



&



Adobe Connect

LTI Integration

User Guide (Version 1.8.2)



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User Guide
Version 1.8.2

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What's New In v1.8.2?

Note: please clear your cache and restart your browser to apply latest features.

Virtual Classrooms Support (Optional)

On the EduGame Cloud LMS license *Settings* page user can enable the **Virtual Classrooms** (is disabled by default, can be edited) option.

Edit LMS Support

General Settings Support Roles Audio MP4 License Downloads

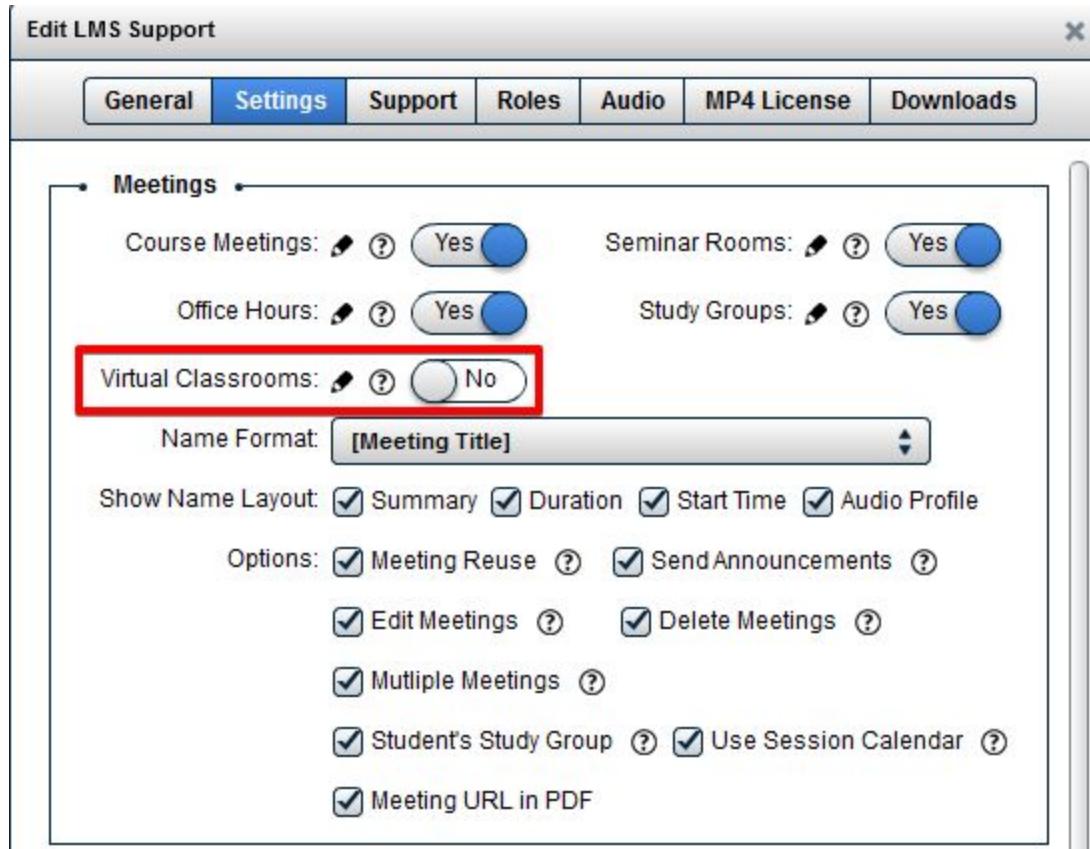
Meetings

Course Meetings: Yes Seminar Rooms: Yes
Office Hours: Yes Study Groups: Yes
Virtual Classrooms: No

Name Format: [Meeting Title]

Show Name Layout: Summary Duration Start Time Audio Profile

Options: Meeting Reuse Send Announcements
 Edit Meetings Delete Meetings
 Multiple Meetings
 Student's Study Group Use Session Calendar
 Meeting URL in PDF



This setting allows teachers to create *Virtual Classrooms* and *Sessions* in Adobe Connect.

Open the *Adobe Connect LTI* and observe the application.

To create a *Virtual Classroom* open the **Create** dropdown menu and select **Virtual Classroom** option.

The screenshot shows the Adobe Connect LTI interface. At the top right, there is a dropdown menu labeled "Create" with a downward arrow. A sub-menu is displayed, showing "Course Meeting", "Seminar Room", and "Virtual Classroom". The "Virtual Classroom" option is highlighted with a purple background and a mouse cursor is hovering over it. The main content area is divided into several sections:

- Course Meetings**: Shows a list of meetings, including "March2017 course meeting" and "March2017 course meeting #1". Each meeting has a "Join" button and a gear icon with a dropdown arrow.
- Virtual Classrooms**: Shows a message: "Currently there are no meetings."
- Seminar Rooms**: Shows a list, including "March2017 Seminar Room". Each item has a "Join" button and a gear icon with a dropdown arrow.
- Office Hours**: Shows a list, including "March2017 Teacher: Office Hours (15:00)". Each item has a "Join" button and a gear icon with a dropdown arrow.
- Study Groups**: Shows a list, including "March2017 Study Group". Each item has a "Join" button and a gear icon with a dropdown arrow. There is also a blue "Add Meeting" button at the top right of this section.

Populate the following form and click on the **Next** button.

*NOTE: **Optional** section is collapsed by default.

Information Participants Sessions

select Create New Meeting or search for and Use Existing Meeting
[Create New Meeting](#) | [Use Existing Meeting](#)

Required

Name: March2017 Virtual Classroom

Select Template: Default Meeting Template

Optional

Classroom ID:

Custom URL: <https://connectstage.esynctraining.com/> 

Summary:

Start Time: 03-10-2017  06:30 PM 

Duration: 01:00 

Access:

Only registered users
 Registered users and accepted guests
 Anyone who has the URL for the meeting

Cancel **Next** **Save**

Map Canvas users to Adobe Connect roles. Select any user in the right section and input the required AC role by selecting it from the **Set User Role** drop-down menu. Click on the **Next** button.

[Meetings List](#) > [March2017 Virtual Classroom: Participants](#)

Information Participants Sessions

Canvas Available Users (2)

- Student (1)
yura+march2017
- Teacher (1)
Mike Kollen

Search

Add Add Guest Set User Role Remove

Adobe Connect Participants (2)

- Host (1)
Mike Kollen
- Participant (1)
yura+march2017

Search

Back Next Finish

Turn on Generate Sessions option, populate the following form and click on the **Finish** button to complete the process.

[Meetings List](#) > [March2017 Virtual Classroom: Sessions](#)

Information Participants Sessions

Generate Sessions

Start Time: 03-10-2017 02:00 PM

Duration: 01:00

Days Class Meets: Sunday Monday Tuesday Wednesday
 Thursday Friday Saturday

Week(s): 1

Back Finish

As a result the new **Virtual Classroom** will appear on Meeting List view under **Virtual Classrooms** area.

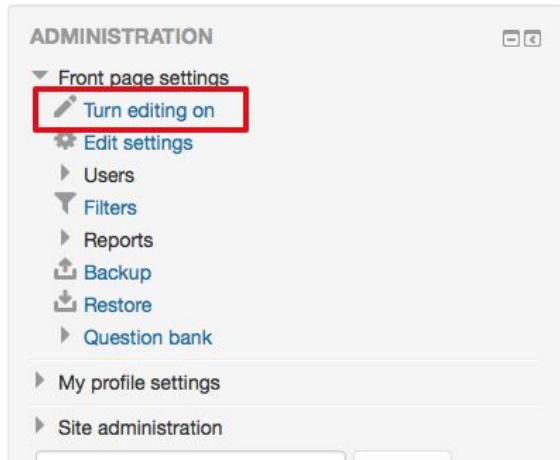
The screenshot shows a user interface for managing meetings. At the top right, there is a "Seminar License # [REDACTED]" field and a "Create" button. Below this, the "Course Meetings" section lists two entries: "March2017 course meeting" and "March2017 course meeting #1". Each entry includes a "Join" button and a settings icon. Underneath these, the "Virtual Classrooms" section contains one entry: "March2017 Virtual Classroom", which is highlighted with a red box. This entry also includes a "Join" button and a settings icon. The "Seminar Rooms" section lists one entry: "March2017 Seminar Room", which includes a "Join" button and a settings icon. Navigation links "Recordings | Reports | Manage Sessions" are present in each section.

Section	Meeting/Room Name	Start Time	Duration	Actions
Course Meetings	March2017 course meeting	03/10/17 01:00 AM	01:00	Join Settings
	March2017 course meeting #1			Join Settings
Virtual Classrooms	March2017 Virtual Classroom	03/10/17 06:45 PM	1:00	Join Settings
	Recordings Reports Manage Sessions			Join Settings
	Recordings Reports Manage Sessions			Join Settings
Seminar Rooms	March2017 Seminar Room	03/10/17 02:15 AM	1:00	Join Settings

Course Administrator Guide

Add the Adobe Connect LTI Link to the Course

On the Home screen click on the **Turn editing on** link.



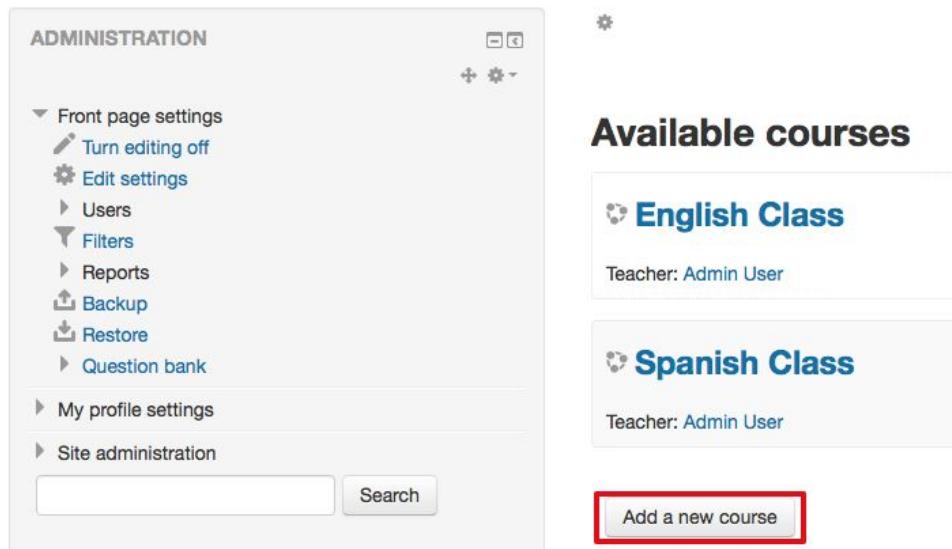
The screenshot shows the Moodle Administration panel. On the left, there is a sidebar with the following menu items:

- Front page settings
 - Turn editing on** (highlighted with a red box)
 - Edit settings
 - Users
 - Filters
 - Reports
 - Backup
 - Restore
 - Question bank
- My profile settings
- Site administration

On the right, under "Available courses", there are two course cards:

- English Class**
Teacher: Admin User
- Spanish Class**
Teacher: Admin User

Click on the **Add a new course** button.



The screenshot shows the Moodle Administration panel. On the left, the sidebar includes the "Turn editing off" option, which is now selected (highlighted with a red box). The rest of the sidebar is identical to the previous screenshot.

On the right, under "Available courses", there are two course cards:

- English Class**
Teacher: Admin User
- Spanish Class**
Teacher: Admin User

A red box highlights the "Add a new course" button at the bottom of the right-hand panel.

Populate the following form and click on the **Save changes** button to finish the process.

▼ General

Course full name* ⓘ

Course short name* ⓘ

Course category ⓘ

 Miscellaneous

Visible ⓘ

 Show

Course start date ⓘ

 21 November 2014

Course ID number ⓘ

Navigate to the *Home* screen and select the course.

The screenshot shows the Moodle Administration interface. On the left, there is a sidebar with the following menu items:

- Front page settings
 - Turn editing off
 - Edit settings
 - Users
 - Filters
 - Reports
 - Backup
 - Restore

On the right, under "Available courses", there are two course cards:

- Demo Course** (highlighted with a red box)
- English Class**

Click on the **Add an activity or resource** link

The screenshot shows the Moodle course navigation screen. At the top, there is a breadcrumb trail:

Home ▶ Courses ▶ Miscellaneous ▶ Demo Course

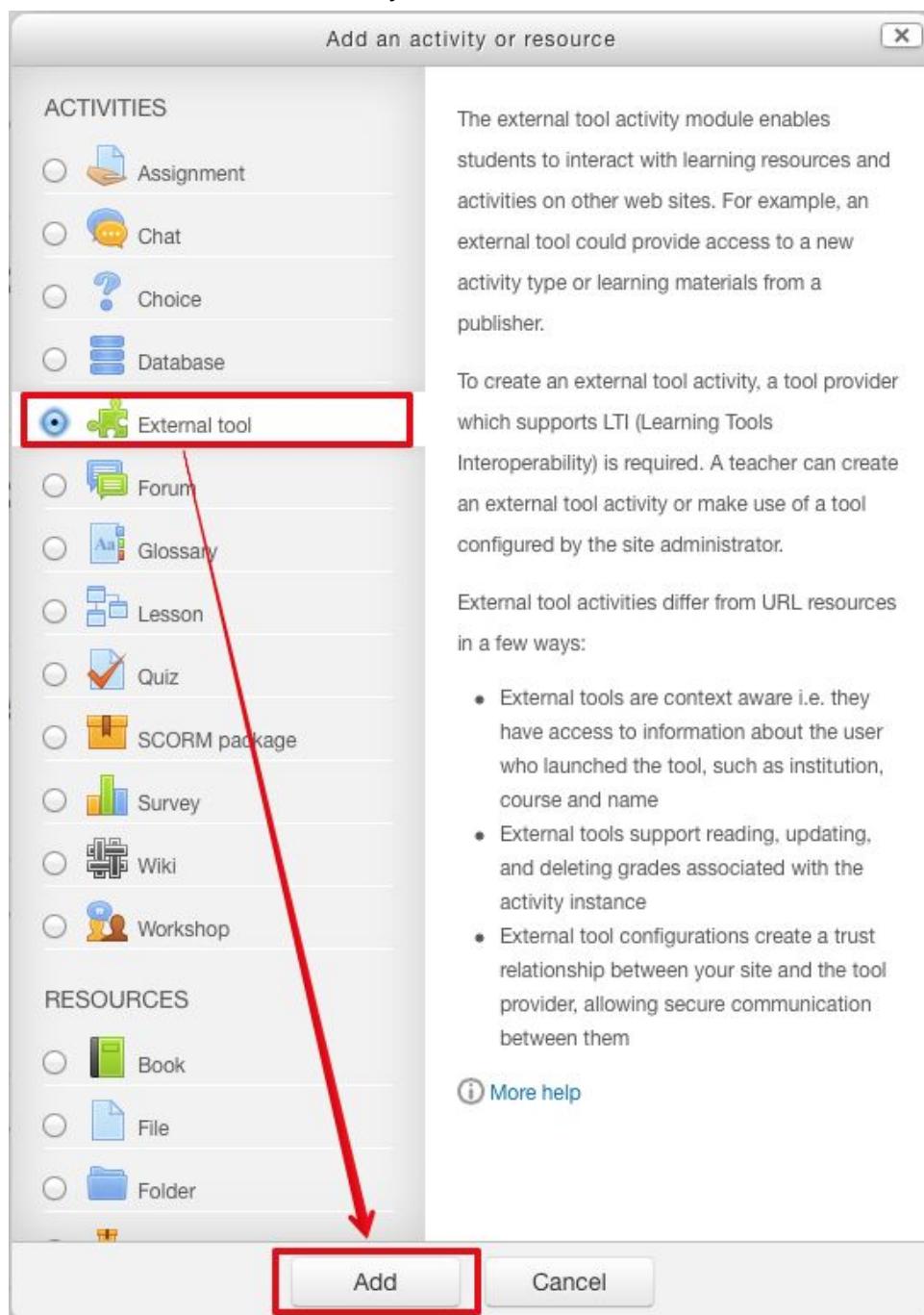
The "Demo Course" link is highlighted with a red box.

