

THURSDAYS FROM THE U!

12:30-1:30 p.m. | FREE and OPEN TO THE PUBLIC!
Watch virtually online at: uwec.ly/Thursdays

FREQUENTLY ASKED QUESTIONS

1. How do I watch *Thursdays From the U* at home?

- a. Watch the live-streamed program on your computer using the instructions below.
- b. Watch the live-streamed program on Rice Lake Community TV (it may be repeated during the week) or their [website](#)
 - Charter/Spectrum cable channel 992
 - Mosaic cable channel 993
- c. Watch the archived recording at your convenience (links found at uwec.ly/Thursdays)

2. Do I have to install the BlueJeans Meeting Software program onto my computer?

BlueJeans Meeting Software supports the ability to join meetings directly from your web browser (Chrome, Firefox, Safari, or Opera--for best results, do not use Internet Explorer or Edge). Joining from the browser does not require the installation of a dedicated application and is great for first-time guests. Guests can join meetings using the BlueJeans link without needing to sign in or create an account.

3. What do I need to do to be able to join the presentation now that it is virtual?

We will have the SAME BlueJeans link throughout the year for these sessions!

Meeting URL: <https://bluejeans.com/898709359>

Meeting ID: 898 709 359

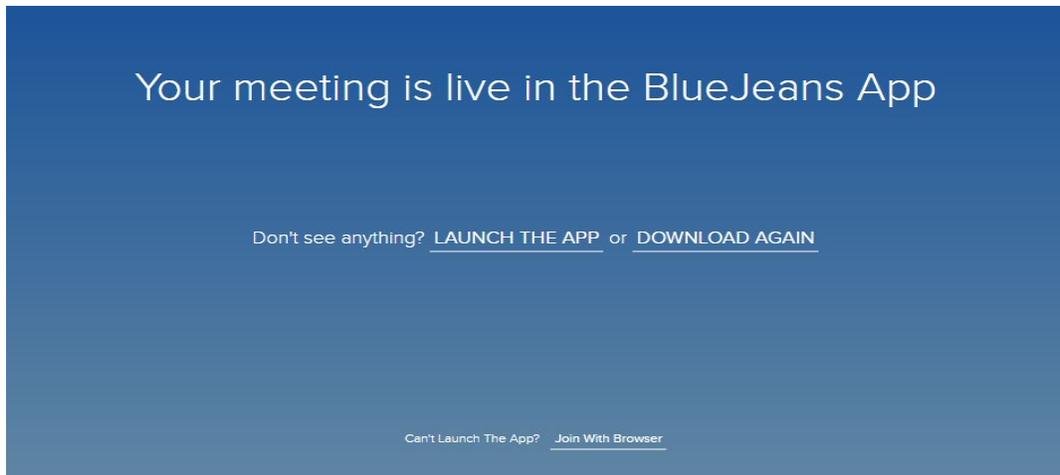
Want to dial in from a phone? Call +1.312.216.0325 (Chicago)

