

Virtual Classroom in eCourseware

Getting Started

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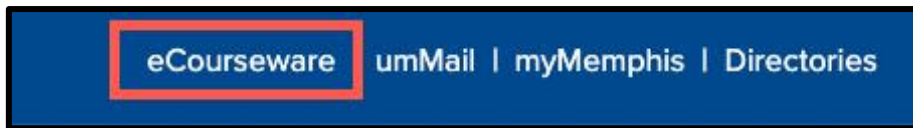
What is Virtual Classroom?

- Allows you to virtually collaborate in a user-friendly setting.
- Schedule a synchronous meeting with individual student or multiple students in your course.
- Maximum webcams allowed to share is 7, but as many as 100 - 150 students can participate (without webcams) in the meeting.
- Meet for office hours, or to discuss a paper/project.
- Documents can be uploaded and viewed (PowerPoint, PDF, and Word Document) during the meeting.

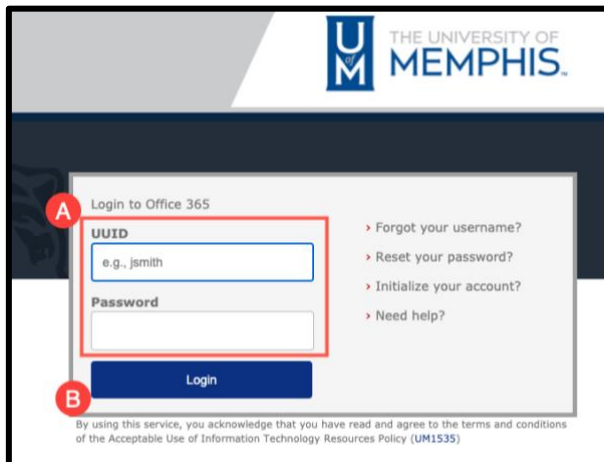
Logging into eCourseware via the myMemphis Portal

To access the portal, use your University of Memphis Universal User Identification (UUID) and password. The UUID and password required to enter the myMemphis Portal are the same as those used to login to your University e-mail and other University computer resources.

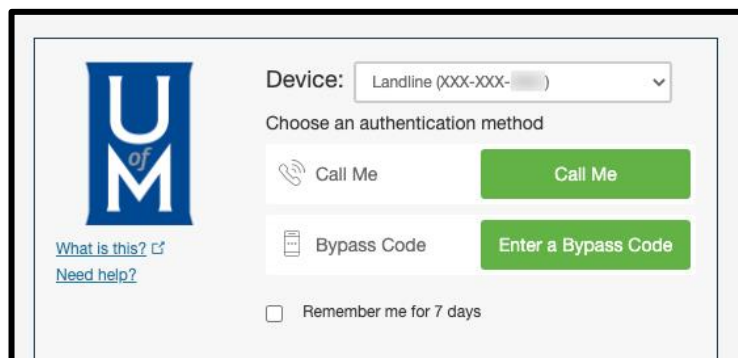
1. Go to any page on the UofM Website and click on the lower left-hand corner of the page, click on the word **eCourseware**.



2. Using your UofM sign in with your **A)** uuid and **B)** password.

A screenshot of the 'Login to Office 365' page. At the top is the University of Memphis logo. Below it is a login form. The form has two input fields: 'UUID' (with the example 'e.g., jsmith') and 'Password'. To the right of these fields are links: '> Forgot your username?', '> Reset your password?', '> Initialize your account?', and '> Need help?'. Below the input fields is a blue 'Login' button. A red circle with the letter 'A' is next to the UUID field, and a red circle with the letter 'B' is next to the Login button. At the bottom, there is a small disclaimer: 'By using this service, you acknowledge that you have read and agree to the terms and conditions of the Acceptable Use of Information Technology Resources Policy (UM1535)'.

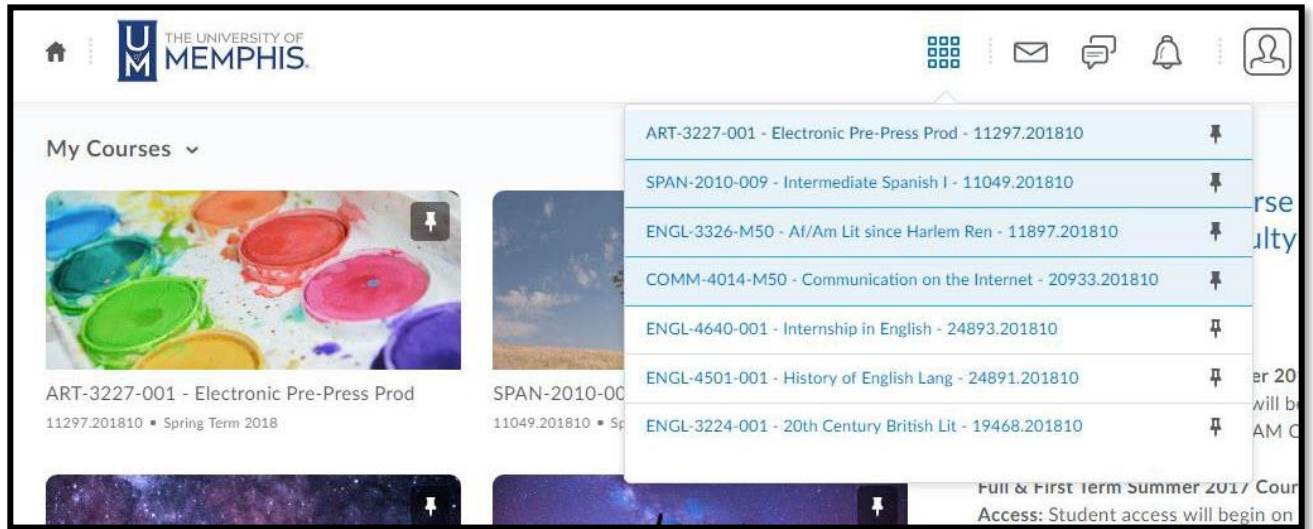
3. Authenticate Using DUO.

A screenshot of the Duo authentication page. On the left is the University of Memphis logo. To its right is a 'Device:' dropdown menu set to 'Landline (XXX-XXX-XXXX)'. Below this is the text 'Choose an authentication method'. There are two options: 'Call Me' with a green 'Call Me' button, and 'Bypass Code' with a green 'Enter a Bypass Code' button. At the bottom, there is a checkbox labeled 'Remember me for 7 days'. On the left side, below the logo, are links: 'What is this? ' and 'Need help?'.

