



User manual for presenters EPC

This manual on using Blackboard Collaborate – the software used for our hybrid conference – is written for presenters. Those presenters who are on-site in Groningen will be assisted by the room monitor; those who are online will be assisted by the room monitor as well, but it is important that they understand the basics of Blackboard Collaborate themselves.

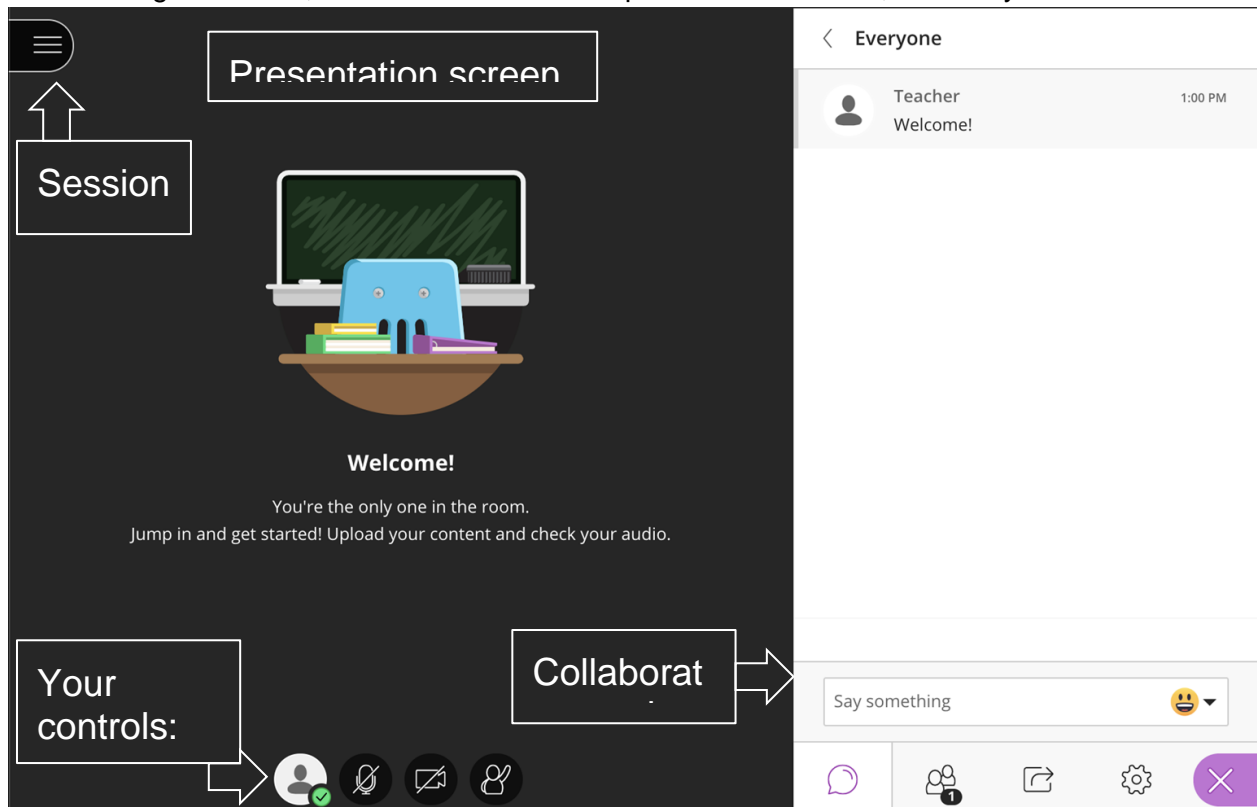
Entering Blackboard Collaborate

1. Find the link to your session in the online conference programme and open in an internet browser (we suggest Google Chrome or Firefox).
2. Allow the software to access your microphone and camera.
3. If you want, you can follow the tutorial that is offered when you enter.
4. The room monitor (moderator) will give you presenter rights (e.g. screen sharing).

