

Elluminate: Frequently Asked Questions

Before Class:

Do you have to use your UWF email address?

Yes! You must use your UWF email address and check your emails often. The class links will only be sent to your UWF email address. You need the links to login to the classes.

How do you contact information technology services?

ITS Help Desk: (850) 474-2075 or (850) 474-2555

E-mail: helpdesk@uwf.edu

Do you need to be very computer savvy to use Elluminate?

As long as you can use email and know how to click on a link, Elluminate is very easy to use and maneuver.

What software does Elluminate use? Do you need to download anything to use it?

Elluminate uses JAVA 6 as its main software. You might have to update JAVA 6 the first time you log on, after that point you should be set for the semester.

How do you log on to Elluminate?

Either a link will be sent to your student e-mail or will be posted on the e-learning site. Click on the link. A new screen will appear, if a pop up blocker appears, accept it. Elluminate should load and you will be asked to login in, enter your first and last name.

What are the 'essentials' for Elluminate?

1. Computer connected to the Internet
2. Working speakers
3. Available scanner
4. Access to your school e-mail and e-learning webpage
5. Optional: microphone

Are you required to attend the lectures at the specified time?

The Elluminate classroom operates in the same way a regular class does. You attend class at the specified time. If you are unable to attend most of the classes at the specified time, this course is not suitable for you. Additionally, if you know you need to leave class early, inform the instructor at the beginning of class.

During Class:

How do you view the screen the instructor is writing on and the instant message question section simultaneously?

If the screen the instructor is writing on is too large, or takes up your entire computer screen, move your mouse to the very top of the screen that the instructor is writing on. Hold it there for a moment until a drop down menu appears from the top of the screen. Then, click on the magnifying glass until you can see the screen and the instant message forum.

What if the audio or visual part of Elluminate is not working?

If something in the Elluminate session is not working properly, you can first make an inquiry on the instant message chat. If no answer is presented, try closing your screen and logging in again.

How do you adjust volume on Elluminate?

You can adjust the volume by dragging the bar to the right of the speaker icon. [See commonly used icons below]

How do you ask questions on Elluminate?

There are two ways that you can ask questions. First, you can use the instant message chat on the left hand side of the screen. Secondly, if the instructor permits and if you have a microphone, you can verbally ask a question. Do this by plugging in your microphone and activating it by pressing the microphone symbol icon. [See commonly used icons below]

Is it mandatory to participate in e-learning discussions?

Active participation on e-learning via questions, answers, or tips for assignments is extremely valuable to all students.

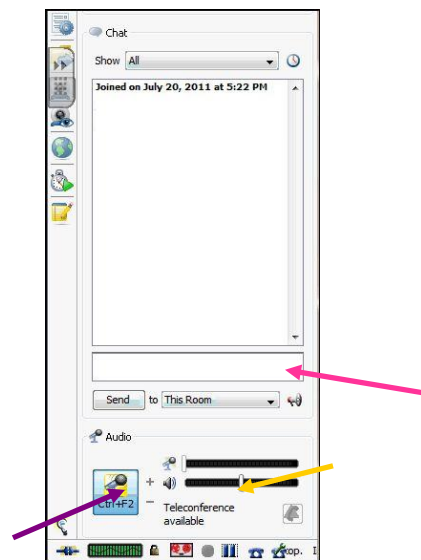
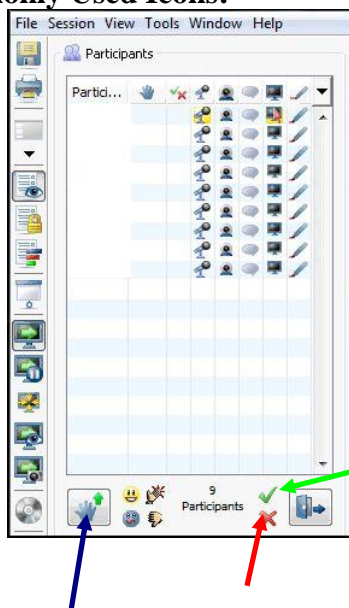
Is it possible to sign into the Elluminate session after class has already started?

You should try to sign in to Elluminate five to ten minutes before your scheduled class time. However, if you do sign in late you will just pick up in the lecture where the class is at the current time.

What if you get logged out during the session?

If you get logged out during the session because of a bad internet connection etc. just start over and log back in.

Commonly Used Icons:



→ Press this button to raise your hand

- Press this to answer “no” or to disagree
- Press this to answer “yes” or to agree
- Press this if the instructor allows you to share the microphone
- Use the white bar to adjust the volume
- Type a question here

After Class:

Can you re-watch the Elluminate session and/or will the notes be available?

This depends on the instructor’s preference, but all the Elluminate sessions can be posted on e-learning to be watched again. Depending on the instructor, the notes from class may be posted on e-learning as well.

What does a “proctored exam” mean?

The exam will be taken at an approved educational center that you choose, and you will be proctored (overlooked) as you take the exam. There may be a fee included, depending on the center doing the proctoring. You must submit to the appropriate drop box on e-learning the proctor information. UWF has a special form for proctor information with guidelines.

How do you submit exams?

The instructor will send the test to the proctor. The proctor will then scan the completed exam and either submit it via e-mail or through the drop box in e-learning.

How can you take tests or attend class live if you live in a different time zone?

Instructors are flexible in such situations and will be able to find a way for you to attend the course. Exams can be taken at times that are manageable for you at your local time.

How do you submit assignments?

After you complete your assignment, scan it as a single PDF file and upload it to the drop box on e-learning. The maximum file size is 2MB. You can adjust the settings on the scanner to make the file size smaller. More information on scanning documents is posted on e-learning.