



Implementing Elluminate *Live!* for Server Customers

Implementing Elluminate in your organization is a collaboration between the members of your organization and Elluminate's Services Team. Elluminate's Services Team's philosophy is to provide services that will allow you to take your training and collaboration solution "from zero to live" as rapidly as possible. No matter how large your project is, Elluminate Services Team provides the necessary skills and expertise to make your implementation successful, and ensures that you acquire the knowledge and resources necessary to manage your system on an ongoing basis.

Key Areas for your Implementation:

- Step 1: Software Setup
- Step 2: Training For Users (Moderators, Participants, IT/Help Desk Staff)
- Additional Resources: The Elluminati, Webinars, Professional Services

Step 1: Software Setup

The first step in rolling out Elluminate *Live!* is to set up the software in your organization. Identify who will be responsible for this and ensure that they have the necessary resources and training.

Access to Elluminate *Live!* is provided through the Elluminate *Live!* Server and Elluminate *Live!* Manager. Elluminate's Services Team will provide the steps required for your system administrators to configure the server and setting up the Elluminate *Live!* Manager.

The following materials are available to system administrators from <http://www.elluminate.com/support/docs/v6server.jsp>:

- *Elluminate Live! Installation and Configuration Guide* which provides administrators information on how to set up their server
- Online help is available in the Elluminate *Live!* Manager
- Recorded training session which reviews the roles and features in the Elluminate *Live!* Manager.

Step 2: Training for Users

The next step in rolling out Elluminate *Live!* is to provide training to the key users in your organization – moderators, participants, and the IT/Help Desk staff. Moderators need to be comfortable with using the features of Elluminate *Live!* in a teaching environment; participants will need to be prepared for their first session and understand the key ways to interact in a session; your IT/Help Desk staff will need to be able to help your end users with installing the required software and configuring their systems. Identify who will be responsible for and participate in these areas and ensure that they have the necessary resources and training.

For Moderators

The Elluminate Training Program, provides moderators with a competence in using Elluminate *Live!* as a tool to deliver synchronous learning sessions. Our program offers hands-on training and provides information on how to design and lead effective synchronous learning sessions.

Public online moderator training sessions are offered in two parts: “Getting Started with Elluminate *Live!*” and “Next Steps with Elluminate *Live!*”. Both provide sessions are highly interactive and provide hands-on training on the available features in Elluminate *Live!*. Sessions are available at <http://www.elluminate.com/site/external/event/live/schedule> at no cost.

The following materials are available to moderators from <http://www.elluminate.com/support/docs/v6server.jsp>:

- *Elluminate Live! Moderator’s Guide* contains detailed information on all of the features and functions available in Elluminate *Live!*
- *Elluminate Live! Moderator Quick Reference Guide* provides tips on conducting Elluminate *Live!* sessions and provides an overview of the Elluminate *Live!* interface.
- Several recorded training sessions on Elluminate *Live!*

For Participants

One of the guiding principles when developing our live eLearning and web collaboration software was that it had to be easy to use. As a result of this, our training programs for participants are very straightforward.

From <http://www.elluminate.com/support>, we offer several resources to first time users.

- Users can configure their computers with the required software, Java Web Start, and by joining our Configuration Room.
- An Online Orientation is available to all participants. This orientation takes 5-10 minutes to complete and is recommended that participants complete this prior to attending their first Elluminate *Live!* session. The orientation reviews all of the main features in the virtual classroom and also helps the participant set up their audio.
- A recorded orientation to Elluminate *Live!* is also available and this provides a review of the key ways to interact in Elluminate *Live!*.

Additional documentation available from <http://www.elluminate.com/support/docs/v6server.jsp> includes:

- *Elluminate Live! Participant’s Guide* contains detailed information on all of the features and functions available in Elluminate *Live!*
- *Elluminate Live! Participant Quick Reference Guide* provides tips on participating in Elluminate *Live!* sessions and provides an overview of the Elluminate *Live!* interface.
- Online documentation such as a Frequently Asked Question and a searchable Knowledge Base are available from <http://www.elluminate.com/support>

For IT/Help Desk Personnel

The customer's IT/Help Desk staff is responsible for providing support to their end-users. Elluminate's Services Team provides Level 2 support, that is, support to the customer's IT/Help Desk staff. Your IT staff may contact Elluminate Technical Support for assistance:

- Mondays to Fridays from 9am-8pm Eastern
- 866-388-8674 x2
- Support@elluminate.com

Elluminate Services Team will provide training for the IT/Help Desk staff on Level 1 issues such as the installation process of Java Web Start, firewall issues and security settings, recommended hardware/software configuration for a user's computer, audio setup and configuration. The training will also outline a method to escalate issues to Elluminate's Services Team. Contact support@elluminate.com to schedule an online training session for your IT/Help Desk staff.

Several resources are also available from <http://www.elluminate.com/support> include:

- Frequently Asked Questions which are categorized by Operating System and provide a solutions to common questions.
- An online Searchable Knowledge Base which provides users to search for solutions and more information based on a key words.
- Documentation on configuring Elluminate *Live!* to work with a firewall or proxy.
- Previously released bi-weekly Technical Bulletins which provide common tips on using Elluminate's products.

Additional Resources

Elluminate's Services Team provides several additional resources to ensure that you are maximizing your use of Elluminate.

The Elluminati

Elluminate's users are invited to join its user community called the Elluminati. The community is a forum for users to meet, share best practices, tips and experiences. Monthly meetings are held on the third Thursday of every month and an online community allows users to collaborate through discussion board, a meeting room available 24x7 and a calendar of events.

- Monthly live sessions
 - Features how our customers are using Elluminate and provides practical information
 - Register at <http://www.elluminate.com/site/external/event/live/schedule>
- Online Community
 - Features discussion boards, library of resources, meeting room, calendar of events, listserves, etc.
 - Register at <http://home.learningtimes.net/elluminate>

Webinars

Elluminate hosts monthly webinars features leading practitioners in eLearning. These are available at no charge and are available to all Elluminate users.

- Monthly live monthly webinars
 - Register at <http://www.elluminate.com/site/external/event/live/schedule>
 - Previous recorded webinars are available at <http://www.elluminate.com/site/external/event/recorded/list>

Professional Services

EPS team of experts work closely with the customers IT and Training department to plan and implement a custom tailored deployment strategy that can increase the effectiveness of eLearning programs as well as save the organization time and money. Leaders of very large academic and corporate organizations have used EPS to assist them in developing their deployment strategies. Elluminate's long-term relationship with customers provides the background necessary to help the customer plan their deployment strategy for the future. Elluminate's Professional Services Team consists of

- A team of eLearning and Training professionals provide expert assistance in preparing for their deployment
- Training professionals, Software Engineering, Support and IT are fully integrated in the deployment design
- Backed by Elluminate's engineering and support infrastructure

For customers requiring additional customized services such as implementation services, integration services, event hosting or training services, EPS will conduct a discovery meeting to discuss your needs. EPS can be contacted at epsteam@illuminate.com.