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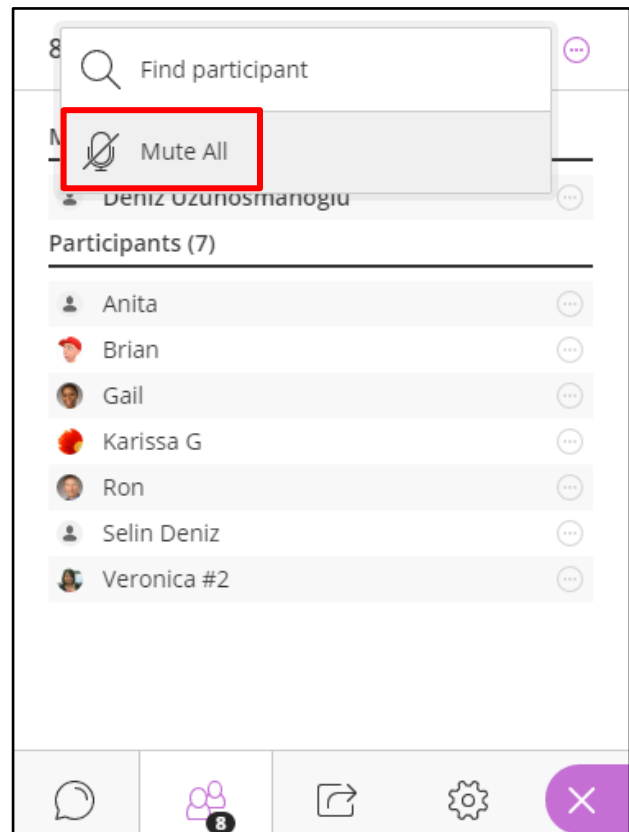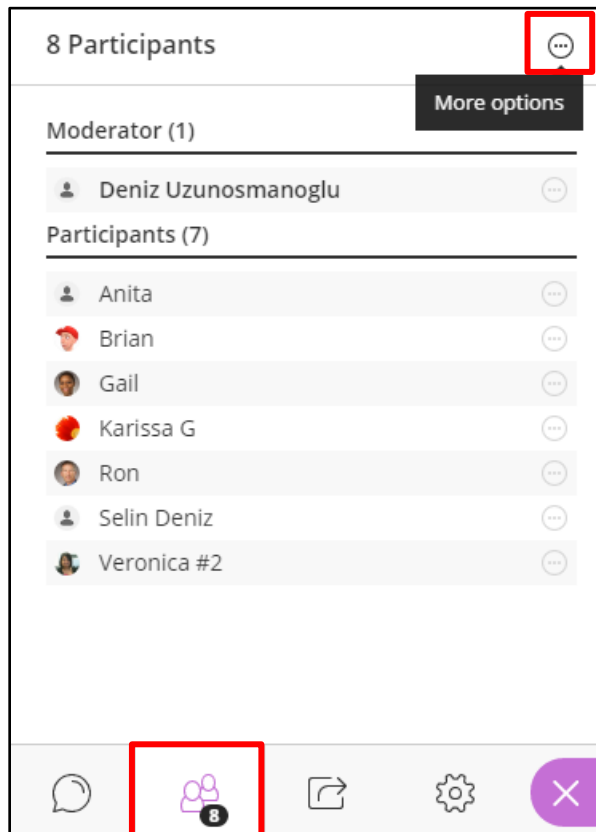
How to Manage Your Participants in a Collaborate Ultra Session

In this handout you will learn how to:

1. Mute participants
2. Manage raise hands
3. Promote participants
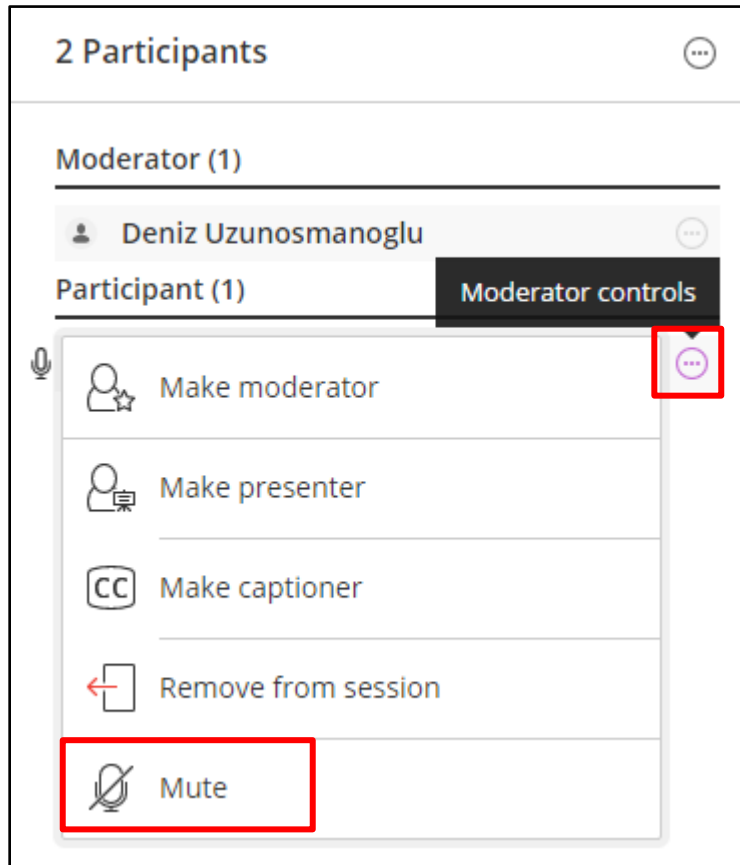4. Remove participants

How to Mute Participants

You can mute everyone at the same time or individual participants in an Ultra session.

- **Mute all participants:** From the *Participants* panel, click *More Options.* And click *Mute All*.
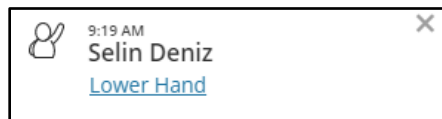
- **Mute individual participants:** From *Participants* panel, point your mouse cursor to a participant's name. Select *Moderator Control*, and click *Mute*.
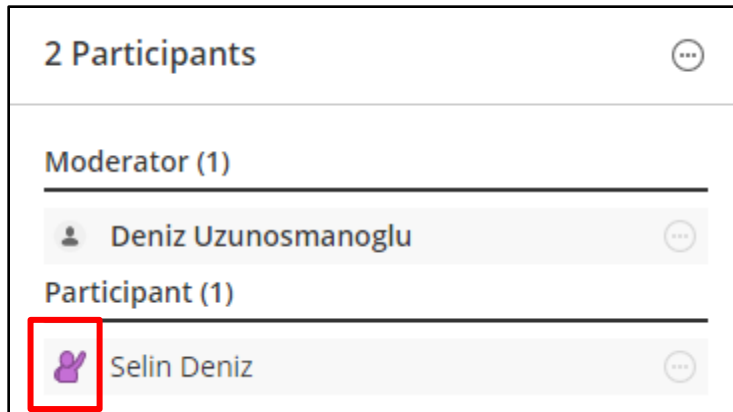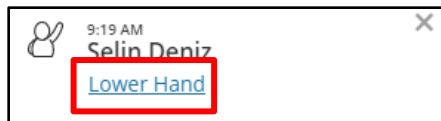

