# IPER Training Webinars

## iLinc Quick Reference for IPER Instructors

(Reference 04)

Instructor Guide

*Final, July 2010*

FEMA

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**NOTE:** We recommend that you **print** this Quick Reference so that you may use it as a reference when delivering the IPER courses.

# Setting Up a Course Offering

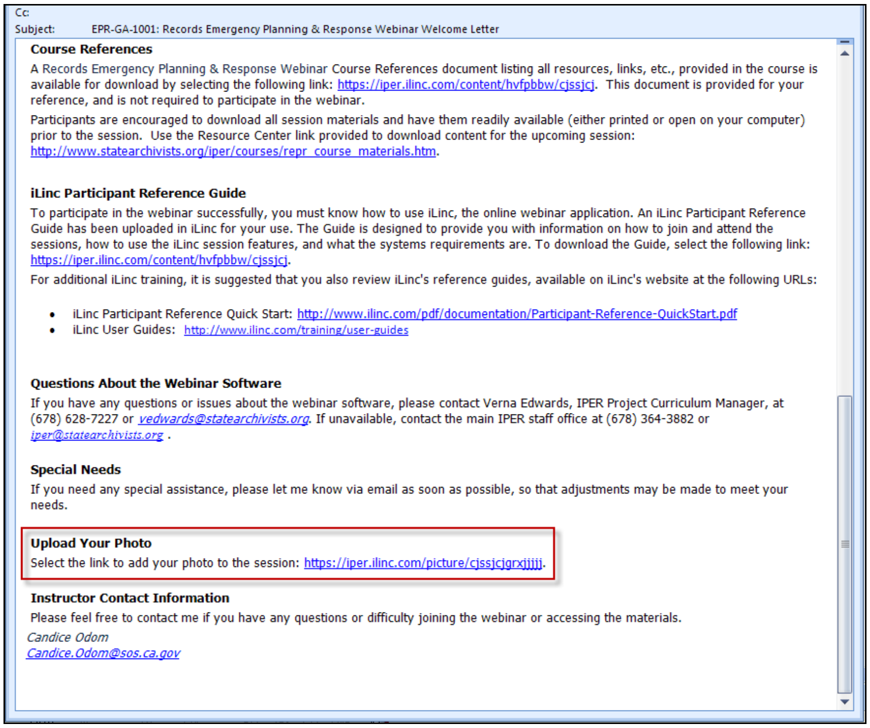
We recommend beginning the process of setting up a course offering at least four to six weeks before you plan to hold the first session. IPER staff will require at least 24–48 hours (not including weekends) to complete the processes involved in setting up the course. Your potential participants will have to wait until setup is complete before registering for the course.

| STEP | ACTION |
|---|---|
| 1. | Decide what course you want to schedule and when you want to schedule it. |
| 2. | Contact IPER Staff at (678) 364-3882 or *iper@statearchivists.org* and give them the following information:<br>• Course name<br>• Dates and times (with time zone) for each of the four sessions<br>• First and last names, email addresses, and phone numbers of the individuals who will be serving as Instructors for the course.<br>• The conference line information, dial-in number, and passcode that will be used for the course and an alternative conference line and passcode. |
| 3. | Wait to receive confirmation from IPER staff that the requested dates and times are available. |
| 4. | Upon receiving confirmation of the course's dates and times, begin publicizing the course to let potential participants know the course is available. |
| 5. | Participants will register through the IPER Resource Center by going to your state's main page. |

# Uploading Your Instructor Photo

| STEP | ACTION |
|---|---|
| 1. | Open the Invitation or Reminder Email you received for any IPER course for which you are an Instructor. |
| 2 | Select the link under "Upload Your Photo." |
| 3. | In the webpage that opens, select "Browse." |
| 4. | Navigate to the file you want to use. |
| 5. | Select "Upload."<br>Your photo appears in the "Your Picture" section. |

## *Figure 1: Invitation Email—Upload Instructor Photo Link*



Cc:
Subject: EPR-GA-1001: Records Emergency Planning & Response Webinar Welcome Letter

**Course References**

A Records Emergency Planning & Response Webinar Course References document listing all resources, links, etc., provided in the course is available for download by selecting the following link: https://iper.ilinc.com/content/hvfpbbw/cjssjcj. This document is provided for your reference, and is not required to participate in the webinar.

Participants are encouraged to download all session materials and have them readily available (either printed or open on your computer) prior to the session. Use the Resource Center link provided to download content for the upcoming session: http://www.statearchivists.org/iper/courses/repr_course_materials.htm.

**iLinc Participant Reference Guide**

To participate in the webinar successfully, you must know how to use iLinc, the online webinar application. An iLinc Participant Reference Guide has been uploaded in iLinc for your use. The Guide is designed to provide you with information on how to join and attend the sessions, how to use the iLinc session features, and what the systems requirements are. To download the Guide, select the following link: https://iper.ilinc.com/content/hvfpbbw/cjssjcj.

For additional iLinc training, it is suggested that you also review iLinc's reference guides, available on iLinc's website at the following URLs:

- iLinc Participant Reference Quick Start: http://www.ilinc.com/pdf/documentation/Participant-Reference-QuickStart.pdf
- iLinc User Guides: http://www.ilinc.com/training/user-guides

**Questions About the Webinar Software**

If you have any questions or issues about the webinar software, please contact Verna Edwards, IPER Project Curriculum Manager, at (678) 628-7227 or *vedwards@statearchivists.org*. If unavailable, contact the main IPER staff office at (678) 364-3882 or *iper@statearchivists.org* .

**Special Needs**

If you need any special assistance, please let me know via email as soon as possible, so that adjustments may be made to meet your needs.

**Upload Your Photo**

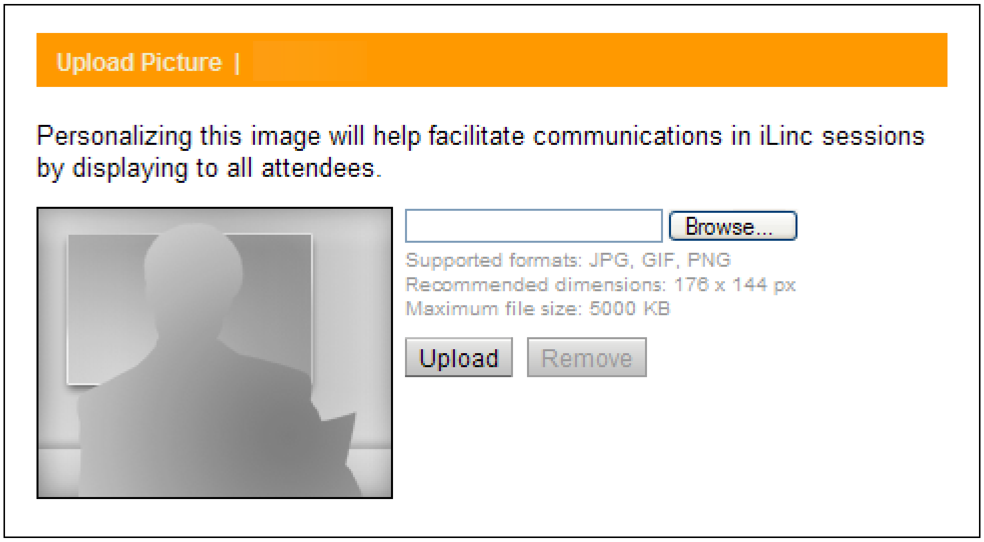
Select the link to add your photo to the session: https://iper.ilinc.com/picture/cjssjcjgrxjjjjj.

**Instructor Contact Information**

Please feel free to contact me if you have any questions or difficulty joining the webinar or accessing the materials.

*Candice Odom*
*Candice.Odom@sos.ca.gov*

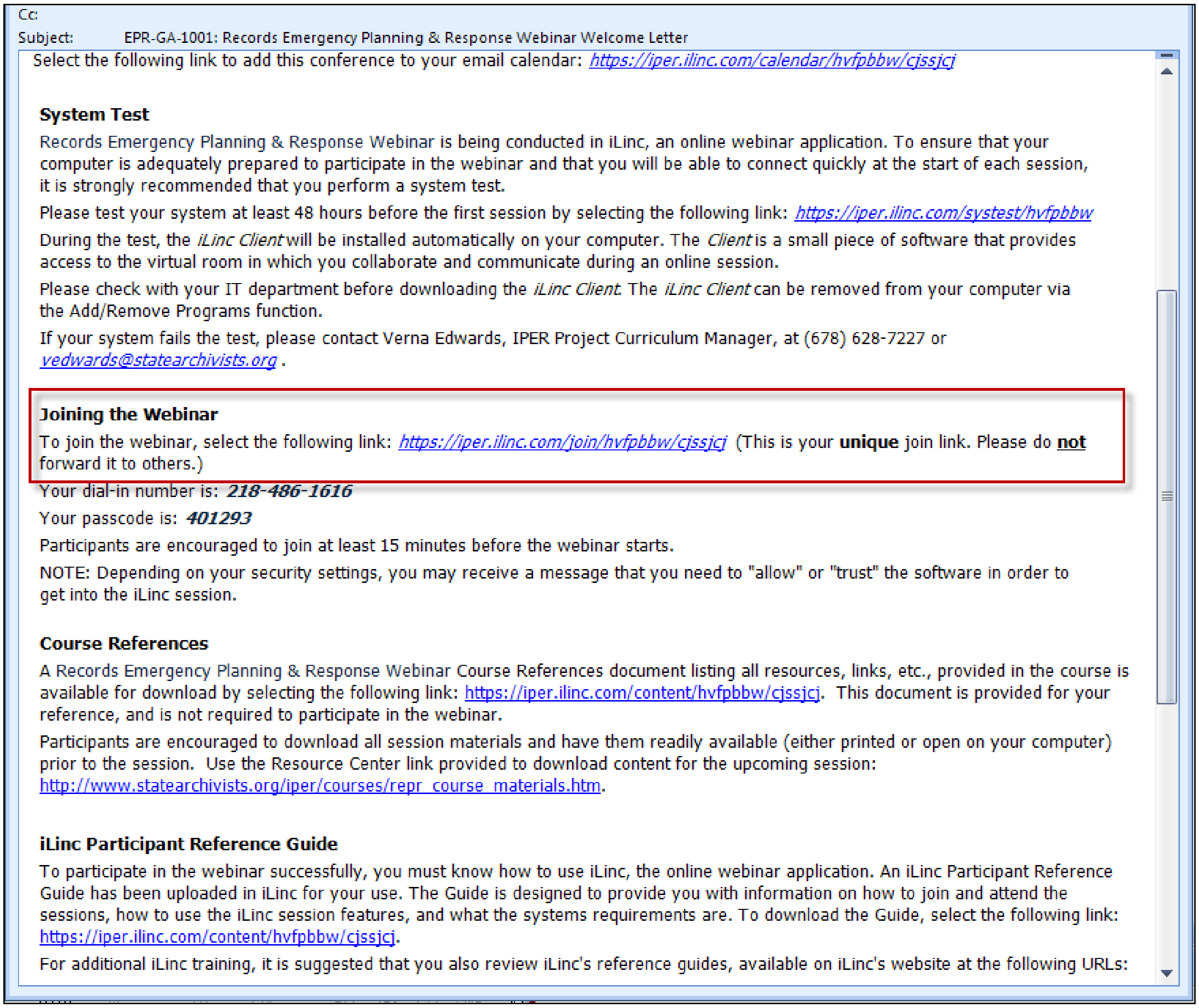
## *Figure 2: Upload Instructor Photo*



# Launching a Webinar Session Through the Invitation or Reminder Email

| STEP | ACTION |
|---|---|
| 1. | Open the Invitation or Reminder Email you received for any IPER course for which you are an Instructor. |
| 2. | Select the link in the Invitation or Reminder Email under the “Joining the Webinar” section.<br>The iLinc Session Room launches in a few seconds. |

*Figure 3: Invitation Email—Joining the Webinar Link*



Cc:
Subject: EPR-GA-1001: Records Emergency Planning & Response Webinar Welcome Letter

Select the following link to add this conference to your email calendar: https://iper.ilinc.com/calendar/hvfpbbw/cjssjcj

**System Test**

Records Emergency Planning & Response Webinar is being conducted in iLinc, an online webinar application. To ensure that your computer is adequately prepared to participate in the webinar and that you will be able to connect quickly at the start of each session, it is strongly recommended that you perform a system test.

Please test your system at least 48 hours before the first session by selecting the following link: https://iper.ilinc.com/systest/hvfpbbw

During the test, the *iLinc Client* will be installed automatically on your computer. The *Client* is a small piece of software that provides access to the virtual room in which you collaborate and communicate during an online session.

Please check with your IT department before downloading the *iLinc Client*. The *iLinc Client* can be removed from your computer via the Add/Remove Programs function.

If your system fails the test, please contact Verna Edwards, IPER Project Curriculum Manager, at (678) 628-7227 or vedwards@statearchivists.org .

**Joining the Webinar**

To join the webinar, select the following link: https://iper.ilinc.com/join/hvfpbbw/cjssjcj (This is your **unique** join link. Please do **not** forward it to others.)

Your dial-in number is: ***218-486-1616***

Your passcode is: ***401293***

Participants are encouraged to join at least 15 minutes before the webinar starts.

NOTE: Depending on your security settings, you may receive a message that you need to "allow" or "trust" the software in order to get into the iLinc session.

