



Supplementary “Webinar Setup” guide for Blackboard Collaborate Ultra.

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What is Blackboard Collaborate Ultra (BCU)?

BCU is a virtual classroom tool. It is part of a package of tools provided by Blackboard to UCD. It is a real-time video conferencing tool that lets you add files, share applications, and use a virtual whiteboard and instant messages to interact with others. It allows faculty and staff to provide online classes or webinars to a wide variety of customers, internally and externally. Participants enter a Collaborate Ultra session by simply clicking the link sent to them by email. For the best experience participants and moderators should use Google Chrome.

Getting Started:

To work through this guide, you should have a Blackboard account with instructor access to a module that has BCU enabled. Contact business.elearning@ucd.ie to find out more.

Using BCU

- There are two main roles within BCU, a Moderator and a Guest.
- **Moderators**
 - **Set the settings of the BCU session i.e.**
 - **Can remove participants from a session**
 - Moderators have full control over all content being shared and can record a session
- *If you wish for someone to moderate a session you must ensure they have instructor access to the module.*
- **Guests**
 - Guests are the attendee/students of the session
 - Guests can access any tool in the BCU session that the moderator has made available

Rooms and Sessions

- A **Room** is the permanent unique room associate with your module within Blackboard
- A **Session** is a scheduled webinar that is setup within a room

Features of a BCU Session

- Depending on the nature of the session moderators will be able to:
 - Share audio & video
 - Share content (such as slides or desktop)
 - Record the session
 - Chat with guests
 - Use the session whiteboard
- Depending on the features enabled by the moderator, guests may be able to:
 - Share audio and video
 - Share content (such as slides or desktop)
 - Chat with other guests and the moderator
 - Use the session whiteboard
 - Use the raise hand feature tool allowing session participants to get attention of moderator in a live class)



What is Collaborate Ultra Scheduler?

The scheduler is where you schedule and manage your BCU sessions and recordings.

To access the scheduler simply login to [Blackboard](#) and enter the module where Collaborate Ultra has been enabled.

Show steps to access here

You will use the scheduler to:

- View the schedule
- Create a session (including creation of the participant link).
- Moderate a session
- View Recordings
- View Participant list
- Update meeting information e.g. if you need to adjust the time or date
- Start your meeting, Select the name of the meeting when you are ready to start
- Search for meetings, if you have several meetings scheduled you can select Search to filter the meeting list. Type a specific session name or date
- View Recordings, Select Recordings to view your recordings
- Update your account information: Go to your profile to update your personal information

Sessions

A **Session** is a scheduled webinar that is setup within a room. Within the Session window you can create and edit a session.

Creating a Session

To create a session, click on top right “+” (as highlighted below)

Name	Starts	Ends
Principles of Management	24/11/2016, 11:19	24/11/2016, 11:40



Once you have clicked the create a session link, the below dialog box will appear:

New Session- Enter the title of the session here ie. The official title of the event/class that is taking place.

Event Details

Start

Set the **Start & End** date and time.

End

No End (Open Session)

Repeat Session

You can choose to **Repeat** a session.

Early Entry

Early Entry You should allow students to join at least 5 minutes before hand.

Add a detailed **description** of the session. This helps participants understand the reason for the session.

[Add a description...](#)

Guest Access

Always have **Guest Access** ticked

Guest Role

Guest Link

Retrieving the Participant/Guests link

The **Guest link** is the link you will send to your participants. Click the box to copy this link.

Session links can be long and break when sent. Use a URL shortening service, such as [TinyURL™](#), to create a short alias for your session.

Session Settings

Delete

Save



Event Details ▼

Session Settings ▲

Default Participant Role

Recording
 Allow Recording Downloads

Moderator Permissions
 Only show profile pictures for Moderators

Participants can:

- Share their audio
- Share their video
- Post chat messages
- Draw on whiteboard and files

Enable Session Telephony
 Allow users to join the session using a telephone

Session Settings

While most settings can be changed any time during the session, you must set some settings before the session begins if you want to use them. For E.g. allowing participants to download recordings.

