



#### Quick Access List

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Use the Blackboard Collaborate Ultra web conferencing tool to have live online sessions with your students. Below are some common questions, their answers, and selected topics about Blackboard Collaborate Ultra.

## I. What is Blackboard Collaborate Ultra?

Blackboard Collaborate Ultra is a web conferencing or a webinar platform designed for use in educational setting. Similar web conferencing tools have long been offered to businesses like WebEx and GotoMeeting.

With Blackboard Collaborate Ultra, course instructors create virtual classroom and online meeting spaces to share presentation material and communicate with students via synchronous audio, video and chat tools. Virtual classrooms include a collaborative whiteboard tool that allows interaction among participants in real time.

Desktop applications and web resources such as multimedia can be displayed directly within the web conference room. An interactive recording can be created for each session allowing students the opportunity to review material following the live session.

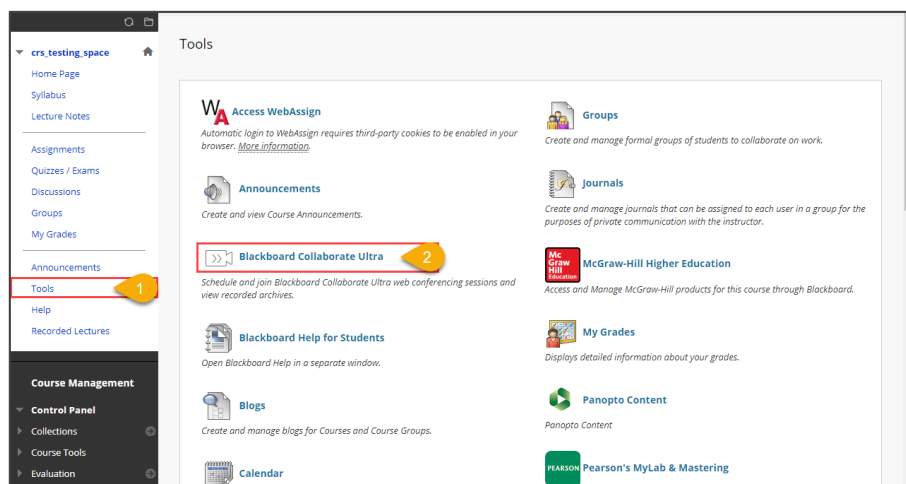
A live session is an online meeting where participants can see, hear and interact with each other in real time. Live sessions can be joined via a course tool in iLearn site or through a link (URL) that an instructor may provide.

During a live session several options will be available as to how you interact and communicate with participants as well as controlling the session if you are the moderator.

If you are presenting, you will need a headset with a microphone or an embedded microphone in your computer. If you have a webcam, you also have the option of turning on a video feed so that other participants can see you while you have your feed active.

## How Can I have Access to Blackboard Collaborate Ultra?

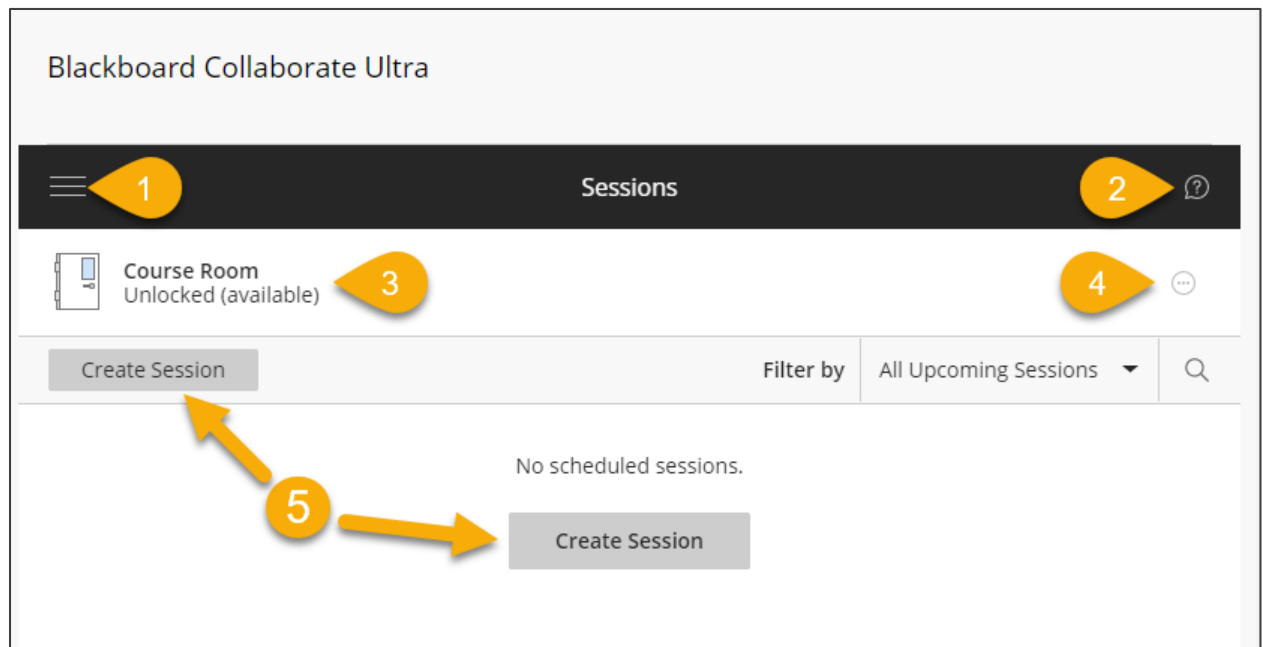
The link for Blackboard Collaborate Ultra exists as a course tool in all iLearn course sites. It's available to both instructors and students.



Instructors and students can find the Blackboard Collaborate Ultra tool with the course tools via the course menu. Moreover, Instructors can add a direct link to the Blackboard Collaborate Ultra in any content area of the course.

