iLinc User Guide

This guide contains the basics for starting and moderating a iLinc web conference. It is intended to ensure you have everything you need to get started and conduct your first iLinc conference.
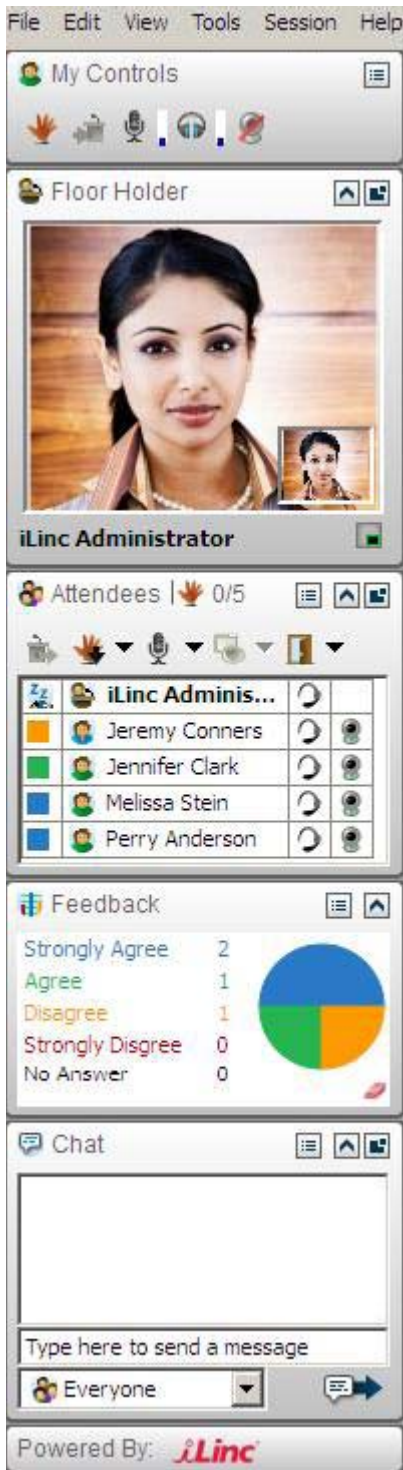
If you need additional assistance getting started, or if you do not have an account, please contact ConferencePlus™ at **1 800 866 0888.**

3 Ways to Launch Your Web Conference

+ **Presenter Invitation.** A link to your iLinc conference is included on your presenter invitation. Simply click on this link. Your browser will open and launch the ConferencePlus Meeting Center page. In Meeting Center, accept the terms and conditions and click on "Start". Your iLinc conference will launch and you are ready to go!

+ **MyAccount Dashboard.** If you have access to MyAccount Dashboard you can launch your iLinc meeting. Simply login to your MyAccount Dashboard and click on the "Start Web" icon associated with the desired conference and your conference will be launched.

+ **Meeting Center.** You may launch your iLinc conference from the ConferencePlus Meeting Center.

  - Go to http://www.conferenceplus.com

  - In *Meeting Center*, click on Moderator/Host. You will be taken to a Moderator Sign-In page.

  - Enter your Dial-In Number, Passcode and Moderator Code and click on the "Sign In" button. This will take you to the *Start a Conference* page.

  - In the *Start WebPlus* box, accept the terms and conditions and click on "Start". Your iLinc conference will be launched.

Host (Presenter) Controls

After you have successfully logged in, you are presented with a conference window. At the top of the conference window is a toolbar (Figure A) containing buttons used to conduct and manage Web conferences.

File Edit View Tools Session Help

My Controls

Floor Holder

iLinc Administrator

Picture-in-Picture: *your picture inset on the floor holder's video or picture*

Attendees | 0/5

Zz	iLinc Adminis...		
🟧	Jeremy Conners		
🟩	Jennifer Clark		
🟦	Melissa Stein		
🟦	Perry Anderson		

Attendee list: *view participants and their feedback*

Feedback

Strongly Agree	2
Agree	1
Disagree	1
Strongly Disagree	0
No Answer	0

Feedback area: *change feedback answer set, view answers in bar or chart, share answers*

Chat

Type here to send a message

Everyone

Powered By: *iLinc*

Chat area: *window through which you can communicate with other participants and assistants*

Communicating in Your Session

You can communicate in a variety of ways in your iLinc session. The primary method is speaking directly to participants using ConferencePlus audio conferencing. When you first join your session, your Dial-In Number and Passcode appear on the Start tab. Once in the session, the Start tab is always available and can be returned to should any users drop off the phone call and need to reconnect.

