SUPPORT GUIDE for ONLINE COURSES and ASSESSMENTS

explanation for students
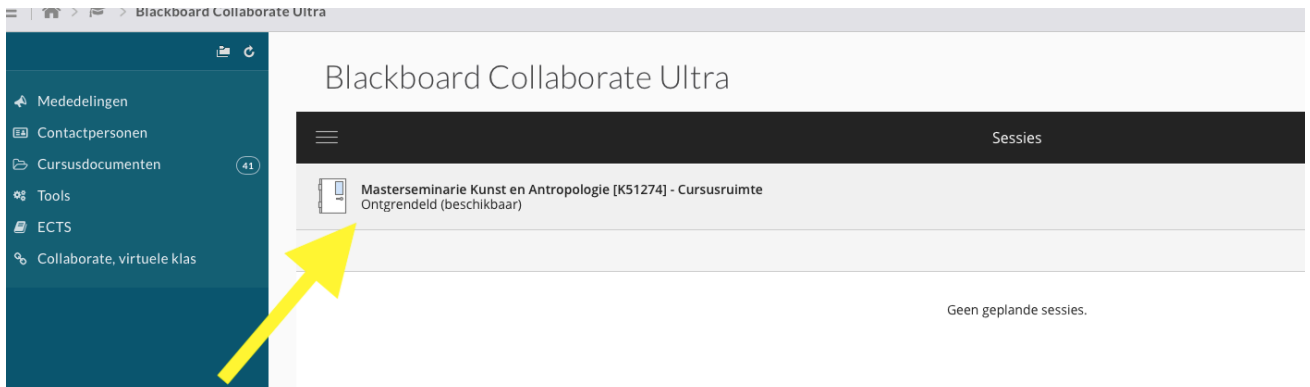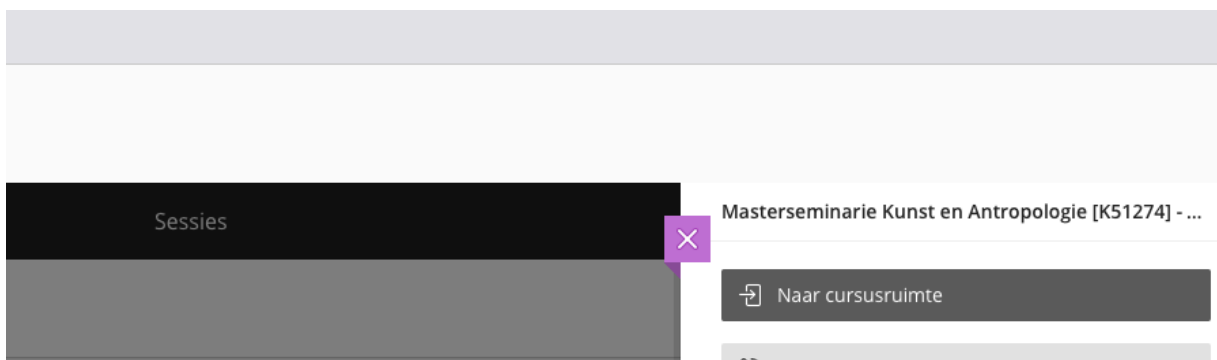
1. COLLABORATE ULTRA

1.1 Where can I find Collaborate, the virtual classroom space?

You can reach the lesson WITHIN the course on TOLEDO, via a link at the top left or under the TOOLS section,
top left (row of announcements / course documents / ...

