

## BLUEJEANS – NEW USER CHECKLIST

Do each task one at a time and use the links provided in this documents to get to the next task.

✓	TASKS
	<b>READ THIS DOCUMENT</b> - It is important that you read this document as it contains best practices around scheduling events in BlueJeans. This is <b>mandatory</b> reading for all users.
	Download the BlueJeans app onto your device. This link will bring you to the download section of BlueJeans – choose the app for your device. <a href="https://bluejeans.com/downloads">https://bluejeans.com/downloads</a>
	Get started on the right track with quick video tutorials. Please note that our Best Practices around scheduling events applies to all users with scheduling privileges. Each tutorial must be viewed prior to requesting a user account. *It is important to note, for data retrieval purposes, the CNSC requires that all events be scheduled according to the format outlined under the section titled <b>VIDEOCONFERENCING BEST PRACTICES</b> <a href="https://support.bluejeans.com/videos">https://support.bluejeans.com/videos</a>
	Confirm you have read the BlueJeans Terms and Conditions. These provide the conditions to use this platform and applies to all users. <a href="https://www.bluejeans.com/terms-of-service">https://www.bluejeans.com/terms-of-service</a>
	Request a User Account – click the link provided below to generate an email which confirms you have completed the training. <a href="#">Account Request</a>

- USER ACCOUNTS are required for any users that will be hosting or scheduling meetings on BlueJeans.
- PARTICIPANTS are invitees and do not require an account to join events. Anyone can join an event as a guest as long as they are provided with the link or Meeting ID.

### VIDEOCONFERENCING ETIQUETTES

- **EQUIPMENT** – always ensure you can see yourself in the video window before clicking “Join Meeting” (refer to document titled: **Tips to Optimize your VC event**).
- **MUTE YOUR SYSTEM** if you are not talking. This will also help with feedback and audio issues
- **YOU CAN BE SEEN** – always assume that whatever you are doing at your end can be seen by all the others connected to the event. That means talking with the person next to you or on your cell phone, snoozing, scanning the newspaper or personal hygiene activities. Remain engaged in the event.
- **JOIN ON TIME** – try to join on time to avoid disruptions. Remember, all participants are notified when you join or leave an event which can be disruptive.
- **DELAY** – be aware of slight delays when each person talks. Remember if speaking it takes a moment to unmute and remember to mute it once you’re done.
- **AUDIO LINES** - the number of participants joining by audio cannot exceed the number of participants joining by video (this goes against the BlueJeans Terms and Conditions to use their platform)

## VIDEOCONFERENCING BEST PRACTICES

- **SCHEDULING NEW EVENTS/MEETINGS**

**ALL EVENTS MUST BE SCHEDULED USING THE FOLLOWING FORMAT WHEN ADDING A TITLE TO THE EVENT.** This is required to enable CNSC to report accurate data to MCSS.

**A-Administrative**

**E-Education**

**C-Clinical (W999)**

**C-Clinical (N999)**

(no spaces required between the Letter, Dash, and Event Title)

Clinical - the W and N will determine if the client was attending or not

W = will be followed by the number of clients who attended

(no space between the W and the number)

N = will be followed by the number of clients that did not attend

(no space between the N and the number)

Examples:

A-Annual General Meeting

E-Care and Treatment Guidelines

C-Clinical (W6)

C-Clinical (N8)

- **SECURITY**

**As an added layer of security, when scheduling any events clinical in nature with a client present or client information being shared or discussed should have**

1. a participant passcode added to the meeting
2. meeting encryption enabled

These options can be found in advanced options when scheduling an event

- **PRIVACY AND CONFIDENTIALITY**

**DO NOT** include any identifiable information (i.e. a person's full name/initials, date of birth, OHIP number, etc.) when scheduling clinical events. Follow the Personal Health Information Protection Act. <https://www.ontario.ca/laws/statute/04p03>

**To mitigate the risks of privacy and personal health information breaches it is strongly advised that all clinical events be scheduled as separate events and not scheduled as recurring events.**

- **FOR ADDED SUCCESSES**

1. Use headphones where possible to reduce ambient noise.
2. Use external speakers vs. speakers in laptops for better sound quality.
3. Do not use Wi-Fi to connect to any videoconferencing platforms (as you never know how many people are accessing that Wi-Fi connection).

# CONNECTING TO A BLUE JEANS VC FROM ROOM BASED SYSTEMS

## BLUE JEANS MAIN ADDRESS 199.48.152.152 OR [bjn.vc](http://bjn.vc)

To successfully connect your VC meeting you will need to: A) Connect to the Blue Jeans Cloud and then B) Connect to your Virtual Meeting Room (your event)

### 1. CONNECTING TO THE CLOUD

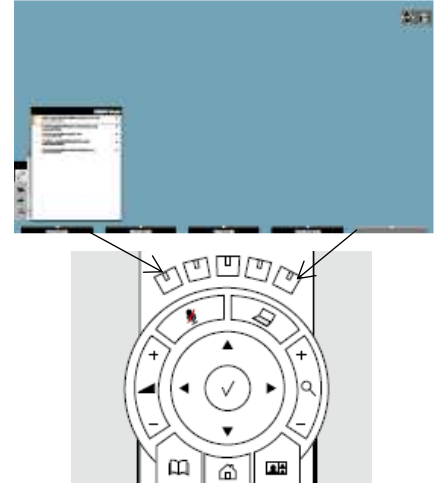
Blue Jeans Address: 199.48.152.152 OR [bjn.vc](http://bjn.vc)

