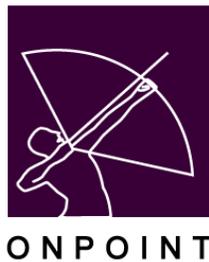


# Job Aid: Creating WebEx Events in the OnPoint LMS



July 2016

Version	Title	Version Note	Version Date
3	Creating WebEx Events in the OnPoint LMS	Updated screenshots due to OPLS v6.1 release.	July 2016
2	Creating WebEx Events in the OnPoint LMS	Added detailed steps to the event creation section.	April 2015
1	WebEx Integration	New optional module that integrates WebEx webinar registration and tracking to OnPoint's LMS.	June 2011

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# Introduction

## Standard Functionality

OnPoint's LMS supports the ability to create and schedule webinar-type "Events" inside the LMS that correspond to a webinar system you use, (e.g. WebEx, Adobe Connect, Lync, Citrix, etc.). This allows users to join from inside the LMS if desired, but more importantly, allows the assignment and tracking to occur in the LMS as part of a blended learning environment. Once the "Event" is set up in the LMS, a URL is entered which the user can use to access the assigned webinar from inside the OnPoint system. 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 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 the WebEx application. 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 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 per 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. Note that for the WebEx, you will need either the WebEx Training Center or WebEx Event Center product.

## Section 1: Configuring the System (OPCM-Administration)

The OnPoint WebEx module allows for WebEx Events to be created within the OnPoint LMS. Before this functionality can be used, the LMS must be configured to Use WebEx in Course Manager. From the Administration Menu, select Configuration, Customer, then the Course Manager subtab .

The screenshot shows the OnPoint Digital Administration interface. The 'Administration' tab is selected and highlighted with a red box and a red arrow. A dropdown menu is open, listing various administrative options. The 'Configuration' option is highlighted with a red box and a red arrow.

Id	User Name	User Login
1020	*** Knight, Michael	m.knight
27174	12345, 12345 'testy'	12345@example.com
39825	2015, February	february
39840	2015, january	january
39833	2015, March	march
27132	a, a	a
148485	AAA Tester, James	aaatester@onpointlearn
39805	AAAAAAAAAAAA, tester	a
29546	Admin, Document	dm
314	Android, Tester	android
56382	AndroidTester, RegCode	RCAndroid
56388	Apps, Testing	iTest
56393	Apps, Testing2	iTest2
56398	Apps, Testing3	iTest3

The screenshot shows the OnPoint Digital Administration Configuration page. The 'Course Manager' subtab is selected and highlighted with a red box and a red arrow. Below the subtabs, there is a table with configuration flags.

No.	Name	Value
1	Add User Ability for Content Administrators and Course Coordinators	Yes
2	Item Completion Check	0
3	Item Start Check	0

