

# Connection Guide for External Users

## How can I access the session?

In order to access the session please follow the instructions on how to connect from page 2 of this document.

## Test your session!

Please test your access to the session as soon as possible to mitigate the risks of connectivity issues.

## Technical issues?

For technical issues, please refer to the instructions guidance from page 2 onward. Should the issues persist, please contact your local technical support and show them this document.

Blackboard Collaborates technical requirements can be found on [this webpage](#)

## On the day of the webinar

We recommend that you connect at least ½ hour before the start of the session in order to settle any technical problems in due time.

You will be able to interact with the speakers using the chat (but not by microphone).

In case you will not be able to participate, a recording of the webinar will be published on YouTube. The link to the video will be posted in the OPSYS group in Capacity4Dev.
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## Help!!

For any further questions, please contact us via:

[EuropeAid-OPSY-USER-SUPPORT-COMMUNICATION@ec.europa.eu](mailto:EuropeAid-OPSY-USER-SUPPORT-COMMUNICATION@ec.europa.eu)

# How to connect to the Blackboard Collaborate™ session

## User guide for external users

### Important!

We recommend that you try to connect to the session some days in advance to ensure that your computer is configured correctly.

Before you start please make sure you have the required software installed (in this case **Java version 7 or higher**).

- 1) If Java is not installed, please go to **STEP 1 (below)**
- 2) If Java is installed, please proceed to **STEP 2 (page 4)**

## STEP 1 – Installing and configuring Java

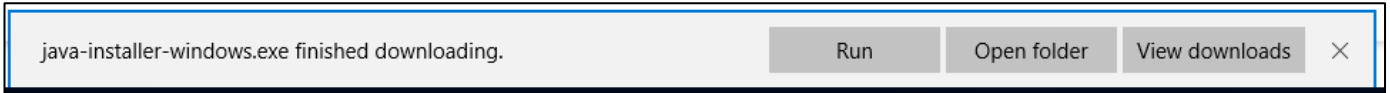
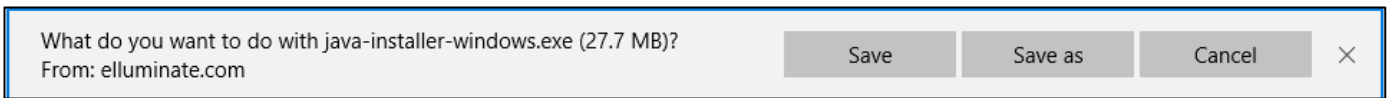
### 1.1 Use Mozilla Firefox or Internet Explorer to open the session link:

Every webinar has a specific link (<https://eu1.bbcollab.com/example12345>). Use the link of the session you are interested in attending.

### 1.2 Select your operating system (MAC or WINDOWS) and Click on "Get Required Software":

The screenshot displays the Blackboard Collaborate interface for Step 1: GET THE REQUIRED SOFTWARE. The page header includes the Blackboard Collaborate logo and a 'Support' link. The main content area contains a note: 'If you have already downloaded and installed Java, you may skip this step and proceed directly to step 2.' Below this, there is a section titled 'Select your operating system' with a dropdown menu currently set to 'Microsoft Windows' and a 'Get Required Software' button. A 'File Download - Security Warning' dialog box is open, showing details for 'java-installer-windows.exe' (Application, 373KB) from 'www.eluminate.com'. The dialog has 'Run', 'Save', and 'Cancel' buttons. A warning message at the bottom of the dialog states: 'While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. [What's the risk?](#)'

### 1.3 SAVE and RUN java-installer-windows.exe file



### 1.4 Install the java file



## STEP 2: RUN Blackboard Collaborate™:

2.1 Start session via Firefox or Internet Explorer. Check the "Always trust content from this publisher" checkbox and click "RUN"

