# Connection Guide for Internal EC 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](#)

**Should I subscribe to the webinar in EU-Learn?**

Subscription to the EU-learn course is not mandatory, and Blackboard Collaborate will not prevent you from accessing the webinar if you did not subscribe.

However, we encourage you to subscribe to the EU Learn course available at [this link.](#) This will improve traceability and reporting on this webinar and will help us in the preparation and management of future webinars.

**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.

**Help!!**

For any further questions, please feel free to contact us via e-mail:

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

# How to connect to the Blackboard Collaborate™ session

## User guide for internal EC users connecting from the EU internal network

**Important!**

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

To test your connection, follow the instructions below.



If you are using **Windows 7** →  page **3** (STEP 1)
                                        page **5** (STEP 2)



If you are using **Windows 10**→ page **8** (STEP 1)
                                         page **10** (STEP 2)

# Windows 7 

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

1)        If Java is <u>not</u> installed, please go to **STEP 1 (below)**

2)        If Java is installed, please proceed to **STEP 2 (page 5)**

## STEP 1 – Installing and configuring Java

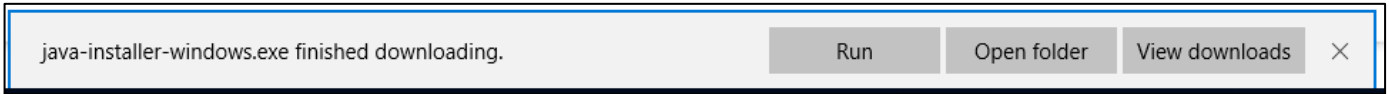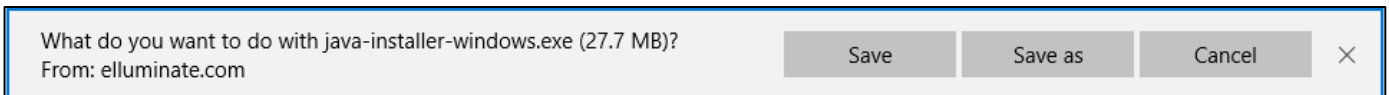**1.1 Use Mozilla Firefox or Internet Explorer to open the session link:**

