Wimba Classroom

Version 6.0

Room Administrator Guide

Wimba Classroom 6.0 Room Administrator Guide

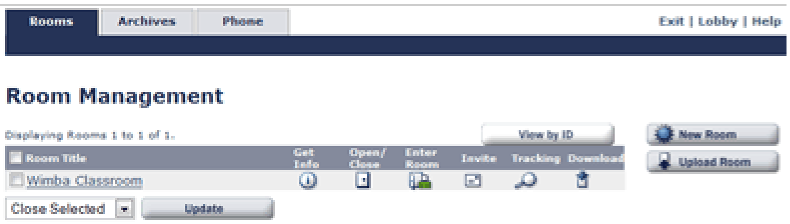
This Help Guide is designed to assist you in all manners of Room Administration.

You will find detailed information about managing rooms, setting up content, and choosing media settings.

If you would like to contact Technical Support, click here: Wimba Technical Support

Administration Tools

Overview



The Wimba Classroom Administration Tools allow you to easily administer Wimba Classroom from a web browser. Administrative functions are separated into the following general tasks and are accessed through corresponding tabs:

- **Room administration**: Add/remove/duplicate rooms, add presentation content, configure media settings, designate access to rooms, and view and track room information.
- **Archive administration**: Remove archived presentations, designate access to archives, and view and track archive information.
- **Phone administration**: View phone simulcast numbers/ PINs that have been configured for each room, and view phone usage statistics.

To Access the Administration Tools

1. Go to: ***http://yourorganization.wimba.com/admin*** (note: '/admin' is appended the end your organization's URL).
2. If you have not already logged into the Wimba Classroom interface, you will be prompted to log-in.
3. Enter your assigned Username and Password, and click **Enter**. If you do not have this information, please ask your Wimba Classroom Administrator or Wimba Hosting Services.
4. The **Rooms** tab will be selected by default. To navigate to another area, simply click the appropriate tab at the top of the page.

Room Management

Creating a New Room (RoomCreators Only)

If you have been granted **RoomCreator** rights, you will see the **New Room** button to the right of the room list.

After you create a new room, you can then add content, modify room and media settings, and assign access privileges. Your room will not be available in the Wimba Classroom Lobby until you "open" your room.

To Create a Room

1. Click the **Rooms** tab.
2. On the **Room Management** page, click the **New Room** button 

to the right of the Room List:

   The **Create Room** page opens.
3. Complete the fields as described in the following table:

Field	Function
New RoomID *(required and non-editable)*	A simple alpha-numeric code you assign to a room that will be found in launcher links. Room IDs must begin with a letter or an underscore. This field cannot be edited once the Room ID is assigned. Example: math101 or johnsmithroom
Title *(optional; if no title is assigned, the title will be the RoomID)*	A descriptive name for your room. This name will appear in the Lobby and will be the name that users select to enter your room. It will also appear on the **Room Management** page. Example: "Math 101, Introduction to Calculus" or "John Smith's Virtual Classroom".
Description *(optional)*	A description for the room, usually used for internal/organizational purposes. This description will appear when you click the **Get Info** button on the **Room Management** page. Example: My first Wimba Classroom room; to be deleted after the semester is over.

Presenter Email *(optional)*	The email address of the presenter, if you would like the presenter's contact information available to participants who view an archived presentation.

4. When you are finished filling out the information, click the **Create** button. The **Room Settings** page opens and displays a message noting that the room was created successfully.

Setting up a Room

Immediately following the creation of a new room, you will automatically be taken to its **Room Settings**. If you wish to modify a previously created room, click its link on the Room Management page.

You can use the sub-tabs in the dark blue navigation bar within each room for setup and modification.

Each section is described below:

- Content: add/edit slides and content folders for presentations that will be delivered in this room
- Room Settings: set and change general room information and more advanced settings
- Media Settings: configure the audio/video settings for your presentations.
- Access: select group, user, and guest access to your room.
- **Poll Results**: query and view response data for advanced polls given during presentations in this room.
- **Chat Logs**: access transcripts of public chat and presentation events captured as a result of archiving or manually initiated chat logs

Modifying Room Settings

After your room has been created, you can modify its settings. You may view room settings by clicking the **Get Info** icon (to the right of each room listed) on the **Room Management** page.

To Modify Room Settings

1. Click the **Rooms** tab.
2. On the **Room Management** page, click the link for the room you wish to modify.
3. Click the **Room Settings** sub-tab.
4. You may change the Room's **Title**, **Description**, or **Presenter Email**. You cannot modify the **RoomID** field, which is permanent once the room has been created.
5. You may modify the following fields:

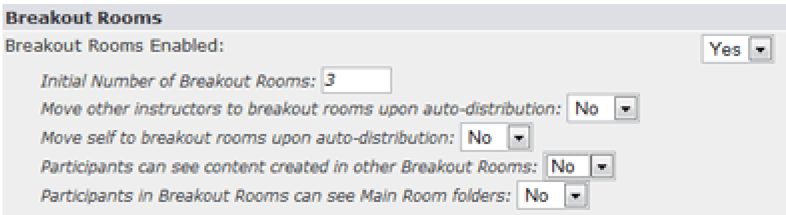
Field	Function
Enable Participants to Use Text Chat	"Yes" (the default setting) allows participants to send text messages during a live presentation - *Enable Public and Private (participant-to-participant) text cha*t: allows all users to send both public and private messages to each other. - *Enable Public text chat only*: allows participants to send public messages, but not private messages to each other (This setting cannot be changed during a live presentation). "No" restricts both public and private text chat by default. **Note***: Regardless of settings, participants are always able to send private messages to presenters.*
Enable Participants to Use the eBoard by Default **Note***: Presenters can change this default setting during a live presentation by using the Enable button on the* **eBoard** *toolbar.*	"No" (the default setting) restricts participants from being able to use the **eBoard** tools as soon as the presenter launches **eBoard** content. "Yes" allows participants to use the **eBoard** tools by default. If the room's **Start Content** is a slide targeted to the **eBoard**, the room can function as a "Group Discussion Room" where participants can collaborate without a presenter logged in.

Breakout Rooms	See the section on Breakout Rooms for more details.
Enable User Status Indicators	“Yes” (the default setting) allows participants to select **Status Indicators** during a live presentation. - *User Status updates appear in chat*: if set to "Yes" (the default setting), a message visible to all users appear in the **Text Chat Area** whenever user status changes occur. If set to "No," **Status Indicators** will function without textual notifications. "No" disables **Status Indicators** during a live presentation (This setting cannot be changed during a live presentation).
Archiving	*Archiving Enabled*, which is enabled by default, allows presenters to create archives of Classroom presentations. *Limit the Number of Published Archives*, which is disabled by default, restricts the number of simultaneously published archives. *Automatically Open New Archives*, which is disabled by default, causes all newly created archives to be open and available to students. If this setting is enabled and media downloads are set to available, MP4 files will automatically be generated when new archives are created.
Presenter's Console	These settings allow you to customize the **Presenter's Console** and its available features for this room.
Presenter On-The-Fly	"Yes" (the default setting) allows presenters to promote participants to presenter-level status during a live presentation. "No" disables participant promotion on-the-fly during a live presentation (This setting cannot be changed during a live presentation).
Room Expiration	This feature must be enabled on your server. See the section on Room Expiration for more details.

6. After making any alterations, click the **Save Changes** button.

Breakout Rooms

Overview



Breakout Rooms enhance a live presentation by allowing presenters to distribute users to separate rooms for group work and discussions.

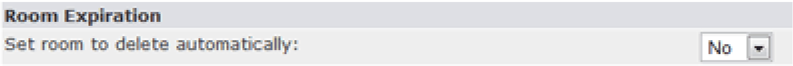
By default, 3 Breakout Rooms are enabled for every Wimba Classroom. Upon user auto-distribution, only participants are moved into these rooms, where they only have access to the **Current BOR Folder**.