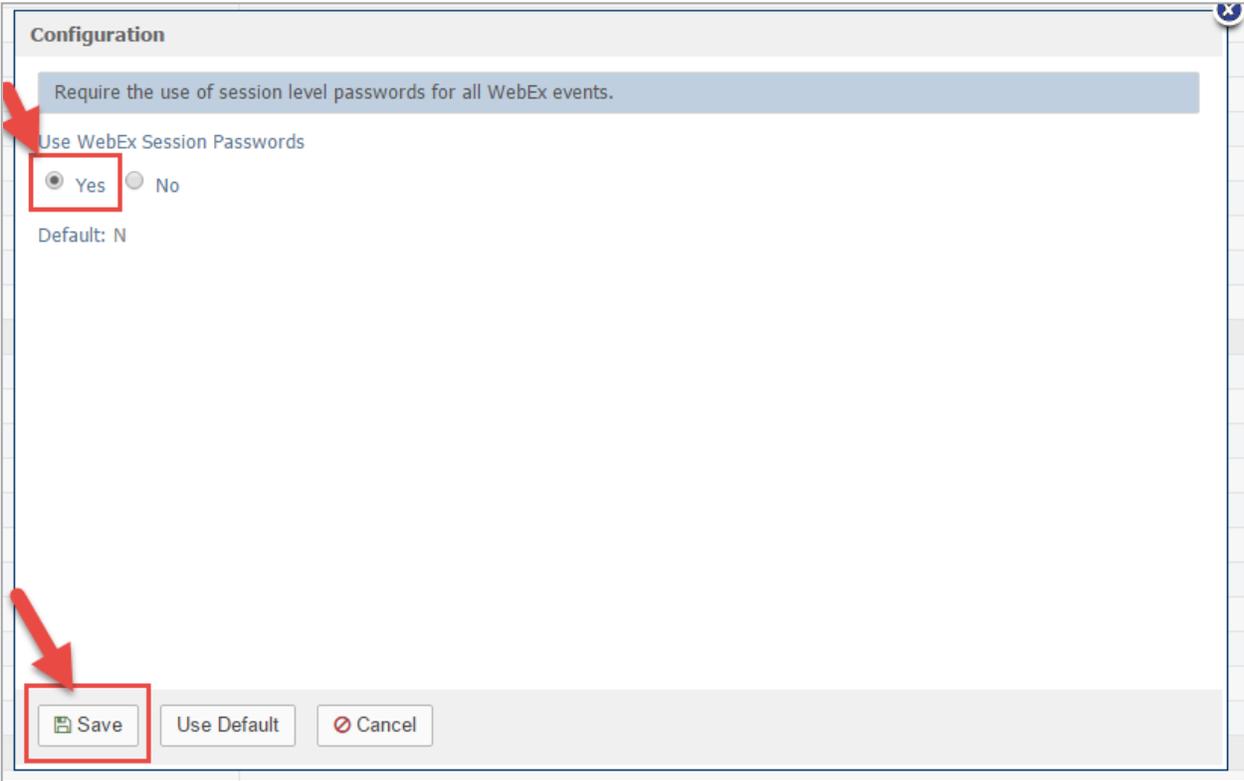
Set the flags 'Use WebEx' to 'Yes' and 'Use WebEx Session Passwords' to 'Yes'. Click on each name and a box will appear that allows you to set this as Yes.

FTP		
52	FTP Server Login Name	
53	FTP Server Password	
54	FTP Server Subdirectory	
55	FTP Server URL	
WebEx		
56	Use WebEx	Yes
57	Use WebEx Session Passwords	Yes
Adobe Connect		
58	Use Adobe Connect	No

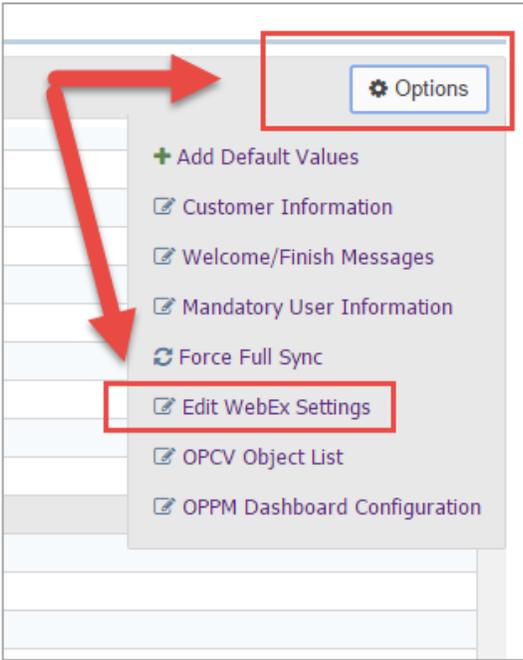
Selecting the Use WebEx will open the below box. Change the setting to 'Yes' and click the **Save** button.

The image shows a configuration dialog box titled "Configuration" with a close button in the top right corner. The main heading is "Interface with the Cisco WebEx system." Below this, there is a section for "Use WebEx" with two radio buttons: "Yes" (which is selected) and "No". Below the radio buttons, it says "Default: N". At the bottom of the dialog, there are three buttons: "Save" (with a floppy disk icon), "Use Default", and "Cancel". Red arrows point to the "Use WebEx" section and the "Save" button.