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

**1.2 Add your internet credentials in the "proxy internet" prompt**
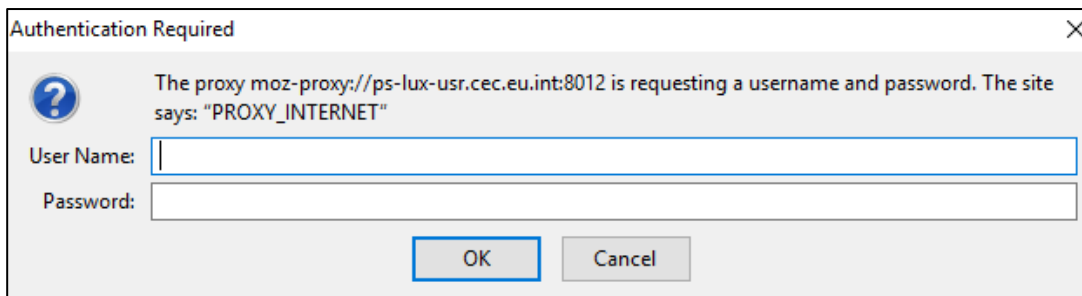


**1.3 Select your operating system (MAC or WINDOWS) and click on "Get Required Software":**

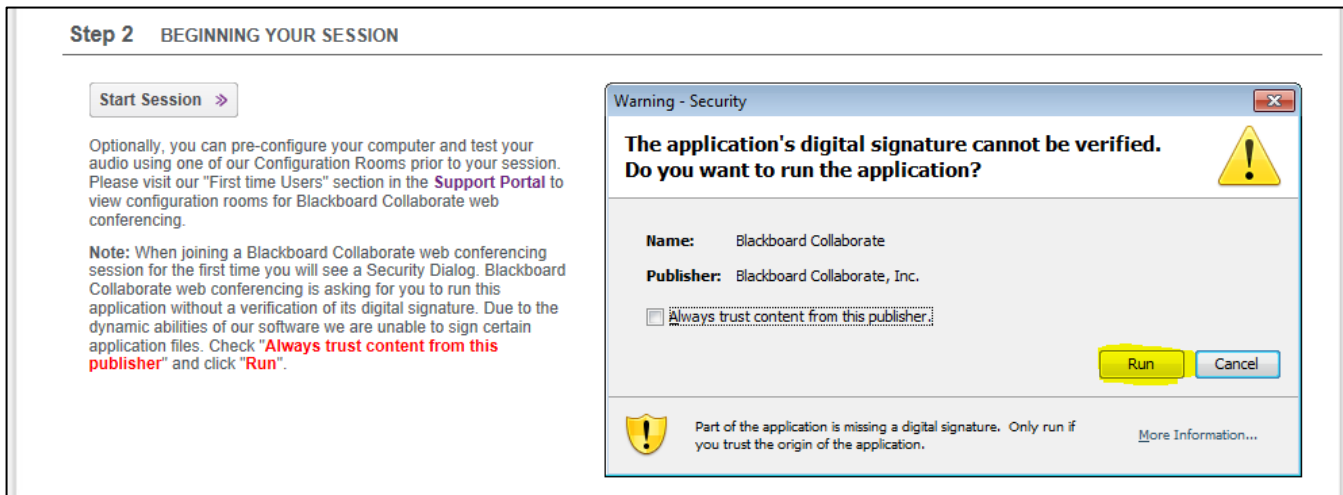**1.4 Download, SAVE and RUN java-installer-windows.exe file**

| | | | | |
|---|---|---|---|---|
| What do you want to do with java-installer-windows.exe (27.7 MB)?<br>From: elluminate.com | Save | Save as | Cancel | × |

| | | | | |
|---|---|---|---|---|
| java-installer-windows.exe finished downloading. | Run | Open folder | View downloads | × |

**1.5 Install the java file**



Java Setup - Welcome                                        ×

**Welcome to Java**

Java provides safe and secure access to the world of amazing Java content. From business solutions to helpful utilities and entertainment, Java makes your internet experience come to life.

Note: No personal information is gathered as part of our install process. Click here for more information on what we do collect.

Click Install to accept the license agreement and install Java now.

