



Tips for Using Blackboard Collaborate Ultra:

- Check your browser settings:
https://help.blackboard.com/Learn/Student/Getting_Started/Browser_Support/Browser_Checker
- Disable Extensions or Plug-Ins that:
 - Stop popups
 - Stop autoplay
 - These may prevent the audio and/or video from connecting correctly.
 - These are the hardest to troubleshoot during a session.
- When presenting, check in with your students often at the start of the session and periodically throughout.
 - Make sure they can hear you, see you, and see what you're sharing clearly.
 - Keep the chat open so viewers can inform you of issues.
- The screen/window/application you're sharing may be small from the audience view.
 - Consider zooming in on your application so they may see it more clearly.
 - Review the "Show View Controls" button on the top left to zoom in and out of what you're sharing. *This only affects their own screen.*
 - Keep the chat open so viewers can inform you of issues.
 - Remind students how to navigate in Collaborate. (See: How to use [Collaborate Ultra as a Student](#) below)