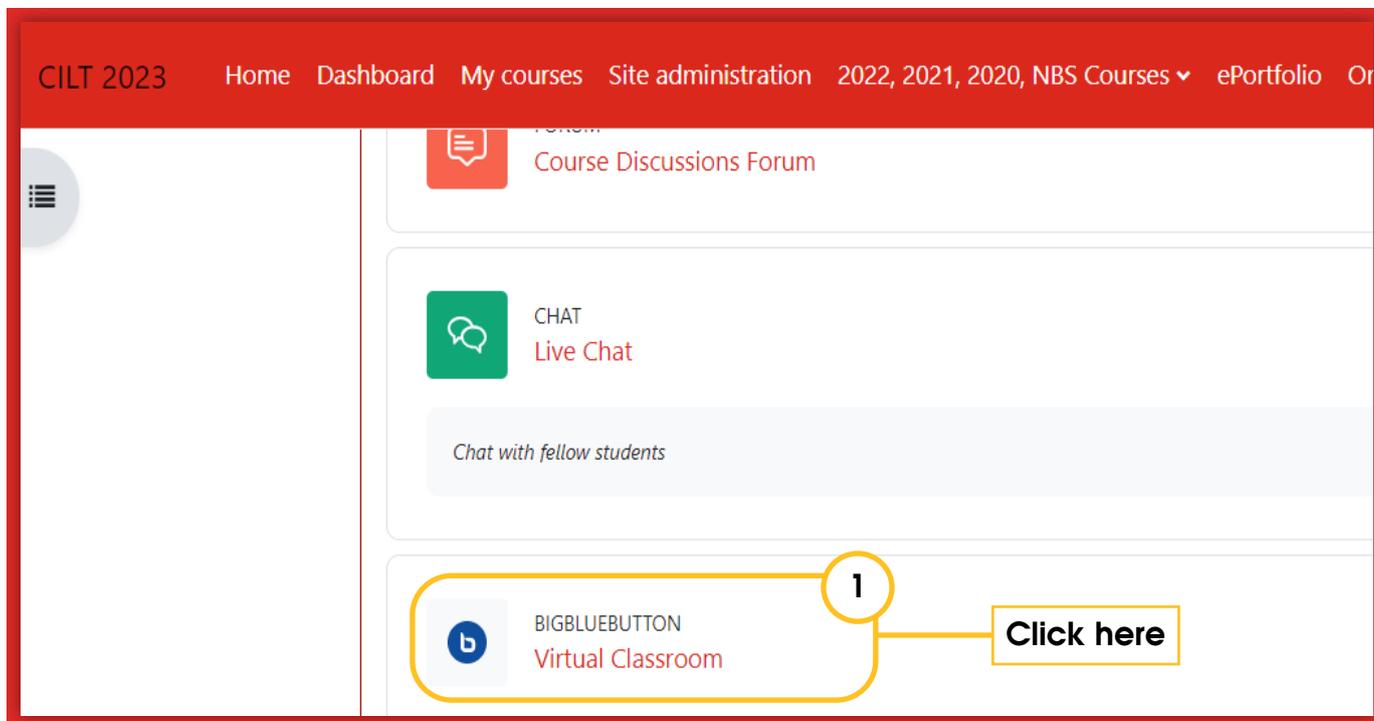


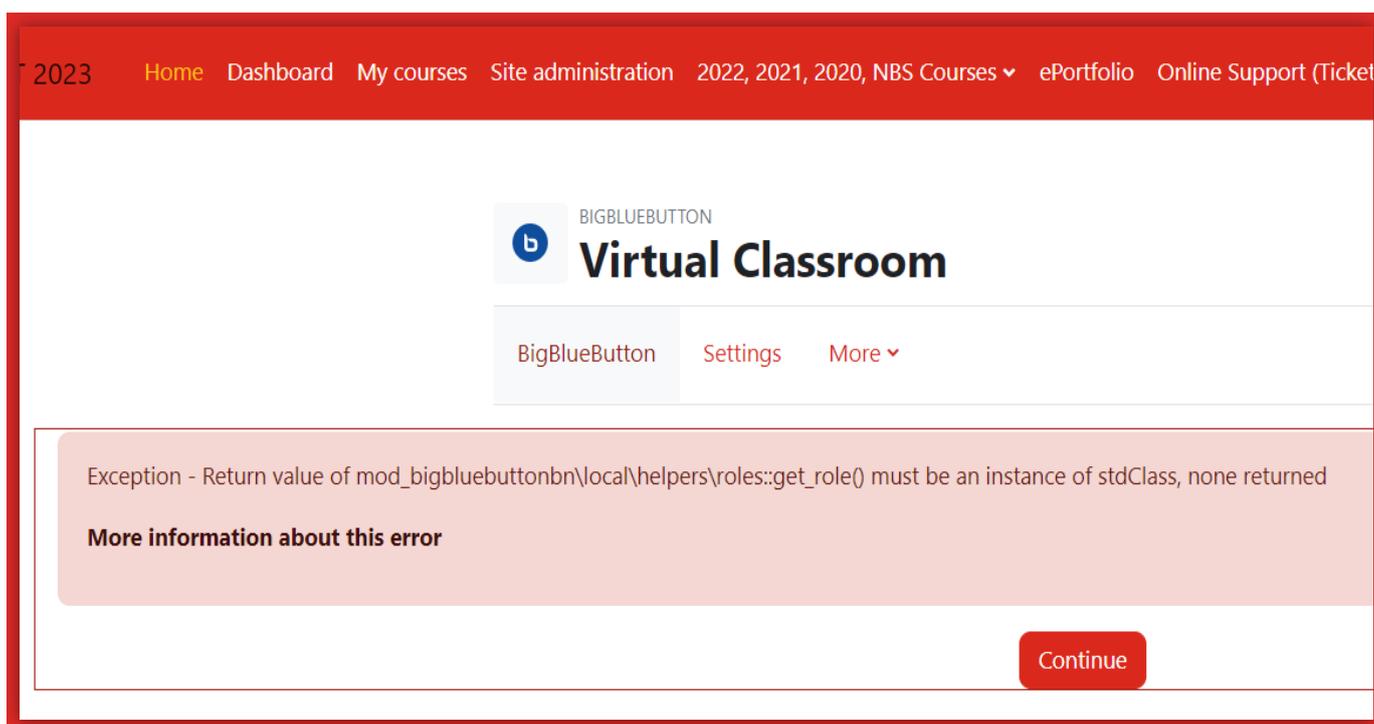
# How to resolve BBB error

## USER GUIDE

**Step 1:** Click on the