

## Tegrity Admin Information

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Find more info at: <http://help.tegrity.com>

Tegrity Related Videos:  
<http://youtube.com/tegritynw>

Downloadable [Admin Guide](#)  
Downloadable [Instructor Guide](#)  
Downloadable [Student Guide](#)

- 1. How to get your Tegrity admin credentials:** If you are the named Tegrity administrator, you can get your administrator username and password by contacting WashingtonOnline: [waonline@sbctc.edu](mailto:waonline@sbctc.edu) or calling the WashingtonOnline office at 1-888-580-9011. [Click here](#) to see a list of college Tegrity named administrators. The administrator login name will be [admin@yourdomain.com](mailto:admin@yourdomain.com). For example [admin@waol.tegrity.com](mailto:admin@waol.tegrity.com).
- 2. Where to login:** Your Tegrity instance URL is based, where possible, on your college web address. For example <http://bates.ctc.tegrity.com> or <http://waol.tegrity.com>. This login address can be used by all instance users, including instructors, and administrators
- 3. Required Configurations:**
  - Playback Experience - <http://goo.gl/SjBB>
  - Recording - <http://goo.gl/oVQE>
  - Peripheral Compatibility - <http://goo.gl/v03w>Supported Browsers for the PC: Microsoft Internet Explorer (IE) and Mozilla Firefox,  
Supported Browsers for the Mac: Safari and Mozilla Firefox
- 4. Required Bandwidth and Storage:** All Recordings are stored on and delivered from Tegrity's servers. Each college is allowed an unlimited amount of recording storage. There is a 2TB total limit (across all colleges) for additional content (i.e., non-recording files uploaded to Tegrity) stored on Tegrity's servers.

While the average data transfer for 1000 active students per month is about 32 GB, there are wide variations depending on each student's expected behavior. For example, a distance learning student is likely to watch the majority of the recordings start to end, while a typical on-campus student is likely to watch only 15 minutes of selected content as a replay of a class. On average, the bandwidth required to view a recording is 300 Kbps per concurrent viewer.

The average size of a typical, enhanced mode, one hour recording without instructor video is 140 MB. Instructor video adds 90 MB per hour; MP3 audio podcasts adds 7 MB per hour; enhance audio podcast (slides and audio) in MP4 format adds 12 MB per hour; and video podcast (vodcast) in M4V format adds 100MB per hour.



5. **Get Support:** Each college needs to provide first level of support to their own end users (i.e., students, instructors, staff). **Only the named Tegrity Administrator at each college is officially allowed to contact Tegrity Support for assistance.** To get help and make the most efficient use of available resources, please take the following steps in the order identified below.

a. **Look for help online at:** <http://help.tegrity.com>

Access to Tegrity Guides and Tutorials (for Students, Instructors and Admins)

Access and search the Knowledgebase

Learn What's New

b. **Email:** [techsupport@tegrity.com](mailto:techsupport@tegrity.com)

i. Include the following information in the email

1. Description of the issue, including any error messages and an explanation of what you are trying to accomplish.
2. Steps to recreate the issue
3. Course, recording, and user information:
  - Course (by title and/or ID),
  - Recording/session name and link ,
  - User (instructor or student name and/or ID)
4. Client environment details:
  - Type of Computer (PC or Mac)
  - Operating system type and version
  - Browser type and version
5. Your assessment of the severity level (Urgent, High, Medium, Low). For urgent requests, please also add "urgent" to the subject line and/or flag the email as High importance.

ii. Please remove "FW:" and "RE:" in the subject line so that a record is automatically created in our support request database.

iii. Please submit a separate email for each issue so that each issue is assigned a unique service request tracking number.

iv. Please use the general support email address as opposed to sending an email to a specific Tegrity support rep. Email sent to the general support email address will be handled by the next available representative, rather than sitting and waiting in the inbox of a rep who may be sick, on vacation, etc.

c. **Tegrity Support Phone:** 877.741.6360 – From Tegrity, "This is a general phone number that rings all customer support reps that are currently available. This method requires that the support rep manually creates a record in our service request tracking system. If possible, for urgent issues, send an



email and then call the support line or use the chat capability...”

- d. Click on the **“Launch a support session”** link while logged into the Administrator Dashboard (bottom, left corner of dashboard screen). After you fill in a form with some information, this sends a request to all of the online Tegrity support reps. If a rep is available, they will accept the request and initiate a chat session with you.

## 6. Tegrity User Roles:

**Student** – Primarily views or downloads recordings or other recording formats. May create a student recording in a course if instructor the allows.

**Instructor** – Primarily creates recordings. May also manage, view, download and delete recordings.

**Executive** – Receives weekly summary report via email. Able to run reports across all users & all courses.

**Admin** – Manages & monitors Tegrity service. Able to run reports across all users & all courses. May assist faculty with recording management. Cannot create recordings.

## 7. Additional Recommended Setup Tasks

Most of the following have been performed for each WA SBCTC Tegrity instance.

(See also coverage of admin dashboard Service Settings below)

- Customize User Interface
  - Add Institution Logo
  - Change Color
- Set Email and Connection Settings
  - Add Helpdesk email
  - Add Administrator email
- Set Reporting Dates (update each quarter)
- Create additional, individual admin user accounts using the Tegrity User Builder
- Assign “executive user” role to specific users using the Tegrity User Builder

## 8. Administrator Dashboard View:

[Status](#) | [Events and Alerts](#) | [Recorders and Recordings](#) | [Users](#) | [Courses](#) | [Service Settings and Maintenance](#) | [Integration](#) | [Reports](#)

- a) **Status** - This information pertains to the total activity within your college's Tegrity instance.
- b) **Events and Alerts** –100 most recent events related to recordings, admin functions, and alerts as to possible administrator concerns.
- c) **Recorders and Recordings** – Administrators cannot create recordings
  - i) **Install Recorder** – Install recorder on the machine you are logged into
  - ii) **Download Installable Recorder for PC** – useful for installing Tegrity on multiple machines or creating profiles that contain the Tegrity recording software ([More info here](#)).
  - iii) **Monitor Recorders** – See all computers where a recorder is installed and attached to your instance of Tegrity. Identifies number of recordings in queue, computer name, IP address, status (recording, processing, uploading, ready or offline), OS type, recorder version, last recording date/time, and recorder unique ID.

