click Remove.

**12** Click Next.

#### Add a yes/no question

**1** Click the Events Management tab in Enterprise Manager.

**2** Navigate to the desired folder.

**3** Click the event you want to change.

**4** Click Registration Questions.

**5** Click Customize.

**6** Click New Yes/No.

**7** Type a question in the text box, and click Save.

**8** To require that users answer the question, select Response Is Required.

**9** (Optional) To move any question (except the required questions) up or down in the list, select the check box to the left of the question, and click Shift Up or Shift Down.

**10** (Optional) To delete a question, select the check box to the left of the question, and click Remove.

**11** Click Next.

### Change event content

You can replace event content only with content of the same type, for instance, you can replace one meeting with another. You cannot add any new content to the Content library from here; you can select only existing content for your event.

In addition, if you purchased Adobe Presenter, you can publish presentations from PowerPoint to the Content library for your event. If you plan to use an existing presentation for an event, you must republish the PowerPoint presentation to a Content library folder other than the one containing the original presentation. If you do not, the reporting information for the original presentation will be merged with the event-specific report data, and any event-specific data will be carried over into any future reports for the original presentation.

***Note:*** *For content other than courses and curriculum, the system tracks only whether the user has viewed the event. For example, users who view only the first slide in a presentation are reported as having attended the event. In contrast, users who view only a few of the slides in a course or curriculum are not reported as having attended; that is, users must complete and return the course in order to appear on the report as attendees. (Also, you can view Time In and Time Out information by viewing the event By Attendee report.)*

**1** Click the Events Management tab in Enterprise Manager.

**2** Navigate to the desired folder.

**3** Click the event you want to change.

**4** At the top of the Event Information page, click the Select Content link.

**5** If the content you want does not appear in the list, navigate to the file or folder where the content that you want resides:

- Click the appropriate link at the top of the tab (for example, Shared User Content if you are replacing content).
- Scroll to the folder or file that you want and either select the check box to the left of it or click the folder or file, as appropriate; if you are in the Content library and need to go to a higher folder directory, click Up One Level.

**6** Click Save.

### Change event e-mail options

You can change e-mail options for any of the e-mail notification, reminders, or follow-up messages before they are sent. (Some messages are selected by default.)

You can customize an e-mail message. In several types of messages, you can attach a Microsoft Outlook Calendar (iCal) entry that adds the event to the recipient's Outlook Calendar.

When you customize an e-mail form, you will see several fields in braces ({}) in the Message Body area. In general, do not change any of the fields, unless you have a specific reason for doing so. The braces contain variables that the system replaces with actual values that are specific to your event. For example, the event-time field will display the beginning time you specified. If you want to change that time in the e-mail message, perhaps making it 15 minutes earlier to ensure that the actual event can begin on time, you can manually type in a new time in the event-time field.

1 Click the Events Management tab in Enterprise Manager.

2 Navigate to the desired folder.

3 Click the event.

4 Click the Email Options link at top of the Events tab. Do any of the following:

- Select the check box to the left of the e-mail messages you want to send.
- Deselect any e-mail messages you do not want to send.
- Click Customize next to any messages that you want to edit. For instance, you may want to change the name of the creator to the name of the host, or the time to Greenwich Mean Time. (You can edit messages, but do not change any of the items in braces ({}) on the Edit E-mail page.)

***Note:*** *You can change the items the braces for certain reasons. For example, you might want to replace {event-registration-url} with a customized URL containing a campaign ID for tracking an e-mail promotion or other campaign.*

5 Click Save to save your changes or Cancel to exit the e-mail form.

6 Click Save.

#### Edit the mailing list

1 Click the Events Management tab in Enterprise Manager.

2 Navigate to the desired folder.

3 Click the event.

4 Click Participant Management.

5 Edit users or guests:

- Click Add Guest and type or paste in e-mail addresses for all your invitees; use commas to separate the addresses.
- Click Add User/Group and, in the Available Users And Groups list, select each user and/or group that you want to invite.
- Click Registration Groups and, in the Possible Groups list, select each group you want to invite. (You must be an account administrator to select event registration groups.)
- Click Import/Export List and then click Browse to navigate to a comma separated value (CSV) file.
- Click Edit/Send Invitations to customize and send the event invitation. (You can edit the invitation, but do not change any of the items in braces ({}) in the message body.)

