

QUICK START: CCC CONFER (WEB CONFERENCING)

Santa Ana College Distance Education, Cesar Chavez Building Room A-101, (714) 564-6725, DistEd@sac.edu

The minimum system requirements to use CCC Confer are a PC, MAC, or Mobile Device running at least Windows 7, Mac OS 10.8, Android 4.1.1, and iOS 4.3 or later. The system must have at least 256 MB RAM, 20 MB free disk space, and Internet access of 28.8 kbps or greater. Java must be installed. Recommended browsers are newer versions Firefox, Chrome, and Internet Explorer.

CCC CONFER (WEB CONFERENCING)

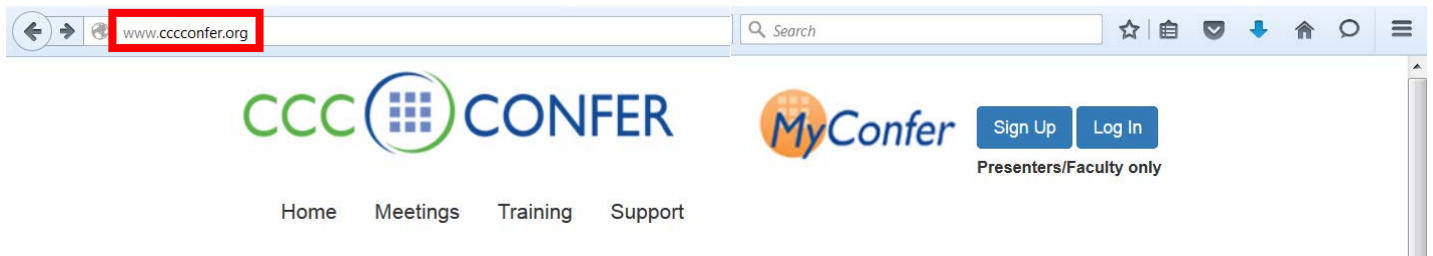
- [Overview](#)
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 - [Session Recording](#)
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OVERVIEW

CCC Confer is a free, standalone web conferencing tool, that allows instructors to meet with students virtually. CCC Confer provides audio, video, file / screen sharing capabilities, a whiteboard, the ability to add additional presenters, easy to navigation, the ability to schedule one or a series of meetings, provides meeting information and links in Email invitations, the option of requesting a transcriber to be in the room, the ability to record sessions, and excellent training and support.

ACCESS CCC CONFER

To access CCC Confer, open a browser window. Enter the address www.cccconfer.org in the browser address bar.



CREATE AN ACCOUNT

First time users must create a CCC Confer account. On the home page, click the **Sign Up** button in the upper right corner of the screen.



Complete the registration page, then click the **Create** button at the bottom.

CCC CONFER

MyConfer Sign Up Log In
Presenters/Faculty only

Home Meetings Training Support

Register

For Presenters/Faculty Only

Log In Name *

Email *

Password *

Confirm Password *

First Name *

Last Name *

Title *

Department *

College/Org *
(No College Assignment)

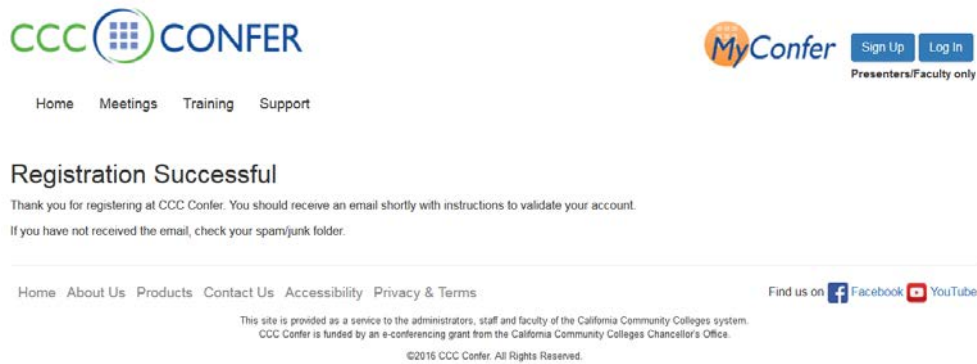
Classification *
(choose a classification)

Phone *

Screen Name

Create

A confirmation screen will appear if the account was successfully created.

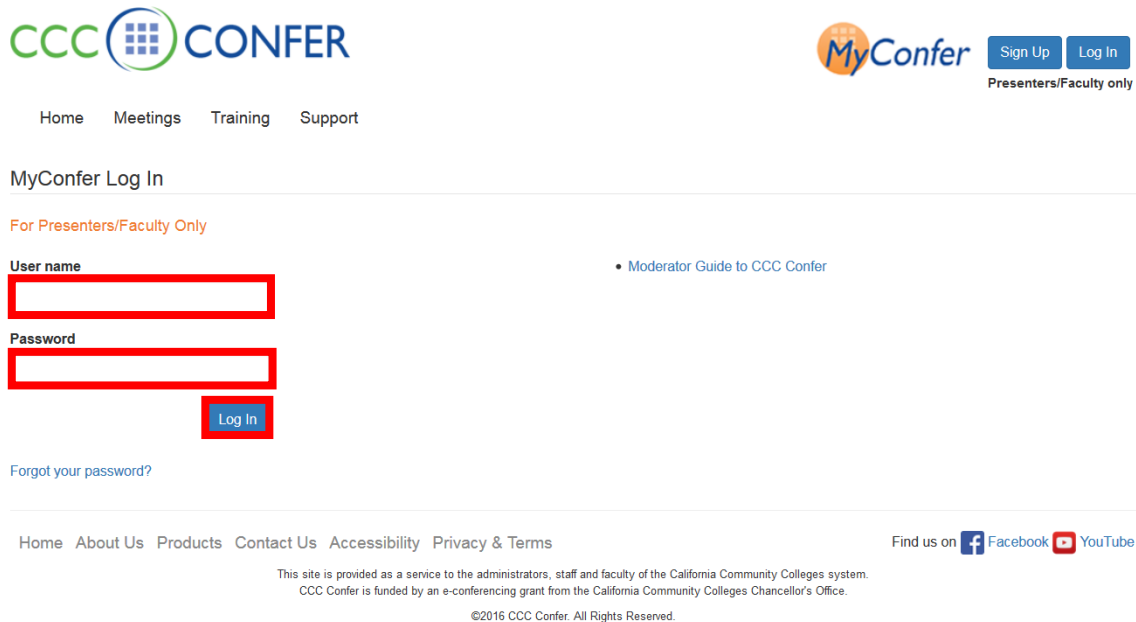


LOG INTO CCC CONFER

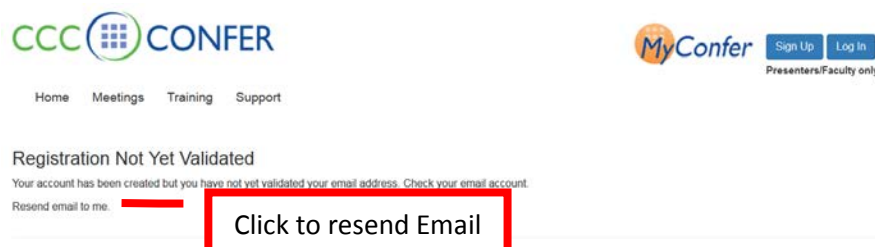
From the CCC Confer home page, click the **Log In** button at the top right of the page.



Enter the **User Name** and **Password** in the provided fields, then click the **Log In** button.



First time users may need to validate their accounts. An Email will be sent to the provided address. Click the link provided in the Email to validate the account.



Welcome to MyConfer - Message (HTML)

FILE MESSAGE ADOBE PDF

Ignore Delete Reply Reply Forward Meeting Completed To Manager Team Email Done Reply & Delete Create New Move Rules OneNote Actions Mark Unread Categorize Follow Up Translate Find Related Select Zoom Spam Not Spam Virus Phish Cisco Email Security

Thu 1/21/2016 9:41 AM

conferdata@cccconfer.org

Welcome to MyConfer

To Cottrell, Tammy

Enterprise Vault Action Items Get more apps

Thank you for registering for CCC Confer. Please use the link below to validate your email address and complete your registration.

<http://www.cccconfer.org/Account/Validate?regkey=42035cadcb3a8b6718113cd5e0c91e044c22273df82f5a0a5b4f3d8e14d258a4>

CCC Confer Team

CCC CONFER

Home Meetings Training Support

MyConfer Sign Up Log In Presenters/Faculty only

Account Validated

Congratulations, your account has been activated. You can now log in using the login name and password you provided.

