

Does UCLA offer any services for teleconferencing an Elluminate session?

Yes. UCLA offers On Demand Conferencing that will work with Elluminate.

Is there a charge for this service?

Yes. On Demand Conferencing charges 3 cents per person per minute.

Who do I contact to get an On Demand Conferencing account?

Call 310-825-3333, send an email to mmconf@cts.ucla.edu or visit the Web Center at <http://webcenter.cts.ucla.edu>.

What happens after I request my account?

Within 48 hours you will receive your 10-digit Conference Number, your 4-digit secret pin number and the toll-free conferencing number.

How many people can participate in an On Demand Conference?

The current cost structure covers 125 participants. If more than 125 participants attend your session, rates will increase. Contact CTS for details.

Are there any restrictions as to when or how I can use it?

No. On Demand requires no reservations and can be used anytime.

Is it private?

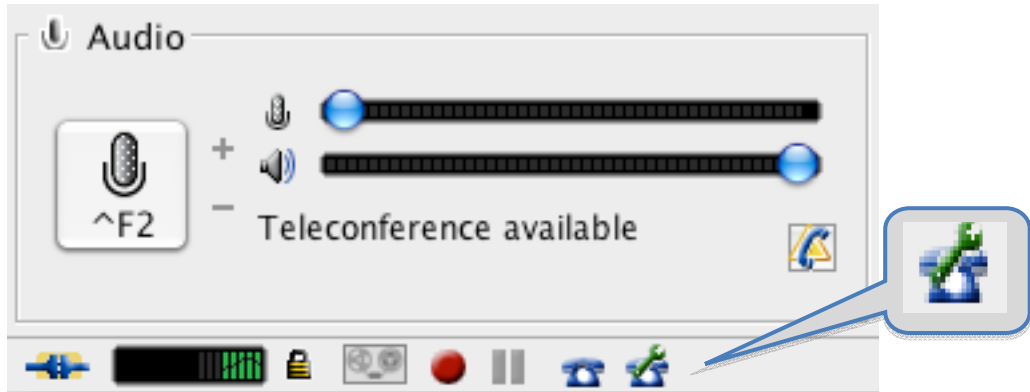
Yes. On Demand Conferencing is a secure service that requires a moderator to provide a 4-digit **secret** pin number.

Who can moderate an Elluminate session using On Demand Conferencing?

Anyone can be the moderator as long as they have a phone number registered with CTS (10-digit Conference ID) and the 4-digit secret pin number.

How does On Demand Conferencing work with an Elluminate session in Moodle?

- I. Call or email to set up an On Demand Conferencing account (see above).
- II. Set up your Elluminate/Moodle session with the conferencing information provided by CTS and then follow these steps:
 1. Create a new Elluminate session or use an existing session. If you need information about how to create an Elluminate session in Moodle, please refer to CCLE Help: <http://ccle.ucla.edu/course/view/cclehelp>.
 2. Log into your Elluminate/Moodle session as a moderator.
 3. Open the Teleconference Connection dialog box by clicking the blue phone with the green wrench (see screenshot below).



Click the icon pictured above to open the Teleconference Connection and enter your conference information.

4. Enter in the toll-free phone number and the 10-digit conference call (see screenshots below).

Enter the toll free number in the Telephone area and the assigned 10-digit Conference ID in the PIN area. Fill in the same information in all three areas.

The above screenshot illustrates how an active account would be set up in the Teleconference Connection dialog box.

5. Click Save and Connect.
6. You will see the Confirm Connection dialog box (see screenshot below). Click the Reannounce button to check that the audio is working properly. You will hear a message that the moderator has not yet joined the meeting.
7. Use your telephone to call the toll-free number provided by CTS and provide your 4-digit secret pin number to start the teleconference. Participants will not be able to hear the audio until a moderator calls in and provides the 4-digit secret pin number.
8. After initiating the teleconference via the phone, return to your Elluminate/Moodle session and click Confirm.



