How to Get Blackboard Collaborate Up and Running in Mozilla Firefox

Some things to consider before you begin to setup Blackboard Collaborate:

These steps were created through the use of Firefox 32.0. If you have an older or newer version of Firefox then your experience may be slightly different but in general things should be the same.

Your experience may also be slightly different depending on your security settings and if you have any plug-ins already installed.

There will be different security prompts and maybe some pop-up blocker prompts as you go through this process. Since we trust D2L and Blackboard Collaborate, always choose the positive or affirmative action for each prompt. Since we trust D2L and Blackboard Collaborate it is okay to allow pop-ups from both of them.

You will need JAVA in order to open and run Blackboard Collaborate.

If this is not your first time entering a Blackboard Collaborate online room then you might not see as many prompts and pop-ups as the directions below show.

Follow the steps below in order to properly join and setup a room in Blackboard Collaborate:

1. Login to D2L and select the course you would like to use Blackboard Collaborate in

2. Go to the Communications Tab and select Online Rooms

3. Click on Join next to the Online Room you would like to use Blackboard Collaborate in
4. If the message “Firefox prevented this site from opening a pop-up window” comes up then click on Options. Then click on “Allow pop-ups for esu.desire2learn.com.” After you do this if nothing happens then click Join again.
5. Once you join the room a window like the one below should appear with an Open meeting.jnlp prompt. If you do not get to this window or the Open meeting.jnlp prompt does not appear then you most likely do not have Java installed on your computer. You can install Java by going to java.com and download the newest version of Java.
6. For the Opening meeting.jnlp prompt make sure Open with is selected and the dropdown menu says Java(TM) Web Start Launcher (default). Then click OK.

7. You will get a prompt saying “Do you want to run this application?” Click on Run
8. You will get a prompt from Blackboard Collaborate that is a general license agreement so click on Accept.

9. You will get another question from the Blackboard Collaborate prompt about connection speed. The majority of people will leave it on Cable/DSL. You may want to change Cable/DSL to something else if you are on a dial up modem. Select the appropriate connection in the dropdown menu if you are using dial up modem.
10. Once you have selected the appropriate connection or left it on Cable/DSL, check the box that states “Don’t show this dialog again” and then click on OK. Checking this box will reduce the amount of prompts for the next time you use Blackboard Collaborate.

11. Now you should be in your Blackboard Collaborate room. It may take a minute to connect to the host. The window below will pop up as you are connecting:
12. Once you are connected, the Blackboard Collaborate room should look like this:

13. A recording reminder prompt may appear when you first enter the room asking if you want to start recording. If you would like to start recording right away then click Start. If you would like to wait to record or you do not want to record at all click Close. You can also check the box next to “Don't remind me again” if you do not want to see this message again when you enter a Blackboard Collaborate room.