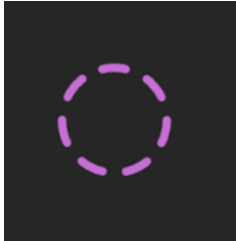


Blackboard Collaborate - Connection Error: Spinning Purple Wheel

My Blackboard Collaborate session will not load.



This issue occurs when third-party cookies are blocked by your browser. To fix the problem, you will need to change your browser permissions to ensure third-party cookies are allowed.

[Chrome Manage Cookies](#)

Alternatively check your browser settings to make sure that it allows cookies for the Bb Collaborate site.

Enable cookies on Chrome:

- On your computer, open Chrome
- At the top right, click More Settings
- Under “Privacy and security”, click Cookies and other site data
- Next to “Sites that can always use cookies” click Add
- Enter the web address. To create an exception for an entire domain, insert [*.] before the domain name. For example, [*.]bbcollab.com
- Select Add