



Wimba Pronto

Version 3.1

Administrator Guide

Wimba Pronto 3.1 Administrator Guide

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Overview

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

The screenshot displays the 'Wimba Pronto Settings' 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 main content area is titled 'Wimba University Administration' and includes a link for 'Administrator Guide'. A navigation bar contains tabs for 'Institution', 'Sync', 'Courses', 'Users', 'Help Desks', 'Broadcasts', 'Statistics', and 'Permissions'. The 'General' section has three checked options: 'Enable Wimba Pronto for newly added courses.', 'Allow instructors to enable or disable Wimba Pronto for their courses.', and 'Enable Wimba Pronto to synchronize with unregistered Pronto users. (?)'. The 'Invitations' section has three options: 'Send email invitations to new users found during daily synchronizations. (?)' (unchecked), 'Allow instructors to invite students to Pronto.' (checked), and 'Allow students to invite classmates to Pronto.' (checked). Below this, a note states: 'As a Pronto Administrator, you can customize the Pronto invitations sent on behalf of your institution. - [Edit Email Invitation Template](#)'. The 'Media' section has three checked options: 'Enable Application Sharing', 'Enable Video', and 'Enable Whiteboard'. A 'Save Changes' button is located at the bottom of the settings area.

From this interface, Administrators can:

- Configure [institution-wide settings](#)
- [Invite unregistered users](#) and change invitation settings
- [Check synchronization status](#) and run a manual synchronization
- Enable or disable Wimba Pronto on a [course-by-course basis](#)
- Manage 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

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

Tip:

For fast access to the Wimba Pronto Administration interface, bookmark the Wimba Pronto Sign In page in your web browser.

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 a 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 Enterprise or Learn, 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.

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 institutions' 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 upper right-hand 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 your institution's systems. Among these settings are Wimba Pronto's general features, all of which are enabled by default.

General

- Enable Wimba Pronto for newly added courses.
- Allow instructors to enable or disable Wimba Pronto for their courses.
- Enable Wimba Pronto to synchronize with unregistered users. (?)

- **Enable Wimba Pronto for newly added courses:** determines if new courses created on your institution's systems should be Wimba Pronto-enabled by default.
- **Allow Instructors to enable or disable Wimba Pronto for their courses:** determines if Instructors can enable and disable Wimba Pronto for their individual courses.
- **Enable Wimba Pronto to synchronize with unregistered users:** allows the Wimba Pronto server to synchronize with Course Management System users who have yet to register with Wimba Pronto for the purpose of sending invitations. For more information, refer to [Configuring Invitations](#).

Notes:

If you upgraded from Wimba Pronto 3.0, synchronization with unregistered users is disabled by default.

Synchronization with unregistered users is only available for Blackboard Enterprise 7.3 - Learn 9.1 and requires the installation of a compatible Wimba Pronto Building Block on your Blackboard server.

Configuring Invitations

Invitations allow administrators, instructors, and students to send emails individually or in batches to students registered with the institution's systems but not with Wimba Pronto. Invited users will receive a form email with a link to the Pronto registration page. If users do not have an email address on file with the institution, or if administrators or instructors wish to invite users through some other method, personalized registration codes can be generated and linked to the user's account.

Invitations

- Send email invitations to new users found during daily synchronizations. (?)
- Allow instructors to invite students to Pronto.
- Allow students to invite classmates to Pronto.

As a Pronto Administrator, you can customize the Pronto invitations sent on behalf of your institution.
- [Edit Email Invitation Template](#)

There are four important features of the Invitations section of the Institutions tab:

- **Send email invitations to new users found during daily synchronizations:** if checked, Wimba Pronto automatically invites all new users when it synchronizes with your institution's systems, if they do not already have a Pronto account linked to your institution.
- **Allow instructors to invite students to Pronto:** enables instructors to send out bulk or individual email invitations to students in courses that they teach. Instructors cannot generate registration codes.
- **Allow students to invite classmates to Pronto:** if checked, students can use the Wimba Pronto application to send a form email to fellow classmates, inviting them to join Wimba Pronto.
- The **Edit Email Invitation Template** link will allow administrators to customize the form emails sent by instructors and the institution. Refer to [Editing the Invitation Template](#) for more details.