You may refine Breakout Rooms settings, or disable them completely:

- **Breakout Rooms Enabled**: to disable Breakout Rooms, change this setting to: "No."
- **Initial Number of Breakout Rooms**: use this box to change the number of default Breakout Rooms (this must be set to 0 or greater; presenters can add Breakout Rooms on-the-fly).
- **Move other instructors to breakout rooms upon auto-distribution**: to include other presenters (not including the presenter who executes this command) in auto-distribution to Breakout Rooms, change the corresponding drop-down menu to "Yes."
- **Move self to breakout rooms upon auto-distribution**: to include the presenter who executes the command (but not other presenters, unless enabled in the setting above) of auto-distribution to Breakout Rooms, change the corresponding drop-down menu to "Yes."
- **Participants can see content created in other Breakout Rooms**: to grant participants the ability to view content created in other Breakout Rooms, from the time they are distributed, change the corresponding drop-down menu to "Yes."
- **Participants in Breakout Rooms can see Main Room folders**: to provide participants access to Main Room content, change the corresponding drop-down menu to "Yes."

When making any of the above changes, be sure to click **Save Changes** at the bottom of the page.

Room Expiration



***Note**: In order to use this feature, Room Expiration must be enabled on your Wimba Classroom server. For more information, please speak with Wimba Hosting Services.*

There are two types of rooms that can be created: non-expiring and expiring.

Non-Expiring rooms: Once a room is created, it will remain on the server, unless it is manually deleted. By default, a room and its associated archives are set to never expire.

Expiring rooms: Rooms set to expire will automatically be removed after a specified amount of time. All associated archives will also be removed. A default period of time is set for rooms, and its archives, to automatically expire. To specify how long this period of time should be, please contact Wimba Hosting Services.

To Use the Room Expiration Feature:

1. Click the **Rooms** tab
2. On the **Room Management** page, click the link for the room you wish to modify
3. Click the **Room Settings** sub-tab
4. Scroll down to the **Room Expiration** section
5. For **Set the room to delete automatically**, select "Yes" from the drop-down menu
6. The interface will display when the room will expire, based on the server default setting
7. Click the **Save Changes** button

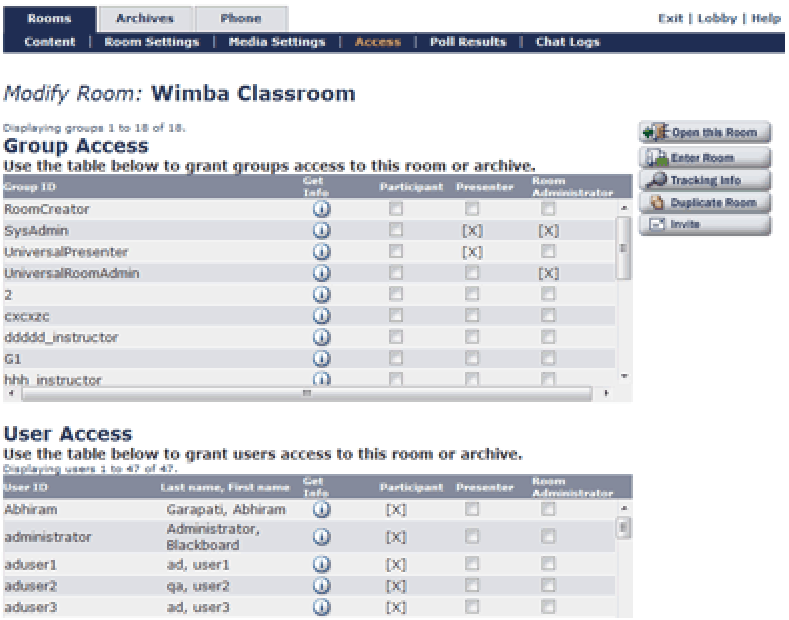
Once the room expires, there is a server default grace period before it is actually deleted. Rooms and archives that have expired, but have not yet been deleted, will not appear in the Lobby, or in the list of available rooms/archives. In addition, links to those rooms or archives will not work. To set the expiration and deletion time periods, please speak with Wimba Hosting Services.

To Manually Set an Archive to Not Expire:

1. Click the **Archives** tab
2. On the **Archive Management** page, click the link for the archive you wish not to expire
3. Click t**he Archive Settings** sub-tab
4. Scroll down to the **Archive Expiration** section
5. For **Set the room to delete automatically**, select "No" from the drop-down menu
6. Click the **Save Changes** button

Modifying User and Group Access

Overview



If you have the ability to assign access privileges for your room, you will see an **Access** sub-tab in the navigation bar of your room.

Access allows you to select who can enter your room and their privileges, including: Participant, Presenter and Room Administrator.

***Note**: Users or groups receiving Room Administrator access automatically receive Presenter access.*

Group Access: lists all groups on the server. If needed, select the group(s) to receive access by checking the box under the appropriate access level. Click the **Save Changes** button at the bottom of the page.

User Access: lists all users on the server. If the users who should receive access are not part of a group, check the box under the appropriate access level for each appropriate user. Click the **Save Changes** button at the bottom of the page.

Global Access: allows you to grant *all* users participant level access to your room. If you would like to give all guests (without usernames/passwords) Participant level access to your room, select "Yes" in the **Permit all guests** drop-down menu. All guests will see your room listed in the Lobby.

If you would like to give all registered users (with assigned usernames/passwords) Participant level access to your room, select "Yes" in the **Permit all registered users** drop-down menu. Click the **Save Changes** button at the bottom of the page.

Note: *Guest Access may not be available based on the way your server has been configured.*

You may notice that some users and groups are marked with [X]. This [X] indicates that a user or group has already been given access to your room, either through the **Global Access** section of the page or by a Wimba Classroom System Administrator. For instance, if all registered users have been permitted access in the **Global Access** section, all names listed in the **User Access** section will have an [X] for Participant level access. To remove the [X], in order to restrict access to certain users, you would need to change the **Global Access** setting, save changes, and then assign specific access through the **User Access** section.

Opening a Room or Archive

A room or archive does not become available in the Wimba Classroom Lobby until it is **Open**. By default, a newly created room or archive is **Closed**. You can easily toggle between **Open** and **Closed** mode.

A closed room or archived presentation will be represented by the following button:

An open room or archived presentation will be represented by the following button:

To Change from Open to Closed (or from Closed to Open)

1. To change the open/closed state of a room or archived presentation, click the **Open/Close this Room** (or Archive) button that appears on the right side of any **Modify Room, Room** or **Archive Management** page.
2. To change the state of multiple rooms, click the check boxes to the left of your rooms on the **Room** or **Archive Management** page and select either “Close Selected” or “Open Selected” in the drop-down menu at the bottom of the page, then click the **Update** button.

Accessing Wizard and Launcher Links

You can access Setup Wizard and Launcher links appropriate for your live or archived presentation:

- Launcher links provide direct access to a specific room or archive, allowing users to bypass the Lobby upon login.
- Wizard links supply users with access to a diagnostic tool with tests customized for a live or archived presentation, based on its media format.

There are three types of Wizard links for each room: one that is appropriate for the live presentation, the archived presentation, or both. You should distribute the link most appropriate for your needs. In some cases, all three links will be the same. When "**Phone Simulcast Only**" is the media setting, the links will differ since viewing an archive requires additional media components.

To Access a Wizard Link

1. Click either the **Rooms** or **Archives** tab.
2. On the **Room** or **Archive Management** page, click the **Get Info** button to the right of the room/archive of your choice.
3. A new browser window opens. Locate the **Participant Wizard Link** section.
4. You can use distribute the link(s) provided within this section by copying it from the browser window.

To Access a Launcher Link

1. Click either the **Rooms** or **Archives** tab.
2. On the **Room** or **Archive Management** page, click the **Get Info** button to the right of the room/archive of your choice.
3. A new browser window opens. Locate the **Launcher Link** section.
4. You can use distribute the link provided within this section by copying it from the browser window.

Deleting a Room or Archive

When you delete a room or archive, it is permanently removed from the Wimba Classroom server.

***Note**: It is highly recommended that you create a backup copy of the room or archive before deleting it. For more information, please refer to: Duplicating a Room (RoomCreators Only).*

To Erase a Room or Archive

1. Click the **Rooms** or **Archives** tab.
2. On the **Room** or **Archive Management** page, click the check box to the left of the room or archive that you wish to delete. Note that you can select multiple rooms or archives for deletion.
3. In the drop-down menu at the bottom of the page, choose **Delete Selected**.
4. Click the **Update** button. A warning message appears asking if you are sure you want to permanently delete the class.
5. Click the **OK** button.

Duplicating a Room (RoomCreators Only)

If you have RoomCreator privileges, you can quickly make an exact replica of your room by clicking the **Duplicate Room** button on the right hand side of any **Modify Room** page. Note that archives cannot be duplicated.

