Collaborate Ultra
Participants Guide for D2L Brightspace - Daylight Experience
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Introduction

Collaborate Ultra is an interactive communication tool that integrates into D2L Brightspace – Daylight Experience, providing users a greatly enhanced online learning experience. If your instructor has granted you Presenter access, you can have live, online interaction with students and instructors, display and share your desktop applications, as well as deliver learning content with session participants. While most internet browsers will work with Collaborate Ultra, Google Chrome and Mozilla Firefox is most optimized to make the most of the Ultra experience.

The following guide was create using Mozilla Firefox version 57.0 (64-bit).

Learning Objectives

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

- Access the Collaborate Ultra session from D2L Brightspace
- Configure audio and video for the Collaborate Ultra session
- Understand the Collaborate Ultra interface
- Access Collaborate Ultra sessions that have been archived by your professor

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>Share and View Applications</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>
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*The optimal Collaborate experience for all users is with Google’s Chrome browser as well as Mozilla Firefox.
**Accessing Collaborate Ultra**

Collaborate Ultra sessions are created by your instructor. The following explains how to access a session via your D2L Brightspace Course:

1. Log into D2L Brightspace at [d2l.kennesaw.edu](http://d2l.kennesaw.edu).
2. Navigate to the *course* containing the Collaborate Ultra session.
3. Click **Content**.

![Figure 1 - Click Content](image1.png)

4. Navigate to the *module* that contains the Collaborate Ultra session.

![Figure 2 - Navigate to the topic](image2.png)
5. Click the **Collaborate Ultra** topic within the course module.

![Collaborate Ultra link](image)

**Figure 3 - Click the Collaborate Ultra link**

6. You will be taken to the session launch page. Click the **session** that you wish to enter.

![Session Launch Page](image)

**Figure 4 - Click the session**

7. Click **Join session** in the panel that appears.

![Join session](image)

**Figure 5 - Click Join session**

8. You will be taken into the Collaborate Ultra session.
The Collaborate Ultra Session Interface

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

a. **Session Menu** - Access Collaborate Ultra settings. Obtain a call in phone number and PIN so that you may call the session via phone (See Figure 6).

b. **Video Display** - Displays video from you or the other participants in the session (See Figure 6).

c. **My Status and Settings** - Set away status, provide feedback; leave the session (See Figure 6).

d. **Share Audio** - Shares audio based on your selected microphone (See Figure 6).

e. **Share Video** - Share video based on your selected webcam (See Figure 6).

f. **Raise Hand** - Raises your hand in the session, allowing you to get the attention of other moderators or presenters (See Figure 6).

g. **Collaborate Panel** - Opens the list of participants, moderators, as well as presenters currently logged into the session (See Figure 6).

![Figure 6 - Collaborate Ultra Classroom Interface](image-url)
The Session Menu

When clicking **Session Menu**, you will be taken to the Collaborate Ultra Session Menu panel. Here, you can use your phone for audio; report issues, as well as leave the session. The layout of the **Session Menu** is as follows:

a. **Leave Session Menu** – Exits the **Session Menu** (See Figure 7).
b. **Use your phone for audio** – Obtain a call in phone number and PIN so that you may call the session via phone (See Figure 7).
c. **Report an issue** – Report issues with the Collaborate Ultra session (See Figure 7).
d. **Tell me about Collaborate** – Provides quick tutorials regarding use of **Collaborate Ultra** (See Figure 7).
e. **Blackboard Collaborate Help** – Opens the **Presenter** help page (See Figure 7).
f. **Privacy Policy** – View Blackboard Collaborate’s **Privacy Policy** (See Figure 7).
g. **Leave Session** – Exits the **Collaborate Ultra** session (See Figure 7).

![Figure 7 - Session Menu](image-url)
The Collaborate Panel

When clicking **Collaborate Panel** on the Collaborate Ultra main page, you will be taken to 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 a variety of features that facilitate session interaction. The layout for the **Collaborate Panel** is as follows:

a. **Panel Content** – Displays the various panels, depending on the tab that has been selected (See Figure 8).

b. **Chat** – Chat with people in the session (See Figure 8).

c. **Participants List** – See who is in the meeting (See Figure 8).

d. **Share Content** – This is where moderators and presenters can share a whiteboard, application screens, files, or polls (See Figure 8).

e. **My Settings** - Update your profile picture, online status, audio and video settings, and notification settings (See Figure 8).

f. **Panel Content** - Displays the various panels, depending on the tab that you have selected (See Figure 8).

