



Wimba Pronto

Version 3.0

Administrator Guide

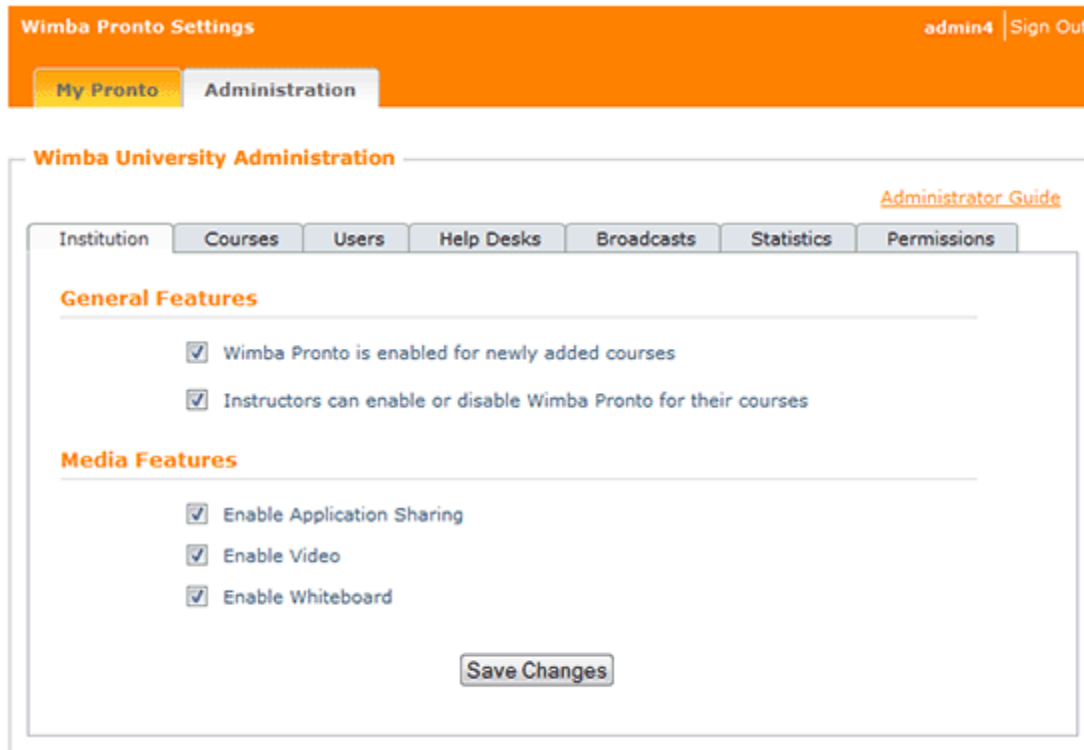
Wimba Pronto 3.0 Administrator Guide

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Overview

Course Management System (CMS) Administrators automatically receive Wimba Pronto Administrator privileges when they create a Pronto ID. The Wimba Pronto Administration interface provides access to high-level management of Wimba Pronto features and deployment.



From this interface, Administrators can:

- Configure institution-wide settings
- Enable or disable Wimba Pronto on a course-by-course basis
- Search for Wimba Pronto users
- Create and manage Help Desks
- Send broadcast notifications to all Wimba Pronto users at their institution
- Review usage statistics
- Manage Administrator permissions

The Wimba Pronto Administration interface is accessed by clicking the **Administration** tab on the Wimba Pronto Settings page.

Accessing the Wimba Pronto Administration Interface

Once your Course Management System Administrator installs the appropriate Wimba Pronto integration component on your CMS server and creates a Pronto ID, a Wimba Pronto Administrator can access the Wimba Pronto Administration interface.

There are several ways to access the Wimba Pronto Administration interface: directly from a web browser, from the Wimba Pronto client, or through your CMS server.

To Access the Wimba Pronto Administration Interface Directly from a Web Browser

1. Using a web browser, go to <http://pronto.wimba.com>. The Wimba Pronto Sign In page opens.
2. Log in with your Pronto ID and Password. The Wimba Pronto Settings page opens.
3. Click the **Administration** tab at the top of the page.

Tips:

- a) For fast access to the Wimba Pronto Administration interface, bookmark the Wimba Pronto Sign In page in your web browser.
- b) You can change the language setting of the Wimba Pronto Administration interface by using the language drop-down menu on the Wimba Pronto Sign In page.

To Access the Wimba Pronto Administration Interface from the Wimba Pronto Client

1. Click the **Pronto** menu (PC) or the **File** menu (Mac).
2. Select **Account Settings**. The Wimba Pronto Sign In page opens.
3. Log in with your Pronto ID and Password. The Wimba Pronto Settings page opens.
4. Click the **Administration** tab at the top of the page.

