



Getting Started with Elluminate *Live!* for Participants

As you prepare for your first Elluminate session, we want you to have all the resources you need. Follow these steps to ensure a great Elluminate experience.

Step 1: Getting Ready

- Make sure the computer on which you will attend your Elluminate *Live!* session is connected to the Internet.
- Ensure your computer satisfies the minimum system requirements listed on the Elluminate website: http://www.illuminate.com/support/min_requirements.jsp.
- Have a microphone and speakers to take full advantage of the audio capabilities during the session.
- Verify that you are an administrator on your computer and can install software. If you are unsure, please contact your system administrator.

Step2: Installing the Required Software

- At least 24 hours before your first session, go to <http://www.illuminate.com/support> and the "First Time Users" section. This page checks if you have Java Web Start installed. If not, follow the online instructions. Note that the installation of Java Web Start is a one-time process that can take up to 40 minutes on a 28.8K (less if your Internet connection speed is faster). Please allow sufficient time to complete the download and installation before your first session.
- In the "First Time Users" section, click on join the **Configuration Room** to test your connection and allow you to configure your audio.

Step 3: Getting Help

If you encounter any problems along the way, visit our Technical Support Portal at <http://www.illuminate.com/support-portal/> where you can search our knowledge base for a solution. You can also contact our Help Desk by phone or by submitting an online ticket.

Step 4: Learning More About Elluminate

The "First Time Users" section at <http://www.illuminate.com/support> also includes resources for learning more about Elluminate, including a recorded introduction, an online orientation, and a quick reference guide.

Step 5: Getting Your Own Elluminate vRoom

If you would like to have your own free Elluminate virtual room to practice with or use outside of your class, go to <http://www.illuminate.com/vroom>.