

Using Synchronous Space Tutorial

This tutorial will show you how to use Elluminate, a synchronous communication tool used by the Education Online program. You will interact in real time with your classmates and your instructors on a specific day each week. The instructor and/or the TA will facilitate a live audio session where you can interact with audio and text chat. Elluminate allows anyone in the class to talk using a microphone or mic headset that's connected to their computer. This tutorial will explain how to participate in these synchronous sessions.

[Technical Requirements]

You will need to have an external microphone and speakers to fully participate in the synchronous sessions. We recommend a headset with a built-in microphone. We also recommend that you have the latest version of Firefox or Internet Explorer on your computer.

For more information on technical requirements, please see the Elluminate Live Participant Manual: http://www.illuminate.com/support/docs/8.0/Elluminate_Live_V8_Participant_Guide.pdf

Get Required Software

Before you access your live session, you will need to install additional programs necessary to run Elluminate. **This process needs to be completed at the start of the semester before your first Elluminate session.**

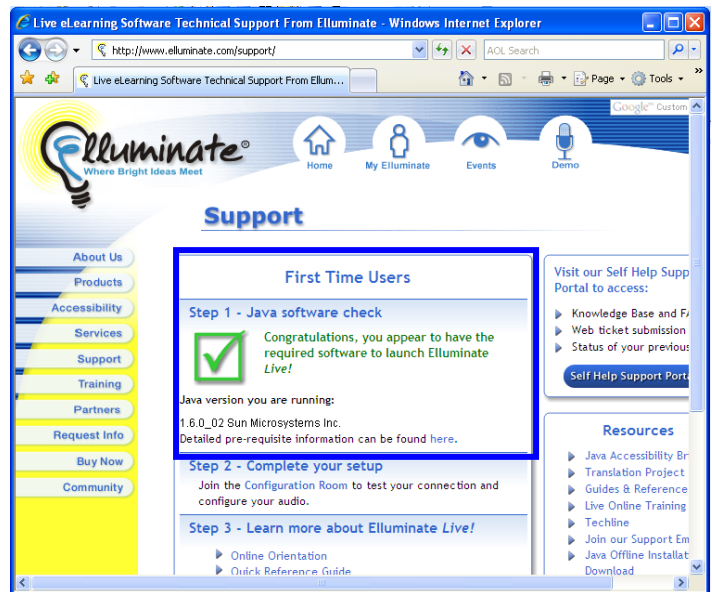
To install necessary programs:

1. Go to <http://www.illuminate.com> and click the **Support** link.

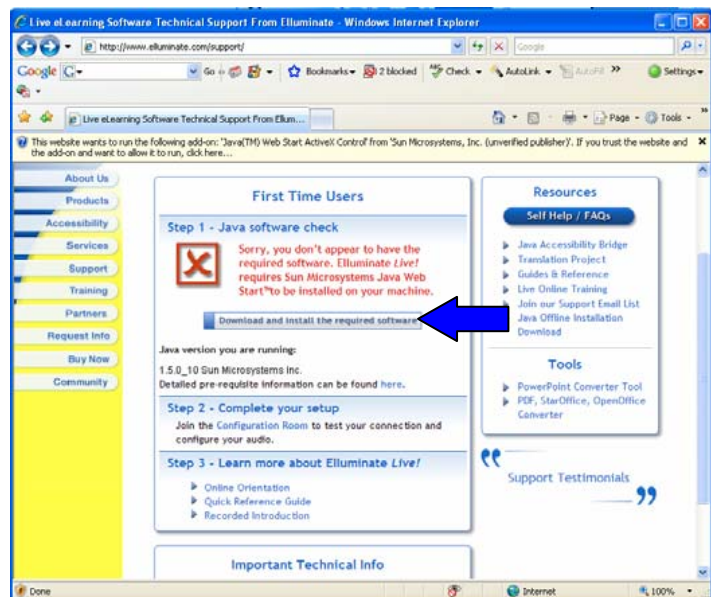


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2-1. In most cases, the screen will show a **green checked box** indicating that you already have necessary software to run Elluminate on your computer.