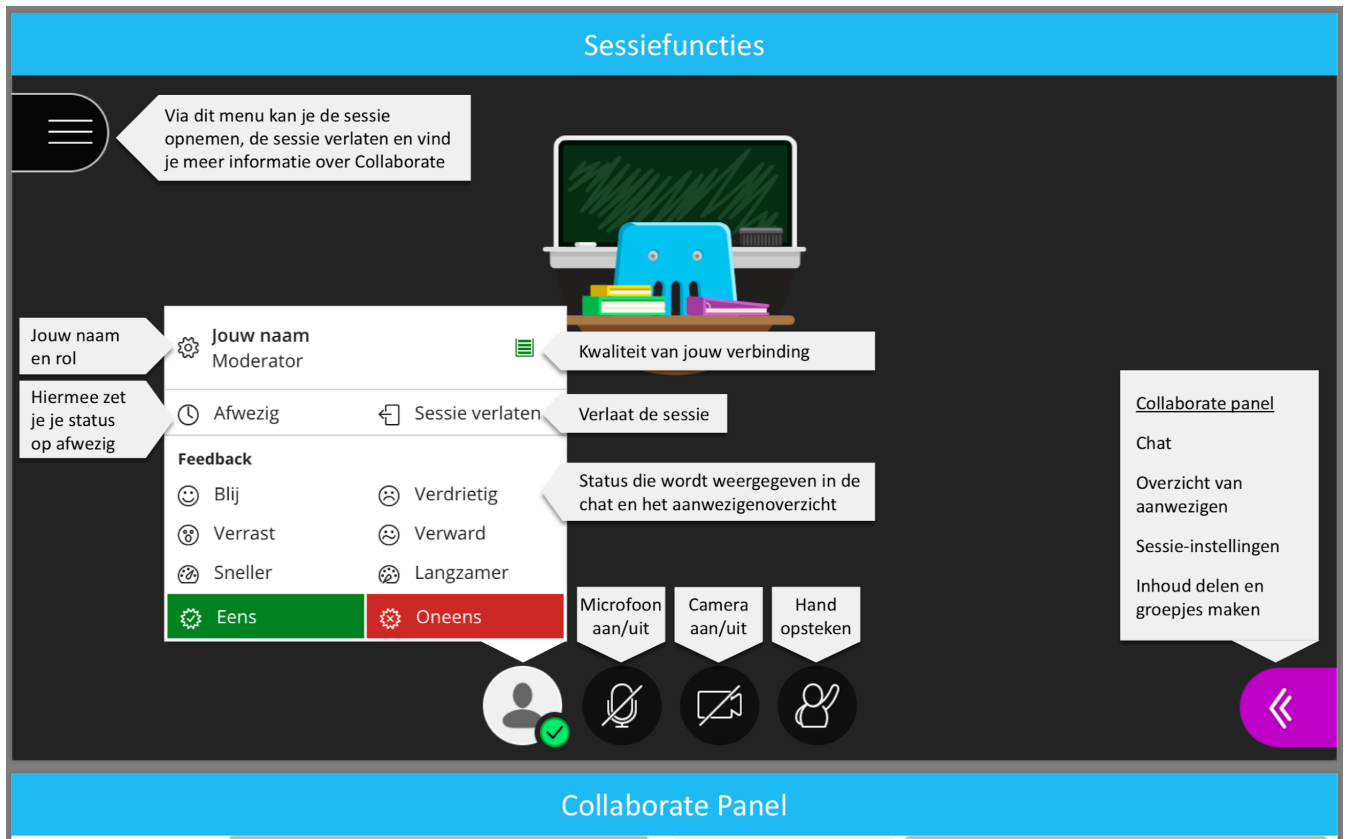Then you click on the horizontal bar where you can see a door on the left:

and then on the right side in the gray bar "to course room"

1.2 How does Collaborate work?

Getting started with collaborate ultra for beginners.

At a glance:

Sessiefuncties

Via dit menu kan je de sessie opnemen, de sessie verlaten en vind je meer informatie over Collaborate

Jouw naam en rol

Jouw naam
Moderator

Kwaliteit van jouw verbinding

Hiermee zet je je status op afwezig

Afwezig

Sessie verlaten

Verlaat de sessie

Feedback

Blij — Verdrietig

Verrast — Verward

Sneller — Langzamer

Eens — Oneens

Status die wordt weergegeven in de chat en het aanwezigenoverzicht

Microfoon aan/uit — Camera aan/uit — Hand opsteken

Collaborate panel

Chat

Overzicht van aanwezigen

Sessie-instellingen

Inhoud delen en groepjes maken

Collaborate Panel

Also share your audio if you want to share a video. In the share window there is a "share audio" option at the bottom. That's a browser window, so it looks different in different browsers.