As a leader, however, it is also important to realize that communicating in an iLinc session does not only involve talking. It also involves giving and receiving feedback using iLinc's interactive communication tools, including:

+ **Hand Raising**: Participants can give you feedback or ask for your attention by clicking the hand raise icon on their Tool Panel. You will see who has their hand raised in your Attendee list. Refer to "Responding to Hand Raises" on page 20 for more information.
+ **Chat**: Chat is an instant messaging tool that allows you to send messages to the entire session, or to a specific participant. Refer to "Working with Chat" on page 21 for information on using Chat.
+ **Feedback**: Feedback is a polling application that you can use to solicit feedback from other participants during a session. Refer to "Polling with Feedback" on page 21 for information on using Feedback.
+ **Q&A**: Q&A is a question and answer tool that you can use to ask participants a series of multiple-choice questions during a session. Refer to Chapter 5, "Asking Multiple Choice Questions with Q&A" on page 41 for information on using Q&A.

The more effectively you can use these tools, the more effective you will be at leading a great session. Each tool is described in the sections that follow.

Responding to Hand Raises

During a session, one of the primary means for participants to communicate with their leader is to raise their hand. Participants can raise their hands electronically by clicking the hand raise icon in the My Controls panel of their iLinc Tool Panels.

When a participant raises his or her hand you will see two indicators on the Tool Panel to notify you of the hand raise:

+ A hand raise icon displays next to the participant's name in your *Attendee* list.
+ The hand raise counter, which is below the attendees list, increments by one.
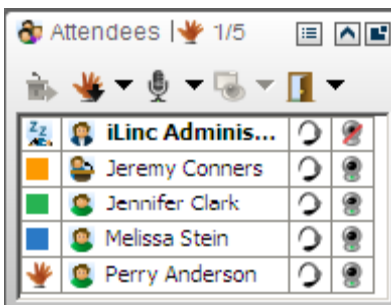
If you have assistants in your session, they see these indicators as well.
When you first enter a session, ask participants to raise their hands if they can hear you. This ensures that everyone knows how to get your attention when they need to during the session.

To Respond to a Hand Raise

You can respond to a hand raise by:
+ passing the floor to the participant
  OR
+ acknowledging the hand raise verbally and let attendees know you will answer questions at a later time.

Working with Chat

Using Chat you can send and receive chat messages. Chat is a great tool for brainstorming. Ask your users to enter their ideas.

As a leader, you can also perform the following advanced Chat tasks:
+ **Clear Chat for All:** On the iLinc Tool Panel menu bar, select *Session > Chat > Clear Text for All Participants*. The contents of everyone's chat window are erased.
+ **Restrict Chat:** Restricting chat limits the ability to send messages to the leader, assistants, and the current floor holder. All participants can still see the messages, and they can send private messages to the leader and assistants.

To restrict chat, select *Session > Chat > Restrict Chat for All Participants* from the Tool Panel menu bar.

Polling with Feedback

Select a topic below:
+ What Is Feedback?
+ Where Is Feedback?
+ Feedback Answer Sets
+ The Participant View
+ Using Feedback in a Session

What Is Feedback?

Feedback is a polling application that you can use to solicit feedback from other users during a session. You can ask a question verbally or in Text Chat and have users respond using the currently displayed Feedback answer set.
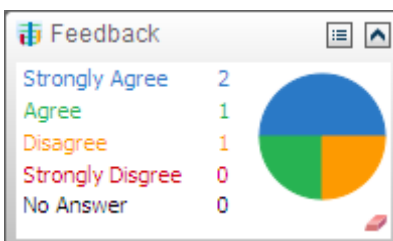
Figure : Feedback Panel Use feedback to encourage interaction in the session, let users indicate their satisfaction with the pace of the session, gauge student progress on an assignment, or poll users for yes/no and true/false responses.

Try to use Feedback every 10 minutes or so to ensure that all of your participants are paying attention.

Where Is Feedback?

Feedback is located just below the Attendee window on the iLinc Tool Panel. You can use feedback at any time during a session, and change or reset the answers throughout the session.

