



# BlueJeans: Top Tools and Tips

## **Summary of Web Conferencing Platform for Account Holders (Instructors)**

Centre for Teaching and Learning Innovation  
North Island College

August 2020

# BlueJeans: Top Tools and Tips

## Support

### Teach Anywhere Website

- <https://teachanywhere.opened.ca/under> Learning Technologies > BlueJeans

### NIC Helpdesk

- [Helpdesk@nic.bc.ca](mailto:Helpdesk@nic.bc.ca)
- New Accounts + Questions

### BlueJeans Support Website

- <https://support.bluejeans.com/s/>

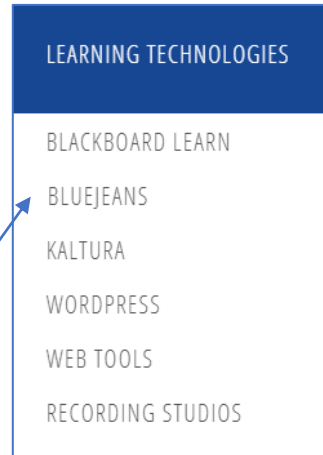
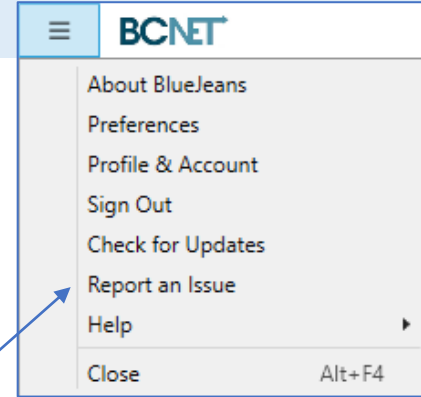
## Issues

### BlueJeans Helpdesk for Technical Issues

- <https://support.bluejeans.com/s/contactsupport>

### Report an Issue

- Hamburger icon in top left of BlueJeans App > Report an Issue
- Describe issue and include email> uploads logs to BlueJeans for troubleshooting



# BlueJeans: Top Tools and Tips

## Eight Ways to Join Meetings or Classes

1. **INSTRUCTOR:** <https://bcnet.bluejeans.com/> > Attend a Meeting > Meeting ID | Passcode | Name > ENTER MEETING
2. **INSTRUCTOR:** Scheduling Screen > JOIN A MEETING
3. BlueJeans app open > left side of screen > calendar-synched scheduled meetings > JOIN
4. BlueJeans app open > bottom left corner > Join By Meeting ID or Sharing Code > Meeting ID and Code > JOIN
5. URL in Invite (<https://XXXXXXXXXX/XXXX>) > automatically opens browser > opens BlueJeans app
6. BlueJeans icon in taskbar > Today's Upcoming Meetings > choose meeting
7. Phone Audio only > Toll-Free Numbers > Enter Meeting ID and passcode
8. Via Browser if don't have Desktop App

BCNET Only Instructor BlueJeans

Log in

Username or Email Address  
liesel.knaack@nic.bc.ca

Password  
\*\*\*\*\*

Forgot your password?

LOG IN

Attend a meeting

Meeting ID:  
Enter Meeting ID

Passcode:  
Enter Passcode (optional)

Name:  
Enter Name

ENTER MEETING

Only Instructor

SCHEDULE MEETING

JOIN A MEETING

START MY MEETING

COPY URL | MORE INFO

MON AUG 31

10:00 AM - 11:30 AM  
Ungrading Your Course: Unt...

1:00 PM - 2:00 PM  
Course First Aid Kits: Are Yo...

JOIN

Join meeting

JOIN BY MEETING ID OR SHARING CODE

123876554

1234

JOIN

Meeting URL

<https://bluejeans.com/942111977/8655>

Start Personal Meeting

Today's Upcoming Meetings

Recent meetings

Join by Meeting ID

Share Your Screen

Open BlueJeans

Open BlueJeans Preferences...

