



Blackboard Collaborate Ultra for Faculty Tutorial

New York City College of Technology

Instructional Technology & Technology Enhancement Centers (iTEC)

Contact Information: (718) 254-8565 | itec@citytech.cuny.edu

System Requirements:

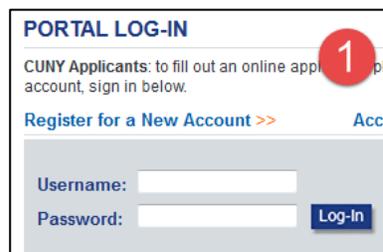
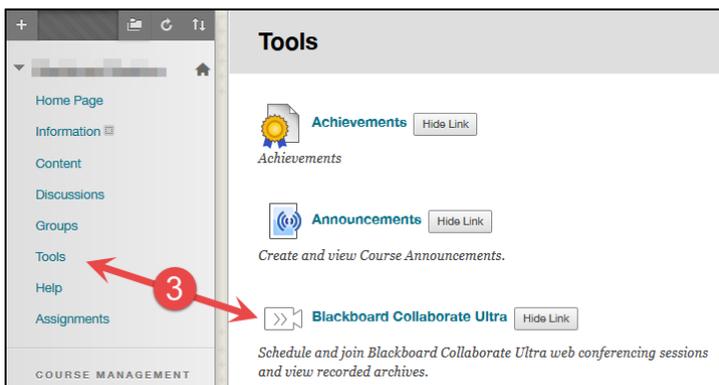
Although most of the features of Blackboard Collaborate Ultra work with most updated browsers, current versions of **Firefox** and **Google Chrome** are recommended for Blackboard Collaborate Ultra. You will find a full list of browsers that support Ultra at [Collaborate Ultra - Browser Support](#)

Getting Started:

1. To log into Blackboard Collaborate Ultra, go the CUNY Portal and log into Blackboard.
2. Click on your course.

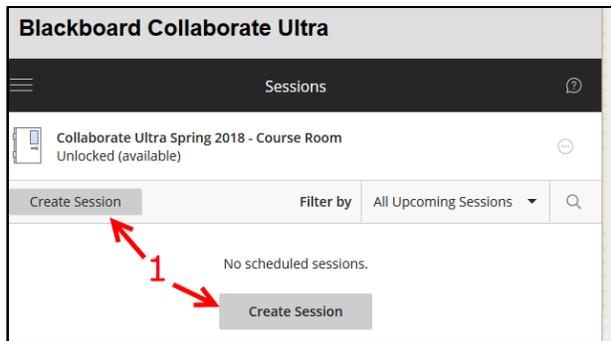


3. Click on **Tools** -> **Blackboard Collaborate Ultra**. (Note: It is recommended you add Collaborate as a Tool to your menu for fast access for you and your students. Click **+ Tool Link**, and **Blackboard Collaborate Ultra**.)

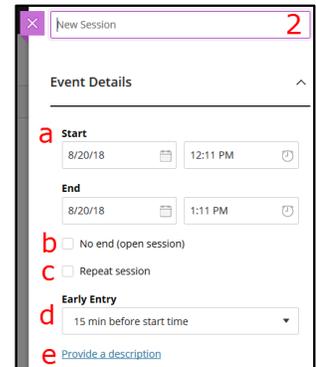


Creating a session: Collaborate Ultra has a default session created called Course Room. This room is always available, to enter click on the name of the course and click **Join Course Room**. Sessions can be created to restrict date and time with customized settings.

1. Click on the **Create Session** button.
2. Type in the Session Title in the New Session box.

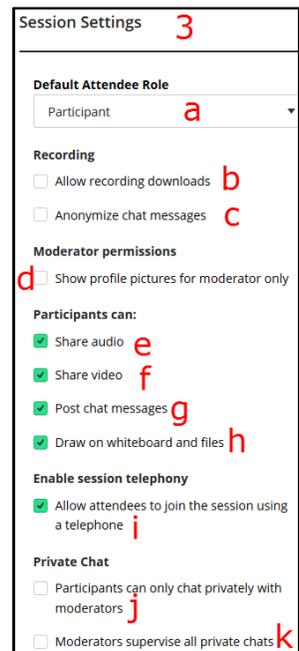


- a. Enter the **Start** and **End** Dates and Times.
- b. Select if you would like to **Repeat** the Session.
- c. Select if you would like an open session that never expires.
- d. **Early Entry** time. This allows the participants to join the session before the start time and check their microphone and camera settings.
- e. Click on **Provide a description** if you would like to describe the session.

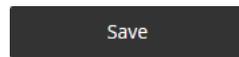


3. Under **Session Settings**:

- a. Make sure the **Default Participant Role** is set to Participant.
- b. Check **Allow Recording Downloads**, to allow your students to download the recording of the session at a later time. If you do not select it, then the recording cannot be downloaded.
- c. Check **Anonymize chat messages** if you want anonymous chat.
- d. Check **Show profile picture for moderator only** if you want moderate image only to appear.
- e. Uncheck **Share audio** if you do not want to share audio.
- f. Uncheck **Share video** if you don't want to share video
- g. Uncheck **Post chat messages** if you do not want to show chats to the participants.
- h. Uncheck **Draw on the whiteboard and files** if you want to restrict whiteboard.
- i. Uncheck **Allow attendees to join the session using a telephone** if you do not want to use phone instead of a microphone.
- j. Check **Participants can only chat privately with moderators** if you allow private chat.
- k. Check **Moderators supervise all private chats** if you want to supervise chat.



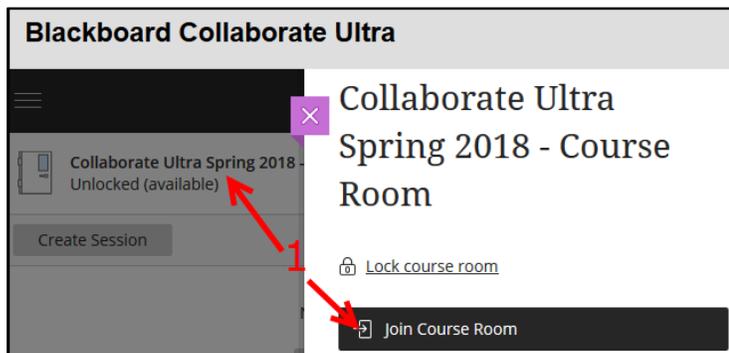
4. Click **Save**.



Best practices: If participants are allowed to share audio and video by default, they can all talk at the same time in the session. If you prefer to allow only one or two participants to talk at a time, you can uncheck **Share their audio** when creating the session. During the session, a participant can raise their hand and you can promote the participant to a presenter (see below) temporarily. **Note: A Presenter will be able to share their audio, video, as well as share whiteboard, files and applications.**

Joining a session:

1. Click on the name of the course and click Join Course Room.

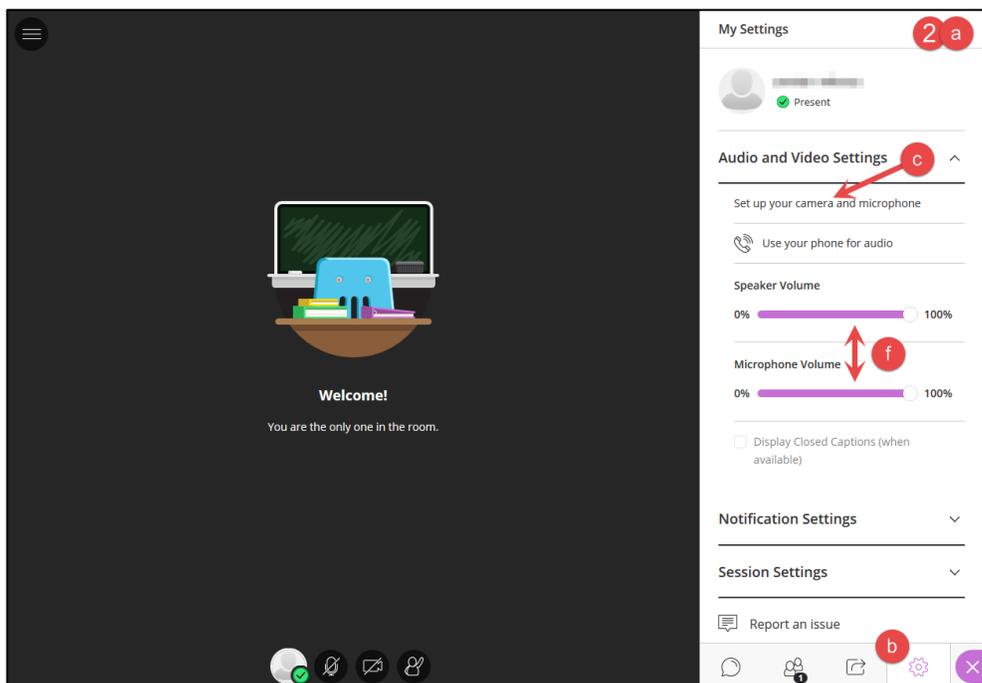


2. Set up your audio and video.

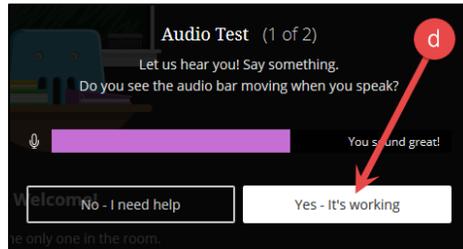
- a. Click on the double arrow on the lower right hand side  to open the **Collaborate Panel**.

