OVERVIEW:
Collaborate Ultra is a browser-based web conferencing tool within Blackboard that allows you to meet synchronously with your instructor and/or your peers. 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 before joining any room.

For more on how to meet with fellow students see the end of the tutorial.

HOW TO JOIN:
1. Access your course and from the Course Menu click on Quick Links/Collaborate.

2. Then click on Blackboard Collaborate Ultra.

3. There are different ways you can join. You may have a course room, a session room, or a guest link from outside the course.

   a. To join a course room/session, click on the name of the session to the right of its name. If you cannot click on it, it means that the room has closed, been locked or has not opened yet. Look at the time and dates of the session name to see when the session is open.
Then click **Join Room**.

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

c. **Guest Link:** Your instructor may want you to join a Collaborate room that is not available from your course. You will be provided with the room URL (link). Click the link (or copy and paste it into your browser) to open the room. You will be prompted to enter your name then click **Join Session**.

For issues with connecting, see the troubleshooting section.

4. Once in the session, the audio and video set-up should automatically start:
   a. 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.** *(You may need to Allow use by your browser.)*
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).

b. Do the same with the web camera. (You may need to Allow use by your browser.)

c. If you do not see the message above, click on the purple pull icon near the bottom right of the screen and then click on the gear icon. Click on Set Up your Camera and Microphone under Audio and Video Settings from the menu that appears on the right.
5. Finally, review the how to use the Collaborate Ultra tools and etiquette.

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.

HOW TO MEET WITH OTHER STUDENTS:
1. To set up a Collaborate Ultra session to meet with your classmates, first email them using the Contact Course Members email. Depending on who you would like to connect with, you might choose to email “All Student Users” or “Select Groups” in your course. Through this email discourse, decide on a date and time to meet.
2. Once you’ve settled on a time and date, then you can either:
   a. email your instructor to set up a specific session (this is best for course groups; send your instructor this information: end date/time or no end date, a name for the session, and that participants for the session should join as moderators) OR
   b. use the course room (if you don’t enter as moderator or presenter, contact your instructor; you may want to confirm with your instructor that the course room is available for use)
3. Email those who will be joining the Collaborate session with the details. For example: (you would fill in the bracket areas)

Hey classmates!

As we discussed, we’re going to get together using Collaborate Ultra on [DATE] at [TIME/ZONE]. Please use this document to get started and use the [NAME OF ROOM/SESSION TO JOIN]. We will be discussing [ITEM(S) YOU WILL BE DISCUSSING].

Email me if you have any questions. If you have trouble joining, contact the 24/7 Chat.

See you then!