[Log in here](#)

Home About Us Products Contact Us Accessibility Privacy & Terms

Find us on Facebook YouTube

This site is provided as a service to the administrators, staff and faculty of the California Community Colleges system. CCC Confer is funded by an e-conferencing grant from the California Community Colleges Chancellor's Office.

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MY CONFER HOME PAGE

The CCC Confer home page, or **My Confer**, contains a link to the [Moderator Guide](#) and a list of all upcoming meetings. The Moderator Guide provides “how to” instructions for using CCC Confer. The top tool bar contains links to the CCC Confer **Home** Page, a list of all CCC Confer **Meetings**, **Training**, **Support**, **My Confer**, **My Meetings**, **Request a Meeting**, **More** (Profile and Settings), and **Log Out**.

CCC CONFER

Home Meetings Training Support MyConfer MyMeetings Request Meeting More Log out

MyConfer

News & Info

Hi, Tammy

Welcome to the new MyConfer

- [Moderator Guide to CCC Confer](#)

Upcoming Meetings

To create a meeting, click the **Request Meeting** button on the top tool bar. Complete the Request Meeting form, then click the **Create Meeting** button at the bottom of the page. The Request Meeting page contains a link to the [Moderator Guide to Schedule CCC Confer Meetings](#) document. This Moderator Guide provides “how to” instructions for creating or scheduling CCC Confer Meetings.

CCC CONFER

Home Meetings Training Support

MyConfer MyMeetings **Request Meeting** More- Log out

Request Meeting

Meeting Title

Meeting Type

College/Org

Request Closed Captions ☒ Mon - Sat, 7am - 10pm . 48 hours notice required

Click to request a transcriber

Meeting Occurs

Date

Time

Duration (H:mm)

Create Meeting

A confirmation page will appear when the session has been scheduled, and the meeting will appear in My Meetings. CCC Confer will also send two confirmation Emails – one for the instructor, and one for the instructor to send to the participants.

CCC CONFER

Home Meetings Training Support

MyConfer MyMeetings Request Meeting More- Log out

Meeting "Flex Week: CCC Confer" has been created.

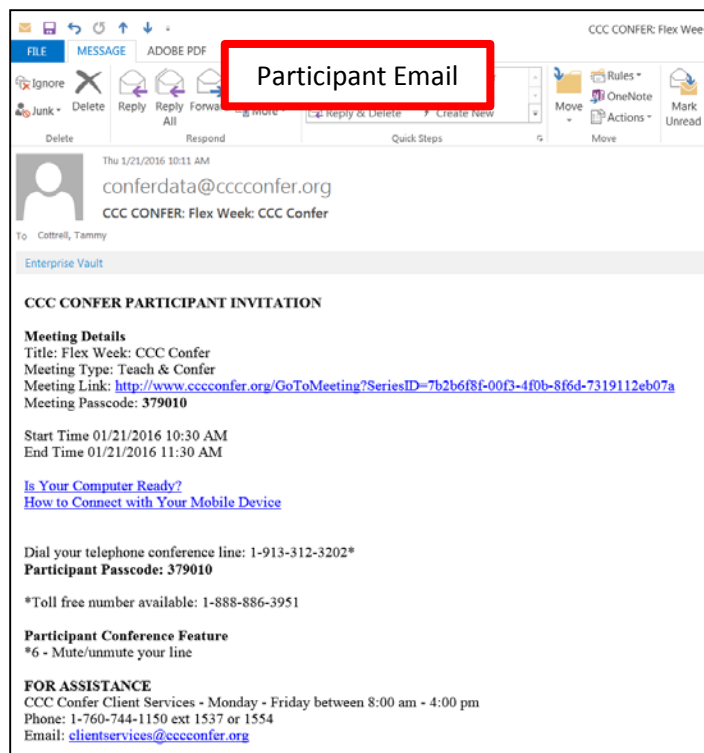
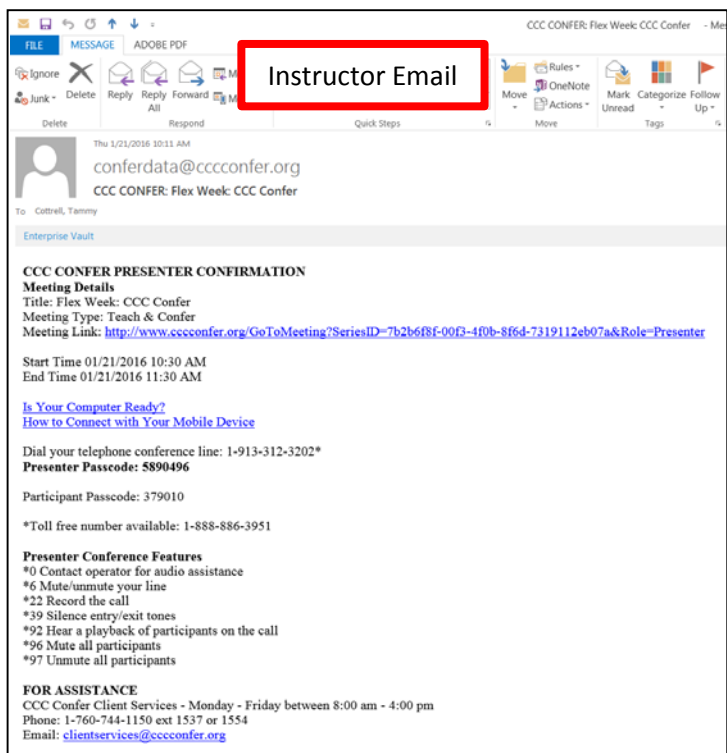
My Meetings

Upcoming Meetings MyCalendar Previous Meetings MyRecordings

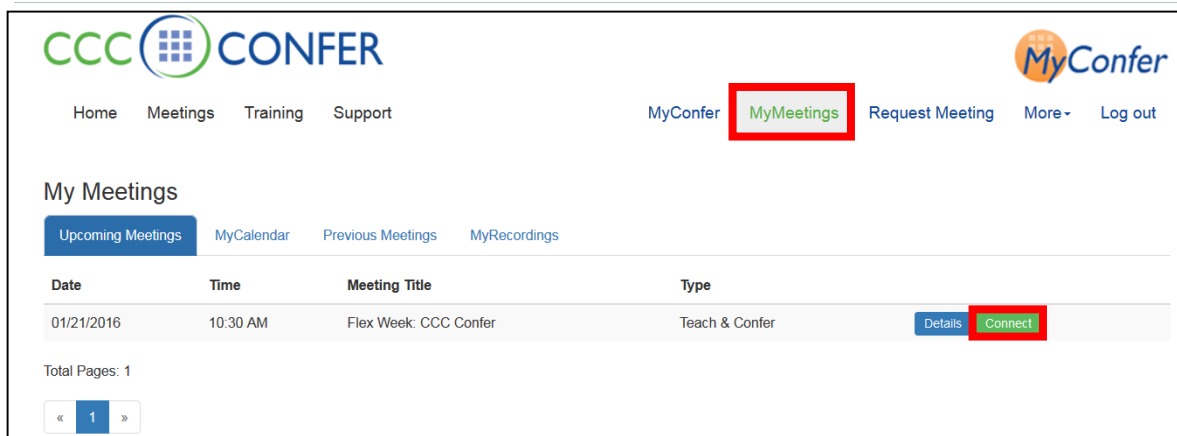
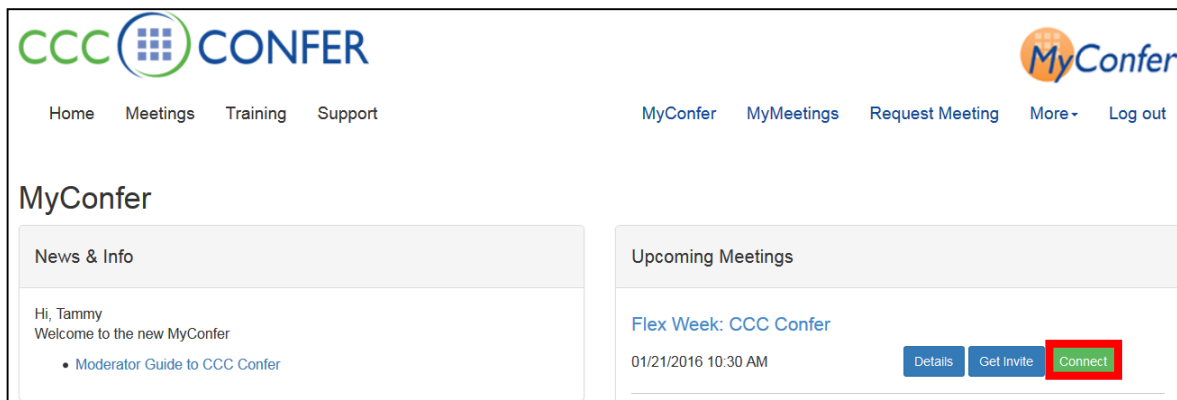
Date	Time	Meeting Title	Type
01/21/2016	10:30 AM	Flex Week: CCC Confer	Teach & Confer

