An Introduction to Elluminate

A Student’s Guide

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What is Elluminate?
Elluminate is a collaborative classroom tool that allows students and instructors to interact in a live, synchronous environment. Users can speak, share video, make presentations, text-chat, participate in polls, and conduct other interactive, real-time communications and activities.

How will my instructor use Elluminate?
Elluminate will be used by faculty to host live class meetings among geographically diversified participants. Faculty may choose to deliver lectures, lead Q/A discussions, and/or facilitate learning activities during the real-time, synchronous sessions.

Do I have to install any software to use Elluminate?
Elluminate requires the installation/update of certain software on your computer, including Java. This process is automated and begins when you launch Elluminate.

When launching Elluminate for the first time on a computer, the installation/update process may take up to 30 minutes. For this reason, it is recommended that, whenever you use Elluminate on a different computer, you launch a practice session well in advance of your scheduled class session so that the system settings can be configured (see “How can I practice using Elluminate?” below). Be sure to allow time to troubleshoot any issues that may arise during installation/set-up. Note that setting up one computer (e.g., a work computer) does not automatically set up another computer (e.g., a home computer); you will have to install supporting software on both computer systems.
How do I get to Elluminate?
Using your Internet browser:

1. Log into your course homepage via Moodle ([http://moodle.mercer.edu](http://moodle.mercer.edu)).
2. Click the Elluminate logo in the Launch Elluminate block on the right side of the course homepage.
3. Enter your username and password.
4. Click the Login button.

You can also access Elluminate by visiting [www.elluminate.com](http://www.elluminate.com) and clicking My Elluminate. Then follow the login instructions (3 and 4) above to access your account.

How do I get into my live class?

1. Launch Elluminate. A new browser window will open. Elluminate will show you all scheduled synchronous sessions for the current date.
2. Click the Join link next to the session you want to join. Additional windows may open as Java software installs and/or launches; do not close any of these windows. Your class session will open and your name will be visible in the participants list when you have successfully joined the class.

How do I get around in Elluminate?
Once you have entered your scheduled Elluminate session, you will see the Elluminate screen. (The default layout view is shown below.) There is a menu bar across the top. Just under the menu bar is the tool bar, which allows you to participate in the Elluminate session activities. The participants window will show you all individuals currently logged into a
session. The chat window allows you to type messages to individuals, groups, or the entire class. The audio window allows you to adjust your microphone and speaker settings for the most clarity. The whiteboard window can be used to show PowerPoint slides, share documents from a user’s desktop, or write (as on a chalkboard) for classroom display.

How do I change the layout of my Elluminate screen?

The default Elluminate screen has small sections dedicated for the participants, audio, and chat windows. The whiteboard is given the largest amount of space. If you have a large number of participants in a section, or if chatting is used frequently, you may want to alter the view to a layout that places more emphasis on these windows. Many users find the wide layout to be especially useful for collaborative sessions. Others prefer to customize the screen to their own preferences.

To change the layout of the Elluminate screen to one of the prescribed layouts:

1. Select **View** from the menu bar.
2. Choose **Layouts**.
3. Select the layout you would like to use from the resulting drop-down list.
To customize the layout of the Elluminate screen to your own preferences:

1. Select **View** from the menu bar.
2. Select **Layouts Locked**. Each of the component windows are now movable, resizable, and capable of being minimized or maximized.

**How do I set up my audio in Elluminate?**

Elluminate will work best when you have a headset with a built-in microphone. Those that plug directly into your computer’s audio ports perform better than those that connect via USB. Also, Elluminate performs best when you are working over a wired (not wireless) Internet connection.

To test your audio:

1. Choose **Tools** from the menu bar.
2. Select **Audio**.
3. Choose **Audio Setup Wizard…** from the drop-down menu.
4. Follow the instructions presented by the Audio Setup Wizard to test and configure your audio devices.

To adjust your microphone or speaker sensitivity/volume:

1. Use the respective slider bars in the audio window. Ideally, when audio is being transmitted or received, the indicator bar will be green or yellow. If your indicator bar becomes red, you should use the slider bar to reduce the setting.

If you cannot hear audio in Elluminate, and you know that it is being transmitted, you should ensure:

- Your headset cable is firmly connected to the correct computer audio port(s).
Your audio settings (on your computer) are not muted and the volume is turned up.
Your headset’s on/off switch (if available) is turned on and the volume is turned up.
You have the correct drivers for your sound card.

If you continue to have audio problems, contact Elluminate support at http://support.ellumate.com.

How do I chat with other participants?
You can engage in public or private chats with other classroom participants.

To publicly chat with other participants:
1. Click within the chat window’s text entry box to reveal a cursor.
2. Type your message.
3. Click the Send button or press Enter to post the message to the room. Your message will display in the chat history box. Public messages are displayed in black.

To privately chat with other participants:
1. Click within the chat window’s text entry box to reveal a cursor.
2. Type your message.
3. Select the person(s) to whom you would like to chat. You can either:
   a. Select the person or group from the recipient drop-down menu in the chat window, OR
b. Click the individuals to whom you’d like to chat in the participants window (use CTRL + click to select multiple recipients) and then choose **Selected Participants** from the recipient drop-down menu in the chat window.

