eCourseware Communication Tools

Daylight

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Purpose

This documentation highlights how to use Communication tools in eCourseware

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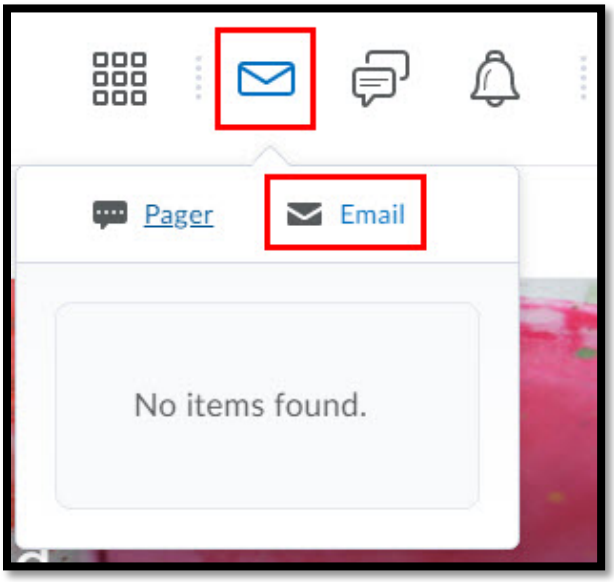
Audience

This documentation is intended for University Faculty and Staff.

Email

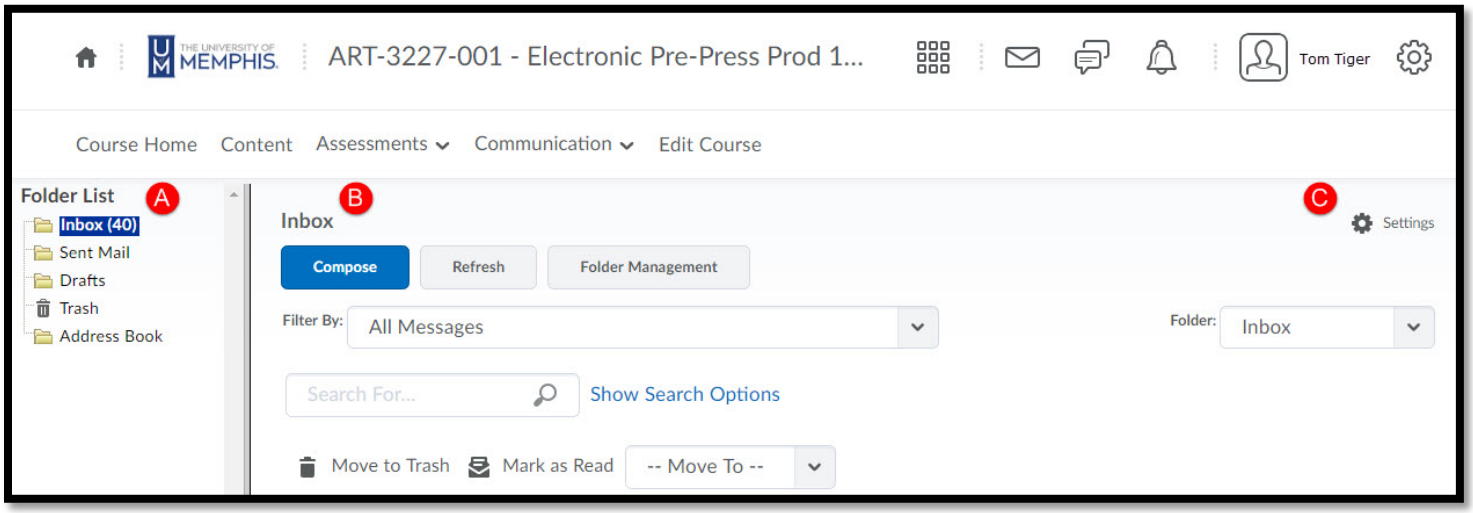
Basics

The email tool enables users to send and receive email within eCourseware. To access the email tool log in to eCourseware, click the **Message Alert** (envelope in the top right corner) on the navigation bar, and click **Email**.



