



Preparing for our virtual training session



We use the Adobe Connect platform for all of our virtual training. Please follow this guide before our time together so that we can minimize technical issues and create the best possible learning experience.

For the best experience, install Adobe Connect on the computer you plan to use for training:

[Download for Windows](#)

[Download for Mac](#)

If you have any issues with the app, you can access the session through your web browser. We strongly recommend that you do not use a mobile device. We also suggest using a headset to avoid audio issues during our session.

Once Adobe Connect is installed on your computer, join our test room anytime before our scheduled session to familiarize yourself with the platform. Click the room link below or open the Adobe Connect app and paste the link into the **Room/content link** field:

<https://teamapproach.adobeconnect.com/testadobe/>

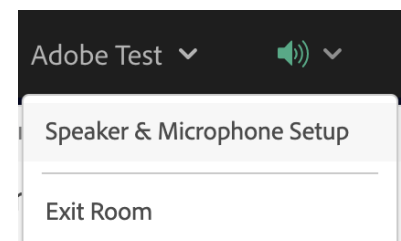
Room/ content link

<https://teamapproach.a>

Join the room as a guest. Enter your name as you'd like it to be seen during training.

The test room has various tools you can try out so that you can confidently use them during training. Most importantly, please ensure that Adobe Connect is optimized for your microphone and webcam (if available):

1. Make sure your microphone and webcam (if available) are connected to your computer.
2. From the **Adobe Test** menu near the top left corner of the window, click **Speaker & Microphone Setup**.
3. Click the play button to test your speakers and make sure you can hear audio. Click the blue **Next** button.
4. Select your microphone and follow the instructions to test it and calibrate Adobe Connect to your voice and level of background noise. Click the blue **Done** button. If you use a different mic or attend our session from a different environment, you can repeat these steps to ensure that your audio remains optimized.



We're looking forward to seeing you on training day! If you have any questions or concerns in the meantime, please let us know at support@teamapproach.com.