Total Pages: 1

« 1 »

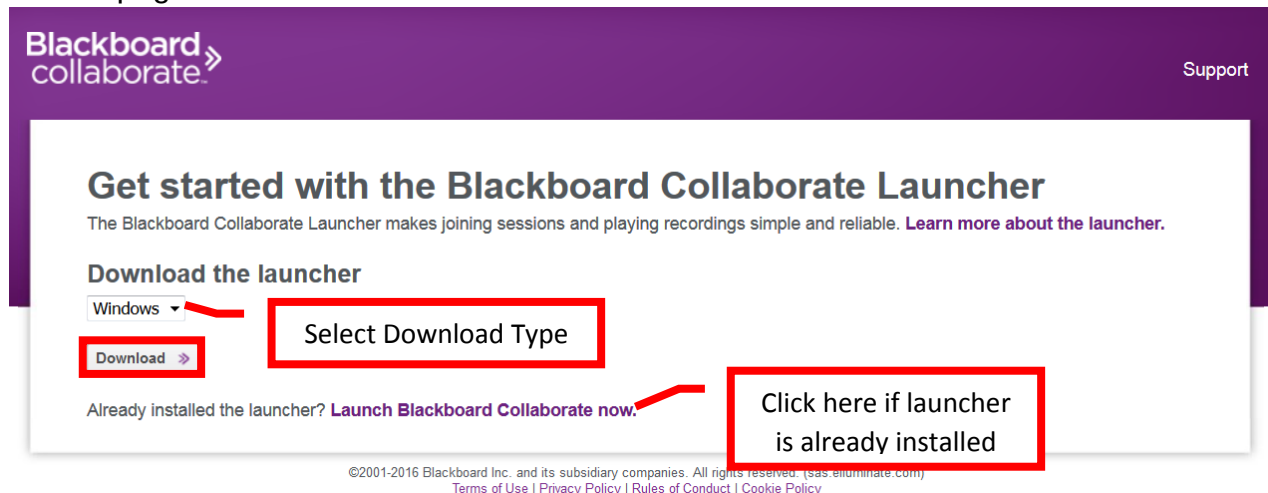


To access or **Connect to a Meeting**, log onto CCC Confer. Meetings can be accessed from the **My Confer** page, or from the **My Meetings** page. Click the **Connect** button to join the meeting.

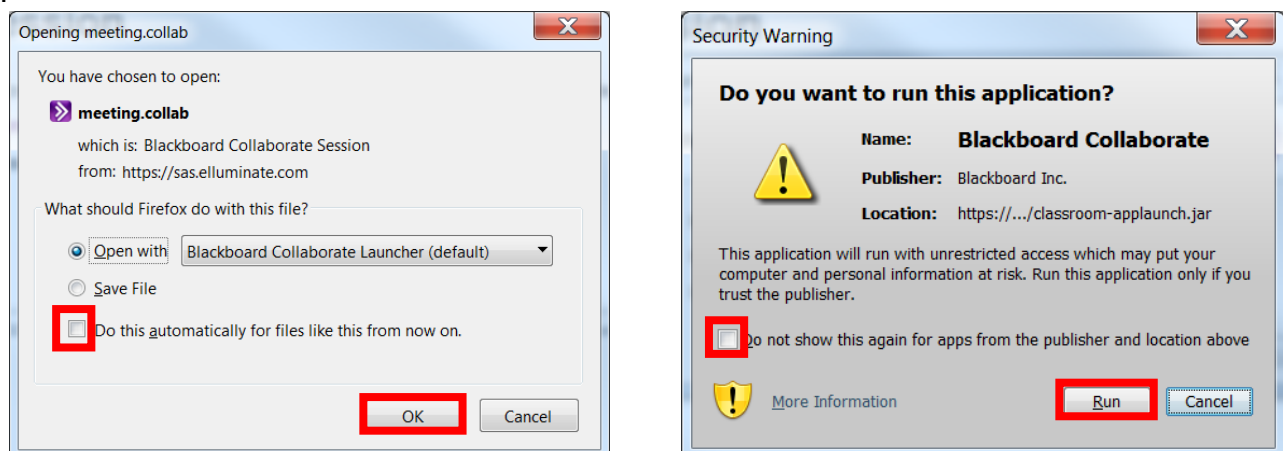


First time users may have to **Download** the **Blackboard Collaborate Launcher** before joining a meetings. Select the download type from the pull down menu, then click the **Download** button. If the

launcher has previously been installed, click the **Launch Blackboard Collaborate Now** link at the bottom of the page.

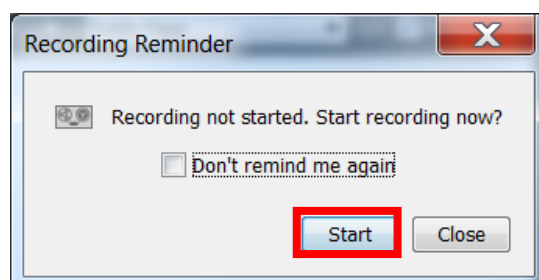


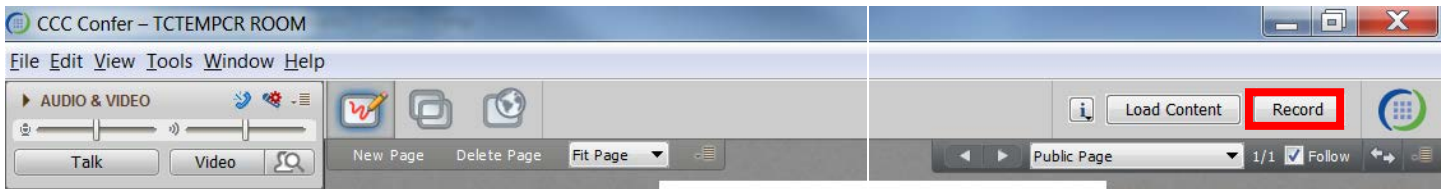
If prompted, select the option to Open the file with Blackboard Collaborate Launcher, and click **OK** to continue. A security warning box may also appear, click **Run**. To keep these dialog boxes from popping up in the future, click the check boxes next to Do this automatically for files like this from now on, and Do not show this again for apps from the publisher and location above respectively to select them.



