# University Information Technology Services

## Collaborate Ultra

### Stand Alone Presenters Guide

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Introduction

Blackboard Collaborate Ultra is an interactive communication tool 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- Access Collaborate Ultra sessions that have been archived by your professor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.

Joining the Session via Session Invitation

1. From your email, navigate to the Collaborate Ultra invitation sent to you by the session instructor.
2. Click Join the Blackboard Collaborate session

![Figure 1 - Join the Collaborate session](https://example.com/fig1)

3. You will be taken to the Collaborate Ultra Session

Joining the Session from a Direct Link

1. In your email client, navigate to the email containing the direct link to Collaborate Ultra.
2. Copy and paste the link provided into your web browser.
3. Type your name in the Name field.

![Figure 2 - Type your Name](https://example.com/fig2)

4. Click Join Session.

![Figure 3 - Click Join Session](https://example.com/fig3)

5. You will be taken to 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)

<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:

![Session Menu Diagram](image)

**Figure 5 - Session Menu**

<table>
<thead>
<tr>
<th>a. Leave Session Menu</th>
<th>Exits the <strong>Session Menu</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>b. Use your phone for audio</td>
<td>Obtain a call in phone number and PIN so that you may call the session via phone.</td>
</tr>
<tr>
<td>c. Report an issue</td>
<td>Opens a dialog box allowing you to report issues with the Collaborate Ultra session.</td>
</tr>
<tr>
<td>d. Blackboard Collaborate Help</td>
<td>Opens the <strong>Participant Help</strong> web page.</td>
</tr>
<tr>
<td>e. Learn about the new Collaborate interface</td>
<td>Redirects to the session <strong>Interface Update</strong> page. This provides information on the new Collaborate Ultra interface.</td>
</tr>
<tr>
<td>f. Leave Session</td>
<td>Exit the Collaborate Ultra session</td>
</tr>
</tbody>
</table>
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. Chat** | Chat with everyone in the session or just other moderators. |
| **b. Participants List** | See who is in the meeting and manage each user role. |
| **c. Share Content** | This link is where moderators and presenters can share a whiteboard, application screens, files, or polls. |
| **d. My Settings** | Update your profile picture, online status, audio and video settings, and notification settings. |
| **e. Close** | Close the **Collaborate Panel** |
| **f. 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 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 7 - Open Sessions Menu](image)

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

![Figure 8 - My Settings](image)
3. The *My Settings* window appears. Click **Set Up Your Camera and Microphone**

![My Settings Window](image)

**Figure 9 - Set Up your Camera and Microphone**

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

![Audio Test Window](image)

**Figure 10 - Audio Test**

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

![Click Yes - It’s working](image)

**Figure 11 - Click Yes - It’s working**
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 12).
   b. Camera Selection Dropdown – Select your camera for the session (See Figure 12).
   c. No I Need Help – Select if you have camera issues and require assistance (See Figure 12).
   d. Yes – It’s Working – Click when you have selected your preferred camera and your video is working properly (See Figure 12).

![Image of Video Test window]

Figure 12 - Video Test

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

![Image of Yes - It’s Working]

Figure 13 - 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.
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 15).
   b. **Chat Message Notifications** – Indicate whether you wish to have a visual or audio notification when someone posts in the chat (See Figure 15).
   c. **Closed Captioning Notification** – Indicate whether you wish to have a visual notification when closed captioning is available (See Figure 15).
   d. **Raised Hand Notifications** – Indicate whether you receive a visual or audio notification when someone raises their hand (See Figure 15).

![Figure 15 - Notification Settings List](image)

3. When you have finished editing your notification settings, **Close Collaborate Panel**.
Setting Up Phone for Audio

For Collaborate, you have the ability to utilize your phone for audio. This is especially useful in the event that you do not have access to a computer microphone or if the computer’s microphone is less then satisfactory. The following explains how to setup your phone for audio use.

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

![Figure 17 – Open Session Menu](image)

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

![Figure 18 - Use phone for audio](image)

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

![Figure 19 - Phone Number & Pin](image)
4. Click the **Close Session menu** to exit the session.

![Windows Training](image)

**Figure 20 - 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 21 - 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 22 - Audio Indicator**

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

![Mute Audio](image)

**Figure 23 - Mute Audio**

**Sharing Video**

The following explains how to share video in Collaborate Ultra.

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

![Share Video](image)

**Figure 24 - Share Video**
2. The Video Preview screen will appear. Click Share Video when you are ready to share your video.

![Video Preview window](image)

Figure 25 - Video Preview window

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

![Mute Video](image)

Figure 26 - 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 27 - Open Collaborate Panel

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

![Open Participants List](image)

Figure 28 - Open Participants List
3. Upon clicking **Open Participants List**, the Participants List will open.