As users select their answers your counters, which are highlighted with the corresponding colors in the summary pie chart or bar graph, are automatically updated. When you ask users to respond to a question via feedback, you see their answers in two formats:

+ The summary results are continuously updated in the pie chart that is displayed in the feedback area. You can share the pie chart with all users if you choose.
+ Users' answers are indicated by color-coded squares next to their names in the attendees list.

 Both the graph and attendees list are continuously updated as users select or change their answers. While anyone can ask attendees to answer a question with feedback, only the leader can change the answer set and clear the answers. These options are available in the Session menu, and by clicking the Menu ▦ button to see the feedback shortcut menu.

Feedback Answer Sets

You can choose an answer set from the following:

+ Pace (Faster, Perfect, Slower, Please Review)
+ Agreement (Strongly Agree, Agree, Disagree, Strongly Disagree)
+ Assignment status (Not much progress, Still working, Almost finished, Completed)
+ True / False
+ Yes/No
+ A,B,C,D

 If you need to select a different answer set, click the Menu button from the Feedback panel and select the desired answer set. Your feedback area and each participant are updated with the new answer set. You can also change the answer by clicking *Session > Feedback* from the application menu.


The Participant View

The participant's feedback area is located just below the Attendee window on the iLinc Tool Panel. Participants see the current answer set with radio selection buttons next to each answer.

Using Feedback in a Session

Using Feedback to communicate with other users during a session is an easy way to quickly assess how your session is going.


To Ask a Feedback Question

+ Locate and select the Answer Set in Feedback you want to use.
+ Ask a question verbally or in Chat and ask your attendees to select an answer from the Feedback answer set. As each attendee selects an answer, your pie chart and *Attendee* list are updated.
+ When you are ready to ask another question, click the Menu button and choose the "Clear" option from the menu list. Then select the new Answer Set and ask your question.
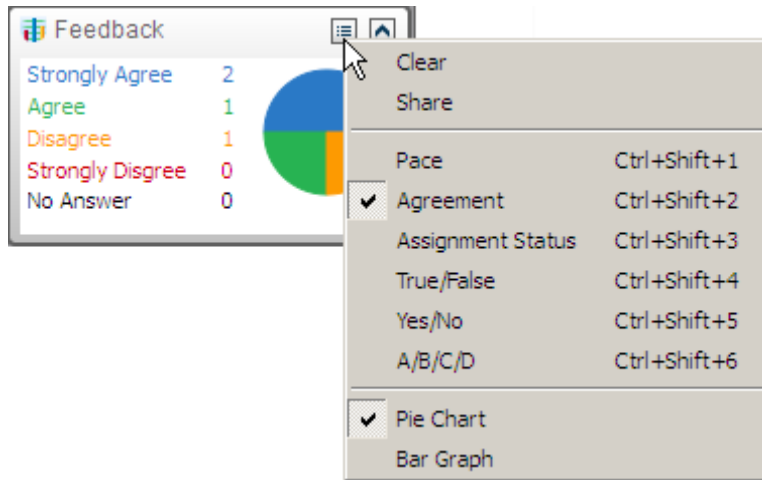
+ There are three ways you can change the answer set of the Feedback area:
    a. Click the Menu button in the Feedback panel. From the menu list, select the answer set you need to display. It will automatically display to users.
    b. Use the keyboard shortcuts for each answer set (see menu list).
    c. Select *Session > Feedback* from the iLinc menu bar and select the desired answer set. The feedback panel for you and all participants is updated with the new answer set.

If you prefer to see the answers in a bar graph instead of a pie chart, you can change the display element in the Feedback Menu (click the Menu button or choose *Session > Feedback* from the application's menu).
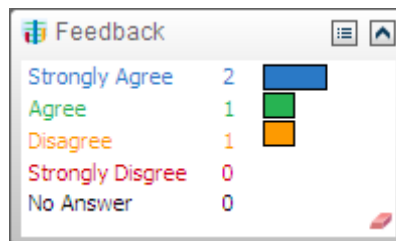
Publishing Content

