



Using Blackboard Collaborate for Students

Blackboard Collaborate Ultra provides a simple and reliable virtual classroom solution to power your online learning directly from your Moodle classroom.

Follow these steps for connecting to your Collaborate experience:

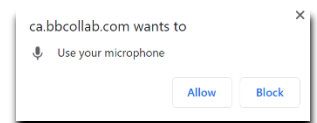
1. To join a Collaborate session, click the Join session button on the Collaborate activity page in your course

[Join session](#)

- o *Tip - Use Google Chrome™ with your Collaborate room for the best experience*

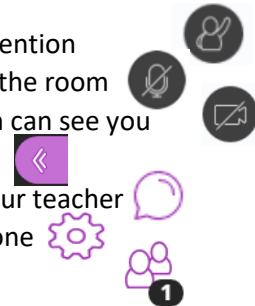
2. After joining, give Collaborate permission to use your Camera and Microphone

- o *Tip – Camera and microphone will be muted by default when you join the session*



3. Take a few moments to explore the Collaborate tools:

- o Raise your hand to ask a question or get the Moderators attention
- o Click the microphone icon to turn on your mic and speak to the room
- o Click on the camera icon to enable your camera so the room can see you
- o Click on the Collaborate Panel icon to access session tools
- o Click on the Chat icon to chat with other participants and your teacher
- o Click the settings menu to set up your camera and microphone
- o The Attendees icon lets you see who else is in the session



That's it! You are ready to Collaborate!

Pro-tips for a successful experience

- Join the Collaborate room well in advance (at least 15 minutes) to ensure that you can connect and test out your audio and video.
- A headset is highly recommended to ensure a good experience participating in synchronous sessions with any software, including Collaborate. A headset will prevent audio feedback that is caused by audio from the speakers going into the microphone.
- Use a Google Chrome web browser to join the Collaborate room for the best audio and video experience.

Please note

- The [Blackboard Collaborate Mobile](#) app is available for Android and iOS devices. Mobile browsers are also supported. We recommend Chrome on Android devices and Safari on iOS devices. All features work on the mobile app and browsers except sharing your screen (although others can share their screen with you).



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Need Help?

If you run into problems, please contact the IT Services Help Desk at 1-866-839-4032 or email support@okanagan.bc.ca.

Support for Collaborate is also provided through Blackboard, the company that makes Collaborate. Their support staff are experts in solving Collaborate related issues, so please don't hesitate to contact them if you are experiencing issues with Collaborate.

Visit Blackboard Collaborate Support on the web (<https://help.blackboard.com/Collaborate/Ultra/Participant>) or call them at their North America toll free number: 1-888-788-5264.

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