

Technical Resources and Tips

Memoria Press Online Academy

Adobe Connect

- Technical requirements: <https://helpx.adobe.com/adobe-connect/tech-specs.html>
- Joining the classroom
 - Desktop or laptop
 - App: The **best** way to join the live classes is by using the Adobe Connect app, available for Mac and PC. It can be downloaded here: [Mac](#) or [Windows](#) Once installed, the room should automatically open in the app, but if it opens in the browser, click the question mark on the top right and select “Switch to Desktop App”.
 - MAC USERS: When installing the app on a Mac, the only reliable method to get it to actually install is to do the following:
 - Move any old versions of Adobe Connect to the trash
 - Empty the trash
 - Reboot the computer
 - Download the DMG file from the [Adobe Downloads and Updates](#) page (preferably through Google Chrome or Firefox; Safari can be unreliable) and install.
 - Open the Adobe Connect app before clicking on a link to the meeting room.
 - If using the less preferred way of joining through the browser, we *highly* recommend that all of our students use the [Google Chrome web browser](#). There are less issues all-around because Chrome is constantly updated to keep up with changes.
 - If using Safari, you will need to adjust some settings to hear sound and use your microphone in class. The best option is to use the Adobe Connect app (see above). Otherwise, follow these instructions:
 - Go to Safari/Preferences
 - Click “Websites”
 - Select “Auto-Play” on the left and next to “mpoa.adobeconnect.com” select “Allow All Auto-Play”
 - Under “Camera” and “Microphone” choose “Allow” next to “mpoa.adobeconnect.com”.
 - Leave and re-enter the Adobe Connect classroom.
 - Mobile devices:

- Apple mobile device:
<https://apps.apple.com/us/app/adobe-connect-new/id1533425942> This is a new app; it is unclear how reliable it is.
- Android: What is available is unreliable and buggy. Use your browser on your mobile device or, preferably, the app on a laptop or desktop computer.
- Troubleshooting
 - If you happen to enter the classroom early (when the teacher is not present), occasionally when the teacher opens the room they will not see your request. If you seem to be waiting an inordinate amount of time and class should have started please exit the app, start it back up again, and try to enter the room.
 - If you have microphone problems in class then Adobe recommends that you go to this site to see if your microphone is working: <https://www.onlinemictest.com/>

Typing Tips

Many have highly recommended [Typing Club](#) for typing practice.

Contact

Please feel free to contact us if you have any questions.

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