**Course References**

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For additional iLinc training, it is suggested that you also review iLinc's reference guides, available on iLinc's website at the following URLs:

# Using the iLinc Communication Center

You will use the *Communication Center* to:

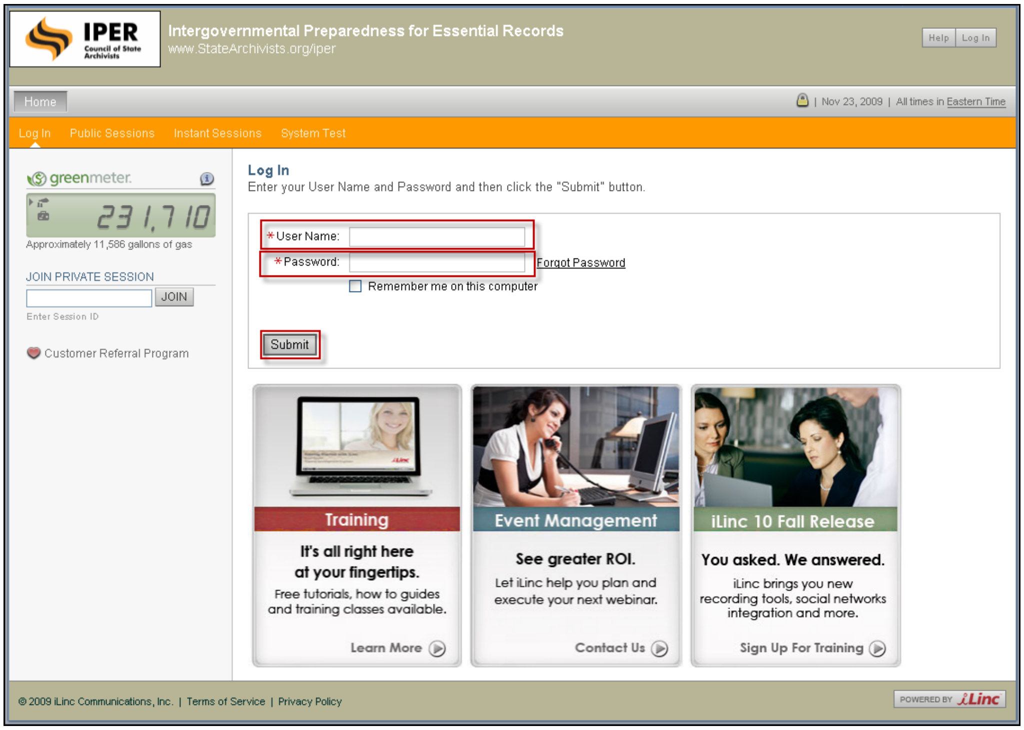
- Record your iLinc session
- View Pre- and Post-Test and Course Evaluation data

You must use your state's Master Account username and password to log in to the Communication Center. Because this is a single account, with only one username and password, only one instructor can log in to the Communication Center at one time.

## Logging in to the Communication Center

| STEP | ACTION |
|---|---|
| 1. | Open an Internet browser and go to *https://iper.ilinc.com* . |
| 2. | Select "Log In" on the orange menu bar. |
| 3. | Enter your state's Master Account user name in the "User Name" field. |
| 4. | Enter your state's Master Account password in the "Password" field. |
| 5. | Select "Submit." |

***Figure 4: IPER iLinc Log-in Page***



## Setting Up the Master Account

The first time a State Team logs in to the iLinc Communication Center with the state's Master Account username and password, they must set up the Master Account in iLinc. This requires completing a series of three setup screens.

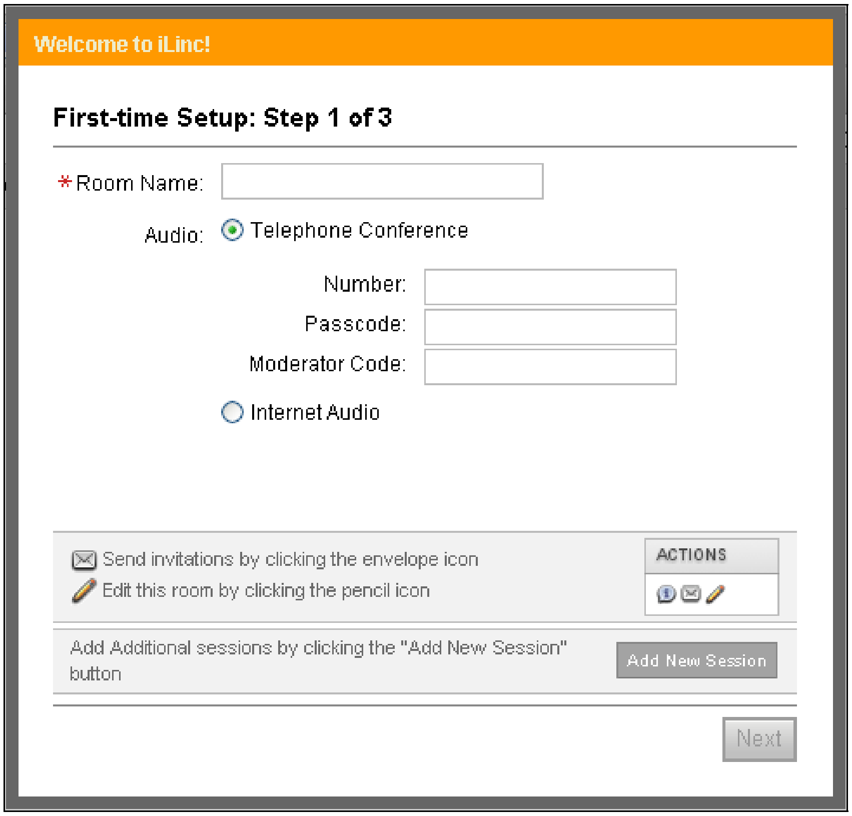
### *Screen 1*

**Room Name—**This is a personal, instant session that iLinc creates automatically when a new user is added. You should name this room "[State] State Team's iLinc Session," where the information in brackets is the name of your state.

**Audio—**This is the teleconference information for the session. Leave this information blank.

When finished, select "Next."

***Figure 5: Setup of Master Account Popup Screen 1***



*Screen 2*

**Uploading a Photo**—This is the opportunity to upload an instructor photo. Skip this step by selecting "Next." You will have the opportunity to add your photo later.

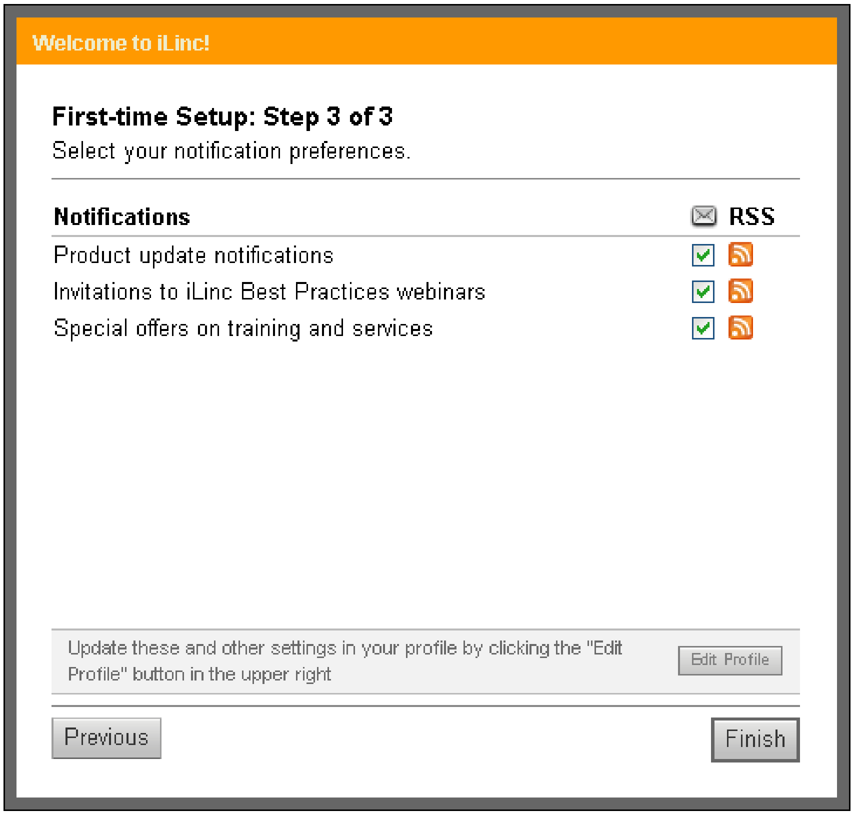
***Figure 6: Setup of Master Account Popup Screen 2***

*Screen 3*

**Notifications**—The final screen shows notifications that your team may opt to receive by email. Select any notifications your team would like to receive and then select “Finish.”

Remember that any notifications will be emailed to the Master Account email address, and will therefore be forwarded to *all* State Team instructors.

***Figure 7: Setup of Master Account Popup Screen 3***



# Updating the Master Account Profile: Uploading Your Photo and Adding Your Name

When you are logged into the Communication Center, you are logged in via the Master Account—an account shared by all of your State Team's instructors. Therefore, ***every time*** you launch a session through the Communication Center, you will need to update the Master Account's profile with your photo and your name. Otherwise, when you are presenting, iLinc will display either no photo or the photo and name of the instructor who last used the Master Account.

To update the Master Account profile with your name and photo, perform the following steps:

| STEP | ACTION |
|---|---|
| 1. | Select "Edit Profile" in the top right-hand corner of the Communication Center. |
| 2. | Add your name:<br>• Type your name into the "First Name" and "Last Name" fields. |
| 3. | Upload your photo:<br>• Select "Browse" located under the silhouette image on the right side of the screen.<br>• Navigate to the file you want to use.<br>• Select "Upload."<br>– Your photo appears in the "Your Picture" section. |
| 4. | Select "Submit" at the bottom of the page. |

*Figure 8: Edit Profile Button*

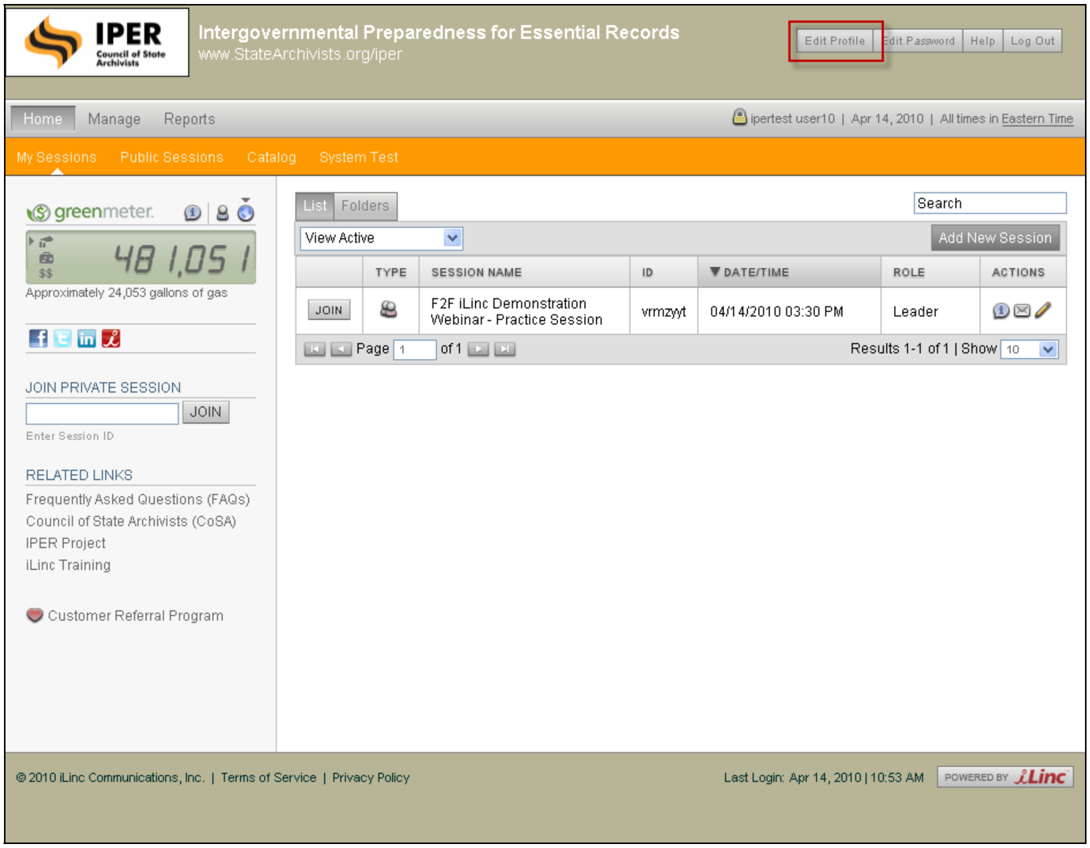
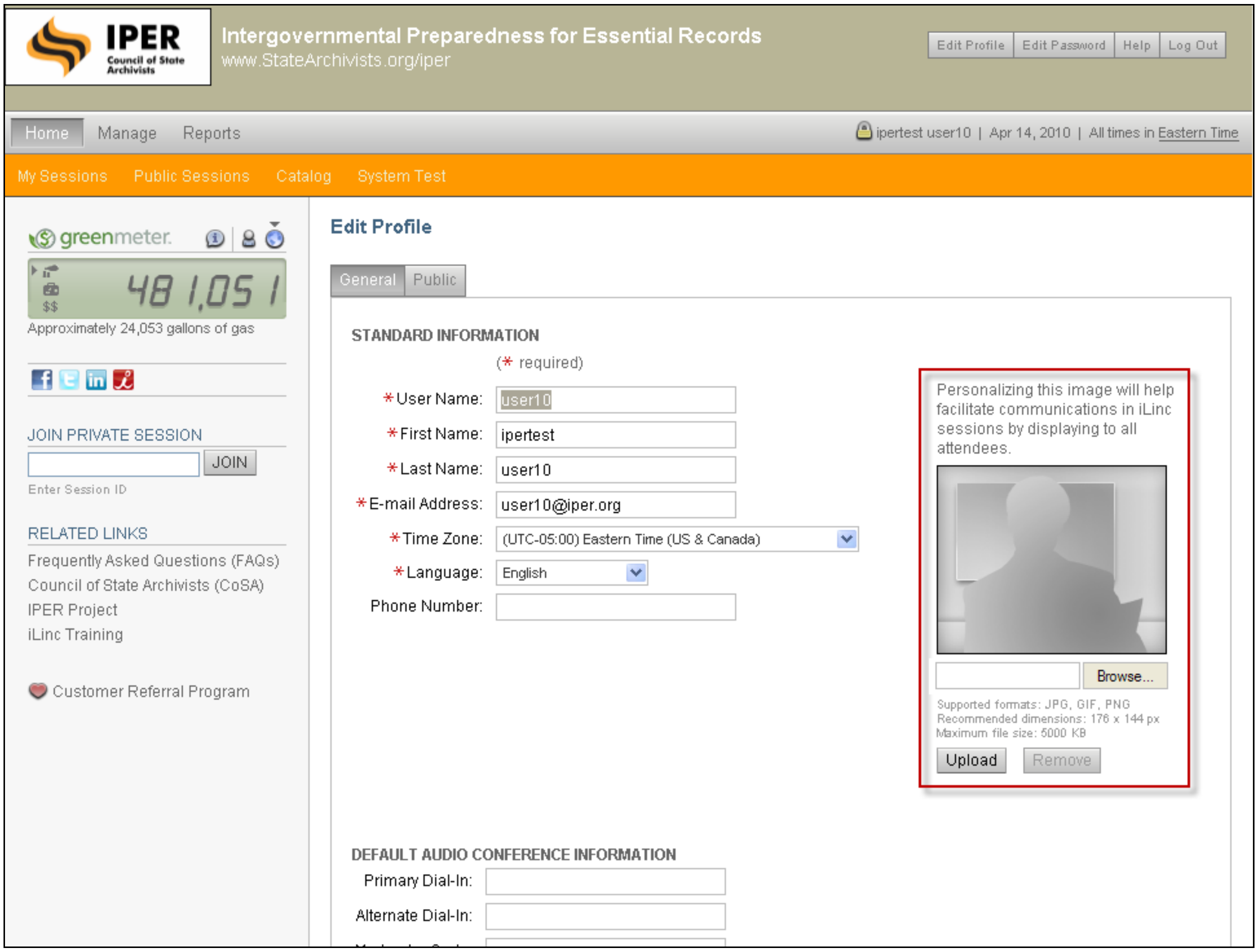