Once you've logged into your eCourseware mailbox, three important sections should appear on your screen:

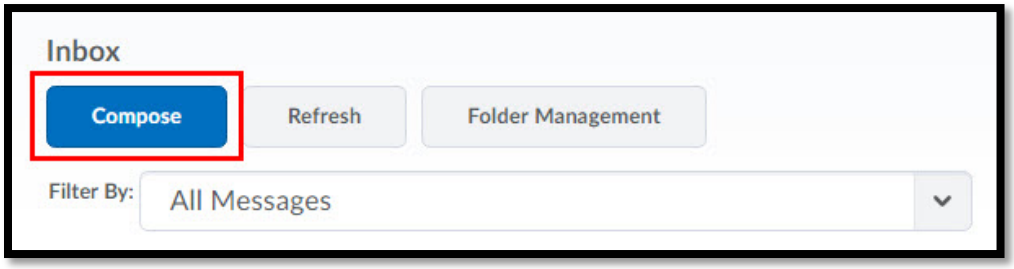
A. The **Folder List**, which helps organize your messages using folders. Users can create new folders to organize messages by class, topics or even projects.
B. **Inbox**, which enables you to send, receive and organize message.
C. **Settings,** which allows users to set up their preferences **for email options, display options and forwarding options.**



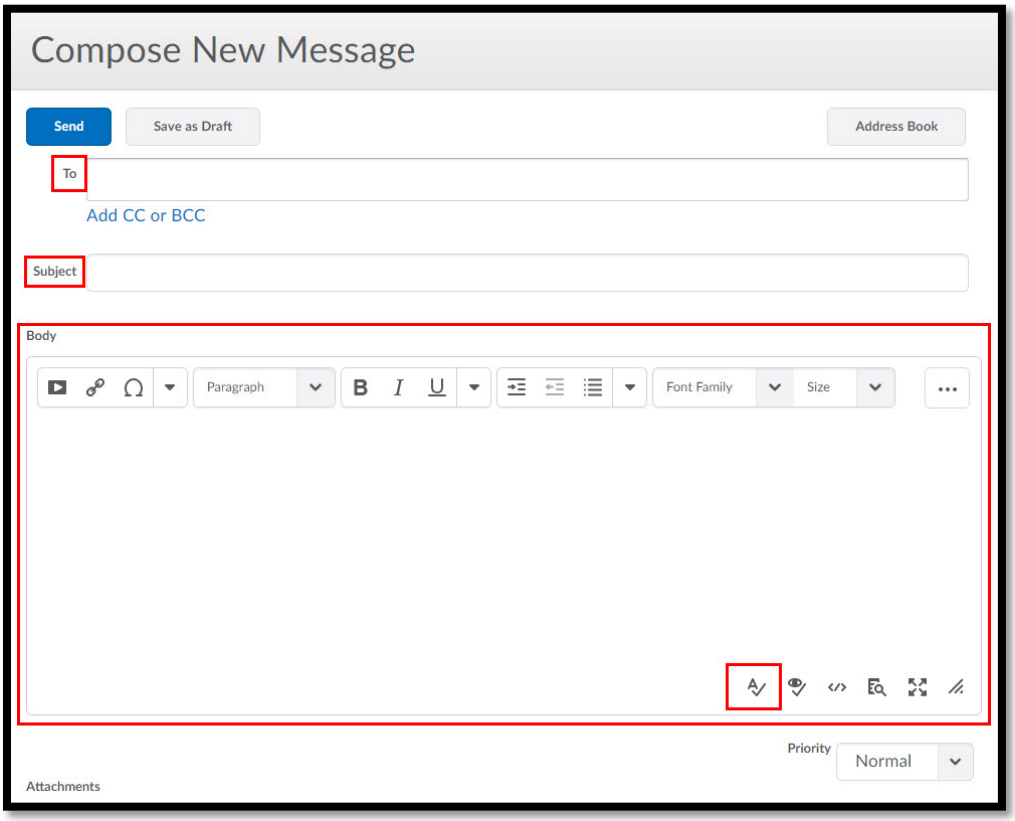
Composing Email Messages

Compose an email

1. From the inbox, click **Compose**.



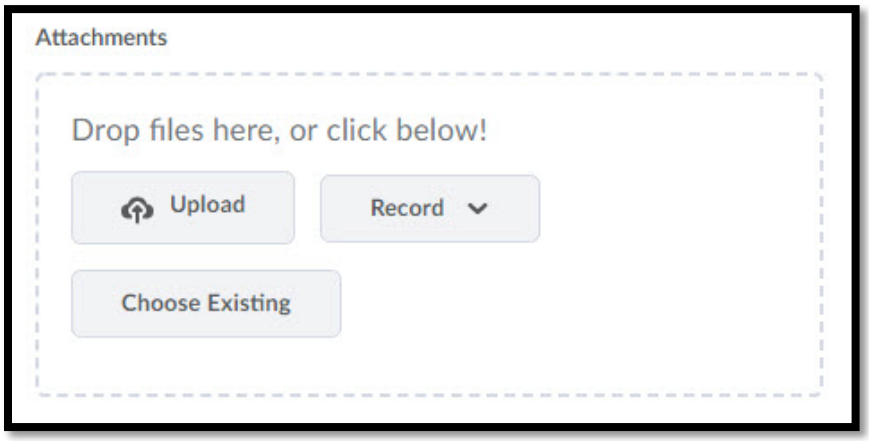
2. Enter the recipient's email address in the **To** field.
   - Click **Address Book** in the upper right corner to locate an address from your Address Book.
   - The Address Book enables users the ability to organize contact information.
3. Enter a brief description of your email in the **Subject** line.
4. Enter your message in the **Body**.
5. Click the **Spell Checker** icon to check for misspellings.
6. Set the **Priority** of your email.
7. **Attach files** (see directions below)



8. Click **Send**.

Add an attachment to your email

1. An attachment is added while creating a new message.
2. Complete the steps necessary to create your new message. *(see previous section)*
3. In the **Attachments** area you can:
   - **Upload** by selecting the file(s) you want to attach. If you are using a supported browser, you can also drag and drop attachments from your desktop. Locate the file(s) you would like to attach and click **Open**.