To Access the Wimba Pronto Administration Interface through your Course Management System

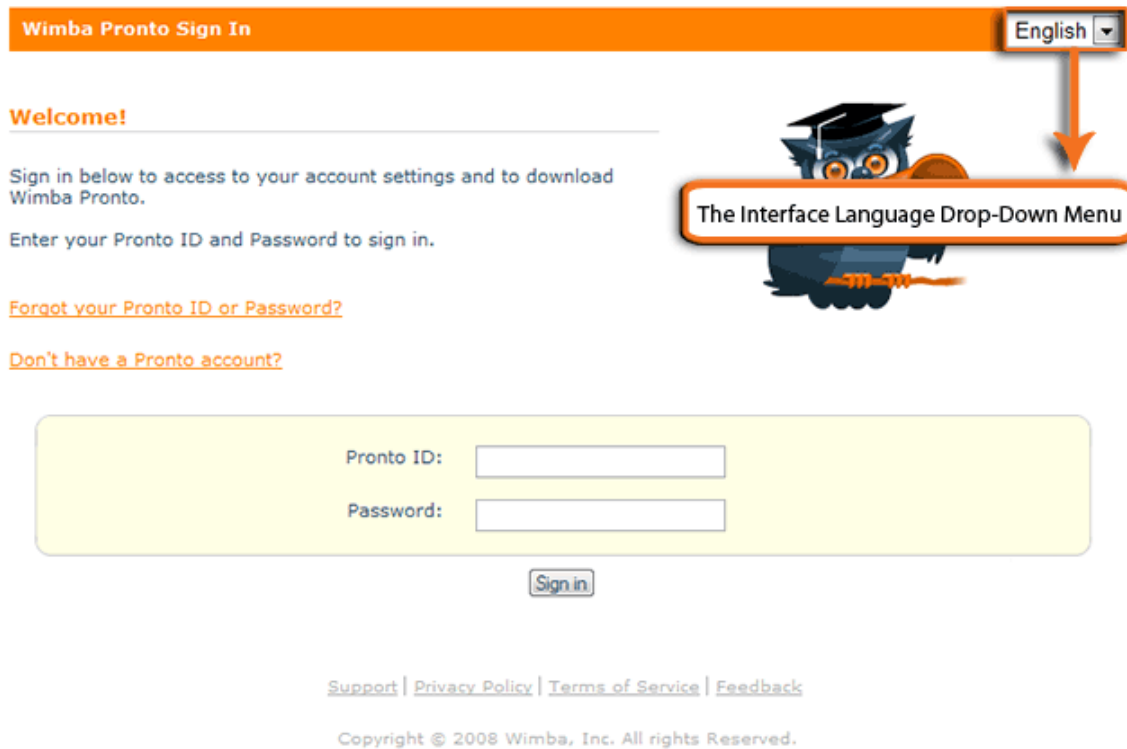
1. Log in to your Course Management System as an Administrator.
2. Click any Pronto link or image. The Wimba Pronto Settings page opens.
3. Click the **Administration** tab at the top of the page.

Tip:

If you are using Blackboard Learning System Enterprise, the Wimba Pronto Administration interface is also directly accessible by clicking the **Wimba Pronto Administration** link in the Tools and Utilities menu of the System Admin tab.

Interface Language Settings

The Wimba Pronto Administration interface is available in both English and Spanish. You can change the language of the interface independently of the language setting for your Wimba Pronto account. The language setting for the Wimba Pronto Administration interface is located on the Wimba Pronto Sign In page and can only be changed before signing in to the interface.



The screenshot shows the Wimba Pronto Sign In page. At the top right, there is an orange header bar with the text "Wimba Pronto Sign In" and a language drop-down menu currently set to "English". An orange arrow points from the "English" menu to a callout box that says "The Interface Language Drop-Down Menu". Below the header, there is a "Welcome!" section with instructions to sign in and a "Sign in" button. There are also links for "Forgot your Pronto ID or Password?" and "Don't have a Pronto account?". At the bottom, there are links for "Support", "Privacy Policy", "Terms of Service", and "Feedback", along with a copyright notice: "Copyright © 2008 Wimba, Inc. All rights Reserved."

To change the language setting for Wimba Pronto Administration, select a language from the drop-down menu at the top-right corner of the Wimba Pronto Sign In page.

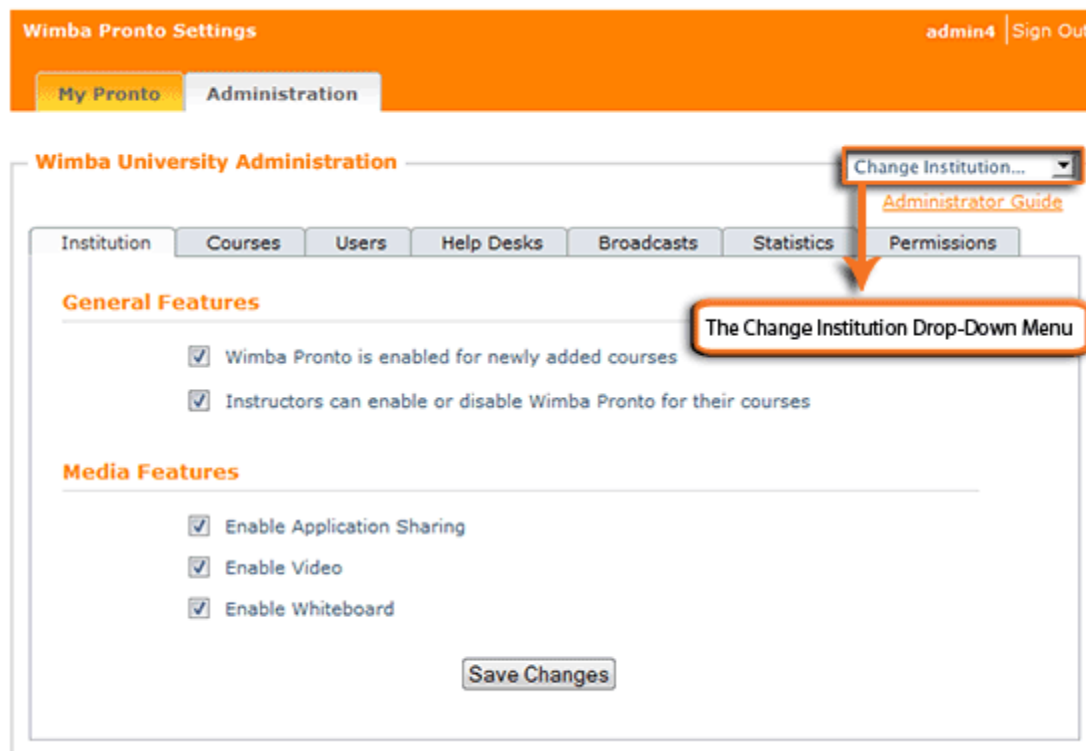
Note:

If your institution has selected a default language during the Wimba Pronto setup process, the Wimba Pronto Administration interface will automatically display in that language. However, selecting a different language from the drop-down menu will override the default.

Managing Multiple Institutions

In some cases, such as multi-campus or system deployments, Wimba Pronto Administrators are responsible for managing more than one Wimba Pronto-enabled institution. In these cases, the Administrator's Pronto ID is linked to multiple Course Management System Administrator accounts.

In scenarios such as these, the Wimba Pronto Administration interface allows Administrators to manage institutions separately, by switching between them from within the interface. If an Administrator has management privileges for more than one institution, the **Change Institution...** drop-down menu appears at the top-right corner of the interface.



To Change the Active Institution in the Wimba Pronto Administration Interface

1. Access the Wimba Pronto Administration interface.
2. Click the **Change Institution...** drop-down menu at the top-right corner of the page.
3. Select the institution of your choice. The active institution is changed and management functionality you perform now applies to the selected institution.

Note:

If an Administrator manages one institution enabled for the full-featured Wimba Pronto, and another enabled for the free Wimba Pronto Basic, different features are displayed in the Administration interface for managing each institution; certain tabs are not available for the Wimba Pronto Basic-enabled institution.

General Features

Administrators can manage institution-wide settings that apply to all courses on the Course Management System server. Among these settings are Wimba Pronto's general features, all of which are enabled by default.

General Features

- Wimba Pronto is enabled for newly added courses
- Instructors can enable or disable Wimba Pronto for their courses

- **Wimba Pronto is enabled for newly added courses:** determines if new courses created on your CMS server should be Wimba Pronto-enabled by default.
- **Instructors can enable or disable Wimba Pronto for their courses:** determines if Instructors can enable and disable Wimba Pronto for their individual courses.

Media Features

Administrators can enable or disable Wimba Pronto's media features -- Application Sharing and Video -- for their entire institution. Both Application Sharing and Video are enabled by default. Disabling these features prevents their use by individual users, as well as in Group Chats, Office Hours, and Help Desks.

Media Features

- Enable Application Sharing
- Enable Video
- Enable Whiteboard

- **Enable Application Sharing:** determines if Application Sharing is available to all users at your institution.
- **Enable Video:** determines if Video Calling is available to all users at your institution.
- **Enable Whiteboard:** determines if the Whiteboard is available to all users at your institution.

Note:

Even if Video is disabled, Audio Calling is still available.

Course Management

By default, Wimba Pronto is enabled for every course on your Course Management System server (with one exception, as noted below). Because of this, any student enrolled in a course can create a Pronto ID and use Wimba Pronto.

Note:

Courses with over 500 members are deactivated by default.

Administrators can disable Wimba Pronto for individual courses from the **Courses** tab of the Wimba Pronto Administration interface. Disabling a course prevents it from appearing in the **Classmates** tab in the Wimba Pronto client of all users at your institution. This does not prevent users enrolled in the course from using Wimba Pronto; if a student or instructor already has a Pronto ID, or he or she is enrolled in any other Wimba Pronto-enabled course, the user can still use Wimba Pronto.

Note:

Instructors can override the settings in the Courses tab for their courses, unless their ability to do so has been disabled by an Administrator in the Institution tab.

Wimba University Administration [Administrator Guide](#)

Institution Courses **Users** Help Desks Broadcasts Statistics Permissions

Display 25 results / page

Type all Course Name contains

Pronto Enabled	Course Name ▲	Course ID	Type
<input checked="" type="checkbox"/>	American History	a_hist_101	course
<input checked="" type="checkbox"/>	Computer Science	cs_101	course
<input checked="" type="checkbox"/>	course10	course_10	course
<input checked="" type="checkbox"/>	Course 102	course_102	course
<input checked="" type="checkbox"/>	Course11	course_011	course
<input checked="" type="checkbox"/>	Course Fullname 101	course_101	course
<input checked="" type="checkbox"/>	course_test2	testcourse_2	course
<input checked="" type="checkbox"/>	Economics	econ_101	course
<input checked="" type="checkbox"/>	Italian Film	ital_302	course
<input checked="" type="checkbox"/>	man_course1	course_1	course
<input checked="" type="checkbox"/>	mcourse1qa	mcourse_1	course
<input checked="" type="checkbox"/>	mcourse2qa	mcourse_2	course
<input checked="" type="checkbox"/>	Physics	physics_102	course
<input checked="" type="checkbox"/>	Resource Economics	resecon_110	course
<input checked="" type="checkbox"/>	World History	w_hist_120	course
			15 results

