



Blackboard Collaborate Ultra

Preparing for your first Blackboard Collaborate Ultra session.

You should have received a link directing you to join a Blackboard Collaborate conferencing session on a certain day at a certain time. Let's make sure you have no troubles getting online and making yourself heard!

1. Check your [Browser Settings](#)
2. Check your [Computer Settings](#)
3. Join the Test Room to [Test your Computer](#)

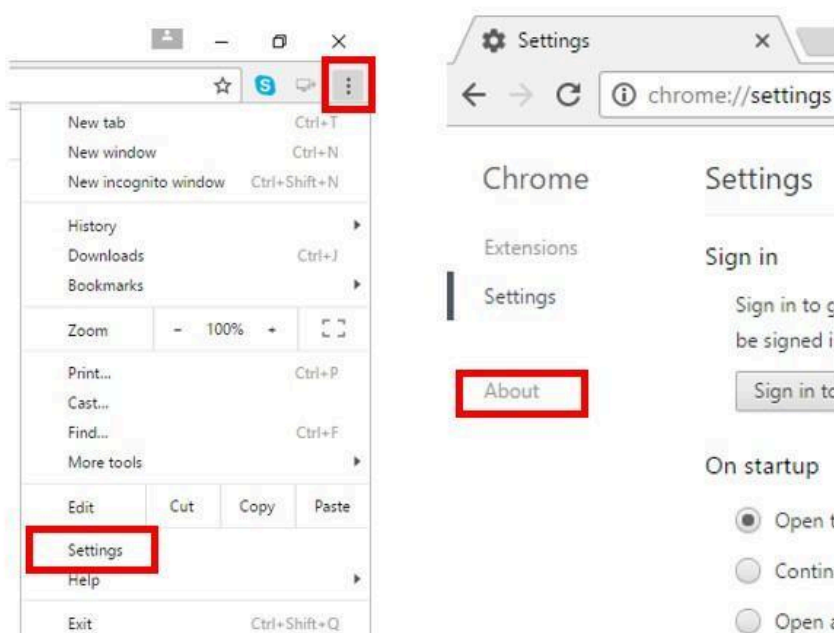
Check your browser settings

Blackboard Collaborate Ultra requires the use of an internet browser that supports WebRTC. We suggest using Google Chrome or Firefox for the best results.

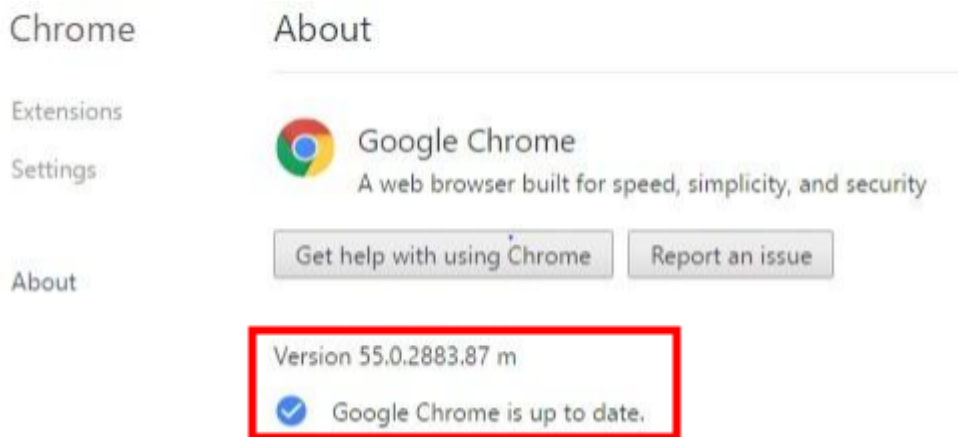
You will need to check that your browser is **up to date** on the computer you will use for the conference:

Google Chrome

1. Open the Chrome browser
2. Locate the three dots on the top right of the screen and click to open menu
3. Click on 'Settings'
4. On the settings page, locate and click the 'About' button