On the left, there is a "NAVIGATION" sidebar with the following menu items:

- Home
 - My home
 - Site pages

On the right, there is a list of course activities. One activity, "News forum", is shown with its edit icon. A red box highlights the "Add an activity or resource" link at the bottom right of the screen.

Select the **External tool** activity and click on the **Add** button.



Enter the **Activity name**, select the proper **External tool type** that was previously created and click on the **Save and return to course** button.

▼ General

The screenshot shows the 'General' settings for an activity in Moodle. The 'Activity name*' field contains 'Adobe Connect'. The 'External tool type' dropdown is set to 'Adobe Connect LTI', which is highlighted with a red box. A large red arrow points from this dropdown down to the 'Save and return to course' button at the bottom. Other fields shown include 'Launch URL' and 'Launch container' both set to 'Default'. There are also links for 'Privacy', 'Grade', and 'Common module settings'. At the bottom right are buttons for 'Save and return to course' (highlighted with a red box), 'Save and display', and 'Cancel'.

Activity name* Adobe Connect

External tool type ⓘ Adobe Connect LTI

Launch URL ⓘ

Launch container ⓘ Default

Show more...

▶ Privacy

▶ Grade

▶ Common module settings

Save and return to course Save and display Cancel

Add or Reuse Existing Users to the Course to Add to Adobe Connect Meeting

Add a New User to Your Moodle Account

In the **Administration** navigation on the left side, open the **Add a new user** page. The page is located at the following path: Administration -> Site administration -> Users -> Accounts -> Add a new user.

Populate the following form and click on the **Create user** button to finish the process.

The screenshot shows the 'Add a new user' form in Moodle. The 'General' tab is selected. The 'Username*' field contains 'test user'. The 'Choose an authentication method' dropdown is set to 'Manual accounts'. The 'Suspended account' checkbox is unchecked. The 'Generate password and notify user' checkbox is unchecked. A note below it states: 'The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s)'. The 'New password' field is empty, with an 'Unmask' checkbox next to it. The 'Force password change' checkbox is unchecked. The 'First name*' field is empty. The 'Surname*' field is empty. The 'Email address*' field is empty. On the left, there's a navigation sidebar with links like 'My home', 'Site pages', 'My profile', 'My courses', 'Bookmark this page', 'My profile settings', 'Site administration', 'Notifications', 'Registration', 'Advanced features', and 'Users'.

Enroll Users to the Course

Navigate to the *Home* screen and select the course.

The screenshot shows the Moodle Home screen. On the left, the 'ADMINISTRATION' sidebar is visible with options like 'Front page settings', 'Turn editing off', 'Edit settings', 'Users', 'Filters', 'Reports', 'Backup', and 'Restore'. On the right, the 'Available courses' section is displayed, showing two course entries: 'Demo Course' and 'English Class'.

In the **Administration** navigation on the left side, open the **Enrolled users** page. The page is located at the following path: Administration -> Course administration -> Users -> Enrolled user. Click on the **Enrol users** button.

The screenshot shows the 'Enrolled users' page in Moodle. The navigation bar at the top includes links: Home > Courses > Miscellaneous > Demo Course > Users > Enrolled users. On the left, a navigation tree shows 'Demo Course' selected. The main area displays search and filter options, and a table with columns for First name / Surname, Last access to course, Roles, and Groups Enrolment methods. A large red arrow points from the 'Enrol users' button in the top right of the main area to the 'Enrol users' window.

Select the required role and click on the **Enrol** button next to the required user..

The screenshot shows the 'Enrol users' window. It has a dropdown for 'Assign roles' set to 'Student'. Below it is a table with three users: 1. Melissa Sieben (melissa@esynctraining.com), 2. Vadim Student (vadim@esynctraining.com), and 3. Admin User. Each user has an 'Enrol' button next to their name. A red arrow points from the 'Enrol' button for the second user to the 'Finish enrolling users' button at the bottom. Another red arrow points from the 'Assign roles' dropdown to the 'Enrol' button for the second user.

Click on the **Finish enrolling users** button to close the *Enrol users* window.

Create a New Adobe Connect Meeting

Navigate to the *Home* screen and select the course.

The screenshot shows the Moodle administration interface. On the left, the 'ADMINISTRATION' sidebar includes options like 'Front page settings', 'Edit settings', 'Users', 'Filters', 'Reports', 'Backup', and 'Restore'. The main area is titled 'Available courses' and lists two courses: 'Demo Course' and 'English Class'. The 'Demo Course' card is highlighted with a red border.

Click on the previously added *Adobe Connect* activity.

The screenshot shows the course navigation bar for the 'Demo Course'. The breadcrumb trail 'Home > My courses > Miscellaneous > Demo Course' has the 'Demo Course' link highlighted with a red box. Below the navigation bar, the course content area shows a 'NAVIGATION' sidebar with links like 'My home', 'Site pages', 'My profile', and 'Current course'. The main content area displays two activities: 'News forum' and 'Adobe Connect', with the 'Adobe Connect' activity highlighted with a red box and a red arrow pointing to it from the breadcrumb trail.

Click on the **Add Meeting** button.

Meetings List

The screenshot shows the 'Course Meetings' list. It displays a message 'Currently there are no meetings. Please add.' and a blue 'Add Meeting' button. In the top right corner, there is a 'Settings' link.

Populate the following form and click on the **Next** button.

*NOTE: **Optional** section is collapsed by default.

[Meetings List](#) > **Meeting Information**

Meeting Information Participants Settings

Required

Name:

Select Template:

Optional

Custom URL:

Summary:

Start Time:

Duration:

Access:

Only registered users
 Registered users and accepted guests
 Anyone who has the URL for the meeting

Cancel Save Next

Map Moodle users to Adobe Connect roles. Select any user in the right section and input the required AC role by selecting it from the **Set User Role** drop-down menu.

[Meetings List](#) > [Participants](#)

The screenshot shows a web-based application for managing meeting participants. At the top, there are three tabs: 'Meeting Information' (highlighted in blue), 'Participants' (highlighted in grey), and 'Settings'. The 'Participants' tab is active, showing two main sections: 'Moodle Available Users (4)' on the left and 'Adobe Connect Participants (4)' on the right.

Moodle Available Users (4):

- Student (3)
 - Vadim Adashkevich
 - Melissa Sieben
 - Kelsea Tower
- Teacher (1)
 - Mike Kollen

Adobe Connect Participants (4):

- Host (1)
 - Mike Kollen
- Participant (3)
 - Vadim Adashkevich
 - Melissa Sieben
 - Kelsea Tower

At the bottom of the interface are several buttons: a refresh icon, 'Sync Users', 'Add', 'Set User Role' (with a dropdown arrow), and 'Remove'.

Default LMS to Adobe Connect roles mapping:

LMS	Adobe Connect
Teacher	Host
Student	Participant
Site administrator	Host
Non-editing teacher	Host
Manager	Participant
Guest	Participant
Course creator	Participant
Authenticated user on the front page role	Participant
Authenticated user	Participant

Click on the **Finish** button to complete the process.

Each Moodle user has a possibility to set Adobe Connect Password rule clicking on **Settings** link.

Meetings List

The screenshot shows the 'Meetings List' section of a Moodle course. It displays a single meeting titled 'Test Meeting' with options to 'View Recordings & Reports', 'Join', and 'Settings'. A red arrow points from the left towards the 'Settings' button, which is highlighted with a red border.

Mark the check-box confirming that you have an Adobe Connect account created using the same email as in Moodle, enter your Adobe Connect password and click Save button to use this account.

The screenshot shows the 'Adobe Connect Password Settings' dialog box. It contains a checkbox labeled 'I have an existing Adobe Connect account and would like to enter this Password' and a password input field labeled 'Password'. At the bottom are 'Cancel' and 'Save' buttons.

In case you don't have an Adobe Connect account and want to generate a random password every time you join Adobe Connect meeting click Save button and it will be done automatically.

If a student adds late to the course, *Alert* icon will appear next to the meeting name in the **Meeting Information** tab.

Meetings List

The screenshot shows a 'Meetings List' interface. At the top right is a 'Settings' button. Below it is a section titled 'Course Meetings'. Inside this section, there is a row for a meeting named 'Test Meeting'. To the left of the meeting name is a red exclamation mark icon, indicating an alert. To the right of the meeting name are two buttons: 'Join' and a gear icon with a dropdown arrow. A red arrow points from the text above to the red exclamation mark icon.

Click on the **Gear** icon and select **Edit** from the dropdown list.

Meetings List

The screenshot shows the same 'Meetings List' interface as before, but now a dropdown menu is open over the gear icon. The menu contains three options: 'Join', 'Edit', and 'Delete'. The 'Edit' option is highlighted with a red box and has a red arrow pointing to it from the text above. The other two options, 'Join' and 'Edit', are also shown with their respective icons.

Navigate to the **Participants** tab and observe the **Moodle Available Users** list. New students should be marked with *Red Dot* icon.

Click on the **Sync Users** to add all new user to Adobe Connect meeting.

[Meetings List](#) > [Participants](#)

The screenshot shows the Moodle Participants page. At the top, there are tabs for 'Meeting Information', 'Participants', and 'Settings'. The 'Participants' tab is selected. Below the tabs, there are two main sections:

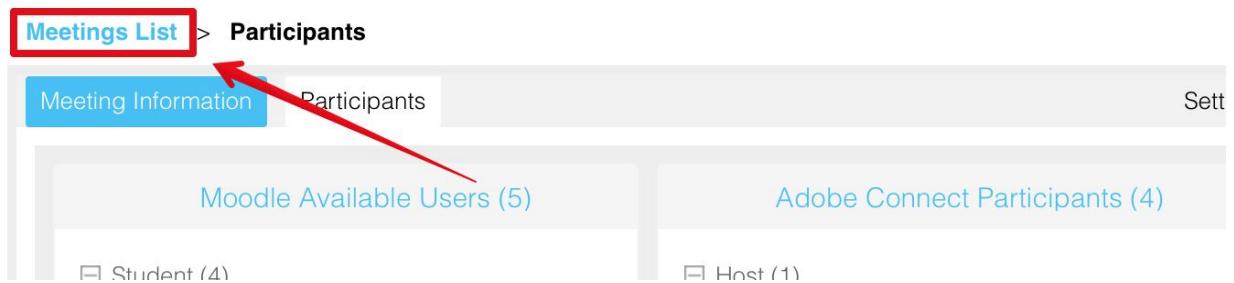
- Moodle Available Users (5)**
 - Student (4)
 - Vadim Adashkevich
 - Paul Green ●
 - Melissa Sieben
 - Kelsea Tower
 - Teacher (1)
 - Mike Kollen
- Adobe Connect Participants (4)**
 - Host (1)
 - Mike Kollen
 - Participant (3)
 - Vadim Adashkevich
 - Melissa Sieben
 - Kelsea Tower

At the bottom of the page, there are several buttons: a refresh icon, a red-bordered 'Sync Users' button, an 'Add' button, a 'Set User Role' dropdown menu, and a 'Remove' button.

Select the user in the right section and input the required AC role by selecting it from the **Set User Role** drop-down menu.

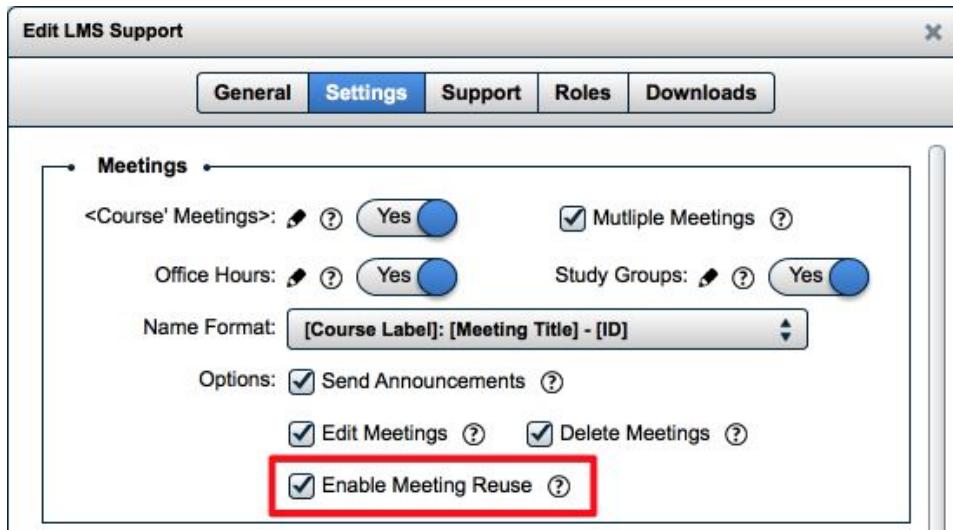
Refresh the Moodle Available Users list by clicking on the **Refresh** button.

To navigate back to the *Start screen* click on the **Meetings List** link.



Meeting Reuse (Optional)

On the EduGame Cloud LMS license *Settings* page user can enable the **Meeting Reuse** option.



This setting allows teacher to reuse meetings that already exist in Adobe Connect.

Open the *Adobe Connect LTI* and click on the **Add Meeting** button, open the **Use Existing Meeting** tab and search for the required meeting.

Select the required meeting from the list, choose the how you want to add participants:

- **Clean** option will overwrite existing participants in the meeting with users enrolled in the current course
- **Merge** option will add users enrolled in the current course to existing participants in the meeting

Click on the **Next** button.

The screenshot shows the 'Meeting Information' tab selected in the Adobe Connect interface. A search bar contains the text 'marketing'. The 'Participants' section has two radio buttons: 'Clean' (unchecked) and 'Merge' (checked). A list of meetings is displayed, with one meeting highlighted: '[24] USD Marketing 101'. At the bottom, there are 'Cancel', 'Save', and 'Next' buttons, with 'Next' being highlighted by a red box. Red numbers 1 through 5 are overlaid on the interface to indicate specific steps: 1 points to the 'Use Existing Meeting' button, 2 points to the search bar, 3 points to the 'Merge' radio button, 4 points to the highlighted meeting in the list, and 5 points to the 'Next' button.

Name	Url
[154] Marketing 101 - Virtual Classroom	/r64u296mjqj/
[157] Virtual Classroom M1 Marketing	/r3pzmt4grw6/
[24] USD Marketing 101	/r6dcbpbasi1/
[59] Marketing 101	/r6k2s6kf608/
28 [USD] USD Marketing	/r57van6ei4o/
30 [BC] BC Marketing	/r7kl5q7mexb/
35 [Marketing] Recording Test	/r4jrjvi6549/

Review the participants and click on the **Save** button to complete the process.

Adding Guests to Meeting

Open the *Adobe Connect LTI* and click on the **Gear** icon and select **Edit** from the dropdown list.

Meetings List



Navigate to the **Participants** tab and click on the **Add Guest** button.

