

Known Issue: Blackboard Collaborate Mobile Web Conferencing Not Launching when Accessed Via the Blackboard app for students or the Blackboard Instructor app

Our current collaborate version on eCampus isn't supported in the Blackboard app for students or the Blackboard Instructor app. While we work with the vendor to find a solution, please use the following workaround as a temporary solution:

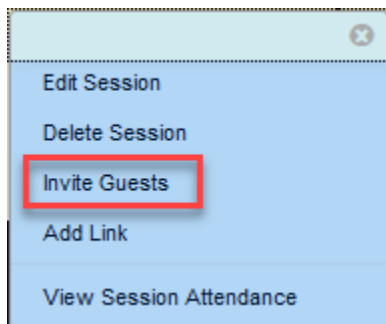
Create a Guest Link

1. Click on **Control Panel**
2. Click on **Course Tools**
3. Click on **Blackboard Collaborate**.

If you have scheduled a session:

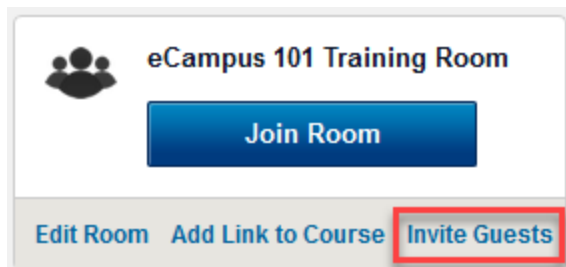
Hover over the title of the session and click on the action link item (circle) that appears to the right

Select "Invite Guests"



OR if accessing a link to the course room:

Click on the "Invite Guests" link



Post the Public URL in the course or invite the students to the session by adding an email

Invite Guests

Public URL: https://ecampus.wvu.edu/webapps/bb-collaborate-BBLEARN/launchSession/guest?uid=ed83454e-5c7a-4237-91c3-69ee87efb1dd&course_id=_2773_1

Add guests to invite:

Joining a Blackboard Collaborate Session with The Mobile App

Option 1

Open the Blackboard Collaborate link provided by the instructor in the mobile device web browser. Typically, the instructor will email the link or post it in a course.

Option 2

1. Open the Blackboard Collaborate App
2. Install the Blackboard Collaborate Mobile app on your mobile device.
3. Paste the session link web address in the Blackboard Collaborate Session URL field.

4. Type your name.
5. Select Join Session.
6. Please note that they must select NO from the first dialog box. Users will then select Join Room, followed by YES to Open Collaborate.