![Image of Participants List]

**Figure 29 - 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 of Drag and Drop]

**Figure 30 - Drag and Drop**
3. The *Participant List* will be open at all times.

![Figure 31 - 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 32 - More Options](image)

2. Click **Find participant**.

![Figure 33 - Find Participant](image)

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

![Figure 34 - 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 35 - 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 36 - Raise Hands](image)

To lower your hand, simply click Lower Hand.

![Figure 37 - 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 38 - Open Chat](image)
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 39 - 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**.

![Share Content](image)

**Figure 40 - Share Content**

2. Click **Share Blank Whiteboard**.

![Share Blank Whiteboard](image)

**Figure 41 - Share Blank Whiteboard**
3. The *Whiteboard* will be shared. The layout is as follows:

![Whiteboard Layout](image)

**Figure 42 - Whiteboard Layout**

<table>
<thead>
<tr>
<th>A. <strong>Open Session Menu</strong></th>
<th>Opens the Collaborate Ultra Session menu (See Figure 42).</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. <strong>Select Tool</strong></td>
<td>Select objects on the Whiteboard (See Figure 42).</td>
</tr>
<tr>
<td>C. <strong>Pointer</strong></td>
<td>Draws attention to something on the Whiteboard (See Figure 42).</td>
</tr>
<tr>
<td>D. <strong>Pencil</strong></td>
<td>Draw or highlight objects on the Whiteboard (See Figure 42).</td>
</tr>
<tr>
<td>E. <strong>Shapes</strong></td>
<td>Insert various shapes (See Figure 42).</td>
</tr>
<tr>
<td>F. <strong>Text Tool</strong></td>
<td>Insert and edit text on the Whiteboard (See Figure 42).</td>
</tr>
<tr>
<td>G. <strong>Clear Whiteboard</strong></td>
<td>Clears objects from the Whiteboard (See Figure 42).</td>
</tr>
<tr>
<td>H. <strong>View Controls</strong></td>
<td>Access zoom controls such as zoom in/out and change the aspect ratio (See Figure 42).</td>
</tr>
<tr>
<td>I. <strong>Stop Sharing</strong></td>
<td>Ends the Whiteboard share (See Figure 42).</td>
</tr>
<tr>
<td>J. <strong>The Whiteboard</strong></td>
<td>View, edit, and share the Whiteboard (See Figure 42).</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 43 - 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 44 - The Pencil Tool](image)

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

![Figure 45 - Pencil Color](image)

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

![Figure 46 - 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 47 - Shape Tools](image)

2. Select your desired **shape**.

![Figure 48 - Select a Shape](image)
3. To change your shape color, click the **Shape Color** tool.

![Figure 49 - Shape Color](image)

4. Select your preferred shape color.

![Figure 50 - 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.

![Figure 51 - Text Tool](image)

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

![Figure 52 - Font Color](image)

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

![Figure 53 - 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.

![Click Select Tool](Figure 54 - Click the Select Tool)

2. Click the object that you wish to delete.

![Click Object](Figure 55 - 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.

![Clear Whiteboard](Figure 56 - Clear 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.

![Share Content](Figure 57 - Share Content)
3. Click **Share Application**.

![Share Application](image)

**Figure 58 - 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**.

![Add to Chrome](image)

**Figure 59 - Add to Chrome**

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

![Add Extension](image)

**Figure 60 - Add Extension**

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

![Click Content](image)

**Figure 61 - Click Content**

7. Click **Share Application**.

![Share Application](image)

**Figure 62 - Share Application**
8. The Desktop Sharing Screen will appear; select the window you wish to share.

![Figure 63 - Desktop Sharing](image1)

9. Click **Share**.

![Figure 64 - Click Share](image2)

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

![Figure 65 - Stop Sharing](image3)

**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 66 - Share Content](image)

2. Click **Share Files**.

![Figure 67 - 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 68 - 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 69 - Select the File](image)

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

![Figure 70 - Click Share Now](image)
6. If sharing a PowerPoint or PDF file:
   a. Click the slide to begin your share from.

   ![Select the Slide](Image)
   
   **Figure 71 - 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 72 - Navigation Arrows**

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

   ![Previous Panel](Image)
   
   **Figure 73 - 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)

2. Click Share Files.

![Share Files](image)

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

![Delete Button](image)

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](Figure 77 - Share Content)

2. Click Polling.

   ![Polling](Figure 78 - Click Polling)

3. Select your preferred polling method.

   ![Polling Methods](Figure 79 - Polling Methods)

4. Click Start.

   ![Start](Figure 80 - 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](Figure 81 - Participants List)
6. You will see a list of the participants as well as their responses.

![User Responses](image)

**Figure 82 - User Responses**

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

![View Poll](image)

**Figure 83 - 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 84 - Open Session Menu**

2. Click **Leave Session**.

![Leave Session](image)

**Figure 85 - 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.

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

*Figure 86 - Audio & Video Quality*

4. Click **Submit and Exit**.

![Submit and Exit](image)

*Figure 87 - Submit and Exit*

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

**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](http://uits.kennesaw.edu)