Impact Guide

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General Information

What is Impact?

Impact helps institutions improve technology adoption and evaluate the impact of educational technology while helping faculty and students seamlessly navigate new platforms.

Learn More about Impact - K-12

Learn More about Impact - Higher Ed

Support Users

Provide out-of-the-box self-help content and easy access to support channels, empowering students and faculty to focus more on teaching and learning, and less on traversing technologies.

In-context support empowers students and faculty to focus more on teaching and learning, and less on navigating and learning new technologies.

Customized In-App Messaging

Customized in-app messaging and channels confirm that the hours spent trying to figure out new technology are a thing of the past. Reach students and faculty through targeted in-line messaging to communicate with your users.

Walkthroughs

Guide users step-by-step through tasks and processes within your LMS to reduce the learning curve, build confidence, and ensure tools are being leveraged to their full potential.

Measure Technology Impact

Insightful dashboards and dynamic reporting provide a bird's eye view of how well students and faculty are engaging with available ed-tech tools. When you pair Impact with your existing and future education technology suite, the return on your tech investment will be on brilliant display.

Campaigns

Leverage existing templates and customize them to meet the needs of your institute or build your own. Campaigns provide you with the opportunity to combine messaging, walkthroughs, and data to target a specific audience, promote a specific tool, and measure the impact.

Out of the Box Content

Impact provides out of the box contexts, allowing you to place messages and walkthrough steps across your LMS. Customizable reporting templates generate ready-to-use insights around instructors, students, and integrated tools. A ready-to-use support center with all relevant help articles is set up with pedagogy at the forefront and campaign templates around the most common tools and challenges, some of which include walkthroughs are available to you.

Evaluate Impact

Learn how Impact by Instructure deepens technology adoption, grants insight into how Instructure solutions are currently used at your school, provides support for everyone when and where they need it, and fosters a culture of self-help in this Guide for K-12 Edition.

For more information on how Impact by Instructure helps Higher Ed Institutions improve technology adoption, evaluate the impact of education technology, and drive action with custom in-app messaging, visit this Guide for Higher Ed Edition.

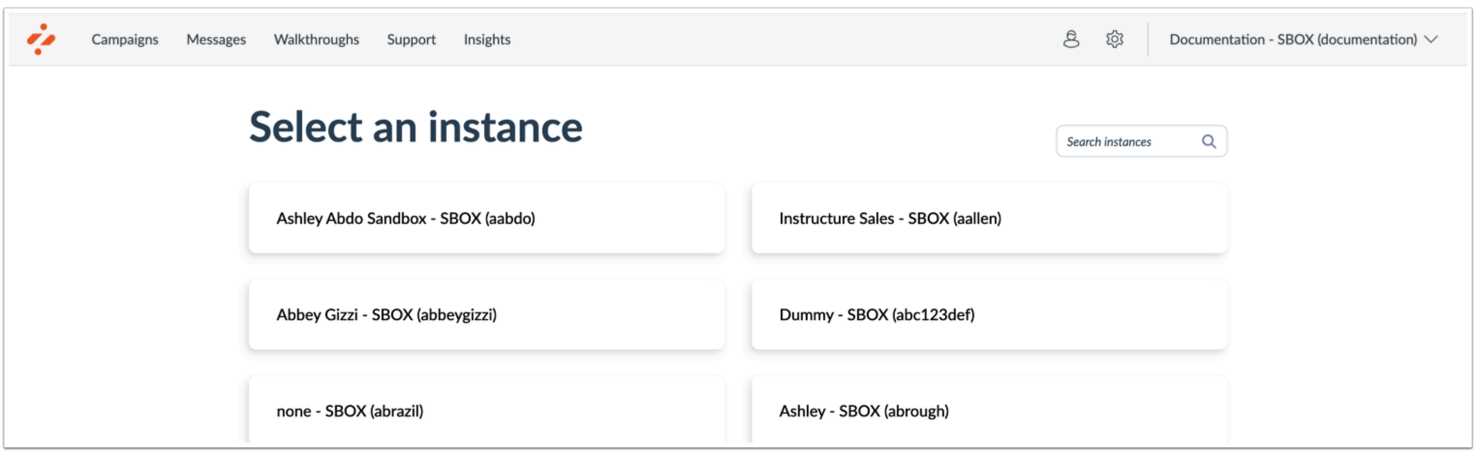
What is an Impact instance?

An Impact instance is a dedicated Impact web application running on a single physical or virtual server. Generally, one Production and one Staging instance are provided to you by us at the time of Implementation.

You can access and manage your instance using the Impact Dashboard via app.eesysoft.com. You can view Reports, create and maintain Proactive messages, Help Items, Walkthroughs, and Campaigns using your instance. Staging and production are set up per institute.

Note: Copying content directly from a staging instance to a production instance is currently unavailable.

View Impact Instance



Instructure will provide one production and one staging instance.

Please reach out to your Instructure CSM if you would like to request a new Impact instance.

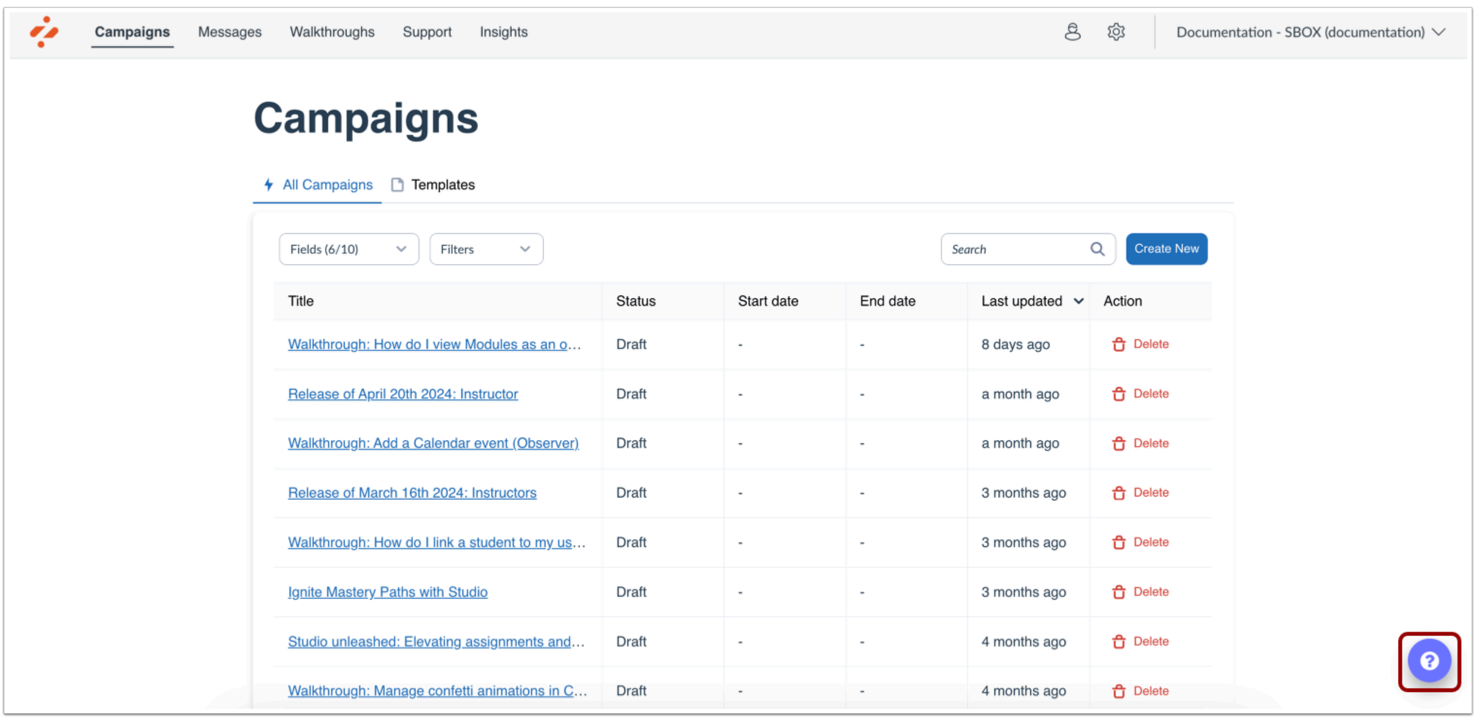
Note: There are costs if you require a new instance for the Implementation team to set up and consult with you on your new instance.

How do I submit a support ticket in the Impact Help Center?

Follow the instructions below to submit a support ticket through our Impact Help Center.

Note: The steps in this lesson describe how to submit a support ticket related to Impact. To submit a ticket for Canvas, use the [Help menu in the Global Navigation Menu](#).

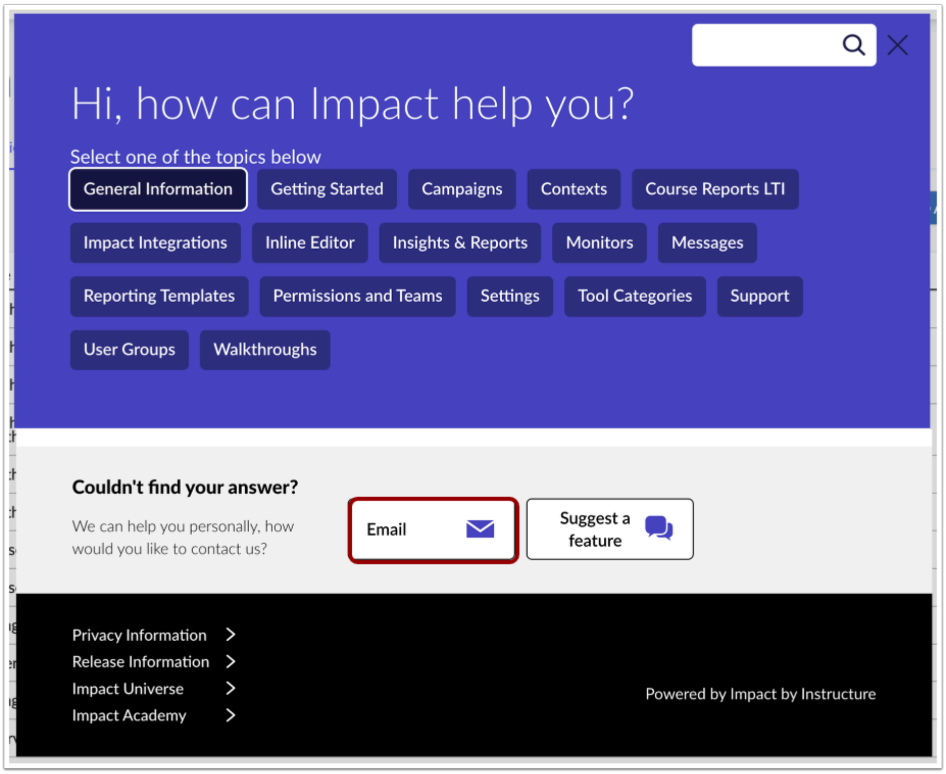
Submit a Support Ticket for Impact



In the Impact Dashboard, click the **Support Help Center** icon.

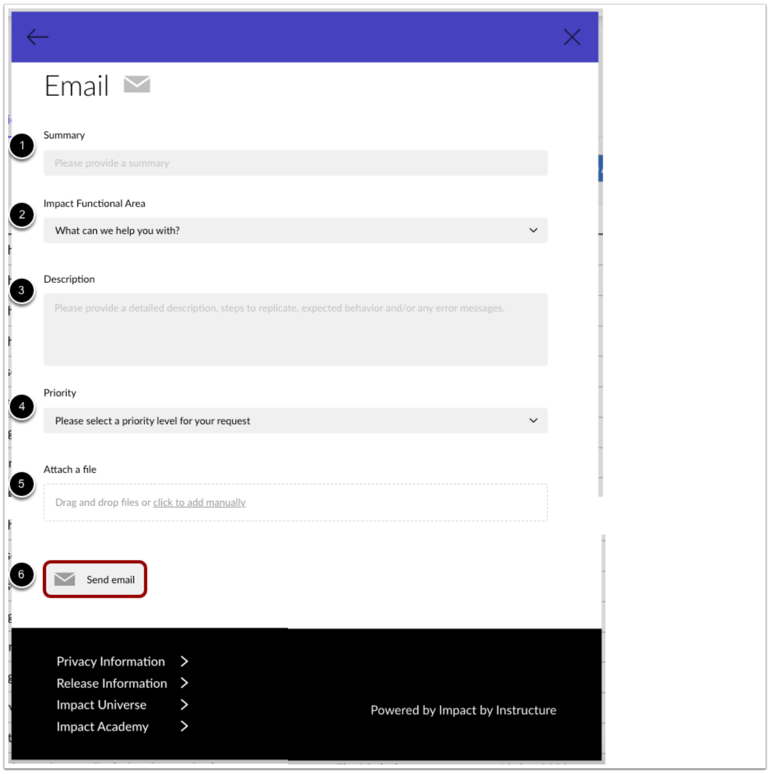
Note: The Support icon style and location may differ between institutions based on customization styles.

Open Email Form



To submit a help request email, click the **Email** button.

Choose Support Ticket Options



Choose the option that best describes your issue.

Complete the short questionnaire to help Impact Support better understand the actions you have already taken. To improve the quality and timeliness of the response to support tickets, please include the information below when possible:

- **Summary** [1]: Briefly describe the issue.
- **Impact Functional Area** [2]: Select an Impact Functional Area that describes your issue.
- **Description** [3]: Please provide a detailed description of the issue.
- **Priority** [4]: Select a priority level for your request.
- **Attach a file** [5]: Attach any files, screencasts, or screenshots of the problem.

To submit the ticket, click the **Send email** button [6]. The support team will respond to your request as soon as they can.

How do I request a new Impact instance?

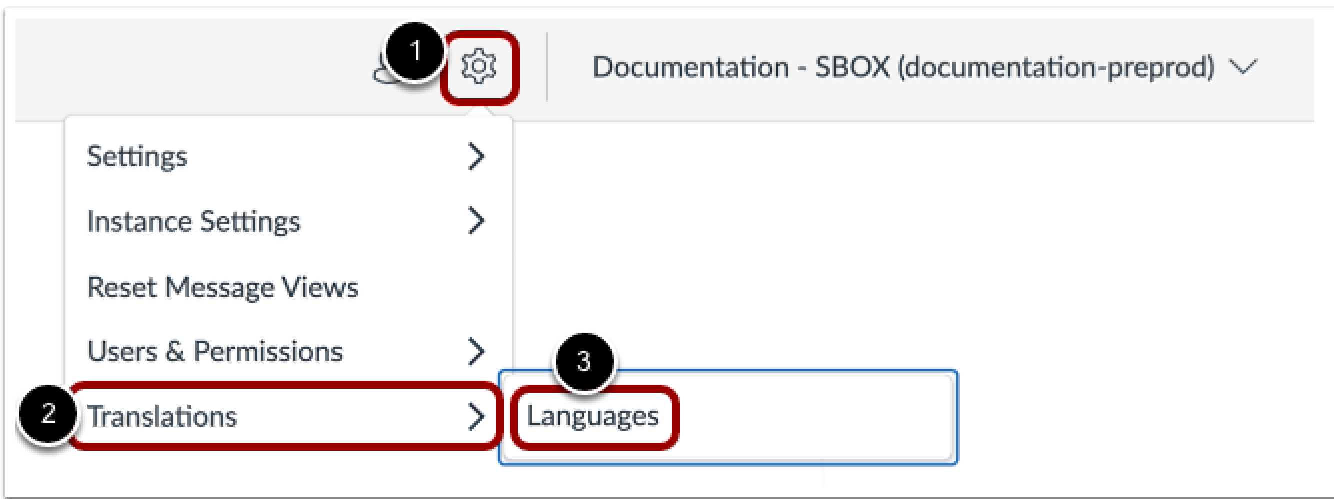
You can request a new Impact instance if you are migrating from one learning application to another or require integration into an additional test environment. Please contact your CSM or CSM Team to assist you in the steps to request a new Impact instance.

How do I add a new language in the Impact Dashboard?

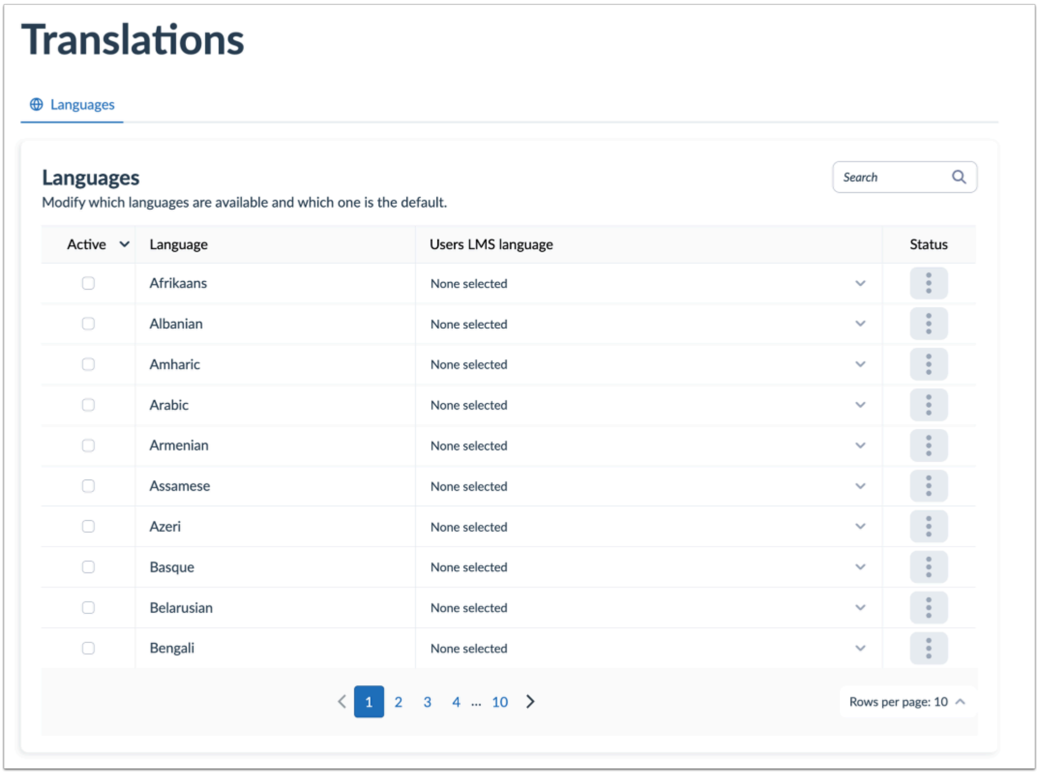
Translations are available for Admin to change the Impact Dashboard language for in-app use only.

To translate Impact content, you will need to request your desired language to be added. Translations to Impact content, such as messages or articles, will need to be enabled from your content. Once a language is added you can create multiple versions of messages and articles.

Impact Dashboard Translations



To change your Impact Dashboard language, click the **Instance Settings** icon [1]. Then, hover the cursor over the **Translations** menu [2] and click the **Languages** link [3].



Select the language you want to display in your Impact Dashboard.

Content Translations

With Impact, you can add different languages to your content depending on your LMS needs. Once you add a language you can create multiple versions of messages and articles to give your users the option to choose which language they prefer.

To add a new language to your Impact dashboard, please submit a ticket to [support-impact@instructure.com.](mailto:support-impact@instructure.com)

Note: Activating a translation option provides you with the opportunity to translate your content and Out of the Box content. This service is not created out of the box for you.

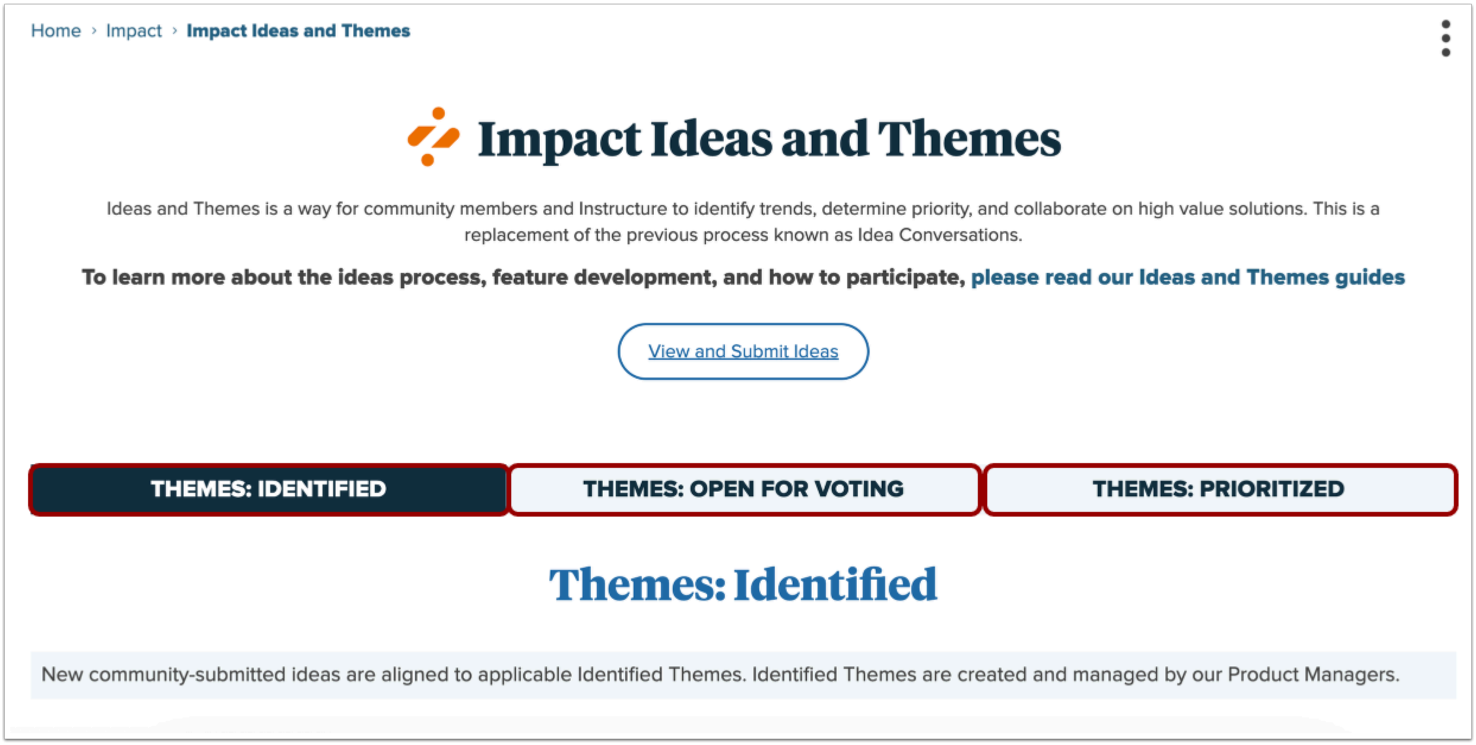
How do I request a new Impact feature?

We are focused on building strong communication and collaboration with our customers. Our goal is to collect your feedback and feature suggestions so that we can help enhance your experience of using Impact at your institution. Your requests and suggestions are essential to our product development and to streamline all your feedback, we use our Impact Ideas and Themes.

Open Impact Ideas and Themes

To open the Impact Ideas and Themes space, visit the [Impact space](). Locate and click the **Ideas and Themes** button.

View Existing Ideas and Themes

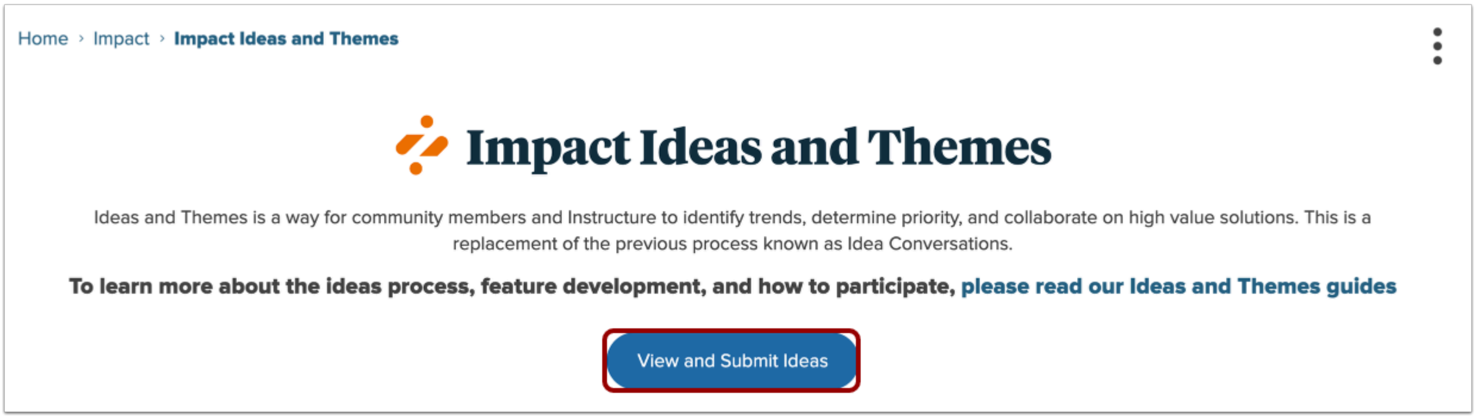


Before posting your idea, see if your idea or a version of your idea has been suggested in one of the stages:

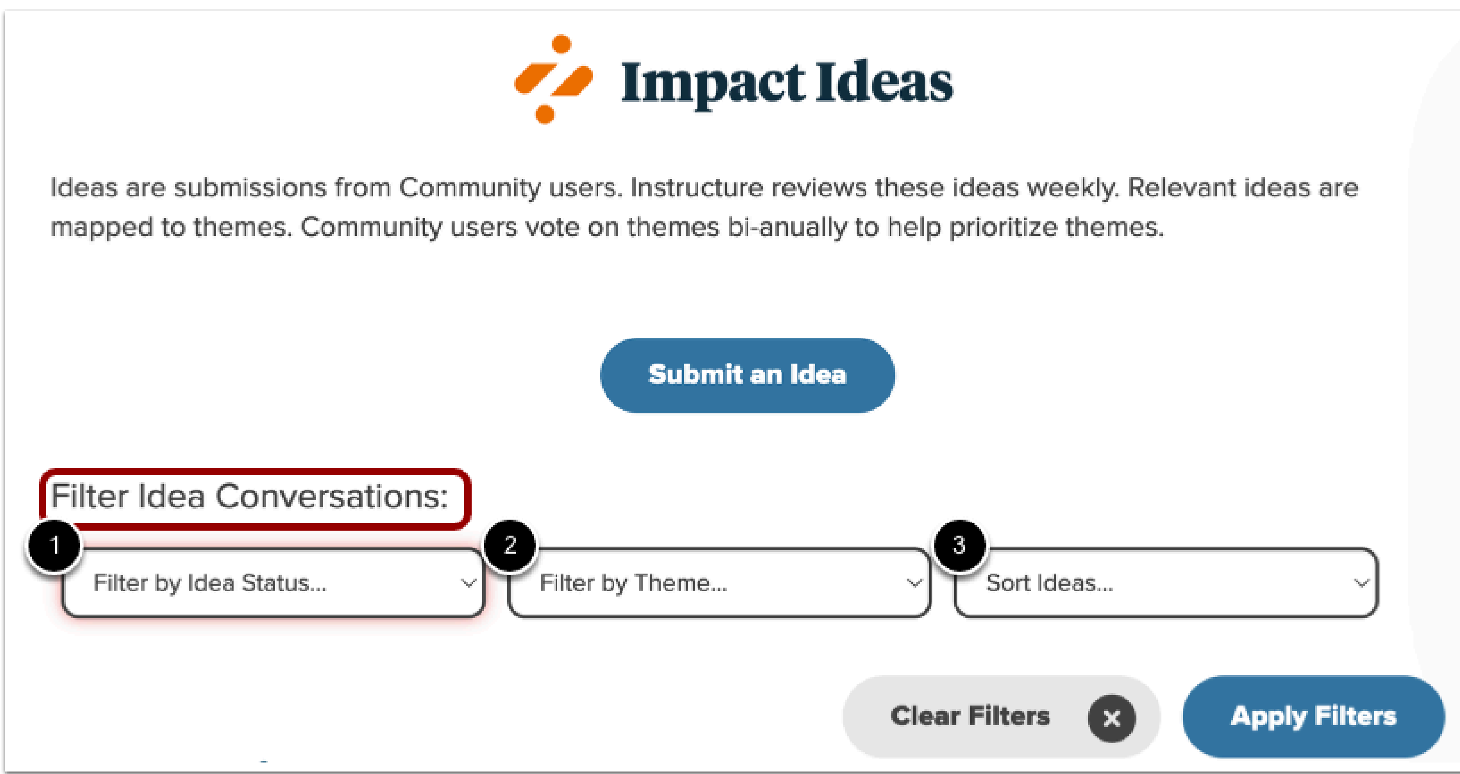
- **Identified:** Themes start in this non-voting stage and are created by a member of the Product Team based on trends identified from idea submissions. As new ideas are submitted, they might be added to an existing identified Theme or create the need for a newly identified Theme.
- **Open for Voting:** Themes that are *Open for Voting* allow any Community member to vote or comment on the theme during the 30-day voting window. Comments on *Open for Voting* themes allow users to share use cases, discuss benefits, and share constructive feedback that may argue against the theme. Product teams will moderate the comments and respond as appropriate.
- **Prioritized:** These themes have gone through the voting process and have been selected by Instructure to be delivered within the next six months. As Instructure works through the development process for this theme, Instructure Product Teams will provide updates and engage the community for feedback on the potential solutions. When we deliver on prioritized themes, our focus is on solving the problem with the best solution we have identified. Due to this, the end solution and deliverable may be different from solutions or specific asks in the original ideas. If the problem of an idea mapped to a prioritized theme is not solved in our end solution, we will re-map the idea to a different theme (existing, new or extension of the current theme if the scope was deemed too big). The theme would go back through the process.

Note: Some themes will extend past six months of development depending on the size and complexity of the theme.

View Ideas



To view ideas or submit ideas, click the **View and Submit Ideas** button.



To view ideas, use the **Filter Idea Conversations**

Filter by Idea Status drop-down [1]:

- New - Ideas that have not yet been reviewed by Instructure. Ideas in *New* may be merged with existing ideas that request similar feature updates once reviewed.
- Seeking Clarity - An idea that is incomplete or needs clarification.
- Added to Theme - Ideas that meet the review criteria and are relevant to a theme move into this status. The mapped theme can be referenced from the idea.
- Will Not Consider - Ideas will include a comment and provide a clear reason for why the idea will not be considered.
- Completed - Ideas that have completed the process and are being developed.

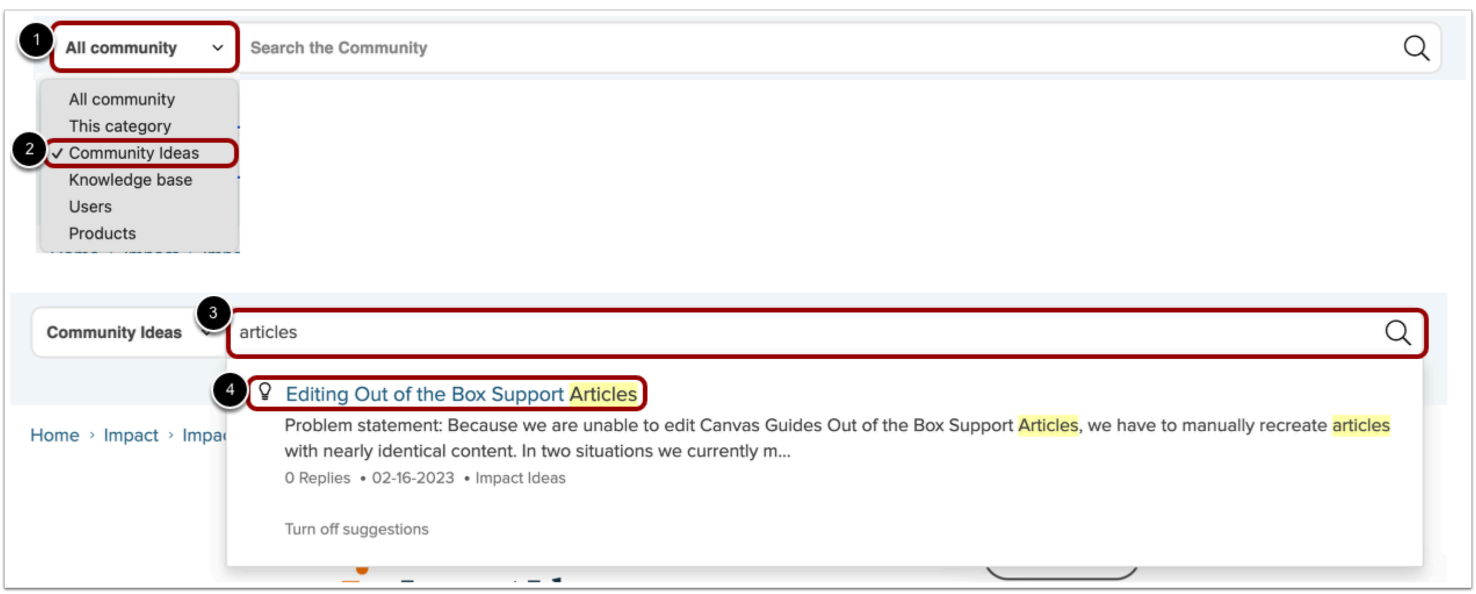
Filter by Theme drop-down [2] allows you to select Impact themes.

Sort Ideas drop-down [3] allows you to filter ideas by oldest, newest, or number of replies.

Submit Ideas

To learn more about submitting ideas, visit [How do I create a new idea in the Instructure Community?]

Search Existing Ideas and Themes

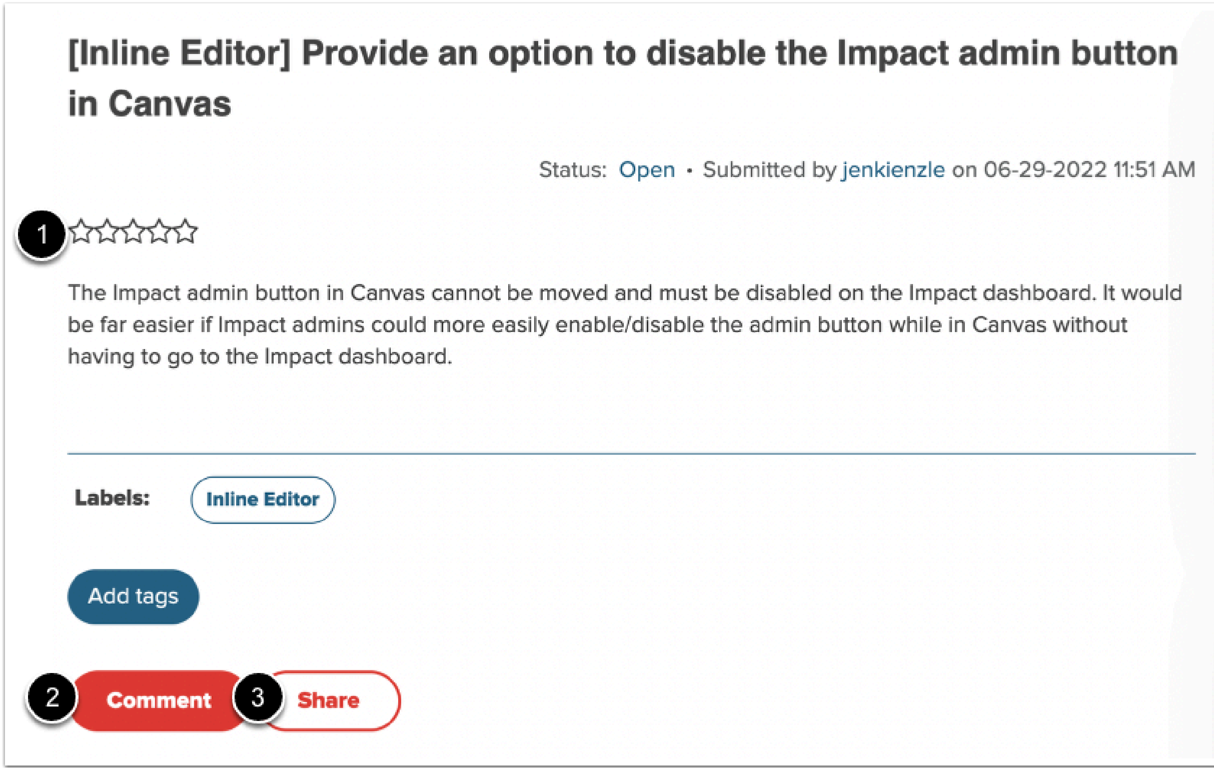


By default, the global search bar returns results for keywords in the entire community. To limit your search to the idea conversations space, click the **All Community** drop-down [1] and select the **Idea Exchange** option [2].

To search for ideas by keyword, enter keywords in the **Search** field [3].

To view an idea conversation, click the idea conversation title [4].

Comment, Rate, and Subscribe to an Idea



Rate the idea

If the idea is in the Open Idea Conversations stage, you can rate the idea [1].

Add comments

If your idea is a slight variation of an existing conversation or you have additional thoughts, you may want to add comments to the existing conversation thread [2].

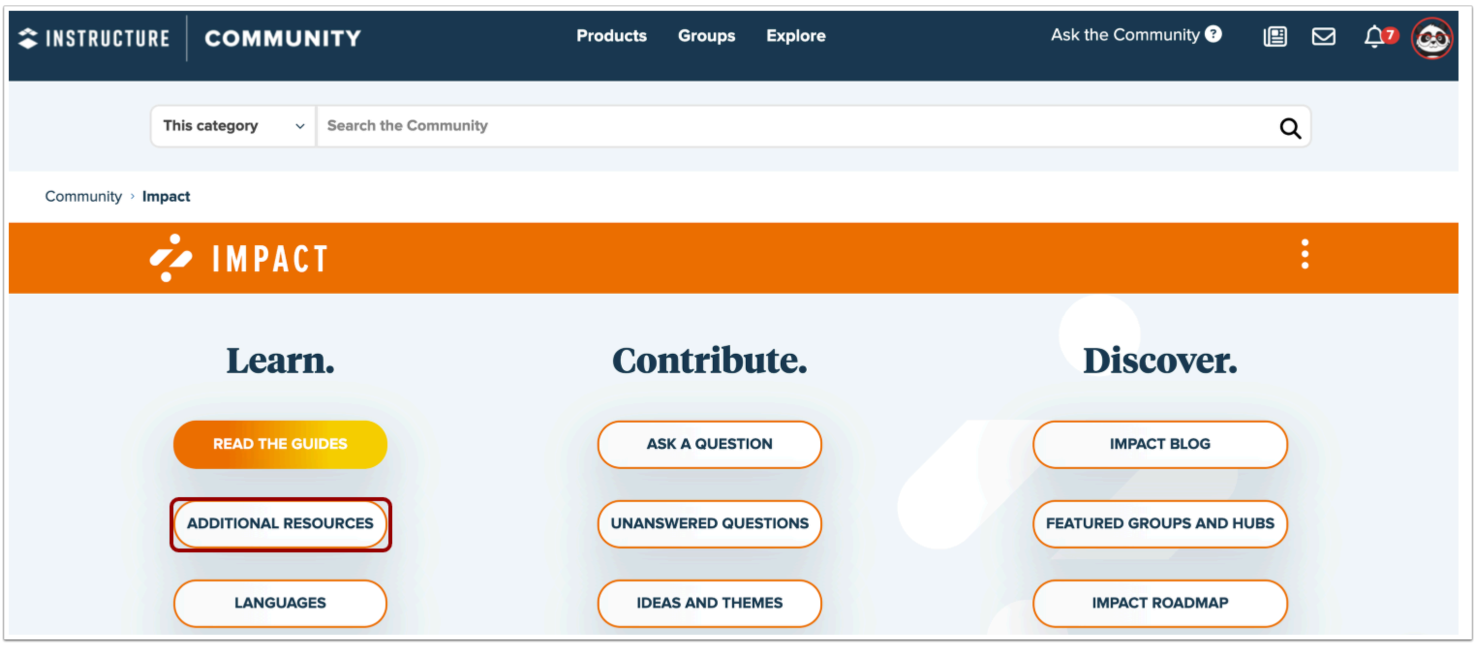
Share the idea

If you'd like to send the idea to others, you can share the idea [3].

How do I see Impact's release information?

You can view the latest Impact release information in the Impact Release Notes.

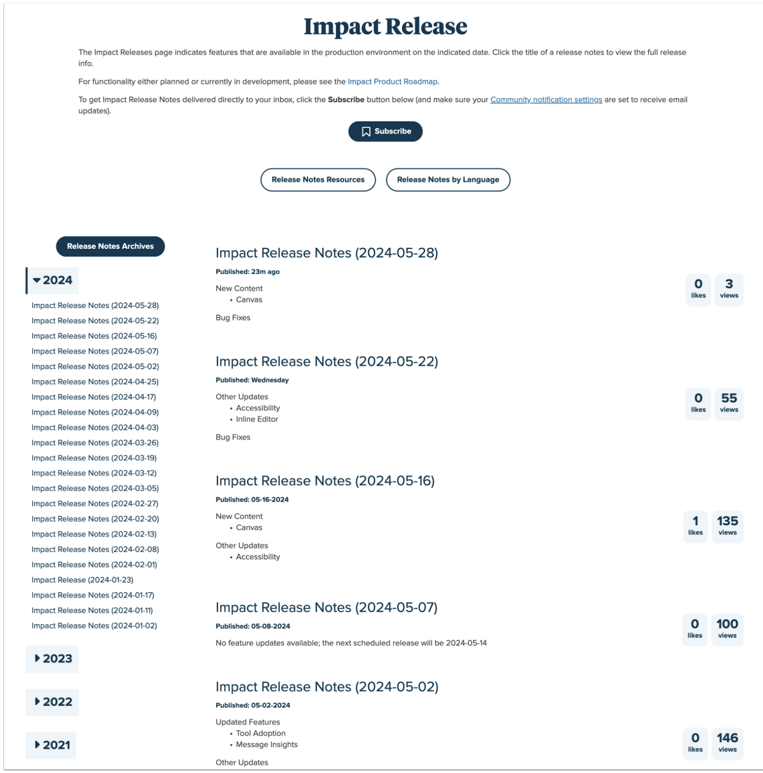
Open Impact Additional Resources



Click the **Additional Resources** button from the Impact Community.

Open Impact Release Notes

Click the **Impact Release Notes** button.



You can view [Impact Release Notes](#) or view previous release notes.

How do the capabilities of Impact compare across different learning management systems?

View the tables to explore the capabilities that Impact has within the different Learning Management Systems.

●	Full Functionality
◐	Limited Functionality
○	Unavailable Functionality

Note: Please contact your CSM if you have questions about specific limitations.

Campaigns

Function	Blackboard Original	Blackboard Ultra/UBN	Canvas
Creation of Campaigns	●	●	●
Access to out-of-the-box Campaign Templates	●	●	●
View Campaign Insights	●	●	●

Messages

Function	Blackboard Original	Blackboard Ultra/UBN	Canvas
Make Hint Message	●	●	●
Make Popup/Systray Messages	●	●	●
View Message Insights	●	●	●

Walkthroughs

Function	Blackboard Original	Blackboard Ultra/UBN	Canvas
Access to out-of-the-box Walkthroughs	○	●	●
Creation of Walkthroughs	●	●	●
View Walkthrough Insights	●	●	●

Support Center

Function	Blackboard Original	Blackboard Ultra/UBN	Canvas
Publish/Unpublish out-of-the-box Articles	●	●	●
Create/Edit Institution-Created Articles	●	●	●
Arrange Articles within Categories	●	●	●
Customize Support Center Ticketing/Design	●	◐	●
Customize Ticket Routing	●	●	●
Assign Support Center Access	●	●	●
View Support Center Insights	●	●	●

Insights - User Activity

Function	Blackboard Original	Blackboard Ultra/UBN	Canvas
View User Activity Reports	●	●	●
Export User Activity Reports	●	●	●

Insights - Tool Adoption

Function	Blackboard Original	Blackboard Ultra/UBN	Canvas
View Tool Adoption Reports	●	●	●
Filter by User Category	●	●	●
Filter by User Group	●	●	●
Start Campaign from Tool Adoption Report	●	●	●
Export Data from Tool Adoption Report	●	●	●

Insights - Course Activity Reports

Function	Blackboard Original	Blackboard Ultra/UBN	Canvas
View Course Activity Reports	●	●	●
Search for course by Course ID	●	●	○
Search for course by Course Name	●	●	●
Search by Instructor	●	●	●
Filter by User Category	●	●	○
Filter by Course Active Dates	●	●	○
Select Canvas Instance	○	○	●
Filter by Term	○	○	●
Hide Courses without Students	○	○	●
Show Only Blueprinted Courses	○	○	●
Show Only Published Courses	○	○	●
Course Reports for Instructors (LTI)	●	●	●

Insights - My Reports

Function	Blackboard Original	Blackboard Ultra/UBN	Canvas
Users vs Monitors	●	●	●
Monitor Trends	●	●	●
User Trends	●	●	●
Champions Report	●	●	●

Settings

Function	Blackboard Original	Blackboard Ultra/UBN	Canvas
Activity Monitors	●	●	●
Reporting Templates	●	●	●
Contexts	●	●	●
User Groups	●	●	●
Custom User Groups	●	●	●
LTI Tools (Beta)	●	●	●
Tool Categories	●	●	●
Status	●	●	●

Instance Settings

Function	Blackboard Original	Blackboard Ultra/UBN	Canvas
General Settings	●	●	●
LTI Keys	○	○	●
Reset Message Views	●	●	●

Users & Permissions

Function	Blackboard Original	Blackboard Ultra/UBN	Canvas
Users	●	●	●
Feature Permission	●	●	●

Translations

Function	Blackboard Original	Blackboard Ultra/UBN	Canvas
Languages	●	●	●

Getting Started

How do I install Impact?

Impact integrates with learning applications using a Javascript plugin, building block, or LTI/REST API implementation depending on the type of application you wish to integrate with. Please refer to one of the guides below for specific instructions pertaining to your application.

Blackboard Learn Original

How do I install Impact in Blackboard Learn Original?

Blackboard Learn Ultra Experience

How do I install the Impact integration in the Blackboard Learn Ultra Experience?

Instructure Canvas

How do I install Impact in Instructure Canvas?

D2L Brightspace

How do I install Impact in D2L Brightspace?

Moodle

How do I install Impact in Moodle?

How do I install Impact in Instructure Canvas?

You can request to install Impact for your Instructure Canvas LMS. Please contact your Implementation Team to assist you in the steps to install Impact.

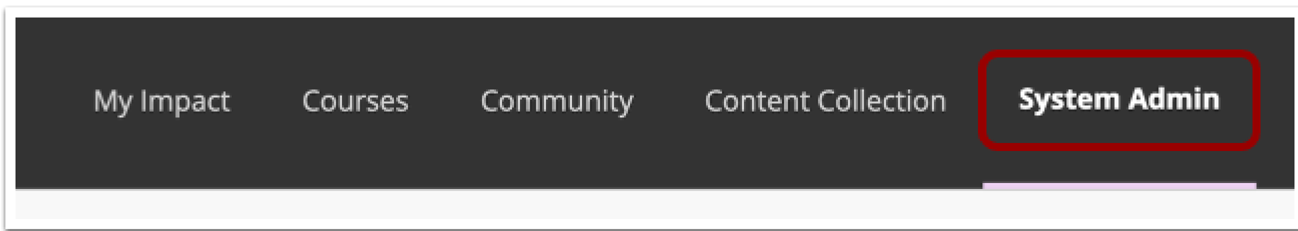
How do I install Impact in Blackboard Learn Original?

You can install Impact in Blackboard Learn Original.

If you have already installed the Impact Building Block, we recommend uninstalling the old version before installing the new version.

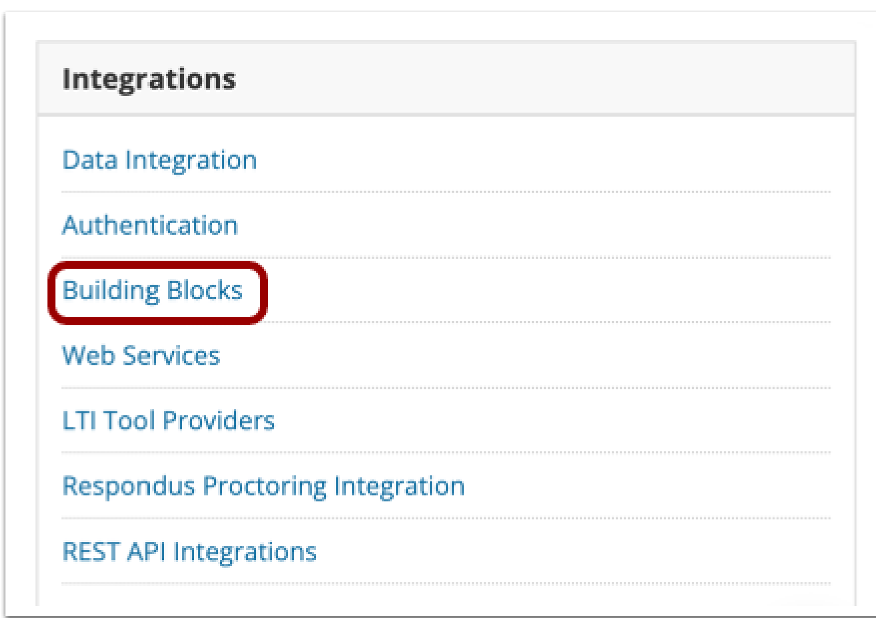
Download the latest version of the Impact Building Block here (version 2.3.185).

Open System Admin



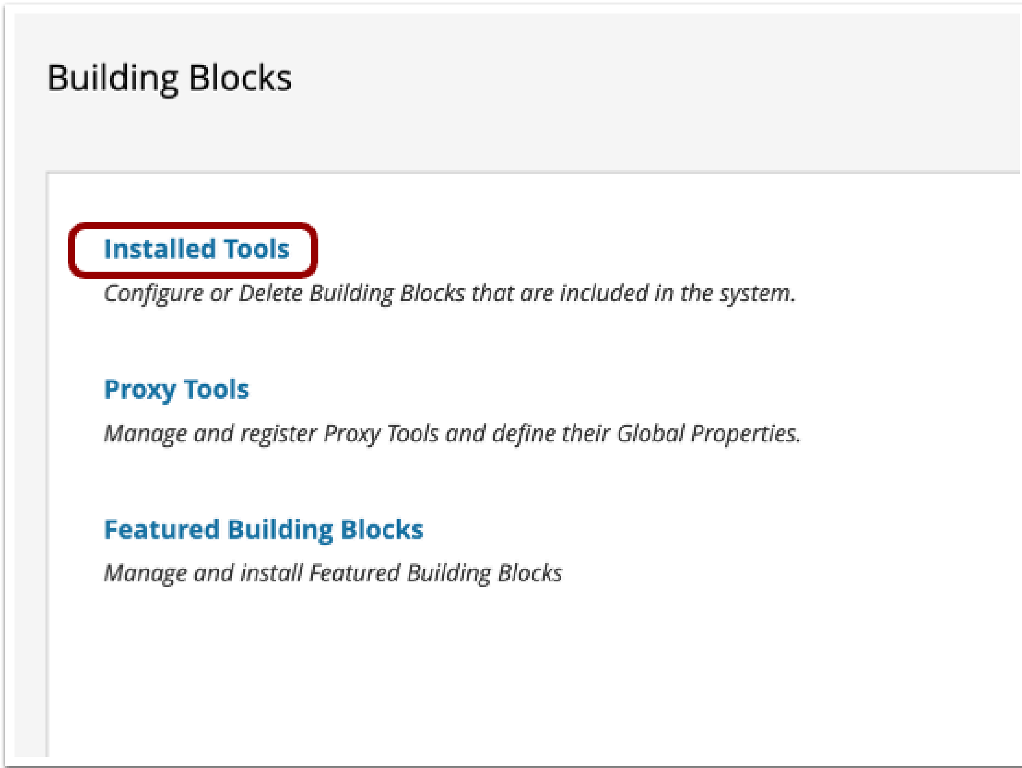
In Blackboard Learn, click the **System Admin** link.

Open Building Blocks



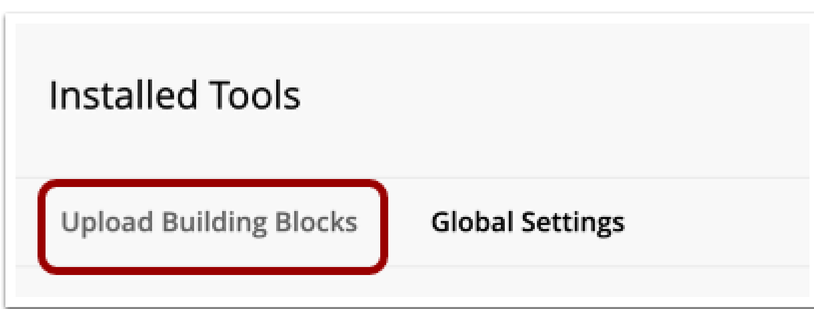
In the Integrations section, click the **Building Blocks** link.

Open Installed Tools



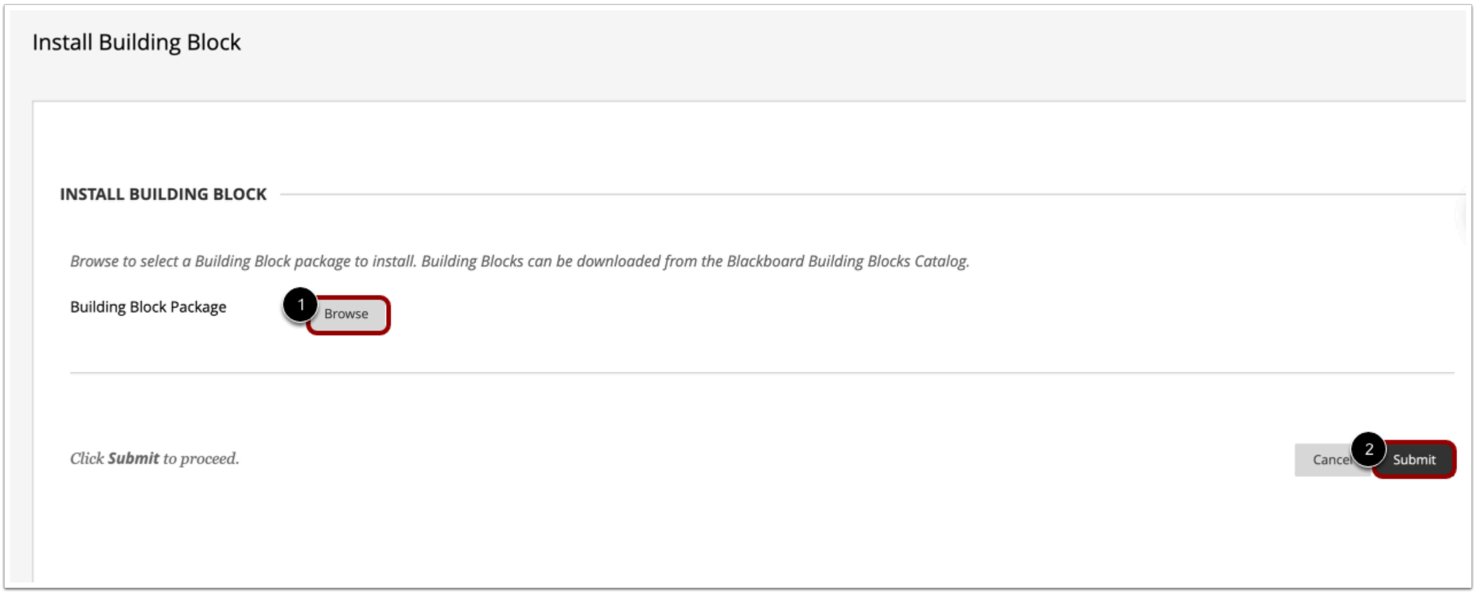
Click the **Installed Tools** link.

Upload Building Blocks



Click the **Upload Building Blocks** link.

Install Building Block



Click the **Browse** button [1] and locate the Building Block .war file on your computer.

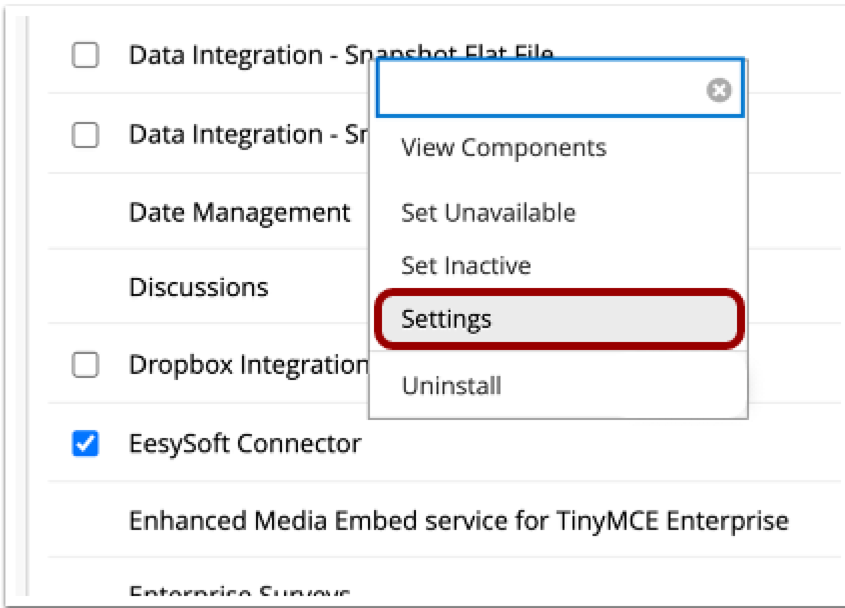
Click the **Submit** button to upload the file to Blackboard Learn [2], and then select OK to go back to the Building Blocks page.

Approve Building Block

Click the **Approve** button.

To enable the building block, select Available in the Availability list for the building block. Blackboard Learn lists the permissions that the building block requires. This is a security feature to protect Blackboard Learn from dangerous content. If you are concerned about the permissions given to a building block, contact the vendor before approving the permissions.

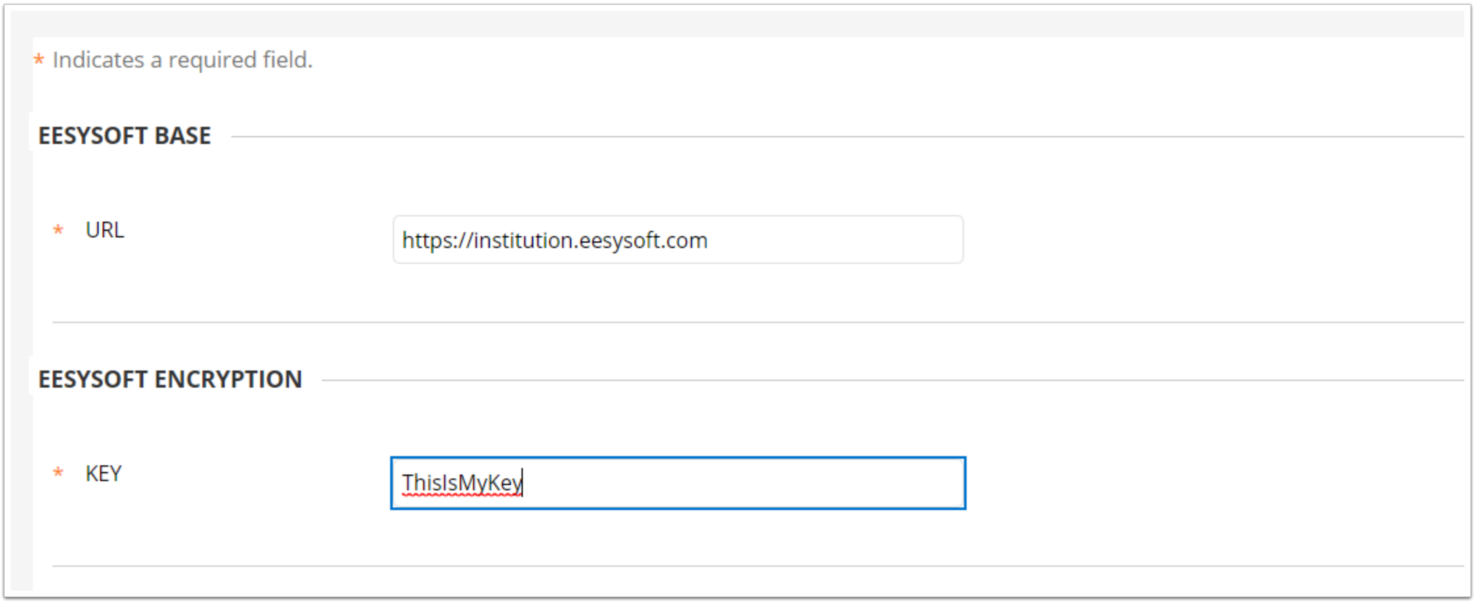
Open Settings



Locate the **Eesysoft (Impact)Connector** in the list of installed Building Blocks.

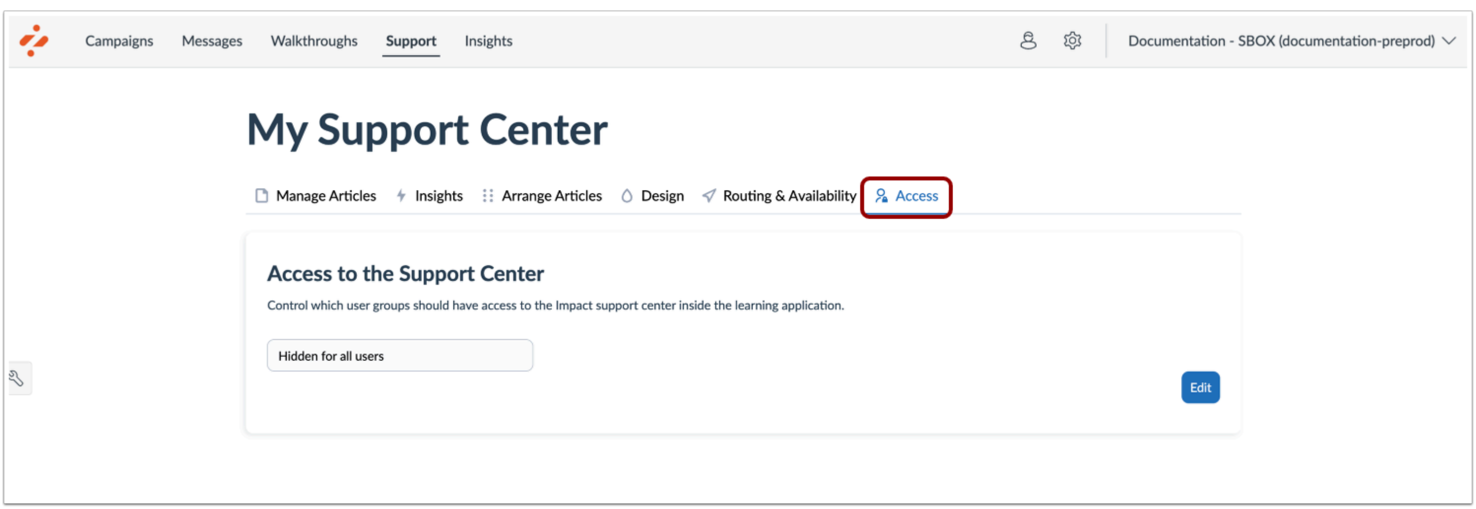
Click the **Settings** link.

Enter Base URL and Key



Enter the Base URL and Key provided by Impact.

Add Support for Users

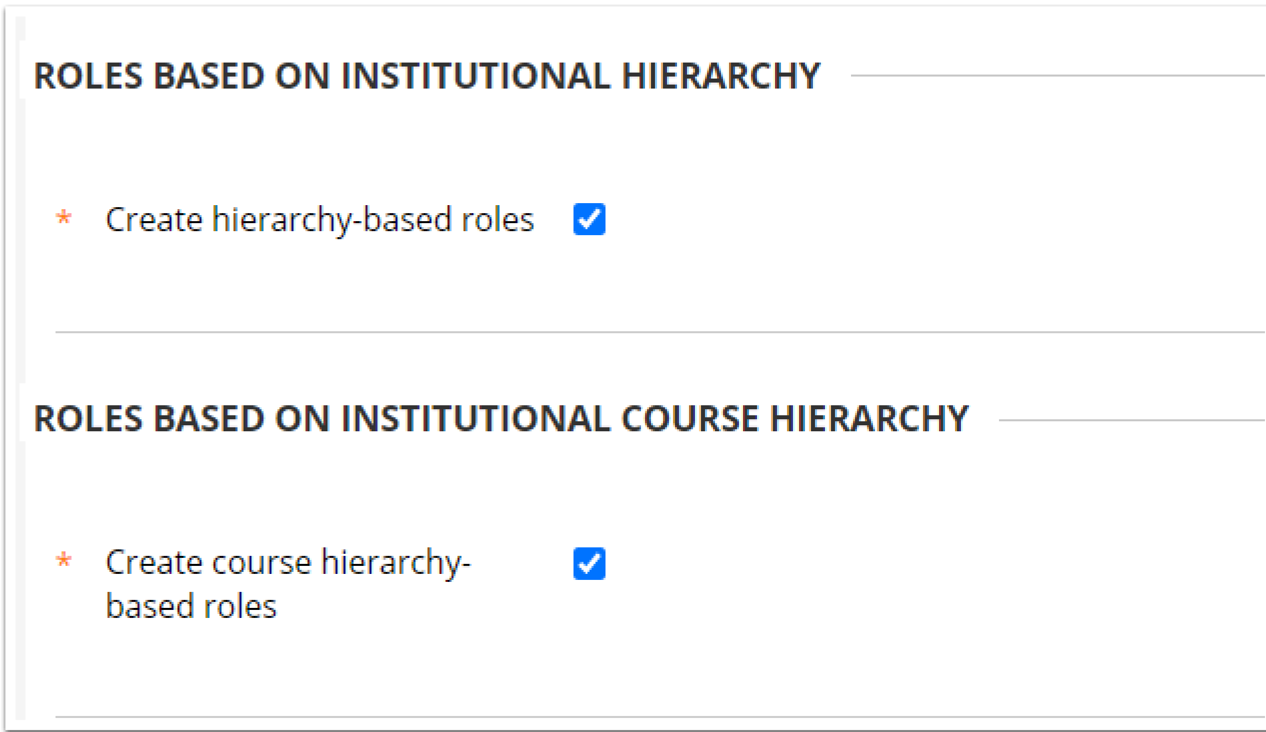


To make the Impact Support Center available to ALL users, navigate to the Impact Dashboard's Support Center **Access** tab.

Notes:

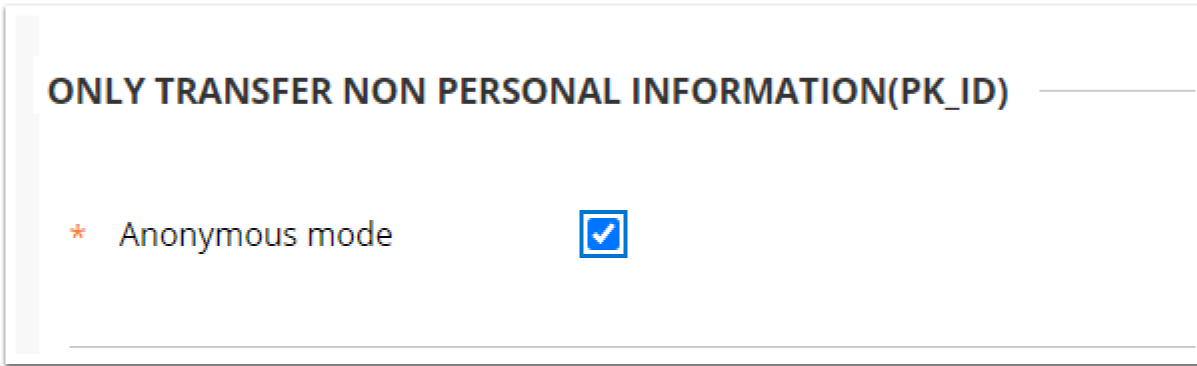
- Only enable this setting on staging and if Impact Support is included in your license. Do not enable production until after the Impact Support Center has been configured with your implementation consultant.
- For more information on the Impact Support button visibility, visit How do I manage Impact Support button visibility?

Create Hierarchy Roles



If you would like to be able to use Institutional Hierarchy nodes to filter Impact reports or target messages, articles, and campaigns, enable **Create hierarchy-based roles** (if users are directly aligned with nodes) and/or **Create course hierarchy-based roles** (if courses are aligned with nodes).

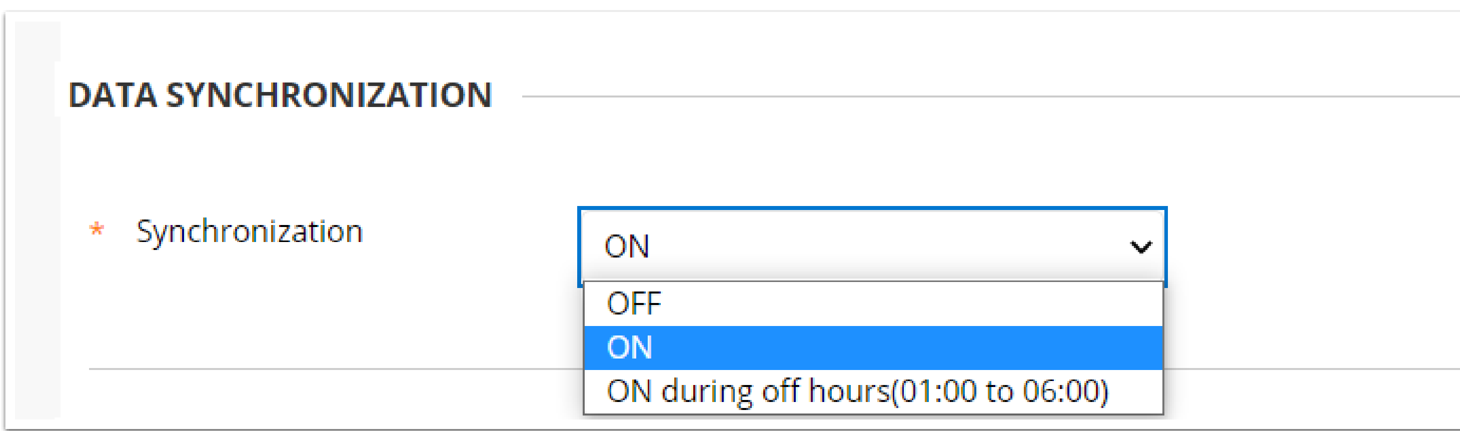
Enable Anonymous Mode



If you would like to collect user activity data anonymously, turn on Anonymous mode. This will ensure that only the user's PK1_ID is transferred to the Impact server.

Note: If turned on, this will limit Impact functionality. This affects the user information sent with support ticket submissions from the Support Center and user information exported from the tool adoption reports from Insights.

Enable Synchronization



Turn Synchronization **ON** if you wish to enable Course Activity Reports. Note: Although the initial synchronization should not impact performance, we have added the option to perform the synchronization during nighttime (ON during off-hours).

SaaS-Hosted

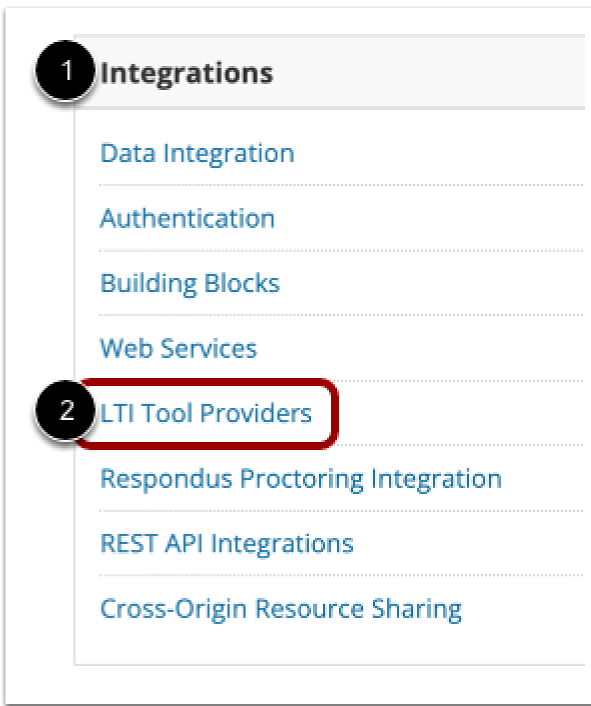
Submit a ticket with Blackboard requesting them to install the latest version of the Impact Building Block stated here.

How do I install the Impact integration in the Blackboard Learn Ultra Experience?

You can configure the Impact integration in the Blackboard Learn Ultra Experience. Please submit a ticket to support-impact@instructure.com or through the Impact Support button on your Impact dashboard to obtain a unique application/client ID to configure the application

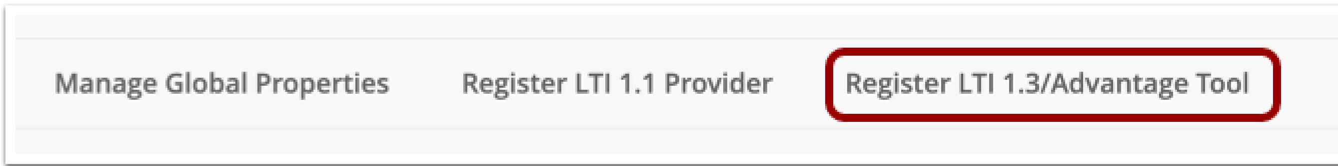
Note: Currently there is a two-part integration that requires the installation and configuration of the Impact Building Block.

Open LTI Tool Providers



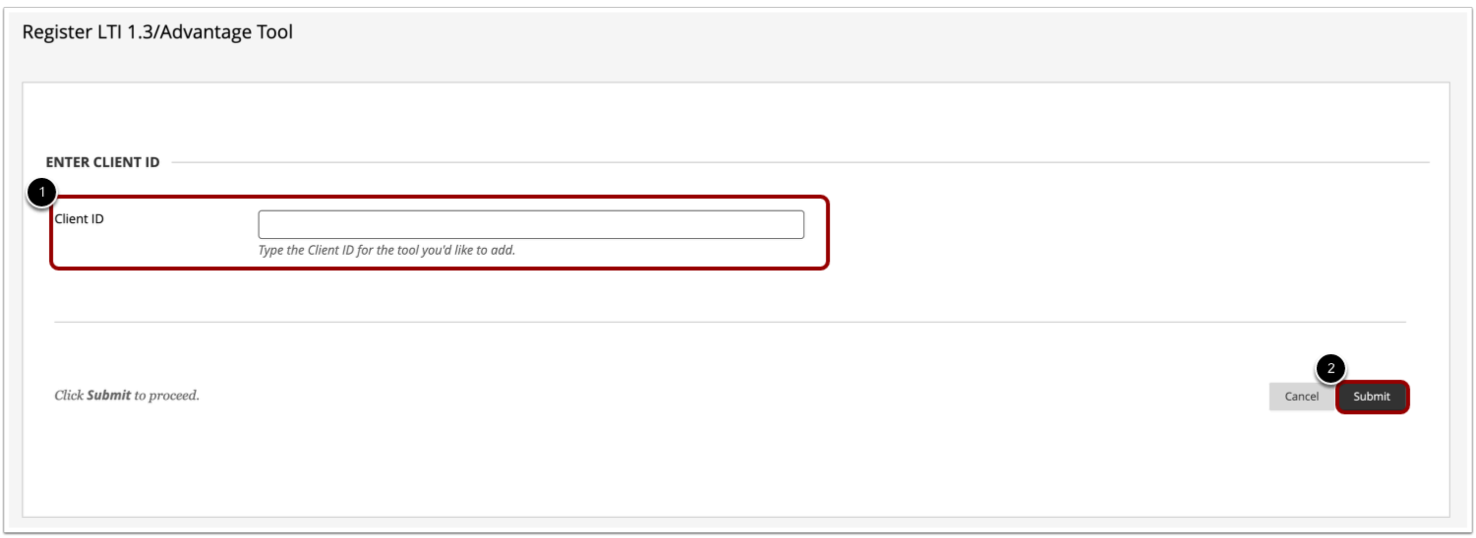
In the Integrations section [1], click the **LTI Tool Providers** link [2].

Open Register LTI 1.3/Advantage Tool

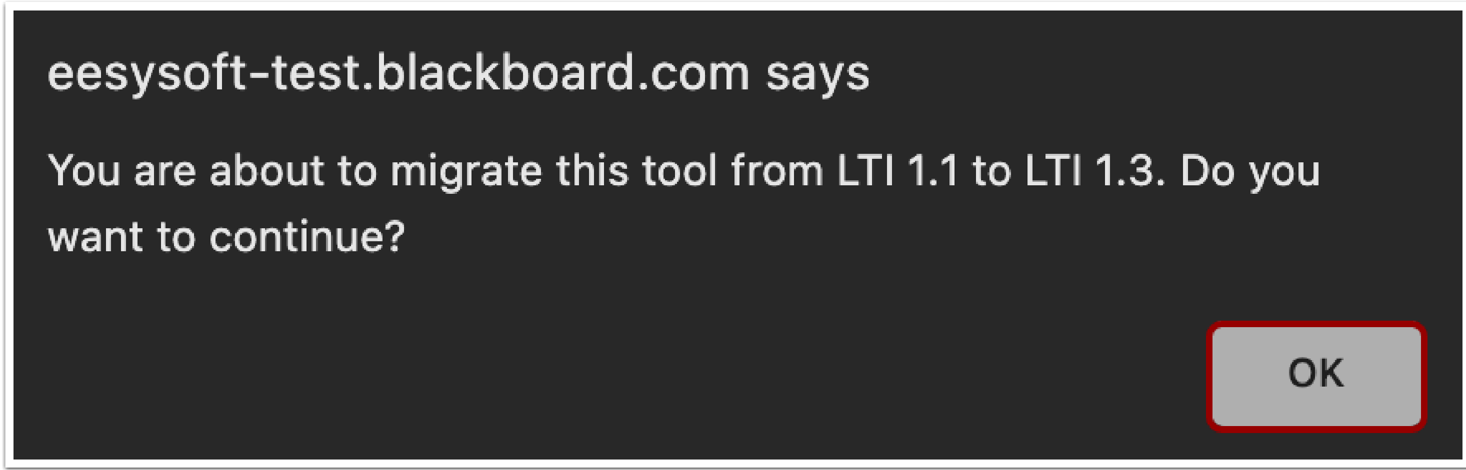


Click the **Register LTI 1.3/Advantage Tool** link.

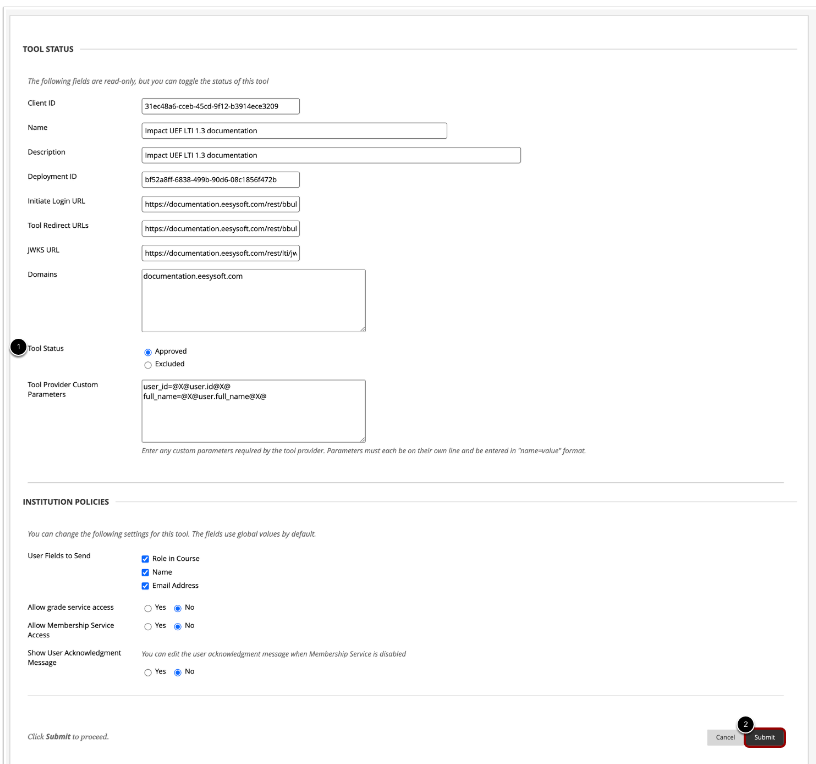
Register LTI 1.3/Advantage Tool



In the **Client ID** field [1], enter your Application/Client ID. Click the Submit button [2].

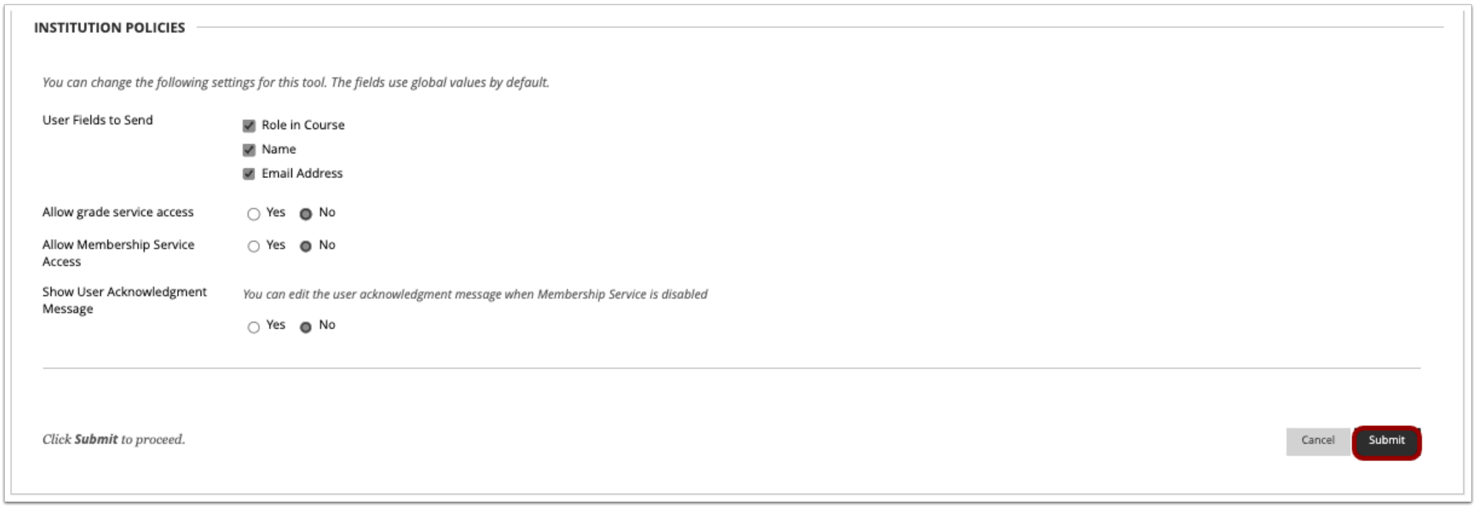


An alert will display if the 1.1 LTI is already installed. Click **OK** to continue.



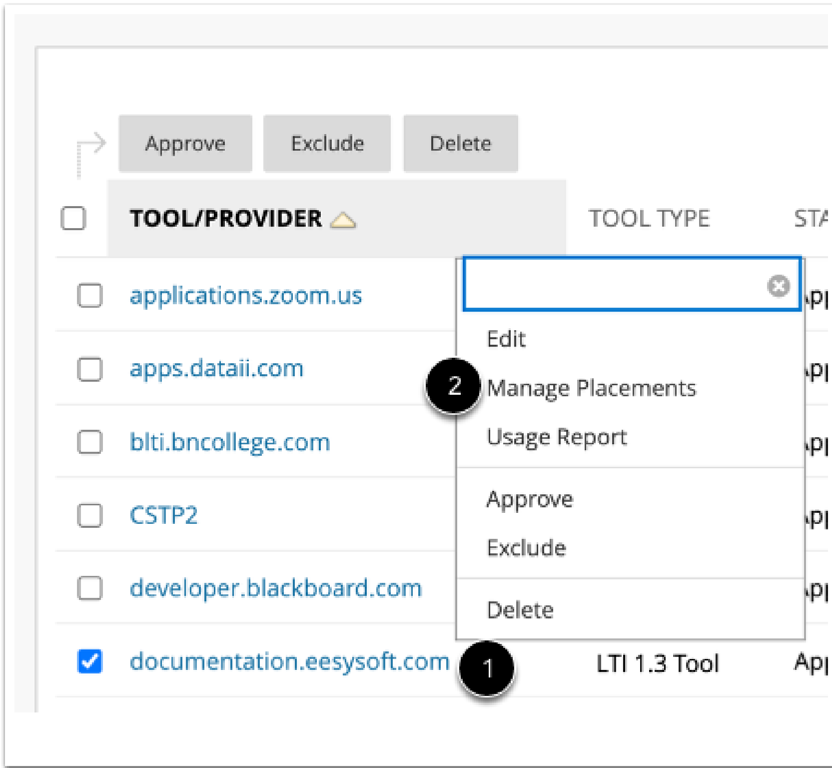
Fields will auto-populate. Set **Tool Status** [1] to Approved. Then click the **Submit** button [2]

Submit Institution Policies



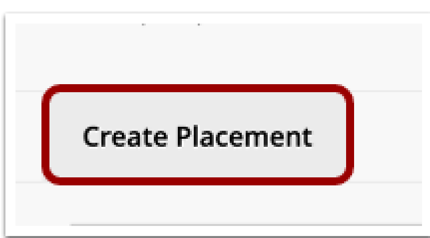
Click the **Submit** button.

Manage Placements



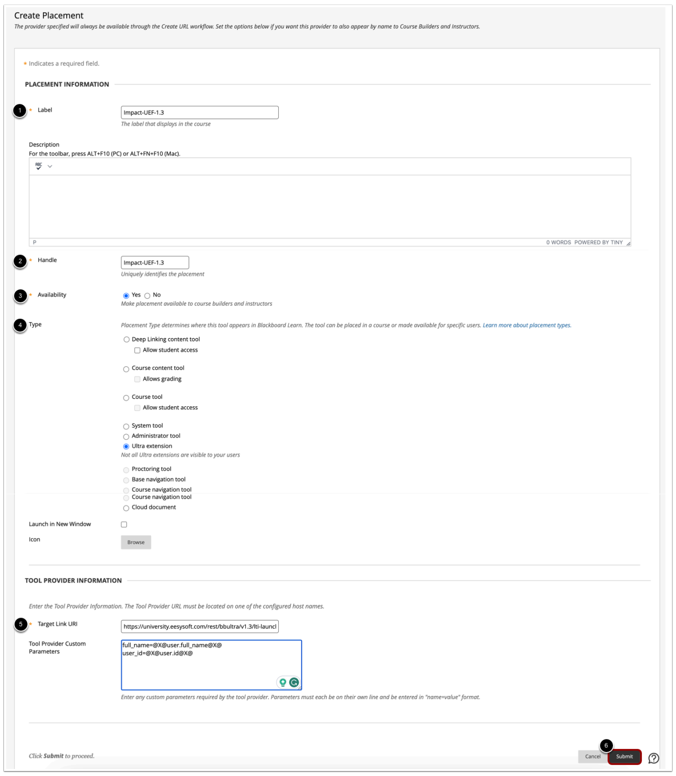
Locate the existing LTI Provider added for Impact UEF version 1.3 [1] and click the **Manage Placements** link [2].

Create Placement



Click the **Create Placement** link.

Enter Placement Information



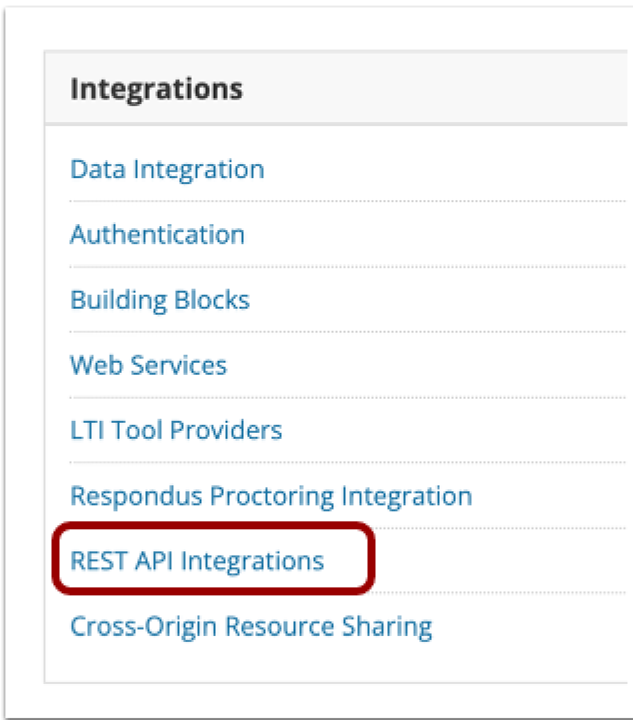
For the placement you'll need the following information:

- **Label** [1] **and Handle** [2]: Impact-UEF-1.3
- **Availability** [3]: Yes
- **Type** [4]: Ultra Extension
- **Target Link URI** [5]: your specific provider's URL (e.g. https://university.eesysoft.com/rest/bbultra/v1.3/lti-launch-redirected)

Click the **Submit** button [6].

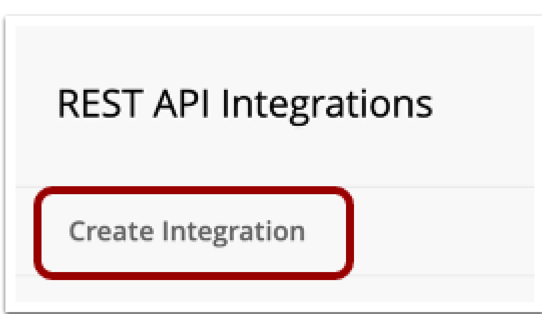
Rest API Integrations

Open REST API Integrations



In the Admin Panel, in the Integrations section, click the **REST API Integrations** link.

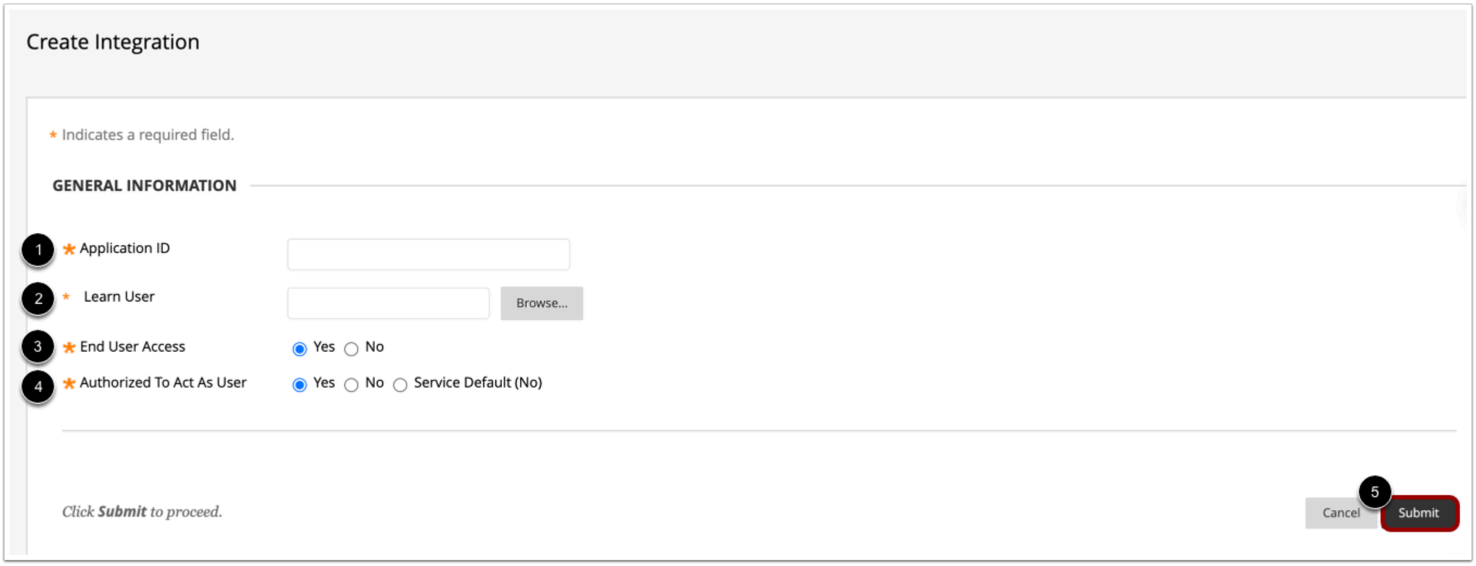
Create Integration



Click the **Create Integration** link.

Note: If upgrading, locate the existing Impact UEF 1.1 placement, and click Make Unavailable.

Enter Integration Information



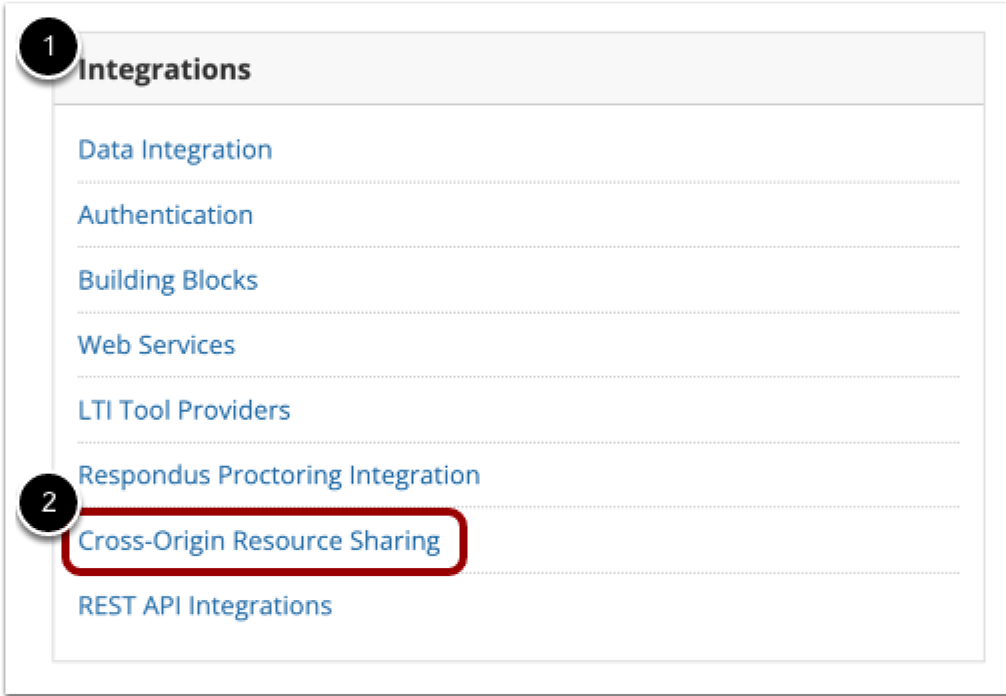
Enter the following information:

- **Application ID** [1]: Enter your Application/Client ID.
- **Learn User** [2]: this should be a user with a minimum set of privileges.
- **End User Access** [3]: Yes
- **Authorized To Act As User** [4]: Yes

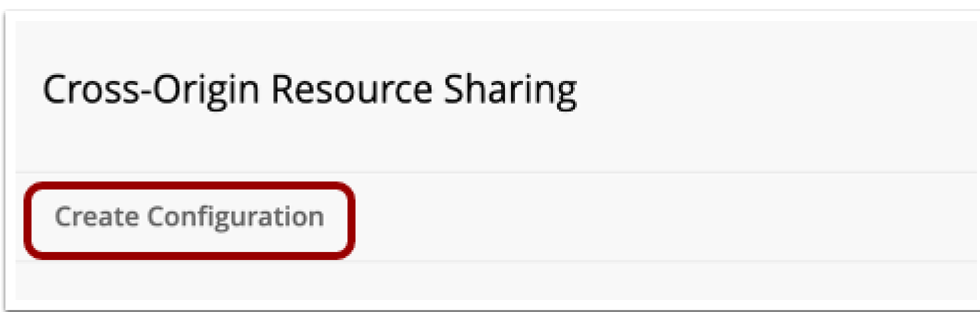
Click the **Submit** button [5].

Create Configuration

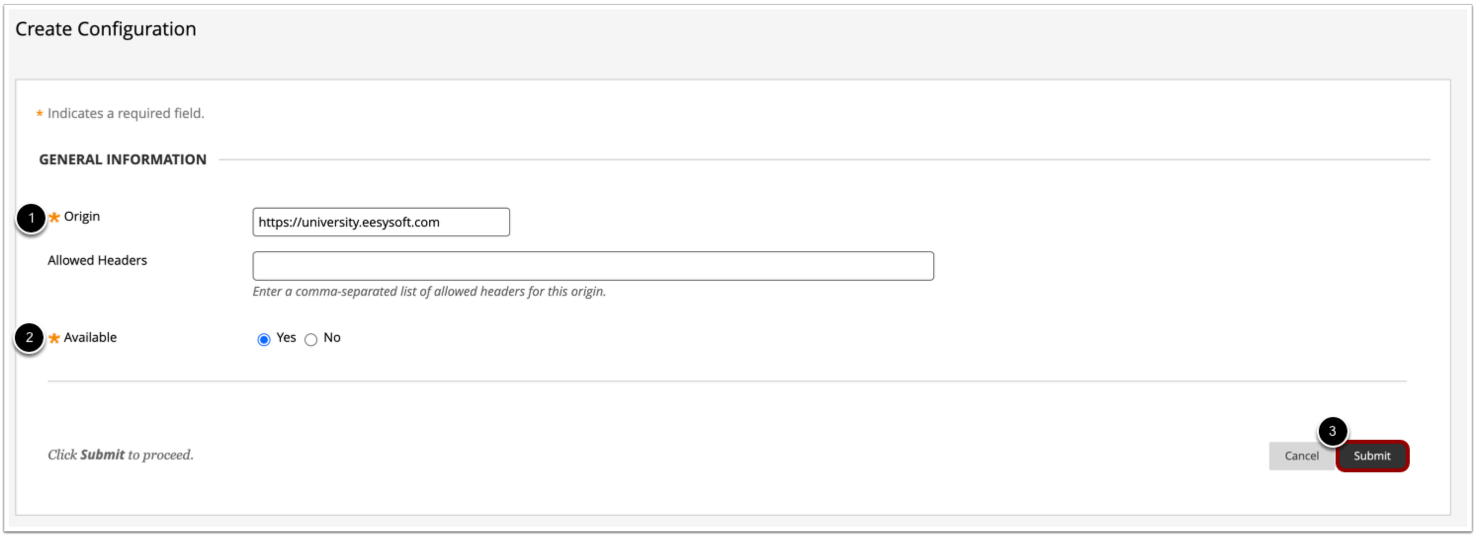
Note: Create Configuration is not required if upgrading from 1.1.



In the Integrations section [1], click the **Cross-Origin Resource Sharing** link [2].



Click the **Create Configuration** link.



For the General Information you'll need the following information:

- **Origin** [1]: e.g. https:??university.eesysoft.com
- **Availability** [2]: Yes

Click the **Submit** button [3].

How do I migrate to SaaS and prevent an interruption in my Impact data?

Follow these steps to ensure a successful Impact migration to your new SaaS environment(s).

Prior to the Blackboard SaaS Migration

Please communicate the following to your Impact Customer Success advocate so we can help you along the way:

1. When will you make the migration? Knowing the date(s) will help us know when to check that everything migrated correctly on our side.
2. Will your production and staging URLs change? If yes, please provide us with the new URLs.

Immediately Before the Blackboard SaaS Migration

Make a note of the URL and key in both environments as they will need to be entered the **same** way in the Impact settings in your new SaaS environment. It is very important to de-install the Impact Connector Building Block on the previous instance before you install and configure it on the new SaaS instance, regardless of whether the URLs will change or not.

1. In your old production and staging environments, remove/de-install the Impact Building Block. You can also select "Set Inactive" in the Impact Settings.
2. Install the latest Impact building block in the new SaaS production and staging environments. You can find the latest version of the building block here.
3. Enter the production URL and key and staging URL and key, respectively, from your old environment(s) into the Impact settings in your new SaaS-hosted environment(s).
4. Make sure the sync field is set to ON or ON during Off Hours.
5. Inform us immediately after you have done this so we can check that the configurations are correct and your Impact data is coming through and synced correctly.

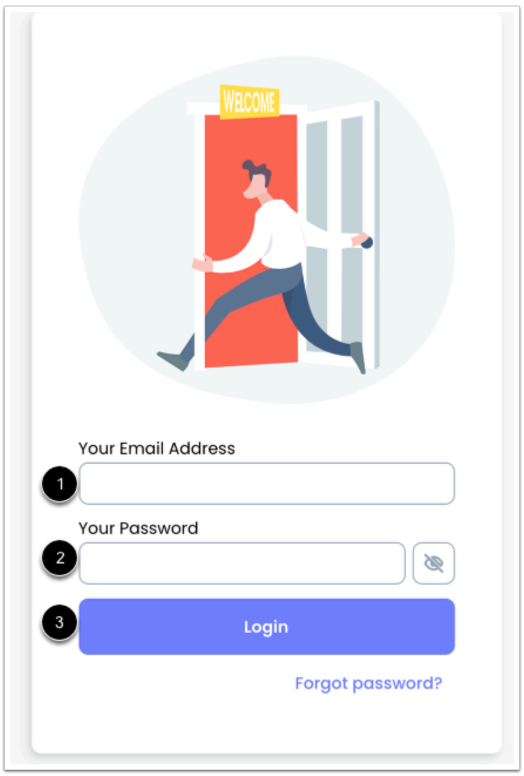
What is the current Blackboard Building Block for Impact?

Please click here to download the most current Blackboard Building Block for Impact (Blackboard Building Block 2.3.185).

How do I access my Impact Dashboard?

You can access the Impact dashboard from any browser.

Log into Impact



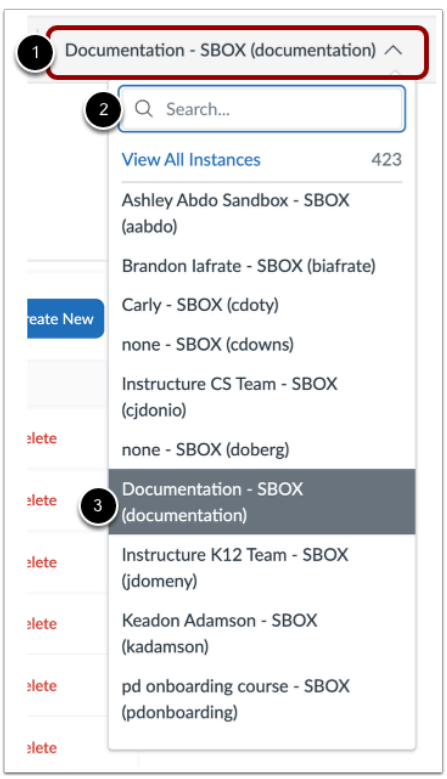
To log into Impact, navigate to app.eesysoft.com.

Enter your email address [1] and password [2]. Click the **Login** button [3].

Open Impact Dashboard

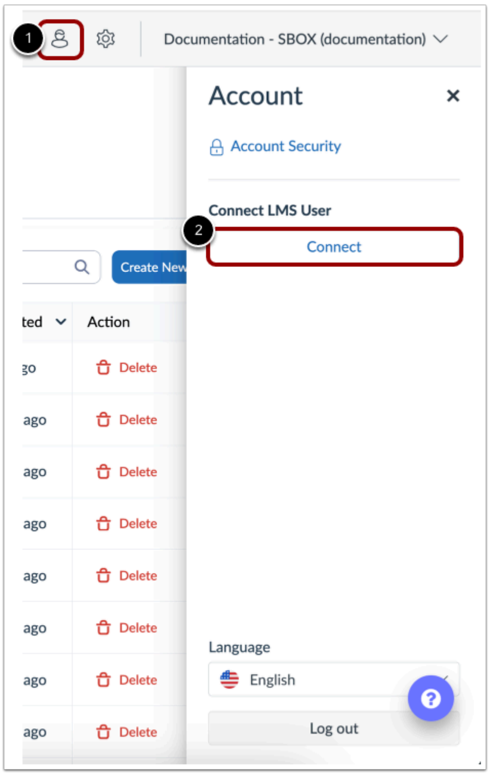
To open the Impact dashboard, click the instance name [1]. You can switch to a different instance at any time using the **Instance** drop-down menu [2].

Switch Impact Instance

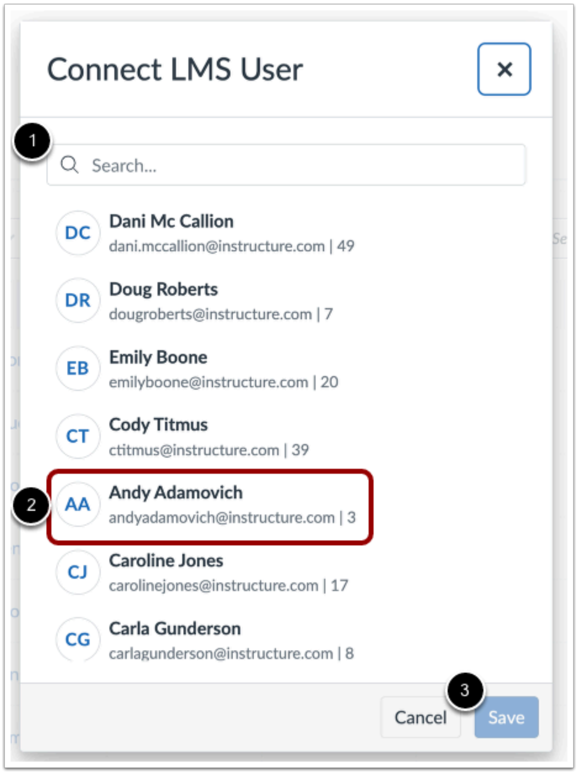


In the Instance drop-down menu [1], to search for a different instance, enter a search term in the **Search instances** field [2]. To open a different instance, click the name of the instance [3].

Connect LMS User



In your Impact dashboard, click the **Account Settings** icon [1] and then click the **Connect** button [2].

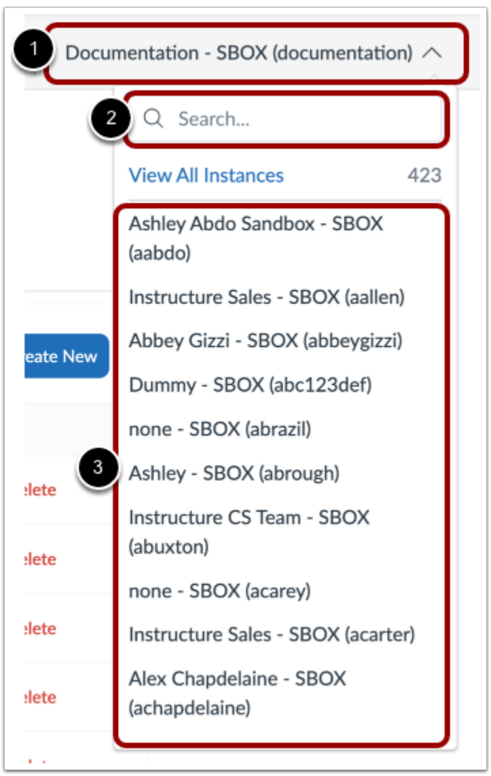


Find your LMS user by searching for your username, email address, or name [1]. Click your LMS user account [2] and click the **Save** button [3].

How do I switch between instances in the Impact dashboard?

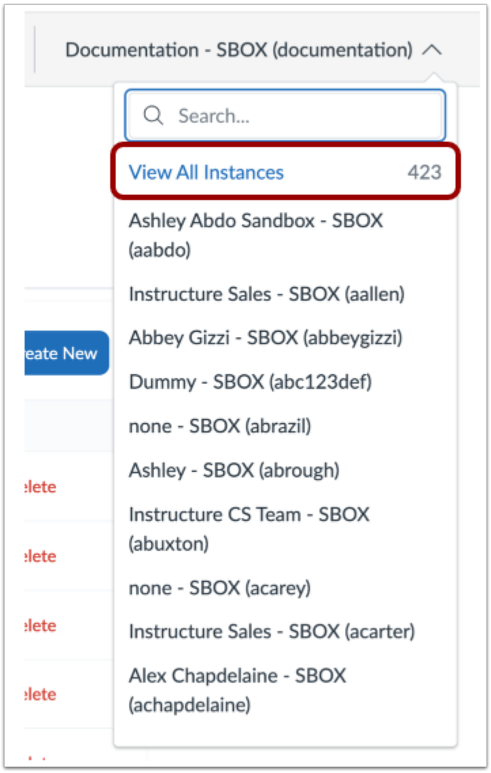
You can switch to a different instance in the Impact Dashboard.

Switch Impact Instances

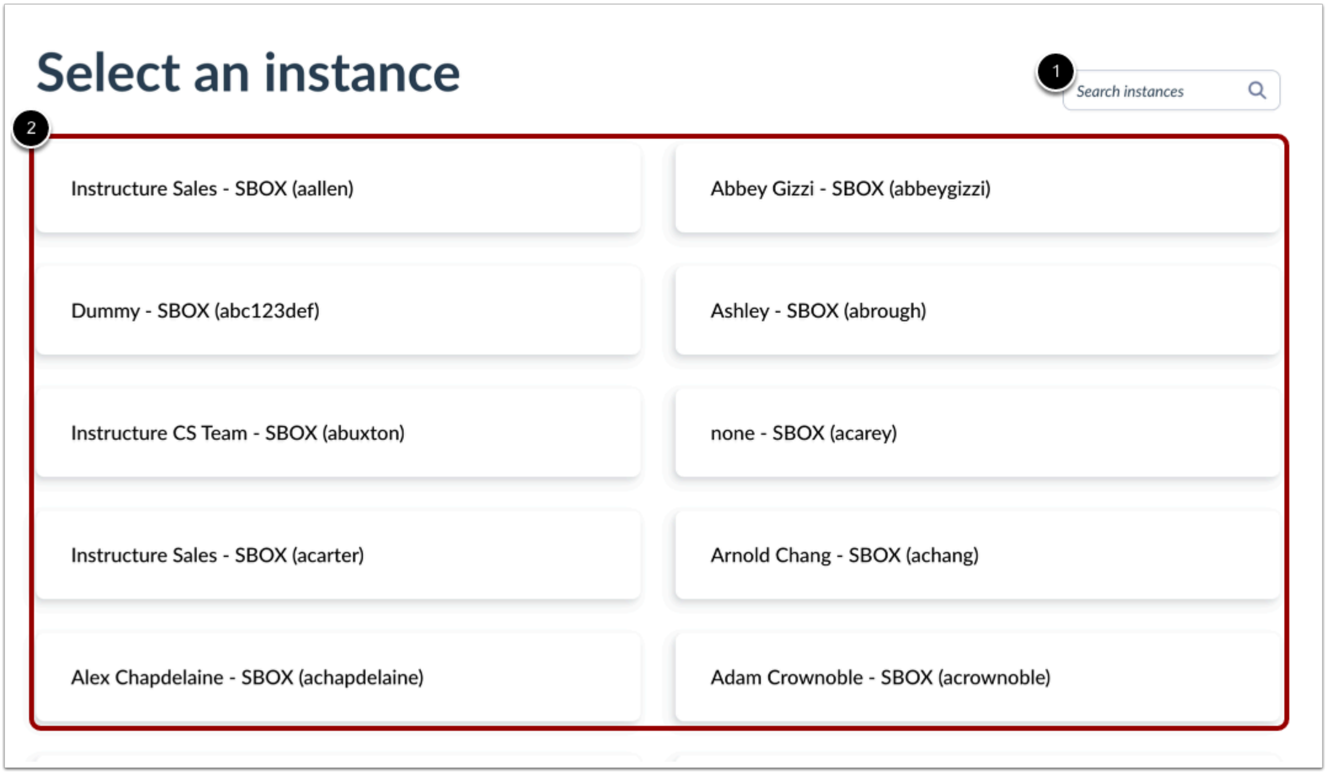


In Global Navigation, click the **Instance** drop-down menu [1]. You can search for Impact instances using the **Search instances** field [2] or you can scroll until you locate the instance. To switch instances, click the name of the instance [3].

View All Instances



Click the **View All Instances** button.

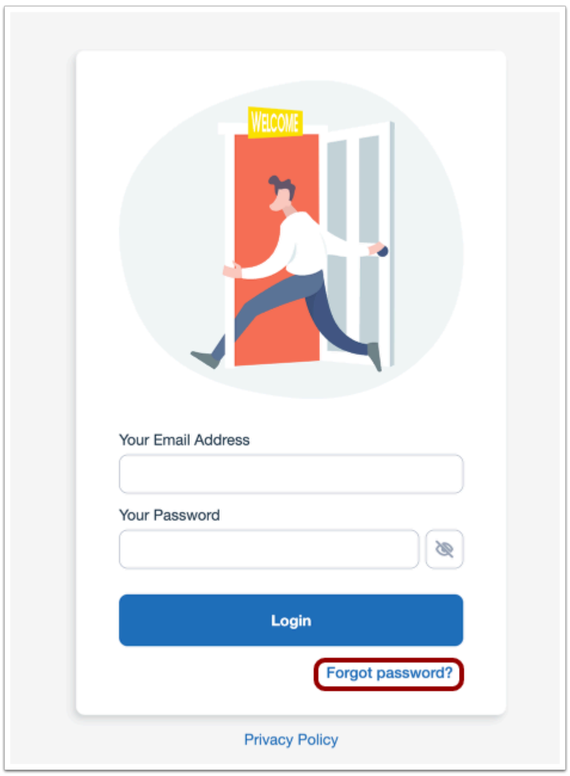


On the Select an instance page, you can search an instance [1] or select the desired instance from the instance options available [2].

How do I reset my Impact dashboard password?

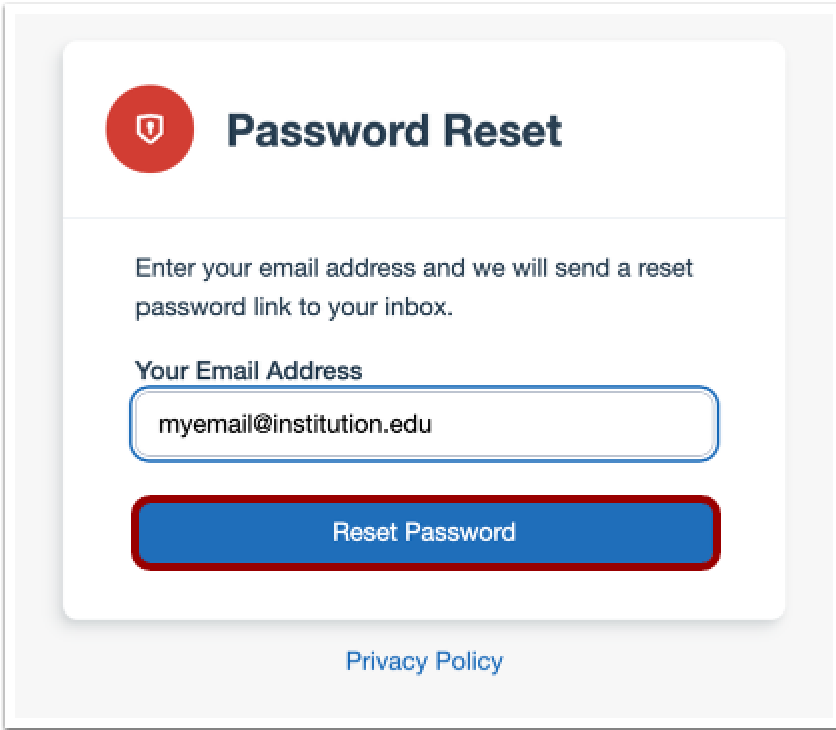
You can reset your Impact password.

Forgot Password



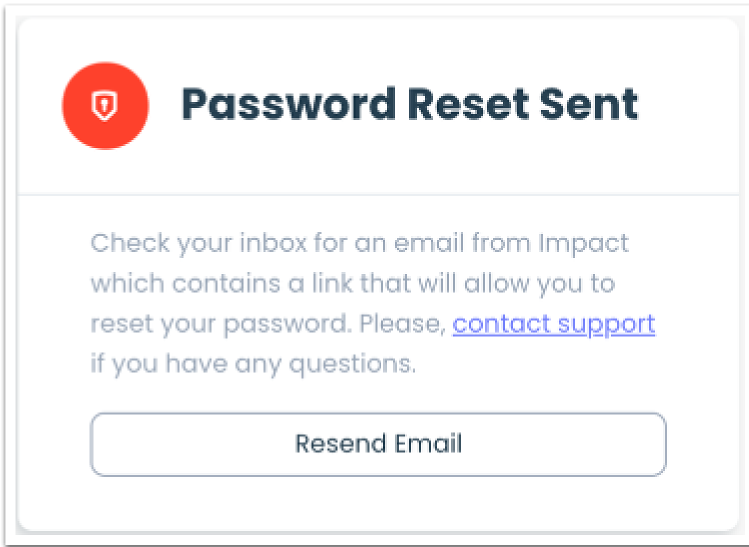
Open your Impact login page. Click the **Forgot Password?** link.

Reset Password



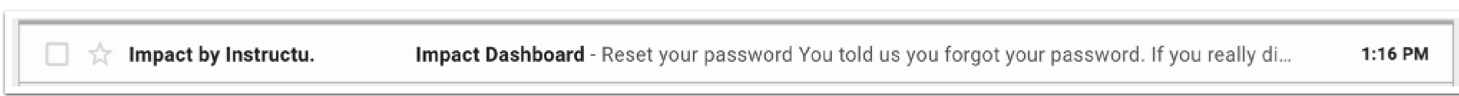
Enter the login information associated with your Impact account and click the **Reset Password** button.

View Password Recovery Notification



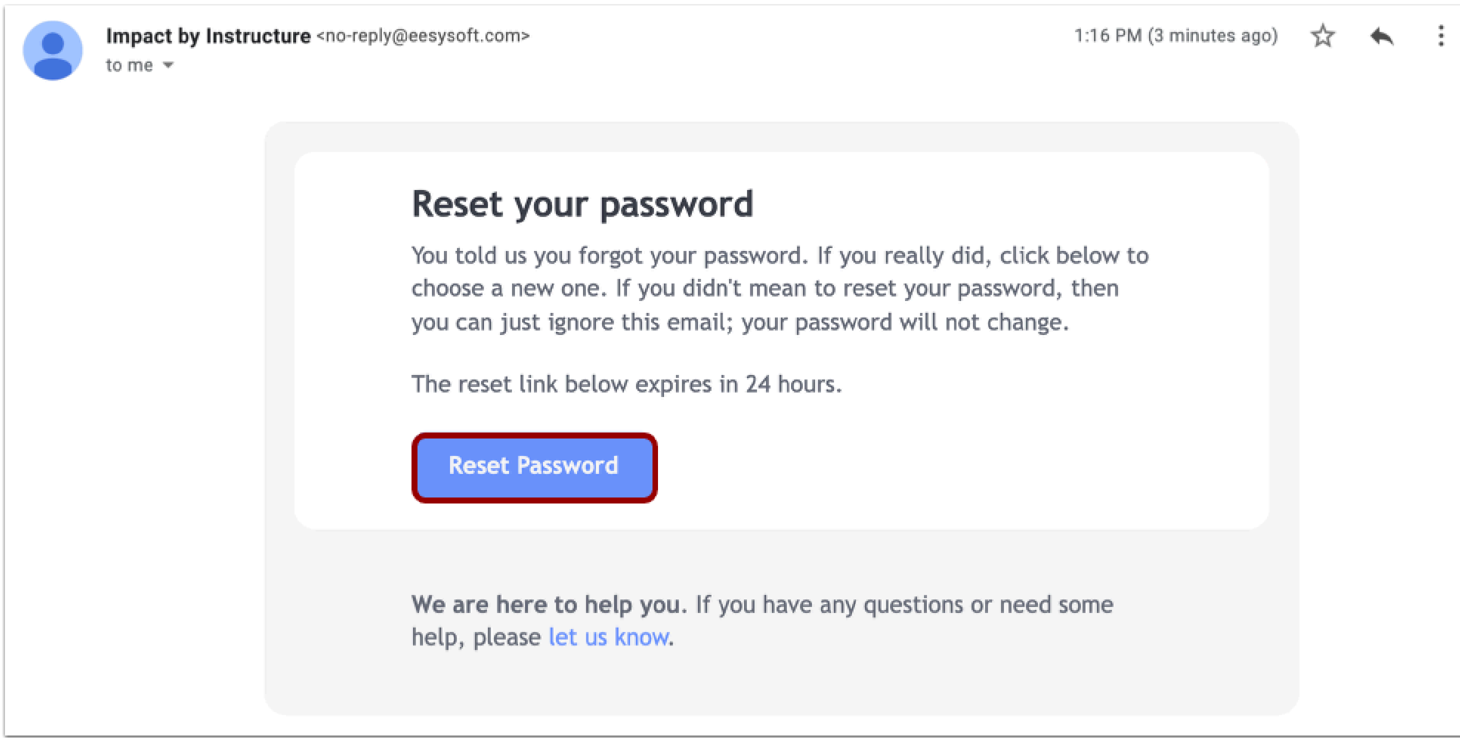
A notification displays stating that Impact sent password recovery instructions to your email.

Check Email



Return to your email account and sign in. Open the *Impact Dashboard* email. (If the email is not in your Inbox, check your Spam folder.)

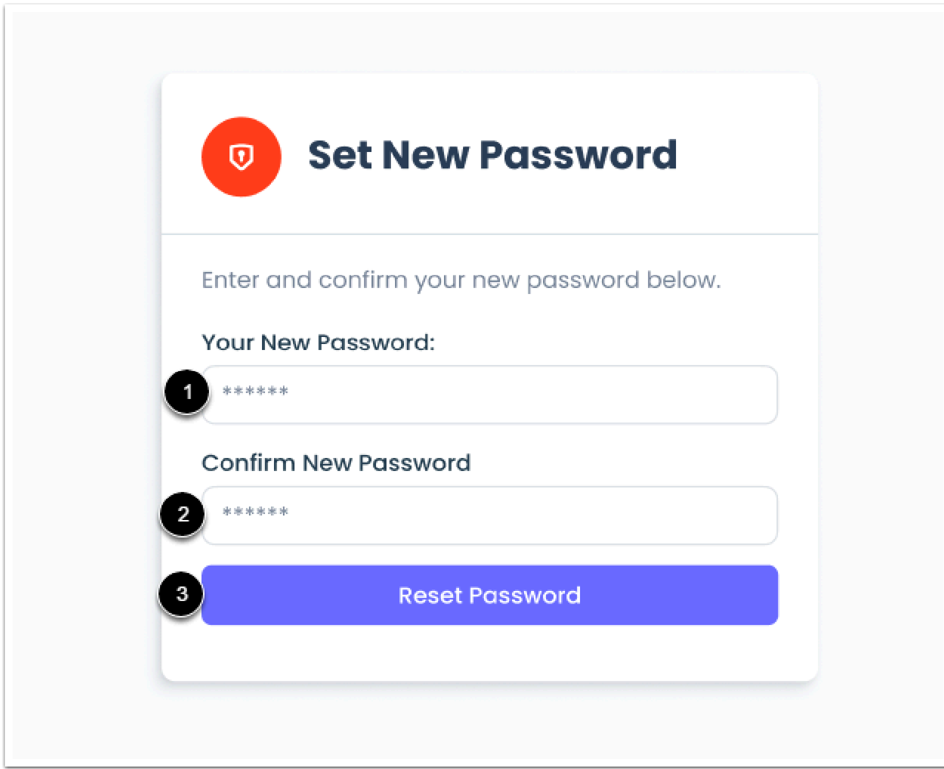
Open Reset Password



Click the **Reset Password** button.

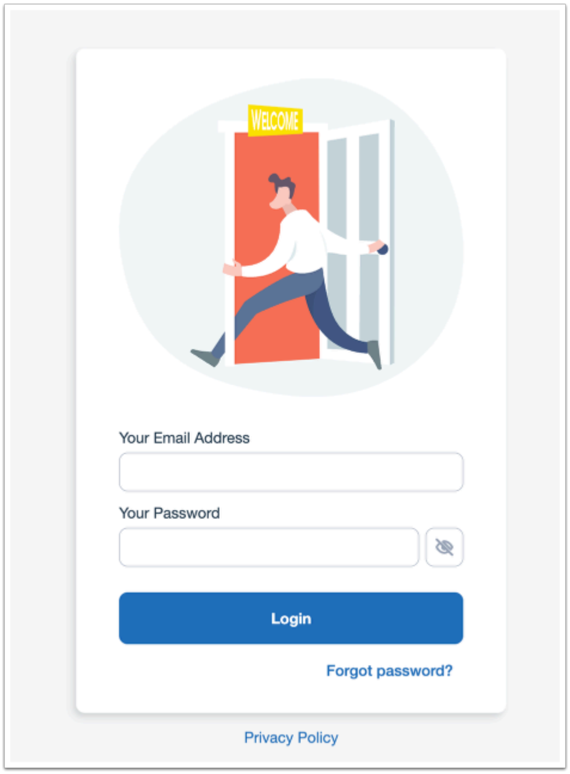
Note: Password reset emails expire after 24 hours.

Set New Password



Enter a new password [1]. Confirm that password by entering it again [2]. Click the **Reset Password** button [3].

Log into Impact



With your email address and new password, log in to Impact.

Note: If further assistance resetting the password is needed, please submit a ticket to support-impact@instructure.com.

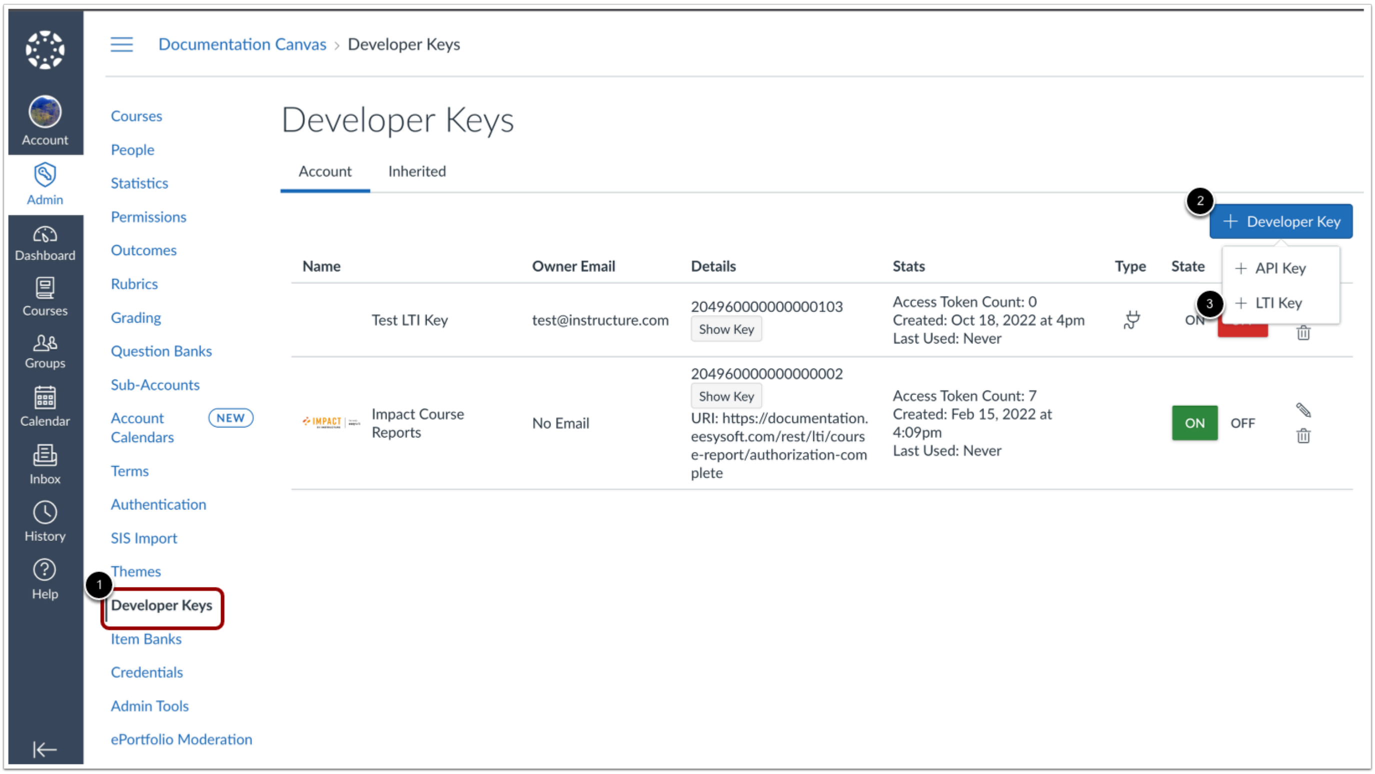
How do I enable Impact in Canvas as a Dashboard LTI?

Integrate Impact into Canvas as a Dashboard LTI for users.

Open Canvas Admin Navigation Menu

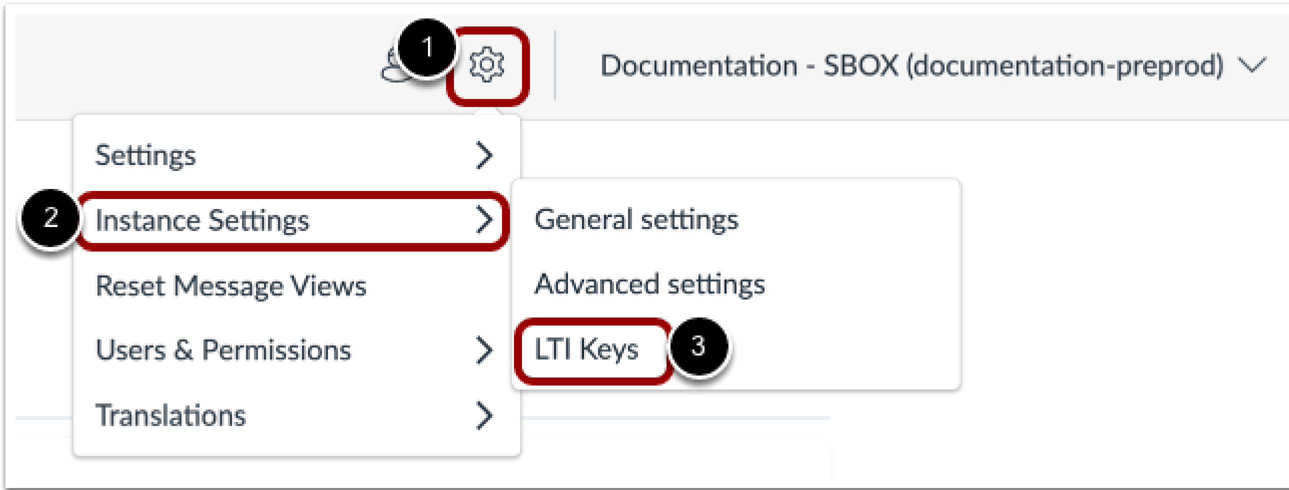
In the Canvas Global Navigation, click the **Admin** button.

Add Developer Key

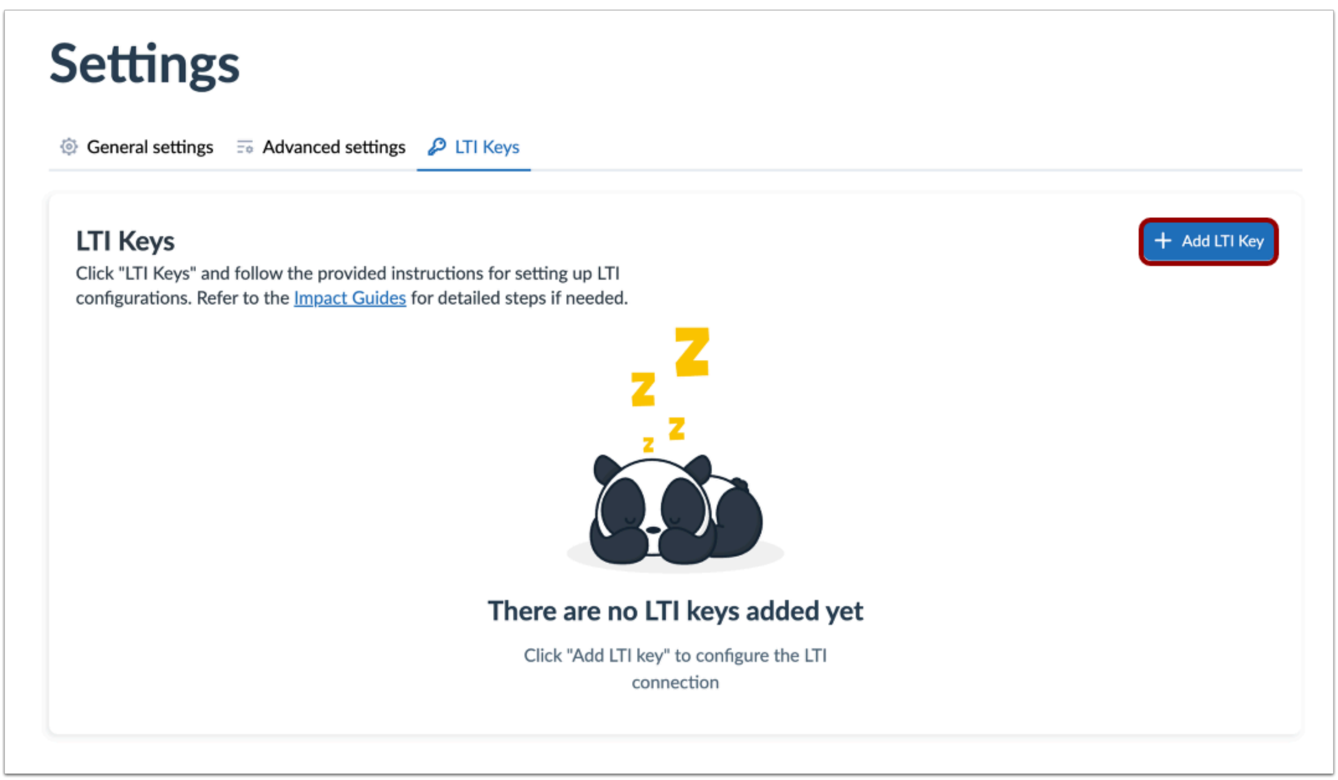


In the Admin Menu, open the **Developer Keys** page [1]. Click the **+ Developer Key** button [2] followed by **+ LTI Key** [3].

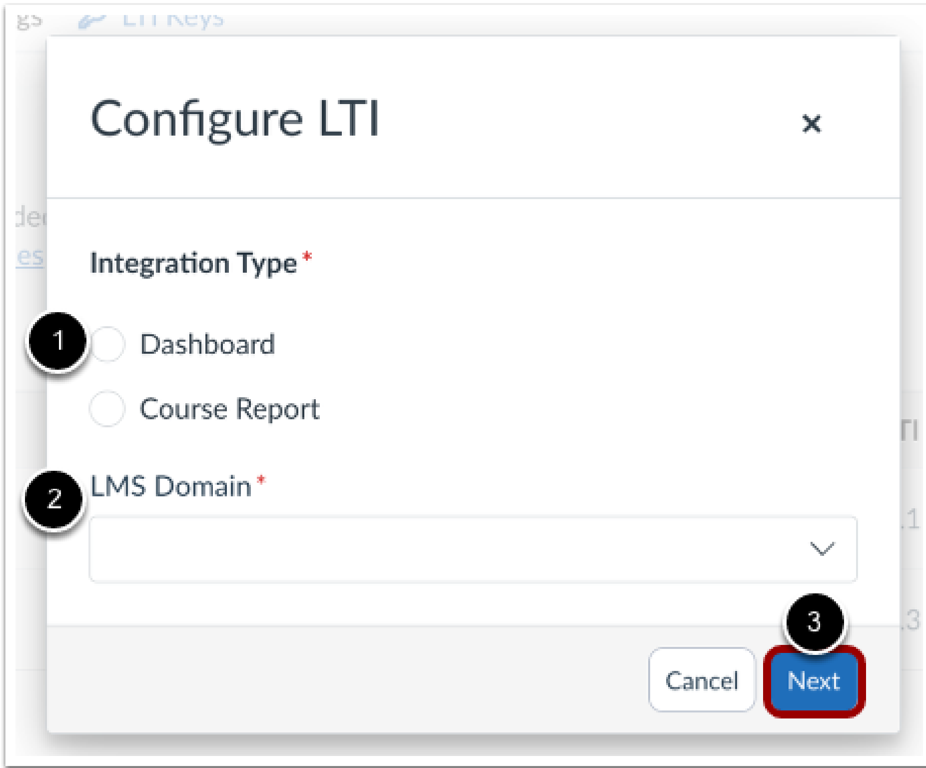
Open Impact General Settings



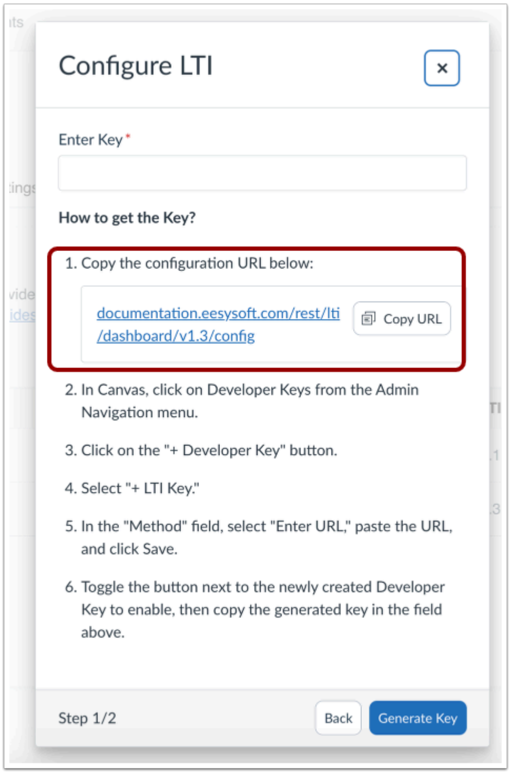
In the Global Navigations in Impact, click the **Settings** icon [1]. Then hover the cursor over the **Instance Settings** menu [2] and select the **LTI Keys** link [3].



Click the **+ Add LTI Key** button.

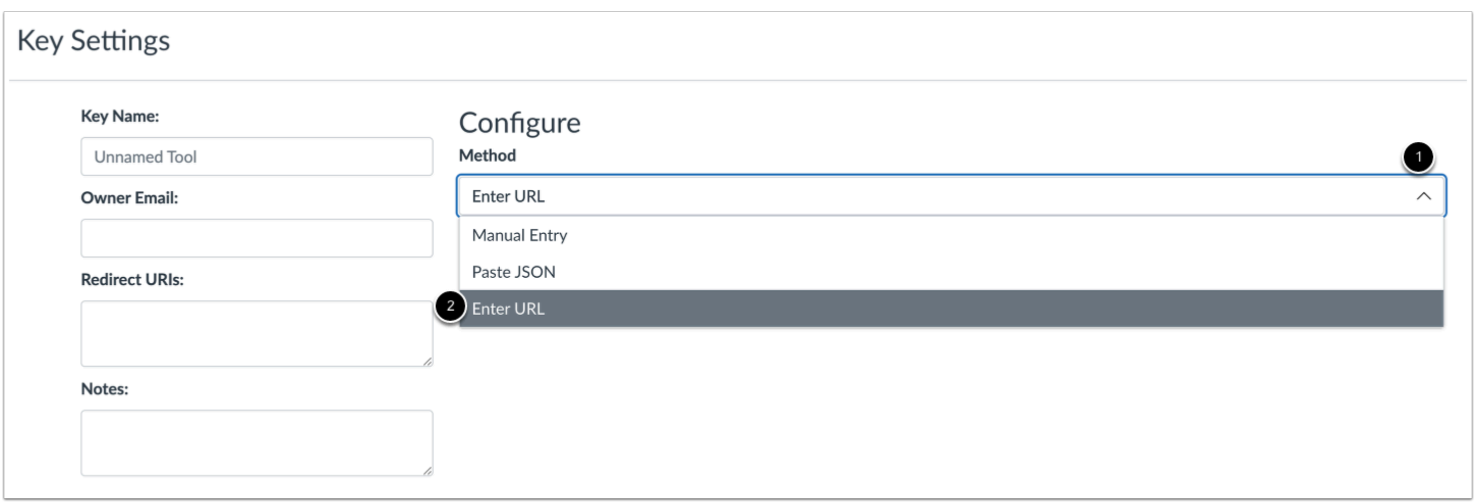


Select the **Integration Type: Dashboard** [1] and **LMS Domain** [2]. Then click the **Next** button [3].

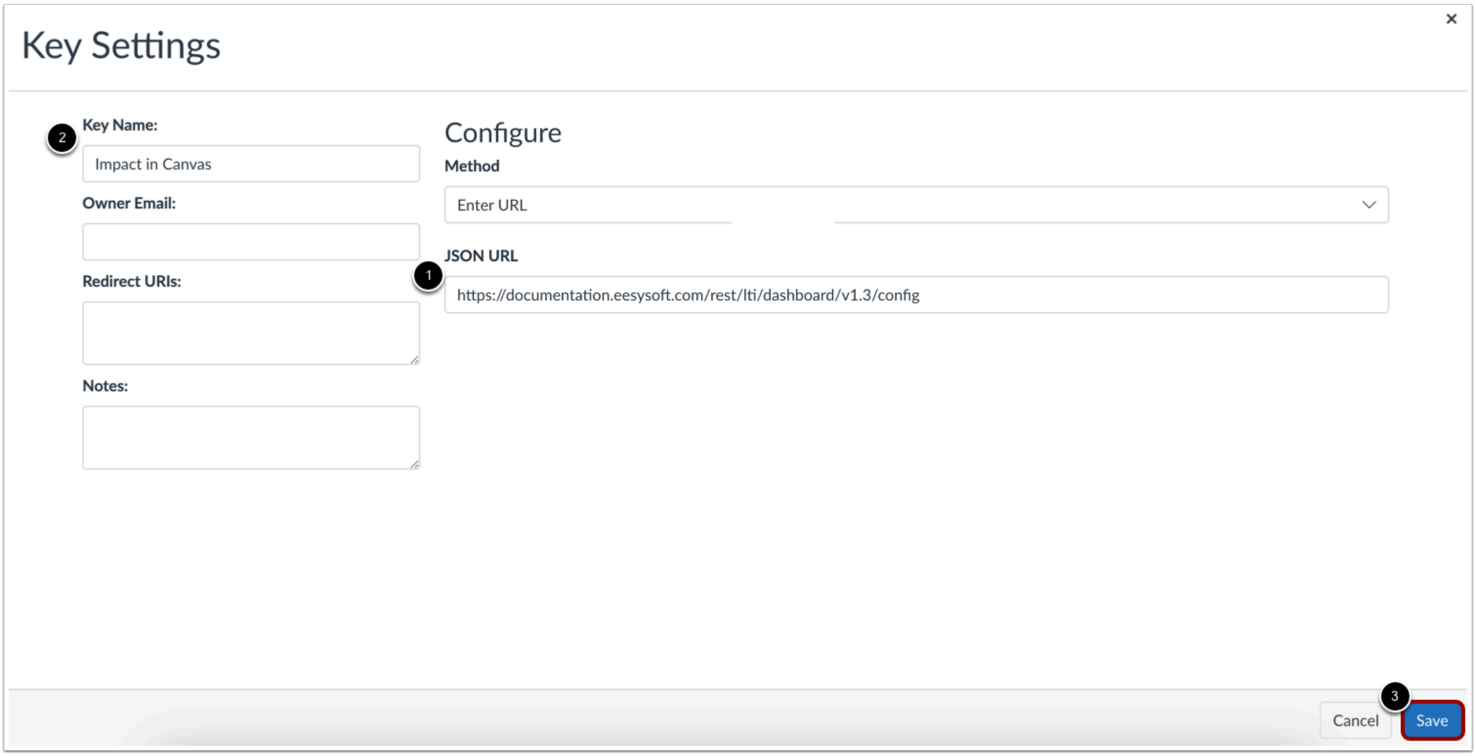


In the Configure LTI popup, copy the **Configuration URL.**

Canvas Key Settings



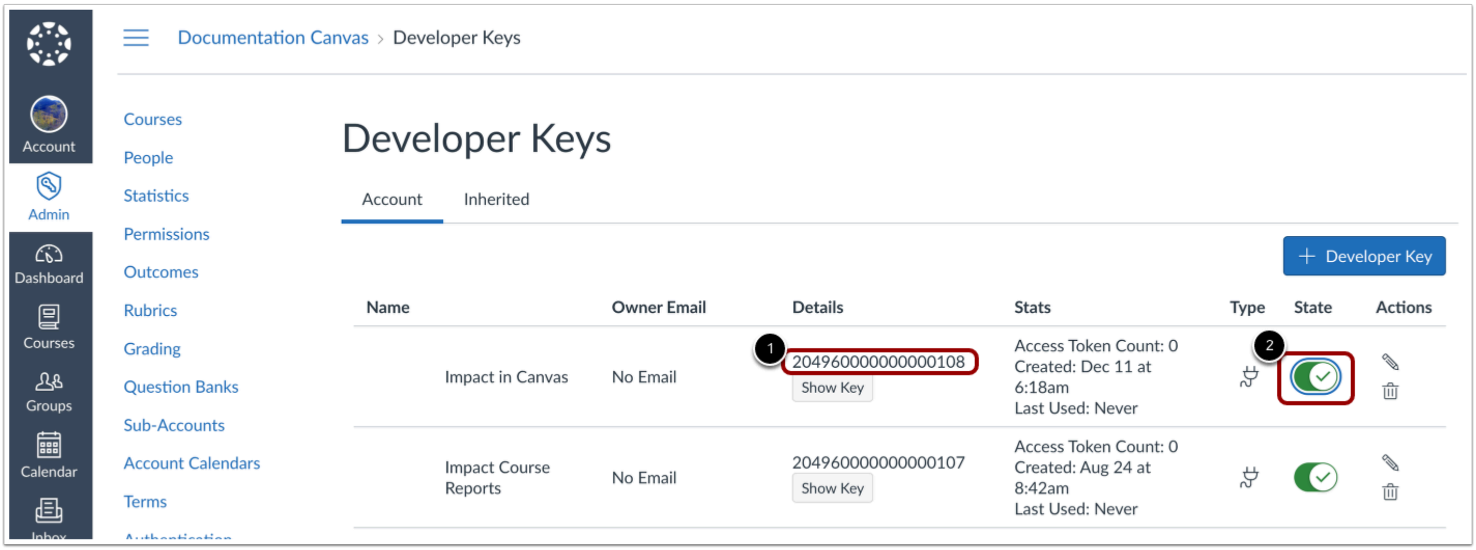
Click the **Method** drop-down [1] and select **Enter URL** [2].



Insert the **JSON URL** [1] and Key Name [2]. Then click the **Save** button [3].

Note: The Key Name can be unique to individual institutions.

Copy Developer Key

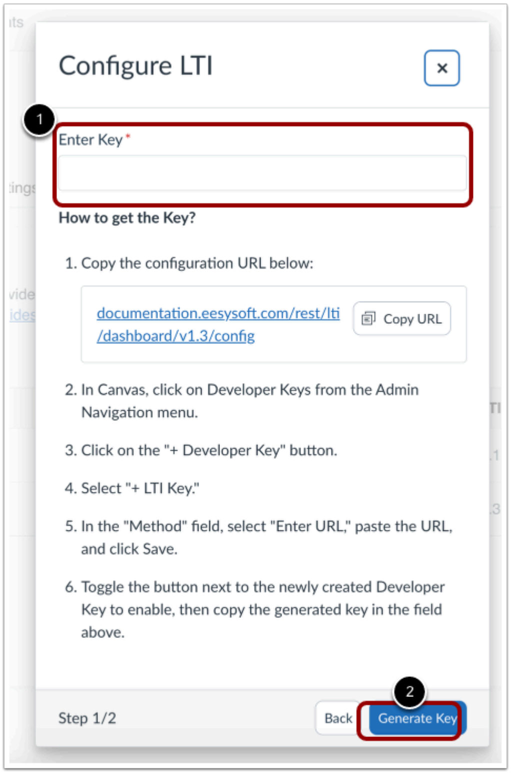


In the Details column, copy the **Developer Key** [1] for your new LTI. Toggle the **Developer Key** to On [2].

If an Impact instance is connected to multiple Canvas instances, there are multiple options. Click the correct LTI Version 1.3 and add the developer key from the Canvas account.

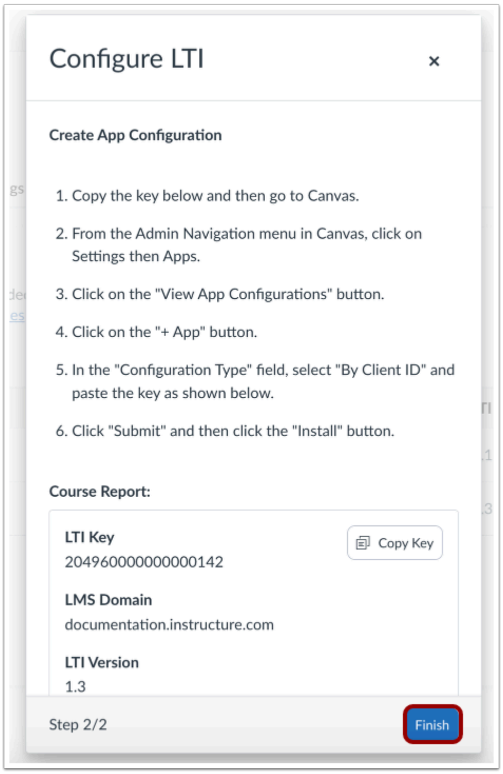
Note: If there is another Canvas instance that is connected to this Impact instance then you would have to generate a key for that LMS domain.

Add LTI Key in Impact



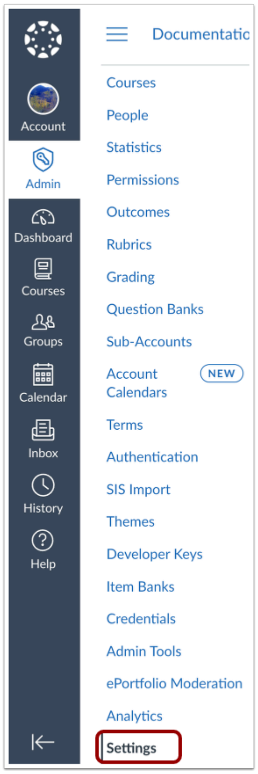
Enter the Developer Key from Canvas [1] and click the **Generate Key** button [2].

Configure LTI Confirmation

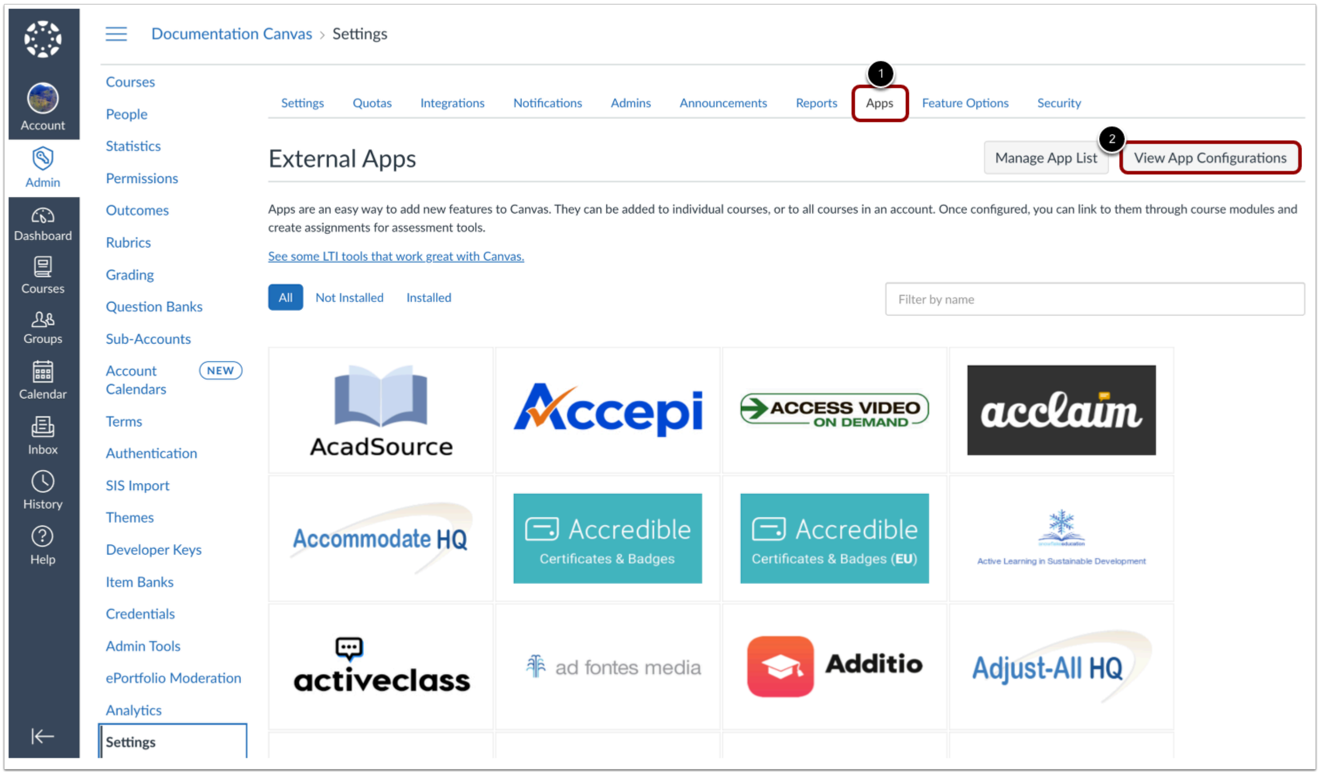


The Configure LTI confirmation screen will appear. Then, click the **Finish** button.

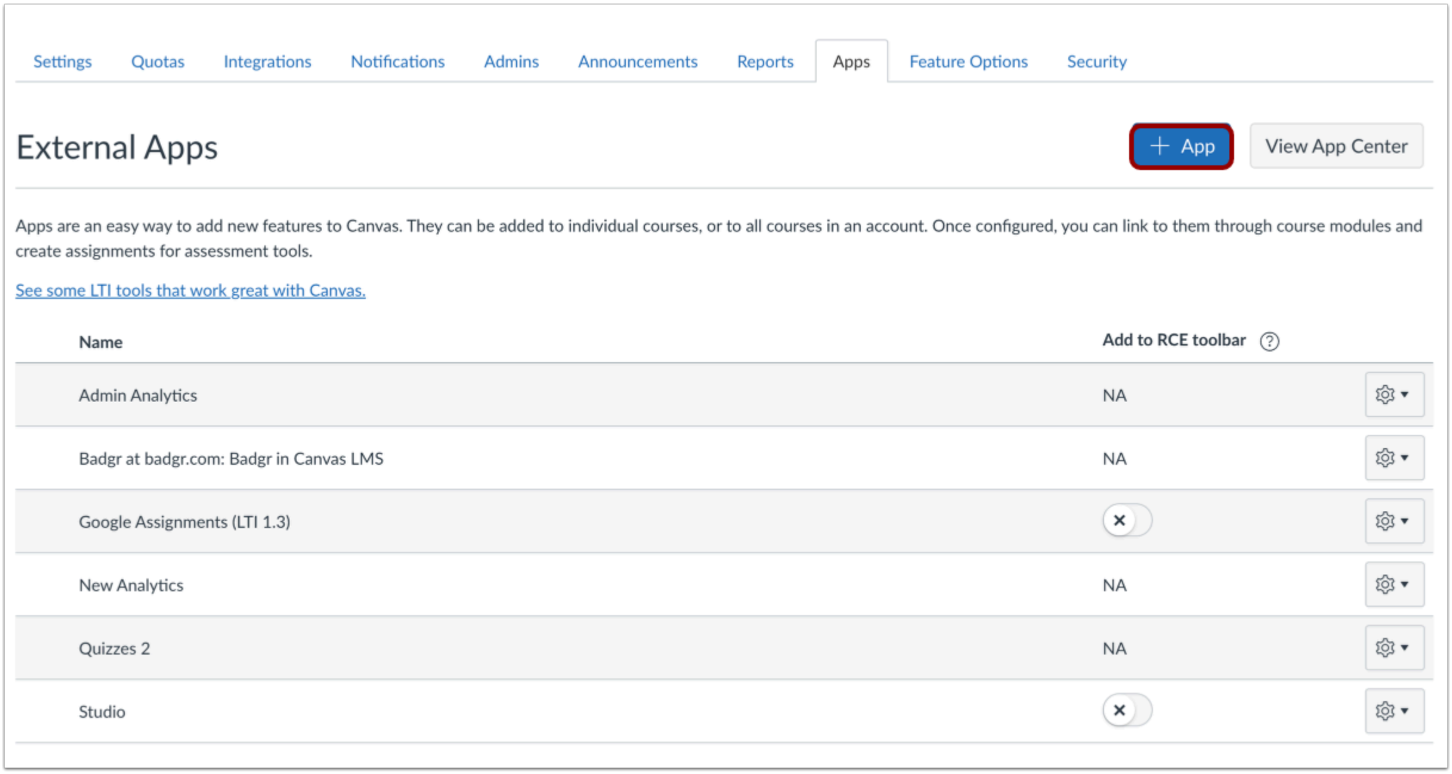
Create App Configuration



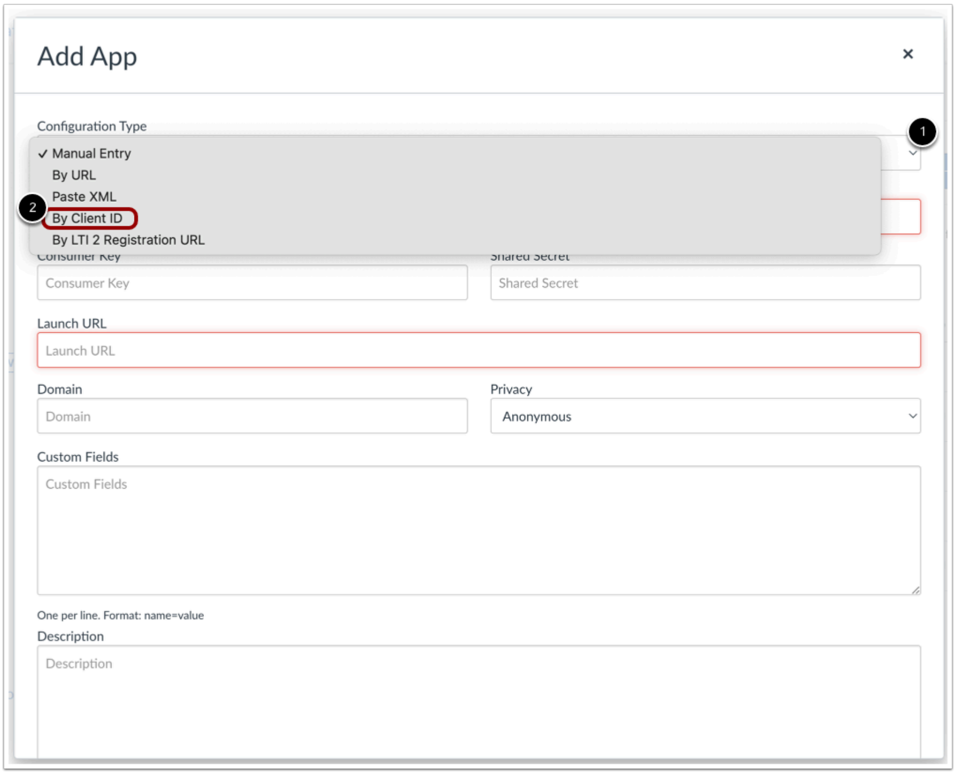
In the Canvas Admin Navigation Menu, click the **Settings** button.



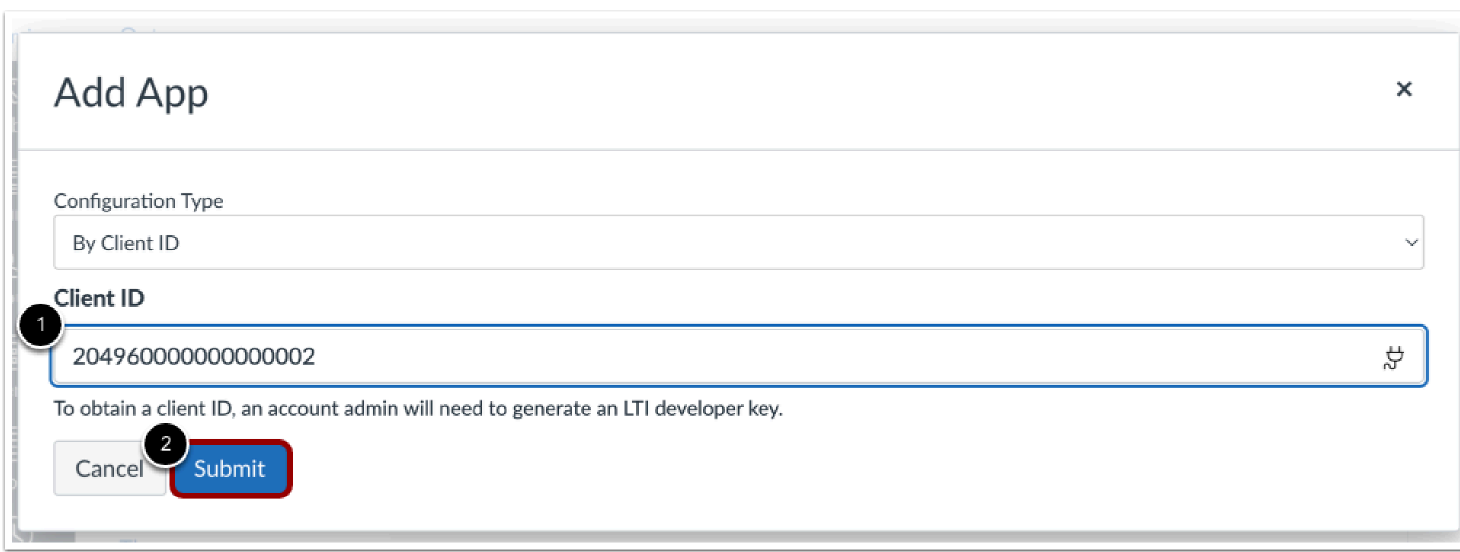
In the top navigation, click the **Apps** tab [1]. Then click the **View App Configurations** button [2].



Click the **+ App** button.



Click the **Configuration Type** drop-down [1] and select **By Client ID** [2].



In the **Client ID** textbox [1], paste the developer key. Then, click the **Submit** button [2].

Impact Glossary

This glossary contains definitions for commonly used terms you may find while working with Impact.

Active Users

Users that are actively accessing a learning application.

Adoption Level

Usage of selected tools - calculated based on the unique campaign users that have logged in to the learning application over a selected period of time and how many of them have triggered at least one monitor that lives underneath each monitor category or one of its child categories.

Articles

Articles are customizable support content that can be placed within an institution's Support Center.

Assign to Users

Allows you to manage which users your message is targeted at.

Building Block

Java web app that is deployed as a plug-in to the Blackboard Learn application.

Campaign

A campaign is essentially a container that allows you to bring together all of the Impact tools and features related to a specific use case you want to address in your LMS.

For example, a campaign to increase the use of discussion boards can include messages on the discussion page, support articles about FAQs surrounding discussions, and monitors on the discussion boards page. A campaign does not need all three elements but you can mix and match messages, support, and monitors as you see fit.

A campaign targets a particular audience (e.g. faculty or students) and has a specific time range (e.g. one month). A use case can consist of one or multiple campaigns.

Campaign Engagement

Ability to see which proportion of the campaign's messages and articles has been viewed by which proportion of the campaign audience. The overall engagement is broken down into message views and support article views.

Champions

The number of users who have triggered a specific monitor most often.

Conditions

Rules for which element/page will trigger the context.

Connect to Context

Connecting to a context defines where in your learning application the messages are presented. Contexts can be specific pages or specific elements on pages. You can connect your message to multiple contexts.

Content Library

Messages, monitors, and support articles that have been created on your Impact instance.

Contexts

A set of placement and positioning rules used to recognize and remember a specific area you want to track or add a message to.

Course Activity Report

Compares the usage of specific tools for courses based on your search criteria.

Custom User Group

A custom collection of users defined within Impact based on a set of conditions.

Expert User Account

Credentials used to log in to the Impact Dashboard.

Help Items

Help items refer to the content items that are placed within an Impact campaign.

Hint Message

Hint messages are messages that are connected to a specific element on a page in your learning application.

Inline Editor

A flexible content management tool, which can be activated within the learning application.

Instance

A dedicated Impact environment hosted via Amazon Web Services.

LTI Tools

Learning Tools Interoperability provides a framework through which an LMS (Canvas) can send some verifiable information about a user to a third party.

Messages

Impact messages are customizable messages that can be placed on-demand, anywhere within your learning application - targeted at any specific group of users.

Message Type

Message type shows how your message is displayed in your learning application. Impact allows you to present your message in three ways: hint messages, systray messages, and pop-up messages

Monitor (Activity Monitor)

A user activity tracker placed on a page or element within the learning application.

Monitor Category

A sub-section of a Reporting Template, which can contain monitors and/or additional Monitor Sub-Categories.

Monitor Trends

Data from a single monitor across several User Groups.

Out of the Box Walkthroughs

Pre-made Walkthroughs that offer step-by-step guidance to instructors and students on the workflows of the various tools and features.

Page Views

The total page loads performed indicate how heavily the application has been used.

Plugin

A small JavaScript code snippet used to inject Impact into Canvas, Moodle, and other web-based applications.

Pop-up Message

Pop-up messages are displayed immediately when the targeted user lands on the relevant page (on page load).

Presentation

Allows you to adjust the styling of your message. You can adjust: the height and width of your message (in pixels), the orientation of your message (only for Hint message types), the visibility of proactive feedback buttons (upvote/downvote) on your message, and the message icon (only for Popup messages and types).

Releases

Impact Release Notes represent a scheduled event when customer-affecting code is intended to be visible in a specified environment. Impact Releases contain code changes that are intended to fix bugs, improve performance, and prepare for new features and content.

Reporting Template

A hierarchical structure used to organize monitors for reporting purposes.

Rich Edit Mode

Ability to edit content using the Rich Text Editor for a what-you-see-is-what-you-get experience.

Status

The status of your message, which can be draft or published.

Support Button

A floating button, which can be embedded on every page of a learning application for users to launch the Support Center.

Support Center

An in-application support environment, which is presented as an overlay on top of learning applications.

Systray Message

Systray messages are messages displayed in the bottom right corner of your learning environment.

Tags

Tags allow you to categorize messages, articles, and walkthroughs based on any term. This makes it easy to find and filter messages, articles, and walkthroughs.

Target Audience

The majority of Impact features allow or require you to assign specific audiences. User Roles, Profile User Groups, Categories, Filters, and Campaigns make up these audiences and allow you to feel confident that the correct users see your Impact content and appear on reports.

Tool Category

A grouping of out-of-the-box content items based on which functionality or tool they relate to, which is used to filter and manage the visibility of said content.

Tool Categories

Tool categories provide you with the ability to show or hide Out of the Box content related to specific functionalities or tools that are or are not relevant to your institution and can be managed from your dashboard.

Trigger

A trigger defines a set of actions that are performed in response to an insert, update, or delete operation on a specified table.

Use Case

A use case is a list of steps that illustrate how a process will be carried out in the Impact ecosystem to achieve your desired EdTech outcome. By having a ***theme*** defined with set outcomes, a use case is aimed at helping you build a bridge from where you currently are, to where you would like to be. Through targeting a current challenge you are facing, a use case deploys best practices (through Impact campaigns, etc.) towards an effective end goal.

User Group

Types (Canvas):

Subaccount Cumulative - Includes users directly aligned with the subaccount its and child subaccounts

Subaccount - Users directly aligned with a subaccount. This group does not include users in the child subaccounts

Course Role - User is enrolled in a course with this base role or a custom course role based on this base role.

Primary - A user's primary role is determined by their highest ranking base role within all of their course enrollment.

Base Role - User is enrolled in a course with this base role. Does not include any custom course roles.

Admin - Account admin for a sub-account.

Root Admin - Account admin on the root level of a Canvas account.

Consortium Admin - Account admin for a consortium of Canvas accounts.

User - User who is registered in Canvas.

Primary Role Ranking:

User (1), Observer (2), Student (3), Designer (4), Teaching Assistant - TA (5), Teacher (6), Administrator - admin (7), Root Administrator - root_admin (8)

User Trends

Visualization of the usage of several monitors for a single User Group.

Visibility

Schedule Visibility:

Scheduling the visibility of your message enables you to select a start date/time and end date/time during which your messages are displayed in your learning application. When the end date and time are reached, the message is automatically hidden.

Walkthroughs

Allows Impact admins to create step-by-step guidance of a process in Canvas or Blackboard Learn Original. A walkthrough consists of multiple steps that may span multiple pages.

Accessibility

How can I understand and learn more about the accessibility of Impact?

Impact Accessibility Statement

Impact by Instructure is committed to delivering software that is inherently accessible and inclusive for all. Through Impact's processes and within the product itself, high accessibility standards are diligently maintained by

- targeting WCAG 2.1 AA conformance.
- designing and developing with accessibility in mind.
- working closely with our Accessibility Engineering Team for ongoing design reviews, internal audits, consultation, and support.
- publishing and updating our VPAT every 1-2 years.
- conducting manual tests with keyboard and supported screen readers for new development and front-end bug fixes.
- leveraging automated tools to scan and evaluate accessibility conformance.
- hiring and/or maintaining engineering headcount focused on accessibility.
- working with a third-party to audit, test, and verify compliance.
- working with a third-party to conduct user testing by individuals from the disabled community.
- not releasing features to production with accessibility bugs.
- providing accessibility training for new team members and ongoing professional development.
- being a leader in accessibility at Instructure.

Accessibility Status

In April of 2024, Impact underwent an external audit for third party verification of accessibility. The large and substantial findings from that audit were addressed and as of July 1, 2024, Impact is substantially conformant according to WCAG 2.1 AA standards. Impact is targeting full conformance and continuing to improve the UI and UX to be more intuitive, accessible, and inclusive for users of all abilities.

Accessibility is an integral part of the development process. Outside of that process, there are some remaining accessibility-specific roadmap items that we are planning to address as part of the Impact Roadmap as well.

Additional Accessibility Resources

Below are additional resources regarding accessibility in/with Impact:

Product Blog Posts

- Pardon Our Mess While We Renovate (Impact)
- Elevating the Impact Mobile Experience
- Impact Accessibility Update!
- Impact Insights Redesign is Live!

Content Templates

- Accessibility in a Canvas Course
- Walkthrough: Making content more accessible with Ally
- Improving Accessibility Through The Use Of Ally: Learn Original Instructors
- Improving Accessibility Through The Use Of Ally: Learn Ultra Instructors

Impact Guides and Releases

- How do I enable the Advanced Ally integration in Blackboard to access expanded Impact capabilities?
- Release Notes that include Accessibility fixes are noted as such in the Impact Releases page.