Meetings List > Participants

A screenshot of the 'Participants' tab. At the top, there are tabs for 'Meeting Information' and 'Participants', with 'Participants' being the active tab. On the far right is a 'Settings' button. The main area is divided into two sections: 'LMS Available Users (4)' on the left and 'Adobe Connect Participants (4)' on the right. Both sections show user lists with icons and names. At the bottom, there are search fields labeled 'Search' and 'Sync Users' buttons. A prominent red arrow points from the text above down to the 'Add Guest' button, which is highlighted with a red box. Other buttons at the bottom include 'Add', 'Set User Role', and 'Remove'.

Teachers can add guest either by *Creating a New User* or by *Searching for an Existing User* in Adobe Connect.

To add a *New User* fill in all the required information on the **Add Guest** tab and click on the **Save** button.

New user will be created in Adobe Connect and added to the meeting.

Add Guest

Please either create a New User or search for an Existing User

Add Guest | [Add Existing User](#)

New User Information

First Name:

Last Name:

E-mail:

User Role: ▼

Login and Password

Login:

New Password:

Retype Password:

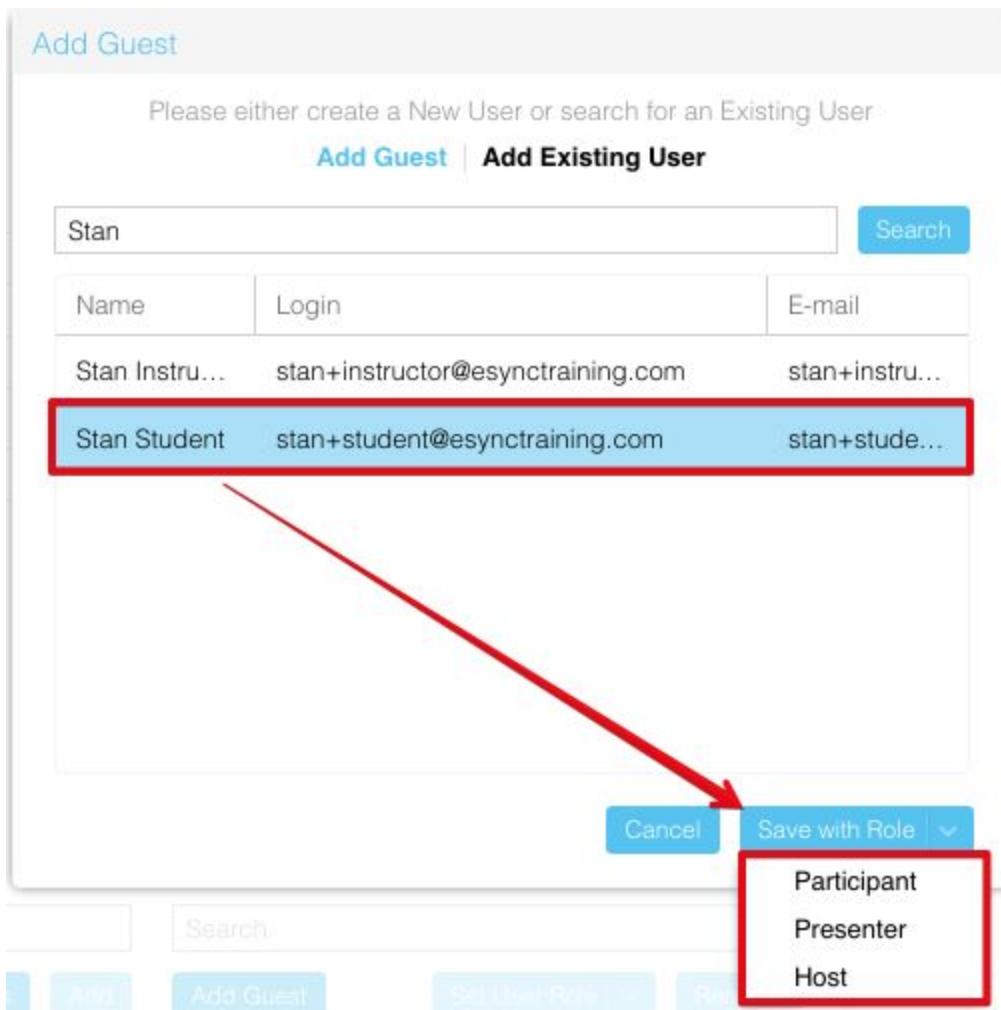
E-mail the new user account information, login and password

Cancel Save



To add an *Existing User* in Adobe Connect search for the user on the **Add Existing User** tab, select the required user from the list and click on **Save with Role** button and select the required role for this user.

Selected user from Adobe Connect will be added to the meeting.



Guest users should be marked with *Green Dot* icon in the *Adobe Connect Participants* list.

Meetings List > Participants

The screenshot shows the 'Participants' tab of a meeting configuration interface. It displays two main sections: 'LMS Available Users (4)' and 'Adobe Connect Participants (5)'. In the LMS section, there are three 'Students' (Kelsea Tower, Melissa Sieben, Paul Green) and one 'Teacher' (Mike Kollen). In the Adobe Connect section, there is one 'Host' (Mike Kollen) and four 'Participants' (Kelsea Tower, Melissa Sieben, Paul Green, Stan Student). A red arrow points to the green dot next to 'Stan Student' in the Adobe Connect list, indicating that Stan is a guest user.

LMS Available Users (4)		Adobe Connect Participants (5)	
<input type="checkbox"/> Students (3)		<input type="checkbox"/> Host (1)	
	Kelsea Tower		Mike Kollen
	Melissa Sieben	<input type="checkbox"/> Participants (4)	
	Paul Green		Kelsea Tower
<input type="checkbox"/> Teacher (1)			Melissa Sieben
	Mike Kollen		Paul Green
			Stan Student

Search Search

Sync Users Add Add Guest Set User Role Remove

Virtual Classrooms Support (Optional)

On the EduGame Cloud LMS license *Settings* page user can enable the **Virtual Classrooms** (is disabled by default, can be edited) option.

The screenshot shows the 'Edit LMS Support' dialog with the 'Settings' tab selected. Under the 'Meetings' section, there is a group of settings for 'Course Meetings', 'Seminar Rooms', 'Office Hours', and 'Study Groups', each with a 'Yes' toggle switch. Below these is a setting for 'Virtual Classrooms' with a 'No' toggle switch, which is highlighted with a red rectangle. Further down are sections for 'Name Format' (set to '[Meeting Title]'), 'Show Name Layout' (checkboxes for Summary, Duration, Start Time, and Audio Profile), and 'Options' (checkboxes for Meeting Reuse, Send Announcements, Edit Meetings, Delete Meetings, Multiple Meetings, Student's Study Group, Use Session Calendar, and Meeting URL in PDF).

This setting allows teachers to create *Virtual Classrooms* and *Sessions* in Adobe Connect.

Open the *Adobe Connect LTI* and observe the application.

To create a *Virtual Classroom* open the **Create** dropdown menu and select **Virtual Classroom** option.

The screenshot shows the Adobe Connect LTI interface. At the top right, there is a dropdown menu labeled "Create" with a downward arrow. A sub-menu is displayed, showing "Course Meeting", "Seminar Room", and "Virtual Classroom". The "Virtual Classroom" option is highlighted with a blue background and a mouse cursor is hovering over it. The main content area is divided into several sections:

- Course Meetings**: Shows a list of meetings:
 - March2017 course meeting (with a "Join" button and a gear icon)
 - March2017 course meeting #1 (with a "Join" button and a gear icon)
- Virtual Classrooms**: Shows a message: "Currently there are no meetings."
- Seminar Rooms**: Shows a list of rooms:
 - March2017 Seminar Room (with a "Join" button and a gear icon)
- Office Hours**: Shows a list of office hours:
 - March2017 Teacher: Office Hours (15:00) (with a "Join" button and a gear icon)
- Study Groups**: Shows a list of study groups:
 - March2017 Study Group (with a "Join" button and a gear icon)

Populate the following form and click on the **Next** button.

*NOTE: **Optional** section is collapsed by default.

Information Participants Sessions

select Create New Meeting or search for and Use Existing Meeting
[Create New Meeting](#) | [Use Existing Meeting](#)

Required

Name: March2017 Virtual Classroom

Select Template: Default Meeting Template

Optional

Classroom ID:

Custom URL: <https://connectstage.esynctraining.com/> 

Summary:

Start Time: 03-10-2017  06:30 PM 

Duration: 01:00 

Access:

Only registered users
 Registered users and accepted guests
 Anyone who has the URL for the meeting

Cancel **Next** **Save**

Map Canvas users to Adobe Connect roles. Select any user in the right section and input the required AC role by selecting it from the **Set User Role** drop-down menu. Click on the **Next** button.

[Meetings List](#) > [March2017 Virtual Classroom: Participants](#)

Information Participants Sessions

Canvas Available Users (2)

- Student (1)
yura+march2017
- Teacher (1)
Mike Kollen

Search

Adobe Connect Participants (2)

- Host (1)
Mike Kollen
- Participant (1)
yura+march2017

Search

Add Add Guest Set User Role Remove

Back Next Finish

Turn on Generate Sessions option, populate the following form and click on the **Finish** button to complete the process.

[Meetings List](#) > [March2017 Virtual Classroom: Sessions](#)

Information Participants Sessions

Generate Sessions

Start Time: 03-10-2017 02:00 PM

Duration: 01:00

Days Class Meets: Sunday Monday Tuesday Wednesday
 Thursday Friday Saturday

Week(s): 1

Back Finish

As a result the new **Virtual Classroom** will appear on Meeting List view under **Virtual Classrooms** area.

The screenshot shows a user interface for managing meetings. At the top right, there is a "Seminar License # [REDACTED]" field and a "Create" button. Below this, the "Course Meetings" section lists two entries: "March2017 course meeting" and "March2017 course meeting #1". Each entry includes a "Join" button and a settings icon. Underneath these, the "Virtual Classrooms" section contains one entry: "March2017 Virtual Classroom", which is highlighted with a red box. This entry also includes a "Join" button and a settings icon. Below this, the "Seminar Rooms" section lists one entry: "March2017 Seminar Room", which includes a "Join" button and a settings icon. Navigation links "Recordings | Reports | Manage Sessions" are present in each section.

Section	Meeting/Room Name	Start Time	Duration	Actions
Course Meetings	March2017 course meeting	03/10/17 01:00 AM	01:00	Join Settings
	March2017 course meeting #1			Join Settings
Virtual Classrooms	March2017 Virtual Classroom	03/10/17 06:45 PM	1:00	Join Settings
	Recordings Reports Manage Sessions			Join Settings
Seminar Rooms	March2017 Seminar Room	03/10/17 02:15 AM	1:00	Join Settings

Seminars Support (Optional)

On the EduGame Cloud LMS license *Settings* page user can enable the **Seminar Rooms** (default label, can be edited) option.



This setting allows teachers to create *Seminar Rooms* and *Sessions* in Adobe Connect.

Open the *Adobe Connect LTI* and observe the application.

Note: user should have editable seminar licence to be able to create Seminar Rooms.

To create a seminar room open the **Create** dropdown menu and select **Seminar Room** option.

The screenshot shows the Adobe Connect interface. At the top right, there are 'Settings' and 'Help' links. The main area displays 'Course Meetings' and 'Seminar Rooms' sections. In the top right corner, a 'Create' dropdown menu is open, showing 'Course Meeting' and 'Seminar Room' options, both of which are highlighted with a red box.

Select the appropriate **Seminar License** from the dropdown menu, populate other required information and click on the **Next** button.

*NOTE: **Optional** section is collapsed by default.

Adobe Connect

[Meetings List](#) > [New Seminar Room: Information](#)

[Settings:](#) Change

[Help:](#) User Guide | EduGame Cloud

Information Participants

Required

Seminar License: Seminar License # 1287581127

Name:

Select Template:

Optional

Custom URL: <https://connect.esynctraining.com/>

Summary:

Start Time: 03-31-2016 10:15 AM

Duration: 01:00

Access:

Only registered users

Registered users and accepted guests

Anyone who has the URL for the meeting

[Cancel](#) [Save](#) [Next](#)

Review the participants and click on the **Save** button to complete the process.

To create a session click on the **Gear** icon to open dropdown menu next to appropriate seminar room and select **New Session** option.

Adobe Connect

Settings: Change

Help: User Guide | EduGame Cloud

Seminar License # 1287581127 [Create](#) |

Course Meetings

Course Meeting Test
Start Time: 03/31/16 10:00 AM Duration: 1:00
[Recordings](#) | [Reports](#)

Seminar Rooms

Seminar Room Test
Start Time: 03/31/16 10:00 AM Duration: 1:00
[Recordings](#) | [Reports](#)

Session Test
Start Time: 03/31/16 10:00 AM Duration: 1:00

[Join](#) | [Settings](#) |
New Session
Edit
Delete

Populate the required information and click on the **Save** button.

Adobe Connect

[Meetings List](#) > **New Seminar Session: Information**

Settings:  Change

Help: [User Guide](#) | [EduGame Cloud](#)

Information

Name:		
Summary:		
Start Time:	03-31-2016 	10:15 AM 
Duration:	01:00 	

***NOTE:** Error message will occur in case when the selected *Start Time* is already in use by another session.

Create an Office Hours Meeting (Optional)

Click on the **Add Meeting** button in the *Office Hours* section.

Meetings List

The screenshot shows a user interface for managing meetings. At the top right is a 'Settings' button. Below it are three main sections: 'Course Meetings', 'Office Hours', and 'Study Groups'. The 'Course Meetings' section contains one entry: 'Test Meeting' with a 'View Recordings & Reports' link and buttons for 'Join' and 'Settings'. The 'Office Hours' section displays the message 'Currently there are no meetings. Please add.' with a prominent blue 'Add Meeting' button highlighted by a red rectangle. The 'Study Groups' section also displays the same message with its own 'Add Meeting' button.

Settings

Course Meetings

Test Meeting

[View Recordings & Reports](#)

Join | |

Office Hours

Currently there are no meetings. Please add.

Add Meeting

Study Groups

Currently there are no meetings. Please add.

Add Meeting

Populate the following form and click on the **Save** button.

[Meetings List](#) > **Office Hours Information**

Office Hours Information Settings

Required

Select Template:

Optional

Custom URL:

Summary:

Meeting Time:

Allow Guests

Cancel Save

*NOTE: One common **Office Hours** meeting is created for all courses. When user creates Office Hours meeting in different course, it would be mapped to the same meeting, that was created before.

All students in the course will have access to the Office Hours meeting.

Create a Study Group Meeting (Optional)

Study Groups option should be activated on the EduGame Cloud LMS license Settings page.



Open the *Adobe Connect LTI* and observe the *Study Groups* section.

Teachers can create multiple *Study Groups* as well as **Edit / Delete** student's *Study Groups* regardless of whether they are participants in the meeting or not.

Meetings List

The screenshot shows the 'Meetings List' interface. It includes sections for 'Course Meetings' (with a 'Test Meeting' entry) and 'Study Groups'. The 'Study Groups' section lists 'Paul's Study Group' and 'Vadim's Study Group', each with 'Recordings | Reports' links. To the right of the 'Study Groups' list is a context menu with 'Add Meeting', 'Edit' (highlighted with a red box), and 'Delete'. A red arrow points from the text above to the 'Edit' button in the menu.

To create a Study Group meeting click on the **Add Meeting** button in the *Study Group* section.

Meetings List

The screenshot shows a user interface for managing meetings. At the top right is a "Settings" button. Below it are three main sections: "Course Meetings", "Office Hours", and "Study Groups".

- Course Meetings:** Contains a single entry: "Test Meeting". To its right are "Join" and "Settings" buttons.
- Office Hours:** Contains a single entry: "Mike Kollen's Office Hours (6pm-8pm)". To its right are "Join" and "Settings" buttons.
- Study Groups:** Displays the message "Currently there are no meetings. Please add." To its right is a prominent blue "Add Meeting" button, which is outlined in red in the image.