1.3 Troubles in paradise?!

The following actions can help you. Reload the session after each change by refreshing your browser tab

- · Make sure you have a good network connection, if possible via a wired network. In the event of a poor network connection, the image will first disappear so that audio still comes through at high quality.
- · Use **Google Chrome** and make sure you are using the latest version
- · Check your browser settings. Make sure you have given permission to share audio/image. More information can be found in the Blackboard documentation where you choose your browser.
- · Turn off your ad blocker
- · Make sure there are no other applications open that use audio (e.g. Skype) when you enter the session. Close the application and restart the Collaborate session.

· Close heavy programs on your computer. They can cause the Collaborate session to be of lower quality.
· If you surf via a VPN, it can also have a negative effect on the quality of the connection.
· Set up your audio/video in the Collaborate Panel > Settings > Audio & Video Settings.
· If you participate via Toledo, it can sometimes help to participate via the guest link. Ask the moderator about this.
· **In many cases it helps to restart your computer**.

Information for specific problems:

- [Collaborate won't start (purple circle keeps spinning)](#)
- [I cannot enter the session via the guest link](#)
- [I can't get into the session](#)

2. SKYPE - videoconferencing

- The teacher invites you to a lesson or consultation via SKYPE. Basically you just click on the link you received for this purpose. Then you may have to briefly download an app the first time. Here you will find these [steps on the official site of SKYPE](#).

A second screen is recommended/useful. Preferably use a headset. In groups of more than 5 people, it is important to mute the sound when you are not speaking. Also check whether the correct micro is connected:

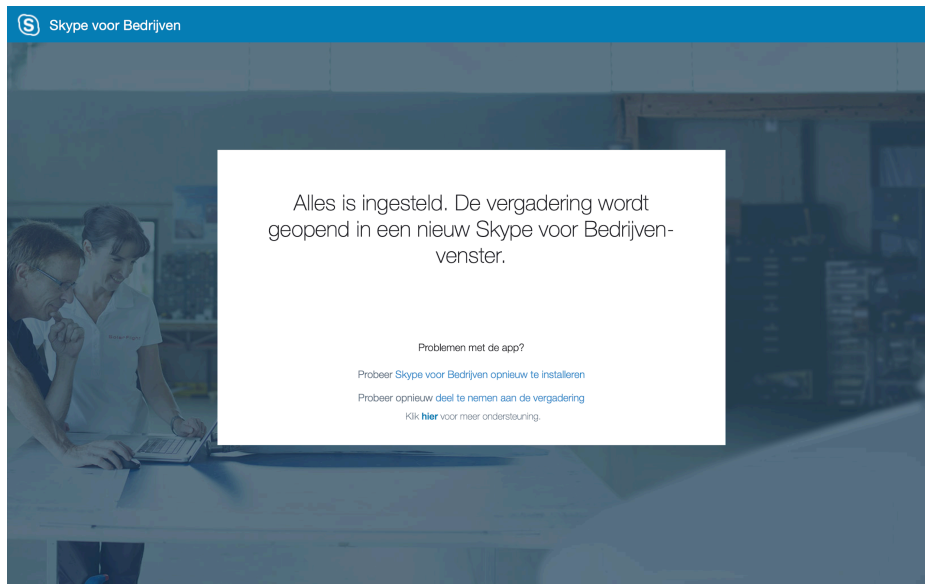can be determined via the gear wheel.
Also check here whether your sound (and video) should be transmitted via laptop, computer or headset.