Selecting the Use WebEx Session Passwords will open the box below. Change the setting to 'Yes' and click the **Save** button.



Once the flags for the Use WebEx and Use WebEx Session Passwords are set to 'Yes', click the **Save** button, then click on the **Options** button in the upper right hand of the screen and choose the [Edit WebEx Settings](#) link.



Enter your organization's specific detail (Site ID, Partner ID, Site Name, Visibility, Center and Site URL(s)). 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/WBXService/XMLService>. Click the **Save** button after completing the appropriate fields. You can now begin creating integrated WebEx Events in the LMS.

### WebEx Settings

Site Id:

Partner Id:

Site Name:

Visibility:  Public  Private  Unlisted (in WebEx catalog)

Center:  Training  Event  UNLISTED  Meeting

WebEx Id:

Login Using:

WebEx Password:

VOIP:  False  True

Telephony Support:  Other  None  CallIn  CallBack

Email Invitations:  Yes  No

#### Site URLs

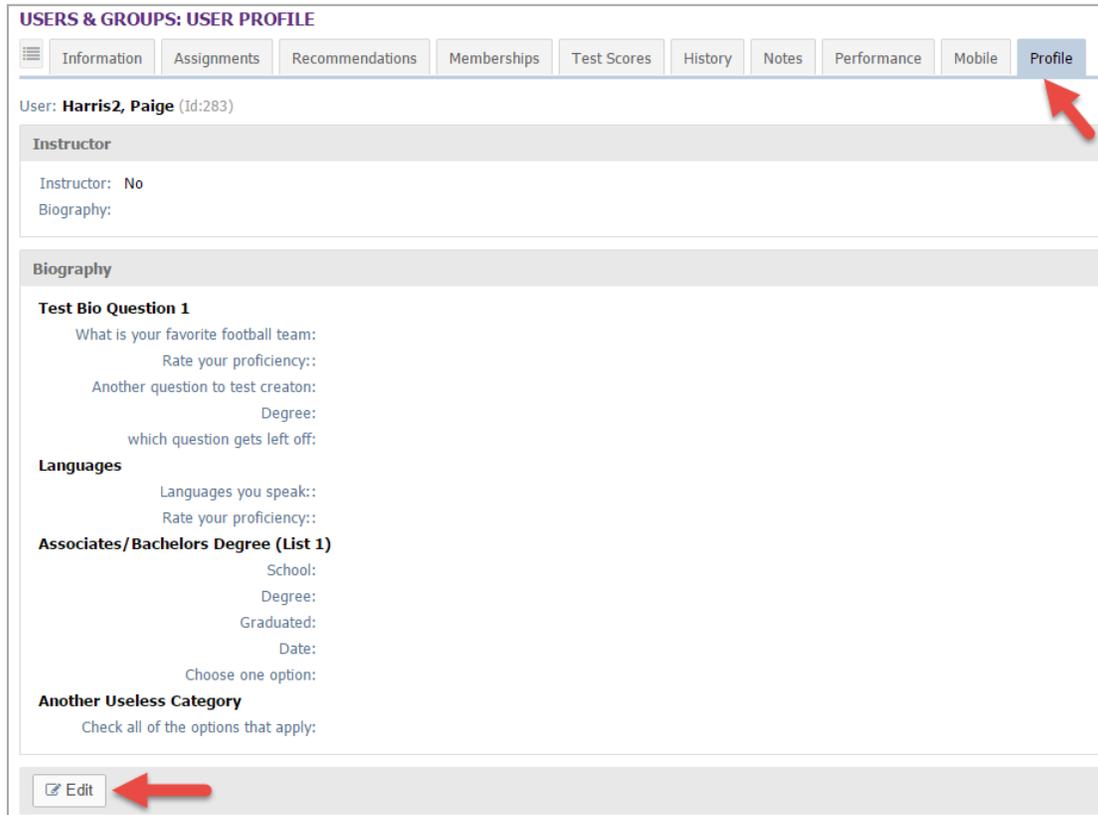
Primary:

Secondary:

Tertiary:

### Defining WebEx Instructors (OPCM-User Profile)

To set up WebEx Instructors, add the WebEx Host ID and Password into the User Profile of all instructors who will lead WebEx sessions. These settings can be found by clicking the 'Profile' tab and selecting the **Edit** button at the bottom left.



