How to Use Collaborate Technology

Blackboard Collaborate Student Support

Blackboard Collaborate is an online, web conferencing tool designed for small meetings, one-on-one discussions, and classroom sessions with a limited number of students. Blackboard Collaborate enables students and faculty to collaborate and interact by using a microphone and webcam, uploading PowerPoint and other course documents, polling to get feedback, sharing desktops, and problem-solving using a whiteboard. Blackboard Collaborate works in both Window and Mac platforms.

Accessing your Blackboard Collaborate Session

1. You will need a USB headset with a microphone and a webcam, unless you have a laptop equipped with webcam and microphone. .
2. Watch the Blackboard Collaborate **Participant Orientation** video.
3. Plug your USB Headset into the computer BEFORE you launch Collaborate.
4. Login into your Blackboard Learn course and click the link to your scheduled meeting. NOTE: Some meeting links can be sent by email.
5. You will be prompted to type your name in the box. Use your first and last name. This is not a password, but simply a way for the presenter to identify you.
6. Click Login.
7. Blackboard Collaborate launches a Java Quickstart Applet. Be patient it may take several minutes. Most computers have this free Java Quickstart Applet installed.
8. If you do not have the Applet installed on your computer, it will most likely install automatically. You need to have administrator rights to download software on your computer to allow the Java Quickstart Applet to download
9. You know that Blackboard Collaborate launched correctly when you see a window that has a participant list and you see your name listed.

Prepare your Computer for use of the Audio functions in Blackboard Collaborate

Once you accessed the session, set up your audio system.

1. Click on the Tools icon in Menu bar in the top right hand corner of the session window.
2. Click Audio, then **Audio Set-up Wizard**.
3. Select the correct audio Output Device (example- Logitech USB Headset) and click OK.
4. Put the headset on and click the green arrow to play a pre-recorded message.
5. Follow the Audio Set-up to finish the audio set-up.
6. You should do an Audio Set-up EVERY time you log onto Blackboard Collaborate.

Blackboard Collaborate Help

Live Text Chat: You can have a live text-based chat with a Blackboard Collaborate help desk person:

1. Go to the "**Contact Blackboard Collaborate Technical Support**" page.
2. Click "Live Chat"
3. You will need to fill in some basic information, including the "Product Suite," which at the time of this writing is Blackboard Collaborate 12.

24/7 Phone Support: Call the Blackboard Collaborate 24/7 Help Desk at (877) 382-2293 for North America. There is user support 24 hours per day, seven days per week. Support for more technical issues, though, is only available during the day.

Blackboard Collaborate References

Here are some contacts and links to help get you started with Blackboard Collaborate web conferencing.

- **Blackboard corporate web site**
- **On-demand training resources**
- **Technical Support**