

GETTING STARTED: LAUNCHING COLLABORATE FOR THE FIRST TIME

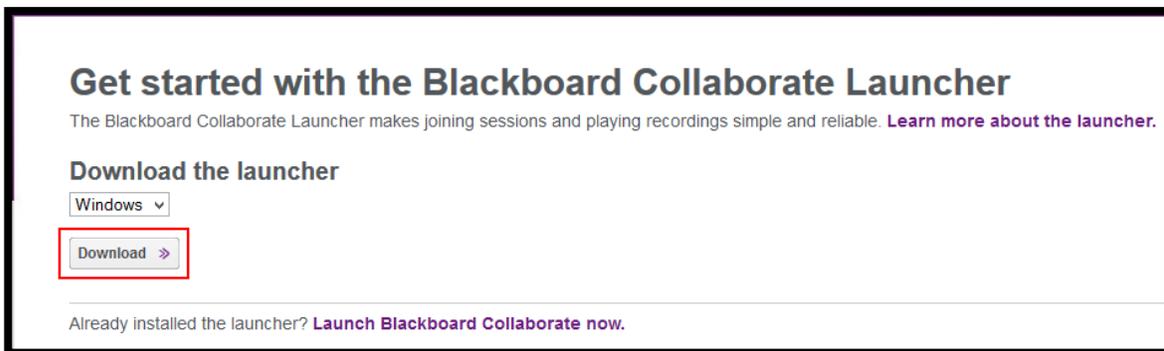
Installing the Launcher on Windows

To download and install the Blackboard Collaborate Launcher, follow the steps below.

1. Click a session or recording link. Blackboard Collaborate prompts you to download the launcher installer if you have not previously installed the launcher or if your browser "thinks" you have not installed the launcher.
 - **Actual first time user:** As a first time user, when you open the session or recording link in your browser, you will see the string `jwsdetect` in the URL. This indicates that the launcher detection process has not yet taken place. For a discussion of this process, see [Confirm the Launcher is Installed](#).



If not already selected, select *Windows* from the **Download the launcher** drop-down menu and click **Download**. Continue with the steps below.



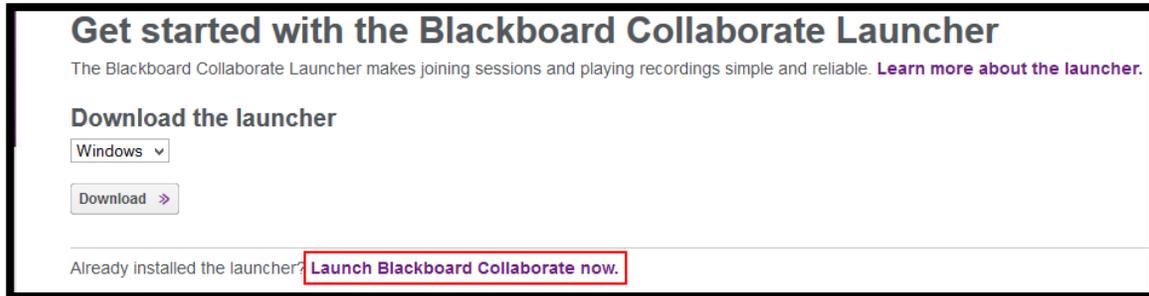
- **Apparent first time user:** If you already installed the launcher, you still may be treated as a "first time user" (be prompted to download the launcher). This can happen if you cleared your cache and cookies last time you exited your browser, use secure/private browsing or use a different browser.

Like a real first time user, you will see the string `jwsdetect` in the URL. For a discussion of the launcher detection process, see [Confirm the Launcher is Installed](#).



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If this is the case, there is no need to re-download the installer. Click the link **Launch Blackboard Collaborate now** to bypass the download and then follow the instructions in [Joining Sessions on Windows](#) (for sessions) or [Playing Recordings on Windows](#) (for recordings).

