Australian College of
Rural & Remote Medicine
WORLD LEADERS IN RURAL PRACTICE

ACRRM uses **Blackboard Collaborate 'Ultra'** for all our virtual classroom meetings.

Collaborate Ultra is a WebRTC virtual classroom and will work on all browsers on Apple or Windows computers - however it **always works best in Chrome browser**.

Before your virtual classroom session it is <u>very important to test</u> your computer connection and browser <u>at least one day prior to joining a live session</u> so that staff have time to help you with any issues before the start of your virtual classroom.

To do this, and for further information:

- Visit the ACRRM Virtual Classroom info site for a link to the
  ACRRM Collaborate 'Ultra' Test Room which is available 24/7

- You may also access Ultra virtual classrooms using your mobile device or tablet computer with the
  '**Blackboard**' 🖊 **App** which can be downloaded from:

  o Google Play Store
  o Apple App Store
  o Windows App Store

  You will require the best possible signal strength and
  a good internet connection speed on your mobile device for successful access

> *Note:* If you are the **presenter/moderator of a virtual classroom you must use a PC or Mac computer** to be able to access the necessary whiteboard 'tools' for the live session – do not use a mobile device.
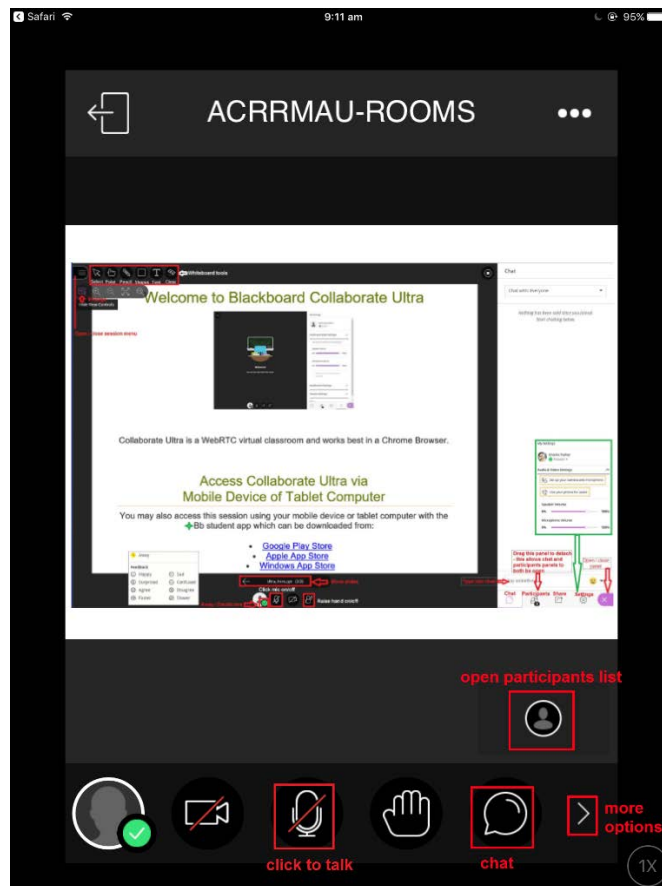
Collaborate Ultra interface *(Note: the* ***'test'*** *room will only have a black screen)*
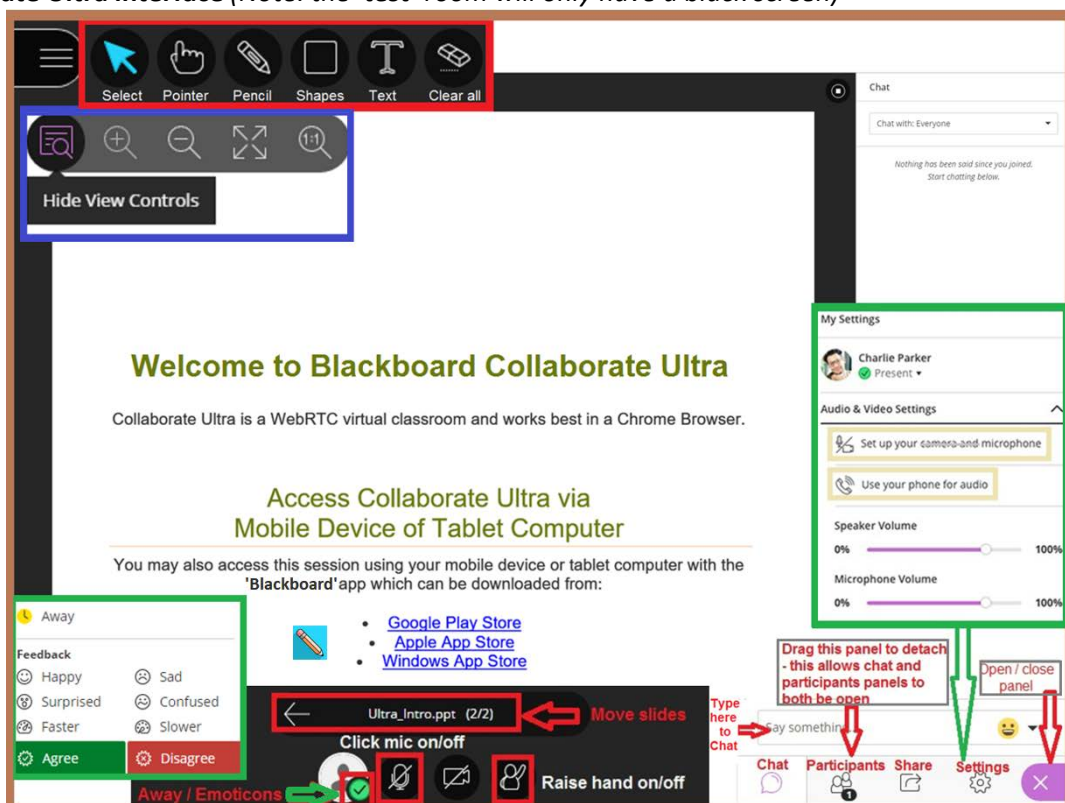
NOTE: click on the 'chevrons' to open the Collaborate panel - see 'X' above is open

Mobile interface

Minimum connection requirements:

- An internet connection with a minimum of 2mbps download speed.
  - A speed test can be accessed at http://www.speedtest.net/
- Ultra will work on all browsers on Apple or Windows - but **always works best in Chrome browser**
- Use a headset or headphones with a microphone

Here are a few quick and easy things you can do to increase the quality of your internet connection:

- Plug your computer into your router/modem if you can *(instead of using WiFi)*
- Make sure nothing else is running in your browser *(close down other programs using the internet)*
- Make sure you have the most up to date version of your browser
- Maximise your WiFi signal to your computer *(move closer to the modem)*
- Minimise other usage of bandwidth in the house/office *(shut down all unnecessary programs, especially those that use the internet: email, other conferencing options (Skype), etc.)*
- Consider using your Mobile device instead *(sometimes your mobile connection may be better than your WiFi)*

Need Help:

Email: rrmeo@acrrm.org.au

Phone ACRRM: 1800 223 226 *(business hours only)*

Phone Blackboard: 1800 267 338 *(this is a 24-hour 7-day help phone line)*