PLEASE BE PATIENT as the process Blackboard Collaborate may take a few minutes and it might appear as if nothing is happening on your screen, but it is.

1. Prior to joining an online room, set your Mozilla Firefox preferences to allow pop-ups from https://bolt.bloomu.edu. Follow the steps below:
   a. Open up Firefox
   b. Click on Firefox in the top left menu
   c. Click on ‘Preferences’
   d. Click on ‘Content’
   e. Click ‘Exceptions’ to the right of ‘Block pop-up windows’

DIRECTIONS CONTINUED ON NEXT PAGE
f. Type in https://bolt.bloomu.edu

g. Click ‘Allow’

h. The site should now appear in the box under Site

2. Log into BOLT
3. Go to Course and access Online Rooms
4. Click the ‘Join’ button to join the online room.
5. A new tab or window will open similar to the one below:
   a. Select ‘Open with’ (leave drop-down at default)
   b. Click ‘OK’

6. The process for Java to load may take several minutes, please be patient. Click Allow when the screen below appears:

7. Eventually you will see a screen similar to the one below:
8. The next screen you see should be the actual Blackboard Collaborate online room

IF YOU HAVE PROBLEMS LOADING Blackboard Collaborate using Firefox, see suggestions below:

1. Make sure your Pop-Up Blocker settings allow pop-ups from ‘bolt.bloomu.edu’

2. Be sure that you have the most updated version of Java
   a. Go to www.java.com/getjava to download latest version

3. Clear out internet browser history/cache, close browser and try again

4. If you still are unsuccessful, try a different internet browser.

5. Contact Blackboard Collaborate Support for assistance:
   a. 1 (877) 382-2293
   b. http://support.blackboardcollaborate.com
      i. NOTE: We are using Blackboard Collaborate web conferencing