

Quick-Start Sheet for Blackboard Collaborate Ultra

Requirements

Hardware: A personal computer, tablet, or smartphone; headphones, preferably with an integrated or attached microphone (webcam optional). Moderators should use a computer. Mobile devices should have the Blackboard app.

System: MS Windows, Apple Macintosh, Apple iOS, or Google Android.

Browser: Google Chrome and Mozilla Firefox are the only browsers that support all functions of Collaborate. Other browsers can be used but will be limited: Internet Explorer for Windows, Apple Safari for Macintosh or iOS.

Plug-ins and Extensions: For the Share Applications feature, download and install Chrome's extension or Adobe Flash for Firefox.

Optional Hardware

A USB webcam

A telephone link (dial-in number and PIN provided for each session)

Navigating to Collaborate Ultra in Blackboard Learn

- Click a Tool Link to the Tools page or Blackboard Collaborate Ultra page added to the Course Menu or Organization Menu.
- On the Blackboard Collaborate Ultra page, click **Get secure link** and then **Join Course Room**.

Important Facts & Recommendations

Maximum connections: Collaborate can host up to 500 simultaneous connections, but all participants must have good connections. We recommend no more than 5 simultaneous users sharing video, 25.

Frequent updates: Features and layout are subject to change without notice. Collaborate Ultra is an externally hosted application that is still actively being developed. Major updates occur about every three months.

Limited storage for recordings: Storage space for recordings is limited to 50 gigabytes (GB) **for the entire university**. Therefore, instructors should delete recordings immediately after they are no longer needed. Collaborate Ultra is not intended as a class archive or lecture-capture system.

Share Application extensions: Chrome requires downloading a browser extension on first use of the Share Application feature. Firefox and other browsers require Adobe Flash Player. Moderators and Presenters should do this before the session starts.

UST IT staff cannot fix Collaborate: This application is not hosted by UST. The "report an issue" feature should be utilized but does not report to UST staff. UST staff can only offer limited assistance beyond using the correct browser.

Mute microphones to limit noise on shared audio: Ask those who are not actively speaking to mute their microphones until they have something to say. Moderators can also mute audio for all participants.

Connection quality: Users who are experiencing issues should look at their bandwidth meter. If it's low, consider moving to a device that has a hardwired internet connection.

Share Files: File types that can be shared using the Share Files feature:

- Compressed Graphics (gif, .jpg, .png)
- Portable Document (.pdf)
- PowerPoint Presentation (.ppt/.pptx)

Bb Collaborate Interface Elements



Session Menu

Start/Stop Recording: Begin and end recording a session viewable from Blackboard Learn.

Use your phone for audio: Dial in to a web conference if no audio hardware is available.

Report an issue: Send a help request to Blackboard's technical support team.

Blackboard Collaborate Help: Open the Collaborate Ultra help site on a new tab.

Learn about the new Collaborate interface: Take an online tour.

Leave Session: Exit, with an opportunity to evaluate the audio quality or return to the session.



Interaction Bar

Profile picture with **Set As Away/Reactions** icon

Share Audio icon (microphone)

Share Video icon (camera)

Raise Hand icon

Attendee Display Modes

Group Mode

Follow the Speaker Mode

Bb Learn Interface Elements

Scheduling Sessions

Create Session

- On the Blackboard Collaborate Ultra page, click the **Create Session** button.
- Provide a Name, specify Start and End date and times, set the Early Entry window, determine the repeat interval, determine session settings, and click **Save**.

Room Options

Get guest link: Copy URL to send to a guest from outside the course or organization

Edit settings: Set defaults for the room and all sessions

View reports: See attendance reports for sessions

Disable course room: Make the room inaccessible, thus allowing access to sessions only



Collaborate Panel

Chat pane: Type messages to the whole conference or Moderators only.

Attendees pane: Check attendees' network connection, change their roles.

Share Content pane (*Moderators and Presenters only*): Share Blank Whiteboard, Share Application, Share Files, Polling, Breakout Groups.

My Settings pane: Profile Picture (all users), Audio and Video Settings (all users), Notification Settings (all users), Session Settings (Moderators and Presenters only).