***Note:*** *Each time you create an event, the system creates a group named after the event and populates it with the invited users. This makes it easy to invite the same people to a follow-up event: in the Users And Groups list, simply select the group from the previous event.*

## Tips for creating event mailing lists

Keep the following information in mind when you create mailing lists:

- A *guest* is a Connect Enterprise user with limited access. Guests can attend only those events for which they are approved. Also, guests cannot log in to Connect Manager.
- A *user* is a Connect Enterprise user with a Connect Enterprise account in your organization.

***Note:*** *Before sending out invitations, check with your Connect Enterprise Administrator for licensing issues. If more people register for the event than you have licenses for, attendees may not be able to join the event when they try to log in.*

If the number of guests you are planning to invite is limited, you can type or copy and paste their e-mail addresses using the Add Guest function. If the number is larger, in the hundreds or thousands, you can import a comma-separated values (CSV) file of users.

If you are inviting Connect Enterprise users, you can use the Select Participants page to add users to the event invitation list and assign them permissions.

Finally, after you create the list, you can send out the invitations using default text or a customized invitation.

### See also

"Using CSV files to add participants" on page 141

## Add and manage event participants

You can add or remove participants for an event and change participant or presenter permission settings if you are an administrator or a presenter for the event. You can add participants to an event at any time after creating an event. Participants can be added as guests, users, or groups.

#### Add guests

1 Click the Event Management tab in Enterprise Manager.

2 Navigate to the desired event and select it.

3 In the Event Information page, click Participant Management in the navigation bar.

4 Click Add Guest.

5 In the text box, type or paste the e-mail addresses of the people you want to invite. (Separate e-mail addresses with commas.)

6 When you finish, click Save.

#### Add participants

1 Click the Event Management tab in Enterprise Manager.

2 Navigate to the desired event and select it.

3 In the Event Information page, click Participant Management in the navigation bar.

4 Click Add User/Group.

5 In the Available Users And Groups list, select a user or group and click Add. You can also click Search to find a user or group that is not listed.

As you add users and groups, the Current Participants list on the right is updated to reflect your changes.

***Note:*** *Each time you create an event, the system creates a group named after the event and populates it with the invited users. This makes it easy to invite the same people to a follow-up event: in the Users And Groups list, simply select the group from the previous event.*

**6** When you finish, click OK.

#### Remove participants from an event

**1** Click the Event Management tab in Enterprise Manager.

**2** Navigate to the desired event and select it.

**3** In the Event Information page, click Participant Management in the navigation bar.

**4** Select the groups or users that you want to delete from the participants list.

**5** Click Remove.

***Note:*** *Participants who are removed from the event do not receive an invitation, and they cannot access the event unless event access is changed to Anyone.*

#### Change permissions of event participants

**1** Select the Event Management tab in Enterprise Manager.

**2** Navigate to the desired event and select it.

**3** In the Event Information page, click the Participant Management link in the navigation bar.

**4** In the Users And Groups list, select the user or group whose permission you want to change.

**5** Click Set User Role and, from the pop-up menu, select the new permission type to assign. The permission types are: Denied, Invited, Pending Approval, Participant, Presenter, and Host. (Presenter and Host are available only if the event is a meeting or seminar.)

#### Designate a group for approved event registrants

You can designate a group that event registrants are automatically assigned to when they are approved for the event. This is useful if you want to conduct a follow-up event because you'll have all the registered attendees organized into one group.

***Note:*** *You must be an account administrator to select event registration groups.*

**1** Select the Event Management tab in Enterprise Manager.

**2** Navigate to the desired event and select it.

**3** Click the Participant Management link in the navigation bar.

**4** Click Registration Groups.

**5** In the Possible Groups list, select a group and click Add. The selected group name appears in the Current Group Membership list.

#### Convert guests to full users

If you are an Administrator, you can convert existing guests to full users. This distinction can be important because only full users, not guests, can log into the Connect Enterprise administration site. Full users also appear on enrollment and permission lists.

**1** Select the Administration tab in Enterprise Manager.

**2** Select Users And Groups.

3 Select Manage Guests.

4 In the Current Guests list, select a guest.

5 Click Convert To User.

Conversely, if you wanted to change a full user into a guest, in step 5 you would select a user in the Current Users list and then click Convert to Guest.

