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Introduction

Collaborate Ultra is an interactive communication tool that integrates into D2L Brightspace, providing users a greatly enhanced online learning experience. With Collaborate Ultra, you can have live, online interaction with students, display and share your desktop applications, and deliver learning content with session participants. While most internet browsers will work with Collaborate Ultra, Google Chrome is most optimized to make the most of the Ultra experience.

Learning Objectives

After completing the instructions in this booklet, you will be able to:

- Create a Collaborate Ultra session in D2L Brightspace
- Access the Collaborate Ultra Session
- Perform the audio and video setup
- Understand the Collaborate Ultra interface
- Utilize the presenter tools within Collaborate Ultra
- Access any Collaborate Ultra sessions that have been recorded.

System Requirements

- Windows 7, Windows 8, or Windows 10
- Mac OS 10.9 or higher
- Speakers, microphone, and/or headset
- An internet connection
- Adobe Flash Player 17 or above

Supported Browsers

<table>
<thead>
<tr>
<th>Browser</th>
<th>Audio/Video</th>
<th>Application Sharing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Google Chrome*</td>
<td>Supported with High Quality video</td>
<td>Share and View Applications</td>
</tr>
<tr>
<td>Mozilla Firefox</td>
<td>Supported using with Flash</td>
<td>View Applications Only</td>
</tr>
<tr>
<td>Safari</td>
<td>Supported using with Flash</td>
<td>View Applications Only</td>
</tr>
<tr>
<td>Internet Explorer</td>
<td>Supported using with Flash</td>
<td>View Applications Only</td>
</tr>
<tr>
<td>Microsoft Edge</td>
<td>Supported using with Flash</td>
<td>View Applications Only</td>
</tr>
</tbody>
</table>

*The optimal Collaborate experience for all users is with Google’s Chrome browser. Chrome supports all the functionality necessary to run a full-featured Collaborate Ultra session. Note that hosting an “App Share” requires a Chrome extension provided by Blackboard. Upon starting an App Share, you will be prompted to install this extension.*
Creating a Collaborate Ultra Link in D2L

The following explains how to create a link to Collaborate Ultra using the Content tool.

1. Log into your D2L Brightspace course and navigate to the Content page.
2. Create a new module or select an existing module.
3. Click Existing Activities.


5. Select Collaborate Ultra from the dropdown list.

6. The Collaborate Ultra link will be added to your content.

Creating a Collaborate Ultra Session

Upon adding the Collaborate Ultra link, you may create a session for your students. Sessions are web conferences that enable you to engage students in a live web environment. You must create at least one session in order to launch a web conference with your students. The following explains how to create a Collaborate Ultra session in D2L Brightspace.

1. In your Module, click the Collaborate Ultra content topic.
2. If this is your first time accessing the *Collaborate Ultra in D2L Brightspace*, click *Create Session* and skip to Step 4.

![Create Session](image)

**Figure 6 - Create Session**

3. If this is not your first time accessing *Collaborate Ultra in D2L Brightspace*, click the *Create Session* button.

![Sessions](image)

**Figure 7 - Create Session**

4. Enter the name of your session in the *New Session* field.

![New Session](image)

**Figure 8 - New Session**

5. To select a *Start Date*:
   a. Click *Start Date (a)* (See Figure 9).
   b. Select your preferred start date from the calendar that appears (b) (See Figure 13).

![Start Date](image)

**Figure 9 - Start Date**
6. To select a *Start Time*:
   a. Click **Start Time (a)** (See Figure 10).
   b. Select your preferred start time *(b)* (See Figure 10).

   ![Figure 10 - Start Time](image)

7. To select an *End Date*:
   a. Click **End Date (a)** (See Figure 11).
   b. Select your preferred end date from the calendar that appears *(b)* (See Figure 11).

   ![Figure 11 - End Date](image)

8. To select an *End Time*
   a. Click **End Time (a)** (See Figure 12).
   b. Select your preferred end time *(b)* (See Figure 12).

