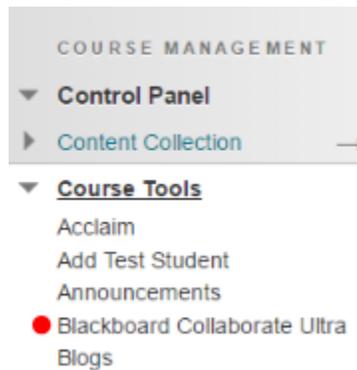
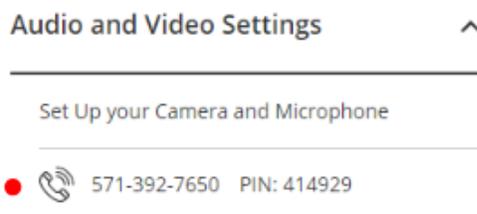


Blackboard Collaborate Tips and Reminders

1. All instructors and students should use Google Chrome browser when accessing Collaborate. (Other browsers will be supported in the future)
2. Instructors access “Blackboard Collaborate Ultra” through any Blackboard course, under the “Course Tools” link in the Course Management menu; Students access via the “Tools” menu on the course menu or through a web link (that you send them) for a specific room.

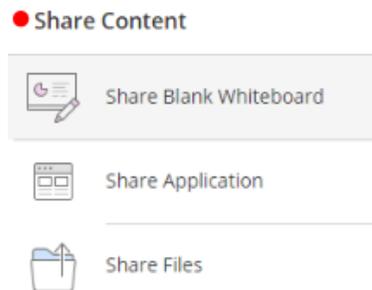


- a. For online office hours or times when you want students enrolled in several courses to connect with you in one Collaborate room, send them the guest link for your Collaborate room in one course (i.e. students do not have to be enrolled in the course to access a Collaborate session). A guest link is unique to each room and always stays the same.
3. When activating either the microphone or camera, always click the option to “Allow and Remember” when Chrome gives you a warning window.
 4. It is suggested that you (and students) use the Blackboard phone for audio (Phone Bridge) for best audio quality. *Note: Not everyone has to use the phone bridge. A professor could use a microphone while the students use the phone bridge. Each user will have a different PIN number when calling in.

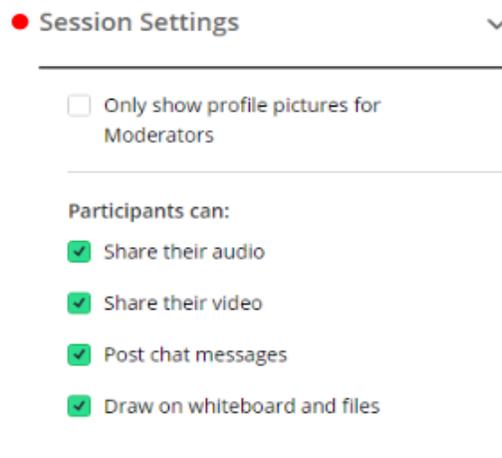


5. When the moderator leaves the room, all of the content on the chat panel is deleted.
 - a. If you want to save the chat panel content, copy/paste the text to a file. It will not show up in the recording.
6. Collaborate rooms are NOT private. Be aware that any student in the course can enter the Collaborate rooms at any time. However....
 - a. You can temporarily hide the link to Collaborate in the “Tools” menu
 - b. Then retrieve the guest link to the specific Collaborate room to share with student(s) who you want to have access.

- c. You could also have a Sample Course (“Test” Course) created that has no students enrolled to it. This means that you must send the Collaborate link whenever you use this room which prohibits other students from entering it.
7. Shared files can be .pptx, .pdf, or .png/.jpg (pictures); these file types allow interactivity (i.e. using drawing tools).



- a. If you share Powerpoint (.ppt & .pptx), .pdf, or picture files (.png or .jpg) you can have students interact with them using the collaboration tools (i.e. same tools as found on the Whiteboard). You can keep these files stored in the room for future use until you delete them out.
 - b. Sharing files does not allow students to “download” the files. It only allows viewing and interaction with the file.
 - c. Other files can be shared by sharing your application option and opening the application for the file (i.e. open Word to view .docx files).
8. When using the share application option, which means sharing your desktop screen, please remember to not have any confidential emails or grades open on your desktop for students to see.
- a. A Word document can only be shared via the Share Application option. If a Word document is desired to allow interactivity, you can save Word documents as a PDF in the “Save As” option of Microsoft Word. (See above #7)
9. You can restrict certain options from student use based on how you are using Collaborate.



10. You can record any session that you want. Recordings upload into the Blackboard Collaborate Ultra Tool in Blackboard. These may take a while to upload and these recordings are also viewable to students. If you do not want the students to view the recordings, you can download them to your computer and then delete them from Blackboard.

For more information see: <http://bit.ly/BbCollabResources>

If you need assistance please contact

- For support for online courses: blackboardsupport@cuw.edu or 262-243-4327
- For support for face-to-face courses: celtsupport@cuw.edu or 262-243-2358