

# Connect Virtual Drop-ins

# Contents

## Articles

Virtual Drop-in Sessions in Bb IM	1
<b>Blackboard Collaborate Instant Messaging eLearning Toolkit</b>	<b>4</b>
eLearning	4
<b>Create a Blackboard IM Account</b>	<b>9</b>
Create a BlackBoard IM Account (How To)	9
<b>Change Your Bb IM Course Settings</b>	<b>12</b>
Change Course Settings (How to)	12
<b>References</b>	
Article Sources and Contributors	14
Image Sources, Licenses and Contributors	15

# Virtual Drop-in Sessions in Bb IM

Below are the top 5 things you need to do if this will be your first time with Blackboard Collaborate Instant Messaging (Bb IM):

**Download and Print (PDF)** <sup>[1]</sup>

## 1. What is Blackboard Collaborate Instant Messaging?

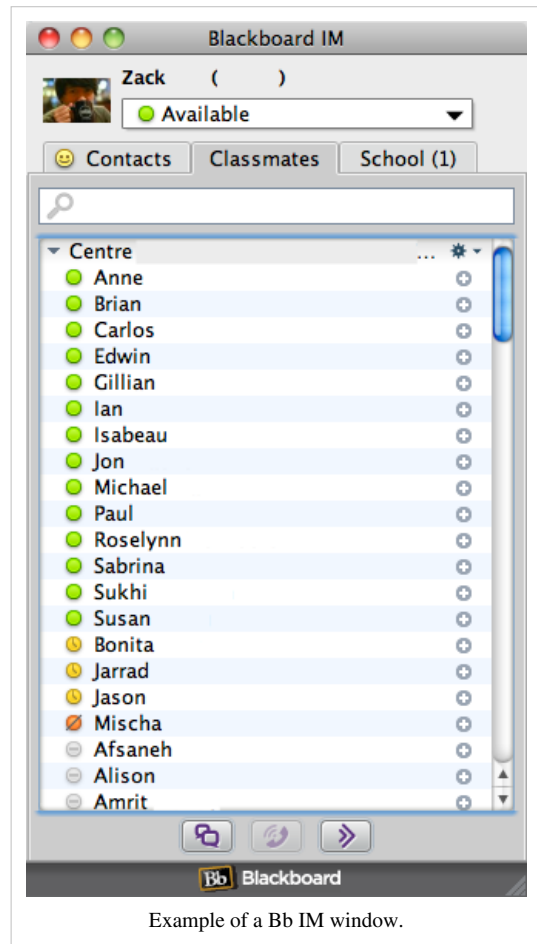
It is an instant messaging tool that helps instructors, staff and students create their own learning network. More than just an instant messaging tool, Bb IM can support study groups, meetings and office hours via web conferencing, VoIP and collaborative whiteboards.

See the *Blackboard Instant Messaging eLearning Toolkit* <sup>[2]</sup> for more information and resources.

## 2. Create a Bb IM account and download Bb IM

Easily create a Bb IM account and download Bb IM by logging into *Connect*.

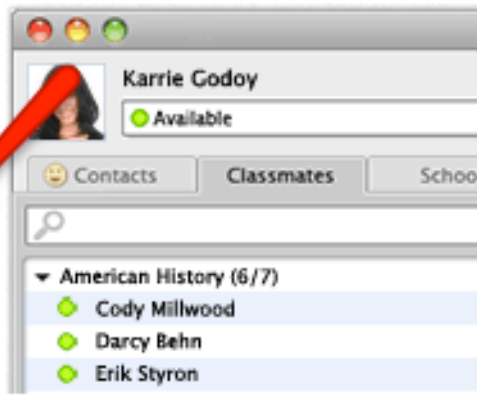
See *How to Create a Blackboard Instant Messaging Account* <sup>[3]</sup> for more information.



## Blackboard IM

**Let's chat!**  
Instantly connect with your classmates or teachers on the only instant collaboration system designed for education.

[Get Blackboard IM](#)



The **Blackboard IM** module can be added to any dashboard module page within *Connect*. It will launch your BB IM account settings.

### 3. Choose which courses you want to participate in

Manage your privacy settings by changing which courses you want to participate in.

See *How to Change Your Bb IM Course Settings* <sup>[4]</sup> for more information.

#### ▼ Course Settings: University of British Columbia Bb Learn

##### General

- Automatically enable Blackboard IM for new courses.

