



## Student Handout: Using Blackboard's Collaboration Tools

From your Blackboard course, go to **Communication → Collaboration**.

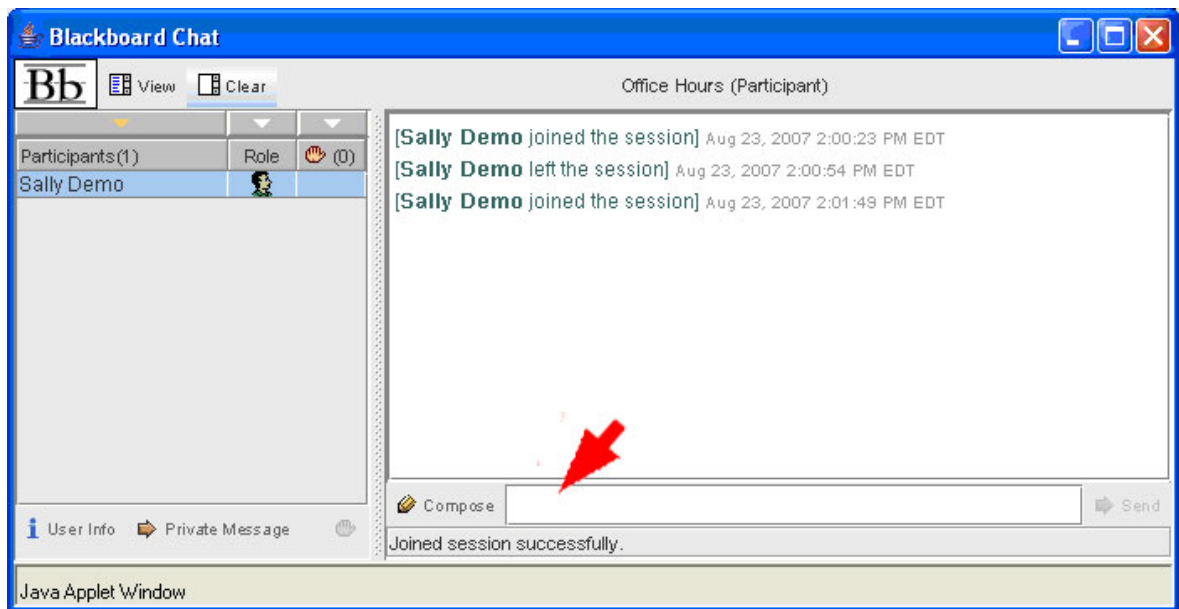
- **Lightweight Chat** – a text based chat tool, similar to instant messaging.
- **Virtual Classroom** – this tool includes the text chat, but also allows you to share websites, pictures, and class materials.

**NOTE: You may be prompted to download the JAVA plugin.** This is necessary in order to activate the chat tools. Turn popup blockers off as they will interfere with the chat tools.

### Lightweight Chat

From your Blackboard course, go to **Communication → Collaboration**.

1. Select the **Chat** tool
2. The left part of the screen displays chat participants. The chat text is in the white box on the right.



**Chat Tool with Text Box**

3. Type your message in the compose text box and then hit **Send** or **Enter**.
4. Click on **Private Message** to send a private message to someone.

## Virtual Classroom

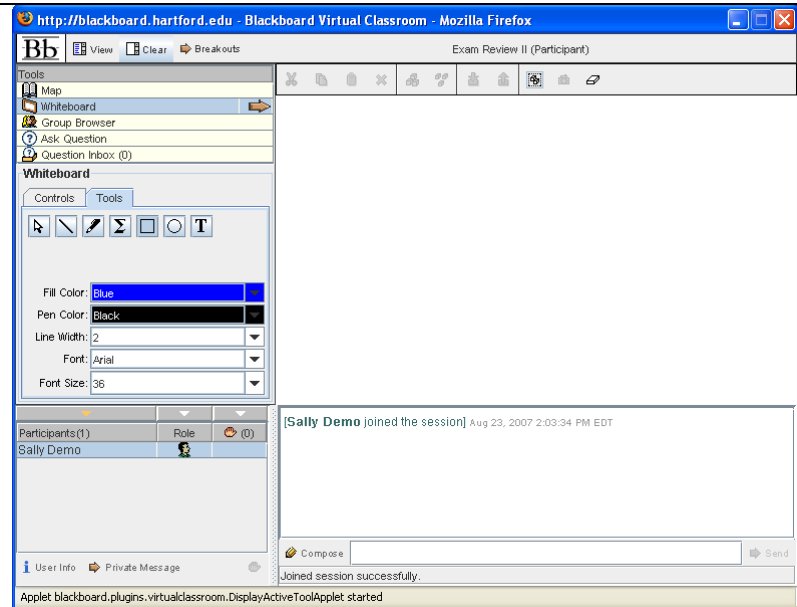
**Map** – display a section of the Blackboard course.

