

ADOBE® CONNECT™ TIER 1 AND 2

Training & Enablement

Emergent's Tiered Training and Enablement program is tailored to help facilitate and encourage the use of Adobe Connect within your organization. Learn how to use Adobe Connect to run meetings, host webinars and connect with learners in either real-time or through on-demand training.



TIER 1

Support and Training for End Users and Administrators

This module focuses on familiarizing the novice user with creation and facilitation of meetings within Adobe Connect.

COURSES:

1. Adobe Connect 101 for Administrators
2. Adobe Connect 101 for End Users
3. Adobe Connect 101: Audio Configuration and Recording

ON-DEMAND:

1. Quick Start Guides
2. Quick Start Video Series



TIER 2

Functionality Based Training and Beyond

This module is tailored towards frequent users or meeting hosts who require a deeper understanding of Adobe Connect functionality.

COURSES:

1. Meetings and Seminars
2. Events Module
3. Training Module
4. Beyond Connect

ON-DEMAND:

1. Quick Start Guides
2. Quick Start Video Series



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TIER 1:

Support and Training for End Users and Administrators

This module focuses on familiarizing the novice user with creation and facilitation of meetings within Adobe Connect.

COURSES OFFERED:

1. ADOBE CONNECT 101 FOR ADMINISTRATORS

60 min

In this virtual instructor led training, students will learn how to Maintain and Support the Adobe Connect environment for their organization.

Topics will include:

- Customization
- Audio set up
- Reporting
- User Creation
- Password resets

2. ADOBE CONNECT 101 FOR END USERS

60 min

In this virtual instructor led training, students will learn how to create and host an Adobe Connect meeting.

Topics will include:

- Creating meetings
- Loading content
- Using audio
- How to use Layouts
- How to use the 9 different pods
- How to interact with participants with in the room
- How to customize a meeting room
- Vocabulary
- Navigation
- Familiarization
- Meeting Set-up
- Adding Content
- Pod Overview

3. ADOBE CONNECT 101: AUDIO CONFIGURATION AND REPORTING

30 min

In this virtual instructor led training, students will learn how to pull a variety of reports as well as set up and maintain audio profiles in Adobe Connect.

Topics will include:

- Setup
- Reporting



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**TIER 2:****Functionality Based Training and Beyond**

This module is tailored towards frequent users or meeting hosts who require a deeper understanding of Adobe Connect functionality.

COURSES OFFERED:**1. MEETINGS AND SEMINARS****60 min**

In this virtual instructor led class, students will explore the meeting/seminar rooms in more detail. Looking at features and functionality not covered in the 101 course, as well as discussing best practices ranging from small collaborative meetings to large webinars.

Topics Include:

- Best practices for room layout by event type
- Best practices for meetings large and small
- Best practices for large events and seminars
- Detailed look at room features and functionality not covered in the 101 course
- Recordings (creating and editing)

2. EVENTS MODULE**60 min**

In this virtual instructor led class, students will learn how to create an event, connect a meeting to an event, track campaigns, and manage event-related e-mail and notifications.

Topics Include:

- Event Creation
- Connecting Meetings and Seminars
- Managing event related emails
- Basic event reporting

3. TRAINING MODULE**60 min**

In this virtual instructor led class, students will learn how to create and manage curriculums, on demand content, and virtual rooms.

Topics Include:

- Curriculum creation
- Reporting

4. BEYOND CONNECT**60 min**

In this virtual instructor led class, students will learn how to create and edit event and email templates, how to find and load custom pods, and learn the basics of Adobe connect.

Topics Include:

- CQ5 — Templates and Events
- Adobe Connect Extension
- Presenter

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ON-DEMAND LEARNING

In addition to all courses, a variety of on-demand training tools are available at anytime.

1. Quick Start Guides

These guides provide practical information and advice on some of the most common pain points for both new and experienced users of Adobe Connect. Topics Include:

- Using VoIP for Audio Communication
- Creating a New Meeting
- Join a Meeting
- Connecting audio
- Participant Guide for Beginners

2. Quick Start Video Series

Bite sized offerings designed to deliver instruction on the topics that you need most. Topics Include:

- Utilizing the Share Pod
- Utilizing VoIP Audio
- Creating Meetings
- Attending meetings
- “How To” Series
 - o How to use Host and Presenter controls
 - o How to create a poll
 - o How to record a meeting
 - o How to share screens and applications
 - o How to navigate the chat pod
 - o How to passcode protect a room
 - o How to create meeting templates
 - o How to assign user roles

CONTACTS:

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