BigBlueButton link on your course as shown below



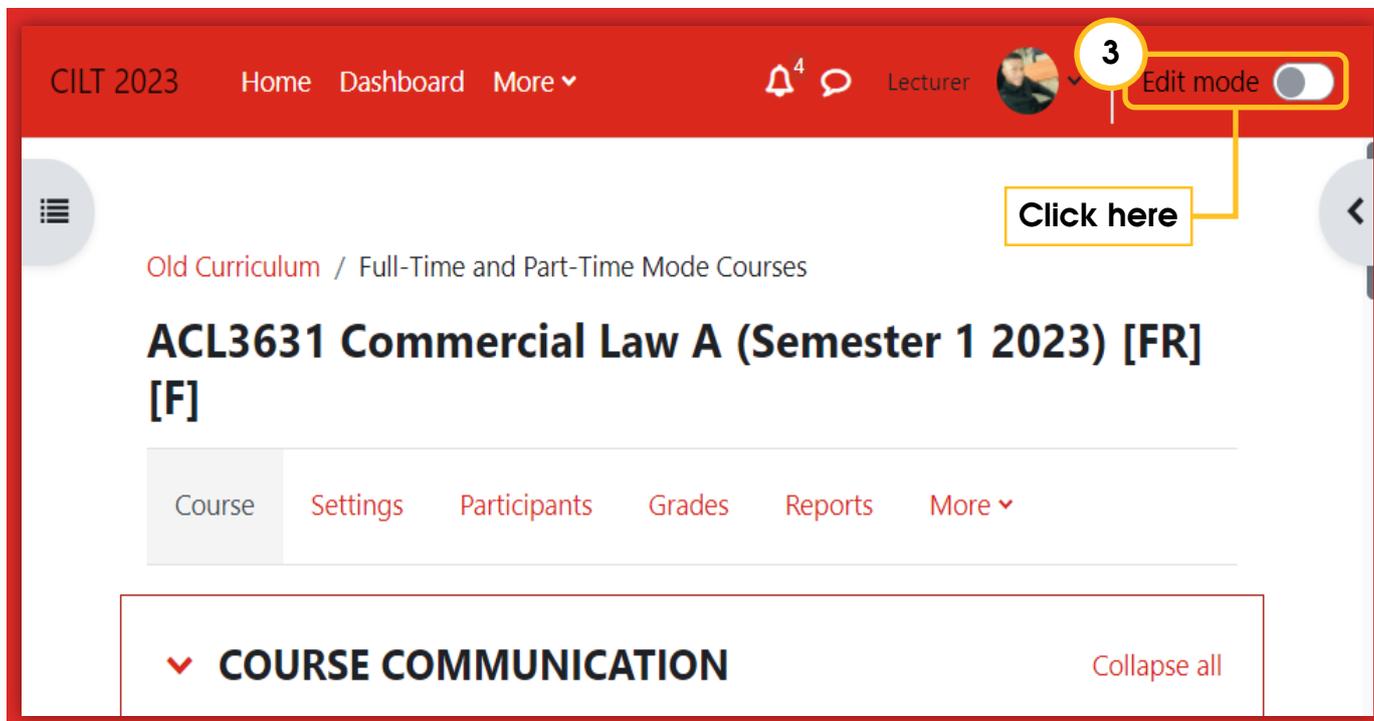
**Step 2:** When you get the error below, continue from step 3 below.



