

Using Adobe Connect for Leadership Summit & Lobby Day

Adobe Connect is the meeting platform we use for the Leadership Summit & Lobby Day (LS&LD) pre-event trainings and the system we will use for the LS&LD General Sessions.

Beginning September 1, **Adobe Connect updated their systems globally**. You may have previously downloaded the system but may be prompted to do so again now when you try to access our Sunday session. Here are our tips for downloading the new system:

1. Check to see if you can access a previous LS&LD pre-event training. [Our recordings are here.](#)
2. If you are able to access a recording, you are all set!
3. If you are prompted to download the Adobe app:
 - a. Click to download.
 - b. If your system stalls during the download, before you try again, look for the Adobe Connect icon (black & green “clover” symbol) in the toolbar at the bottom of the screen. Close all Adobe Connect programs every time you try to re-download. (If there is more than one instance of Adobe, they’ll cancel each other).
4. It seems like it may take the average user 3 attempts at closing all Adobe Connect windows & clicking to try downloading again. We understand that is frustrating. We really do!
5. If those attempts are all unsuccessful, try clicking this link and accessing either the Windows or Mac versions directly from Adobe: <https://helpx.adobe.com/adobe-connect/connect-downloads-updates.html> This does not require admin credentials so you should be able to do this in just a few minutes.
6. Sign of success: when you’re able to access one of our recordings (or come into a live training)
7. Alternatively, please know you can dial in manually to listen from your phone and all sessions will be recorded.

Still having trouble? Contact your staff partner or email Katie.Riley@cancer.org. Please include a phone number where we can reach you to help troubleshoot.