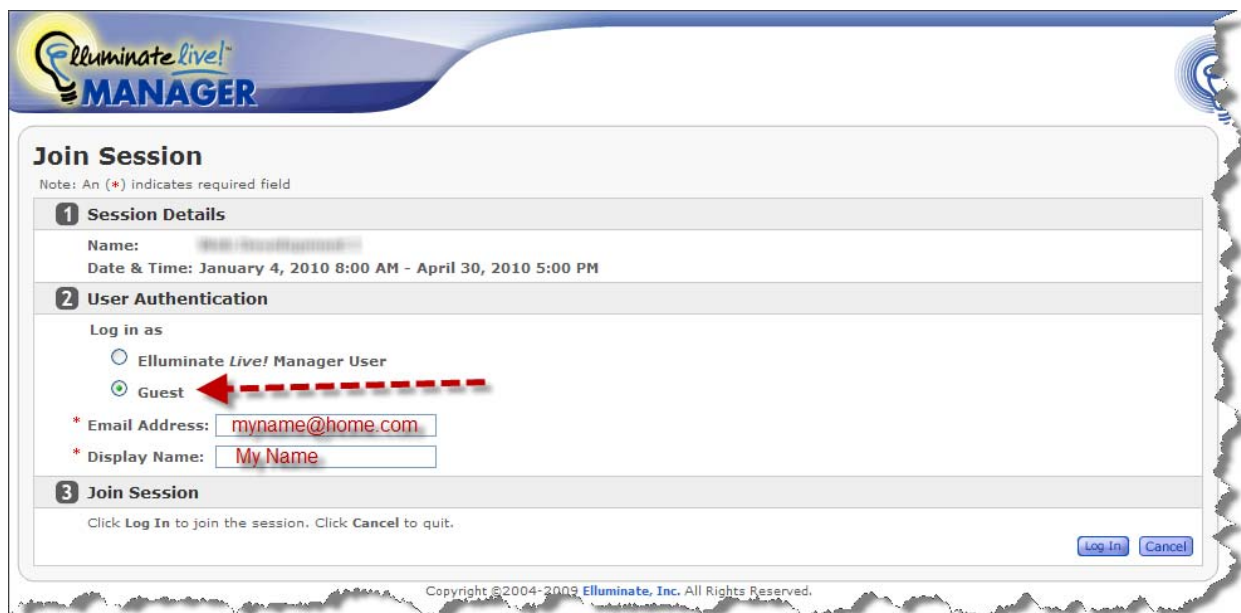


## If you are having trouble accessing your Elluminate session, here are some helpful tips:

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If you have received an email invitation to the session, clicking the link in the message should take you directly to the Elluminate “Join Session” page (Figure 1). If you receive an error after clicking the link, you may need to copy the **entire** link from your email welcome message and paste it in your browser (Internet Explorer, Firefox, Safari, etc.). The link will look something like this:

[http://oll7.nssc.ca/join\\_meeting.html?meetingId=123456789012345](http://oll7.nssc.ca/join_meeting.html?meetingId=123456789012345)



**Join Session**  
Note: An (\*) indicates required field

**1 Session Details**  
Name: [REDACTED]  
Date & Time: January 4, 2010 8:00 AM - April 30, 2010 5:00 PM


**2 User Authentication**  
Log in as  
 Elluminate Live! Manager User  
 Guest  
\* Email Address:   
\* Display Name:

**3 Join Session**  
Click Log In to join the session. Click Cancel to quit.

Log In Cancel

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Figure 1

After you access the Join Session page (Figure 1), please ensure you’ve selected the “Guest” option. Next, please enter your Email Address and Display Name (usually your first and last name as it will be displayed in Elluminate after joining the session). If your information has been entered correctly, click the “Log In” button  at the bottom right corner of the page.

The next screen to appear should indicate that Elluminate is initializing the session (Figure 2). If your browser settings allow, your Elluminate session should start soon after.

