

# **RRC LiVE** (formerly Elluminate) *Student Quickstart Guide*

## **Welcome!**

Your course will use LiVE, a desktop conferencing tool to hold real-time classes and meetings online. These are some things you can do with LiVE:

- communicate via instant messaging, voice, and video
- share documents
- use a whiteboard
- go on a web tour with your instructor
- participate in surveys
- Raise your hand - just like in class!

## **What Do You Need on Your Computer?**

- High speed internet or broadband connection (dialup will not work)
- Computer with sound (PC or Mac)
- Headset available from any office supply or electronics store

## **What Do You Need to Do Before Classes Begin**

It is each student's responsibility to confirm she/he can use LiVE. Set-up issues will not be handled in class.

A day or two before your first session go to [www.rrc.mb.ca/livesupport](http://www.rrc.mb.ca/livesupport)

- perform the LiVE browser check (Click Yes or OK whenever asked)
- plug-in your headset (2 small jacks or one USB plug)
- go to the "Configuration Room" listed on the support page
- ensure that you can speak and hear

## **Logging In**

The primary way you will access LiVE is through your Learn course. Your instructor will schedule LiVE sessions. You can access the schedule and

links to the class through the "LiVE" section under the "Communication" drop down.

Recorded sessions will be located under a dropdown menu beside the LiVE room's name in a section called "Archives".

There may be instances where your instructor invites you to a session via email. Detailed instructions will be included with this email. LiVE will take a few minutes to load and your computer or browser may prompt you many times to allow or accept access to the application. This is normal.

## Troubles?

See the Helpdesk/Support links below but first ask a knowledgeable friend to help you plug in your headset and test the sound.

The most frequent problem is plugging in the headset into the wrong spot or not turning on your sound!

The second most frequent problem is not clicking OK when the program first loads. LiVE will ask you to download a file and you need give permission by saying yes or clicking OK.

## Exploring LiVE

Prior to your first session, you should browse these training resources:

- Participant Orientation (5 minutes):  
<http://www.rrc.mb.ca/liveorientation>

## Help Desk/Support

Contact LiVE directly for all help with technical questions.

*Online Help Desk:*

<http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336>

- read answers to commonly-asked questions
- access Live Help via Live Chat

*Toll Free Phone Assistance:* 1 (877) 382-2293