From the **Session Settings**
Optionally, set these settings:

Allow recording downloads: If you want to let users download recordings, you must set this before the session and recording begins. If you don't select it, the recording can't be downloaded.



Editing a Session

If at any time you need to update meeting information e.g. if you need to adjust the time or date you do this by clicking on the button highlighted below on the relevant session.

Course Room			Join room	
Name	Starts	Ends		
Management Principles	24/11/2016, 11:49	24/11/2016, 12:49	Edit a Session	→
Financial Accounting 2	24/11/2016, 12:09	24/11/2016, 13:09		

Moderating a Session



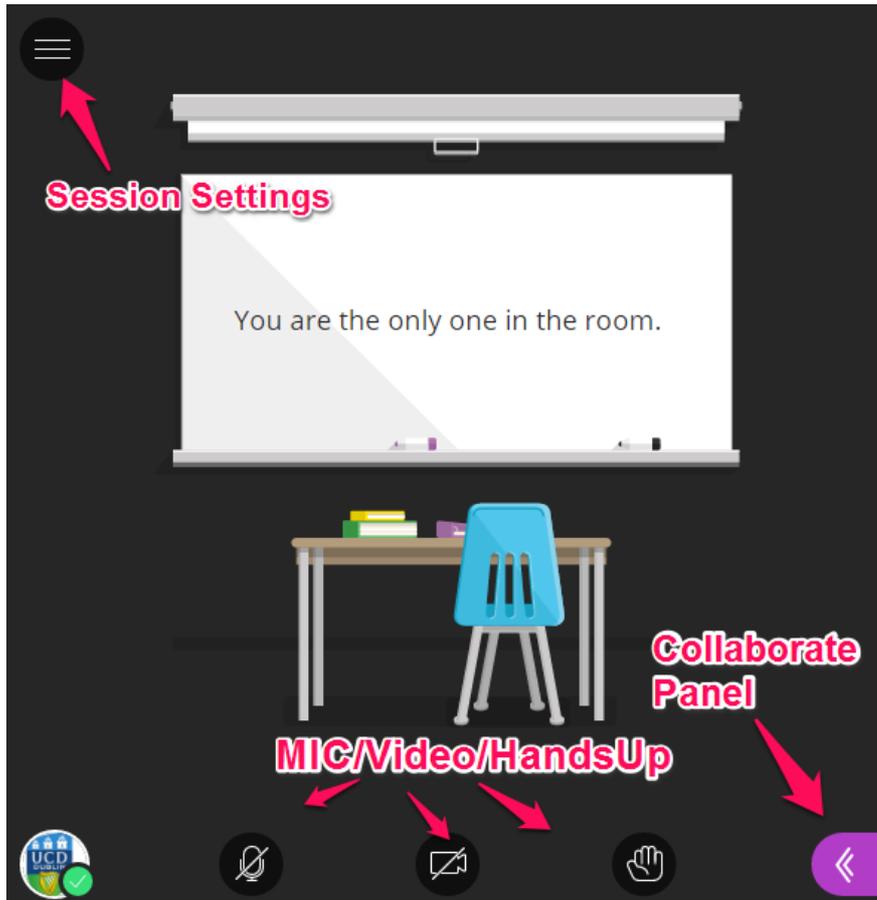
To enter a session, you should click on the **Webinar** Menu and click on the relevant session link.

Remember - if you are moderating a session you must enter the session via Blackboard.

Course Room			Join room	
Name	Starts	Ends		
Management Principles	24/11/2016, 11:49	24/11/2016, 12:49	Enter a Session	→
Financial Accounting 2	24/11/2016, 12:09	24/11/2016, 13:09		

Understanding the Moderator Interface

On entering the session, you will see a similar window to the below, note the **Session Settings** (top left) and **Collaborate Panel** (bottom Right), the **Media Space** (Centre) and where you control your MIC/Video and Handsup.





Session Menu

The Session Menu is located in the top left hand corner; this is where you choose who can do what in your sessions.

