

## Joining an Elluminate Live Session:

**\*\*\*It is strongly recommended you login and test out how Elluminate works on your computer well before the session.\*\*\***

If you have any trouble connecting, contact:

Shauna Stanyer at (250)-960-6754 or [sketsa@unbc.ca](mailto:sketsa@unbc.ca)

or Grant Potter, (250)-960-5188 or [gpotter@unbc.ca](mailto:gpotter@unbc.ca) to arrange a troubleshooting appointment.

### Instructions to join Elluminate Live sessions:

1. Make sure you have computer speakers plugged in (and turned on) to your computer, or have a usb headset plugged in prior to starting up Elluminate.
2. Click on the URL/web address link provided for the session to join the meeting:

#### NRESI Colloquium Series Elluminate Room

[http://elm.elluminate.com:80/HOSTEDUNBC/join\\_meeting.html?meetingId=1247973097103](http://elm.elluminate.com:80/HOSTEDUNBC/join_meeting.html?meetingId=1247973097103)

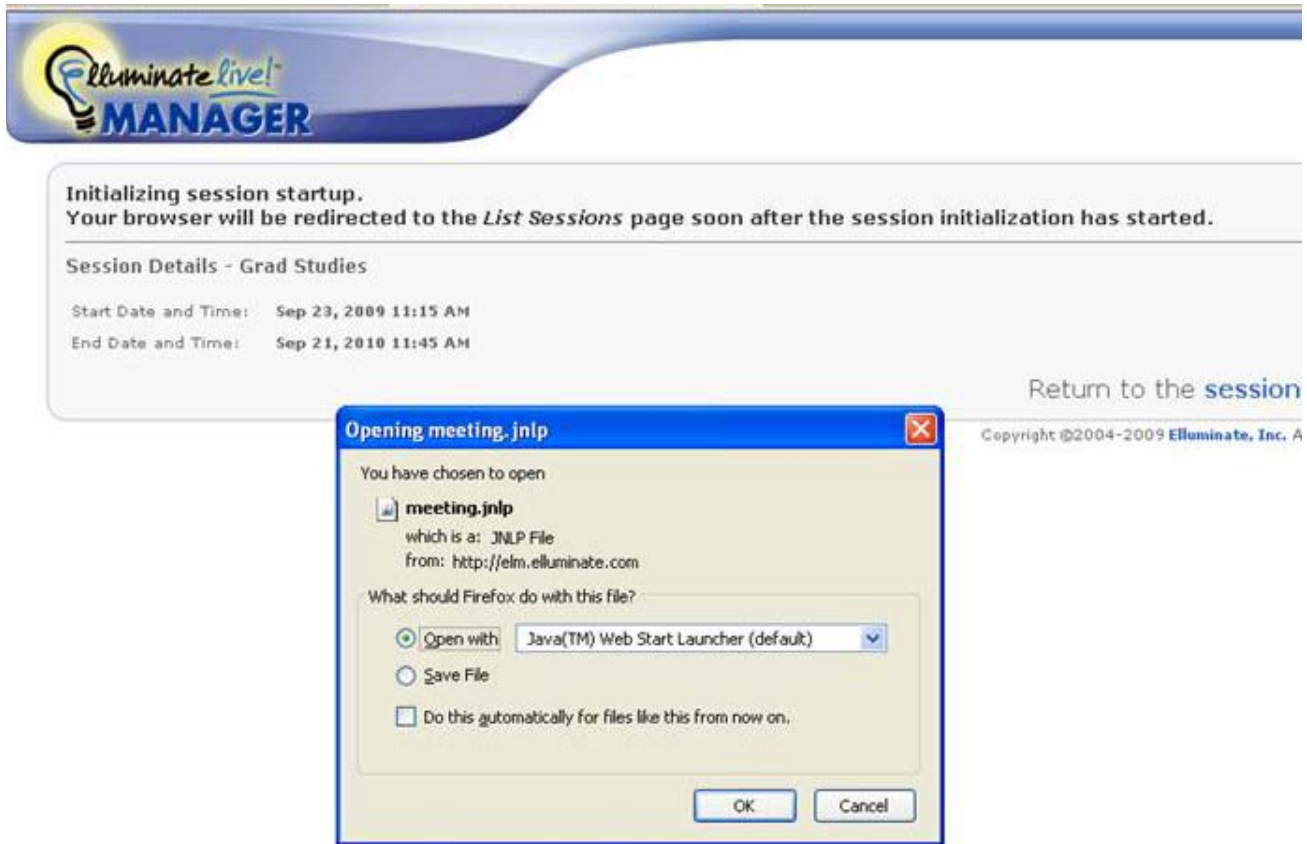
3. Enter your **E-mail address** in the first box and your **Full Name** in the second box (no password needed)

