Access Blackboard Collaborate (Webinars) Sessions
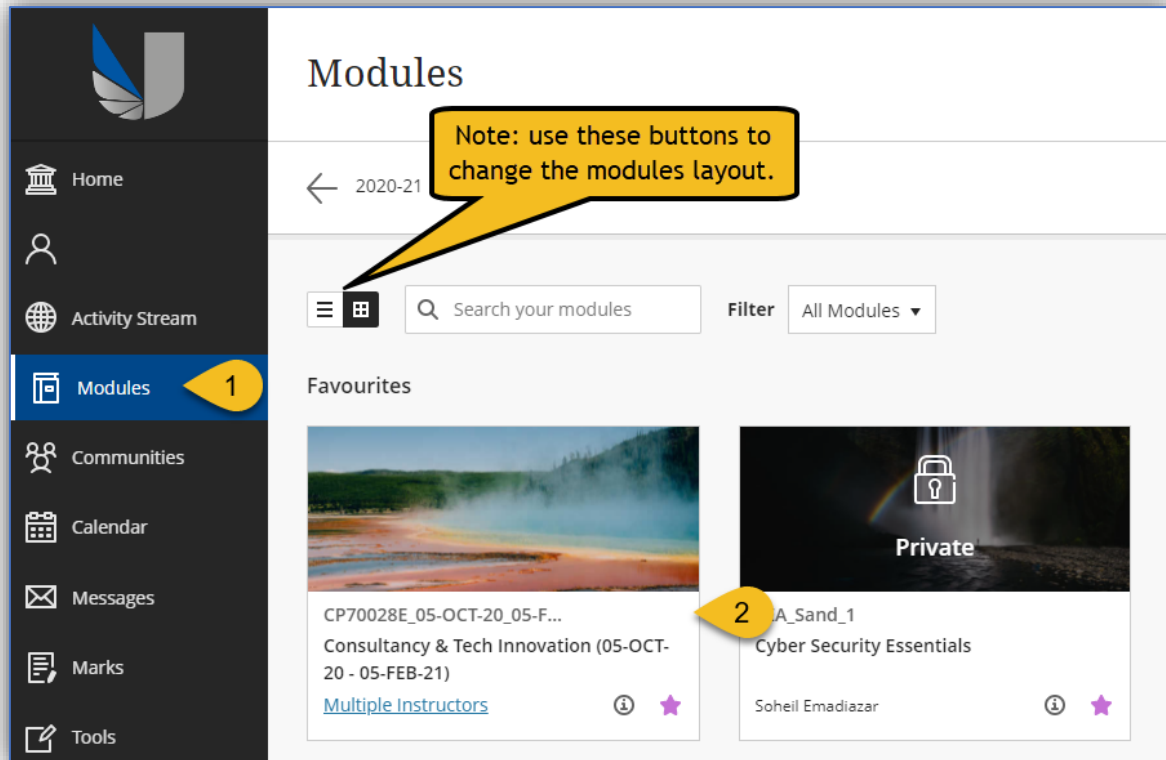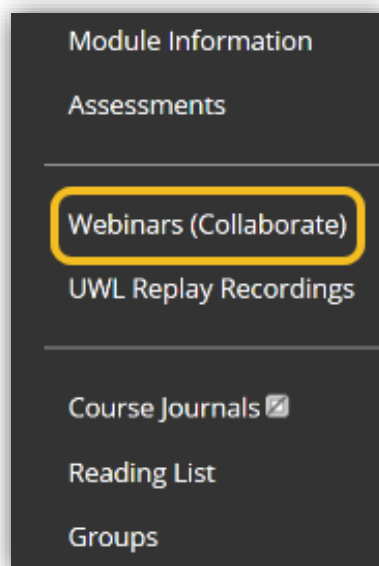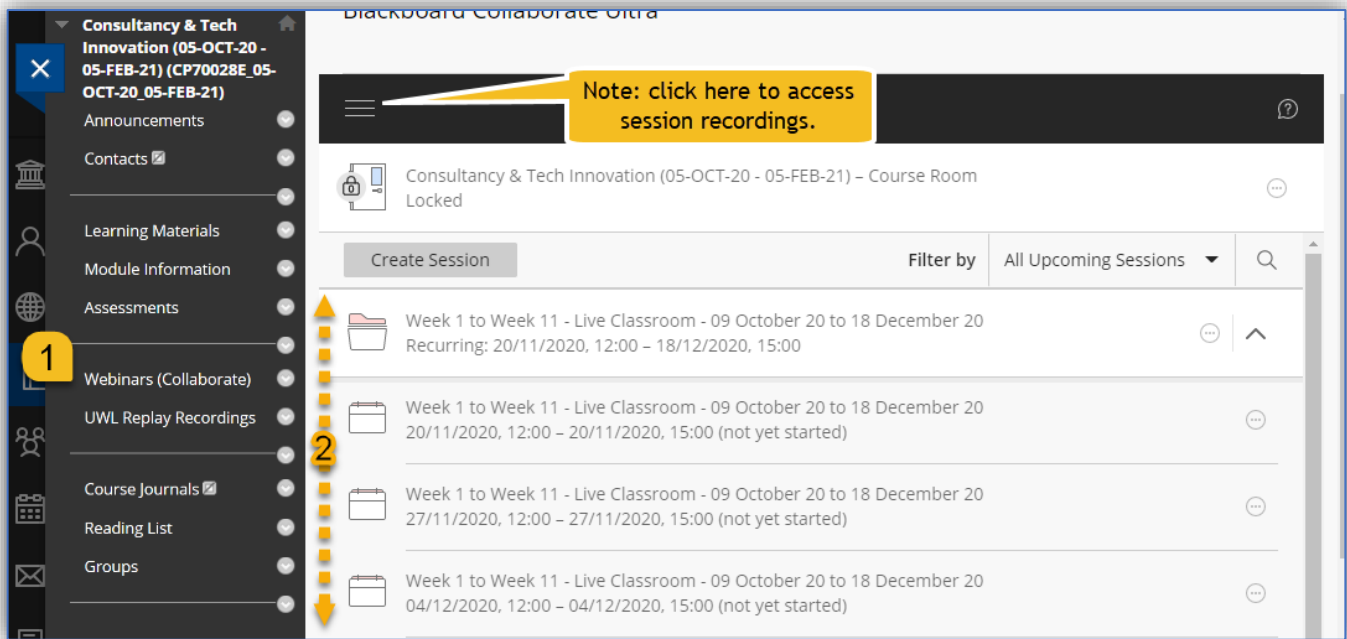
1) Please make sure you are using the latest version of Google Chrome
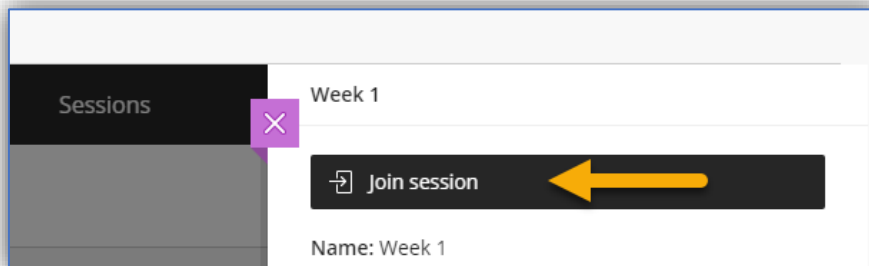2) Login to Blackboard.
3) Open your module.
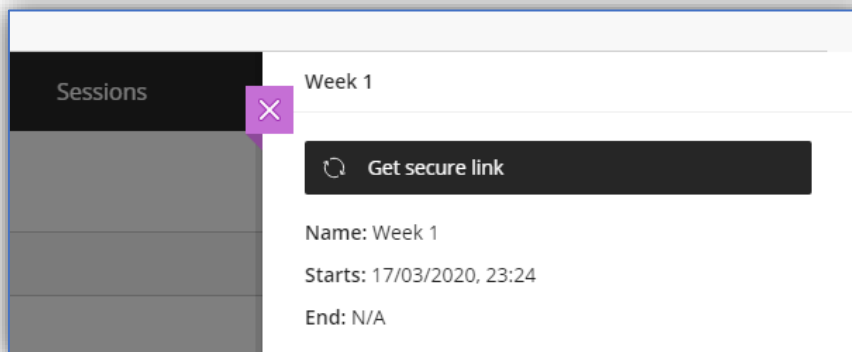

