

# Technical Support Document for DHS Accessibility Day 2021

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## Adobe Connect

### Download and Install Adobe Connect

Installation guidance can be found [here](#), but for your convenience, below are the direct download buttons for both Windows and Mac. You do not need to have administrator rights to install the Windows app.

Download Adobe Connect for **Windows**: <https://www.adobe.com/go/Connect11AppStandalone>

Download Adobe Connect for **Mac**: <https://www.adobe.com/go/ConnectMac11Plus>

### User Guide for Adobe Connect

You can find the user guide for Adobe Connect at <https://helpx.adobe.com/adobe-connect/using/user-guide.html>

### I can't get Adobe Connect to open

This may be a surprise, but your computer's default web browser may be the culprit.

If you're using the **Adobe Connect app** and couldn't get it to load, follow the instructions below:

1. Close the Adobe Connect app.
2. Open a web browser on your computer.
3. Go to the event's website and click "Launch Event".
4. If prompted, select the option to launch Adobe Connect app.

If you're using a **web browser** and couldn't get it to open Adobe Connect, follow the instructions below:

1. Close/quit the web browser completely (that means all tabs and windows).
2. Open a **different** web browser that you did not use previously (e.g., if you were using Mozilla Firefox, try Microsoft Edge) and try again.
  1. In case you only have one browser and do not have any rights to install a different browser:
    1. Re-open your web browser.
    2. Navigate to the browser's settings to clear cache and cookies (instructions can be found [here](#)).
    3. Close the browser one more time before opening it up again.
    4. When you have completed these steps, go to the event's website and click "Launch Event".

## Bandwidth

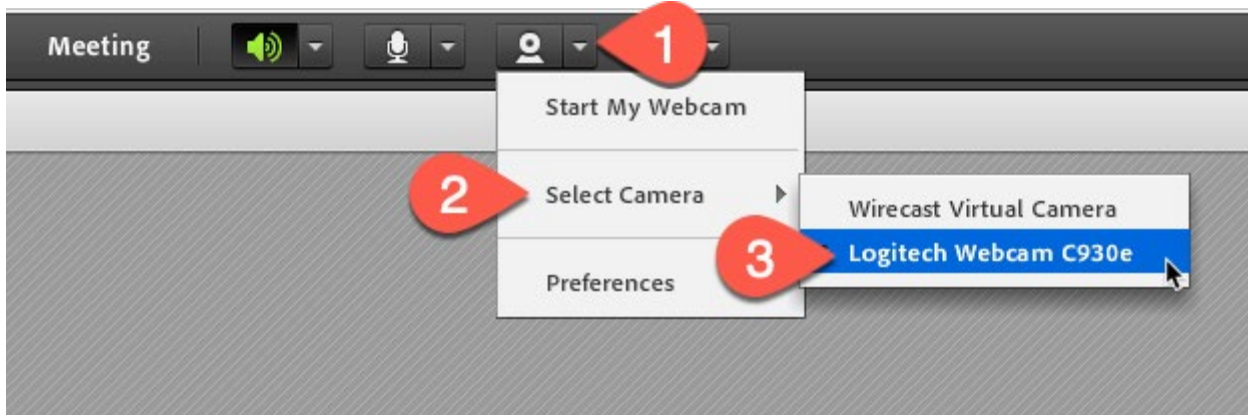
Bandwidth management is important to any virtual meeting as it can make a huge difference in the quality of the meeting experience. A **minimum of 1 Mbps connection is strongly recommended.**

Attendees, hosts, and presenters alike should mind their bandwidth usage for the best experience possible. Below are some helpful tips for bandwidth management.

- Close any programs that you do not need. Having Outlook, multiple browsers (each with multiple tabs), and other programs open can strain your computer's performance and may affect connectivity. So only have what you **need** open.
- If you are using Wi-Fi, be as close to the router as possible or use a hardwired connection.
- Ensure your bandwidth has sufficient download/upload speeds. If you're in a location with less than 1 Mbps download speeds, you may will get suboptimal user experience compared to a different location with faster bandwidth speeds.

## Video or Webcam

**FOR PRESENTERS ONLY:** Use the drop-down arrow next to the camera icon for video settings and choices.



Don't forget to click on "**Start My Webcam**" when it's your turn!