Admin Dashboard > Monitor Recorders

Queue	Computer Name	IP	Status
<input type="checkbox"/>		<input type="checkbox"/>	All
2	cgreen.sbctc2.local	134.39.9.45	Idle
2	EQ4529-LIB-125.centralia.edu	134.39.122.36	Idle

- iv) **Monitor Recordings** – Last 100 recordings created (also viewable via Reports). Identifies recording title, status, recording date/time, course ID and name, recording user ID and name, recorder unique ID, and recording computer name and IP address

Admin Dashboard > Monitor Recordings

Recording Title	Status	Recording Date	Course ID	Course Name	Created by
	All	<input type="checkbox"/>			
Tue, Sep 07, 03 52 PM	Uploaded	9/7/2010 3:54:00 PM	SBCTC_cgreen_Sandb	Cable Green Private Course	SBCTC_05

- v) **Download Scheduler** – Allows administrator to schedule recordings ahead of time on any computer with Tegrity recorder installed - Requires local PC download on the administrator's computer

Recurring Recording

Instructor:  [Assign](#)

Course:

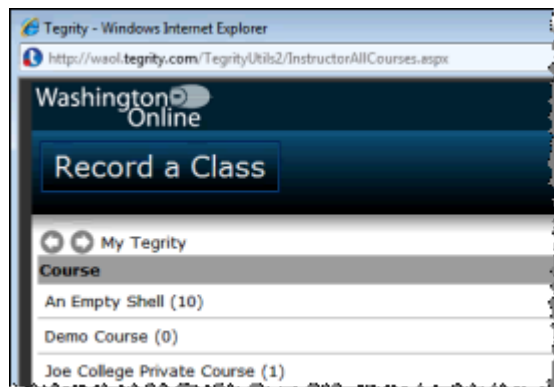
Start time:  Start at:

End time:  End by:

Recurrence   Sunday  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday

d) **Users**

- i) **Impersonate User** – Login as any user using the user ID only.



- ii) **Manage Ad-hoc Users (User Builder)** – Recommended method for **creating additional domain level Admin accounts**. Note; only use user builder to create user accounts that do not exist somewhere else – authenticating via ANGEL or network accounts for most users is preferable.



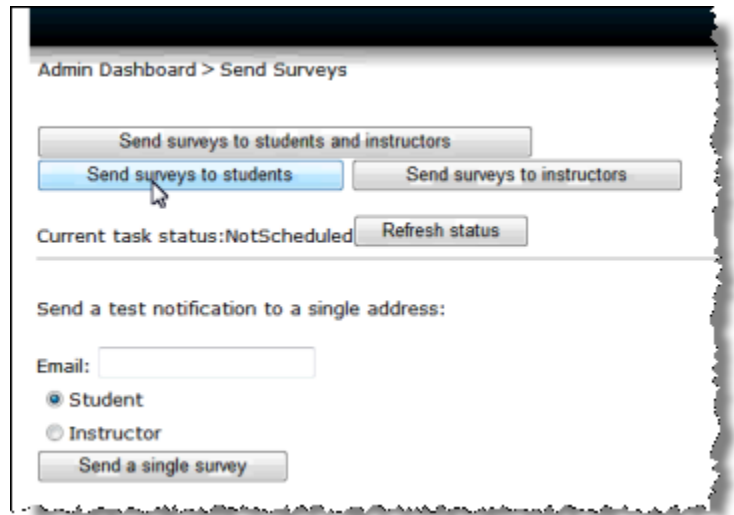
-- Note that someone with "Executive" role can create reports across all users and all courses (with no additional special abilities).

- iii) **Manage Excel Users** – For creating many accounts manually at one time via Excel file upload (not generally recommended as authentication with an existing system is preferable). Note that admin accounts cannot be created via Excel.



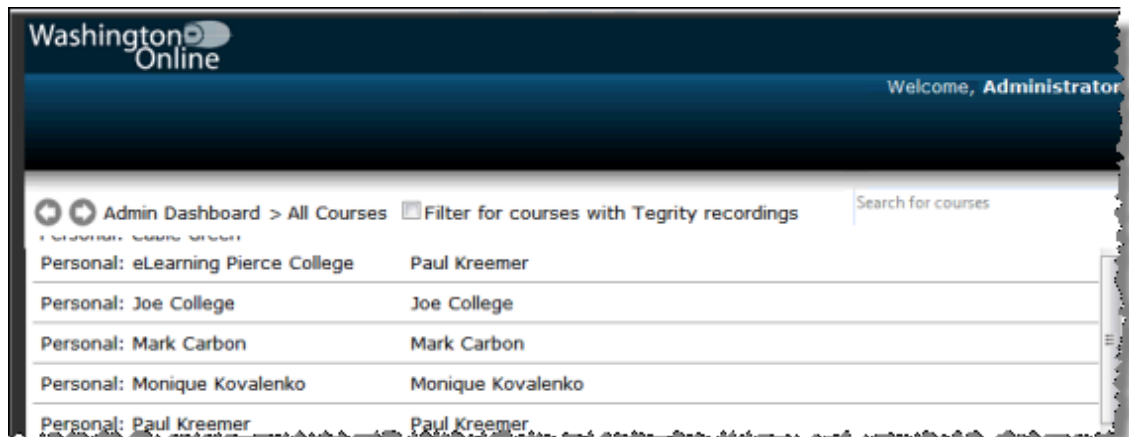


iv) **Send Surveys** – Send to students or instructors, or both, or to a single address (such as sending to your own email as a test). To see default survey questions, send yourself a survey. Survey results will be tabulated by Tegrity and sent to individual colleges. This is not really designed for you to create custom, individual surveys not related to Tegrity use in general. To create a custom survey, you must contact Tegrity (Tim Holthaus, tholthaus@tegrity.com).