Quit

1.778.807.4955 (toll-free from within Canada) or  
1.866.599.3622 (toll-free from outside of Canada)



# BlueJeans: Top Tools and Tips

## Scheduling Meetings or Classes

- Go to BlueJeans Account on website  
<https://bcnet.bluejeans.com/> - 2 Ways

### 1. Instant Meeting

- Personal Meeting ID
- Copy URL > Send to Participants > START MY MEETING
- OR** Send URL > Open BlueJeans App > MY PERSONAL MEETING INFO > START

### 2. Scheduled Meeting

- Unique ID (9 digits) for every meeting
- Exception:** Schedule Meeting > Advanced Options > Use My Meeting ID (personal meeting via scheduled format)
- Normally:** Schedule Meeting > Advanced (Add Passcode) > URL
- Invite Participants = NIC BlueJeans Meeting Invite Template + Email or Post in Blackboard Learn

The image contains four screenshots of the BlueJeans interface, numbered 1 through 4, illustrating the process of scheduling and joining meetings.

**Screenshot 1:** A menu with four options: "SCHEDULE MEETING", "JOIN A MEETING", "START MY MEETING", and "COPY URL | MORE INFO". The "START MY MEETING" option is highlighted with a blue border and a large blue circle with the number "1" next to it.

**Screenshot 2:** The "Schedule a new meeting" form. It includes a "Meeting Title" field, an "Add meeting description" link, and a "From" field with a date and time selector (28 Aug 2020, 9:00 PM). A large blue circle with the number "2" is next to it.

**Screenshot 3:** A calendar view showing a meeting scheduled for "TUE SEP 1" from "11:00 AM - 12:00 PM". The meeting title is "Course First Aid Kits: Are Yo...". A "JOIN" button is visible next to the meeting details. A large blue circle with the number "3" is next to it.

**Screenshot 4:** The "Fake Meeting" details page. It shows the meeting ID (693 183 549), participant passcode (1508), and moderator passcode (6831). The meeting URL is <https://bluejeans.com/693183549/1508>. A "START MEETING" button is at the bottom. A large blue circle with the number "4" is next to it.

# Template to Email or Add to Blackboard Learn (Email, Course Messages or Blank Page)

<INSERT COURSE OR MEETING NAME>

## BlueJeans Connection Information

The information below outlines the connection details. Please connect a few minutes prior to the start time to ensure your microphone, video and speaker connections are working with BlueJeans and you are ready to join the call.

### Meeting URL

<Paste full BlueJeans URL here e.g., <https://bluejeans.com/XXXXXXXX/XXXX>>

### Meeting Passcode

<Paste the passcode here (e.g., XXXX – last four digits after backslash if you enabled the passcode -recommended)>

### Meeting ID

<Paste the 9 digits from the URL here e.g., XXXXXXXXX>

### Tips for Connecting

- **To Join via Phone Audio:** 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 #
- **To Learn More:** See BlueJeans Support Site <https://support.bluejeans.com/s/>
- **Use BlueJeans App for Best Connectivity:** BlueJeans App with a short download/install at: <https://www.bluejeans.com/downloads>
- **Is Your Computer Ready for BlueJeans?** Take the BlueJeans Diagnostic Test at: <https://diagnostics.bluejeans.com/> and also ‘**Talk to Jean**’ the Parrot to test connections at <https://bluejeans.com/111>
- **For Better Audio and Video:** Be on a wired connection, sit close to wireless modem location, close all other programs/apps on your computer using the Internet, ask others in house to 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

### Recommended Technology

A computer (laptop or desktop), a headset with a microphone or a webcam/with microphone and speakers. See BlueJeans webpage for more details: [System Requirements](#)