## II. Blackboard Collaborate Ultra Tool Interface

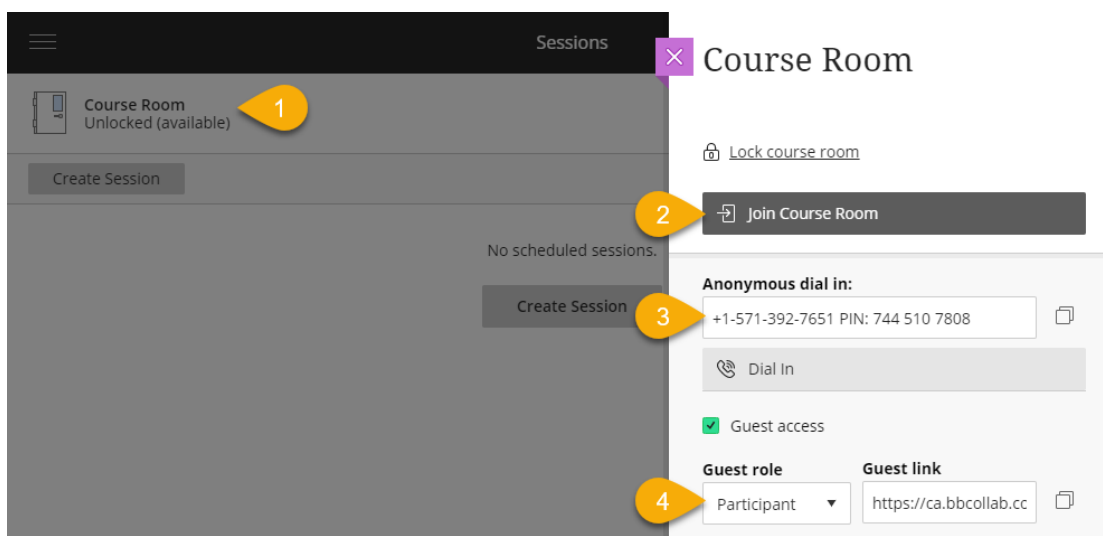
When you first access Blackboard Collaborate Ultra from your course, you will be presented with the screen for scheduling sessions and viewing recordings. Below is the default view which is for displaying the list of sessions. By default, you should see one session if you have not scheduled any upcoming sessions.



Each of the following items explains a numbered area on the screenshot above:

1. Toggle between the list of sessions and the list of recordings
2. View help for session moderators
3. View settings for the course room. This is also where to click to join the session
4. Display the session options
5. Create/schedule a new session

## III. How to Join the Blackboard Collaborate Course Room Session?



The course room is an open session dedicated to your course. This makes it easier for you to use Collaborate Ultra in your courses. It also provides you and your students a convenient launch point for classes or impromptu meetings. Your students can join and use the course room even if you are not present in the room.

To join the Course Room session:

1. Click on Course Room to view the session settings
2. Click on the Join Course Room Button to join as a moderator
3. Here you can find the phone number and meeting PIN code for participants who wish to join using a phone
4. Default *Guest Role* is *Participant*. You may forward the *Guest Link* to anyone outside your course to allow them access to the course room

#### IV. Why create new sessions if I have a course room?

There are a number of reasons you may want to create scheduled sessions when you have a course room. Two examples are:

- Supervised sessions: When the course room is unlocked anyone can join the session at any time. Instructors don't have to be present for students to join the session. If you don't want students to join a session unsupervised, lock the course room and create scheduled sessions.
- Multiple sessions at once: If you want to run multiple sessions at the same time for students to use as virtual study room, for example, you can create multiple sessions for the different groups to join.
- Create a new session if you would like to send attendance to the grade center

#### V. How do I Create a Session?

From the Sessions list, select Create Session. Give the session a name.

Event Details - The event needs some basic details before creating:

- Set the date and time the session starts and ends. You can choose to keep a session open or repeat. You can also select if students can enter the session prior to the start time. Collaborate uses your computer's local time zone for session start and end times
- Type a detailed description of the meeting. This helps students find the right session

The screenshot shows the 'New Session' form in Collaborate Ultra. At the top is a text input field labeled 'New Session'. Below it is a section titled 'Event Details' with an upward arrow. This section contains fields for 'Start' (date 3/28/18 and time 2:31 PM) and 'End' (date 3/28/18 and time 3:31 PM). There are checkboxes for 'No end (open session)' and 'Repeat session'. Below these is an 'Early Entry' dropdown menu set to '15 min before start time' and a link 'Provide a description'. The bottom section is titled 'Session Settings' with a downward arrow. At the very bottom, there is a message 'Please correct the errors in the form before saving.' and two buttons: 'Cancel' and 'Save'.

Session settings: Decide who can do what in your sessions.

- Allow recording downloads from the Recordings page as well as on the recording play back page
- Show the profile pictures of moderators only
- Allow participants to use audio, video, chat, and the whiteboard editing tools
- Allow users to join the session using a telephone for their audio

### Session Settings

**Default Attendee Role**

Participant

**Recording**

☐ Allow recording downloads

☐ Anonymize chat messages

**Moderator permissions**

☐ Show profile pictures for moderator only

**Participants can:**

☒ Share audio

☒ Share video

☒ Post chat messages

☒ Draw on whiteboard and files

**Enable session telephony**

☒ Allow attendees to join the session using a telephone

**Private Chat**

☐ Participants can only chat privately with moderators

☐ Moderators supervise all private chats

Delete Save

## VI. Is There an Easy Way to Add a Direct Link to the Course Room on iLearn for my students?

You can add a direct URL link to the session inside any of your course content areas. Copy the guest link and add it as a web link in a course area that's easy for your students to find.

Build Content

Assessments

Tools

Partner Content

Create

Item

File

Audio

Image

Video

Web Link

Learning Module

Lesson Plan

Course Link

Content Package (SCORM)

