



Downloading Videos from BlueJeans Video Conferencing Software

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Getting Started	3
Log into Your BlueJeans Account	3
How to Download Your Recordings	5
Retrieving an Archived File	7
To Delete a Recording in BlueJeans	8
Service Desk Request	9
Important Links	9

Purpose

This training material highlights how to download BlueJeans videos.

Audience

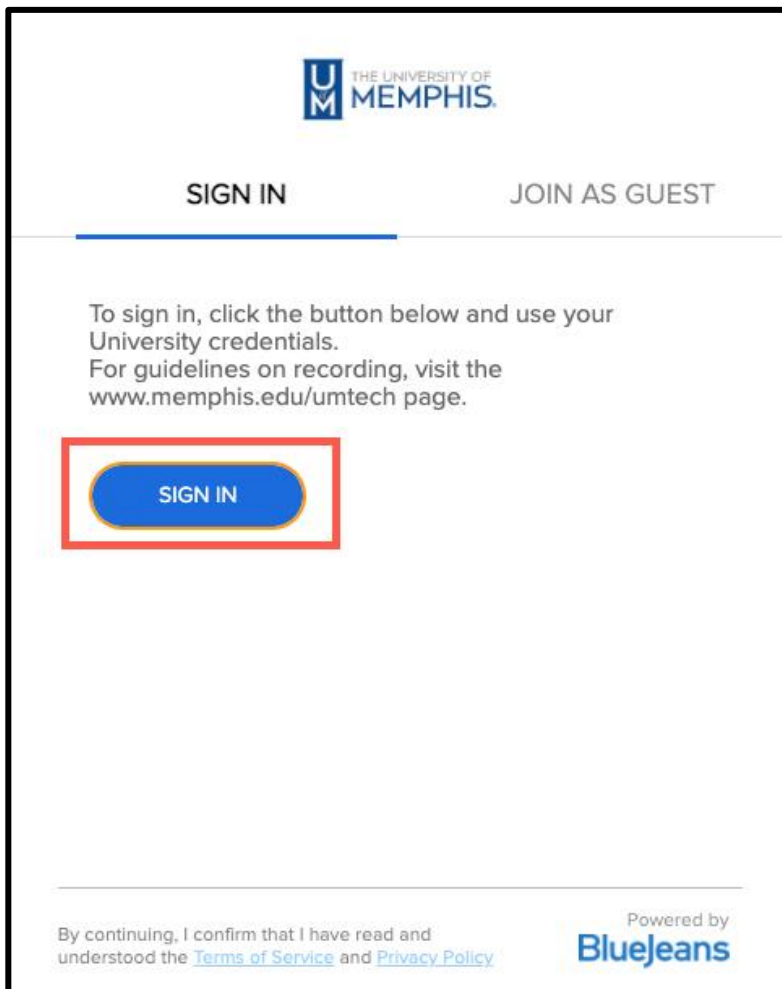
This training material is designed for University faculty or staff that will be using BlueJeans video conferencing software and wanting to download their videos from BlueJeans for use elsewhere.


Getting Started

BlueJeans is a video conference service that will sunset July 30, 2021 at the UofM. It allowed users to conduct live, multi-person video conferences from any video-enabled device with Internet access.

Log into Your BlueJeans Account

1. [Navigate to BlueJeans site](#). Click **Sign In**.





