



Adobe Connect FAQs

If you haven't already done so, before you login please put a shortcut on your desktop by following these steps. Click File in the upper left-hand corner of your browser. Scroll down the list and click Send; select Shortcut to Desktop. You should see an icon on your desktop for Adobe Connect.

To access the course go to this URL:

<https://atsgtrain.atsginc.com>

Once My Home Page displays, scroll through the list of Training I'm Enrolled In. Click Open to start the eLearning presentation.

Depending on the type of Internet connection you have, the download of a video may be slow. Please be patient as it may take a few minutes to download. Also, depending on how much the Adobe Connect Server is being accessed, the connection may be slow as well.

To view the presentation with more clarity, you should change your screen resolution in the Control Panel to 1152 x 864 pixels. Click the Start Button in the lower left-hand corner, click Control Panel, click Display, click the Settings tab, and use the slider bar to select the new resolution. Under the color quality drop-down box, select Highest (32 bit) if it hasn't already been selected. Click the Advanced tab and select the radio button "apply the new display settings without restarting."

Passwords

When your profile is setup in IS, the QA Training Coordinator at AMES will e-mail the login information to you or your supervisor. For login information, please read the information below. I highly recommend changing your password to something more meaningful. Passwords are case sensitive so make sure your Caps Lock button is not turned on.

AMES Employees:

- if your ID# is 350350006, your login would be 350006, your default password would be ames6, **or**
- if your ID# is 350350028, your login would be 350028, your default password would be ames28, **or**
- if your ID# is 350350119, your login would be 350119, your default password would be ames119

AMES Contractors:

- Default contractor login and passwords are setup as their employee ID # for both the login and password. If your e-mail address has been setup in your profile, you can reset your password by clicking *Forgot your password?* link. To create a new user password for your account, please enter your e-mail information. You will receive an e-mail providing a link and instructions to securely set your new password.

NOTE: After receiving your e-mail you will have 24 hours to use the included link to set your new password. If you have not set your password within 24 hours you will need to repeat this process.

Adobe Flash Player

You should have the latest Adobe Flash Player installed on your computer. If you do not, you can download it from Adobe's website. When needed, you may have to click the play button on the video to start.

<http://www.adobe.com/support/flashplayer/downloads.html> Adobe Flash Player Download

Remember to uncheck the Free Google Toolbar (optional) before downloading.

Course Completion

If for some reason you have to logout before the eLearning module has been completed, you can login to finish it. You can find training that you have started or completed by clicking My Training from My Home Page. Click Training I've



Completed. In the name column you should see the name of the course. Click Retry or click Review, depending on the case.

Most of the eLearning modules have three attempts to complete the training, if for some reason you fail the course or if you have trouble with your system, please let me know. Depending on the situation, I can override the course in your profile and give you another three attempts.

Some courses are designed to shuffle the quiz questions and answers. Each person logging into the course will get a different set of questions and answers in a different order or a total different set of questions and answers. So be careful in sharing these answers with your fellow workers.

Some courses are also designed to prevent the learner from going backwards. Please make sure you read the material closely, take notes, and stay focused in what you are doing. Try not to rush through the material... take your time to enhance your ability to understand the material.

Some courses are timed within the program. If the tech tries to advance the slides before the timing is through, the presentation will hang up on them. Also, some of the courses count the number of slides, so the program will hang up if the tech flies through the programs. Techs need to slow down, thoroughly read the material, follow any prompts, and let the program work.

Unresponsive Server

Our IS Department performs nightly backups of the Adobe Connect server beginning around 2130. At this time, eLearning modules are not accessible. If you get a page that cannot be found, please try back later.

After Logging In



Once you are logged in, **always... always** make sure you are logged in in the upper right-hand corner of your home page. This could be your name or a generic login profile.

Alphabetizing Course List – click Name to alphabetize the course list on your home page in ascending / descending order. This helps finding courses faster in your list.

My Training View

St...	Name <input type="button" value="▲"/>	Op...	Clo...	Co...	Score
	Delta - Part... <input type="button" value="Review"/>	09/...		True	0/0
	Delta - PMA... <input type="button" value="Review"/>	09/...		True	0/0
	Documenti... <input type="button" value="Review"/>	11/...		True	0/0
	ELT Replac... <input type="button" value="Review"/>	10/...		True	0/0
	Engine Oil ... <input type="button" value="Review"/>	10/...	10/...	True	0/0
	Engine Oil ... <input type="button" value="Review"/>	09/...		True	0/0
	Engine Sta... <input type="button" value="Review"/>	08/...		True	0
	Enhanced ... <input type="button" value="Review"/>	09/...		True	100...
	ETOPS and A... <input type="button" value="Open"/>	07/...		False	
	Fall Protect... <input type="button" value="Review"/>	08/...		True	100...

View Settings – Always check your view settings at each computer you use when completing Adobe Connect training. If the person changed the view settings prior to you when completing training, their view settings will still display for you. It's okay to uncheck Complete, but leave rest of them checked. If you uncheck one of the items, use the refresh button to refresh you home page.

