



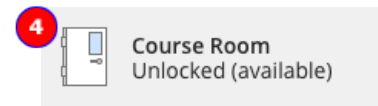
Student Quick Start Guide to Blackboard Collaborate Ultra

About Blackboard Collaborate Ultra



Ultra is the new, browser-based version of Blackboard Collaborate. Collaborate Ultra allows students and instructors to participate in live online class meetings and videoconferences within an existing Blackboard course site. For full functionality, we recommend using Google Chrome. Firefox and Safari are also compatible browsers.

Launch Blackboard Collaborate Ultra

1. Open the Blackboard course that will host the Collaborate session.
2. Click the **Tools** link in the left-hand navigation menu, then select **Blackboard Collaborate Ultra**.
3. There will be a single default course room that is always available.
4. To join the Collaborate session, click on the **Course Room**.
5. Click **Join Course Room**.

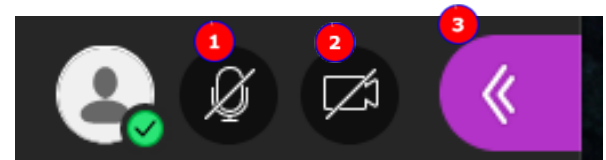


Share audio and video

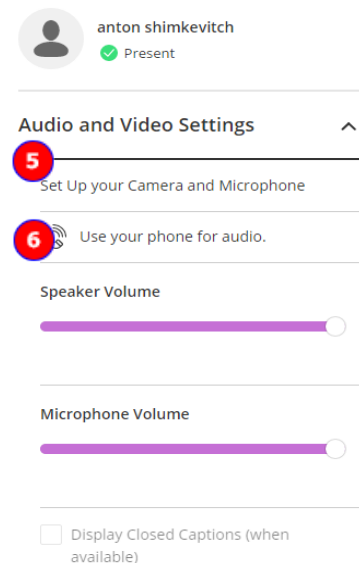
1. Click the microphone icon to toggle your audio on or off.
2. Click the camera icon to toggle webcam video on or off.
Note: If the microphone or camera icon is not visible, your instructor has not enabled video/audio sharing for session participants.
3. To troubleshoot issues with audio or video, click the black icon with left facing arrows (**Open Collaborate panel**) bottom right of the screen and click the gear icon.  
4. Click the arrow next to **Audio and Video Settings** to expand the menu.
5. Click **Set Up Your Camera and Microphone**. Follow the on-screen instructions.

If you do not have computer speakers and/or a microphone, follow these additional steps to dial in for audio:

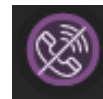
6. Call the number that appears under **Use your phone for audio**.
 - Note: The dial-in number is not toll-free. Long-distance or roaming charges may apply.



My Settings

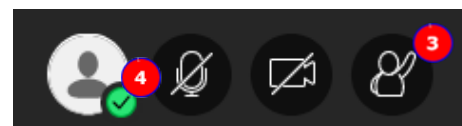


7. When prompted, enter the PIN provided, followed by the pound (#) sign.
8. You will enter the session with your audio muted. To unmute, click the flashing button on the bottom tool bar.
9. You must remain connected to the Collaborate session on your computer. **Do not close the browser window or you will be disconnected.**



Interact with other participants

1. To view a list of session participants, click the people icon (**Open Participants List**).
2. To text message with participants, click the speech bubble icon (**Chat**) to open the panel.
 - Choose either **Everyone** or **Moderators** as your audience.
 - Type the text of your message in the box that says “**Say something**.”
 - Hit the **Enter** key to post the message.
3. The hand icon (**Raise Hand**) lets the moderator know that you have a question or comment. Clicking the icon again “lowers” your hand.
4. If you need to step away during the session, click the check mark (✓) next to the silhouette icon (**Set as Away**) to let others know you’re temporarily unavailable. Click the **I’m back!** button to change your status back to “Present.”



Exit the session

1. Click the silhouette icon and click leave session.



To learn more about Blackboard Collaborate Ultra

1. Visit the Blackboard Help website: <https://en-us.help.blackboard.com/Collaborate/Ultra>.
 - Instructors should review the **Moderator** resources.
 - Students should review the **Participant** resources.
2. For technical assistance, contact AU’s Blackboard Support team at 202-885-3904 or blackboard@american.edu. Our hours are 9:00 am to 5:30 pm, Monday through Friday.
 - Outside normal business hours, our phones lines are answered for general technical assistance. More complex issues or issues specific to AU’s Blackboard system may be referred back to our staff and will be addressed within one business day.