☐ Change destination folder          Cancel     Install >

# STEP 2: RUN Blackboard Collaborate™:

**2.1 Start session via Firefox or Internet Explorer**

**Please check "always trust content from this publisher" and click "RUN"**



**2.2 Enter your first name and LAST NAME, and the name of your unit/delegation. Then click on "Log In"**



Please remember to <u>add both your full name and your delegation or unit</u>, as this is the only name anyone will see during the session. **If your full name and delegation/unit are not present, you will not be recognisable in the system.**
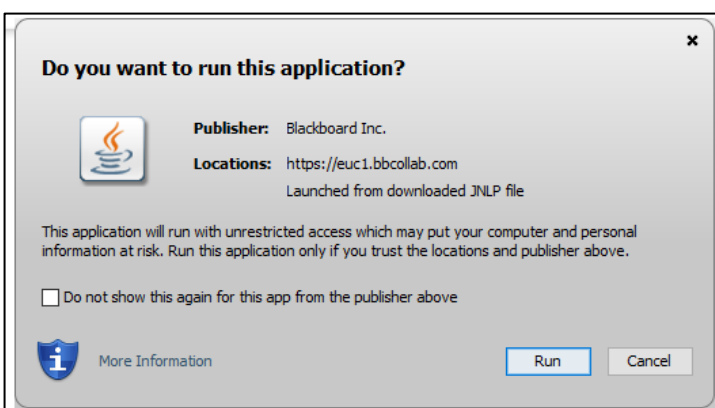
**2.3 Blackboard Collaborate™ is launched by opening <u>Java™ Web Start Launcher</u> (default). Choose "Open with" and click on "OK" to download and run the meeting.jnlp file:**
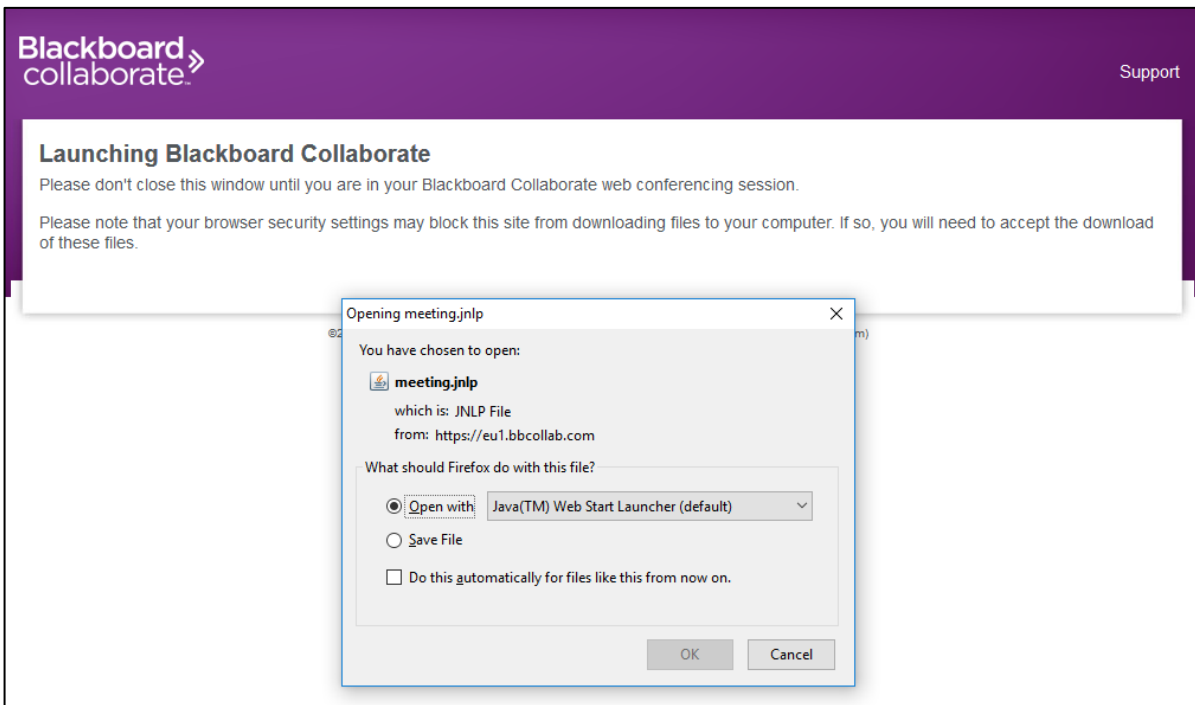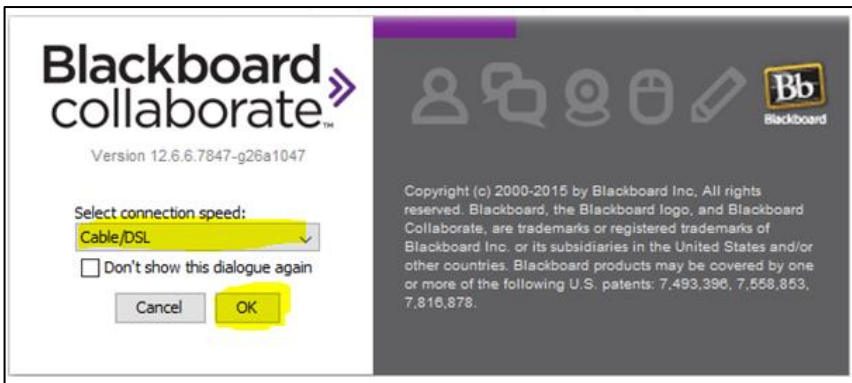


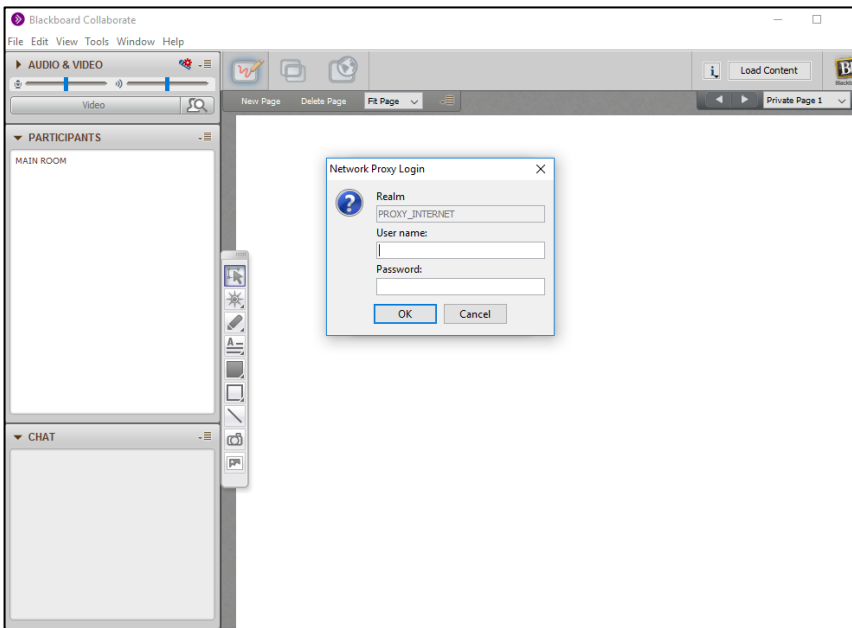**2.4 Enter your internet credentials again in the Java prompt**