Request More Information

If you or your institution has questions, concerns, or issues with accessibility in Impact, please email support-impact@instructure.com or contact Impact support via the Impact Support Center.

If you would like to submit a content template request regarding accessibility, please submit here.

Best Practices

Create Your Own Walkthroughs

The purpose of this document is to outline some best practices when creating an Impact Walkthrough. There are numerous options to create a walkthrough but this is the least frustrating workflow in our experience.

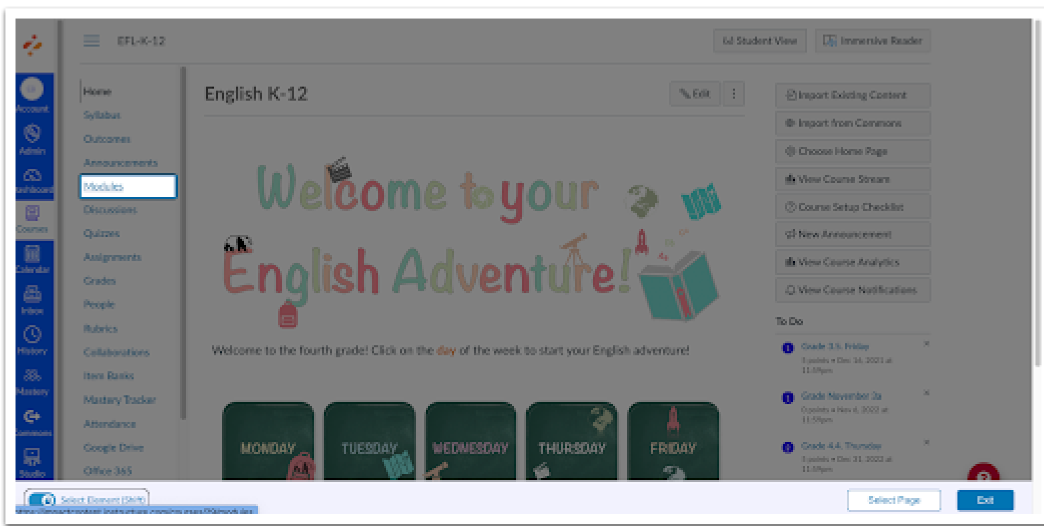
If you would like a Walkthrough centered around Canvas core functionality and feel like it would benefit other institutes, feel free to request this from our internal content team via this link.

Plan Your Walkthrough

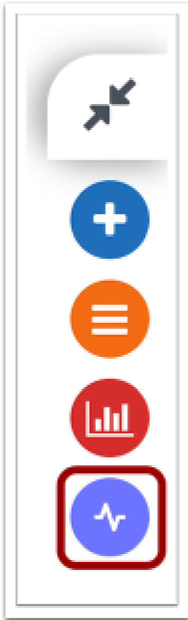
Start by visiting the area of your learning management system that the walkthrough will apply to. Make a note of the various areas you would like to place a walkthrough step (e.g. title field, save button, etc.), preferably in sequential order.

Decide which step type (systray or hint) is most suitable for each area you have identified.

Check If Templates Exist



Free select mode to create your custom templates is not yet developed for the Walkthrough editor, therefore it is worth checking whether an Out of the Box template exists for all of the fields, buttons, etc., where you plan to place a step.



If you discover that one doesn't exist, you can use the standard Impact Inline Editor to first create these templates. This will reduce roadblocks in your workflow.

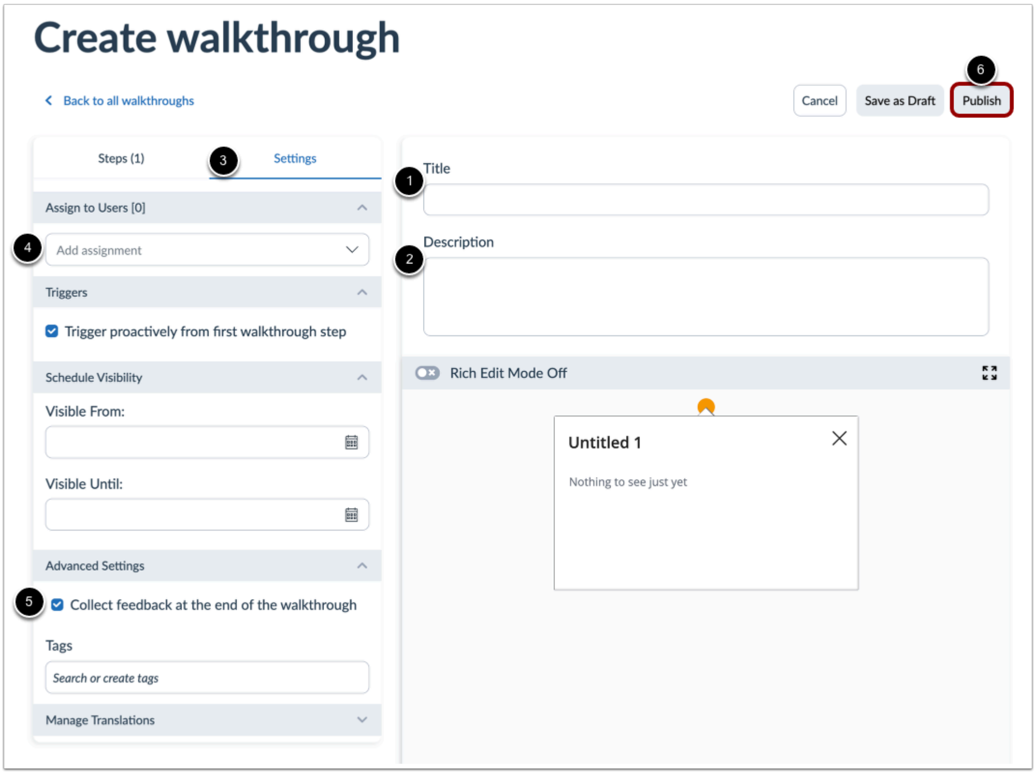
Note: For more information on defining a custom element or page, visit How do I define a custom element or page with the Impact Editor?

Draft the Content of Your Steps

Noting what you would like to include in each step, including the support articles that you will add, means that you will have fewer changes to make to your walkthrough once you have created it inside Impact.

Let's Get Started

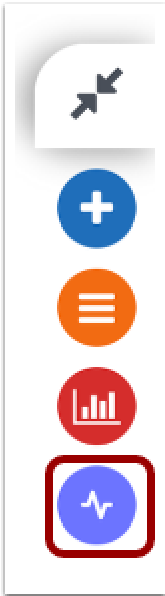
Create a shell for your walkthrough in your Impact Dashboard. You can also choose to do this in the Inline Editor but the workflow of the dashboard is faster.



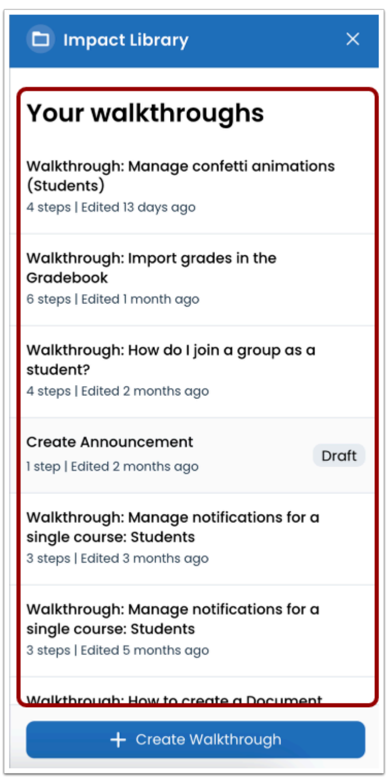
- Add a clear **title** [1] and **description** [2].
- Navigate to the **Settings** tab [3].
- **Add an assignment** [4] that will allow you to test the flow of your Walkthrough. (Choose an assignment that will allow only you/test users to see the campaign)
- Add any other settings you would like, such as toggling off feedback [5].
- Avoid scheduling the Walkthrough at this point.
- **Publish** the Walkthrough [6]. (Saving it in draft will mean you cannot preview it inside the LMS)

Creating Steps

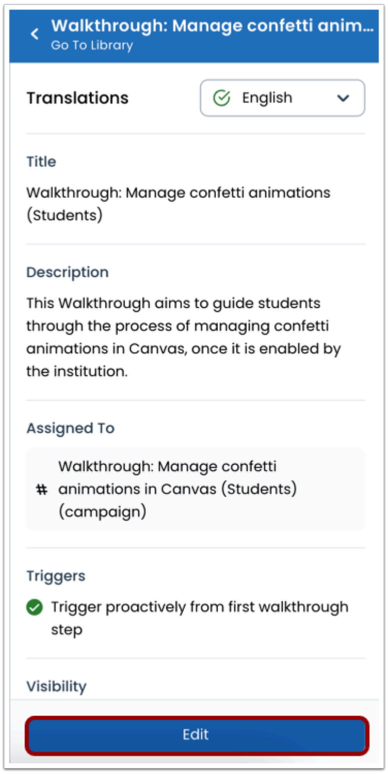
Navigate to the page where you would like to place the first step of your Walkthrough inside Canvas.



Open the **Walkthrough** tab of your Inline Editor.

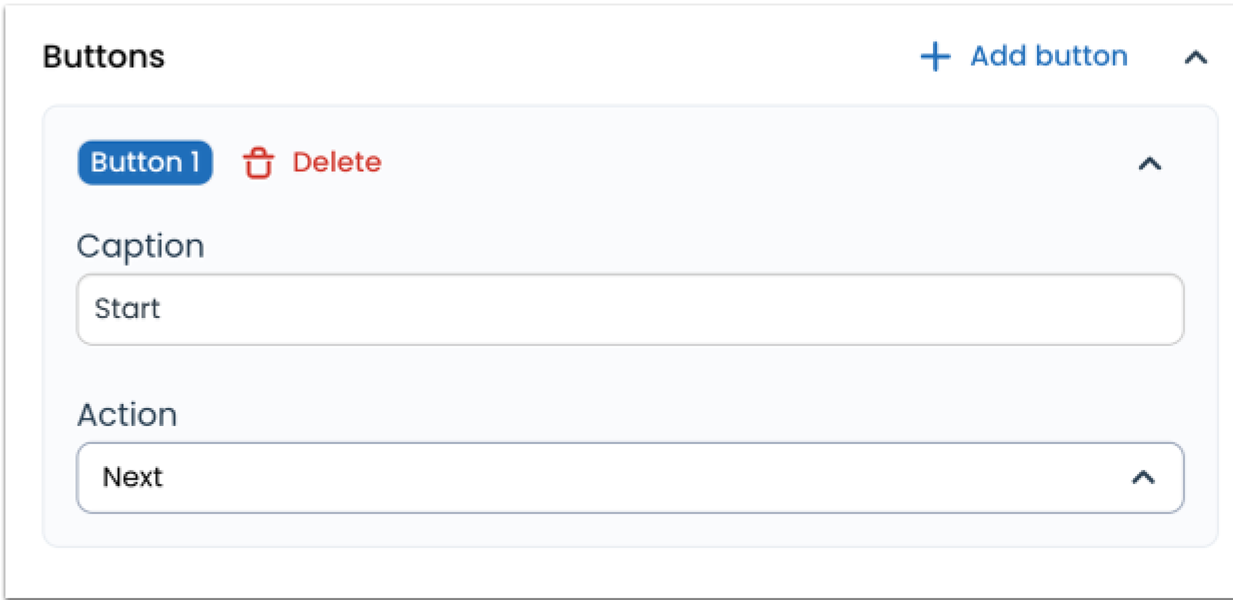


Select the Walkthrough that you just created in the Impact Dashboard.



Click the **Edit** button and add your first step.

Buttons



You will notice the option to add **buttons** to your Walkthrough steps

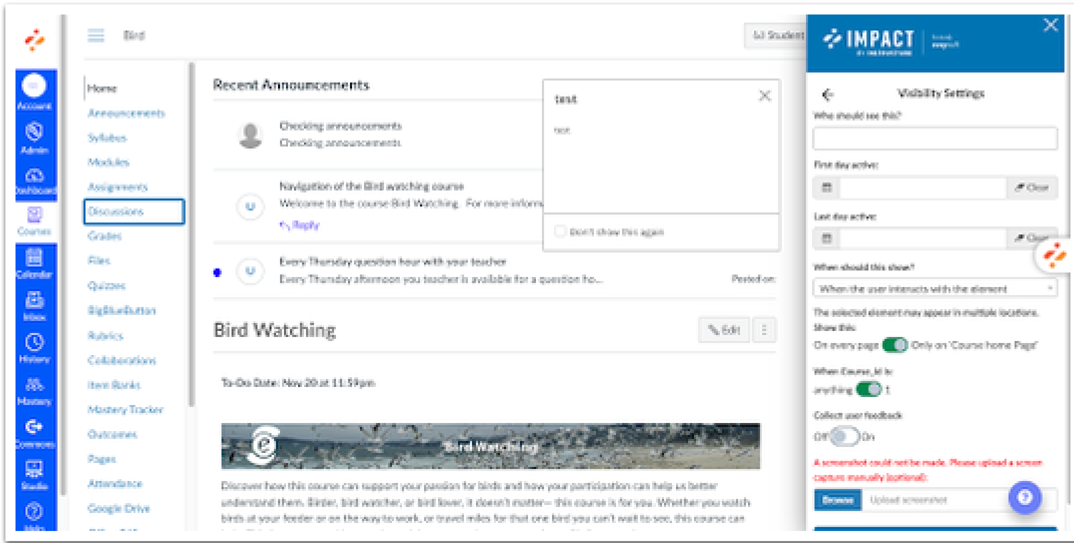
- A Next button is required to transition from a systray step.
- A Next button is required to transition from a hint to another step on the same page.
- A Next button is **not** required on a hint if your next step is located on a different page. Clicking on the element where the hint is placed will successfully launch the next step.

Previous buttons should only be used when the step prior is located on the same page. If this is not the case, you will have to manually navigate to the page the previous step is placed before that step will show up.

Note: When a second button is added to a step, this button is set to Next by default. If you wish this button to be Previous or Exit, make sure you have set it accordingly.

Locking Walkthrough to a Course

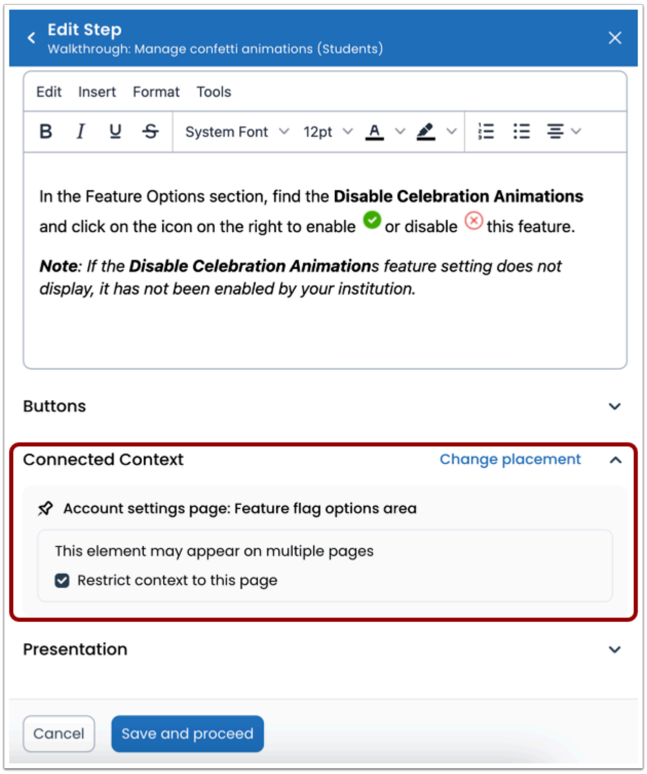
It is not yet possible to lock walkthroughs to specific courses yet. If you would like a Walkthrough to appear in one specific course, you can apply the following workaround:



1. Create a new context in the dashboard by adding a test message to a template and locking it to the course ID.
2. This will generate a new context in the dashboard that you can now connect to the Walkthrough step.

Note: We recommend that you rename the new context in your dashboard to reflect that is locked to a specific course to avoid confusion.

Restricting Contexts to Pages



When creating steps on element-level contexts, you will be given the option to *restrict context to this page*. It is good practice to do so as it ensures that the Walkthrough flows correctly.

Test your Walkthrough

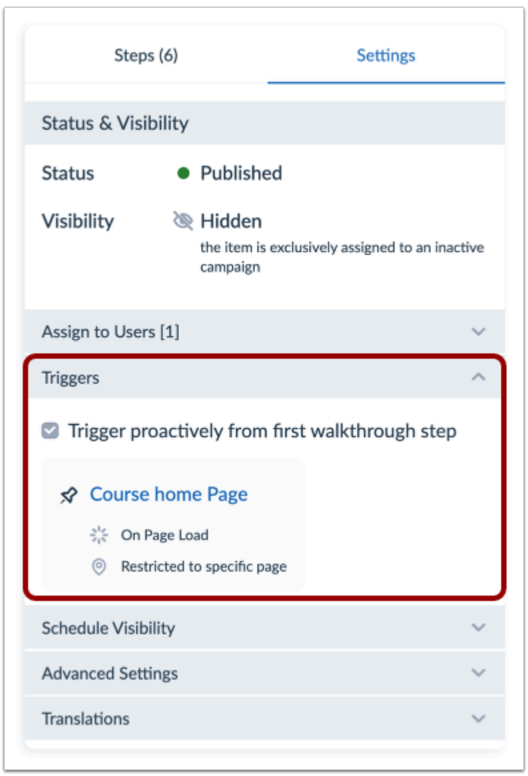
Now you can run your Walkthrough to determine whether all of the steps are appearing as expected. If you need to return to the beginning of the Walkthrough, you will need to reset user visibility which is only possible from the dashboard.

Troubleshooting Walkthroughs

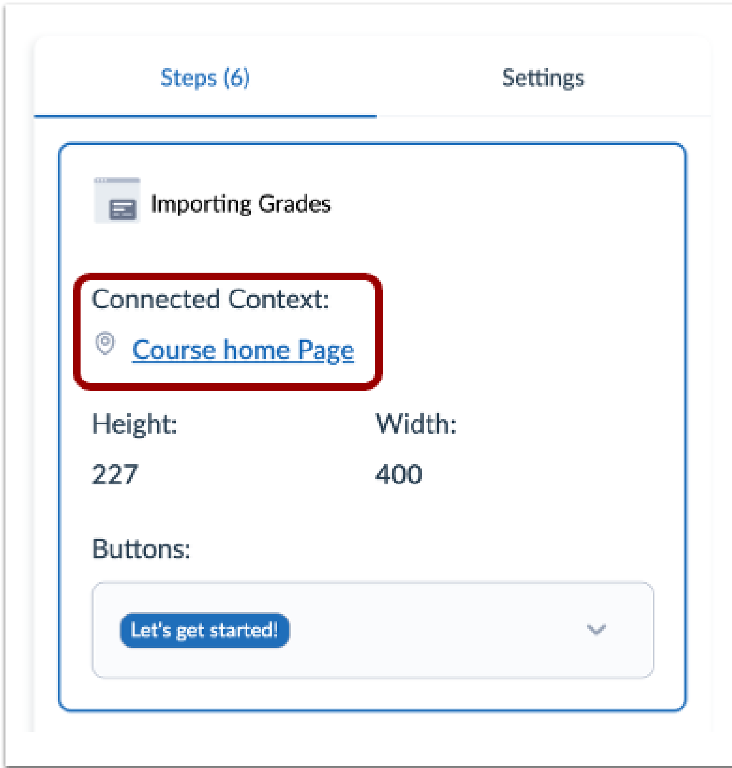
When using Walkthroughs, you might need to troubleshoot to find issues that arise as you implement your Walkthroughs to users.

Troubleshoot Your Walkthrough

If your Walkthrough steps are not showing up, try the following:



- Ensure that the checkbox to **Trigger proactively from the first walkthrough step** is checked.
- Reset user visibility.
- Log in and out of your instance.
- Clear your cache.



- Ensure all steps have a **Connected Context.**
- Add a test message to the template/context where the step is not displaying. If the message shows up, this will eliminate the slight possibility that the context/template is broken.

Creation of Impact Messages

Did you know Impact messages can be personalized and placed on-demand anywhere within your learning application, targeted at any specific group of users? Messages can be filled with text, and rich content such as images, videos, or embedded iframes.

Messages are a great way to:

- Inform users about available tools and features and effective ways of using them.
- Connect users with support resources when and where they need them.
- Promote new tools and features.
- Notify them of news and changes at your institution.

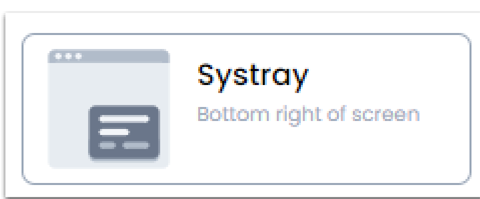
However, messages not only provide your users with important information, but they also provide you with valuable insights, such as who saw the message, who voted and/or commented on it, and who accessed support resources linked inside the message. These insights help you to better understand user behavior.

Now, before you start creating your messages from the Impact dashboard or using the Inline Editor, let's look at some best practices for the basic settings & content of the message to support you in successfully targeting your users.

Choose the Right Message Type

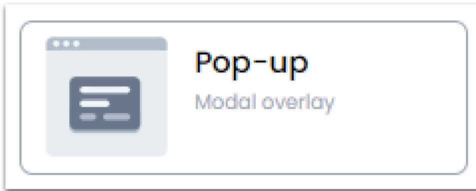
There are three (3) different types of messages you can choose from. Your message choice is influenced by where you want to place it within the LMS and the content you'd like to convey.

Systray Messages



- Placed on page-level context
- Shows in the right-hand corner of your LMS
- Ideal for informative messages

Pop-Up Messages



- Placed on page-level contexts
- Prominently displayed as a full-page modal layover, graying out the background
- It is by far the most intrusive message type because it prevents users from using their LMS until they close the message
- Use it for must-read messages and high-stakes content only

Hint Messages

- Placed on element-level contexts
- Ideal when the content of the message relates to elements, for instance, when you want to make users aware of a new icon, menu, or button

Tip: You can find more information on message types and their triggers here.

Construct Your Message Content

Consider the following three aspects when designing the content of a message: the (optional) greeting, the body of text, and the content structure.

Greeting

Engage users in a direct, and catchy way by personalizing your messages. This is only recommended for systray and pop-up messages as hint messages should be kept as short as possible.

Body of Text

An effective message should include the following:

- **What:** What do you want to raise the users' awareness about? (*For example*, what has changed or is new?)
- **Why:** Why would a user change their behavior? 'What is in it' for them? (*For example*, users may save time when switching to a new workflow, or unlock new capabilities, etc.)
- **How:** How can a user successfully change their behavior? (Succinctly describe what users need to do and/or provide them with support articles.)

While writing your message, be conscious of the following:

- Be concise: cut out all superfluous words/content; the clearer and shorter the message, the easier it is for users to understand and process the information
- Be clear: use official terminology when referring to user interface elements. When in doubt, check the Canvas guides
- Make it intelligible: provide users with hyperlinks to support articles for in-depth instructions; to save space, integrate hyperlinks into your running text whenever possible

Content Structure

To help your user understand and process the content of your message, a clear structure is essential.

It is recommended that you employ a scannable layout. i.e.:

- Structure your text in paragraphs, discuss one topic per paragraph
- Employ bullet points/numbered lists for listing items
- Visuals are helpful but make sure not to clutter your message with too many icons/pictures

Tip: Remember that you can enable the voting option to collect user feedback on messages. Based on the messaging reports, you can then spot messages that need a little improvement.

Set a Message Title

- Make clear what the message is about
- Align the title length with the message width so that users can read the entire title

Size the Message

- Size the message so that no scrolling is needed to read the content
- Make the message as small as possible whilst being conscious of readability
- Make sure the message does not cover any relevant page elements when appearing in your learning application

Find an Appropriate Message Placement

Place messages on contexts that users will see and that relate to the content of the message.

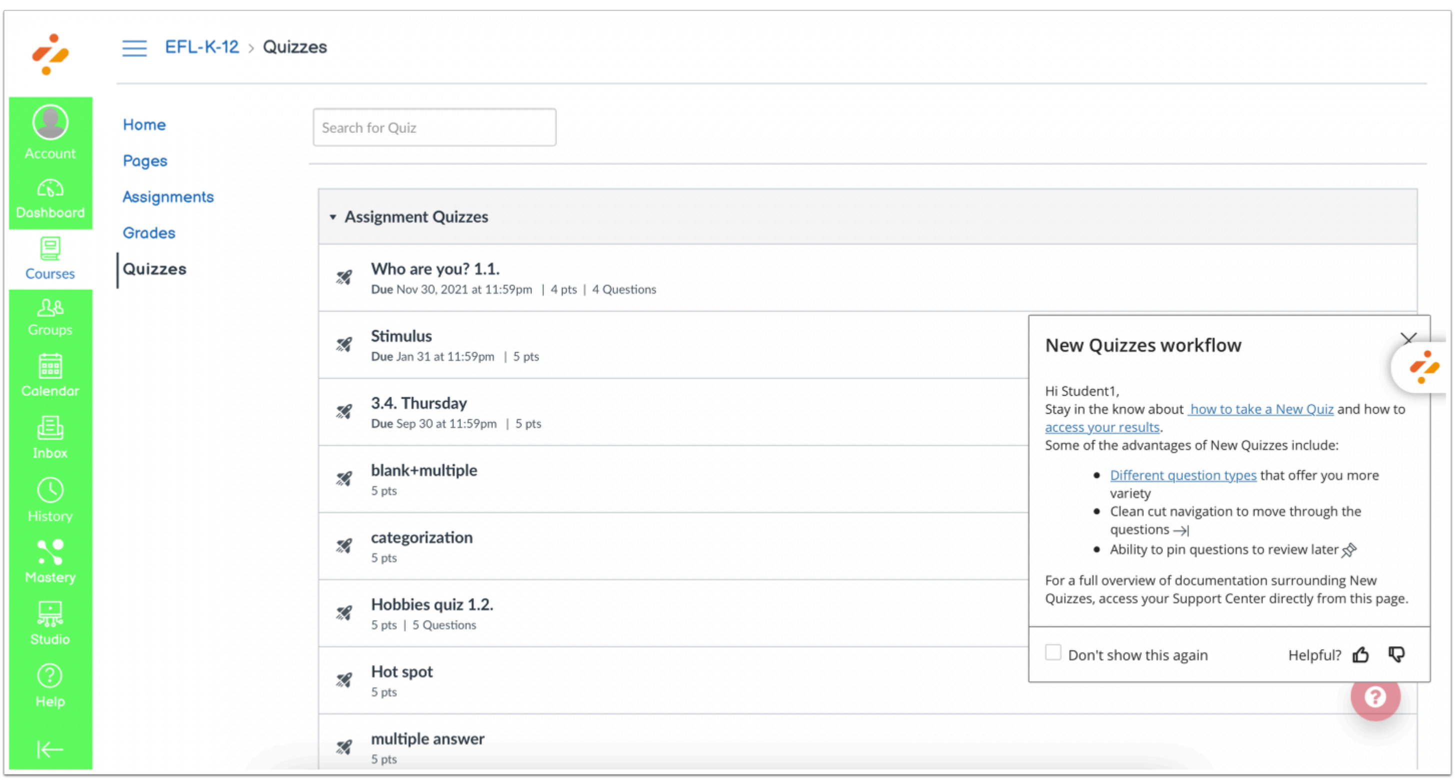
Tips:

- Be aware of how many messages you show to a target audience at any given time. Try to limit the number and spread them out time-wise so that users do not get overwhelmed
- A convenient way to manage messages is to schedule messages using the start/ end date feature- this way you also don't need to remember to manually hide old messages

Examples of Messages

Now that we have gone over the best practices, let's review some examples.

Systray Message

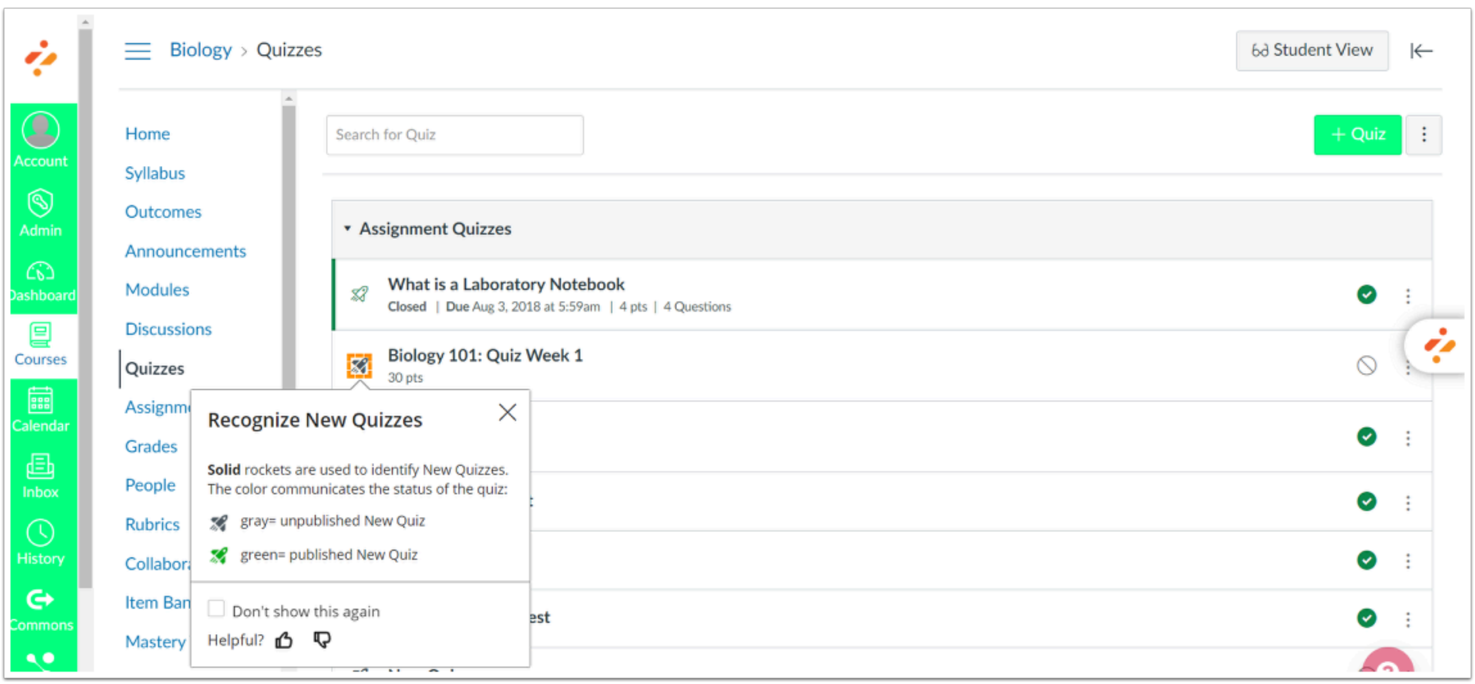


This systray message is part of the Canvas Introduction to New Quizzes: Students campaign.

Note that it includes:

- a personalized greeting
- support articles with specific instructions included in the running text
- an easily scannable layout with three paragraphs
- bullet points for listing the advantages of New Quizzes
- visual cues in the form of the actual icons users will encounter in New Quizzes
- a strategic placement on the Quizzes overview page

Hint Message

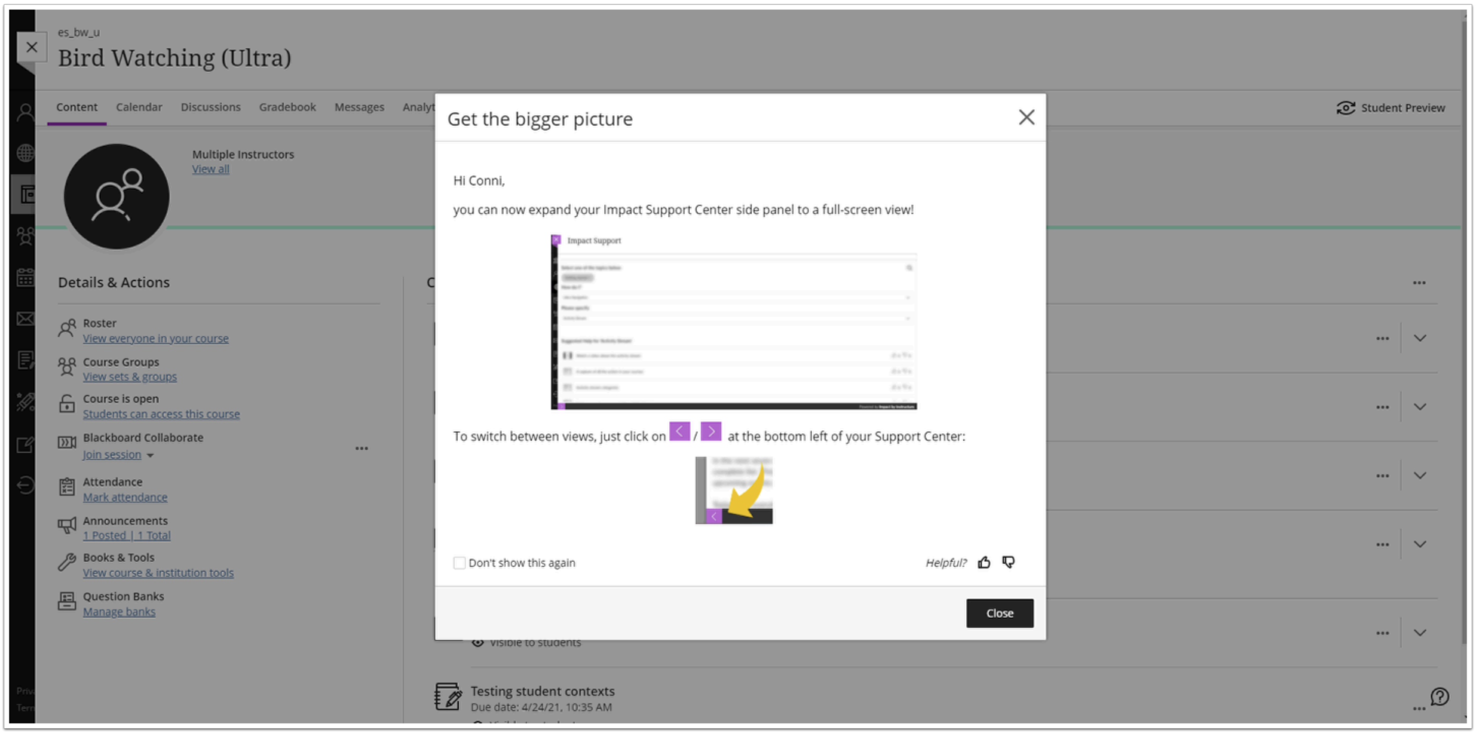


This hint message is part of the Introduction to Canvas [New Quizzes: Instructors]() campaign.

Note that it:

- is placed on the New Quizzes icon
- includes a clear, short, and informative title
- includes meaningful visuals
- offers users the ability to vote to collect user feedback

Pop-up Message



This message is part of the Blackboard Ultra [Full-Screen View of Impact Support Center Side Panel](#) campaign.

Note that it:

- Informs user about an important and much-requested new functionality (full-screen view), which justifies the message choice
- includes relevant visuals of the buttons users need to use to get the full-screen view
- offers users the ability to vote to collect user feedback

Need Inspiration, Ready-to-use Messages, or Campaigns?

[Check out our campaign templates](#) with numerous examples of messages, made by our educational specialists.

Monitor Creation

Monitors gather data around instructor and student activity such as:

- Page visits
- Element clicks or views that trigger across all LMS pages and trigger restricted to specific pages.

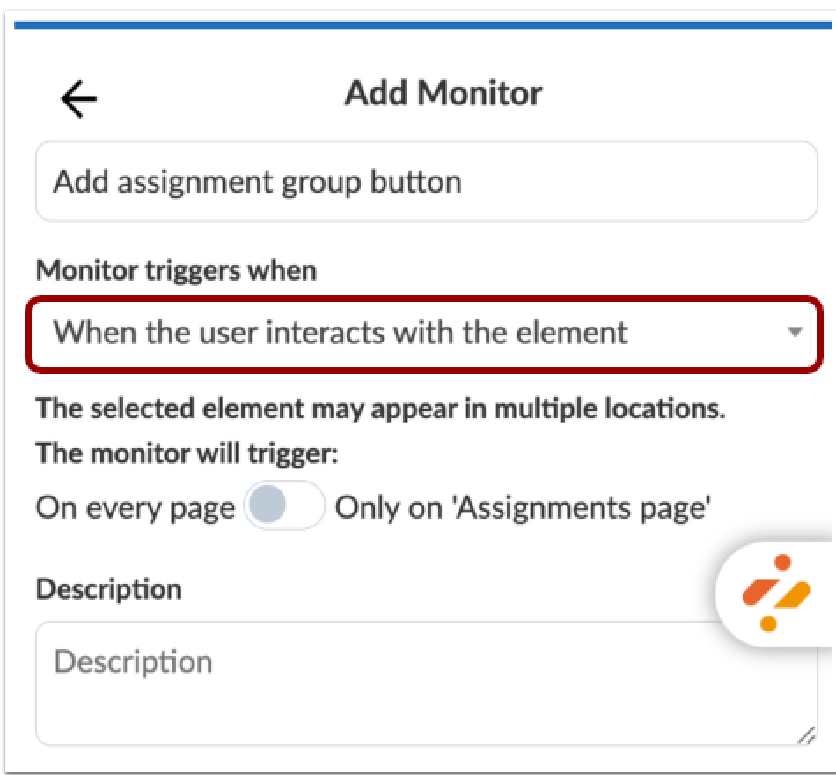
Monitoring Certain Actions

If you are interested in monitoring a certain action, first check whether a monitor already exists Out of the Box inside the Dashboard to avoid duplications; you can find the monitor conditions by clicking the Context connected to the monitor.

In case the desired monitor does not exist in the Dashboard, you can create a new one through your Impact Inline Editor.

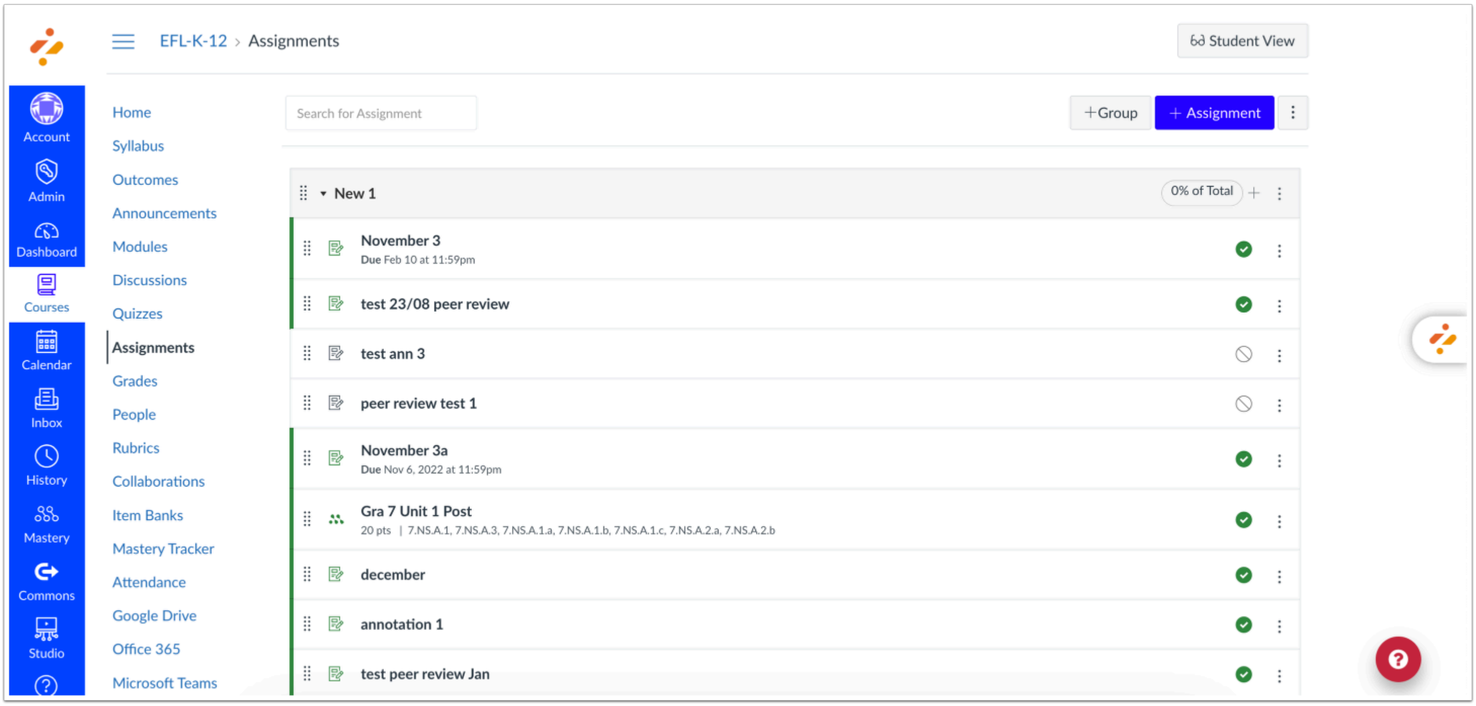
Making Decisions about Monitors

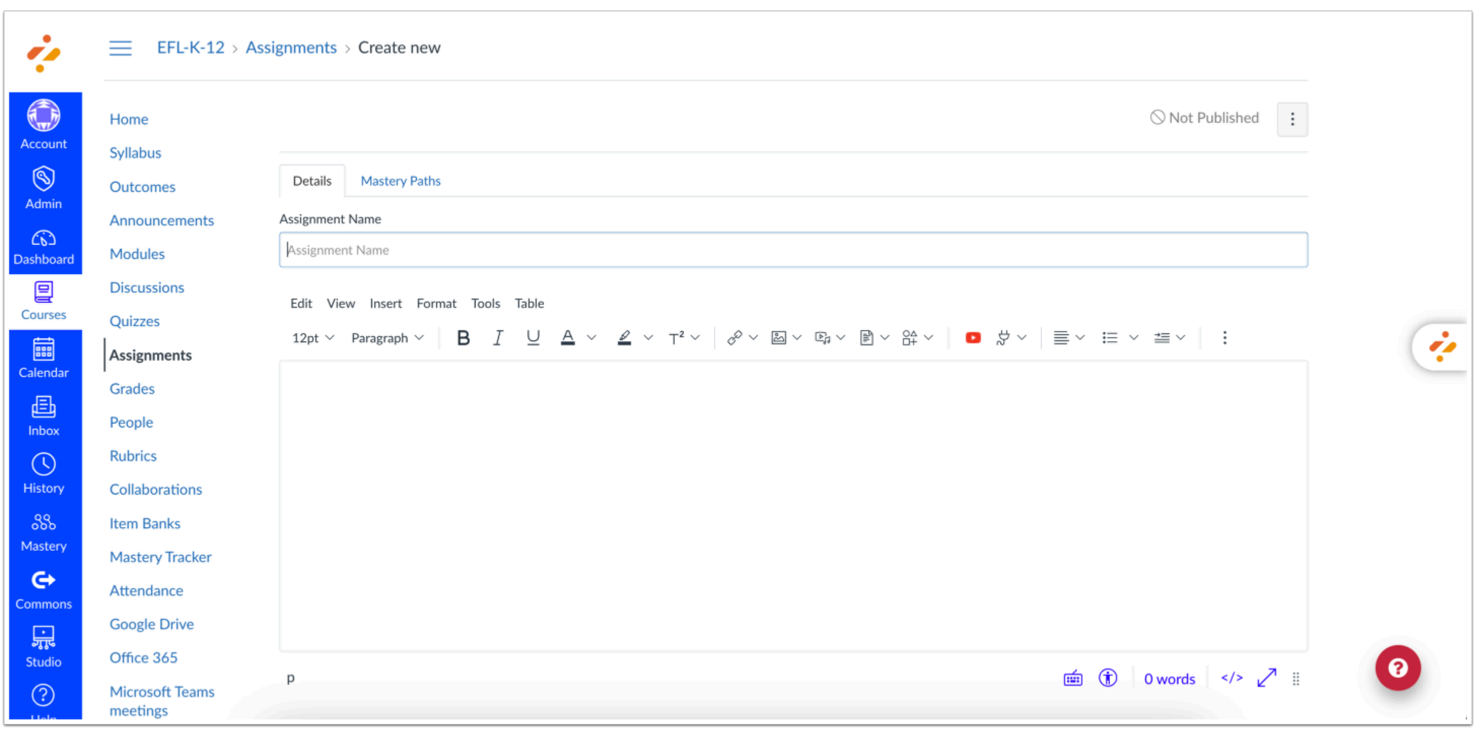
These tips will help you leverage monitor placement and behavior to achieve the most valid and accurate data.



- **Element monitors**: place a monitor when the user interacts with the element rather than when they see it.

- Whenever possible, try to place monitors on the last action of a workflow that way, you can be confident that they have performed the action you want to monitor.





- If a transitional button or link leads to a new page, it is usually recommended to monitor the page it leads to, instead of the button clicks, as this is the last step of the workflow. For example, it is recommended to monitor the **New assignment page** visits instead of the **+Assignment** button clicks.
- In some use cases, it is worth comparing two actions; therefore you can create monitors on the first and last steps of a workflow. For example, you might be interested in how many students visited the **Take assignment page** compared to how many of them submitted the assignment (clicked on the **Submit assignment button**) so you can then make campaign decisions on assisting students to finalize their assignments.

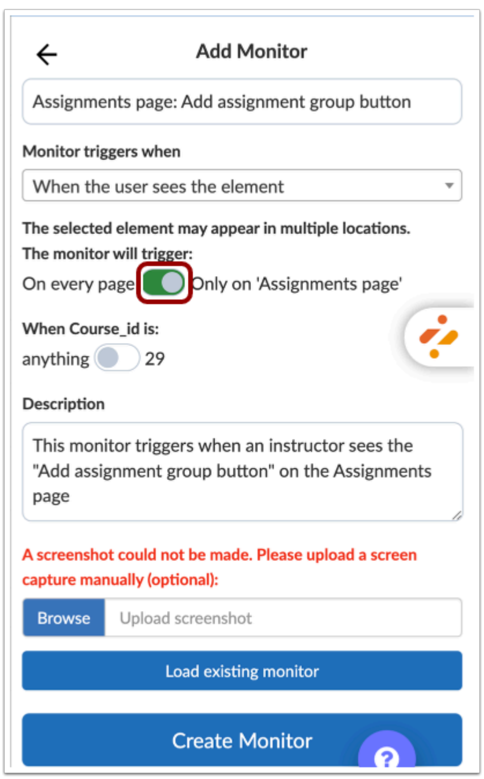
Naming Convention Recommendations

Monitor Name

- The monitor title should align with the template name.
- When a page restriction is selected, the page name should be included in the title as well.

Specifically:

- **Page monitor: Same as template name**



- **Element monitor - On every page**: Template name; **Restricted to a page**: Page name: followed by element name (e.g. Assignments page: save button)

Note: You can set a monitor to be specific to pages by switching the toggle.

Monitor Description

Once you set the monitor title, you need to add a clear monitor **description**. The description needs to include monitor's:

- Behavior (click or page load)
- Page restriction (if any)
- Your target user (instructor, student, observer, all users)

Use the template below for monitor descriptions:

Page level context:

- "This monitor triggers when (insert users/an instructor/a student/an observer)(insert clicks on/sees) the (insert element name)."

Element level context:

- On Every page: "This monitor triggers when (insert users/an instructor/a student/an observer)(insert clicks on/sees) the (insert element name)."
- Restricted to a page: “This monitor triggers when (insert users/an instructor/a student/an observer) (insert clicks on/sees) the (insert element name) on the (insert page name).”

Now click the **Create Monitor** button.

After the monitor has been created, refresh your dashboard as well as the LMS pages. Locate the monitor inside your Dashboard and test whether the monitor triggers successfully by accessing or clicking the respective pages or elements, accordingly. If it functions correctly, add the monitor inside a reporting template, so that it generates meaningful data inside your Insights area on the Dashboard.

From Monitors to Reporting Templates

Reporting Templates allow you to group monitoring data together. These provide a hierarchical structure to roll up the detailed data derived from any individual monitors into manageable categories.

Reporting Templates

To achieve clear visualization of generated data, monitors are carefully organized into Out of the Box Reporting Templates. These provide a hierarchical structure of manageable monitor categories that gather and collate detailed data generated by individual monitors.

The same monitor can exist in more than one monitor category inside Reporting Templates. This is important, as the same monitor can be added to reports of different users (e.g., instructor and student reports). Thus, data will be represented differently in the dashboard, since each reporting template is assigned to a certain user category.

When you create a new monitor, it is important to categorize it inside a reporting template in your Dashboard to ensure clear visualization of data among your user categories. Uncategorized monitors only display trigger numbers among all users after their creation date.

Naming Recommendations

Careful naming of reporting templates and monitor categories facilitates your navigation within the Dashboard, as only the name of reporting templates and monitor categories display within your insights.

From Reporting Templates to Insights

Insights display data based on the way reporting templates and monitor categories are designed. All monitor categories inside one user category's report gather data about this user category's activity within the learning application and display data on Insights.

The following is an example of the Out of the Box Instructor report and the insights generated based on the structure of the report.

Depending on their trigger behavior, each monitor is assigned to a monitor (sub)category. Only one monitor resides under each category unless more than one monitor demonstrates the same user activity. For example, monitors that trigger when:

- +announcement button is clicked on the Announcements page
- Users visit the New announcement page

are added inside the same monitor category, called 'New announcement'.

The monitor category will display the total data gathered by both monitors. These will show up inside the Insights>Tool Adoption section inside the Dashboard, accordingly.

Note: Only reporting template monitor (sub)categories will be shown inside insights. Not individual monitors. Therefore, the last branch to expand in our Announcements example are the last subcategories: New announcement and View announcements.

Reports and Tool Categories

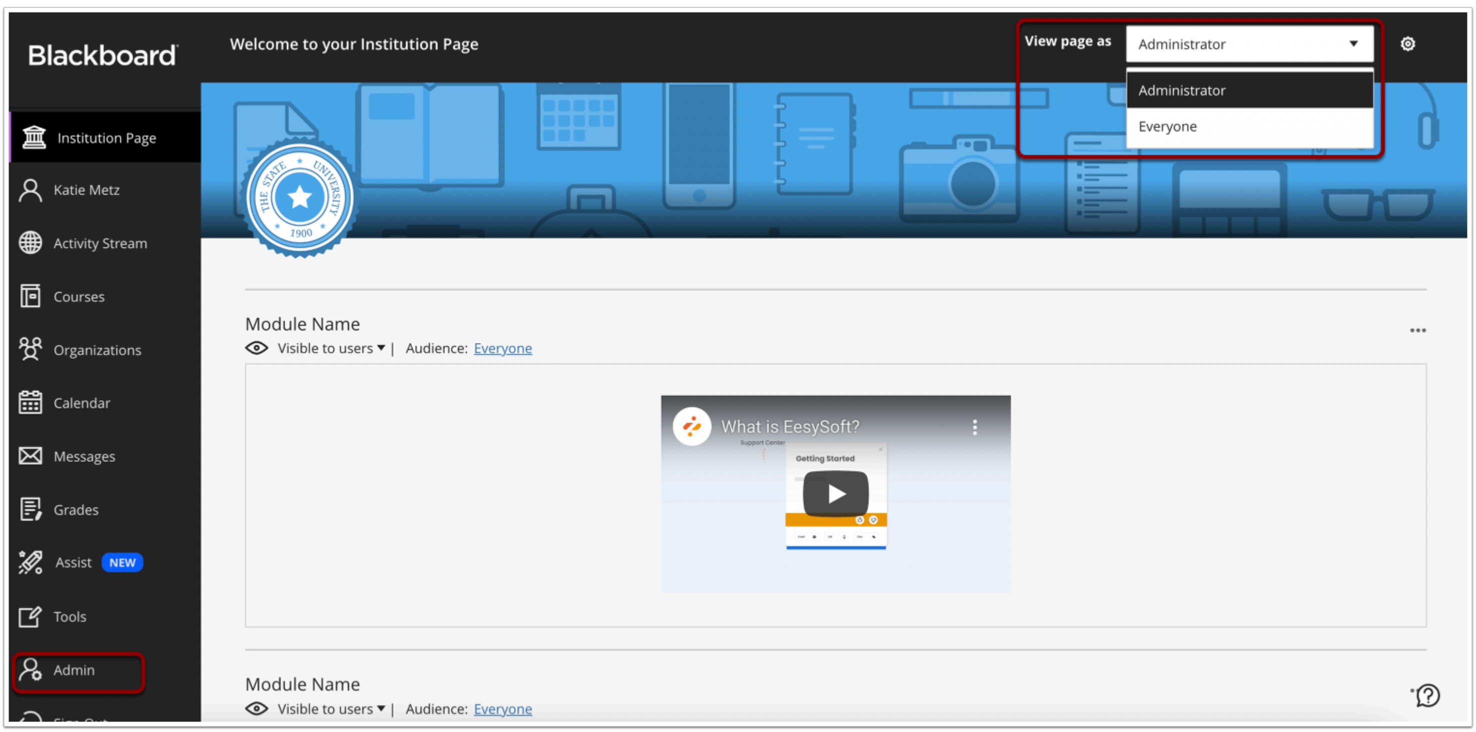
Tool categories are already applied to Out of the Box reporting templates and monitor categories with a specific topic. In case you use a certain tool, such as New Quizzes, you may toggle on the 'New Quizzes' tool category so that the respective monitor category and insights display within your Dashboard.

Blackboard Learn Ultra Experience

How do I create messages on the institution page in the Blackboard Learn Ultra Experience using Impact?

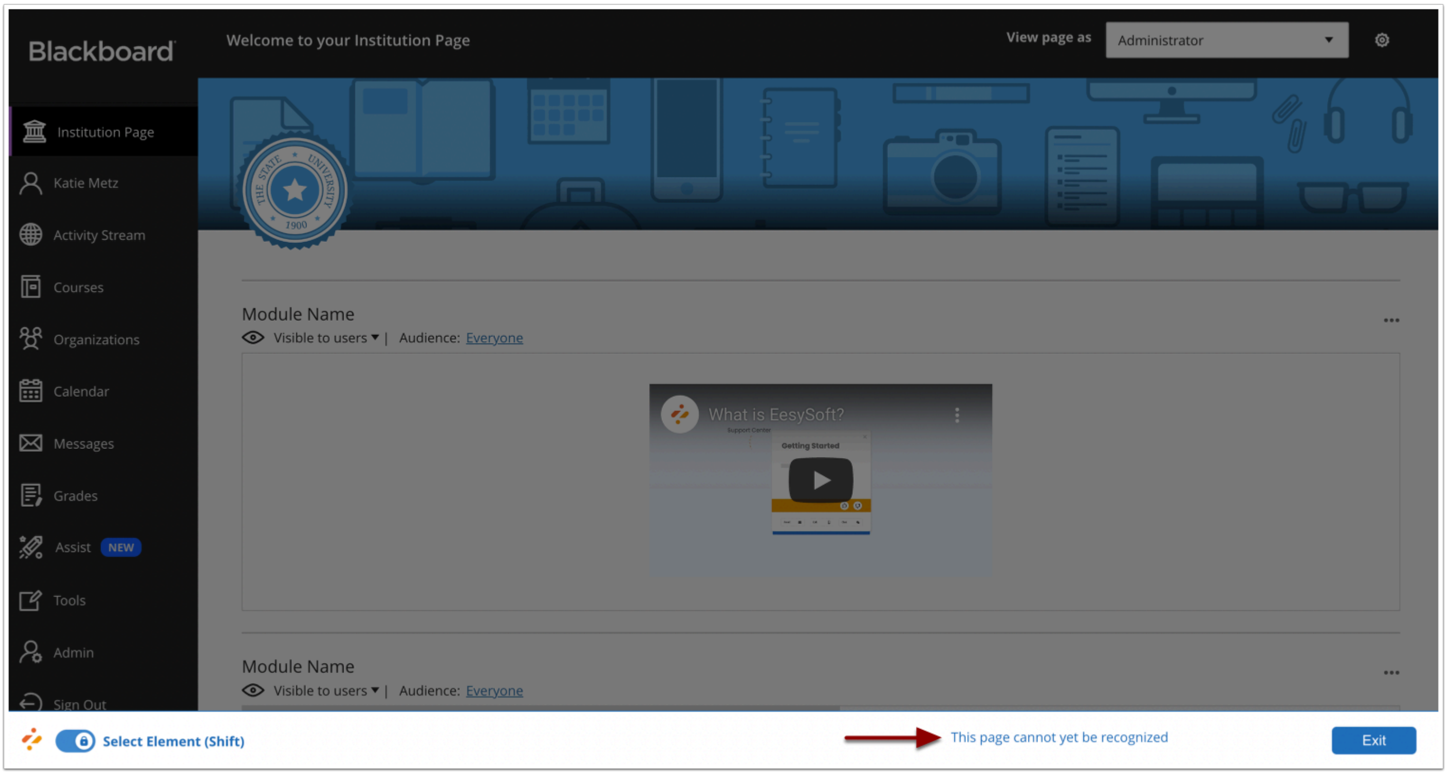
Due to the way that Blackboard's Ultra Extension Framework defines route IDs for your institution page, creating messages on this specific page is slightly different from other pages. If you go to the institution page as an administrator and open the inline editor, you will notice that your page is unable to be defined. This is not an error; it has been limited to ensure that your message is added correctly.

Open Institution Page



On your institution page, check if you are logged in as an administrator. If you are using an admin account, your inline editor says "This page cannot yet be recognized" when trying to define the page.

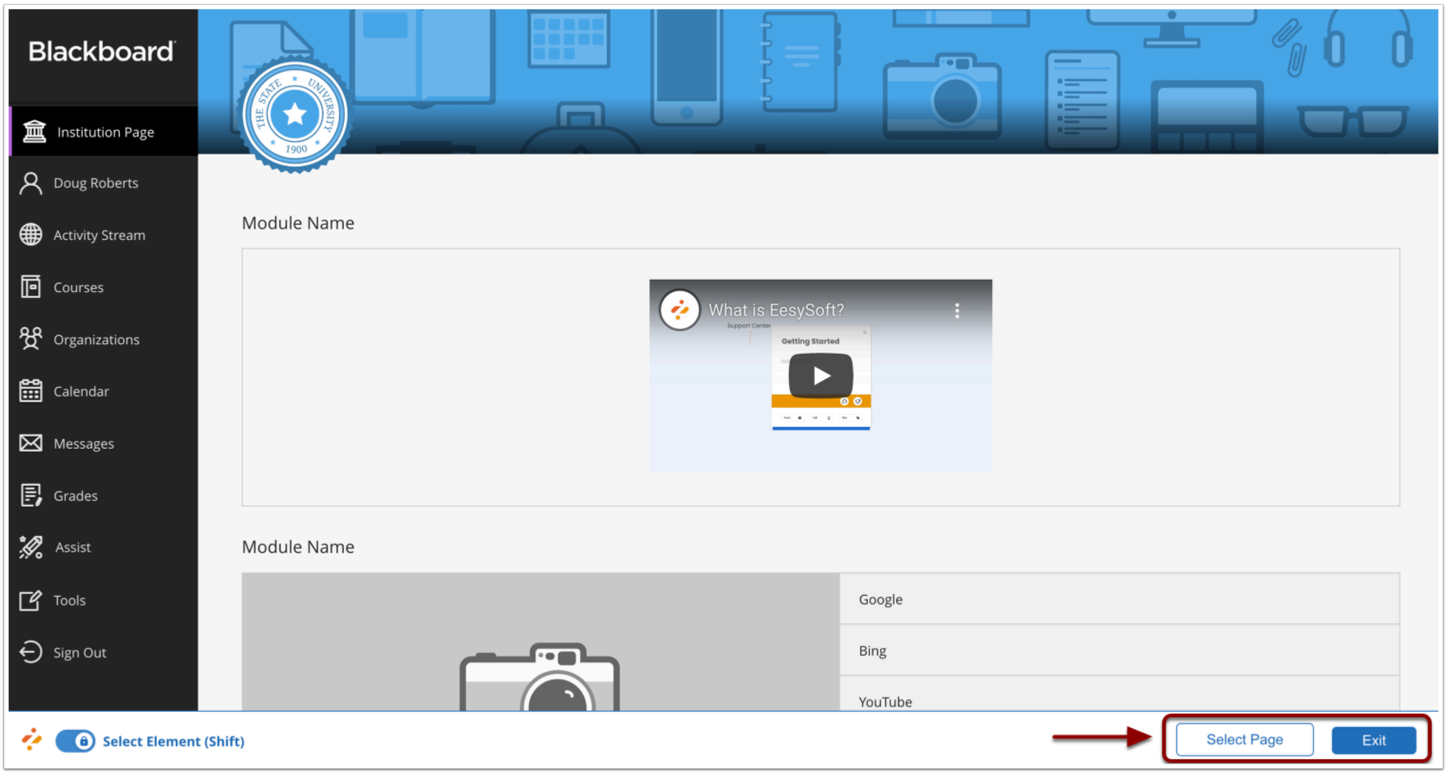
View Page



The page is not able to be defined because if you were to define and add a message to this page as an administrator, the Ultra Extension Framework would capture your Route ID as base.institution-page-admin. Only administrators would be able to see the message.

To create messages on the institution page, log in as a non-admin user and define the page with base.institution-page as the Route ID. This will be accessible to all of your target audience.

Log into Blackboard Ultra



Log in with a non-admin account and go back to the institution page.

Click the inline editor and select the page.

You can now add a message to the institution page, and it will be seen by the audience that you choose.

How do Impact contexts work differently in the Blackboard Learn Ultra Experience?

Blackboard Learn Ultra has a unique integration framework that presents some differences in the way Impact content, contexts, and monitors are experienced. Because the Blackboard Learn Ultra Experience is a locked-down system from Blackboard, Impact Building Block can't be loaded in an Ultra environment. Due to this limitation, Impact has a slightly different integration compared to other LMS environments. If your LMS is the Blackboard Learn Ultra Experience, there are several differences in how you will experience Impact messages, support, and contexts. This article explains the key differences in context use within Ultra environments and how Impact has created a new framework to prevent any unwanted behavior with contexts.

To ensure proper setup, visit How do I install the Impact integration in the Blackboard Learn Ultra Experience?

You will also need to download the Impact Expert Tool plug-in from Google Chrome to activate the inline editor in your Ultra environment.

For instructions on how to download the plug-in, visit How do I activate the Impact Inline Editor within Blackboard Learn Ultra Experience?

How does Impact work with the Blackboard Learn Ultra Experience?

Due to the closed integration system which prevents the Impact Building Block from loading, Ultra does not let you scan pages for elements with the Impact inline editor. This changes the process of defining contexts.

To prevent the majority of limitations, Impact has collaborated with Blackboard to develop a framework for Ultra users, called the **Ultra Extension Framework**. There are several differences in this framework compared to other LMS environment frameworks. These differences are explained below.

Blackboard Learn Ultra Experience Page Definition

In the Blackboard Learn Ultra Experience, users are not able to use the free select mode to select page elements. The way Ultra is set up limits the amount of unique information Impact can use to classify pages and page elements. For example, a test button and an assignment button on an assessment page could appear the same to Impact due to the unique way Ultra Pages are defined with Route IDs and Analytics IDs. Given the complexities of Blackboard Learn Ultra Experience, All possible Ultra contexts have been created Out-of-the-Box in Impact.

How does Impact help?

Impact has defined all of the pages in Ultra as Out-of-the-Box pages using partial Route IDs to avoid any incorrect behavior or limitations that could occur with very specific Route IDs. This results in your Define button is hidden when you use your inline editor unless you are on an LTI page.

LTI pages are the only pages on which the Define button is visible and when you can define a context manually. To learn how to define LTI pages in Ultra, visit How do I use Impact to define LTI pages in the Blackboard Learn Ultra Experience?

How do I use Impact to define LTI pages in the Blackboard Learn Ultra Experience?

If your LMS is the Blackboard Learn Ultra Experience, there are several differences in how you will experience Impact messages, support, context, and monitors compared to all the other LMS environments. This article shows you how to define LTI pages in the Blackboard Learn Ultra Experience.

Defining contexts for LTIs is currently only possible for LTIs with defined Placements in the Blackboard Admin Panel. We are working on the capability to define contexts for LTIs with no defined Placements in Blackboard, but that is not yet possible.

Note: If you use any other LMS, including other Blackboard versions, this article does not apply to you.

Define an LTI Page Manually

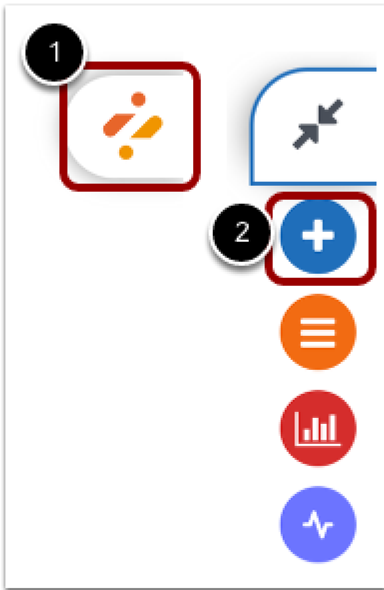
LTI pages are the only pages on Ultra environments where the Define button is visible from the inline editor and you can define a context manually.

Follow the steps outlined in this article to make sure you're using your Chrome plug-in to activate the inline editor (double-check which instance you are using to make sure it is the correct one).

Navigate to an LTI page that you would like to define.

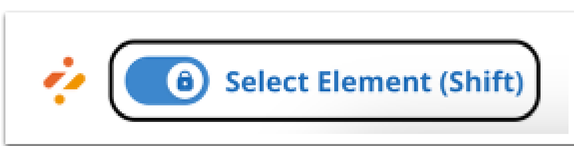
Note: Defining a context for LTI is only possible if the "open in a new window" setting is disabled for the LTI.

Open Inline Editor



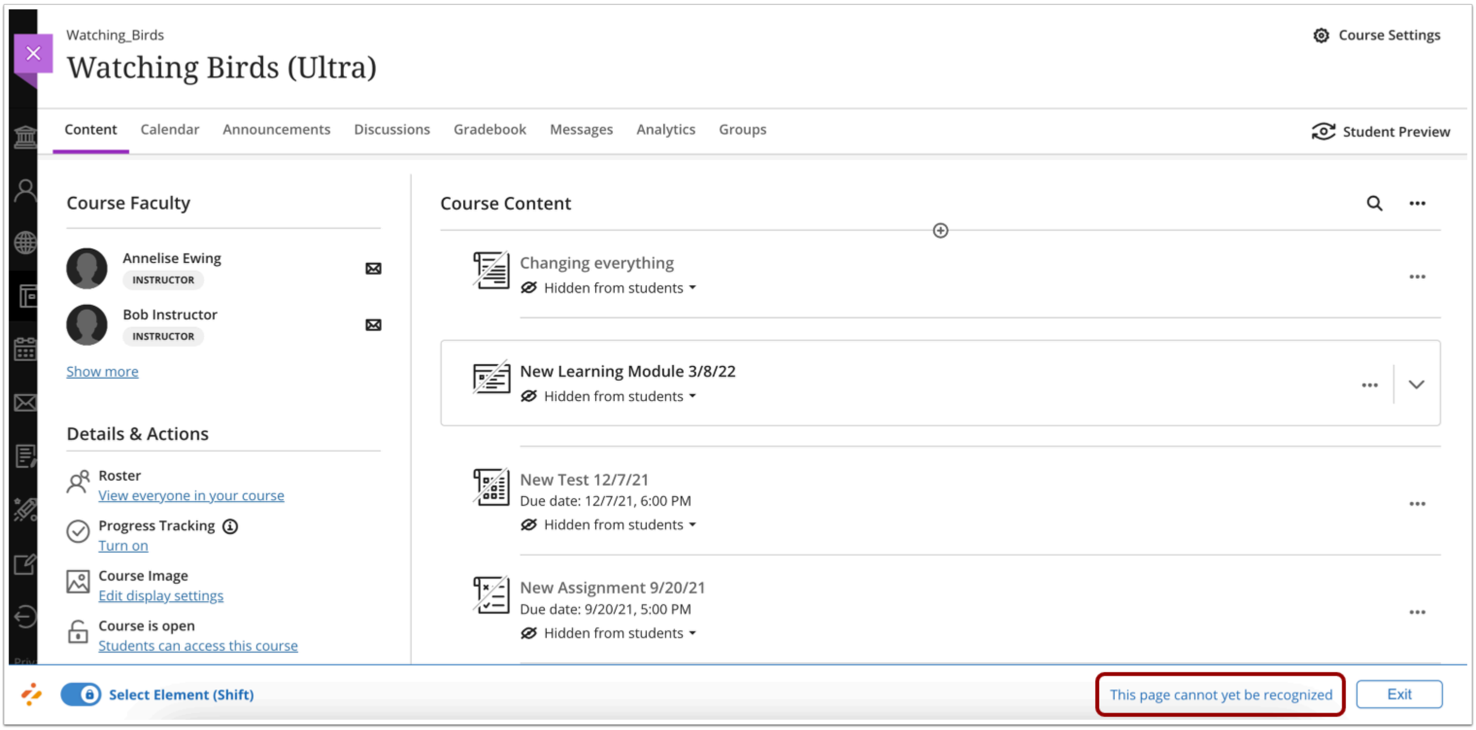
To open the inline editor, click the **Impact (Eesysoft)** icon [1] and then click the **Add** icon [2].

Enable Select Element



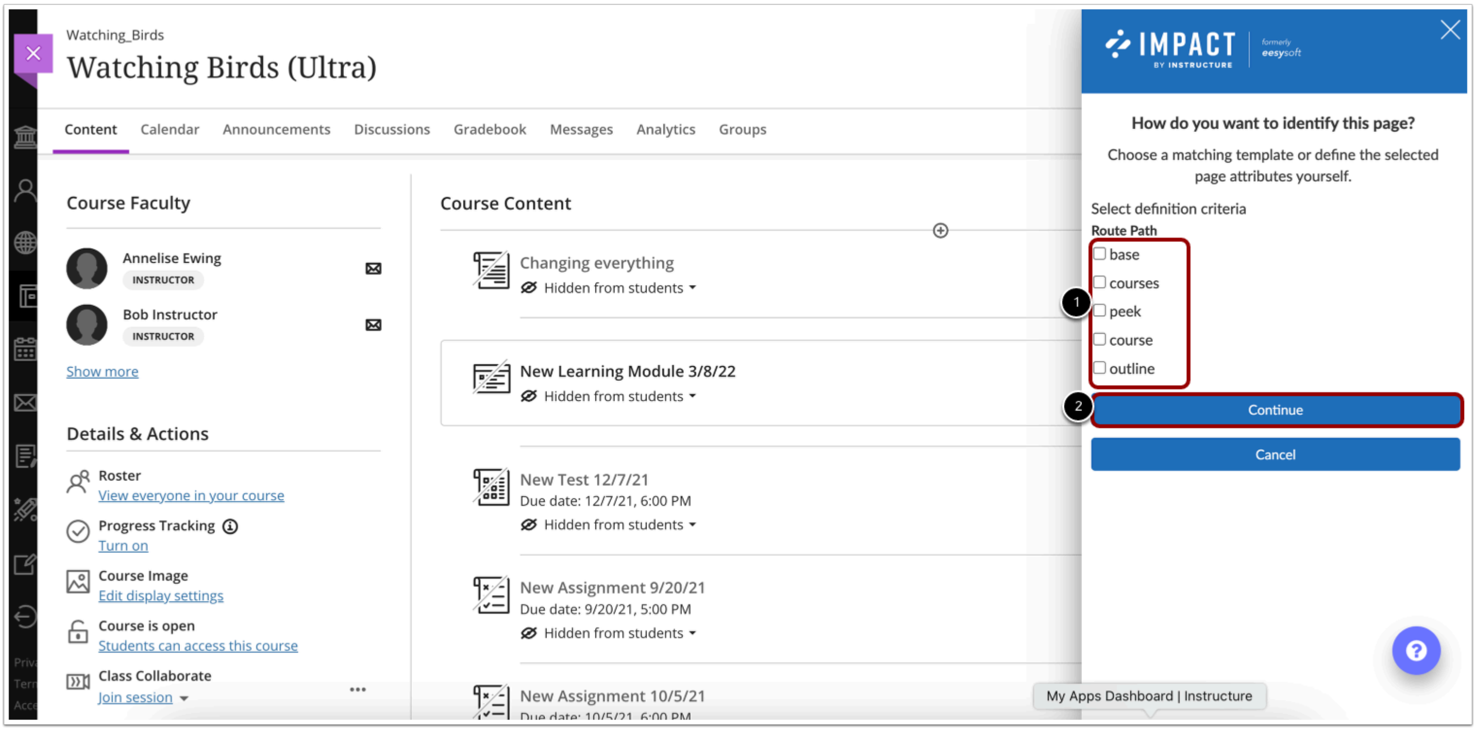
Make sure **Select Element** is enabled.

Define Page



You cannot free-select specific elements on the page until the page is defined. Click on the page to define.

Customize Content



You can customize which route you want to use as your context. The best practice is to deselect all of the criteria and only leave the name of the LTI (states) selected [1]. This allows you to define your page with a partial Route ID that is as general and unspecified, thus making sure you don't run into any incorrect behavior depending on a user's navigation to the page.

Click the **Continue** button [2].

If you find a page in your Ultra LMS that isn't defined (including any LTI pages if you don't want to define it yourself), please submit a ticket to support-impact@instructure.com.

How do Impact messages work differently in the Blackboard Learn Ultra Experience?

Blackboard Ultra has a unique integration framework that presents some differences in the way Impact messages, support, and contexts are experienced. Messages in the Ultra environment are presented and behave a little differently compared to other LMSs. This article will outline how messages work differently within Blackboard Learn Ultra Experience.

Please read How do I install the Impact integration in the Blackboard Learn Ultra Experience? to ensure you have the proper setup.

You will also need to download the Impact Expert Tool plug-in from Google Chrome to activate the inline editor in your Ultra environment. Please read this article for instructions on how to download the plug-in.

Don't forget that in addition to messages, contexts, and support are slightly different in the Ultra environment.

Messages are Presented Using Native Learn Ultra Components

All messages within the Ultra environment are classified as “native Learn Ultra components”. This classification applies to both Blackboard content (e.g. first-time user experience notifications) and Impact messages, they are both presented using the same native Learn Ultra components which have predetermined behaviors and presentation.

Message Presentations

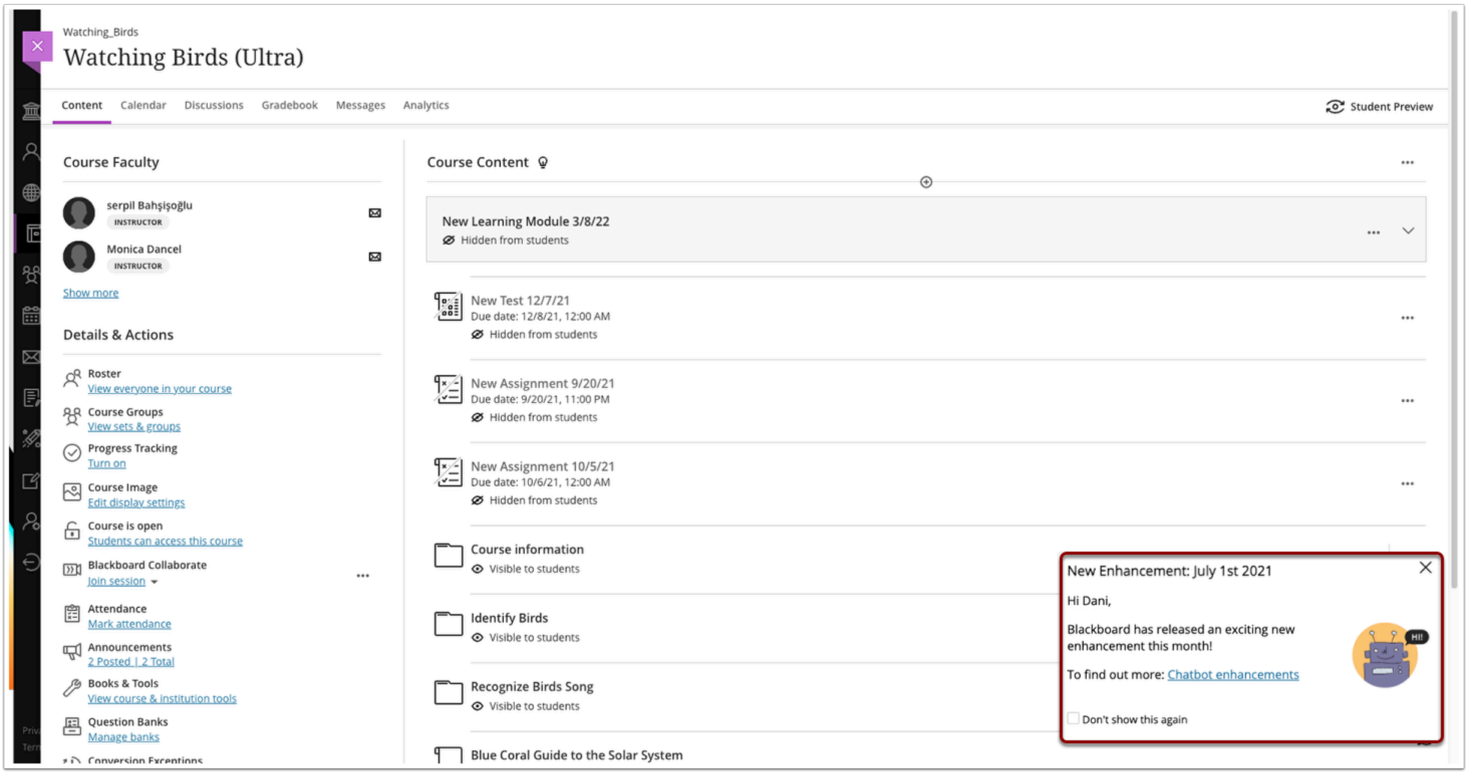
There are three unique types of Impact messages which you can choose from. The sizes are predetermined (small, medium, and large) and the content is customizable.

The three message types are:

- Hint messages - messages connected to a specific element on a page in your learning application
- Pop-Up messages - messages presented in a central modal that lays on top of your learning application and can only be connected to page-level contexts and not to a specific element.

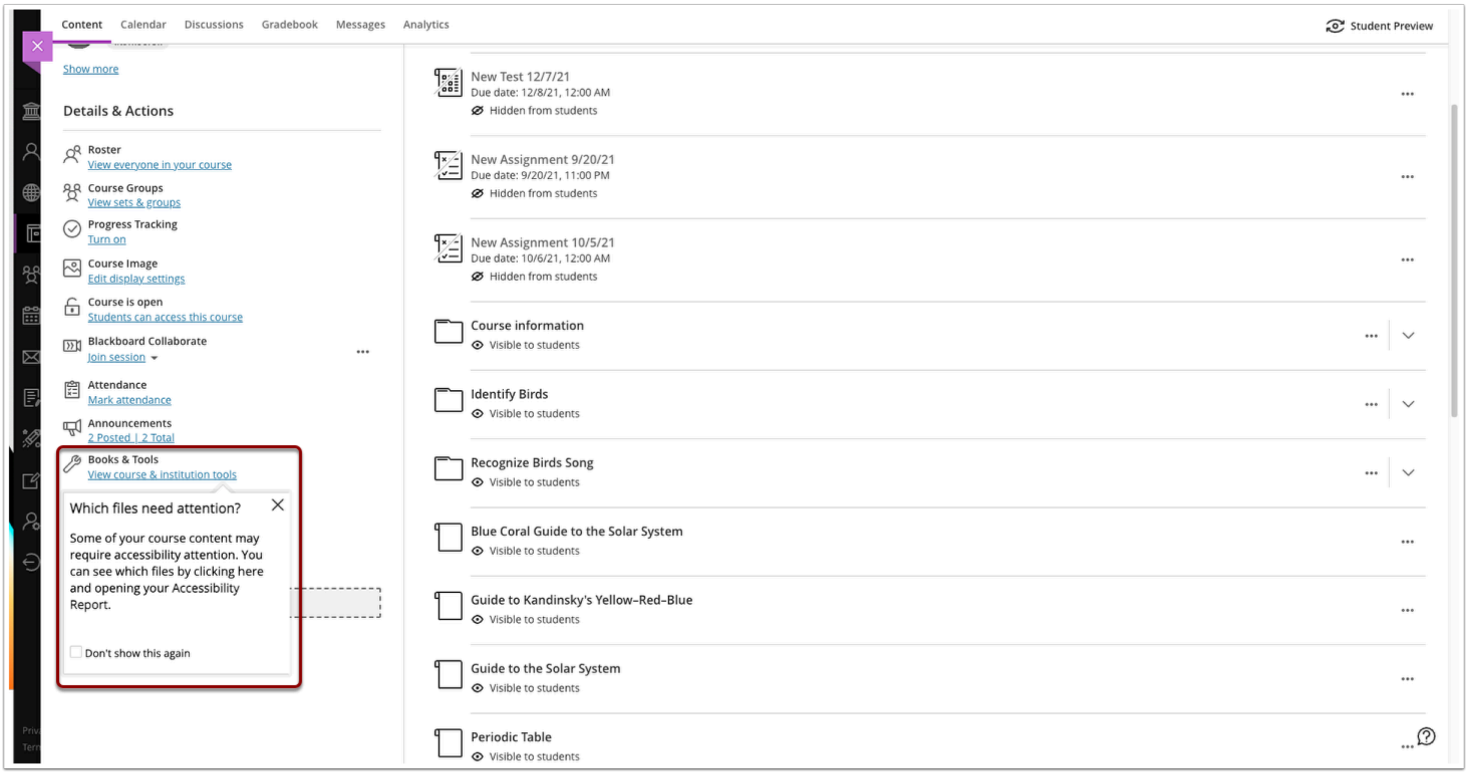
Note: For more information on message types, see What are the types of Impact messages?

Systray Messages



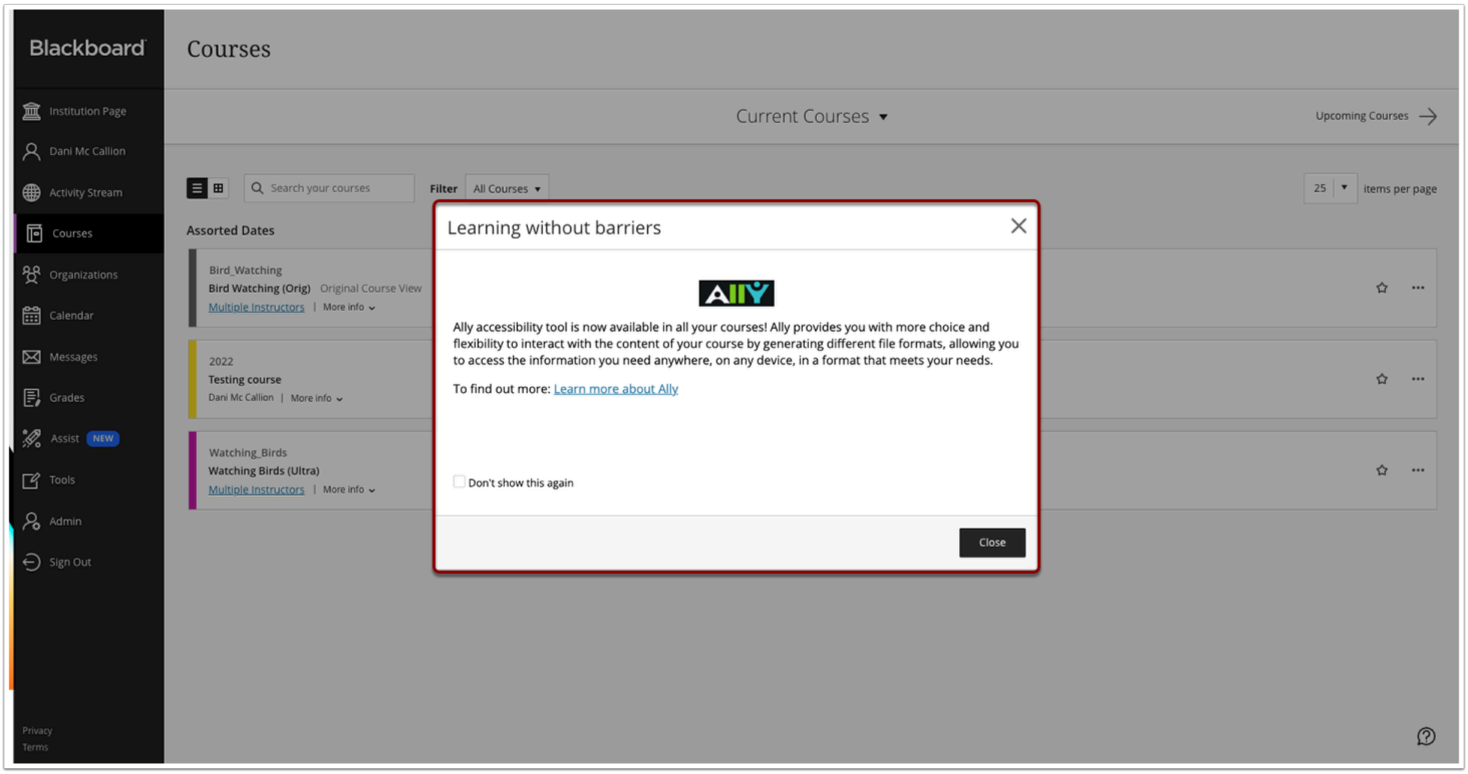
Systray Messages display immediately when the targeted user lands on the relevant page (on page load).

Hint Messages



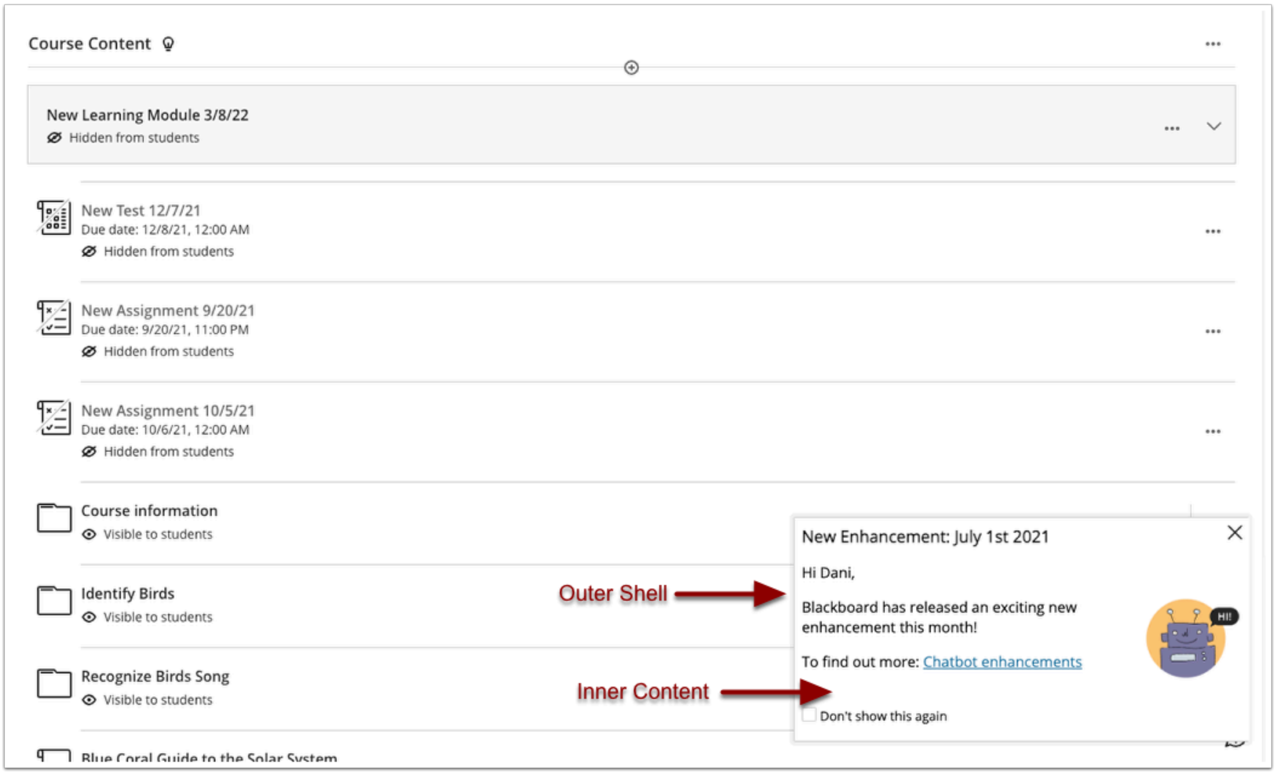
Hint Messages are connected to a specific element on a page in your learning application.

Pop-Up Messages



Pop-Up Messages are presented in a central modal that lies on top of your learning application and can only be connected to page-level contexts and not to a specific element.

Inner vs. Outer Content of a Message



Blackboard has full control over the outer shell of any messages (hint, systray, and pop-up). This outer shell includes the frame or borders of a message and it will be uniform across the whole LMS and cannot be customized from within Impact. However, all the inner content is populated via an iframe, meaning it can be styled and you can have full control over the contents with Impact. The borders for the outer shell of a message differ between message styles.

Behavior of Messages

No Proactive Hints

Impact can't scan for elements on a page within Ultra Learn Experience. With this, proactive hint messages are not available. To read more about how element definition is different within an Ultra environment, please read this article. Currently, hint messages will only be present on hover.

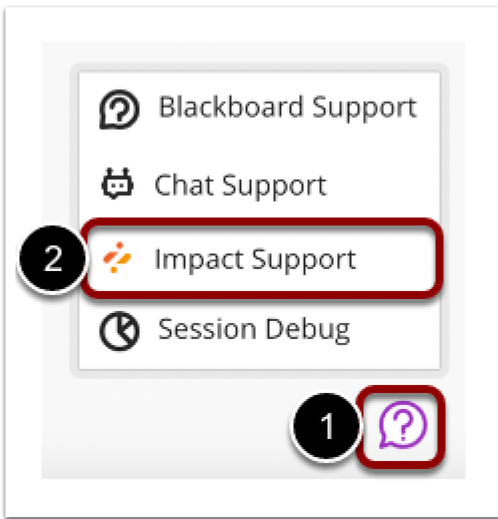
Impact Messages are Queued Alongside Native Blackboard Notifications

If Blackboard is going to serve some content to its users regarding any changes, updates, or important information about the Learn Ultra Experience, those messages will be prioritized ahead of any Impact content in the queue. For example, if a user logs onto Blackboard Learn Ultra Experience for the first time, there will be a Blackboard native message with some onboarding information and that will be the only thing they see until they return to that context the next time. It is important to remember this when creating campaigns and scheduling messages because they will be in the queue behind Blackboard content if there is any.

How is the Impact Support Center different in the Blackboard Learn Ultra Experience?

If your LMS is the Blackboard Learn Ultra Experience, there are several differences in how you will experience Impact messages, support, and contexts compared to all the other LMS environments. This article shows you how the Support Center is different in the Blackboard Learn Ultra Experience.

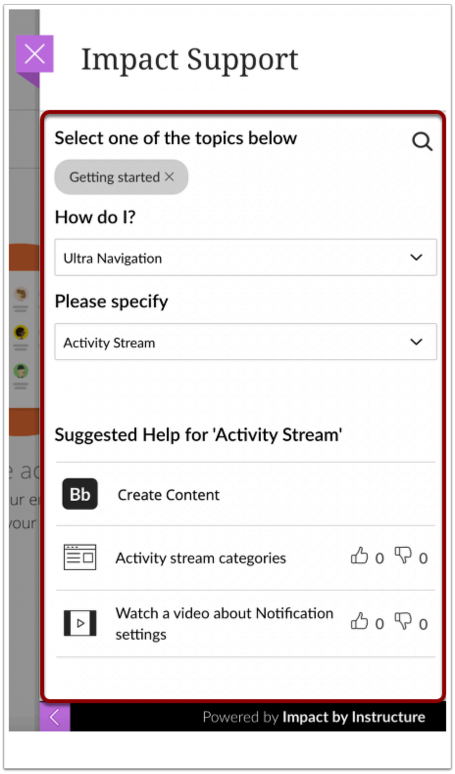
Native Ultra Support Button



The Impact Support Center is launched by clicking the **Native Support** button in Ultra Base Navigation and Courses [1]. Then select **Impact Support** [2].

Note: Impact doesn't control the placement or availability of this native button, but on original courses, you can place the Impact Support button which can be customized. Both native and Impact Support buttons will give your user access to your Impact content with the only difference being customization of the button's placement and availability.

Native Ultra Support Center Panel



The Support Center inner content is presented via an iframe in the Native Ultra Support Center panel.

Launch as Primary or Auxiliary Provider

Primary

Once you click on the support center button (native or Impact's button) you are taken to the Impact Support Center right away.

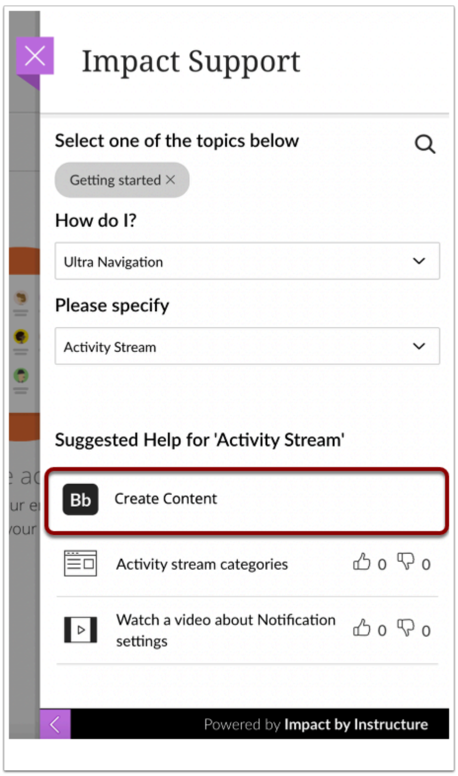
Auxiliary

If you have multiple providers for support, such as Blackboard's Beebee ChatBot, once you click the support button, you will be taken to a menu of the different support providers, and from there you can select Impact Support.

Ultra Base Navigation with Original Courses

Blackboard Learn Ultra environments that offer Original Courses have two Support Center structures: one for Ultra Base Navigation and Ultra Courses, and another one for Original Courses.

View First Help Suggestion



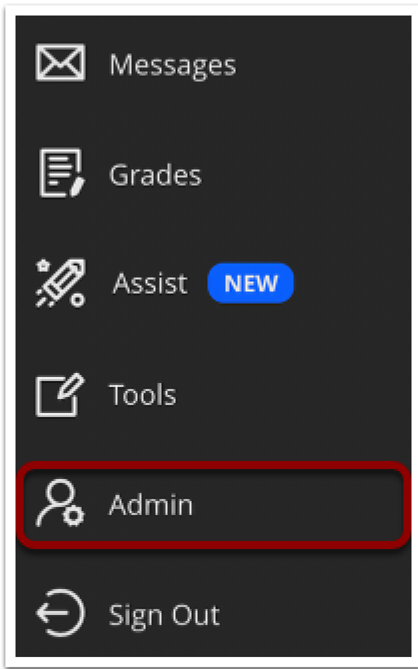
The first help suggestion on most pages is programmed based on Blackboard's recommendation. You cannot remove this item or change the way it looks and Impact cannot customize or remove this. The reason this item is present is to make sure that if a certain page does not have any help items from Impact or another support provider, there is still something there for users to view as support.

Note: There is no usage information or feedback on these particular Blackboard suggestions.

How do I enable Institutional Hierarchy in Blackboard Learn Ultra?

Institutional Hierarchy is a hierarchy management interface that allows you to create groups to organize your institution's multiple schools, departments, academic programs, and courses.

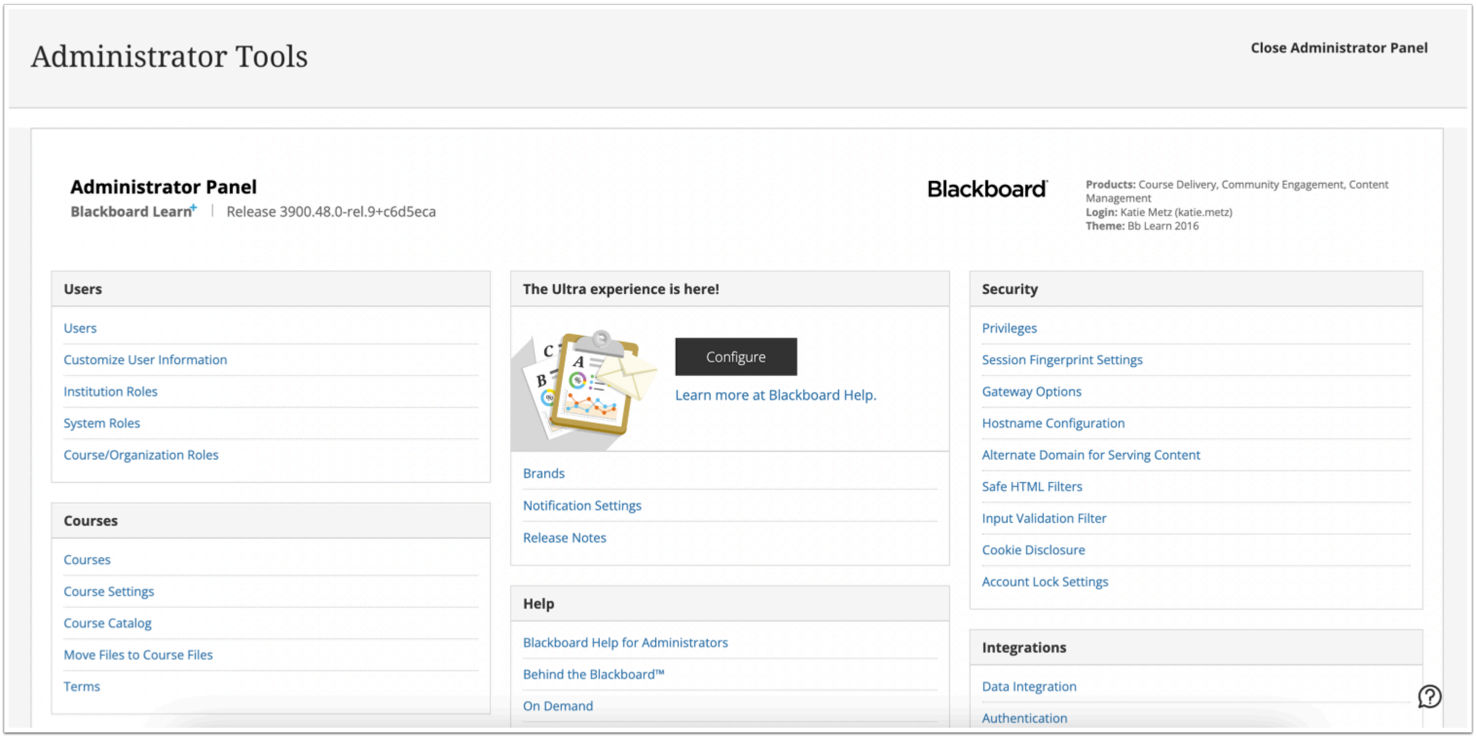
Open Blackboard System Admin



To enable the Institutional Hierarchy, you need to be within an admin account on Blackboard.

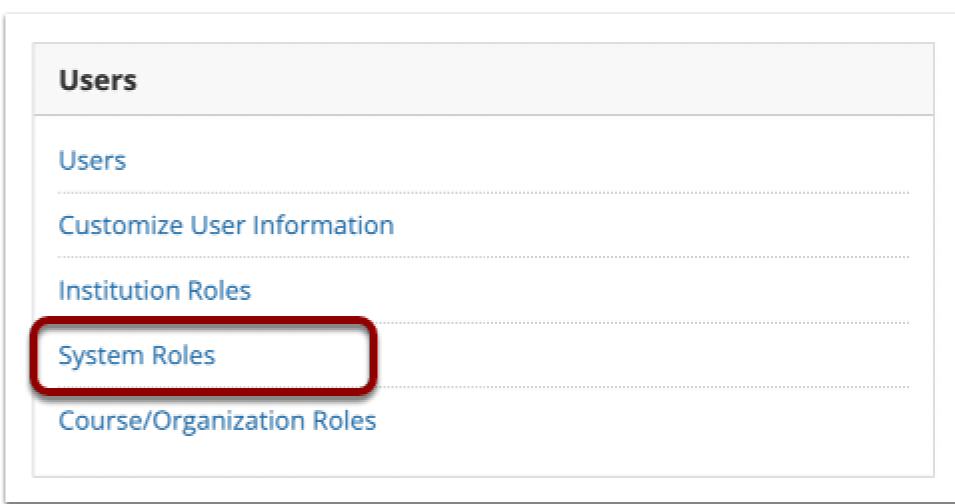
Within Blackboard, navigate to and click the **Admin** link.

View Administrator Panel



View the **Administrator Tools** page.

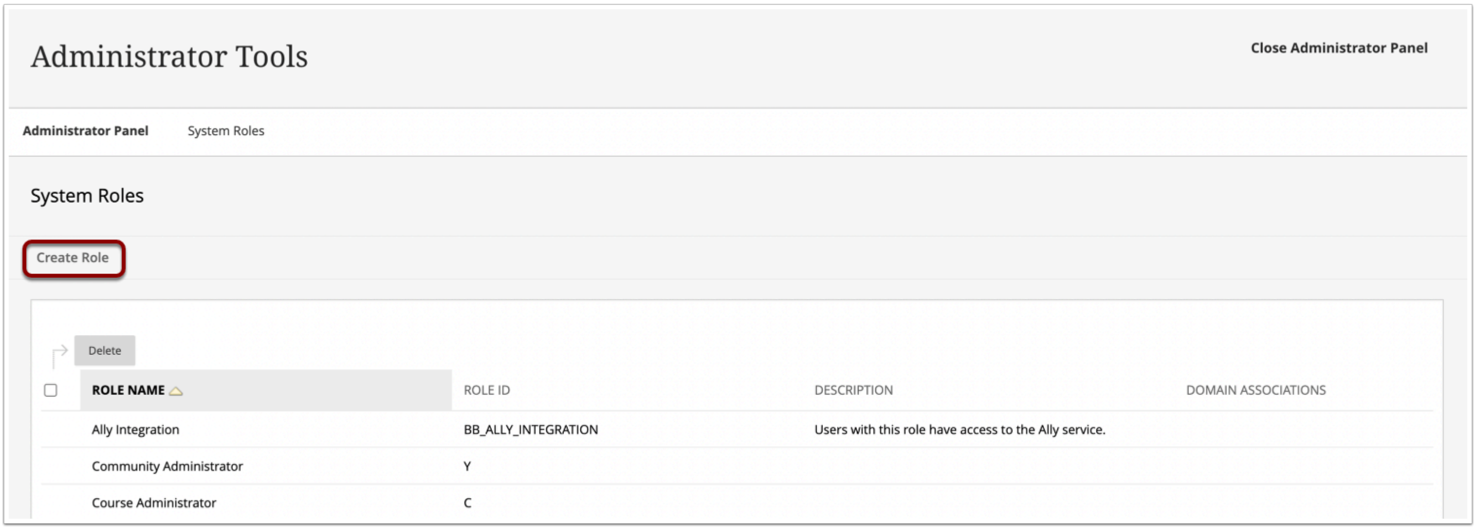
Open System Roles



Scroll and navigate to Users.

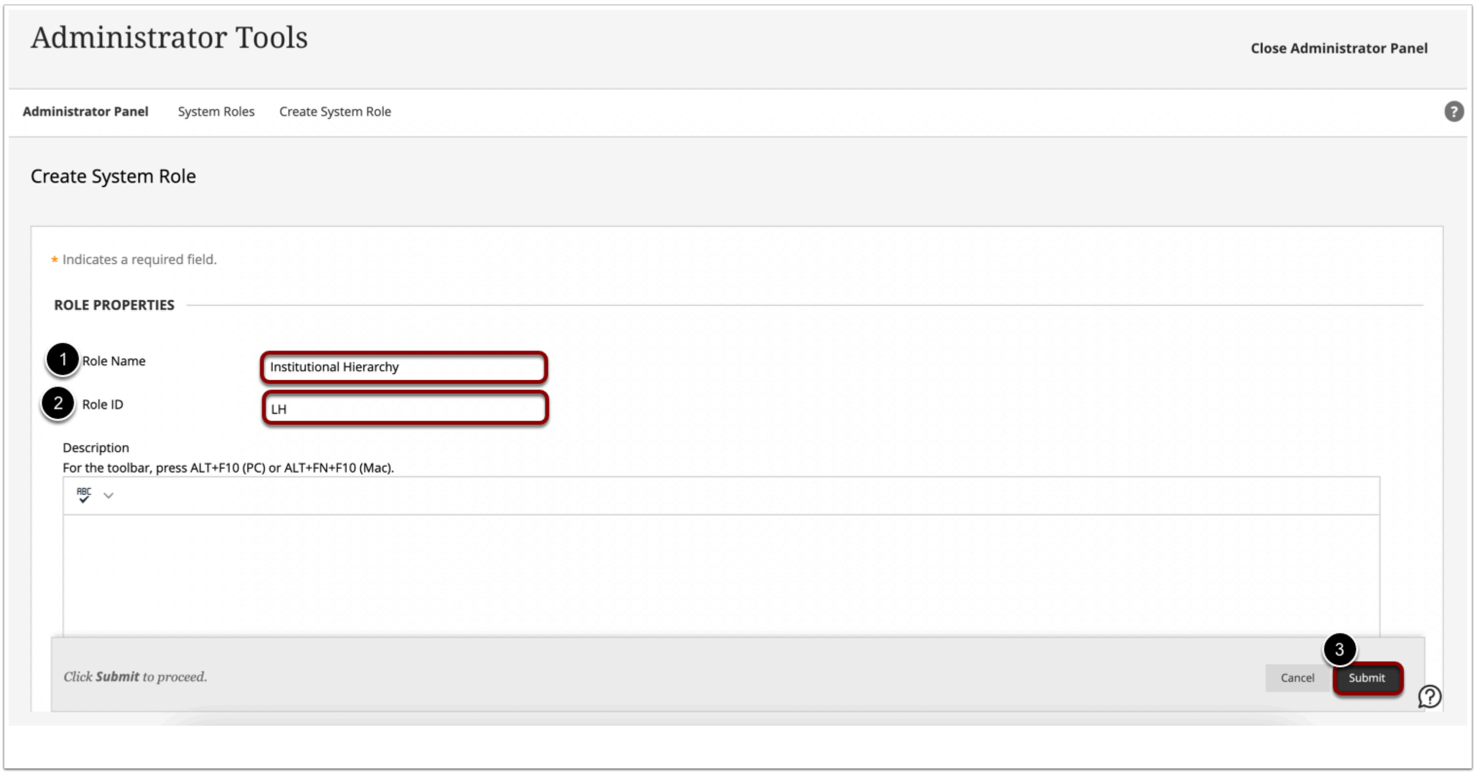
Click the **System Roles** link.

Create System Role



Click the **Create Role** link.

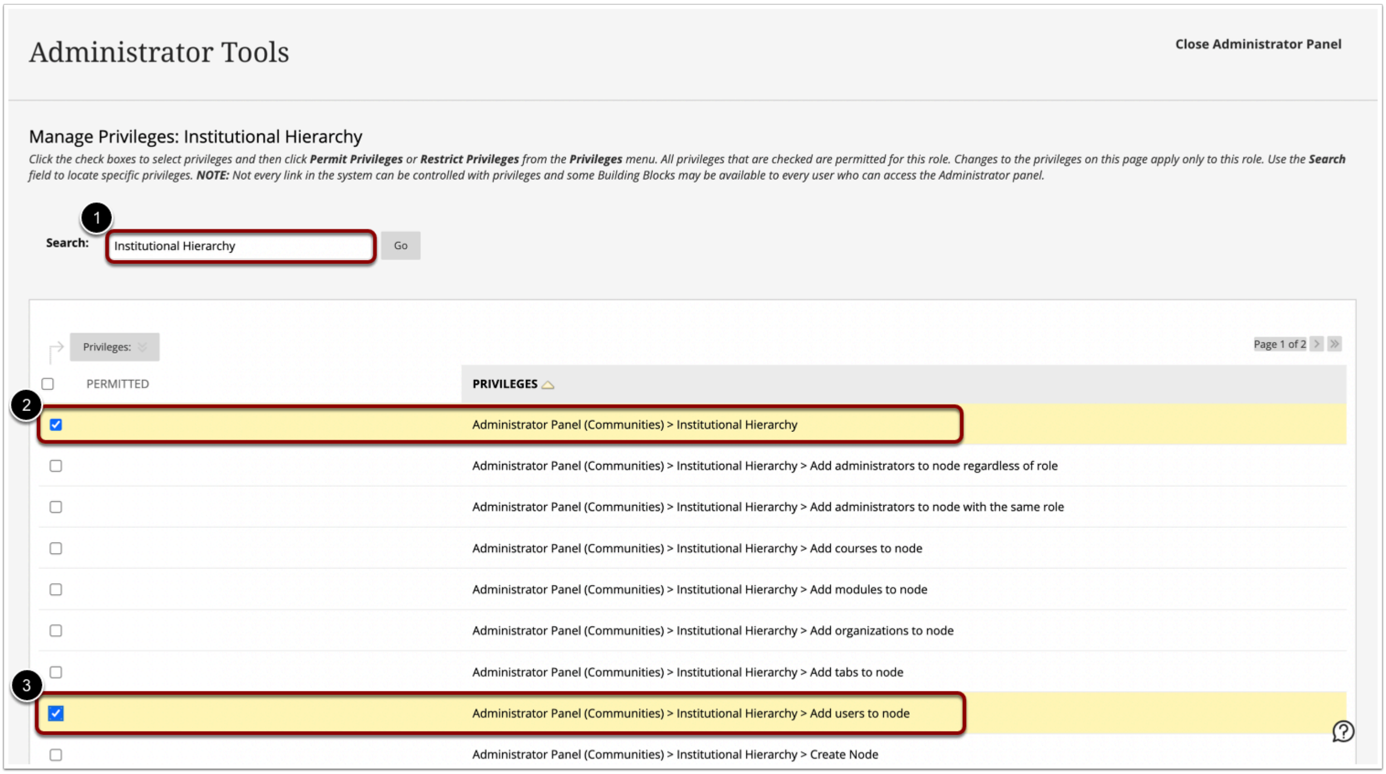
Add Role Properties



Enter the **Role Name** [1] and **Role ID** [2].

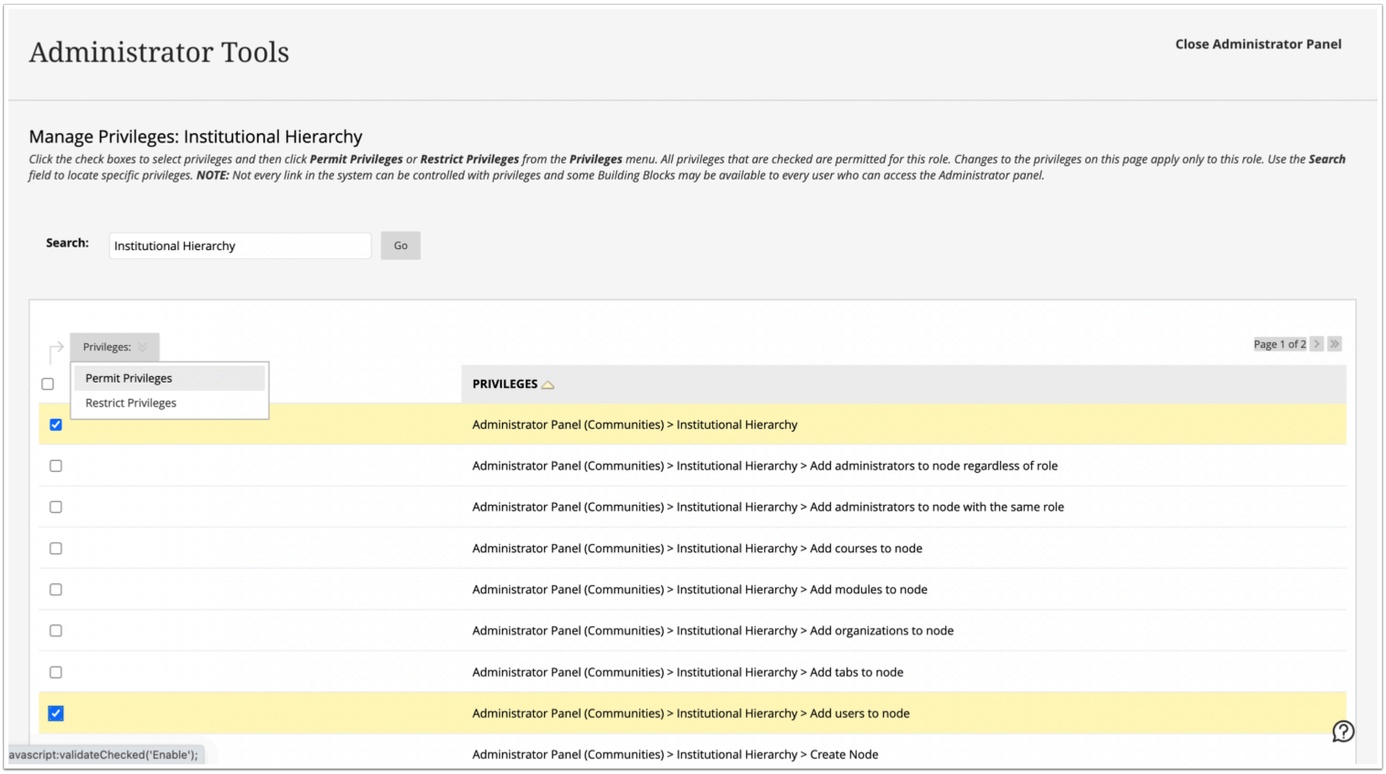
Click the **Submit** button [3].

Manage Privileges



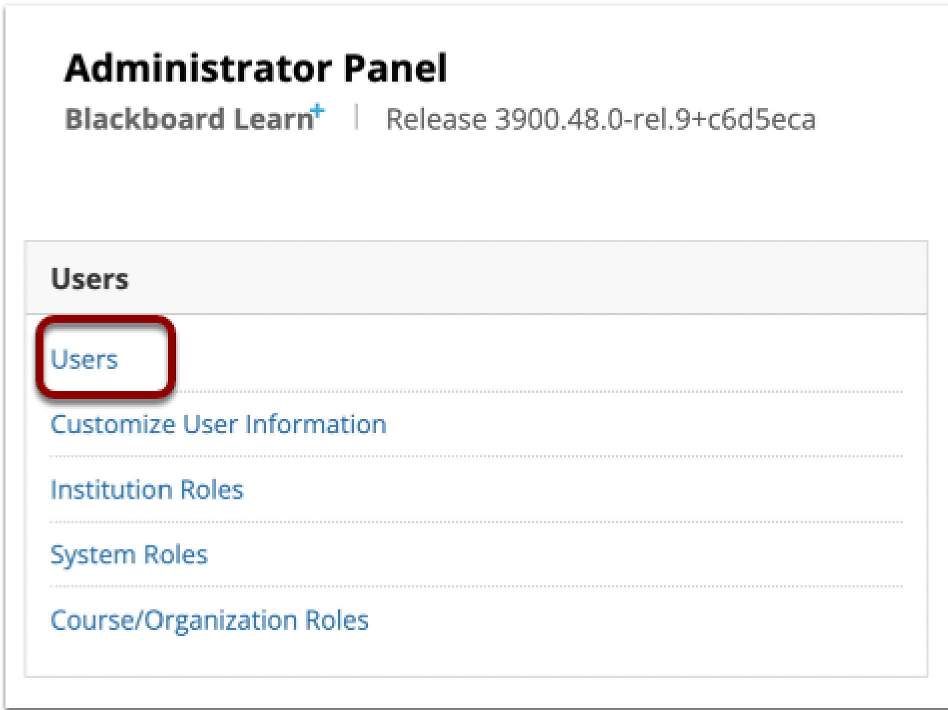
Search for keyword **'Institutional Hierarchy'** [1].

Select the checkbox for **Administrator Panel (Communities) > Institutional Hierarchy** [2] and **Administrator Panel (Communities) > Institutional Hierarchy > Add users to node** [3] privileges.



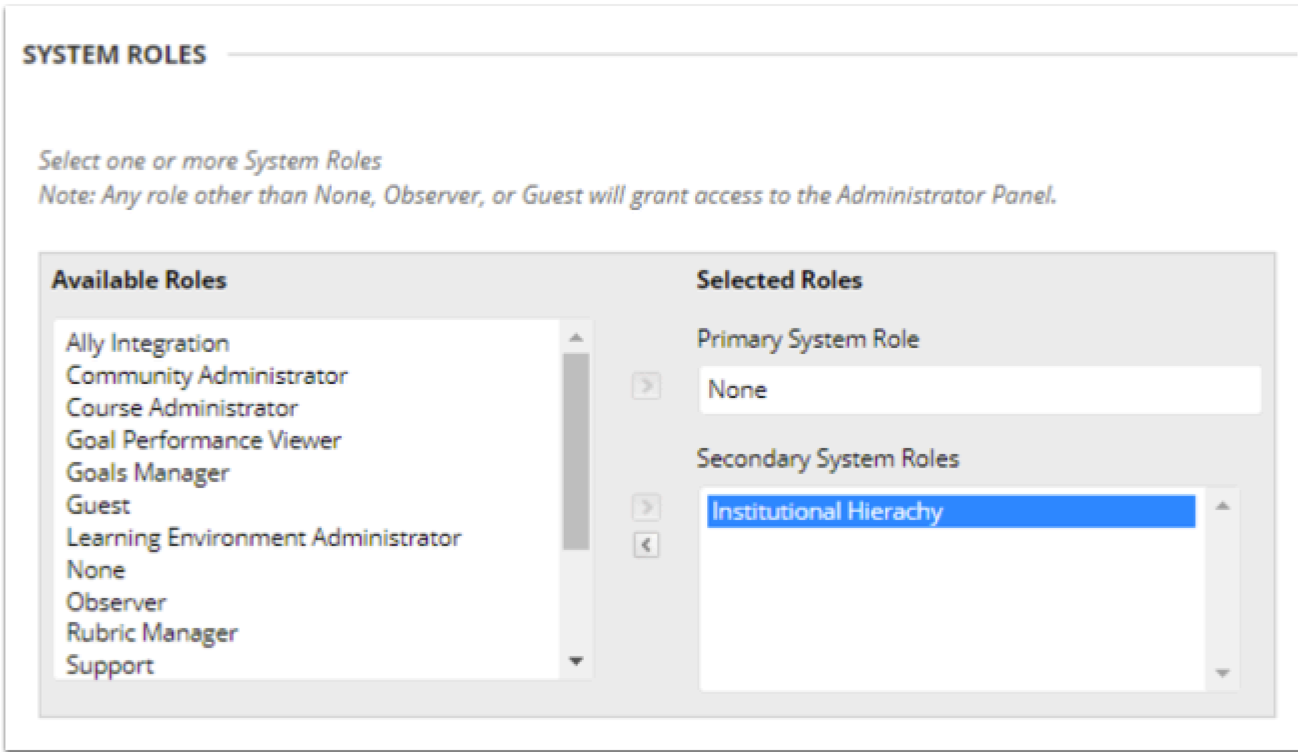
Hover over **Privileges** [1] and select **Permit Privileges** [2].

Open Users



Navigate to Administrator Panel. Click the **Users** link.

Search Users



Add the new Institutional Hierarchy to the user.

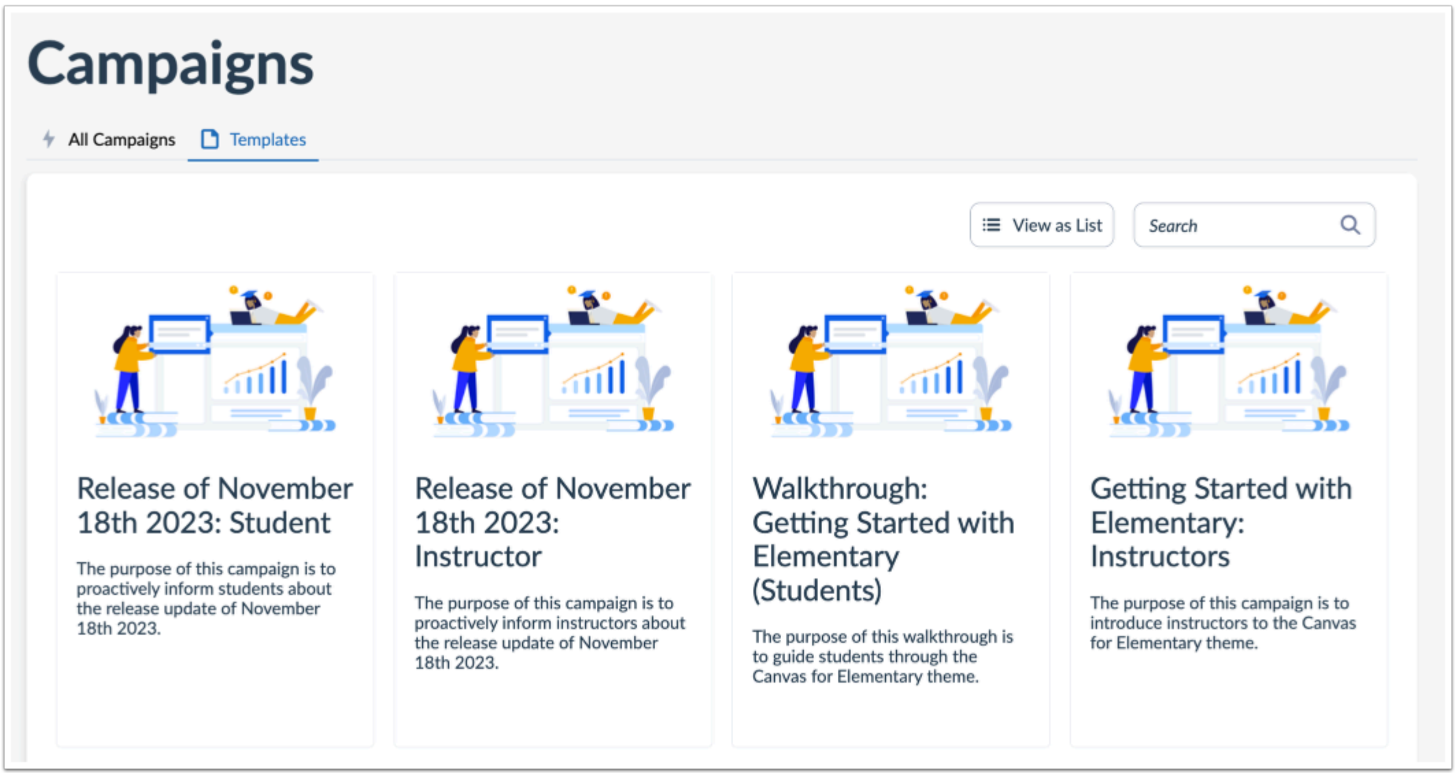
Note: The user is the same as the Rest API Integration.

Campaigns

What are Impact campaign templates?

This article explains how campaign templates allow you to take advantage of premade content delivered by Impact's educational specialists and sourced from the global Impact user community.

Campaign Templates



Impact strives to help institutions maximize the value of their learning technology through just-in-time contextual communication. Our content team, consisting of educational technology experts, publishes helpful templated messages, walkthroughs, and articles around common themes. This premade content is delivered in the form of Campaign Templates. Campaign Templates are draft campaigns that contain messages, walkthroughs, articles, and activity monitors, which can be imported with one click and customized to your liking.

Our content team is working hard to consistently release new campaign templates to help you keep up with system updates, new tool functionalities, and increase overall adoption.

It is important to note that the campaign templates are a draft campaign that needs to be customized and configured to your needs, and then started in your Impact dashboard. Just clicking Use as Draft from the campaign details will not automatically configure or start the campaign in your dashboard. To find out all the steps in using a campaign template in your dashboard please read this article.

Read How do I use Campaign Templates? to learn where to find campaign templates and how to use them.

How do I use campaign templates in the Impact Dashboard?

Impact strives to help institutions maximize the value of their learning technology through just-in-time contextual communication. Our content team, consisting of educational technology experts, publishes helpful templated messages and articles around common themes. This pre-made content is delivered in the form of Campaign Templates.

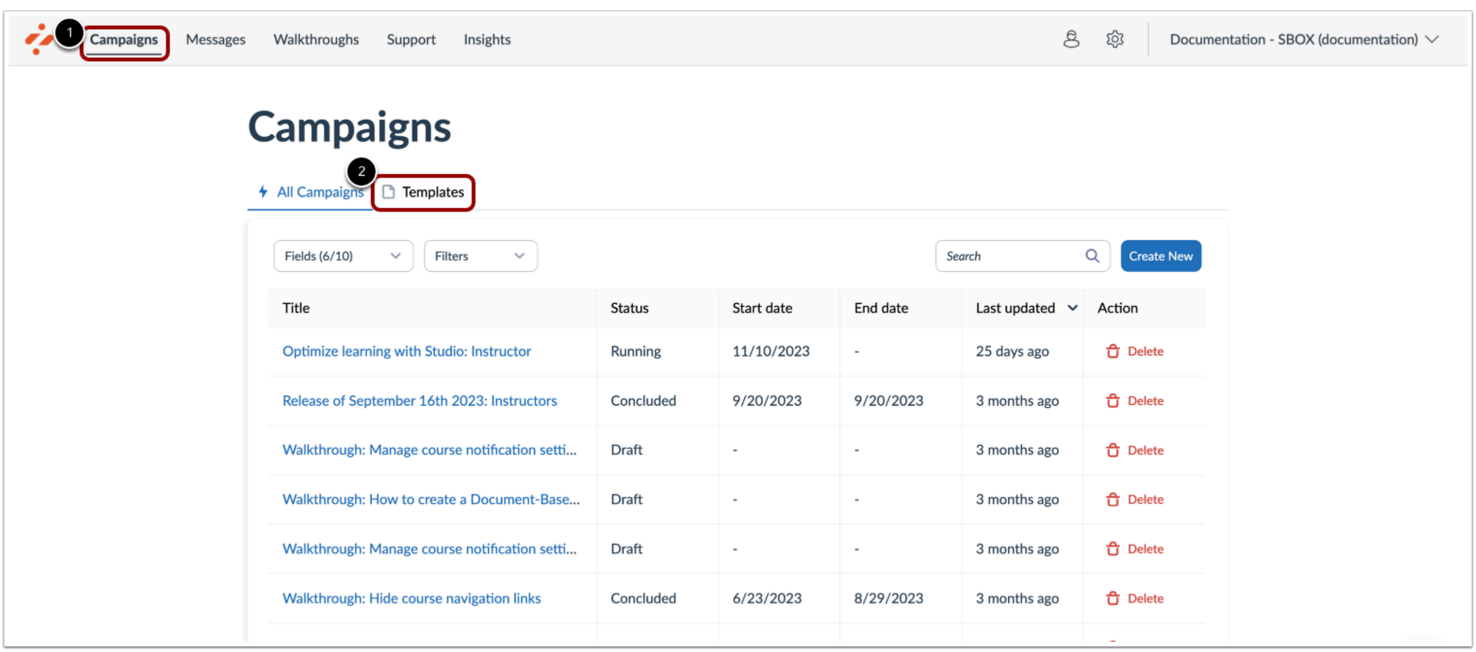
Campaign Templates contain messages, articles, and activity monitors, which can be added to your dashboard with one click. You can use these campaign templates as a draft, customize them to fit your institution's needs, and then go live with them on your LMS. This article will show you how to use campaign templates from your Impact dashboard.

Canvas and Blackboard release help items also have recurring campaign templates. You can find information about how to use those campaign templates in the following articles:

[How do I use Canvas Release campaign templates?](#)

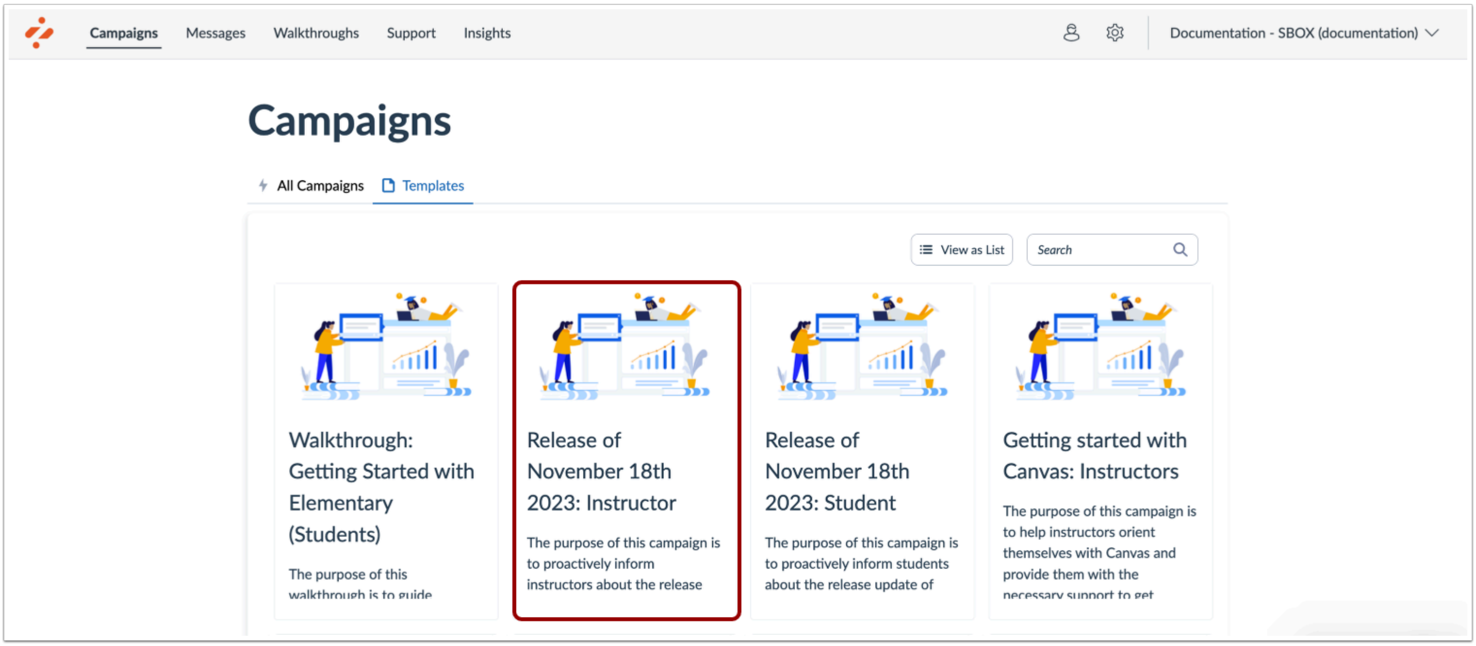
[How do I use Blackboard Release campaign templates?](#)

View Campaigns



In the top navigation, click the **Campaigns** link [1]. Then click the **Templates** tab [2].

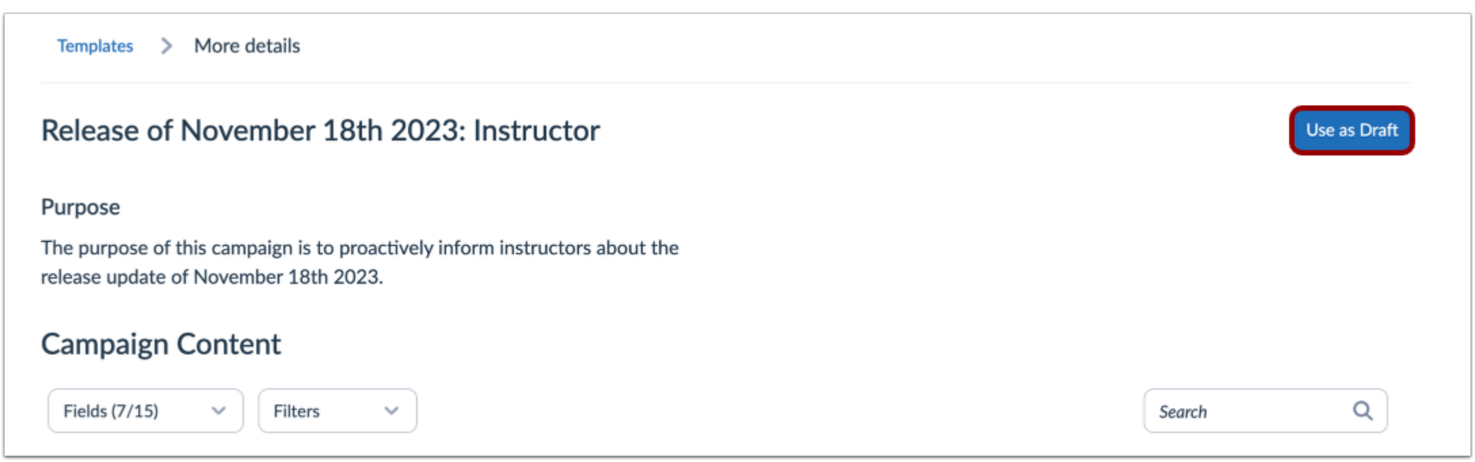
Open Template



Locate and select the campaign template you are interested in using.

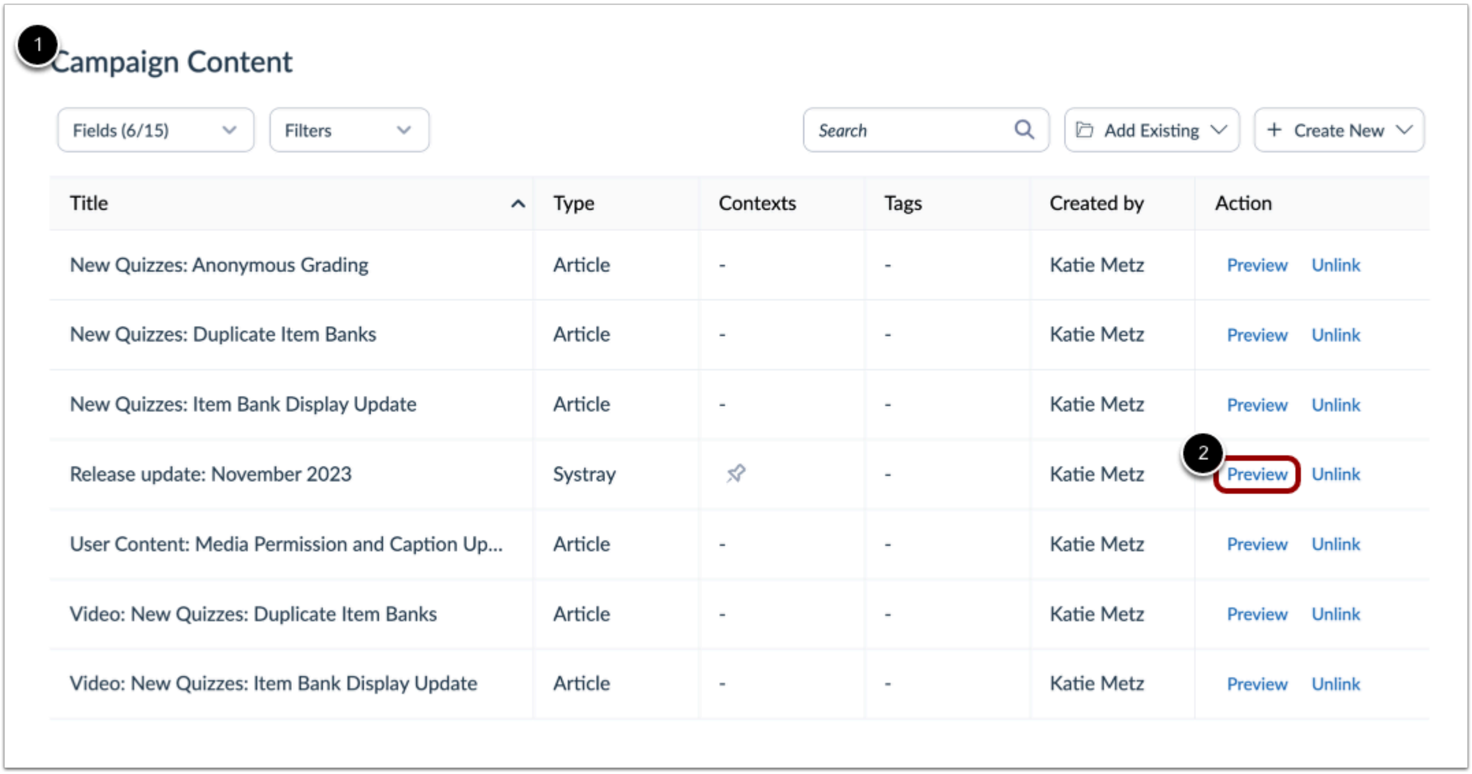
Depending on the contents of the campaign template, there may be separate campaigns for students, instructors, or other user groups.

Use as Draft



Click the **Use as Draft** button.

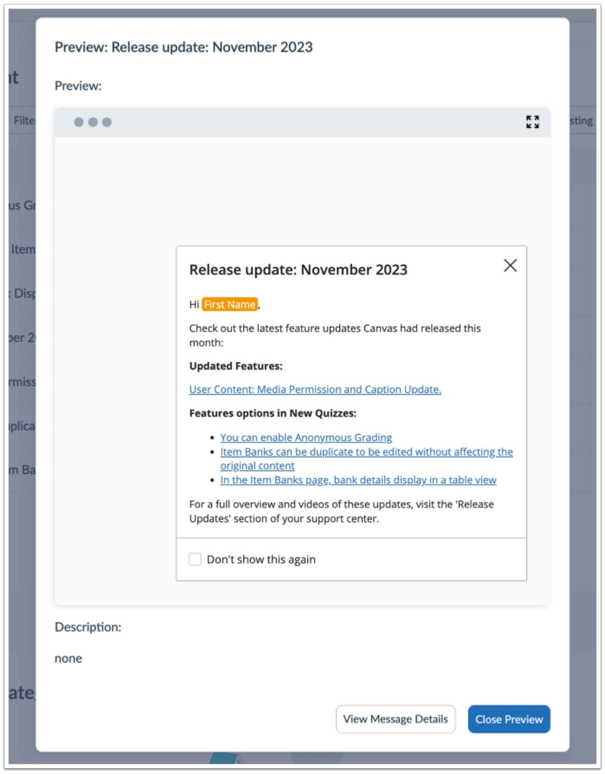
Review Campaign Content



Open the campaign and scroll down to see Campaign Content [1].

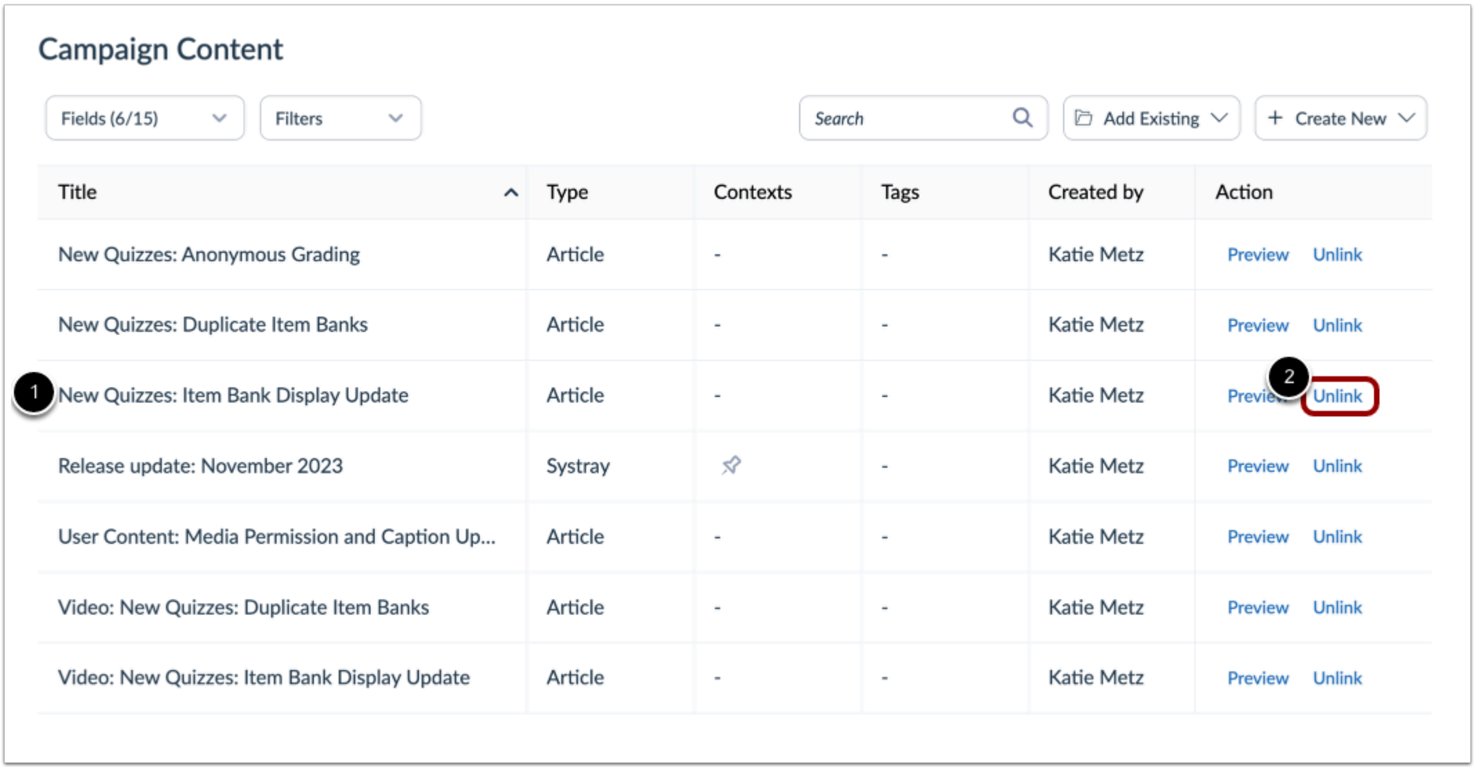
Click the **Preview** button for each item to see its contents [2].

View Preview



You will see a modal with your help item preview.

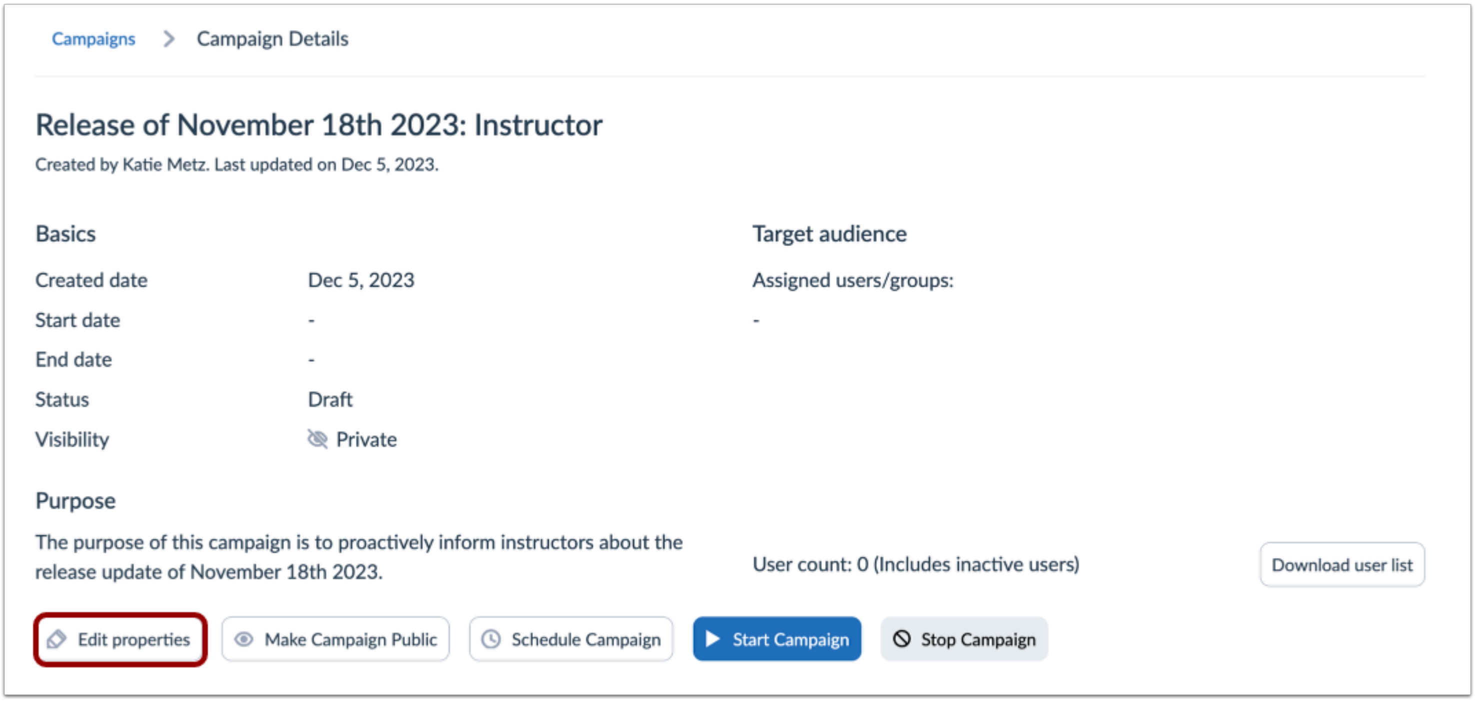
Remove Content from the Campaign



If any of the articles do not apply to your institute, locate the item name [1]. Click the **Unlink** button [2].

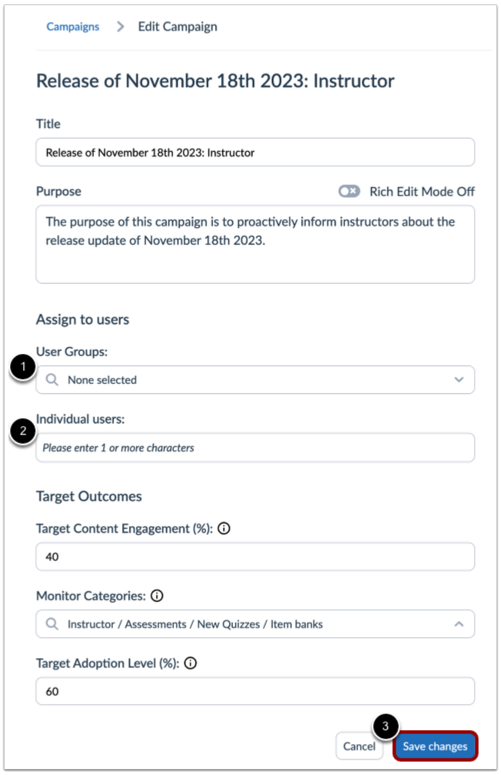
Be sure to remove any links to this removed article from any of the included messages if needed. To learn more about links between messages and support articles please read [this article.]

Activate Campaign



Make sure you are happy with the content before you start or schedule the campaign. Once you're happy with the content of the campaign, navigate to the **Edit Properties** button.

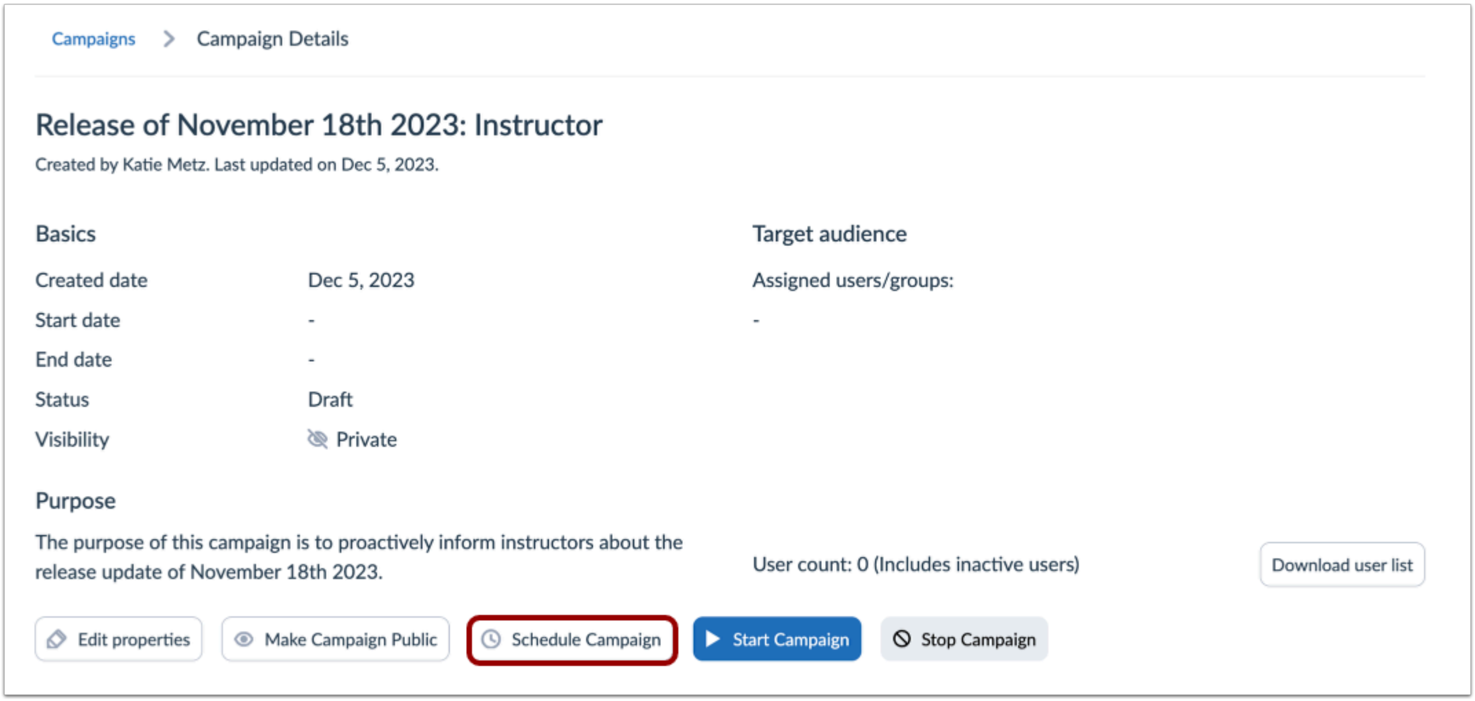
Edit Target Audience



Select the user groups [1] or individual users [2] that you want to include in this campaign. To learn more about user groups please read this article. Click the **Save changes** button [3].

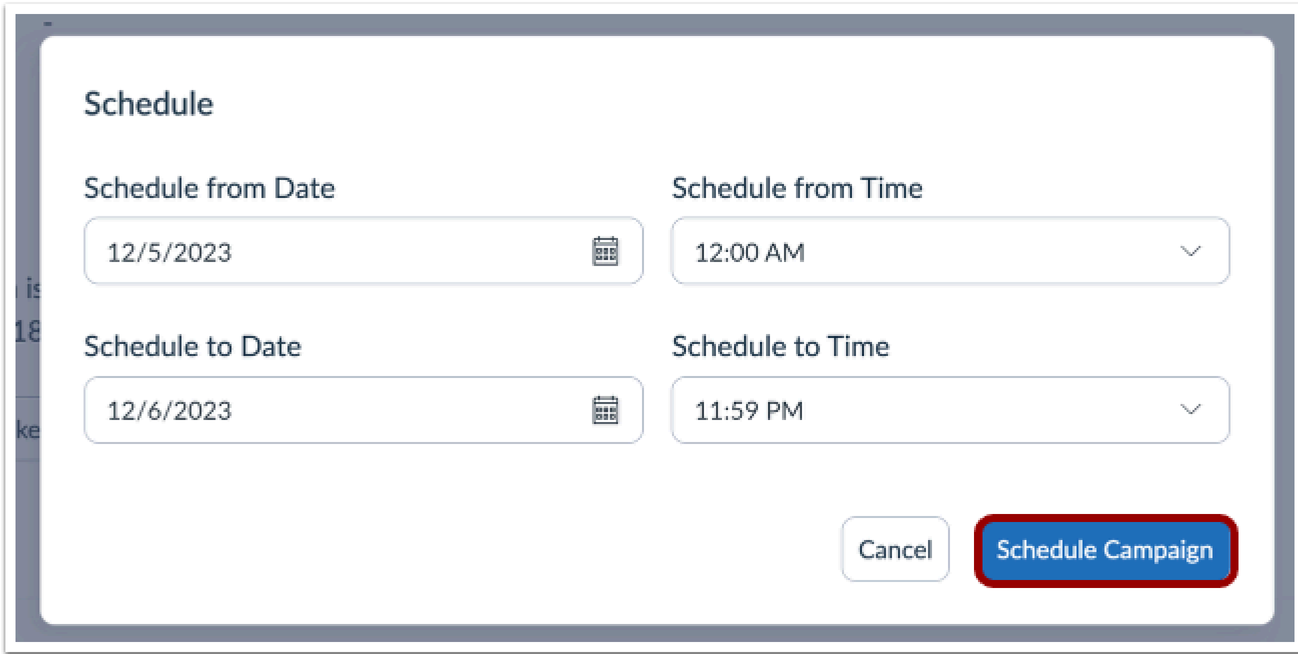
Note: For more information on adding Tool Adoption Statistics, visit How do I add tool adoption statistics to a campaign in the Impact Dashboard?

Schedule Campaign



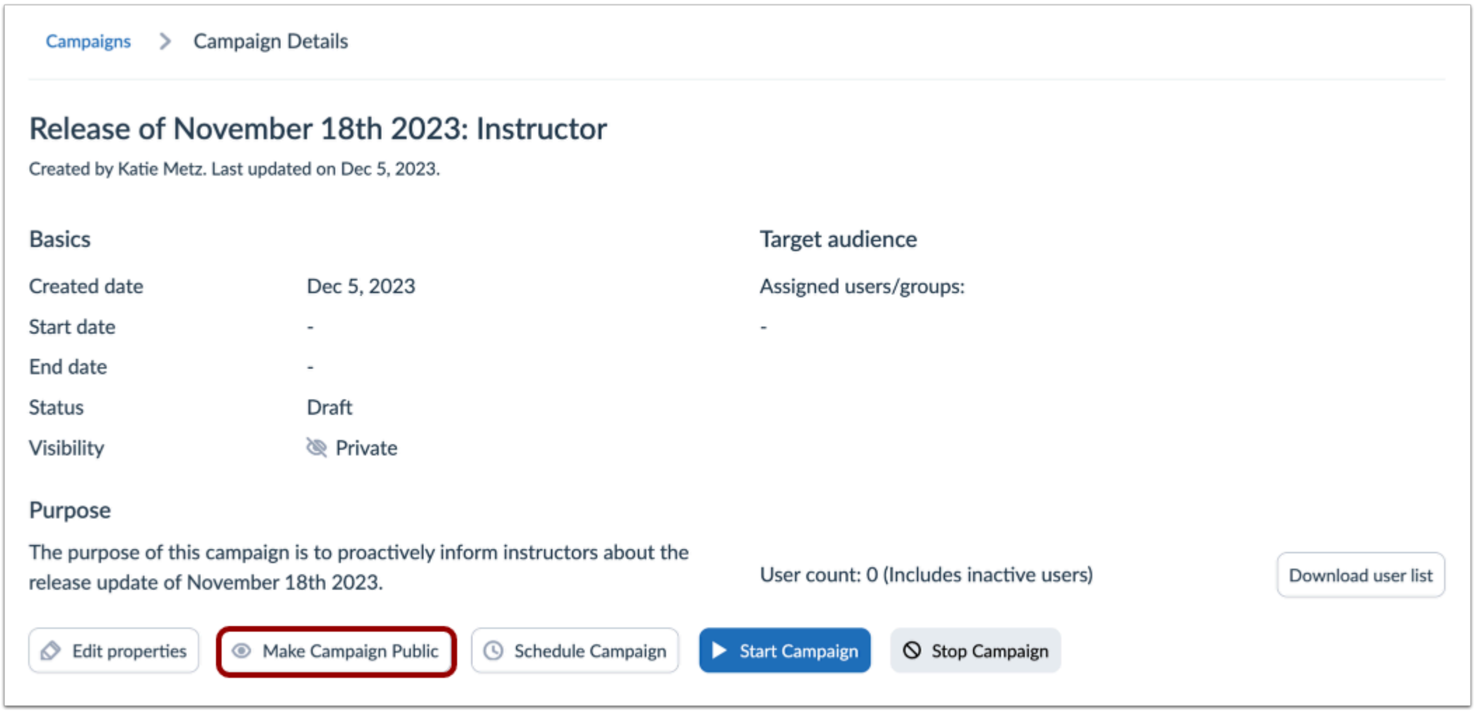
Click the **Schedule Campaign** button.

Add Scheduled Dates



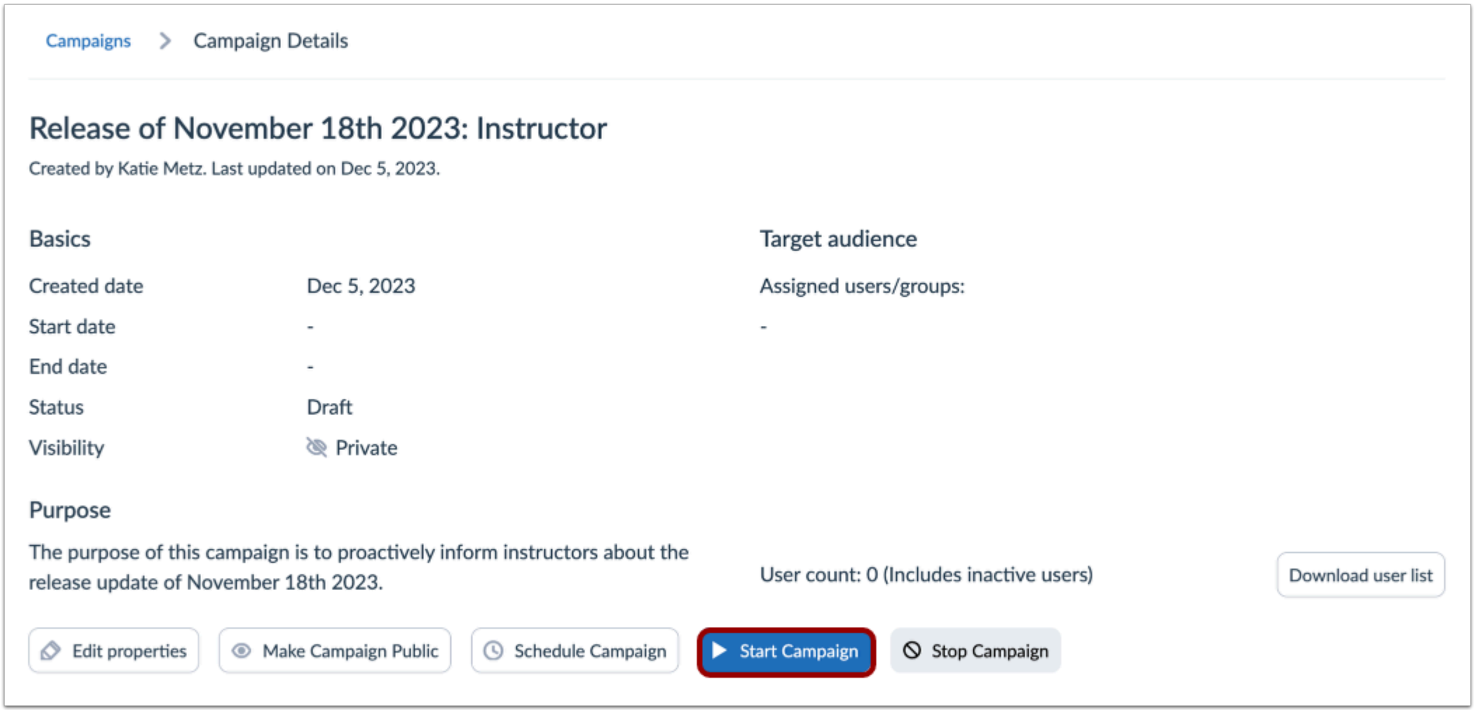
Assign start and end dates/times from the pop-up modal. Click the **Schedule Campaign** button.

Share Campaign



To make the campaign public, click the **Make Campaign Public** button.

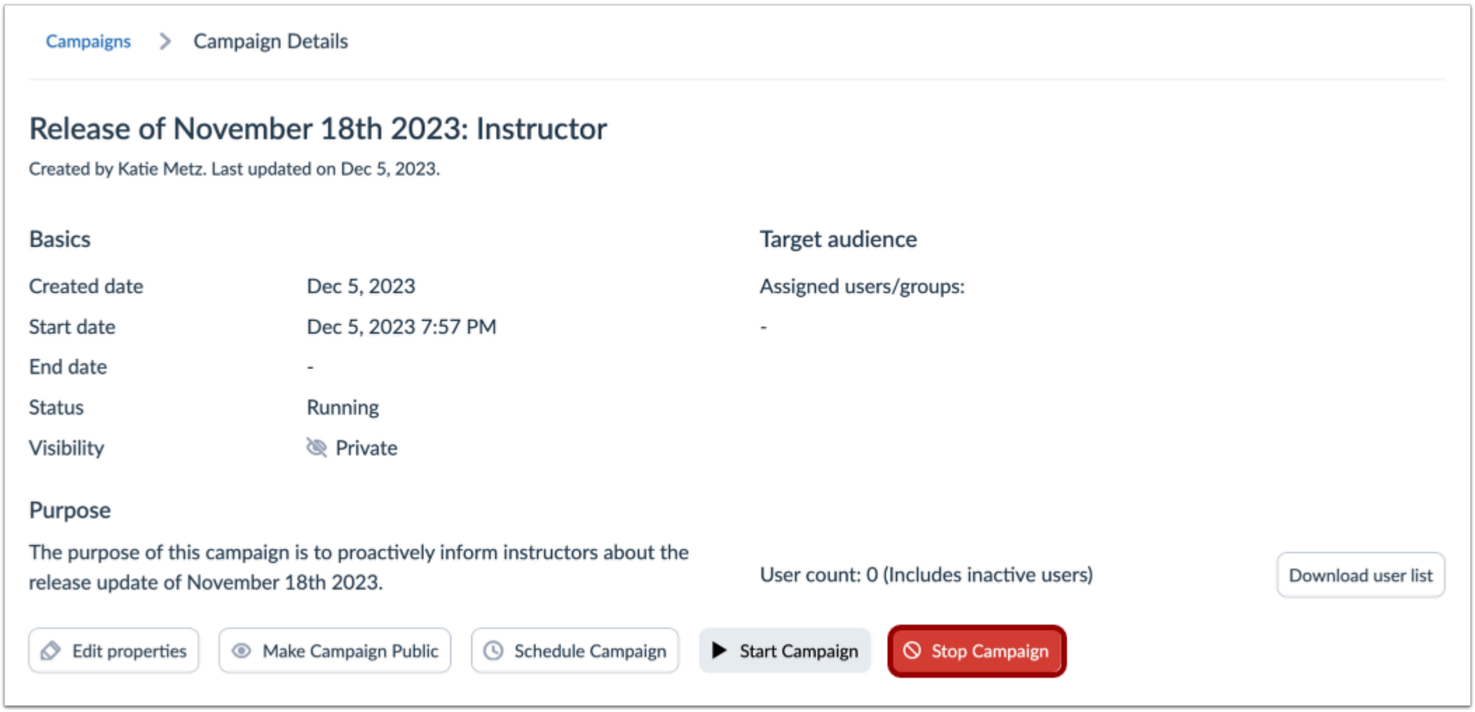
Start Campaign



Click the **Start Campaign** button.

Your campaign content will appear on the LMS pages of your selected user groups during the scheduled dates you have selected.

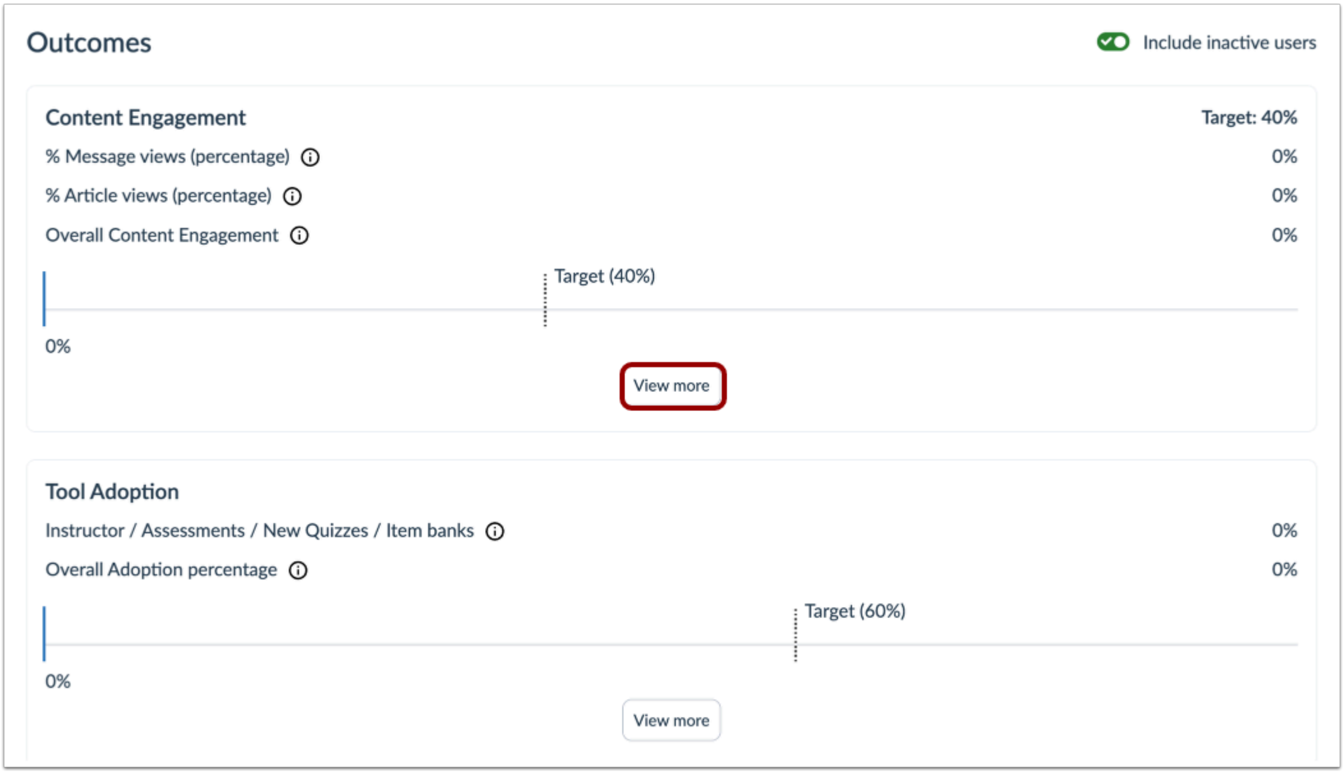
Stop Campaign



If you wish to end the campaign, click the **Stop Campaign** button, which populates the end date with the current date and time.

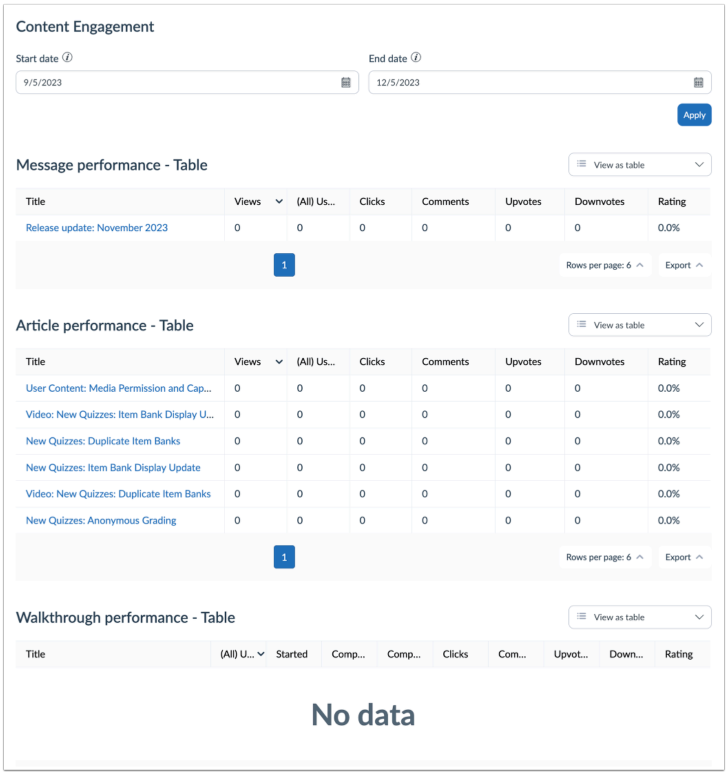
While the campaign messages or walkthroughs do not appear to your users anymore, the support articles remain in the support center unless you manually remove them or turn off the tool category to which it is associated.

Track User Engagement



Once your campaign is live, it’s possible to track your user's engagement with the campaign report.

Navigate to the **Outcomes** section and click the **View More** link.



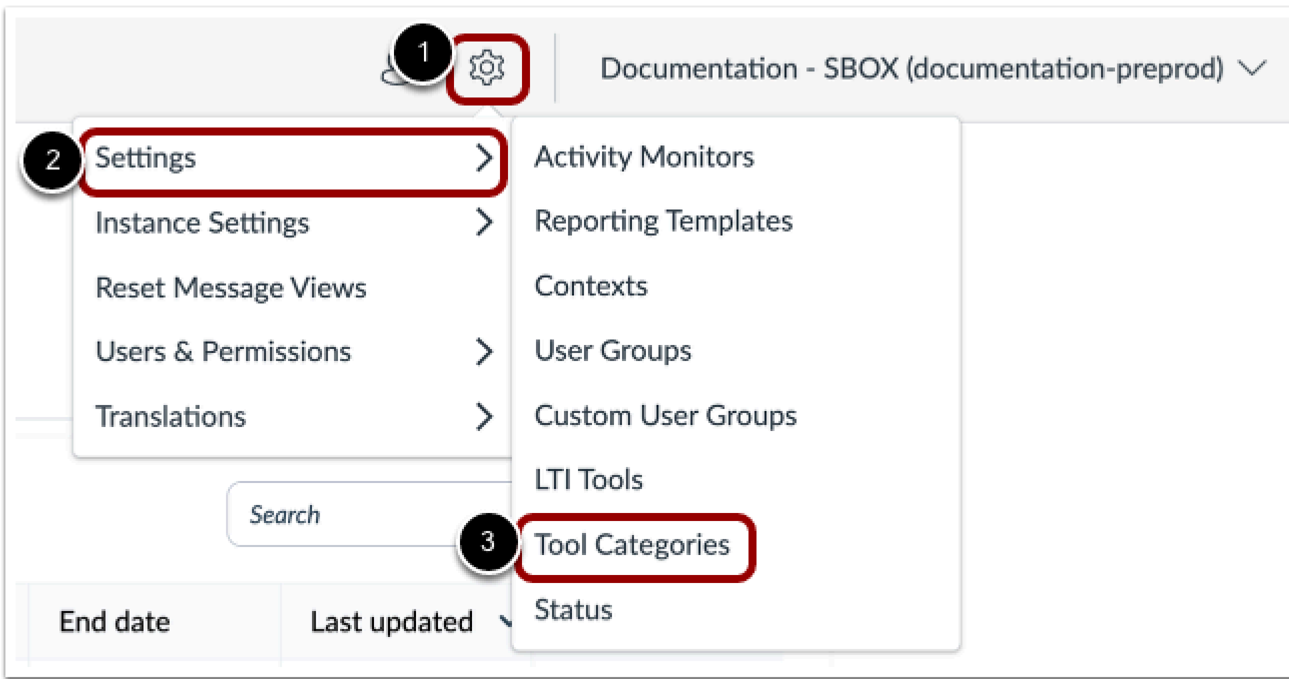
You will be able to see for example, how many users viewed the message, how many clicked through the article links, and how many clicked through the walkthrough providing you with useful insights into the effectiveness of the campaign.