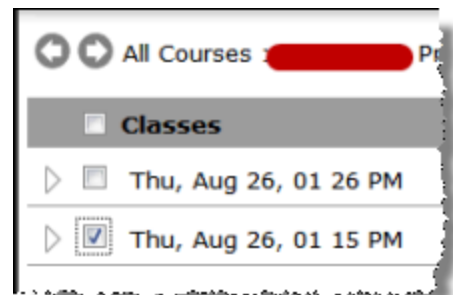


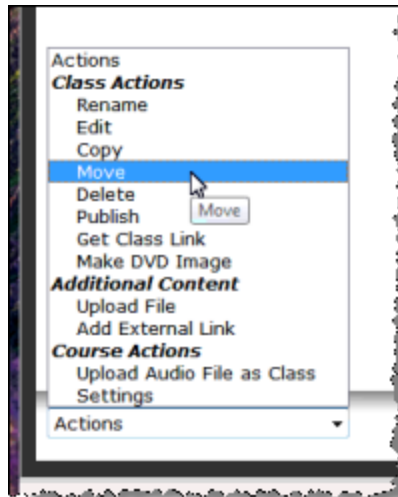
e) **Courses**

i) **View Course List** – Anytime anyone logs into Tegrity, a course shell is created in



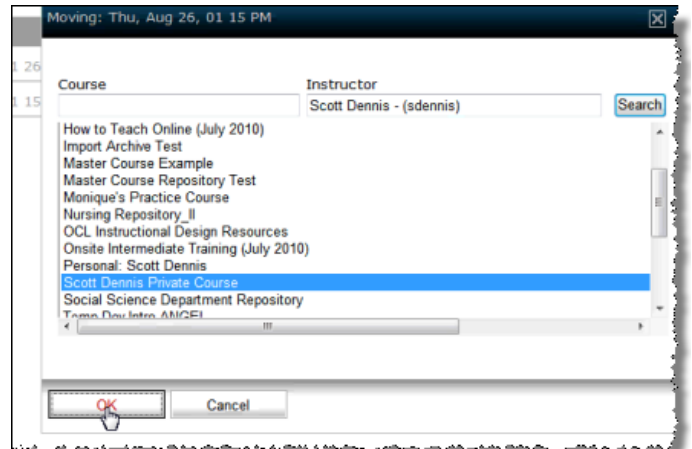
Tegrity for every course that they have in ANGEL. The admin can view these Tegrity shells (not necessarily only those that have recordings but all that currently exist) from the Course List or Course Manager. Note there is a “Filter for courses with Tegrity recordings” checkbox. Clicking on a course that does have recordings allows the user to view and select individual recordings.





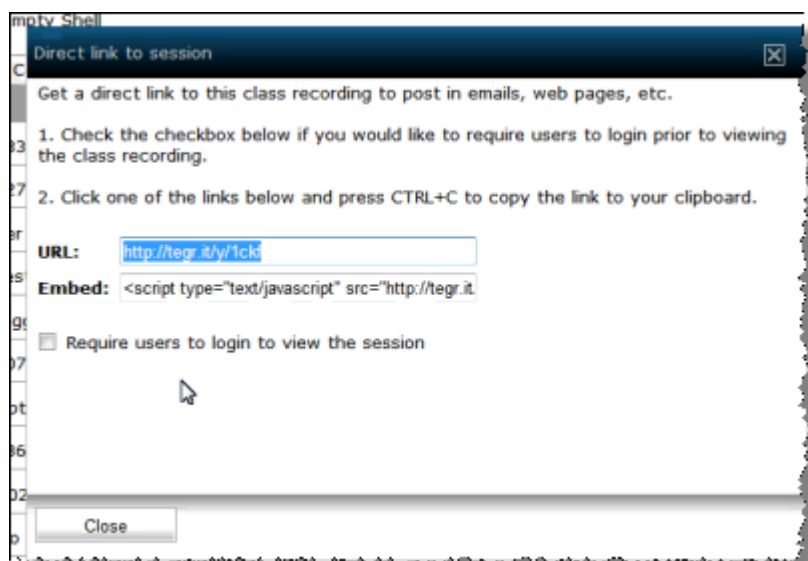
Once you have selected an individual recording, at the bottom, left corner of the screen you have the Actions menu which lets you do things including moving the recording from one class to another, getting an external link to the recording, creating a DVD image, editing or renaming the file.