##### Course Participant

All checked courses will appear in your Blackboard IM client.

- Climate Change (student experience) (TRAIN.54.UBC.CTLT.2012W)
- Connect Central Resources (WS.UBC.CTLT.CONNC.2012S.v1)
- Connect Resources (WS.UBC.CTLT.CONNECTUBC.2012S)
- Practice Course with Student Activity – Astronomy – f2f (TRAIN.66.UBC.CTLT.2012W)
- Student Orientation To Connect (WS.UBC.CTLT.STUDENTO.2012S.164) (Course exceeds maximum enrolled users)
- ZACK COURSE do not delete (CTLT\_ConnectCollaborate\_Nov8\_02)

##### Course Instructor

As an instructor, you can enable or disable Blackboard IM for all participants in your course. Deselect a course below if you do not want this class to use Blackboard IM.

- Climate Change (student experience) (TRAIN.54.UBC.CTLT.2012W)
- Connect Central Resources (WS.UBC.CTLT.CONNC.2012S.v1)
- Connect Resources (WS.UBC.CTLT.CONNECTUBC.2012S)
- Practice Course with Student Activity – Astronomy – f2f (TRAIN.66.UBC.CTLT.2012W) | [Invite \(6 Unregistered Users\)](#)
- Student Orientation To Connect (WS.UBC.CTLT.STUDENTO.2012S.164)
- ZACK COURSE do not delete (CTLT\_ConnectCollaborate\_Nov8\_02) | [Invite \(4 Unregistered Users\)](#)


## 4. Join the drop-in session

Under the *School* tab at the top of the window, click **Connect Drop-in for Instructors** to enter the session. You will be placed in a "Waiting Room" with the appropriate queue number. If you close the window and re-enter the session, your queue number will not be saved.



## 5. Start a phone conversation or the collaborative whiteboard

Once the moderator has promoted you from the Waiting Room, let them know if you find the text chat challenging.

You can start a phone conversation (  ) if you have a microphone and speakers or a collaborative whiteboard (



) to illustrate your problem or share your desktop.

These icons are found at the top of your chat window.

## References

- [1] [http://wiki.ubc.ca/images/6/62/Documentation-Connect\\_Virtual\\_Drop-in\\_Sessions\\_in\\_Bb\\_IM.pdf](http://wiki.ubc.ca/images/6/62/Documentation-Connect_Virtual_Drop-in_Sessions_in_Bb_IM.pdf)
- [2] <http://elearning.ubc.ca/toolkit/blackboard-collaborate-instant-messaging>
- [3] <http://elearning.ubc.ca/connect/instructor-resources/communicate-and-collaborate/create-a-blackboard-instant-messaging-account-how-to/>
- [4] <http://elearning.ubc.ca/connect/instructor-resources/communicate-and-collaborate/change-your-bb-im-course-settings-how-to/>

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# Blackboard Collaborate Instant Messaging eLearning Toolkit

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## eLearning

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### What is it

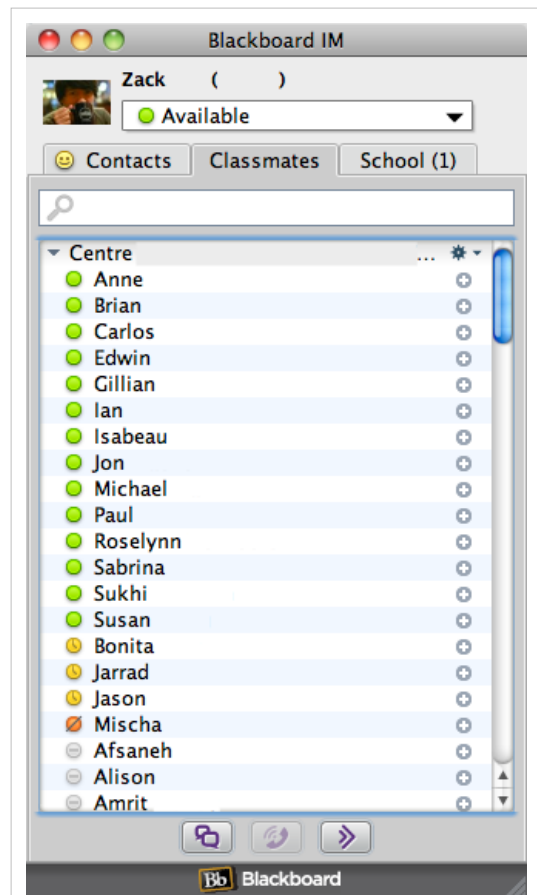
Blackboard Instant Messaging (Bb IM) is an instant messaging tool that helps instructors, staff and students create their own learning network. More than just an instant messaging tool, Bb IM can support study groups, meetings and office hours via web conferencing, VoIP and collaborative whiteboards.