To learn more about campaign templates, please read [this article](#).

How do I use Blackboard Release campaign templates in the Impact Dashboard?

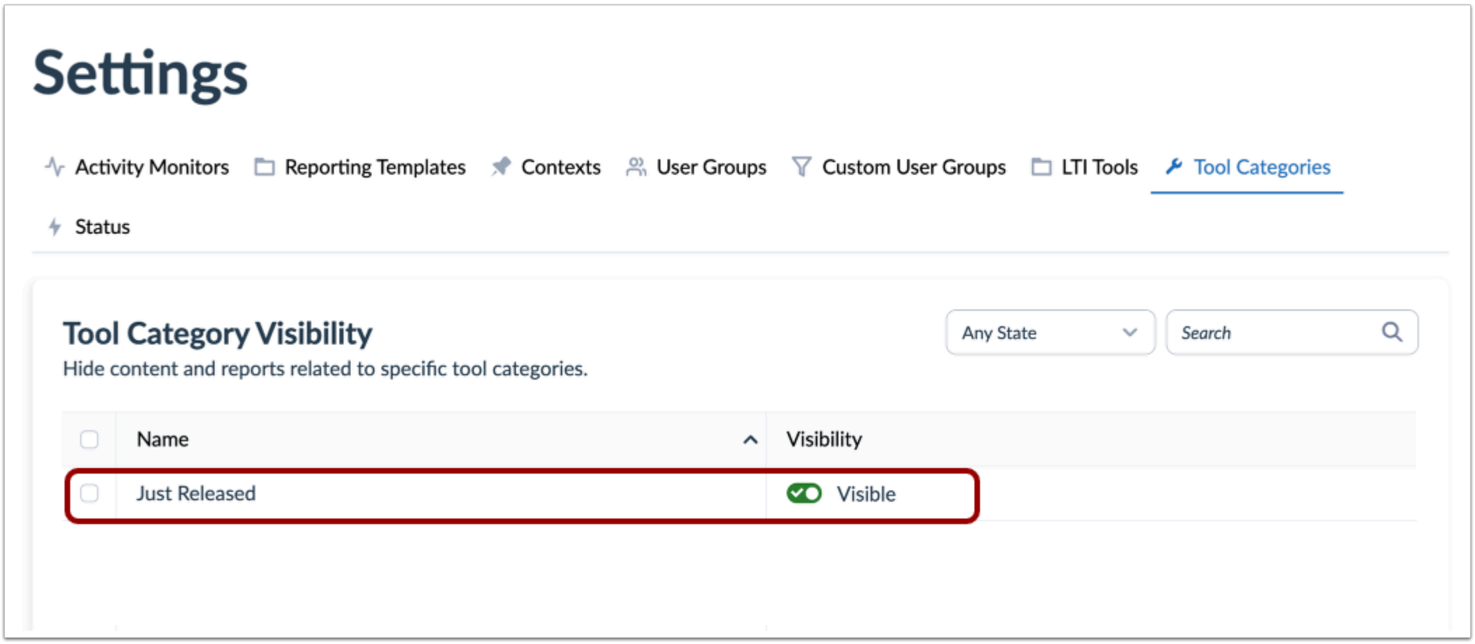
The Impact monthly release campaign templates allow you to easily inform your users about any updates or changes Blackboard has made, in a timely manner. This article shows you how to successfully use these campaign templates as a draft, customize them to your institution's needs, and start the campaign.

Open Tool Categories



In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Tool Categories** link [3].

Enable Just Released Category

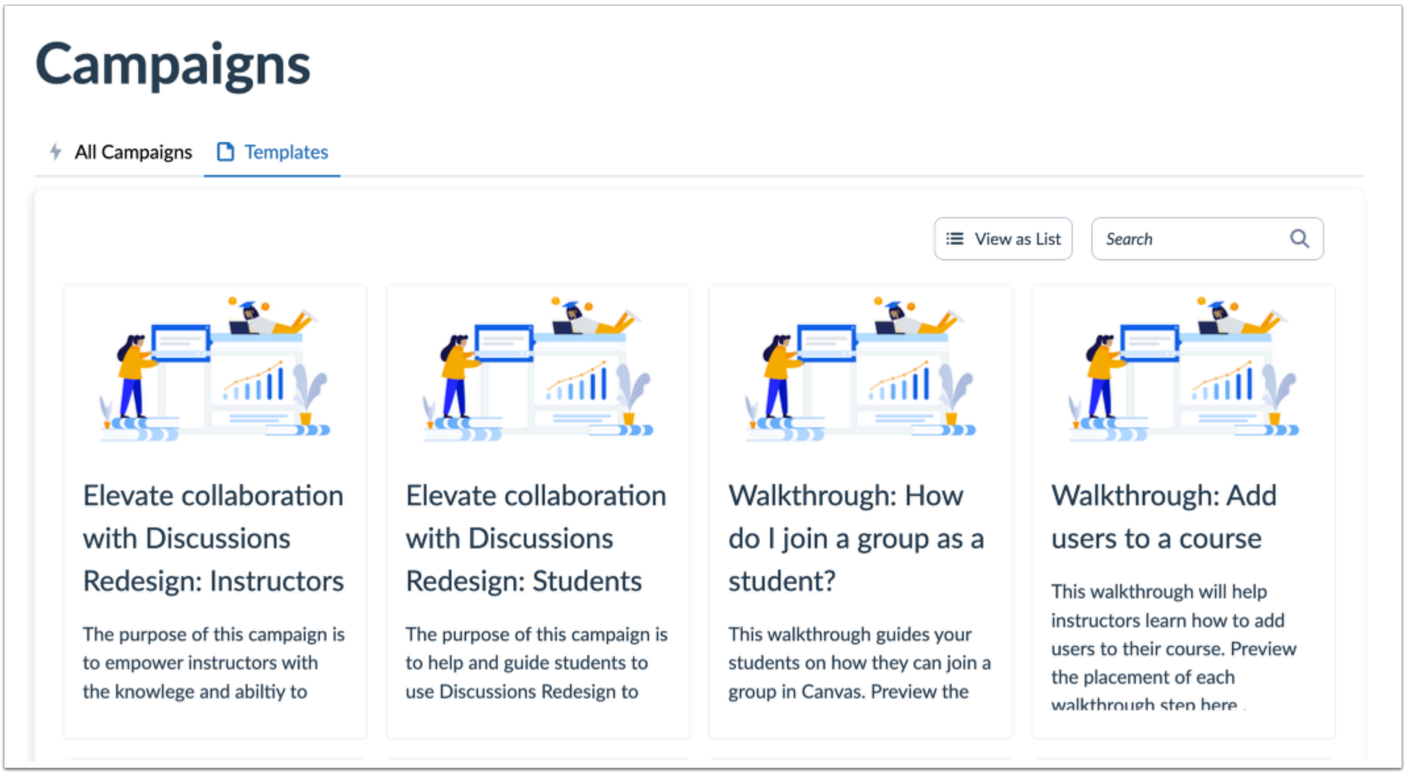


Make sure that the Just Released category is visible. This ensures that all of the related articles are available to the appropriate users in your Impact support center.

Open Campaigns

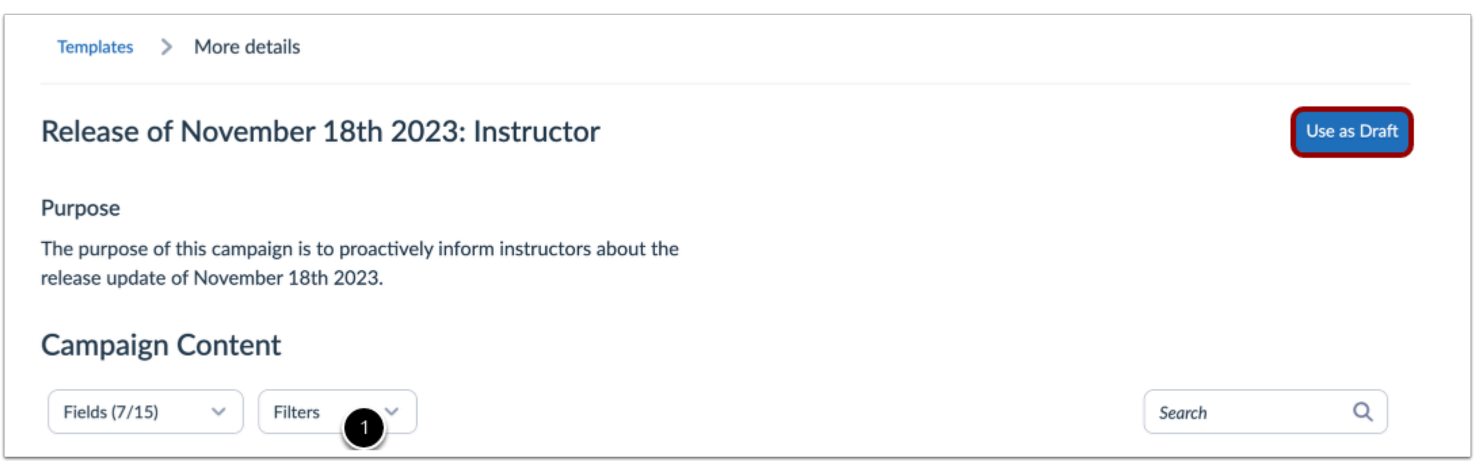
In the top navigation, click the **Campaigns** link [1]. Then click the **Templates** tab [2].

Open Template



Locate and select the campaign template you are interested in using.

Use as Draft



Click the **Use as Draft** button.

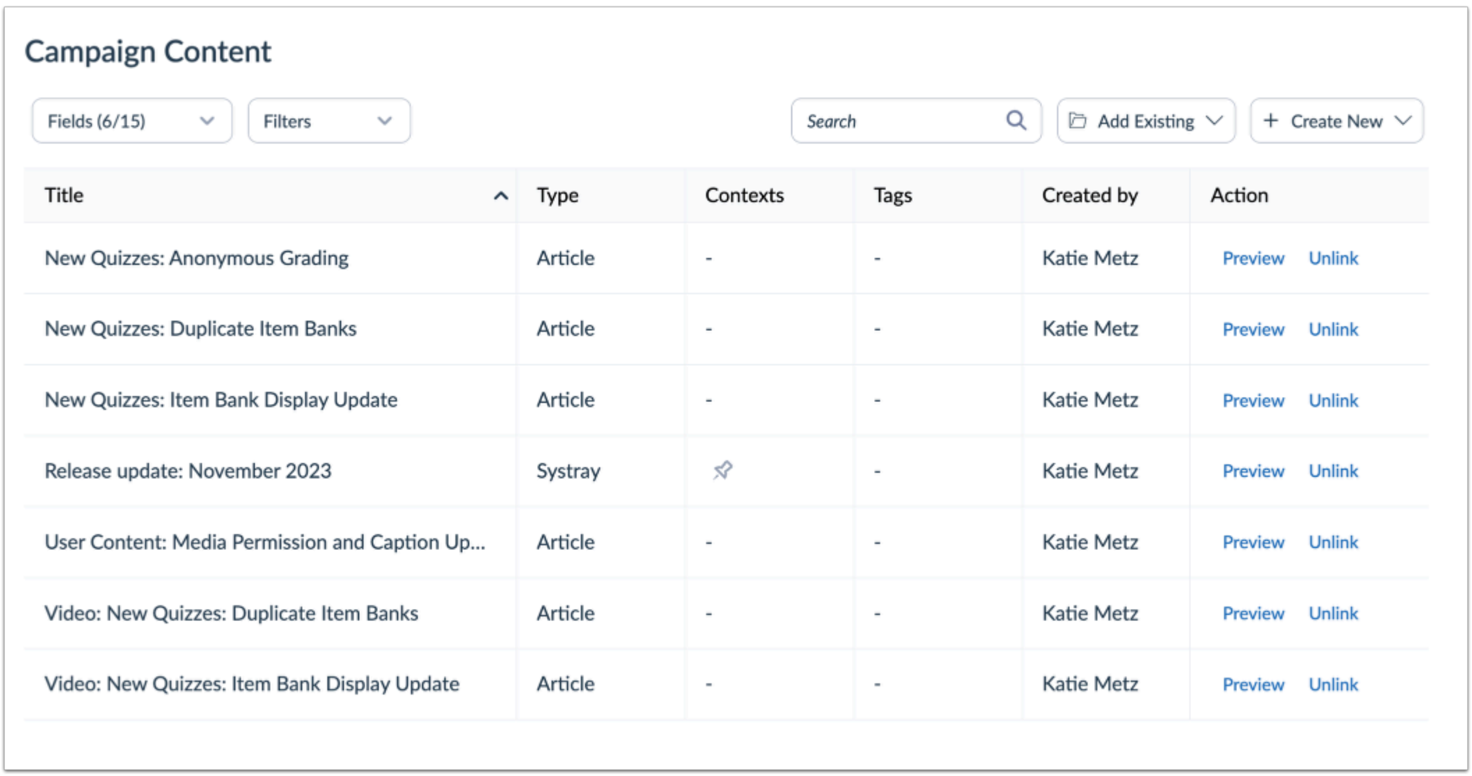
The campaign is now visible on your list of campaigns in the All Campaigns tab.

Notes:

- Depending on the contents of the release, there may be separate campaigns for students and instructors.
- If the content of the release is the same for both user groups or only applicable to one set of users, only one campaign will be available.

This does not mean that your campaign is active yet. You need to customize and start the campaign.

Review Campaign Content

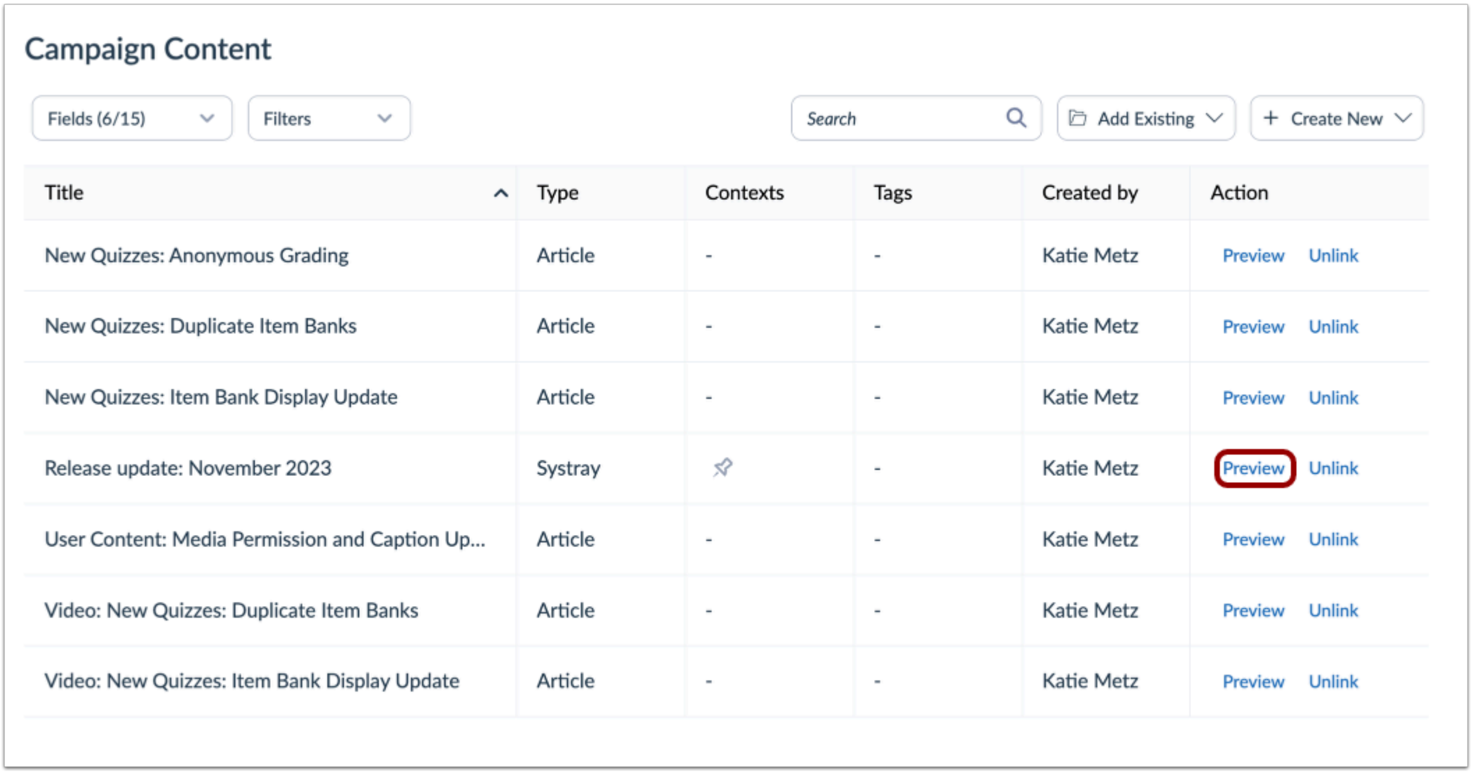


Title	Type	Contexts	Tags	Created by	Action
New Quizzes: Anonymous Grading	Article	-	-	Katie Metz	Preview Unlink
New Quizzes: Duplicate Item Banks	Article	-	-	Katie Metz	Preview Unlink
New Quizzes: Item Bank Display Update	Article	-	-	Katie Metz	Preview Unlink
Release update: November 2023	Systray		-	Katie Metz	Preview Unlink
User Content: Media Permission and Caption Up...	Article	-	-	Katie Metz	Preview Unlink
Video: New Quizzes: Duplicate Item Banks	Article	-	-	Katie Metz	Preview Unlink
Video: New Quizzes: Item Bank Display Update	Article	-	-	Katie Metz	Preview Unlink

Now that you have the campaign template in the list of your campaigns, you can use it as a draft. Tailor all the help items and configurations to fit your institution's needs before starting the campaign.

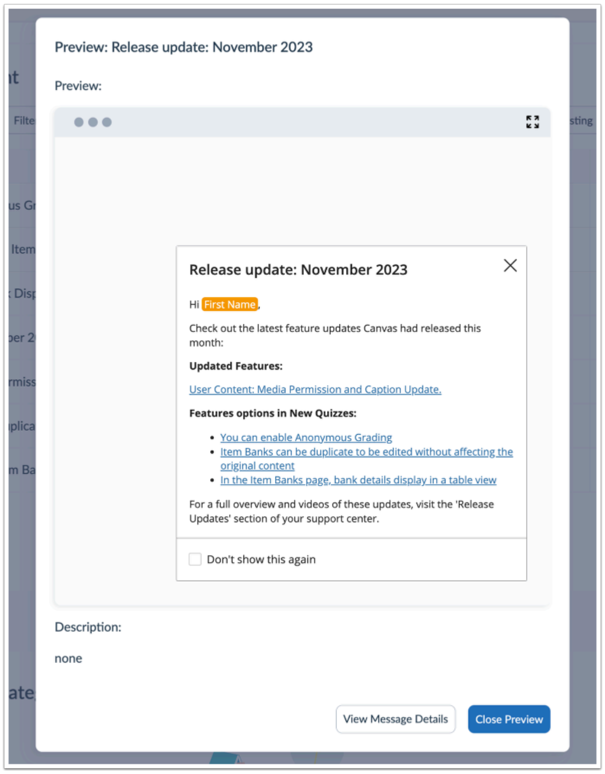
Open the campaign and scroll down to see **Campaign Content**. You may see Ultra and Original Items. Only the items that correspond with your LMS will be visible once the campaign starts.

Preview Content



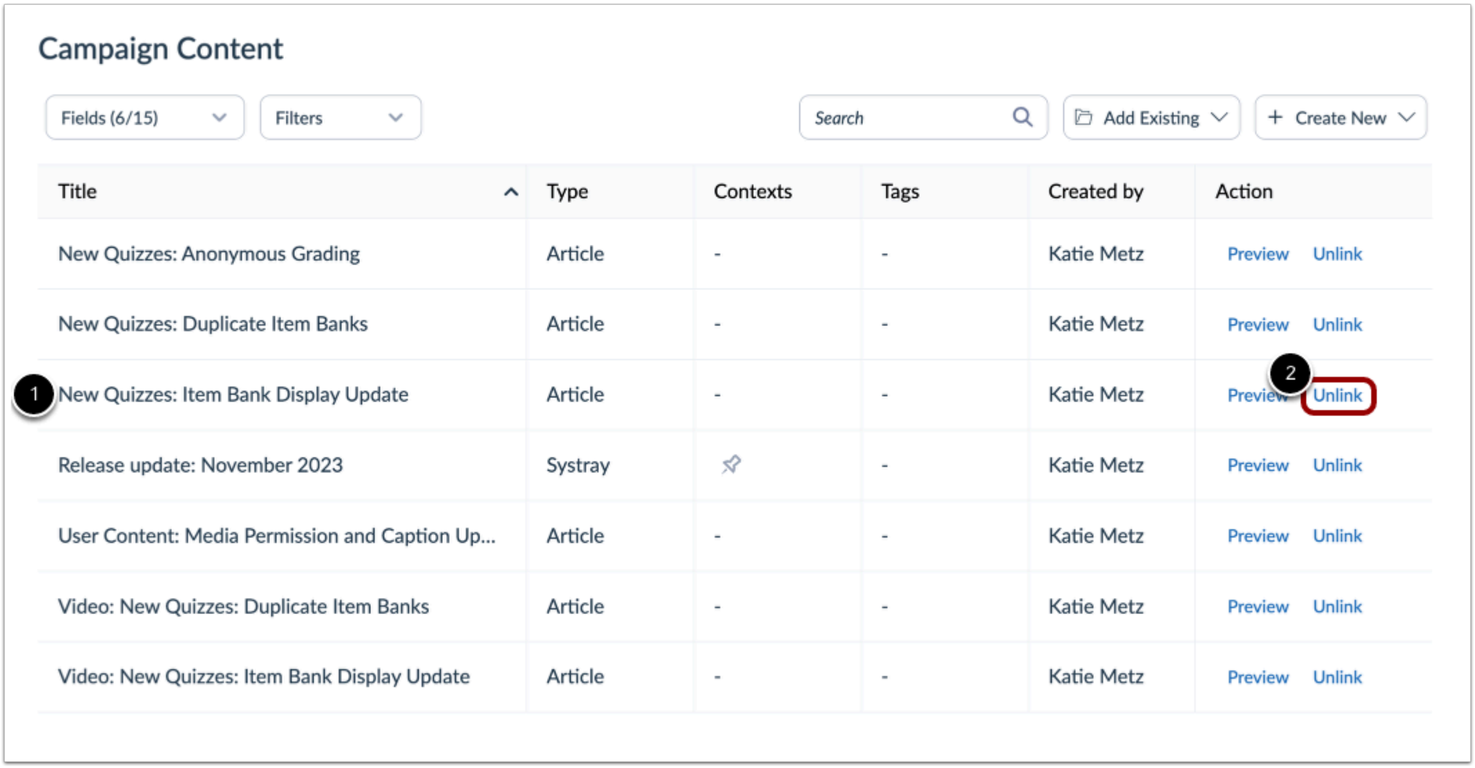
To preview the campaign contents, click the **Preview** button.

View Preview Modal



View the campaign content preview.

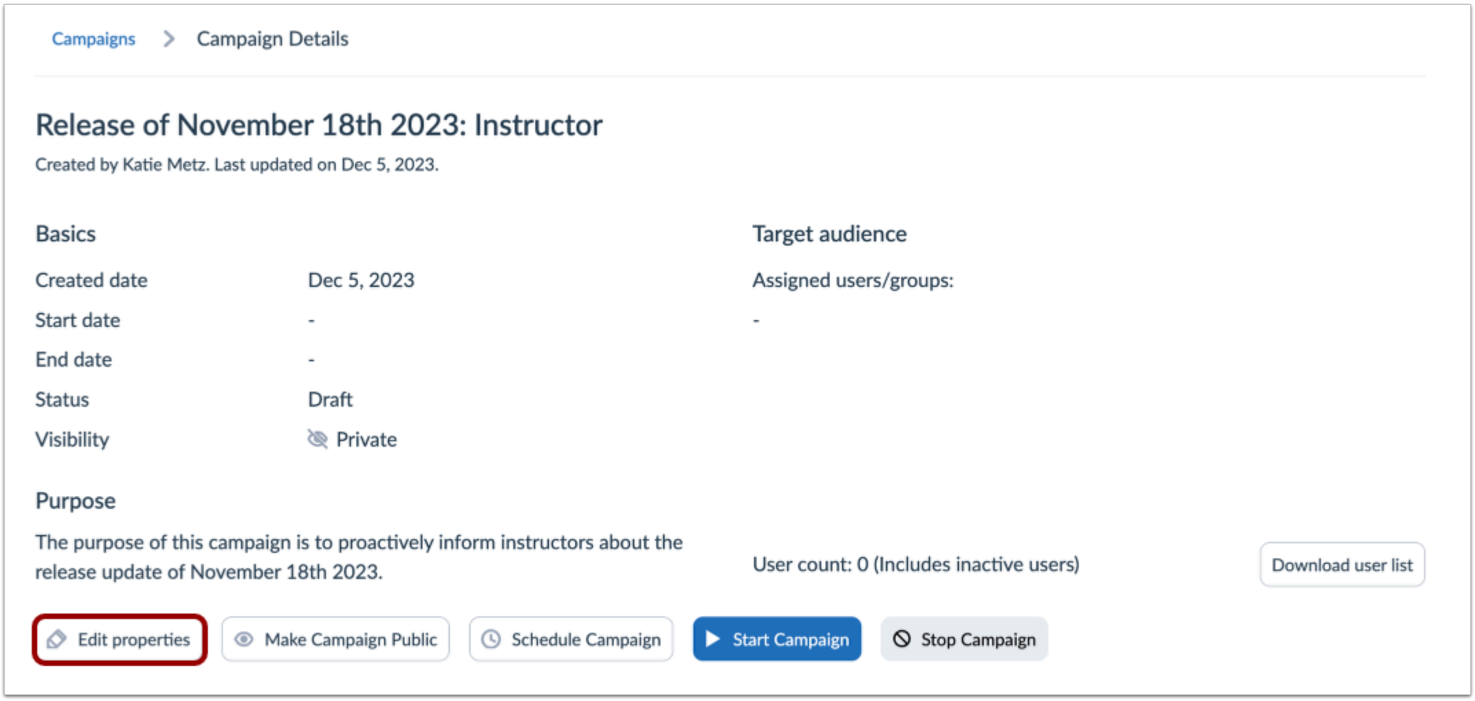
Remove from Campaign



If any of the articles are not applicable to your institution, locate the item name [1]. Then click the **Unlink** button [2].

Be sure to remove any links to this removed article from any of the included messages if needed.

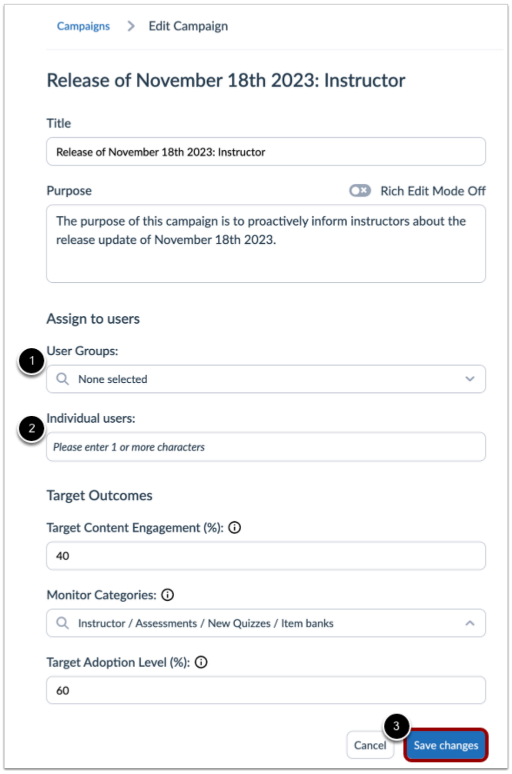
Activate Campaign



Once you have added the campaign template you can make sure you are happy with the content before you activate or schedule it.

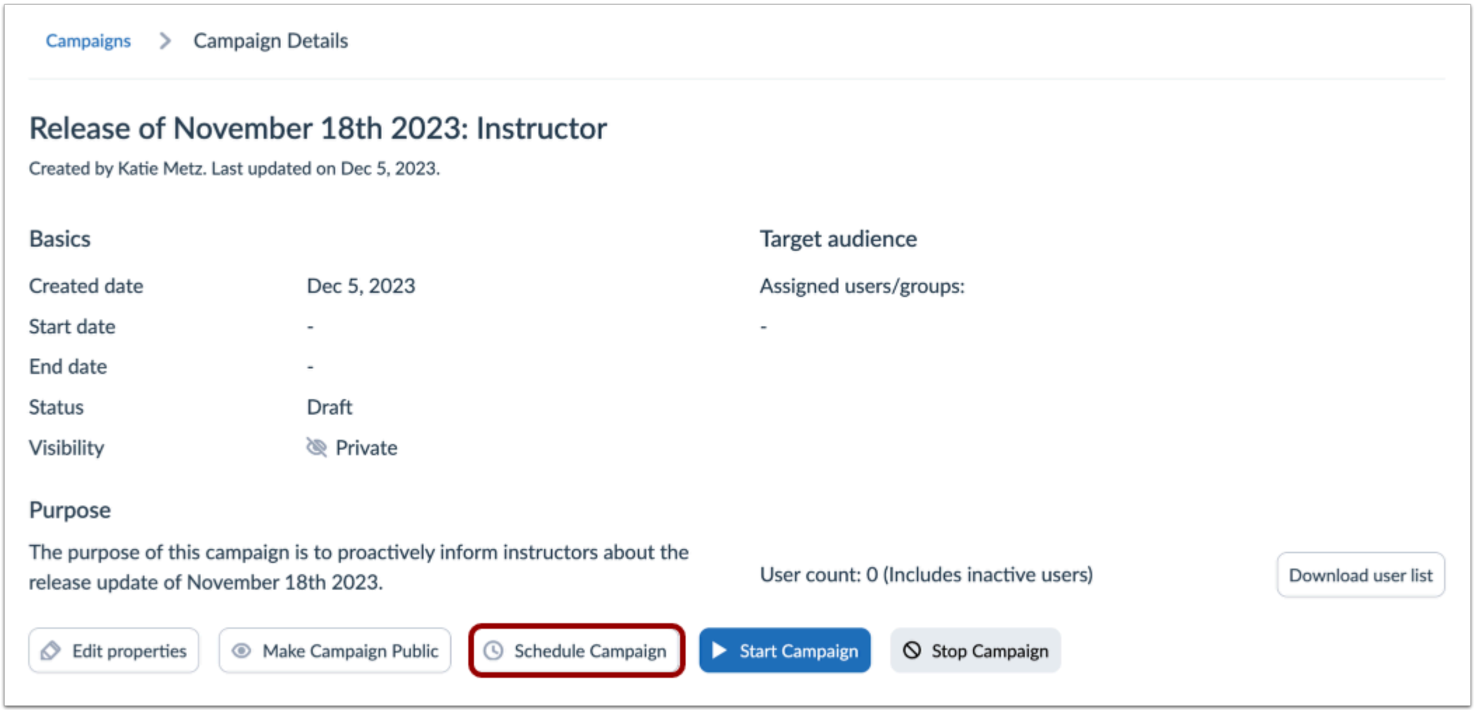
Once you're happy with the content of the campaign, click the **Edit Properties** button.

Edit Target Audience



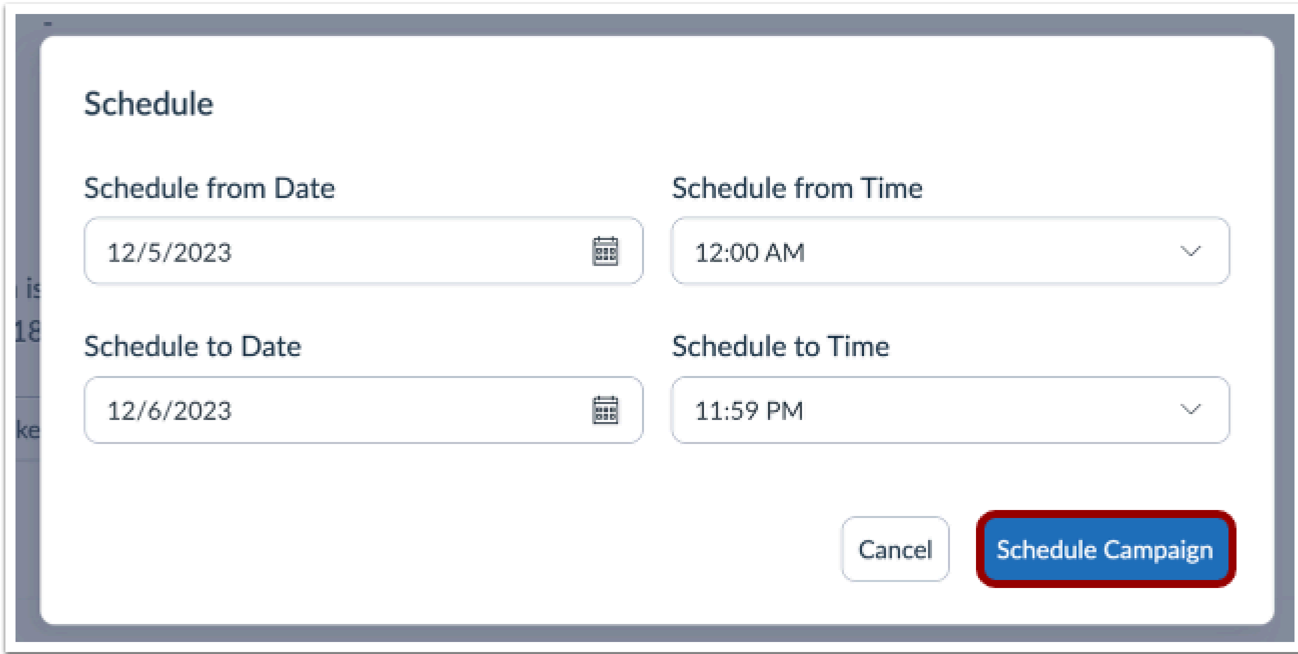
You can change the audience by picking any combination of user groups [1], or individual users [2]. Then click the **Save changes** button [3].

Schedule Campaign



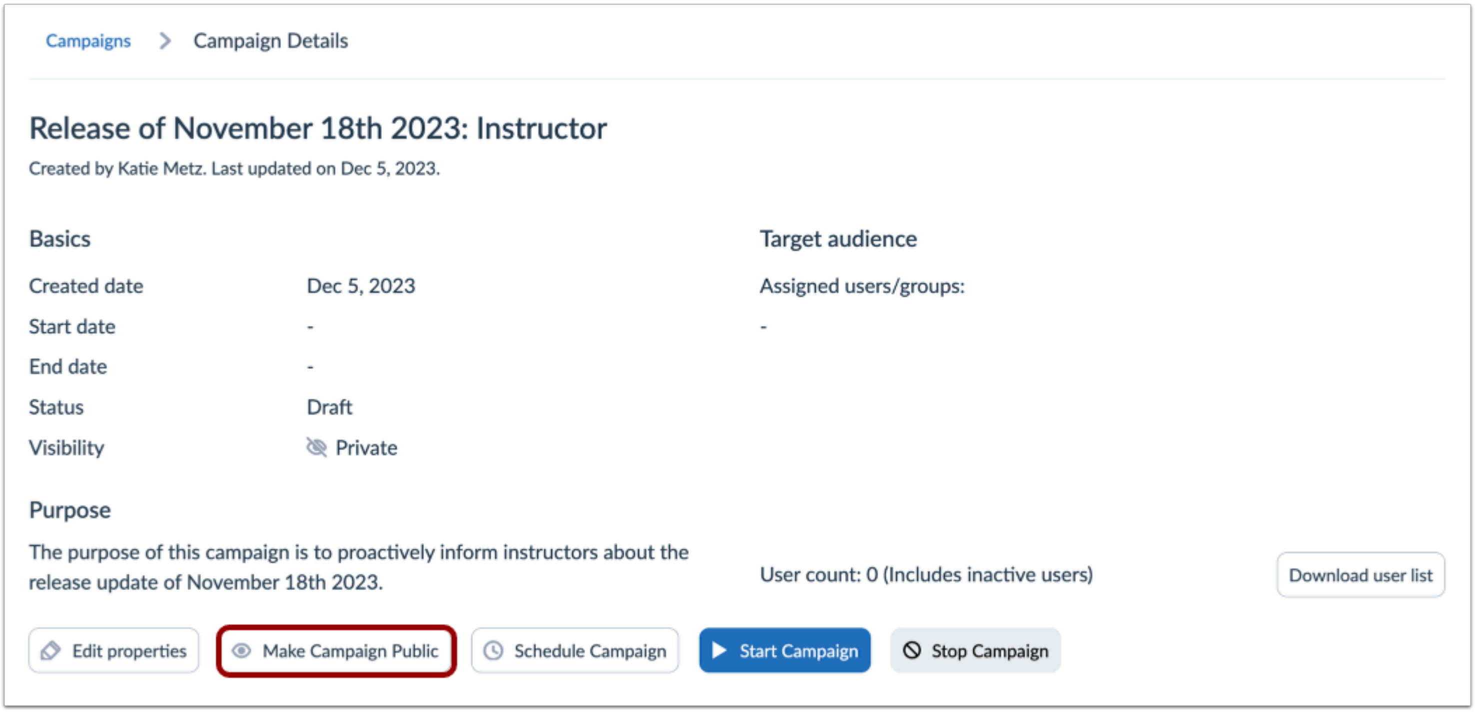
Click the **Schedule Campaign** button.

Add Campaign Dates



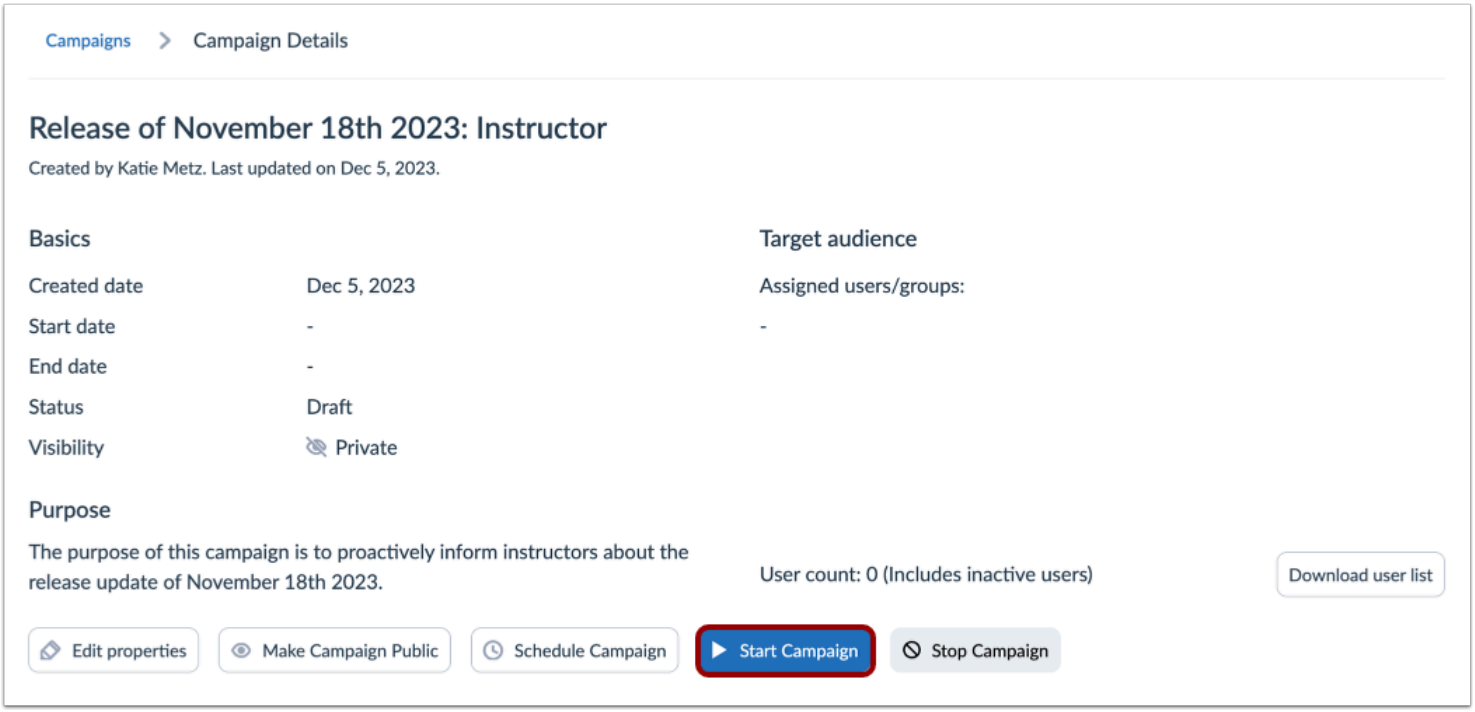
Assign start and end dates/times from the pop-up modal and click the **Schedule Campaign** button.

Share Campaign



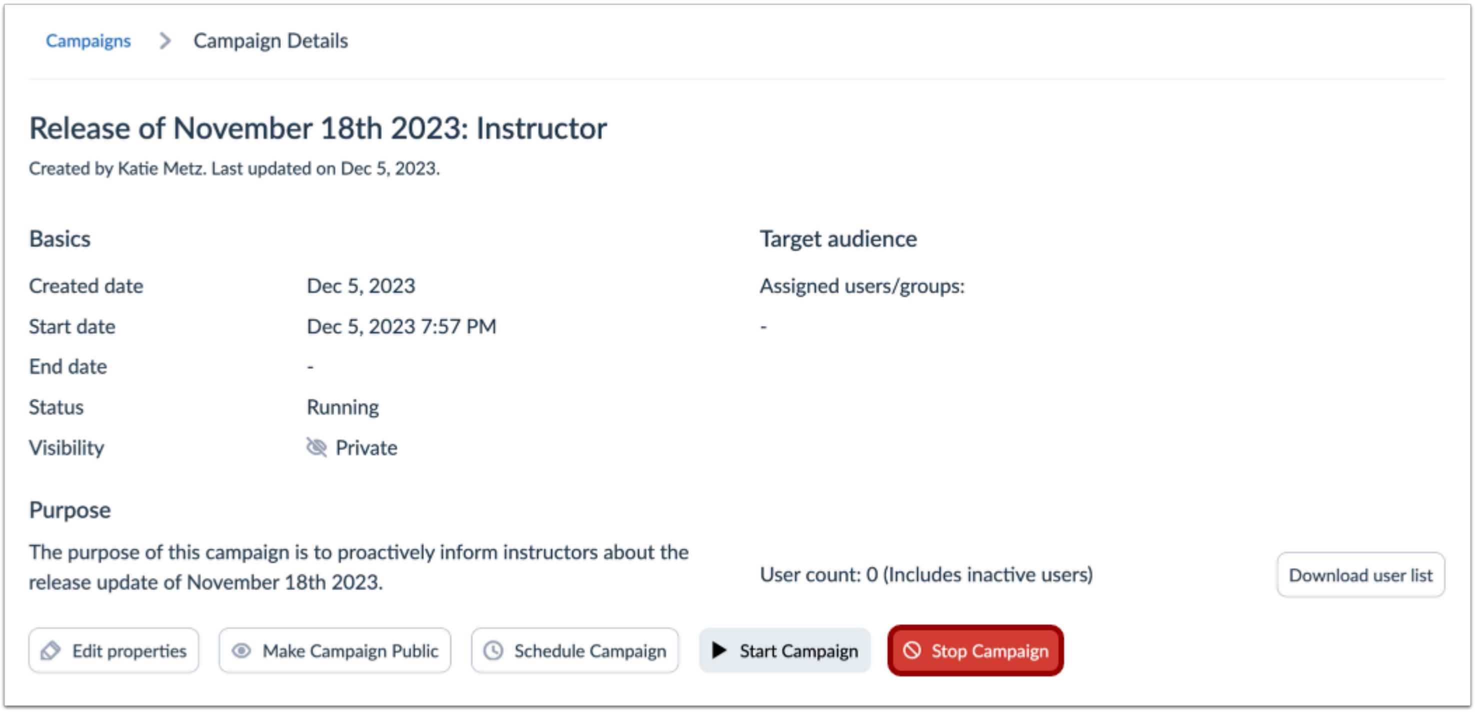
To share the campaign, click the **Make Campaign Public** button.

Start Campaign



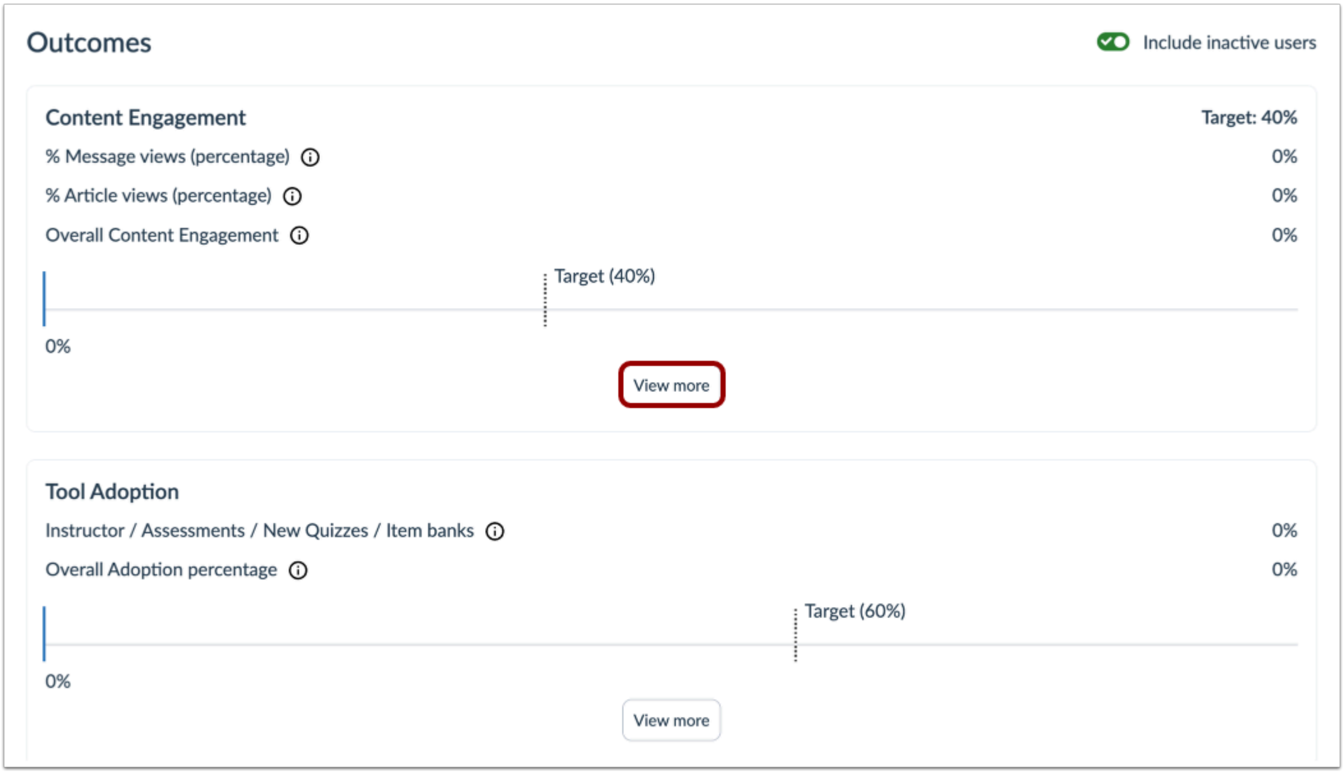
Click the **Start Campaign** button. Your campaign content will appear on the LMS pages of your selected user groups during the scheduled dates you have selected.

Stop Campaign



To end a Campaign, click the **Stop Campaign** button.

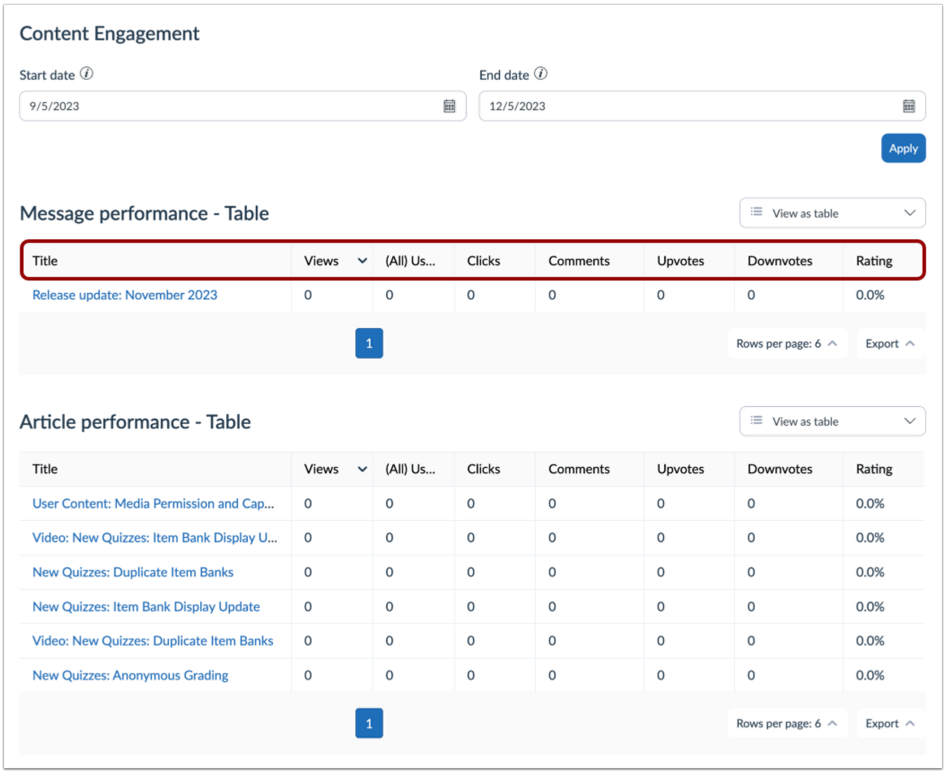
Track User Engagement



It is possible to track your user's engagement with the campaign report.

Open the campaign, navigate to the **Outcomes** section, and click the **View More** link.

View User Engagement

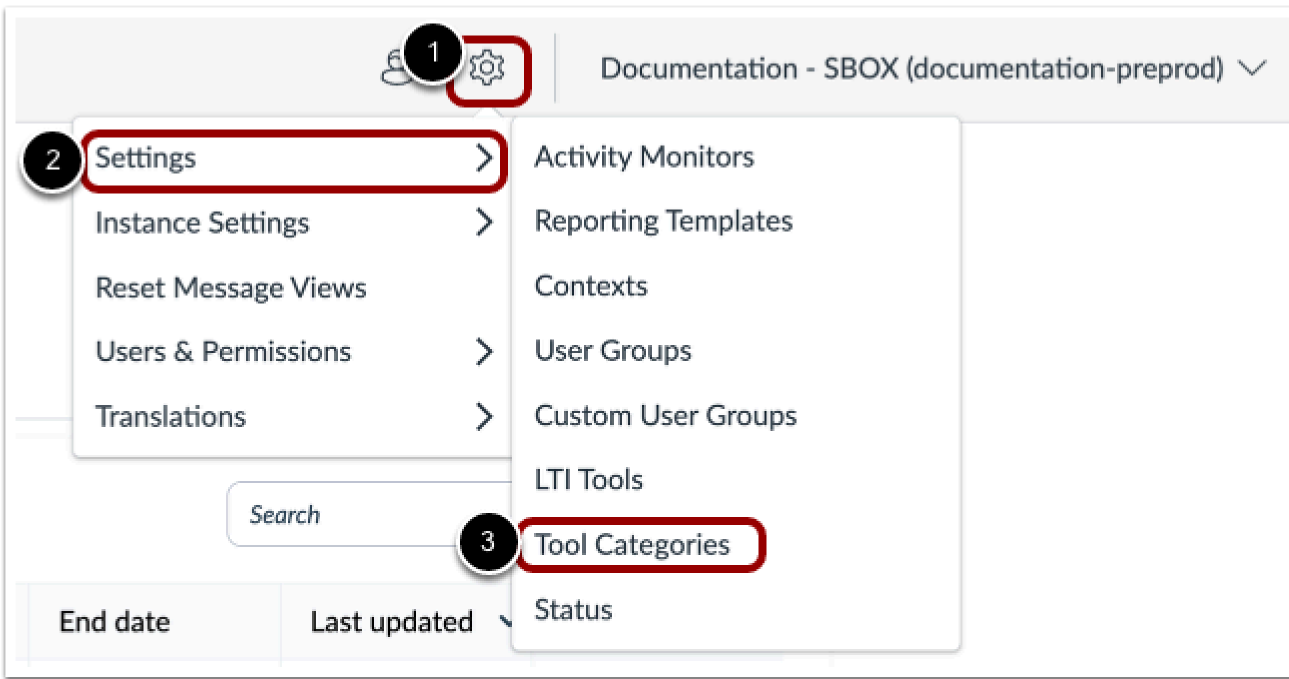


You will be able to see for example, how many users viewed the message, and how many clicked through the article links, providing you with useful insights into the effectiveness of the campaign.

How do I use Canvas Release campaign templates in the Impact Dashboard?

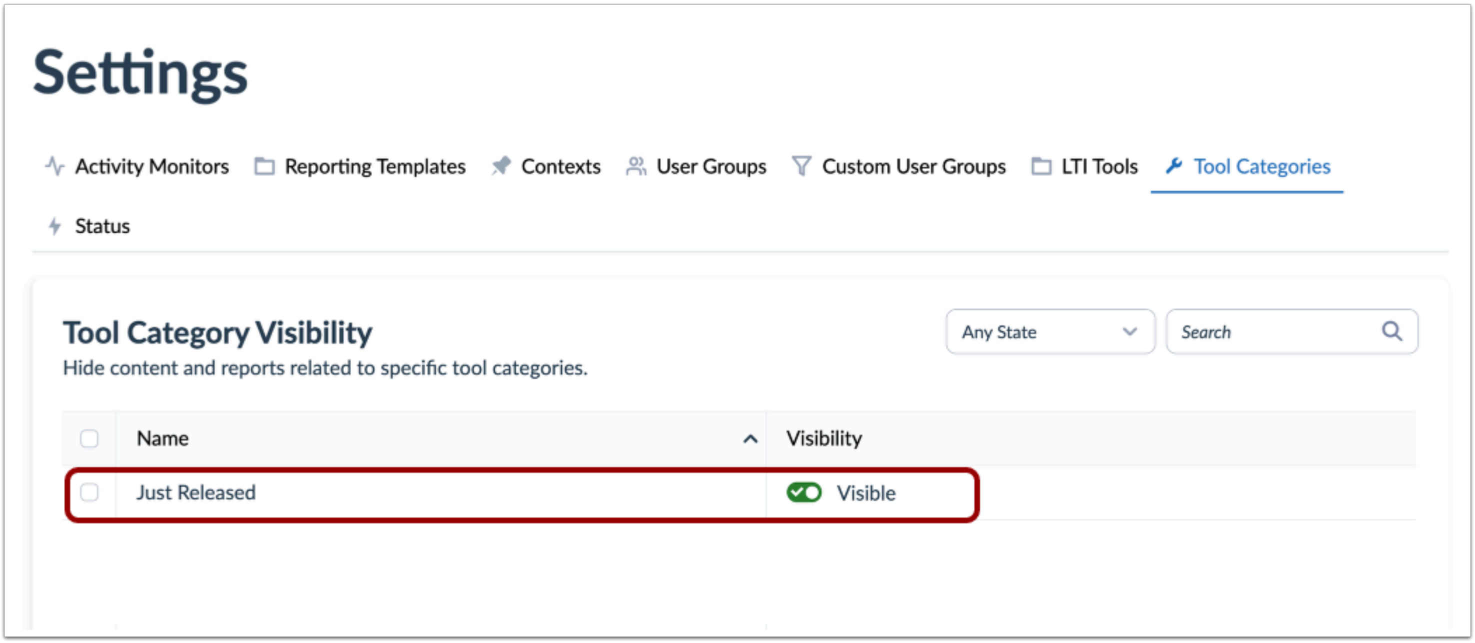
The Impact monthly release campaigns allow you to easily inform your users about any updates or changes Canvas has made, in a timely manner. This article shows you how to successfully use the campaign templates as a draft, customize them to fit your institution's needs, and activate these campaigns.

Open Tool Categories



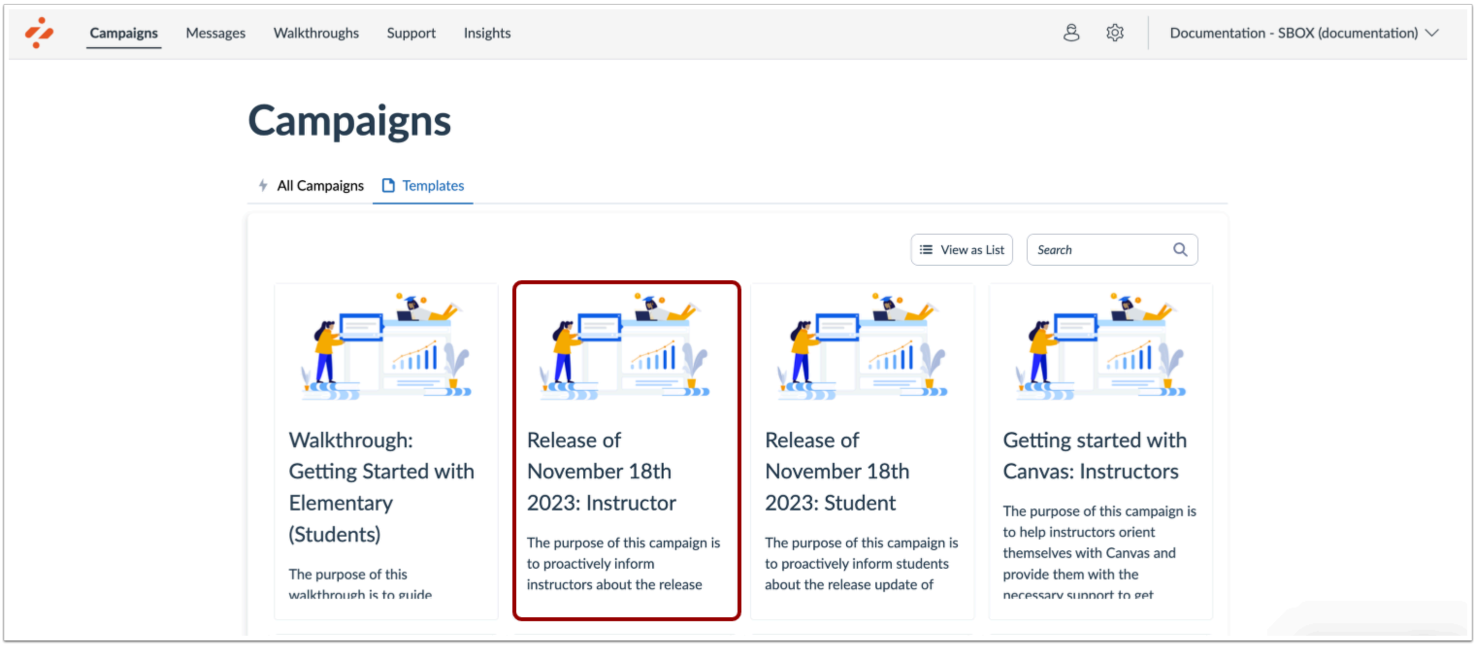
In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Tool Categories** link [3].

Enable Just Released Category



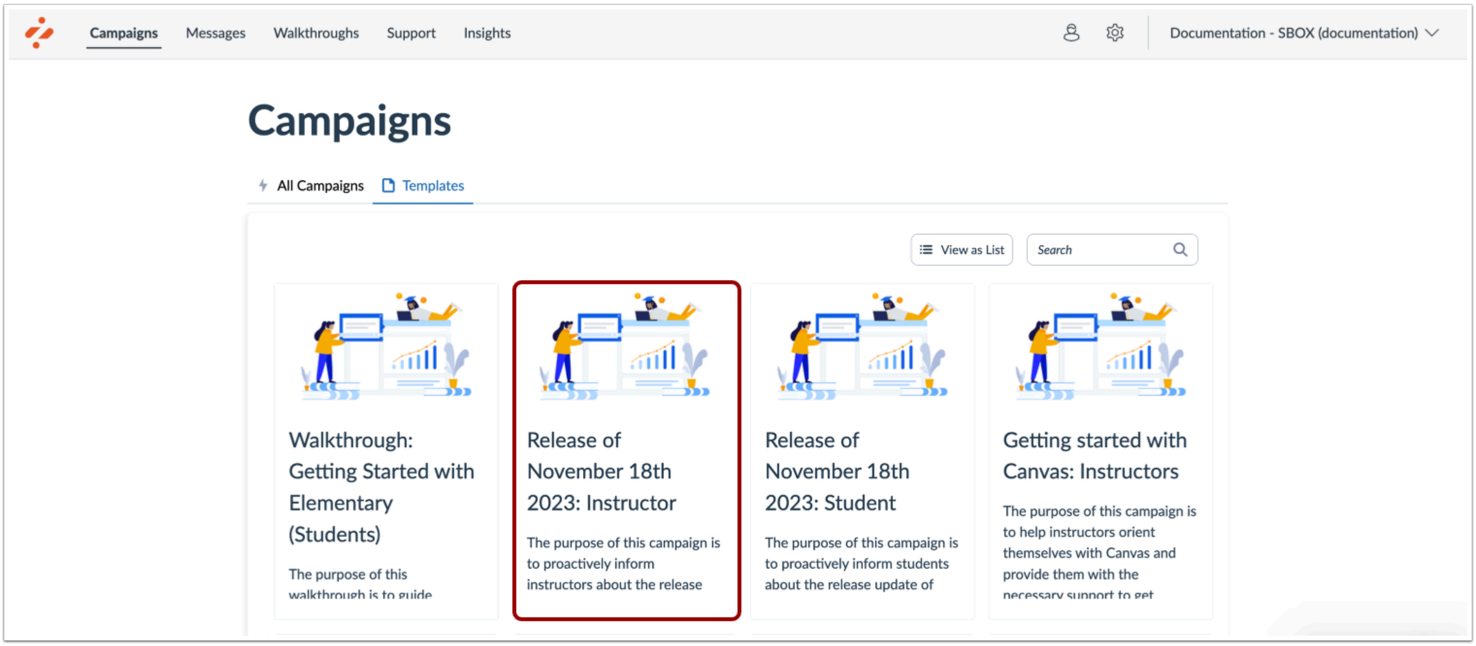
Make sure that the Just Released category is visible. This ensures that all of the related articles are available to the appropriate users in your Impact support center.

Open Campaigns

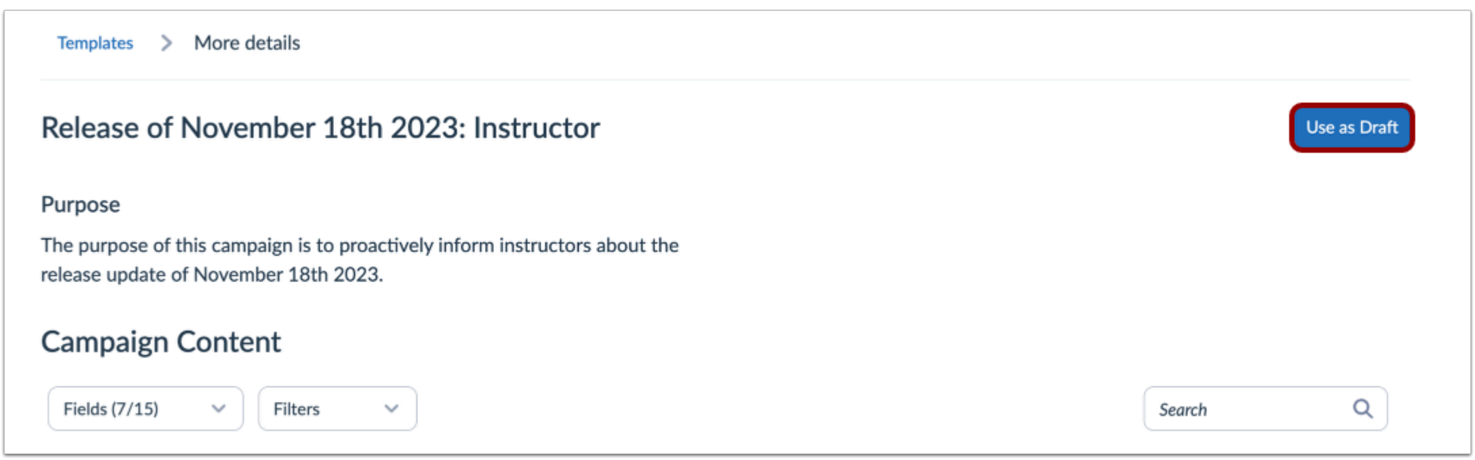


In Global Navigation, click the **Campaigns** link [1]. Then click the **Templates** tab [2].

Open Template



Locate and click the release you are interested in using.



Click the **Use as Draft** button.

The campaign is now visible on your list of campaigns in the All Campaigns tab.

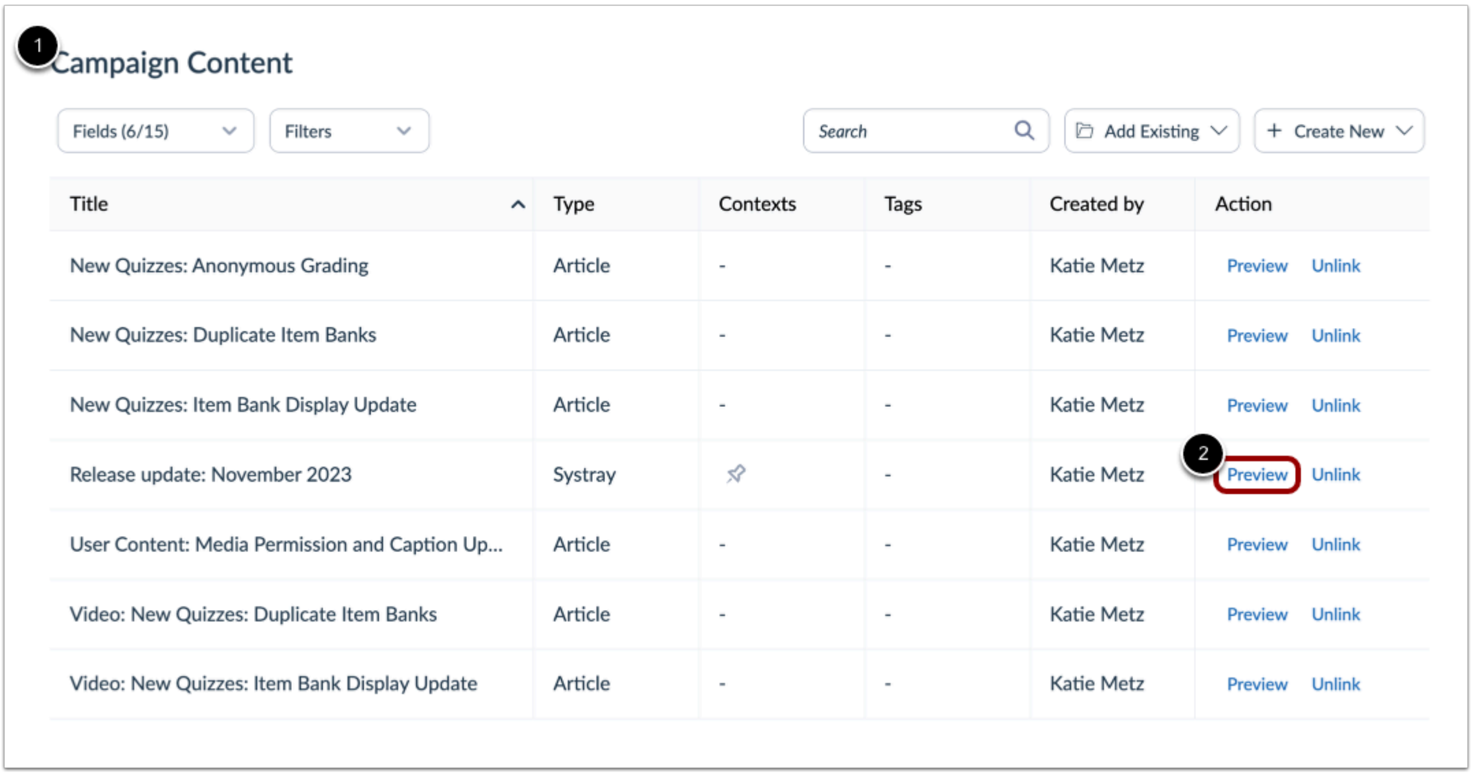
Notes:

- Depending on the contents of the release, there may be separate campaigns for students and instructors.

- If the content of the release is the same for both user groups or only applicable to one set of users, only one campaign will be available.

This does not mean that your campaign is active yet. You need to customize and start the campaign.

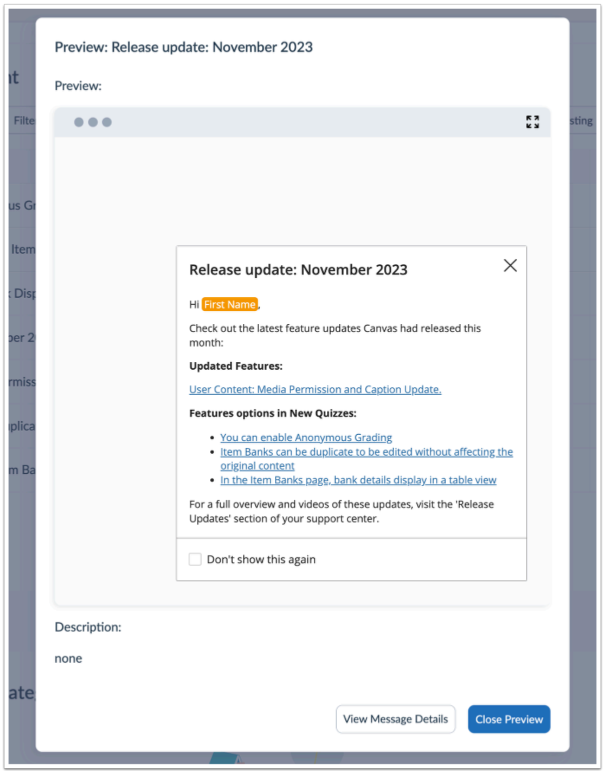
Review Campaign Content



Now that you have the campaign template in the list of your campaigns, you can use it as a draft. Tailor all the campaign content and configurations to fit your institution's needs before starting the campaign.

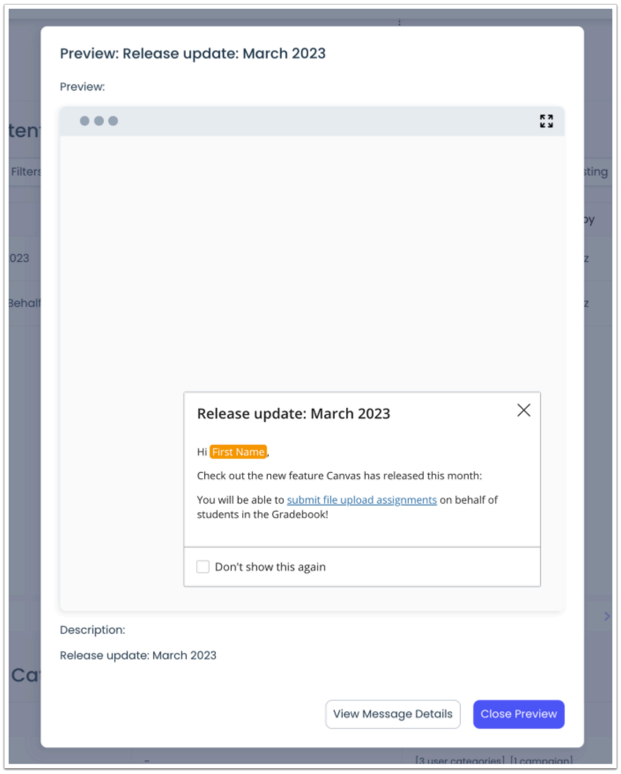
Open the campaign and scroll down to see the **Campaign Content** section. Only the items that correspond with your LMS will be visible once the campaign starts.

Preview Content



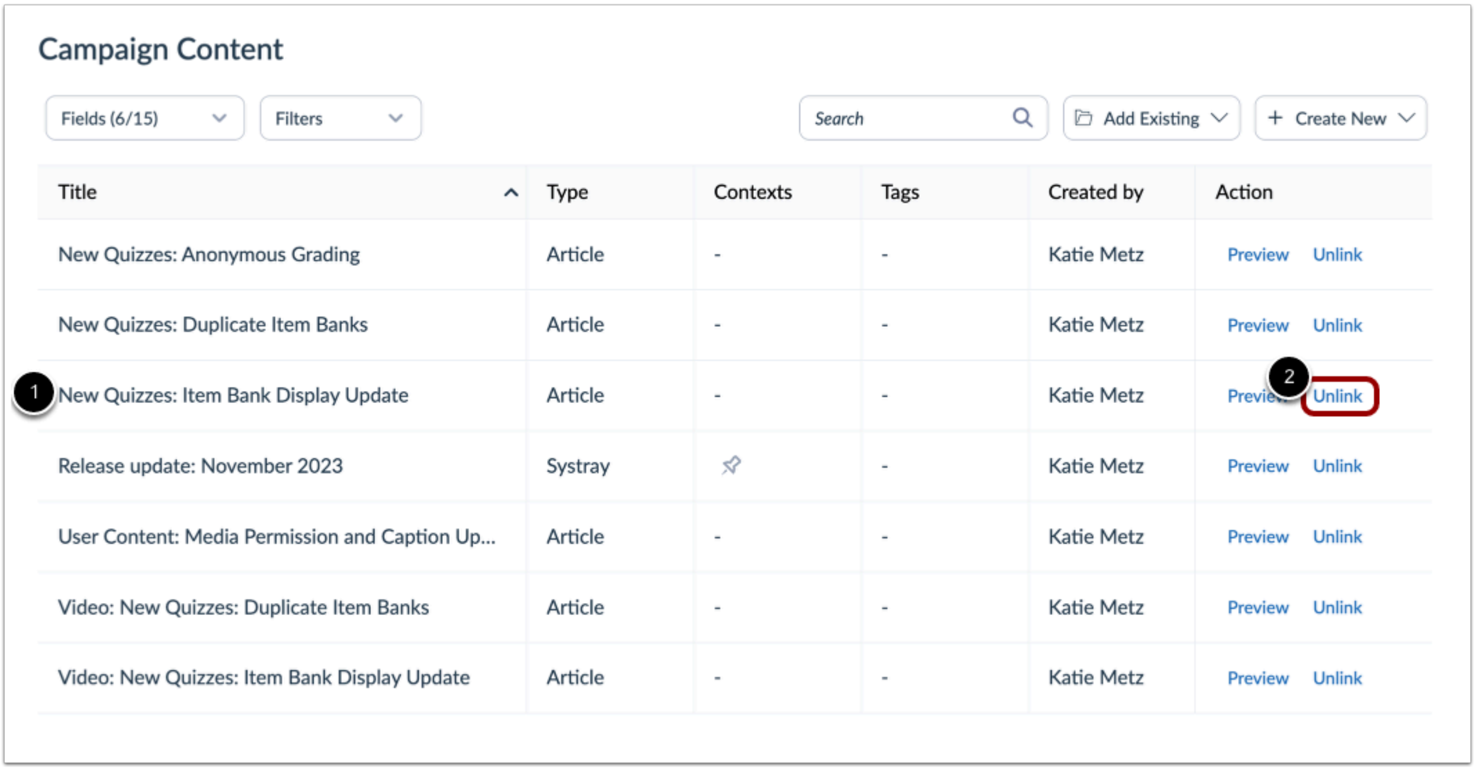
To preview the campaign contents, click the **Preview** button.

View Preview



View the campaign content preview.

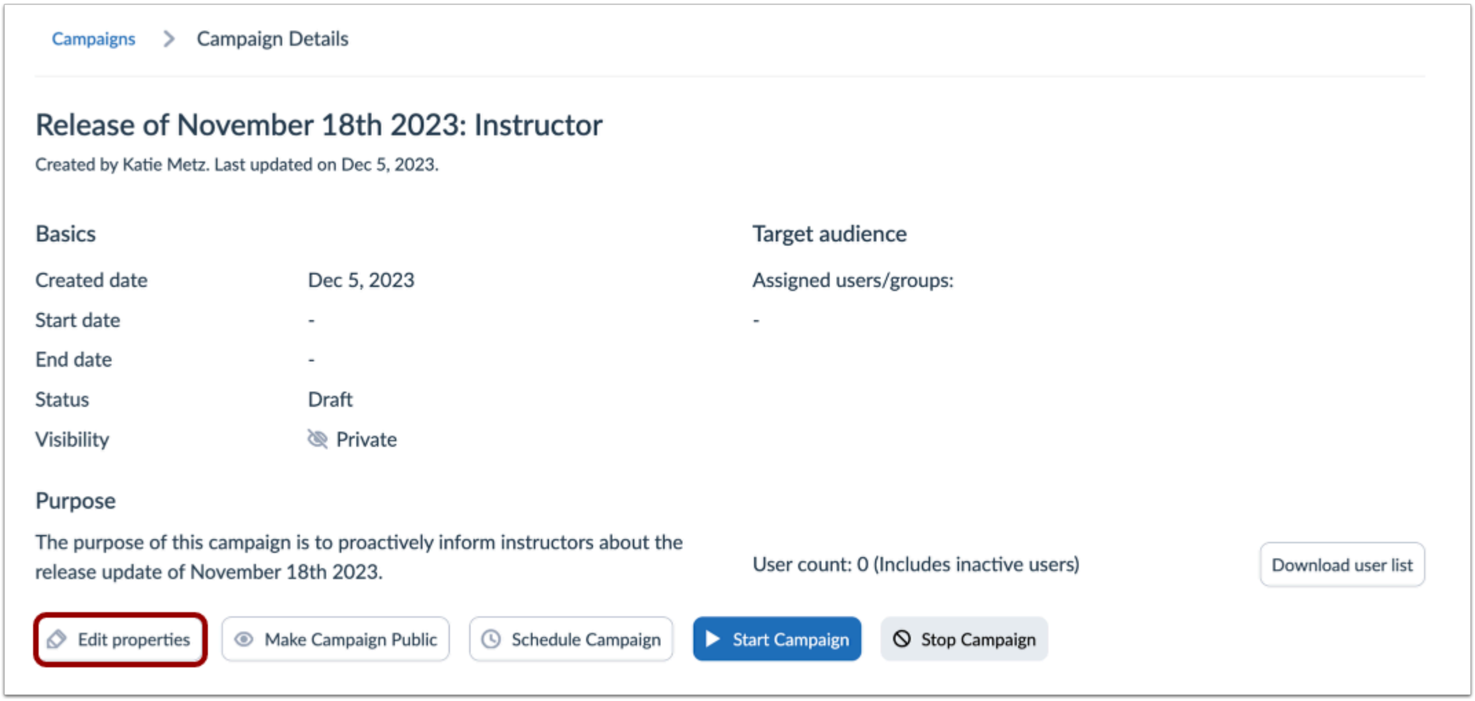
Remove from Campaign



If any of the messages, walkthroughs, or articles are not applicable to your institution, click the **Unlink** button.

Note: Be sure to remove any links to a removed article from any of the included messages if needed.

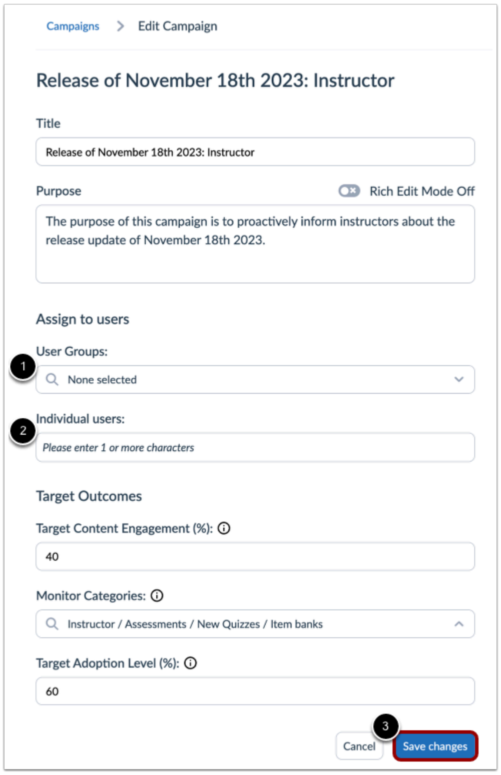
Activate Campaign



Once you have added the campaign template you can make sure you are happy with the content before you activate or schedule it.

Once you're happy with the content of the campaign, click the **Edit Properties** button.

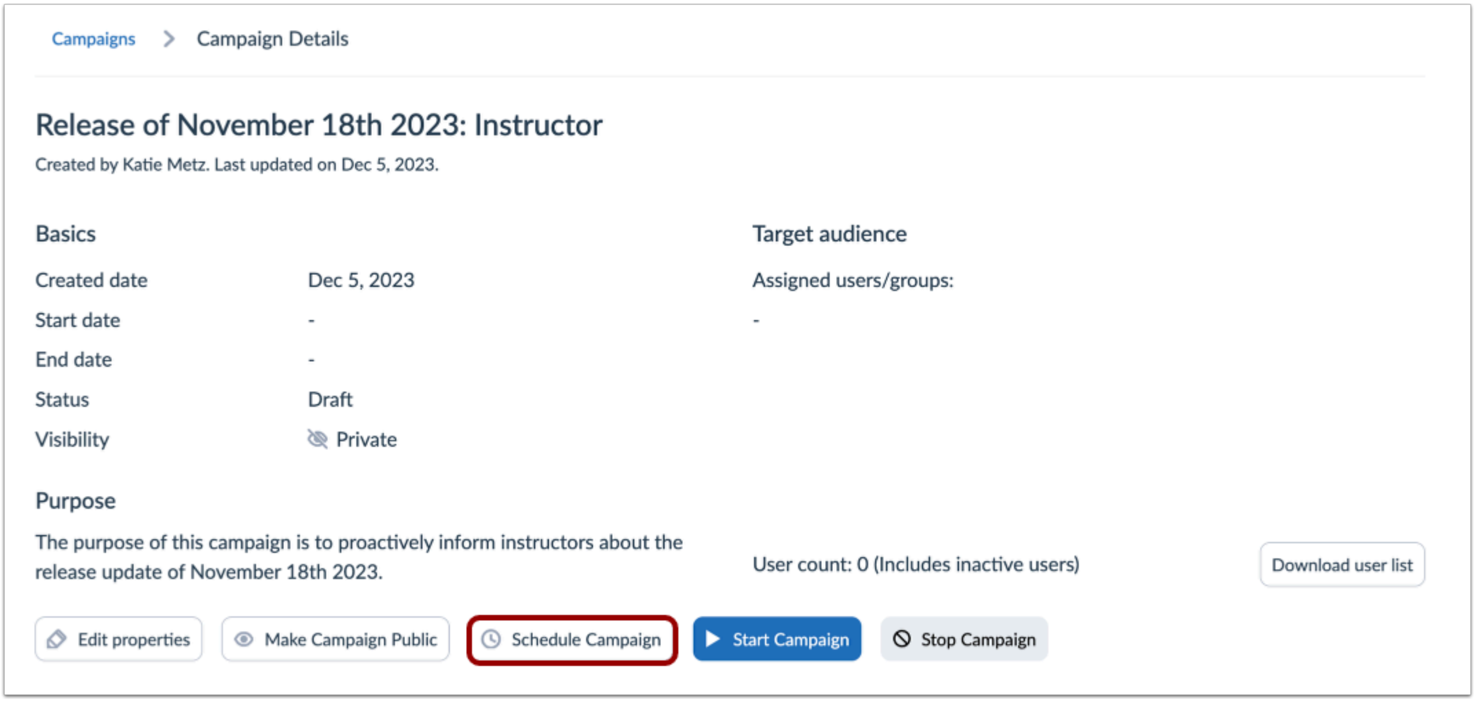
Edit Campaign Details



You can change the audience by picking any combination of user groups [1], or individual users [2]. Then click the **Save changes** button [3].

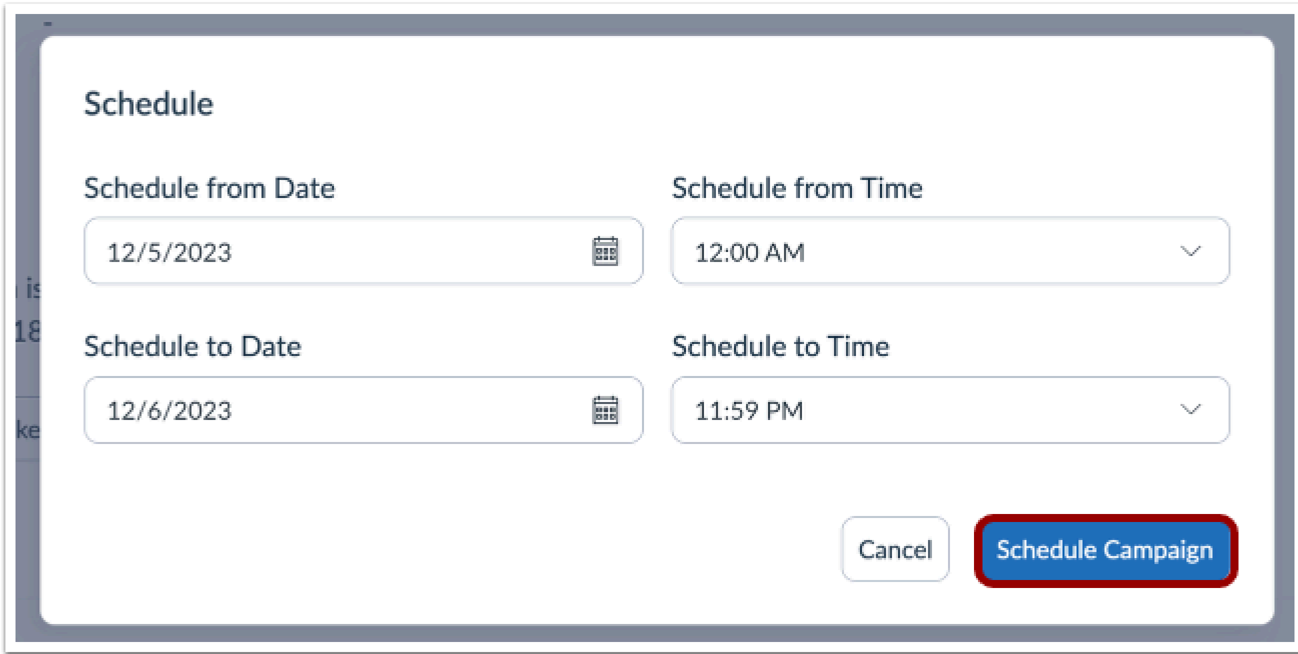
To learn more about Tool Adoption Statistics, please read this article.

Schedule Campaign



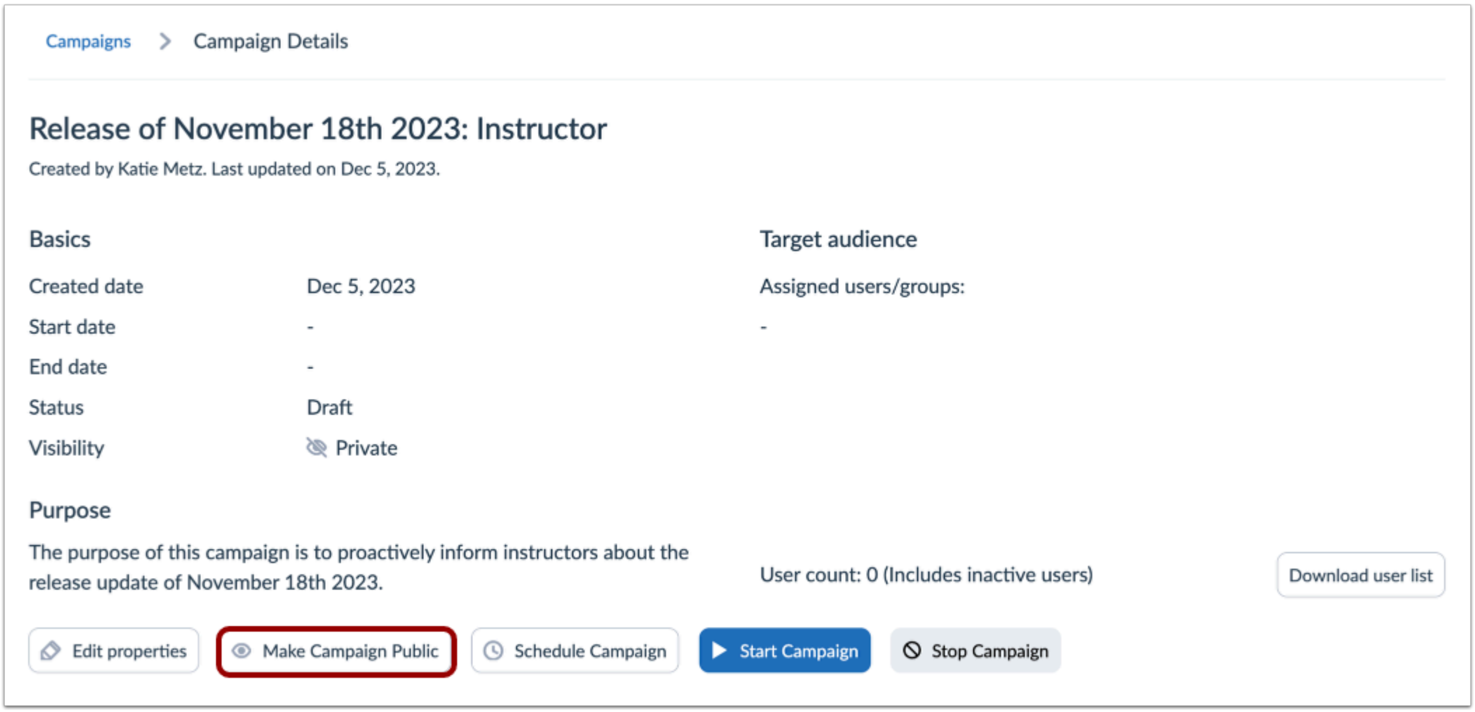
Click the **Schedule Campaign** button.

Add Campaign Dates



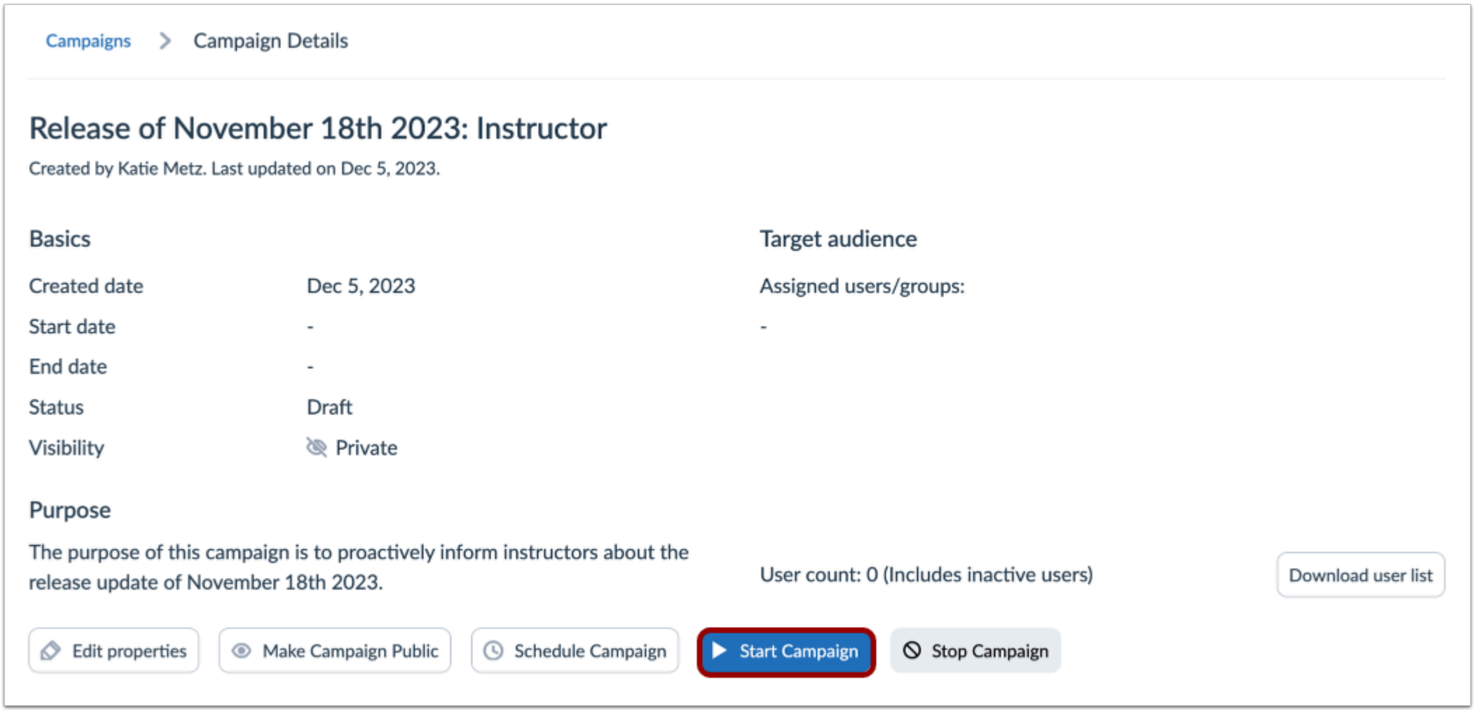
Assign start and end dates/times from the pop-up modal and click the **Schedule Campaign** button.

Share Campaign



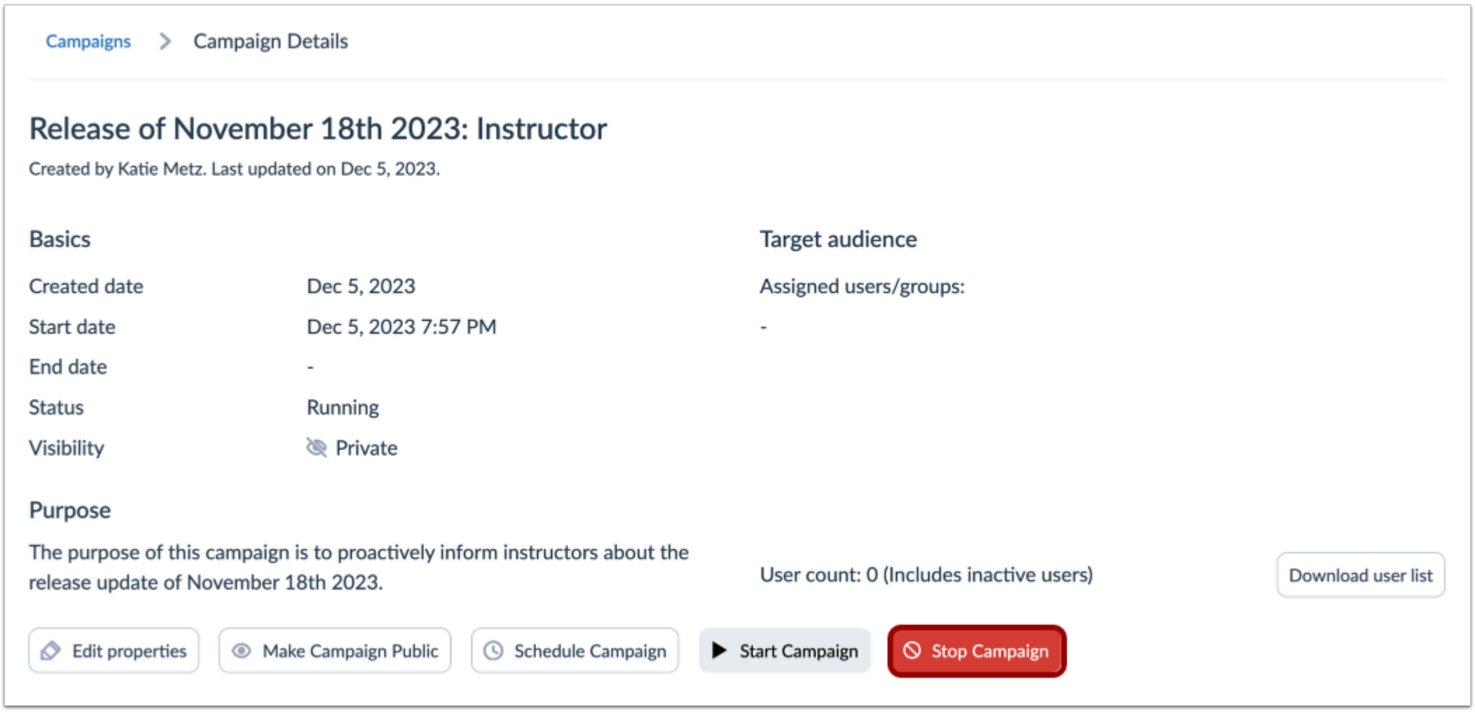
To share the campaign, click the **Make Campaign Public** button.

Start Campaign



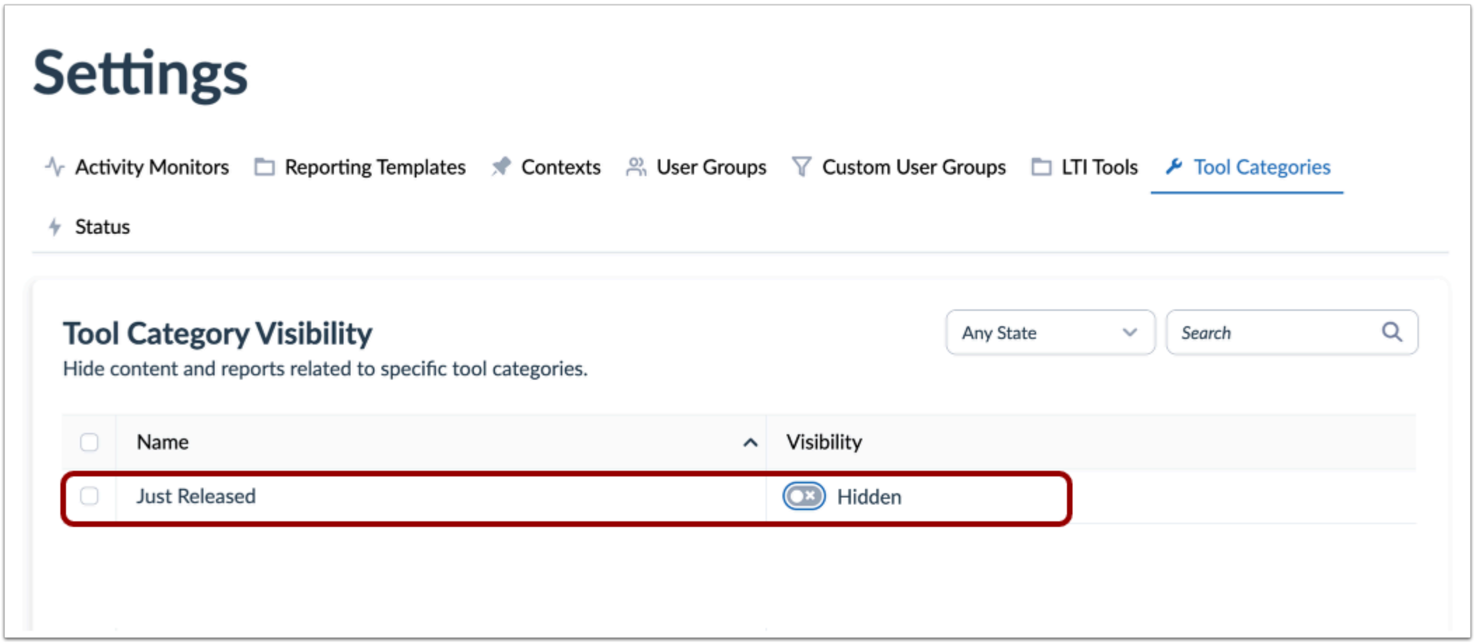
Click the **Start Campaign** button. Your campaign content will appear on the LMS pages of your selected user groups during the scheduled dates you have selected.

Stop Campaign



To end the campaign before the scheduled date, click the **Stop Campaign** button.

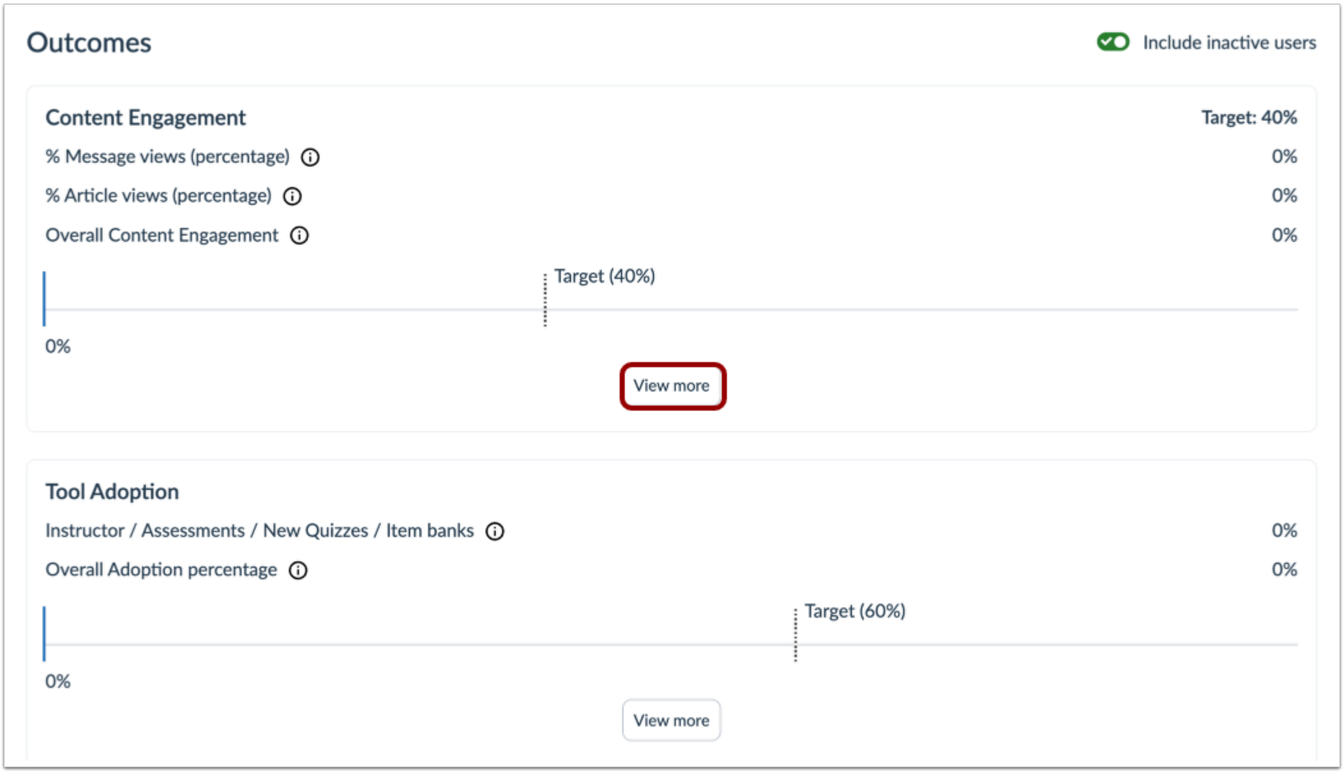
Hide Just Released Category



While the campaign messages will not appear to your users anymore, the support articles will remain in the support center unless the **Just Released** tool category is hidden.

You can also manually remove the support articles.

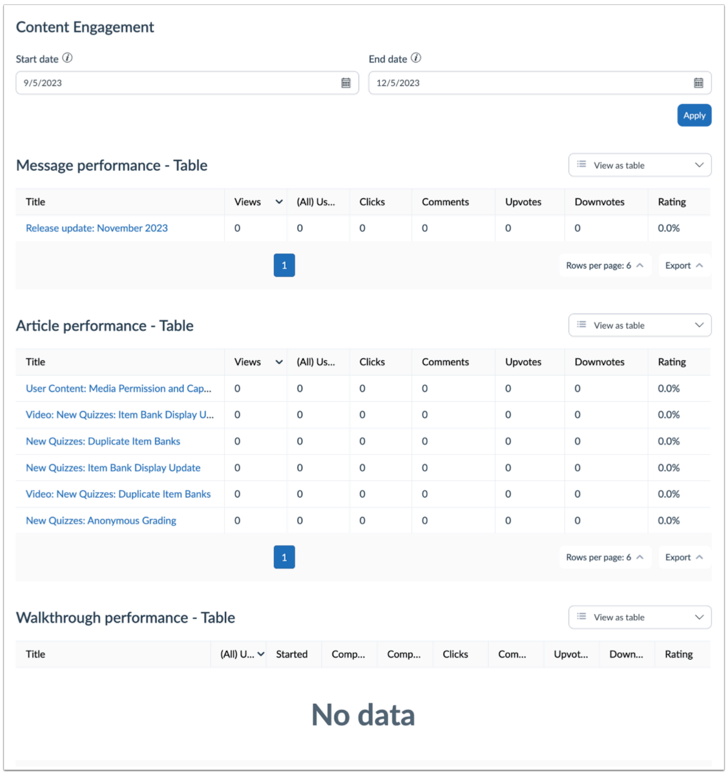
Track User Engagement



It is possible to track your user's engagement with the campaign report.

Open the campaign, navigate to the **Outcomes** section, and click the **View More** link.

View User Engagement



You will be able to see for example, how many users viewed the message, how many clicked through the article links, and how many clicked through the walkthrough providing you with useful insights into the effectiveness of the campaign.

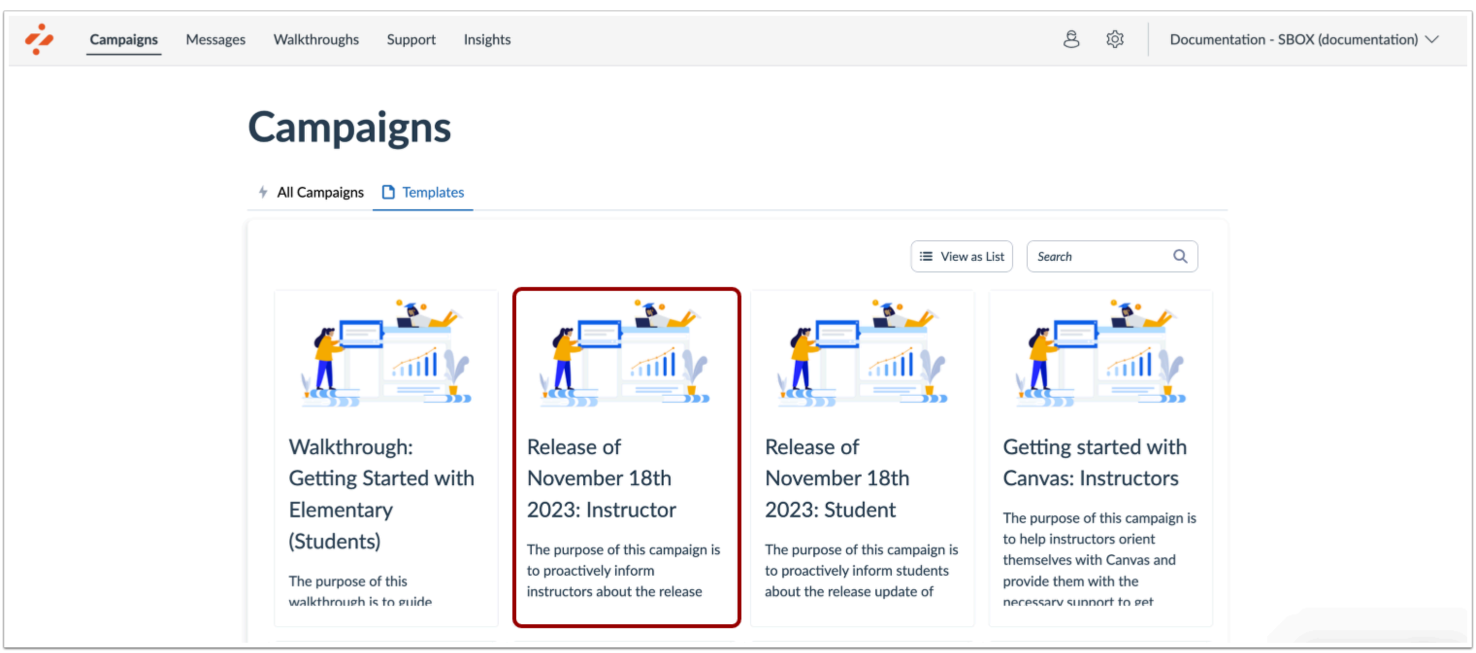
How do I create a campaign from a template in the Impact Dashboard?

You can import a campaign template and use it within your own environment. Templates use premade articles, messages, and reports offered by Impact's in-house education specialists.

Open Campaigns

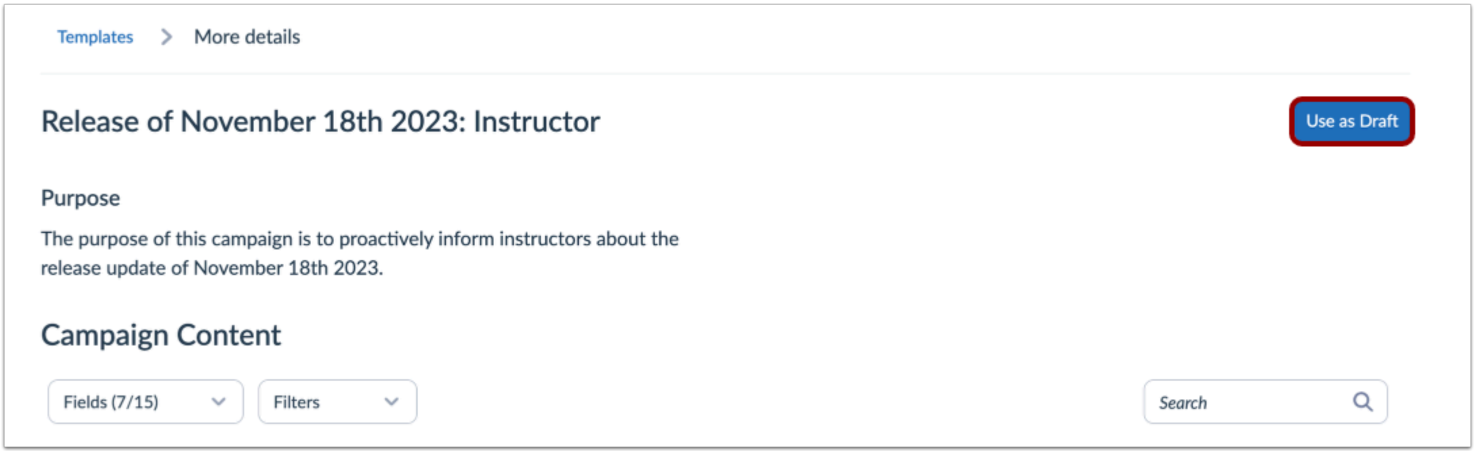
In Global Navigation, click the **Campaigns** link [1] and then click the **Templates** tab [2].

Select Campaign Template



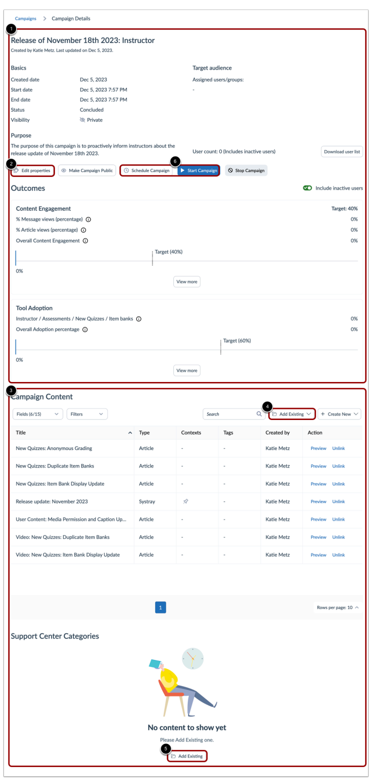
Review available campaign templates by examining the title and description. Then select the template you would like to use.

Use as Draft



Once you have reviewed the Campaign Details and would like to use the template, select the **Use as Draft** button.

View Campaign Details



On the Campaign Details page, review the campaign information, target audience, and outcomes [1]. To edit any campaign property, click the **Edit Properties** button [2].

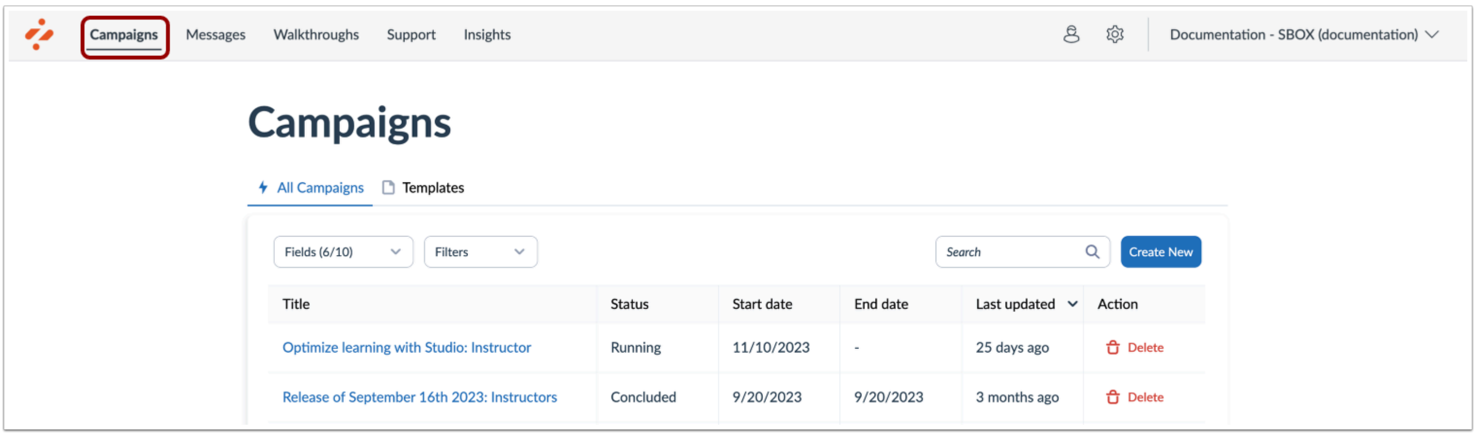
In the Campaign Content and Support Center Category sections, you are able to preview all of the associated messages, walkthroughs, articles, and support center categories [3], as well as add or remove campaign content [4]. Existing campaign content can be edited from the Message, Walkthrough, or Support page.

Once your campaign is ready, you can start it right away or schedule it for a later date [5].

How do I create a campaign from scratch in the Impact Dashboard?

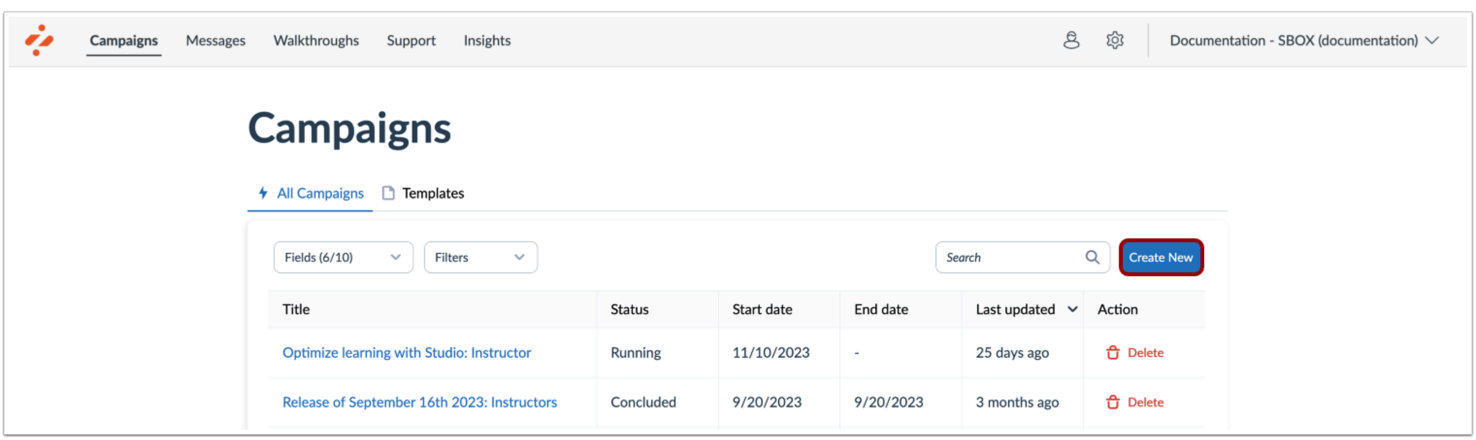
You can create a new campaign, define the target audience, and set the success criteria from scratch.

Open Campaigns



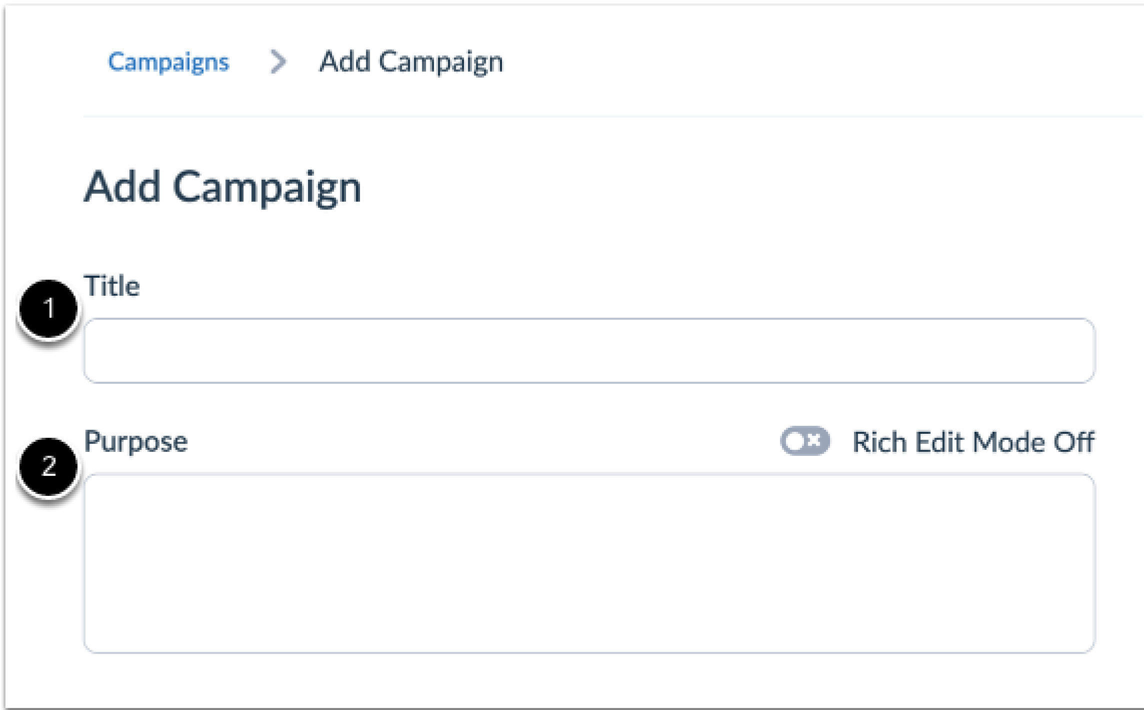
In Global Navigation, click the **Campaigns** link.

Add Campaign



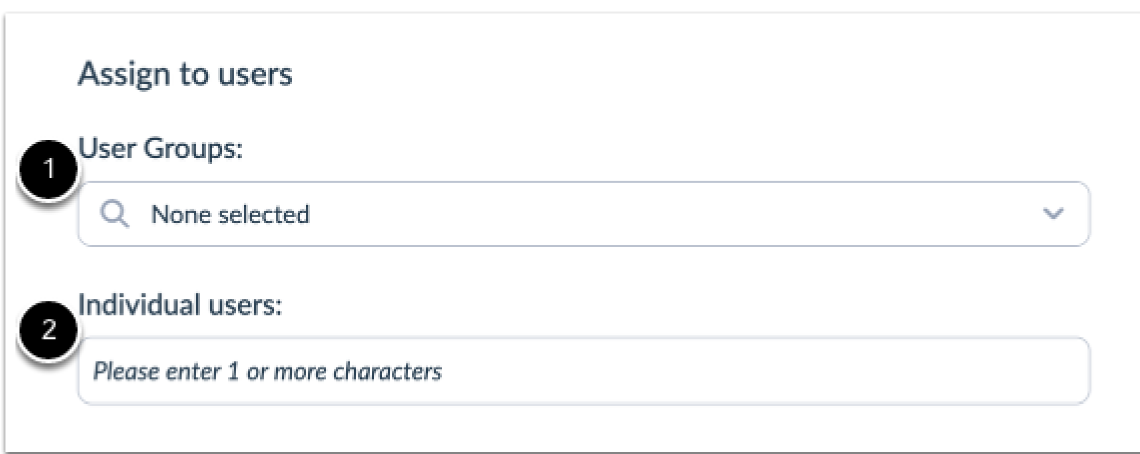
Click the **Create New** button.

Add Campaign Details



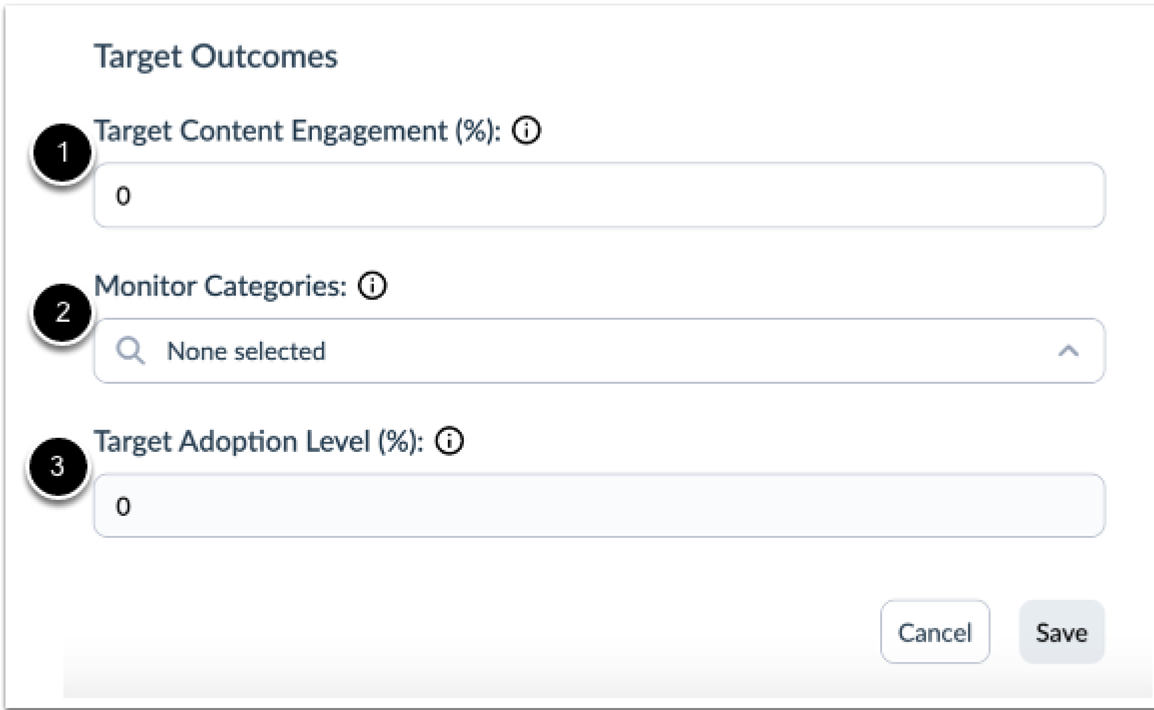
Enter the name [1] and purpose of the campaign [2].

Add Target Audience



Define the Target audience for your campaign. You can choose any combination of user groups [1] or individual users [2].

Add Target Outcomes



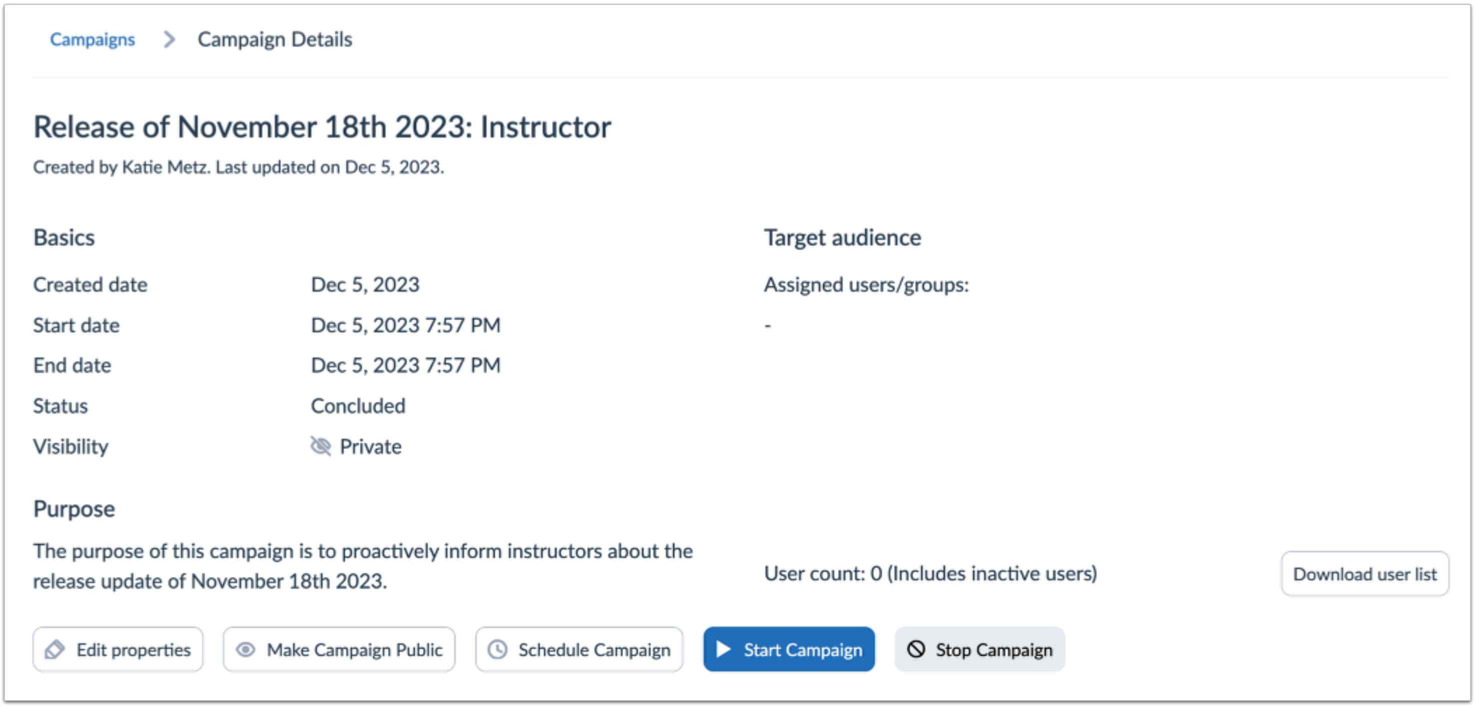
In the **Target Content Engagement** Field [1], set a target percentage for the number of users you would like to have viewed at least one campaign content item.

In the **Monitor Categories** drop-down [2], select one or more monitor categories to measure the impact of the campaign on user activity.

The **Target Adoption Level** field [3] allows you to set a target percentage for the number of users you would like to be active in at least one of the selected monitor categories.

Click the **Save** button [4].

View Campaign Details

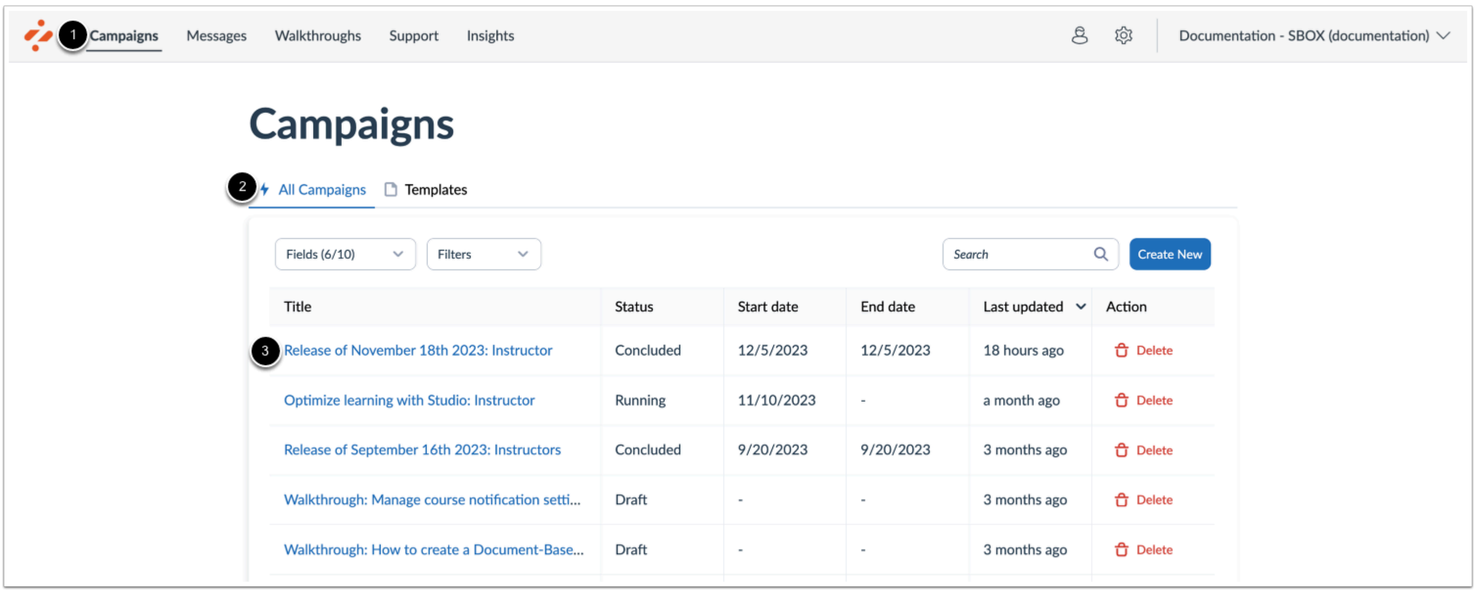


On the Campaign Details page, you are able to review basic information as well as the campaign audience. Here, you are able to add the messages, walkthroughs, and/or articles you wish to publish to the campaign audience. You can then start the campaign immediately or schedule it for a later date. During or after the campaign you can return to the Campaign Details page to view the results.

How do I start, schedule, or end a campaign in the Impact Dashboard?

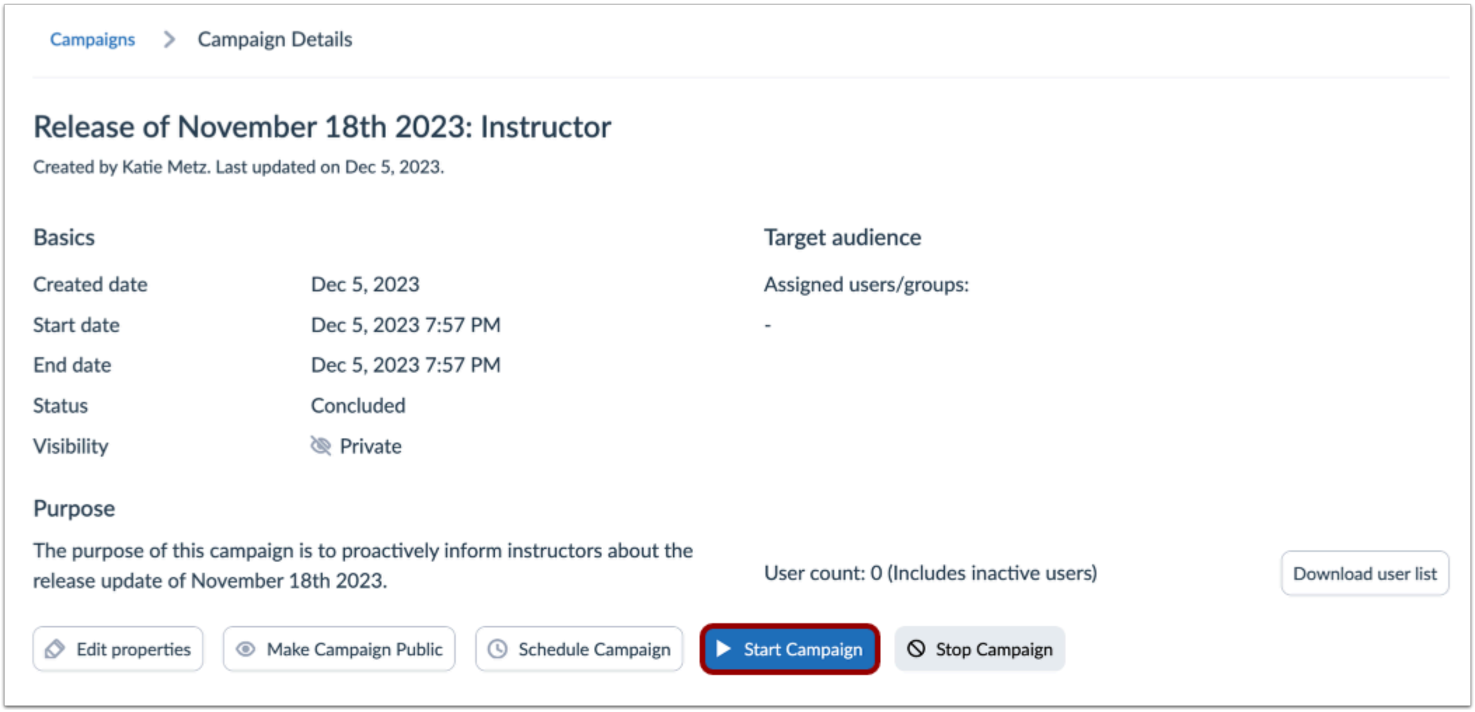
On the Campaign Details page, you can determine a campaign's start and end date.

Open Campaigns



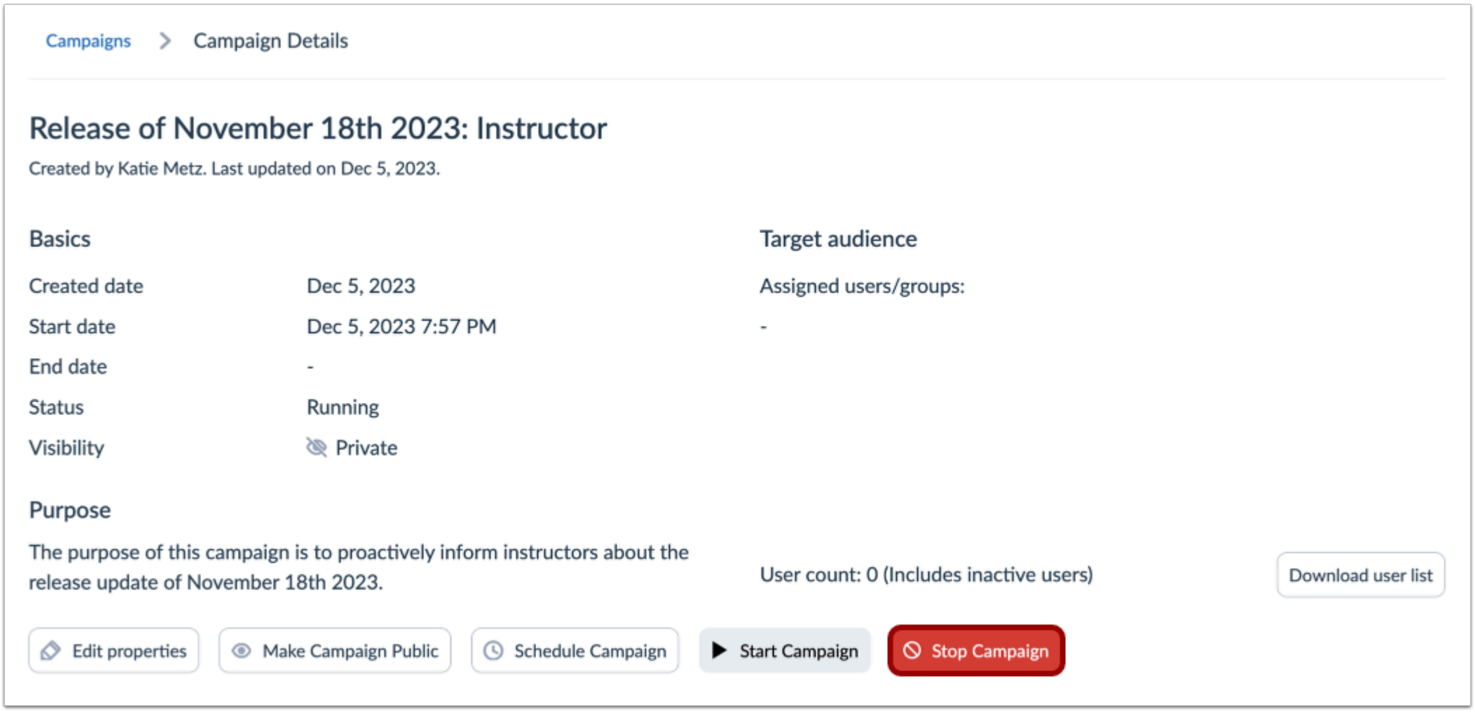
In Global Navigation, click the **Campaigns** link [1]. In the **All Campaigns** tab [2], click the campaign you wish to launch [3].

Start Campaign



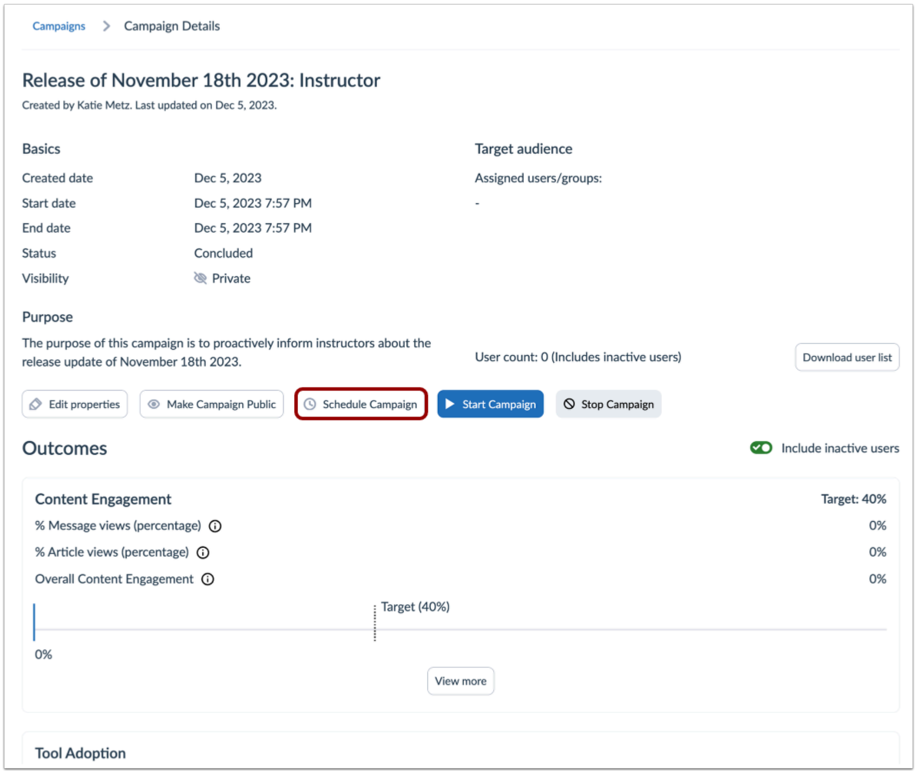
In the Campaign Details page, click the **Start Campaign** button to launch the campaign immediately. This sets the campaign start date to the current date and time and leaves the end date blank.

Stop Campaign



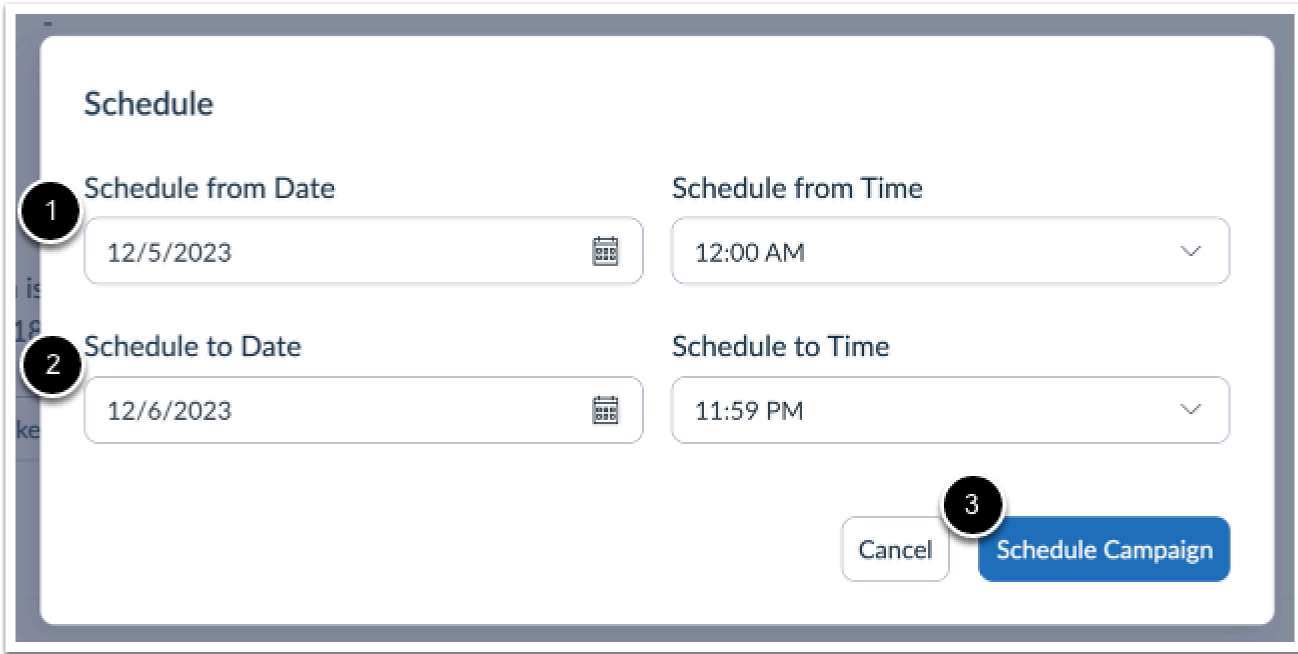
If you wish to end the campaign, click the **Stop Campaign** button, which populates the end date with the current date and time.

Schedule Campaign



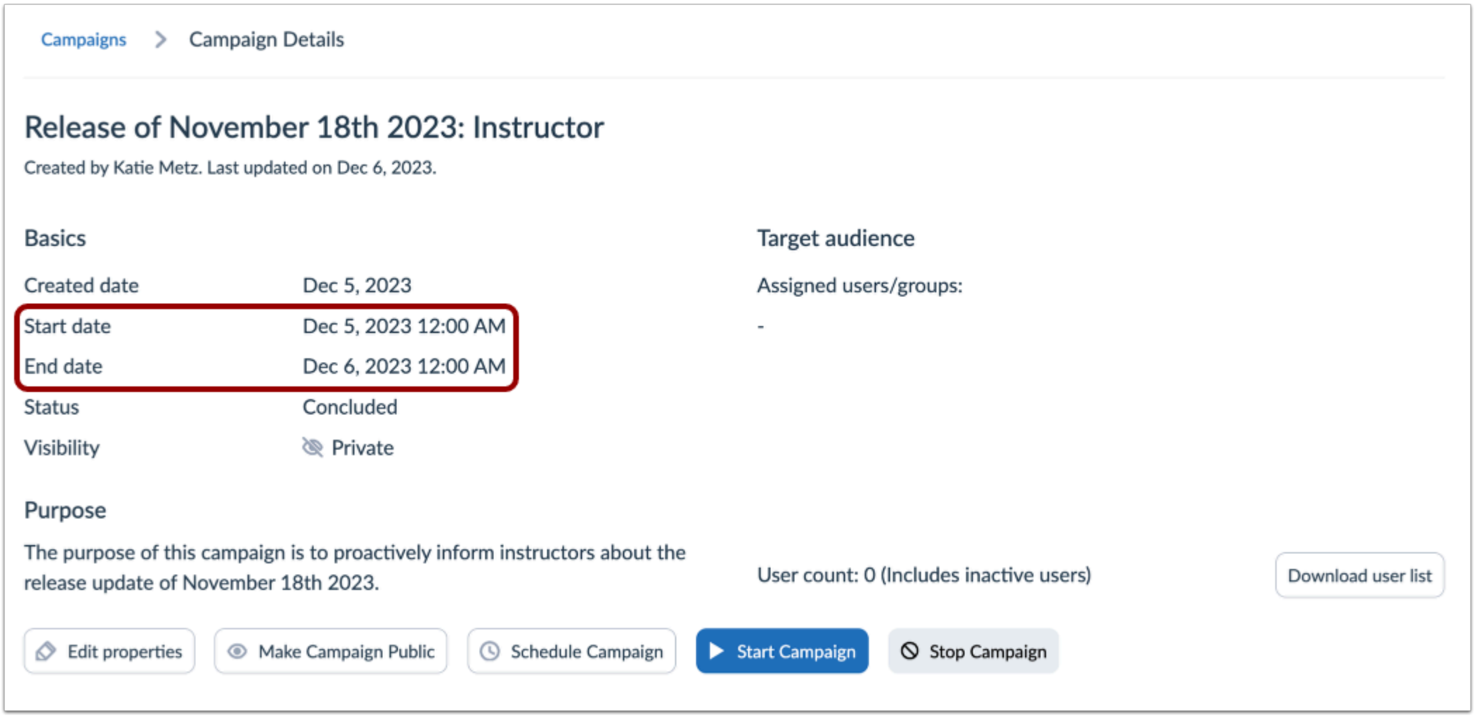
To set a specific start and end date for the campaign, click the **Schedule Campaign** button.

Enter Dates



Enter the desired start date/time [1] and end date/time [2]. Then click the **Schedule Campaign** button [3].

View Dates

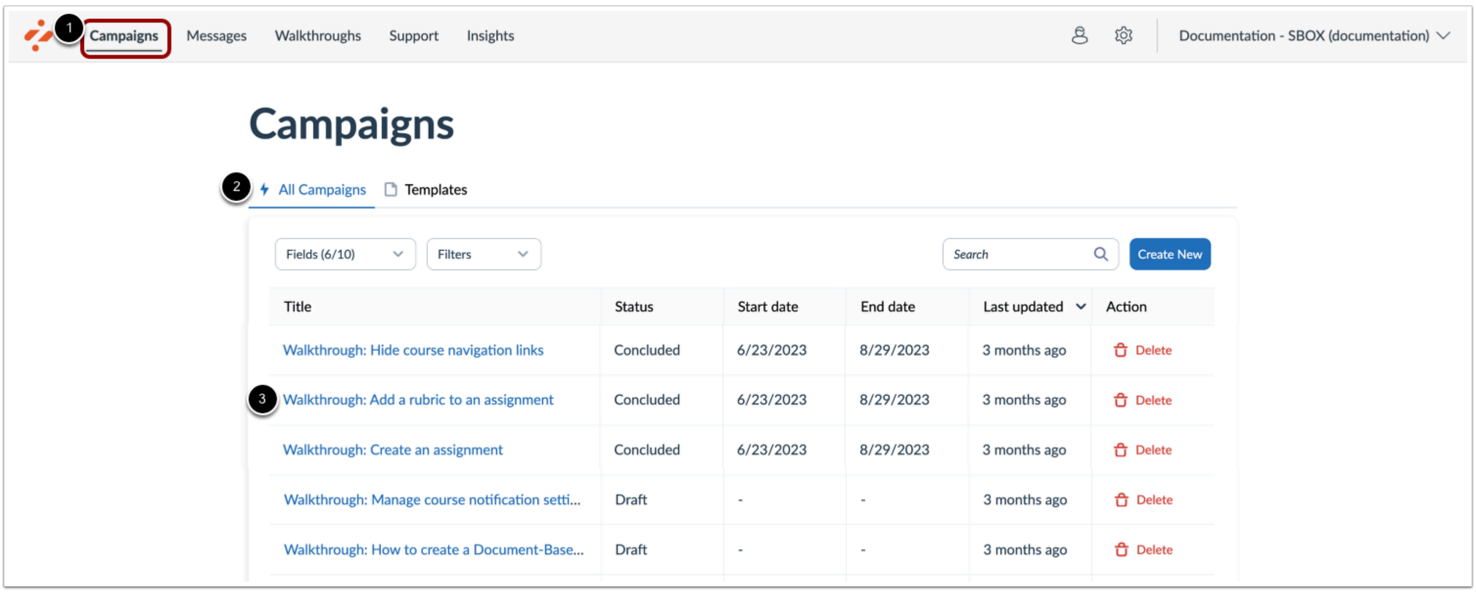


The start date and end date are updated accordingly. The messages, walkthroughs, and articles assigned to the campaign are only shown to end-users once the campaign has started.

How do I add events to a campaign in the Impact Dashboard?

You can add events to a campaign to gauge the effectiveness of your communication efforts.

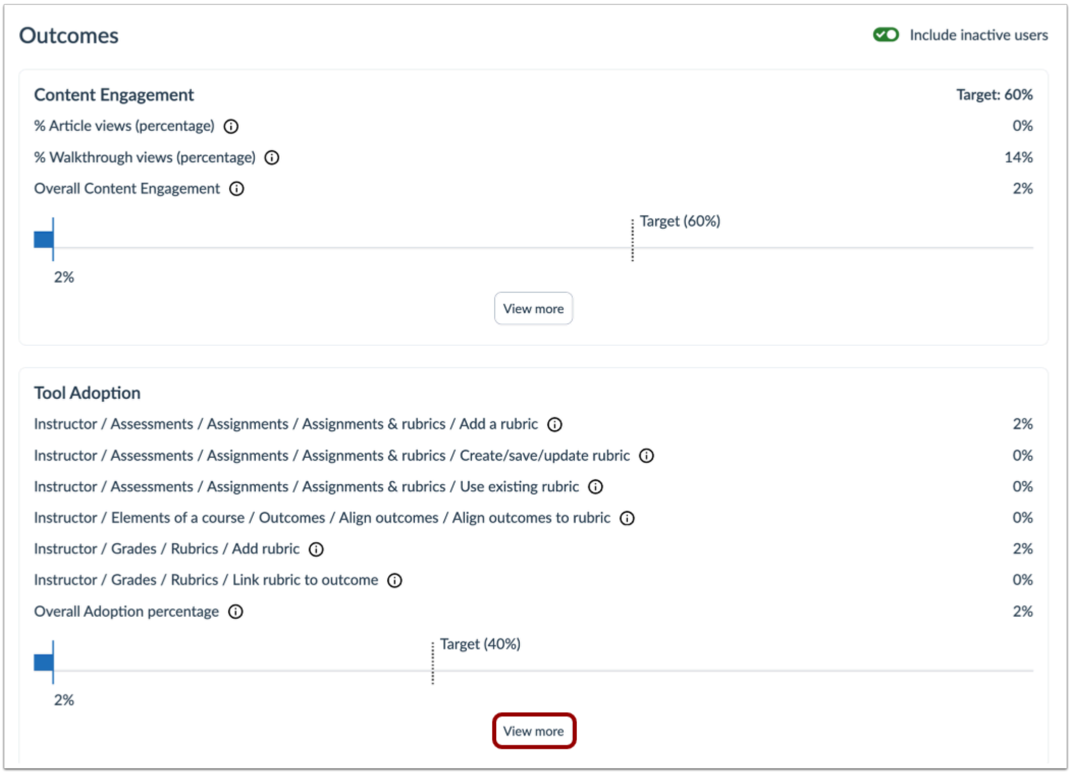
Open Campaigns



In Global Navigation, click the **Campaigns** link [1].

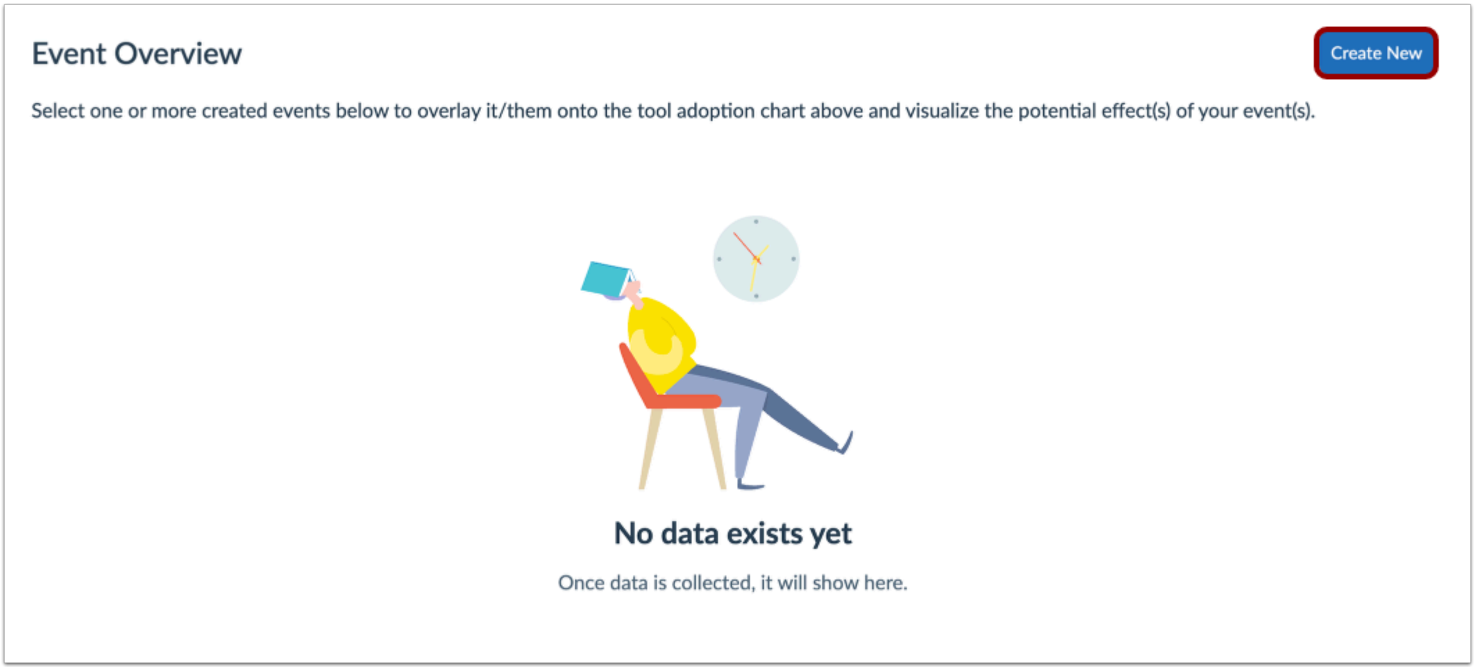
In the **All Campaigns** tab [2], click the campaign you wish to analyze [3].

View Average Tool Adoption



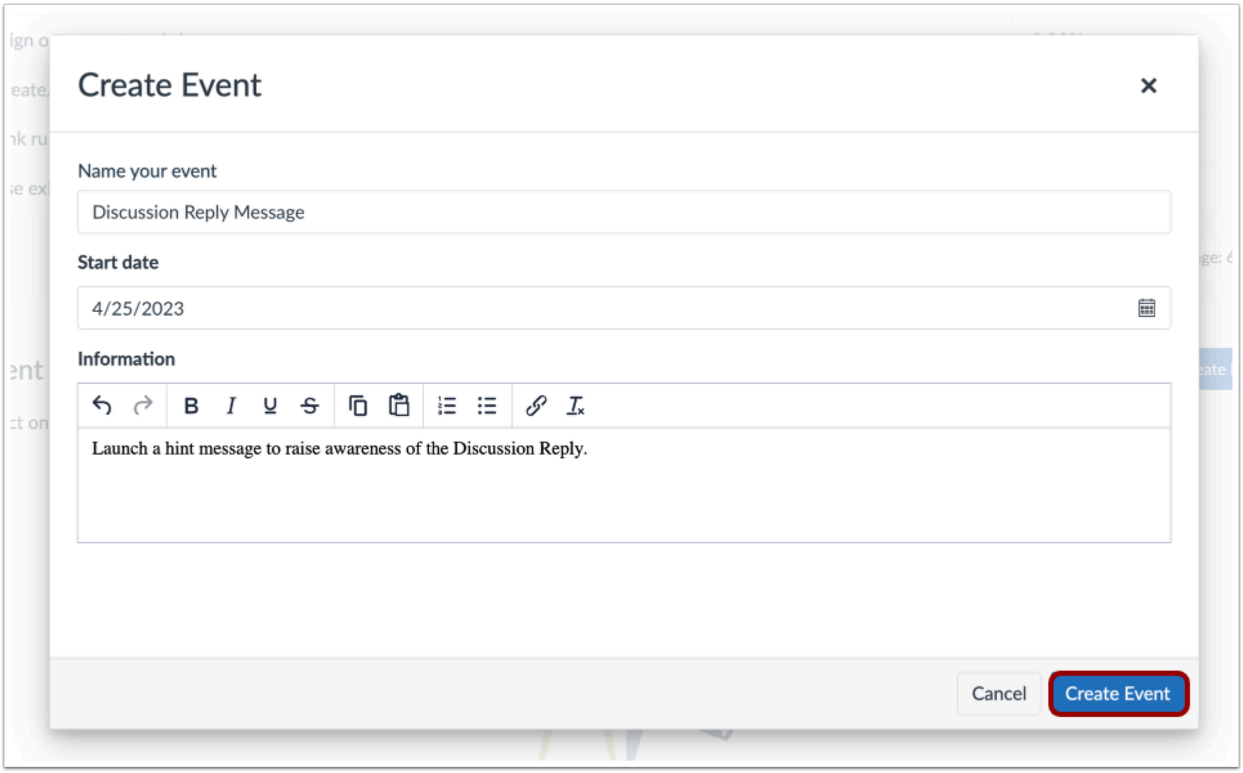
Scroll down to the Outcomes section and click the **View More** link in the Average Tool Adoption section.

Add Event



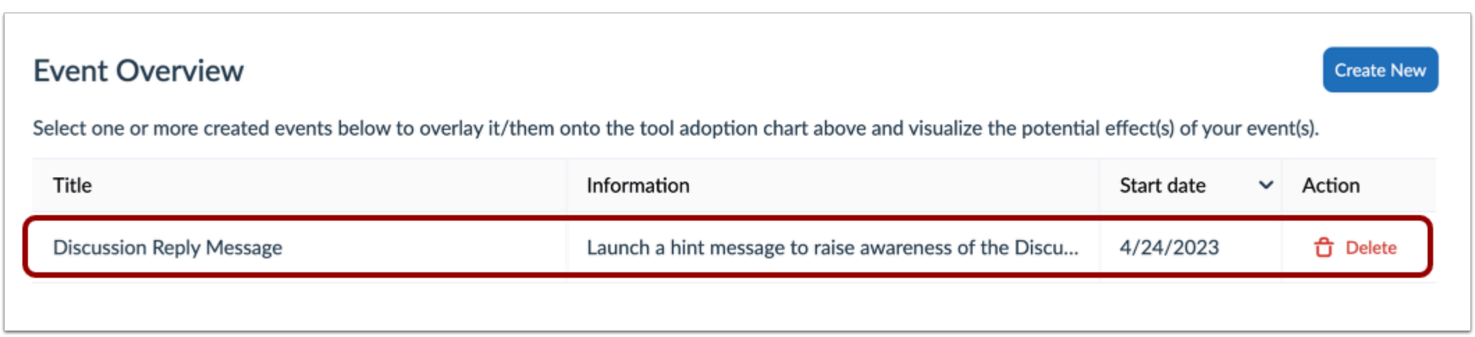
On the Tool Adoption page, scroll down to the event overview and click the **Create New** button.

Enter Event Details

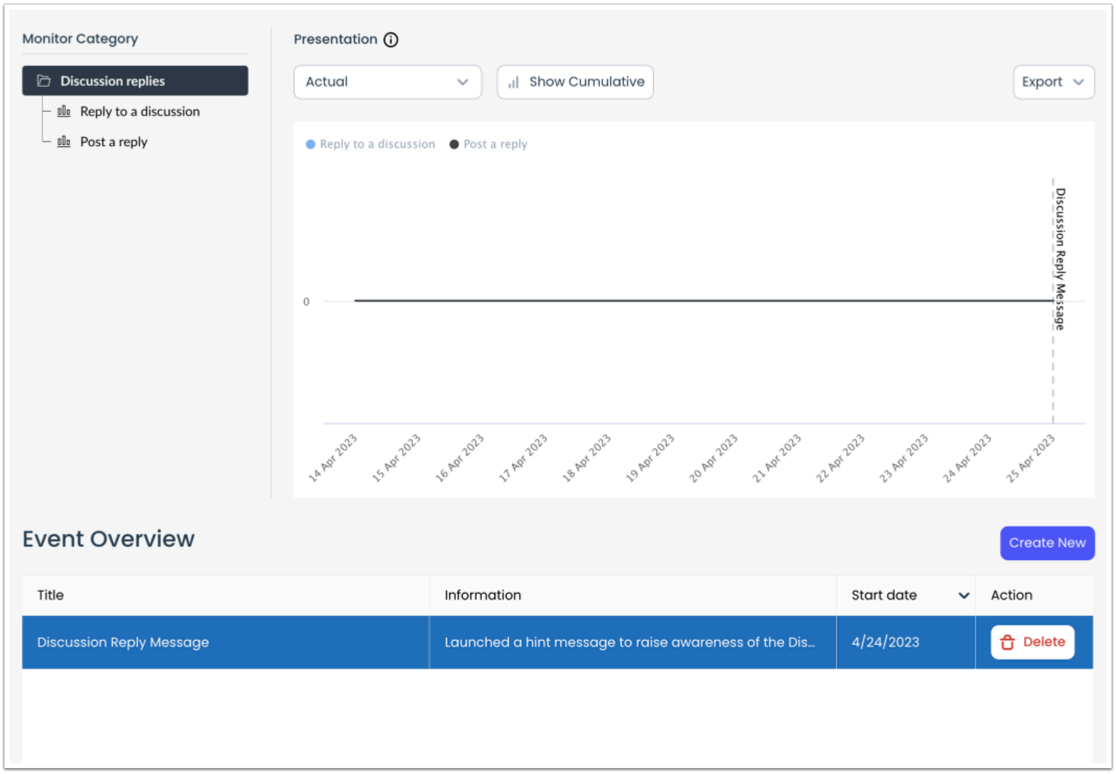


Enter a title, start date, and detailed information for the event. Click the **Create Event** button.

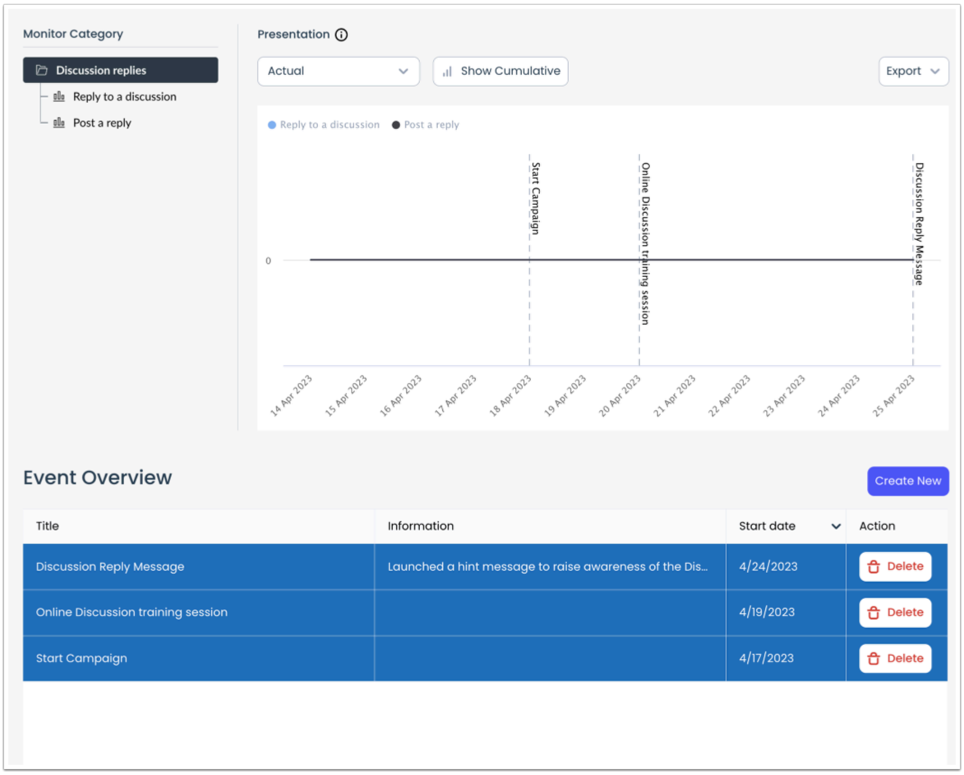
View Event Details



The newly created event is now listed in the Event Overview.



Click the event to place a reference marker in the Tool Adoption chart allowing you to observe how the adoption level changes after the event took place.

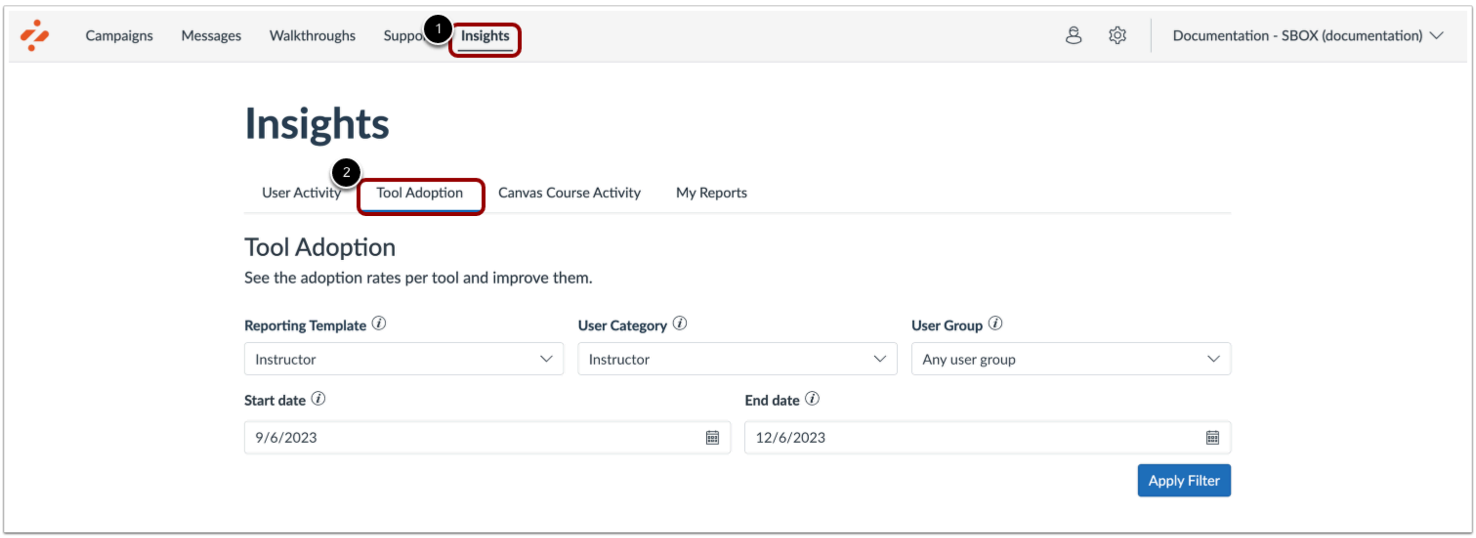


You can add as many additional events as needed. Any intervention, communication effort, or date relevant to the campaign can be logged as an event.

How do I create a campaign from the Tool Adoption Report in the Impact Dashboard?

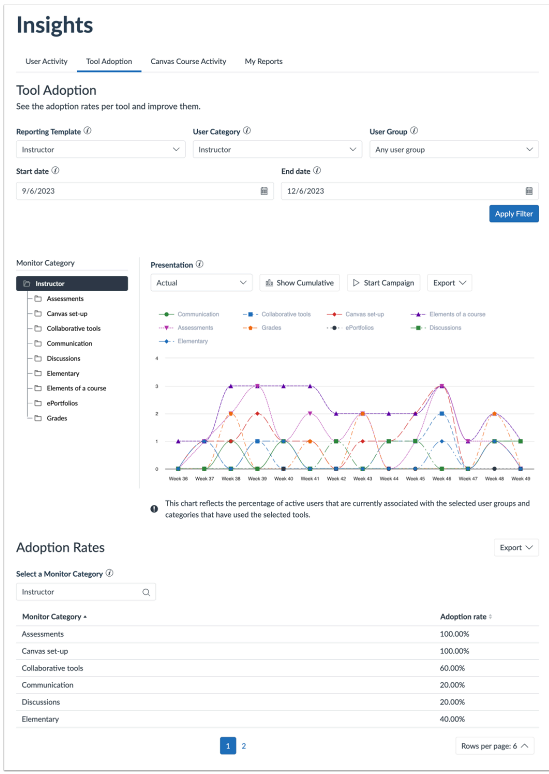
You can set up a targeted communication campaign based on tool usage statistics by using the Tool Adoption Report.

