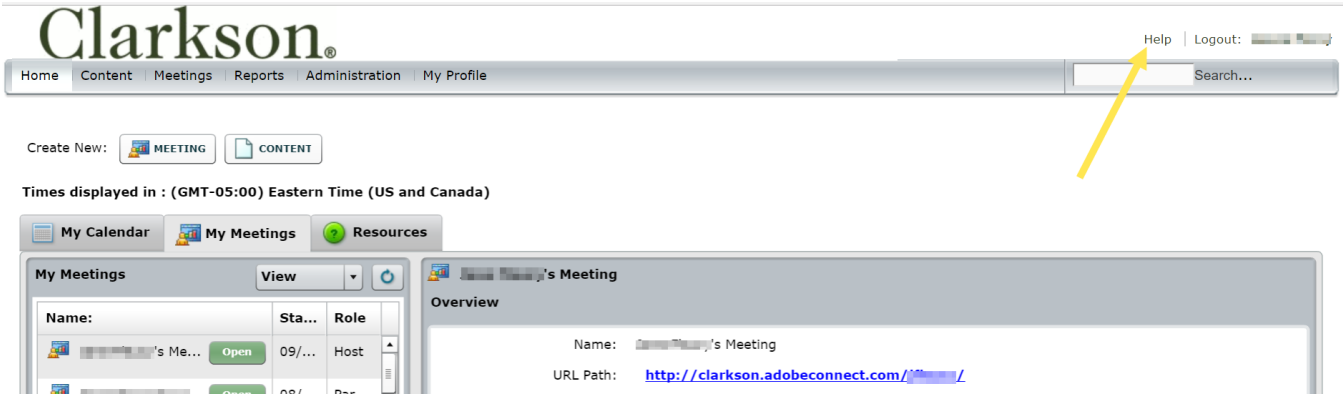


Adobe Connect: Contacting Help

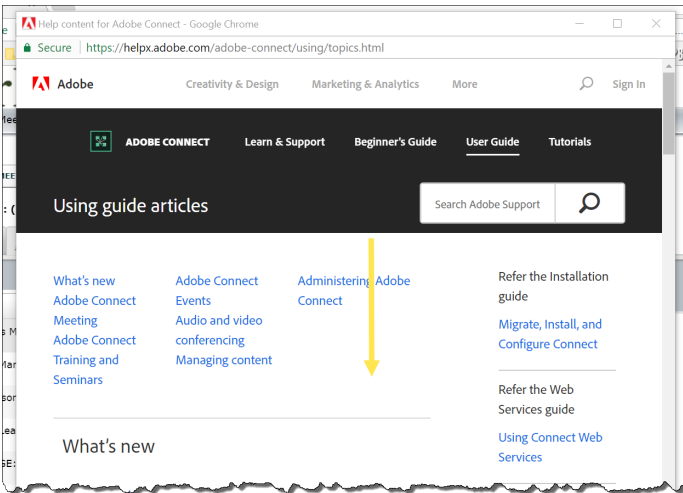
Note: 11/13/2018 Update to Adobe Connect Chat Support Click: <https://helpx.adobe.com/adobe-connect/kb/connect-chat-support.html> to start live chat with Adobe Connect support agent.

The following are steps to locate a live chat with an Adobe Connect Support Representative in the event of trouble during a live Adobe Connect meeting room or to open a ticket regarding an issue experienced during a meeting room or recording. Have ready: Meeting host name, email, and meeting room url.

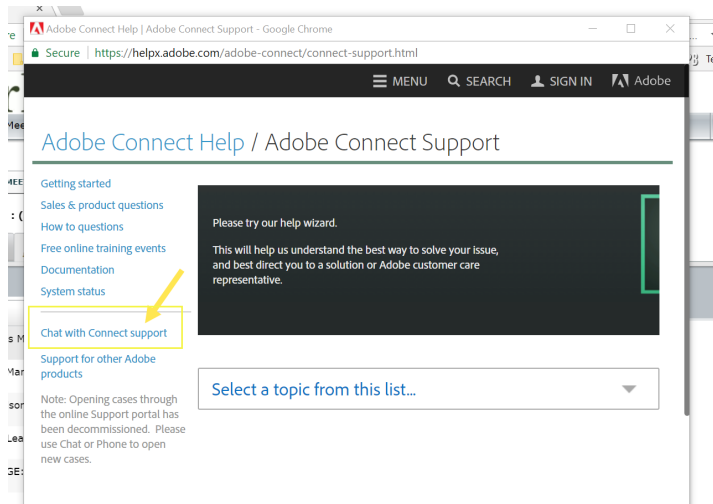
- 1) Log into Clarkson's Adobe Connect: <https://clarkson.adobeconnect.com>
- 2) Locate Help in upper right:



- 3) Window will pop up, scroll ALL THE WAY TO THE BOTTOM locate Contact Us, click:



4) Click through 'Chat with Connect support':



5) Click through 'Chat Now' for chat with live agent to begin.