Note that it is



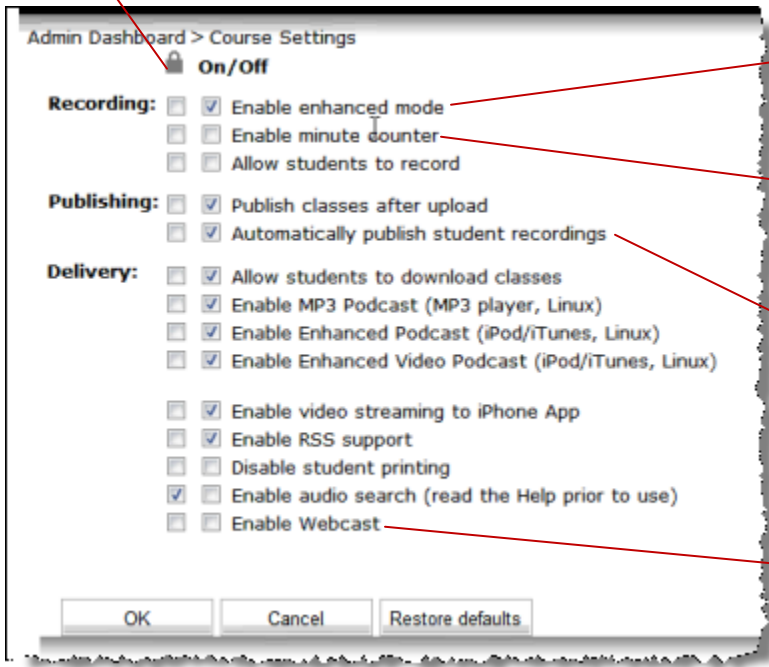
possible to copy recordings from one Tegrity course to another. It is also possible to create a link to a specific Tegrity recording and then add that to an ANGEL master course, repository, or quarterly course shell (Note; this is not a Tegrity best practice. Tegrity's best practice is to use the Tegrity nugget on the Course tab in the ANGEL course).

Students can create recordings if allowed by the course's instructor. The student that created the recording and the course's instructor can always view the recording. Access to a student's recording by other students in the course is defined by the recording's publish status. Students do not have the ability to get an external publishable links to their recordings. However, instructors can get links to student recordings and send them to the students.



- ii) **Manage Course Settings** – In a given course, instructors can change the settings for that specific course. Administrators can set default domain wide settings. There is also a Lock column that allows the admin to lock this setting, and not allow the instructors to change the defaults in specific courses.

Force change for all courses



Enhanced mode means that full video is recorded instead of snapshots.

The minute recorder displays in the upper right corner of the recording

If "Automatically publish student recordings" is not checked only the instructor and the student that created the recording will be able to see it.

Enable Webcast allows students to view the one way, real time recording feed.

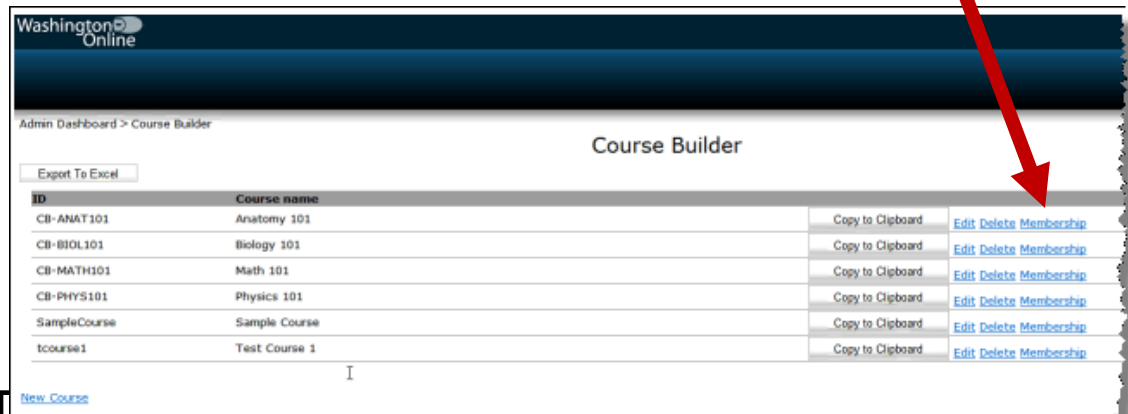
On/Off: Sets default setting

= On

= Off

Lock: Lock default setting so that instructors cannot change

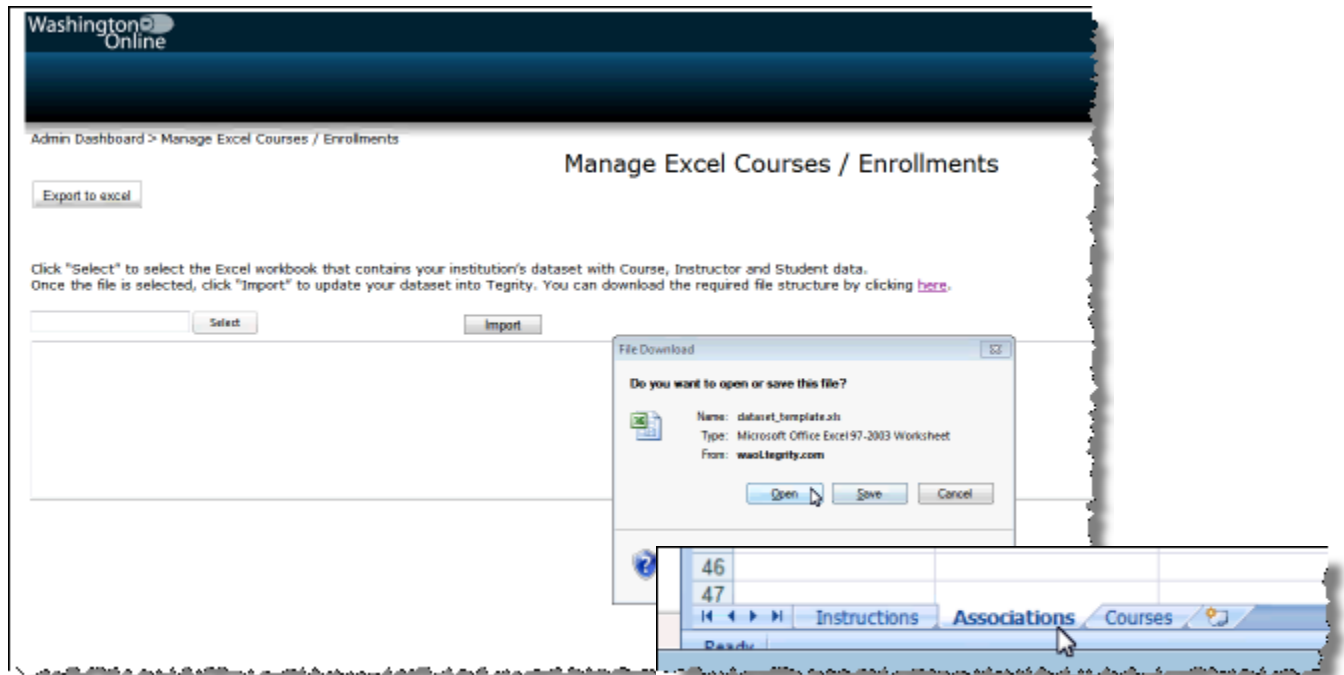
- iii) **Manage Ad-hoc Courses / Enrollments (Course Builder)** – Manually add the Course Name and Course ID. Then click on the membership link to enroll users (from user builder only).