Open Insights



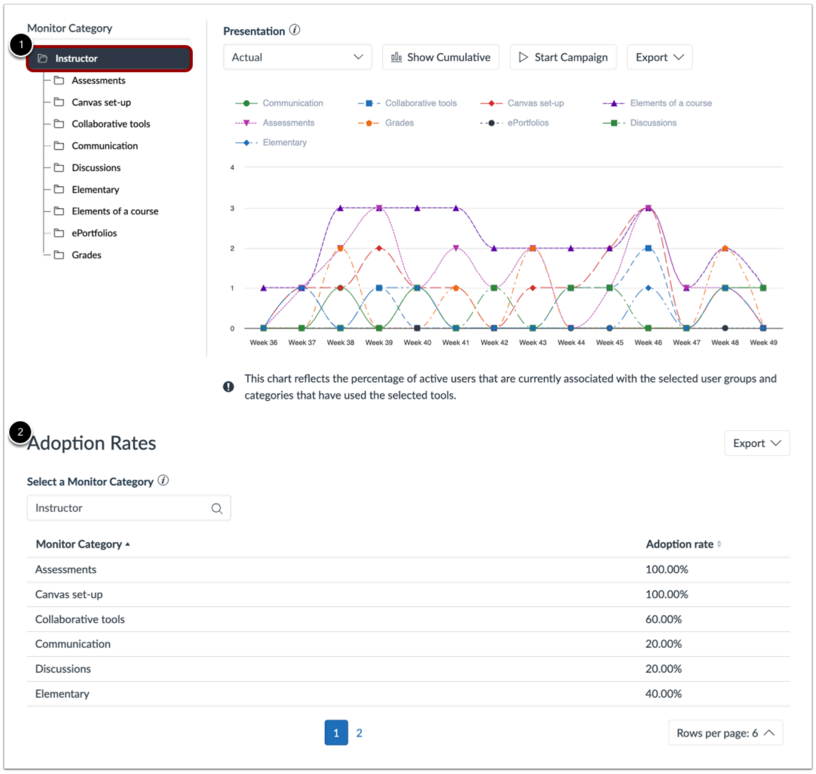
In Global Navigation, click the **Insights** link [1]. Click the **Tool Adoption** tab [2].

View Tool Adoption



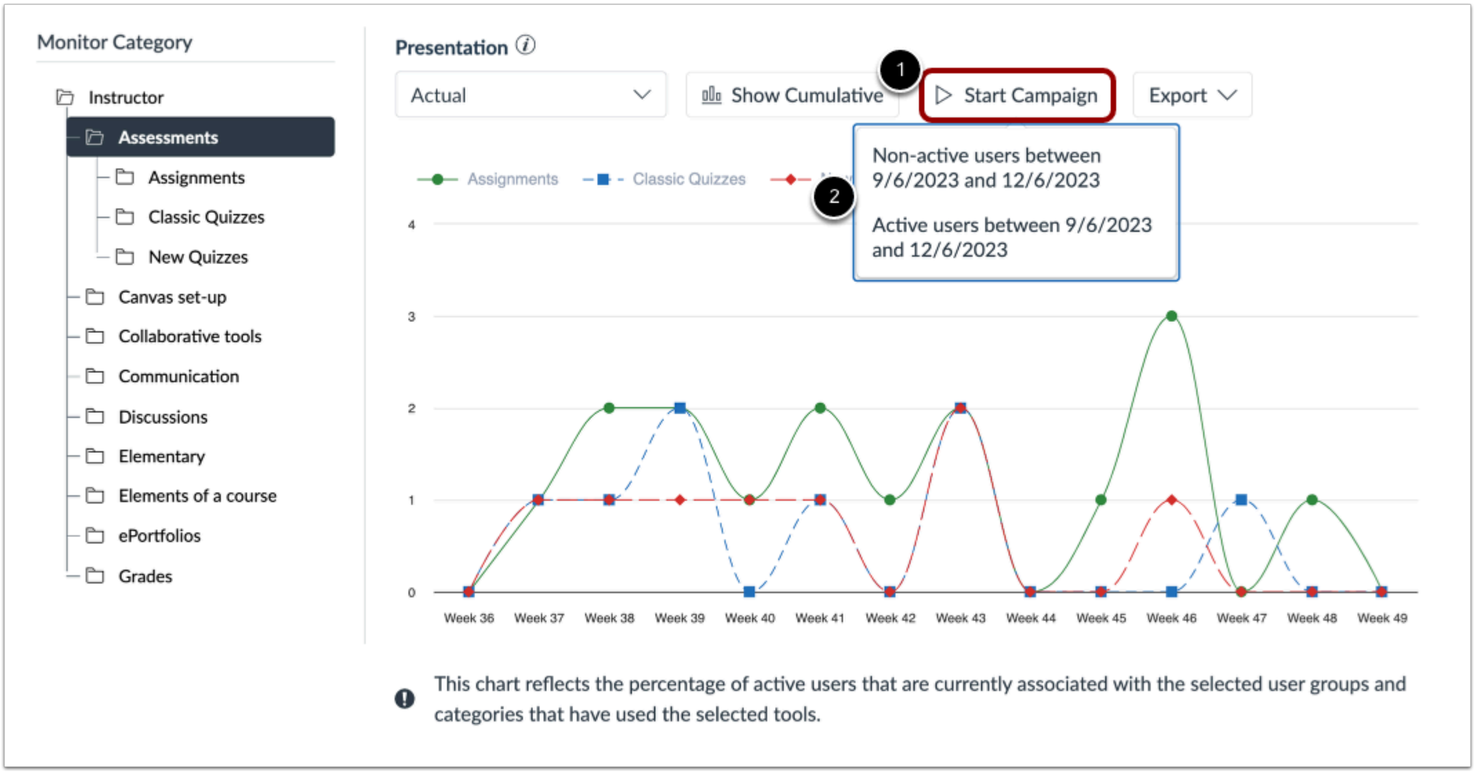
View the Tool Adoption Report.

View Monitor Adoption



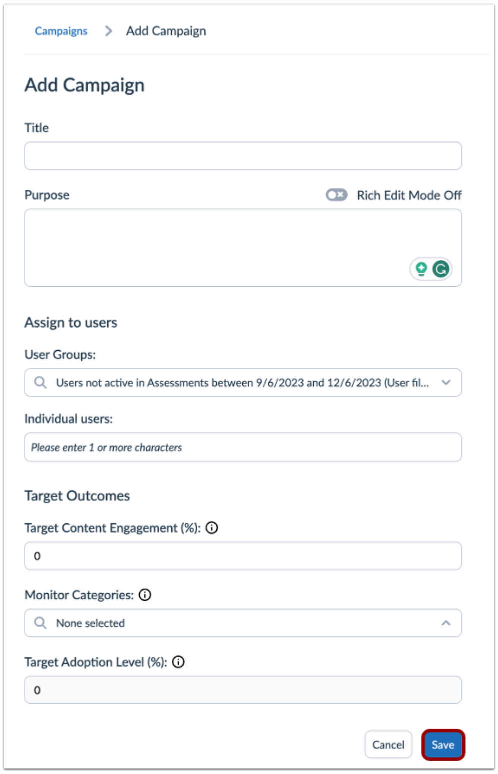
Select the desired monitor category. The Adoption Rates will be displayed in the **Adoption Rates** table [2].

Start Campaign



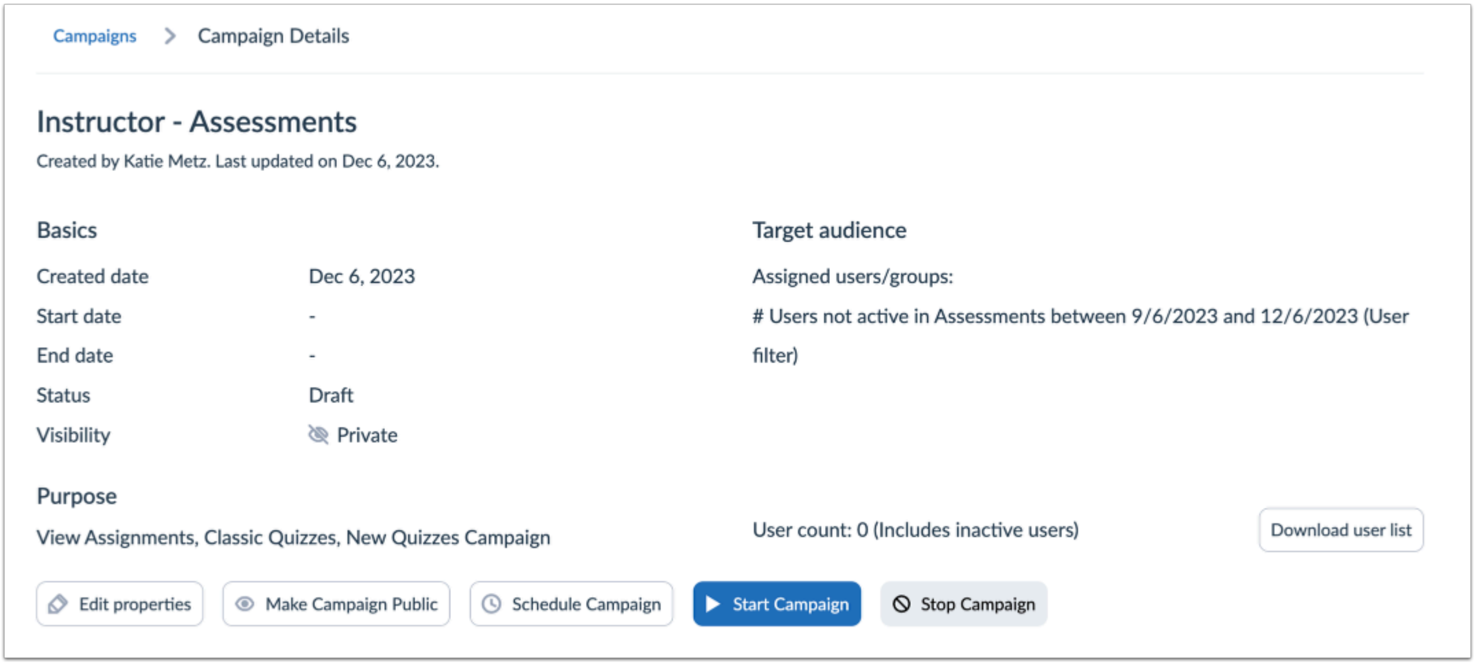
Click the **Start campaign** link [1]. You can then select between Non-active users or Active users between the selected start date and end date [2].

Add Campaign



Add the campaign information to each section. Click the **Save** button to be taken to your newly created campaign.

View Campaign

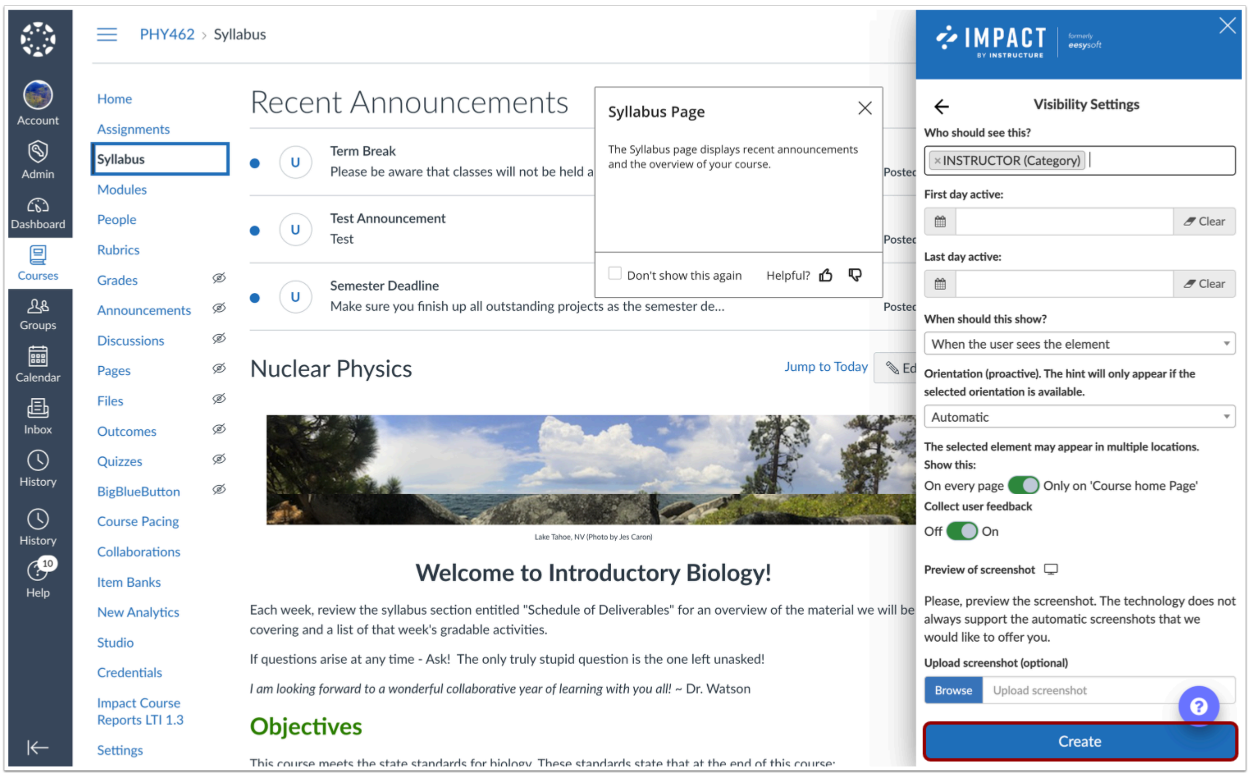


Add your messages and/or support content to the campaign and start your campaign or schedule a launch date.

How do I add a new content item to an existing Impact campaign from the Inline Editor?

You can add new content to an existing campaign using the Inline Editor within your learning management system.

Add Content with the Inline Editor



Follow the steps in [How to create a message with the Inline Editor?]() or [How to create a support article with the inline editor?]() to select a page or element and create your message or article content.

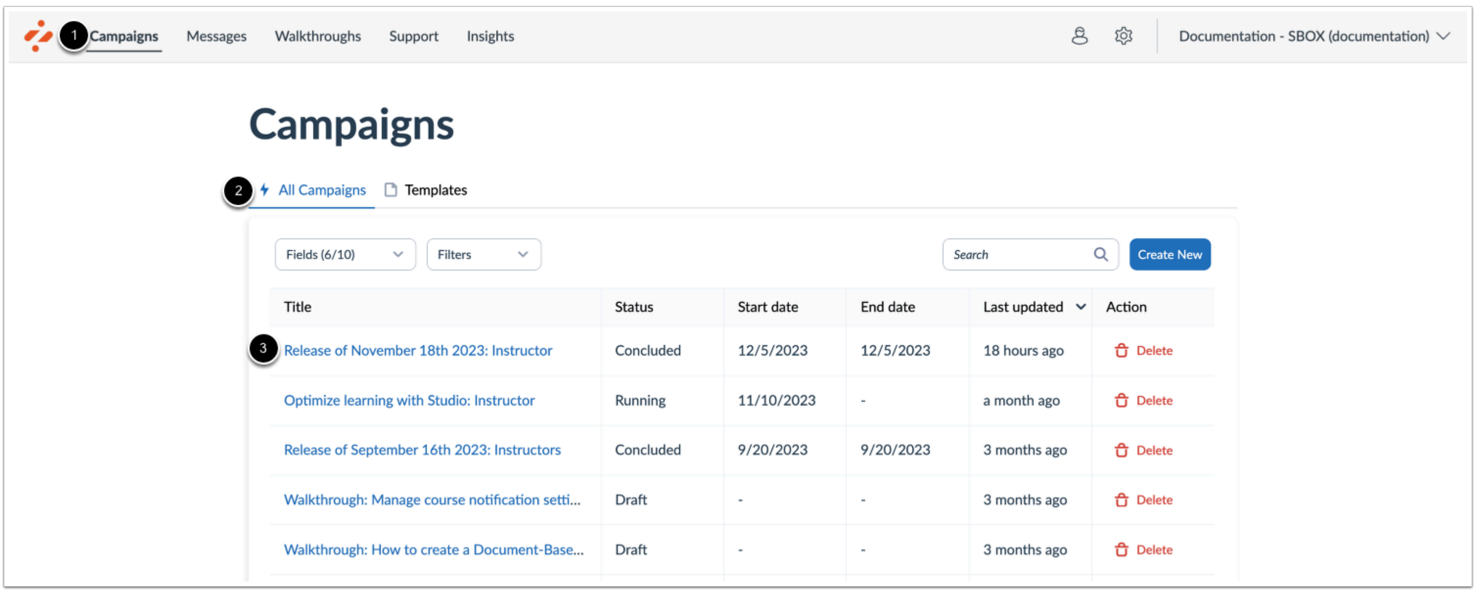
In Visibility Settings, select the relevant campaign in the "Who should see this?" section.

Click the **Create** button to finish creating the message or article and add it to the selected campaign.

How do I add or remove content within a campaign in the Impact Dashboard?

Campaigns allow you to deploy messages, walkthroughs, and articles over a specific period of time. You can add content to or remove content from a campaign.

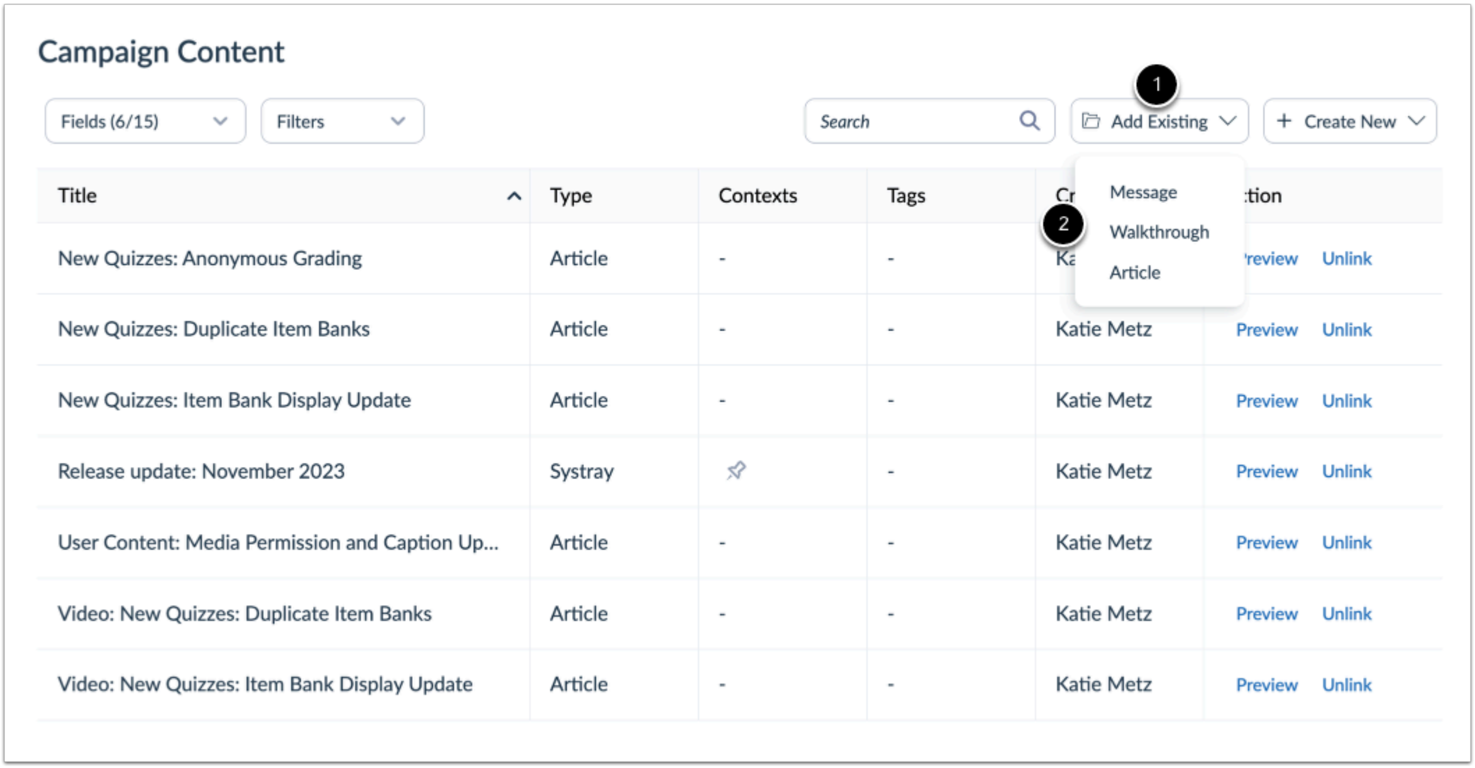
View Campaigns



In Global Navigation, click the **Campaigns** link [1].

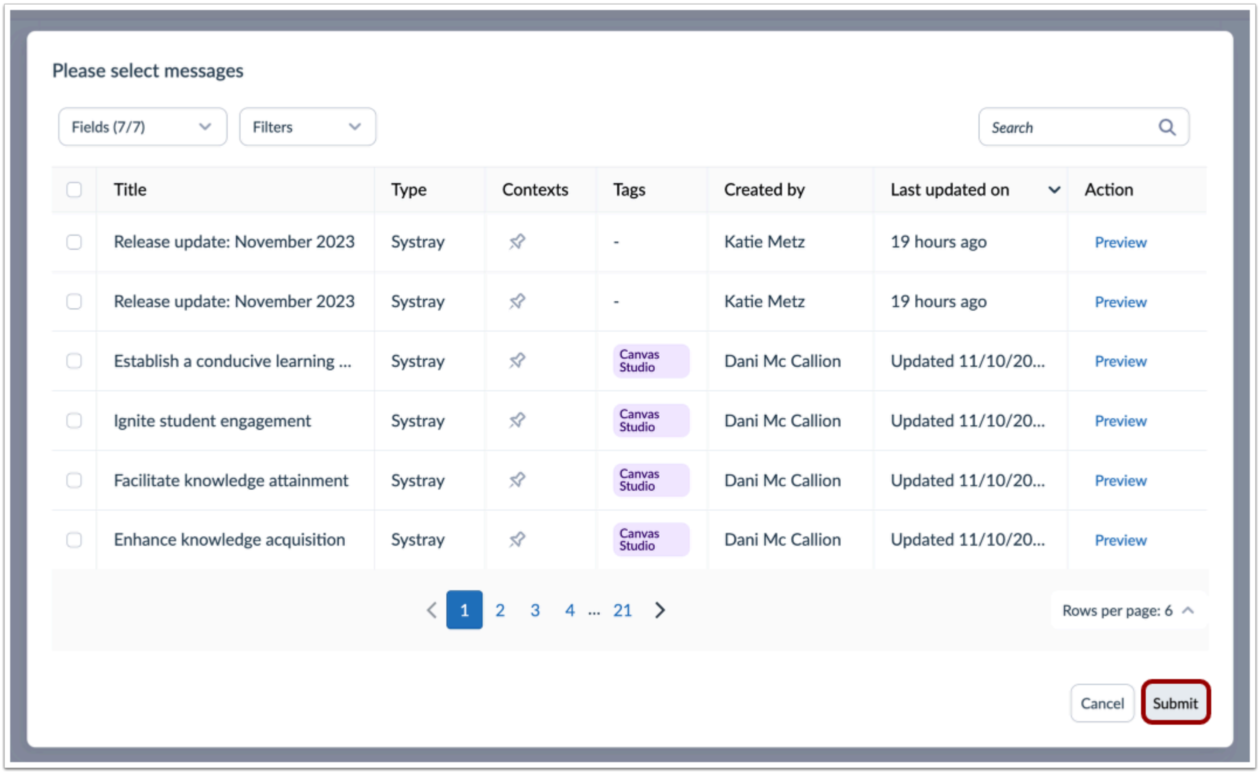
From the All Campaigns tab [2], select the desired campaign from the overview [3].

Add a Message, Walkthrough, or Article to a Campaign



On the Campaign Details page, scroll down to the Campaign Content section and click the **Add Existing** drop-down menu [1].

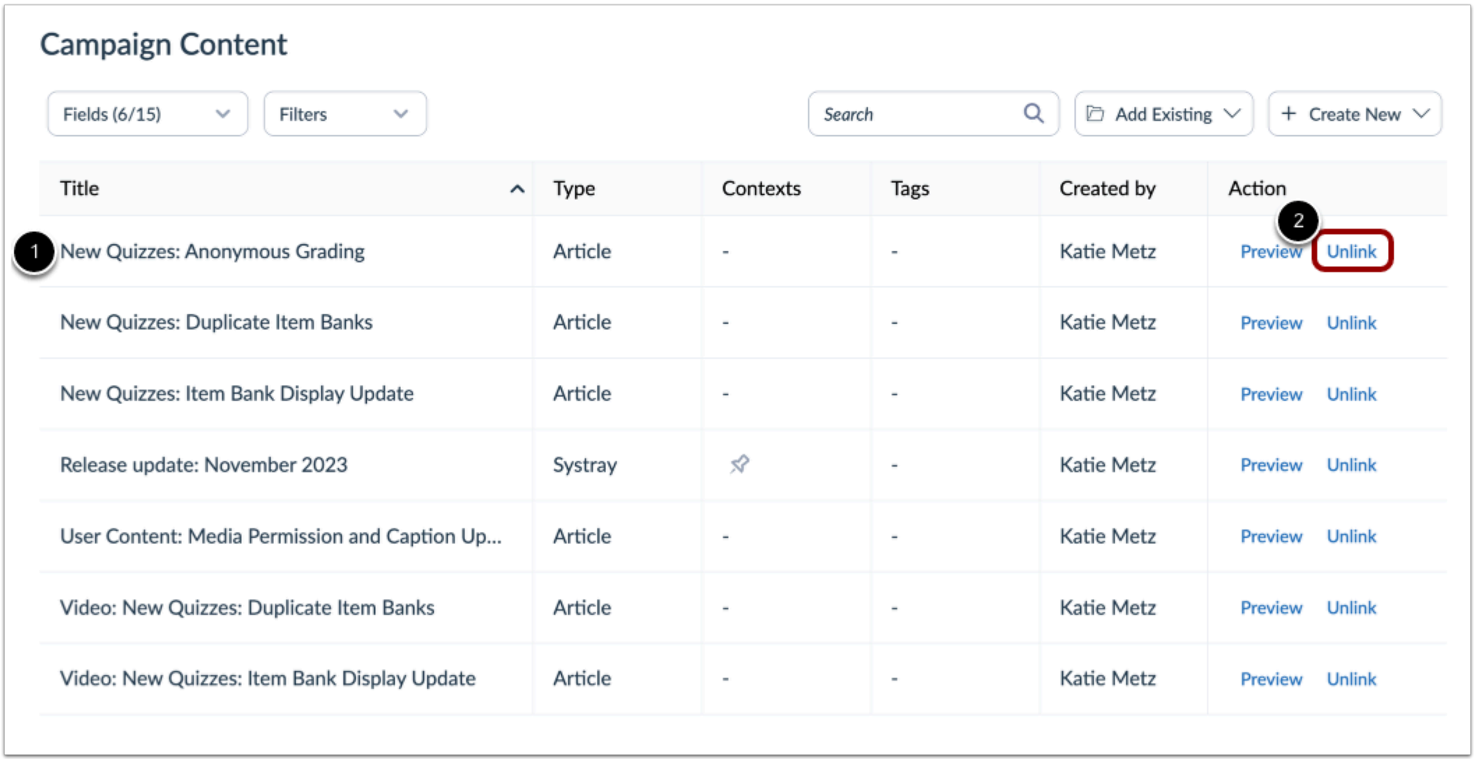
Select Message, Walkthrough, or Article [2] to add to your campaign.



Use the dialog to search through all available content, select the desired message(s), walkthrough(s), or article(s), and click the **Submit** button.

Note: For more information about Help Item Icons, please read this article.

Remove a Message, Walkthrough, or Article from a Campaign



On the Campaign Details page, scroll down to the Campaign Content section and click to select the message, walkthrough, or article you wish to remove from the campaign [1].

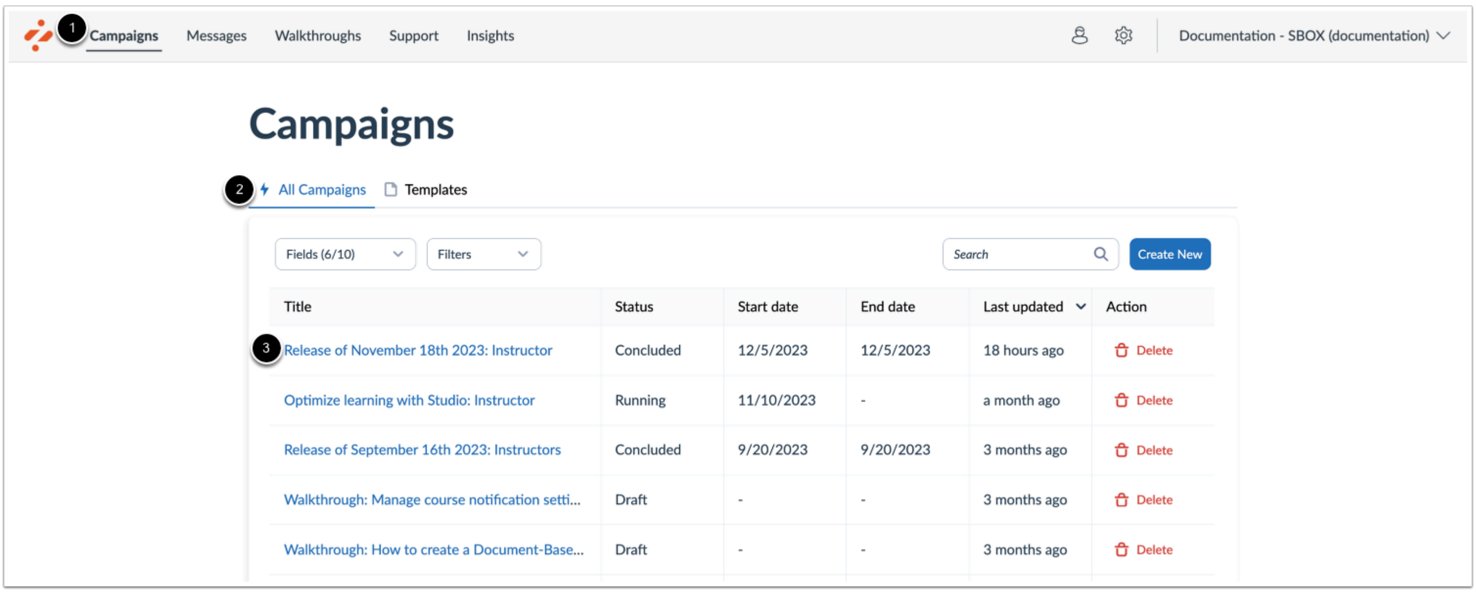
Then, click the **Unlink** button [2] to remove the content.

After a message, walkthrough, or article has been removed from a campaign, it will still be accessible in Messages > Manage Messages, Walkthroughs > Manage Walkthroughs, or Support > Manage Articles.

How do I add tool adoption statistics to a campaign in the Impact Dashboard?

You can add monitor categories from a Reporting Template to a campaign to track tool adoption.

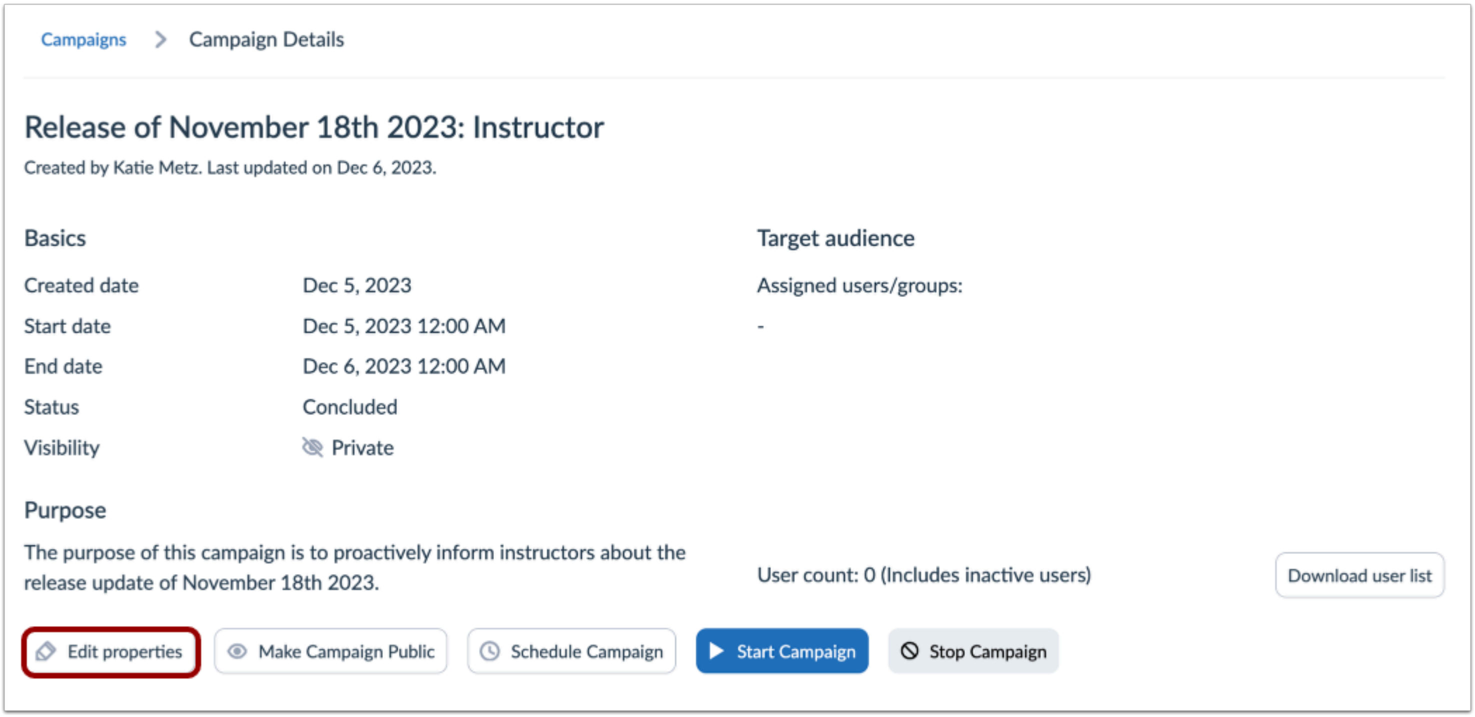
View Campaigns



In Global Navigation, click the **Campaigns** link [1].

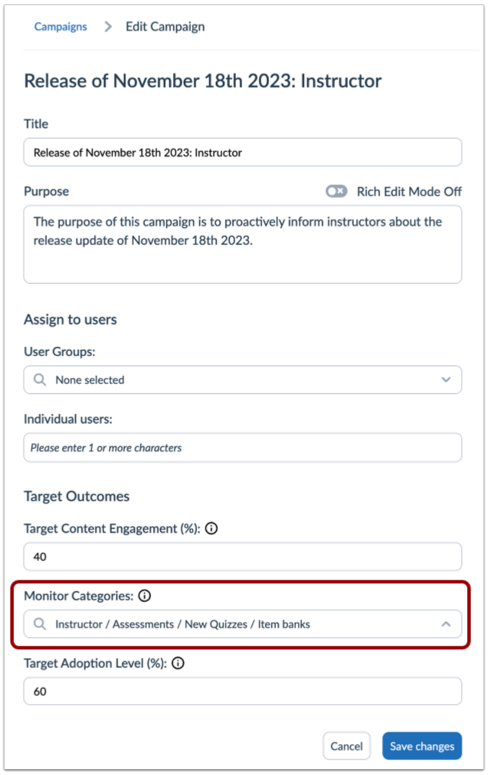
In the **All Campaigns** tab [2], click the campaign to which you wish to add tool adoption data [3].

Edit Properties



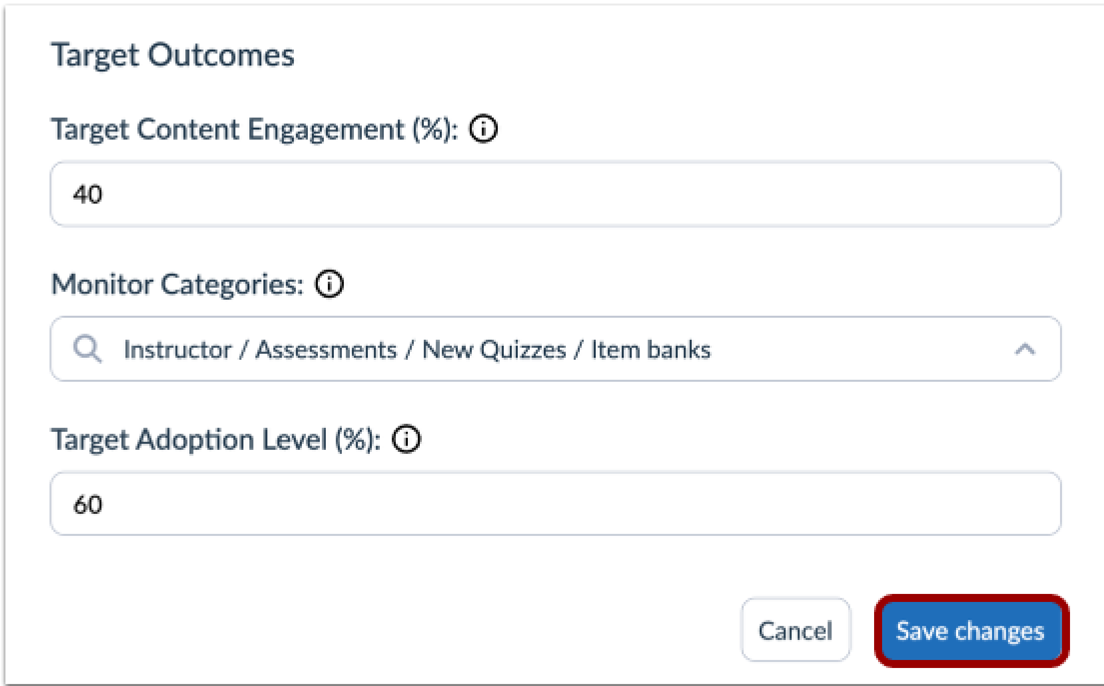
On the Campaign Details page, click the **Edit Properties** button.

Add Monitor Categories



Click the **Monitor Categories** drop-down menu and add the desired monitor categories from any of the available Reporting Templates.

Save Campaign

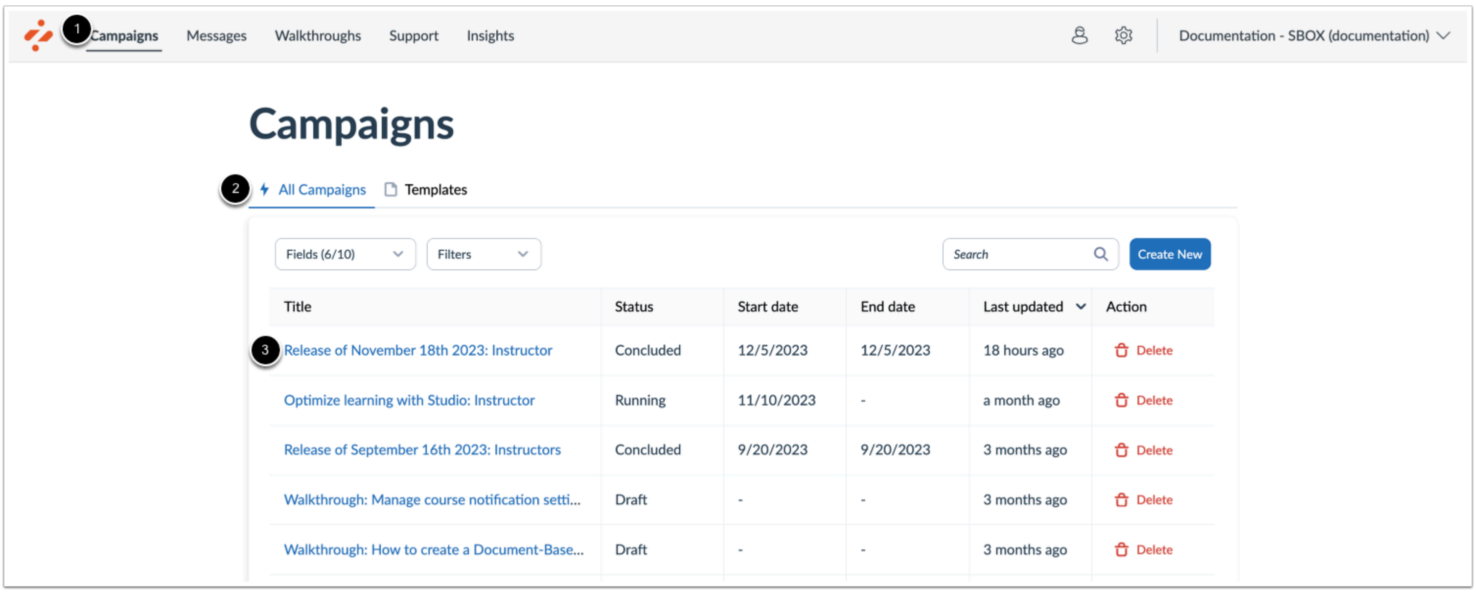


Once you have selected all monitor categories you wish to add, click the **Save changes** button [2].

How do I edit the target audience of a campaign in the Impact Dashboard?

You can access the campaign and edit the target audience assigned to it.

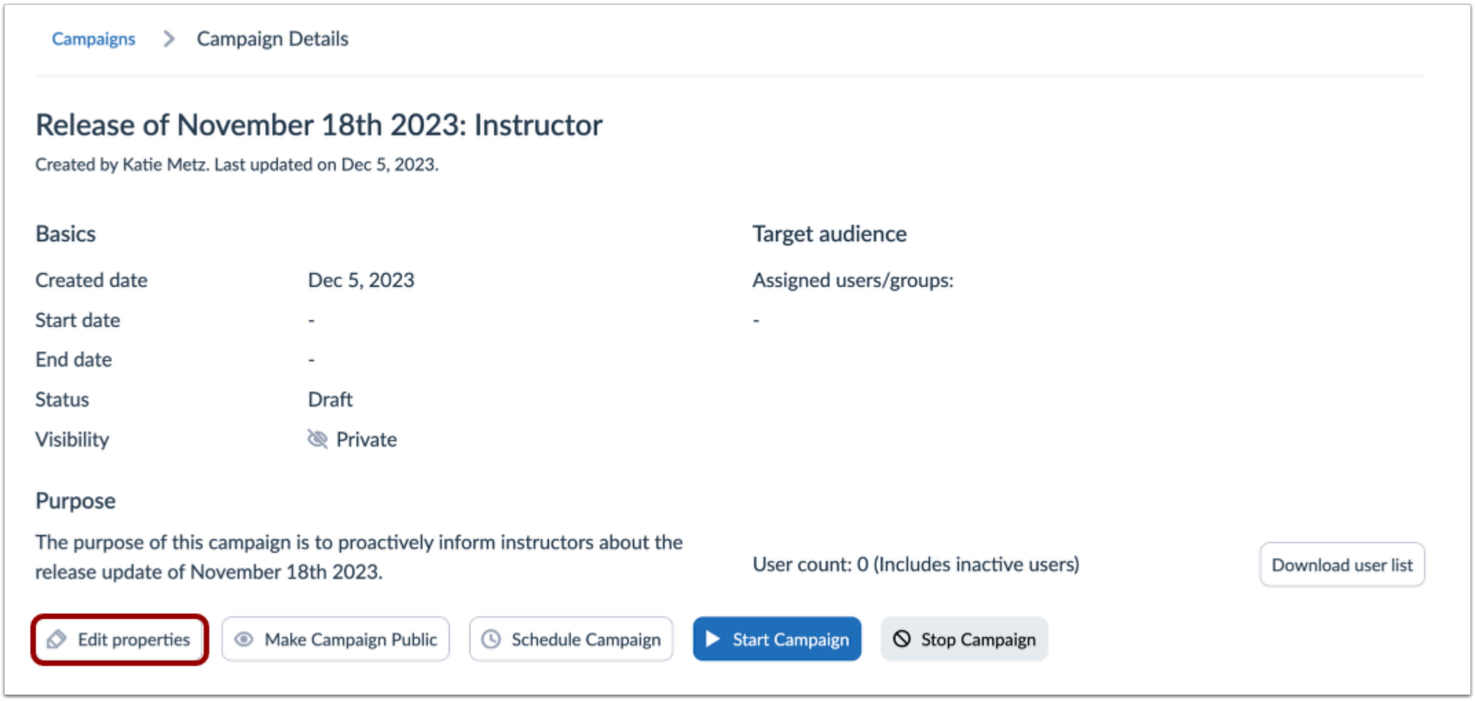
View Campaigns



In Global Navigation, click the **Campaigns** link [1].

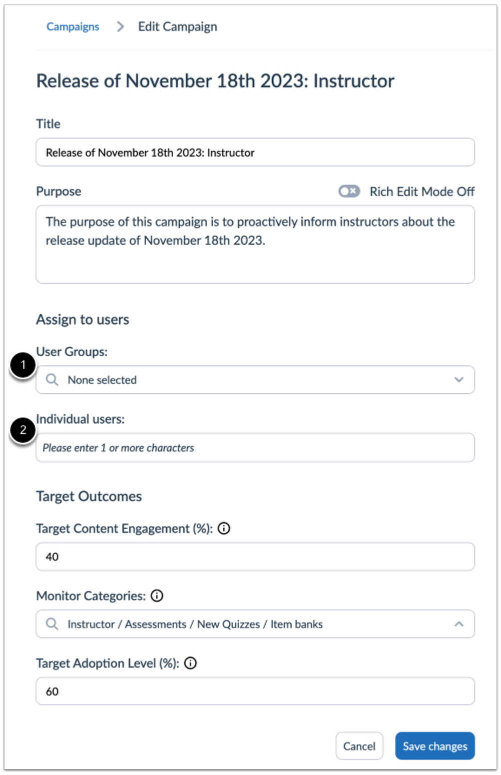
In the **All Campaigns** tab [2], click on the campaign you want to change the target audience [3].

Edit Properties



On the Campaign Details page, click the **Edit Properties** button.

Edit Target Audience

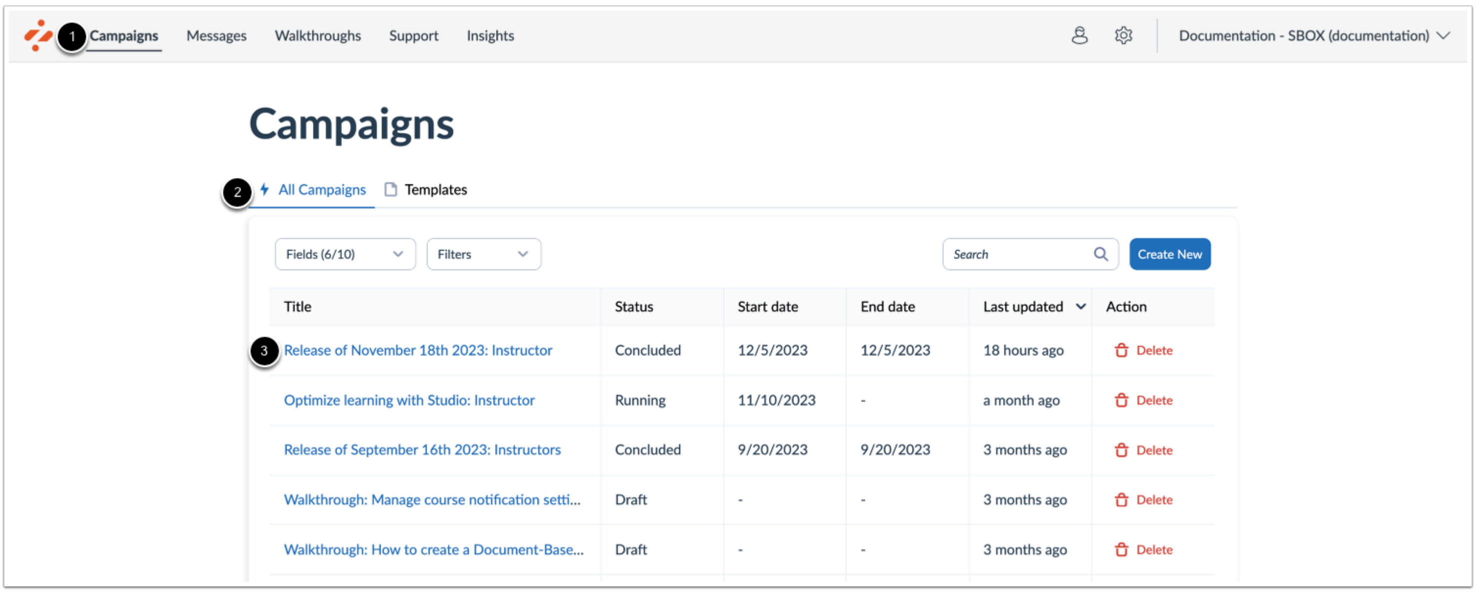


You can change the audience by picking any combination of roles [1] or individual users [2]. Click the **Save** button.

How do I share a campaign with my team in the Impact Dashboard?

You can share an existing campaign with other users to view and edit in your Impact environment.

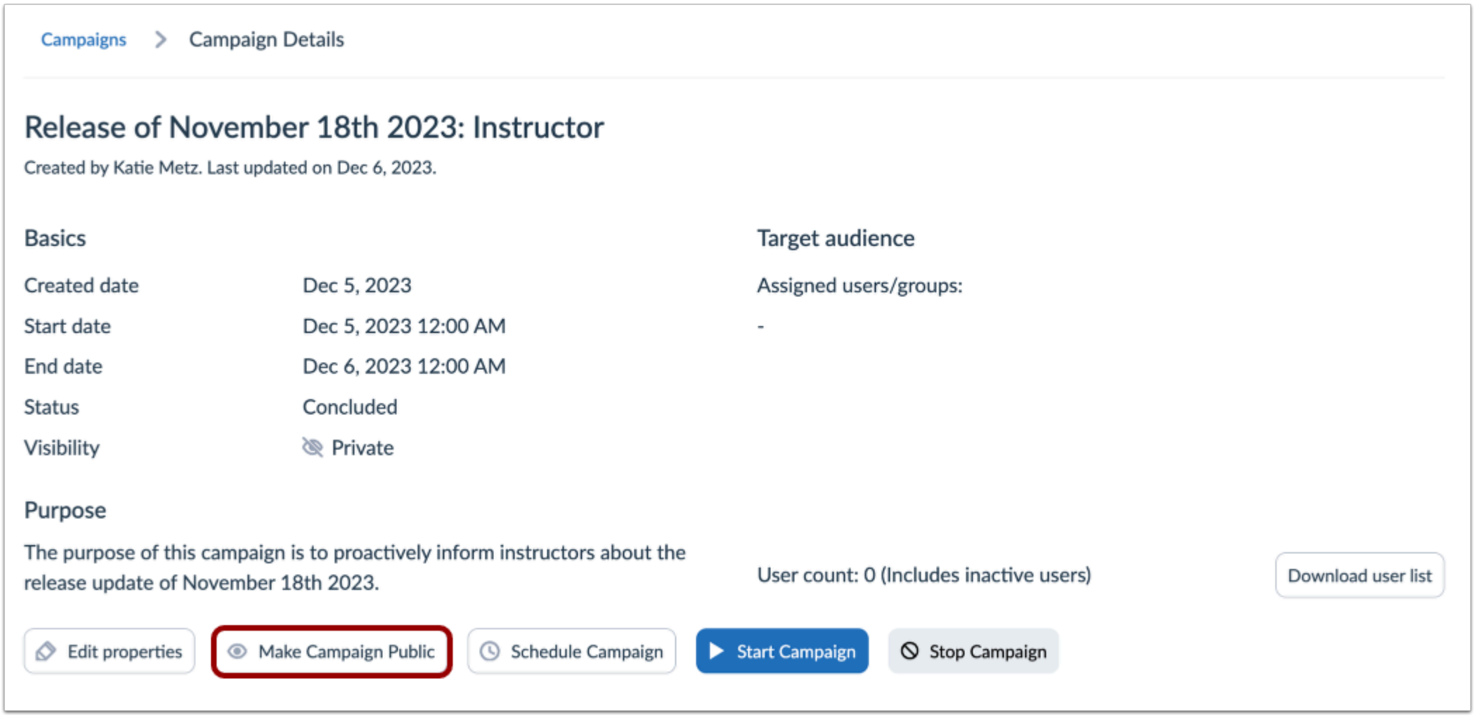
View Campaigns



In Global Navigation, click the **Campaigns** link [1].

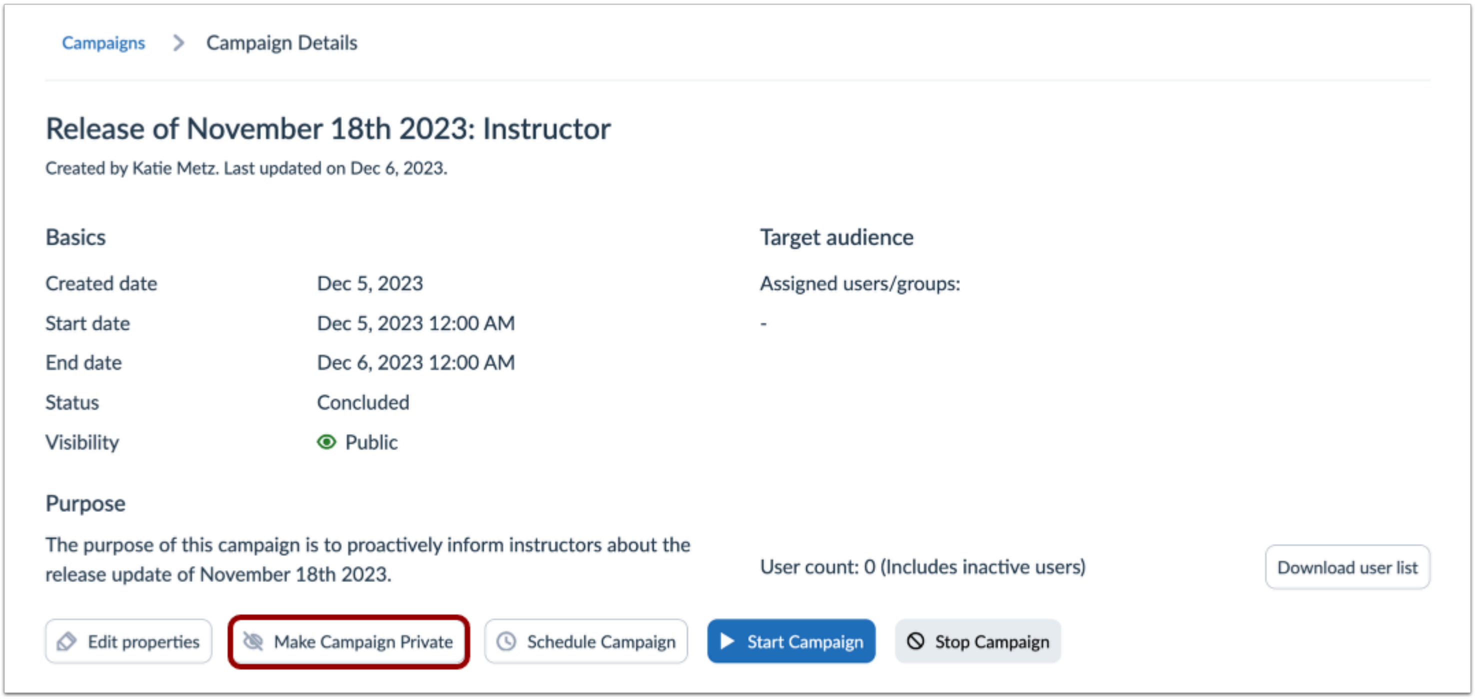
In the **All Campaigns** tab [2], click the campaign to which you wish to share [3].

Sharing Campaign



On the Campaign Details page, click the **Make Campaign Public** button to share your campaign.

Make Campaign Private



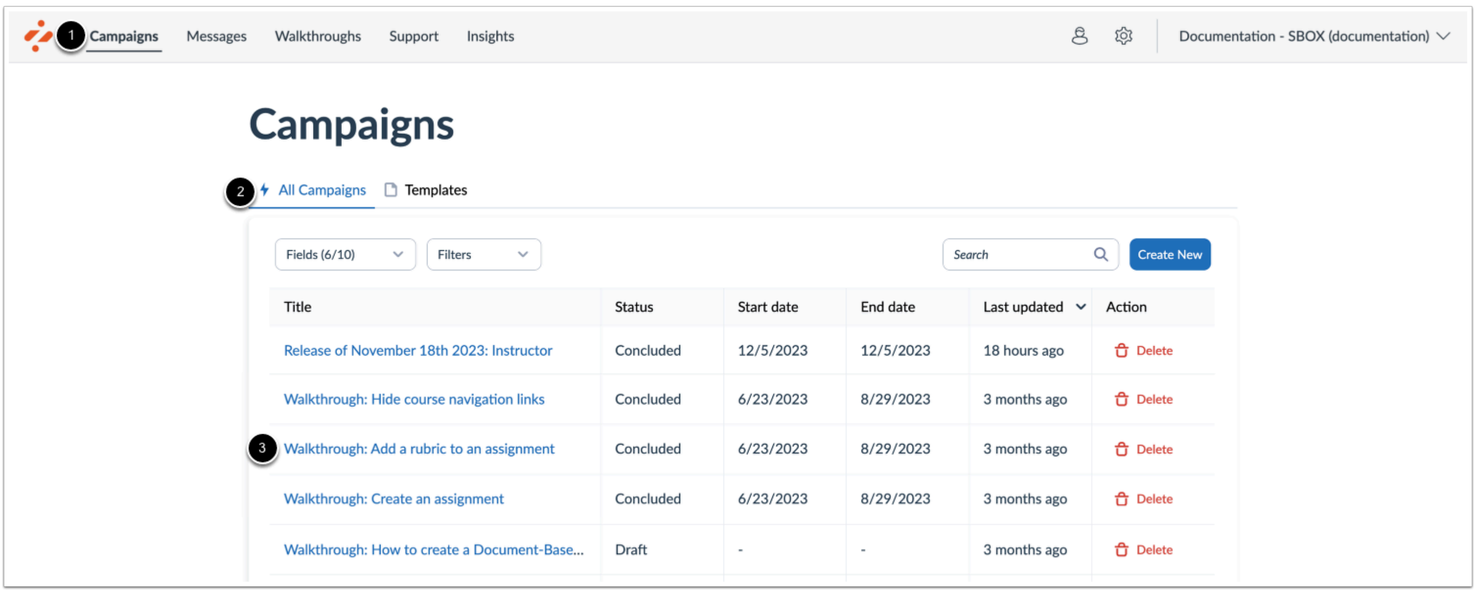
The visibility of the campaign is now set from private to public which means that anyone with access to this Impact instance can view and edit the campaign.

If you wish to make a public campaign private again, click the **Make Campaign Private** button.

How do I view campaign results in the Impact Dashboard?

You can access statistics related to how campaign messages and articles are being viewed and how tool usage among the campaign audience is impacted by your efforts.

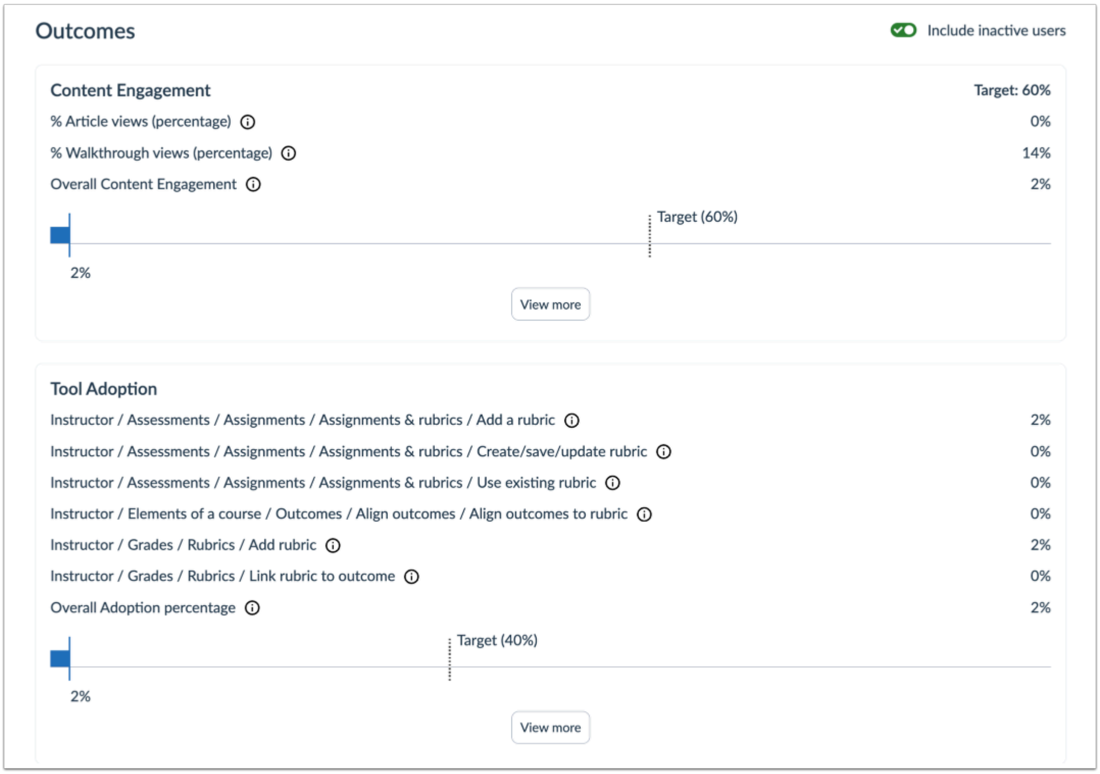
Open Campaigns



In Global Navigation click the **Campaigns** link [1].

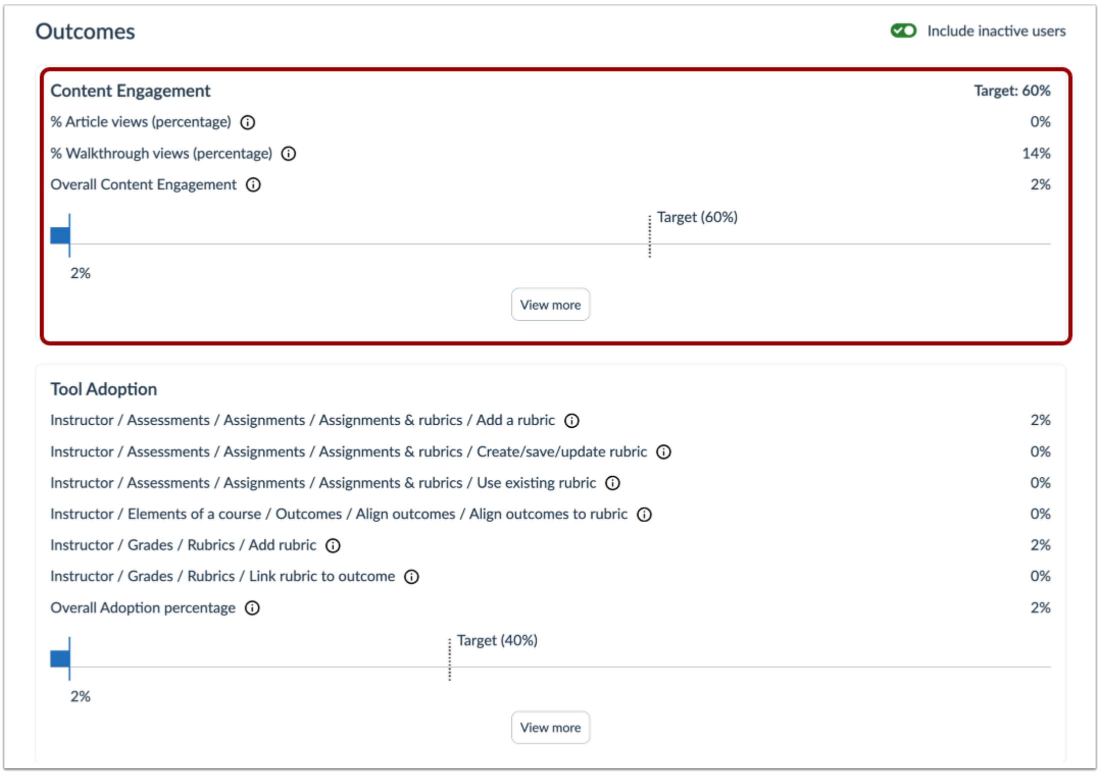
In the **All Campaigns** tab [2], click the campaign you wish to analyze [3].

View Outcomes



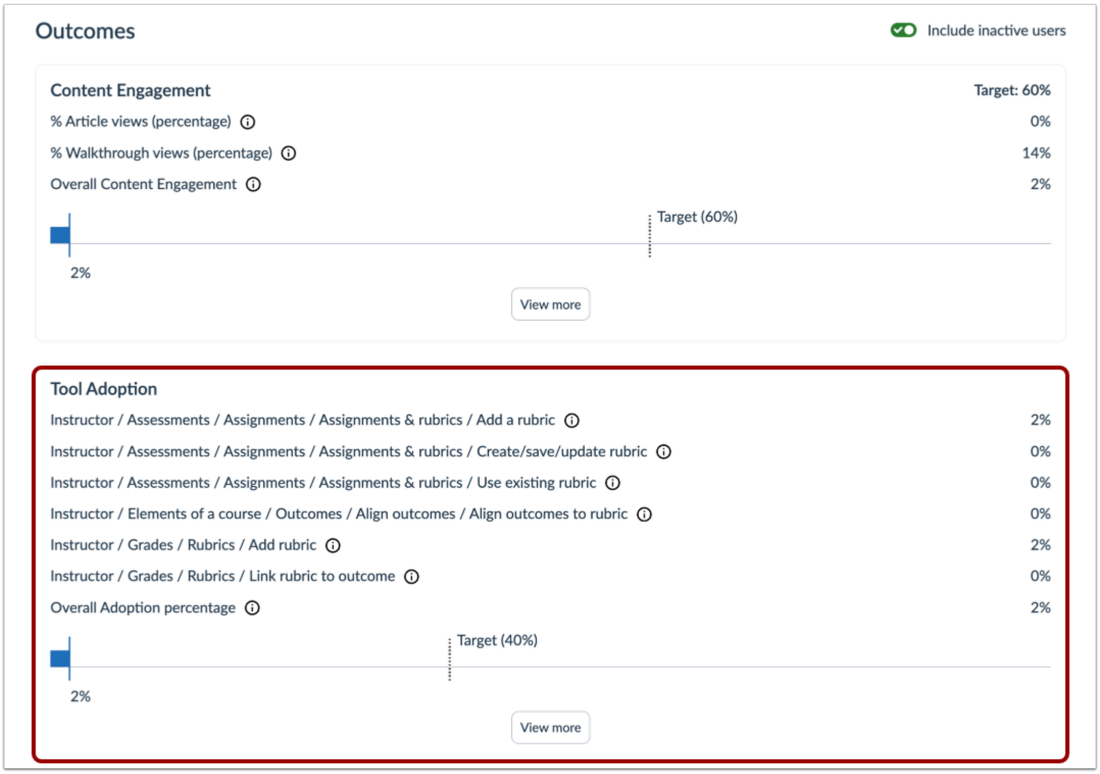
Scroll down to the Outcomes section.

Quick Insights

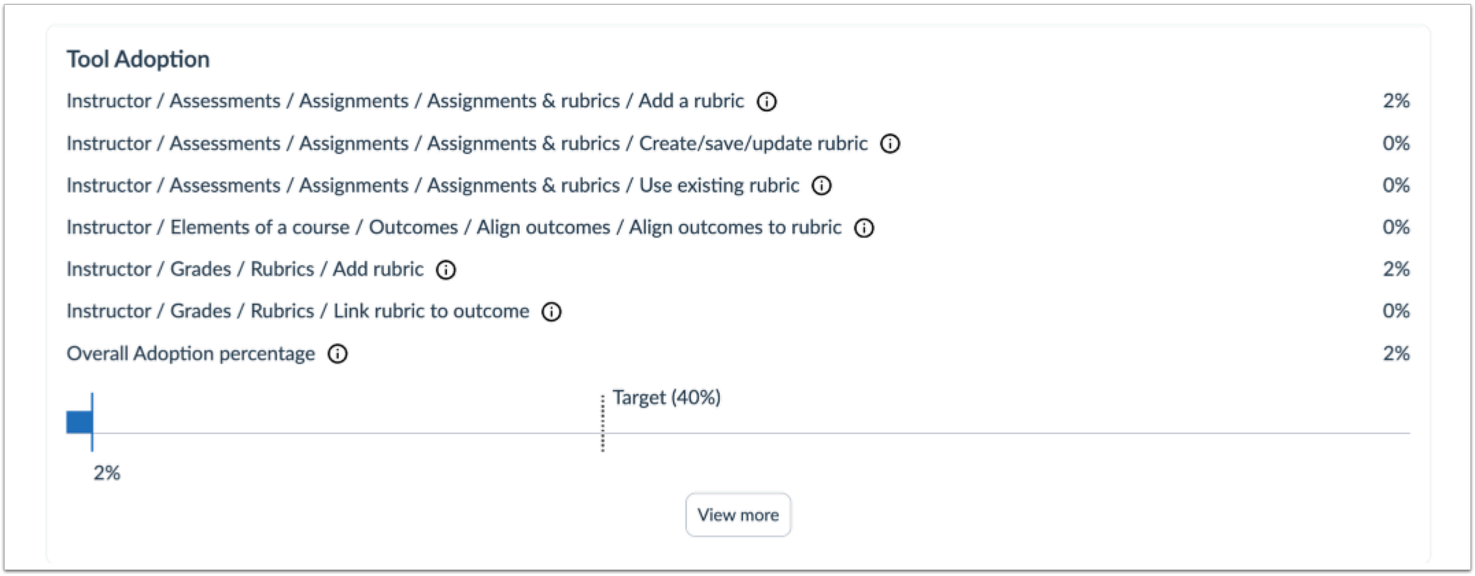


In the Campaign Engagement section, you are able to see which proportion of the campaign's messages, articles, and walkthroughs has been viewed by which proportion of the campaign audience. The overall engagement is broken down into message views (Initial Proactive Message Views) and support article views (Initial Knowledge Base Views).

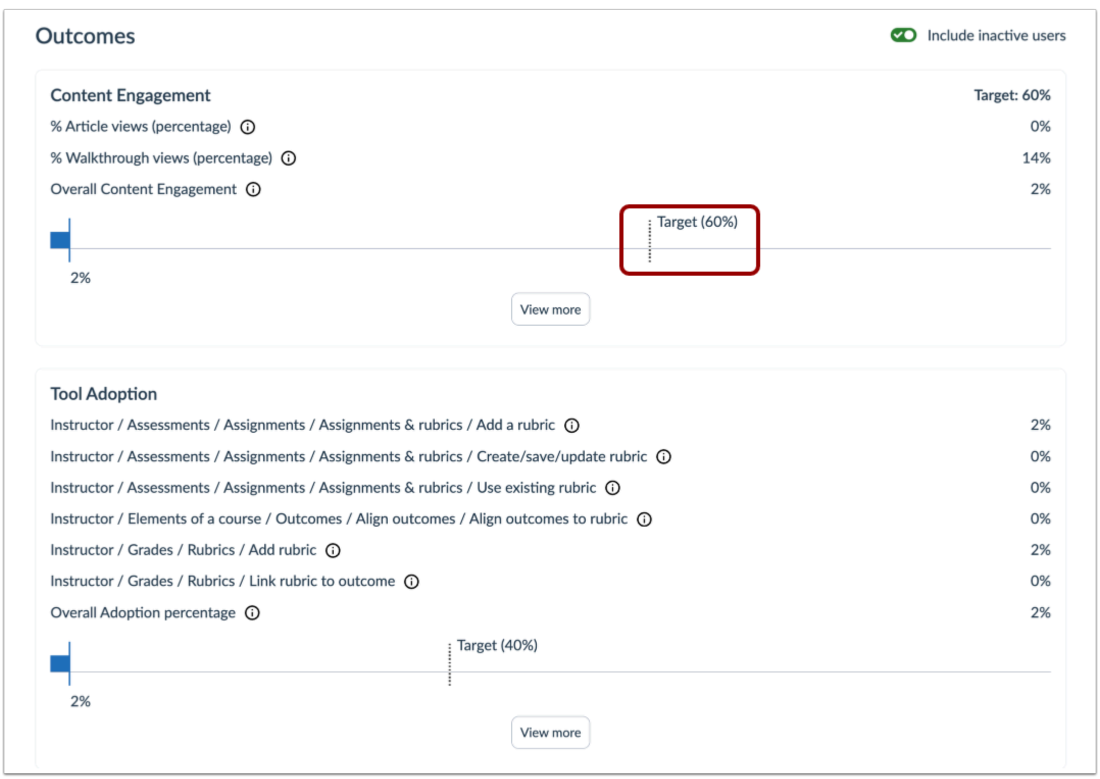
Hover over the info tooltips for Message views, Article views, Walkthrough views, and Overall Content Engagement to see how the calculation was made (number of items viewed by each unique user/potential audience X number of items).



The Average Tool Adoption shows which proportion of the campaign audience has been active in which proportion of the monitor categories assigned to the campaign. The adoption level for each individual monitor category is displayed below.

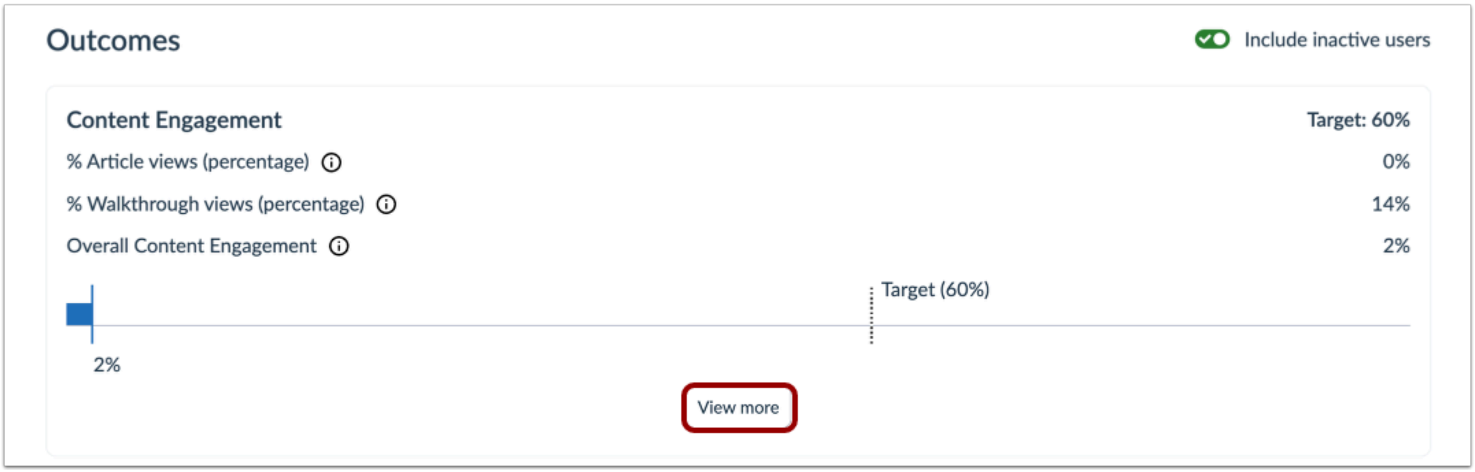


Hovering over the info tooltips for the average adoption or a monitor category to reveal the underlying calculation (number of monitor categories triggered by each unique user/potential audience X number of monitor categories).

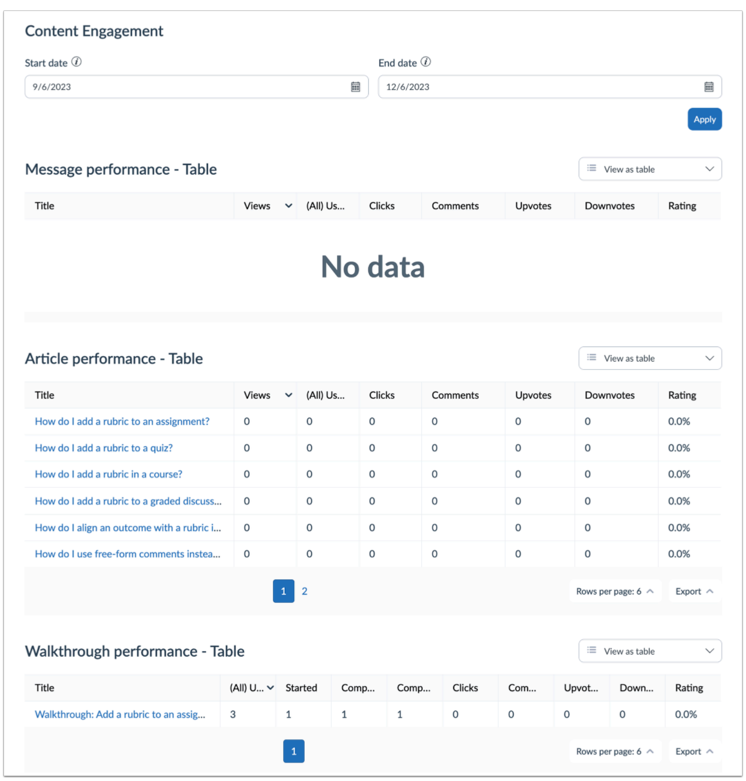


The Goal indicator represents the percentage goal set in the campaign properties.

Analyze Campaign Engagement



In the Campaign Engagement section, click the **View more** link to view message and article statistics in more detail.



The Campaign Engagement page contains a chart and table showing how heavily the campaign audience is engaging with the assigned messages, support articles, and walkthroughs.

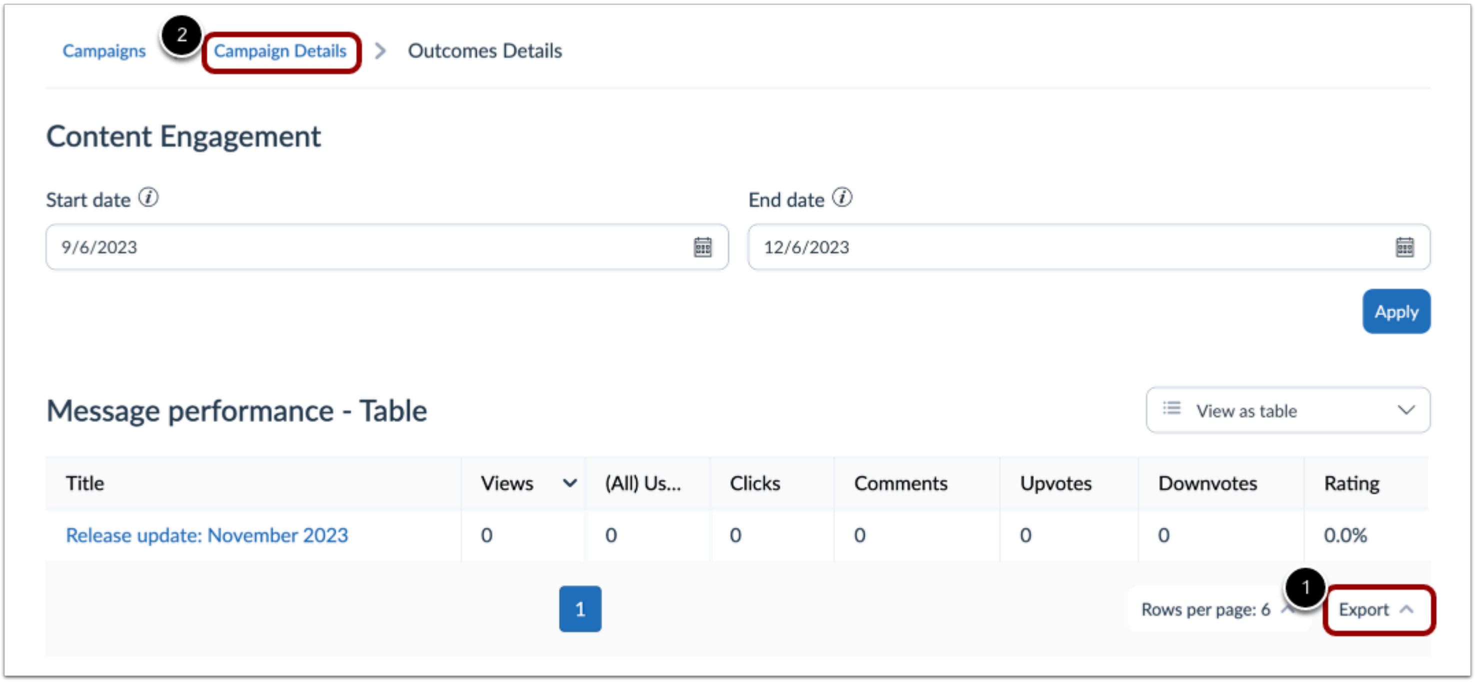
These charts and tables represent the total number of unique users engaging with the messages, articles, or walkthroughs, the total number of views, up- and down-votes, and clicks on links within messages, articles, and walkthroughs.

Title	Views	(All) Us...	Clicks	Comments	Upvotes	Downvotes	Rating
How do I add a rubric to an assignment?	0	0	0	0	0	0	0.0%
How do I add a rubric to a quiz?	0	0	0	0	0	0	0.0%
How do I add a rubric in a course?	0	0	0	0	0	0	0.0%
How do I add a rubric to a graded discuss...	0	0	0	0	0	0	0.0%
How do I align an outcome with a rubric i...	0	0	0	0	0	0	0.0%

The table underneath each chart has a row for each individual content item with columns for total views, the number of users who viewed the item, link clicks, comments, up- and down-votes, and ratings.

Select the message, article, or walkthrough you would like to view more information on to view the number of votes and comments and see when and by whom each vote and comment has been issued.

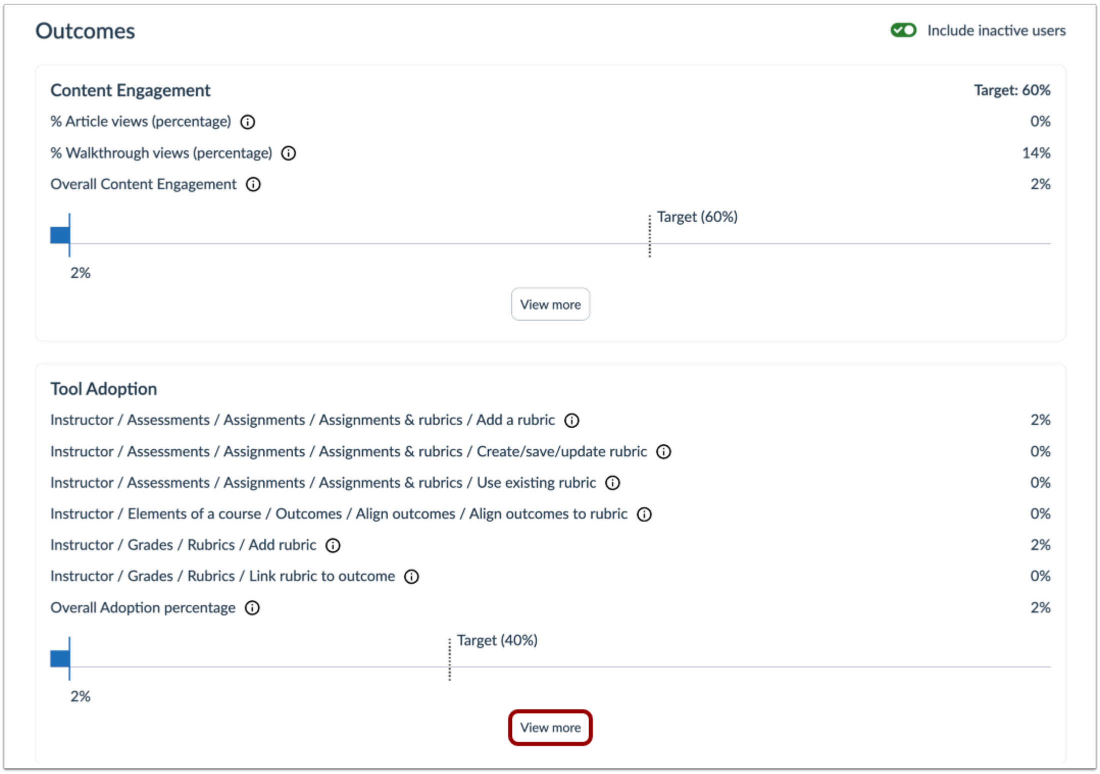
Note: For more information on votes and comments, visit [How do I view insights for a specific message in the Impact Dashboard?]() and [How do I view article performance in the Impact Dashboard?]()



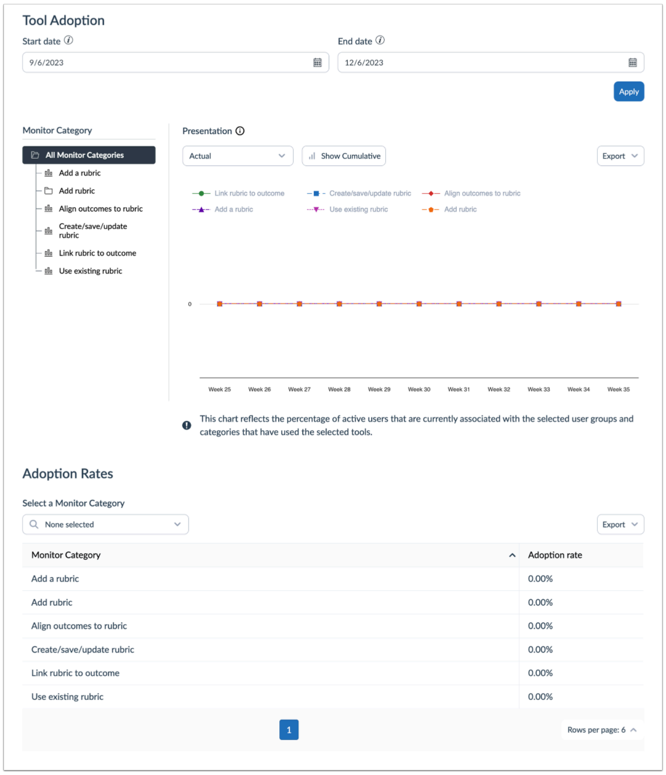
You can export the contents of the overview as a CSV file by clicking the **export** drop-down [1].

Click the **Campaign Details** tab [2] at the top of the Campaign Engagement page to return to the Campaign Details page.

Analyze Tool Adoption

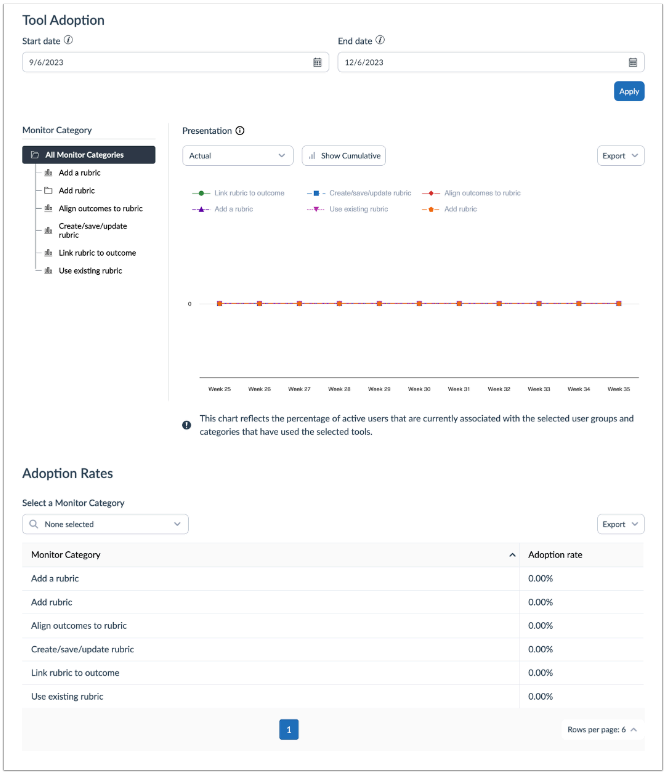


In the Average Tool Adoption section, click the **View more** link to view the message and article statistics in more detail.



The Campaign Tool Adoption page contains a chart and table presenting the campaign audience's activity level within the monitor categories assigned to the campaign. This allows you to measure the impact of the communication you perform through Impact messaging, support articles, and other means on tool adoption.

The Adoption Rates section consists of a list of all monitor categories that are assigned to the campaign with a consolidated adoption percentage for each monitor (sub-)category



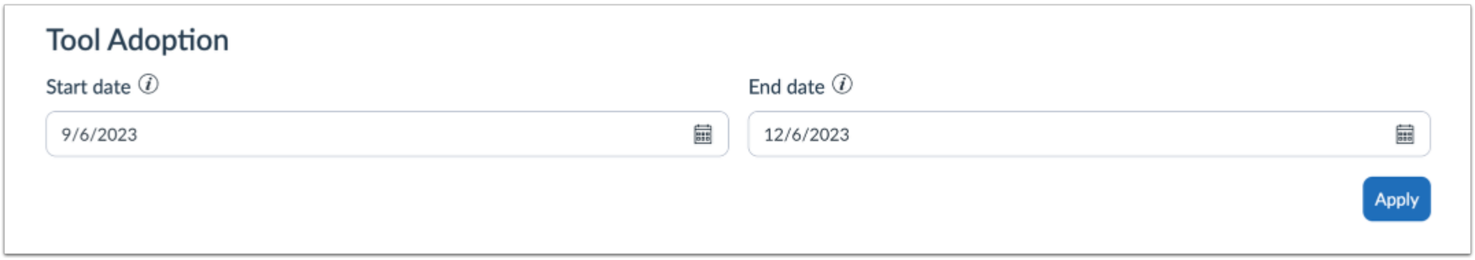
The adoption level is calculated based on the unique campaign users that have logged in to the learning application over the selected time period and how many of them have triggered at least one monitor that lives underneath each monitor category or one of its child categories.

In the above example, 1830 campaign users have logged into the system over the selected period. Across the sub-categories that live under the Gradebook monitor category, 1141 unique users have triggered at least one of the underlying monitors. This means that the adoption level for Gradebook is 62.3%.

In the chart, the adoption level is calculated for each unit of time, based on the number of active users within that timespan.

Filter the Data

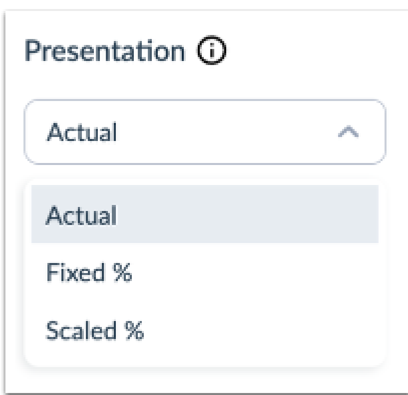
Start Date and End Date



These filters allow you to filter the adoption data, views, votes, and clicks based on a specific date range. By default, the date range is set to a Start Date of three months before the current date or one month before the earliest campaign event and an End Date of today. The selected date range also determines which unit of time is presented on the X-axis of the chart.

Learn more about campaign events in [How do I add events to a campaign?]

Presentation

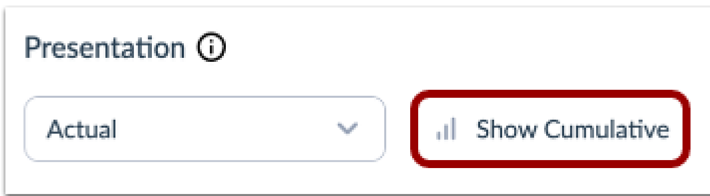


This setting determines how the chart data is scaled and whether the adoption level, views, votes, or clicks are expressed as a percentage of the campaign audience or an absolute number.

- Fixed % (default) presents the percentage of users assigned to the campaign who used the monitor category (Tool Adoption page) or viewed, voted on, and clicked any of the campaign items (Campaign Engagement page). The Y-axis of the chart ranges from 0% to 100%. This option shows the calculation as a percentage of the total active users for the selected time period, rounded to two decimal points.

- Scaled % shows the same metric as Fixed %, but narrows the Y-axis of the chart to focus on the statistics shown. This option only affects the presentation of the graph and considers usage peaks.
- The Actual numbers option changes the metric shown in the chart from a percentage of campaign users to an absolute number of unique users who used the monitor category (Tool Adoption page) or the absolute number of views, votes, and link clicks on the campaign items (Campaign Engagement page).

Graph Type



This option allows you to toggle between two chart presentation styles.

With Trend Line enabled, the charts show separate adoption levels (Tool Adoption page), views, votes, and clicks (Campaign Engagement page) for each unit of time. When set to the Cumulative Graph Type, the chart presents the growth curve from the first unit of time to the last unit of time. Each point in the graph shows the total adoption, views, votes, and clicks from the start date of the chart until the date associated with that point.

How do I delete a campaign and its content from my Impact Dashboard?

Once a campaign is imported into your Impact dashboard, both the campaign shell and the content included become local inside your dashboard. When they are local, they remain unaffected by the Out of the Box changes to the original campaign template.

Delete Content from a Campaign

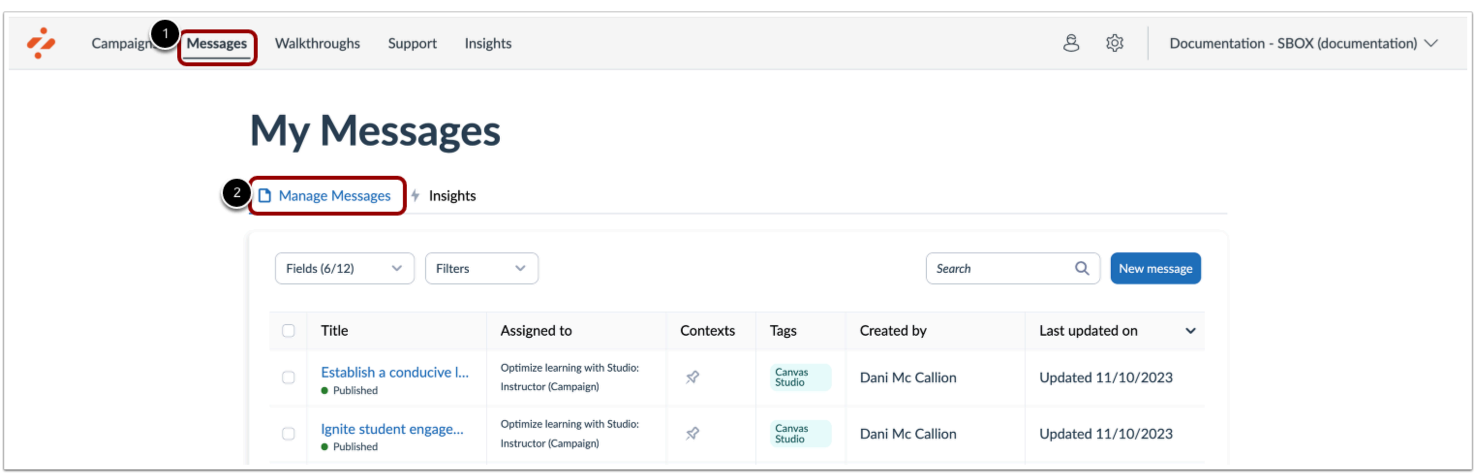
When you need to delete a campaign you have imported to your Impact dashboard, you should first delete its content to ensure you keep your Dashboard clean from duplicated unnecessary messages and articles.

Instead of removing help items from the campaign, you should make sure you delete the content, which has been imported locally together with the campaign:

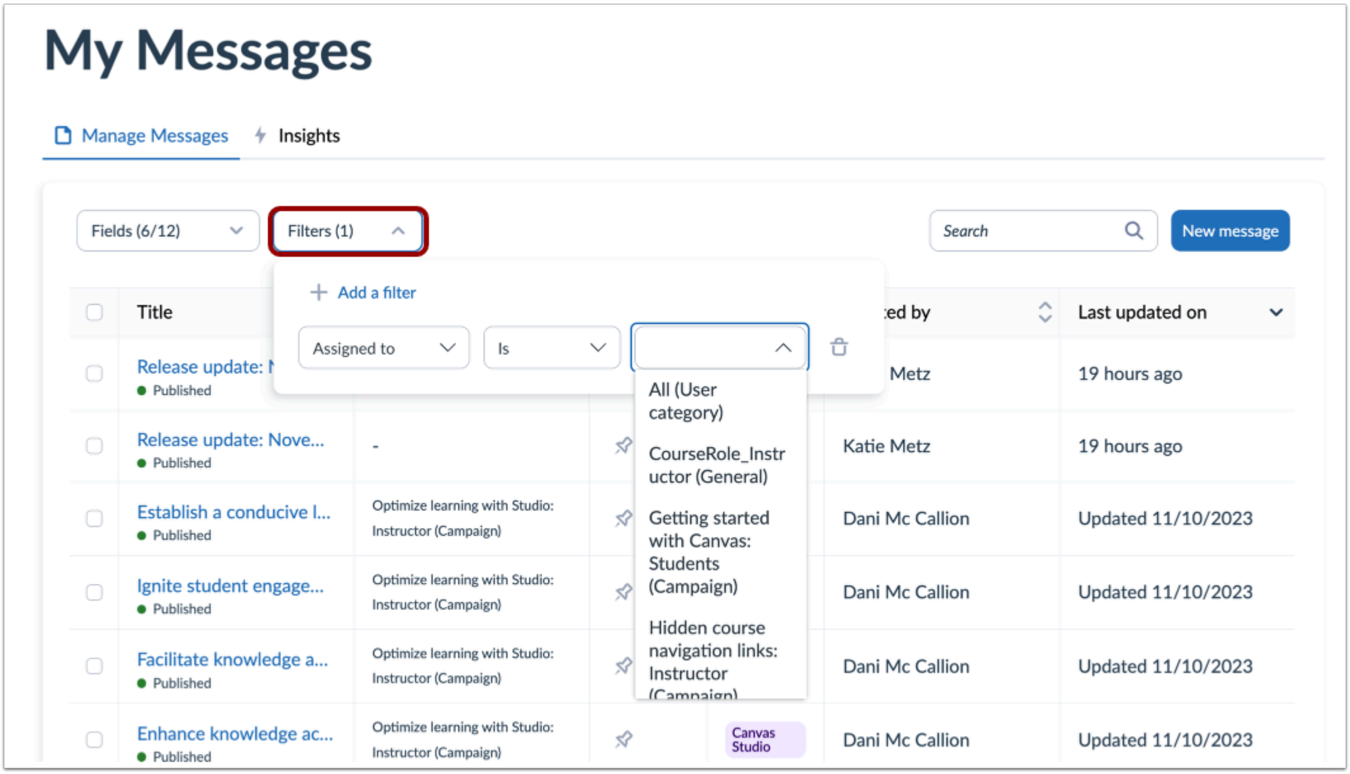
- Message(s)
- Article(s)

Note: You **do not** need to delete contexts, monitors, monitor categories, reporting templates, and support categories when you delete content from your imported campaign. These are not clustered together to provide localized campaign data but the source of these are localized.

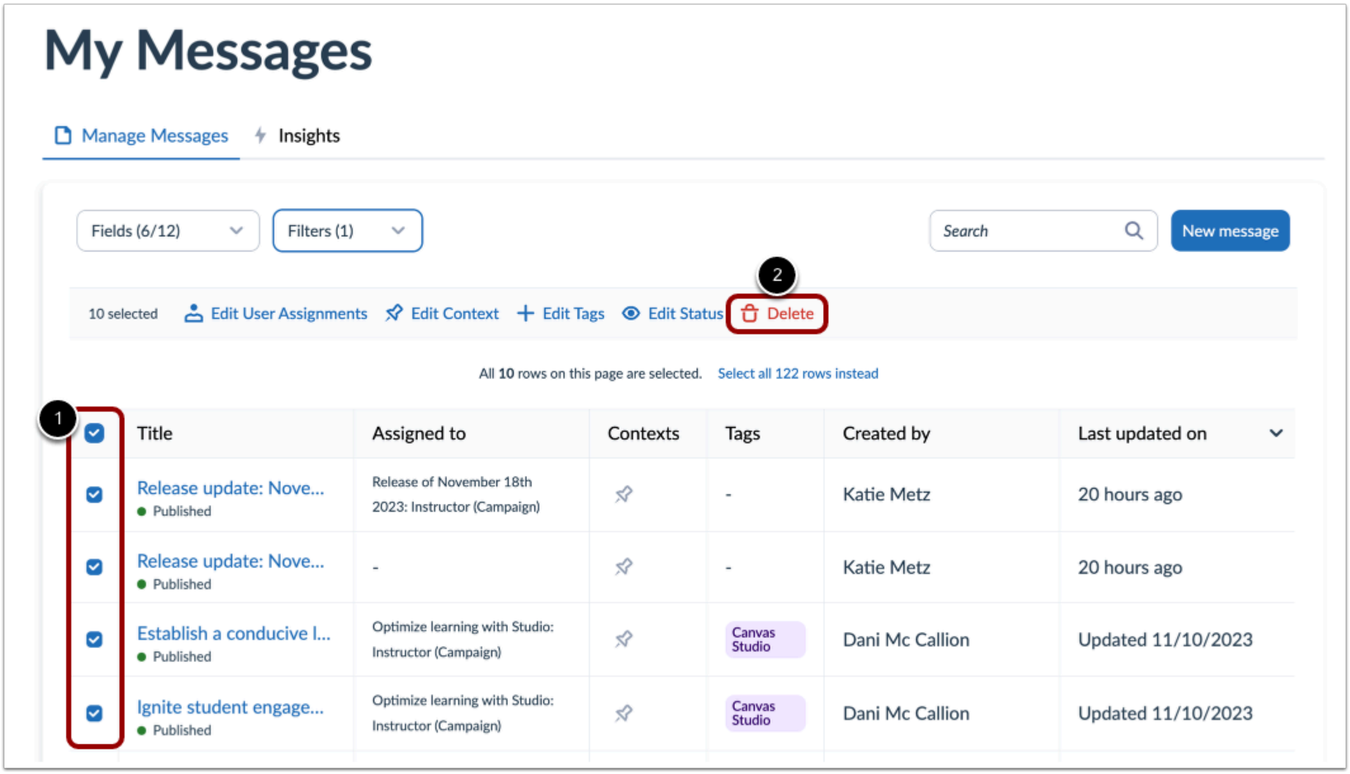
Messages



To delete messages, navigate to the **Messages** tab [1] and then to the **Manage Messages** in your Dashboard [2].

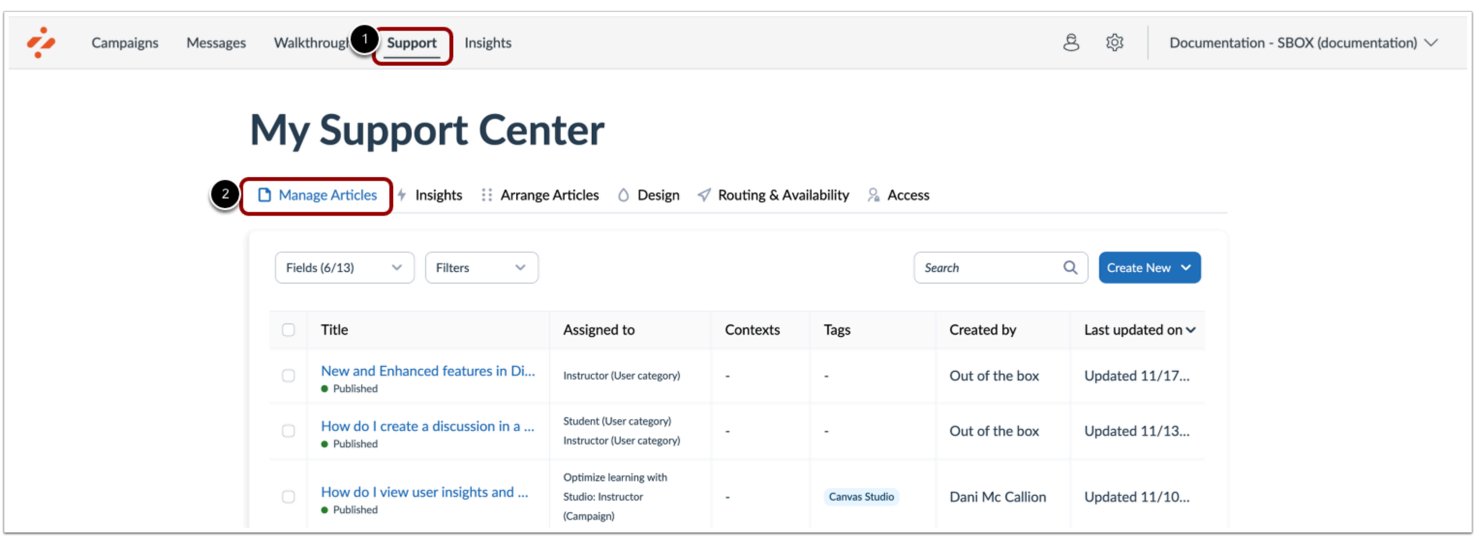


Filter your messages based on the Campaign they are assigned to. Select the Campaign you want to delete.

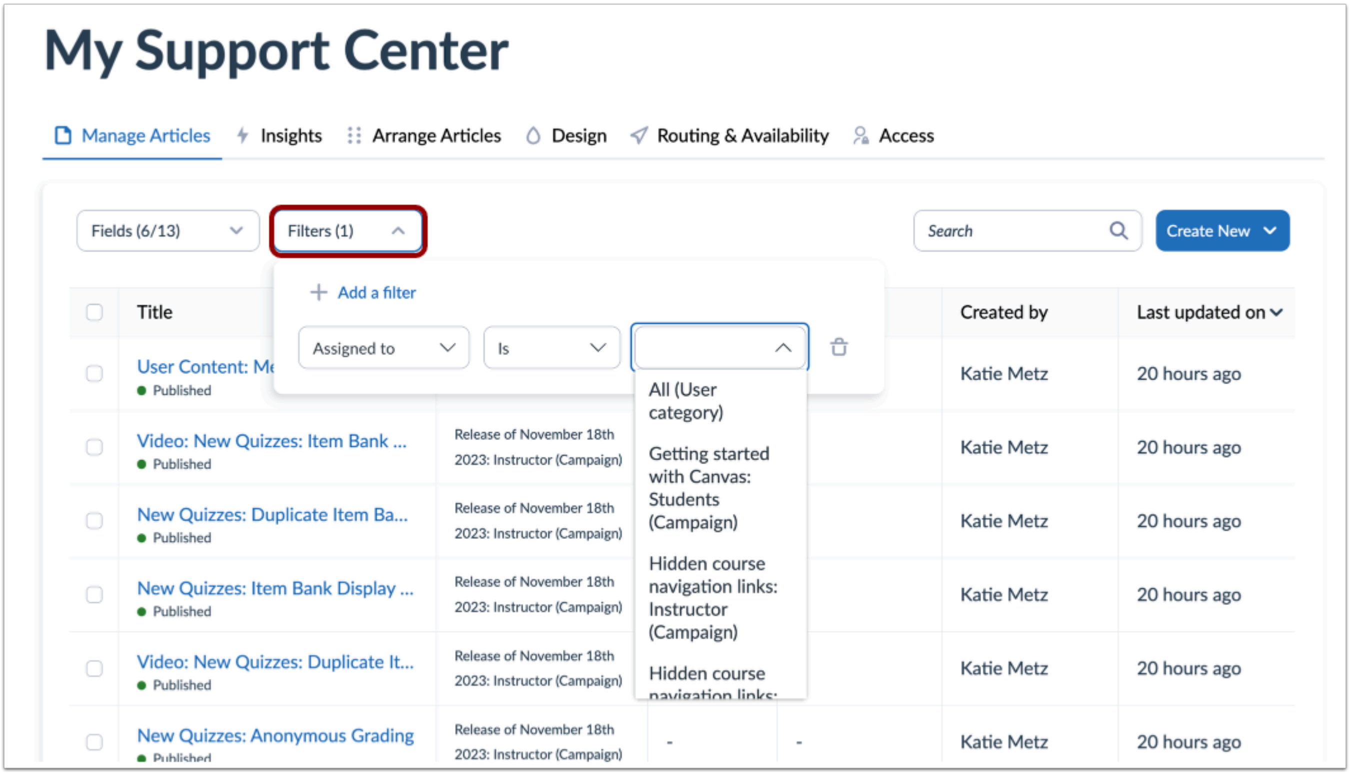


Select the messages that are only assigned to that campaign [1]. Click the **Delete** link [2].

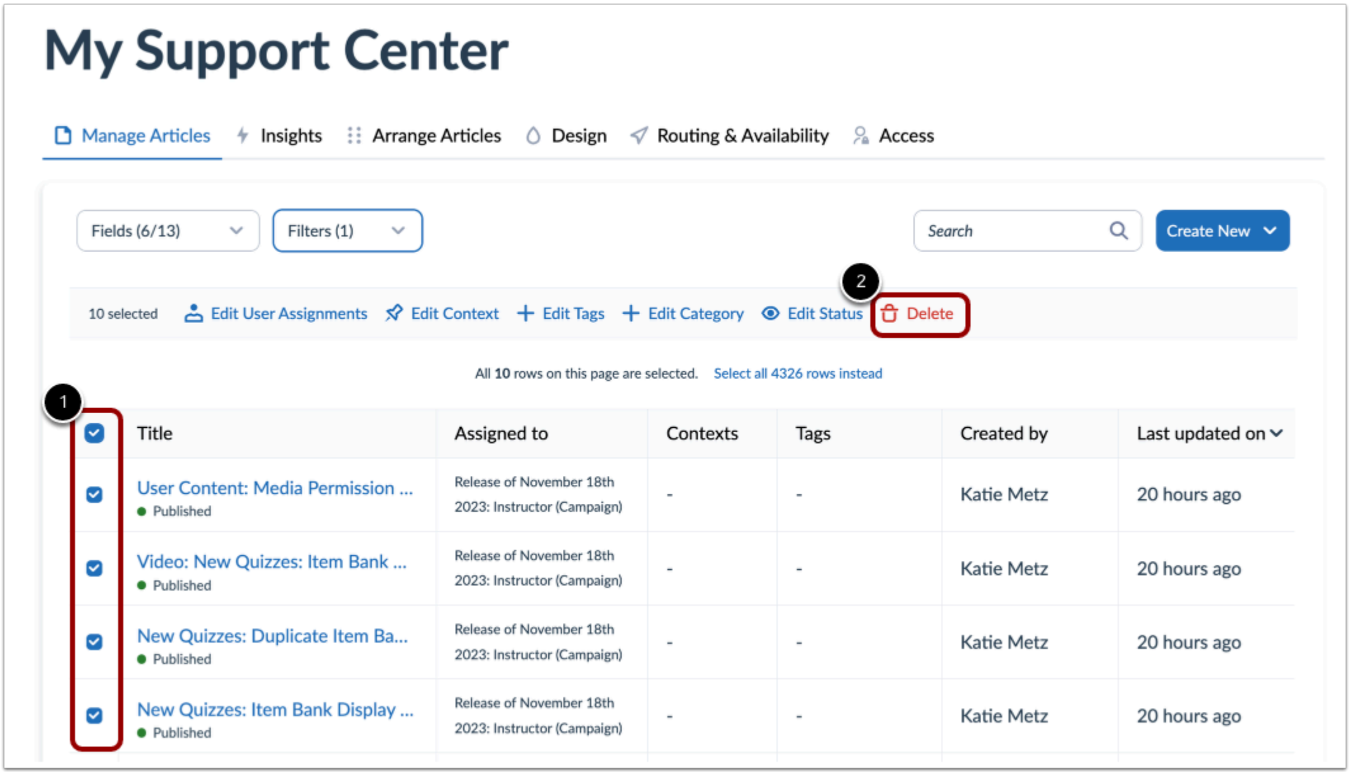
Articles



To delete articles, navigate to the **Support** tab [1] and then to **Manage Articles** in your Impact dashboard.



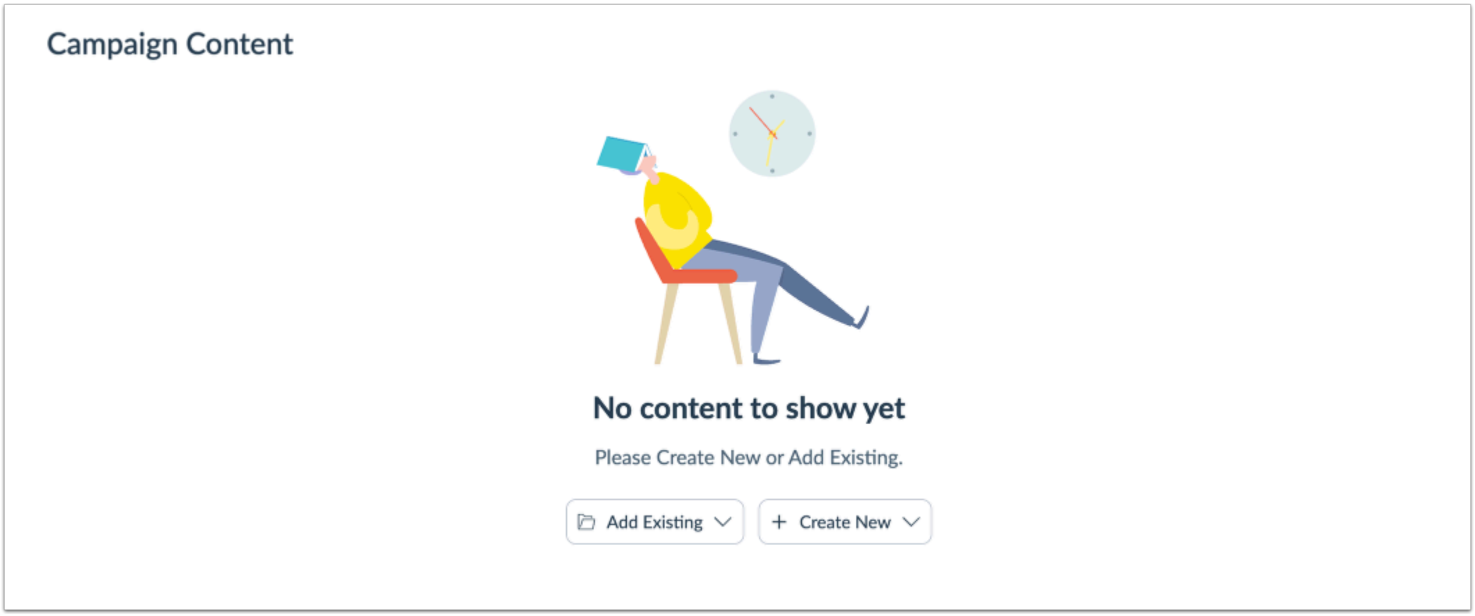
Filter your articles based on the Campaign they are assigned to. Select the Campaign you want to delete.



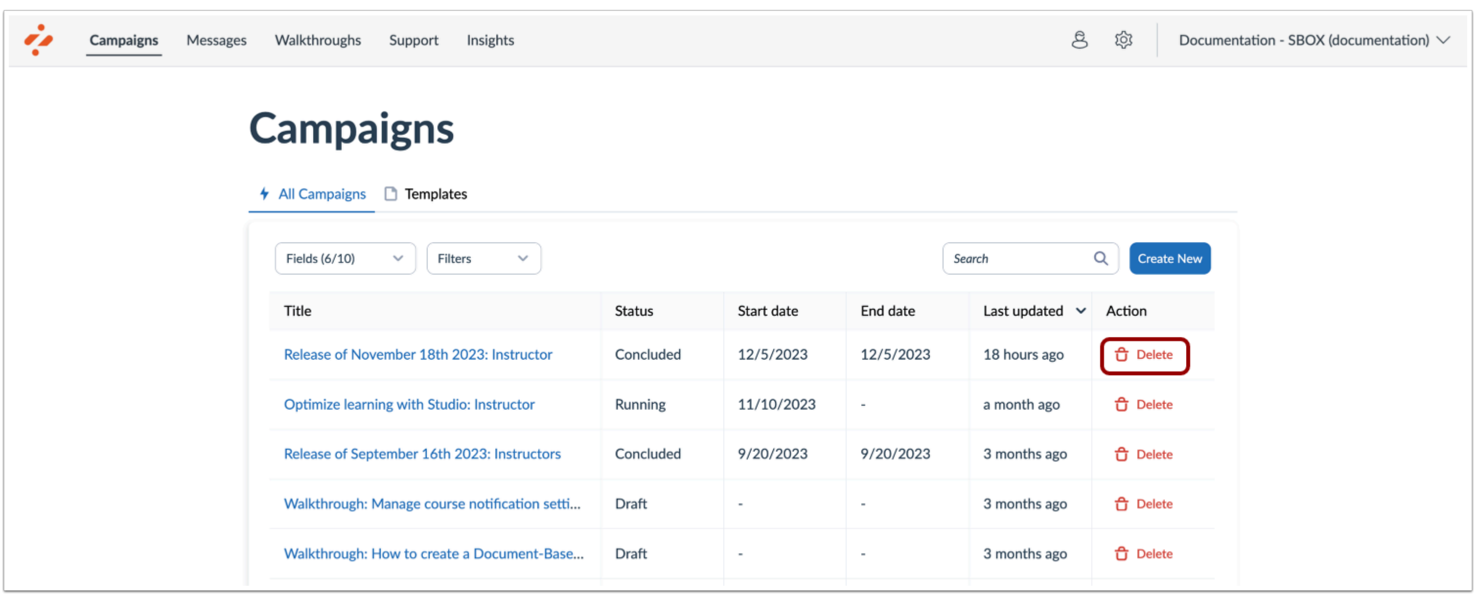
Select the articles that are only assigned to that campaign [1]. Click the **Delete** link [2].

Note: You should only clean up those with your name under the **Created by** field, as this will display the name of the user who imported the respective campaign. All articles that have a user assigned instead of a campaign assigned were not imported together with the campaign and will exist as Out of the Box content and cannot be deleted.

Campaign Shell



Once you delete the content imported through the campaign, check whether the campaign shell includes any more campaign content items.

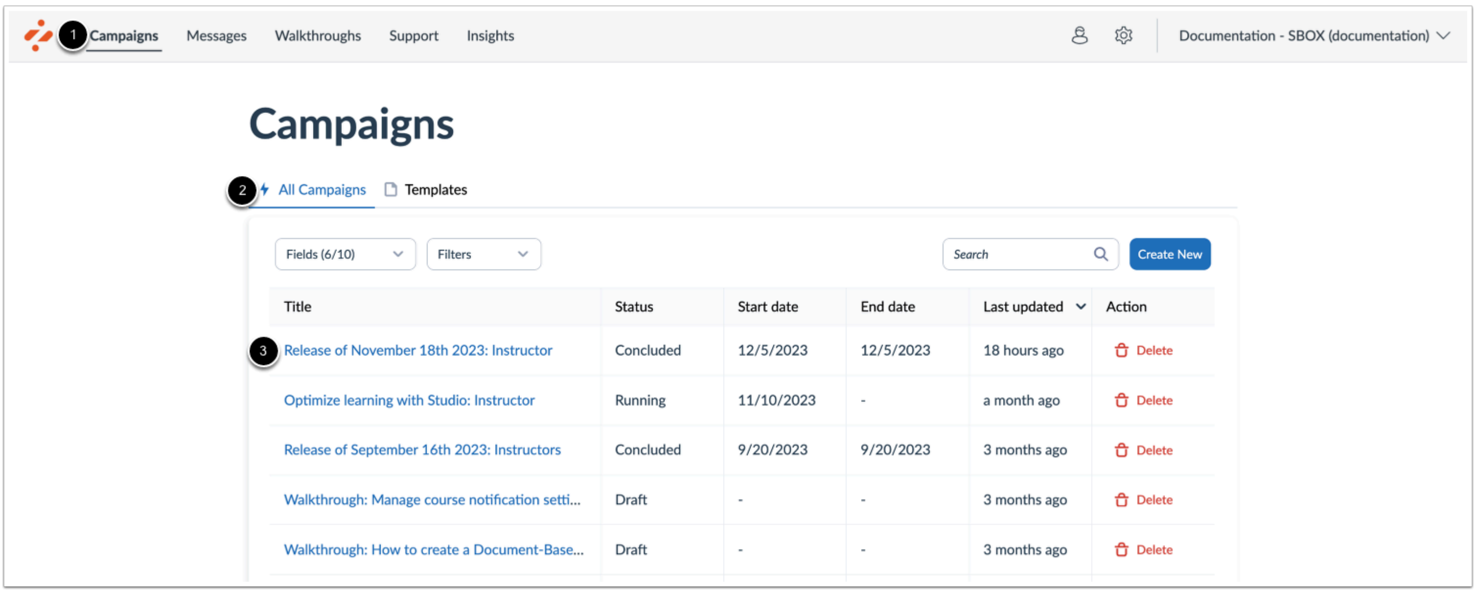


If there are no more campaign content items left inside the campaign shell, you are ready to delete the campaign.

How do I view and filter Campaign Content?

You can view and filter Campaign Content in Campaigns.

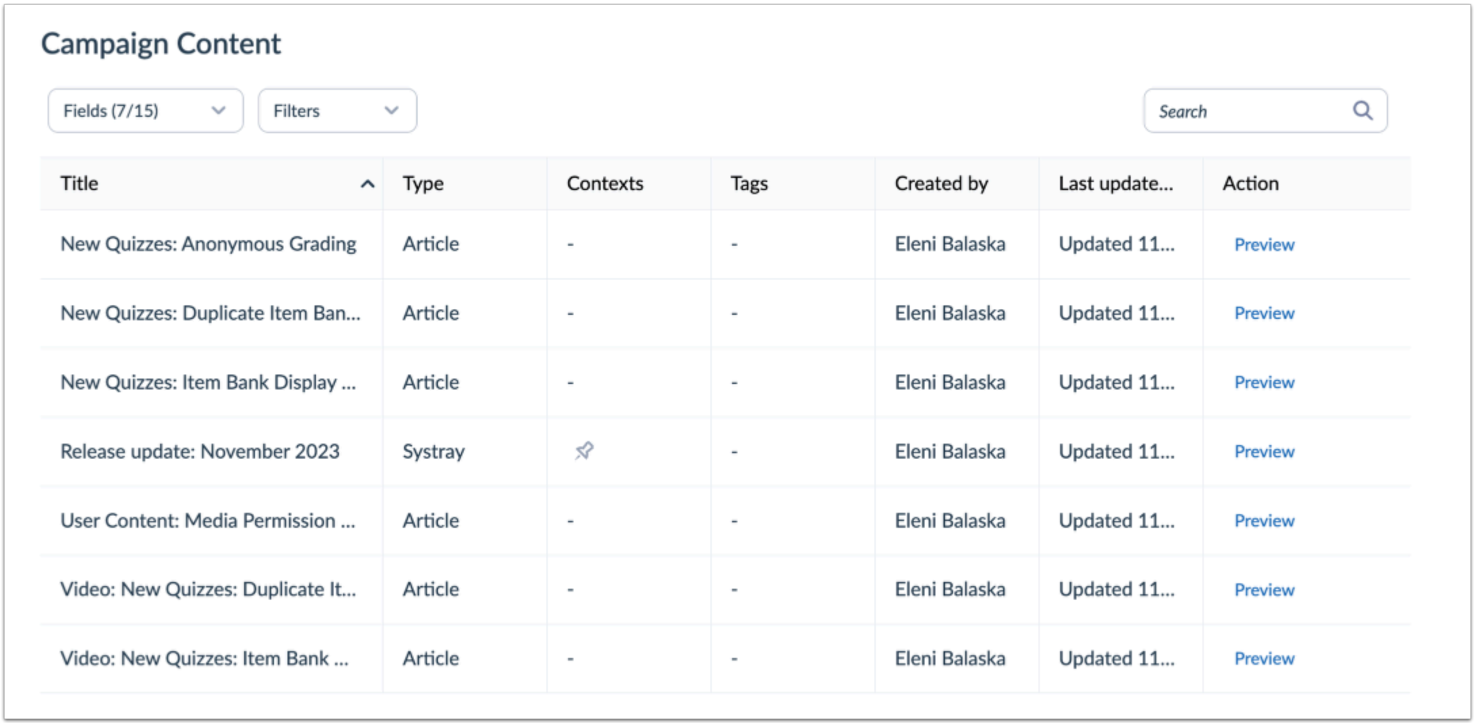
View Campaigns



In Global Navigation, click the **Campaigns** link [1].

From the All Campaigns tab [2], select the desired campaign from the overview [3].

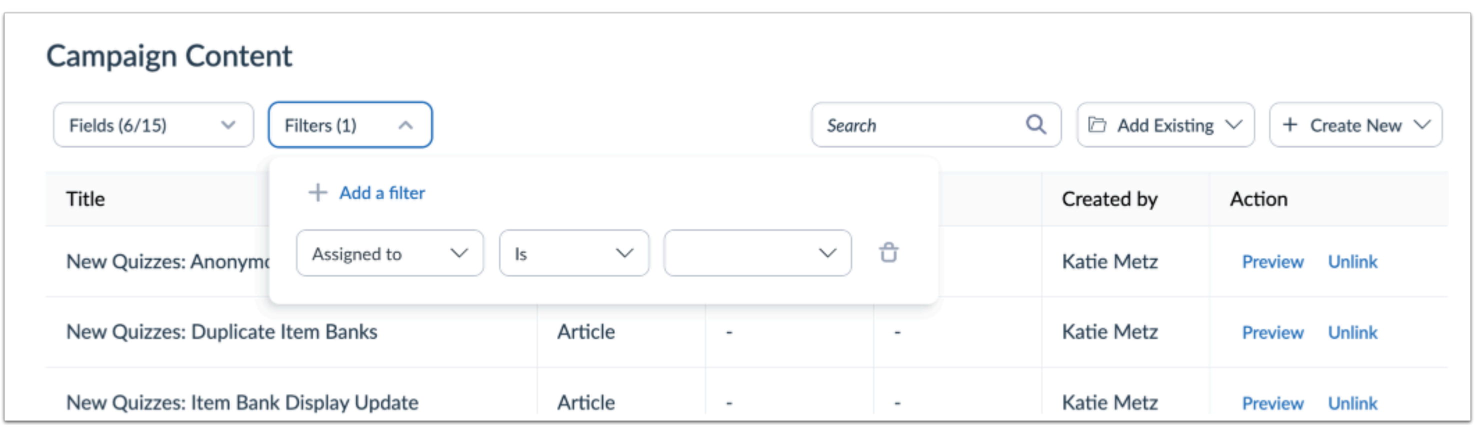
View Campaign Content



The defaulted fields listed are **Title, Type, Contexts, Tags, Created by,** and **Action**.

Additional fields to view are **Assigned to, Categories, Description, End date, Last updated on, Start date, Tool category, Translations,** and **Visibility.**

Filter Campaign Content



You can filter this list from the same fields for Campaign Content.

Canvas Studio

How do I use the Impact integration in Canvas Studio?

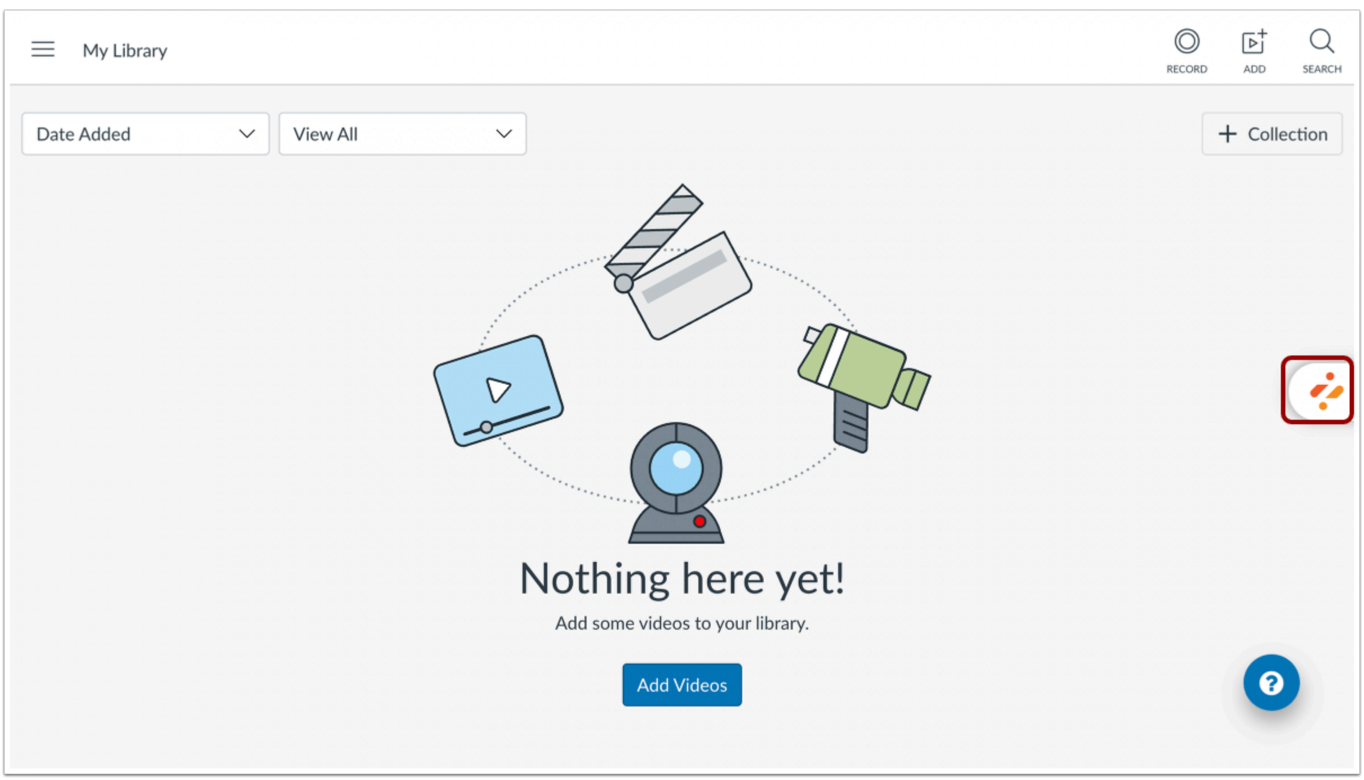
Impact integrates fully with Canvas Studio. Users who have access to both Canvas Studio and Impact can access the Impact integration in Canvas Studio.

The Impact integration allows users to customize in-app messaging, measure Canvas Studio adoption, and support Canvas Studio users.

Notes:

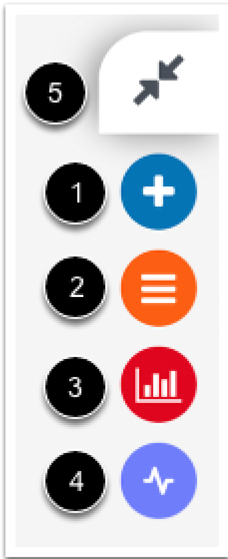
- By default, the Canvas Studio Impact integration is enabled for accounts that have access to both Canvas Studio and Impact.
- You can view additional Canvas Studio resources such as campaigns and adoption reports in the Impact Dashboard.

Open Inline Editor



To open the Inline Editor in Canvas Studio, click the **Inline Editor** icon.

View Inline Editor Options



To launch the Inline Editor, click the **Inline Editor** icon [1].

To view the Content Library, click the **Content Library** icon [2].

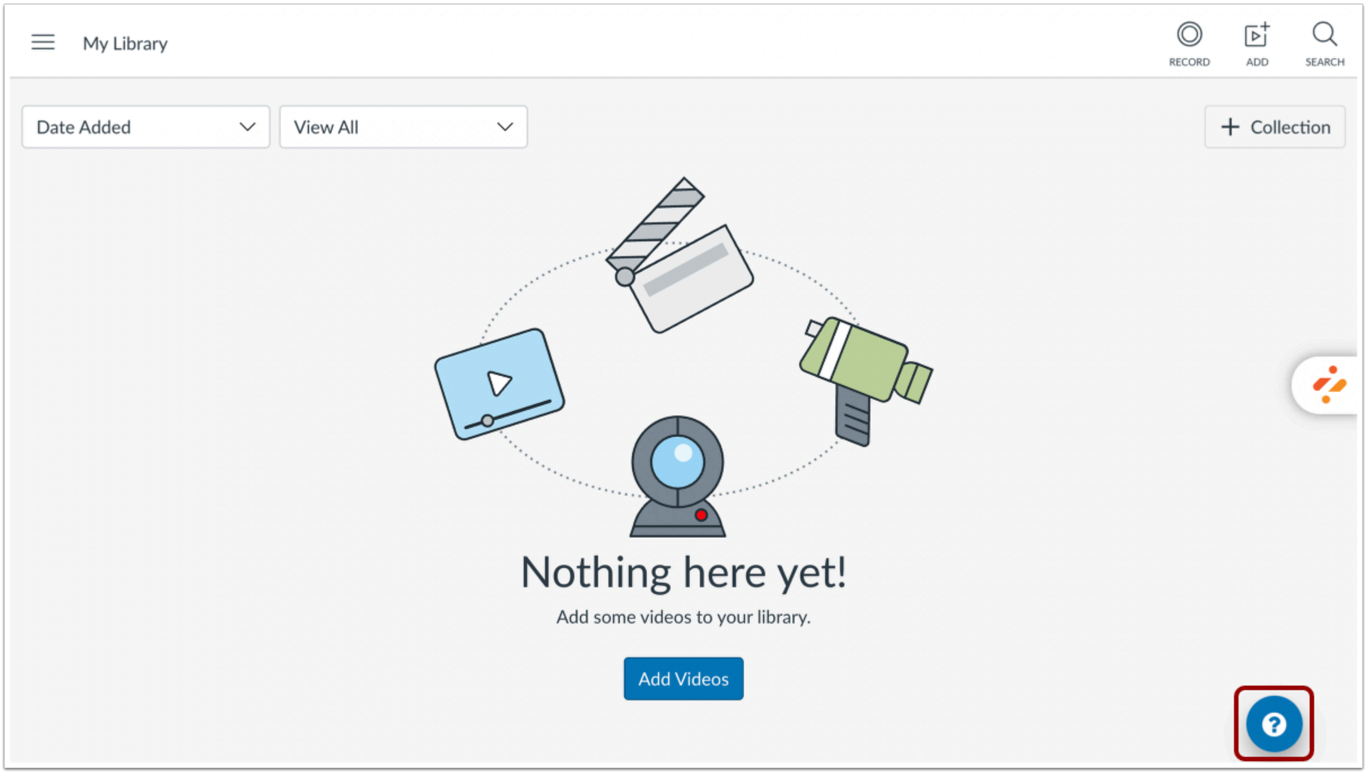
To launch the Impact Dashboard, click the **Impact Dashboard** icon [3].

To view and manage Walkthroughs, click the **Walkthroughs** icon [4].

To close the Inline Editor, click the **Close** icon [5].

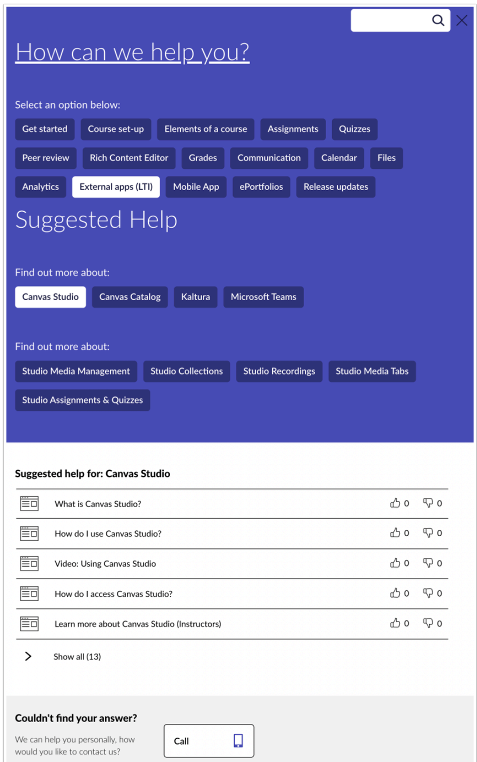
Note: You can select a Canvas Studio context using the Inline Editor. To select a Canvas Studio context displaying within Canvas, you must first select the Studio frame.

Open Support Center



To view the Support Center for Canvas Studio, click the **Support** button.

View Support Center

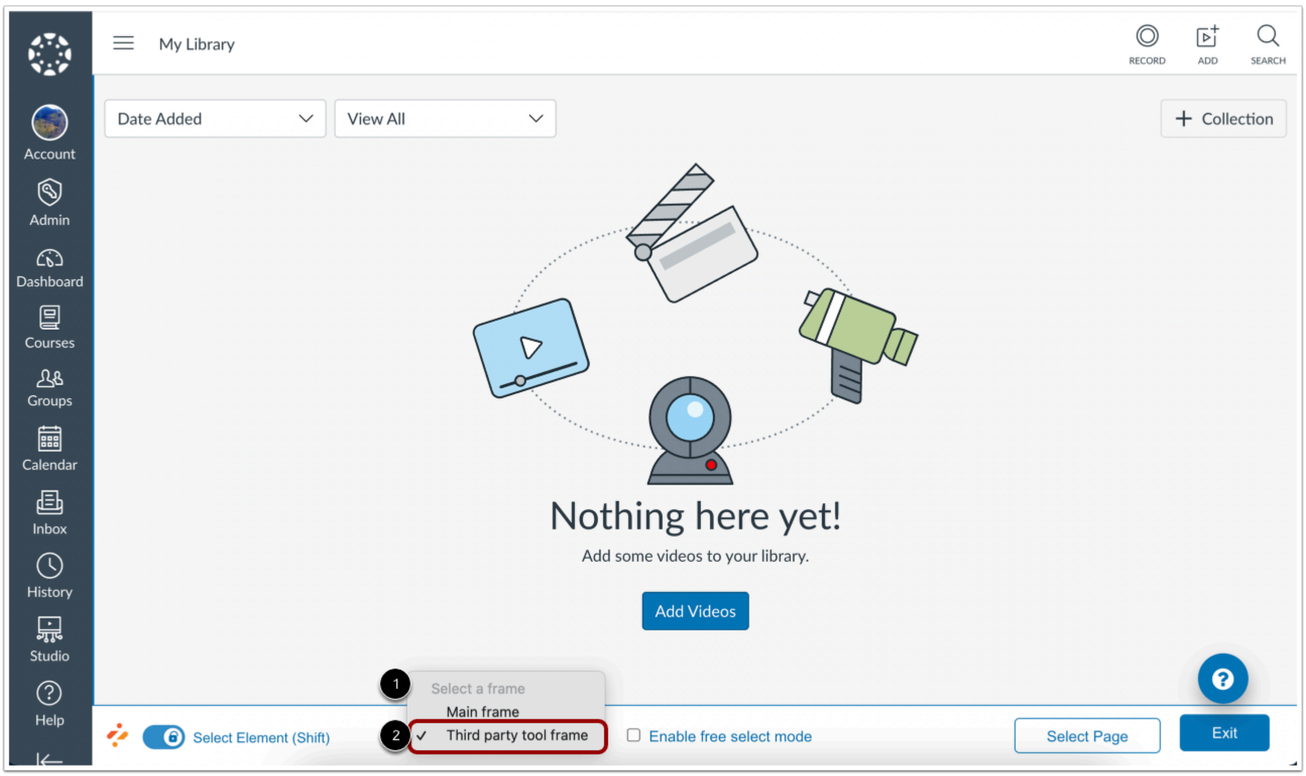


In the Support Center, suggested help articles and resources display for Canvas Studio.

How do I select a Canvas Studio frame in Canvas using the Impact Inline Editor?

When viewing Canvas Studio within Canvas, users must select the frame in which they need to use the Inline Editor.

Select Inline Editor Frame



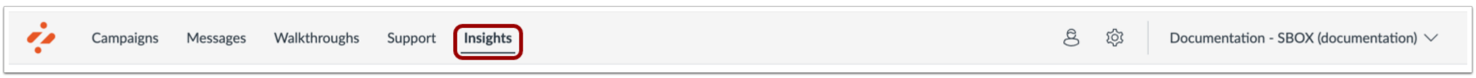
When viewing Canvas Studio in Canvas, Canvas Studio displays in an iframe.

To select a context in the Canvas Studio iframe using the Inline Editor, click the **Select a Frame** drop-down [1]. Then click the **Third Party Tool Frame** option [2].

How do I view the Canvas Studio tool adoption report in the Impact Dashboard?

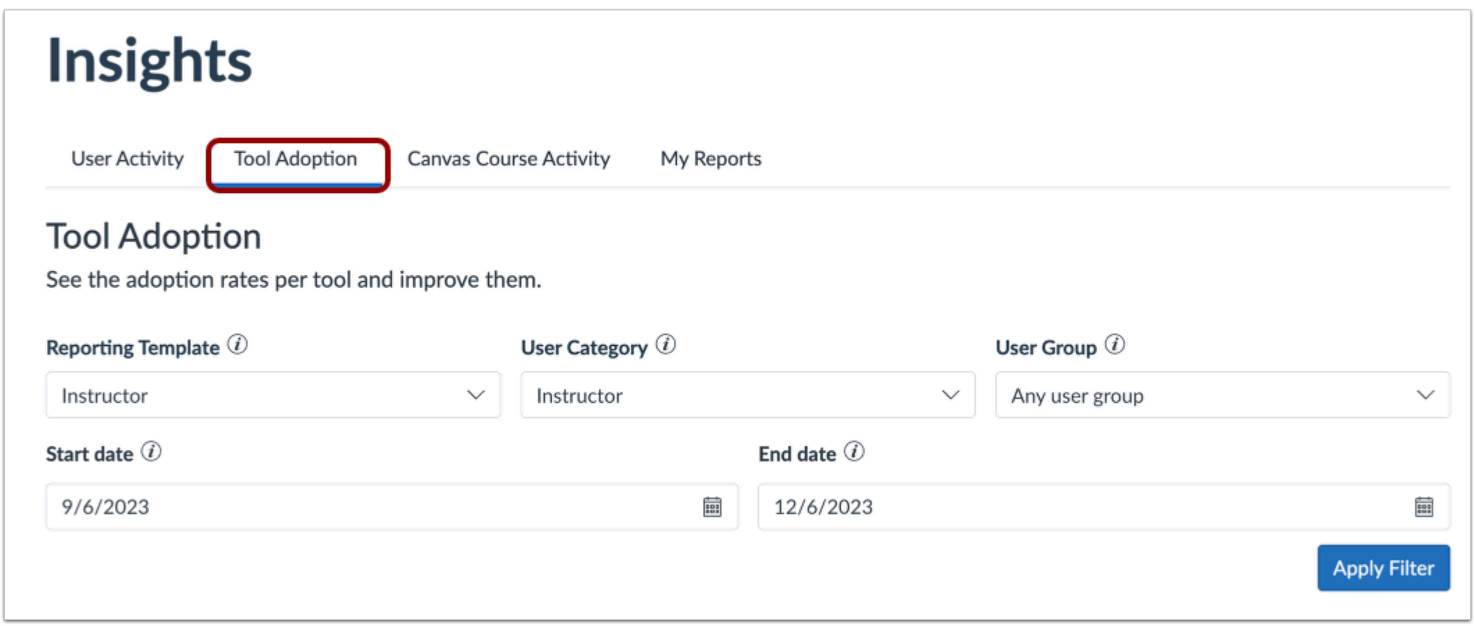
The Tool Adoption Report is used to analyze usage data across your entire institution at a glance. You can view the tool adoption report to view Canvas Studio usage.

Open Insights



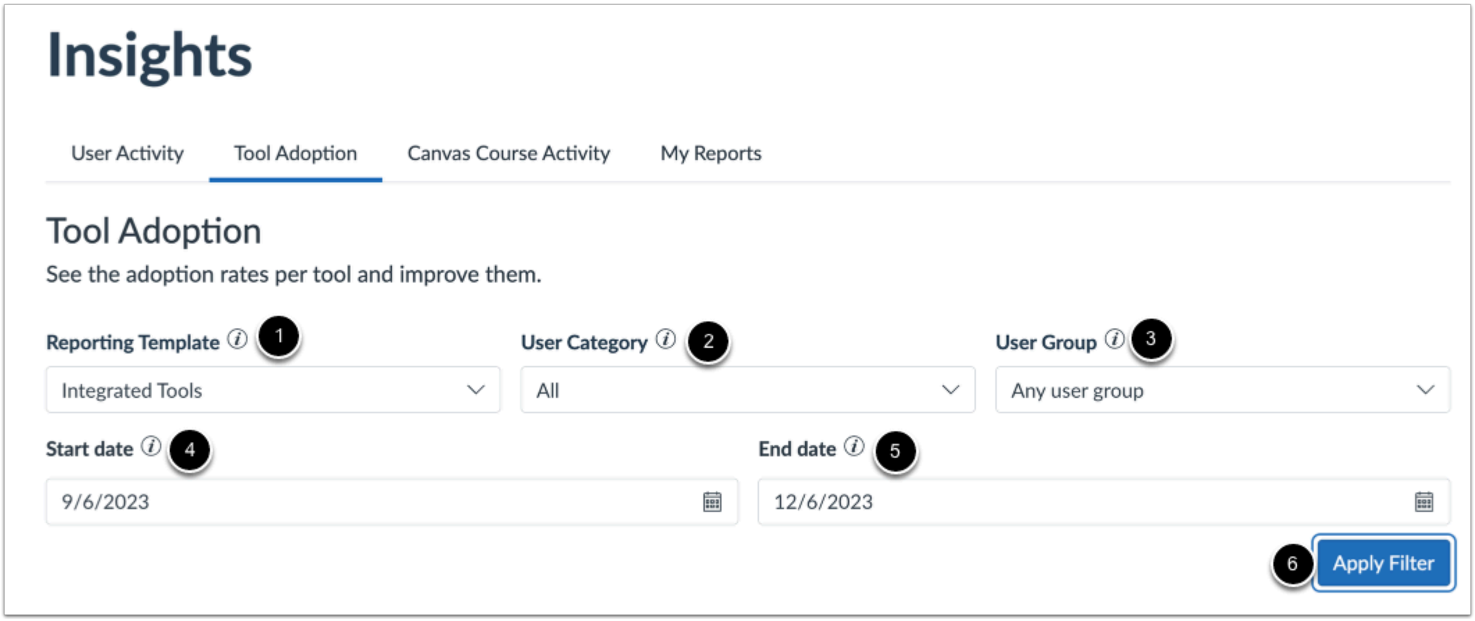
In Global Navigation, click the **Insights** link.

Open Tool Adoption Report



Click the **Tool Adoption** link.

Filter Tool Adoption Data



The data presented in the Tool Adoption Report can be filtered using the global filter bar at the top of the page. In addition, the way in which the data is visualized can be controlled using the presentation options in the filter bar.

To view data for Canvas Studio usage, click the **Reporting Template** drop-down menu and select the **Integrated Tools** option [1].

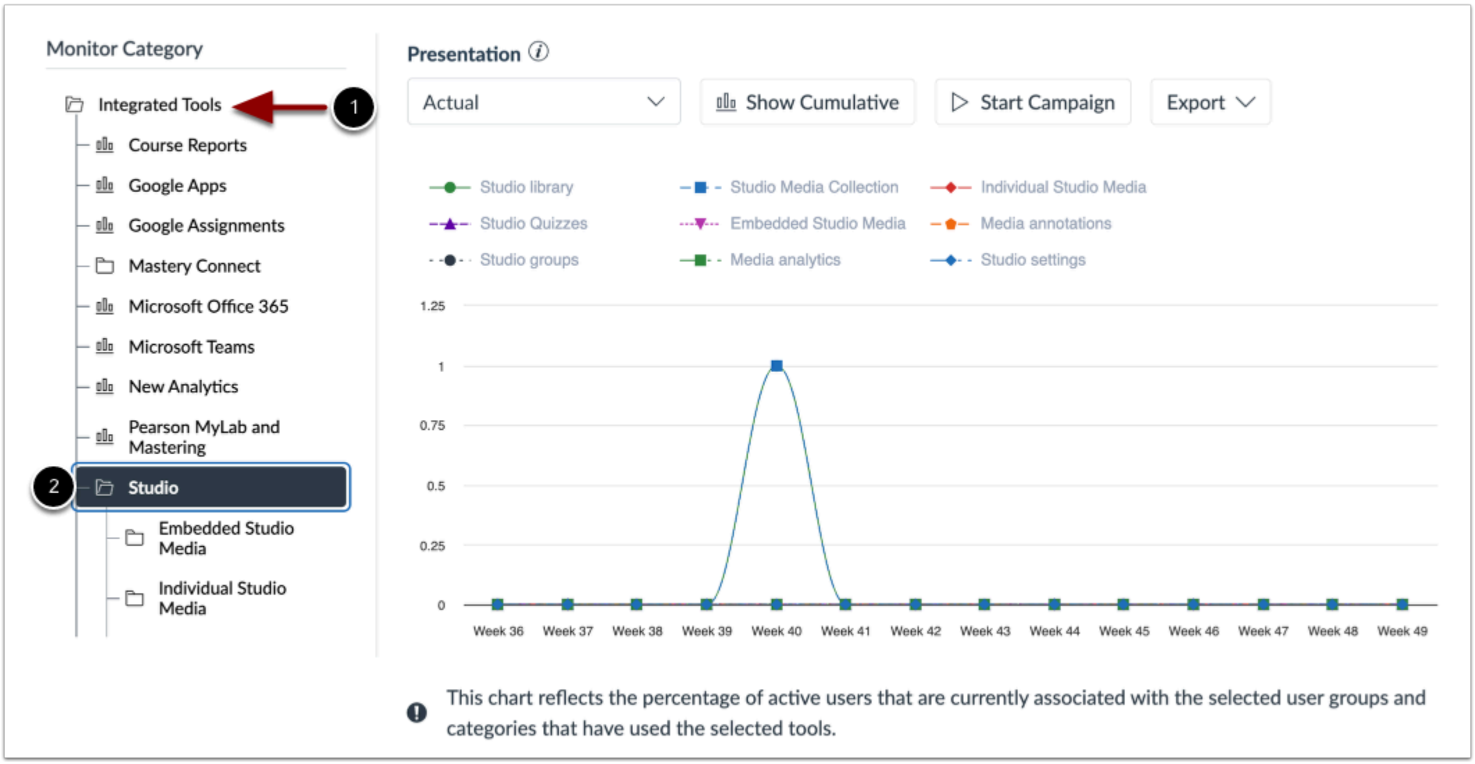
To filter the adoption data by role category, click the **User category** drop-down menu [2].

To filter by user role, click the **User group** drop-down menu [3].

To modify the **Start Date** [4] or **End Date** [5], click the **Calendar** icon. By default, the date range is set to a Start Date of three months before the current date and an End Date of today.

To apply filters, click the **Apply** button [6].

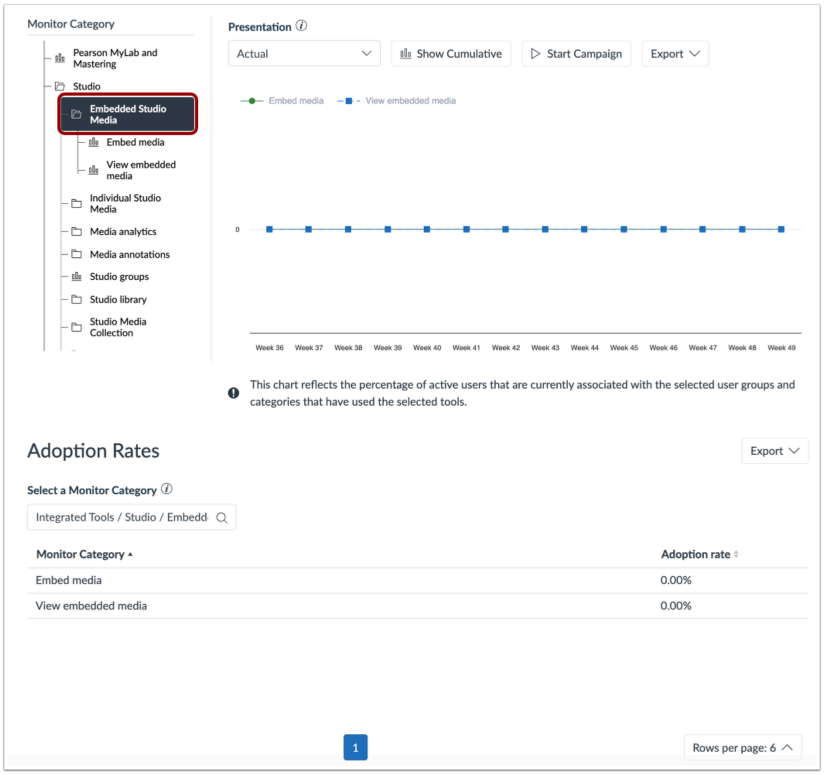
View Canvas Studio Adoption Data



The Integrated Tools Adoption Report displays [1].

To view the Canvas Studio adoption report, click the **Studio** option [2].

View Data by Reporting Template



To view data by a specific Canvas Studio reporting template, click the reporting template name.

Note: All individual monitors have been added to a monitor category within a reporting template. The corresponding monitor categories are displayed both in the presentation of the data and the tool adoption rates rather than the individual monitors. To understand which monitors are generating the data, you can visit your reporting template.

Contexts

What is an Impact Context?

Contexts are a set of placement and positioning rules used to recognize and remember a specific area you want to track or add a message to.

View Context Settings

Context settings can be customized to :

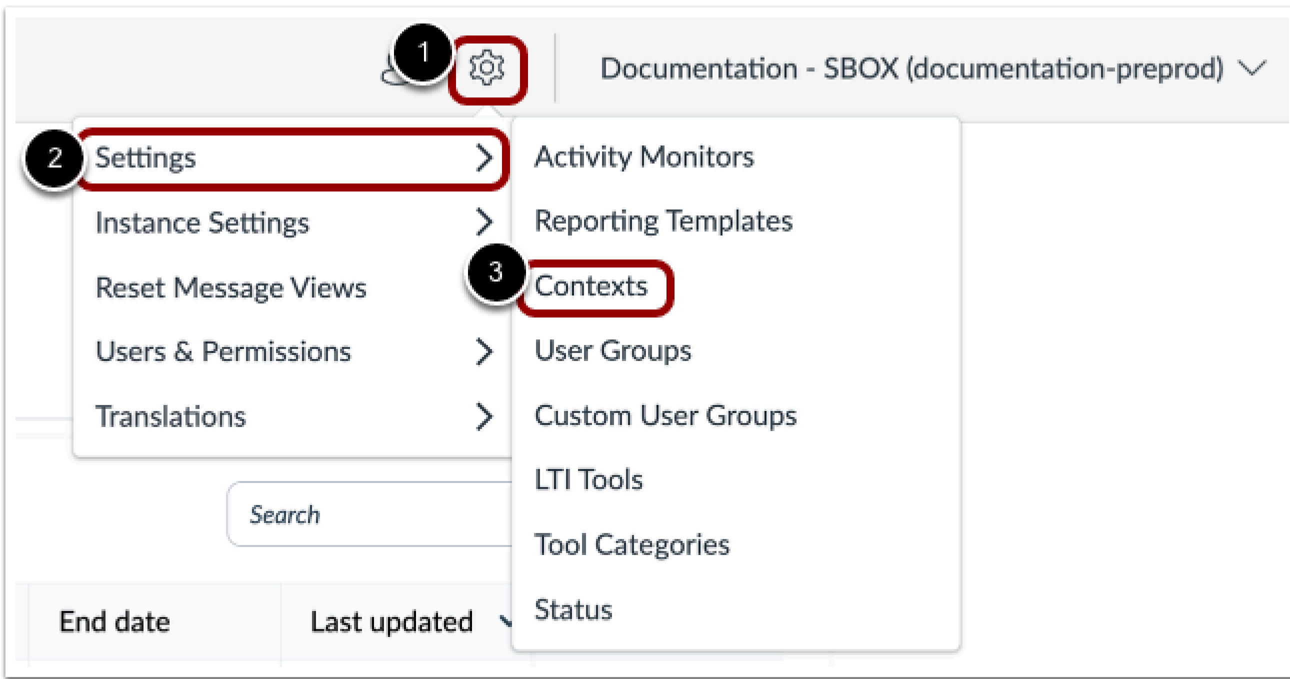
- Show a message on every page where this element appears
- Show a message only on this specific page
- Show when hovering over this element
- Show when clicking on this element

If you connect a message to a context that only a specific user with specific permissions can view (for example an instructor in your LMS), then only those users with access to that page/element can see the message.

How do I change the behavior of a context in the Impact Dashboard?

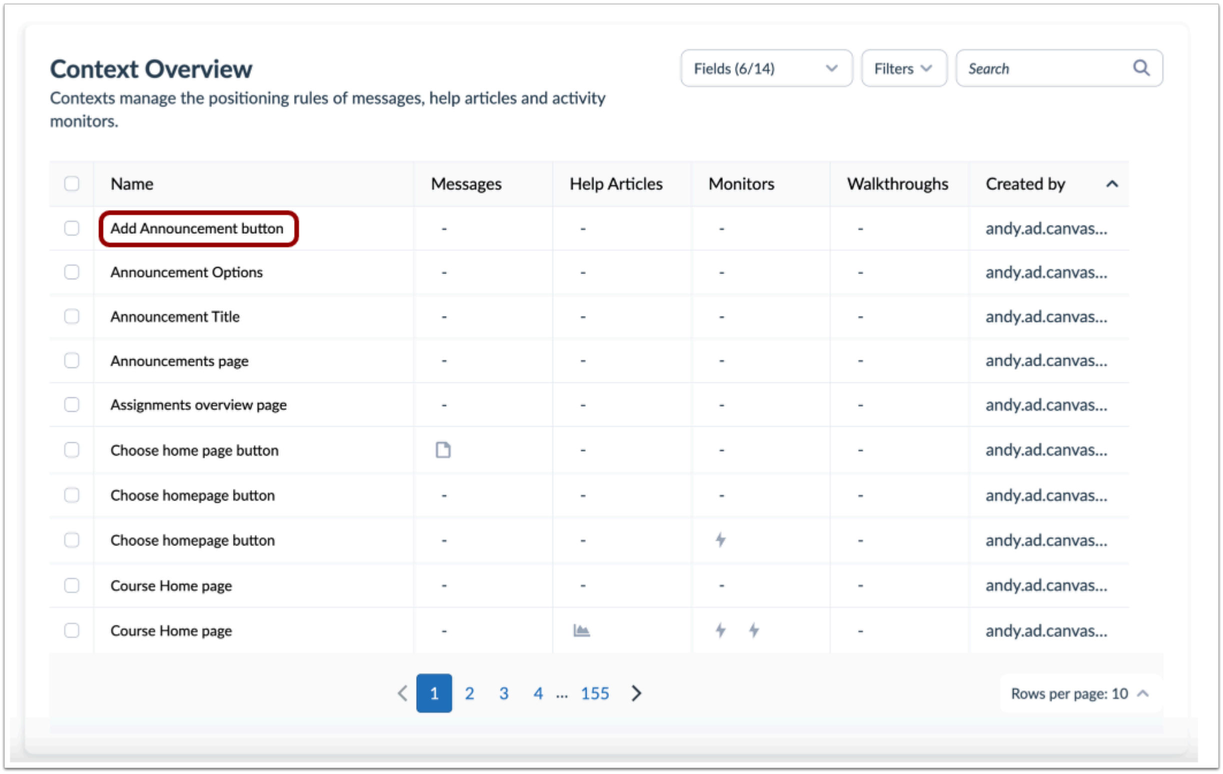
Contexts in Impact determine how messages and support articles are displayed in your learning environment. The way your context is triggered can be either on a page load or click/hover depending on your need. This trigger determines how your context behaves. This article explains how to change the behavior of a context.

Open Contexts



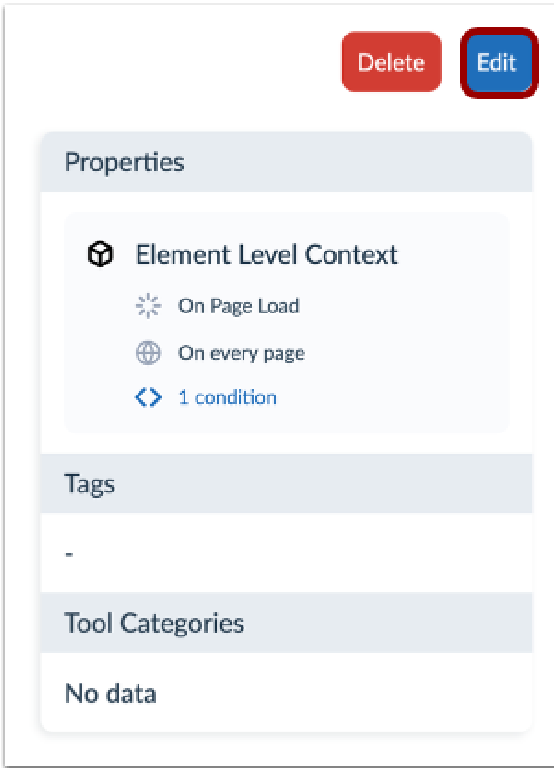
In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Contexts** link [3].

Open Context



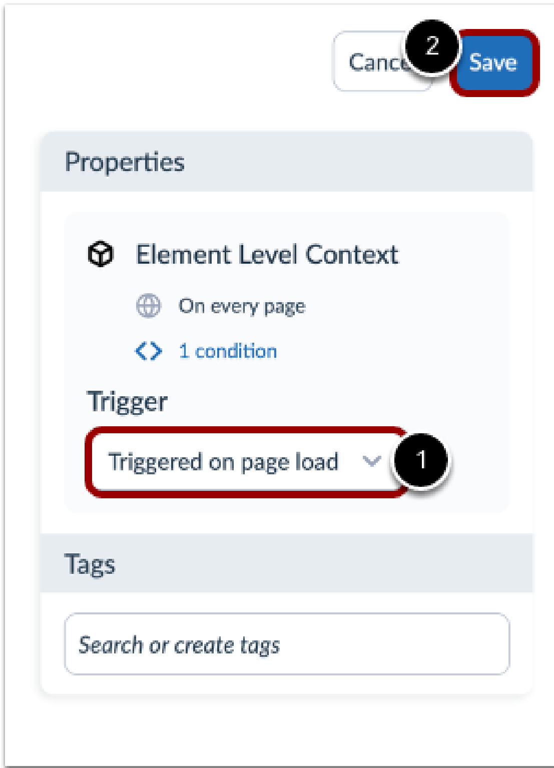
Click the name of a context.

Edit Context



Click the **Edit** button.

Change Behavior



To manage the behavior of your context, click the **Trigger** drop-down menu [1].

You can choose between **on click/hover** and **on page load**. To learn more, [read this article](#).

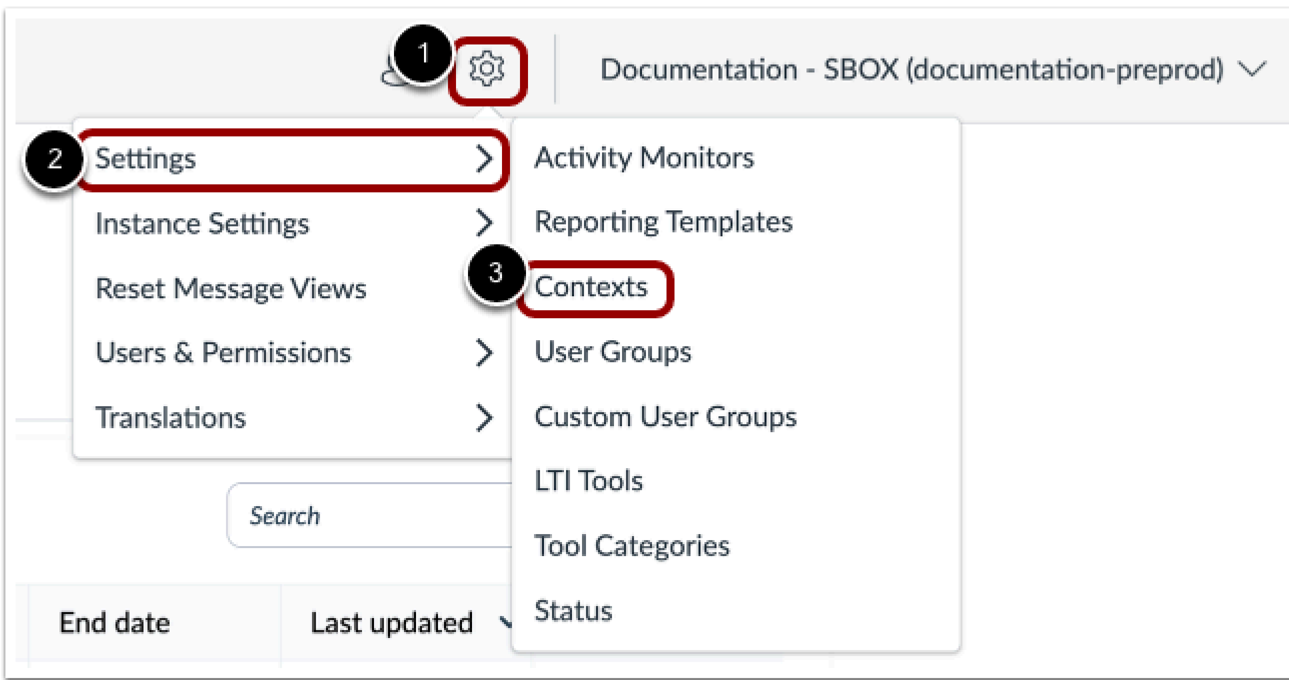
To save changes made to your context, click the **Save** button [2].

How do I connect a monitor, article, message, or walkthrough to a context in the Impact Dashboard?

With Impact, you can create monitors, articles, messages, and walkthroughs and connect them to contexts within your LMS.

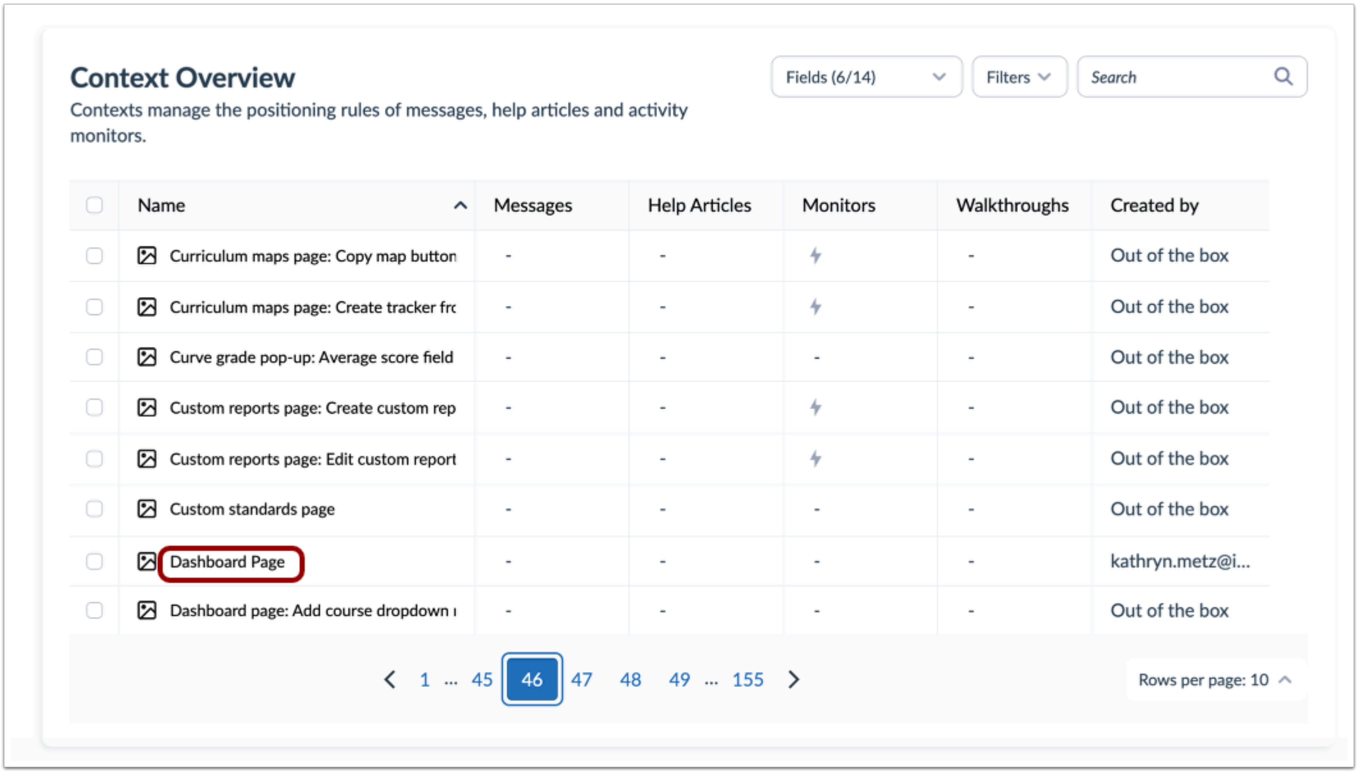
You can also connect a message, article, or walkthrough to a context when creating or editing one. To learn more about how to connect a message to a context please read this article. To learn more about how to connect an article to a context, please read this article. To learn more about how to connect a walkthrough to a context, please read this article.

Open Contexts



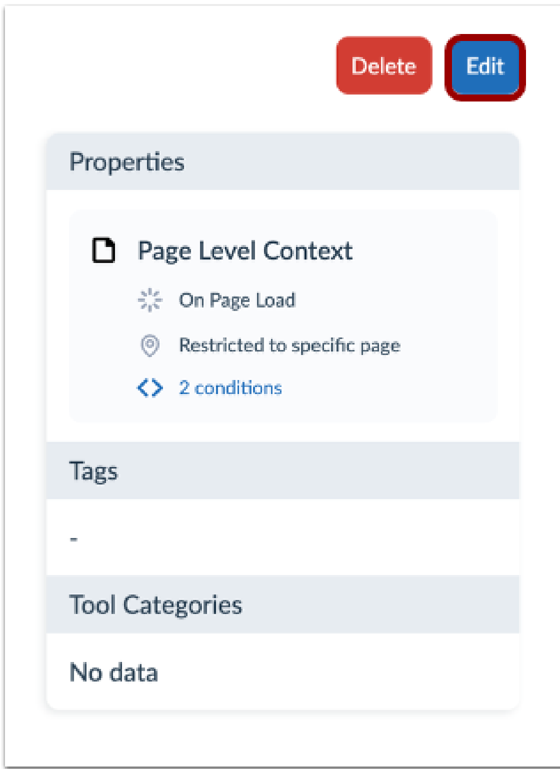
In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Contexts** link [3].

Open Context



Click the name of a context.

