Troubleshooting Blackboard Collaborate Recordings

Why isn't the recording showing up in the Blackboard Collaborate session?

- Has everyone has left the session yet?
  - No
  - Yes

  The instructor should extend the session's end date by editing the session, remove the person from the session, and then end the session.

- Was the session was set up to be automatically recorded?
  - No
  - Yes

  Instructors should manually stop the recording by unchecking the "Record" button before exiting themselves. If the session is set to automatically record the session, instructors will need to manually end the session by clicking Help>Leave Recording.

If all else fails:

- Call the ITS Help Desk during scheduled hours: 1 (914) 773-3333

- Call the 24/7 Blackboard Collaborate Support line: 1 (877) 382-2203