

UNIVERSITY OF HARTFORD

FACULTY CENTER FOR LEARNING DEVELOPMENT

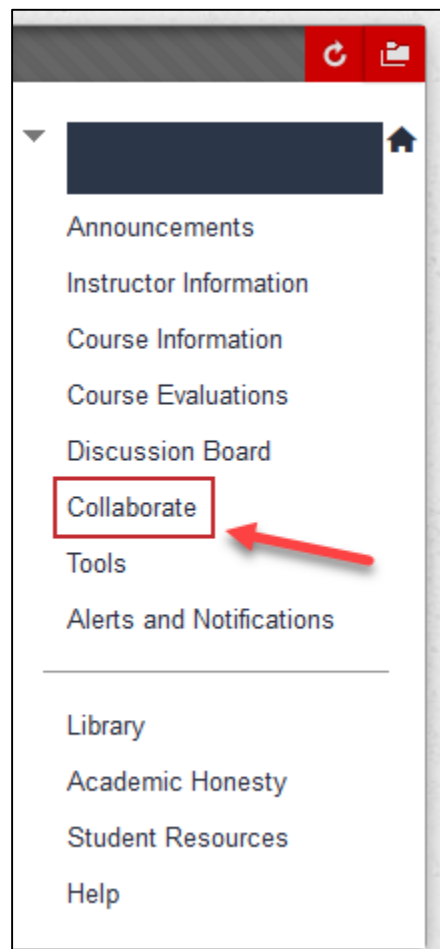
Participants Guide to Blackboard Collaborate

Accessing Blackboard Collaborate

When students need to attend a live virtual class session through Blackboard Collaborate, there are a few ways they can find their online class.

Option 1: Accessing Collaborate Through the “Collaborate” Tab in the Side Bar

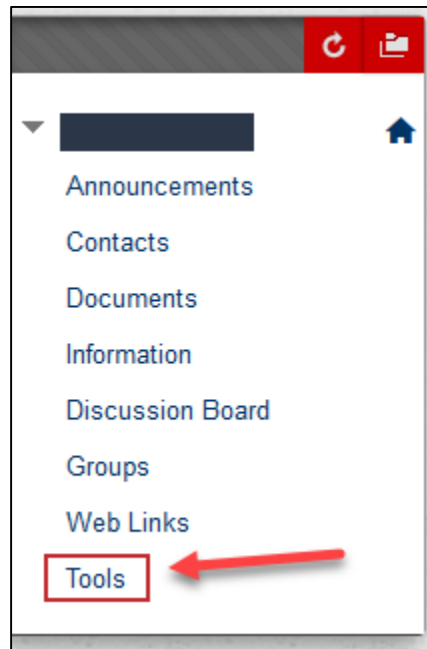
You'll first need to click on the class that is meeting online through Blackboard Collaborate. Once you are on the homepage of the course, you should see a side bar to the left of the Blackboard page.



Accessing Collaborate Using the “Collaborate” Tab

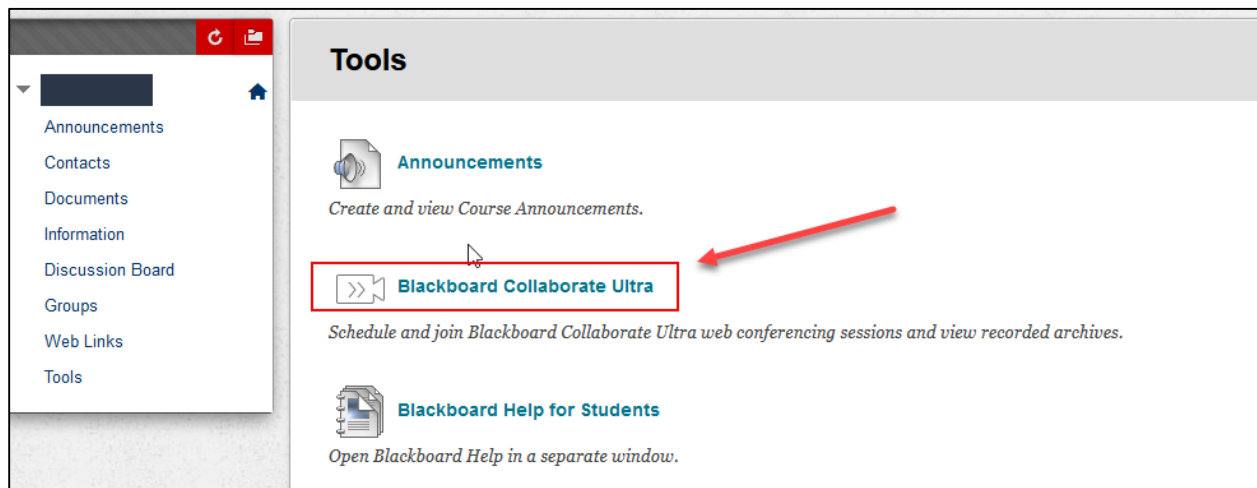
Option 2: Accessing Collaborate Through the “Tools” Tab in the Side Bar

