



iLinc Implementation Guide: Preparation, Setup, Rollout, & Follow-up



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iLinc Implementation Guide

This guide contains examples and instructions to help your organization successfully implement your iLinc solution(s). It is divided into simple steps to walk you through the entire process. Some steps will take just a few minutes; others require input from multiple team members.

Implementation Steps:

1. Preparation
2. Setup
3. Rollout
4. Follow-up

Section 1: Preparation

Preparation involves all of the planning you need to do before you can begin using iLinc.

Preparation Steps:

1. Identify "Go-Live" Date
2. Identify Project Manager, Administrator, and Key Team Members
3. Send Introductory Email
4. Attend Training
5. Review Technical Requirements

Identify Go-Live Date

The Go-Live date is when you want all your users up and running on iLinc. This date drives all of the implementation activities. You can work backwards from this date for planning purposes. Implementation lifecycles can range from 3 weeks for small (3-10 leaders) implementations to 3 months for large (50- 150 leaders) implementations.

Identify Project Manager, Administrator, and Key Team Members

- **Identify the Project Manager:** The Project Manager leads the entire implementation process. The Project Manager should be someone who can gather information about your business processes, identify users and their roles, and oversee the implementation.
- **Identify the Administrators:** This should be the Project Manager, as well as anyone else that will be administering the service (adding users, resetting passwords, creating custom fields, etc.). We recommend two Administrators at a minimum, and several more for larger organizations.
- **Identify the iLinc Specialists:** This will be one or more key leaders that will become an "expert" on how to use the iLinc product. We recommend one specialist in each business unit that will be using the iLinc product. This person will be invited to attend incremental trainings, ongoing product updates and special demonstrations and events.
- **Identify the Leaders:** Leaders are those users who will be creating and conducting iLinc sessions.

Send Introductory Email

It's important to notify your users prior to the Go-Live date to introduce them to iLinc and prepare them for the implementation process. Email the users with an introductory message (see sample email below) and let them know about some of the ways to become familiar with iLinc, such as visiting the Training Resource Center at www.iLinc.com/trc.

**Action:**

Copy the sample email below, modify it if necessary, and email it to everyone in your team who will be using iLinc.

Sample Introductory Email:

*From: Your Company's Project Manager
To: Your Team Members
Subject: Introducing iLinc*

Welcome to iLinc

I'm pleased to announce that after a thorough evaluation process, we have selected iLinc as our Web and audio conferencing solution. iLinc Web conferencing software lets you collaborate with anyone, at anytime over the Internet.

With specialized toolsets for online meetings, conferences, distance learning, and customer support functions, iLinc technology will not only help us improve communications, it will also enable us to reduce the expenses, environmental damage, and productivity losses associated with travel.

For a complete overview of iLinc, please see: <http://www.ilinc.com/pdf/data-sheets/ilinc-enterprise-suite.pdf>

Get Started Right Away

We want you to get comfortable with iLinc as soon as possible, so that we can begin reaping the operational, communicational, and financial benefits. Each of you is encouraged to register for online training, as appropriate for your job function.

*To get started, please take advantage of your resource for iLinc classes, the **iLinc Training Resource Center**, found online at www.ilinc.com/myilinc/training. iLinc's Training Resource Center has unlimited free access to live classes, asynchronous tutorials, user guides, etc. Anyone that wants access to iLinc's training resource center needs to create a separate username/password and there are no restrictions to the number of employees that create profiles on iLinc's training resource center. Or go directly to the course registration page at <http://training.ilinc.com/public>.*

If you have any questions, please contact me. We're looking forward to a very successful iLinc rollout.

Thank you,

[Insert iLinc System Administrator Contact Information]

Attend Training

iLinc offers a series of live, online training classes for each user type including leaders, administrators and specialists. Before you schedule any meetings or begin setup, the Project Manager and Administrators should attend training. It is also a good idea to attend the other product trainings to be as familiar with iLinc as possible.

Action:

Go to <http://www.ilinc.com/myilinc/training>. Register for an account then Click the **Live Public Training** link at the top of the page to view the training schedule and sign up for classes. All resources on this site are free and include **Asynchronous "Ask the Expert" Tutorials and User Guide**.



Review Technical Requirements

Microsoft Windows 2000 SP4, XP SP2, 2003 R2 or Vista:

- Internet Explorer 6.0 or higher (Recommend ActiveX enabled)
- Firefox 1.5 or higher (Recommend Java installed)

Apple Macintosh:

- Mac OSX 10.3.9 and 10.4
- Firefox 1.5 or higher
- Safari 2.0
- Java Runtime Environment (JRE) 5.0 or higher



Section 2: Setup

By now, you have taken the Administrator training class and you're ready to setup your iLinc site. Setup involves the entire configuration and customization you need to do before you can begin using iLinc. Not all of these steps are required. Depending on your needs, you can decide on the steps that are appropriate for your organization.

Setup Steps:

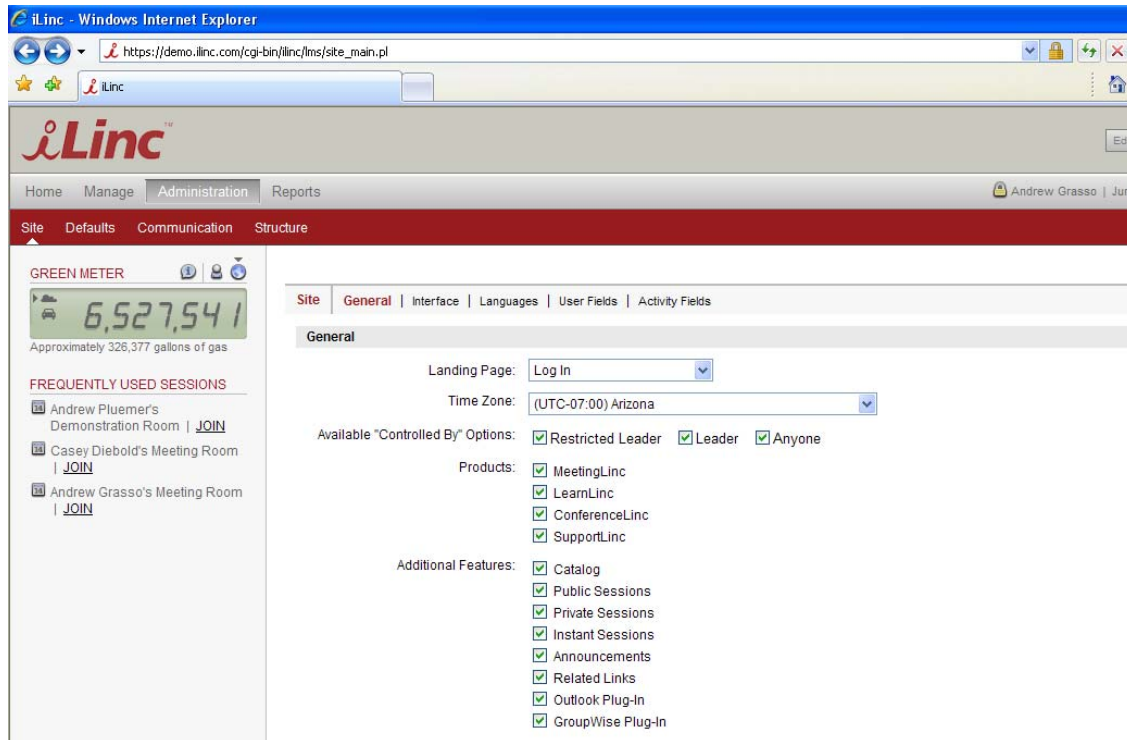
1. Configure General Site Information
2. Customize Page Layouts
3. Create Custom User Fields
4. Set Session Defaults
5. Configure Instant Session Defaults
6. Customize Email Templates
7. Add Users
8. Add Company Messages and Useful Links
9. Agreement on System Setup

