# **Blackboard Collaborate help guide for participants**

Blackboard Collaborate is a web conferencing tool for online meetings, similar to Skype.

* Watch the [Video overview](https://youtu.be/gh5zsbGW7V0) to see what it looks like.

# **You will need…**

* **Internet**-connected computer with **sound** (a **microphone** if you want to speak and a **webcam** if you want to be seen). We strongly recommend using a desktop/laptop for these webinars. For information on access using a mobile device, go to [Bb Collaborate using a mobile device](https://en-us.help.blackboard.com/Bb_Student/Collaborate_in_Bb_Student/Steps_to_Join_Collaborate_Session).
* We recommend using a **headset or earbuds** to avoid feedback noise.
* Use a **wired** **internet** **connection,** where possible. (Or a constant, strong Wi-Fi connection.)

# **Joining instructions**

1. Use the **Google Chrome** browser.

([Other browsers](https://en-us.help.blackboard.com/Collaborate/Ultra/Participant/020_Browser_Support) can be used but require Flash player.)

1. **Before joining the session**:

* **Connect any external headset, microphone or speakers** before clicking the link.
* **Check your audio and video works** in Bb Collaborate well ahead of the session. (Click the webinar link and the first time you open it, you will be asked to check this.)
* **Allow a few minutes** before the start of the session to launch the webinar and login.

1. **Click the link to join the webinar.**

*INSERT LINK TO ROOM IF YOU ARE USING THE GUEST LINK*

OR

1. Log in to Blackboard & enter the course: ***ENTER COURSE NAME HERE***
2. In the course go to ***ENTER LOCATION OF LINK*** ***IN COURSE*** to launch the session.
3. Follow the on screen instructions to get set up.

If you are not able to connect the first time, don’t worry! Please click the **Reconnect** button to try again.

DELETE ME AND INSERT SCREENSHOT OF WHERE TO FIND LINK TO SESSION IN THE COURSE

# **Access using a mobile device**

We strongly recommend using a desktop for these webinars.

If you need to use your mobile device to join the session:

1. **Open the link** provided in your mobile device.
2. This will prompt you to **download the ‘Bb Student app’.**
3. **Once the app has installed, click on the link again.**
4. Follow any on-screen instructions on your device. The Bb Student App will launch and allow you to join the webinar.
5. Type your name and Join as a Guest.

Further information on joining [Bb Collaborate using a mobile device](https://en-us.help.blackboard.com/Bb_Student/Collaborate_in_Bb_Student/Steps_to_Join_Collaborate_Session).

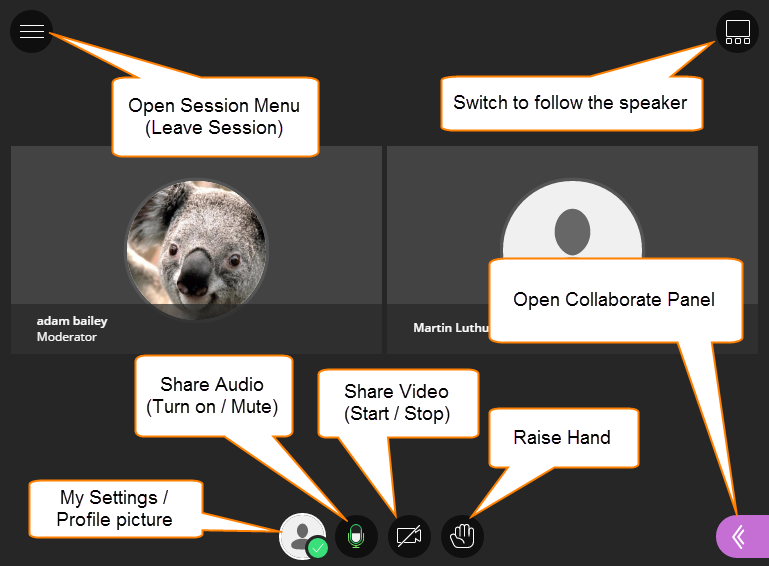
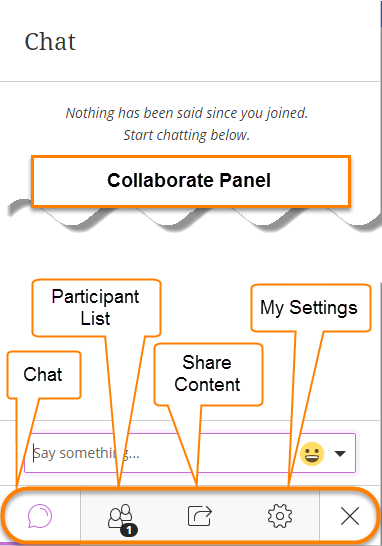
Note: **You will need a reliable and strong Wi-Fi signal**, (be aware of your mobile data allowance if you use a 3G or 4G connection) and make sure your device is fully charged.

**Read the Feature Overview on the next page…**

# **Features overview**

On entering the room, you will see the following buttons. (Audio and/or Video may not show if the session moderator has not made them available).

You will either see a video / image of others who have joined the session or a slide presentation in the main window.



***Top Tip:*** Mute Audio when you are not speaking to prevent feedback loop noise.

Click the **Audio** and **Video** buttons to enable them.

**Raise Hand** – Click to indicate you want to speak or have a question, when directed to.

Open the **Collaborate Panel** to see:

**Chat** – Post questions or comments to everyone in room. Use the emoticons to give feedback.

**Participant** **List** – See who else is in the session. Check the quality of your Network Connection by hovering your mouse over your name.

**My** **Settings** – Check your Audio and Video Settings, add a profile picture and set yourself as Present or Away.

# **Audio troubleshooting tips**

If you have a problem with sound. Check your:

* **Computer audio and volume settings**.
* **Volume control or mute button** on your headset if it has one.
* **Browser settings** have not blocked access to the microphone.

If the **sound stops working during the session**, open the Session Menu > click Leave Session > close the browser, open it again and re-join the session.

If you cannot get audio to work on your computer you can **dial in using a telephone.** (Be aware that **standard call charges will apply**.) Go to My Settings > Use your phone for audio. This will show the number to dial and a personal PIN number to enter.

# **Getting Help**

* See the full Blackboard [participant guides](https://en-us.help.blackboard.com/Collaborate/Ultra/Participant/010_Get_Started/About_Collaborate) for further help using the system
* Go to the [Blackboard Collaborate Support](https://blackboard.secure.force.com/btbb_publichome?dfprod=Collaborate) site (24/7 support) to ask for help and find answers to common issues.
* You can **chat** online or create a **support** **ticket**.
* If you need to **'Create a case'** to get further help and were sent a link to join, please leave the CMS/LMS question set to 'No CMS/LMS' in the online form and let them know that you are accessing 'Blackboard Collaborate Ultra at the University of Reading, UK'.