- b. Click on the gear to open **My Settings**.

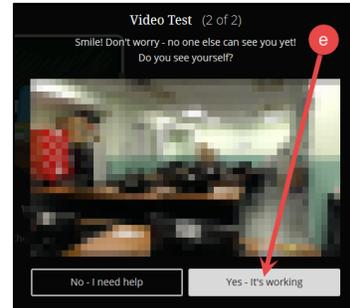
- c. Under **Audio and Video Settings**, click on **Set up your camera and microphone**.



- d. Do the **Audio Test** and make sure your microphone is selected. Click **Yes – It’s Working**.

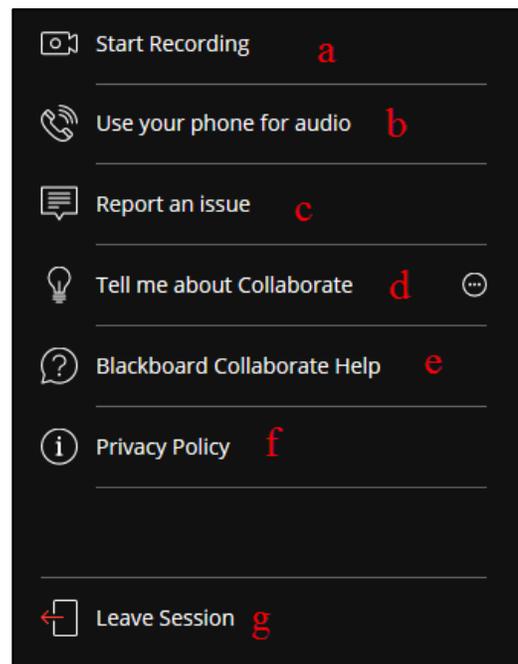


- e. Do the **Video Test** and make sure your camera is selected. Click **Yes – It’s Working**.
- f. You can also adjust the **Speaker** and **Microphone Volumes**.



- 3. **Session Menu:** located on the upper left hand corner.

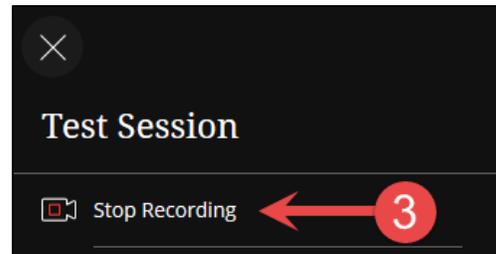
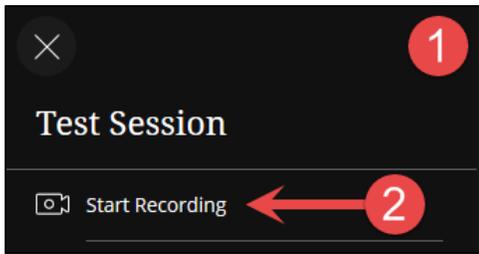
- a. **Start Recording:** Begin recording the Collaborate session. See the Recording the Session section below.
- b. **Use your phone for audio:** Click this only if you need to call into the session and are willing to pay extra charges. **(Note:** Charges from your carrier may apply to phone audio, so it is recommended that you use the microphone and a headset instead.)
- c. **Report an issue:** Report an issue you are having with the Collaborate session.



- d. **Tell me about Collaborate:** Learn about the new features in Blackboard Collaborate.
- e. **Blackboard Collaborate Help:** Get additional help on Blackboard Collaborate Ultra.
- f. **Privacy Policy:** Blackboard Privacy Statement.
- g. **Leave Session:** Click it to leave the Collaborate session.

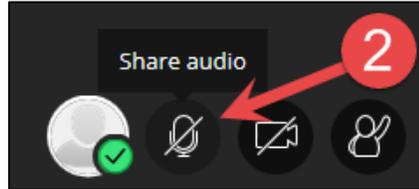
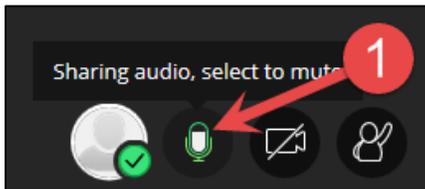
Recording the session:

1. Open the **Session Menu**.
2. Click on **Start Recording**.
3. When you are finished with the session, click on **Stop Recording** to end the recording.



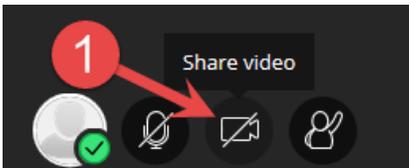
Sharing Audio:

1. To talk to your participants, click on the **Share Audio** button.
2. To mute your audio, click on the **Share Audio** button again.

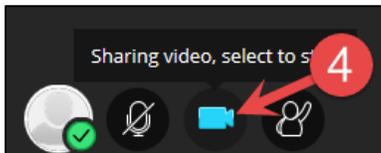
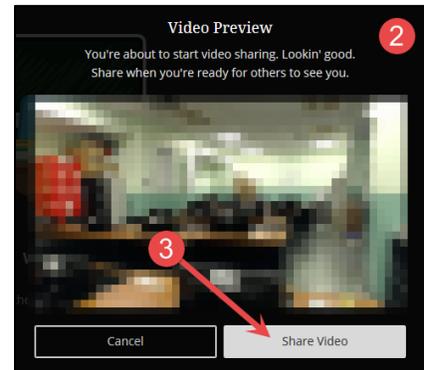


Sharing Video:

1. Click on the **Share Video** button.



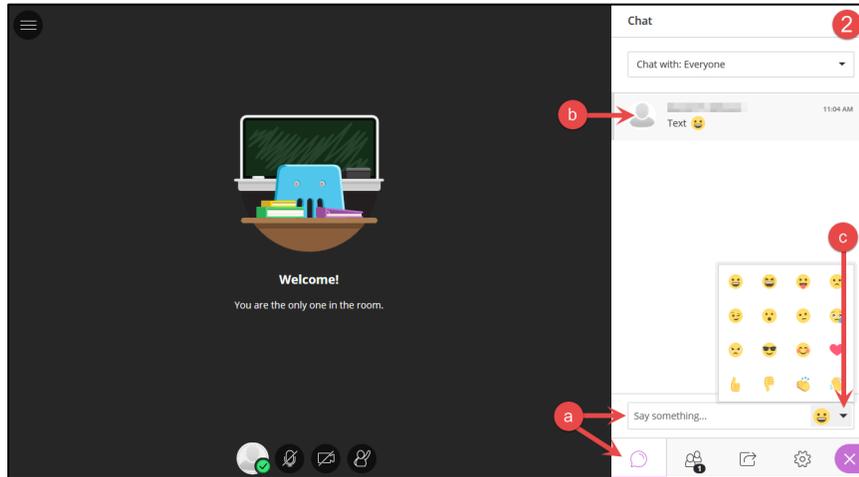
2. A **Video Preview** will appear to show you how you look on camera. **Note: This is good time to check lighting conditions and to remove any distracting objects from the camera's view.**
3. Click **Share Video**.
4. To stop sharing your video, click the **Share Video** button again.