To Enable or Disable Wimba Pronto for an Individual Course

1. Access the Wimba Pronto Administration interface.
2. Click the **Courses** tab. A list of courses at your institution is displayed in alphabetical order.
3. Locate the course you wish to modify using the following methods:
 - Use the second drop-down list to select search parameters; press the **Enter** key on your keyboard, or click the Search button (magnifying glass), to display results.
 - Click the **Course Name** column header to reverse alphabetical order.
 - Use the **Display** drop-down list to increase/decrease results per page.
 - Use the arrows and/or page number links at the bottom of the page to navigate through the list (if multiple pages are available).
4. Check or uncheck the box to the left of a course name to enable or disable Wimba Pronto for that course.
5. Click the **Save Changes** button.

Tip:
The Courses tab can also be used to determine which courses at your institution are Wimba Pronto-enabled.

Users

A list of Wimba Pronto users is available to Administrators in the **Users** tab of the Wimba Pronto Administration interface. This list displays each user's Pronto ID, CMS Account, First Name, and Last Name. Administrators can sort the list using these parameters, or search for particular users.

Wimba Pronto Settings admin4 | Sign Out

My Pronto Administration

Wimba University Administration [Administrator Guide](#)

Institution Courses **Users** Help Desks Broadcasts Statistics Permissions

Display 25 result / page

All contains

Pronto ID	CMS Account	First Name	Last Name
admin4	admin	Admin	User
akirkland	akirkland	Amy	Kirkland
akupel	akupel	Amanda	Kupel
amenchi	amenchi	Anna	Menchi
anniedemo	anniedemo	Annie	Chechitelli
araymond	araymond	Asher	Raymond
catwood	catwood	Colin	Atwood
devans	devans	David	Evans
eritchie	eritchie	Emily	Ritchie
eruiz	eruiz	Eric	Ruiz
fgaujoustest	fgaujoustest	Fabien	Gaujous
idamore	idamore	Isabella	Damore
jamesdemo	jamesdemo	James	Tomson
jkim1	jkim	Janet	Kim
jmoser	jmoser	Jake	Moser
madams	madams	Michael	Adams
manuinstructor1	manuinstructor1	manu	instructor
marlendemo	marlendemo	Marlen	Rattiner
mlombardi	mlombardi	Marco	Lombardi
mmcbride	mmcbride	Matthew	McBride
msantiler1	msantiler	Maria	Santiler
muser1qa	muser1qa	muser1	qa
muser2qa	muser2qa	muser2	qa
muser3qa1	muser3qa	muser3	qa
prontodemo1	prontodemo1	Albert	Einstein

51 results

To View Wimba Pronto Users

1. Access the Wimba Pronto Administration interface.
2. Click the **Users** tab. A list of users appears, in alphabetical order by Pronto ID.
 - Use the drop-down menus to set search parameters; then press the **Enter** key on your keyboard, or click the Search button (magnifying glass), to display results.
 - Click the **Pronto ID** column header to reverse alphabetical order by Pronto ID (all rows update accordingly).
 - Click any other column header (**CMS Account**, **First Name**, or **Last Name**) to sort by this parameter; click the same header again to reverse alphabetical order.
 - Use the **Display** drop-down list to increase/decrease results per page.
 - Use the arrows and/or page number links at the bottom of the page to navigate through the list (if multiple pages are available).

Tip:

A quick total of Wimba Pronto users is available in the lower right-hand corner of the list (i.e., 100 results = 100 users).

Help Desk Management

Help Desks Overview

Help Desks bring critical campus services, such as the Library and Office of the Registrar, online for synchronous interaction between students and Help Desk staff members. Help Desks take advantage of Wimba Pronto's spontaneous collaborative features to allow students, faculty, and staff get the information they need more quickly and easily. Published Help Desks appear in the School tab for all Wimba Pronto users at your institution; they are accessible whenever a designated user assumes the staff role for the Help Desk.

Administrators can create and manage institution-wide Help Desks within the **Help Desks** tab of the Wimba Pronto Administration interface. A Help Desk may initially be created as a draft, then published when an institution is ready for it to go "live." Help Desks are not associated with courses on the CMS server and can only be staffed by Wimba Pronto users.

To Access the Help Desks Area of the Wimba Pronto Administration Interface

1. Access the Wimba Pronto Administration interface.
2. Click the **Help Desks** tab. The list of Help Desk categories appears.

My Pronto

Administration

Wimba University Administration

[Administrator Guide](#)

- Institution
- Courses
- Users
- Help Desks
- Broadcasts
- Statistics
- Permissions

Wimba Pronto provides a special, customized "School" tab where users can gain access to "Help Desks" you create, staffed by representatives you designate.

Help Desks are a perfect way for your institution to provide synchronous support for critical campus functions.