*Figure 9: Uploading a Photo to the Master Account*

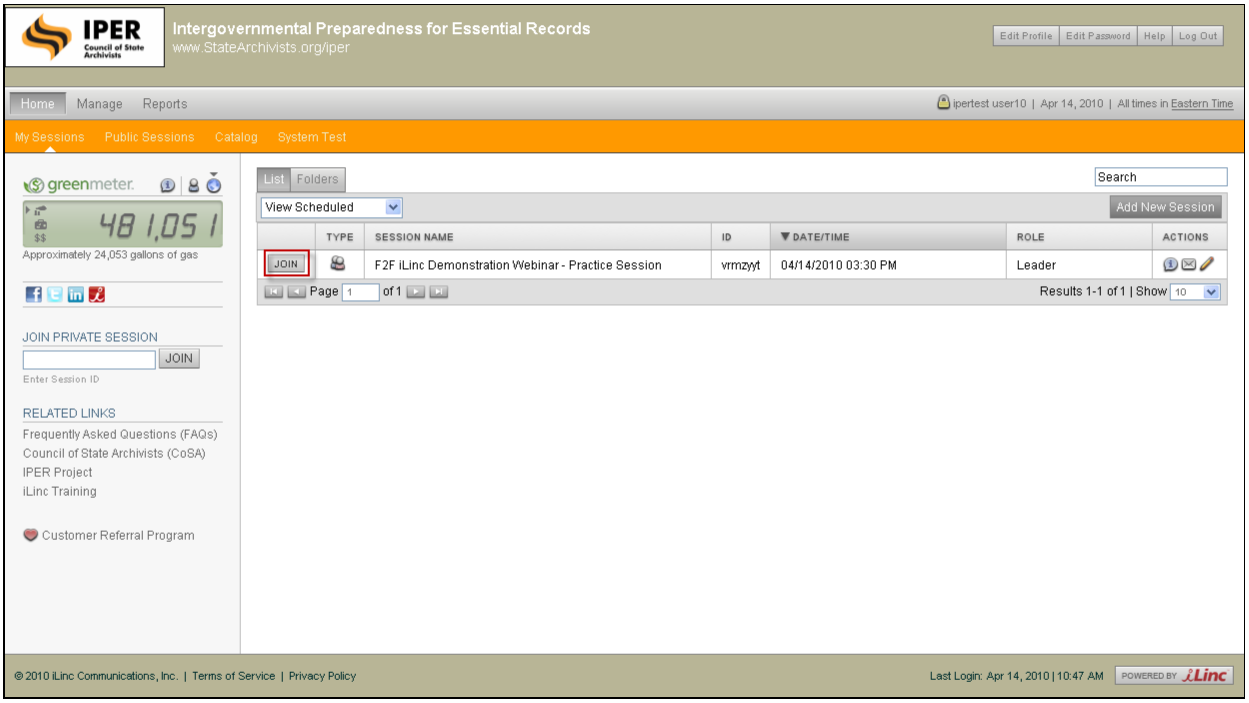


# Launching a Webinar Session from the iLinc Communication Center

To record your session, you must launch the webinar session from the Communication Center.

| STEP | ACTION |
|---|---|
| 1. | In the Communication Center, verify you are in the “My Sessions” screen. |
| 2. | In the list of sessions, select “Join” next to the session name you want to begin.<br>The iLinc Session Room launches in a few seconds. |

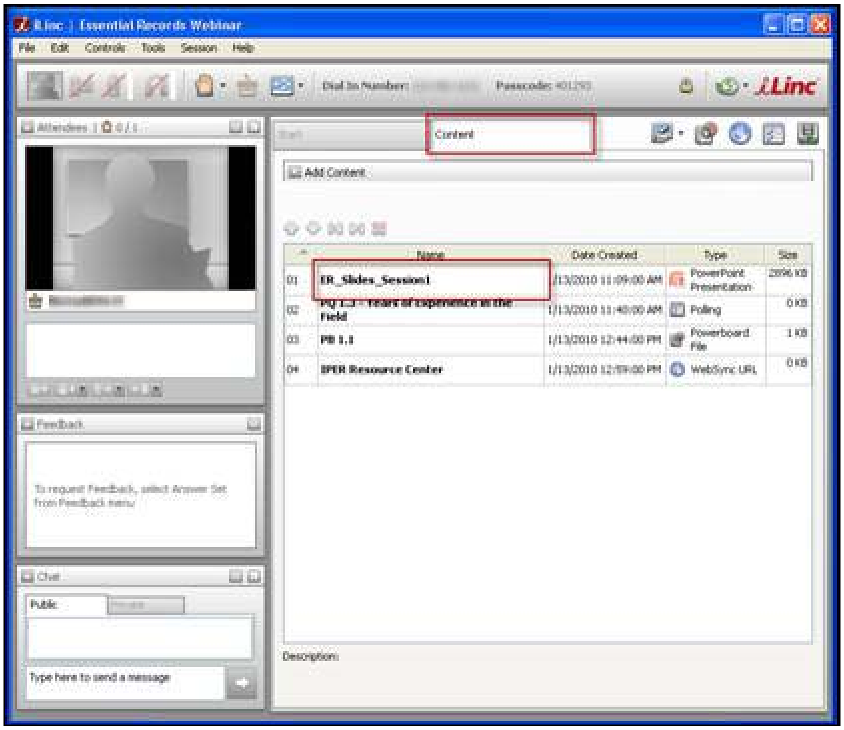
*Figure 10: List of Sessions*



# Launching Slides

| STEP | ACTION |
|---|---|
| 1. | In the Session Room, select the Content tab. |
| 2. | Select the title of the appropriate slide file.<br>• Slides are indicated as "PowerPoint Presentation" in the "Type" column.<br>A tab will open automatically when you launch the file, with the name of the file visible on the tab. |

*Figure 11: Visual File in the Content Tab*



# Progressing Through Slides

| STEP | ACTION |
|---|---|
| 1. | With the slide tab selected, select the "Next Slide" button to progress to the next slide. |
| 2. | To jump to a specific slide, select the slide from the slide drop-down menu. |

*Figure 12: iLinc Session—Visuals Tab*

# Recording Your Sessions

**Note:** Remember that you must launch the webinar session from the Communication Center to record the session.

## Starting an iLinc Recording

| STEP | ACTION |
|---|---|
| 1. | In the Session Room, select “Session” from the menu bar. |
| 2. | Select “Audio Connection.” |
| 3. | In the pop-up dialogue that appears, verify that the Dial-in Number and Passcode are correct; then select “Connect.”<br>**NOTE:** If the Dial-In Number and Passcode information are not correct, select “Change” next to the Dial-in Number and Passcode; then enter the correct numbers in each box and select “Save.” |
| 4. | Once successfully connected, you will see checkmarks to the left of the Dial-in and Passcode.<br>When you see both checkmarks, select “Continue.” |
| 5. | Again select “Session” from the menu bar, then select “Record Session.”<br>When the recording has begun, a notification will appear in the task bar. |

*Figure 13: Accessing the Audio Connection Window*

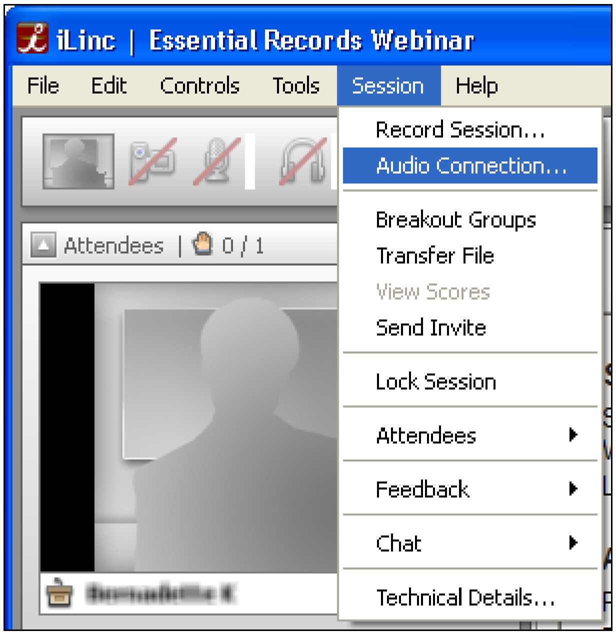



*Figure 14: Audio Connection Window*

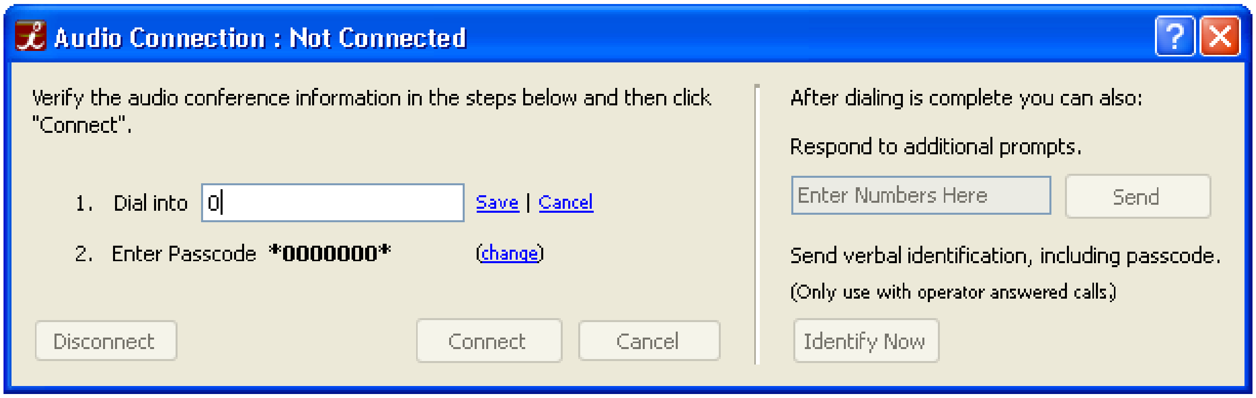


*Figure 15: Beginning an iLinc Recording*

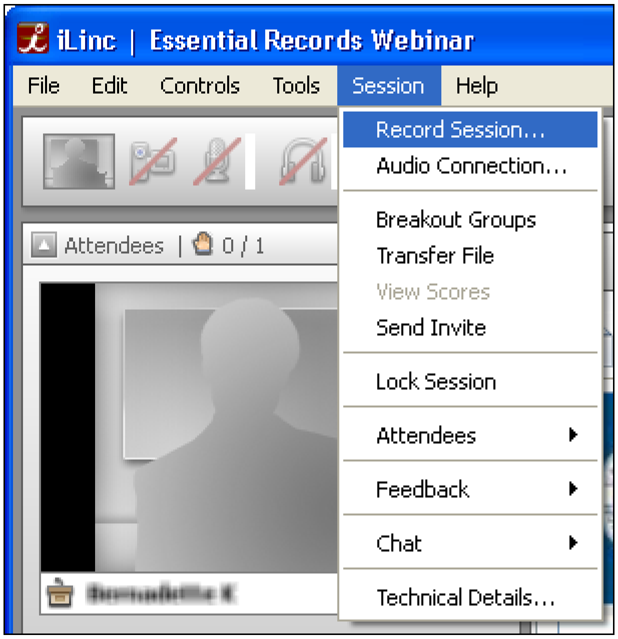
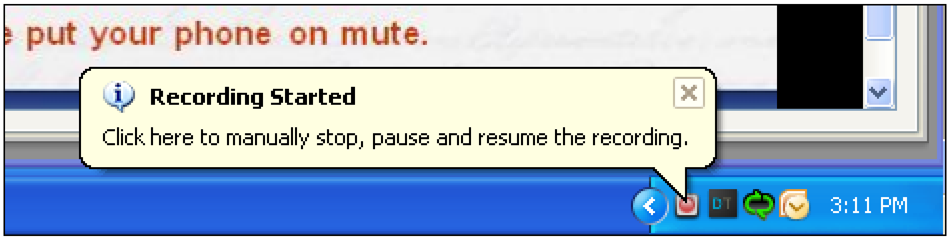


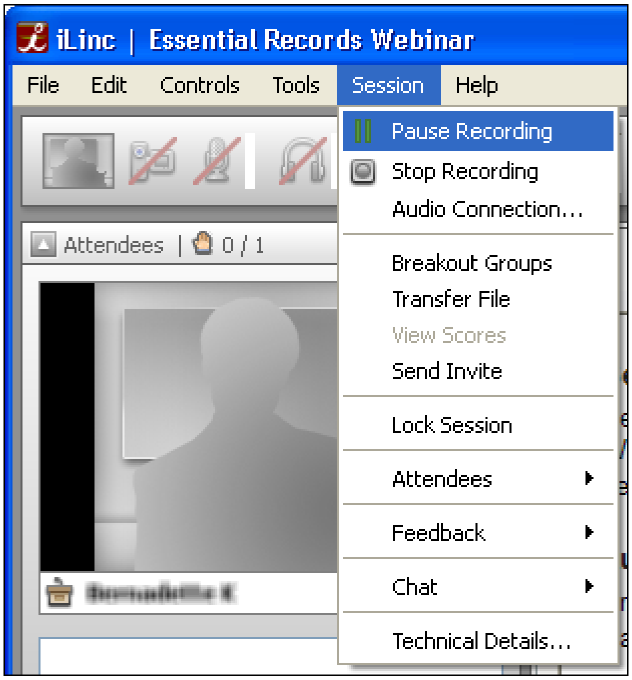

*Figure 16: Recording Started Notification*



## Pausing and Resuming a Recording

| STEP | ACTION |
|---|---|
| 1. | In the Session Room, select “Session” from the menu bar. |
| 2. | Select “Pause Recording.” |
| 3. | To resume the recording, select “Resume Recording” from the same menu. |