Once you have logged into your session, you will have two tabs that will appear on the top of the platform. You will be entered into the start tab, but to upload presentations you would click on the content tab. You can only upload PowerPoint presentations. If you would like to share another application, you would need to application share. See the application sharing section to learn how to use this feature.
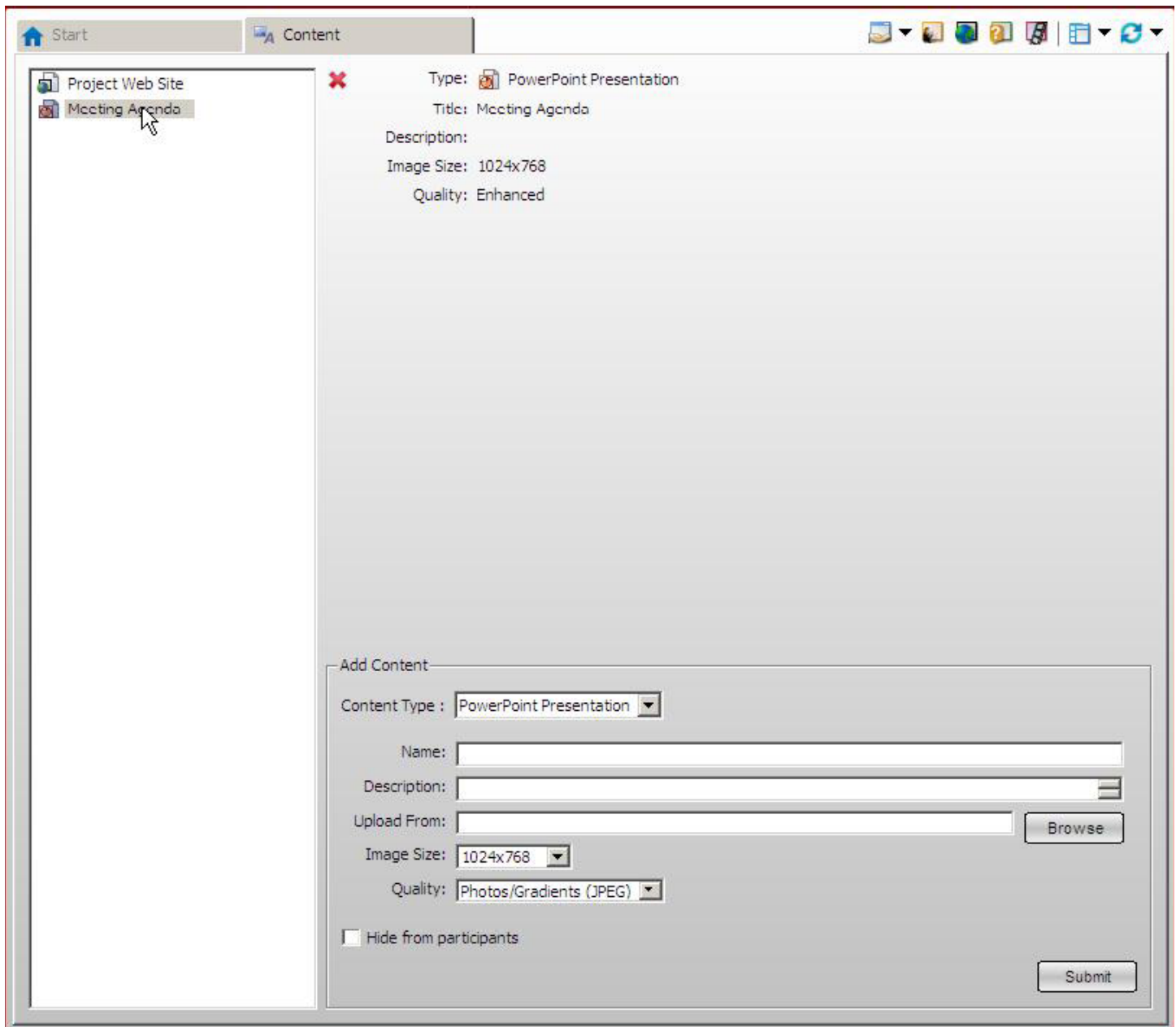
To Publish documents:

+ Click the CONTENT tab on the platform toolbar
+ Select the PowerPoint Presentation for the content type
+ Enter in a name and description for your file
+ Browse for your file and then click Submit at the bottom

After you complete these steps, your document will appear on the left side panel in the content tab, with the right hand side containing file information. To present this document you need to double click your presentation in that panel and it will automatically copy and convert your presentation into a Powerboard presentation and save it in the content library. The Powerboard presentation is another tab on your platform.

