

# A Host and Presenter's Guide to the Cure4kids Web Conferencing System

An online collaboration tool used in  
Cure4Kids

[www.Cure4Kids.org](http://www.Cure4Kids.org)

An online medical education initiative of the  
International Outreach Program  
St. Jude Children's Research Hospital  
Memphis, Tennessee

[www.stjude.org](http://www.stjude.org)

This document contains instructions for using the Cure4Kids Web conferencing system. Our online Web conferencing application is Adobe Connect Pro provided by a third party service. This User’s Guide was updated June 2011 and is intended for users of *Cure4Kids.org*. If you have questions or need assistance, please contact **Cure4Kids Live Events Help** at: [help@cure4kids.org](mailto:help@cure4kids.org)

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## I. Requirements

To participate in a Cure4Kids Web meeting you must have:

- ✓ Microphone
- ✓ Speakers or headphones properly plugged in to your computer
- ✓ Browser (Internet Explorer, Firefox, Safari, or Chrome)
- ✓ Flash® Player 10 or higher installed
- ✓ Broadband Internet connection

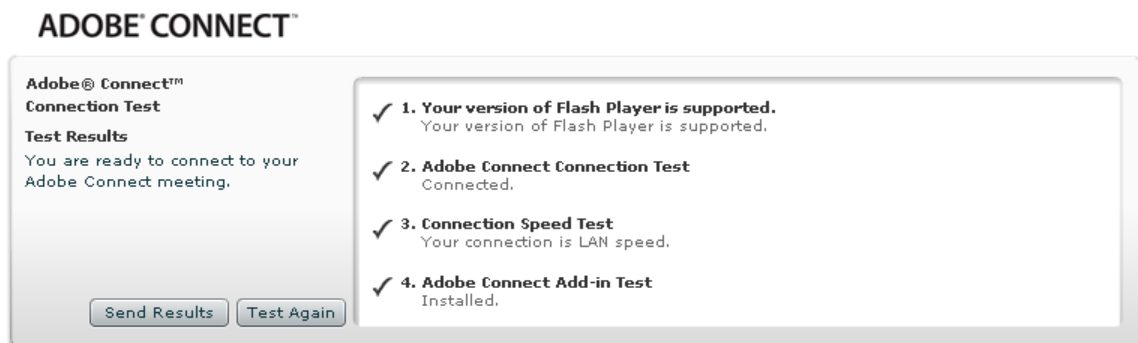
Your capabilities in a meeting depend on your assigned role and permissions.

Before the meeting, test your computer connection and software at this website:

[http://my.adobe.acrobat.com/common/help/en/support/meeting\\_test.htm](http://my.adobe.acrobat.com/common/help/en/support/meeting_test.htm)

If your computer passes the first three steps, your system has met the technical requirements and is ready to join the web conference.

Be sure to accept the Adobe Connect Add-in required for the Hosts and Presenters to share the screen.



If your system does not pass the test, follow the suggestions that are given then perform the test again by pressing [**Test Again**].

## II. Create Meetings

Create the event in your Cure4Kids working group and send the invitation.

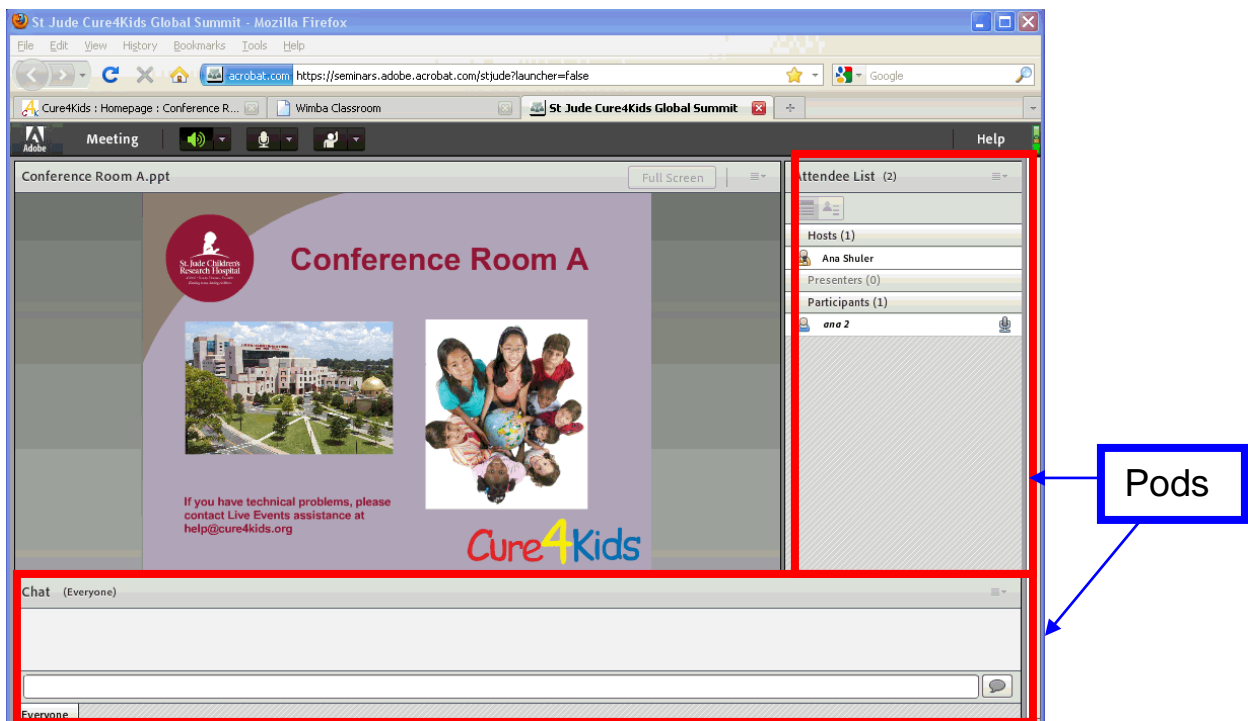
Please see how to create an event in the [Cure4kids Working group guide](#) located in the Group tab of Cure4Kids.org.

## III. Inside a Meeting Room

Content in a meeting room is displayed in *Pods*. *Pods* are panels that contain various types of media such as a list of meeting attendees, notes, live chat, files, and video.

A second display area is the *Presenter Only area*. The *Presenter Only area* is only visible to Hosts and Presenters, not to the Participants.

Hosts and Presenters can use the Presenter Only area to prepare content to be shared with Participants or to view confidential content.



