

# Manual for EUROSAI Users

## (Blackboard Collaborate)

### 1.- Introduction and basic requirements

You are about to start using *Blackboard Collaborate*, a **real-time video conferencing tool** that offers EUROSAI users the possibility of organising virtual meetings, webinars and web conferencing sessions (for training purposes).



Basic system requirements for joining a virtual meeting:

- ✓ A computer, tablet or mobile phone with **internet access**, and equipped, if possible, with a **camera**.
- ✓ A **link** to access the tool (no need of installing any software), which will be provided through the EUROSAI Secretariat.
- ✓ **Microphone** and **speakers** (headsets are desirable for a better experience).

#### Supported browsers

We recommend using Chrome™, Firefox®, Safari® or Microsoft Edge® and install your browser's latest update for a better experience. For more technical information on browsers, please click [here](#).

#### Internet connection

Using a hard-wired connection to the Internet can provide a better experience, although most Wi-Fi connections currently offer enough bandwidth. Smartphones or tablets with a data connection also achieve very good results. If your connection is poor, we recommend using a still profile picture instead of activating your video.

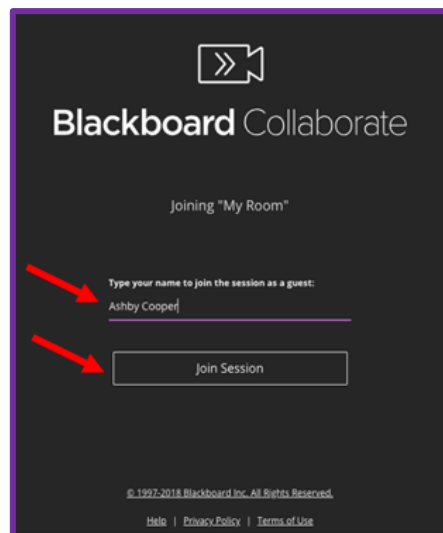
Firewalls or the configuration of routers may occasionally cause issues when accessing the platform. Please check this with your IT staff in case of any access problems.

## 2.- Connection and configuration

Virtual meetings are displayed in the **browser's default language**, so attendees do not need to set up the language in the application.

### 2.1.- Joining a session

When joining a session **from your computer or mobile device**, the moderator of the respective session will send you an e-mail with a link. **Open the link** using a compatible browser and, after the page loads, **type your name** and select **Join Session**.



You will then have access to the virtual meeting, with the privileges (i.e., as participant, presenter or moderator) previously assigned to you by the main moderator. Your [role in the session](#) is defined by the session's moderator.



Participant



Presenter



Moderator

We recommend that you **join the session in advance** of its scheduled starting time, so that you get familiar with the tool and the possibilities it offers. For this purpose, participants are encouraged to do a test beforehand (allowing at least 15 minutes) to check the correct functioning of the sound and video.

We also advise that the maximum number of participants in a virtual meeting stays under 30 attendees, unless they are already familiar with this tool.

Please note that there is also the **option to join the virtual meeting via phone**, which can be a useful alternative if you do not have internet connection. You can make the phone call from a landline or from a cell phone to the phone number provided by the moderator in the e-mail sent with the access link.

**Session dial-in:**

**Call in anonymously. Attendees using this PIN appear as anonymous callers in the session.**

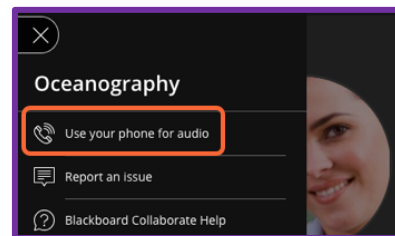
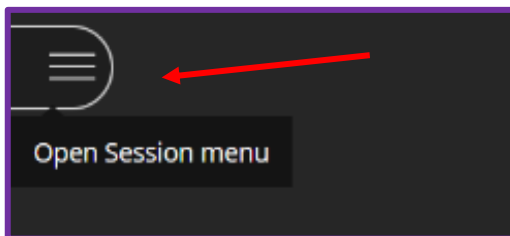
- **Dial-in:** +442033189610
- **PIN:** XXXXXXXXXX

When dialling the provided number, the following message can be heard: *"please enter your conference number followed by pound key (#)".* You will then introduce in the telephone keypad the provided anonymous dial-in PIN sent to you, followed by #, and you will be connected right away with the virtual room by audio, appearing as an anonymous caller to the other attendees in the session.

The **maximum number of participants** that can connect via telephone is 25. If the maximum number of dial-in attendees has been reached, nobody else can call in.

