

Collaborate Tech Check

The Collaborate tool requires Java running on a Windows or Mac computer. For the best experience, we recommend using the [Firefox web browser](#).



[Test your computer](#) for compatibility.



If necessary, download the latest version of Java:

- **Mac OS 10.6:** Run Apple Software Update
- **Mac OS 10.7 or 10.8:** Visit <http://www.java.com> and click Free Java Download
- **Windows:** Visit <http://www.java.com> and click Free Java Download



Visit the [Collaborate Configuration Room](#). Confirm you can access a session and verify that your microphone and headphones are working properly.

Important Note on Java:

After February 1, 2013, it's critical to keep your computer system up-to-date. Please refer to the following article:

- <http://community.pepperdine.edu/today/notices/2013/01/febjava67.htm>

Technical Support:

Faculty, staff, and students should call the [IT Help Desk](#) for immediate support:
(866) 767-8623 or (310) 506-4357 (HELP)

Blackboard Collaborate has its own support options as well. They offer a [support website](#) as well as a toll free support line at:
(866) 388-8674.