Choices include:

- Show the profile pictures of moderators only.
- Allow participants to use audio, video, chat, and the whiteboard editing tools.
- Initiate recording of your session.
- Tools and features you use only once or twice during a session are conveniently grouped here.
- Find details about the session.

Recording



You can have multiple recordings during one session. If you decide to continue recording a session after you have stopped, a new recording is saved and added to the list of recordings for that session.

Open the Session menu and select Start Recording. The recording camera appears on with a red dot while recording is in progress.

To finish recording, open the Session menu and select Stop Recording.

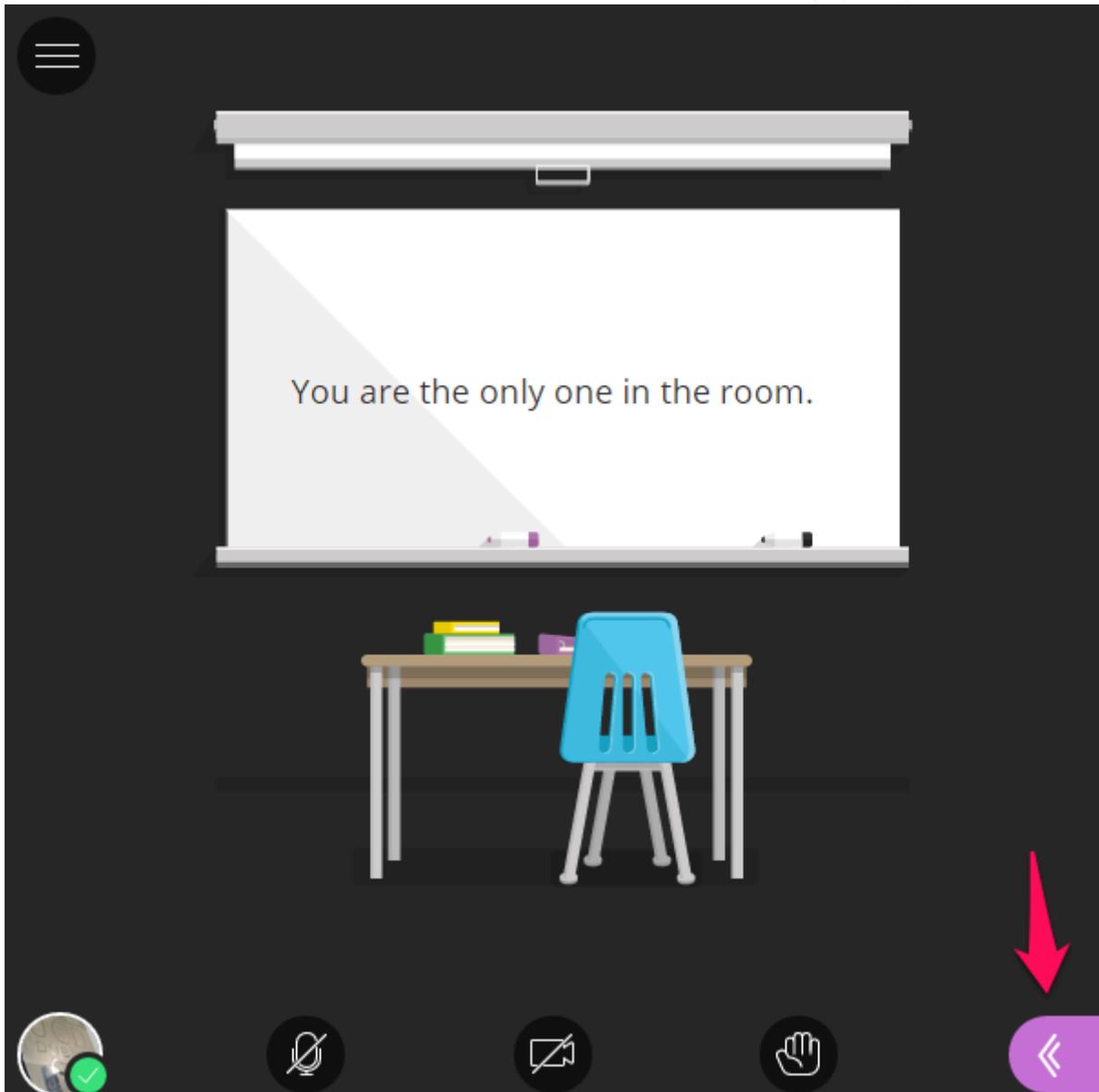
If you are sharing a file, allow 8 seconds for the recording to include the shared file before moving on.

