

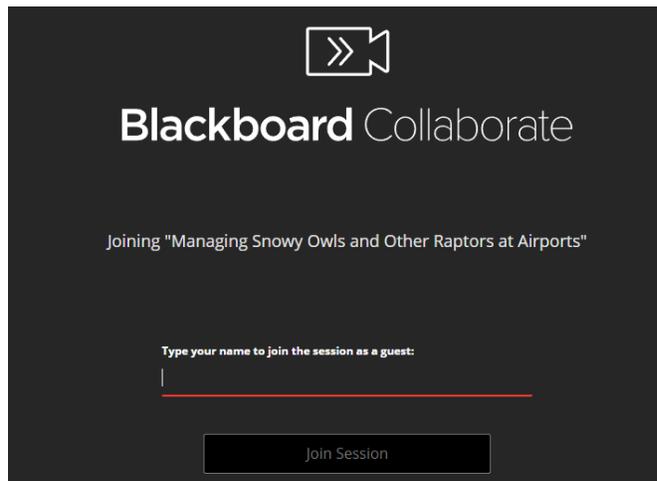
# Using the Lifelong Learning Online Classroom

Platform Name: Blackboard Collaborate Ultra

Online classroom PRACTICE link: <https://us.bbcollab.com/guest/30a4505a1ce344cd84dbf837baa8d95d>

## Directions for Attendees:

- Click the link in the email to join the guest session
  - Enter your first and last name
  - Click 'Join Session'.

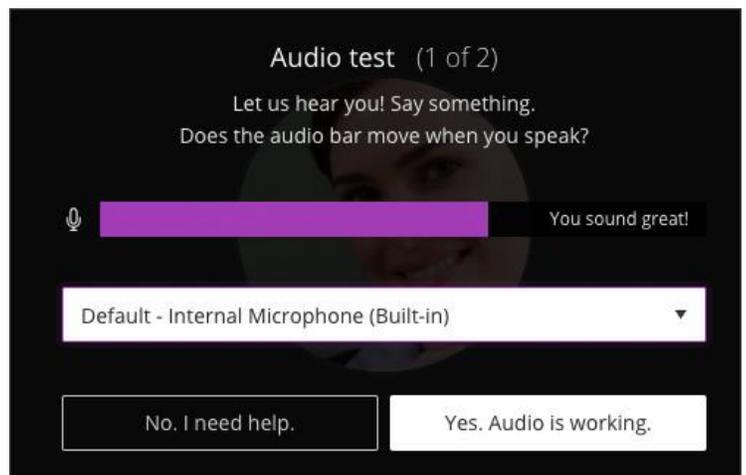


You prompted to give the browser permission to use your audio and video. This is only necessary if you want to be seen and heard. As long as you can see us and hear us, you will be able to attend classes online.

If you want to be able to ask questions and communicate with others, give permission to use your audio (and video) when prompted. It is proper etiquette to mute your microphone when you not speaking while participating in online classes or meetings.

If your internet connection is not strong, you will want to keep your video off.

*Some browsers need access to your microphone to play audio, even if you don't plan to speak. To hear others in the session, give the browser permission to access the microphone.*

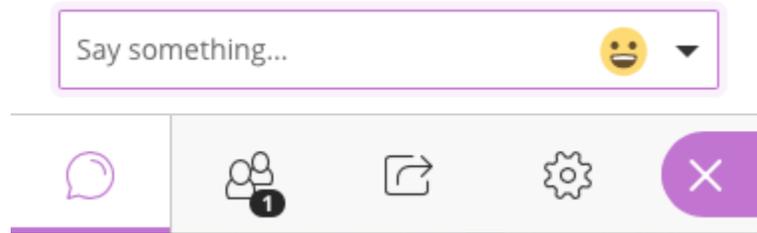


## Using Chat to ask questions or comment:

- Click the purple tab on the bottom, right-hand side of the screen, it opens the chat window:



- The default is to chat with everyone. Place cursor where it says "Say Something," type your question, and hit Return/Enter on the keyboard.



- **Recommended:** If you do not have a strong internet connection, do not use your Audio/Video. You will still be able to use the 'Chat' feature for questions and comments.

