THE UNIVERSITY OF BRITISH COLUMBIA

Student Guide to Collaborate Ultra at UBC

What is Collaborate Ultra?

Collaborate Ultra is a **video/audio web-conferencing and collaboration tool** that enables a real-time, online classroom. Your instructor may choose to use Collaborate Ultra for online lectures, as well as office hours, group work/presentations, or oral exams.

Collaborate Ultra is integrated in Canvas for all UBC courses and allows instructors and students to: present using whiteboards, share screens and resources, interact by voice or text chats, discuss in groups, and answer questions by taking polls. The sessions can be recorded to make them available after the real-time event.

What do I need to use Collaborate Ultra?

- A **desktop**, **laptop computer**, or **mobile device**
  - To access via your mobile device, download the Canvas Student app[1].
- A **webcam**
- A **microphone**
  - For the best audio quality, a **headset with a microphone** is ideal. If you don't have a headset, a pair of headphones will help ensure you don't miss any audio.
- Collaborate Ultra uses your **web browser** to host sessions. Supported web browsers include Chrome, Firefox, Safari, and Microsoft Edge.
  - If on a mobile device, it's best to use Safari on iOS and Chrome on Android devices.
  - For the best experience with your **screen reader**, use Firefox and JAWS on a Windows system and Safari and VoiceOver on a Mac.

Tips

- **Only join sessions through your computer, the mobile app, or by clicking the link your instructor sends.** Fees may apply when joining a session by calling in on a phone, because the dial-in is a U.S. number. If you must connect by phone, please check your plan first to avoid incurring long-distance or international charges.

How do I use Collaborate Ultra?

JOIN REAL-TIME SESSIONS

The most common way to join a session is from your Canvas course. In some cases, your instructor (or another moderator like a teaching assistant) may send you a web link to join.

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[1] https://community.canvaslms.com/docs/DOC-4048

1. Log in to your Canvas course, and click **Collaborate Ultra** in the Course Navigation.

2. Click the **session name** which you want to join.

3. Click **Join session** or **Join Course Room**, whichever is available.

Tips

- If your instructor provides you with a web link to join a session, click the **link** received. After the page loads, type your name and click **Join session**.

- You can also use your mobile device to join a session by clicking the link for the session or accessing through the Canvas Student app.

- For a better connection, **close down all background programs** other than Collaborate Ultra before you join the session.

- Join the session a few minutes early to test your connection, microphone, and camera before the lecture begins.

- If the Collaborate Ultra page won't load and you see a spinning purple wheel, you may need to [enable cookies in your web browser][2].

SET UP AUDIO AND VIDEO FOR SESSIONS

If this is your first time joining a session, you will be asked to give the browser permission to use your webcam and microphone to participate in a session. Some browsers need access to your microphone to play audio, even if you don't plan to speak. To make sure you can hear everything, please give the browser permission for both.

To run the audio and video setup:

1. If you are not automatically prompted, you can manually click the **purple arrow tab** in the lower right corner to open the Collaborate panel.

   - Along the bottom bar of the panel that expands, click the **fourth icon** for settings, then select **Set Up your camera and microphone** from the options presented.

2. Choose the microphone you want to use. Collaborate tells you that you sound great when it is receiving your audio. Click **Yes - It's working** to proceed.

3. Choose the camera you want to use. Collaborate tells you that you look great when it is receiving your video. Click **Yes - It's working** to proceed.

Tips

- You shouldn't have to do setup again from the same device or browser.

PARTICIPATE DURING SESSIONS

As a participant in sessions, you can engage in multiple ways, including:

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[2]-https://www.whatismybrowser.com/guides/how-to-enable-cookies/?utm_source=whatismybrowsercom&utm_medium=internal&utm_campaign=breadcrumbs

- Sharing your feedback by clicking the **person profile icon** button on the bottom menu and selecting from the options presented in the pop-up menu.

- Raising your hand by clicking the **raised hand icon** on the bottom menu to ask a question or get the instructor's attention.