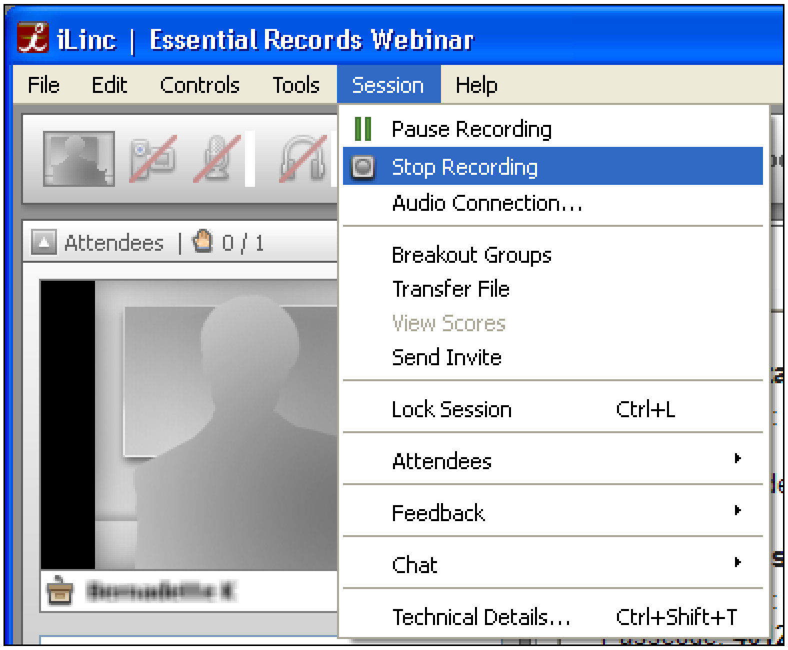
*Figure 17: Pausing an iLinc Recording*



## Stopping an iLinc Recording

| STEP | ACTION |
|---|---|
| 1. | In the Session Room, select "Session" from the menu bar. |
| 2. | Select "Stop Recording." |
| 3. | Accept the automatically generated recording name by selecting "Save" when prompted. The recording will be saved automatically onto iLinc's Communications Center. |

***Figure 18: Stopping an iLinc Recording***




**Important Note:** State Teams are required to host their recordings on their own servers; recordings of state-specific IPER webinars will *not* be hosted on the IPER project's servers. IPER will, however, provide a link to these recordings in the state sections of the IPER Resource Center.

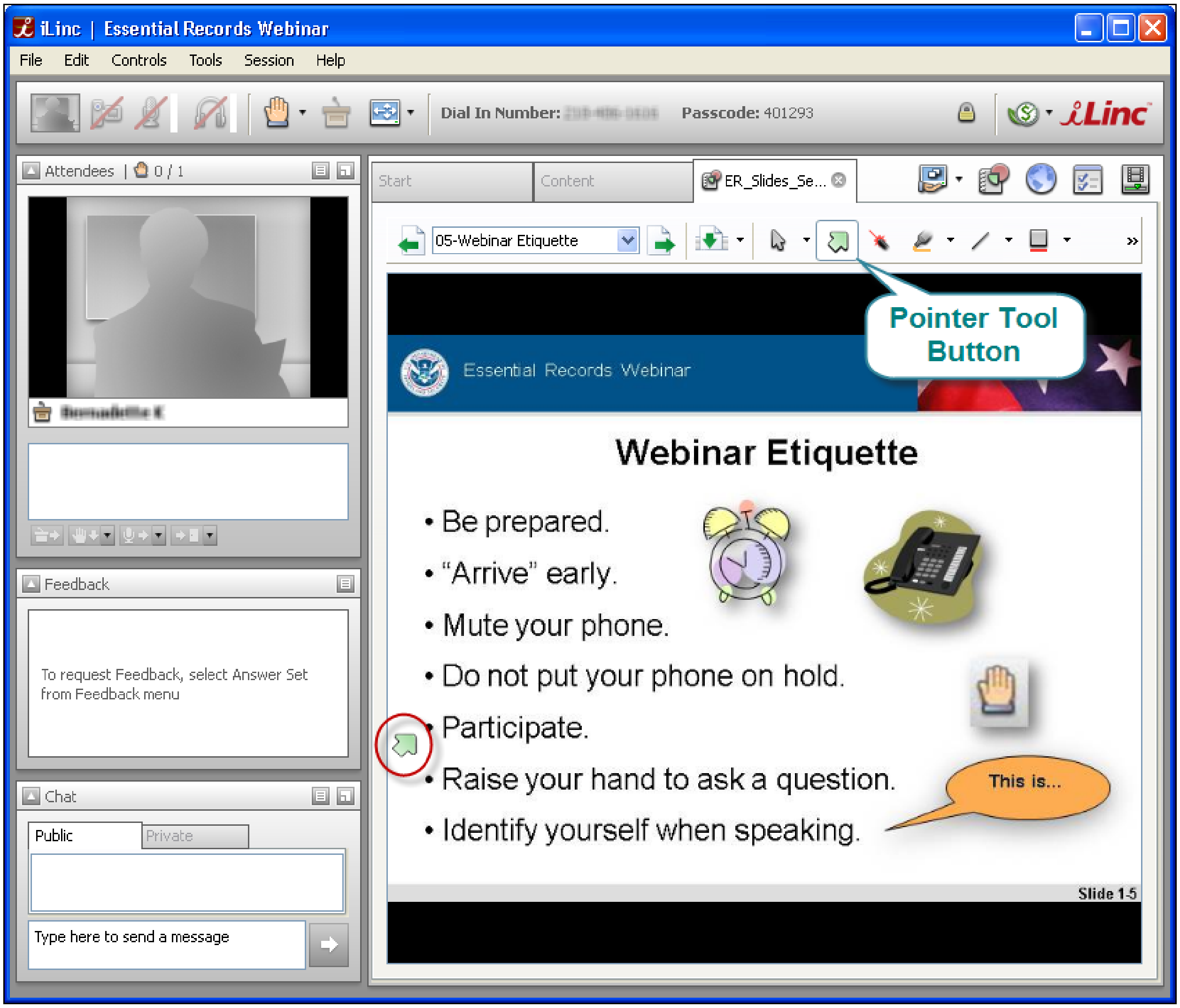
Once you have created an iLinc recording, a message will be sent to the Master Account email informing you that it is available through the iLinc Communication Center.

Recordings are available up to five (5) days following the last session (Session 4) of a course offering. You must download the recording within this timeframe.