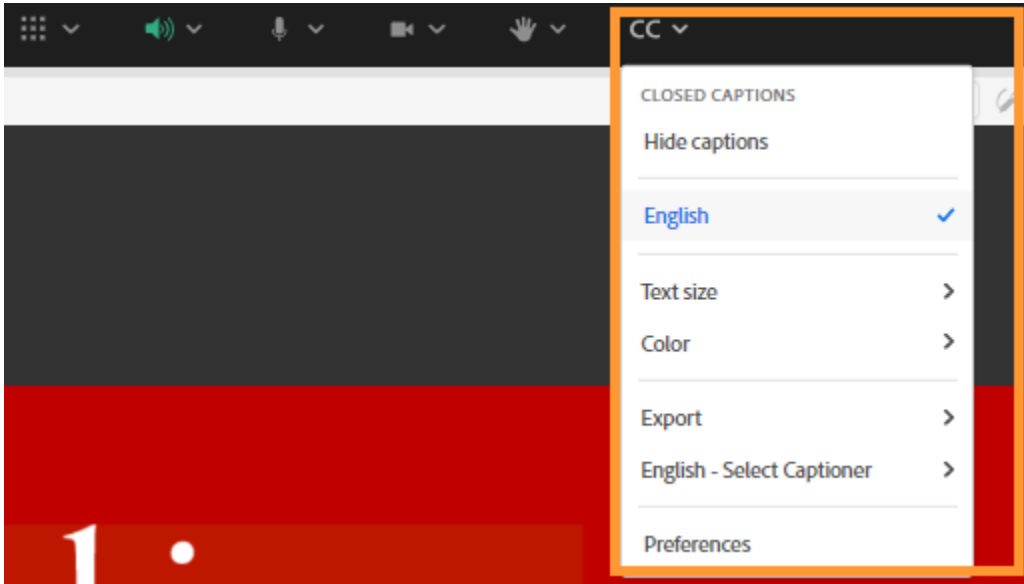
### NOTE:

- The camera icon will only appear if the host has given video rights and when there is a video pod in the stage area.
- If you are using your laptop camera, make sure your laptop is open. Pay attention to your background for potential distractions: décor, people, pets, etc.

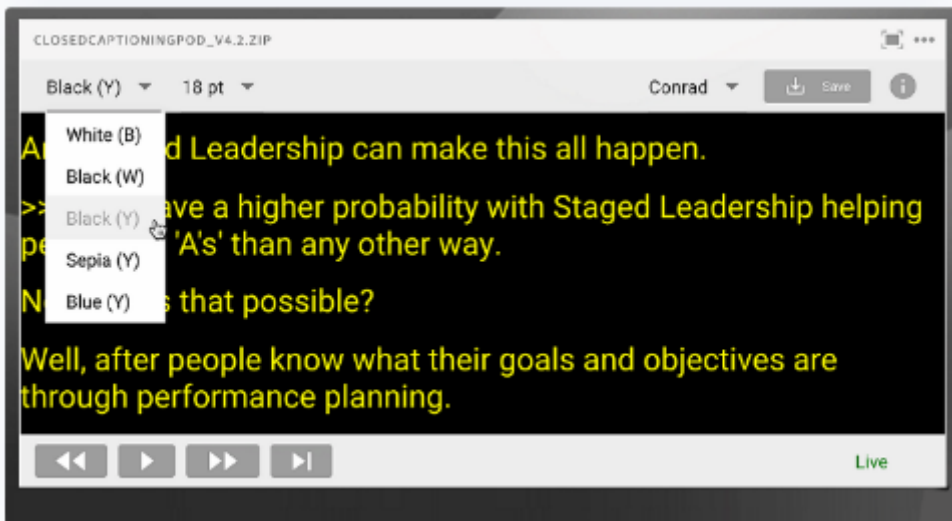
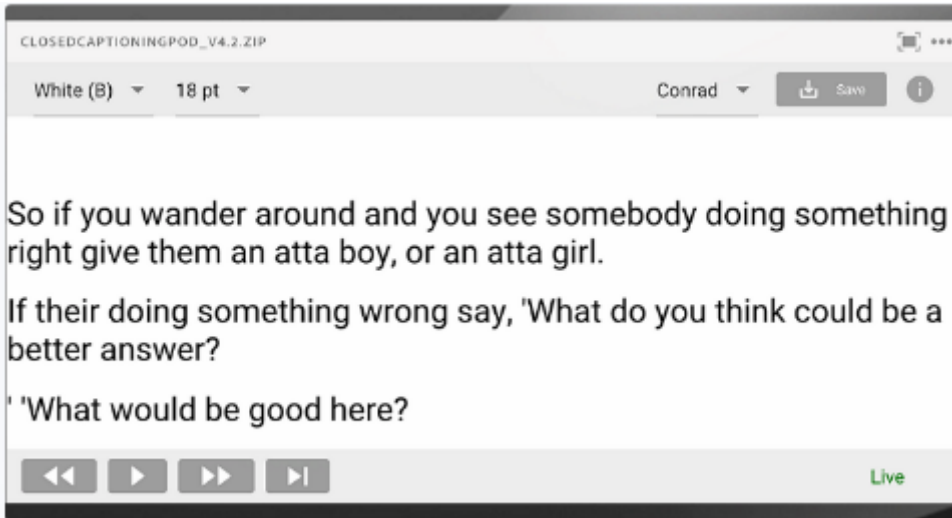
## Captioning