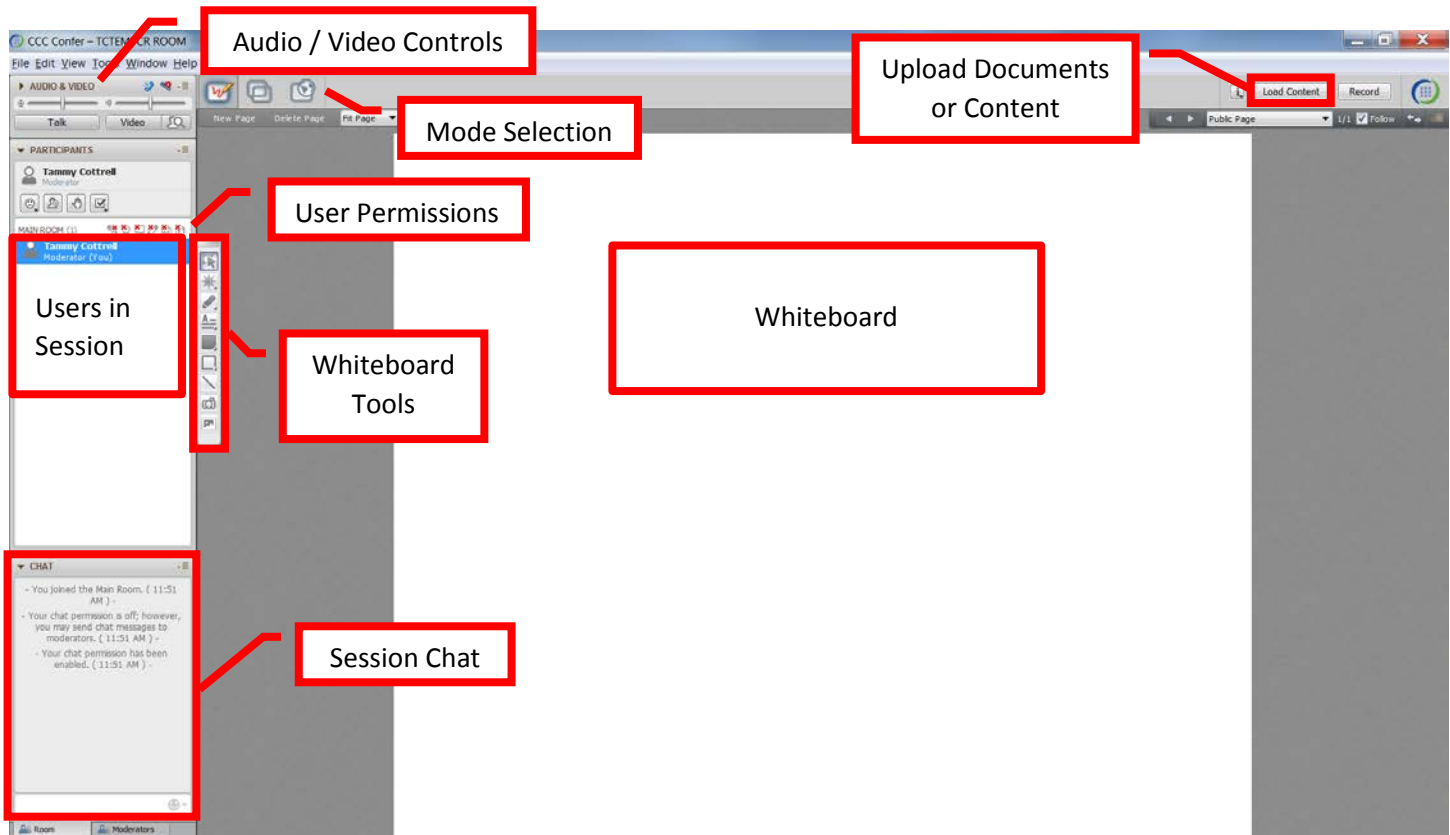
USING CCC CONFER

Session Recording is a feature in Collaborate that allows instructors to record the session and post it in the course. The moderator (instructor) will be prompted upon entering Collaborate if the session should be recorded. Click **Start** to record the current session. The recording can also be manually started at any time during the session by clicking the **Record** button in the upper right of the Collaborate home page.

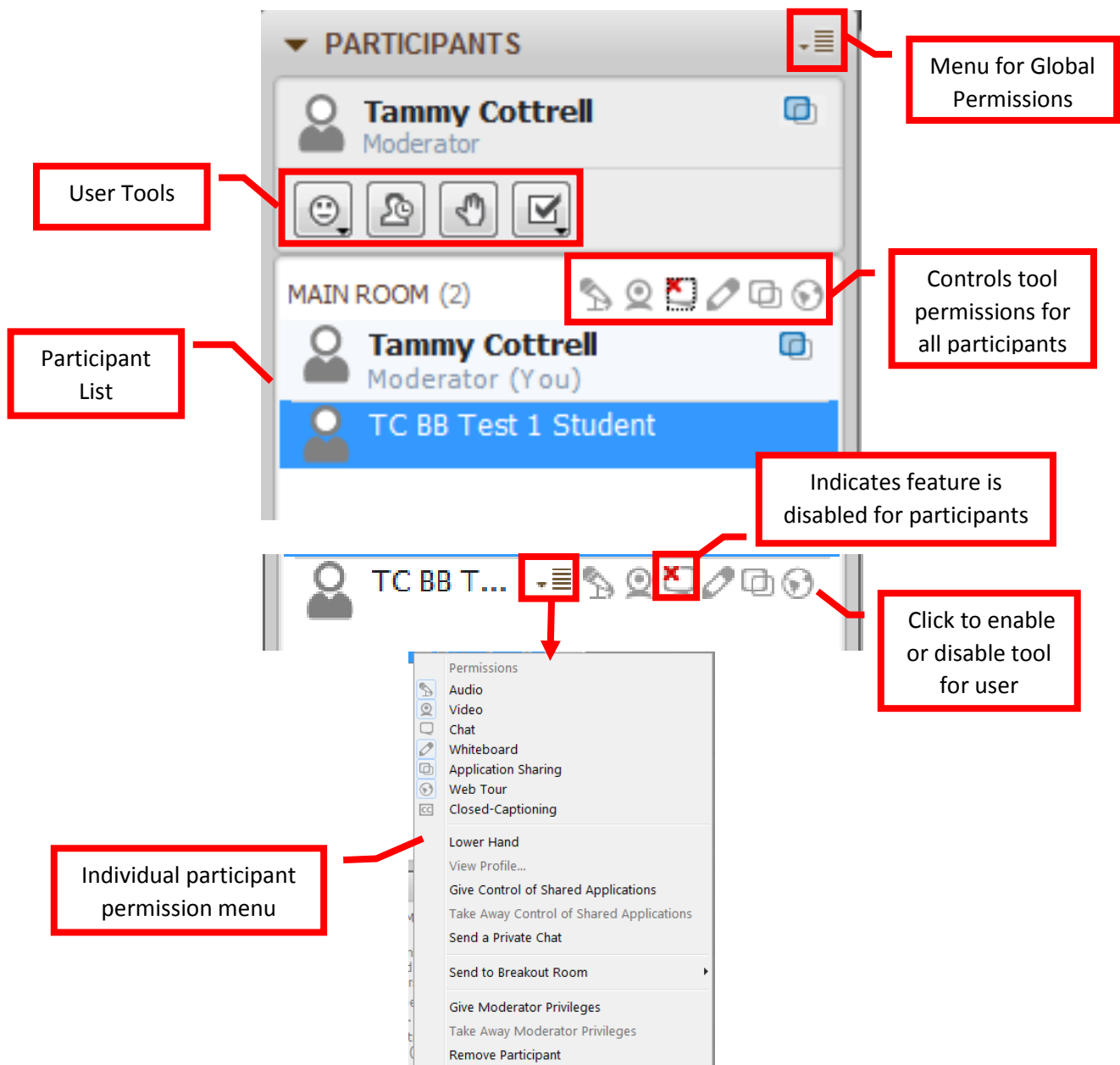




The **Collaborate Home Page** includes tools for audio and video conference, a whiteboard, file sharing, web sharing and screen sharing, chat, the ability to control user permission, assign a user (other than the instructor) as a moderator, and user tools. The home page defaults to the whiteboard view.



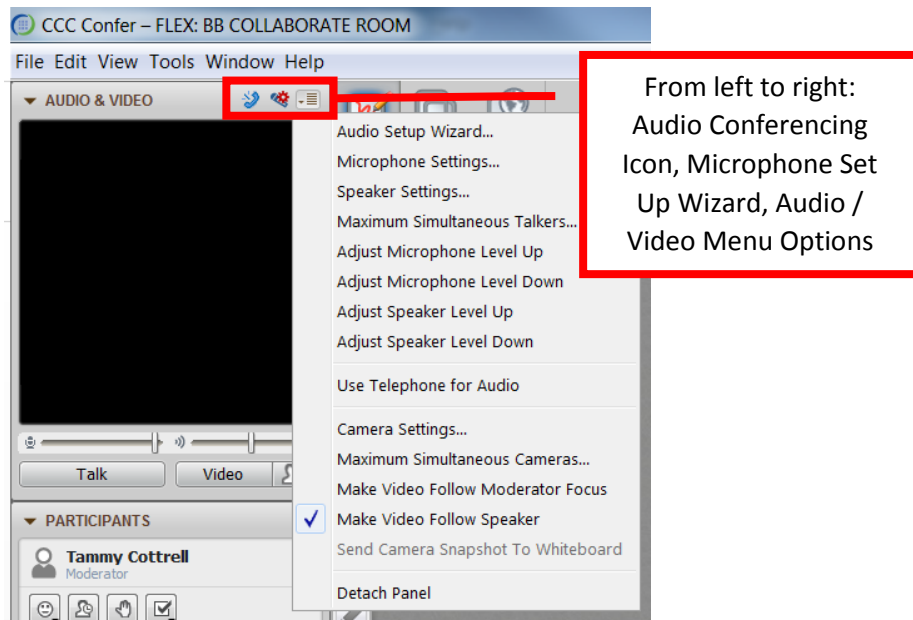
The **Participants** box provides a list of all of the session's participants, and identifies the moderator. The top tool bar allows participants to (from left to right) add an emoticon, step away from the session, raise their hand, and answer a poll (yes/no). The Collaborate tools are listed next to Main Room. The moderator can control which tools the participants have permission to use. A red X on the upper left of the icon indicates that the tool is not available to participants. To allow use of the tool for all participants, click on the icon. Global permissions (for all participants) can also be set using the menu icon, located in the top right of the Participant's box. Tool permissions can also be assigned on an individual basis for each participant. To adjust a participant's permissions, hover over the user's name. The available tool icons will appear to the right of the participant's name. Click on a tool icon to enable or disable for that individual user. Permissions can also be assigned by clicking the Menu icon next to an individual participant's name, and selecting the tool from the menu.