How to Manage Raise Hands

Participants can raise their hands anytime they want during an Ultra session in order to get moderator's or presenter's attention or ask a question. When they raise their hands, a notification will appear as shown below.
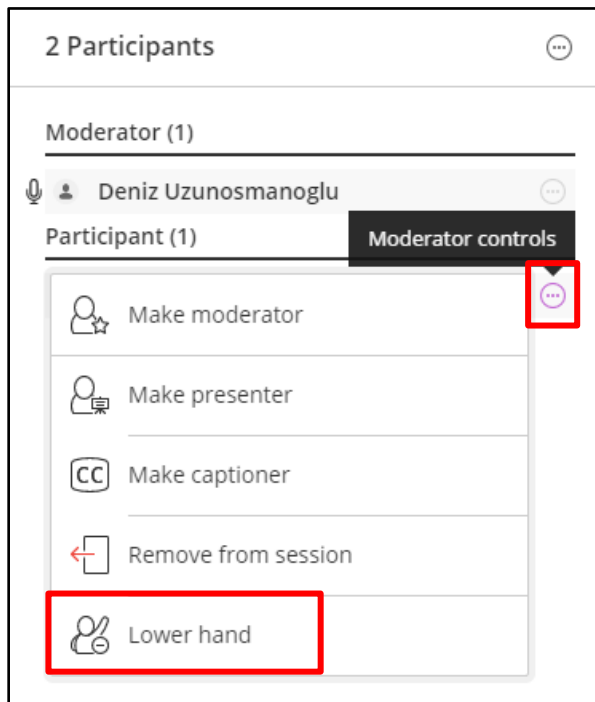

Additionally, a hand raising icon can be seen next the participant's name in the *Participants* panel as shown below.

To lower the participants' hands, click Lower Hand in the notification.

Also, you can lower their hands from the *Participants* panel. Point your mouse cursor to a participant's name. Select *Moderator Control*, and click *Lower Hand*.
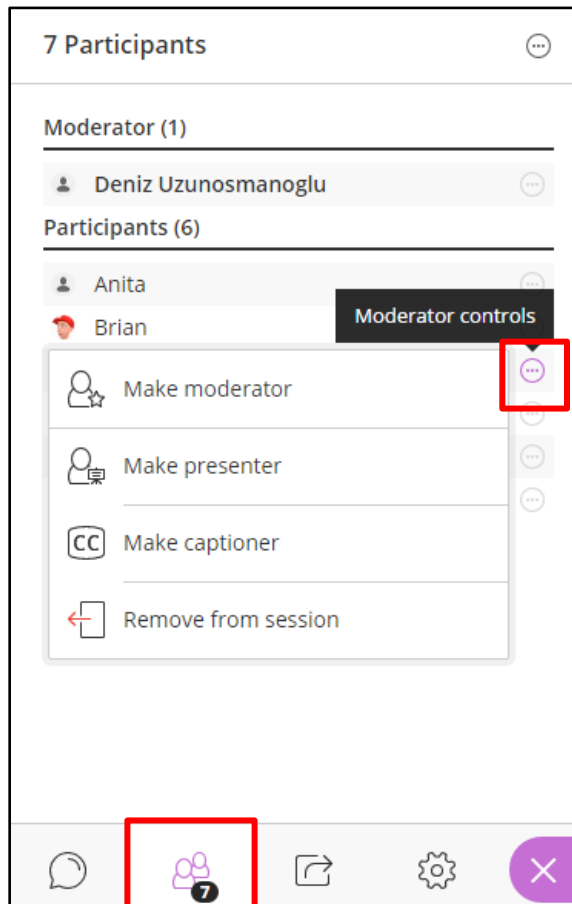
How to Promote Participants

You can promote your participants as moderator, presenter and captioner, or promote as participant again in an Ultra session. Here are the permissions for each role.

- **Moderator:** They have full control over the session. They can share content, manage participants, and adjust the session settings.
- **Presenter:** They can upload, share, edit, and stop sharing content without having full moderator control. Also, they can see hand raise notifications, and lower the hands.
- **Participant:** They can enable and disable notifications. Moderator decides if they can share their audio and video, chat, draw on the whiteboard, or share content.
- **Captioner:** This role provides an accessible experience for students with disabilities of hearing, and for students whose native language is different from moderator's language. There is an area for captioners to type what is said, and other participants can see the typing at the same time.

To promote participants as one of these roles, from the *Participants* panel, click *Moderator Controls* next to the participants' names, and choose one of the options.

How to Remove Participants

To remove participants, from the *Participants* panel, click *Moderator Controls* next to the participants' names, and *Remove from Session*.