More information on Recordings can be found [here](#)



Collaborate Panel

The collaborate Panel is accessed by clicking on the pink icon in the bottom right hand corner of the collaborate screen. Within the Collaborate Panel you can test your audio and video settings, upload your PowerPoint presentation into the Media Centre, Chat with and manage participants.



At any time during the session you can close the Collaborate panel by clicking on the Pink X.



Audio and Video Tests

Click on the Settings icon of the collaborate panel

Then Choose to setup your Camera and Microphone and follow the instructions.

My Settings

 Business eLearning
Present

Audio and Video Settings

Set up your Camera and Microphone

 Use your phone for audio

Speaker Volume
0%  100%

Microphone Volume
0%  100%

Display Captions (when available)

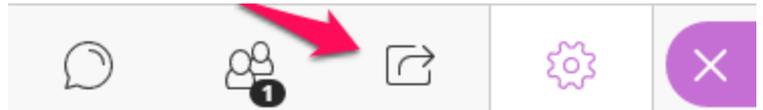




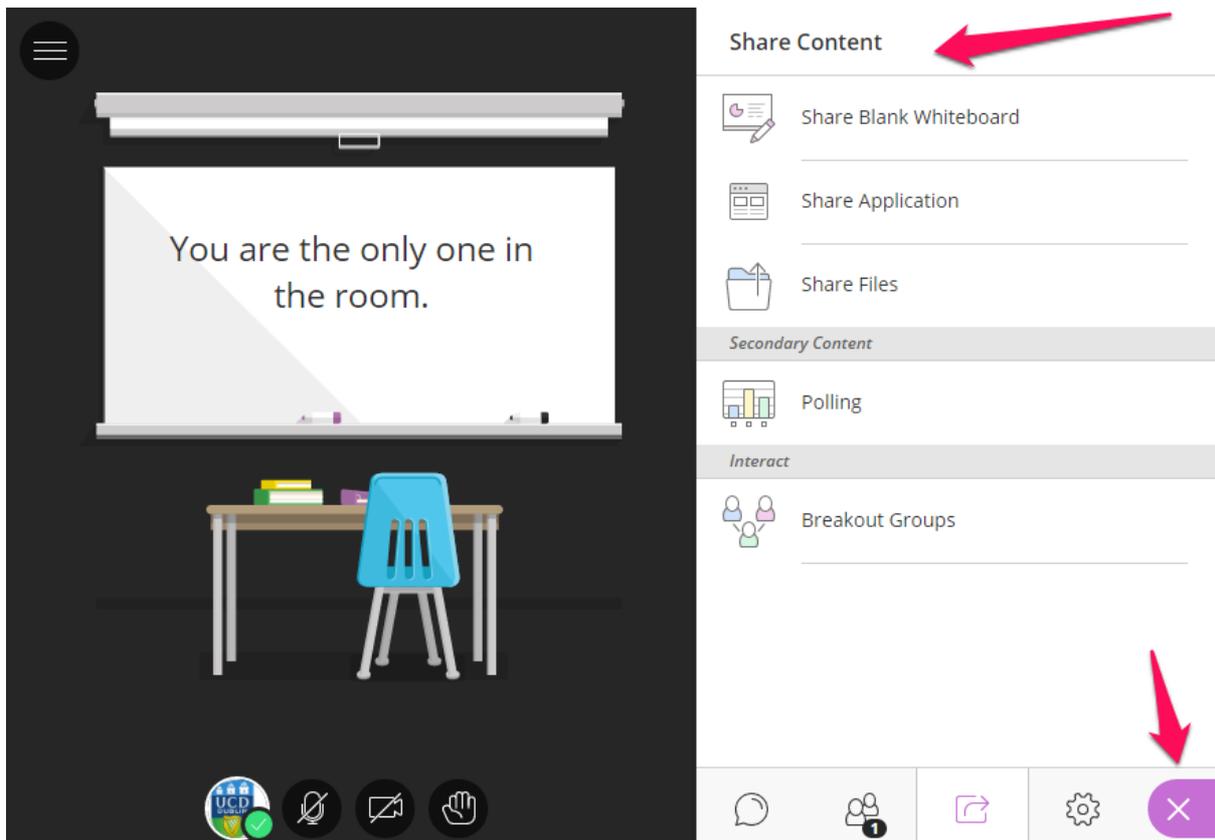
Share Content

The Share content is where you can upload content, including PowerPoint® presentations, or share your desktop screen to demonstrate an application or walk through of a webpage.

To access the share content area, open the Collaborate panel and select Share Content to start sharing and collaborating with your participants.



In this document we will mainly focus on sharing PowerPoint slides. If you are interested in learning about sharing the Whiteboard, application or polling and breakout groups then click [here](#) .