Add Moodle users manually to Adobe Connect roles. Select any user in the right section and input the required AC role by selecting it from the **Set User Role** drop-down menu.

[Meetings List](#) > **Participants**

The screenshot shows a software interface for managing meeting participants. At the top, there are tabs: 'Study Group Information' (highlighted in blue), 'Participants' (grayed out), and 'Settings'. Below the tabs, there are two main sections: 'Moodle Available Users (5)' and 'Adobe Connect Participants (1)'. The 'Moodle Available Users' section contains a list of users categorized by role: 'Student (4)' with Vadim Adashkevich, Paul Green, Melissa Sieben, and Kelsea Tower; and 'Teacher (1)' with Mike Kollen. Each user has a small red circular icon next to their name. The 'Adobe Connect Participants' section contains a list of users categorized by role: 'Host (1)' with Mike Kollen. At the bottom of the interface are several buttons: a refresh icon, 'Sync Users', 'Add', 'Set User Role' (with a dropdown arrow), 'Remove', 'Back', and 'Finish'.

Moodle Available Users (5)
Student (4)
Vadim Adashkevich
Paul Green
Melissa Sieben
Kelsea Tower
Teacher (1)
Mike Kollen

Adobe Connect Participants (1)
Host (1)
Mike Kollen

Click on the **Finish** button to complete the process.

Click on **Leave** button if you want to delete the invitation to someone's study group.

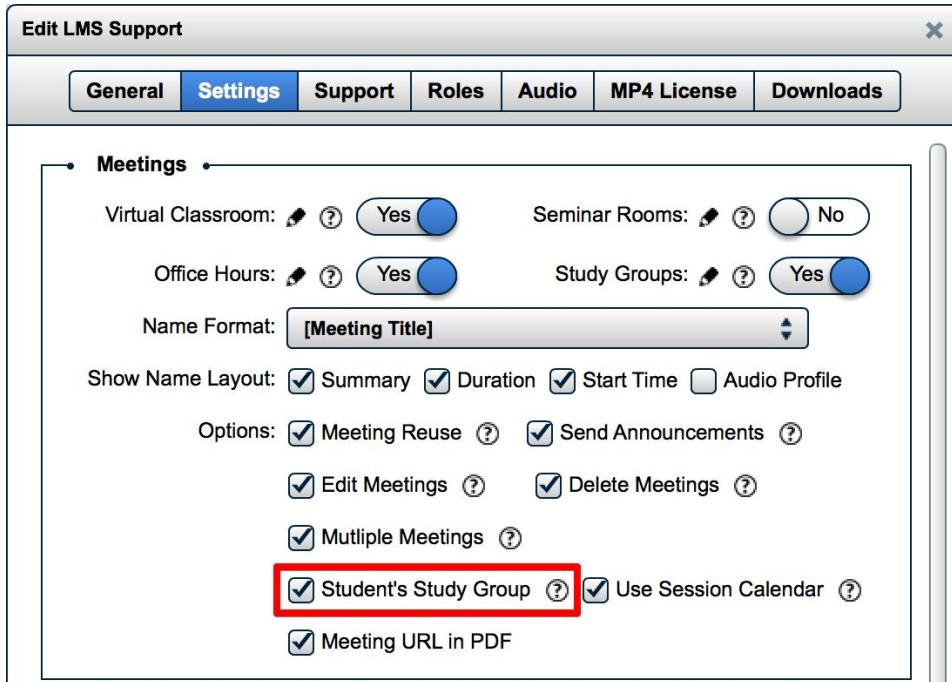
Meetings List

The screenshot shows a user interface for managing meetings. At the top right is a 'Settings' icon. Below it, under 'Course Meetings', there is a 'Test Meeting' entry with a 'Join' button and a gear-and-down arrow icon. Under 'Office Hours', there is an entry for 'Mike Kollen's Office Hours (6pm-8pm)' with a 'Join' button and a gear-and-down arrow icon. Under 'Study Groups', there are two entries: 'Test Study Group' and 'Student's Study Group'. For the 'Test Study Group', there is a 'Join' button and a gear-and-down arrow icon. For the 'Student's Study Group', there is a 'Join' button and a 'Leave' button, which is highlighted with a red rectangular box.

Category	Meeting Name	Action Buttons
Course Meetings	Test Meeting	Join, Settings
		View Recordings & Reports
Office Hours	Mike Kollen's Office Hours (6pm-8pm)	Join, Settings
		View Recordings & Reports
Study Groups	Test Study Group	Join, Settings
	Student's Study Group	Join, Leave

Student's Study Group

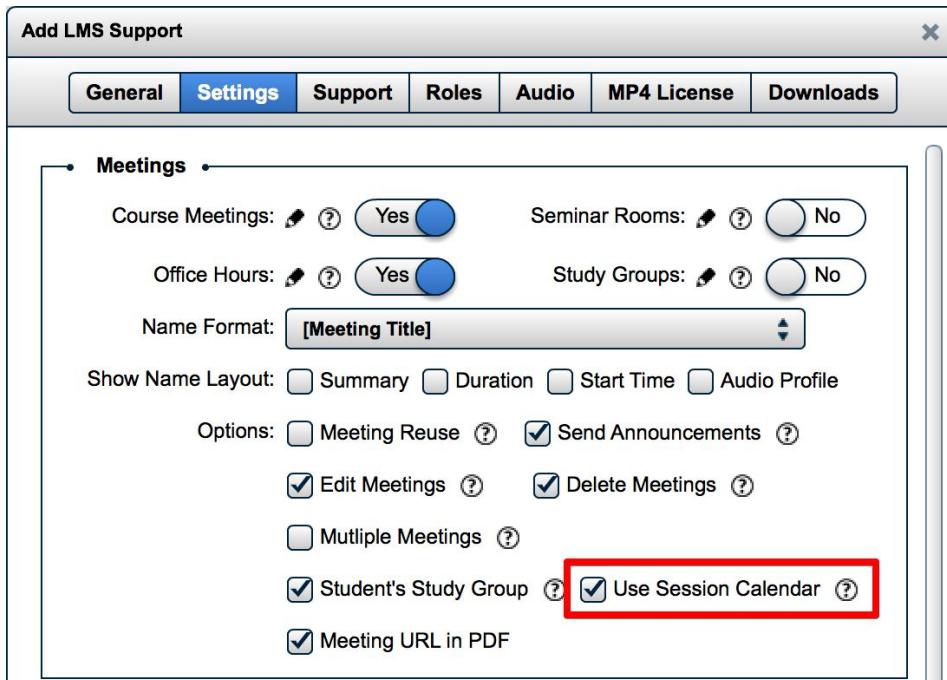
On the EduGame Cloud LMS license *Settings* page user can enable the *Student's Study Group* option.



This setting allows/prohibits students to create Study Groups in the Adobe Connect LTI. Teachers aren't affected by this setting.

Meetings Sessions Support

On the EduGame Cloud LMS license *Settings* page user can enable the **Use Session Calendar** option.



This setting allows teachers to create *Meetings Sessions*.

Open the *Adobe Connect LTI* and click on the **Add Meeting** button, fill in all the required information to go to the next *Calendar Events* tab.

When creating a meeting select the **Generate Sessions** checkbox. Teacher is able to set *Start Time*, *Duration* and frequency of the Sessions.

Adobe Connect

Settings: Change
Help: User Guide | EduGame Cloud

Meetings List > Virtual Classroom 102: Meeting Sessions

Information Meeting Sessions Participants

Generate Sessions

Start Time: 10-24-2016 01:30 PM

Duration: 01:00

Days Class Meets:

Sunday Monday Tuesday Wednesday
 Thursday Friday Saturday

Week(s): 1

Back Finish Next

Thereafter, new **Session** can be added by selecting the **New Session** link from the **Gear icon** menu next to the meeting.

Adobe Connect

Settings: Change

Help: User Guide | EduGame Cloud

The screenshot shows the 'Course Meetings' section of the Adobe Connect interface. It lists three meetings: 'Virtual Classroom 102' (selected), 'Virtual Classroom 102 #1', and 'Virtual Classroom 102 #2'. Each meeting has a 'Join' button and a gear icon for more options. A red box highlights the 'New Session' option in the gear menu for the selected meeting.

Teacher can add *Name*, *Summary* and set *Start/End Time* of the Session.

Adobe Connect

Settings: Change

Help: User Guide | EduGame Cloud

[Meetings List](#) > **New Meeting Session: Information**

The screenshot shows the 'Information' tab of the 'New Meeting Session: Information' form. It includes fields for 'Name' (empty), 'Summary' (empty), 'Start Time' (set to 10/24/2016 at 01:30 PM), and 'End Time' (set to 10/24/2016 at 02:30 PM). At the bottom are 'Cancel' and 'Save' buttons.

Adobe Connect Recordings

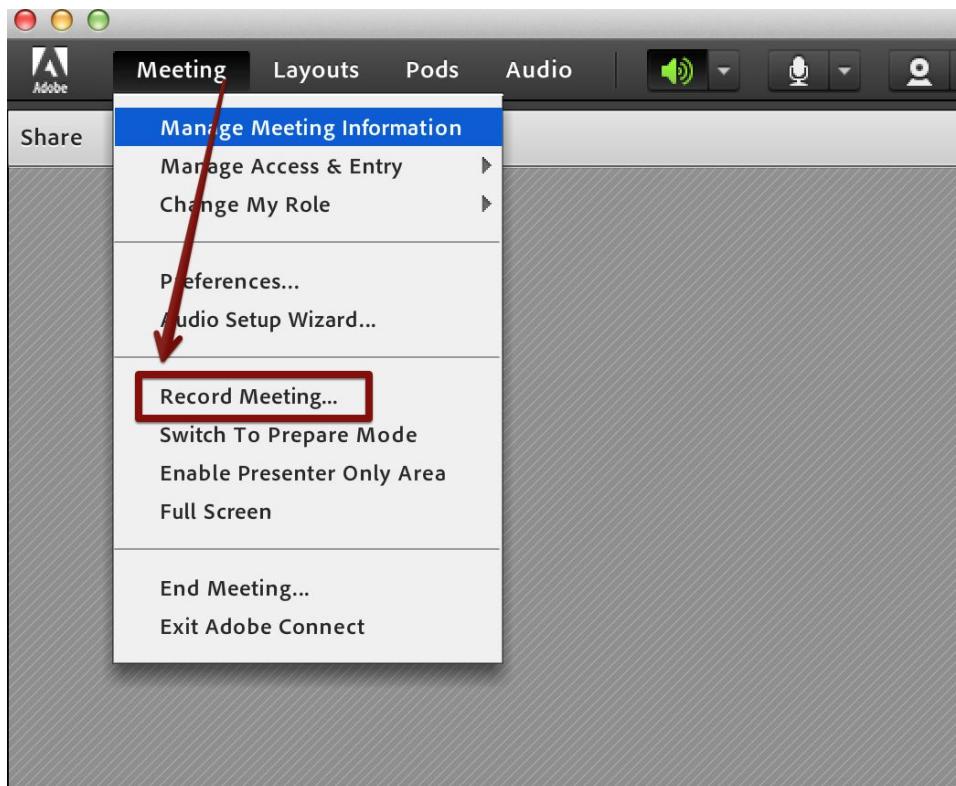
Record the Meeting

Join the meeting.

Meetings List

The screenshot shows the 'Meetings List' section of the Adobe Connect interface. At the top right is a 'Settings' button. Below it, under 'Course Meetings', is a list item for 'Test Meeting'. To the right of this item are 'Join' and 'Settings' buttons. Below the list is a link 'View Recordings & Reports'.

Select the **Record Meeting** under the *Meeting* menu in the Adobe Connect room.



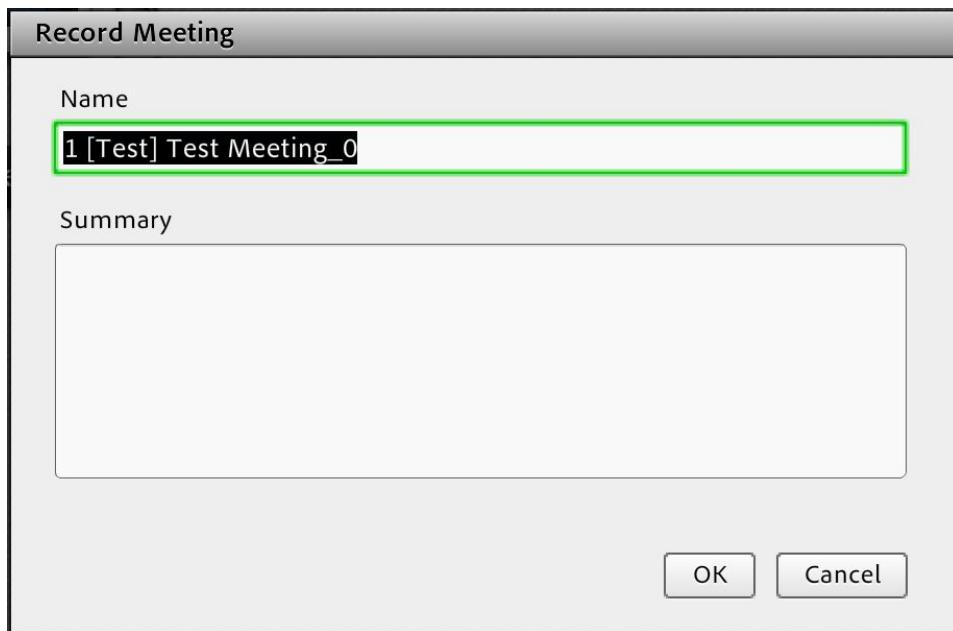
Populate the following form and click on the **OK** button to start the recording.

Record Meeting

Name
1 [Test] Test Meeting_0

Summary

OK Cancel



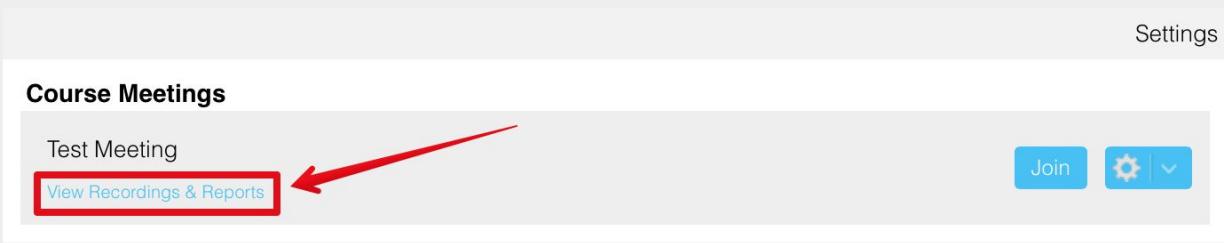
When the recording is done click on the **Stop Recording** button under the *Record Meeting* icon in the top right corner.



View / Watch Recordings

Navigate back to Adobe Connect application in Moodle page and click on the **View Recordings & Reports** link.