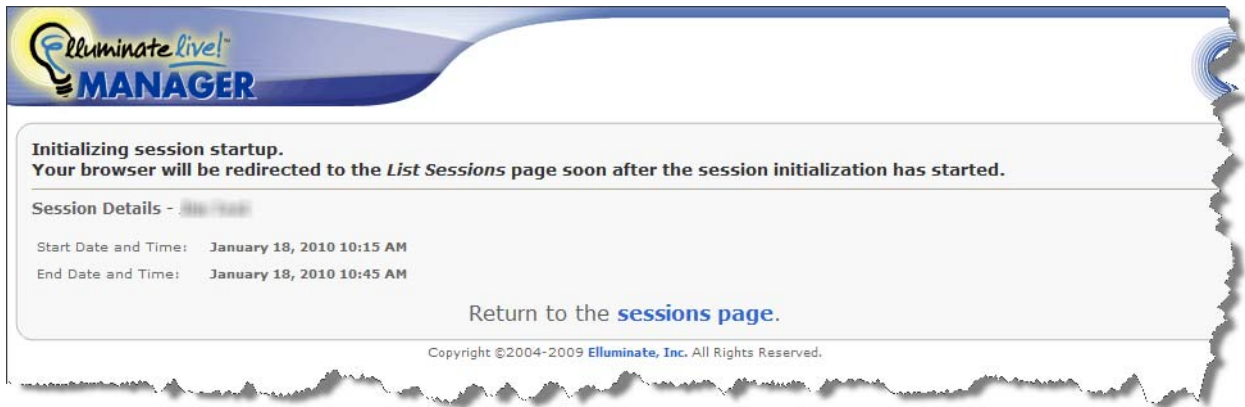


Figure 2

If you are using Internet Explorer and see a yellow bar appear across the top of the session start up page (Figure 3), then you'll need to click on that yellow bar when it appears and select "Download File" (Figure 4).