General layout of Collaborate

The Collaborate screen consists of four areas:

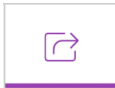
1. Presentation screen (center in the screenshot below), where shared content will be shown, or the webcam of the presenter.
2. Collaborate panel (bottom right in the screenshot below), where the chat, list of participants, share content and settings are located.
3. Session menu (top left in the screenshot below), where general options, like recording, are located.
4. Your controls (bottom center in the screenshot below), where you can set your profile image or status, enable or disable microphone and webcam, or raise your hand.



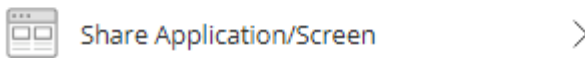
Share screen

These steps are relevant for the presenters, but the Room Monitor (or moderator) should be able to help the presenters and explain it to them. PowerPoint and PDF-files can easily be presented using the share screen function. This function shares the presenter's entire screen so that when the presenter opens PowerPoint, those at home can also see it. Be warned that participants at home will be able to see everything on the screen.

1. Go to the third icon (featuring an arrow) in the Collaborate panel (bottom left of the screen) which is



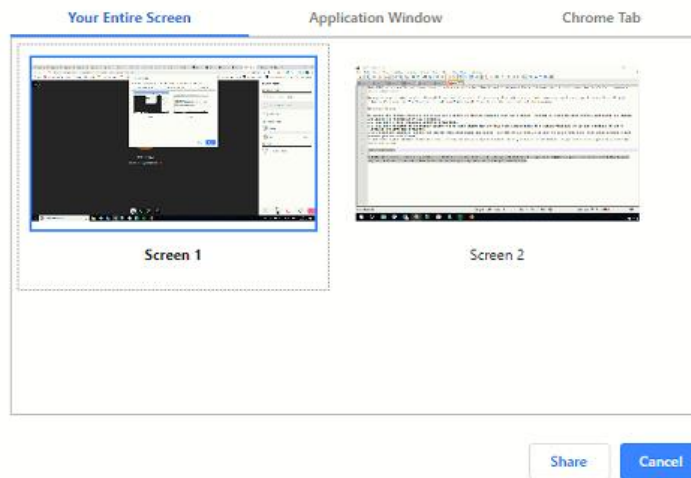
2. Select the **Share Application/Screen** option:



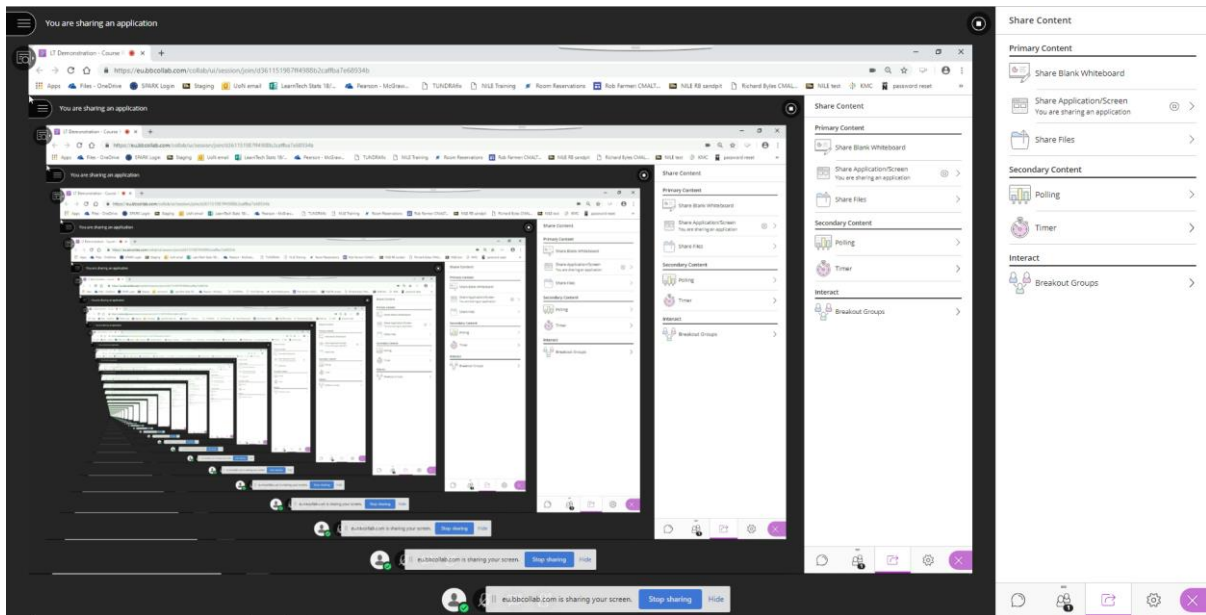
3. If you have multiple screens, select the thumbnail of the screen you wish to share (always use 'Your entire screen') and click the Share button.