Configure General Site Information

General site information such as time zone, viewable content areas, technical support numbers, login page text and public page text are customizable on a site basis. In addition, site security settings are located in this area.

Action:

Click **Administration** and **Site** from the top navigation and customize the options available.



The screenshot shows the iLinc Administration interface in a Windows Internet Explorer browser. The address bar shows the URL: https://demo.ilinc.com/cgi-bin/ilinc/lms/site_main.pl. The page has a navigation menu with 'Administration' selected. Below the navigation, there are tabs for 'Site', 'Defaults', 'Communication', and 'Structure'. The 'Site' tab is active, and the 'General' sub-tab is selected. The 'General' configuration page includes a 'GREEN METER' showing 6,527,541 gallons of gas, a 'FREQUENTLY USED SESSIONS' list with three entries, and a 'General' configuration section with the following options:

- Landing Page: Log In
- Time Zone: (UTC-07:00) Arizona
- Available "Controlled By" Options: Restricted Leader, Leader, Anyone
- Products: MeetingLinc, LearnLinc, ConferenceLinc, SupportLinc
- Additional Features: Catalog, Public Sessions, Private Sessions, Instant Sessions, Announcements, Related Links, Outlook Plug-In, GroupWise Plug-In

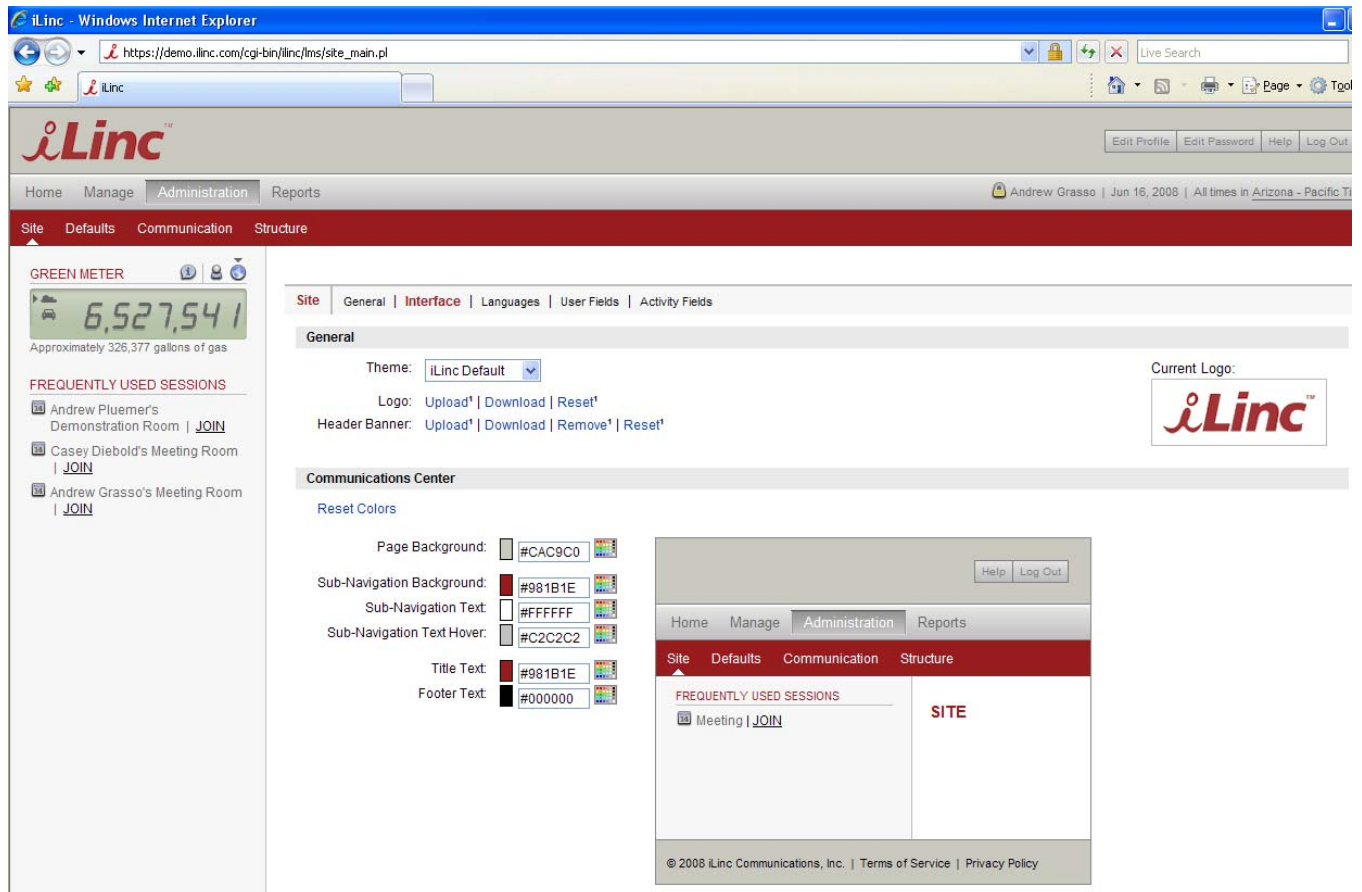


Customize Page Layout

To integrate iLinc into your branding strategy, customize the look and feel of the iLinc Communication Center, Public Events page and Catalog to match your company website. Upload logos and banners. Select color schemes from preconfigured templates or create your own.

Action:

Click **Administration** then **Site** from the top navigation; choose **Interface** from the top of the page. Customize the look of your site.



