

Blackboard Collaborate – Connecting to the Session

Blackboard collaborate has a series of setup requirements that a user must meet in order to obtain access to a Blackboard collaborate room.

Please check that your computer meets the minimum requirements by clicking on the link below:

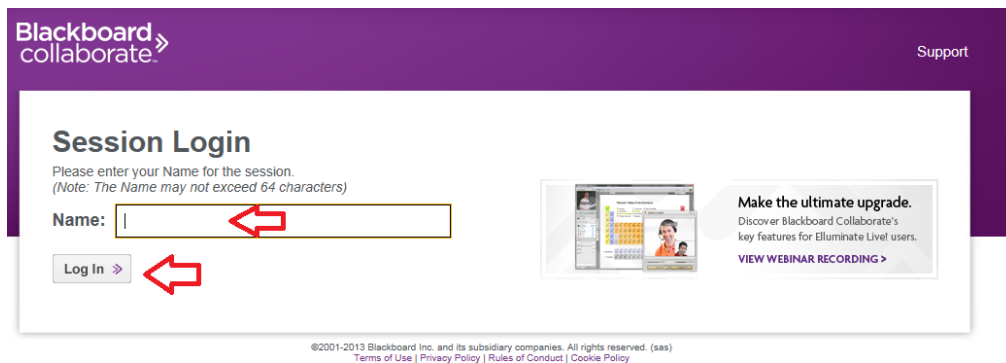
<http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336&task=knowledge&questionID=1473>

In addition, please ensure the following:

- You are using the computer on which you will attend your session.
- Your computer is connected to the Internet and has a stable, reliable connection
- You have a microphone and speakers, preferably a headset to take full advantage of the collaborative capabilities during your session.
- You have the appropriate permissions to save files to your computer. If you are unsure, please contact your system administrator.

Internet Explorer

1. Click on the Blackboard collaborate link, sent to you via email.
2. Enter your name, and click Log In.

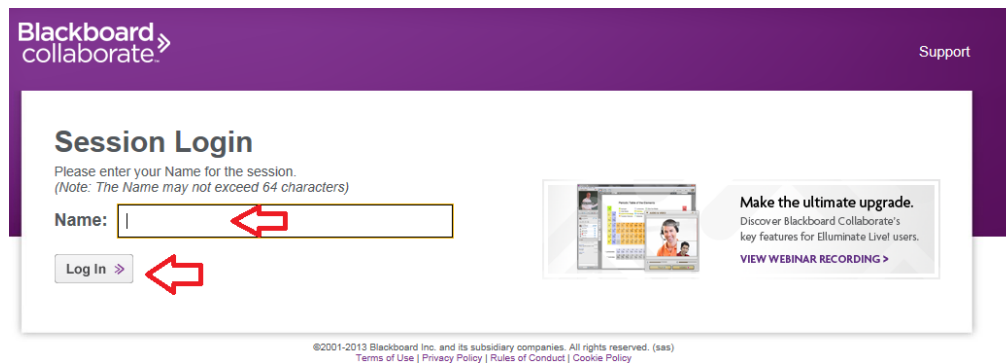


3. You should now see this screen, which means the session is loading.

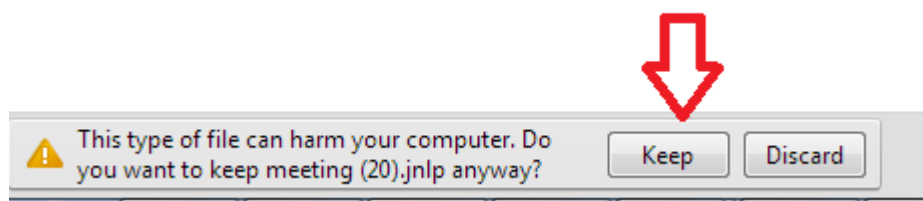


Google Chrome

1. Click on the Blackboard collaborate link, sent to you via email.
2. Enter your name, and click Log In.



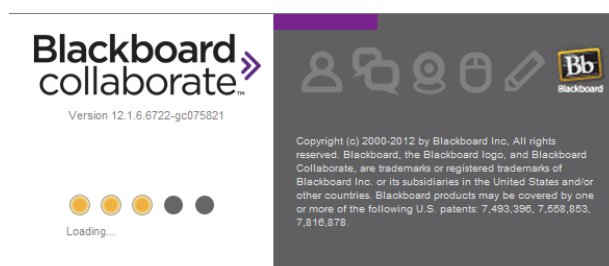
3. A file will try and download to your computer. Click on Keep.



