



Blackboard

Ultra Experience - Manually Installing the Chrome Desktop Sharing Extension

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Product: Collaborate - Ultra Experience

Document Type: User Documentation

Document Summary: This article describes how to install the Chrome Desktop Sharing Extension manually for users having issues installing from a Collaborate Ultra session.

Document Details:

A Blackboard Collaborate Ultra Chrome "Desktop Sharing" extension is required in order to Application Share using Chrome.

First time users should be prompted to install the extension automatically upon trying to start an Application Share in the Collaborate Ultra session and then restarting the session.

If for some reason the Chrome Desktop Sharing Extension does not install automatically please follow these steps:

1. Make sure Chrome is up to date: chrome://settings/help
2. Restart your computer
3. Open Chrome and download the extension directly from: <https://chrome.google.com/webstore/detail/desktop-sharing/ajojghojfapedgfkjmhchgblmjfanggo>
4. Click "Add to Chrome"
5. Close or Quit Chrome
6. Open Chrome and check that the "Desktop Sharing" extension is installed and enabled by going to: chrome://extensions
7. Try application sharing in Collaborate Ultra

Additionally, users can search for the extension in the Google Chrome Extensions store: <https://chrome.google.com/webstore/category/extensions> > check "Extensions" > search for "Blackboard". Click the blue "Add to Chrome" button to add the extension. If the extension is already added in Chrome you will see a blue "Remove from Chrome" button.

Users can also check to see if the extension is already installed and/or enabled in Chrome by going to chrome://extensions

Using an up to date version of the [Mozilla Firefox](#) browser, can be used as a quick workaround if the Desktop Sharing extension is not installing.