The screenshot shows the iLinc Administration interface in a Windows Internet Explorer browser. The page title is "iLinc - Windows Internet Explorer" and the URL is "https://demo.ilinc.com/cgi-bin/ilinc/lms/site_main.pl". The interface includes a navigation menu with "Home", "Manage", "Administration", and "Reports". The "Administration" menu is expanded to show "Site", "Defaults", "Communication", and "Structure". The "Site" menu is further expanded to show "General", "Interface", "Languages", "User Fields", and "Activity Fields". The "Interface" option is selected, and the "General" tab is active. The "General" tab contains the following options:

- Theme: iLinc Default (dropdown)
- Logo: Upload | Download | Reset
- Header Banner: Upload | Download | Remove | Reset
- Current Logo: iLinc (image)

The "Communications Center" section includes a "Reset Colors" option and a list of color pickers for various elements:

- Page Background: #CAC9C0
- Sub-Navigation Background: #981B1E
- Sub-Navigation Text: #FFFFFF
- Sub-Navigation Text Hover: #C2C2C2
- Title Text: #981B1E
- Footer Text: #000000

A preview window on the right shows a thumbnail of the site's appearance with the selected colors and logo. The preview includes a navigation menu with "Home", "Manage", "Administration", and "Reports", and a "SITE" button. The footer of the preview shows "© 2008 iLinc Communications, Inc. | Terms of Service | Privacy Policy".

Create Custom User Fields

You can add fields to your organization's records. These *custom fields* allow you to personalize iLinc for your organization. You can create the following types of custom fields:

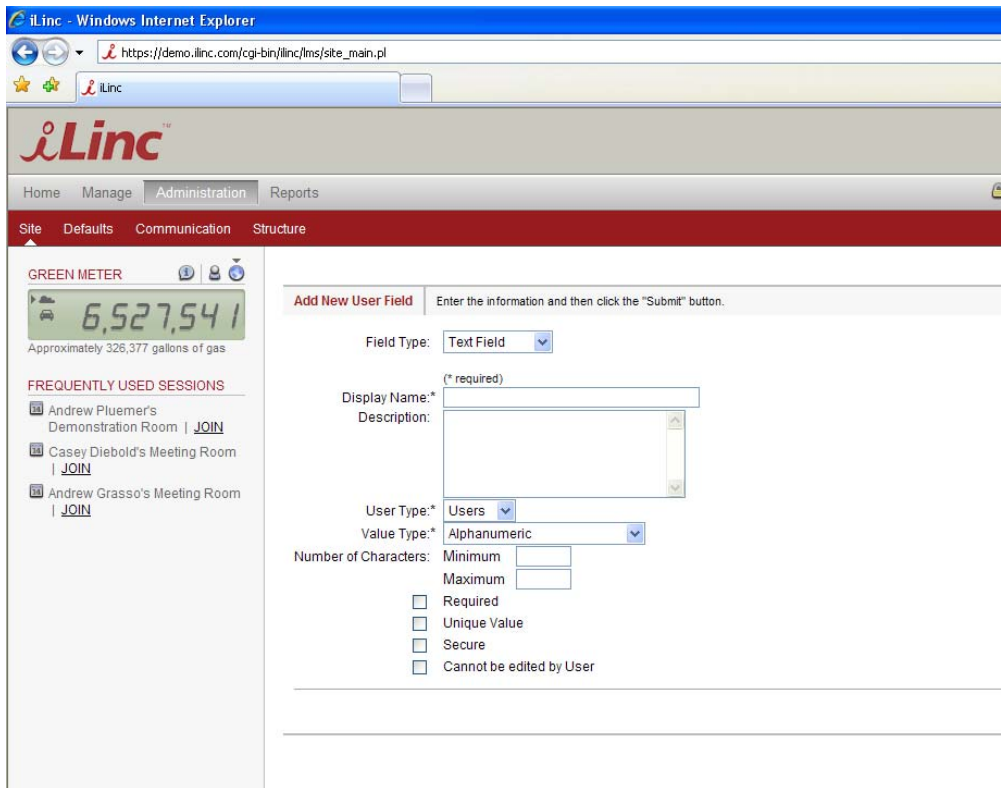
Type	Description	Possible Uses
Text Field	Allows users to enter any combination of letters and numbers, up to 255 characters.	<ul style="list-style-type: none"> • Date • Time • Email address • Short Answer • Product Selection • Click here if...
Checkbox	Allows users to check a box, indicating a true or false attribute of a record.	<ul style="list-style-type: none"> • Cost Centers
Drop Down	Allows users to select a value	<ul style="list-style-type: none"> • Cost Centers



- List from a list you define.
- Blank Line Inserts a spacer between user fields.
- Multiple Choice

Action:

Click **Administration** then **Site** from the top navigation; choose **User Fields** from the top of the page. Click **Add New User Field**. Select the type of user field that you want to create from the drop down box.



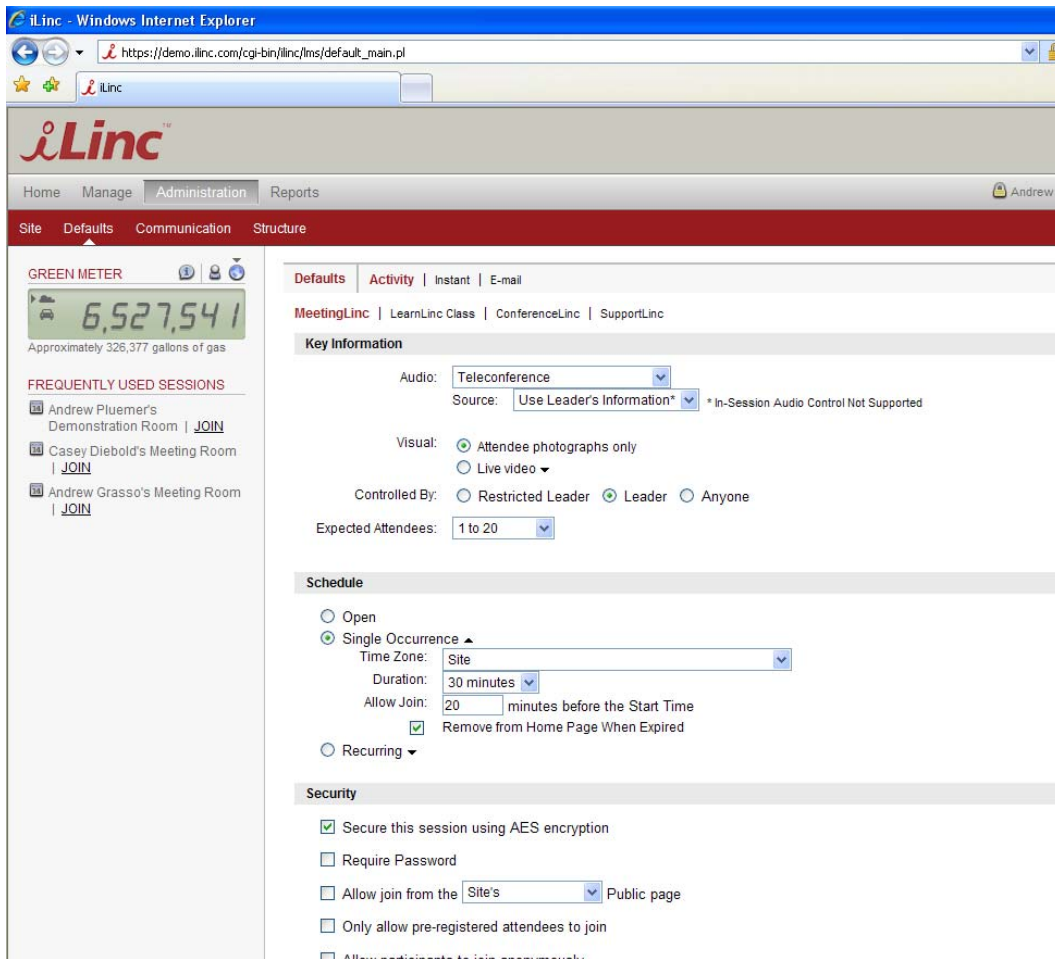
The screenshot shows a web browser window displaying the iLinc administration interface. The browser title is "iLinc - Windows Internet Explorer" and the address bar shows "https://demo.ilinc.com/cgi-bin/ilinc/lms/site_main.pl". The page has a navigation menu with "Home", "Manage", "Administration", and "Reports". Below the navigation, there are sub-menus for "Site", "Defaults", "Communication", and "Structure".

