# Collaborate Ultra

## Presenter Guide for D2L Brightspace

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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 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 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:

- 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- Access Collaborate Ultra sessions that have been archived by your professor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>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.*
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
2. Navigate to the course containing the Collaborate Ultra session.
3. Click Content.

4. Navigate to the topic that contains the Collaborate Ultra session.

5. Click the Collaborate Ultra topic within the course module.

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

7. 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:

![Collaborate Ultra Classroom Interface](image)

**Figure 5 - Collaborate Ultra Classroom Interface**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A. Session Menu</strong></td>
<td>Access Collaborate Ultra settings. Generate phone number for telephony.</td>
</tr>
<tr>
<td><strong>B. Video Display</strong></td>
<td>Displays video from you or the other participants in the session</td>
</tr>
<tr>
<td><strong>C. Status Settings</strong></td>
<td>Set an away status in the event that you are away from the computer.</td>
</tr>
<tr>
<td><strong>D. Share Audio</strong></td>
<td>Shares audio based on your selected microphone.</td>
</tr>
<tr>
<td><strong>E. Share Video</strong></td>
<td>Shares video stream based on your selected webcam.</td>
</tr>
<tr>
<td><strong>F. Raise Hand</strong></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><strong>G. Collaborate Panel</strong></td>
<td>Opens the list of participants currently logged into the session</td>
</tr>
</tbody>
</table>
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 (See Figure 6):

![Session Menu](image)

**Figure 6 - Session Menu**

- **a. Leave Session Menu** Exits the Session Menu
- **b. Use your phone for audio** Obtain a call in phone number and PIN so that you may call the session via phone.
- **c. Report an issue** Opens a dialog box allowing you to report issues with the Collaborate Ultra session.
- **d. Blackboard Collaborate Help** Opens the Participant Help web page.
- **e. Learn about the new Collaborate interface** Redirects to the session Interface Update page. This provides information on the new Collaborate Ultra interface.
- **f. Leave Session** Exit the Collaborate Ultra session
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:

![Collaborate Panel Layout](image)

- **Chat**
  - Chat with everyone in the session or just other moderators.
- **Participants List**
  - See who is in the meeting and manage each user role.
- **Share Content**
  - This link is where moderators and presenters can share a whiteboard, application screens, files, or polls.
- **My Settings**
  - Update your profile picture, online status, audio and video settings, and notification settings.
- **Close**
  - Close the **Collaborate Panel**
- **Panel Content**
  - Displays the various panels, depending on the tab that you have selected

### Setting up Audio & Video

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

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**.
2. The Collaborate Panel will appear. Click **My Settings**.

![Figure 9 - My Settings](image)

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

![Figure 10 - 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 11).
   b. **Microphone Selection Dropdown** – Select your microphone for the session (See Figure 11).
   c. **No I Need Help** – Select this if you have audio issues and require assistance (See Figure 11).
   d. **Yes – It’s Working** – Click when you have selected your preferred microphone and your audio is working properly (See Figure 11).

![Figure 11 - Audio Test](image)

5. When you have set your preferred microphone and verified that it was working, click **Yes – It’s working**.

![Figure 12 - 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 13).
   b. **Camera Selection Dropdown** – Select your camera for the session (See Figure 13).
   c. **No I Need Help** – Select if you have camera issues and require assistance (See Figure 13).
   d. **Yes – It’s Working** – Click when you have selected your preferred camera and your video is working properly (See Figure 13).

![Figure 13 - Video Test](image)

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

![Figure 14 - 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, located in the Collaborate Panel, click Notification Settings.

![Notification Settings](image1)

Figure 15 - 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 16).
   b. **Chat Message Notifications** – Indicate whether you wish to have a visual or audio notification when someone posts in the chat (See Figure 16).
   c. **Closed Captioning Notification** – Indicate whether you wish to have a visual notification when closed captioning is available (See Figure 16).
   d. **Raised Hand Notifications** – Indicate whether you receive a visual or audio notification when someone raises their hand (See Figure 16).

![Notification Settings List](image2)

Figure 16 - Notification Settings List

3. When you have finished editing your notification settings, Close Collaborate Panel.

![My Settings](image3)

Figure 17 - My Settings
Setting Up Phone for Audio

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

![Figure 18 - Open Session Menu](image)

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

![Figure 19 - Use phone for audio](image)

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

![Figure 20 - Phone Number & Pin](image)
4. Click the Close Session menu to exit the session.

**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.

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.

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

**Sharing Video**

The following explains how to share video in Collaborate Ultra.

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

![Video Preview window](image)

**Figure 26 - Video Preview window**

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

![Mute Video](image)

**Figure 27 - 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)

**Figure 28 - Open Collaborate Panel**

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

![Open Participants List](image)

**Figure 29 - Open Participants List**
3. Upon clicking **Open Participants List**, the Participants List will open.

![Image: The Participants List](image)

**Figure 30 - 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**.

![Image: Drag-and-drop](image)

**Figure 31 - Drag-and-drop**
3. The Participant List will be open at all times.

![Figure 32 - 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 33 - More Options](image)

2. Click **Find participant**.

![Figure 34 - Find Participant](image)
3. Type the name of the participant that you wish to find.

![Figure 35 - 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**.
2. Click **Merge Panel**. The panel will be placed within the **Collaborate Panel**.

![Figure 36 - 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.

![Figure 37 - Raise Hands](image)

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

![Figure 38 - Lower Hands](image)
The Chat List

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

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

![Figure 39 - Open Chat]

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

![Figure 40 - Chat Text Box]

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

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.
2. Click **Share Blank Whiteboard**.