   ![Figure 12 - End Time](image)
9. If you wish to have the session be an Open Session with no end date or time, place a check next to No End (Open Session).

![Figure 13 - Open Sessions](image)

10. The *Recurring Session* section allows you to indicate if the session will repeat. The layout is as follows (See Figure 14):

<table>
<thead>
<tr>
<th>A. Repeat Session</th>
<th>Indicate if the session is a recurring session</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Recurrence Duration</td>
<td>Indicate if frequency of the session recurrence</td>
</tr>
<tr>
<td>C. Recurrence Day</td>
<td>Indicate on what day the session will recur</td>
</tr>
<tr>
<td>D. Recurring Frequency</td>
<td>Indicate how often the session will recur</td>
</tr>
</tbody>
</table>

![Figure 14 - Recurring Session Information](image)

11. Select the *Early Entry time* from the *Early Entry* drop-down menu.

![Figure 15 - Early Entry](image)

12. To add a description for the session, use the *Description* field.

![Figure 16 - Session Description](image)
13. The Guest Access section allows you to set guest access permissions. The layout is as follows (See Figure 17):

<table>
<thead>
<tr>
<th>A. Guest Access</th>
<th>Enable guests from outside of D2L Brightspace to access the session</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Guest Role</td>
<td>Indicate the permissions for guests joining the session</td>
</tr>
<tr>
<td>C. Guest Link</td>
<td>Provides the direct link to the Collaborate Ultra session for non-D2L Brightspace guests</td>
</tr>
</tbody>
</table>

![Figure 17 - Guest Access](image)

14. Click the Session Settings (A) field to display additional settings. Here, you may allow recording downloads (B), set privileges for profile pictures (C), set participants permissions (D), and enable users to join the session using a telephone (E) (See Figure 18).

![Figure 18 - Session Settings](image)

15. Click Save to save and create the session.

![Figure 19 - Click Save](image)
Starting your Collaborate Ultra Session

The following explains how to start your Collaborate Ultra Session.

1. Before starting your session, plug in your headset, microphone, and/or optional webcam.
2. Navigate to your Content in D2L Brightspace.
3. Navigate to the module containing your Collaborate Ultra topic.
4. Click the Collaborate Ultra topic.

5. Click the session that you wish to launch from the Collaborate Ultra Sessions page.

6. The Collaborate Ultra session will open in your browser.
The Collaborate Ultra Session Interface

Upon accessing Collaborate Ultra, you will be taken to your session. The session interface is as follows:

![Collaborate Ultra Session Layout](image)

**Figure 23 - Collaborate Ultra Session Layout**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Media Space</td>
<td>View users’ avatar or live video feed.</td>
</tr>
<tr>
<td>B. Status Settings</td>
<td>Set an away status in the event that you are away from the computer.</td>
</tr>
<tr>
<td>C. Share Audio</td>
<td>Shares audio based on your selected microphone.</td>
</tr>
<tr>
<td>D. Share Video</td>
<td>Shares video stream based on your selected webcam.</td>
</tr>
<tr>
<td>E. Raise Hand</td>
<td>Raises your hand in the session, allowing you to get the attention of other moderators or presenters. You may also view the raised hands of the participants.</td>
</tr>
<tr>
<td>F. Session Menu</td>
<td>Access Collaborate Ultra settings. Start the Collaborate Ultra recording. Generate phone number for telephony.</td>
</tr>
<tr>
<td>G. Switch to Group Mode</td>
<td>If there are multiple people in the session, you may switch your video display mode so that you can view multiple users in the session as a group.</td>
</tr>
<tr>
<td>H. Collaborate Panel</td>
<td>This panel provides access to Chat, Participants List, Share Content, and My Settings.</td>
</tr>
</tbody>
</table>
The Session Menu

From the Session Menu, you can record a session, use your phone for audio, find help, and leave the session. The Session menu layout is as follows.