You will also see this information on our web page uwec.ly/Thursdays

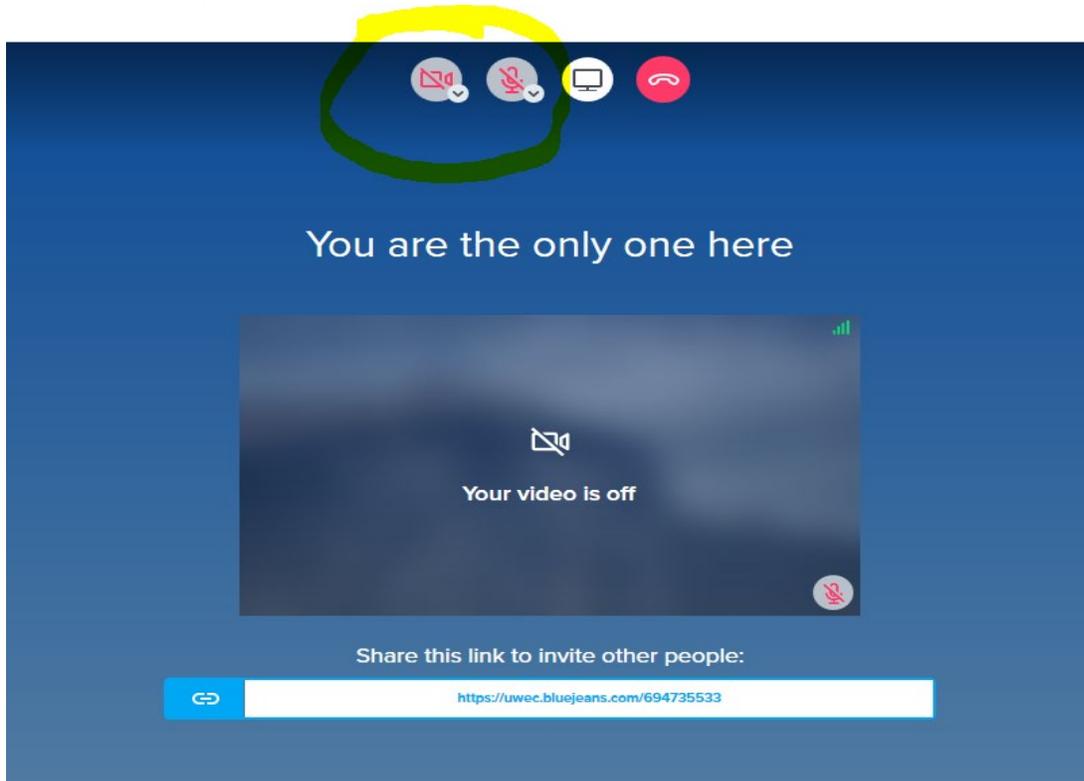
Please keep in mind that the first meeting will look new to you, so please allow yourself extra time to get your system set up before the presentation starts at 12:30PM. You can always join the meeting ahead and just wait for the presentation to start.

4. Ok, I have the link. Now what do I do?

When you click on: <https://bluejeans.com/898709359> , following is the initial screen you will see



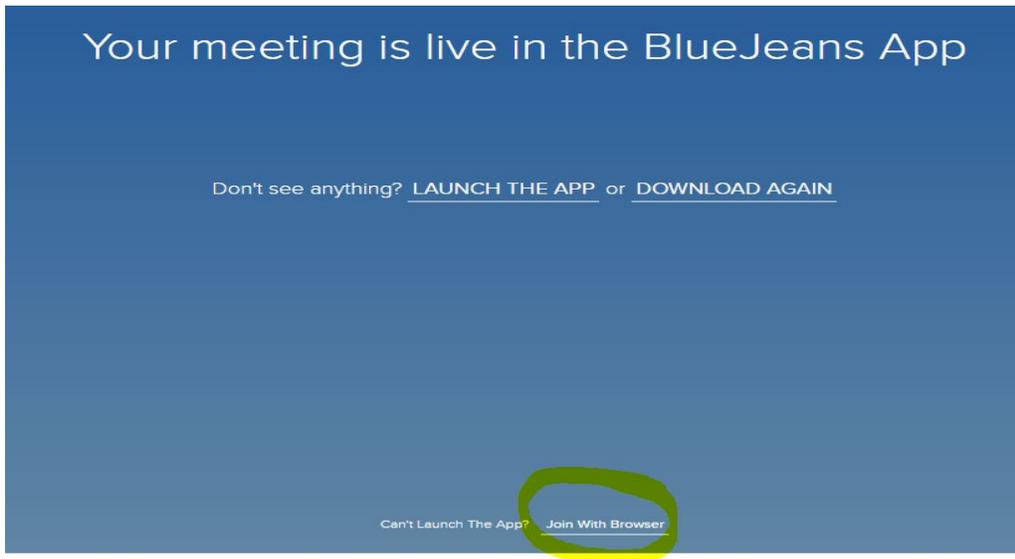
Wait for your system to connect to the presentation. Once it loads, your screen will look like this:



Please note the pictures in the yellow circle. They are for your video and your microphone. Both of these should look the same on your computer. We ask that you leave them turned off (red line through them) to limit feedback and distractions.