SIGN IN JOIN AS GUEST

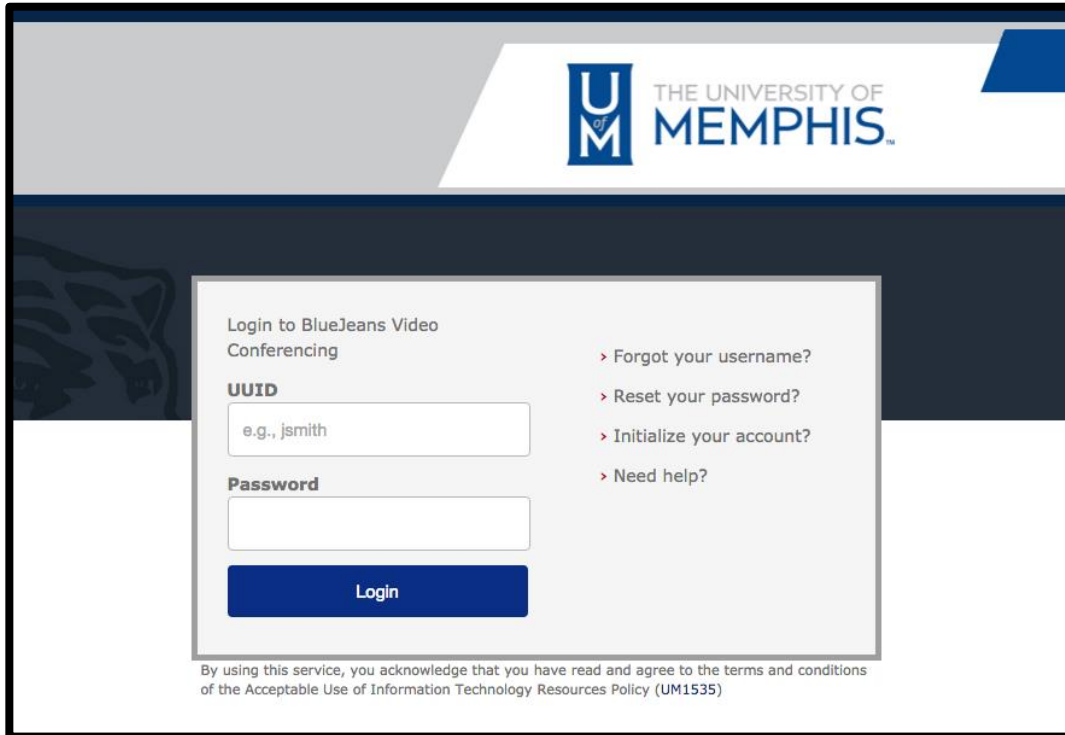
To sign in, click the button below and use your University credentials.
For guidelines on recording, visit the www.memphis.edu/umtech page.

SIGN IN

By continuing, I confirm that I have read and understood the [Terms of Service](#) and [Privacy Policy](#)

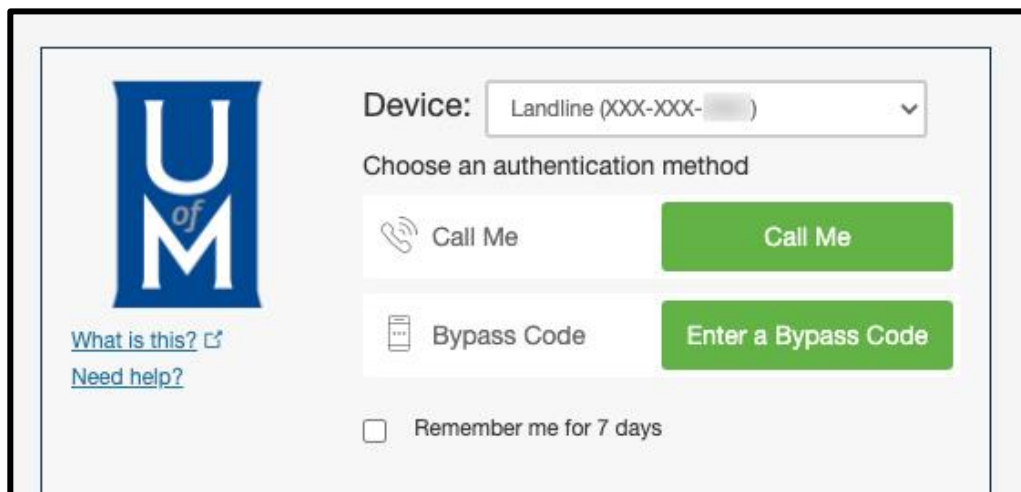
Powered by
BlueJeans

2. Next Log into the BlueJeans Single Sign On. Enter your UUID and unique password, Click **Sign in**.



The screenshot shows the BlueJeans Video Conferencing login interface. At the top right is the University of Memphis logo. The main content area is titled "Login to BlueJeans Video Conferencing". It features two input fields: "UUID" with a placeholder "e.g., jsmith" and "Password". Below the password field is a blue "Login" button. To the right of the input fields are four links: "> Forgot your username?", "> Reset your password?", "> Initialize your account?", and "> Need help?". At the bottom, a small disclaimer states: "By using this service, you acknowledge that you have read and agree to the terms and conditions of the Acceptable Use of Information Technology Resources Policy (UM1535)".

