

What is Blackboard Collaborate Ultra?

Blackboard Collaborate Ultra is a web conferencing tool that allows faculty to synchronously communicate online with students anywhere in the world. Collaborate Ultra is browser-based and does not require a separate launcher application like Collaborate Classic did.

More information about Blackboard Collaborate can be found on the [Blackboard Collaborate: Feature Showcase](#) page, and a quick video demonstration of Ultra can be found in the [Collaborating in Blackboard Collaborate](#) YouTube video.

Please be advised that Collaborate Ultra is a relatively new product whose feature set is evolving rapidly, so we will be updating these guides frequently as new features are added. Please check back often to see what's new!

Release Notes

Each month, Blackboard updates Collaborate Ultra by modifying and adding new features. To keep up to date with these changes, please see the [Blackboard Collaborate Release Notes](#) webpage.

Note

If you are receiving errors about not being able to connect to Collaborate, please go to <http://status.blackboard.com> and check on the status for Collaborate - Web Conferencing (US Hosted). This will let you know if Blackboard is having issues with Collaborate Ultra.

The recommended web browsers for Blackboard Collaborate Ultra are Google Chrome and Mozilla Firefox. If you find that some features are not working, you may need to update your web browser to the latest version.

Session Roles

"Roles" refers to the type of access that someone has within a Collaborate Ultra session. The information below explains the four types of roles and what privileges each has.

Roles & Privileges

Moderator: Full control over all content being shared; can make any participant a presenter or moderator; see notifications and lower hands; alter participant permissions

Presenter: Allows participants to present without giving them full moderator privileges; can upload, share, edit, and stop sharing content; see notifications and lower hands

Participant: Enable and disable notifications; participate in a session using permissions that moderator allows (e.g., chat, microphone, drawing on whiteboard)

Captioner: Provided with an area to type what is being said so that other participants can view captions in real time

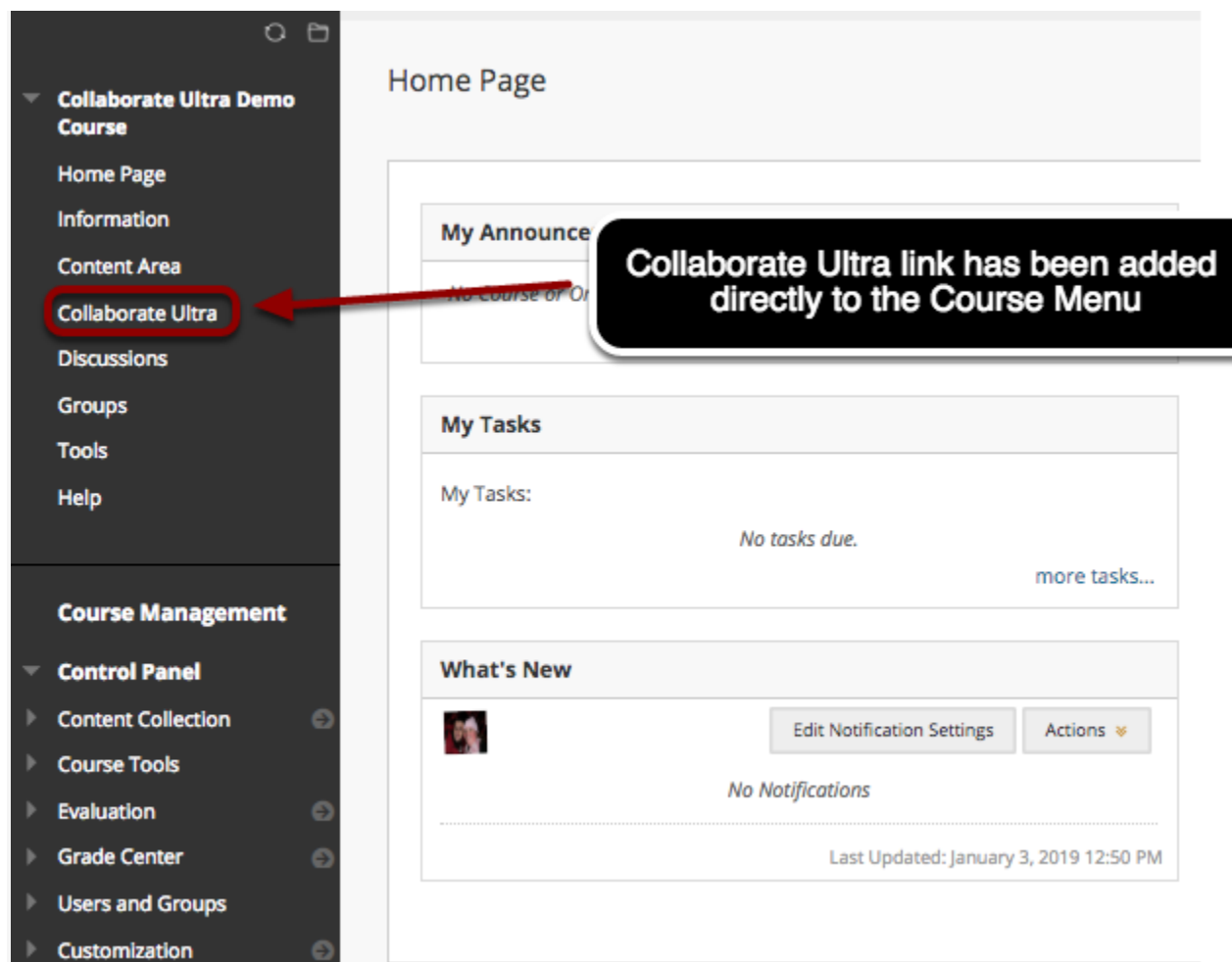
Setting Up Collaborate Ultra in Your Blackboard Course

Although Collaborate Ultra is available in all Blackboard courses, a link to the tool must be made available for students to access it.