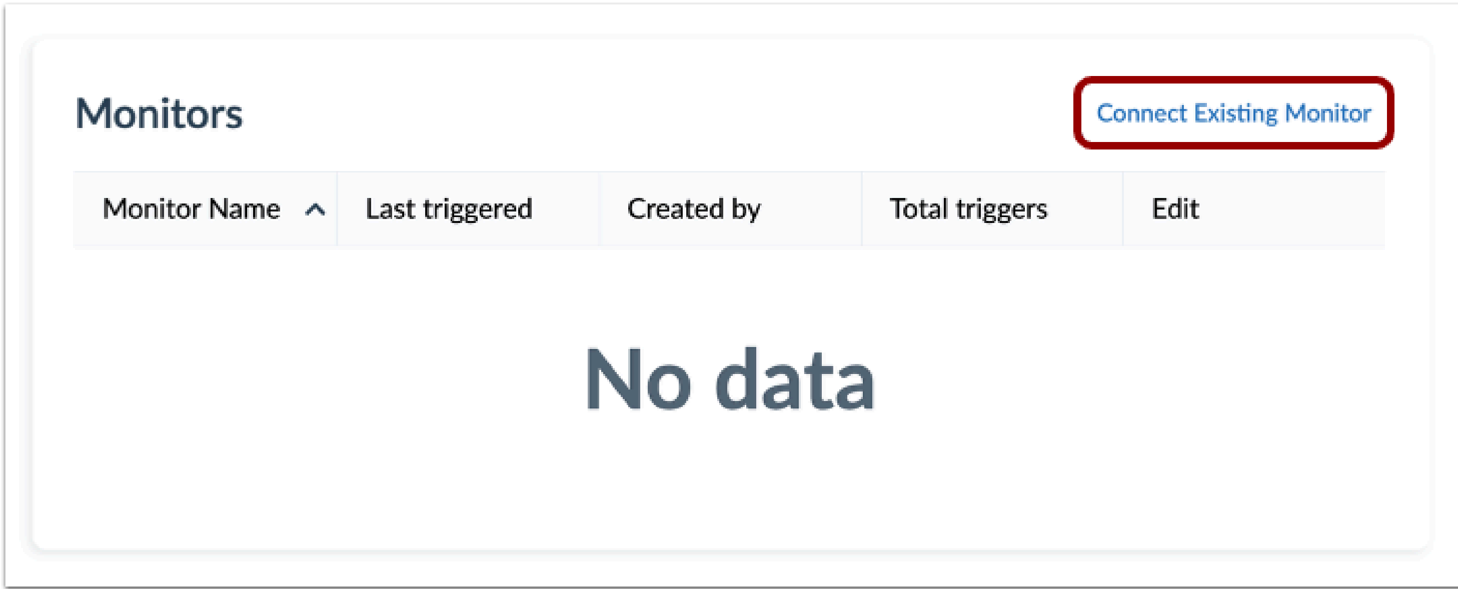
Edit Context



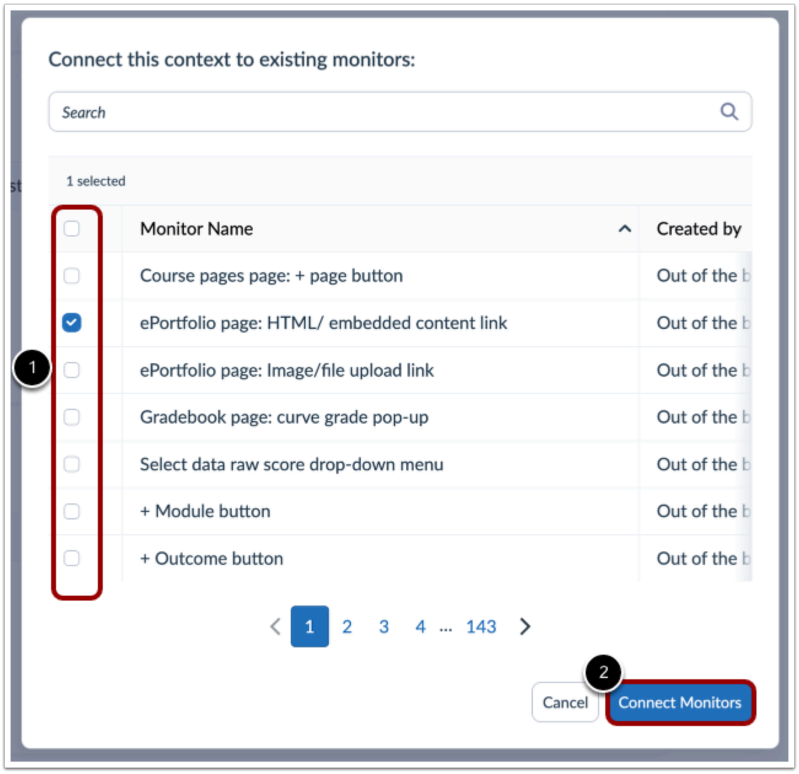
Click the **Edit** button.

Note: Local contexts are able to be edited. You will not be able to edit Out of the Box contexts.

Connect Existing Monitor



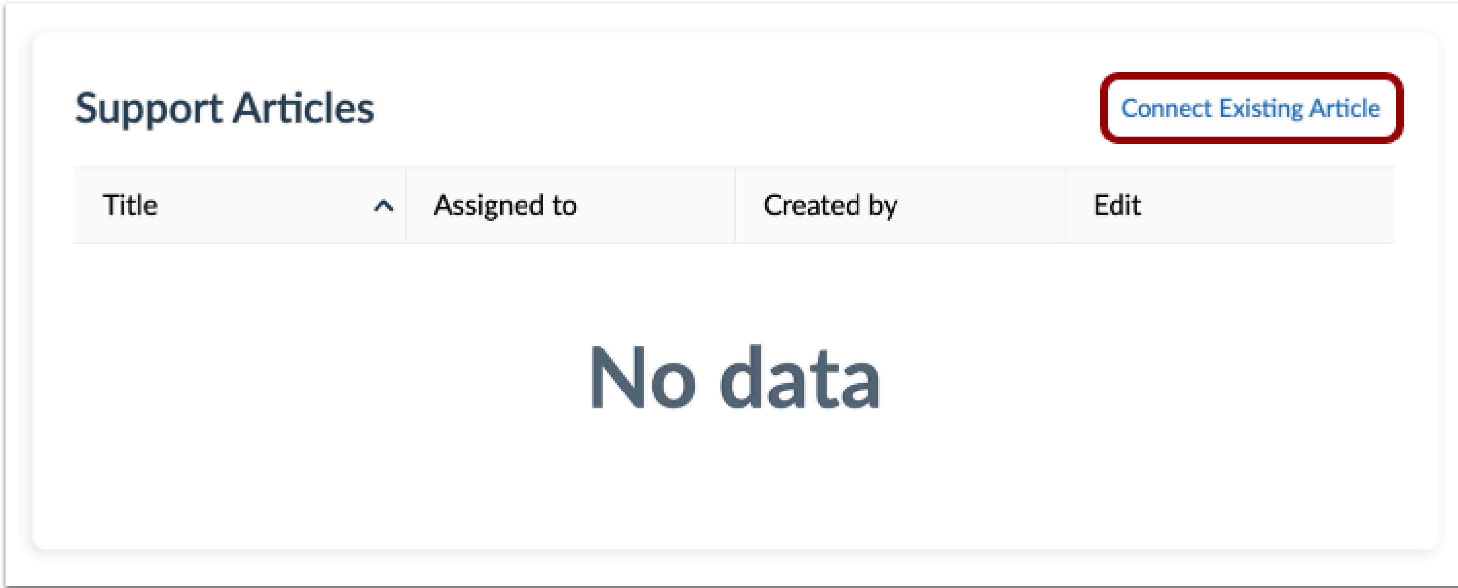
Click the **Connect Existing Monitor** button.



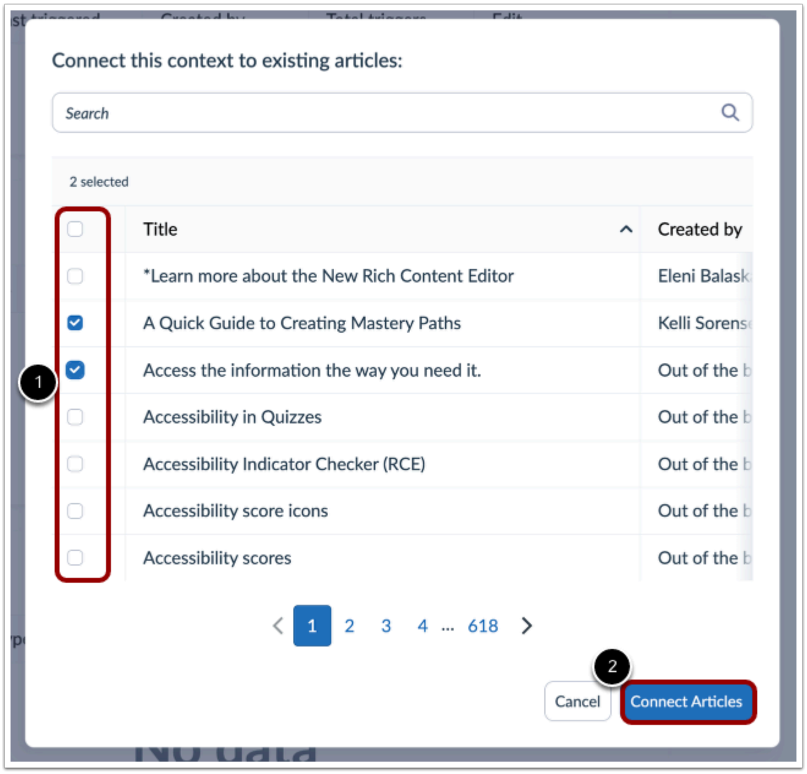
Locate the monitor(s) you want to connect. To connect monitors, click the checkbox next to the name [1].

Click the **Connect Monitors** button [2].

Connect Support Articles



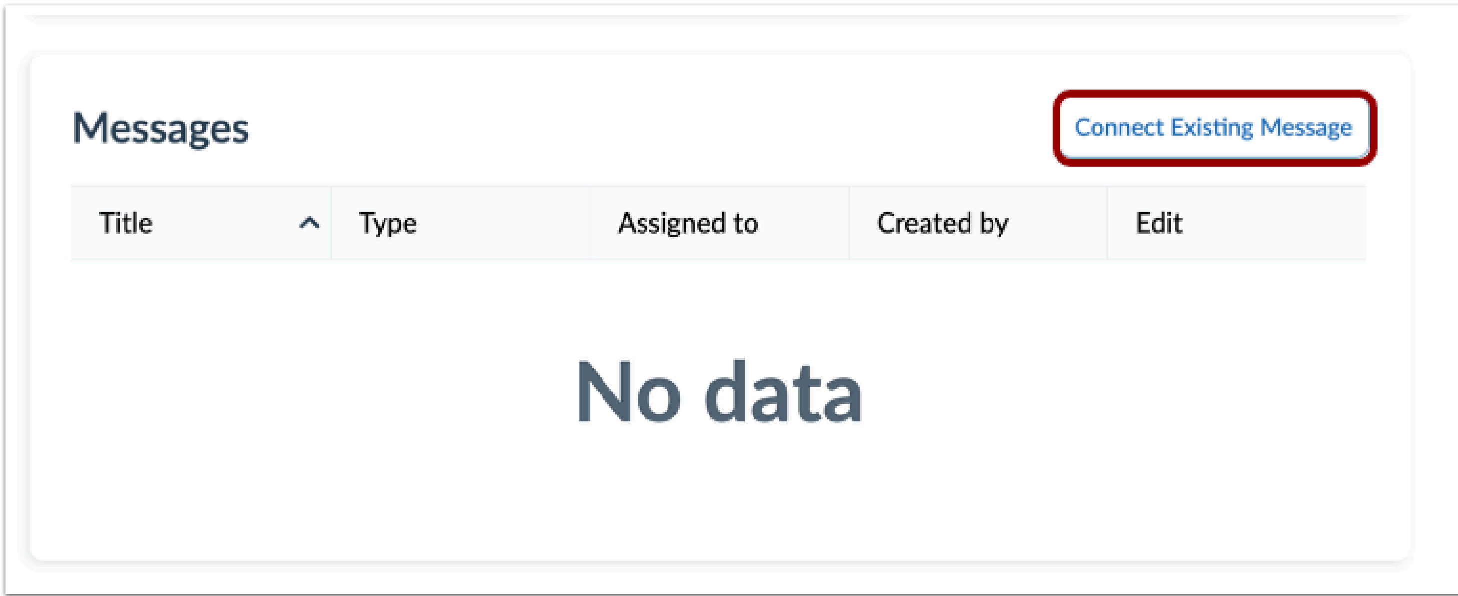
Click the **Connect Existing Article** button.



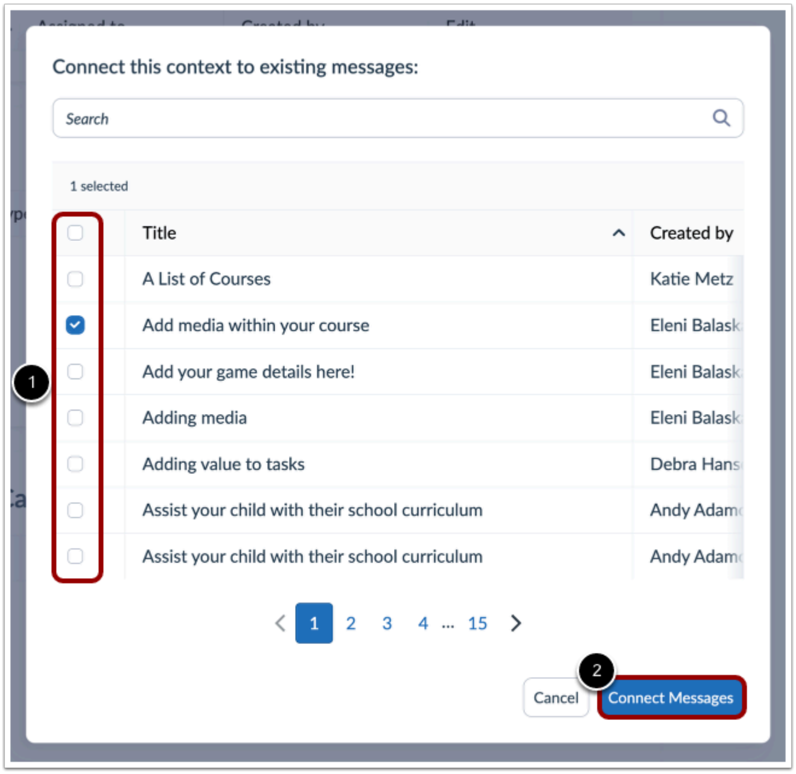
Locate the article(s) you want to connect. To connect articles, click the checkbox next to the name [1].

Click the **Connect Articles** button [2].

Connect Messages



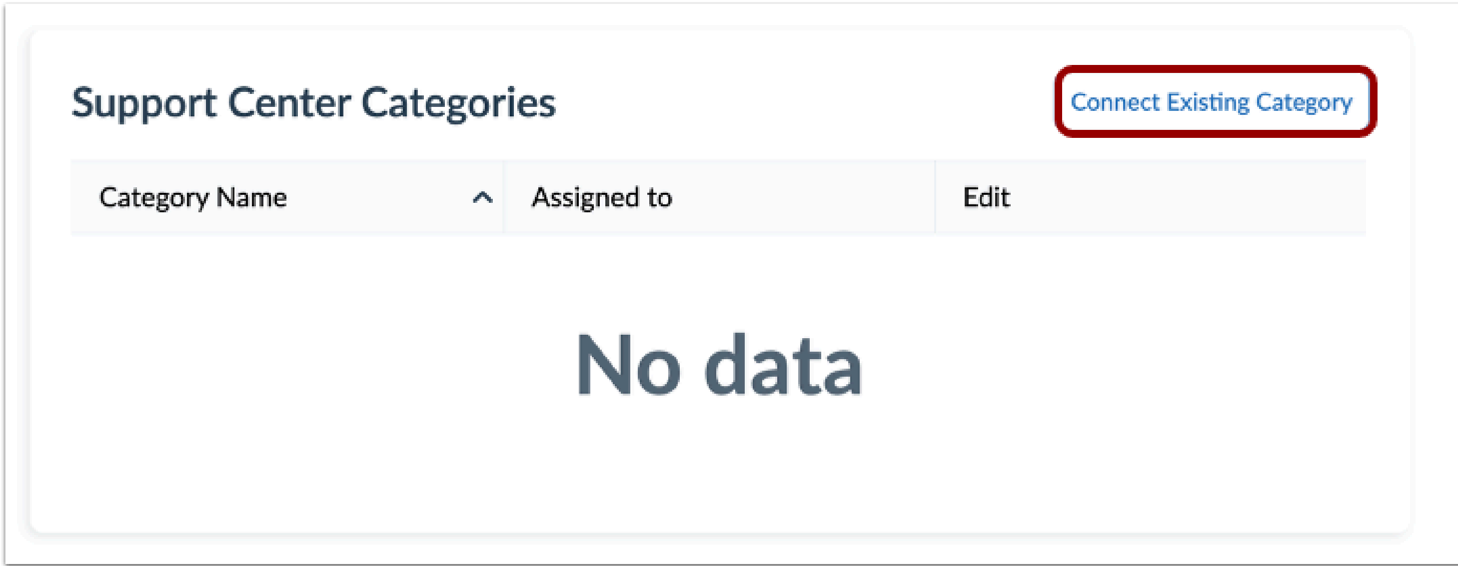
Click the **Connect Existing Message** button.



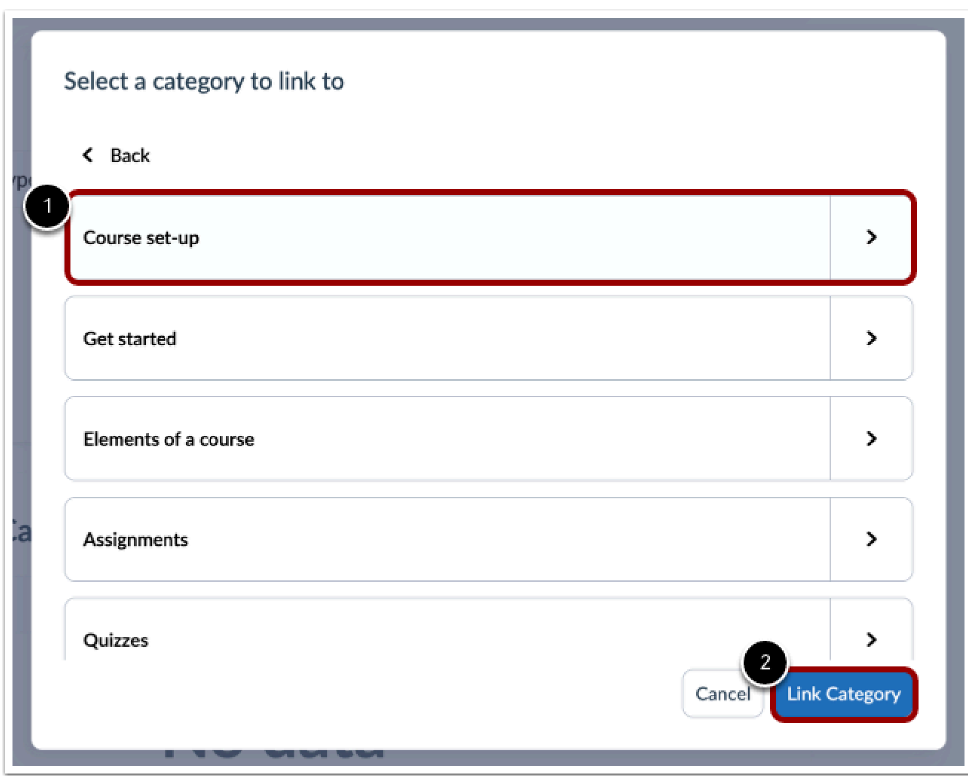
Locate the message(s) you want to connect. To connect messages, click the checkbox next to the name [1].

Click the **Connect Messages** button [2].

Connect Support Center Category



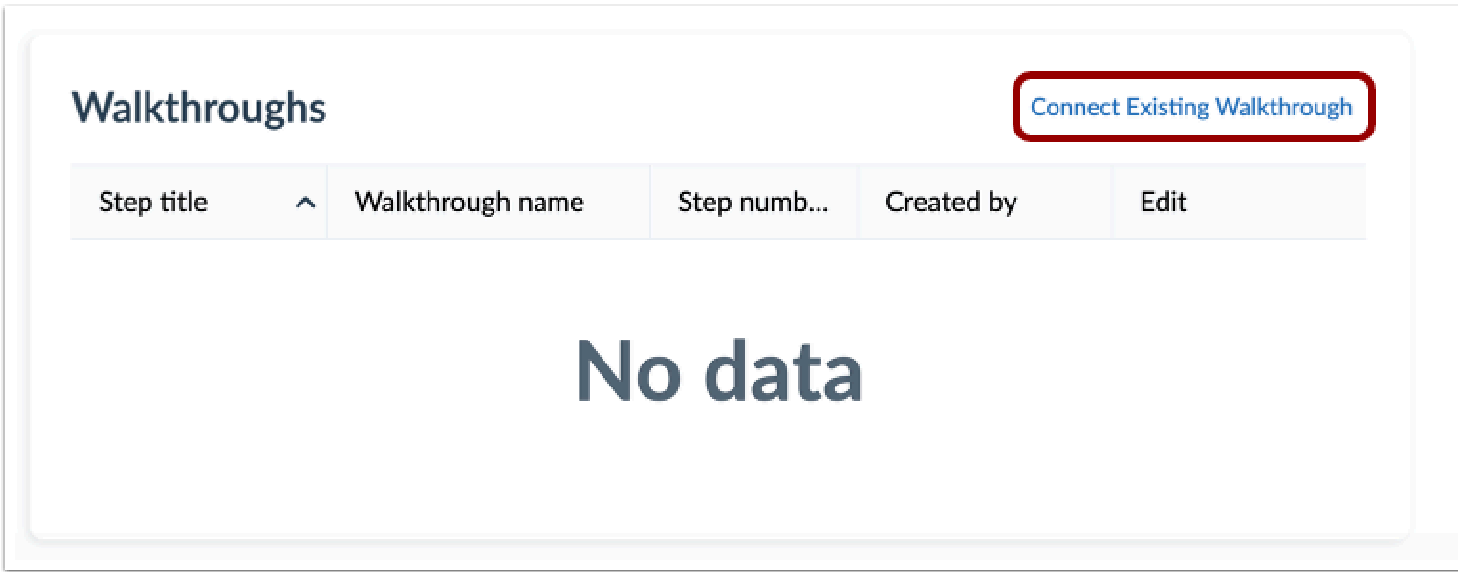
Click the **Connect Existing Category** button.



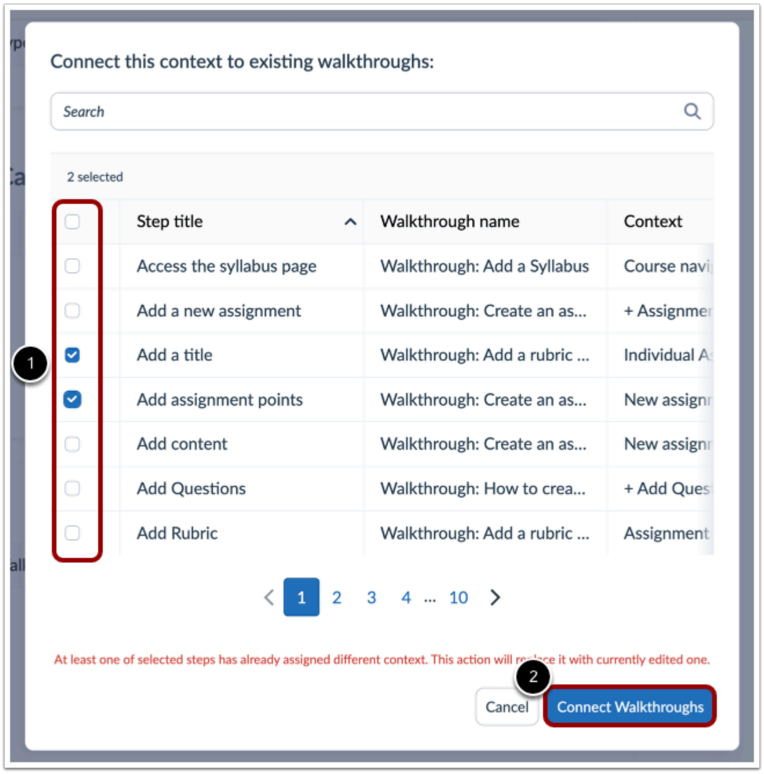
To connect a category, click the name of the category [1].

Click the **Link Category** button [2].

Connect Walkthroughs



Click the **Connect Existing Walkthrough** button.



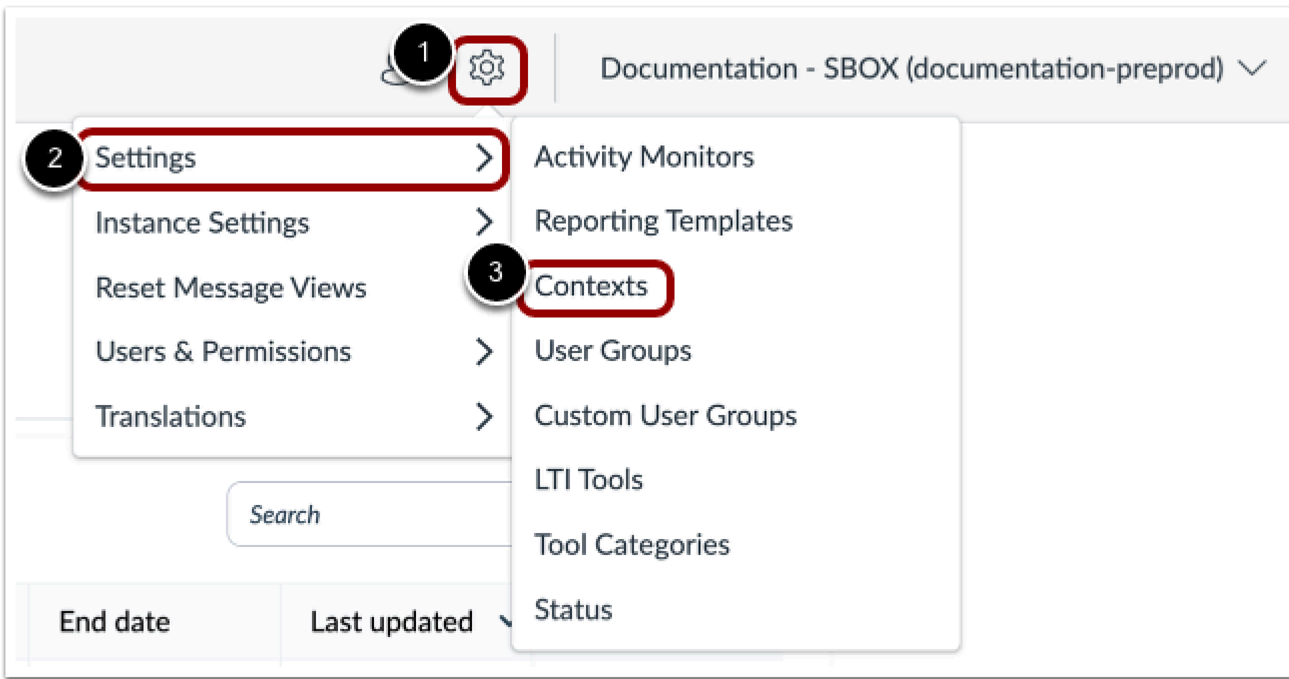
Locate the walkthrough(s) you want to connect. To connect walkthrough, click the checkbox next to the name [1].

Click the **Connect Walkthroughs** button [2].

How do I view all existing contexts in the Impact Dashboard?

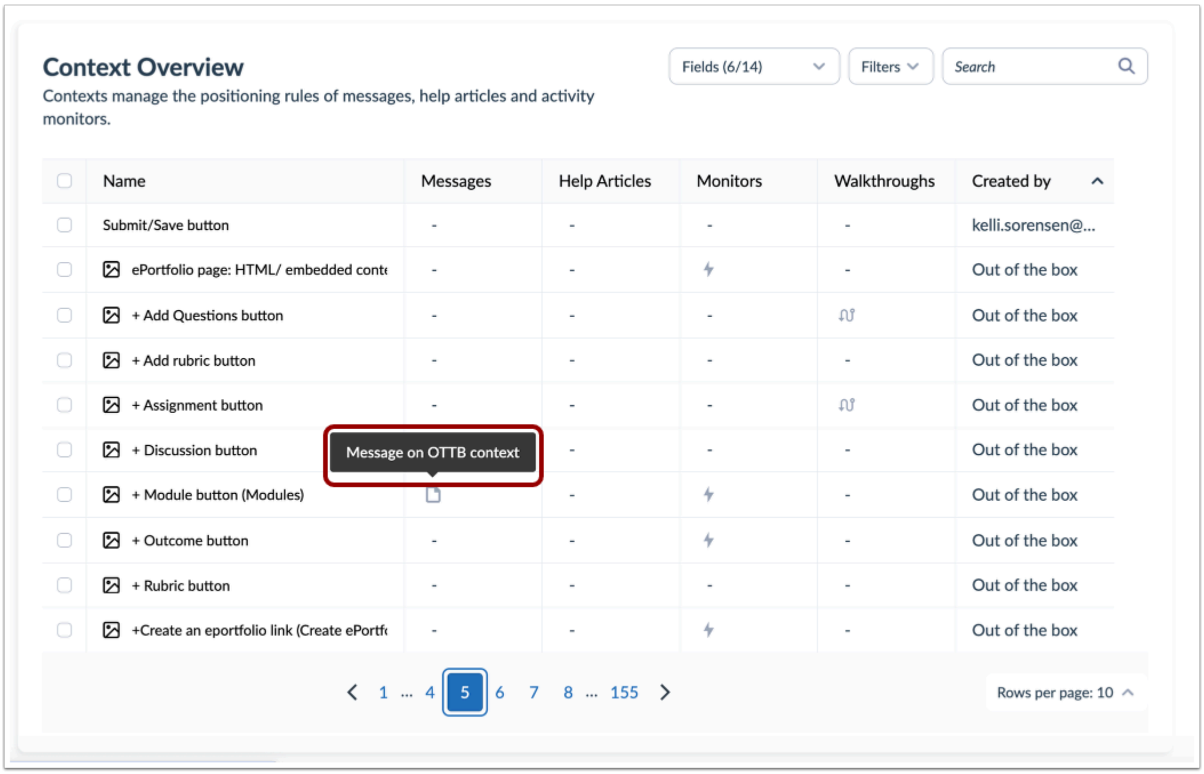
Contexts in Impact determine how messages and support articles are displayed in your learning environment. They also serve as the backbone of how data is tracked with Impact activity monitors.

Open Contexts



In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Contexts** link [3].

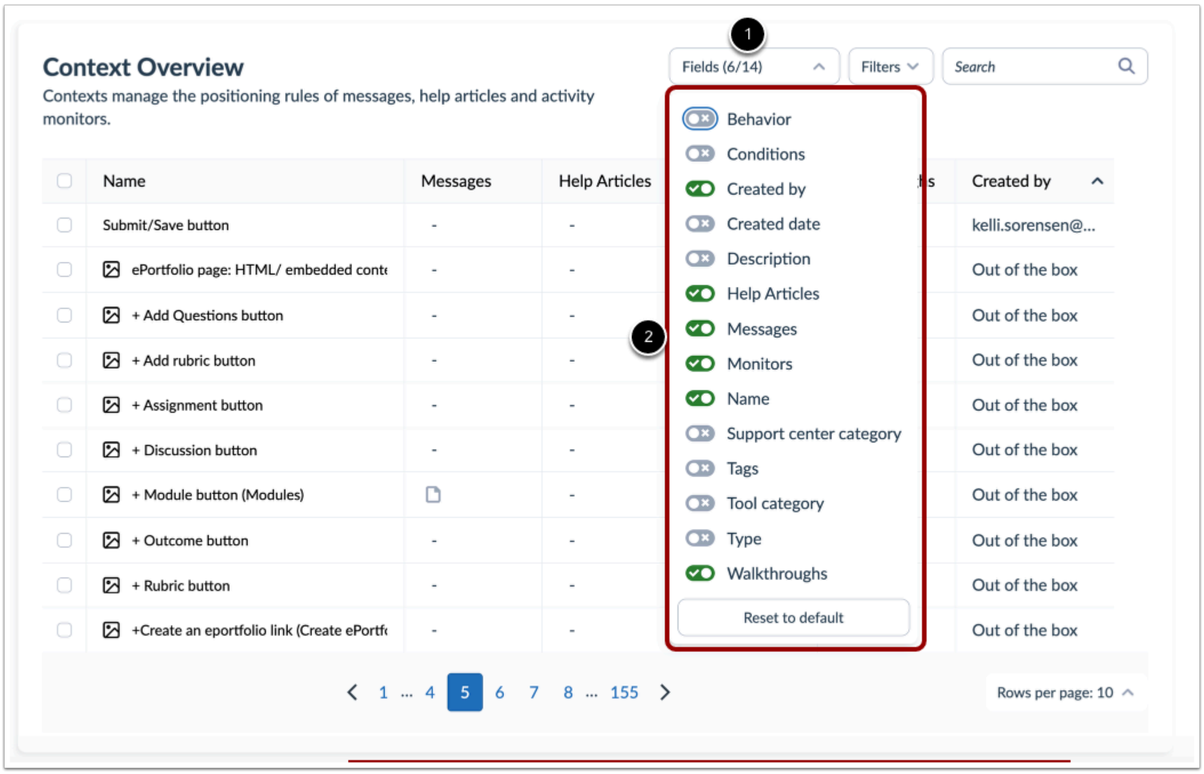
View Contexts



View all your contexts.

Hover over icons in the table to see which screenshots, help articles, messages, monitors, and walkthroughs are associated with each context.

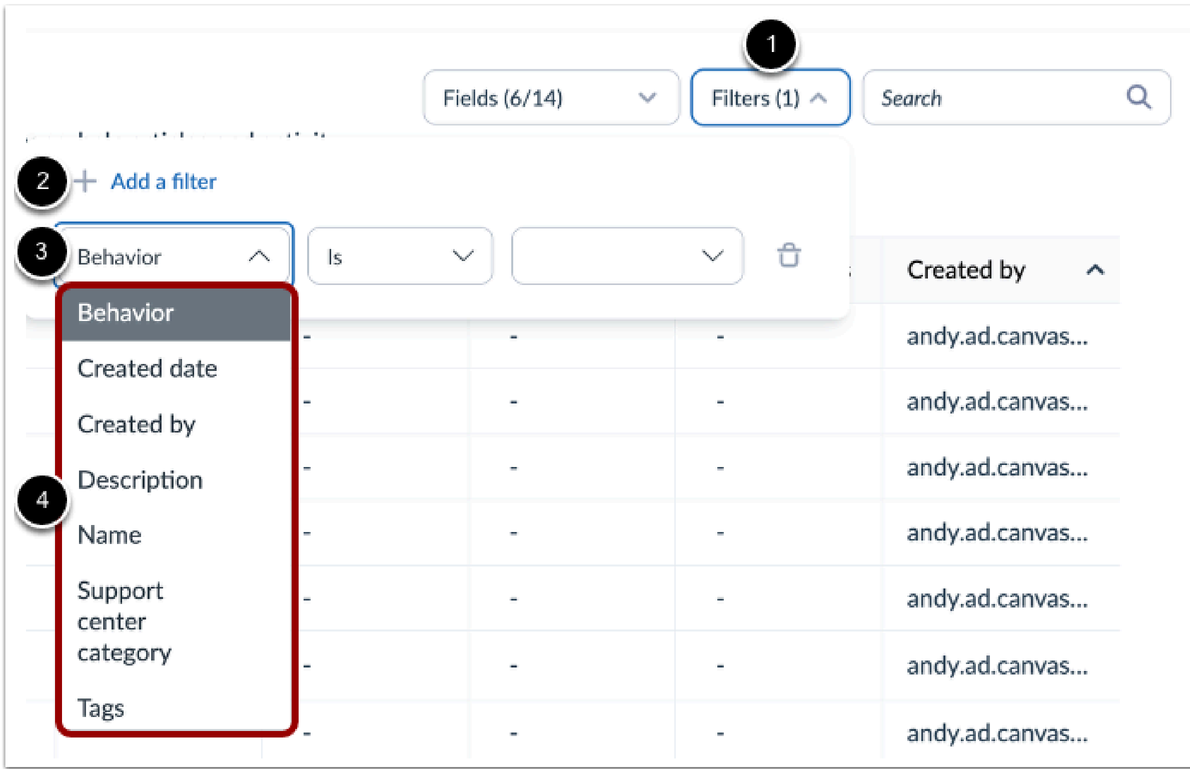
View Fields



To select the fields to display, click the **Fields** drop-down menu [1]. You can enable and disable different fields to view [2].

Note: The name, messages, help articles, monitors, walkthroughs, and created by fields are defaulted.

View Filters

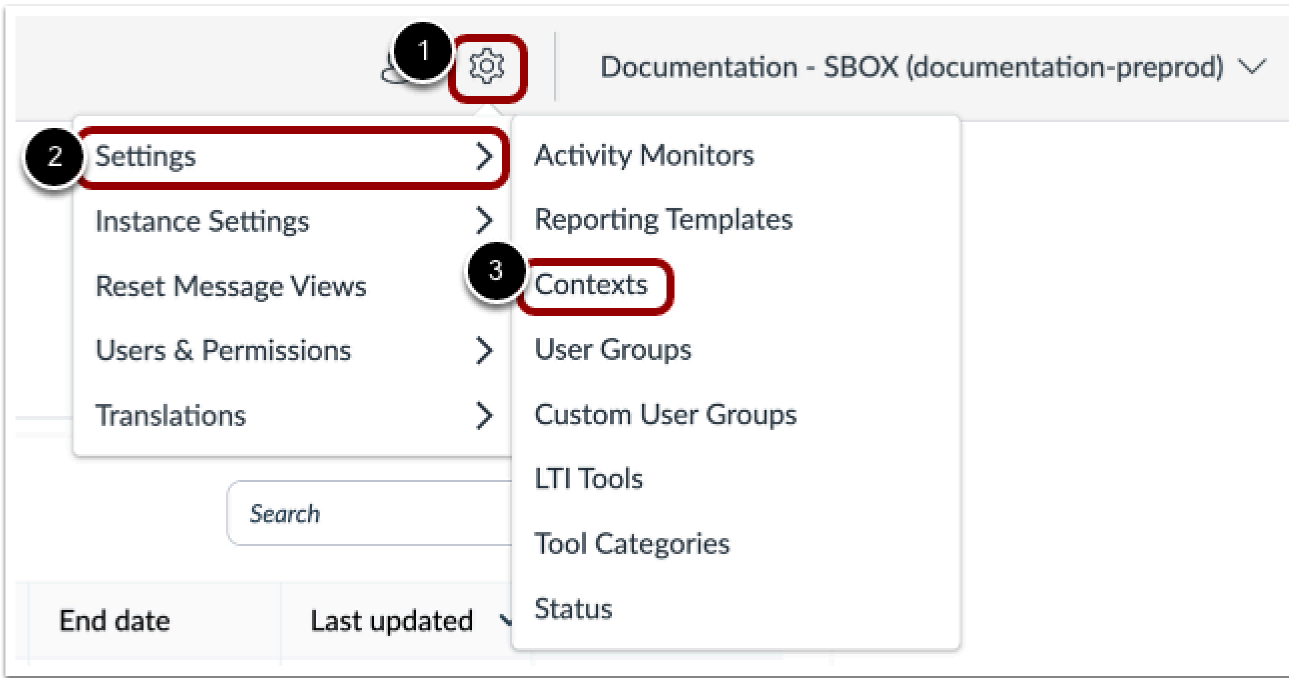


To add filters, click the **Filters** drop-down menu [1]. Click the Add a filter link [2]. Then select the filter drop-down menu [3] and select the filters you want to use [2].

How do I view which monitors, articles, messages, categories, and walkthroughs are connected to a context in the Impact Dashboard?

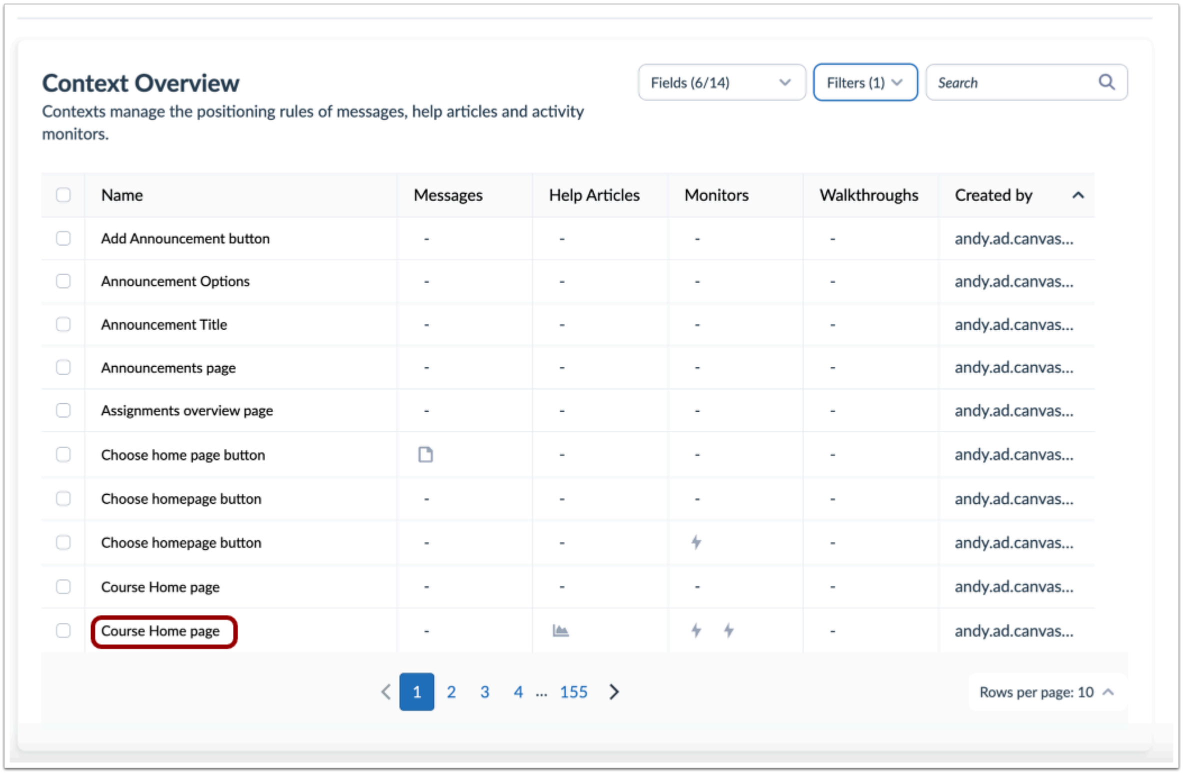
You can view which monitors, articles, messages, categories, and walkthroughs are connected to a context.

Open Contexts



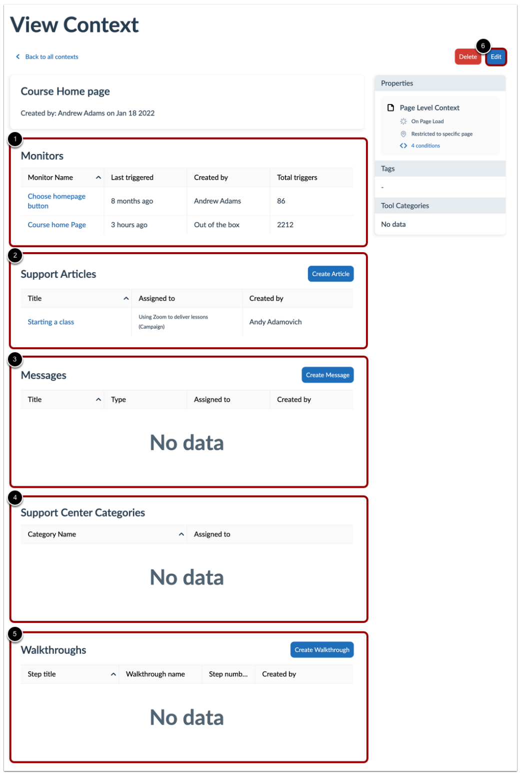
In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Contexts** link [3].

Open Context



Click the name of a context.

View Context



You can view the **Monitors** table [1], **Support Articles** table [2], **Messages** table [3], **Support Center Categories** table [4], and the **Walkthroughs** table [5] to see what is connected to the context.

To change the configurations of your selected context, you can click the **Edit** button [6].

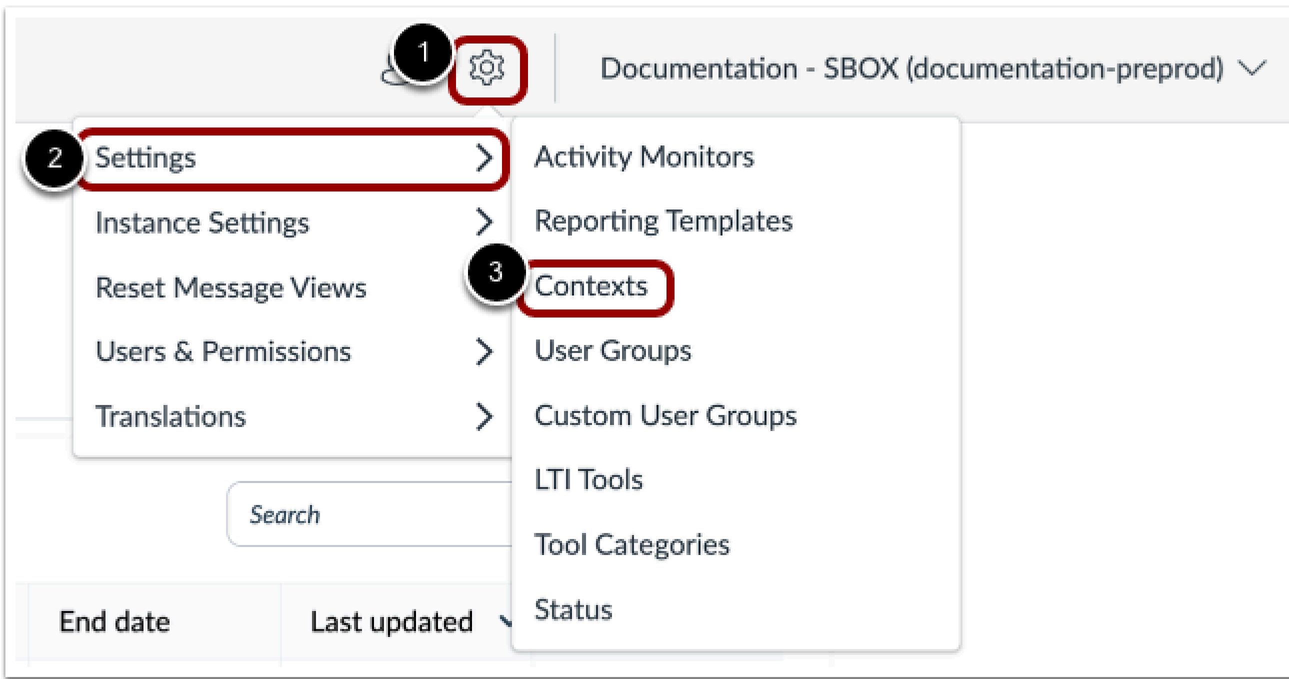
Notes:

- For more information on how to manage your context view, visit [How do I view all existing contexts in the Impact Dashboard?]()
- For more information on how to connect a monitor, message, or article to a context, visit [How do I connect a monitor, article, message, or walkthrough to a context in the Impact Dashboard?]()

How do I view the trigger conditions of an existing context in the Impact Dashboard?

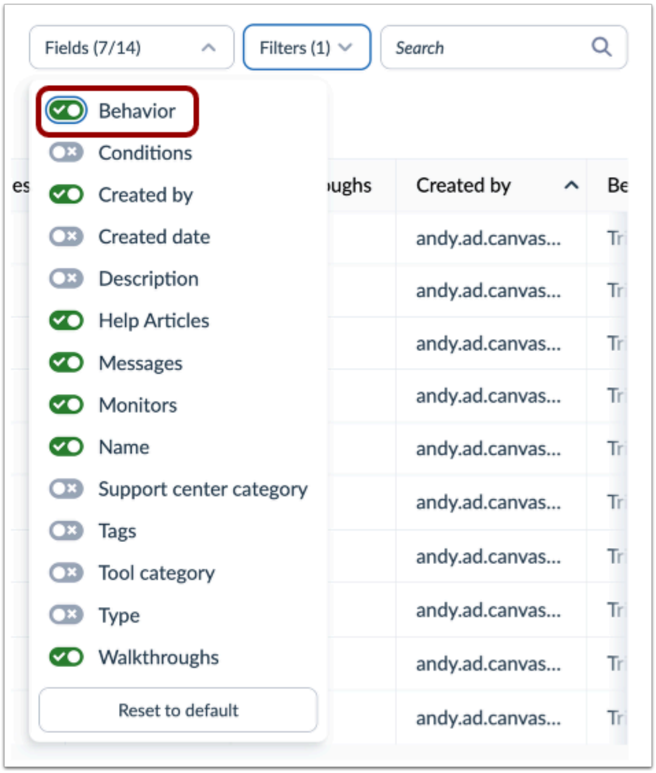
Your context is triggered either on a page load or click/hover depending on your need. This trigger determines how your context behaves. This article explains how you can see the trigger conditions of an existing context.

Open Contexts



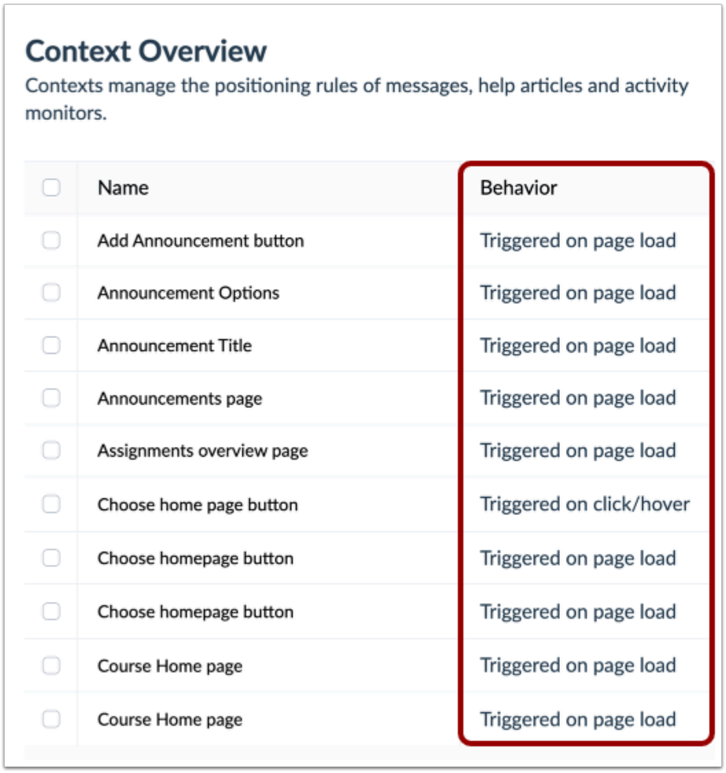
In Global Navigation, click the **Settings** icon [1]. Then hover over the **Settings** menu [2] and click the **Contexts** link [3].

Enable Behavior Filter



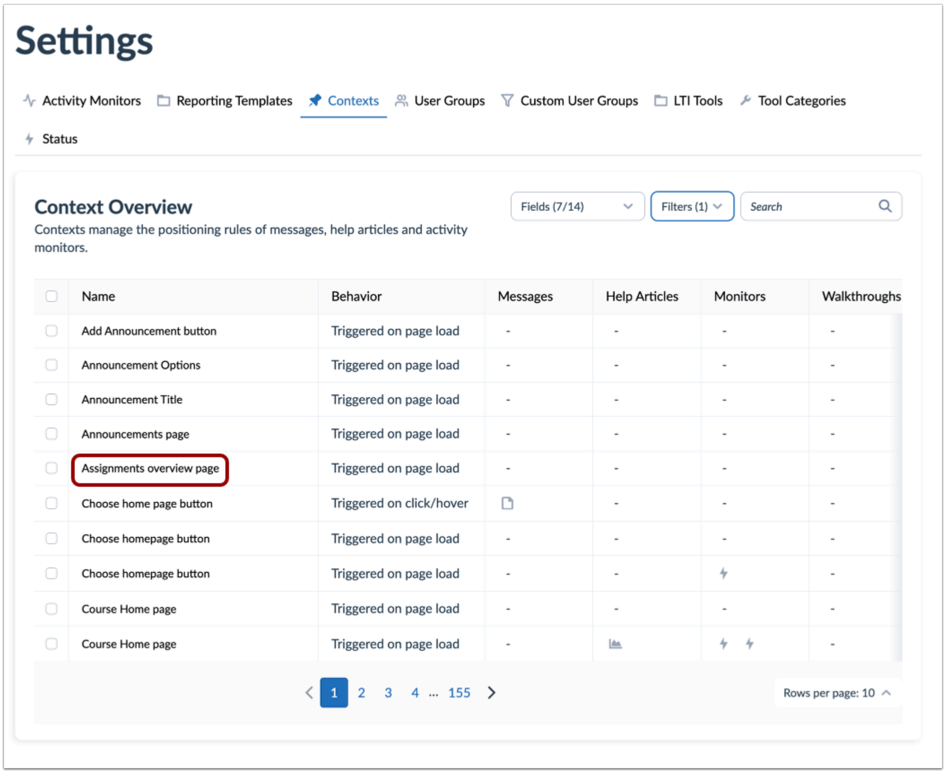
Enable the **Behavior** filter.

View Behavior Conditions



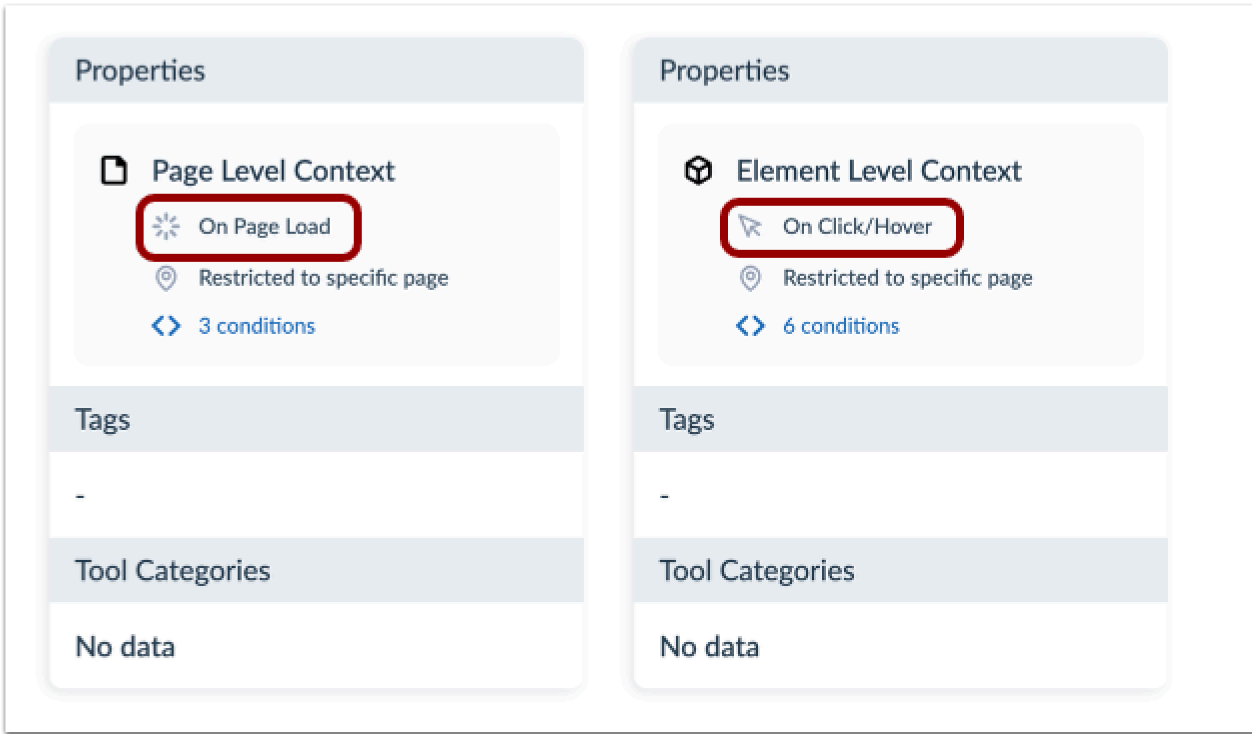
View the trigger conditions of each context.

Open Context



Locate and click the name of a context.

Context Properties

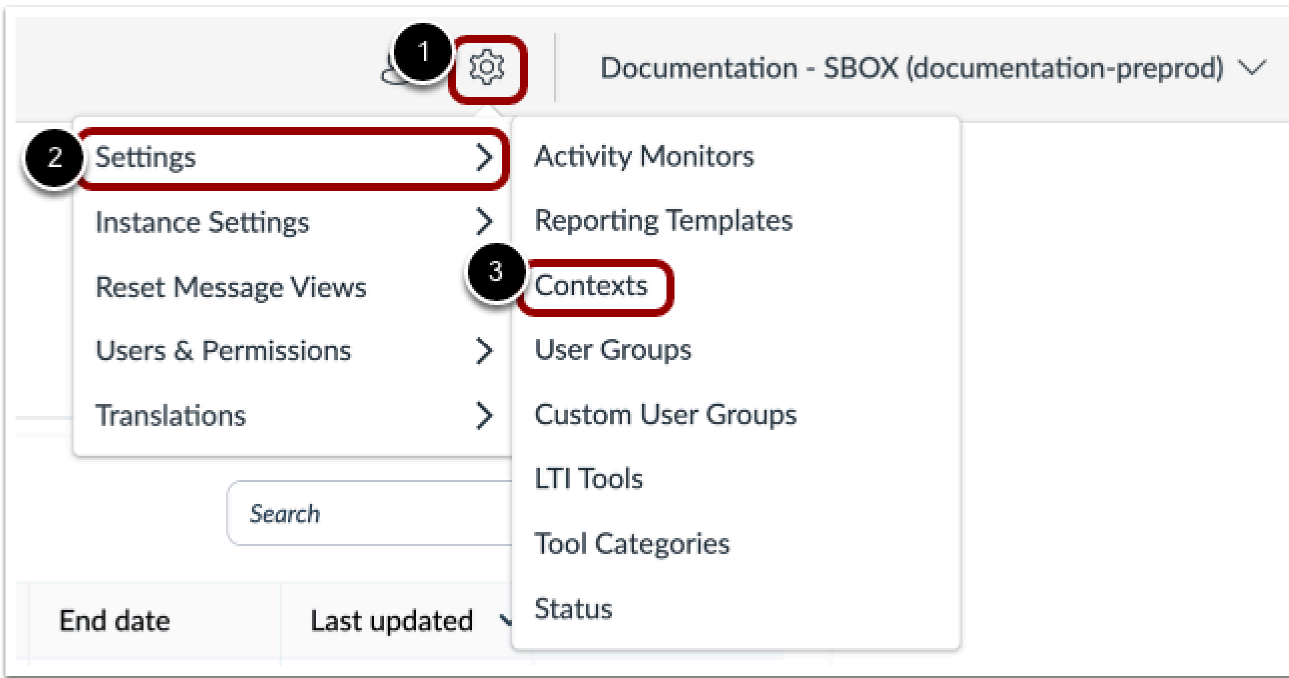


In the Context Properties, the trigger is listed as **On Page Load** [1] or **On Click/Hover** [2].

How can I view the conditions of existing contexts in my Impact Dashboard?

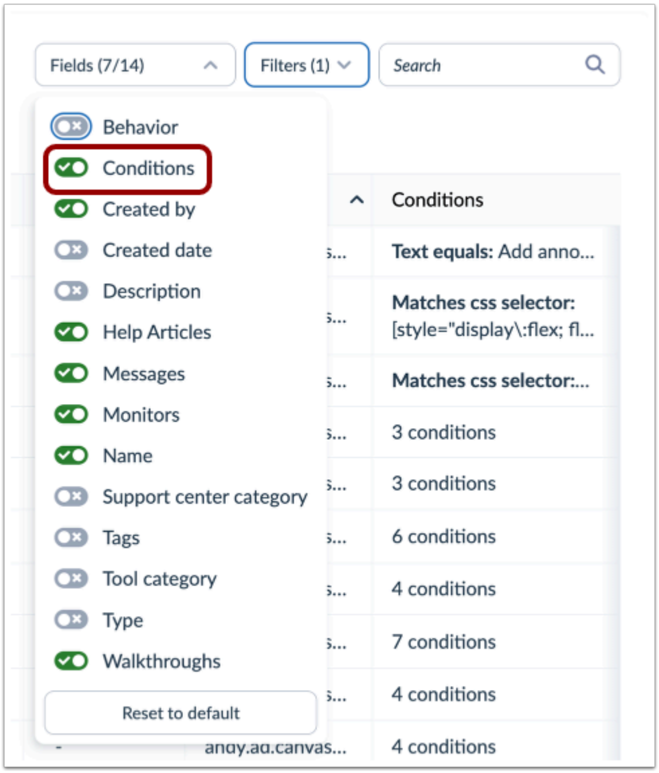
Conditions are rules that define a context, allowing messages to be connected to pages and areas within a page.

Open Contexts



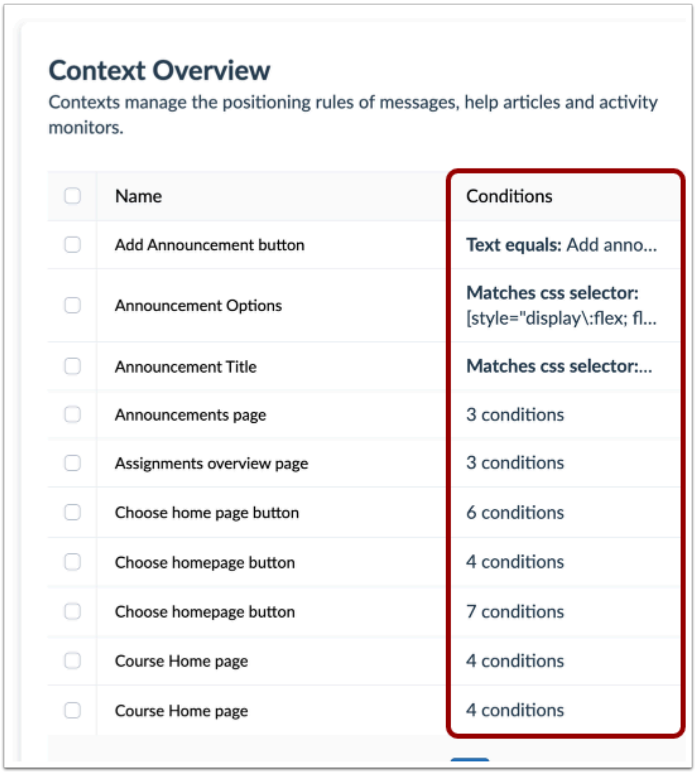
In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Contexts** link [3].

Enable Conditions Filter



Enable the **Conditions** filter.

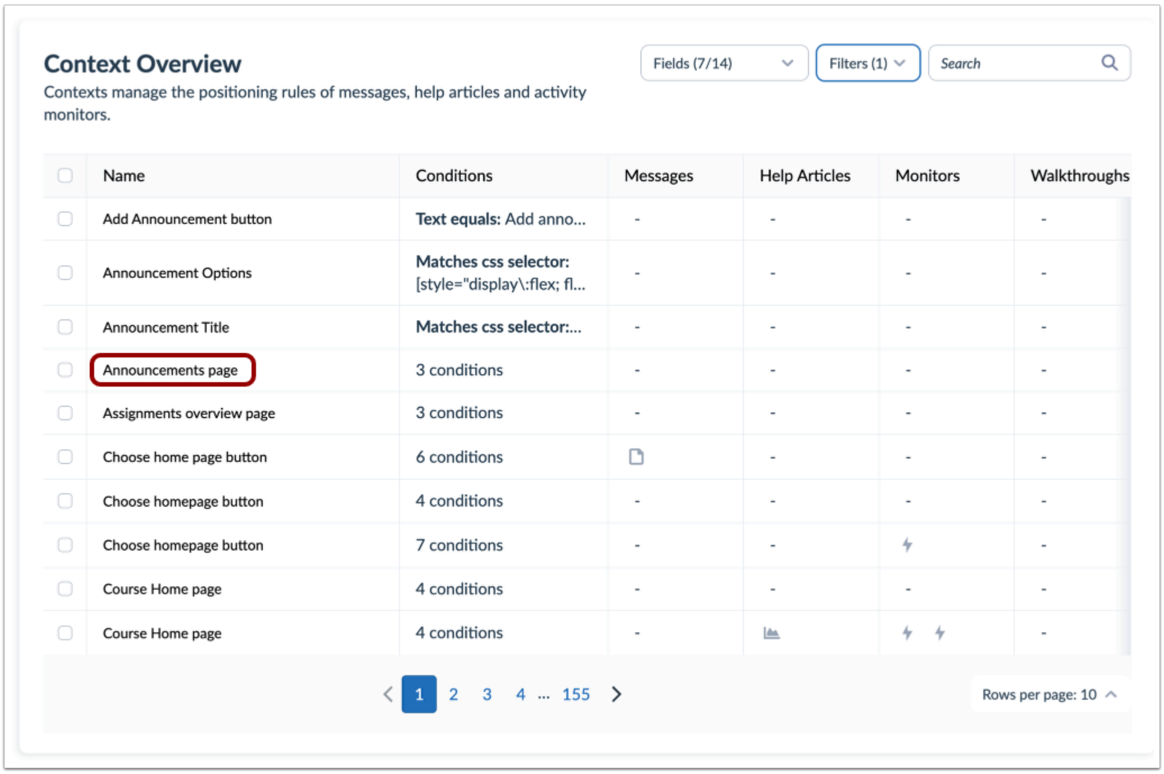
View Conditions in Context Overview



When the Conditions filter is enabled, you can view conditions in the Context Overview.

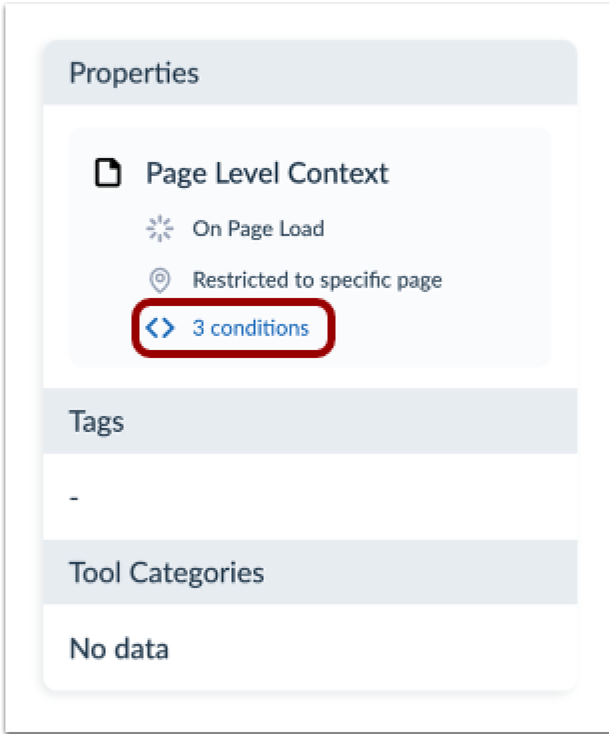
Hover over the column to see the detailed list of conditions that are included in the context.

Open Context



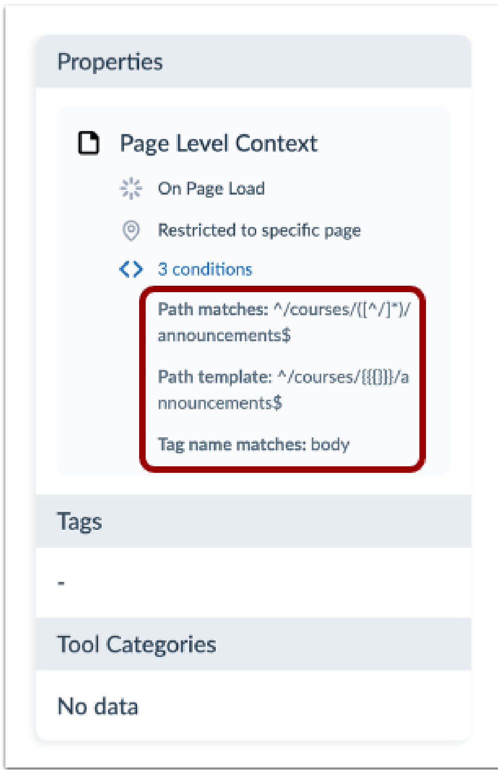
Click the name of a context.

Open Conditions



To display all of the conditions that are associated with your context, click the **Conditions** link.

View Conditions



These conditions are rules for which element/page will trigger the monitor.

Context Conditions

HTML knowledge is desirable if you would like to understand what the conditions of Out of the Box contexts mean in a deeper level or to create reliable local contexts.

How can I use Out of the Box contexts in my Impact Dashboard?

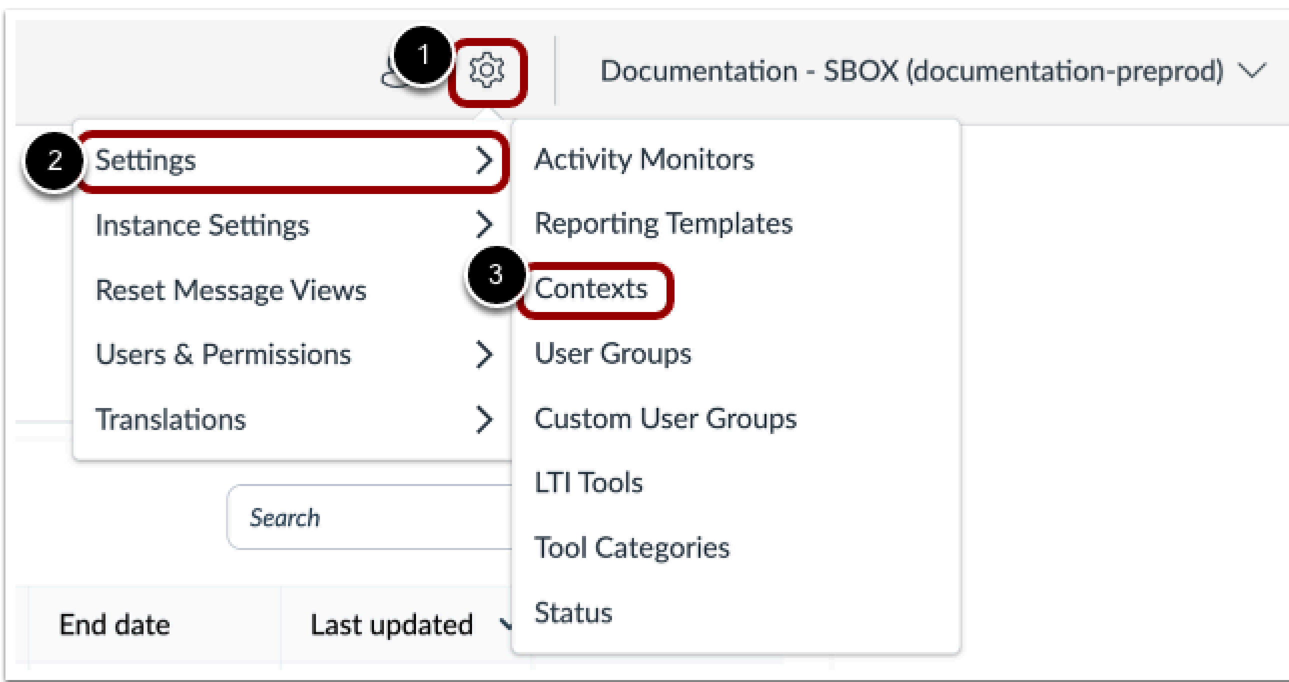
Out of the Box contexts are visible to you and can be used from your Impact Dashboard. Out of the Box contexts can place messages in your Learning Management System, customize your Support Center Categories, and in your Inline Editor.

There are a few different workflows that you can use inside the dashboard to add contexts to items.

Notes:

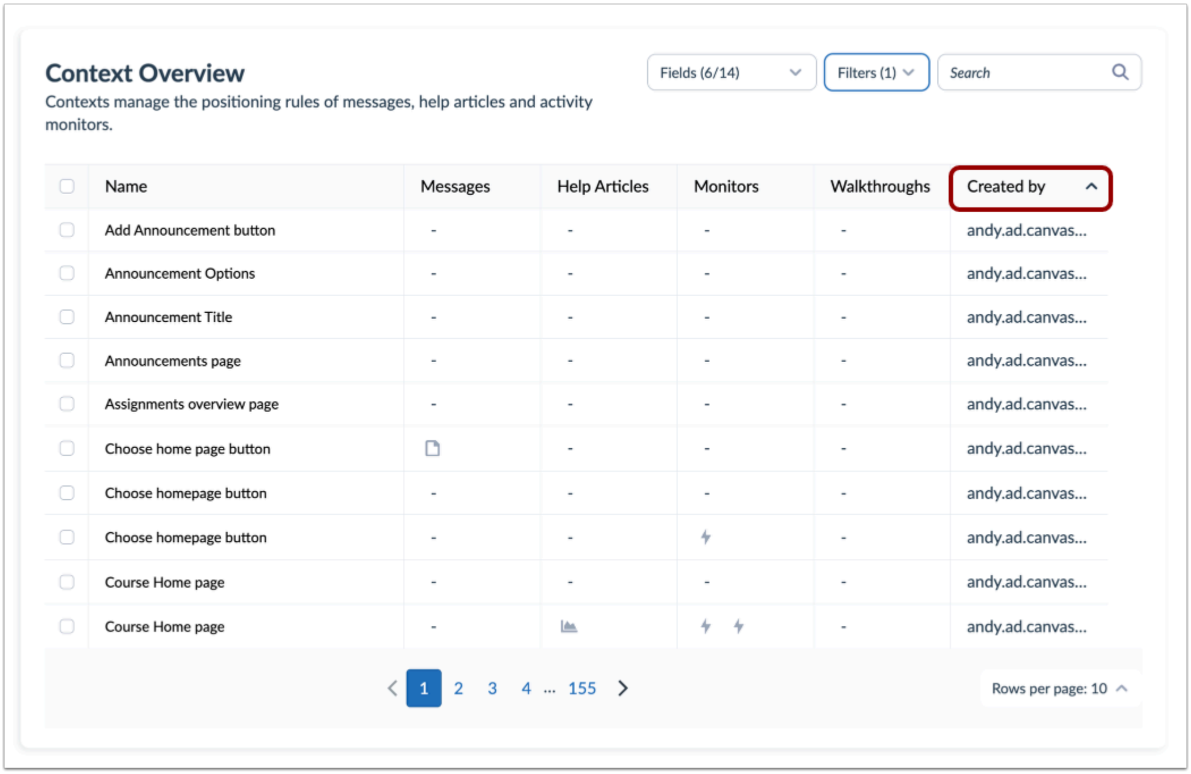
- Out of the Box contexts are created using global recognition rules and will appear across all courses. To generate a more specific context, you need to create a local context via the Inline Editor.
- If you have more than one item (messages, stand-alone messages, messages within a campaign) in the same context, there is no set sequence for displaying items.

Open Contexts

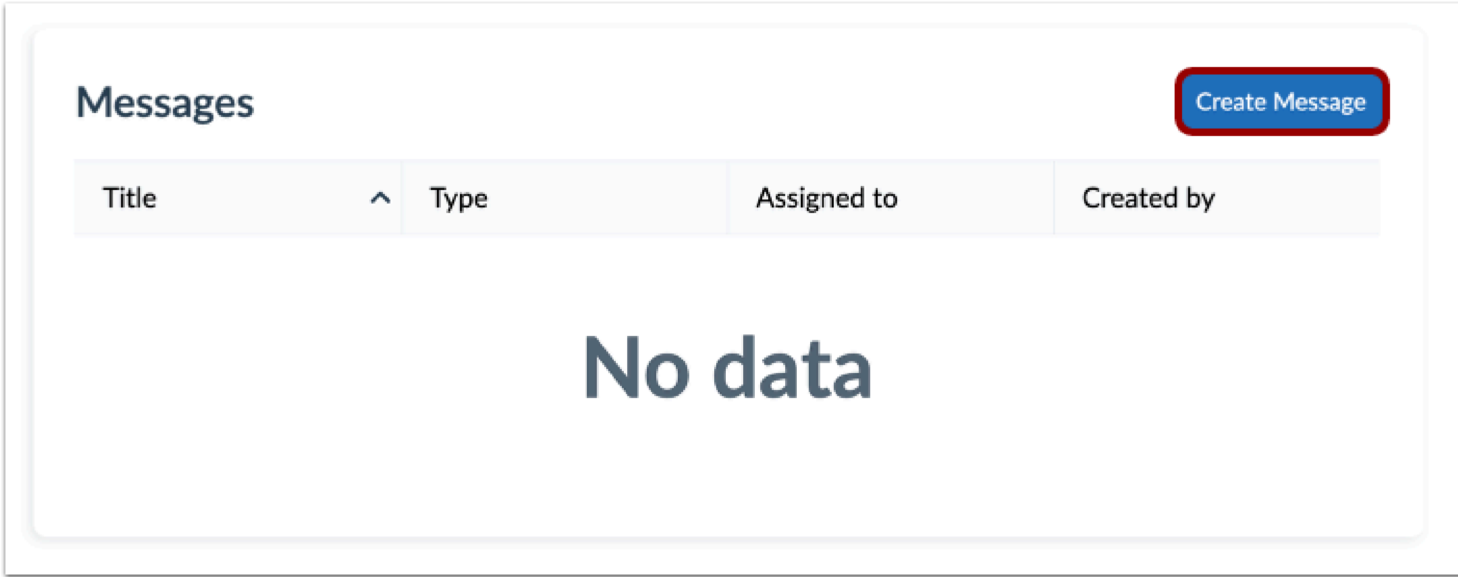


In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Contexts** link [3].

Context Overview

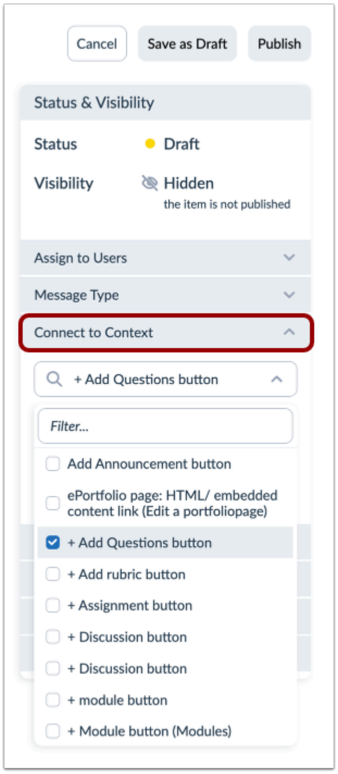


From the Context Overview, it is easy to see which contexts are Out of the Box and which are locally created contexts, using the **Created by** column of the overview table.



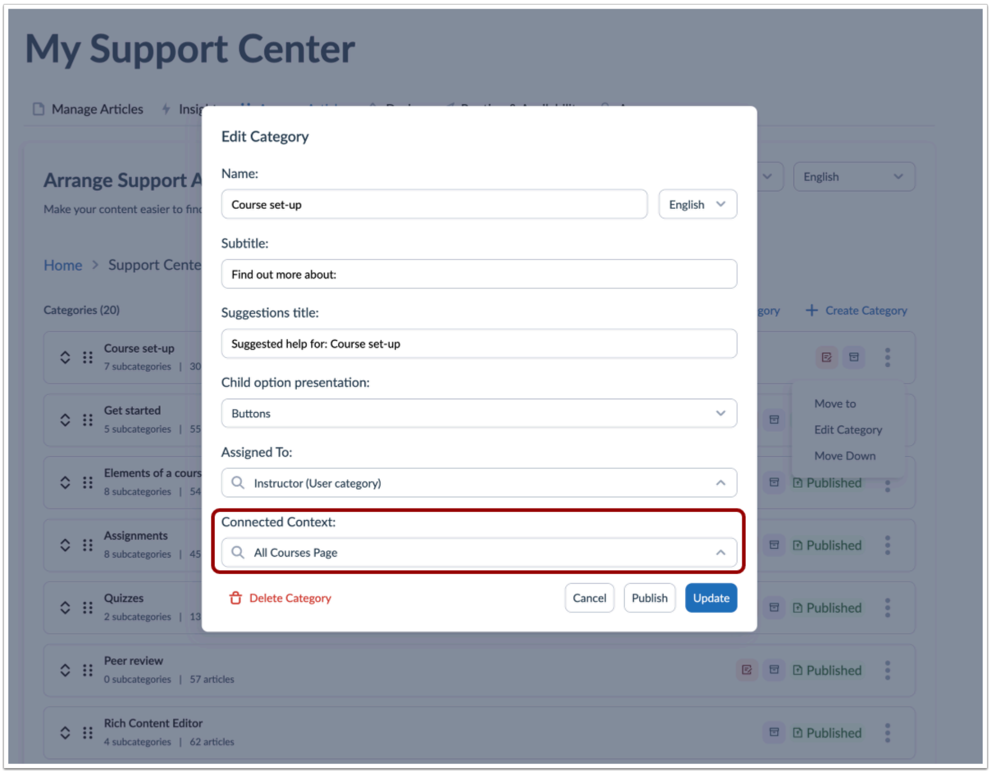
To add a specific Out of the Box context to a message, click on the context and on the **Create Message** button next to the item you would like to add. This context will automatically be added to the message or step.

Messages

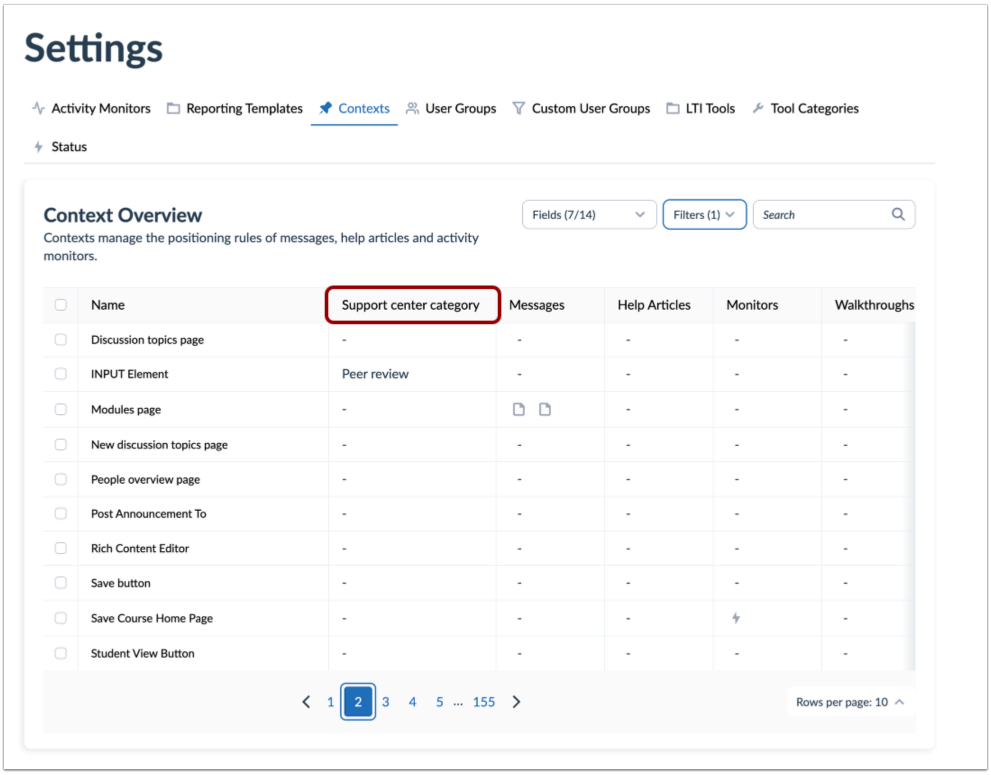


You can add Out of the Box contexts within a message using the **Connect to Context** drop-down menu. Both Out of the Box and your locally created contexts will be listed here.

Support Center Category



Out of the Box context visibility also means you can customize the contextualization of your Support Center easily. Within the Edit Category section of the Support Center, all Out of the Box and local contexts will be listed in the **Connected Context** drop-down menu, with the currently attached contexts at the top of the list and checked.

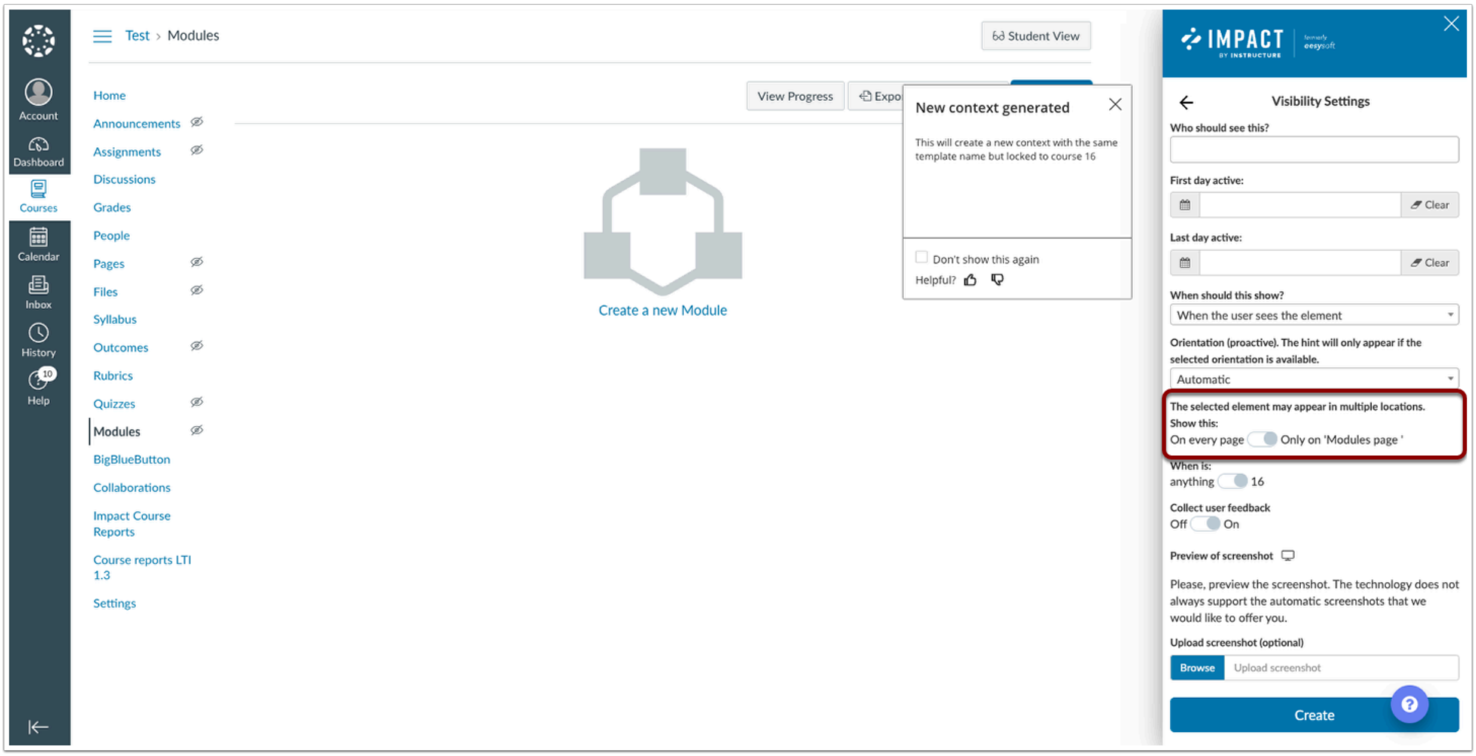


You can have multiple contexts connected to the same Support Category resulting in a category that will open on different pages.

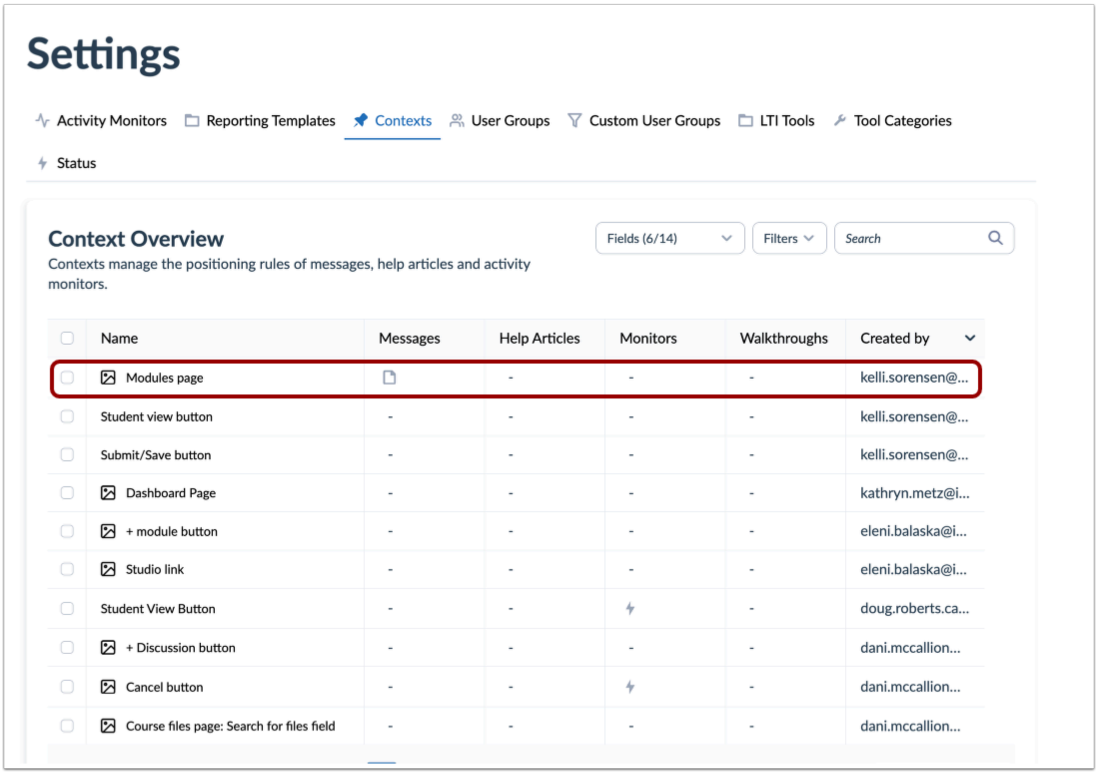
It is not recommended to have more than one context attached to the Support Center Category as this can cause unwanted conflict within your Learning Management System.

Inline Editor

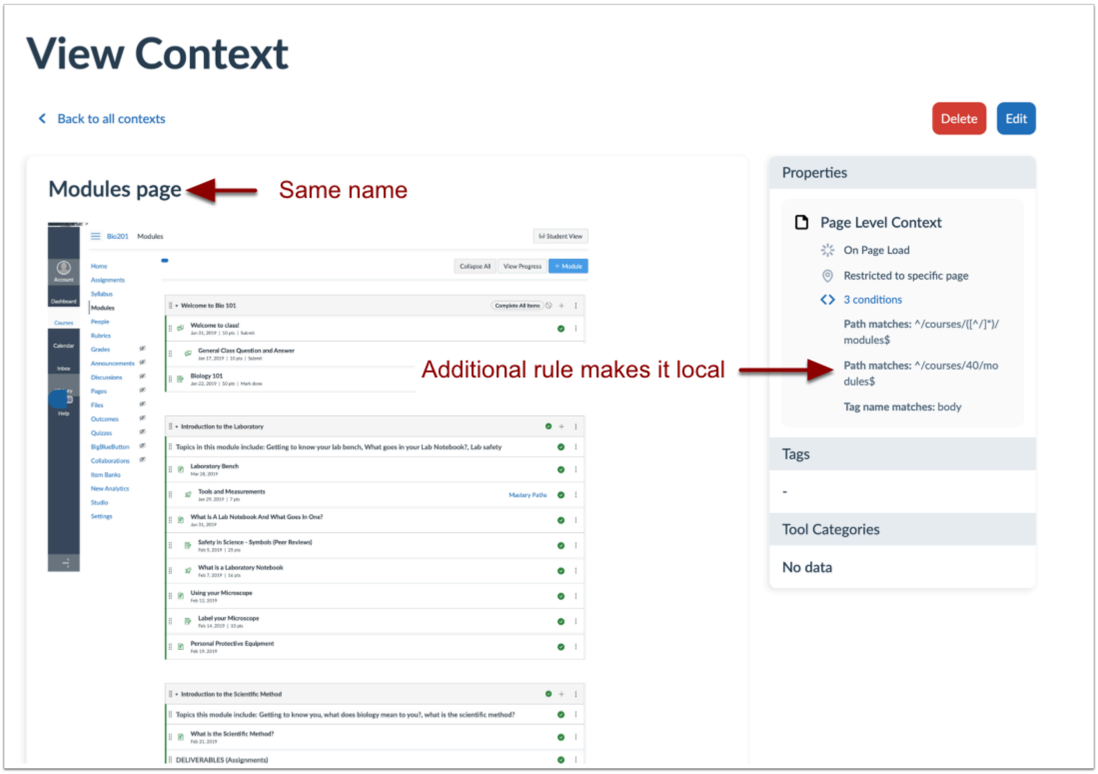
Contexts are generated in the dashboard when an action, such as adding a monitor or message is taken, on either the page or element-level context.



If you have implemented no restrictions to the template from the Inline Editor, such as locking to a specific page, the Out of the Box context will be reused and the message will be added to the existing context in the dashboard.

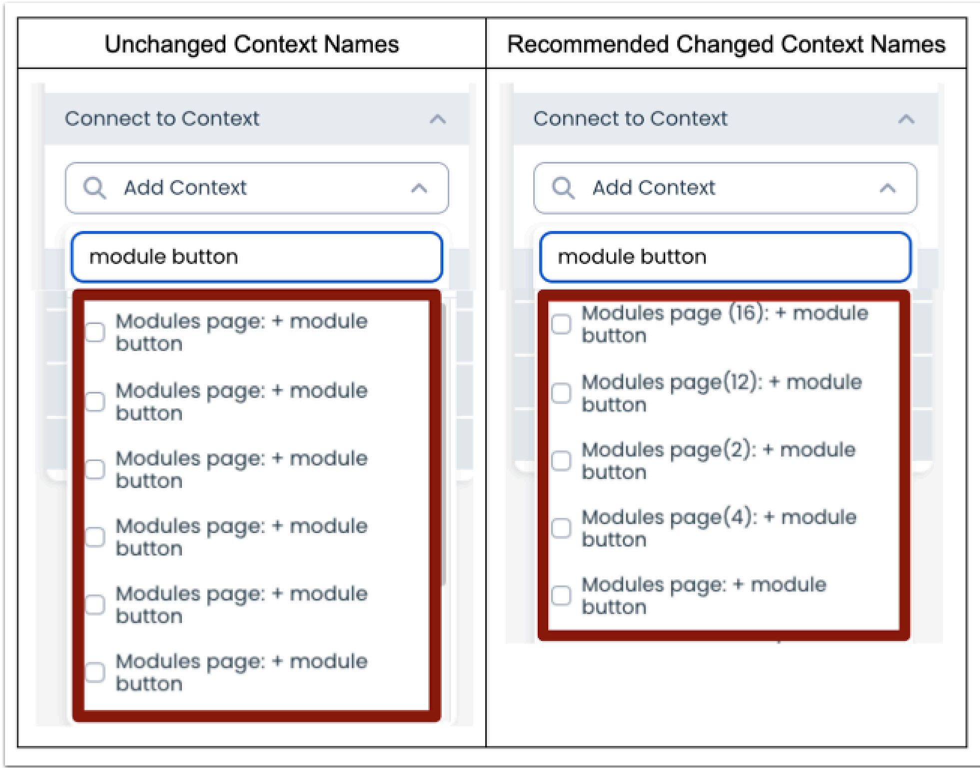


After implementing no restrictions to the template from the Inline Editor, you can see the message added to the existing context in the Context Overview.



If you implement restrictions, the recognition rules will no longer match that of the Out of the Box context and a new local context will be generated with the new recognition rules.

Note: The new recognition rule is locked to course 5 only.



Your new local context will adopt the name of the template presented in the Inline Editor. We highly recommend that you change the name of the new local context in your dashboard to avoid confusion in the future. If the name of the new local context isn't changed, it will match the name of the pre-defined Out of the Box context and lead to confusion when attempting to implement any of the other workflows.

What is the relationship between Inline Templates and Contexts?

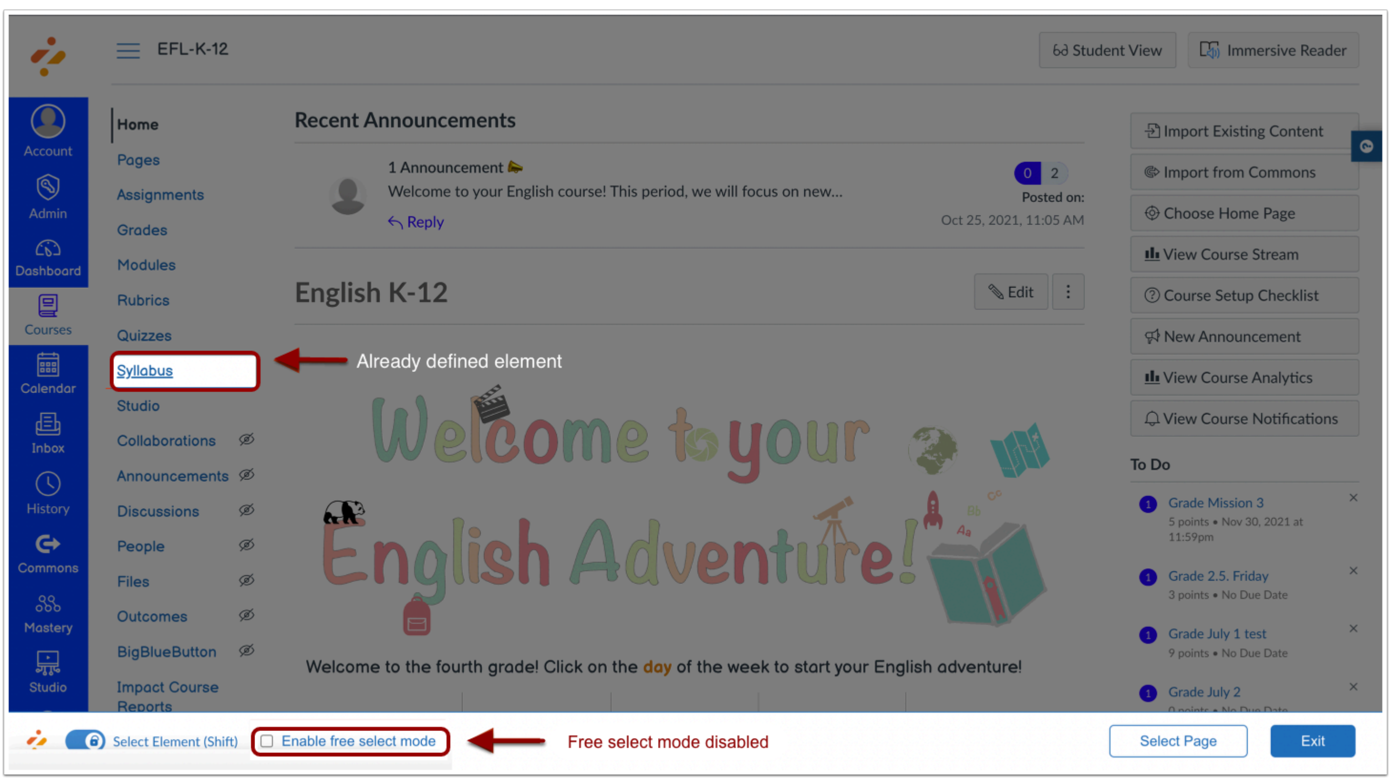
There are a number of Out of the Box templates in the Inline Editor as well as Out of the Box contexts in the Dashboard. You can also create your own templates and contexts which will exist locally in your Learning Management System and Dashboard accordingly.

It is important to understand the relationship between templates and contexts so that you effectively build successful content inline as well as maintain a clear list of contexts in your Dashboard.

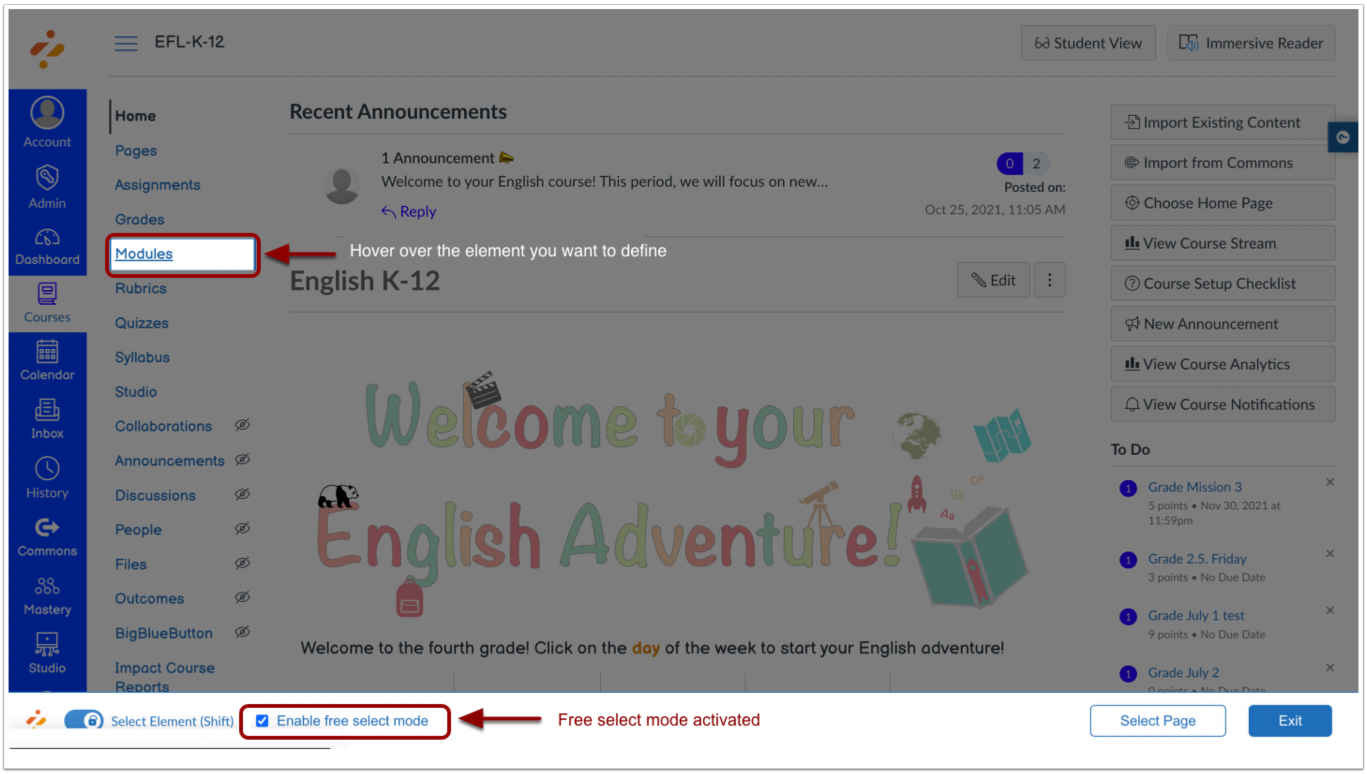
Inline Templates

Templates are defined using Impact's Inline Editor feature, which uses sets of conditions also referred to as recognition rules to identify pages and page elements within the Learning Management System. Messages and monitors can easily connect inline through the templates.

How are templates created?

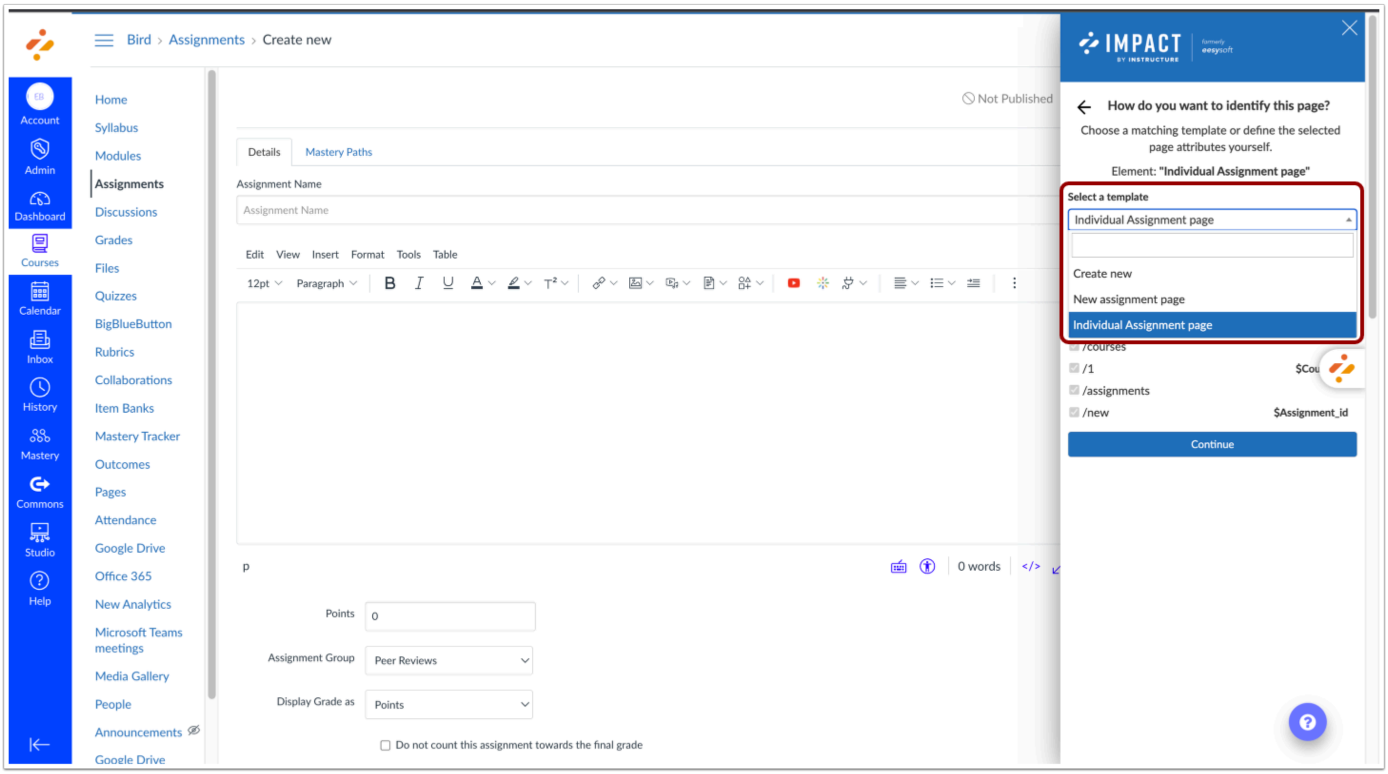


Templates are defined by combining recognition rules accessed through the Inline Editor. When the **Free Select Mode** is not activated, you can find Out of the Box pre-defined templates that will be highlighted when you hover over these elements, as you move around the page.



You can also [create your own templates](#) on pages and elements by activating the **Free Select Mode**. They do not have to be defined to create your own template.

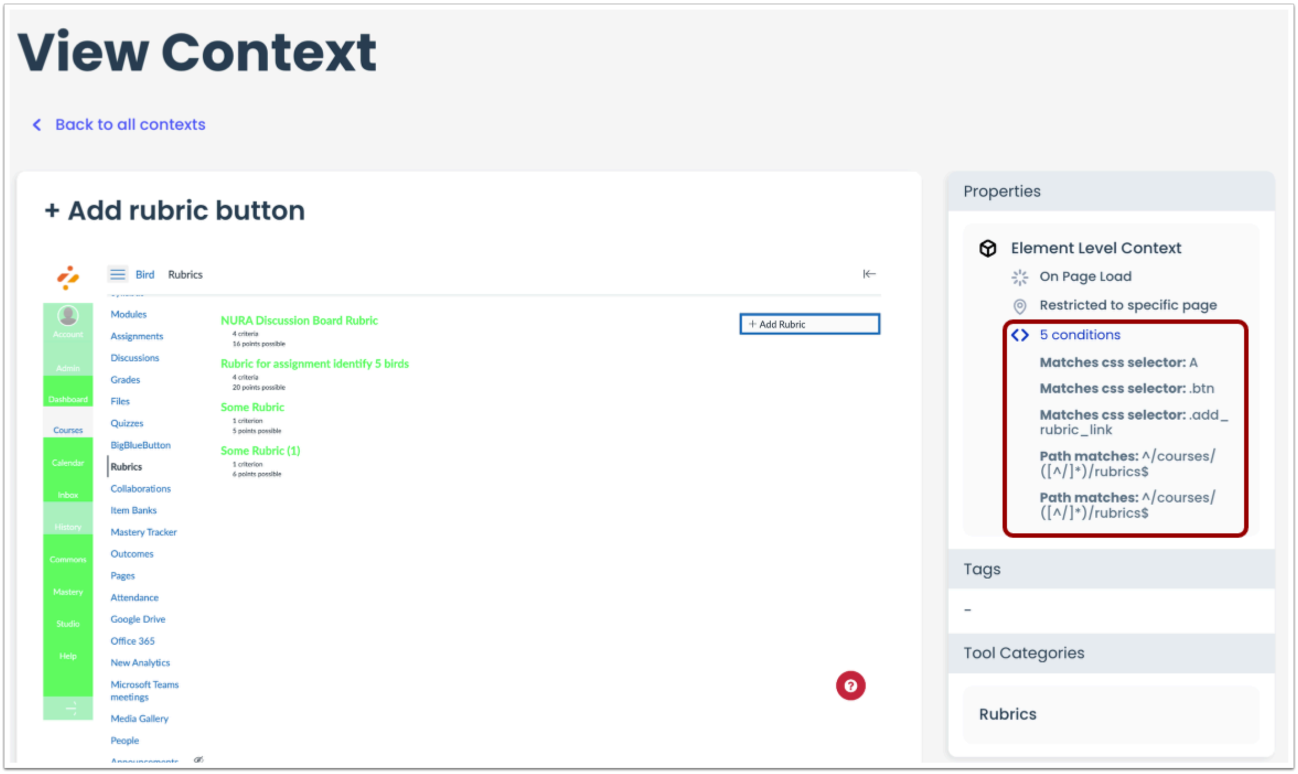
Multiple Templates



In some cases, more than one template can exist on the same page or a page element, as different recognition rules are applied to each.

What are Contexts?

Contexts are generated in the Impact Dashboard as a result of an action taken on a template in the Inline Editor; they can be connected to messages, monitors, walkthrough steps, support center articles, and categories. Within the Contexts Overview area of the Impact Dashboard, you can see a list of all existing contexts, including the ones you have generated locally and those provided as Out of the Box, as well as what is connected to each of them. To make any changes to specific contexts, you can click on one and take action inside the page of that individual context.



Information such as context behavior, conditions, type, and screenshots help users understand the location and functionality of each context both inside the overview and inside each context page.

Relationship between Templates and Contexts

Inline templates are first created inside the Inline Editor within the LMS. If no action is taken on a template inside the Inline Editor, then no new context will be generated inside the Dashboard.

Once an action is taken (e.g. adding a message or a monitor) through the Inline Editor, a corresponding context is generated inside the Impact Dashboard. Whenever something is assigned to an inline template inside the Inline Editor, it is automatically connected to the corresponding context inside the Dashboard, considering that the recognition rules of both are identical.

The major difference between contexts and inline templates is that there may be up to four different context types generated from the same template. This happens in cases such as page elements, as these contexts can correspond to one template: on every page (e.g. every course), restricted to a specific page (e.g. only quizzes), on click/hover, or on page load.

Context (and context monitors) names are automatically pulled from their corresponding templates. If more than one context is generated from the same template, they need to be manually renamed on the Dashboard based on their specific conditions/behavior.

Course Reports LTI

How do I configure and install the Impact Course Reports LTI 1.3 in Blackboard Ultra?

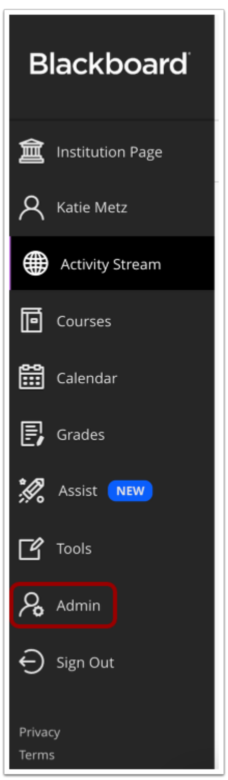
You can configure and install the Impact Course Reports LTI 1.3 in Blackboard provided you have installed the 1.3 version of the Impact UEF LTI.

Notes:

- Please submit a ticket by emailing support-impact@instructure.com or clicking the Impact Support button on your Impact dashboard to obtain a unique application/client ID to configure the application.

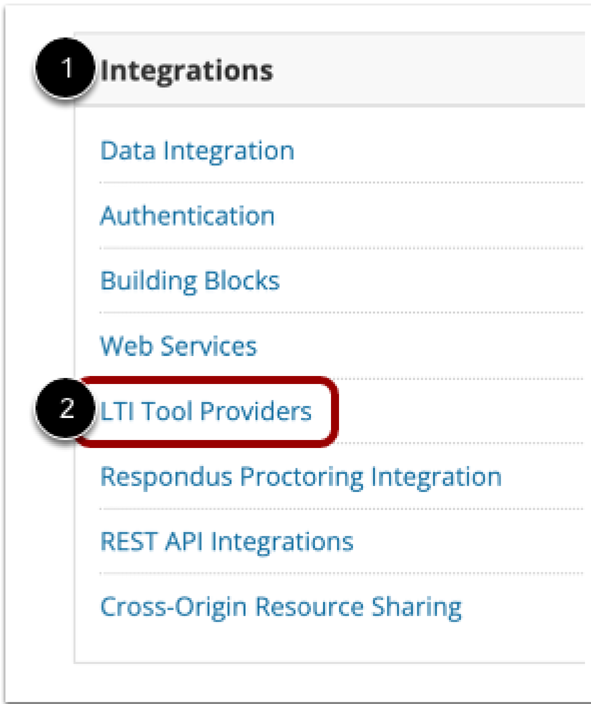
Configure Course Reports LTI 1.3 in Blackboard Ultra

Open Admin



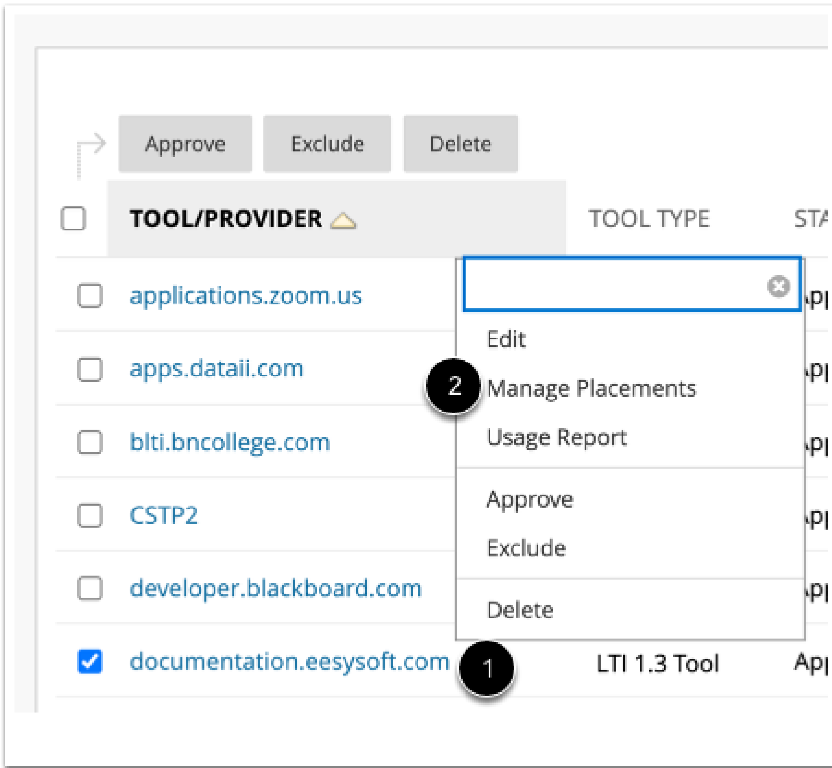
In Blackboard, click the **Admin** link.

Open LTI Tool Providers



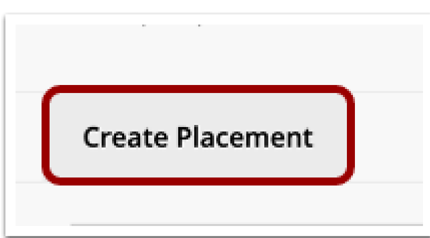
In the Integrations section [1], click the **LTI Tool Providers** link [2].

Manage Placements



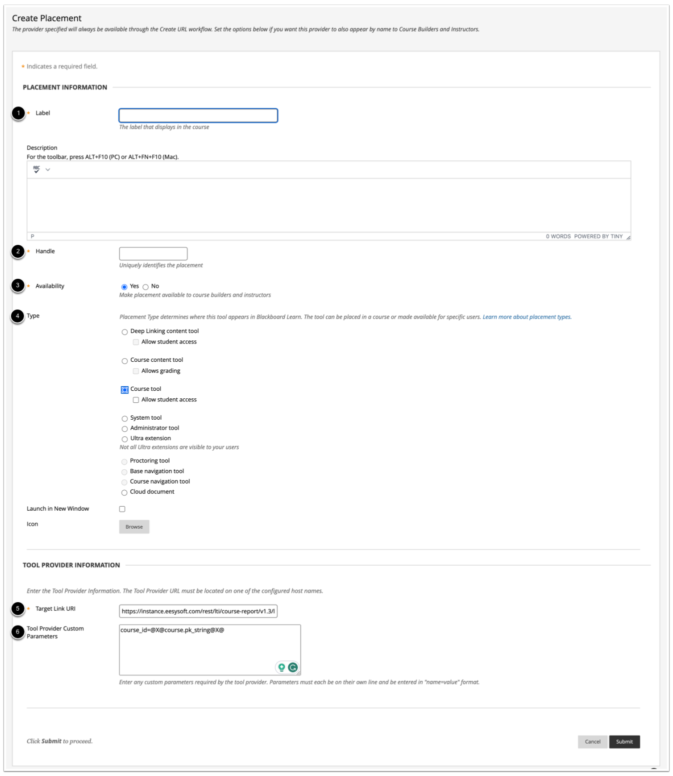
Locate the existing LTI Provider added for Impact UEF version 1.3 [1] and click the **Manage Placements** link [2].

Create Placement



Click the **Create Placement** link.

Enter Placement Information

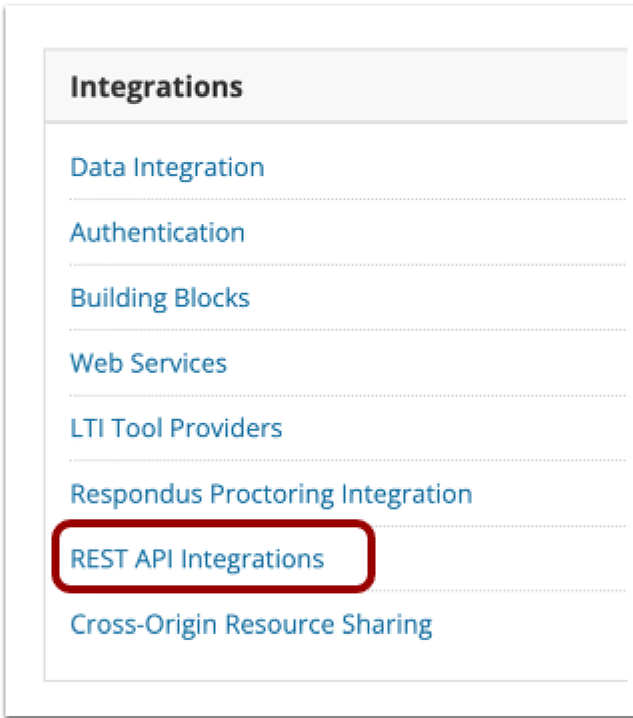


For the placement you'll need the following information:

- **Label** [1] **and Handle** [2]: Add a name (e.g. impact-course-reports)
- **Availability** [3]: Yes
- **Type** [4]: Course tool
- **Target Link URI** [5]: your specific provider's URL (e.g. https://[yourinstitution].eesysoft.com/rest/lti/course-report/v1.3/launch)
- **Tool Provider Custom Parameters** [6]: must be set to course_id=@X@course.pk_string@X@

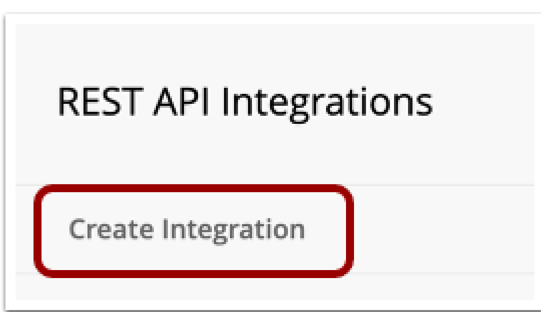
Install Course Reports LTI in Blackboard

Open REST API Integrations



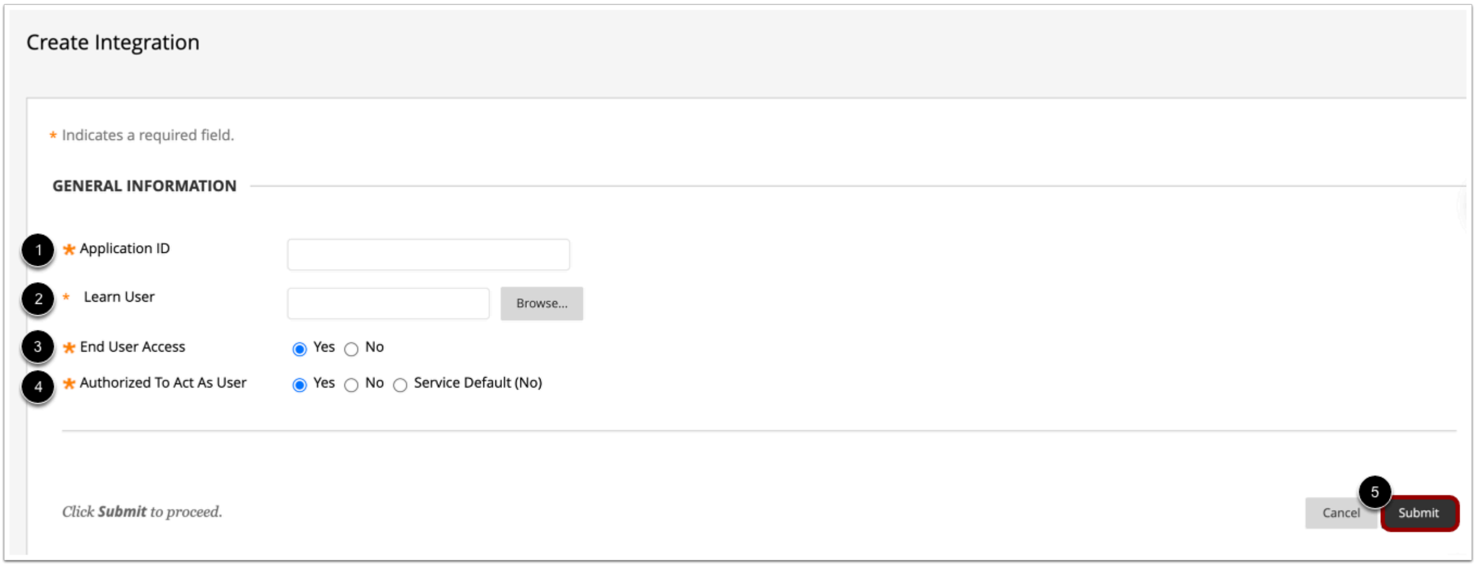
In the Admin Panel, in the Integrations section, click the **REST API Integrations** link.

Create Integration



Click the **Create Integration** link.

Enter Integration Information



Enter the following information:

- **Application ID** [1]: Please submit a ticket to support-impact@instructure.com or through the Impact Support button on your Impact dashboard to obtain a unique application/client ID to configure the application
- **Learn User** [2]: this should be a user with a minimum set of privileges.
- **End User Access** [3]: Yes
- **Authorized To Act As User** [4]: Yes

Click the **Submit** button [5].

Note: If you get an error when launching the LTI tool, as an admin, navigate to Course Settings, click Course Tools, and turn tool LTI ON.

How do I configure and install the Impact Course Reports LTI 1.3 in Blackboard Learn Original?

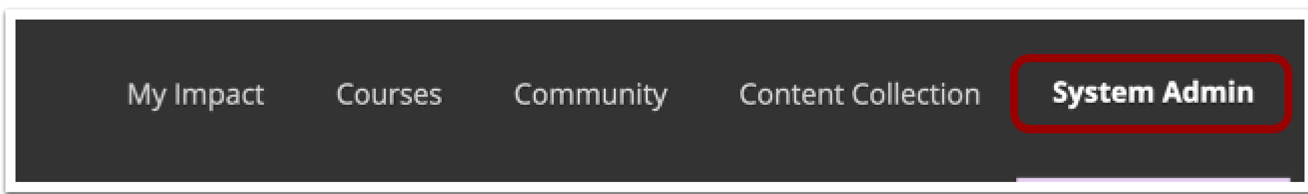
You can configure and install the Impact Course Reports LTI 1.3 in Blackboard Learn Original.

Notes:

- Please submit a ticket by emailing support-impact@instructure.com or clicking the Impact Support button on your Impact dashboard to obtain a unique application/client ID to configure the application.

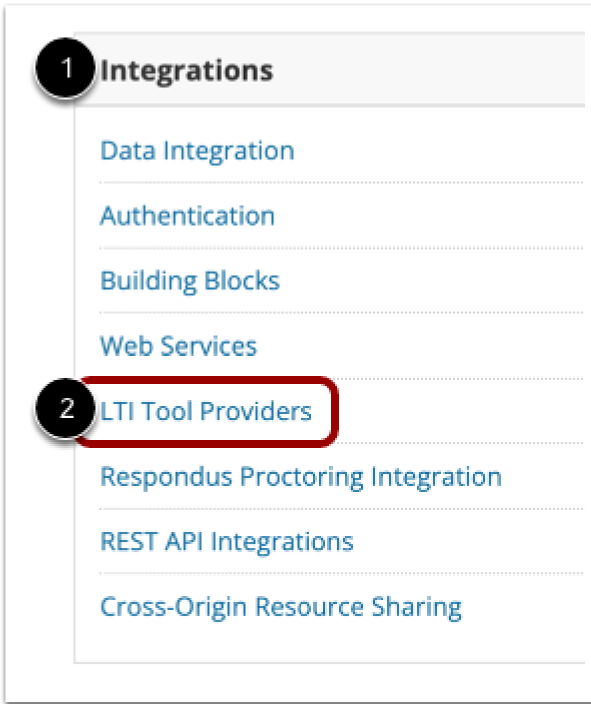
Configure Course Reports LTI 1.3 in Blackboard Learn Original

Open Admin



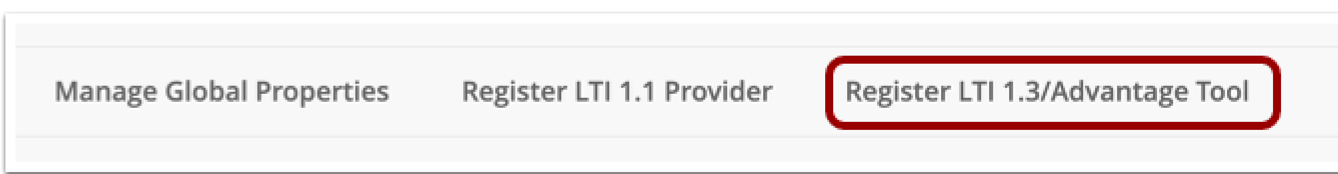
In Blackboard, click the **System Admin** link.

Open LTI Tool Providers



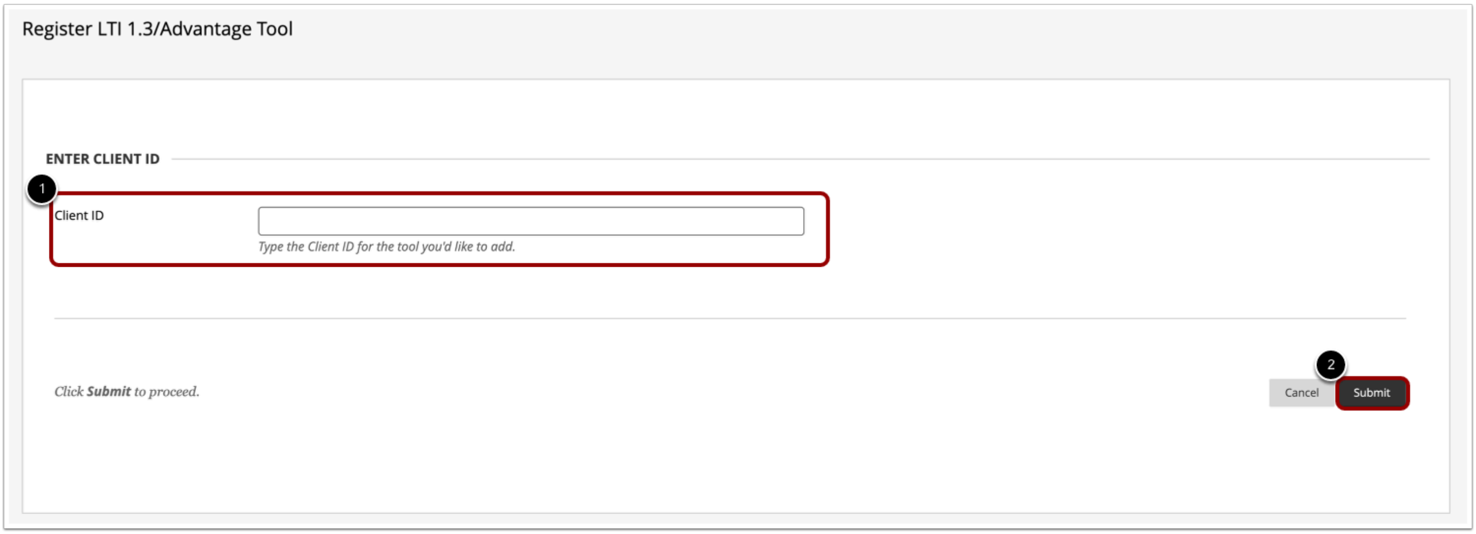
In the Integrations section [1], click the **LTI Tool Providers** link [2].

Open Register LTI 1.3/Advantage Tool



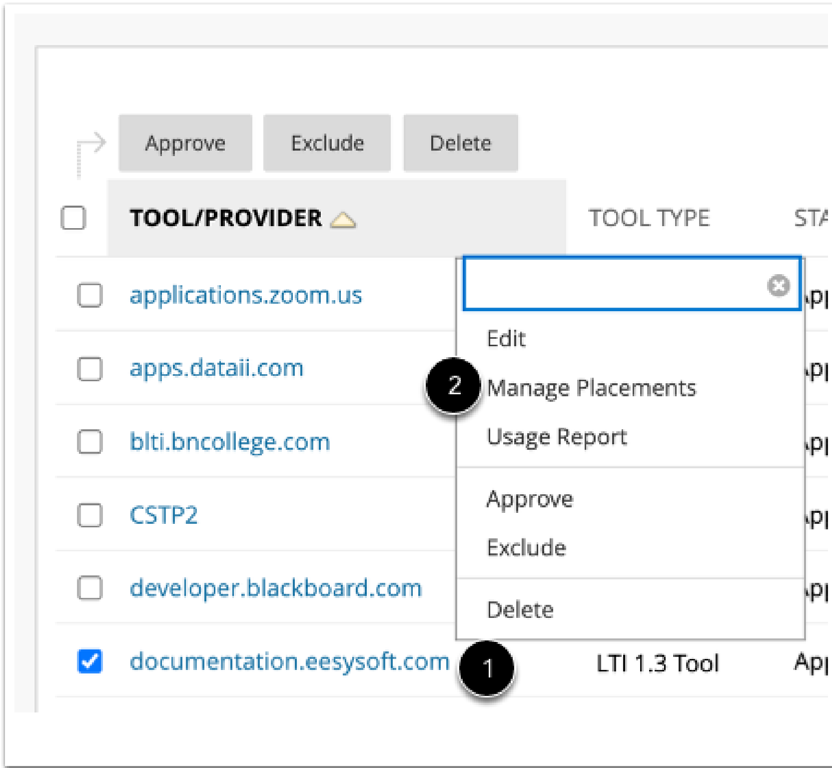
Click the **Register LTI 1.3/Advantage Tool** link.

Register LTI 1.3/Advantage Tool



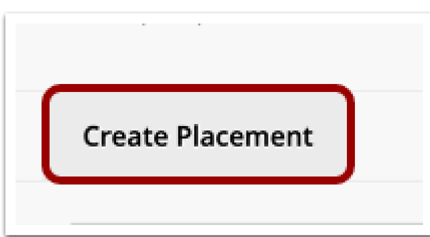
In the **Client ID** field [1], enter your application/client ID. Click the Submit button [2].

Manage Placements



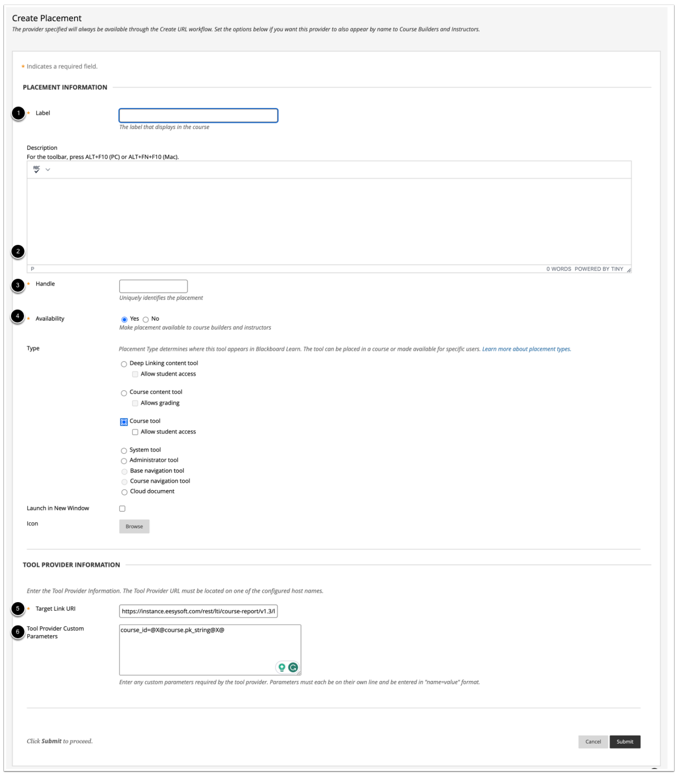
Locate the existing LTI Provider added for Impact UEF version 1.3 [1] and click the **Manage Placements** link [2].

Create Placement



Click the **Create Placement** link.

Enter Placement Information

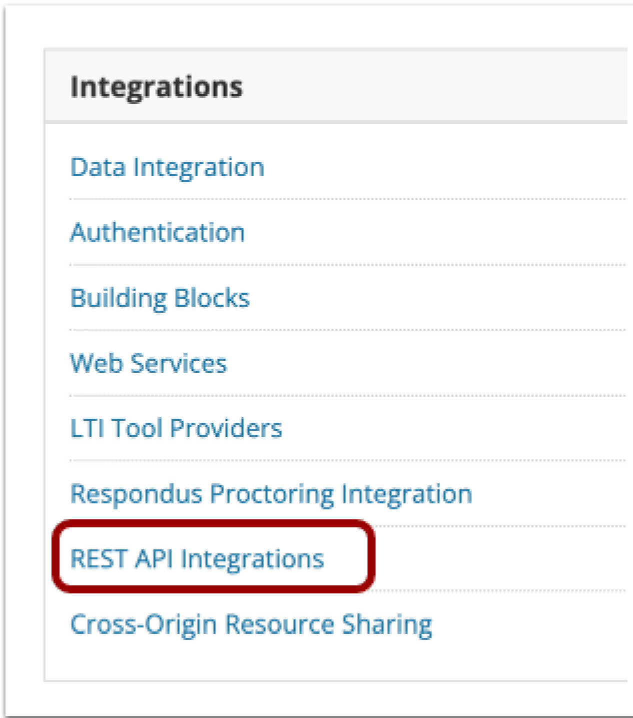


For the placement you'll need the following information:

- **Label** [1] **and Handle** [2]: Add a name (e.g. impact-course-reports)
- **Availability** [3]: Yes
- **Type** [4]: Course tool
- **Target Link URI** [5]: your specific provider's URL (e.g. https://[yourinstitution].eesysoft.com/rest/lti/course-report/v1.3/launch)
- **Tool Provider Custom Parameters** [6]: must be set to course_id=@X@course.pk_string@X@

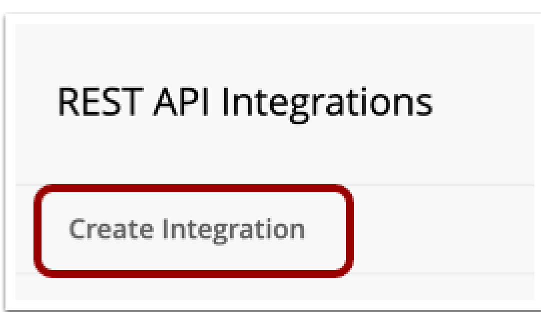
Install Course Reports LTI in Blackboard

Open REST API Integrations



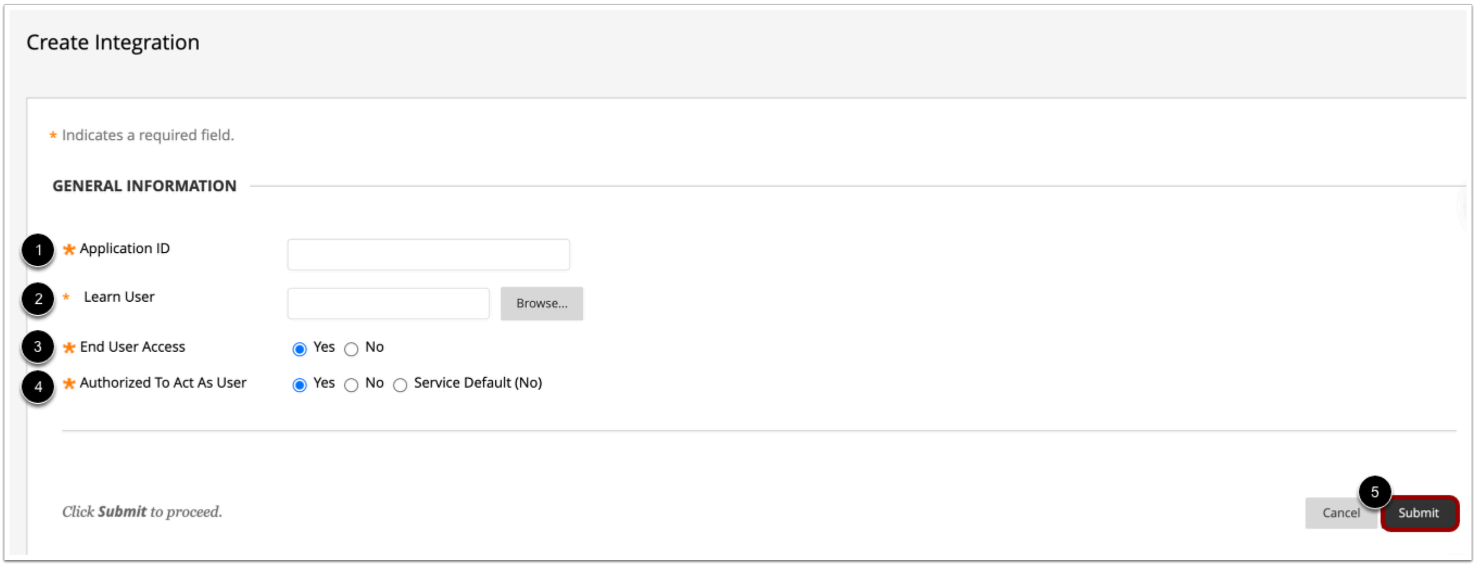
In the Admin Panel, in the Integrations section, click the **REST API Integrations** link.

Create Integration



Click the **Create Integration** link.

Enter Integration Information



Enter the following information:

- **Application ID** [1]: Please submit a ticket to support-impact@instructure.com or through the Impact Support button on your Impact dashboard to obtain a unique application/tool ID to configure the application
- **Learn User** [2]: this should be a user with a minimum set of privileges.
- **End User Access** [3]: Yes
- **Authorized To Act As User** [4]: Yes

Click the **Submit** button [5].

Note: If you get an error when launching the LTI tool, as an admin, navigate to Course Settings, click Course Tools, and turn tool LTI ON.

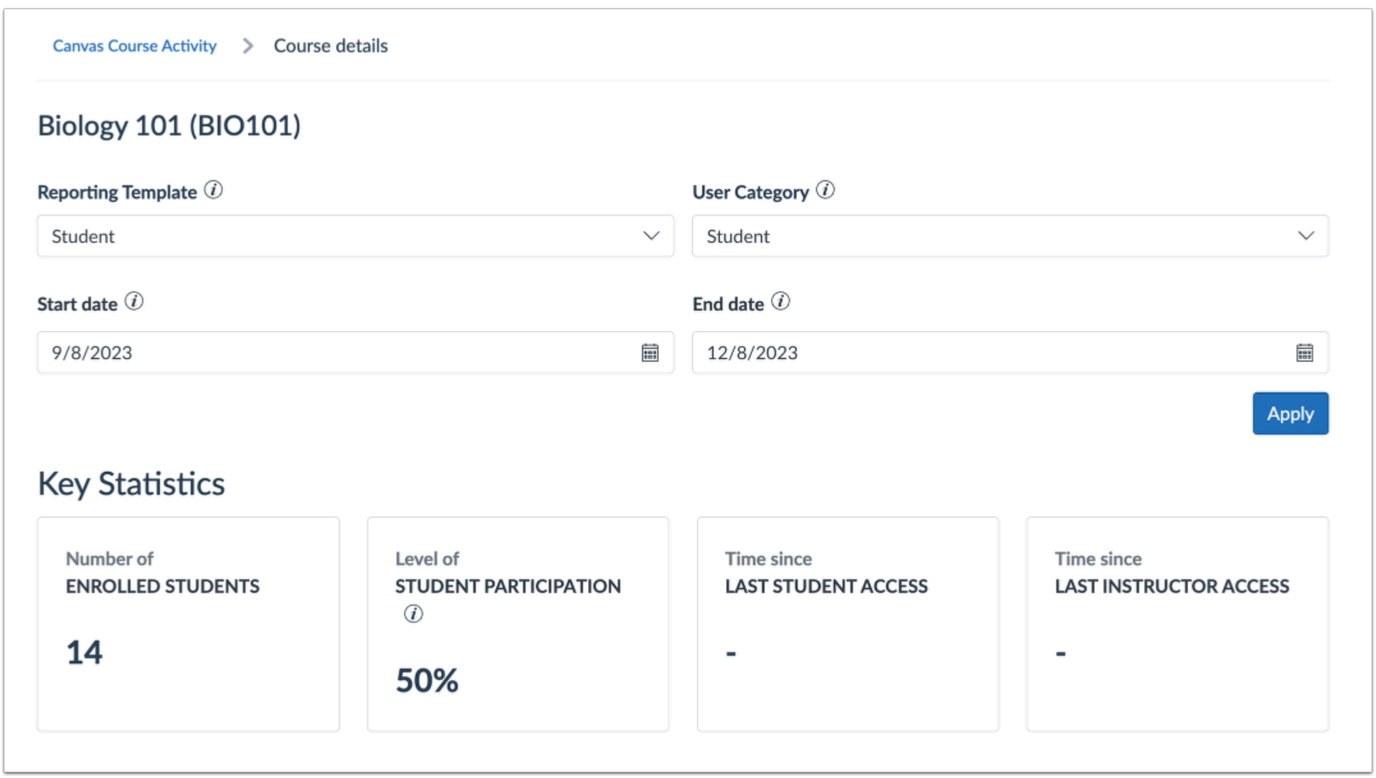
How do I use the Impact Course Reports LTI?

The Impact Course Reports tool allows instructors to view activity and tool adoption reports for specific courses in real time. When installed, the Impact Course Reports tool is accessible via Course Navigation.

To install the Impact Course Reports LTI in Canvas, visit How do I enable Course Reports LTI as an App in Canvas?

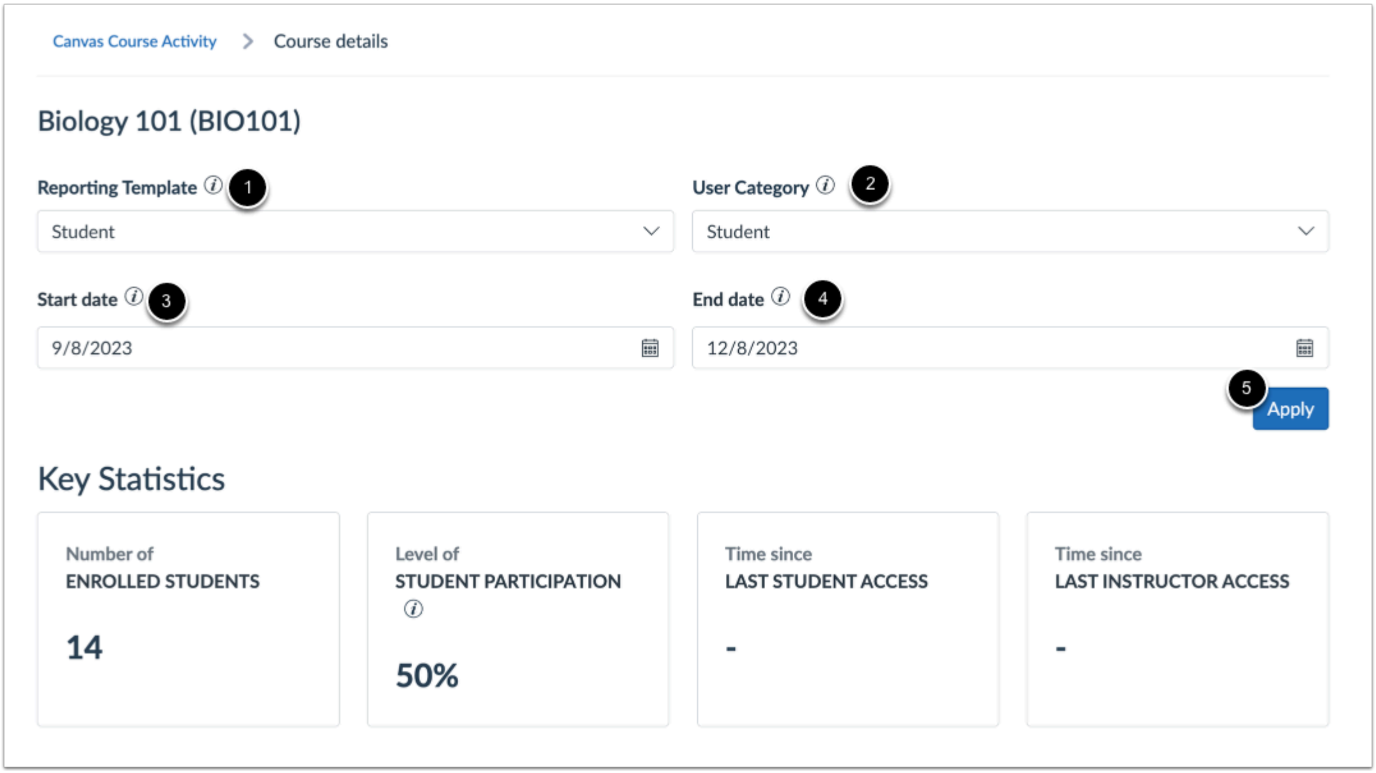
To install the Impact Course Reports LTI in Blackboard, visit How do I configure and install the Impact Course Reports LTI 1.3 in Blackboard Ultra? or How do I configure and install the Impact Course Reports LTI 1.3 in Blackboard Learn Original?

View Course Activity



In the Course Activity section, you can view key statistics for your course such as the number of enrolled students, student participation level (percentage of active users enrolled in the course that has triggered at least one of the monitors), the number of days since the course was accessed by an instructor or student, and instructor(s) most recent course access date(s).

Filter Data



The data presented in the Course Activity details can be filtered using the global filter bar at the top of the page.

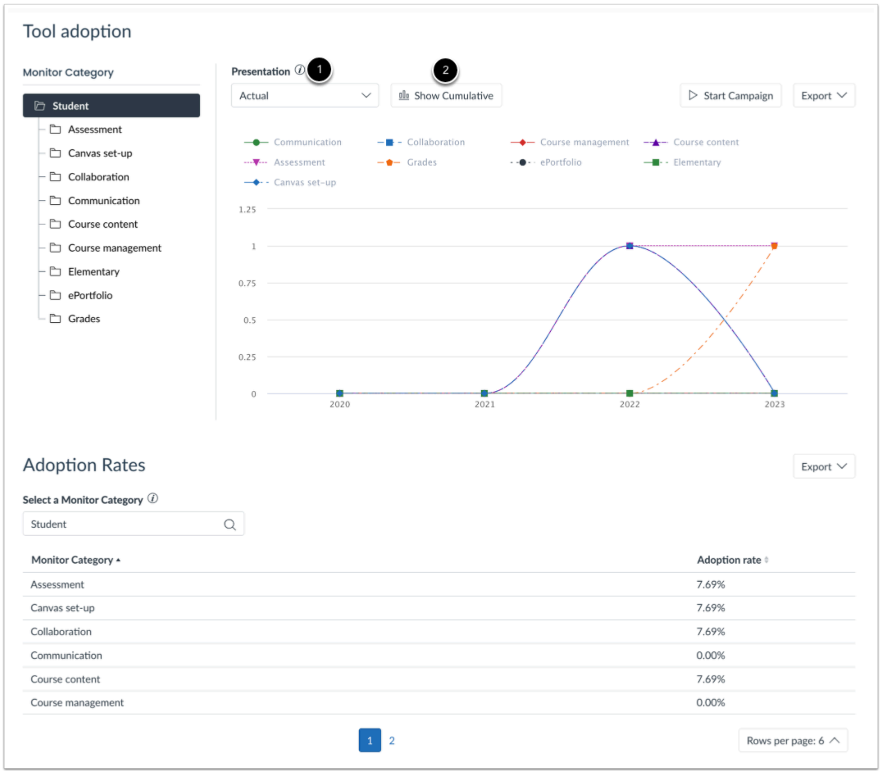
To determine the structure shown in the chart and monitor category breakdown, click the **Reporting Template** drop-down menu and select the template you want to use [1].

To limit the adoption data to users who belong to the selected, click the **User category** drop-down menu [2].

To modify the **Start Date** [3] or **End Date** [4], click the **Calendar** icon. By default, the date range is set to a Start Date of three months before the current date and an End Date of today.

To apply filters, click the **Apply** button [5].

View Tool Adoption



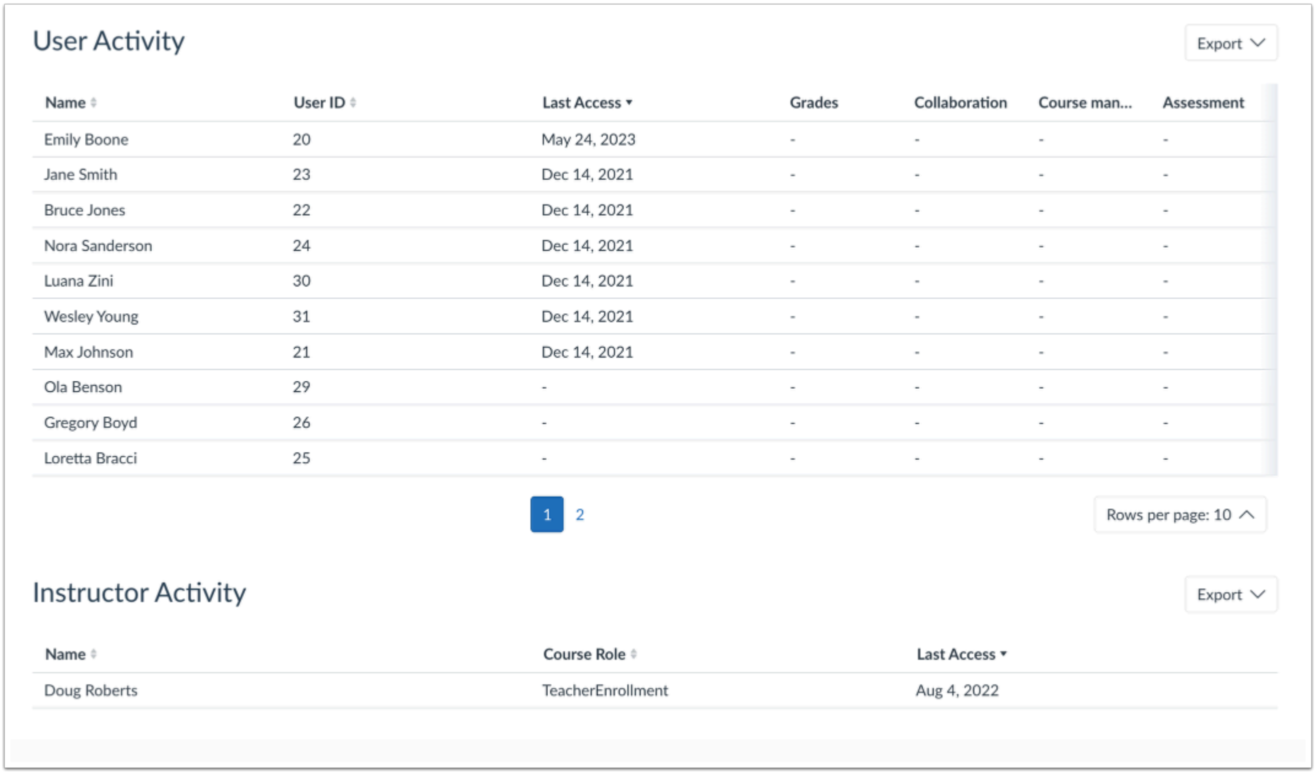
In the Tool Adoption section, you can generate a report to view adoption data. You can specify information and formatting in which data is displayed by applying report settings.

To determine how the chart data is scaled and whether the adoption level for each monitor category is expressed in percentages or actual numbers, click the **Presentation** drop-down menu [1].

To toggle between Trend Line and Cumulative chart presentation, click the **Graph Type** button [2]. With Trend Line enabled, the chart shows separate adoption levels for each unit of time. When set to the Cumulative Graph Type, the chart presents the growth curve of adoption from the first unit of time to the last unit of time.

In the Tool Group table, you can view tool adoption data and an accompanying graph for a specific tool group or tool.

View User Activity



User Activity

Export

Name	User ID	Last Access	Grades	Collaboration	Course man...	Assessment
Emily Boone	20	May 24, 2023	-	-	-	-
Jane Smith	23	Dec 14, 2021	-	-	-	-
Bruce Jones	22	Dec 14, 2021	-	-	-	-
Nora Sanderson	24	Dec 14, 2021	-	-	-	-
Luana Zini	30	Dec 14, 2021	-	-	-	-
Wesley Young	31	Dec 14, 2021	-	-	-	-
Max Johnson	21	Dec 14, 2021	-	-	-	-
Ola Benson	29	-	-	-	-	-
Gregory Boyd	26	-	-	-	-	-
Loretta Bracci	25	-	-	-	-	-

1 2

Rows per page: 10

Instructor Activity

Export

Name	Course Role	Last Access
Doug Roberts	TeacherEnrollment	Aug 4, 2022

The User Activity section analyzes if the student has triggered the monitor. User activity data can be downloaded as a CSV.

Note: For more information on User Activity Reports, visit How do I view the User Activity Report in the Impact Dashboard?

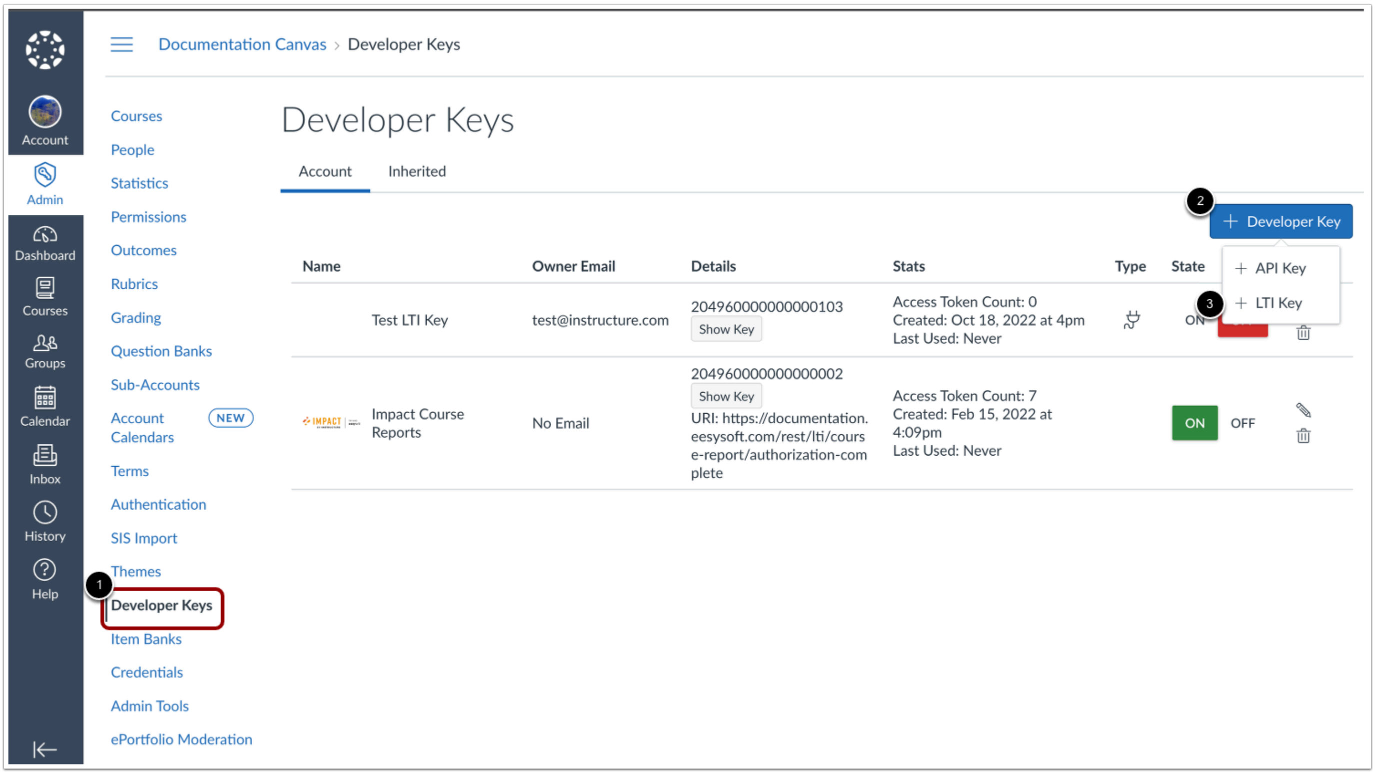
How do I enable Course Reports LTI as an App in Canvas?

Integrate Impact Course Reports LTI as an App for users in Canvas.

Open Canvas Admin Navigation Menu

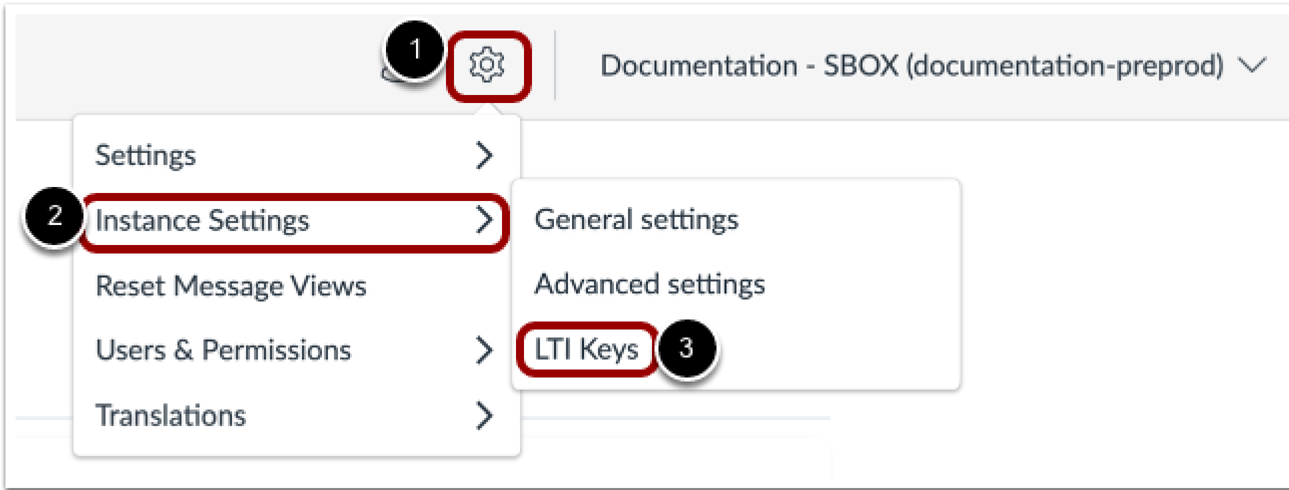
In Canvas Global Navigation, click the **Admin** button.

Add Developer Key

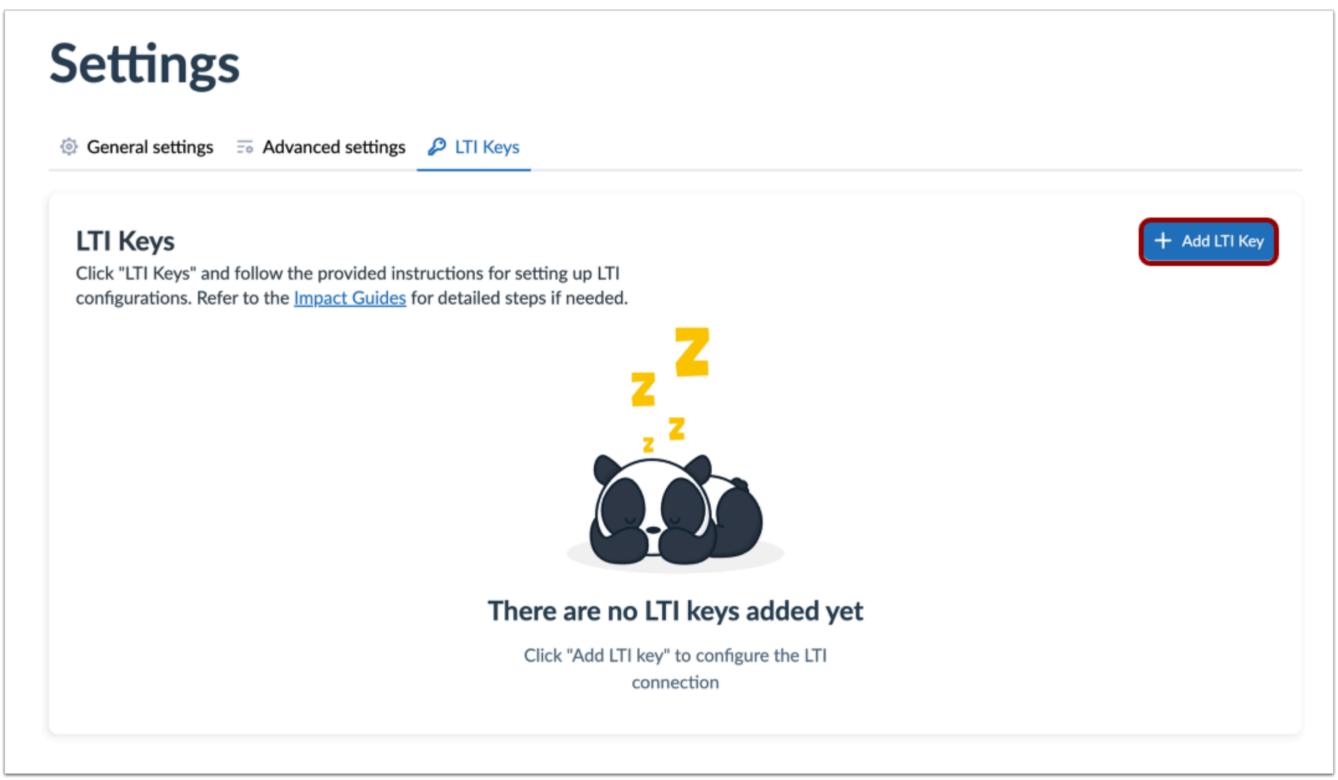


In the Admin Menu, open the **Developer Keys** page [1]. Click the **+ Developer Key** button [2] followed by **+ LTI Key** [3].

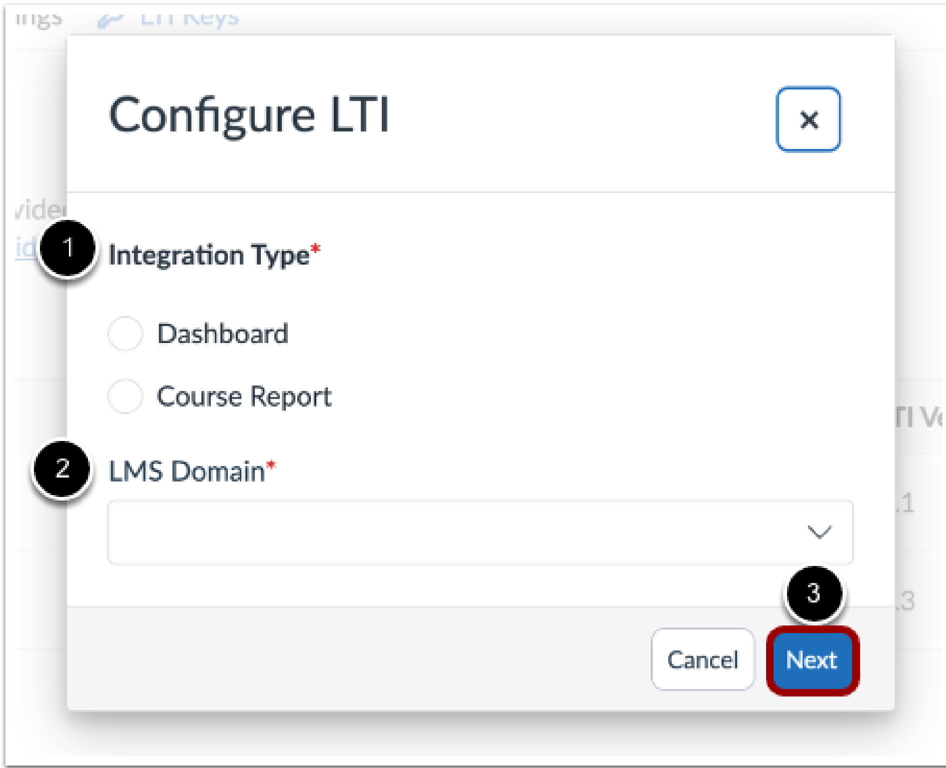
Open Impact General Settings



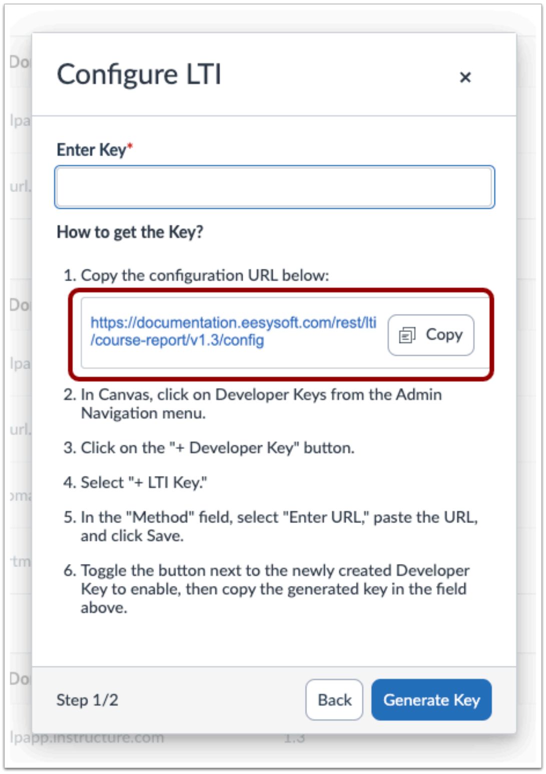
In the Global Navigations in Impact, click the **Settings** icon [1]. Then hover the cursor over the **Instance Settings** menu [2] and click the **LTI Keys** link [3].



Click the **+ Add LTI Key** button.

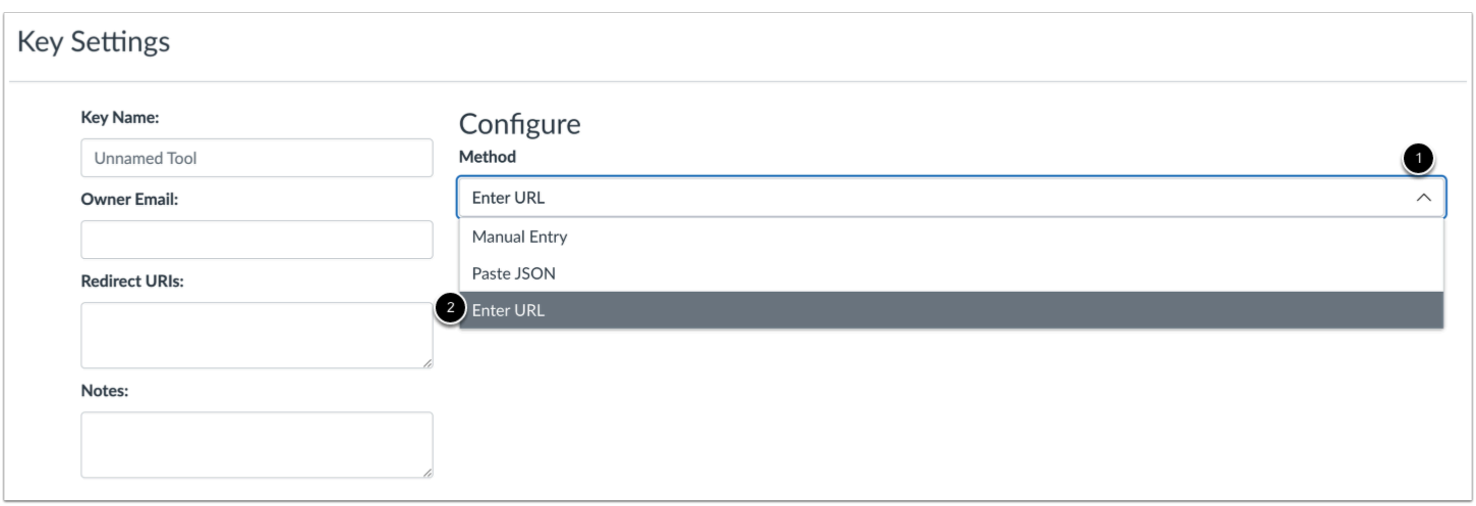


Select the **Integration Type** [1] and **LMS Domain** [2]. Then click the **Next** button [3].

