

# A User'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)

## Table of Contents

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<b>I. Requirements</b> .....	4
<b>II. Attend a Meeting</b> .....	5
<b>III. Inside a Meeting Room</b> .....	5
<b>IV. Meeting Roles and Permissions</b> .....	6
A. Host.....	7
B. Presenter.....	7
C. Registered Participant or Invited Participants .....	7
<b>V. Broadcast Your Voice Using Voice Over IP (VoIP)</b> .....	8
A. Adjust the Quality of the Audio .....	8
B. Adjust or Mute Audio Volume .....	9
<b>VI. Join Audio Conference</b> .....	10
A. Activate the Microphone .....	10
B. Mute the Microphone .....	11
<b>VII. Chat in Meetings</b> .....	12
A. Send a Chat Message .....	12
<b>VIII. Share Your Screen</b> .....	13
A. Screen Sharing Options.....	13
C. Share Your Screen (Participants) .....	14
C. Stop Sharing a Screen .....	15

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D. Share a Presentation or a Document ..... 16

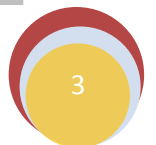
E. Presentation: Advance the Slides. .... 17

F. Stop Sharing a Presentation ..... 17

**IX. Webcam Video in Meetings..... 18**

A. Enable Webcam ..... 18

C. Stop Webcam..... 19



## 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

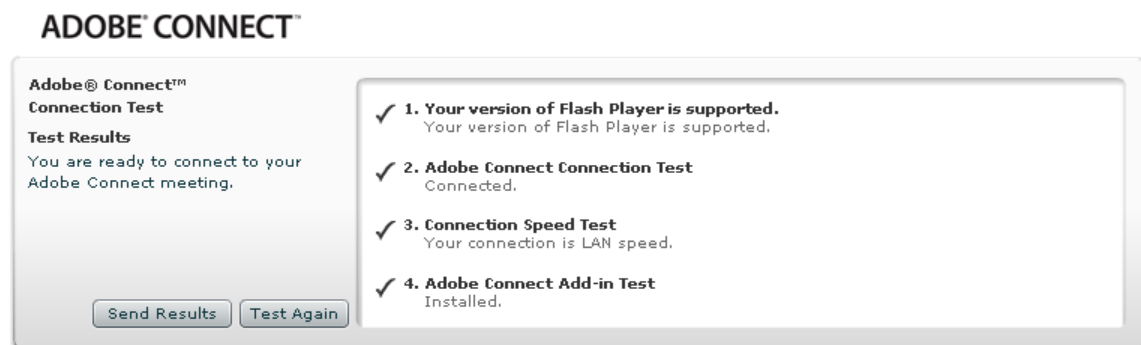
Your capabilities in a meeting depend on your assigned role and permissions.

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 given then perform the test again by pressing the [**Test Again**] button.

