

How do I access Blackboard Collaborate and create a session?

Log into your Blackboard account and access your course. Under the course menu, on the right hand side, go to Course Management and click Course Tools. Select Blackboard Collaborative Ultra.

To start a session, click on Create a Session and provide Event Details. Make sure to click Save.

Do Users need to install any software to obtain access to Blackboard Collaborate Ultra?

No. Blackboard Collaborate Ultra opens right in your browser*, so you do not have to install any software to join a session.

* Preferred Web Browser: *Mozilla Firefox, Google Chrome can be used as an alternative*


** ALL WEB BROWSERS MUST BE UPDATED TO THE LATEST VERSION

How can I access Blackboard Collaborate Ultra?

Access your course on Blackboard. Scroll down to you *Course Management >> Course Tools >> Blackboard Collaborate Ultra*

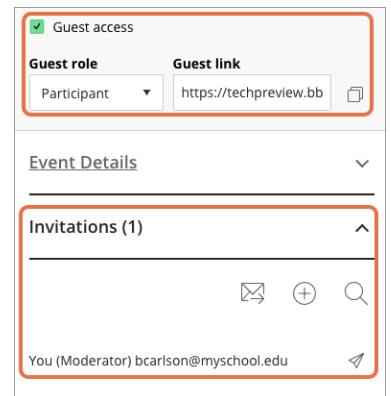
How do can I access it on a phone or tablet?

On a tablet, you can access BB Collaborate by using a preferred browser and logging into your Blackboard account.

Faculty/ Staff can only use the Blackboard Instructor app that is provided through the app store. 


Can someone who is not in Blackboard, or not registered for the course, access a Collaborate Ultra session?

- Once a session has been created, users can select the session to open the session details. The information you need to join or share the session is immediately after the session name.
- Users can invite users two ways
 - Send a public guest link
 - Send a personal invitation



Where do I start a recording and view them after the session?

During your session, you can select Start Recording, which is in your *Session Menu* in the upper left corner.

After the session is done, recordings will be in the Blackboard Collaborate Menu  under *Recordings*. There may be a delay as to when the recording is listed. Make sure to change your filters before requesting assistance.

How can I share files, application/screen, and the Whiteboard?

All interaction options will be shown in the *Share Content* tab. All settings on how participants interact with the content will be displayed in *Settings*.

Why can't I share my screen?

Check your browser. Are you using Google Chrome or Firefox? Application sharing is only available through the Chrome and Firefox browsers at this time

I am having trouble seeing what is on the screen. Can I make it bigger?

Yes. You can zoom in on a whiteboard or file that is being shared. You can also enlarge captions if you are viewing them. Double-click on the item to make it bigger.

I cannot hear anything. Can I change the volume?

Adjust your microphone and speaker volume in *My Settings*. Point to your avatar image to open *My Settings*. Select *Audio and Video Settings*.

I want to let my students use my room for their study group. How can I do this?

The best way to do this is to allow your students to join a session as moderators or presenters. As moderators, they have the same privileges you do. As presenters, they are limited to sharing content privileges.

- You can do this in two ways.
 - Join the session with your students and promote them to the desired role.
 - Let them use the room without you. Schedule a session that allows all guests to join as moderators or presenters.

Can get an attendance report for my session?

You can view Session Attendance Report from the list of sessions in your Blackboard Collaborate tool.

1. Find the session you want to see a report on, and select the *Sessions options* menu
2. Select *View Report*

Name	Starts	Ends
Biology 101	6/17/15, 11:22 AM	N/A
Chemistry 101	6/20/17, 2:23 PM	
Creative Writing	7/25/17, 3:47 PM	
Office hours	10/4/17, 11:12 AM	

Helpful Links:

<https://www.ccnycuny.edu/cetl/blackboard-help>

<https://help.blackboard.com/Collaborate/Ultra>

<https://ccnytlc.commonsgc.cuny.edu/>

If you need assistance, please email TLC: tlc@ccny.cuny.edu, if you need assistance they will schedule a Zoom session with you.