[New Course](#)



- iv) **Manage Excel Courses / Enrollments** – This function allows you to download an Excel spreadsheet, fill it out, and re-upload it. The Courses Tab allows you to set

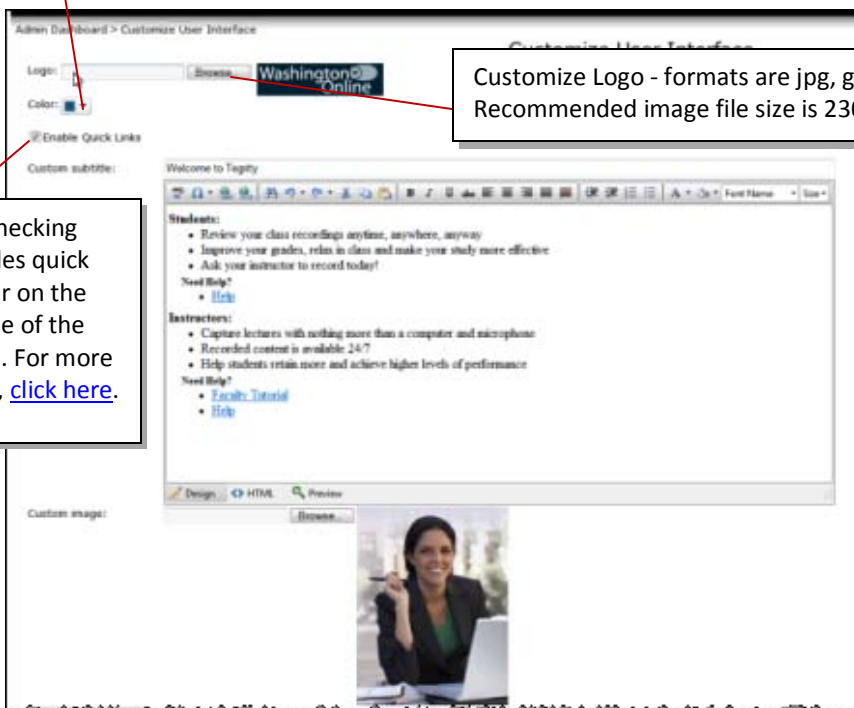


which courses are available. The Associations Tab allows you to associate User IDs with Course IDs and to specify whether each user will be identified as an instructor or student (to manage enrollment). Again, this is intended strictly for users who do not have an account in ANGEL, Blackboard, Active Directory, LDAP, etc.

Change color of title bar

## f) Service Settings and Maintenance

### i) Customize User Interface --



Quick links: Checking this box enables quick links to appear on the right-hand side of the user interface. For more on quick links, [click here](#).

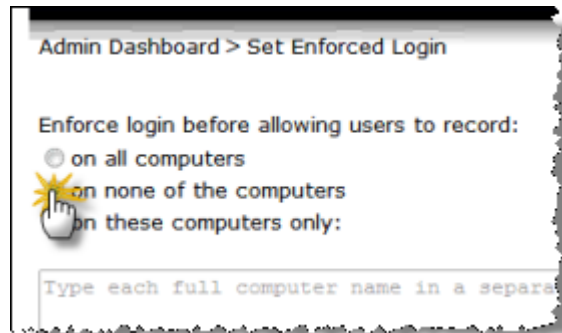
Customize Logo - formats are jpg, gif and png.  
Recommended image file size is 230 x 40 pixels.

Custom subtitle, Custom text, and Custom image refer to information displayed on the login page.

At a minimum, you should change your logo. By default it will just say "Your logo here." The logo is not seen on the Tegrity login screen, the user's My Tegrity page and each course class / recording listing page.

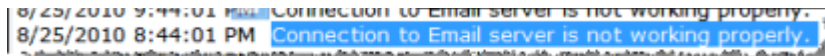


- ii) **Set Recorder Enforced Login** – These settings refer to the system tray icon on the computer where the Tegrity recorder is installed – not for when an instructor initiates a recording session from within ANGEL.