   - **Record** audio or video to attach. You will need to enable the video and audio features on your computer. From here, you can also select audio or video files to upload (just like using the "Upload" button mentioned above).
   - **Choose Existing** files that you already have uploaded in your eCourseware course content.



4. Once your email is complete click **Send**.

Note:

- *If you add an attachment and want to delete it before sending, click the* ✕ ***Remove*** *icon beside the attachment.*
- *You cannot add or download the following file types: .asp, .aspx, .exe, .bat, .dll, .com, .asa, .asax, .ascx, .asmx, .axd, .cdx, .cer, .config, .idc, .cs, .csproj, .java, .jsl, .licx, .rem, .resources, .resx, .shtm, .shtml, .stm, .vb, .vbproj, .vjsproj, .vsdisco, .webinfo, .ini.*

Replying to and Forwarding Email Messages

1. From the inbox, click on the message you want to reply to or forward.
2. Click **Reply, Reply All,** or **Forward**.
3. Enter the recipient names in the **To** field. To expand the Cc and Bcc fields, click **Add CC or BCC**. For reply and reply all, the recipients automatically populate, but you can add additional recipients if desired.
4. Add any additional content, including attachments, to the message.
5. Click **Send**.

Marking an Email Message as Read or Unread

Mark an email message as read

1. Select the check box next to the message or messages you want to mark as read.
2. Click **Mark as Read** at the top of the message list.