If you don't see an option to access Collaborate through the side bar in your course, then you should be able to have the option to access Collaborate through the side bar using the “Tools” tab.



Accessing Collaborate Using the “Tool” Tab

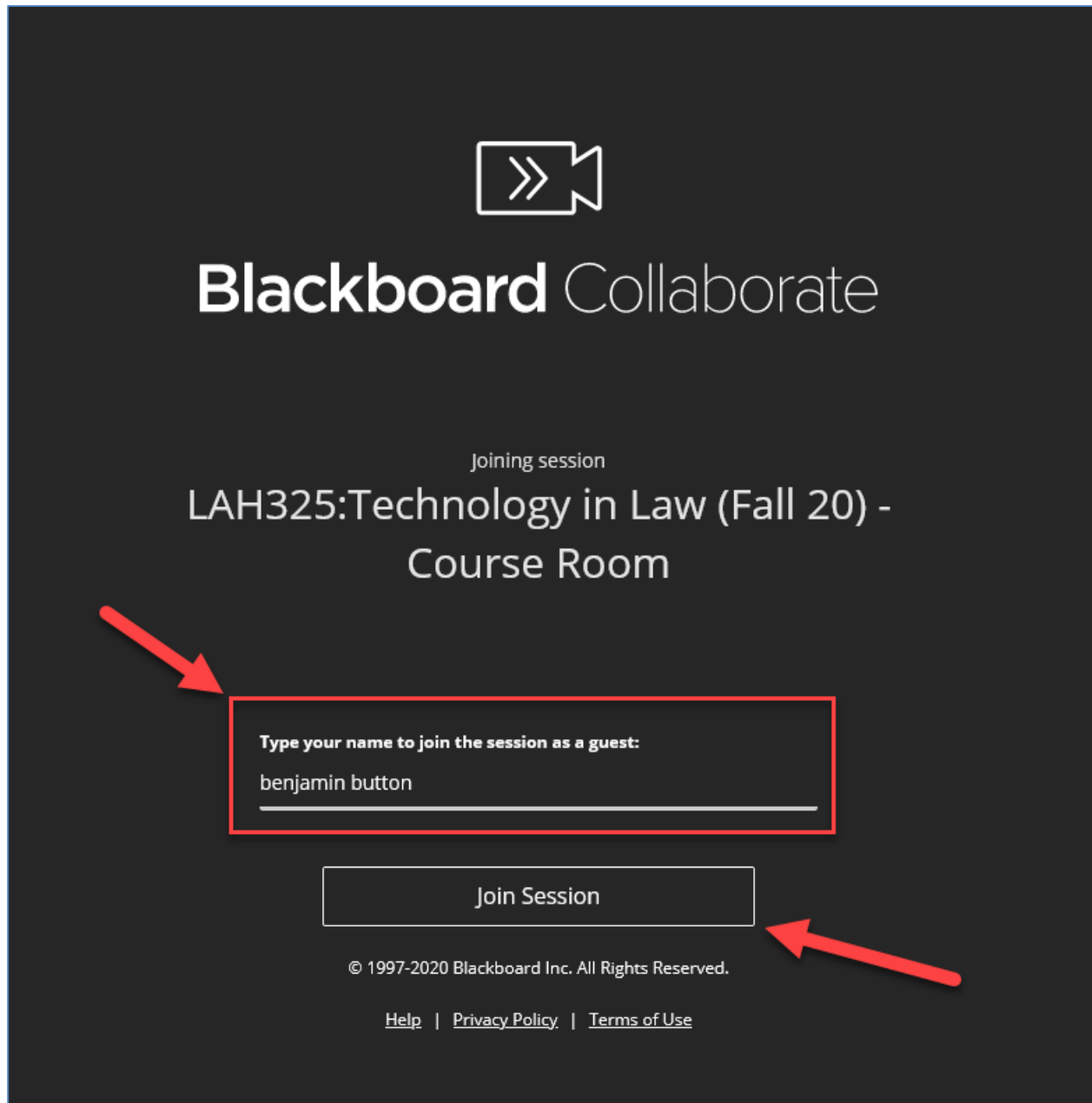
Once you've clicked on the “Tools” tab, you'll be redirected to a new page. This page should offer the option to access Collaborate through the “Blackboard Collaborate Ultra” tab.