Input the WebEx Host ID and the WebEx Password for the Instructor and click the **Save** button. [These fields will appear once you have set the Configuration to Use WebEx per Section 1 of this document.]

User: **Harris2, Paige** (Id:283)

Instructor:  Yes  No

WebEx Host Id:

WebEx Password:  (leave empty for no change)

Biography: (include text and/or simple HTML formatting tags)

**Test Bio Question 1**

What is your favorite football team

Rate your proficiency:

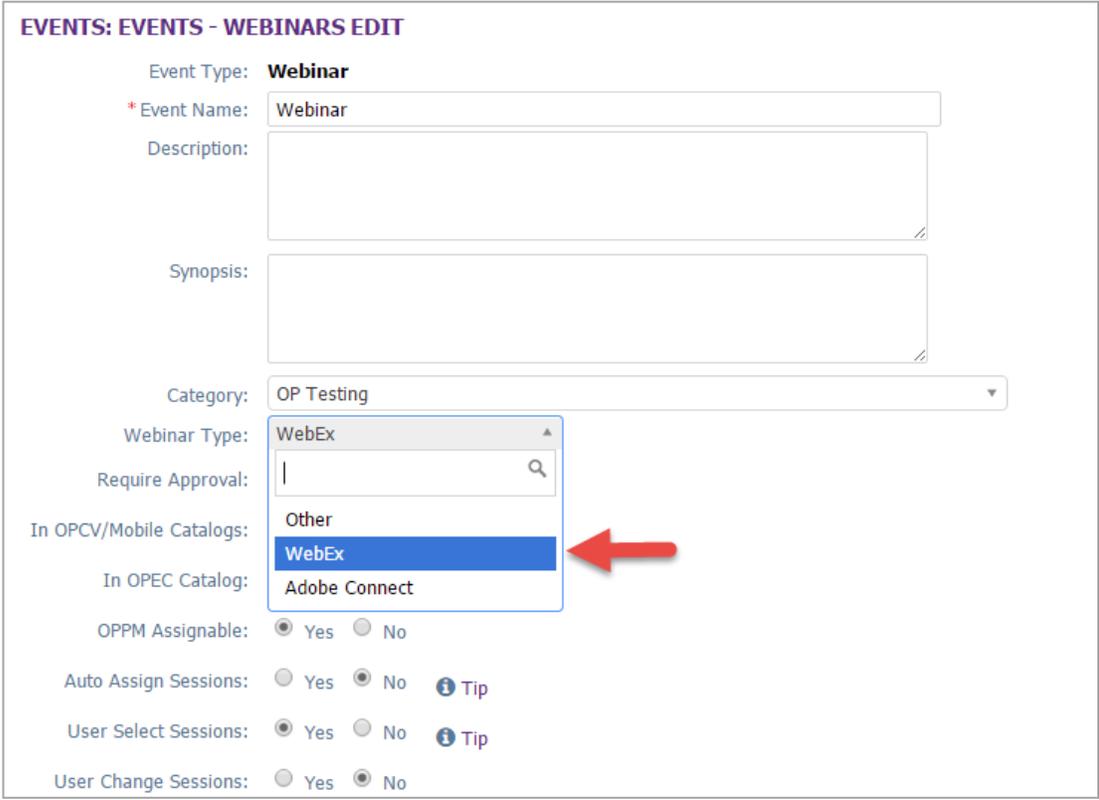
[Another question to test creator](#)

 When creating a new session, it is important to remember that the instructor for the session needs to have their correct WebEx Host ID and WebEx Password set on their profile tab. These fields will not show until the **Edit** button on the page is selected.