The Collaborate Panel:

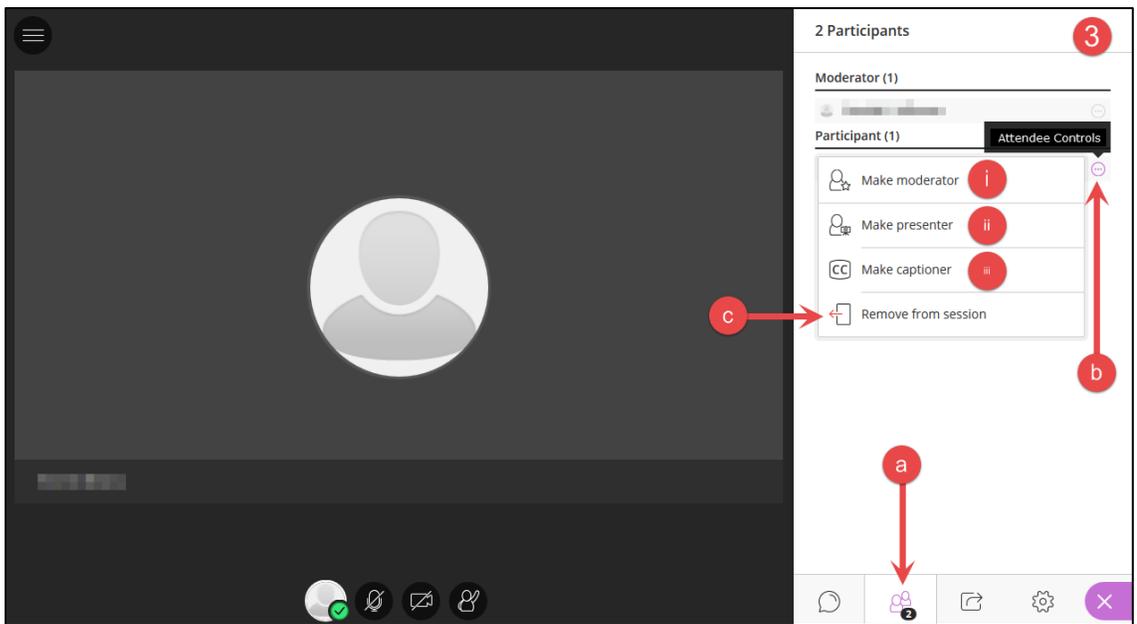
1. Click on the double arrow on the lower right hand side  to open the **Collaborate Panel**.
2. **Chat**
 - a. To text chat with your participants, click **Everyone** icon; start typing in the chat box.

- b. Press **Enter** on your keyboard when done.
- c. To use an **emoji**, click on the smiley face and select an emoji. Press **Enter** on your keyboard when done. **Note: It is recommended that you do not use emojis since they become distracting and do not further critical thinking. Do not encourage your students to use them either.**



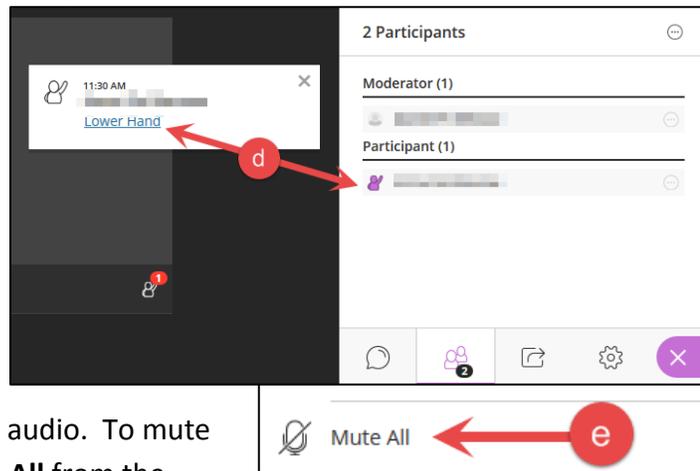
3. Participants

- a. Click on the **Participants** icon to view the participants' list in your session.
- b. The Moderator Controls menu is located next to each participant's name.
 - i. **Make Moderator:** It is not recommended but you can promote a participant to the moderator of the session. This allows students to have full control of the session like the instructor.
 - ii. **Make Presenter:** Promote a participant to the presenter of the session. This allows students to present their presentations. They can upload, share, edit, and stop sharing content.
 - iii. **Make Captioner:** Promote a participant to provide an accessible learning experience for students, who are deaf or hard of hearing, by typing captions into the session. Also good for students whose native language is different.
- c. To remove a participant from your session, click on the **Moderator Controls** next to their name and click on **Remove from session**.



- d. If a participant has raised their hand, click **Lower Hand** from the popup notification after you select them and need to lower it for the next participant to call on. You can lower a participant's hand from the **Moderator Controls** menu.

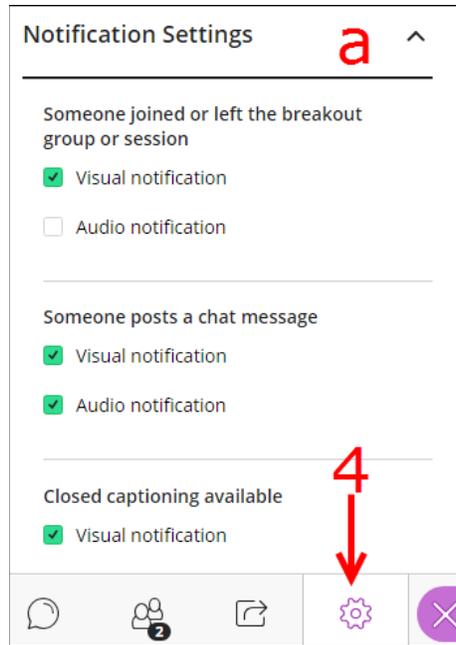
Note: If you are using audio, it is best to tell students when the session starts that you would like them to raise their hand before speaking.



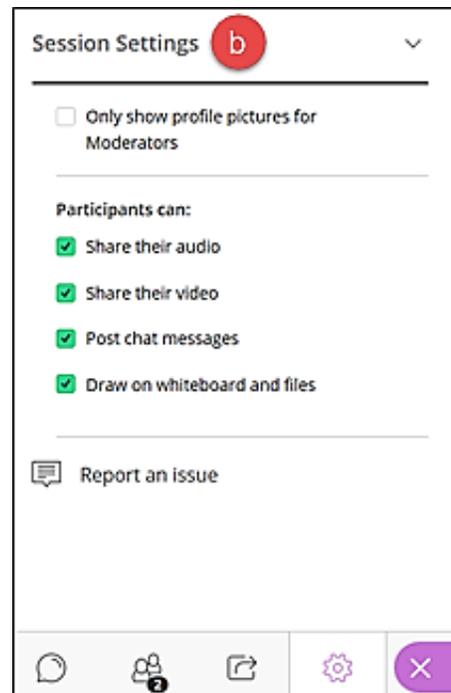
- e. To mute a participant, click **Mute** when the participant is sharing their audio. To mute all participants, click **Mute All** from the **More Options** menu at the top of the **Participants** panel. **Note: Muting the audio and video is temporary, the participant can unmute their audio and video at any time.**

4. My Settings

- a. Under **Notification Settings**, you can customize how notifications appear.



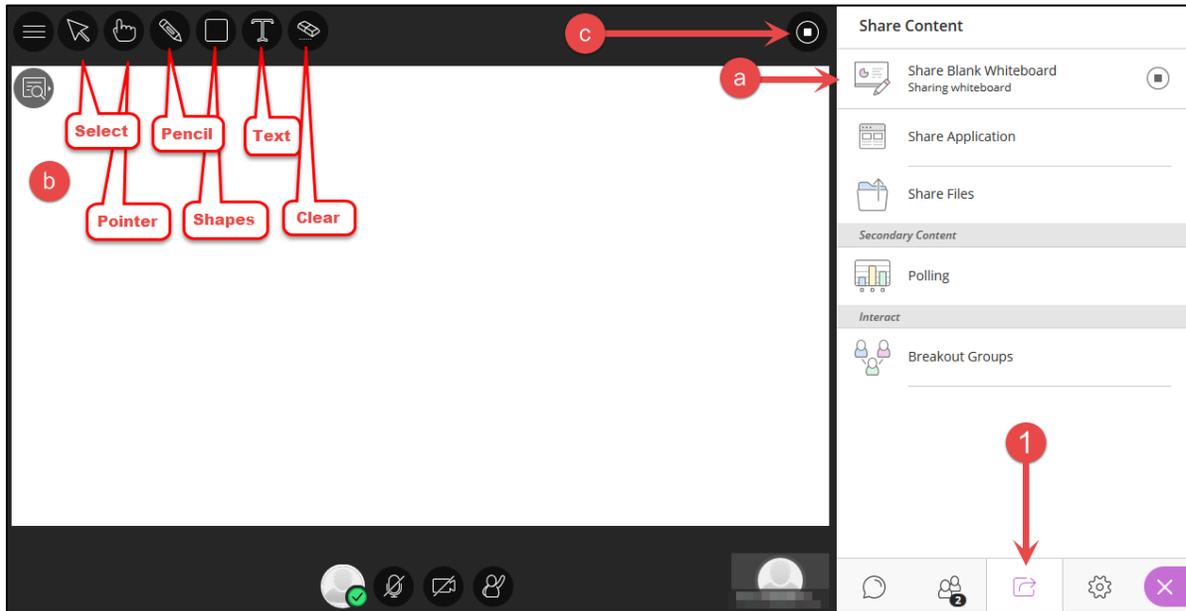
- b. Under **Session Settings**, you can edit the participant settings. You can have all or none of the participants share their audio and video, post chat messages, and draw on whiteboard and files. **Note: If you use Google Chrome, you will be able to see more than 2 video images at once. If you use any other browser (i.e., Firefox or Safari), you will only see 2 videos at one time (the speaker and your own video).**



Share Content

Note: The *Share Content* button is located in the *Collaborate Panel*. 