The main content area is titled "Add New User Field" and contains the following form fields:

- Field Type:** Text Field (dropdown menu)
- Display Name:** (* required) (text input field)
- Description:** (text area)
- User Type:** Users (dropdown menu)
- Value Type:** Alphanumeric (dropdown menu)
- Number of Characters:** Minimum (text input), Maximum (text input)
- Required
- Unique Value
- Secure
- Cannot be edited by User

Set Session Defaults

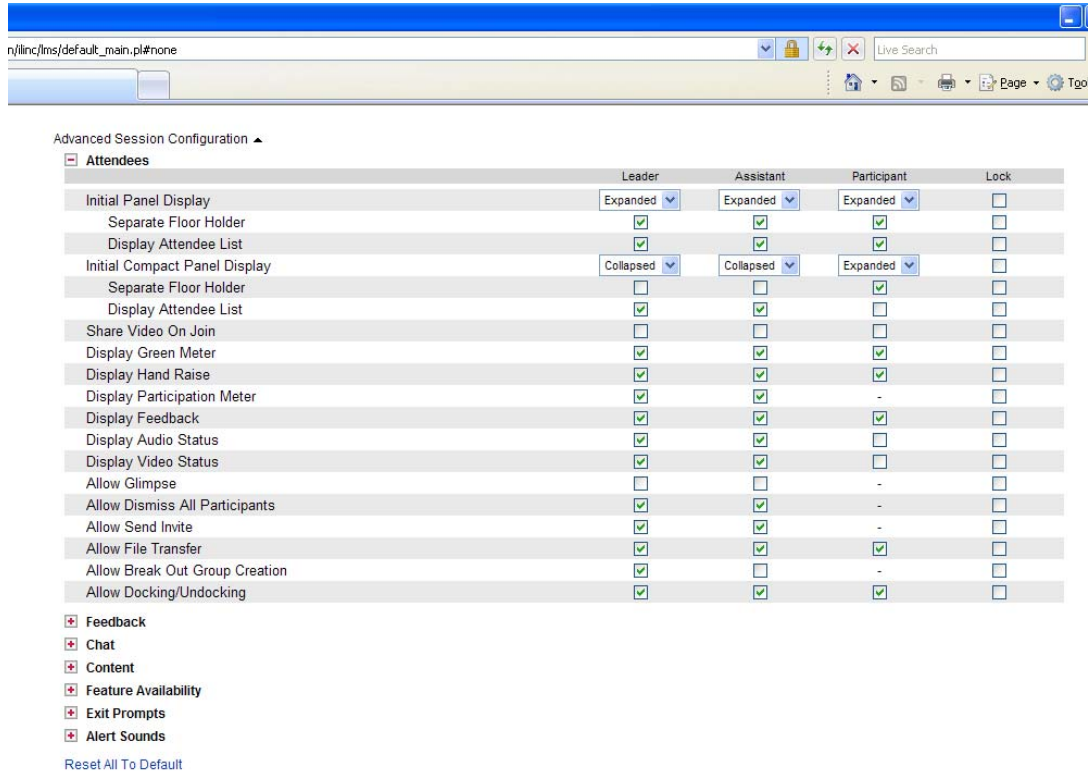
To tailor iLinc to your organization's needs, you can customize the default features and functions available to your leaders, when creating a session, on a per product basis. You can configure everything from expected attendees to security options to tool panel options, registration options and copy permissions.



The screenshot shows the iLinc Administration interface in Internet Explorer. The browser address bar displays `https://demo.ilinc.com/cgi-bin/ilinc/lms/default_main.pl`. The page has a navigation menu with 'Home', 'Manage', 'Administration', and 'Reports'. The 'Administration' menu is expanded to show 'Site', 'Defaults', 'Communication', and 'Structure'. The 'Defaults' section is active, showing configuration options for a meeting. The 'Key Information' section includes: Audio: Teleconference; Source: Use Leader's Information* (with a note: * In-Session Audio Control Not Supported); Visual: Attendee photographs only; Controlled By: Leader; Expected Attendees: 1 to 20. The 'Schedule' section includes: Open/Single Occurrence (selected); Time Zone: Site; Duration: 30 minutes; Allow Join: 20 minutes before the Start Time; Remove from Home Page When Expired (checked); Recurring (unselected). The 'Security' section includes: Secure this session using AES encryption (checked); Require Password (unchecked); Allow join from the Site's Public page (unchecked); Only allow pre-registered attendees to join (unchecked); Allow participants to join anonymously (unchecked).

Action:

Click **Administration** then **Defaults** from the top navigation; choose the iLinc product that you want to set the defaults for from the top of the page. Select the default configuration from the form. Click **Submit**. Select the next iLinc product from the top of the page and repeat.

Advanced Session Configuration ▲

[-] Attendees

	Leader	Assistant	Participant	Lock
Initial Panel Display	Expanded ▾	Expanded ▾	Expanded ▾	<input type="checkbox"/>
Separate Floor Holder	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Display Attendee List	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Initial Compact Panel Display	Collapsed ▾	Collapsed ▾	Expanded ▾	<input type="checkbox"/>
Separate Floor Holder	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Display Attendee List	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Share Video On Join	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Display Green Meter	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Display Hand Raise	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Display Participation Meter	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
Display Feedback	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Display Audio Status	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Display Video Status	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Allow Glimpse	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>
Allow Dismiss All Participants	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
Allow Send Invite	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
Allow File Transfer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Allow Break Out Group Creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>
Allow Docking/Undocking	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

