



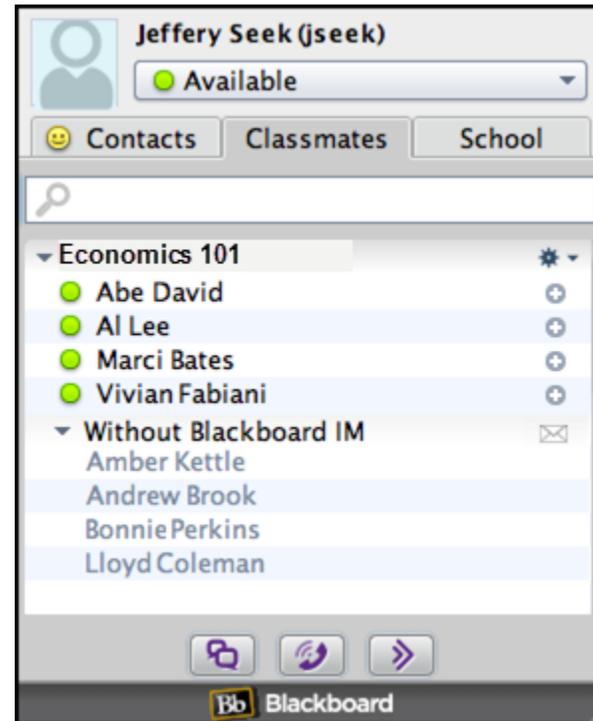
Managing Blackboard IM Contacts Quick Reference Guide

The Contacts tab is where you keep track of your friends, study groups, and anyone else that you contact often. This tab is initially empty, but you can add any Blackboard IM user, as long as you know his or her Blackboard IM ID, the user does not need to be in one of your classes, or even at your institution.

The Classmates Tab

The Classmates tab lists all of the Blackboard IM users who are in your classes. If the instructor of a course has an account, the label (Instructor) appears next to his or her name. You do not need to add users to your Classmates tab; it is automatically populated based on course enrollments within your institution's system. You

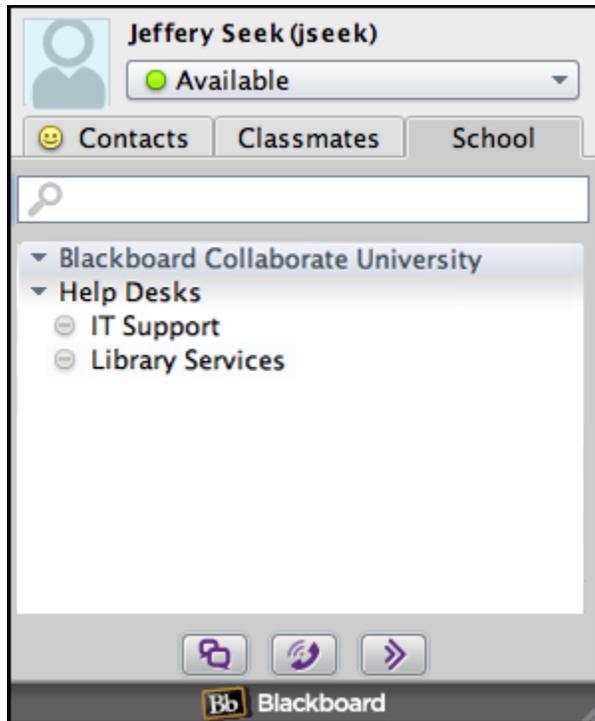
also cannot manually add or delete classmates. The Find field allows you to search for users in the list.



