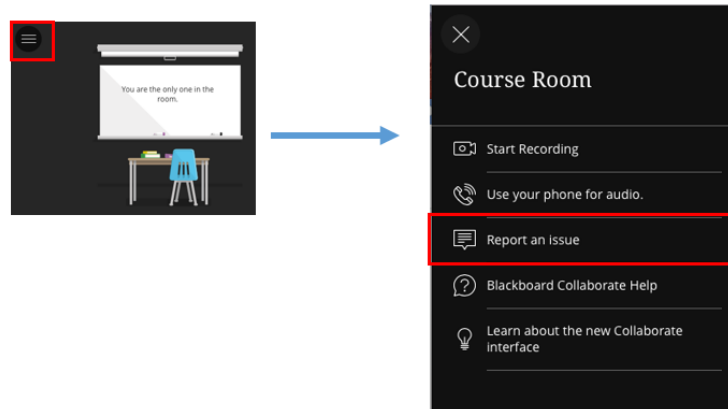


Troubleshooting Blackboard Collaborate Ultra

Reporting an Issue in Blackboard Collaborate Ultra

If you are unable to resolve a problem, please report it!

It is encouraged that unresolved issues in Collaborate Ultra be reported during the session. To report an issue, click the menu button in the top left corner and then “Report an issue”.



Possible solutions to problems with Collaborate or any web conferencing software

- **Make sure your browser is up to date.**
- **Checking Internet Speed and Connection**

If you are experiencing an issue in Collaborate Ultra, it could be due to your internet speed. Visit the follow sites to check internet speed.

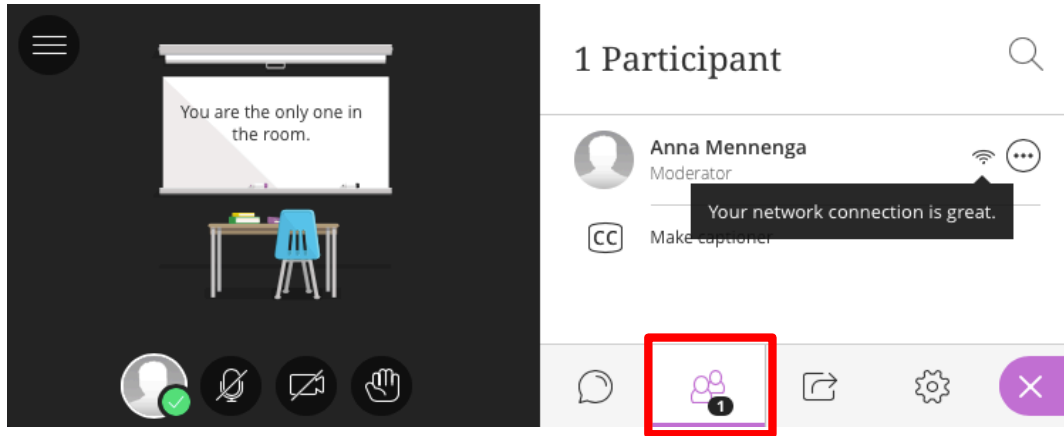
<https://www.speakeasy.net/speedtest/> Collaborate is located just outside of D.C. so it is always good to check using that location

<http://www.netmeter.eu>

- **Reboot your computer prior to a Collaborate session and make sure your updates have been installed.**
- **Do not have other programs open during your Collaborate session**
- **IF the class is experiencing problems you might check the blackboard web site for problems at <http://status.blackboard.com/>**

- View Collaborates interpretation of your signal

To check your internet connection in Collaborate Ultra first open the Collaborate panel by clicking the bottom right purple arrow. Then click on Participants, and hover your mouse over your name and Wi-Fi symbol.



- Free Antivirus Software for Faculty/Staff and Students

Free Antivirus Software is available to all GVSU Students, Faculty and Staff on their personal computers. All downloads will require authentication with your network ID and password. The link below will take you to where you can download the software.


<https://gvsoftware.gvsu.edu>

Malware can also interfere with your connection

A good article on the subject is located at <http://www.pcworld.com/article/243818/security/how-to-remove-malware-from-your-windows-pc.html>

[Malware Bytes](#) (free version) has been helpful in some cases.

- Allow pop-ups from a site

1. On your computer, open Chrome.
2. Find a page that has pop-ups blocked for you.
3. In the address bar, click Pop-ups blocked .
4. Click the link for the pop-up window you'd like to see.
5. To always see pop-ups for the site, select
Always show pop-ups from <https://us.bbcollab.com/collab> > Done.

- Viewing All Open Programs

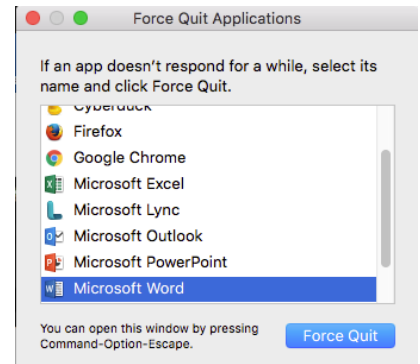
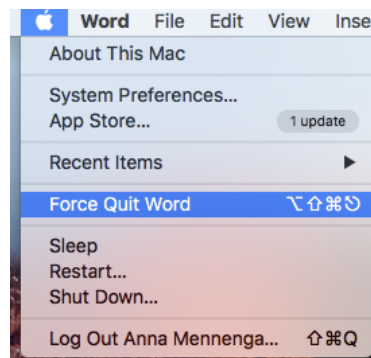
Sometimes Collaborate Issues are the results of programs running in the background. Please close all other programs. Note: Facebook and running Virus Scan's have been known to be a problem

Mac:

Click the apple → Force Quit

Click the program you want to end from the list

Click Force Quit

**Windows:**

Click Ctrl + Alt + Delete

Click Task Manager

Click the program you want to End from the list

Click End Task