## II. Attend a Meeting

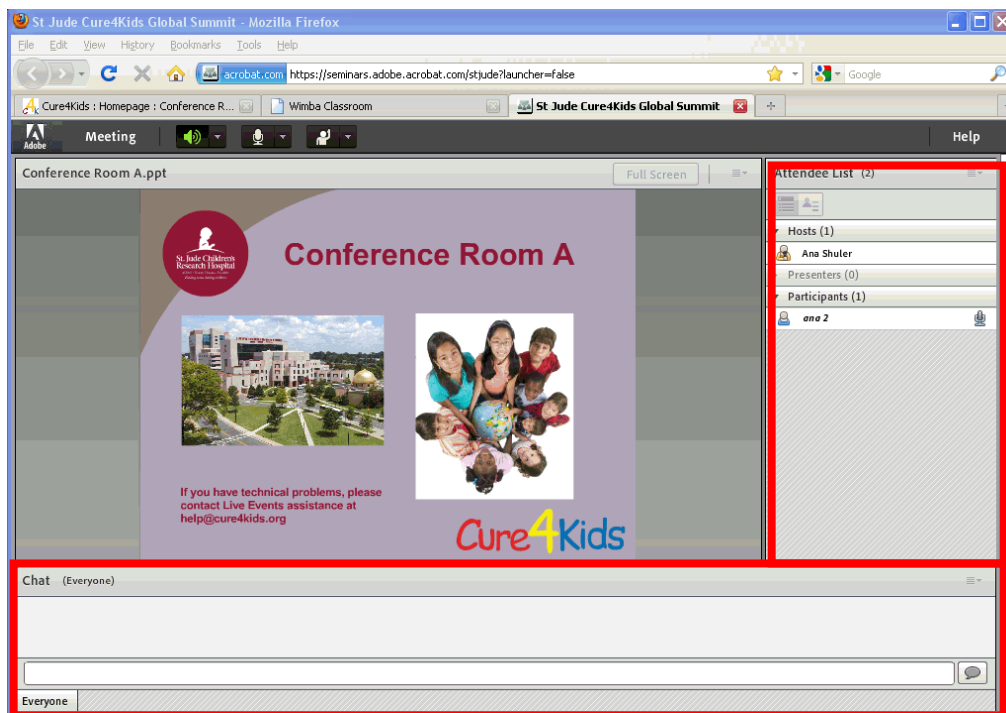
1. You will receive a working group invitation via e-mail with information on how to access your meeting room. You may also log in to Cure4Kids.org and click the Meetings tab to enter your assigned room.
2. Next, enter your assigned meeting room. If the Host of the meeting is not in the room, the system will connect you to a waiting room until the Host arrives then you will proceed into the meeting room automatically.

## 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 attendees.

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



Meeting options differ for different types of users:

The menu bar for Meeting Hosts:

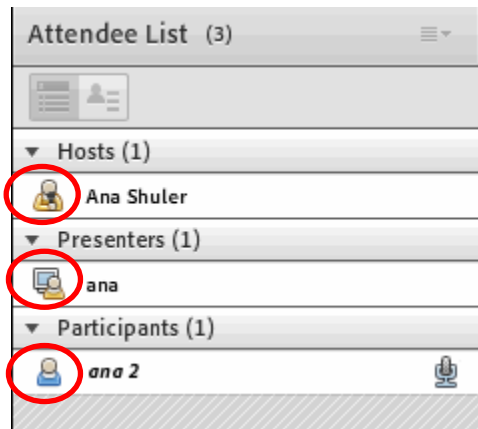


The menu bar for meeting Participants and Presenters:



## 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.

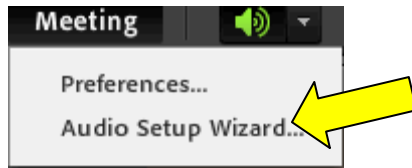
## V. Broadcast Your Voice Using Voice Over IP (VoIP)

Allows the participants to communicate via microphone and 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.



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.

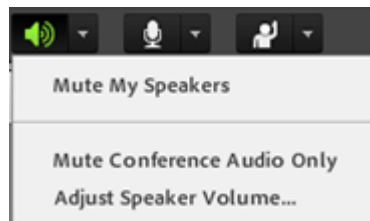






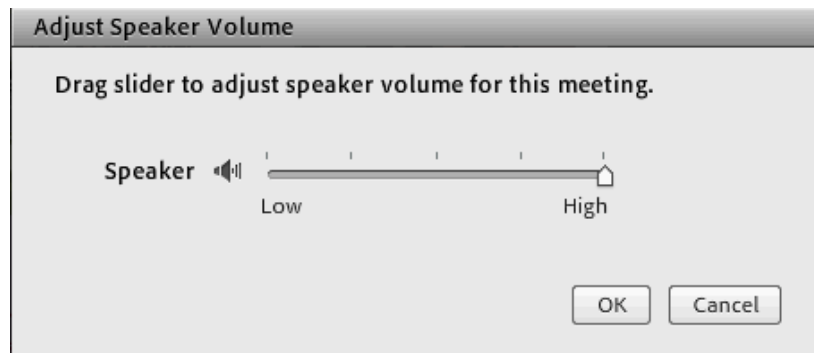
## B. Adjust or Mute Audio Volume

Each attendee can customize audio volume on their system.