> *By default, the microphone and camera are turned off for the student, which should remain that way unless the teacher asks you for feedback*
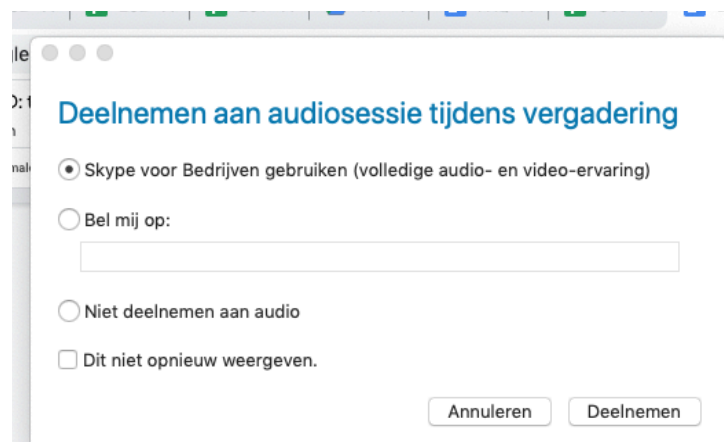> *install the browser plug-in as soon as possible and do not wait until the start of the online lesson.*

If you have already used it once, you will dive into the lesson even faster in the future
2 steps:

1) opens automatically after clicking on the forwarded link
2) choose the first option: Skype for Business audio and video


1)

2)

here you can mute or enable your microphone; **during the lesson, ask to speak via chat and then turn on your microphone**; to the left is also the button with which you can start your video.