[View our Help Desk Guide](#)



Create a Help Desk...

Academia	Edit
Published	
Arts & Sciences	Deactivate
Business	Deactivate
Foreign Languages	Deactivate
Medicine	Deactivate
Drafts	There are no draft Help Desks.
Admissions	Edit
Published	
Housing and Facilities	Deactivate
Registrar	Deactivate
Drafts	There are no draft Help Desks.
Computing Services	Edit
Published	
Tech Support	Deactivate
Drafts	There are no draft Help Desks.
Help Desks	Edit
Published	
Technology Support	Deactivate
Drafts	
Library	Edit
Published	
Reference Desk	Deactivate
Drafts	There are no draft Help Desks.
Expand All	Collapse All
5 categories	

Help Desk Categories

Help Desks are organized into categories for grouping under the **School** tab of the Wimba Pronto client. These categories may be renamed or deleted as desired. Administrators can also add new categories when creating or modifying a Help Desk.

Nine default categories are provided for guidance when creating your first few Help Desks:

- Academic Administration
- Business and Financial Services
- Career Services
- Computing and Technology
- Help Desks
- Housing and Facilities
- Human Resources
- Library Services
- Student Services

▼ Academia		Edit
▼ Published		
Arts & Sciences		Deactivate
Business		Deactivate
Foreign Languages		Deactivate
Medicine		Deactivate
▶ Drafts	There are no draft Help Desks.	
▼ Admissions		Edit
▼ Published		
Housing and Facilities		Deactivate
Registrar		Deactivate
▶ Drafts	There are no draft Help Desks.	
▼ Computing Services		Edit
▼ Published		
Tech Support		Deactivate
▶ Drafts	There are no draft Help Desks.	
▼ Help Desks		Edit
▼ Published		
Technology Support		Deactivate
▶ Drafts		
▼ Library		Edit
▼ Published		
Reference Desk		Deactivate
▶ Drafts	There are no draft Help Desks.	
Expand All	Collapse All	5 categories

To Rename a Help Desk Category

1. Click the **Help Desks** tab. The list of Help Desk categories appears.
2. Click the **Edit** link to the right of the category you wish to rename. The category name becomes an editable field.
3. Delete the current text and type the new name of your choice.
4. Click the **Rename** link on the right.

To Delete a Help Desk Category

1. Click the **Help Desks** tab. The list of Help Desk categories appears.
2. Click the **Delete** link to the right of the category you wish to delete.

Note:

A category may only be deleted if it does not contain any Help Desks.

Creating and Modifying Help Desks

Creating a Help Desk

The Wimba Pronto Help Desk creation process consists of several steps:

- Accessing the New Help Desk page
- Categorizing the Help Desk
- Naming the Help Desk
- Specifying default messages and waiting room settings
- Designating staff members
- Creating an optional Help Desk profile

To Access the New Help Desk Page

1. Click the **Help Desks** tab. The list of Help Desk categories appears.
2. Click the **Create a Help Desk...** button. The New Help Desk page appears.

Tip:

You can also access the New Help Desk page by clicking the **Create one?** link below any empty category available in the **Help Desks** tab.

Categorizing and Naming a Help Desk

The first step in the Help Desk creation process is to select a name and category. A generic "Help Desks" category is provided by default, which can be useful for institutions that have only a few Help Desks. You can also create a new category if a suitable one is not available.



The screenshot shows a form with two fields. The first field is labeled "Category:" and contains a dropdown menu with "Help Desks" selected. Below the dropdown is the text "Select a Category or create a new one". The second field is labeled "Name:" and is an empty text input box.

To Categorize and Name a Help Desk

1. On the **New Help Desk** (or Editing Help Desk) page, click the **Category** drop-down menu:
 - Select a category from the available choices.
 - Select **Create New Category...** The **New Category** field appears; enter an appropriate name for this new category.
2. Enter a name for the Help Desk in the **Name** field.

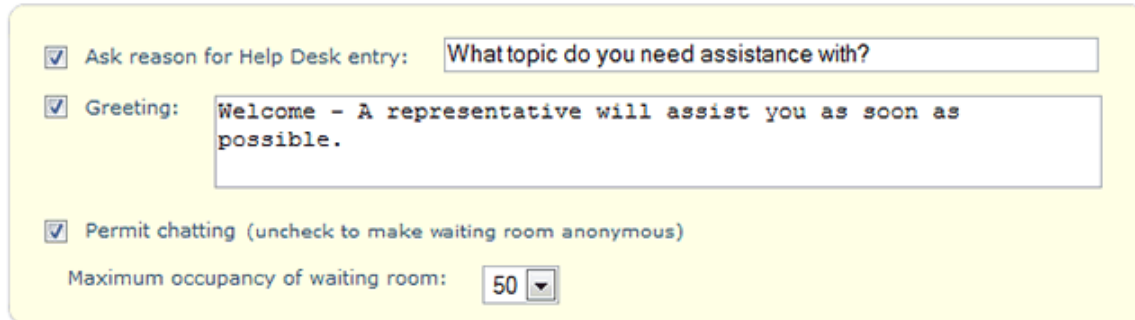
Notes:

- a) Two or more Help Desks may have identical names in separate categories, but each Help Desk must have a unique name within a category.
- b) Help Desk modifications are applied only when you click either the **Publish**, **Update**, or **Save as Draft** button.

