Blackboard Collaborate Ultra -- How Students Access Ultra

Basic Access

1. Find the left navigation panel in your course section in Bb Learn at https://learn.dcollege.net.
2. Click the "Bb Collaborate Ultra" or "Ultra" link there.
   a. Or click the "Course Tools" link in the left navigation panel. Then click the "Bb Collaborate Ultra" link on the "Tools" webpage.
3. Click "Course room." Then click "Join Course Room."
4. "OR" click the appropriate scheduled session link (if there is one). Then click "Join Session."

There are 2 example images below.
5. Click "Join from a browser" (if you are on a laptop or desktop computer).

6. Click "Allow" or "Okay" or "Share" if prompted (once or multiple times).
   a. Do this now, and for any future steps.

Audio, Video, and Screen Sharing

Click link above to collapse this area.
1. For text chat:
   a. Click purple arrow in the lower right.
   b. Click speech bubble in lower right.
   c. Chat with everyone.
      i. Or choose specific people from top drop-down menu in right panel.
      d. Type in your messages in box at bottom of right panel.

   **Note:** You currently cannot see when someone is composing a message.
   **Note:** Text chat is *now* captured during recordings.

2. To let others here you *(audio)*:
a. Click the crossed out microphone icon.

Scroll down to see microphone icon in the image below.

b. If prompted, click to "Allow" (preferably "Always Allow" or the like) your web browser or Bb Collaborate Ultra to access your microphone/webcam.
2. c. When your microphone is picking up sound, the microphone icon looks like the example image below.

The amount of color in the microphone icon varies with the level of sound that your microphone is picking up.

3. To let others see you:
   a. Click the crossed out camera icon.

4. To share your computer display, or a PowerPoint presentation:
   a. Your instructor, or a moderator, must elevate your permission to moderator/presenter status for screen sharing to work.
   b. This has already been done for INFO 606 WI 2020.
   c. Chrome or Firefox required.
   d. Note: Webcam video will not appear in recordings by default when you use application/desktop/screen sharing. A work-around is provided at the link below.
   e. Below are instructions for sharing your computer display.
i. Click purple arrow in the lower right.

ii. Click square with arrow icon, click "Share Application," and click "Entire Screen." Choose a monitor if asked.
   1. Or click square with arrow icon, click "Share Application," and click "Application." Choose an application to share.

iii. First time use in your internet browser? If not, skip to step 4.
   1. Allow download and installation of plug-in or extension.
   2. Reload the room webpage if asked to do so.
   3. Click purple arrow in the lower right (if right panel not already expanded).

iv. Click square with arrow icon, click "Share Application," and click "Entire Screen." Choose a monitor if asked.
   a. Or click square with arrow icon, click "Share Application," and click "Application." Choose an application to share.

iv. Run your PowerPoint presentation and/or do anything else you normally do on your computer.
v. If you need students to see webcam video:
   1. Stop sharing the application or desktop.
   2. Or use the work-around solution below.

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<tr>
<td>If you need to screen or application share and have webcam video (say to show you writing on a white board).</td>
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<tr>
<td>Open the Windows &quot;Camera&quot; app or Mac's QuickTime.</td>
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<tr>
<td>Bring up the movie or video recording window.</td>
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<tr>
<td>Don't start recording.</td>
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<tr>
<td>Just bring up the window showing the webcam video to the foreground on your computer display when you want students to see what you are writing while screen sharing in Ultra.</td>
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<tr>
<td>Expand the window if necessary.</td>
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<td>For help with doing this on a Mac, see the following webpage.</td>
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<td>QuickTime -- INCLUDE -- Basics</td>
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a. PowerPoint "Presenter View" is not recommended and should be shut off.
   i. You can still run your "PowerPoint" presentation, though.
   ii. See the following webpage:
      1. OLD RUSH UC SC326 - Epson Brightlink Pro Virtual White Board -- Presenter View Explained#
         PresenterViewExplained-TurningOff%22PresenterView%22

Troubleshooting
See the webpage below for how self-help troubleshooting tips.

- Blackboard Collaborate Ultra -- Troubleshooting Basics

Accessing Recordings
See the webpage below for how to view and (if allowed by the instructor) download recordings.

- Blackboard Collaborate Ultra -- Accessing Recordings

Optional Additional Self-Help Assistance

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<tr>
<td>&quot;Start Here with the Basics!&quot; Blackboard support webpage below.</td>
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<td><a href="https://help.blackboard.com/Confer/Ultra/Participant/Get_STARTED/Start_HERE_With_The_Basics">https://help.blackboard.com/Confer/Ultra/Participant/Get_STARTED/Start_HERE_With_The_Basics</a>!</td>
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<tr>
<td>Drexel ITG's &quot;First Time User&quot; webpage for Bb Collaborate Ultra</td>
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<td><a href="http://drexel.edu/it/help/a-z/collaborate/first-time-user/">http://drexel.edu/it/help/a-z/collaborate/first-time-user/</a></td>
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### Additional Assistance for Recording or Streaming

Click link above to collapse this area.

Contact Mike Galloway (mjg88@drexel.edu), CCI Technology Services Manager, for additional assistance.

*Additional Assistance is ONLY for Drexel University - College of Computing & Informatics (CCI) instructors, faculty, professional staff, and students.*

Anyone else should contact technical support for their own college, department, university, organization, or business.

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