You are a guest/participant in the lesson, but options open up to also share your screen after you have taken over the session via the three dots at the bottom!
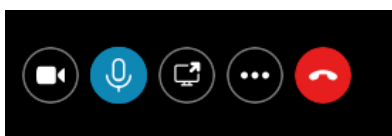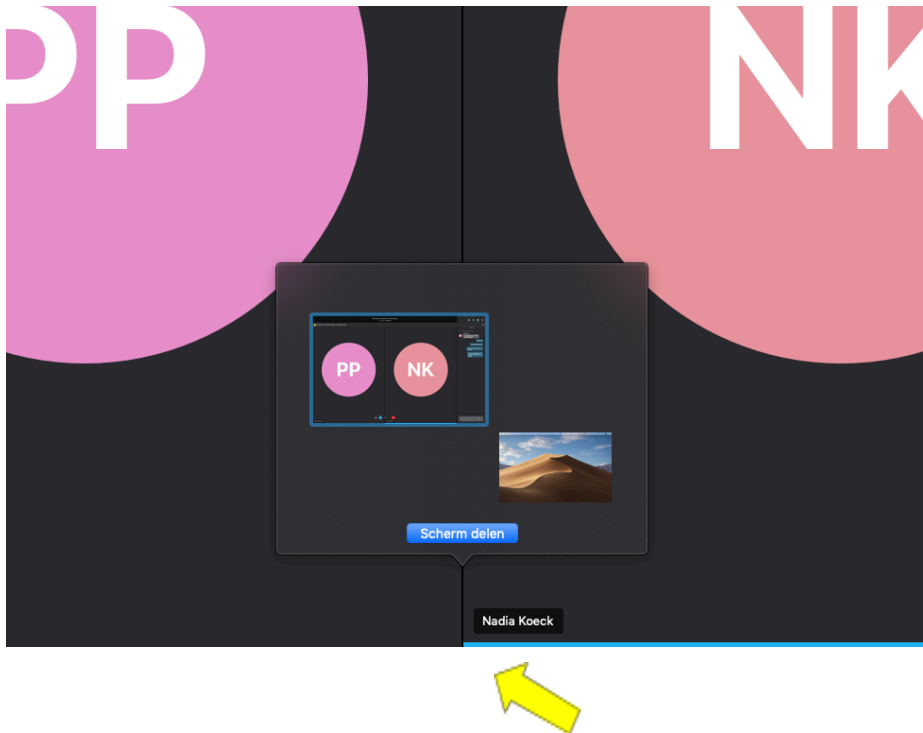
This way you can also explain your own PPT (or photo or...) from your computer to others.
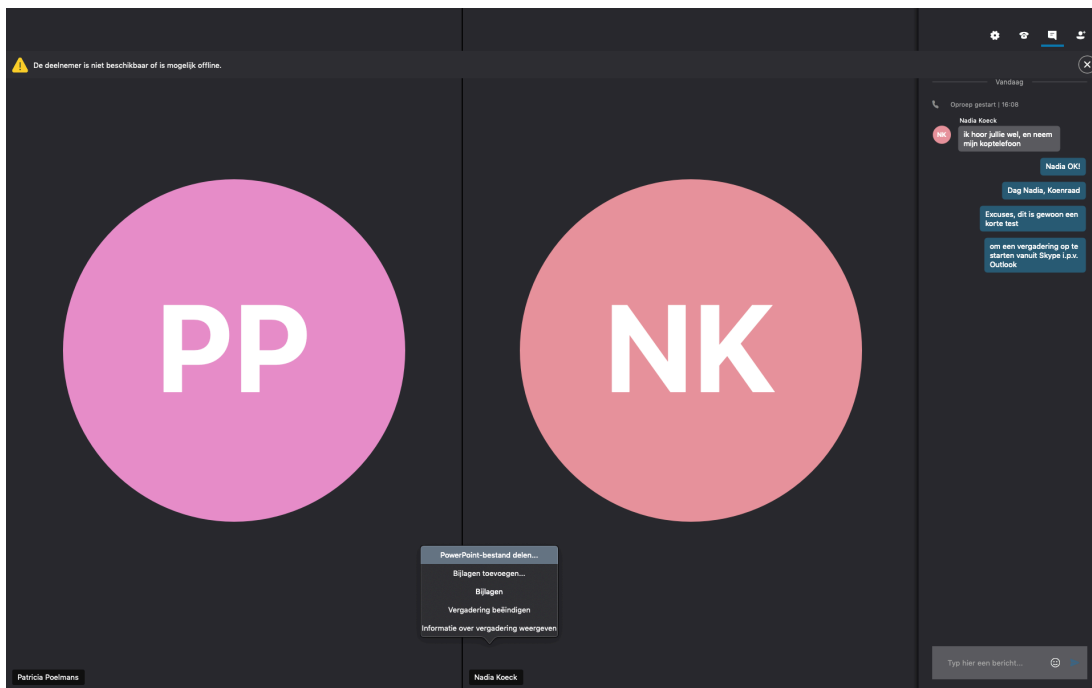
...Show PPT or attachment ….and chat with each other!

3. OTHER INTERACTION

● Paddled is a digital notice board where you can place text, documents, photos and links. During a lesson you may be given the assignment to place something on your plate.
● Voting system. There are numerous applications for this:Mentimeter, Kahoot, Socrative, Tricider… The teacher invites you, the use is self-explanatory.
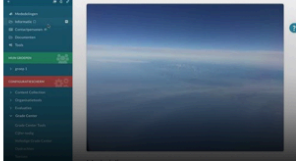
4. SCREENCASTING

● **NEW for students! KALTURA**
As a student you can use KALTURA, a **video** - creation, - storage and operations **tool…**

This is what your own KALTURA cutting looks like:**the place where all your recordings are safely stored online** become:

You can also upload and organize your own videos there! It remains a handy online storage location separate from your own computer and, above all, it is **very easy to link to one of your videos or screencasts from anywhere in your own TOLEDO course**… Can be useful when submitting assignments.

- LOOM

  Handy free system to make a video of your screen (with or without yourself in the picture):https://www.loom.com/

5. Tips & tricks for a faster network with a fixed connection and WiFi

Nothing is more annoying when your online streaming lesson/meeting goes wrong because the connection suddenly weakens or disappears completely. The finger is quickly pointed in the direction of the app used: Skype, Collaborate, Zoom, Meet, ... but there are other important spoilsports active.

