



## Request & Activate an Adobe Connect Account

Adobe Connect (AC) is web conferencing software that provides interactive experiences to learners in a virtual classroom. Please note: Only instructors need to request and activate an Adobe Connect account; students do not. Students only need to [configure their Internet browser](#).

Instructors set-up and conduct AC sessions from within your Desire2Learn (D2L) account. Students also access AC sessions via D2L.

Below is the process of how instructors can request and activate an account. Skipping any of these steps may result in technical difficulties.

### Step 1: Request an AC Account

After receiving a [UCalgary email account](#), instructors are eligible for an AC account. You must fill out the UCalgary Information Technology's (UCIT) [form to request an AC account](#).

### Step 2: Log in to the AC server and change your password

- Once you receive an email from UCIT with your AC account details, go to the [UCalgary's AC website](#).
- Enter the username that is indicated in UCIT's email (usually an email address).
- Enter the temporary password that is indicated in UCIT's email.
- Click **Login**.
- At the prompt, create a new personal password.

### Step 3: Pair your AC and D2L accounts

- Log in to D2L. If you aren't sure how to do this, please read the [Log in to your course tutorial](#).
- On the D2L homepage, go to **My Courses** and select any course you teach.
- In the red navigation bar, select **Online Rooms**. Select **Accounts**, then **New Personal Account**.



- d) Create a New Personal Account by **filling out the fields** as follows:
- Account Name: FirstName.LastName
  - Login: Your University of Calgary email address (vendors: use email address provided by IT)
  - Password: the new AC password you created in Step 2
- e) Click **Save**. Your AC account is now accessible in all of your current and future D2L courses.

**NOTE:** If you change your password on the AC server at any time, you must redo Step 3 with the new password.

#### **Step 4: Configure your Internet browser**

- a. Run this [AC Configuration Process](#) prior to your first use of AC.

**NOTE:** This is a critical process. An incomplete configuration will result in AC not functioning properly. If you run into any issues, please refer to the [configuration tutorial](#).

#### **Step 5: Test your AC account**

- a) Follow **Steps 1–7** in the [Schedule an AC Session tutorial](#).
- b) Click **Save and Join**.
- c) Verify that the room opens. If you encounter complications (for example the room fails to open or crashes) please revisit computer/browser configuration in Step 4.
- d) Go to **Meeting/Audio Setup Wizard** to test your microphone and speakers or headset (recommended).
- e) Explore AC by uploading a presentation, creating breakout rooms, using the whiteboard, etc.
- f) To delete the room when done testing, refer to **Step 9** in the [Schedule an AC Session tutorial](#).

#### **Step 6: View the Adobe Connect for Instructors video**

- a) Click [here to view](#) this narrated presentation. Learn how to best use Adobe Connect.

To learn more about D2L or AC, please refer to these [instructor tutorials](#).