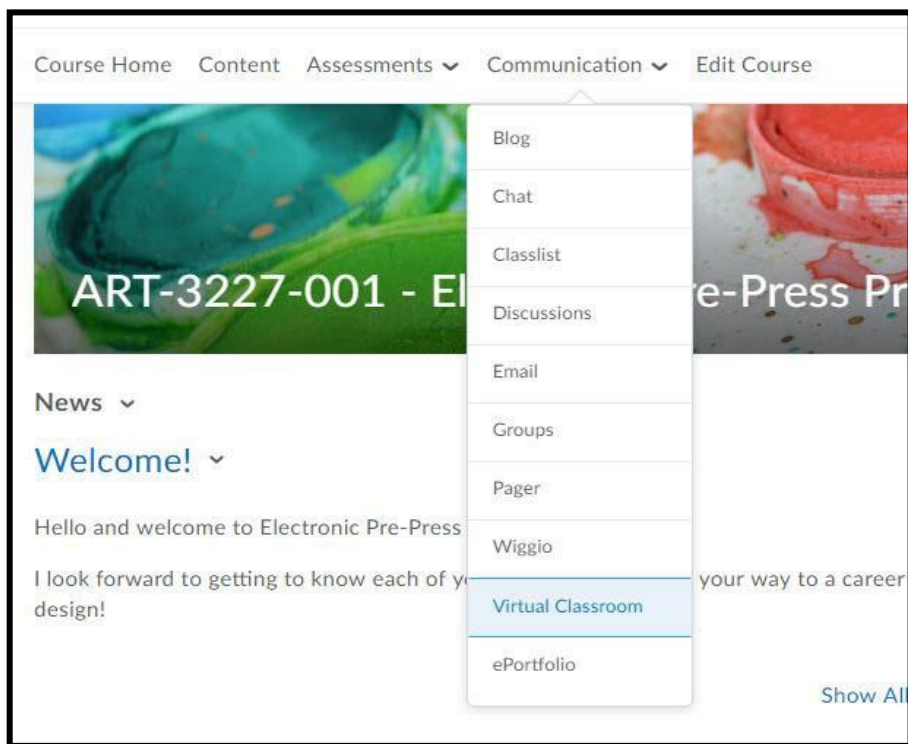
NOTE: eCourseware has a time-out of one hour. After one hour of inactivity, the system will log you out. This is a security feature. Alternatively, you may go to the [eCourseware site directly](#) and enter your UUID and password. Click **Login**.

Creating a Virtual Classroom Session

1. In eCourseware, select the course you would like to schedule a meeting for from the drop-down menu.



2. Within the Course Navigation Bar, from the Communication drop-down menu select **Virtual Classroom**.

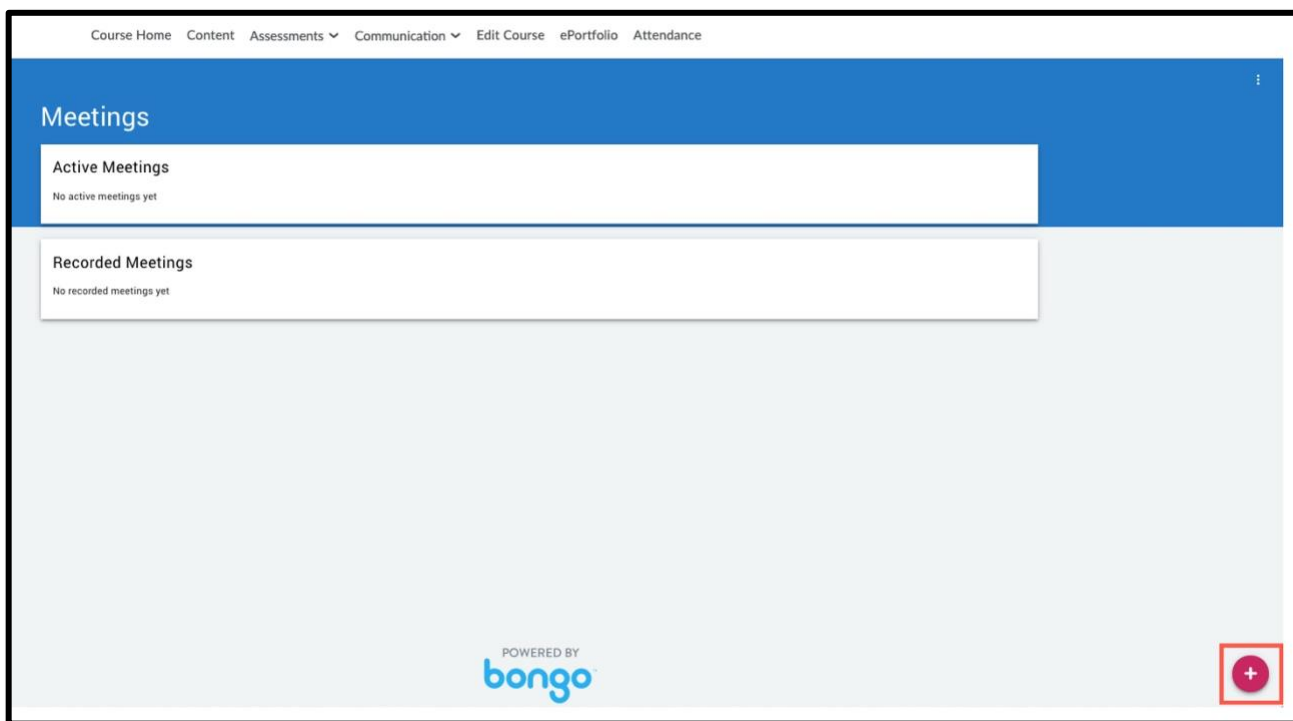


Note: If you are using a custom course navigation bar, the Virtual Classroom link will have to be manually added to your course.

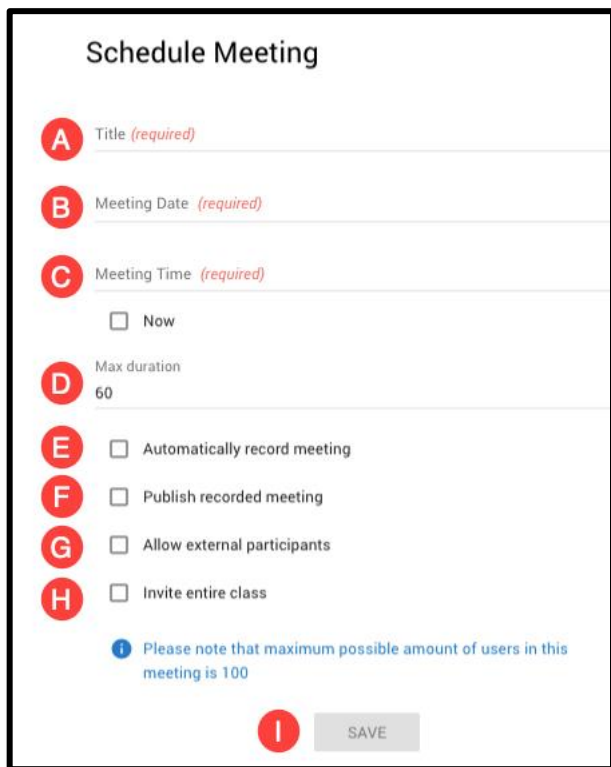
3. When the Add Activity screen appears, click **Next**.



4. When Virtual Classroom opens, the Class Meetings tab opens automatically. To schedule a new meeting, click on the magenta **Schedule Meeting** icon at the bottom, right corner.



5. When you Schedule a meeting, this is the next screen you will see.



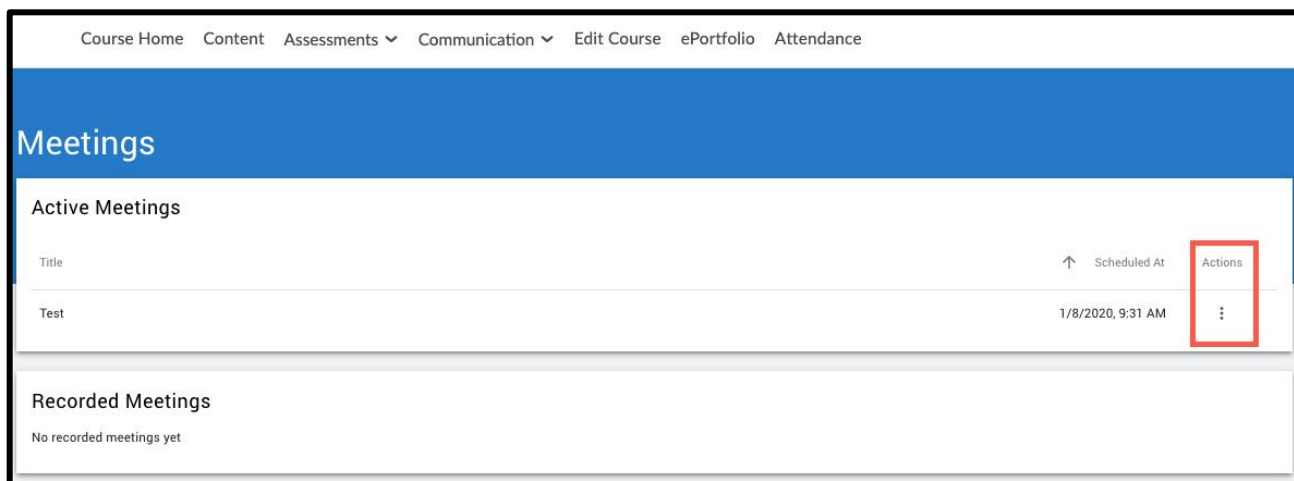
The screenshot shows a 'Schedule Meeting' form with the following elements labeled A through I:

