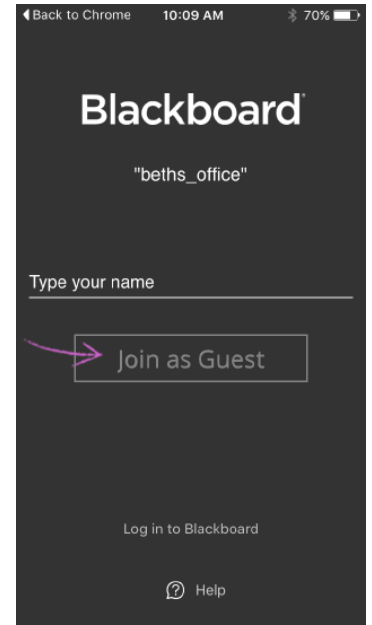
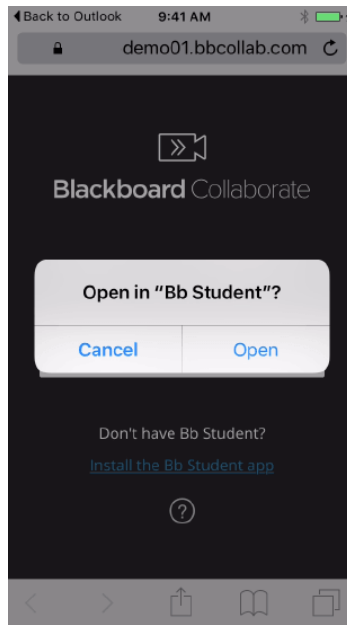
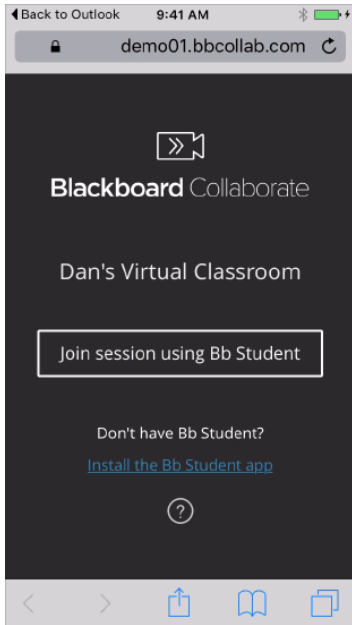


Blackboard Collaborate Ultra Mobile Device Troubleshooting

iPhone Users:



When you click on the meeting link you will be taken to this screen where you can choose to join the session using Bb Student.

If you have BB Student downloaded, you will then be prompted to Open in Bb Student (if this is your first time launching.) Tap Open.

If you haven't logged in to Bb Student, type your name and Join as Guest. If you are using Windows, type your name on the next screen.

If you don't have Bb Student 2.0 or later, you are directed to the appropriate app store to download the app. In some cases, you need to tap Install Bb Student app. After installing the app, tap the Collaborate link provided by the moderator again.

Android Users:

Android users also have the option of downloading the Bb Student app, but they also are given the option to enter the session by clicking on "Join from a browser." If an android user chooses to enter using the browser, it will not be necessary for the app to be downloaded.