A. Leave Session Menu
   Exits the Session Menu

B. Start Recording
   Begin recording the session to be viewed at a later time

C. Use your phone for audio
   Obtain a call in phone number and PIN so that you may call the session via phone.

D. Report an Issue
   Opens a dialog box allowing you to report issues with the Collaborate Ultra session.

E. Collaborate Ultra Help
   Opens the Participant Help web page.

F. Session Interface Information
   Redirects to the session Interface Update page. This provides information on the new Collaborate Ultra interface.

G. Leave Session
   Exit the Collaborate Ultra session
The Collaborate Panel

The *Collaborate* panel provides tools to help you collaborate with all users in the session. It contains tabs that allow access to numerous features. The layout to the Collaborate Panel is as follows:

<table>
<thead>
<tr>
<th>A. Chat</th>
<th>Chat with everyone in the session or just other moderators.</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Participants List</td>
<td>See who is in the meeting and manage each user role.</td>
</tr>
<tr>
<td>C. Share Content</td>
<td>Share whiteboard, application screens, files, or take a poll.</td>
</tr>
<tr>
<td>D. My Settings</td>
<td>Update your profile picture, online status, audio and video settings, and notification settings.</td>
</tr>
<tr>
<td>E. Close</td>
<td>Close the <em>Collaborate Panel</em></td>
</tr>
<tr>
<td>F. Panel Content</td>
<td>Displays the various panels, depending on the tab that you have selected</td>
</tr>
</tbody>
</table>

Setting Up Audio & Video

When accessing Collaborate Ultra for the first time, it is recommended that you setup your preferred camera and/or microphone. The following explains how to setup a camera and microphone in Collaborate Ultra.

1. From the Collaborate Ultra session, click the **Open Collaborate Panel**.

![Figure 24 Open Sessions Menu](image)
2. The **Collaborate Panel** will appear. Click **My Settings**.

![Figure 25 - My Settings](image)

3. The **My Settings** window appears. Click **Set Up Your Camera and Microphone**.

![Figure 26 - Set Up your Camera and Microphone](image)

4. The **Audio Test** window appears. The layout of the **Audio Test** window is as follows
   a. **Audio Indicator** – Indicates the quality of your audio (See Figure 27).
   b. **Microphone Selection Dropdown** – Select your microphone for the session (See Figure 27).
   c. **No I Need Help** – Select this if you have audio issues and require assistance (See Figure 27).
   d. **Yes – It’s Working** – Click when you have selected your preferred microphone and your audio is working properly (See Figure 27).

![Figure 27 - Audio Test](image)
5. When you have set your preferred microphone and verified that it was working, click **Yes – It’s working**.

![Figure 28 - Click Yes - It’s working](image)

6. You will be taken to the **Video Test** window. The layout of the **Video Test** window is as follows:
   a. **Video Preview** – Displays a preview of your video (See Figure 29).
   b. **Camera Selection Dropdown** – Select your camera for the session (See Figure 29).
   c. **No I Need Help** – Select if you have camera issues and require assistance (See Figure 29).
   d. **Yes – It’s Working** – Click when you have selected your preferred camera and your video is working properly (See Figure 29).

![Figure 29 - Video Test](image)

7. If you have selected your preferred webcam and verified that it is working, click **Yes – It’s Working**.

![Figure 30 - Click Yes - It’s Working](image)
Changing Notification Settings

You have the ability to adjust your notification settings within Collaborate Ultra. For example, you can be notified when someone posts a chat message, when someone raises their hand in the session, or when someone has joined or left the breakout session. The following explains how to adjust your notification settings:

1. From the My Settings window, click Notification Settings.

![Figure 31 - Notification Settings](image)

2. The Notification Settings list appears. The layout of the Notification Settings list is as follows:
   a. **Session Notifications** – Indicate whether you wish to have a visual or audio notification for when someone joins or leaves the session or breakout group (See Figure 32).
   b. **Chat Message Notifications** – Indicate whether you wish to have a visual or audio notification when someone posts in the chat (See Figure 32).
   c. **Closed Captioning Notification** – Indicate whether you wish to have a visual notification when closed captioning is available (See Figure 32).
   d. **Raised Hand Notifications** – Indicate whether you receive a visual or audio notification when someone raises their hand (See Figure 32).