**2.5 Do you want to run this application? Click on <u>RUN</u> and "Accept" the conditions of use of Blackboard Collaborate**

**2.6 Choose connection speed => Cable/DSL and click "OK"**



**2.7 Add your internet credentials one last time**



**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.

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## Windows 10 

Before you start please make sure you have the required software installed (in this case **Mozilla Firefox [V5] [Java 8.162]**).
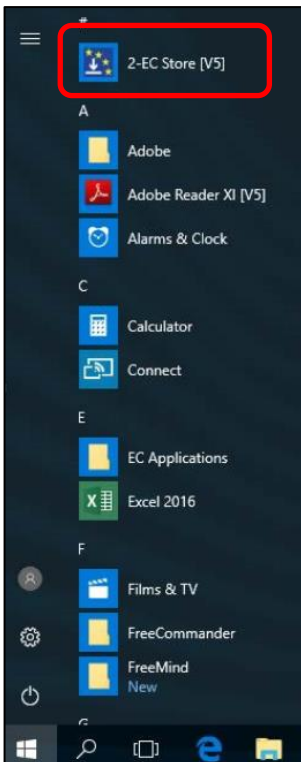
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### Important!

**Mozilla Firefox [V5] [Java 8.162]** is <u>the only supported browser version</u> for Blackboard Collaborate under Windows 10 in the EC internal network.

Please do not use any other browser, or even other versions of Firefox, as they are not guaranteed to work.
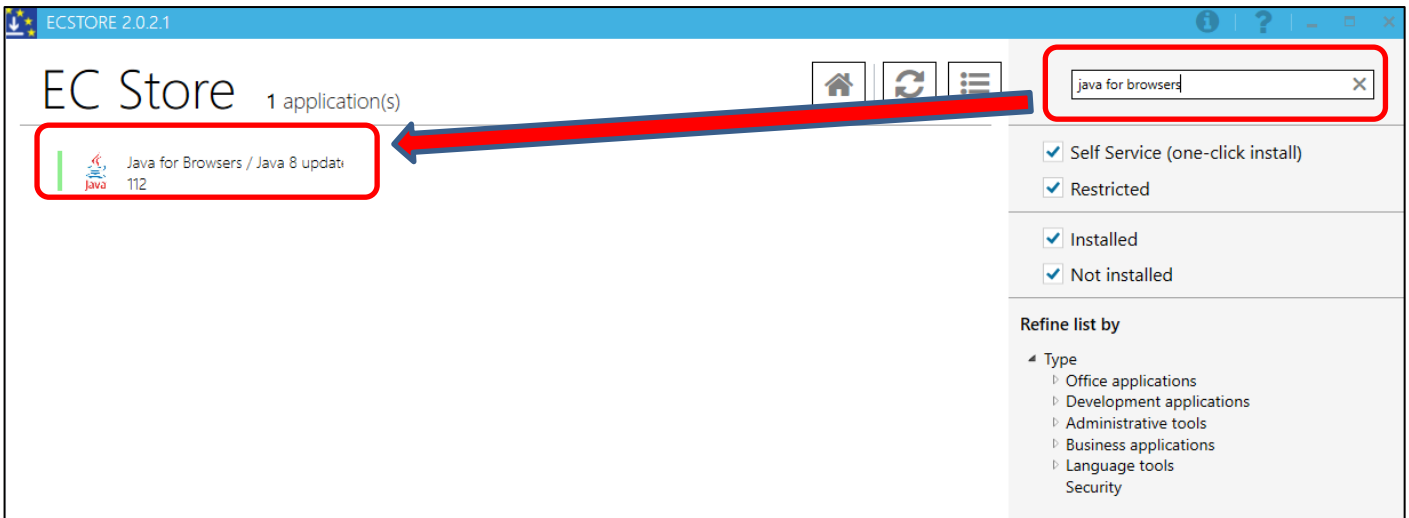
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1)    If **Mozilla Firefox [V5] [Java 8.162]** is <u>not</u> installed, please go to **STEP 1** (below)

2)    If **Mozilla Firefox [V5] [Java 8.162]** is installed, please go to **STEP 2** (page **13**)

