

Blackboard Collaborate Ultra Participant Guide

Getting Started



The preferred web browser for using Blackboard Collaborate Ultra is Google Chrome. You can download Chrome for PC or MAC here: www.google.com/chrome/

1. Click the Blackboard Collaborate Ultra button in the left menu of the course in Canvas.
2. Click the link to the session you want to join.
3. Click the Join Session button. Sessions are typically available 15-30 min before the scheduled start time.



4. Give your web browser permission to access your microphone.
5. Complete the automatic Audio Test and Video Test to join the session.

Tip: If you have issues with your audio or video during a live session, run the audio/video setup wizard to troubleshoot. [Click here for directions on running the setup wizard.](#)

Tip: You can also call into a Collaborate Ultra session using a phone and pin number. [Click here for directions on connecting via telephone.](#)

Getting Help

Use the [Blackboard Collaborate Ultra Test Session](#) to set up your computer, troubleshoot technical issues, and familiarize yourself with the Collaborate tools. To get help resolving technical issues:



Contact 24/7 Blackboard Collaborate Tech Support
Live 24/7 online chat: <http://behind.blackboard.com>
North America, toll-free: (877) 382-2293
International, non toll-free: (606) 274-2370

Contact USF Help Desk
Phone: (813) 974-1222
Email: help@usf.edu

Contact COPH ETA
Phone: (813) 974-6666 (Mon-Fri, 8:30 a.m. - 5:00 p.m.)
Email: eta@health.usf.edu



Use the [Call Into a Collaborate Ultra Session](#) guide for instructions on how to use your phone for audio.

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View the short [User Interface Tour](#) video to learn how to navigate a Collaborate Ultra session and use the Ultra features. If this is your first Collaborate Ultra session, It's a good idea to join the session early to familiarize yourself with the controls.

For additional information about using Collaborate Ultra, visit the [Collaborate Participant Guide](#).