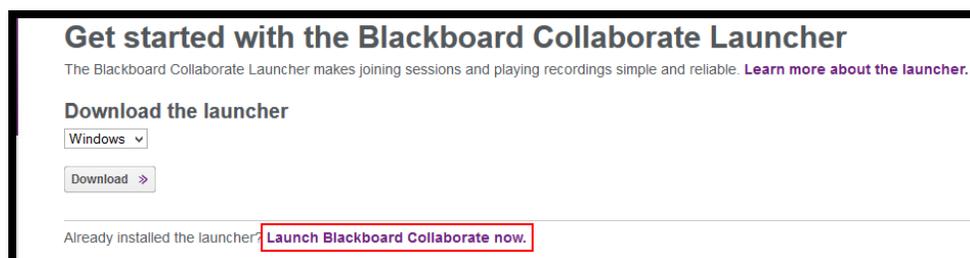


- **Repeat user:** If you see the string `launch` in the URL, it means you have already gone through the launcher detection process.



Caution: When sharing a session or recording link with others, do not share links from the address bar of your web browser. Use the full (unprocessed) URL you used yourself – the one shared with you in an email or on a webpage. If you share the URL containing the string `launch`, others will not go through the launcher detection process and, if they don't already have the launcher, will not be prompted to download it before obtaining the `.collab` file.

Presuming you actually did install the launcher (and not just download it), click the link **Launch Blackboard Collaborate now** and then follow the instructions in [Joining Sessions on Windows](#) or [Playing Recordings on Windows](#).

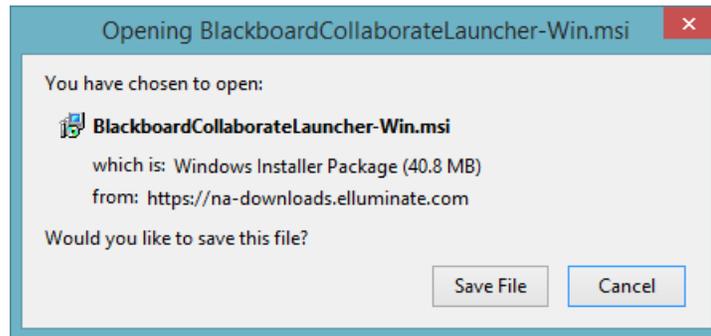


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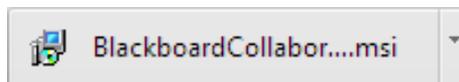
- Open the Blackboard Collaborate setup wizard. Different browsers will handle this differently and the behavior of each browser may vary depending on how you configured your browser settings.

Note: When you run the installer, if you see an Installer Information dialog that says "the cabinet file is corrupt and cannot be used", this means that the download of the installer was incomplete, possibly because you lost your connection during download. Download the installer again.

- Firefox** prompts you to save the Windows installer `BlackboardCollaborateLauncher-Win.msi`. Save the file. The default save location is your browser's Downloads library. Open the Downloads library and, when the download is complete, open the file to run the Blackboard Collaborate setup wizard.



- Chrome** prompts you to save the Windows installer `BlackboardCollaborateLauncher-Win.msi`. Save the file. The default save location is your Downloads folder. In the bottom left corner of your browser window, Chrome shows you the progress of the download. When the download is complete, click on the downloaded file to run the Blackboard Collaborate Setup Wizard.



- Internet Explorer** prompts you to Run or Save the Windows installer `BlackboardCollaborateLauncher-Win.msi`. Click **Run** to run the Blackboard Collaborate Setup Wizard.



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3. Click **Next** to run the setup wizard.



Note: If you encounter the screen "Modify, Repair or Remove installation", the launcher is already installed. Click **Cancel** to exit the setup wizard.

The setup wizard installs the Windows launcher and adds it to the Start menu.

Note: Windows 8 or later users can find the launcher on the Start page in Metro view.

4. When you have completed running the Blackboard Collaborate Setup Wizard, return to the Downloading Installer page in your browser and click **Join** (for sessions) or **Play** (for recordings). For further details, see [Joining Sessions on Windows](#) or [Playing Recordings on Windows](#).

