



ONPOINT
DIGITAL



Admin Guide:

Creating a WebEx Event in the OnPoint LMS

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1. Introduction

Overview – WebEx Module

Standard Functionality

OnPoint’s LMS supports the ability to create and schedule webinar events and assign them to users and groups, set reminders, etc. Users can access the assigned webinar from the OnPoint system by clicking on the url provided to them. The LMS then tracks attendance based on the user’s access of that url address, making the assumption that the user joined the meeting if they “joined” the webinar from the LMS join link. If the user does not join the webinar from within the LMS but rather joins via an alternative route (e.g. from their Outlook calendar or via WebEx directly), the LMS does not automatically know that the user attended; it is up to the webinar’s instructor to update the attendance list in the LMS.

WebEx Module Functionality

With OnPoint’s integrated WebEx module, two main features are added:

- An OnPoint Administrator can create a “WebEx” webinar event and associated session(s) inside the LMS, which will auto-create the session(s) inside WebEx. User assignments are passed to WebEx, and any additional assignments made prior to the start of the webinar can be either pushed to WebEx on demand or will be sent based on an automated hourly update sent from the LMS To WebEx.
- The LMS will now receive attendance detail from WebEx regardless of the attendee’s access point. At the conclusion of a webinar (within 1-2 hours), WebEx will send attendance detail to the LMS, including the user’s email address and the length of time they were in attendance. This detail is recorded in the LMS Course Manager and can be reported on.

Users can join the WebEx through the join link under their Event assignments tab for that specific event, or directly through WebEx. The LMS is sending new registrants to WebEx once an hour and also polling WebEx for new attendance information. Regardless of how the user accesses the WebEx webinar, the attendance information will be sent back to the LMS and users with matching email addresses are marked as attended for that session of the event. Please remember that for the WebEx you will need to have either the Webex Training Center or Webex Event Center product.

2. Configuring the LMS System Settings

The OnPoint WebEx module allows for WebEx events to be created within OnPoint. Before this functionality can be used, the LMS must be configured to use WebEx in Course Manager. From the Administration Menu, select Configuration, then the Course Manager subtab. On Line 31, set the flag 'Use WebEx' to 'Y' (Yes) as illustrated in Figure 1 below.

No.	Name (click to edit)	Value (click to edit)
1	Add User Ability for Content Administrators and Course Coordinators	Y
2	Default User Role	
3	Default Telephone Country Code	1
4	Default Telephone Country Subcode	US
5	Item Completion Check	0
6	Item Start Check	0
7	LMS Integration	N
8	Manage Certifications	Y
9	OPCM Help URL	http://63.246.2.153/ophelp
10	Retain Skill Profile Completion Status	Y
11	Show Legacy Data	N
12	Use Forums	Y
13	Use organizational chart to determine managers	Y
14	Use Wizards	Y
15	Email Notification Default	
16	SMS Notification Default	
17	Calender Filename Prefix	opscal
18	User List Filter	
19	Default Start Notification	
20	Default Finish Notification	
21	Fail to Start/Finish Notification Limit	
22	Failed Login Attempts	
23	In Catalog Default	
24	OPPM Assignable Default	
Events		
25	Event (Webinar, Live Streaming) Post Start Join Time	15
26	Event (Webinar, Live Streaming) Pre Start Join Time	15
FTP		
27	FTP Server Login Name	
28	FTP Server Password	
29	FTP Server Subdirectory	
30	FTP Server URL	
WebEx		
31	Use WebEx	Y
32	Use WebEx Session Passwords	
Other		
33	Default Telephone Country Code	1

Figure 1 – LMS Configuration

Once you change the flag to 'Y', an [Edit WebEx Settings](#) link will display at the bottom. Click the [Edit WebEx Settings](#) link to enter your organization's specific detail (Site ID, Partner ID, Site Name, Visibility, and Site URL(s))—see Figure 2 on the next page. [This information is provided by WebEx. If you're not sure what to enter for each field, please contact your WebEx Administrator. Typically, the site name will be the subdomain of your webex.com address and the site URL is https://yourdomain.webex.com/WBService/XMLService.] Click the **Save** button after you have filled out the appropriate fields. You can now begin making integrated WebEx events in the LMS.