Sharing PowerPoint slides

Click on the Share files icon of the Collaborate panel

Select Share Files when using PowerPoint presentations of 60MB or lower. This gives you and your participants the best experience.

Upload your PowerPoint and select Share Now. A slide navigator panel opens showing you all of your slides. Select a slide to start sharing it. Select the presentation name to open the slide navigator panel again at any time.

Share Content



Share Blank Whiteboard



Share Application



Share Files



Secondary Content



Polling

Interact



Breakout Groups



Please note: If your presentation has animations, share the PowerPoint application instead of uploading the PowerPoint files. You can do this by sharing your computers PowerPoint via the share application in Collaborate. Further information can be found [here](#).



Manage participants

To manage participants, you click on the participant icon (highlighted).

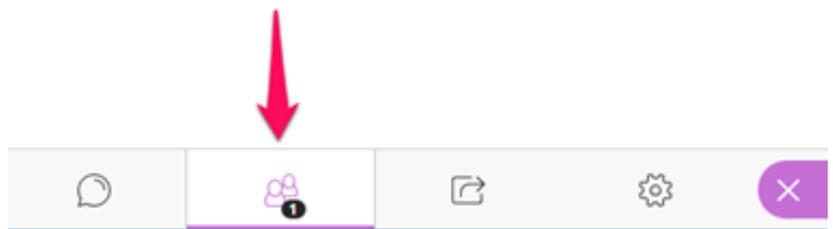
Further information can be found [here](#)



Chat

You can chat with everyone in the session or privately with other moderators.

More information can be found [here](#)



Chat

Chat with: Everyone

*Nothing has been said since you joined.
Start chatting below.*



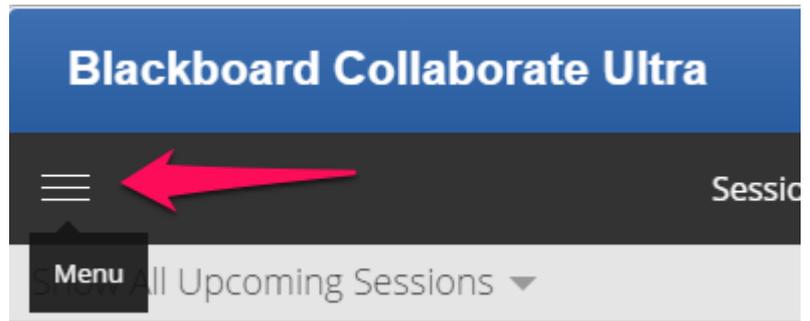


Participant Guide

You can find Blackboard's Guest / participant help pages [here](#)