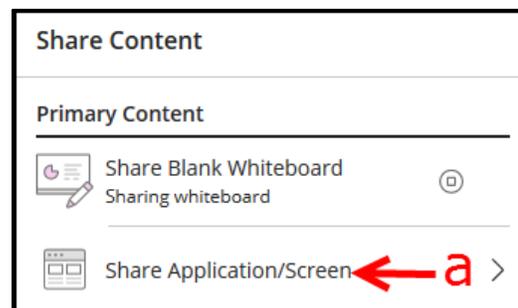
1. **Share Blank Whiteboard:** The Whiteboard is where you can draw and write on a blank page.
 - a. Click on the **Share Blank Whiteboard** button to begin sharing your whiteboard.
 - b. Use the tools located in the upper left hand side to draw and write on the whiteboard.
 - c. To end sharing your whiteboard, click on the **Stop** button.



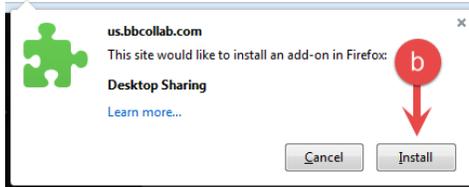
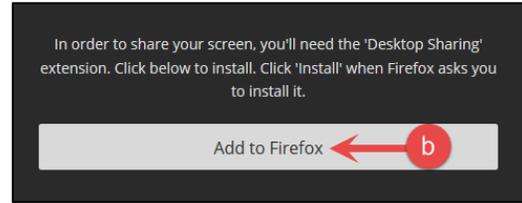
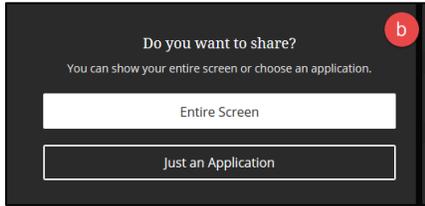
2. **Share Application/Screen:** You can demonstrate an application you have on your computer through Blackboard Collaborate Ultra without the students having the same application installed on their computers.

Important: *Sharing Application/Screen only works in Google Chrome or Firefox. To avoid a tunnel effect, it is best to share just the application and not the entire desktop.*

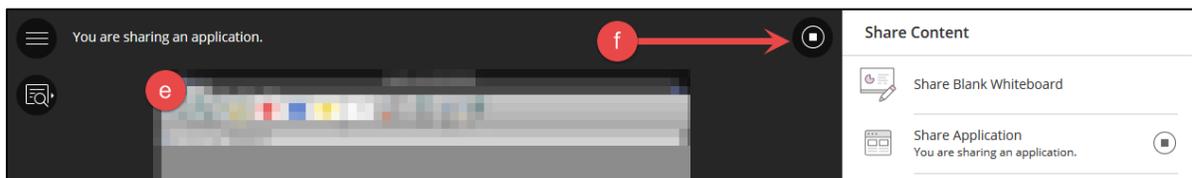
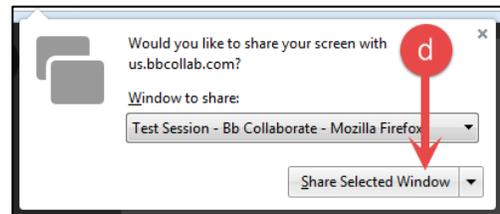
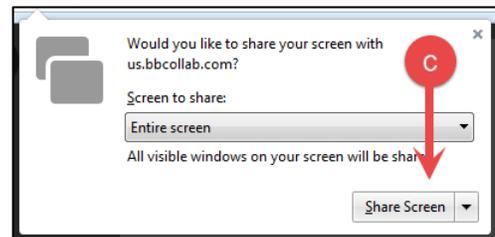
- a. Click on the **Share Application/Screen** button.



- b. You can choose to share your entire desktop screen or just an application.
Note: You will need to install the Desktop Sharing extension. Click Add when your browser asks you to install it. After installation, please repeat steps a & b.

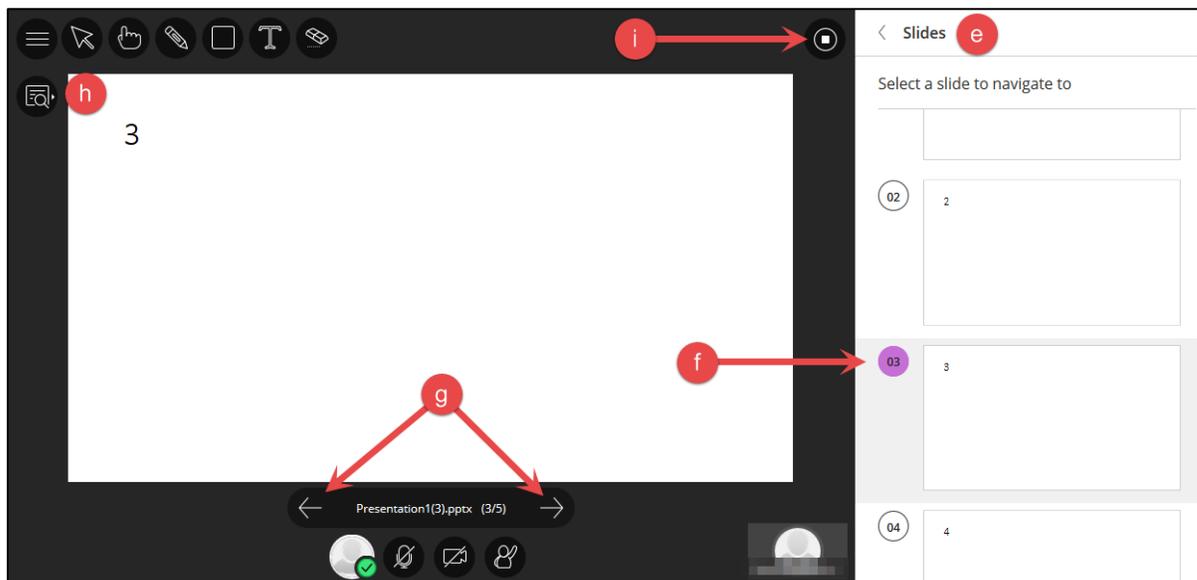
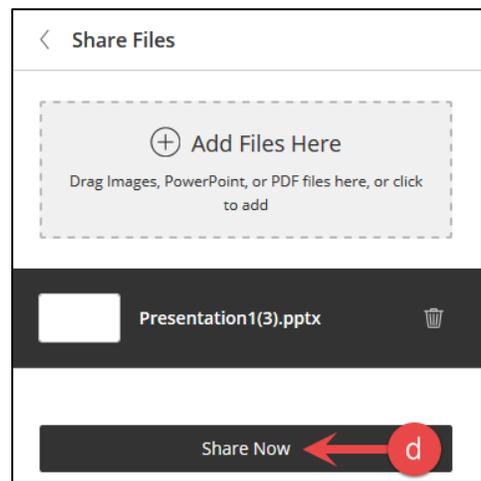
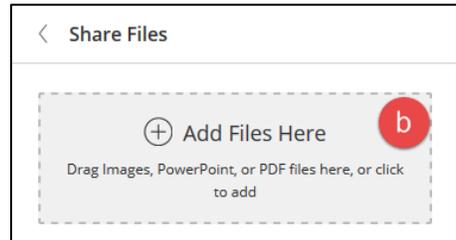
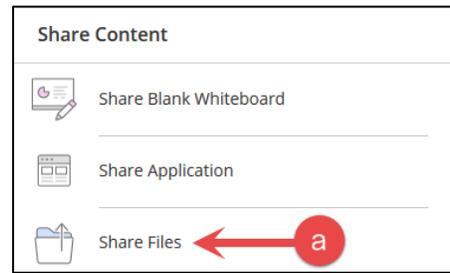


- c. If you chose to share your entire screen, select the screen you would like to share and click on **Share**. (There will be a tunnel effect at first.)
- d. If you chose to share an application (recommended), select the application you would like to share and click on **Share**.
- e. Your screen or application will now be displayed to everyone in the session.
- f. To end sharing your screen or application, click on the **Stop Sharing** button.