- A**: Title (required)
- B**: Meeting Date (required)
- C**: Meeting Time (required)
 - ☐ Now
- D**: Max duration
 - 60
- E**: ☐ Automatically record meeting
- F**: ☐ Publish recorded meeting
- G**: ☐ Allow external participants
- H**: ☐ Invite entire class
- I**: (The label 'I' points to the 'SAVE' button)

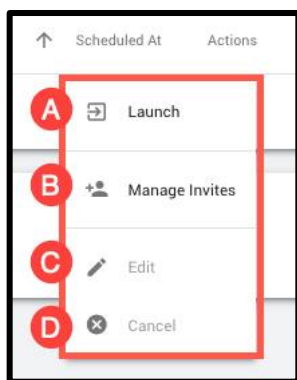
Below the checkboxes, there is a blue information icon and text: "Please note that maximum possible amount of users in this meeting is 100".

- (A) Name the meeting.
- (B) Enter the date of the meeting
- (C) Enter the time of the meeting.
- (D) Choose the length of the meeting. You can set if the meeting repeats.
- (E) Select if you would like the meeting to be recorded automatically.
- (F) If the meeting will be recorded, an additional option will activate that will use the url for the meeting as a link to the recording of the meeting after it has concluded. *(Note: Maximum time for a meeting is 240 minutes per session.)*
- (G) It is recommended that Allow External Participants to be selected. *(Note: this will create a URL that can be sent out to external participants.)*
- (H) The Whole Class option should also be selected.
- (I) Click **Save**

- Once the meeting is scheduled, from the Class Meetings window, choose your **Virtual Classroom Meeting**. Once you click on the name of the class meeting, it will be added to the content module in your course. Click on Actions the three horizontal dots.



To the far right of Class meetings window, under the actions you can



- Launch the meeting
- Manage meeting invites
- Edit the meeting
- Cancel the meeting

Click Launch to enter the meeting.

7. Once you click the link within the module, you will be taken to the meeting lobby page.

Here, you will see

- (A) The URL that you can send out to external participants, the date and time, the area code and phone and code for a call in (if included).
- (B) Quick Tips for the meeting.
- (C) Session management options (Audio and Video, Recording, and Participation).
- (D) Enter Meeting Room.

A Meeting Lobby

Test

Moderator Busby Hugh

Starting Time January 8, 2020 at 11:54:10 AM CST

This meeting has a maximum duration of 60 minutes from the starting time

After meeting is started you can join it using the phone, dial

+1 (940) 242-4397 United States of America - Texas

+1 (289) 796-1213 Canada - Ontario

+1 (450) 300-2430 Canada - Quebec

and enter 63481# when prompted. Please check that the area code matches your region. Charges may apply

B Quick Tips

- Chrome and Firefox are the supported browsers on desktop or Android devices. Safari is the supported browser for iOS devices.
- **Use headphones** instead of speakers to prevent voice echo.
- Click the **Enter Meeting Room** button to enter the meeting, or click the **Enter Meeting When Started** button to be automatically entered into the meeting when it starts.
- [Computer Pre-check](#)

C Session Management

Audio and Video ↑

- Watch for browser permissions that appear at the top of the page and **allow for your webcam and microphone** to be used.
- Share your microphone and webcam **only when needed or required**.
- You can share and un-share your webcam and microphone when necessary.
- Please **use Chrome or Firefox**

Recording ↑

- Click the **record** button when you are ready to start the recording. Click **record** again when you want to finish the recording.
- You can start, stop, and restart the recording, but **all parts are combined into one video per meeting**.
- If you do not click the record button the **meeting will not be recorded**.
- Your recording will be available for viewing after processing.

Participation ↑

- Share your webcam and unmute your microphone **only when needed or required**, start with the **Listen** option unless your moderator provides other directions.
- If you are using Chrome and will share your desktop, install the **Bongo Screenshare Extension** plugin from the Chrome Web Store so that your computer is ready when the meeting starts.

D

Enter Meeting Room

POWERED BY

bongo

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Virtual Classroom Meeting Quick Tips

- Use a laptop or desktop computer. Tablets and mobile devices do not support all the features.
- Chrome and Firefox are the recommended and supported browsers.
- Use headphones instead of speakers to prevent voice echo.
- The Enter Meeting Room button will activate when it's time to start your meeting. If the room doesn't activate, refresh your screen when it is time to start the meeting.

Virtual Classroom Tips for Session Management

Audio and Video

- Watch for browser permissions that appear at the top of the page and allow for your webcam and microphone to be used.
- Share your microphone and webcam only when needed or required.
- You can share and un-share your webcam and microphone when necessary.
- Use Chrome or Firefox as your browser.

Recording

- Click the record button when you are ready to start the recording. Click record again when you want to finish the recording.
- You can start, stop, and restart the recording, but all parts are combined into one video per meeting.
- If you forget to click the record button in an assignment meeting, the entire meeting will be recorded automatically.
- Your recording will be available for viewing after processing which may require 30-90 minutes (depending on your meeting duration).
- Recordings are kept for an unlimited time.

Participation

- Session features may vary based on the configuration settings chosen by the moderator or assignment requirements.
- Share your webcam and unmute your microphone only when needed or required. Start with the Listen option unless your moderator provides other directions.

Desktop share **within Virtual Classroom** is only fully supported in Chrome. In Firefox, you can only share a specific application window*. If you want to share your entire screen, use Chrome.

*In Firefox 70, screenshare will not work if you are in private mode. To avoid this issue entirely, please update to the latest version of FireFox.

Schedule a Repeating Virtual Classroom

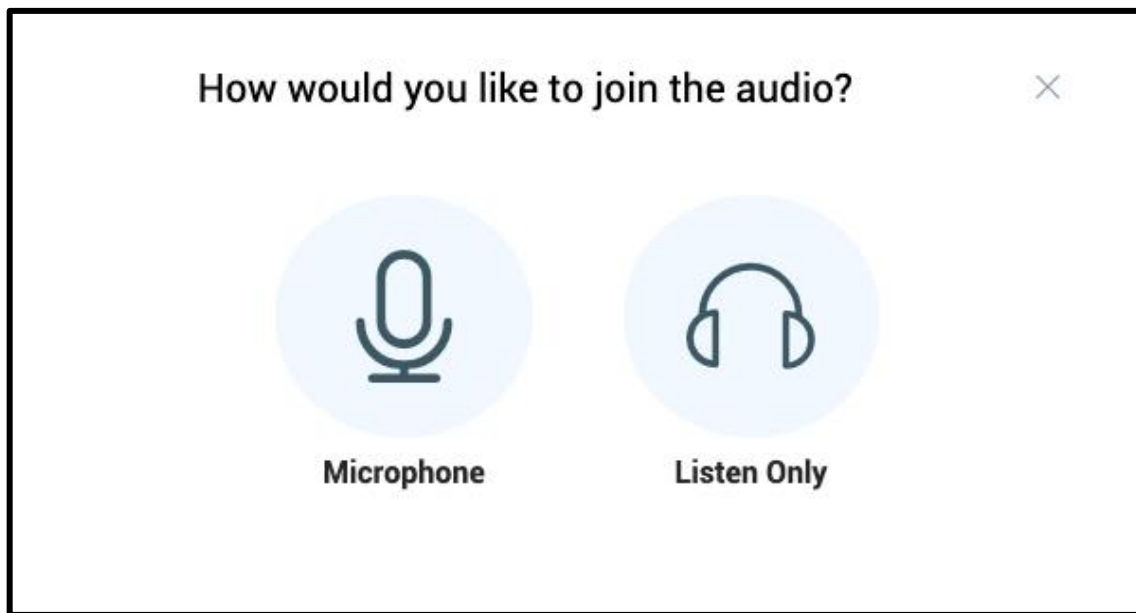
To schedule repeating Virtual Classroom sessions, select the number of additional weeks that you want to schedule meetings in the drop-down menu. Repeating meetings can only be scheduled for whole class sessions on a weekly basis for the same day of the week and time of day as the original meeting. A quick link will be generated for each scheduled session and automatically added as an event on the Brightspace calendar for the instructor and any/all students included in that session.