**NOTE:** For any reason, DHS can provide the captioning source URL if you need to customize the experience in a way Adobe Connect does not offer – for example, if you prefer to read captions in a separate browser window and/or need to customize the style configuration to optimize your experience. Please let us know if you need this URL.

To turn captioning on or off, you can click on the "CC" icon at the menu bar during the Adobe Connect session.



You can adjust the captioning style to your preference to optimize your viewing experience.



## Accessibility/Assistive Technology

Adobe authored a helpful white paper on accessibility that includes keyboard shortcuts, tips for screen-reader users, and more. You can download the [white paper here](#). Adobe developed the Adobe Connect version 11 with accessibility in mind and tested using JAWS 13 as a benchmark.

DHS will do our best to ensure electronic materials are being shared directly into Adobe Connect so the interaction is accessible to the maximum possible and provide alternative ways for disabled users to download the electronic materials directly to their computers (for example, "Download Zipped Materials" button under Accessibility section on this page).

### **Keyboard shortcuts:**

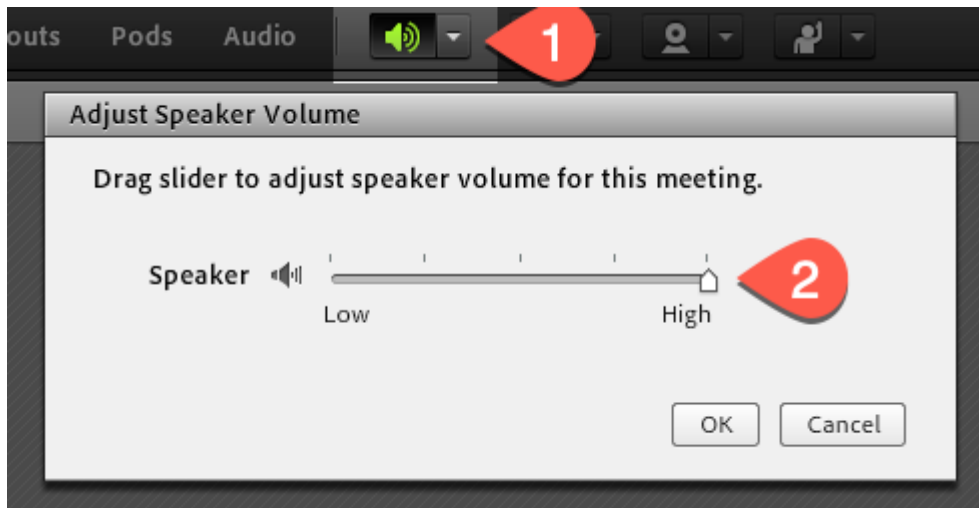
- CTRL + SPACE to start menu navigation. Users can do this to place the focus in the top-level menu and then use the arrow keys to browse through the menu options. Users can navigate horizontally, vertically, and within each menu.
- Open the "Help" menu and select "Keyboard Shortcuts" to view all current shortcuts.
- Ctrl+. (period) toggles to full-screen display, expanding the size of an active pod for easier viewing.
- CTRL + F6 to move focus to the next pod (e.g. switch from "Share" pod to "Chat" pod).

## Audio Options

### **PARTICIPANTS:**

You have two options to receive (hear) audio during the event: 1) from the Adobe Connect directly OR 2) dial-in using your phone. Either way, the instructions are below; please read them carefully. **We recommend you listen through Adobe Connect using your computer speakers;** this is to ensure we have enough available lines for people who need it.

**Adobe Connect:** Don't forget to check your computer system's sound volume is not muted and is at the appropriate levels. (Hint: If you're on Windows, look at the area at the bottom right corner where the clock is located). Also, make sure the "Sound" icon shows green and check the Adobe Connect app's sound level, too (a screenshot is shown below).



