

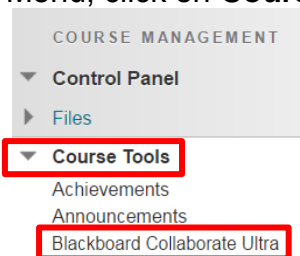
OVERVIEW:

Collaborate Ultra is a browser-based web conferencing tool within Blackboard that allows you to meet synchronously with students and colleagues. This tool allows you to share your webcam, audio, files, desktop, and contribute to a shared whiteboard screen as well as record the meeting. These tools can be used for presenting, discussion, or collaboration.

- For the best experience and to share your desktop use [Google Chrome browser](#).
- Review [online session etiquette](#) and the [collaborate tools tutorial](#) before joining any room. Share these tutorials with students before asking them to join Collaborate.
- Use the [Collaborate Best Practices tutorial](#) to get started with Collaborate and ensure you and your students have the best experience.

HOW TO JOIN AND SETUP:

1. Access your course in Blackboard and from the Control Panel below the Course Menu, click on **Course Tools**, then **Blackboard Collaborate Ultra**.



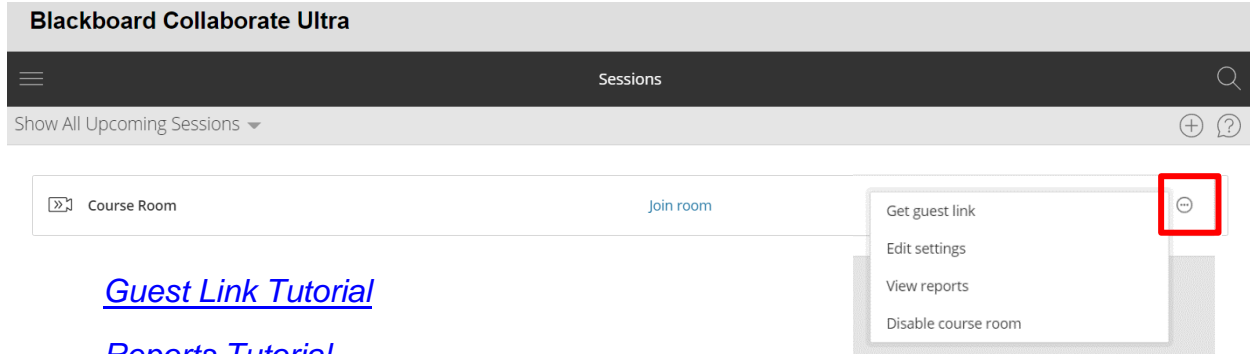
2. There are two different ways you can meet with students in a course. You may meet in the [course room](#) or [create a session](#).

Course Room: This is the most common room used in Blackboard courses. At the start of every quarter, edit the settings in the Course Room to allow participants (students) to enter as moderators. A moderator is someone in the Collaborate Room that can use all of the Collaborate tools. This allows students to utilize the course room to collaborate with instructors and their peers whenever the need arises.

- a. To join the Course Room, click on **Join Room** to the right of Course Room and then skip to Step 3.



- b. To edit the Course Room, click on the three dots in the circle to the right of the Join Room link. Below are the four different options.



[Guest Link Tutorial](#)

[Reports Tutorial](#)

Disable Course Room – Disable and Enable; one might disable this to direct students to a session and enable it after the session is over to avoid confusion.

Edit Settings –

Default Participant Role: For the Course Room choose Moderator. [Learn more about roles.](#)

Allow recording downloads: This can be toggled on and off at any time, existing recordings will have the recording download ability turned off and on as you toggle it. Only toggle it off if you do not want students downloading the recordings.

Show profile pictures for moderator only: This allows students to show their uploaded profile picture.

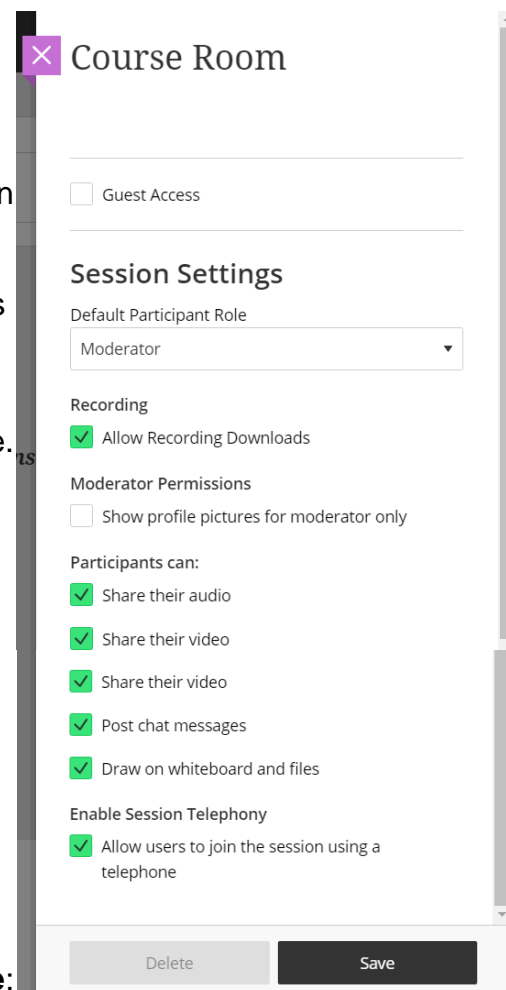
Share their audio: Gives participants the ability to use their microphone.