Smartphones, tablets and computers are constantly looking for:
Instagram/Whatsapp/Facebook/… updates. Other active players such as: online TV/Netflix/Games, baby monitors, digital weather stations, roommates/neighbors (games, Netflix, etc.) ... and so on, they continue to consume your bandwidth.
In short, apart from the fixed network, everything in the house that is controlled by WiFi or Bluetooth...
The time when someone streams online also plays a role. In less busy periods or off-peak times, streaming will run more smoothly than if everyone is nearby at the same time, for example. an important football match begins to follow.

We increasingly live in a digitalized environment, but we only have so much at our disposal**1** network. This should ultimately also make it possible to share lessons and meetings, often together with your other (lockdown) housemates!

When meeting online or streaming a lesson, several external factors can disrupt the proper functioning of a connection.
Below you will find a brief summary of emerging problems and possible solutions.
Does this solve everything? Maybe not, but it will help you one step further.
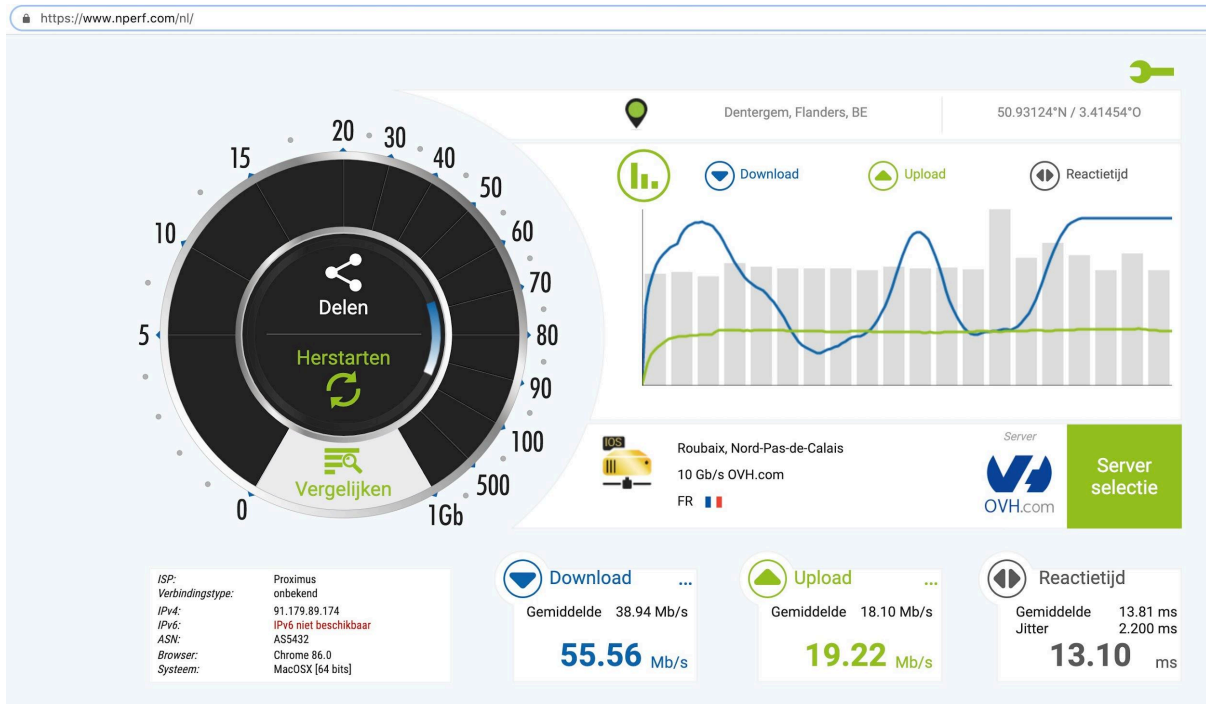
Via *www.nperf.com* you will see more details about the connection when you want to stream. Despite the loss of signal, this connection is decent, but not ideal. You see such fluctuations in both someone who streams and someone who receives. With such a signal, the video and audio quality deteriorates at regular intervals.