New Page

Content Folder

Module Page

Blank Page

Mashups

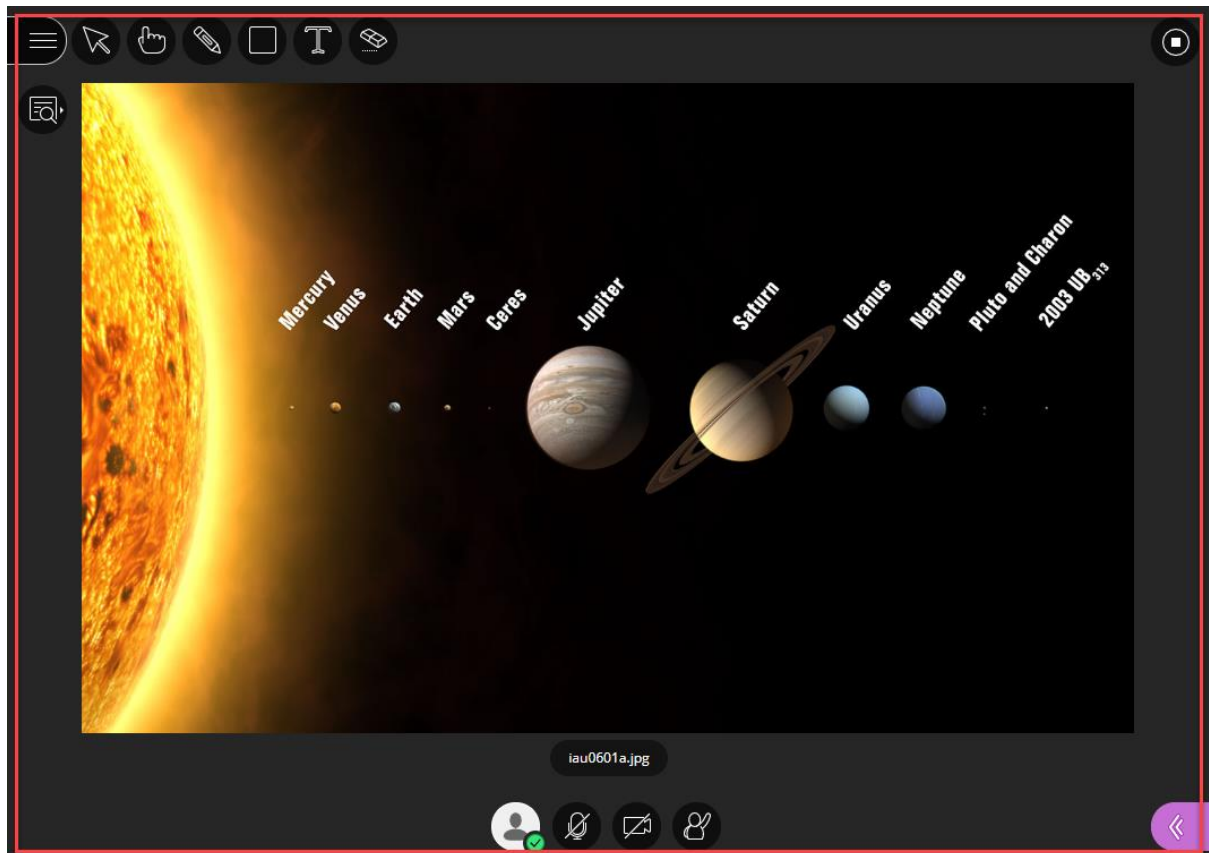
SlideShare Presentation

Panopto Video Embed

f58980d.mp4 (45.192 MB)

## VII. Meeting Room Interface

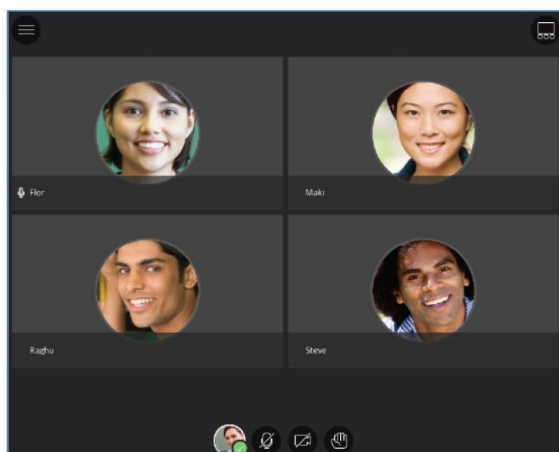
The Collaborate meeting interface is organized into three convenient areas: a media space, the Session menu, and a Collaborate panel.



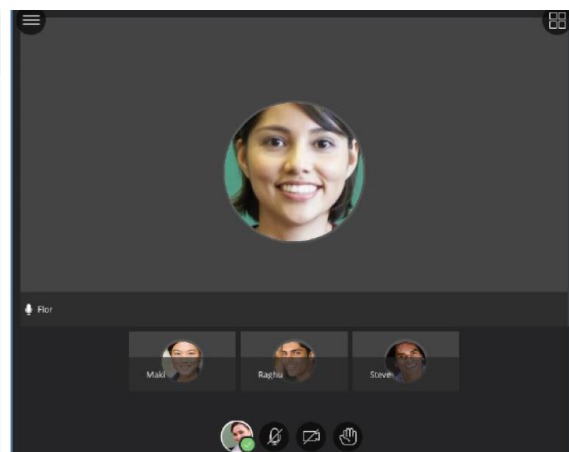
### 1. Media Space:

The media space in Collaborate is where the content of the session is displayed. Content you share is automatically the main focus of your screen. The screenshot above shows a meeting room where the media space is occupied by a shared content.

If you're not sharing content, the focus is on participant profiles or video. You can switch between a grid view and a view that follows the speaker. With the follow-the-speaker view, the focus moves to the current speaker as the discussion unfolds.















Grid view




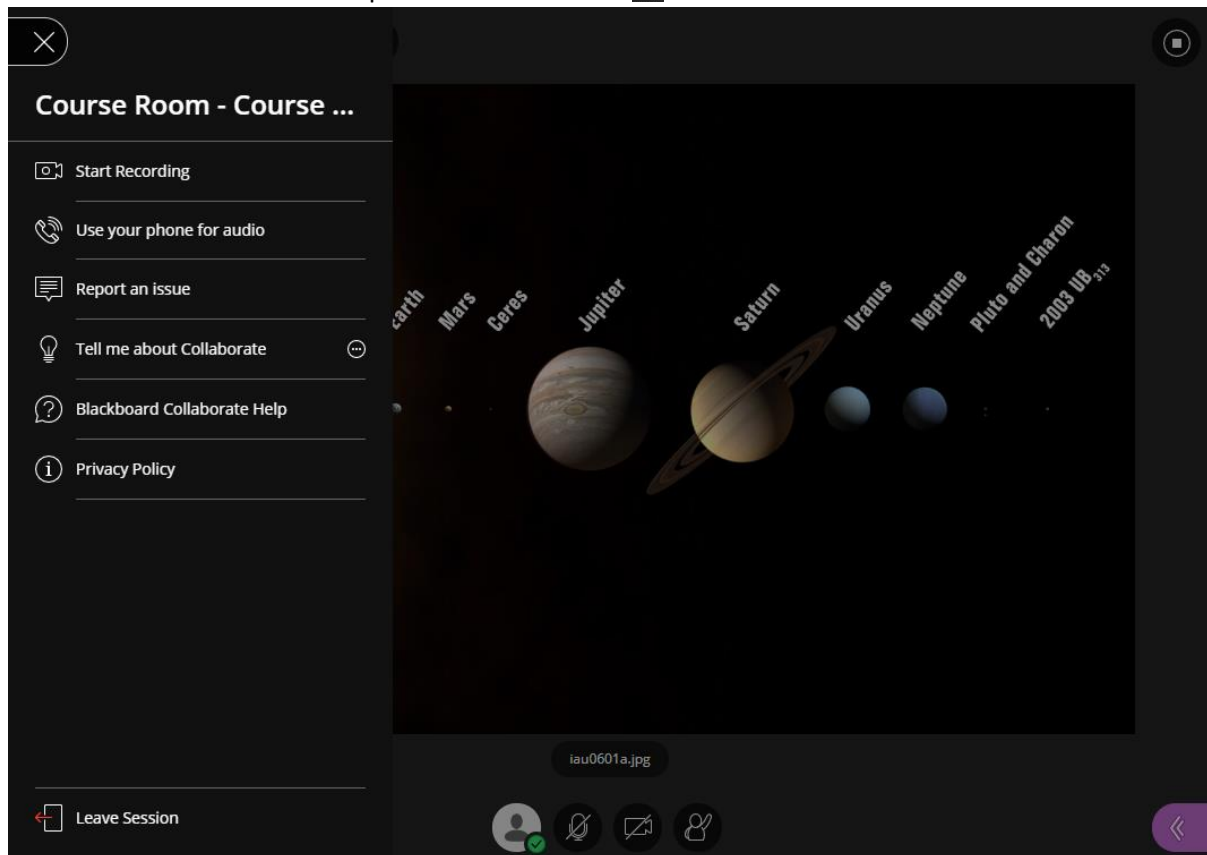
Follow-the-Speaker view

The following tools are available in the Media Space:









Icon	Tool	Description
	Audio	<p>Turn your audio on. Lines through the microphone icon means that it is turned off. Select <i>Share Audio</i> to turn it on.</p> <p> With your keyboard, press <b>Alt + M</b> to turn your microphone on and off.</p>
	Video	<p>Turn your video on. Lines through the camera icon means that it is turned off. Select <i>Share Video</i> to turn it on.</p> <p> With your keyboard, press <b>Alt + C</b> to turn your camera on and off.</p>
	Hand raise	<p>Raise your hand to answer a question or get another moderator's attention. Select <i>Raise Hand</i>.</p> <p> With your keyboard, press <b>Alt + H</b>.</p>
	Collaborate panel	Open the Collaborate panel.
	Session menu	Open the Session menu.
	Follow the speaker view	Switch to the follow-the-speaker view.
	Grid view	Switch to the grid view.
	Picture-in-picture	Change the focus of your screen. If shared content is on your main screen, switch to watching the speaker. Select the picture-in-picture to bring that content to your main screen.
	Status	Show yourself as away. Point to the green checkmark by your avatar image and select <i>Set as Away</i> . Select <i>I'm back!</i> when you return.

## 2. Session Menu

The Session menu opens a collection of high level session actions and information. Open it using the Session menu button at the top left of the screen. 



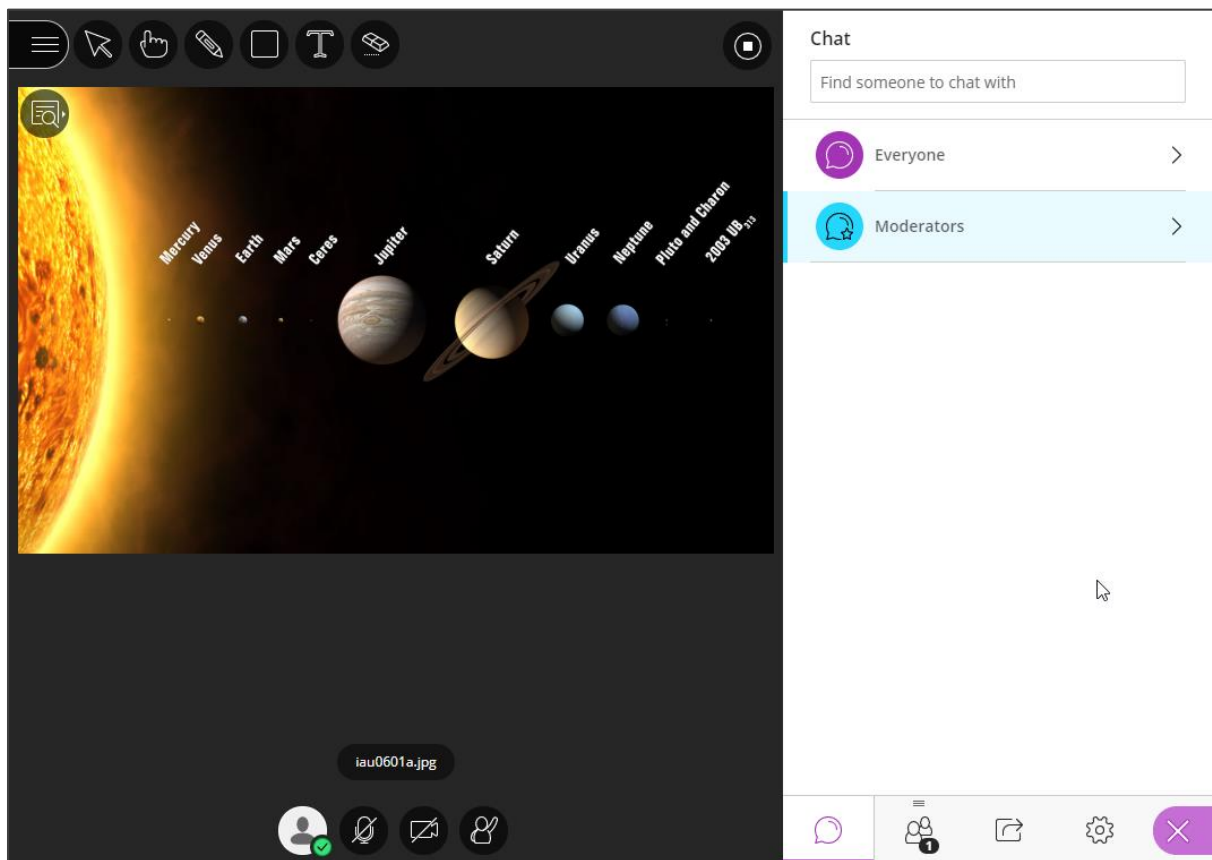
The following tools are available on the Session Menu:

Icon	Tool	Description
 Start Recording	Start/Stop Recording	Open the session menu and Select <i>Start Recording</i>
 Use your phone for audio	Use your phone	Use phone for audio during the session
 Report an issue	Report an issue	Report an issue with the session to Blackboard
 Tell me about Collaborate 	Tell more about Collaborate	Opens user interface tours
 Blackboard Collaborate Help	Help	Go to Blackboard Collaborate help
 Privacy Policy	Privacy Policy	Displays the Blackboard Privacy Statement
 Leave Session	Leave Session	Let you leave the session



### 3. Collaborate Panel












The Collaborate panel takes your session experience to the next level. You now have a single space to go to engage other participants with all the great collaborate tools.



Here are some functions you can do using the Collaborate Menu:

- Chat with everyone in the session or privately with other moderators
- View participants and their roles
- Moderators and presenters can show a poll or a questions and collect responses
- Set your audio and video settings
- Share content, entire screen, or an application window
- Send participants to breakout rooms

The following tools are available in the Collaborate panel:

Icon	Tool	Description
	Chat	Chat with participants. Open the <i>Collaborate panel</i> and select <i>Open Chat</i> .
	Participants panel	View the list of participants. Open the <i>Collaborate panel</i> and Select <i>Open Participants List</i> .
	Share Content	You can share a blank whiteboard, an application, PDFs, PowerPoint® presentations, and images in GIF, JPEG and PNG formats. You can also poll participants. Open the <i>Collaborate panel</i> and select <i>Share Content</i> .
	My Settings	Add a profile image, set up your audio and video, your notifications, and session settings. Open the <i>Collaborate panel</i> and select <i>My Settings</i> .
	Close	Close the <i>Collaborate panel</i> .
	Share Whiteboard	Share a blank whiteboard from the <i>Share Content</i> panel.
	Share application	Share your entire desktop or a single open application from the <i>Share Content</i> panel.
	Share files	Share PDFs, PowerPoint® presentations, and images in GIF, JPEG and PNG formats.
	Polling	Start a simple poll to share with your participants.
	Breakout groups	Start breakout groups.
	Options	Open the participants options menu.

