ADOBE CONNECT
Getting Started

Visit the Virtual Medical Center to request an Adobe Connect account (https://info.health.mil/army/VMC/Pages/Home.aspx).

1. Create New Meeting
   - Input correct session date and time
     Caution: Once created, Meetings are persistent in your account. Be sure that no patient-specific information is left in the meeting room after your session. Remove the Meeting if it is no longer required.
   - Don’t use patient names in your Meeting Information. Avoid using any PII.
   - Scroll to the bottom of the screen and click the Finish button when you’ve completed these tasks.
   - After reviewing details of the meeting you’ve just created, click Enter Meeting Room button to begin.

2. Enter Meeting Room
   - You will now see a Login screen.
   - Select Registered User and type in your Username and Password, Then left-click the blue Enter Room button to proceed.
   - Note: Your patients will login as Guests.

3. Check Your Audio Using Audio Set-up Wizard
   - For best results, use a headset that includes a microphone and headphones for best audio quality.
   - Before conducting your first patient session, arrange a practice with another member of your care team.

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4. Activate Your Webcam
- From either the Camera Drop down or the Video Pod, click Start My Webcam.
- You’ll see a Preview of what you’ll be broadcasting in your Video Pod.
- When you’re ready, click Start Sharing in your Video Pod.

5. Invite Your Patient
- Your clinic’s booking staff may provide you with standard emails to send to your patients to invite them to sessions. If not, in the Menu Bar, and click Meeting, Manage Access & Entry, make sure there is a checkmark next to Block Incoming Attendees and select Invite Participants.
- Adobe Connect will generate an e-mail message with the URL of the Meeting Room you created. Add relevant date and time information.
- The patient will be taken to a test page to help access Adobe Connect on computer or smartphone.
- The patient will then await your permission to enter the room.

6. Bring Your Patient to the Session
- You will receive a notification that a patient is waiting to enter the meeting.
- Before allowing access, ensure that you have cleared all information from your previous patients from the room (including the chat pod and notes section).
- Click the Accept button below to grant access to the session.
- Click on the patient’s name and enable both Microphone and Video.
- You may set the room preferences to “Auto Enable” these features so that it is not necessary to do so for every patient.
- Begin your session.

Tips
- At the beginning of each session, pan your Webcam to reassure your patients that you are alone, and request that they do the same.
- Be sure to check for any personally identifiable information in your meeting rooms before closing out a session.

More Resources
- Virtual Medical Center: https://info.health.mil/army/VMC/Pages/Home.aspx