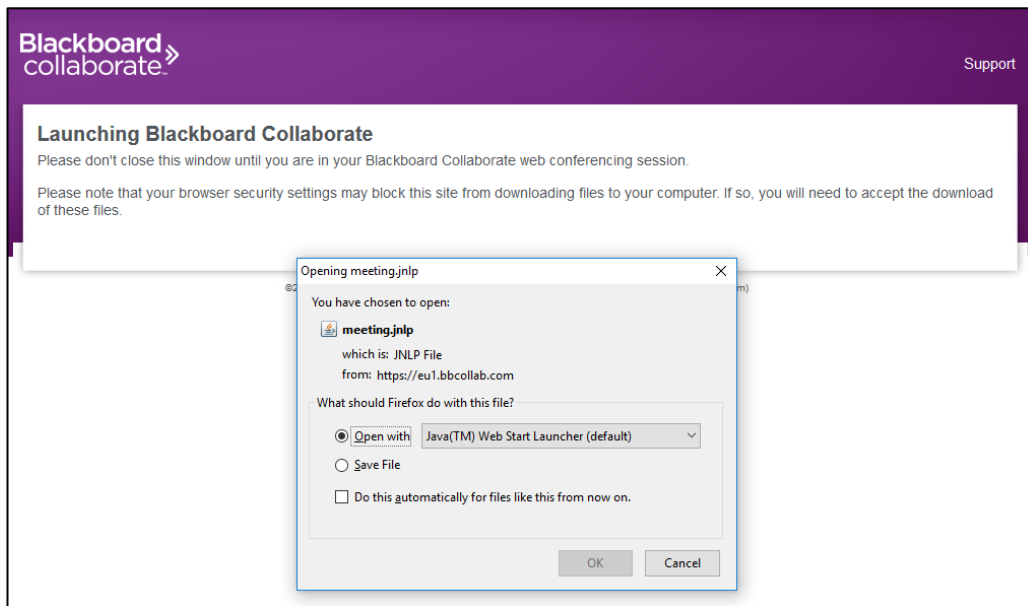
The screenshot shows the 'Step 2 BEGINNING YOUR SESSION' page on the left and a Windows Security warning dialog on the right. The page includes a 'Start Session >' button, instructions on pre-configuration, and a note about digital signature verification. The security dialog asks 'The application's digital signature cannot be verified. Do you want to run the application?' and lists 'Name: Blackboard Collaborate' and 'Publisher: Blackboard Collaborate, Inc.'. It features a checkbox for 'Always trust content from this publisher', 'Run' and 'Cancel' buttons, and a 'More Information...' link.

2.2 Enter your first name and LAST NAME, and the name of your organisation. Then click on "Log In"

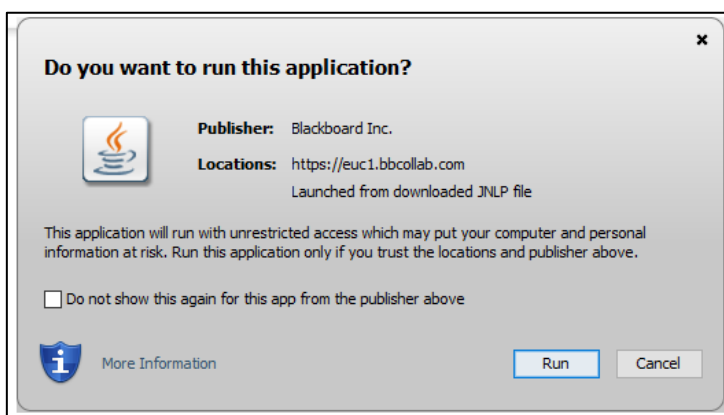
The screenshot shows the 'Log In to Session' page. It features the Blackboard Collaborate logo, a 'Support' link, and a text input field for the user's name. A 'Log In >' button is located below the input field. To the right, there is a promotional banner for mobile apps with the text 'Web conferencing to go. Get the interaction you want on your iOS or Android mobile device. DOWNLOAD THE FREE APP TODAY >'. The footer contains copyright information: '©2001-2017 Blackboard Inc. and its subsidiary companies. All rights reserved. (eu1.bbcollab.com) Terms of Use | Privacy Policy | Rules of Conduct | Cookie Policy'.

Please remember to add both your full name and your organisation, as this is the only name anyone will see during the session. **If your full name and organisation are not present, you will not be recognisable in the system.**

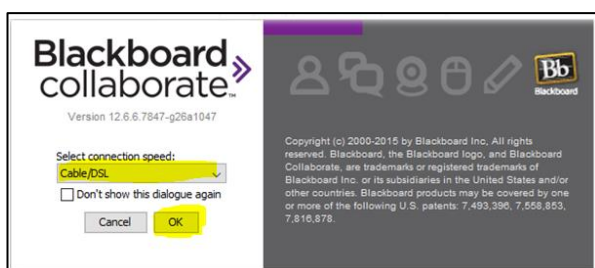
**2.3 Blackboard Collaborate™ is launched by opening Java™ Web Start Launcher (default); choose "Open with" and click on "OK" to download and run the meeting.jnlp file:**



**2.4 Click on RUN and then "Accept" the conditions of use of Blackboard Collaborate:**



**2.5 Choose connection speed => Cable/DSL and click "OK" and wait for the software to load.**



**2.8 Welcome to the Blackboard Collaborate™ session! ☺**

For any questions or assistance concerning the use of the Blackboard Collaborate application we kindly refer to the Technical Guide on Blackboard in attachment to the email. For other information please do not hesitate to contact us by mail at [EuropeAid-OPSYS-USER-SUPPORT-COMMUNICATION@ec.europa.eu](mailto:EuropeAid-OPSYS-USER-SUPPORT-COMMUNICATION@ec.europa.eu).

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