

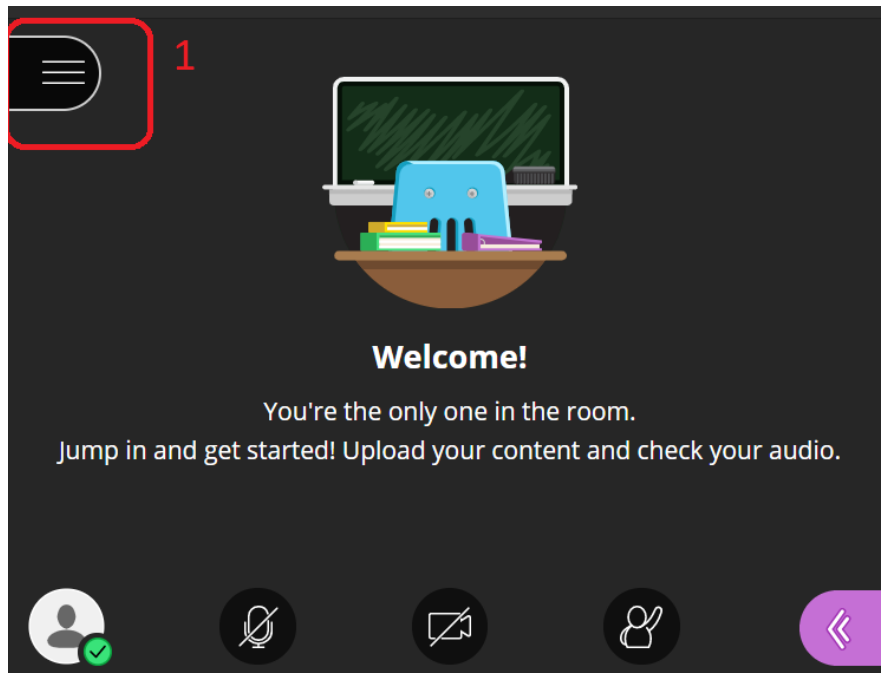
# Getting Help

- Let your lecturer know if you are having issues with connecting or participating in a Collaborate session.
- Use the [Chat Support](#) in Collaborate to access Blackboard technical support.
- Contact BCM Ed-Tech at [ed-tech@bcm.edu](mailto:ed-tech@bcm.edu)

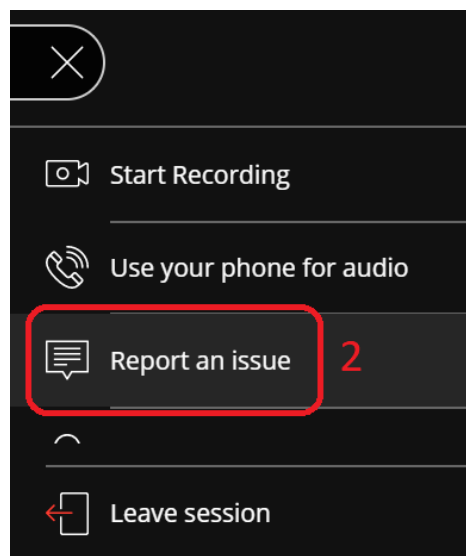
Collect some useful information that will help us, and add it to the ticket you will raise.

Within the Collaborate session you can capture some data which will be very useful for us to check.

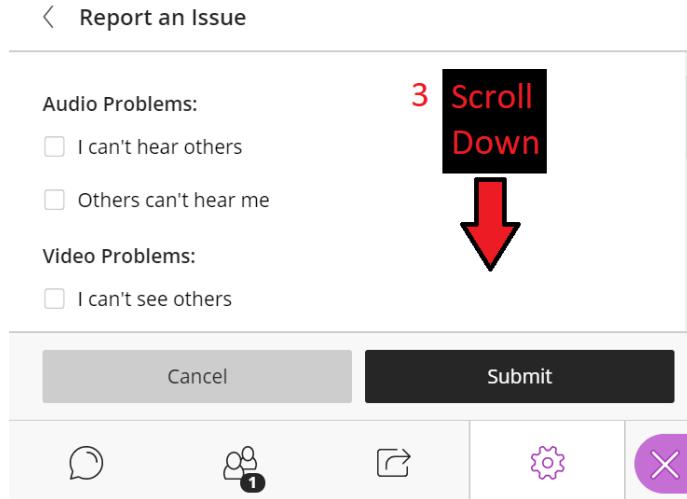
1. Open the **session menu** (the hamburger button at the top right).



2. Click on **Report an issue**.



3. The collaborate panel on the right will open, **scroll down** this section.



4. At the **bottom** will be a box of **diagnostic text**, **select** this text, **right click** on it, and choose **copy**. Then open an email to [ed-tech@bcm.edu](mailto:ed-tech@bcm.edu) describing the problem you are experiencing and **paste** in this diagnostic text so we can take a look.