4) Click on Webinars (Collaborate).

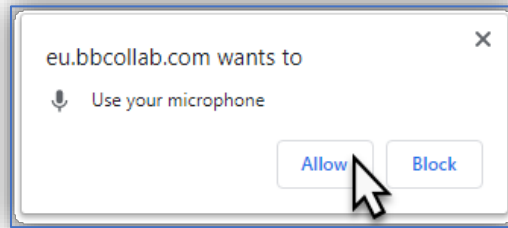5) Click on the relevant session as advised by your lecturer.

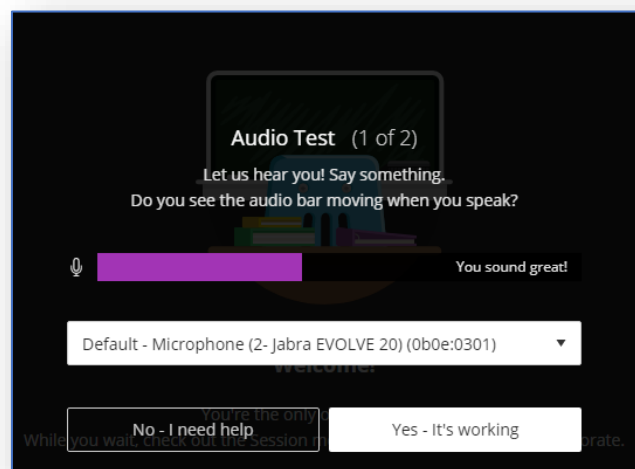6) Click on "Join session".

Note: you may see "Get secure link" instead of "Join session". If this