In the main 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**  retains any audio playing in the Share and Video Telephony pods.
- **Adjust Speaker Volume** displays a slider. Attendees drag the slider to customize the volume.



## VI. Join Audio Conference

After a Host starts an audio conference, a notification window appears to all attendees and the microphone button appears in the menu bar. 


They can then broadcast their voices via their telephones or computer microphones.

### A. Activate the Microphone


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

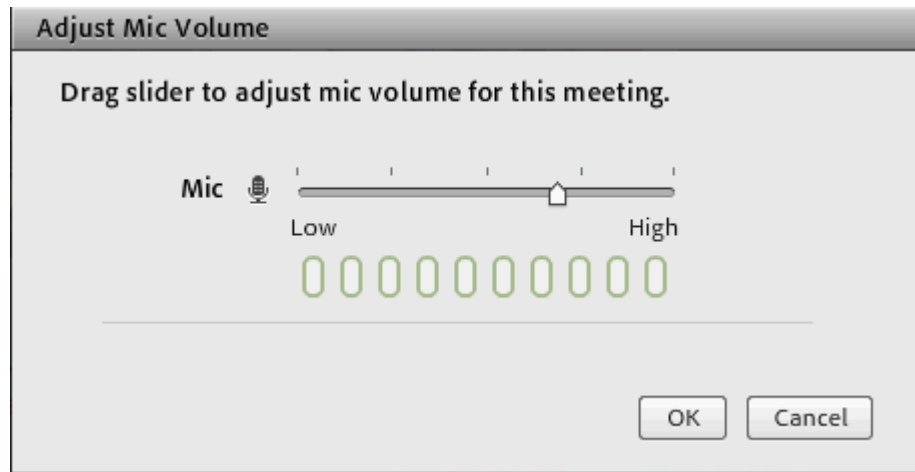
If you receive a Flash Player Settings window, click [**Allow**] to access the microphone.




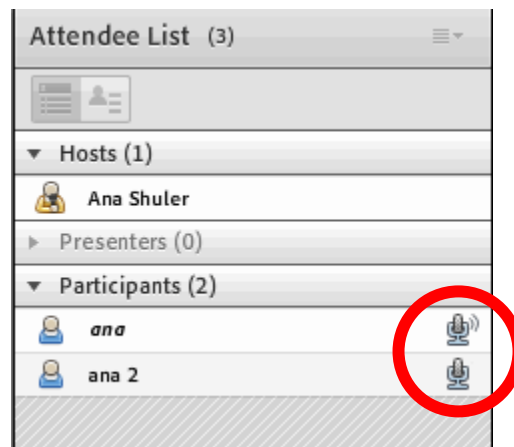
Note that the microphone button changes to green color when your microphone is active. 

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.



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



## B. Mute the Microphone

The Host or the Presenter may ask you to mute your 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.