The screenshot shows the 'Join Session' interface of the Elluminate Live! Manager. At the top left is the logo 'Elluminate Live! MANAGER' with a lightbulb icon. Below the logo is a 'Join Session' heading and a note: 'Note: An (\*) indicates required field'. The form is divided into three sections:

- 1 Session Details:** Name: NRESI Colloquium Series; Date & Time: Sep 22, 2009 11:45 AM - Sep 20, 2010 12:15 PM.
- 2 User Authentication:** 'Log in as' section with radio buttons for 'Elluminate Live! Manager User' and 'Guest' (selected). Below are two text input fields: '\* Email Address:' with 'sketsa@unbc.ca' and '\* Display Name:' with 'Shauna Stanyer'.
- 3 Join Session:** A section with the instruction 'Click Log In to join the session. Click Cancel to quit.' and two buttons: 'Log In' and 'Cancel'.

At the bottom of the form, it says 'Copyright ©2004-2009 Elluminate, Inc. All Rights Reserved.' The browser's status bar at the bottom shows 'Done, but with errors on page.' and 'Internet'.

4. Click “**Log In**” at the bottom right-hand corner
5. A small window will open asking you to Open or Save the meeting.jnlp file. Select “**Open**” and then Click “**OK**”.



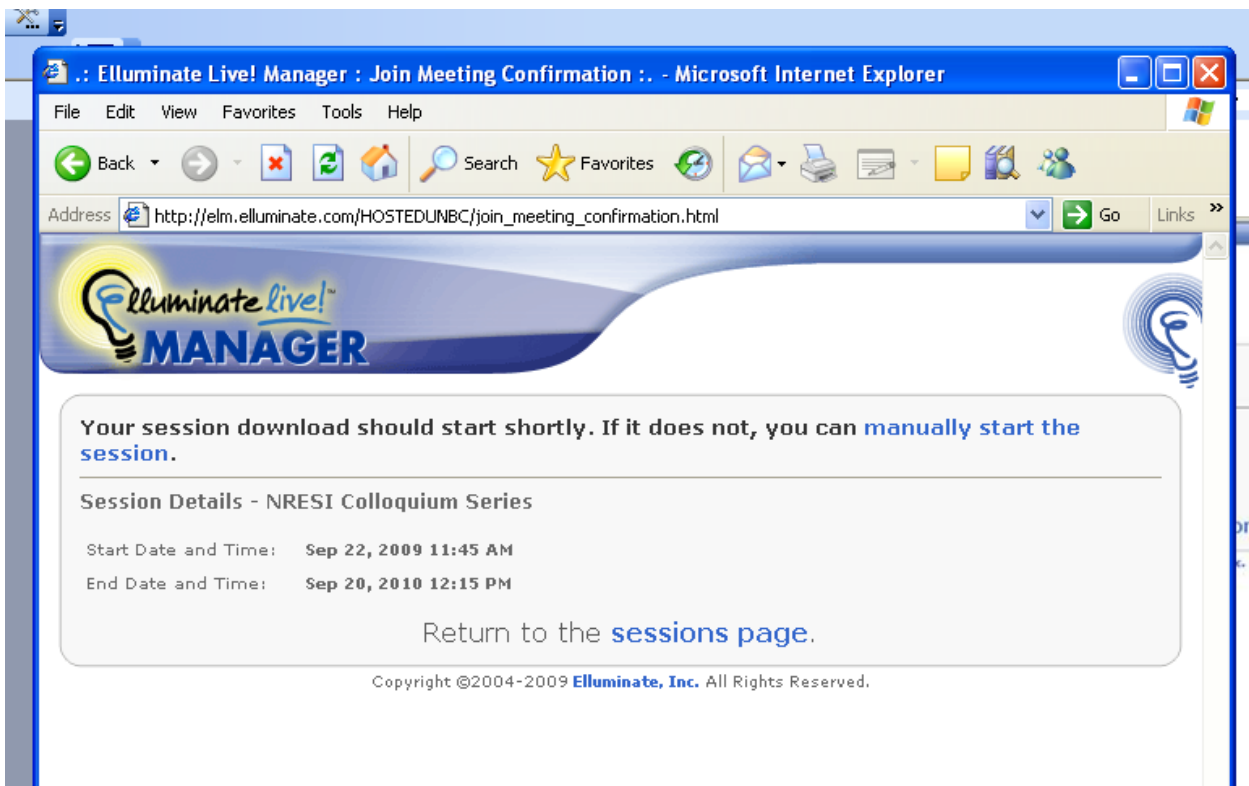
6. Elluminate will start loading. This may take a minute or two. There may be a pop-up asking if you trust this application, click “Yes” or “Trust”
7. Follow the prompts that ask what your internet speed is (Cable/DSL or Dial-up) If you are tuning in from the University, choose Cable/DSL.
8. Setup Audio: Go to **Tools > Audio > Audio Output Device** and choose your computer speakers or headset brand from the list. Click Ok.