## Using Audio and Video

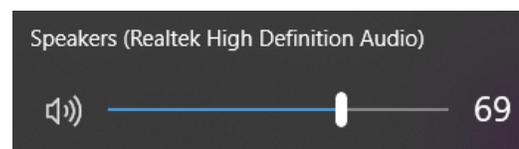
Be sure to use Google Chrome as your browser. Download it at [Google Chrome](#). The download is free. Google Chrome should be used for LLI's online lectures. To check if you have the latest version, follow these [instructions](#).

Not all computers have a microphone. Check that you have Audio/Microphone available and turned on for your device.

To see if audio is available, look for the speaker icon at bottom left (or right side) of your screen. If the audio icon appears, you are all set. Click on this audio icon:



Click on this audio icon to adjust the volume:

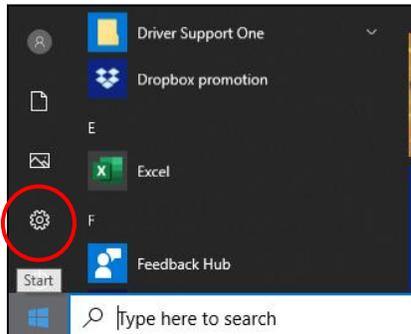


If the Audio icon is **not** seen, enable it in your settings.

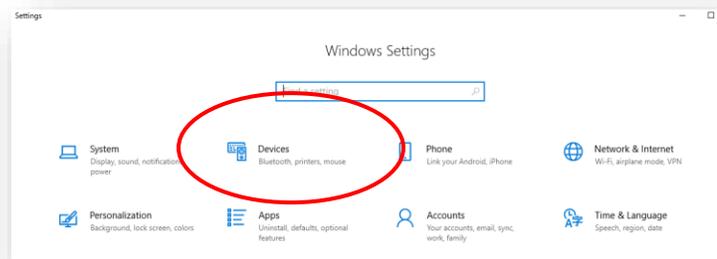
Click on the Windows Icon on the left side of your toolbar (bottom left):



Click on the gear symbol for **Settings**:



Choose '**Devices**'



In the 'Audio' section, speakers connected to your computer (if any) are displayed.

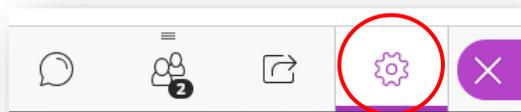
You may not have **speakers** on your desktop or laptop. If you do not have speakers connected to your desktop or laptop computer, you will need to dial in to the class on your phone (see below) or purchase speakers, which can be done on Amazon or at a local store. Tablets or smart phones typically have speakers and can be used for online classes.

### To use your phone for audio

Open the collaboration panel (chat/texting) feature after logging in

**Click** on pink tab with the white arrows (or X) at bottom right side of online class screen.

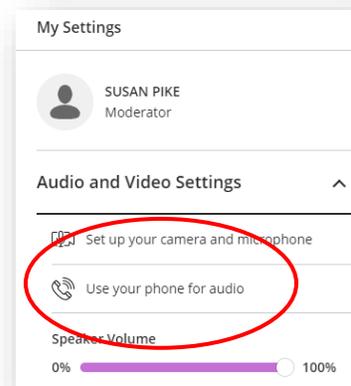
A sidebar will appear. At the bottom of this sidebar, click on the gear icon for 'Settings':



'My Settings' will display. Click on 'Use your phone for audio'.

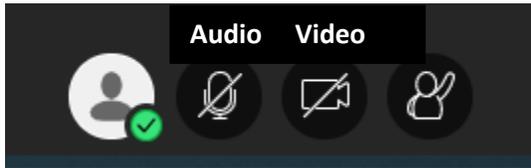
Put your 'speaker' on before you dial.

Dial the phone# and add Pin# when prompted to view the lecture online and listen to it on your phone.



## If using your computers microphone and camera;

A line through microphone or camera means audio is muted and camera is off



Click on icon to unmute your microphone or turn on webcam.

