Member Services’ Online Orientation

Welcome! We appreciate you choosing to participate in this online training offered by Member Services. We have created this tutorial to make it easy for you to use the online technology so that you can get the most out of the training.

Our trainings are a hybrid using both Blackboard Learn and Collaborate Ultra. Blackboard Learn is an online “classroom” that contains readings, assignments and activities that you will do on your own...
And Collaborate Ultra is the live virtual session that enables you to interact with the facilitator as well as others engaged in the training.

For best results, before the live session, be sure to have Google Chrome installed. While other browsers can work, they are not as well equipped to support all of the technology used during the live sessions, so you may experience technical challenges if you do not use Google Chrome.

To log into your training on Blackboard, locate the user name and password that you received when you registered with UWSI.
If you cannot locate them, please contact the registrar at Registrar@unity.org
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open Google Chrome then copy and paste in this link</td>
<td><a href="https://uwsi.blackboard.com">https://uwsi.blackboard.com</a></td>
</tr>
<tr>
<td>Blackboard will open to the log-in page and you can now enter your user name and password.</td>
<td></td>
</tr>
<tr>
<td>Once logged in, you will be taken to the page listing the trainings for which you have registered.</td>
<td></td>
</tr>
<tr>
<td>Simply click on the training title to access the content.</td>
<td></td>
</tr>
<tr>
<td>The training will open to the “Start Here” page</td>
<td></td>
</tr>
</tbody>
</table>
| The content on this page includes:        | Information about your instructor  
A syllabus that contains all of the pertinent training information. Clicking on the link will open it within Blackboard. It can be viewed and/or downloaded. You can also access the syllabus from the left sidebar menu. |
• A Welcome & Introduction Discussion Board where you can connect with other participants
• Information on connecting to the Live Session
• And any required books

The left sidebar menu is used to navigate through the training content. Let’s take a look at the different sections

The Learning Modules contain each week’s content. The number of modules will vary by training.
• To access the module’s content, simply click on the module number.
• The training content will be displayed. The materials may include readings, videos, discussion boards and other activities.
• There is also information about the Live Session and how to connect to it.

Each training has an email option. To access it, click “Email”
• A list of options will appear allowing you to email the entire group, individuals or the facilitator.
To access the live sessions, click on the link and the Collaborate Ultra area will open.

- First click on the Live Session link, then click “Join Session.”
- An anonymous dial-in number is provided if you are unable to connect to the Live Session through a computer or mobile device. Using this anonymous dial in number will provide audio access only.

<table>
<thead>
<tr>
<th>Image 1</th>
<th>Once you click “Join Session,” you will be entered into the Live Session as a participant.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Image 2</th>
<th>When you log in for the first time, you may be asked to allow the camera and microphone.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Image 3</th>
<th>Make sure to check Continue allowing... and double check to make sure the correct microphone and camera are selected and double check to make sure the correct microphone and camera are selected.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Image 4</th>
<th>The Online session room has many features that support your experience in the live session.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Image 5</th>
<th>The Interaction bar at the bottom center of the screen displays tools that allow you to actively engage in the session.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>My Settings...</strong></td>
<td>Starting from Left to Right, the first is <em>My Settings</em> and is a Silhouette image. It can be used to add a profile picture, which we will cover later.</td>
</tr>
<tr>
<td>-------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>The Away feature allows you to indicate to others in the session that you are temporarily unavailable. You are still connected to the session, others just won’t expect you to be available for interaction.</td>
</tr>
<tr>
<td></td>
<td>The green check mark next to your profile image indicates your availability status as Present.</td>
</tr>
<tr>
<td></td>
<td>To step away from the session, click the drop-down menu and select Step Away.</td>
</tr>
</tbody>
</table>
The green check mark on your user profile changes to a yellow away mark. Being away will mute your audio and video.

Clicking the “I’m back!” button on the dialog box that displays, will return your user profile to Present.

Audio Indicator
Next is a microphone image. Clicking on this turns your microphone on and off.

Video Indicator
The video camera image turns your video on and off. When you click on the camera image, you will see a video preview. Click on “share image” for others to see you.