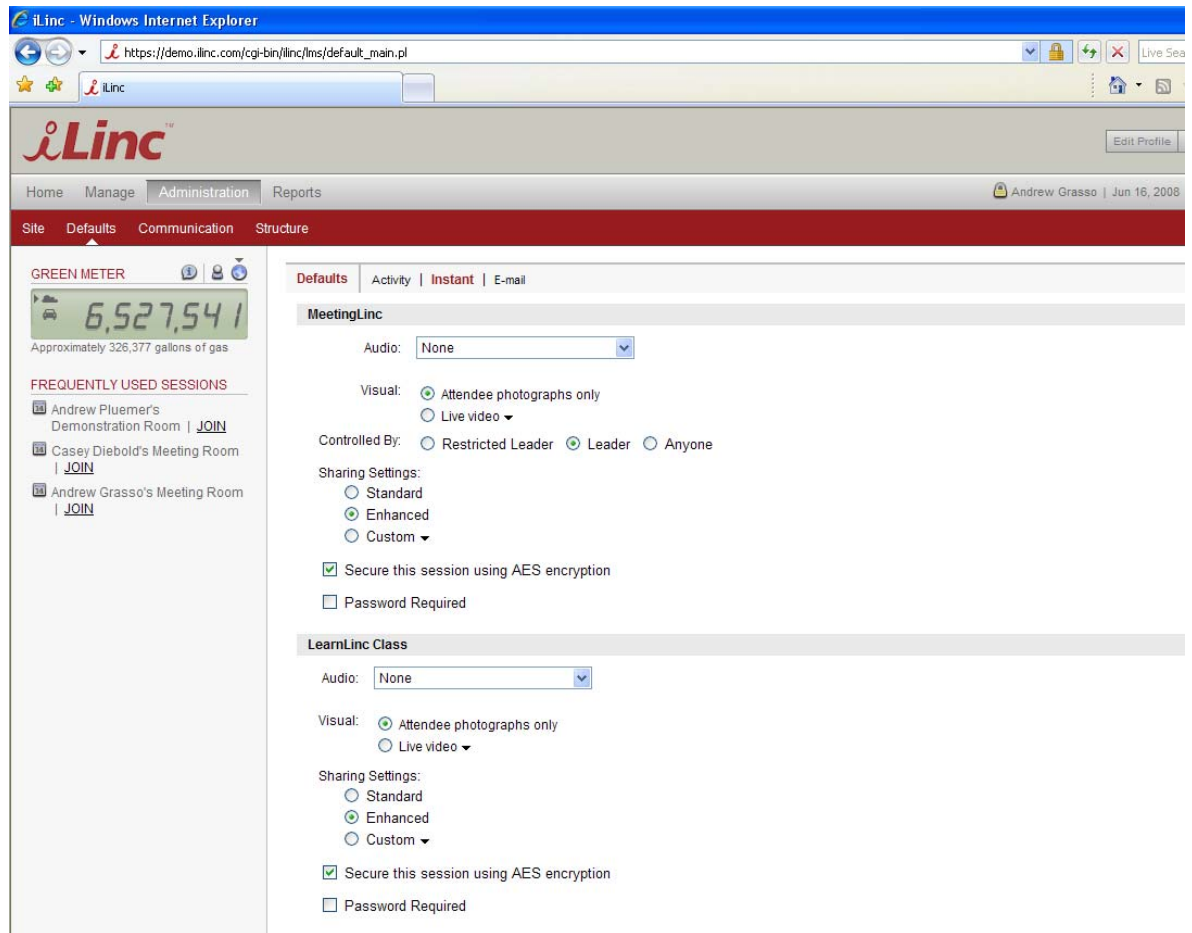
Feedback
 Chat
 Content
 Feature Availability
 Exit Prompts
 Alert Sounds
[Reset All To Default](#)

Configure Instant Session Defaults

Each product in the iLinc product suite has the ability to create an instant session. An Instant Session allows users to create a session on-the-fly, no setup required. As an administrator, you can configure the default settings for these Instant sessions. The configuration options are application sharing preferences, VoIP and Video options, bandwidth requirements and security preferences.

Action:

Click **Administration** then **Defaults** from the top navigation; choose **Instant** from the top of the page. Select the default configuration from the form. Click **Submit**.



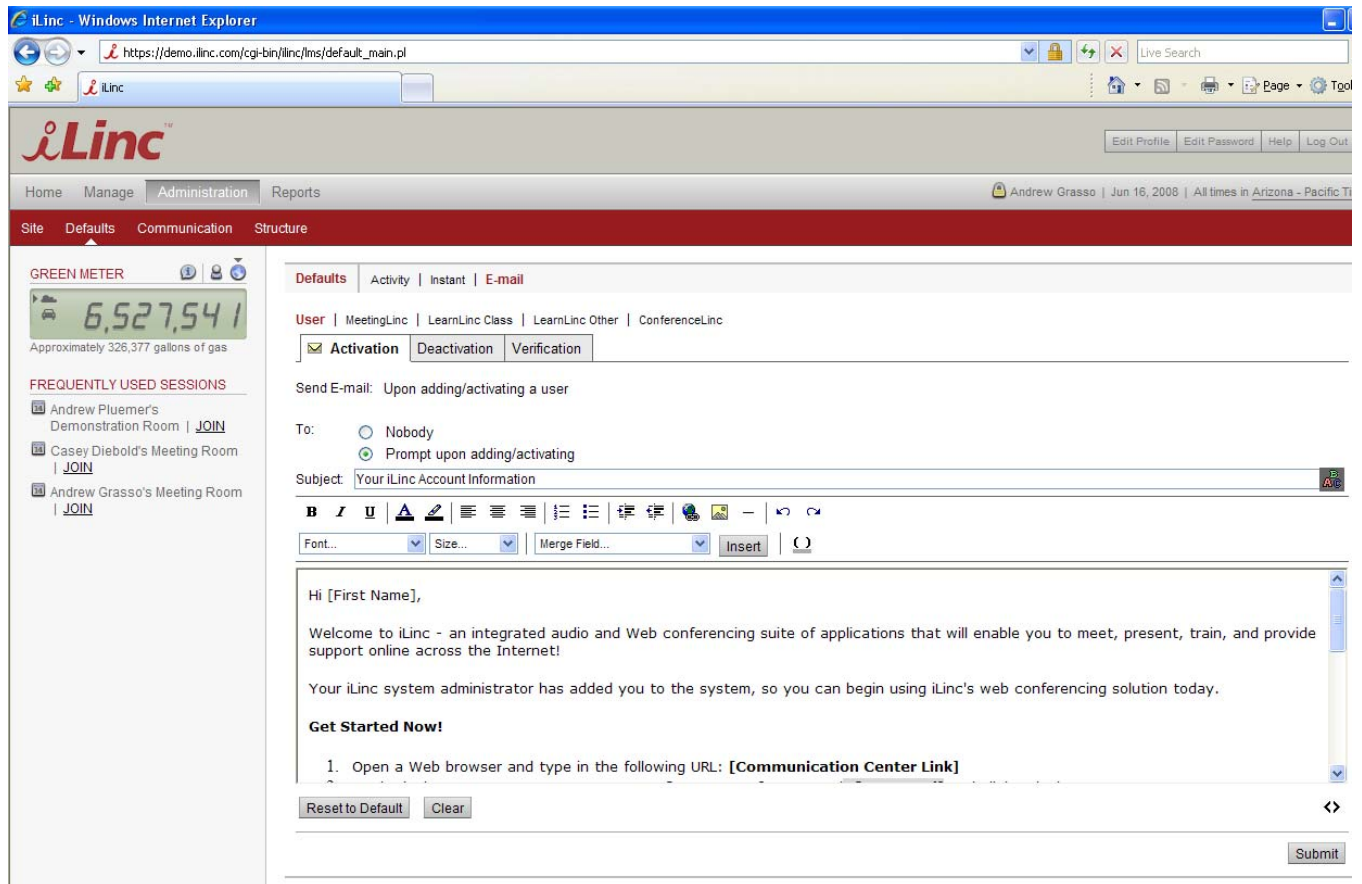
Customize Email Templates

As an administrator, you can customize the email templates to use with iLinc's outbound email functionality. iLinc provides template emails for the following functions:

