



PARTICIPANT GUIDE TO CCC CONFER



WELCOME TO THE NEW CCC CONFER!

This guide will show you how to join your meeting or class, and how to view recordings.

- ⇒ [Email Invitation](#)
- ⇒ [Connect to Your Meeting](#)
- ⇒ [Watch a Recording](#)
- ⇒ [Get Support](#)

Email Invitation

Your meeting host or instructor will provide you with the details found in the **Participant Invitation**.

The invitation contains all the details for joining your meeting or class; below is an explanation of each field.

CCC CONFER PARTICIPANT INVITATION

Meeting Details

Title: 'New! Links for Easy Access to the Login Page

Meeting Type: Meet & Confer

Meeting Link: <http://www.cccdev.net/GoToMeeting?SeriesID=37bd1d5d-b4e6-494a-8a45-4ac7fc612176>

Start Time 11/25/2015 03:30 PM

End Time 11/25/2015 04:30 PM

[Is Your Computer Ready?](#)

[How to Connect with Your Mobile Device](#)

Dial your telephone conference line: 1-719-785-4469*

Participant Passcode: 123456

*Toll free number available: 1-888-450-4821

Participant Conference Feature

*6 - Mute/unmute your line

FOR ASSISTANCE

CCC Confer Client Services - Monday - Friday between 8:00 am - 4:00 pm

Phone: 1-760-744-1150 ext 1537 or 1554

Email: clientservices@cccconfer.org

Title: The topic of your meeting or class.

Meeting Link: This is a direct connect to the CCC CONFER website login page.

Start and End Time: The date and time of your meeting.

Is Your Computer Ready? Run the test wizard to be sure your computer is ready. Take this step in advance of your meeting or class to ensure you have time to contact us if you need assistance.

How to Connect with Your Mobile Device: You can attend your meeting or class on an iOS or Android smart phone or mobile device. View the short video to show you how.

Dial your telephone conference line: Connect to the session on the phone; the first number is when you use your cell phone, the toll free number is when calling from a land line.

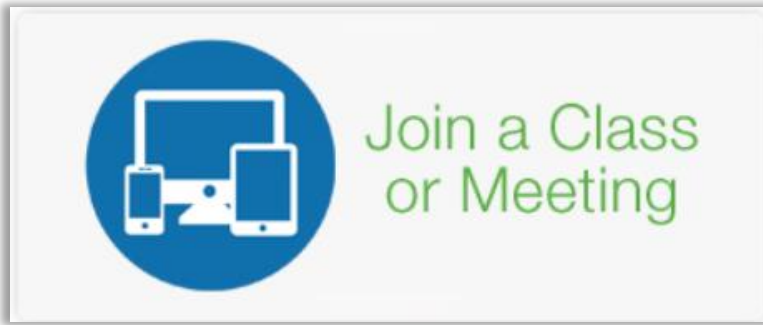
Participant Conference Feature: When you are not talking, mute your telephone line to prevent others from hearing your background noise.

For Assistance: Contact **CCC CONFER Client Services** anytime you have questions or need assistance.

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Connect to Your Meeting

On the home page, click **Join a Class or Meeting**:



A list of all scheduled meetings appears, locate your meeting or class, and then click **Connect**. When the meeting or classes list is long, use the arrows to page forward or back through the list.

Date	Time	Meeting Title	Presenter	Link
01/06/2016	12:00 PM	Celso Batalha - Spring Intersession	Celso Batalha	Connect
01/06/2016	12:15 PM	IGNORE BILL CCCDEV - weekly m and c	evic oropilla	Connect
01/06/2016	01:00 PM	Introduction to Algebra 101	Donna Gustafson	Connect
01/06/2016	01:00 PM	Priscilla Harris Watkins - Health 21: Human Sexuality	Priscilla Harris Watkins	Connect
01/06/2016	01:30 PM	Tamyra Valentine, Mill Mike Mfg.	Trisha Ferrand	Connect
01/06/2016	02:00 PM	CSU Reviewer Assignments and Area D Conversion	Holly Deme	Connect

Note: You will be prompted to download the Blackboard Collaborate Launcher on your first use of **CCC CONFER**.

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CCC CONFER MyConfer [Sign Up](#) [Log In](#)
Presenters/Faculty only

Home Training Support

Connect To Meeting

[GoToMeeting Block Stub]

Connect To: Priscilla Harris Watkins - Health 21: Human Sexuality

First Name *

Last Name *

Email

Screen Name *

Passcode *

[Connect](#)

Complete the connect form; and then click the **Connect** button.

Note: The **Passcode** is 6 digits, and is provided to you by your meeting host or instructor in the email invitation.

First Time Connecting

Each time you join a **CCC CONFER** session, the **Blackboard Collaborate Launcher** is used to open any live or recorded meeting file. The first time you join a session, you will be prompted to download the launcher; once downloaded, the app stays with that computer.

Once you complete the log in form and connect, the browser page opens with a Blackboard Collaborate message; it will be slightly different in each browser/version, but offers the option to download the launcher.