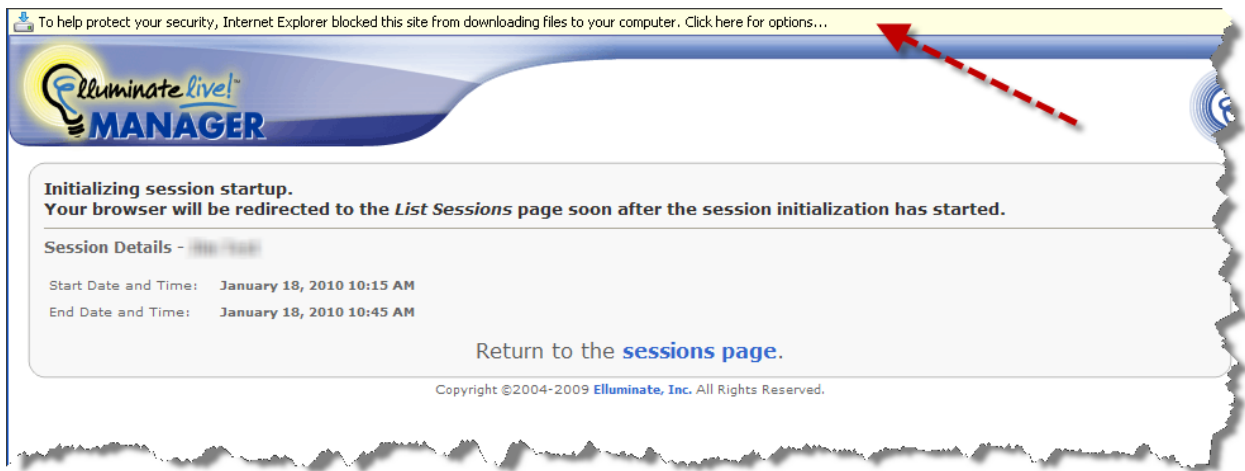


Figure 3

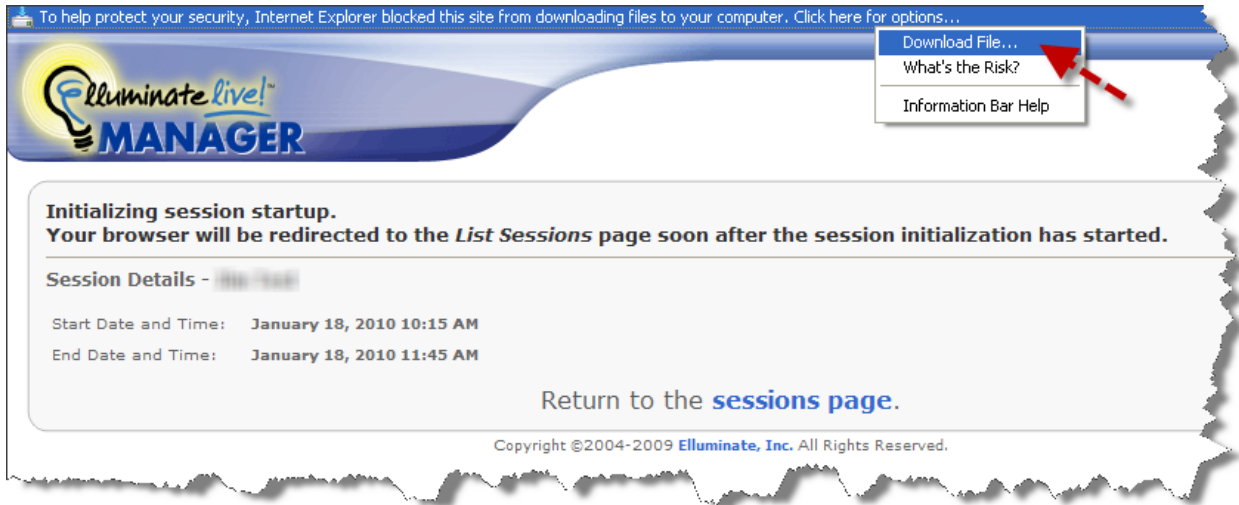


Figure 4

However, depending on your browser settings, you may not see the yellow bar appear at the top screen in Internet Explorer (Figure 3). In this case, when you click the Log In button (Figure 1), you may be directed to the main Elluminate Log in page after only a few seconds (Figure 5).



Figure 5

If this happens, you may need to adjust your Internet Explorer options to allow it to access the Elluminate site. Here's how:

In Internet Explorer, select "Tools", then select "Internet Options" (Figure 6).

