

# Users with Visual Disabilities Participate in Web Conferences with Adobe Connect®

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Screen reader compatibility in Adobe Connect enables all users to join in online events, web conferences, and eLearning opportunities

## Overview of Connect

An Adobe® Connect™ Meeting is a live online conference for multiple users. The metaphor Connect uses is that of the Meeting Room. The meeting room is an online application that you use to conduct a meeting. The meeting room consists of various display panels (called pods) and components. There are several prebuilt meeting room layouts, or users can create customized layouts to suit particular needs. The meeting room enables multiple users, or meeting attendees, to share computer screens or files, chat, broadcast live audio and video, and take part in other interactive online activities.

## Adobe Connect Usability

Adobe Connect supports accessibility with screen reader support, closed captioning support, menu navigation, keyboard shortcuts, and tab navigation. An organization can enable key workflows for persons with disabilities attending meetings or delivering presentations over Adobe Connect. This orientation has been developed to provide guidance to blind and visually impaired users of Connect screen readers as assistive technology.

Adobe Connect includes many accessibility features to facilitate navigation. Adobe Connect

- Enables new key workflows for disabled persons attending meetings or delivering presentations,
- Supports closed captioning, and provides flexibility in customization.

To understand the benefits of Adobe Connect for accessibility over other offerings in the web conferencing and eLearning space, it is important to understand how users access and navigate the Adobe Connect application.

In Adobe Connect, interactions among users occur in the context of meeting rooms. Each room is a virtual space identified by a unique web address. The properties and contents attached to each room can persist across meeting sessions. The same concept applies to eLearning use, although the meeting rooms are referred to as "virtual classrooms," which are rooms enhanced by additional training features.

Connect room users assume one of four roles. A user can be a Host, a Presenter, or a Participant. Hosts, presenters, and participants can join a meeting room by entering the room URL in a browser, such as Internet Explorer, Firefox, or Safari. Rooms are launched from Flash Player. Each room exhibits a variable number of screens, referred to as "pods." Pods are independent, shareable mini applications that fulfill specific functions in the meeting, such as attendee management, text-based messaging, or sharing. Users navigate across these pods during a meeting session. A main toolbar and a set of menus complete the navigation framework.

Once you create a meeting room, it exists until you delete it. The meeting room location is a URL, assigned by the system when the meeting is created. When you activate the URL, you enter the virtual meeting room. A meeting room can be used over and over by the same user or permanent meeting rooms can be established for the same weekly meeting, or training session. The host can leave the meeting room open or closed between scheduled meetings. If a meeting room is kept open between meetings, attendees are free to enter the room at any time to view the content.

## What's Required to Use Connect

Adobe Connect only requires that you have an internet connection, a web browser, and Adobe Flash Player version 10.1 or greater to attend a web conference. Adobe Connect supports nearly every operating system, including Windows, Macintosh, Linux, and Solaris as well as the most widely used browsers including Internet Explorer, Firefox, Safari, and Chrome.

## Connect Meeting Room Roles

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

You may be a Host, a Presenter, or a Participant.

## Information for Screen Reader Users

This orientation is for users of screen reading software who want to use the Adobe Connect web conferencing platform for web meetings, eLearning, and webinars. The orientation is organized around performing certain tasks. Two very important keystrokes to rely upon when using Connect are **CTRL + Space** which takes the user to the Meeting Submenu on the Connect Menu Bar (think of this as home). The other keyboard sequence is **CTRL + F6** which allows you to navigate the pods.

There's a lot you can do in Connect and this tutorial goes into some of these topics.