Note:

Invitations are available if you are using Universal Integration or Blackboard Enterprise 7.3 – Learn 9.1. If your institution uses Blackboard, this feature requires the installation of a compatible Wimba Pronto Building Block on your Blackboard server.

Media Features

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

Media

- 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 in your institution's systems. 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 Pronto client for all users at your institution. This does not prevent users enrolled in the course from using Wimba Pronto.

Notes:

Courses with over 1000 members are deactivated by default.

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.

Display results / page

<input type="checkbox"/> Actions...	<input type="text" value="Course Name"/>	<input type="text" value="contains"/>	<input type="text"/>	<input type="text" value="Q"/>
<input type="checkbox"/>	Course Name ▲	Course ID	Type	Status (?)
<input type="checkbox"/>	Advanced Animation	animation	course	1/9 users
<input type="checkbox"/>	Introduction to Cryptography	cryptography	course	4/7 users
<input type="checkbox"/>	Marine Biology	marine	course	6/9 users
<input type="checkbox"/>	Pre-Euclidean Geometry	geometry	course	1/4 users
<input type="checkbox"/>	Primate Social Hierachies	primates	course	6/8 users
<input type="checkbox"/>	test_lc	lc	course	1/1 users
<input type="checkbox"/>	The Wolf in Folklore	wolves	course	3/4 users

7 results

To Manage Wimba Pronto Access for Courses

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(s) you wish to manage 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.
 - 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).

- Click any column header (except **Status**) to sort in alphabetical order by that parameter. Click the header again to reverse the order.
4. Check the box to the left of a course name.
 5. From the **Actions** drop-down menu, select **Disable Selected**. If a course has been previously disabled, you can re-enable it by selecting **Re-Enable Selected**.

Tip:

Click the box in the column header to select (or deselect) all courses currently displayed.

User Management

A list of users is available in the **Users** tab of the Wimba Pronto Administration interface. From this list, you can search for any user by their Pronto ID, their username in your institution's systems, or by their first and last names. You can manage user access or invite unregistered users individually or in batches.

Display 25 results / page

<input type="checkbox"/>	<u>Pronto ID</u>	<u>CMS Account</u> ▲	<u>First Name</u>	<u>Last Name</u>	<u>Status (?)</u>
<input type="checkbox"/>	N/A	achristopher	Alex	Christopher	Invited 04/13/10
<input type="checkbox"/>	marlen	administrator	Blackboard	Administrator	Active
<input type="checkbox"/>	N/A	cfinch	Charlotte	Finch	Invited 04/13/10
<input type="checkbox"/>	gjenkins	gjenkins	Consuela	Jenkins	Active
<input type="checkbox"/>	N/A	cweathers	Carl	Weathers	Not Invited
<input type="checkbox"/>	N/A	foo	Foo	Bar	Not Invited
<input type="checkbox"/>	hstanley	hstanley	Hamish	Stanley	Active
<input type="checkbox"/>	N/A	hwelles	Harry	Welles	Not Invited
<input type="checkbox"/>	N/A	integration	Blackboard	Integration	Not Invited
<input type="checkbox"/>	N/A	kpsales	Kristian	Photopoulos	Invited 03/22/10
<input type="checkbox"/>	lmerkel	lmerkel	Louisa	Merkel	Active
<input type="checkbox"/>	N/A	mdenham	Malcolm	Denham	Invited 04/13/10
<input type="checkbox"/>	mmarnas	mmarnas	Michelle	Marnas	Active

34 results

To Manage Wimba Pronto Access for Users

1. Access the Wimba Pronto Administration interface.
2. Click the **Users** tab. A list of users appears, in alphabetical order by Pronto ID.
3. Locate the user(s) you wish to manage 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.
 - 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).
 - Click any column header (except **Status**) to sort in alphabetical order by that parameter. Click the header again to reverse the order.

