



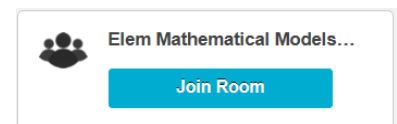
Student Quick Start Guide to Blackboard Collaborate Ultra

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**.
 - Your instructor may also provide a direct link to join the session. If you cannot locate the direct link or if the **Tools** link is not visible in the navigation menu, contact your instructor for assistance.
3. To join the Collaborate session, click the **Join Room** button.



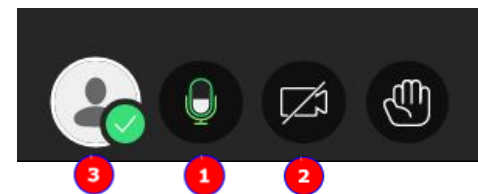
Share audio and video

1. Click the microphone icon to toggle your computer's audio input on or off.
2. Click the camera icon to toggle webcam video on or off.

To troubleshoot any issues, follow these additional steps:


3. Click the silhouette icon to open the **My Settings** panel.
4. Expand the **Audio and Video Settings** options by clicking the arrow.
5. Choose **Set Up Your Camera and Microphone**. Follow the on-screen instructions.

Note: For the best experience, AU Blackboard Support recommends using your phone for audio. See the next section of this document for dial-in instructions.



Audio and Video Settings 4 ^

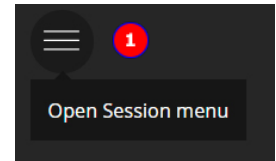
Set Up your Camera and Microphone 5

 Use your phone for audio.

Dial in for audio

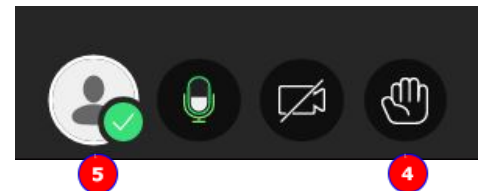
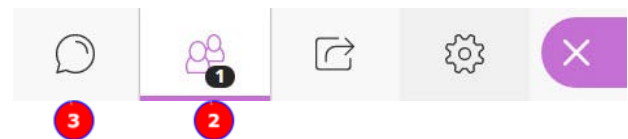
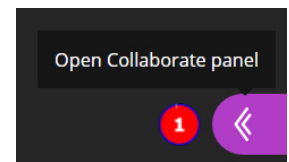
(required for computers without speakers and/or a microphone; recommended for audio issues)

1. Follow Steps 3 and 4 above to open the **Audio and Video Settings** panel or click the **Open Session Menu** icon (three horizontal lines) in the upper-left corner of the screen.
2. Click **Use Your Phone for Audio** to generate a dial-in number and PIN to access the session.
3. Call the number and enter the PIN followed by the pound sign (#) when prompted. Long-distance or roaming charges may apply.
4. When finished, click the **X** to close the panel.



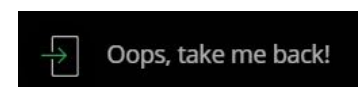
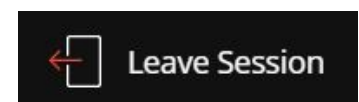
Interact with other participants

1. Click the purple icon (<<) in the bottom-right corner of the screen to **Open Collaborate Panel**.
2. To view a list of session participants, click the people icon (**Open Participants List**).
3. To text message with participants, click the speech bubble icon (**Chat**) to open the panel.
 - Type the text of your message in the box that says “**Say something.**”
 - Hit the **Enter** key to post the message.
4. The hand icon (**Raise Hand**) lets the moderator know that you have a question or comment. Clicking the icon again “lowers” your hand.
5. 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 **Open Session Menu** icon in the upper-left corner of the screen (three horizontal lines).
2. Click **Leave Session** at the bottom of the panel.
3. To immediately rejoin the session, click **Oops, Take Me Back!** in the upper-left corner of the screen.



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 needing assistance can be referred to the **Participant** resources.
 2. Attend a workshop offered by the E-Learning Support Services staff. For information about upcoming opportunities or to request a group training session, contact our office or visit our website: <http://www.american.edu/library/technology/blackboard/>.
 3. Contact us for immediate live support or to schedule a one-on-one consultation. We are available from 9:00 am until 5:30 pm, Monday through Friday, in Room 321 of AU's Bender Library.
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