Help Desk Settings

Administrators can modify Help Desk settings to customize initial messages sent to participants and to manage waiting rooms. These parameters are available on the **New Help Desk** (or Editing Help Desk) page, in the **Settings** section.

Settings:



Ask reason for Help Desk entry:

Greeting:

Permit chatting (unchecked to make waiting room anonymous)

Maximum occupancy of waiting room:

These settings include:

- **Ask reason for Help Desk entry:** Enter desired text posed to participants when accessing a Help Desk; uncheck to disable. This field is limited to 150 characters.
- **Greeting:** Enter a welcome message sent to participants upon entry; uncheck to disable. This field is limited to 500 characters.
- **Permit chatting:** This checkbox determines if text chat between participants is allowed in waiting rooms; uncheck this option to prohibit waiting room chat. If waiting room chat is disabled, the waiting room becomes anonymous and users cannot see each other's names or reasons for entry.
- **Maximum occupancy of waiting room:** Select the maximum number of waiting room participants (25, 50, 75, or 100) from the drop-down menu.

Note:

Help Desk modifications are applied only when you click either the **Publish**, **Update**, or **Save as Draft** button.

Adding Staff Members to a Help Desk

Administrators are responsible for assigning Wimba Pronto users to Help Desks as staff representatives. Anyone with a Pronto ID can staff a Help Desk; a user does not need to be an instructor to be designated as a staff member.

Staff:

Enter first 3 letters of name or CMS account:
(only users with Pronto accounts are displayed)

Pronto ID	CMS Account	First Name	Last Name
<input checked="" type="checkbox"/> Send email to 'new' staff when published. (Preview Email)			

To Add Staff Members to a Help Desk

1. On the **New Help Desk** (or Editing Help Desk) page, click the text field in the **Staff** section and type the first 3 letters of the user's first or last name, or Course Management System account. The names of matching users appear.
2. Click the name of the desired user.
3. Click the **+Add** button (or press the **Enter** key on your keyboard).
4. Repeat Steps 1-3 to add additional staff members to the Help Desk.

Email Notification

By default, newly added representatives automatically receive email notification of their status as a staff member when a Help Desk is published. You may preview this message by clicking the **Preview Email** link. To disable notification, uncheck the **Send email to 'new' staff when published** box.

To Remove Staff Members from a Help Desk

1. On the **New Help Desk** (or Editing Help Desk) page, click the **remove** link next to the name of the representative that you wish to remove.
2. Repeat Step 1 to remove additional representatives.

Notes:

- a) A Help Desk that has no designated staff members cannot be published, but can be saved as a draft.
- b) Help Desk modifications are applied only when you click either the **Publish**, **Update**, or **Save as Draft** button.

Adding a Help Desk Profile

An optional profile can provide Wimba Pronto users with a description and useful information about a Help Desk. This profile displays when a user hovers his or her cursor over the Help Desk's name in the Wimba Pronto client's **School** tab. Help Desk profile information is also accessible from the Profile box in an active Help Desk window.

Profile: (Optional)



Picture:

About:

Email:

Web Page
Description: URL:

To Create a Help Desk Profile

1. On the **New Help Desk** (or Editing Help Desk) page, click the **Browse...** button to the right of the Picture field to upload a profile image (up to a file size of 500 KB). If an image is not selected, a default profile image is used.

Notes:

- a) Only GIF and JPEG file formats are supported.
- b) Square graphics are recommended, though rectangular images will scale appropriately.

2. Enter a Help Desk description in the **About** field (500 characters maximum).
3. Enter an email address for the Help Desk in the **Email** field.
4. Enter information about the Help Desk's web page in the **Description** and **URL** fields (the URL must contain an address that begins with http:// or https://).

Note:

Help Desk modifications are applied only when you click either the **Publish**, **Update**, or **Save as Draft** button.

Publishing a Help Desk

Help Desks exist in two states: drafts (deactivated) and published (active). Administrators can set the state of individual Help Desks at any time. Published Help Desks appear in the **School** tab of every Wimba Pronto user at your institution.

Saving a draft can be useful if you want to create a Help Desk now, but not make it available to your institution until later. To save a Help Desk as a draft, click the **Save as draft** button at the bottom of the New Help Desk (or Editing Help Desk) page. A Drafts list in each category is available in the Help Desks tab. To expand or collapse the lists, click the triangle next to any Draft listing or use the expand all and collapse all links at the lower right-hand corner of page.

To Publish a Help Desk:

- On the **New Help Desk** (or Editing Help Desk) page, click the **Publish** button; or
- On the **Help Desks** tab, click the **Publish** link to the right of the desired draft.

Note:

A Help Desk can only be published if an Administrator adds it to a category, gives it a name, and assigns at least one staff representative to it.

Modifying a Help Desk

Administrators can modify the name, category, settings, staff memberships, and profile of a Help Desk. Modifications can be made to Help Desks in both draft and published states.