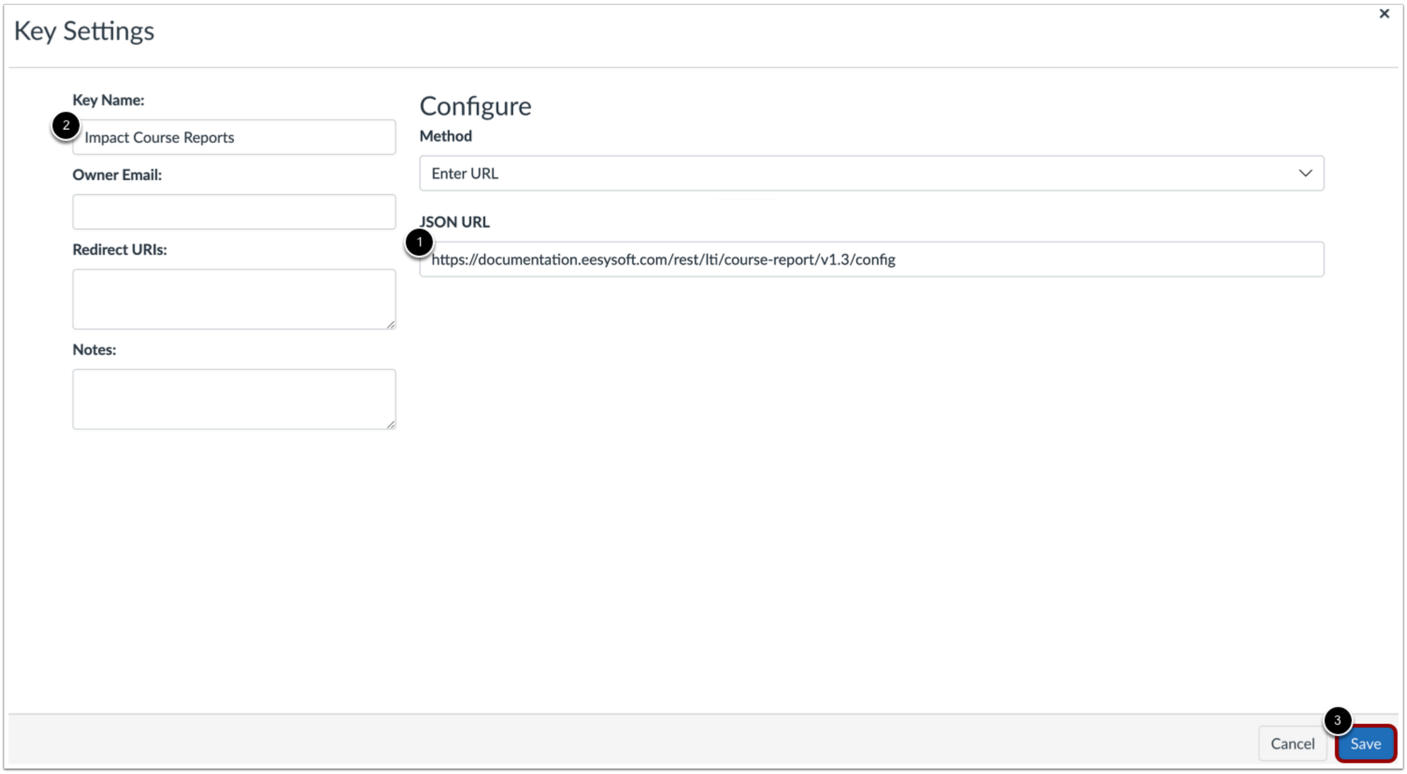


In the Configure LTI popup, copy the **Configuration URL.**

Canvas Key Settings

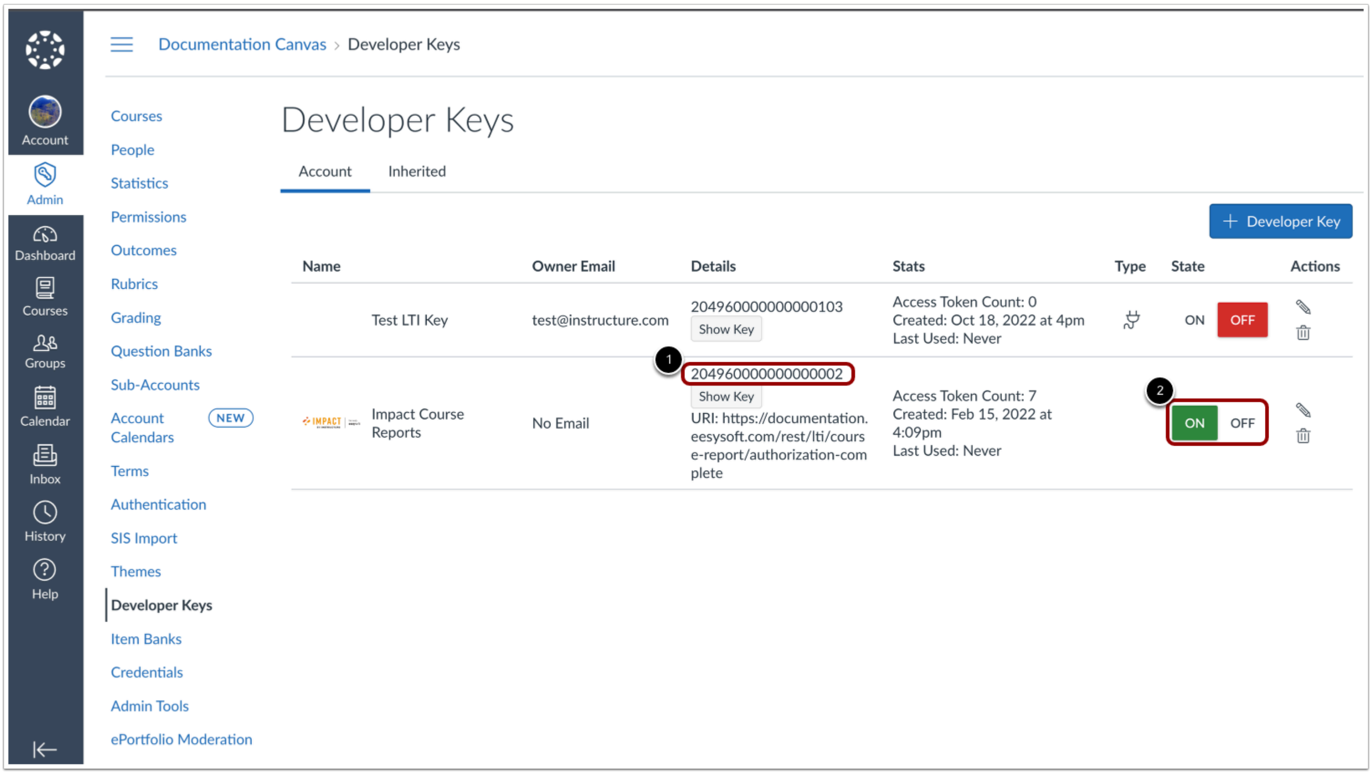


Click the **Method** drop-down [1] and select **Enter URL** [2].



Insert the **JSON URL** [1] and Key Name [2]. Then click the **Save** button [3].

Copy Developer Key

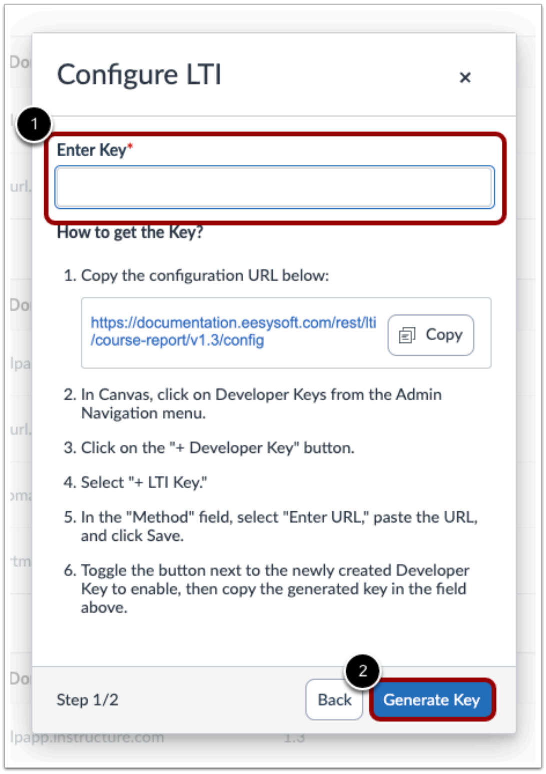


In the Details column, copy the **Developer Key** [1] for your new LTI. Click the **Developer Key** to On [2].

If an Impact instance is connected to multiple Canvas instances, there are multiple options. Click the correct LTI Version 1.3 and add the developer key from the Canvas account.

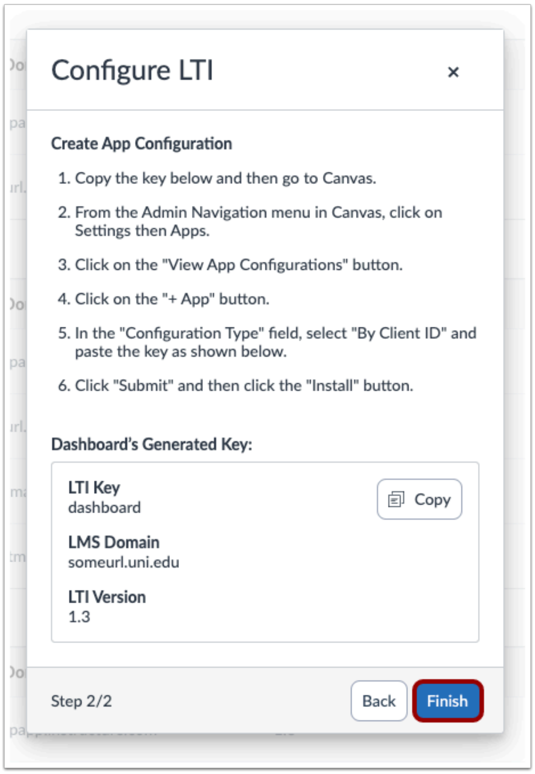
Note: If there is another Canvas instance that is connected to this Impact instance then you would have to generate a key for that LMS domain.

Add LTI Key in Impact



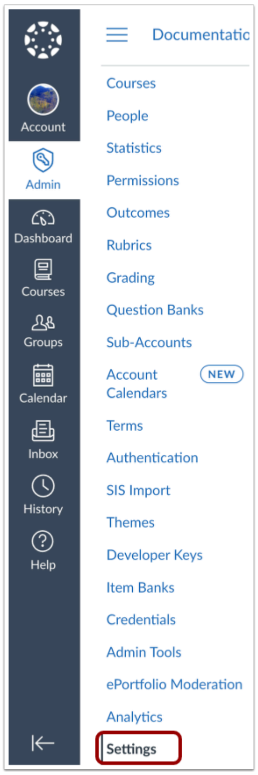
Enter the Developer Key from Canvas [1] and click the **Generate Key** button [2].

Configure LTI Confirmation

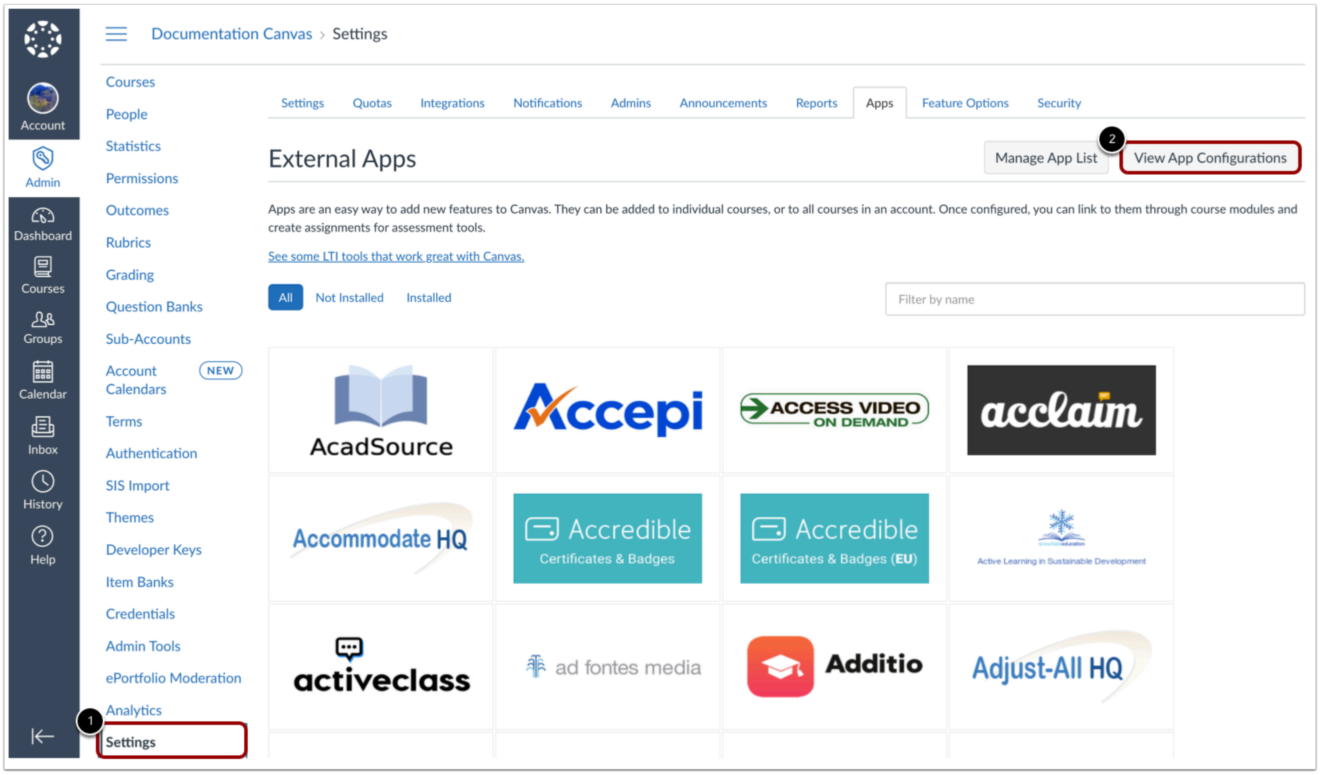


The Configure LTI confirmation screen will appear. Then, click the **Finish** button.

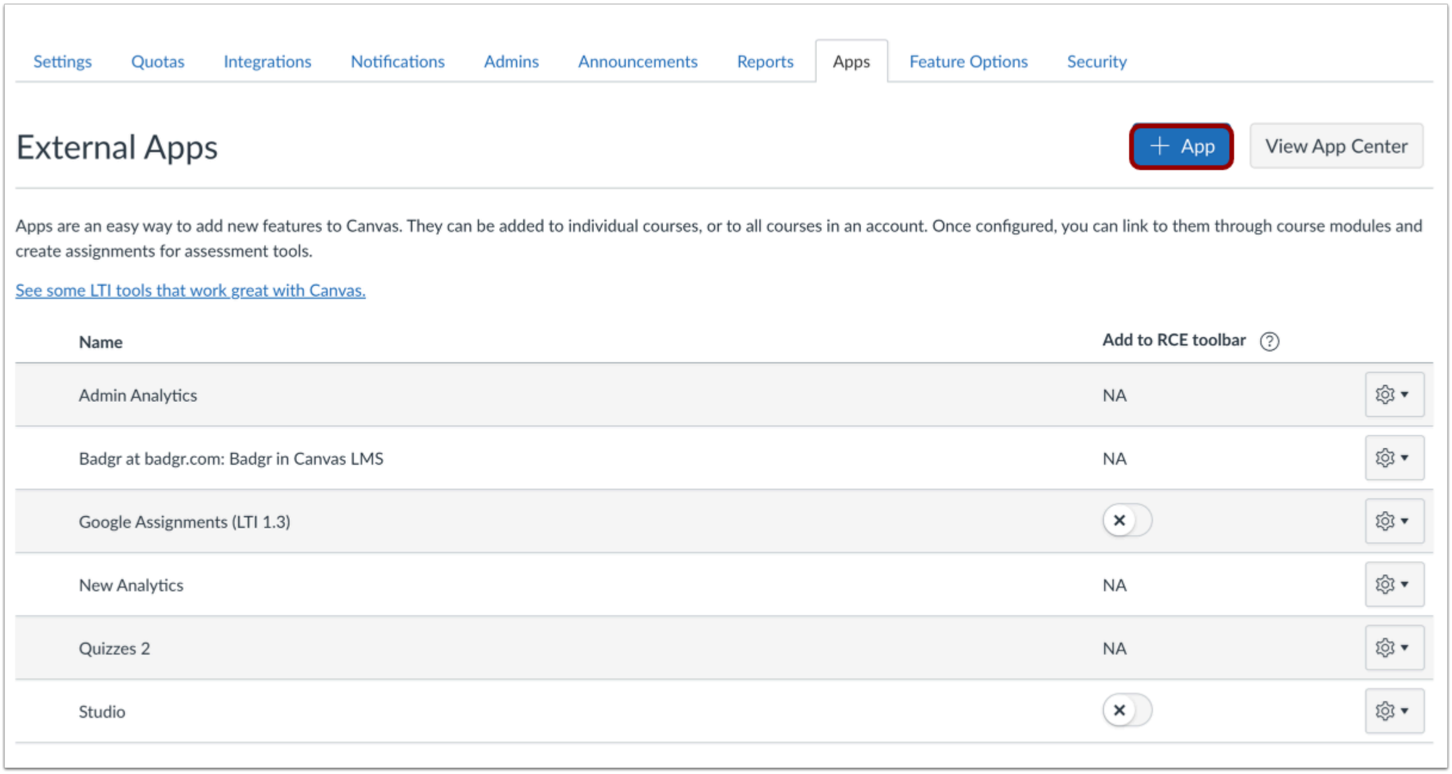
Create App Configuration



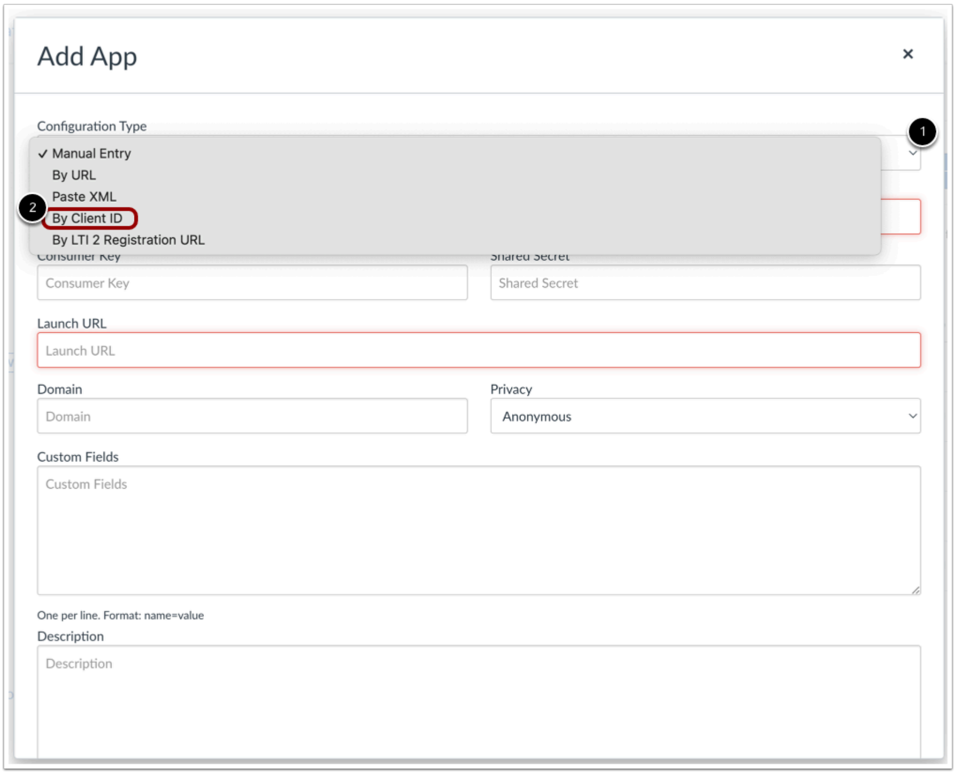
In Canvas Admin Navigation Menu, click the **Settings** button.



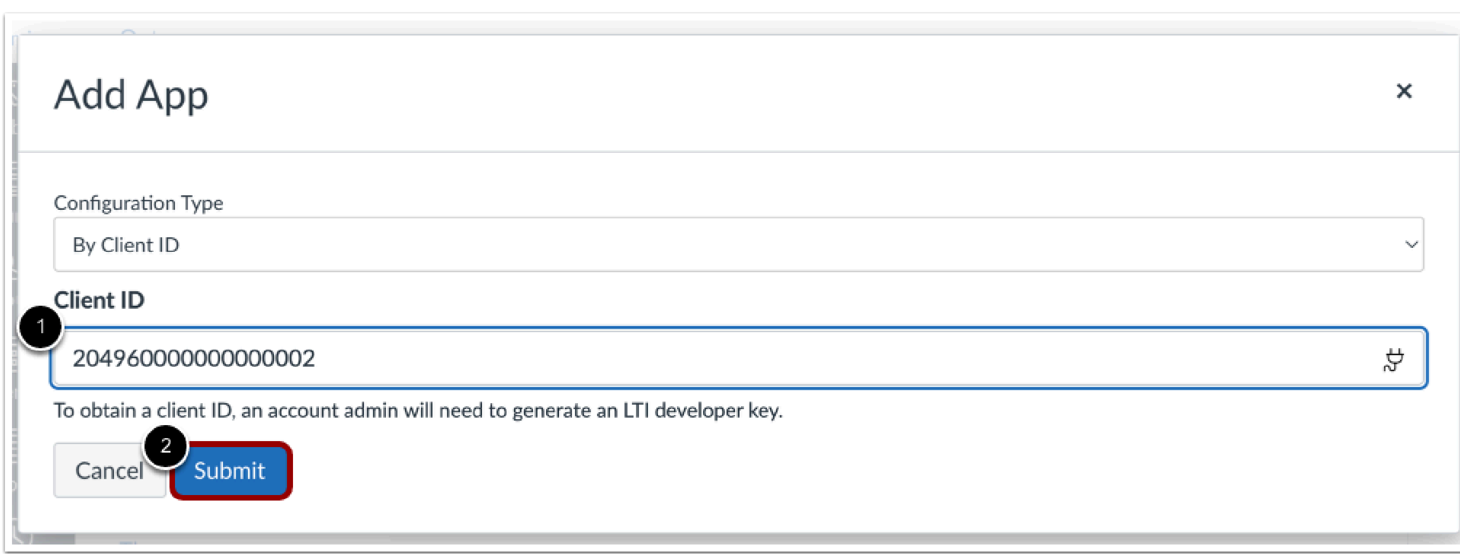
In the top navigation, click the **Apps** tab [1]. Then click the **View App Configurations** button [2].



Click the **+ App** button.



Click the **Configuration Type** drop-down [1] and select **By Client ID** [2].

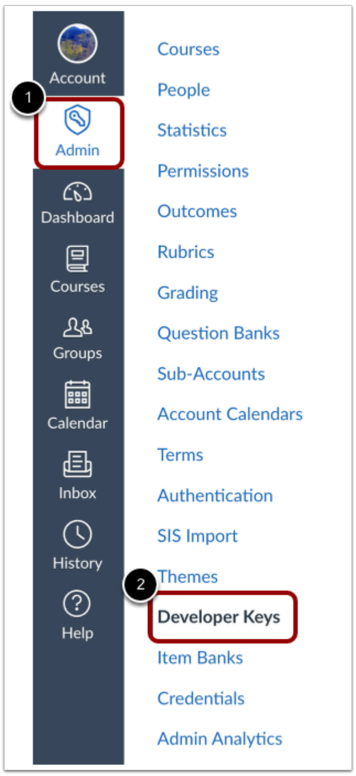


In the **Client ID** textbox [1], paste the developer key. Then, click the **Submit** button [2].

This will enable the course tool when you go to a course. When opened, it generates the Course Report Tool.

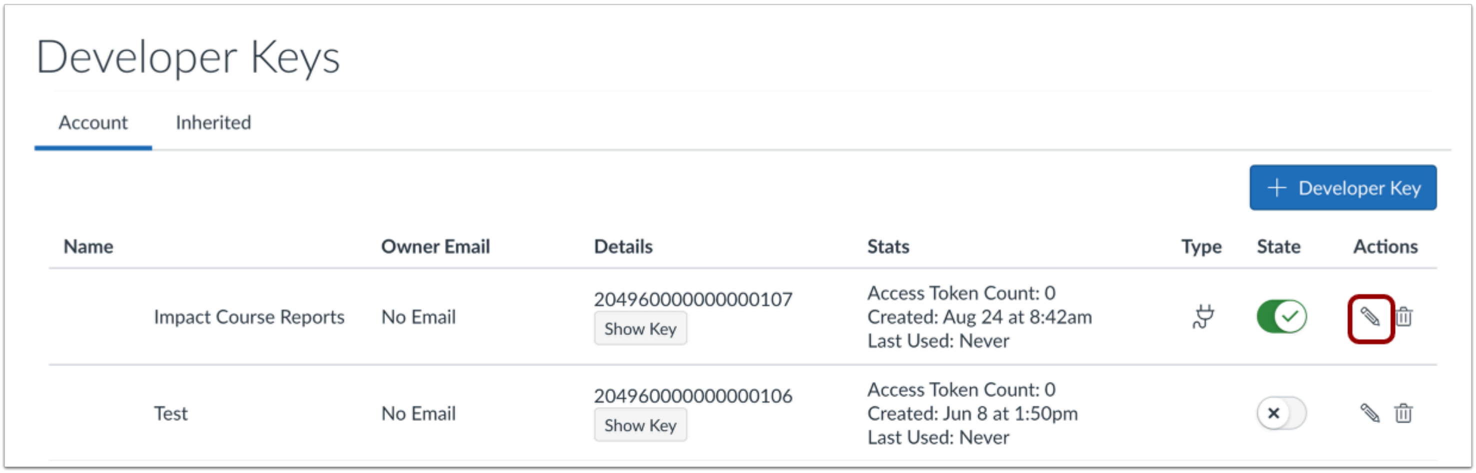
Course Reports LTI Opt-in

Note: The Course Reports LTI is visible to admins by default. to make the LTI Opt-in follow the steps below.



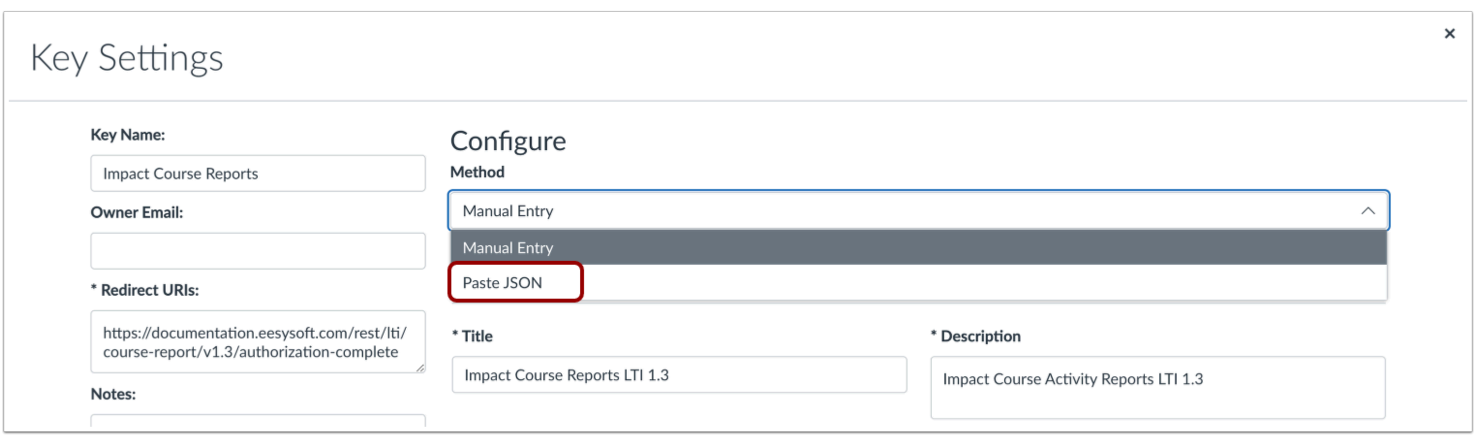
In Canvas Global Navigation, click the **Admin** button [1]. Then open the **Developer Keys** page [2].

Edit Impact Course Reports Key

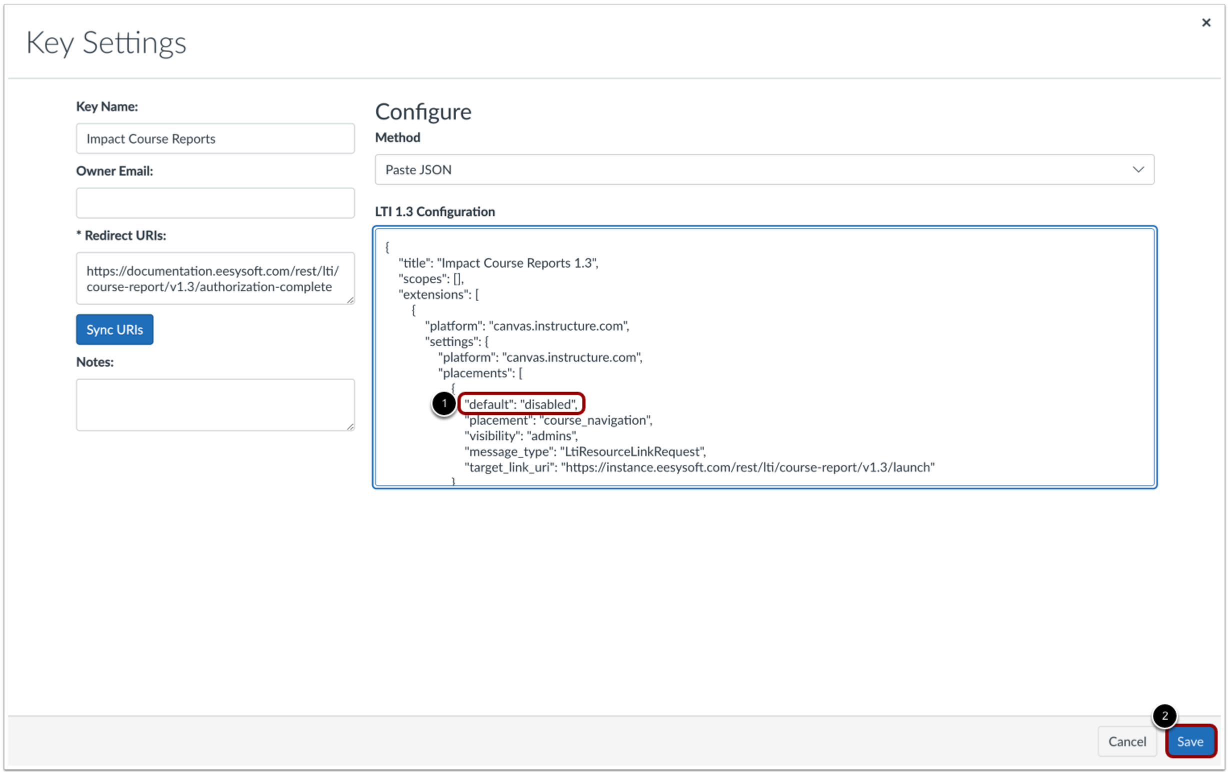


Click the **Edit Key** button.

Change Configuration Method



Change the configuration method from Manual entry by selecting **Paste JSON**.



In the LTI 1.3 Configuration text box, find the "placements" tag in the JSON configuration and add the "default" tag with a "disabled" value followed by a comma [1].

Then click the **Save** button [2].

Impact Integrations

How do I use the Impact integration in Mastery Connect Canvas?

Users who have access to Canvas, Mastery Connect, and Impact can access the Impact integration in Mastery Connect. This integration allows admins to customize in-app messaging, measure Mastery Connect adoption, and support Mastery Connect users.

A set of Mastery Connect Out of the Box content is now offered by Impact. This includes:

- Inline Editor templates added inside your LMS
- Contexts and Monitors inside your Impact Dashboard
- Mastery Connect reporting template
- Insights
- Mastery Connect Support Center category
- Walkthroughs

Note(s):

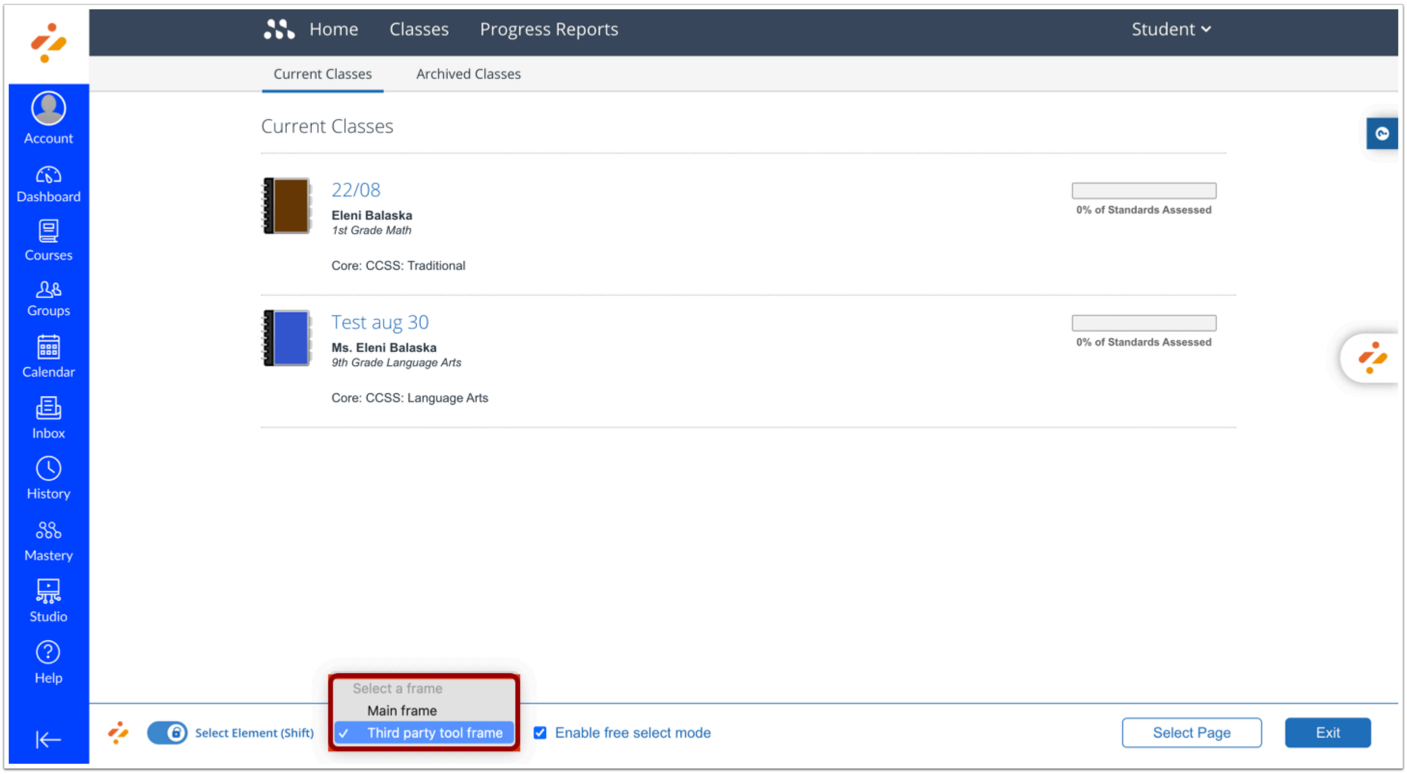
- Make sure to alert your Instructure CSM if you would like to enable the Impact widget in Mastery Connect.
- Impact will only gather data from the moment the widget is turned on, therefore any prior activity in Mastery Connect will not appear in the Insights.

Enable LTI Mastery Connect

The Tool Categories (LTI Mastery Connect and Mastery Connect: Custom Reports) should be toggled on for all support categories, reporting templates, contexts, monitors, and insights to be visible inside your Dashboard.

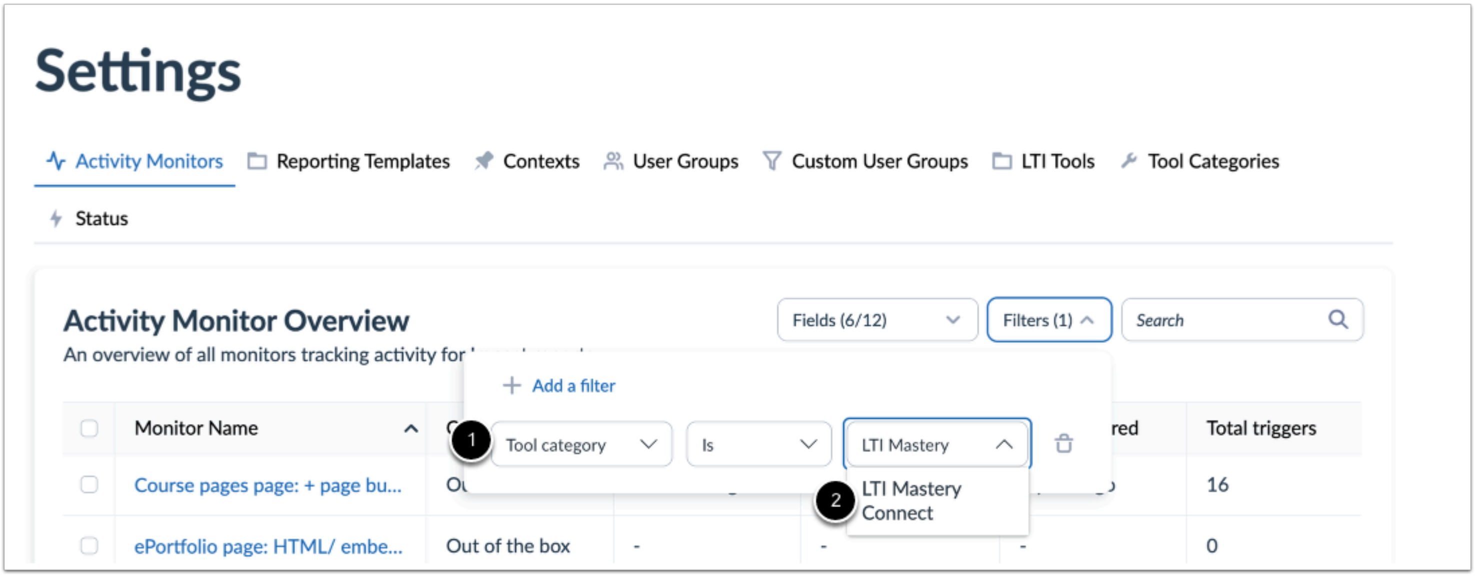
Note: The integration is with Canvas and Mastery Connect therefore authentication in your Canvas is needed in order to generate the Insights. Logging in through the standalone version of Mastery Connect will not trigger monitors, show messages, etc.

Inline Editor



As Mastery Connect is a third-party tool, you can reach the Inline Editor by enabling the **Third party tool frame**, once you have navigated to Mastery Connect inside Canvas. You can then access the Out of the Box predefined template as well as define your local inline templates.

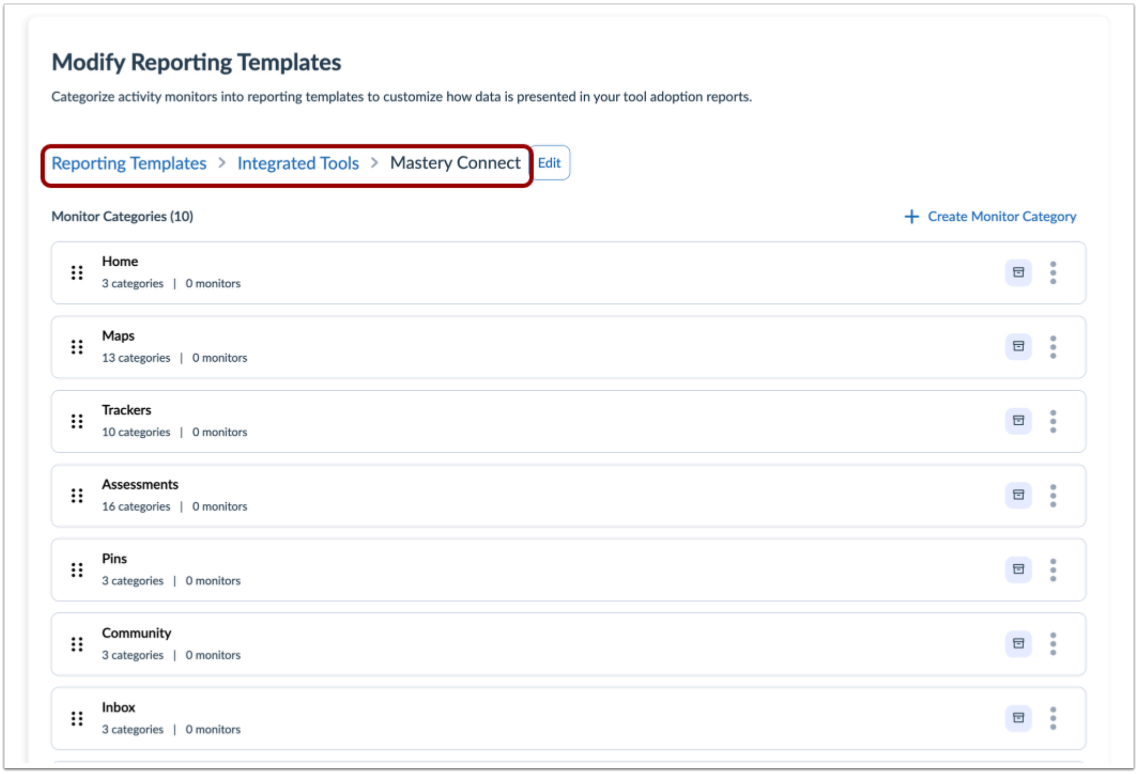
Out of the Box Contexts and Monitors



Out of the Box contexts and monitors have been created around Mastery Connect functionalities. Most contexts and monitors are focused on Instructor as well as Student activity inside Mastery Connect.

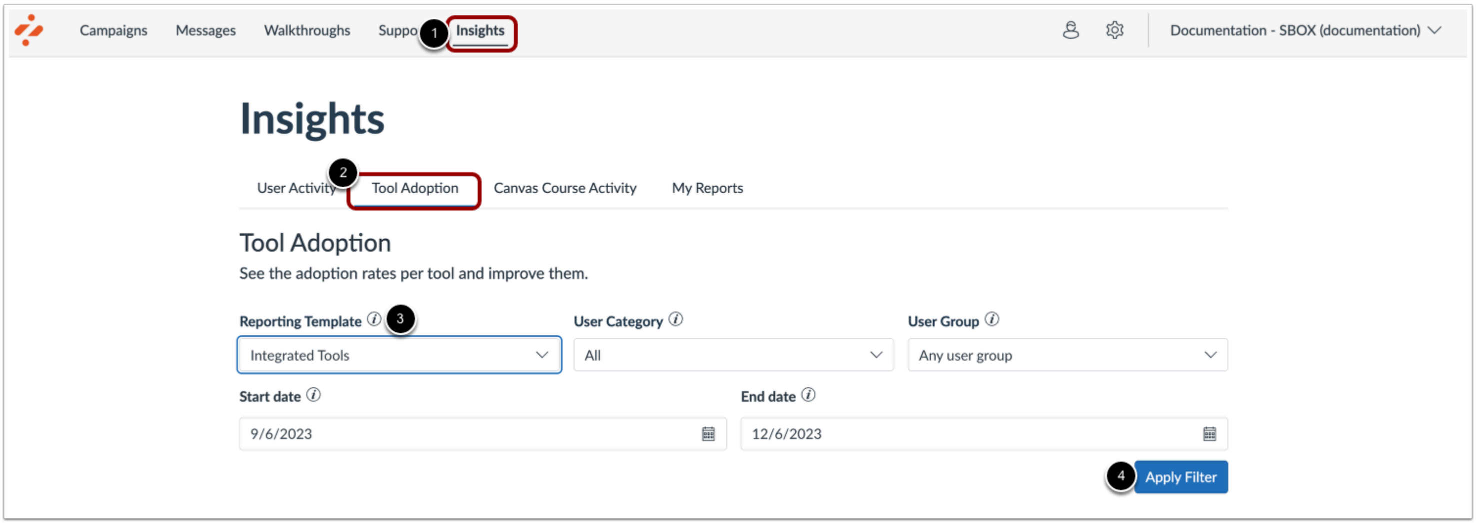
You can filter both Contexts and Monitors inside your Impact Dashboard by using the **Tool Category** filter [1] and selecting **LTI Mastery Connect** [2].

Mastery Connect Reporting Templates and Insights



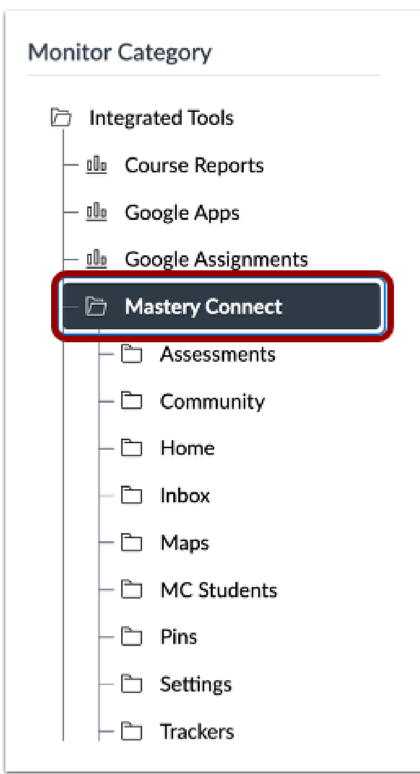
The Mastery Connect Instructor and Student Monitors are located in the Integrated tools > Mastery Connect Report. To find these, navigate to the **Reporting Templates > Integrated tools > Mastery Connect**, where you can view all monitor (sub)categories, inside your Impact Dashboard.

Note: For more information on reporting templates, visit How do I edit an existing reporting template in the Impact Dashboard? or How do I add an activity monitor to a reporting template in the Impact Dashboard?



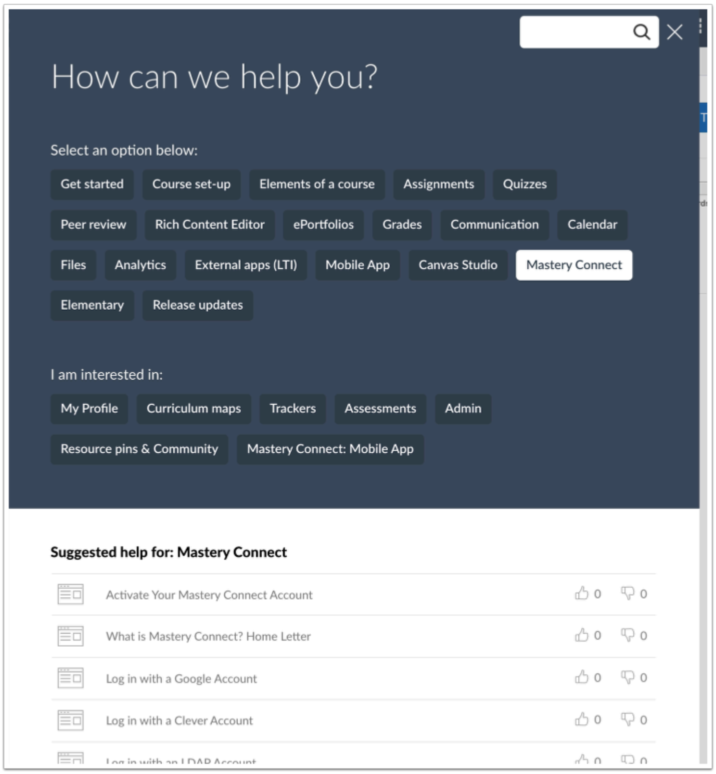
To find the insights generated by Mastery Connect Reporting Templates, navigate to your **Insights** inside your Dashboard [1] and select the **Tool Adoption** tab [2].

Select **Integrated Tools** under Reporting Template [3]. To apply the filter, click the **Apply** button [4].



Once the filter is applied, select the **Mastery Connect** tool group.

Mastery Connect Support Center Category



All Mastery Connect admin, instructor, and student guides have been categorized into contextualized support categories inside your Support Center for inline help. Make sure the LTI Mastery Connect tool category is toggled on, in order for Support to be visible among instructors. Admin guides are categorized under the Admin Support Category and are assigned the LTI Mastery Connect and MC: Admin tool categories. They are contextualized into Admin pages inside Mastery Connect. In order to access contextualized Mastery Connect admin guides inside your Canvas instance, the tool category MC: Admin and LTI Mastery Connect should be enabled in your dashboard.

How do I use the Impact Integration in Ally?

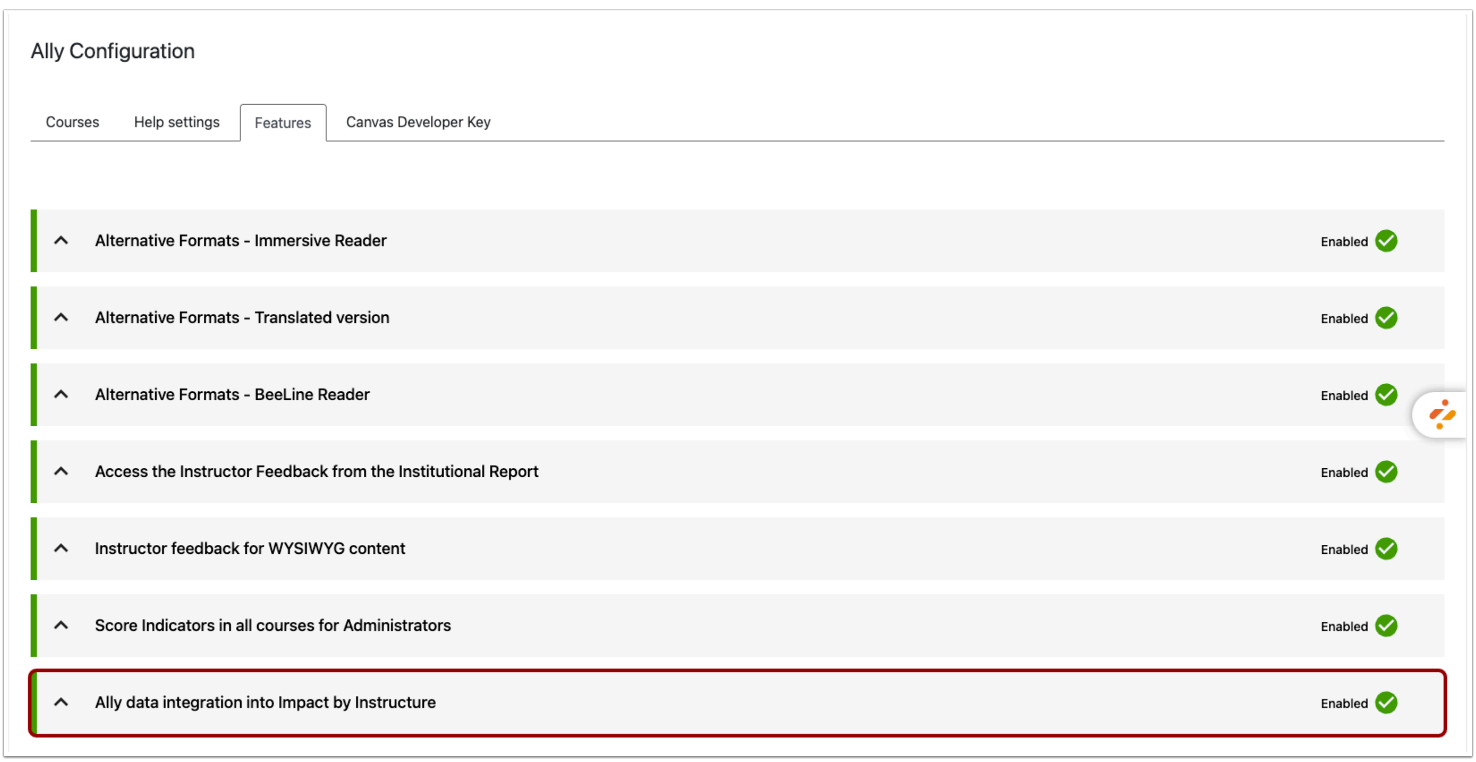
Users who have both Impact and Ally (Accessibility tool) can benefit from the Impact Integration on their LMS. This integration allows admins to customize in-app messaging, measure Ally adoption, and support Ally users with documentation.

Impact offers a variety of content around Ally, including:

- Inline Editor templates added inside your LMS
- Contexts and monitors in your Impact Dashboard
- Ally Accessibility category within the Integrated Tools report
- Insights
- Ally Accessibility Support Center category
- Campaigns/Walkthroughs

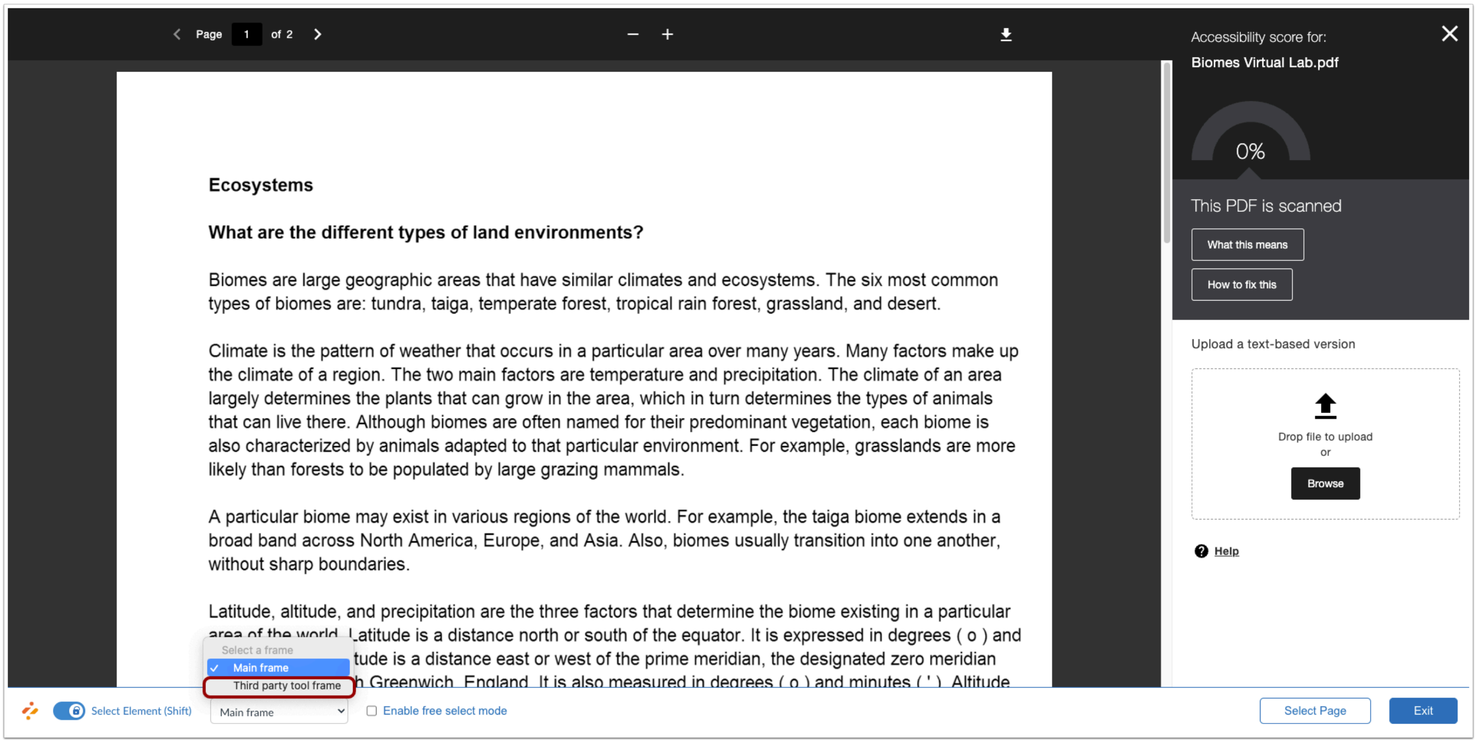
Enable LTI Ally

Admins need to ensure that the Ally data integration into Impact by Instructure is enabled inside the features tab of the Ally configuration page.



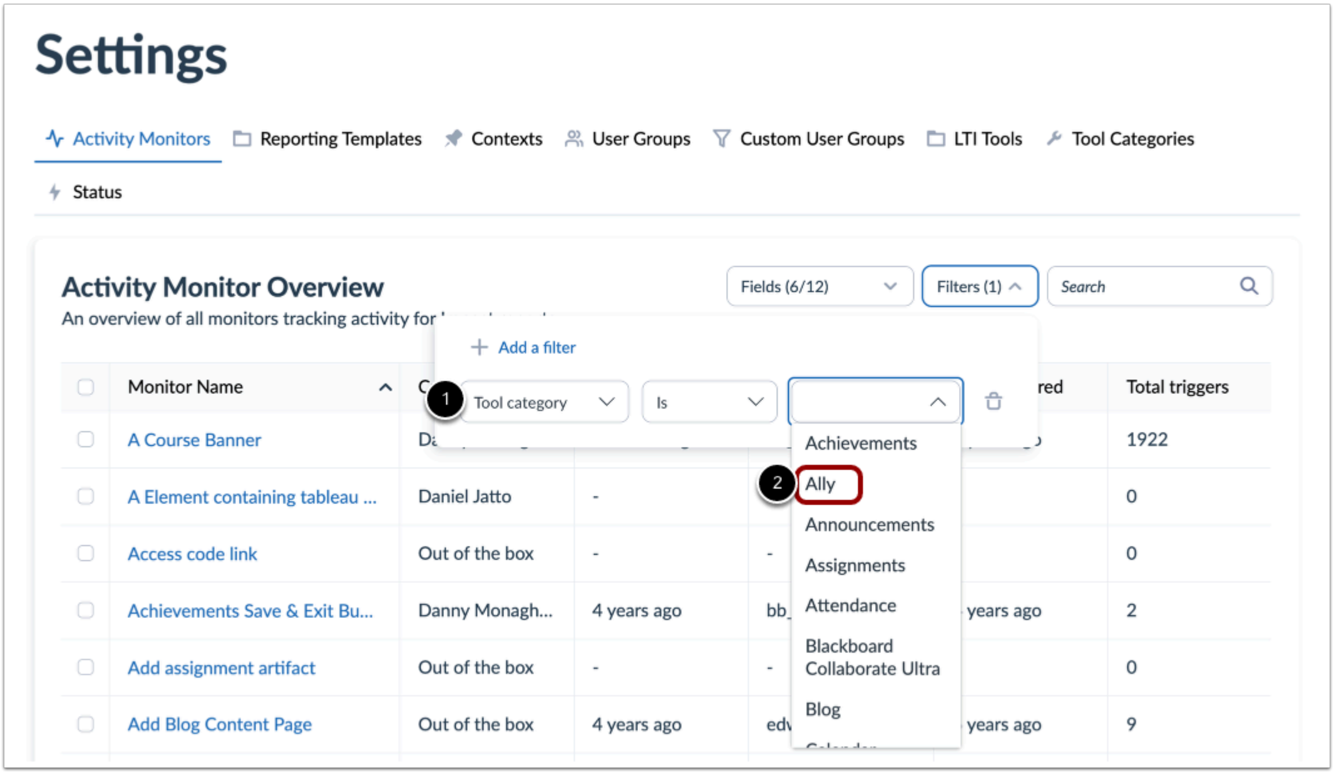
In addition to this, the **LTI Ally data integration into Impact by Instructure** should be toggled on. This will ensure that support categories, the reporting template categories, contexts, monitors, and insights are visible in your dashboard.

Inline Editor



Since Ally is a third-party tool, you can reach the Inline Editor by enabling the **Third party tool frame**, once you have navigated to the Ally-related page. You can access the Out of the Box predefined templates as well as define your local inline templates.

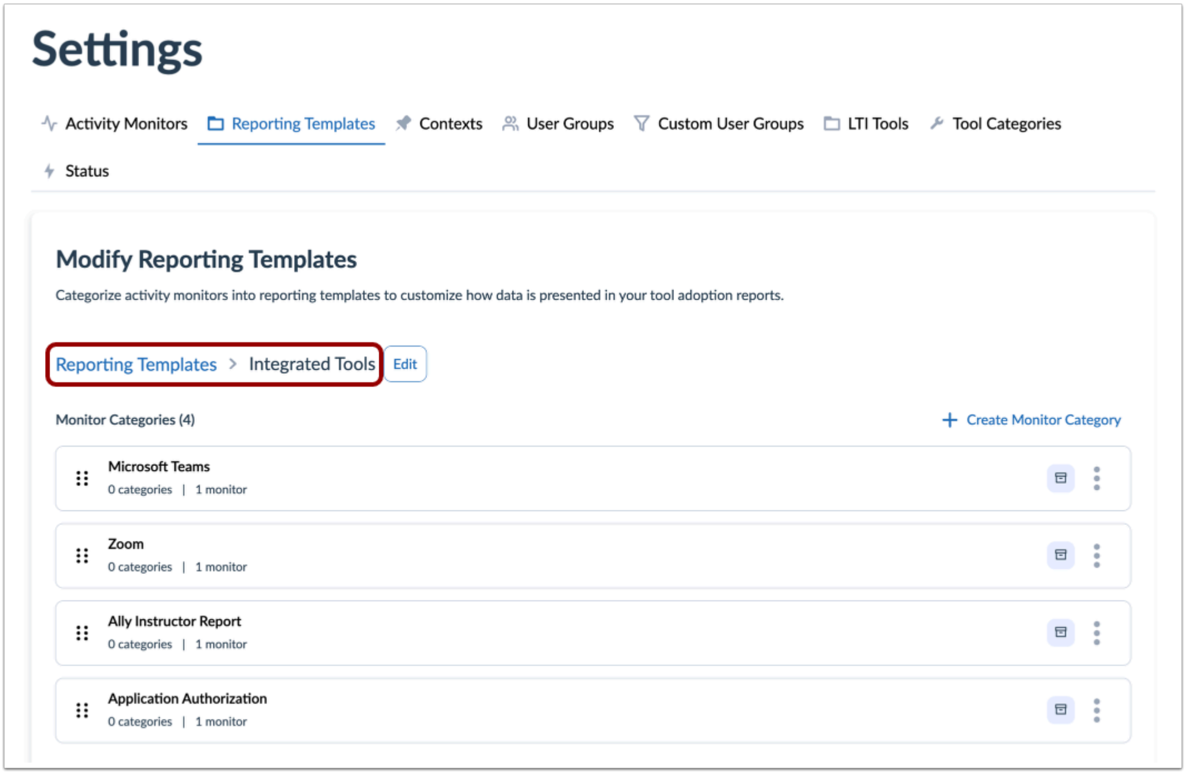
Out of the Box Contexts and Monitors



Out of the Box contexts and monitors have been created around Ally functionalities where possible. These contexts are focused on Instructor and Student activity.

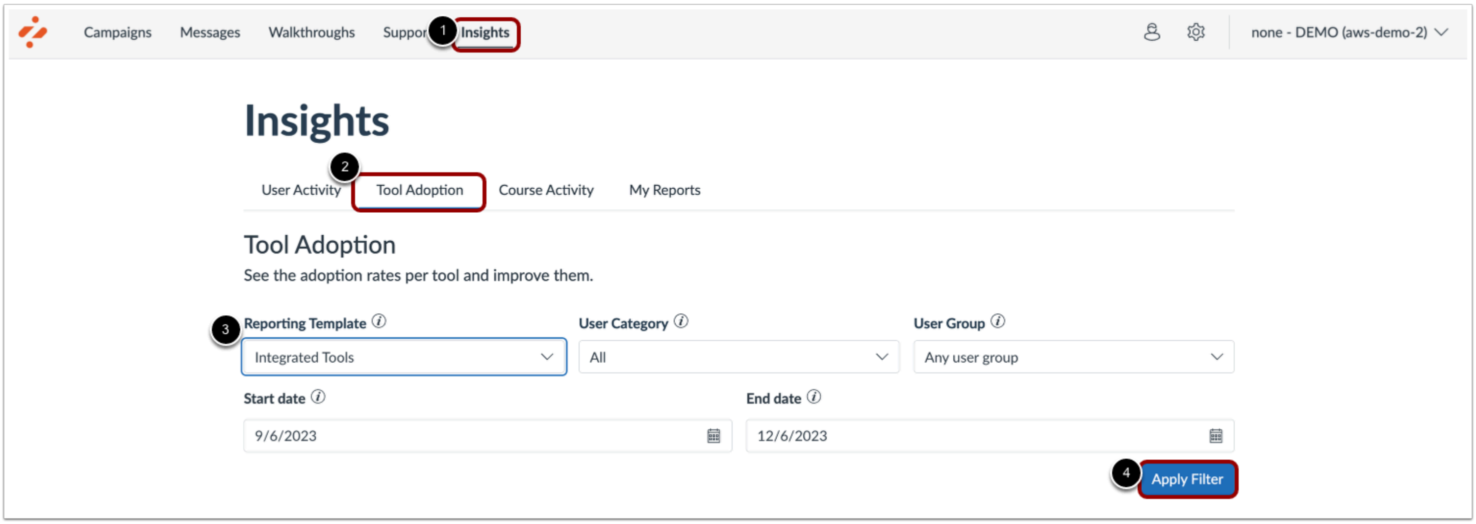
You can filter both Contexts and Monitors inside your Impact Dashboard by using the **Tool Category** filter [1] and selecting **Ally** [2].

Ally Integration Reporting Templates and Insights

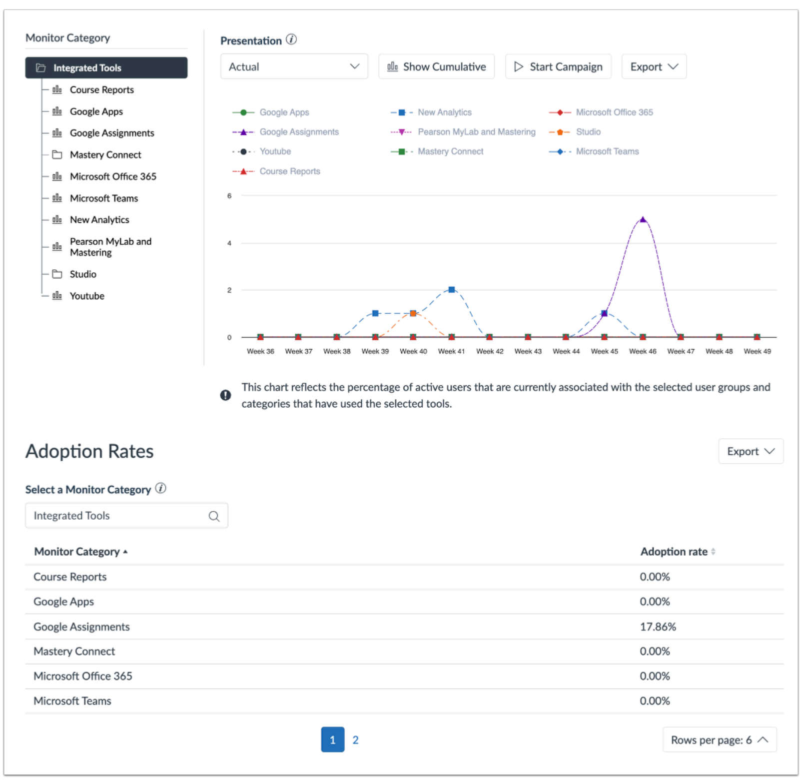


The Ally Integration Monitors are located in the Reporting Templates > Campaign Monitors. To find these, navigate to the **Reporting Templates > Integrated Tools,** where you can view all monitor (sub)categories, inside your Impact Dashboard.

Note: For more information on reporting templates, visit How do I edit an existing reporting template in the Impact Dashboard? or How do I add an activity monitor to a reporting template in the Impact Dashboard?

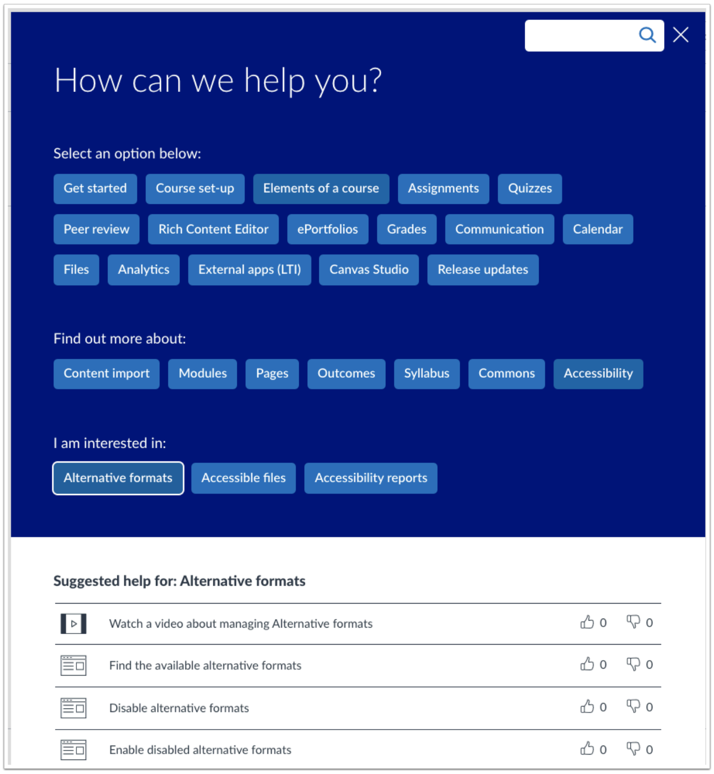


To find the insights generated by Ally Integration Reporting Templates, navigate to your **Insights** inside your Dashboard [1], **Tool Adoption** tab [2], and select **Integrated Tools** under Reporting Template [3]. To apply the filter, click the **Apply** button [4].



Once the filter is applied, the Insights for Integrated Tools display Tool Adoption and Adoption Rates.

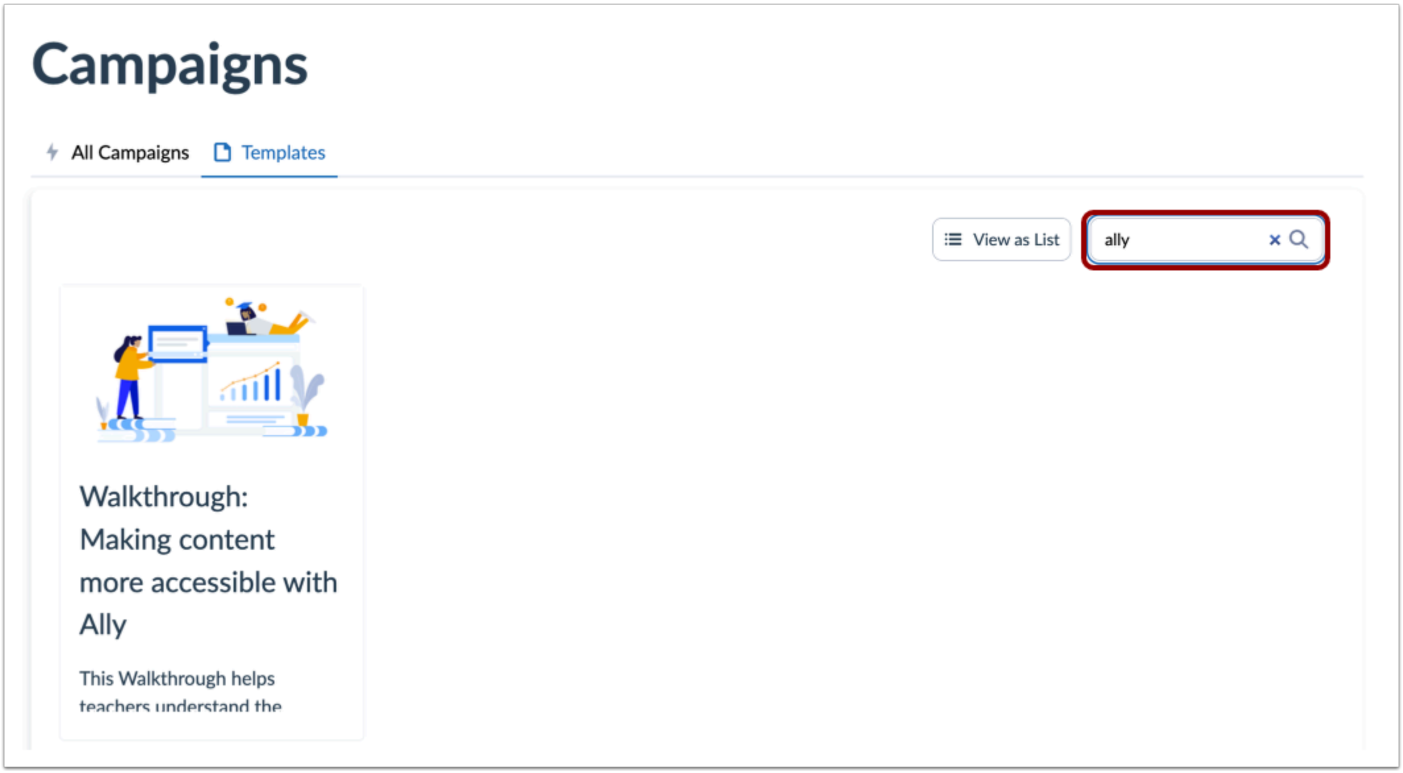
Ally Integration Support Center Category



All Ally instructor and student guides have been categorized inside your Support Center for inline help. The categories can be located within Elements of a course > Accessibility, External apps > Accessibility and External Tools.

Note: Since the majority of defined contexts are at the element level rather than the page level, Ally support is not contextualized.

Campaigns and Walkthroughs



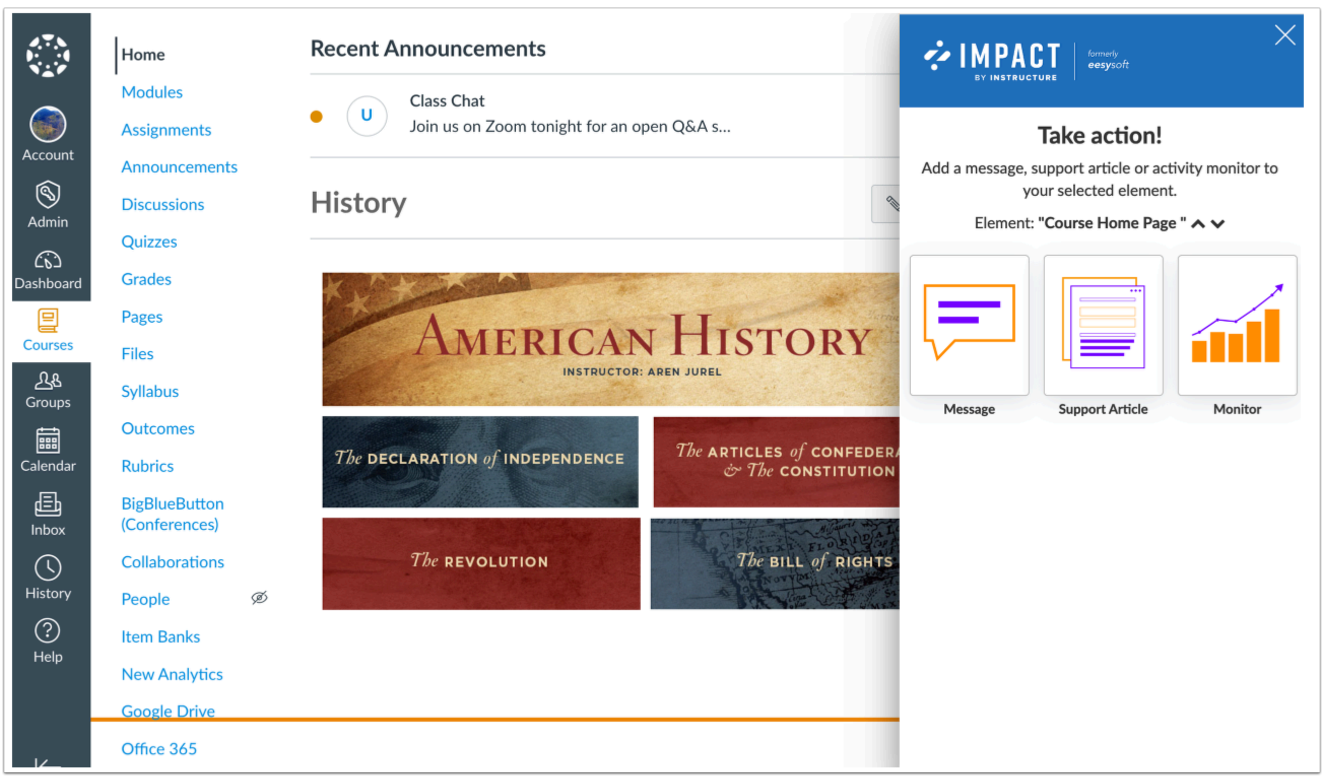
Access Ally Campaigns and Walkthroughs by searching the term Ally on your Campaign Templates page within your dashboard.

Inline Editor

What is the Impact Inline Editor?

The Impact Inline Editor is an in-application content management tool. To ensure optimal control over the content that your learning application users interact with, the Inline Editor offers the possibility to create messages, support articles, and monitors from within the learning application. Using the tool's live preview feature, you can easily see how your messages and articles look in terms of content, size, and placement before publishing them.

View Inline Editor



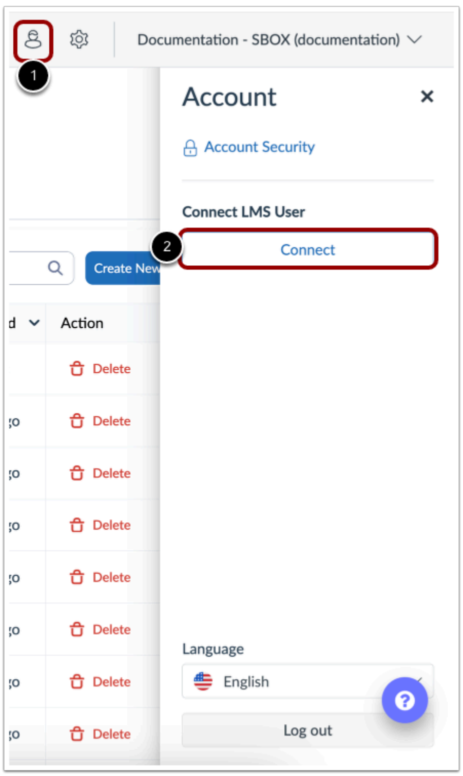
You can also edit a previously created item to update its contents, change visibility and presentation settings, and change where the item is placed within the learning application.

The Inline Editor is only available to users who have their learning application user connected to their Impact account, meaning no other learning application users can create or edit content.

How do I activate the Impact Inline Editor?

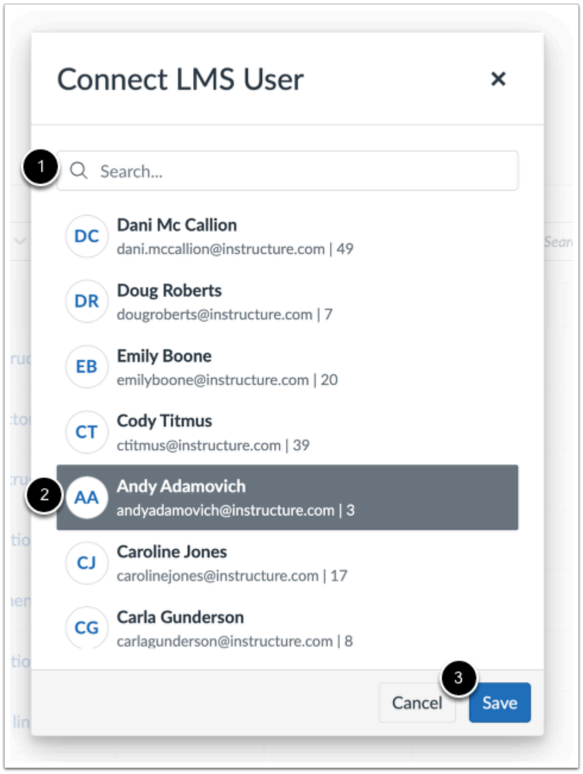
You can use the Impact Inline Editor to create monitors, messages, and support articles from within your learning application.

Open Impact Dashboard



In your Impact dashboard, click the **Global Settings** icon [1] and then click the **Connect your LMS User** button [2].

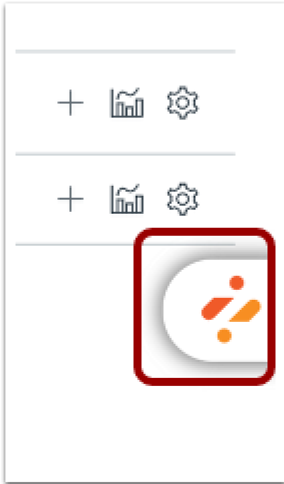
Connect Your LMS User



Find your LMS user by searching for your username, email address, or name [1].

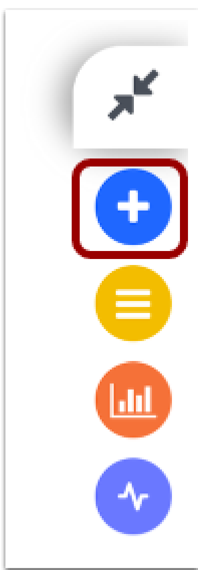
Click your LMS user account [2] and click the **Save** button [3].

View Inline Editor



After signing in to your LMS with the connected user account, click the **Impact** icon.

Add Content with Inline Editor



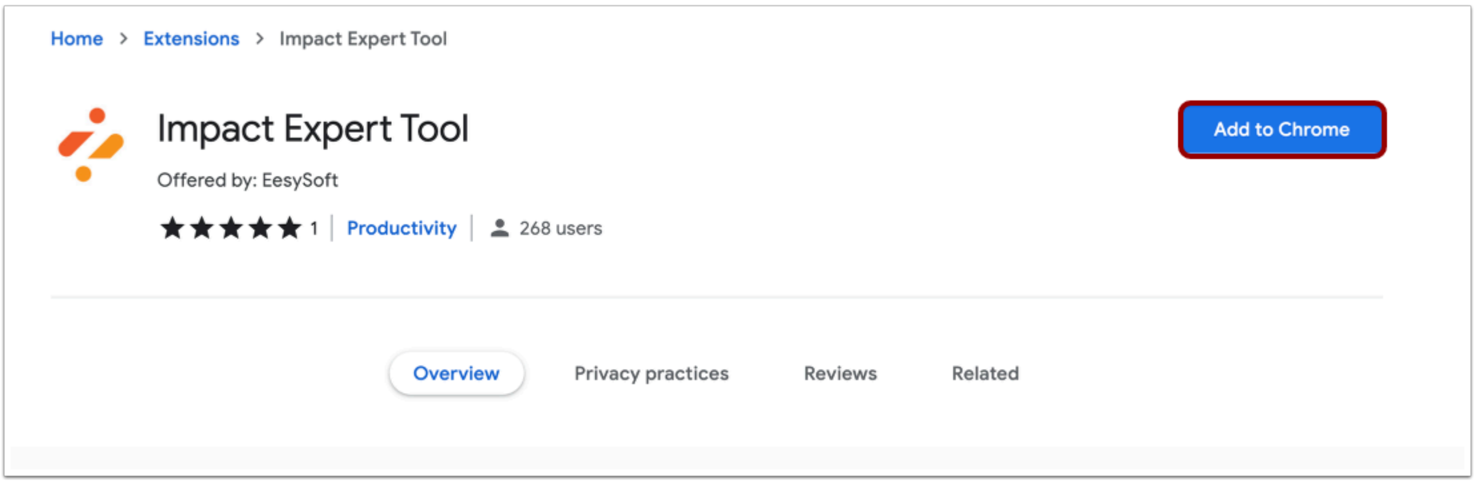
To open the Inline Editor, click the **Add** icon.

How do I activate the Impact Inline Editor within the Blackboard Learn Ultra Experience?

You can create monitors, messages, and articles directly in the Blackboard Learn Ultra Experience. You need to install and use the Impact Expert Tool for Google Chrome to launch the Inline Editor in Blackboard Learn Ultra.

Note: You must enable third-party cookies to use this feature.

Install the Impact Expert Tool for Google Chrome

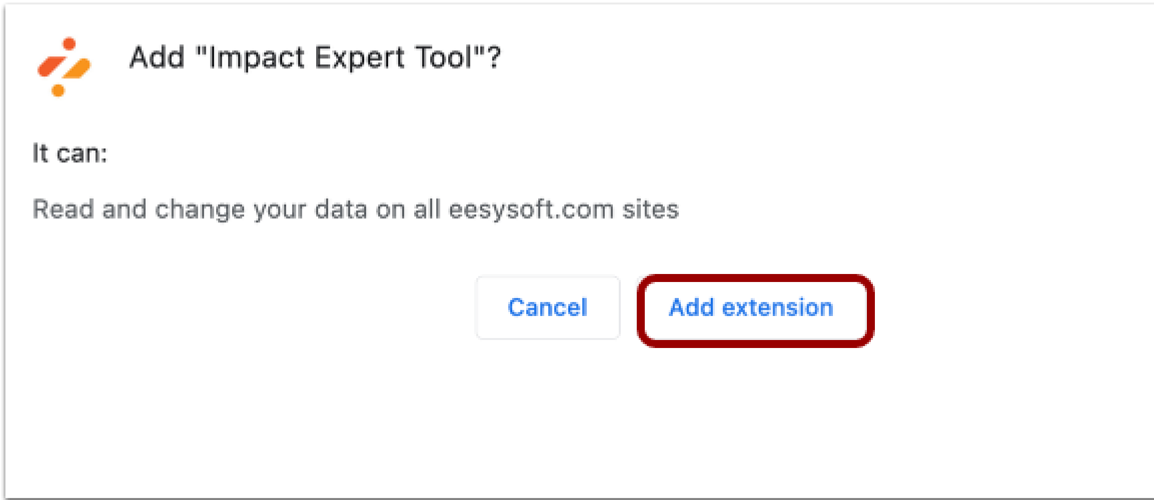


Make sure you have **Google Chrome** installed on your computer.

In Chrome, locate the **Impact Expert Tool** in the Chrome Web Store.

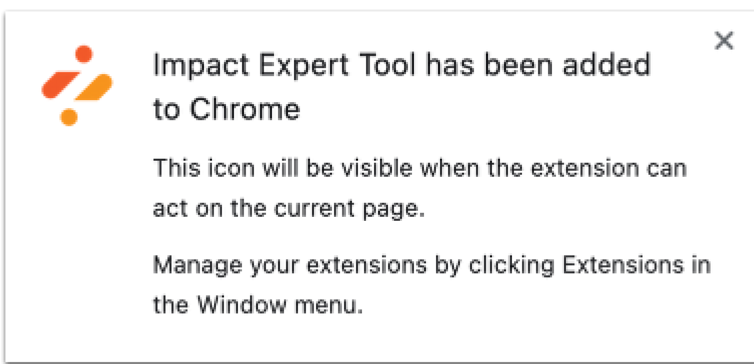
Click the **Add to Chrome** button.

Add Extension



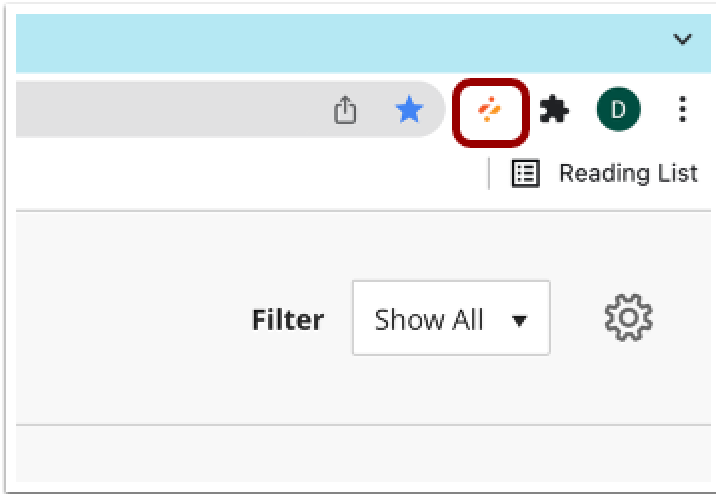
Click the **Add extension** button.

Verify Extension



The Impact Expert Tool is now available in the Extensions section.

Launch the Inline Editor

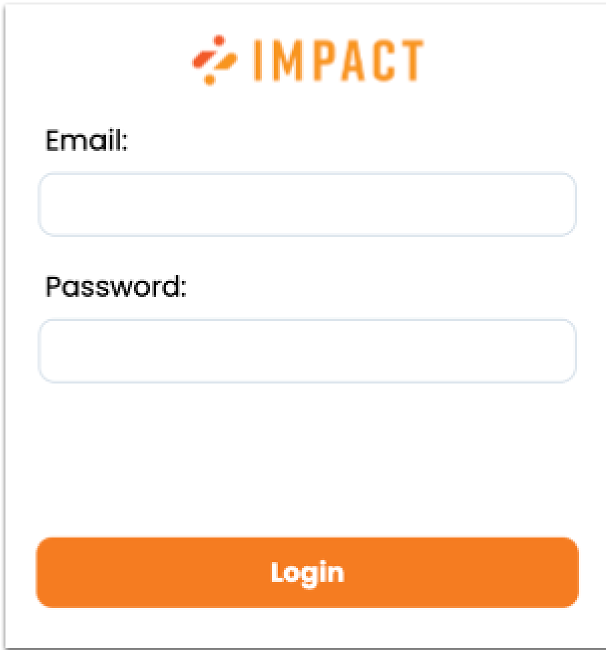


Using Google Chrome, log in to your Blackboard Learn Ultra environment.

To activate the Export Tool extension, click the **Impact** icon.

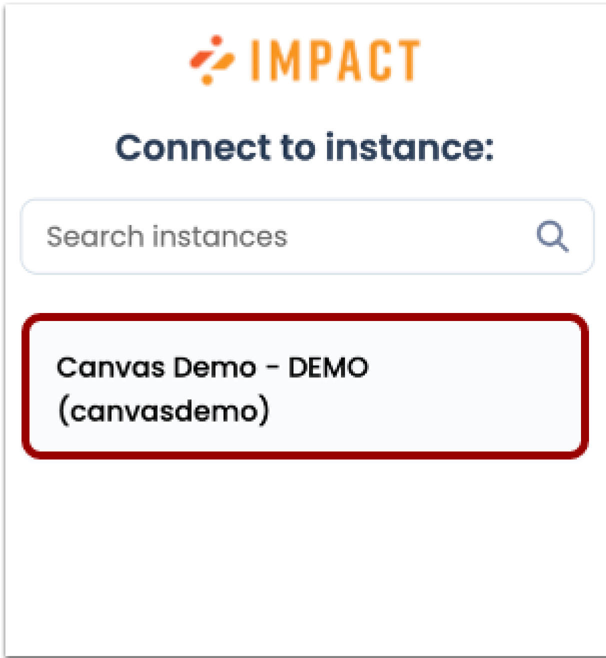
Note: Depending on your Chrome browser you may need to open the Extension menu and then click the Impact Expert Tool extension.

Log in to Impact



Log in using your email address and Impact password.

Connect to Impact Instance

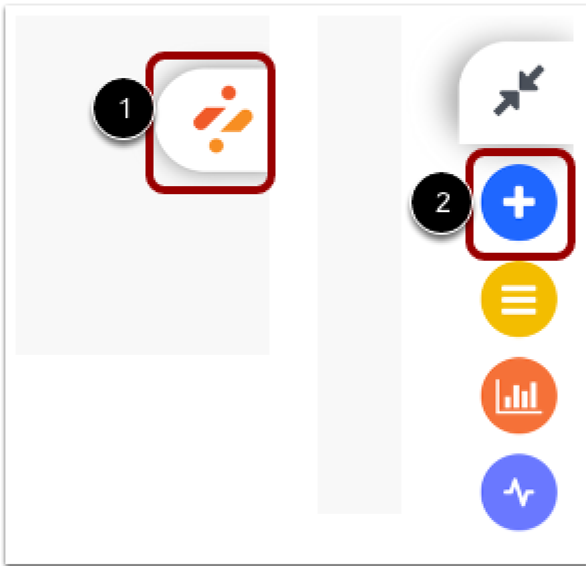


Click the Impact instance which is connected to the Blackboard Learn Ultra environment.

This means with Ultra you no longer connect your expert user and forget about it. With every use of the inline editor in Ultra, you connect an LMS to an Impact system.

Note: Using the Chrome plugin you can create contexts on an Impact system different from the one connected to that LMS. You can connect the plugin to any instance you have access to, regardless of the LMS you are logged into. Be careful which instance you are logged into, especially when defining any context.

Open Inline Editor

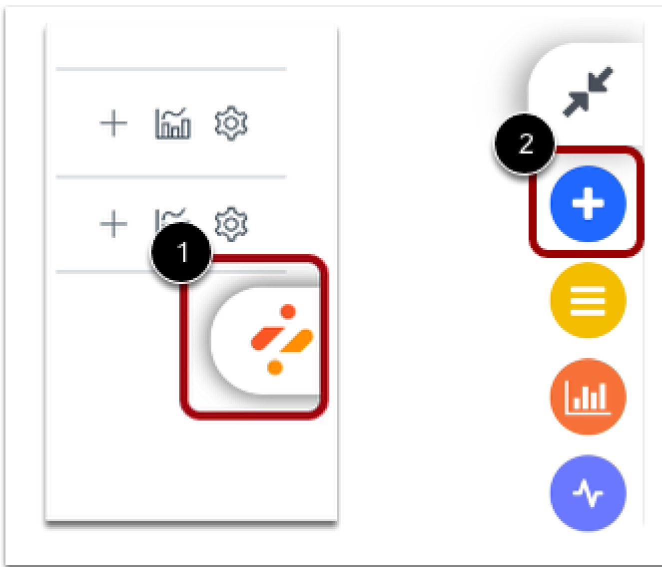


After the page has reloaded, click the **Impact** icon [1] and then click the **Add** icon [2].

How do I create a monitor with the Impact Inline Editor?

You can use the Inline Editor to create a custom monitor and attach it to a page or element in your learning application.

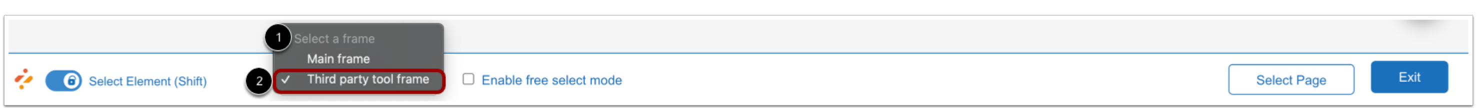
Open Inline Editor



Navigate to the area of the learning application where you wish to place the monitor.

To open the Inline Editor, click the **Impact** icon [1] and then click the **Add** icon [2].

Select LTI Element



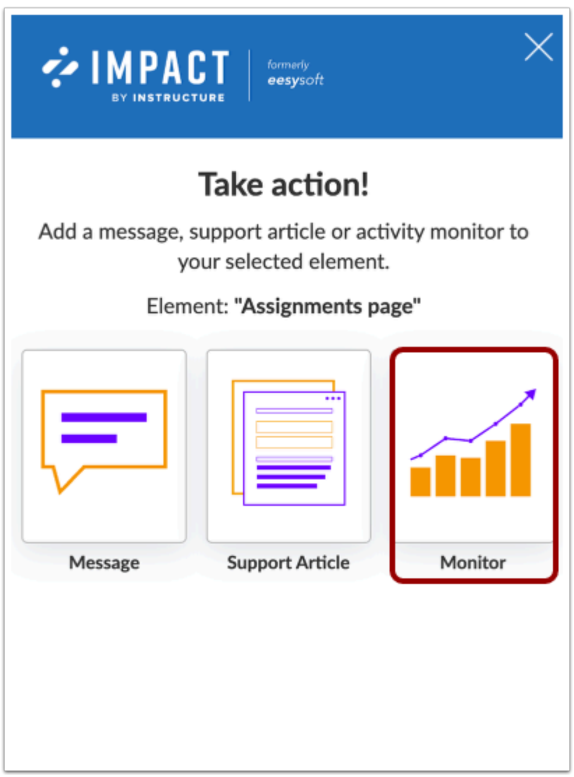
If using an Impact-supported LTI, you can select the frame in which you want to use the Inline Editor.

To select a frame for an Impact-supported LTI, click the **Select a Frame** drop-down menu [1], then click the **Third Party Tool Frame** option [2].

Add Page Template Monitor

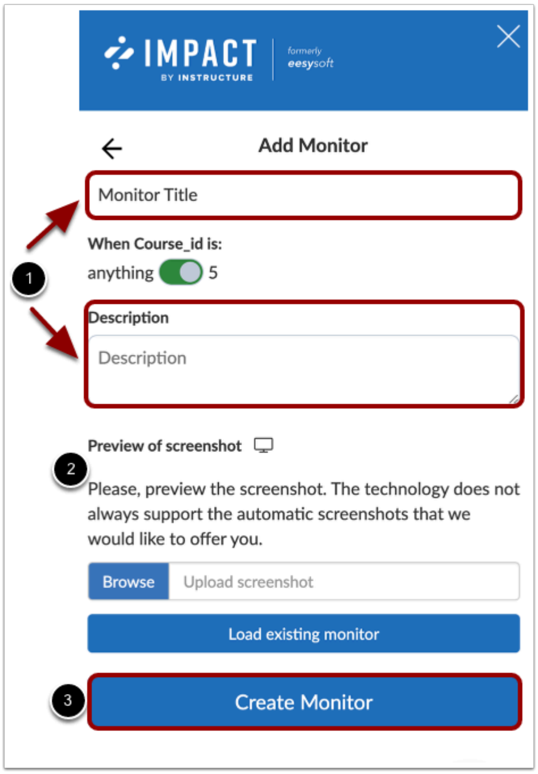
To select a page template to attach the monitor, click the **Select Page** button on the current page.

Select Monitor



In the side panel, click the **Monitor** button.

Add Monitor Details



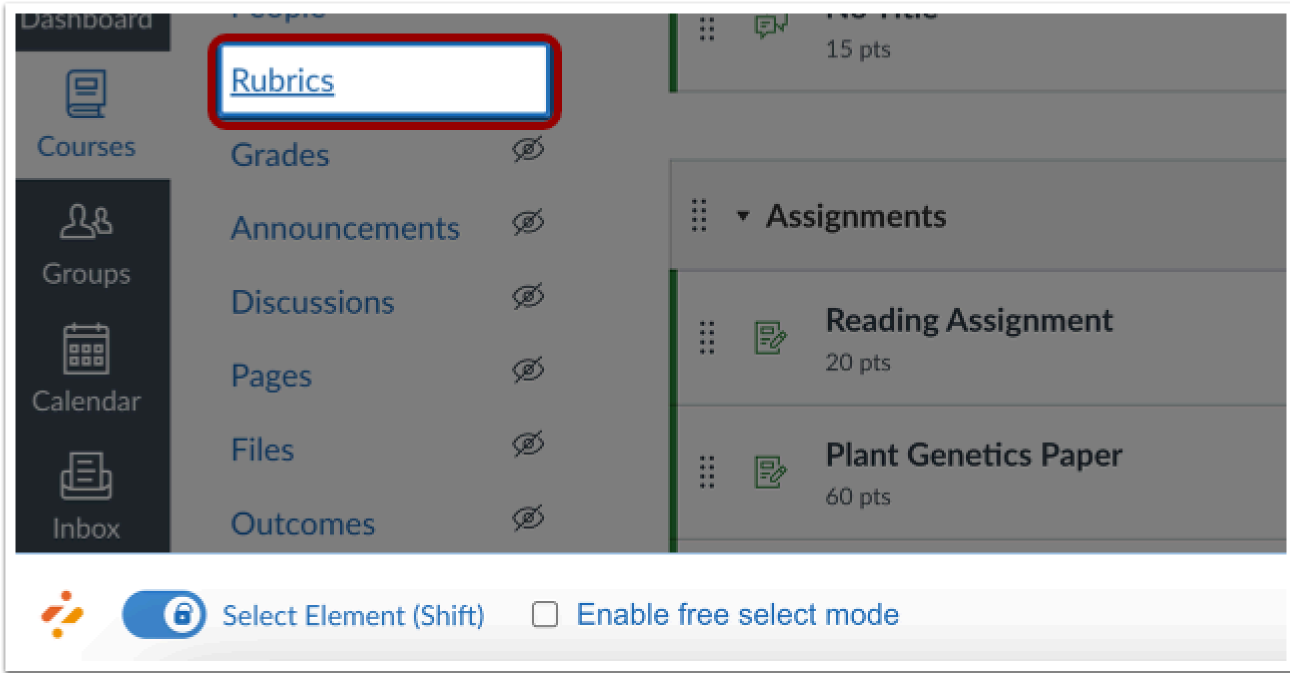
Enter a name and description for your monitor [1].

Review the automatically rendered screenshot of the page/element. Upload a custom screenshot if needed [2].

Click the **Create Monitor** button [3].

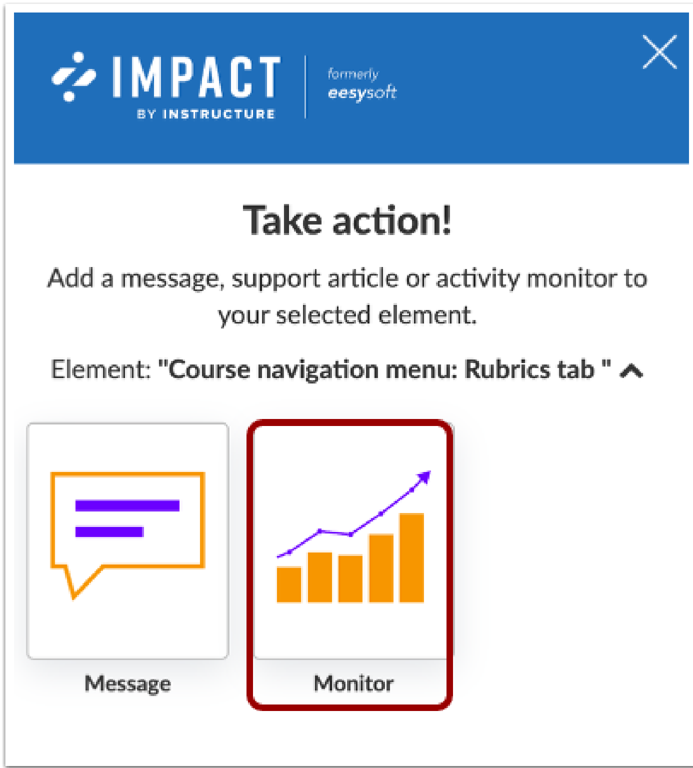
You can now view and organize your monitor in the Monitor Overview.

Add Element Template Monitor



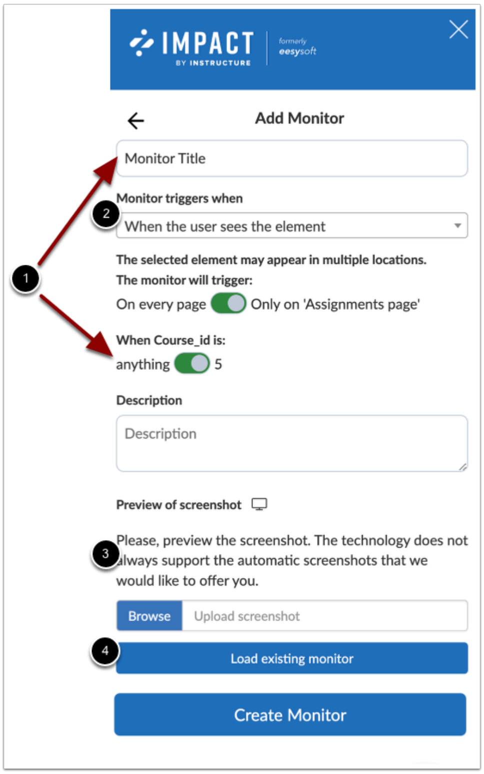
To select an element template to attach the monitor, click the element.

Select Monitor



In the side panel, click the **Monitor** button.

Add Monitor Details



Enter a name and description for your monitor [1].

When attaching the monitor to an element, determine the triggering behavior (when the user sees the element or when the user interacts with the element) and whether the monitor should trigger on every page where the element occurs or only on the current page [2].

Review the automatically rendered screenshot of the page/element. Upload a custom screenshot if needed [3].

Click the **Create Monitor** button [4].

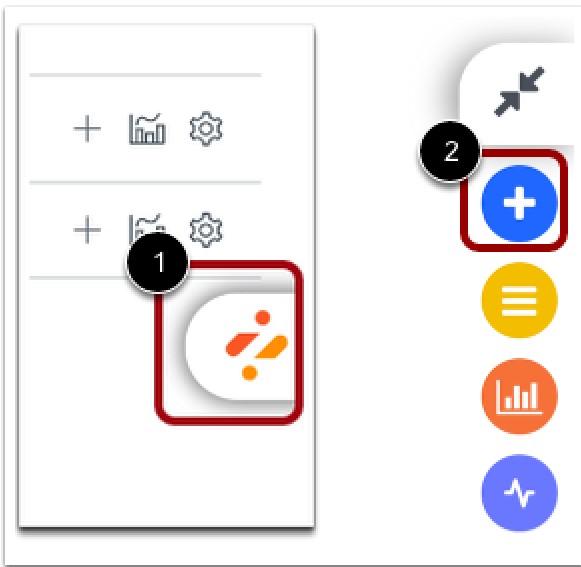
You can now view and organize your monitor in the [Monitor Overview.](#)

If you cannot select the element you wish to monitor, please read [How to define a custom element or page with the inline editor?](#)

How do I create a message with the Impact Inline Editor?

You can use the Inline Editor to create and deploy a message within your learning management system.

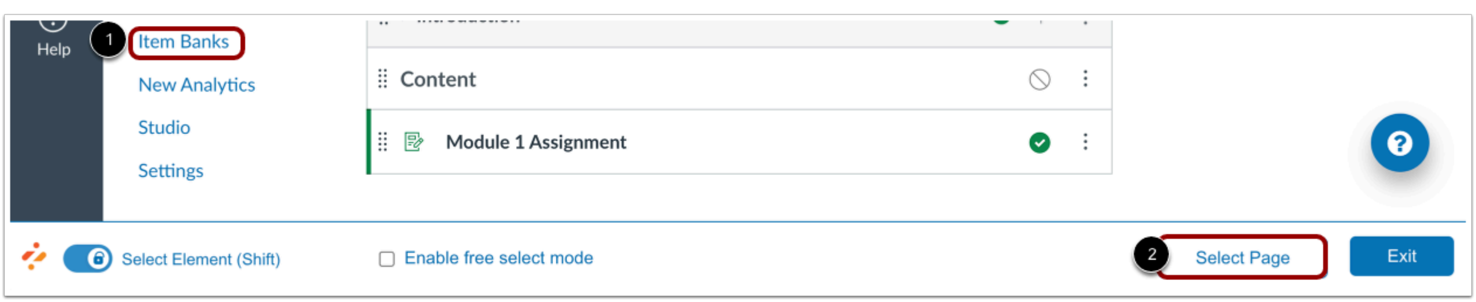
Open Inline Editor



Navigate to the area of the learning application where you intend to place the message.

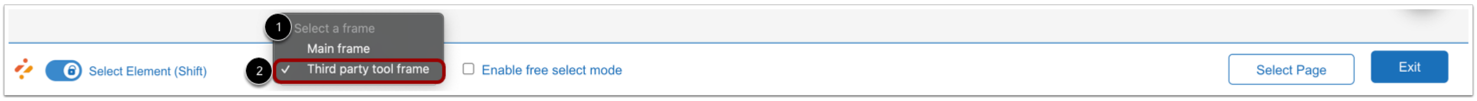
To open the Inline Editor, click the **Impact** icon [1] and then click the **Add** icon [2].

Select Element



To select the element to which to attach the monitor, click the element [1] or click the **Select Page** button [2] on the current page.

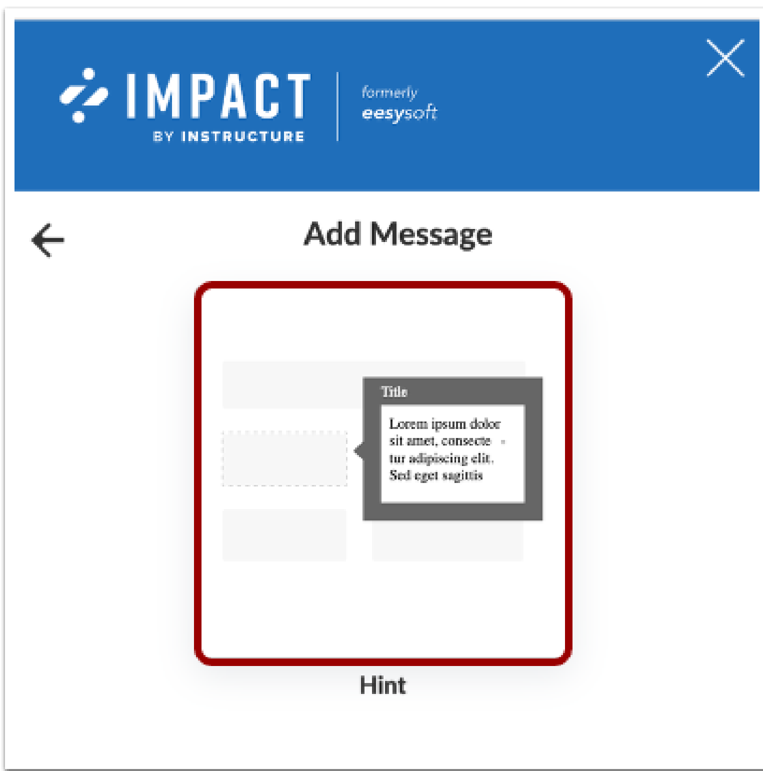
Select LTI Element



If using an Impact-supported LTI, you can select the frame in which you want to use the Inline Editor.

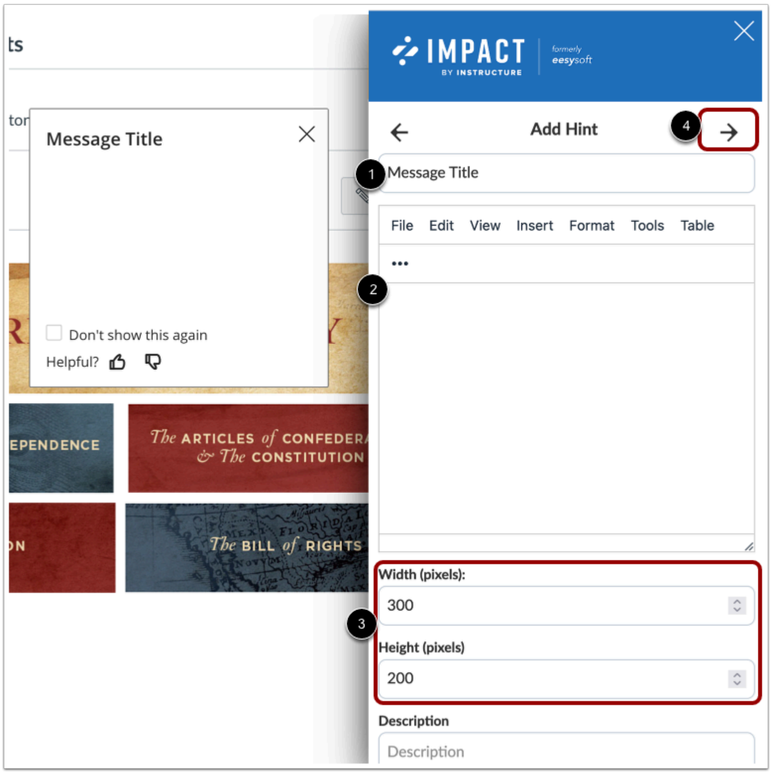
To select a frame for an Impact-supported LTI, click the **Select a Frame** drop-down menu [1], then click the **Third Party Tool Frame** option [2].

Add Message



In the side panel, click the **Hint** button.

Create Message

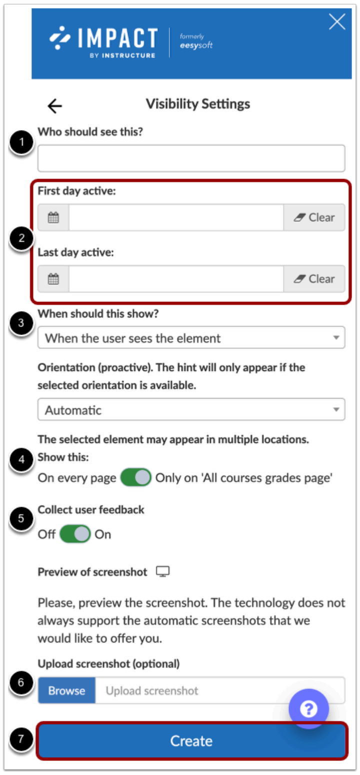


Enter a title and description for the hint [1] and write the message body using the rich content editor [2].

Determine the size of the message using the width and height fields [3].

Click the **Arrow** icon [4].

Set Visibility Settings



In the Visibility Settings, determine who should see the hint [1] and when it should be presented (optional) [2].

Choose how the hint should be triggered: when the user sees the element or interacts with the element [3].

Determine whether the monitor should trigger on every page where the element occurs or only on the current page [4].

Choose whether you would like to collect user feedback on the message [5].

Review the automatically rendered screenshot of the page and element. Upload a custom screenshot if needed [6].

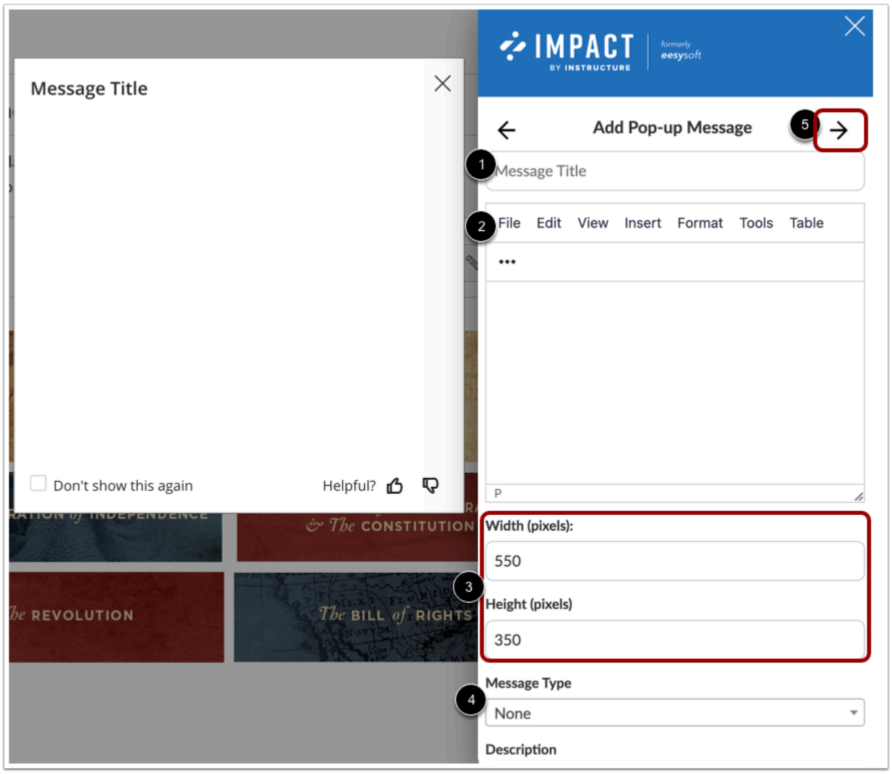
Click the **Create** button [7].

Add a Systray or Pop-up Message

To add a systray or pop-up message on the current page, click the **Select Page** button [1].

In the side panel, click the **Message** button [2] and then choose either **Systray Message** or **Pop-up Message** [3].

Add Content



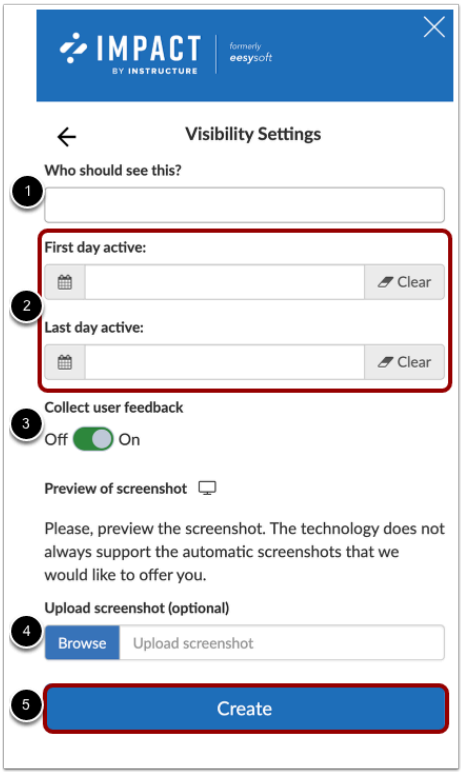
Enter a title [1] and description [2].

Determine the size of the message using the width and height fields [3].

For pop-ups, you can select a Message Type, which determines the icon that appears in the message body [4].

Click the **Arrow** icon [5].

Set Visibility Settings



In the Visibility Settings, determine who should see the hint [1] and when it should be presented (optional) [2].

Choose whether you would like to collect user feedback on the message [3].

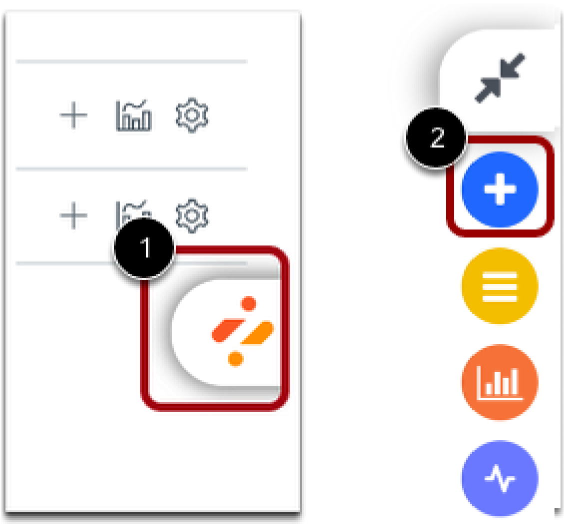
Review the automatically rendered screenshot of the page and element. Upload a custom screenshot if needed [4].

Click the **Create** button [5].

How do I define a custom element with the Impact Inline Editor?

You can use Free select mode to define a custom element to attach a message or monitor. Once you have defined an element, you can select it using the Inline Editor even if Free select mode is not enabled.

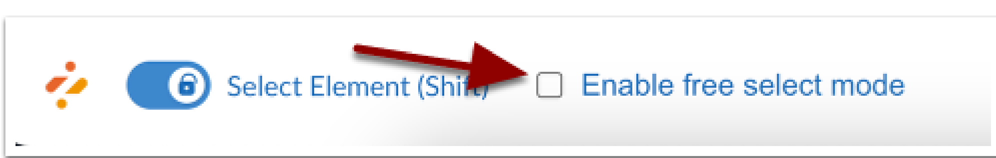
Open Inline Editor



Navigate to the area of the learning application where you intend to place the message.

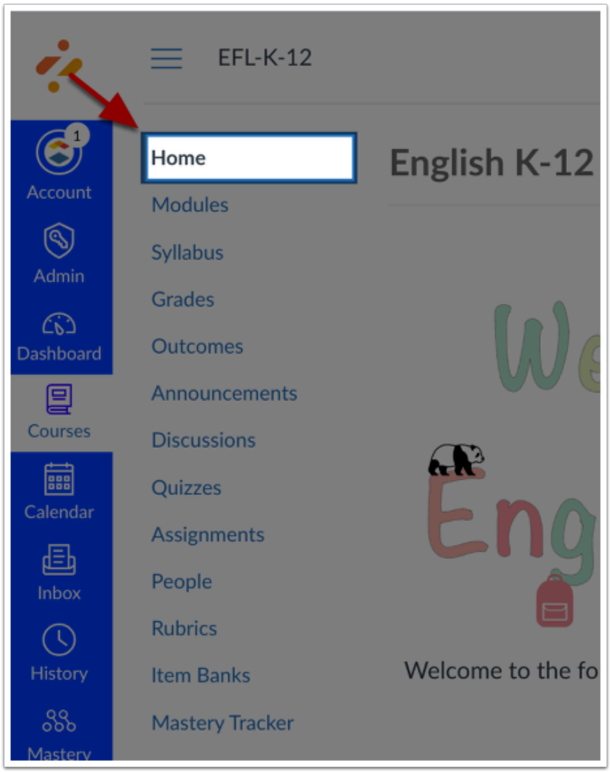
To open the Inline Editor, click the **Impact** icon [1] and then click the **Add** icon [2].

Enable Free Select Mode



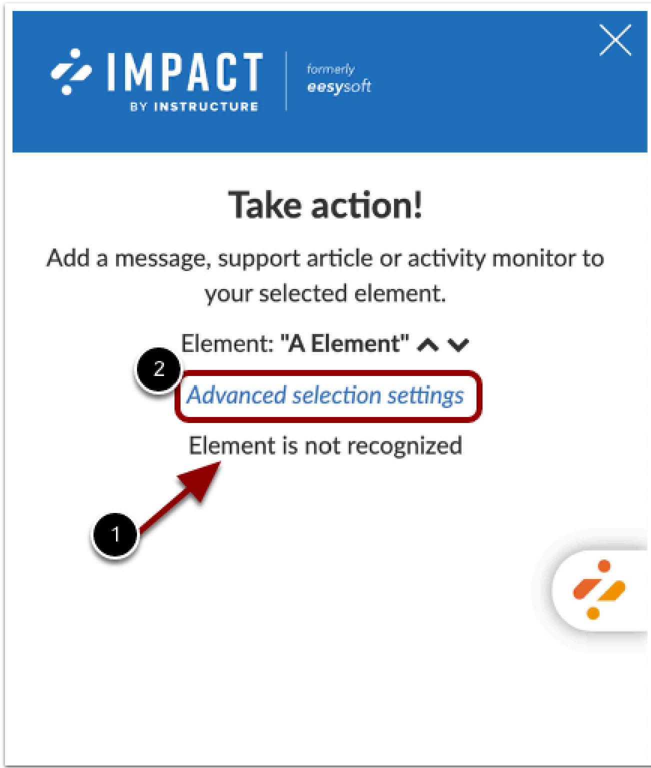
To select any element on the page, click the **Enable free select mode** checkbox.

Locate Element



Locate and click the element on the page. The selected element is highlighted and displays a border.

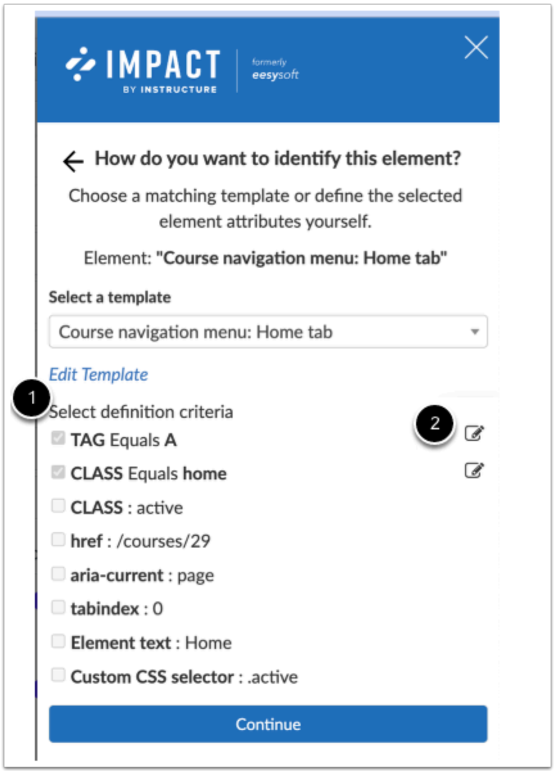
Open Advanced Settings



In the side panel, a generic description of the selected element is displayed and a notice stating the **Element is not recognized** [1].

To set up the recognition conditions for the element, click the **Advanced selection settings** link [2].

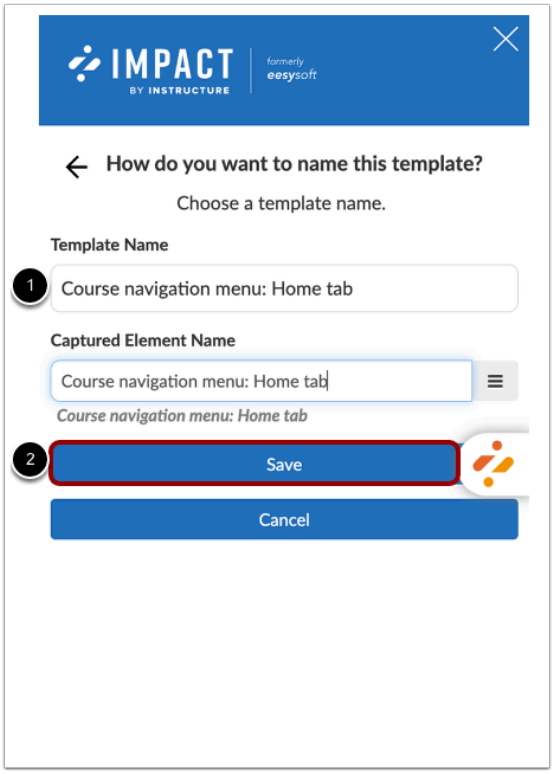
Identify Page Element



Select from the list of possible definition criteria, which is based on the attributes belonging to the selected element [1].

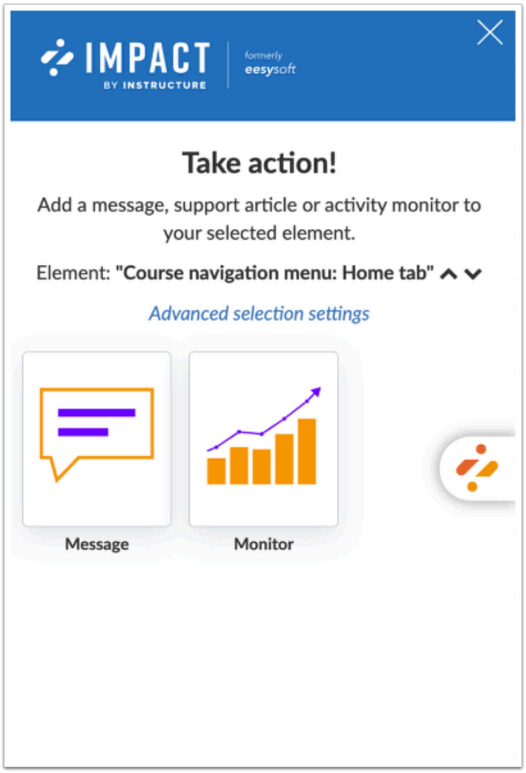
Note: If you would only like to use part of an attribute for your definition criteria, click the **Edit** button next to the attribute [2].

Save Template



Enter a template name [1] and click the **Save** button [2].

View Custom Element

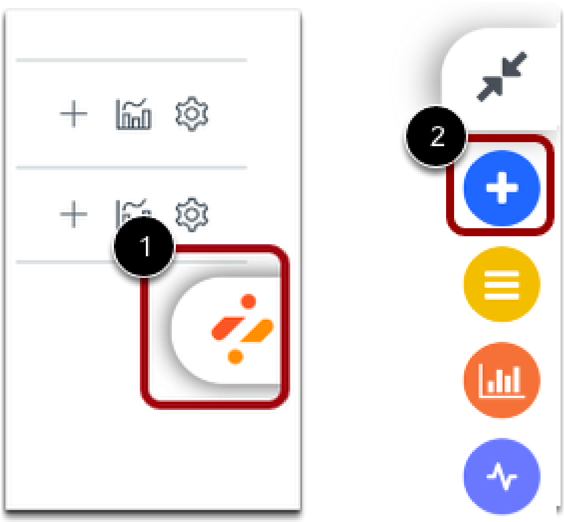


You can add a [message](#) or [monitor](#) using the newly defined element. Once you have defined an element, you can select it using the Inline Editor even if Free select mode is not enabled.

How do I create a support article with the Impact Inline Editor?

You can create a context-sensitive article from within your learning application using the Inline Editor.

Open Inline Editor



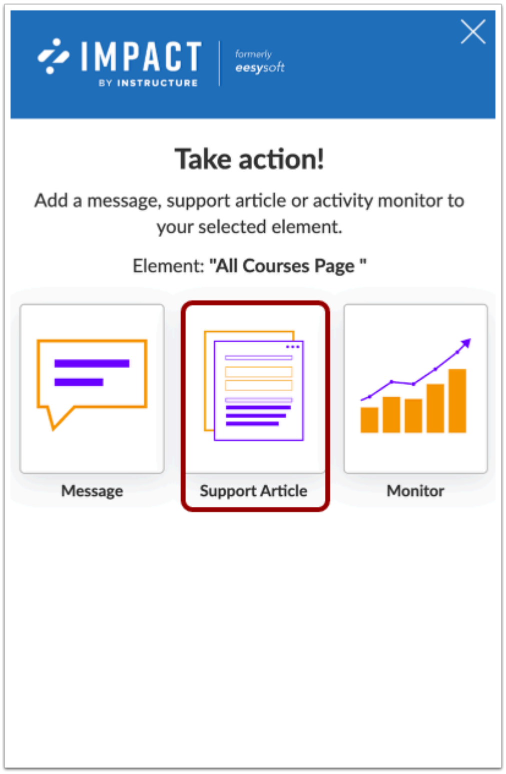
Navigate to the area of the learning application where you intend to place the message.

To open the Inline Editor, click the **Impact** icon [1] and then click the **Add** icon [2].

Select Page

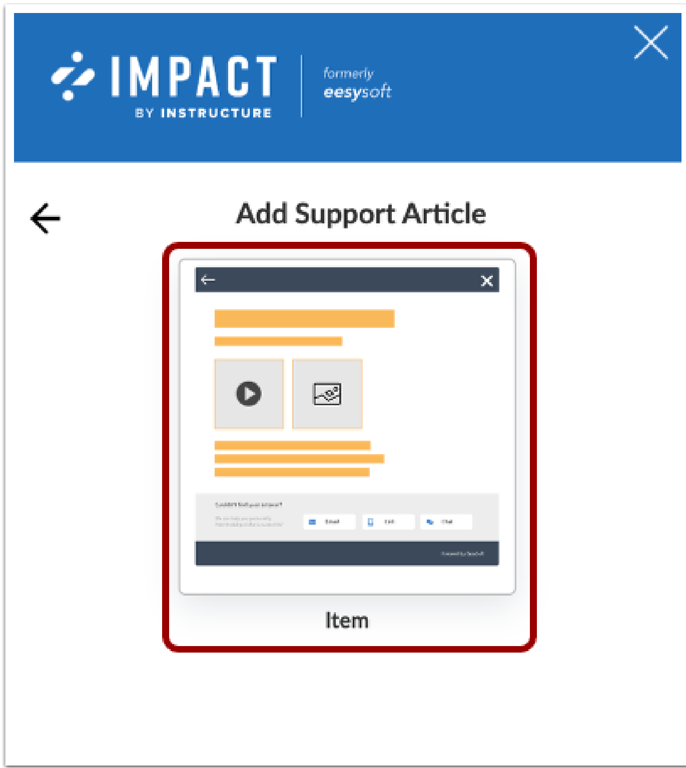
To select a page, click the **Select Page** button.

Open Support Article



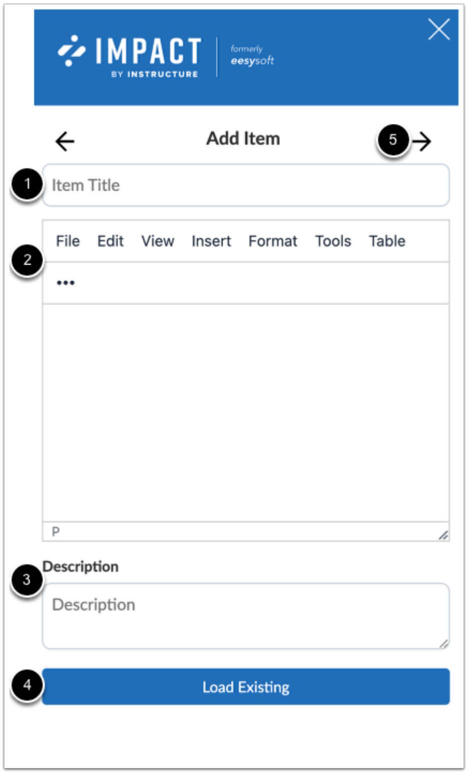
In the side panel, click the **Support Article** button.

Add Support Article



To create an article from scratch, click the **Item** button.

Add New Item

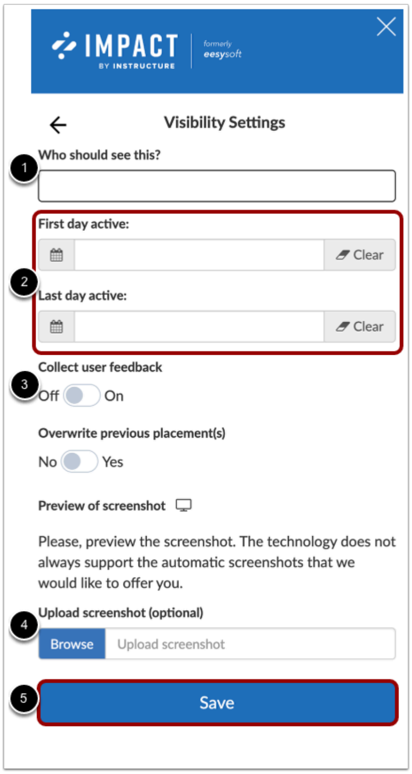


Enter a title [1], add your content [2], and add a description for the article [3].

To choose from existing content, click the **Load Existing** button [4]. You can choose from ready-made content to add to your article.

To set visibility settings, click the **Arrow** icon [5].

Set Visibility Settings



In the Visibility Settings, determine who should see the hint [1] and when it should be presented (optional) [2].

Choose whether you would like to collect user feedback on the message [3].

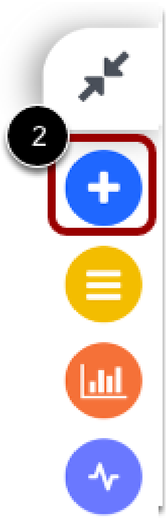
Review the automatically rendered screenshot of the page and element. Upload a custom screenshot if needed [4].

Click the **Save** button [5].

How do I change the placement of an existing message with the Impact Inline Editor?

You can change the existing placement of a message using the Inline Editor.

Open Inline Editor



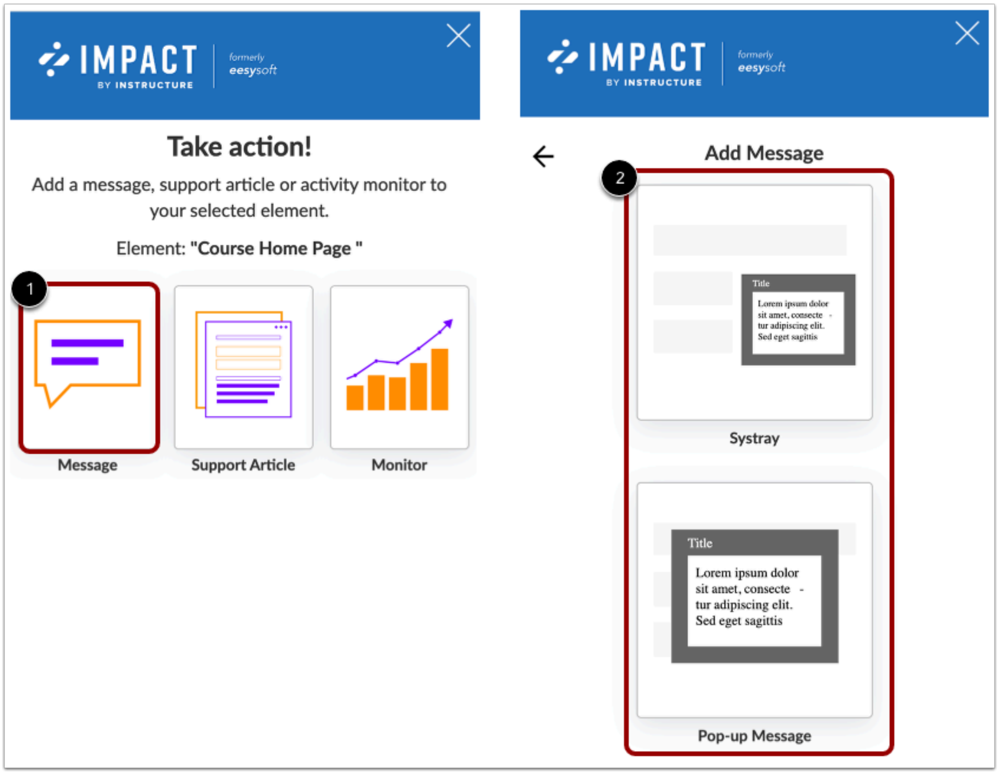
Navigate to the area of the learning application where you intend to place the message.

To open the Inline Editor, click the **Impact** icon [1] and then click the **Add** icon [2].

Select Page

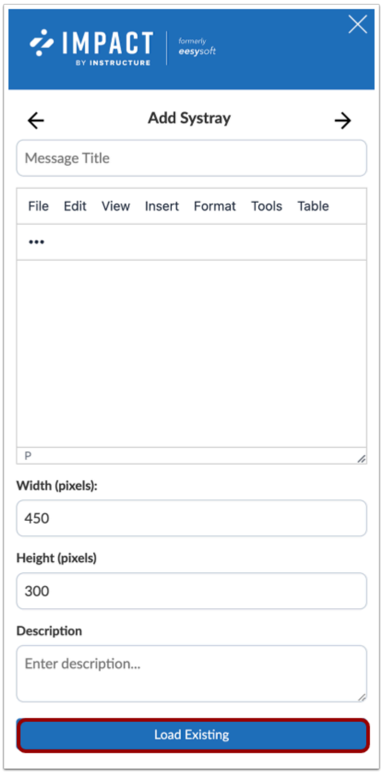
For hints, select the element to which you would like to attach it. To update pop-up and systray messages, click the **Select Page** button.

Open Message



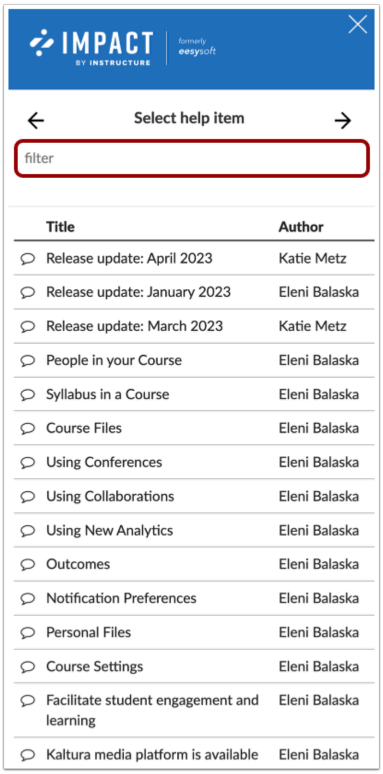
In the side panel, click the **Message** button [1] and then choose either **Systray Message** or **Pop-up Message** [2].

Load Existing



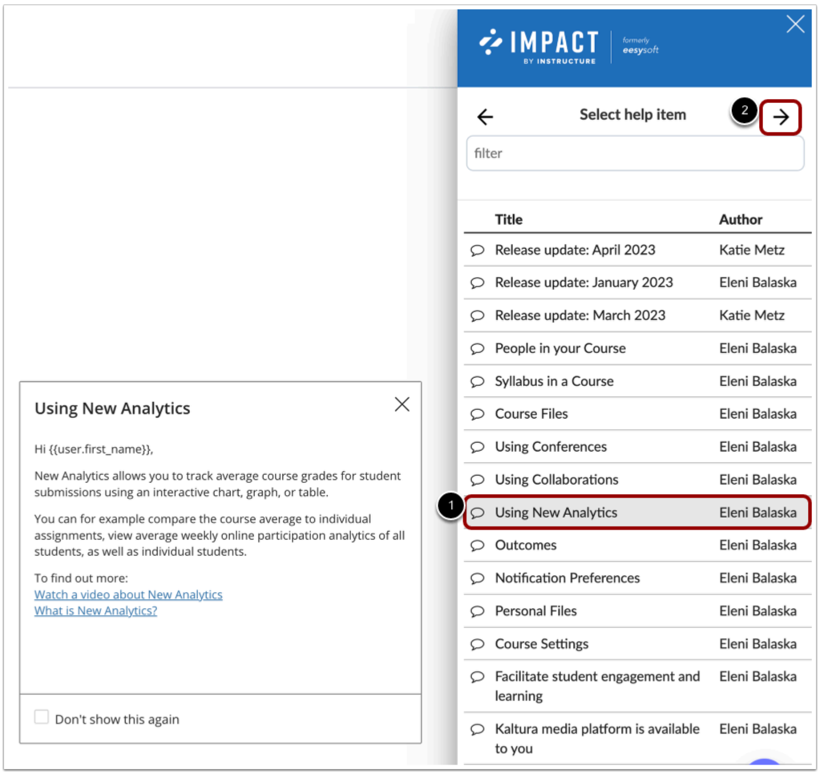
To edit an existing message, click the **Load Existing** button.

Filter Help Items



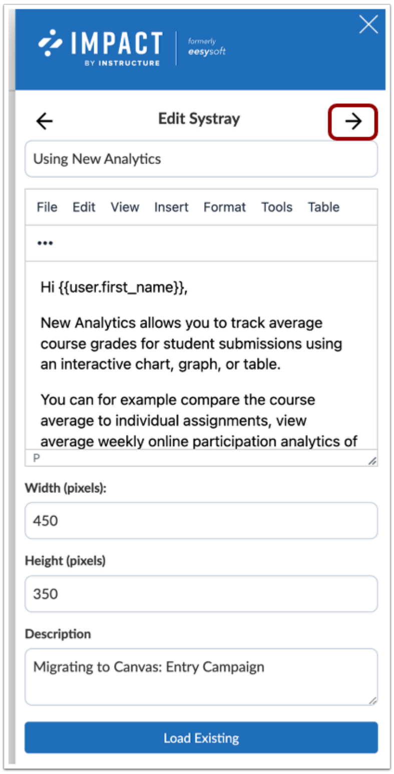
To search and filter existing items, enter search terms in the **filter** field. You can use the live preview to verify whether you have selected the correct message.

Open Help Item



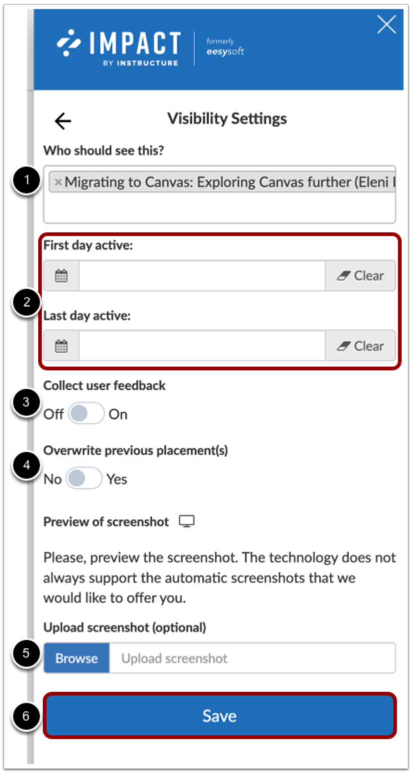
Click the item name [1] and then click the **Arrow** icon [2].

Edit Help Item



Edit the help item and click the **Arrow** icon.

Set Visibility Settings



In the Visibility Settings, determine who should see the message [1] and when it should be presented (optional) [2].

Choose whether you would like to collect user feedback on the message [3].

Disable **Overwrite previous placement(s)** in order to keep all currently connected contexts [4].

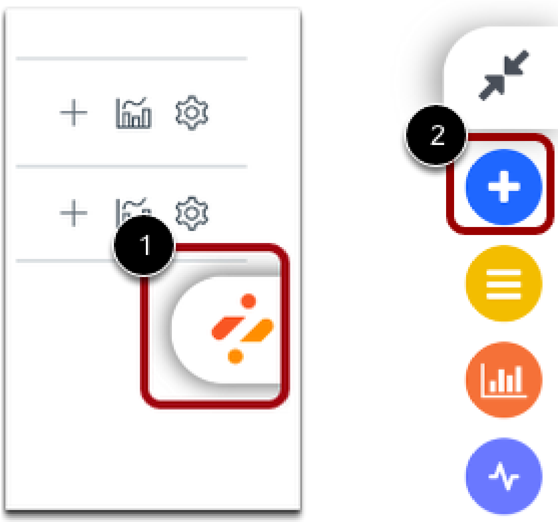
Review the automatically rendered screenshot of the page and element. Upload a custom screenshot if needed [5].

Click the **Save** button [6].

How do I reuse existing messages or articles in the Impact Inline Editor?

You can take an existing message or article and attach it to an additional element or page in your learning application by using existing content using the Inline Editor.

Open Inline Editor



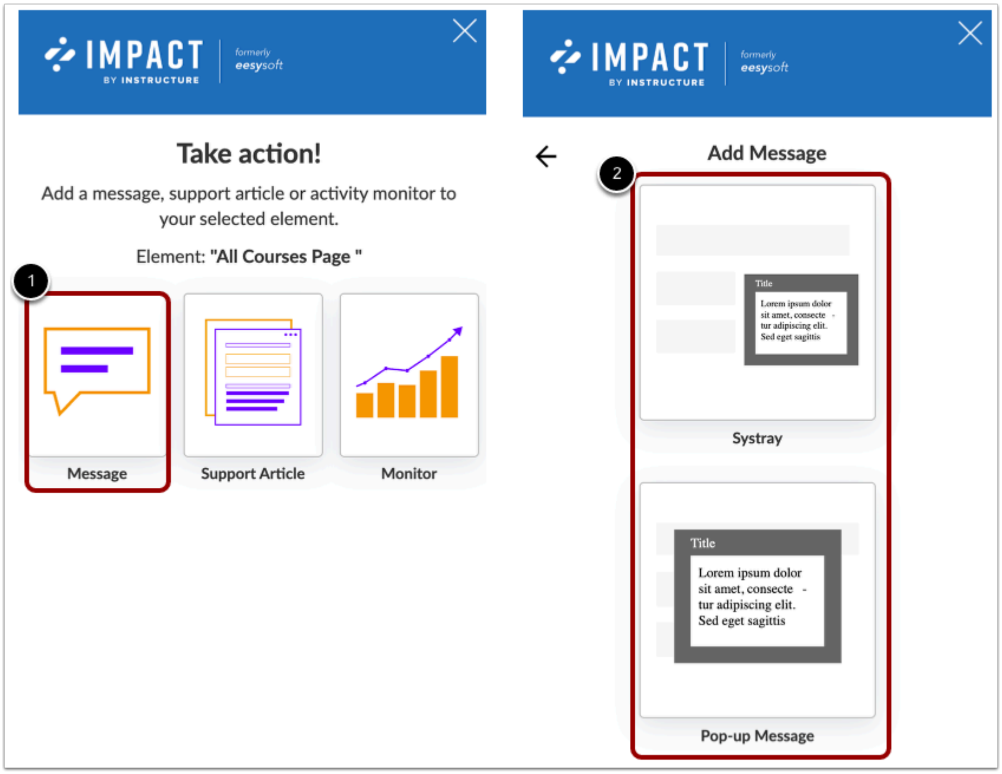
Navigate to the area of the learning application where you intend to place the message.

To open the Inline Editor, click the **Impact** icon [1] and then click the **Add** icon [2].

Select Page

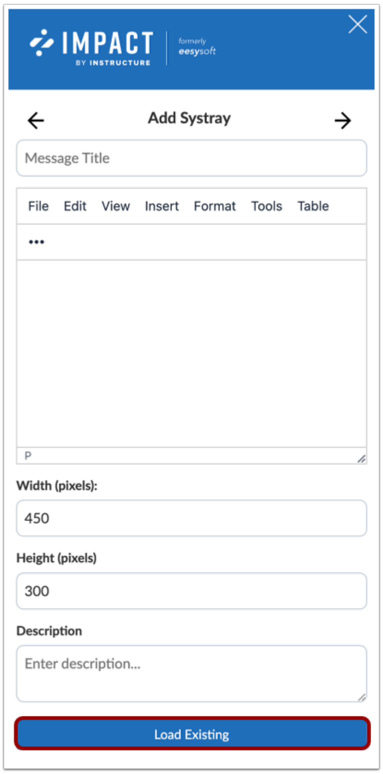
For hints, select the element to which you would like to attach it. To update pop-up and systray messages, click the **Select Page** button.

Open Message



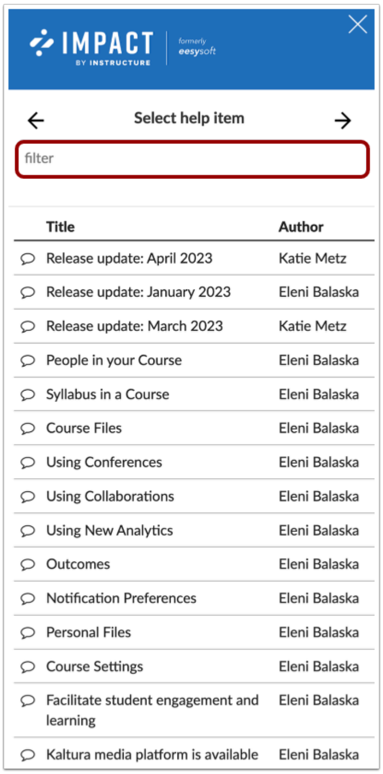
In the side panel, click the **Message** button [1] and then choose either **Systray Message** or **Pop-up Message** [2].

Load Existing



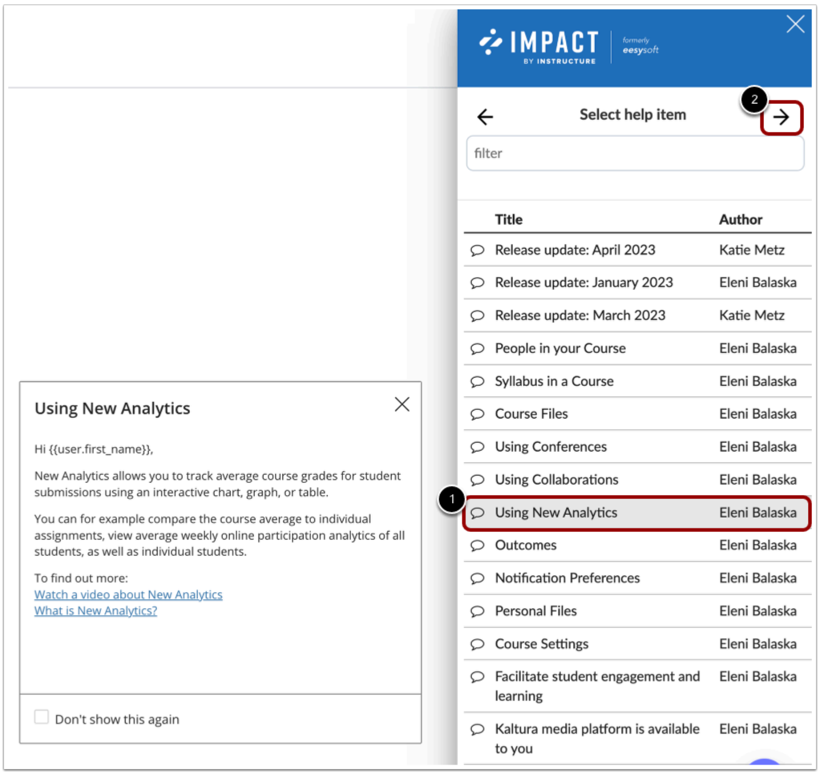
To edit an existing message, click the **Load Existing** button.

Filter Help Items



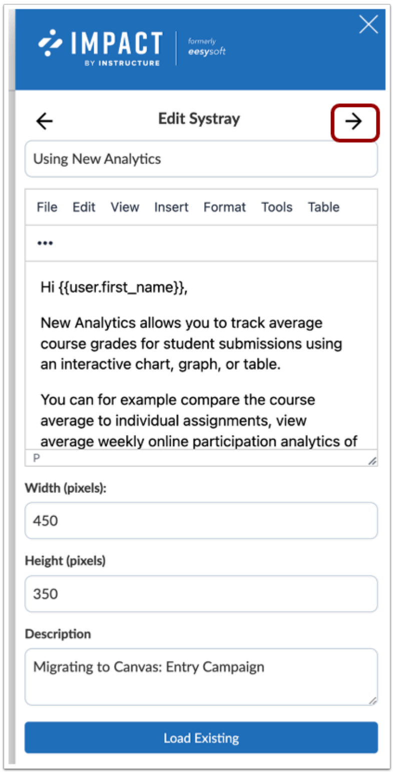
To search and filter existing items, enter search terms in the **filter** field. You can use the live preview to verify whether you have selected the correct message.

Open Help Item



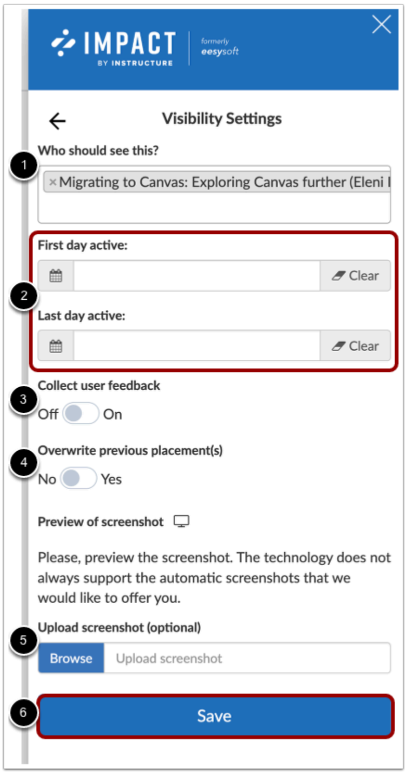
Click the item name [1] and then click the **Arrow** icon [2].

Edit Help Item



Edit the help item and click the **Arrow** icon.

Set Visibility Settings



In the Visibility Settings, determine who should see the message [1] and when it should be presented (optional) [2].

Choose whether you would like to collect user feedback on the message [3].

Make sure you disable **Overwrite previous placement(s)** in order to keep all currently connected contexts [4].

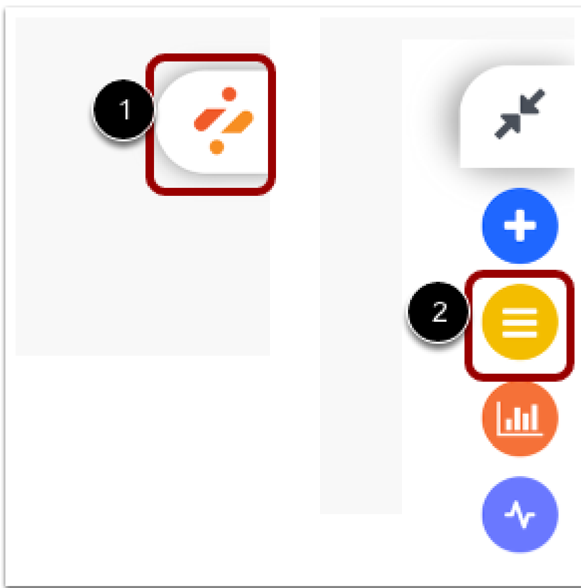
Review the automatically rendered screenshot of the page and element. Upload a custom screenshot if needed [5].

Click the **Save** button [6].

How do I edit existing messages, support articles, or monitors in the Impact Inline Content Library?

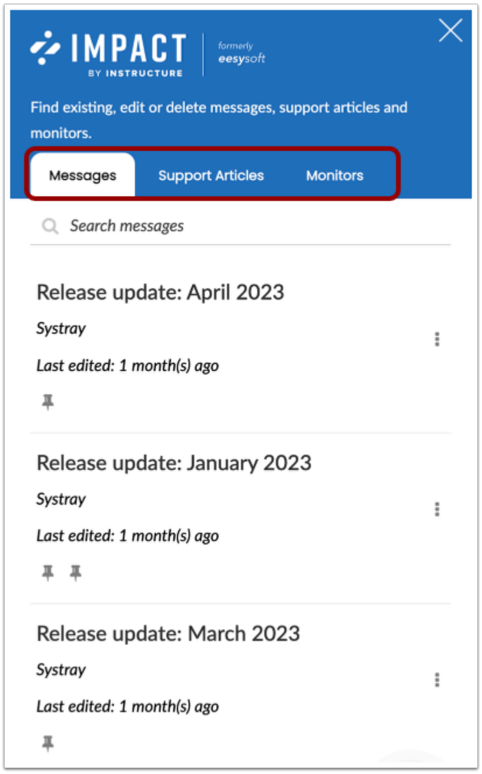
You can edit a message, article, or monitor from your learning application using the Impact Inline Content Library.

Open Inline Content Library



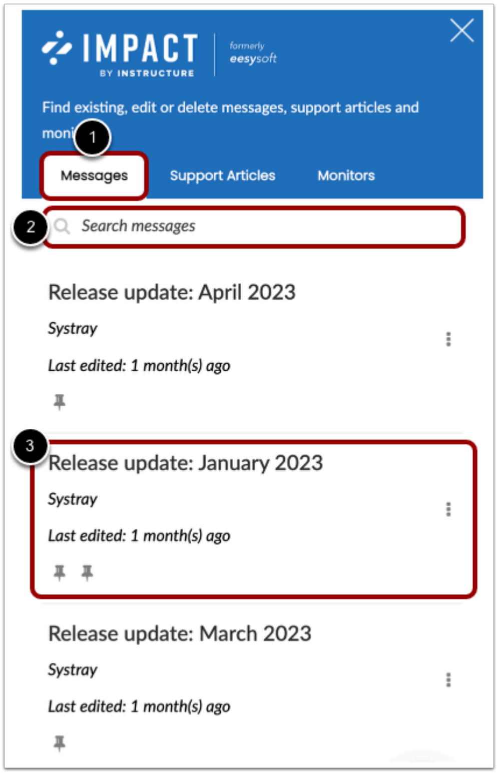
To open the Inline Editor, click the **Impact** icon [1] and then click the **Content Library** icon [2].

View Content Library



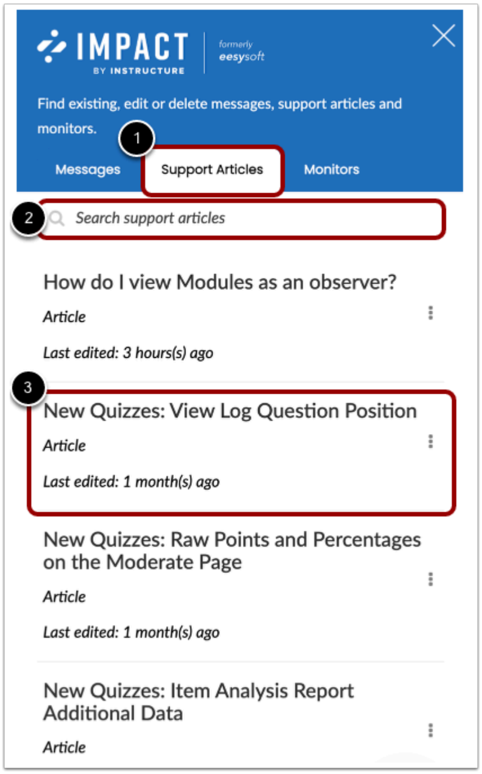
To edit existing messages, support articles, and monitors, click either the **Messages**, **Support Articles**, or **Monitors** tab.

Search Message Content Library



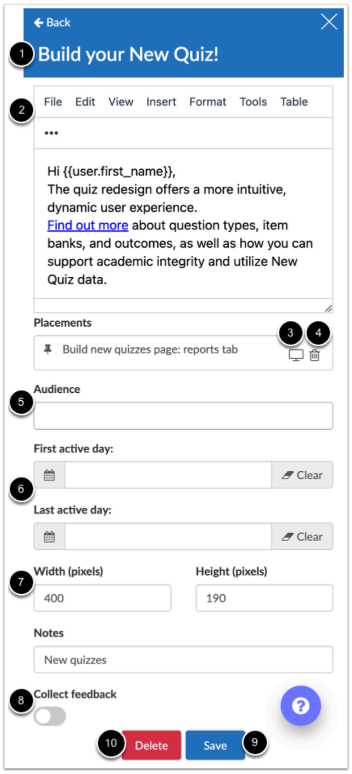
To search for a message, click the **Messages** tab [1]. Then enter search terms in the **Search** field [2]. Click the help item to view a preview [3].

Search Support Articles Content Library



To search for a support articles, click the **Support Articles** tab [1]. Then enter search terms in the **Search** field [2]. Click the help item to view a preview [3].

Edit Message or Support Article



You can edit the title [1] and description [2].

To review the current placements of the item, click the **Preview** icon [3].To remove incorrect or irrelevant placements, click the **Delete** icon [4].

Edit the audience by adding and/or removing user groups [5].

Edit the scheduled visibility of the item by entering the first and/or last active day [6]. If left empty, the item will be available indefinitely.

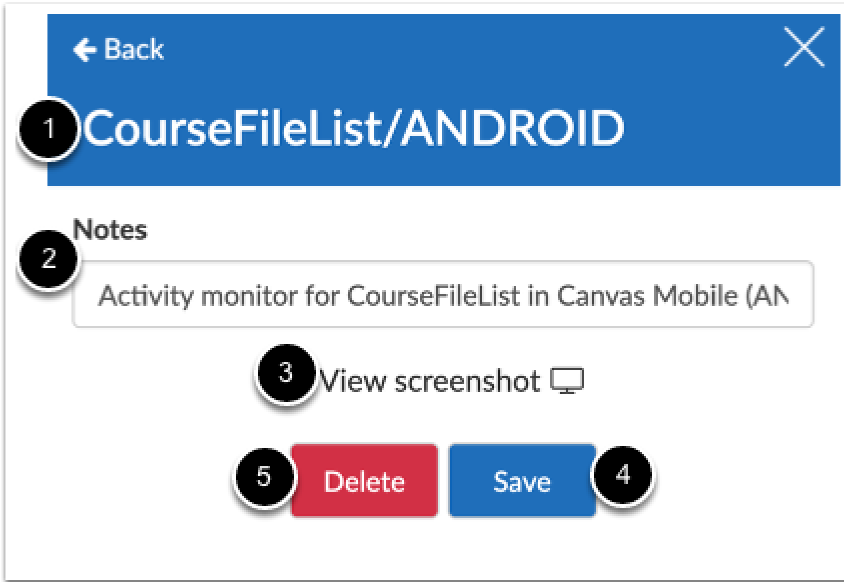
For a message, edit the size by changing the width and height [7].

To collect feedback, click the **Collect feedback** toggle [8].

Once you are done editing, click the **Save** button [9].

If you would like to remove the item, click the **Delete** button [10].

Edit Monitor



You can edit the name [1] and notes [2].

To review or edit the screenshot, click the **View screenshot** link [3].

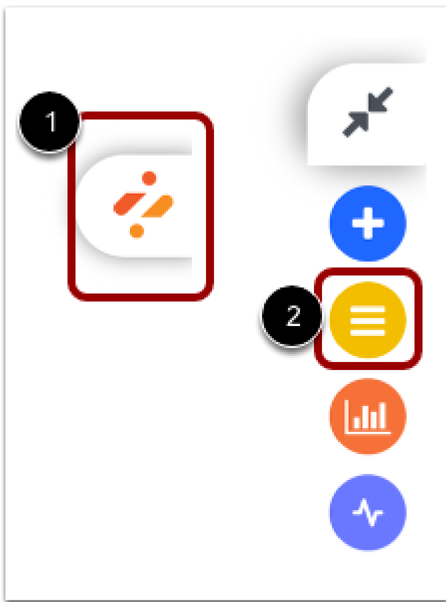
Once you are done editing, click the **Save** button [4].

If you would like to remove the item, click the **Delete** button [5].

What is the Impact Inline Editor Content Library?

The inline content library provides an easy way to view and edit all of the messages, monitors, and support articles that have ever been created on your Impact instance. You can access the library from within your learning application if you are logged in with a user that is [connected to your Impact account.](#)

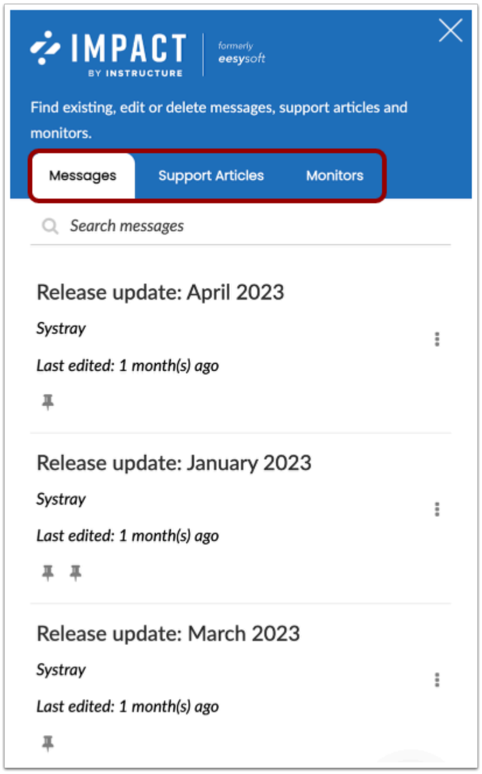
Open Content Library



Sign in to your learning application with a user that is [connected to your Impact account.](#)

To open the Inline Editor Content Library, click the **Impact** icon [1] and then click the **Content Library** icon [2].

View Content Library

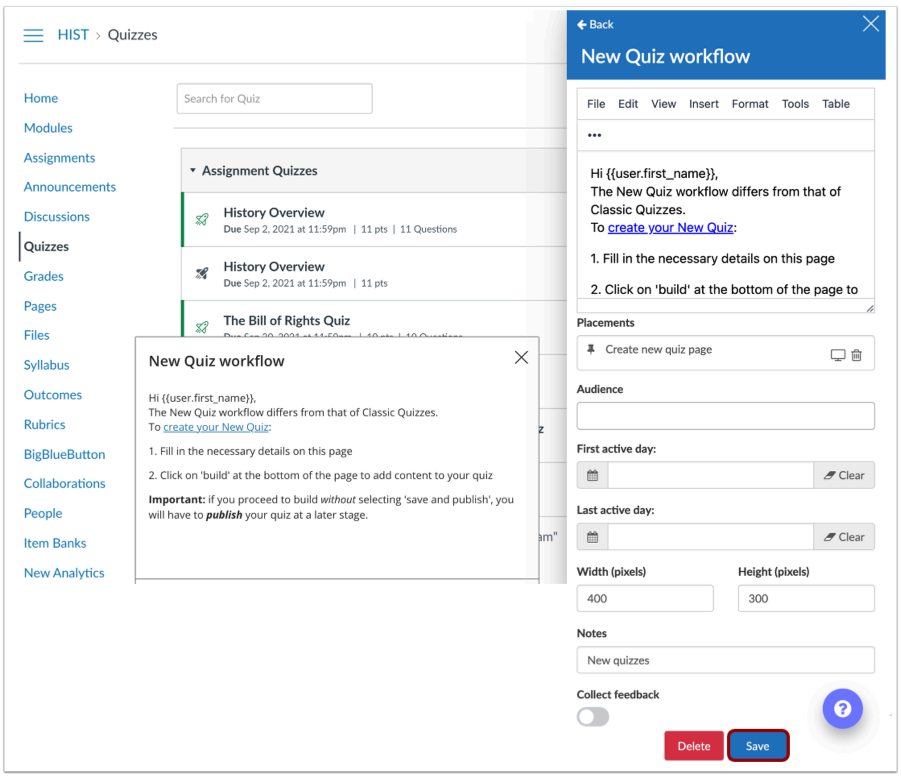


The library has three tabs, one for each type of content: Messages, Support Articles, and Monitors. You can use the search bar to find your desired content. You can also scroll through the list and find it manually. You are able to edit each item straight from the library.

How do I preview messages in my learning application using the Impact Inline Content Library?

You can always preview messages while using the Inline Editor. Simply [create a brand new message]() or load pre-existing content from the [inline content library]() to see whether the message looks right within your learning application.

Preview Message

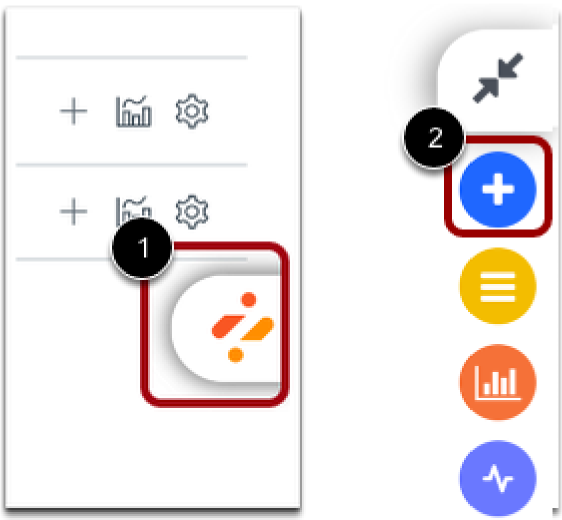


You can easily adjust the width and height while the live preview refreshes instantly. Click the **Save** button.

How do I define a page with the Impact Inline Editor?

You can select a page that is not previously defined with a matching template or define the selected page rules or definition criteria yourself.

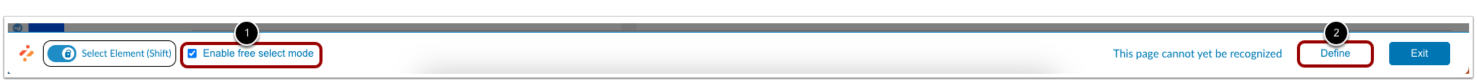
Open Inline Editor



Navigate to the page of the learning application where you intend to place the message, support article, or monitor.

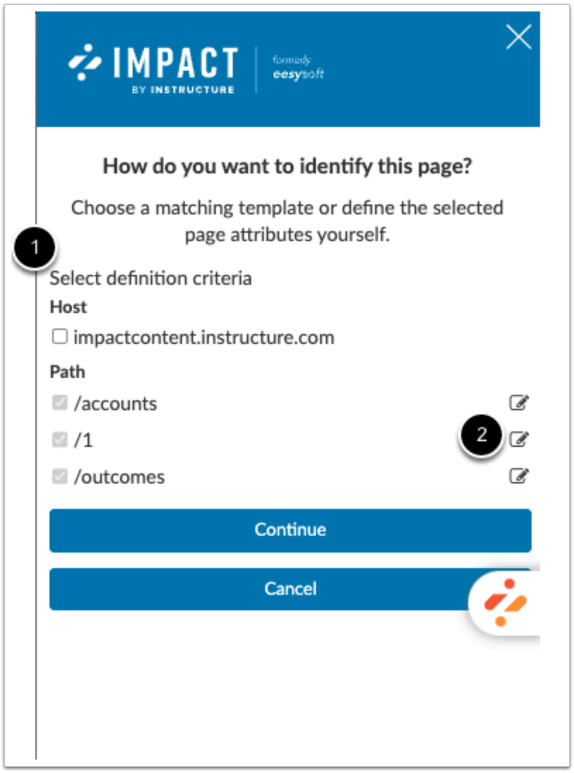
To open the Inline Editor, click the **Impact** icon [1] and then click the **Add** icon [2].

Define Page



To define a page that has not yet been recognized, select the **Enable free select mode** box [1]. Then, click the **Define** button [2].

