

## EXAMPLE CHAT ASSISTANCE for VIRTUAL CLASSROOM & WEBINAR PRODUCTION / PRODUCERS

### For Adobe Connect

Producers can quickly and effectively communicate and provide assistance while live online in-session using the Public Chat feature of the platform. Below are common instructions that often need to be repeated throughout a session, beginning with audio connections, following with in-session interaction tools, leading up to working in a small group in a breakout.

Quickly copy and then paste these examples into the chat in your own sessions. Add and adjust them as needed to suit your content and participant needs. Also be sure to check the specific instructions in your platform because as a reminder, these feature directions below are for Adobe Connect.



### Audio Connection -- Telephone - Dial Out

Welcome! Please take a moment to connect your audio. You may do so by finding the telephone icon on the top left of your screen. Click it once, enter your phone number, and the system will call you directly.

### Audio Connection -- Telephone - Dial In

If you are not at a direct line, let's have you call in instead. To connect, please dial the following number:  
Dial:   Code:

### Lost Audio

XXXX, looks like we have lost you on audio. To reconnect, please go to the top left, click once on the telephone icon and you will see the audio connection details to join back in.

### Connect Audio

To connect to audio, go to the top left, to the right of the word 'meeting' and click once on the middle icon (telephone icon). This will give you the dial-in details for today's session.

### Feedback Tools

To raise your hand, go to the top left, find the word MEETING -- look to the right. Click once on the 3rd icon to the right, you'll notice a person raising or waiving their hand. Click once to raise your hand.

To green check or red X, find the hand raise icon to the right of the word Meeting. Click on the upside-down triangle (drop down) next to the hand raise icon to select feedback tools.

Where you see the hand raise icon, we have a drop down there for other feedback tools. Step away, applause, volume, etc. Please use these during the session.

## To download a Participant Manual

If you have not yet downloaded and printed your participant manual, please do so now from the link above.

To download the handout, click once on the title of the handout, once it is highlighted in blue, then click to download file.

## Whiteboard/Drawing

To Whiteboard - click once on the T in the toolbar. Bring your cursor to the screen. Click. Type. Click away to post.

To use other Draw Tools - click twice on the rectangle in the draw tools, a slide out bar will come out with various options. Select, then click on the screen.

To place a checkmark on the screen, go to the toolbar next to the T, double click on the rectangle and it will give you a dropdown. In the pull-out bar select your item. Bring cursor to the screen. Click and it should post.

To move what you've written, select the pointer (selection tool) and then click once on the text or object you wish to move, hold, and then you can drag and place it on the screen.

## For Webinars – VOIP / Computer Audio

Welcome, our session today is VOIP or Computer Audio. You will be listening through your computer speakers and engaging with us via chats, polls, and whiteboarding. You do not need to dial into a teleconference to connect to audio.

### VOIP / Computer Audio connections

To connect your microphone, click once on the microphone icon on the top left to the right of the word 'Meeting.' Once it is activated it will turn green. Next step, go to Meeting and then Audio Setup Wizard. Walk through the steps

If your microphone icon is white, you are not connected so just click once on the icon to connect it. If it's green, you are connected.

To adjust your volume, click the down arrow next to the microphone icon to control your volume.

### Breakouts / Small Group Activities

In a moment we will go to breakout or small groups. Each room has its own screen, audio, whiteboard tools where you can interact freely in the space. If you have a question, reach out in the main chat and we will assist.

While in breakouts, we will keep time and let you know via a broadcast message when it is time to return to regroup.

## KASSY LABORIE



Kassy LaBorie is the principal consultant at Kassy LaBorie Consulting, LLC. She is a speaker, instructional designer, classroom facilitator, and author who specializes in virtual learning, teams, and live online technology. Kassy is passionate about helping organizations, learning teams, and training professionals successfully move to the virtual environment.

In her previous role at Dale Carnegie Training, she was the director of virtual training services, a consultancy that partners with organizations to help them develop successful online training strategies. Kassy also served as the product design architect responsible for developing the company's live online training product and experience. Prior to this, she was an independent master virtual trainer, a Microsoft software trainer, and a senior trainer at WebEx, where she helped build and deliver training at the WebEx University.

Kassy is the co-author of *Interact and Engage! 50+ Activities for Virtual Training, Meetings, and Webinars*. A frequent speaker at industry conferences since 2006, she has presented at Training Magazine events including their yearly conference and Online Learning Conferences, Chief Learning Officer symposiums, The Virtual Learning Show, ATD's TechKnowledge and International Conference & Exposition, as well as many local ATD Chapter events.

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