Meeting options differ for different types of users:

The menu bar for Meeting Hosts:

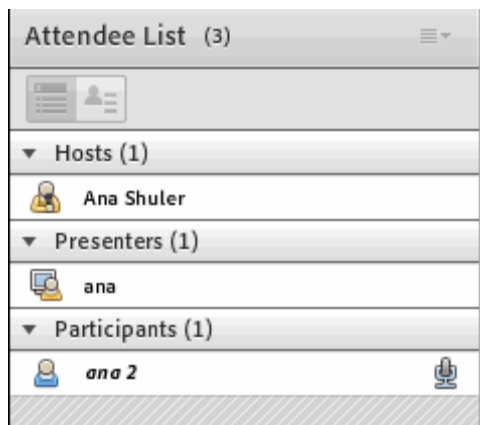


The menu bar for meeting Participants and Presenters:



## IV. Meeting Roles and Permissions

Your role determines your permissions for sharing, broadcasting, and other activities in an Adobe Connect meeting. There are three roles for meeting room attendees: Host, Presenter, and Participant. Icons in the Attendees pod display each person's role and if they are connecting from a mobile device.



The creator of a meeting is designated Host by default. The Host can specify each attendee's role, including selecting other attendees to be Hosts for the meeting.

Permissions for each role are as follows:

### A. Host

- Has the most privileges; able to organize and facilitate the meeting.
- Can change the layout and position of pods.
- Configures the meeting and invites the members.
- Add and share the content of the library, e.g. PPT or PPTX files, PDF documents, JPEG images, flash (SWF, FLV), MP3 and MP4.
- Can promote Participants to Host or Presenter.
- Starts and stops the broadcasting audio in the meeting room.
- Records the entire meeting or session.

### B. Presenter

- Share some privileges like the Host.
- Add and share the content of the library, e.g. PPT or PPTX files, PDF documents, JPEG images, flash (SWF, FLV), MP3 and MP4.
- Share their screen with all attendees, chat, and broadcast live audio and video.
- Answer questions in the Questions pod or Chat pod.
- Mute and un-mute audio broadcasts on their computer. Presenters cannot mute the meeting for other attendees.

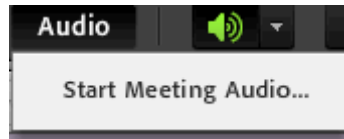
### C. Registered Participant or Invited Participants

- View the content that the Presenter is sharing.
- Hear and see the Presenter's audio and video broadcast.
- Use text chat.
- Mute and un-mute audio broadcasts on their computer. They cannot mute other participants' computers.

## V. Manage Audio within Meetings


### A. Start Meeting Audio

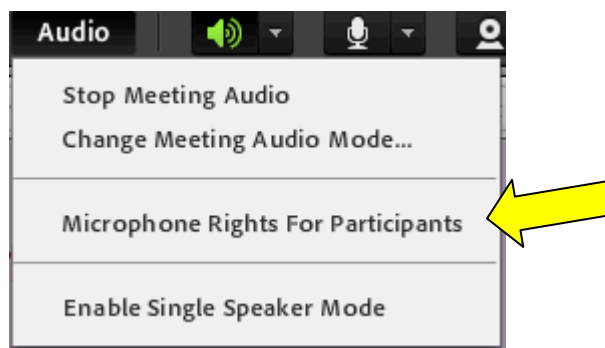
From the Audio menu, choose **Start Meeting Audio**



### B. Enable Microphone for Participants Using Computers

By default, only Hosts and Presenters can broadcast audio using their microphones. However, Hosts can enable Participants to broadcast audio by doing any of the following:

1. To enable audio for all Participants, choose **Audio > Microphone Rights For Participants**. The  icon displays for all Participants in the Attendees pod.



2. Specify how you want the attendees to join the audio conference during the meeting. You can specify one or more of the following:

#### ***By Computer Speakers and Microphone***

Choose this option if you want attendees to join the audio conference using their computer speaker and microphone (VoIP).

All users can hear the meeting audio using their computer speakers.

To enable Participants to speak, select **Enable Microphone Rights for Participants**.



## ***By Phone***

Choose this option if you want attendees to join the audio conference via telephone.

Users can dial in to the audio conference or receive a call from the meeting.

To allow attendees who are using computer audio to interact with attendees using phone audio, select Start Broadcasting Telephony.

3. Click **Start**.



**Start Meeting Audio**

How do you want attendees to join this meeting's audio conference?

Using Computers ?  
 Enable microphone rights for participants

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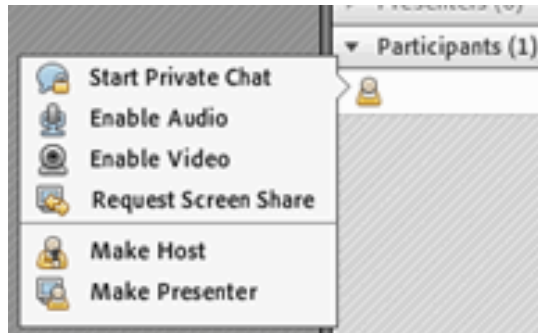
Using Phone ?  
 Start broadcasting telephony audio


**Start** **Cancel**

## C. Enable audio for specific Participants

Select one or more Participants in the Attendees pod. Then choose any of the following from the pop-up menu:

- Enable Audio
- Make Host
- Make Presenter



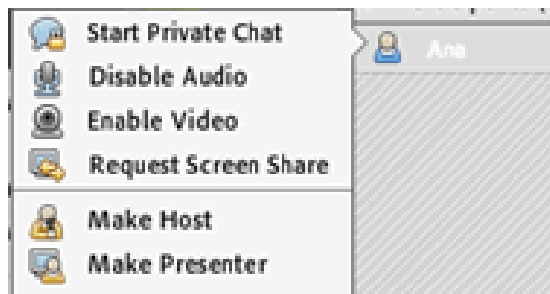
When audio is enabled, the  icon displays next to the Participant in the Attendees pod.

## D. Disable audio for a specific Participant

Using the same pop-up menu, Hosts can later disable audio for specific attendees to reduce background noise.

Select one or more Participants in the Attendees pod. Then choose any of the following from the pop-up menu:

- Disable Audio





## E. Allow Only One Speaker to Use the Microphone at a Time

For the Host to prevent overlapping conversations among Participants:

Choose **Audio > Enable Single Speaker Mode**.



In Single Speaker Mode, an asterisk will appear next to the microphone icon  in the top menu bar.

When one speaker clicks their microphone icon, speaking is automatically disabled for other users until the current speaker clicks the  icon again. This will give an opportunity for others to speak.

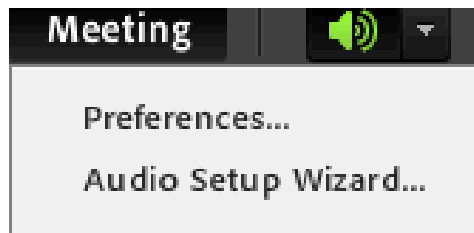
## VI. Broadcast Your Voice Using VoIP

Allow Participants to communicate via microphone and the speakers connected to their computers.

### A. Adjust the Quality of the Audio

Optimize your audio with the Audio Setup Wizard, located under the **Meeting** button on the top menu.