There are two ways to create a link to Collaborate Ultra: either you can place the link directly in your Blackboard course menu, or you can create a link in any content area (for example, a module or lesson).

Go to **Option A** to create a Collaborate Ultra link in the Course Menu, or go to **Option B** to learn how to create a Collaborate Ultra link in a Content Area.

Option A: Creating a Collaborate Ultra Link in the Course Menu



The image shows a screenshot of the Blackboard Course Menu. The menu is displayed on the left side of the screen, and the 'Collaborate Ultra' option is highlighted with a red circle and a red arrow. A callout box with a black background and white text says: "Collaborate Ultra link has been added directly to the Course Menu". The main content area of the course is visible on the right, showing sections for "My Announcements", "My Tasks", and "What's New".

Home Page

Collaborate Ultra Demo Course

- Home Page
- Information
- Content Area
- Collaborate Ultra**
- Discussions
- Groups
- Tools
- Help

Course Management

- Control Panel
- Content Collection
- Course Tools
- Evaluation
- Grade Center
- Users and Groups
- Customization

My Announcements

No course or other announcements.


My Tasks

My Tasks:

No tasks due.

[more tasks...](#)

What's New

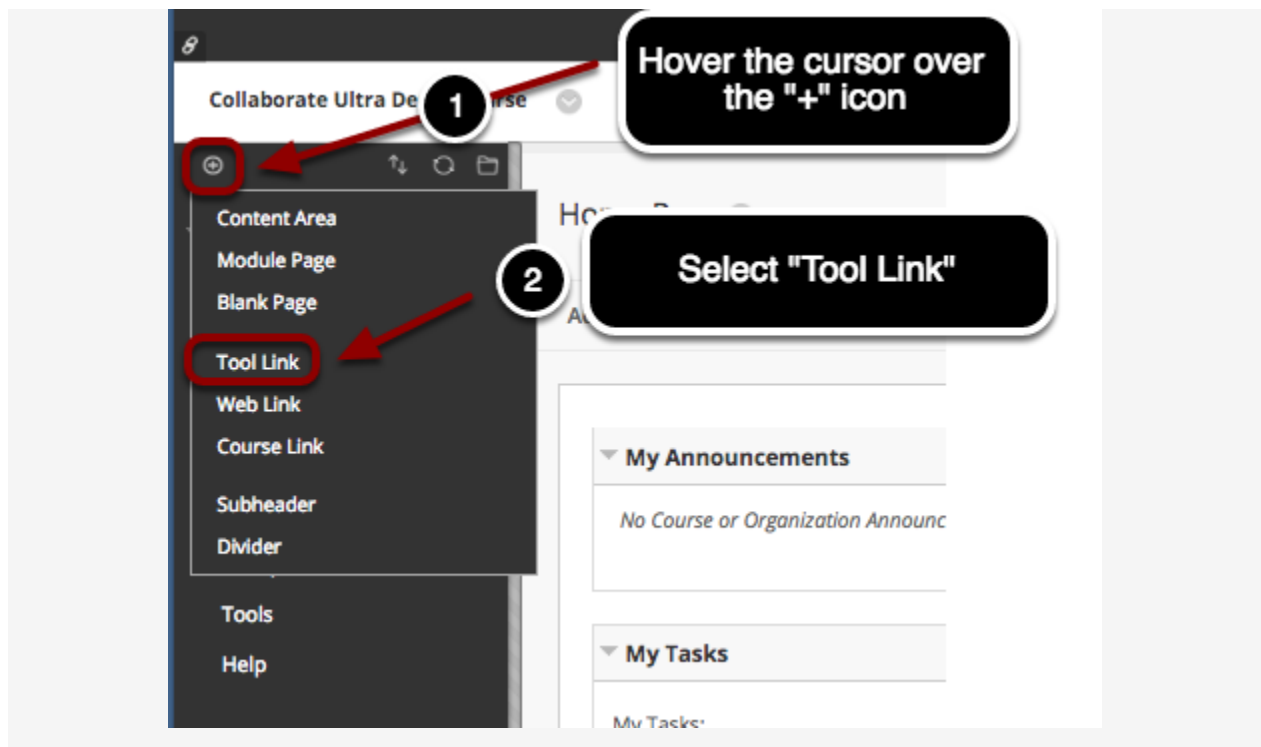
 [Edit Notification Settings](#) [Actions](#)

No Notifications

Last Updated: January 3, 2019 12:50 PM

If you want to add a link to Collaborate Ultra directly to your course menu as shown above, please follow the directions below.