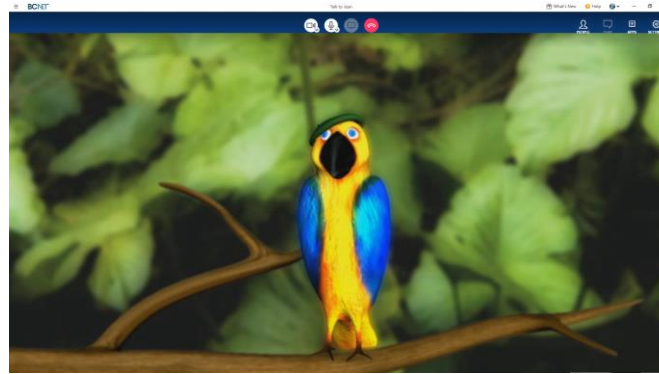
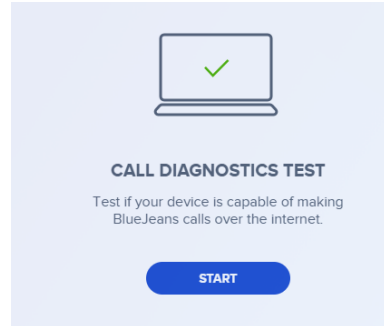
**Note:** *You can join a BlueJeans web call using a smartphone via the BlueJeans phone app, but you will have reduced functionality for participating and often will experience poor call quality due to wireless connections. You can also join a BlueJeans web call via phone audio using a cell or landline phone via the meeting ID and toll-free numbers above, while using your computer to view video and screen activity. \*\*Be aware of data and overage charges possibly incurred and charged to you by your cellphone service provider. \*\**



# BlueJeans: Top Tools and Tips

## Readiness of Your Technology

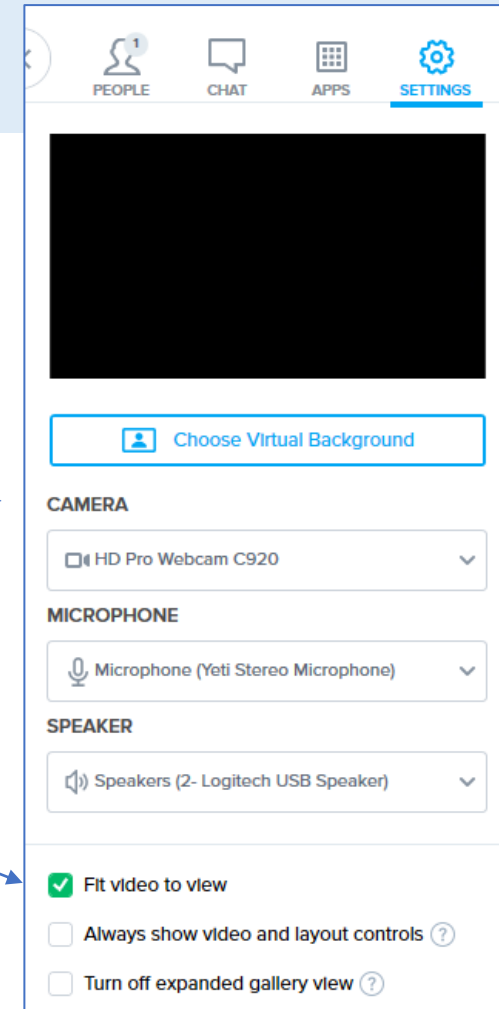
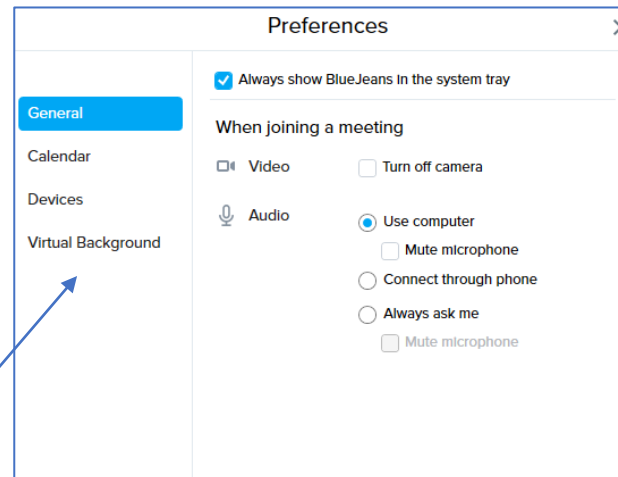
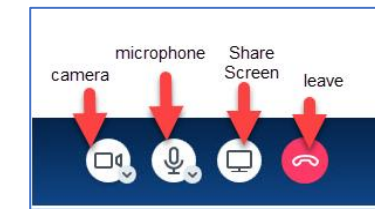
- **Diagnostics test**  
<https://diagnostics.bluejeans.com/>
- **Test Video Set Up** (Talk to Jean)  
<https://bluejeans.com/111>
- **Latest 5x5 Gallery Enabled App – Version 2.23**  
uninstall old, download new, join a meeting and check  
Preferences > About > Version 2.23  
<https://www.bluejeans.com/downloads>