Raise Hand
Use the image of a person with hand raised, to ask a question or respond to the facilitator or others. Click again to lower your hand.
<table>
<thead>
<tr>
<th>Click the purple tab on the bottom right to open the Collaborate panel.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click the purple tab on the bottom right to open the “Collaborate Panel” in order to use the Chat function and other helpful tools.</td>
</tr>
<tr>
<td>The white panel will open to reveal tools that can be used during the live session.</td>
</tr>
<tr>
<td>The white panel will open to reveal tools that you can use during the live session.</td>
</tr>
<tr>
<td>Click on the gear shaped icon on the bottom right to open your Settings.</td>
</tr>
<tr>
<td>You can test your audio and video by clicking on “Set up your camera and microphone.”</td>
</tr>
<tr>
<td>You can test your audio and video by clicking on “Set up your camera and microphone.”</td>
</tr>
<tr>
<td>You will see Audio and Video settings at the top under the silhouette and your name.</td>
</tr>
<tr>
<td>You will see Audio and Video settings at the top under the silhouette and your name.</td>
</tr>
</tbody>
</table>
| **Collaborate will first test your audio connection.** | Collaborate will first test your audio connection.  
Select the desired input microphone device from the drop-down menu. Say something in to the microphone you’ve selected. If you see the audio bar moving when you speak select “Yes-It’s working” to continue your progress through the Tech Check.  
Selecting “No-I need help” will take you to Blackboard Help for more information. |
| **Likewise, for the video test, select the desired input camera device from the drop-down list. Don’t worry, no one else can see you yet. If you see yourself, select “Yes-it’s working” to complete the tech check process.** | Likewise, for the video test, select the desired input camera device from the drop-down list. Don’t worry, no one else can see you yet. If you see yourself, select “Yes-it’s working” to complete the tech check process.  
Again, clicking “No-I need help” will automatically redirect you to Blackboard Help for more assistance.  
This is all for your own use, just showing you that it works. Share when ready by clicking on the microphone and camera icons shown in the bottom center of your main screen. |
| **Using a phone is an option if your computer audio is not working.** | Using a phone is an option if your computer audio is not working.  
Click “use your phone for audio” and a phone number and pin that is unique to you will appear. You must stay logged into the session on computer or mobile device to use this feature. With this phone option you will still be about to see the Live Session screen.  
If you are using phone for audio and get kicked out of the session, the telephony function will automatically redial you back into the session. |
| **The “Chat” tool allows participants to send chat messages to everyone or to individuals.** | At the left bottom of your white panel, click the bubble icon to open the Chat function.  
You can choose to chat with everyone, just the moderator (facilitator) or you can search an individual person with whom you would like to chat. |
Once you make a selection, a chat window will open.

Enter something you want to say into the chat box where it says “Say something.” Once you are done typing your message, hit “Enter” on your keyboard.

You can also choose to share an Emoji, by clicking on the Emoji on the right side of the “Say something” box.

Click on the Emoji of your choice. It shows in the box as symbols. Be sure to hit “Enter” on your keyboard.

You will be able to follow the chat conversation if you keep this panel open throughout the session.

If you wish, you may add your photo to the session so it shows instead of the blank silhouette. When your video is off, your photo is displayed.

Uploading your photo can be accomplished in just a few steps...

Click on the “blank silhouette” icon at the left bottom center of the screen.

Then click on your name.

Either drag and drop a photo you have saved on your computer or click the plus Upload sign and navigate to where you have it saved. You may also capture a photo from the camera in the moment.

You will be given the option of cropping the photo, then click “Enter.” Your photo will replace the “blank silhouette” image. Finish by clicking save.

Your photo will now display when your video camera is off.
The Blackboard Collaborate live session tool has a very large and stable capacity. Most people have an excellent experience with no issues. Your own computer or mobile device and your individual connection will make a difference in the quality of your experience, however.

To improve your experience in the live session:

- Close all non-essential programs and documents, especially programs using music, video and internet functions.
- When possible, move closer to the wireless router.
- For the best experience, hard-wire to your internet source.

Here are some other tips that will give you a quality experience.

- Is the computer or mobile device audio muted or turned way down?
- You may have more than one audio input device on your computer. Have you selected the correct device?
- If you choose to use a headset, is it plugged in correctly? Did you select it in the settings on your computer? Is there a mute switch on the headset? Have you unmuted?
- If you are hearing an echo, are you sharing the same physical location as another participant? You might also try turning down your volume.
- If you drop from the session, check your internet or phone bandwidth. You must have a strong connection to maintain the connection with the live session.

- Clear your browser cache and/or
- Move closer to your internet router
- Close all unnecessary programs and restart the session.
- If this doesn’t work, try restarting your computer.

We also offer help to support you in having a good experience with Member Services training. If you have issues logging in or forget your username and password, contact Registrar@unity.org or call 816-434-6872. Our registrar is available Mondays through Thursdays from 7:30 am to 5:00 pm US Central time.
For 24/7 support, contact Blackboard Support Center: [http://uwsi.edusupportcenter.com/](http://uwsi.edusupportcenter.com/)

On the website, you can chat live, look at the Knowledge Base for answers to commonly asked questions or create a case.

You can also call for live help if you need help with course features or tools: 1-844-867-7332

If you need help with the live session, call: 1-877-382-2293

If you need more individualized help with your computer or challenges in engaging in the course, you can also contact BbSupport@unity.org. Our tech assistant will contact you as soon as possible.

Enjoy your training! We affirm that you and your ministry will be enriched and through the experiences, facilitator and interaction with fellow participants.

Thank you for attending a Member Services Training.