Blackboard Collaborate provides an easy-to-use interface with only two sections: ‘Sessions’ and ‘Recordings.’ Please follow these steps to access sessions and recordings:

1. In the course navigation menu, locate and click on ‘Bb Collaborate’ to access Blackboard Collaborate. You will navigate to the ‘Sessions’ screen, which is the landing page of the tool.

2. The ‘Sessions’ screen provides access to the following options:
   a) **Sessions**, which would include both active (in black font, marked as ‘In Progress’) and scheduled (in grey font, marked as ‘Not yet started’) sessions.
   b) **Filter by**, which allows for a quick review of the current, past, and future sessions in the course.

If you have any questions, please contact our Learning Innovation Support Team via elearning@utoronto.ca or 416-978-3880 (Monday to Friday, from 9 am to 5 pm ET).
3. To switch to the ‘Recordings’ screen, locate and click on the three horizontal bars (hamburger menu) on the top left side and select the appropriate option. The ‘Recordings’ screen provides access to the following options:
   a) **Access specific recordings** by clicking on the respective recording and selecting ‘Watch Now.’
   b) **Filter by**, which allows for quick access to the recordings in the course.
Active sessions are visible in the sessions screen. Before accessing a session, make sure to use either Chrome or Firefox browsers (read more about browser compatibility [here](#)). Please follow these instructions to access an active session:

1. In the course navigation menu, locate and click on ‘**Bb Collaborate**’ to access Blackboard Collaborate. You will navigate to the ‘**Sessions**’ screen, which is the landing page of the tool.

2. The details of an active session will be displayed in black font, while the details of inactive sessions will be displayed in gray font. Click on an active session to open the session set up window. Click on ‘**Join session**’; the Blackboard Collaborate session will launch on a separate tab.

If you have any questions, please contact our Learning Innovation Support Team via elearning@utoronto.ca or 416-978-3880 (Monday to Friday, from 9 am to 5 pm ET).
Normally, the login process is automatic and takes a few seconds. Depending on your browser settings, you might experience a significant delay that will prevent you from joining the session. In those cases, you will see a purple circle spinning on your screen. To address this issue, you will need to change the 3rd party cookies settings on your browser, close all windows, and restart the process. You can find more information about this error here.
**BLACKBOARD COLLABORATE**
**JOB AIDS**

**TROUBLESHOOTING**

Blackboard Collaborate is a web-based application that heavily relies on the existing internet connection, browser, and audio/video devices. We have noted below the most common problems you could encounter and what you can do:

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
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| User cannot join the session. The user is stuck on a screen with a spinning purple circle. | • Most probably the ‘third-party cookies’ setting on your browser is disabled. To enable it, please check this resource [here](#).  
• Ensure you are using a compatible browser (Chrome and Firefox are recommended) |
| User cannot join the session. Bb Collaborate reports an error code. | • Error code J05 is reported when the name of the session includes the character ‘#.’ Please edit the name of the session and remove the character.  
• Error code J10 is reported when Blackboard Collaborate is restricted on the network (typically a corporate network). Please report the issue to local IT support, or connect using a non-restricted network (e.g., home). |
| User has audio issues: cannot hear, cannot enable the microphone. | • Ensure the session settings allow users to enable their microphones.  
• This is a known issue with Edge browser. Ensure you are using a compatible browser (Chrome and Firefox are recommended).  
• Check My Settings (once you are in the session), check the Audio/Video devices are selected. |
| User cannot see the instructor’s slides. | • Unstable local connections to the internet might cause errors in the display of shared content. Verify your connection and refresh the browser window. |
| User cannot post a message in the chat panel. | • Ensure the session settings allow users to post messages in the chat panel. |
| User cannot see shared content (e.g., video, slide decks, whiteboard) sideways. | • This is a known issue with Edge browser. Ensure you are using a compatible browser (Chrome and Firefox are recommended). |

For any other issues, please refer learners to elearning@utoronto.ca for specialized support.

If you have any questions, please contact our Learning Innovation Support Team via elearning@utoronto.ca or 416-978-3880 (Monday to Friday, from 9 am to 5 pm ET).