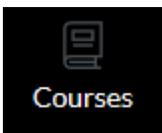# Accessing Blackboard Collaborate Live Sessions (Student Edition)

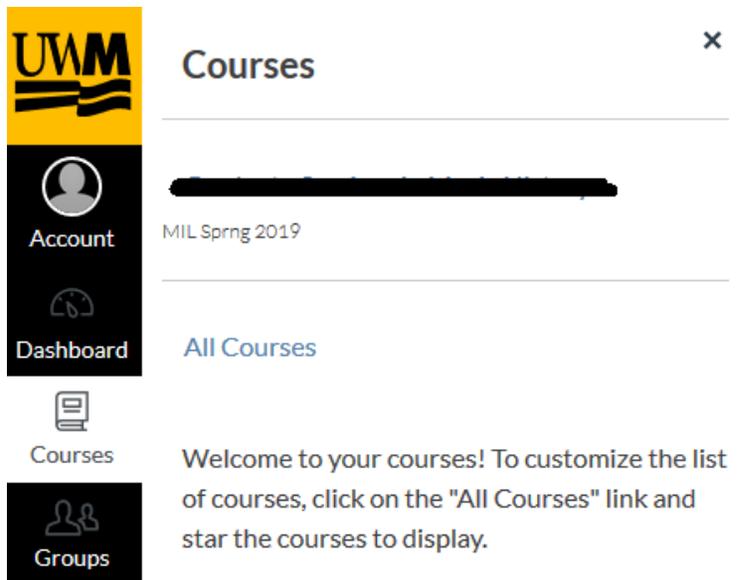**Before we begin, here are a few important notes:**

- You <u>MUST</u> use Google Chrome or Safari. Otherwise, the video will not display correctly once you enter the online session.
- You can also use a smartphone to access an online room by using the Canvas mobile app and following the directions given in the next section.
- Online rooms will open <u>15 minutes before</u> your session.
- Tutors/SI leaders will wait 15 minutes in the online rooms at the start of their session, and if no students are present, will end the session and leave. This does not apply for walk-in tutoring; they will be available for the whole time they are scheduled.
- Sharing video uses a lot of bandwidth, which can lead to connectivity slowness/freezing.
- **You can sign up for tutoring or SI sessions here:** **https://uwm.edu/studentsuccess/make-an-appointment/**

Now, here are the basics of joining an online tutoring session in Blackboard Collaborate:

Log in to Canvas and click on the 'Courses' tab on the left side of the page. You can also access it through the 'Dashboard' if you have previously added it.

Otherwise, select 'All Courses' from the new dropdown menu that appears.

Courses ✕

[name redacted]

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All Courses

Welcome to your courses! To customize the list of courses, click on the "All Courses" link and star the courses to display.

- Select the site <u>SSC Tutoring & SI SP20</u>:

'Courses' view

★ ■ SSC Tutoring & SI SP20

OR

'Dashboard' view

SSC Tutoring & SI SP20
UWM.S.EM-PASS.2202.AFL.SI...

Once you are at the course home, look towards the bottom of the left-side menu and select 'Collaborate Ultra.'

There is a session for each course and tutor or SI Leader (unless the tutor/SI leader is the same, then there will only be one room to use for both). They will be organized in the following format: (subject) (course number) - (name of tutor/SI leader). Find the session for your course and/or SI Leader and click on it (Ex: Psychology 210-Ruben P.).

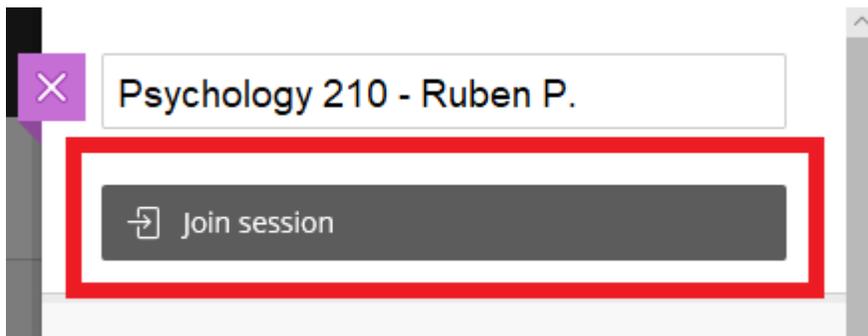For those of you in courses with multiple tutors or SI Leaders, if you are unsure of which room is for your section, you can check here: https://uwm.edu/studentsuccess/tutoring-and-supplemental-instruction/si-2/.