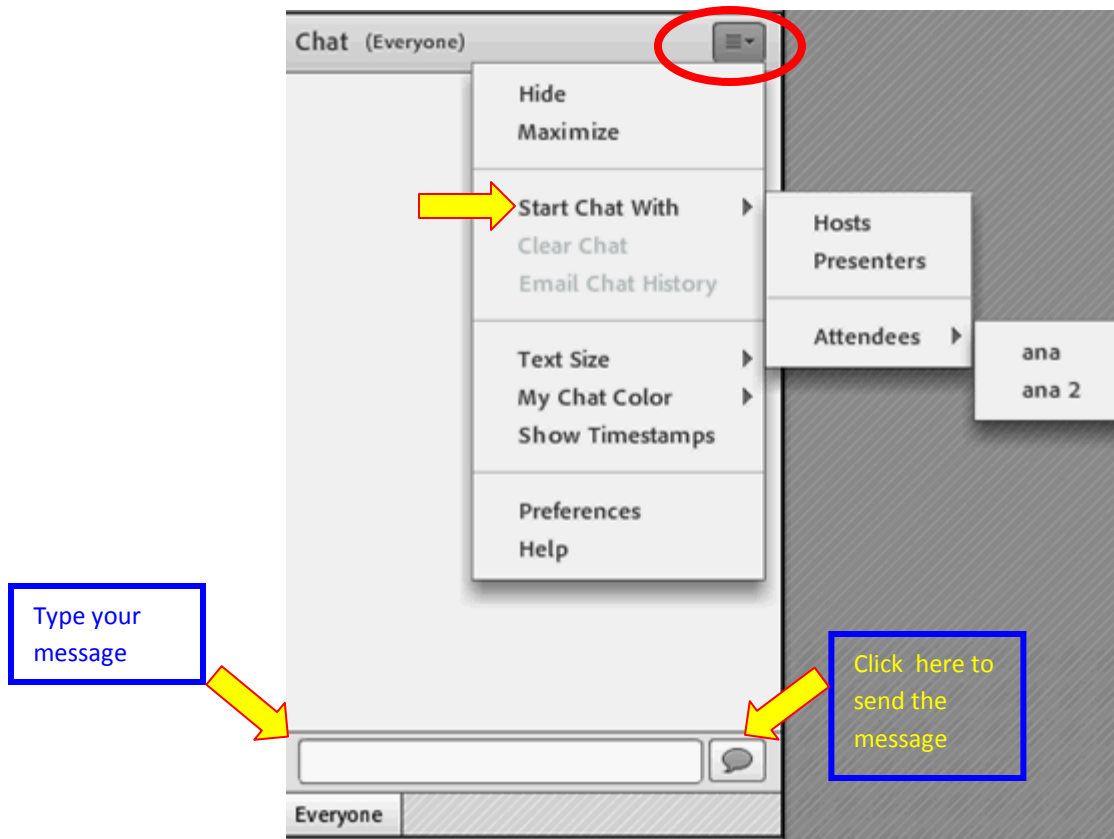
## VII. Chat in Meetings

Use the Chat pod to communicate with other attendees while a meeting is in progress. If you have a question and do not want to disturb the meeting flow, you can send a chat message to another meeting participant.


### A. Send a Chat Message

Use the Chat pod to compose a chat message and too address it to a specific participant, to all presenters at the meeting, or to all attendees.

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



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**.

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

## VIII. Share Your Screen

As a Host or Presenter in a meeting, you can share windows, applications, or your entire desktop.

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 the **Host Cursors option**.

For other participants to see the shared region or regions on your screen, the regions must be visible on your desktop to be visible in the Share pod.

Overlapping windows on your desktop appear as a blue crosshatched pattern in the Share pod and prevents participants from viewing your shared content.

### A. Screen Sharing Options

- **Desktop** (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.

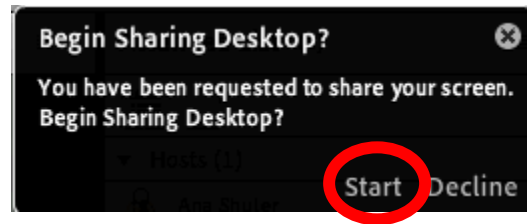
The Desktop option allows you to share authorized contents on your desktop.

- **Windows** - 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** - 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.

