

## Joining a wbsLive session

### Your browser

The live sessions will work in any browser – Blackboard recommend Chrome.

### Internet connection

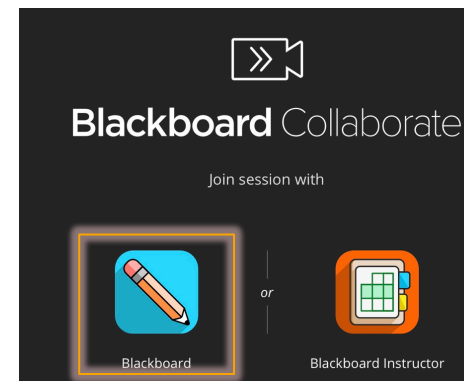
To ensure you have a good experience Blackboard recommend using a wired internet connection or stable Wi-Fi.

### Device set-up

We recommend using headphones for the best audio connection.

If you are connecting from a portable device, such as a phone or tablet, you will need to download the '**Blackboard**' app. When you open the link from the specific device you will be directed to the app for download. Once the app is installed click on the link again to access the session.

Please allow sufficient time for this before your session.



When accessing the link you will be prompted for your name, please enter your full name in the format 'FirstName LastName'

# The Interface

## Browser view

The screenshot displays a Zoom meeting interface in browser view. The central focus is a blue slide with the Warwick Business School (WBS) logo and the text "For the Change Makers".

**Interactive tools:** Located in the top-left corner, this toolbar includes icons for a hand cursor, a lasso select tool, an eraser, a rectangle tool, and a text tool. An orange arrow points to this toolbar with the label "Interactive tools".

**Status and feedback:** Located at the bottom center, this toolbar includes icons for a profile card, a mute icon, a video icon, and a hand-raising icon. An orange arrow points to this toolbar with the label "Status and feedback".

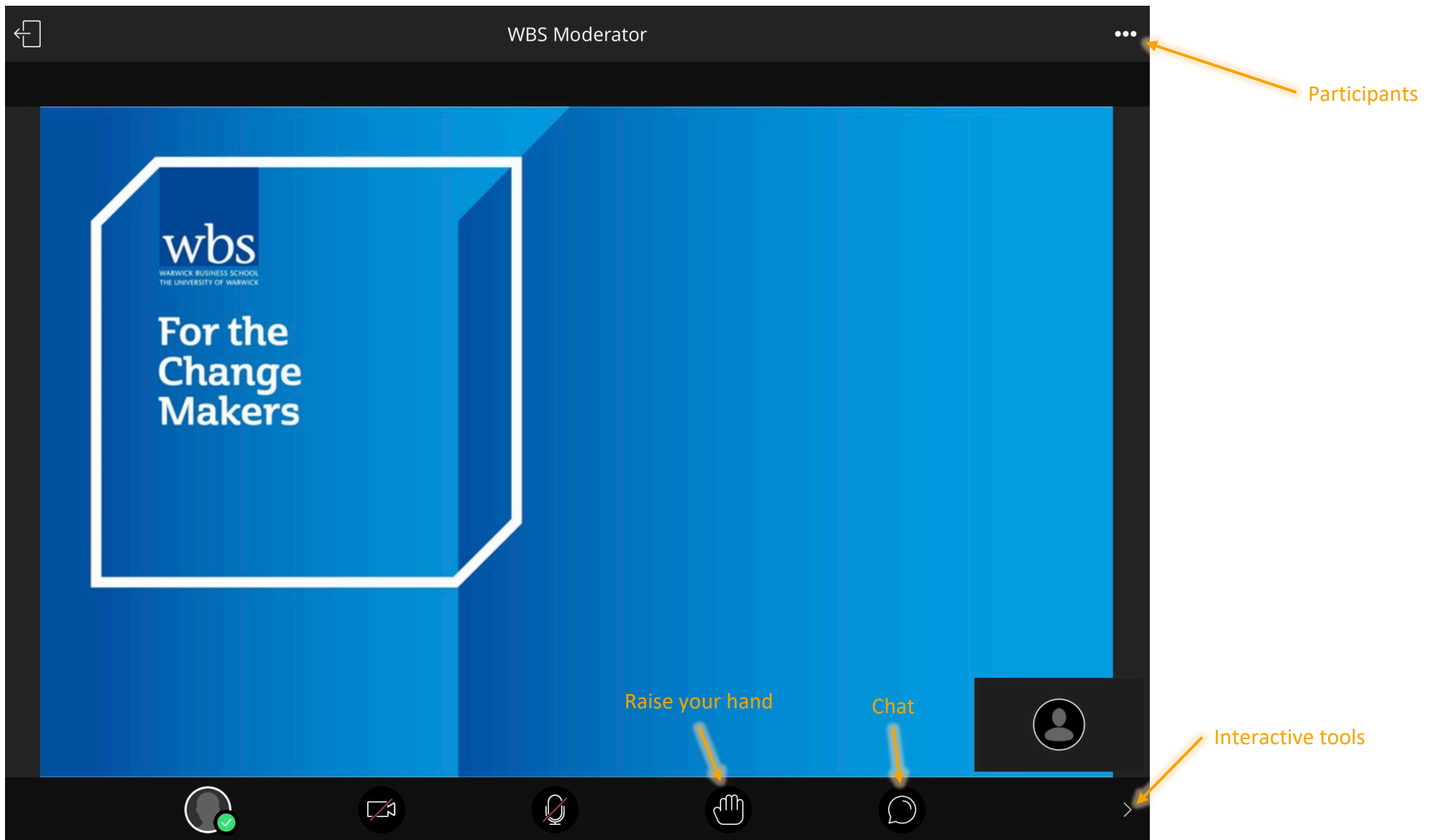
**Raise your hand:** Located at the bottom center, this toolbar includes a hand-raising icon. An orange arrow points to this toolbar with the label "Raise your hand".

**Chat:** Located in the bottom-right corner, this panel includes a text input field with the placeholder "Say something...", a list of participants, and a settings gear icon. An orange arrow points to the chat input field with the label "Chat".

**Participants:** Located in the top-right corner, this panel shows a list of participants, including "John" with the message "Hi all!". An orange arrow points to the participants list with the label "Participants".

**Settings:** Located in the bottom-right corner, this panel includes a settings gear icon. An orange arrow points to the settings icon with the label "Settings".

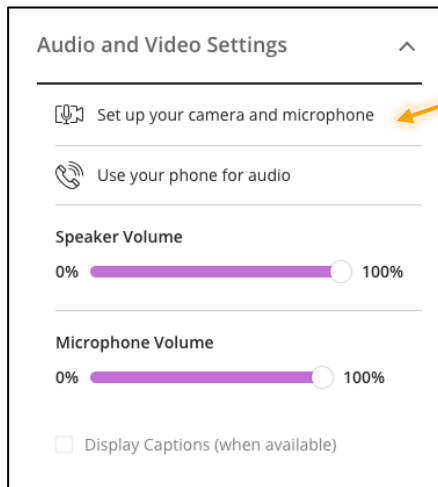
App view



# Troubleshooting

## Audio and video

If you're taking part in an interactive session and you are asked to use your camera and microphone, first set these up from the Settings menu.



Run the camera and mic wizard to choose the appropriate ones – Blackboard will pick up your device default ones automatically but in some situations they might not be the right ones – e.g. if you're using a headset