Duplicating a room is useful if you have already set up a room and would like to use it as a template for other rooms on the server.

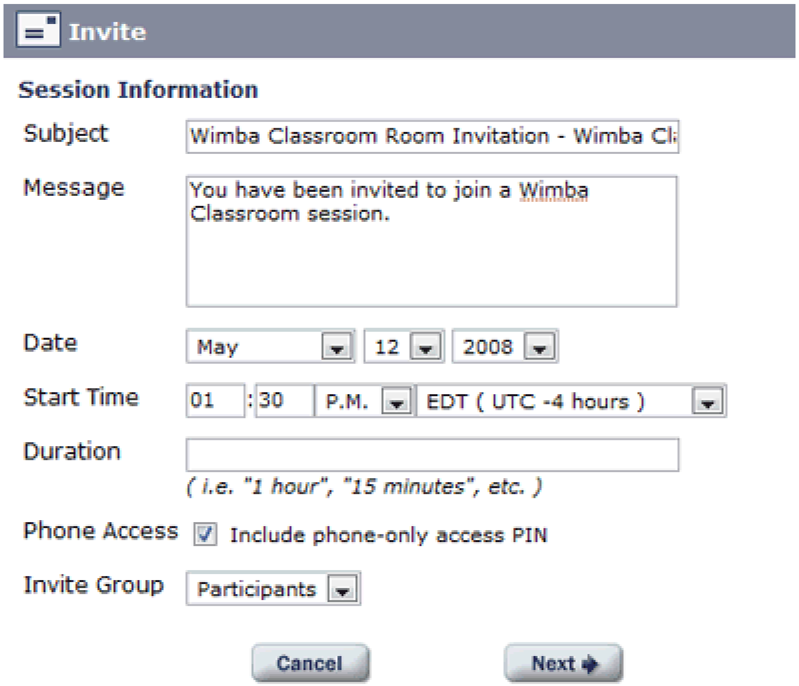
To Duplicate a Room

1. Click the **Rooms** tab.
2. On the **Room Management** page, click the link for the room you wish to duplicate.
3. Click the **Duplicate Room** button 

 on the right-hand side of the page.
4. On the **Duplicate a Room** page, type a **New RoomID** and **New Room Name**.
5. Click the **Create** button.

You can now modify this room, just like any other room on the server.

Room Invitation



The Invite feature allows you to send presentation invitations to participants with the appropriate login information.

To send an invitation to participants:

1. Click the **Rooms** tab
2. On the **Room Management** page, click the **Invite** button next to the appropriate room
3. A pop-up window will open containing a form used to generate an invitation
4. The following information is contained in the form and should be filled out:
    - **Subject**: The subject field of the email.
    - **Message**: Any additional message to be included in the body of the email.
    - **Date and Start Time**: The date and time of the presentation.
    - **Duration**: Length of the meeting (default is 1 hour),
    - **Phone Access**: Determines whether or not the phone-only access PINs will be included in the email.
    - **Invite Group**: Determines which information is included in the email, depending on which group is selected. Presenters and participants will receive their respective login instructions.
5. Upon submitting the form, your default email client will open. A new email message will contain the information you specified along with. The URL for logging into the presentation.

6. If your email client does not appear, you can click on the words **click here** to see the text of the email. Copy this text and paste it into an email to the appropriate individuals of your choice.

Downloading and Uploading a Room or Archive

Rooms and archives can be downloaded to your hard drive or other storage device. Downloading a room or archive does not remove it from the server, but instead allows you to make a copy for back-up purposes. It is automatically saved as a zip file, which you can then re-upload at any time. Downloading can be useful if you'd like to make a backup copy, when deleting rooms or archives, or when making significant changes to a room.

To Download a Room or Archive

1. Click the **Rooms** or **Archives** tab.
2. On the **Room** or **Archive Management** page, locate the room or archive you wish to download. Click the **Download** icon to its right.
3. Choose to save the file and click **OK**. (The exact wording of the questions may differ, based on the browser and Operating System you are using.)
4. Select the location to which you would like to download the class, and click **Save**.
5. A zip file containing your room or archive is downloaded to the selected location.

To Upload a Room or Archive

You can only upload a previously downloaded Wimba Classroom room or archive. In addition, the original room or archive must be deleted from the server before you can upload the zip file.

1. Click the **Rooms** or **Archives** tab.
2. On the **Room** or **Archive Management** page, click the **Upload Room** button.
3. The **Upload Room or Archive** page appears. Click the **Browse...** button and navigate to the file that you would like to upload.
4. Click the **Open** button. The path and name of the file appears in the **Upload** text box.
5. Click the **Upload** button.

The room or archive is uploaded to the Wimba Classroom server and appears on the **Room** or **Archive Management** page.

Content Management

Content Folders Overview

By default, two empty Content Folders are created in a new room:

- The **Default Content Folder** is automatically selected in the **Presenter's Console** at the beginning of a live presentation.
- The **Snapshots** Folder will contain published poll data and any annotated **eBoard** content that is saved during a live presentation.

These two default Content Folders cannot be erased, although you can delete any content that you have added to these folders. Additional Content Folders can also be added to your room. These folders can be accessed from the **Content** section within a room.

In addition, all content added to the **Current BOR Folder** in each Breakout Room is automatically saved to a new Content Folder associated with each room.

This content includes:

- All PowerPoint Presentations imported on-the-fly
- All Saved eBoard Snapshots

The new Content Folder is named with a time/date stamp (i.e., BOR 2007-12-01 16:53 Folder)

This Folder is created when either all Presenters have logged out of the Main Room, or a presenter selects **Reset Room** from the **Actions Menu**.

It is accessible to participants the next time they are moved to Breakout Rooms (in addition to the default **Current BOR Folder**), if they are enabled to access Main Room Folders.

Creating a New Content Folder

While you are initially provided with two default Content Folders, you can create an unlimited number of folders to organize your content.

1. Click the **Rooms** tab.
2. On the **Room Management** page, click the link for the room you wish to modify.
3. Click the **Content** sub-tab.
4. Click the **New Folder** button to the right of the Content Folder list.
   The **Create A New Folder** page opens.
5. Type a name for your content folder. This name will appear in the Content Folder drop-down menu in the **Presenter's Console** within the room.
6. Click the **Create** button. The new content folder is created and you are returned to the main **Content** page with your complete list of folders for the room.

Adding Slides to a Content Folder

To Add Content Slides

1. Click the **Rooms** tab.
2. On the **Room Management** page, click the link for the room you wish to modify.
3. Click the **Content** sub-tab.
4. Click the name of the folder to which you would like to add content. If this is the first time you have opened this folder, a message will tell you that the folder is empty, and the **New Content** page will be displayed:

   (If there are already slides in the folder, the Content Folder's **Slide List** page will be displayed. Click the **New Content** button to access the **New Content** page).
5. You have three choices for adding content:
   - **Upload New Content**: This option is used to add PowerPoint presentations, images, or other files (i.e., PDF or Flash files, etc.). Click the **Browse..**. button to search your hard drive or network for the file you wish to add. Once you have selected your desired file, click the **Add** button directly below.

     Notes:
     Multiple files may be uploaded if they are "zipped" using a compression utility (i.e., WinZip or StuffIt). The files should be placed directly within the zipped file (and not stored within folders).

     *PowerPoint and image files by default will be displayed in the **eBoard**. If you do not want your content to display in the **eBoard**, uncheck the **Display this content in the eBoard** check box.*
   - **Add a URL**: This option is used to add a website as a slide. Type the full URL (web address) and click the **Add** button.
   - **Create New Poll**: This option is used to create multiple-choice and short-answer questions, questionnaires, and bullet list slides. Select the type of poll you would like to create. (A brief description of the poll type will be displayed to the right of the selection.) Click the **Create** button. For detailed instructions on creating polls, refer to: Creating Polls.
6. When you click the **Add** or **Create** button for the selected option, your new content is added to the folder and you are taken to the **Slide List** page.

   When you upload a PowerPoint presentation, each PowerPoint slide is converted to an individual Wimba Classroom slide. In addition, the title of the PowerPoint slide automatically becomes the title of the Wimba Classroom slide.
7. After you have added content, you can add additional items. Simply click the **New Content** button to the right of the **Slide List**. You will see the same prompts appear as in Step 5.