## Using CSV files to add participants

If you have a comma-separated values (CSV) file that contains names and e-mail addresses, you can import the CSV file to add participants to an event. Keep these requirements in mind when you import a CSV file:

- The file should not contain empty lines. If the CSV file contains empty lines, the import operation fails.
- Names that contain a comma need to be in quotes. For example, the name John Doe, Jr., must appear in the CSV file as "John Doe, Jr." for the file to import correctly.
- The supported CSV file column headers are first name, last name, and e-mail address. For example, you can import a CSV file that has one column listing first names, a second column listing last names, and a third column listing corresponding e-mail addresses (with all columns separated by commas). For example, jane, doe, jdoe@mycompany.com.
- If you want to specify a custom field, the header format in the CSV file is x-<field-id> (for example, x-45704960). You can obtain the field ID from the CXML API calls `custom-fields` or `acl-field-list`, or you can click the field in Enterprise Manager and check the ID in the URL.

***Note:*** *Guest users that were imported into a CSV file in Connect Enterprise 5.1 (Breeze 5.1) do not have first and last name columns, just one name column, so they are exported with the full name in the first name column and a blank in the last name column.*

## Add event participants using a CSV file

1 Click the Event Management tab in Enterprise Manager.

2 Navigate to the desired event and select it.

3 In the Event Information page, click Participant Management in the navigation bar.

4 Click Import/Export List.

5 Click Browse, and navigate to the desired CSV file.

6 Click Upload.

## Send event invitations

If you are an administrator, an event host, or a user with permissions to manage a specific Event library folder, you can send event invitations.

An event invitation is an e-mail message that is sent to event attendees, informing them of the date, time, duration, and URL of the event. The way that invitations are sent depends on the type of event:

**Invitees Only** If your event is for registered users only, you create a custom e-mail message in Enterprise Manager. You can send the e-mail to all registered participants and presenters, presenters only, or participants only. You can customize the subject and message body. You also have the option to attach a Microsoft Outlook Calendar iCal so that participants can add the event to their Outlook Calendar.

**Anyone** If your event is open to anyone who receives the event URL, you can create a new e-mail message in your default e-mail program. This message contains a prepopulated subject and a prepopulated message (event date, time, duration, location, and summary), but you can edit the text.

1 Select the Event Management tab in Enterprise Manager.

2 Navigate to the desired event and select it.

3 In the Event Information page, click the Participant Management link in the navigation bar.

4 Click Edit/Send Invitations in the navigation bar.

5 (Optional) If you want to send a blind copy of the invitation to anyone, add the e-mail address in the BCC Recipients text box. This can be useful if, for example, you want co-workers to know that you sent the invitation.

6 Edit the subject and the message body.

7 To attach an iCal, select the check box next to the Attach Microsoft Outlook Calendar Event (iCal) To E-mail Message option.

8 Click Send.

## Use campaign tracking with an event

Use the campaign tracking option to track registered users by campaign source. The Events registration and attendance reports list campaign sources alongside user names. Common campaigns include e-mail offerings, search engine campaigns, and banner ad campaigns. To track campaigns, you manually modify the automatically provided registration URL.

One method of adding campaign tracking is to select the campaign tracking option on the Create Registration page when creating a new event. You can also add campaign tracking to an existing event if you have not published the event or sent out invitations. (If you select the campaign tracking option after publishing the event and sending out invitations, any invitees who already registered using the registration URL sent in your original e-mail invitation will not be tracked.)

***Note:*** *To track a campaign, you must modify the registration URL for the event. Remember that you can't change the registration URL for the Event Listings page and the Event Information page. If you want to use the Event Listing page or the Event Information page, you won't be able to track a campaign.*

### See also

"Creating an event" on page 129

#### Add campaign tracking to an existing event

1 Open Enterprise Manager and click the Event Management tab.

2 Select the event.

3 Click the Registration Questions link.

4 Select the Enable Campaign Tracking option.

5 Click Save.

#### Add the campaign ID parameter and ID number

1 Open Enterprise Manager and click the Event Management tab.

2 Select the event to display the Event Information page.

**3** Click the "Preview event information, login and registration pages" link.

**4** Select and copy the registration URL displayed next to "Registration Form." For example, http://adobe.Enterprisecentral.com/primetimeevent/event/registration.html.