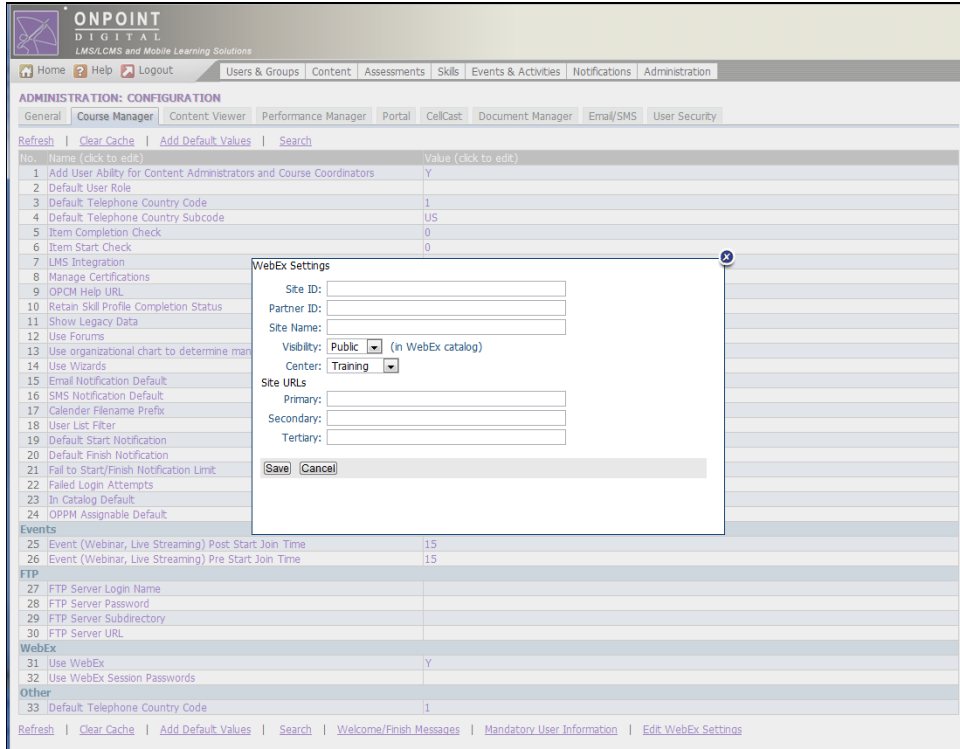


Figure 2 – Integration Settings

Configuring WebEx Instructors

To set up WebEx Instructors, update any Instructors that will lead WebEx sessions by adding the WebEx Host ID and Password (into their User Profile). These settings can be found by clicking the ‘Instructor’ edit link and are only visible if ‘Use WebEx’ is set to ‘Yes’.

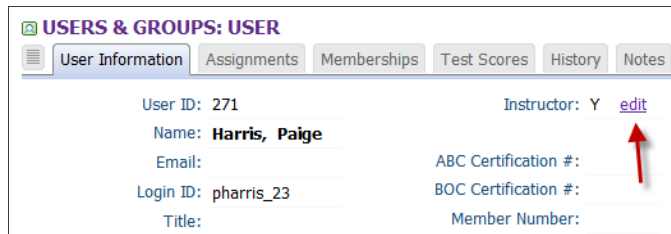


Figure 3 – Instructor Edit

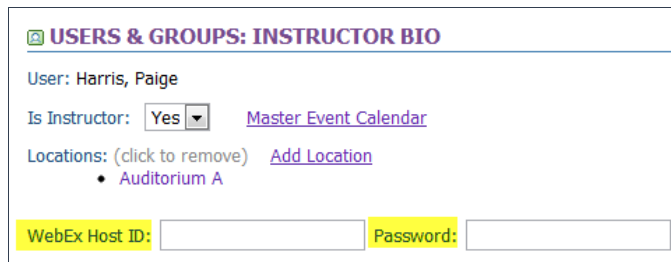


Figure 4 – Instructor WebEx Settings

3. Creating a WebEx Session

WebEx events are created just as any other Webinar event, except for one setting change at the event level and then the process of sending registrations to WebEx will begin. From the Events & Activities main menu, select Event – Webinars, then click the **Add New Event** button. It is important to note that you cannot use HTML in the description as Webex cannot receive the information with HTML in the file. When creating a WebEx webinar, be sure to mark the field ‘WebEx Event:’ = Yes as seen in Figure 5 below.