In the Meeting Room

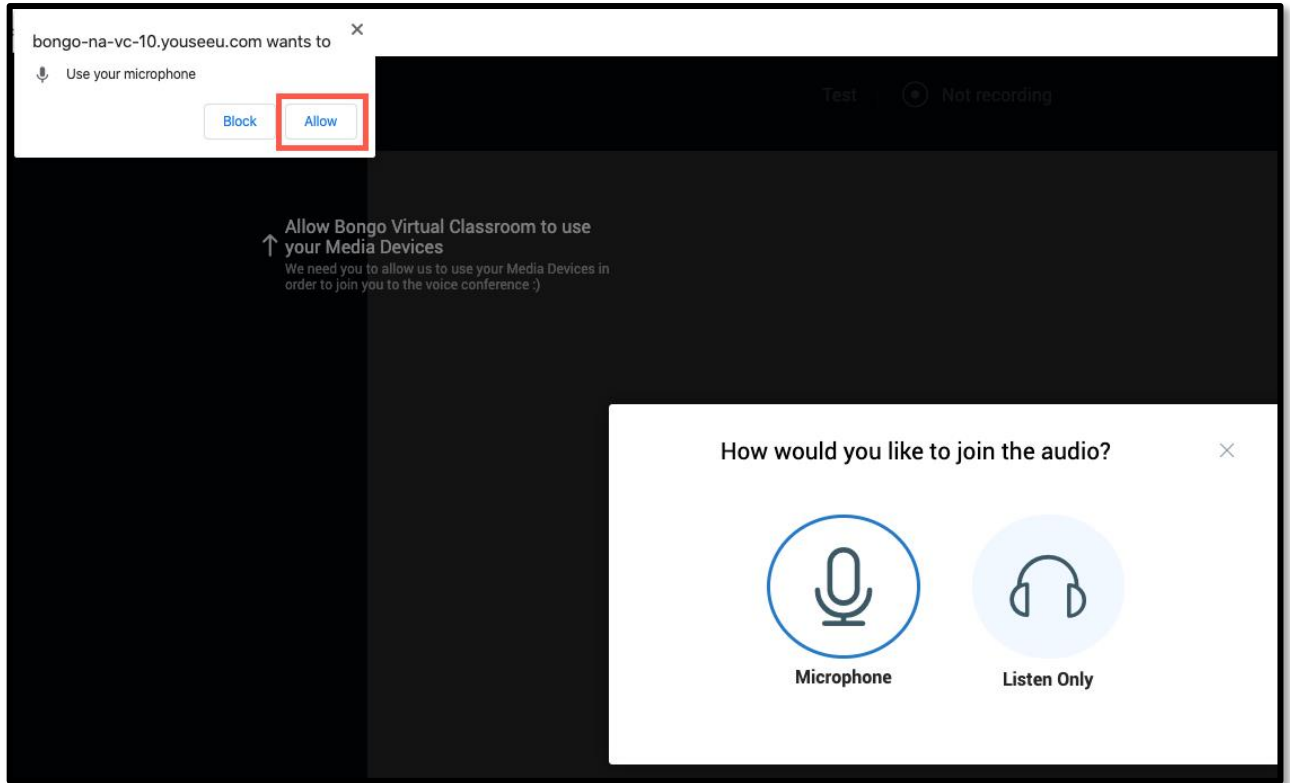
Once you've reviewed the Lobby Page guidelines and your meeting is ready to begin, click **Enter Meeting Room** to enter the Virtual Classroom session in the HTML5 environment.

Note: Once in the meeting, you are able to change to Audio or Listen Only if it is necessary. Students will not be able to enter the meeting room until you do.

1. When you first enter the meeting room you will be prompted on how you want to join the audio. Choose between **Audio** or **Listen only**.



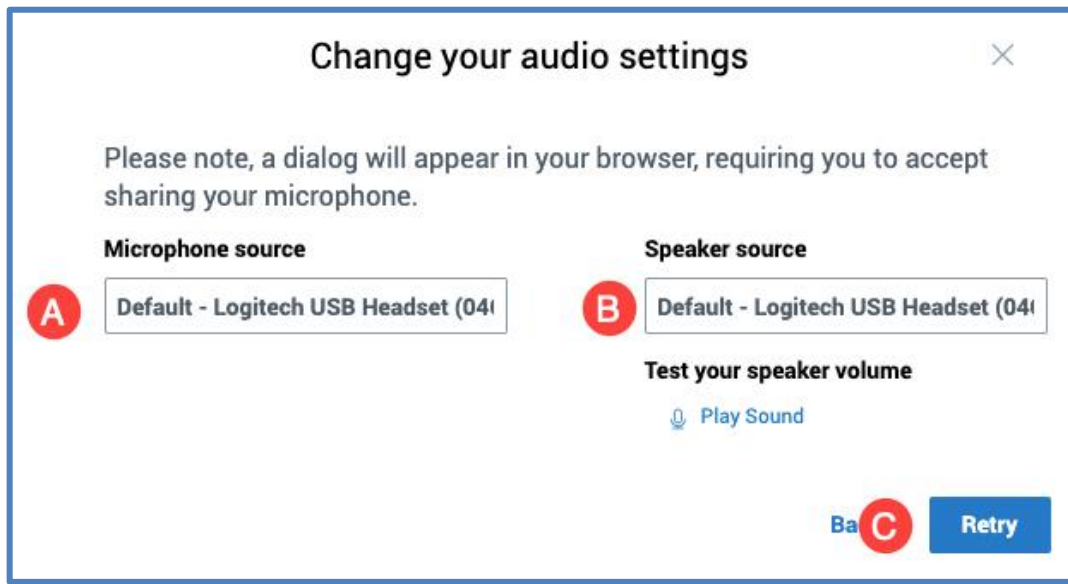
2. Allow the system to use your microphone or headset/speakers



