1. Go to support.blackboardcollaborate.com
2. Under the First Time Users area, click Blackboard Collaborate Web Conferencing

3. Test results for PC (your results may differ). Note the Web Conferencing Common Issues link and use it if necessary.
4. Test results for **Mac** (your results may differ). Note the **Web Conferencing Common Issues** link and use it if necessary.

5. Scroll down the page and click on **v12 Configuration Room**.
6. Follow the directions and note that you may need to **Allow** the process to run on a PC.
7. The **Blackboard Collaborate Launch Session** window appears. Click the **Open** button (PC).

8. The Java application is opening.

9. The **Blackboard Collaborate** loading window appears.
10. You are now in the **Configuration Room**.
   a. Follow the directions to **Configure your audio** and **Set your connection speed**.
   b. Close the window when you are finished.

11. Additional support is available at [support.blackboardcollaborate.com](http://support.blackboardcollaborate.com).