![Figure 32 - Notification Settings List](image)
3. When you have finished editing your notification settings, Close Collaborate Panel.

![My Settings](image)

**Figure 33 - My Settings**

**Setting Up Phone for Audio**

In the event that you need to use your phone in lieu of a microphone, you have the ability to generate a phone number and a pin allowing you to call into the session. The pin number is unique to each user in the session. The following explains how to use your phone for audio.

1. Click the **Open Session Menu**.

![Open Session Menu](image)

**Figure 34 – Open Session Menu**

2. The **Session Window** will appear. Click **Use your phone for audio**.

![Use phone for audio](image)

**Figure 35 - Use phone for audio**
3. A *Phone Number* and *Pin* will appear. Use these numbers to access the session from your phone.

![Phone Number & Pin](image)

Figure 36 - Phone Number & Pin

4. Click the **Close Session** menu to exit the session menu.

![My Settings](image)

Figure 37 - My Settings

**Sharing Audio**

After selecting your preferred microphone, you are ready to share your audio. The following explains how to do so.

1. In the *Collaborate Ultra* session, click the **Share Audio** button.

![Share Audio](image)

Figure 38 - Share Audio

2. Your audio will be shared and the audio indicator icon will become active. From here, you can speak into your microphone, thus sharing your audio with the session participants.

![Audio Indicator](image)

Figure 39 - Audio Indicator

3. To end the audio share, click **Mute Audio**.

![Mute Audio](image)

Figure 40 - Mute Audio
Sharing Video

The following explains how to share video in Collaborate Ultra.

1. Click the **Share Video** button.

![Figure 41 - Share Video](image)

2. The **Video Preview** screen will appear. Click **Share Video** when you are ready to share your video.

![Figure 42 - Video Preview window](image)

3. Your video will be shared. To end the video share, click **Mute Video**.

![Figure 43 - Mute Video](image)

**Setting Who the Camera follows in a session**

In *Google Chrome*, you have the ability to switch who the camera follows. For instance, you may set the Collaborate Session to follow the speaker or follow the various users in the session. The following explains how to set who the camera follows in a session using *Google Chrome*. 

Page 20 of 44
1. At the top of the *Collaborate Ultra* window, click **Switch to Follow the Speaker Mode**.

![Figure 44 - Switch to Follow Speaker](image)

2. The Collaborate session will be set to *Speaker Mode*. To switch to *Group Mode*, click **Switch to Group Mode**.

![Figure 45 - Switch to Group Mode](image)

**The Participants List**

The **Participants List** displays all of the users participating (moderators, presenters, participants) who are currently in the room. By default, Moderators are displayed at the top of the list. To access the participants list:

1. Click **Open Collaborate Panel**.

![Figure 46 - Open Collaborate Panel](image)

2. The **Collaborate Panel** will open. Click the **Participants Panel**.

![Figure 47 - Open Participants List](image)
3. Upon clicking **Open Participants List**, the Participants List will open.

![Figure 48 - The Participants List](image)

4. If you wish to view more information about someone in the session, click their **Name**.

![Figure 49 - Click their Name](image)

5. Upon clicking their name you will be taken to the user options. This includes:
   a. **Change User Permissions** - Change the user’s current permissions by making them either a moderator or presenter.
   b. **Make Captioner** – Allow the user to be a captioner for the session.
   c. **Network Connectivity** – Check on the status of the user’s network connection
   d. **Remove from session** – Remove the user from the session

![Figure 50 - Participant Options](image)
Keeping the Participant List Open at all Times

You have the ability to keep the Participant list at all times during the session. This will allow you to chat with others in the room and see everyone in the session at the same time. The following explains how to keep the Participants list open during the session.

1. In Collaborate Ultra, open the Collaborate panel.
2. Drag-and-drop the Participants icon to the Collaborate Media Space.

3. The Participant List will be open at all times.
Searching for Participants

The following explains how to search for participants in a session.