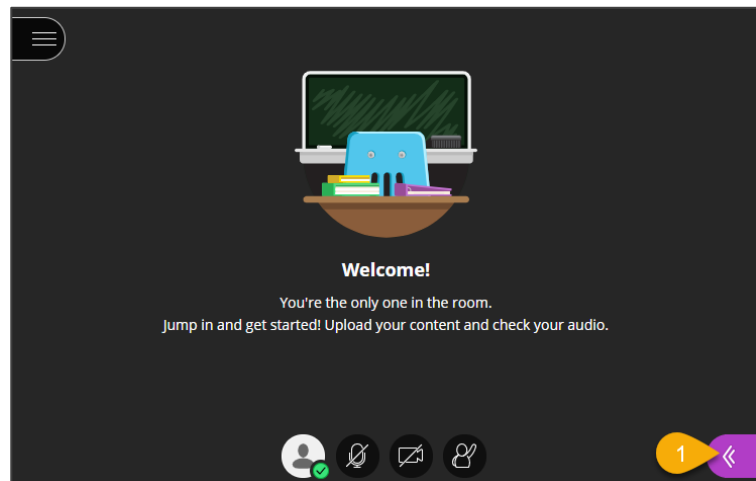


## VIII. How to Set Up Your Microphone and Webcam in a Blackboard Collaborate Ultra Session?

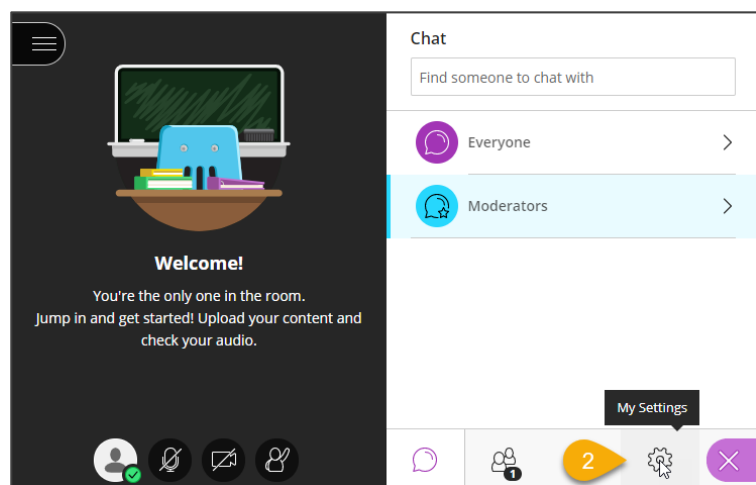
You must give the browser permission to use audio and video to participate in a session. This is necessary so that you are seen and heard. You'll be asked to do this when you first join a session or when you first go to share your audio or video.

You can set up audio and video at any time in My Settings

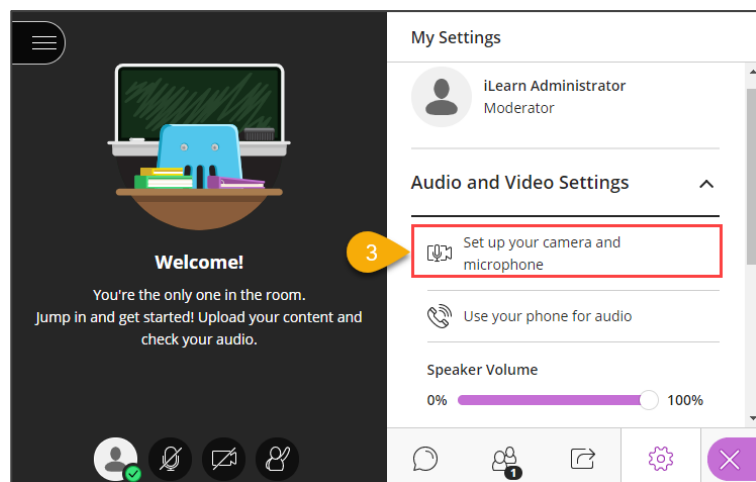
1. Open the Collaborate panel



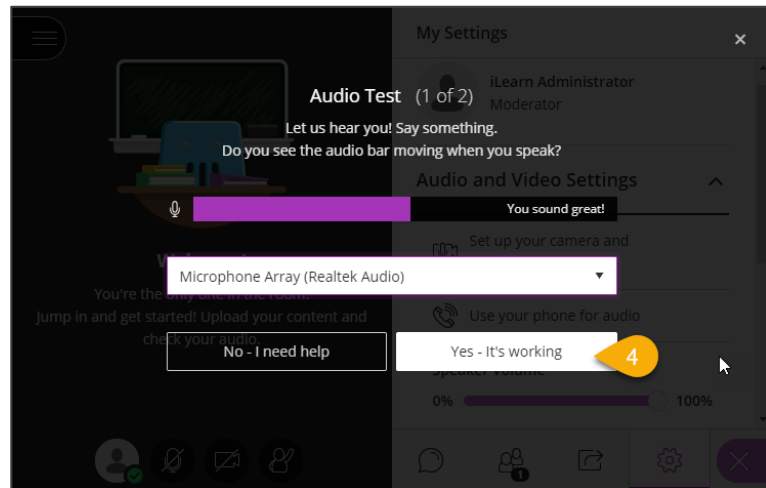
2. Select *My Settings*



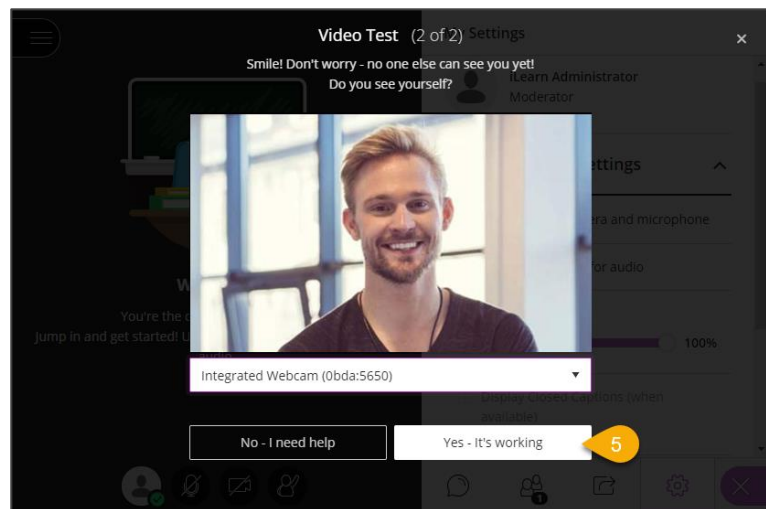
3. Select *Set Up Your Camera and Microphone*



- Choose the microphone you want to use. Collaborate tells you that you sound great when it is receiving your audio. *Select Yes, it's working to proceed.*






- Choose the camera you want to use. Collaborate tells you that you look great when it is receiving your video. Select Yes, it's working to proceed



By default, you are hidden and muted after you complete the setup. Select the microphone and camera icons to begin full meeting participation. You can adjust your speaker and microphone volume any time in My Settings.