To Modify a Help Desk

1. Click the **Help Desks** tab. The list of Help Desk categories appears.
2. Click the name of the Help Desk you wish to modify. The Editing Help Desk page appears.
3. Make the desired modifications.
4. Click one of the following buttons to save changes:
 - **Update**: for published Help Desks
 - **Save as draft**: for draft Help Desks that you do not wish to publish at this time
 - **Publish**: for draft Help Desks that you wish to publish at this time

Deleting a Help Desk

Administrators can permanently delete Help Desks at any time. Only Help Desks in draft state may be deleted; published Help Desks must first be deactivated prior to deletion. Once a Help Desk draft is deleted, it can no longer be used and its data cannot be recovered.

To Delete a Help Desk

1. Click the **Help Desks** tab. The list of Help Desk categories appears.
2. If the desired Help Desk is still active, click the **Deactivate** link to right of its name.
3. Click the **Delete** link to the right of the Help Desk you wish to delete. A confirmation prompt appears.
4. Click **OK**.

Tip:

If you are not sure whether or not you will want to use a Help Desk in the future, you can preserve it by deactivating it, instead of deleting it.

Broadcast Notifications

Sending a Broadcast Notification

Wimba Pronto Administrators can send institution-wide broadcast notifications to all Wimba Pronto users. These notifications are received immediately by users signed in to Wimba Pronto; notifications are received by all other users the next time they sign in, as long as it is before the notification expires. Examples of uses for Broadcast Notifications include weather-related cancellations and campus event reminders.

To Send a Broadcast Notification

1. Click the **Broadcasts** tab. The Message Creation page appears.

The screenshot shows the Wimba Pronto Administration interface. At the top, there is a navigation bar with "Wimba Pronto Settings" on the left and "admin4 | Sign Out" on the right. Below this, there are two tabs: "My Pronto" and "Administration". The "Administration" tab is active, and within it, there are several sub-tabs: "Institution", "Courses", "Users", "Help Desks", "Broadcasts", "Statistics", and "Permissions". The "Broadcasts" tab is selected, leading to the "Message Creation" page. The page has a yellow background and contains the following elements:

- Message Creation** header with a red asterisk and "Required Fields" label.
- Instructions: "Create and send broadcast notifications to all connected Wimba Pronto users at your institution. Anyone who is not signed into Wimba Pronto when the message is sent will receive it the next time they sign in (or until the message expires)."
- Disclaimer: "*Please note that Wimba Pronto can not guarantee that your notification will be seen or read. Wimba Pronto notifications are best used in conjunction with your other communication channels (email, phone, etc.)."
- Form fields:
 - *Sender:** A text input field containing "Dean of Students".
 - *Message:** A text area containing "All classes will be canceled today due to snow." (160 characters limit).
 - More Info URL:** An empty text input field.
 - Duration:** A dropdown menu set to "7 days".
- Buttons: "Reset Form" and "Preview and Send".
- Message History** section with a table of previous broadcasts.

Sender	Message	Sent	Duration	
Wimba University	Summer term will begin on J...	05-19-08	1 day	End Broadcast
Wimba University	Congratulations to the Clas...	05-08-08	< 1 hour	Done
Wimba University	School will open one hour l...	05-05-08	< 1 hour	Done
Wimba University	School will open one hour l...	05-05-08	< 1 hour	Done
NYU Dean of Students	Don't forget to register fo...	04-18-08	< 1 hour	Done

2. Enter the name of the individual or office of your choice in the **Sender** field. This field defaults to the institution name on the Wimba Pronto server.
3. Type the notification text in the **Message** field (limited to 160 characters).

4. Optionally include a relevant web page in the **More Info Link** field (the field must point to a URL that begins with http:// or https://).
5. Set how long this notification should be active using the **Duration** drop-down menu.
6. Click the **Preview and Send** button. The Broadcast Confirmation page appears, displaying a preview of the notification.
7. Click **Send** to send the notification; click **Cancel** to make modifications.

Deactivating a Broadcast Notification

Administrators can deactivate active broadcast notifications at any time. This can be useful if the information in a notification is no longer relevant or requires modification. Deactivating a notification prevents it from being displayed to users who have not logged in to Wimba Pronto since the notification was sent.

To Deactivate a Broadcast Notification

1. Click the **Broadcasts** tab. The Message Creation page appears.
2. In the Message History section at the bottom of the page, click the **End Broadcast** link next to the notification you wish to deactivate. The message duration changes to reflect that it is now expired.

Viewing Broadcast Message History

All previously created broadcast notifications are archived and can be reviewed from the Broadcasts tab. The message list provides a history of institution-wide notifications listed in reverse chronological order (newest messages are listed at the top) based on date sent.

Message History

Sender	Message	Sent	Duration	
Wimba University	Summer term will begin on J...	05-19-08	1 day	End Broadcast
Wimba University	Congratulations to the Clas...	05-08-08	< 1 hour	Done
Wimba University	School will open one hour l...	05-05-08	< 1 hour	Done
Wimba University	School will open one hour l...	05-05-08	< 1 hour	Done
Wimba University	Don't forget to register fo...	04-18-08	< 1 hour	Done

To View Previous Broadcast Notifications

1. Click the **Broadcasts** tab. The Message Creation page appears.
2. In the **Message History** section at the bottom of the page, click the desired notification in the **Message** column. A preview of the notification appears.
3. Click the **Back** button to return to the Message Creation page.

Entire Message History

The Broadcasts tab displays a list of the ten most recent broadcast notifications. If your institution has sent more notifications, you can view older messages by clicking the **View Entire Message History** button.