Accessing Collaborate Using the “Blackboard Collaborate Ultra” Link

Option 3: Accessing Collaborate Through a Guest Link

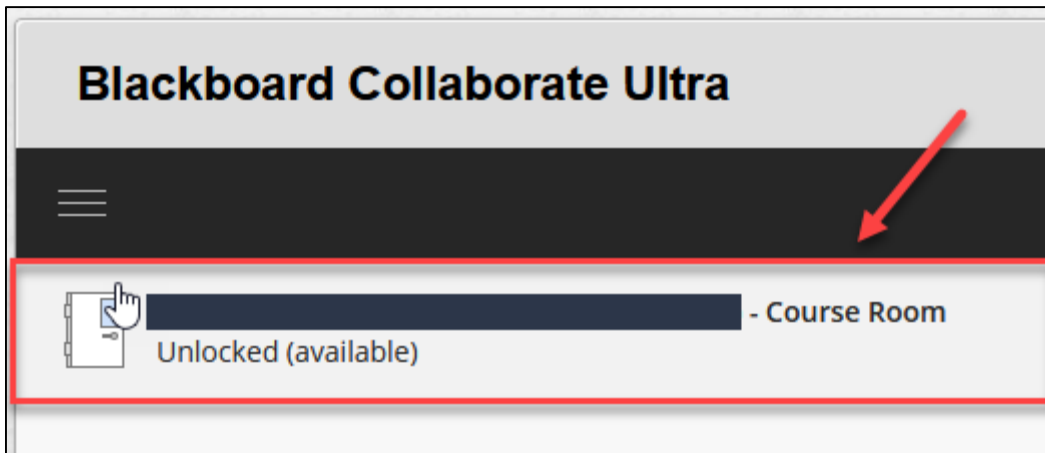
You can enter a course as a guest if your instructor or a classmate sent you a Blackboard Collaborate link. Once you open the link, you will be prompted to enter your name before joining the session. Once you've entered your name, click "Join Session".