Share your screen

eu.bbcollab.com wants to share the contents of your screen. Choose what you'd like to share.



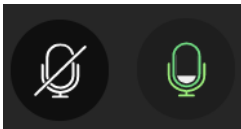
4. The screen will now be displayed and may be repeated as shown in the image below. Go to the presentation slides and continue running Collaborate in the background. Whatever is viewed on the screen will be displayed to all participants in the Collaborate session.



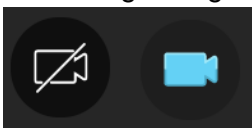
Activating the microphone and webcam

When you enter, you are muted. Activate the microphone when you want to speak. If you do not speak for a longer time, deactivate the microphone so participants will not be distracted by background sounds, like typing or side conversations.

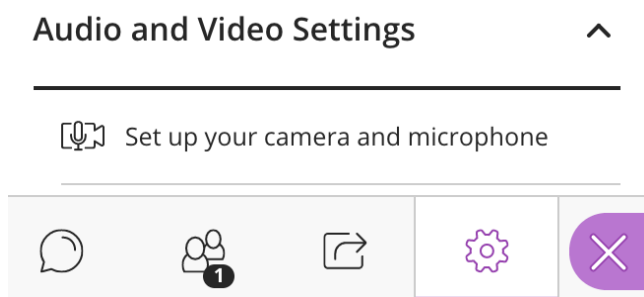
1. Click the microphone icon to switch it from off to on, or vice-versa. If the microphone is turned on, it becomes green, and it will indicate the audio level in white.



2. Click the webcam icon to switch it from off to on, or vice versa. You will first see a video preview to verify what you are about to broadcast. Make sure you have no distracting background or accessories in view.

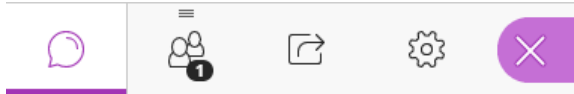


3. If the microphone or webcam does not function properly, open the settings page in the Collaborate panel and select Set up your camera and microphone, then follow the steps that are presented to you:



Interact with participants and room monitor

Blackboard Collaborate provides options to interact with the participants, for example through Chat. The Chat function is located in the Collaborate panel in the bottom right:



We ask participants to only post actual *questions* in the Chat, or to notify the chair that they have a question by saying so in the Chat. Participants can then unmute and activate their webcam to pose their question live to the presenter.

Participants and online presenters can send the “room monitor” (moderator) a *private message*, for instance to let them know if you are having WIFI problems.

Troubleshooting

Troubleshooting Audio/Video quality issues:

1. Use a headset whenever possible. Avoid using the computer's built-in audio components. Doing so will prevent environmental noises from being picked up by the on-board microphone.
2. Check to see that the correct speakers are selected for your Operating System.
 - Windows: go to Control Panel > Hardware and Sound > Sound or search for Sound and select Sound from the Control Panel in the search menu.
 - MacOS: go to Apple > System Preferences > Sound.
3. Make sure the proper audio device is selected for use by Collaborate Ultra.
 - Click on My Settings (your avatar) > Audio and Video Settings > Setup Your Camera and Microphone.
4. Make sure the microphone is put in an appropriate place.
 - Placing the microphone directly under your nose will result in breathing being heard by session participants.
 - Placing the microphone too far away from your mouth will result in low audio and the possibility of environmental noise being captured.

Troubleshooting other issues:

1. Make sure that you are using a supported web browser. We suggest Chrome or Firefox.
2. Make sure third-party cookies are not blocked.
 - Chrome: Settings > Site Settings > Cookies and Site data
3. Try a different supported web browser.
4. Close your web browser and reopen it.
5. Reboot your computer.