



## ***Wimba Pronto***

Version 2.0

### **Administrator Guide**

# Wimba Pronto 2.0 Administrator Guide

Overview	1
Accessing the Pronto Administration Interface	2
Managing Multiple Institutions	3
General Features	4
Media Features	4
Course Management	5
Users	7
<b>Help Desk Management</b>	<b>9</b>
Help Desks Overview	9
Help Desk Categories	10
<b>Creating and Modifying Help Desks</b>	<b>12</b>
Creating a Help Desk	12
Categorizing and Naming a Help Desk	13
Help Desk Settings	14
Adding Staff Members to a Help Desk	15
Adding a Help Desk Profile	16
Publishing a Help Desk	17
Modifying a Help Desk	18

Deleting a Help Desk _____	18
<b>Broadcast Notifications _____</b>	<b>19</b>
Sending a Broadcast Notification _____	19
Deactivating a Broadcast Notification _____	21
Viewing Broadcast Message History _____	21
Usage Statistics _____	22
Computer Lab Installation _____	23
Product Feedback _____	24
<b>Disclaimer _____</b>	<b>25</b>

## Overview

Course Management System (CMS) Administrators automatically receive Wimba Pronto Administrator privileges when they create a Pronto ID.

The **Pronto Administration** interface provides access to high-level management of Wimba Pronto features and deployment.

Pronto Settings admin4 | Sign Out

My Pronto Administration

### Wimba University Administration

Institution Courses Users Help Desks Broadcasts Statistics

[View our Wimba Pronto Administrator Guide](#)

#### General Features

- Pronto is enabled for newly added courses
- Allow CMS Single Sign-on from Pronto for students
- Instructors can enable or disable Pronto for their courses

#### Media Features

- Enable application sharing
- Enable video

Save Changes

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 an institution
- Review usage statistics

The Pronto Administration interface is directly accessible from the **Administration** tab on the Pronto Settings page.

## Accessing the 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, the Administrator can access the Pronto Administration interface.

There are multiple ways to access the Pronto Administration interface: directly on the Internet, from the Wimba Pronto client, or through the CMS server.

### **To Access Pronto Administration Directly on the Internet**

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

#### **Tip:**

Bookmark the Pronto Sign In page for future use.

### **To Access Pronto Administration from the Wimba Pronto Client**

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

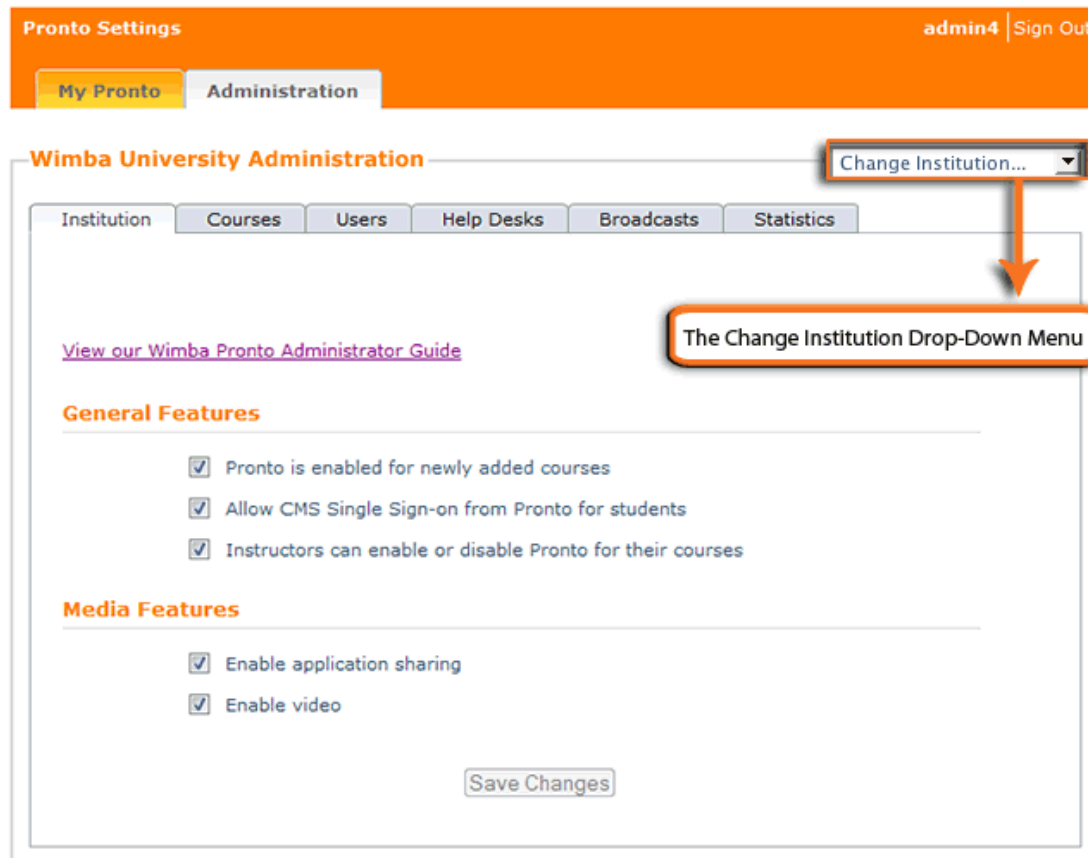
### **To Access Pronto Administration via a Course Management System**