Mark an email message as unread

1. Open the message and click **Mark Unread** from the More Actions button in the Message Preview page.

Chat

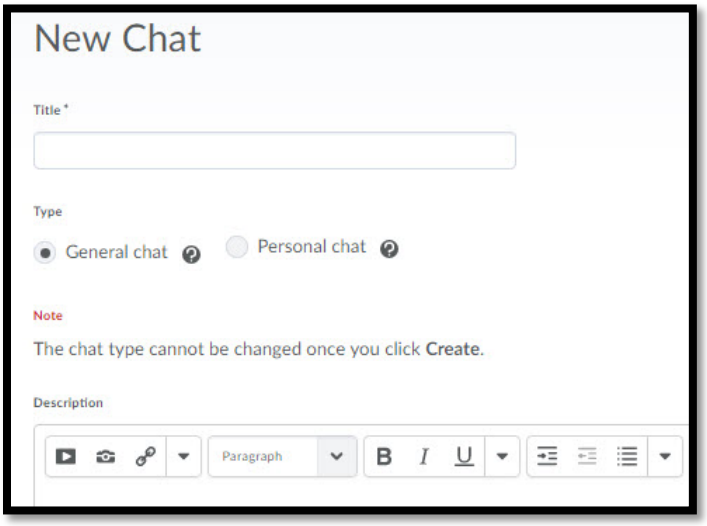
The chat tool within eCourseware is a real-time, text-based communication and collaboration tool. You can use the Chat tool to brainstorm ideas, hold a question and answer period, have a debate or discussion, or organize a remote study group. As opposed to other collaboration tools, such as Discussions, Chat conversations occur in real-time.

eCourseware offers two types of chats:

- **A Personal Chat -** A private chat room that is visible only to users who you have added to the chat's participants list. Personal chats are ideal for keeping in touch with friends and colleagues or for clubs and other groups whose members do not share a single org unit.
- **General (course) chats** - A public chats visible to everyone enrolled in the course. Instructors can create general chat rooms to incorporate chat discussions into the teaching of a course since they are automatically open to all users enrolled in the course.

Using Chat

To begin a chat click the Chat tool located on the course navigation bar.



Add a chat message

Type a message in the text box at the bottom of the chat room, and press **Enter** on your keyboard or click **Send**.

Refresh your chat window

If you think new messages are not appearing on your screen fast enough, click **Refresh** at the top of the chat. This option appears when you select **New Messages** in **Settings**.

See who else is chatting

The **Participants** pane displays a list of users currently signed in to a chat room.

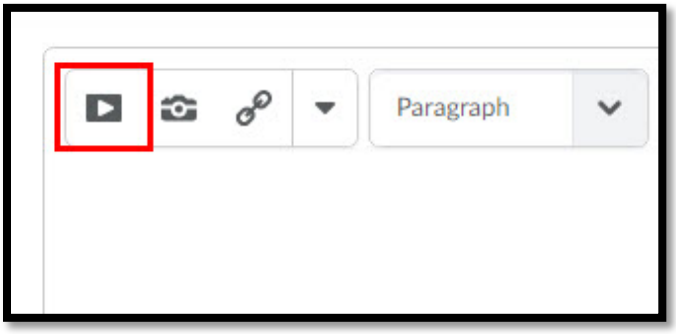
Video Note

Video Note enables you to create video recordings from your webcam and insert them anywhere video attachments are supported within eCourseware.

Accessing Video Note from the HTML Editor

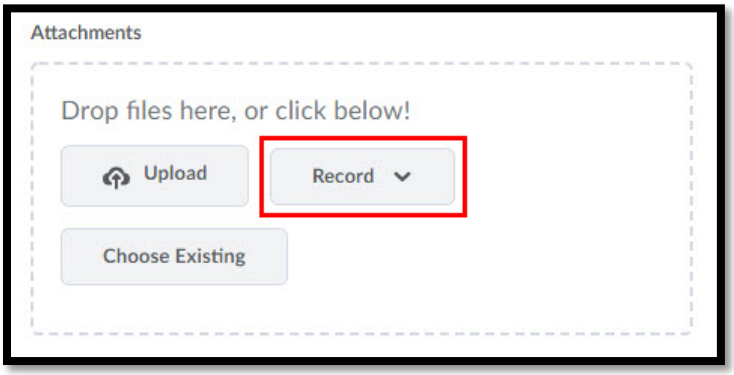
To create a video:

1. Access the HTML Editor.
2. Click **Insert Stuff**.
3. Click **Video Note**.



Accessing Video Note from attachments

Click **Record Video** in the Attachments section of the tool where you want to attach a video note.