![Share Blank Whiteboard](image)

Figure 42 - Share Blank Whiteboard

3. The **Whiteboard** will be shared. The layout is as follows:

![Whiteboard Layout](image)

Figure 43 - Whiteboard Layout

<table>
<thead>
<tr>
<th>A. Open Session Menu</th>
<th>Opens the Collaborate Ultra Session menu (See Figure 43).</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Select Tool</td>
<td>Select objects on the Whiteboard (See Figure 43).</td>
</tr>
<tr>
<td>C. Pointer</td>
<td>Draws attention to something on the Whiteboard (See Figure 43).</td>
</tr>
<tr>
<td>D. Pencil</td>
<td>Draw or highlight objects on the Whiteboard (See Figure 43).</td>
</tr>
<tr>
<td>E. Shapes</td>
<td>Insert various shapes (See Figure 43).</td>
</tr>
<tr>
<td>F. Text Tool</td>
<td>Insert and edit text on the Whiteboard (See Figure 43).</td>
</tr>
<tr>
<td>G. Clear Whiteboard</td>
<td>Clears objects from the Whiteboard (See Figure 43).</td>
</tr>
<tr>
<td>H. View Controls</td>
<td>Access zoom controls such as zoom in/out and change the aspect ratio (See Figure 43).</td>
</tr>
<tr>
<td>I. Stop Sharing</td>
<td>Ends the Whiteboard share (See Figure 43).</td>
</tr>
<tr>
<td>J. The Whiteboard</td>
<td>View, edit, and share the Whiteboard (See Figure 43).</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

   ![Figure 44 - Pointer Tool](image)

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](image)

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

   ![Figure 46 - Pencil Color](image)

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

   ![Figure 47 - 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 48 - Shape Tools](image)
2. Select your desired shape.

![Select a Shape](image)

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

![Shape Color](image)

4. Select your preferred shape color.

![Select your preferred shape color](image)

5. Draw your shape as desired.

**Adding Text to the Whiteboard**

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

![Text Tool](image)

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

![Font Color](image)
3. Select your preferred font color.

![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]

2. Click the object that you wish to delete.

---

**RELATIONAL DATABASE EXAMPLE**

<table>
<thead>
<tr>
<th>Student Information</th>
<th>Financial Information</th>
<th>Course Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student ID</td>
<td>Student ID</td>
<td>Student ID</td>
</tr>
<tr>
<td>Last Name</td>
<td>Financial Status</td>
<td>Registered Courses</td>
</tr>
<tr>
<td>First Name</td>
<td>Student Loans</td>
<td>Expected Graduation</td>
</tr>
<tr>
<td>DOB</td>
<td>Tuition Amount</td>
<td>GPA</td>
</tr>
<tr>
<td>Email</td>
<td></td>
<td>Completed Hours</td>
</tr>
</tbody>
</table>

*This is an important example*

![Click the object]

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.

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.
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.

![Figure 62 - Click Content](image)

7. Click **Share Application**.

![Figure 63 - Share Application](image)

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

![Figure 64 - Desktop Sharing](image)
9. Click **Share**.

![Share button](image)

**Figure 65 - Click Share**

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

![Stop Sharing button](image)

**Figure 66 - 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

![Share Content button](image)

**Figure 67 - Share Content**

2. Click **Share Files**.

![Share Files](image)

**Figure 68 - Share Files**
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.

![Add Files Here](image)

**Figure 69 - Add Files Here**

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.

![Select the File](image)

**Figure 70 - Select the File**

5. The file will be uploaded to Collaborate Ultra. To share the file with the group, click Share Now.

![Share Now](image)

**Figure 71 - Click Share Now**

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

![Select the Slide](image)

**Figure 72 - 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)

**Figure 73 - Navigation Arrows**

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

![Previous Panel](image)

**Figure 74 - 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 75 - Share Content**

2. Click **Share Files**.

![Share Files](image)

**Figure 76 - Share Files**
3. Click the **Delete** button next to the file you wish to remove.

![Delete Button](image)

**Figure 77 - 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.

![Share Content](image)

**Figure 78 - Share Content**

2. Click **Polling**.

![Polling Method](image)

**Figure 79 - Click Polling**

3. Select your preferred **polling method**.
4. Click **Start**.

![Start](image)

*Figure 81 - 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*.

![Participants List](image)

*Figure 82 - Participants List*

6. You will see a list of the participants as well as their responses.

![User Responses](image)

*Figure 83 - User Responses*

4. To access the poll, click **View Poll**.

![View Poll](image)

*Figure 84 - View Poll*

**Exiting the Collaborate Ultra Session**

The following explains how to exit the Collaborate Ultra Session.

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

![Open Session Menu](image)

*Figure 85 - Open Session Menu*
2. Click **Leave Session**.

![Leave Session](image)

**Figure 86 - Click Leave Session**

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 87 - Audio & Video Quality**

4. Click **Submit and Exit**.

![Submit and Exit](image)

**Figure 88 - 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](image1)

**Figure 89 - Collaborate Ultra Topic**

2. Click the **Collaborate Ultra Menu** button.

![Collaborate Ultra Menu](image2)

**Figure 90 - Collaborate Ultra Menu**

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

![Recordings](image3)

**Figure 91 - Recordings**

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

<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><img src="image4" alt="View Recording" /></td>
</tr>
</tbody>
</table>

**Figure 92 - 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.

![](image)

**Figure 93 - 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.

**Additional Help**

For additional support, please contact the KSU Service Desk:

**KSU Student Helpdesk**

- Phone: 470-578-3555
- Email: [studenthelpdesk@kennesaw.edu](mailto:studenthelpdesk@kennesaw.edu)
- Website: [http://uits.kennesaw.edu](http://uits.kennesaw.edu)