# Technical and Management Tips for Facilitating Successful BlueJeans Classes

This handout outlines a collection of suggested technical and management tips for facilitating your meetings, classes and gatherings in BlueJeans – a web conferencing platform. Some of the items are specific to BlueJeans software and some are good tips for overall web conferencing facilitation.
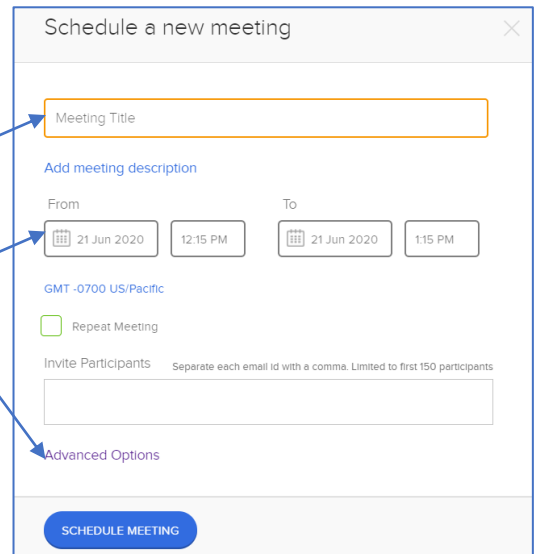
Scheduling Your BlueJeans Class or Meeting

☐ Log In to your Account via https://bcnet.bluejeans.com/
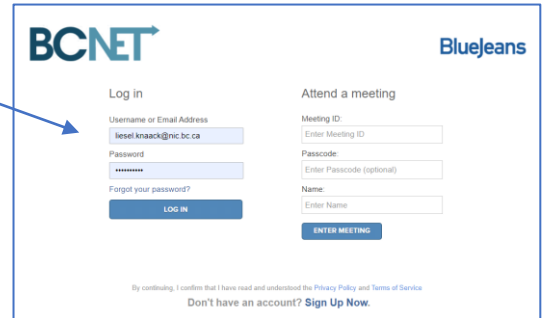
☐ Schedule a Meeting via the Scheduling Button
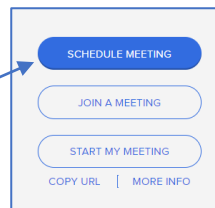
☐ Complete the Title of Meeting and Times. Suggestion: Do not use the "Invite Participants" window as it is hard to track who receives the invite especially if typos. Skip this and Click on Advanced Options.

☐ Add a participant passcode to the meeting. By selecting this box you are adding another layer of security to your meeting. It means the meeting invite URL will have additional numbers in it to build in better security.
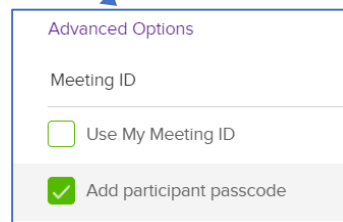
☐ Select "Schedule Meeting" blue button.

☐ Scroll down to the meeting invite and copy the meeting URL into the suggested template. Click on the two boxes beside the meeting URL to copy the URL.
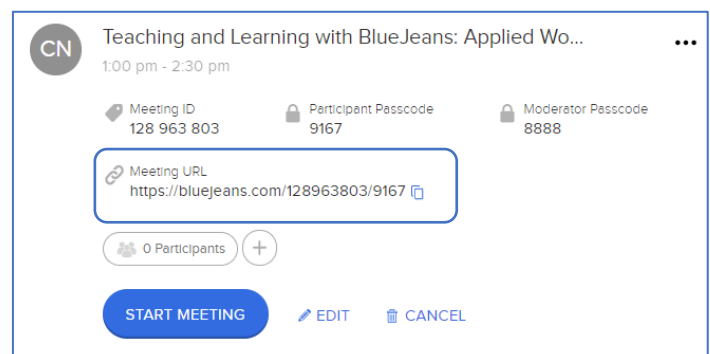
Sending an Invitation to Your BlueJeans Class or Meeting

☐ Open Outlook Calendar and Create a Meeting Invitation adding in "TO" names and pasting the template below in the body of the invite

   OR

☐ Create an email or Announcement or Item in Blackboard Learn to post connection information

☐ Paste the BlueJeans URL your just copied from your scheduled meeting - into the meeting URL location in the template below. Copy the last four digits into the passcode area just in case someone who is logging in does not pick up the 4 passcode numbers. Also add in the meeting ID (just the first 9 numbers) in the spot below that for people using the phone or other means of connecting.

