Setting up a Collaborate session in an Original Course

Blackboard Collaborate Ultra is a web conferencing tool. This Quick Guide, aimed at staff, will take you through the process of setting up a Collaborate online session in an Original Course on MyAberdeen.

Checking if you need to set up Collaborate in your course

Normally, you will be able to see a link to a Collaborate online meeting room in your Course Menu on the left-hand side of the Original Course area. Sometimes it may be called Meeting Room or Collaborate Room.

If this is the case, then your students should already be able to access a Collaborate session in your course. If you can’t see a link in the Course Menu, please continue further for instructions on how to set this up.

Setting up the Collaborate link in the Course Menu

Click on the plus icon at the top of the Course Menu on the left-hand side, then select Content Area and type the name in the text box. This will usually be Meeting Room or Collaborate Room – please choose a name that your students will easily be able to identify. Remember to tick the box to make it available to users.

Click on the newly created content area, select Tools at the top of the area, click on More Tools and then on Blackboard Collaborate Ultra.
You can leave the name of the link as Blackboard Collaborate Ultra, while in the text box you should copy and paste the following text:

Click on the above link to access:

1. The Course Room

2. Recordings, if these were made, of sessions in the online meeting room (to access recordings click on the 3 lines, which indicate the menu, on the left side of the black ‘Sessions’ header).

We would also recommend you create an item above the Collaborate link with the following instructions:

READ THIS FIRST - Requirements for meeting in an online meeting room

Before meeting in an online meeting room, you need to ensure:

- Your computer is connected to the internet via a stable and reliable connection.
- You have one of the supported browsers installed on your computer - We recommend you use Google Chrome or Firefox for the best experience though all browsers work.
- You have a microphone and speakers - we recommend using a headset or mobile phone earphones with a microphone as this will reduce echo and eliminate feedback.

Help and Support

Help is available via the Support Portal where you can contact Blackboard Support on a 24/7 basis by:

- Calling their UK helpline on 0800 051 7248 (or from Ireland call 1 800 64 4528)
- Using web chat to communicate with a support representative
- Logging a call
- Accessing their Knowledge Base for solutions to common problems

If you continue to encounter problems accessing your virtual meeting room after following up on the above please contact the eLearning Team:

- Email: elearning@abdn.ac.uk
- Telephone: ext. 3765 or (01224) 273765

Further Resources

- Video: Setting up a Collaborate session in an Original Course
- Blackboard Collaborate Ultra: Get Started
- Blackboard Collaborate Ultra: Moderator FAQs
- Course Design Guidelines
- www.abdn.ac.uk/elearning