You have to note as well that the telephone calls will have a cost set by your phone service provider.

You can also use **your phone for audio** if you have joined a session via the **Blackboard collaborate** tool but are experiencing sound problems. In this case, you will have to open the *Session menu* and select *"Use your phone for audio"*. Select the number listed and enter the temporary personal identification number (PIN). This personal PIN is associated with your personal account and identifies you in the session (you do not appear in the session as an anonymous caller), so do not share it with anyone.



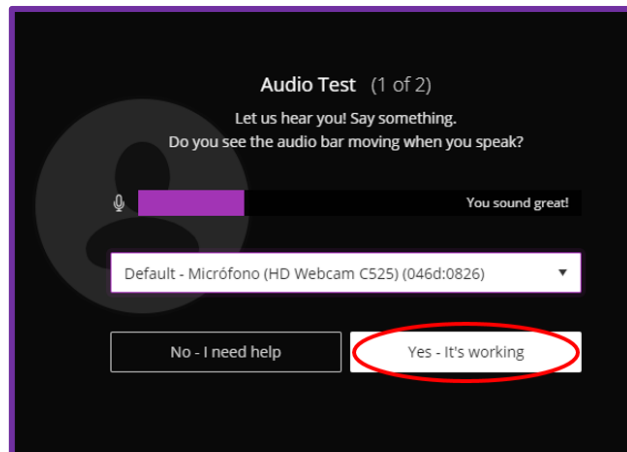
## 2.2.- Setting up your audio and video stream

If this is your first time joining a session, you must first **complete the audio and video set up**<sup>1</sup>.

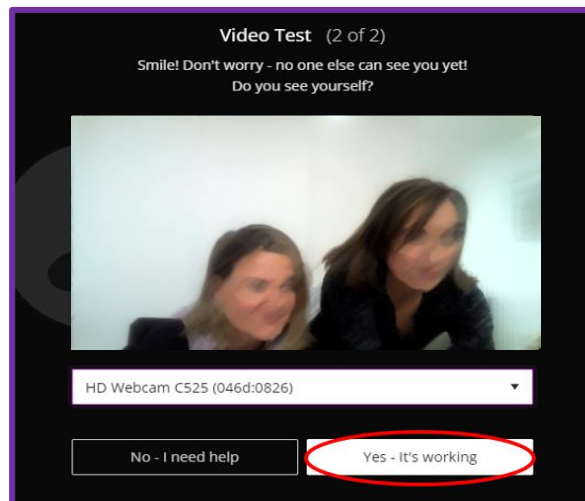
<sup>1</sup> Blackboard collaborate requires certain permissions to function as desired. For example, the permission to access your camera and microphone so you can use audio and video. Give the permission when asked, and/or set up permissions in your browser's preferences. Collaborate doesn't require or use plugins.

Note that some browsers need access to your **microphone** to play audio, even if you don't plan to speak. To hear others in the session, give the browser permission to access the microphone.

The first step is the **audio test**, where you will have to select your microphone from the different options displayed on the list, and check if the audio bar moves when you speak (as in the example below). When the audio bar moves, select "Yes - It's working".



You will then have to go through the second step, the **camera test**, where you will have to select the camera installed on your device from the different options of the list, and check that it works (as in the example below). When you see the image correctly, select "Yes - It's working".

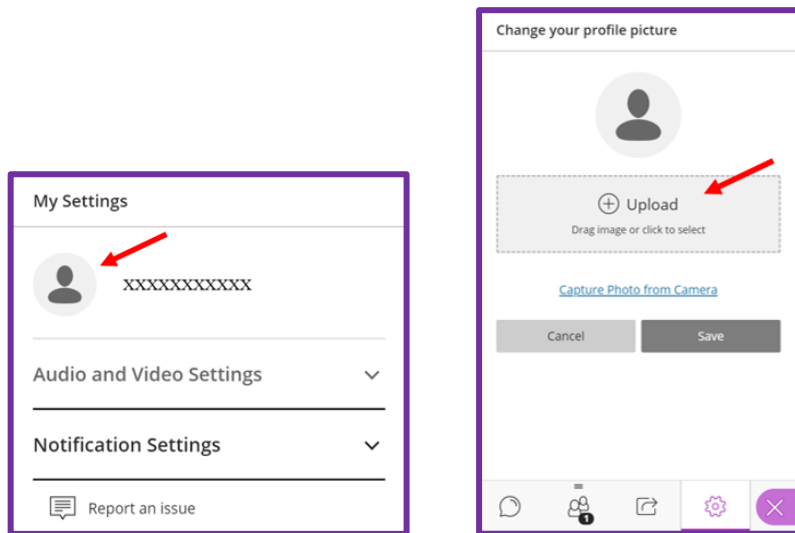


After setting up the audio and video<sup>2</sup>, you will be able to press the microphone and video camera icons at any time during a virtual meeting to turn them on or off.