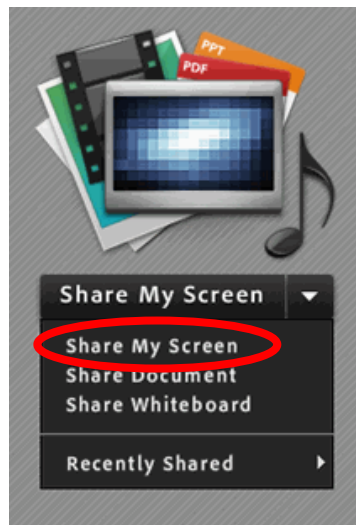
### C. Share Your Screen (Participants)

1. Ask the Host to select your name from the list in the Assistants pod. Click on **Request Screen Share**.

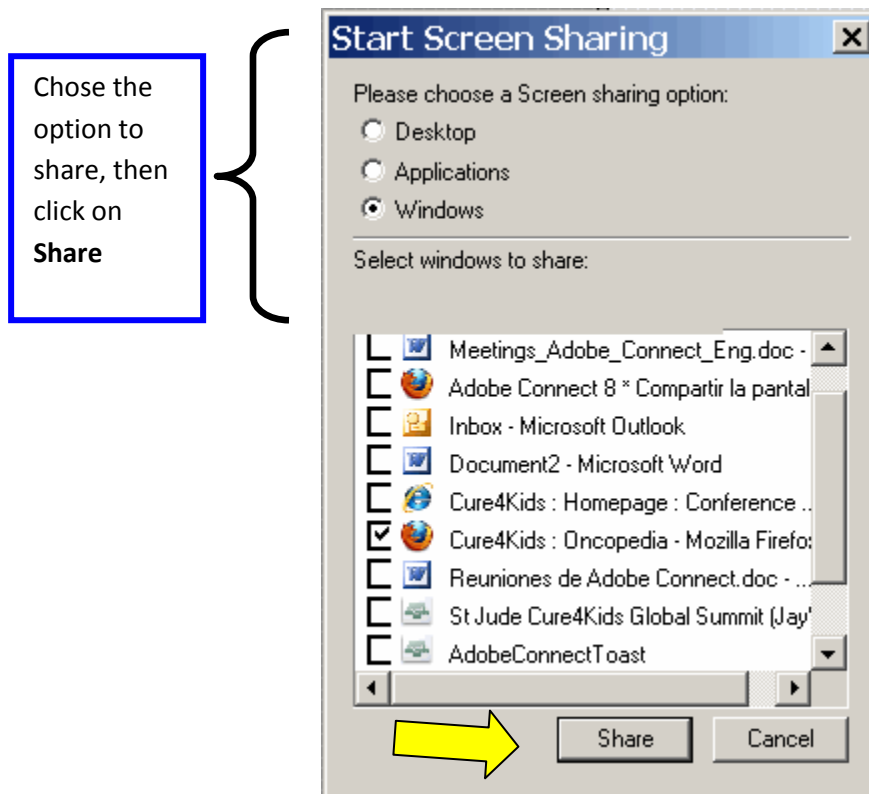
2. An alert will display on the screen that says “**Begin Sharing Desktop?**”. Click **Start**.



3. The Share my Screen pod will appear. Click **Share My Screen**.

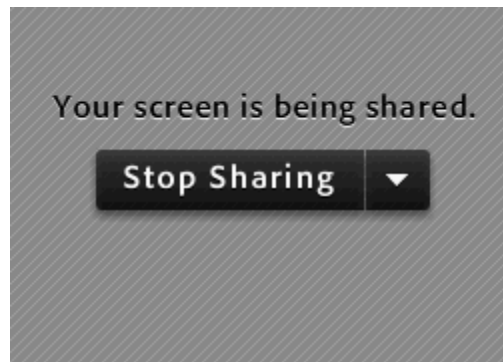


4. Choose the options to share: Desktop, Windows, or Application. Check the window application to share then click the **Share** button.