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

## Managing Multiple Institutions

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

The Pronto Administration interface can handle this type of scenario by granting the Administrator the ability to manage each institution separately -- through the same interface.



### To Change the Active Institution in the Pronto Administration Interface

1. Access the Pronto Administration interface.
2. Click the **Change Institution** drop-down menu near the upper right-hand corner of the page.
3. Select the institution of your choice. All management functionality you perform now applies to the newly selected, active institution.

#### **Note:**

If an Administrator manages one institution with the full-featured Wimba Pronto, and another with the free Wimba Pronto Basic, different features will display based on the institution's deployment (i.e., certain tabs are not available for Wimba Pronto Basic).

## 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 these features are enabled by default.

### General Features

---

- Pronto is enabled for newly added courses
- Allow CMS Single Sign-on from Pronto for students
- Instructors can enable or disable Pronto for their courses

- **Pronto is enabled for newly added courses:** determines if new courses created on your CMS server should be Wimba Pronto enabled by default.
- **Allow CMS Single Sign-on from Pronto for students:** determines if users are required to log in to your CMS server when accessing courses from within Wimba Pronto.
- **Instructors can enable/disable Pronto for their courses:** determines if Instructors and/or Administrators can enable and disable Wimba Pronto for individual courses.

## Media Features

Administrators can manage the use of Wimba Pronto's media features: application sharing and video. Both of these features are enabled by default. Disabling them prevents their use institution-wide between individual users, as well as within Group Chats, Queued Chats, and Help Desks.

### Media Features

---

- Enable application sharing
- Enable video

- **Enable application sharing:** determines if desktop sharing can be used by all users at your institution.
- **Enable video:** determines if Video Calls can be used at your institution.

## Course Management

By default, Wimba Pronto is enabled for every course on your Course Management System server (with one exception, as noted below). This means that any individual 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 any course from the **Courses** tab of the Pronto Administration interface. This prevents the course from appearing in the **Classmates** tab of every user's Wimba Pronto client. This does not limit a user's ability to use Wimba Pronto; if a student or instructor has a Pronto ID, or he or she is enrolled in any other Wimba Pronto enabled course, the user can still communicate with other Wimba Pronto users.

**Note:**

Instructors can override the settings in the Courses tab, unless their ability to do so is disabled by an Administrator in the Institution tab's General Settings.

The screenshot shows the 'Pronto Settings' interface for 'admin4'. The 'Administration' tab is selected. The main content area is titled 'Wimba University Administration' and has several sub-tabs: 'Institution', 'Courses', 'Users', 'Help Desks', 'Broadcasts', and 'Statistics'. The 'Courses' tab is active. At the top right of the main area, it says 'Display 25 result / page'. Below this is a search bar with 'Course Name' selected, 'contains' as the operator, and a search icon. The main area contains a table with the following data:

Pronto Enabled	Course Name ▲
<input checked="" type="checkbox"/>	American History
<input checked="" type="checkbox"/>	Computer Science
<input checked="" type="checkbox"/>	course10
<input checked="" type="checkbox"/>	Course 102
<input checked="" type="checkbox"/>	Course11
<input checked="" type="checkbox"/>	Course Fullname 101
<input checked="" type="checkbox"/>	course_test2
<input checked="" type="checkbox"/>	Economics
<input checked="" type="checkbox"/>	Italian Film
<input checked="" type="checkbox"/>	man_course1
<input checked="" type="checkbox"/>	mcourse1qa
<input checked="" type="checkbox"/>	mcourse2qa
<input checked="" type="checkbox"/>	Physics
<input checked="" type="checkbox"/>	Resource Economics
<input checked="" type="checkbox"/>	World History

At the bottom right of the table, it says '15 results'. Below the table is a 'Save Changes' button.