1. Select **Meeting** > **Audio Setup Wizard**.



2. First choose **Install the Add-in** then click the **Audio Setup Wizard** again to adjust the audio.



3. The Wizard will guide you through four steps to test your speakers, select your microphone, and optimize the audio.

If this is your first time using Adobe Connect or you are on a new computer, you may receive a Flash Player Settings window. Click [**Allow**] to access webcam and microphone.



## B. Temporarily stop broadcasting audio

During longer meeting breaks, Hosts may want to stop broadcasting audio. To stop broadcasting audio:

1. Choose **Audio > Stop Meeting Audio**.

To resume, choose **Audio > Start Audio Broadcast**.

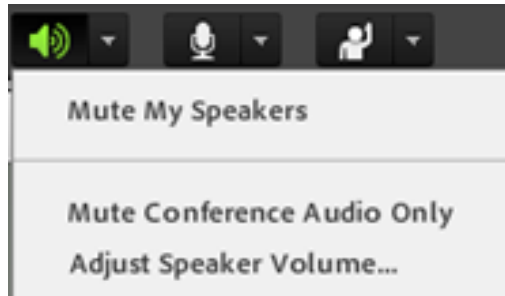
**Note:** Hosts can stop a broadcast for all attendees, but not for a specific Participant.



## C. Adjust or Mute Audio Volume

Each Participant can customize audio volume on their system.

In the top menu bar, select any of the following from the speaker  menu :



### Mute My Speakers

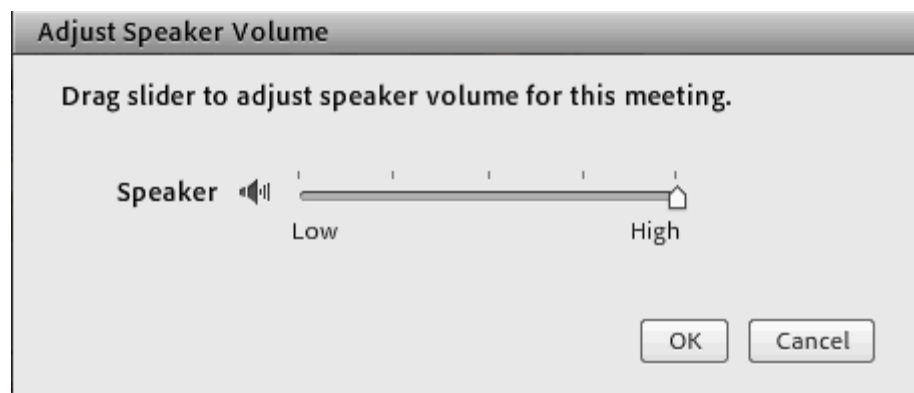
Entirely disables or enables audio. Click the speaker icon to quickly toggle this option.

### Mute Conference Audio Only

Mutes all audio except the audio playing in the Share and Video Telephony pods.

### Adjust Speaker Volume

Displays a slider that attendees can drag to customize their volume.



## D. Activate the Microphone

1. Click the microphone button in the top menu bar. .


If you receive a Flash Player Settings window, click [**Allow**] to access the microphone.

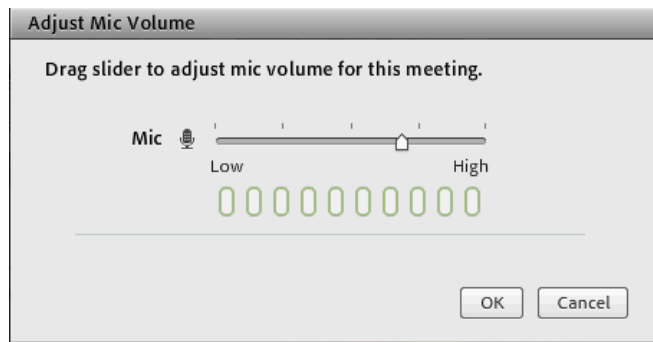



Note that the microphone button changes to green color when your microphone is active.

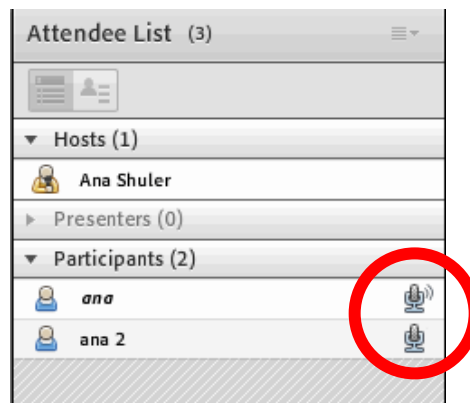


As you speak, sound waves appear in the button icon to indicate audio level.

2. (Recommendation) To the right of the microphone button, click the menu button , and choose **Adjust Mic Volume** if you are too loud or soft.




When an attendee is broadcasting audio, the microphone icon  is displayed next to their name in the Attendees pod.



## E. Mute the Microphone

A Host or the Presenter may ask the Participants to mute their microphone.

Click the microphone button once to mute or click the down arrow  and select **Mute my Microphone. Muting is necessary** when there is background noise, talking on the phone, coughing, etc.



The button now appears like this  when the microphone is muted.



## VII. View or Change an Attendee's Role

A Host can change the role of any Participant in the Attendees pod by adding or removing permissions as needed.

### About attendee names

Within a group of Hosts, Presenters, and Participants, all attendee names are organized alphabetically with icons next to their names that indicate their role in the meeting.

### A. Change a Participant's Role

As a Host, you can remove your own permissions to demote yourself to a Presenter or Participant. When you demote yourself, participants with other roles will see a change in how the meeting room is displayed.

To change permissions and a Participant role in the meeting:

In the Attendees pod, select one or more Participants (Shift-click to select multiple names).

Do either of the following:

- Click and drag the participants name to a different role.
- Hover over the participants name and when the pop-up menu displays, select Make Host, Presenter, or Participant.