# BlueJeans: Top Tools and Tips

## First Moments in BlueJeans (For You and Participants)

- **Settings** (Camera, Mic, Speakers)
- **Audio: Mute** Individual vs. Mute All
- **Raise Hand**
- **Fit to View Setting** (so right panel doesn't cover videos)
- **People** (Edit Name)
- **Video: Mute vs. On**
- **Preferences:** Devices, Calendar, Virtual Backgrounds (HIGH CPU and bandwidth use!)
- **Captions** (Coming Soon under Preferences)



# BlueJeans: Top Tools and Tips


## Sharing Content

- **Share Screen** (for anything on that monitor)
- **Share Screen** (for just an application)
- **Annotation Tools** (via Share Screen + Whiteboard)
- **Participants** can share, too, if moderator allows
- **Sharing Video** – Participants should view offline and rejoin meeting for optimal experiences








**Sharing Content**


- Share Screen (for anything on that monitor)
- Share Screen (for just an application)
- **Annotation Tools** (via Share Screen + Whiteboard) \*
- Participants can share too if moderator allows

Share Screen 2

 Click here to start sharing this screen

Share Application

-  Kaltura Capture
  -  Kaltura Capture
  -  Kaltura Capture
-  Microsoft PowerPoint
-  Google Chrome
-  Microsoft Outlook
-  BlueJeans

 Share an uploaded video clip ?