You may have several tabs open at any time. Or you can go to the "session" drop down menu and go to content and click the presentation that you want.

To delete a published document:

+ Click the CONTENT tab on the platform toolbar
+ Select the presentation in the left side panel
+ Click the X button to the right next to the title and description of your presentation

What Is Powerboard?

Powerboard is a collaborative, multi-user tool designed to make the collaborative nature of an iLinc session adaptable based on different presentation needs that arise during a session. For example, if you want to present a PowerPoint presentation, the presentation automatically launches in the Powerboard and you have access to a full-set of mark-up tools. As you present, expand your presentation on the spot by importing images or taking screen shots. Then, if you move on to a collaborative exercise like a brainstorming session, you can open Powerboard and start with a "clean slate" whiteboard, which multiple users can write-on simultaneously. Session leaders or assistants can even toggle in and out of multi-user mode, making it easy for the leader to take back control of the tool after the brainstorming session or other group exercise is complete. The uses for this versatile tool are limitless. Use your imagination and increase the interactions that occur within your session, adding increased learning value to participants and proven results to the leader. The rest of this chapter details how to use the Powerboard, including how to:

+ Present PowerPoint presentations in Powerboard
+ Use Powerboard as a Multi-User Whiteboard tool
+ Understand the Powerboard Mark-up Tools

## Understanding the Powerboard Markup Tools

Powerboard includes a set of highlighting, drawing, and coloring tools that you can use to enhance your content as you present. Powerboard mark-up tools include the following:

+ Highlighter
+ Text Tool
+ Graphic Tools
+ Color and Line Weight Tools
+ Import Picture Tool
+ The Powerboard Pointer

Working in Full Screen Mode

When you launch content and work in full-screen mode, a miniature, floating Tool Panel remains visible at the bottom, right corner of your screen.
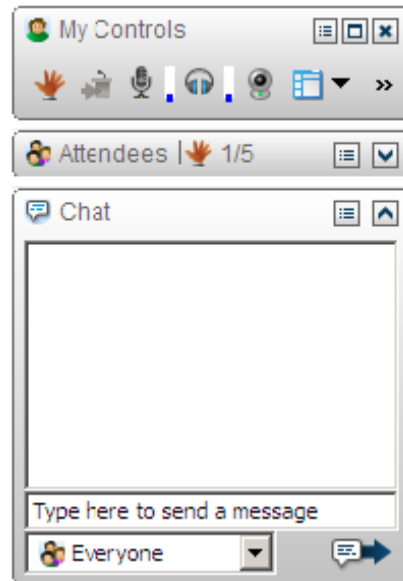
Depending on the Session Configuration, some of the panels will initially display collapsed. To view the details of this panel, you can click the down arrow. When you are finished viewing the details, click the up arrow to return the panel to the collapsed state. The minimized Tool Panel allows you to easily see when participants raise their hands, check your network status, and quickly access the iLinc menu to invite a user or perform other session tasks.

Locking the conference

To prevent unwanted attendees, you can lock the meeting by going to the "Session" drop down menu and selecting Lock Session.

Presentation Tools
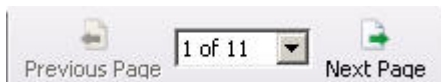
Use the PREVIOUS and NEXT buttons on the toolbar to index slide by slide through a presentation.

+ Use the drop down menu to jump directly to a specific slide.

To Use Annotation Tools:

+ Click on the tool that you want to use and start to annotate.

Application Sharing

Application Sharing is iLinc's application or desktop sharing tool, which allows the leader to share an application of their desktop area on his or her computer with everyone in an iLinc session, even when the other users do not have that application installed on their computers. As a leader, you can use Sharing to:

+ Share your actions with other users while you use your application
+ Enable a participant to use the shared applications as the rest of the session watches.
+ Enable a participant to share his or her own applications with the session.

When you are ready to share applications, open each application you want to share. Doing so enables you to make quick transitions between applications during a session. This will ensure that the applications are available when you launch Sharing.

