




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 very important to test your computer connection and browser at least one day prior to joining a live session 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:

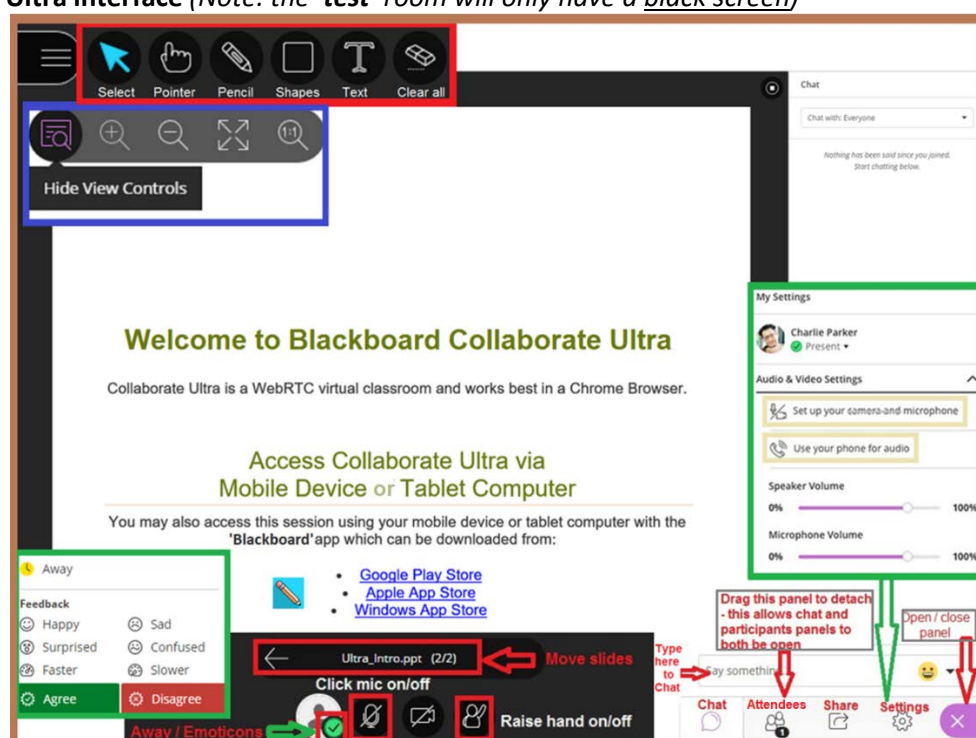
- Visit the ACRRM Virtual Classroom [info site](#) for a link to the ACRRM Collaborate '[Ultra' Test Room](#) which is available 24/7
- You may also access Ultra virtual classrooms using your mobile device or tablet computer with the '**Blackboard'**  **App** which can be downloaded from:
 - [Google Play Store](#)
 - [Apple App Store](#)
 - [Windows App Store](#)

Note: When using the mobile App to access Ultra virtual classrooms – just click on the classroom link that you have been provided with and the 'link' will 'find' the App for you...don't open the App first!

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

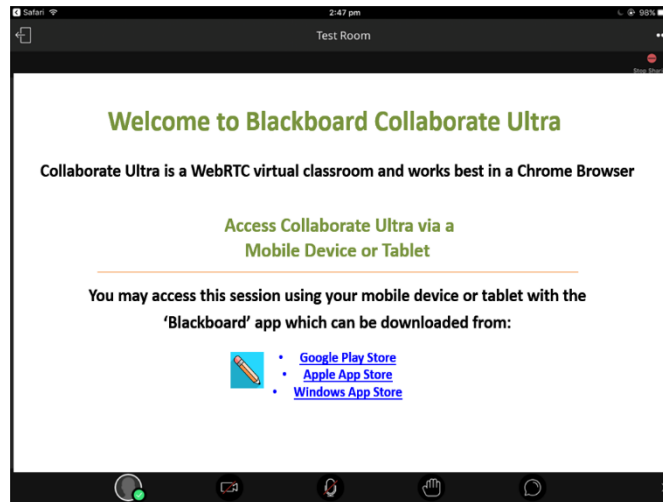
Note: If you are the **presenter/moderator** of a virtual classroom you must use a **PC or Mac computer** to be able to access the necessary whiteboard 'tools' for the live session – do not use a mobile device.

Collaborate Ultra interface (Note: the '**test**' room will only have a **black screen**)





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](tel:1800223226) (*business hours only*)

Phone Blackboard: [1800 267 338](tel:1800267338) (*this is a 24-hour 7-day help phone line*)