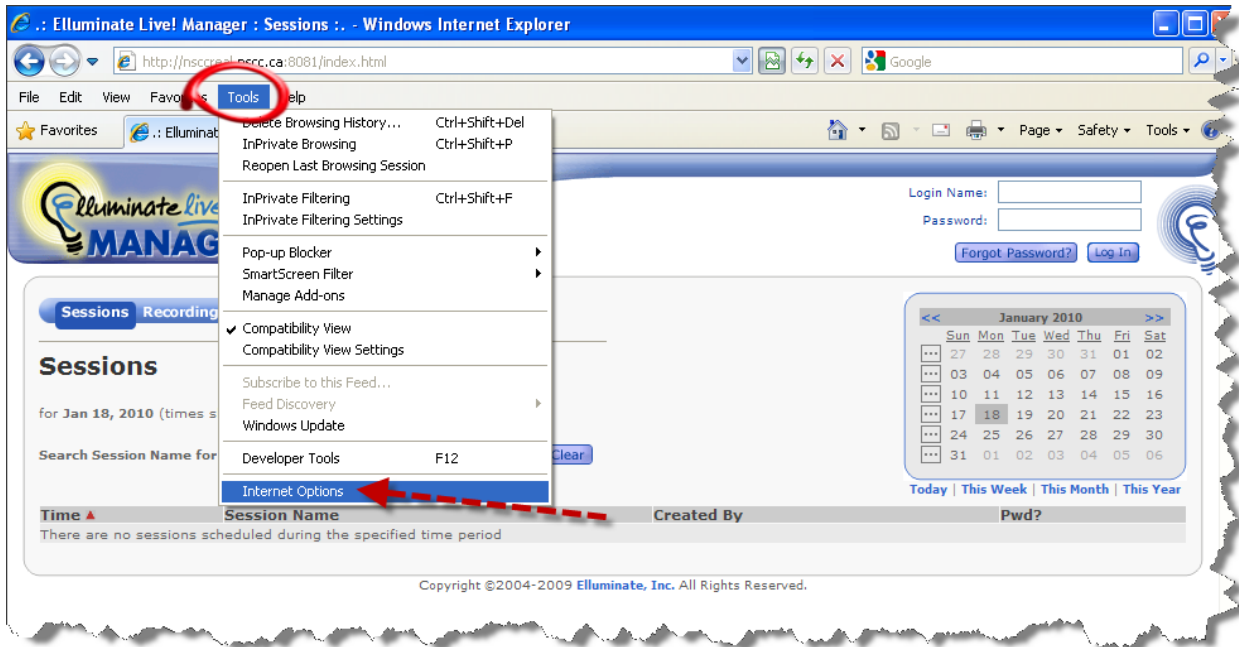


Figure 6

This will open the Internet Options window. From here, click the "Security" tab at the top (Figure 7).

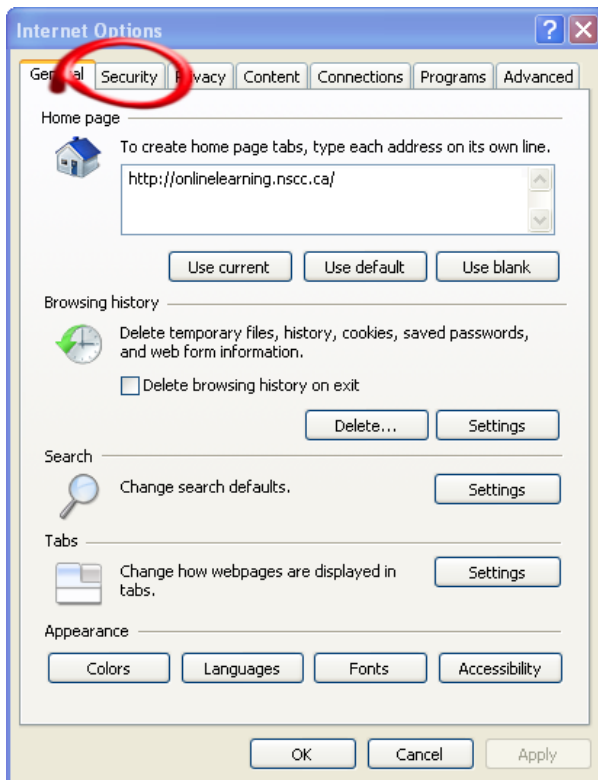


Figure 7

Ensure “Internet” is the selected zone, then click “Custom Level...” (Figure 8).