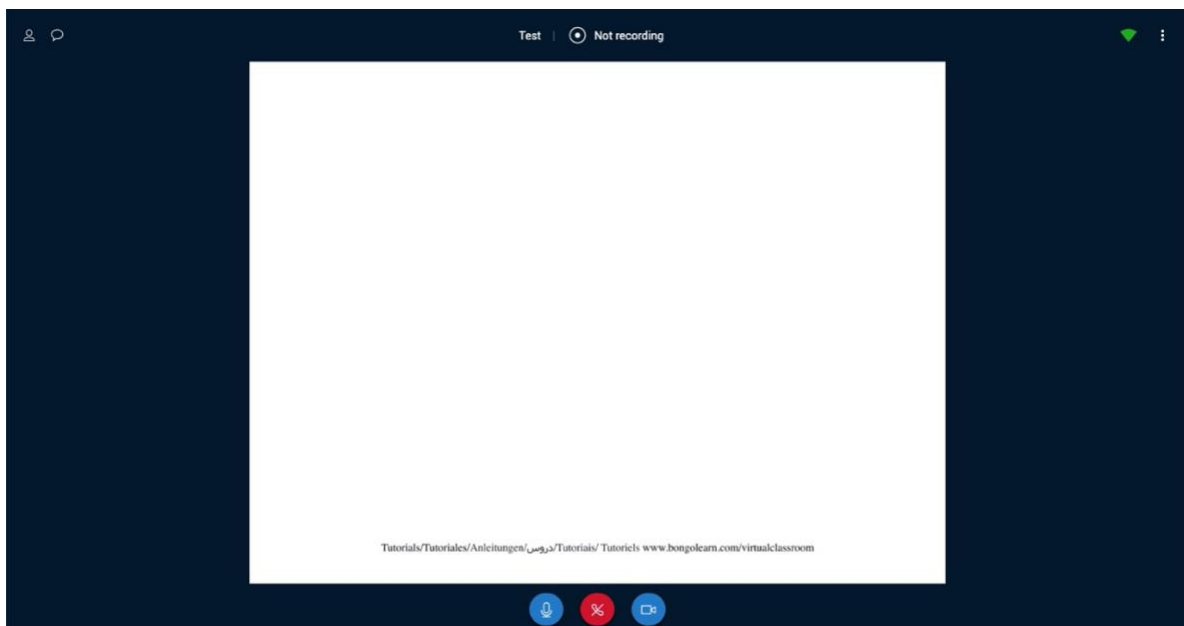
3. Listen to the private echo test and respond with (A) Yes or No. If No click on (B) Audio Settings.



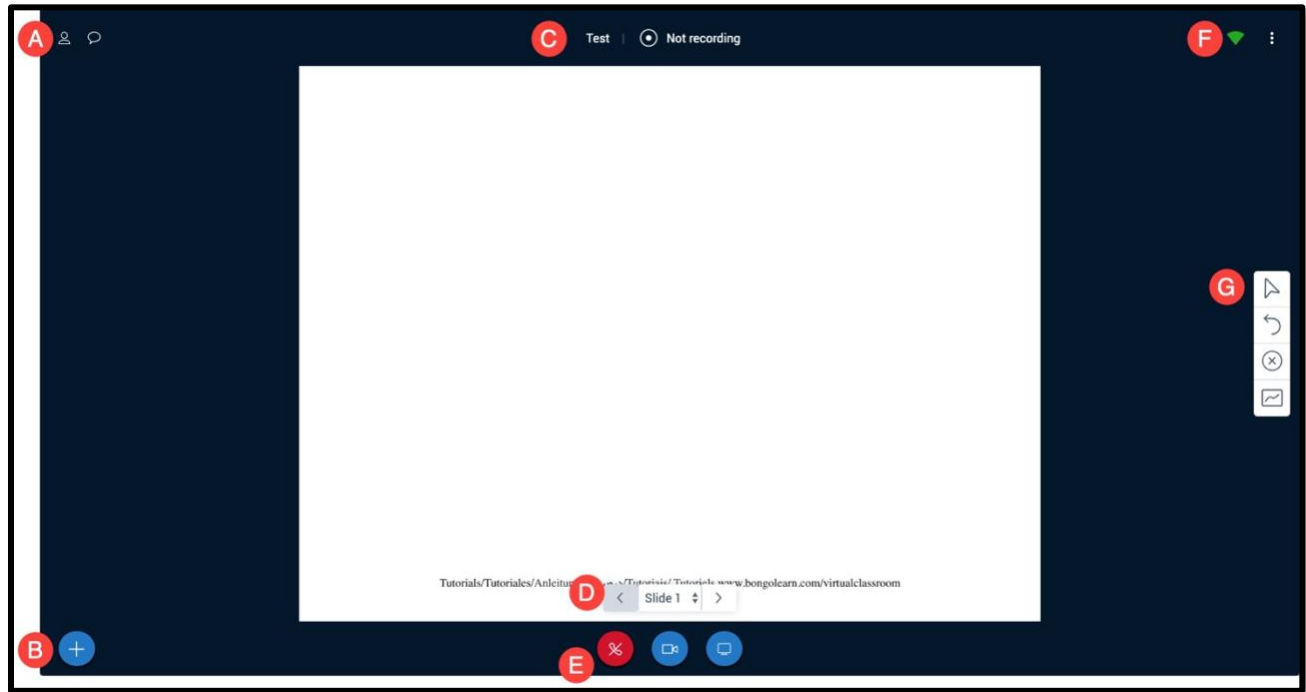
4. Choose your Audio Settings from the (A) Microphone Source and (B) Speaker Source drop-down menus. (C) Click Retry.



5. This is what the meeting room will look like once you have entered.



Navigation within Virtual Classroom



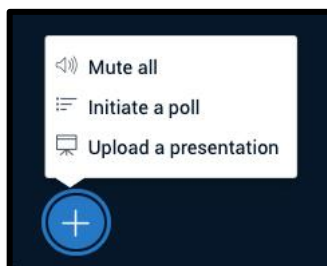
(A) Icons

- Person Icon: Chat is Public or Private.
- Chat Bubble: All participants can view the public chat.



(B) Action buttons

Mute all participants, upload a Presentation (PowerPoint, PDF, and Word Document), Initiate a Poll.



(C) Meeting Title and Recording Button

You can use the recording button to record the meeting for viewing and distribution at a later date.

Note: A participant must be identified to manually capture the meeting.

(D) Presentation Controls

Presentation controls allow the use of the arrows (< >) to move back and forth or using the drop-down menu to navigate the presentation.



(E) Meeting Room Toolbar

- *Leave Audio* - Allows you to switch between audio methods during a meeting.
- *Video Menu* - Allows you to share your webcam.
- *Share Desktop* - Allows you to share your desktop. It will ask, "Entire screen or Application Window".

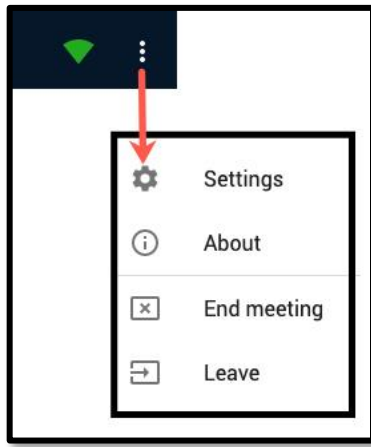


Other tools:



- (A) Text and drawing tools
- (B) Undo Annotation
- (C) Clear All Annotations
- (D) Turn Multi User on.

