Collaborate Ultra Guide

Collaborate Ultra is a real-time video conferencing tool that allows instructors to host virtual sessions. Students can interact with instructor during the session with features such as chat and raise your hand.

Join Session from Canvas

1. Go to your course and click the **Collaborate Ultra** tab in left navigation sidebar.
2. Click the name of the session you would like to join.
3. Click **Join Course Room**.
4. The session will open in a new tab. If this is your first time launching Collaborate Ultra, follow the on-screen instructions to test your mic and camera.
5. Once your mic and camera are set up you will join the session.
   NOTE: Even without a working mic and/or camera you may still join the session and participate with features such as chat.
6. To leave the session, click your profile image on the bottom of the screen and then *Leave Session*, or just close the session browser tab.

Join Session with Web Link

If your instructor is using Collaborate Ultra for office hours in multiple courses, they may email or post a website link in your course. Some of the tutoring services are also using web links instead of the Canvas integration.

Open the link in a web browser. Unless you are on a mobile device, we recommend Chrome.

Join Session with Dial-In Option

If your internet speed is unreliable and you have difficulties with joining a session through a browser, you also have the option to dial in and join the session as if it were a conference phone call.

IMPORTANT: Sometimes the phone number is busy, so keep trying.

1. Go to your course and click the **Collaborate Ultra** tab in left navigation sidebar.
   NOTE: If you are joining with a web link, get the PIN number for the session from the instructor or meeting organizer and skip to Step 4.
2. Click the name of the session you would like to join.
3. If you are on mobile, take note of the PIN number and then tap "Dial In." On desktop, keep the PIN number pulled up on screen.
4. Call the anonymous dial in number (1-571-392-7650) on your phone.
5. Enter the PIN for your session followed by the pound # key .
7. You are connected to the session as an anonymous caller. You will be able to hear audio from other participants. Likewise, if you speak your voice will be heard by everyone in the session.
   NOTE: It is best to mute your mic whenever you are not speaking to avoid extra background noise. Either tap the mute button on your phone's screen or dial *6 to toggle your mic on and off.
6. To leave the session, disconnect the call.

Session Features

Collaborate Ultra has many useful features that make virtual classes more interactive. These features are located in three separate areas: the *Session* menu, the *Control* panel, and the *Collaborate* panel.

Control Panel

The *Control* panel is comprised of four buttons at the bottom middle of the session window. Audio and Video are muted by default.
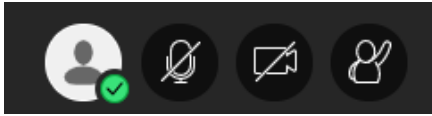
1. The first button from the left displays your profile picture, if you have one set. Clicking on this button will open a menu of statuses and reactions. From this menu you can do things like set an "away" status if you have to step away from your device for a time, send a feedback reaction which will be visible for a period of time by your instructor, or leave the session.
2. The second button will toggle your microphone on or off.
    NOTE: Make sure to turn on your mic any time you'd like to speak during a session. It is best to mute your microphone whenever you are not speaking to avoid extra background noise.
3. The third button will toggle your camera on or off.
4. The fourth button allows you to raise your hand. Clicking this button will send a notification to moderators and presenters so they can address your question or comment. Clicking the button again will lower your hand and cancel the notification.

Collaborate Panel

Open the Collaborate panel by clicking the purple button with the white arrow in the bottom right corner.

This will open a pop-out menu with four tabs: Chat, Attendees, Share Content, and My Settings.

Click the speech bubble icon to open the Chat tab. In this tab you can send messages to individuals or the entire class. Click Everyone to post a message for everyone in the session to see. You can use this feature to ask your instructor questions during a session if you don't have a device with a working microphone.

The next tab from the left is the Attendees tab. Use this tab to see all moderators and participants in the current session. You can also start a new chat with an individual by clicking on the three dots next to their name.

The third tab from the left is the Share Content tab. Only presenters and moderators can share content in a session.

The fourth tab from the left is the My Settings tab. Here you can change your profile photo and adjust settings for audio, video, and notifications.

Session Menu

Click the three white bars on the top left corner to open the *Session* menu.

You can switch to dial in mode on mobile, report issues, take a tour of some of Collaborate Ultra's features, and search for help on the Collaborate Ultra site.
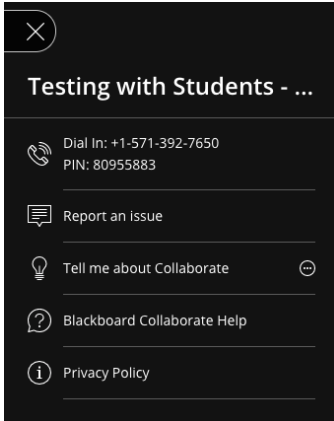
Change Role

There are three main roles in Collaborate Ultra: Moderator, Presenter, and Participant. The host of a session is the moderator. Students and guests are participants in most sessions, but the moderator can change roles. Presenters can upload, share, and edit content, as well as see raised hand notifications and respond to them.