**Phone:** Maybe your computer's speakers are broken, the handset jack is not working, and you don't have time or resources to run to a store and grab a new laptop. That's all right; you can still join the event using your phone by dialing **877-295-1906**. The operator may ask you which event you are joining; you can say "DHS Accessibility Day Event" or "Second Annual Accessibility Day."

### **SPEAKERS/HOSTS:**

You should have received an email from DHS with the **800** number to join the "Speakers" line before your presentation. Please dial in 10-15 minutes prior to your presentation's time slot. When you dial the 800 number, an operator will answer and ask you which event you are joining; you can say "DHS Accessibility Day Event" or "Second Annual Accessibility Day." If you do not have this information, please [send us an email](#) ASAP.

### **I cannot hear any audio.**

Most sound issues are related to your computer system volume or speakers.

**Speakers:** Verify that your computer speakers are on and your computer's volume is at an audible level. If you have external speakers for your system, make sure they are turned on and up. If you don't have external speakers, earphones usually help.

**Adobe Connect Audio Settings:** In the Adobe Connect meeting room, go to the audio icon on the top bar, click on the down arrow and select "Adjust Speaker Volume." Move the setting to high.

**Back-up Phone Option:** Dial **877-295-1906**. The operator may ask you which event you are joining; you can say "DHS Accessibility Day Event" or "Second Annual Accessibility Day."

### **The meeting audio isn't consistent (fades, choppy). Is there anything I can do to improve it?**

Occasionally you may hear breaks in the audio; these are due to temporary bandwidth issues between your location and the Adobe Connect server. The sound will come through again shortly and there will be no loss of content - just momentary breaks in the audio stream.

**WiFi:** Move closer to your WiFi router.

**Ethernet:** Connect using a high-speed wired line.

**Back-up Phone Option:** Dial 877-295-1906. The operator may ask you which event you are joining; you can say "DHS Accessibility Day Event" or "Second Annual Accessibility Day."

[I hear an echo.](#)

An echo occurs if you have the meeting room open multiple times either through the app or on the phone. Please close any extra Adobe Connect windows. If you're listening via the phone, please mute your computer speakers.



## Registration/Access

On both days of the event (May 12 and 13), there will be a RED button labeled "Launch Event" on the home page and at the top right corner of this website.

If you haven't registered yet, please scroll up to the top of this page and click on the blue "Register" button.

If you already registered, but did not get any emails, please email the DHS Accessibility Help Desk at [accessibility@hq.dhs.gov](mailto:accessibility@hq.dhs.gov).

## Equipment and Tech Recommendations

### **BANDWIDTH REQUIREMENTS:**

*Minimum* of 1 Mbps connection is strongly recommended.

### **WEBCAM & MICROPHONE RECOMMENDATIONS:**

Please see Adobe [best practices here](#) for helpful tips on how to use your webcam and microphone.

### **SYSTEM REQUIREMENTS:**

#### **Windows**

##### For meeting application

Intel Core 2 or faster processor (or equivalent)

Windows 10 (64-bit; Windows 10 'N' Edition users must install the 'Media Feature Pack' before installing the application.)

1 GB of RAM (2 GB or higher recommended)

##### For HTML Client

Intel Core i5 or faster processor (or equivalent)

Windows 10, 8.1 (32-bit/64-bit), Windows 7 (32-bit/64-bit)

2 GB of RAM (4 GB recommended)

Google Chrome (v70.0 & above), Mozilla Firefox (v65.0 & above), and Edge (Chromium) (v79.0 & above)

#### **Mac OS**

##### For meeting application

1.83 GHz Intel Core Duo or faster processor

512 MB RAM (1 GB recommended)

Mac OS X 10.13, 10.14, 10.15 and 11.0

##### For HTML Client

Intel Core i5 or faster processor (or equivalent)

Mac OS X 10.13, 10.14, and 10.15

2 GB of RAM (4 GB recommended)

Apple Safari (v12.0 & above), Google Chrome (v70.0 & above), Mozilla Firefox (v65.0 & above), and Microsoft Edge (Chromium) (v79.0 & above)

#### **Linux**

##### For HTML Client

Ubuntu 18.04; Red Hat Enterprise Linux 7

Google Chrome

No application support is available for Linux. All features enabled in HTML browser except screen sharing.

#### **Virtual Environment**

Citrix XenApp 7.11