- User Activation
- User Deactivation
- User Verification
- Invitation (MeetingLinc, LearnLinc, ConferenceLinc)
- Reminder (MeetingLinc, LearnLinc, ConferenceLinc)
- Follow-up (MeetingLinc, LearnLinc, ConferenceLinc)
- Removal (MeetingLinc, LearnLinc, ConferenceLinc)
- Cancellation (MeetingLinc, LearnLinc, ConferenceLinc)
- Denial (MeetingLinc, LearnLinc, ConferenceLinc)

Action:

Click **Administration** then **Defaults** from the top navigation; choose **Emails** from the top of the page. Select the email from the choices at the top of the page. Customize the email. Click **Submit**. Select the next email from the top of the page and repeat.

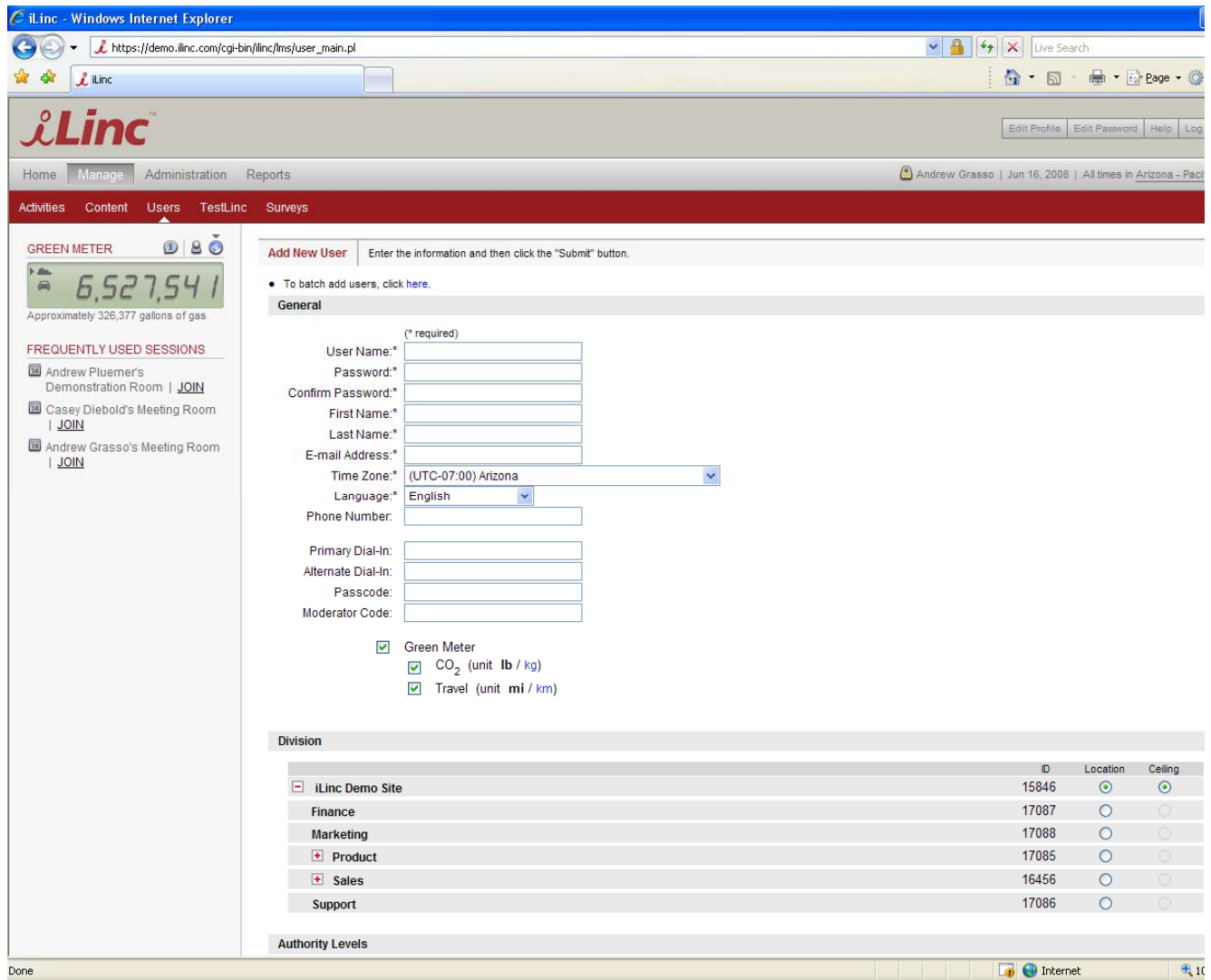


Add Users

Create iLinc user accounts for everyone who will be using the service. Fill in all required information; assign each user Authority Levels to determine their user privileges. Check the **User Administrator** box for users who will be managing users. Check the **Product Administrator** box for users who will have administrative privileges for each product. Check the **Communication Administrator** box for users who will be managing announcements and related links. Check the **Site Administrator** box for users who will be managing the site. Then check the **Submit** or **Submit and Add Another** box to finish creating the user.

Action:

Click **Manage** then **Users** from the top navigation; choose **Add New User** from the top of the page. To batch upload users click **Users** from the left-hand navigation; choose **Add New User** from the top of the page. Click the **here** link in **To batch add users, Click here.**

GREEN METER
6,527,541
Approximately 326,377 gallons of gas

FREQUENTLY USED SESSIONS

- Andrew Fluemer's Demonstration Room | [JOIN](#)
- Casey Diebold's Meeting Room | [JOIN](#)
- Andrew Grasso's Meeting Room | [JOIN](#)

Add New User Enter the information and then click the "Submit" button.

- To batch add users, click [here](#).

General

(* required)

User Name:*
Password:*
Confirm Password:*
First Name:*
Last Name:*
E-mail Address:*
Time Zone:* (UTC-07:00) Arizona
Language:* English
Phone Number:
Primary Dial-In:
Alternate Dial-In:
Passcode:
Moderator Code:

Green Meter
 CO₂ (unit lb / kg)
 Travel (unit mi / km)

Division

	ID	Location	Ceiling
<input checked="" type="checkbox"/> iLinc Demo Site	15846	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Finance	17087	<input type="radio"/>	<input type="radio"/>
Marketing	17088	<input type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> Product	17085	<input type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> Sales	16456	<input type="radio"/>	<input type="radio"/>
Support	17086	<input type="radio"/>	<input type="radio"/>

Authority Levels

If you do not want to create user accounts for each user, users can create their own accounts. These accounts can be automatically approved or the account can be created in a "pending" mode until approved by an administrator.