4. Check the box to the left of a user.
5. From the **Actions** drop-down menu, select the desired action:
 - **Disable Selected** prevents a user from logging in to the Pronto client. Disabling a user is a powerful tool that should only be used in cases of continuous or obvious abuse of Wimba Pronto. A user whose access is disabled is unable to link their Pronto ID to any institution that uses Wimba Pronto. If a user whose access you wish to disable is already registered at more than one institution, please contact Wimba Technical Support for further assistance.
 - **Re-Enable Selected** restores user access to the Pronto client.

Tips:

Click the box to the left of the column header to select (or deselect) all users currently displayed.

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

Data Synchronization

Wimba Pronto synchronizes with your institution's data to keep user, course, and organization enrollment information up-to-date. The **Sync** tab provides the tools for monitoring that process. If your institution uses Universal Integration, this is where you configure your synchronization options.

Status

Regardless of whether your institution synchronizes with Wimba Pronto through a Course Management System or Universal Integration, the **Sync** tab shows the status of your last synchronization (or current synchronization, if one is in progress). If your last synchronization was successful, it will show details about the synchronization.

✓ **Synchronization Successful**
Integration Type: Blackboard Learn
Started: 05/26/2010 at 03:41:11 PM
Completed: 05/26/2010 at 03:41:15 PM

Total Users:34	Total Courses:7	Total Enrollments:0
• Added:0	• Added:0	• Added:0
• Deleted:0	• Deleted:0	• Deleted:0
• Modified:0	• Modified:0	• Modified:0
• Unchanged:34	• Unchanged:7	• Unchanged:0
• Failed:0	• Failed:0	• Failed:0

[Start a Synchronization](#)

If your last synchronization failed, the status box displays an error message suggesting possible causes for the failure.

✗ **Synchronization Failed**
Integration Type: Blackboard Learn
Last Attempt: 06/15/2010 at 06:50:05 PM

Unable to synchronize (Error 14021). Please check your configuration and try again.
If you are unable to resolve the issue, contact: technicalsupport@wimba.com.

[Start a Synchronization](#)

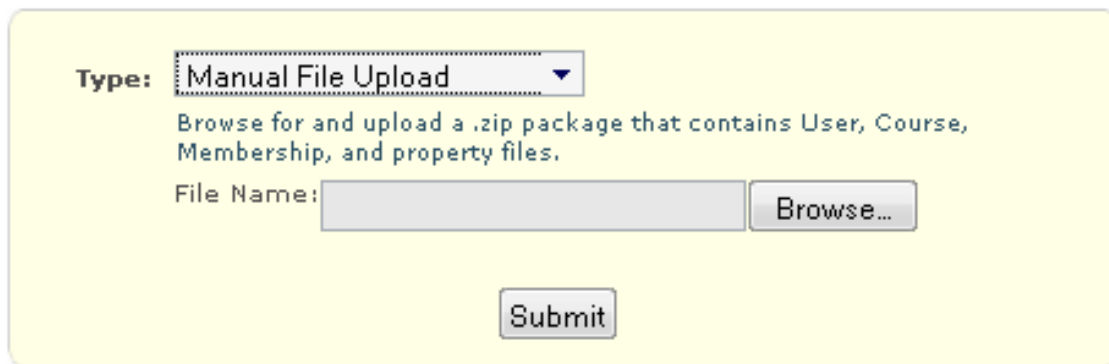
You may also have the option to immediately run a by clicking the **Start a Synchronization** link. This option may not be available depending on your configuration.

Configuration (Universal Integration Only)

If your institution uses Universal Integration, the Sync tab allows you to select the method of your choice for synchronizing your institution's data with the Wimba Pronto servers. For complete information on preparing your data files, refer to the [Wimba Pronto Universal Integration Guide](#).