Internet Explorer

Downloading Session

When the session file has finished downloading, **open meeting.collab in your browser's Downloads folder to join the session.**

If you can't open the .collab file, **download the Blackboard Collaborate Launcher.**

Still can't get into your session? Please **read our troubleshooting help topic.**

Firefox

Get started with the Blackboard Collaborate Launcher

The Blackboard Collaborate Launcher makes joining sessions and playing recordings simple and reliable. **Learn more about the launcher.**

Download the launcher

Windows ▾

Download ➤

Already installed the launcher? **Launch Blackboard Collaborate now.**

Chrome

Downloading Session

When the session file has finished downloading, **open meeting.collab in your browser's Downloads folder to join the session.**

If you can't open the .collab file, **download the Blackboard Collaborate Launcher.**

Still can't get into your session? Please **read our troubleshooting help topic.**

If you use Firefox or Chrome, go to the Downloads folder and run the Blackboard Collaborate Launcher file.

After installing the launcher, return to the browser page and click 'Launch Blackboard Collaborate now' or back to the CCC CONFER login page. A new meeting file is downloaded for each live (meeting.collab) or recorded session (nativeplayback.collab). Do not try to join the session using a previously downloaded file.

Watch a Recording

On the home page, click **Watch a Recording**:



A list of all recorded meetings appears, locate your meeting or class, and then click **View**. When the list is long, use the arrows to page forward or back through the list.

A screenshot of a web interface titled "Recordings". At the top left is a search input field containing "Humphreys". To its right is a dropdown menu set to "Past Month" and a "Search" button. Below this is a table with columns: Date, Time, Meeting Title, Presenter, and Link. The table lists five recordings. At the bottom left, there is a pagination control showing "1" between left and right arrows, with a red arrow pointing to the left arrow.

Date	Time	Meeting Title	Presenter	Link
03/03/2015	07:00 PM	Barbara Erfurt - Health Education	Erfurt, Barbara	View
03/03/2015	07:00 PM	Beverly Van Citters - ENG099--SP15--16 week DE	Van Citters, Beverly	View
03/03/2015	07:00 PM	Danijela Bedic Babic - CNET-155B (CCNA2) Spring 2015	Bedic Babic, Danijela	View
03/03/2015	07:00 PM	David Humphreys - English 101	Humphreys, David	View
03/03/2015	06:00 PM	William Saichek - Fundamentals of VoIP	Saichek, William	View

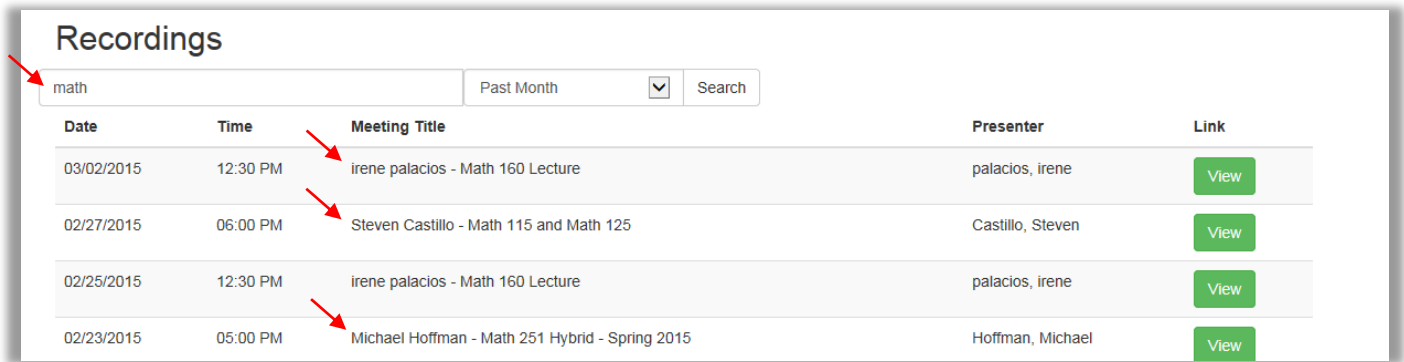
Search to locate all the recordings created by a specific person, topic, or meeting title. Enter the information in the search field, use complete or partial names or titles. Choose the time period from the drop-down menu and click **Search**. The recordings are grouped making it easier to select your view. This example shows results when searching for one instructor.

A screenshot of the "Recordings" page. The search field contains "Humphreys". The dropdown menu is open, showing options: "Past Month", "Past 6 Months", "Past Year", and "All". The "Search" button is to the right. Below is a table showing three recordings by "David Humphreys - English 101".

Date	Time	Meeting Title	Presenter	Link
03/03/2015	07:00 PM	David Humphreys - English 101	Humphreys, David	View
02/24/2015	07:00 PM	David Humphreys - English 101	Humphreys, David	View
02/17/2015	07:00 PM	David Humphreys - English 101	Humphreys, David	View

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This is example shows a generic search on the topic 'math'. The results list several instructors who used the word 'math' in the class title.

