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. Click the ‘Join’ button to join the online room
2. If nothing happens after you click the ‘Join’ button, please follow the steps below to change the Preferences in Safari to allow pop-up windows
   a. Click on Safari in the top left corner and select Preferences
   b. Click on ‘Security’ and remove the checkmark in front of ‘Block pop-up windows’

3. Click ‘Allow’ when you see the following pop-up box:
4. You will see a screen similar to the one below. If prompted to ‘Quit’ or ‘Accept’, choose ‘Accept’

5. The next screen you see should be the actual Blackboard Collaborate online room

IF YOU HAVE PROBLEMS LOADING Blackboard Collaborate using Safari, see next page:

1. Check your Security Preferences in Safari, be sure Java and Java Script are enabled and ‘Block pop-up windows’ is unchecked. See step 2 above.
2. Clear out internet browser history/cache, close browser and try again
   a. Go to https://discussions.apple.com/thread/4185389?start=0&tstart=0
3. If you still are unsuccessful, try a different internet browser.
4. 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