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 <u>this link</u>. 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

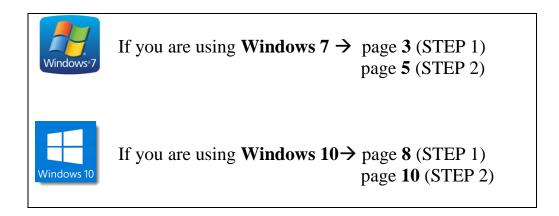
How to connect to the Blackboard CollaborateTM session

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.





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

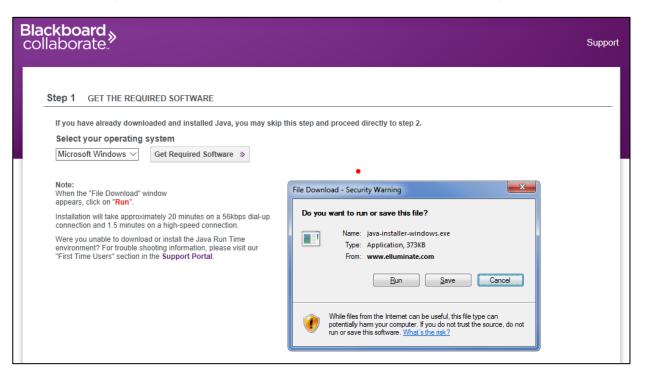
1.1 Use Mozilla Firefox or Internet Explorer to open the session link:

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

Authentication	Required	\times
?	The proxy moz-proxy://ps-lux-usr.cec.eu.int:8012 is requesting a username and password. The site says: "PROXY_INTERNET"	
User Name:		
Password:		
	OK Cancel	

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)? 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	×
👙 Java [.]	ORACLE
Welcome to Java	
Java provides safe and secure access to the world From business solutions to helpful utilities and ent your internet experience come	ertainment, Java makes
Note: No personal information is gathered as pa Click here for more information on what	
Click Install to accept the license agreement	and install Java now.
Change destination folder	Cancel Install >

STEP 2: RUN Blackboard CollaborateTM:

2.1 Start session via Firefox or Internet Explorer

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

Start Session »	Warning - Security
Optionally, you can pre-configure your computer and test your audio using one of our Configuration Rooms prior to your session. Please visit our "First time Users" section in the Support Portal to view configuration rooms for Blackboard Collaborate web	The application's digital signature cannot be verified. Do you want to run the application?
conferencing. Note: When joining a Blackboard Collaborate web conferencing session for the first time you will see a Security Dialog. Blackboard Collaborate web conferencing is asking for you to run this application without a verification of its digital signature. Due to the dynamic abilities of our software we are unable to sign certain application files. Check "Always trust content from this publisher" and click "Run".	Name: Blackboard Collaborate Publisher: Blackboard Collaborate, Inc. Always trust content from this publisher. Run Cancel
	Part of the application is missing a digital signature. Only run if you trust the origin of the application.

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

Blackboard collaborate.	Support
Log In to Session Please enter your name as you want it to appear in the session. Log In ≫	
Terms of Use Privacy Policy Rules of Conduct Coc	

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. <u>If your full name and delegation/unit are not present, you will not be recognisable in the system.</u>

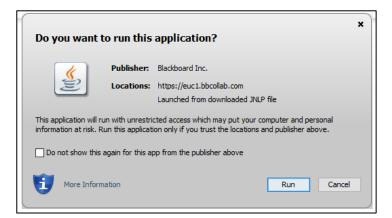
2.3 Blackboard Collaborate[™] is launched by opening <u>Java[™] Web Start Launcher</u> (default). Choose "Open with" and click on "OK" to download and run the meeting.jnlp file:

Blackboard collaborate.		Support
· · · ·	Ilaborate are in your Blackboard Collaborate web conferencing session. settings may block this site from downloading files to your computer. If so, you will need to acc	ept the download
C	Opening meeting,jnlp × You have chosen to open: meeting,jnlp which is: JNLP File from: https://eul.bbcollab.com What should Firefox do with this file? • • Open with Java(TM) Web Start Launcher (default) • Save File • • Do this <u>a</u> utomatically for files like this from now on. • • OK Cancel	

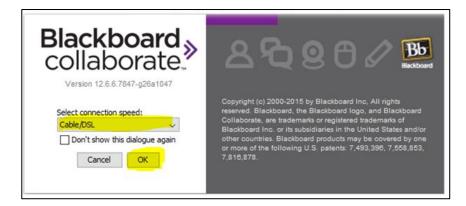
2.4 Enter your internet credentials again in the Java prompt

Authentication Required
🖉 Java
Enter login details to access PROXY_INTERNET on ps-bxl-usr.cec.eu.int/147.67.138.13:
User name:
Password:
Save this password in your password list
WARNING: Basic authentication scheme will effectively transmit your credentials in clear text. Do you really want to do this?
OK Cancel
Authentication scheme: Basic

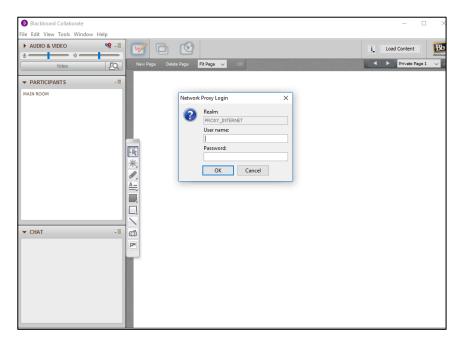
2.5 Do you want to run this application? Click on <u>RUN</u> and "Accept" the conditions of use of Blackboard Collaborate



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 <u>EuropeAid-OPSYS-USER-SUPPORT-COMMUNICATION@ec.europa.eu</u>.