# Presentation Tools

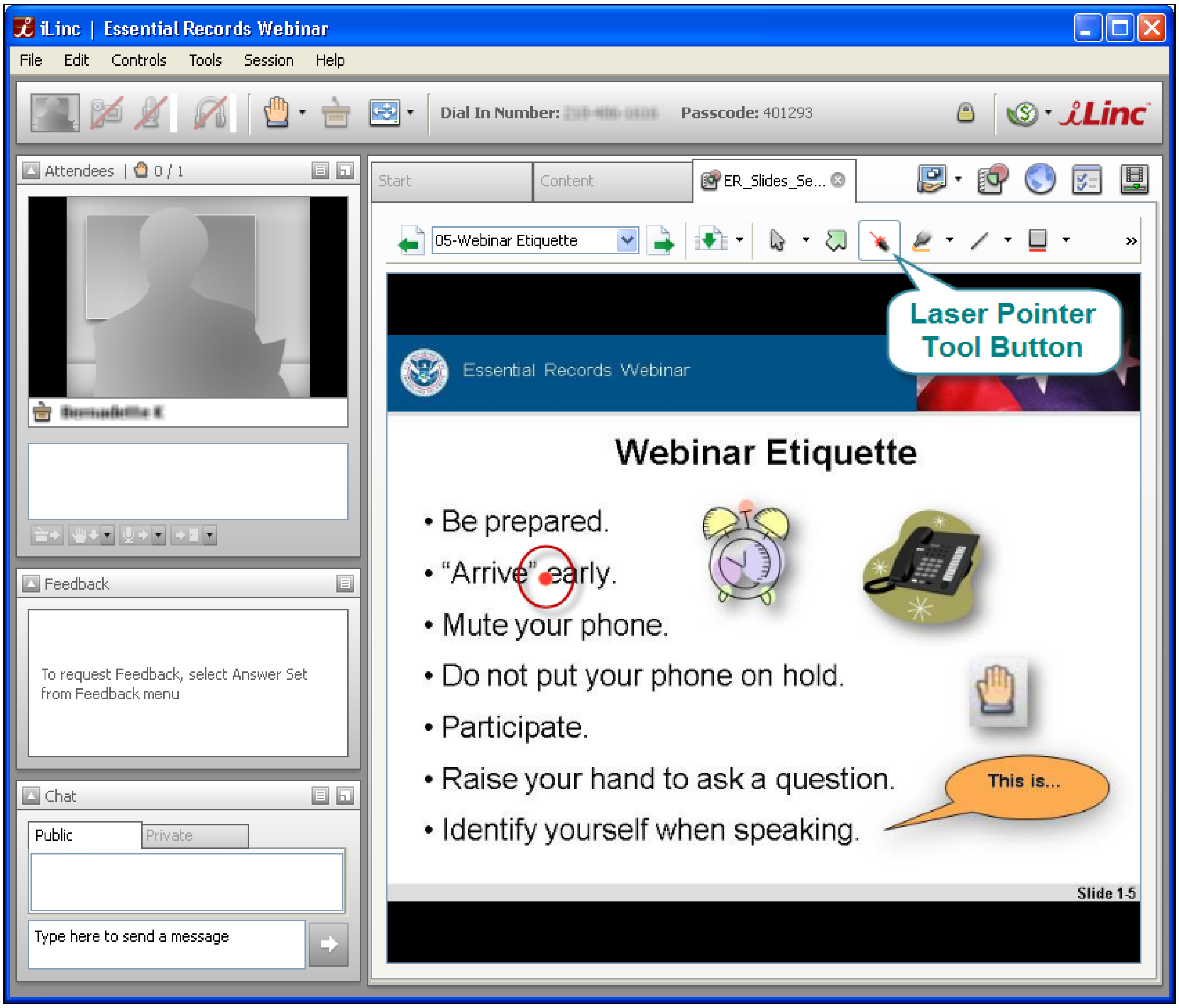
## Pointer Tool

*Figure 19: Pointer Tool Location and Use*



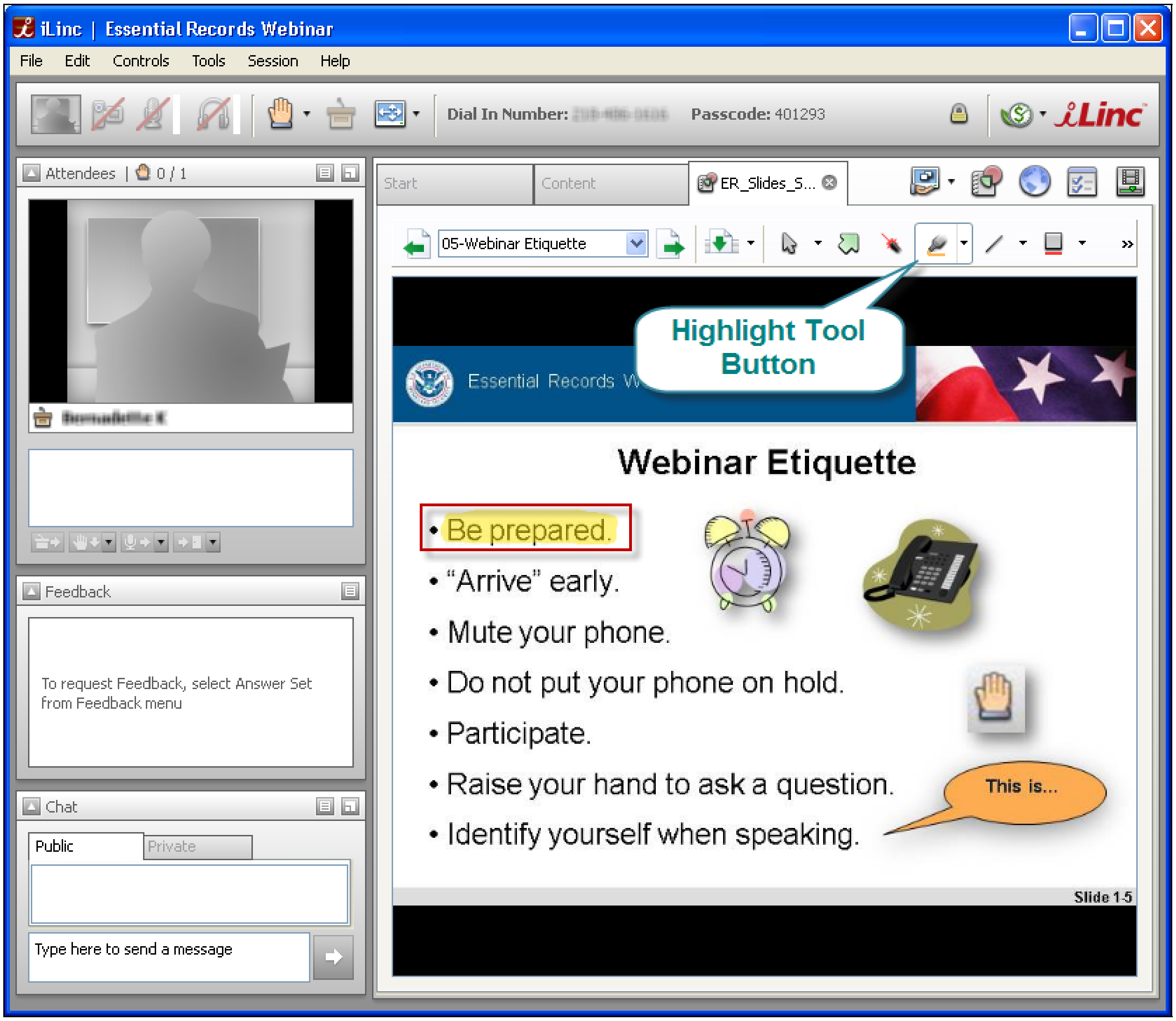
# Laser Pointer Tool

*Figure 20: Laser Pointer Tool Location and Use*



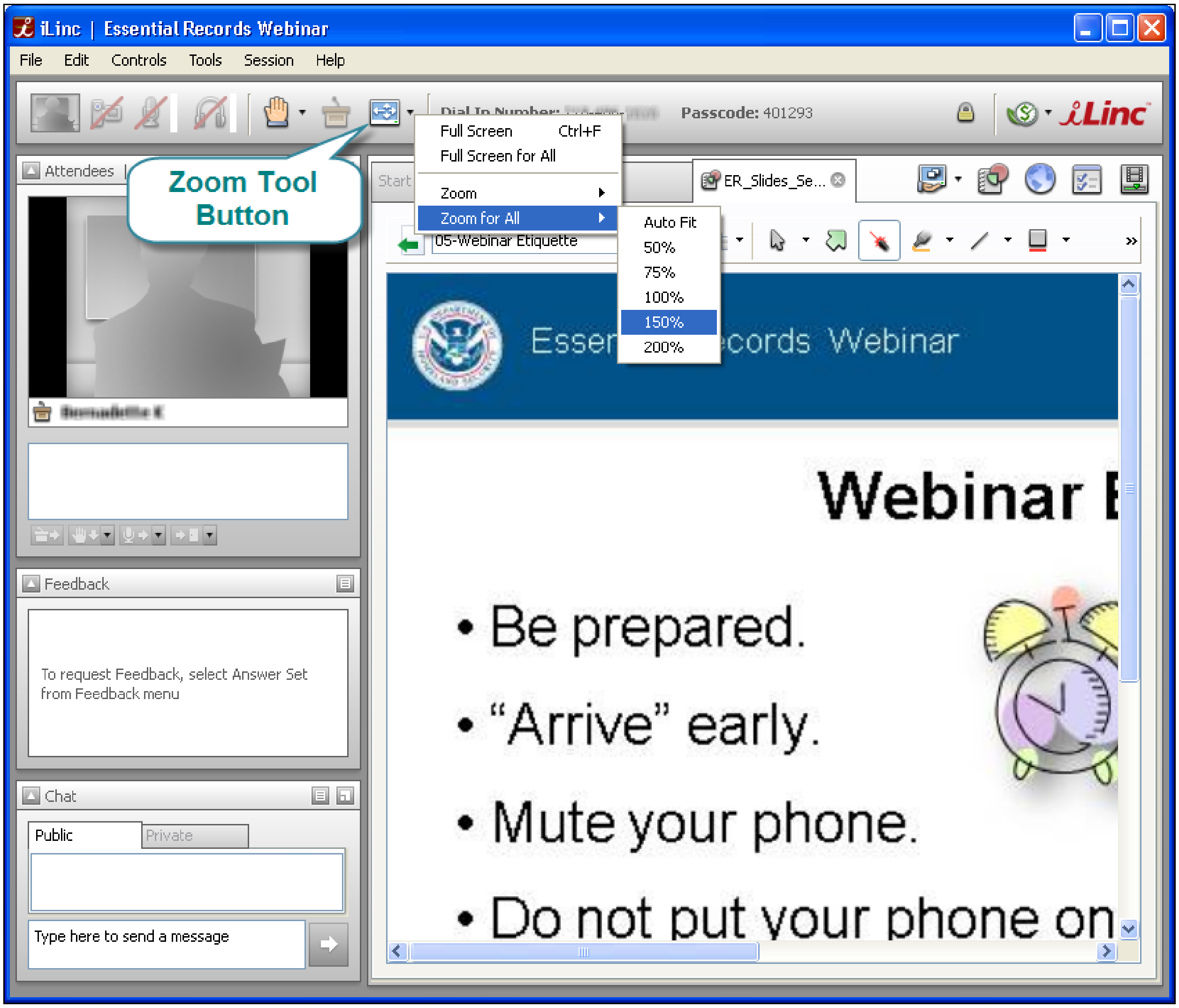
## Highlighter Tool

*Figure 21: Highlighter Tool Location and Use*



# Zoom Tool

*Figure 22: Zoom Tool Location and Use*

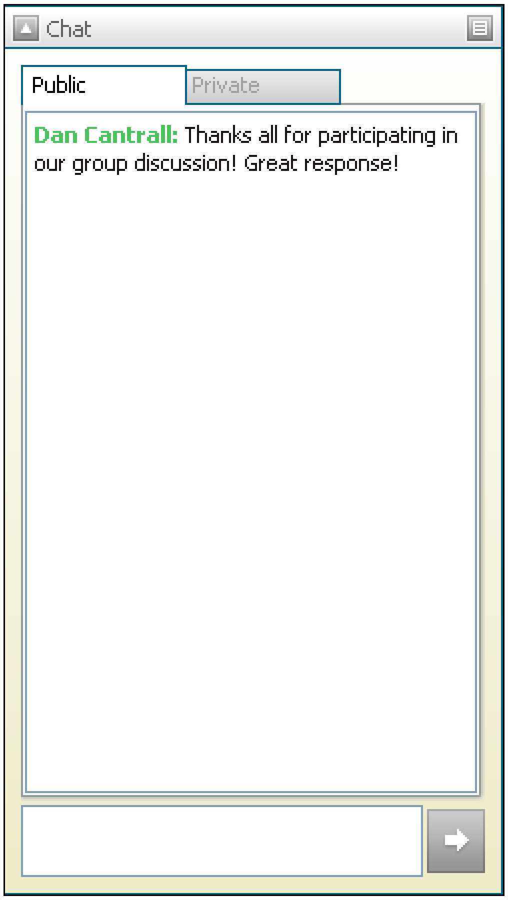


# Chat Tool

## Public Chat Tool

| STEP | ACTION |
|---|---|
| 1. | In the Chat Tool, select the “Public” Tab. |
| 2. | Type your Chat message in the message field. |
| 3. | Select the arrow button to send your message.<br>Your message appears in the Chat Tool. |

*Figure 23: Chat Tool—Public and Private Tabs*



## Private Chat Tool

| STEP | ACTION |
|---|---|
| 1. | In the Chat Tool, select the "Private" Tab.<br>A list of attendees appears. |
| 2. | Select (double-click) the attendee with whom you want to chat.<br>Another Chat Tab opens, in which you can communicate exclusively with that attendee. |
| 3. | Type your Chat message in the message field. |
| 4. | Select the arrow button to send your message.<br>Your message appears in the Chat Tool. |

*Figure 24: Private Chat List of Attendees*

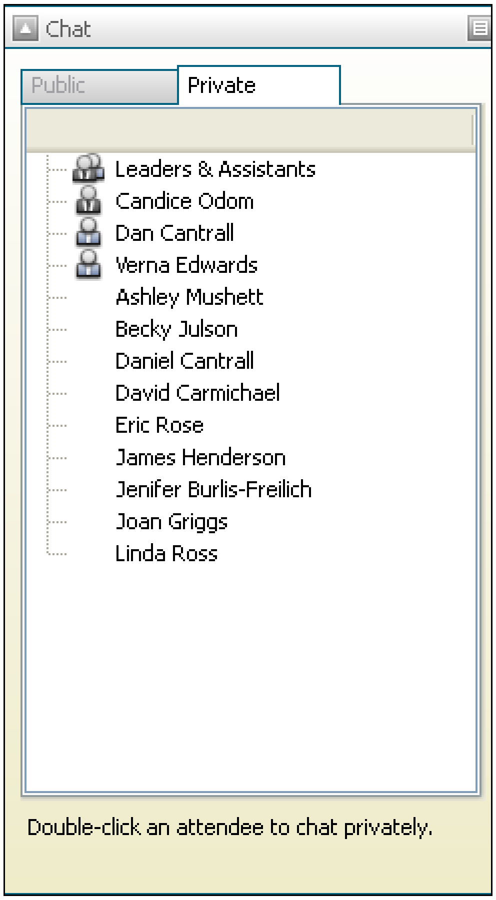
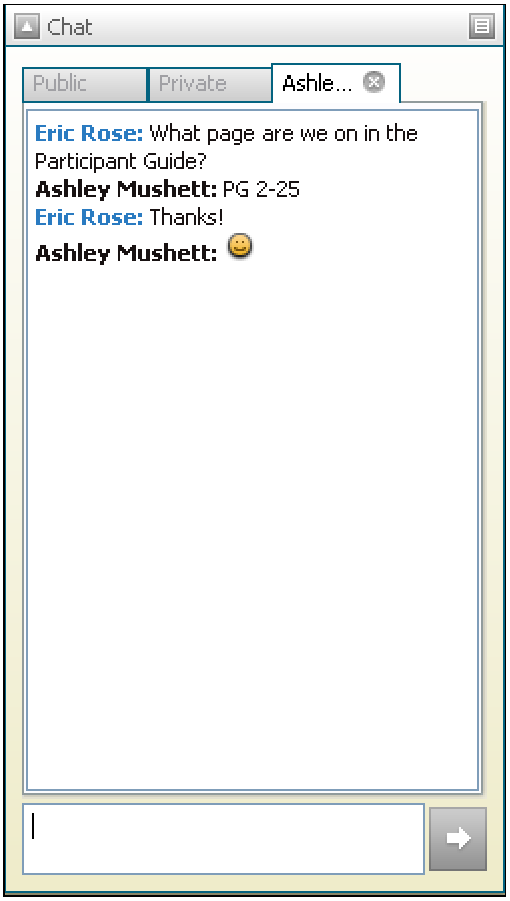


*Figure 25: Private Chat in Session*



# Raised Hands

When a participant raises his or her hand, an icon will appear next to his or her name in the Attendee List. To lower everyone's hands, select the arrow next to the Lower Hands icon under the Attendee list, then select "Lower All Hands."

***Figure 26: Hand Raise Tool***

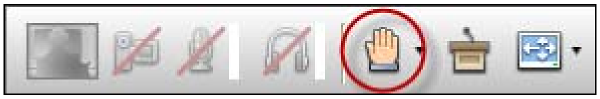
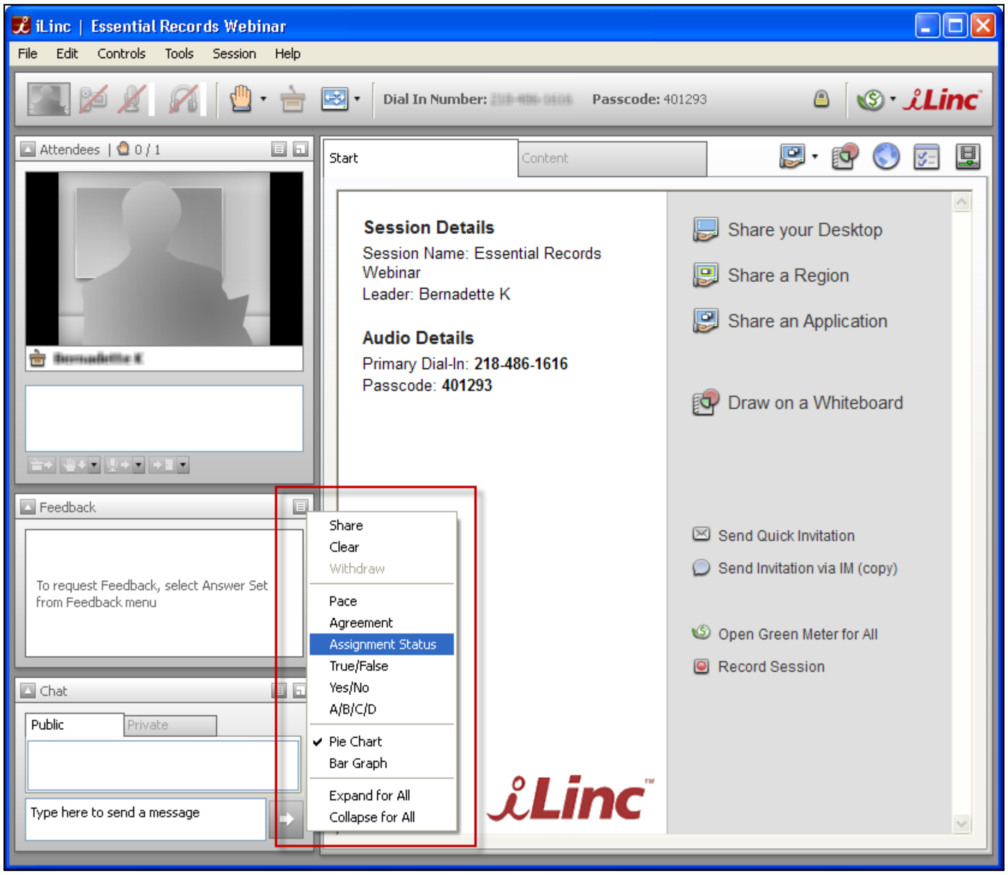


***Figure 27: Hand Raises in Attendee List***

# Feedback Tool

| STEP | ACTION |
|---|---|
| 1. | In the Session Room, select the Feedback Tool menu button. |
| 2. | From the list, select the type of feedback question you are posing.<br>The Feedback options appear in the participants' Feedback Tool. |
| 3. | OPTIONAL: You may share the class results with the participants by selecting "Share" from the menu. |
| 4. | When you are finished using the Feedback Tool, select "Withdraw" from the Feedback Tool menu.<br>The Feedback options no longer appear in the participants' Feedback Tool. |

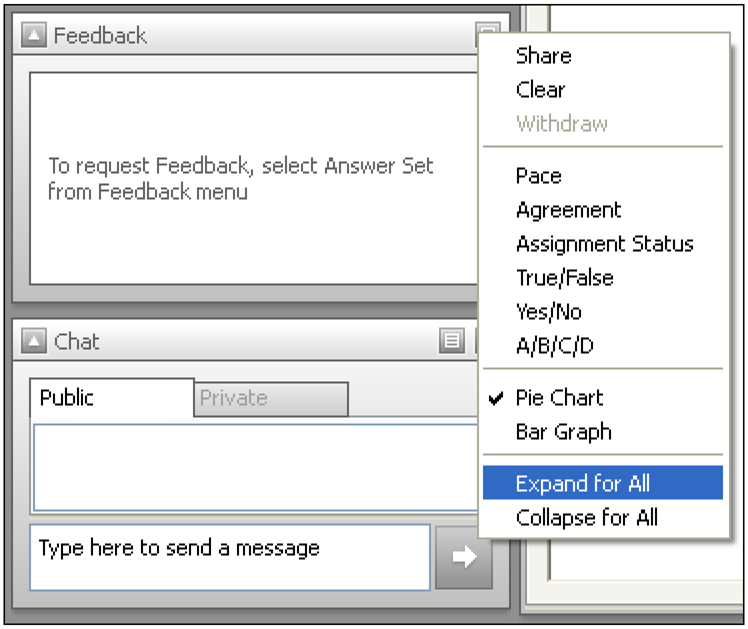
*Figure 28: Feedback Tool*



# Expanding the Feedback Tool for Everyone

| STEP | ACTION |
|---|---|
| 1. | In the Session Room, select the Feedback Tool menu button. |
| 2. | From the list, select "Expand for All." |

