



eMentor Basics for Mentors

To Connect to a meeting room, click on **Admin Panel** immediately below the Log In information on the top right of the ctstemjobs.org site – this will bring you to the **Main Panel**. Under **Meeting Room Access** (second box down), click on **CLICK HERE TO ACCESS**; this will bring you to your assigned mentoring meeting room. Meeting rooms are set up in pods – boxes with different functions. For more information on set-up and pods, refer to **Help** on the Meeting Room toolbar.

Make sure Pop-up Blockers are off! Also, advise mentees to turn off their pop-up blockers (Select Tools and then Pop Up Blocker...Turn Off)

The first time you enter your room you will need to click **Install Adobe Connect**. (If it continues to pop up each time you enter your room, can click either Install or Cancel.)

Make sure your room is not on hold [a red dot with a dash in the middle, along with a pop-up message, will both appear in the right top corner of your Breeze Queue- click on either to take your room off hold.]

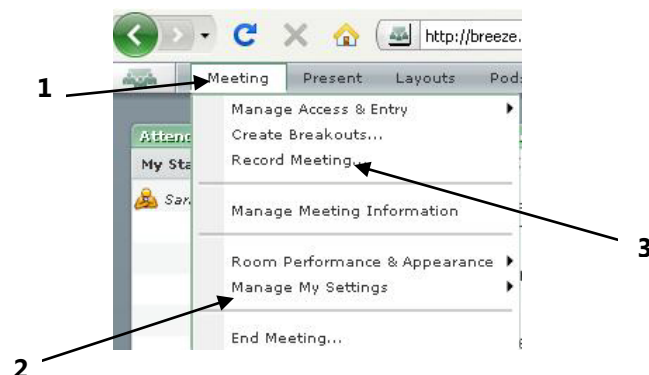
To Set Up Audio, click on **Meeting** (picture 1 - #1 below), then **Manage my Settings** (#2 below), then **Audio Set-up Wizard**. It isn't necessary to install Acrobat Connect Add-in, but run through the set-up to make sure your headset and microphone are connected properly. Click **NEXT** and follow the prompts.

To turn on your microphone/camera, click on the icon in the Camera and Voice pod. Next, click on the down arrow button to the right of **Talk** (on the bottom of the meeting room page) to make sure that **Voice On – Multiple Speakers** is selected if you are working with a mentee who has a microphone.

We recommend that you **post a welcome message** in the 'Note pod' that can remain up during your session. Use this note if you are currently working with someone; it will notify others that you are communicating with a mentee and not to disturb you.

All mentors should be recording sessions. We record these sessions so that we can provide support to mentor/mentee pairs and so that we can protect both mentors and mentees from (very rare) accusations of wrongdoing. To record, enter the chat room as you normally would. When a student enters the room, click on **"Meeting"** in the top left corner of your screen. You'll see a number of options here, but you'll want to select **"Record Meeting..."** (#3 below)"

Picture 1





eMentor Basics for Mentors

When you've selected "Record Meeting," a **box with your meeting number** will pop up:



Picture 2

Type the student's name into the "**Name**" box and click "**OK.**" When you click on "OK," Adobe will start recording your session. You can check that it's recording by looking in the upper right corner of your screen (see below). **The red dot indicates that the session is being recorded.** If you click on this red dot, a box will pop up confirming that your meeting is being recorded (below):



Picture 3

Start communicating via the Chat pod or the Talk button at the bottom of your room. Ask your mentee if s/he has computer sound capability, if her/his speakers/headphones are enabled and if s/he would like YOU to speak rather than type in Chat. If yes to all three, then click on the Lock icon (to the immediate right of Talk) to lock the Mic so that you don't have to click and hold while speaking.

Ask the mentee if they can hear your voice clearly and then ask her/him if S/HE would like to speak rather than Chat. If the answer is Yes, promote the mentee to Presenter (click on icon next to mentee name in **Attendee List**).

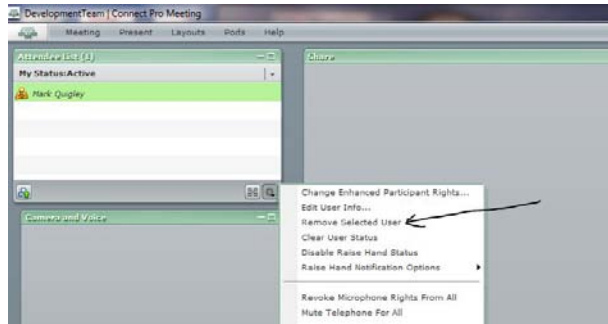
Once the session is complete, stop the recording. When the mentee you're working with leaves the meeting room, click on the red dot in the upper right corner of your screen (see the picture above) and choose "Stop Recording." The red dot will no longer appear in the upper right corner.



eMentor Basics for Mentors

Make sure the mentee leaves the room or remove her/him. When your mentoring session is over, click on Meeting Menu and select “End Meeting.” To do this, highlight the selected user, then click the little wheel in the bottom right of the Attendee List pod, then click Remove Selected User.

Picture 4



Important Note: Closing your browser will stop the recording for you. However, closing your browser rather than stopping the recording and ending the meeting will put your meeting “On Hold” and will prevent a mentee from entering the chat room next time you log on.

Make sure the mentee leaves the room or remove her/him. When your mentoring session is over, click on Meeting Menu and select “End Meeting.”

Things to Remember/Consider:

- o You must make sure your Breeze Meeting Room is not on hold...if it is, a mentee will not be able to access you at all despite your appearance as being live on the website. In some circumstances, your Breeze queue might open on hold, and you must make sure to take it off hold as soon as you start your session.
- o Mentees start as **Participants** and can be promoted to **Presenters** to access the whiteboard and the application sharing tools.
- o If you are using the whiteboard, Mentees may also need to be prompted to click on it; once there, they need your help to access the whiteboard tools, if this is something you want them to do. They cannot see the tools until they click on the button in the top right hand corner of the whiteboard.
- o If you are sharing an Application, or your desktop, it is most effective for mentee viewing if you make the “Share” pod as big as possible. If you are both using audio, you can work within the Full Screen. This will help mentees view your work more clearly.



eMentor Basics for Mentors

Questions about technical support

When you connect to your meeting room, a **Help** button is visible on the meeting room toolbar at the top of the page. This connects to the **Connect Pro Help** page of Adobe Acrobat Connect Pro Meeting, and to many How To topics which may be important to mentors, such as templates for meeting rooms, information on audio broadcasting set-up, and sharing a computer screen, document or whiteboard. The box to the left has an outline of all of the technical assistance resources and a search function.

For any firewall issues, or questions/concerns not covered by these pages, please contact Connecticut Distance Learning Consortium by calling 860-832-3887 or 866-GO-CTDLC or by emailing esupport@ctdc.org and logging a case with the support desk.

This workforce solution was funded by a grant awarded under the President's High Growth Job Training Initiative as implemented by the U.S. Department of Labor's Employment and Training Administration. The solution was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This solution is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner. This Program is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.