RMIT UNIVERSITY

Engageli User Guide – Students (Pilot)

About this guide

Audience	Students enrolled in courses participating in Engageli pilot
Purpose / Introduction	RMIT is piloting an exciting new digital collaboration tool, called Engageli.
	The pilot will run for one semester (Semester 1, 2023) with a selection of RMIT courses.
	As a student of one of these courses, you will be one of the first students at RMIT to test out this new tool!
	RMIT has put together this guide to help you navigate Engageli and get the most out of the experience. The guide covers how to get started, how to access the tool from Canvas, in-class features, and where to go for support.
	Engageli (the vendor) supplies multiple articles and resources for learners learning to use the Engageli tool. This guide summarises the Engageli resources available and points RMIT students to the resource they need. It also provides guidance on RMIT-specific instances (such as accessing Engageli from within Canvas).
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Information and screenshots of Engageli included in this guide are correct as at the time the guide was produced. Like most systems, Engageli is regularly enhanced and updated which can result in changes to its appearance and functionality. What you see in Engageli may not be an exact match to what you see in this guide.

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Section 1: Getting Started

1.1 Configurations

Before using Engageli, please ensure the following:

- You are using a laptop or desktop device
- Google Chrome or Microsoft Edge browser is set as your default browser
- You've disabled any pop-up blockers
- Your camera is working
- You always launch Engageli from your course in Canvas

⚠️
- **Mobile and tablet devices are <u>NOT</u> currently supported by Engageli.**
- **Engageli currently does <u>NOT</u> work with Safari or Firefox browsers.**

For camera troubleshooting tips, please visit the following resource:

🔗
How to Set Up Your Camera/Microphone Permissions - Mac
How to Set Up Your Camera/Microphone Permissions – Windows
Camera – Basic Troubleshooting
Check Your Technical Requirements - Learner

Section 2: Accessing Engageli

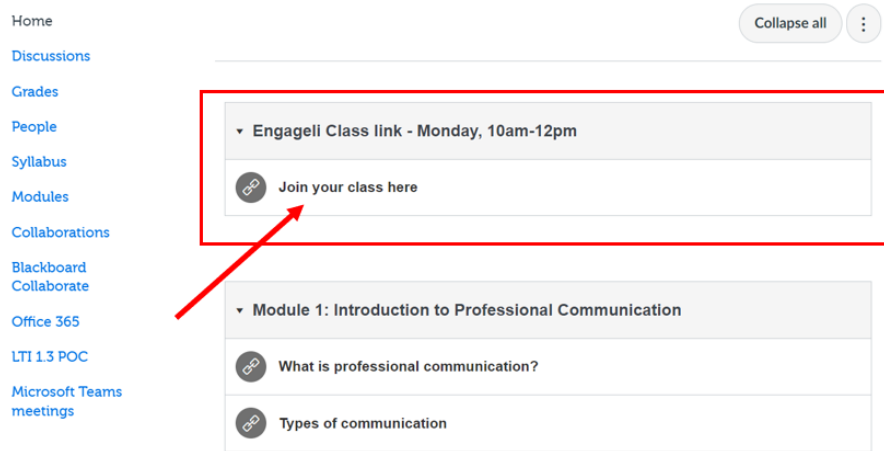## 2.1 How to join your session

⚠️
BEFORE your first class, e.g. a few days before, or a few hours before, we recommend you practice joining a session (by following the instructions in this section) to confirm it's working for you.

You can practice joining once your Canvas course is published.

To join your Engageli class, follow these steps:

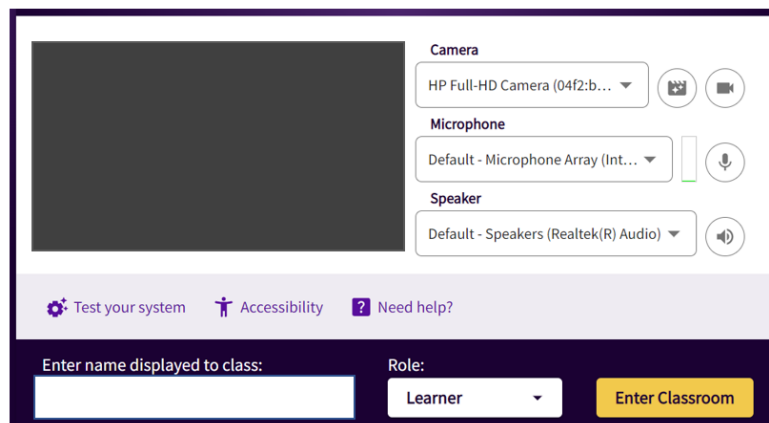1. **Log in to your course in Canvas.**

2. **At the top of the course page, locate the Engageli module and click on the link in the module. Engageli will open in a new tab or window.**