Open the Attendee panel, select the **three dots in a circle** next to a name, and select **the role** you wish to give. Be careful about using the moderator role. Moderators can remove participants from the room.

Present

You can share a whiteboard, screen, camera, and files.

Mark Up Tools and Share Blank Whiteboard

When you share a whiteboard or file, you have access to a tool bar in Collaborate Ultra that allows you to mark up your screen with text, shapes, and drawings. These notes will be visible to others in the session. For more information on the tool bar, read Collaborate Ultra's page on presenting here.

IMPORTANT: Whiteboards, notes, or drawings made with the Collaborate tool bar are temporary and are not saved. They are visible as long as the content is shared, but if you stop sharing or share a new board/screen/file your notes disappear.

The whiteboard functions similar to how a real whiteboard would in a face-to-face class. Use the whiteboard for drawing diagrams, jotting down notes, or creating other visuals to supplement your presentation. Depending on the settings determined by the moderator, participants may be able to use the whiteboard as well.

Share Application/Screen

As a presenter, Collaborate Ultra allows you to share what you see on your own computer with the rest of the attendees in the session.

IMPORTANT: Your screen will be visible to everyone in the session and as well as viewers of the recording, if your instructor chooses to record the session. Make sure to close any unnecessary windows and applications before sharing your screen.

1. Navigate to the *Collaboration* Panel.

2. Click on the *Share Content* tab.
3. Click on **Share Application/Screen**.
4. Select whether you would like to share *Your Entire Screen*, your *Application Window*, or a browser tab.
   NOTE: Sharing the entire screen is the most flexible because you change between different applications.
5. Click under the item you'd like to display (e.g., under Screen 1 below) and click **Share**.
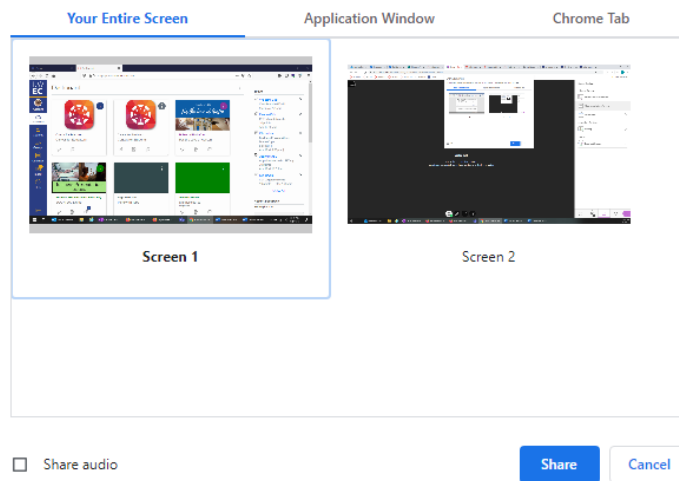

NOTE: Your browser may ask for your permission before your screen is shared with Collaborate Ultra.
6. Your screen will now be visible to others in the session. They will be able to follow along as you navigate in an application or window.

7. To stop sharing your application/screen, click the *Stop* button in the top right corner of the session window or the blue Stop Sharing button on the bottom middle of the screen.

When you share the Collaborate Ultra session screen, it displays a kaleidoscope of screens sharing screens. Click one the browser tabs at the top of the screen to change tabs.
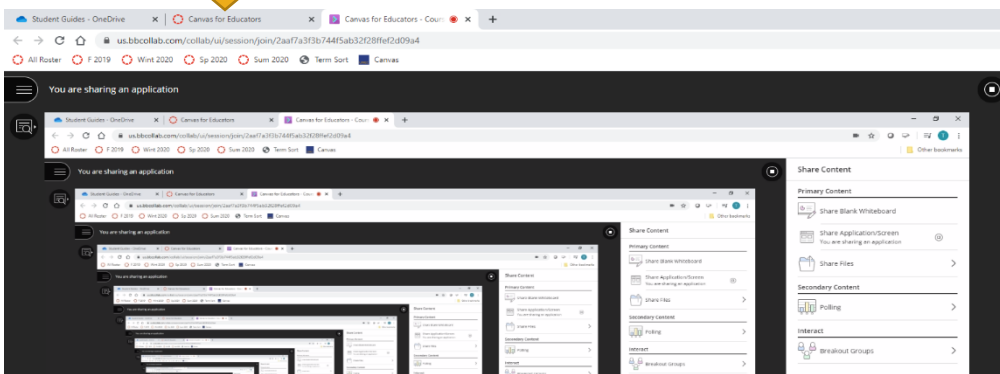
Share Files

You **can** also use Collaborate Ultra to share PowerPoint, PDF, or image files as a presenter. Participants can follow along as you navigate through the file. Others in the session cannot **download** any files you share.

