

## NHCAA Adobe Connect Technical Information

NHCAA is using the Adobe Connect Platform for webinars and many of our virtual events, so it is important to understand how to effectively use this platform.


### General Participation Requirements

#### Best Practices

- Log off VPN Services. If you access your organization's network, you may need to log off for Adobe Connect to work.
- Minimize computer processing needs. Close other applications that may take additional processing power (e.g., Excel, large files, multiple tabs or browser windows, etc.)
- Minimize bandwidth usage. Participants working from home may have others in the household competing for bandwidth with video streaming, gaming, or also working from home. All these can impact the users experience in Adobe Connect.
- If one browser isn't working, try a different one.

### Test Your System

**Please read the instructions below before beginning your test.** To start the system test, click the button below and then select "Run the Diagnostic Test" on the next page:



Test Your System

This is the button link: [https://nhcaa.adobeconnect.com/common/help/en/support/meeting\\_test.htm](https://nhcaa.adobeconnect.com/common/help/en/support/meeting_test.htm)

### Technical Requirements & Troubleshooting for Adobe Connect

You can access Adobe Connect through your browser, but it's recommended to download the application for the best experiences.

#### Download Adobe Connect Application

- You can install Adobe Connect from the test page. Click the "Install Adobe Connect" button.
- After installation, reload the testing page and click the "Run Diagnostic Test" button. It will open a test in the application to ensure your system meets their minimum requirements.
- If you have trouble downloading the Adobe Connect application, please reach out to your IT department for guidance.

If you experience technical problems with either method, **first**, reach out to your IT Department. If they cannot help, email [programs@nhcaa.org](mailto:programs@nhcaa.org). Please include **detailed** information about the problem you are experiencing and include screenshots if applicable. One of the NHCAA staff will contact you.

## Minimum Requirements

You can [review Adobe's complete technical requirements on their website](#), minimum requirements for Windows and Mac are below.

### Windows

#### Downloadable Application

- 1.4 GHz Intel Pentium 4 or faster processor (or equivalent)
- Windows 10, 8.1 (32-bit/64-bit), Windows 7 (32-bit/64-bit)
- 512 MB of RAM (1 GB recommended)
- Microsoft Internet Explorer 11 or later, Windows Edge browser, Mozilla Firefox, and Google Chrome

#### For HTML Client

- Intel Core i5 or faster processor
- 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

#### Downloadable Application

- 1.83 GHz Intel Core Duo or faster processor
- 512 MB RAM (1 GB recommended)
- Mac OS X 10.13, 10.14 and 10.15
- Mozilla Firefox, Apple Safari, Google Chrome
- For HTML Client - Google Chrome (v70.0 & above), Apple Safari (v12.0 & above), and Mozilla Firefox (v65.0 & above)

#### HTML Client

- Intel Core i5 or faster processor
- Mac OS X 10.13, 10.14 and 10.15
- 2 GB of RAM (4 GB recommended)
- Google Chrome (v70.0 & above), Mozilla Firefox (v65.0 & above), Apple Safari (v12.0 & above) and Edge (Chromium) (v79.0 & above)