Online Office Hour Log In Instructions

Two Minutes for Students – Connect to Your Class

This is your first time going to an online office hours using CCC Confer. This document will explain how easy it is to connect to your session.

Your instructor will provide you with information on online office hours including the 6 digit numeric passcode for connecting to the online room.

Start at www.cccconfer.org

Located at the bottom of the bottom of the home page are Student Log In buttons for the Online Office Hours session your instructor has scheduled. Notice there are View Archives buttons too, so if your instructor recorded the session you can go back here for a review.
The **Student Log In** page lists all the scheduled sessions by date, time, and instructor. Before you login for the first time we suggest you **Test Your Computer Readiness**. Do this in advance of class so if you need assistance you have plenty of time to contact our office for tech support.

Click **Run the Wizard** and follow the instructions…

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**Run the Wizard**

- Click **Run the Wizard** and enter your name on the Session Login page.
- Download all files at the prompt.
- When the required software is installed, you will see the “Congratulations” message.
- If you cannot connect, [click here](#) to download the required Java software then return to this page and Run the Wizard.

**Important Information for Windows Users**
For assistance contact CCC Confer Client Services

Telephone: 760-744-1150 ext 1537, 1554 or 1542  
Email: clientservices@ccconfer.org
Respond positively to any prompt from Elluminate and Blackboard Collaborate. You know you are successful when connected to an online room with a Congratulations! message.

If you do not connect to this room, contact Client Services for assistance. This step only has to be done once from the computer you are using. Click the red ‘X’ on the top right to exit the room.

OK, now it’s time to go to class. Locate your session and click GO (as shown in the instructions above). Fill out the form with your information – the passcode is a 6 digit numeric code provided by your instructor – then click Connect.

Both Blackboard Collaborate and Java screens appear as the session is loading, and finally the CCC Confer room.

In a moment you will be in your online office hours room with the instructor and other students. Contact Client Services if you need assistance connecting to your online office hours room:

Email: clientservices@cccconfer.org
Phone: 760-744-1150 ext 1537,1554, or 1542
Monday – Friday 8:00 am - 3:00 pm
Adjusting Your Computer Speakers

Follow these instructions if you have trouble hearing your instructor through your computer speakers.

1. Make sure your computer speakers are turned up and not muted. If you still cannot hear your instructor go to step 2.

2. Select Tools from the CCC Confer Menu.

3. Select Audio and click Speaker Settings from the drop down menus.
4. Select your audio source then click OK.

5. The speaker fader is located next to the speaker icon. Click and drag the fader to the right to increase volume.

6. Once you have completed these steps you should be able to hear your instructor through your computer speakers.

If you are still experiencing difficulties contact Client Services.

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