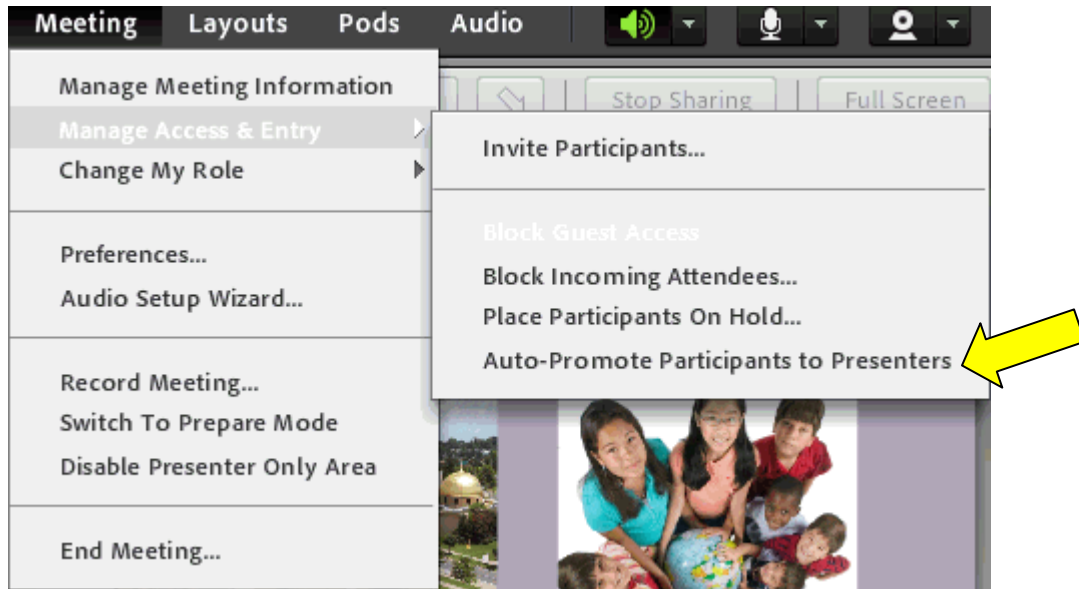


Drag Participants to different roles.

## B. Automatically Promote Participants to Presenters

If all Participants in a meeting will be presenting, promote all of them to presenter by clicking the following:


Choose **Meeting > Manage Access & Entry > Auto-Promote Participants to Presenters**.



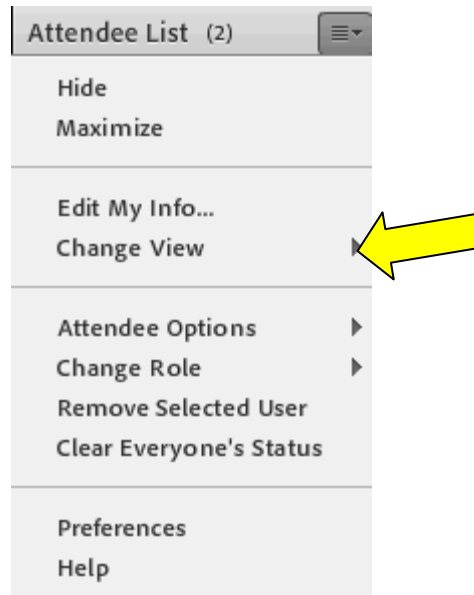
## C. Assign Enhanced Participant Rights

Hosts can change the rights of Participants to give them control over selected pods.

This enhances a Participant's rights without promoting the Participant to the Presenter or Host role.

1. In the Attendees pod, select the name of one or more Participants.
2. In the upper-right corner of the pod, click the **menu** icon .

3. Select **Attendee Options > Enhanced Participant Rights**.




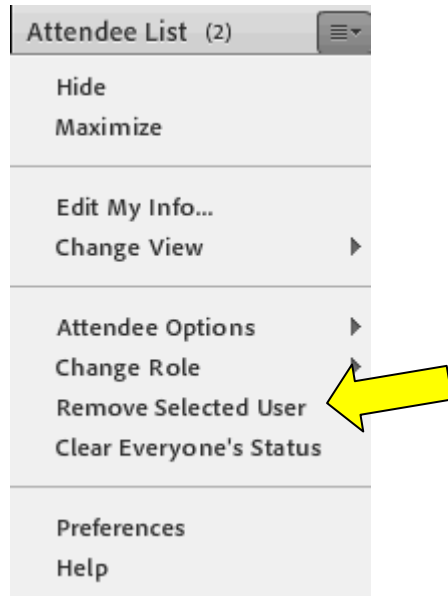
4. In the dialog box, select the pods that you want the Participant to control.



## D. Remove an Attendee from a Meeting

In some occasions there are administrative meetings that are confidential/private. In case there is a participant in the room that was not invited to be at the meeting, you may ask him/her nicely to leave. If no response, then do the following:

1. In the Attendees pod, select the attendees you want to remove.
2. In the upper-right corner of the pod, click the **menu** icon .
3. Select **Remove Selected User**.



## VIII. Chat in Meetings

Use the Chat pod to communicate with other participants during a meeting.


If you have a question and do not want to disturb the meeting flow, you can send a chat message to another meeting participant.

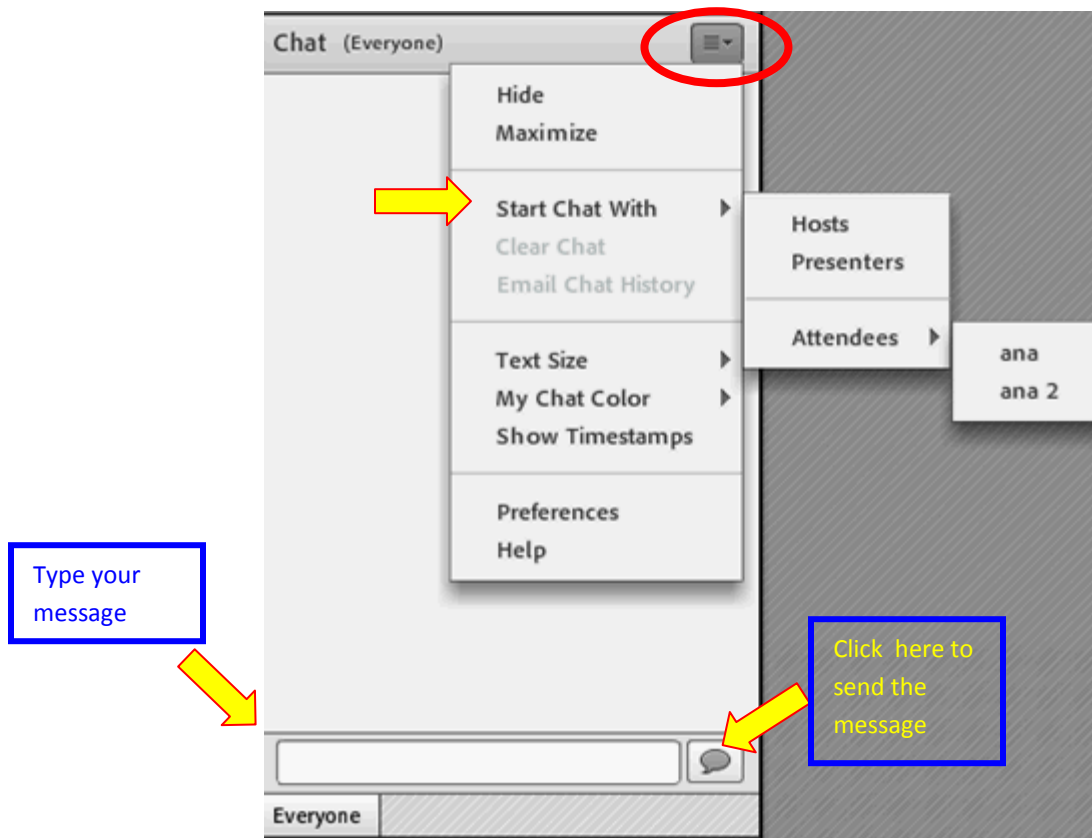
As a Presenter, you can use more than one Chat pod simultaneously.