1. On the Participants List, click More Options.

![More Options](image)

Figure 53 - More Options

2. Click Find participant.

![Find Participant](image)

Figure 54 - Find Participant

3. Type the name of the participant that you wish to find.

![Search for the participant](image)

Figure 55 - Search for the participant

Muting All Participants

The following explains how to mute all participants in the room.

1. On the Participants list, click More Options.

2. Click Mute All. All participants in the room will be muted.

![Mute All](image)

Figure 56 - Mute All

Merging the Participant Panel

The following explains how to merge the Participant list with the Collaborate Panel.

1. On the Participants list, click More Options.

2. Click Merge Panel. The panel will be placed within the Collaborate Panel.

![Merge Panel](image)

Figure 57 - Merge Panel
Changing Participant Roles to a Moderator

Through the *Participants List*, you may convert a user’s role to that of a moderator. As a moderator, the user will have the same level of control over the session as you. To change a user’s role to that of a moderator:

1. From the *Participant’s List*, click the **name of the user** that you wish to make a moderator.

![Click the user](image)

**Figure 58 - Click the user**

2. Click **Make moderator**.

![Click Make Moderator](image)

**Figure 59 - Click Make Moderator**

3. The user will be converted to a moderator. If you wish to revert the user back to that of a presenter, click **Make participant**.

![Click Make Presenter](image)

**Figure 60 - Click Make Presenter**

Changing Participant Roles to a Presenter

Through the Participants List, you may also convert a participant’s role to that of a presenter. As a presenter, the user will be able to share content such as a blank whiteboard, files such as pdfs, images, and PowerPoint files, as well as their desktop (if they are using *Google Chrome*). To change a participant’s role to that of a presenter:

1. From the *Participant’s List*, click the **user** that you wish to make a presenter.

![Click the user](image)

**Figure 61 - Click the user**
2. Click **Make Presenter**.

![Figure 62 - Make Presenter](image)

3. The selected user will become a Presenter, granting him or her rights to share content. If you wish to remove presenter rights from the user, click **Make Participant**.

![Figure 63 - Make Participant](image)

**Raising & Lowering Hands**

Users can raise and lower their hands during a session by clicking **Raise Hand**. When a user raises their hand, moderators will receive a pop up notification indicating that a hand has been raised.

![Figure 64 - Raise Hand](image)

When you have the **Participants List** open, you will be able to view those users who have raised their hands. You may also lower a participants hand if you so desire.

![Figure 65 - Lower Hand](image)
The Chat Feature

Collaborate Ultra allows you to exchange messages with others during the session. You may use the Chat List to send a message to everyone in the session or private messages to other moderators.

Sending a Chat Message to a Room

To send a chat message to the entire room:

1. From the Collaborate Panel, click **Open Chat** to open the chat list.

   ![Open Chat](image)

   **Figure 66 - Open Chat**

2. The Chat list will open. Type your message in the **Chat Text** field and press enter on the keyboard.

   ![Chat Text Box](image)

   **Figure 67 - Chat Text Box**

3. If users currently in the room do not have the chat list open, they will receive a popup notification.

Sending Private Chat Messages to Moderators Only

You can initiate a private message to other Moderators in the room. To do so, you must select Moderators from the **Chat With:** drop-down. The following explains how to send private chat messages to other moderators:

1. From the Collaborate Panel, click **Open Chat** to open the chat list.

   ![Open Chat](image)

   **Figure 68 - Open Chat**
2. In the *Chat With* drop-down, select **Moderators**.

![Figure 69 - Select Moderators](image)

3. Type your private message in the **Chat Text** box and press Enter.

![Figure 70 - Chat Text](image)

4. Your message will be sent to the other moderators in the room.

![Figure 71 - Chat Message](image)

### Changing Participant Permissions

The following explains how to change participant permissions while in the session:

1. From the *Collaborate* Panel, click **My Settings**.

![Figure 72 - More Tools](image)

2. Click **Session Settings**.

![Figure 73 - Session Settings](image)
3. The **Session Settings** list will open. Here, you can set whether participants can share audio, video, post chat messages, or draw on the whiteboard and on files.