Your contact lists are automatically populated by your classmates/students and divided into groups based on all of your classes. You can also choose to restrict your availability in each class, depending on your privacy preferences. Create your own contact lists to keep in touch with friends and classmates even after your classes are done.

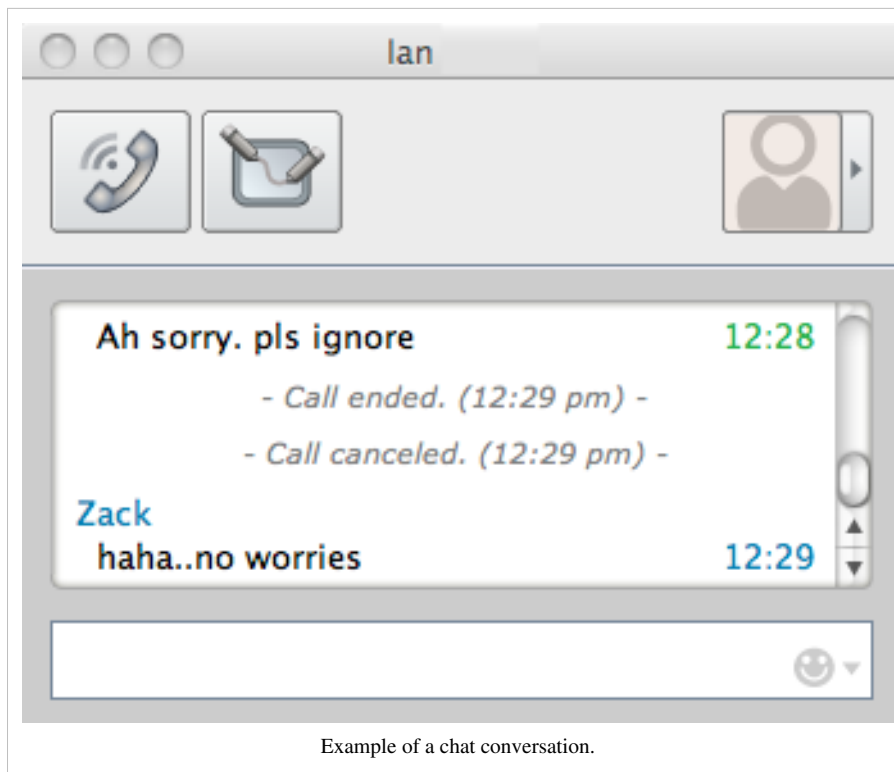
### Uses and Benefits

#### Instant Messaging and Group Chats

Similar to other instant messaging tools, communicate with your classmates, students and colleagues through quick and simple text messages. Click on your contacts when you see them online and start chatting. No need to know their emails.

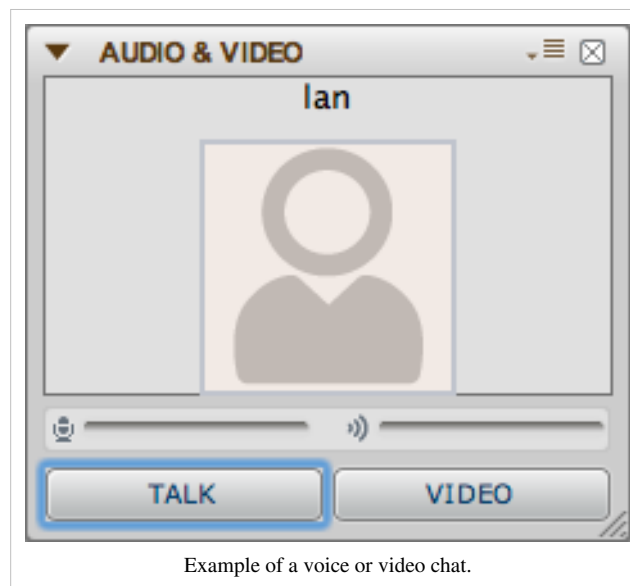


Example of a Bb IM window.