**5** Open a word-processing application, such as Notepad or Wordpad, and paste the registration URL.

**6** In the word-processing application, place your cursor at the end of the URL and type **?campaign-id=** (for example, http://adobe.Enterprisecentral.com/primetimeevent/event/registration.html?campaign-id=).

**7** At the end of the new event registration URL, add a campaign tracking ID. The ID is a unique identifier for your campaign and may be any alphanumeric value. For example, http://adobe.Enterprisecentral.com/primetimeevent/event/registration.html?campaign-id=email1234 contains the valid campaign tracking ID "email1234."

**8** Save the text file and leave the text file open in the word-processing application.

#### Test the URL with campaign tracking ID

To test the new URL, you disable e-mail invitations, publish the event, register for the event, and then check the registration report.

**1** Open Enterprise Manager and click the Event Management tab.

**2** Select the event to display the Event Information page.

**3** Select E-mail Options.

**4** Deselect the Send Event Invitations option.

**5** Click Save.

**6** At the bottom of the Event Information page, the status message reads, "This event has not been published and listed on your site. E-mails have not been sent." Click Publish.

**7** A confirmation message appears. Click Publish again. The Event page displays and the status message now reads, "This event has been published. E-mail options are active."

**8** To test your modified registration URL, you need to register for the event. Open a web browser in a new window.

**9** In the word-processing application, copy the modified registration URL (with the campaign ID parameter and custom campaign ID added). Paste the URL into the new web browser window and press Enter or Return.

**10** In the registration form, fill out the required fields using your name and e-mail address.

**11** Click Submit.

**12** Check your e-mail program for an event confirmation message.

**13** Now that you have registered for the event, you can see your name and the campaign tracking ID in the registration reports. Open Enterprise Manager and click the Event Management tab.

**14** Select the event to display the Event Information page.

**15** Select Reports.

**16** Select By Registrants.

**17** In Registration Report, click Download Report Data. In the Excel spreadsheet that opens, check that the correct ID number appears in the Campaign Tracking ID column next to your name.

#### Send event invitations with correct registration URL

If you are using Enterprise Manager to send event invitations, you must manually replace the registration URL automatically generated in Enterprise Manager with the modified URL.

***Note:*** *If you are sending e-mail invitations using third-party software, ensure that you send invitees the new, modified event registration URL.*

**1** Open Enterprise Manager and click the Event Management tab.

**2** Select the event to display the Event Information page.

**3** Select E-mail Options.

**4** Select Send Event Invitations.

**5** Next to Send Event Invitations, click Customize.

**6** In the message body, replace the words "event-registration-url" in the run-time field {event-registration-url} with the modified registration URL you created. (You can cut and paste the URL from the word-processing program you used to modify the URL.)

**7** Specify a date and time to send the event invitation e-mail.

**8** Select Save.

**9** If you are also using the Remind participants closer to event e-mail option, you will need to click Customize next to the option and follow the instructions in step 6 above to replace the registration URL in the message body.

# Managing events

## View information about an event

If you are an administrator, an event host, or a user with permissions to manage a specific Event library folder, you can view different kinds of information about an event from the Enterprise Manager application.

### View a participants list

**1** Click the Event Management tab in Enterprise Manager.

**2** Navigate to the folder that contains the desired event and select it.

**3** In the Event Information page, click the Participant Management link.

The names of registered participants and groups appear.

### View an uploaded content list

You can view a list of all content that has been uploaded to the Connect Enterprise Server. To view the content list, you must be an administrator, an event host, or a user with permissions to manage a specific Event library folder.

**1** Click the Event Management tab in Enterprise Manager.

**2** Navigate to the folder that contains the desired event and select it.

**3** Click the Select Content link.

A list of all uploaded content appears.

## Viewing the Event Dashboard

The Event Dashboard provides a graphical representation of statistical data about your events. To see the Dashboard, click the Event Dashboard link under the tab bar, at the top of the Event's window.

The data reflects all of the events in your My Events folder and appears in one bar graph showing the most active events over the last six months (determined by the number of sessions). You can click any individual event in the graph to view more detailed information about the event.

## Event reports

The Reports feature of Enterprise Manager lets you create reports that show event statistics from different perspectives.

Event reports use the following definitions:

**Registered** The number of people who completed the registration form and were approved by the event host.

**Denied** The number of people who completed the registration form but were denied registration. For example, this might happen if the registration URL is made public on a website or through e-mail and people register for the event by mistake.