1. Preparing to Use Connect
2. Enter a Connect Room Using a Web Browser
3. Navigating the Connect Menus
4. Issuing a Meeting Invitation
5. Sharing an Application with other Attendees
6. Ending a Meeting
7. Exiting Connect
8. Joining a Meeting Hosted by Another User
9. Accessibility Features – Keyboard Shortcut Summaries

## Preparing to Use Connect

Before beginning:

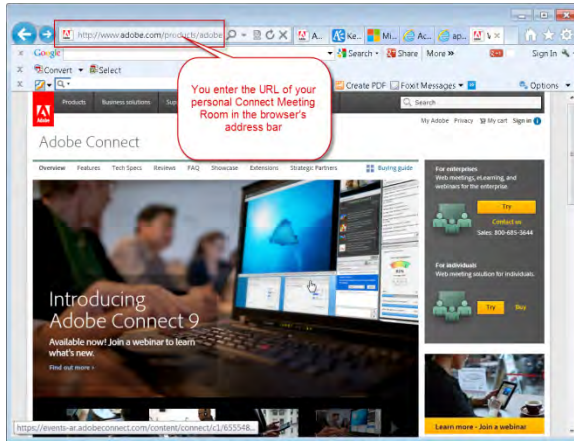
- Start the screen reader
- Start your preferred browser (these examples use Internet Explorer)

Note: In the dialogs that follow, screen reader speech is written in [ *italic underlined green text within brackets* ].

## Use a Web Browser to Enter Connect

Open a Browser, either (Firefox or Internet Explorer) this example uses Internet Explorer. If you have been provided with a URL to a Connect Meeting, activate the link. If you have a Connect room of your own which you would like to enter, start your browser and enter the URL of your Connect Room in the address bar (**ALT + D** is the shortcut to the browser's address bar).

Note: For quick and easy access to any personal Connect meeting room which has been assigned to you, you should bookmark the room. Your own personal room is always open, and can be accessed at any time using its unique URL.



## Use the Browser or Use the Connect Meeting Add-in

You can force how Adobe Connect will launch, whether within the Browser or by using the add-in application. You do this by appending the string `?launcher=true` if you want to use the add-in or `?launcher=false` to the meeting URL if you prefer not to use the add-in.

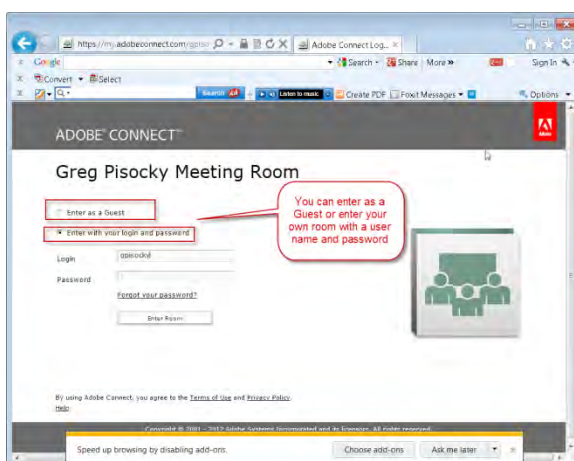
Adobe recommends using the Adobe Connect Meeting Add-in for users wishing to take advantage of accessibility enhancements. The Meeting Add-in is based on Flash technology and is used for sharing functions by presenters and hosts. Participants using assistive technology are advised to use it for all their meetings because it provides a more consistent experience and avoids disparate rendition due to browser discrepancies.

Some screen reader users have reported a better experience using the browser, despite Adobe's recommendation for using the Connect Meeting Add-In.

You can always force meetings to open in a web browser (and Flash Player), even if you have the add-in installed. To do this, simply append the string `"?launcher=false"` (without the quotes) to your meeting room URL. This trick is especially useful for Mac users, because it allows you to open up multiple instances of Adobe Connect simultaneously. Due to an OS-level restriction on opening up an application multiple times (e.g. the meeting add-in), Mac users will need to add `?launcher=false` to their meeting room URLs when joining a second Connect meeting.

## Log In to a Connect Room

After entering the URL, press **ENTER**. You will be taken to the Connect Meeting Room login screen. You have two options at this point: You can enter as a guest or you can enter using a Username and Password.



## Enter Your User Name

The screen reader will speak: [ [Enter with your login and password. Login, edit required \[username\] type in text](#) ]. At this point you can enter your user name, typically your email address.

