Blackboard Collaborate Ultra »

Logging in for the First Time
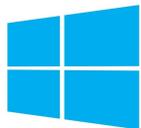
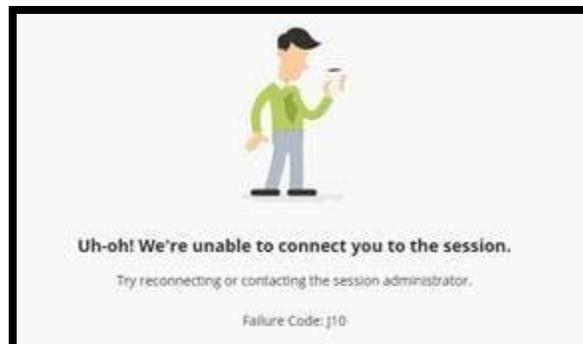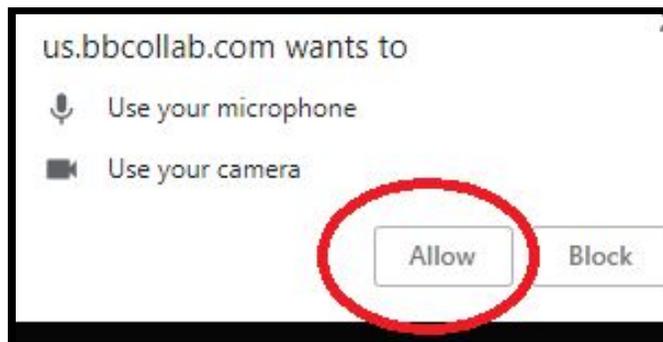|	
FIRST THING before launching Blackboard Collaborate **Chrome Settings**	★ **Go To Chrome Browser and click on the three dots in upper right hand corner of the browser next to your profile picture.** **1. Select 'Setting' in the drop down menu.** **2. Select 'privacy and security' on the left menu** **3. Select 'Site Settings' in the upper middle of page** **4. Open up Microphone and Camera from the list using the arrow on the right of each feature.** **5. Make sure that both features are turned on by the slider provided.** **6. Restart the browser again before selecting the BBC link**
Another FIRST THING Before launching Blackboard Collaborate **Windows 10**	★ **Go To Window Settings by typing "settings" in the windows search box (lower left taskbar).** **1. Select 'Setting App' on top of menu** **2. Select 'privacy' menu** **3. Open up Microphone and Camera from the list** **4. Make sure that both features are turned on by the slider provided.**
http://	★ **The Blackboard Collaborate Link should be opened in Google Chrome.**
⟳	★ The first time you open it, **you might get an error message**. Refresh the page, and it should load. Uh-oh! We're unable to connect you to the session. Try reconnecting or contacting the session administrator. Failure Code: J10 → C ⌂ 🔒 docs.google Apps FCPS Bookmarks BB

★ You will need to pay attention to all the pop-ups like "allow mic" and "allow video." If these don't pop up, check to see if Chrome is blocking it.

★ **Having difficulty with your mic?**
- ○ If you are using a plugin mic:
  - ■ If plug-in, there is a dialog box that pops up as soon as you plug it in. Make sure it matches the type of device you are plugging in.

- ○ If you are using the onboard mic:
  - ■ Go to the search box in the bottom left of your screen
  - ■ Type "device manager"
  - ■ Plug in your credentials
  - ■ Go to "Audio inputs and outputs"
  - ■ Right click on "Microphone Array" to uninstall the audio devices
  - ■ Restart your computer it will "build" the mic back in