**Whiteboard** – draws graphics

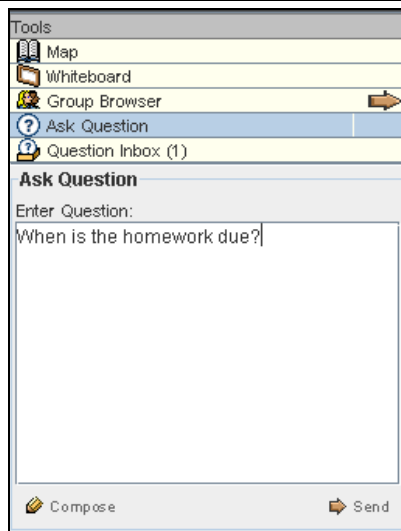
**Group Browser** – displays websites

**Ask Question** – send questions to instructor

**Chat** – text-based chat, similar to instant messaging



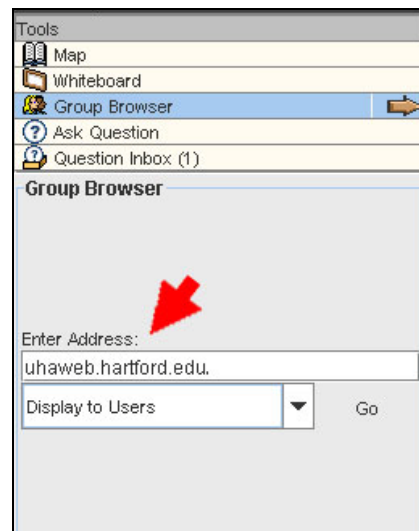
### Virtual Classroom: Ask Question



To ask your instructor a question:

- Click on the **Ask Question** button.
- Type a question in the box.
- Click **Send**. The question will now appear in the “Question Inbox,” where the instructor can read and respond.

### Virtual Classroom: Group Browser



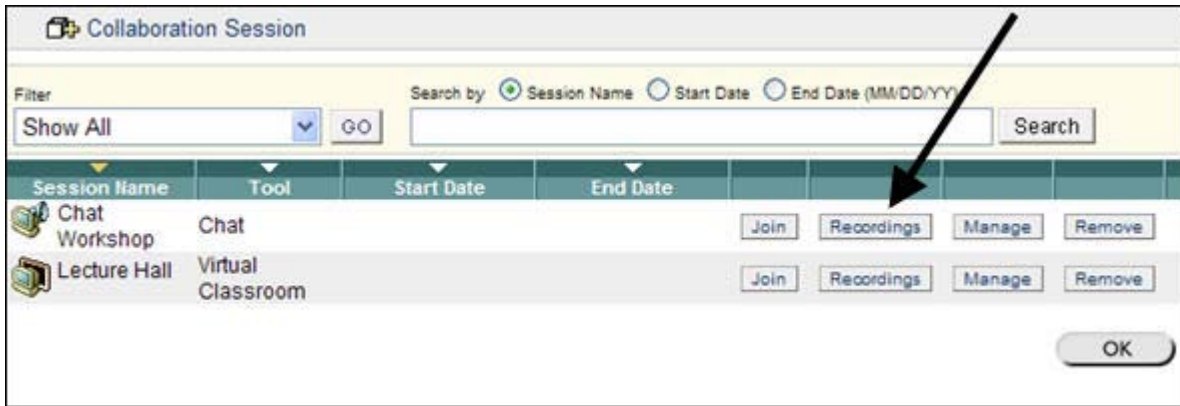
This feature can be used to display websites to the class.

- Click onto **Group Browser**
- Enter the website address and click **Go**
- The site will appear within the main window of the Whiteboard.

### Accessing Archived Chat Sessions

Your instructor may record (archive) chat sessions that you can read at a later date if you miss a chat session. To access an archived chat session, do the following:

1. From the menu select **Collaboration**.
2. Locate the session with the recording you want to view (archives are listed next to the session).
3. Click **Recordings** to display the list of archives available for that particular collaboration session.



**Accessing the Recording from a Collaboration Session**

4. Click the name of the archive you need. The entire conversation will appear.



**Choosing a Recording**

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## Getting Help with Blackboard - Students

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If you are having trouble accessing Blackboard, contact your instructor first. If your instructor is unable to help you, contact the Computer Support Center for further assistance.

### **ITS Help Desk – Computer Support Center**

For general computer and Internet/network support questions (passwords, Internet/email problems, printer not working, banner, grades, etc.). The Computer Support Center has evening and weekend hours.

**Phone:** 768-5999

**E-mail:** [its@hartford.edu](mailto:its@hartford.edu)

**Website:** <http://uhaweb.hartford.edu/its/>