There are three methods for synchronizing your data:

Manual File Upload provides immediate synchronization by uploading a .zip file that contains properly formatted data files. This method is recommended for your first synchronization to test your data files, or to perform a one-time synchronization using a web interface.



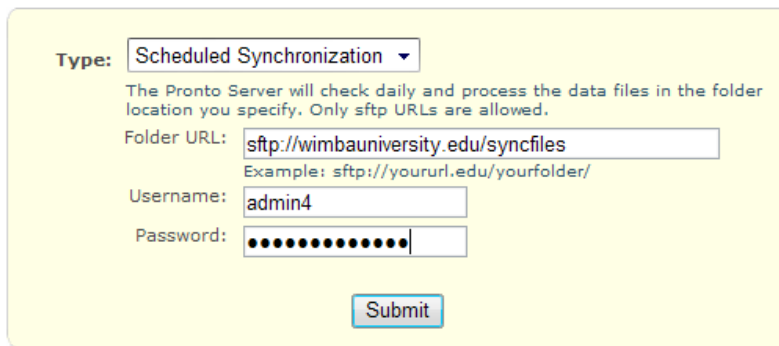
The screenshot shows a web form for manual file upload. It features a dropdown menu labeled 'Type:' with 'Manual File Upload' selected. Below the dropdown is a text instruction: 'Browse for and upload a .zip package that contains User, Course, Membership, and property files.' Underneath this is a text input field labeled 'File Name:' followed by a 'Browse...' button. At the bottom center of the form is a 'Submit' button.

To Use Manual Upload

1. Prepare a .zip file with the appropriately formatted data according to the [Wimba Pronto Universal Integration Guide](#).
2. Access the Wimba Pronto Administration interface.
3. Click the **Sync** tab and proceed to the **Configuration** section.
4. Select **Manual File Upload** from the **Type** drop-down menu.
5. Click **Browse** and locate the .zip file on your computer.
6. Click **Submit**.

The system attempts to process your files and then indicates the result of the synchronization.

Scheduled Synchronization connects to an SFTP server where it can download a .zip file that contains properly formatted data files. Wimba Pronto synchronizes daily with your SFTP server and pulls a file package.



The screenshot shows a configuration form for Scheduled Synchronization. It includes a dropdown menu for 'Type' set to 'Scheduled Synchronization'. Below it is a text box for 'Folder URL' containing 'sftp://wimbauniversity.edu/syncfiles', with an example 'sftp://yoururl.edu/yourfolder/' provided. There are also text boxes for 'Username' (containing 'admin4') and 'Password' (masked with dots). A 'Submit' button is at the bottom.

To Use Scheduled Synchronization

1. Prepare a .zip file with the appropriately formatted data according to the [Wimba Pronto Universal Integration Guide](#) and name it **wimbaupload.zip**.
2. Upload the file to your secure ftp (SFTP) server.
3. Access the Wimba Pronto Administration interface.
4. Click the **Sync** tab and proceed to the **Configuration** section.
5. Select Scheduled Synchronization from the **Type** drop down menu.
6. Enter the directory location of the .zip file in the **Folder URL** field.
7. Enter the **Username** and **Password** of the SFTP server in the appropriate fields.
8. Click **Submit**.

The system attempts to process your files and then indicates the result of the synchronization. Synchronizations take place every 24 hours; be sure to place a new wimbaupload.zip file in the specified directory location whenever your institution's data is modified.

Command Line Upload allows you to "push" your institution's data to Wimba Pronto using the Command Line Tool. The tool can be set up for a one-time synchronization or automation.

To Use Command Line Upload

1. Access the Wimba Pronto Administration interface.
2. Click the **Sync** tab and proceed to the **Configuration** section.
3. Select **Command Line Upload** from the **Type** drop-down menu
4. Click the **Wimba-sync.py** link to download the Command Line Tool.
5. Click **Submit**.

