How to Attend Virtual Office Hours

Thanks to technology, we can now help you troubleshoot bugs by observing or sharing control of your screen while chatting with you via IM or VOIP, no matter where you are in the world.

This document explains how to attend virtual office hours in CSCI E-259's virtual classroom.

The virtual classroom does offer features beyond those described herein; certainly feel free to play. Do bear in mind, however, the course's policy on academic honesty. Sharing with fellow students any window that contains source code is expressly prohibited.

Step 1

Follow the link to the virtual classroom on the left-hand side of the course's website at `http://www.fas.harvard.edu/~cscie259/`. You will be advised to confirm that your computer meets minimum system requirements. You will also be informed as to whether your computer appears to have the required software installed; if it does not, you will be provided with directions on how to download and install the software (for free).

Step 2

Enter the virtual terminal room by clicking the button labeled **Enter**. If prompted thereafter to click one or more other buttons in order to **accept**, **agree**, **download**, **open**, **run**, **trust**, or **unblock**, do so.

Step 3

Within a few seconds, the virtual classroom should open in a separate window like the below.
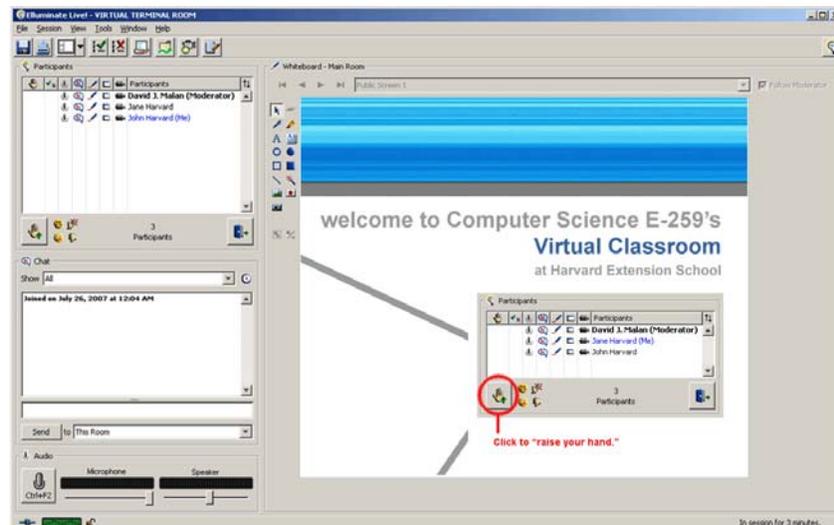
Step 4

To request help from a member of the staff (*i.e.*, a moderator), "raise your hand" by clicking the hand in the window's upper-left quadrant, per the below.
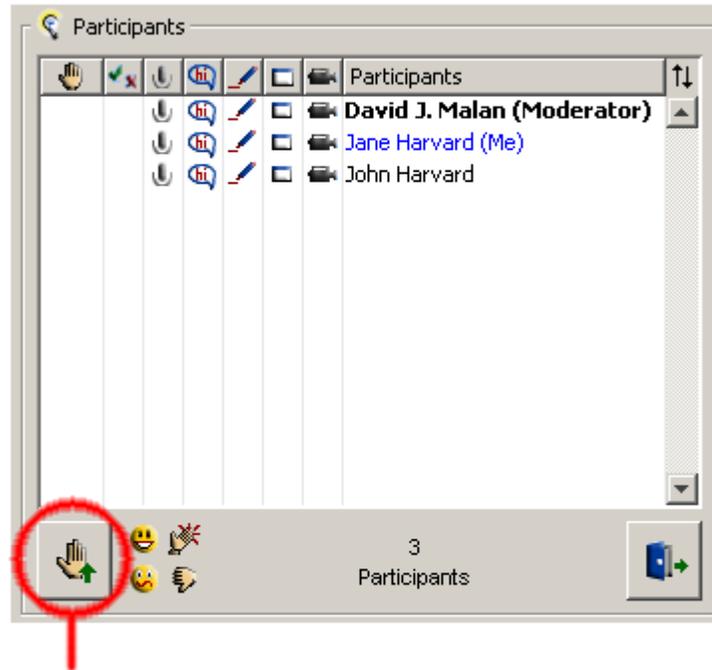
Click to "raise your hand."

While you wait for help, you're welcome to converse with other students using the **Chat** interface in the window's bottom-left quadrant. If your computer has a microphone, do beware the **Audio** area. Only one person can talk at once, and if you leave that **Talk** button depressed accidentally, everyone will hear you (and probably make fun of you).