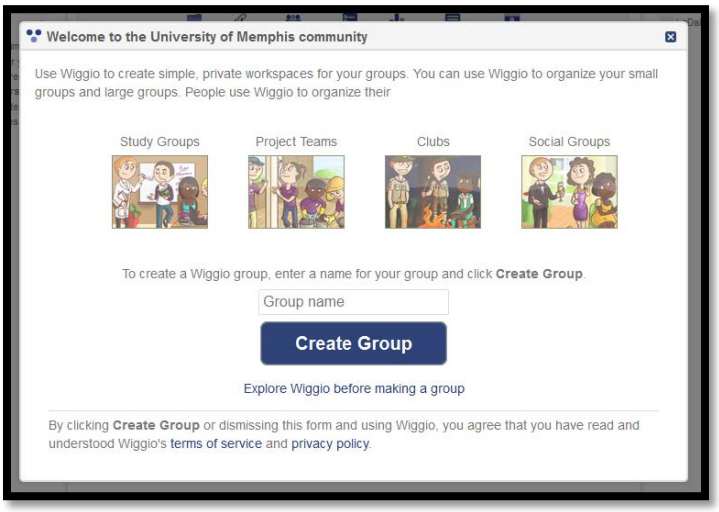
Creating and inserting a Video Note in the HTML Editor

Create and insert a video note

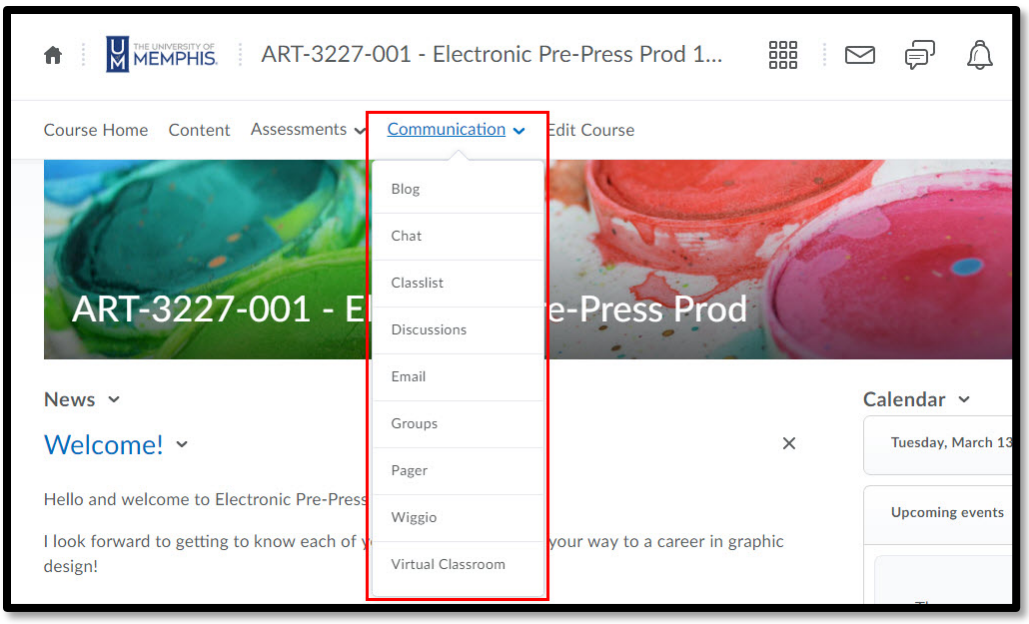
1. In the HTML Editor, click the **Insert Stuff** icon.
2. Click **Video Note**.
3. Click **Allow** when the Flash player prompts you to allow camera and microphone access.
4. Click **Record** and record your video. Click **Stop** when you finish recording.
5. You can click **Play** to preview your video note.
6. If you want to re-record, click **Clear**. If you are satisfied with your recording, click **Next**.
7. Enter a **Title** and **Description** of your video note. Text you provide in these fields become searchable if users have permission to search and insert other people's video notes.
8. Click **Next**.
9. You can preview the video note before you insert it.
10. Click **Insert**.

Wiggio

Wiggio is a group tool that enables group communication and collaboration. Using Wiggio, users are able to hold group discussions, assign tasks to group members, poll members, share calendars and schedules, upload and manage group files, and communicate using live conference calls, video conferences, chat rooms, texts, emails, and voice mail.