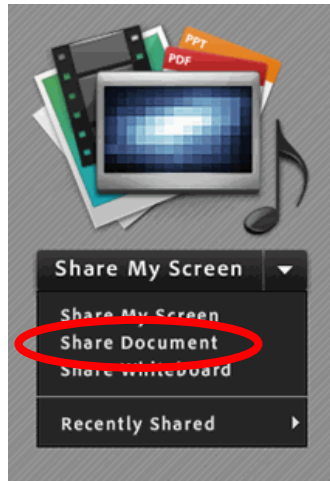
### C. Stop Sharing a Screen

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



## D. Share a Presentation or a Document

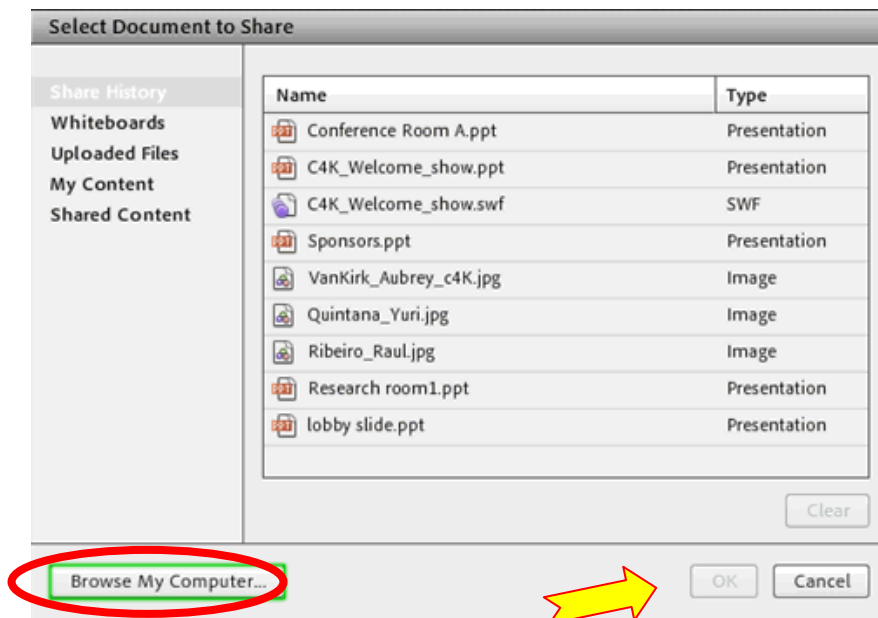
1. Click on **Share Document**.



2. A “Select Document to Share” window will appear. This is the Content Library. The Content Library is where all presentations or files are saved in the Adobe Connect server.

Click **Browse My Computer** to find on your computer your saved file, presentation, or document. Select your file and click **Open**.

