Select the heading that best describes your problem:
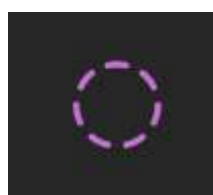
Supported Browsers

The preferred browsers for Blackboard are, Chrome followed by Firefox. Internet Explorer is **NOT supported**. For more information on troubleshooting browser issues [click here](#).

Connection Error: Spinning Purple Wheel

If you are trying to connect to a session and, instead of loading, you see a spinning purple wheel, check your cookie settings.

Collaborate Ultra requires cookies in order to work properly. Check your browser settings to ensure that your browser is set to allow third party cookies.
- [Firefox Enable Cookies](#)
- [Chrome Manage Cookies](#)

Connection Error: A03 Connection Error

An A03 Connection Error typically means that the session was not found or the token not valid. In some instances the user may have been sent a "join" link instead of a "guest" link. A join link will have "join" in the URL and cannot be reused. Please ask the moderator to re-send the guest link. If you are joining a Collaborate session from within Blackboard, click on the session link within the course.

General Collaborate Ultra Troubleshooting

Browser Settings
- For the best experience, make sure that you are using Google Chrome, as it is the most compatible with Collaborate Ultra.
- Check that your browser is fully up to date.
- Check the browser's microphone and webcam settings to make sure the correct input is selected and that Collaborate Ultra has not been blocked.
- Clear your browser's cache.
- Make sure your browser allows third-party cookies.

Settings for Your Computer
Make sure that the correct audio/video input/output is selected on your computer. The easiest way to test is to try using different programs. Are you able to play sound on your computer? Can you use the microphone/webcam in a different program (such as Skype)?

Restart Your Computer
Restarting your computer can often solve a host of technological issues. When in doubt, try restarting.

Check Your Network Settings
For the best experience, use a strong internet connection.

Try Another Internet Connection and Computer
Trying another internet connection and/or computer will help to narrow down the issue. Are you able to access your Collaborate Ultra session on a different computer or a different network?

Audio and Video Issues
Are you unable to hear the speaker or are people unable to hear you? Is your video not turning on or showing a blank screen?

- Close out any other applications or browser windows, especially any that may use your camera or microphone.
- Use the Google Chrome browser, as it is the most compatible with Collaborate Ultra. Certain older versions of Firefox are known to have audio issues.
- Check that your browser is fully up to date.
- Check your Audio and Video Setup to make sure your microphone is set up properly.
- Check the browser's microphone and webcam settings to make sure the correct input is selected and that Collaborate Ultra has not been blocked.
- Hearing an echo? As a best practice, we recommend using headphones for audio, as this will help to reduce background noise and echoes. The headphones that come with most cell phones will work nicely.
- Clear your browser's cache.
- When in doubt, try restarting your computer.

Application Sharing Issues

Are you having trouble sharing content with your participants? Are you getting a message saying that the application sharing is starting but it does not start sharing?

- Check your browser. Application sharing is only compatible with Google Chrome and the most recent versions of Firefox.
- Check that your browser is fully up-to-date.
- If you see the message that *Application sharing is starting* but the screen does not start sharing, stop and restart the application sharing.
- If you are using Chrome, make sure that the Desktop Sharing extension has been installed. You may need to uninstall and reinstall the extension. See Application Sharing Issues for more information.
- Check your browser settings to make sure that the browser has permission to share your screen or application.