

Mentor Room Login Instructions

The link for your session is:

<https://ca-sas.bbcollab.com/m.jnlp?password=M.A6C85D0EDCE848A47196E0082C2EED&sid=2012324>



If you haven't used wbsLive before, we suggest that you go to this website for instructions on how to use wbsLive. You will also find guides about using mobile devices:

<http://go.warwick.ac.uk/wbslive/>

Before the session:

Location: ensure you are somewhere quiet and free from distractions and potential interruptions (phone, colleagues etc.)

Equipment: you will need a headset (headphones and microphone) to listen and talk in the session. Don't use built in microphones or speakers (built into laptops or webcams) – this can create echoing, feedback and can spoil the session for others.

Testing your connection: you can easily test your systems compatibility with Blackboard Collaborate by following this link: <http://tinyurl.com/collchecker>

Some operating systems (especially on a MAC) may appear in the checker as unsupported, this shouldn't prevent Blackboard Collaborate from working, but in some cases might cause functionality issues. It is very important that you have a supported version of Java installed. We recommend you use either Internet Explorer or Firefox on a PC and Safari or Firefox on a MAC.

They also provide a Configuration Room that you can use to test your connection, settings, and run the Audio Setup Wizard. Remember this is not the room that the session will take place and we use version 12 of Blackboard Collaborate.



You can connect to a session using an Apple mobile device, a free App is available from the iTunes Store.

Blackboard Collaborate: guide for participants

Please see the additional guide on using mobile devices, please note there are some restrictions to connecting via a mobile device.

Arriving at the session:

Join the session: use this link below:

<https://ca-sas.bbcollab.com/m.jnlp?password=M.A6C85D0EDCE848A47196E0082C2EED&sid=2012324>

and sign in at least 15 minutes early to check your connection and equipment works.

Sign in: using your full name, e.g. Mary Harrington

Connection speed: select the correct internet connection speed for your session, this affects the quality of the session. We recommend-the Cable/DSL option, but you may need to lower this is if necessary.

You can amend this within a session at: *Edit>Preferences>Session>Connection*

Configure your headphones and microphone:

Tools>Audio>Audio Setup Wizard

Connection issues: check that you have the latest version of Java installed: <http://tinyurl.com/collchecker> alternatively try lowering you connection speed

Microphone/Audio problems: Check connections & go through the Audio Setup Wizard: *Tools>Audio>Audio Setup Wizard*

If you experience any problems please contact a member of the team by email at TLSupport@wbs.ac.uk