**Approved** The number of people approved to attend the event. This number includes people who completed the registration form and were approved. It also includes people who are approved directly, such as event presenters, and do not need to register.

### See also

"Setting and removing report filters" on page 99

## Joining events

Any Connect Event that you are permitted to join appears in the event list. (To view the event list, navigate to the Enterprise Manager Home tab, and click My Scheduled Events.)

All Connect Events require registration, although not all require approval. There are two ways to register for an event:

- From a link in the e-mail invitation, which applies only if you are invited by the event host.
- From a link in the event listing on the public pages of a company's website; this applies if the event is open to the public.

After you click the registration link, a form appears. You can use this form to register for the event. (Registered Connect Enterprise users must log in before registering for the event.) During registration, you create a guest profile by entering a password and answering questions. Then, depending on the way the event was created, you might receive a notification e-mail that provides your status (pending, approved, or denied). If you are approved, the e-mail message includes the following information:

- URL
- Dial-in telephone number and participant code that you use to phone in, if appropriate

In addition, if you received an e-mail invitation with an iCal attached and you have Microsoft Outlook, you can add the event to your Outlook Calendar.

If you are a Connect Enterprise user and the event was created in the same Connect Enterprise account as yours, the event also appears in your Enterprise Manager under My Scheduled Events.

***Note:*** *The event registration form cannot be used to create a new user if you are already logged in as a user. For example, if you are logged in to a Connect Enterprise session, you cannot register for an event as a different user.*

### Enter a scheduled event from Enterprise Manager

**1** Click the My Scheduled Events link at the top of the Home tab.

The My Scheduled Events list appears with your role identified in the Role column.

**2** Click Enter next to the event you want to attend.

If you have not registered yet or need approval, you may need to log in, enter your password, and complete the registration form.

# Chapter 7: Adobe Presenter

## Creating Presentations

### About Adobe Presenter 6

Adobe Presenter 6 is a software tool for creating e-learning content and high-quality multimedia presentations rapidly. Presenter uses Microsoft PowerPoint, a popular application that is part of the Microsoft Office suite, as a base. Finished presentations are in Flash format (SWF file). Content created with Presenter is SCORM 1.2 and SCORM 2004 certified and AICC compliant.

After you install Adobe Presenter, you can access the application from within Microsoft PowerPoint. You can access all Presenter authoring functions in PowerPoint by using the Adobe Presenter menu.

Presenter complements Adobe Connect Enterprise Server 6. You can create content that includes interactive quizzing and surveys, audio, and a customizable viewer with Presenter. Presenter sends the PPT (PowerPoint) and PPC files, as well as presentation data, to Connect Enterprise Server.

You can add straightforward or sophisticated quizzes to presentations. Presenter supports six different types of questions that can either be graded or used as surveys. You can use branching to guide users through different paths in the presentation based on their answers to quizzes.

Presenter provides a simple interface for using a microphone to add audio narration to your presentation. In addition, you can easily synchronize your PowerPoint animations with your audio narration.

The Presenter intuitive interface and its complete integration with PowerPoint eliminates the need for additional training or Flash programming. In minutes, you can transform static PowerPoint files into dynamic web experiences by adding audio, video, multimedia, interactive quizzes and surveys, and extensive branding. When you have created your content, simply publish it to Connect Enterprise Server. (You can also publish to your computer to test a presentation.)

After you have installed Presenter, you access the program from within PowerPoint. When you open PowerPoint, a new menu named Adobe Presenter appears in the menu bar.

### Presenter How To Topics


- “Create a Presenter presentation” on page 151
- “Record audio” on page 168
- “Add audio files to a presentation” on page 164
- “Adding quizzes and questions” on page 174
- “Add and edit attachments” on page 159
- “Create and edit themes” on page 197
- “Change slide properties” on page 154
- “Preview a presentation” on page 152
- “Publish to a Connect Enterprise server” on page 207
- “Add and edit presenters” on page 156

## Installing Adobe Presenter

After you install Adobe Presenter, you can access all of its features in PowerPoint from the newly added Adobe Presenter menu.

***Note:*** *The latest version of the Flash Player (Flash Player 9) is installed when you install Adobe Presenter.*

1 After you have downloaded the application, double-click the Presenter EXE file to install the software.

2 Follow the onscreen instructions.

A Getting Started presentation guides you through the steps required to publish your first presentation.