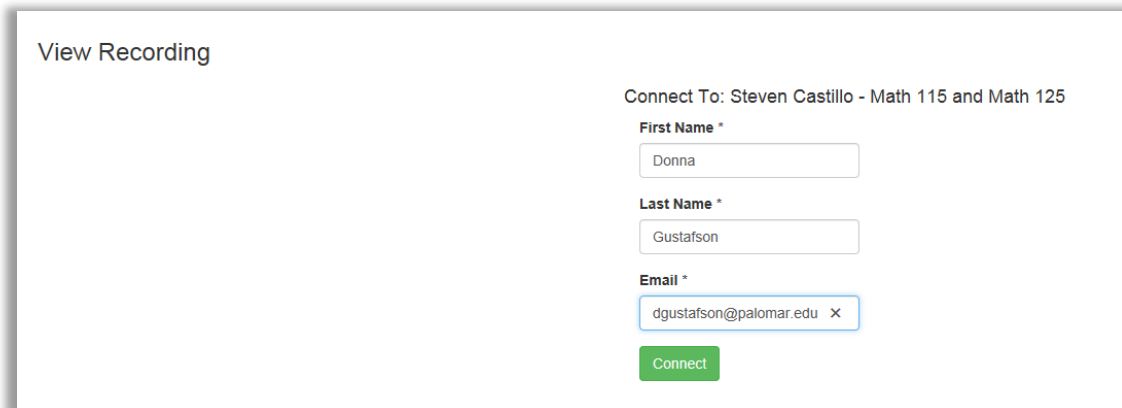


The screenshot shows a 'Recordings' interface. At the top, there is a search bar containing the text 'math', a dropdown menu set to 'Past Month', and a 'Search' button. Below this is a table with the following columns: Date, Time, Meeting Title, Presenter, and Link. The table contains four rows of recording data. Red arrows point to the search bar and the Meeting Title column header.

Date	Time	Meeting Title	Presenter	Link
03/02/2015	12:30 PM	irene palacios - Math 160 Lecture	palacios, irene	View
02/27/2015	06:00 PM	Steven Castillo - Math 115 and Math 125	Castillo, Steven	View
02/25/2015	12:30 PM	irene palacios - Math 160 Lecture	palacios, irene	View
02/23/2015	05:00 PM	Michael Hoffman - Math 251 Hybrid - Spring 2015	Hoffman, Michael	View

Locate the recording you want, then click the **View** button. The login form opens; complete the form with valid information; this provides the presenter or instructor with information to verify that you watched the recording.

Click the **Connect** button when ready.



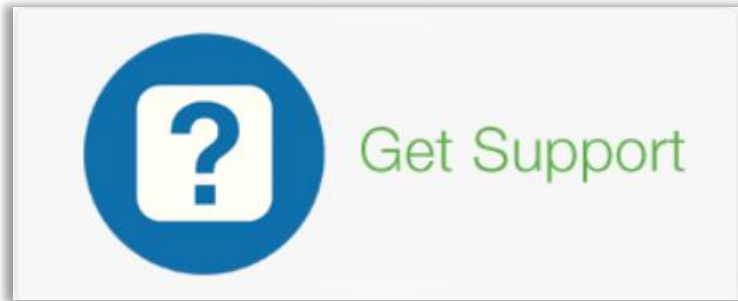
The screenshot shows a 'View Recording' form. At the top, it says 'View Recording'. Below that, it says 'Connect To: Steven Castillo - Math 115 and Math 125'. The form has three input fields: 'First Name *' with the value 'Donna', 'Last Name *' with the value 'Gustafson', and 'Email *' with the value 'dgustafson@palomar.edu'. There is a green 'Connect' button at the bottom.

The Blackboard Collaborate screen opens and launches the recording.

Note: You will be prompted to download the Blackboard Collaborate Launcher on your first use of **CCC CONFER**.

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Get Support



Technical support is available for the 'DIY' user, or feel free to contact Client Services.

Support Features

Is Your Computer Ready?

- [Test Your Computer Readiness](#)

Technical Support

- [System Requirements](#)
- [Test Your Computer Readiness](#)
- [Install the Blackboard Launcher](#)
 - [Blackboard Collaborate Launcher for Windows](#)
 - [Blackboard Collaborate Launcher for Macs](#)
- [Best Practices for Preventing Echoing in Audio](#)
- [Connection Issues](#)
 - When no error message appears during the connection process, follow the steps below. In most situations, these steps will resolve the issue.
 - [Clear Blackboard Collaborate Launcher cache](#)
 - [Clear browser cache](#)
 - When you receive an error message
 - [Java Security Error](#)
 - All other error messages:
 - Send an email to clientservices@cccconfer.org with a snapshot of the error message, including the "details" information, your Operating System and version and browser.
 - Call us with your issues Monday - Friday between 8AM - 3PM at the number below.

Technical Support Contact

Client Services
1-760-744-1150 ext. 1537 or 1554
Email - clientservices@cccconfer.org
Monday - Friday 8AM - 4PM

Need Help?

CCC CONFER Client Services

Tel: 760-744-1150 ext 1537 or 1554

Email: clientservices@cccconfer.org