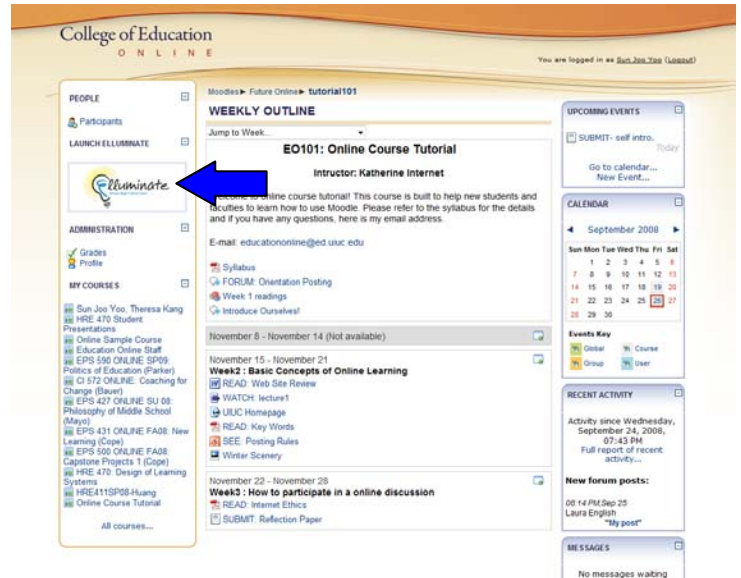
2-2. If you see a **red box with an "x"** in it, please follow the instructions to download the Java application. Since this is a very large file, it may take an extended period of time to download, even via broadband connection.



[Accessing Elluminate]

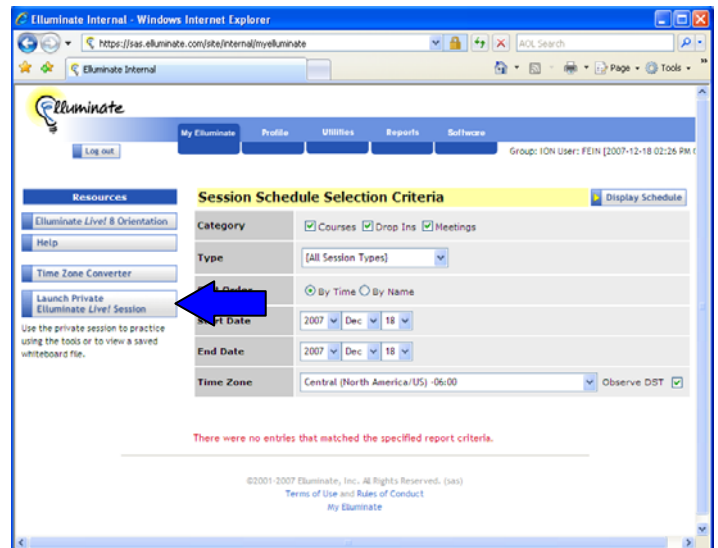
To test Elluminate after installing the necessary software:

1. Select the **Launch Elluminate** option from the **Synchronous Space** block within your course.



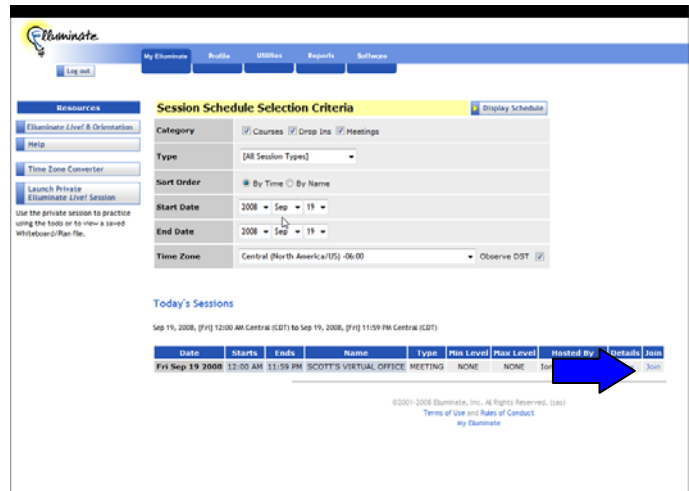
2. After you login through the Education Online Portal you will **automatically be logged in** and ready to join your scheduled Elluminate session.

3. Because Elluminate is not available 24-7 and only during pre-scheduled sessions, to test the environment please click **Launch Private Session** from the left navigation menu. If you're using a broadband connection, this may take 2-3 minutes. If you're using a dial-up connection, it may take 30-40 minutes to download the Elluminate software.