The **Audio & Video Conferencing** tools can be accessed by clicking the right facing arrow next to **Audio & Video** to expand the section.



The top tool bar has icons to use audio conferencing and set up the microphone. Audio conferencing allows participants to call into the session (if the audio on their device is not working). It is recommended that students use a headset and webcam attached to their computer, as the experience will be more fluid, and it makes it easier for the student to participate. Participants are encourage to use the microphone set up wizard the first time Collaborate is used. The final icon are the menu options available for audio and video conferencing.



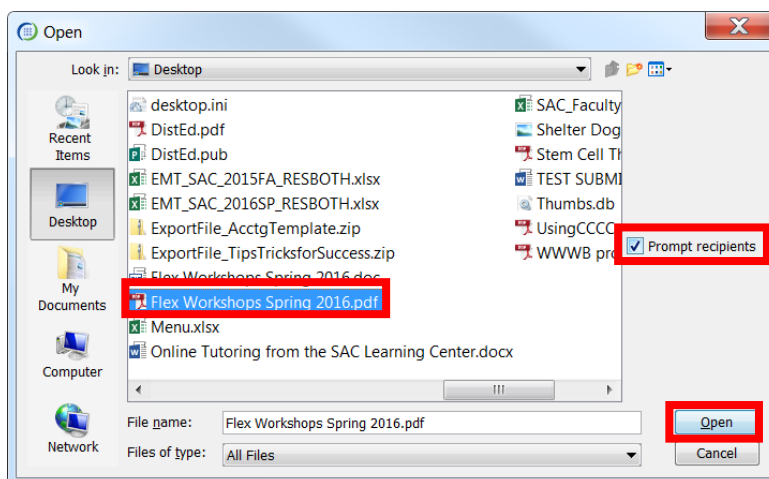
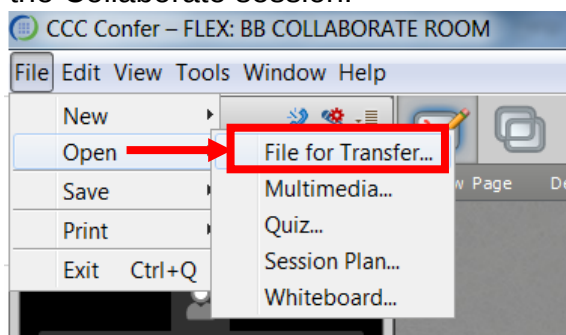
To turn the microphone on so participants can hear, click the **Talk** button. The bars above the Talk button can be used to control the microphone and speaker volumes. To display the video feed, click the **Video** button. The user's name will appear at the bottom of their image and will appear as their name appears in Blackboard. The audio and video feeds can be turned on and off as needed, any time during the session.



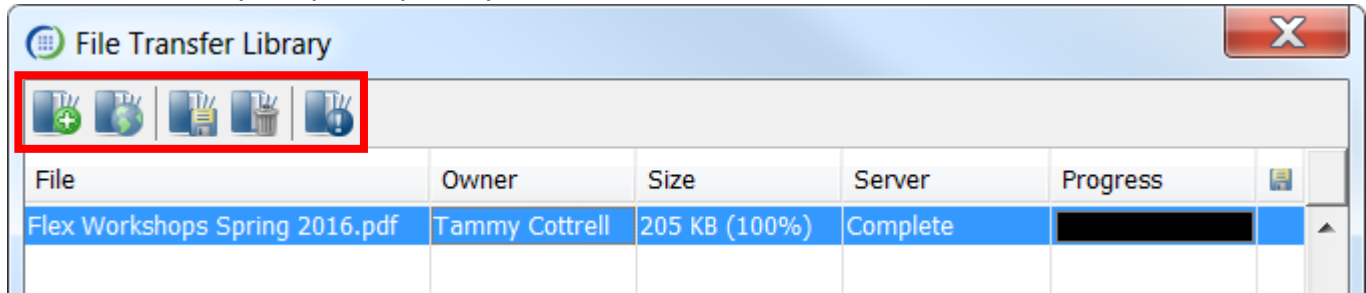
Whiteboard allows the moderator to write or draw as if using a physical whiteboard. The whiteboard toolbar includes icons (from top to bottom) to select objects, select a specific pointer style and point to objects on the page, write with a pen on the whiteboard, enter text on the whiteboard, draw a filled rectangle or ellipse on the page, draw a rectangle or ellipse on the page, insert a screen shot on the whiteboard, and place clip art on the whiteboard. There are page forward and back icons in the top right, and page controls including creating a new page, deleting the current page, and the page size in the top right of the screen. Images can be loaded on to the whiteboard by clicking the Load Content button in the upper right of the screen. When selected, the Follow check box requires participants to “follow” the moderator to a different page. To select the whiteboard, click the whiteboard icon  in the upper left of the page.



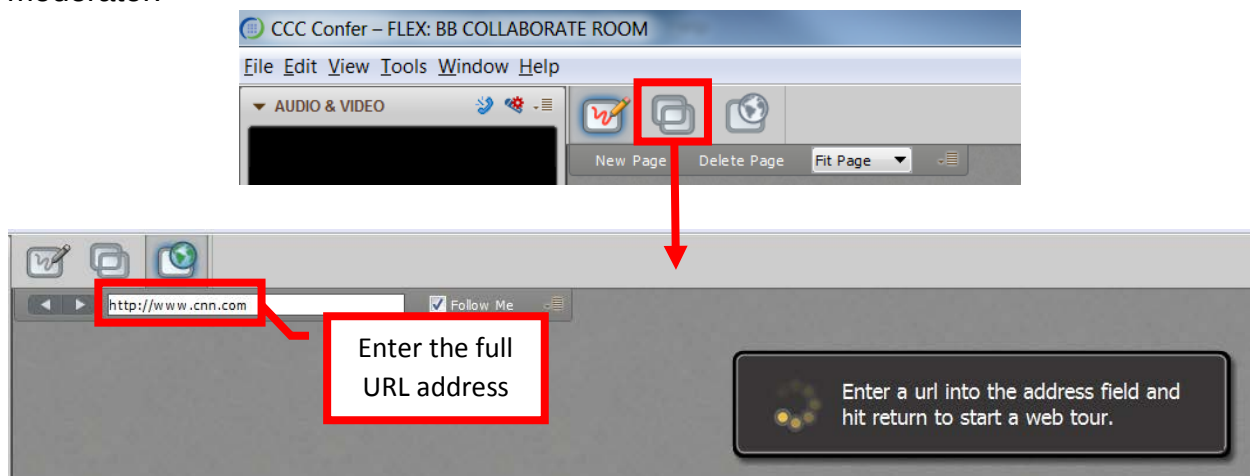
File Sharing allows the instructor to share a variety of files with participants. To share a file, click the **File** menu in the top left of the screen, and select **Open**, then choose **File for Transfer** from the menu. In the Open box, select the file to be uploaded. Click the check box next to **Prompt Recipients** to notify the participants when the file is ready for them to save. Once the file is selected, click **Open** to upload the file to the Collaborate session.