Accessing Collaborate Using a Guest Link

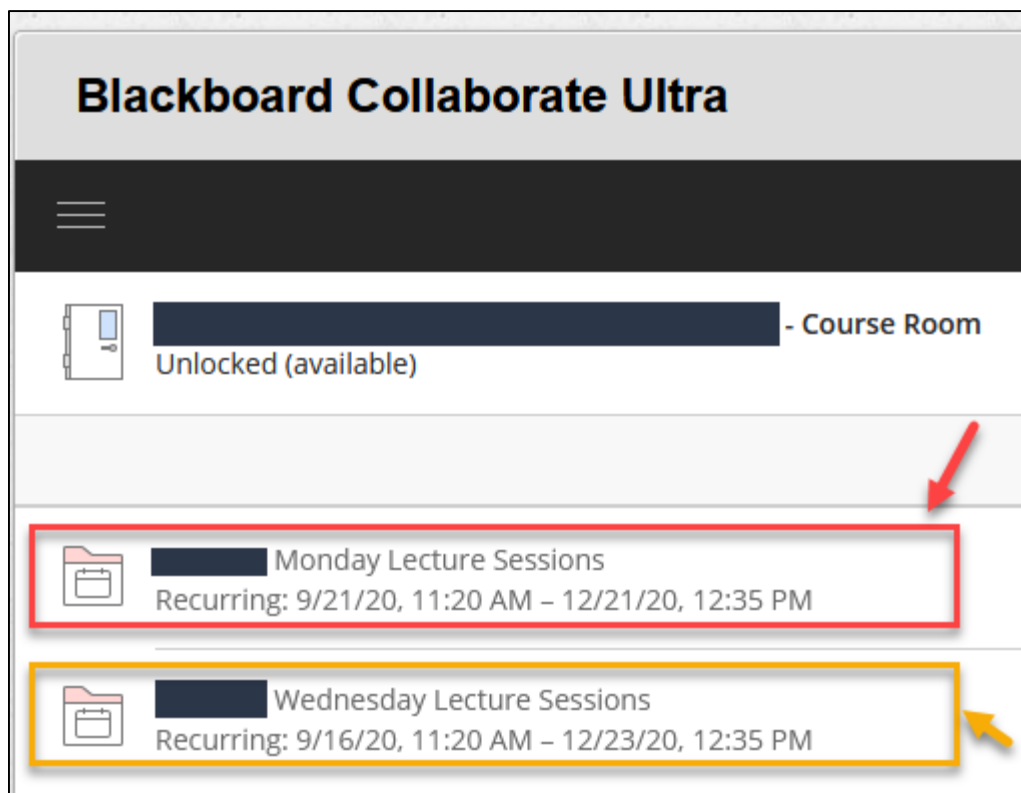
Navigating the Blackboard Collaborate Ultra Page

Once you are viewing the Blackboard Collaborate Ultra page, there may be a few options to access the actual class from. There will always be a “Course Room” that should be unlocked (available) to the student no matter time of day or day in the week it is.



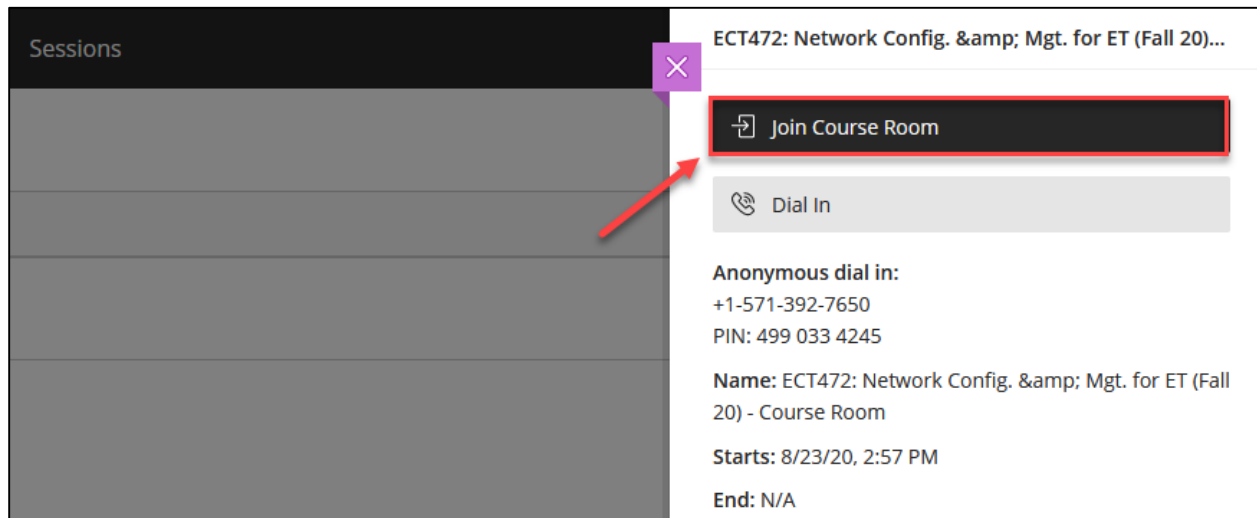
Accessing the Class Session Through the “Course Room” Tab

Sometimes professors will setup a “Lecture Session” specifically for the days you meet.



