Common problems and solutions

I can’t find a link to the web room/recording

When a Moderator requests that a web room be created, they receive an email containing a Moderator link and a Participants link. When you click on the Participants link, it allows you to access the web room so you can attend a session with the Moderator and other Participants. The Moderator must provide you with the Participants link so that you can access their web room and participate in a session.

Likewise, once a web conference has finished, the Elluminate system sends a recording link to the Moderator. When you click on the link it provides you with access to a recording. The Moderator must provide you with the link so that you can access the recording.

Explanation

The Moderator of a room should provide you with a link to the web room and/or to a recording of a session. They may do this by:

- sending you an email containing the link/links;
- uploading the links to a MyLO course (for example, in a folder, in an announcement or as a link on the homepage); or
- including the link on a web page.

If the Moderator has not provided you with the relevant link/s, or you have lost or misplaced their email, you will not be able to access the web room and/or recordings.

Solutions

- If you are a UTAS student, check your personal and UTAS WebMail email accounts to see if the Moderator has sent you the relevant links. The majority of teaching staff contact students via their WebMail account. To find out more about accessing your WebMail account, visit: https://webmail.utas.edu.au/

- Visit your unit’s MyLO Course. The Moderator could have placed the relevant links in a number of places. Check the home page and inside folders for the relevant links. You might also consider checking the Announcements and Web Links tools.

- If you cannot locate the relevant links, please contact the Moderator (most likely your lecturer, tutor or the Chair of a meeting).