The School Tab

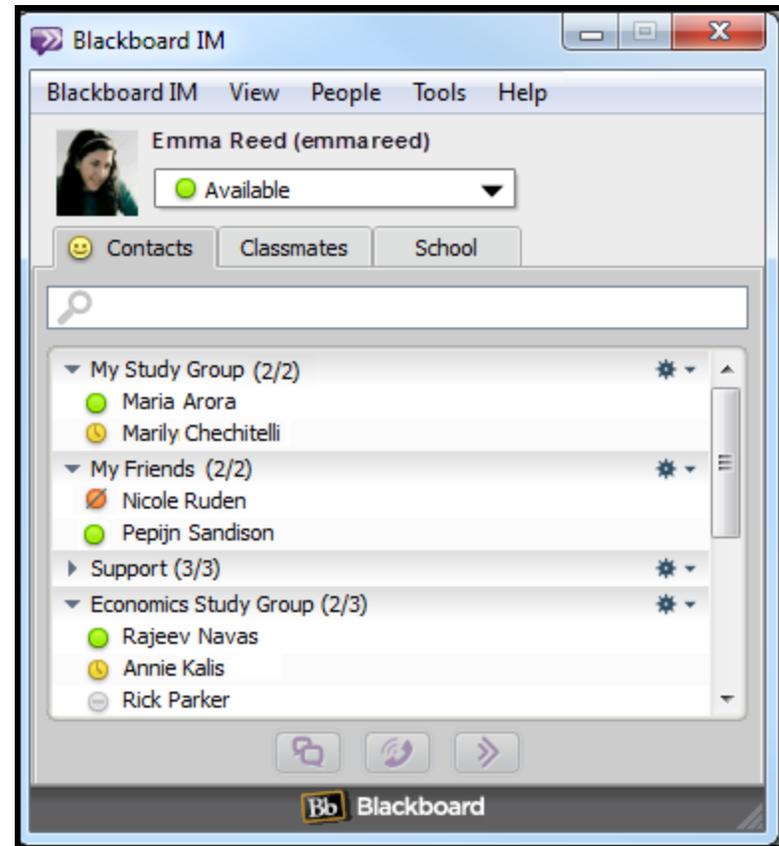
The School tab lists the Help Desks that your institution has set up. These may include campus offices, library services, academic counseling, or any other resource that your institution wants to make easily available. A number appears in the tab label when Help Desks are available. Open Help Desks display the Office Hours icon next to their name, while closed Help Desks display the

offline icon. Help Desks can only be added, deleted, or modified by your institution's Blackboard IM Administrator. The **Find** field allows you to search the list for a specific Help Desk.



The Contacts Tab

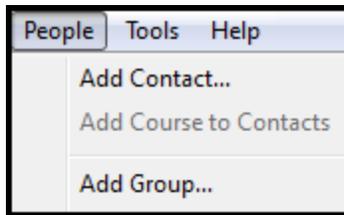
The Contacts tab is where you keep track of your friends, classmates, instructors, and anyone else that you want to be able to easily contact. You can add any Wimba Pronto user to your contacts, even if they are not in one of your classes or enrolled at your institution.



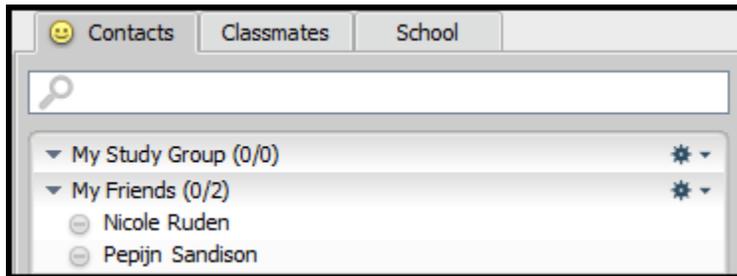
Creating a Group in the Contacts Tab

To create a new Group on the Contacts tab:

1. Click on the **Contacts** tab
2. Click the **People** menu and select **Add Group...**



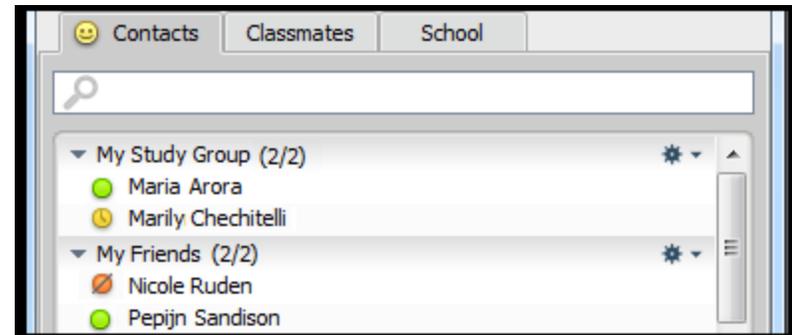
3. Type the name for the new group and click **Add**



Adding Classmates to Contacts

To move Classmates to Contacts:

1. Click on the Classmates tab
2. Located the person you wish to move to the Contacts tab and click the  button. It will change to a smiley face.



3. Click on the **Contacts** tab and the person will be in the group called **Recently Added**.
4. Click and drag the person to the desired group.

Tips

1. Use Groups to organize Contacts or Classmates you communicate frequently.
2. Click on the  menu to invite the group to a group chat, web conference, or to rename or remove the Group from your Contacts list.
3. By making a Classmate a Contact, they will always be available with you to chat communicate with, even if the course is no longer available from the Classmates tab.
4. If you no longer want the person listed as a contact, simply right click on their name and click **Remove [Person's Name]**. If they are a Classmate, they will still be visible from that tab.