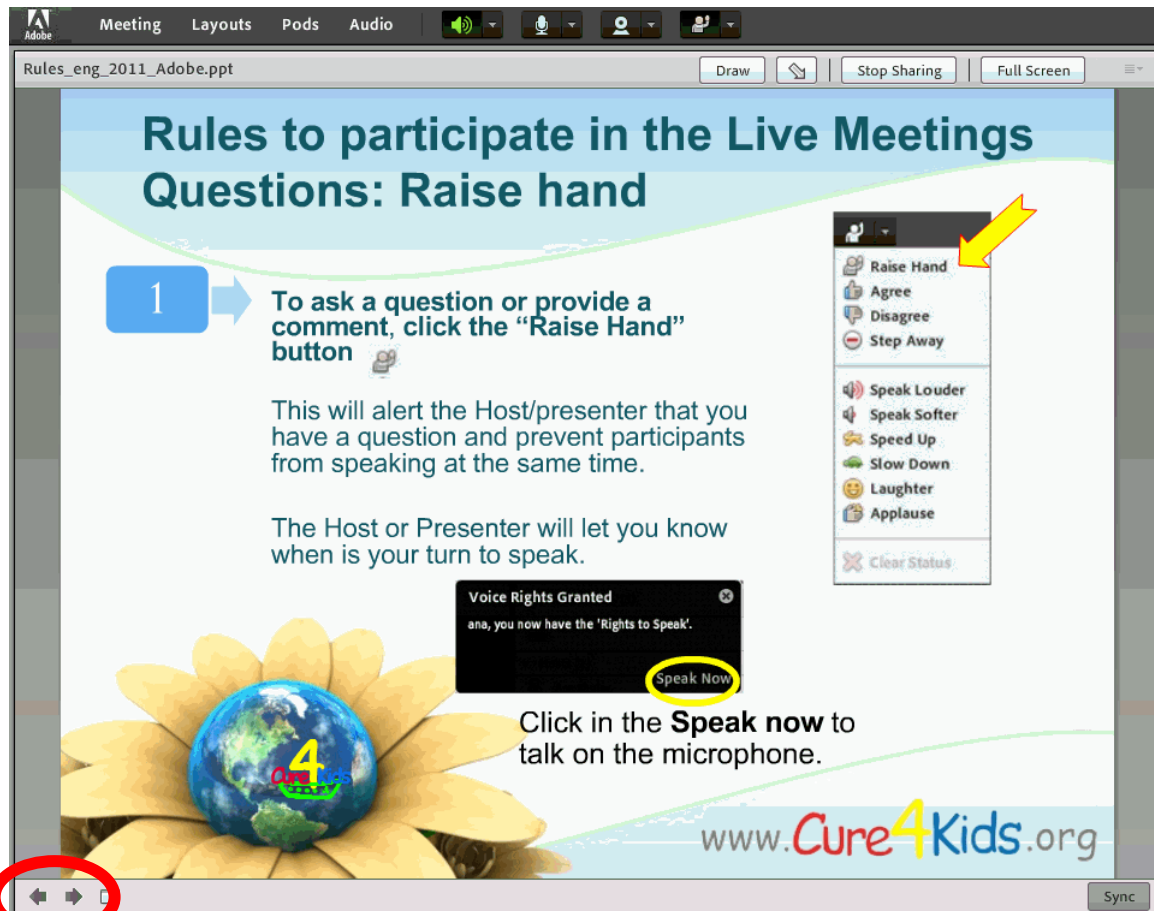
Click **OK** to upload your document to the Content Library for viewing in the meeting.





## E. Presentation: Advance the Slides.

To advance the slides select the right arrow. To go back to the previous slide click the left



The screenshot shows a presentation slide titled "Rules to participate in the Live Meetings" with the sub-heading "Questions: Raise hand". The slide content includes a numbered list item "1" with a right-pointing arrow, stating: "To ask a question or provide a comment, click the 'Raise Hand' button". Below this, it explains: "This will alert the Host/presenter that you have a question and prevent participants from speaking at the same time." and "The Host or Presenter will let you know when is your turn to speak." A "Voice Rights Granted" notification box is visible, containing the text "ana, you now have the 'Rights to Speak'." and a "Speak Now" button circled in yellow. A yellow arrow points to the "Raise Hand" button in the control menu on the right. The control menu also includes options like "Agree", "Disagree", "Step Away", "Speak Louder", "Speak Softer", "Speed Up", "Slow Down", "Laughter", "Applause", and "Clear Status". The slide footer features a globe with "Cure4Kids" text and the website "www.Cure4Kids.org". At the bottom of the interface, navigation arrows are circled in red.

## F. Stop Sharing a Presentation

To stop screen sharing, simply select the **Stop Sharing** button.



## IX. Webcam Video in Meetings

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

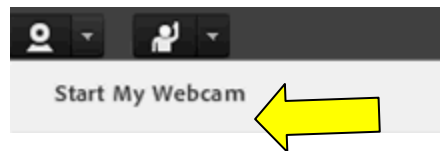
If you have rights to share your webcam, you will see the webcam icon in the top menu bar.