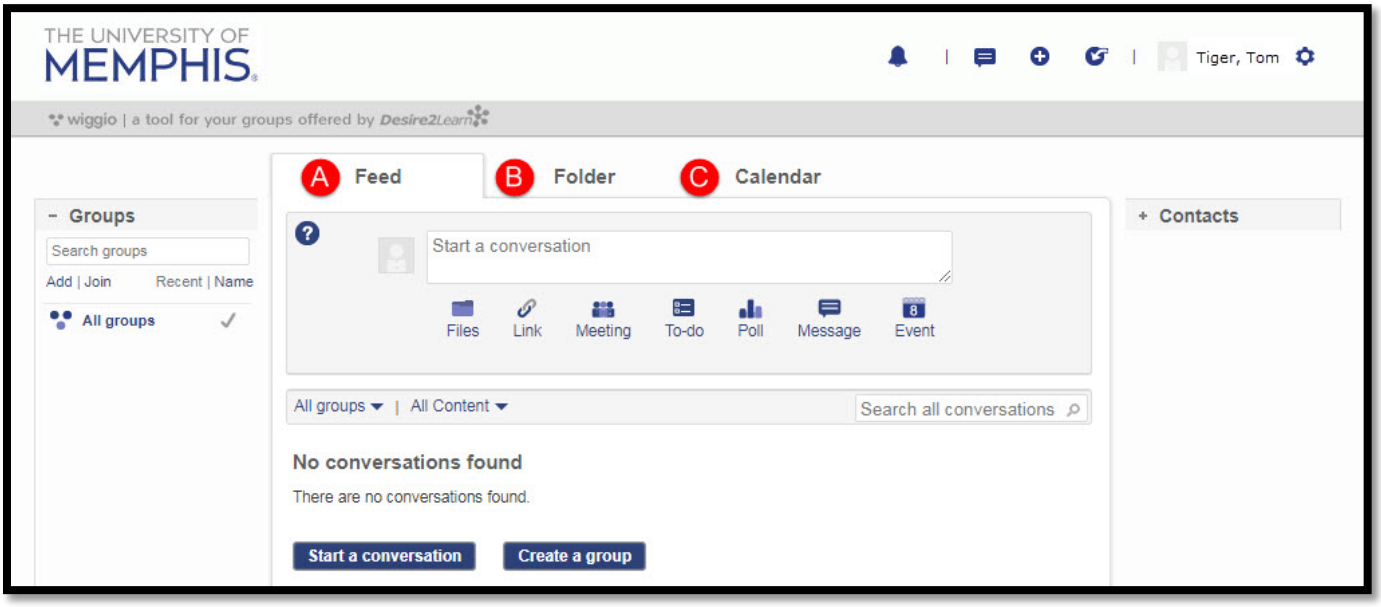


Wiggio may be access by clicking communication from the course navigation tool bar then select the Wiggio tool from the drop down menu.

