

## Implementing Your Moderator Access License

The objective of this document is to provide an overview of your Moderator Access license and provide you with best practices and resources as you get started.

### Overview of Your Moderator Access License

You've purchased Blackboard Collaborate web conferencing under Moderator Access licensing, a named moderator model that enables specific users to create and host live classroom and meeting sessions for up to 100 participants. With access to the Session Administrator System (SAS), customers can create accounts for their named moderators and also track usage.

Your SAS account will provide you with the following:

- **Manager** access to your SAS account. With your Manager account, you can create **Administrator** accounts for your **each** of your Named Moderators allowing them to schedule their own sessions and track usage and generate attendance reports. **Note:** only create Administrator accounts. Other account types are not valid for Moderator Access. As a best practice, we recommend that you designate the Manager role to one person or the group that is responsible for the Blackboard Collaborate implementation at your organization. This is a shared account where the login credentials can be shared by the users.
- Your **Named Moderators** (Administrator accounts) can schedule sessions in the SAS. Each named moderator:
  - May choose to create either a single session as a virtual office or short duration sessions
  - Can create sessions as Meetings and have the ability to customize their own settings and preloads
  - Can send email invitations to others to attend the meeting
  - Can manage session recordings

Account details are sent in a welcome email from Blackboard Collaborate Orders. Below is a sample email:

Dear :

Congratulations on your purchase of a Moderator Access license, a named moderator model that enables specific users to create and host Blackboard Collaborate web conferencing (formerly known as Elluminate *Live!*) sessions with up to 100 participants. The purpose of this message is to provide you with the information you need to get started with Blackboard Collaborate web conferencing.

Our Session Administration System (SAS) provides the ability to create sessions for your named moderators, manage your account and run usage reports. We have established the following account for you.

To log into the SAS, please follow these instructions:

1. Go to <http://www.illuminate.com/member.jsp>
2. Your **Manager** Login is:
  - Username: **XYZ-MANAGER**
  - Password: **password**

*(Please note that passwords are case sensitive)*

**Next Steps:**

1. Review the attached checklist which reviews the key training resources and documentation available to you.
2. With your Manager account, you can create your named moderator accounts as Administrators in the SAS. Be sure to include full information when you are configuring these accounts including name and email addresses. You will need to provide the account credentials to each of your moderators.
3. Once the accounts are ready, your users can then log into the SAS and schedule their own Blackboard Collaborate web conferencing sessions.
4. With your Manager account above, you can also run usage and attendance reports at any time.

**Essential Resources**

**Moderator Access Documentation and Self-Help Resources:** More about Moderator Access, user guides and recordings are available online a <http://www.blackboard.com/Platforms/Collaborate/Services/On-Demand-Learning-Center.aspx>.

**Technical Resources:** Blackboard Collaborate's Support Portal at <http://support.blackboardcollaborate.com> provides several technical resources for your users including a section for "First Time Users" which provides information to install required software.

## Creating Your Named Moderator Accounts

With the Manager account you can now create Administrator accounts for each of your named moderators. The Administrator role in the SAS will allow them to create their own web conferencing sessions as Meetings.

Accounts are created from Utilities > Users. Create each account by entering the user's name, password and email address. To allow the user to change their password or recover a lost password, enable "May Manage User Password." Additionally, select "Notify New User" to have the account details sent the user by email from the SAS.

Once they receive their credentials, they log in from

<https://sas.illuminate.com/site/external/login/user>

As the Manager, you can manage user accounts by adding new accounts and deleting existing accounts as needed. Note that if an account is deleted, all sessions and recordings will also be deleted from the system.

More information on the Users utility is available from the **On-Demand Learning Center** under *Web Conferencing* and *For Administrators*

<http://www.blackboard.com/Platforms/Collaborate/Services/On-Demand-Learning-Center/Web-Conferencing.aspx> Please refer to "SAS New User's Guide."

## How Your Named Moderators can Schedule Sessions

With an Administrator account, a named moderator can log into the SAS to schedule their own web conferencing sessions. Each session is preset with a capacity of 100 as this is the maximum number of attendees in a session. Named Moderators can create sessions in one of two formats – an **open meeting room** OR **individual sessions**.