is the case, click on "Get secure link" and then "Join session."
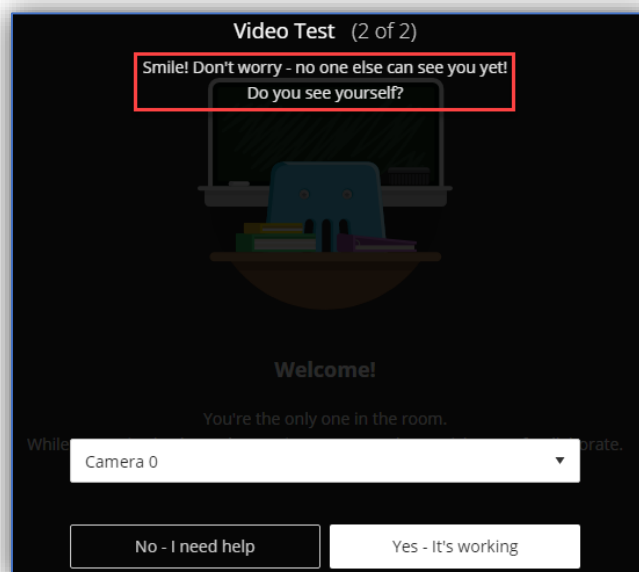
7) Make sure to allow requested audio/video permissions in Google Chrome as shown below.
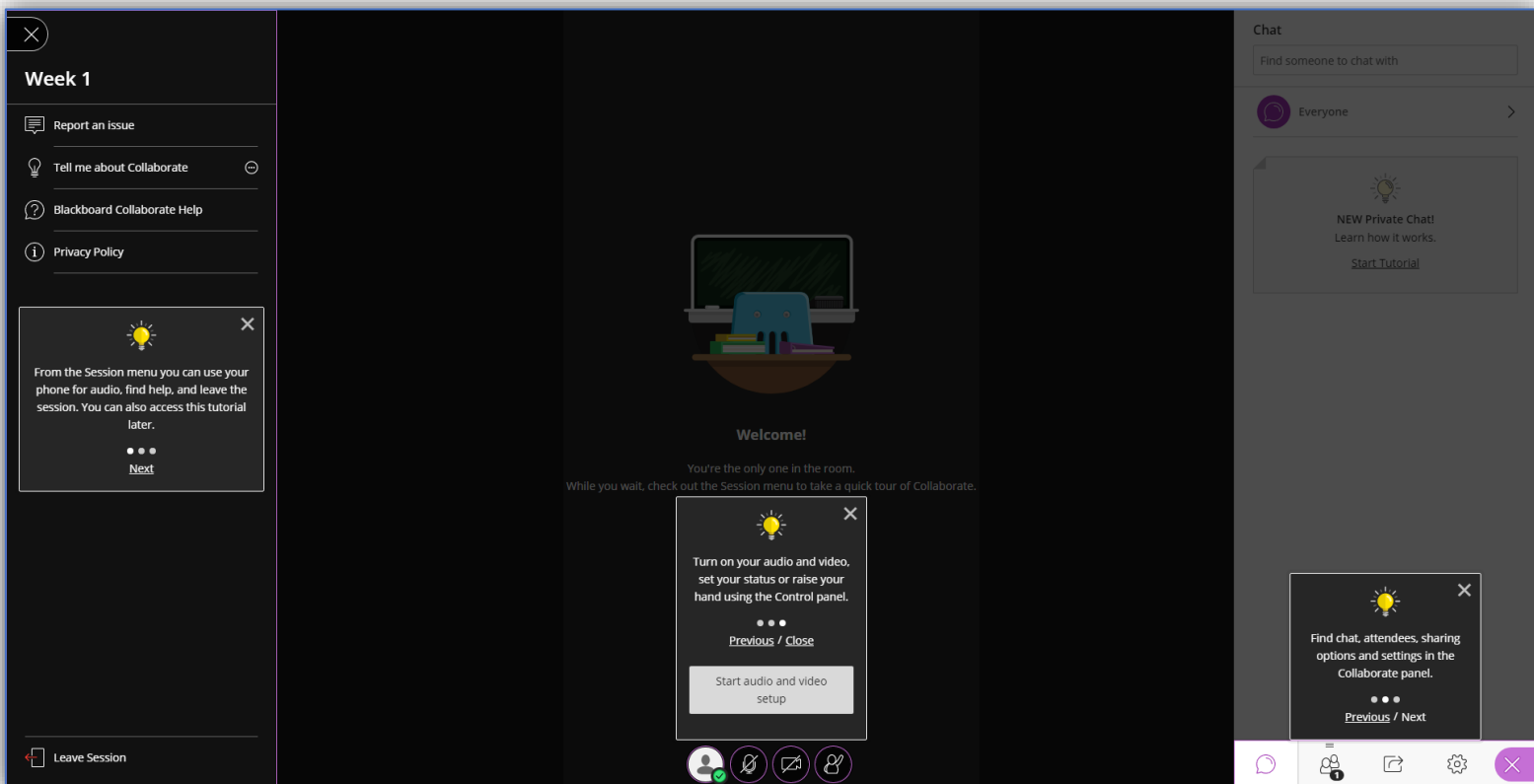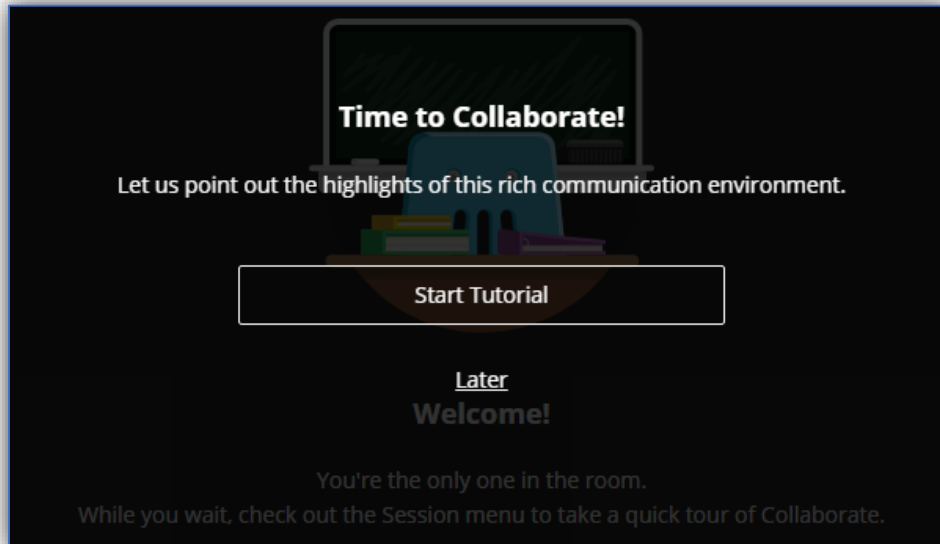