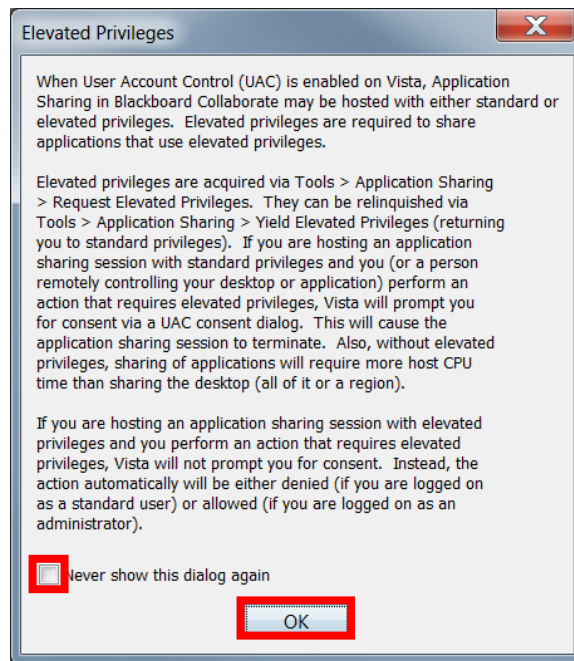
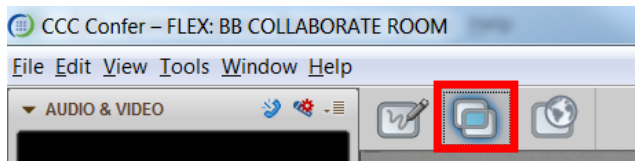
Once the upload is complete, participants can click once on the file to select it. The File Transfer Library tool bar has icons (from left to right) to add a file, enter the URL of a remote file, save the file, delete the file, and prompt the participants that the file can be saved.



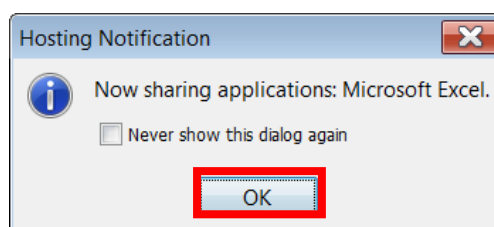
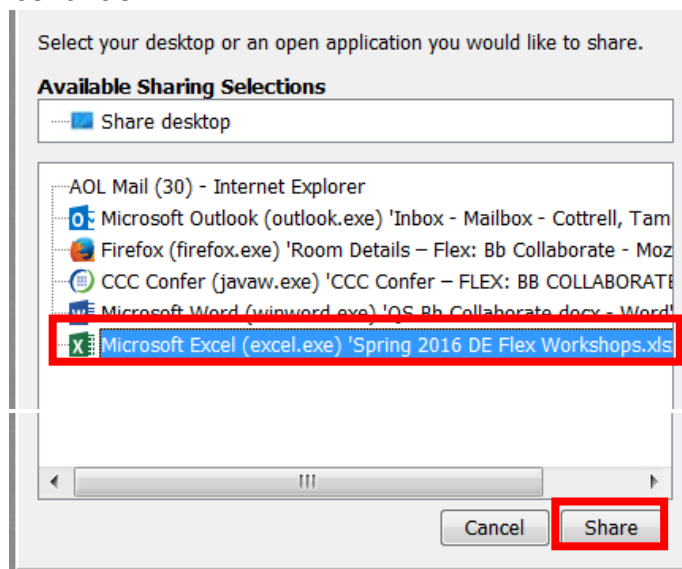
Web Tours or sharing a web site can be accessed by clicking the web tour icon in the upper left of the screen. In the provided address bar, enter the full URL of the site to share. Remember to include **http://www.** at the beginning. The web page will be displayed on the screen and can be navigated by the moderator.



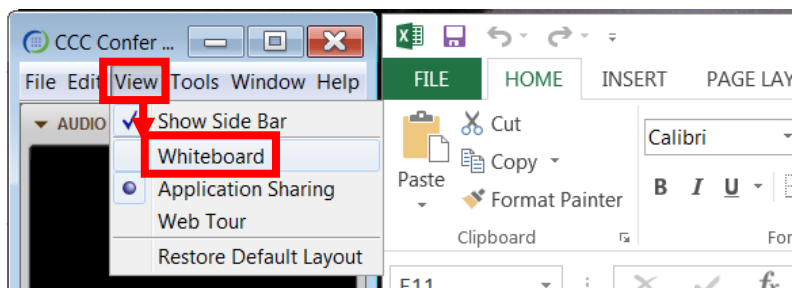
Application Sharing or screen sharing allows the moderator and/or participants to share their computer screen including any applications or programs that are open. To share the screen, click the Application Sharing icon on the top tool bar. A dialog box about Elevated Privileges will appear. Click OK to continue. The dialog box will appear each time application sharing is used, unless the checkbox next to Never Show this Dialog Again is click to select it.



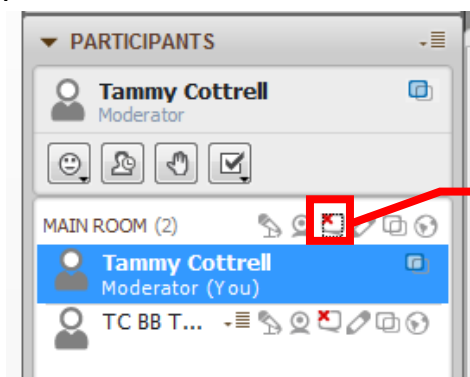
A list of the open applications will appear on the screen. Click the desired application to select it, then the **Share** button located at the bottom of the box. A dialog box will alert that the application is now being shared. Click OK to continue.



The participants in the Collaborate session will now be viewing the shared application live. To return to the whiteboard, click the CCC Confer icon on the taskbar then select **View** from the top menu. Click on **Whiteboard** to return. The View menu can be used to switch between functions.

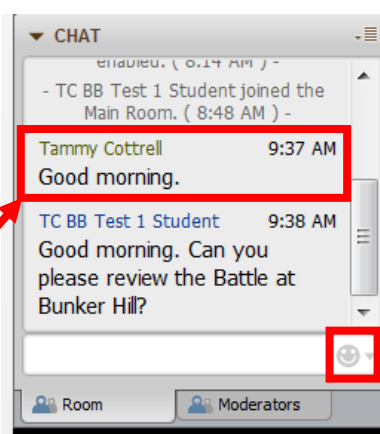
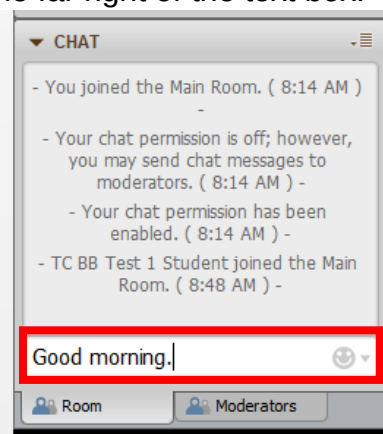


Chat can be used by participants and the moderator to communicate during the session. The benefit of chat, is that it does not interrupt the session, provides a written record of questions /answers, and does not require the participant to have a microphone. In the Participant box, ensure that Chat is enabled for users. A red X on the top left of the icon indicates that the feature is not available. To turn on a feature, click on the icon.



Indicates feature is disabled for all participants

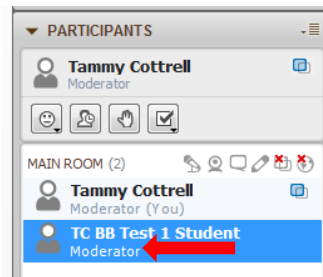
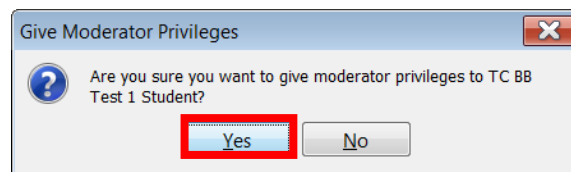
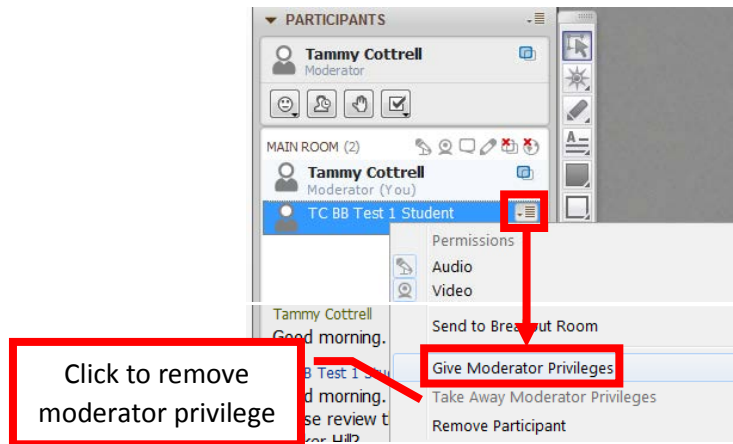
To chat, participants type the message in the provided box and press <Enter>. The message will appear in the chat area with the author's name and a time stamp. Emoticons can be added by clicking the icon to the far right of the text box.