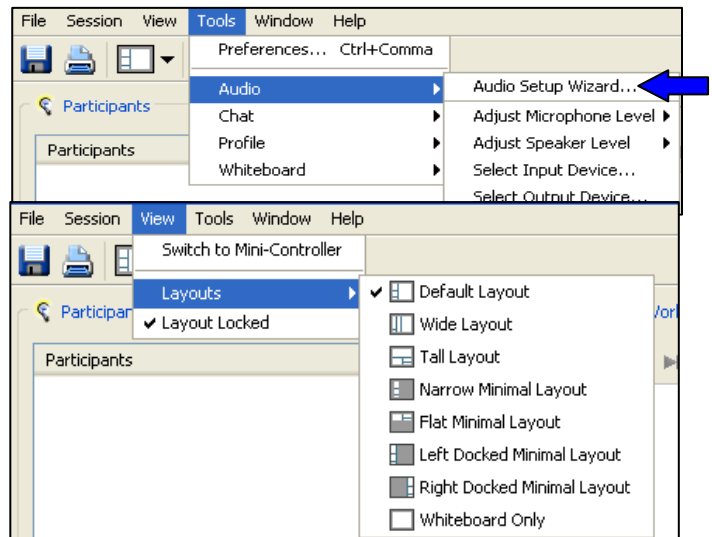
To attend your first synchronous session:

1. Login to Elluminate (as discussed earlier)
2. Look at the meeting schedule by clicking **Display Schedule** and finding your class on the list.
3. Click **Join**. Again, please be patient. It may take several minutes to load your very first Elluminate session. If you are using a dial-up connection, you should login to Elluminate at least 40 minutes before your first online session. Future logins should not take as long.



[To set up your Elluminate Session]

1. Click **Tools** in the top menu and select **Audio**.
2. Click **Audio Setup wizard**. This will begin a process of testing your microphone and speakers. Follow the directions that appear on the screen.
3. To change the window layout, go to **View > Window Layouts** and select the layout that best suits your needs and preferences. We recommend using the **Default layout** until you become comfortable with the Elluminate environment.



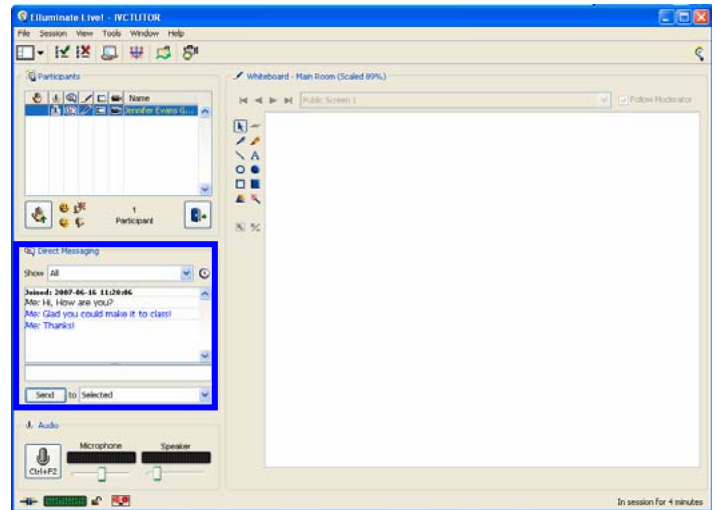
[Navigating Elluminate]

We'll now discuss the Elluminate user interface. We recommend that you maximize your screen and using the Default layout until you become comfortable with the Elluminate environment.

Chatting with Elluminate

The Direct Messaging box is basically a text chat window. To chat with another person:

1. Type your text in the chat field.
2. Click **Send** or type **Enter**.
All participants can see messages in the Direct Messaging window.



To whisper to another person:

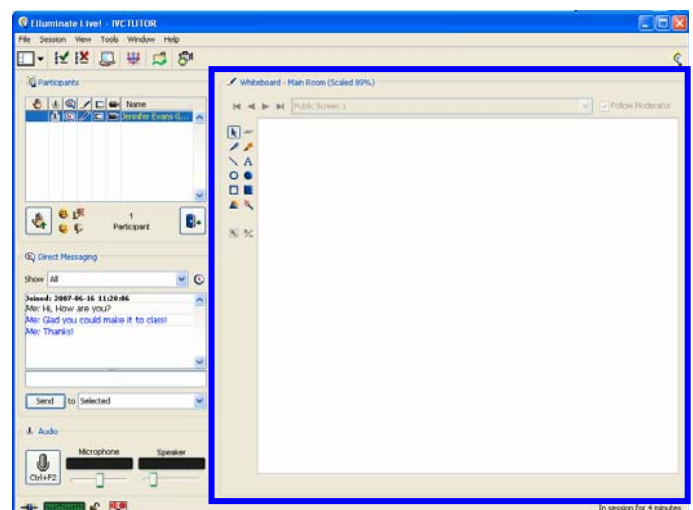
1. Type the text message you would like to send in the chat field.
2. Select the person(s) to whom you'd like to send the message by clicking their name(s) in the Participants box. (Hold down the control key to select multiple participants.)
3. Using the drop down box beneath the message box, choose **Selected**.
4. Click **Send** or type **Enter**. Private messages appear in blue in your Direct Messaging box. If you want to send any messages to the entire room, you'll need to switch back to **This Room** on the drop down menu.