4. Click the **Send** button or press **Enter** to post the message to the room. Your message will display in the chat history box. Private are displayed in blue. Private messages will only display in the chat history box of the recipient(s) and the sender.

The chat icon in the participants window will glow next to each participant who is typing in the chat window.

**How do I raise my hand?**

As a participant in an Elluminate classroom, you can raise your hand, clap, step away from the classroom, or even show emotions.

Use the appropriate buttons within the participants window to show action or emotion. The hand column (next to participants’ names) will demonstrate the order in which hands are raised. Other emoticons will be displayed next to participants’ names. When a person has stepped away from the classroom, their name is grayed, italicized, and followed by “(Away).”

- Hand with arrow button = Raise/lower hand
- Smiley face button = Laugh or show approval
- Hand with red lines button = Clap
- Squiggly face button = Show confusion
- Thumbs down button = Show disapproval
- Door with arrow button = Leave/return to classroom (or computer)

**How do I speak in class?**

To speak to other participants:

1. Ensure your microphone is set up correctly. (See “How do I set up my audio in Elluminate?” for more information.)
2. Click the **microphone** button in the audio window to turn your microphone on. The microphone on the button will glow yellow when your microphone is “live.”
3. Speak normally.
4. Click the **microphone** button again to turn off your microphone. It is highly recommended that you turn off your microphone when not speaking so that others can speak and you can avoid transmitting background noise into the classroom environment.

All participants in your Elluminate room will be able to hear your conversation. All conversations in the main Elluminate room are recorded for the session archives and can be played back at a later time. Use discretion when speaking outside of class time!

Break-out rooms are ideal for holding private conversations. If you are in a break-out room, only the users in that room will be able to hear you speak. Break-out room conversations are not recorded for the session archives and cannot be played back at a later time.

The microphone icon in the participants window will glow next to each participant who is transmitting audio.
How do I use the whiteboard?
You can use the whiteboard in Elluminate by using the control buttons on the left-hand side of the whiteboard. Some functions or tools may be restricted, depending on your user privileges.

![Whiteboard control buttons]

The whiteboard icon in the participants window will glow next to each participant who is altering the whiteboard space.

How do I transmit video?
To send video:

1. Click the **transmit video** button. (The button shows a video camera with a green up arrow and is located in the tool bar.)
2. Click **Preview** to test your image.
3. Adjust your camera position as necessary.
4. Click **Transmit** to stream your video to all users.

To receive video:

1. Transmitted video will automatically display in a new window when another user begins streaming the video data.
2. Adjust your video window to meet your needs:
a. Resize the window.
b. Move the window by clicking and dragging the window to the desired location on the screen.
c. Put one user’s video above another by double-clicking the preferred video.
d. Choose the resolution.
e. Choose the video color.

The video icon in the participants window will glow next to each participant who is transmitting video.

How can I practice using Elluminate?
You are strongly encouraged to practice using Elluminate prior to your first synchronous class session so that you can familiarize yourself with the synchronous system and ensure all necessary software is installed and up to date.

To launch a practice Elluminate session:

1. Launch Elluminate.
2. Click the Launch Private Elluminate Live! Session button on the left-hand side of the screen.

How do I view archived (recorded) sessions?
All regularly scheduled class meetings are recorded and available for playback by registered course participants.

To view a recorded session:

1. Login to Elluminate.
2. Click the Utilities tab at the top of the page.
3. Click the Playback button in the Recording Playback box.
4. Set the search criteria to include the session(s) you are looking for.
5. Click the View Recorded Session List button.
6. Click Play next to the session you would like to view. The session will load.
7. Use the playback controls at the bottom of the recorded session window to navigate to specific portions of the recording.
What privileges do I have in Elluminate?
All users have certain privileges within Elluminate. Moderators have the most privileges. They can give and take away other users’ privileges, as well as bestow moderator privileges. You may or may not be able to use certain tools or functions within Elluminate, depending on how the class moderator(s) has set participant privileges. The icons next to your name in the participants window show you which Elluminate features to which you have access.

How do I update my user profile or change my Elluminate password?
To update your user profile or change your Elluminate password:

1. Log into Elluminate.
2. Click the Profile tab at the top of the screen.
3. Click the Edit button.
4. Update your profile information as desired.
5. Click the Save button.

Depending on administrative permissions, you may not be able to change certain elements of your user profile, including your password.

How do I get technical help with Elluminate?
Elluminate, Inc., provides online user guides, documentation, and chat at http://www.elluminate.com/support/docs/sas/index.jsp. In addition, the company has toll-free telephone support assistance (see previous URL for contact information).

The Technology FAQs page (in the Course Materials block of the course homepage) provides you with some commonly asked questions and answers regarding Elluminate. Your instructor and peers may also be valuable resources to you.

In addition, the Mercer IT Help Desk can assist you with any technical problems you encounter while using Elluminate:

Mercer IT Help Desk
(678) 547-6310
helpdesk@mercer.edu