# How to resolve BBB error

## USER GUIDE

**Step 3:** Click on “Edit Mode” on your top right corner as shown below.



CILT 2023 Home Dashboard More ▾ 4 Lecturer 3 Edit mode

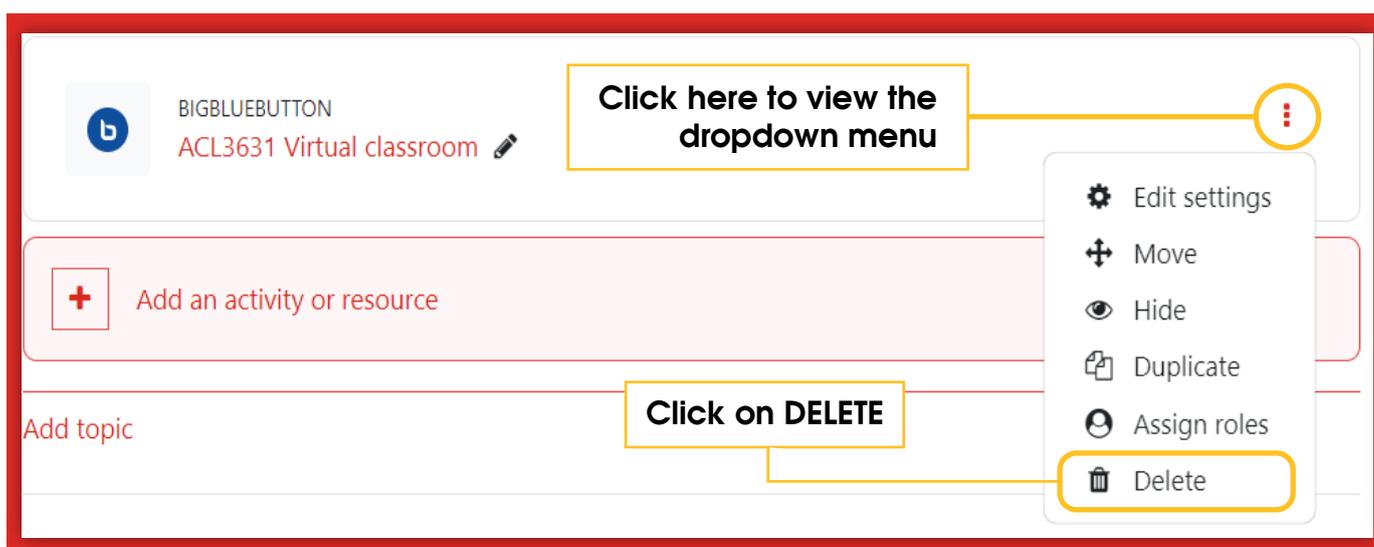
Old Curriculum / Full-Time and Part-Time Mode Courses

## ACL3631 Commercial Law A (Semester 1 2023) [FR] [F]

Course Settings Participants Grades Reports More ▾

▼ **COURSE COMMUNICATION** Collapse all

**Step 4:** After turning “Edit Mode” on, locate the available BBB that gave you an error on **step 2** above then click on the three-dot menu and then click delete as shown below.