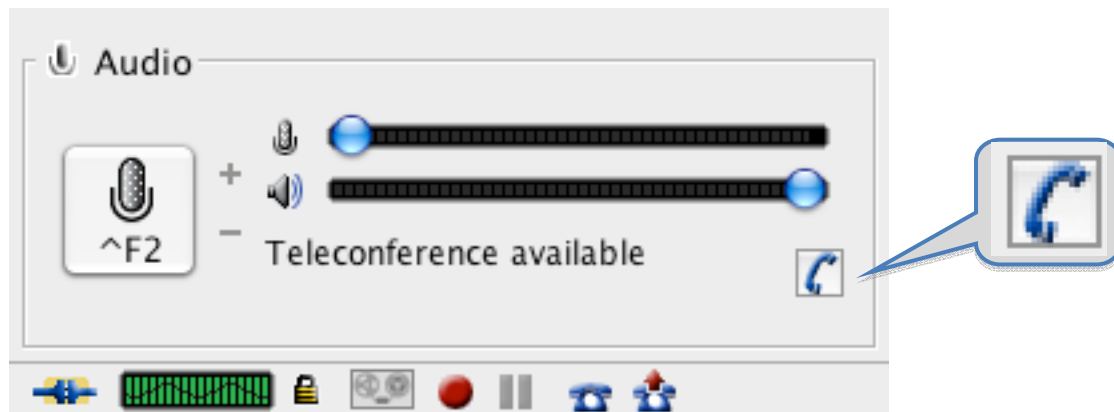
Click the Reannounce button to hear the message your participants will hear when joining the session via telephone.

How do students and/or participants connect to the teleconference?

Students log into the Elluminate/Moodle session. If a teleconference is available the audio area will display a blue telephone (A blue telephone with a yellow sign:



means no teleconference is available). Students click the telephone and follow the steps in the pop-up dialog box to call in (see screenshots).



Step 1: Students can retrieve teleconferencing information by clicking the blue phone with the red arrow.



Step 2: Instructions for calling in to the teleconference are displayed. Participants should click the OK button AFTER they have connected successfully via telephone.

If I am teaching multiple Moodle courses with Elluminate sessions do I need a different phone number for each course?

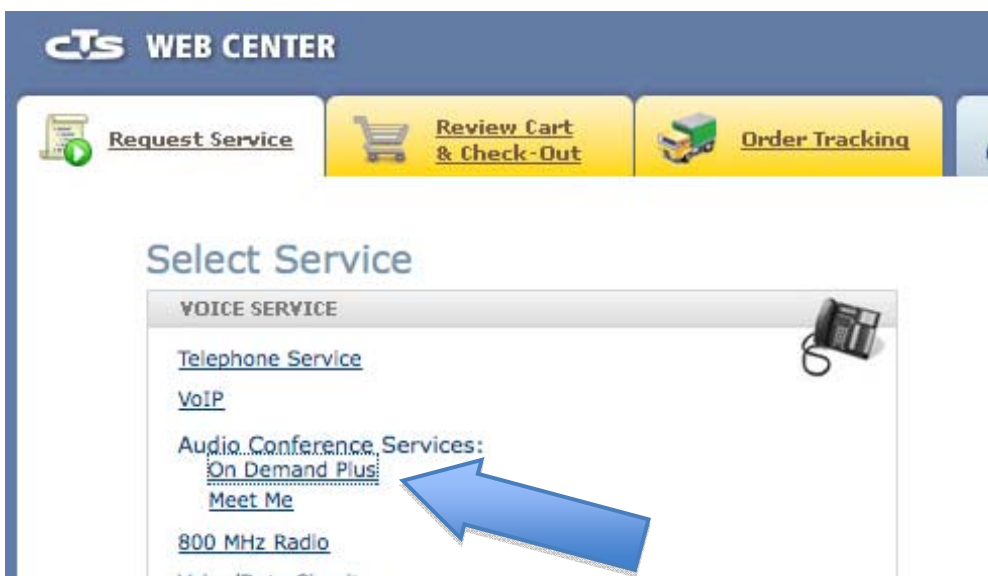
No. You can use the same teleconferencing information for multiple courses as long as they are not being delivered simultaneously. Elluminate saves this information for future teleconferences.

When should I use teleconferencing?

You can use teleconferencing for all your meetings, if you wish, but it is particularly useful if your participant(s) has a slow internet connection or no computer at all (they will still be able to hear the session, if not see it).

How do I cancel an On Demand Conferencing account?

You can visit the CTS Web Center (<http://webcenter.cts.ucla.edu>) to discontinue an existing account. Select the service you need (On Demand Plus) from the list. Your UCLA login is required.



Step 1: Choose On Demand Plus



[Request Service](#)



[Review Cart & Check-Out](#)



[Order Tracking](#)

On Demand Plus - Conference Service

I would like to:



[Create Account](#)



[Disconnect Service](#)

Step 2: Choose Disconnect Service