4. Now you should see a file with the extension .jnlp, click on this. (usually meeting.jnlp)

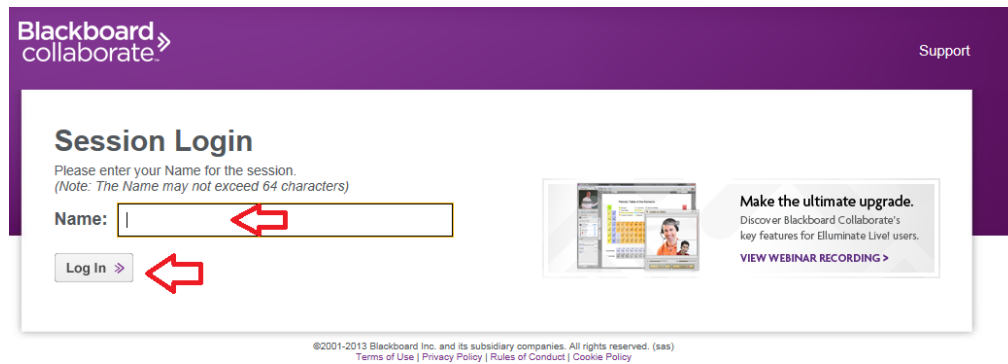


4. You should now see this screen, which means the session is loading.

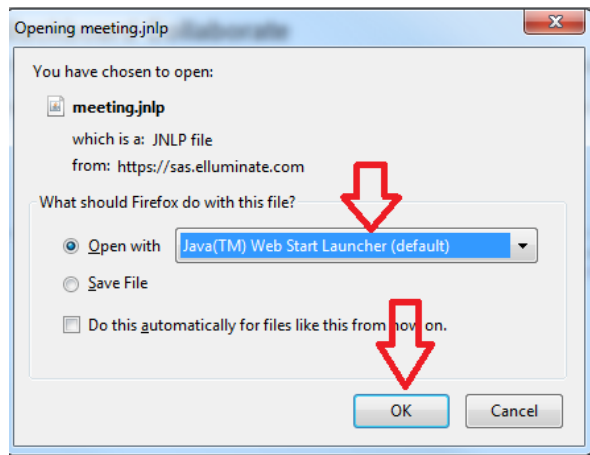


Firefox

1. Click on the Blackboard collaborate link, sent to you via email.
2. Enter your name, and click Log In.



3. This will open a download window, click on Open With and make sure the java file is being opened by "Java(TM) Web Start Launcher". Then click on OK.



5. You should now see this screen, which means the session is loading.

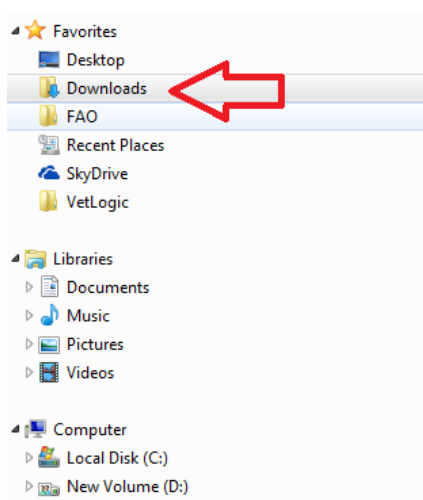


Associating a .jnlp file with Java Web Start Launcher (Windows)

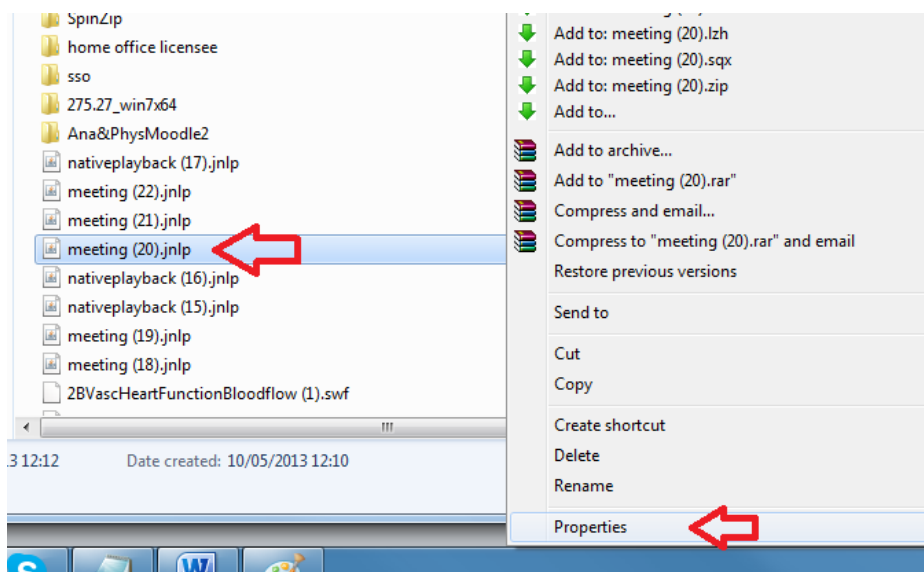
On occasion, users of Blackboard collaborate will have to associate a java file with the java web start launcher – the program that launches the Blackboard collaborate session itself.

This is the most common problem encountered by users of Blackboard collaborate, and is very say to fix!