Accessing the Class Session Through the “Lecture Sessions” Tabs

When a Lecture Session isn't "grayed" out (reference the above image for visualization), that means the lecture is available to be accessed. Once you've clicked on the lecture you want to attend, you'll want to click on "Join Course Room" per the image attached below.

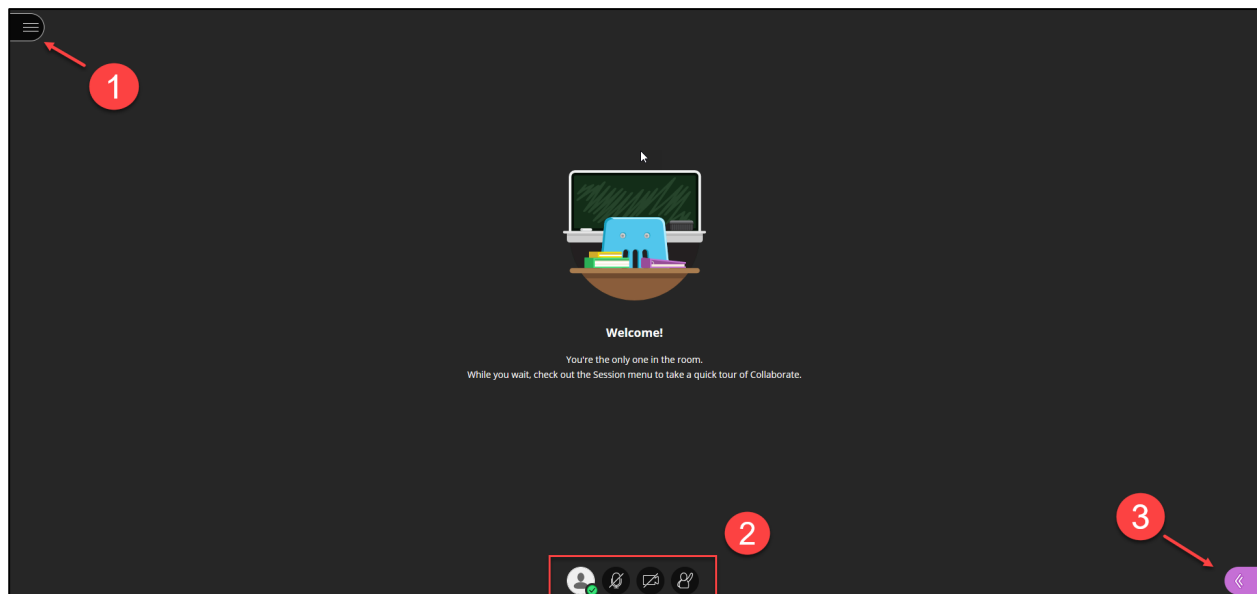


Click "Join Course Room" to Enter the Course

After joining the course room, you'll be prompted to allow access to your microphone and camera. You'll need to press "Allow" for both options, but you will be able to manually turn off both once in the course session.

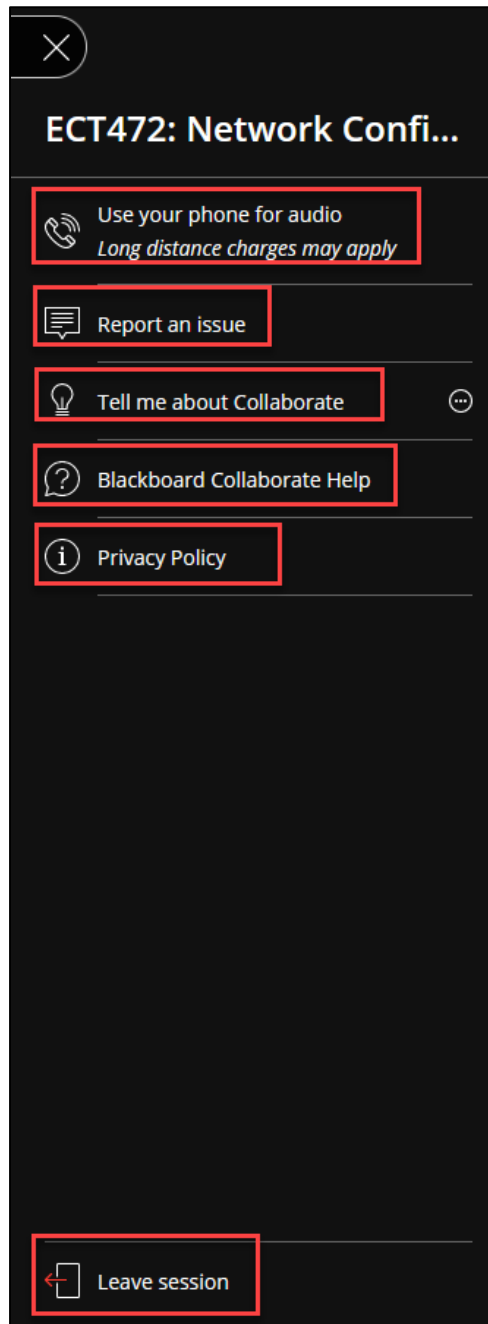
How to Navigate the Blackboard Collaborate Sessions