**b** BIGBLUEBUTTON  
ACL3631 Virtual classroom 

+

Add an activity or resource

Add topic

Click here to view the dropdown menu

- Edit settings
- Move
- Hide
- Duplicate
- Assign roles
- Delete

Click on DELETE

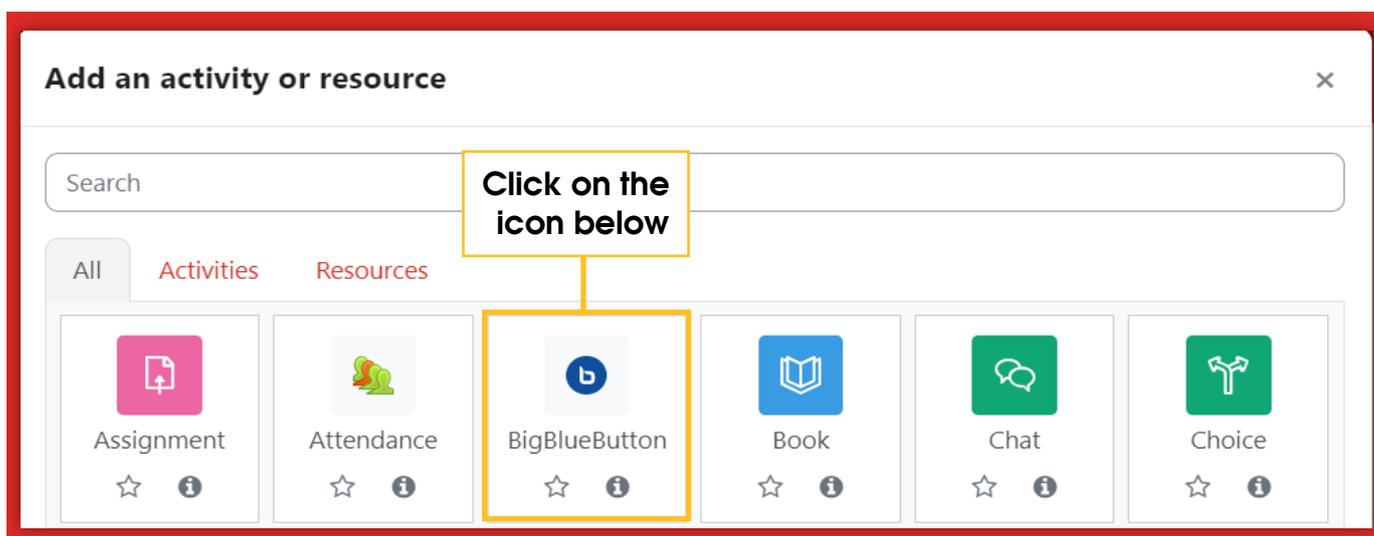
# How to resolve BBB error

## USER GUIDE

**Step 5:** After deleting the existing BigBlueButton- you can then add a new BBB session under course communication for easy access. Under course communication, scroll down until you find "Add an activity or resources