Note: The template below contains more simplified information for connecting than what you would find in the BlueJeans meeting invitation. This highlights the two phone numbers relevant to Canada and provides direct information about achieving optimal connections.

[Your Course or Meeting Name]: BlueJeans Information

The information below outlines the connection details. Please connect 5-10 minutes prior to ensure your system is aligned with the technical connections and you are ready for the meeting or class.

Meeting URL
[Put URL here by copying from BlueJeans scheduling area - e.g., https://bluejeans.com/XXXXXXXXX/XXXX]

Meeting Passcode
[Put Passcode here by copying from scheduled invite - if you are using a passcode for your meeting this will be the last four digits in the URL]

Meeting ID
[Put the scheduled meeting ID here by copying the numbers from the URL without the passcode]
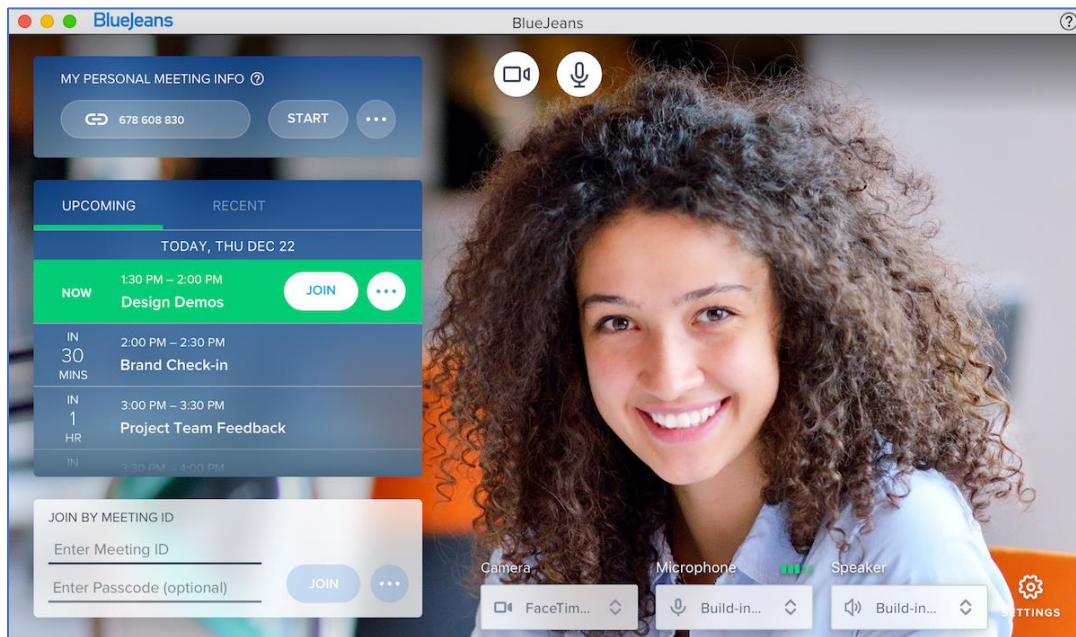
Tips for Connecting