Chat pods can display content to either everyone or only Presenters. To only display to a Presenter, chat in the Presenter Only area.

### A. Send a Chat Message

Use the Chat pod to compose a chat message and address it to a specific Participant, to all Presenters at the meeting, or to all Participants.

1. By default, everyone will see your chat message. To limit the recipients of your message, click the menu icon  in the upper-right corner of the Chat pod. **Choose Start Chat With**, and then select the names of Hosts, Presenters, or specific Participant.



2. Click the text box in the Chat pod.
3. Enter your message.
4. Then either click Send Message  to the right of the text box or press Enter or Return to display your chat message in the Chat pod.

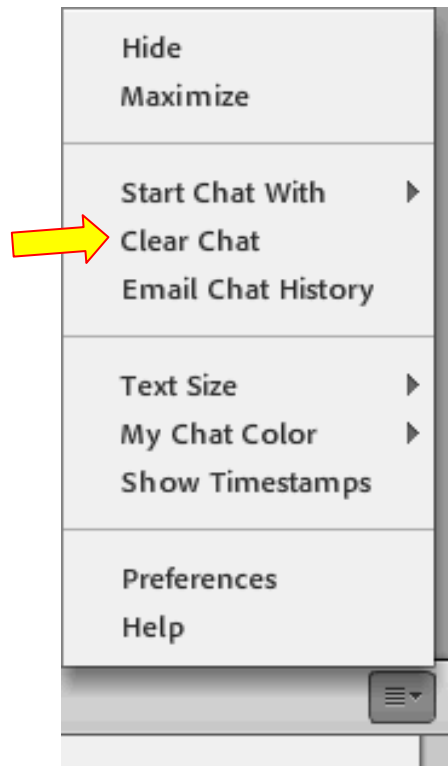
Your name, the addressee name, and your message appear in the Chat pod.

## B. 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:

In the upper-right corner of the Chat pod, click the menu icon ☰.

Select **Clear Chat**.



## IX. Share Your Screen

Host or Presenters can share windows, applications, or their entire desktop to all participants during a meeting.

When you share anything on your computer screen, actions you take in the shared region are visible to all Participants in the meeting.

Participants follow the progress of your cursor as you move it across your screen.

**Tip:** Hosts can show their cursors without sharing their screens. Choose **Meeting > Preferences**, and select a **Host Cursors option**.

The region or regions that you share must be visible on your desktop to be visible in the Share pod to other Participants. Overlapping windows on the desktop appear as a blue crosshatched pattern in the Share pod.

### A. Screen Sharing Options

- **Desktop Sharing** (or Secure Desktop Sharing)

Shares the contents of your desktop.

If you have more than one monitor connected to your computer, a desktop appears for each monitor.

Choose the desktop that you want to share.

The Desktop option allows you to share authorized contents on your desktop.

- **Windows Sharing**

Shares one or more authorized windows that are open and running on your computer.

Choose the window or windows that you want to share.

- **Applications Sharing**

Shares an authorized application and all its related windows that are open and running on your computer.

Choose the application or applications that you want to share.



## B. Content you can Share

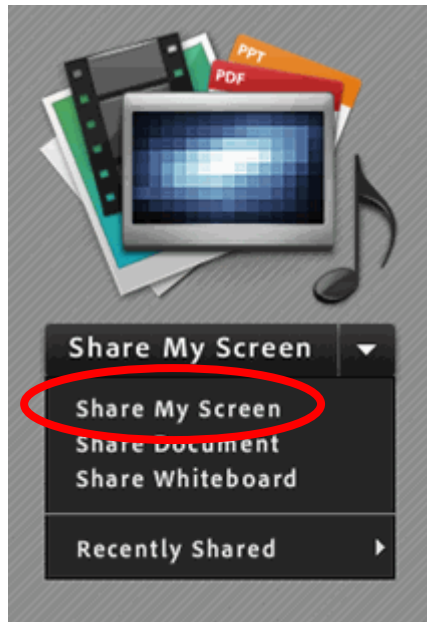
- Selected items on your computer screen, including one or more open windows, one or more open applications, or the entire desktop.
- A document, such as a presentation, Adobe PDF file, FLV file, a JPEG, or other file format.
- A whiteboard with a variety of writing and drawing tools. You can share a stand-alone whiteboard, or a whiteboard overlay that appears on top of other shared content.

Except for PDFs, all documents shared in the Share pod can be viewed but not downloaded by attendees. To enable attendees to download non-PDF documents, a host or presenter must instead use the File Share pod.

## C. Share Your Screen (Host or Presenter)

When you share your screen a pod will open for all meeting participants to see.

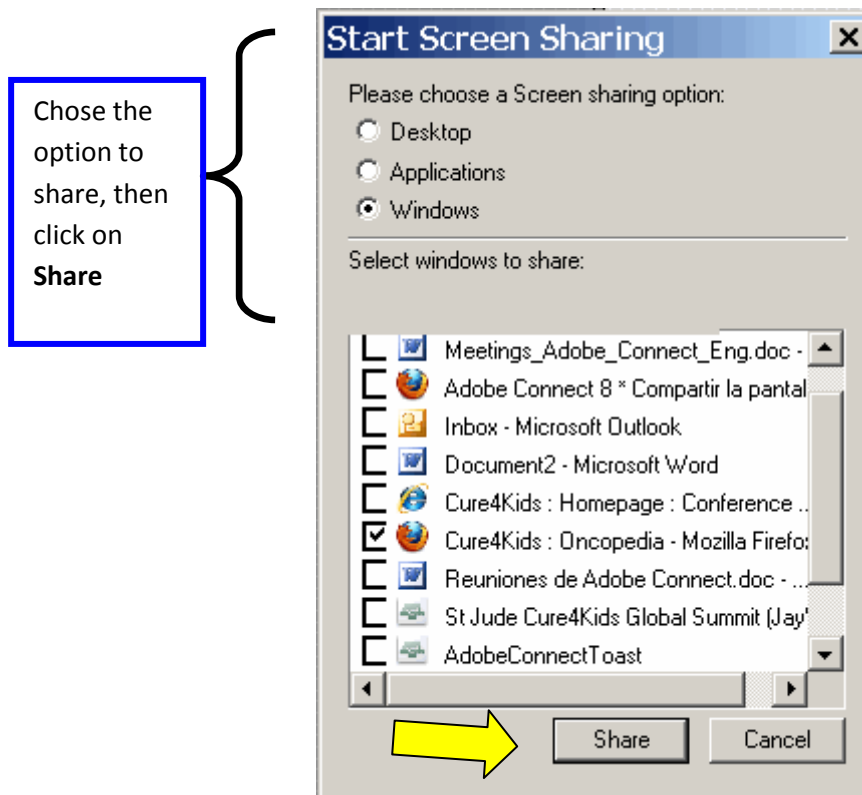
1. Do one of the following to open a Share pod:
  - Choose **Layouts > Sharing**.
  - Choose **Pods > Share > Add New Share**.
2. Click the pop-up menu in the center of the Share pod, and select **Share My Screen**.