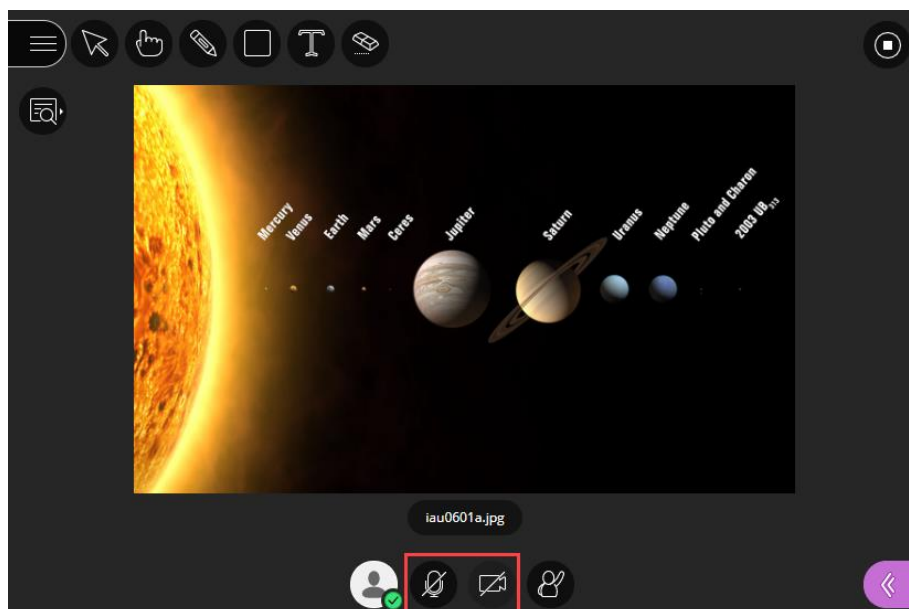
## Audio and network indicators

Icon	Tool	Description
	On-air	Collaborate tells you when others in the session can see your video. If you see an eye, your video is the focus of everyone else's screen. If you see an eye while content is shared, others see your video as their picture-in-picture.
	Audio status	See who is speaking and who has their microphone turned on. Microphones appear next to participants who have their audio turned on. A dark microphone is used to represent the current speaker. As with the follow-the-speaker view, the dark microphone moves to the current speaker as the discussion unfolds.
	Network status	You can tell at-a-glance who is in your session and who might be having trouble connecting. Network indicators have been added to the Participants panel. These tell you when someone is in the process of joining your session, if users are connected, and how their connection is. Move your pointer over participants in the <i>Participant</i> panel to see the indicators. Move your pointer over the indicator to see network status information.

## IX. Let Others Hear and See You during a Blackboard Collaborate Ultra Session

You can select the microphone and video camera icons any time during a meeting to turn them on or off. You can also use your keyboard: Press Alt + M to turn your microphone on and off. Press Alt + C to turn your camera on and off.

The microphone automatically turns on after you enable it, but you will get to preview how you'll look on screen before sharing your video.




## X. Record Sessions

Record your sessions so that your students can access presentations whenever they need them. Stop and restart whenever you need to, and when finished, post the session to your course page.

Recordings capture the audio, video, and any content that is shared during a session. Recordings also capture any real time captions or subtitles available during the session.

You can have multiple recordings during one session. If you decide to continue recording a session after you have stopped, a new recording is saved and added to the list of recordings for that session.

- Open the Session menu 
- Select Start Recording. The recording camera appears on with a red dot while recording is in progress. To finish recording, open the Session menu and select Stop Recording.

**Note:** Recorded sessions are not posted immediately in Blackboard. It could take up to 30 minutes for them to appear in the tool.

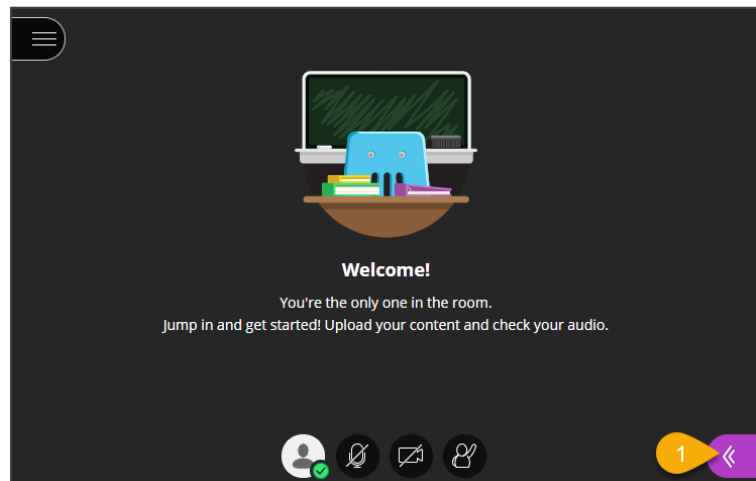


## XI. Share Content

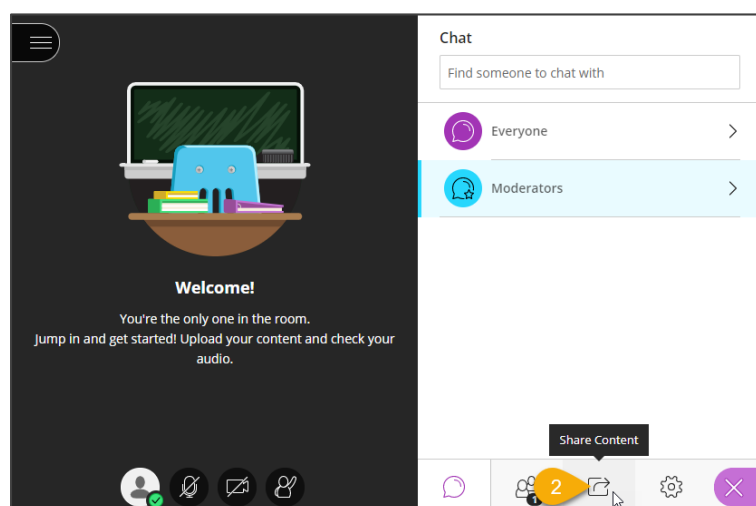
Blackboard Collaborate Ultra makes it easy to share your knowledge. You can upload content, including PowerPoint presentations, PDF documents, and image files, or share your desktop screen to show more details.