- **Dial in from a phone:** 1.778.807.4955 (toll-free from **within** Canada) or 1.866.599.3622 (toll-free from **outside** of Canada) - enter the meeting ID followed by #
- **Help:** See BlueJeans Support Site: https://support.bluejeans.com/s/
- **BlueJeans App for Best Connectivity:** BlueJeans App with a short download/install at: https://www.bluejeans.com/downloads
- **Tips for Better Audio and Video:** Be on a wired connection, close all other programs/apps on your computer using the Internet, have others in house pause streaming services (e.g., Netflix) or gaming programs, schedule meetings at off-peak times, turn off your video and just have an audio-only call etc. – so that the best Internet connection can be used
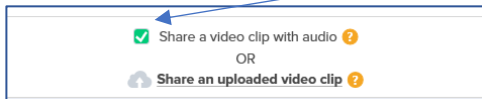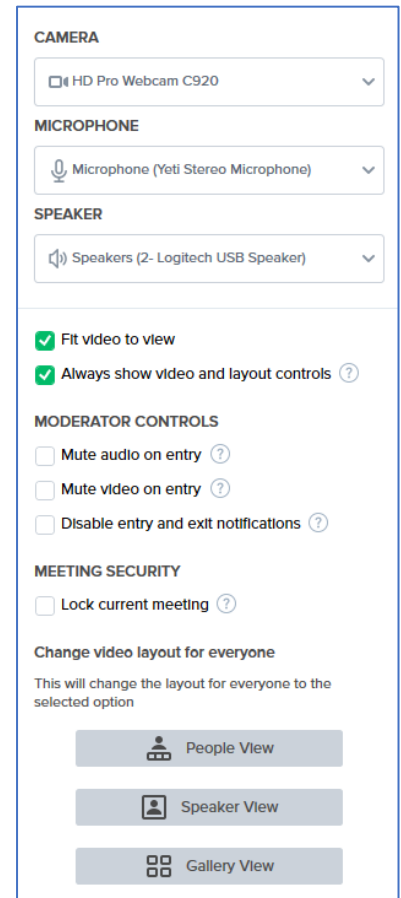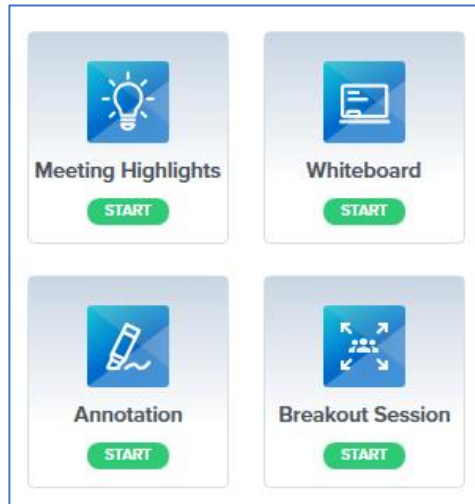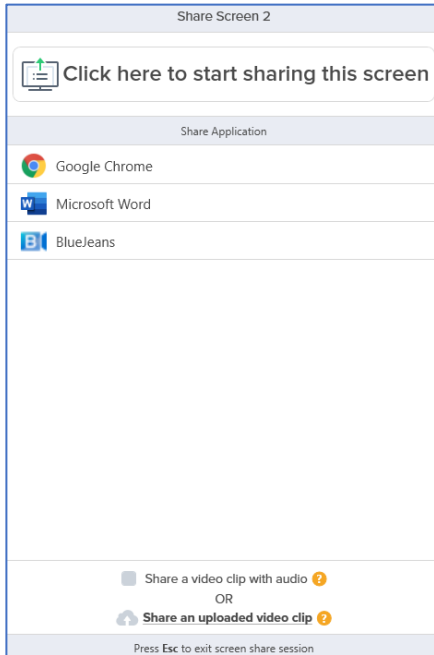
Technology Required