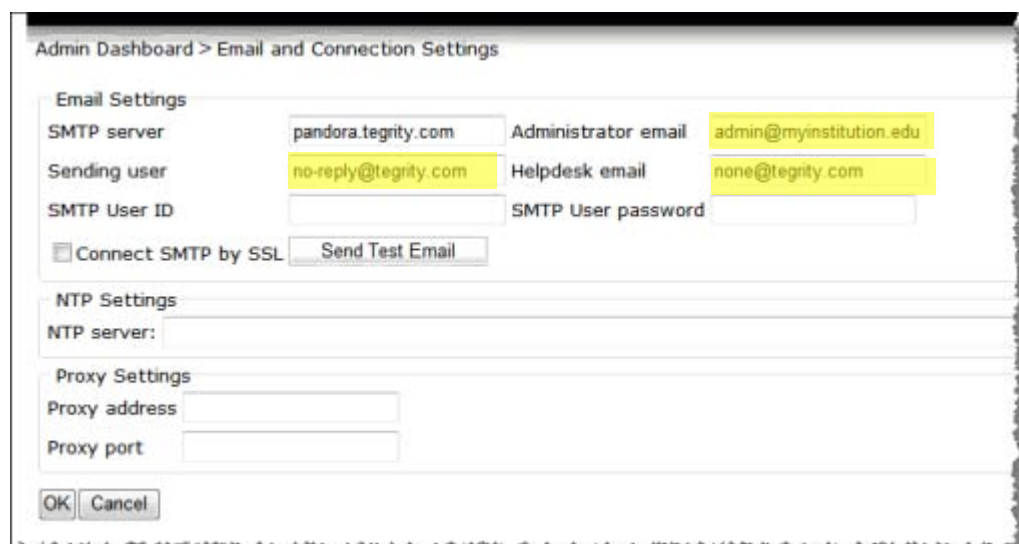


- iii) **Set Email and Connection Settings** --

If you see the following message in your Events and Alerts log, you need to edit your email and connection settings.



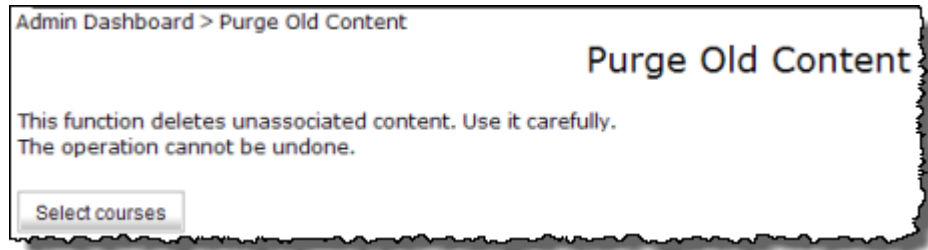
Under Email Settings, keep the SMTP setting “pandora.tegity.com” but change the Administrator email, Sending user, and Helpdesk email to values that make sense for your institution. Disregard SMTP User ID and SMTP User Password. NTP server comes into play if you are configuring integration with your college’s iTunesU site, if they have one. [Click here](#) for more info. Also disregard the Proxy Settings.



- iv) **Advanced Service Settings** – Here you can set digital rights management (DRM) Settings to only allow downloaded videos to play on the computer they were downloaded to, integration with Facebook and iPhone logins. You can also limit the maximum file size for additional material uploads (500 MB max). You can also enable Remote Proctoring Mode and set the institutional testing policy text.
- v) **Run Setup Wizard** – Useful for initial setup. All WAOL colleges have now been set up.

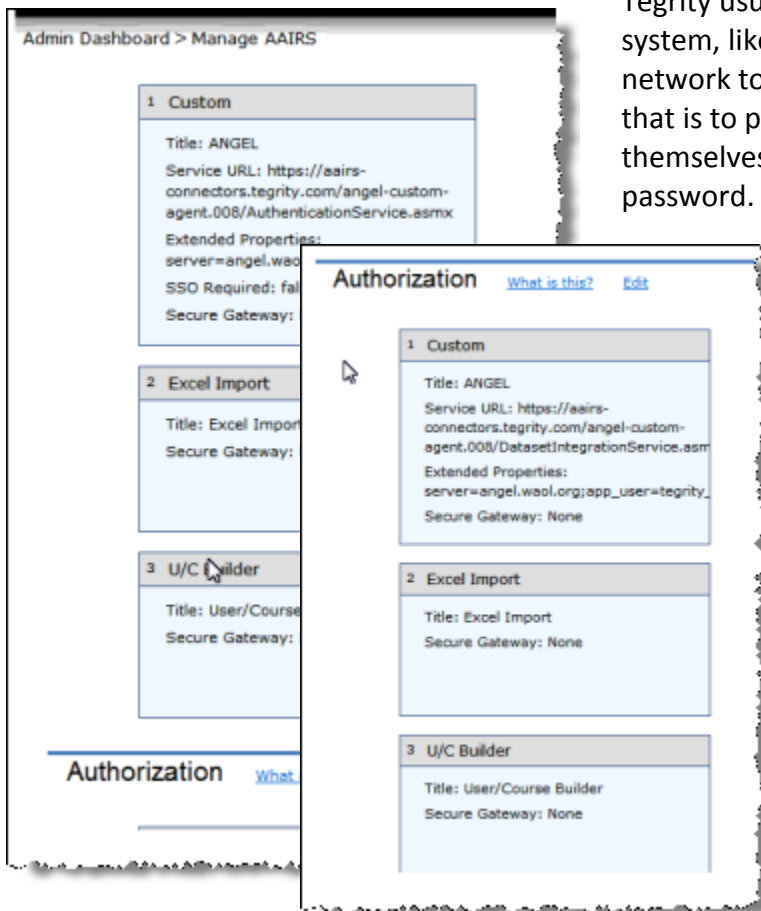
- vi) **Change Upload User Password** – Useful for when you want to prevent users from uploading new content without having to first login to your college's Tegrity instance and click the Record a Class button.
- vii) **Reprocess Tegrity Classes** -- An existing recording can be reprocessed by a Tegrity Administrator in order to:
- Create or re-create enhanced audio podcast (i.e., M4B format)
  - Create or re-create video podcast (i.e., vodcast; M4V format)
  - Complete or re-perform post-processing of a recording required after initial upload or insertion/deletion editing and needed for recordings that failed processing.

