Unable to Add a Profile Picture in Collaborate

Problem Description

Users are unable to change their profile picture in Collaborate. Whenever they click My Settings, the pencil to edit the profile picture disappears before they can click it.

Solution

This is a known issue with Blackboard that occurs due to a change in the integration between Blackboard and Collaborate profiles. Students can change their profile photo by accessing any Collaborate session outside of Blackboard using the guest link. To do that:

1. Exit the Collaborate room by selecting **Leave session** from the session menu.
2. Log out of Blackboard.
3. Obtain the guest link from your Instructor or TA
4. Paste the copied link in your Google Chrome/Firefox browser
5. Type your name and join the session
6. Open the collaborate panel in the lower right corner of the page and click **My Settings**.
7. Hover over the profile picture icon to reveal a pencil; click the pencil.
8. Click **Upload** to add a picture
9. Crop the picture.
10. Check the box next to "Always use this profile picture."
11. Click **Save**.