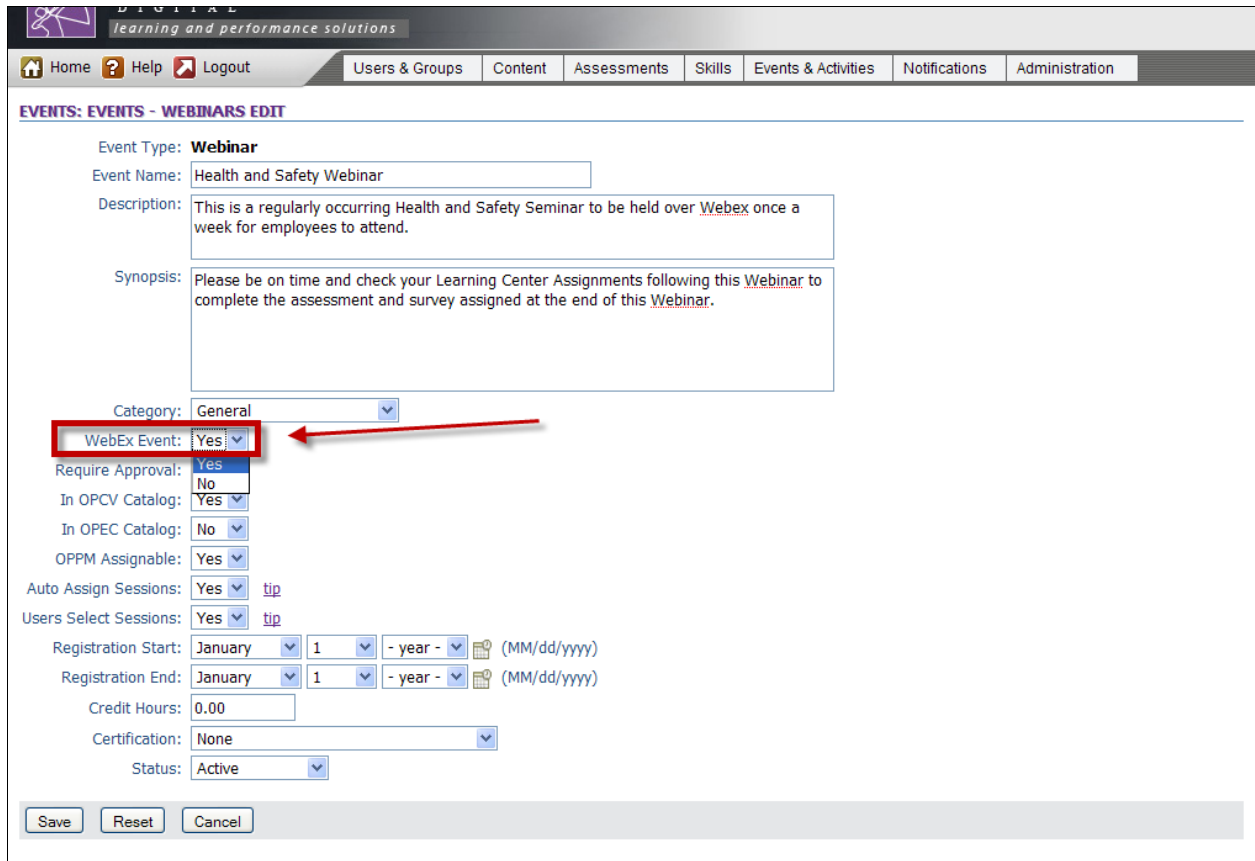


Figure 5 – Webinar Event Creation

Continue the process as you normally would for creating your Webinar Event (you must create a Class, then any associated Sessions). Remember, when a WebEx session is created, it is immediately sent to WebEx for creation, so be certain that you have marked a valid Instructor in the Event Session information screen (see Figure 6 below).