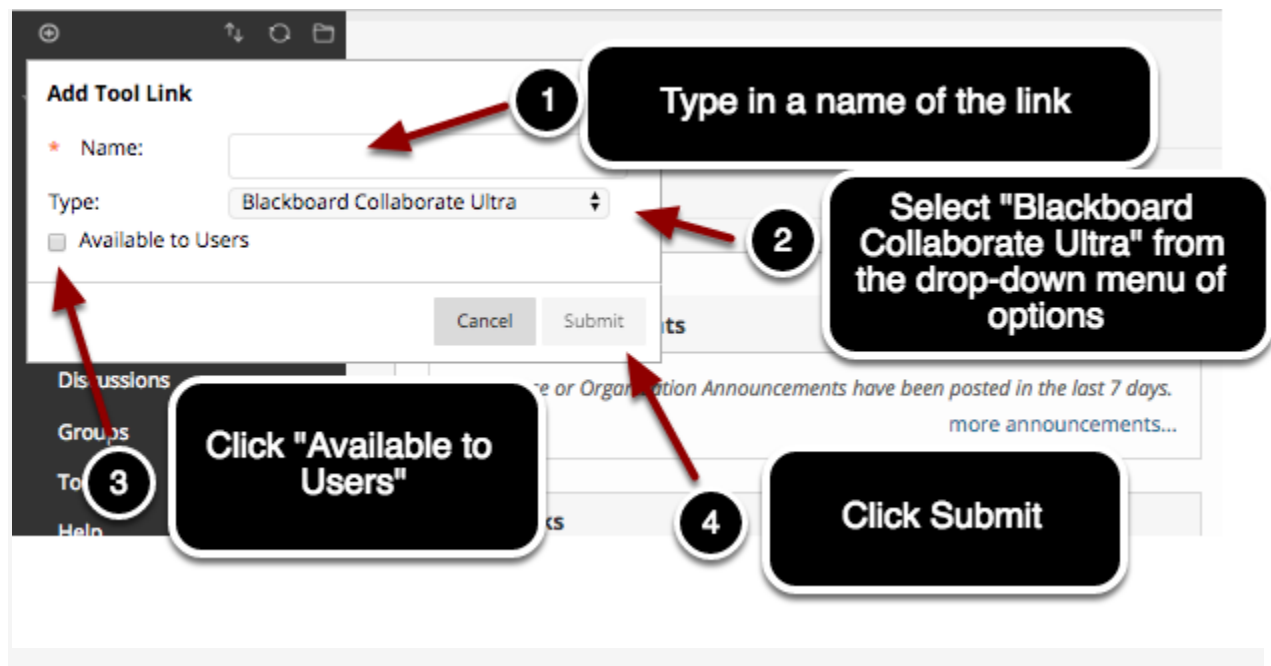
Adding a Tool Link



To add create a Collaborate Ultra Tool Link:

1. Hover your computer's cursor over the "+" icon located in the upper-left corner of your **Course Menu**: a drop-down menu of options should appear.
2. From the drop-down menu of options, click on **Tool Link**: you should now see the Add Tool Link pop-up window shown below.

Add Tool Link Pop-up Window



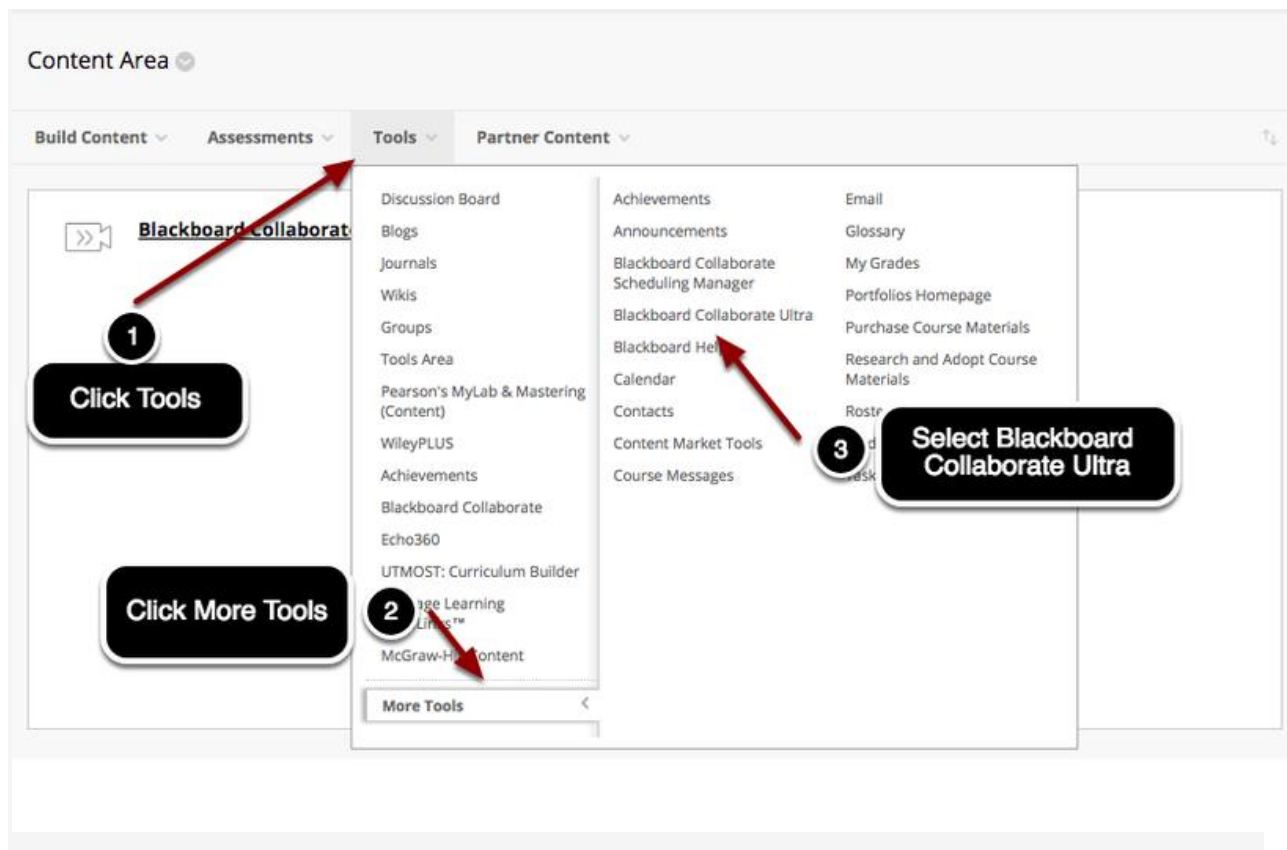
To create the Collaborate Ultra Tool Link:

1. Type in a name for the Link, for example "Collaborate Ultra."
2. Click on the drop-down menu and select **Blackboard Collaborate Ultra** from the list of options.
3. Click the checkbox next to **Available to Users** to make the link immediately available to your students. If you don't check this, the link will not be visible to your students, but you can always edit the **Show/Hide** option for the link later.
4. Click the **Submit** button to create the link or **Cancel** if you wish to start over.
5. The Collaborate Ultra link you just created should be at the bottom of your Course Menu, but you can now drag-and-drop the tool link wherever you would like it to appear in the Course Menu.

Option B: Creating a Collaborate Ultra Link in a Content Area

If you want to add a link to Collaborate Ultra in a content area as shown above, please follow the directions below.

Adding a Collaborate Ultra Link Using the Tools Menu



To add the link in a Content Area:

1. Hover over the **Tools** menu at the top of the window.
2. When the **Tools** menu expands, click **More Tools**.
3. Select **Blackboard Collaborate Ultra** from the list of tools that appears.

Setting the Collaborate Ultra Link Options

Create Link: Blackboard Collaborate Ultra

* Indicates a required field.

LINK INFORMATION

* Link Name **1** Blackboard Collaborate Ultra

Color of Name **2** Black

Link Tool: Blackboard Collaborate Ultra

Text **3**

Path: p Words:0

OPTIONS

Available **4** Yes No

Track Number of Views **5** Yes No

Date Restrictions **6**

Display After

Enter dates as mm/dd/yyyy. Time may be entered in any increment.

Display Until

Enter dates as mm/dd/yyyy. Time may be entered in any increment.

7

Click **Submit** to proceed.

Cancel Submit

On the Create Link: Blackboard Ultra screen, you can set a number of options as described below:

1. Rename the link if desired (by default, the link is named **Blackboard Collaborate Ultra**).
2. Choose a color (black by default) for the link name by clicking the drop down menu just to the left of the word **Black**.
3. Type an optional description for the link using the text box provided.
4. Choose whether to make the link you are creating immediately available (the default is **Yes**).
5. Choose whether to have Blackboard **Track Number of Views** for this link.
6. Enter a set of Date Restrictions for this link. If the checkboxes next to **Display After** and **Display Until** are not checked and date/times entered, then the link will be available for the entire duration of the course (assuming that the **Available** option has been set to **Yes** to display the link).
7. Click the **Submit** button to complete creating the link. You should then see the link and the Blackboard Collaborate Ultra icon in your Content Area.

Creating a Collaborate Ultra Session

In this module you will learn how to create, edit, and delete a Collaborate Ultra session.

Note: Since sessions are hosted in your browser, it is suggested that you use Google Chrome for the best experience.