Editing Slides in a Content Folder

Once you have added slides to a Content Folder, you may re-order, erase, rename, and change the target of slides (which is where it will appear in the Wimba Classroom interface).

To Edit Slides

1. On the **Room Management** page, click the link for the room you wish to modify.
2. Click the **Content** sub-tab.
3. Click the name of the Content Folder containing the slides you would like to edit.
4. Select the editing task that you want to perform. Tasks are described in the following table:

If you would like to...	Then...
Reorder your slides	Select the check box next to the slide(s) you wish to move; click the arrow buttons on the left to move the slide(s) up, down, or to the beginning or end of the list.
Erase a slide or slides	Select the check box next to the slide or slides you want to remove, and click the **Delete Selected Items** button.
Rename a slide title	Type a new name under the **Title** column for the slide.
Change a slide target	Select the destination for your slide from the **Target** drop-down menu. Available slide destinations depend on the type of slide you are adding. For example, if you have added an image or PowerPoint, you can choose **Content Frame, eBoard, Branding Frame, New Window A,** or **New Window B**. However, if you are adding a poll, only the **Content Frame** will be available on the list.
Make your slides readable by a screen reader	Click the **Show Content Descriptions** button. Then write a textual description of each slide that you would like to be read by a screen reader.

5. When you are finished making changes, click the **Save Changes** button.

Note: *With the exception of polls, any edits for slides that you have added to Wimba Classroom must be made to the original files. You would then need to delete the original slides and add this content once again.*

Creating Accessible Content

If any participants are visually disabled, you can allow their screen readers to read your non-HTML content (e.g., PowerPoints or images) by adding text descriptions of your content.

In the upper right-hand corner of the **Slide List**, click the **Show Content Descriptions** button. Each content type expands to include a **Description** field in which you can type detailed text. Once you have entered the desired text, click the **Save Changes** button.

This text will be displayed in the **Text Chat Frame** during a presentation whenever a slide with a content description is displayed. Participants can enable slide descriptions by typing **/sd** (followed by pressing **Enter** on their keyboard) within the Text Chat Area.

Adding an Image to the Branding Window

You may add an image (such as a picture of yourself or your organization's logo) to be shown in the **Branding Frame** during a presentation. Adding a picture allows presenters to personalize a session and connect with participants, especially if presenter video is not broadcast.

To Add a Branding Image

1. Ensure that your image is sized to the exact dimensions of the **Branding Frame**.
   (By default, the dimensions are 135 pixels wide by 145 pixels high, however if this has been changed in your Wimba Classroom server, you will need to obtain the correct size by contacting your Wimba Classroom System Administrator.)
2. Upload the image as a slide to a Content Folder.
3. Set the Target of the slide to "Branding Frame".

If you would like this image to be the default picture that participants see in the Branding Frame when they enter your room:

1. Upload the image to the **Default Content Folder**.
2. Edit the **Branding Frame** option under the **Start Content** section (located at the bottom of the **Content** page). For more information about setting default content, refer to: Editing Default Content for a Presentation.

Editing Default Content for a Presentation

Users who enter a room before the presentation has begun will see a default slide that displays the title of the presentation in the **Content Frame**. In addition, they will see the standard branding slide in the **Branding Frame**.

In the Start Content section of your room, you can replace these slides with any content you upload to the **Default Content Folder**. Note if you use a poll as start content, your participants will be able to submit responses to the poll any time they enter the room.

To Edit Default Content

1. On the **Room Management** page, click the link for the room you wish to modify.
2. Click the **Content** sub-tab.
3. Navigate to the Start Content section at the bottom of the page.
4. To view the slide currently set to appear by default in the **Content** or **Branding Frame**, click its link in the **Slide Title** column. The slide will appear in a new browser window.
5. To change default content, click the **Edit** icon for the appropriate destination (i.e., Content Frame or Branding Frame).
6. A new page that lists all the slides in your **Default Content Folder** appears.
7. Select the radio button next to the slide you would like to select as your default content.
8. Click the **Save Changes** button.

Editing a Content Folder Name

You can easily change the title of any Content Folder, which appears in the drop-down menu of the **Presenter's Console**.

1. Click the **Rooms** tab.
2. On the **Room Management** page, click the link for the room you wish to modify.
3. Click the **Content** sub-tab.
4. Click the **Edit Title** icon to the right of the Content Folder title you wish to edit.
   The **Title** field becomes an editable text field. Type a new name for the folder.
5. Click the **Save Changes** button.

Deleting a Content Folder

You can easily remove any Content Folders that you have created. If you delete a content folder, all slides within that folder are permanently removed from the system. You may not remove the two default Content Folders that originally came with your room.

1. On the Room Management page, click the link for the room you wish to modify.
2. Click the **Content** sub-tab.
3. Click the **Delete** icon to the right of the Content Folder you wish to remove.
4. A confirmation message appears asking if are sure you'd like to delete the item. Once you continue, you cannot undo the action.
5. Click the **OK** button. The Content Folder and all its contents are removed from your room.

Web Browser Compatibility

While images (or PowerPoint slides, which are converted to static images) and other files like HTML have general browser support, keep in mind that participants will require the appropriate plug-ins and browsers to view other types of files. For instance, only users with the Adobe Reader plug-in installed will be able to view PDF documents added to Wimba Classroom.

The rule of thumb for understanding what content can be shown in Wimba Classroom is to understand what type of content can be shown within a web browser. Images and HTML files can be viewed using all types of browsers and operating systems. Other types of files can also be shown through a web browser (e.g., Flash and PDFs), but you will need to ensure that all participants have the appropriate plug-ins to be able to view these files in Wimba Classroom.

Overview of Poll Options

You can create various polls and bullet lists within a folder and incorporate them into your presentation. The polling tools allow presenters to quiz participants or gather feedback during a live or archived presentation and obtain reports afterwards. The bullet list allows you to create HTML-based content that screen readers can access. There are four types of content that can be created:

- **Multiple Choice**: Ask a single question where participants can select one or more responses.
  For more information, refer to: Multiple Choice Polls.
- **Open Ended**: Ask a single question where participants can type their answer in a text box.
  For more information, refer to: Open Ended Polls
- **Questionnaire**: Present several multiple-choice and/or open-ended questions in one form.
  For more information, refer to: Questionnaires.
- **Bullet List**: Present a HTML-based text slide that screen reader can access. Its function is similar to PowerPoint.
  For more information, refer to: Bullet Lists.

Like content you have uploaded, polls and bullet list slides are part of a Content Folder. They can only appear in the **Content Frame**.

Note*: If a poll is displayed within a live presentation, and an archive is created, the poll will be displayed in the archive. Participants viewing the archive can answer the poll questions, although the poll results displayed in the archive will only reflect the results gathered in the live presentation. To view reports of the results gathered in the live presentation, click the* ***Poll Results*** *link in the room's sub-navigation. To view reports of the results gathered in the archived presentation, click the* ***Poll Results*** *link in the archive's sub-navigation.*

Creating Polls

Common Characteristics of Poll Creation

- **Title**: The title of the question will appear in the **Content List** and the Presenter's Console. It should be a short, descriptive name that will allow the presenter to quickly locate and display the poll.
- Question: The full question that will be displayed on the poll slide. This is the question that participants will be answering.
- Participant Instructions: The instructions that will be included with the poll question. The default text reads: *Please respond and click 'Submit*.'
- Response Confirmation Message**:** The text that is displayed after the user submits his or her response(s). The default text reads: *Thank you. Your response was submitted successfully.*
- Font Color: Specifies he font color for the poll slide. Your selection will be displayed in a preview window to the right of the color choice drop-down menu.
- **Background Color**: Specifies the background color for the poll slide. Your selection will be displayed in a preview window to the right of the color choice drop-down menu.

Note*: Each poll type will have some specific preferences in addition to the color selections.*

Multiple Choice Polls

A Multiple Choice poll allows you to ask a single question with up to eight specific answer choices. Participants may choose one or more responses.

To Create a Multiple Choice Poll

1. Click the **Rooms** tab.
2. On the **Room Management** page, click the link for the room you wish to modify.
3. Click the **Content** sub-tab.
4. Click the name of the folder in which you would like to add a poll. If content already exists in the folder, click the **New Content** button.
5. Select **Multiple Choice** in the **Create New Poll** section and click the **Create** button. The poll creation page opens.