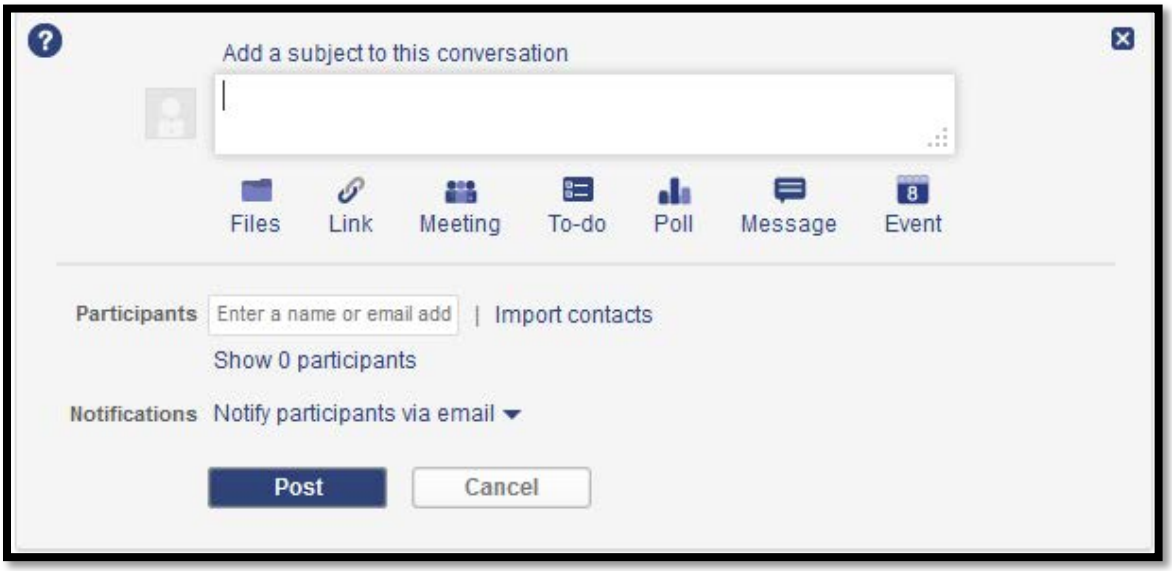


The Wiggio tool has three main areas:

A. **Feed** for posting and replying to conversations.
B. **Folder** for accessing any content you or someone else has uploaded or shared.
C. **Calendar** for scheduling meetings and events.



Starting a Conversation in Wiggio



1. To start a conversation you must enter your text in the conversation area.
2. You can click on the following icons to add resources to your conversation:
   - **Files**
   - **Link**
   - **Meeting**
   - **To-do**
   - **Poll**
   - **Message**
   - **Event**
3. Do one of the following:
   - Select a group of participants from the Participants drop-down list.
   - Add participants by entering their name or email into the **Add a participant by email** field and pressing Enter on your keyboard.
   - Click **Import contacts** to add participants from your email contact list.
   - Drag and drop participants from the Contacts area.

TIPS

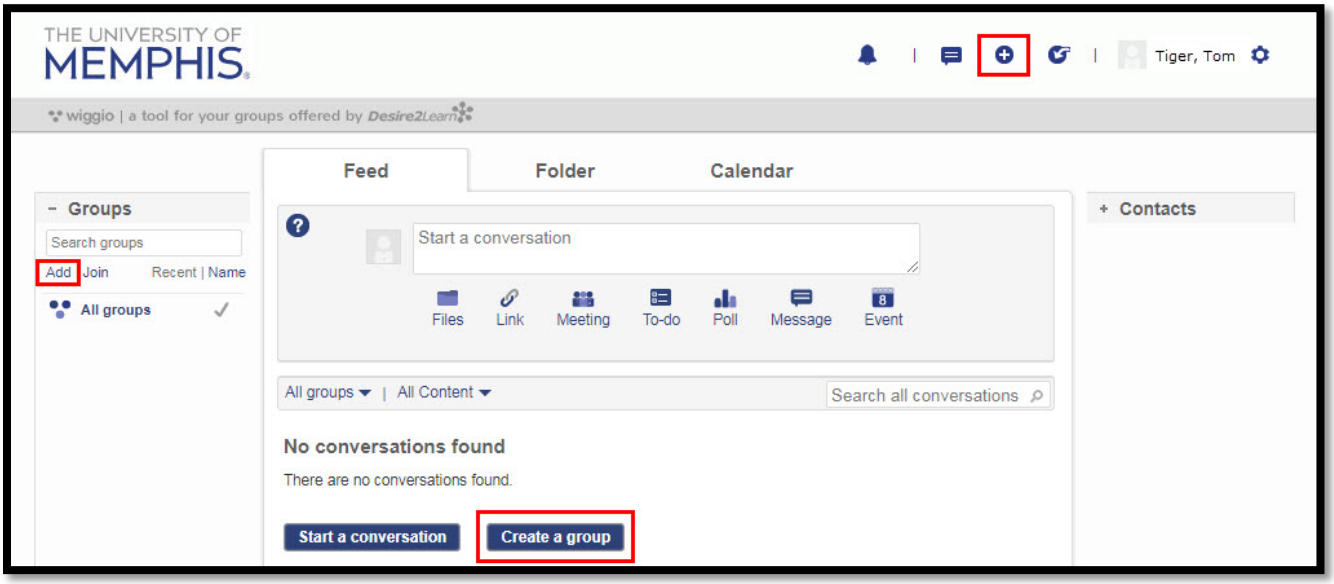
- Expand and review your list of participants by clicking the **Show participants** link.
- Hide your list of participants by clicking the **Hide participants** link.
- Delete participants by clicking the **Remove** icon by their name. You can only delete participants during the initial conversation post.