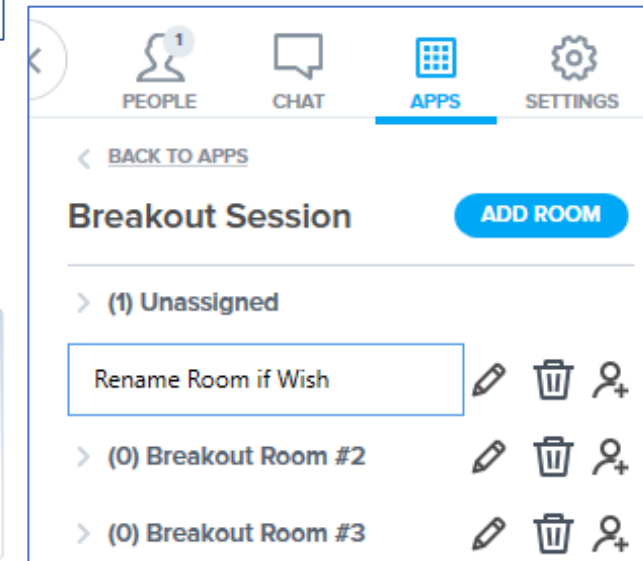
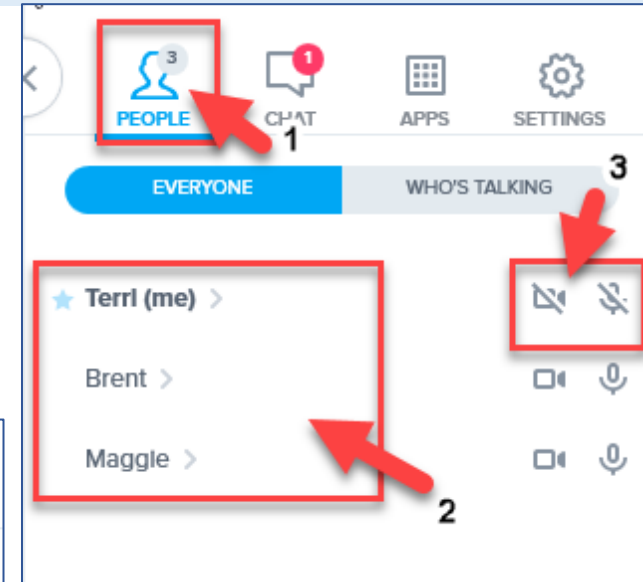
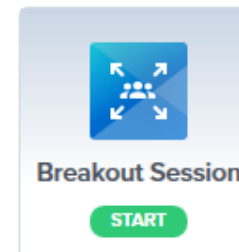
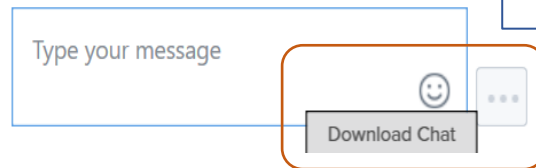
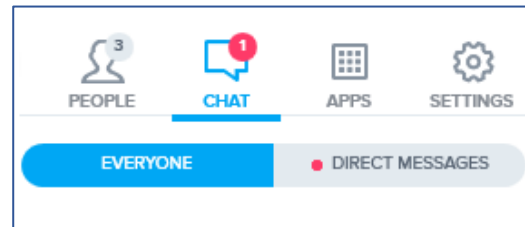
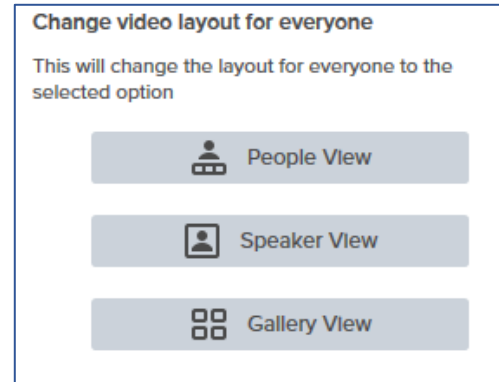
Press Esc to exit screen share session



# BlueJeans: Top Tools and Tips

## Managing People

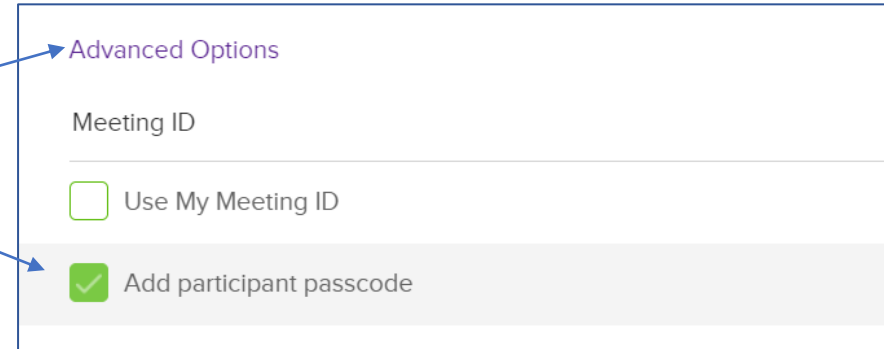
- **Views** (People, Speaker, Gallery)
- **Chat:** Everyone vs. Chat: Direct
- **Download Chat**
- **Mute** (audio off) participants
- **Breakout Sessions** (under Apps) – Add Room > as many rooms as require > + add participants



# BlueJeans: Top Tools and Tips

## Making Meetings Secure

- **Passcode:** add when scheduling meeting
- **Do not** post “Meeting ID” or BlueJeans URL on social media, websites or public spaces