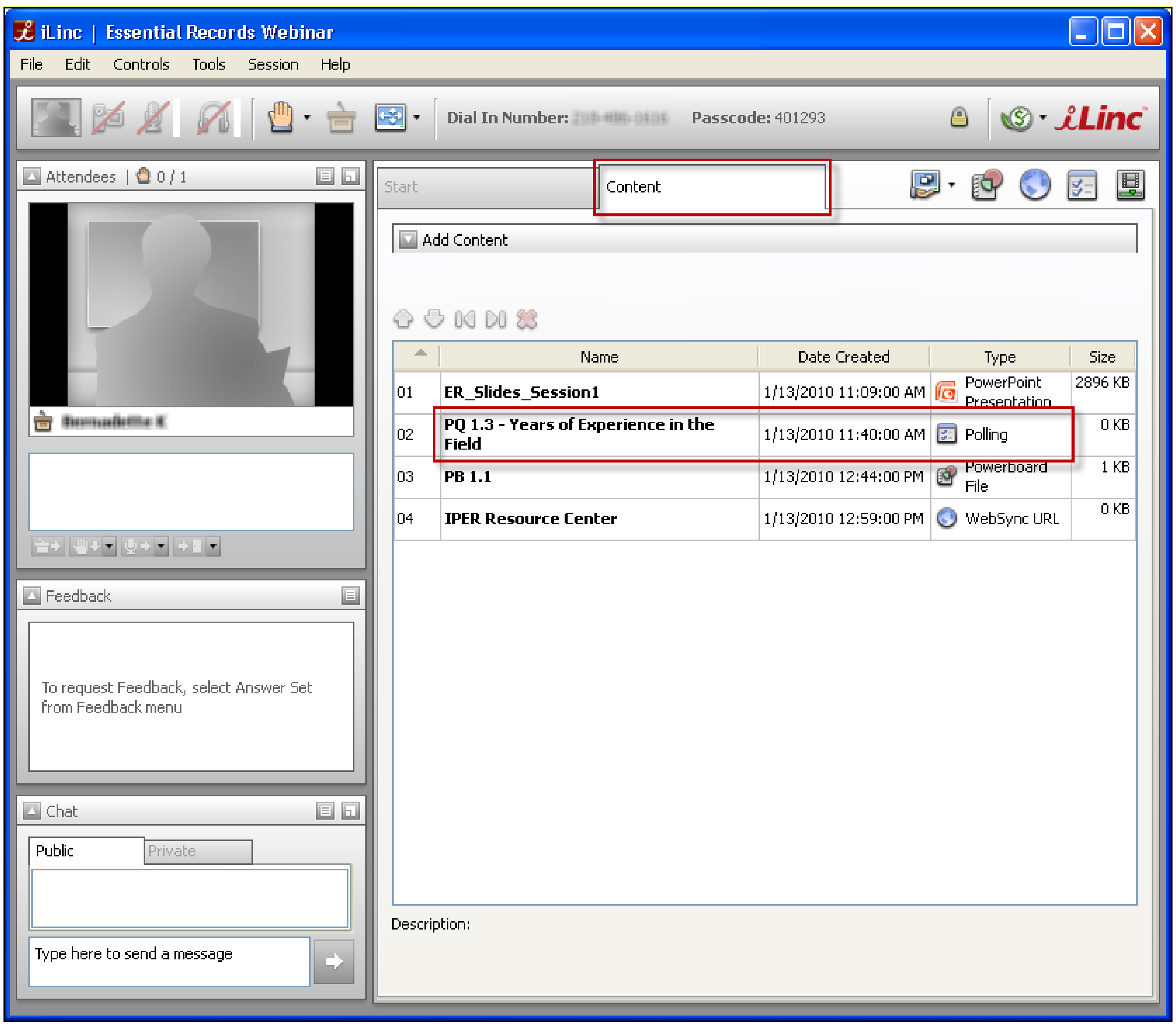
*Figure 29: Expand Feedback Tool for All*



# Polling Questions

| STEP | ACTION |
|---|---|
| 1. | In the Session Room, select the Content tab. |
| 2. | Select (double-click) the desired question.<br>• Polling Questions are indicated as “Polling” in the “Type” column. |
| 3. | To pose the question to participants, select “Ask Question.” |
| 4. | Select “Share Results” to share the spread of received answers with the participants. |

*Figure 30: iLinc Polling Tab*



# Passing the Floor

| STEP | ACTION |
|---|---|
| 1. | In the Session Room, select the non-presenting instructor's name in the Attendee List. |
| 2. | Select the "Give Floor to Selected" icon. |
| 3. | To take the floor back, select the "Take the Floor" icon from the top row of icons. |

***Figure 31: Passing the Floor***

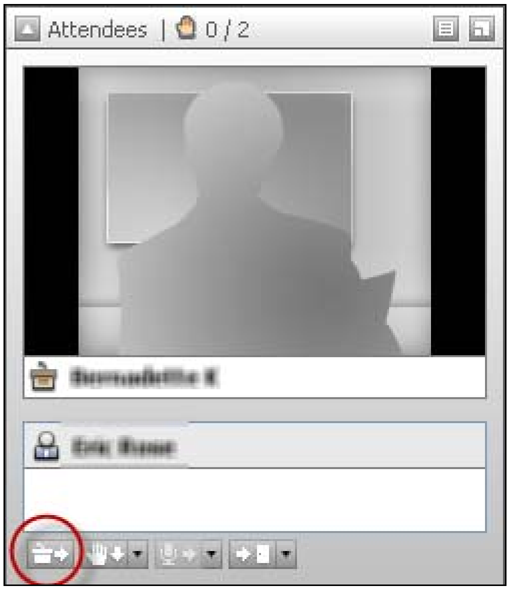
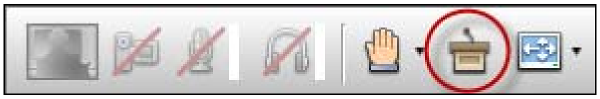



***Figure 32: Take the Floor***



# Powerboards

| STEP | ACTION |
|---|---|
| 1. | In the Session Room, select the Content tab. |
| 2. | Select (double-click) the title of the desired Powerboard file.<br>• Powerboard files are indicated as “Powerboard File” in the “Type” column. |

*Figure 33: Powerboard in the Content Tab*

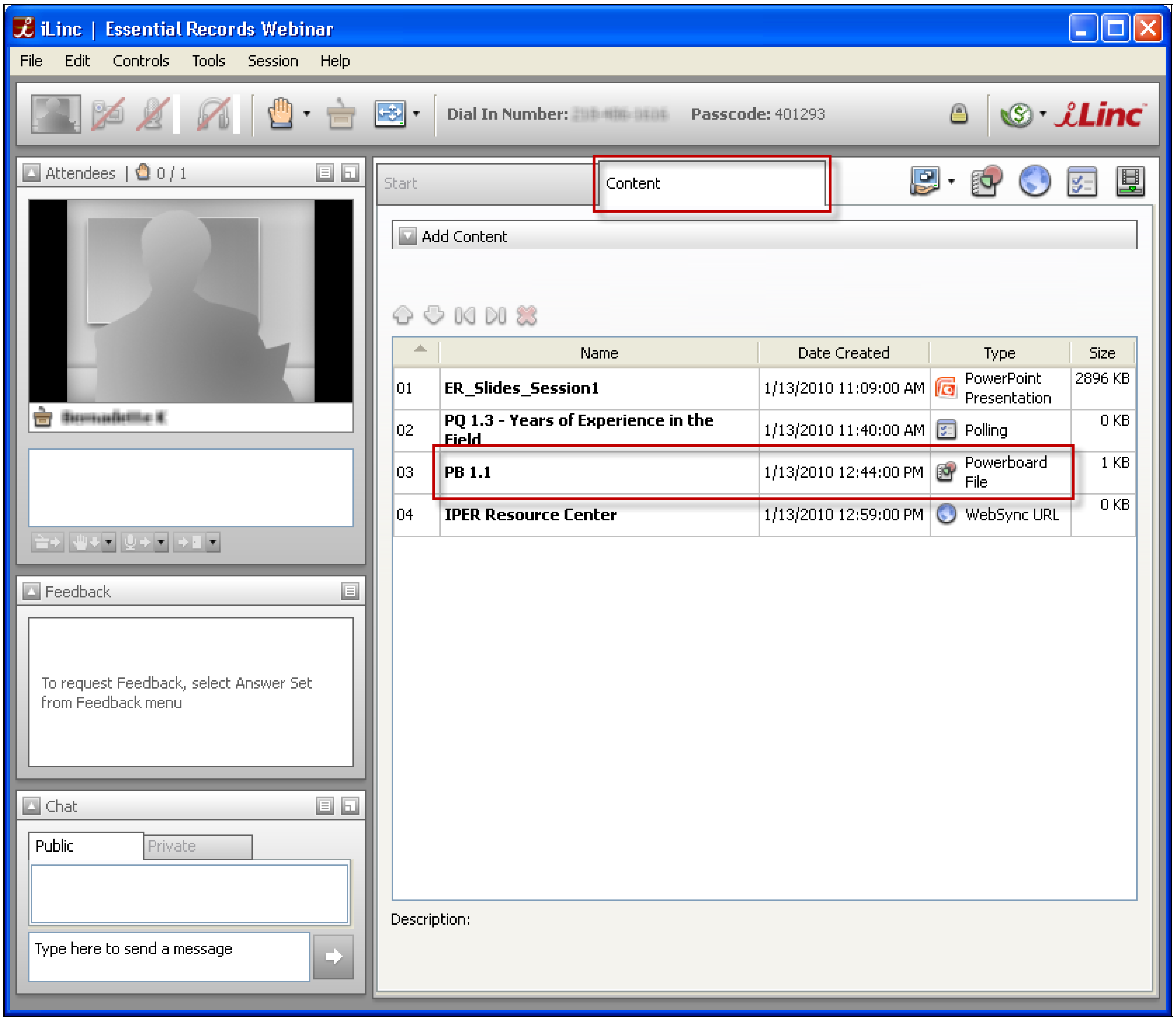
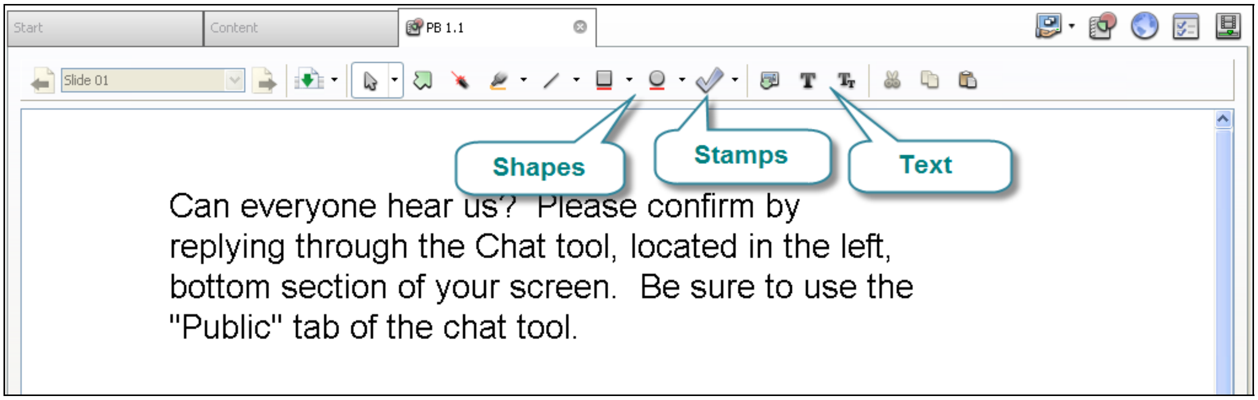


*Figure 34: Powerboard Mark-Up Tools*

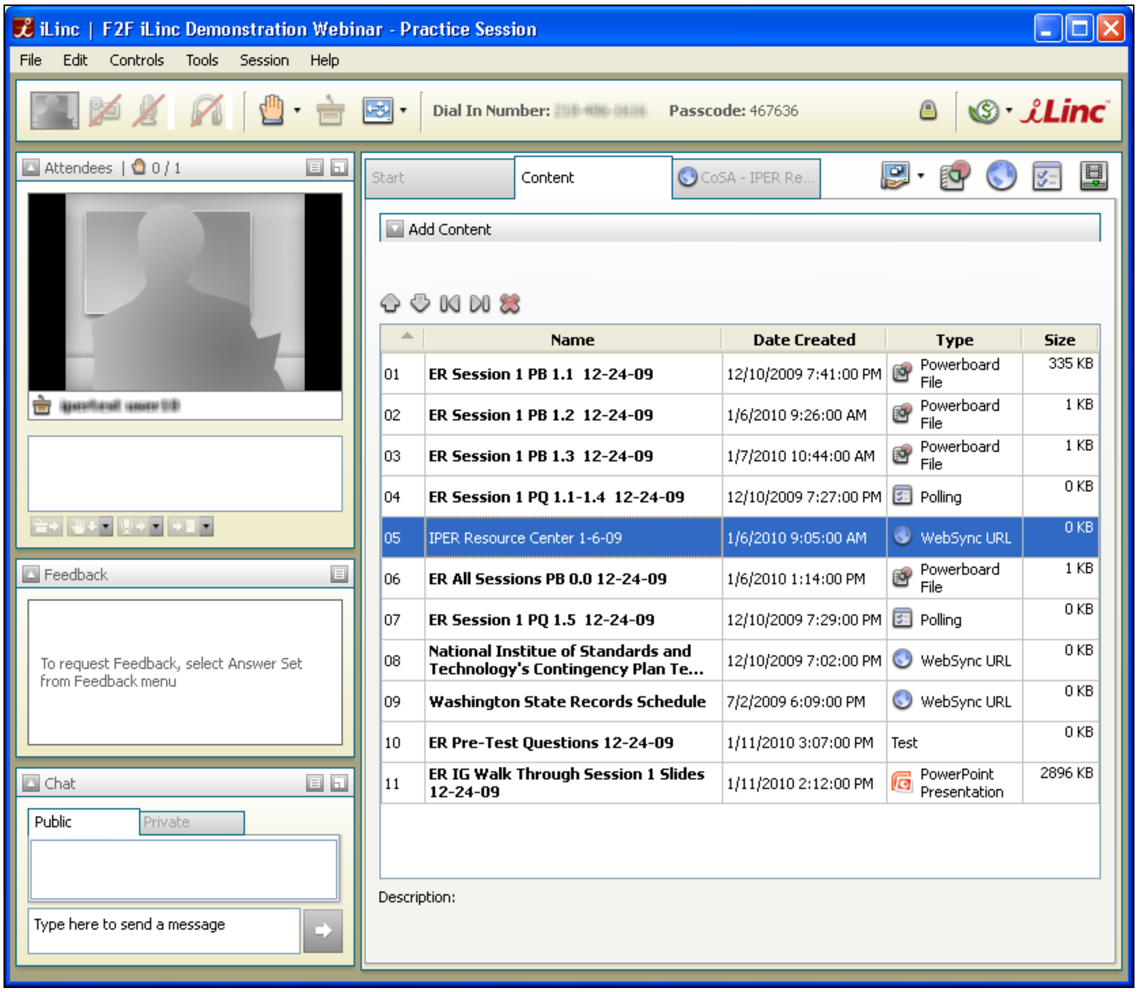


# Displaying Websites

## Websites on the Content Tab

| STEP | ACTION |
|---|---|
| 1. | In the Session Room, select the Content tab. |
| 2. | Select (double-click) the title of the desired WebSync file.<br>• WebSync files are indicated as "WebSync URL" in the "Type" column. |