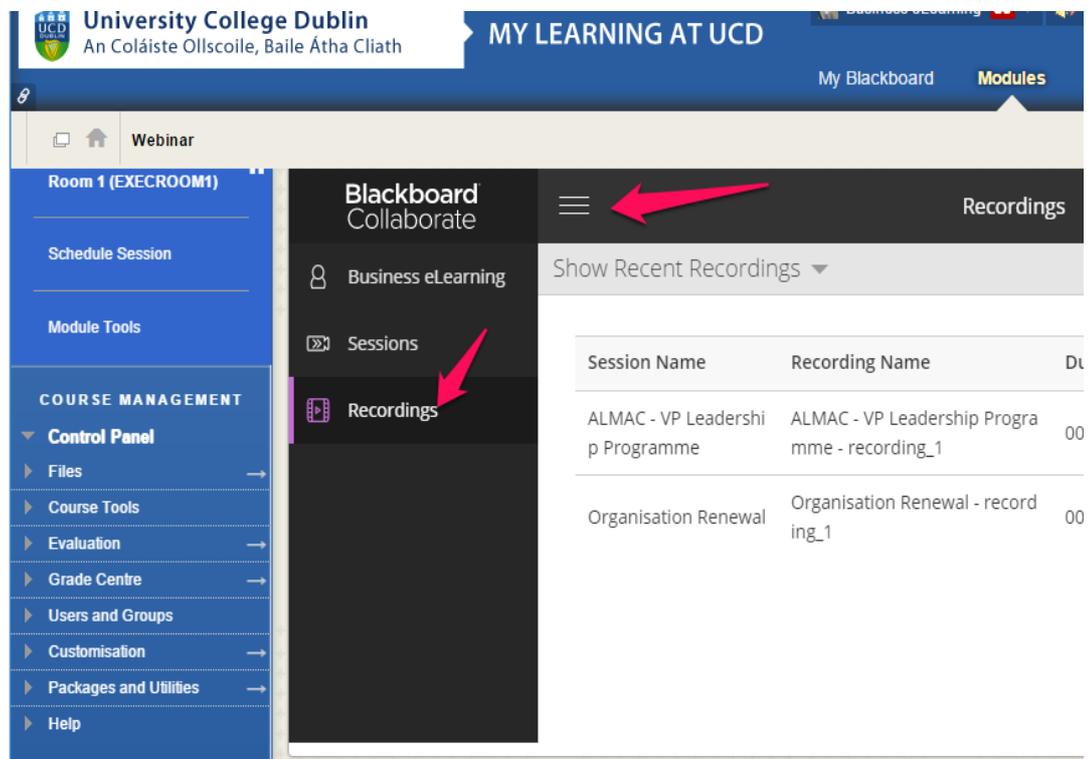
Session Recordings

If you have recorded a session you can access the recordings by entering the Collaborate Ultra Scheduler in the Blackboard Module and clicking on the Menu.

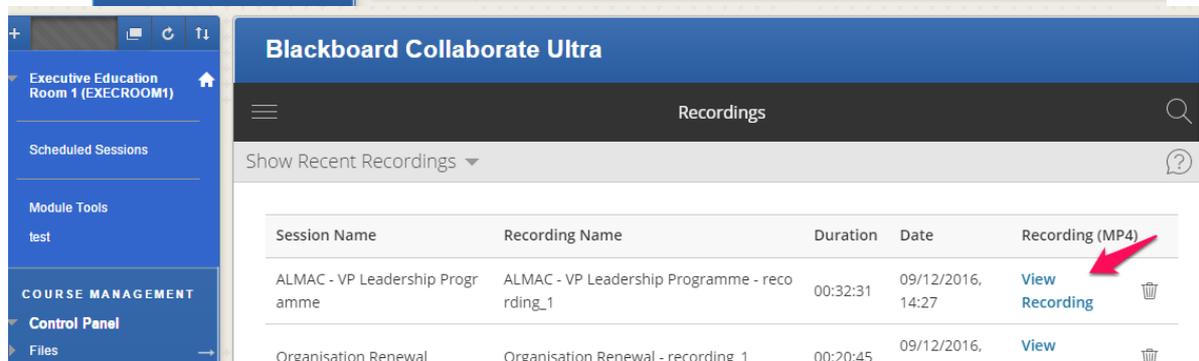


Select Recordings.