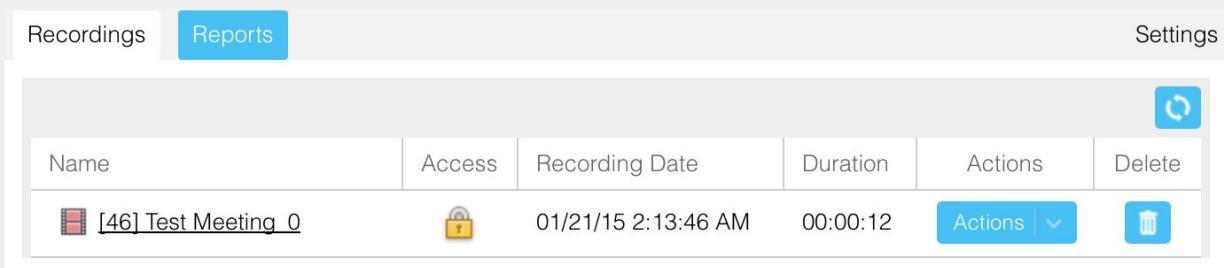
Meetings List



The screenshot shows the 'Meetings List' interface. At the top right is a 'Settings' icon. Below it, under 'Course Meetings', is a list for a 'Test Meeting'. On the left of the meeting entry is a 'View Recordings & Reports' button, which is highlighted with a red box and has a red arrow pointing to it from the left.

Open the **Recordings** tab and click on the **Refresh** icon to get the latest list of the recordings for this meeting.

Meetings List > Recordings



The screenshot shows the 'Recordings' tab of the 'Meetings List' interface. At the top are tabs for 'Recordings' and 'Reports', with 'Recordings' selected. On the right is a 'Settings' icon. Below is a table with the following data:

Name	Access	Recording Date	Duration	Actions	Delete
[46] Test Meeting_0	🔒	01/21/15 2:13:46 AM	00:00:12	Actions Refresh	Delete

Click on the recording's name to watch the meeting recording.

Actions drop-down menu located next to each recording allows you to *Edit Recording*, *Share it*, *Make FLV* and *Make MP4*.

Meetings List > Recordings

The screenshot shows a list of recordings. One recording is selected, highlighted with a blue background. To the right of the recording details, there is an 'Actions' button with a dropdown menu. The dropdown menu contains four options: 'Edit Recording', 'Share', and 'Make FLV'. The 'Actions' button itself is highlighted with a red box.

Name	Access	Recording Date	Duration	Actions	Delete
[46] Test Meeting_0	🔒	01/21/15 2:13:46 AM	00:00:12	Actions	Delete

- 1) **Edit Recording** option allows to open the selected recording on Adobe Connect and modify it using Adobe Connect tools.
- 2) Clicking **Share** option you can set the Access Type: Public or Private (optionally setting a Passcode) and get the Recording URL.

This is a modal dialog box titled '99 [Demo] Demo Meeting_0'. It contains the following fields:

- Recording URL:** <https://connect.esynctraining.com/p5o6ar3b7an>
- Change Access Type:** A radio button group where 'Private' is selected, and 'Public' is unselected.
- Passcode (Optional):** An empty input field.
- Buttons:** 'Cancel' and 'Save'.

- 3) Selecting **Make FLV** option you will be asked to choose a place on your hard drive and the recording will be saved in FLV.
- 4) Selecting **Make MP4** option you will be asked to choose a place on your hard drive and the recording will be saved in MP4.

To delete the recording click on the **Delete** button (Trashcan icon).

MP4 Conversion

*****This is an add-on feature, and a license must be purchased separately*****

Navigate to **Adobe Connect LTI** application and click on the *Recordings* link.

Adobe Connect

Settings: Change

Help: User Guide

Course Meetings

Test Meeting

Recordings Reports

Join



Open the **Actions** drop-down menu located next to required recording and select one of the options: *Make MP4* or *Make MP4 with Subtitles*.

Adobe Connect

Settings: Change

Help: User Guide

Meetings List > **Test Meeting: Recordings**

Recordings

Reports

Name

Access

Recording Date

Duration

Actions

Test Meeting_0



03/03/2016 03:09:00 AM

00:13:03

Actions



Edit Recording

Share

Make Offline

Make MP4

Make MP4 with Subtitles

MP4 Status should be shown at the time the job passes through different stages of conversion.

Adobe Connect

Settings: Change

Help: User Guide

Meetings List > **Test Meeting: Recordings**

The screenshot shows a list of recordings. One entry is highlighted with a red box around its status message. The entry details are as follows:

Name	Access	Recording Date	Duration	Actions
Test Meeting_0		03/03/2016 03:09:00 AM	00:13:03	

Below the table, the status message "MP4 status: Pending" is displayed, also enclosed in a red box.

Once the job is done *Play* and *Edit* buttons should appear.

Adobe Connect

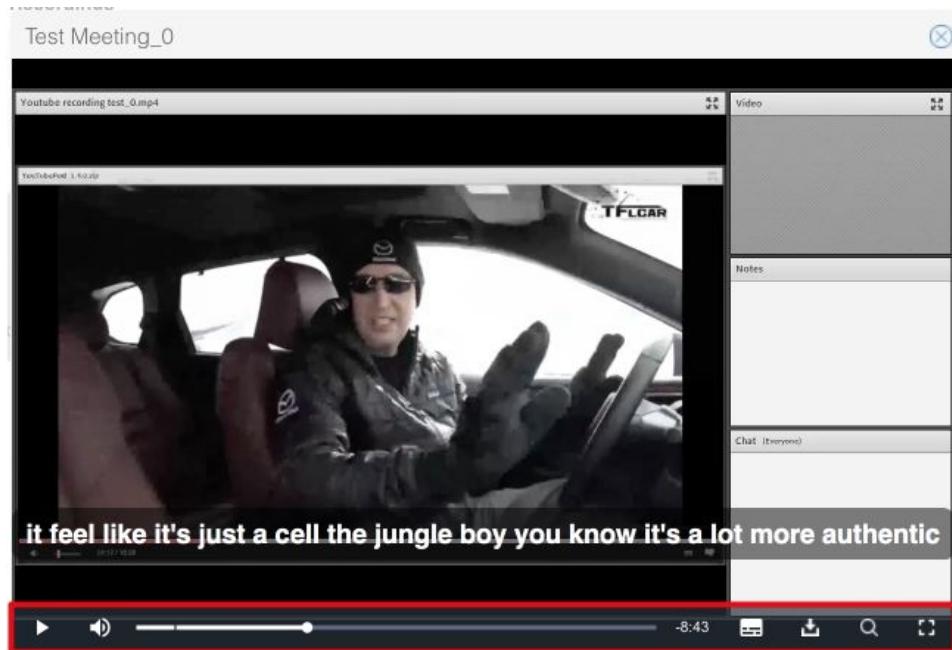
Settings: Change

Help: User Guide

Meetings List > **Test Meeting: Recordings**

The screenshot shows the same list of recordings. The same meeting entry from the previous screenshot now has "Play" and "Edit" buttons next to it, indicating the job is complete. These buttons are highlighted with a red box.

Click on the **Play** button next to appropriate MP4 file to view it in **Player** application.



Available functionality:

- Play/Pause
- Volume control
- Subtitles On/Off
- Download MP4/Subtitles
- Search within the subtitles
- Full Screen mode

Click on the *Edit* button next to appropriate Transcript file to view/edit it in **CC Editor** application.

Time	Text
00:00:11.003 --> 00:00:14.007	the two thousand sixteen months those three acts
00:00:14.007 --> 00:00:16.058	nine and coming up next everything you wanted now
00:00:37.087 --> 00:00:41.039	what are we looking like an entirely different nine
00:00:41.075 --> 00:00:44.078	this is entirely different six nine so our old the previous
00:00:44.078 --> 00:00:48.016	six nine had a big three point seven liter V. six in it and
00:00:48.016 --> 00:00:49.041	now we have a remarkably
00:00:54.069 --> 00:00:58.041	dramatically better feeling engines
00:00:58.008 --> 00:01:01.034	is high compression change from
00:01:01.034 --> 00:01:01.062	the
00:01:02.009 --> 00:01:05.023	naturally aspirated engine versus this one yeah so this is this
00:01:05.023 --> 00:01:08.028	is based on the same engine family that we in this activity families
00:01:08.037 --> 00:01:12.079	wrestler cars what sort of course to
00:01:12.079 --> 00:01:16.019	handle the really high work out what they were going to make Uh so
00:01:16.048 --> 00:01:19.063	are naturally aspirated engines or thirteen to one compression you always
00:01:19.063 --> 00:01:22.098	have to lower the compression ratio on a on a turbo engine because were pumping
00:01:22.098 --> 00:01:26.007	so much more pressure and heat into the question chamber
00:01:26.071 --> 00:01:29.082	but we managed to maintain a ten a half to one compression which is still very
00:01:29.082 --> 00:01:33.003	hyper turbo engine and we because we tune

Available functionality:

- Undo/Redo changes
- Find and Replace text within the transcript
- Spelling check
- Table/Page view

Edit required lines and click on the *Save* button to store the changes.

In order to download MP4 or Transcript files, open the **Actions** drop-down menu located next to required recording and select one of the options: *Download MP4* or *Download Transcript*.

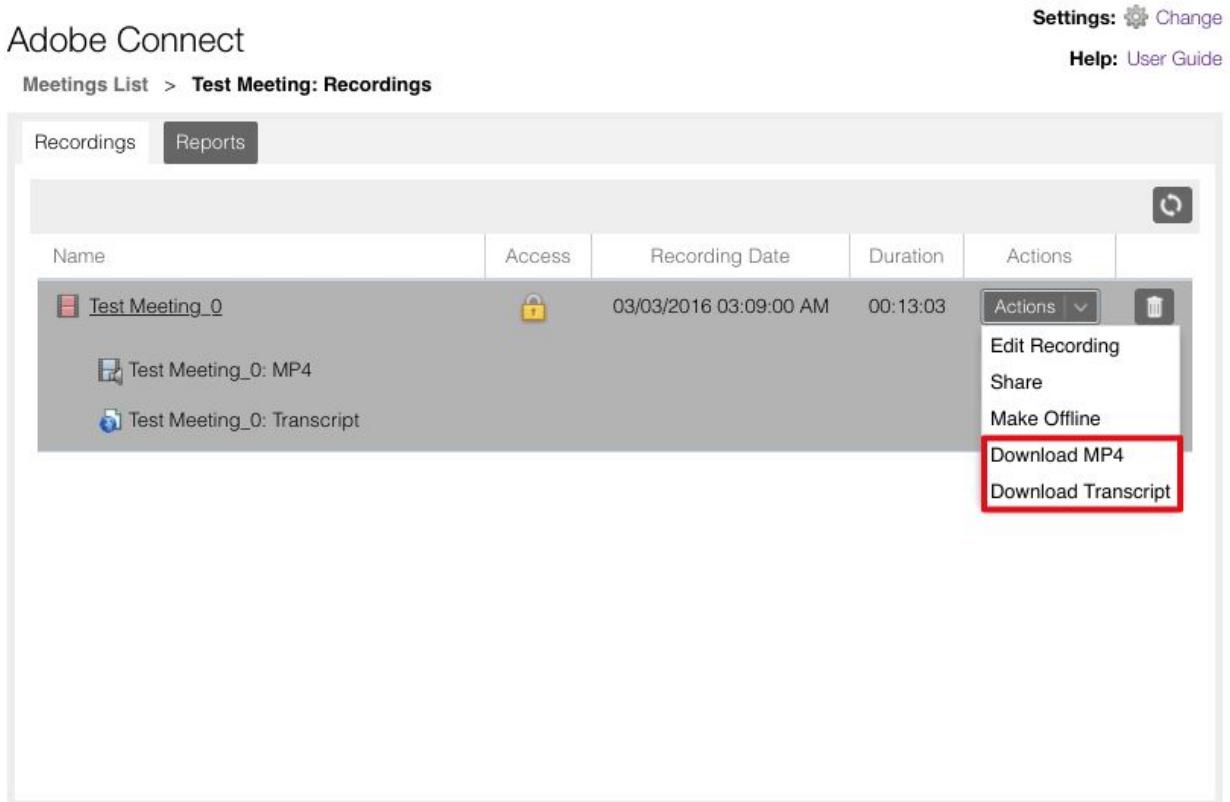
Adobe Connect

Meetings List > **Test Meeting: Recordings**

Recordings Reports

Settings: Change Help: User Guide

Name	Access	Recording Date	Duration	Actions
Test Meeting_0	🔒	03/03/2016 03:09:00 AM	00:13:03	Actions ▾
Test Meeting_0: MP4				Edit Recording
Test Meeting_0: Transcript				Share Make Offline Download MP4 Download Transcript



View Meeting Reports

Navigate back to Adobe Connect application in Moodle page and click on the **View Recordings & Reports** link.

Meetings List

The screenshot shows the 'Meetings List' section of the Adobe Connect application. It displays a list of meetings under the heading 'Course Meetings'. One meeting, 'Test Meeting', is listed. Below the meeting name is a blue button labeled 'View Recordings & Reports'. A red arrow points from the left towards this button, indicating it should be clicked. To the right of the button are two other buttons: 'Join' and a settings icon.

Open the **Reports** tab and click on the **Refresh** icon to get the latest list of the reports for this meeting.

Teacher can obtain the information about each individual student who has participated in the meeting.

Meetings List > Reports

The screenshot shows the 'Reports' section of the Adobe Connect application. At the top, there are tabs for 'Recordings' (which is selected) and 'Reports'. Below the tabs, there are two buttons: 'By Attendees' (which is highlighted with a red box) and 'By Sessions'. A blue refresh icon is located to the right of these buttons. The main area displays a table of participant information:

Name	E-mail	Time In	Time Out
Vadim Adashkevich	vadim@esynctraining.com	01/21/2015 1:13 PM	01/21/2015 1:14 PM
Mike Kollen	mike@esynctraining.com	01/21/2015 1:03 PM	01/21/2015 1:14 PM
Mike Kollen	mike@esynctraining.com	01/21/2015 12:55 PM	01/21/2015 12:55 PM

Teacher can obtain the session information by clicking on the **By Sessions** link.

Meetings List > Reports

The screenshot shows the 'Reports' section of the Adobe Connect application, similar to the previous one but with the 'By Sessions' tab selected. At the top, there are tabs for 'Recordings' (selected) and 'Reports'. Below the tabs, there are two buttons: 'By Attendees' and 'By Sessions' (which is highlighted with a red box). A blue refresh icon is located to the right of these buttons. The main area displays a table of session information:

Session ↓	Start Time	End Time	Number of Attendees
1	01/21/2015 12:55 PM	01/21/2015 1:14 PM	2

Information is available about each individual user who has viewed/watched the recording.

Adobe Connect

Settings: Change

Help: User Guide

[Meetings List](#) > [Virtual Class Meeting: Reports](#)

Recordings		Reports		
By Attendees		By Sessions		By Recordings
				Group by: Title Name
Recording Title	Name	Time In	Time Out	Total Time Viewed
Virtual Class Meeting_1	John Doe	07/04/16 12:22 PM	07/04/16 12:30 PM	00:07:34
Virtual Class Meeting_0	Paul Smith	07/04/16 11:43 AM	07/04/16 11:44 AM	00:00:45

Results can be grouped by recording *Title* or *Name*.

Teachers are able to download reports as PDF and/or Excel files.

Click on the *Download* icon. Select the required file format to be downloaded.