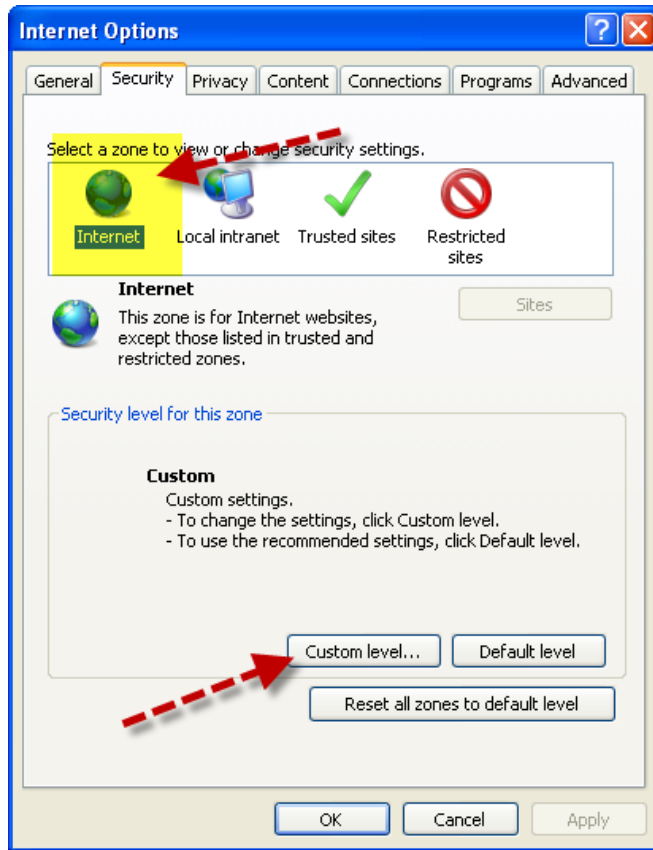


Figure 8

Scroll down the list until you see the “Downloads” category appear (Figure 9). Click “Enable” under the “Automatic prompting for file downloads” heading. Click “Ok”. A warning message will appear asking you if you are sure you wish to change the settings (Figure 10). Click “Yes”, then click “OK” to close the Internet Properties” window.

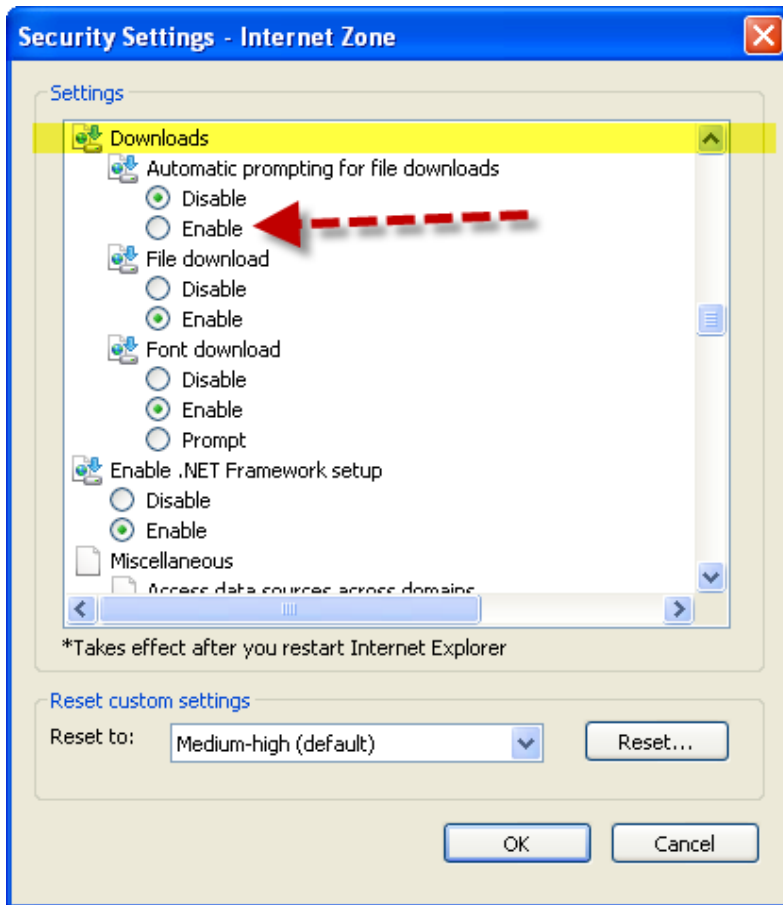


Figure 9

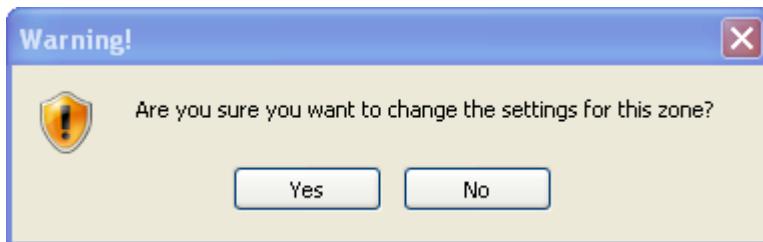


Figure 10

That's it. Now try accessing your Elluminate session again. After you enter your Email Address and Display Name, your Elluminate session should automatically start after a short time.