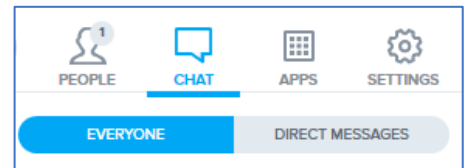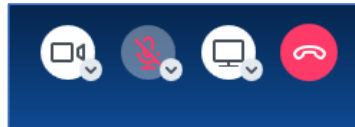You will need a headset with a microphone or a webcam/with microphone and speakers. Or you can join using your mobile phone (but be aware of data charges incurred by your service provider). You can also join a meeting by using a phone number to dial in with the meeting ID. You do not need to have a video camera, but you do need at least a way to join via audio (phone or microphone on computer/cell phone). More on System Requirements

Install and Get to Know the BlueJeans Desktop Application

☐ Download and install the BlueJeans Desktop Application from https://www.bluejeans.com/downloads. This is preferable over the browser to access your meeting. You will have more controls and improved user experience with the app.

☐ Open the application first and then scroll down left side to see all scheduled meetings. Easy click "Join" to start a meeting. Or enter a meeting ID and passcode in the Join Meeting box in bottom left.

☐ Get acquainted with all the moderator tools and options available to host a meeting from this BlueJeans Desktop App 2.x article: https://support.bluejeans.com/s/article/BlueJeans-Desktop-App-2-0?r=4&ui-force-components-controllers-recordGlobalValueProvider.RecordGvp.getRecord=1

Know the BlueJeans Desktop Application and Its Tools

Start Rec & Highlights

PEOPLE   CHAT   APPS   SETTINGS

EVERYONE   DIRECT MESSAGES

CAMERA
HD Pro Webcam C920

MICROPHONE
Microphone (Yeti Stereo Microphone)

SPEAKER
Speakers (2- Logitech USB Speaker)

☑ Fit video to view
☑ Always show video and layout controls ?

Share Screen 2

⊡ Click here to start sharing this screen

Share Application

Google Chrome
Microsoft Word
BlueJeans

☐ Share a video clip with audio ?
OR
☁ Share an uploaded video clip ?

Press Esc to exit screen share session

Meeting Highlights   Whiteboard
START   START

Annotation   Breakout Session
START   START

MODERATOR CONTROLS
☐ Mute audio on entry ?
☐ Mute video on entry ?
☐ Disable entry and exit notifications ?

MEETING SECURITY
☐ Lock current meeting ?

Change video layout for everyone
This will change the layout for everyone to the selected option

People View
Speaker View
Gallery View

☑ Share a video clip with audio ?
OR
☁ Share an uploaded video clip ?

Did you know you can share a video clip with audio but you have to check the box to enable (and people need good Internet connectivity)?

Know How to See People and Chat when Screen Sharing

Use floating widget to see people in the meeting.

Use one of the two options below to see chat.

1. **Two Monitors:** Pull the chat window (and BlueJeans 'home' screen) to a second monitor to view while sharing on main screen.
2. **Second Device:** Access meeting via a second device (laptop, cell phone). To avoid "audio feedback" make sure the video call has been muted. Click "Join with screen share only" so you are not joining with audio even on.

# Planning for Your BlueJeans Class or Meeting

A **few hours** or **days** before your class or meeting:

☐ **BlueJeans Updates:** Check for any updates on the BlueJeans application from the top left menu – "Check for Updates" to ensure you have the latest version and that a 'need to update' doesn't happen right before you start

☐ **Wired Connectivity:** Use a wired network connection instead of wi-fi to avoid screen freezes and lags between your voice and mouth moving, along with reduced quality of meeting or class. If you are on a wireless connection, sit close to your modem. Ask your family to turn off other streaming services or use of the internet when you will be using BlueJeans.
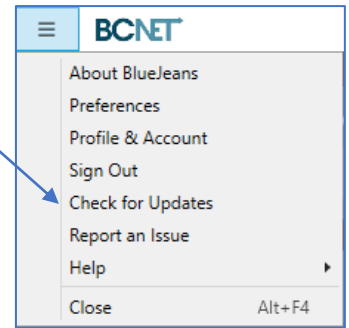
☐ **Audio:** Make sure you have the correct audio input (microphone) chosen through the settings and test it

- o TIP: Open BlueJeans and do an audio test call to Jean the Parrot at meeting URL bluejeans.com/111 or type 111 into your BlueJeans app in bottom left corner (no passcode). Jean repeats everything you say so you can hear what your audio quality is like and adjust before your session.