# FAQ's:

**Question:** Nothing happens after I click Login and see the screen shown below. What do I do?

**Answer:**

1. Make sure pop-ups are not blocked by Internet Explorer. Go to **Tools > Pop-Up Blocker > Turn Off Pop-Up Blocker**
2. Click on the **“Manually Start the Session”** link.
3. If you are using Internet Explorer, there may be a yellow bar just underneath the address bar that says *“To protect your security, Internet Explorer blocked this site from downloading files to your computer”*. **Click on the yellow bar** and select **“Download File”**. **Continue from Step 5 in the Instructions above.**

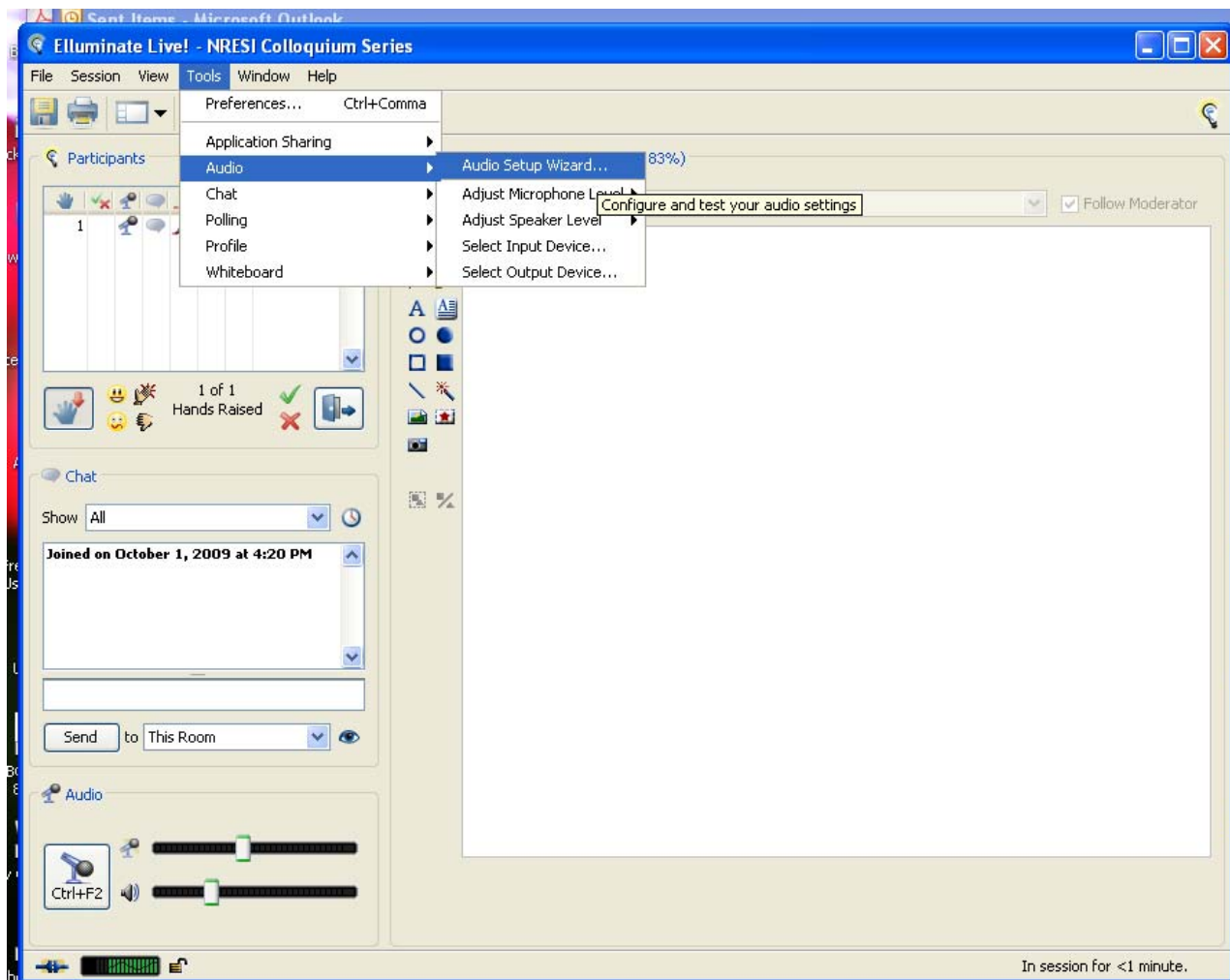


**Question:** I can't hear anything from the presentation and I am sure it has started.

**Answer:**

1. Make sure your computer speakers are plugged into the right jack and turned on and the volume is turned up.
2. **Do the Audio Setup Wizard:**

Once you are in the Elluminate Room, go to **Tools > Audio > Audio Setup Wizard** and follow the instructions. They will test to make sure you will be able to hear the audio from the webcast.



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