Creating a New Session

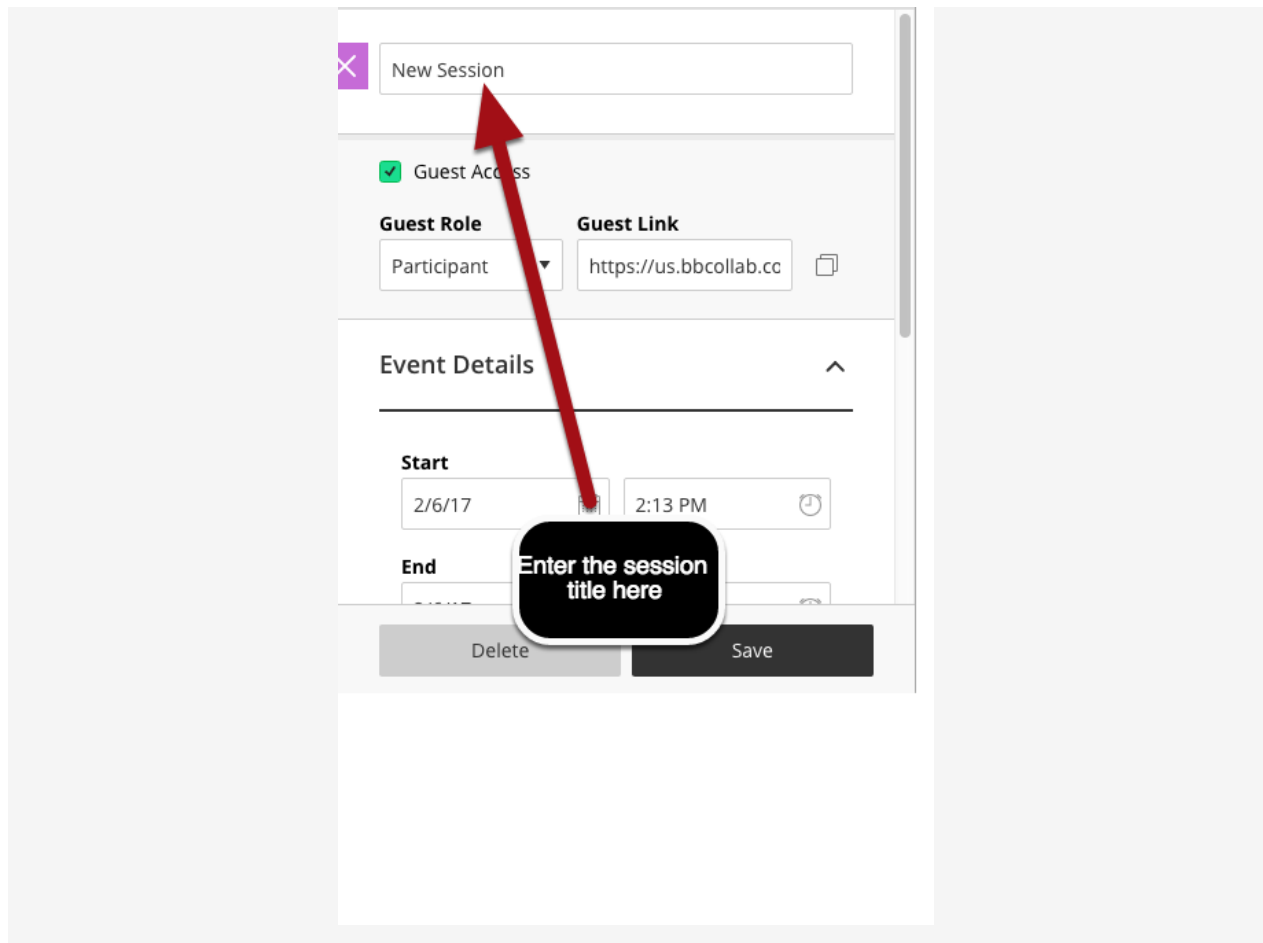


[Zoom: Creating a New Session](#)

To create a session, click the **Create Session** button on the left.

A new panel will open along the right side of your screen, where you can edit three settings: Title, Event Details, and Session Settings.

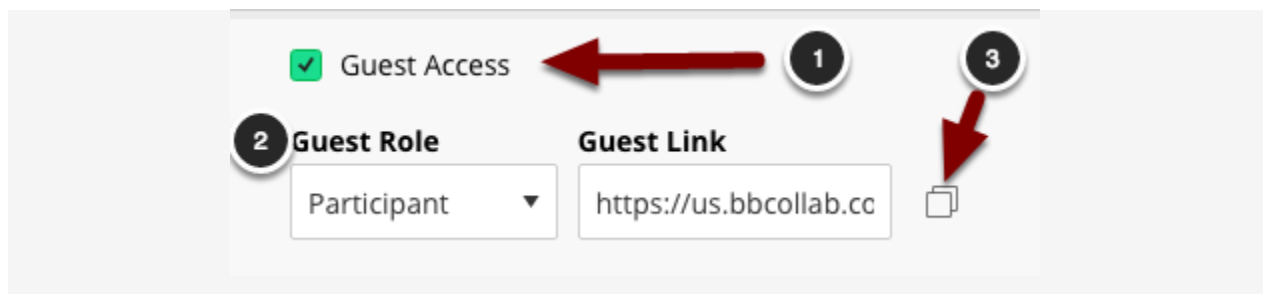
Title



The screenshot shows a 'New Session' form. At the top is a text input field for the session title. Below it is a 'Guest Access' section with a checked checkbox. Underneath are 'Guest Role' (a dropdown menu set to 'Participant') and 'Guest Link' (a text field with 'https://us.bbcollab.cc' and a copy icon). The 'Event Details' section is partially visible, showing 'Start' (2/6/17 at 2:13 PM) and 'End' fields. A red arrow points from the 'Enter the session title here' callout box to the title input field.