Refer to the [Wimba Pronto Universal Integration Guide](#) for further details on using the Command Line Upload Tool.

Wimba Pronto Invitations

Sending Invitations

You can send email invitations through either the **Courses** tab or the **Users** tab.

To Send Invitations

1. Access the Wimba Pronto Administration interface.
2. Click the **Users** tab or the **Courses** tab.
3. Check the box to the left of the user(s) or course(s) you wish to invite. Unregistered users have a Pronto ID of **N/A**, and their status will be either **Not Invited** or **Invited** followed by the date they were last sent an invitation.
4. Click the **Actions** menu.
5. Select the appropriate option:
 - **Invite Selected** invites the selected user(s) in the **Users** tab, or all unregistered participants in the selected course(s) in the **Courses** tab.
 - **Invite All Users** sends invitations to all users at your institution who have yet to register for Wimba Pronto (**Users** tab).

The **Invitations** page opens.

Invite Users to Wimba Pronto

You've selected 5 new user(s) to invite to Pronto. Pronto will send each user an email invitation to join. You can send a custom message along with this invitation using the form below. Please note that registered Pronto users and users who do not have email addresses associated with their accounts will not receive an invitation.

Subject:

Message: (optional)

We'll add a link to join Pronto, and your institution's default explanatory text ([Preview](#)).

Invite

Cancel

-----OR-----

Export Registration Code

Download a CSV file containing per user registration codes to use your own systems to provide invitations. With their personalized code, users can activate their accounts at <https://pronto.wimba.com/register>

- [Download Registration Code Data \(.CSV\)](#)



Important!

Each registration code is unique and tied to a specific user at your institution. Be careful to distribute each code to the correct person.

On the Invitations page, you can:

- Enter a custom subject or use your institution's default subject.
- Enter a personal message that will be included in the emails.
- **Preview** the email that will be sent (refer to [Editing the Invitation Template](#) for information on how to change the template).
- Download a .csv file containing the unique registration code for each of the invitees (refer to [Distributing Registration Codes](#) for information on registration codes).

When you click **Invite**, email invitations are sent to the selected user(s), or to unregistered users in the selected course(s).

Editing the Invitation Template

The Wimba Pronto Invitation email template can be customized in a variety of ways to suit your institution's needs and preferences.

Edit Email Invitation Template

This invitation template will be used for all Wimba Pronto invitations sent at your institution.

From:

Default Subject:

Email Body:

```

${USER_FULL_NAME},

${SENDER_FULL_NAME} has invited you to sign up for Wimba
Pronto, the only instant collaboration system designed for
education. Try it today to whiteboard with study groups,
ask an instructor a question, or video chat with
classmates or colleagues.

${CUSTOM_USER_MESSAGE}

To sign up for Pronto, follow the link below:
${INVITATION_URL}

Thank you,
The Wimba Pronto Team

Note: Please do not forward this email. If you are not
${USER_FULL_NAME}, please disregard this email.
```

[Preview](#) | [Reset](#)

Instructions:

- **SENDER_FULL_NAME** places the name of the person sending the invitation in the message. This tag can be deleted or replaced with your own desired text.
 - If an invitation is sent by a Pronto Administrator or as part of an automated invite to new users, **SENDER_FULL_NAME** will be replaced by your institution's name: "<institution name>".
- **CUSTOM_USER_MESSAGE** is where optional messages to the invitee will display. When the sender does not provide a custom message, nothing will appear. This tag is required.
- **INVITATION_URL** defines where the registration link will display. This tag is required.

Three aspects of the email can be customized:

- **From** field: This is the email address that the invitee will see in the "from" field of invitations sent from the institution. If the invitee replies, the reply will be sent to this address.

