

BlackBoard Collaborate Mobile (formerly Elluminate Live!) is now functioning. It has been tested on an iPhone from Online Rooms in eLearning and the Session Management App in MyUWF.

First, users will need to download the app for their mobile device. Click on the relevant link in the picture below (AppStore, Google Play, Kindle Fire) to download the app. The ITS Help Desk will provide the same support we do for all mobile devices and products, "best effort". It is sometimes very difficult to assist with mobile issues due to the vast number of mobile devices in the market. We are also unable to remote into most mobile devices. ITS Help Desk fully supports the desktop version.



[Mobile Help](#) - This link will provide useful support tips and is also accessible from the mobile device by going to settings and Help.

\*\*\*You can click the link in your email or navigate to the Online Room in eLearning to join a session. You may also manually enter the link, but this method leaves significant room for error.

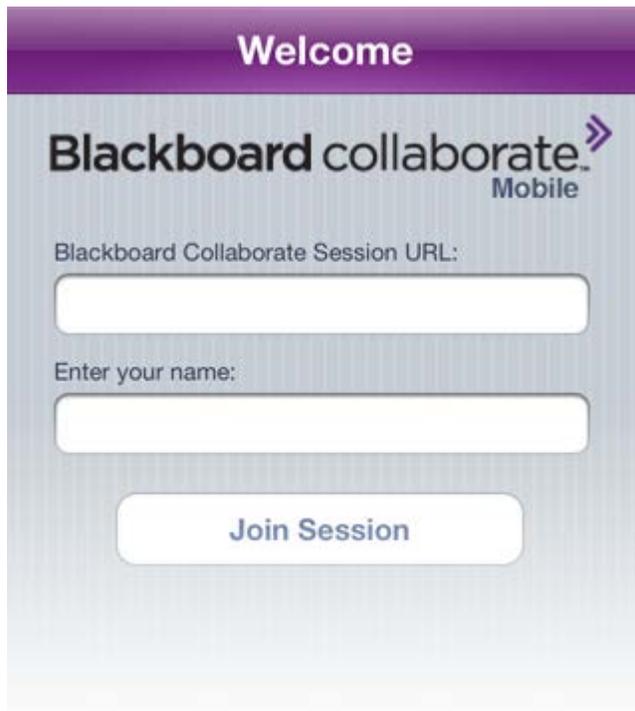
## Joining a Mobile Session

Download the Blackboard Collaborate mobile web conferencing app as you would any other app from the App Store. The app is free to download.

Once installed on your device, the application icon will appear as usual.



Tap the app to open the login screen:

The image shows a mobile application login screen for Blackboard Collaborate. At the top, there is a purple header with the word "Welcome" in white. Below the header, the Blackboard Collaborate logo is displayed, with "Blackboard collaborate" in a large, bold, black font and "Mobile" in a smaller font below it, accompanied by a blue double-right-pointing arrow icon. The screen features two text input fields: the first is labeled "Blackboard Collaborate Session URL:" and the second is labeled "Enter your name:". Below these fields is a rounded rectangular button with the text "Join Session" in blue.

The session organizer or moderator should have made a link or web address to the session available to you, possibly by email invitation or through a course administration system. Clicking a link to a mobile-enabled session in your device's browser or email program will automatically enter the appropriate information into the Blackboard Collaborate Session URL text box, but an unlinked web address will need to be copied and pasted into the box. If you are not currently logged in to your CMS, you will also need to type your name.

When you have entered the information, click **Join Session** to enter the room.