Enter the title that you would like for the session.

Guest Access



This close-up highlights the 'Guest Access' section. A red arrow labeled '1' points to the checked 'Guest Access' checkbox. A red arrow labeled '2' points to the 'Participant' dropdown menu under 'Guest Role'. A red arrow labeled '3' points to the copy icon next to the 'Guest Link' URL.

After entering the session title, you can set up **Guest Access** for the session:

1. Check the checkbox to enable guest access.
2. Use the dropdown menu to select the default role for guests (the role that individuals would have when they enter the session). The available roles are **Participant**, **Moderator** and **Presenter**. For more information about these various roles, please see the [Session Roles](#) guide.
3. Click the **Copy** button to the right of the Guest Link URL to copy the URL to the clipboard.

Event Details

Start
2/6/17 2:13 PM

1 **End**
2/6/17 3:13 PM

2 No End (Open Session)

3 Repeat Session

Early Entry
4 15 min before start time

5 [Add a description...](#)

Delete Save

1. Select a start/end date/time for the session.
2. If you would like to create a session that is open 24/7 the entire semester, check the box for **No End (Open Session)**.
3. You may select **Repeat Session** if you would like to create multiple weekly sessions at once, rather than create them individually.
4. Select how many minutes prior to the start of session that participants are allowed to enter.
5. Optional: You may enter a description of the session that will appear in Blackboard for students.

The screenshot shows the 'Session Settings' panel with a close button (X) in the top left and an expand/collapse arrow (^) in the top right. The settings are organized into sections, each with a numbered callout:

- 1 Default Attendee Role:** A dropdown menu currently set to 'Participant'.
- 2 Recording:** Two checkboxes: 'Allow recording downloads' (unchecked) and 'Anonymize chat messages' (unchecked).
- 3 Moderator permissions:** One checkbox: 'Show profile pictures for moderator only' (unchecked).
- 4 Participants can:** Four checkboxes, all checked: 'Share audio', 'Share video', 'Post chat messages', and 'Draw on whiteboard and files'.
- 5 Enable session telephony:** One checkbox: 'Allow attendees to join the session using a telephone' (checked).
- 6 Private Chat:** Two checkboxes: 'Participants can only chat privately with moderators' (unchecked) and 'Moderators supervise all private chats' (unchecked).

1. **Default Participant Role:** Select the default role you want participants to have upon entering the session.
2. **Recordings:** Check the **Allow Recording Downloads** box if you want students to be able to download recordings from Blackboard to their devices. If this box is not checked, students will be able to stream any recordings that are available. To anonymize student names in the chat, check the box labeled **Anonymize Chat Recordings**. This option is recommended for FERPA compliance, especially if you are sharing the recordings outside of the classroom or reusing recordings from previous semesters.
3. **Moderator Permissions:** Checking this box prevents participants from seeing each other's profile pictures.

4. The **Participants Can** category is where you can enable/disable permissions that participants have. These can also be altered within the session itself. The options include share their audio, share their video, post chat messages, and draw on whiteboard and files.
5. **Enable Session Telephony:** By default, this box is checked, allowing participants to use their telephones to connect to the session's audio. Because using the telephone is an alternative for participants whose computer speakers and microphone are not working, we recommend keeping this option selected.
6. **Private Chat:** This section contains options related to the use of private chats in a session (chats sent to individual users in the session). If you do not want students to chat with each other, and only be able to chat with session moderators, check the option labeled **Participants can only chat privately with moderators**. If you want to monitor private chats, check the option labeled **Moderators supervise all private chats**.

Save the Session



Once all options have been set, click the **Save** button at the bottom of the panel.

Note

If you are receiving errors about not being able to connect to Collaborate, please go to <http://status.blackboard.com> and check on the status for Collaborate - Web Conferencing (US Hosted). This will let you know if Blackboard is having issues with Collaborate Ultra.

Editing & Deleting Collaborate Ultra Sessions

This guide will demonstrate how to edit or delete Collaborate Ultra sessions.

Selecting a Session to Edit or Delete

Blackboard Collaborate Ultra

Sessions

Show All Upcoming Sessions ▾

Course Room Room disabled

Name	Starts	Ends
Session 1	10/7/16, 1:48 PM	

Edit settings

View reports

Delete session

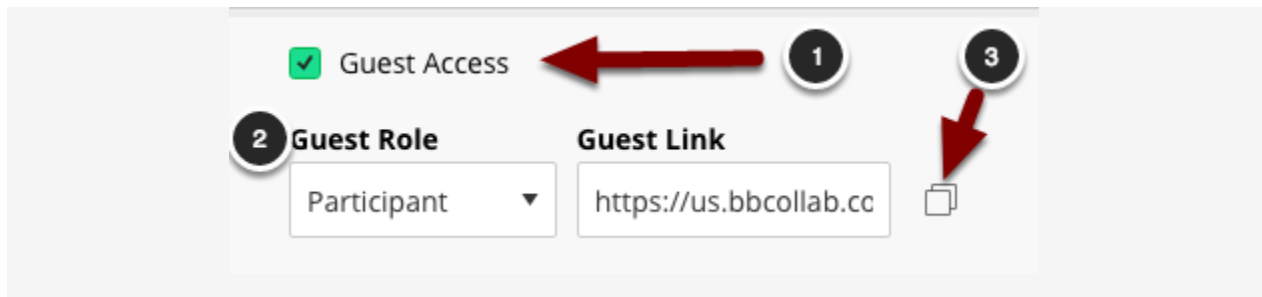
You will now see a list of available Collaborate Ultra sessions. To edit or delete a session:

1. Locate the session you wish to edit or delete and click the menu button to the right of the session.
2. Select **Edit Settings** to edit the session information.
3. Select **Delete Session** to delete the session. A dialog box will then pop up asking you if you want to confirm deleting the session.

The image shows a web form for creating a new session. At the top, there is a purple 'X' icon and a text input field containing 'New Session'. Below this is a section for 'Guest Access' with a checked checkbox. Underneath are two columns: 'Guest Role' with a dropdown menu set to 'Participant', and 'Guest Link' with a text input field containing 'https://us.bbcollab.cc' and a copy icon. A section titled 'Event Details' is expanded, showing 'Start' date and time (2/6/17, 2:13 PM) and 'End' date and time. At the bottom are 'Delete' and 'Save' buttons. A red arrow points from a callout box to the 'New Session' title field. The callout box is black with white text that reads 'Enter the session title here'.

Enter the title that you would like for the session.

Guest Access



1 Guest Access

2 Guest Role

Participant

Guest Link

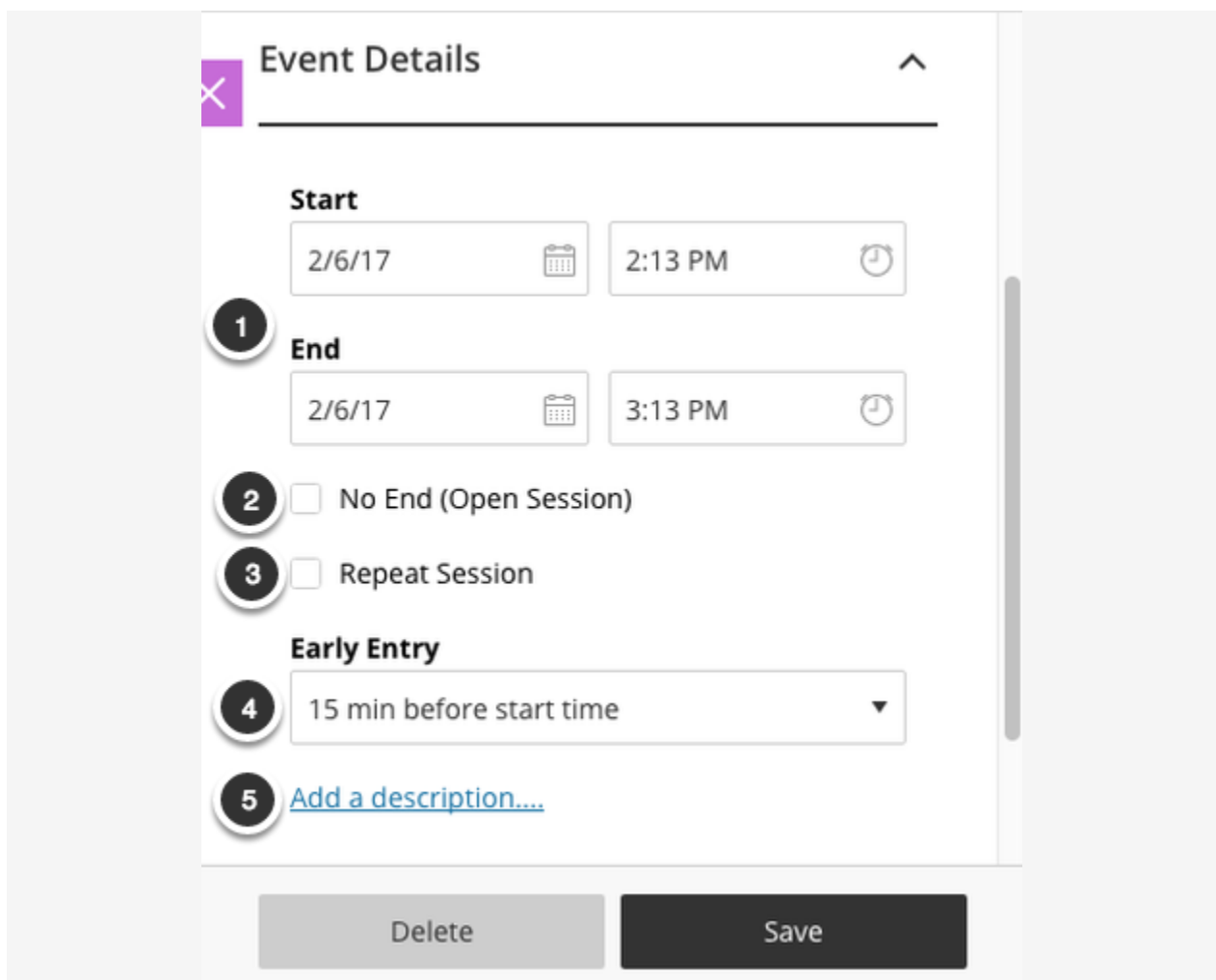
https://us.bbcollab.cc

3

After entering the session title, you can set up **Guest Access** for the session:

1. Check the checkbox to enable guest access.
2. Use the dropdown menu to select the default role for guests (the role that individuals would have when they enter the session). The available roles are **Participant**, **Moderator** and **Presenter**. For more information about these various roles, please see the [Session Roles](#) guide.
3. Click the **Copy** button to the right of the Guest Link URL to copy the URL to the clipboard.