6. In the **Title** field, type a title for the poll question. This is the title that appears in the Presenter's Console. Participants will not see this title.
7. In the **Question** field, type the text of the question.
8. In the **Response Choices** section, type the responses from which participants will select their answer. If you need to rearrange responses, click the check box next to the response(s) you would like to move and click the arrows to the left.
9. In the **Messages** section, accept the default messages or type in new messages. The **Participant instructions** message precedes the question that participants see. The **Response Confirmation Message** appears after a participant submits their response.
10. In the **Preferences** section, select options for your question as follows:
    Allow multiple responses*:* click this check box if you want participants to be able to select more than one response to the question.
    Publish Individual Responses: click this check box if the presenter should be able to display the response(s) each participant chose. A **Detailed Results** table containing each participant's name and their response(s) will appear when the results are published.
    Note*: If this option is not selected, you will still be able to obtain a report of each participant's response through the Wimba Classroom Administration Tools.*
11. Select a **Font Color** and a **Background Color** from the drop-down menus.
12. Click the **Save Changes** button. You are taken to the **Slide List** page, where the new multiple-choice poll appears at the bottom.

Open-Ended Polls

An Open-Ended poll allows you to ask a single question with an open-ended response. Participants may respond with text of their choice.

To Create an Open-Ended Poll

1. Click the **Rooms** tab.
2. On the **Room Management** page, click the link for the room you wish to modify.
3. Click the **Content** sub-tab.
4. Click the name of the folder in which you would like to add a poll. If content already exists in the folder, click the **New Content** button.
5. Select **Open Ended** in the **Create New Poll** section and click the **Create** button. The poll creation page opens.
6. In the **Title** field, type a title for the poll question. This is the title that appears in the Presenter's Console. Participants will not see this title.
7. In the **Question** field, type the text of the question.
8. In the **Messages** section, accept the default messages or type in new messages. The **Participant instructions** message precedes the question that participants see. The **Response Confirmation Message** appears after participant submits his or her response.
9. In the **Preferences** section, select the following option for your question, if desired:
   Publish name with response*:* click this check box if the presenter should be able to display the participant's name next to their response. A **Detailed Results** table containing each participant's name and their response will appear when the results are published.
   Note*: If this option is not selected, you will still be able to obtain a report of each participant's response through the Wimba Classroom Administration Tools.*

   Select a **Font Color** and a **Background Color** from the drop-down menus.

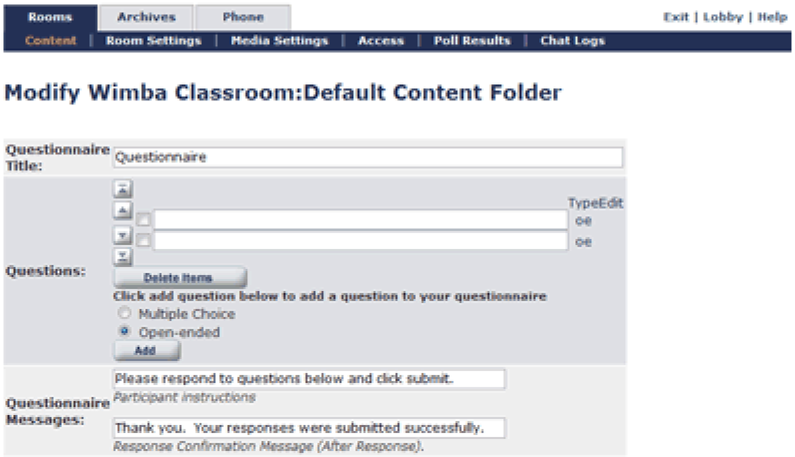
   Click the **Save Changes** button. You are taken to the **Slide List** page, where the new open-ended poll appears at the bottom.

Questionnaires

A Questionnaire allows you to ask several multiple-choice and open-ended questions at once. Presenters are not able to publish these responses in the live presentation, although you can obtain a report of each response through the Wimba Classroom Administration Tools.

To Create a Questionnaire

1. Click the **Rooms** tab.
2. On the **Room Management** page, click the link for the room you wish to modify.
3. Click the **Content** sub-tab.
4. Click the name of the folder in which you would like to add a poll. If content already exists in the folder, click the **New Content** button.
5. Select **Questionnaire** in the **Create New Poll** section and click the **Create** button. The poll creation page opens.
6. In the **Title** field, type a title for the Questionnaire. This is the title that appears in the Presenter's Console. Unlike multiple choice and open-ended polls, participants will see this title in the content window when the questionnaire is displayed.
7. In the **Questions** section, select the type of question you would like to first add (either Multiple Choice or Open-ended) and click the **Add** button.
8. If you are adding a multiple-choice question, the **Add Multiple Choice** page opens. This page is the same as the individual **Add Multiple Choice Poll** page, except that the **Title**, **Messages**, and **Font/Background Colors** cannot be changed, since they are common to the entire questionnaire.
9. Type the text of the question and the responses. Click the **Allow multiple responses** check box if you want participants to be able to select more than one response. When you are done, click **Save Changes** to return to the master questionnaire list.
10. If you are adding an open-ended question, a text box appears on the **Questions** list. Type the text of your open-ended question in the text box. Unlike a Multiple Choice question, you will not need to click **Save Changes** to save your newly created Open-Ended question.
    Note: *On the Questions list, you can tell whether the question is Multiple Choice or Open Ended by the initials that appear next to the question (mc or oe). Multiple Choice questions also have an* **Edit** *link that allows you to edit the question at any time.*
11. To add your next question, select the type of question you would like to add (either **Multiple Choice** or **Open-Ended**) and click the **Add** button.



12. Repeat earlier steps until you have completed building your questionnaire. If you need to rearrange your questions, click the check box next to the question(s) you would like to move and click the arrows to the left of the list.

13. When you are finished adding questions, decide what messages you want to appear. In the **Messages** section, accept the default messages or type in new messages. The **Participant instructions** message precedes the questions that participants see. The **Response Confirmation Message** appears after a participant submits his or her responses.

14. In the **Preferences** section, select a **Font Color** and a **Background Color** from the drop-down menus.

15. Click the **Save Changes** button. You are returned to the **Slide List** page, where the new Questionnaire appears at the bottom.

Bullet Lists

A Bullet List allows you to present a slide with bulleted text. While it is not an interactive poll, it allows you to create HTML-based content that is screen reader friendly.

To Create a Bullet List Slide

1. Click the **Rooms** tab.
2. On the **Room Management** page, click the link for the room you wish to modify.
3. Click the **Content** sub-tab.
4. Click the name of the folder in you would like to add a poll. If content already exists in the folder, click the **New Content** button.
5. Select **Bullet List** in the **Create New Poll** section and click the **Create** button. The creation page opens.
6. In the **Title** field, type a title for the bullet list. This is the title that appears in the Presenter's Console. Participants will see this title in the content window when the bullet list is displayed.
7. Type your desired content in the text boxes. Each text box represents a bullet. If you would like to create multi-level bullets, click the right-facing arrow or type a number in the Level column to indent. You can indent two-levels in from the main bullet.
8. In the **Preferences** section, select a **Font Color** and a **Background Color** from the drop-down menus.
9. Click the **Save Changes** button. You are returned to the **Slide List** page, where the new **Bullet List** slide appears at the bottom.

Editing Polls

To make changes to a poll that you have created, click the **Edit** icon next to the poll title on the Content Folder slide list.

The **Edit** page for the poll opens. The edit page looks identical to the original **Add Poll** page that you used to create each poll type.

Obtaining Poll Results

Participants and presenters can respond to polls in both live and archived presentations. When a user responds to a poll in a live presentation, the results are saved in the room where the presentation was held. Similarly, if a user responds to a poll while viewing an archived presentation, the results are saved in the archived presentation.

In addition to the user's name and response(s), you can obtain information about when the poll was viewed and responded to. Note that even if users' names are not listed when poll results are published, the users' data is still captured.

To Obtain Poll Results

1. Click the **Rooms** or **Archives** tab.
2. Click the **Poll Results** sub-tab.
3. You can query your results by three criteria: dates, polls, and respondent(s). Select your desired dates, polls, and respondents on the left hand side of the page. Holding the **Ctrl** key will enable you to select multiple items in a field.
4. Click the **Add Dates**, **Add Polls**, and **Add Respondents** buttons to confirm your query.
5. Once the query has been confirmed, click the **View Report** button. You will receive a summary list of all polls displayed, as well as a detailed report for each poll.