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

Important!

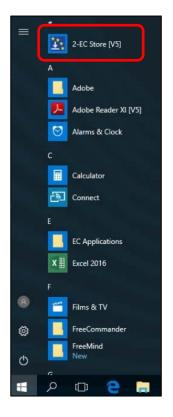
Mozilla Firefox [V5] [Java 8.162] is <u>the only supported browser version</u> for Blackboard Collaborate under Windows 10 in the EC internal network.

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

- 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"

ECSTORE 2.0.2.1	③ ? _ □ ×
EC Store 1 application(s)	java for browsers
4 Java for Browsers / Java 8 updata	 Self Service (one-click install) Restricted
	InstalledNot installed
	Refine list by Type Office applications Development applications Administrative tools Business applications Language tools Security

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":

← ≝ Java	Java for Browsers / Java 8 update 112 2011-01-11 / OLAPS-tana.IRE8 / 372 \$ 504 installation(s)	Not installed
Description:		
Java for Browsers: JR executes it.	E is a platform-independent execution environment that converts Java bytecode into machine language and	
With Internet brows envrionement.	r from Mozilla we choosed to combine these two technologies in order to have a full web solution in a virtual	
Categories:		
Browsers	Web utilities and tools	
Shortcuts:		
Internet Explorer [/5] [Java 8.112]	네 무 쓸
Mozilla Firefox [V5] [Java 8.112]	네 🖵 쓸
Mozilla Firefox [V5] [Java 8.131]	- : 🖵 쑬
Internet Explorer [/5] [Java 8.131]	- (무 쑴
Internet Explorer [/5] [Java 8.144]	네 무 쑴

1.4 Click on the "Install" button



1.5 Logoff/logon from your Windows session

STEP 2: RUN Blackboard CollaborateTM:

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]

	Best m	atch					
ଜ	۲	Mozilla Desktop		x [V5]			
	•	Mozilla Desktop		x (64 b	it) [V5]		
	Apps						>
	🗶 M	ozilla F	irefox [V5] [Ja	va 8.16	2]	ר
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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

Authentication	Required	×
?	The proxy moz-proxy://ps-lux-usr.cec.eu.int:8012 is requesting a username and password. The site says: "PROXY_INTERNET"	
User Name:		
Password:		
	OK Cancel	

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

Log In to Session Please enter your name as you want it to appear in the session.	BI	lackboard ollaborate	
Log In »		0	

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. <u>If your full name and delegation/unit are not present, you will not be recognisable in the system.</u>

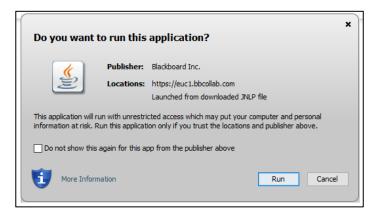
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Blackboard collaborate.		Support		
Launching Blackboard Collaborate Please don't close this window until you are in your Blackboard Collaborate web conferencing session. Please note that your browser security settings may block this site from downloading files to your computer. If so, you will need to accept the download of these files.				
e	Opening meeting.jnlp You have chosen to open: meeting.jnlp which is: JNLP File from: https://eu1.bbcollab.com What should Firefox do with this file? Define Qpen with Java(TM) Web Start Launcher (default) Save File Do this gutomatically for files like this from now on. OK Ca	× m)		

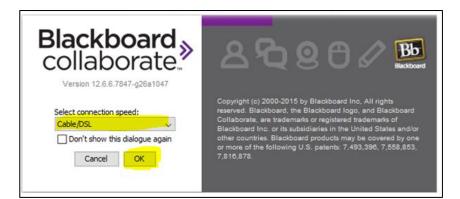
2.6 Enter your internet credentials again in the Java prompt

Authentication Required X				
Java Bava				
Enter login details to access PROXY_INTERNET on ps-lux-usr.cec.eu.int/147.67.117.13:				
User name:				
Password:				
Save this password in your password list				
WARNING: Basic authentication scheme will effectively transmit your credentials in clear text. Do you really want to do this?				
OK Cancel				
Authentication scheme: Basic				

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

Blackboard Collaborate			- 🗆 ×
File Edit View Tools Windo	ow Help		
AUDIO & VIDEO	* ·= W		i Load Content
Video	SQ. New Page	Delete Page V	Private Page 1 🗸
▼ PARTICIPANTS	- 2		
MAIN ROOM		Network Provy Login X Realm Realm Vier name User name Passnoret OK Cancel	
✓ CHAT	-= CD		

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