You **cannot** create overlapping sessions therefore each Named Moderator must choose one format or the other.

- **Open meeting room** to be used as a virtual office. The advantages of creating an open meeting room are:
  - The session is always available and the named moderator does not have to schedule a new session each time they want to use web conferencing.
  - The link to join the session is the same each time allowing users to easily join as they can bookmark the session link.
- **Individual sessions** available only during the specified date and time. Some users prefer scheduling a new session each time they want to use a web conference because:
  - New links are created for each session thereby limiting access to invited users
  - The session is only open at the scheduled time

Participants can join a session using a “guest link” where they identify themselves on a sign in page before launching into a session or they can be sent a direct invitation from the SAS. This link can be distributed by email, posted on a web page or in the instructor’s course in their LMS.

Named Moderators can create their web conferencing sessions in two ways:

- From “Schedule a Meeting” located in the Resources section on **My Schedule**. This provides an easy to use HTML interface where the date/time of the session can be set, session settings can be selected, content can be preloaded and users can be invited
- From Utilities > Meetings. This provides the same functionality as above through a series of panels. This is also used to edit existing meetings.

A sample scheduling page is shown below:

Default Fields		Save as Defaults >
Version	11	
Hosted By	Named Moderator 1	
Session Type	NONE	
Cost Center	NONE	
Notify Invitees	<input checked="" type="checkbox"/> Automatically send e-mail notification to invited users.	
Must Be Supervised	<input checked="" type="checkbox"/> Chairs may view Private messages between participants.	
Permissions On	<input checked="" type="checkbox"/> Invitees have full privileges when they join the session.	
Enable Recording	<input checked="" type="checkbox"/> Enables the Moderator to turn the recorder on and off during the session.	
Email Recording Link	<input checked="" type="checkbox"/> If a recording is made, session attendees who were invited to the session using the SAS are automatically emailed after the session with recording playback information.	
Enable Recording Viewer Details	<input checked="" type="checkbox"/> Captures additional recording viewer details. Viewers will be prompted to enter a name and/or email address if the SAS cannot determine appropriate values for these fields.	
Allow In-Session Invitations	<input checked="" type="checkbox"/> Provide the ability to invite guest users via email to an active session.	
Hide Attendee Names	<input type="checkbox"/> Hide the names of the attendees in recordings.	
Video Quality	FINE COLOR	Video Quality setting to use when recording an Blackboard Collaborate session.
Boundary Time	10	The number of minutes before the start time a participant may join the session.
Max Talkers	6	The number of talkers who may talk simultaneously in the session.
Max Cameras	6	The number of web cameras that may stream simultaneously in the session.
Moderator Phone		The telephone number that moderators may use to connect to the telephone conference.
Moderator Phone PIN		The PIN used by moderators to access the telephone conference.
Participant Phone		The telephone number that participants may use to connect to the telephone conference.
Participant Phone PIN		The PIN used by participants to access the telephone conference.
Session SIP or Phone?	<input checked="" type="radio"/> Phone <input type="radio"/> SIP Indicates if the Session SIP/Phone is a telephone number or SIP address.	
Session SIP/Phone		The telephone number or SIP address that the Blackboard Collaborate session will use to connect to the telephone conference.
Session SIP/Phone PIN		The PIN used by the Blackboard Collaborate session to access the telephone conference.

A step by step guide to creating meetings is located in the **On-Demand Learning Center** under *Web Conferencing* and *For Administrators*-  
<http://www.blackboard.com/Platforms/Collaborate/Services/On-Demand-Learning-Center/Web-Conferencing.aspx> .