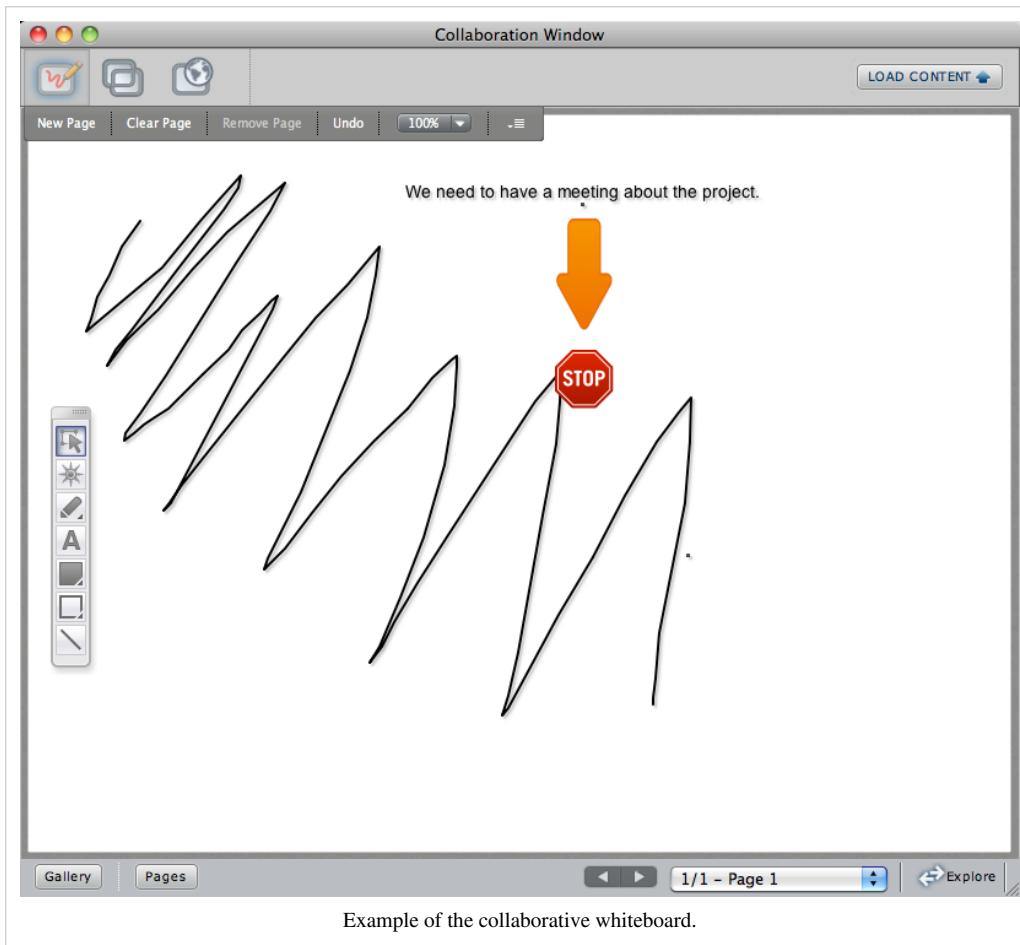
### Voice-over-Internet-Phone (VoIP) and Video Chatting

If you prefer to call someone instead, Bb IM supports VoIP calls to any of your contacts as well as video chatting for meetings. You will need a microphone and webcam for this feature.