⚠️ **The Engageli class module and link should always be found at the top of your course page.**
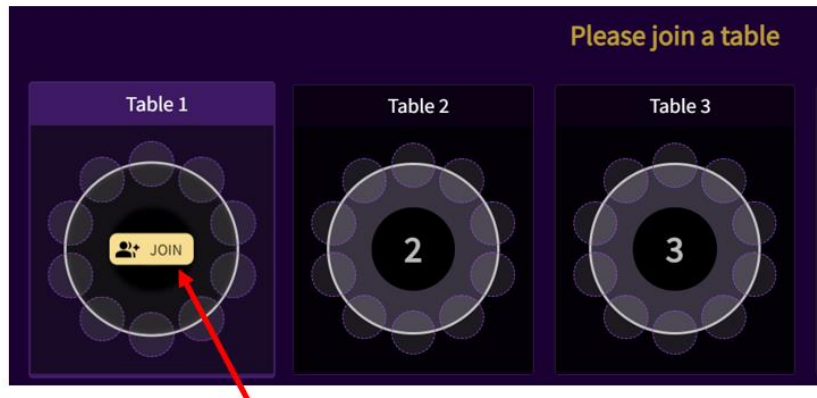
3. **When Engageli launches, you'll be taken to the class lobby. Here you can configure your camera, audio and microphone settings.**

   Your official name as registered with RMIT will be automatically populated in the 'Name displayed to class' field. If desired, you can add your preferred name in brackets after the official name. Otherwise, please do not change your name here, as your official name is essential to verify your attendance.

4. **Once in the classroom, you may be prompted to join a table (in some cases, you may be assigned a table).**

   To join a table, hover over a table and click 'Join'.

2.2 How do I know when my next Engageli class is?

Unlike Collaborate Ultra (or other virtual classroom tools you may have used), Engageli doesn't currently offer a calendar integration.

As a result, to find out when your next Engageli class is, please check your course schedule.

At the designated time in your course schedule, log in to your Canvas course and join Engageli via the link in your course (see instructions in section 2.1 above).

⚠️ **This only applies to courses involved in the Engageli pilot.**

If you're unsure if your class is meeting via Engageli, check with your teacher or course coordinator.

Section 3: In-Class Features

The following sections outline Engageli's in-class features and how to use them.

For a fast track into the basics of using Engageli, please review the following guides:

🔗 Engageli Learner Quickstart Guide
Engageli Learner – Interactive Guide

> ⚠️ **BEFORE your first class, e.g. a few days before, or a few hours before, we recommend you familiarise yourself with Engageli by checking out the guides above.**

Common features you'll use as a student:

- **Tables**
- **'My View' modes**
- **Raising your hand**
- **Sharing your screen**

3.1 Tables

What's a table?

A table is your 'seat' in the class for the duration of your session.

Like in a physical classroom, tables divide the class into smaller working groups in preparation for any in-class group activities. As a result, your table determines who you will work with in group (table-based) activities.

How do tables work?

As soon as you join an Engageli session, you may be prompted to join a table (in some cases, you may be assigned a table).

You'll remain at this table for the duration of the session (unless the instructor moves you) regardless of whether you're doing class-wide activities (e.g. listening to a presentation) or table-based activities (e.g. group discussions).

> ⚠️ **For some sessions, you may not be prompted to join a table but instead be automatically assigned to a table if your instructor has chosen to pre-set the seating.**
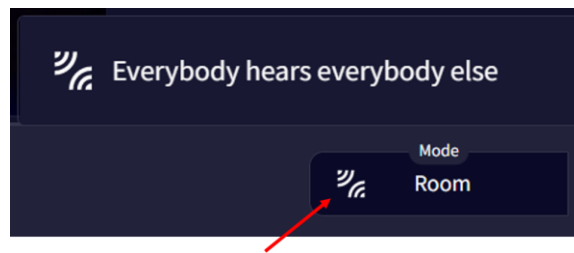
Class Modes

Engageli has **two class modes** that change the format of the classroom to suit the activity type. This affects who you can interact during certain activities:

- **Gallery (or Room) Mode**: Used for class-wide activities
- **Table Mode**: Used for smaller group activities. It serves a similar function to breakout rooms.

