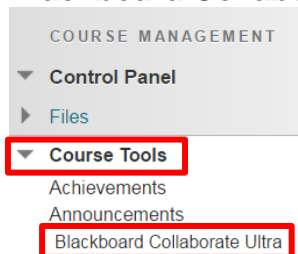


OVERVIEW:

Every course room and session can allow guest access. Guest access allows instructors to have a merged session with multiple classes, host office hours from your MyWorkspace, or allow non-Blackboard users to join your session (such as guest lecturers, etc.).

HOW TO TURN ON GUEST ACCESS AND GET SHAREABLE URL LINK:

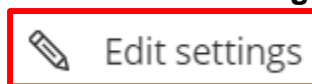
1. Login to Blackboard, access the course in which you would like to have users join as guests.
2. From the Control Panel below the Course Menu, click on **Course Tools**, then **Blackboard Collaborate Ultra**.



3. Edit the room or session you'd like guests to join by selecting the **options icon** (three dots in a circle) near the far right of the name of the session or course room.



4. Click on **Edit Settings**.



5. Directly above Session Settings, click on the **checkbox for Guest Access**.

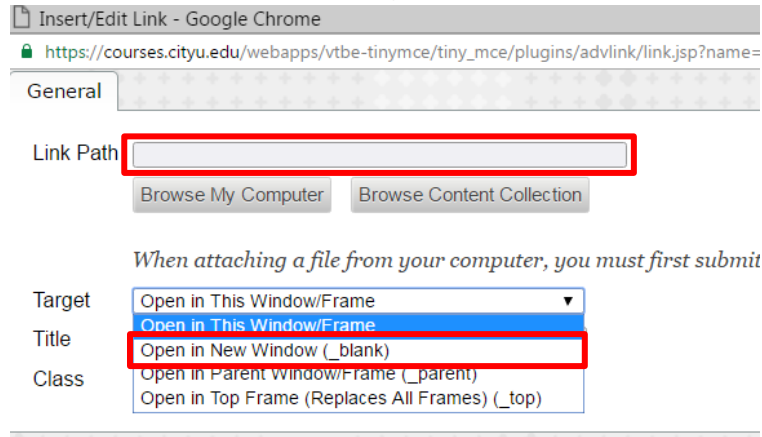


Session Settings



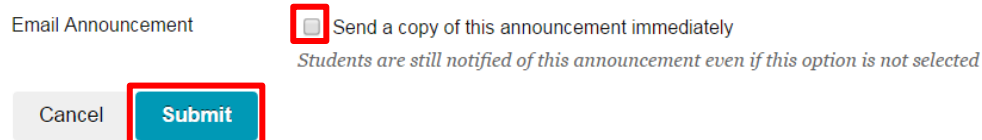
6. This will give you options to change the Guest Role. This is what role the user has when they join the session. After they join you can always change this role. (If this is for your office hours or you are presenting, have them join as Participants. If they are

- b. Click on the Link Path area and paste in the guest URL link. Then in the drop down menu next to Target, select **Open in New Window (_blank)**.



Insert/Edit Link - Google Chrome
https://courses.cityu.edu/webapps/vtbe-tinymce/tiny_mce/plugins/advlink/link.jsp?name=
General
Link Path
Browse My Computer Browse Content Collection
When attaching a file from your computer, you must first submit
Target
Title
Class

- c. Click on Insert.
d. Now you can choose to email the announcement if it is an announcement and then click on Submit.



Email Announcement Send a copy of this announcement immediately
Students are still notified of this announcement even if this option is not selected
Cancel

Be sure to send the [Getting Started Guide](#) to those you send the guest link to, as they will need to know how to join and what to do once they've joined.

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.](#)