## Collaborative Whiteboards

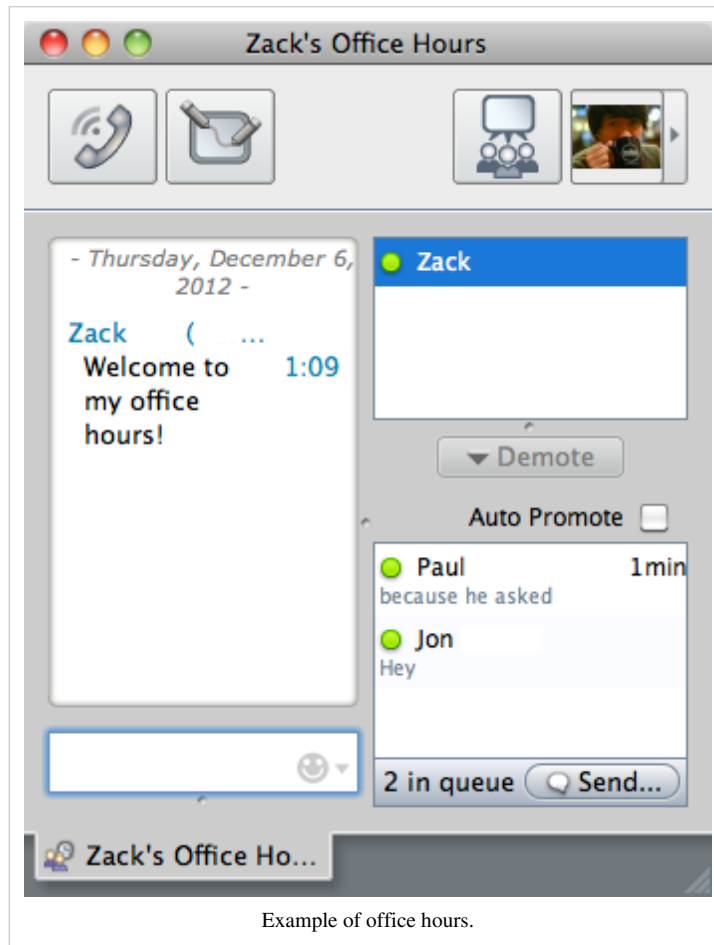
Invite 1 or more of your contacts for a collaborative meeting where you have access to a whiteboard that allows you to add text, images, and share your desktop or websites.





## Office Hours and Drop-in Sessions

Instructors and TAs can conduct office hours using Bb IM. You can choose to communicate with all participants or have one on one discussions with each student.



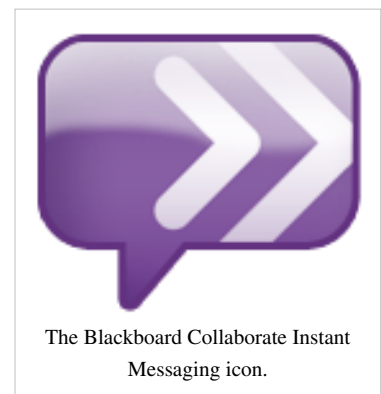
## Get Started

- Blackboard Collaborate Instant Messaging is available to all faculty, staff and students. You will need to create a Bb IM account and download Bb IM to your computer.

Please see, [How to Create a Blackboard Collaborate Instant Messaging Account](#) [3].

- Instructors can also integrate Bb IM in their *Connect* course with schedule discussion sessions.

Please see, [How to Enable Blackboard Collaborate Instant Messaging in your Course](#) [1].



## Resources

### "How to" Guides

- Introduction to Blackboard Collaborate Instant Messaging <sup>[2]</sup> (presentation)
- Create a Blackboard Collaborate Instant Messaging Account <sup>[3]</sup>
- Enable Blackboard Instant Messaging in your Course <sup>[1]</sup>
- Change Your Bb IM Course Settings <sup>[4]</sup>

### Support

Need help to access Bb IM? Send a message to [collaborate.support@ubc.ca](mailto:collaborate.support@ubc.ca) <sup>[3]</sup>.

For Tier 1 technical support such as Javascript issues, please contact the Blackboard Support team at 1 (877) 382-2293 or visit the Blackboard Support Portal <sup>[4]</sup>

Explore the following resources from Blackboard:

- First-Time Users Guide <sup>[5]</sup>
- On-Demand Learning Centre <sup>[6]</sup>

## Tips

### Instructors

- Choose the courses where you want to participate using Bb IM by changing your account settings. See Documentation:Blackboard Collaborate/Instant Messaging/Manage Your Bb IM Account
- Create an announcement, and include in your syllabus, that you will be using Bb IM for office and when you will be available.

### Students

- Add friends or classmates to your *Contacts* to keep in touch with them. Classmates lists will be unavailable after your course has been completed.
- Group chats and collaborative meetings can have 2 or more participants, while voice and video calls are only one-to-one.
- If you've enabled **Save Chat Logs** in the *Preferences*, you can review conversations with friends.