- **Default Subject** field: This is the default subject that will appear in the invitation form. The subject can also be changed when the invitation is sent.
- **Email Body** field: The email body can be reworded and reorganized using the provided tags. The following tags are required:
 - o **CUSTOM_USER_MESSAGE** determines where the personalized message written by the sender will appear in the message. Users who send invites through the Pronto application or through the Pronto Settings page will have the option to write a brief message to the person or persons they are inviting. This tag is required, but users have the option of leaving their custom message blank.
 - o **INVITATION_URL** is the link to the Wimba Pronto registration page. This tag is required because without it the invitee will not be able to create their Pronto ID and password.

The following tags are optional:

- o **USER_FULL_NAME** will display the name of the invitee as it is recorded in your institution's data.
- o **SENDER_FULL_NAME** will display the name of the inviter, or the name of the institution if the invitation was sent through the Administration interface or generated automatically. (Refer to [Configuring Invitations](#) for a description of automated invites.)

You can reset the email template to the original message at any time by clicking **Reset**.

Regardless of how the invitation is customized, a final paragraph appears at the bottom of the message allowing the recipient to opt out of receiving future invitations. If an invitee opts out, instructors and administrators are notified that the invitation could not be sent, and a personalized registration code is generated (refer to [Distributing Registration Codes](#) for details).

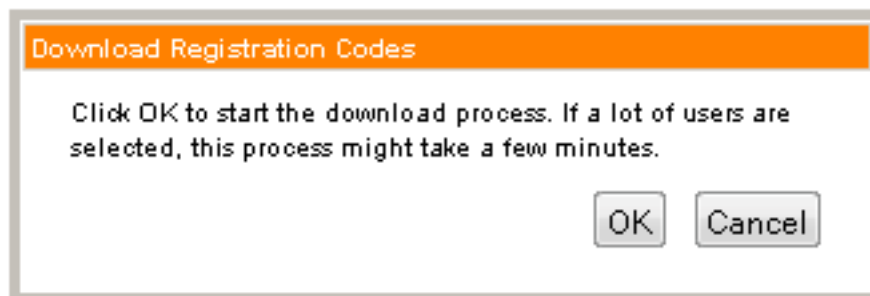
You can preview your invitation template by clicking the **Preview** link under the **Email Body** field. As the same template is used for both instructors and the institution, two previews display: one as if the message were sent by your institution, and one as if it were sent by an individual.

Distributing Registration Codes

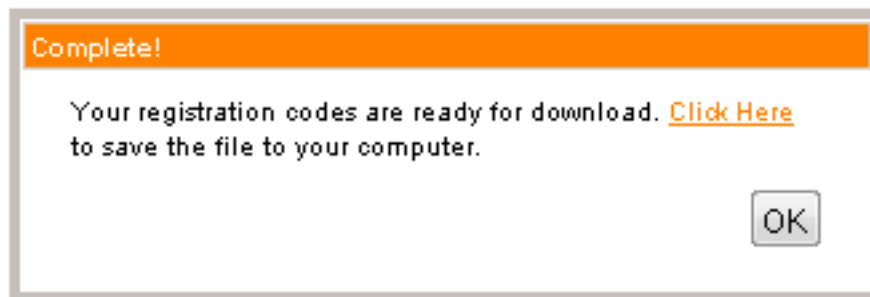
Sometimes a user cannot be invited through email, or your institution may wish to invite users to Wimba Pronto through some means outside of email. You can generate unique registration codes to allow users to set up a Pronto account.

To Download Registration Codes:

1. Follow the instructions in [Sending Invitations](#) to select the user(s) for whom you wish to generate codes.
2. When the Invitations page opens, click the **Download Registration Code Data** link below the invitation form.
3. Click **OK** to generate the codes.



- Click the **Click Here** link to open your browser's download dialogue.



- Click **OK** to return to the web interface.

Export Registration Code

Download a CSV file containing per user registration codes to use your own systems to provide invitations. With their personalized code, users can activate their accounts at <https://pronto.wimba.com/register>

- [Download Registration Code Data \(.CSV\)](#)

! Important!
Each registration code is unique and tied to a specific user at your institution. Be careful to distribute each code to the correct person.