![Session Settings List](image)

**Figure 74 - Session Settings List**

4. To exit the **Session Settings**, click the **Close Collaborate Panel**.

![Close Collaborate Panel](image)

**Figure 75 – Close Collaborate Panel**

**Share Content**

The **Share Content** feature is the primary area for displaying content in a session. It is commonly used for giving presentations via the Whiteboard, sharing content like PDF documents, images, and PowerPoint slides, creating polls, and sharing applications on your computer.

**The Whiteboard**

The Whiteboard Tool contains drawing and text tools that can be used to add notes, comments, or add and manipulate pictures objects on the screen. To share a blank whiteboard:

1. Click **Share Content**, located in the **Collaborate Panel**.

![Share Content](image)

**Figure 76 - Share Content**

2. Click **Share Blank Whiteboard**.

![Share Blank Whiteboard](image)

**Figure 77 - Share Blank Whiteboard**
3. The Whiteboard will be shared. The layout is as follows:

![Whiteboard Layout Diagram]

**Figure 78 - The Whiteboard**

<table>
<thead>
<tr>
<th>A. Open Session Menu</th>
<th>Opens the Collaborate Ultra Session menu (See Figure 78).</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Select Tool</td>
<td>Select objects on the Whiteboard (See Figure 78).</td>
</tr>
<tr>
<td>C. Pointer</td>
<td>Draws attention to something on the Whiteboard (See Figure 78).</td>
</tr>
<tr>
<td>D. Pencil</td>
<td>Draw or highlight objects on the Whiteboard (See Figure 78).</td>
</tr>
<tr>
<td>E. Shapes</td>
<td>Insert various shapes (See Figure 78).</td>
</tr>
<tr>
<td>F. Text Tool</td>
<td>Insert and edit text on the Whiteboard (See Figure 78).</td>
</tr>
<tr>
<td>G. Clear Whiteboard</td>
<td>Clears objects from the Whiteboard (See Figure 78).</td>
</tr>
<tr>
<td>H. View Controls</td>
<td>Access zoom controls such as zoom in/out and change the aspect ratio (See Figure 78).</td>
</tr>
<tr>
<td>I. Stop Sharing</td>
<td>Ends the Whiteboard share (See Figure 78).</td>
</tr>
<tr>
<td>J. The Whiteboard</td>
<td>View, edit, and share the Whiteboard (See Figure 78).</td>
</tr>
</tbody>
</table>

### Using the Whiteboard Tools

If the moderator has provided you proper permissions, you may utilize the various whiteboard tools to interact with the session. The following explains how to use the Whiteboard tools.

#### Using the Pointer Tool

1. Click the **Pointer Tool**, located on the Whiteboard toolbar

![Pointer Tool Image]

**Figure 79 - Pointer Tool**
2. Your cursor will become a pointer, enabling you to point out key details on the Whiteboard.

**Using the Pencil Tool**

1. Click the **Pencil Tool**, located on the Whiteboard toolbar.

   ![Figure 80 - The Pencil Tool](image)

2. To change the pencil color, click the **pencil color** tool.

   ![Figure 81 - Pencil Color](image)

3. Select your preferred **pencil color**.

   ![Figure 82 - Pencil Color](image)

4. Begin drawing/writing on the Whiteboard as desired.

**Using the Shapes Tool**

1. Click the **Shapes Tool**, located on the Whiteboard toolbar.

   ![Figure 83 - Shape Tools](image)

2. Select your desired **shape**.

   ![Figure 84 - Select a Shape](image)
3. To change your shape color, click the **Shape Color** tool.