- o Audio is more important than video quality. Poor audio is the number one distractor for a good meeting or class. Make every effort to reduce background noise, ask family and friends to be quiet and locate yourself in a quiet spot.
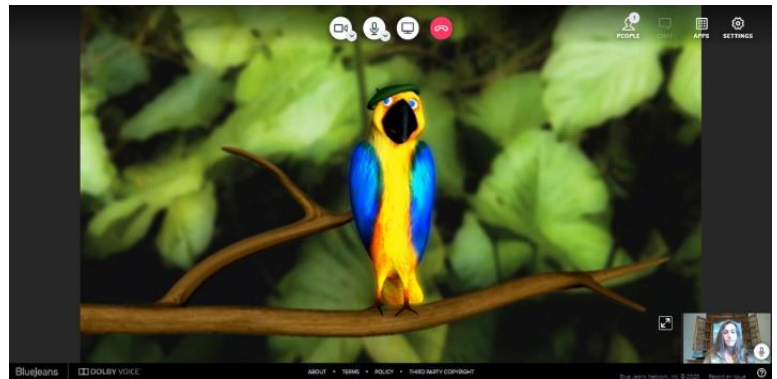

- o If you are in a noisy location use a headset with noise-cancelling microphone. Or use an external microphone if the mic in your webcam is not providing suitable quality.

- o Note: the closer you sit to the microphone the clearer your audio will be for everyone!

☐ **Lighting:** make sure you have the correct video input (camera) chosen through the settings and test it

- o Ensure you have good light on your face. Natural light is best so facing a window helps project more light onto your face. If it is a dark day or evening, place a lamp in front of your monitors to shine as much light on you. However, too much natural light can make your face appear overly bright. It is a balancing act.

- o If you do not have a window or a light to shine on your face, open a blank white Word document and have the light from your monitor shine on your face.

- o Do not have natural light coming in from behind you (as a backdrop) because this will make your video appears like there is a large shadow over your face and you will look kind of spooky!

- o Put your camera (from your laptop or desktop) pointing at eye level for making good eye contact and look straight into it (not looking down or looking up into it). Ensure there is not a busy background behind you. Check out this video from Matthew Rolston (experienced photographer) on how to look good in a web call. https://www.youtube.com/watch?v=FMex-9FyIjU
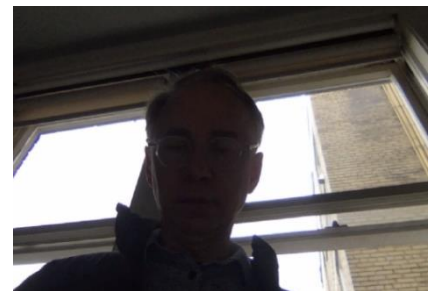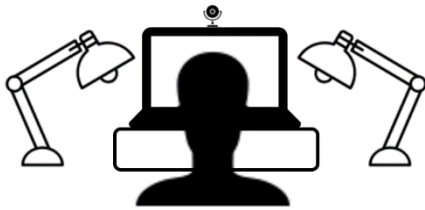
☐ **Tips for Improving Video and Audio:** BlueJeans offers some tips for improving quality of video or audio at: https://support.bluejeans.com/s/article/Fixing-poor-video-or-audio-quality-from-computer

☐ **Open all content and applications you intend to share**
  o In the same browser window, open all web pages and put in order you will be showing.
  o As a backup, put the links to all the same documents in a word document so you can access during the session if you accidentally close the browser and lose your open documents or create a set of bookmarks put in a file folder for your session
  o Open all PDFs and Word documents and ensure the windows are maximum size so when you show them you do not have to resize them