## Upgrading to Adobe Connect Enterprise Server 6

The following information is helpful if you upgrading from a previous version of Breeze and Presenter to Adobe Connect Enterprise Server 6 and Adobe Presenter 6.

- If you have Presenter presentations created with any version of Presenter released before Presenter 6 you may want to update your presentations. Because of changes to the latest versions of Internet Explorer, users who view presentations created with Breeze versions prior to Adobe Connect Enterprise Server 6 will need to click the content area in the browser once before any controls are clickable. To update your presentation so users will not need to click in the content area, open the presentation in Presenter 6 and republish the presentation. (Full information about the EOLAS changes to Internet Explorer are available on the Microsoft website.)
- The latest version of the Flash Player (Flash Player 9) is installed when you install Presenter.
- When you install/upgrade Presenter, the old version of Presenter is uninstalled and no longer available for you to use.

## Creating presentations with Presenter

Presenter lets you create sophisticated, high-impact presentations and e-learning content quickly and easily in three steps:

### 1. Design your presentation.

From within PowerPoint, Presenter can help you do the following tasks:

- Use an existing PowerPoint presentation as a base for a Presenter presentation. This can save you the time and effort of creating a new presentation.
- Perform accurate PowerPoint conversions quickly, including full support for PowerPoint animations.
- Customize the look and feel of the presentation viewer interface with company logos, colors, and presenter biographies and photos.

### 2. Edit your presentation.

Presenter can help you change presentations to suit your needs in the following ways:

- You can enhance PowerPoint presentations with multimedia. Add multimedia including audio (such as voice-over narration), quizzes and surveys, or Flash files and Flash video without leaving PowerPoint.
- You can import prerecorded audio into a presentation and match the audio to PowerPoint slide animations.

**3. Publish your presentation.**

You publish your presentations so that users can view them. Presenter offers the following features:

- Presenter is deeply integrated with all Connect Enterprise applications including Connect Training, Connect Events, and Acrobat Connect Professional, as well as Adobe Captivate, Flash content, and Flash Video (FLV) files.
- You can view presentations in the interactive Presenter viewer.
- You can use Presenter content with learning management systems (LMS). Presenter creates SCORM- and AICC-compliant content.

### See also

"Add animation, image, and Flash (SWF) files" on page 161

"Create and edit themes" on page 197

"Publish to a Connect Enterprise server" on page 207

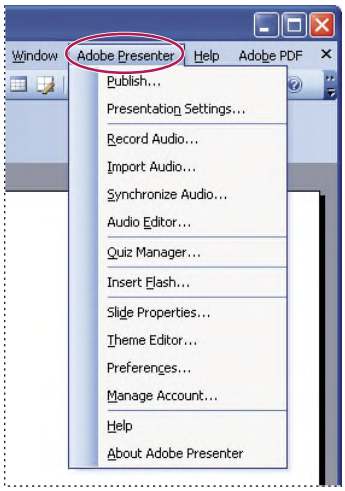
## Presenter workspace

Presenter has the following two components that work together to help authors create and deliver content for users:

**Presenter** Enables authors to create content.

**Presenter viewer** Allows users to view and interact with converted Presenter presentations.

For content authors, all Presenter features are accessible from the Adobe Presenter menu in PowerPoint.




*All the options for designing a presentation are in the Adobe Presenter menu in PowerPoint.*

## Elements of presentations

When planning, consider adding the following elements to your presentation:

**Title slides** Title slides are usually the first or second slide in a presentation and state the subject of the content.

**Presenter information** Include the name, title, photo, contact information, and a short biography of the presenter or presenters.

**Custom logos** Add a company or organization logo to brand and personalize a presentation.

**Copyright information** Depending on the length of the information, include copyright text on the first or last slide in a presentation, or add a separate slide containing only copyright information.

**Opening and closing slides** Create a distinctive start and finish to clearly show users the beginning, middle, and end of the presentation. You can use the same opening and closing slide across a series of presentations for a unifying professional look.

**Section divider slides** Use slides that delineate sections within a presentation. This is especially useful in long presentations.

**Sounds** Voice-over narration, music, or sound effects can add a new dimension to presentations.

**Quizzing** Let users interact with the presentation, while you track their learning progress or obtain information (surveys).

**Attachments** Add existing information as supporting content for presentations. You can include documents, spreadsheets, links to web pages, and images as attachments.