To Share an Application:
+ To share your desktop immediately, click the Sharing icon.
+ To select another type of sharing, click the drop down arrow for the Sharing icon ⬜ ▼ on the content tab menu. The sharing menu opens.
+ Select an Sharing option:
    • Select Desktop to immediately begin sharing all your applications.
    • Select Region to select a visual area of your desktop to share. A new window with a dashed blue line will open on your desktop. Any area enclosed inside the dashed blue line will be shared with your participants.
    • Select Application to select specific application.
+ If you selected Application, the Sharing tab will display a list of available(s).
+ Click Start. The item being shared is displayed in the Sharing tab for participants. For the floor holder, their iLinc Client minimizes and they can now click on the application or interact with their desktop/region.
+ Use the applications, desktop or region as desired. Your actions are reflected in each user's display window as you take them.

To change the application you are sharing you have to:
+ Click Stop on the Sharing tab, located at the bottom.
+ Select each new application you want to share, and clear the check marks next to each application you want to stop sharing.
+ Click Start
+ The item being shared is displayed in the Sharing tab for participants. For the floor holder, their iLinc Client minimizes and they can now click on the application or interact with their desktop/region.
+ Use the application as desired. Your actions are reflected in each user's display window.

If you click Stop from the Minimized Sharing Controls panel, simply click the down arrow for the Sharing icon and choose Application. The Sharing Application Tab will open again with a list of currently open applications.

To Close Sharing you should:
+ Click Stop. This has stopped all sharing of your application or desktop/region to your participants.
+ Click the Close X on the Sharing tab to close this on your computer.

Floor Control

In a MeetingLinc class, the leader takes the floor automatically when he or she joins the session. The leader can pass the floor to any participant and take the floor back at any time. While the participant has the floor, he or she can talk and launch content and applications.

If you would like to allow a participant to share an application, you must give FLOOR CONTROL to that participant.
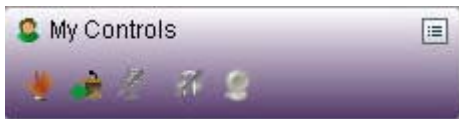
To give remote control to a participant:

+ Click on the Participant's name in the Roster
+ Click on the left icon in the attendees window GIVE FLOOR TO SELECTED

To regain control of the application:

+ Click on the icon in the my controls window TAKE FLOOR

Question & Answer

Q&A is iLinc's question and answer tool. Use Q&A to ask your attendees a series of multiple choice questions during a session. You can make up questions before a session, or add them on-the-fly. When you ask a question, attendees see it and all its possible answers in their Q&A Tab.
Each attendee can select an answer, and can change his or her answer for as long as the question is available. The leader or floor holder's window updates automatically as attendees select their answers.

To Create a Q&A Session:

+ Click the Q&A icon in the icon bar to the right of the Tabs.
+ Click the ADD QUESTION link.
+ Enter your question in the question field. Click Save Change or press the <ENTER> key.
+ Enter at least two answers in the answer fields. Click Save Change or press the <ENTER> key for each answer option. New questions will be added to the original Q&A item, not saved as a new Q&A file.
+ If you are the floor holder, you can return to the *Q&A* tab at any time to ask your question.

To Ask a Question
+ Locate the question in the *Q&A* Tab you wish to ask
+ Hover over the question until the command line at the right appears.
+ Click ASK to display this question to your attendees.
+ All attendees see the question and its possible answers in their Q&A tabs. As each attendee selects an answer your answer statistics are updated.

Note: If you pass the floor to an attendee after you ask a question, your question remains visible until the current floor holder asks a different question.

To View and Share Answer Statistics

As participants submit their answers, the leader, assistant or floor holder sees the answer statistics for each answer option in a growing bar graph.

To share the answer statistics with all attendees, click SHARE on the command line for the question. Once you share the answer results, attendees see the results next to each option and can no longer answer the question.

To Withdraw a Question

+ Locate the question in the Tab you wish to ask
+ Hover over the question until the command line at the right appears.
+ Click WITHDRAWL to remove the question from your attendees.
+ The question is removed from the Tab for the attendees.

Note: If you pass the floor to an attendee after you ask a question, your question remains visible until the attendee withdraws this question or asks a different question.

To Close Q&A for the Attendees

When you are finished using Q&A, the leader or the current floor holder can close it for the entire session.