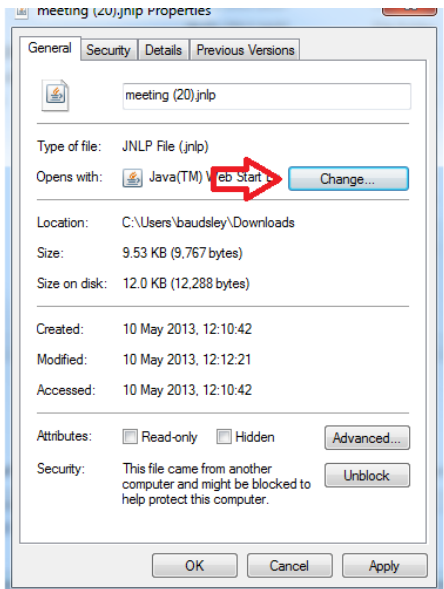
1. Go to the folder in which your browser stores downloaded files. (This is typically called “Downloads”)



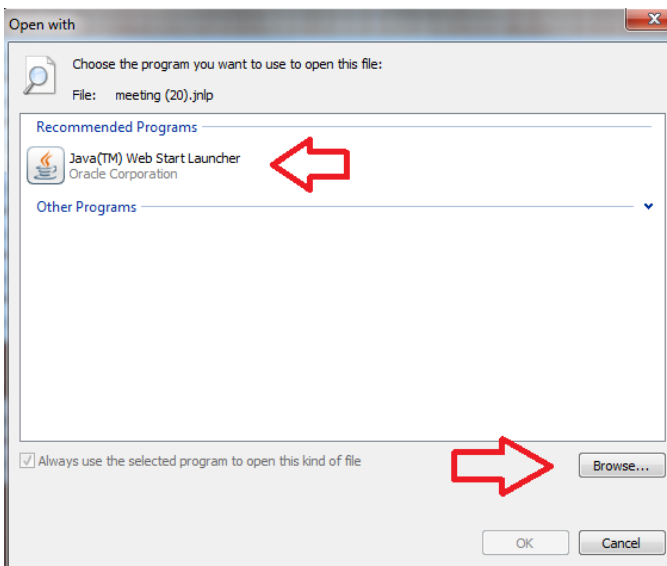
2. Right click on the .jnlp file, and click Properties.



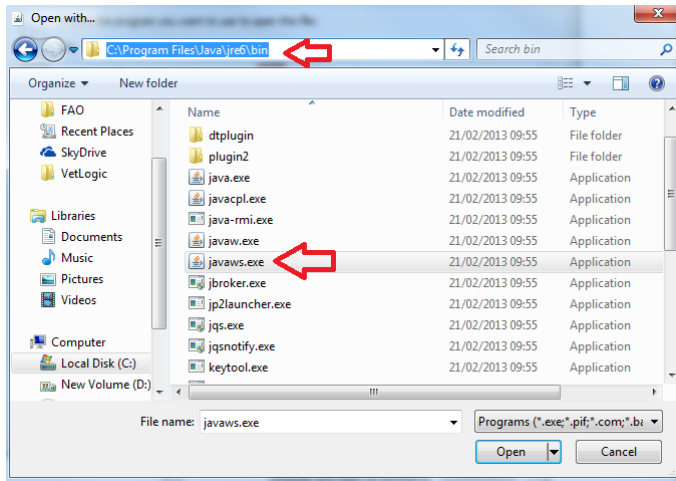
3. Now click on Change.



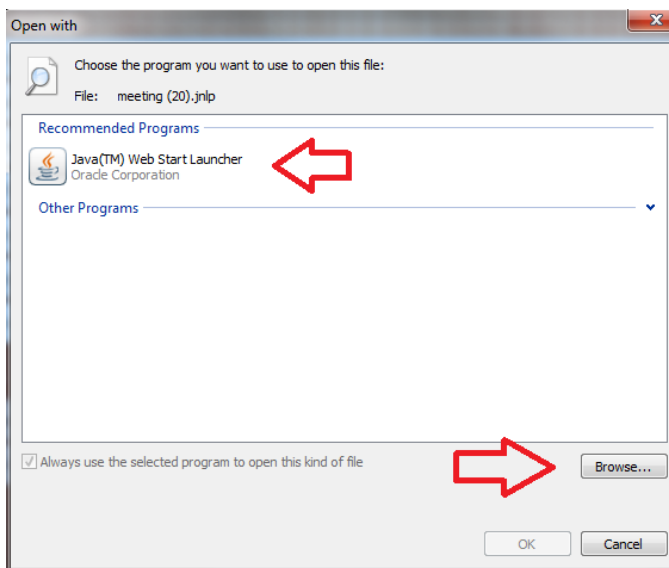
4. If you see “Java (TM) Web start Launcher” click on this, alternatively click on Browse.



5. If you have clicked on Browse, click on Local Disk C > Program Files > Java > jre7 > bin and then click on JavaWS.exe



6. Click on "Java (TM) Web start Launcher" and press OK.



7. When you double click the .jnlp file, it will now open Blackboard collaborate.