Adobe Connect

Help: User Guide | EduGame Cloud

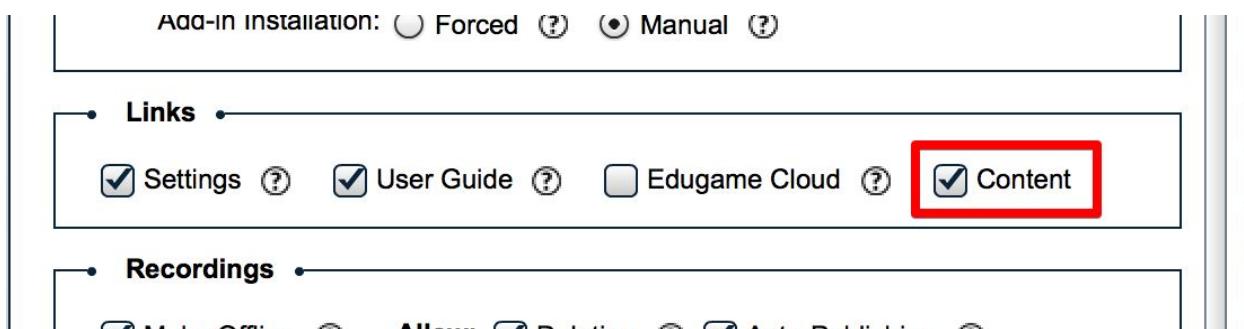
[Meetings List](#) > [Reports](#)

Recordings		Reports		
By Attendees		By Sessions		Settings
Time In	Time Out	Duration		
<input type="checkbox"/> Mike Kollen, mike@esynctraining.com (1)				
07/29/2015 10:45 AM	07/29/2015 10:47 AM	0:02:36		


 PDF
 Excel

Content Management

On the EduGame Cloud LMS license *Settings* page user can enable the Content option.



This setting allows users to manage My/Shared Content within the *Adobe Connect LTI*.

Open the *Adobe Connect LTI* and click on the Content link.

The screenshot shows the Adobe Connect interface. At the top, there are 'Settings' and 'Help' links. Below them, a 'use Meetings' section includes a 'Virtual Class Meeting' button, a 'Recordings' link, and a 'Reports' link. To the right are 'Join' and 'Settings' buttons. A 'Add Meeting' button is also visible. The main content area displays a message: 'Currently there are no meetings.'

Inside the *Content Management* window user can perform the following actions:

- Create New Folder
- Upload files supported by Adobe Connect
- Edit/Move/Delete files and folders

The screenshot shows the 'Content Management' interface. At the top, there are two tabs: 'My Content' (highlighted in blue) and 'Shared Content'. Below the tabs are four buttons: 'New Content' (blue), 'New Folder' (red), 'Edit' (blue), 'Move' (blue), and 'Delete' (blue). A red box highlights the 'New Content' and 'New Folder' buttons. Another red box highlights the 'Actions' dropdown menu and its options: 'Edit', 'Move', and 'Delete'. A 'Finish' button is located at the bottom right.

Name	Type	Date Modified	Size (KB)
MP4 Recordings	Folder	03/24/16 10:51 AM	

User can switch between My Content and Shared Content by selecting the appropriate tab link.

The screenshot shows the 'Content Management' interface with the 'My Content' tab selected (highlighted in blue). The table below lists a single item: 'MP4 Recordings' (Folder) last modified on '03/24/16 10:51 AM'.

Name	Type	Date
MP4 Recordings	Folder	03/24/16 10:51 AM

Audio Provider Support

MeetingOne

MeetingOne provider option can be enabled on the EduGame Cloud LMS license *Audio* tab.

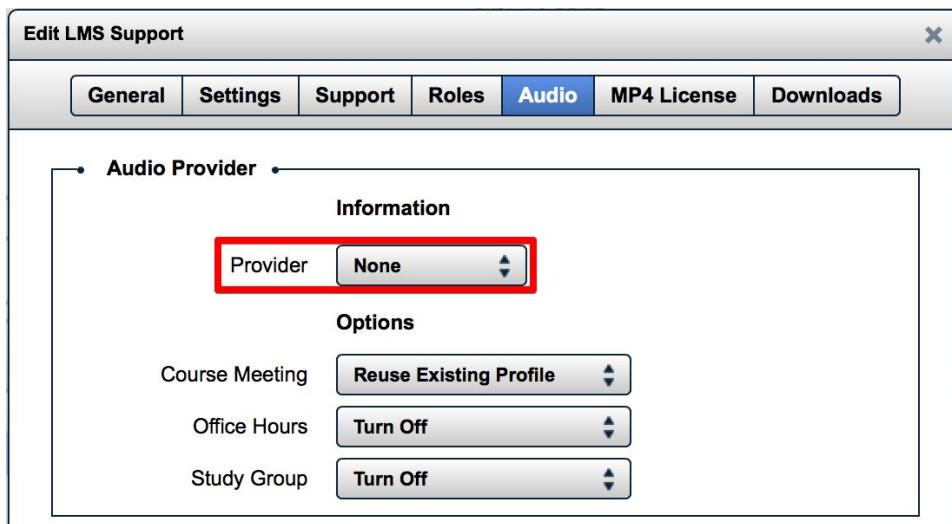
The screenshot shows the 'Edit LMS Support' dialog box with the 'Audio' tab selected. The 'Provider' dropdown is set to 'MeetingOne'. The 'Information' section contains fields for 'Username' (provisioning@esynctraining.com), 'Account Number' (1234567890), and 'Secret Hash Key' (FFEDSFFREDFFFFSGGFREERFFSS). The 'Options' section contains dropdowns for 'Course Meeting', 'Office Hours', and 'Study Group', all set to 'Generate New Profile'.

User should provide to eSyncTraining administrator valid *Username*, *Account Number* and *Secret Hash Key* information that will be further added in the LMS license.

The following *Audio Profile* options are available for **MeetingOne** provider selected:

- Course Meetings
 - Turn Off (*Audio Profiles* are not used)
 - Generate New Profile (*Audio Profile* will be automatically generated during the meeting creation)
- Office Hours
 - Turn Off (*Audio Profiles* are not used)
 - Generate New Profile (*Audio Profile* will be automatically generated during the meeting creation)
 - Reuse Existing Profile (*Audio Profiles* that exist in Adobe Connect can be reused during the meeting creation)
- Study Group
 - Turn Off (*Audio Profiles* are not used)
 - Generate New Profile (*Audio Profile* will be automatically generated during the meeting creation)

None provider can be selected.



The following *Audio Profile* options are available when **None** provider selected:

- Course Meetings
 - Turn Off (*Audio Profiles* are not used)
 - Reuse Existing Profile (*Audio Profiles* that exist in Adobe Connect can be reused during the meeting creation)
- Office Hours
 - Turn Off (*Audio Profiles* are not used)
 - Reuse Existing Profile (*Audio Profiles* that exist in Adobe Connect can be reused during the meeting creation)
- Study Group
 - Turn Off (*Audio Profiles* are not used)
 - Reuse Existing Profile (*Audio Profiles* that exist in Adobe Connect can be reused during the meeting creation)

Navigate to *Adobe Connect LTI* and click on the *Add Meeting* button, expand the **Optional** section and observe the *Audio Conference Settings*.

In case when *Generate New Profile* option selected user will see the following message:

Optional

Custom URL:	http://cert.connect.meetingone.com/	
Summary:		
Start Time:	08-24-2016	02:15 PM
Duration:	01:00	
Access:	<input type="radio"/> Only registered users <input checked="" type="radio"/> Registered users and accepted guests <input type="radio"/> Anyone who has the URL for the meeting	
Audio Conference Settings:	Your Audio Profile will be automatically generated during the meeting creation	

After the meeting has been created, user can *Edit* the meeting and see the additional information provided by MeetingOne.

Audio Conference Settings:

Audio Profile Name: IT Training
Conference Room Number: 6134440
Host Access Code: 651711

In case when *Reuse Existing Profile* option selected user will see the following option:

Optional

Custom URL: http://cert.connect.meetingone.com/

Summary:

Start Time: 08-25-2016 12:30 PM

Duration: 01:00

Access: Only registered users
 Registered users and accepted guests
 Anyone who has the URL for the meeting

Audio Conference Settings: Include this audio conference with this meeting:

User can select the checkbox and choose from the list of the existing Audio Profiles.

EduGameCloud in Adobe Connect

EduGameCloud Plugin Installation

In the **Administration** navigation on the left side, open the **Install plugins** page. The page is located at the following path: Administration -> Site administration -> Plugins -> Install plugins. Select the *Local plugin (local)* in the **Plugin type** drop-down list.

Upload the edugameclod.zip plugin file.

Select the **Acknowledgement** checkbox and click on the **Install plugin from the ZIP file** button.

The screenshot shows the 'Plugin installer' interface. On the left, there's a navigation sidebar with 'Home', 'My home', 'Site pages', 'My profile', and 'My courses'. Below it are 'ADMIN BOOKMARKS' with 'Bookmark this page'. The main area has a 'NAVIGATION' sidebar with 'My profile settings', 'Site administration' (expanded to show 'Notifications', 'Registration', 'Advanced features', 'Users', 'Courses', 'Grades', 'Badges', 'Location', 'Language'), 'Plugins' (expanded to show 'Install plugins' which is selected, 'Plugins overview', 'Activity modules', 'Admin tools', 'Authentication', 'Blocks'), and 'ADMINISTRATION' (expanded to show 'Notifications', 'Registration', 'Advanced features', 'Users', 'Courses', 'Grades', 'Badges', 'Location', 'Language'). The central part is titled 'Plugin installer' and has a sub-section 'Install plugin from ZIP file'. It shows a dropdown 'Plugin type' set to 'Local plugin (local)', a 'ZIP package' input field containing 'edugamecloud.zip', and an 'Acknowledgement' checkbox that is checked. A red box highlights the 'Install plugin from the ZIP file' button at the bottom.

In the **Administration** navigation on the left side, open the **Manage tokens** page. The page is located at the following path: Administration -> Site administration -> Plugins -> Web services -> Manage tokens.

Click on the **Add** link.

The screenshot shows the 'Manage tokens' page with a red box around the breadcrumb 'Home > Site administration > Plugins > Web services > Manage tokens'. A red arrow points from the 'Manage tokens' heading down to the 'Add' button, which is also highlighted with a red box. The table lists three tokens:

Token	User	Service	IP restriction	Valid until	Operation
9c5b4c8535dbe97a9fd03e611a02bc60	Esync Service Account	Moodle mobile web service			Delete
8abce52dcb1b9c473a045192aad3b9a	Esync Service Account	Adobe Connect LTI			Delete
3f996e363d7e7eee3f94f5aeb1254a5c	Esync Service Account	Edugamecloud service			Delete

Select the admin **User**, select the **Service** from the drop-down list that was created in the previous step and click on **Save changes** button.

Token

The screenshot shows the 'Token' configuration form with several fields highlighted by red boxes and arrows:

- User***: A dropdown menu with 'Vadim Adachkovich' and 'Esync Service Account' selected. 'Esync Service Account' is highlighted with a red box.
- Service***: A dropdown menu with 'Adobe Connect LTI' selected. It is highlighted with a red box.
- IP restriction**: An input field containing a placeholder IP address.
- Valid until**: A date picker set to '21 November 2014'. A red arrow points from this field down to the 'Save changes' button.
- Save changes**: A blue button at the bottom left of the form.

Import Moodle Quiz/Survey to EduGameCloud

Navigate to app.edugamecloud.com page and download the latest EduGame Cloud public build from the *Welcome* screen...

The screenshot shows the EduGameCloud 'Welcome' screen. On the left, there's a sidebar with 'Add New' (Quiz/Assessment, Test, Survey, Crossword, Collaboration Map), 'Administration' (LMS Integration, Users), and 'Adobe Connect Apps' (Get Custom Pod v1.5). The main area has 'Open Recent' with items like 'Sergey Test Quiz', 'Full Quiz', 'Vadims Test', etc. Below that is a 'View Reports' section with similar items. To the right is a 'Help' section with links to 'Video Tutorials', 'Documentation', and 'Support'. A large graphic of a rocket launching is in the center-right. At the bottom, there's a feedback link and a 'Start Here' button.

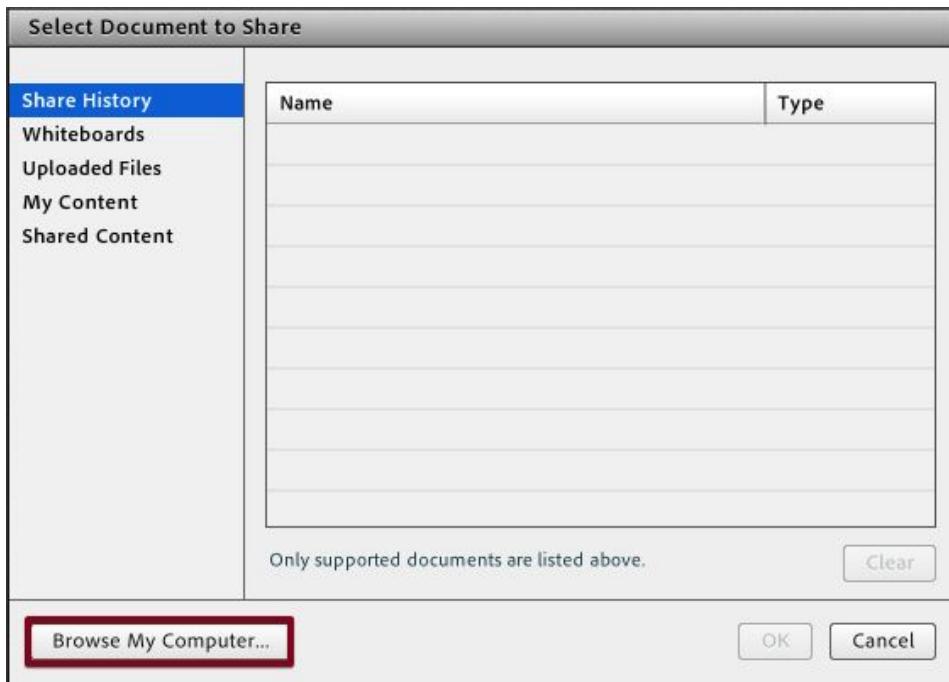
... or *Home* screen:

The screenshot shows the EduGameCloud 'Home' screen. At the top, it says 'Welcome, Demo Esync Admin' with 'Help' and 'Logout' buttons. Below that is a green navigation bar with 'Administration' and 'Adobe Connect Apps' tabs. The main area has a 'EduGame Cloud' section with a 'Get Custom Pod v1.5' button. At the bottom, there's a table with two rows showing dates and times (02/25/15 01:45 PM and 02/25/15 01:48 PM) and delete icons.

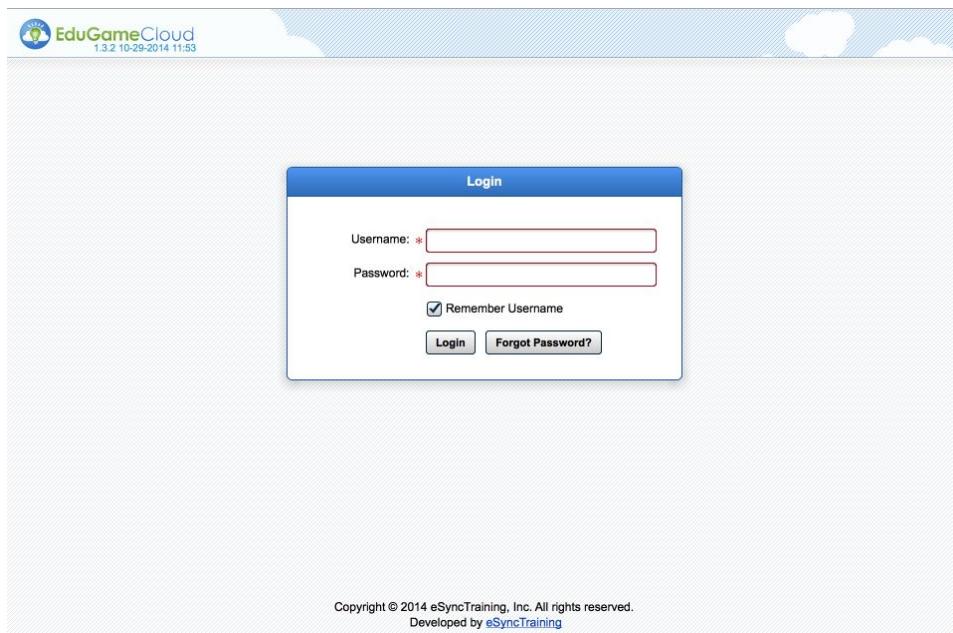
Navigate to Adobe Connect room and select the **Share Document** option from the *Share* drop-down menu.