Action:

Click **Site** from the left-hand navigation; in the Log In Page section of the General form **check the Allow external accounts** checkbox. Select the **Automatically create active user** radio button to have user accounts automatically created. Click the **Create inactive user and email account request** radio button to have the user request to create a user account.

NOTE

It is possible to batch upload multiple users. The tab or comma delimited file (*.txt) must contain the following fields in this order:

- User Name (Required, 25 character limit)
- Password (Required, 14 character limit)
- First Name (Required, 12 character limit)
- Last Name (Required, 18 character limit)
- Email Address (Required, 64 character limit)



-
- Time Zone
 - Dial-in Number
 - Host PIN
 - Participant PIN
 - Division
 - Ceiling
 - Authority Level
 - Group

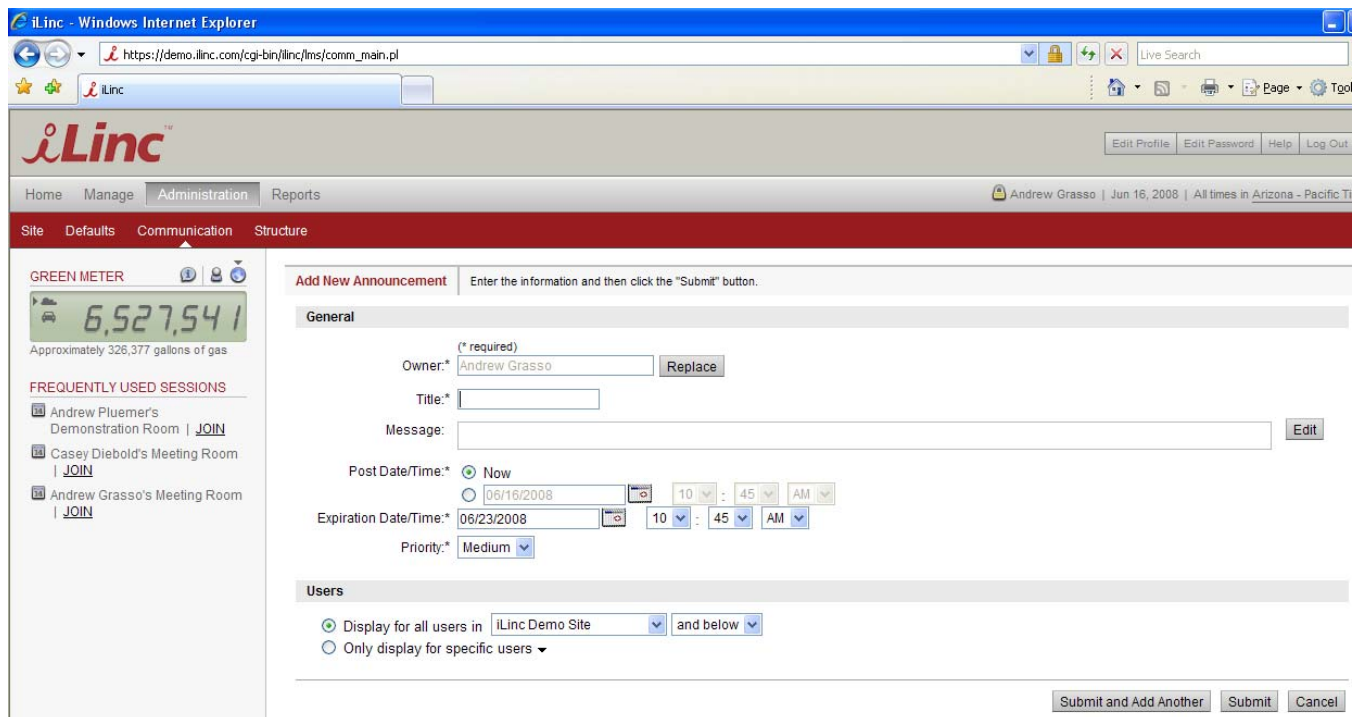
The first row of the file must contain the full field names displayed above.

Add Company Messages and Useful Links

As an administrator, you can enter announcements and useful links for everyone in your organization to see. The announcements display in the "Announcements" section on the Communication Center, and the web bookmark links display in the "Related Links" section.

Action:

Click **Administration** then **Communication** from the top navigation; choose **Add New Announcement** from the top of the page to create a new announcement. Click **Related Links** at the top of the page. Select **Add New Related Link** to create a new link.



The screenshot shows a web browser window with the URL `https://demo.ilinc.com/cgi-bin/ilinc/lms/comm_main.pl`. The page title is "iLinc" and the navigation menu includes "Home", "Manage", "Administration", and "Reports". The "Administration" menu is expanded to show "Site", "Defaults", "Communication", and "Structure". The "Communication" menu is selected, and the "Add New Announcement" form is displayed. The form has a "General" section with fields for "Owner" (Andrew Grasso), "Title", "Message", "Post Date/Time" (Now), "Expiration Date/Time" (06/23/2008), and "Priority" (Medium). There is also a "Users" section with a radio button for "Display for all users in" (iLinc Demo Site) and a dropdown menu for "and below". The form has "Submit and Add Another", "Submit", and "Cancel" buttons at the bottom.

Agreement on System Setup



Demonstrate your initial iLinc setup to the relevant team members to reach a consensus on the design. This is a key step in the acceptance of using iLinc. Once you have customized look and feel, added custom fields, etc., gather the group key members and get buy-off on the changes that were made. Make any changes and reconfirm.

Action:

Ask all relevant team members to review the initial setup.



Section 3: Rollout

Rollout involves all of the steps necessary to begin using iLinc.

Rollout Steps:

1. Activate All Users
2. Invite Users to Take Training
3. Email Training Reminder to Users
4. Schedule Kickoff Meeting
5. Create Kickoff Agenda
6. Create Sessions
7. Conduct Session

Activate All Users

If you had previously created users and have not sent them their password, you need to do this so users can begin using iLinc (see sample email below). If you are having users create their own user account, make sure that they have the information required to do so (see sample email below).

Action:

Copy one of the sample emails below, modify it if necessary, and email it to everyone in your team who will be using iLinc.

Sample Getting Started with iLinc Email:

From: Your Company's Project Manager

To: Your Team Members

Subject: Logging In to iLinc

Let's get started with iLinc!

Earlier, we announced that we recently adopted iLinc as our Web and audio conferencing solution. We have now added you to the iLinc system, so you too can begin using iLinc today.

Get Started Now!

