

Setting up Blackboard Collaborate™ Video Conferencing

1. If you are going to use Blackboard Collaborate™ from your school or college, tell your technician or network manager and seek any guidance or support you may need from them.
2. [Check that your computer will run Blackboard Collaborate™](http://is.gd/aogNbC) (<http://is.gd/aogNbC>) and install any components you may need. (N.B. Run this test in the location and on the same computer you will use for video conferences.)
3. If you see something similar to the screenshot below, your system meets the minimum requirements. If not, follow the instructions listed onscreen as steps 1, 2 and 3.

STEP 1: Checking System Requirements

Your Operating System	Your Java Webstart Version
 Windows 8.1	 Java 8.0.50
 Supported operating system detected.	 Supported version of Java detected.

Congratulations, it appears you have a supported Operating System and version of Java installed for Blackboard Collaborate™ 11. You should be able to use Blackboard Collaborate™ successfully. More information on earlier versions can be found in the [Blackboard Collaborate™ Requirements](#). Please continue to step 2.

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. Please check with the organisation or instructor hosting the session if they will be using these features.
- You have the appropriate permissions to save files to your computer. If you are unsure, please contact your system administrator.

STEP 2: Configuring your system

We provide a [Configuration Docs](#) that you can use to test your connection, settings, and configure your audio. This step is optional and is intended for systems hosted on Blackboard Collaborate™ servers. To test your configuration for sessions hosted at your Organisation's site, please contact your administrator.

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

STEP 3: Training and Resources

[Online Orientation](#)
[On-Demand Learning Center](#)

STEP 4: View our Support Portal

Additional information is available through our [Support Portal](#). You will be able to access articles on Best Practices, How-to's, Errors and Messages, and more. If the information you are looking for is not found you can contact our Support team through the portal as well.

<http://www11.blackboardcollaborate.com>

4. Open [the quick reference guide](http://is.gd/sJm5yn) for participants in Blackboard Collaborate™ sessions (<http://is.gd/sJm5yn>)

Print and read this guide before your Vital Introduction to Video Conferencing webinar.

5. If you have any problems, Blackboard Collaborate™ offers very helpful telephone support. Call freephone 0800 051 7248 and select option 1 'Blackboard Collaborate web conferencing'.

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