

If you are having trouble accessing an Elluminate recording, here are some helpful tips:

Sun Microsystems' Java is required to play back Elluminate recordings. If you don't have a recent version of Java installed, it is available for free at <http://www.java.com>.

If you have received an email invitation to the session, clicking the link in the message should take you directly to the Elluminate "Play Recording" 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.nscC.ca/play_recording.html?recordingId=123456789012345

nscC Online Learning Elluminate Live!

Play Recording


Note: An (*) indicates required field

- 1 Recording Details**
Recorded Session Name: [REDACTED]
Recording Time: Jan 24, 2011 9:55 PM AST
- 2 Recording Access**
Log in as
 Elluminate Live! Manager User
 Guest
Email Address: [REDACTED]
* Full Name:
- 3 Play Recording**
Click Play to play the recording. Click Cancel to quit.

Play Cancel

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Figure 1

After you access the Play Recording page (Figure 1), please ensure you've selected the "Guest" option. Next, please enter your Display Name (usually your first and last name). If your information has been entered correctly, click the "Play" button  at the bottom right corner of the page.

The next screen to appear should indicate that “your recording should start soon” (Figure 2). If your browser settings allow, your Elluminate recording 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).

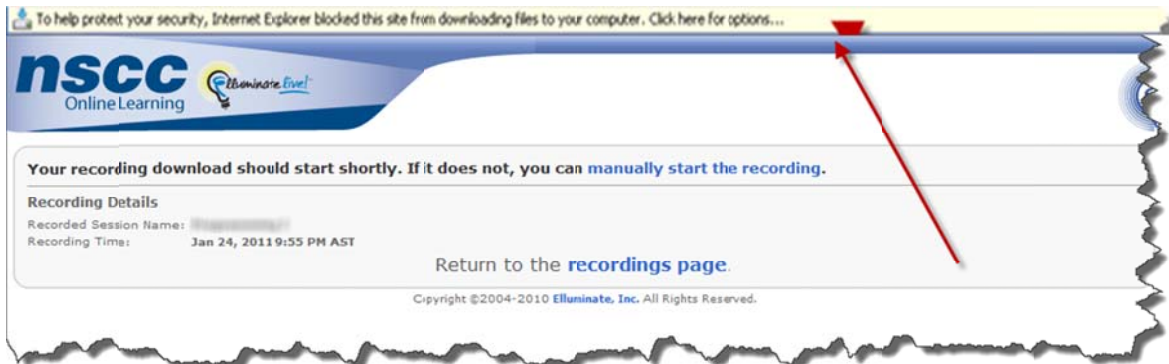


Figure 3

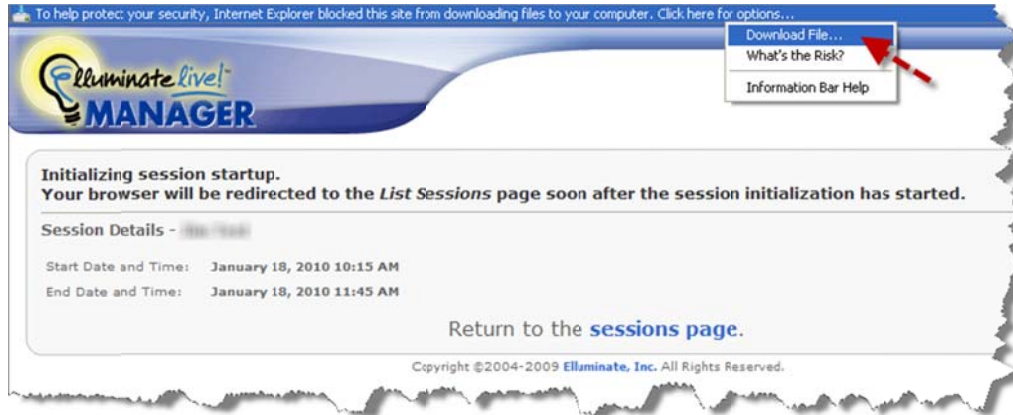


Figure 4

When the File Download box appears, click the "Open" button (Figure 5) and after a short time you should see that Java 6 is starting.