*Figure 35: WebSync in Content Tab*



# Instructor-Added Websites

| STEP | ACTION |
|---|---|
| 1. | In the Session Room, select the WebSync URL icon. |
| 2. | Select the address bar and type the URL provided in the Instructor Guide. |
| 3. | Select “Enter” to launch the webpage for all participants. |

*Figure 36: iLinc WebSync Icon*

*Figure 37: iLinc WebSync Tab*

# Displaying Handouts

| STEP | ACTION |
|---|---|
| 1. | In the Session Room, select the Content Tab. |
| 2. | Select (double-click) the Handout WebSync file.<br>The list of handouts appears. |
| 3. | Select the link for the handout you want to display.<br>The handout will open as a PDF file in WebSync. |

## Important Notes on WebSync

When using WebSync, there are a few things to keep in mind:

- WebSync opens an instance of the participants' browser within the iLinc interface. Participants have control over the browser and can follow hyperlinks without the knowledge of the instructor.
- Participants cannot see when instructors interact with a website or PDF document shown through the WebSync function, so scrolling, moving their cursor, etc., is not visible to participants. Instructors will need to provide instructions on what to do ("scroll down," "select this," etc.). However, when the instructor selects a hyperlink, the webpage will change for all participants.
- Depending on the participant's computer settings, hyperlinks to PDFs (such as the handouts) may open in PDF software (e.g., Adobe Acrobat) instead of in the WebSync browser. This could cause confusion for participants, and you may need to tell them to return to the iLinc Session Room window when you are finished presenting the PDF.

# Displaying Your Own Documents

| STEP | ACTION |
|---|---|
| 1. | Select the arrow located next to the “Share” button. |
| 2. | Select “Application” from the drop-down list. |
| 3. | Select the checkbox next to the application you want to share. |
| 4. | Select the green “Play” button at the bottom of the screen.<br>The iLinc Session Room will minimize and become translucent. The document you are sharing will become the primary window. An additional window labeled “Sharing” will also appear. |
| 5. | When you are finished sharing the document, select the “Stop” button in the “Sharing” window. This will stop sharing the document and return the Session Room to its original state. |

***Figure 38: Sharing a Document via Application Share***

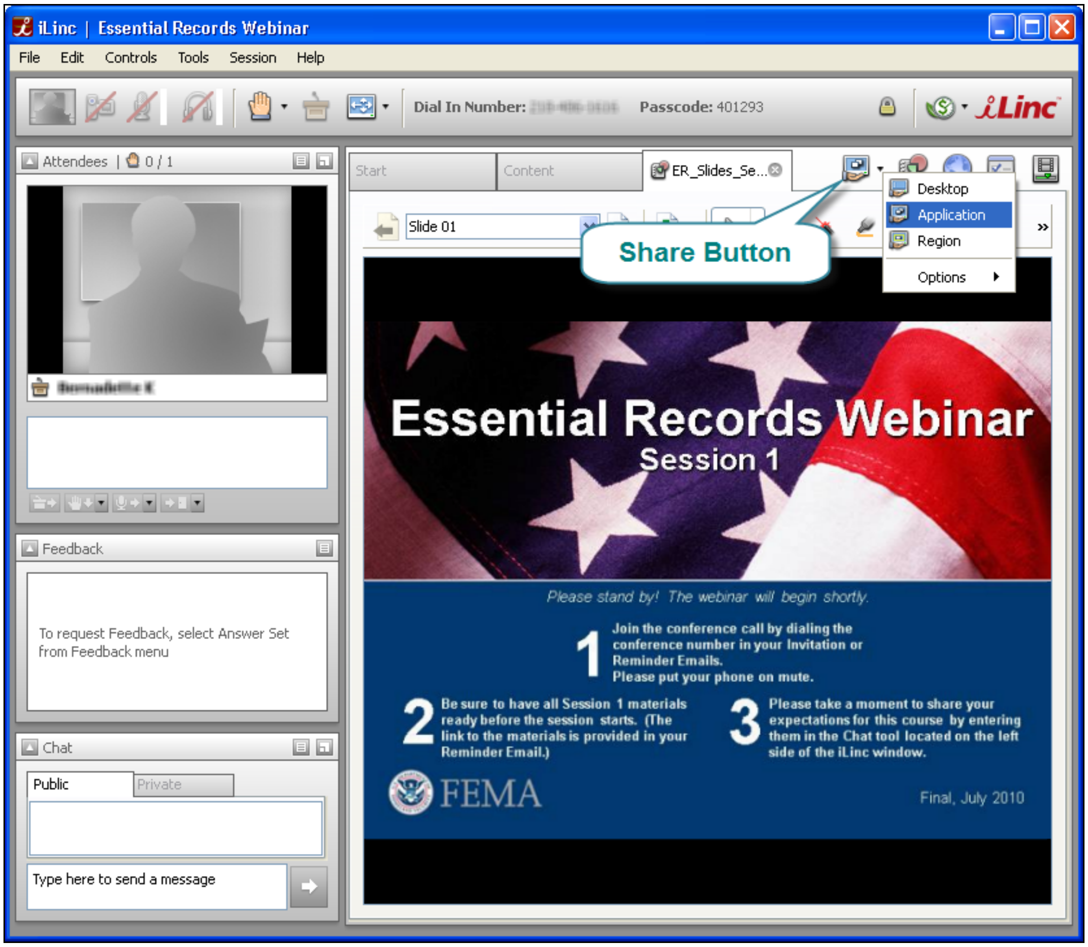


*Figure 39: Beginning an Application Share*

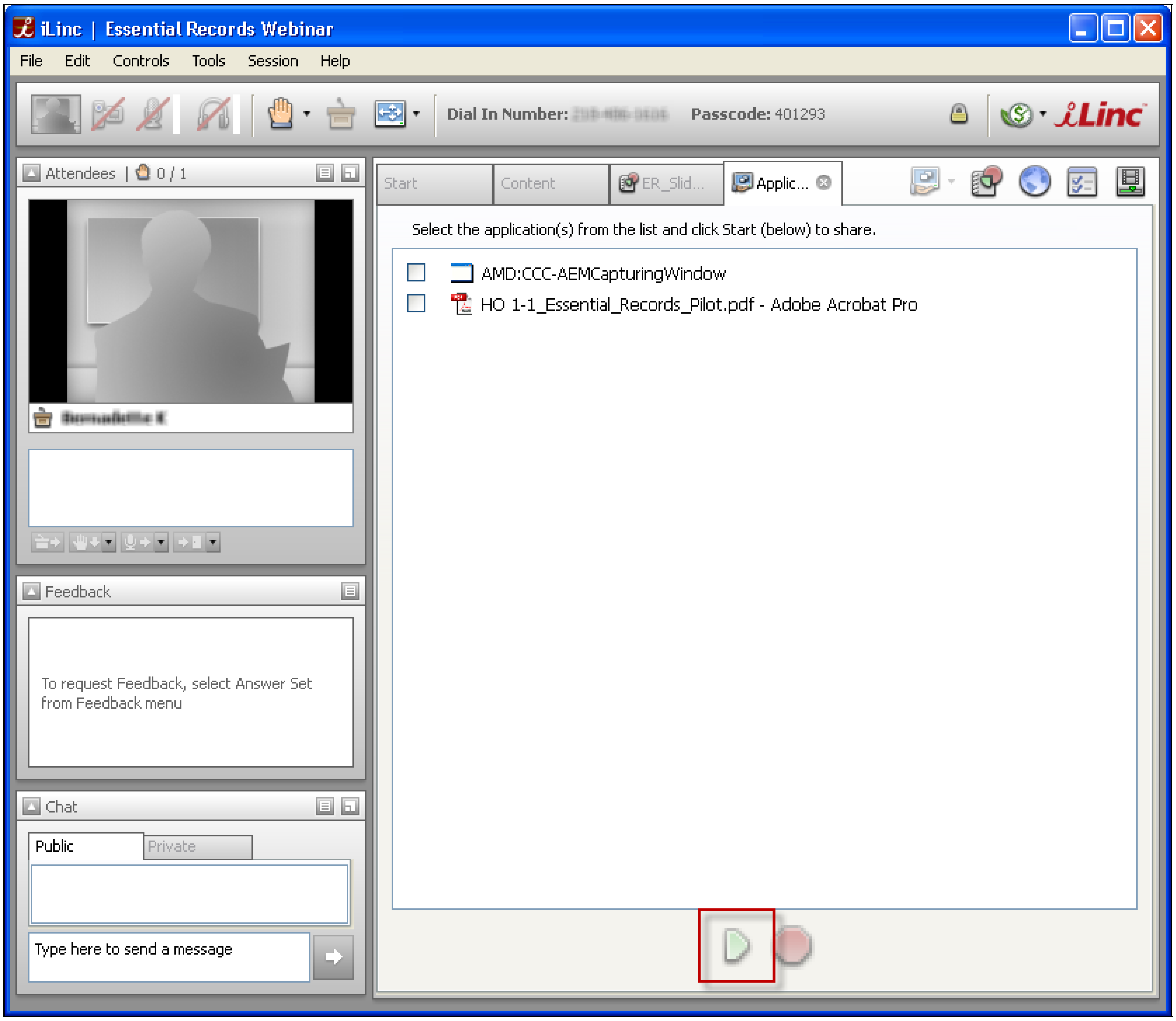
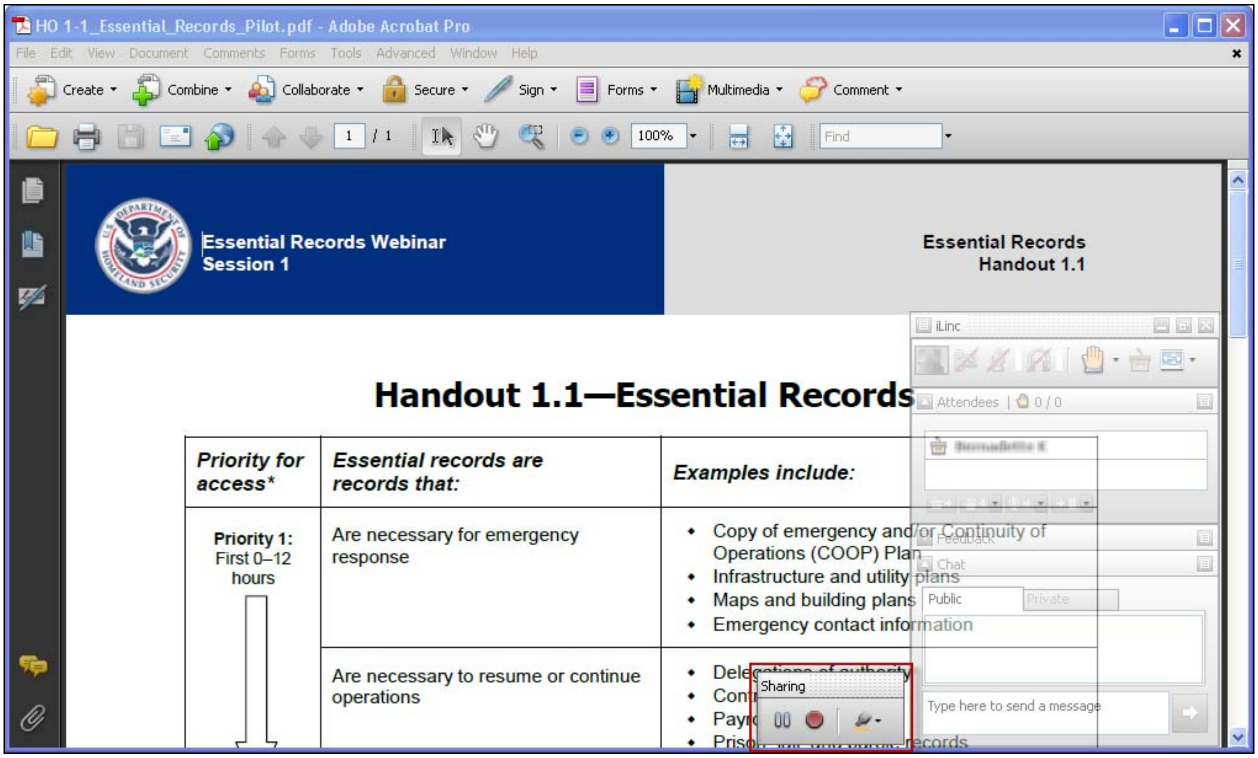