## References

- [1] <http://elearning.ubc.ca/connect/instructor-resources/communicate-and-collaborate/enable-blackboard-instant-messaging-in-your-course-how-to/>
- [2] <http://www.brainshark.com/blackboardinc/vu?pi=977377618>
- [3] <mailto:collaborate.support@ubc.ca>
- [4] <http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336&task=knowledge&questionID=1>
- [5] <http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336&task=knowledge&questionID=1698>
- [6] <http://www.blackboard.com/Platforms/Collaborate/Services/On-Demand-Learning-Center/Enterprise-Instant-Messaging.aspx>

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# Create a Blackboard IM Account

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## Create a BlackBoard IM Account (How To)

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Blackboard IM (BB IM) allows you to communicate with classmates and instructors in a chat session for quick and effective communication. Instructors can use BB IM as a way of conducting online office hours and students can use BB IM to chat with other students about course material, or as a virtual meeting place for student groups. As an instructor, you can create a tool link on the course menu to make it easy for student to access the BB IM account creation and download page. After BB IM is installed on a computer, both instructors and students will use the application on the computer to sign into BB IM, not through *Connect*

This document will show you how to:

- Create a BB IM account
- Download BB IM

### Best Practices

#### Instructors

- Create an Item in a Content area to post Blackboard IM virtual office hours: [How To Create a Content Item](#)<sup>[1]</sup>

#### Students

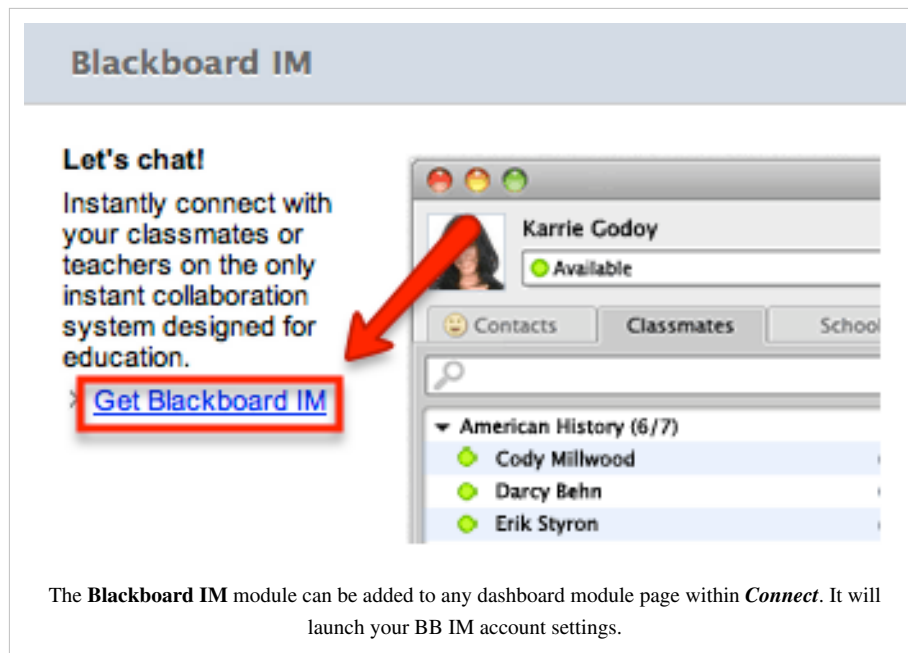
- Add your friends you want to your *Contacts* by clicking on the plus (+) symbol beside their names. Your class contacts lists will be unavailable after the course has been completed.

### How to create a BB IM account

There are two ways to create a BB IM account:

#### 1. Add the BB IM Module

1. Go to the **My Connect** tab.
2. Click **Add Module** at the top-left corner of the screen.
3. Search for **Blackboard IM** in the box on the left-hand side.
4. Click **Add**.
5. When the button changes to **Remove**, click **OK** on the bottom right corner of the screen.
6. Click **Blackboard IM** module to launch the BB IM download and account creation page in a new page or tab



7. From the new Blackboard Collaborate page: fill out your information in the *Create a Blackboard IM account* section
8. A list of all your courses registered from to your user name will be listed under Course Settings, open the tabs and select the check box next to the course you wish to add BB IM to and then proceed to follow the How to download BB IM steps

## 2. Instructors Add a Tool Link Within the Course

1. Open Blackboard IM tool link
2. Click **Blackboard IM** to launch the BB IM download and account creation page in a new page or tab
3. From the new Blackboard Collaborate page: fill out your information in the *Create a Blackboard IM account* section
4. A list of all your courses registered from to your user name will be listed under Course Settings, open the tabs and select the check box next to the course you wish to add BB IM to and then proceed to follow the How to download BB IM steps