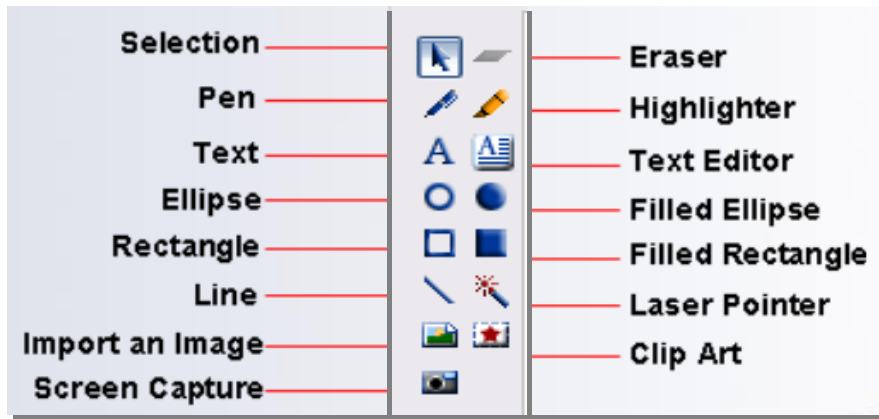
Using the whiteboard

The Whiteboard is the space where messages or PowerPoint slides can be posted by students, the instructor, or the TA.

Usually, the whiteboard is managed by the instructor, or the TA. Sometimes your instructor will put you in "Breakout Rooms" (Team Rooms) to work on group activities. When you are in your breakout room, you will have a separate whiteboard that you may have the opportunity to manage for your group.

Whiteboard tools can be found on the side of the whiteboard. When you are given the permission to use the whiteboard, you can draw on the screen, type, or upload files or images. To use the tools simply click on each button to make it active. You can practice using these tools later.



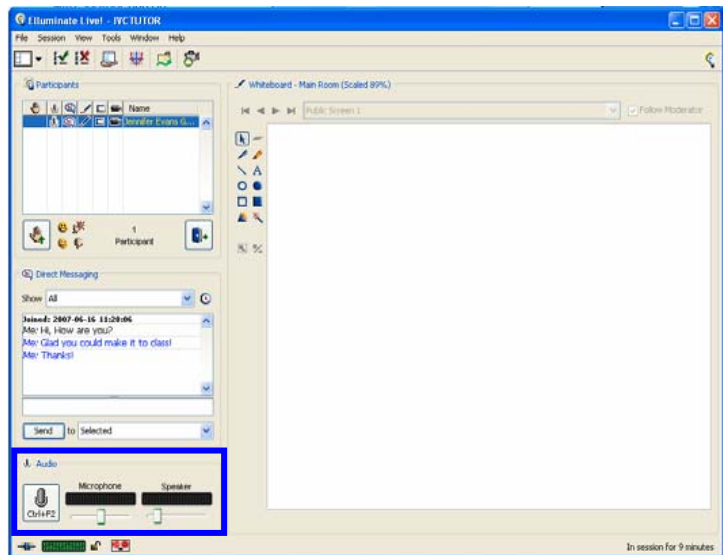


Using the Audio Features

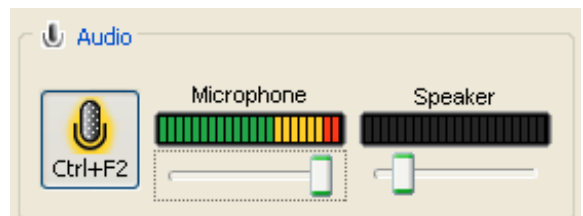
It's very important to understand the Audio portion of the window. In this box, you can adjust your speaker volume using the slide bar. You can also use the controls in this box to turn on your microphone to talk to the entire class.

