



Configure an Internet Browser for Adobe Connect

The following three steps will enable you to participate in Adobe Connect sessions.

Students do not require Adobe Connect accounts and can proceed with configuration.

Instructors can configure, but will also need to [register for an Adobe Connect account](#).

1. Will you be using a workplace computer to access Adobe Connect?

Most workplaces do not allow staff to download or install software so please ask your IT contact person to help you install the Adobe Connect software.

Also, if you are behind a network firewall that prevents you from accessing Adobe Connect sessions, please ask your technical support contact to open ports 443, 1935 and 8506. For more details, reference this document:

<https://helpx.adobe.com/adobe-connect/adobe-connect-9-2-tech-specs.html>

2. Run the Adobe Connect diagnostic test and install the Adobe Add-in software

Using the same web browser you want to use for your Adobe Connect sessions, complete the diagnostic test:

https://connectmeeting.ucalgary.ca/common/help/en/support/meeting_test.htm

ADOBE CONNECT™

Adobe Connect Diagnostic Test

Test Results

You are ready to connect to your Adobe Connect meeting.

If you plan to use video, plug in your web camera now.
If you plan to use Voice Over IP (VoIP) audio, plug in your microphone now.

- ✓ **1. Flash Player version Test**
Your version of Flash Player is supported.
- ✓ **2. Adobe Connect Connection Test**
Connected.
- ✓ **3. Connection Speed Test**
Your connection is LAN speed.
- ✓ **4. Adobe Connect Add-in Test**
Add-in Installed

Test Again Send Results Details

Note: Run the test until you receive 4 green checkmarks (see above). Re-run this test for each web browser and each computer you want to use.

3. Disable your web browser's pop-up blocker

Click on the browser you will use to run Adobe Connect and disable its pop-up blocker. For the best results on a Mac computer, please use either [Mozilla Firefox](#) or [Google Chrome](#) web browsers.

- Internet Explorer :
<http://windows.microsoft.com/en-ca/internet-explorer/ie-security-privacy-settings>
- Mozilla Firefox :
<http://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting>
- Safari:
<http://help.apple.com/safari/mac/8.0/#/ibrw1032>
- Google Chrome:
<https://support.google.com/chrome/answer/95472?hl=en>

Troubleshooting

- If you have difficulty completing these steps, try them again with a different web browser.
- If you still require assistance, please contact the IT Support Centre:
<http://www.ucalgary.ca/it/help>