- viii) **Purge Old Content** – Allows an administrator to delete courses (and associated recordings) that no longer have any users enrolled.



g) **Integration**

- i) **Manage AAIRS** – This is where the integration with ANGEL, Blackboard, or Moodle occurs.



Tegrity usually relies on another system, like ANGEL or the college network to provide authentication - that is to prompt the user to identify themselves via a login name and password.

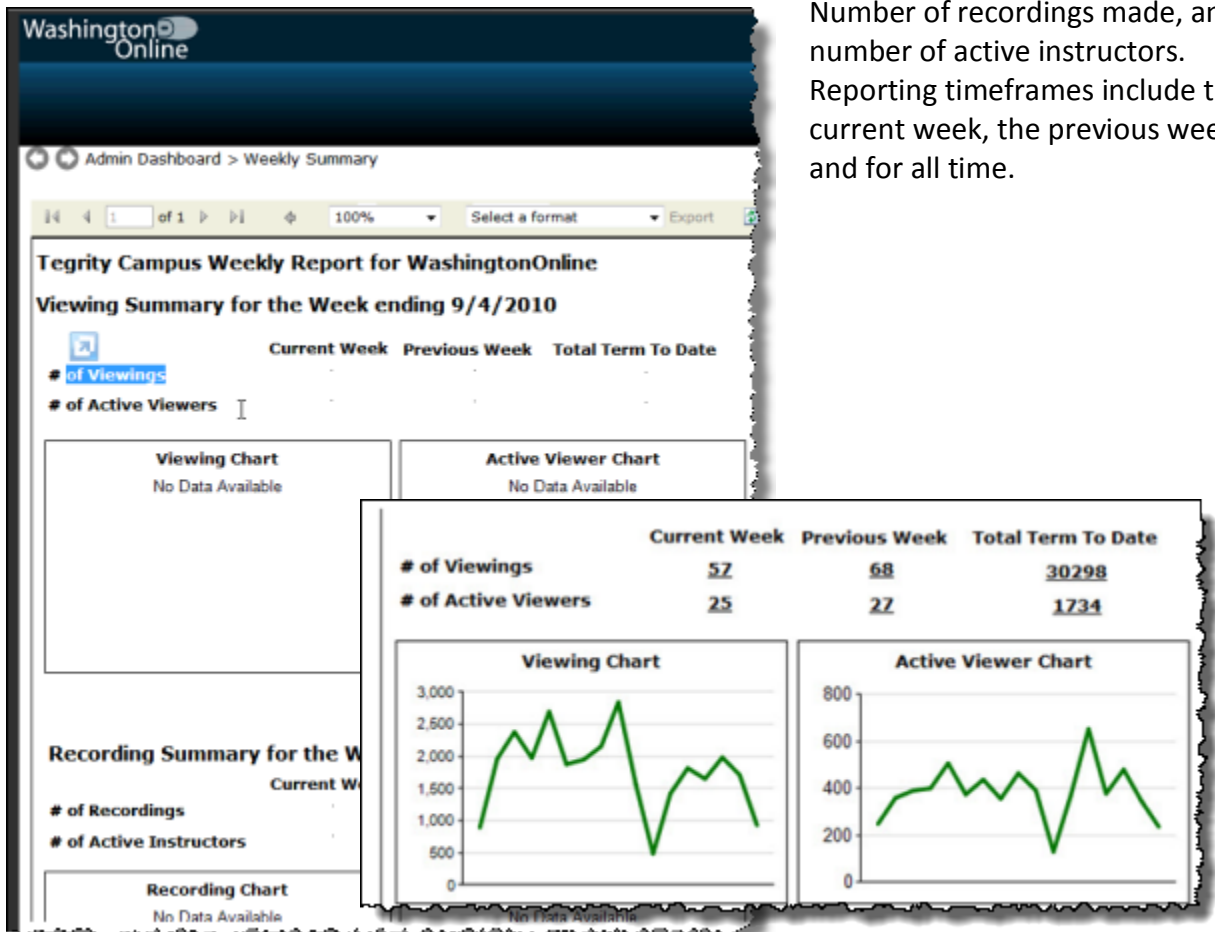
In AAIRS management you can see what authentication methods are in place and how Tegrity is linking to courses in the learning management system. In almost all cases there will be no reason for you to change anything in the AAIRS section. If you think something needs to be changed, please contact Tegrity support.

- ii) **CMS** – This has already been set up for all WAOL colleges
- iii) **IMS Import** – Because IMS information is automatically imported from WAOL ANGEL there is no need for administrators to use this manual feature. However, more information can be found on page 70 of the Tegrity Admin guide.



## h) Reports

- i) **Weekly Summary Report** – Shows a number of key performance indicators, including the number of weekly viewings, number of active viewers, number of recordings made, and number of active instructors. Reporting timeframes include the current week, the previous week, and for all time.

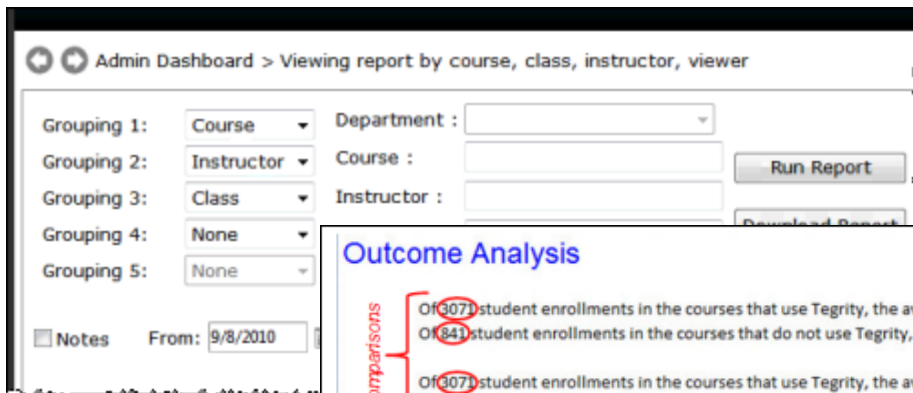
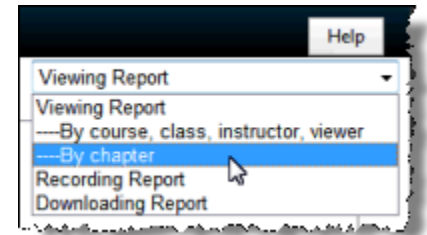


- ii) **Detailed Report** – Provides detail for every week of the current term in tabular format.