Share their video: Gives participants the ability to use their webcam.

Post chat messages: Gives participants the ability to chat.

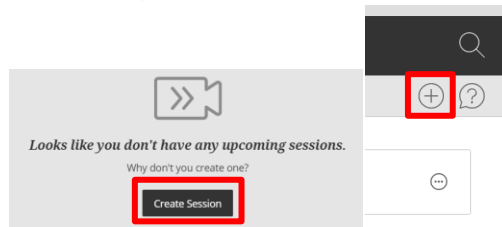
Draw on whiteboard and files: This allows participants to use the pointer, pencil, shape, text, and clearing tools on both the whiteboard and any images, PDFs, or PowerPoints that are shared.

Allow users to join the session using a telephone: This allows everyone to join using the call-in feature.



Course Session: Course sessions are for recordings, groups, individual presentations, and specific meetings. They are listed below the course room.

- a. To create a session, either click on the Create Session button in the bottom middle of the Collaborate Ultra home page (if there are no sessions listed) OR click on the plus symbol in a circle near the top right of the Collaborate Ultra home page.



Set the options for the session.

New Session: Give the session a name. (The recording will take on this name and is not changeable.)

Start: Give the session a start date.

End: Give the session an end date. Our suggestion is to end it about 24 hours after the start time so that you have ample time to meet. *(If it is a session for a student group check "No End (Open Session)" so that students can have access for the duration of the course.)*

Repeat Session: You have the option to repeat sessions daily, weekly, monthly, and on different days of the week. Do not choose this if you are recording.

Early Entry: Allow yourself at least 15 minutes (our suggestion is 30-60 minutes) early entry to set up the session and for students to join and set up their audio.

Add a description....: You can add a description if you wish.

[Guest Access Tutorial](#)

The image shows the "New Session" form in Collaborate Ultra. The form has a title "New Session" with a close button (X) on the left. Below the title is the "Event Details" section. The "Start" field is set to 9/24/16 at 12:04 PM. The "End" field is set to 9/24/16 at 1:04 PM. There are checkboxes for "No End (Open Session)" and "Repeat Session". The "Early Entry" field is set to "15 min before start time". There is a link "Add a description...." and a checkbox for "Guest Access".

Default Participant Role: Depending on how you want to use the session, choose what role you want students to join as. In a group or individual presentation session the role should be a moderator. If you're presenting, have students join as participants; if they're presenting you can either have them join as participants or presenters.

[Learn more about roles.](#)

Allow Recording Downloads: This can be toggled on and off at any time, existing recordings will have the recording download ability turned off and on as you toggle it. Only toggle it off if you do not want students downloading the recordings.

Show profile pictures for moderator only: This allows students to show their uploaded profile pictures.

Share their audio: Gives participants the ability to use their microphone.

Share their video: Gives participants the ability to use their webcam.

Post chat messages: Gives participants the ability to chat.

Draw on whiteboard and files: This allows participants to use the pointer, pencil, shape, text, and clearing tools on both the whiteboard and any images, PDFs, or PowerPoints that are shared. If you're presenting you will not want students able to use these tools.

Allow users to join the session using a telephone: This allows everyone to join using the call-in feature.

The screenshot shows the 'Session Settings' dialog box in Blackboard Collaborate Ultra. The dialog has a title bar with a close button (X) and an up arrow. The settings are as follows:

- Default Participant Role:** A dropdown menu set to 'Participant'.
- Recording:** A section with a checked checkbox for 'Allow Recording Downloads'.
- Moderator Permissions:** A section with an unchecked checkbox for 'Show profile pictures for moderator only'.
- Participants can:** A section with four checked checkboxes: 'Share their audio', 'Share their video', 'Post chat messages', and 'Draw on whiteboard and files'.
- Enable Session Telephony:** A section with a checked checkbox for 'Allow users to join the session using a telephone'.

