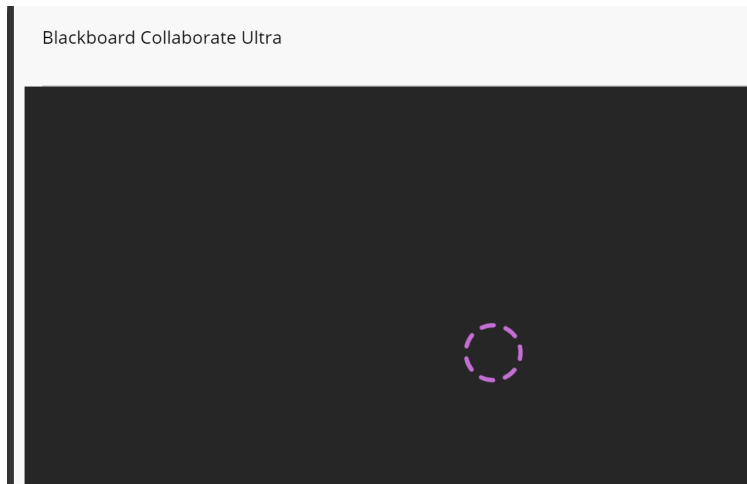


Purple spinning wheel in Collaborate Ultra

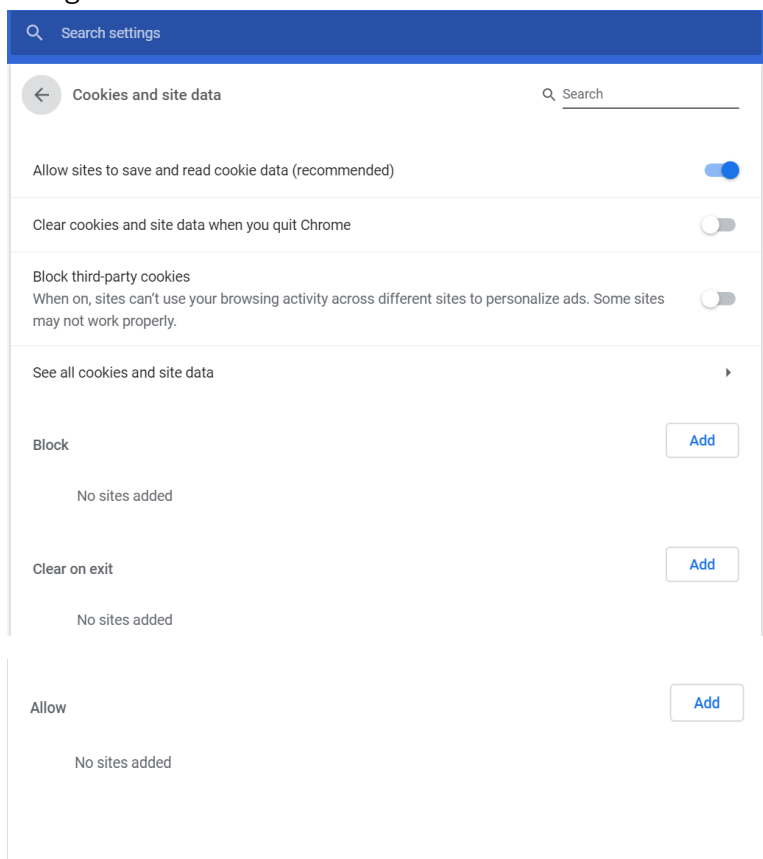
If you have tried to open a Collaborate Ultra session and only seeing a purple spinning wheel, please follow the below steps



Cause: 3rd party cookies have been disabled or/and Blackboard sites blocked in cookies

Resolution: Enable 3rd party cookies and remove any blocked sites

Google Chrome Instructions



In your browser go to

1. Settings
2. Privacy & Security,
3. Cookies and Site settings

Turn off Block third-party cookies
Remove any Blocked websites which relate to or Blackboard

Your page should look like the picture opposite.

Once these settings have been changed, navigate back to your Collaborate session and refresh your page. Collaborate Ultra should now load.

[More Online Help](#)

Contact us on blackboard-support@westminster.ac.uk