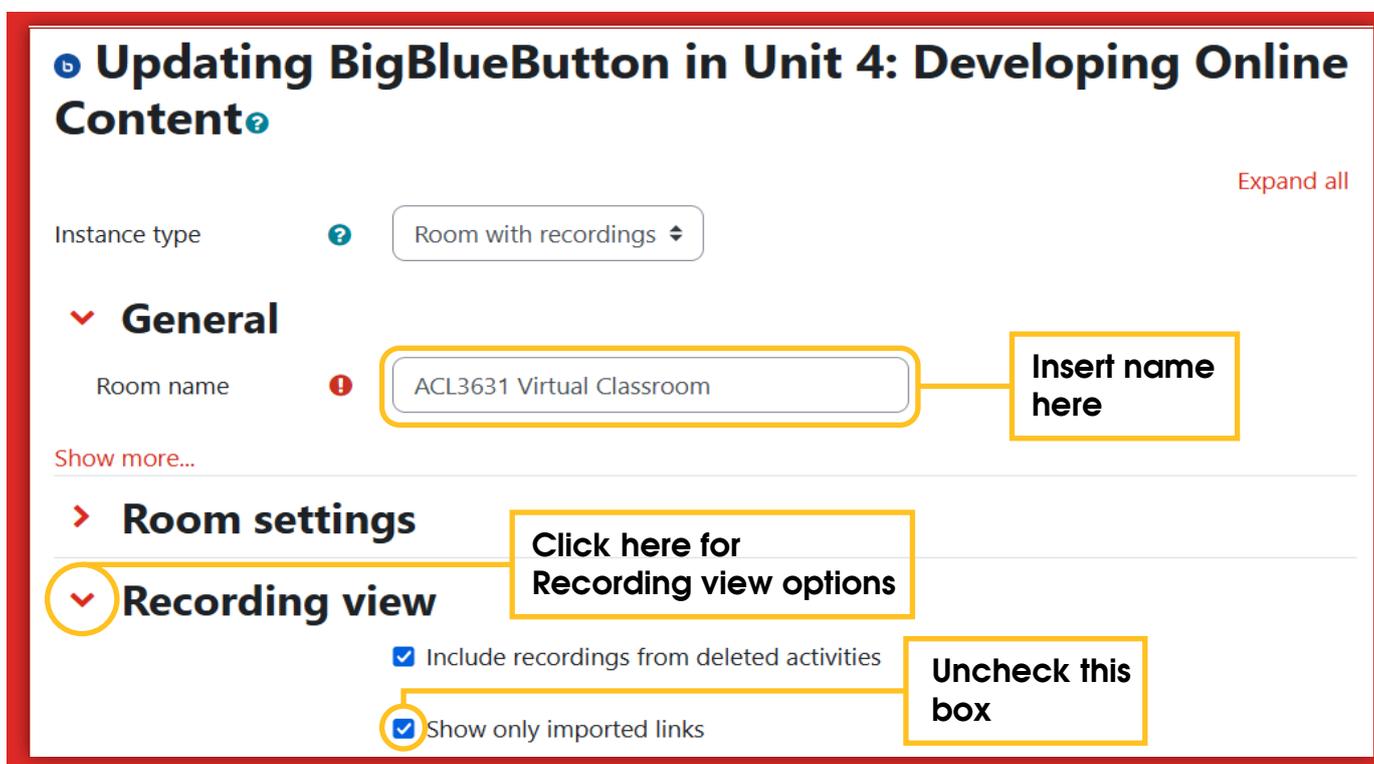
**Step 6:** Locate BBB



# How to resolve BBB error

## USER GUIDE

**Step 7:** Give a meaningful "Room name", then expand the "Recording view" and uncheck the checkbox "Show only imported links" as shown belows



**Updating BigBlueButton in Unit 4: Developing Online Content**

Expand all

Instance type

**General**

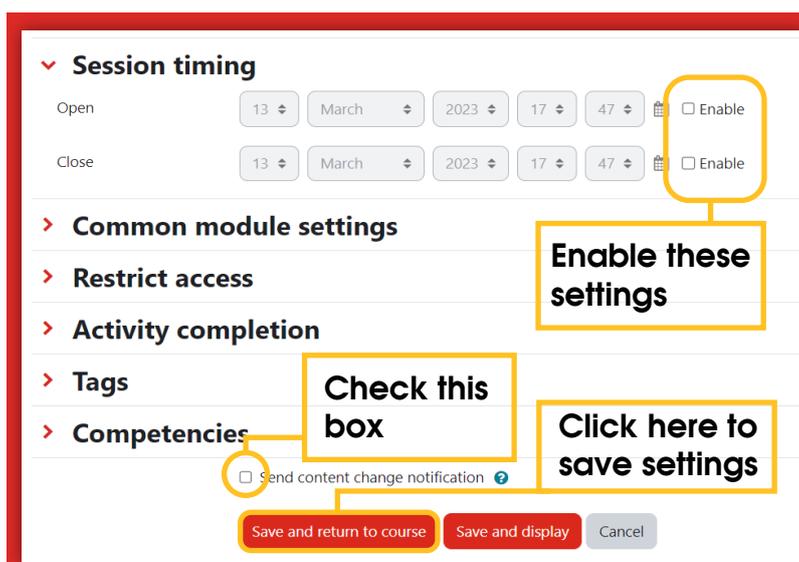
Room name  **Insert name here**

Show more...

**Recording view** **Click here for Recording view options**

Include recordings from deleted activities **Uncheck this box**

Show only imported links



**Session timing**

Open       Enable

Close       Enable

**Common module settings**

**Restrict access**

**Activity completion**

**Tags**

**Competencies**

Send content change notification **Check this box**

**Click here to save settings**

**Step 8:** To session your class, scroll down until you reach "Session timing" then click on "Enable" to set the date time for your class. You can also click on "Send content change notification" below and then "Save and return to course."

**Step 9:** Well done, the Error is fixed. Note this is a once of fix per course, you can now use the virtual classroom you created every time you have a class. Always remember to set the session timing before class at step 7 above.

### ACL3631 Virtual classroom

This room is ready. You can join the session now.

#### Presentation file

 LivClassroom BigBlueButton default Presentation 2.pdf

Join session