

Preparing for your first Blackboard Collaborate Ultra session



You should have received a link via email 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!

Check your browser settings

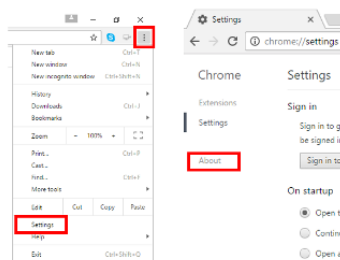
Blackboard Collaborate Ultra requires the use of an internet browser that supports WebRTC. We suggest using Google Chrome or Firefox for the best results.

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

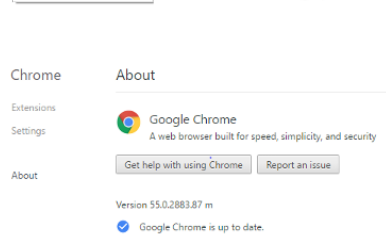
Google Chrome

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

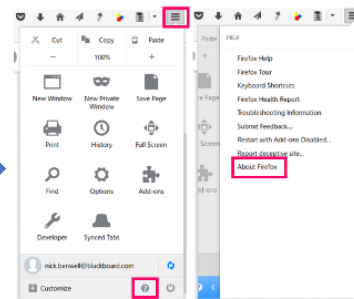


5. When you access the 'About' page, the browser will automatically check for updates and update automatically.

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 yourself or that you can receive help to resolve the issue.

-  1. Do you have a stable internet connection? (vital)
-  2. Is your device audio turned on? (vital)
-  3. Is your device mic turned on? (vital)
-  4. Is your web-camera operational? (not vital, but ideal)
-  5. Do you have a headset? (not vital, but ideal)



If you are connecting using your institution's network...

Blackboard Collaborate Ultra requires the setting of Ports and IP addresses. Please ask your technical team to help you (see below).

(if you are connecting from a personal internet connection, home or router, this does not apply)

Blackboard Collaborate runs best on networks that allow WebRTC over the User Datagram Protocol (UDP). Collaborate also requires web sockets, which is a common web technology.

Please refer your technical team to the Blackboard Help page [here](#) for more information on networking, and [here](#) for the full list of IP ranges.

Now that you are prepared, please click on the link provided to you and follow the instructions on the screen to join the online session. [Watch a tutorial on the Collaborate Ultra interface here](#). If you have any problems logging in, please contact your local agent or your regular contact.