+ Click the X button on the Tab.
+ Choose CLOSE ALL to close Q&A on all attendees' computers. You have the option of closing Q&A only on your machine.

Editing Question Files

You can make changes to existing question files, including removing questions from the list and editing questions. Each task is described in the sections that follow.

To Remove a Question from the List

+ Open the Q&A file containing the question you want to remove.
+ Hover over the question in the *Questions & Answers* list. Be sure you are ready to delete the question. The selected question is deleted immediately and cannot be restored.
+ Select REMOVE from the command line at the right.

To Edit a Question

+ Choose CONTENT from the navigation menu.
+ Click the EDIT link for the Q&A file you wish to edit.
+ Under *Questions & Answers*, hover over the question you want to edit.
+ Click the EDIT link in the command line that appears to the right of the question.
  - To make changes to the answers, click the expand plus sign to the left of the question. Hover over the answer to change and click the EDIT link. Type in your change to your answer and click the Save Change link or press the <ENTER> key.
+ Type in the change to your question and click SAVE CHANGES or press the <ENTER> key
+ When you are done, select UPDATE ORIGINAL if you want to change the original Q&A file.

- If you are editing the original file within the Activities section of the Communication Center and if it is used in multiple sessions, you will also have the option to SAVE AS NEW in a new Q&A file.

Deleting a Q&A File

You can delete a Q&A file just like you would delete any other session content. On the session *Content* page, click the check box next to the file and click DELETE.

Recording

You can create a synchronized audio and web recording of your meeting.

To begin recording:
+ From the menu toolbar, select session > record session.
+ The iLinc Recorder opens.

+ Select the recording source:
    - Select NO AUDIO to record only the on-screen visual elements.
    - Select CONFERENCING BRIDGE to record audio from a teleconference bridge, for which you will be able to enter the dial-in information.
+ If you select CONFERENCING BRIDGE, you will need to first Connect to the phone call with the recorder before you can begin recording the audio and visual portion of your presentation.
    - If your conferencing bridge dial in and passcodes were provided in the session details, these fields will be pre-populated for you.
+ Click START RECORDING. The iLinc Recorder minimizes on your desktop.

The recorder will continue to record the session until you or the person monitoring the recording clicks the minimized recorder on the task bar. Refer to Pause or Stop the Recorder for details on the recorder controls.

Pause or Stop the Recorder

While you are recording you can control what is being recorded by pausing or stopping the Recorder. If you pause the recording, you can continue with your session until you are ready to resume recording. This will enable you to record on the session content or items that are needed outside of your live session.

+ Click the minimized Recorder icon on your operating system's Task or Menu bar. The Recorder stops recording and maximizes on the recording computer's screen.
+ Do one of the following:

If you want to …	Then …
resume recording	click RESUME RECORDING icon . The recorder resumes recording and minimizes on the recording computer's task bar.
stop recording	click STOP RECORDING icon . You can now either save or cancel the recording.

Save the iLinc Recording

You can upload the recording to the server immediately after recording the session or you can save it to your hard drive and upload it at a later time.

𝓛 If you plan on editing the session, save the file instead of uploading it. You can upload the final, edited version at a later time.

The save/upload process begins as soon as:
+ The recording computer leaves the session
OR
+ Someone stops the iLinc Recorder.

If you …	Then …
upload the recorded session at this point	the recorded session will be added as session content. The uploaded recording appears.
save the file to be uploaded later	You can add it later as content to any session.

The process for uploading the file, saving the file, and uploading a saved file is described in the following three sections.

To Save a Session Recording to Upload Later

+ When the session is over or someone stops the iLinc Recorder, the iLinc Recorder maximizes and a *Save As* dialog box opens.
+ Select a location and type a name for the file. The default name is the name of the session you recorded.
+ Click SAVE. The *File Upload* dialog appears.
+ Click NO. The file is saved to the location you specified and can be uploaded at a later time.

Playing a Recording

What is the iLinc Player?

The iLinc Player is a standalone application that plays the recorded session file. Once you install the Player, it is accessible on your Start menu.

