Helping students access Collaborate on their Mobile devices

How do I help students access Blackboard Collaborate Ultra using a mobile device?

1. Provide the session link to students in an easy-to-find place. Display it prominently in your course with a note that the link must be opened in a mobile web browser on a phone.
2. Email the link to students so it's easy to open in a mobile web browser.
3. Give students the link to this help page and instruct them to review it before your Collaborate session.
4. Use a URL shortener such as bitly.com (available in English only) or tinyurl.com (available in English only) for your Collaborate session. Shorter links are easier for students to type into their mobile browsers.
**Help Desk**

**Help Desk Contact**

**Info**

**Location:** Boyce Building

**Phone:** 717-871-7777

**Email:** help@millersville.edu

**Hours:**

- **Call Center**
  - **Fall/Spring Semesters:**
    - M-Th 7:00am - 7:00pm EST
    - F 7:00am - 5:00pm EST
  - **Summer Sessions:**
    - M-F 7:00am - 5:00pm EST

**Walk-in TAC**

**Technical Assistance Center** - access via W. Frederick Street side of building

- **Fall/Spring Semesters:**
  - M-Th 8:00am - 7:00pm, F 8:00am - 5:00pm EST
- **Winter/Summer Sessions:**
  - M-F 8:00am - 5:00pm EST

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