If an invitation cannot be sent to one or more users, a message like this displays:

0 Invitation(s) Sent / 1 Invitation(s) Could Not Be Sent

An invitation could not be sent to 1 user(s), as they do not have an email address associated with their account, or they have opted out of receiving invitation emails. [Download registration codes \(.CSV\)](#) for these users.

You can download registration codes for these users by clicking **Download registration codes (.CSV)**.

Note:

Registration Codes are linked to individual users and cannot be exchanged. Each code can be used only to activate an account linked to the specific user for whom it was created.

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, and then published when an institution is ready for it to go "live." Help Desks are not associated with courses on your institution's systems and can only be staffed by Wimba Pronto users.

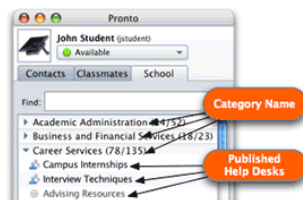
To Access the Help Desks Area of the Wimba Pronto Administration Interface

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

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 main 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.

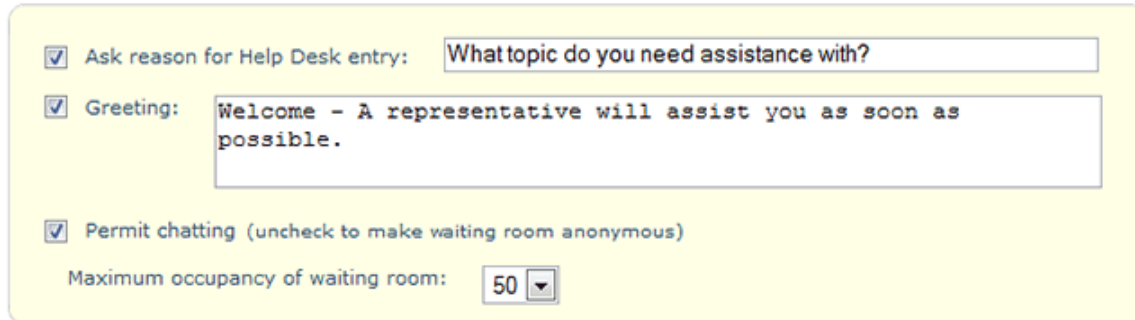
Notes:

- 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 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 (uncheck 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 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 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)



The form is titled "Profile: (Optional)" and is set against a light yellow background. On the left side, there is a default profile picture icon showing two stylized human figures, one in blue and one in grey, with a clock face. To the right of the icon are several input fields: a "Picture:" field with a "Browse..." button, an "About:" text area, an "Email:" field, and a "Web Page Description:" field followed by a "URL:" field.

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 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.

Message Creation

***Required Fields**

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).

*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.).

***Sender:**

***Message:**
(160 characters limit)

More Info URL:

Duration:

Reset Form

Preview and Send

Message History

Sender	Message	Sent	Duration	
Wimba University	Summer Term starts soon, so...	6/10/10	7 days	End Broadcast
Wimba University	Hello everybody!	6/10/10	7 days	End Broadcast

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 I...	05-05-08	< 1 hour	Done
Wimba University	School will open one hour I...	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.

Wimba Pronto Accounts

Total Users: 515

- 60 created in last 24 hours
- 324 created in last 7 days
- 515 created in last 30 days

Total Instructors: 58

- 12 created in last 24 hours
- 37 created in last 7 days
- 58 created in last 30 days

Pronto-Enabled Courses

Total Number of Pronto-Enabled Courses: 85

- 51 with 5+ users (60%)
- 28 with 10+ users (33%)
- 0 with 30+ users (0%)

Wimba Pronto Usage

Average Number of Personal Contacts: 21

- 62% of users have ≥ 1 personal contact
- 36% of users have ≥ 10 personal contacts
- 9.8% of users have ≥ 30 personal contacts

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 (which may also refer to institution's systems in the case of Universal Integration), 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.

Assign Administrators

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.

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

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	

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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