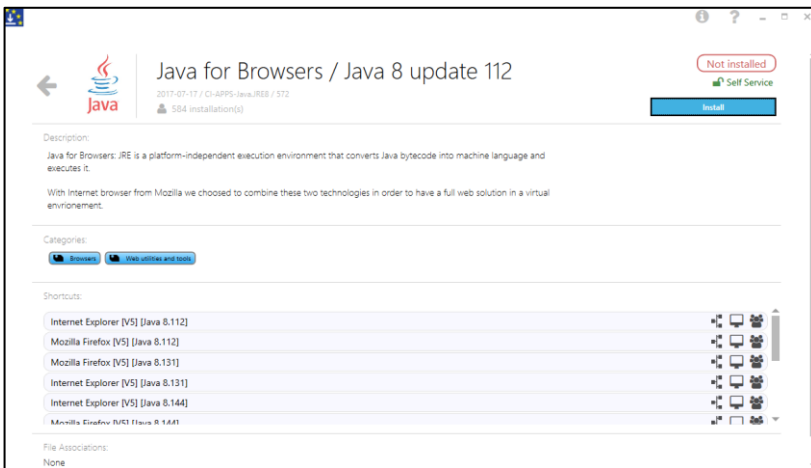## STEP 1 – Installing Mozilla Firefox [V5] [Java 8.162]

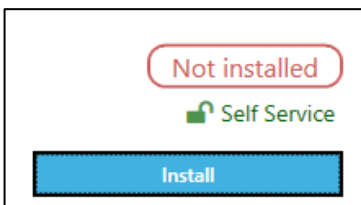**1.1 Open the EC Store from the start Menu**

**1.2 Search for "Java for Browsers"**



**1.3 The package "Java for Browsers/ Java 8 Update 112" shows up in the list. Click on the "Java for Browsers/ Java 8 Update 112":**



**1.4 Click on the "Install" button**
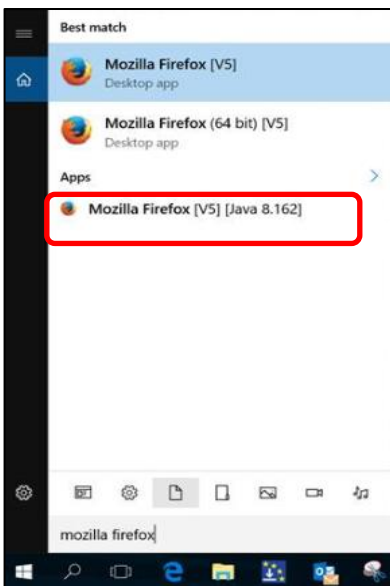


**1.5 Logoff/logon from your Windows session**

## STEP 2: RUN Blackboard Collaborate™:

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**Important!**

**Mozilla Firefox [V5] [Java 8.162]** is <u>the only supported browser version</u> for Blackboard Collaborate under Windows 10.

Please do not use any other browser, or even other versions of Firefox, as they are not guaranteed to work.
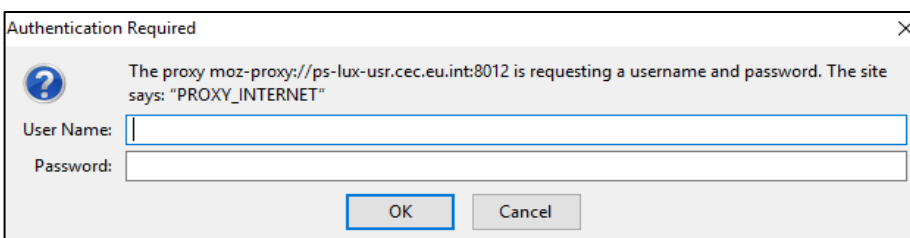
---

