

How to use BigBlueButton – for participants

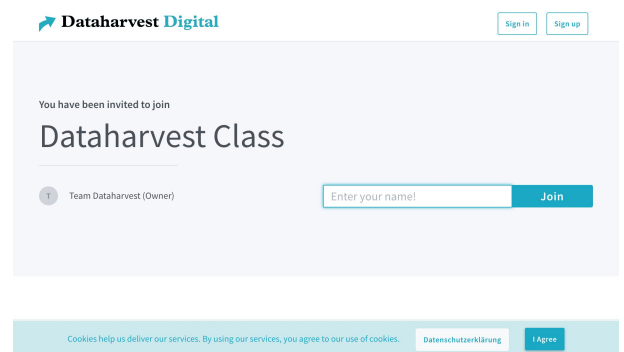
General information

- BigBlueButton runs in the web browser – you don't need to install anything.
- We recommend using Firefox or Chrome. Please make sure all updates are installed and that you're using the latest version.

Login

The Dataharvest team will provide you with the address of the room which you need to open with your web browser.

To login please enter your name. You may also be asked for an access code. This code will also be provided by the Dataharvest team.

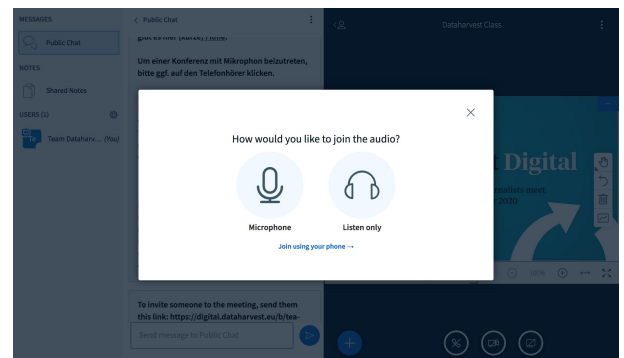


Before joining the room, you need to choose if you want to activate your microphone.

Please note that your microphone won't be enabled in all sessions.

Next, there will be a test if your microphone and your speaker work correctly. If not, you cannot join the room.

If you're experiencing any problems, please check the settings of your computer first.

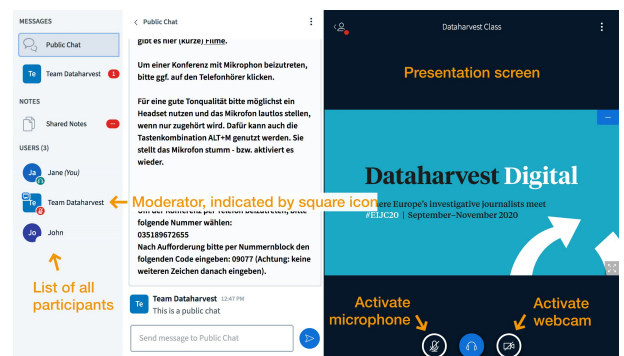


The room

On the left sidebar all participants are listed. In the central column are the shared notes and the chat. On the main panel you'll see the presentation screen where slides or videos will appear. You can also share your screen (see instructions below).

You will need to activate your webcam and microphone to participate in the conversation.

You'll find these buttons below the presentation. When activating you'll be asked for permission by your browser, maybe multiple times. Please allow each request.

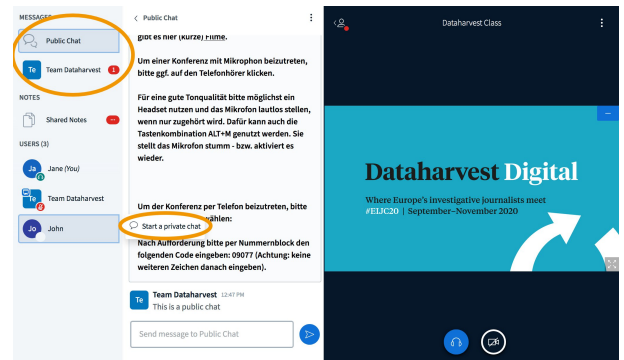


Chat

BigBlueButton has a chat which you can use to communicate with the other users.