**Note:** If the Share Pod is empty, then your permissions are only set to Participant and you do not have permission to share.

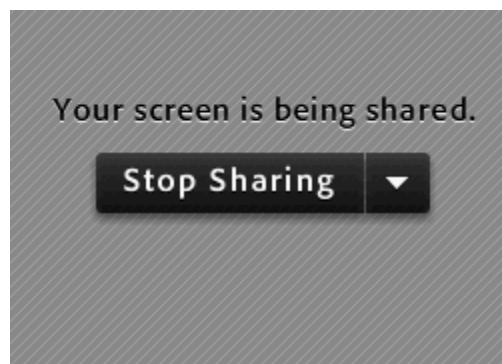
3. Chose the options to share: Desktop, Windows, or Application.

Check the window application to share, and then click the **Share** button.



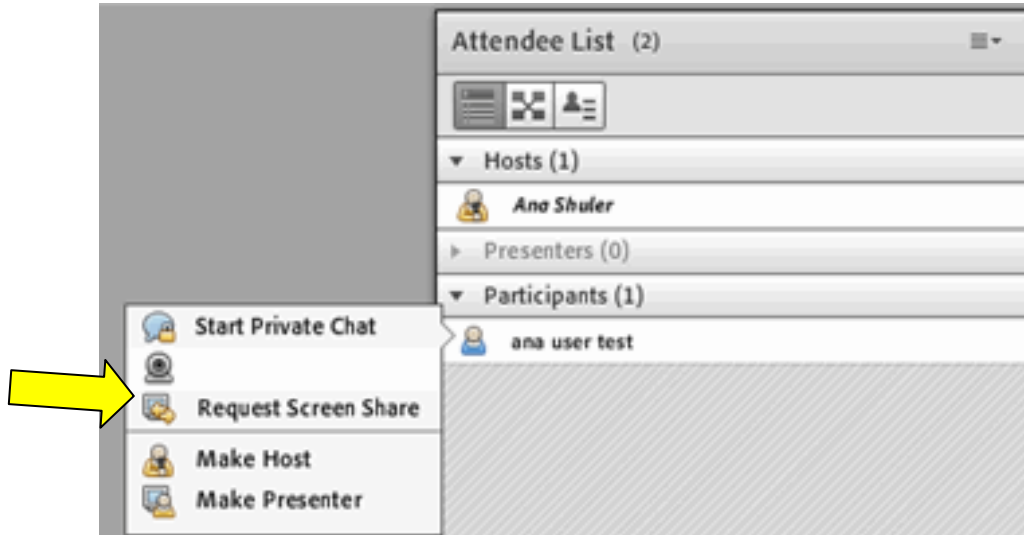
#### D. Stop Sharing a Screen

To stop Sharing, just click in **Stop Sharing** in the Adobe Connect pod sharing



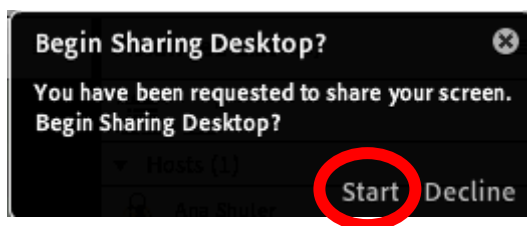
## E. Give Participants Privileges to Share (Request Screen Share)

Select the name of the Participant from the list in the Assistants pod. A pop-up window will appear. Select **Request Screen Share**.



An alert will display on the Participant's screen that says "**Begin Sharing Desktop?**".

The Participant will then need to click **Start** and choose a sharing option: Windows, Screen, or Application.



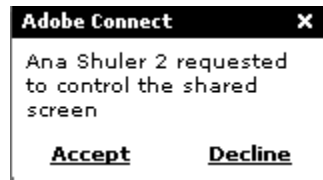
## F. Share Control of Your Screen

While screen sharing, you can pass control of the shared desktop, window, or application to another Host or Presenter. To share control:

1. Start sharing your screen.
2. A Host or Presenter can click **Request Control** on the top title bar of the Share pod.



3. You will see a request message in the upper-right corner of the meeting room window. Select either:
  - Accept to grant control of your screen.
  - Decline to deny control of your screen.



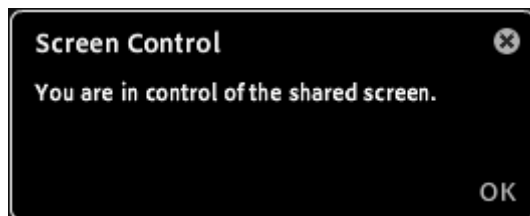
## G. Request Control of a Shared Screen

Hosts and Presenters can request control of the screen, but the request must be granted. Control cannot be taken without permission.

Click the **Request Control** on the top title bar of the Share pod.



If the request is accepted, a message informs you that you have been granted control of the shared screen. You can now take control of the shared screen. Click **OK**



The **Request Control** button will change to a **Release Control** button.


## H. Release control of a shared screen

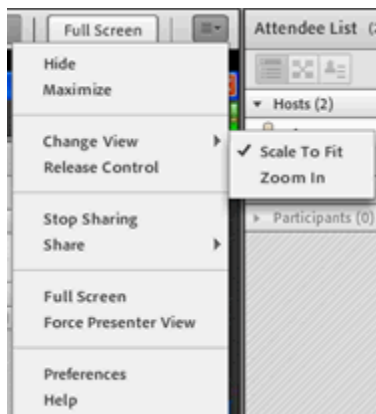
To stop controlling the shared screen, click the **Release Control** button in the Share pod control menu or in the notification window. This returns control of the shared screen to the original Host or Presenter.



## I. Change the View of a Shared Screen

If you are viewing a screen shared by another Presenter, you can scale the screen to fit entirely within the Share pod or zoom in for a clearer image.

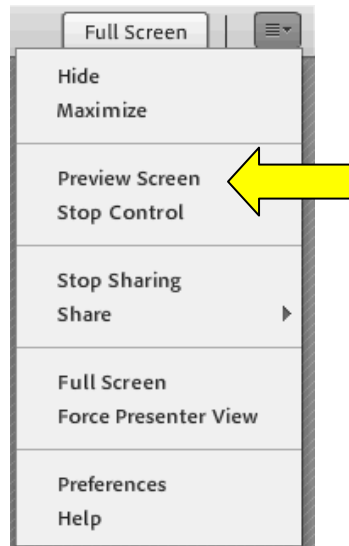
In the upper-right corner of the Share pod, click the  button; choose **Change View**, and then select either **Scale To Fit** or **Zoom In**.