**2.1 Open Mozilla Firefox [V5] [8.162]**



**2.2 Copy/paste the session link in the address bar**

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

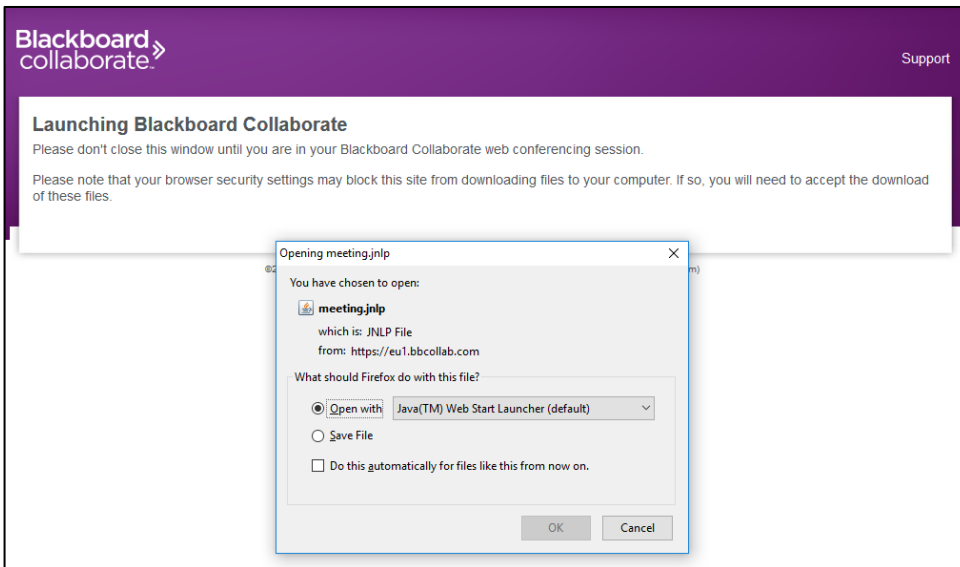**2.3 Add your internet credentials in the "proxy internet" prompt**



**2.4 Enter your first name and LAST NAME, and the name of your unit/delegation. Then click on "Log In"**
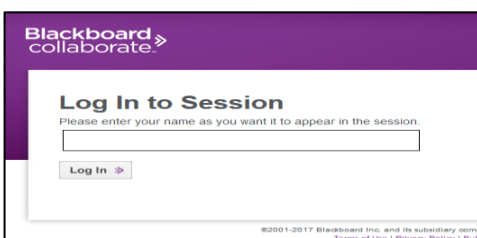
Please remember to add both your full name and your delegation or unit, as this is the only name anyone will see during the session.  **<span style="color:red">If your full name and delegation/unit are not present, you will not be recognisable in the system.</span>**
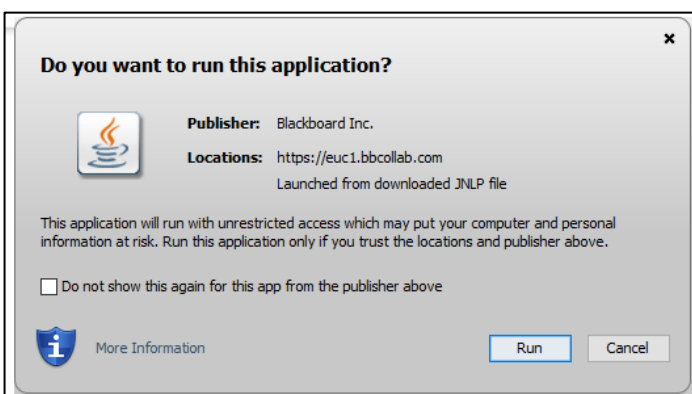
**2.5 Blackboard Collaborate™ is launched by opening <u>Java™ Web Start Launcher</u> (default). Choose "Open with" and click on "OK" to download and run the meeting.jnlp file:**



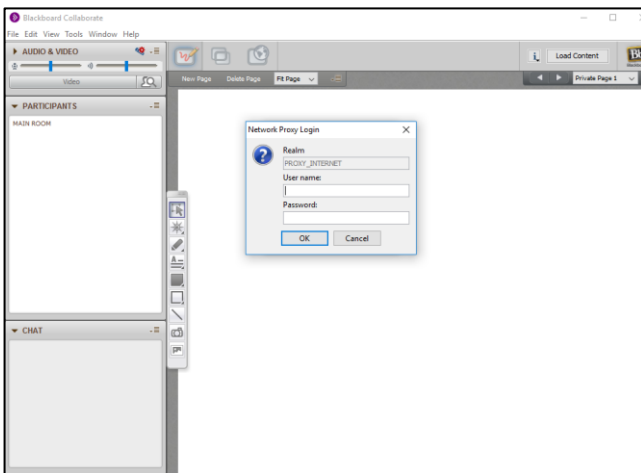**2.6 Enter your internet credentials again in the Java prompt**



**2.7 Do you want to run this application? Click on "RUN"and "Accept" the conditions of use of Blackboard Collaborate**

**2.8 Choose connection speed => Cable/DSL and click "OK"**



**2.9 Add your internet credentials one last time**



**2.10 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.