



## **Wimba Pronto FAQs**

### **Purpose**

The purpose of this document is to give an overview of Wimba Pronto and describe some of its benefits.

### **Role**

This document is intended for:

- ✓ Administrators
- ✓ Course Designers
- ✓ Section Instructors
- ✓ Students (at the section level)

### **What is Wimba Pronto?**

Wimba Pronto is an instant messaging program similar to Windows Messenger, Google Talk, and Yahoo! Messenger. It provides both text and audio based chat for anyone signed up with the service.

### **Why is it better than the other chat programs?**

The significant difference between Wimba-Pronto and other messaging programs is that Wimba-Pronto is synchronized with Sheridan's Learning and Teaching Environment – SLATE. Instructors and students can be instantly connected with other Wimba-Pronto users enrolled in the same course(s). These users are automatically added at the beginning of each term and removed at the end. Faculty and students need to do nothing other than sign up for Pronto.

### **How is it different from the chat program already in SLATE?**

To use the chat program in SLATE, you must be logged into SLATE, go into a chat room and hope that someone is there. Pronto is a program which you download to your computer that can be found in My Programs (Windows) or Applications (Macs). You need not sign into SLATE to use it. All you need is an Internet connection. You can keep it turned on so you can automatically see who is signed in.

### **Do I need to be signed into SLATE to use Pronto?**

No, all you need is the Pronto program and an Internet connection. After signing up with Pronto, you can chat without logging into SLATE.

## **How do I install Pronto?**

To use Pronto, a link needs to be added in your SLATE course. This can be easily done by the Course Designer on the build tab. All they need do is click Add Content Link and then select Pronto. Once it is turned on, you click on this link ONE time. It takes you to the Wimba site where you sign-up for an account and download and install Pronto. After that, Pronto is on your computer and you do not need to log into SLATE to use it. Any student in your course(s) that signs up for a Pronto account will automatically be added to your Classmates tab.

## **Should I use my Sheridan Username and Password for Pronto?**

Since Pronto is a service that is connected to SLATE but is not part of SLATE we recommend that you **do not** use your Sheridan username and password for Pronto as it part of the Sheridan system.

## **Can I make sure that Pronto does not start when my computer starts?**

Yes, we recommend that all participants control when Pronto starts. It is important to set boundaries of when you are and are not available for classwork with classmates and faculty. To do this sign into Pronto and then click on Preferences → General → Remove the tick in the box that says "Start Pronto when my computer starts".

## **How do I manage my Pronto Account?**

After logging into Pronto click on Pronto and then Account settings. This will take you to the Wimba Pronto homepage. Log in using your Pronto username and password. You can manage your account from there.

## **What is the difference between the Classmate tab and the contacts tab?**

The classmates tab is connected directly into SLATE when a new semester starts, all students and faculty using Pronto in a course will be added. At the end of each semester, all people on your classmates tab will be removed. Your contacts tab is permanent. When you add someone as a contact, they can only be removed by you. To do this, right click on their name and select Remove NAME.

## **Can I transfer files via Pronto?**

Not at this time.

## **As an Instructor can I use Pronto for one of my classes and not another?**

Yes, all you need do is enable Pronto for the one class and disable it for another. To do this, you need to log into Pronto, click on Pronto (upper left) and then on Account settings. This will take you to the Wimba Pronto homepage. Log in using your Pronto username and password. You can manage the courses from there. Remove the tick beside the courses for which you want Pronto disabled.

## **As an Instructor, can I disable Pronto for a short period like an online test?**

Yes, you can disable Pronto for the time period and then enable it again. To do this, you need to log into Pronto, click on Pronto (upper left) and then on Account settings. This will take you to the Wimba Pronto homepage. Log in using your Pronto username and password. You can manage the courses from there. Remove the tick beside the courses for which you want Pronto disabled. This will take effect almost immediately. To re-enable Pronto, repeat the login process and add the checkmark beside the course.