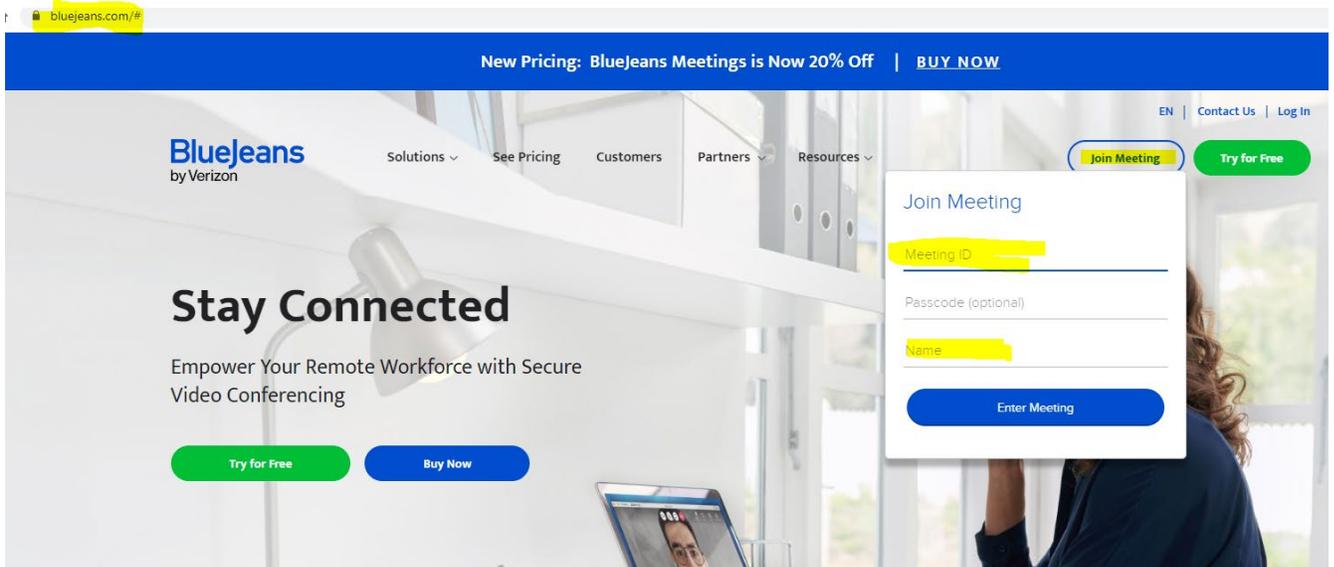
5. What if my Bluejeans connection link doesn't work and I cannot get into the program?

If your computer stays on the first screen and doesn't seem to change after a few minutes, then click on the link again and select 'Join with Browser' on the bottom of your screen:



If neither of the above work, simply type into your web address bar **bluejeans.com** to get to their site as shown.

Click on "Join Meeting" button to the right and a window pops up. In the "Meeting ID" field, Enter the meeting number **898 709 359** and in the "Name Field" type in your first name. Hit 'Enter Meeting' and you should be able to get in!

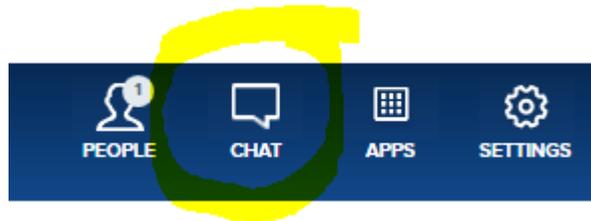


If all else fails, it is possible that the virtual room is full. Only the first 100 people signed in are able to view the live-stream session.

6. What should I expect to see once I am into the program?

Don't expect to see your friend Millie sitting in the 3rd row! You will only see the presenter and their slide show. 😊

You may notice a 'chat session' area that has opened to the right of your viewing screen where others are entering thoughts or questions for the speaker to address. Look for the Chat icon in the upper right corner of your screen. If the chat session isn't opened but you have a question for the presenter, click on chat and then type your question. The presenter may address your question at some point during their presentation.



7. What if I cannot hear the presentation?

Please familiarize yourself with your computer before the presentation. Can you locate your sound icon in your bottom right icon tray? It looks like this:  Click on the sound icon and a volume control bar will pop up.



Slide the bubble on the bar to the right to make the speaker louder, or to the left to make it softer.

(if this sound picture isn't in your bottom menu bar, then go to Settings/system/sound and adjust your volume from there!)

If you still can't hear the program, you can call 312.216.0325 to listen in, or tune into radio station WYRL-LP 105.5FM.

8. When the program is finished, what do I do?

Simply click on the "hang up" button"  and you will be disconnected from the presentation.

9. Who do I call if I have any questions?

If you are having problems with BlueJeans, call their customer support at 1-408-791-2830.

10. Can I contact someone at the campus if I have questions?

You sure can! Sue Kleusch is willing to help, and you can email her at kleuscse@uwec.edu.

11. If I miss the session, or want to watch it again, where can I do that?

Sessions will be recorded and available within one week at UW-Eau Claire – Barron County's [Thursdays at the U](#)

ENJOY!