4. Select your **Notification** preference from the drop-down list.
5. Click **Post**.

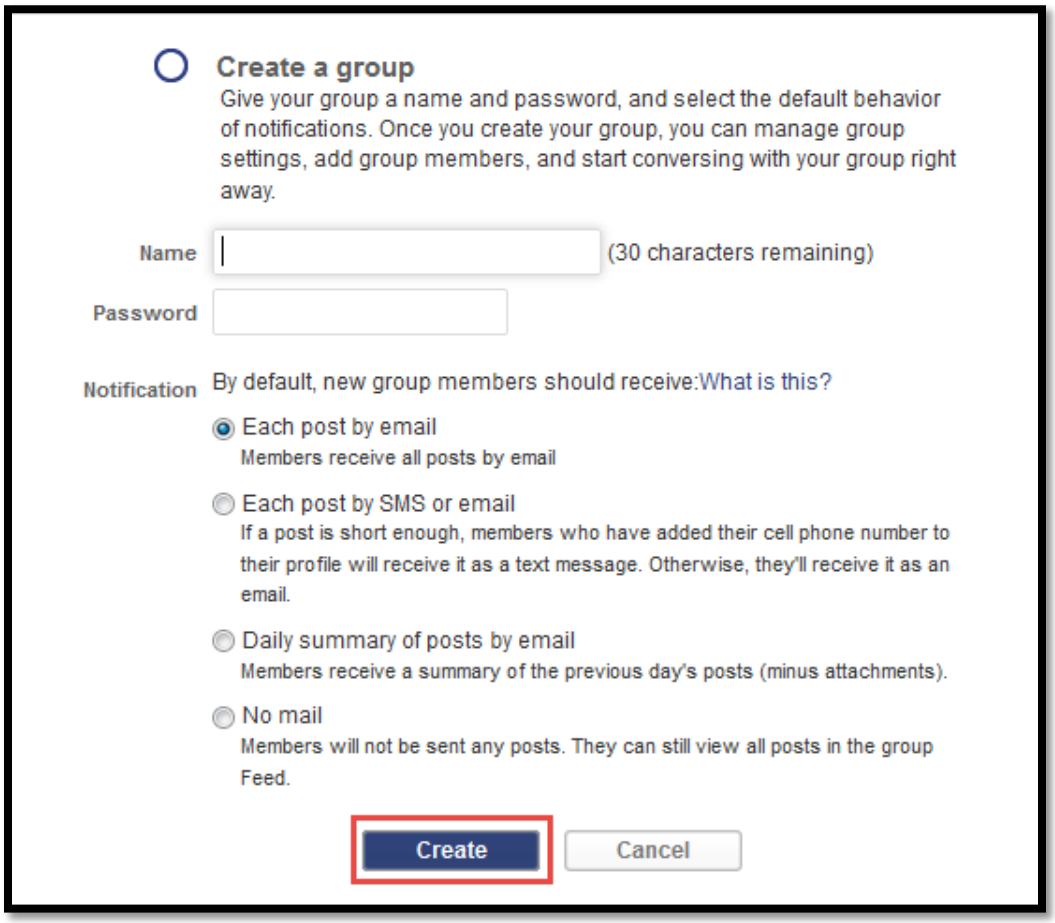
Creating a group in Wiggio

Note: When you create a group, you are automatically the group's administrator and owner.

1. Click one of the **Create a group** icons.



2. On the Create a group page, enter a **Name** and **Password**.
3. Select how you want group members to receive emails:
   - **Each post by email**
   - **Each post by SMS or email**
   - **Daily summary of posts by email**
   - **No mail**
4. Click **Create**.



Locating Help Resources

The Center for Teaching and Learning offers support to faculty, staff, and students. Upon completing the training covered in this course; faculty, staff and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
  - Here is a link to our service desk ticketing system
  - After logging in, choose the link **Request Help or Services**.
  - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk is available from 8:00 a.m. – 11:59 p.m., seven days a week (excluding some holidays). You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 12:00 a.m., please leave a message or submit a service request.

- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- **Explore the umTech Website**
- **Center for Teaching and Learning (CTL) Website**
- **Search our Training and Documentation**