Here is a quick overview of the content sharing options in Blackboard Collaborate Ultra. For more in depth information, you may check this [Blackboard Collaborate Ultra article](#)

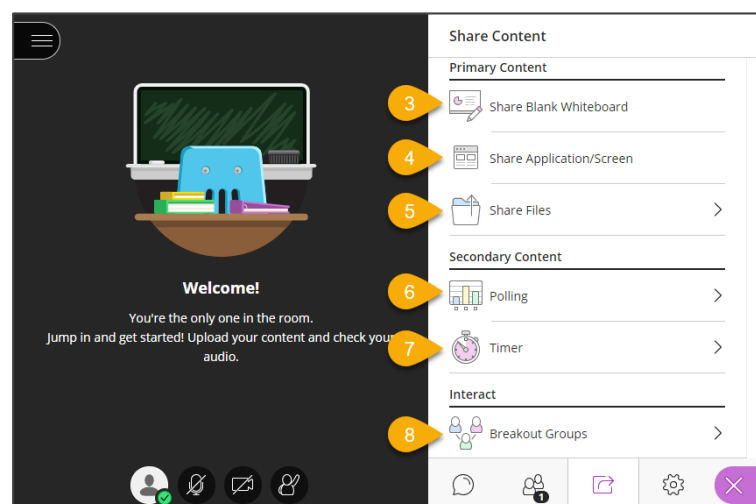
1. Open the Collaborate panel



2. Select *Share Content*



3. Select to share a blank whiteboard to Collaborate with your students drawing or just jot down notes
4. Share your desktop or a software application to teach students about a topic. Whenever you move through the application or desktop, your students automatically follow along
5. Upload GIF, JPEG and PNG images, PDF files, or PowerPoint presentations of



60MB or lower to your session. You can upload multiple presentations, however the total size allowed is 125 MB or lower for any particular session

6. Use polls to engage your students and keep them interested in the topic
7. Set a timer and let your attendees know how much time is left for an activity they are working on or before you show them a correct answer to a question
8. To facilitate small group collaboration, you can create breakout groups that are separate from the main room and assign attendees to them

Here are some links to guide articles selected tools mentioned above:

- Watch: [Video about sharing PowerPoints in Collaborate](#)
- [More on using the Whiteboard](#)
- [Using the Breakout Groups](#)
- Watch: [Video about polls](#)

## XII. Manage Attendees

Where can I find attendees?

1. Open the Collaborate panel



2. Select Attendees

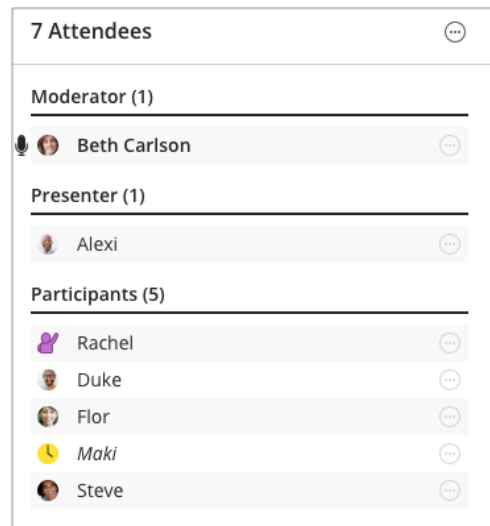


At-a-glance you see:

- The roles of each attendee. We've grouped attendees by roles to make it easier to see who can do what in the session.
- Attendees with their hand raised. Those with their hand raised appear at the top of their role list.
- Attendee status or feedback.
- Attendees with their microphone turned on.

Browse through the list of attendees or open More options at the top of the panel and select Search.

Point to an attendee to view more information, such as their network connection. Moderators can select Attendee controls next to an attendee's name to promote them, mute them, or remove them.



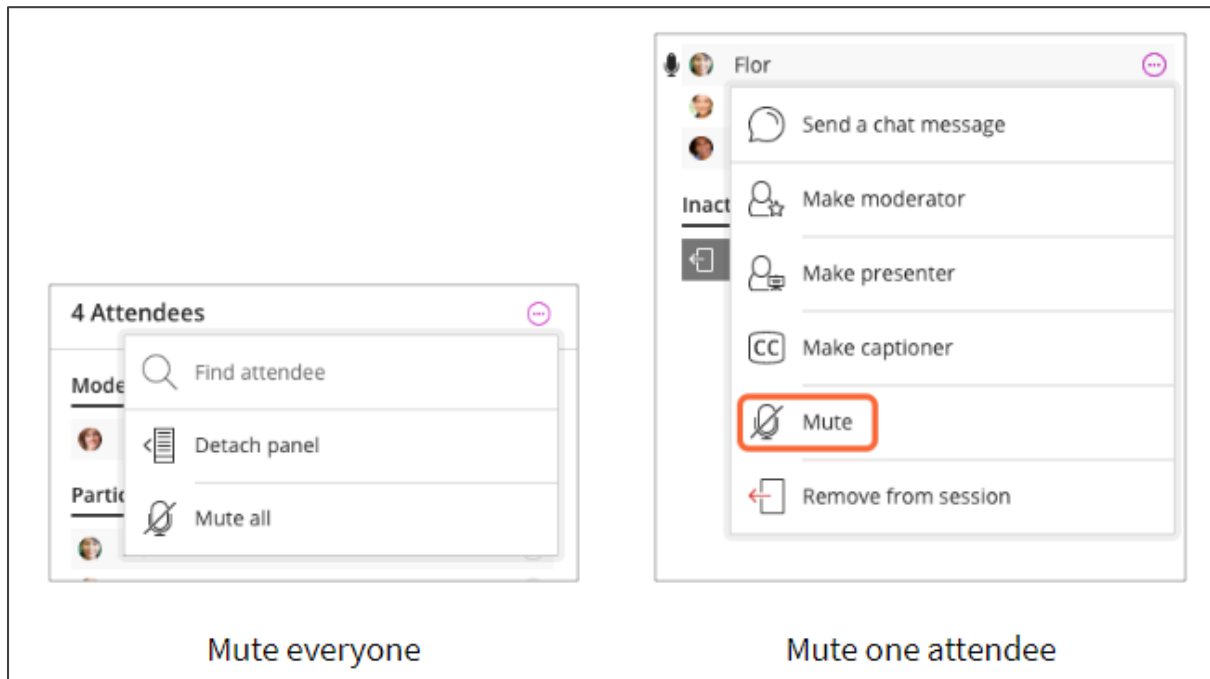
### Keep the Attendees panel open at all times

You can leave the Attendees panel open all the time. Chat with others and see everyone in the session at the same time. You can tell who is away, has their microphone on or is having network connection trouble. All while chatting and participating in the session.

## Mute attendees

Moderators can mute individual attendees or everyone in a session. This includes attendees using the Blackboard app or the Blackboard Instructor app.