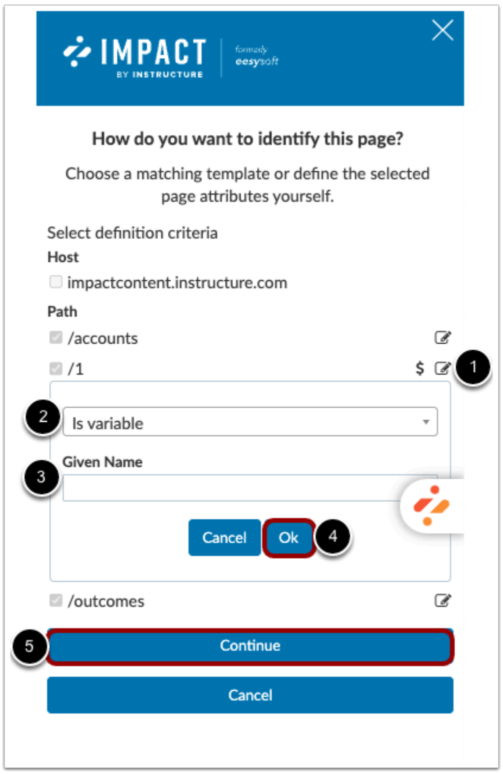
Identify Page



Select from the list of possible definition criteria, which is based on the attributes belonging to the selected page [1].

Note: If you would only like to use part of an attribute for your definition criteria, click the **Edit** button next to the attribute [2].

Edit Page Definition Criteria and Rules

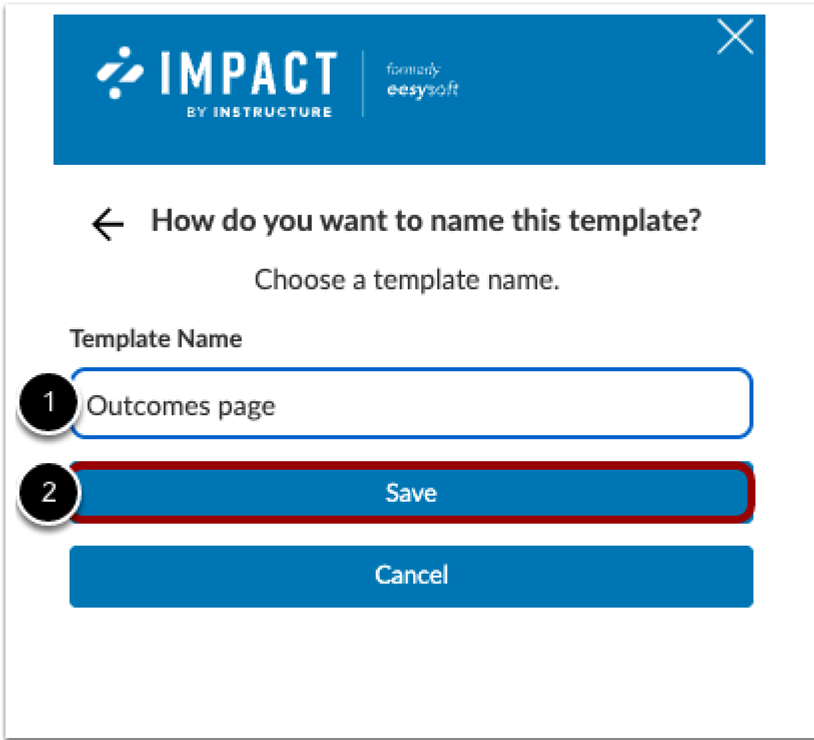


Select the **edit** icon [1] beside the path item that is referenced in the URL.

Select one of the options from the drop-down menu [2] and change the value in the text field to the desired partial criteria [3]. Click the **Ok** button [4].

Once you have defined the criteria, click the **Continue** button [5].

Save Template



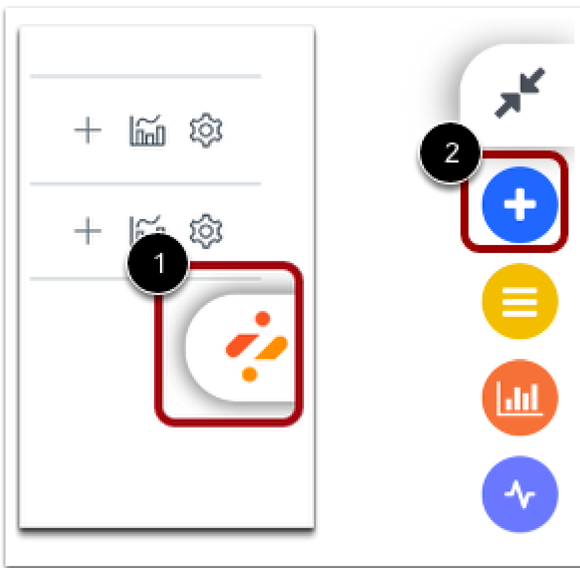
Enter a template name [1] and click the **Save** button [2].

How do I add a nested message to a message with the Impact Inline Editor?

You can use the Inline Editor to add a nested message to a message within your learning management system.

Note: For more information on nested messages, visit What are nested messages?

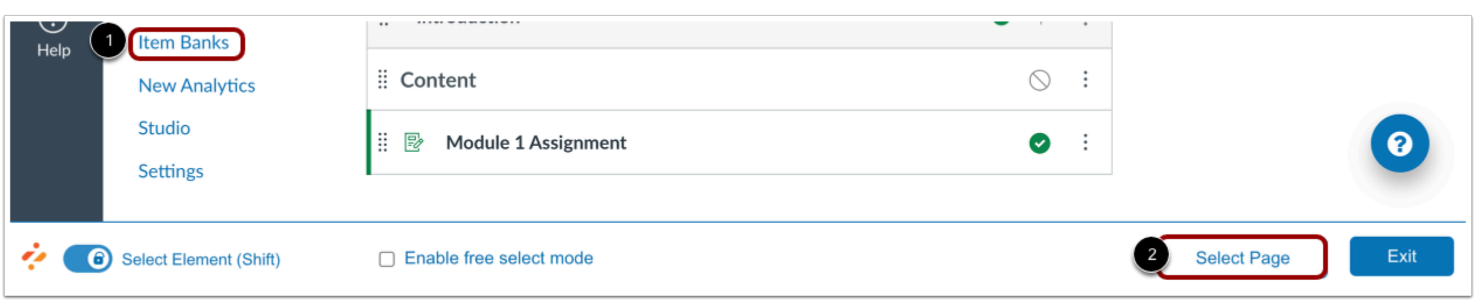
Open Inline Editor



Navigate to the area of the learning application where you intend to place the message.

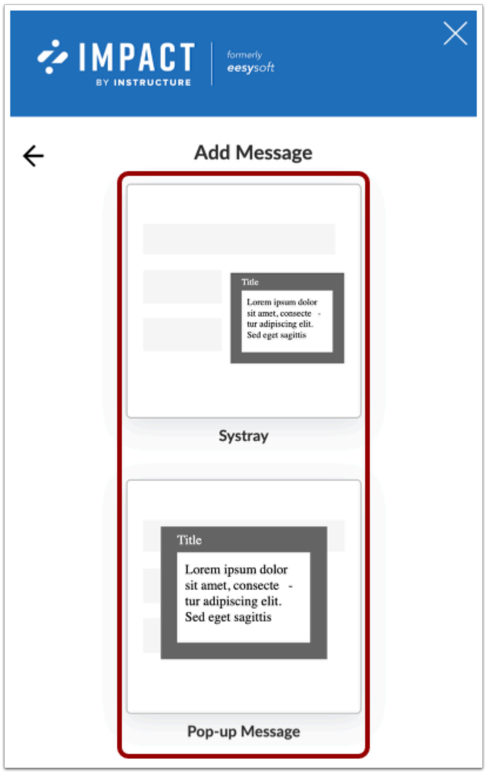
To open the Inline Editor, click the **Impact** icon [1] and then click the **Add** icon [2].

Select Element



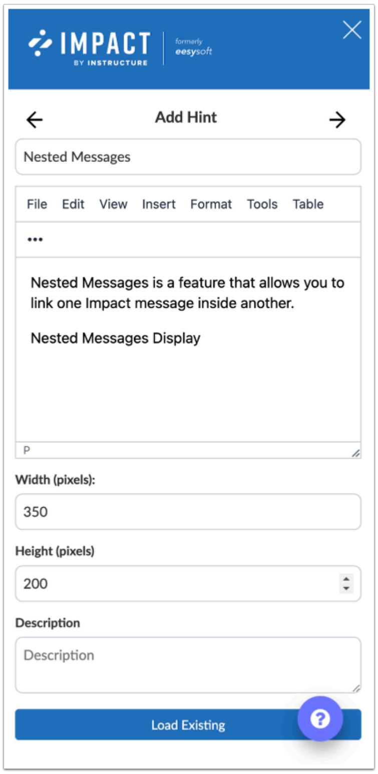
To select the element to which to attach the monitor, click the element [1] or click the **Select Page** button [2] on the current page.

Add Message



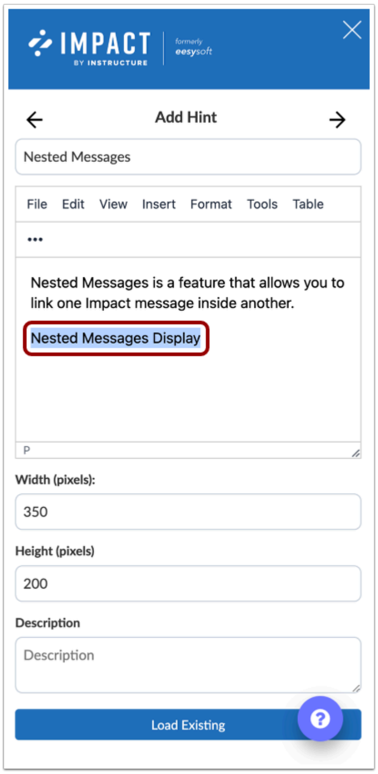
In the side panel, choose either **Systray Message** or **Pop-up Message.**

Create Message



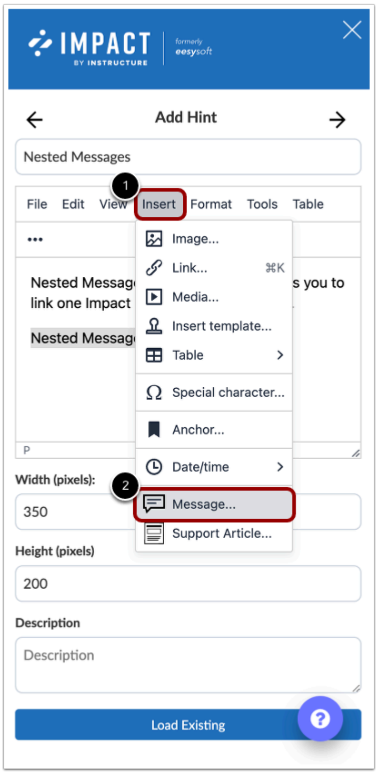
Create the initial message that will display the desired nested message.

Highlight Text for Nested Message



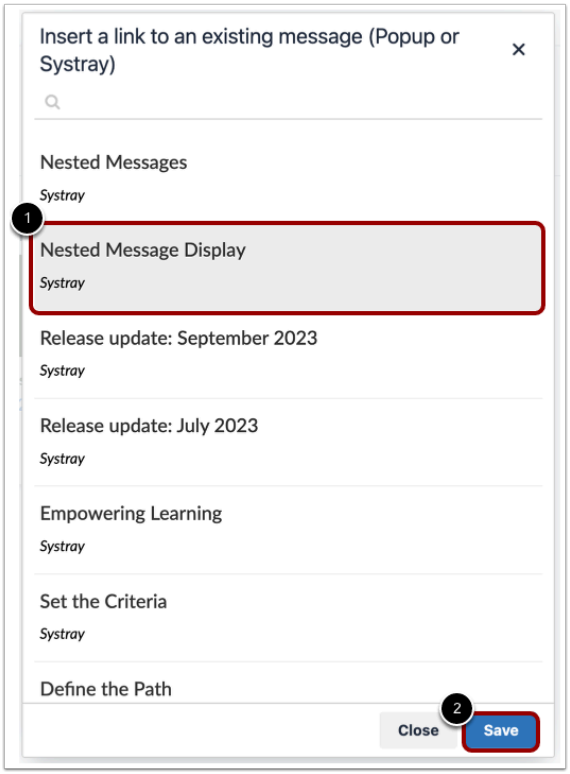
Select the text you want to attach with the nested message.

Insert Nested Message



Click the **Insert** button [1] and then click the **Message** button [2].

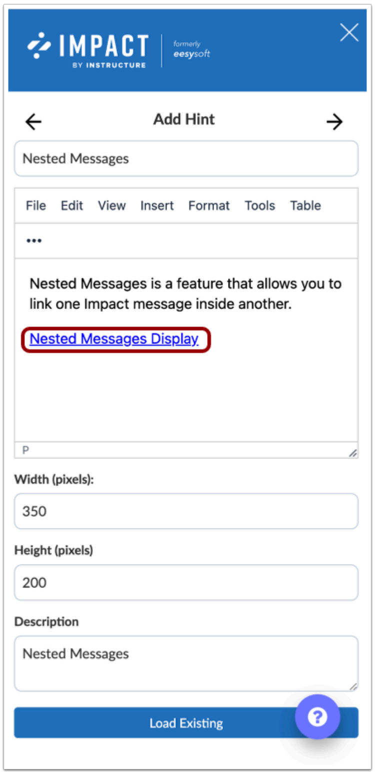
Select Nested Message



Select the message to link to the existing message [1]. Then click the **Save** button [2].

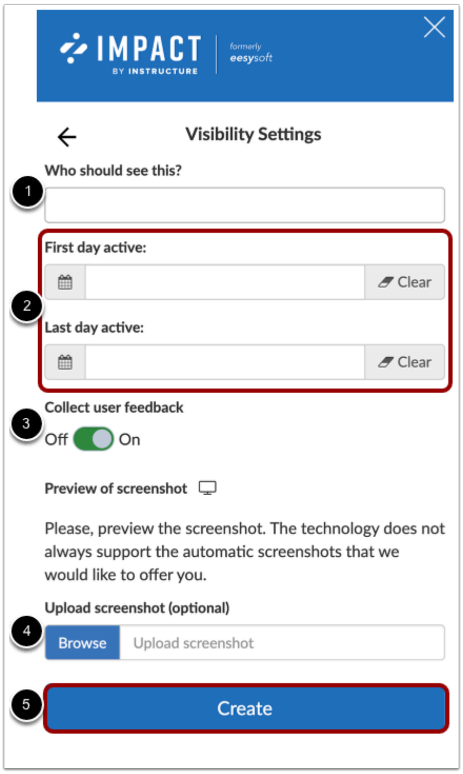
Note: Nested Messages need to be created in the Impact Dashboard prior to the message it will be inserted in as this function only allows you to populate pre-existing messages. For more information on creating messages from the Impact Dashboard, visit [How do I create a message from the Impact Dashboard?]

Nested Message Linked



Your nested message is linked within the initial message.

Set Visibility Settings



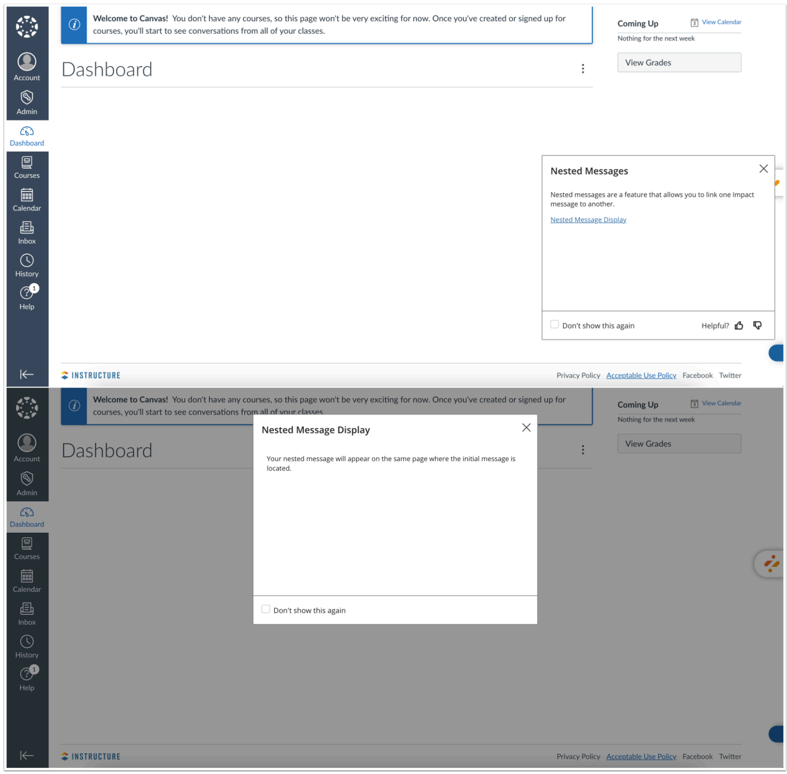
In the Visibility Settings, determine who should see the message [1] and when it should be presented (optional) [2].

Choose whether you would like to collect user feedback on the message [3].

Review the automatically rendered screenshot of the page and element. Upload a custom screenshot if needed [4].

Click the **Create** button [5].

Displayed Nested Messages



When you use nested messages, they will appear on the same page where the initial message is located. The style of the nested message, whether they are pop-up or systray, depends on the message type.

Insights and Reports

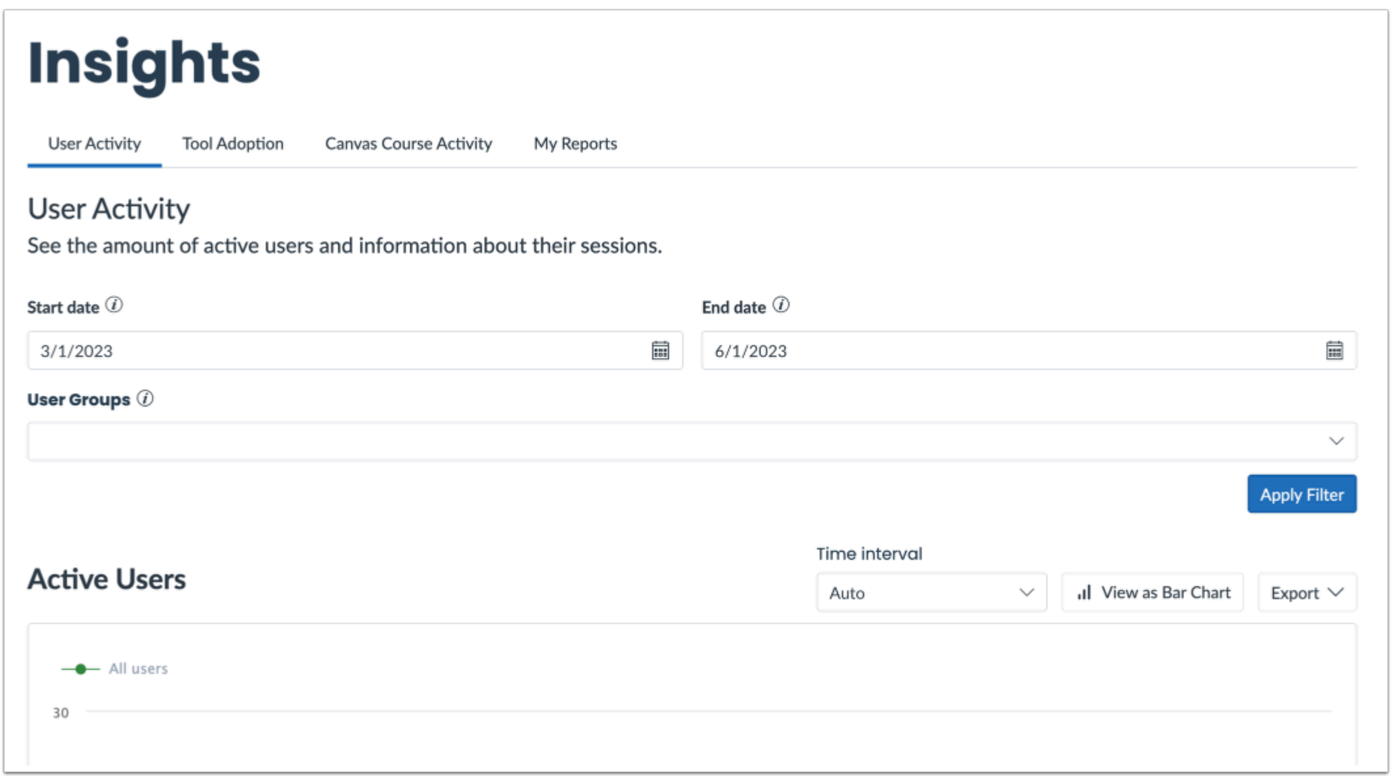
How do I view the User Activity Report in the Impact Dashboard?

The User Activity Report analyzes how much time students and instructors spend using Impact and how they affect the load on the system.

Open Insights

In Global Navigation, click the **Insights** link.

View User Activity Report



The User Activity Report contains four charts: Active Users, Total Session Time (Hours), Average Session Time (Minutes), and Page Views. These charts are related to overall activity within the learning application.

Note: The overall activity is meant in opposition to activity in specific areas of the LMS and comes from Impact data. This is based on LMS user sessions that have been registered in Impact.

View Active Users

The **Active Users** chart shows the number of unique users that have accessed the learning application.

View Total Session Time (Hours)

The **Total Session Time (Hours)** chart displays the total number of hours that were spent in the learning application based on session time.

Note: The Total Session Time (Hours) chart does not account for the time spent idle on a page in the learning application.

View Average Session Time (Minutes)

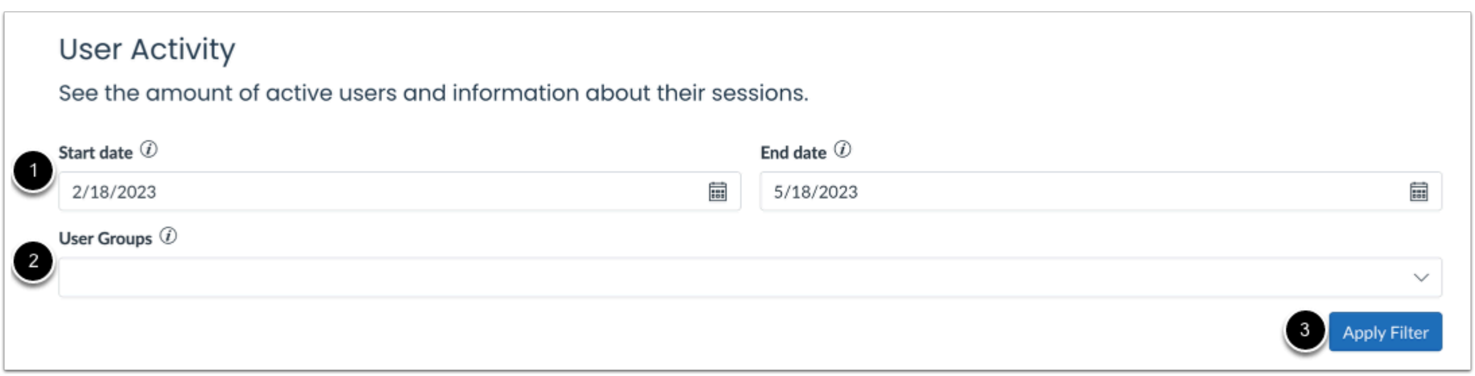
The **Average Session Time (Minutes)** chart displays the total time spent in the learning application divided by the number of active users, expressed in minutes per user per day.

Note: The Average Session Time (Minutes) chart does not account for the time spent idle on a page in the learning application.

View Page Views

The **Page Views** chart shows the total page loads performed to indicate how heavily the application has been used.

View Data



You can filter the data using the date range filter [1] and user group association filter [2]. Then click the **Apply Filter** button [3].

Export Data

Each chart has an option bar that allows you to update the appearance and export the information.

To filter the time range, click the **Unit of Time** drop-down menu [1]. You can select auto, day, week, month, or year options.

To change the chart to show a line or bar chart, click the chart button [2].

To export the data, click the **Export** drop-down menu [3]. You can choose between data as a CSV, chart as a PDF, or data as a PDF.

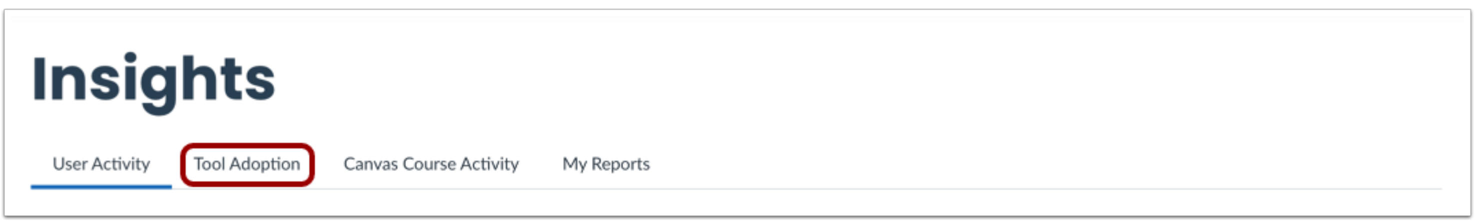
How do I view the Tool Adoption Report in the Impact Dashboard?

The Tool Adoption Report is used to analyze usage data across your entire institution at a glance.

Open Insights

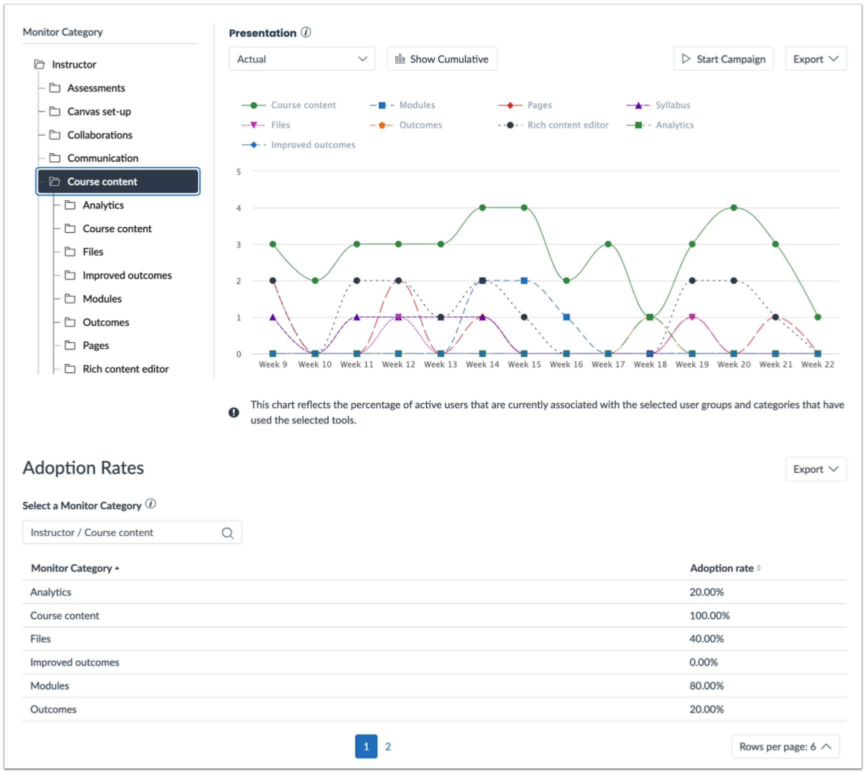
In Global Navigation, click the **Insights** link.

Open Tool Adoption Report



Click the **Tool Adoption** link.

View Tool Adoption Data



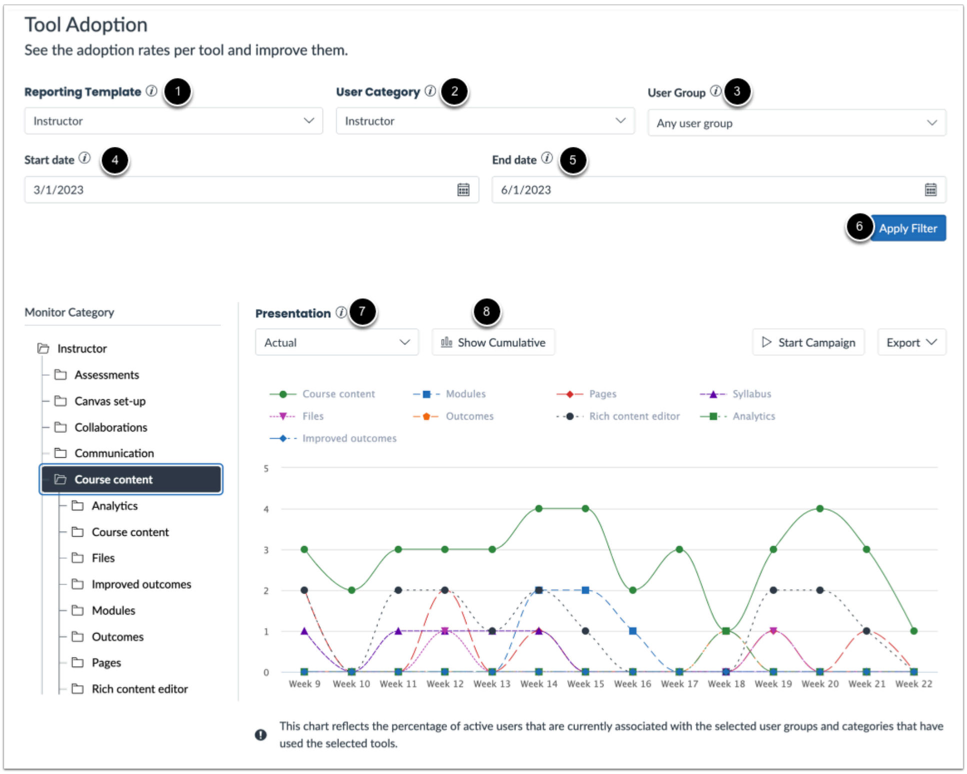
The Tool Adoption Report allows you to group monitoring data together with the help of [Reporting Templates.] These provide a hierarchical structure to roll up the detailed data derived from many individual monitors into manageable categories.

The adoption level is calculated based on the number of unique active users that have logged in to the learning application over the selected time period and how many of them have triggered at least one monitor that lives underneath each monitor category or one of its child categories.

For example, 1000 unique users have logged into the system over the selected period. Across the three sub-categories that live under the Calendar monitor category, 750 unique users have triggered at least one of the underlying monitors. This means that the adoption level for Calendar is 75%.

Note: All individual monitors have been added to a monitor category within a reporting template. The corresponding monitor categories are displayed both in the presentation of the data and the tool adoption rates rather than the individual monitors. To understand which monitors are generating the data, you can visit your reporting template.

Filter Data



The data presented in the Tool Adoption Report can be filtered using the global filter bar at the top of the page. In addition, the way in which the data is visualized can be controlled using the presentation options in the filter bar.

To determine the structure shown in the chart and monitor category breakdown, click the **Reporting Template** drop-down menu and select the template you want to use [1].

To limit the adoption data to users who belong to the selected, click the **User category** drop-down menu [2].

To filter on users belonging to individual roles and groupings that were registered from the learning application, click the **User group** drop-down menu [3].

To modify the **Start Date** [4] or **End Date** [5], click the **Calendar** icon. By default, the date range is set to a Start Date of three months before the current date and an End Date of today.

To apply filters, click the **Apply** button [6].

To determine how the chart data is scaled and whether the adoption level for each monitor category is expressed in percentages or actual numbers, click the **Presentation** drop-down menu [7].

To toggle between Trend Line and Cumulative chart presentation, click the **Graph Type** button [8]. With Trend Line enabled, the chart shows separate adoption levels for each unit of time. When set to the Cumulative Graph Type, the chart presents the growth curve of adoption from the first unit of time to the last unit of time.

How do I target audiences from tool adoption data using the Tool Adoption Report in the Impact Dashboard?

You can use tool adoption data to enable targeted communication with users based on their activity using the Tool Adoption Report.

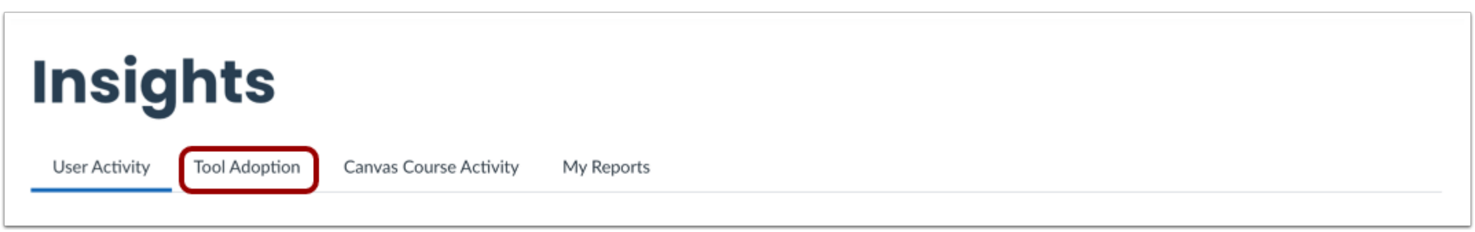
The Tool Adoption Report allows you to use the presented data to set up targeted communication efforts through both traditional methods of outreach (e.g. email) and Impact's built-in messaging and support functionalities. You can create segments of users based on individuals who have been active or inactive within a specific monitor category in any of the available Reporting Templates.

There are two ways to set up and use a target audience; downloading a CSV file and creating an Impact Campaign.

Open Insights

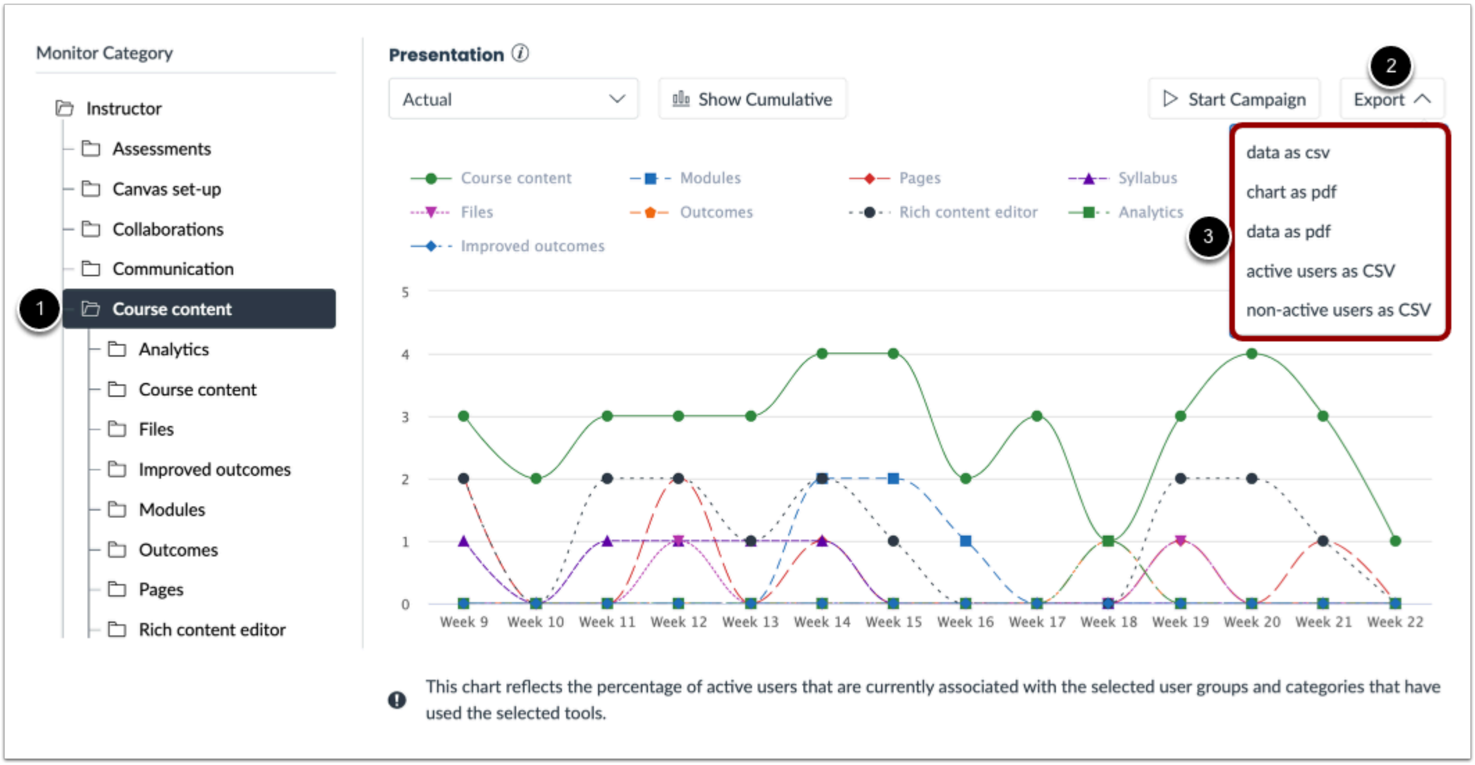
In Global Navigation, click the **Insights** link.

Open Tool Adoption Report



Click the **Tool Adoption** link.

Target Users Based on CSV Export

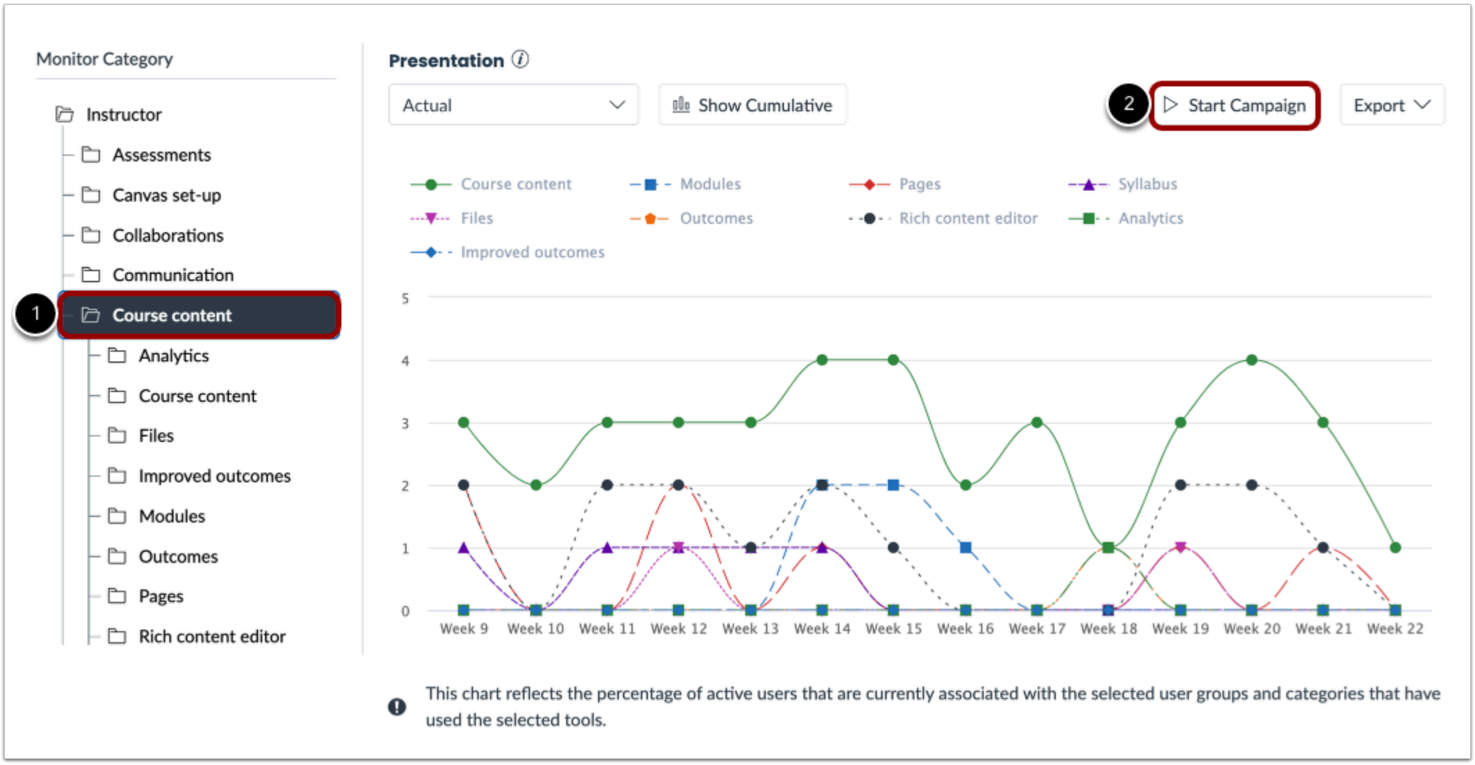


If you want to reach out to a segment of users through traditional communication channels such as a mass email, select the desired monitor category [1]. Click the **Export** drop-down menu [2] and then click the desired download link [3].

Save the CSV file to your computer.

Open the CSV file, which contains a list of users based on the previously selected criteria, including their username, full name, and email address.

Start an Impact Campaign



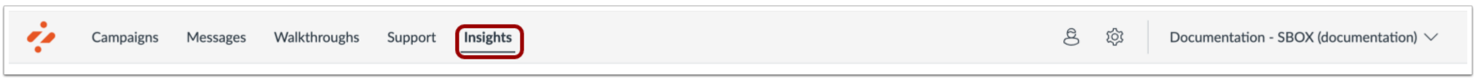
If you are looking to communicate with a segment of users using Impact's in-application messaging and support capabilities, set up a Campaign. This allows you to not only target your communication through Impact but also measure the impact of your efforts on user behavior.

Select the desired monitor category [1] and click the **Start Campaign** button [2].

How do I view the Course Activity Report in the Impact Dashboard?

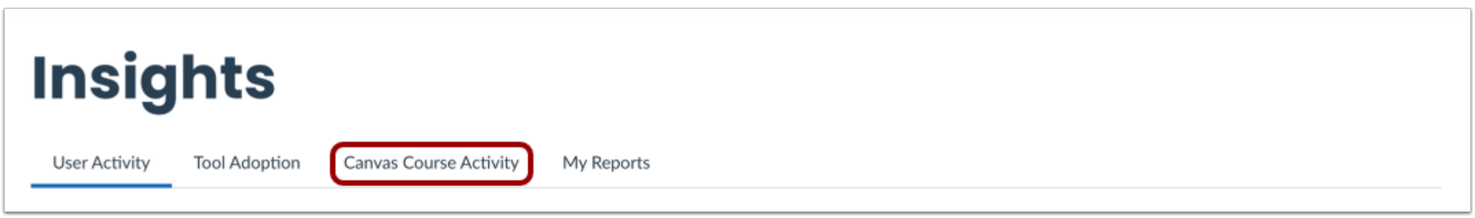
The Course Activity Report compares the usage of specific tools for courses based on your search criteria.

Open Insights



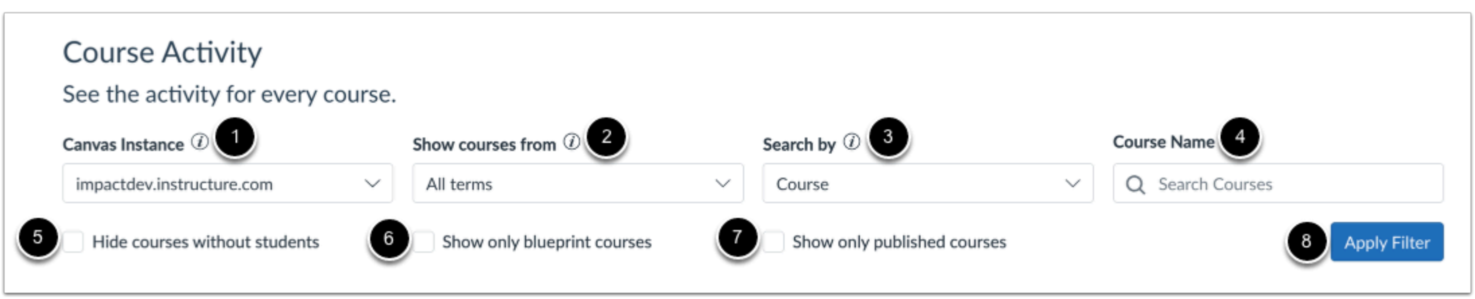
In Global Navigation, click the **Insights** link.

Open Canvas Course Activity



Click the **Canvas Course Activity** link.

Filter Data



To switch between Canvas instances, click the **Canvas Instance** drop-down menu [1].

To filter by term, click the **Terms** drop-down menu [2].

To filter by Courses or Teachers, click the **Course** drop-down menu [3].

To search and filter by a course, click the **Search Courses** search bar [4].

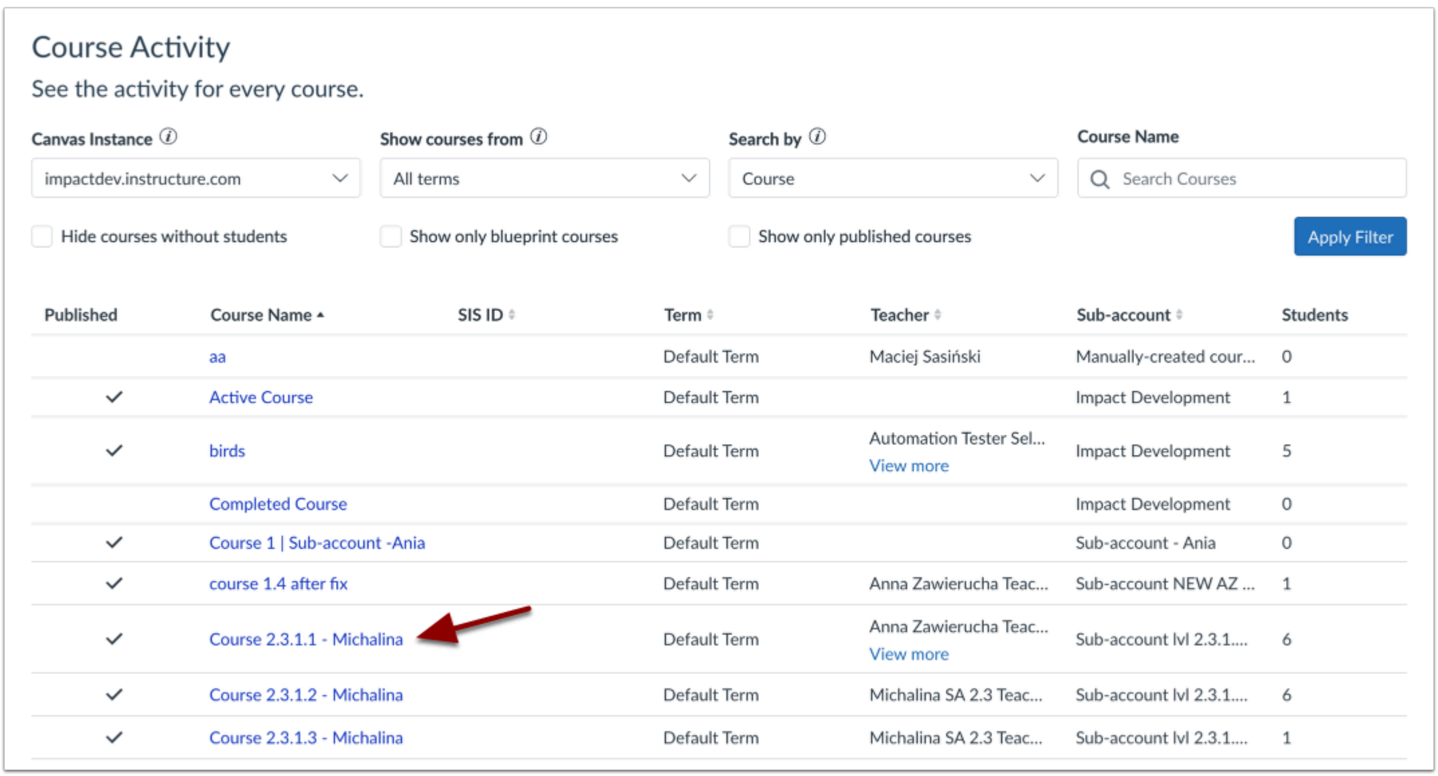
To hide students from showing, click the **Hide courses without students** checkbox [5].

To show only blueprint courses, click the **Show only blueprint courses** checkbox [6].

To show only published courses, click the **Show only published courses** checkbox [7].

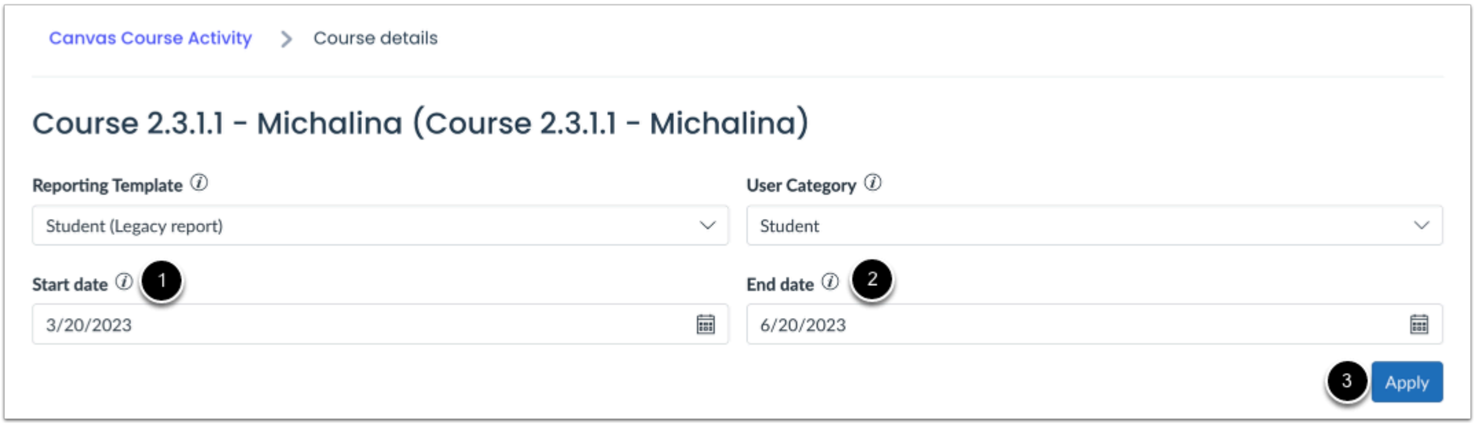
To display the filtered search, click the **Search** button [8].

Open Course



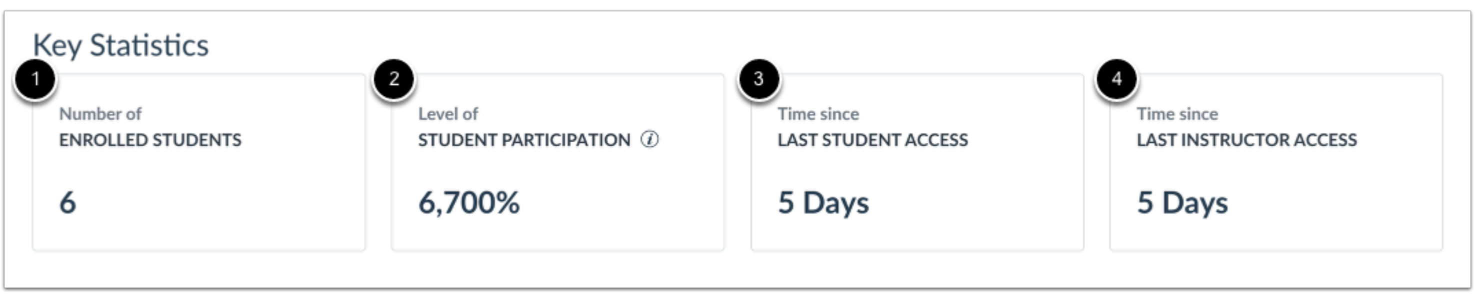
Locate and click the course name you would like to view the Course Activity information.

Filter Date Range



To modify the date range for the course, select the **Start Date** [1] and **End Date** [2] by clicking the Calendar icon. Click the **Apply** button [3].

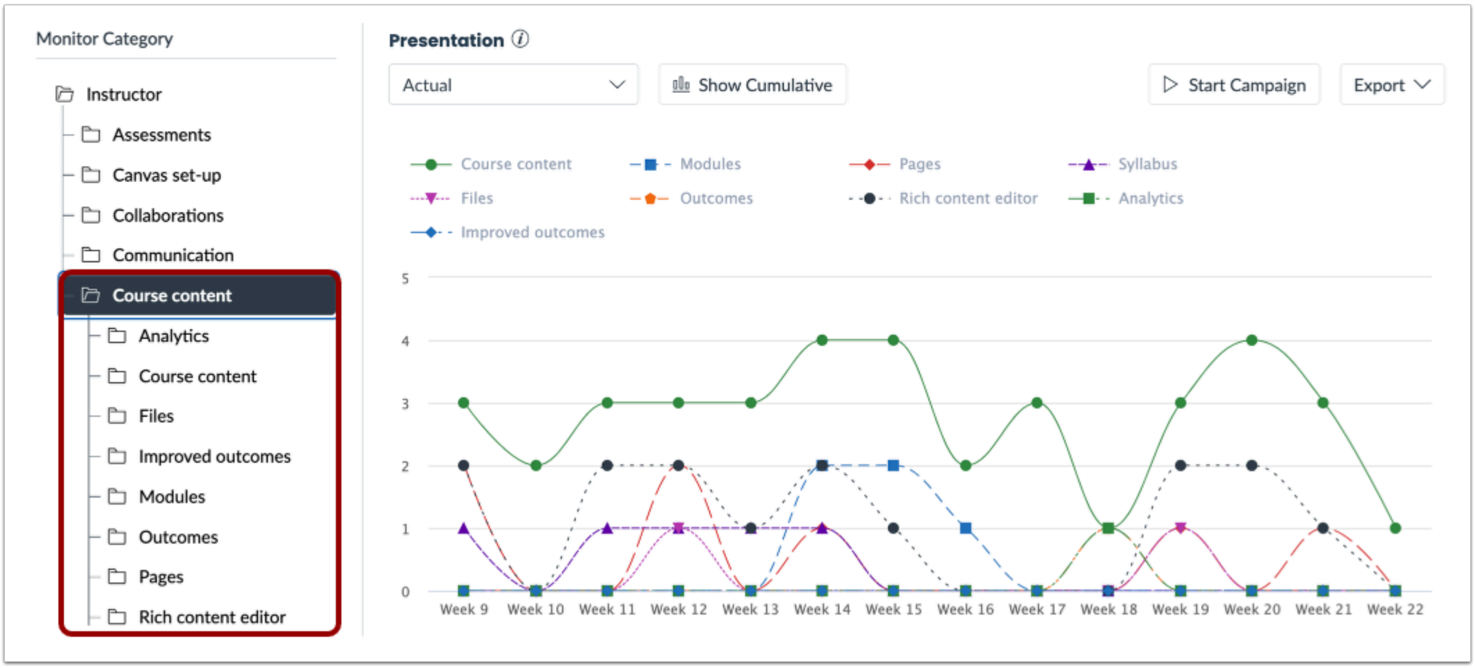
Key Statistics



The **Key Statistics** section displays the following data:

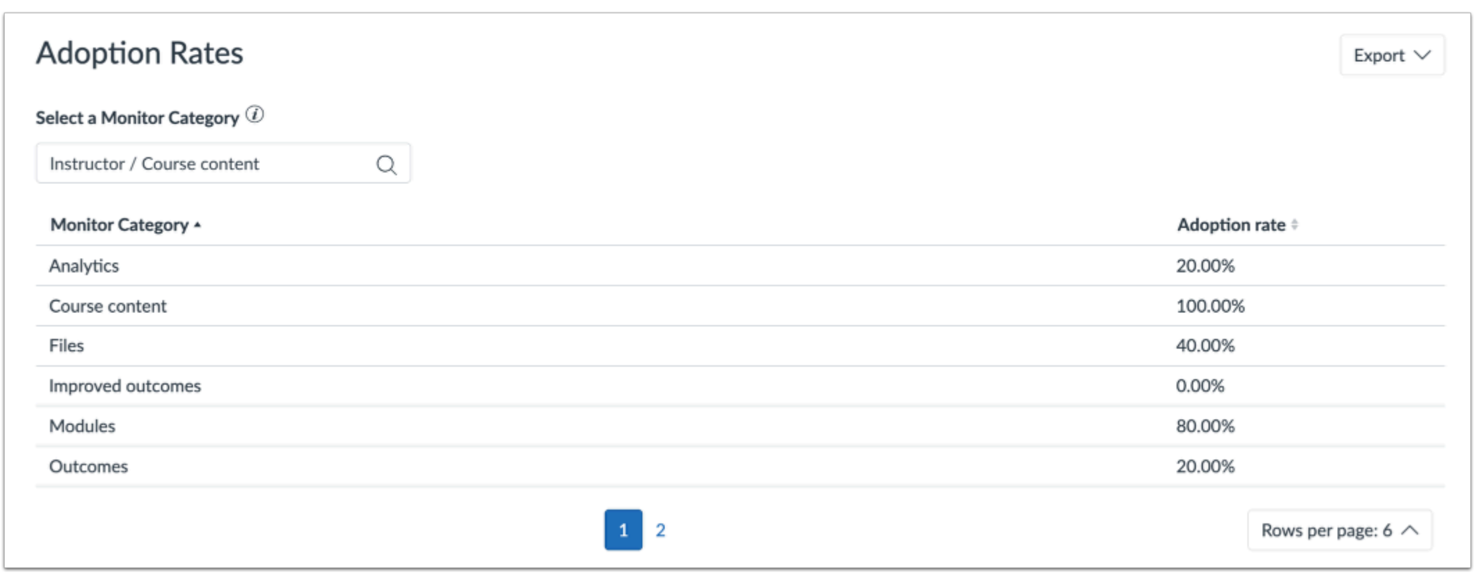
- **Number of Enrolled Students** [1]: shows the total number of students enrolled in the course.
- **Level of Student Participation** [2]: displays the percentage of the enrolled students that have accessed the course.
- **Time Since Last Student Access** [3]: displays the number of days since the last student access.
- **Time Since Last Instructor Access** [4]: displays the number of days since the last instructor access.

Tool Adoption



Select the Monitor Category to view all of the monitors in each category.

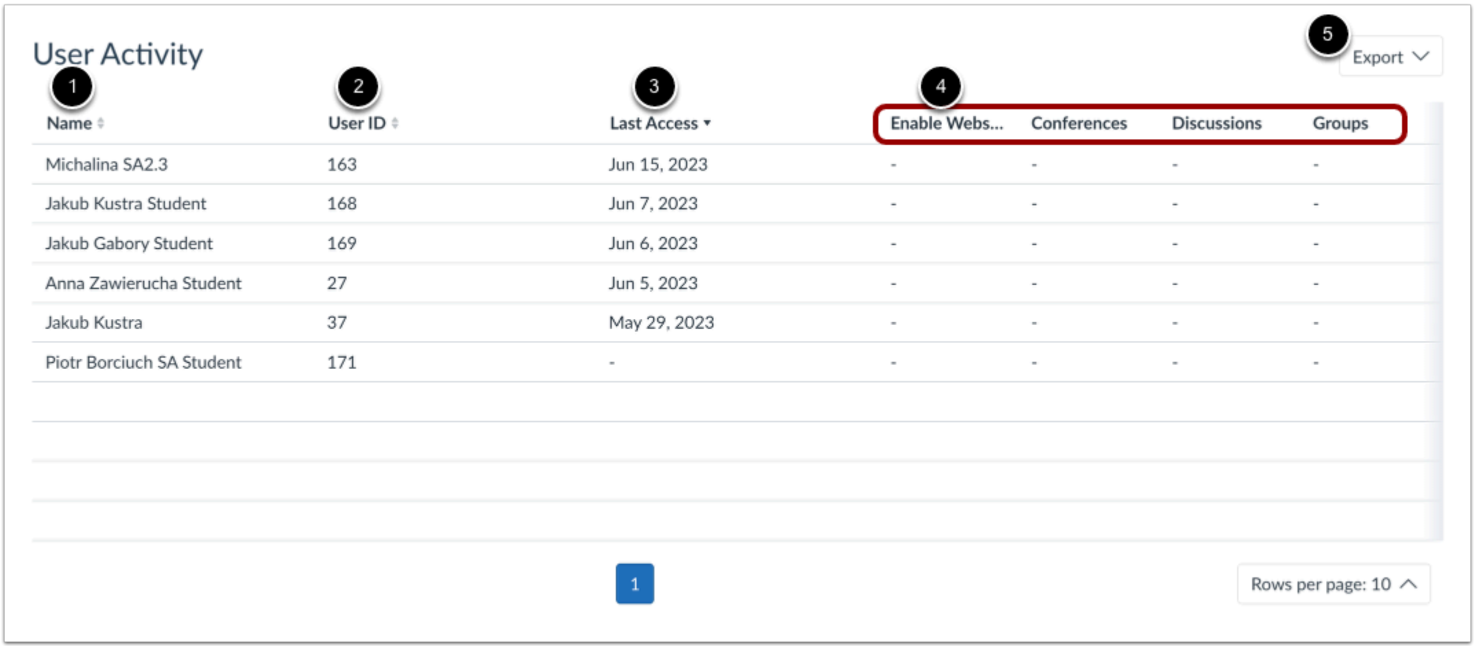
Adoption Rates



The Monitor Category Adoption Levels are calculated based on the number of unique active users that have logged in to the learning application over the selected time period and how many of them have triggered the monitor category.

Example: If 1000 users have logged into the system over the selected period and 166 users triggered the Discussions monitor category, the adoption level for Discussions is 16.67%.

User Activity

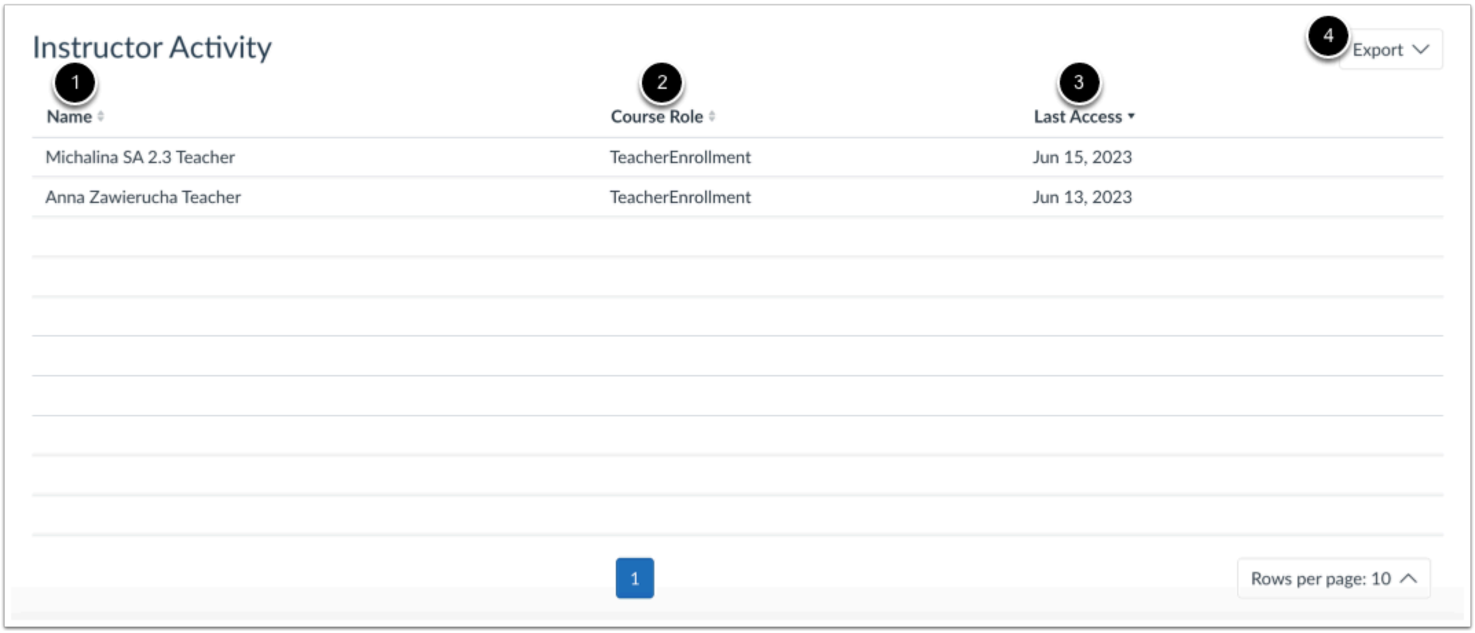


For each student, the table displays the following data:

- **Name** [1]: name of the student
- **User ID** [2]: student user ID
- **Last Access** [3]: date users last accessed the course
- **Tool Groups** [4]: dynamic groups based on the selection in the Reporting Template; these stats are relative to the dates selected in the Tool Adoption section

To export the data, click the **Export** drop-down menu [5].

Instructor Activity



For each instructor, the table displays the following data:

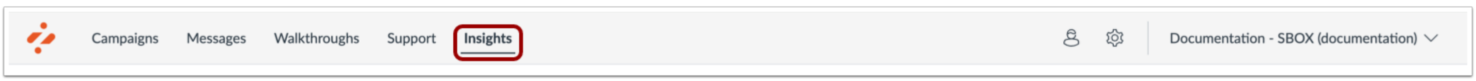
- **Name** [1]: name of the instructor
- **Course Role** [2]: role of the instructor
- **Last Access** [3]: the date the user last accessed the course

To export the data, click the **Export** drop-down menu [4].

How do I view tool usage from courses with the same instructor in Blackboard Learn in the Impact Dashboard?

If you are using Blackboard Learn, you can use the Course Activity Report to look up an instructor's courses and append tool adoption data.

Open Insights

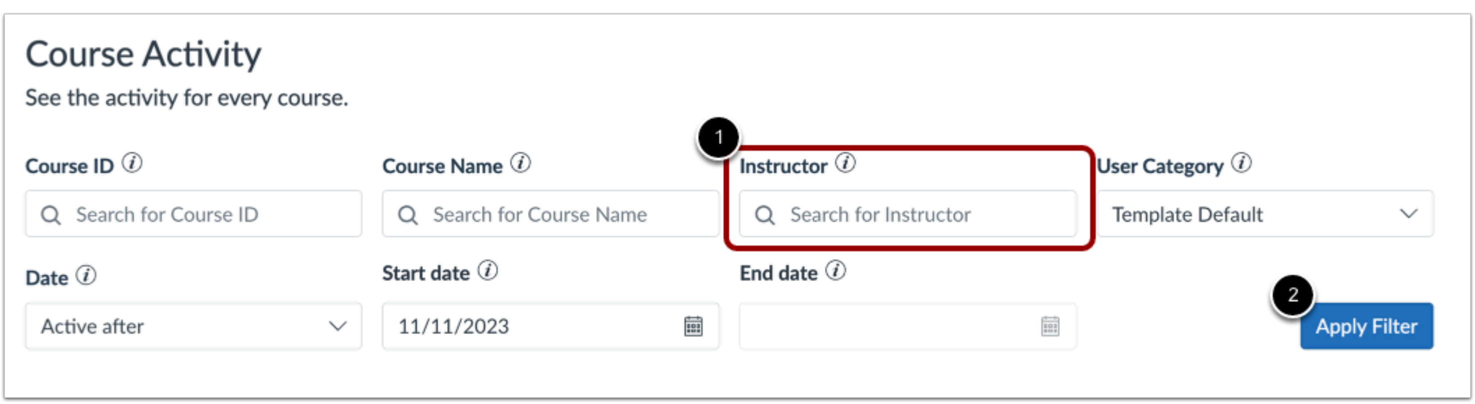


In Global Navigation, click the **Insights** link.

Open Course Activity

Click the **Course Activity** link.

Search for Instructors

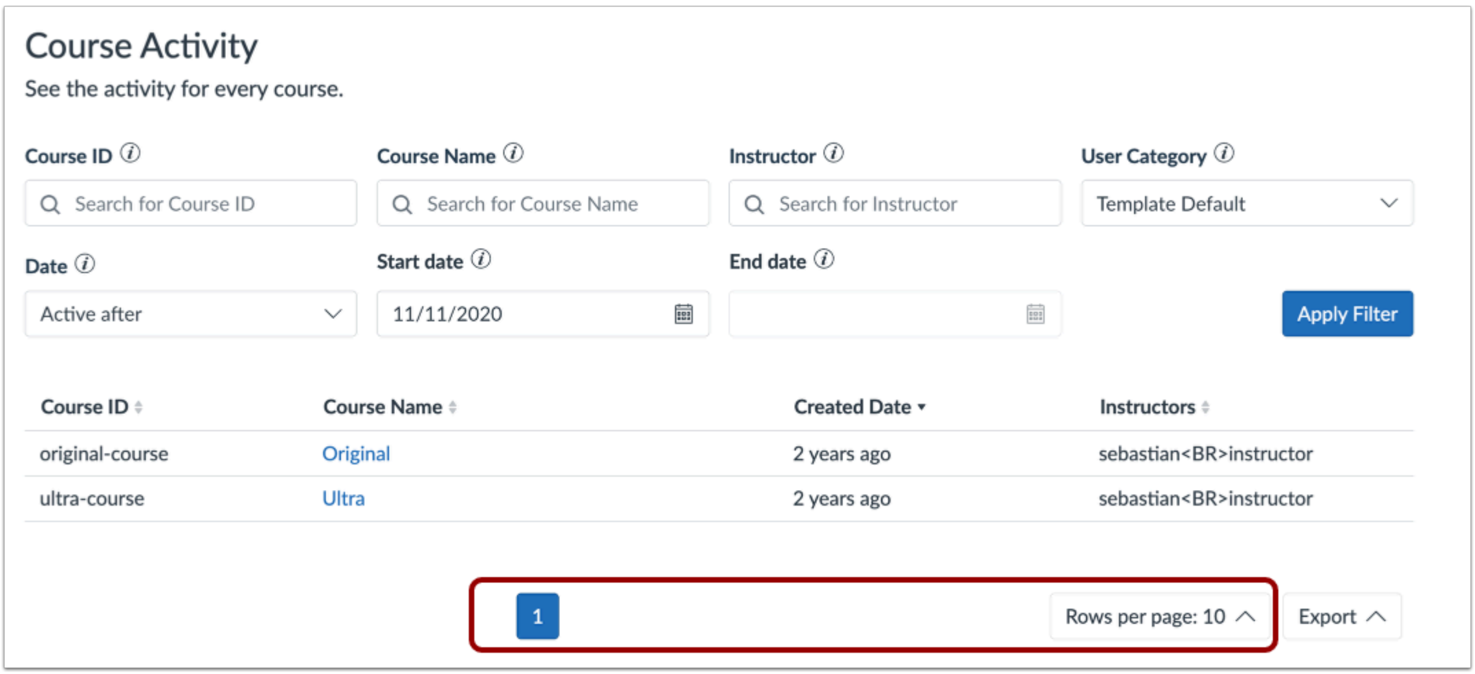


Look up the courses you would like to examine by entering the instructor's user name into the search bar [1] and clicking the **Apply Filter** button [2].

The result list includes the course ID, course name, creation date, student enrollment count, instructors, and participation level (percentage of enrolled students who have accessed the course) of each course.

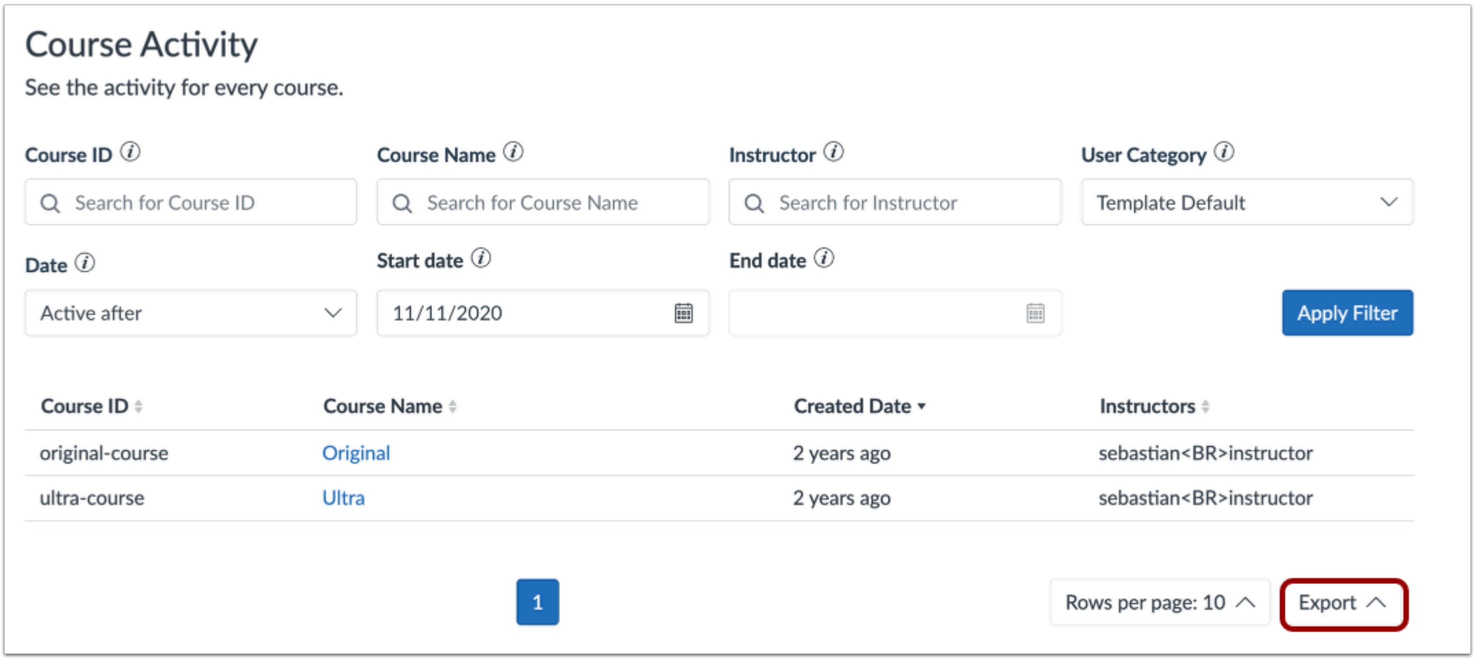
Note: You can append any monitor category from any available [Reporting Template](#) to the result list by selecting it in the Tools field and clicking Search.

View Filtered Search



The initial search will only present the first 10 results. If you would like to load the next 10 results or all results, use the buttons at the bottom of the result list.

Export Data

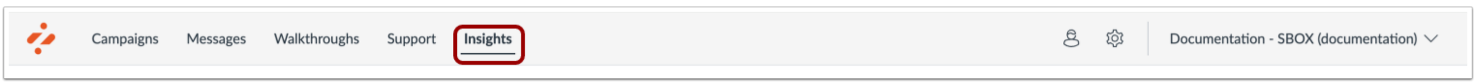


To export the current results from the course search including the appended adoption data as a CSV file, click the **Export** drop-down button.

How do I create custom reports in the Impact Dashboard?

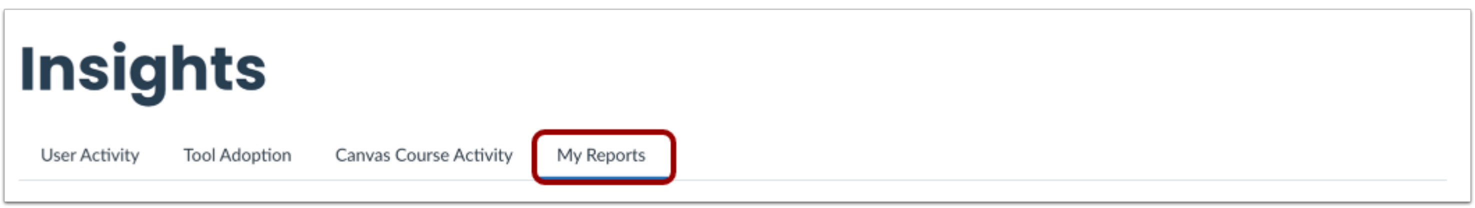
Reports can be created within Users Groups vs. Monitors, Monitor Trends, User Trends, and Champions.

Open Insights



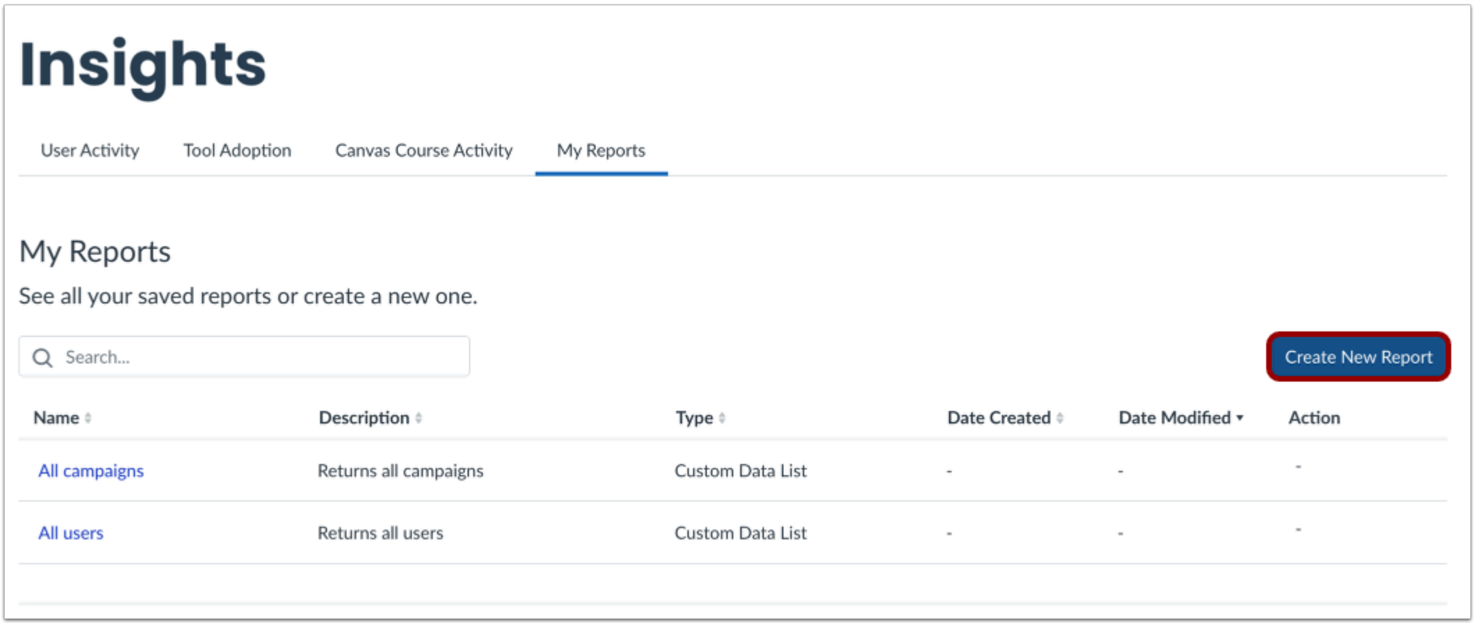
In Global Navigation, click the **Insights** link.

Open My Reports



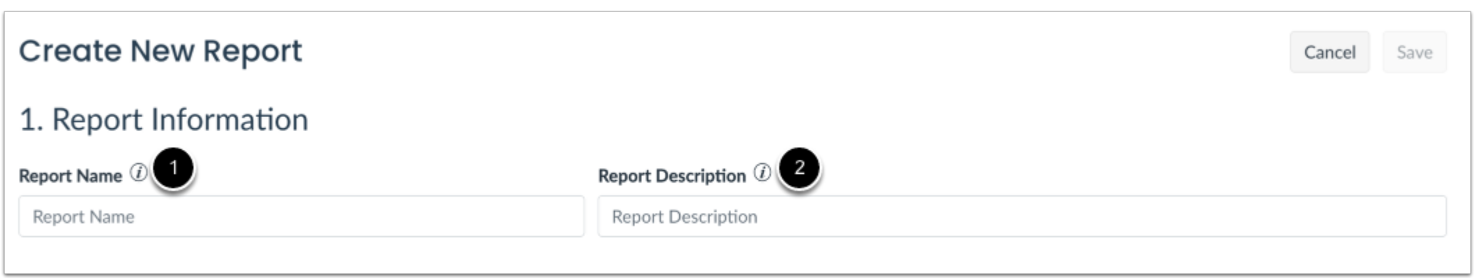
Click the **My Reports** link.

Create New Report



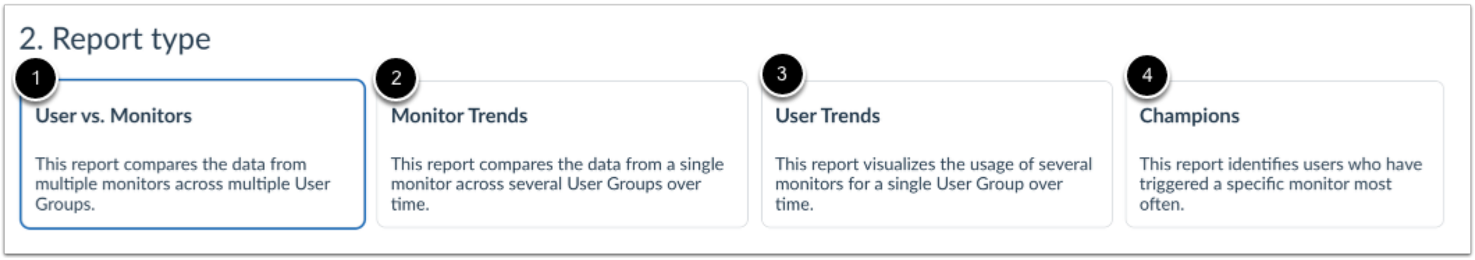
Select the **Create New Report** button.

Enter Report Information



To add a title to your report, click the **Report Name** text box [1]. Then enter your description in the **Report Description** text box [2].

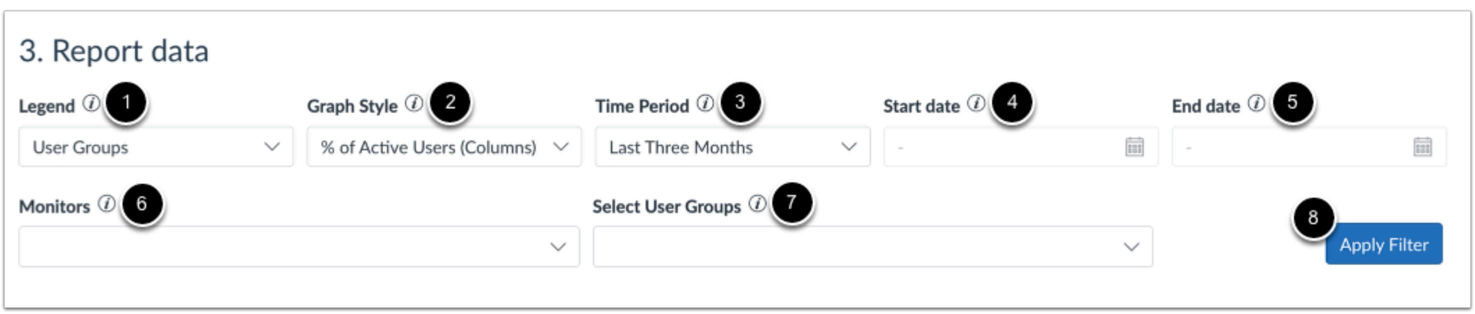
Select Report Type



You can select a report type from the available options:

- **Users Vs. Monitors** [1] - compare the data from multiple monitors across multiple User Groups.
- **Monitor Trends** [2] - gather data from a single monitor across several User Groups over time.
- **User Trends** [3] - visualizes the usage of several monitors for a single User Group over time.
- **Champions** [4] - identify users who have triggered a specific monitor most often.

Report Data for Users vs. Monitors



To represent the data for a single User Group or a single monitor, click the **Legend** drop-down menu [1].

To change the visualization from a line graph to a bar chart, click the **Graph Style** drop-down menu [2].

To limit the data presented in the charts to a predefined relative time period or a manually selected date range using the Start Date and End Date fields, click the **Time Period** drop-down [3].

To select a start date for your report, click the **Start Date** field and enter a start date [4].

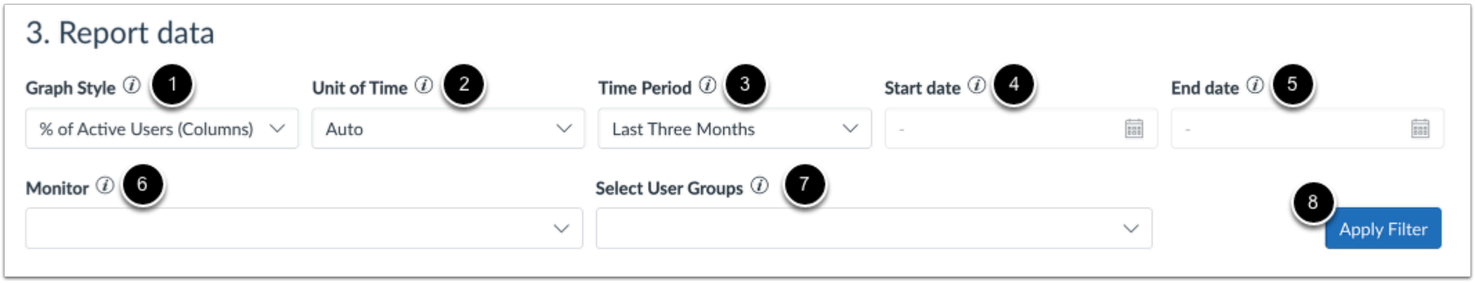
To select an end date for your report, click the **End Date** field and enter an end date [5].

To select one or multiple monitors, click the **Monitors** drop-down menu [6].

To combine multiple groupings using Logical User Groups, click the **Select User Groups** drop-down menu [7].

To run the report, click the **Apply** button [8].

Report Data for Monitor Trend and User Trends Report Options



To change the visualization from a line graph to a bar chart, click the **Graph Style** drop-down menu [1].

To change the unit of time the graph should be broken down, click the **Unit of Time** drop-down menu [2].

To limit the data presented in the charts to a predefined relative time period or a manually selected date range using the Start Date and End Date fields, click the **Time Period** drop-down [3].

To select a start date for your report, click the **Start Date** field and enter a start date [4].

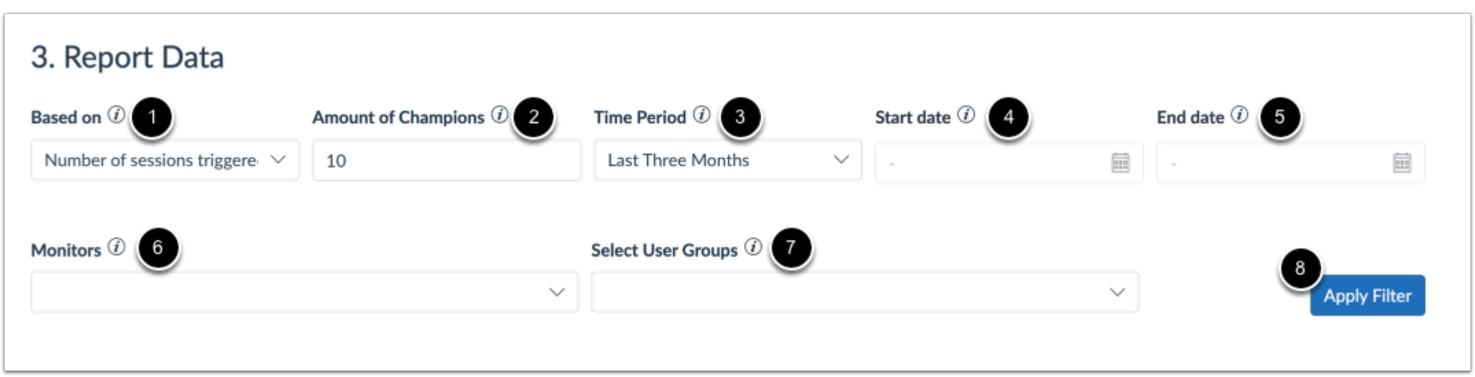
To select an end date for your report, click the **End Date** field and enter an end date [5].

To select a monitor(s), click the **Monitor** drop-down menu [6].

To combine multiple groupings using Logical User Groups, click the **Select User Groups** drop-down menu [7].

To run the report, click the **Apply** button [8].

Report Data for Champions Options



To select between the Number of sessions triggered or the Total times triggered, click the **Based On** drop-down menu [1]. The Number of sessions triggered refers to the count of login sessions where the user has performed the action at least once. The Total times triggered refers to the total number of times the user performed the action regardless of login sessions.

To specify the number of champions to be downloaded, click the **Amount of Champions** field [2] and enter the desired amount.

To limit the data presented in the charts to a predefined relative time period or a manually selected date range using the Start Date and End Date fields, click the **Time Period** drop-down menu [3].

To select a start date for your report, click the **Start Date** field and enter a start date [4].

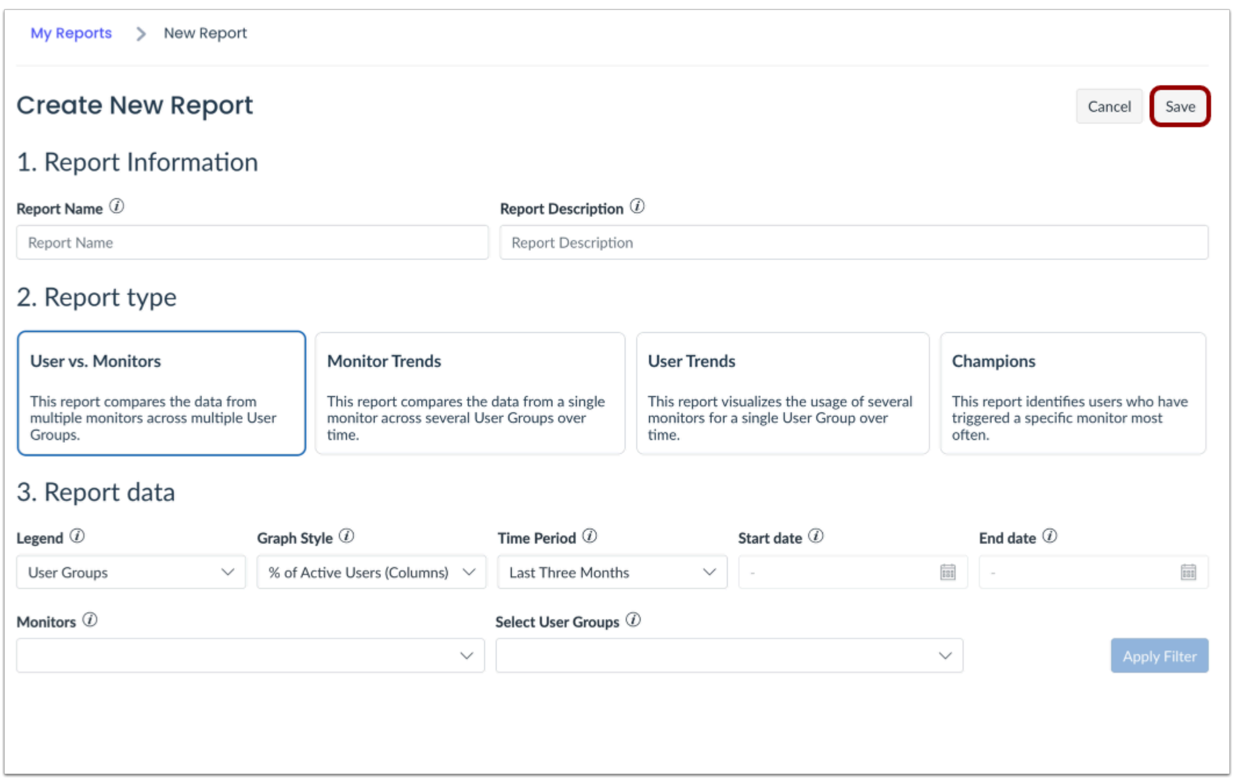
To select an end date for your report, click the **End Date** field and enter an end date [5].

To select a monitor(s), click the **Monitor** drop-down menu [6].

To restrict the report to certain user groups, click the **Select User Groups** drop-down menu and select the user groups [7].

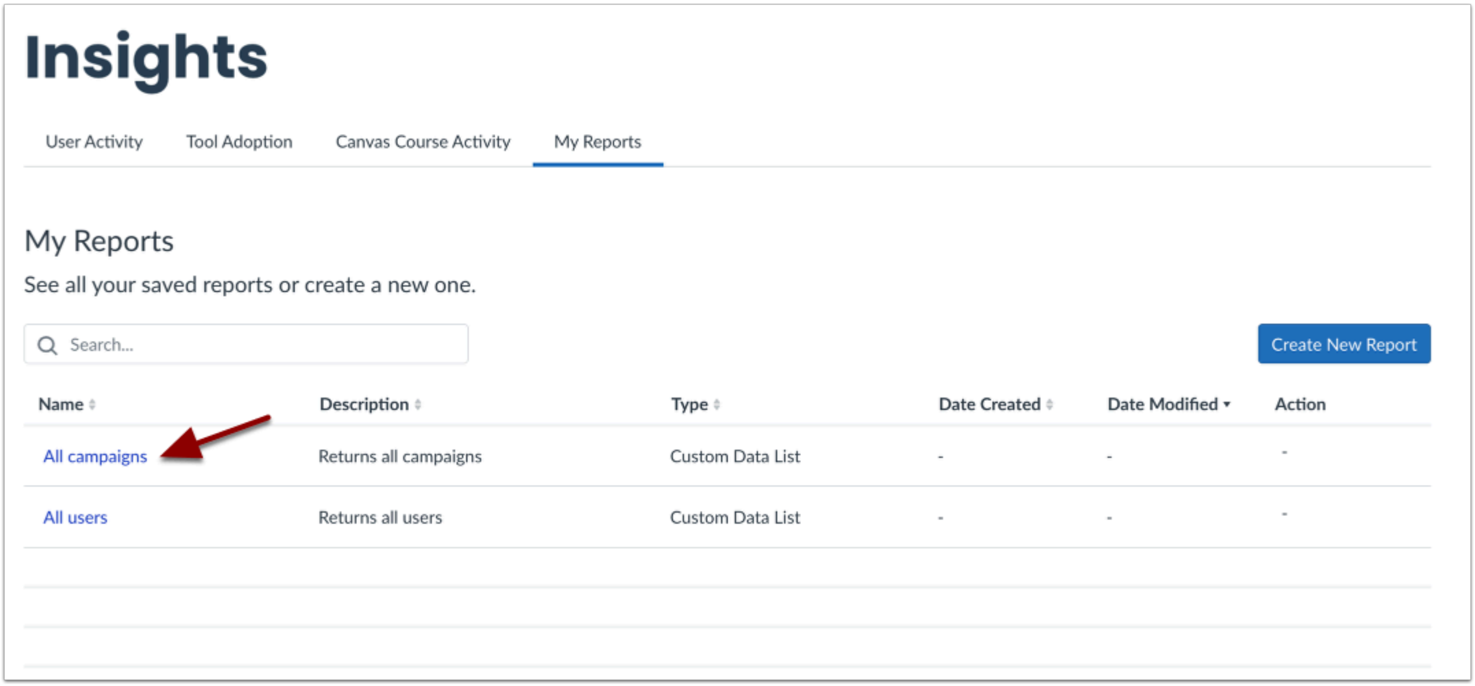
Click the **Apply** button [8].

Save Report



Click the **Save** button. The saved report is now available under the My Reports tab.

Export the Data



You can export the report by clicking the desired report.

How do I view Message Insights in the Impact Dashboard?

Message Insights reports on message performance and feedback in the dashboard in order to analyze the quality and impact of communication efforts. It enables you to analyze how users rate the Pop-up, Hint, and Systray messages you are adding to your learning application. When one of these message types has the Voting option enabled, the results are found here.

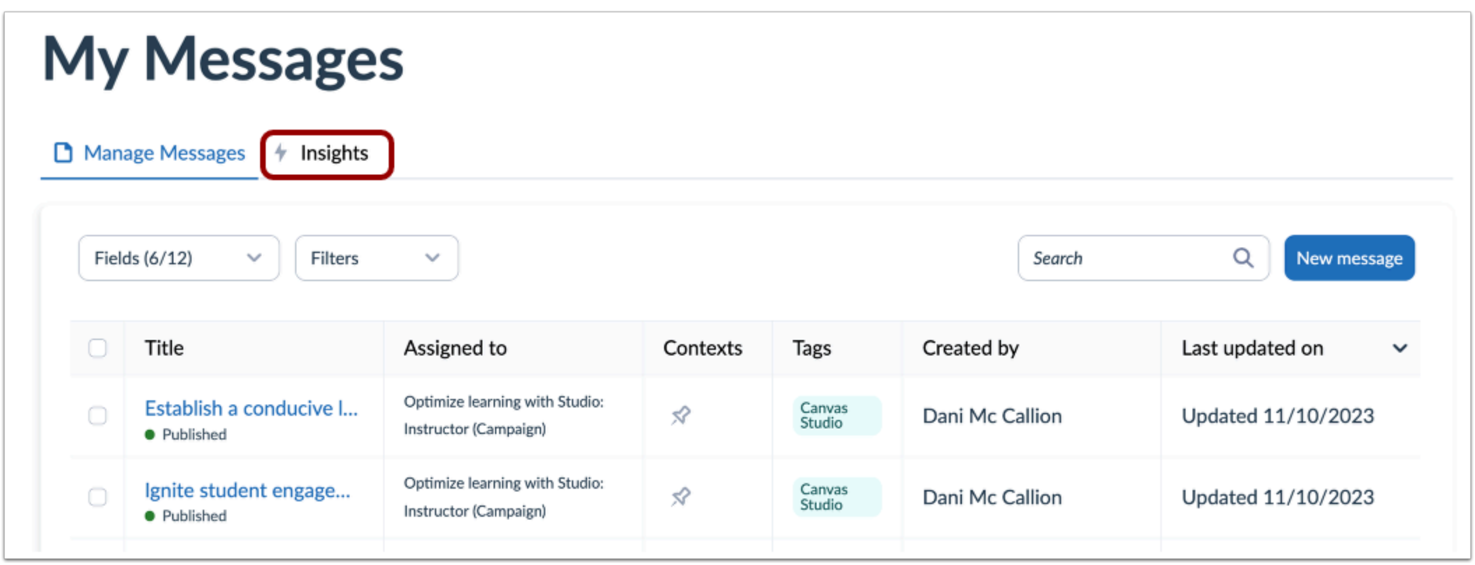
Notes:

- You can see the message Insight tab under Messages from the top navigation bar.
- You can view the Message Performance section as a table or as a chart.

Open Messages

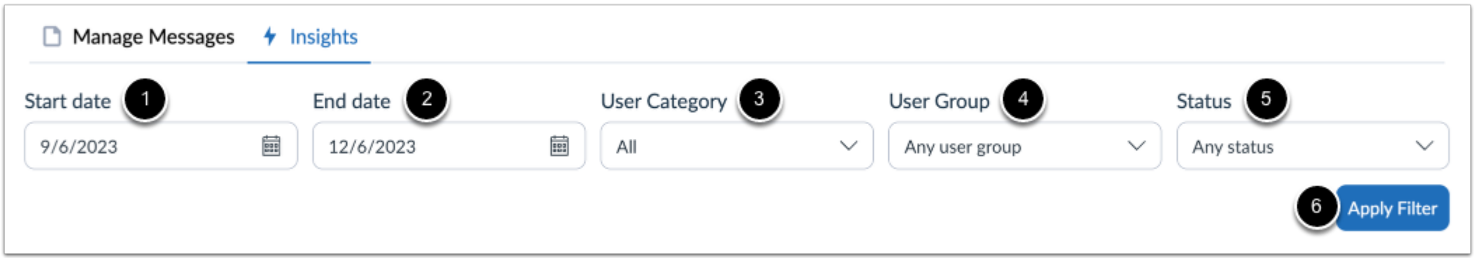
In Global Navigation, click the **Messages** link.

Open Insights



Click the **Insights** tab.

View Filters



To filter to a specific date range, click the **Calendar** icon to select the Start Date [1] and End Date [2].

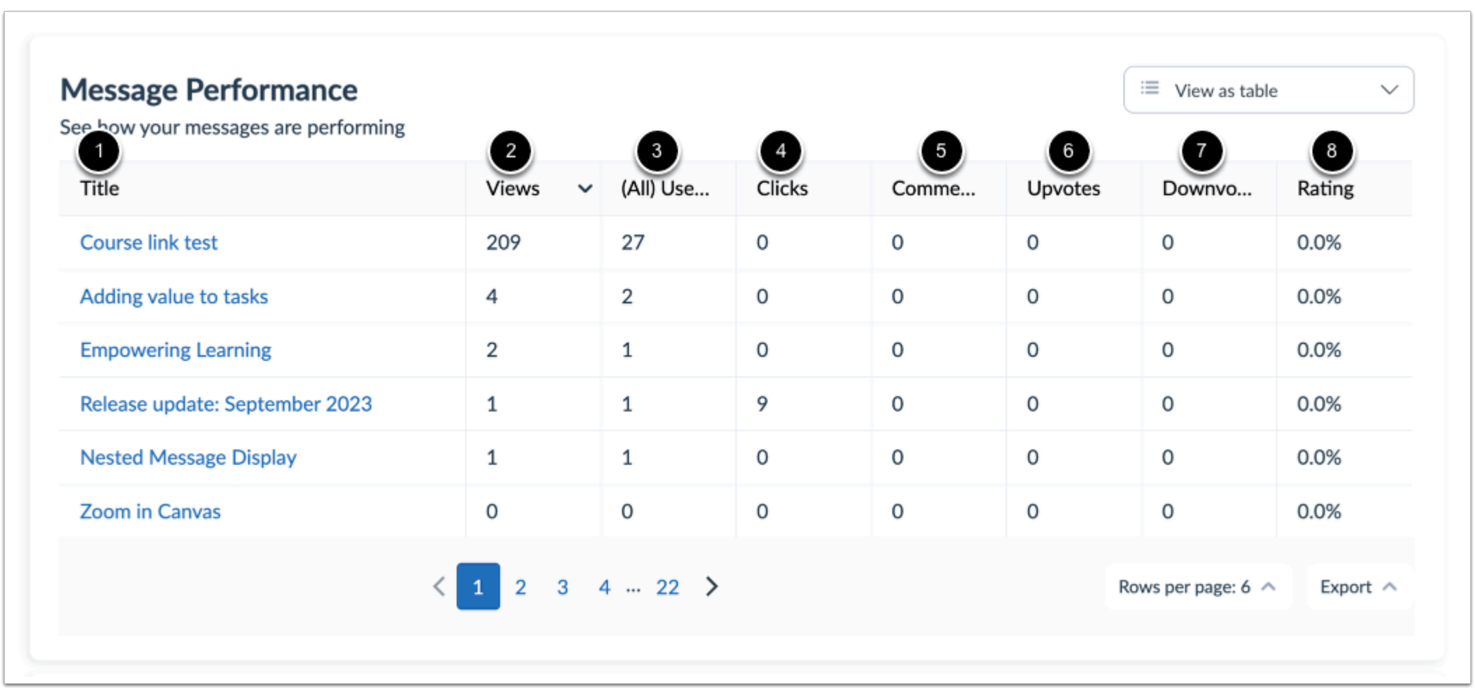
To sort by a certain role category, click the **Any user category** drop-down menu [3].

To sort by a role, click the **Any user group** drop-down menu [4].

To sort by status, click the **Any status** drop-down menu [5].

When you are ready to search, click the **Apply Filter** button [6].

Message Performance

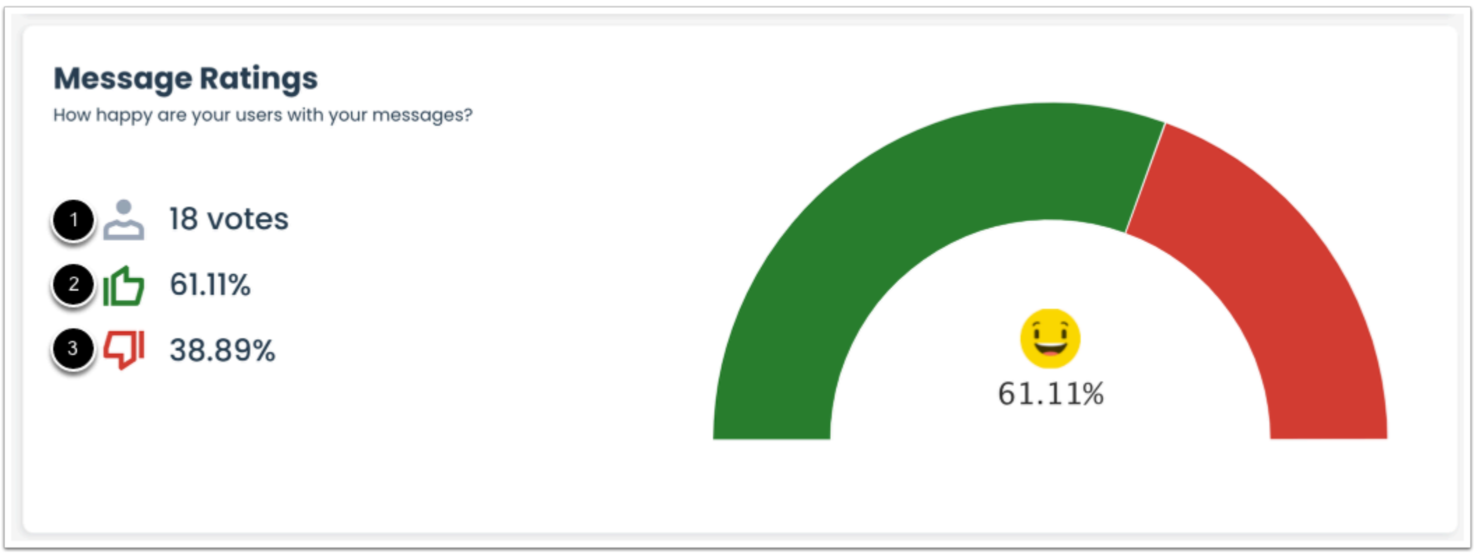


1 Title	2 Views	3 (All) Use...	4 Clicks	5 Comme...	6 Upvotes	7 Downvo...	8 Rating
Course link test	209	27	0	0	0	0	0.0%
Adding value to tasks	4	2	0	0	0	0	0.0%
Empowering Learning	2	1	0	0	0	0	0.0%
Release update: September 2023	1	1	9	0	0	0	0.0%
Nested Message Display	1	1	0	0	0	0	0.0%
Zoom in Canvas	0	0	0	0	0	0	0.0%

For each message, the table displays the following data:

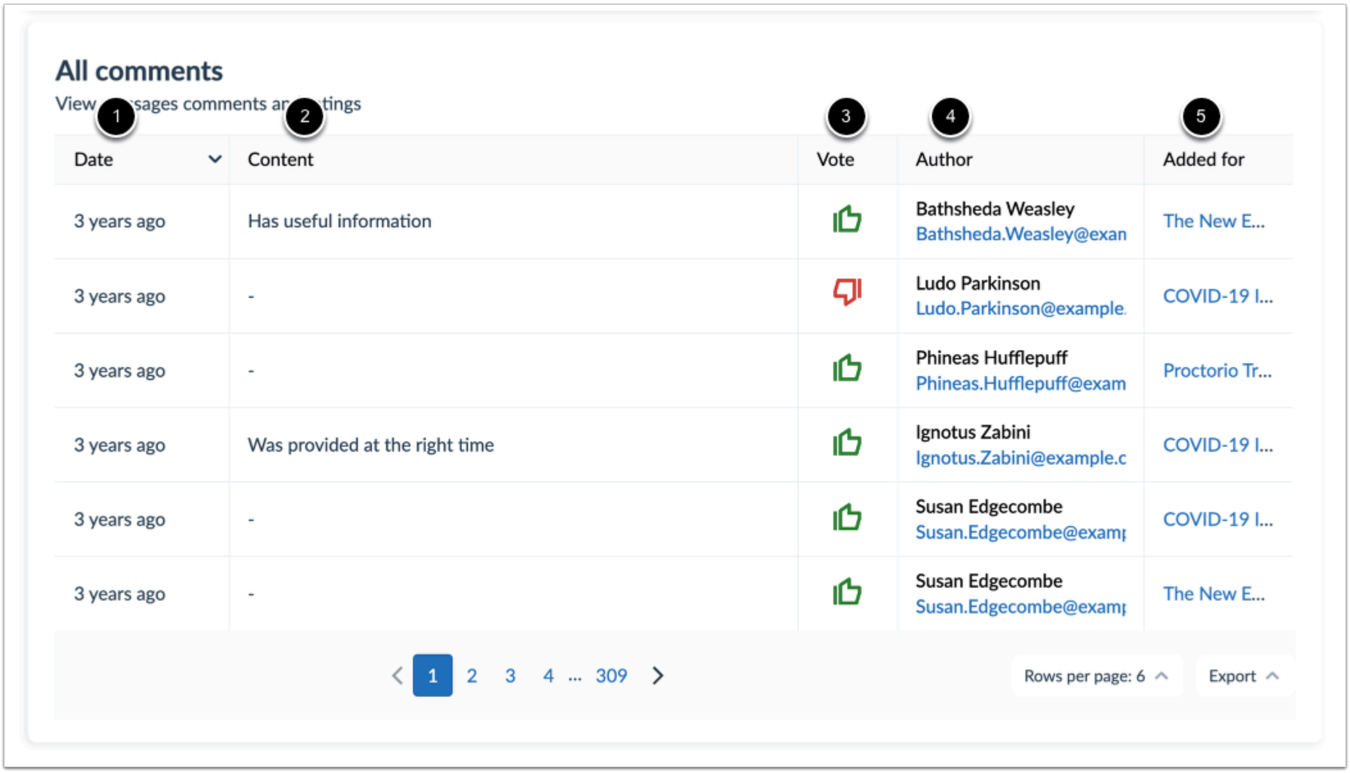
- **Title** [1]: name of the message.
- **Views** [2]: current view count of the message.
- **(All) Users** [3]: total number of users accessing messages.
- **Clicks** [4]: total number of clicks a message has.
- **Comments** [5]: total number of comments a message has.
- **Upvotes** [6]: total upvotes a message has.
- **Downvotes** [7]: total downvotes a message has.
- **Rating** [8]: shows the overall rating for a message.

View Message Ratings



You can view how many votes a message has [1], the percentage of votes are upvotes [2], and the percentage of votes are downvotes [3].

View Comments



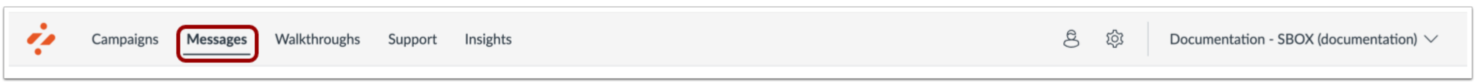
For each message, the table displays the following data:

- **Date** [1]: displays when the feedback was given.
- **Content** [2]: displays the comment on their feedback.
- **Vote** [3]: displays if the user upvoted or downvoted a message.
- **Author** [4]: displays the user giving the feedback.
- **Added for** [5]: displays the message the feedback is for.

How do I view insights for a specific message in the Impact Dashboard?

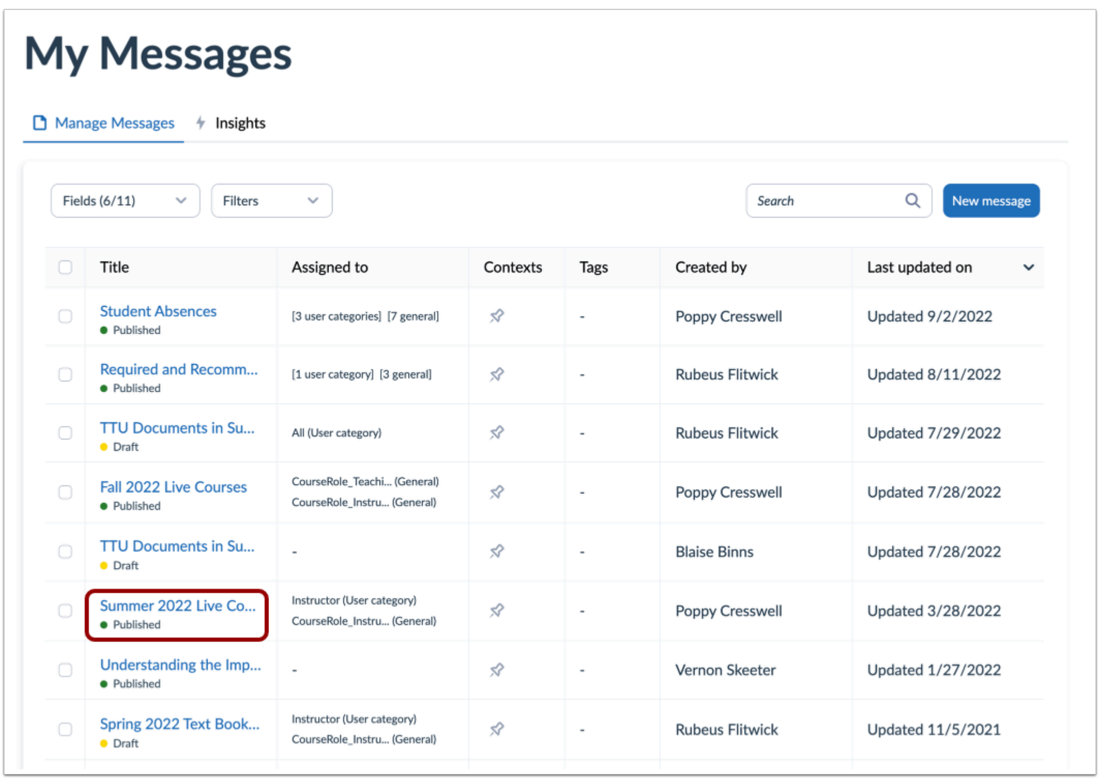
Impact provides you with several key insights about how your messages are being viewed, clicked, voted, or commented on. This article will show you how to find these insights and get a list of users who interacted with your message from the Impact dashboard.

Open Messages



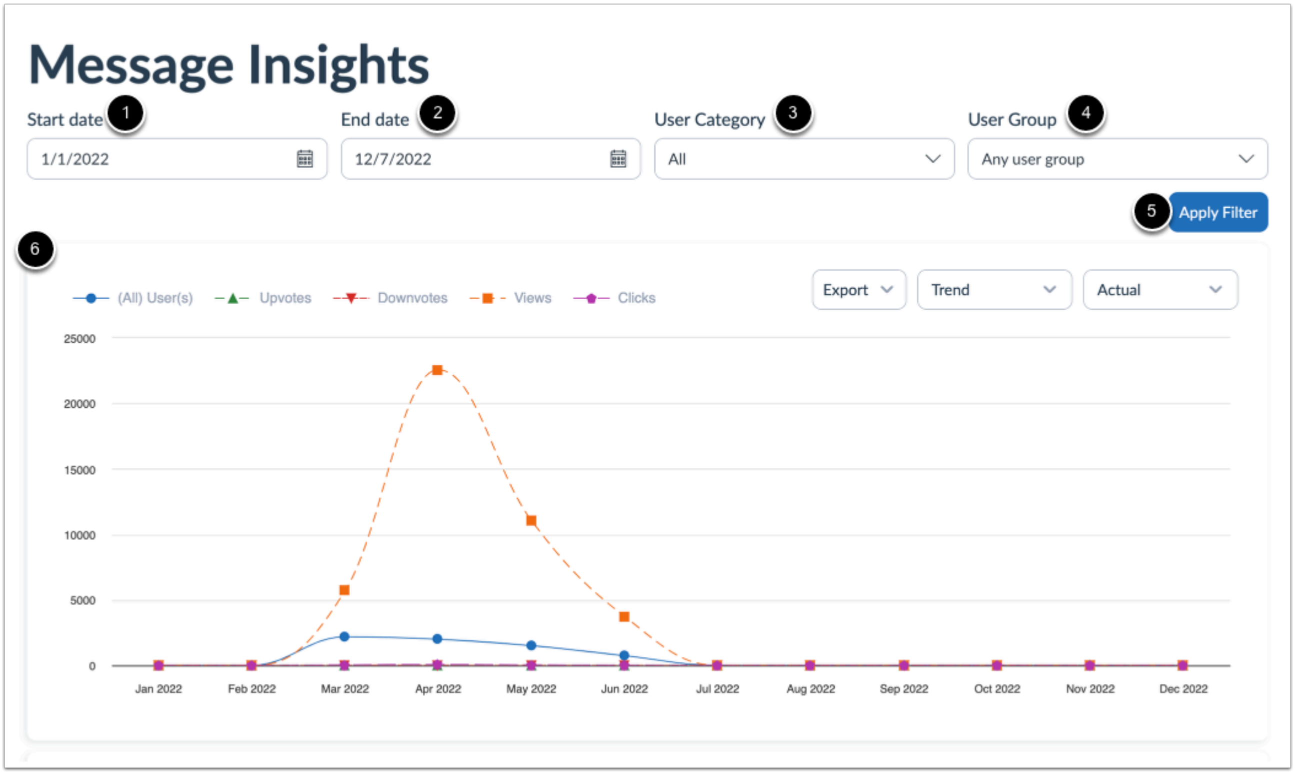
In Global Navigation, click the **Messages** link.

Open Message



Click the name of the message you would like to view.

Message Insights



To filter to a specific date range, click the **Calendar** icon to select Start Date [1] and End Date [2].

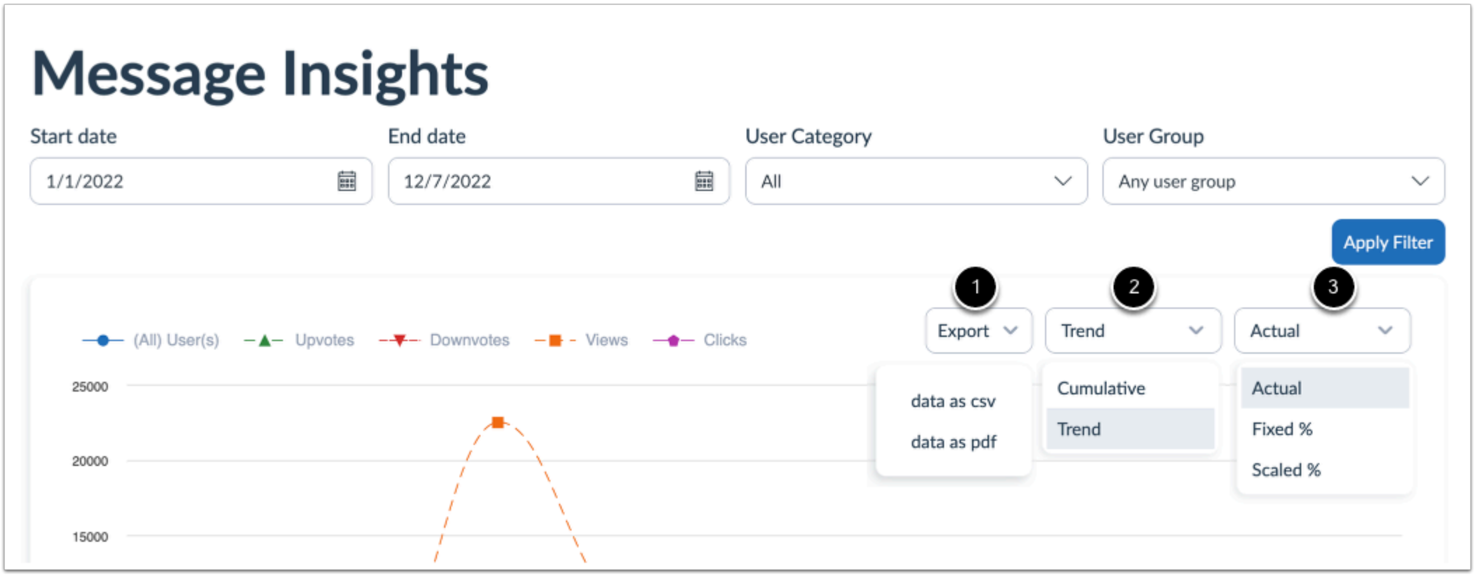
To sort by a certain role category, click the **User Category** drop-down menu [3].

To sort by a user group, click the **User Group** drop-down menu [4].

When you are ready to search, click the **Apply Filter** button [5].

Line graphs can be toggled on and off by clicking the description in the legend [6].

View Chart Options



To export an Insights chart, click the **Export** drop-down menu [1]. You can export the data as a CSV or as a PDF.

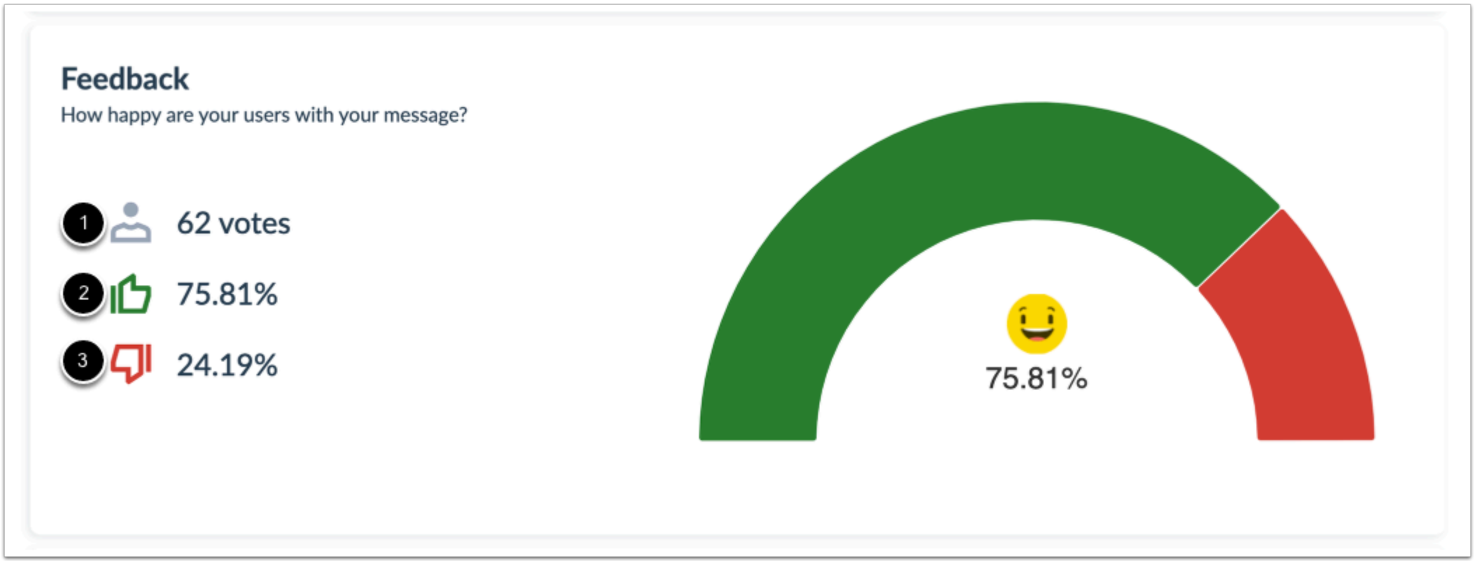
To view Insight chart data based on adoption over time, click the **Trend** drop-down menu [2]. You can select from the following options:

- **Cumulative:** View the chart as a growth curve of usage from the first unit of time to the last unit of time. Each point in the graph shows the usage level from the start date of the chart until the date associated with that point.
- **Trend:** View the separate adoption levels for each unit of time in the chart.

To view insight chart data based on users and views, click the **Actual** drop-down menu [3]. You can select from the following options:

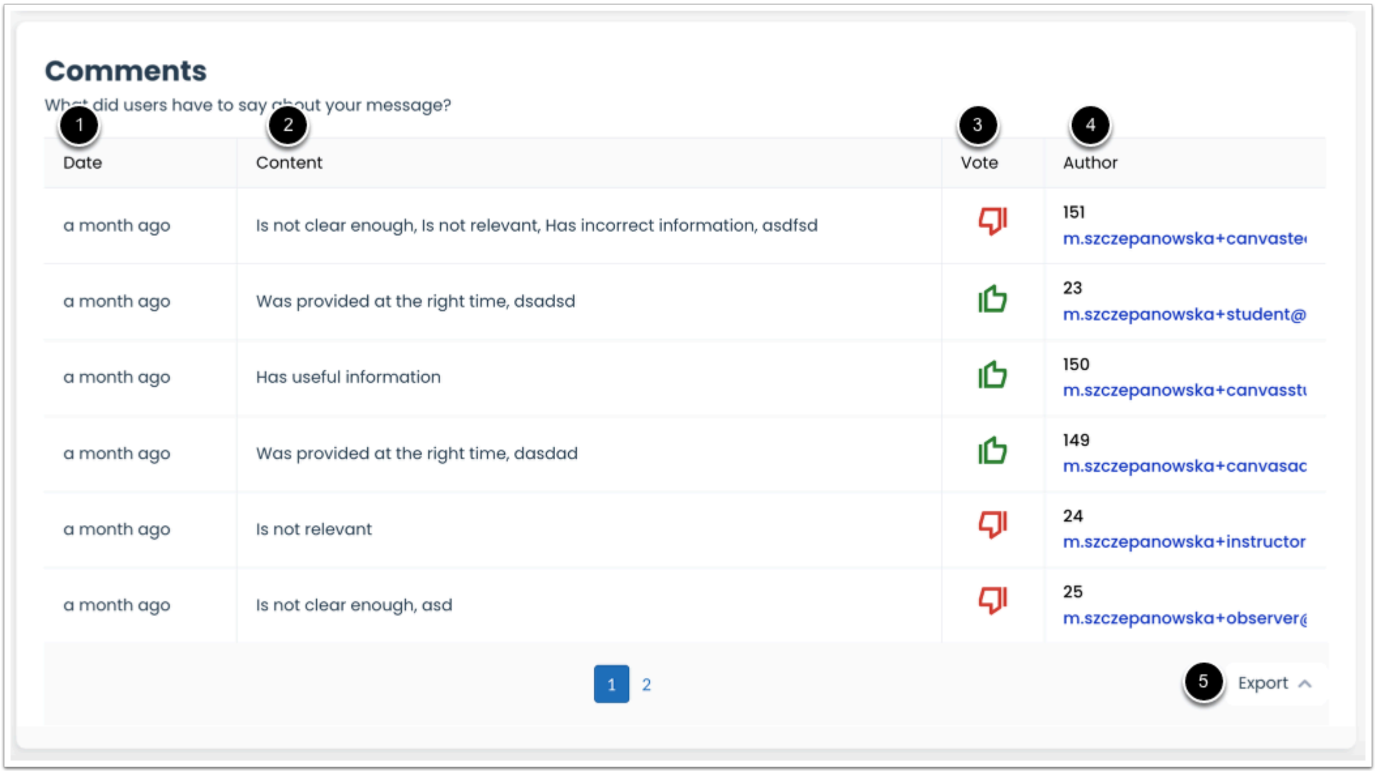
- **Actual:** View the active users chart metric as an absolute number. This chart displays the absolute number of users who triggered the message divided by the number of active users.
- **Fixed:** View the adoption level as a percentage of unique active users with the Y-axis of the chart ranging from 0% to 100%.
- **Scaled:** View the adoption level as a percentage of unique active users with a narrowed Y-axis to focus on the displayed adoption levels.

View Feedback



You can view how many votes a message has [1], how many upvotes a message has [2], and how many downvotes a message has [3].

View Comments



For each message, the table displays the following data:

- **Date** [1]: displays when the feedback was given.
- **Content** [2]: displays the comment on their feedback.
- **Vote** [3]: displays if the user upvoted or downvoted a message.
- **Author** [4]: displays the user giving the feedback.
- **Export** [5]: export comment data as CSV or PDF.

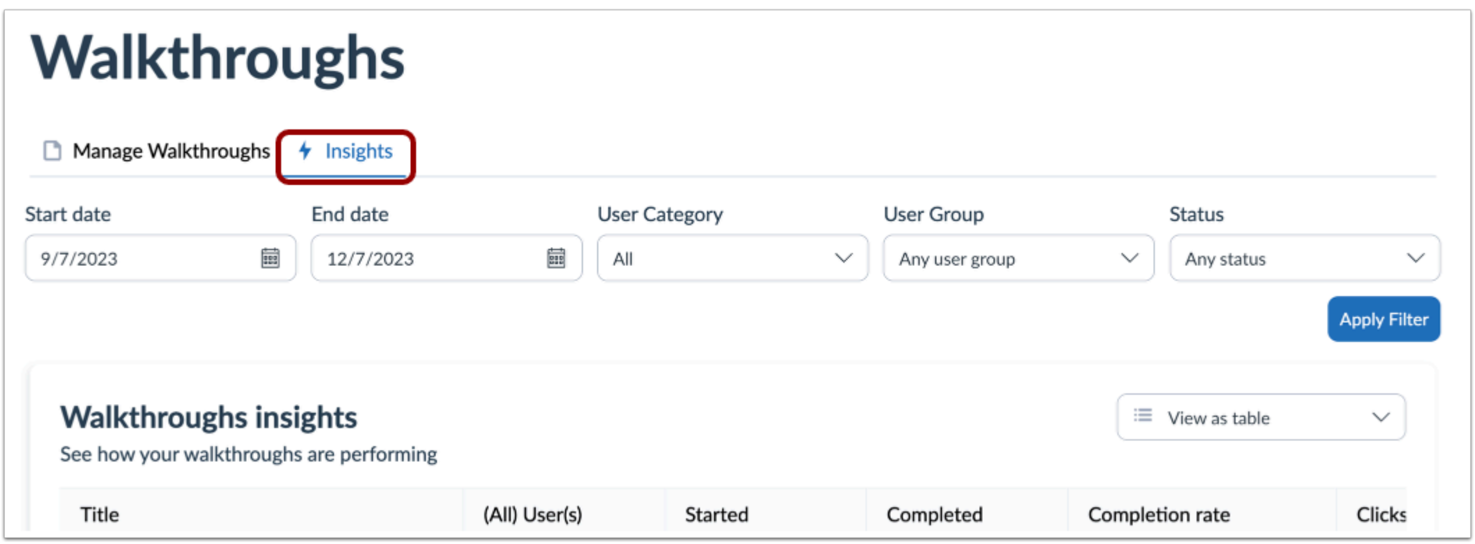
How do I view Walkthroughs Insights in the Impact Dashboard?

Walkthroughs Insights reports on walkthrough performance and feedback in the dashboard in order to analyze their quality and impact on a general level. It enables you to analyze how users interact with and rate Walkthroughs in your LMS.

Open Walkthroughs

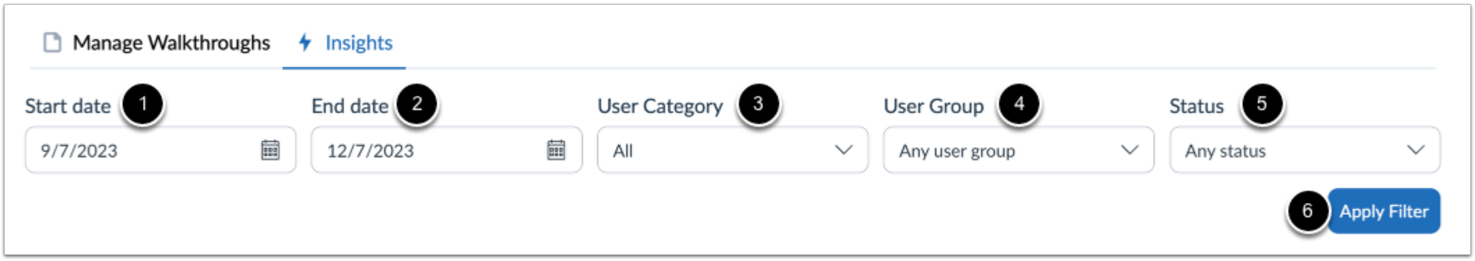
In Global Navigation, click the **Walkthroughs** link.

Open Insights



Click the **Insights** tab.

View Filters



To filter to a specific date range, click the **Calendar** icon to select a Start Date [1] and End Date [2].

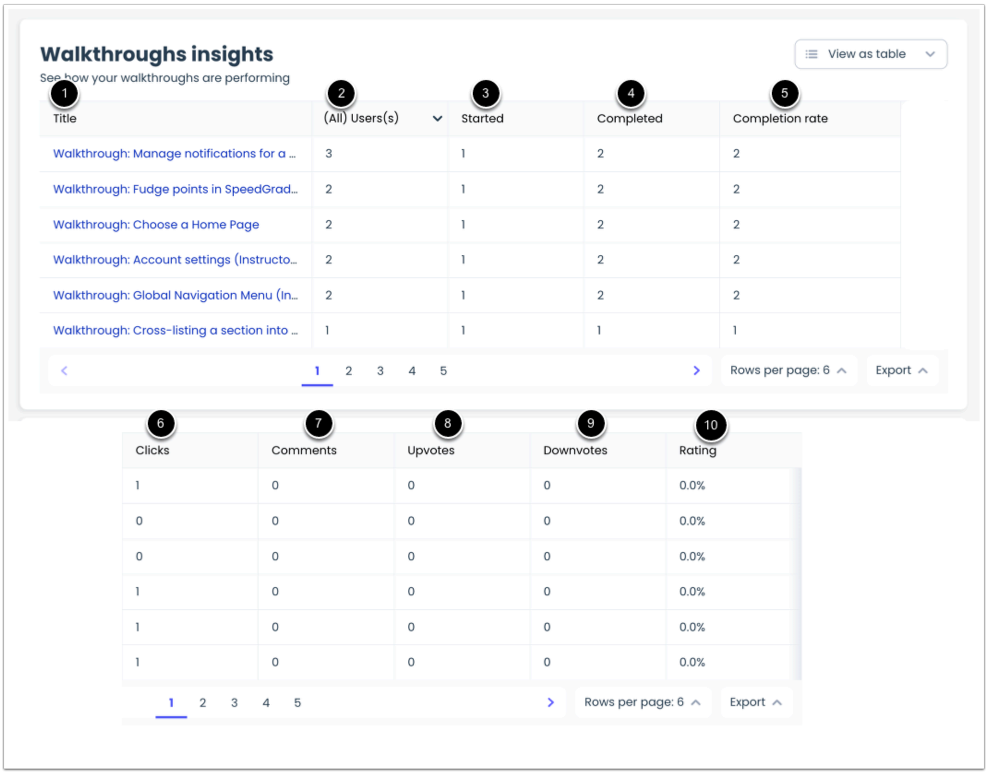
To sort by a certain role category, click the **Any user category** drop-down menu [3].

To sort by a role, click the **Any user group** drop-down menu [4].

To sort by status, click the **Any status** drop-down menu [5].

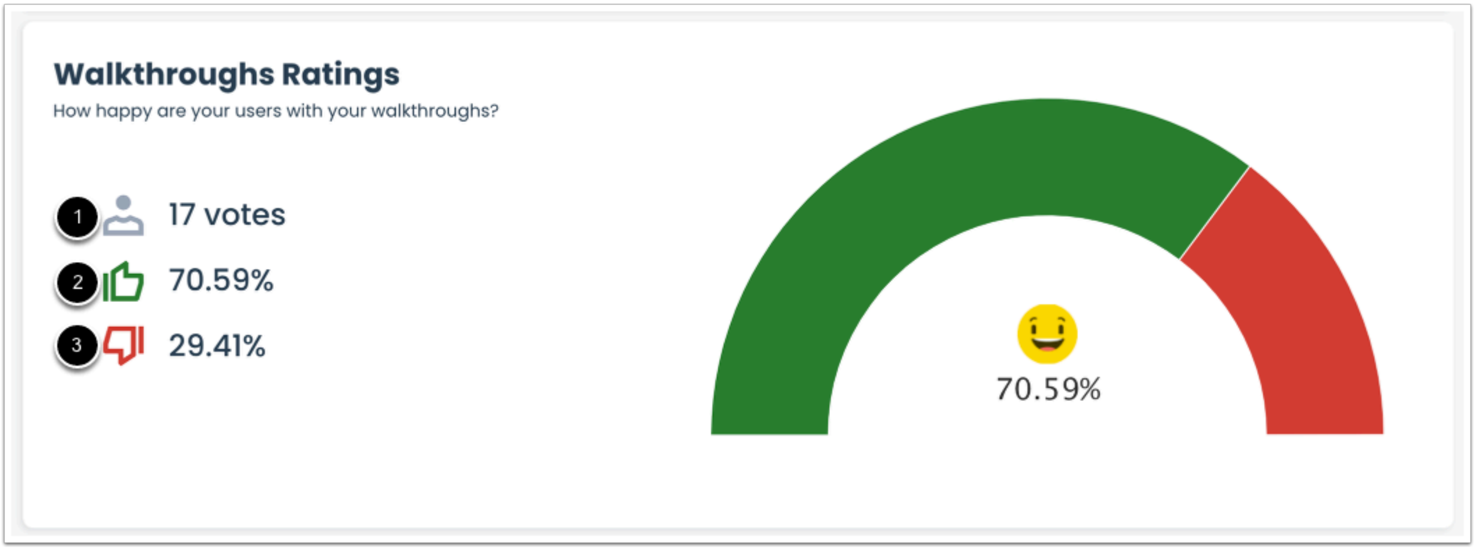
When you are ready to search, click the **Apply Filter** button [6].

Walkthrough Performance



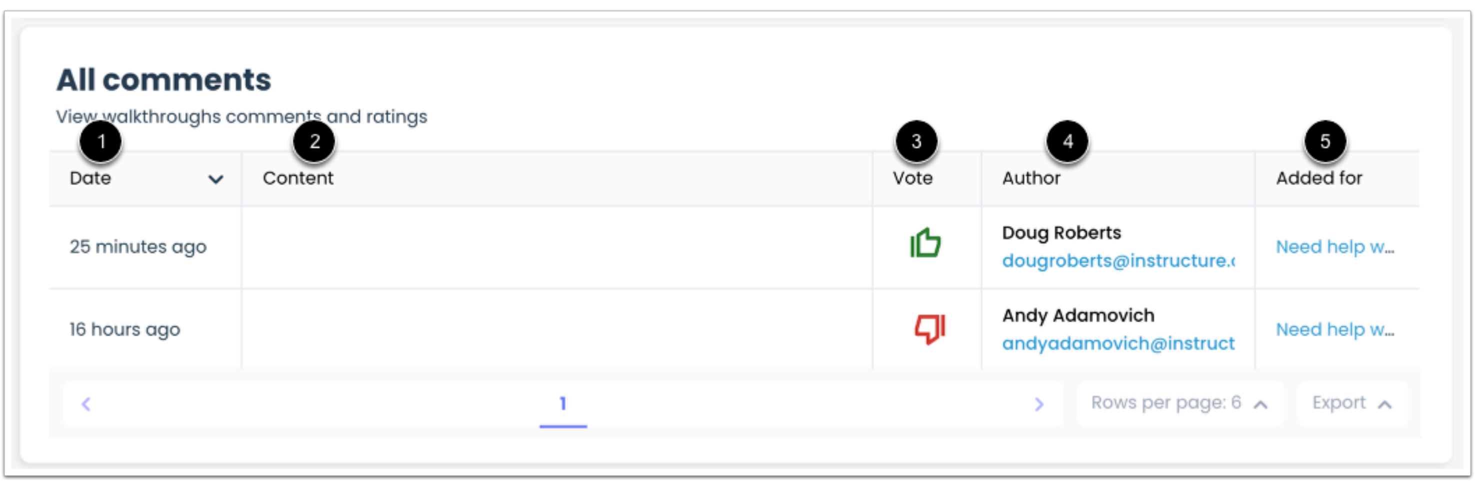
- **Title** [1]: name of the walkthrough.
- **(All) Users** [2]: total number of users that accessed the walkthrough.
- **Started** [3]: total number of users that started the walkthrough.
- **Completed** [4]: total number of users that completed the walkthrough.
- **Completion rate** [5]: the ratio of how many students started and finished the walkthrough.
- **Clicks** [6]: total number of clicks a walkthrough has.
- **Comments** [7]: total number of comments a walkthrough has.
- **Upvotes** [8]: total upvotes a walkthrough has.
- **Downvotes** [9]: total downvotes a walkthrough has.
- **Rating** [10]: shows the overall rating for a walkthrough.

View Walkthrough Ratings



You can view how many votes a walkthrough has [1], the percentage of votes are upvotes [2], and the percentage of votes are downvotes [3].

View Comments



Comments can be left by users for the entire walkthrough. For each walkthrough, the table displays the following data:

- **Date** [1]: displays when the feedback was given.
- **Content** [2]: displays the comment on their feedback.

- **Vote** [3]: displays if the user upvoted or downvoted a walkthrough.
- **Author** [4]: displays the user giving the feedback.
- **Added for** [5]: displays the walkthrough the feedback is for.

How do I view Mobile Data Insights?

The Impact Dashboard provides access to Mobile Data Insights, which offers a comprehensive view of data generated by student and teacher activity on their LMS through the mobile app.

Note: Initiating a campaign based on the active or nonactive user report does not necessarily guarantee the ability to display messages or walkthroughs within the native Canvas Apps. However, it is possible to implement such campaign elements exclusively through the mobile browser.

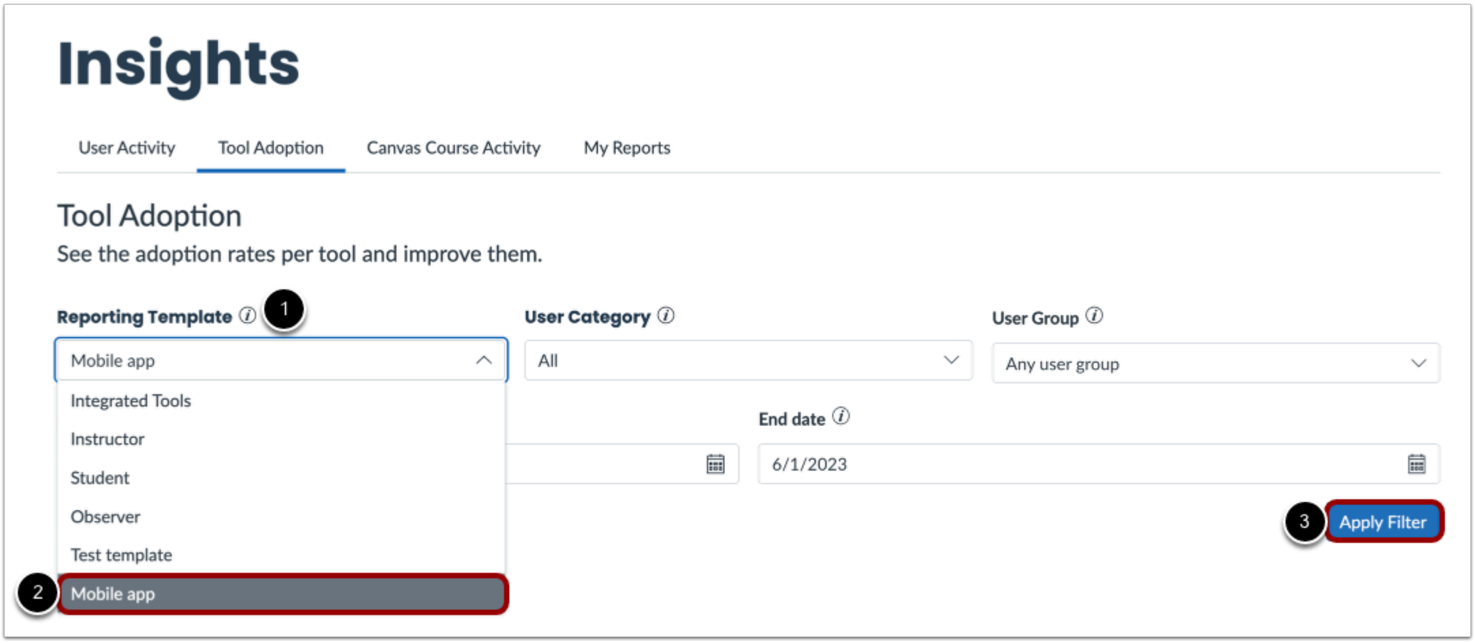
Separate Reports

A separate report has been created from the Canvas mobile data. In order to access the entirety of these reports, the following tool categories must be toggled on:

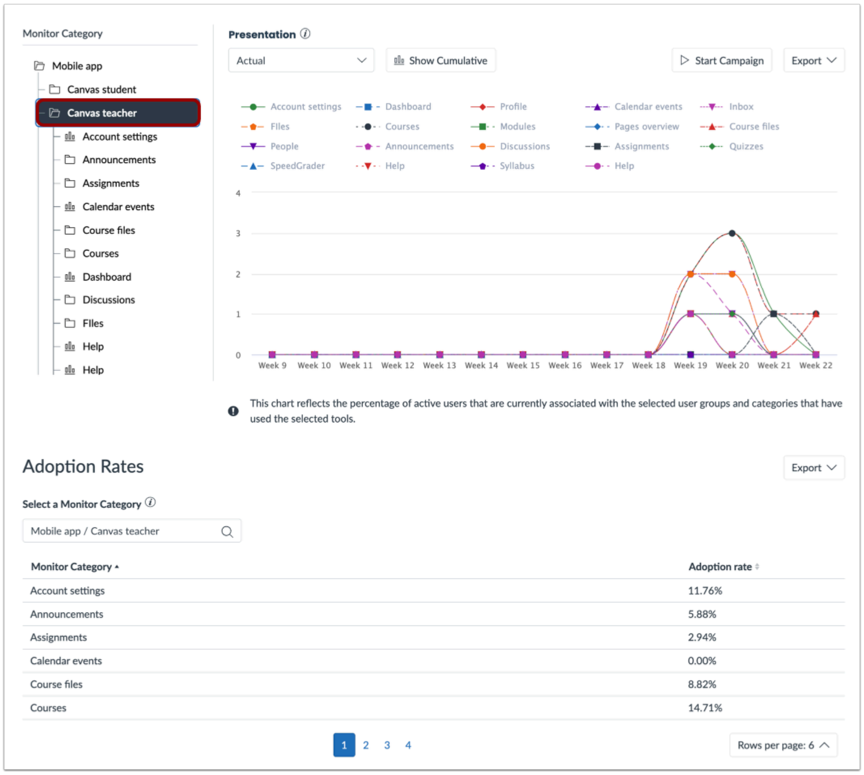
- Mobile Reporting
- iOS Mobile
- Android Mobile

Note: For more information about tool categories, visit How do I show or hide content and reports related to a specific tool category in the Impact Dashboard?

Tool Adoption



To view data for Mobile app usage, click the **Reporting Template** drop-down menu [1] and select **Mobile app** [2]. Then click the **Apply Filter** button [3].



At the top-level Monitor Category, instructor and student data is presented cumulatively as a Mobile App. To separate entities such as instructors and students, click the reporting template name.

If you would like to look at data related to iOS only, you can toggle off the Android tool category, and vice versa.

Note(s):

- For more information about tool adoption reports, visit How do I target audiences from tool adoption data using the Tool Adoption Report in the Impact Dashboard?
- For more information about editing reporting templates, visit How do I edit an existing reporting template in the Impact Dashboard? However, by making edits, you will not receive any Out of the Box content updates within the categories that you modify.

Contexts

Due to the unavailability of Impact messages, walkthroughs, and contextual support inside the Canvas app, the contexts linked to the monitors used within the Canvas mobile data reports are not visible. No Data is displayed under the context field when you open an individual monitor. This action has been put in place to avoid confusion around placing messages or contextualizing support, neither of which is currently available within the Canvas mobile app.

Note: On low-traffic instances, such as staging, there is a 10kb or 300-second threshold for triggering monitors to be processed in the dashboard.

LTI Usage

What is LTI Usage?

How do I download the results in LTI Usage?

How do I filter the data results in LTI Usage?

How do I view and filter results for individual LTI tools in LTI Usage?

What is the current availability of data in LTI Usage?

There are thousands of LTI tools available to Canvas LMS users and our goal is to provide you the means to view, analyze, and take action on the data for any/all LTI tools inside of your Canvas instance with the new LTI Usage feature set and Impact. With the newly created and introduced Global Product ID and Unique Tool ID, we are finally able to meaningfully aggregate LTI tool data. This also means that LTI Usage data will have a start/effective from date per LTI tool. There will be a phased approach to make the most commonly used LTI tools available first, then continue to enrich and extend the data over the coming months.

As such, LTI data, as part of the LTI Usage feature set, will have staggered availability. The tables below outline LTI tool data availability based on configuration inside of the LTI Usage feature set by LTI Tool name (as it appears in the Canvas Apps page) and the Availability Start Date. As of now, users will not be able to view historical LTI usage data prior to the dates listed below or for tools not listed below unless they have Impact (for which data starts from the point of Impact installation).

Note: We will append this table soon to also include the specific configuration details, so that you can use for reference and to help us ensure the utmost accuracy in our LTI Usage data.

#

LTI Name	Availability Start Date
16Personalities	2024-06-21

A

LTI Name	Availability Start Date
ABCmouse.com	2024-06-21
ABC News	2024-06-21
ABCya!	2024-06-21
AcadSource	2024-06-21
Accepi	2024-06-21
Acclaim	2024-06-21

LTI Name	Availability Start Date
Accommodate HQ	2024-06-21
Accredible	2024-06-21
activeclass	2024-06-21
Actively Learn	2024-06-21
Adobe	2024-06-21
Adobe Connect	2024-06-21
Adobe Creative Cloud	2024-06-21
AES Education	2024-06-21
Agricultural Experience Tracker	2024-06-21
AHIMA Virtual Lab ~ Vlab	2024-06-21
Airtable	2024-06-21
Akindi	2024-06-21
Albert	2024-06-21
ALEKS	2024-06-21
Alexander Street	2024-06-21
AlwaysConnected	2024-06-21
Amazon Web Services - AWS	2024-06-21
American College Test (ACT)	2024-06-21
Amplifire	2024-06-21
Amplify	2024-06-21
Animoto	2024-06-21

LTI Name	Availability Start Date
Annenberg Learner	2024-06-21
Annoto	2024-06-21
Anthology Ally	2024-06-28
Anthology Portfolio	2024-06-28
Apex Learning	2024-06-21
AP Newsroom	2024-06-21
appear.in	2024-06-21
Apporto	2024-06-21
ARC	2024-06-21
Ares automating reserves	2024-06-21
ArtistWorks	2024-06-21
Artsonia - Student Digital Portfolios of Artwork	2024-06-21
ASCD Professional Development Tools	2024-06-21
Ascend Education	2024-06-21
ASSISTments	2024-06-21
Atlas	2024-06-21
Atomic Assessments	2024-06-21
Atomic Curriculum Tools	2024-06-21
Atomic Search	2024-06-21
Auralia	2024-06-21
Autodesk	2024-06-21

LTI Name	Availability Start Date
A Web Whiteboard - AWWapp	2024-06-21
Awesome Stories	2024-06-21
AWS Academy	2024-06-21
AWS Educate	2024-06-21
Aztec Software	2024-06-21
Azure Lab Services	2024-06-21

B

LTI Name	Availability Start Date
BadgeStack	2024-06-21
Barnes & Noble College	2024-06-28
Bartleby	2024-06-21
BibliU	2024-06-21
BigBlueButton	2024-06-21
Blackboard	2024-06-21
Blindside Networks	2024-06-21
Blooket	2024-06-21
Blue	2024-06-28
Bongo (formerly YouSeeU)	2024-06-21
Book Creator	2024-06-21
BookWidgets	2024-06-21

LTI Name	Availability Start Date
Boom Cards	2024-06-21
Boundless	2024-06-21
Box	2024-06-21
Box of Books	2024-06-21
BrainFuse	2024-06-21
BrainPOP	2024-06-21
Bridges Math Learning Center	2024-06-21
Brightspace LeaP	2024-06-21
Britannica Escolar	2024-06-21
Britannica ImageQuest	2024-06-21
Britannica LaunchPacks	2024-06-21
Britannica Moderna	2024-06-21
Britannica School	2024-06-21
Buddycheck	2024-06-21
Build Your Stax	2024-06-21
BurlingtonEnglish	2024-06-21

C

LTI Name	Availability Start Date
Cabri Express Math	2024-06-21
Calendly	2024-06-21

LTI Name	Availability Start Date
Campus Labs	2024-06-21
Canva	2024-06-21
Canvas Credentials (formerly Badgr)	2024-06-21
Canvas LMS	2024-06-21
Capsim Business Simulations and Assessments Applications	2024-06-21
Carnegie Learning	2024-06-21
Carolina Science Online	2024-06-21
Case Files Teaching Cases	2024-06-21
CDC	2024-06-21
Cengage Learning	2024-06-21
Cerego	2024-06-21
CHARMS	2024-06-21
Chemistry: The Central Science	2024-06-21
Chemvantage	2024-06-21
Chicago Business Press	2024-06-21
Chrome Canvas	2024-06-21
Cidi Labs	2024-06-28
CIMA	2024-06-21
CircleIn	2024-06-21
CircuitVerse	2024-06-21
CirQlive MEETS for Cisco Webex	2024-06-21

LTI Name	Availability Start Date
CirQlive MEETS for Zoom	2024-06-21
Cirrus	2024-06-21
Citation Machine	2024-06-21
Civitas Learning	2024-06-21
CK-12	2024-06-21
Class	2024-06-21
Class Climate	2024-06-21
Class Collaborate (formerly Blackboard Collaborate)	2024-06-28
Classcraft	2024-06-21
ClassDojo	2024-06-21
ClassFlow	2024-06-21
Classkick	2024-06-21
ClassLink	2024-06-21
Classroom Replay	2024-06-21
Classroom Salon	2024-06-21
Classroom Video on Demand	2024-06-21
ClassTag	2024-06-21
Clever	2024-06-21
Clutch Prep	2024-06-21
CNN: Breaking US & World News	2024-06-21
CoAssemble	2024-06-21

LTI Name	Availability Start Date
Codecademy	2024-06-21
CodeCheck	2024-06-21
CodeCombat	2024-06-21
CodeGrade	2024-06-21
CodeHS	2024-06-21
CodeLab	2024-06-21
Code.org	2024-06-21
CodeSnaps	2024-06-21
Codio	2024-06-21
CogBooks	2024-06-21
Cognii	2024-06-21
Collaaj	2024-06-21
College Board	2024-06-21
Collins Dictionary	2024-06-21
CommonLit	2024-06-21
Complete Anatomy	2024-06-21
Compuscholar	2024-06-21
ConexED	2024-06-21
Connect	2024-06-21
Connect 4 Education (C4E)	2024-06-21
ConnectED	2024-06-21

LTI Name	Availability Start Date
CoolMath.com	2024-06-21
CoolMath Games	2024-06-21
Copyleaks	2024-06-21
Cornerstone OnDemand for K-12	2024-06-21
CourseArc	2024-06-21
CourseEval HQ	2024-06-21
Courseload	2024-06-21
Coursera	2024-06-21
CPM Educational Program	2024-06-21
Cranium Cafe	2024-06-21
Credly	2024-06-21
Credo Reference	2024-06-21
CritViz	2024-06-21
Curiosity.com	2024-06-21
Curriki	2024-06-21

D

LTI Name	Availability Start Date
DataCamp	2024-06-21
Data.World	2024-06-21
Delphinium	2024-06-21

LTI Name	Availability Start Date
DeltaMath	2024-06-21
Derivita	2024-06-21
Desmos	2024-06-21
Deutsche Welle (DW)	2024-06-21
Dictionary.com	2024-06-21
Dictionary Linguee	2024-06-21
Didax	2024-06-21
Digication ePortfolio	2024-06-21
DigiExam Solutions	2024-06-21
Diigo	2024-06-21
Discovery Education	2024-06-21
DocHub	2024-06-21
Docuseek	2024-06-21
Doodle	2024-06-21
DreamBox Learning	2024-06-21
DreamBox Reading Plus	2024-06-21
Dreamscape Learn	2024-06-21
Dropbox	2024-06-21
Dropout Detective	2024-06-21
DropThought	2024-06-21
Ducksters	2024-06-21

LTI Name	Availability Start Date
Duolingo	2024-06-21

E

LTI Name	Availability Start Date
EAB	2024-06-21
Earthquakes for Kids	2024-06-21
EasyBib	2024-06-21
EBSCO Information Services	2024-06-21
Echo360	2024-06-21
Econ Lowdown	2024-06-21
ecree	2024-06-21
EdClub	2024-06-21
Edheads	2024-06-21
Edmentum	2024-06-21
Edpuzzle	2024-06-21
EduBase	2024-06-21
Educaplay	2024-06-21
Edugence	2024-06-21
eduplace.com	2024-06-21
EduTyping	2024-06-21
eDynamic Learning	2024-06-21

LTI Name	Availability Start Date
Electude	2024-06-21
Eli Review	2024-06-21
Elsevier	2024-06-21
EMC School	2024-06-21
EnglishCentral	2024-06-21
Epic!	2024-06-21
Equatio	2024-06-21
Essential Education	2024-06-21
Evan-Moor	2024-06-21
Everfi K-12	2024-06-21
Everspring	2024-06-21
ExamSoft	2024-06-21
Exemplars	2024-06-21
Ex Libris	2024-06-21
Expert TA	2024-06-21
Explain Everything	2024-06-21
Explore	2024-06-21
ExploreLearning	2024-06-21

F

LTI Name	Availability Start Date
Facebook	2024-06-21
F.A. Davis Company	2024-06-21
FASB ~ Financial Accounting Standards Board	2024-06-21
Feedback Box	2024-06-21
FeedbackFruits	2024-06-21
FEV Tutor	2024-06-21
Filament Games	2024-06-21
Films on Demand	2024-06-21
First In Math	2024-06-21
Fiveable	2024-06-21
Flash Reference	2024-06-21
Flat	2024-06-21
FlatWorld	2024-06-21
Flinga	2024-06-21
Flinn Scientific	2024-06-21
FLIP	2024-06-21
Flocabulary	2024-06-21
Floop	2024-06-21
Florida Virtual School (FLVS)	2024-06-21

LTI Name	Availability Start Date
Flowlab	2024-06-21
FluentKey	2024-06-21
Foliotek	2024-06-21
Follett Discover	2024-06-21
ForClass	2024-06-21
Formative	2024-06-21
FormStack	2024-06-21
FOSSweb	2024-06-21
FoundationsDigital	2024-06-21
Freckle by Renaissance	2024-06-21
Free Integrated Linux Virtual Machines by Abstultus	2024-06-21
Freeplay Music	2024-06-21
Frontline Education	2024-06-21
Funbrain	2024-06-21
Future Farmers of America Organization	2024-06-21

G

LTI Name	Availability Start Date
Gale in Context: Elementary	2024-06-21
Gale in Context: Global Issues	2024-06-21
Gale in Context: Middle School	2024-06-21

LTI Name	Availability Start Date
Gale in Context: Opposing Viewpoints	2024-06-21
Gale In Context: Science	2024-06-21
Game Learning	2024-06-21
Generation Genius	2024-06-21
Genially	2024-06-21
GeoGebra	2024-06-21
GetSet	2024-06-21
Getty	2024-06-21
GG4L - The Global Grid for Learning	2024-06-21
Gimkit	2024-06-21
Git	2024-06-21
GitHub	2024-06-21
GivePulse	2024-06-21
Gleim Remote Pilot Kit	2024-06-21
GlowScript	2024-06-21
GMetrix	2024-06-21
Go Ask Alice!	2024-06-21
Goboard	2024-06-21
Goodreads	2024-06-21
Google Assignments	2024-06-21
Google Calendar	2024-06-21

LTI Name	Availability Start Date
Google Classroom	2024-06-21
Google Docs	2024-06-21
Google Drive	2024-06-21
Google Maps	2024-06-21
Google Meet	2024-06-21
Google Sites	2024-06-21
GoReact	2024-06-21
GradeHub	2024-06-21
Gradescope	2024-06-21
GradeSlam	2024-06-21
Grammarly	2024-06-21
Grasple	2024-06-21
G-W Online Textbooks	2024-06-21

H

LTI Name	Availability Start Date
H5P	2024-06-21
Hands-On Labs	2024-06-21
Harvard Business Publishing	2024-06-21
Hawkes Learning	2024-06-21
Health Assessment	2024-06-21

LTI Name	Availability Start Date
Heroku	2024-06-21
Honorlock	2024-06-21
Houghton Mifflin Harcourt (HMH)	2024-06-21
Hypothes.is	2024-06-21

I

LTI Name	Availability Start Date
IBM	2024-06-21
iCEV	2024-06-21
iCivics	2024-06-21
iClicker	2024-06-21
IllumiDesk	2024-06-21
ilos Videos	2024-06-21
iLrn	2024-06-21
Imagine Edgenuity	2024-06-21
Imagine Learning	2024-06-21
IMathAS	2024-06-21
Impact	2024-06-28
Infobase	2024-06-21
Inner Explorer	2024-06-21
InScribe	2024-06-21

LTI Name	Availability Start Date
Instructor Insight	2024-06-21
Intelitek: Advanced Manufacturing	2024-06-21
Intellus Learning	2024-06-21
Internet Archive	2024-06-21
Internet History Sourcebooks Project	2024-06-21
Interplay Learning	2024-06-21
Interpretive Simulations	2024-06-21
i-Ready	2024-06-21
Issuu	2024-06-21
ISTE - International Society for Technology in Education	2024-06-21
IXL Learning	2024-06-21

J

LTI Name	Availability Start Date
Jamboard	2024-06-21
JeopardyLabs	2024-06-21
Jones & Bartlett Learning	2024-06-21
JoVE Science Education	2024-06-21
Junction	2024-06-21
JuniorTube	2024-06-21
Just for Kids Streaming Collection	2024-06-21

K

LTI Name	Availability Start Date
Kahoot!	2024-06-21
Kaltura Video Cloud Platform for Education	2024-06-21
Kami	2024-06-21
Kanopy	2024-06-21
KenKen Puzzle Official Site	2024-06-21
Keyboarding Online	2024-06-21
Khan Academy	2024-06-21
Kiddle	2024-06-21
Kiddom	2024-06-21
Kikora	2024-06-21
Knack	2024-06-21
Knewton Alta	2024-06-21
Knowledge Matters	2024-06-21
Kortext	2024-06-21
Kumospace	2024-06-21

L

LTI Name	Availability Start Date
LabArchives	2024-06-21
LabSim	2024-06-21

LTI Name	Availability Start Date
LabsLand	2024-06-21
Labster Laboratory Simulations	2024-06-21
Labyrinth eLab	2024-06-21
Lalilo	2024-06-21
Late Nite Labs	2024-06-21
Learn360	2024-06-21
Learning A-Z	2024-06-21
Learning A-Z : Kids A-Z	2024-06-21
Learning.com	2024-06-21
Learning Farm	2024-06-21
Learning Objects	2024-06-21
learnmax	2024-06-21
LearnZillion	2024-06-21
Legends of Learning	2024-06-21
Leo	2024-06-21
Level Learning (Previously LevelChinese)	2024-06-21
Lexia Core5 Reading	2024-06-21
Lexia : PowerUp Literacy	2024-06-21
LibApps	2024-06-21
LibGuides	2024-06-21
Lingco Classroom	2024-06-21

LTI Name	Availability Start Date
LinkedIn	2024-06-21
LinkedIn Learning	2024-06-21
Lion's Heart	2024-06-21
LIRN Proxy	2024-06-21
Listenwise	2024-06-21
LiveBinders	2024-06-21
LiveText by Watermark	2024-06-21
liveworksheets	2024-06-21
Lucidchart	2024-06-21
Lumen Learning	2024-06-21
Lumen OHM	2024-06-21
Lumio	2024-06-21
lynda.com	2024-06-21

M

LTI Name	Availability Start Date
MackinVIA	2024-06-21
Macmillan Learning	2024-06-21
MagicBox	2024-06-21
MakeMusic Cloud	2024-06-21
Marine Science 101	2024-06-21

LTI Name	Availability Start Date
Markdown Editor	2024-06-21
Marketplace Simulations	2024-06-21
Mastery Connect	2024-06-21
Math is Fun	2024-06-21
Math Nation	2024-06-21
Math Open Reference	2024-06-21
Mathspace	2024-06-21
MathXL for School	2024-06-21
MATLAB and Simulink Online Courses	2024-06-21
McGraw Hill	2024-06-21
McGraw Hill Campus	2024-06-21
MediaAMP	2024-06-21
MEDIAL Canvas Video Assignment App	2024-06-21
Mediasite	2024-06-21
MERLOT	2024-06-21
Merriam-Webster	2024-06-21
Microsoft MakeCode	2024-06-21
Microsoft Office 365	2024-06-21
Mindomo Mind Mapping	2024-06-21
Mind Tools	2024-06-21
Miro	2024-06-21

LTI Name	Availability Start Date
MIT App Inventor	2024-06-21
Möbius	2024-06-21
MobLab	2024-06-21
MobyMax	2024-06-21
Mosa Mack: Science	2024-06-21
MusicTheory.net	2024-06-21
Muzzy Lane Author	2024-06-21
MyAttendanceTracker	2024-06-21
myBusinessCourse	2024-06-21
myEducator	2024-06-21
My IB	2024-06-21
My Kinder Moments	2024-06-21
MyLab History	2024-06-21
MyLab Math	2024-06-21
MyOpenMath	2024-06-21
MyShowcase	2024-06-21

N

LTI Name	Availability Start Date
NameCoach	2024-06-21
NASA: Solar System Exploration	2024-06-21

LTI Name	Availability Start Date
National Geographic Kids	2024-06-21
National Science Teaching Association - NSTA	2024-06-21
Naviance	2024-06-21
NBC Learn	2024-06-21
Nearpod	2024-06-21
NeoK12	2024-06-21
NetTutor	2024-06-21
Newsela	2024-06-21
Niche Academy	2024-06-21
NinGenius Music Online	2024-06-21
Nitro Type	2024-06-21
Noodle Factory	2024-06-21
NoRedink (No Red Ink)	2024-06-21
NoteBowl	2024-06-21
Noteflight	2024-06-21
NowComment	2024-06-21
NYTimes.com	2024-06-21

O

LTI Name	Availability Start Date
Odigia	2024-06-21

LTI Name	Availability Start Date
OER Commons	2024-06-21
OER Project	2024-06-21
OneNote	2024-06-21
Open Badge Factory	2024-06-21
OpenEd	2024-06-21
OpenStax	2024-06-21
OpenStax Tutor	2024-06-21
Open Up Resources	2024-06-21
Oracle	2024-06-21
OrbitNote	2024-06-21
Osmosis	2024-06-21
Overleaf	2024-06-21
Oxford Learning Link	2024-06-21

P

LTI Name	Availability Start Date
Packback	2024-06-21
Padlet	2024-06-21
panOpen	2024-06-21
Panopto	2024-06-21
PaperScorer	2024-06-21

LTI Name	Availability Start Date
Participate	2024-06-21
PayGrade	2024-06-21
PBS	2024-06-21
PBS Kids	2024-06-21
PBS LearningMedia	2024-06-21
Pear Assessment (formerly Edulastic)	2024-06-21
Pear Deck	2024-06-21
Pear Deck Tutor (formerly TutorMe)	2024-06-21
Pearson	2024-06-21
Pearson Access Next	2024-06-21
Pearson MyLab and Mastering	2024-06-21
Pearson US History	2024-06-21
PebblePad	2024-06-21
Peer Assess Pro	2024-06-21
Peerceptiv	2024-06-21
peergrade	2024-06-21
Penda Learning	2024-06-21
Penn State World Campus	2024-06-21
Peregrine	2024-06-21
Perusall	2024-06-21
PhET Interactive Simulations	2024-06-21

LTI Name	Availability Start Date
Piazza	2024-06-21
Picmonic	2024-06-21
Piktochart	2024-06-21
Pisces	2024-06-21
Pivot Interactives	2024-06-21
Pixilart	2024-06-21
Pixton	2024-06-21
PlagScan	2024-06-21
Planbook.com	2024-06-21
Planet eStream	2024-06-21
PlayPosit	2024-06-21
Poll Everywhere	2024-06-21
Polly	2024-06-21
Ponddy Reader	2024-06-21
PowerMyLearning	2024-06-21
PowerSchool: Performance Matters	2024-06-21
Powtoon	2024-06-21
Practice	2024-06-21
Practice Labs	2024-06-21
Prezi	2024-06-21
Proctor360	2024-06-21

LTI Name	Availability Start Date
ProctorFree	2024-06-21
Proctorio	2024-06-21
Proctortrack	2024-06-21
ProctorU	2024-06-21
Prodigy	2024-06-21
ProjectCampus	2024-06-21
Project Lead The Way (PLTW)	2024-06-21
Pronto	2024-06-21
ProQuest	2024-06-21
Prulu	2024-06-21
Ptable	2024-06-21
Purdue Online Writing Lab	2024-06-21
PurposeGames	2024-06-21
Puzzel.org	2024-06-21
PY4E (Python for Everybody)	2024-06-21

Q

LTI Name	Availability Start Date
Qualtrics Education XM	2024-06-21
QuaverMusic	2024-06-21
Questionmark OnDemand	2024-06-21

LTI Name	Availability Start Date
QuestionPress	2024-06-21
Quia Web	2024-06-21
Quill	2024-06-21
Quizizz	2024-06-21
Quizlet	2024-06-21

R

LTI Name	Availability Start Date
Raz-Kids	2024-06-21
Raz-Plus	2024-06-21
ReadSpeaker	2024-06-21
ReadTheory	2024-06-21
ReadWorks	2024-06-21
Realizeit	2024-06-21
Reddit	2024-06-21
Redirect Plus	2024-06-21
Redirect Tool	2024-06-21
RedShelf	2024-06-21
Reflex (Reflex Math)	2024-06-21
Remind	2024-06-21
Remote Proctor Now	2024-06-21

LTI Name	Availability Start Date
Renaissance	2024-06-21
Renaissance : myON Reader	2024-06-21
replit	2024-06-21
Respondus	2024-06-21
Respondus LockDown Browser	2024-06-21
RethinkEd	2024-06-21
Revel	2024-06-21
Review Game Zone	2024-06-21
rewordify.com	2024-06-21
Rezzly	2024-06-21
Riipen	2024-06-21
Roll20	2024-06-21
Rosetta Stone	2024-06-21
Rubin Education	2024-06-21
Ruzuku	2024-06-21

S

LTI Name	Availability Start Date
Safari	2024-06-21
Safari Montage	2024-06-21
Sapling Learning	2024-06-21

LTI Name	Availability Start Date
SAS Curriculum Pathways	2024-06-21
Savvas Realize	2024-06-21
Saylor Courses	2024-06-21
Scholastic	2024-06-21
Scholastic Classroom Magazines	2024-06-21
SchoolAI	2024-06-21
School Loop	2024-06-21
SchoolPay	2024-06-21
SchoolTube	2024-06-21
School Yourself	2024-06-21
ScootPad	2024-06-21
SCORM.com	2024-06-21
ScreenPal	2024-06-21
Scribblar.com	2024-06-21
Scrible	2024-06-21
SeatGen	2024-06-21
Seesaw	2024-06-21
Senor Wooly (Señor Wooly)	2024-06-21
SensusAccess	2024-06-21
Shmoop	2024-06-21
ShowMe	2024-06-21

LTI Name	Availability Start Date
Sibme	2024-06-21
Sight Reading Factory	2024-06-21
SignSchool	2024-06-21
SignUpGenius	2024-06-21
Simple Syllabus	2024-06-21
SIMTICS	2024-06-21
SIRS Decades	2024-06-21
Skillsoft	2024-06-21
Skyward	2024-06-21
Slack Technologies	2024-06-21
Slader	2024-06-21
SlideShare	2024-06-21
Smarter Measure	2024-06-21
SmarterProctoring	2024-06-21
SmarterServices	2024-06-21
Smarthinking	2024-06-21
Smart Sparrow	2024-06-21
Smore	2024-06-21
SNAP	2024-06-21
Snippets	2024-06-21
Socrative	2024-06-21

LTI Name	Availability Start Date
Sofia	2024-06-21
SoftChalk	2024-06-21
SoftChalk Cloud	2024-06-21
Solid Professor	2024-06-21
Sora by OverDrive	2024-06-21
SoundCloud	2024-06-21
Soundtrap	2024-06-21
SplashLearn	2024-06-21
Springboard	2024-06-21
Starfall	2024-06-21
Starfish	2024-06-21
STEMscopes	2024-06-21
ST Math	2024-06-21
Storify	2024-06-21
Storyboard That	2024-06-21
Storyline Online	2024-06-21
Storyworks	2024-06-21
Studies Weekly	2024-06-21
StudioWeb	2024-06-21
Study.com	2024-06-21
StudyForge	2024-06-21

LTI Name	Availability Start Date
Study Island	2024-06-21
StudyMate	2024-06-21
Study.Net	2024-06-21
StudySync	2024-06-21
Stukent	2024-06-21
SurveyMonkey	2024-06-21
Sutori	2024-06-21

T

LTI Name	Availability Start Date
Talis Aspire	2024-06-21
TCI (Teachers' Curriculum Institute)	2024-06-21
TeacherMade	2024-06-21
TeacherTube	2024-06-21
TeachingBooks	2024-06-21
TeachMe : Math Games	2024-06-21
TechSmith Relay	2024-06-21
TED	2024-06-21
TenMarks	2024-06-21
Testing & Education Reference Center	2024-06-21
ThatQuiz	2024-06-21

LTI Name	Availability Start Date
The Bedford Reader	2024-06-21
The DBQ Project	2024-06-21
The Physics Classroom	2024-06-21
The Rhythm Randomizer	2024-06-21
The Rhythm Trainer	2024-06-21
The Stock Market Game	2024-06-21
The Weather Channel	2024-06-21
ThingLink	2024-06-21
Think Central	2024-06-21
TidyUP: File Cleanup Tool for Canvas	2024-06-28
TIME.com	2024-06-21
TimeMap	2024-06-21
Timestables.com	2024-06-21
Tinkercad	2024-06-21
TinyUrl.com	2024-06-21
Togetherall	2024-06-21
Toolwire	2024-06-21
Top Hat	2024-06-21
Townsend Press	2024-06-21
Trello	2024-06-21
True+Way ASL	2024-06-21

LTI Name	Availability Start Date
TsugiCloud	2024-06-21
Tumblr	2024-06-21
Turning Technologies	2024-06-21
Turnitin	2024-06-21
Tutor.com	2024-06-21
TweenTribune	2024-06-21
TypeIt	2024-06-21
TypeTastic	2024-06-21
Typing.com	2024-06-21
Typsy	2024-06-21

U

LTI Name	Availability Start Date
uCertify LEARN	2024-06-21
Unicheck	2024-06-21
USATestprep	2024-06-21
U.S. Cyber Range	2024-06-21
Utah Compose	2024-06-21
Utah Education Network - UEN	2024-06-21

V

LTI Name	Availability Start Date
Vedamo Virtual Classroom	2024-06-21
Vevox	2024-06-21
Vialogues	2024-06-21
Vimeo	2024-06-21
Virtual Enterprise International	2024-06-21
Visible Body	2024-06-21
Vista Higher Learning	2024-06-21
Visual Classrooms	2024-06-21
VitalSource	2024-06-21
Vizia	2024-06-21
Vocabulary.com	2024-06-21
Vocabulary Spelling City	2024-06-21
Vocareum	2024-06-21
VoiceThread	2024-06-21
Voki	2024-06-21

W

LTI Name	Availability Start Date
W3Schools	2024-06-21
Watermark Insights	2024-06-21

LTI Name	Availability Start Date
Wayside Publishing	2024-06-21
WCONLINE	2024-06-21
WeatherSTEM	2024-06-21
WebAssign	2024-06-21
WebElements Periodic Table of the Elements	2024-06-21
WebEx	2024-06-21
Weebly	2024-06-21
WeVideo Education	2024-06-21
Whiteboard.fi by Kahoot	2024-06-21
Wikimedia Commons	2024-06-21
Wikipedia	2024-06-21
Wiley	2024-06-21
Wiley Efficient Learning	2024-06-21
WileyPLUS	2024-06-21
Willo Labs	2024-06-21
Wix	2024-06-21
WordPress	2024-06-21
WordReference.com	2024-06-21
World101 from the Council on Foreign Relations	2024-06-21
World Book Online	2024-06-21
World Religions	2024-06-21

LTI Name	Availability Start Date
Writable	2024-06-21
W.W. Norton	2024-06-21

X

LTI Name	Availability Start Date
XanEdu	2024-06-21
Xorro-Q	2024-06-21
XtraMath	2024-06-21
XWiki	2024-06-21

Y

LTI Name	Availability Start Date
Yahoo!	2024-06-21
Yellowdig	2024-06-21
YoTeach	2024-06-21
YouScience	2024-06-21
YouTube	2024-06-21
YuJa	2024-06-21

Z

LTI Name	Availability Start Date
Zearn	2024-06-21

LTI Name	Availability Start Date
Zendesk	2024-06-21
Ziteboard	2024-06-21
Zoom	2024-06-21
zyBooks	2024-06-21

Messages

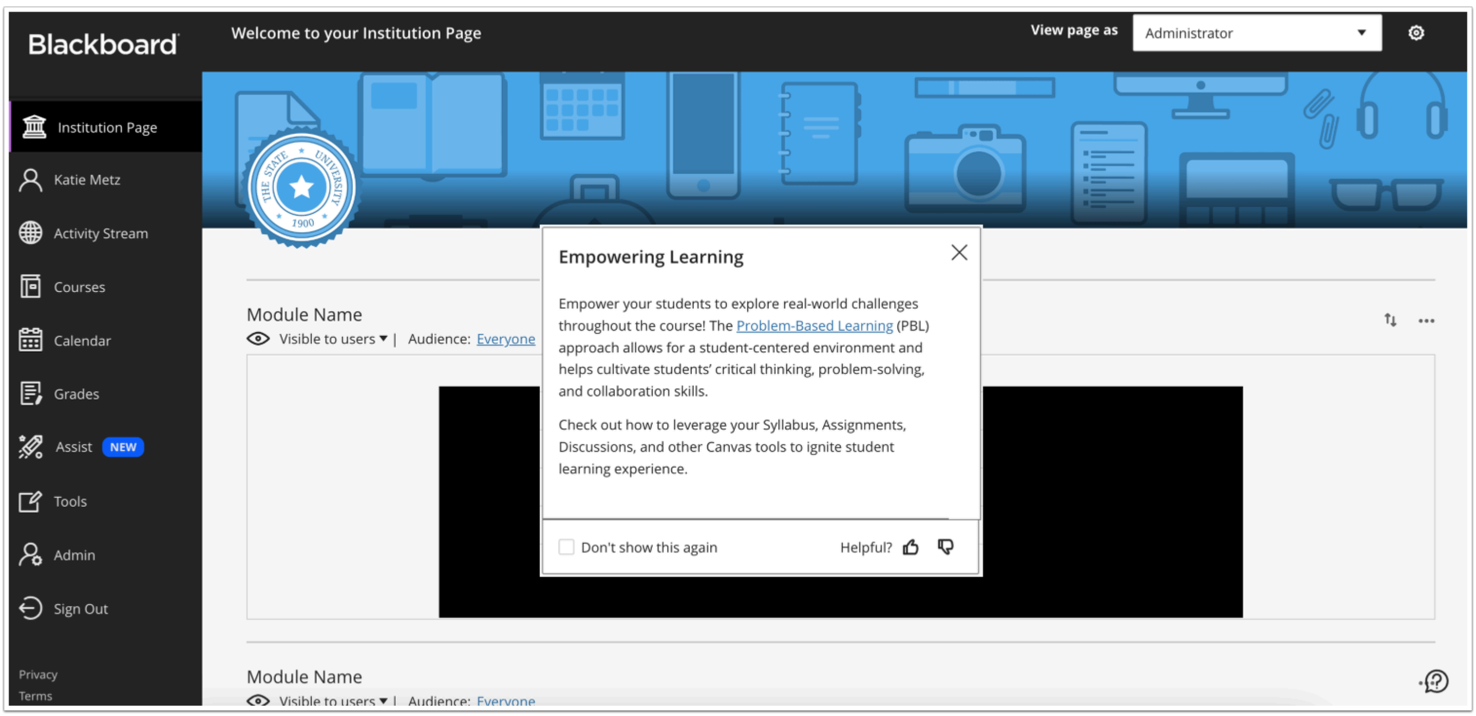
What are Impact messages?

