

If this is your first experience with an event that is hosted in a Collaborate Room or you have changed or updated your computer, the following guide should help check the status of your system.

If you are not able to get your system working please call Bb Technical Support at
(877) 382-2293
or click the button below,

Enter The Bb Support Portal

You will also find additional information on the portal to help make your experiences enjoyable.

Step One - Do I have everything I need?

Please - [Click Here](#) - to check you have the correct system requirements.

If you see a green check:

If you do, congratulations you may move to the next part of the set up.

If you see the red cross:

You need to follow the instructions to download Sun Microsystem's Java Web Start or Open JNLP for Mac. If you are unable to do this please contact your local technical support people or Collaborate Support immediately. If you can download it and the red cross changes to a green check, then it's time to move onto the next step.

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 or 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 local system administrator.

Step Two - What about sound?

Blackboard provides a Configuration Room that you can use to test your connection, settings, and configure your audio. Be patient as this may take a minute to load after you click the link..

Enter The Configuration Room

When Joining An Event - Be Patient

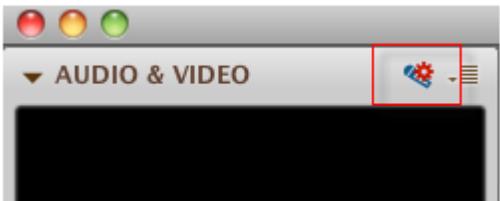
The Login Page

Enter your name and then click the Log In button **only one time**. Collaborate will be running in the background downloading temporary files for the session. It may take a minute to enter the room.

When joining a Blackboard Collaborate 12 session for the first time you may see a security dialog box asking to confirm the application's digital signature. Click "Run" to continue.

During An Event - Use the Wizard!

When you enter a Collaborate Room, you can check your equipment by running the Wizard. Just click on the icon and follow the instructions.



Setting Your Profile - My Collaborate Image!

When you enter a Collaborate Room, you can create a profile so others will know who you are. Just click on the icon and enter the information. This will remain in the system, but you can modify it as you wish.