Event Details



Event Details

Start

2/6/17 2:13 PM

1 End

2/6/17 3:13 PM

2 No End (Open Session)

3 Repeat Session

Early Entry

4 15 min before start time

5 [Add a description...](#)

Delete Save

1. Select a start/end date/time for the session.
2. If you would like to create a session that is open 24/7 the entire semester, check the box for **No End (Open Session)**.
3. You may select **Repeat Session** if you would like to create multiple weekly sessions at once, rather than create them individually.
4. Select how many minutes prior to the start of session that participants are allowed to enter.
5. Optional: You may enter a description of the session that will appear in Blackboard for students.

Session Settings

Session Settings

- 1 Default Attendee Role**
Participant
- 2 Recording**
 Allow recording downloads
 Anonymize chat messages
- 3 Moderator permissions**
 Show profile pictures for moderator only
- 4 Participants can:**
 Share audio
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 Post chat messages
 Draw on whiteboard and files
- 5 Enable session telephony**
 Allow attendees to join the session using a telephone
- 6 Private Chat**
 Participants can only chat privately with moderators
 Moderators supervise all private chats

1. **Default Participant Role:** Select the default role you want participants to have upon entering the session.
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compliance, especially if you are sharing the recordings outside of the classroom or reusing recordings from previous semesters.

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5. **Enable Session Telephony:** By default, this box is checked, allowing participants to use their telephones to connect to the session's audio. Because using the telephone is an alternative for participants whose computer speakers and microphone are not working, we recommend keeping this option selected.
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Save the Session



Once all options have been set, click the **Save** button at the bottom of the panel.

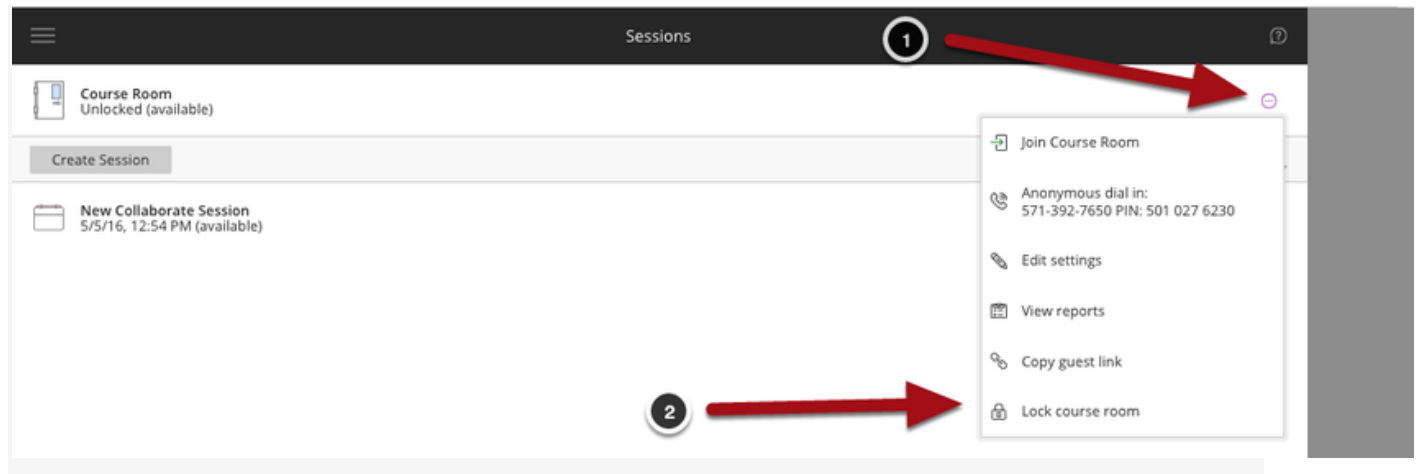
Note

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Locking the Course Room

By default, a premade Course Room that is always available resides in each course in which Blackboard Collaborate Ultra has been made available to. If you are not using the Course Room, you can lock it to prevent students from accessing the wrong session and reduce confusion. The instructions below will explain how to lock the Course Room.

Joining the Course Room



By default, every Blackboard course has a Course Room that is enabled. This room is open 24/7, and to enter it, just click the **Join room** link that is available. However, if you do not want students to have access to a room that is open 24/7 or you would prefer to use scheduled sessions, you may lock this room by following the steps below:

1. Click the Course Room Options button on the right side of your screen.
2. Select Disable course room.