TROUBLESHOOTING

Modem and network	Situation	Solution
1. Test the network	Slow or unstable network: – Ping is max. 20ms – Download min. 40 Mbps – Upload min. 10 Mbps	test with the UTP cable without other online activities: https://www.nperf.com/nl/ https://www.speedtest.net/
2. Modem placement	This is often 'hidden' somewhere in a cupboard, basement or other room Horizontal position of the modem. Read the placement conditions.	Place the modem somewhere central or close to the workplace for better accessibility Place the modem vertically. Depending on the type, this signal can be profitable (WiFi)

3. Router	Router is already several years old	Upgrade to a recent controller or replace the router.
4. UTP cabling	Is the UTP network cable a bit older?	Check whether this is at least one Has CAT 5e or higher qualification (1.000 Mbit/s ipv. 100 Mbit/s) https://www.utp-kabel.nl/blog/verschil-cat5e-en-cat6.html
5. Restarting	Speed is slowed down or connections start to stutter or drop out.	Not only is it useful to regularly restart the software, but it also solves the problem**restart modem/router** and laptop often experience many problems.
6. To work	Working in the street?	Check with your provider if there is a problem.

WiFi and software settings	Situation	Solution
7. Router channel	By default, everyone in the area uses the same router channel 6.	Online management of the router to change to a less busy channel: 1 or 11
8. Browser	Not all features of Collaborate work in Firefox, Safari, etc.	**Chrome** / Edge **for the best experience** (always 2 latest versions supported)
9. Other programs	Skype and other programs and tabs are still open. Active tabs with permanent online advertisements (youtube, news items, outlook, ...)	Close as many unused programs and tabs as possible, especially those that use audio and video
10. Privacy settings	Audio or video not working	Check the privacy settings in system preferences and give Chrome audio and video access
11. Ad blocker	Sometimes causes a web page or	Disable ad blocker