(F) Status button



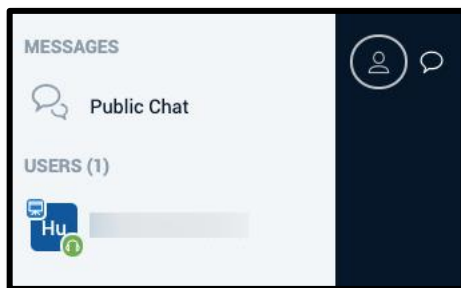
- Connection status button - yellow or red means you have a poor connection, green means you have a stable connection
- Question mark (i) - displays available help options
- Vertical ellipsis (• • •)

To leave the session, click **Leave** and close your browser window

Note: You are able to re-enter the meeting until the scheduled time has passed

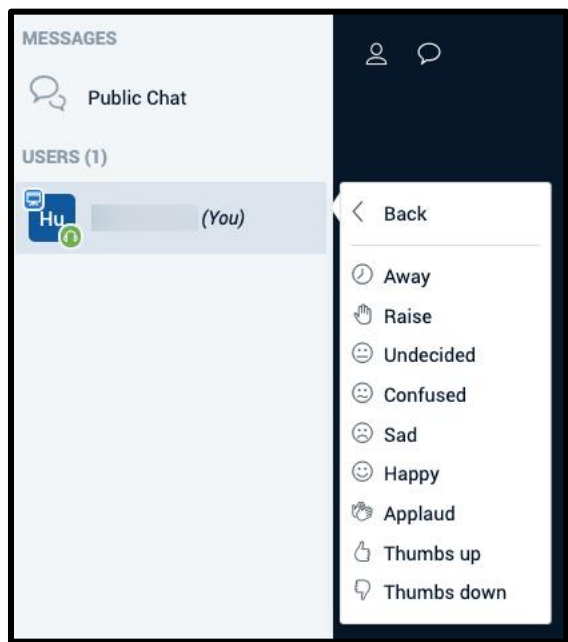
Small Group Meetings

If the class meeting is set up for a small group instead of the whole class, click on the **people icon** to manage meeting participants.



Click on a student's name to reveal more presentation controls and options.

Note: Maximum number of participant webcams you can share are 7, but as many as 100 - 150 students can participate (without webcams) in a meeting.



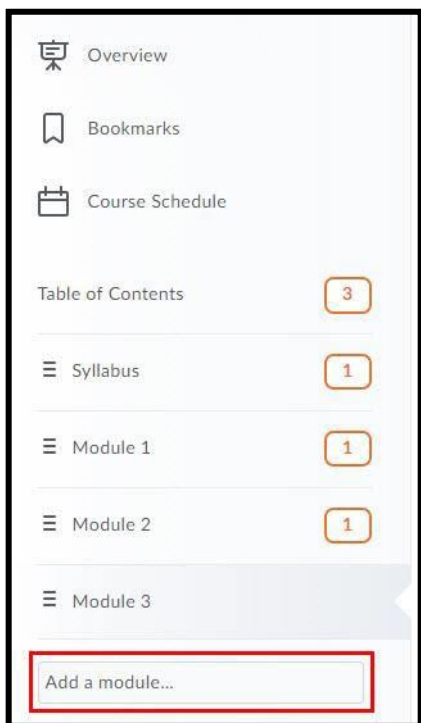
Adding the Virtual Classroom Session to Your Course Content

To add the Virtual Classroom Session within the content of your course, follow these steps below.

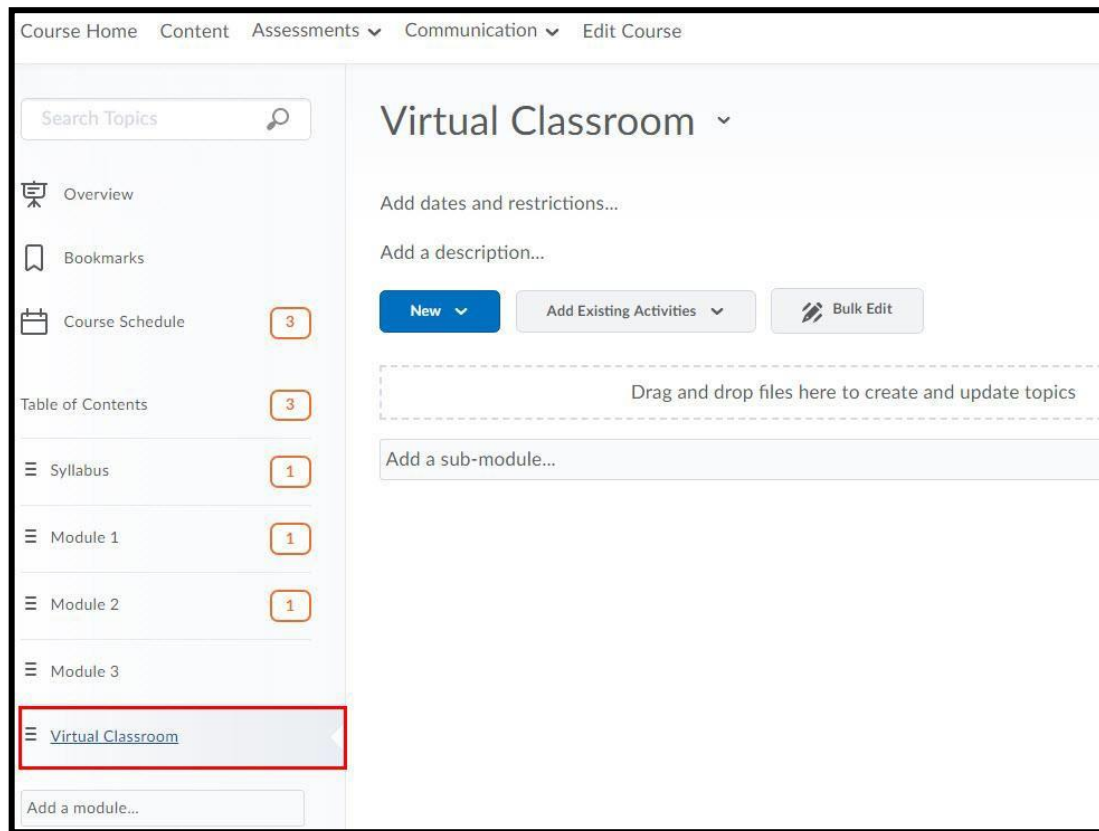
1. Click on Content from the course navigation bar.



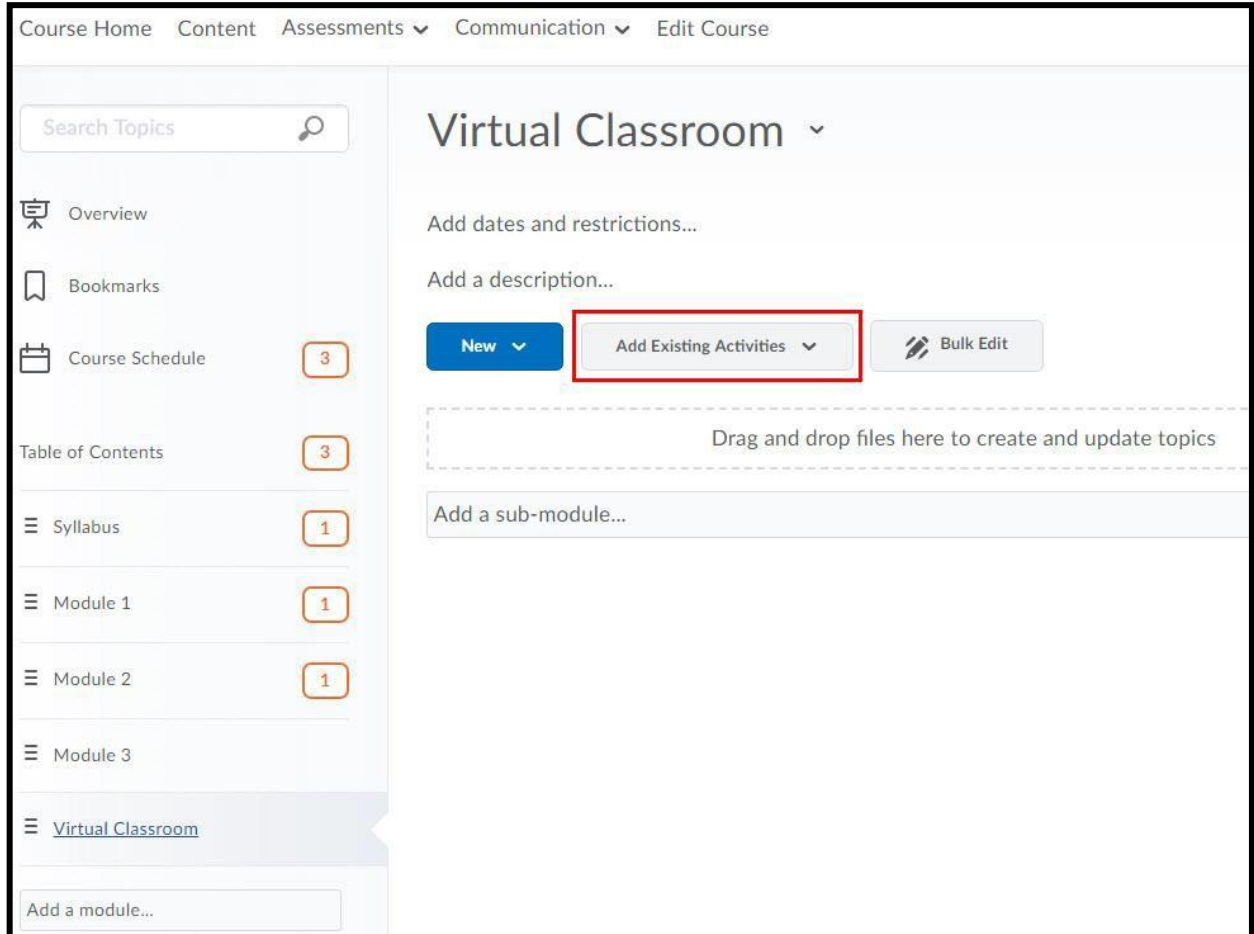
2. Click **Add a module**, title it with a name that would be the easiest for you and your students to differentiate. In this example, we named the module “Virtual Classroom”.



