A Guide to Troubleshooting in Blackboard Collaborate

Collect Necessary Information

Collect the following information from the user and include it in the support ticket.

User’s name:
Full course name in Blackboard: e.g., PHL-212-W1-Fall-2013
(If user is a student) Instructor’s name:
Detailed account of the issue/problem (screenshots are helpful):
Operating System:
Browser used:

This information is essential when escalating the issue to La Salle’s Blackboard Administrator or other Blackboard support staff.

Can’t get into the session?

1. Check Java

Collaborate needs Java in order to run correctly, so start by making sure the user has a supported version on his/her machine. The easiest way to do this is to guide the user to the Syllabus & Information folder in the Course Menu of his/her Blackboard course.

Navigate to “Getting to Know Blackboard” and then find “What’s Blackboard Collaborate?” Click on the check your computer link.

This link provides a step by step guide for getting users ready for their Collaborate session.
If the user does have an unsupported version of Java, just click on Update your Java to download the right version for the user’s OS.

2. Check the browser

**Firefox** is recommended for accessing Collaborate sessions.

When users click on the session name using Firefox, they are prompted to open a JNLP file with Java Web Start.

**Safari is not recommended** for Collaborate sessions.

**Having audio or video issues?**

**Run the Audio Setup Wizard**

Once in the session, click on the setup wizard to test the user’s microphone and speakers.

**Tips:**

- It’s helpful to plug in the headset prior to launching the session. If the Audio Setup Wizard fails, exit the session, reenter, then run the wizard again.
- Users have to click on Talk to make their microphone “live.” Similarly, users have to click on Video to enable their webcam.
- If VoIP isn’t an option, users can join via teleconference. If choosing this method, a participant named Teleconference also joins the session.

**For Students: Where’s the link to the session?**

The course instructor provides the session link. Sometimes, the link is in the Course Menu, and sometimes it shows up in a Content Area. If you can’t find it in either of those places, try accessing it using the My Blackboard tool.
For Faculty: Questions about getting started with Collaborate

If faculty members call with questions about how to create Collaborate sessions, direct them to http://wp.lasalle.edu/collaborate/. This site contains tutorial videos and printable guides that assist faculty with session creation and facilitation. Please escalate the ticket or have them contact La Salle’s Instructional Designers directly at idteam@lasalle.edu.

Additional Resources

Check these resources for additional training and support for you, students, staff, and faculty:

- **Getting to Know Blackboard folder:** Each Blackboard course contains this folder in the Syllabus & Information area. It provides basic resources on using Blackboard, Collaborate, and Turnitin as well as links to Blackboard’s help and support sites.
- **Student Resources course:** Every student, staff, and faculty member is enrolled in this non-credit course in Blackboard. This course provides training resources
and other guides for most of the key tasks that students may need to complete in Blackboard.

- **La Salle’s Instructional Design Team**: If you speak with a faculty or staff member that would benefit from training on Blackboard or Collaborate, have them contact La Salle’s Instructional Designers at idteam@lasalle.edu. Note that student issues should always be first directed to student managers or full time Helpdesk staff.