The class mode is controlled by your teacher.

You can tell which class mode you're in by checking the "Mode" button in the bottom right corner of your screen. Hovering over the button also tells you who you can hear (and vice-versa).

Below is a summary of the differences between the two class modes:

Gallery (Room) mode	Table mode
You can hear and see all participants in the class and all participants can hear and see you.	You can only hear and see people at your table. (*You can still communicate with my peers on other tables using the chat function*)
The teacher can hear you even if you don't raise your hand.	The teacher can only hear you if you raise your hand.

Other Useful Resources
Table Options as a Learner
Learner Class Views

3.2 'My View' Modes

The 'My View' modes allow you to change your individual view settings. These settings determine what you see on your screen and are completely separate to the class modes.
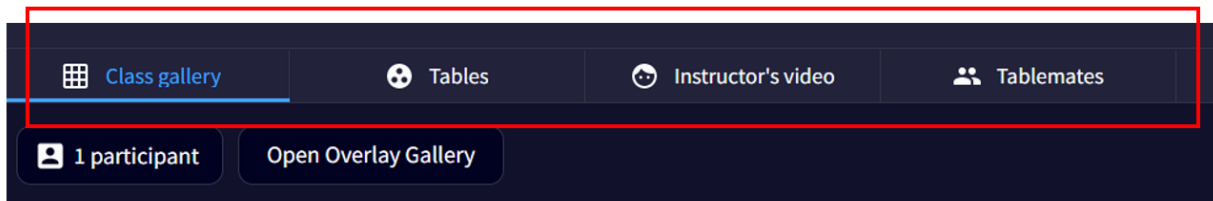
⚠️ **Changing 'My View' only affects what is shown on <u>your</u> screen. It cannot influence the class mode and doesn't change who you can and can't interact with as part of the current class mode.**

As a learner, you can choose from four views:

- **Class Gallery:** Brings up the video thumbnails of all class participants in the session.
- **Tables**: Brings up the live seating plan for your session.
- **Instructor's video**: Enlarges the instructor's video to fit the main class window.
- **Tablemates**: Shows you the videos of those on your table.

You can switch between these views by selecting the appropriate tab located above the main viewing window in Engageli.

3.3 Raising your hand

The 'Raising Hand' feature mimics the traditional gesture of raising your hand and is a way to ask your instructor a question or address the entire class – whether you are in Gallery mode or Table mode.

To find out more about this feature (as well as other ways to ask a question in class), have a look at the following article.

How to Ask a Question in Class

⚠️ **Raising your hand automatically unmutes you and makes you audible and visible to the entire class.**

3.4 Sharing your screen

As a learner, you may be required to hold a presentation to your classmates.

Find out how to do this through the following resources:

How to Share Your Screen as a Learner

How to Share a PowerPoint Presentation on Engageli - Learner

How to Share a Google Slides Presentation on Engageli - Learner

How to Share a Keynote Presentation on Engageli - Learner

3.5 Other features

Have a look at the following resources to find out about other features you can use in an Engageli session:

How to use the Overlay Gallery - Learner

How to use the features of the Engageli Whiteboard - Learner

How to Zoom in on an instructor presentation

Using Playback Rooms and Study Halls

Section 4: Where to go for help

If you have any questions or require technical or functional support, please contact one of the following support services:

Type of Issue	Channel	Description	Availability
Functional questions and tips about Engageli (How Engageli works; how to use a specific feature or perform a specific task)	**Ask Engageli via Engageli Chat**	Ask for urgent help via Engageli Chat (click the "Help" button on the bottom right of the page)	24/7 (response time: live)
Technical issues / incidents (Something isn't working as expected device set-up and configuration)	**RMIT IT Connect**	Raise an incident via the Service and Support portal (IT Connect)	RMIT business hours (Mon-Fri: 8am-6pm)

Useful Links and Resources

Engageli Learner Guides	Compilation of vendor guides and articles regarding the student's use of Engageli's features.
Engageli Learning Hub	Library of asynchronous learning materials (videos and guides). Some resources are pulled from the articles in found within the above guides.
RMIT IT Connect	Log a request or raise an incident with RMIT IT Connect.