

# Blackboard Collaborate Ultra Troubleshooting Tips

*If you're having connectivity issues when using Blackboard (BB) Collaborate Ultra, try these strategies:*

1. **Weblink:** Open the link in your computer or mobile browser. BB Collaborate Ultra is at the top of the screen. It mentions what session you are joining and there is a place for you to type your name. Select Join Session after typing your name.
2. Use the **Google Chrome** web browser ([Download](#))
3. Close all other applications, **leave only one browser open**
4. **Power cycle** your wifi router and/or computer/tablet/phone
  1. Shut down computer/tablet/phone
  2. Allow to sit for 60 seconds (unplugged)
  3. Start the computer/tablet/phone and allow it to completely boot up
5. **Try calling** in using the BB Collaborate Ultra phone number provided in your Orientation Leader email. You can use the telephony feature to communicate with other users.
6. Utilize **Campus Technology support:** 414-229-4040 or <https://uwm.edu/technology/help/>
7. Review the student guide to collaborate ultra (CETL): <https://uwm.edu/technology/help/>
8. If you can't stay connected and have tried all these strategies, **reply** to your Orientation Leader's (OL's) email to let them know you're not able to connect. Your OL will follow up with you individually at a later point to get you caught up on what you missed.

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