3. Click on the module you just created.

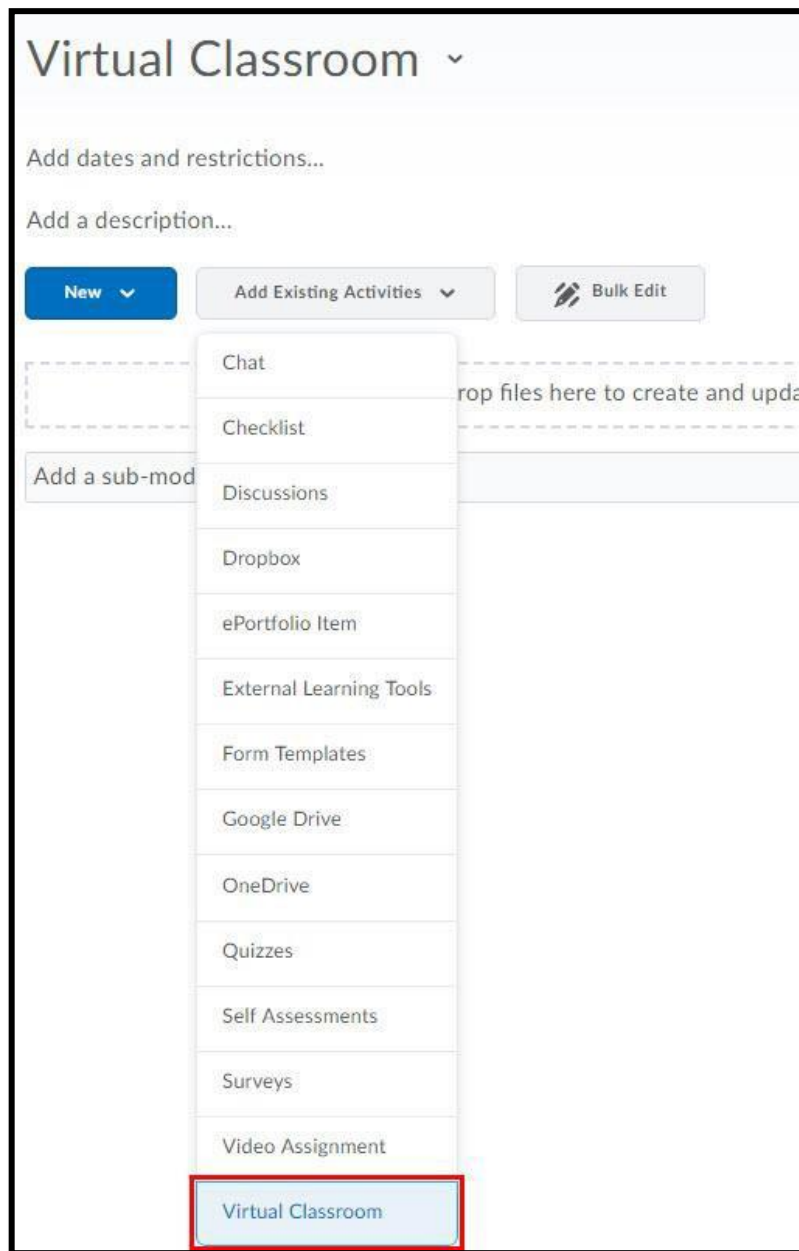


4. Click, Add Existing Activities

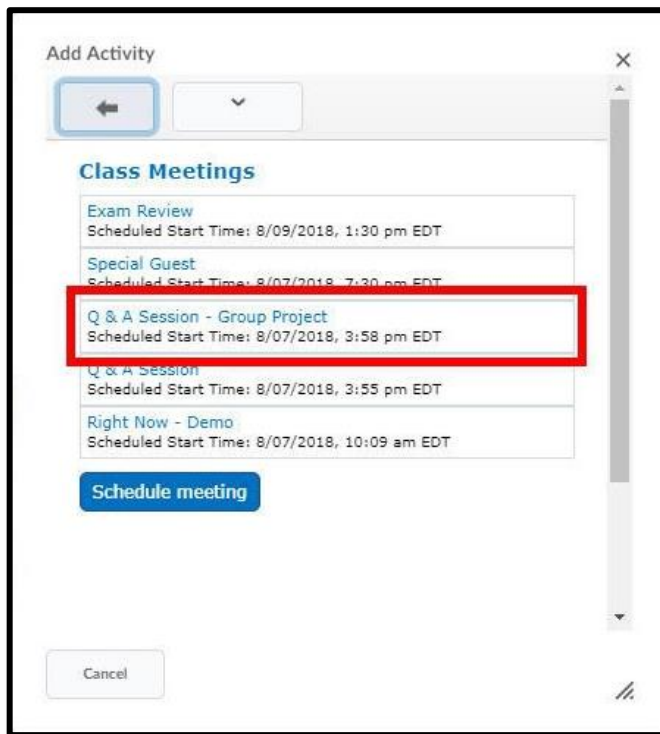


The screenshot shows the 'Virtual Classroom' interface within a course management system. The top navigation bar includes 'Course Home', 'Content', 'Assessments', 'Communication', and 'Edit Course'. The left sidebar contains a 'Search Topics' field and a list of course components: Overview, Bookmarks, Course Schedule (with a count of 3), Table of Contents (with a count of 3), Syllabus (with a count of 1), Module 1 (with a count of 1), Module 2 (with a count of 1), Module 3, and Virtual Classroom (which is currently selected). The main content area is titled 'Virtual Classroom' and includes options to 'Add dates and restrictions...', 'Add a description...', and buttons for 'New', 'Add Existing Activities' (highlighted with a red box), and 'Bulk Edit'. Below these buttons is a dashed box with the text 'Drag and drop files here to create and update topics' and a text input field labeled 'Add a sub-module...'.