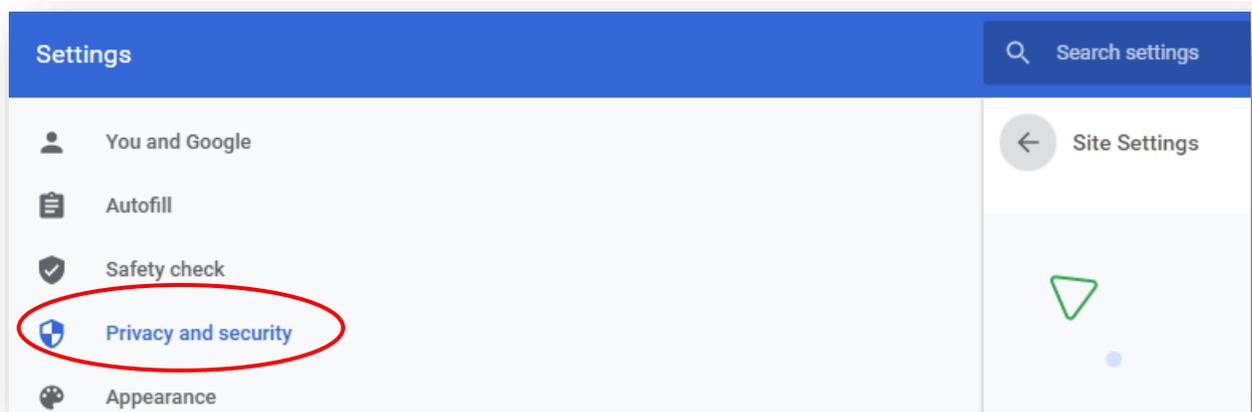
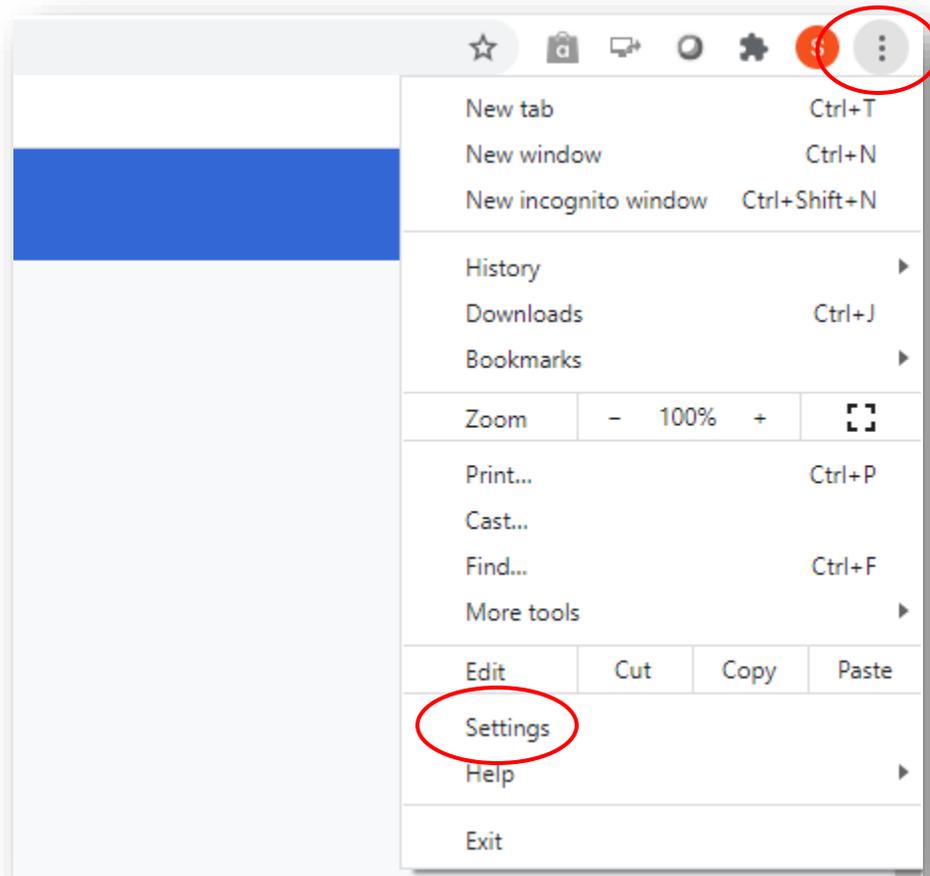
Collaborate needs permission to access your camera and microphone so you can use audio and video. Give Collaborate permission when asked as you are entering the classroom, and/or set up permissions in browser preferences.