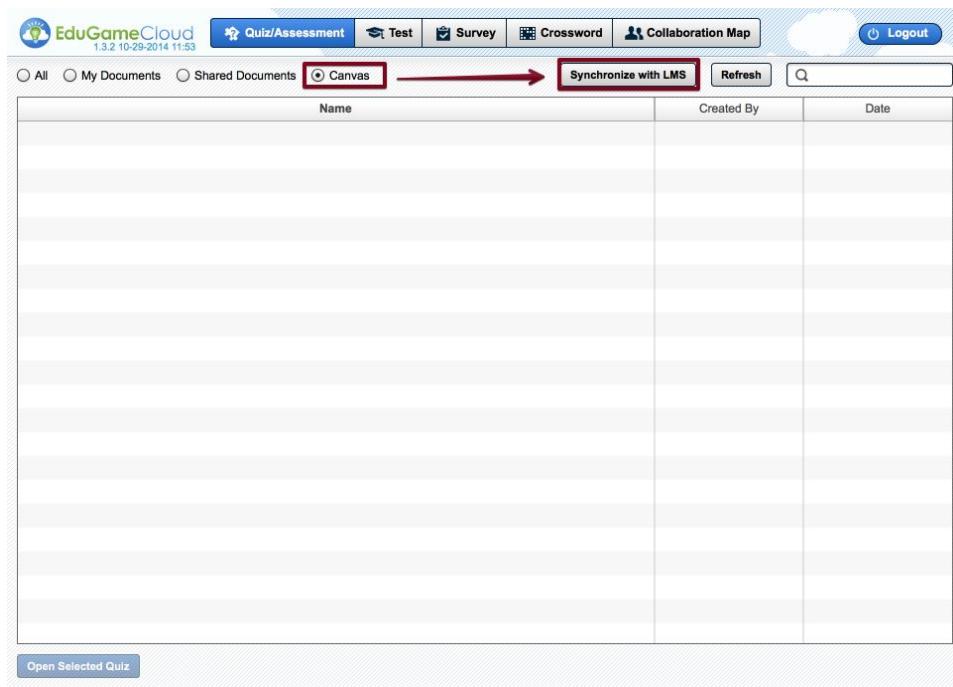
Click on **Browse My Computer** button, select the appropriate file and upload the build to Adobe Connect room.



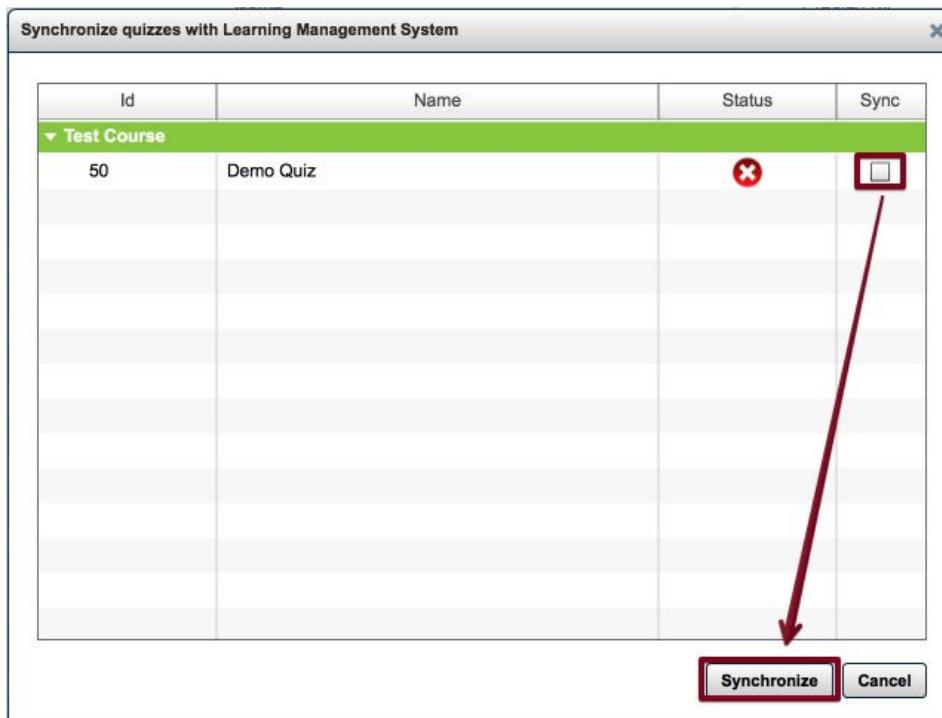
Once the build is successfully uploaded, enter valid EduGameCloud credentials.



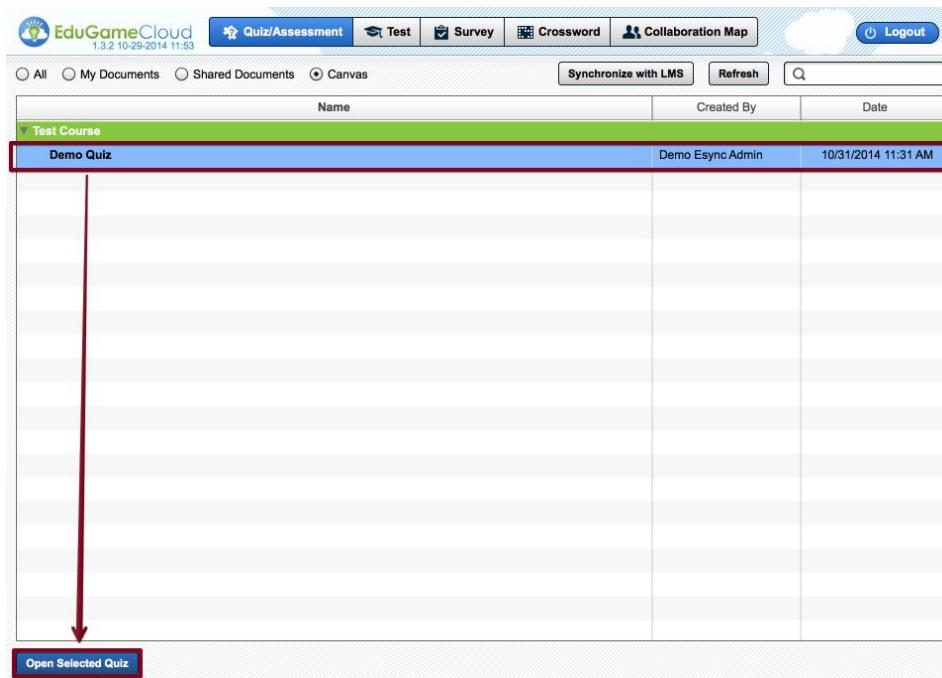
Navigate to **Quiz/Assessment** or **Survey** tab and select the **Moodle** radio-button and click on the **Synchronize with LMS** button.



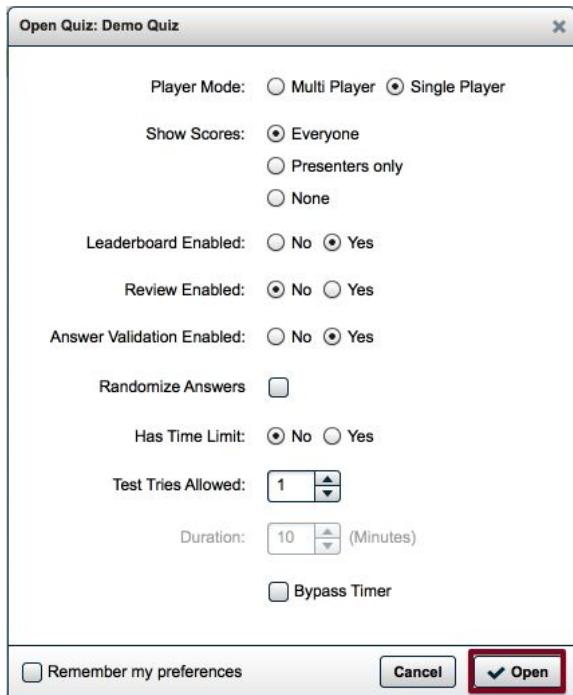
Select required quizzes/surveys and click on the **Synchronize** button.



Synchronized quizzes/surveys should appear under the *Moodle* list in EduGameCloud. Select any quiz/survey and click on the **Open Selected Quiz/Survey** button.



Set the required preferences and click on the **Open** button



All participants should now see the quiz/survey.

Moodle Account Administrator Guide

EduGame Cloud Administration

Configure LMS License in EduGame Cloud

Navigate to app.edugamecloud.com and login using your Admin credentials.

Click on the **LMS Integration** link on the *Welcome* screen.

The screenshot shows the EduGame Cloud welcome interface. On the left, there's a sidebar with links for 'Add New' (Quiz/Assessment, Test, Survey, Crossword, Collaboration Map), 'Administration' (LMS Integration, highlighted with a red box; Users), and 'Adobe Connect Apps' (Get Custom Pod v1.5). The main area has sections for 'Open Recent' (Sergey Test Quiz, Full Quiz, Vadims Test, Lesson 23 Student Practice quiz EGC, Practice quiz Lesson 22 EGC) and 'View Reports' (Sergey Test Quiz, Lesson 23 Student Practice quiz EGC, Full Quiz). To the right is a 'Help' section with links for Video Tutorials, Documentation, and Support, and a 'Watch Guided Tour' button. A large rocket ship graphic is in the background. At the bottom, there's a feedback link ('Please provide us your feedback or suggestions by clicking here') and a 'Start Here' button.

Click on **Edit** icon next to required LMS license in the list.

The screenshot shows the 'LMS Integration' page. The top navigation bar includes 'Welcome, Demo Admin', 'Help', 'Logout', and links for 'Administration' and 'Adobe Connect Apps'. Below the navigation is a toolbar with 'Quiz/Assessment', 'Test', 'Survey', 'Crossword', 'Collaboration Map', 'Reporting', 'LMS Integration' (highlighted with a blue box), 'Users', 'Customization', 'Email History', and 'My License'. A 'Change Password' link is also present. The main content area displays a table with one row of data:

Edit	LMS	Title	Creation Date	Consumer Key	Shared Secret
		Demo Title	04/24/15 10:00 AM	520befa1- XXXXXXXXXX	8acf12d6- XXXXXXXXXX

On the *General* tab admin user can edit the *Adobe Connect Server* and *credentials* and select the *Primary Color* for Adobe Connect LTI.

Edit LMS Support

General **Settings** **Support** **Roles** **Downloads**

• **LMS Setup** •

LMS	Adobe Connect	Primary Color:
Title	Adobe Connect	
Consumer Key	8decc4bc-[REDACTED]	
Shared Secret	4fbf260d-[REDACTED]	
Learning Management System		
LMS Domain	http://[REDACTED]	
Admin Username	[REDACTED]	
Password	Enter the password, if you want to overwrite it	
Test Connection		

• **Adobe Connect** •

Adobe Connect Server	https://[REDACTED]
Admin Username	[REDACTED]
Password	Enter the password, if you want to overwrite it
<input type="radio"/> Use Shared Meetings Folder	
<input checked="" type="radio"/> Use User Meetings Folder	
Canvas Meetings	
Test Connection	

Cancel **Save**

On the *Settings* tab admin user can adjust the following settings:

Add LMS Support

General Settings Support Roles Downloads

Meetings

Course Meetings: Yes No Multiple Meetings Yes

Office Hours: Yes No Study Groups: Yes No

Name Format:

Options: Edit Meetings Delete Meetings
 Enable Meeting Reuse

User Management

Participant List Synchronization: Auto Manual

Adobe Connect Settings

Allow User Creation: True False

Adobe Connect Authentication

Type: Email Username

URL Session Token: Hide Show

Links

Settings User Guide Edugame Cloud

Recordings

Use FLV Use MP4

Cancel **Save**

Course Meetings

Allow teachers to create course meetings

Office Hours

Allow teachers to create office hours that can be reused across multiple courses

Study Groups

Allow all participants to create study group Adobe Connect meetings. This user has similar privileges as an instructor in managing their study group

Multiple Meetings

Allow teachers to create multiple meetings in one course

Send Announcements

Send a LMS announcements to the students when the meeting is created

Edit Meetings

Allow teachers to edit the meetings

Delete Meetings

Allow teachers to delete the meetings

Participant List Synchronization

Auto

All course participants should be automatically synchronized with Adobe Connect users

Manual

Allow teachers to manually synchronize course participants with Adobe Connect users

Allow User Creation

True

Create a new Adobe Connect user when synchronizing with the active LMS course roster

False

Do not create new Adobe Connect users. Notify teachers that user does not exist in Adobe Connect and needs to be created manually

Adobe Connect Authentication Type (retrieved from Adobe Connect login policy settings)

Email

Course participants should be authenticated first by email address and if the email address does not exist then try to use the username

Username

Course participants should be authenticated first by username and if the username does not exist then try to use the email address

URL Session Token

Show

Show Session Token in the URL when joining the Adobe Connect room. This is less secure, but does not require cookies to be enabled

Hide

Hide Session Token in the URL when joining the Adobe Connect room. This is more secure, but requires cookies to be enabled

Settings

Allow all course attendees to use their own passwords to enter the Adobe Connect room

User Guide

Show LMS user guide link. Shown for teachers only

EduGame Cloud

Show EduGame Cloud user guide link

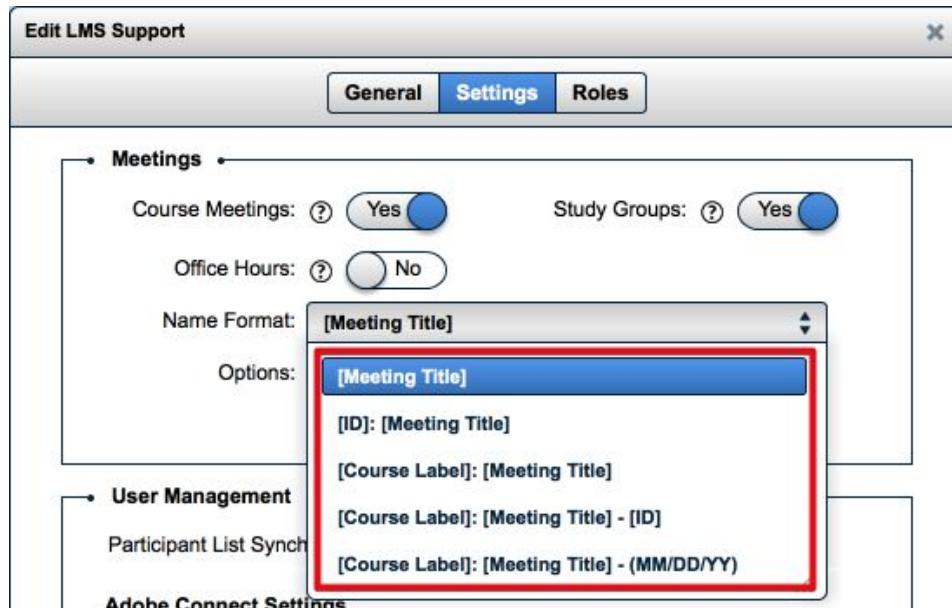
Use FLV

Create an offline recording as an FLV file

Use MP4

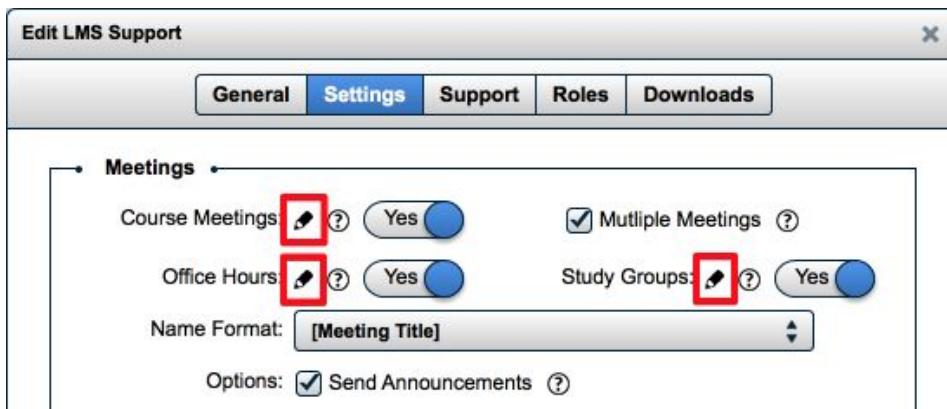
Create an offline recording as an FLV file