Advanced Options

Meeting ID

☐ Use My Meeting ID

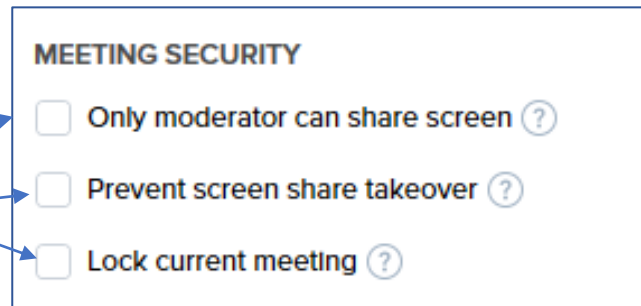
☒ Add participant passcode

This screenshot shows the 'Advanced Options' section of the BlueJeans meeting setup interface. It includes a 'Meeting ID' field, an unchecked checkbox for 'Use My Meeting ID', and a checked checkbox for 'Add participant passcode'.

- **Lock Meeting**



- **Lock Screen Sharing**



MEETING SECURITY

☐ Only moderator can share screen ?

☐ Prevent screen share takeover ?

☐ Lock current meeting ?

This screenshot shows the 'MEETING SECURITY' panel. It contains three checkboxes: 'Only moderator can share screen', 'Prevent screen share takeover', and 'Lock current meeting'. Each checkbox has a question mark icon to its right. Arrows from the 'Lock Meeting' and 'Lock Screen Sharing' list items point to the 'Lock current meeting' checkbox.

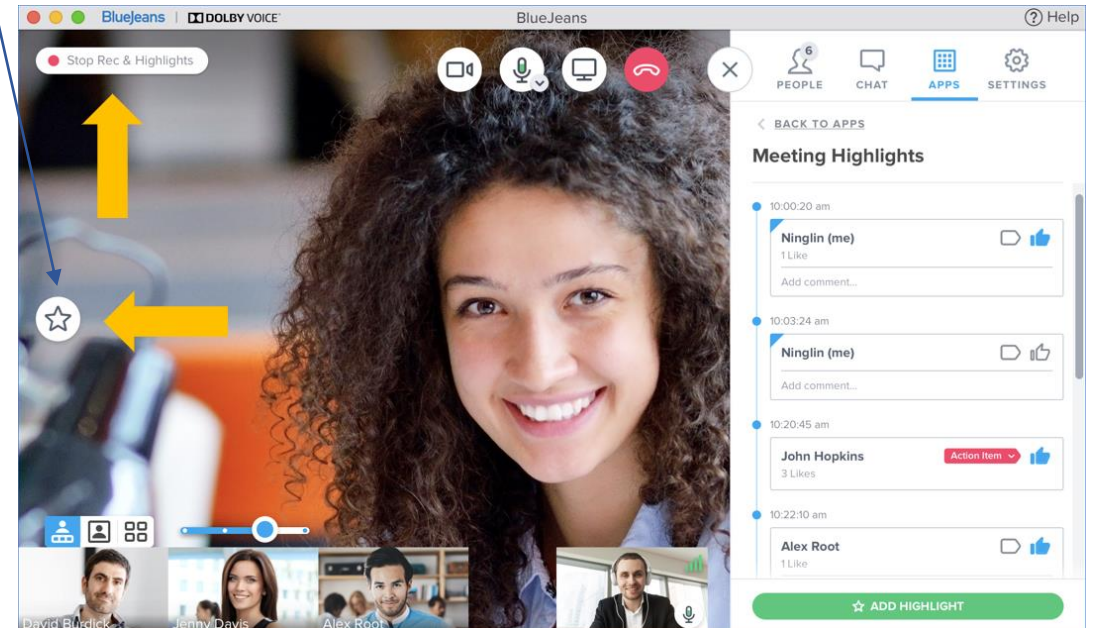
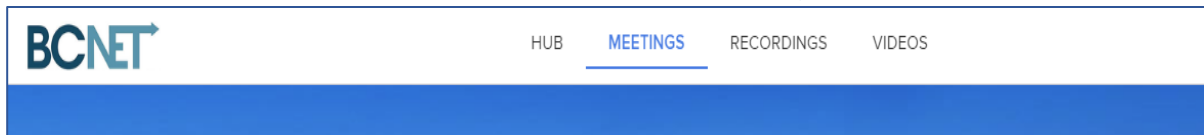
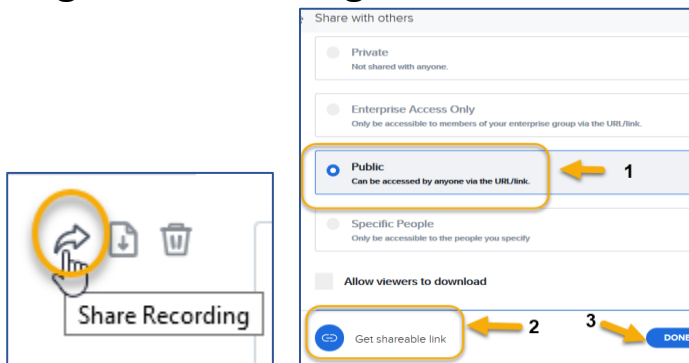
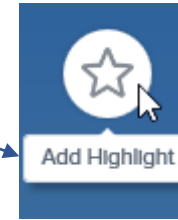
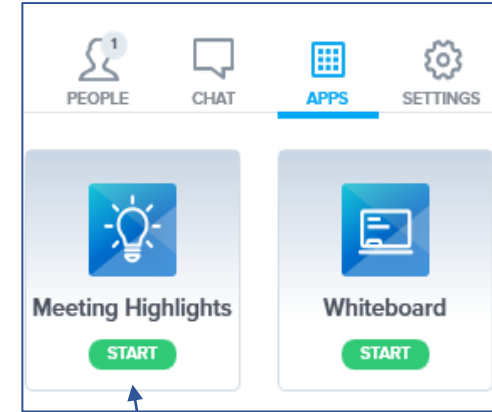
The meeting is locked. You cannot join this meeting until the moderator unlocks the meeting.