- Using the chat feature to post a public message to everyone in the session or a private message to individual participants or the instructor. This can be found by clicking the **purple arrow tab** in the lower right corner to open the Collaborate panel. Along the bottom bar of the panel that expands, click the **first icon for chat**.

- Annotating shared content, if your instructor allows this, using the **annotation tools** found on the top menu when shared content is being presented.

Tips

- Keep your microphone muted unless you're talking, to reduce echoes and background noise from interfering with the class.

- If you share your video, make sure there is nothing behind you that will be distracting or revealing for others to see.

- If you experience lag time when sharing your video, you may need to turn your video off.

- If you are having difficulty getting into the session via your computer, try using the Canvas Student app or click the link (if your instructor sent one) to enter the session using your mobile device.

PRESENT YOUR WORK IN SESSIONS

Instructors can temporarily make you the presenter for a session.

1. To present your work, click the **purple arrow tab** in the lower right corner to open the Collaborate panel.

2. Along the bottom bar of the panel that expands, click the **third icon for sharing content**.

3. Click the **Share Application/Screen** option.

4. In the pop-up prompt that appears, choose the way you want to share your screen.

5. Click **Share** or **Allow** (depending on your browser).

Tips

- Before a live session, ask your instructor to set up a practice room that students can join as presenters, so you can practice your presentation using the Collaborate Ultra interface and tools.

- If you want to play video or audio during your presentation, you must use the Chrome web browser. The specifics of [how you can share audio and video](3) also depend on if you're using Windows or Mac.

- Send a copy of your presentation file to your instructor or a fellow student (for group work) as a back-up plan.

PARTICIPATE IN BREAKOUT GROUPS

Instructors can create breakout groups for you in Collaborate Ultra. In these groups, you can share video, audio, slides, whiteboards, and your screen with a smaller number of classmates.

1. The instructor will send the class into breakout groups. You will see a notice letting you know that you are entering a breakout group.

2. When you enter the room, you will be able to interact and collaborate using all of the regular tools within Collaborate Ultra. Your instructor may remain in the main session and be unable to hear you or may join your group (or other groups) during the breakout.

3. If your instructor has enabled it, you can move between breakout groups. Click the **purple arrow tab** in the lower right corner to open the Collaborate panel. Click the **second icon for attendees**, then click the **join icon** next to the group you wish to join.

4. When the breakout groups are finished, the instructor will move you back into the main session.

Tips
- Your instructor may also use a breakout group to meet with you during office hours or for a one-on-one.

ACCESS RECORDED SESSIONS

1. Log in to your Canvas course, and click **Collaborate Ultra** from the Course Navigation.

2. Click the **menu icon** (i.e., 3 horizontal lines) on the left side of the "Sessions" black bar.

3. Click **Recordings**.

4. Click the **recording** you want to play.

Tips
- Session recordings include audio, any content shared or active speaker video in the main screen, and chat messages in the "Everyone" channel.

- Collaborate Ultra is FIPPA compliant (i.e., it follows provincial privacy policy) and recordings are stored in Canada.

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[3]-https://help.blackboard.com/Collaborate/Ultra/Moderator/Moderate_Sessions/Share_Content#share-audio-and-video_OTP-1

Where can I get more support with Collaborate Ultra?

If you have **trouble accessing Canvas or Collaborate Ultra** from your current location:

- Contact UBC IT's [Service Centre Help Desk][4]

Collaborate Ultra provides [support documentation for students][5]. You may find the [troubleshooting section][6] particularly helpful.

Additionally, **24/7 technical support is available** through [live chat][7] or via the toll-free number: 1-(877)-382-2293.

A Guide from UBC's Keep Teaching Website (keepteaching.ubc.ca)

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[4] https://it.ubc.ca/got-question-about-it-products-and-support#helpdesk
[5] https://help.blackboard.com/Collaborate/Ultra/Participant
[6] https://help.blackboard.com/Collaborate/Ultra/Participant/Support
[7] https://blackboard.secure.force.com/btbb_publichome?dfprod=Collaborate