1. Open a Web browser and type in the following URL: **[Communication Center Link]**
2. At the login screen, enter your user name: **[User Name]**, password **[Password]** and click Submit.
3. Once submitted, you'll arrive at your iLinc Communications Center homepage. This is where you'll add, edit, and join your iLinc web conferencing sessions.

Get Trained

*iLinc provides best-of-breed training available to you at no cost. Visit the **[iLinc Training Resource Center](http://www.ilinc.com/myilinc/training)** to register for live online classes, view recorded classes, and get the latest tutorials, guides, tips, and FAQs. Go to: <http://www.ilinc.com/myilinc/training>.*

*Sincerely,
Project Manager for iLinc Implementation*

**Sample Getting Started with iLinc (Self-register) Email:**

*From: Your Company's Project Manager
To: Your Team Members
Subject: Logging Into iLinc
Let's get started with iLinc!*

Earlier, we announced that we recently adopted iLinc as our Web and audio conferencing solution. We have now added you to the iLinc system, so you too can begin using iLinc today.

Simply follow these four steps to get started:

Step 1 – Open a Web browser and type the following URL: [http://\[yoursite\].ilinc.com](http://[yoursite].ilinc.com)

Step 2 – Select “Click here to create a new user account”

Step 3 – At the prompt, enter your profile information and click the submit button

Step 4 – Our iLinc system administrator will be automatically notified and will send you an email confirming your registration has been successfully received.

QuickStart to Success

iLinc provides a public training program designed to get you up to speed quickly. To register for live online classes, view recorded classes, tutorials, guides and tips; visit the iLinc Training Resource Center at <http://www.ilinc.com/myilinc/training>.

If you have any questions on how to use iLinc, or if you're having difficulty logging into the iLinc Communications Center, please feel free to contact me. We're here to make iLinc a success for you.

*Sincerely,
Project Manager for iLinc Implementation*

Invite Users to Take Training

Email your users with instructions to take training. See the sample email below.

Action:

Copy the sample email below, modify it if necessary, and email it to everyone in your team who will be using iLinc.

Sample Training Email:

*From: Your Company's Project Manager
To: Your Team Members
Subject: iLinc Training
Continuing to use iLinc!*

Hopefully, everybody has had an opportunity to login to iLinc. If not, now is a perfect time. You should have received an email with your username and password to log in to our Communication Center. If you did not receive a username and password or are having trouble logging in, please let me know.

As the next step in our plan to roll out iLinc, you need to sign up and attend the appropriate training session. Visit the [iLinc Training Resource Center](#), click the [Online Classes](#) link at the top of the page and select the checkbox for the appropriate class or classes to schedule yourself for a FREE live training session. Once you have registered, you will receive detailed instructions for attending the session via email. Other training options include asynchronous tutorials and user guides.

*Once you have been trained, you can Conduct Your First iLinc Sessions. Start transitioning your staff meetings, demos, webinars, trainings, and support sessions to iLinc today. Log into your iLinc Communications Center (typically, <http://YourCompany.ilinc.com>). Click on the **Add New** link for MeetingLinc, LearnLinc, ConferenceLinc, or SupportLinc to schedule your first session.*



Please note that the training sessions are mandatory and need to be completed by our kickoff meeting on (enter date).

*Regards,
Project Manager for iLinc Implementation*

Email Training Reminder to Users

Copy the following email, modify it if necessary, and email it to your team to remind them to take iLinc training.

Sample Reminder Email:

*From: Your Company's Project Manager
To: Your Team Members
Subject: iLinc Training Reminder*

*Just a reminder - if you have not already signed up and/or taken training for iLinc, you must have completed the training by (enter date). Here is the link to iLinc's training resource center:
www.ilinc.com/myilinc/training.*

If you have any questions or issues with this, please let me know as soon as possible.

*Regards,
Project Manager for iLinc Implementation*

Schedule Kickoff Meeting

Schedule a kickoff meeting to go over company-specific use cases for iLinc. This meeting is required for all users and is another key step in the successful implementation of iLinc (see sample email below). Consider this meeting your kickoff and schedule it close to or on your "go-live" date. All users should have recently completed training and be ready to start using iLinc.

Action:

Copy the sample email below, modify it if necessary, and email it to everyone in your team who will be using iLinc.

Sample Kickoff Meeting Email:

*From: Your Company's Project Manager
To: Your Team Members
Subject: iLinc Kickoff*

Mark your calendars! Our kickoff for iLinc is DAY, DATE, TIME. We will be using the iLinc product to conduct this meeting. You will be receiving session information shortly. (Create a session and invite all users).

The goal of this training is to provide each attendee with the ability to do the following:

- . See iLinc as it is going to be used*
- . See major highlighted features/functionality*

Everyone needs to have attended training by our kickoff date, so if you have not already done so, please do so ASAP!

We look forward to rolling out iLinc!

*Regards,
Project Manager for iLinc Implementation*



Create Kickoff Agenda

Using the sample agenda below, create an agenda for your company's kickoff meeting.

Sample Kickoff Agenda:

- Introduction by Management
- iLinc Product Overview
- Available Resources - Training, Support, Online Help
- Q & A

Introduction by Management - Review the reasons why iLinc was selected.

iLinc Product Overview - Give an overview of the iLinc Product Suite. Identify what each product is used for, who should be using it and highlight the prominent features for each product.

Available Resources - Go over all available options (Account Services, Training and Support).

Create Sessions

Now that your leaders have been trained and have seen the product in action, have them create their first sessions. These can be practice sessions or real sessions used to conduct staff meetings, demos, webinars, trainings or support sessions.

Action:

Log into the **Communication Center**. Decide which product best fits your needs. Click **Add New Meeting** (for MeetingLinc), **Add New Activity** (for LearnLinc), **Add New Conference** (for ConferenceLinc) or **Add New Room** (for SupportLinc).

Conduct Sessions

Before conducting your first iLinc sessions, do a dress rehearsal and run through everything. This will give you confidence and experience. Do not attempt to use all content tools in your first couple of classes; use one or two until you are comfortable with the tool. Prepare and load all content items beforehand and launch them from the Agenda. Have a teaching assistant available to deal with any issues your students might have. This lets you focus on your delivery. Have an experienced Instructor participate or view a recording of your class and critique you afterwards. Also, ask for feedback from your students. This is a new delivery method for your organization, and all of you are learning this together.



Section 4: Follow-Up

Follow-up involves all of the steps necessary to make sure that your team is using iLinc successfully.

Follow-Up Steps:

1. Monitor User Activity
2. Hold Follow-Up Meetings

Monitor User Activity

As the administrator, you have the ability to see how many sessions have occurred, who participated and how long each one lasted, so you can verify that people are using iLinc as outlined in your goals and metrics.

Action:

From the Communication Center, click **Reports** and select **Web Usage**. Fill in a date range and select the product(s) you are interested in. Click **Submit**.

Hold Follow-Up Meetings

These meetings can be done in person or via phone once a week for the first four weeks of use. The main purpose is to make sure that everyone is using the system and using it correctly, as well address any questions or issues.