## Section 2: Creating a WebEx Session (OPCM-Events)

WebEx Events are created just as any other webinar-type Event in the LMS, 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 Webinars, then click the **Add Event** button.

 Note: 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 select the Webinar Type as 'WebEx' in the drop down menu.



**EVENTS: EVENTS - WEBINARS EDIT**

Event Type: **Webinar**

\*Event Name:

Description:

Synopsis:

Category:

Webinar Type: 

- WebEx
- Other
- WebEx**
- Adobe Connect

Require Approval:

In OPCV/Mobile Catalogs:

In OPEC Catalog:

OPPM Assignable:  Yes  No

Auto Assign Sessions:  Yes  No [Tip](#)

User Select Sessions:  Yes  No [Tip](#)

User Change Sessions:  Yes  No

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.

 All WebEx Events set up in the LMS must have an instructor that has a valid email address, and all registrants must also have a valid email address. (Alternately, a login ID can be used.) The email address is typically 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**

Session Registration Enrollment Resources Instructors Notes

Event: **Swainbinar** (Id:589) Class: **Swebex** (Id:774)

← Finished

Session Title:

Session Date: 09-Mar-2016  

Session Time: 9 am : 00

Time Zone: US/Eastern

Webex URL:

WebEx Host: WebEx\_Mobile, Test 

 Test WebEx\_Mobile

WebEx Password:

Max Registrations: 0 (0 = unlimited)

Accepted Join Time: Pre 15 Post Start 5 minutes

Session Status:  Pending  Approved  Cancelled  Delete

**Custom Fields**

Location custom:

Cake?:

Location Field:

Custom 4:

Custom 5:

 Save  Close  Master Calendar

 The WebEx Password is dictated by your WebEx system's configuration; please enter the password exactly as it is in WebEx, including any alpha, numeric, or case sensitive characters.

Saving a WebEx session will take longer than a typical Webinar and you will see a “Saving, one moment please” message once you click the **Save** button and you will receive a confirmation message when it has completed the set up.

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.

## Assigning 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 **Unassign**/**<Assign** buttons 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: **February WebEx Event** (Id:480)

**Registered Users** (check to remove)

Border, Collie  
 Bulldog, French  
 Charles, Spaniel

**Available Users** (check to assign)

AAA tester, James  
 AAAAA, AAAAA  
 AAAAtester, James

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. 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.

**EVENTS: WEBINARS**

Event: **Swainbinar** (Id:589) **WebEx**

Class: **Swebex**

Id	Session Date	Status	Time	Time Zone	URL	How	Approved	Pending	Waitlisted	Denied	Enrollment	<a href="#">WebEx</a>   <a href="#">Participation</a>
12128	09-Mar-2016	Approved	9:00 am	US/Eastern	https://apidemoeu.webe...	W	0	0	0	0		

2 Missing session assignments

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. Users in this participation area are also automatically marked as attended for the Session of the Event.

