Hours Before Your Session – 3 Simple Steps

1. Check for Updates
   Click above to check for the latest version of Java. Collaborate depends on Java so download/update if necessary

2. Collaborate Orientation
   Click above to learn everything you need to know in only 5 minutes. You might consider sharing this video with your participants, along with the Participant’s Quick Start Guide

3. Moderator’s Quick Start Guide
   Browse through the Quick Start guide as a supplement to the video if necessary
Session Time – Do an audio check
Need Help with Collaborate?

GSE has hired the Collaborate team to provide 24/7 technical support

They work for you! Call them right away for instant assistance:

1-877-382-2293

They know their product & will help!
FYI — FAQ’s

1. I received an error that says "No Application Found." What should I do?
   - This is most likely due to an issue with the Java installation on the system you are connecting from. Java may need to be installed or updated. You can check that your system is set up by clicking on the system requirements link above.
   - If everything seems to be in order, but you are still unable to launch Blackboard Collaborate, you should try clearing your Java cache. The latest instructions can be found at How do I clear my Java cache at the Blackboard Collaborative Support Center.
   - Finally, you can contact Blackboard Collaborate support by phone: 877-382-2293 or by going to the online support portal.

2. My audio/video devices are not being detected by Blackboard Collaborate. What's wrong?
   - To ensure Blackboard Collaborate knows what audio, video and speakers it should be using all moderators and participants should run the Audio Setup Wizard from within Collaborate. This can be done by going to the Tools menu->Audio->Audio Setup Wizard.
   - If your devices are properly detected by Blackboard Collaborate, but participants cannot hear you, make sure your audio device is not set to mute. Often times there is a mute button right on the headset.

3. What if I experience technical difficulties that I cannot resolve on my own? Who can I contact for support?
   Blackboard Collaborate offers 24/7 support for both students and faculty.
   - For support, contact Blackboard Collaborate using any of the following:
   - Phone: 1-877-382-2293 / Live chat with a Blackboard Collaborate technician