You will see the pop-up, as shown below. All you need to do is click "Join session".


At this point, you will be in the online session.

Click on the purple tab pictured below—this will open a slide-out menu panel. You can find it in the lower right-hand corner of Collaborate Ultra. This is where you can access the text chat box to message your SI leader (or other attendees when appropriate), as shown by the chat bubble in the bottom of the menu, which is also shown below.
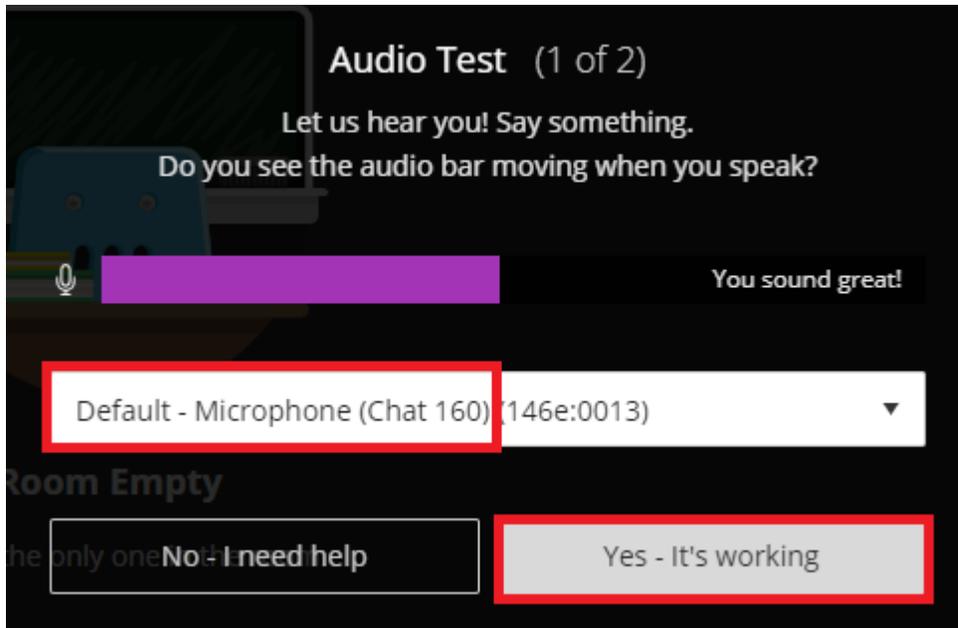

On the bottom of that same menu panel, there is a gear image. Select the gear icon that is pictured below.

Go further up along the new options that appear and select "Set up your camera and microphone," which can be found under the Audio and Video Settings tab.
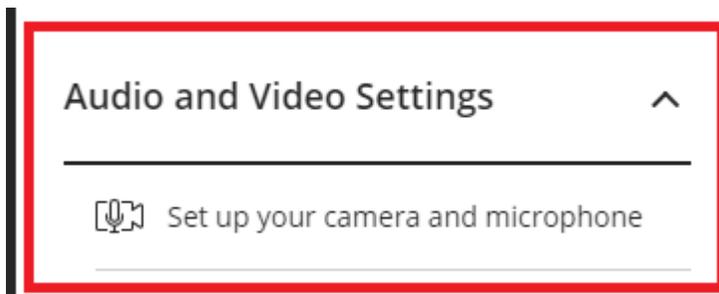

Ensure that the purple bar is moving when speaking out loud, and then select "Yes."

You will be redirected to the video test, you can skip that unless you plan on using it. In which case, you can just click the video button to set up and share video from your webcam.

Click on the microphone icon (pictured below) at the bottom-middle of the page, so that it turns green (the white bar will move up and down when audio is detected).
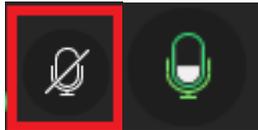
How to use the interactive session whiteboard:

In some sessions, tutors or SI leaders may have you write on the board or a shared document. In this case, it will show on your screen. You can use these tools and your mouse/trackpad to draw, though it works best on touch screen devices. From left to right, the tools are as follows: "select," "pointer," "draw," "generate basic shapes," "type," and "clear."

These tools must be clicked on in order to be used. In addition, once you click on "draw," there will be an additional icon that will appear that allows you to change the color.

You can find a video tutorial showing you how to access an online room on Canvas, here [LINK HERE].

If you have any questions or problems, please email ssc-online@uwm.edu for assistance.