   The **Summary** section displays the poll date, title and number of total responses for each poll. Clicking on a poll title will move the focus of your browser to the detailed report of that poll.

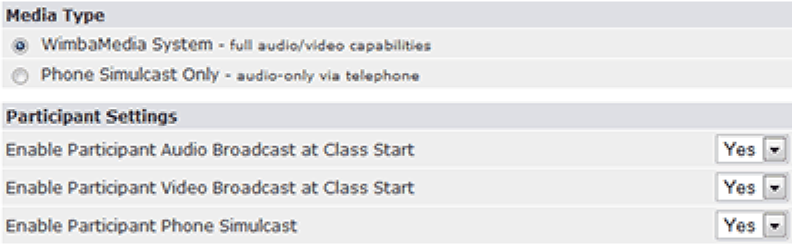
   The detailed section displays the actual poll question, a summary of results (for multiple choice questions), the UserIDs and screen names of respondents, the time when the poll was displayed, the time when each respondent submitted an answer, and each respondent's answer.

   The **View Poll** link next to the poll title also allows you to look at the actual poll in a new browser window.
6. If you want to download the data, click the **Download Data** button and select a location to which you would like to save the data. The data is saved to a .tsv file (tab-separated-value file) in the selected location. A .tsv file can be opened in most spreadsheet applications (such as Microsoft Excel) or in any text editor.

Media Settings

Media Setting Guidelines

Overview



For most presentations, you will utilize the **WimbaMedia System** -- a multi-way audio/video means of communication between participants and presenters.

This section outlines basic media settings you should choose for your basic communication goals.

Presenter's Goal	Media Setting
Allow participants to speak during a live presentation (but not broadcast video) *Potential uses: office hours, seminars, study groups, meetings and discussion groups (and, if using video, where a visual representation of the presenter or learning material is important).*	**WimbaMedia System** Enable Participant Audio Broadcast at Presentation Start: **Yes** Enable Participant Video Broadcast at Presentation Start: **No**
Be the only one with audio (and video sharing) capabilities during a live presentation *Potential uses: lectures, webcasts, and presentations to large groups of people (and, if using video, where a visual representation of the presenter or learning material is important).*	**WimbaMedia System** Enable Participant Audio Broadcast at Presentation Start: **No** Enable Participant Video Broadcast at Presentation Start: **No**
Allow participants to broadcast video (and audio) during a live presentation *Potential uses: office hours, seminars, study groups, meetings and discussion groups where visual representations of all users is important.*	**WimbaMedia System** Enable Participant Audio Broadcast at Presentation Start: **Yes** Enable Participant Video Broadcast at Presentation Start: **Yes**

Communicate only via telephone	Phone Simulcast Only
Potential uses: meetings, focus groups, and sessions that do not require a visual component.	For more information on detailed settings for Phone-Only Usage, refer to: Phone Features.

Door Chime

A door chime is available to alert users whenever an individual enters/exits a Room. By default, this feature is disabled for every new room created on the Wimba Classroom server.

To Enable the Door Chime for a Room

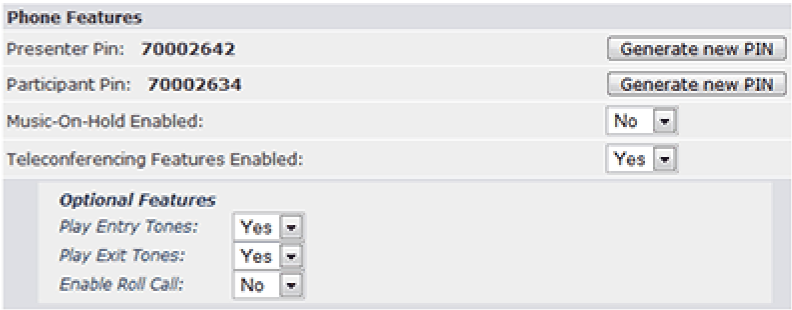
1. On the **Room Management** page, click link for the room you wish to modify
2. Click the **Media Settings** sub-tab
3. Navigate to the **Door Chime** section
4. Next to **Activate Presenter Door Chime at Class Start**, select "Yes"
5. Click the **Save Changes** button at the bottom of the screen

The Door Chime feature is now enabled for every presenter who enters this Room, as well as any participant promoted to presenter-level status. Within the Room itself, each presenter may disable this feature individually.

***Note**: Changes to this setting have no effect on participants, who must enable/disable the Door Chime at their discretion.*

Phone Features

Several options are available to modify the functionality associated with Phone-Only users.



Phone-Only PINs

For more information about PINs, refer to: PIN Display and Management

Music-On-Hold

Prior to a presentation, Phone-Only users can hear music until the presenter joins the conference. To enable **Music-On-Hold** feature:

1. On the **Room Management** page, click link for the room you wish to modify
2. Click the **Media Settings** sub-tab
3. Navigate to the **Phone Features** section
4. Next to **Music-On-Hold Enabled**, select "Yes" or "No"
5. Click the **Save Changes** button at the bottom of the screen

If you would like to change the music, please contact Wimba Hosting Services.

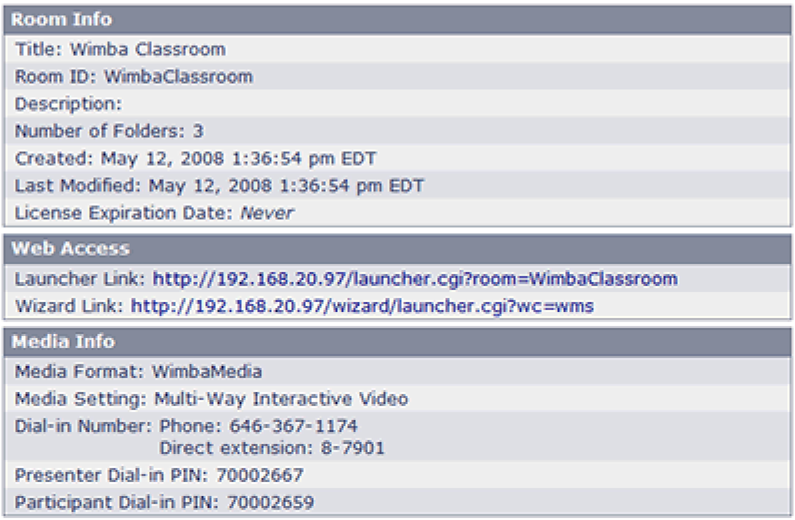
Teleconferencing Features

Entry and Exit tones signify to Phone-Only users that another Phone-Only user has joined or departed the conference. Roll Call requests that Phone-Only users record their name once dialed-in. Their recording is added to an audio-based attendance list, accessible only to presenters, during a Phone-Only session.

Teleconferencing Features can be toggled by following the steps below:

1. On the **Room Management** page, click link for the room you wish to modify
2. Click the **Media Settings** sub-tab
3. Navigate to the **Phone Features** section
4. Next to **Teleconferencing Features Enabled**, select "Yes" or "No." You will now be able to enable or disable Entry and Exit tones, as well as Roll Call, under the **Optional Features** sub-section.
5. Click the **Save Changes** button

PIN Display and Management



To view the PINs for Phone-only users, click on the **Get Info** button next to the room of your choice. The participant and presenter PINs will be visible in the **Room Info** window for each room.

There are two PINs associated with the room. One is for the presenter and the other is for participants. These PINs are generated by the system and will remain in use until the room expires or the PIN is changed.

You may wish to optionally change PINs between sessions or semesters for security purposes.

To Change a Phone-only PIN Number

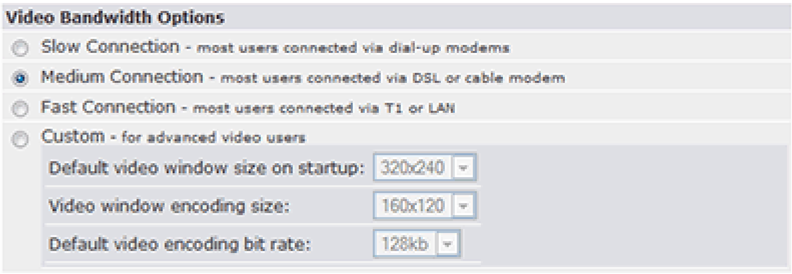
1. Click the **Rooms** tab.
2. Click the link for the room you wish to modify.
3. Click the **Media Settings** sub-tab.
4. Navigate to the **Phone Features** section.