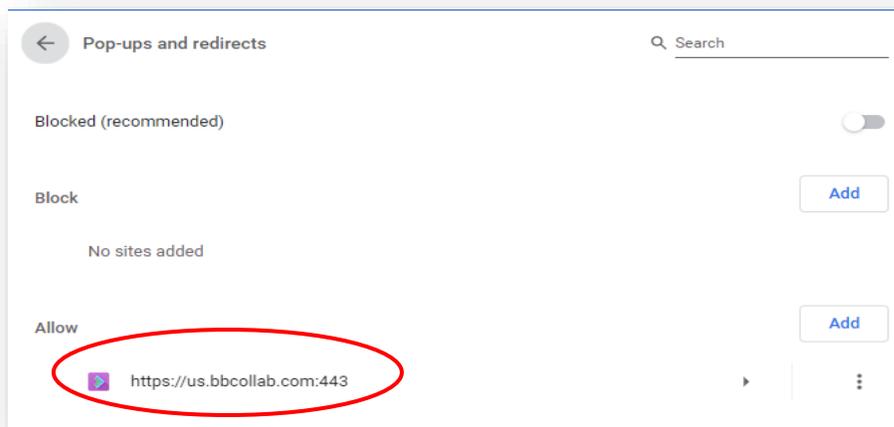
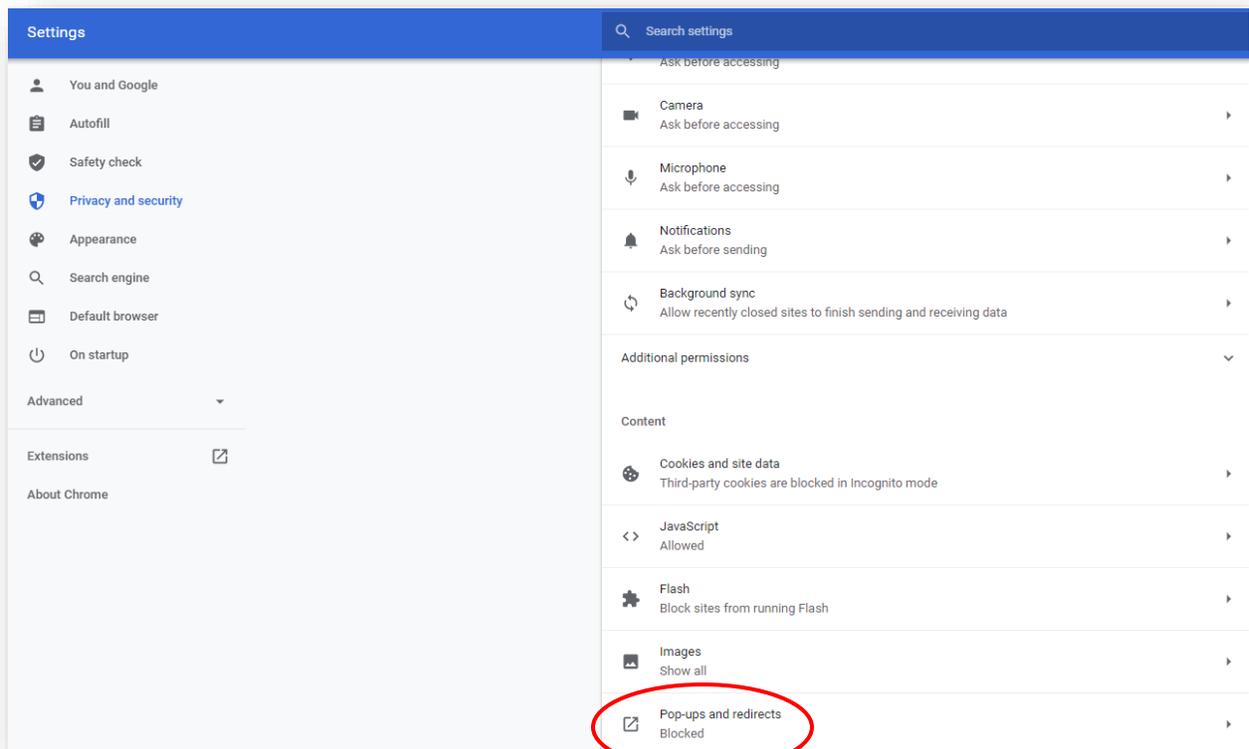
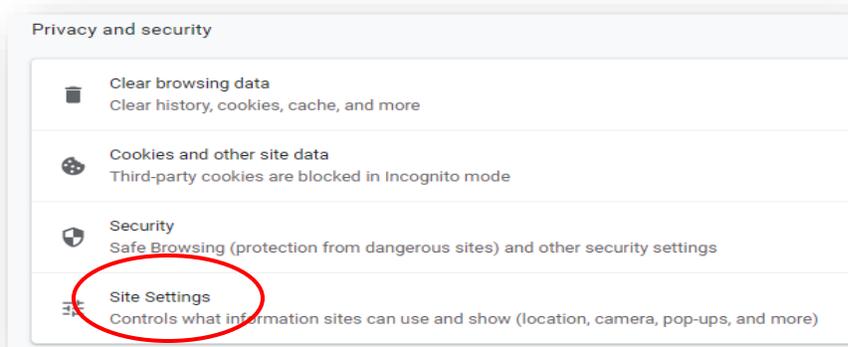
It is not necessary for you to have a **microphone**. You can use the “chat” feature in Blackboard class to ask questions or comment.