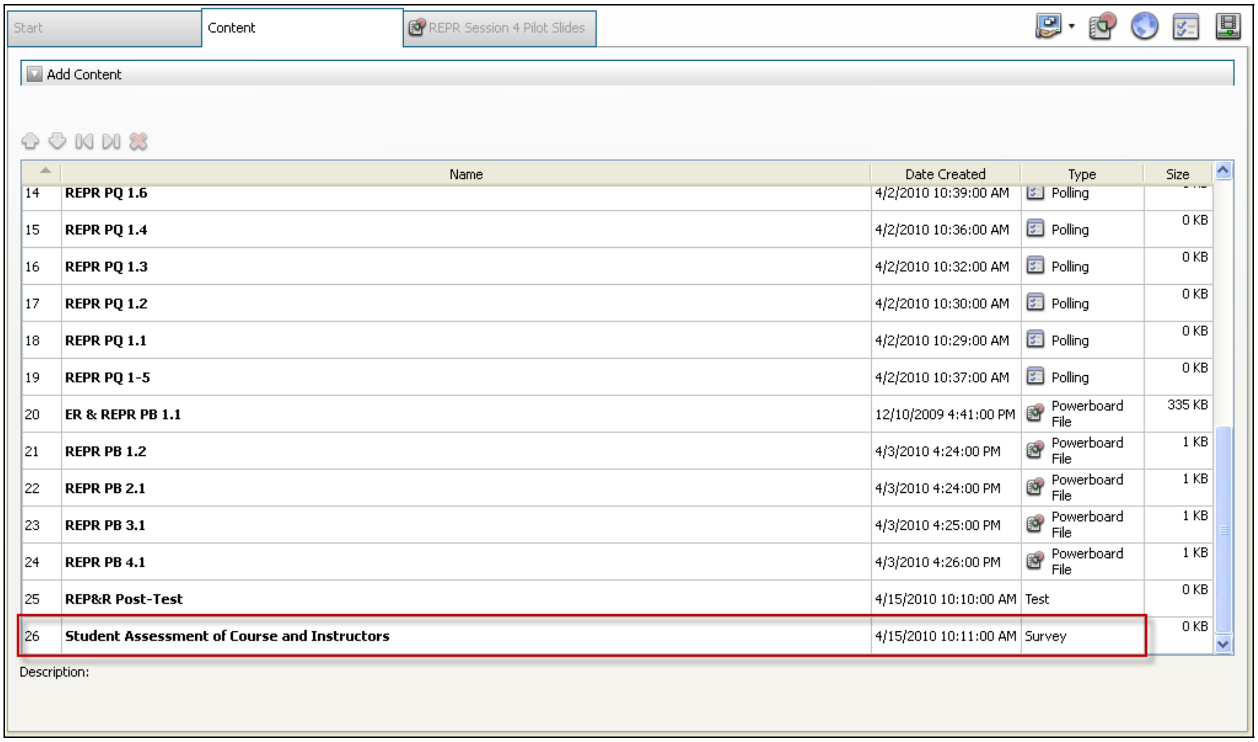
*Figure 40: "Sharing" Window and Minimized Session Room*



# Course Evaluations

| STEP | ACTION |
|---|---|
| 1. | In the Session Room, select the Content tab. |
| 2. | Select (double-click) the Course Evaluation.<br>• Evaluations are indicated as "Survey" in the "Type" column.<br>The Evaluation will open automatically as a new tab in the participants' screen. |

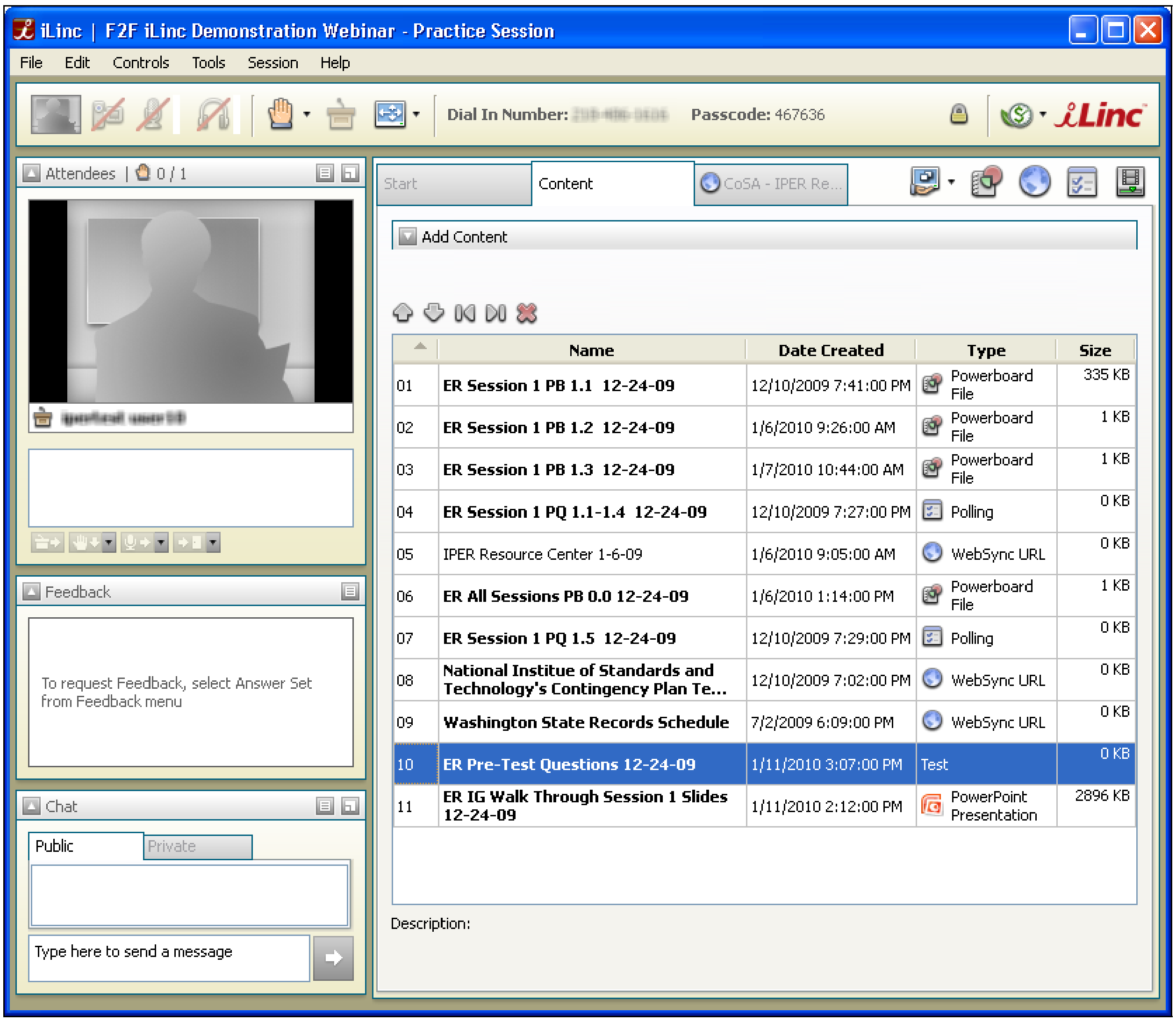
*Figure 41: Course Evaluation in Content Tab*



# Pre- and Post-Tests

| STEP | ACTION |
|---|---|
| 1. | In the Session Room, select the Content Tab. |
| 2. | Select (double-click) the desired test.<br>• Tests are indicated as “Test” in the “Type” column.<br>The test will open automatically as a new tab in the participants’ screen. |

*Figure 42: TestLinc in Content Tab*



# Ending the Webinar Session

| STEP | ACTION |
|---|---|
| 1. | Select the “X” icon in the upper right corner of the Session Room window.<br>A notification appears, asking if you are sure you want to end the session. There will also be a checkbox allowing you to “Dismiss all participants.” |
| 2. | Check the box to dismiss all participants and then select “Yes.”<br>The session will end and the Session Room will close. |

# Accessing Test and Evaluation Data from the iLinc Communication Center

| STEP | ACTION |
|---|---|
| 1. | Log in to the iLinc Communication Center using your State Team's Master Account. |
| 2. | In the Communication Center, select "Reports" from the menu bar |
| 3. | In the next screen, select "Test/Survey by Question." |
| 4. | Select the "List Assessments" button on the right side of the screen.<br>The list of available tests and evaluations will populate. Remember that the evaluations are called "Surveys" in iLinc.<br>Note: If you are retrieving the results for only a test or only a survey, you can narrow the results by selecting the appropriate checkbox to the left before selecting "List Assessments" button. |
| 5. | Select the radio button next to the test or evaluation. |
| 6. | In the "Criteria" section, change both date boxes to be the date when the test or evaluation was taken.<br>For the Pre-Test, this will be the date of Session 1.<br>For the Post-Test and Evaluation, this will be the date of Session 4. |
| 7. | In the "Results" section, select "Excel Spreadsheet." |
| 8. | Select "Submit." You will be prompted to download an Excel spreadsheet of the results. |

***Figure 43: Reports from Menu Bar***

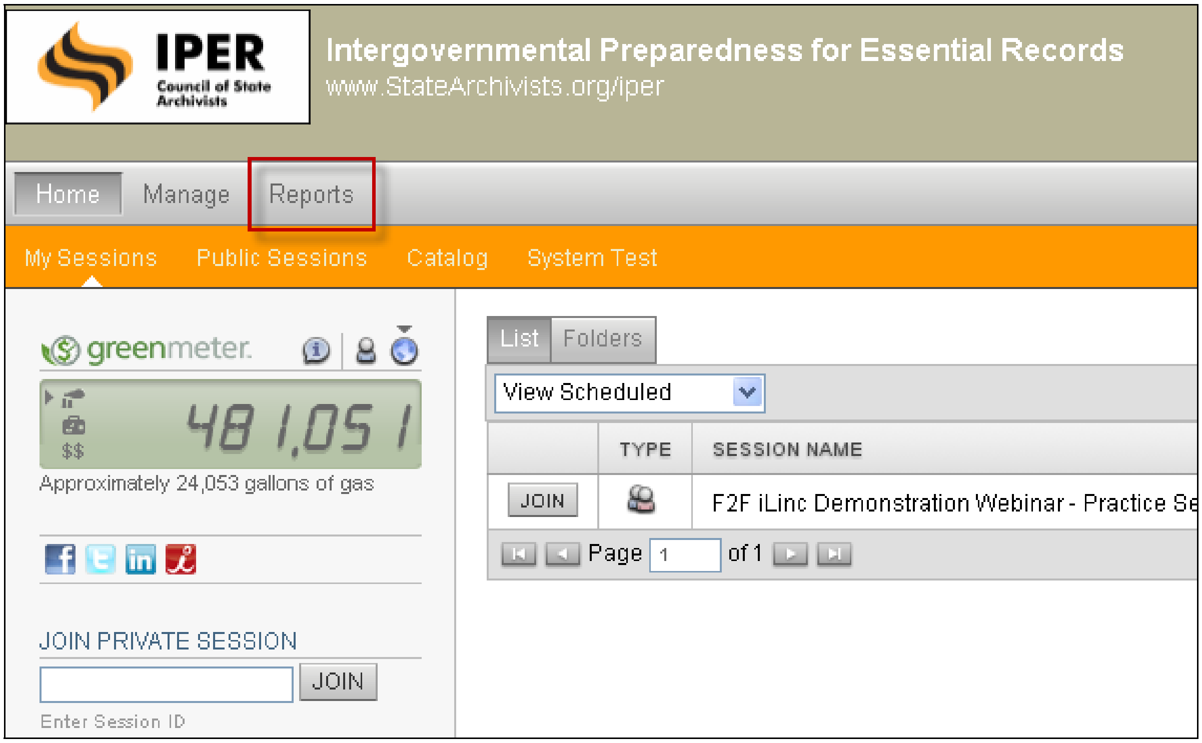



***Figure 44: Activity Reports List***

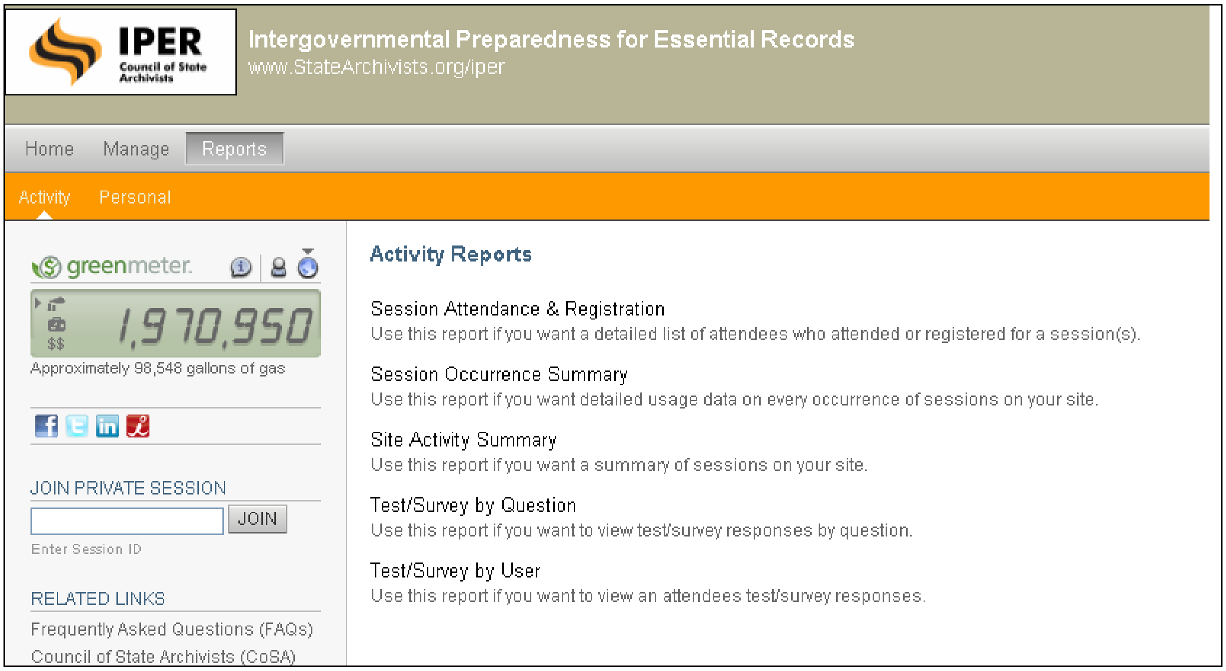


*Figure 45: Report Retrieval Form*