(Note: You might also hear another name in the Login edit box if another user who also has access to the room had visited prior to your entry. For example [ [Jones at company.com forms mode](#) ] -just delete any other username that is still present in the edit box by selecting it and deleting it. - CTRL +A [ [Selected. Jones at Adobe.com](#) ] and then select Delete).

## Enter Your Password

After entering your user name, press TAB to enter the Password Edit Box.

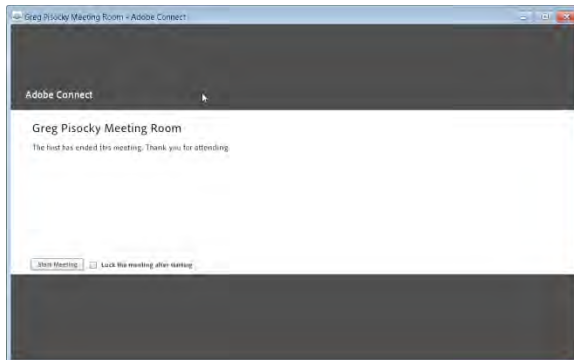
The screen reader will speak: [ [Password Edit](#) ]

Enter your assigned password. The screen reader will substitute the word [ [star](#) ] for each character you type. A dot will appear for each keystroke that is typed.

## Enter the Connect Meeting Room

At this point you have two options when it comes to proceeding to the Connect Meeting Room.

1. You can press Enter and proceed directly to the meeting room,
2. Or you can TAB once and hear the screen reader speak Forgot Your Password? This is a mechanism for users who don't know or have forgotten their password. If you have forgotten your password, activate the Forgot your password? link. You will receive instructions for resetting a forgotten password. Otherwise, press TAB once more and you will hear the screen reader speak Enter Room Button on mouse over. Press Enter.



## Determine if the Meeting Room is Opened or Closed

Depending on how you or the previous host left the room the last time it was used, you will be attempting to enter either a Closed Meeting Room or an Open Meeting Room.

### Entering a Closed Meeting Room

You will hear the screen reader speak [ [Firstname Lastname Connect Room](#) ]. If you press CTRL F6 you will hear the screen reader speak [ [Control F6](#) ] repeatedly. This is an indication you are in a room where the meeting was ended and closed by the host. Press TAB and you will hear the screen reader speak [ [Start Meeting Button. To Activate, Press Space Bar.](#) ] Pressing TAB again will cause the screen reader to speak [ [Lock the Meeting After Starting. Checkbox unchecked](#) ]. TAB back to the Start Meeting Button. Activate the Start Meeting button. This will open the meeting room, continue by following the instructions for Entering an Open Meeting Room

If you do not hear the screen reader echoing the Control F6 command, but instead hear references to pods and graphics, this is an indication that you are in an open meeting room – proceed to the next step Entering an Open Meeting Room.

### Entering an Open Meeting Room

You will hear the screen reader speak [ [Firstname Lastname Connect Room](#) ]. Begin typing CTRL F6. If you hear references to pods and graphics, this is an indication that you have entered an open meeting room.

Once inside the Connect Room, the User Interface Consists of a Menu Bar and Pods.

## The Connect Menu Bar

The menu bar can contain as many as 5 menu items and 5 buttons.

### Connect Menu Bar Menu Items

The menu items are from left to right along the top of the menu bar: Which of the menu items is displayed depends upon a user's role in the meeting. A user may be a Host, a Presenter, or a Participant. A host sees all of the Menu Bar items: Meeting, Layouts, Pods, Audio, and Help. A host also has access to the audio button, microphone, camera, and



A presenter or participant sees only the Meeting and Help menus.



- Meeting (Keyboard shortcut CTRL + SPACE)
- Layouts (One right arrow past Meeting, not available to Presenters or Participants)
- Pods (Two right arrows past Meeting, not available to Presenters or Participants)
- Audio (Three right arrows past Meeting, not available to Presenters or Participants)
- Help (Four right arrows past Meeting, one right arrow if you are a Presenter or Participant)

### Connect Menu Bar Buttons

The menu bar buttons are also accessed from the menu bar. To get to the Meetings menu bar, press CTRL Space. Once in the Menu Bar, the TAB key will allow you to navigate from one item to the next including the submenu group (Meetings, Layouts, Pods, Audio) and the buttons.

