

# Blackboard Collaborate (formerly Elluminate)

## Equipment Requirements

- Recommended: Headset with a built in microphone (noise cancelling capability)
- Computer with an Internet connection

**Computer Setup** (Complete these **well before** your scheduled session and do it from the computer you will be using for the actual session)

1. Go to the [First Users Page](#), once there Elluminate will automatically check your software setup.
2. Join the [Configuration Room](#). Joining this room will allow you to test your connection and configure your audio.

When entering an Elluminate room, you will be asked to open/download/run small files. If you do not receive this prompt and cannot get Elluminate to run, then check the security settings on your browser.

## Participant Training

If you are relatively new to Elluminate, we suggest that you view the 6-minute [Recorded Introduction for Participants](#).

## Recommendations

- Log in 15 minutes BEFORE the start time to make sure you can get in and test your audio setup.
- At the beginning of every Elluminate meeting, go to **Tools**, select **Audio**, click on **Audio Wizard**, and follow the prompts.

For more information on how to use Elluminate please visit the [Elluminate website](#).

## Need Help?

Elluminate provides user and technical support for participants and moderators. Before contacting them be sure that you have followed and completed the steps in the set-up information above.

1. Check the Knowledge Base:  
<http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336>
2. Start a Live chat: <http://www.presidiumlearning.net/BlackboardCollaborateLivePerson/>
3. Call them: North America, Toll Free: +1 (877) 382-2293