Figure 5

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 Play button (Figure 1), you may be directed to the main Recordings page after only a few seconds (Figure 6).



Figure 6

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 7).

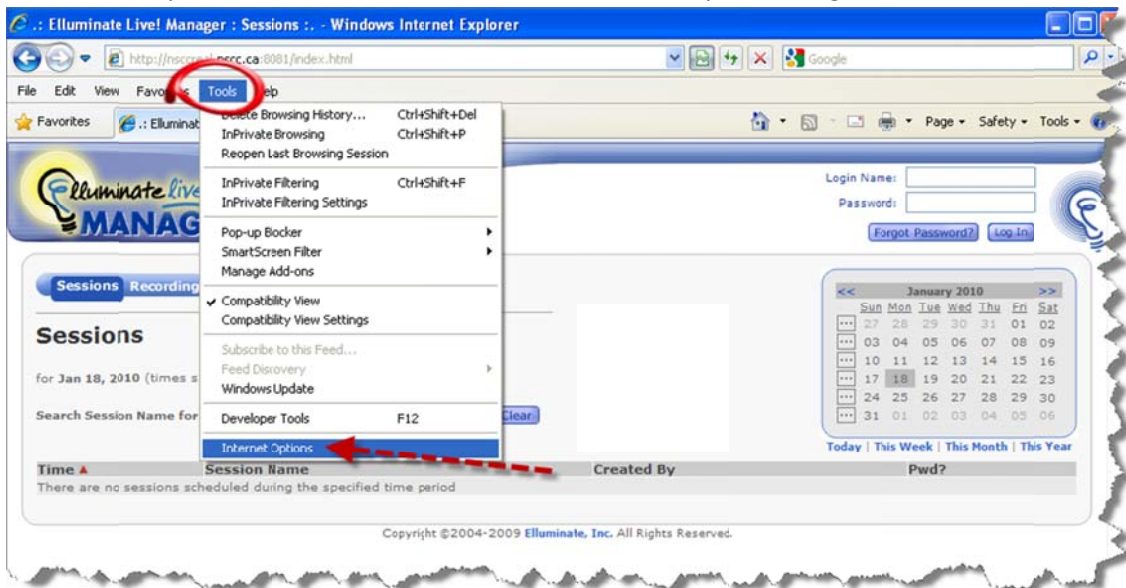


Figure 7

This will open the Internet Options window. From here, click the “Security” tab at the top (Figure 8).

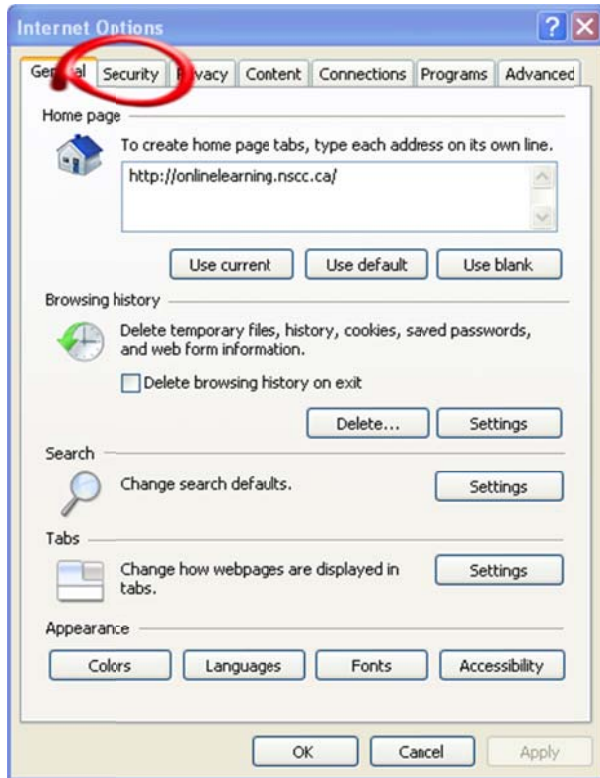


Figure 8

Ensure “Internet” is the selected zone, then click “Custom Level...” (Figure 9).