GOT IT!

# BlueJeans: Top Tools and Tips

## Recording Meetings and Classes

- **Only Moderator** can start and stop recording
- **Recordings:** saved in Canada (Montreal servers) – no consent form required, but should get permission from students
- **Smart Meeting Highlights:** allows all participants to “bookmark” key points with notes and 40 seconds of video
- **Recordings are Ready:** email > <https://bcnet.bluejeans.com> > Log in > Recordings Tab > Share Recording > Public > Get Link



# BlueJeans: Top Tools and Tips

## Summary

1. **Troubleshooting:** BlueJeans most often works fine, often a local issue with Internet speed that could affect your connection
2. **Joining Meetings:** 7 ways to join a meeting – know a few of them in case one way is ‘sticky’ or isn’t successful that day
3. **Personal Meeting ID:** instant meetings, permanent URL, don’t overlap bookings
4. **Scheduled Meeting ID:** URL exists only for time you schedule it, consider scheduling for a whole term for your class etc.
5. **NIC BlueJeans Meeting Invite Template:** clearer info and assists participants joining, don’t use “info” template from BlueJeans
6. **Testing:** Ensure technology is ready for BlueJeans: Diagnostics test, “Talk to Jean” and have latest app version for 5X5 gallery
7. **First Moments:** settings, name, audio/video mute, views, ‘fit to view’ checked off to not have chat overlap, chat etc.
8. **Managing People and Sharing Content:** raised hands, mute all mics, chat and download chat, share desktop to share many apps
9. **Making Meetings Secure:** schedule with a passcode, lock meetings, don’t post URL on the internet or social media, etc.
10. **Recording Meetings:** only moderator can do, go into account, find sharing icon, choose public setting, copy URL and share

**More Info:** <https://teachanywhere.opened.ca/learning-technologies/bluejeans/>