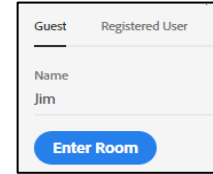


IMPORTANT FOLLOW UP: May 1, 2021 Update to Adobe Connect 11.2 and How to Join in Desktop Application

1. Login to Your Adobe Connect Session by

- logging in to the Adobe Connect Portal
- *or* by using a session attend link



2. Two Ways to Join Your Adobe Connect session:

RECOMMENDED *Open in Application* for Windows and Mac users

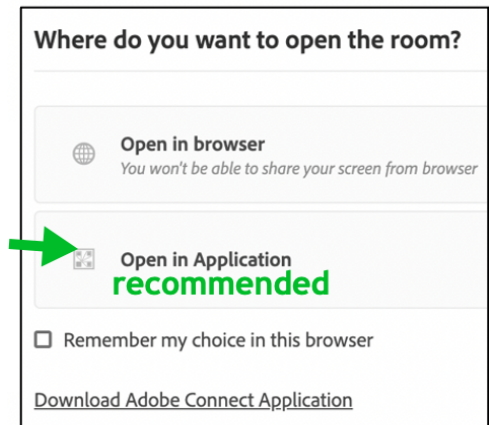
- **Please download and install the latest Windows or Mac desktop application for the best experience.**

**** 32-bit versions of Windows 7 cannot use Adobe Connect 11.2 Desktop App**

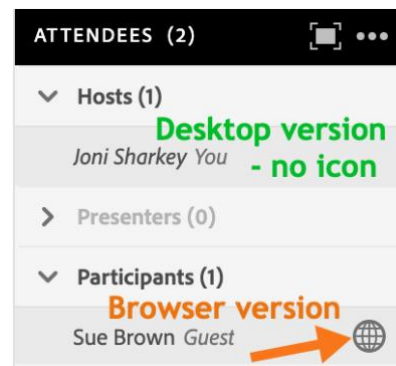
or Open in Browser:

- Join using **current versions** of supported web browsers: Firefox, Chrome, Safari and Edge.
- Linux and ChromeOS users can only connect via browser at this time.
- Mobile device users need to use their *mobile browser* to join sessions - they **are not able to join using the Adobe Connect mobile app** until further notice. Please see the [Mobile Participant 11.2 Quick Reference Card](#)

**** Internet Explorer is no longer supported**

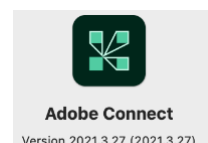


3. Am I in Desktop Application or Browser?

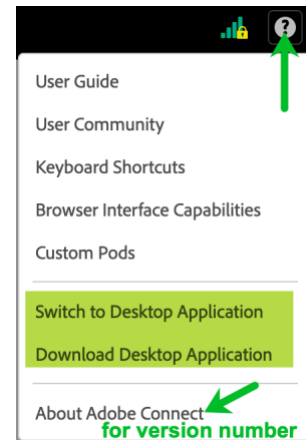


4. Where do I find the version number?

- in **desktop application**: top left corner > Adobe Connect > About Adobe Connect



- in **browser**: top right corner > question mark icon > About Adobe Connect
 - in this menu you can also **switch** to or **download** the recommended Desktop Application



For technical assistance or for questions about the Adobe Connect update, call or e-mail

Contact North | Contact Nord Technical Support Hotline
Monday to Friday from 7:30am EDT to 10:30pm EDT

1-888-850-4628

support@contactnorth.ca

[Adobe Connect Resources](#) for **You** for latest information for Adobe Connect 11.2

Notes for Instructors / Hosts

- The **HandsUp communication icons have been renamed as Vantagepoint** and have returned with their Settings options. Here's a [short video](#) on how to remove the old HandsUp and upload the newly name Vantagepoint communication icons.
- **Make Recording Offline** by downloading and converting an Adobe Connect recording to mp4 or FLV is not available until a future upgrade.
- [Live Training for Instructors / Hosts](#) – starting May 2021 [Book now](#)
 - What's New - Adobe Connect 11.2
 - New Instructor Training offered on Adobe Connect 11.2

What's New in Adobe Connect 11.2

- **Enhanced Audio** improves session audio and cuts out “cross-talk” between breakout rooms
- Improved **Mac Desktop Application** with full screen-sharing options
- **Standard View** becomes the interface for **Hosts** and **Participants**, ensuring all attendees are in the same view. Classic View is retired.
- **Q&A pod** improvements, indicating questions answered (including those by another moderator)
- Attendees pod and Breakout Rooms View have **Select All** and **Clear All** for host ease in selecting multiple attendees

- Version 11 Ellipsis ... menu has been removed. **Exit Session** returns to the Meeting / Session Name menu and **participant audio wizard** returns to the Meeting / Session Name menu
- Fixed stalled “Preparing the Room“ notice when joining a session

We look forward to continuing to support the delivery of your live online classes and training through Adobe Connect 11.2.

Contact North | Contact Nord Adobe Connect Support Team