**EVENTS: EVENT CLASS SESSION PARTICIPATION**

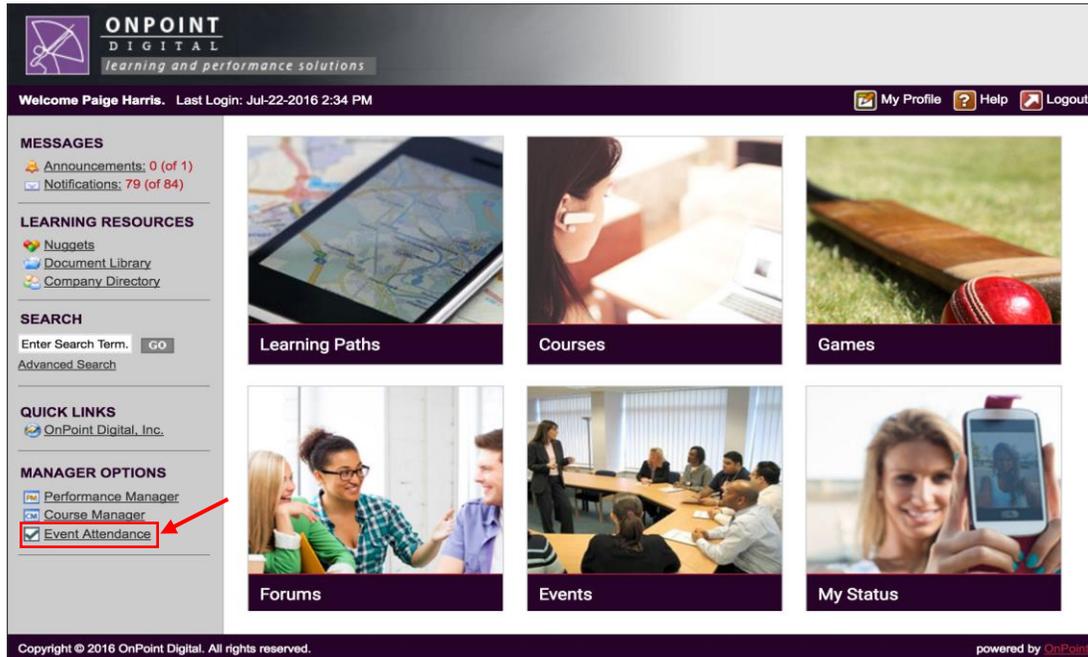
Event: **test 2** **WebEx Event**      Session: **Mar 23 2012 at 2:00 pm**  
 Class: **test 2**      Maximum: **25 people**

**WebEx Participation**

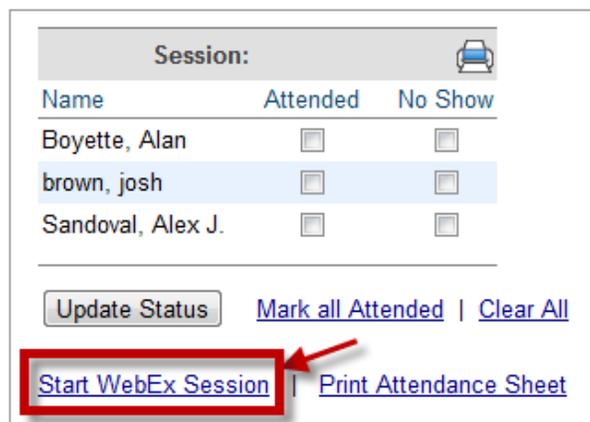
Name	Email	Start	End	Duration
Smith, Joe	jsmith@test.com	Mar 23 2012 2:02pm	Mar 23 2012 2:27pm	0:25

## Section 3: Starting a WebEx Session (OPPortal-Event Attendance)

Starting the WebEx Event can be done through the [Event Attendance](#) link on the portal. [Each customer portal looks different, so your link may appear in a different location; typically, the link will be in the left navigation menu area.]



An Instructor can select the [Event Attendance](#) link to see the events they are associated with, whether they are webinar- or ILT- type Events. To start an event, an Instructor would click the event then select the [Start WebEx Session](#) link at the bottom of the page.



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

**Live Sessions**

Search for sessions by presenter, topic, or words in the agenda:

Today | Upcoming | Daily | Weekly | Monthly | English : New Zealand DT

**9:15 a.m., Saturday, January 30, 2010**

Show past sessions  Show only sessions that require registration Total number of sessions: 1

Time	Topic	Presenter	Duration
<b>In Progress</b>			
No sessions scheduled.			
<b>Scheduled</b>			
9:35 am	<a href="#">Health and Safety Webinar</a>	Charlie Brown	20 mins <a href="#">Start</a>

Ⓜ = More session dates are available  
 Ⓜ = Multiple-session course

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

**Registered Attendees: Health and Safety Webinar**

Export Details... All session times in: New Zealand

(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	boyette	bboyette@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

## Section 4: Joining a WebEx Session (Users)

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.

### Joining from the LMS (OPCV-Events)

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.



WebEx sessions must be set to “Allow Outside Registrations” in order for the LMS to register and log users directly into the sessions. This is a configuration value that must be turned on in your WebEx system. It is typically 'on' by default, but you should confirm.

