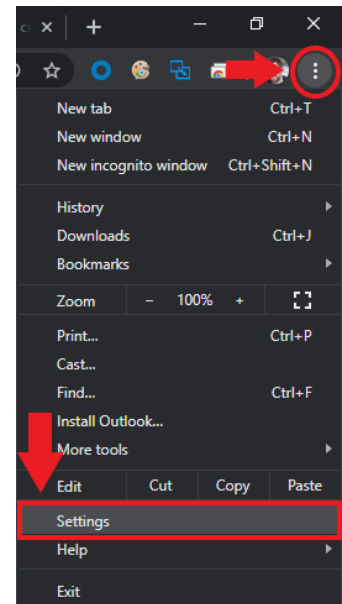


What to do if Collaborate Ultra is Just a Spinning Purple Circle

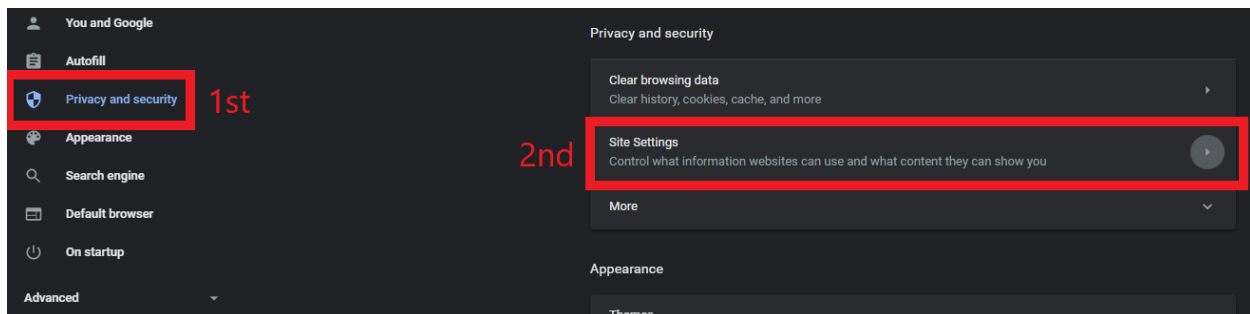


This issue is caused by a web-browser having issues with cookies. There are two solutions to the issue.

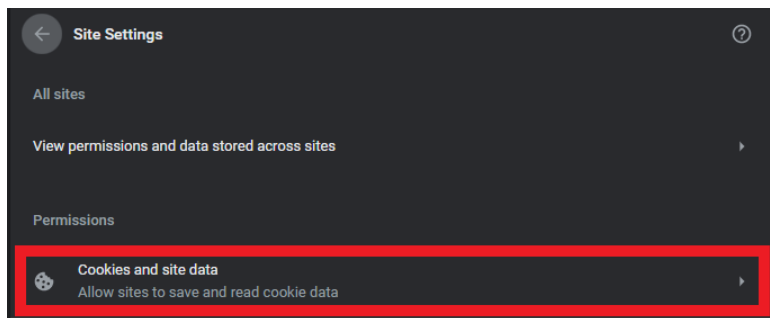
The first solution is making sure your browser accepts “third-party” cookies. This can be done in Google Chrome by going to the three dots in the upper-right of the browser window and then selecting settings.



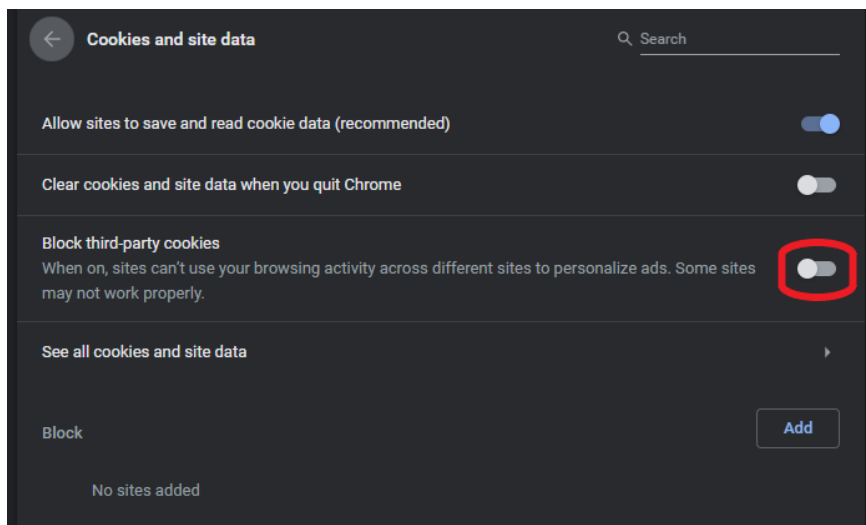
Within the settings menu, select “Privacy and security” on the left-side bar, and then select “Site settings” in the middle of the screen.