## Tracking Usage

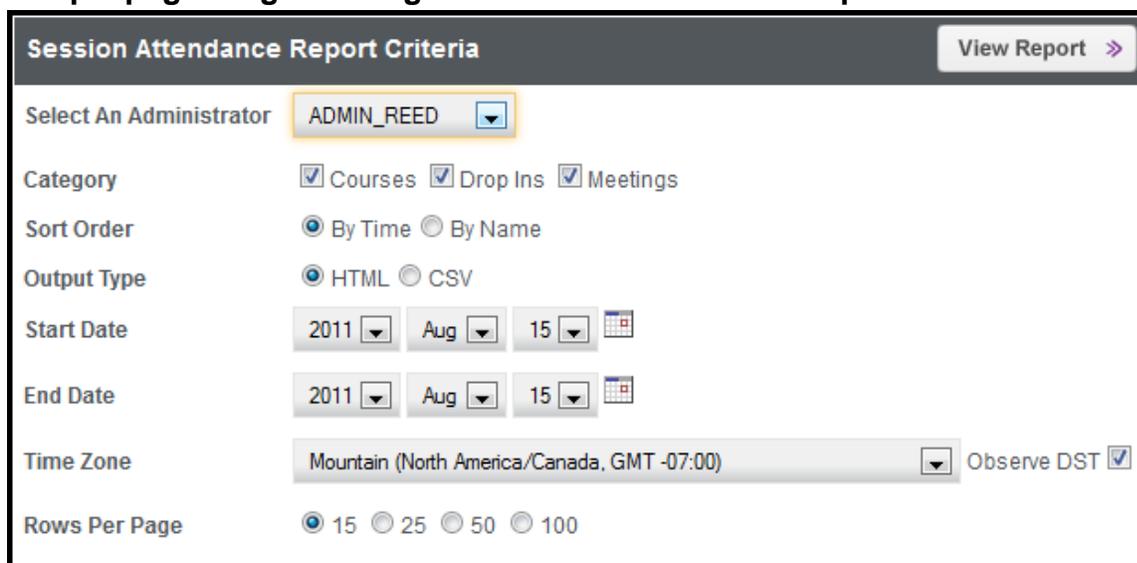
With your Manager account, you can view the activity in your account including what meetings are scheduled and the attendance in those sessions. From Reports > Comprehensive Reports, there are three reports which will be most relevant to your use of the SAS:

- Running Session Report – this allows you to see which sessions are currently running
- Session Attendance Report – allows you to view session attendance information over a specified time period
- Meeting Information Report – allows you to view which sessions have been scheduled over a specified time period and the activity in the session

More information about reports visit the **On-Demand Learning Center** and refer to the “SAS Manager’s Guide” -

<http://www.blackboard.com/Platforms/Collaborate/Services/On-Demand-Learning-Center/Web-Conferencing.aspx> .

## Sample page for generating the Session Attendance Report



The screenshot shows a web form titled "Session Attendance Report Criteria" with a "View Report" button. The form includes the following fields and options:

- Select An Administrator:** A dropdown menu with "ADMIN\_REED" selected.
- Category:** Three checked checkboxes for "Courses", "Drop Ins", and "Meetings".
- Sort Order:** Radio buttons for "By Time" (selected) and "By Name".
- Output Type:** Radio buttons for "HTML" (selected) and "CSV".
- Start Date:** Three dropdown menus for year (2011), month (Aug), and day (15), with a calendar icon.
- End Date:** Three dropdown menus for year (2011), month (Aug), and day (15), with a calendar icon.
- Time Zone:** A dropdown menu with "Mountain (North America/Canada, GMT -07:00)" selected, and a checked checkbox for "Observe DST".
- Rows Per Page:** Radio buttons for "15" (selected), "25", "50", and "100".

## Key Resources

Visit the [On-Demand Learning Center](#) to access additional resources. Click on **For Participants** for materials specifically focused on the tools and functionality a session participant would need to know. Click on **For Moderators** for materials focused on how to facilitate a web conferencing session. There is a full user guide an essentials guide and a series of recordings and PDFs on specific tools and functionality found in Blackboard Collaborate 11. Click on **For Administrators** for materials on the administrative system used to manage your sessions.

1. Recording: [Getting Started with Your Moderator Access License](#)
2. PDF: [Scheduling a Moderator Access Session Quick Reference Guide](#)
3. PDF: [Implementing Your Moderator Access License](#)
4. PDF: [Getting Started for Moderators Quick Reference Guide](#)
5. PDF: [Getting Started for Participants Quick Reference Guide](#)

