**Error Summary**

Sometimes when joining a session, you may encounter this error. Most commonly this error is a result of using someone else's link or not closing the session on a previous machine when switching to another computer.

**Affected Platforms**

SAS
Web Conferencing

**Description**

Here is a screenshot of what the error will likely look like.
Solution/Workaround

The SAS provides an Invitee link which is used by a specific user to join a session either as a moderator or a participant. This Invitee link is unique and can only be used by one user. If multiple users click on the same link to join the session, they will receive a “Connection failed” error message which informs them that the user is already in the conference.

The SAS provides options where you can have multiple users each have their own Invitee link or easily have users join using a single Guest Link, please review these methods below:

1. **Send out the Guest Link to your session**
   
   AND / OR

2. **Create an invitee for the session**

Please Note - If you did not create this session or have access to make modifications to it, you will have to contact your instructor or host for a new link.

**Send out the Guest Link to your session**

This option is recommended when you want to allow a broader audience to access your session. While you can edit the meeting so that everyone can access the meeting room as a chair/moderator, it is recommended that you send the guest access link to all participants and create an unique invitee for individuals that you wish to moderate a session if there is to be more than one moderator.

* To create and send out a guest link, follow the steps below:

Please Note - Currently Blackboard Collaborate has four different Session Administration System (SAS) URL’s. Depending on where you are located you will need to login to the SAS using one of the following URL’s. If you are located/hosted in the United States, you will need to use [https://sas.elluminate.com/](https://sas.elluminate.com/); if you are located/hosted in Europe you will need to use [https://eu1.bbcollab.com/](https://eu1.bbcollab.com/). Similarly if you are hosted from Canada you will use [https://ca-sas.bbcollab.com/](https://ca-sas.bbcollab.com/); and finally Australian hosted customers will use [https://au-sas.bbcollab.com/](https://au-sas.bbcollab.com/).

* Select the Utilities Tab
* Under Session Management select the Meetings button (this demonstrator uses meetings. However, the same operation can be completed for Courses and Drop Ins.)
Create an invitee for the session

An invitee will allow you to create a unique link for an individual you would like to attend a session. It is recommended that you create an invitee for session chairs/moderators or sessions that you want to be private.

- To create an invitee for the session, follow the steps outlined below:

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- Click **Utilities** Tab
- Under **Session Management** select **Meetings** (this demonstrator uses meetings. However, the same operation can be completed for Courses and Drop Ins.)
- Use the **Sort/Filter** panel to locate your Meeting Session
- Select your Meeting Session
- Click the **Invitees** button
- To create a new Invitee
  - Click the **New** button
  - Enter Invitee information. **NOTE:** If you would like the Invitee to be a chairperson for the meeting, select the Invitee is a Chairperson checkbox.
  - Click the **Save** button

Once your Invitees have been created you can review their join links by selecting each invitee and viewing the join link from this panel. At this point you can notify the invitee again or copy the link out of the panel and send it in a separate email.
To notify select the invitee

- Click the Notify button
- Select the desired notification
- Click the Accept button
- Click the Batch or Interactive button
- Click OK

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