

Frequently Asked Questions (FAQs)

What is the Moderator role?

Moderating courses involves working with instructors during synchronous online sessions, monitoring the chat feature and assisting with tech issues as they come up.

A Moderator is someone who has full control over all content being shared, who can change the role of another attendee, who can see hand raise notifications and lower hands, who can remove attendees (except for other moderators) from a session, and who can set the session settings, including what participants can and can't see.

<http://host.jibc.ca/blackboard/instructor/doc/UnderstandingBBCURoles.pdf>

What is Level 1 Tech support?

Includes supporting instructors and students with their basic questions related to Blackboard and Collaborate.

Examples of Level 1 Tech Support questions instructors could ask:

- How do I access my online course?
To access the course:
Visit www.myjibc.ca.
- How do I set up a collaborate session in my online course?
<http://host.jibc.ca/blackboard/instructor/doc/CreateBBCURoomSessio.pdf>
- How do I share my screen in Collaborate?
<http://host.jibc.ca/blackboard/instructor/doc/SharingYourScreenBBCU-INSTRUCTOR.pdf>
- How do I break students into groups in Collaborate?
<http://host.jibc.ca/blackboard/instructor/doc/BreakoutRoomsBBCU.pdf>
- How do I manage my camera and microphone in collaborate?
https://host.jibc.ca/blackboard/instructor/#/lessons/xtkbW_2YQ6bDQJI-8L1ukaa6PRyZRRIt

Examples of Level 1 Tech Support questions students could ask:

- Why can't I hear anyone in my Collaborate session?
<http://host.jibc.ca/blackboard/instructor/doc/BBCU-AudioTroubleshooting.pdf>
- What's my student number? Answer in the link below
<https://host.jibc.ca/blackboard/instructor/#/lessons/wLUBB3eN2onHqnxHK336cQ03OYr5v2ek>
- How do I get on webadvisor? go to <https://webadvisor.jibc.ca>

- How do I add my profile picture to Collaborate?

https://help.blackboard.com/Collaborate/Ultra/Moderator/Get_Started#add-a-profile-picture_OTP-2

Troubleshooting – common tech issues and how to solve them

Browser Issues:

Web Browser check here: [Browser Checker](#)

Check supported Browsers: [Supported Browsers](#)

Audio and Video Issues with Collaborate:

<https://host.jibc.ca/blackboard/instructor/#/lessons/wLUBB3eN2onHqnxHK336cQ03OYr5v2ek>

<http://host.jibc.ca/blackboard/instructor/doc/BBCU-AudioTroubleshooting.pdf>

When do we escalate to Service Desk and CTLI? What do each of these specialize in?

- For any issues that has not been covered so far.
- More complicated technical issues
- If you tried the resources and answers provided on this document and the issue still persist