3. Authenticate Using Duo.

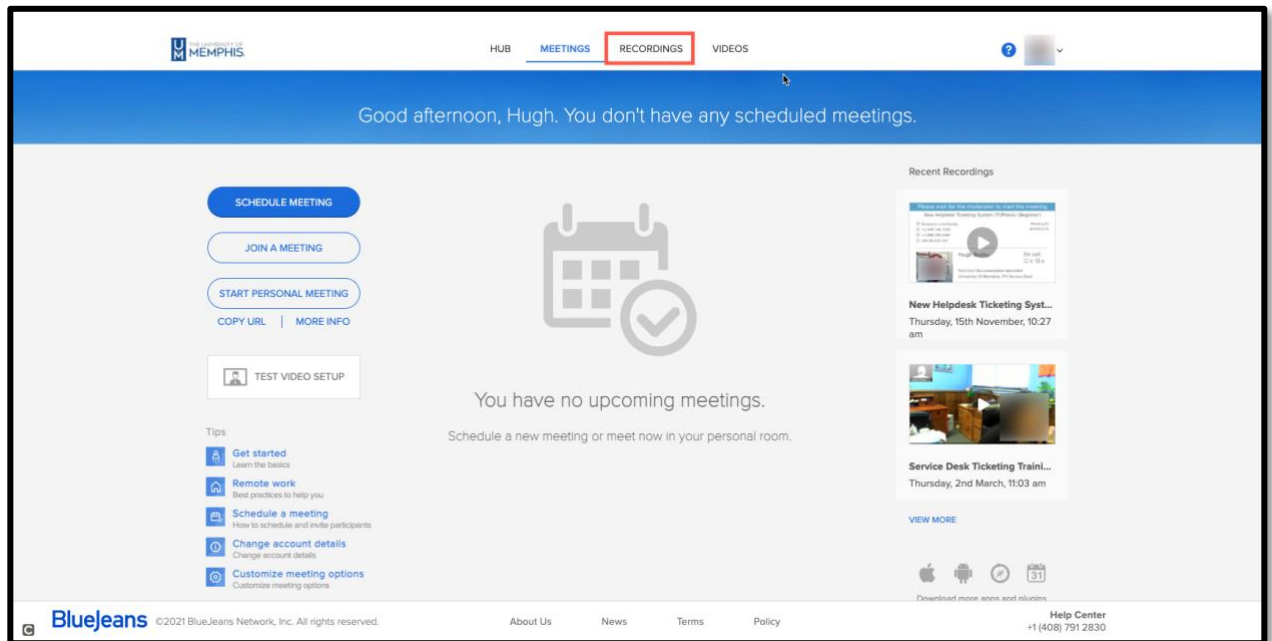


The screenshot shows the Duo authentication page. On the left is the University of Memphis logo with links for "What is this?" and "Need help?". The main section is titled "Device:" with a dropdown menu showing "Landline (XXX-XXX-)". Below this is the heading "Choose an authentication method". There are two options: "Call Me" with a green "Call Me" button, and "Bypass Code" with a green "Enter a Bypass Code" button. At the bottom, there is a checkbox labeled "Remember me for 7 days".