To test your microphone:

1. Click the microphone button, which will glow yellow to indicate that you are being broadcast live to the entire class.



As you continue talking, you'll see the microphone indicator bar display how loud the input is. The indicator bar moves from Green (normal), to Yellow (optimal), to Red (too loud); If your indicator is moving into the Red area, this is an indication that we need to turn down the microphone. You can use the slider to adjust that.



It's very important that the microphone not be turned up too loud. If it's turned up too loud, your words will become distorted when transmitted to the rest of the class. Elluminate allows simultaneous audio for up to six people at a time. Your instructor will manage this and may set the controls for only one person at a time to speak, or may vary the number depending on the activity.

[Accessing Archived Elluminate Sessions]

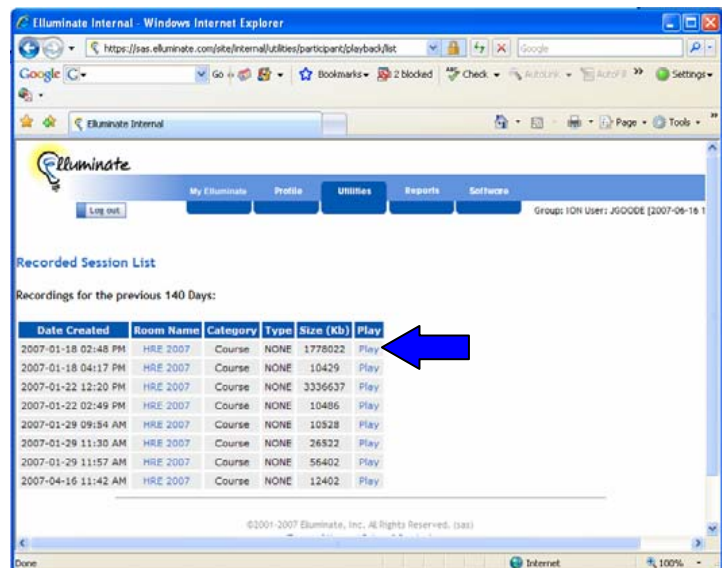
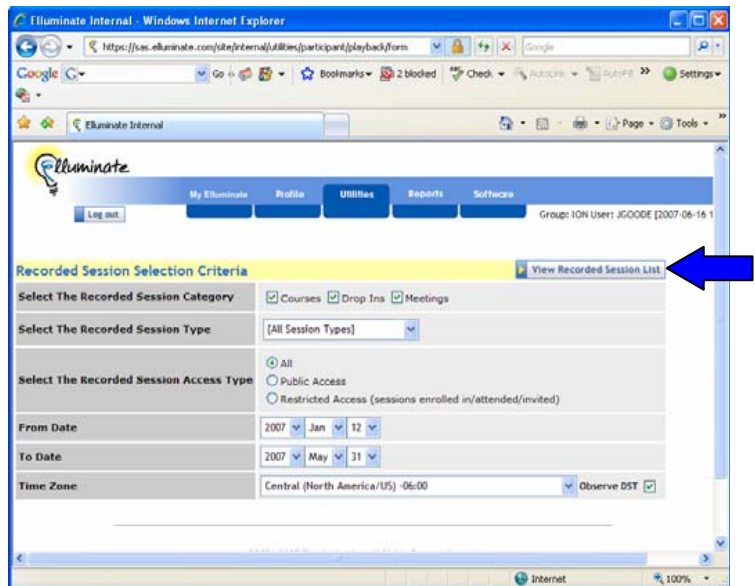
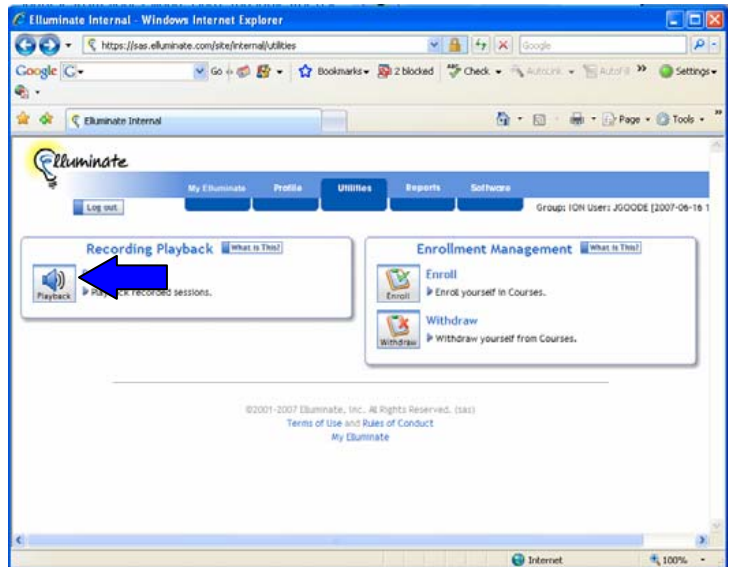
Every Elluminate session is archived. So, if you're unable to attend a session, or would just like to review one, you can access the archive from the synchronous space page.