### A. Enable Webcam

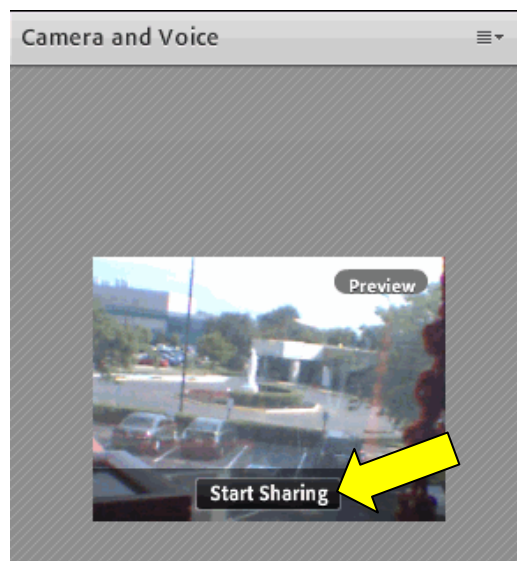
Hosts, Presenters, and Participants with enhanced rights can simultaneously share video from webcams that are connected to their computers.

1. Click the webcam button in the top menu bar or in the Video pod and select **Start My Webcam**.



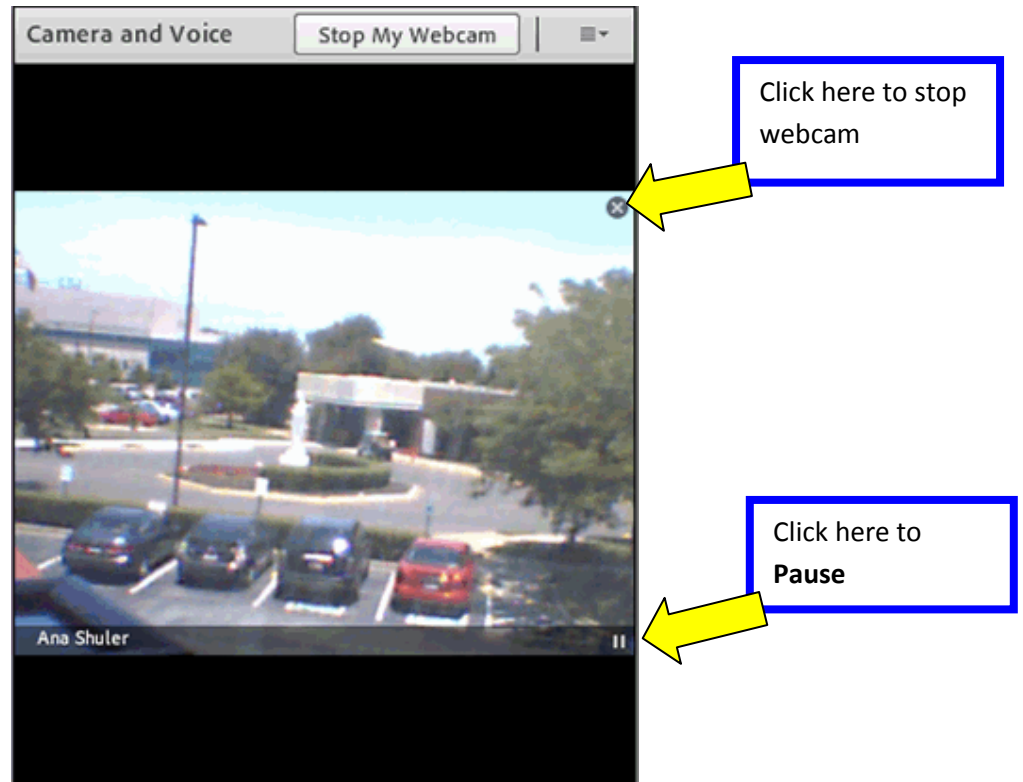
In the Video pod, a preview image appears so you can adjust your camera position. If you want to use a different connected camera, select it from the Video pod menu ≡.

2. Select **Start Sharing** to broadcast your video to all participants.



## C. Stop Webcam

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



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

When your video is stopped, the broadcast image disappears entirely.

**Note:** Hosts can pause or stop any attendee's video.

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



If you have questions or technical problems, please contact:

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