## How to download BB IM

1. From the Blackboard Collaborate page, select Mac OS X or Windows 7, Vista, or XP and click **Download Blackboard IM**
2. Save the Blackboard Download file to your computer
3. Open the file and follow the download instructions

## How to sign into BB IM

1. Open the Blackboard IM application
2. Enter your account id and password
3. Click **Sign in >>**

## **Related Resources**

- [Click here for more resources on Blackboard IM: Blackboard IM User's Guide](#) <sup>[2]</sup>

## **References**

[1] <http://elearning.ubc.ca/connect/instructor-resources/course-content/create-a-content-item-how-to/>

[2] <http://library.blackboard.com/ref/be431ef8-1a8e-41f9-9c40-225fde30cc2e/index.html>

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# Change Your Bb IM Course Settings

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## Change Course Settings (How to)

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Blackboard Collaborate Instant Messaging (Bb IM) is a great tool to communicate with fellow course participants such as students, instructors or teaching assistants.

By default, you will be automatically added to Bb IM in all of your new courses.

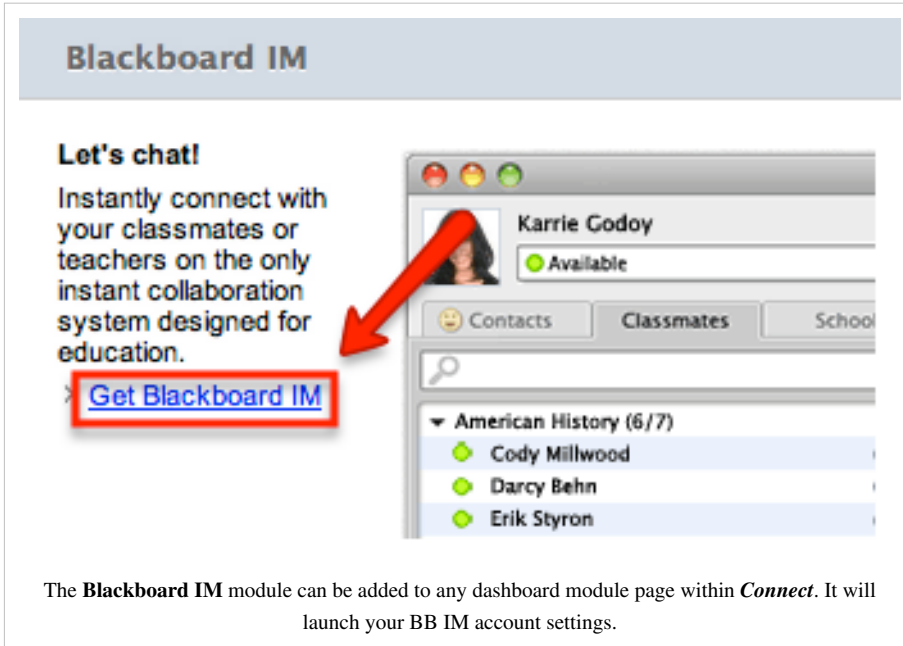
You can manage your privacy by turning this feature off and choose which of your courses you want to participate in.

This page will show you how to:

- Access your Bb IM Settings
- Change the Bb IM Course Settings

### Access your Bb IM Settings

1. Login into <http://connect.ubc.ca> with your CWL.
2. Go to the **My Connect** tab.
3. Click **Add Module** at the top-left corner of the screen.
4. Search for **Blackboard IM** in the box on the left-hand side.
5. Click **Add**.
6. When the button changes to **Remove**, click **OK** on the bottom right corner of the screen.
7. Search for the **Blackboard IM** module.
8. Click **Get Blackboard IM**



The screenshot shows the Blackboard IM interface. On the left, there is a section titled "Let's chat!" with the text "Instantly connect with your classmates or teachers on the only instant collaboration system designed for education." Below this text is a button labeled "Get Blackboard IM" which is highlighted with a red rectangular box. A red arrow points from this button towards the right side of the interface. On the right side, there is a window titled "Blackboard IM" showing a user profile for "Karrie Godoy" with a status of "Available". Below the profile are tabs for "Contacts", "Classmates", and "School". A search bar is visible below the tabs. Underneath the search bar, there is a list of courses, with "American History (6/7)" expanded to show a list of users: "Cody Millwood", "Darcy Behn", and "Erik Styron".