***Note:** All WebEx events set up in the LMS must have an instructor that has a valid email address, and all registrants also require a valid email address. This is the key identifier used by WebEx to share User and Instructor detail with the LMS. Registrants without a valid email address will not be registered for the event and if the instructor does not have a valid email address, the event cannot be created in WebEx.

EVENTS: EVENT CLASS SESSION EDIT

Event: **WebEx Sample Event**

Class: **Sample WebEx Class** (duration: 1:00) **WebEx Session**

Session Date: March 28 2012 (mm/dd/yyyy)

Session Time: 9 am : 00

Close Registration: 0 (minutes before start time)

Max Registrations: 25 (0 = unlimited)

Webex URL: https://lms.onpoint.webex.com/WBXService/XMLService

WebEx Host: Sandoval, Alex J.

WebEx Password: 123-123-1234

Time Zone: US/Eastern

Accepted Join Time: Pre 10 Post Start 10 minutes

Cisco Call in Number:

Conference ID:

Figure 6 – Session Creation

The saving of a WebEx session will take longer than a typical Webinar and you will see a “Saving, one moment please” as well as a confirmation message below the **Save** button. Note the ‘WebEx Host’ and ‘WebEx Password’ fields. The WebEx Password field will only appear if you have set your WebEx account to require session passwords and have turned on the option in the configuration.

Be aware that WebEx event sessions cannot be edited in the LMS. If the date, time or Instructor is incorrect, then a new session must be created and the old session deleted from the LMS and from WebEx.

Assign Users to the WebEx

With the session creation completed, you can now assign users to the session. Click the **Assign** link, mark the users you wish to assign or unassign using the checkboxes and use the **<<Assign/Unassign>>** button to move your selections; click the **Finished** button. [Alternatively, you can wait for any automatic assignments to take place, for example, from an automated import feed.]

EVENTS: EVENT ASSIGN USERS

Event: **Health and Safety Webinar**

Use the Filter to populate available Users on the right; click on a User to Un-assign or Assign. As Users are assigned or un-assigned they will move between the lists. Click the Finished button to Exit this screen.

Registered Users (check to remove)

Boop, Betty

boyette, bonnie

Brown, Josh

Sanchez, Heidi

Westphal, Peter

admin, bwyze

Brown, Charlie

Tester, Spanish

Figure 7 – User Assignments

Once you have assigned users to the WebEx session, from the Classes subtab, you will notice two new links to the right of each session. These are specific to WebEx sessions. The [webex](#) link allows you to “push” new registrants to the WebEx platform immediately (see Figure 8 below). The LMS is polling the system for new registrations each hour and sending these to WebEx, so using the [webex](#) link to push new registrant detail is only recommended when new users are being registered on the same day as the webinar is to occur.