## Planning a presentation

No matter what kind of presentation you want to create, it is helpful to do some planning before you start. Consider first what you want the user to learn from your presentation. Defining this goal at the beginning lets you create a comprehensive plan for success. After you have defined the goal of the presentation, you can use an existing PowerPoint presentation and enhance it with the most effective Presenter options.

1. **Plan your presentation.**

Use storyboards, scripts, or whatever organizational materials are appropriate. Consider what elements you may want to include (see "Elements of presentations" on page 149.)

2. **Start PowerPoint.**

You can open an existing PowerPoint presentation or create a new presentation.

3. **Include narration and other special elements.**

In PowerPoint, from the Adobe Presenter menu, you can add audio narration, quizzes, presenter information, and other options to your presentation. You can include attachments such as web pages or documents and you can customize themes (the look and feel of the presentation viewer) for each presentation.

4. **Preview your presentation.**

You can view the presentation on your machine by publishing locally to test the timing and the features you have added.

5. **Publish the presentation.**

You can publish the presentation to Connect Enterprise Server. You can also burn the presentation to a CD or upload the presentation to the web using a third-party FTP software program.

## Presenter best practices

Adobe recommends these best practices for creating presentations:

- Design your online presentation based on the bandwidth capabilities of your audience. If your audience has fast, broadband connections, you can create a graphic-intensive presentation that includes many animations. However, if your audience has slower connection speeds, you should consider using graphic images only (no animations) or no graphics at all, to ensure that your audience has a good viewing experience.
- Consider creating a written script before recording audio for your presentation. Speaking into a microphone can be more difficult than giving a presentation to a live audience. To ensure a smooth delivery that covers all of your important points, consider creating a script for the entire presentation before recording audio for it. (If you have slide notes written in PowerPoint, you can easily import them into Presenter to use as a script or as the basis of a script.)
- Add animations to enhance the overall presentation, if your audience has fast connections. Presenter supports PowerPoint animations so that you can create powerful, animated, multimedia presentations. Animations add impact to your message and improve the user's overall viewing experience. (Animations must be set to On Click.)
- Create presentations that are a manageable size. A single PowerPoint presentation typically corresponds to a single module or course. Usually a module contains 20-40 slides and results in a 15-45 minute sessions for users. If single PPT files become larger than 40 slides, the time it takes Presenter to convert the presentation to Flash format can increase by several minutes.
- Preview the presentation by publishing it locally before publishing to a Connect Enterprise Server. This lets you view the converted presentation to be sure that it meets your requirements.
- Create slide titles to give users easy access to any slide. Check that titles appear in the PowerPoint outline for all slides, including graphic-only slides, before publishing your presentation.

## Create a Presenter presentation

Presenter presentations are always based on PowerPoint presentations. To create a new presentation, you open an existing PowerPoint presentation (or create a new one) and then add all of the features available in Presenter. For more information about how to add these features, see the appropriate section.

**1** In PowerPoint, open a presentation (PPT) file or create a new one by selecting File menu > New.

**2** From the Adobe Presenter menu, select the Presenter features you want to add to your presentation. You are not required to make any changes before publishing, but adding Presenter features such as audio narration, SWF files, quizzes, attachments, and a theme will enhance your presentation and give you the opportunity to experiment with the functionality available in Presenter.

**3** Preview the presentation by publishing it locally (to your computer). (For instructions on how to do this, see the next section).

**4** If necessary after previewing, return to step 2 and make any changes required.

**5** When you are finished, publish the presentation to Connect Enterprise Server.

### See also

"Publish to a Connect Enterprise server" on page 207

## Preview a presentation

If you want to check your work, you can preview presentations at any time by publishing to your local computer. This is a fast way to see how the presentation will look to users.

When you preview a presentation, it appears in your default web browser. All of the functionality in the presentation, such as audio and quizzes, works exactly the way it will in the Presenter viewer. The presentation appears with all of the theme settings and colors you have chosen.