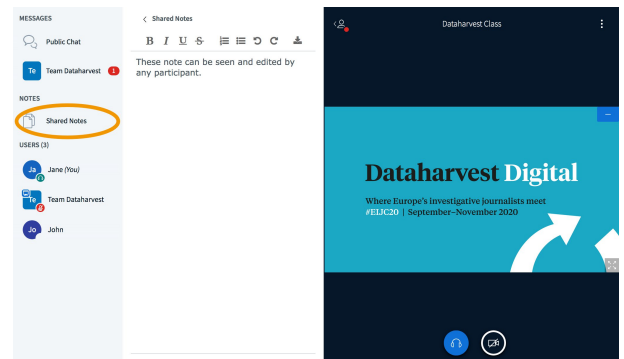
To chat with all participants, select *Public Chat* but you can also chat directly with only one user. To start, click on the user's name in the sidebar and select *Start private chat*. A new button for the chat is shown at the top of the sidebar.

New messages are indicated with a red icon next to the chat.



Shared Notes

Another useful function are the shared notes. This is a notepad which can be edited by all users simultaneously. All changes are displayed immediately to everybody.



Attend via phone (call-in)

In case if you can't login, you can participate in the session by phone. When you open the login page you'll find a link to join via phone. Please call the number which is given in the and enter the PIN code.

Please note that you need to add the German country +49 to the phone number and leave out the leading 0 (e.g. 0351... >>> +49 351...).

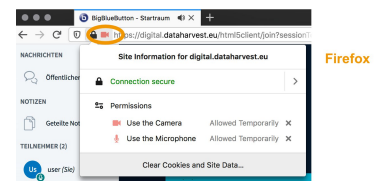
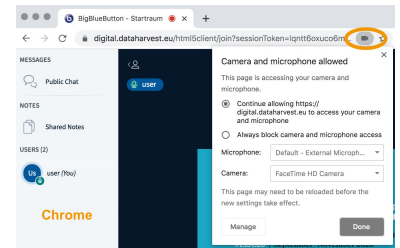
Troubleshooting: Can't connect audio/microphone/webcam

If you don't hear anything during the audio test or you can't use your microphone or your webcam, please check the settings of your operating system (Windows/Mac/Linux). Is everything connected? Is the sound turned on?

Please check if your browser needs permissions to access your microphone and/or your webcam. In most browsers an icon next to the address bar will appear which indicates that your microphone/webcam will be used.

Also check there if the right microphone/webcam is selected (if you have more than one).

If it doesn't help, try to restart your web browser and your computer.



Troubleshooting: Connection to server lost/Authentication error/Server does not respond

If the server does not respond or there are reports that you're not authenticated, please close all windows of the web browser.

Then re-open the web browser and repeat the login process: open the web address (URL) we sent you, enter your name and enter the room.

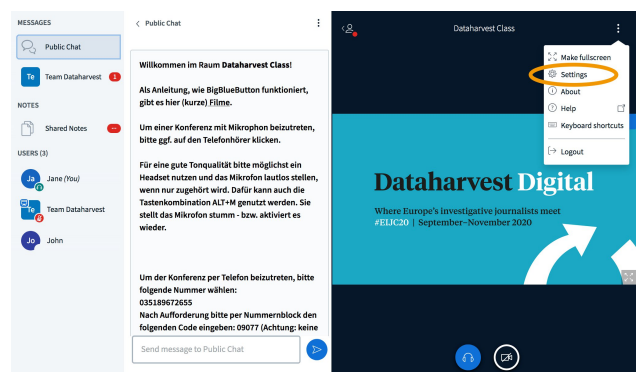
If this doesn't help try to restart your computer.

Troubleshooting: slow internet connection

If you have a slow internet connection the webcams and the screen sharing might stutter or not be shown correctly.

Then you can disable the streams but you still will hear the audio and see the slides.

Receiving a video stream (like a webcam or a screen sharing) requires a lot of bandwidth. The more streams are shown, the faster the connection required.



To disable the webcams and/or screen sharing, click on the menu in the upper right corner and select *Settings*. Then select the menu entry *Data savings*, where you can disable the webcams and the screen sharing.