The **Blackboard IM** module can be added to any dashboard module page within *Connect*. It will launch your BB IM account settings.

## Change the Bb IM Course Settings

You are now in your Blackboard IM settings page where you can download Bb IM again as well as change your password, email and security questions.

1. Click **Course Settings** to see a list of all of your courses based on your different roles in *Connect*.

### ▼ Course Settings: University of British Columbia Bb Learn

#### General

- Automatically enable Blackboard IM for new courses.

#### Course Participant

All checked courses will appear in your Blackboard IM client.

- Climate Change (student experience) (TRAIN.54.UBC.CTLT.2012W)
- Connect Central Resources (WS.UBC.CTLT.CONNC.2012S.v1)
- Connect Resources (WS.UBC.CTLT.CONNECTUBC.2012S)
- Practice Course with Student Activity – Astronomy – f2f (TRAIN.66.UBC.CTLT.2012W)
- Student Orientation To Connect (WS.UBC.CTLT.STUDENTO.2012S.164) (Course exceeds maximum enrolled users)
- ZACK COURSE do not delete (CTLT\_ConnectCollaborate\_Nov8\_02)

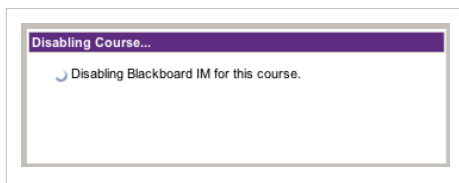
#### Course Instructor

As an instructor, you can enable or disable Blackboard IM for all participants in your course. Deselect a course below if you do not want this class to use Blackboard IM.

- Climate Change (student experience) (TRAIN.54.UBC.CTLT.2012W)
- Connect Central Resources (WS.UBC.CTLT.CONNC.2012S.v1)
- Connect Resources (WS.UBC.CTLT.CONNECTUBC.2012S)
- Practice Course with Student Activity – Astronomy – f2f (TRAIN.66.UBC.CTLT.2012W) | [Invite \(6 Unregistered Users\)](#)
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- ZACK COURSE do not delete (CTLT\_ConnectCollaborate\_Nov8\_02) | [Invite \(4 Unregistered Users\)](#)

2. (Optional) Under the *General* section, uncheck the box to not be automatically added to new courses.
3. (Optional) Under *Course Participant* or *Course Instructor*, uncheck the boxes beside the courses where you do not want to use Bb IM.

*Note:* Any changes are saved automatically. You may see a quick status box with slower Internet connections.



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# Article Sources and Contributors

**Virtual Drop-in Sessions in Bb IM** *Source:* <http://wiki.ubc.ca/index.php?oldid=212126> *Contributors:* Riacle

**eLearning** *Source:* <http://wiki.ubc.ca/index.php?oldid=209864> *Contributors:* Riacle

**Create a BlackBoard IM Account (How To)** *Source:* <http://wiki.ubc.ca/index.php?oldid=212095> *Contributors:* Riacle, SharonDoucet

**Change Course Settings (How to)** *Source:* <http://wiki.ubc.ca/index.php?oldid=212104> *Contributors:* Riacle



# Image Sources, Licenses and Contributors

**File:Bb IM Interface.png** *Source:* [http://wiki.ubc.ca/index.php?title=File:Bb\\_IM\\_Interface.png](http://wiki.ubc.ca/index.php?title=File:Bb_IM_Interface.png) *License:* unknown *Contributors:* User:Riacale

**File:BB\_IM\_Module.png** *Source:* [http://wiki.ubc.ca/index.php?title=File:BB\\_IM\\_Module.png](http://wiki.ubc.ca/index.php?title=File:BB_IM_Module.png) *License:* unknown *Contributors:* Riacale

**File:Bb IM Course Settings.png** *Source:* [http://wiki.ubc.ca/index.php?title=File:Bb\\_IM\\_Course\\_Settings.png](http://wiki.ubc.ca/index.php?title=File:Bb_IM_Course_Settings.png) *License:* unknown *Contributors:* User:Riacale

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**File:Bb-IM-Disabling-Course-Prompt.png** *Source:* <http://wiki.ubc.ca/index.php?title=File:Bb-IM-Disabling-Course-Prompt.png> *License:* unknown *Contributors:* User:Riacale