Then select “Cookies and site data”



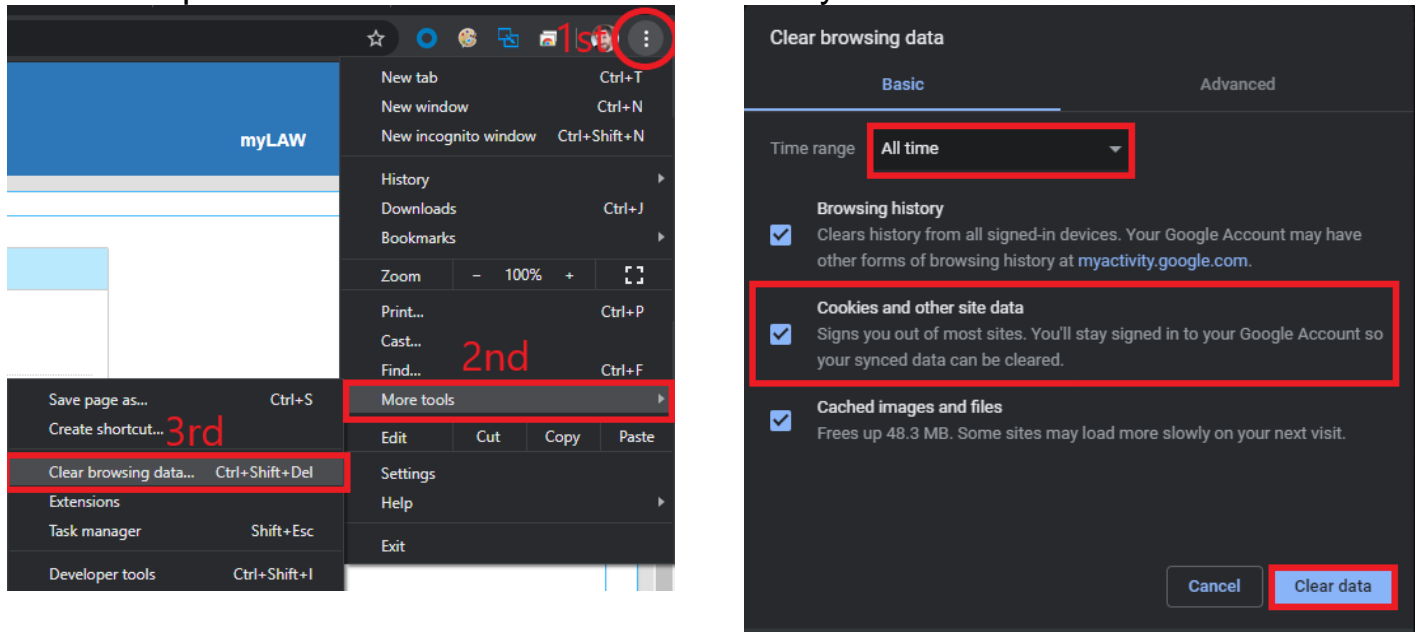
Finally, make sure “Block third-party cookies” is set to off (grey not blue)



Once you go back to your Collaborate page, refresh and Collaborate should load correctly.

The second solution is deleting cookies/cache from the Chrome browser and then reloading the Collaborate room.

This is done by hitting the 3 dots in the upper right, going to "more tools" then "Clear Browsing Data" and clearing cookies from either all-time or from a point when Collaborate loaded correctly.



Once you go back to your Collaborate page, refresh and Collaborate should load correctly.