This is where you will be able to view the list of the recordings for the module.

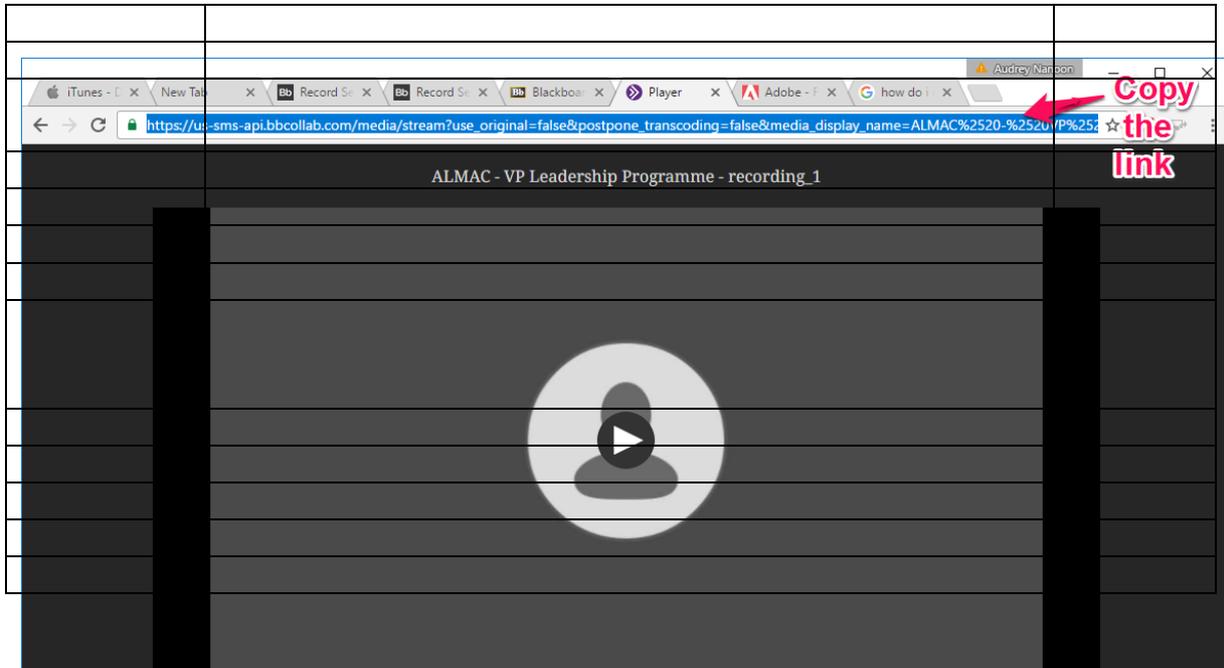


Click on "View Recording" to play .





If you wish to send a recording to participants, you should and copy the link from the webpage.



NB. You should always review a recording before sending this out to participants.

Recording links can be long and break when sent. Use a URL shortening service, such as [TinyURL™](#), to create a short alias for your session.



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Helpful Checklist

Area	Item	Check
Information	Inform Business eLearning of any scheduled webinar sessions	
Room/Laptop Setup	Quiet space with no distractions	
	Good lighting, Camera should never be facing a window no strong back lighting (to avoid silhouettes).	
	Signage on door to alerting staff that an online class is taking place	
	Presenters laptop connected to the UCD cabled network with WIFI turned off.	
	Presenters and moderators should use good quality headsets with working audio and mic.	
Participant	Send email to students with participant link. Inform them of the need for Audio and Mic and provide a link to participant help	
Session Recordings	If you are recording you should inform all attendees and presenters prior to the start of the session.	
Starting a Session	If necessary, Start Recording.	
	Ensure there is a moderator present to welcome participants as they arrive.	
	Outline the preferred method for participants to interact/ask questions	
	Advise participants to maintain “online etiquette” – Mute your mic unless you are speaking and where possible enable your camera.	
During a Session	Moderators should monitor chat, hands up icon and mute students audio if necessary. Moderators should alert presenter if there are audio issues.	
Ending a Session	Stop Recording if applicable. Moderator should remain in room until presenter has left. Leave the Session.	