![Shape Color Tool](image)

**Figure 85 - Shape Color**

4. Select your preferred shape color.

![Select Shape Color](image)

**Figure 86 - Select your preferred shape color**

5. Draw your shape as desired.

**Adding Text to the Whiteboard**

1. Click the **Text Tool**, located on the **Whiteboard** toolbar.

![Text Tool](image)

**Figure 87 - Text Tool**

2. To change the font color, click the **Font Color** button.

![Font Color](image)

**Figure 88 - Font Color**

3. Select your preferred font **color**.

![Select Font](image)

**Figure 89 - Select your font color**

4. Click somewhere on the Whiteboard screen.

5. Begin typing on the Whiteboard Screen.
To Delete Objects from the Whiteboard
1. Click the Select tool.

![Click the Select Tool](image)

2. Click the object that you wish to delete.

![Click the object](image)

3. Press the delete key on your keyboard. Your object will be deleted from the whiteboard.

To Clear the Whiteboard
Click the Clear Whiteboard tool. All objects will be cleared from the Whiteboard.

![Clear Whiteboard](image)

Sharing Applications
When using Google Chrome, you have the ability to share applications with users in the session. These shared applications will appear on the Whiteboard Page. The following explains how to share applications with Google Chrome:

1. On your computer, open the application that you wish to share and leave that window open.
2. From the Collaborate Panel, click Share Content.

![Share Content](image)
3. Click **Share Application**.

4. In order to share your screen, you will need the *Desktop Sharing* extension. If you do not have this feature installed, you will be prompted to add the extension to your browser. Click **Add to Chrome** to begin installing the *Desktop Sharing* extension. If you have the *Desktop Sharing* extension, skip to **Step 8**.

5. The *Add “Desktop Sharing”* window will pop up. Click **Add extension**.

6. The *Desktop Sharing* extension will appear. Click the **Content** button to begin sharing the application.
7. Click **Share Application**.

![Share Application](image)

**Figure 98 - Share Application**

8. The *Desktop Sharing Screen* will appear; select the **window** you wish to share.

![Desktop Sharing](image)

**Figure 99 - Desktop Sharing**

9. Click **Share**.

![Share](image)

**Figure 100 - Click Share**

10. Your application will be shared in Collaborate Ultra. To end the share, click the **Stop Sharing** button.

![Stop Sharing](image)

**Figure 101 - Stop Sharing**
Sharing Files
With Collaborate Ultra, you may share content such as PowerPoint, PDF, or image files with your participants. To upload content to the Whiteboard:

1. From the Collaborate Panel, click the Share Content button

![Figure 102 - Share Content](image)

2. Click Share Files.

![Figure 103 - Share Files](image)

3. The Share Files window appears. You may either drag and drop content into the Drag and Drop field. Alternatively, click Add Files Here to navigate to the files you wish to upload.

![Figure 104 - Add Files Here](image)

4. If you clicked the Add Files Here button, the Open window will appear. Navigate to and double click the PowerPoint, Image, or PDF file you wish to upload.

![Figure 105 - Select the File](image)
5. The file will be uploaded to Collaborate Ultra. To share the file with the group, click **Share Now**.

![Share Now](image.png)

**Figure 106 - Click Share Now**

6. If sharing a **PowerPoint** or **PDF** file:
   a. Click the **slide** to begin your share from.

   ![Select the Slide](image.png)

   **Figure 107 - Select the Slide**

   b. The share will begin. If you wish to navigate through your PowerPoint presentation or PDF document, use the **Navigation** arrows.

   ![Navigation Arrows](image.png)

   **Figure 108 - Navigation Arrows**

7. To return to the **Collaborate Panel**, click **Previous Panel**.

   ![Previous Panel](image.png)

   **Figure 109 - Previous Panel**

8. To add additional content, repeat Steps 1 – 7.
Removing Files from Collaborate

To remove files from Collaborate Ultra:

1. From the Collaborate Panel, click the Share Content button.

   ![Share Content](image)
   
   **Figure 110 - Share Content**

2. Click Share Files.

   ![Share Files](image)
   
   **Figure 111 - Share Files**

3. Click the Delete button next to the file you wish to remove.

   ![Delete Button](image)
   