![Figure 8 - The Collaborate Panel](image)

**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 do so:

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

![Figure 9 - Open Sessions Menu](image)
2. The **Collaborate Panel** will appear. Click **My Settings**.

![Figure 10 - My Settings](image)

3. The **My Settings** window appears. Click **Set Up Your camera and microphone**.

![Figure 11 - Set Up Your Camera and Microphone](image)

4. If prompted by the **Will you allow us.bbcollab.com to use your microphone?** window, click **Allow**.

![Figure 12 - Click Allow](image)

5. 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 13).
   b. **Microphone Selection Dropdown** – Select your microphone for the session (See Figure 13).
   c. **No - I Need Help** – Select this if you have audio issues and require assistance (See Figure 13).
   d. **Yes – It’s Working** – Click when you have selected your preferred microphone and your audio is working properly (See Figure 13).

![Figure 13 - Audio Test](image)
6. When you have set your preferred microphone and verified that it was working, click Yes – It’s working.

![Yes – It’s working](image)

Figure 14 - Click Yes - It’s working

7. You will be taken to the Video Test window. If prompted, select your preferred Camera to share and click Allow.

![Allow](image)

Figure 15 - Click Allow

8. The layout of the Video Test window is as follows:
   a. **Video Preview** – Displays a preview of your video (See Figure 16).
   b. **Camera Selection** – Select your camera for the session (See Figure 16).
   c. **No I Need Help** – Select if you have camera issues and require assistance (See Figure 16).
   d. **Yes – It’s Working** – Click when you have selected your preferred camera and your video is working properly (See Figure 16).

![Video Test](image)

Figure 16 - Video Test
9. If you have selected your preferred camera and verified that it is working, click **Yes – It’s Working**.

![Click Yes - It's Working](image)

**Figure 17 - Click Yes - It's Working**

### 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, located in the *Collaborate Panel*, click **Notification Settings**.

![Notification Settings](image)

**Figure 18 - Notification Settings**

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 19).
   
   b. **Chat Message Notifications** – Indicate whether you wish to have a visual or audio notification when someone posts in the chat (See Figure 19).
   
   c. **Closed Captioning Notification** – Indicate whether you wish to have a visual notification when closed captioning is available (See Figure 19).
   
   d. **Raised Hand Notifications** – Indicate whether you receive a visual or audio notification when someone raises their hand (See Figure 19).

![Notification Settings List](image)

**Figure 19 - Notification Settings List**
3. When you have finished editing your notification settings, **Close Collaborate Panel**.

![My Settings](image)

**Figure 20 - My Settings**

**Setting Up Phone for Audio**

The following explains how to utilize your phone for audio in **Collaborate Ultra**.

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

![Open Session Menu](image)

**Figure 21 - Open Session Menu**

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

![Use phone for audio](image)

**Figure 22 - 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 23 - Phone Number & Pin**
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.

![Figure 24 - Share Audio](image)

2. Your audio will be shared and the audio indicator icon will be active. From here, you can speak into your microphone, thus sharing your audio with the session participants. To end the audio share, click Mute Audio.

![Figure 25 - Mute Audio](image)

Sharing Video

The following explains how to share video in Collaborate Ultra:

1. Click the Share Video button.

![Figure 26 - Share Video](image)

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

![Figure 27 - Video Preview window](image)
3. Your video will be shared. To end the video share, click **Mute Video**.

![Mute Video](image.png)

**Figure 28 - Mute Video**

**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**.

![Open Collaborate Panel](image.png)

**Figure 29 - Open Collaborate Panel**

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

![Open Participants List](image.png)

**Figure 30 - Open Participants List**

3. Upon clicking **Open Participants List**, the Participants List will open.

![Participants List](image.png)

**Figure 31 - The Participants List**
 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.

Figure 32 - Drag-and-Drop
3. The Participant List will be open at all times.

![Figure 33 - The Open Participants Panel](image)

### Searching for Participants

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

1. **On the Participants List, click More Options.**

![Figure 34 - More Options](image)

2. **Click Find participant.**

![Figure 35 - Find Participant](image)
3. Type the **name** of the participant that you wish to find.

![Figure 36 - Search for the participant](image)

**Merging the Participant Panel**

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

1. On the *Participants list*, click **More Options** (See Figure 34).
2. Click **Merge Panel**. The panel will be placed within the *Collaborate Panel*.