Usage Statistics

Statistics are available to help you analyze Wimba Pronto usage data at your institution. This information includes:

- Total Users
- Total Instructors
- Total Number of Wimba Pronto-Enabled courses
- Average Number of Personal Contacts
- Total number of Users with a Profile

To review Wimba Pronto statistics, click the **Statistics** tab.

The screenshot displays the 'Wimba Pronto Administration' interface. At the top, there is a navigation bar with 'Wimba Pronto Settings' on the left and 'admin4 | Sign Out' on the right. Below this, there are two tabs: 'My Pronto' (highlighted in yellow) and 'Administration'. The main content area is titled 'Wimba University Administration' and includes a sub-navigation bar with tabs for 'Institution', 'Courses', 'Users', 'Help Desks', 'Broadcasts', 'Statistics' (which is active), and 'Permissions'. A link for 'Administrator Guide' is located in the top right corner of the main content area. The 'Statistics' section is divided into four sub-sections: 1. 'Wimba Pronto Accounts' showing 'Total Users: 515' with a breakdown: 60 created in the last 24 hours, 324 in the last 7 days, and 515 in the last 30 days. It also shows 'Total Instructors: 58' with a breakdown: 12 created in the last 24 hours, 37 in the last 7 days, and 58 in the last 30 days. 2. 'Pronto-Enabled Courses' showing 'Total Number of Pronto-Enabled Courses: 85' with a breakdown: 51 with 5+ users (60%), 28 with 10+ users (33%), and 0 with 30+ users (0%). 3. 'Wimba Pronto Usage' showing 'Average Number of Personal Contacts: 21' with a breakdown: 62% of users have ≥ 1 personal contact, 36% have ≥ 10 personal contacts, and 9.8% have ≥ 30 personal contacts. 4. 'Total Number of Users who Have Created a Profile: 278'.

Permissions

The Permissions tab allows Wimba Pronto Administrators to manage which users at their institution have Administrator rights. The Administrator list shows the Pronto ID, CMS Account, First Name and Last Name of all current Administrators.

An institution's CMS Administrator is automatically the default Wimba Pronto Administrator. If your institution has more than one CMS Administrator, each of these individuals will become default Wimba Pronto Administrators once they create a Pronto ID.

While users that are granted Administrator rights through the Permissions tab have full access to the Wimba Pronto Administration interface, only a default Wimba Pronto Administrator can access the Permissions tab (to invoke or revoke the rights of other Administrators).

To Grant Wimba Pronto Users Administrator Rights

1. Click the **Permissions** tab. The Assign Administrators page appears.

The screenshot shows the Wimba Pronto Administration interface. At the top, there is an orange header with "Wimba Pronto Settings" on the left and "admin4 | Sign Out" on the right. Below the header, there are two tabs: "My Pronto" (highlighted in yellow) and "Administration". The "Administration" tab is active, showing a sub-header "Wimba University Administration" and a link for "Administrator Guide".

Below the sub-header, there is a navigation bar with tabs: "Institution", "Courses", "Users", "Help Desks", "Broadcasts", "Statistics", and "Permissions" (highlighted). The main content area is titled "Assign Administrators" and contains the following text:

The list below shows all Pronto users that have Administrator rights.

You can manage user permissions by adding and removing users. You must click the Save button to apply any changes.

Below this text is a search box with the label "Enter first 3 letters of name or CMS account: (only users with pronto accounts are displayed)" and a "+ Add" button. Below the search box is a table with the following data:

Pronto ID	CMS Account	First Name	Last Name
dthompson	dthompson	David	Thompson
claurent	claurent	Chris	Laurent
jsmith	jsmith	Jodie	Smith
ewexler	ewexler	Erwin	Wexler
mdamico	mdamico	Michael	Damico
csong	csong	Charles	Song

At the bottom of the page, there are two buttons: "Save" and "Cancel".

2. In the text field, type the first 3 letters of the user's first or last name, or Course Management System account. The names of matching users appear.
3. Click the name of the desired user.
4. Click the **+Add** button (or press the **Enter** key on your keyboard).
5. Repeat Steps 2-4 to add additional Administrators.
6. Click the **Save** button.

To Revoke Wimba Pronto Administrator Rights

1. On the Assign Administrators page, click the **remove** link next to the name of the individual whose Administrator rights you wish to revoke.
2. Repeat Step 1 to remove additional Administrators.
3. Click the **Save** button.

Note:

Changes made on the page are not applied until you click the **Save** button.

Computer Lab Installation

Wimba Pronto provides computer lab administrators with a method for installing the program in “Lab Mode,” taking into account the privacy and security considerations inherent to shared computers.

The computer lab installation mode ensures that:

- Wimba Pronto does not store username and password information when a user signs in
- Wimba Pronto does not store chat logs on the local machine
- Optional updates to Wimba Pronto are disabled

For more information, please refer to the *Wimba Pronto Computer Lab Installation Guide*.

Product Feedback

Wimba welcomes your suggestions for improving our products. If you have an idea for a new feature or enhancement, please click the link below:

[Wimba Product Feedback Form](#)

You may also email your suggestions to feedback@wimba.com.

Your suggestion will be sent directly to Wimba's Product Management Team.

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