#### I. USING THE VC EQUIPMENT REMOTE CONTROL

a. There may be a **soft key on the VC remote** programmed to speed dial the BJ address (with Cisco C40 and Cisco SX20, the soft keys on the remote correspond with what you see on when on the home screen upon turning on the equipment)

b. The Blue Jeans Address may be in the system Phone Book under **My contacts** which can be accessed by pressing the phone book key or click on the green call button on the remote to open the call menu to gain access to the phone book where you can click on **MY CONTACTS**

c. Enter the Blue Jeans Address manually by pressing the green call button and typing in the IP address using the numbers on the remote control: **199.48.152.152** where you will see the main Blue Jeans Screen



### 2. CONNECTING TO YOUR VIRTUAL ROOM IN THE BLUE JEANS CLOUD (YOUR MEETING)

I. Using the keypad on the remote enter the **Meeting ID** provided to you by the scheduler and **press #**, if the meeting is not clinical there will be no passcode so **press #** a second time to enter complete the connection

II. **All clinical /clinical planning sessions will require a participant passcode - use the keypad on the remote to enter it as provided by the scheduler or organizer**

Enter Meeting ID:  
**757338715**

Enter Moderator or Participant Passcode:  
**8090**

\* Backspace # Submit



### 3. USE THE \* STAR KEY MENU COMMANDS TO CUSTOMIZE YOUR VC EVENT USING THE REMOTE CONTROL

**CALLS MAY BE SCHEDULED TO START WITH PARTICIPANTS MUTED UPON ENTRY SO YOU MAY NEED TO UNMUTE FROM THE CLOUD BY PRESSING \* 4 TO UNMUTE YOUR SYSTEM**

\* 1 allows you to switch the layout to suit your needs, keep pressing \*1 to scroll through all available layouts

\* 3 allows you to see meeting information (how many participants via video/audio)

\* 5 allows you to mute your video feed from the call (the other participants will not see your video site but will hear if you are not audio muted)

# Troubleshooting Tips for Using BlueJeans Cloud

## 1. Internet Connection

Plug in with wired Internet instead of wireless. If wireless is only option, ensure you are in a good WIFI signal area. Wired connections reduce choppy audio/ video.




## 2. Steps to help you reduce/eliminate echo from your video meeting include:

- When joining a meeting via laptop/ desktop/ tablet or room-based system, use the audio on your device to talk and listen instead of dialing into the meeting from a telephone. The redundant telephone connection can easily lead to disruptive echo (or audio feedback). For example, sound coming out of your laptop is picked up by the telephone microphone, causing echo.
- Multiple audio sources can create feedback. If multiple computers are being used in the same room, this can cause echo. Only one device should be used for speaker and mic. All other speakers and mics should be muted.
- If using built-in speakers in your laptop, lower the speaker volume, or add an external speaker with built-in echo cancellation. Place speakers far away from the laptop mic and reduce volume to a comfortable level.
- Avoid keyboard typing with an unmuted mic and avoid covering the mic with papers, as this will muffle the volume.
- If nothing else works, use a headset or earbuds instead of speakers to eliminate echo. If using an external speaker, don't turn the volume up too loud.
- Mute your mic when not speaking and avoid talking over one another

## 3. Steps to help you reduce/eliminate echo when dialing in from a telephone include:

- If joining by Phone line only, please introduce yourself at the start of the call.
- Refrain from using speakerphone functions on mobile devices. Not all phones have built in echo cancellation and this can result in a poor audio experience.
- If speakerphone is necessary, please **mute your phone when not speaking**; this will limit the opportunity for echo to occur.
- If using a mobile, ensure that you are located in an area with good coverage. Poor cell coverage can lead to a poor audio experience.

## 4. More Troubleshooting Tips

- **If you are having trouble joining the meeting via the link in your meeting invitation**, login to the meeting from the BlueJeans website ([www.bluejeans.com](http://www.bluejeans.com)), click "Join Meeting" at top right, enter the Meeting ID (and passcode where appropriate)
- **If you can't hear anyone**, check to make sure your computer Speaker/s is ON and not muted.
- **If people can't hear you**, check to make sure your computer Microphone is ON. Icons on the Menu bar with a strikethrough indicate that the represented devices are currently **Muted**.
- **If people can't hear you very clearly**, try using a headset.
- **If people can't see you**, check to make sure your Camera is ON and turned towards you. Icons with a strikethrough indicate that the represented devices are currently **Muted**.
- If your devices are **ON**, but you are still experiencing problems, click on the Settings icon  and make sure the correct microphone, camera and speaker devices are selected for your computer.
- All participants mute upon entry (including audio participants). **If you can be heard however you cannot hear the person** have them press **\*4** to unmute

## 5. Contact Blue Jeans Technical Support

1-408-791-2830 or <https://support.bluejeans.com/?ll=en> (Live Chat is possible) or [support@bluejeans.com](mailto:support@bluejeans.com)