

What is Collaborate?

Blackboard Collaborate, a synchronous learning management tool that makes possible, real time, interactive activities through the Courses and Organizations environments. It can be used to help facilitate face-to-face interactions between students and faculty as well as between students. Common uses include online office hours, virtual presentations and collaboration spaces that can be used by students.

Getting Started with Collaborate

Recommended Equipment and Specifications:

1. Microphone/headset combination (USB recommended)
2. Computer that meets the technical requirements

PC/Windows and Java :

- Windows XP (32 bit with 32 bit JVM)
- Windows Vista (32 bit with 32 bit JVM)
- Windows Vista (64 bit with 64 bit JVM)
- Windows 7 (32 bit with 32 bit JVM)
- Windows 7 (64 bit with 64 bit JVM)
- Pentium III 1 GHz processor
- Supported Client Java Versions (Please Note - Blackboard Collaborate Support recommends that you use Java 1.6.0_13 or higher for the best experience!)
 - 1.5
 - 1.6 (32 and 64bit)
 - 32bit JVM's with 32bit Operating System
 - 64bit JVM's with 64bit Operating System
 - Java Access Bridge 2.0.1 (Using Jaws)

Supported browsers for Windows

- IE 7
- IE 8
- IE 9
- Firefox 3.6+
- Google Chrome 3.0.15

MAC and Java:

- OS X 10.5 (32 bit with 32 bit JVM)
- OS X 10.5 (64bit with 64bit JVM)
- OS X 10.6 (64 bit with 32 bit JVM)
- OS X 10.6 (64 bit with 64 bit JVM)
- G4, G5 or Intel processor
- Supported Client Java Versions
 - Apple Java 1.5.0_16 (J2SE5 - 32 bit)
 - Apple Java 1.6.0_07 (J2SE6 - 64 bit)

Supported browsers for Mac

- Safari 4.x
 - Firefox 3.6+
3. To test your computer configuration, do the following before the first session.
 - Download the latest Java Software from: <http://www.java.com>
 - Go to <http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336&task=knowledge&questionID=1473>
 - In the “First Time Users” section, click “Blackboard Collaborate webconferencing”
 - Join the Configuration Room
 - Run the Audio Setup Wizard by clicking “Tools” > “Audio” > “Audio Setup Wizard”
 - For technical support call 703-993-8870
- Note: You may skip all the steps above after the first time, except. It is recommended to run the Auto Setup wizard before each session.

How to Access Your Collaborate Session

1. Log in to mymason.gmu.edu with your Mason NetID and password
2. Select the Courses Tab
3. Choose the course you are taking that uses Collaborate
4. The Instructor may put the link anywhere within a course; but it should always be available from the Tools menu item, under Blackboard Collaborate. Click on the Collaborate image to be redirected to your Collaborate



Lecture 1 ▾

Suggested

5. Review the [Quick Reference Guide](#) for tools you may have access to within your session

Helpful Hints and Tips

- Make sure your headset is plugged in before you start the Collaborate session or it might not be detected
- Collaborate takes time to load so make sure you log in ten to fifteen minutes before your session begins
- Take some time to explore the Collaborate program to get familiar with the tools
- Once you start Collaborate, be patient or you will open two sessions at once
- Should you lose connection with Collaborate, try logging out and then log back in
- Use the Quick Reference Guide

[Blackboard Collaborate Support](#)