## J. Preview your Shared Screen

To ensure you are sharing your window, application, or desktop clearly to the meeting Participants, a preview window displays while you are sharing so you may view exactly what the other Participants see in their Share pod.

To see the preview window, click the menu icon ≡, and select **Preview Screen** in the upper-right corner of the Share pod.

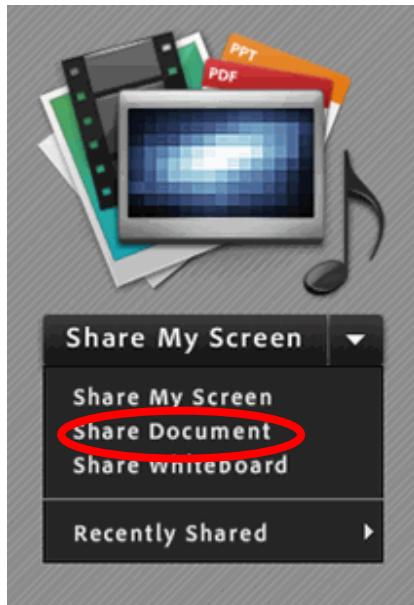


## K. To Share a Presentation or a Document

As a Host or Presenter, you can share the following file types from the Content Library or your computer: PPT, PPTX, Adobe PDF, SWF, FLV, JPEG, and MP3.

The Content library is where all presentations or files are saved in the Adobe Connect server.

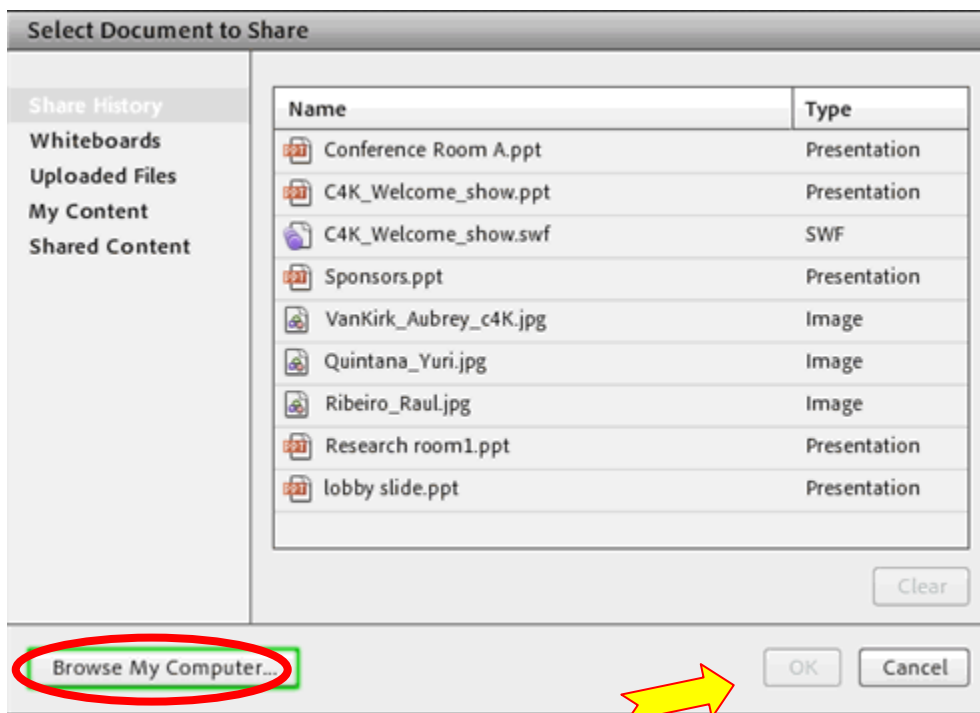
1. Click on **Share Document**.



2. A window appears that displays “Select Document to Share.”

Click on **Browse my Computer** and find your saved presentation, document, or file on your computer.

Select the file and click **Open**, then **OK** at the Select Document to Share window.





## L. Presentation: Advance the Slides.

To advance the slides or to go to a previous slide, click the left or right arrows.



The screenshot shows a presentation slide titled "Rules to participate in the Live Meetings Questions: Raise hand". The slide content includes:

- A blue box with the number "1" and an arrow pointing to the text: "To ask a question or provide a comment, click the 'Raise Hand' button".
- Text: "This will alert the Host/presenter that you have a question and prevent participants from speaking at the same time."
- Text: "The Host or Presenter will let you know when is your turn to speak."
- A "Voice Rights Granted" notification box with the text "ana, you now have the 'Rights to Speak'." and a "Speak Now" button circled in yellow.
- Text: "Click in the **Speak now** to talk on the microphone."
- A "Raise Hand" menu is open on the right side of the slide, with a yellow arrow pointing to the "Raise Hand" option. The menu includes: "Raise Hand", "Agree", "Disagree", "Step Away", "Speak Louder", "Speak Softer", "Speed Up", "Slow Down", "Laughter", "Applause", and "Clear Status".
- A "Cure4Kids" logo featuring a globe and the number "4" is visible at the bottom left of the slide.
- The website "www.Cure4Kids.org" is at the bottom right.
- Navigation arrows at the bottom left of the slide are circled in red.

## M. Stop Sharing a Presentation

To stop sharing, select **Stop Sharing**.



## N. Turn Off Display Synchronization for Documents

By default, Adobe Connect synchronizes shared documents so that Participants see the frame that the Presenter sees. A Host or Presenter can select **Sync** to turn off synchronization and allow Participants to move through presentations or documents at their own pace.

To turn off synchronization:


Controls for presentation playback appear at the bottom of the Share pod.

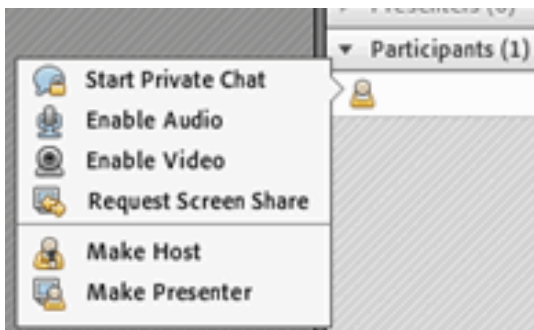
With content loaded in the Share pod, select **Sync** in the lower-right corner to disable synchronization.

## X. Video in Meetings

By default, only Hosts and Presenters can broadcast video. However, Hosts can enable Participants to broadcast.

### A. Enable Webcam

1. To enable video for all Participants, click the menu button  to the right of the video webcam button, and choose **Enable Video for Participants**.
2. To enable video for specific Participants, select one or more names in the Attendees pod. Then choose any of the following from the pop-up menu: **Enable Video, Make Host, or Make Presenter**.