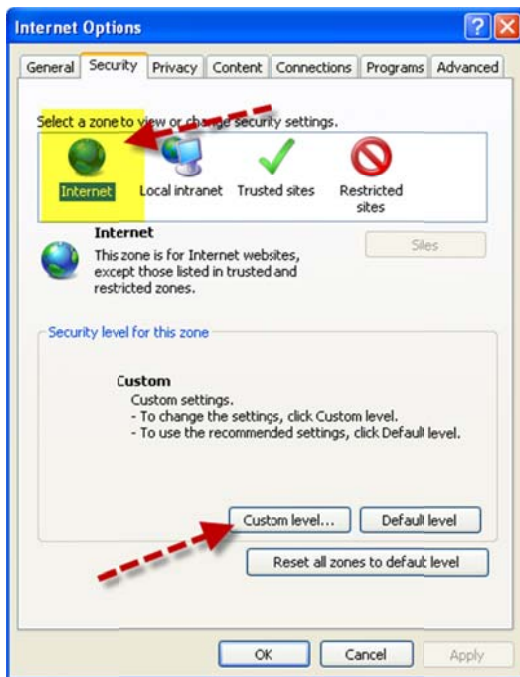


Figure 9

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.

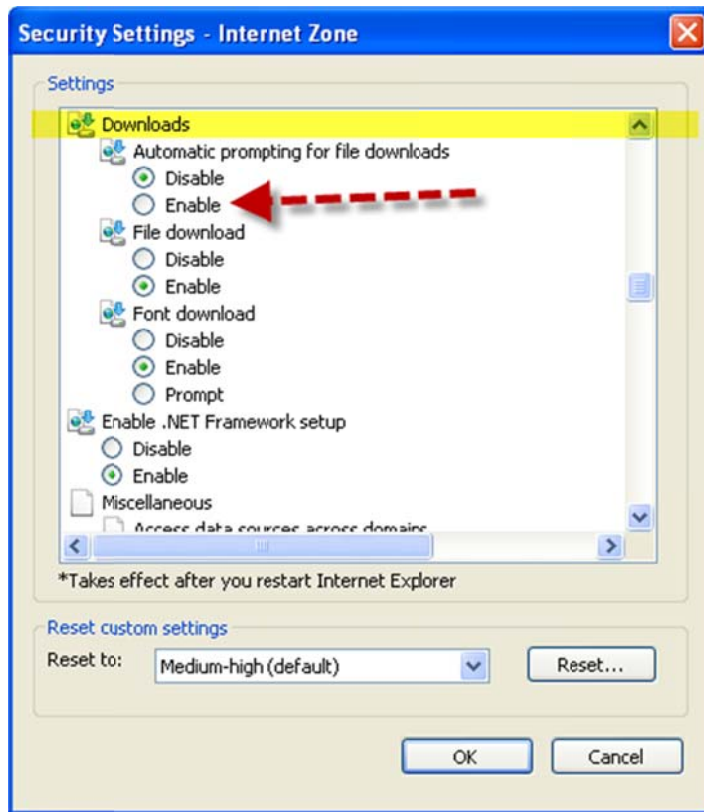


Figure 10

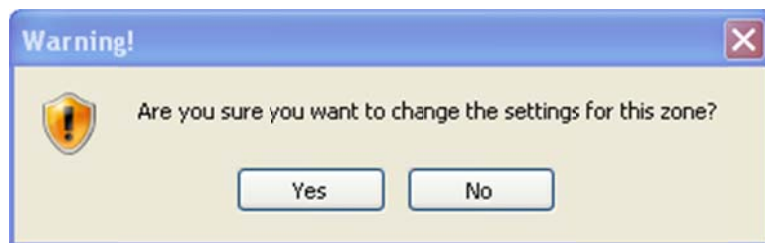


Figure 11

That’s it. Now try accessing your Elluminate recording again. Enter your Display Name and follow the prompts.