Be sure not to start sharing applications or your desktop until you are pulled into a private room, per **Step 5**. Otherwise, everyone (who's not already in a private room) will see what you are doing.

Step 5

As soon as one of us is available, you'll be pulled into a private room, where you can begin conversing privately with us via **Chat** or **Audio**, without other students seeing or hearing. If helping you requires seeing or controlling what's on your screen, go ahead and share the application(s) that you would like us to see by clicking the icon pictured below, which can be found in the virtual terminal room's top-left quadrant.

You'll be presented with a window like the below, listing every application that you have running that isn't minimized; ctrl-click each application that you'd like to share, then click **OK**.
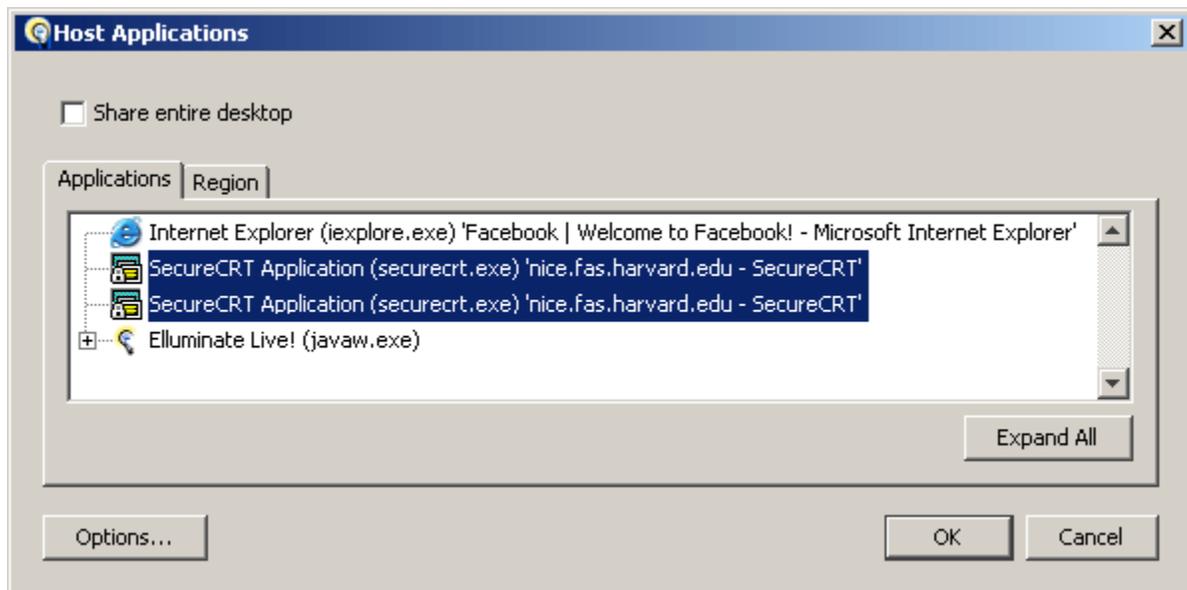
Note that the virtual terminal room's layout might change when you start sharing applications in order to make room for them. To restore the original layout, select **View → Layouts → Default Layout**.

If we want not only to see but also to control those applications, you'll see a window like the below.

Provided you are comfortable doing so, click **Yes**. (If, because of a bug in the virtual terminal room, you cannot see **Yes** or **No**, simply hit **Enter** instead.) Rest assured that anything we do on your computer you will be able to see; the software doesn't let us poke around unbeknownst to you. To terminate application sharing at any point, simply click once more the icon pictured below, which may have relocated itself to the left-hand side of your screen.

Step 6

That's it! These instructions are intentionally brief, focusing only on what you need to know. Do feel free to play around to learn more. Included at this document's end is also a one-page, quick-reference guide.

Participant Quick Reference Guide

Polling Responses

Graphing Calculator

Video

Whiteboard Tools

Visit the Elluminate website

Window Layouts

Application Sharing

File Transfer

Whiteboard navigation arrows

Participant list and privileges

Stepped Away

Emotion Indicators

Hand Raise

Message Filter

Message date/time stamps

Direct message textbox

Send public and private messages

Talk button

Connection, security and recording status indicators

Mic and Speaker gauges

Note:
- **During your first session:**
  - Use the **Audio Setup Wizard** from the **Tools** menu to configure your microphone and speakers
- **Some features may not be available depending on your version of Elluminate Live! and configuration**