User can select one of the following *Meeting Name* templates:

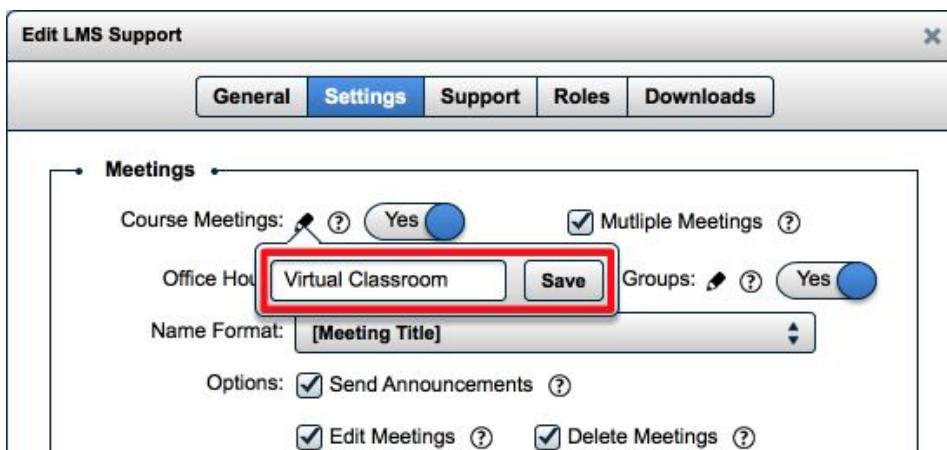


When user creates a meeting in the **Adobe Connect LTI**, only *Meeting Title* should be specified. Thus appropriate meeting will be created in a Adobe Connect and named using the chosen template.

On the EduGame Cloud LMS license **Settings** page user can edit the **Meeting Labels**. Click on **Edit** icon next to required meeting type.



Enter desired label and click on **Save** button.



Save the license and observe the **Adobe Connect LTI**. New Meeting Label should appear.

Adobe Connect

Help: User Guide | EduGame Cloud

Meetings List

Virtual Classroom

Currently there are no meetings. Please add.

Add Meeting

Office Hours

Currently there are no meetings. Please add.

Add Meeting

On the *Support* tab admin user can add any *Support Information/Instructions* that will be shown for all users accessing the Adobe Connect LTI.

The screenshot shows the 'Support' tab selected in a navigation bar. Below it is a section titled 'Your Support Information (Optional)' containing a text area with placeholder text 'Support Information for participants.' and a rich text editor toolbar below it. A 'Save' button is located at the bottom right of the form.

All LTI participants will see *Support Information/Instructions* in the following way:

Adobe Connect

Meetings List

The screenshot shows the 'Meetings List' page in Adobe Connect. It includes sections for 'Course Meetings' (listing 'Test Meeting 101' with a 'Join' button) and 'Office Hours' (noting 'Currently there are no meetings. Please add.'). A red box highlights the 'Instructions/Support' section, which contains the text 'Support Information for participants.'

On the *Roles* page user can specify the mapping rules for default and custom LMS roles.

Edit LMS Support

General Settings Roles Edit: No

• Default Roles •

LMS Role	AC Roles
Student	Participant
Teacher	Host
TA	Presenter
Designer	Presenter
Observer	Participant

• Custom Roles •

Role	AC Roles

Cancel Save

The screenshot shows a software interface titled 'Edit LMS Support'. At the top, there are tabs for 'General', 'Settings', and 'Roles', with 'Roles' being the active tab. To the right of the tabs is an 'Edit' button with a radio button next to it, currently set to 'No'. Below the tabs, there are two sections: 'Default Roles' and 'Custom Roles'. The 'Default Roles' section contains a table with five rows, mapping LMS roles to AC roles. The 'Custom Roles' section contains an empty table with two columns. At the bottom of the dialog are 'Cancel' and 'Save' buttons.

In order to change *Default Roles* mapping change the **Edit** toggle to Yes, select any default LMS Role and pick the required AC Role from the dropdown.

LMS Role	AC Roles
Student	Participant
Teacher	Host
TA	
Designer	
Observer	

Click on the **Save** button to store the changes.

In order to specify *Custom Roles* mapping change the **Edit** toggle to Yes, click on the **Add Custom Role** button, enter the required *Role Name* and pick the required AC Role from the dropdown.

Role	AC Roles	Delete
Backup Teacher	Presenter	(Delete)

Add Custom Role

(?) Any custom role not defined in this list will be mapped to the participant in Adobe Connect.

Cancel **Save**

Click on the **Save** button to store the changes.

Open the *Adobe Connect LTI* and click on the *Gear* icon and create a new meeting. Observe the **Participants** tab. Custom roles should be properly mapped.

[Meetings List](#) > **Participants**

The screenshot shows the 'Participants' tab in the Adobe Connect LTI interface. It displays two panels: 'LMS Available Users (4)' on the left and 'Adobe Connect Participants (4)' on the right. A red arrow points from the 'Backup Teacher' entry in the LMS panel to the 'Presenter' entry in the Adobe Connect panel, indicating the mapping process.

LMS Available Users (4)	Adobe Connect Participants (4)
Backup Teacher (1) Kelsea Tower	Host (1) Mike Kollen
Students (2) Melissa Sieben Paul Green	Participants (2) Melissa Sieben Paul Green
Teacher (1) Mike Kollen	Presenter (1) Kelsea Tower

Below the panels are search fields and action buttons: Sync Users, Add, Add Guest, Set User Role, Remove, Back, and Finish.

On the *Downloads* tab admin user can download User Guide and other complementary files.

Configure Adobe Connect LTI for Your Moodle Account

In the **Administration** navigation on the left side, open the **Manage external tool types** page.

The page is located at the following path: Administration -> Site administration -> Plugins -> Activity modules -> LTI -> Manage external tool types.

Click on the **Add external tool configuration** link.

The screenshot shows the 'Manage external tool types' page in Moodle. The navigation bar at the top includes links for Home, Site administration, Plugins, Activity modules, LTI, and Manage external tool types. A red box highlights the 'Manage external tool types' link. On the left, there's a navigation sidebar with Home, My home, Site pages, My profile, and My courses. Below it is an admin bookmarks section. The main content area is titled 'Manage external tool types' and contains a sub-section 'External tool types'. It shows three tabs: Active (selected), Pending, and Rejected. A red box highlights the 'Add external tool configuration' link. Below the tabs, a message says 'There are no active external tools configured.' A red arrow points from the 'Add external tool configuration' link in the text below to the 'Add external tool configuration' button in the interface.

Enter the **Tool Name**, **Tool Base URL**, **Consumer Key** and **Shared Secret**.

You will find your *Consumer Key* and *Shared Secret* in EduGame Cloud Administration.

Use the following *Tool base URL*: <https://app.edugamecloud.com/lti/moodle-login>

Select the **Show tool type...** checkbox.

▼ Tool settings

Tool name* ⓘ

Adobe Connect LTI

Tool base URL* ⓘ

Consumer key ⓘ

Shared secret ⓘ

Unmask

Custom parameters ⓘ

ⓘ

Show tool type when creating tool instances

Default launch container ⓘ

Embed, without blocks

Click on the **Save Changes** button to finish the process.

In the **Administration** navigation on the left side, open the **Advanced features** page. The page is located at the following path: Administration -> Site administration -> Advanced features.

Select the **Enable web services** checkbox.

The screenshot shows the 'Advanced features' section of the Moodle site administration. A red arrow points from the top-left text instruction to the 'Enable web services' checkbox, which is highlighted with a red border. The page includes a navigation sidebar with links like 'My home', 'Site pages', 'My profile', 'My courses', 'ADMIN BOOKMARKS', 'Bookmark this page', and 'ADMINISTRATION' with 'Advanced features' selected. The main content area lists several features with checkboxes:

Feature	Setting	Description
Enable outcomes	<input type="checkbox"/>	Default: No Support for Outcomes (also known as Competencies, Goals, Standards or Criteria) means that we can grade things using one or more scales that are tied to outcome statements. Enabling outcomes makes such special grading possible throughout the site.
Enable comments	<input checked="" type="checkbox"/>	Default: Yes Enable comments
Enable tags functionality	<input checked="" type="checkbox"/>	Default: Yes Should tags functionality across the site be enabled?
Enable notes	<input checked="" type="checkbox"/>	Default: Yes Enable storing of notes about individual users.
Enable portfolios	<input type="checkbox"/>	Default: No If enabled, users can export content, such as forum posts and assignment submissions, to external portfolios or HTML pages.
Enable web services	<input checked="" type="checkbox"/>	Default: No Web services enable other systems to log in to this Moodle and perform operations. For extra security this feature should be disabled unless you are really using it.

Click on **Save changes** button to store the changes.

In the **Administration** navigation on the left side, open the **Manage Protocols** page. The page is located at the following path: Administration -> Site administration -> Plugins -> Web services -> Manage protocols.

Enable the *REST protocol*.

The screenshot shows the 'Manage protocols' page with the following navigation path: Home > Site administration > Plugins > Web services > Manage protocols. The page title is 'Manage protocols'. Below it is a section titled 'Active web service protocols' containing a table:

Protocol	Version	Enable	Settings
AMF protocol	2014111000	off	
REST protocol	2014111000	on	
SOAP protocol	2014111000	off	
XML-RPC protocol	2014111000	off	

In the **Administration** navigation on the left side, open the **External Services** page. The page is located at the following path: Administration -> Site administration -> Plugins -> Web services -> External Services.

Click on the **Add** link.

The screenshot shows the Moodle 'External services' page. At the top, there is a breadcrumb navigation: Home > Site administration > Plugins > Web services > External services. To the right of the breadcrumb is a button labeled 'Blocks editing on'. On the left, there is a vertical 'ADMINISTRATION' sidebar with sections for My profile settings, Site administration (Notifications, Registration, Advanced features), Courses, Grades, Badges, Location, Language, and Plugins. The 'External services' section is highlighted with a red box. The main content area has a heading 'External services' and a sub-section 'Information' with a description of what a service is. Below this is a section titled 'Built-in services' containing a table:

External service	Plugin	Functions	Users	Edit
Edugamecloud service	local_edugamecloud	Functions	All users	Edit
Moodle mobile web service	moodle	Functions	All users	Edit

Below this is a section titled 'Custom services' with a table:

External service	Delete	Functions	Users	Edit

A red arrow points from the 'Administration' sidebar down to the 'Add' button in the 'Custom services' table.

Enter **Name**, **Short Name**, select **Enabled** checkbox and click on the **Add service** button.

***NOTE:** Please enter the following *Short Name*: lms

▼ External service

Name*

Short name

Enabled

Authorised users only

Show more...

Add service **Cancel**

Click on the **Add functions** link.

Home ▶ Site administration ▶ Plugins ▶ Web services ▶ External services ▶ Functions Blocks editing on

NAVIGATION

- Home
 - My home
 - ▶ Site pages

Add functions to the service "Adobe Connect LTI"

This service has no functions.

Add functions

Search for the following function: core_enrol_get_enrolled_users

▼ Add functions

Name*

Search

core_enrol_get_enrolled_users:Get enrolled users by course id.
core_enrol_get_enrolled_users_with_capability:For each course and capability specified, return a list of the users that are
moodle_enrol_get_enrolled_users:DEPRECATED: this deprecated function will be removed in a future version. Please use
moodle_user_get_users_by_courseid:DEPRECATED: this deprecated function will be removed in a future version. This fur

Add functions **Cancel**

Click on the **Add functions** button to finish the process.

*NOTE: For Moodle versions older than 2.7 please add the shortname manually in the DB.
 Navigate to *mdl_external_services* table and add *lms* to shortname field of the recently added web service.

id	name	enabled	requiredcapability	restrictedusers	component	timecreated	timemodified	shortname	downloadfiles	uploadfiles
1	Moodle mobile web service	0	NULL	0	moodle	1438687245	NULL	moodle_mobile_app	1	1
2	AC LTI	1	NULL	0	NULL	1438687837	NULL	lms	0	0

In the **Administration** navigation on the left side, open the **Manage tokens** page. The page is located at the following path: Administration -> Site administration -> Plugins -> Web services -> Manage tokens.

Click on the **Add** link.

The screenshot shows the 'Manage tokens' page. At the top, there is a breadcrumb navigation: Home > Site administration > Plugins > Web services > Manage tokens. To the right of the breadcrumb is a button labeled 'Blocks editing off'. On the left, there are two navigation panels: 'NAVIGATION' and 'ADMIN BOOKMARKS'. The 'NAVIGATION' panel includes links for Home, My home, Site pages, My profile, and My courses. The 'ADMIN BOOKMARKS' panel includes a 'Bookmark this page' link. In the center, the title 'Manage tokens' is displayed above a table. The table has columns for Token, User, Service, IP restriction, Valid until, and Operation. Three rows of data are shown:

Token	User	Service	IP restriction	Valid until	Operation
9c5b4c8535dbe97a9fd03e611a02bc60	Esync Service Account	Moodle mobile web service			Delete
8abce52dcb1b9c473a045192aad3b9a	Esync Service Account	Adobe Connect LTI			Delete
3f996e363d7e7eee3f94f5aeb1254a5c	Esync Service Account	Edugamecloud service			Delete

A red arrow points from the 'Add' button in the 'ADMIN BOOKMARKS' panel down to the 'Add' button in the 'Manage tokens' table.

Select the admin **User**, select the **Service** from the drop-down list that was created in the previous step and click on **Save changes** button.

▼ Token

The screenshot shows the 'Add Token' form. It has several input fields and dropdown menus:

- User***: A dropdown menu with a search bar. An entry 'Esync Service Account' is selected and highlighted with a red box. A red arrow points from this selection down to the 'Service*' field.
- Service***: A dropdown menu showing 'Adobe Connect LTI' as the selected option, also highlighted with a red box.
- IP restriction**: A text input field.
- Valid until**: A date picker showing '21 November 2014'. A red arrow points from this field down to the 'Save changes' button.
- Save changes**: A blue button at the bottom of the form.

Getting Support

Email Support, please contact:

support@esynctraining.com and cc: qa@esynctraining.com

Emergency Phone Support:

714.979.4444