IMPORTANT: The maximum file size for sharing in Collaborate Ultra is 60 MB and the maximum total across all files in a session is 125 MB.

1. Navigate to the *Collaboration* panel.
2. Click on the *Share Content* tab.
3. Click on **Share Files**.
4. Click **+ Add Files**.
5. Select the file to upload from your computer.
6. Click **OK**.
7. Your file is listed under *Main Room Files*. To begin sharing, click the file from the list and click the **Share Now**.
8. To stop sharing your file, click the *Stop* button in the top right corner of the session window.

Breakout Groups

You can create up to 20 groups. Breakout groups are only available in sessions with 250 or fewer attendees. There is no limit to the number of attendees you can put in each group. However, we recommend spreading attendees out evenly over your groups.

1. Open the **Share Content** panel from the Collaborate panel.

2. Select **Breakout Groups**.

3. Assign groups. Select Randomly assign or Custom assignment.

    o **Randomly assign:** Collaborate creates groups and randomly assigns attendees for you. Randomly assign is only available when there are four or more people are in the room.

        ▪ If you want to be in a group, select Include moderators in group assignment.

        ▪ You can change how many attendees are in each group. Select the number of groups from the Number of Groups menu.

        ▪ If you don't like how the attendees are grouped, select Reassign attendees.

    o **Custom assignment:** Create your own groups.

        ▪ Assign attendees to a group. You can select the attendee's options menu and select the group. You can also select the attendee and drag them to the right group.

        ▪ Select Create a new group to add more groups.

4. Optionally, select **Allow attendees to switch groups**, if you want attendees to be able to move to another group on their own.

5. Select **Start**.

Monitor Groups

After breakout groups are started you can move between groups to monitor them. If you assigned yourself to a group, you see and hear what others in the group are doing. This includes any shared content, audio, video, and chat.

If you want to see how the other groups are doing, you need to join those groups. From the Attendees panel, select **Join group**.

Group chats are private to the group. The Everyone chat room is open to everyone, no matter what group you are in. As a moderator you also have a moderator only chat room.
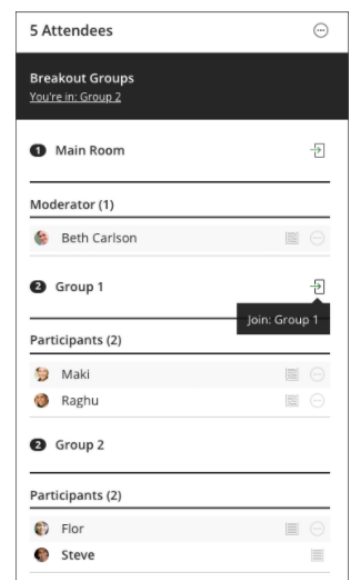
Record Session

Record your sessions so that your students can reference back to your presentations when they need them. Content such as audio, any files or video shared, captions, and chat messages in the *Everyone* channel will show up in the final recorded session video. You can have multiple recordings during a session.

IMPORTANT: Only moderators can record sessions. Recordings stop when you start a breakout group. You will need to start the recording again

NOTE: Private chat messages and breakout groups chat messages are not recorded.

1. Open a session.
2. Click the **three bars** in the top left to open the *Session* menu.
3. Click **Start Recording** to begin recording your session.
   NOTE: A *Session is being recorded* notification appears to all participants.
4. Click **Stop Recording** to end the current recording.

View Session Recording

Collaborate Ultra gives instructors the option to record their live sessions. If you would like to view a recording of a past session you can access these recordings in Canvas.

NOTE: Depending on the length of the session, it may be overnight for the recording to be processed and show up as a listing.

1. Go to your course and click the Collaborate Ultra tab in left navigation sidebar.
2. Click the **three bars** in the top left of the Collaborate Ultra header to open the Menu.
3. Click **Recordings**.
4. All recent recordings are shown.
   HINT: Click **Recent Recordings**, select **Recordings in a Range**, and enter dates to see older recordings.
5. Locate the recording of the session you would like to view, **click the name**, and click **Watch now**.
6. The recording open in a new tab. Click the **play** button to view.