

Blackboard®

BlackBoard Collaborate FAQs

If you or any of your participants experience any of the following, we have provided some guidance to follow in the first instance.

Check that your browser is fully up-to-date.

Check the browser's microphone and webcam settings to make sure the correct input is selected and that Collaborate Ultra has not been blocked.

Clear your browser's cache.

Make sure your browser allows third-party cookies.

All attendees

- Close all programs on your computer except for the browser you are using for your Collaborate session.
- Use a hard-wired (Ethernet) connection, if available. If not available, use a Wifi connection.
- For the best experience, make sure that you are using Google Chrome, as it is the most compatible with Collaborate Ultra. If you are still experiencing issues, please try an alternative browser (Firefox, Internet Explorer etc).
- Use video during the session only when necessary.

Moderators

- Record sessions so attendees can review what they may have missed.
- Upload presentations and scripts where attendees can find them.
- Mute attendees in large sessions. If you need to, you can also stop participants from sharing their video from Session Settings.
- Monitor connection status of attendees to see if anyone may be missing anything. Keep the Attendees panel open to make this easier.

- When I am trying to join there is just a purple spinning circle

Collaborate Ultra requires cookies in order to work properly. Check your browser settings to ensure that your browser is set to allow third party cookies.

[Firefox Enable Cookies](#)

[Chrome Manage Cookies](#)

- I've lost audio and can't hear anything or experiencing an echo

Make sure that the correct audio input/output is selected on your computer and within your browser settings.

If you are hearing an echo please try using headphones for audio, as this will help to reduce background noise and echoes. The headphones that come with most mobile phones will work nicely. The echo may also be due to interference from other electrical items around your computer or from other participants who are not muted.

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- I've lost video and am unable to see anything

Make sure that the correct video input/output is selected on your computer and within your browser settings.

- The presentation is not visible on my screen or I'm encountering issues viewing the presentation

For sessions where bandwidth is a concern, we recommend that no attendees share their webcam video unless required for the instruction. We also recommend that the moderator or presenter use file sharing and whiteboard for content instead of application sharing. Use application sharing when it is required for the instruction. With no video and application sharing, a user with 128kbps connection will be able to participate fully in the session.

- I am unable to share my screen

Check your browser. Application sharing is only compatible with Google Chrome and the most recent versions of Firefox. Please also check that your browser is fully up-to-date.

If you see the message that Application sharing is starting but the screen does not start sharing, stop and restart the application sharing.

Check your browser settings to make sure that the browser has permission to share your screen or application.

- I keep automatically leaving the session and have to rejoin

Close all unused programs and browser tabs open on your computer that you're not using.

Pause any downloads or uploads on your computer.

Check to see if others are using the same internet connection in your house. If possible, ask them to minimise internet usage - especially if they are streaming video or doing other network intensive activities.

Try opening the session in an Incognito tab.

If in doubt, please restart your computer

Once you have tried the above recommendations, please contact the Blackboard Support team at blackboardsupport.yh@hee.nhs.uk