8) Make sure your microphone is working via the next step Audio test.

9) Make sure your webcam is working via the next step Video test.

10) Click on "Start Tutorial" to familiarise yourself with the available features on Blackboard Collaborate.

11) Troubleshooting

11.1 Internet Connection

Low internet bandwidth can cause connection, audio and video issues and preferably, a hardwired connection should be used. if you are experiencing issues during your session or using a Wi-Fi network, please check the following points:

- Ensure the network is not in heavy use by other users in your household.
- Ensure good Wi-Fi signal strength by sitting close to the router.

11.2 Browser

Although Blackboard Collaborate is compatible with common browsers such as Edge, Safari and Firefox, we recommend using Google Chrome for maximum compatibility. If you are experiencing issues connecting to your session, please check the points below:

- Ensure using the latest version of Google Chrome.
- Ensure cookies and third-party cookies are not blocked.
- Ensure audio/video permissions are not blocked.

11.3 Device

Although Blackboard Collaborate is compatible with a variety of devices, please ensure you are using a laptop or desktop computer to join your sessions. Smart devices such as mobile phones and tablets could cause compatibility issues and bad user experience.

11.4 Audio/Video

Preferably, use a headset or headphone for better sound quality and optionally internal/external webcam.

- Microphone Troubleshoot Windows 10.
- Microphone Troubleshoot Mac OS.
- Setting up an external microphone (For assistance with this, contact ITServiceDesk@uwl.ac.uk or call 0300 111 4895)
- Further information and guidance are available via Blackboard Help.