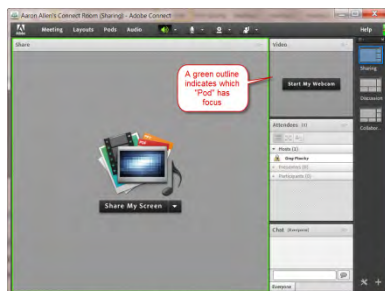
At the far right edge of the menu bar, the colored bar indicates the connection status of the meeting room. Messages and warnings also appear in this corner. A red circle in the menu bar indicates that the host is recording the meeting.

A Host can enable the Microphone and Camera buttons for a presenter or a participant.

### Navigate the Pods

Once inside an open Connect Room, you can use the Keyboard Command CTRL F6 to navigate the Pods.

Repeat using CTRL F6 to "tour the room" until you return to your starting point. The screen reader announces the name of each pod as you toggle around. A green outline visually indicates focus. The room in this example has 4 pods, Share, Video, Attendees, and Chat.



### CTRL Space and the Menu Bar

Think of CTRL Space as the home key for Connect. This will get you to the Meeting Sub Menu. If Connect and the screen reader are cooperating that day, you will hear [ [Menu Bar Meeting Submenu](#) ]. Sometimes the screen reader will not announce the Meeting Sub Menu label, instead you will hear something that sounds like you will hear [ [Menu Bar, Links Desktop](#) ]. Connect and the screen reader cooperate better at the sub menu level. If you down arrow at this point (after typing CTRL Space), you will hear [ [Manage Meeting Information](#) ]. This is an indication you are in the Meeting Submenu. From this point, using the right arrow will take the user to the Layouts Submenu, Pods Submenu, and Audio Submenu.

## What each Menu Bar Item Does

### Meeting (Seen By All Users: Hosts, Presenters, and Participants)

The Meeting Menu provides options associated with how a meeting is conducted. Use the down arrow to select each of these options:

- Manage Meeting Information. – Takes you to the Connect Administration console.
- Manage Access and Entry (Submenu)
- Change my role (Submenu)
- Preferences
- Audio Setup Wizard
- Record Meeting
- Switch to Prepare Mode
- Enable Presenter Only Area
- Full Screen
- Exit Adobe Connect

### Layouts (Seen by Hosts Only)

- Create New Layout...
- Sharing
- Discussion
- Collaboration
- Captions
- Manage Layouts...
- Reset Layouts
- Close Layout Bar

### Pods (Seen by Hosts Only)

- Share (Submenu)
- Notes (Submenu)
- Attendee List
- Camera and Voice
- Chat (Submenu)
- Files (Submenu)
- Web Links (Submenu)
- Poll (Submenu)
- Q & A
- Move and Resize Pods
- Manage Pods...

### Audio (Seen by Hosts Only)

- Microphone Rights for Participants (How a host can grant Microphone rights to Participants and Presenters)

- Enable Single Speaker Mode

## Help (Seen By All Users: Hosts, Presenters, and Participants)

- Adobe Connect Help
- Connect Basics
- Keyboard Shortcuts
- Troubleshooting
- Downloads
- Connect User Community
- Adobe Connect Exchange
- Check System Status
- Contact Support
- About Adobe Connect

## Useful tips for navigation

### At meeting start:

Press CTRL + space to start menu navigation.

### During the meeting session:

- Use the Help Menu to Obtain Keyboard Shortcuts.
- Use menu navigation to the Pods menu to manage the pods in the meeting room.
- Use a combination of tab navigation and keyboard shortcuts to actively manage key meeting functions.

## Menu navigation

Menus at the top of the Meeting client (Application Bar menus) can be navigated to and executed entirely by keyboard.