## B. Share Webcam Video

Hosts, Presenters, and Participants with webcam video permissions can simultaneously share video from webcams connected to their computers.

If you have rights to share the webcam, you will see the webcam icon in the top menu bar.

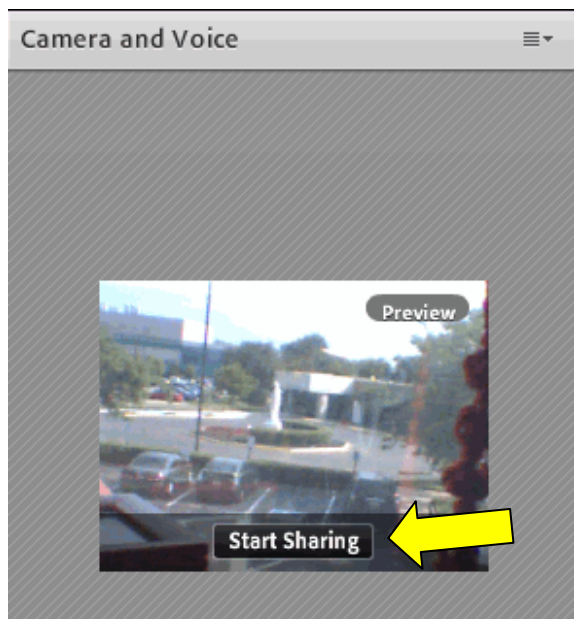


1. Click **Start My Webcam** in the top menu bar or Video pod



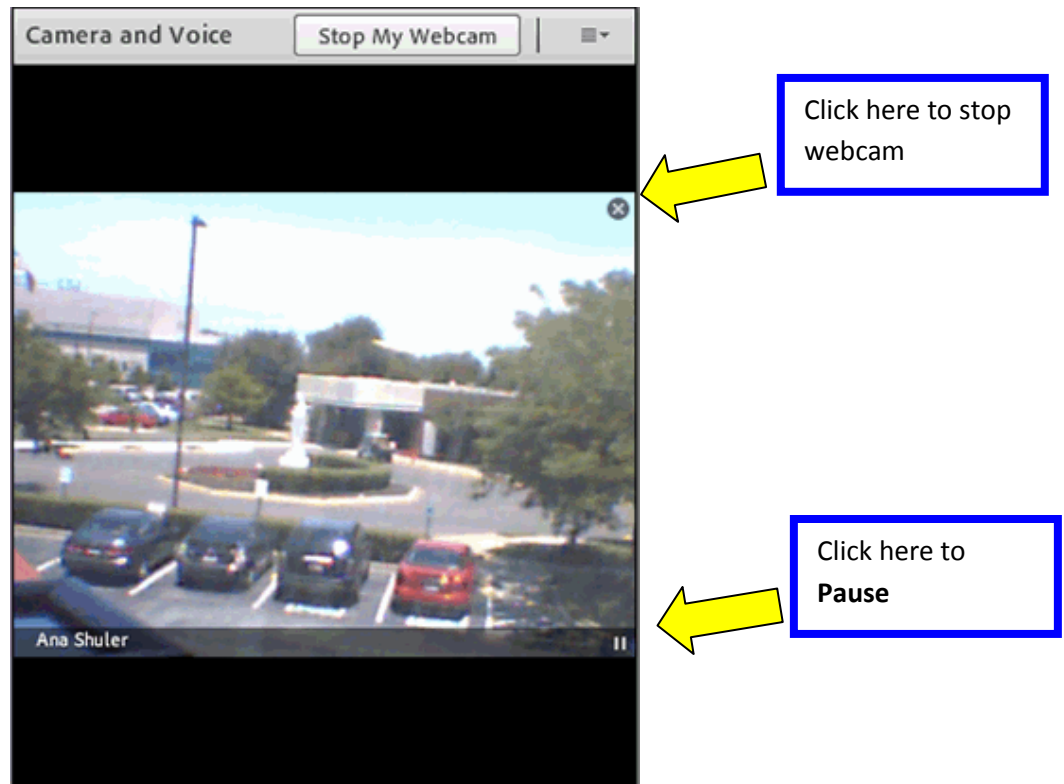
In the Video pod, a preview image appears so you can adjust camera position. If you want to use a different connected camera, select it from the Video pod menu ≡.


2. Click Start Sharing to broadcast your video to all Participants.



## C. Stop Webcam

1. To pause or stop video, hover the mouse over the Video pod, and click the **Pause** or **Stop** icons.



When video is paused, the last image broadcast from your camera remains static in the Video pod until you click Play  to resume broadcasting.

When video is stopped, the broadcast image disappears entirely.

**Note:** Hosts can pause or stop any participant video at any time during the meeting.

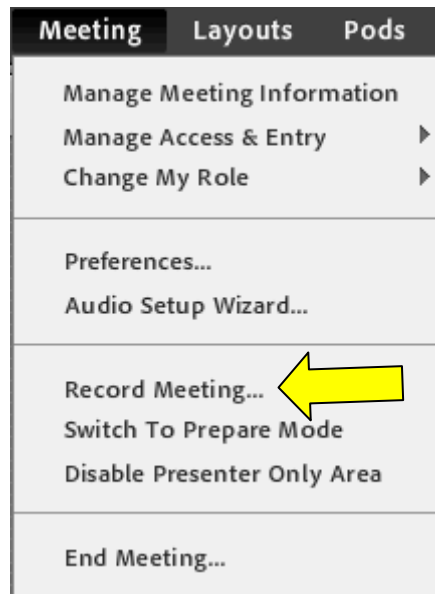
2. Another option to stop sharing your webcam is to select the webcam button on the top menu, then click **Stop My Webcam**.



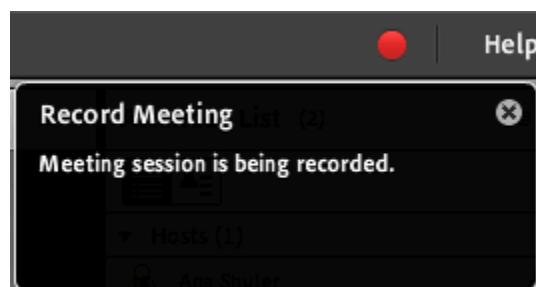
## XI. Record a Meeting

### A. Start Recording a Meeting

1. On the top menu bar choose **Meeting** > **Record Meeting**.



2. In the Record Meeting dialog box, enter a name and summary for the meeting recording.
3. A recording icon (red circle) appears in the top menu bar to indicate that the meeting is being recorded.



## **B. Stop Recording a Meeting**

On the top menu bar choose Meeting and deselect **Record Meeting**.

The recording icon will disappear to indicate the meeting is no longer being recorded.

The meeting recording is saved and is available for playback at any time.

If you have questions or technical problems, please contact:

**Cure4Kids Live Events Help at [help@cure4kids.org](mailto:help@cure4kids.org)**