## Best practices for best experience

- Use the latest version of Google Chrome to join the session. If you don't have Chrome on your computer, download it [here](#). To check if you have the latest version, follow these [instructions](#).
- Test your computer speakers before the session. To test your speakers, watch a YouTube video in Chrome and make sure you can hear the audio. Here is a quick start YouTube video for our online classroom: <https://uknowit.uwgb.edu/101713>
- Clicking the guest link will open the session in your computer's default browser. If Chrome is not your default browser, don't click the guest link to join. Right-click the link, copy it, and then paste the link into Chrome's address bar instead.
- If you are a first-time Collaborate user you will be prompted with on-screen instructions to complete audio and video setup. Read the on-screen instructions and make sure to click “Allow” if your browser requests permission to use your microphone and camera.

- Do you use an ad blocking browser extension while surfing the web? If you do, disable it before joining the session. Ad blockers can prevent you from hearing audio during Collaborate sessions. These are found in Chrome – Settings – Privacy & Security – Site Settings – Pop Ups & Redirects





Be sure <https://us.bbcollab.com> is allowed.

- Close all programs on your computer except for the browser you are using for your Collaborate session.
- Use a hard-wired (Ethernet) connection, if available. If not available, use a Wifi connection.
- Be sure to use Google Chrome as your browser. Download it at [Google Chrome](#). The download is free. This is the internet browser that should be used for LLI's online lectures.
- Use video during the session only when necessary if you do not have a strong internet connection.
- Keep your audio muted unless you have something to say. When finished speaking, mute your microphone.

### **Moderators**

If you are concerned about attendees missing something because of poor network connections, you also can try these things.

- At each pre-class review with the Presenter, we will discuss recording the class. Classes will not be recorded without the presenter's permission.
- [Mute attendees](#) in large sessions. If you need to, you can also stop participants from sharing their video from [Session Settings](#).
- Monitor connection status of attendees to see if anyone may be missing anything. Switch between the Participants tab and the Chat tab.

### **Preferred Internet Browser so that online classroom works best:**

Browser: Google Chrome 75+ Download for free: [Google Chrome](#)

Desktop: Windows 10, macOS 10.14+

Mobile: Android 9+

### **Presenter Application sharing**

It is preferred that presenters email their Power Point or .pdf to Susan ([pikes@uwgb.edu](mailto:pikes@uwgb.edu)) to be uploaded to their classroom. This is a bit better on internet resources vs. sharing screens.

Application sharing is not available on mobile devices and tablets. If you want to share your screen or application you must be on a desktop computer.

### **Video**

If you are sharing video, you always see a preview of your video. This is on every browser and every device.