**1** In PowerPoint, open a presentation (PPT file).

**2** From the Adobe Presenter menu, select Publish.

**3** Select My Computer on the left side.

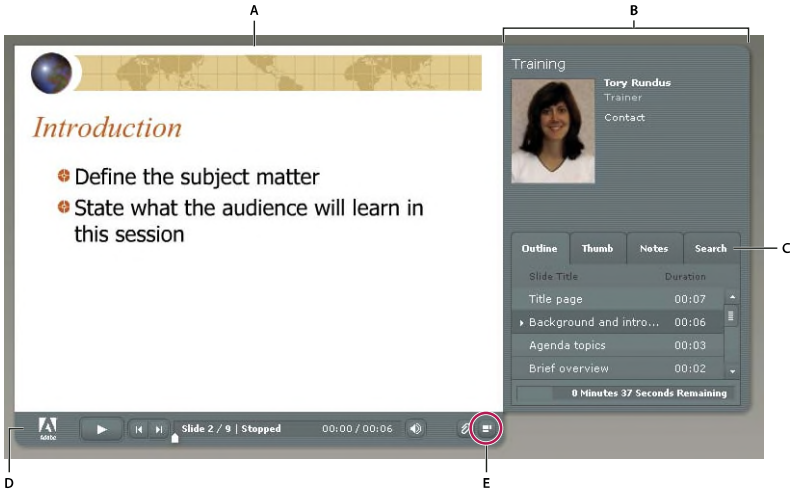
**4** (Optional) Select Zip files to add all presentation files to a zip file. This is useful if you need to give or send the files to someone else to preview.

**5** (Optional) Select Generate Autorun For CD if you are going to distribute the presentation on a CD-ROM after previewing. (If you select this option, you can burn the presentation on a CD-ROM and when it is opened, the presentation automatically begins playing.)

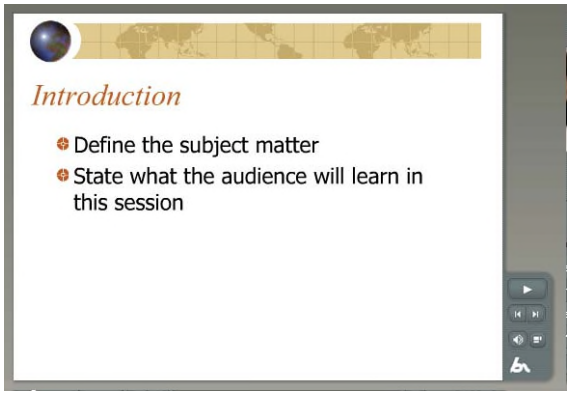
**6** Click Publish.

When you publish, a new folder with the same name as the presentation is created and placed in your My Documents\My Adobe Presentations folder. The new folder contains all of the presentation files, copies of attachments, and any audio, video, and image files that are part of the presentation.

**7** When the conversion is finished, click View Output. (If you selected the Select Zip files option, you will not see the View Output option. To view the presentation, go to the location where you saved the zip file, unzip the file, and double-click the index.htm file.) The presentation appears in your default web browser.




*Published presentation with sidebar shown*
***A.** Slide preview **B.** Viewer sidebar **C.** Panes **D.** Toolbar **E.** Show/Hide sidebar*

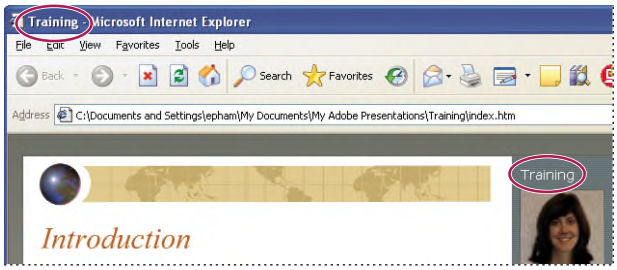



*Published presentation with sidebar hidden*

# Editing Presenter Presentations

## Change the presentation title

You can change the presentation title at any time. The title appears in the Presenter viewer.




*The presentation title appears at the top of the browser window and in the Viewer sidebar.*

1. In PowerPoint, open a presentation (PPT file).
2. From the Adobe Presenter menu, select Presentation Settings.
3. Select the Settings tab.
4. In the Title text box, enter a new name for the presentation and click OK.

## Add a presentation summary

A presentation summary is usually a short description of the presentation contents. This optional presentation summary is a useful organizational tool for authors. The summary appears only in the settings; it does not appear in the published presentation and is not visible to users.

***Note:*** *The presentation summary does appear in Connect Enterprise Server after a presentation is published to the server. Summaries can be edited through Connect Enterprise Manager. Presentation authors can search summaries and see the summary when viewing content information.*

1. In PowerPoint, open a presentation (PPT file).