Blackboard Collaborate – Connecting to the Session with Safari

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:

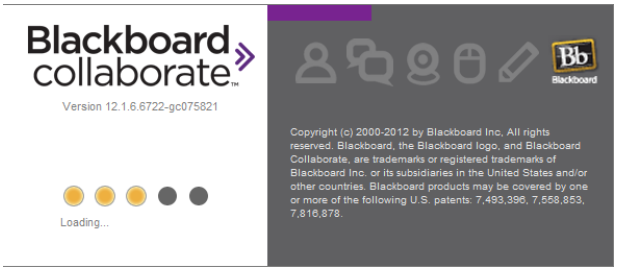
- You are using the computer on which you will attend your session.
- Your computer is connected to the Internet and has a stable, reliable connection
- You have a microphone and speakers, preferably a headset.
- You have the appropriate permissions to save files to your computer. If you are unsure,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

Safari

1. Click on the Blackboard collaborate link, which is listed on the OVAM website : http://www.onlineveterinaryanatomy.net/online-lectures

2. Once the page has loaded enter your name, and click Log In.

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

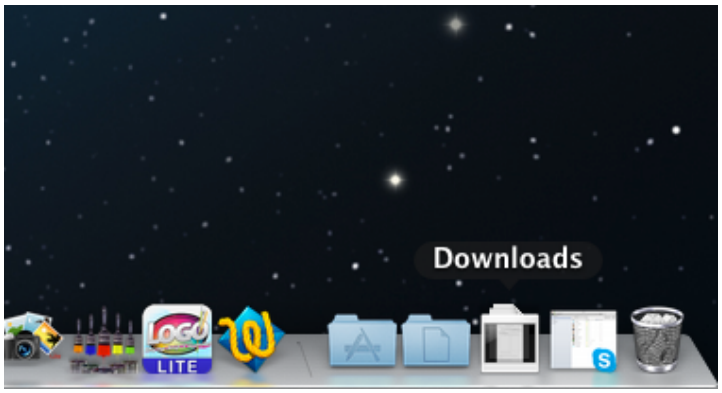


Associating a .jnlp file with Java Web Start Launcher (Mac)

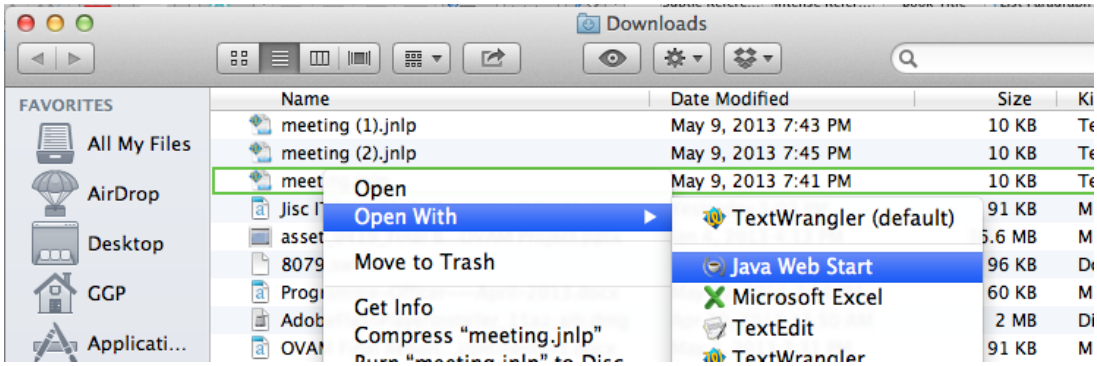
If the session does not load automatically you may have to associate a java file with the java web start launcher – the program that launches the Blackboard collaborate session itself.

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

1. Go to the folder in which your browser stores downloaded files. (This is typically called "Downloads") and is usually present at the bottom right of the applications bar or if not can be accessed via "Finder". Open the "Downloads" folder.



2. Right click on the .jnlp file, (often called meeting.jnlp) and click Open With, then select "Java Web Start". If this is not the default setting this is most likely the problem.



3. Once you have selected "Java Web Start" Blackboard Collaborate should be opened automatically and the loading screen previously mentioned should appear.