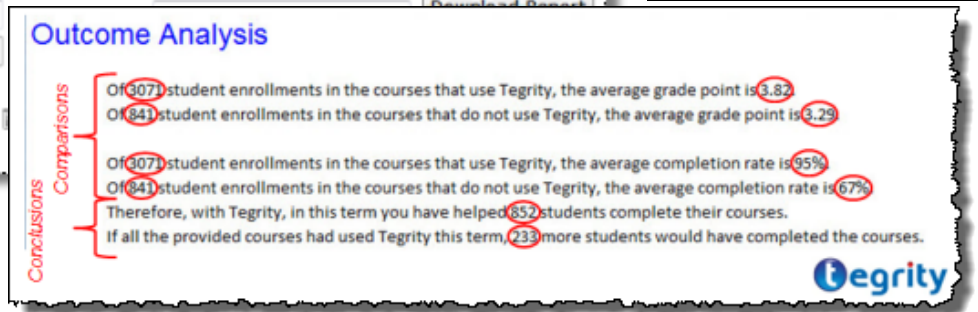




iii) **Custom Analysis Report** – Allows you to create any type of report you are interested in, grouped by course, class, instructor, or viewer. The Report Type drop-down menu is in the far right corner of the screen; it provides four options: (1) Viewing Report – By course, class, instructor, viewer, (2) Viewing Report – By chapter, (3) Recording Report, (4) Downloading Report. The Viewing Report tells you how many people are viewing recordings online. You can also see how many people are creating recordings, or downloading



Instructors can see the reports as well but theirs are limited to only the courses they are enrolled in.



recordings. This information can be grouped by course, instructor, viewer, class, and date range. Reports can be viewed on screen or downloaded as PDF or MS Excel spreadsheet.

	Total		August/2010		September/2010	
	Viewing Duration	Times Viewed	Viewing Duration	Times Viewed	Viewing Duration	Times Viewed
-Anatomy ANA2511 recordings (genericdemo6)	0:15:51	1	0:15:51	1	0:00:00	
-Applied Mechanics from	0:03:43	1	0:03:43	1	0:00:00	

Viewing a report by chapter will let you see which PowerPoint slides, thumb nails, or screens the students are concentrating on. You can get the Class (recording) title by running an instructor or course report and copying the specific class title and then pasting that into the Viewing Report by Chapter screen.

Admin Dashboard > Viewing report by chapter

Course : Joe College Private Course (986321\_Sandbox) Run Report

Class : Wed, Sep 01, 04 16 PM Download Report

From : 9/1/2010 To : 9/8/2010

1 of 1 100%

Chapter	Times Viewed
<b>Wed, Sep 01, 04 16 PM</b>	
Logitech® Webcam Software	20
The faster you need a printout, the more people will be using the only printer. Murphy's Laws 11	17
Murphy's Laws and Computers You can plan on it! 10	16
Most failures occur between 2 and 4 a.m. on a Sunday night with a 6 a.m. Monday deadline. Murphy's Laws 12	13
You will always discover errors in your work after you have printed or submitted it. Murphy's Laws 13	11
Error messages only occur when you forget to save your work. Murphy's Laws 14	11
The likelihood of problems occurring is inversely proportional to the amount of time remaining before the deadline. Murphy's Laws 15	10
The storage device you use will only die when it contains vital information that has not been backed up. Murphy's Laws 17	10
The troubleshooting guide contains the answer to every problem except yours. Murphy's Laws 16	9
Murphy Was an Optimist! Murphy's Laws 18	8

- iv) **Outcome Analysis** – Allows you to run a report that compares those who use Tegrity and those who don't and what the resulting impact on GPA and retention might be.


**Outcome Analysis**

**Comparisons**

- Of 3071 student enrollments in the courses that use Tegrity, the average grade point is 3.82
- Of 843 student enrollments in the courses that do not use Tegrity, the average grade point is 3.29
- Of 3071 student enrollments in the courses that use Tegrity, the average completion rate is 95%
- Of 843 student enrollments in the courses that do not use Tegrity, the average completion rate is 67%

**Conclusions**

- Therefore, with Tegrity, in this term you have helped 852 students complete their courses.
- If all the provided courses had used Tegrity this term, 233 more students would have completed the courses.



v) **Set Reporting Dates** –

Washington Online

Admin Dashboard > Set Reporting Dates

### Set Reporting Dates

Reporting dates are used in the Weekly Summary and Detailed Reports.  
The current term is: 7/1/2010 to 12/31/2010

Start Date:  End Date:

i) **Launch a support session** – Opens a chat session with Tegrity support

**Service Settings And Maintenance**  
Customize User Interface  
Set Recorder Enforced Login  
Set Email and Connection Settings  
Advanced Service Settings  
Run Setup Wizard  
Change Upload User Password  
Reprocess Tegrity Classes  
Purge Old Content

**Launch a support session**

**tegrity**

Your Name:

Email Address:

Phone Number:

Please fill out the fields above, type your question in the box below, then click the button to proceed.

POWERED BY GoToAssist™