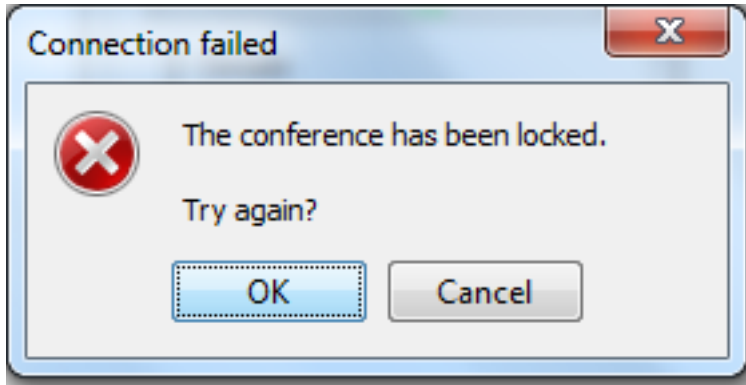


# Blackboard Collaborate

## Collaborate Error: "The Conference Has Been Locked"

### Issue:

When trying to join a Collaborate Session, you receive the connection failed notice of "The conference has been locked"



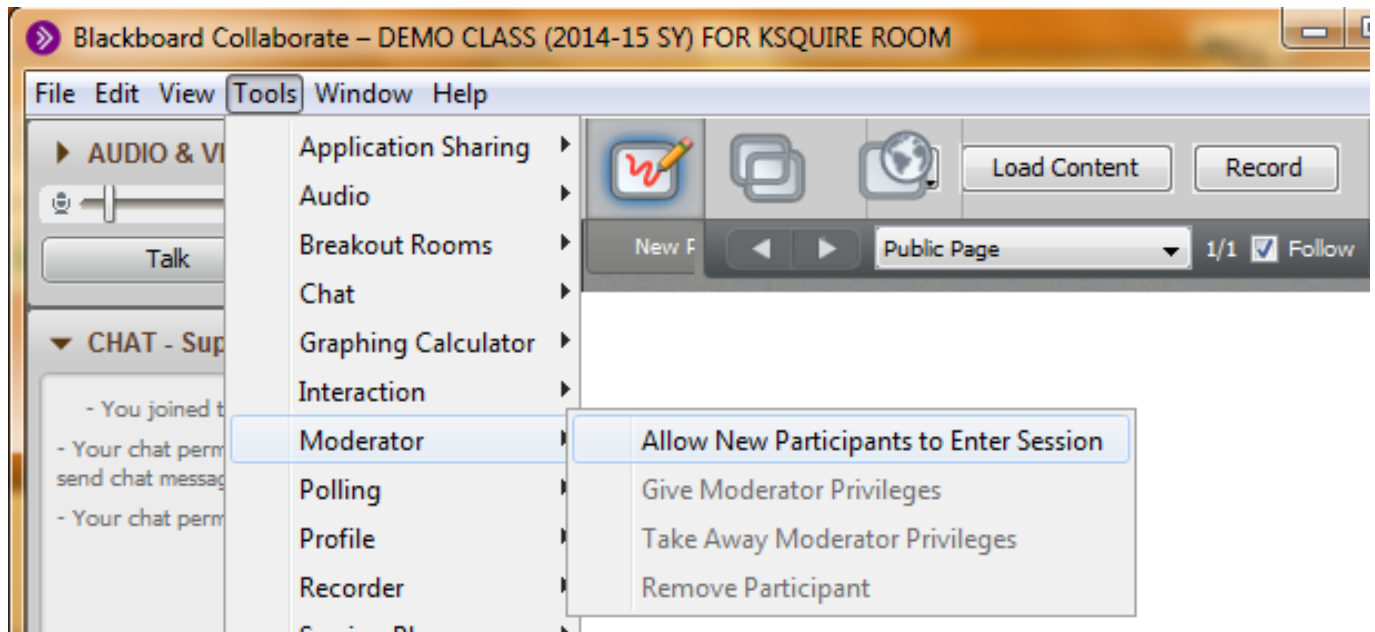
### Solution:

The moderator has locked the session, and no one new will be able to join. If you should be in the session, then you need to contact the moderator. He/She may be unaware that the session has been locked.

To unlock a session, you must be a moderator in that session.

- Click on "TOOLS" within the session menu
- Go to "MODERATOR" section
- If there is no checkmark next to "ALLOW NEW PARTICIPANTS", this means the room is locked. Clicking on it will unlock the session.

# Blackboard Collaborate



Unique solution ID: #1031  
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