

## ANGEL Live Chat and Live Office Hours

There are two ways to have live chats with your students through ANGEL. Live Chat allows you to create chat rooms where groups of students and instructors can meet online. Live Office Hours allows you to speak privately with individual students while others can “wait in line” to speak with you online. Both Live Chat and Live Office hours are located on the Communicate tab of any ANGEL course.

### Live Chat

1. Log on to ANGEL
2. Enter the course you would like to have a Live Chat room in
3. Click on the Communicate tab
4. Hover over the title bar of the Live Chat nugget and press the edit button (pencil)
5. Press the Add a Live Chat link under the Live Chat title
6. Give the Live Chat a name
7. If you would like to run a report later on who accessed the live chat turn track On
8. If this chat is only available for a specific team choose that team in the drop down menu
9. If this chat is should be accessed by students, leave the Viewable By dropdown set to students. If this is only available to instructors change the option to Course Editors
10. Choose a Start Date and End Date for your Live Chat. If this Live Chat will be used for an indefinite amount of time leave the End Date unchecked.
11. Press Save

### Using a Live Chat Room

1. Click on the name of the Live Chat to open the session
  - a. It will go through a process of initializing and may ask if you would like to display non-secure items. You must say yes to this question for Live Chat to work.
2. Once in the Live Chat you will see a list of Online Users to the right
3. To post a message, type in the very bottom field and press Send

### Other Features Available

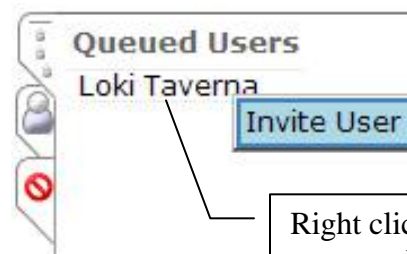
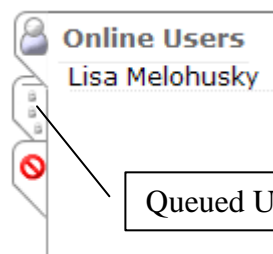
1. Desktop Sharing - If you are sharing your desktop choose the Present to the room link. If you would like to view the Desktop sharing choose the Watch the presentation link.
  - a. There is a onetime installation of ANGEL’s Learning Desktop Sharing Application. The InstallShield Wizard will appear. Follow the steps and instructions in this Wizard
2. Whiteboard - This option gives anyone in the chat room an area to draw or post pictures to. You can still post messages using the field in the bottom right corner and then pressing the send button.

## Live Office Hours

1. Log on to ANGEL
2. Enter the course you would like to have Live Office Hours for
3. Click on the Communicate tab
4. Hover over the title bar of the Live Office Hours nugget and press the edit button (pencil)
5. Set the Beginning and Ending Dates for your Live Office Hours
6. Select what time the Live Office Hours will start
  - a. All times are in Eastern Standard Time
7. Select how long the Live Office Hours will last in the Duration fields
8. If you would like this to be a recurrence you can use the Interval Settings to set up multiple Live Office Hours with the same specifications.
  - a. If you are only setting this up for a one day use choose Weekly, the day of the week it will occur on and place 1 in the every week field.
9. Press Save

## Using a Live Office Hours

1. Click on the correct date for the Live Office Hours to open the session
  - a. It will go through a process of initializing and may ask if you would like to display non-secure items. You must say yes to this question for Live Office Hours to work.
2. Once in Live Office Hours you will see a list of Online Users to the right on the Queue tab
3. You can add these students to the Online Users list to talk to them privately or in small groups.
4. To add students from Queue to Live Office hours, right click on the name and choose invite user.
5. To move them back to the queue right click on the name and select Send User to Queue
6. Ignored users have their messages removed from your chat screen while they are being ignored.
7. While students are waiting to chat with you in the queue they have a screen that says "Move this window to the front when the instructor is available".
8. To post a message, type in the very bottom field and press Send



Right click on the user name and choose Invite User