



CAMPUS *Technology*

Blackboard Collaborate FAQ's

Technical Support

Q: Who do I contact for Technical Support?

A: Francis Marion University technical support is available from 8:30 AM until 5:00 PM Monday through Friday, and can be contacted at (843)661-1111 or by emailing helpdesk@fmarion.edu. The first three weeks of the beginning of the term the University technical support will be available via phone until 7:00 PM Monday Through Thursday by calling the HelpDesk at (843)661-1111. Outside these hours, Blackboard technical support can be reached by phone at 1(877)382-2293. They can also be contacted via a ticketing system, and by live chat. For more information, please follow this link:

<http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336&task=knowledge&questionID=1>

Q: What information will I need when calling Blackboard technical support?

A: When calling Blackboard technical support, they will need the name of the corporation (in this case Francis Marion University) you are calling for, your name, your email address, and a phone number to reach you at in case the call is disconnected. You will be asked to press 1 for Wimba or 2 for Elluminate. Press 2.

System Requirements

Q: What are the system requirements?

A: The system requirements can be viewed here:

<http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336&task=knowledge&questionID=683>

Q: How can I tell if I meet these requirements?

A: Follow this link:

<http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336&task=knowledge&questionID=1473>. If you see two green check marks on the page, then enter the Configuration Room under "STEP 2: Configuring your system".

Browser Information

Q: What is the recommended browser?

A: Mozilla Firefox is the recommended browser and can be downloaded here:

<http://www.mozilla.com/en-US/firefox/fx/>

Q: I'm not familiar with the browser. Where can I get more information?

A: Here: <http://support.mozilla.com/en-US/kb/getting-started-firefox>

Java

Q: What is Java and how can I get it?

A: Java is a program that allows certain applications to run inside web pages. You can download Java here: <http://java.com/en/>

Q: I'm not familiar with Java. Where can I get more information?

A: The Java Help Center can be found here: <http://java.com/en/download/help/index.xml>

Using Blackboard Collaborate

Q: Okay, I'm in the session. What do all these controls and buttons do?

A: Blackboard's technical support web site has a wealth of information including tutorials on how to use and troubleshoot the program. Please visit their site here:

<http://www.blackboard.com/Platforms/Collaborate/Support/Support-for-Blackboard-Collaborate.aspx>

Troubleshooting:

Q: Firefox is acting strange. What should I do?

A: Make sure all your plugins are up to date by clicking this link: <http://www.mozilla.com/en-US/plugincheck/>. If that does not resolve the issue, then call technical support.

Q: Java is acting strange. What should I do?

A: First, remove older versions of Java by following the instructions here: http://java.com/en/download/faq/remove_olderversions.xml. If that does not solve the issue, then contact technical support.

FOR INSTRUCTORS:

Blackboard Collaborate

Q: How exactly do I access Francis Marion University's Blackboard Collaborate program?

A: In order to utilize Blackboard Collaborate, a class needs to be given access to Blackboard Collaborate from within Blackboard 9. Blackboard Collaborate is not available by default. Approval must be received from John Dixon so that Kevin Torgersen can allow access to Blackboard Collaborate. Access to Blackboard Collaborate is linked to a class, not an individual. Once a class is approved to use BBC, log in to Blackboard 9 (<http://blackboard9.fmarion.edu/>), go to your class, then click "Tools" in the top left side of the page and finally click on "Elluminate *Live!*"

Classroom Sessions

Q: How do I set up a Blackboard Collaborate Session?

A: Log in to Blackboard 9 (<http://blackboard9.fmarion.edu/>), go to your class, in the top left side of the page click "Tools," and finally click on "Elluminate *Live!*" In the middle of the page, click on "Create Elluminate *Live!* Session." From here, sessions can be created and edited.