### **To Enable or Disable Wimba Pronto for Individual Courses**

1. Access the Pronto Administration interface.
2. Click the **Courses** tab. A list of courses in alphabetical order appears.
3. Locate the course you wish to modify:
  - Use the second drop-down list to select search parameters; press the **Enter** key on your keyboard, or click the **Search** icon (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 **Save Changes**.

**Tip:**

You can also use the Courses tab to determine which courses are Wimba Pronto enabled.

## Users

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

Pronto Settings admin4 | Sign Out

**My Pronto** Administration

---

**Wimba University Administration**

Institution Courses **Users** Help Desks Broadcasts Statistics

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

◀ ◁ 1 2 3 ▷ ▶

51 results

### **To View Wimba Pronto Users**

1. Access the Pronto Administration interface.
2. Click the **Users** tab. A list of users, sorted in alphabetical order by Pronto ID, appears.
  - Use the drop-down lists to select search parameters; press the **Enter** key on your keyboard, or click the **Search** icon (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 online, such as the Library and Registrar, for synchronous interaction between students and Help Desk staff members. Help Desks unify Wimba Pronto's spontaneous collaborative features with structured, web-based communication through a familiar client.

Administrators create and manage institution-wide Help Desks within the **Help Desks** tab of the Pronto Administration interface. A Help Desk may initially be created as a draft, then subsequently published when an institution is ready for it to go "live."

Help Desks are not connected to courses on the CMS server and must be staffed by Wimba Pronto users.

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

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

The screenshot displays the 'Pronto Settings' interface for 'admin4'. The 'Administration' tab is active, and the 'Help Desks' sub-tab is selected. The main content area shows a list of Help Desk categories, including Academia, Admissions, Computing Services, Help Desks, and Library. Each category has a 'Published' and 'Drafts' section. The 'Published' section lists specific help desks with 'Deactivate' links. The 'Drafts' section indicates 'There are no draft help desks.' A 'Create a Help Desk...' button is visible. An inset window shows a 'Pronto' client interface with a search bar and a list of categories, with red callouts pointing to 'Category Name' and 'Published Help Desks'.

Category	Published Help Desks	Drafts
Academia	Arts & Sciences, Business, Foreign Languages, Medicine	There are no draft help desks.
Admissions	Housing and Facilities, Registrar	There are no draft help desks.
Computing Services	Tech Support	There are no draft help desks.
Help Desks	Technology Support	There are no draft help desks.
Library	Reference Desk	There are no draft help desks.

## Help Desk Categories

Help Desks are organized into categories for grouping under the **School** tab of the Wimba Pronto client. These categories provide initial guidance for placement when building your first few Help Desks.

Nine default categories are provided for your convenience:

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

These categories may be renamed or deleted as desired. Administrators can also opt to add new categories when creating (or modifying) a Help Desk.

<b>▼ Academia</b>		<a href="#">Edit</a>
▼ Published		
<a href="#">Arts &amp; Sciences</a>		<a href="#">Deactivate</a>
<a href="#">Business</a>		<a href="#">Deactivate</a>
<a href="#">Foreign Languages</a>		<a href="#">Deactivate</a>
<a href="#">Medicine</a>		<a href="#">Deactivate</a>
▶ Drafts	There are no draft help desks.	
<b>▼ Admissions</b>		<a href="#">Edit</a>
▼ Published		
<a href="#">Housing and Facilities</a>		<a href="#">Deactivate</a>
<a href="#">Registrar</a>		<a href="#">Deactivate</a>
▶ Drafts	There are no draft help desks.	
<b>▼ Computing Services</b>		<a href="#">Edit</a>
▼ Published		
<a href="#">Tech Support</a>		<a href="#">Deactivate</a>
▶ Drafts	There are no draft help desks.	
<b>▼ Help Desks</b>		<a href="#">Edit</a>
▼ Published		
<a href="#">Technology Support</a>		<a href="#">Deactivate</a>
▶ Drafts		
<b>▼ Library</b>		<a href="#">Edit</a>
▼ Published		
<a href="#">Reference Desk</a>		<a href="#">Deactivate</a>
▶ Drafts	There are no draft help desks.	
<a href="#">expand all</a>	<a href="#">collapse all</a>	5 categories

### **To Rename a Help Desk Category**

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

### **To Delete a Help Desk Category**

1. Access the Pronto Administration interface.
2. Click the **Help Desks** tab. The list of Help Desk categories appears.
3. 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 Create a Help Desk page
- Categorizing the Help Desk
- Naming the Help Desk
- Specifying default messages and waiting room settings
- Managing staff memberships
- Creating an optional Help Desk profile

### **To Create a Help Desk**

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

**Tip:**

You can also create a Help Desk by clicking the **Create one?** link below any empty category available under the **Help Desks** tab.