Detailed below is a step-by-step guide on how to navigate the Blackboard Collaborate Session.



1: Open Session Menu

By opening **Open Session Menu** tab, you'll have more options to experience and learn about Blackboard Collaborate or leave the session.



As the names suggest in each red box, you have to option to **use your phone for audio**, **report an issue** you're experiencing on Blackboard Collaborate, learn more about Blackboard Collaborate by click the **tell me about Collaborate** tab, search through common issues or popular pages on the Blackboard Help website by click **Blackboard Collaborate Help**, learn about Blackboard Collaborate's **privacy policy**, or – at the very bottom of the screen – click **Leave Session** to exit the session.

Clicking on **Blackboard Collaborate Help** and **Privacy Policy** will redirect you to Blackboard Help's respectively named web pages.

When you click on **Use your phone for audio**, it'll display a Dial In number and a PIN number you'll have to enter in order for your phone to connect to the Collaborate session.

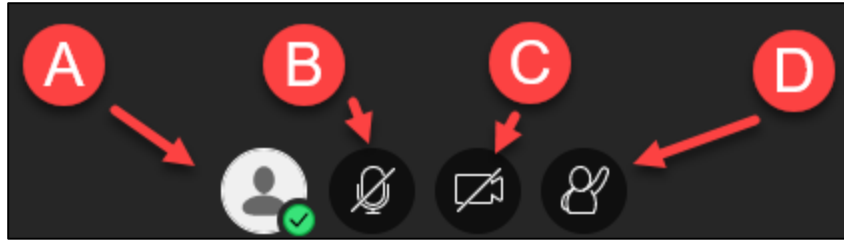
Clicking on **Report an issue** opens the Collaborate Panel and instantly directs you to the "Report an Issue" page where you can describe your issue in a maximum 1000 characters.

Clicking on **Tell me about Collaborate** will give you the option to choose two tutorials titled "Introduction to Collaborate" and "Learn about private chat. Both tutorials will give the user follow-all instructions.

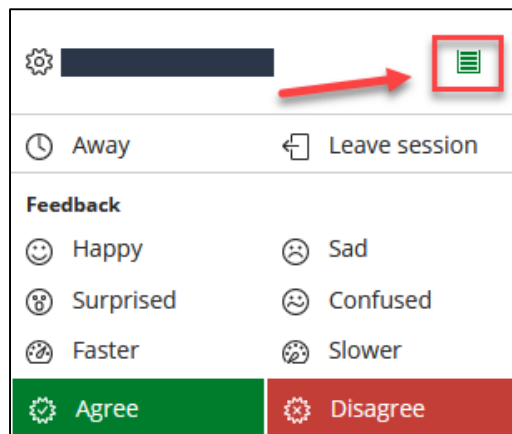
Clicking on **Leave Session** will prompt you with a message asking how your experience was with options of rating the experience and submitting it and exiting, or simply skipping this step and exiting the session.

2: The User Experience

You have four main functions to control your experience and give feedback when using Blackboard Collaborate.



