



Pronto FAQs

for Students

Q *What is Pronto?*

A Pronto is a free instant messaging and voice chat tool that allows students and instructors to spontaneously meet live online at any time to discuss their coursework. Pronto works with course management systems like Blackboard and WebCT to automatically populate students' contact lists with their classmates' names, thereby making it easy for students to spontaneously collaborate live online.

Q *Why should I use Pronto if I already use AIM or Yahoo Messenger?*

A Since Pronto automatically populates one's contact list with the names of every classmate and instructor, Pronto becomes the single, unified IM platform for a school.

Q *How do I get Pronto? (Blackboard users)*

A Simply go to the 'Communications' section in any Blackboard course, click on the Pronto icon, and follow the instructions.

Q *How do I get Pronto (WebCT users)*

A Simply login to WebCT and locate the External Courses or your Course Page, click on the Pronto link, and follow the instructions.

Q *Can I talk to my friends who are using AIM or Yahoo Messenger?*

A No. To ensure IT security and privacy at your campus, Pronto is a 'closed' network and doesn't allow communication with other instant messaging tools.

Q *Can I talk to people at other colleges via Pronto?*

A Yes. Though there is no directory of other Pronto users, you can Pronto friends at other colleges if you know their Pronto usernames.



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Q *If I'm enrolled at multiple institutions can I use Pronto?*

A Yes. Pronto will aggregate all the courses from the different CMS's in one Pronto interface. That is the power of the global Pronto account – your account isn't bound to one institution.

Q *Can I use Pronto for group meetings and discussions.*

A Yes. You can chat and speak online with up to 100 people at one time.

Q *What happens to my account after I leave my institution?*

A You have access to your Pronto account indefinitely. Simply log in with your existing sign-in name and password at your new institution. Or, you can use Pronto for communication with the existing people in your contacts list without a populated classmates tab.

Q *What is next for Pronto?*

A Pronto Plus in 2007 will have many additional interactive features such as application sharing, among others. Pronto Network will be available shortly, allowing you to chat and talk online to friends throughout the world.

Q *Do I need any hardware for Pronto?*

A If you wish to use Pronto's Voice-over IP to speak, you will need a headset and microphone and/or computer speakers.



Pronto FAQs for Faculty

Q *What is Pronto?*

A Pronto is a free instant messaging and voice chat tool that allows students and instructors to spontaneously meet live online at any time to discuss their coursework. Pronto works with course management systems like Blackboard and WebCT to automatically populate students' contact lists with their classmates' names, thereby making it easy for students to spontaneously collaborate live online.

Q *How can I use Pronto in my course?*

A Pronto is a great tool for holding online office hours and review sessions, as well as for giving quick answers to students in need of help.

Q *Why should I use Pronto in my course?*

A To communicate easily. Many faculty currently send instant messages to students in the evening and weekends. Pronto allows faculty to IM every student in their classes.

Q *If I'm an instructor at multiple institutions, can I still use Pronto?*

A Yes. Pronto will aggregate all the courses from your different schools into one Pronto interface. Each class will be listed individually with the names of your students listed in each class. That is the power of the global Pronto account – your account isn't bound to one institution.

Q *Can I talk to colleagues at other institutions?*

A Soon. Pronto Network will be available shortly, allowing you to talk online to colleagues throughout the world.

Q *What happens to my account after I leave my institution?*

A You have access to your Pronto account indefinitely. Simply log in with your existing sign-in name and password at your new institution. Or, you can use Pronto for communication with the existing people in your contacts list without a populated classmates tab.



Pronto FAQs for Faculty

Q *Can I retrieve the chat logs between users?*

A No. Pronto currently does not store chat logs on the server. Only registered users may access their own chat logs (which are stored on their local machines) if they have chosen this preference.

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Q *Do I need any hardware for Pronto?*

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Q *Can an instructor turn off Pronto during their face-to-face time to limit distractions?*

A Yes. Any student or instructor can turn off Pronto at any time.

Q *Can instructors set up groups?*

A Yes. Groups of over 100 students can be in the same Pronto session.



Pronto FAQs

for System Administrators

Q *Do I have control over which courses use Pronto?*

A Yes. Like any other tool that uses a Building Block, you can turn Pronto on and off for particular courses. However, Pronto works best if it's on, thereby fostering the inclusive nature of the tool.

Q *Can Pronto be integrated with other IM tools?*

A No. Pronto works best in your institution's computing environment because Pronto is 'closed.' Therefore people outside your institution cannot access Pronto or its users, allowing Pronto to remain focused on academic use.

Q *How are user accounts created and managed?*

A Therefore people outside your institution cannot access Pronto or Pronto users. This allows Pronto to remain focused on academic use.

Q *Can I host a Pronto server locally at my institution?*

A No. Pronto is hosted at Horizon Wimba's hosting facilities, giving you one less piece of hardware to manage.

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