

Using Collaborate Ultra in Blackboard Learn (Student)

Collaborate Ultra is a virtual collaboration tool in Blackboard Learn. Instructors can use Collaborate Ultra in their courses for one-on-one sessions, office hours, or as a full virtual classroom. Your instructor will create a session for you to join, usually with a specific date and time.

Joining a Session

There are several ways that you can access Collaborate Ultra to join a session.

Join through Tools

1. In your course site in Blackboard Learn, click on "Tools" in the left course menu.
2. Click "Blackboard Collaborate Ultra".
3. Click on the name of the appropriate session to join and then click Join Session.
4. You might be prompted to test your microphone and camera.
 - a. If a message pops up to allow your browser to access your microphone, click Allow.
 - b. If a message pops up to allow your browser to access your camera, click Allow.
 - c. You will be prompted to test your microphone. Click the Yes, it's working button.
 - d. You will be prompted to test your camera. Click the Yes, it's working button.
5. After joining, you may be prompted to take a short tutorial. You may proceed through it to learn about Collaborate or choose to do that later and proceed into the session. Follow the prompts to view or close the tutorial.
6. If you encounter issues, go to the Blackboard Collaborate Ultra Help for Participants, <https://help.blackboard.com/Collaborate/Ultra/Participant>

Join from a Link on the Course Menu

Your instructor might add a direct Collaborate Ultra link to the course menu. If this is the case, click on the Collaborate Ultra link on the course menu and then follow the instructions from #3 above. Please note, the instructor might rename the link on the course menu (for example, it might say Virtual Office Hours.)

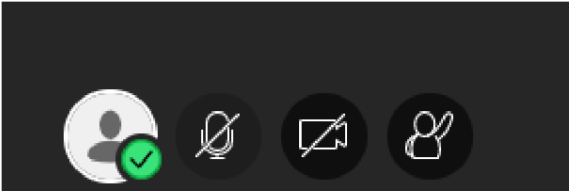

Join through a Link

Your instructor might share a link with you, which you can use to access Collaborate Ultra through a web browser without having to log into Blackboard Learn. We suggest using Google Chrome as your browser to access Collaborate Ultra. If you join with a link provided by your instructor, it will open a browser window. Type your name in the field when prompted to do so and click "Join Session". Then proceed with #4 above.

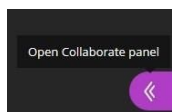
Participating in a Session

The icons along the bottom center of the session media window allow you to participate in the session through your microphone or webcam. When you enter a session, the microphone and camera will be "off". When you would like to share your audio or video, you will need to click on the appropriate icon. This turns the microphone and/or webcam "on".

When you would like to stop sharing your microphone and/or webcam, click on the button again. *It is good practice to mute your microphone when not in use.* The raise hand icon identifies that you would like to speak.

Toolbar options	
Participant active but not sharing	Sharing audio/video and has hand raised
	

Collaborate Panel



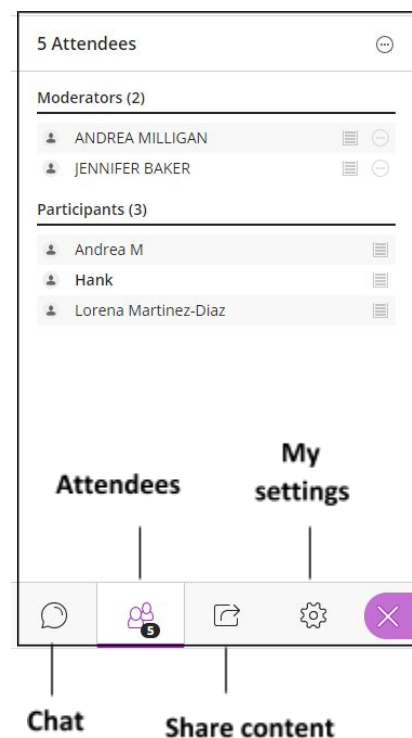
The Collaborate Panel can be accessed from the bottom right corner icon of the session window. The panel appears on the right-hand side of the screen. The buttons along the bottom control what you see in the panel.

Chat allows you to converse publicly or privately with session participants. Click the Chat bubble, then “Everyone” to chat with everyone in the session. You can type text and use emojis.

Attendees indicate who is in the session and identifies who is speaking or sharing audio or video.

Share content allows participants to display content from their computers. (This may be disabled by your instructor.)

My Settings provides audio, video, and other personalized settings.



Troubleshooting Tips

- If you cannot hear any audio, please check to see if your computer sound is muted.
- If you are having issues with the microphone, please check to make sure you are allowing your browser to use your microphone. If you are using a headset or external microphone, make sure that microphone is selected under the My Settings within the Collaborate session.
- If you hear an echo, please make sure your microphone is muted and only unmute it when speaking during the session. Using a headset microphone can also help with any echo issues.
- If your video display is dark, please check to see if there is a privacy cover.
- If the camera is not working and it is not required for the session, it is recommended to just continue in the session.

- If you experience any issues, you may want to try a different browser. Google Chrome and Mozilla Firefox are recommended. Also, please make sure your browser is up-to-date.
- The important thing is to be able to hear the session. You may need to clear your browser's history and cache and then restart the browser. After that, try to re-enter the session.

Need help?

Access a video on Collaborate Ultra Basics in Blackboard Help by following the link below.

https://help.blackboard.com/Collaborate/Ultra/Participant/Get_Started/Start_Here_With_The_Basics