## Categorizing and Naming a Help Desk

The first step in the creation process is to categorize and name the Help Desk. Administrators may create a new category if a relevant one is not available. A generic "Help Desks" category is provided for your convenience.



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.

#### **Note:**

Each Help Desk must have a unique name within a category. Two or more Help Desks may have identical names in separate categories; they will in no way be connected.

## Help Desk Settings

Administrators control 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:** determines if text chat amongst participants is allowed in waiting rooms; uncheck this option to prohibit waiting room chat. If waiting room chat is disabled, waiting users cannot see each other's names.
- **Maximum occupancy of waiting room:** select a multiple of 25 (up to 100) from this drop-down menu to set the maximum number of possible waiting room participants.

## Adding Staff Members to a Help Desk

Administrators are responsible for assigning Wimba Pronto users to a particular Help Desk 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. ( <a href="#">Preview Email</a> )			

### To Add Staff Members to a Help Desk

1. On the **New Help Desk** (or **Editing Help Desk**) page, click the text field and type the first 3 letters of the representative's first or last name, or Course Management System account. The names of matching users appear.
2. Click the name of the appropriate 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
5. Click the appropriate button (**Save as draft**, **Publish**, or **Update**) to save your changes.

### **Email Notification**

You can opt to have 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, locate the name of the representative you wish to remove.
2. Click the **remove** link to the right of their name.
3. Repeat Steps 2 and 3 to remove additional representatives.
4. Click the appropriate button (**Save as draft**, **Publish**, or **Update**) to save your changes.

## Adding a Help Desk Profile

An optional profile can provide a description and useful information about a Help Desk to Wimba Pronto users seeking online assistance at your institution. This profile displays when a user hovers his or her mouse 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:**

Only GIF and JPEG file formats are supported.

Square graphics are recommended, though rectangular images will scale appropriately.

2. Click the **About** field to enter details about the Help Desk (500 characters maximum).
3. Click the **Email** field to enter an appropriate email address.
4. In the Web page option, enter relevant text about a Help Desk's web page in the **Description** box. Use the **Url** field to enter its web address (the address must ultimately point to a web page that begins with an `http://` or `https://` prompt).

## Publishing a Help Desk

Help Desks exist in two states: drafts (deactivated) and published (active). Administrators can set which Help Desks are published and appear in the **School** tab for every Wimba Pronto user at your institution.

### Drafts

Help Desks need not be activated immediately, but can instead be created in advance as drafts for later deployment. To save a Help Desk as a draft (instead of publishing it immediately), 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. Click the triangle next to any Draft listing to view all drafts. You can also use the **expand all** and **collapse all** links in the lower right-hand corner of the **Help Desks** tab to change your display.

#### Tip:

Empty draft lists are identified by text indicating that no draft Help Desks have been created.

### Published Help Desks

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.

There are two ways to publish a Help Desk:

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

#### Note:

If the publish option is not available, verify that the Help Desk meets the publishing criteria mentioned above.

## Modifying a Help Desk

Administrators can modify a Help Desk by changing its name, category, settings, staff memberships, and profile. Modifications may be made to any Help Desk, regardless of whether or not it has been published.

### To Modify a Help Desk

1. Access the Pronto Administration interface.
2. Click the **Help Desks** tab. The list of Help Desk categories appears.
3. Locate the Help Desk you wish to modify and click its link. The **Editing Help Desk** page appears.
4. Perform the modifications of your choice.
5. Click the appropriate button to submit changes:
  - **Update:** for published Help Desks
  - **Save as draft:** for draft Help Desks (not ready for activation)
  - **Publish:** for draft Help Desks (ready for activation)

## Deleting a Help Desk

Administrators can delete Help Desks at their discretion. Only Help Desk drafts may be deleted, so 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.

**Tip:**

Help Desks can be deactivated, rather than deleted, so they can be saved for future use.

### To Delete a Help Desk

1. Access the Pronto Administration interface.
2. Click the **Help Desks** tab. The list of Help Desk categories appears.
3. Locate the Help Desk draft you wish to delete. If the Help Desk targeted for deletion is still active, click the **Deactivate** link to its right.
4. Click the **Delete** link to its right. A confirmation prompt appears.
5. Click **OK**.