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 <a href="#">Monthly New Featu...</a>	19	20 <a href="#">New Hire Orientation</a>	21
22	23 <a href="#">Effective Communi...</a>	24 <a href="#">Effective Communi...</a>	25	26	27	28
29	30	1	2	3	4	5

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

### Joining from an External Link

If the user is not in the LMS, and joins a WebEx session from an Outlook invite or from inside WebEx, the LMS can still receive attendance detail for that user based on their email address (or login ID).

## Section 5: Reporting

### Data Received from WebEx

From 1 to 2 hours post-event, WebEx will send the following information to the LMS: user first name, last name, email address (or login ID), 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. Simply click the [Participation](#) link to the right of the session to view this detail.

**EVENTS: WEBINARS**

Event: **Test WebEx Event** WebEx Event

Class: **Test WebEx Class**

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	<a href="#">enrollment</a>	<a href="#">webex</a>	<a href="#">participation</a>
Apr 5 2012	9:00 am	US/Eastern	https://apidemoeu.webex.com/WBXService/X...	AAA-Tester, James	120	6	0	0	0	0	<a href="#">enrollment</a>	<a href="#">webex</a>	<a href="#">participation</a>
Apr 6 2012	9:00 am	US/Eastern	https://apidemoeu.webex.com/WBXService/X...	AAA-Tester, James	120	0	0	3	0	0	<a href="#">enrollment</a>	<a href="#">webex</a>	<a href="#">participation</a>
Apr 7 2012	9:00 am	US/Eastern	https://apidemoeu.webex.com/WBXService/X...	AAA-Tester, James	120	0	0	7	0	0	<a href="#">enrollment</a>	<a href="#">webex</a>	<a href="#">participation</a>

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 area 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	<a href="mailto:jsmith@test.com">jsmith@test.com</a>	Mar 23 2012 2:02pm	Mar 23 2012 2:27pm	0:25

LMS Event Reports Available

Standard report, ID 1370, under the Events & Activities - Reports menu has an option to include a column showing the Participation Duration for webinar events.

OPLS Report Viewer Page 1 of 1 | "back" | close

**Event Attendance by Session (New)**

Event: AM - Week 14  
 Class: X-Selleration AM - Week 14  
 Session: 10/18/2013 12:00:00 PM  
 User Status: All  
 User Role: Site Administrator, Content Administrator, Course Coordinator, Event Manager, Document Administrator, Group Manager, Report Manager, User, Learner

21 Jul 2016 4:11:18 PM

**Results**

User ID	Name	Login	Primary Group	Class	Session Date	Approved	Attended	Participant Duration
11279	GIMLIN, JASON	JASON.GIMLI	SLS-MFG-EAST-DSM 201 NEW YORK WEST	X-Selleration AM -	10/18/2013 12:00:00 PM	Yes	Yes	01:27:00
11273	Martinez, Shannon	SHANNON.M	SLS-GOVT-HC-DSM 361 PITT UPSTATE NY	X-Selleration AM -	10/18/2013 12:00:00 PM	Yes	No	00:00:00
11282	Otis, Jerrid	JERRID.OTIS	SLS-COMM-NE-DSM 26 NEW YORK	X-Selleration AM -	10/18/2013 12:00:00 PM	Yes	Yes	00:00:00
11281	Rivera, Philip	PHILIP.RIVER	SLS-COMM-NE-DSM 26 NEW YORK	X-Selleration AM -	10/18/2013 12:00:00 PM	Yes	Yes	01:11:00
11308	Stover, Matthew	MATT.STOVEF	SLS-MFG-CNTRL-DSM 155 MICH WEST	X-Selleration AM -	10/18/2013 12:00:00 PM	Yes	Yes	01:12:00
11272	Torrence, Abby	ABBY.TORREN	SLS-GOVT-HC-DSM 361 PITT UPSTATE NY	X-Selleration AM -	10/18/2013 12:00:00 PM	Yes	Yes	01:15:00