The Player is automatically launched when you play the recorded file from your course contents list or agenda. The Player streams the recorded file from the server to your computer.
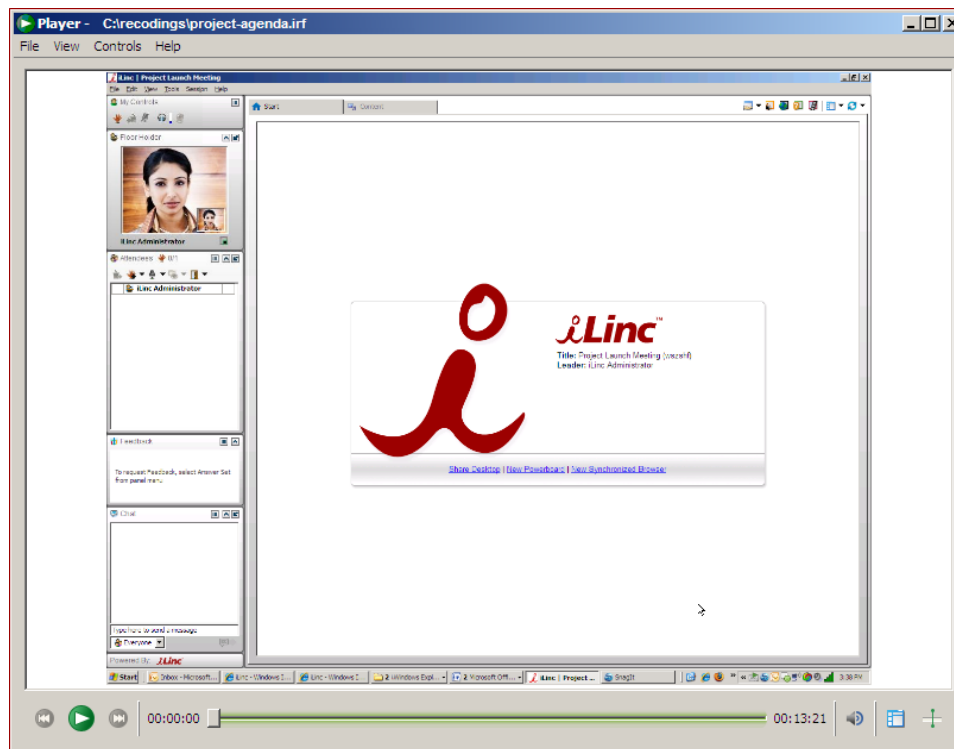
You can also download the file from the session Materials list, save it to your hard drive, and then play the file at a later time. The advantage of downloading and playing the file is that you do not need to have an active Internet connection while playing the file.

Downloading and Playing a Recording

You can choose to download a recording from your session so that you can play it without an active Internet connection. For example, you may want to download the file to your laptop and play the file while traveling.

+ On your home page, find the session containing the recorded session.
+ Click the CONTENT link for the session. The *Content* window opens.

Content | Click a link to the right of the item.

If downloading a recording, download the iLinc player.
  1. Click iLinc Player to save the player file to your desktop.
  2. Select 'Desktop' in the 'Save as' dialog and click Save.
  3. Go to your Desktop and double click Instplay.exe.

Project Launch Meeting

Title	
Meeting Agenda PowerPoint Presentation	Launch
Project Launch Timeline Excel File	Launch
Project Agenda Session iLinc Recording File	Launch | Download

Close

+ Click DOWNLOAD to play the recording.
+ Select SAVE THIS FILE TO DISK and click OK. The *Save As* dialog box appears.
+ Navigate to the location where you want to save the file, and then click SAVE. The recording begins to download. The *File Download* dialog box displays the progress as your file downloads. When the download is complete, a message displays notifying you that it is done.
+ You can play the file now, or wait and play it later.

If you want to…	Then …
play the file now	click **Open**. The iLinc Player opens and plays the file
play the file later	click **Close**. The *Download Complete* dialog box closes and you are returned to the *Materials* window.

To Play a Downloaded File
+ Select start > programs > iLinc > iLinc player. The iLinc Player opens.
+ Select file > open. The *Open* dialog box appears.
+ Navigate to the recording and click OPEN**.** The file opens in the iLinc Player.
+ Click the PLAY button to play the file.

Ending a Conference

When you have completed your presentation and are ready to close the session, it is recommended that you "Dismiss All" participants before you leave the session. Select File > Exit, from the iLinc Tool Panel menu bar. You will receive a prompt to dismiss all attendees.