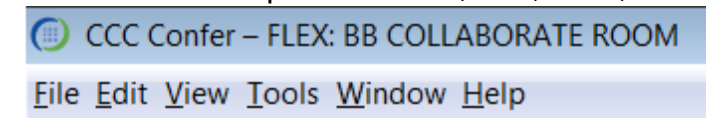
Click to add Emoticon

The role of the **Moderator** is assigned to the instructor by default. The instructor can give a participant moderator permission, which will allow the participant to lead the session. To provide Moderator permission, in the Participants box hover over the name of the participant and click the menu icon to the right. Select **Give Moderator Privileges** from the menu. A dialog box will ask to confirm the change in permissions. Click **Yes** to continue. The title of "Moderator" will appear under

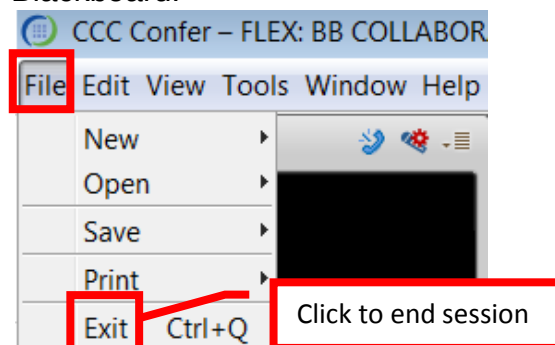
the participant's name. To remove moderator permission from the participant, click the menu icon and select **Take Away Moderator Privileges** from the menu.



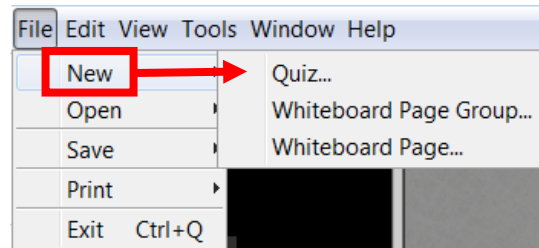
The **Menu Bar** provides the instructor with options for File, Edit, View, Tools, Window, and Help.



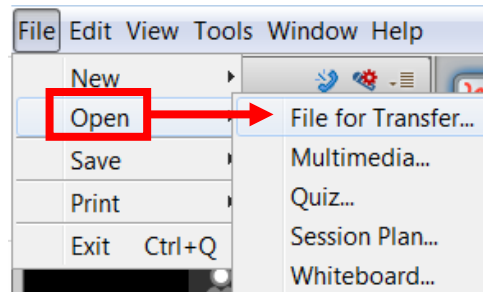
The **File** menu contains options for New, Open, Save, Print, and Exit. Click **Exit** to close the Collaborate session and return to Blackboard.



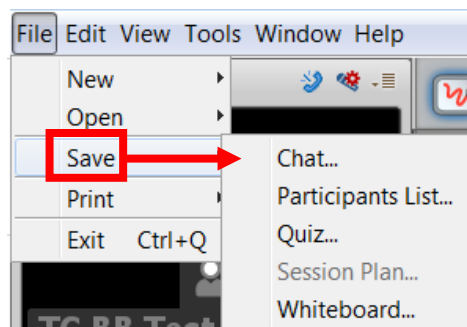
The New menu allows the instructor to create a quiz, whiteboard page group, or a new whiteboard page.



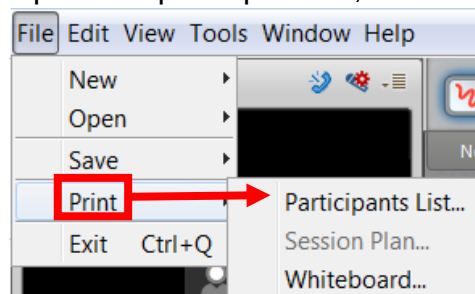
The Open menu allows the instructor to open a file for transfer, multimedia, a quiz, session plan, and the whiteboard.



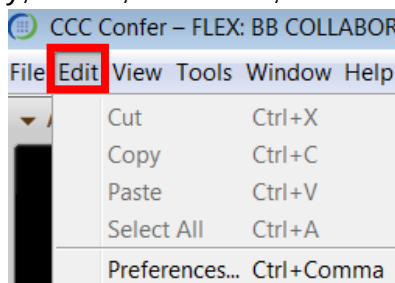
The Save menu has options to save the chat, participant list, quiz, session plan, and the whiteboard content.



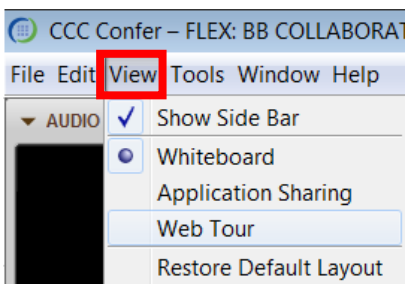
The Print menu provides options to print the participant list, session plan, and the whiteboard content.



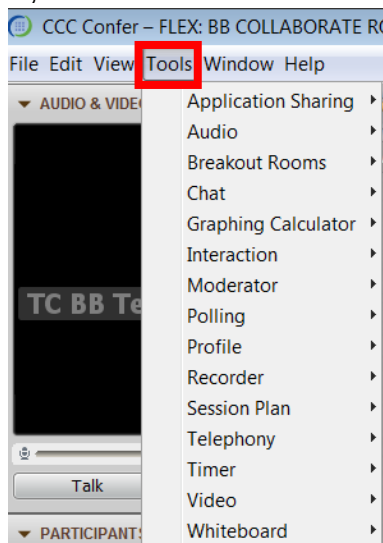
The **Edit** menu has tools to Cut, Copy, Paste, Select All, and Preferences.



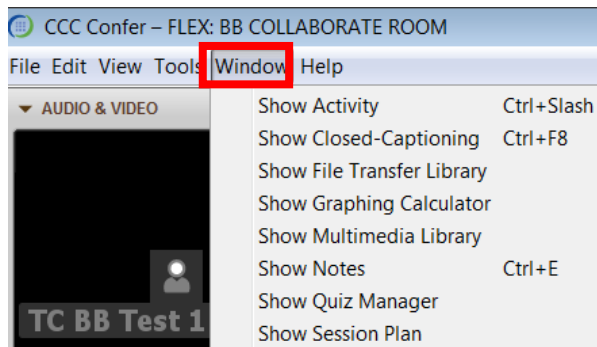
The **View** menu allows the moderator to Show the Side Bar, and switch between the Whiteboard, Application Sharing, and Web Tour functions, as well as Restore the Default Layout.



The **Tools** menu contains all the preferences, settings, and options for Application Sharing, Audio, Breakout Rooms, Chat, Graphing Calculator, Interaction, Moderator, Polling, Profile, Recorder, Session Plan, Telephony, Timer, Video, and the Whiteboard.



The **Window** menu has options to Show Activity, Show Closed-Captioning, Show File Transfer Library, Show Graphing Calculator, Show Multimedia Library, Show Notes, Show Quiz Manager, and Show Session Plan.



ACCESS RECORDED SESSIONS

Recorded sessions can be accessed by logging into CCC Confer. Under the **My Meetings** tab, click **My Recordings**. The My Recordings page will provide a list of all recorded sessions. To play a session click the **View** button located to the right.

CCC CONFER

Home Meetings Training Support

MyConfer **MyMeetings** Request Meeting More Log out

My Meetings

Upcoming Meetings MyCalendar Previous Meetings **MyRecordings**

Date	Time	Meeting Title		Actions
01/21/2016	10:30 AM	Flex Week: CCC Confer	Public	Details Share View

Total Pages: 1

« 1 »

Recorded sessions can also be shared. Click the **Share** button located to the right of the session. A dialog box will appear with links to the CCC Confer log in page, and directly to the recording file. Copy and paste the links to distribute and share.

Upcoming Meetings MyCalendar Previous Meetings **MyRecordings**

Date	Time	Meeting Title		Actions
01/21/2016	10:30 AM	Flex Week: CCC Confer	Public	Details Share View

Share Recording Link

Copy paste the link to share.