1. Login to Elluminate website.
2. Click **Utilities** in the top bar.
3. Click the **Playback** button.

4. Select the appropriate date range and click **View Recorded Session List**. Here you'll see a list of sessions from which to choose.

5. To play a session back, simply click **Play**. Elluminate Live! will now be launched. The archive will begin to play back the session.

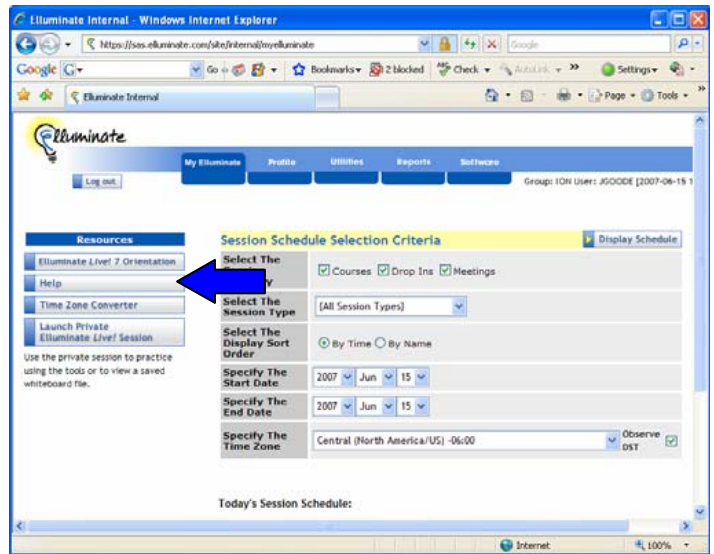
6. Use the playback controls (similar to controls on a DVD player) at the bottom of the screen to progress through the session.



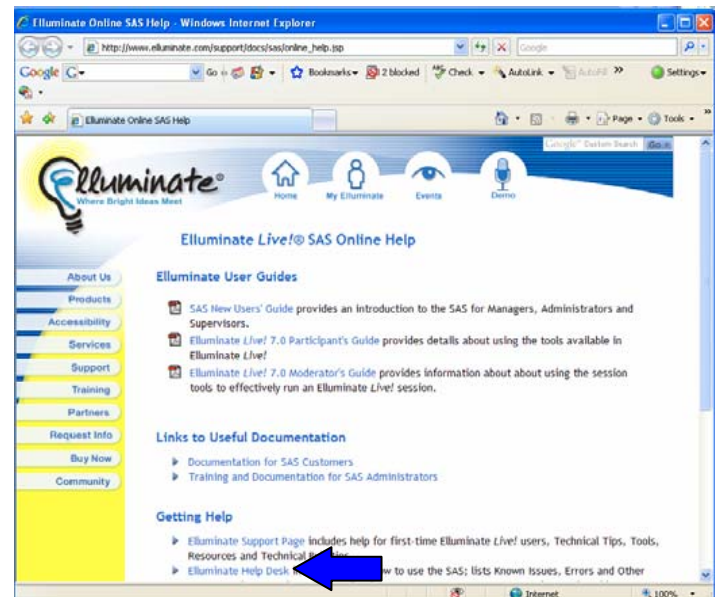
[Tackling Technical Issues]

Most technical problems can be fixed before your first class session. If you have a problem during the installation process, please go to the Elluminate support site:

1. Click **Help** on the left navigation bar.



2. Click the **Elluminate Help desk** link.



Elluminate provides excellent technical support. At the Help Desk page, you'll find common problems and many suggested solutions. You also have the option of submitting your request to a technical support representative online or calling the toll-free number. We recommend that you start with the Elluminate staff if you have an issue or concern, since they're experts with the program. But if you continue to have problems, please contact our Education Online staff, at least several days before your first synchronous session. That way we have time to get your problems worked out before class starts.