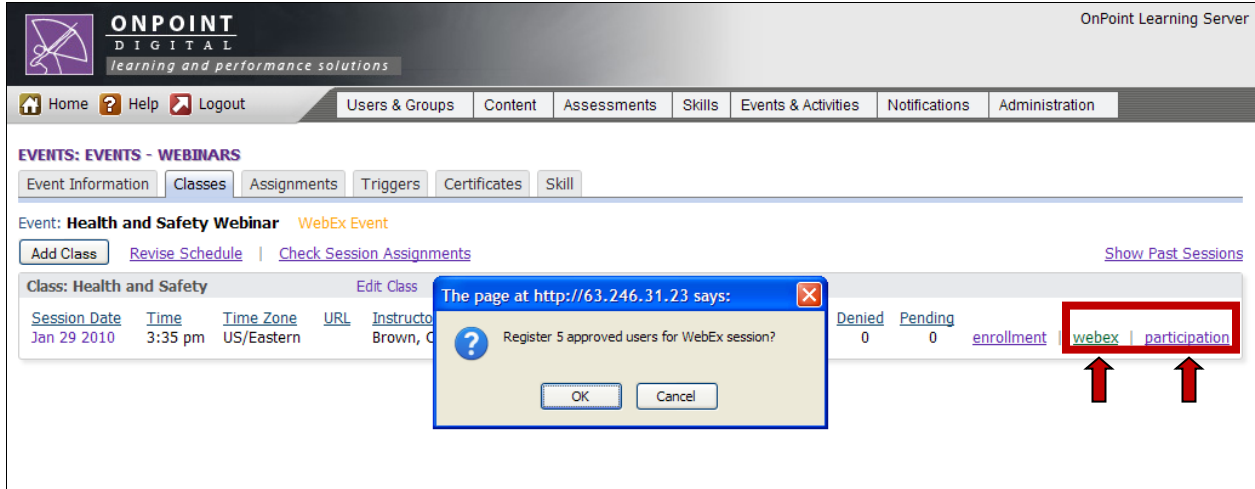


Figure 8 – WebEx Session Registration

This same automated polling is also occurring for inbound information, where the LMS is watching for new webinar attendance information made available from WebEx. The [participation](#) link allows you to view the user attendance information and attendance duration for the WebEx event as reported back to the LMS from the WebEx platform (see Figure 9 below). Users in this participation area are also automatically marked as attended for the Session of the Event.

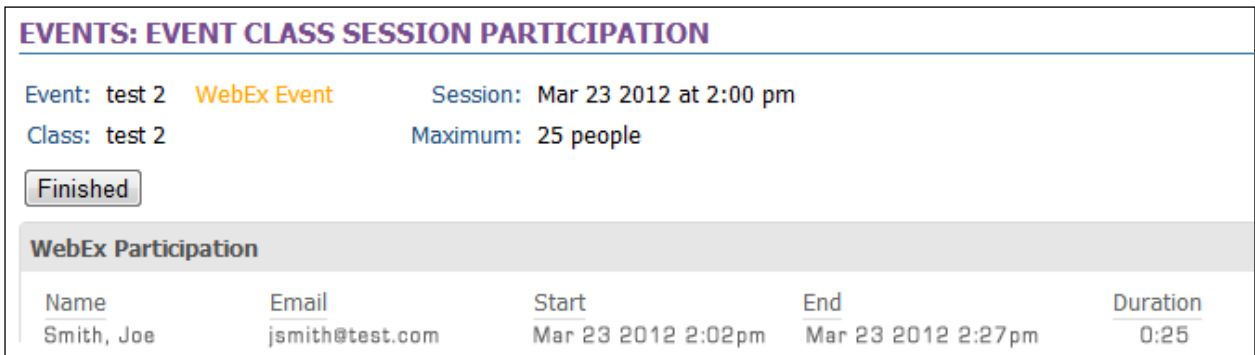


Figure 9 – WebEx Session Participation

4. Starting a WebEx Session

Starting the WebEx event can be done through the Event Attendance link on the portal (see Figure 10 below).

The screenshot shows the OnPoint Digital LMS portal interface. At the top, it says 'ONPOINT DIGITAL LMS/LCMS and Mobile Learning Solutions'. Below that, it displays 'Welcome Paige Harris. Last Login: Mar 23 2012 3:53 PM' and navigation links for 'My Profile', 'Help', and 'Logout'. The main content area has tabs for 'Learning Path', 'Courses', 'Events', 'Activities', and 'My Status'. A central banner reads 'Welcome to the Online Learning Center' with instructions to click on the appropriate tab. Below this is a 'View Course Catalog' button and a note about pending assignments. A section titled 'Assignments Pending Completion' lists several courses with their completion status: 'BLG Sample Course' (Incomplete), 'Competitive Sourcing' (Incomplete), 'CRM System' (Incomplete), 'Introduction to Counseling' (Not Attempted), 'Portable Fire Extinguishers' (Incomplete), and 'Suzanne's Eclectic Giraffe Story' (Incomplete). On the left sidebar, under 'MANAGER OPTIONS', the 'Event Attendance' link is highlighted with a red box and a red arrow pointing to it. Other links include 'Performance Manager' and 'Course Manager'. The footer contains copyright information for 2012 OnPoint Digital and a note that the system is powered by OnPoint.