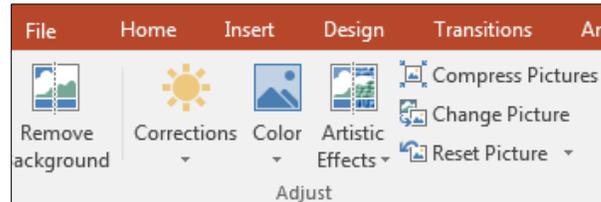
3. **Share Files (Uploading PowerPoint):** Upload GIF, JPEG and PNG images, PDF files, or PowerPoint presentations of **60MB** or lower to your session, see below to reduce the PowerPoint file. **Note: If your PowerPoint presentation has animations, share the PowerPoint application instead of uploading the PowerPoint files.**

- Click on the **Share Files** button.
- Click on the **Add Files Here** box. You can also drag any file to upload into the box.
- Locate your PowerPoint file and click **Open**.
- Once your PowerPoint file is displayed in the panel, click on **Share Now** to share with everyone in the session.
- All of your slides will be shown in the **slide navigator panel**.
- Select a **slide** to begin sharing it.
- Click on the **Forward** arrow to go to the next slide. Click on the **Back** arrow to go to the previous slide.
- The Whiteboard tools appear as well, so you can use the tools on your slides.
- To end sharing your slides, click on the **Stop Sharing** button.
- If you would like to share an image or a PDF file, follow steps a – d.

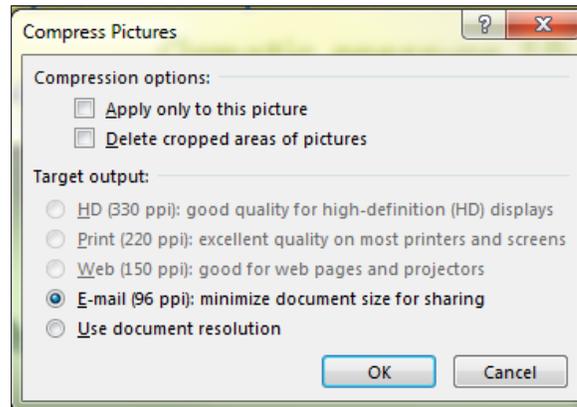


Note: It is best to save the PowerPoint as a PDF file if there is no multimedia in the presentation. Then you can just upload the small PDF file. However, if you have multimedia and need to show PowerPoint, the images can be compressed to reduce file size by opening the file in Microsoft PowerPoint.

- PC Version of Microsoft PowerPoint
 1. Open the file in PowerPoint and double click on an image.
 2. The Format ribbon should appear, click Compress Pictures.

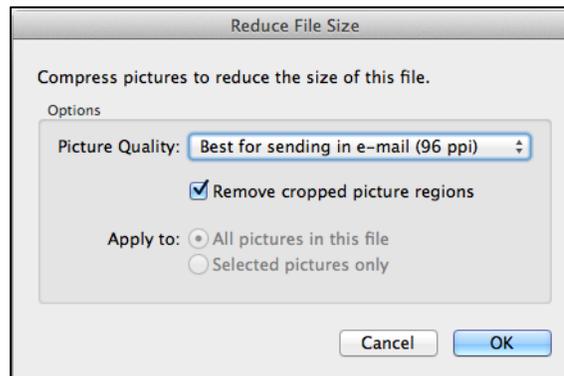


3. **Uncheck Apply only to this picture** to compress all pictures in the PowerPoint presentation. Select **E-mail (96 ppi) minimize document size for sharing** and click **OK**



4. Save the PowerPoint presentation, the file size should be smaller.

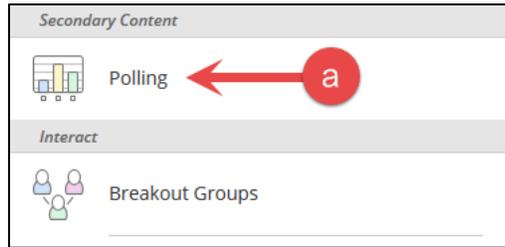
- Mac Version of Microsoft PowerPoint
 1. Open the file in PowerPoint.
 2. Click on **File** and select **Reduce File Size**.
 3. Choose **Best for sending in e-mail (96 ppi)** for Picture Quality, check **Remove cropped picture regions** and click **OK**.



4. Save the PowerPoint presentation, the file size should be smaller.

4. Polling

a. Click on the **Polling** button.



b. Select the type of poll that you want to conduct.

c. Ask your question and let your students know to select a choice. You can upload your question first as a PDF file.

d. Click **Start**.

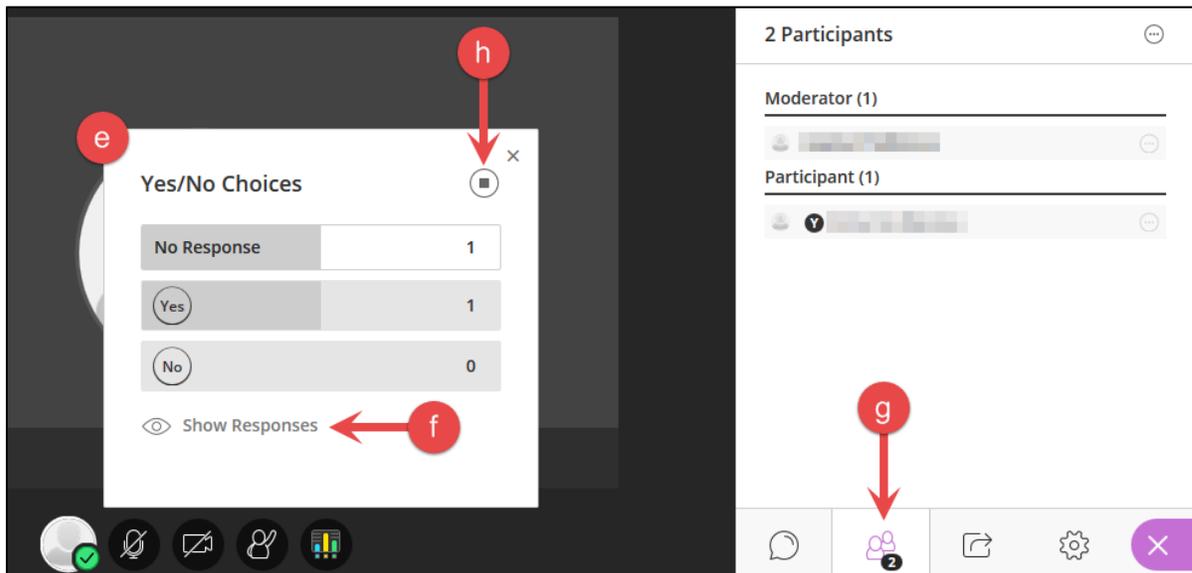
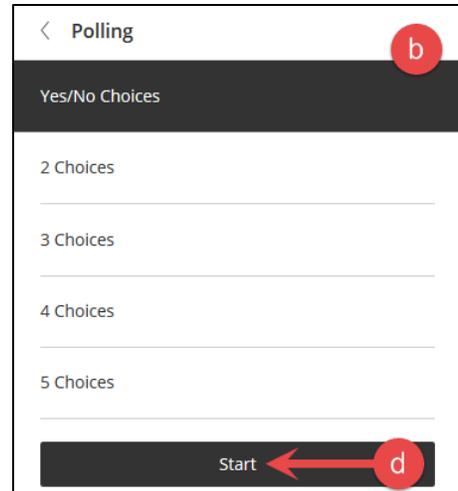
e. The polling overview will open up immediately. You will now see the overview of poll responses.

f. Click on **Show Responses** if you would like to show the responses to all participants.