☐ **Close any applications** that have pop ups (e.g., Outlook reminders), use extra bandwidth (synching, updating) or are not needing to be open at the time (e.g., email, videos etc.) or are personal in nature (private chats, photos etc.)
  o This helps with privacy and minimizing distractions, as well as improving call quality

☐ **Clear all icons off your desktop**
  o if you have a lot of files and folders on your desktop you may want to present a clean desktop to your participants if you end up showing your desktop. For Windows go to Windows + D on keyboard to display the desktop. Then right click on the desktop and select "View" and then click on "Show desktop icons" to uncheck or check (to hide or show all icons)
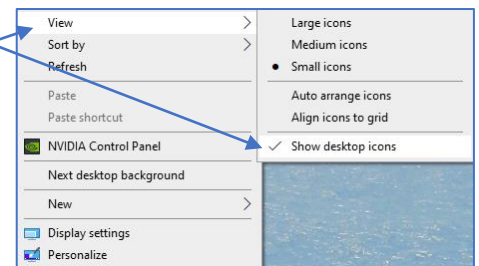
☐ **Hide your bookmarks** to preserve privacy and gain more real estate for showing a web site
  o In your browser find the settings area and unclick to hide your bookmarks bar
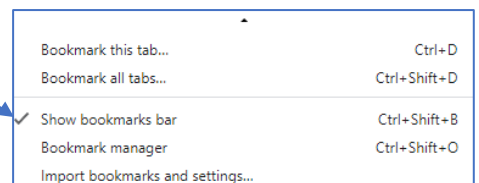
☐ **Create a 'welcome slide'**
  o Via slide sharing have a slide that is shown to all participants as they are arriving
  o Include your agenda, your expectations for the session and some BlueJeans tips like I have done for a workshop.

Just Before Your BlueJeans Class or Meeting

☐ Ensure all docs and arranged behind BlueJeans so when you share the screen, they are all ready to go

☐ Get a drink of water and possibly a second cup nearby for later in the meeting

☐ Put notepads and paper nearby

☐ Turn on lighting to light your face

☐ Double check all your apps, reminders, pop ups and bookmarks are minimized or turned off to not disturb you during the session or create a privacy issue

☐ Orient the camera to your eye level so you are looking directly into the camera for optimal eye contact

☐ Turn off all noise or potential noise, close doors, windows etc.

☐ Make sure you are comfortable

☐ Log in to your session 10-15 minutes before to help anyone who needs help


During Your BlueJeans Class or Meeting

☐ **As people Join**
- o Mute
- o Ask to rename (student can use pencil to edit at end of name) if name is not correct
- o Say hello in chat to ensure can type

☐ **Lock Meeting** - Once everyone is in for privacy

☐ **Manage Audio: Remind People to Turn Off Mic if Not Speaking (or Mute Them)**

☐ **Welcome Statements**
- o Taking Attendance Ideas
  - ▪ Say hello in chat – and download chat document later if you wish
  - ▪ Go down the People list and check off as students are arriving
- o Indicate Recording Session (options for privacy like turning off video if not wanting to be seen)