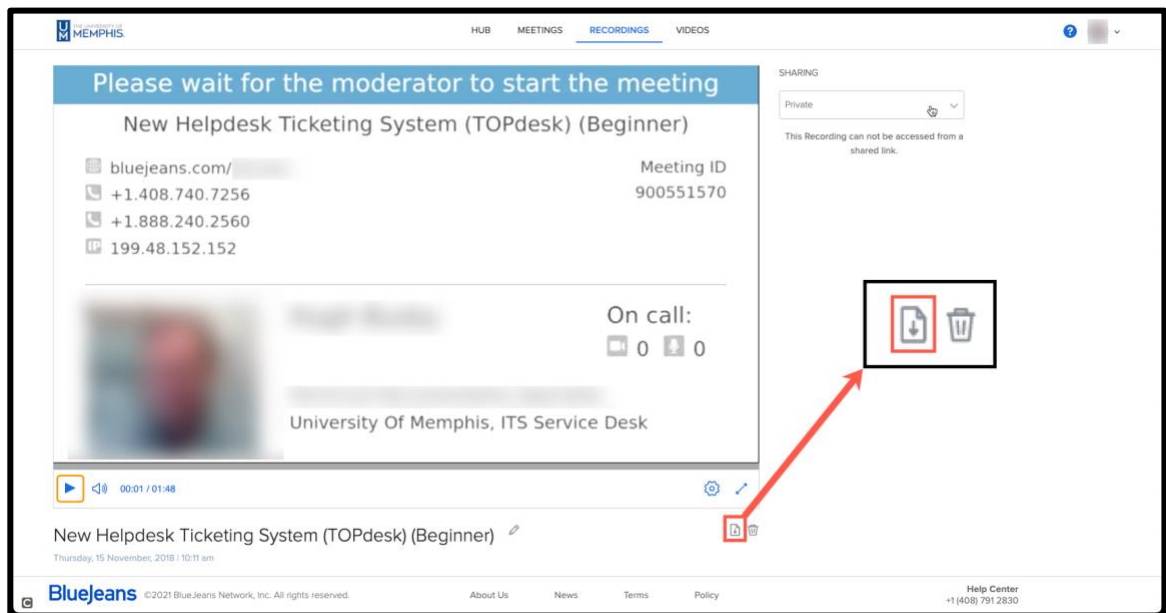
How to Download Your Recordings

After recording a meeting, the recording will be processed and uploaded onto your BlueJeans Account. If you navigate to your Recordings menu, you will be able to download the mp4 file of the recording onto your system.

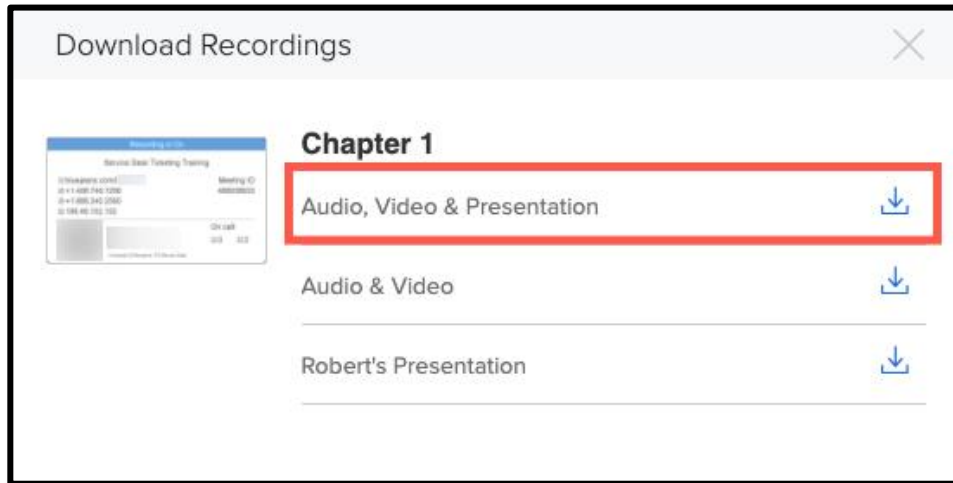
1. Click on Recordings.



2. Click on the recording from your listing of recordings.



3. You can choose to download the entire recording or the individual chapters. If the chapters contained Screen or Video Share, then those segments can be downloaded separately. You will want to download **Audio, Video & Presentation**.



Recording Download Options:

- **Audio+Video+Presentation:** The complete recording with audio, video, and presentation. (*Note: Video overlay is removed when presentation is shared.*)
- **Audio+Video:** The Audio and Video portion of the recording without the content.
- **Audio Only:** The Audio file of the entire meeting in (AAC) Advanced Audio Coding format.