# Broadcast Notifications

## Sending a Broadcast Notification

Wimba Pronto Administrators can send institution-wide broadcast notifications to all Wimba Pronto users (such as snow day advisory from the Dean of Students). These notifications are immediately sent to users signed in to the Wimba Pronto client. All other users will receive notifications the next time they sign in, as long as it is before the notification expires.

Notifications should be used sparingly for important announcements and significant alerts.

### To Send a Broadcast Notification

1. Access the Pronto Administration interface.
2. Click the **Broadcasts** tab. The Message Creation page appears.

Pronto Settings admin4 | Sign Out

My Pronto Administration

Wimba University Administration

Institution Courses Users Help Desks **Broadcasts** Statistics

### Message Creation

**\*Required Fields**

Create and send broadcast notifications to all connected Wimba Pronto users at your institution. Everyone who is not signed into Pronto when the message is sent will receive the message at their next sign in (or until the message expires).

\*Please note that Pronto can not guarantee that your notification will be seen or read. Pronto notifications are best used in conjunction with your other communication channels (email, phone, etc.).

\*Sender:

\*Message:   
(limited to 160 characters)

More Info Link:

Duration:

### Message History

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

3. 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.
4. Type the notification text in the **Message** field (limited to 160 characters).
5. Optionally include a relevant web page in the **More Info Link** field (the address must ultimately point to a web page that begins with an http:// or https:// prompt).
6. Specify the time for which this notification should be active using the **Duration** drop-down menu.
7. Click the **Preview and Send** button. The Broadcast Confirmation page appears, displaying a preview.
8. If you are satisfied with the message information and duration, click **Send**. You may instead click the **Cancel** button to make modifications.

## Deactivating a Broadcast Notification

Administrators can deactivate currently active broadcast notifications at their discretion. This can be useful if information 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 time the notification was sent.

### To Deactivate a Broadcast Notification

1. Access the Pronto Administration interface.
2. Click the **Broadcasts** tab. The Message Creation page appears.
3. Within 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 available from the Broadcasts tab. This 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	<a href="#">Summer term will begin on J...</a>	05-19-08	1 day	<a href="#">End Broadcast</a>
Wimba University	<a href="#">Congratulations to the Clas...</a>	05-08-08	< 1 hour	Done
Wimba University	<a href="#">School will open one hour I...</a>	05-05-08	< 1 hour	Done
Wimba University	<a href="#">School will open one hour I...</a>	05-05-08	< 1 hour	Done
Wimba University	<a href="#">Don't forget to register fo...</a>	04-18-08	< 1 hour	Done

### To View Previous Broadcast Notifications

1. Access the Pronto Administration interface.
2. Click the **Broadcasts** tab. The Message Creation page appears.
3. Within the **Message History** section at the bottom of the page, click the notification of your choice in the **Message** column.

### 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 review them by clicking the **View Entire Message History** button. The Message History page loads. Click the notification of your choice in the **Message** column.

## Usage Statistics

Statistics are available to 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

The last two items, under the **Pronto Usage** section, gauge a sense of community as it develops in your Wimba Pronto deployment.

### To Review Wimba Pronto Statistics

1. Access the Pronto Administration interface.
2. Click the **Statistics** tab. The page loads and displays the results.

The screenshot displays the 'Pronto Settings' interface for 'admin4'. The 'Administration' tab is selected, and the 'Statistics' sub-tab is active. The main content area is titled 'Wimba University Administration' and contains the following data:

- 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%)
- Pronto Usage**
  - Average Number of Personal Contacts: 21**
    - 62% of users have  $\geq 1$  personal contact
    - 36% of users have  $\geq 10$  personal contacts
    - 9.8% of users have  $\geq 30$  personal contacts
  - Total Number of Users who have created a profile: 278**

## 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](mailto:feedback@wimba.com).

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

# Disclaimer

This Guide, as well as the software described in it, furnished under license may only be used or copied in accordance with the terms of such license. The information in this Guide is furnished for information purposes only, is subject to change without notice, and should not be construed as a commitment by Wimba, Inc. Wimba, Inc. assumes no responsibility or liability for any errors or inaccuracies that may appear in this Guide. Except as permitted by such license, no part of this Guide publication may be reproduced, stored in a retrieval system or transmitted in any form by any means, electronic, mechanical, recording or otherwise without the prior written permission of Wimba, Inc. Any references to company names in examples or illustrations are for demonstration purposes only and are not intended to refer to any actual organizations.

Wimba Pronto and the Wimba logos and trademarks are property of Wimba, Inc., 10 East 40th St, Floor 11, New York, NY, 10016.