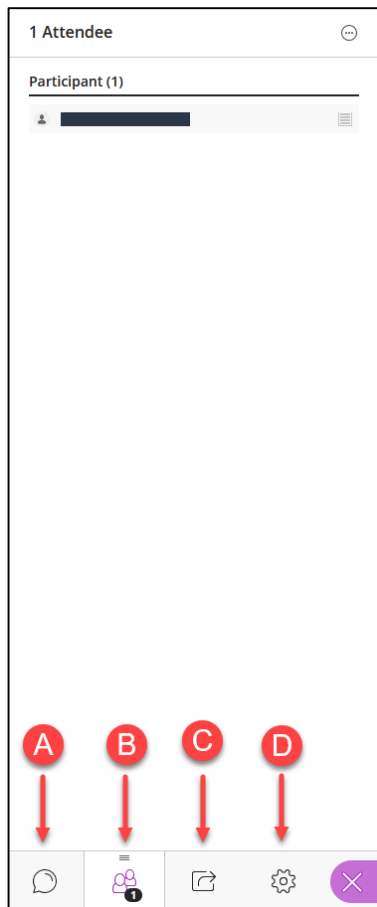
- a. Your first option is the My Status and Settings tab. When you click on this tab, various commands will show up on how you can give feedback in your class, or even enter the settings tab or leave the session. You can give feedback by using the options under **Feedback**. You can also check your devices internet connection by observing the symbol highlighted below.



- b. You can simply mute and unmute yourself to speak to the class whenever prompted. You'll notice that your microphone is off when it is gray and has a slash through the microphone symbol. The microphone is on when it turns green and shows a white bar changing to various lengths of size.
- c. You can also turn your camera on or off when using Blackboard Collaborate. The look and function of the camera is the same as the camera, meaning it'll be grayed out with a slash through it when it's off and green when turned on.
- d. The last function allows you to "Raise your Hand" simply to get the attention of the instructor for the class so that they may answer any questions you have regarding to the material being taught.

3: The Collaborate Panel

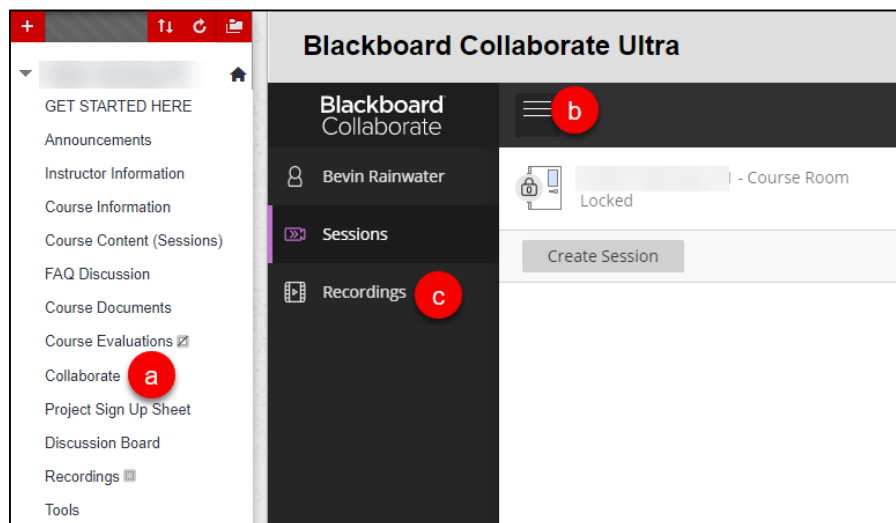
The Collaborate Panel allows participants to have more control over their experience when using Blackboard collaborate and even interact with the class. You'll also be able see the amount of people attending the class and who's in the class as well.



- a. This is the Chat button. You can use this feature for class discussions or ask questions if you're having difficulties with your microphone.
- b. This the Participant list. You'll be able to see who is in the class and who the moderators are for the class.
- c. This is the Share Content button. You may request to share your view of your screen from the moderators and present any information to the rest of the class.
- d. This is the Settings tab. From here you can adjust Audio and Video Settings, Notification Settings, Report and Issue, or upload a profile photo. In the Audio and Video Settings, you can setup or microphone and camera if not already configured, use your phone for audio, and adjust your speaker volume. In the Notification Settings, you can adjust whether you'd like to be notified of various settings.