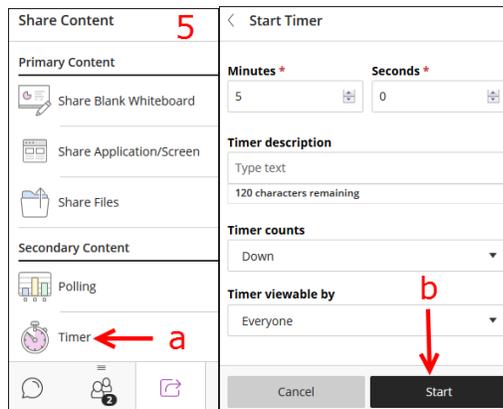
Participants will only see the overview count of the responses. Click on **Hide Responses** if you would like to hide the results.

g. If you would like to see how each participant responded, click on the **Participants** button. The response will be located next to the participant's name.

h. To end the polling, click on the **End Polling** button.



5. **Timer:** Moderator can specify a time for users to know how long it will take to start the session or for the moderator to rejoin a session after a brief break.
 - a. From Share Content icon, click on **Timer**.



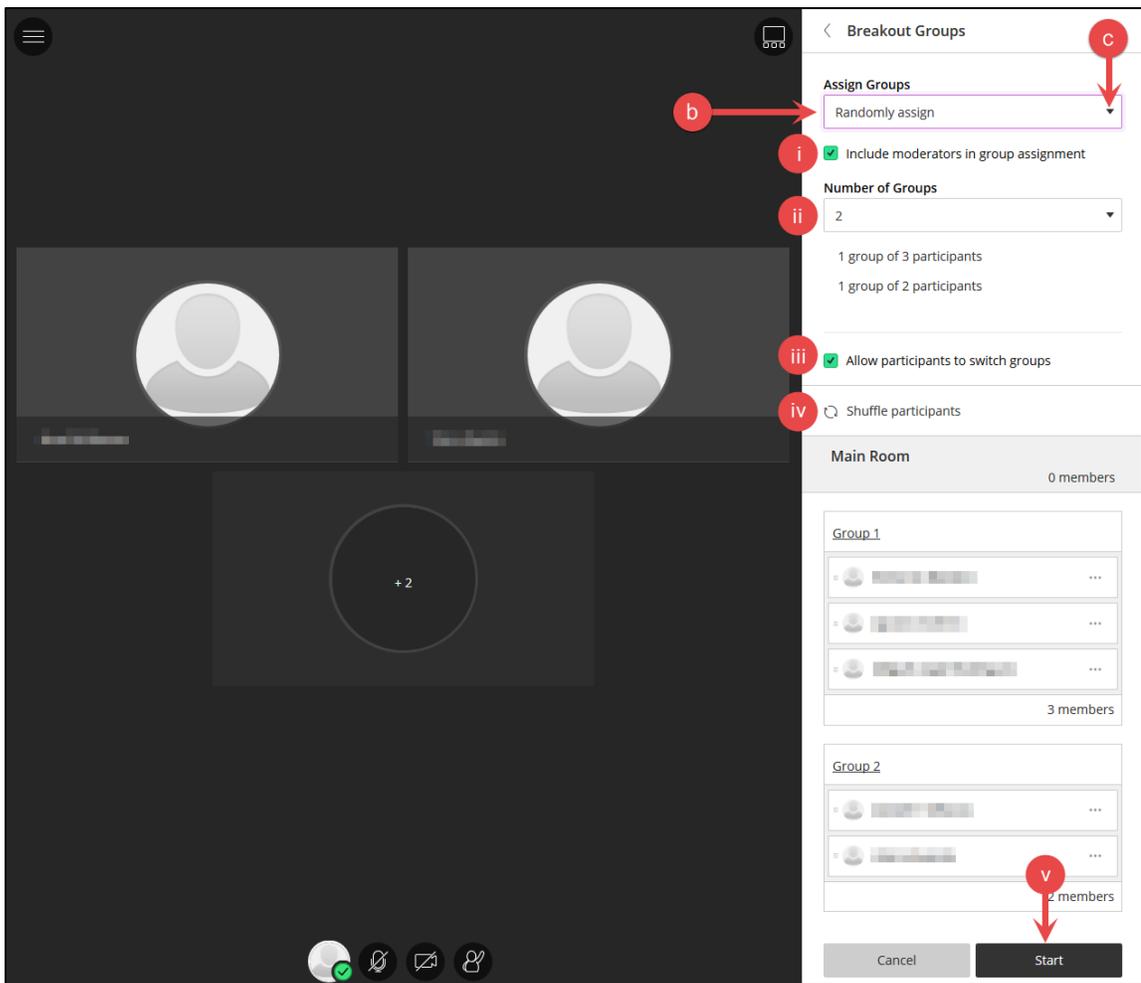
- b. Enter the minutes and seconds and other options and click Start button to start.

6. **Breakout Groups:** You can have your students work in groups. The participants in the breakout groups can share the whiteboard, files, and applications with the rest of the group.

- a. Click on the **Breakout Groups** button.
- b. Now **Assign groups**. You can either select **Randomly Assign** or **Custom Assignment**.
- c. If you select **Randomly Assign**:

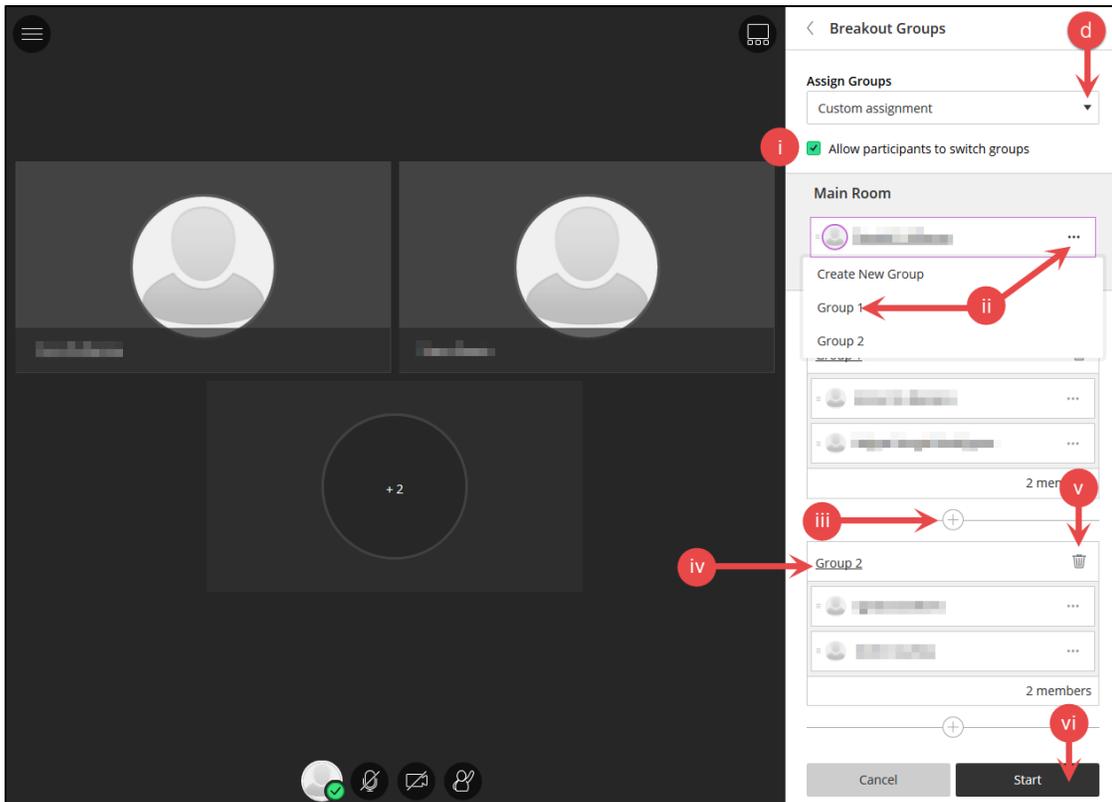


- i. Select **Include moderators in group assignment** if you want to be in a group.
- ii. Select the number of groups from the **Number of Groups** menu.
- iii. If you want to allow participants to switch groups, then click in the check box.
- iv. Click on **Shuffle Participants** to randomly assign participants to different groups.
- v. Click **Start** to begin the breakout group sessions.