☐ **Housekeeping Items**
- o Chat – what used for, what not good for, how often you are checking etc.
- o Views – remind re "gallery view" for seeing most of class
- o Sharing Screens – remind re share screen option can be locked and just for moderator or released for others to share – use professionally
- o Closed Captioning – indicate students can turn on only if they require it for ease of understanding
- o Muting Audio and Video – remind re moderator abilities, best practices, and professional conduct
- o Expectations re Video – if recording the session, how to change name if wish, turn off video if not wanting to be on visually etc.
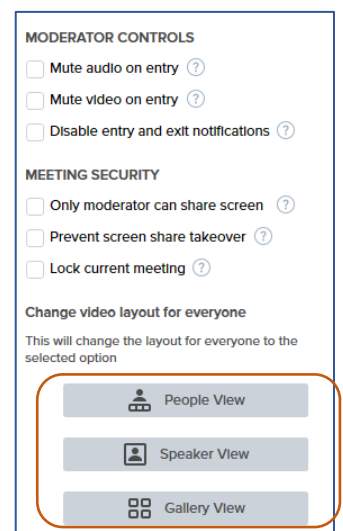
☐ **Managing Chat –** make pauses in your session to read the chat, respond to questions, ask class to identify key questions or items to address.
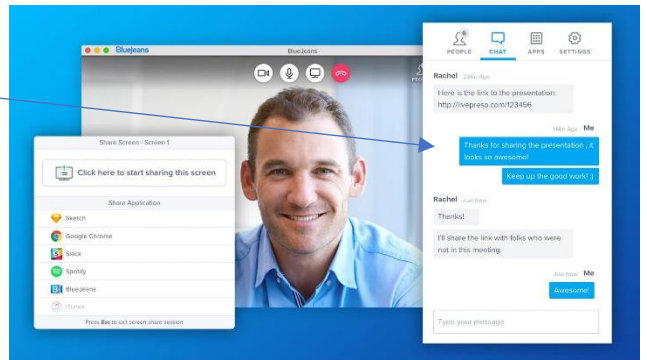

☐ **Managing People Wanting to Talk** - have students use the 'raise hand feature' to manage as the names are listed in order hands are raised (ensure you lower hand after question has been answered or student is finished)
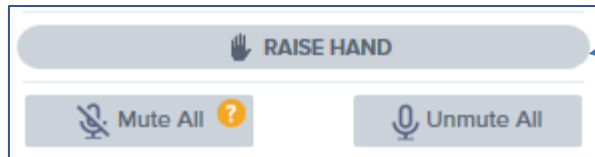
☐ **Managing Breakout Rooms**
   o Pre-Creating Rooms when Start Session
   o Pre-Creating Groups before session – build in a time to add names to groups
   o Ensure there is a timekeeper to watch the clock and return to main room when time is up

☐ **Sharing Screen and Annotating** – new feature (end of June) allows moderator to only share screen or prevent others to take over the screen (seen in both the flyout of the screen share button and the moderator controls in "settings"
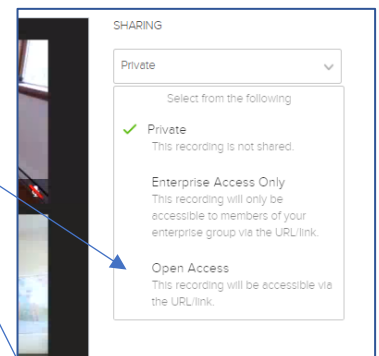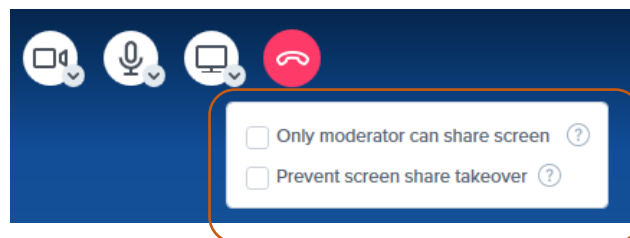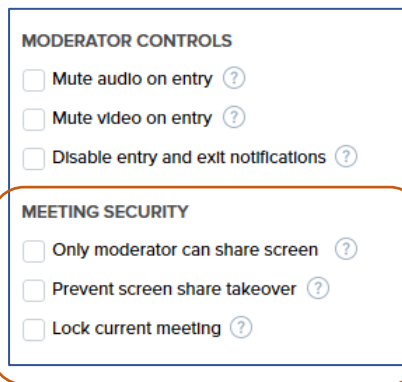
After Your BlueJeans Class or Meeting

☐ Send recordings to class
   o Wait for email recording is ready
   o Go to bcnet.bluejeans.com to retrieve video
   o Ensure recording has been set to "open access" to share with class
☐ Follow up on questions
☐ Send in support questions if you had a session with glitches or issues (support goes to BlueJeans support)
   https://support.bluejeans.com/s/contactsupport