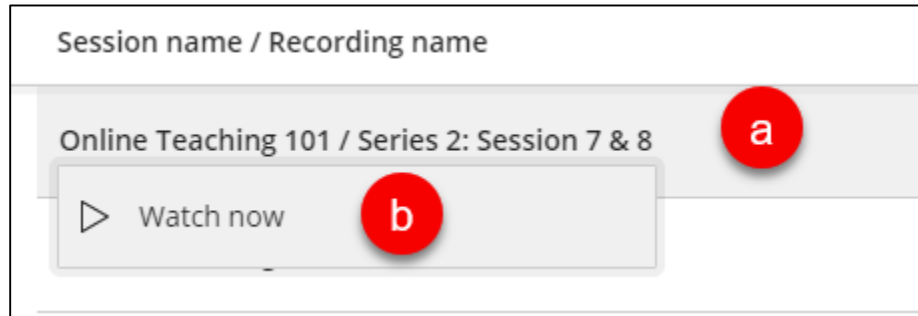
How to Find Recorded Blackboard Collaborate Sessions

Instructors have the option of recording Blackboard Collaborate sessions. Once processed, recordings will appear in the Collaborate area as shown below.



Navigate to Recordings in the Collaborate Pane

To view the recording, click the link for the session, then click Watch Now.



Watch the Collaborate Recording

Blackboard Collaborate Best Practices (For Students and Instructors)

Below are some recommendations for making your experience with Blackboard Collaborate better.

1. Google Chrome is the preferred browser for Blackboard Collaborate. Firefox can also be used. Never use Edge or Internet Explorer browsers.
2. Be sure to disable any streaming, chat or social media applications (e.g. Skype, Netflix, YouTube, Facebook), etc.
3. When entering the session for the first time, it will ask you to allow webcam and microphone. You need to permit both of these. A pop-up will appear for the first time. If you accidentally click no, you will need to click the lock icon at the top of the window in the address bar to change your settings. If you have further difficulty, contact ITS at helpdesk@hartford.edu.
4. If you have audio/connection problems, first try refreshing the browser window. If that doesn't work, try closing the Collaborate tab and re-enter. If you continue having issues, click the three-bar icon in the upper left to connect via phone.
5. The use of USB WIFI Adaptors with the Chrome browser are known to cause issues. If using a USB WIFI Adaptor, Firefox is the recommended browser.
6. You will need to allow third-party cookies and allow popups.
7. Your instructor may have disabled microphones and webcams at the onset. Be prepared not to hear anything until the time your class starts.
8. To chat, click the purple << tab in the lower right and click the chat bubble. Make sure you type your question to Everyone.

Getting Help with Technology at the University of Hartford

Faculty Center for Learning Development (FCLD)

FCLD provides consulting and instructional support to faculty and staff who are using technology in teaching and learning. The FCLD Faculty Lab in Mortensen 203a is available for faculty support and use and is equipped with instructional technology- related equipment including: PCs, Macs, scanners, and projectors as well as support staff. Faculty and Staff needing support with Blackboard or other instructional technologies, should contact FCLD.

Phone: (860) 768-4661 **Email:** fcl@hartford.edu

Website: <http://www.hartford.edu/fcl>

Student Blackboard Support

The following is student support for Blackboard only. All other support technical support issues need to be addressed to the Office of Technology Services (below).

Phone: (860) 768-4636 **Email:** bbsupport@hartford.edu

FAQ/Submit a Ticket: <http://www.hartford.edu/studentbbsupport>

Information Technology Services (ITS) Help Desk

For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner/Self-Service, campus Facebook).

Phone: (860) 768-4357 **Email:** helpdesk@hartford.edu

Website: <http://hartford.edu/ots>

Media Technology Services (MTS)

Faculty should contact MTS for assistance scheduling or implementing classroom technology (2-Way interactive video classrooms, Smart Podiums, laptops, etc.), for setting up WebEx accounts, or for scheduling and instruction for a wide variety of media equipment and resources like LCD data projectors, CD/cassette players, TVs and VCRs, digital video, and more.

Phone: (860) 768-4357 **Website:** <http://www.hartford.edu/mts>