



UCA COE

Frequently Asked Questions for Students

BLACKBOARD COLLABORATE

1. Collaborate is NOT Internet Explorer friendly; Use Firefox or Google Chrome.
2. Collaborate works natively in the Mac GUI and on iPads.
3. Windows8 GUI looks a bit different than Windows7 or WindowsXP.
4. If you encounter issues, Tonya McKinney – [450-3117](tel:450-3117) or tmckinne@uca.edu (is the one to contact for assistance (at least until IT can get more familiar with the product).
5. It is recommended that students access the class as soon as possible before its start for students to have time to work through any issues.
6. It is recommended that students complete an audio check as soon as he/she enters the Collaborate session.
7. If have a number beside your name (e.g., JaneDoe3), you have opened up more than one Collaborate window, known as *occurrences*. Close the others out.
8. If you are attending Collaborate sessions from your school, there may be an issue with the school's firewall and a specific portal must be opened. You &/or the school's Tech people need to contact Tonya McKinney for assistance.
9. Collaborate allows for PDF, PPT, or other image files to be uploaded.
10. Private chats in Collaborate can be viewed by the instructor