Collaborate Ultra Icons – Reference Guide

Icon	Tool	Description
	Audio	<p>Turn your audio on. Lines through the microphone icon means that it is turned off. Select <i>Share Audio</i> to turn it on.</p> <p>With your keyboard, press Alt + M to turn your microphone on and off.</p>
	Video	<p>Turn your video on. Lines through the camera icon means that it is turned off. Select <i>Share Video</i> to turn it on.</p> <p>With your keyboard, press Alt + C to turn your camera on and off.</p>
	Hand raise	<p>Raise your hand to answer a question or get another moderator's attention. Select <i>Raise Hand</i>.</p> <p>With your keyboard, press Alt + H.</p>
	Collaborate panel	Open the Collaborate panel.
	Session menu	Open the Session menu.
	Follow the speaker view	Switch to the follow-the-speaker view.
	Grid view	Switch to the grid view.
	Picture-in-picture	Change the focus of your screen. If shared content is on your main screen, switch to watching the speaker. Select the picture-in-picture to bring that content to your main screen.
	Status	Show yourself as away. Point to the green checkmark by your avatar image and select <i>Set as Away</i> . Select <i>I'm back!</i> when you return.



Session Menu tools

Icon	Tool	Description
 Record Session	Start/Stop recording	Open the Session menu and select Start Recording.
 Generate Dial-in Number	Use your phone	Use your phone for audio during a session.
 Report Issue	Report an issue	Report an issue with the session.
 Collaborate Help	Help	Go to Blackboard Collaborate help on help.blackboard.com .
 Learn More About New UI	Learn about new UI	Open the new user interface tour.
 Leave Session	Leave session	Exit the session and complete a quick survey to tell us about your experience.
	Close	Close the Session menu.



Collaborate panel tools

Icon	Tool	Description
	Chat	<p>Chat with participants. Open the Collaborate panel and select Open Chat. The emoji pack for Collaborate with the Ultra experience supports diversified emojis and Unicode 8 characters.</p> <p>Use one of five supported skin tones on any human emoji. Add underscore, tone, and the supported tone number (1 through 5) to your emoji when typing. Don't forget the colons on either end of your emoji text.</p> <p>Example: :wave_tone5:</p> <p>Collaborate's chat history only has 50 messages displayed at any given time.</p>
	Participants panel	View the list of participants. Open the Collaborate panel and Select Open Participants List.
	Share Content	You can share a blank whiteboard, an application, PDFs, PowerPoint® presentations, and images in GIF, JPEG and PNG formats. You can also poll participants. Open the Collaborate panel and select Share Content.
	My Settings	Add a profile image, set up your audio and video, your notifications, and session settings. Open the Collaborate panel and select My Settings.
	Close	Close the Collaborate panel.
	Share Whiteboard	Share a blank whiteboard from the Share Content panel.
	Share application	Share your entire desktop or a single open application from the Share Content panel.



Share files

Share PDFs, PowerPoint® presentations, and images in GIF, JPEG and PNG formats.

Audio and network indicators

Icon	Tool	Description
	On-air	Collaborate tells you when others in the session can see your video. If you see an eye, your video is the focus of everyone else's screen. If you see an eye while content is shared, others see your video as their picture-in-picture.
	Audio status	See who is speaking and who has their microphone turned on. Microphones appear next to participants who have their audio turned on. A dark microphone is used to represent the current speaker., which moves to the current speaker as the discussion unfolds.
	Network status	You can tell at-a-glance who is in your session and who might be having trouble connecting. Network indicators have been added to the Participants panel. These tell you when someone is in the process of joining your session, if users are connected, and how their connection is. Move your pointer over participants in the Participant panel to see the indicators. Move your pointer over the indicator to see network status information.