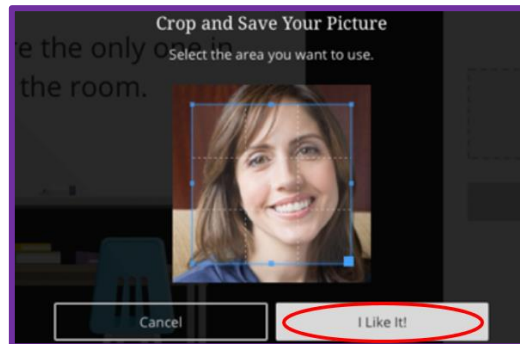
<sup>2</sup> Collaborate will remember your choice. You don't have to go through these two steps again from the same device or browser, unless you clear your cache.

## 2.3.- Adding a profile picture

If you want, you can also add your picture to personalise your profile. To do so, open "My settings", click on the grey icon, and upload an image stored on your device or take a photo with your device's camera.



You can select the image area, as shown below, and press "I like it" when you are done.



## 3.- Areas of the virtual meeting tool

### 3.1.- Content presentation area

This area is where the content of the session is displayed. If there is no shared content, you'll see attendees in a *grid view*. You can switch between a grid view and a view that follows the current speaker as the discussion unfolds. In any case, the tool automatically switches to the *follow-the-speaker view* when there are more than five attendees.

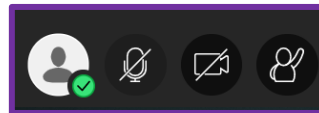


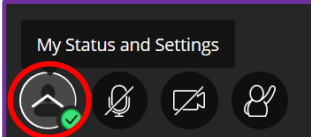
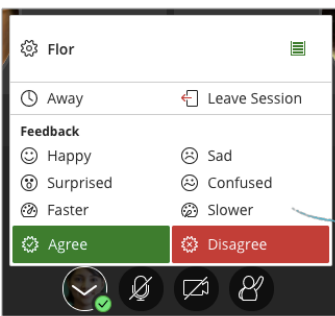
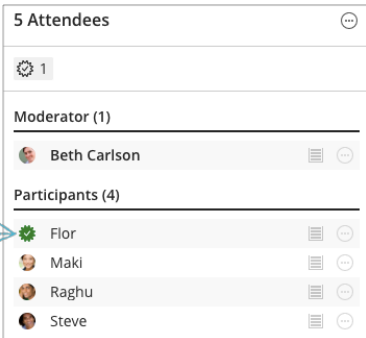
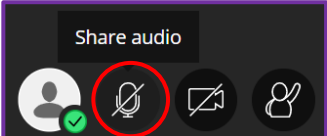
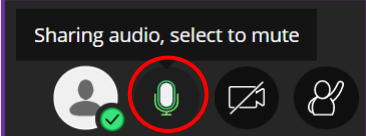
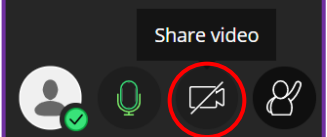
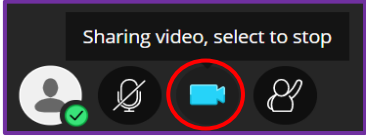
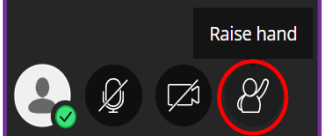
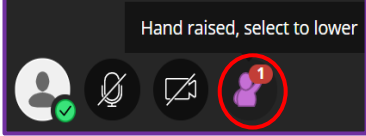
Grid view



Speaker's view

On the bottom part of the screen you will find the tools of the Content presentation area:

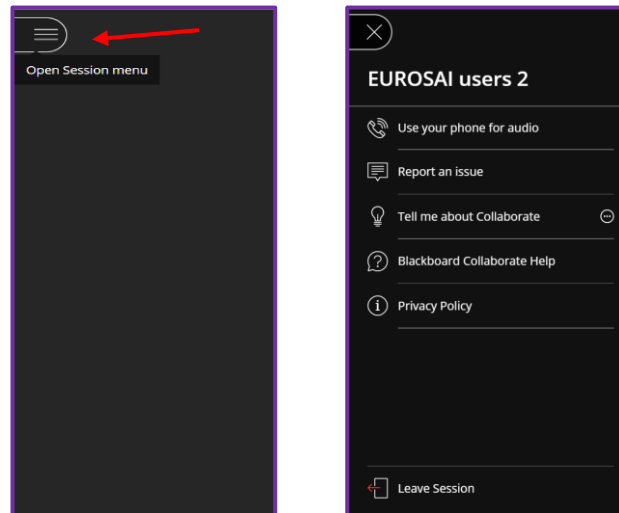










Tool	Description
  	<p><b>My status and settings</b> Allows you to access your settings and status/feedback. You can select your profile picture in <i>settings</i>, as explained before, and give feedback to the rest of attendees. Feedbacks appear with an attendee's profile pictures on the main stage, in the Attendees panel, and in Chat. After 30 seconds the feedback disappears.</p>
 	<p><b>Audio</b> Turn on and off your audio during a session. Alternatively, press Alt + M to turn your microphone on/off.</p>
 	<p><b>Video</b> Turn on and off your video during a session. Alternatively, press Alt + C to turn your camera on/off.</p>
 	<p><b>Hand raise</b> Raise your hand to get the moderator's attention if you wish to intervene in the discussion.</p>

### 3.2.- Session menu

The *Session menu* tab is located at the top left of the screen and offers actions and information that can be used during a session.

When opening the tab, you will see the name of the session on top and some useful tools below.

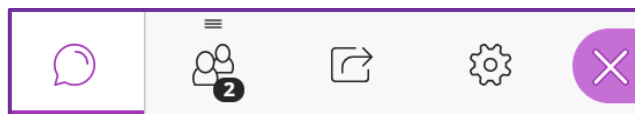
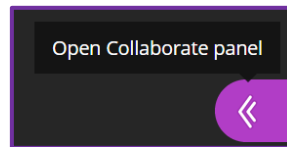










Tool	Description
 Use your phone for audio	Get a dial-in number and unique PIN to use your phone for audio during a session
 Report an issue	Report an issue with the session
 Tell me about Collaborate 	Open tutorials on how to use Collaborate
 Blackboard Collaborate Help	Go to Blackboard Collaborate help on <a href="https://help.blackboard.com/">https://help.blackboard.com/</a>
 Privacy Policy	Summary of the privacy statement
 Leave Session	Exit the session and complete a quick survey about your experience
	Close the Session menu

Note that only the moderator can start and stop the **recording of the session**. Once the session is finished, the moderator can share the link containing the recording of the session with the rest of attendees.

### 3.3.- Collaborate panel

The *Collaborate panel* tab is located at the bottom right of the screen and it will offer you other useful tools that will especially help you to engage other attendees.



Tool	Description
	<p><b>Chat</b> Select Open Chat in the panel and chat with all participants in the <i>Everyone chat</i>, or with specific participants in a <a href="#">private chat</a> (if allowed by the moderator). The moderator can turn the chat off and monitor all private chats. Chat history only has 50 messages displayed at any given time.</p>
	<p><b>Attendees panel</b> View the list of attendees.</p>
	<p><b>Share Content</b> <b>Moderators and presenters</b> can share:</p> <ul style="list-style-type: none"> <li> A blank whiteboard</li> <li> An application</li> <li> PDFs, PowerPoint® presentations, and images in GIF, JPEG and PNG formats</li> </ul> <p><a href="#">How do I share content in my session?</a></p>
	<p><b>My Settings</b> You can add a <b>profile image</b>, set up your <b>audio and video</b> and your <b>notifications</b>. You can't change your name or email address.</p>
	<p><b>Close the Collaborate panel</b></p>



## 4. Tips for a successful virtual meeting.

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### Before the virtual meeting...

- ✓ If you would like to make some presentation during the virtual meeting and share materials on the tool's screen, let the moderator know in advance so that you can be granted the permissions needed.
- ✓ Make sure you connect *at least* 15 minutes in advance to test your connection and make sure your sound/video feeds function properly.

### During the virtual meeting...

- ✓ Always keep your microphone muted, unless when given the floor to speak.
- ✓ Virtually raise your hand to let the moderator know you wish to talk; do not interrupt other speakers.
- ✓ Use the chat to convey information without interrupting the discussion, but avoid unnecessary distractions by using it wisely and just for the indispensable.

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### Need more information?

#### Check the following links...

- ✓ [Video: Blackboard Collaborate with the Ultra experience user interface tour](#)
- ✓ [Help for Participants](#)
- ✓ [More on session roles](#)
- ✓ [Help for Moderators](#)