![Figure 37 - Merge Panel](image)
Raising Hands

You have the ability to raise and lower your hand during the session. Depending on notification settings, when you use this feature, moderators may receive a notification that a hand has been raised.

![Raise Hands](image)

To lower your hand, simply click **Lower Hand**.

![Lower Hands](image)

The Chat Panel

Collaborate Ultra allows you to exchange messages with others during the session via the **Chat Panel**. The following explains how to use the Chat Panel.

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

![Open Chat](image)

2. The **Chat** panel will open. Select who you wish to chat with. In this example, we wish to chat with everyone in the room. To do so, we will click **Everyone**.

![Chat with Everyone](image)
3. Type your message in the **Chat Text** field and press enter on the keyboard.

![Chat Text Box](image)

**Figure 42 - Chat Text Box**

**Note:** If participants currently in the room do not have the chat list open, they will receive a pop-up notification.

**The Whiteboard**

The Whiteboard is where presentation material will be displayed (e.g. PowerPoint slides, images, pdfs) and where users can interact with the presentation. When the moderator for the session shares the Whiteboard, you will be taken to the Whiteboard page. The layout is as follows:

- **Open Session Menu** – Opens the Collaborate Ultra Session menu (See Figure 43).
- **Select Tool** – Select objects on the Whiteboard (See Figure 43).
- **Pointer** – Draws attention to something on the Whiteboard (See Figure 43).
- **Pencil Tool** – Draw or highlight objects on the Whiteboard (See Figure 43).
- **Shapes Tool** – Insert various shapes (See Figure 43).
- **Text Tool** – Insert and edit text on the Whiteboard (See Figure 43).
- **View Controls** – Access zoom controls such as zoom in/out and change the aspect ratio (See Figure 43).

![Whiteboard Layout](image)

**Figure 43 - Whiteboard Layout**
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.

![Figure 44 - 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 45 - The Pencil Tool]

2. To change the pencil color, click the pencil color tool that appears.

![Figure 46 - Pencil Color]

3. Select your preferred pencil color.

![Figure 47 - Pencil Color]

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

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

![Figure 48 - Shape Tools]
2. Select your desired shape.

![Select a Shape](image)

Figure 49 - Select a Shape

3. To change your shape color, click the **Shape Color** tool.

![Shape Color](image)

Figure 50 - Shape Color

4. Select your preferred shape color.

![Select preferred shape color](image)

Figure 51 - 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 52 - Text Tool

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

![Font Color](image)

Figure 53 - Font Color
3. Select your preferred font color.

![Figure 54 - Select your font color](image)

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.

![Figure 55 - Click the Select Tool](image)

2. Click the object that you wish to delete.

![Figure 56 - Select an Object](image)

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

The following explains how to exit the Collaborate Ultra Session.

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

![Image of Open Session Menu](image1)

**Figure 57 - Open Session Menu**

2. Click **Leave Session**.

![Image of Leave Session](image2)

**Figure 58 - Click Leave Session**
3. You will be taken to a screen in which you may indicate your audio & video qualities for the session.

![How was the audio and video during your session?](image)

**Figure 59 - Audio & Video Quality**

4. Click **Submit and Exit**.

![Submit and Exit](image)

**Figure 60 - 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 - Daylight Experience:

1. From the **D2L Brightspace - Daylight Experience Content** page, click the **Collaborate Ultra** topic.

![Collaborate Ultra Topic](image)

**Figure 61 - Collaborate Ultra Topic**

2. Click the Collaborate Ultra Menu button.

![Collaborate Ultra Menu](image)

**Figure 62 - Collaborate Ultra Menu**

3. The **Collaborate Ultra Menu** appears. Click the **Recordings** button.
4. You will be taken to a list of your recordings. Click the **Recording Options** button, located next to the recording you wish to view (See Figure 64).
5. Click **Watch Now** to view the recording (See Figure 64).
6. Click **Download** to download the recording (See Figure 64).

<table>
<thead>
<tr>
<th>Session name / Recording name</th>
<th>Date</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Lecture / recording 1</td>
<td>5/8/18, 2:23 PM</td>
<td>00:01:11</td>
</tr>
</tbody>
</table>

**Figure 64 - View Recording**

**Additional Help**

For additional support, please contact the KSU Service Desk:

**KSU Student Helpdesk**

- Phone: 470-578-3555
- Email: studenthelpdesk@kennesaw.edu
- Website: http://uits.kennesaw.edu