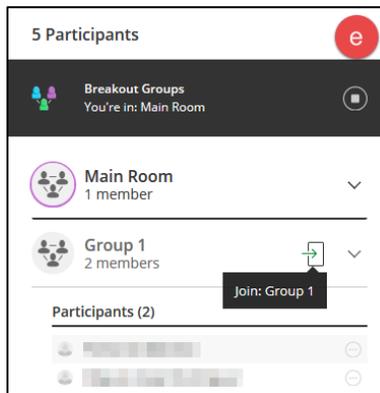


d. If you select **Custom Assignment**:

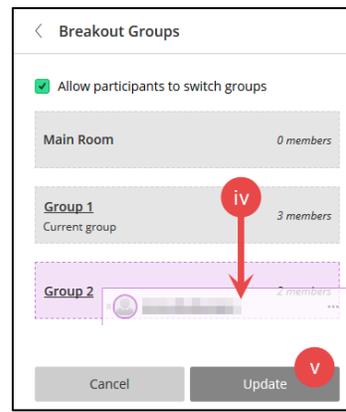
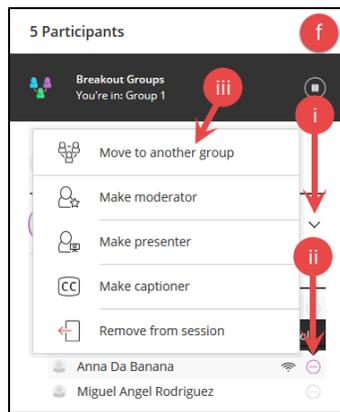
- i. Click in the check box if you want to allow participants to switch groups.
- ii. Assign Participants to the groups. Click the **options** menu next to the participant's name and select the group. You can also drag the participant in to a group.
- iii. To create a new group, click the **Plus** sign.
- iv. To rename a group, click on the title of the group.
- v. To delete a group, click on the **Trash Can**.
- vi. Click **Start** to begin the breakout group sessions.



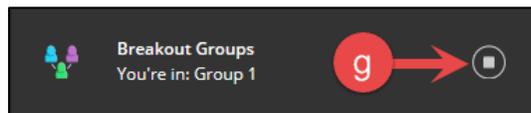
- e. You can join any group to see how the group is doing. Click the **Join Group** button next to the group name. You will now be in that group's breakout room.



- f. To move a participant to another group:
- i. Click the arrow next to the group name.
 - ii. Select the **Moderator Controls** next to the participant's name.
 - iii. Click **Move to another group**.
 - iv. Select and drag the participant to another group.
 - v. Click **Update**.

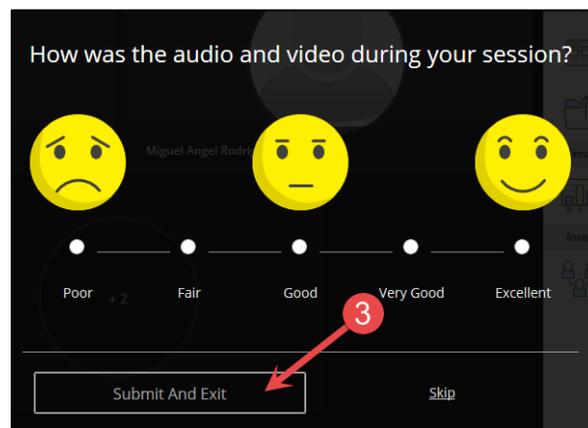


g. To end the breakout group sessions, click on **End Breakout Groups**.



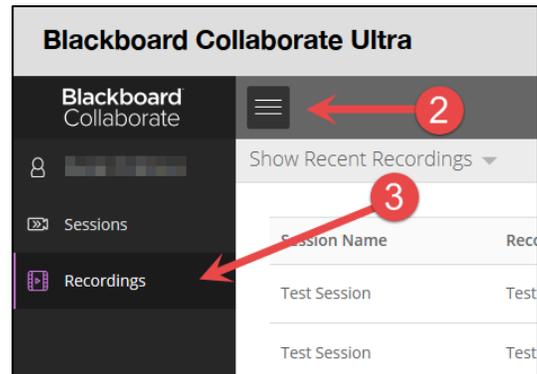
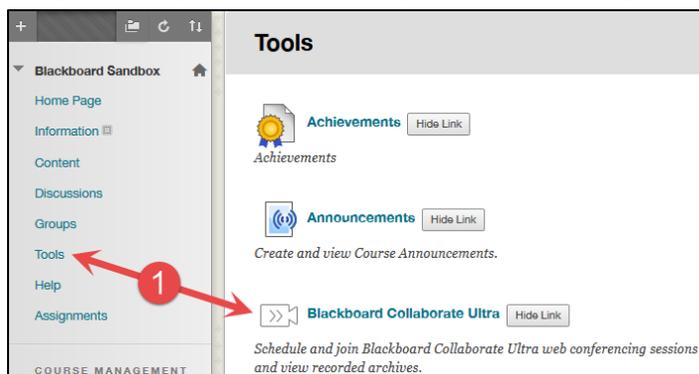
Closing the Session:

1. Click on the **Session Menu** located in the upper left hand corner.
2. Click on **Leave Session**.
3. You can rate your experience and then click **Submit and Exit**.

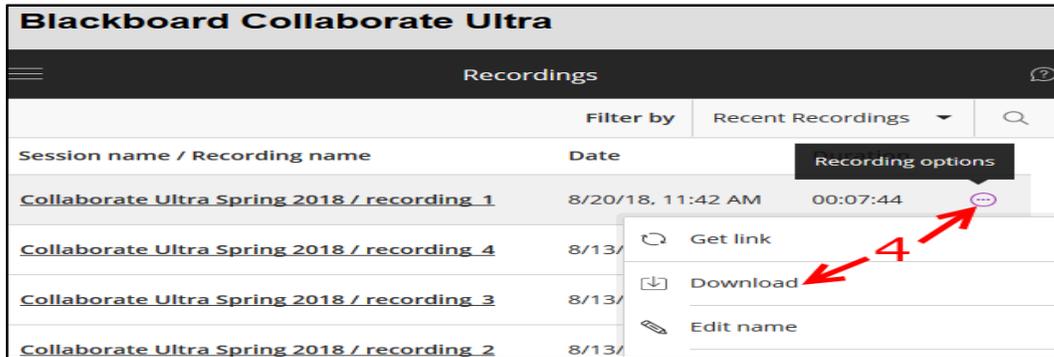


Downloading and Viewing a Recorded Session:

Note: Please make sure you checked **Allow Recording Downloads** in the **Session Settings** when you first set up the session (step 5 under **Creating a session**).

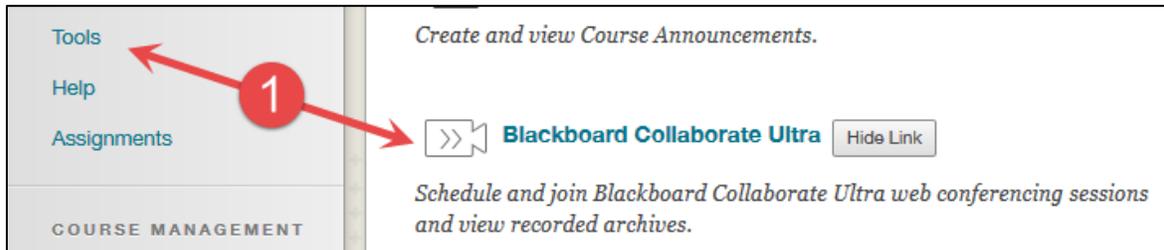


1. Once you are in your course in Blackboard, click on **Tools** -> **Blackboard Collaborate Ultra**.
2. Click on the **Menu** icon on the upper left hand side.
3. Click on **Recordings**.
4. The recent recordings will be listed. Click on the Recording Options and click **Download** button to download the video. Video will be downloaded as a MP4 file.