- **Mute individual attendees:** From the Attendees panel, point to an attendee with their audio on. Select Attendee controls. Select Mute
- **Mute all attendees:** Select More options at the top of the Attendees panel. Select Mute All

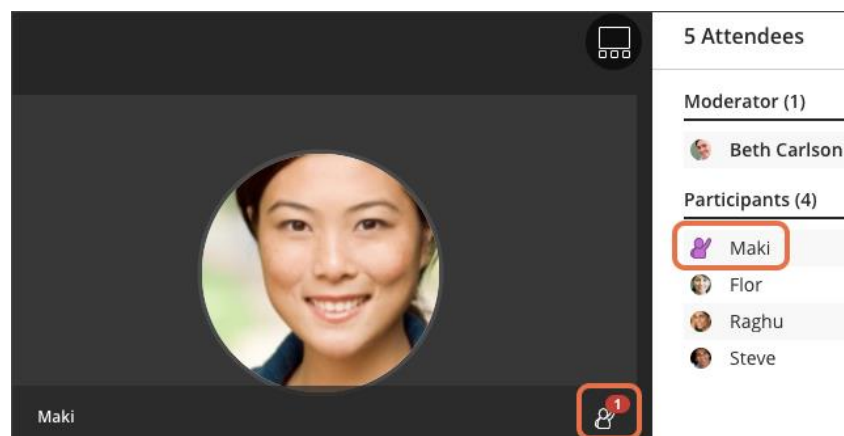


## Manage raised hands

Attendees can raise their hands any time during your session. They do this to get your attention or ask a question. You can choose to call on them now or close the notification and call on them later.

Turn on notifications for when someone raises their hand. An image of a person raising a hand appears beside attendees with their hand raised. Those attendees are also brought to the top of their role list in the *Attendees* panel so they aren't forgotten and are easily found.

You can lower hands from the *Attendees* panel. Point to the attendee with their hand raised and select *Attendees* controls. Select *Lower hand*.





## What can the different roles do?

Users can be moderators, presenters, participants, and captioners in the Ultra experience.

- **Moderator:** Moderators have full control over all content being shared. They can make any attendee a presenter or a moderator. Moderators see hand raise notifications and can lower hands. They can remove attendees from a session, but they cannot remove other moderators. Moderators can set the session settings, including deciding what participants can and can't do. Moderators get email with links to their session recordings.
- **Presenter:** The presenter role is designed to allow students to present without giving them full moderator privileges. Presenters can upload, share, edit, and stop sharing content. They can also see hand raise notifications and can lower hands.
- **Participant:** Participants can enable and disable notifications, such as when participants enter and leave a session or when someone has posted something to the chat. Moderators decide if participants share audio and video, chat, and draw on the whiteboard or shared files.
- **Captioner:** The captioner role is designed to provide an accessible learning experience for students who are deaf or hard of hearing, as well as for students whose native language is different from the moderator's. An attendee is assigned this role by a moderator. The captioner is given an area to type what is being said. Other attendees can view what the captioner is typing in real time. You can have multiple captioners for multiple languages.

## Remove attendees

Remove an attendee any time you need.

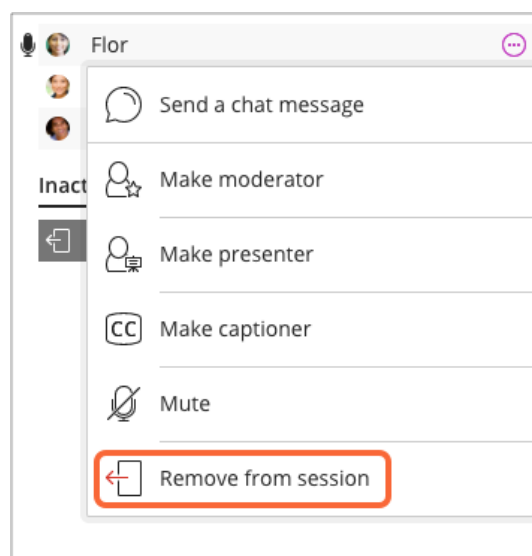
Point to an attendee in the Attendees panel and select Attendee controls. Select Remove from session.

### Can an attendee rejoin?

No. Attendees are notified about the disconnection, and they aren't allowed to reconnect.

### Can I remove other moderators?

No. Moderators can't be removed. You can only remove participants, presenters, and captioners.



## Attendance

Let Collaborate take attendance for you. Collaborate tracks when attendees joined and left sessions. It also gives you an idea of how long attendees were present in the session on average.

You can view the Session attendance report for each session.

If you are using Collaborate from your Blackboard Learn course, you can choose to have Collaborate send student attendance to your Blackboard Learn Course Attendance page. This must be set in a new session you create and cannot be done with the existing course room. Find out more about setting attendance through [this online help guide](#).

### **XIII. Is There any Special Set up for Group Sessions?**

Improve critical thinking, problem solving, adaptability, and communication with group sessions. There are different ways you can set up group sessions.

- Breakout groups: Use breakout groups during a session for in the moment group collaboration
- Multiple sessions: Create multiple sessions. If you want to run multiple sessions at the same time for students to use as virtual study room, for example, you can create multiple sessions for the different groups to join
- Course group tool: If it's for long term group work, create groups in your course and give access to a Collaborate session

### **XIV. What are Some of the Best Practices with Blackboard Collaborate Ultra?**

Prepare for your session with these easy steps:

- Schedule a meeting. Send your attendees what they need to attend your session
- Check your audio, video, and application sharing
- Prep your materials. Upload files and arrange the windows. The first time you share your application screen, your browser may require you to install the Desktop Sharing extension
- Determine audience participation. Use your personal and session settings to set how you want to interact with attendees during your session

While you are in the session:

- Just because you are not physically in the same room with your students doesn't mean that your lecture should be drab.
- Allow early arrivers. Let your participants join the session early. This gives new participants a chance to get familiar with the room and what they can and can't do. Join the session early yourself and practice using the tools.
- Introduce guest speakers. You can invite a guest speaker or encourage group collaboration in your course by promoting any participant to be a presenter or a moderator. Presenters are allowed to share their screens and upload images or PowerPoint® files, but cannot modify other users' permissions the way a moderator can.
- Highlight key points in your presentation. Move through PowerPoint presentations using the arrows available. Use the annotation tools on the whiteboard or in presentations to add text, pointers, or different shapes.
- Include Q&A. Encourage participants to ask questions. As more participants speak, the Ultra experience of Blackboard Collaborate automatically follows-the-leader, displaying the name of the current speaker on the screen.
- Mute yourself when not speaking. Nothing is more distracting than hearing outside sounds like typing or a side conversation.
- Make eye contact. If you are sharing your video, look at the camera and not the session. It may feel weird but it helps participants feel more like they are a part of the session and less isolated.

## **XV. Find Help Further Resources**

For campus support, please call 06-515-2121 or send an email to [itservicedesk@aus.edu](mailto:itservicedesk@aus.edu).

You may also consider the following video guides:

- [Blackboard Collaborate Ultra User Interface Tour](#)
- [Breakout Groups in Blackboard Collaborate Ultra](#)
- [Share Files to Breakout Groups in Blackboard Collaborate Ultra](#)
- [Sharing PowerPoint Files in Blackboard Collaborate Ultra](#)
- [Session Settings in Blackboard Collaborate Ultra](#)
- [Polling in Blackboard Collaborate Ultra](#)