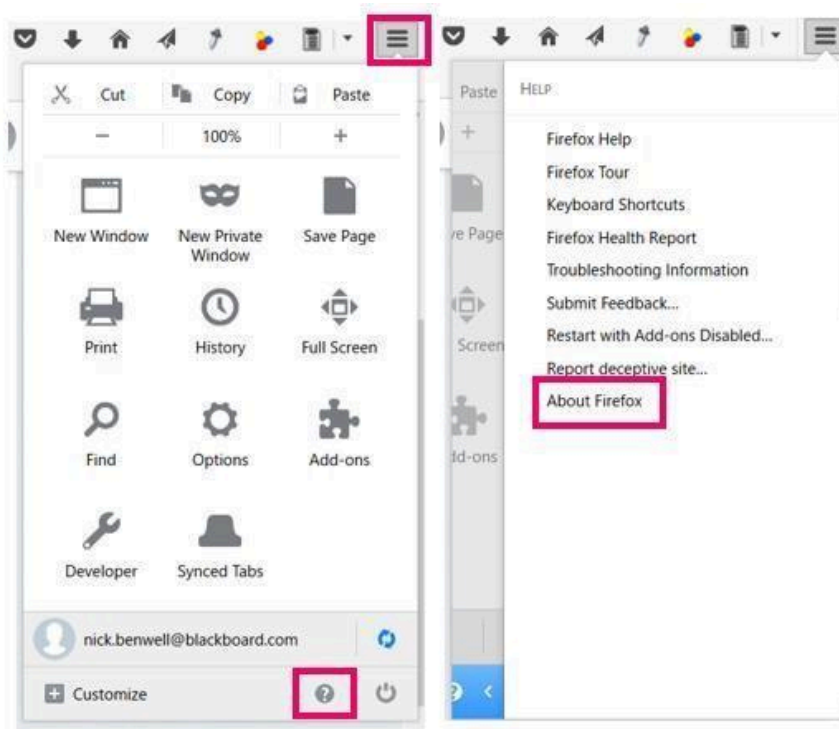


5. When you access the 'About' page, the browser will automatically check for updates and update automatically.



Firefox

1. Open the Firefox browser
2. Locate the three lines on the top right of the screen and click to open menu
3. Click the question mark icon [?] at the bottom of the menu
4. Select the 'About Firefox' button



5. Opening the About Firefox window will, by default, start an update check. If an updated version of Firefox is available, it will be automatically downloaded



Check your computer settings

Answer the following questions. If you answer no to any questions, please make sure that you are able to resolve the issue or open a [support ticket](#) to get assistance.

1. *Is your device audio turned on? (vital)*



2. *Is your device mic turned on or off? (It is vital to be on for presenters and faculty mentors. It should be off for guests unless instructed otherwise by the presenter at the end of planned remarks for a presentation)*



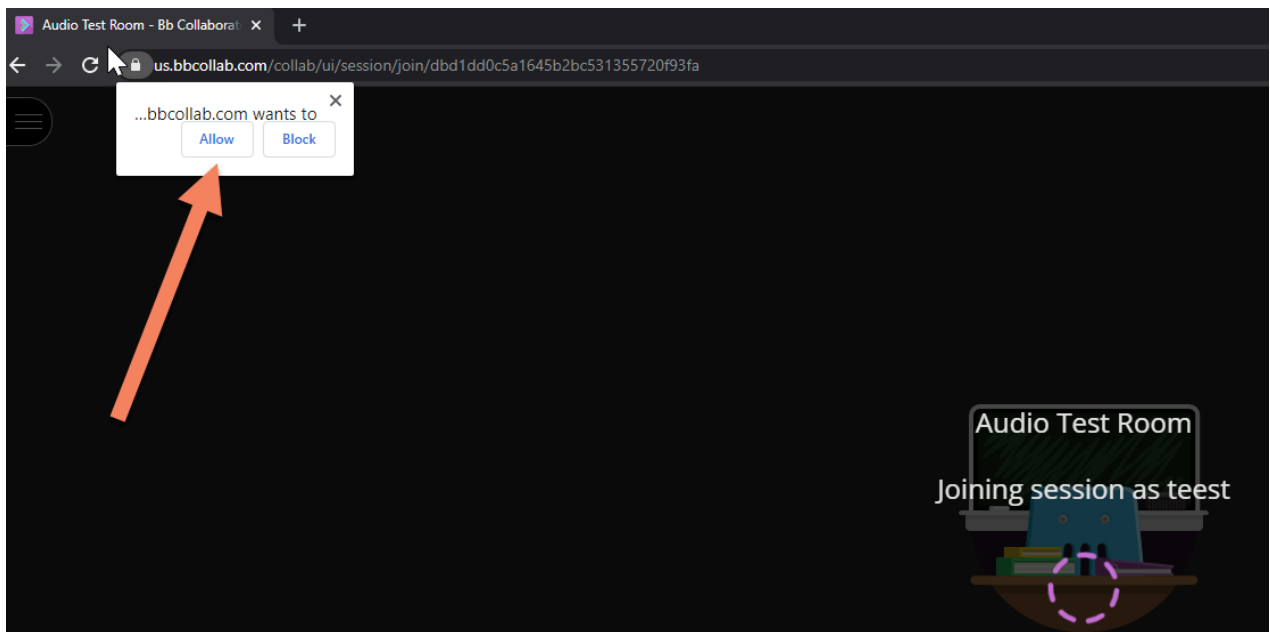
3. *Is your web-camera operational? (vital for presenters; not vital for faculty and guests, but ideal)*