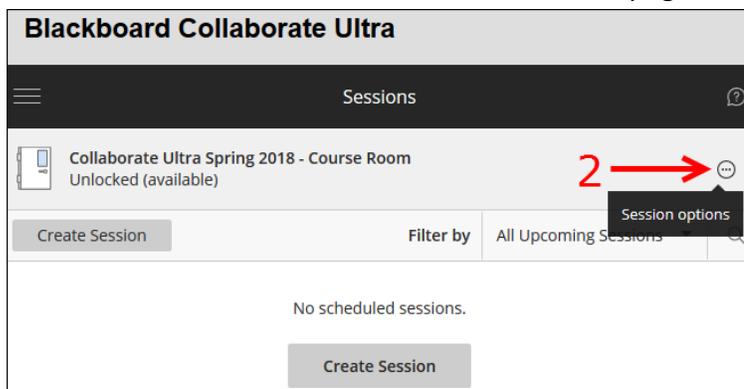


Viewing Attendance of the Session:

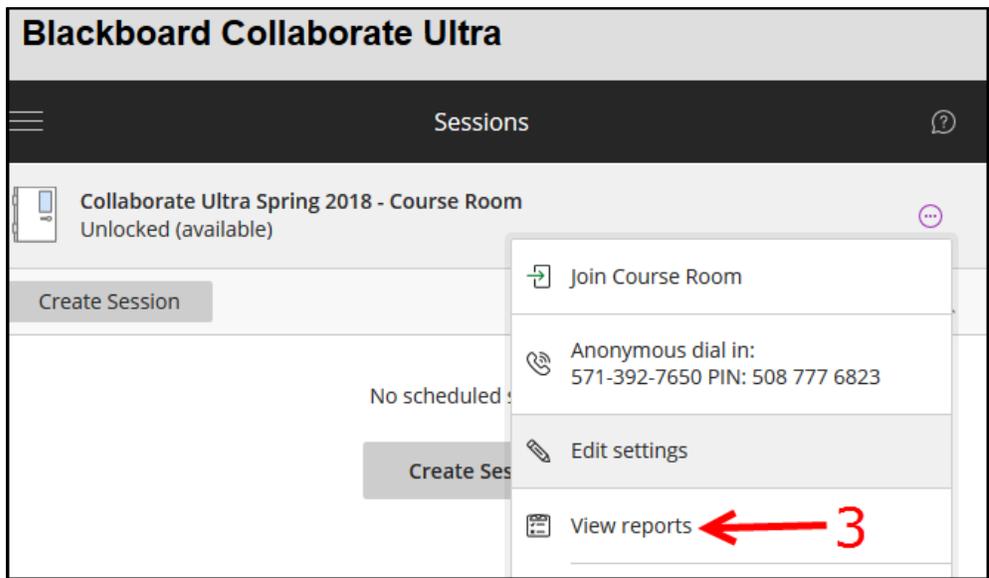
1. In your course in Blackboard, click on **Tools** -> **Blackboard Collaborate Ultra**.



2. From the Blackboard Collaborate Ultra Sessions page, click on Session options.



3. Click on **View Reports**.



4. A list of reports should appear, click on a report to see the list of participants and the times they joined the session.

Start time	End time	Attendees	Duration
8/20/18, 10:45 AM	8/20/18, 11:53 AM	2	01:08:06
8/20/18, 10:02 AM	8/20/18, 10:45 AM	1	00:42:47
8/15/18, 12:15 PM	8/15/18, 5:39 PM	11	05:23:10

Name	Role	First join	Last leave	Total time	Joins
User-A	Participant	10:45 AM	11:49 AM	01:04:13	1
Rezaul Hoque	Moderator	10:48 AM	11:52 AM	01:04:14	1

Troubleshooting:

What do I do if I do not hear anything?

Adjust the microphone and speaker volume.

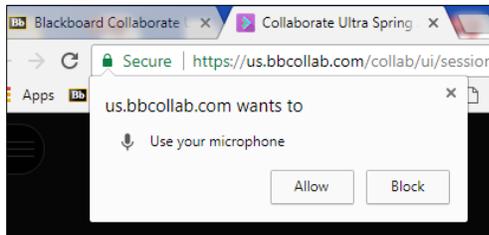
1. Open Collaborate panel -> *My Settings*.
2. Click on Audio and Video Settings.
3. Adjust the volume for speaker and microphone.
4. If using headset, check if it is plugged in correctly. If headset has separate volume control, adjust it.

What do I do if I hear echoing?

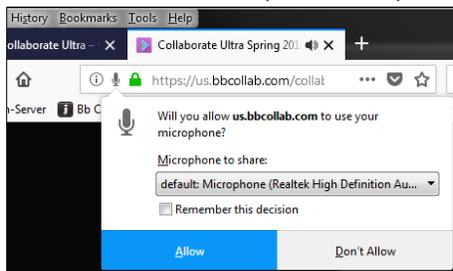
- Use a headset instead of built-in speaker & microphone.
- Make sure to use the right audio device if multiple devices exist.
- Advise students to mute their audio when not talking.
- Avoid using external speakers.

What do I do if no one can hear me?

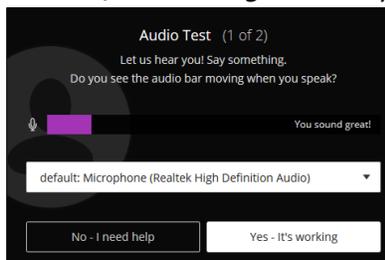
Depending on the browsers, a dialog box may appear on the screen that the browser needs permission to access the microphone and camera. You will need to permit the browser to use the microphone by clicking **Allow** button. Chrome browser microphone use permission dialog box image:



Firefox browser microphone use permission dialog box image:

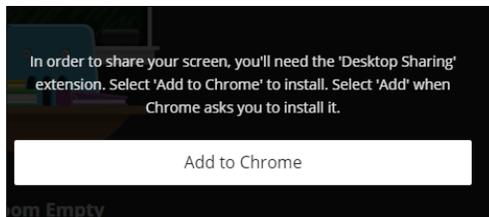


Click **Yes, it's working** button if you see the audio bar is moving.

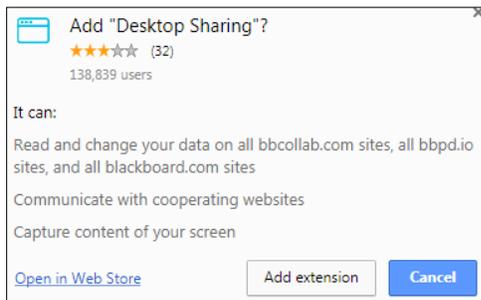


What do I do if I am having issue sharing application with Chrome browser?

Make sure that the latest version of Chrome is installed. If you are having issue sharing application, you may need to add the Desktop Sharing extension. If you do not see the Desktop Sharing extension prompt, you may need to reset the browser settings. (Customize and Control Google Chrome=>Settings=>Advanced=>Restore settings to their original defaults=>Reset settings) If you see Desktop Sharing prompt, click Add to Chrome.



Click Add extension to confirm the selection.



Resetting Firefox browser settings:

From Help tab, click Troubleshooting Information. Troubleshooting Information page will open. Under Give Firefox a tune up, click Refresh Firefox...

Best practices for student participation:

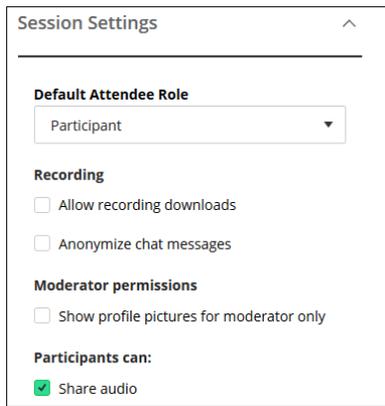
Enable audio for everyone, but mute everyone right before the session begins. Students will be able to unmute at any time.

Ask the students raise their hand and wait for the instructor's permission before the student unmutes their microphone to talk.

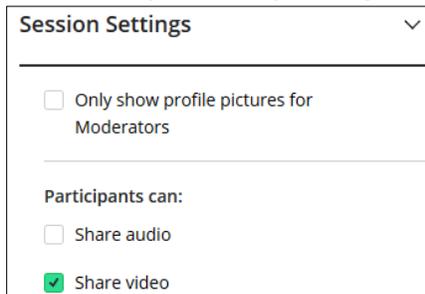
If students are not required to talk for a while, you can disable the student's audio so they will not be able to use their microphone.

Collaborate moderator support page: [Collaborate Ultra - Moderator Support](#)

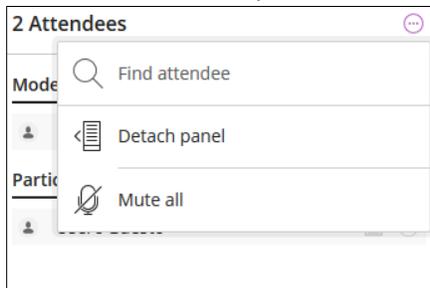
If you want to enable students' audio, make sure that Share audio box is checked during a session creation. Click Create Session=>expand Session Settings.



By default, audio is enabled for all students. If you want to disable all students' audio, click Open Collaborate panel -> *My Settings*->*Session Settings*->*uncheck Share audio*.



You can temporarily seize all students' talking ability from Attendees panel; click Open Collaborate panel ->Attendees->*More options*->*Mute all*.



Note that students can unmute anytime.

We are here to help, but an issue can be reported directly to Collaborate by clicking the *Report an issue* link from Open Session menu during the session.