   **Figure 112 - Delete Button**

4. The file will be removed from Collaborate Ultra session.

Polling

You have the ability to generate polls. These polls can be formal or informal questions used to gather feedback from your audience. There are five types of polling in Collaborate Ultra. They include:

- Yes/No Choices
- Polls with 2 Options
- Polls with 3 Options
- Polls with 4 Options
- Polls with 5 Options
Enabling Polling in Collaborate Ultra

1. From the Collaborate Panel, click the Share Content button.

2. Click Polling.

3. Select your preferred polling method.

4. Click Start.

5. The Polling window will appear and your participants will be able to select their preferred answer to the poll. To view a list of responses, click the Participants List, located in the Collaborate Panel.
6. You will see a list of the participants as well as their responses.

![Figure 118 - User Responses](image)

4. To access the poll, click View Poll.

![Figure 119 - View Poll](image)

**Exiting the Collaborate Ultra Session**

The following explains how to exit the Collaborate Ultra Session.

1. Click the **Open Session Menu**.

![Figure 120 - Open Session Menu](image)

2. Click **Leave Session**.

![Figure 121 - Click Leave Session](image)
3. You will be taken to a screen in which you may indicate your audio & video qualities for the session. Indicate the audio and video quality from your session.

![Audio & Video Quality](image)

**Figure 122 - Audio & Video Quality**

4. Click Submit and Exit.

![Submit and Exit](image)

**Figure 123 - Submit and Exit**

5. You will be taken out of the Collaborate Ultra Session.

**Accessing Recordings**

Recordings of your Collaborate Ultra session are processed after the session has been closed. It may take up to 24 hours for the session to appear in the Recordings Launcher. The following explains how to access Collaborate Ultra recordings in D2L Brightspace.

1. From the D2L Brightspace Content page, click the Collaborate Ultra topic.

![Collaborate Ultra Topic](image)

**Figure 124 - Collaborate Ultra Topic**

2. Click the Collaborate Ultra Menu button.

![Collaborate Ultra Menu](image)

**Figure 125 - Collaborate Ultra Menu**
3. The *Collaborate Ultra Menu* appears. Click the **Recordings** button.

![Recordings](image)

**Figure 126 - Recordings**

4. You will be taken to a list of your recordings. Click **View Recordings** located next to the recording you wish to view.

![View Recording](image)

**Figure 127 - View Recording**

5. You will be taken to the session recording. If you wish to download the recording, you may click the **Download** button, located at the top right hand side of the recording window.

![Download button](image)

**Figure 128 - Download button**

**Note:** Recording downloads will only be available if the moderator enabled **Allow Recording Downloads** when creating the session.

6. Your recording will be downloaded to your computer.
Deleting Recordings

The following explains how to delete a Collaborate Ultra Recording.

1. From the D2L Brightspace Content page, click the Collaborate Ultra topic.

![Collaborate Ultra Topic]

Figure 129 - Collaborate Ultra Topic

2. Click the Collaborate Ultra Menu button.

![Collaborate Ultra Menu]

Figure 130 - Collaborate Ultra Menu

3. The Collaborate Ultra Menu appears. Click the Recordings button.

![Recordings]

Figure 131 - Recordings

7. You will be taken to a list of Collaborate Ultra recordings. Click Delete located next to the recording you wish to delete.

<table>
<thead>
<tr>
<th>Session Name</th>
<th>Recording Name</th>
<th>Duration</th>
<th>Date</th>
<th>Recording (MP4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>D2L Brightspace Introduction</td>
<td>D2L Brightspace Introduction - recording_1</td>
<td>00:00:24</td>
<td>8/29/16, 12:12 PM</td>
<td>View Recording</td>
</tr>
</tbody>
</table>

![View Recording]

Figure 132 - View Recording
8. The Delete Recording window will appear. Click Yes, Delete It to remove the recording from D2L Brightspace.

9. Your recording will be deleted.

Additional Help
For additional support, please contact the KSU Service Desk:

KSU Service Desk for Faculty & Staff
- Phone: 470-578-6999
- Email: service@kennesaw.edu
- Website: http://uits.kennesaw.edu