At the bottom of the dialog are two buttons: 'Cancel' and 'Save'.

- b. To join a session, **click on the name of the session you need to join** below the Course Room. If you cannot click on it, it means that the room has closed or has not opened yet. Look at the time and dates to the right of the session name to see when the session is open. It may be for a few hours, days, or the length of the term. Edit the settings if this is incorrect.

Blackboard Collaborate Ultra

Sessions

Show All Upcoming Sessions

Course Room

Join room

Name	Starts	Ends
Course Orientation	9/6/16, 11:17 AM	9/6/16, 12:17 PM
Evaluation Theory	9/6/16, 3:53 PM	9/6/16, 5:53 PM

You can change the list of which sessions are showing by clicking on Show All Upcoming Sessions, then choose from the list.

- c. To edit a session, click on the **options icon** (three dots in a circle) to the far right of the session name. You can edit any of the sessions options or delete the session. To edit a previous session, click on “Show All Upcoming Sessions” then choose “Show All Previous Sessions” and click on the same options icon to edit a previous session.

Blackboard Collaborate Ultra

Sessions

Show All Upcoming Sessions


Course Room

Join room

Name	Starts	Ends
Course Orientation	9/25/16, 4:37 PM	9/25/16, 5:37 PM

For issues connecting to the Collaborate room, [click here to see the troubleshooting section](#).

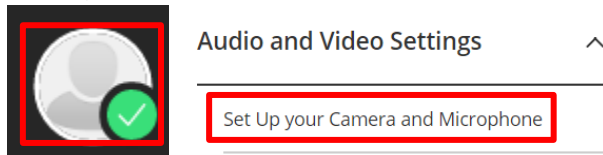
3. Once in the session, to set up audio and video (*this does not turn them on, just sets them up to work when you do turn them on*):
- Click **Yes** if you see the audio and video prompt at the top of your screen.

 Jump in and get started! Set up your microphone and camera so you can start collaborating. You can do this later. You need to do this at least once to use audio in future sessions.

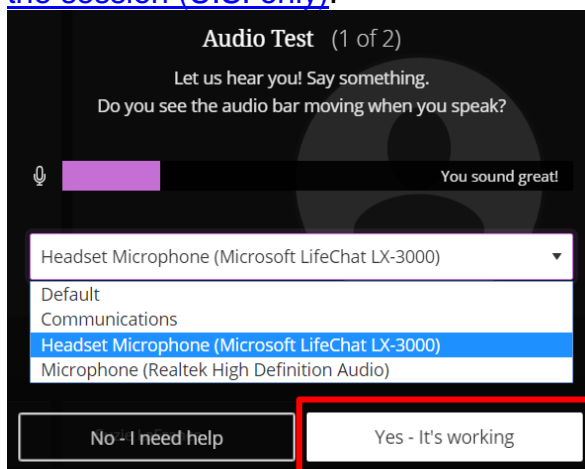
No

Yes

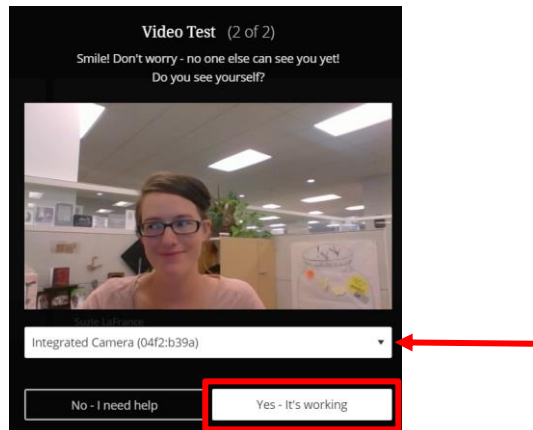
- If you do not see the message above, click on the silhouette icon near the bottom of the screen and then click on **Set Up your Camera and Microphone** under Audio and Video Settings from the menu that appears on the right.



- In the dropdown menu for audio, choose your best microphone option. Then start talking, if you see the purple bar moving – it means it is working. Then click **Yes – it's working**. If it isn't working for any of your microphones, try closing your browser and trying again or [try using your phone to calling in to the session \(U.S. only\)](#).



- Do the same with the web camera.



4. Finally, review the how to use the [Collaborate Ultra tools](#).
5. Review [how to record](#) if you wish to record.

TROUBLESHOOTING:

If you have issues connecting, try these three things:

1. *Refresh your browser.*
2. *Close your browser entirely, re-open, and re-join the session.*
3. *[Clear your cache on your browser](#).*

If you have a poor internet connection, do not use your webcam and [call in using your phone](#).

If these things do not work, contact 877.382.2293 (Toll Free North America), 1.606.274.2370 (International), or [Chat](#).