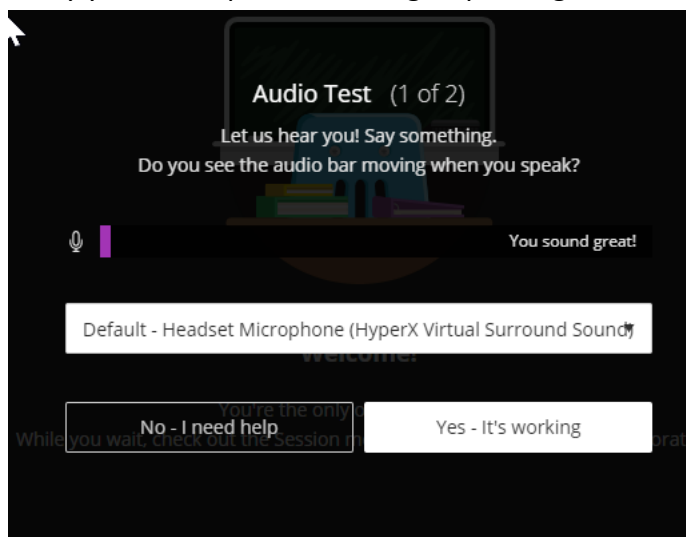
4. *Do you have a headset? (not vital, but ideal)*

Join the Test Room to Test Your PC

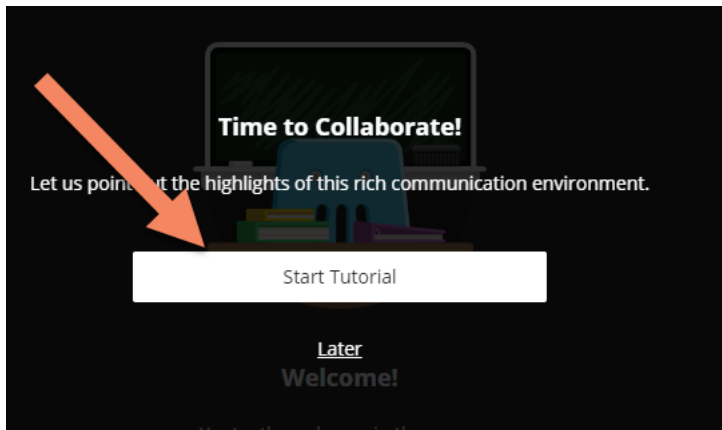
1. To verify that your audio is set up correctly, join the [Test Room](#) well in advance to test your audio.
2. You will be prompted to give your browser permission to your microphone.



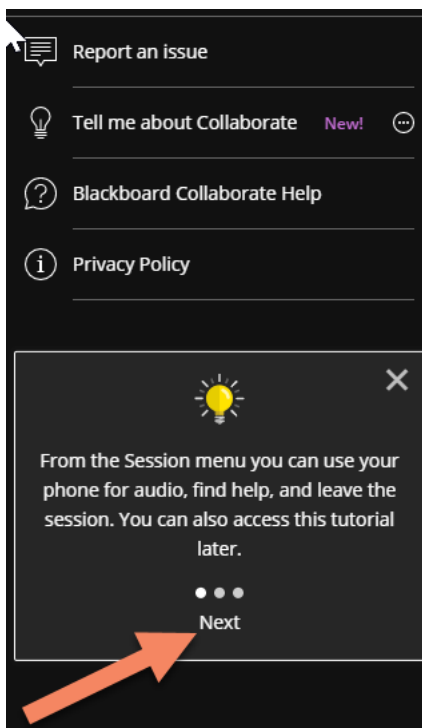
3. Verify your microphone and begin speaking.



4. Repeat this process for your web camera.
5. Take the Collaborate Tutorial (a good idea for presenters and faculty mentors).



6. Clicking Next to advance through the tutorial.



If you have any problems with your audio test, please visit the [Audio and Video Support page](#) or open a [support ticket](#) to get assistance.

Now You are Ready to Learn

On the day of your scheduled session, please click on the guest access link provided to you (note: presenters & faculty mentors should access sessions from within the PsycSMP Blackboard course) and follow the instructions on the screen to join the online session. If you have any problems logging in, please open a [support ticket](#) to get assistance.