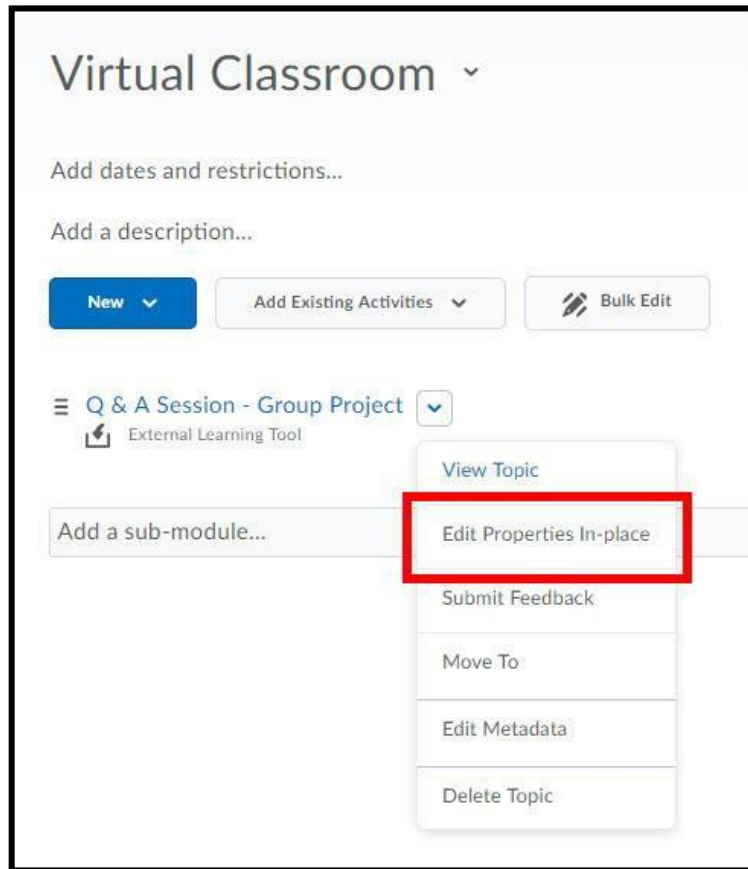
5. From the **Add Existing Activities** drop-down menu, choose Virtual Classroom.



6. Select the virtual classroom session you would like to add to your course content.





7. From the drop-down menu of your virtual Classroom meeting, choose **Edit Properties In-place**.



8. Check the box **Open as External Source** so that the URL can be sent out to external participants.

Virtual Classroom ▾


 Print  Settings

Add dates and restrictions... Published ▾


Add a description...


New ▾

Add Existing Activities ▾

 Bulk Edit


≡ Meeting 1 ▾

Published ▾ 

 External Learning Tool

Add dates and restrictions...

Add a description...

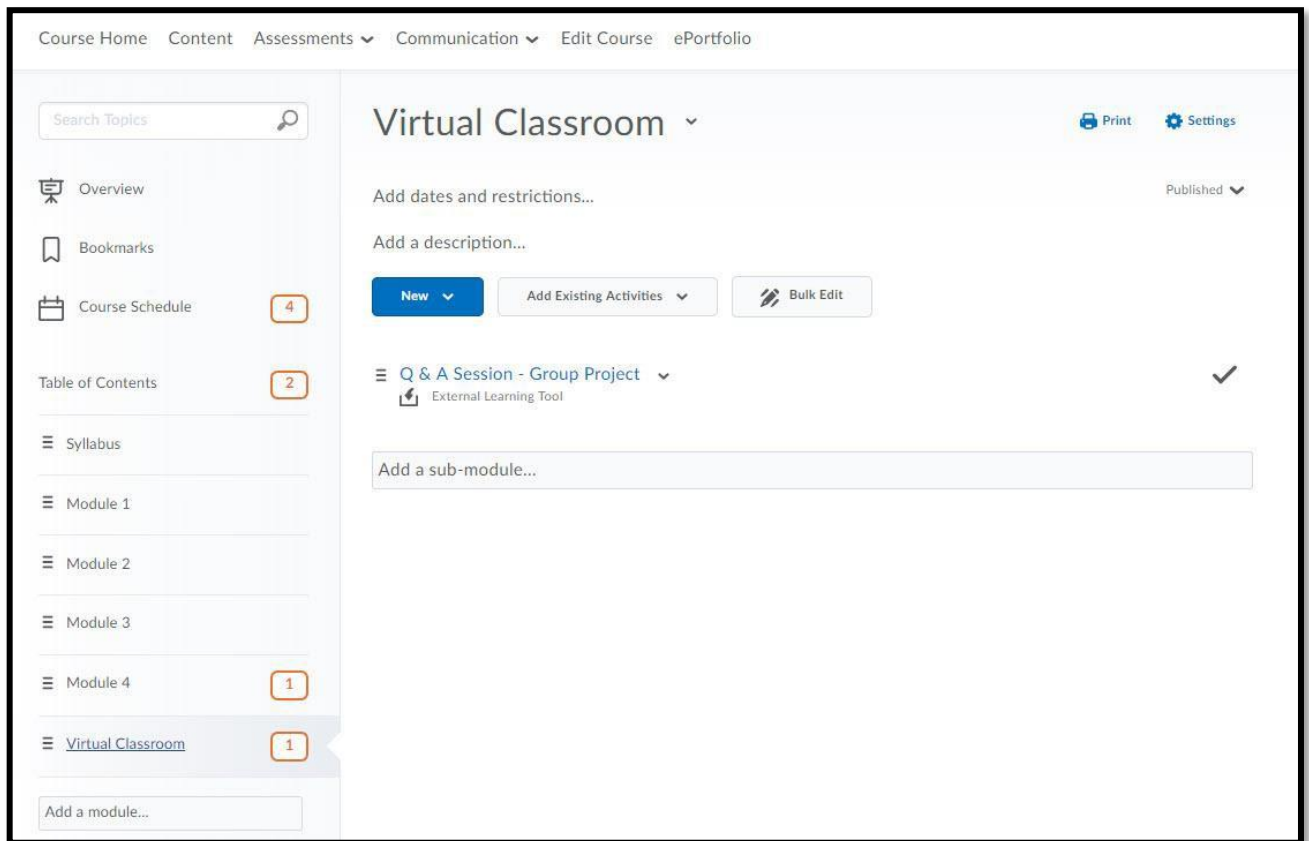
 *Required: Automatic* ▾

☒ Open as External Resource

User progress is not tracked for external resources

Add a sub-module...

9. Virtual Classroom Session has now been added to your content.



The screenshot displays the 'Virtual Classroom' interface within a learning management system. The top navigation bar includes links for 'Course Home', 'Content', 'Assessments', 'Communication', 'Edit Course', and 'ePortfolio'. The left sidebar contains a 'Search Topics' field and a list of navigation items: 'Overview', 'Bookmarks', 'Course Schedule' (with a red badge '4'), 'Table of Contents' (with a red badge '2'), 'Syllabus', 'Module 1', 'Module 2', 'Module 3', 'Module 4' (with a red badge '1'), and 'Virtual Classroom' (with a red badge '1' and highlighted). Below the sidebar is an 'Add a module...' input field. The main content area is titled 'Virtual Classroom' and includes 'Print' and 'Settings' icons, a 'Published' status, and options to 'Add dates and restrictions...', 'Add a description...', 'New', 'Add Existing Activities', and 'Bulk Edit'. A list item 'Q & A Session - Group Project' is shown with an 'External Learning Tool' icon and a checkmark. At the bottom of the main area is an 'Add a sub-module...' input field.

Locating Help Resources

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 hours will be as follows:
 - Monday - Friday 8:00 am - 8:00 pm
 - Saturday 10:00 am - 2:00 pm
 - Sunday 1:00 pm - 5:00 pm
- 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 8:00 pm, 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](#)