Figure 10 – Sample Portal with Event Attendance Link

An Instructor can select the Event Attendance link to see the events they instruct, whether they are WebEx or not. By clicking into the Event they want to start, they can select the [Start WebEx Session](#) link at the bottom of the page (see Figure 11 below).

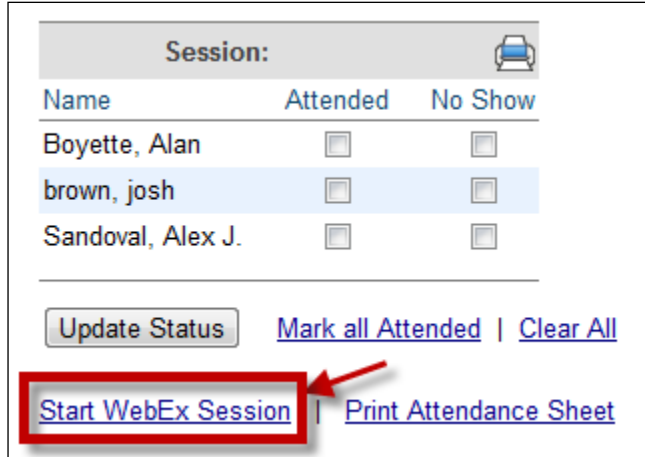


Figure 11 – Webinar Instructor – Attendance page

This will launch the instructor into the landing page of the WebEx session, logged in as the host associated with their Instructor account.

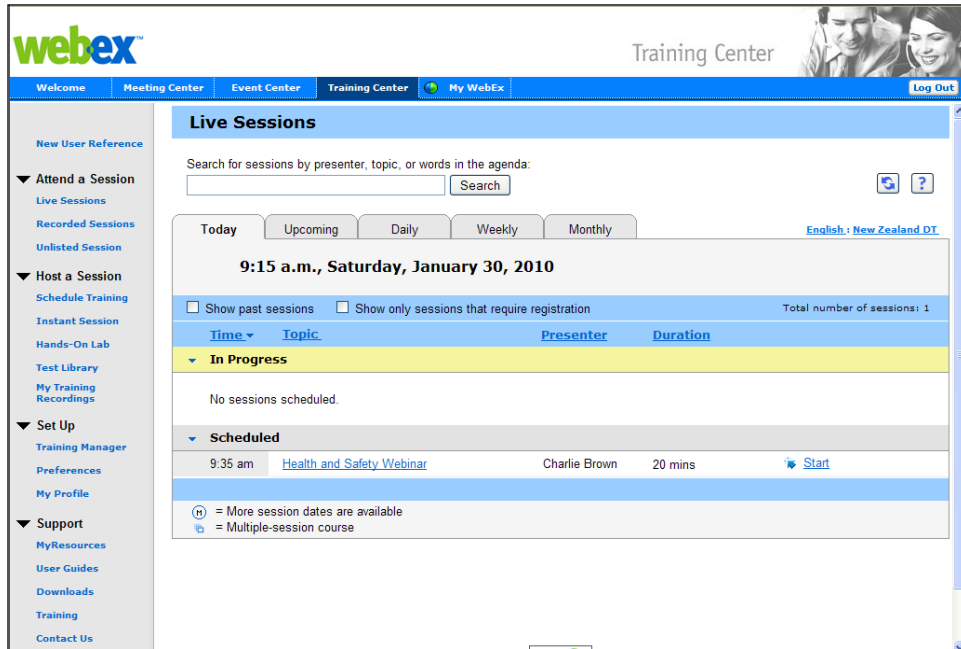


Figure 12 – WebEx Sessions Screen

Once logged in as the host, they will see all created Events and can click on the Event link to view all the registrants and their status: Pending, Approved and Rejected (see Figure 13 below). From within WebEx, the Instructor can start the WebEx session.