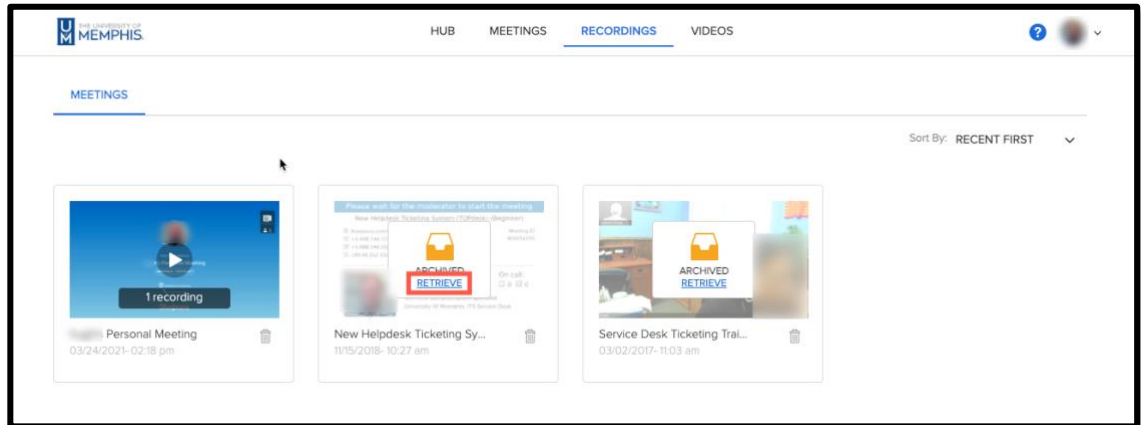
4. Your file will be downloaded to your computer.



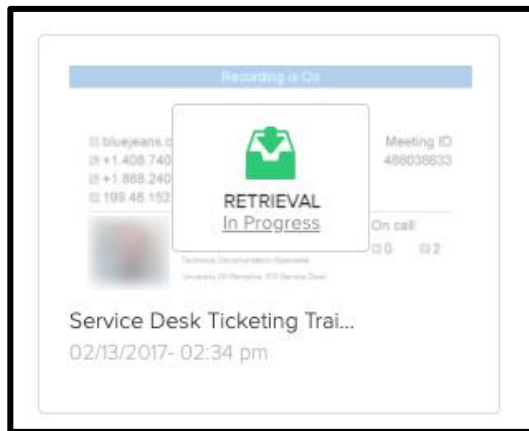
5. Once the file is downloaded you can upload it into [OneDrive](#) or [Ensemble](#) to replay and/or store the video.

Retrieving an Archived File

1. To retrieve an archived file, click on **Retrieve**.



2. The File will look like this during the retrieval process.



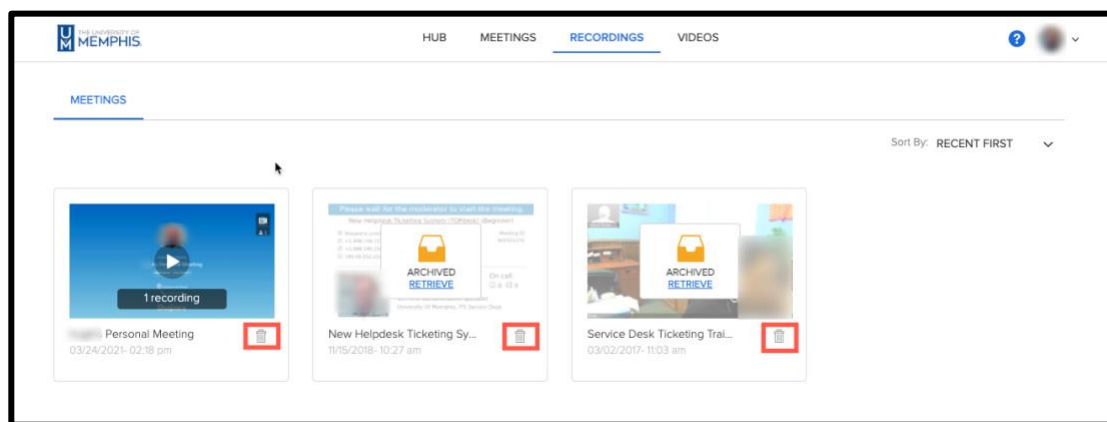
Note: Depending on the length of the recording, it may take some time to retrieve. Once the file is retrieved, you will receive an email notifying you that you may download the file.

To Delete a Recording in BlueJeans

To delete a recording click on the trash can icon. Archived or active recordings may be deleted.



Archived or active recordings



Locating Help Resources

Upon completing the training covered in this course, faculty, staff, and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
 - [Here is a link to our service desk ticketing system](#)
 - After logging in, choose the link **Request Help or Services**.
 - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
 - Monday - Friday 8:00 am - 8:00 pm
 - Saturday 10:00 am - 2:00 pm
 - Sunday 1:00 pm - 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or submit a service request.
- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- [Explore the umTech Website](#)
- [Center for Teaching and Learning \(CTL\) Website](#)
- [Search our Training and Documentation](#)