Links to CCC Confer login page. Reports available in MyReports

<http://www.cccconfer.org/GoToArchive?SeriesID=7b2b6f8f-00f3-4f0b-8f6d-7319112eb07a>

Links directly to the recording file. Reports not available in MyReports

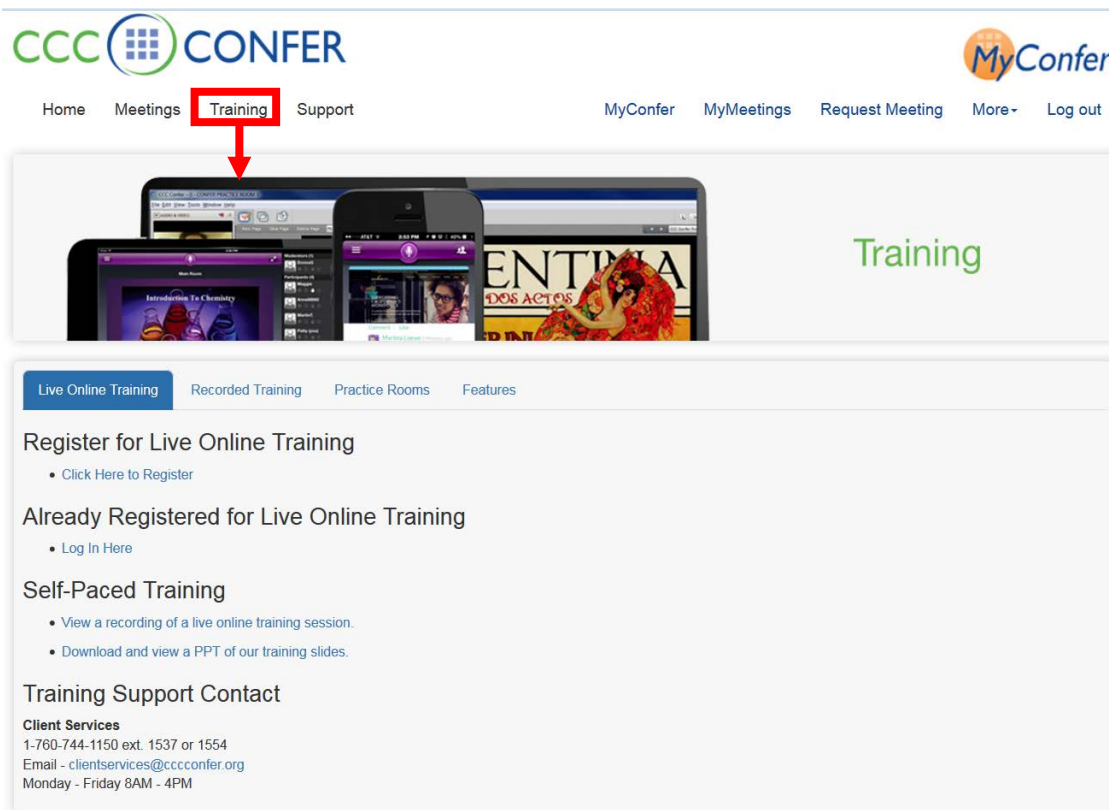
<https://sas.illuminate.com/p.jnlp?psid=2016-01-21.1217.M.71C33CC963B211B3A2F3638DB16>

Close

Copy / Paste Links to Share

ADDITIONAL TRAINING AND RESOURCES

CCC Confer provides online Training and Support. Click the **Train** or **Support** buttons on the top tool bar to access.



The screenshot shows the CCC Confer website. The top navigation bar includes links for Home, Meetings, Training (highlighted with a red box and a red arrow pointing down), and Support. To the right of the navigation bar are links for MyConfer, MyMeetings, Request Meeting, More, and Log out. Below the navigation bar is a banner image showing various devices displaying the CCC Confer interface, with the word "Training" in green text to the right. Below the banner is a section titled "Live Online Training" with sub-sections: "Register for Live Online Training" (with a link "Click Here to Register"), "Already Registered for Live Online Training" (with a link "Log In Here"), "Self-Paced Training" (with links to view recordings and download PPTs), and "Training Support Contact" (with client services contact information).

CCC CONFER

Home Meetings **Training** Support

MyConfer MyMeetings Request Meeting More Log out

Training

Live Online Training Recorded Training Practice Rooms Features

Register for Live Online Training

- Click Here to Register

Already Registered for Live Online Training

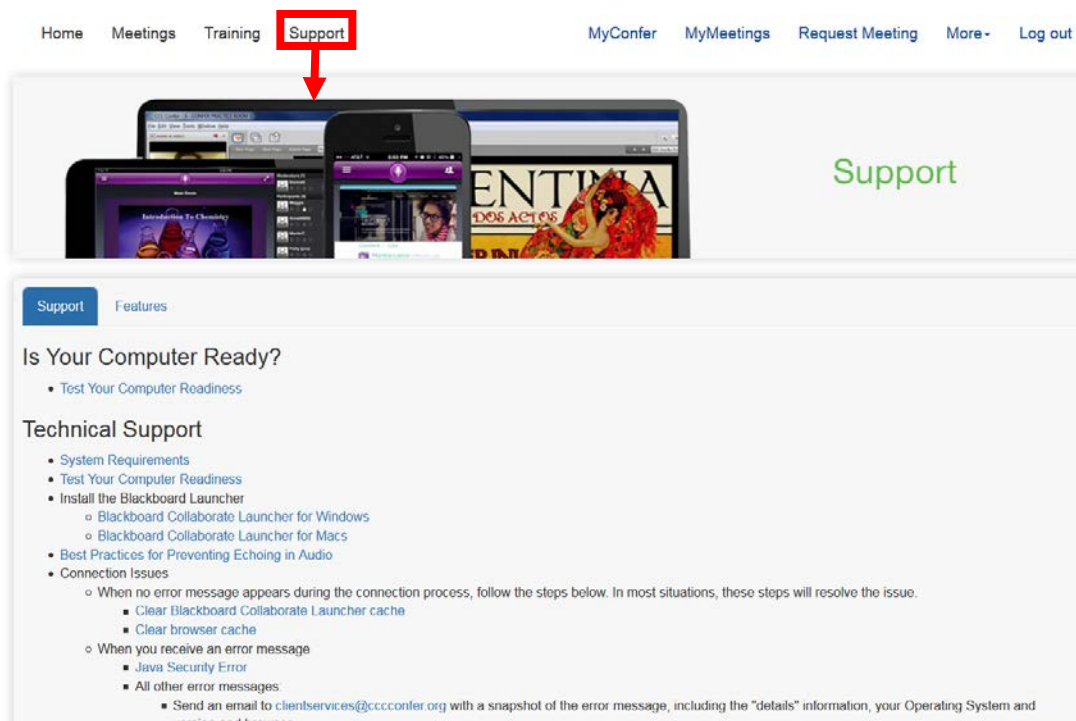
- Log In Here

Self-Paced Training

- View a recording of a live online training session.
- Download and view a PPT of our training slides.

Training Support Contact

Client Services
1-760-744-1150 ext. 1537 or 1554
Email - clientservices@cccconfer.org
Monday - Friday 8AM - 4PM



The screenshot shows the CCC Confer website. The top navigation bar includes links for Home, Meetings, Training, and Support (highlighted with a red box and a red arrow pointing down). To the right of the navigation bar are links for MyConfer, MyMeetings, Request Meeting, More, and Log out. Below the navigation bar is a banner image showing various devices displaying the CCC Confer interface, with the word "Support" in green text to the right. Below the banner is a section titled "Support" with sub-sections: "Is Your Computer Ready?" (with a link "Test Your Computer Readiness"), "Technical Support" (with links to System Requirements, Test Your Computer Readiness, Install the Blackboard Launcher, Best Practices for Preventing Echoing in Audio, and Connection Issues), and "Features".

Home Meetings Training **Support**

MyConfer MyMeetings Request Meeting More Log out

Support

Is Your Computer Ready?

- Test Your Computer Readiness

Technical Support

- System Requirements
- Test Your Computer Readiness
- Install the Blackboard Launcher
 - Blackboard Collaborate Launcher for Windows
 - Blackboard Collaborate Launcher for Macs
- Best Practices for Preventing Echoing in Audio
- Connection Issues
 - When no error message appears during the connection process, follow the steps below. In most situations, these steps will resolve the issue.
 - Clear Blackboard Collaborate Launcher cache
 - Clear browser cache
 - When you receive an error message
 - Java Security Error
 - All other error messages:
 - Send an email to clientservices@cccconfer.org with a snapshot of the error message, including the "details" information, your Operating System and version and browser.

Features