	certain content (texts, images, videos) to not be displayed correctly in the browser.	
12. Surfing via VPN	This can also have an adverse effect on the quality of the connection.	Close the VPN connection
13. Audio/video	Audio and/or video does not work or you want to activate a headset or another camera.	Set your audio/video in the Collaborate Panel > Settings > Audio and Video Settings. Sometimes it can help to re-designate the input and output device via the device's system preferences.
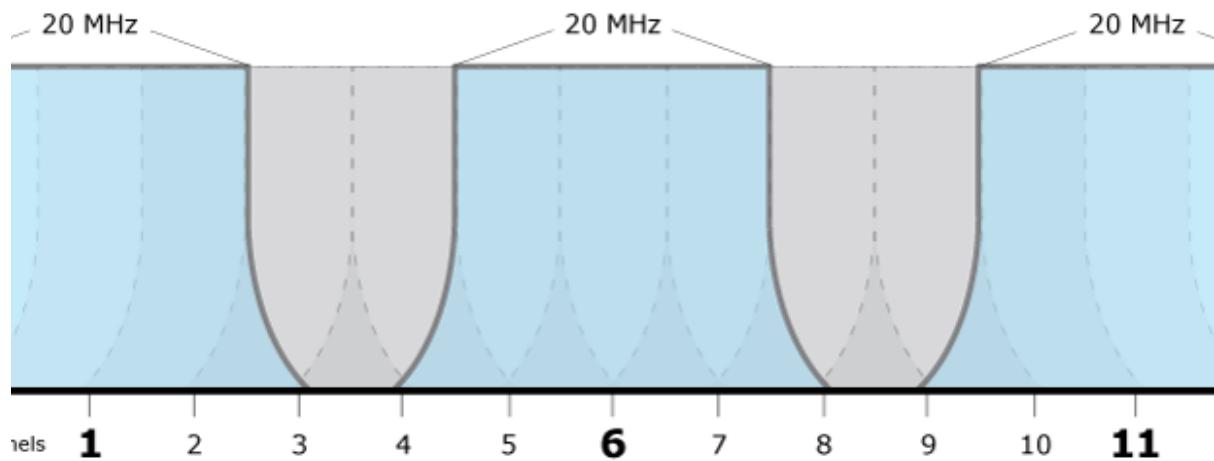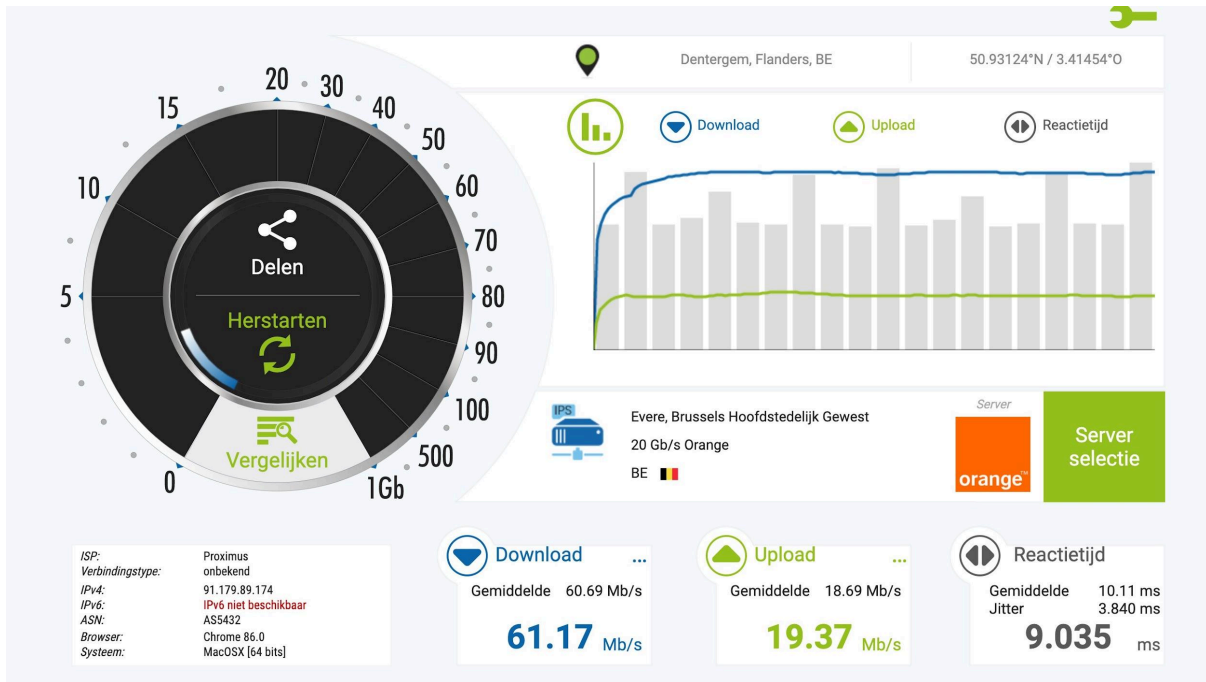
Same test as starting image, but on a different day during an off-peak time (7 p.m.), with a new router and connected to a selected server.

Below, audio problems during a LUCA ME(e)T session by Filip in Collaborate.

Some informative links:
- https://help.blackboard.com/nl-nl/Collaborate/Ultra/Moderator/Support/Network_Connection
- https://thomas.vanhoutte.be/blog/2019/08/18/jouw-internetsnelheid-verbeteren-en-bereik-vergroten-in-10-stappen/
- https://www.allesoverdraadloosinternet.nl/wifi/wi-fi-signaal-versterken/#7
- https://allestoringen.be/