Registered Attendees: Health and Safety Webinar

All session times in: [New Zealand](#)

[Export Details...](#)

(Details for all tabs will be exported)

Session on Saturday, January 30, 2010 9:35 am

Pending (0) Approved (5) Rejected (0) All (5)

Maximum registrations allowed: N/A Total registrations: 5

First Name	Last Name	Email	Registration ID	Registration Date & Time	Status
Bonnie	Boyet	bboyet@onpointlearning.com	793373	1/30/10 9:11 am	Appro
Peter	Westphal	pwestphal@onpointlearning.com	648267	1/30/10 9:11 am	Appro
Josh	Brown	jbrown@onpointlearning.com	646101	1/30/10 9:11 am	Appro
Heidi	Sanchez	hsanchez@onpointlearning.com	781840	1/30/10 9:11 am	Appro
Betty	Boop	aboyette@onpointlearning.com	513341	1/30/10 9:11 am	Appro

[Go Back](#)

Figure 13 – WebEx Session Attendee List

5. Joining a WebEx Session

Users that have been assigned a WebEx session can either join the session from within the LMS, or can join it externally from an email link, for example.

From the LMS:

A user can view their assigned WebEx sessions inside their Registered Events calendar in the LMS, and can click on the Event Session to view details about the session. Users can click the “Join” link within the defined access timeframe and be automatically logged into the WebEx session*.

***Note:** WebEx sessions must be set to “Allow Outside Registrations” in order for the LMS to register and log users directly into the

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18 Monthly New Featu...	19	20 New Hire Orientation	21
22	23 Effective Communi...	24 Effective Communi...	25	26	27	28
29	30	1	2	3	4	5

Figure 14 – OPCV Event Calendar

Status	Credit	Attended	Session	Time Zone	Location	Instructor	Available
Class: Part 1 - Active Listening Duration: 15 minutes							
Approved	Y	N	Apr 23 2012 09:00 AM	US/Eastern	Join	Harris, Paige	unlimited
Class: Part 2 - Positive Communication Duration: 15 minutes							
Approved	Y	N	Apr 24 2012 09:00 AM	US/Central	Join	Harris, Paige	49

Figure 15 – Session Join Link

From External Link:

If the user is not in the LMS and joins a WebEx session, the LMS can still receive attendance detail for that user based on their email address.

6. Reporting

From 1 to 2 hours post-event, WebEx will send the following information to the LMS: user first name, last name, email address, join time, time departed, and the duration of time spent in the WebEx session. This information is logged in the LMS in the participation area for each event session.

EVENTS: WEBINARS

Event Information **Classes** Assignments Triggers Advanced Certificates Skills & Games

Event: **Test Webex Event** WebEx Event

[Add Class](#) [Revise Schedule](#) | [Check Session Assignments](#) | [Master Calendar](#) [Hide Past Sessions](#)

Class: **Test WebEx Class** [Edit Class](#) [Add Session](#) [Class Scheduling](#)

Session Date	Time	Time Zone	URL	WebEx Host	Maximum	Attended	No Show	Approved	Denied	Pending			
Apr 4 2012	9:00 am	US/Eastern	https://apidemoeu.webex.com/WBXService/X...	AAA-Tester, James	120	0	0	0	0	0	enrollment	webex	participation
Apr 5 2012	9:00 am	US/Eastern	https://apidemoeu.webex.com/WBXService/X...	AAA-Tester, James	120	6	0	0	0	0	enrollment	webex	participation
Apr 6 2012	9:00 am	US/Eastern	https://apidemoeu.webex.com/WBXService/X...	AAA-Tester, James	120	0	0	3	0	0	enrollment	webex	participation
Apr 7 2012	9:00 am	US/Eastern	https://apidemoeu.webex.com/WBXService/X...	AAA-Tester, James	120	0	0	7	0	0	enrollment	webex	participation

Figure 16 – WebEx Class/Session Information

If the user was ‘assigned’ to the Event, they are automatically marked as ‘attended’ for the session when the information is returned to the OnPoint system. Other participants that may have joined the WebEx without going through the OnPoint LMS are also listed in the participation section for that specific session.

EVENTS: EVENT CLASS SESSION PARTICIPATION

Event: **test 2** WebEx Event Session: **Mar 23 2012 at 2:00 pm**

Class: **test 2** Maximum: **25 people**

Finished

WebEx Participation

Name	Email	Start	End	Duration
Smith, Joe	jsmith@test.com	Mar 23 2012 2:02pm	Mar 23 2012 2:27pm	0:25

Figure 17 – WebEx Participation