5. Click the **Generate new PIN** button next to the Presenter or Participant PIN.

***Note**: Old PINs cannot be restored once a new PIN is generated.*

Video Bandwidth Options

Overview



If video will be used during live presentations, you may wish to alter **Video Bandwidth Options** to cater to your audience and their varied Internet connections.

These settings determine the size of the **Video Window**, bandwidth necessary to view/share video, as well as set a ceiling at which participants and presenters can broadcast video.

Video Bandwidth Options consist of three parameters:

- **Default video window size on startup**: the initial dimensions of the **Video Window**(users can increase/decrease the **Video Window** size; this will only affect viewing, not broadcasting)
- **Video window encoding size**: the maximum dimensions for which a user may resize the **Video Window** before the image is no longer optimal (becomes pixilated).
- **Default video encoding bit rate**: the rate at which a user can broadcast video; this value affects video quality, as well as the amount of bandwidth necessary to broadcast/view video

  Each **Video encoding bit rate** also acts as a bit rate ceiling, a maximum rate at which users can broadcast video. Users can alter the rate at which they broadcast video (using the **Options Menu** within Wimba Classroom), but cannot go above this ceiling.

Video Bandwidth Options include:

- **Slow**: most users connected via dial-up modems
- **Medium**: most users connected via DSL or cable modem

- **Fast**: most users connected via T1 or LAN
- **Custom**: for advanced video users (lets you manually tweak video parameters)

***Note**: If you wish to review the parameters associated with the non-Custom Bandwidth Options, select the Option of your choice, then review the boxes listed below Custom. These parameters cannot be modified, but are listed for your reference.*

To Alter Video Bandwidth Options:

1. On the **Room Management** page, click the link for the room you wish to modify
2. Click the **Media Settings** sub-tab
3. Scroll down to the **Video Bandwidth Options**
4. Select **Slow**, **Medium**, **Fast**, or **Custom** (if choosing **Custom**, use the three fields at the bottom to modify as desired)
5. Click the **Save Changes** button

Using the Appropriate Wizard

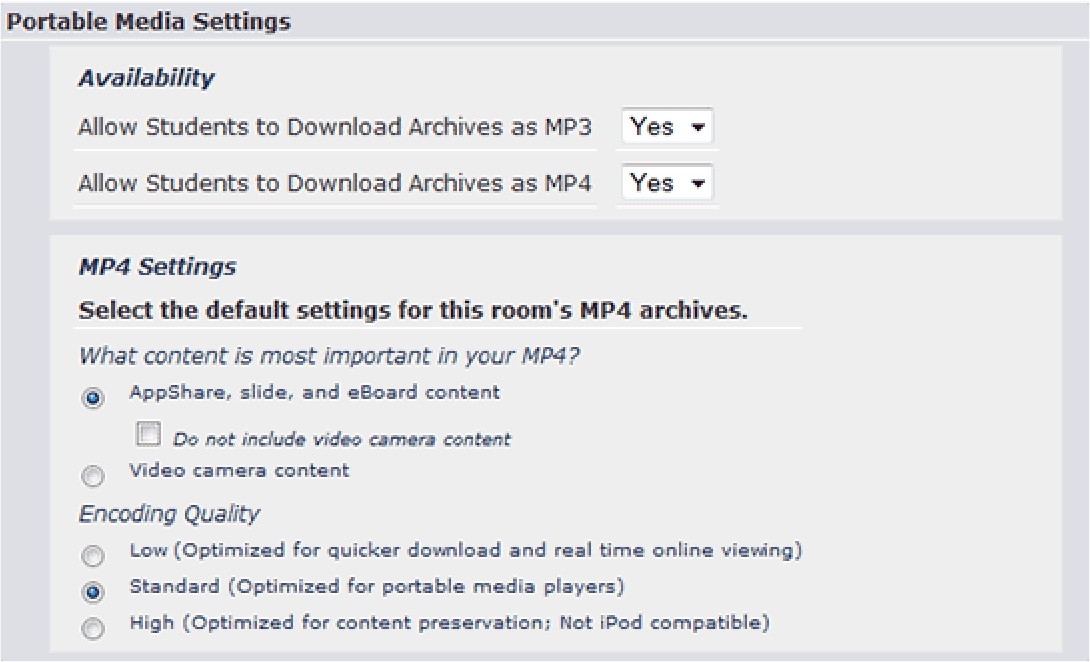
Participants and presenters should run the specific version of the Wimba Classroom Wizard that tests for the media setting chosen for the room. To obtain the Wizard link, click the **Get Info** icon for the room in the **Room Management** page, once you have chosen the media setting.

In some cases, the appropriate Wizard for the live presentation will be different from the Wizard for the archived presentation. You may decide to distribute either link or the Wizard link that tests for both types of presentations, if your audience will most likely access both the live and archived presentations.

Portable Media Settings

Overview

The Portable Media Settings area allows Room Administrators to control the availability and content settings for MP4 and MP3 downloads of archived presentations. Presenters and Administrators can always download archive media in either file format, regardless of this setting.



Availability:

- **Allow Students to Download Archives as MP3:** makes MP3s of Classroom archive audio available for all archives associated with the room
- **Allow Students to Download Archives as MP4:** makes MP4 videos of Classroom archives available for all archives associated with the room

MP4 Settings:

- **What content is most important to your MP4?** controls which content types are given display priority when MP4 archives are generated, Since only one type of visual content is displayed in MP4 archives at a time, these settings allow you to choose what is and is not included.
    - **AppShare, slide and eBoard content:** displays this content in MP4 archives before displaying video camera content
        - **Do no include video camera content**: excludes all video camera content from MP4 archives, even if no other content is present
    - **Video camera content**: displays this content in MP4 archives before displaying AppShare, slide, or eBoard content

- **Encoding Quality:** controls the video encoding quality for MP4 archives. It is recommended that you leave this set to 'Standard' in most cases; the 'High Quality' setting produces files that are substantially larger in size and, due to their higher resolution, are not compatible with most portable media players.
    - **Low**: Bitrate: 64 kbps; Resolution: 320x240
    - **Standard**: Bitrate: 128 kbps; Resolution: 640x480
    - **High**: Bitrate: 384 kbps; Resolution: 1024x768

> **Note**:
> MP4 and MP3 downloads are available for archives created in Wimba Classroom 5.0.4 or later.

To Modify Portable Meeting Settings for all Archives Created from a Room

1. On the **Room Management** page, click link for the room you wish to modify.
2. Click the **Media Settings** sub-tab.
3. Change the settings as desired in the Portable Media Settings area.
4. Click the **Save Changes** button at the bottom of the screen.

These settings now apply for all archives created within this room going forward; Administrators may also modify these settings for individual archives.

To Modify Portable Media Settings for an Individual Archive

1. Click the **Archives** tab. The Archives Management page opens.
2. Click the link for the archive you wish to modify.
3. Click the **Media Settings** sub-tab.
4. Change the settings as desired in the Portable Media Settings area.
5. Click the **Save Changes** button at the bottom of the screen.

> **Note:**
> If you enable MP4 downloads for the archive, or make changes to MP4 settings for an archive in which MP4 downloading is already enabled, clicking the Save Changes button causes an MP4 of the archive to be generated, which takes several minutes.

After the Live Presentation

Managing Archived Presentations

Overview

An archive:

- Captures all audio and/or video, public chat comments, content displayed during a live presentation, eBoard annotations, and application sharing.
- Plays back all of the actions exactly as they occurred during the live presentation.
- Can be instantly posted to the Wimba Classroom server to be accessed by participants.
- Can be downloaded as MP4 video or MP3 audio.

A presentation using any type of media setting can be archived. Once an archive has been created, it automatically appears in the **Archives** tab of the Wimba Classroom Administration Tools. The **Archives** tab contains all archived presentations to which you have access. The access rules that applied to the live presentation are automatically transferred to the archive. However, the archived presentation must be "opened" so that participants can access it.

To Open an Archive

When an archive is created, it is closed by default and is not available for viewing. To open an archive:

1. Click the **Archives** tab to navigate to the **Archive Management** page.
2. Find the archived presentation you wish to make available.
3. Open the archive by clicking the **Open/Close** button next to the archive, making sure the **Open** sign appears.

