



Student Tips for Using BlueJeans: Web Video Conferencing Platform



Your instructor will notify you if the course requires the use of BlueJeans. If your course uses BlueJeans go through this 2-page document to help you have a successful experience.

What Technology Do I Require?

- **No Account Needed:** You do not need a BlueJeans account - only your instructor needs a NIC Account
- **Device:** A computer or laptop is recommended – *do not join by smartphone* - quality of the call will suffer
- **Camera:** Web conferencing camera if you are going to share an image of yourself. Cameras are often built into laptops or can purchase a camera to hang over a desktop monitor. Web cams often come with mics.
- **Headset:** Headset with a microphone is highly recommended as it does not pick up background noise. If you do not use a headset, you will need speakers and a quiet spot.
- **Reliable Internet Connectivity:** Good internet connection. Consider at least 50 Mbps as a good standard for class gatherings. Seek a wired internet connection or move closer to Wi-Fi connection.
- **Desktop or Mobile App:** While BlueJeans works satisfactorily via the Chrome browser, it is recommended you download the free [BlueJeans desktop](#) for better connectivity.
- **Wi-Fi Connection for Mobile:** Mobile phones work with BlueJeans, but some of the tools and buttons are not available or easily accessed. You need a strong Wi-Fi connection if you are using a mobile device. If not on a free or home wi-fi connection, you may incur data charges from your cell phone carrier.
- **Call Diagnostics Test:** Test if your device can make BlueJeans calls over the Internet:
<https://diagnostics.bluejeans.com/>
- **Test Meeting:** Join a private test meeting and speak with Jean the parrot. Link: <https://bluejeans.com/111>

Where Can I Learn More About BlueJeans?

- Info about BlueJeans Product | [Website](#)
- Download Page for Desktop or Mobile App | [Website](#)
- How to Download the Desktop App | [Video](#)
- How to Join a Meeting with the Desktop App | [Video](#)
- Instructions on tools/functions of desktop app | [Webpage](#)
- Steps on how to Join with the Mobile App | [Handout](#)
- Mobile App Training | [Video](#) and [Other Training Videos](#)



How Does it Work?

- **Receive Link from Instructor:** You will receive a link from your instructor inviting you to join online classes, individual consultations, or office hours. The link is a URL with 9 digits followed by 4 more digits - example: <https://bluejeans.com/1234567891/3456>.
- **Use Browser or App to Access Link:** You will click on the provided link to access the digital class either via your browser (Chrome) or the BlueJeans (free) desktop app: [website](#) | If you have the desktop app already downloaded the URL will open a browser window but then move to the app. The app is the preferred.

What Can I Do to Improve My BlueJeans Experience?

- **Strong Internet Connection:** Be on a wired or strong wi-fi connection for best audio and video connections
- **Disconnect from any VPN:** Do not have any VPN (Virtual Private Network) connections on (if appropriate)
- **Good Bandwidth:** Turn off all other programs, apps or services using the internet including asking those in your residence to turn off streaming video / gaming programs (e.g., Netflix, music) for optimal bandwidth
- **Audio Only:** Turn off your video or turn off video along with using dial-in audio
- **Well Lit Space:** Make sure the light source is not behind you and your room is well lit
- **Neutral and Public Background:** Choose a spot so others cannot see what is happening in your location
- **Quiet Location:** Choose a quiet location when possible, so when you speak you can be heard by others
- **Mute Mic:** Keep your mic muted whenever you are not speaking
- **Do not have access to a cell phone or computer?** You can call in to a BlueJeans meeting with your phone. If you are calling from **inside Canada** use this toll-free number: 1.778.807.4955 If you are calling in from **outside Canada** use this toll-free number: 1.866.599.3622
 - **Note:** if you are calling from within Canada and you use the 1-866 number you will be charged long distance fees. Similarly, if you are calling from outside Canada and use the 1-778 number you will be charged. Use the correct area toll-free number.
- **BlueJeans Website:** More Best Practices

Where Can I get Support and Additional Help?

- **Student Support:** NIC [Student Technical Services](#) or [BlueJeans Support Website](#)

Student tips for successful VIDEO CALLS



-  Check in with your teacher. Gather your materials.
-  Be on time. Check in thru the chat when you arrive.
-  Stay engaged (nod or thumbs up) if others are talking.
-  Mute your mic if you're not speaking.
-  Use the chat or raise hand to share ?s/ideas.
-  Wait for teacher to call on you or unmute your mic.
-  Take notes in a doc or on paper for reference.
-  If using video, look at the camera, not the screen.

Text by Karly Moura @KarlyMoura. Infographic by Matt Miller @jmattmiller. Icons by The Noun Project.