- Press CTRL + Space to activate the Meeting menu.
- The left and right arrow keys activate adjacent menus on the Application Bar.
- The down arrow key activates the current menu. To select an item within the menu, use the down, up, left, and right arrows keys.
- Enter selects the current menu item.
- Esc closes the current menu.

## Navigation among pods

You can navigate among the visible pods entirely by keyboard.

- Press CTRL + F6 (Windows) or Command + F6 (Mac OS) to navigate to the next visible pod.
- When a pod receives focus, you can display options applicable to using the pod (pod options) by pressing CTRL + F8 for Windows or Command + F8 for the Mac OS.
- When you navigate to a pod, a colored border displays around the pod, indicating that the pod is actively selected.
- You can specify the color of the border for all meetings in an account. Click Administration > Customization > Customize Meeting > Button Rollover.

## Default Focus in Pods

Certain pods have a default field that assumes focus. For example:

### Chat pod

Focus defaults to the new message field.

## Notes pod

Focus defaults to the note letting you change the message.

## Attendees pod

Focus defaults to the selected users in the list, or to the first user in the list if no users are selected.

When the Adobe Connect client starts, the default focus is set to the Message entry area of the visible Chat pod, if one is available. If the Adobe Connect client loses focus (for example, if you switch to another application) and later regains focus, the Meeting application defaults back to the Message entry area of the visible Chat pod.

## Keyboard shortcuts

The following keyboard shortcuts provide improved accessibility so that the Adobe Connect Meeting client can be used as much as possible without a mouse.

### Shortcuts for attendee management

Result	Windows	Mac OS
Toggles Raise-Hand status	CTRL+E	Command+E
Promote to host. Requires selected items in Attendees pod	CTRL+'	Command+'
Demote to participant. Requires selected user in Attendees pod	CTRL+]	Command+]
Promote to Presenter. Requires selected user in Attendees pod	CTRL+/'	Command+/'
End meeting	CTRL+\	Command+\

### Shortcuts for navigating pods, menus, and windows

Result	Windows	Mac OS
Display application menu for keyboard navigation	CTRL+Space	Command+F2
Toggle between notification window and meeting room	F8	F8
Move focus to next / previous pod	CTRL+F6 / CTRL+Shift+F6	Command+F6 / Command+Shift+F6
Display pod menu for keyboard navigation	CTRL+F8	Command+F8
Retitle pod	F2	F2

Note: If pods are hidden by overlapping ones in Windows, press CTRL + F9 to show them.



## Shortcuts for audio and recordings

Result	Windows	Mac OS
Toggles Microphone on or off	CTRL+M	Command+M
Start/Stop Recording. For Start, brings up the Start Recording Dialog	CTRL+,	Command+,
Toggles Play/Pause during playback of recorded meetings	P	P

## Shortcuts for presenter content in the Share pod

Result	Windows and Mac OS
Start/Stop Desktop Sharing	CTRL+[ (Windows) or Command+[ (Mac OS)
Next page/slide	Page Up or Right Arrow
Previous page/slide	Page Down or Left Arrow
Play/Pause	P
Stop	S
Mute	M
Change view	F

## Shortcuts for the whiteboard

Result	Windows	Mac OS
Clear	CTRL+D	Command+D
Print	CTRL+P	Command+P
Undo	CTRL+Z	Command+Z
Redo	CTRL+Y	Command+Y
Delete selected items	Del	Delete
Move selected items in a specific direction	Arrow keys	Arrow keys

## Shortcuts for the Chat pod

Result	Windows	Mac OS
Place focus on Chat pod, activate cursor in new message field	CTRL+;	Command+;
When cursor is in new message field, sends message	Enter	Return

## Shortcuts for the Notes pod

Result	Windows	Mac OS
Underline text	CTRL+U	Command+U
Italicize text	CTRL+I	Command+I
Place text in boldface	CTRL+B	Command+B

## Shortcuts for dialog boxes

Result	Windows	Mac OS
Close or cancel a dialog box	Esc	Esc
Execute the default action (defined per dialog)	Enter	Return



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