To change the state of multiple archives, click the check boxes to the left of your archives on the **Archive Management** page and select either "Close Selected" or "Open Selected" in the drop-down menu at the bottom of the page, then click the **Update** button.

To Edit an Archive Title

The only aspects of an archive that you can change are its **Title** (which appears in the Lobby), **Description**, and **Presenter Email**. To change this information:

1. Click the **Archives** tab to navigate to the **Archive Management** page.
2. Click the link for the archive you wish to modify.
3. Click the **Archive Settings** sub-tab.
4. Modify the **Title, Description,** and/or **Presenter Email** field(s) as desired.
5. Click the **Save Changes** button.

__Note__: Archived presentations should __not__ be modified in any way other than described above. Modifying an archive may render it unusable.

To Erase an Archive

When you erase an archived presentation, it is permanently deleted from the server. If you wish to merely restrict access to archive, you can close the archive instead of deleting it from the server. To erase an archived presentation:

1. Click the **Archives** tab to navigate to the **Archive Management** page.
2. Locate the archive(s) you wish to delete; click the check box(es) to the left of the archive(s).
3. In the drop-down list at the bottom of the page, select **Delete Selected**.
4. Click the **Update** button. A warning message appears asking if you are sure you want to permanently delete the archive(s).
5. Click **OK**.

To delete multiple archives, click the check boxes to the left of your archives on the **Archive Management** page and choose "Delete Selected" in the drop-down list at the bottom of the page, then click the **Update** button.

Downloading Archive Media

Download Media	
Download media from archive in OGG format	Download OGG
Download media from archive in MP3 format	Download MP3
Download media from archive in MP4 format	Download MP4

Once an archive has been created, media files of that archive are available for download; these files may be reviewed on your hard drive or transferred to a portable device. Archive media is available in three formats: .ogg (audio-only, or audio and video, based on session media) .mp3 (audio-only), or .mp4 (audio and video). These files are always available for download from the Media Settings page, however, instructors and administrators can control whether or not students have access to them.

To Download Archive Media

1. Click the **Archives** tab. The Archive Management page opens.
2. Click the link for the archive of your choice.
3. Click the **Media Settings** sub-tab.
4. In the Download Media section, click the **Download OGG**, **Download MP3**, **or Download MP4** link.

Note:
Archive media download is only available for archives created in Wimba Classroom 5.0 or later.

Tracking Attendance

The **Tracking** feature gives you access to a detailed report of the attendance of live and archived presentations. You can view the users who attended a presentation, the time they entered, and the duration of their stay.

If you'd like to track attendance of multiple rooms or query by specific dates or users, you will need System Administrator access.

To Track Room Attendance

1. Click the **Rooms** or **Archives** tab.
2. Click the **Tracking** icon next to the room or archive of your choice
3. The tracking report opens in a new browser window.
4. If you wish to save this information, click the **Download Data** button and select a location to save this file. The data is saved as a .tsv file (tab-separated-value file) in the selected location. A .tsv file can be opened in most spreadsheet applications (such as Microsoft Excel) or in any text editor.
5. When you are finished viewing the data, close the browser window.

Viewing Chat Logs

When a presentation is archived, a Chat Log is automatically created. Chat Logs contain all public text chat messages (listed by user) as well as the activities they performed in a live presentation (for example, loading an image to the eBoard). Private text messages are not included in Chat Logs.

A presentation does not have to be archived for a Chat Log to be created. The presenter could simply select **Start Chat Log** from the **Actions Menu**.

To View a Chat Log

1. If a chat log was created when the presentation was archived, click the appropriate archive listed in the **Archives** tab.

   (If the chat log was created without the presentation being archived, click the appropriate room listed in the **Rooms** tab.)
2. If the archive has a Chat Log associated with it, a **Chat Logs** button appears on the right-hand side of the interface. Click the **Chat Logs** button.

(If the chat log is associated with a room, click the **Chat Logs** sub-tab).

3. If more than one chat log exists, a page listing all chat logs created for the room or archive appears (if only one chat log has been created thus far, skip to Step 5).
4. Click the name of the appropriate chat log to view, followed by **View**. The chat log opens.
5. If you would like to view the chat messages of a specific participant, select a name from the **User** drop-down list and click the first **Go** button (to the right of the Sub-Room drop-down menu). To return to the full list, select **All** and click **Go**.

   If you would like to view chat messages from a particular Breakout Room, select the room from the **Sub-Room** drop-down list and click the **Go** button to its right. To return to the full list, select **All** and click **Go**.
6. If you would like to view the chat messages *and* actions that occurred during a live presentation, click the **Detailed** link above the list (you can also apply the individual Users and Rooms filters from this view). The **Detailed Chat Log** opens.
7. To return to the short message list for the user, click the **Simple** link above the list.

To download a chat log, select either **Current View** or **Full View** within the **Download** drop-down menu and click the **Go** button to its right.

Frequently Asked Questions

How do I ensure that participants can access a room or archived presentation?

For participants to access a room or archive, you will need to ensure that (a) it is “Open” and (b) the appropriate access rules have been set.

If a room or archive is closed, users will not be able to access it when using a launcher link or going to the Lobby. For more information about opening/closing rooms or archives, refer to: Opening a Room or Archive.

In addition, it must have the appropriate access rules. Otherwise, too few or too many people may be able to access it. Note that an archive automatically inherits the access rules you have set for the room in which it was created. For more information about designating appropriate access for a room, refer to: Modifying User and Group Access.

How do I restrict public and/or private text chat?

1. On the Room Management page, click the link for the room you wish to modify.
2. Click the **Room Settings** sub-tab.
3. Navigate to the **Chat** section.
4. If you would like to restrict both public and private text chat, set **Enable Participants to Use Text Chat** to "No."
   If you would only like to restrict private text chat, set **Enable Participants to Use Text Chat** to "Yes," but choose the **Enable Public text chat only** radio button.
5. Click the **Save Changes** button.

Note that participants will *always* be able to send a private message to any presenters in the room, regardless of your text chat settings.

In addition, presenters can enable/disable all text chat during the live presentation for all participants or individual users.

How do I view the results of a poll?

1. On the **Room Management** page, click the link for the room of your choice
2. Click the **Poll Results** sub-tab.
3. Select the poll(s), date(s), and users that you would like to query.
4. Click the **View Report** button.

For more information about viewing and downloading poll results, refer to: Obtaining Poll Results.

How do I add content to a room?

1. On the **Room Management** page, click the link for the room you wish to modify.
2. A list of content folders appears. Choose a folder by clicking on its corresponding link.
3. If the folder is empty, you may choose to upload content, add a URL, or create a poll.

   If the folder already has content, click the **New Content** button on the right-hand side of the screen to add more content.

For more information about adding content, refer to: Adding Slides to a Content Folder.

What types of content can I add to a room?

Any type of content that can be shown within a web browser can be added to a room. This content includes, but is not restricted to: images, websites, other HTML files, Flash, and PDF documents. Note that you can also add PowerPoint slides, which Wimba Classroom automatically converts to static images. (If you have a standalone server, you may not have this ability.) You may also create interactive polls.

How do I add a picture or logo to the Branding Frame?

1. Ensure that the image is sized to the exact dimensions of the Branding Frame.
   (By default, the dimensions are 135 pixels wide by 145 pixels high, however if this has been changed in your Wimba Classroom server, you will need to obtain the correct size by contacting the Wimba Classroom System Administrator.)
2. Upload the image as a slide to a Content Folder.
3. Set the **Target** of the slide to **Branding Frame**.
4. If you would like this image to be the default picture that participants see in the **Branding Frame** when they enter your room:

   - Ensure that you have added the image to your **Default Content Folder**.
   - Edit the Start Content section of your room. For more information about setting default content, refer to: Editing Default Content for a Presentation.

Which media setting should I use?

Wimba Classroom offers two different media options: **WimbaMedia System** and **Phone Simulcast Only**.

The setting you choose should best match your goals and needs for your presentation. To help choose the appropriate media setting, refer to: Media Setting Guidelines.

Product Feedback and Community

Product Feedback

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

Community

We encourage Wimba users of all levels to join our Wimba Connect User Group, a new community in which users can share their experiences, ideas, research, and best practices with their peers via forums and user-generated blogs. In addition to bringing our users closer together, the group acts as a 365-day-a-year extension of our annual Wimba Connect Global Users Conferences.

For more information, or to register for the Wimba Connect User Group, visit http://www.wimba.com/community.

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