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 the online room, check to make sure that Mozilla Firefox is set to allow pop-ups from https://bolt.bloomu.edu. Follow the steps below to do this:
   a. Open up Firefox
   b. In the top left corner, click on ‘Firefox’
   c. Select ‘Options’
   d. Click on ‘Options’ (see below)
   
   ![Firefox options menu]
   
   e. Click on ‘Content’
   f. Click ‘Exceptions’ to the right of ‘Block pop-up windows’
g. Type in https://bolt.bloomu.edu
h. Click ‘Allow’

i. The site should now appear in the box under Site
j. Close out of the Options for Firefox

2. Log into BOLT

3. Click the ‘Join’ button to join the online room

4. A new tab or window will open similar to the one below:
   a. Select ‘Open with’ (leave drop-down at default)
   b. Click ‘OK’
5. The process for Java to load may take several minutes, please be patient. Your screen may look similar to the one below for quite a while:

6. Eventually you will see a screen similar to the one below:

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

IF YOU HAVE PROBLEMS LOADING Blackboard Collaborate using Firefox, see next page:
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](http://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](http://support.blackboardcollaborate.com)
      i. **NOTE:** We are using Blackboard Collaborate web conferencing