Impact messages are customizable messages that can be placed on-demand, anywhere within your learning application - targeted at any specific group of users. Messages can be filled with text, images, and rich content like videos or embedded iframes. [Types of Impact messages](#) include Hint Messages, Pop-up Messages and Systray Messages. Get started by creating your first message [from the Impact dashboard](#) or [using the Inline Editor.](#)

You can find more customer and Impact built team messaging examples on the [Impact Universe](#).

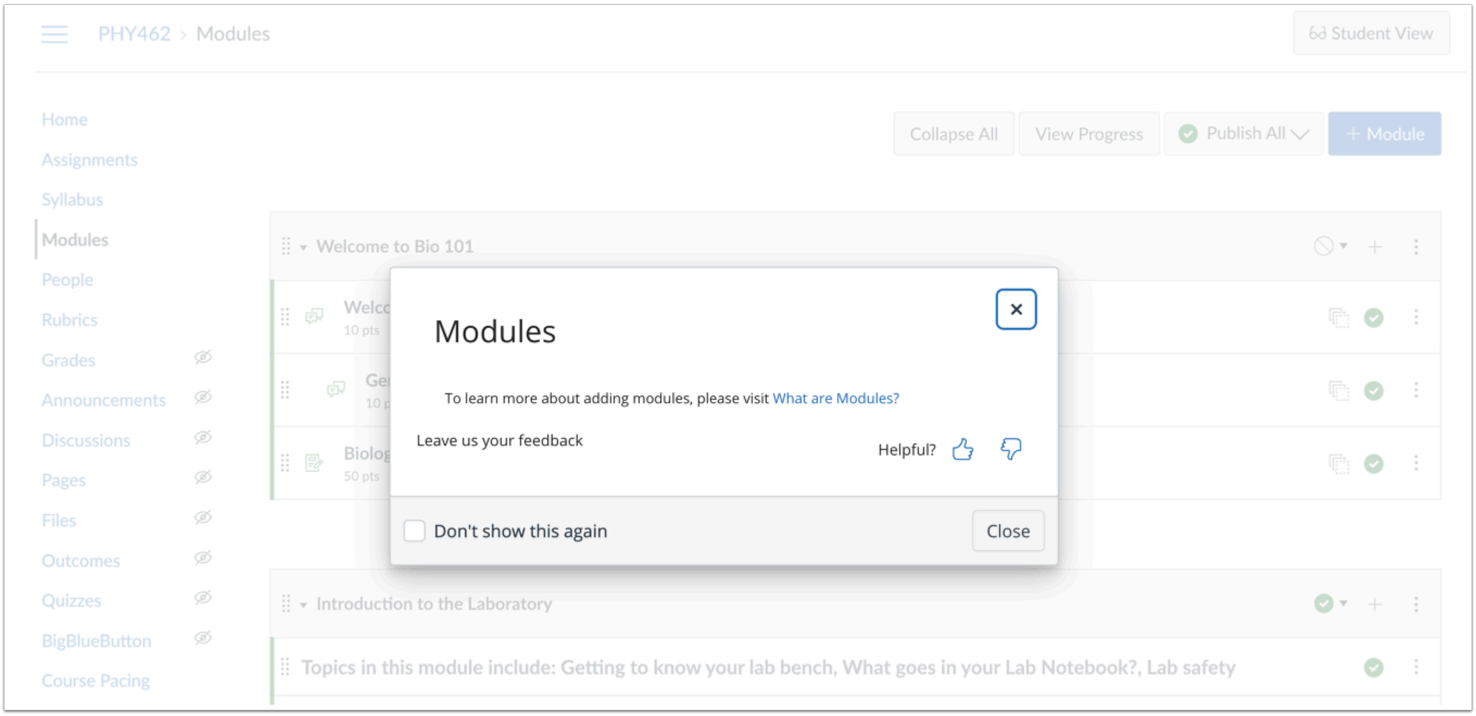
Impact Message Examples

Blackboard LMS



A pop-up message about 3rd party tools in the Blackboard Learn learning management system

Canvas LMS

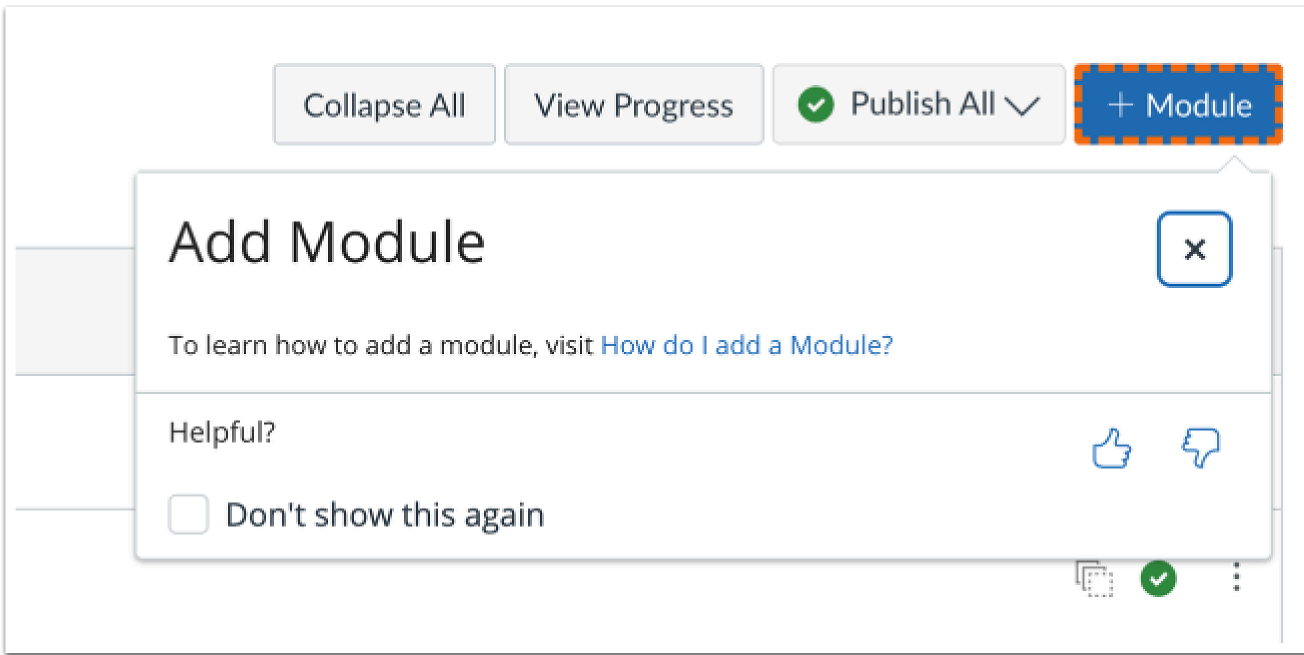


A Pop-Up message displayed in the Canvas learning management system

What are the types of Impact messages?

With Impact, you are able to create context and role-based messages and place them throughout your LMS. There are three unique types of Impact messages which you can choose from. This article will explain the difference between each message type and when to use them.

Hint Messages



Hint messages are messages that are connected to a specific element on a page in your learning application.

When and how does a hint message get displayed?

Hint messages can be displayed:

- When the relevant page loads
- When the user hovers over the specific element (context)

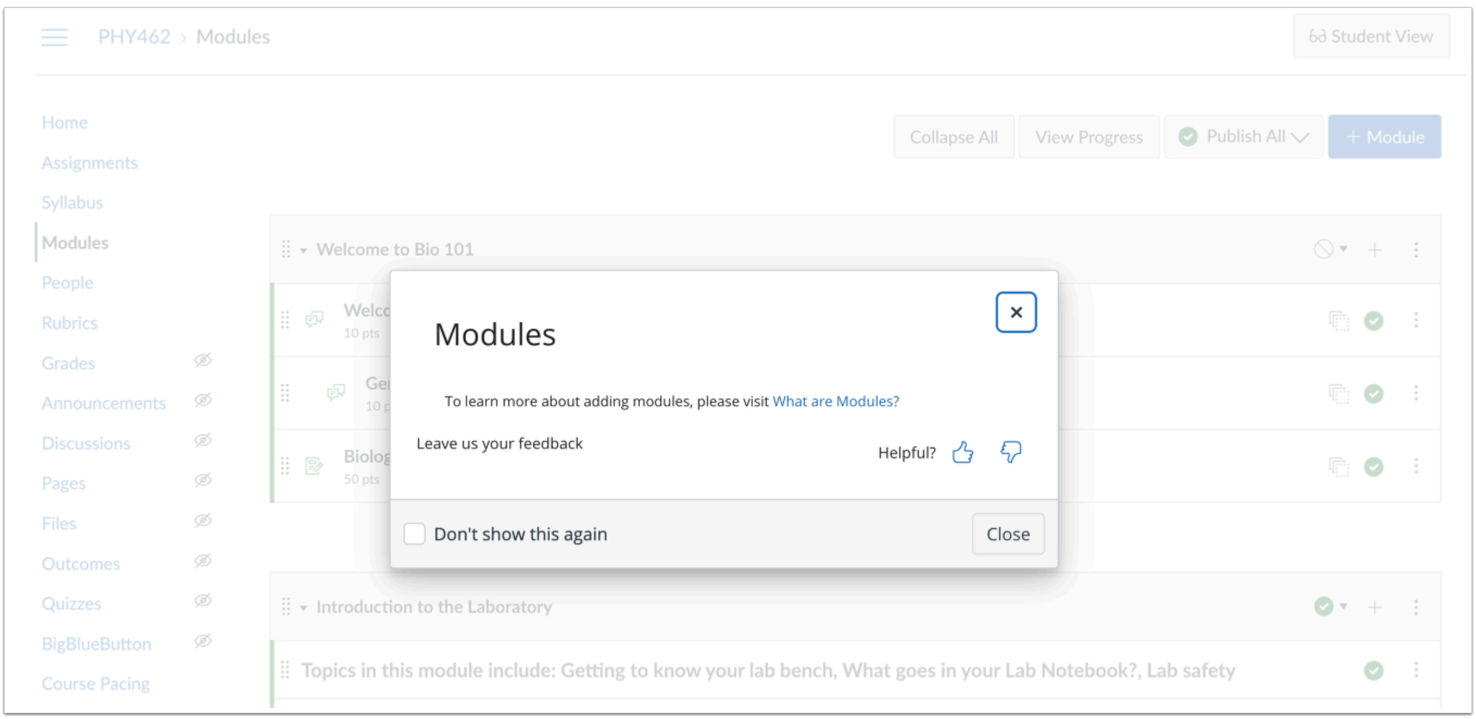
Hint messages are displayed in relation to a specific element that you can also customize by changing the orientation of the message.

When should I use a hint message?

Hint messages are the perfect vehicle for extremely contextual proactive support and can be used to help guide a user through any specific task without interrupting their workflow too much. For example, if you want to message users to review their work before pressing a submit button, you can attach a hint message directly to that button.

Note: Hint messages can only be connected to element-level contexts

Pop-Up Messages



Pop-up messages are presented in a central modal that lies on top of your learning application. Pop-up modal can only be connected to page-level contexts and not to a specific element.

When and how does a Pop-Up message get displayed?

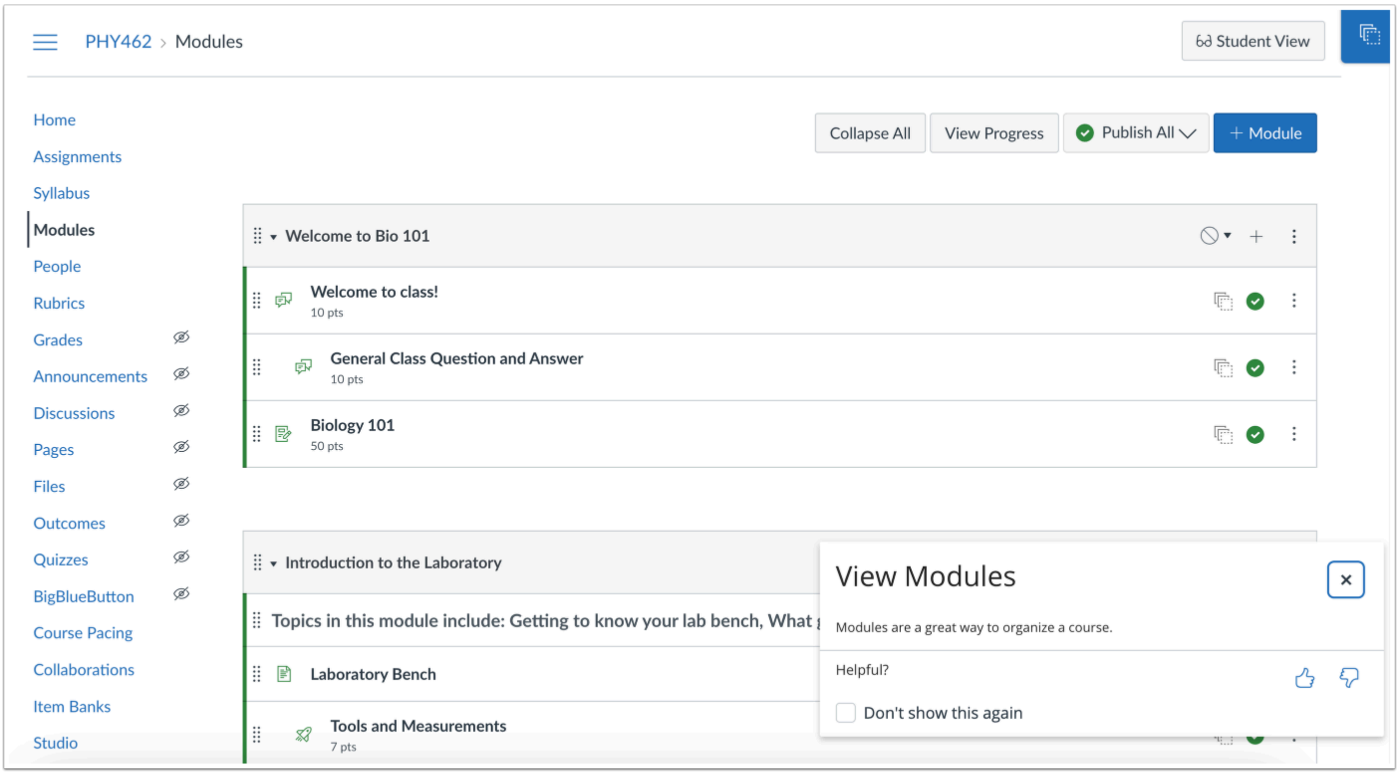
Pop-up messages are displayed immediately when the targeted user lands on the relevant page (on page load).

When should I use a Pop-Up message?

Because Pop-up messages take over the entire screen of the user and force them to close the message before proceeding, they should be reserved for important communication that users must take action on or know about. For example, if you want to communicate to users that there is a significant error impacting the learning application, you can make sure that all users are notified about this error as soon as they log in.

Note: Pop-up messages can only be connected to page-level contexts.

Systray Messages



Systray messages are messages displayed in the bottom right corner of your learning environment.

When and how does a Systray message get displayed?

Systray messages are displayed immediately when the targeted user lands on the relevant page (on page load).

When should I use a Systray message?

Systray messages are displayed in the bottom right corner of your learning application, which is the perfect place to present important but non-critical communication. For example, if you want to show users a video that explains how to complete a task on a page, embedding and displaying that video in the bottom right corner makes this content easily accessible to the users who need it.

Note: Systray messages can only be connected to page-level contexts.

Which Impact message type should I use?

Impact comes with three different message types that you can choose from: Hint Messages, Pop-Up Messages, and Systray Messages. This article will help you decide which message type is the best fit for your content and goals.

For a full overview of message types, visit [What are the types of Impact messages?]

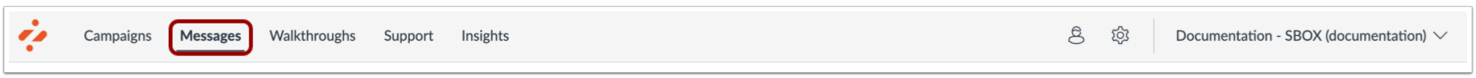
	Hint Messages	Pop-Up Messages	Systray Messages
Positioning	Connected and displayed next to one or more specific elements (like a button).	Connected to one or more pages and displayed as a full-page modal layover, greying out the background.	Connected to one or more pages and is displayed in the bottom right corner of the page.
Trigger	• On hover • On click • On page load	• On page load	• On page load
When to use it?	Hint messages are the perfect vehicle for extremely contextual proactive support and can be used to help guide a user through any specific task without interrupting their workflow too much. For example, if you want to message users review their work before pressing a submit button, you can attach a hint message directly to that button.	Because Pop-Up messages take over the entire screen of the user and force them to close the message before proceeding, they should be reserved for important communication that users must take action on or know about. For example, if you want to communicate to users that there is a significant error impacting the learning application, you can	Systray messages are displayed in the bottom right corner of your learning application, which is the perfect place to present important but non-critical communication. For example, if you want to show users a video that explains how to complete a task on a page, embedding and displaying that video in the bottom right corner makes this content easily accessible to the users who need it.

		make sure that all users are notified about this error as soon as they log in.	

How do I create a message from the Impact Dashboard?

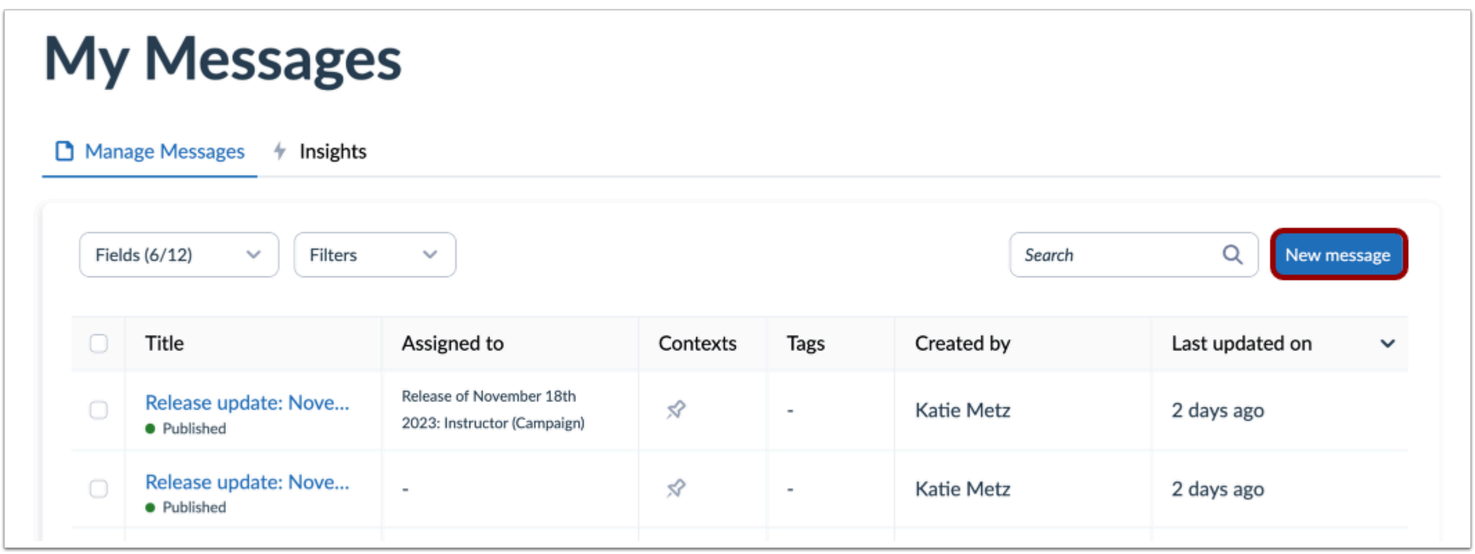
With Impact, you can create messages via the inline editor directly within your learning application or via the Impact admin dashboard. This article focuses on how you can create a new message from the Impact dashboard.

Open Messages



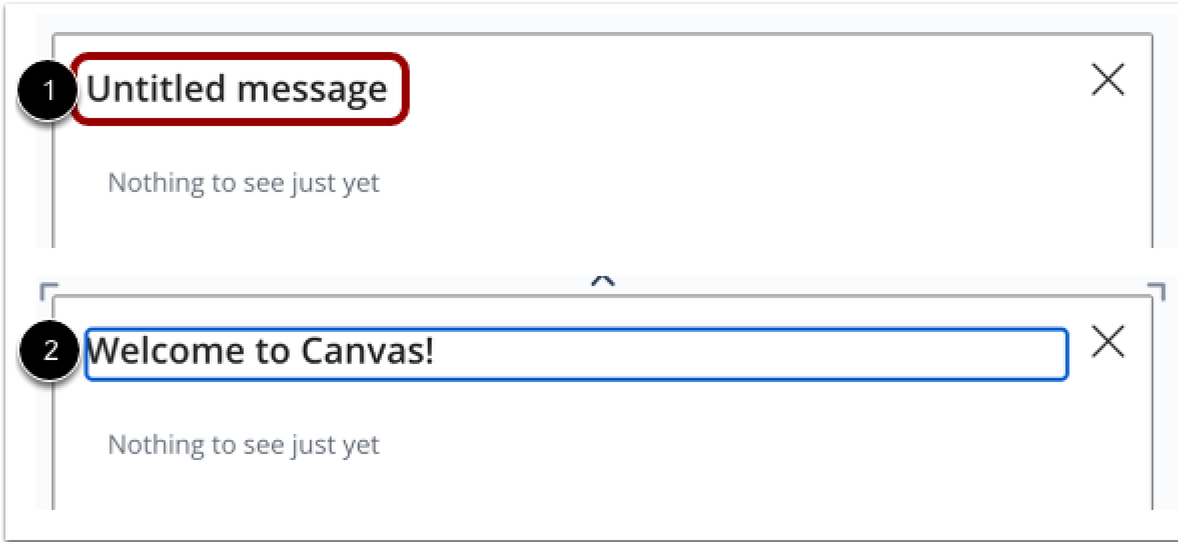
In Global Navigation, click the **Messages** link.

Create New Message



Click the **New message** button.

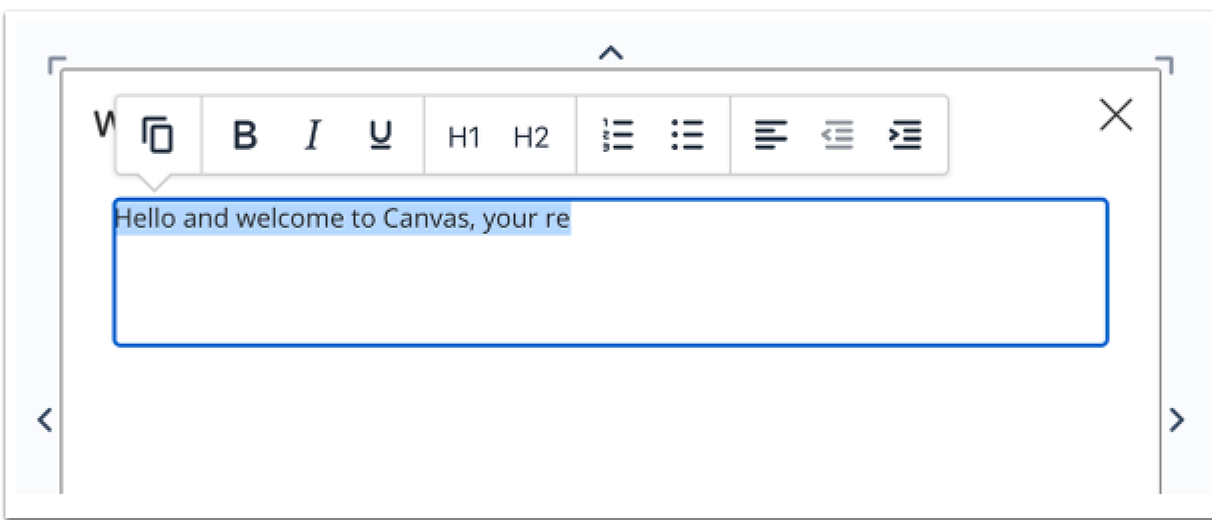
Enter Title



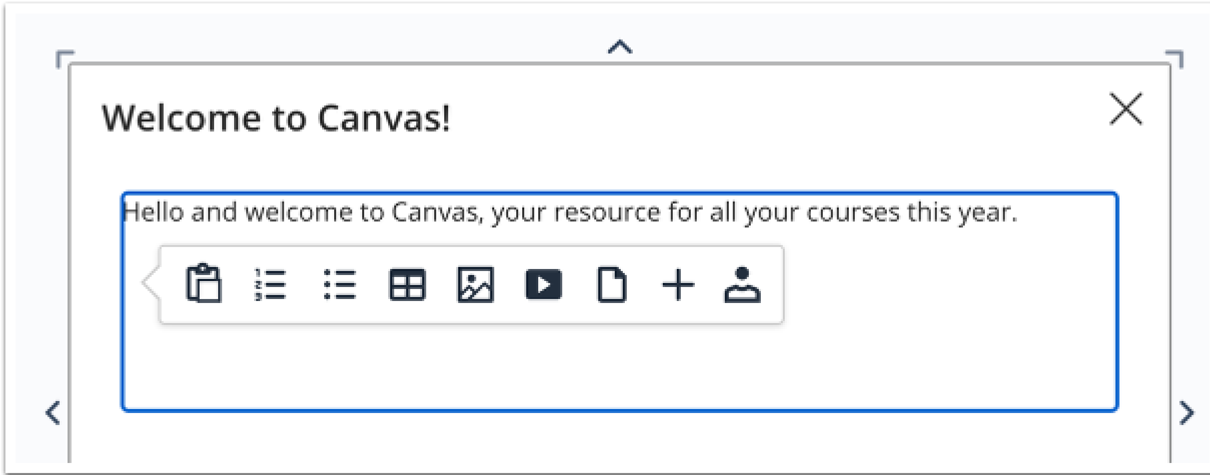
To add a title to your message, click the **Untitled message** text box [1]. Then enter your message in the **Title** field [2].

Edit Your Message Content

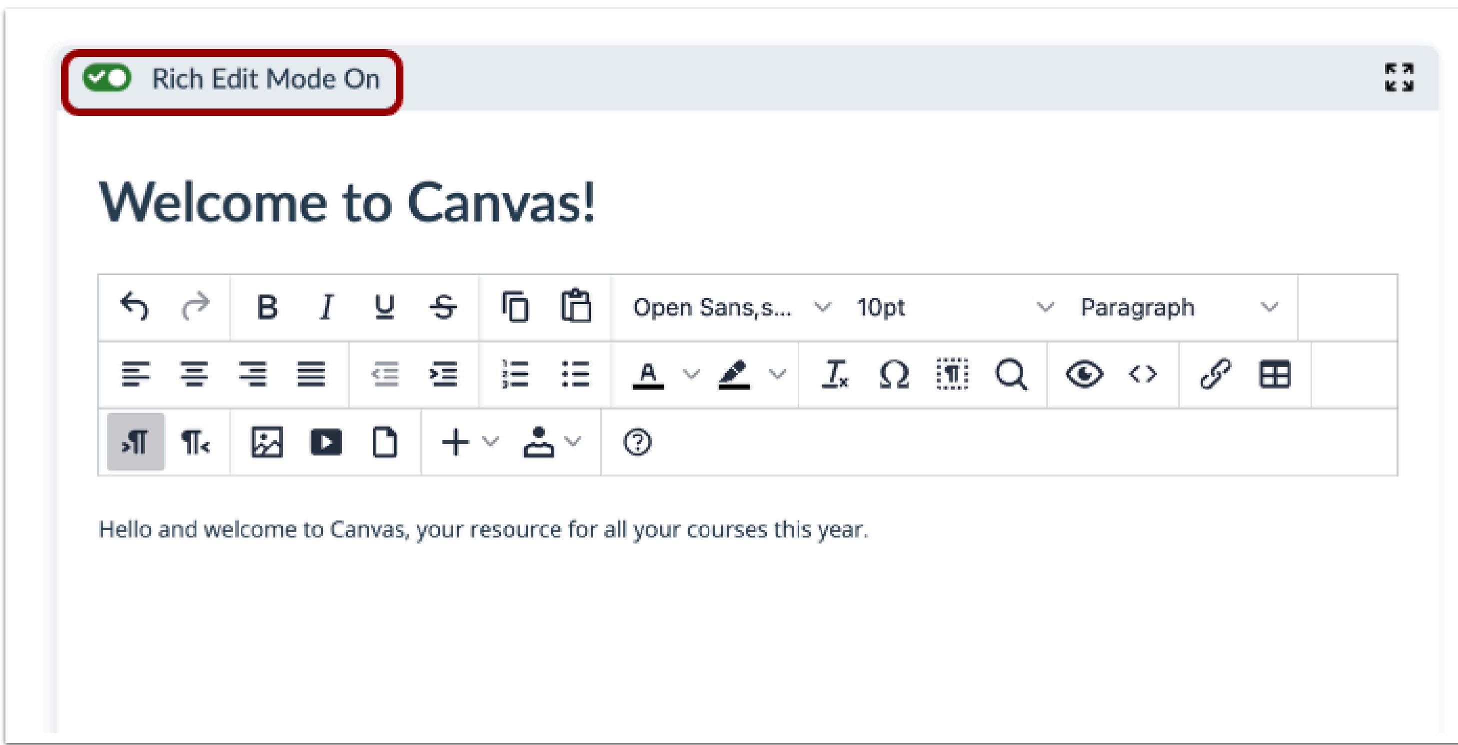
Messages must have a title and any type of content in the body before you can publish it. Follow the steps below to edit your message content. You can customize the message body content in three ways:



Add text and highlight it to customize the design.



Press Enter on your keyboard while editing the message body to view the insert options.



You can also switch on **Rich Edit Mode** if you want to focus on the content of the message.

You can insert the following content types:

- Ordered list (numbers)

- Unordered list (bullet points)
- Table
- Image
- External Media (YouTube links or iframes)
- Documents (PDF, Word, Powerpoint)
- Links to other messages or support articles
- Personalization tokens

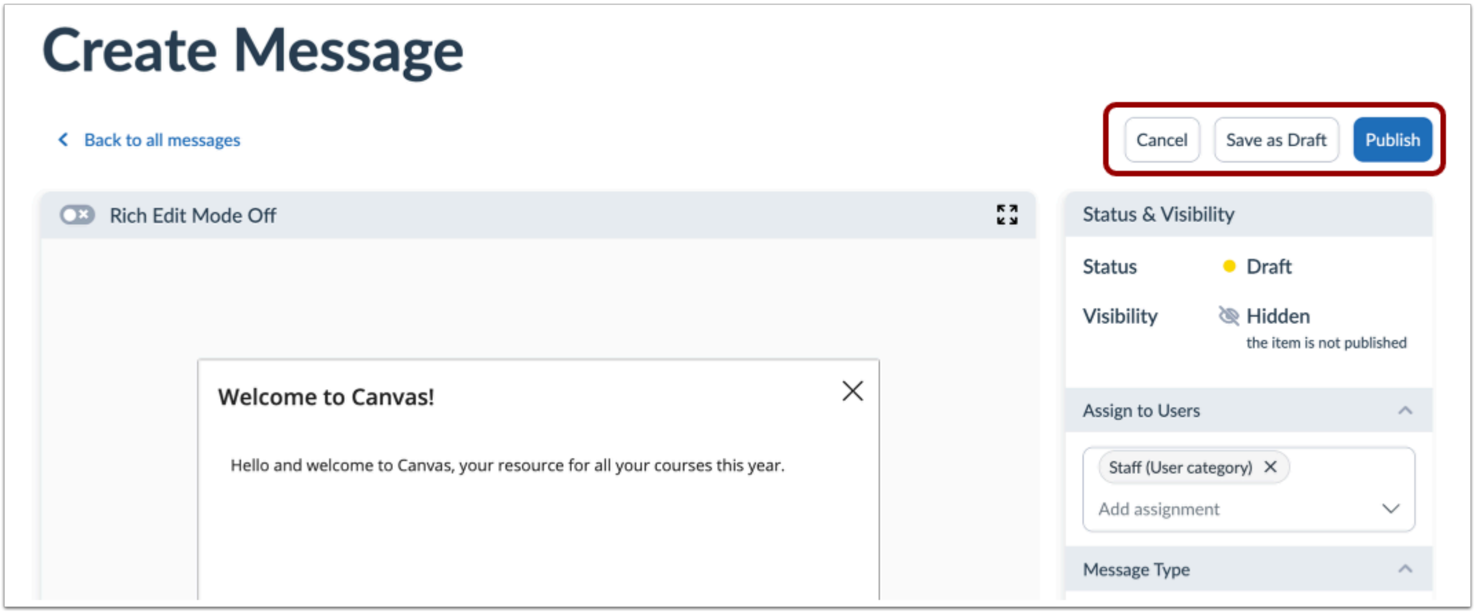
Edit Your Message Settings

In the sidebar of the create message page, you can view several drop-down menu items that allow you to manage your message settings.

Setting Row	Explanation
Status & Visibility	This tab always stays open and shows you the current state of your message. This area shows you: • Message **Status**, which can be draft or published. • Message **Visibility** shows you if your message is visible to users. If Hidden, you also see the reason why the message is hidden.
Assign to Users	This tab allows you to manage which users your message is targeted at. You can target your message to any specific user, user group, or previously created campaign. **Note:** You must assign a user before publishing a message.
Message Type	The message type setting allows you to change how your message is displayed in your learning application. Impact allows you to present your messages in three ways: 1. Hint message (connected to an element in your learning application) 2. Pop-up message (a modal in the center of the learning application) 3. Systray message (displayed in the bottom right corner of your learning application)
Connect to Context	Connecting your message to a context defines where in your learning application the message is presented. Contexts can be specific pages or specific elements on pages. You can connect your message to multiple contexts. **Note:** You must connect your message to a context before publishing the message.
Presentation	The Presentation tab allows you to adjust the styling of your message. You can adjust:

	1. The height and width of your message (in pixels) 2. The orientation of your message (only for Hint message types) 3. The visibility of proactive feedback buttons (upvote/downvote) on your message 4. Message icon (only for Pop-up messages types)
Schedule Visibility	Scheduling the visibility of your message enables you to select a start date/time and end date/time during which your message is displayed in your learning application. When the end date and time is reached, the message is automatically hidden. **Note:** You still need to assign a user and a connect context for messages to be visible in your learning environment.
Advanced Settings	This tab enables you to modify the following additional fields that can help you with message categorization and bulk actions: • **Tags** allow you to categorize messages based on any term. This makes it easy to find and filter messages on the Manage Messages page. • **Keywords** allow you to associate specific terms with your messages, making them easier to find while searching in the Manage Messages page. • **Tool Categories** allow you to associate a message with one or more tool categories so that you can hide/show all messages associated with a tool category in a single bulk action.
Translations	In the Manage Translations tab, you can create multiple versions of your messages in different languages. If the language is marked with an X icon, the translation for that language has not yet been created. Simple toggle between languages by clicking on the names of the languages shown.

Publish Your Message



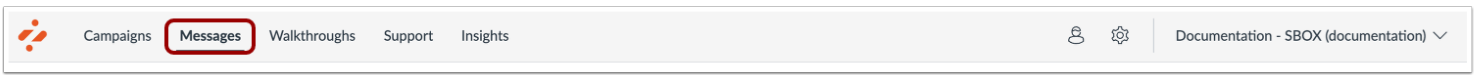
Now that your message content and settings are all set up, you can continue by:

- **Publishing your message:** using the Publish button.
- **Saving your message as a draft:** using the Save as Draft button allows you to publish the message another time but save your current changes.
- **Canceling:** use the Cancel button to delete your message content and settings or any unsaved changes.

How do I add or edit message translations in the Impact Dashboard?

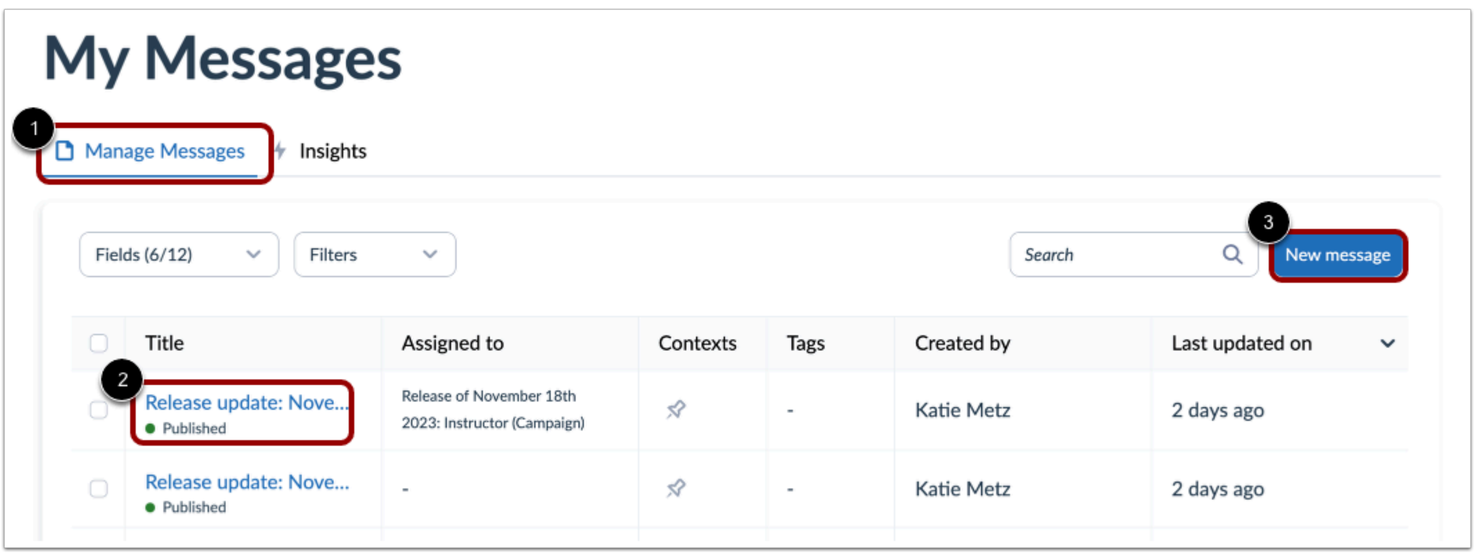
With Impact, you can add different languages to your dashboard so that you can provide multiple versions of your messages and articles depending on your LMS needs. Once you have added a new language, you can toggle between translations within the message and article editors. This article shows you how to add or edit message translations.

Open Messages



In Global Navigation, click the **Messages** link.

Manage Messages

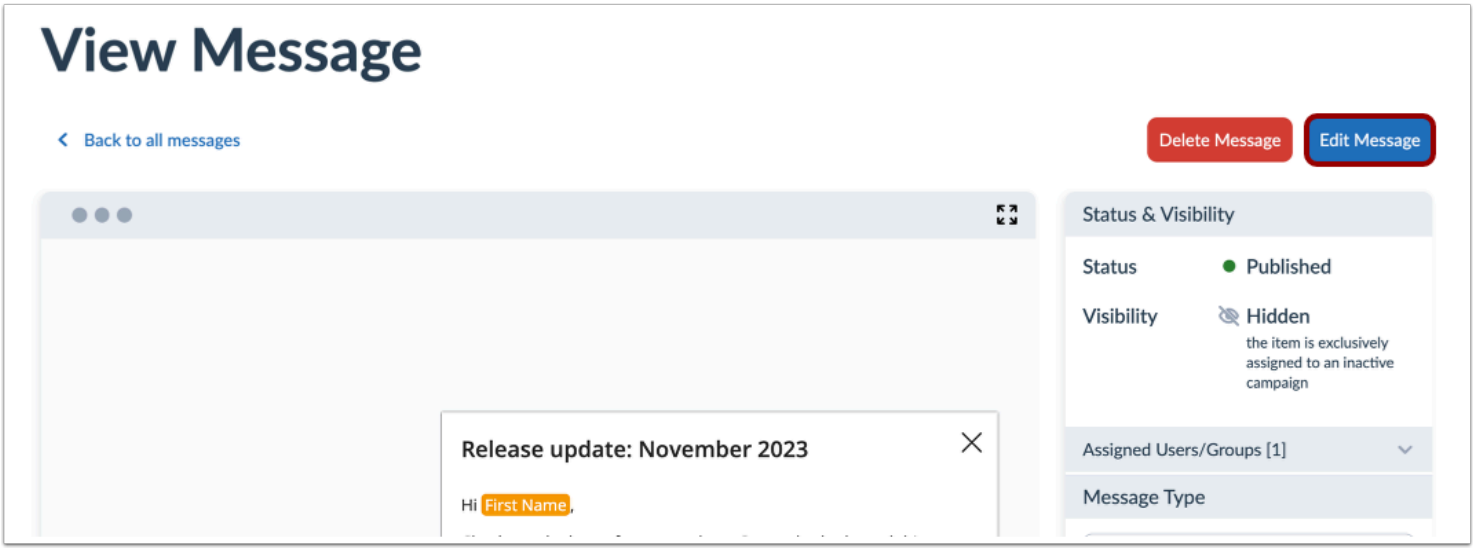


Click the **Manage Messages** tab [1].

To edit an existing message, click the name of the message [2].

To create a new item, click the **New message** button [3].

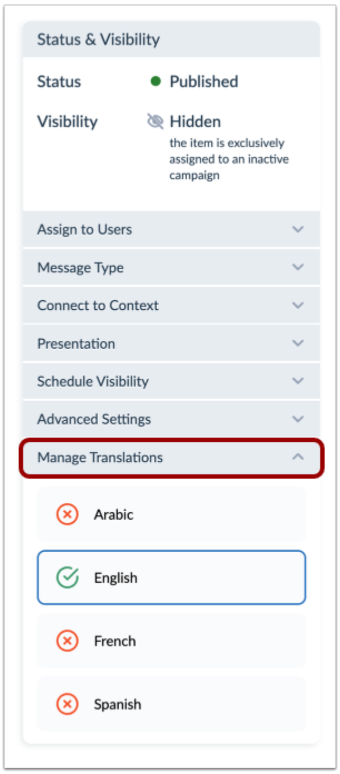
Edit Message



In the View Message page, click the **Edit Message** button.

Note: If you are creating a new message, the Edit Message button does not display.

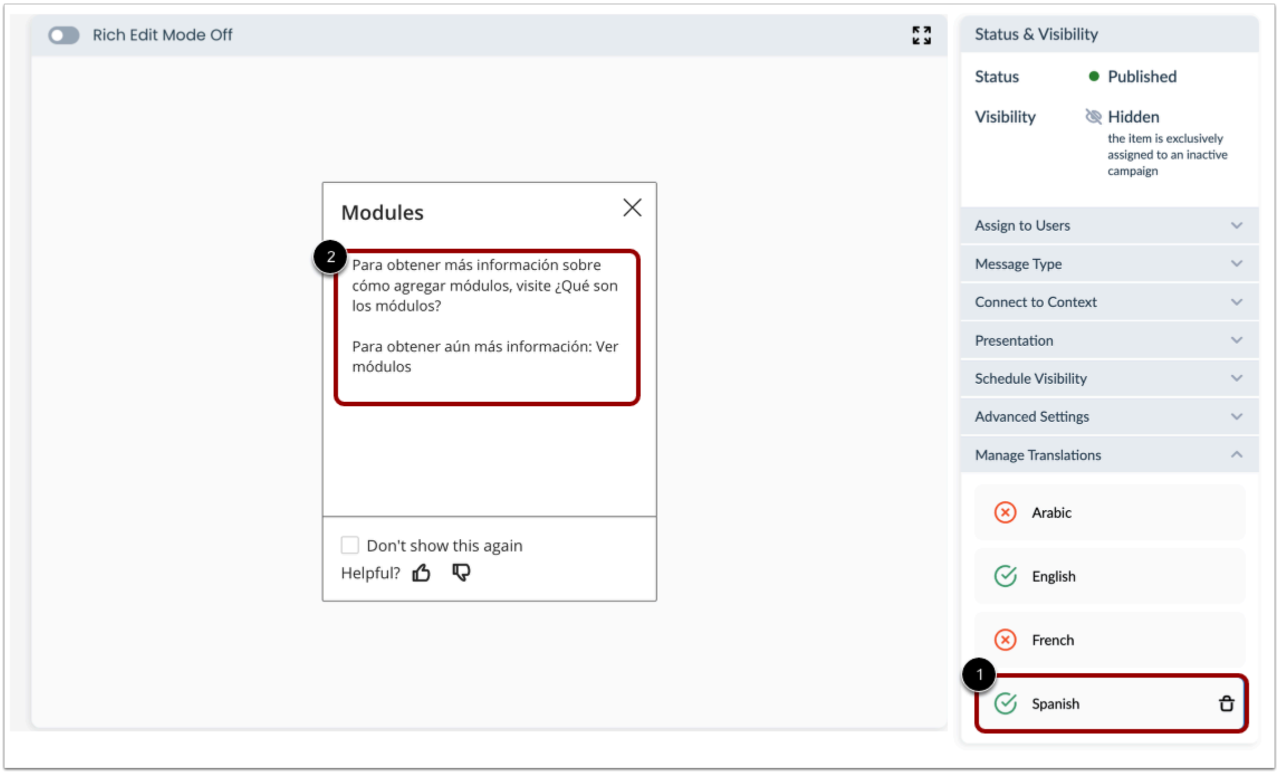
Manage Translations



In the sidebar, click the **Manage Translations** section.

You can see all of your different languages. To request the addition of a new language please read [How do I add a new language in the Impact Dashboard?]

Add or Edit Translation



Click the language in which you want to add or edit the message [1].

Use the editor to write your translated message [2].

Publish or save your message as a draft.

For more information about how to create a message, visit [How do I create a message from the Impact Dashboard?]() or [How to create a message with the Impact Inline Editor?]()

How do I customize the design of my messages in the Impact Dashboard?

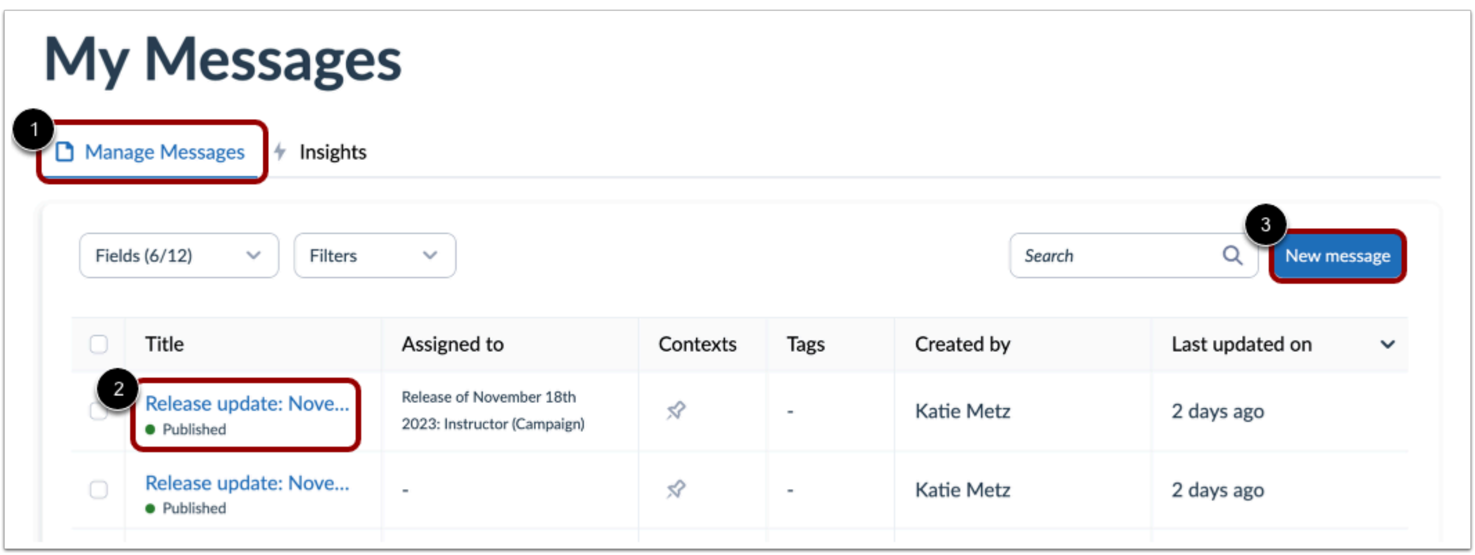
Impact message designs can be customized in two major ways: Presentation Settings and Messaging Style.

If you're looking for help in relation to message types, view the following article instead: [What are the types of Impact messages?]

Open Messages

In Global Navigation, click the **Messages** link.

Manage Messages



Click the **Manage Messages** tab [1].

To edit an existing message, click the name of the message [2].

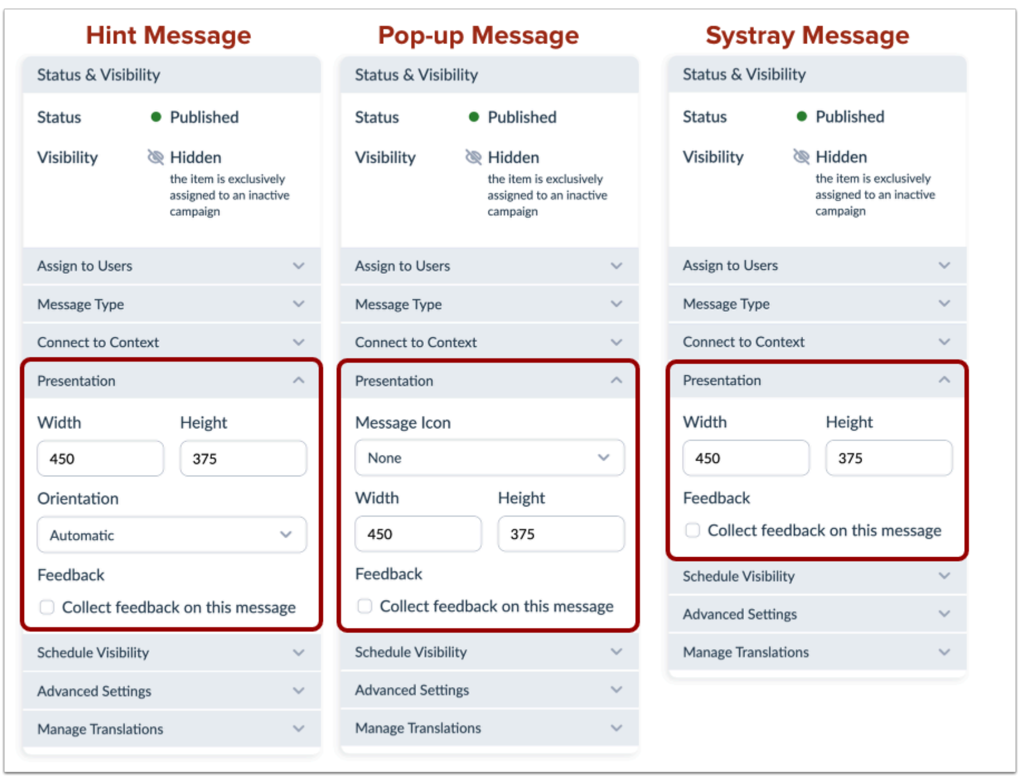
To create a new item, click the **New message** button [3].

Edit Message

In the View Message page, click the **Edit Message** button.

Note: If you are creating a new message, the Edit Message button does not display.

Presentation Settings



In the sidebar, locate and open the **Presentation** section. Presentation settings allow you to modify the following design settings for your message:

- Message Icon (only for pop-up messages)
- Height

- Width
- Orientation (only for hint messages)
- Feedback (like/unlike buttons)

These settings can be adjusted while editing or creating a message in the Impact Dashboard or via the Inline Editor.

If you're looking for help with message types (hint, pop-up, systray), view the following article: What are the types of Impact messages?

Note: The height and width need to be 100 and above. If it is set below 100, a warning icon displays at the top of the presentation box.

How do I add metadata to a message in the Impact Dashboard?

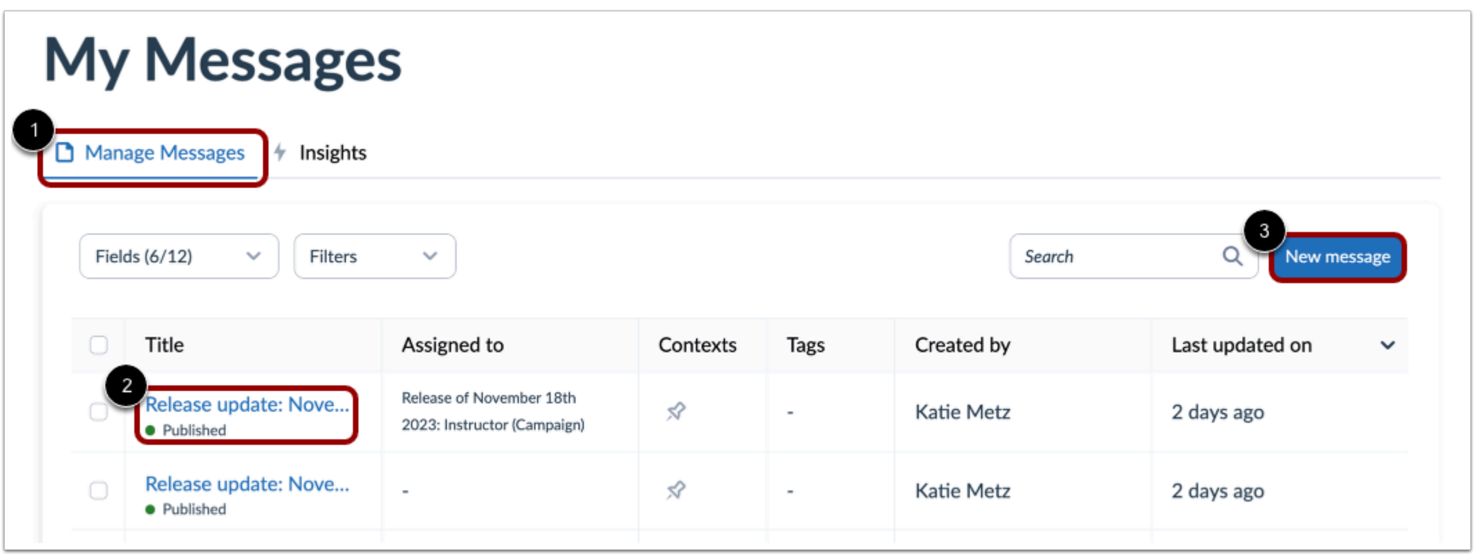
Impact enables you to add several different metadata points to your messages to make them easier to find, sort, or filter. You can customize the following data points:

- **Tags -** consistent terms that can be used to find and group messages with filters
- **Keywords -** terms associated with your message to make it easy to find your message via search

Open Messages

In Global Navigation, click the **Messages** link.

Manage Messages



Click the **Manage Messages** tab [1].

To edit an existing message, click the name of the message [2].

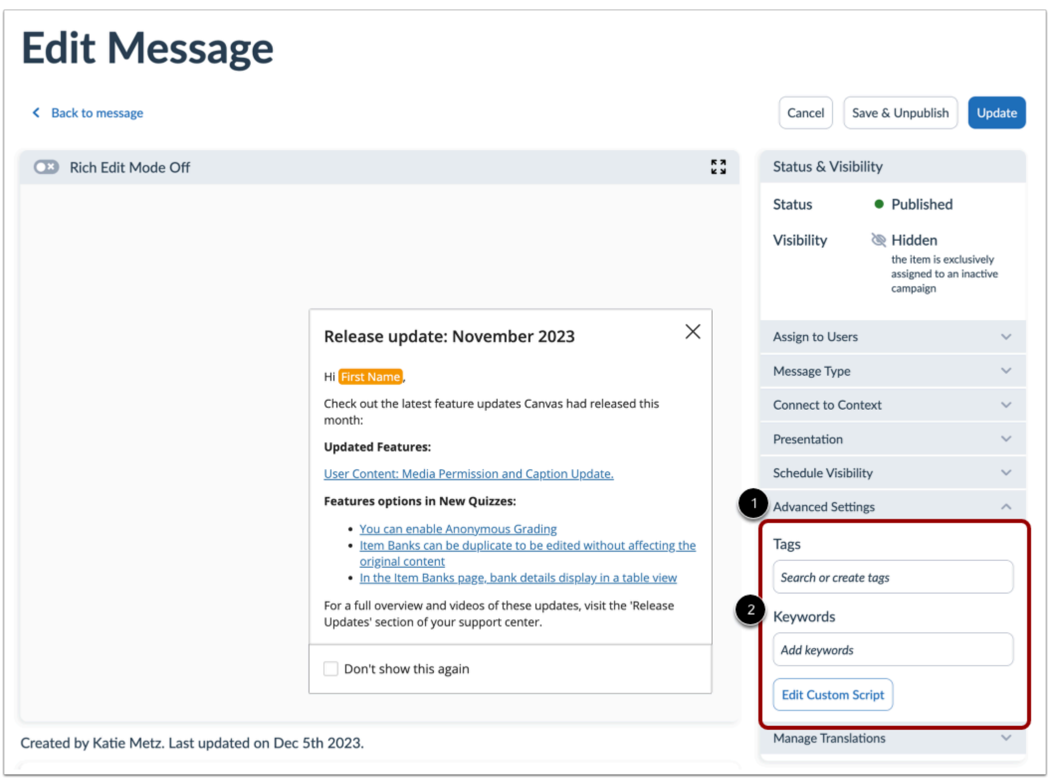
To create a new item, click the **New message** button [3].

Edit Message

In the View Message page, click the **Edit Message** button.

Note: If you are creating a new message, the Edit Message button does not display.

Update Metadata Settings



In the sidebar, locate and open the **Advanced Settings** section [1].

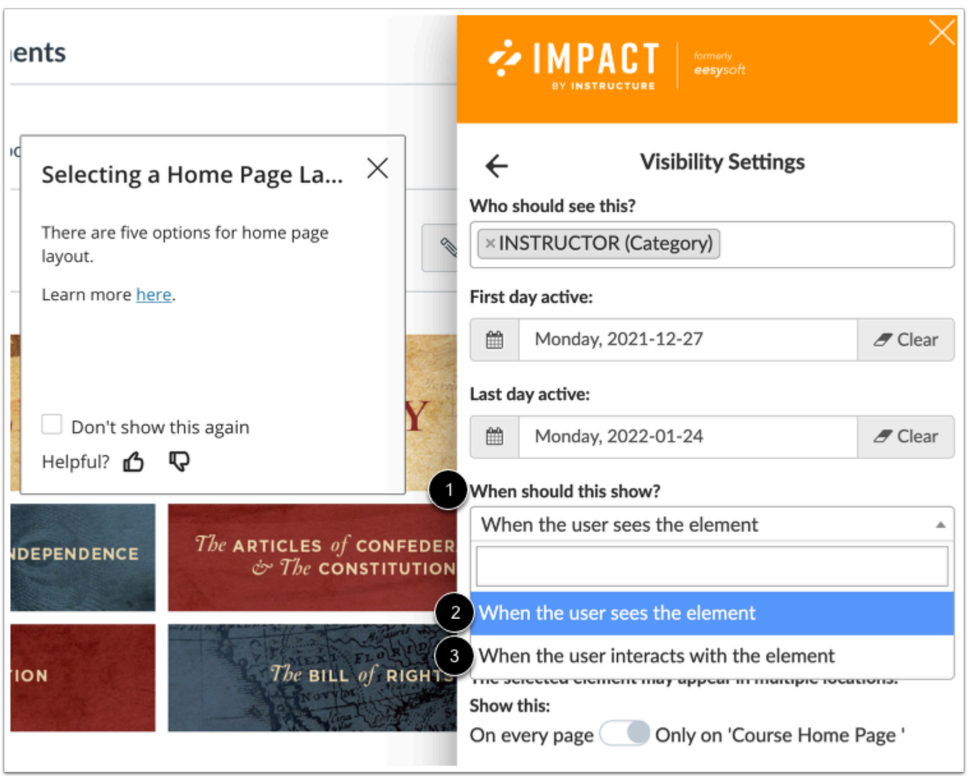
Enter tags and/or keywords to add metadata to your messages [2].

How do I show a hint message only on hover using the Impact Inline Editor?

Since hint messages are connected to specific elements on your page(s), sometimes you want to control when that message is actually displayed, to make sure it is the most relevant time for the user. Impact messages have several display conditions that allow you to display your message only when a user interacts (clicks/hovers) with your message.

These display conditions are connected to the contexts that define the positioning of your messages. Since your messages can be connected to multiple contexts, your message could be displayed on page load in one location and when the user hovers over a button in another location.

Inline Editor



When creating a hint message via the Inline Editor, you can select between the following two options for the **When should this show?** drop-down menu [1]:

- When the user sees the element (on page load) [2]
- When the user interacts with the element (on hover/click) [3]

How do I reset message views?

Messages created in Impact display in your Learning Management System. Upon viewing those messages, users can select to not view the message again. However, you can choose to reset message views so the message displays to users who have previously hidden the message.

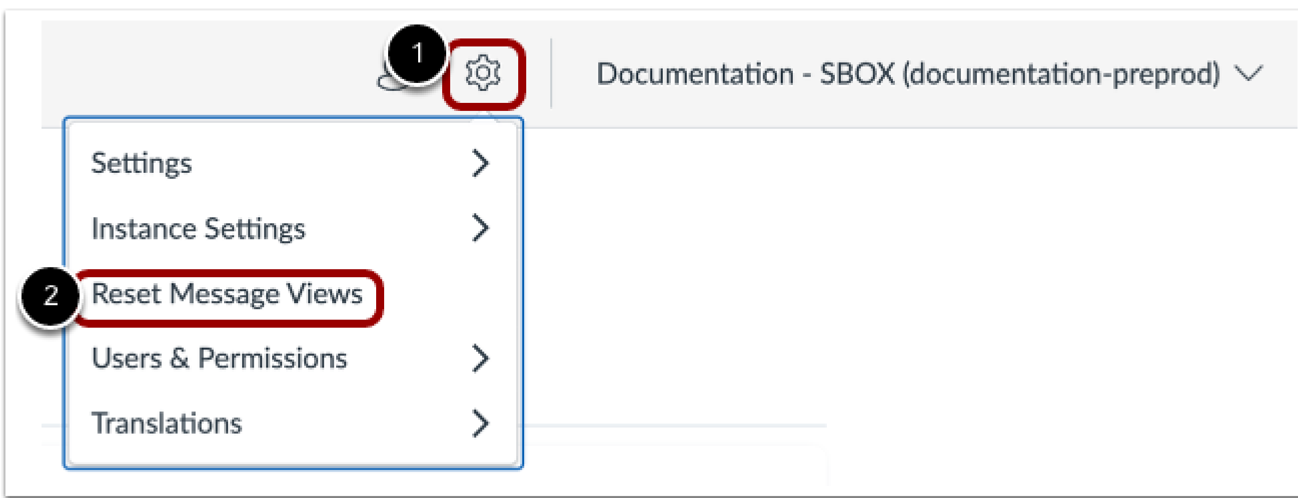
Notes:

- Campaigns that have been disabled and re-enabled do not reset message views.
- Messages that have been unpublished and re-published do not reset message views.

Reset All Message Views

To reset all messages from the Impact dashboard:

Open Reset Views



In Global Navigation, click the **Settings** icon [1] and then click the **Reset Message Views** button [2].

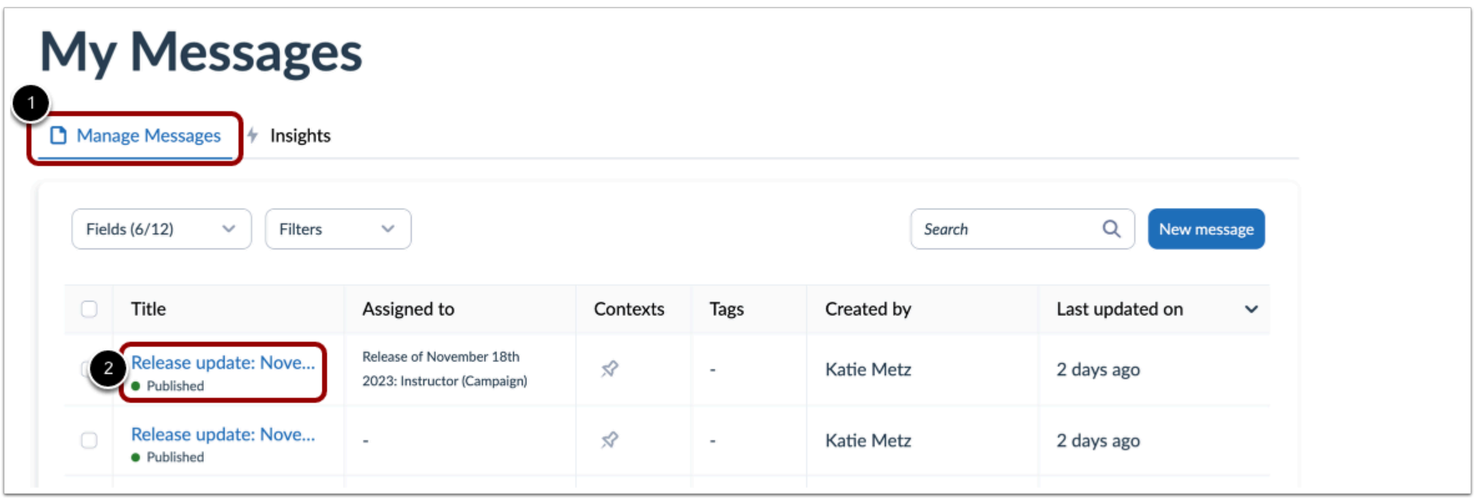
Reset Individual Message Views

To reset message views from individual messages:

Open Messages

In the Global Navigation, click the **Messages** link.

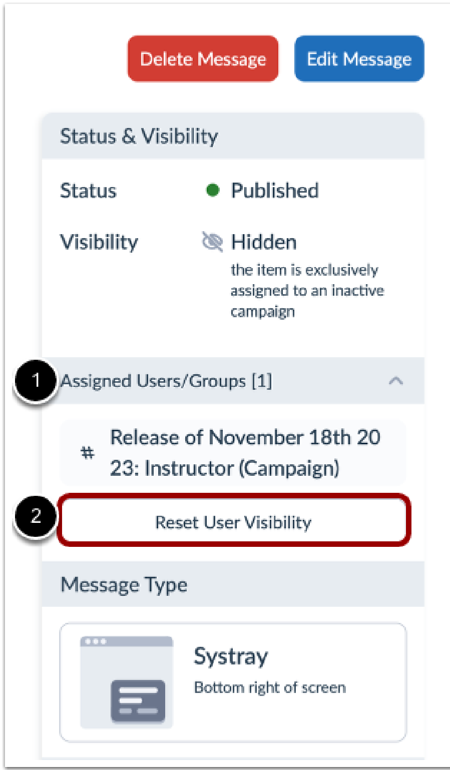
Manage Messages



Click the **Manage Messages** tab [1].

Click the name of the message you want to reset views [2].

Reset User Visibility



In the sidebar, click the **Assign Users/Groups** section [1]. Click the **Reset User Visibility** button [2]. This will reset the visibility and message views.

How do I change the element or page on which the message is displayed using the Impact Dashboard?

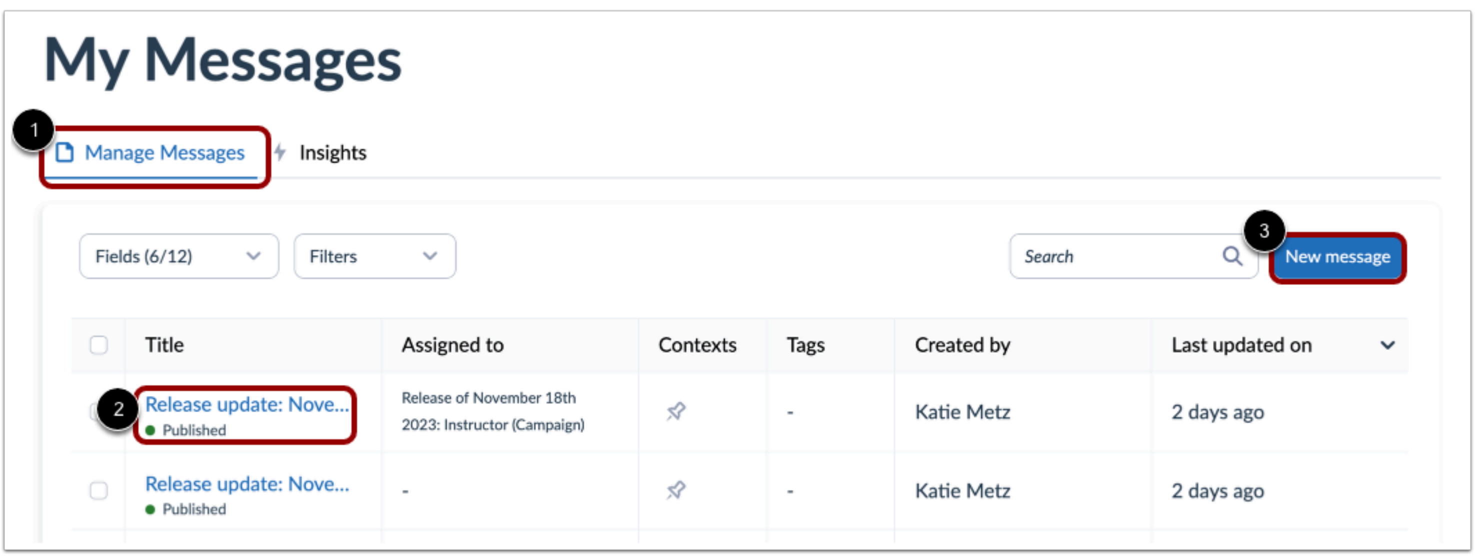
Connecting your message to a context defines where in your learning application the message is presented. Contexts can be specific pages or specific elements on pages. Messages can be connected to multiple contexts.

You can control message contexts when creating a message using the inline editor and when editing a message from the Impact dashboard.

Open Messages

In Global Navigation, click the **Messages** link.

Manage Messages



Click the **Manage Messages** tab [1].

To edit an existing message, click the name of the message [2].

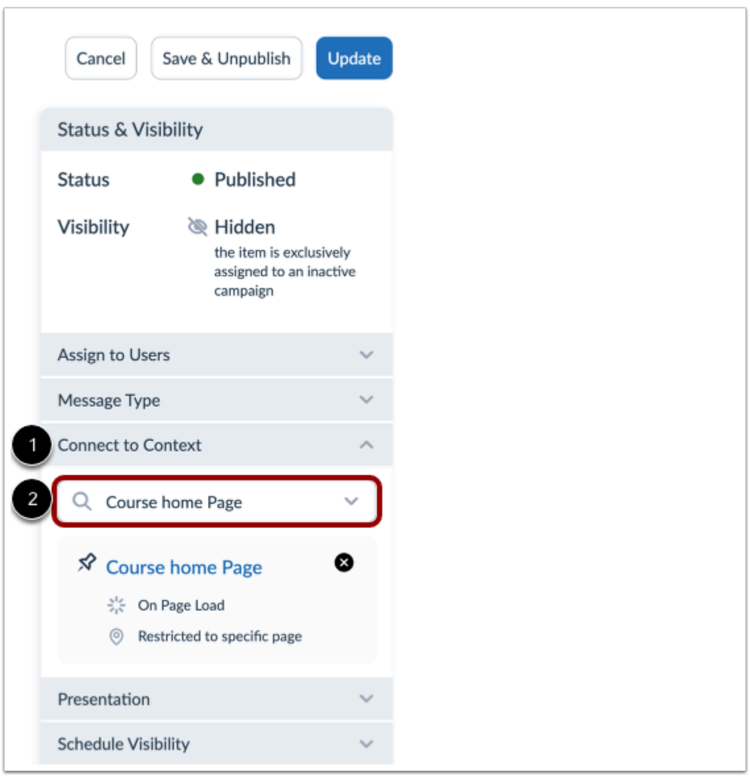
To create a new item, click the **New message** button [3].

Edit Message

In the View Message page, click the **Edit Message** button.

Note: If you are creating a new message, the Edit Message button does not display.

Edit Context

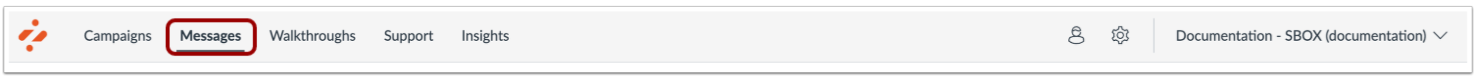


In the sidebar, locate and open the **Connect to Context** section [1]. Use the drop-down menu to change the element or page on which the message is displayed [2].

How do I assign a message to specific groups of users in the Impact Dashboard?

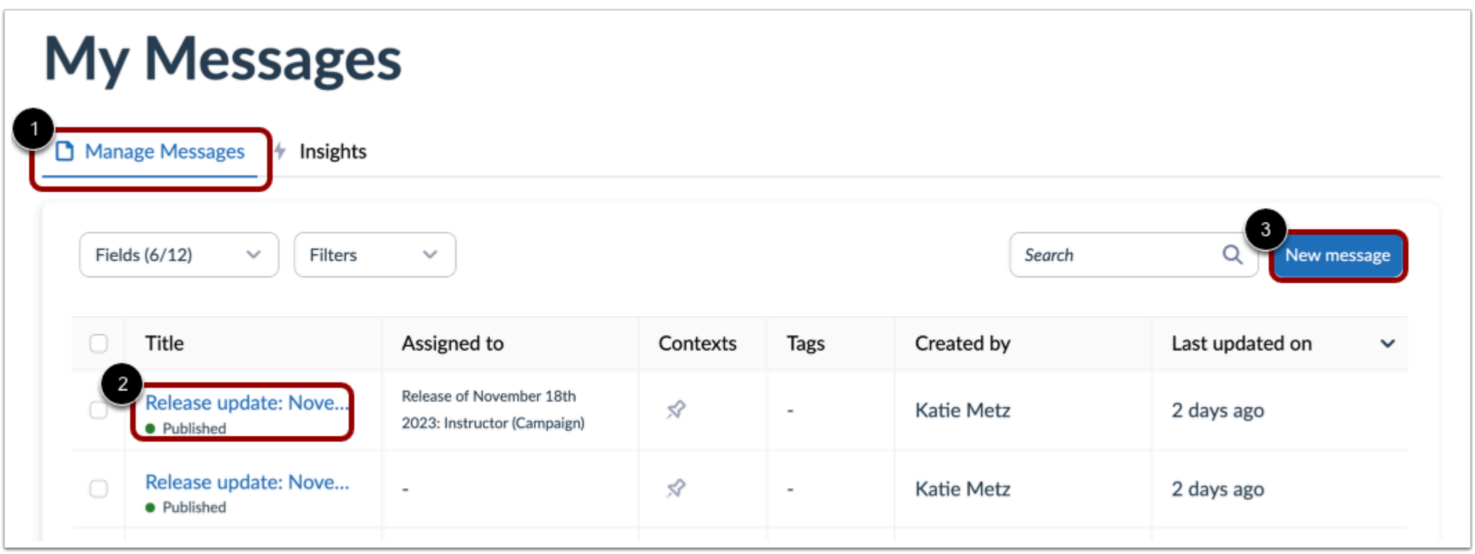
Impact messages can be assigned to various groups of users in your learning application. By assigning users to a message, you control which users, groups, or campaign audiences see your message.

Open Messages



In Global Navigation, click the **Messages** link.

Manage Messages



Click the **Manage Messages** tab [1].

To edit an existing message, click the name of the message [2].

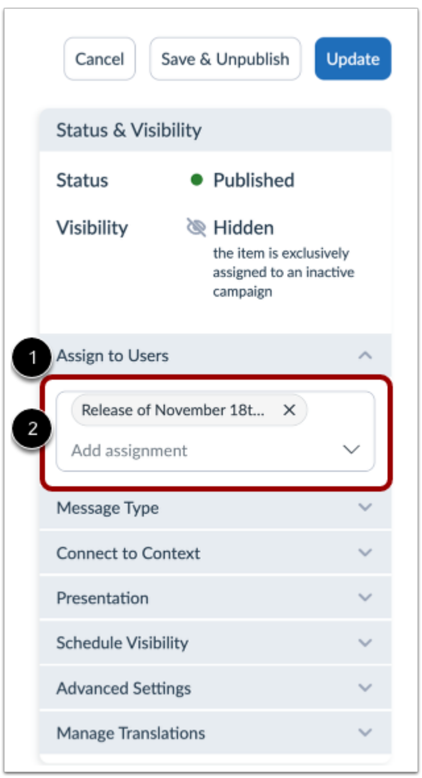
To create a new item, click the **New message** button [3].

Edit Message

In the View Message page, click the **Edit Message** button.

Note: If you are creating a new message, the Edit Message button does not display.

Assign to Users



In the sidebar, locate and open the **Assign to Users** section [1]. Use the drop-down menu to select among the following types of users [2]:

- Individual users groups (like user roles)
- A predefined User Segment

- A group of users targeted by campaign rules
- A user filter created from the tool adoption reports

Note: Assigning a user to a message is one of the factors that determines Impact message visibility.

How do I change the orientation of hint messages in the Impact Dashboard?

Impact allows you to select from a variety of hint message orientation options.

Note: Message orientation settings are only available for **Hint Message** types.

What orientation options are available?

You can select from the following orientation options:

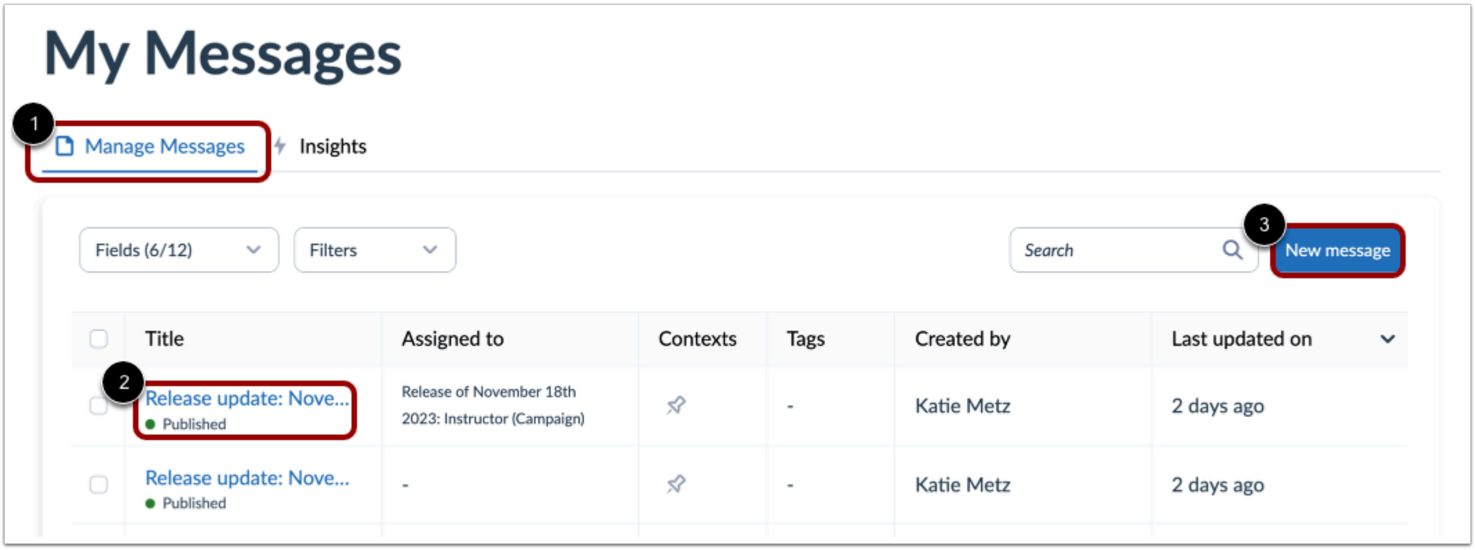
- **Automatic** orientation will move the position of the hint message around the selected element (context) based on the scroll position of the user. This is the default option as your message will always be displayed where it fits best.
- **Right** orientation displays your hint message on the right side of the selected element (context).
- **Left** orientation displays your hint message on the left side of the selected element (context).
- **Top** orientation displays your hint message above the selected element (context).
- **Bottom** orientation displays your hint message below the selected element (context).
- **Bottom Left** orientation displays your hint message below the selected element (context) on the left side.
- **Bottom Right** orientation displays your hint message below the selected element (context) on the right side.
- **Top Left** orientation displays your hint message above the selected element (context) on the left side.
- **Top Right** orientation displays your hint message above the selected element (context) on the right side.

Note: Message orientation settings are only available for **Hint Message** types.

Open Messages

In Global Navigation, click the **Messages** link.

Manage Messages



Click the **Manage Messages** tab [1].

To edit an existing message, click the name of the message [2].

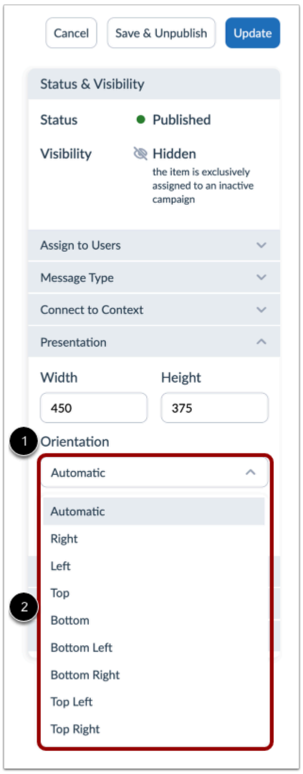
To create a new item, click the **New message** button [3].

Edit Message

In the View Message page, click the **Edit Message** button.

Note: If you are creating a new message, the Edit Message button does not display.

View Orientation Settings



In the sidebar, locate and open the **Presentation** section [1].

To select an orientation setting, click the **Orientation** drop-down menu [2]. Your choice will be previewed in the message content area.

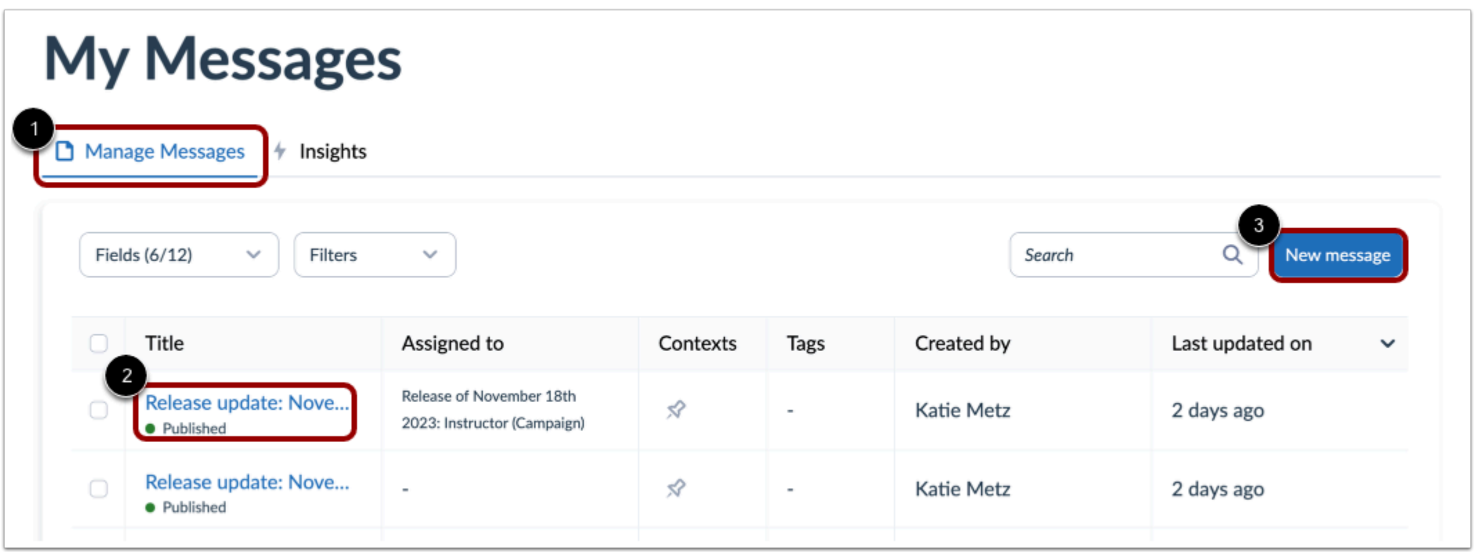
How do I change the size of my message in the Impact Dashboard?

Impact allows you to customize the height and width in pixels for any message type.

Open Messages

In Global Navigation, click the **Messages** link.

Manage Messages



Click the **Manage Messages** tab [1].

To edit an existing message, click the name of the message [2].

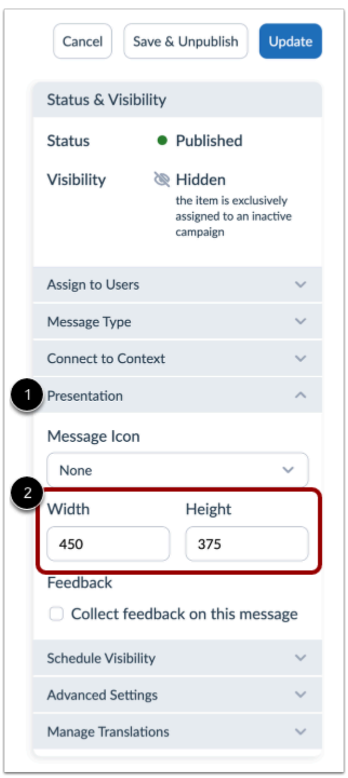
To create a new item, click the **New message** button [3].

Edit Message

In the View Message page, click the **Edit Message** button.

Note: If you are creating a new message, the Edit Message button does not display.

View Presentation Options



In the sidebar, locate and open the **Presentation** section [1].

Adjust the **Height** and **Width** fields [2]. Preview the size changes in the message content area.

Note: If you are adding a message to a Blackboard Learn Ultra Environment, your message size settings are automatically transformed into one of three preset sizes (small, medium, large).

How do I schedule message visibility in the Impact Dashboard?

With message visibility scheduling you can select exactly when your messages will be visible to your users.

With message visibility scheduling you can:

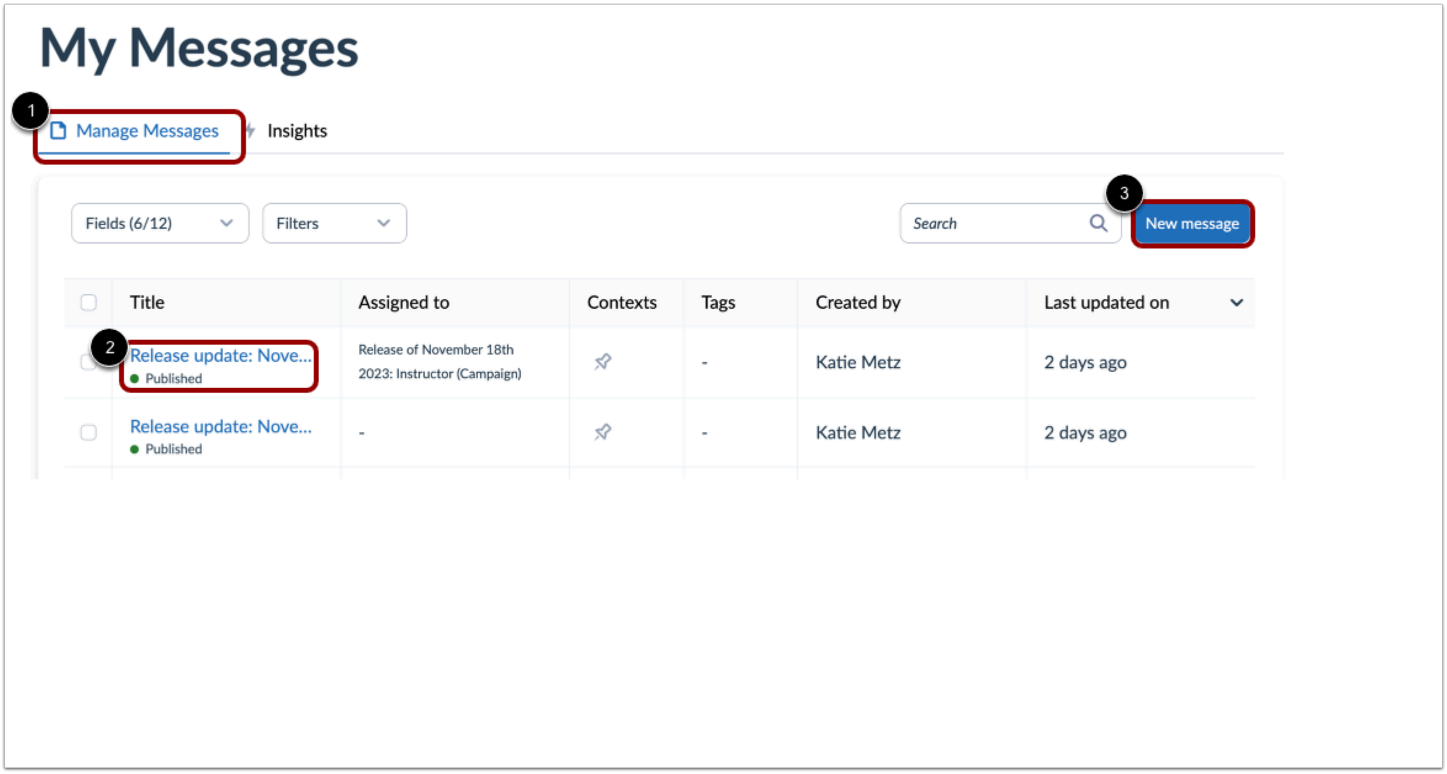
- Schedule from which date/time the message will be visible
- Schedule on which date/time the message will no longer be visible
- Schedule a specific date/time range of visibility (for example 1 semester period)

Note: There are multiple factors that impact message visibility.

Open Messages

In Global Navigation, click the **Messages** link.

Manage Messages



Click the **Manage Messages** tab [1].

Click an existing message to edit [2] and then click the Edit Message button.

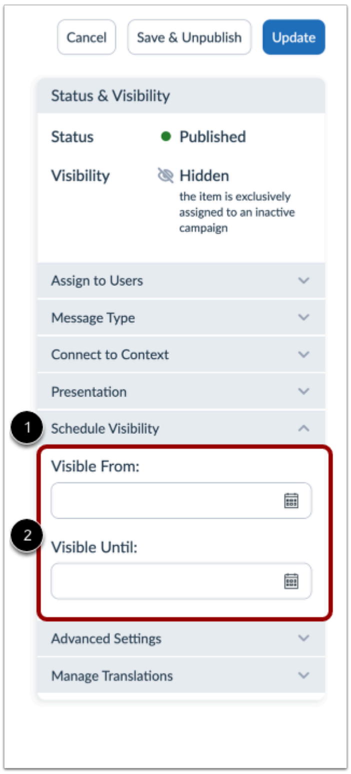
To create a new message, click the **New message** button [3].

Edit Message

In the View Message page, click the **Edit Message** button.

Note: If you are creating a new message, the Edit Message button does not display.

Schedule Visibility



To schedule message visibility, in the sidebar, locate and open the **Schedule Visibility** section [1].

In the **Visible From** section, select the relevant:

- Start date
- Start time

In the **Visible Until** section, select the relevant:

- End date
- End time

Ensure that no other settings are blocking your message visibility.

Notes:

- Make sure you have assigned users
- Make sure you have connected a context

Publish your message or save it as a draft.

What factors determine Impact message visibility?

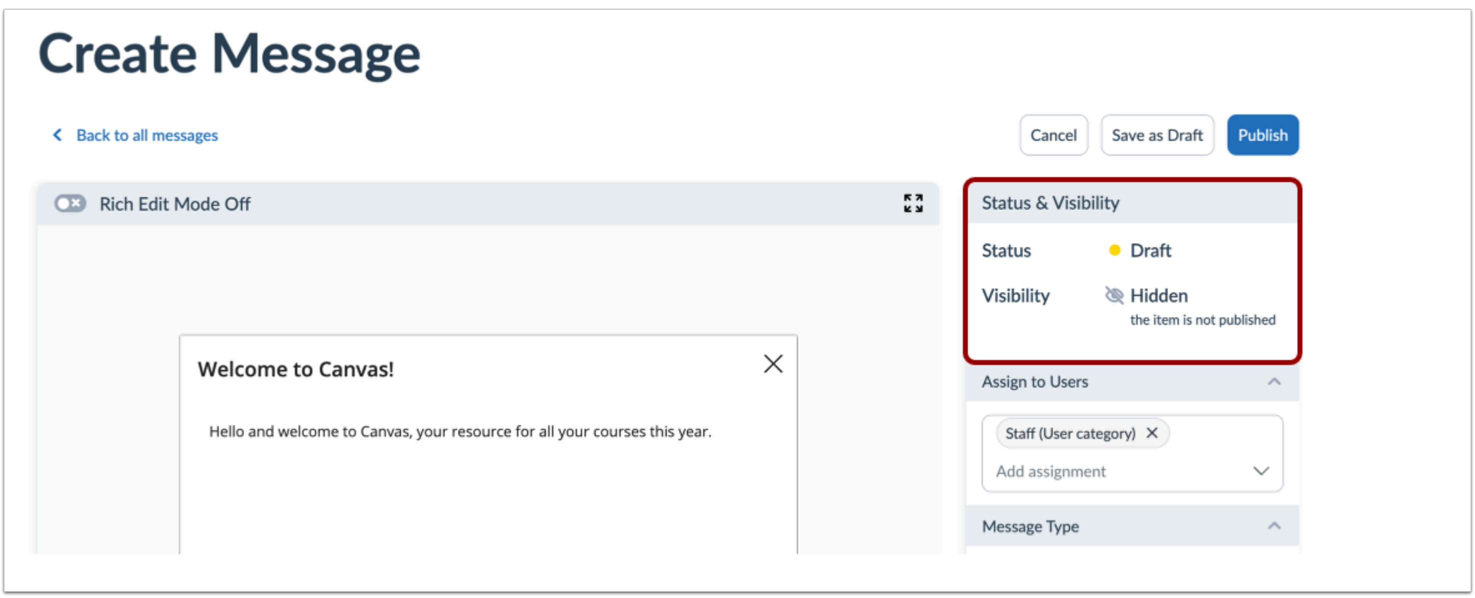
Impact messages are displayed to users within your learning application based on several targeting rules and visibility settings. This article will help you understand all the factors that determine the visibility of a message.

Factors that Impact Message Visibility

There are five major factors that can impact who sees your messages in the learning application.

- Message Status
- Assigned Users
- Connected Context
- Scheduled Visibility
- Tool Categories

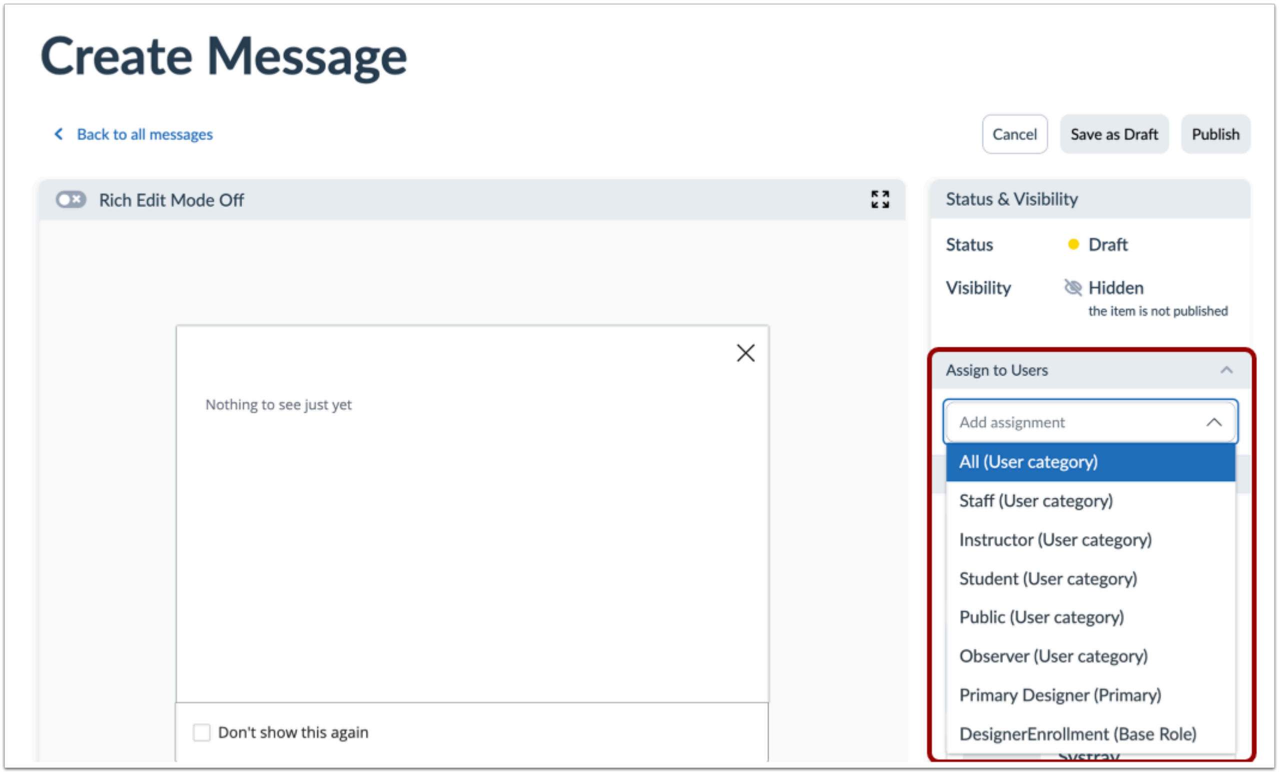
Message Status



If your message is still in draft mode or has been changed to draft mode, it will not be visible to any users.

- To publish a new message, follow the steps in the How do I create a message from the Impact dashboard?
- To publish an existing message (that is saved as a draft), make sure the required settings are completed and then click the **Publish** button.

Assigned Users

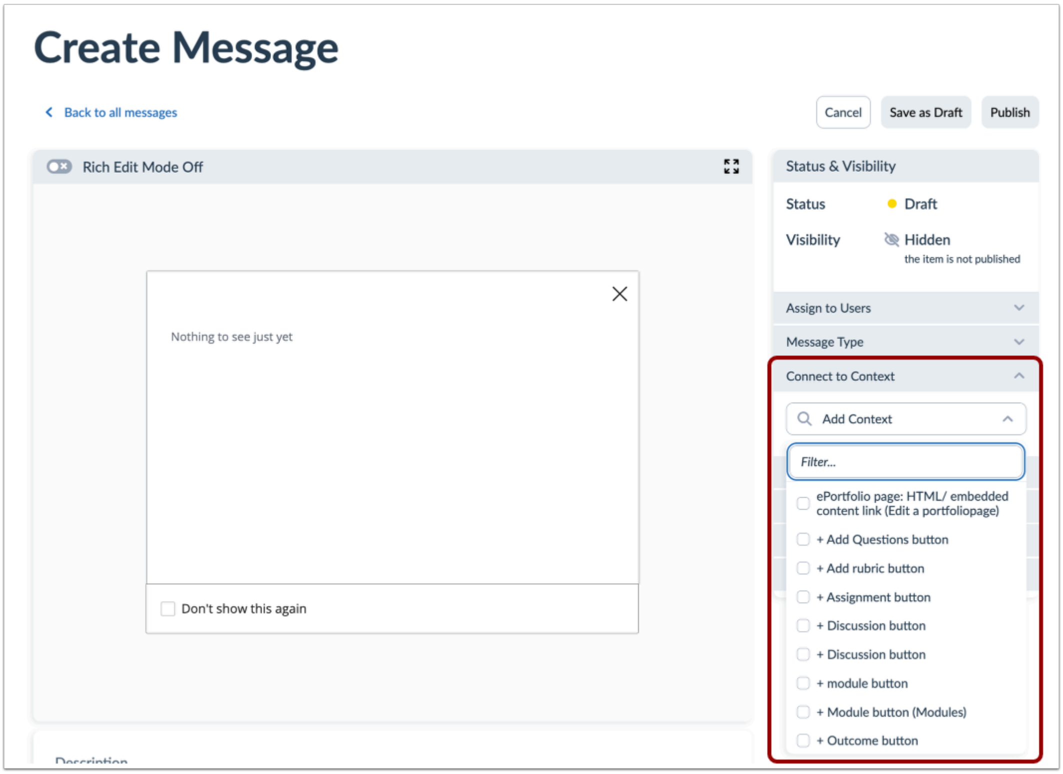


By assigning users to a message, you control which users, groups, or campaign audiences will see your message. Users can be assigned by:

- Selecting individual user groups like user roles
- Selecting a predefined User Segment
- Selecting a group of users targeted by campaign rules
- Selecting a user filter created from the tool adoption reports

Note: Assigned users are often based on dynamic conditions. Meaning that the users who see this message can change over time depending on the criteria selected.

Connected Context



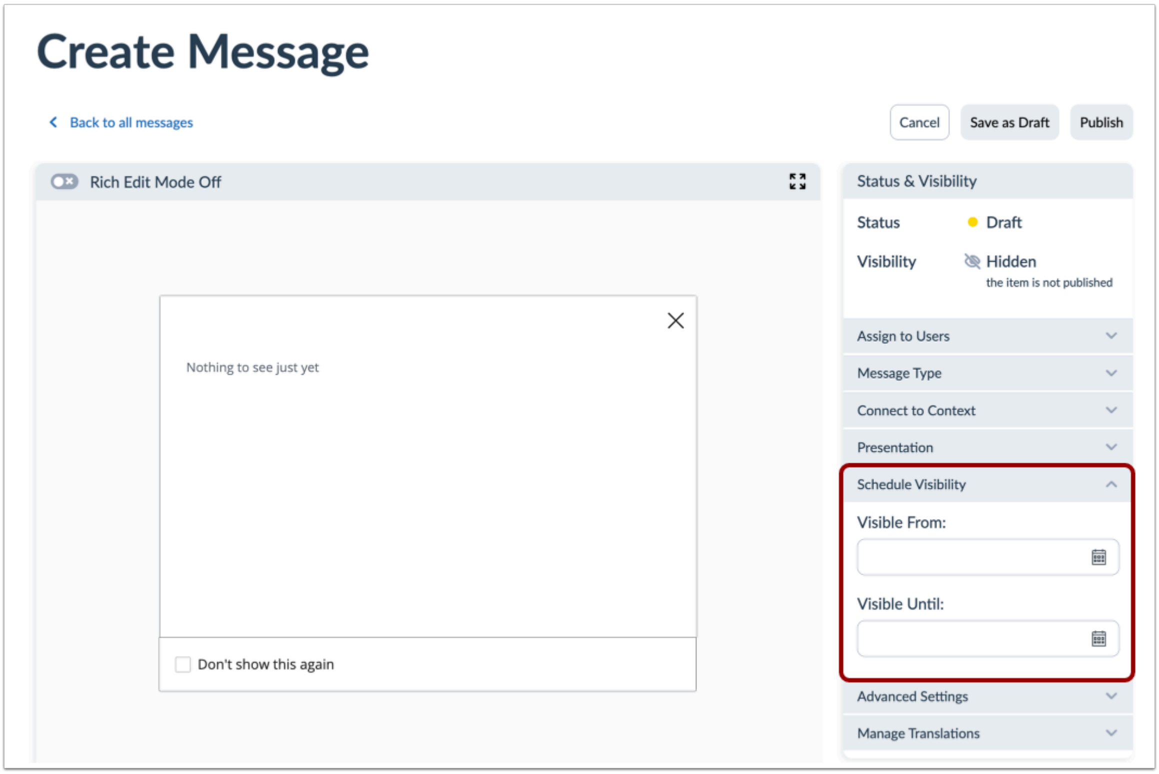
Connecting a message to a context defines which pages or elements within the learning application message will display a message. This means if you connect a message to a context that only a specific user with specific permissions can view (for example an instructor in your LMS), then only those users with access to that page/element can see the message.

Please note that a context also has several display conditions like

- Show message on every page where this element appears
- Show message only on this specific page
- Show when hovering over this element
- Show when clicking on this element

You can adjust the connected context of your message in the edit message sidebar.

Scheduled Visibility



Scheduling the visibility of your message enables you to select a start date/time and end date/time during which your message will be displayed in your learning application.

If all other required settings are completed and the message is published, then

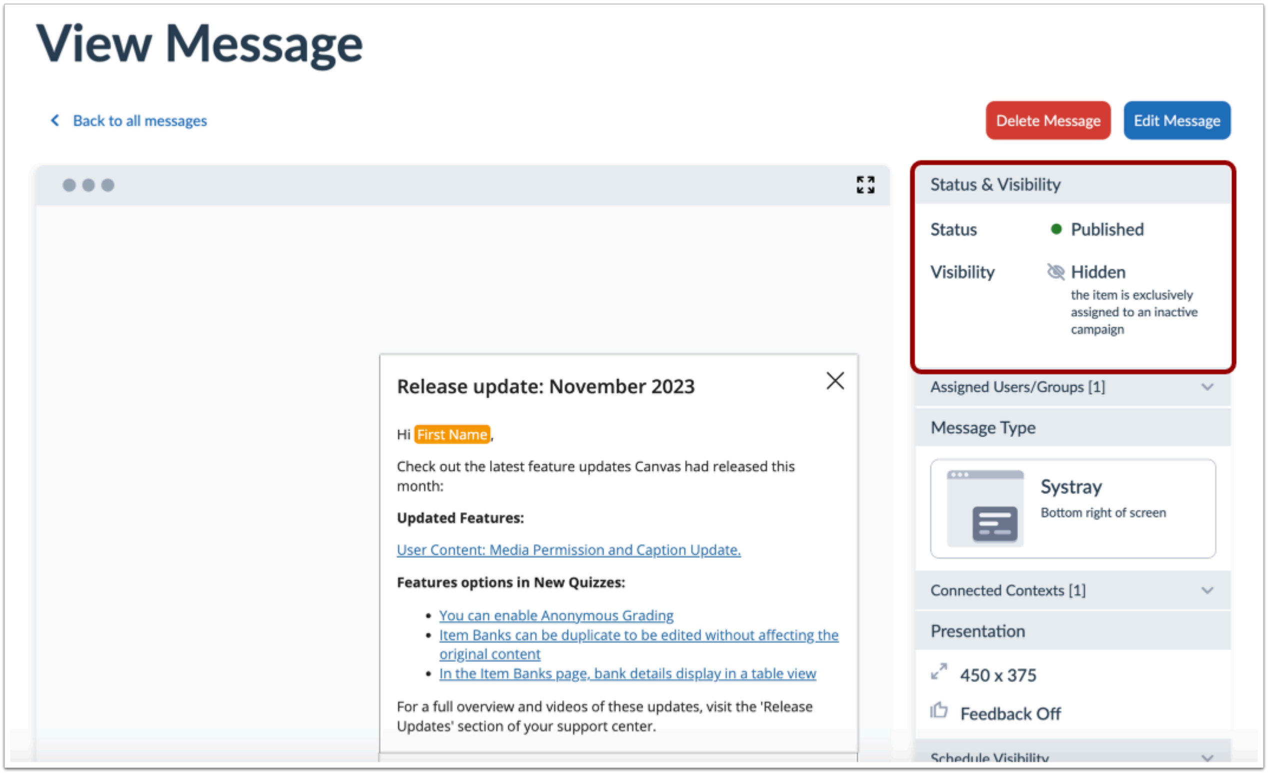
- The message will automatically become visible in the learning application at the scheduled **Start Date** and **Time**
- The message will automatically disappear from the learning application at the scheduled **End Date** and **Time**

Tool Categories

Is your message associated with a specific tool category? This is often the case with out-of-the-box messages. If your message is associated with a specific tool category and you have set that tool category to hidden, then your message will not be visible.

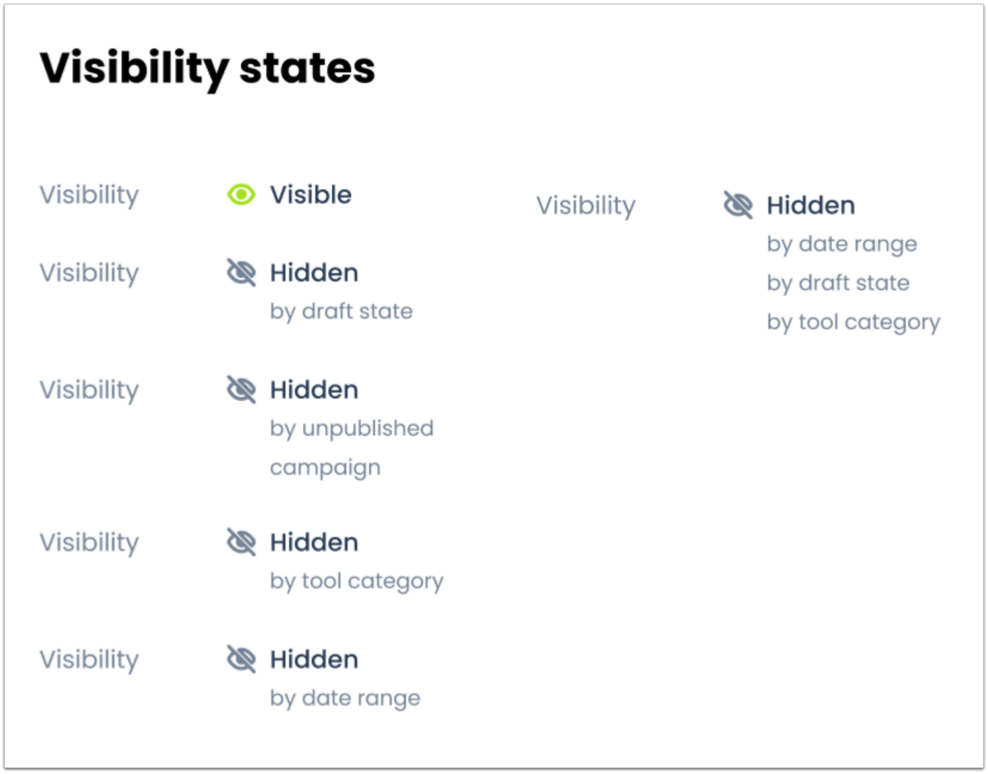
- You can view the associated tool categories via the **Edit Message** under the **Advanced Settings** tab.
- You can manage tool category visibility via the **Global Settings Menu** → **Tool Categories**

How do I see if a message is visible or not?



To find out if a message is currently visible, locate the message on your Impact dashboard and look for the Visibility indicator at the top of the sidebar.

How can I debug message visibility?



Are you having trouble understanding why your message is not visible? The **Status & Visibility** tab on the **View Message** page provides you with a quick summary of one or more reasons why your message may not be visible to users.

Here's what you can do for each hidden by indicator:

- **Hidden by draft state:** Publish your message!
- **Hidden by unpublished campaign:** Check the "Assigned to Users" tab to see which campaign this message is connected to, then locate the relevant campaign on My Campaigns and publish it.
- **Hidden by tool category:** Check the "Advanced Settings" tab to see which tool category is associated with this message. Then, via the global settings menu go to the Tool Categories page, find the relevant category, and toggle on the visibility.
- **Hidden by date range:** Check the "Schedule Visibility" tab and review the start and end date/time selections.

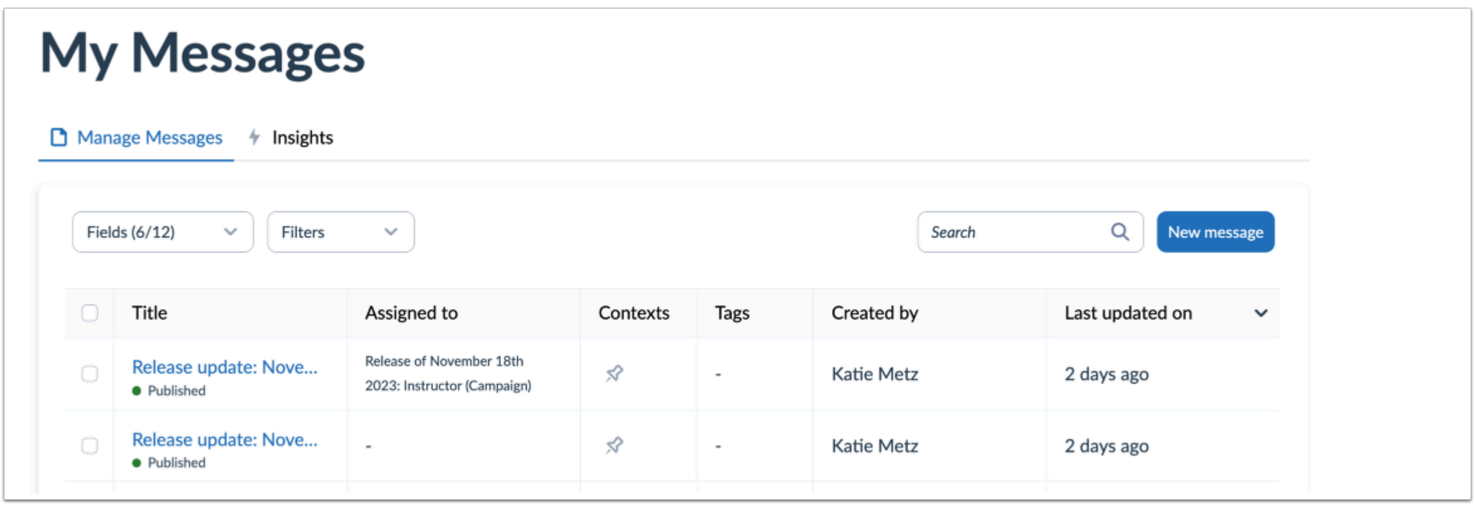
How do I view and filter messages in the Impact Dashboard?

You can view and filter messages in the Impact Dashboard.

Open Messages

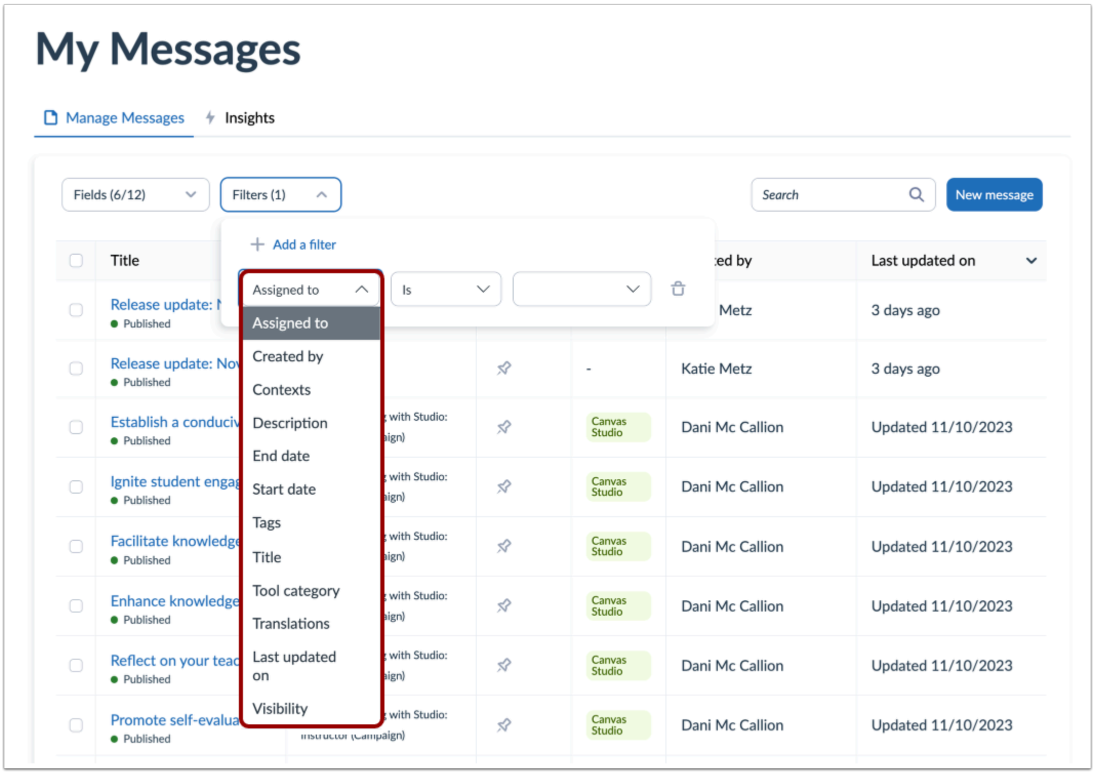
In Global Navigation, click the **Messages** link.

View Messages



View messages.

Filter Messages

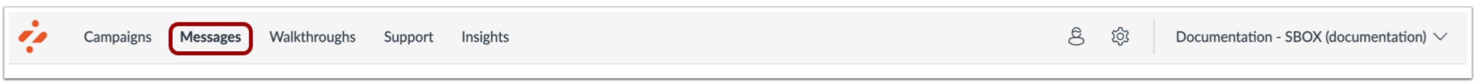


You can filter this list based on Assigned to, Created by, Contexts, Description, End Date, Start Date, Tags, Title, Tool Category, Translations, Last Updated on, or Visibility.

How do I link a message to another message in the Impact Dashboard?

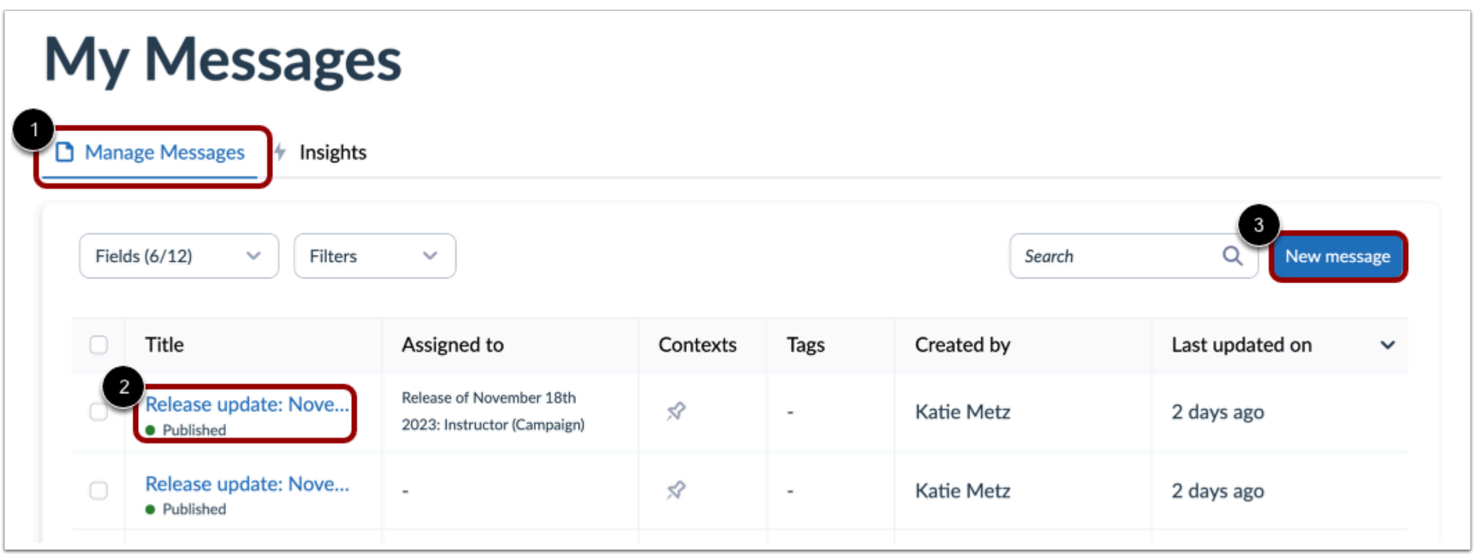
Creating links between the messages you create using Impact is a great way to present users information at different places in your learning application. This help article shows you how to link a new message to an existing message via the Impact dashboard.

Open Messages



In Global Navigation, click the **Messages** link.

Manage Messages



Click the **Manage Messages** tab [1].

To edit an existing message, click the name of the message [2].

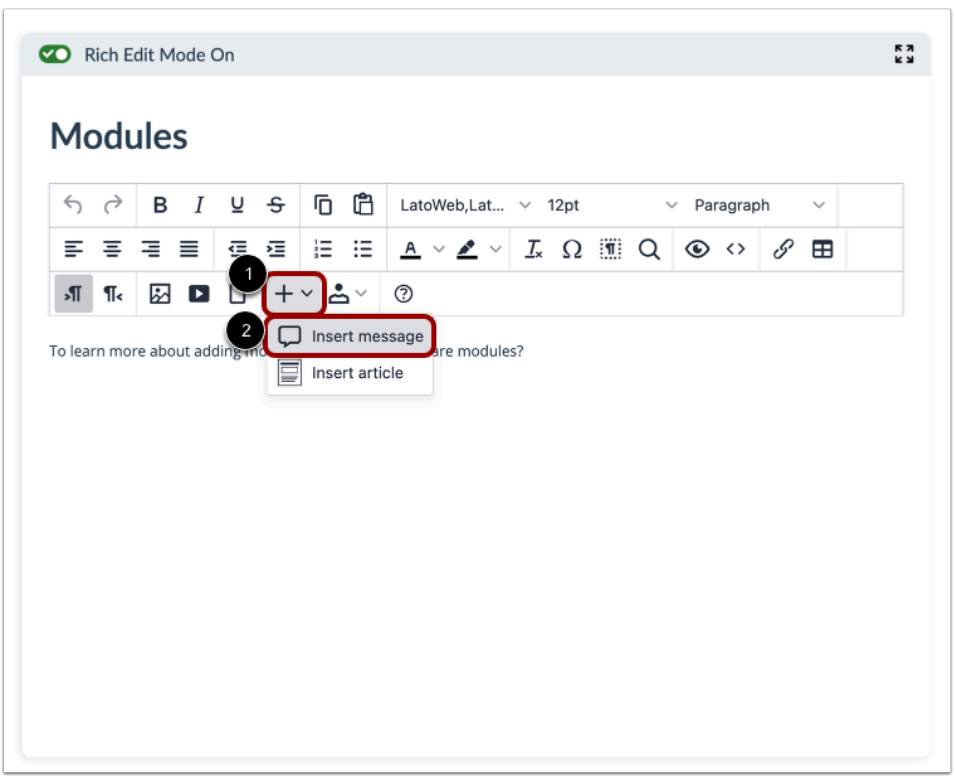
To create a new item, click the **New message** button [3].

Edit Message

In the View Message page, click the **Edit Message** button.

Note: If you are creating a new message, the Edit Message button does not display.

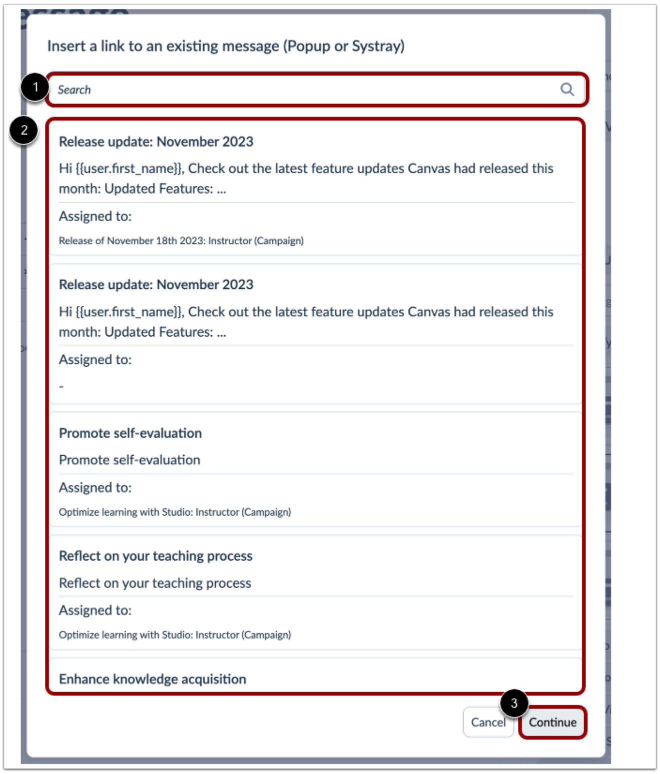
Insert Message



Click into the body of the message or press enter if editing text to see the in-line insert options.

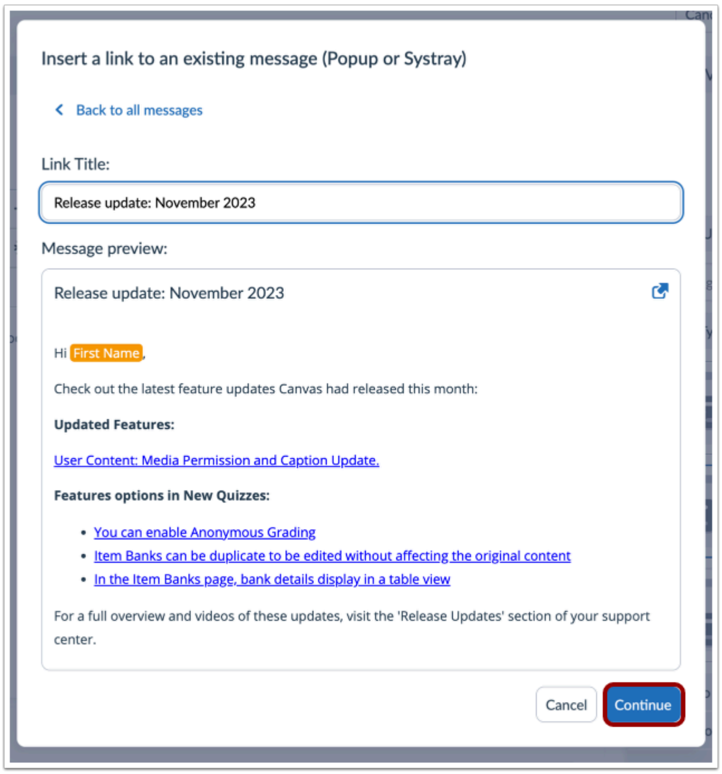
Click the **Add** icon [1] and click the **Insert message** option [2].

Search for Message



Use the Search field to find the message [1]. Click the message you want to link one message to another one [2]. Click the **Continue** button [3].

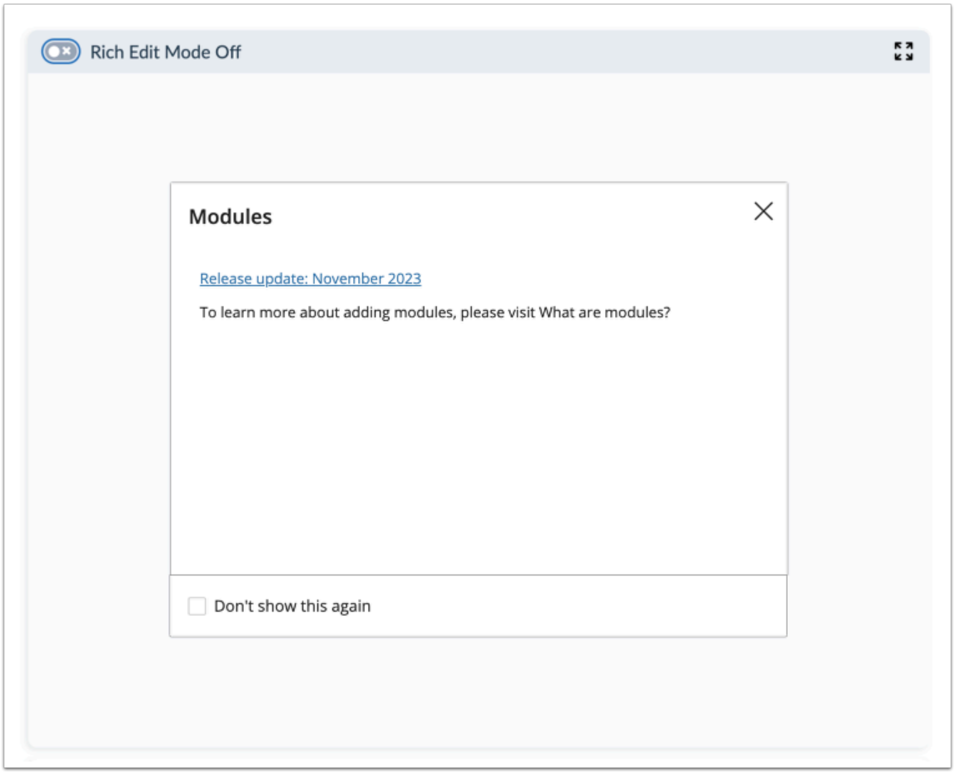
Preview Message



You can now preview the message and adjust the wording of the link title.

Click the **Continue** button.

View Linked Message



Now that you have linked one message to another, you are ready to continue to edit this message or publish it to your learning environment.

How do I personalize messages or support articles in the Impact Dashboard?

Adding personalization tokens (like First Name or Course ID) to your Impact messages and support articles is a fantastic way to engage users in a more direct, personal way which can improve the user's experience with the messages and articles targeted to them.

Here is a full list of personalization options currently available:

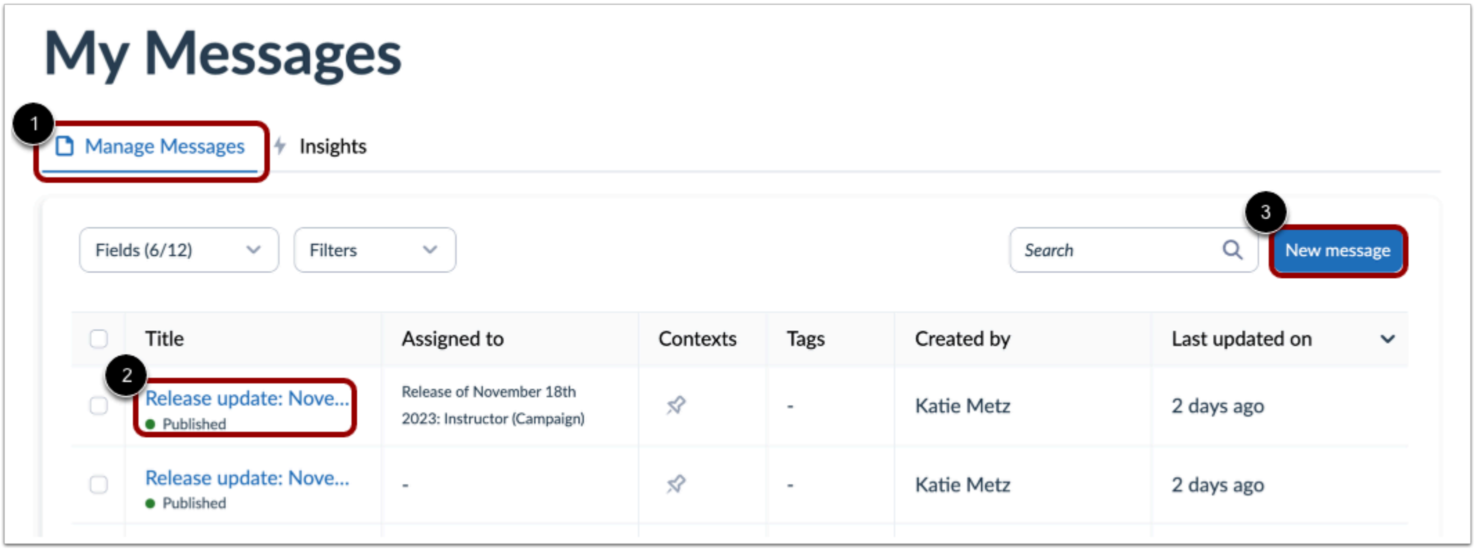
- First Name
- Full Name
- User Name
- Course Name (Only available for Blackboard)
- Course ID (Only available for Blackboard)
- Course PK1 ID (Only available for Blackboard)

Open Messages

In Global Navigation, click the **Messages** link.

Note: To personalize support articles, click the **Support** link.

Manage Messages

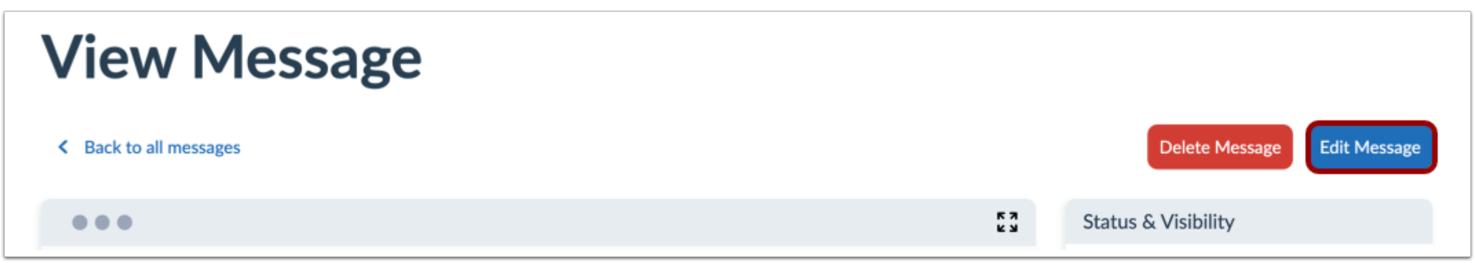


Click the **Manage Messages** tab [1]. To personalize support articles, click the **Manage Articles** tab.

To edit an existing message, click the name of the message [2].

To create a new item, click the **New message** button [3] or the **New Article** button.

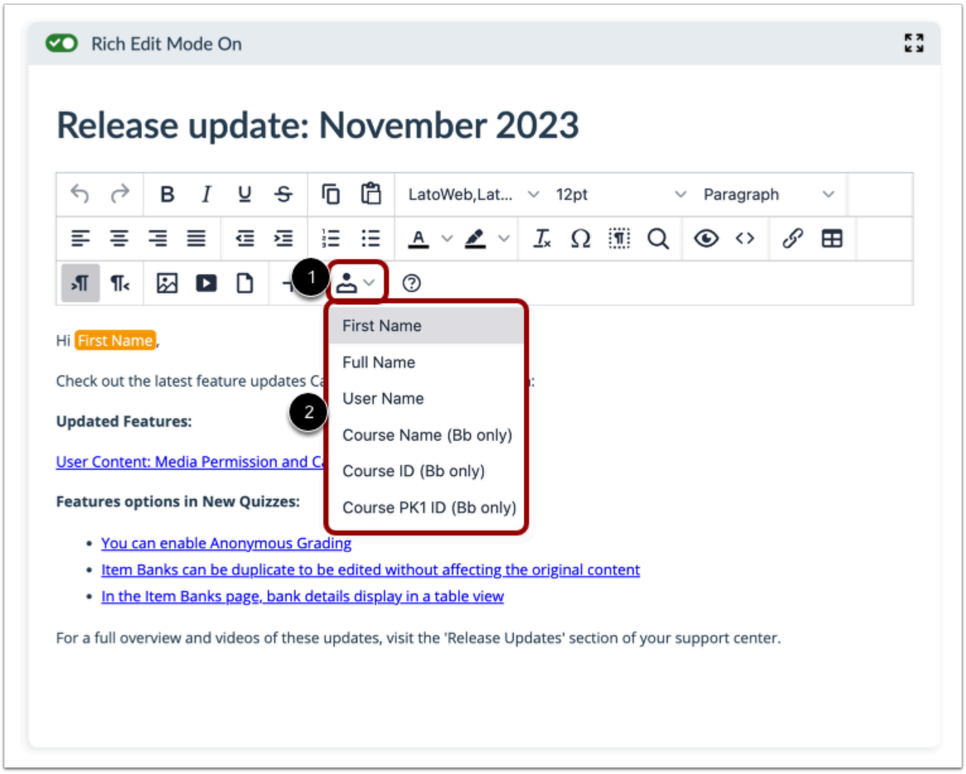
Edit Message



Click the **Edit Message** or **Edit Article** button.

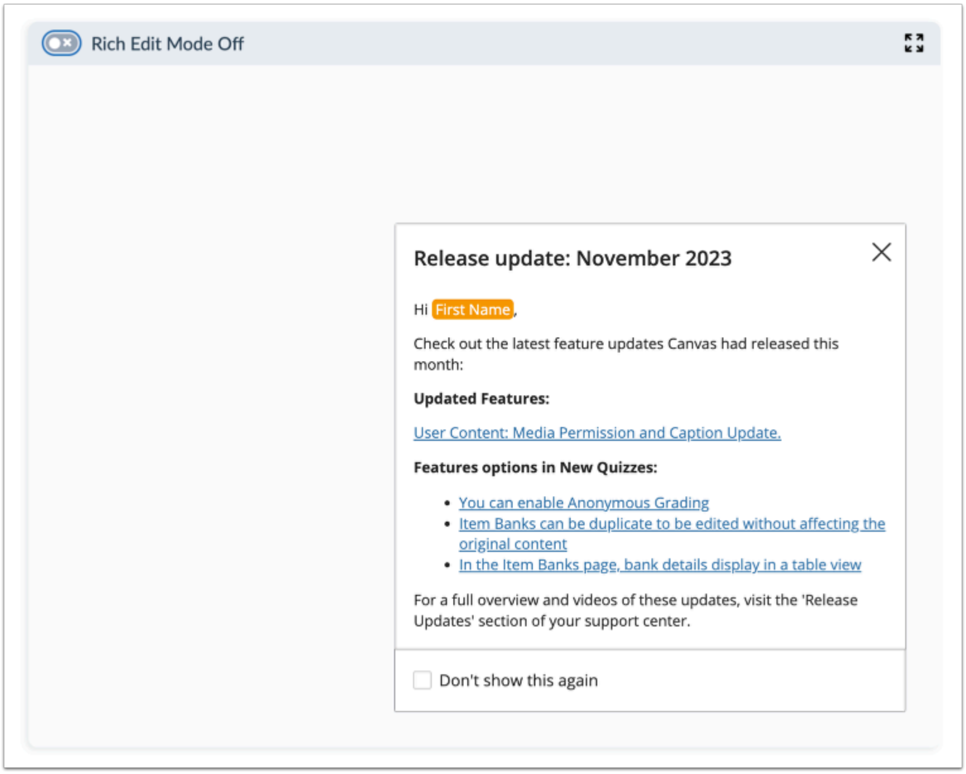
Note: If you are creating a new message or article, the Edit Message or Edit Article button does not display.

Add Personalization



If editing text, click the body of the message or article and press enter to view the in-line insert options.

Click the **User** icon [1] and then select from the personalization options [2].



Now that you have successfully added a personalization token to your message or article you can continue to edit your content, targeting assignments, settings, or publish it to your learning environment. When your message or article is published, the personalization token will be replaced with the value associated with the viewer of the content, so if you chose First Name as a personalization token, the user will see their own first name - ex. John Doe - instead of the First Name tag.

Remove Personalization Token

To remove a personalization token, move your cursor next to the personalization tag and press the backspace or delete key on your keyboard to remove it.

How do I embed media or an iFrame into a message or support article in the Impact Dashboard?

You can embed media and add custom code to your messages and support articles.

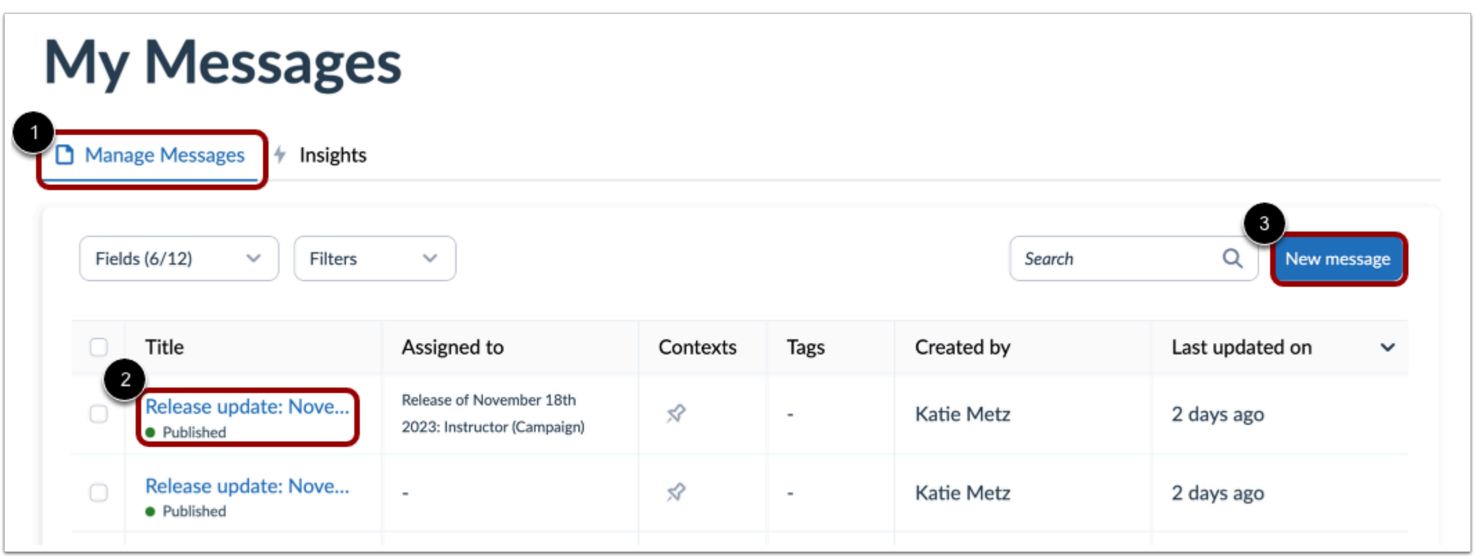
Examples of media and custom code:

- Any iFrame
- External forms (Google forms, Typeform, and more!)
- External videos (if your video is hosted on YouTube or is downloaded locally you can also insert it via the YouTube URL or upload it directly to Impact)
- Kaltura Videos
- Panopto Videos
- HP5 content (https://h5p.org/) like interactive videos, course presentations, charts quizzes, and more!

Open Messages

In Global Navigation, click the **Messages** link.

Manage Messages



Click the **Manage Messages** tab [1]. To add media to support articles, click the **Manage Articles** tab.

To edit an existing message, click the name of the message [2].

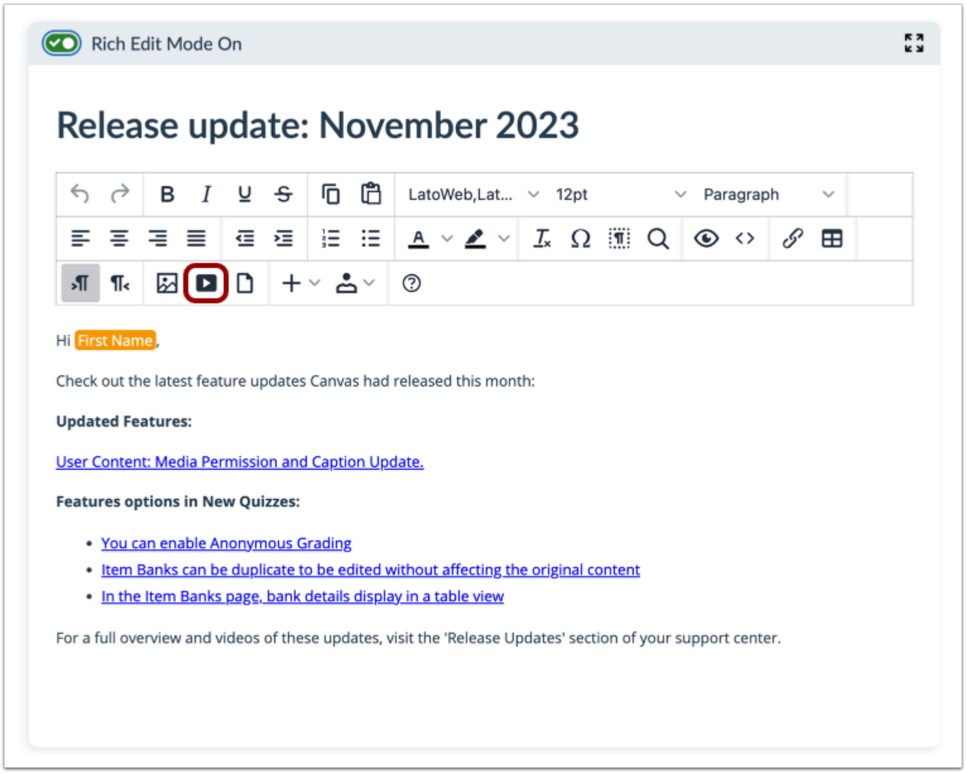
To create a new item, click the **New message** button [3] or the **New Article** button.

Edit Message

Click the **Edit Message** or **Edit Article** button.

Note: If you are creating a new message or article, the Edit Message or Edit Article button does not display.

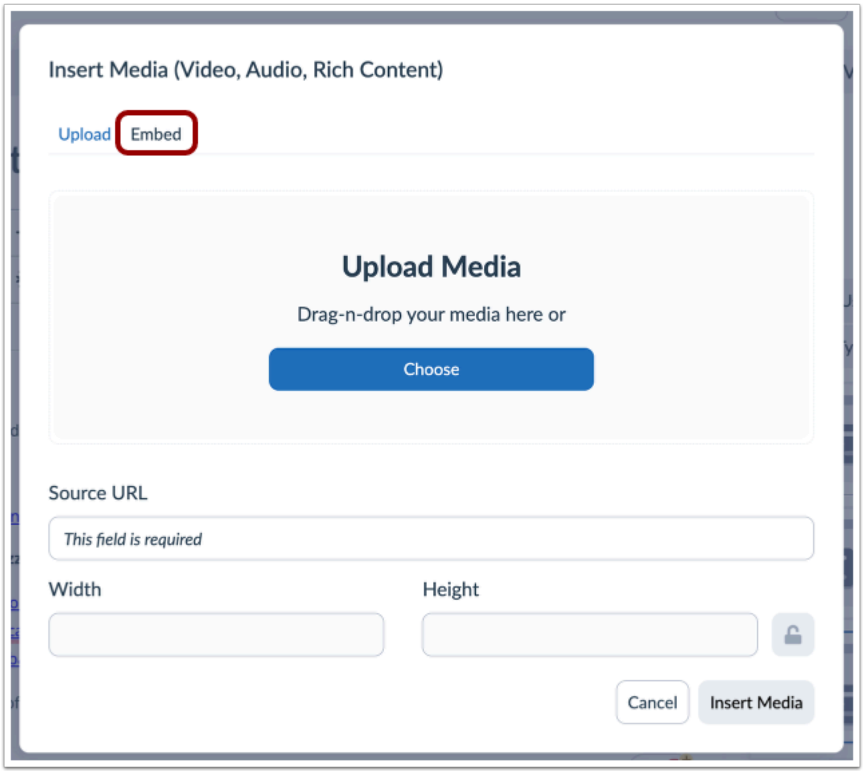
Insert Media



Click into the body of the message or press enter if editing text to see the in-line insert options.

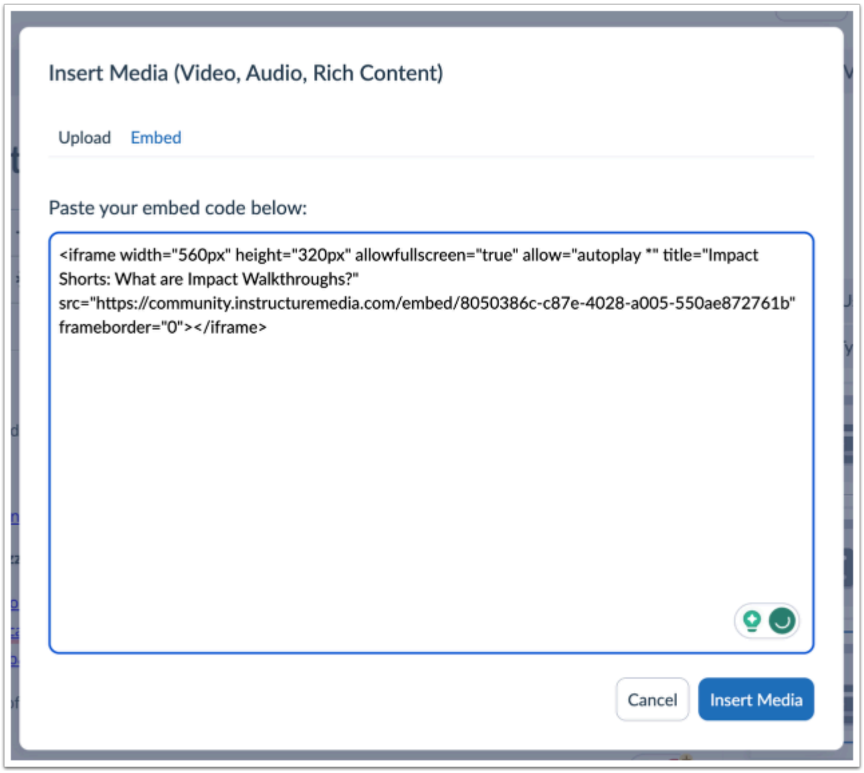
Click the **Media** icon.

Embed Media



In the modal, click the **Embed** tab.

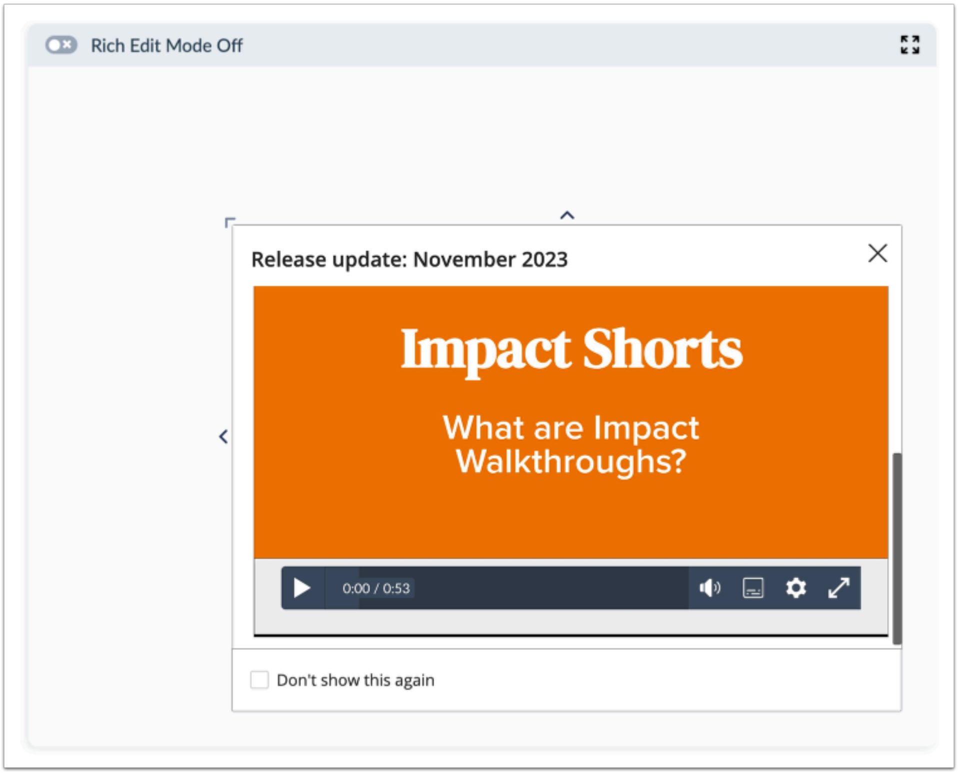
Paste Embed Code



In the code field, paste your iFrame code.

Click the **Insert Media** button.

View Embedded Media



You have successfully added an embedded external iFrame into your message or article you can continue to edit your content, targeting assignments, settings, or publish it to your learning environment.

How do I edit multiple messages at the same time in the Impact Dashboard?

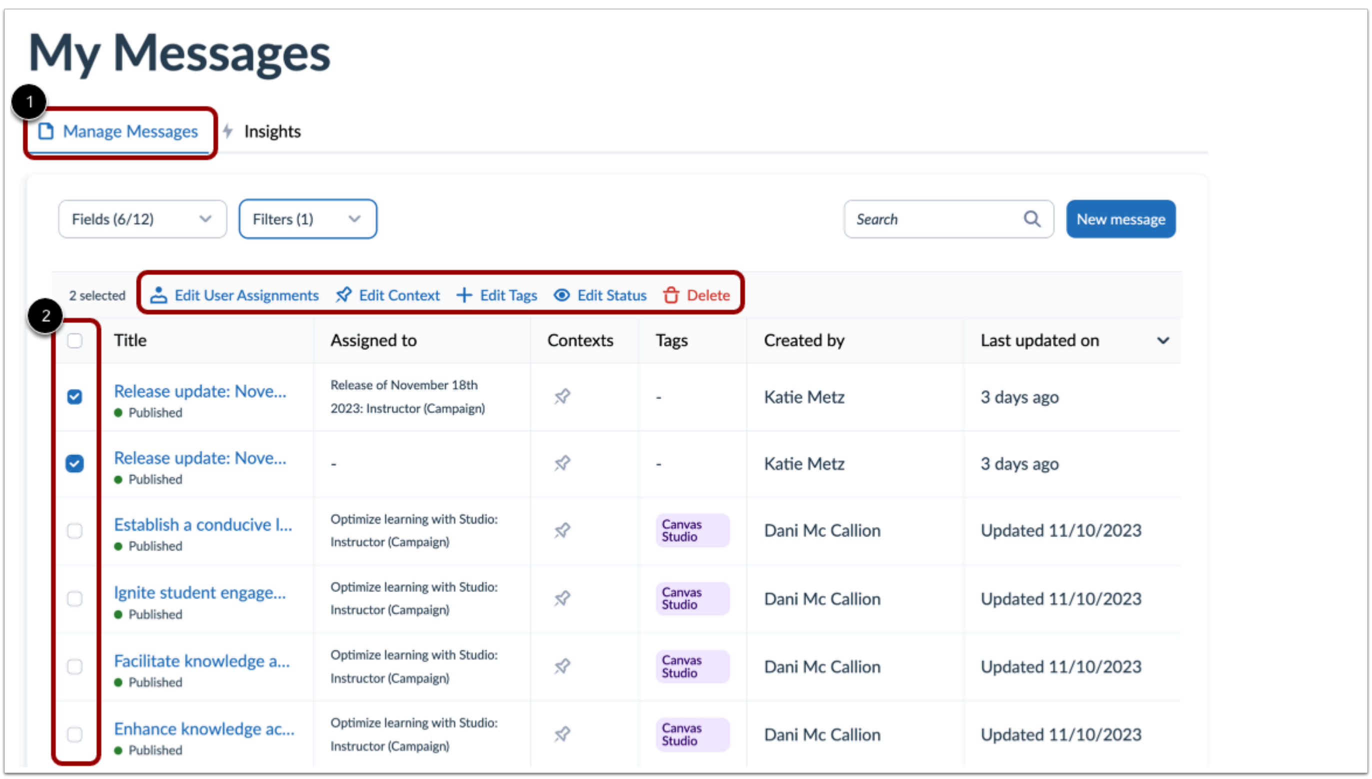
You can edit multiple messages using bulk editing actions in the Impact Dashboard.

Open Messages

Login to your Impact dashboard via app.eesysoft.com and select the relevant instance.

In Global Navigation, click the **Messages** link.

Manage Messages



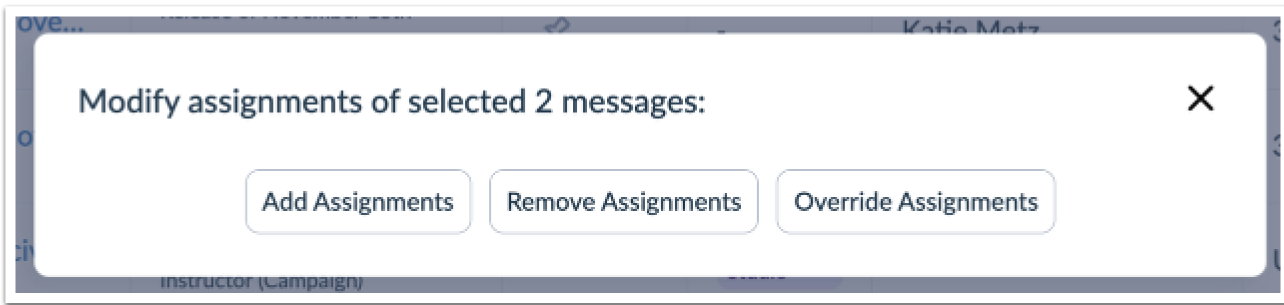
Click the **Manage Messages** tab [1].

Click the checkboxes next to the messages you want to bulk edit. [2].

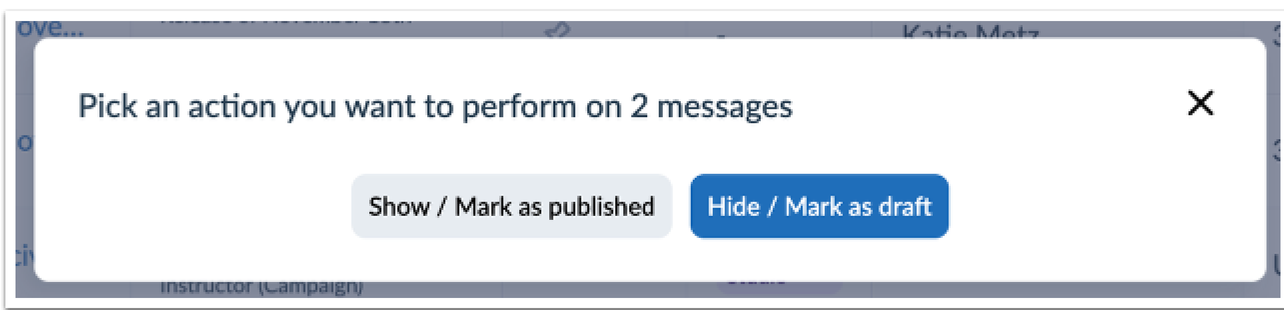
You can bulk edit the following [3]:

- Edit User Assignments
- Edit Context
- Edit Tags
- Edit Status
- Delete

View Edit Options

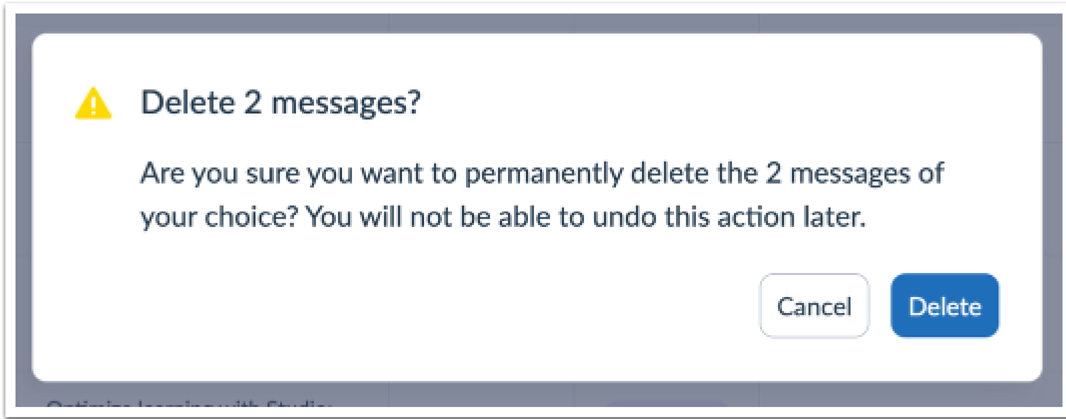


For User Assignments, Contexts, and Tags you have the options to Add, Remove, or Override the user assignments of a message in bulk.



For Status, you have the option to Publish or Hide (mark as a draft) messages in bulk.

Note: Publishing messages in bulk is not always possible as messages must have certain settings configured to allow publishing.

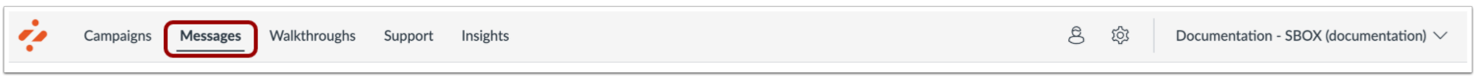


For Delete, you need to confirm that you want to delete the selected messages.

How do I add a message to an existing campaign in the Impact Dashboard?

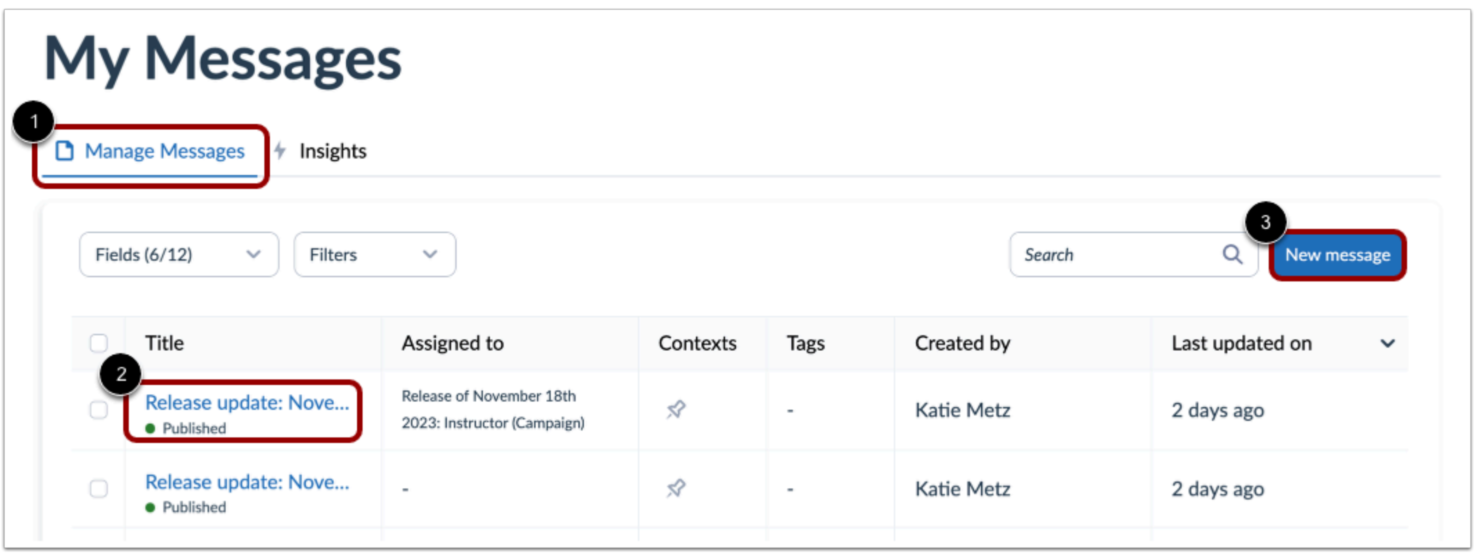
Impact allows you to assign a message to an existing campaign to apply the user targeting rules (as defined for the campaign) to your message. This means that if your campaign audience is "Instructors not active with a tool for 30 days" and you connect a message to this campaign, the message will also be targeted at that audience.

Open Messages



In Global Navigation, click the **Messages** link.

Manage Messages

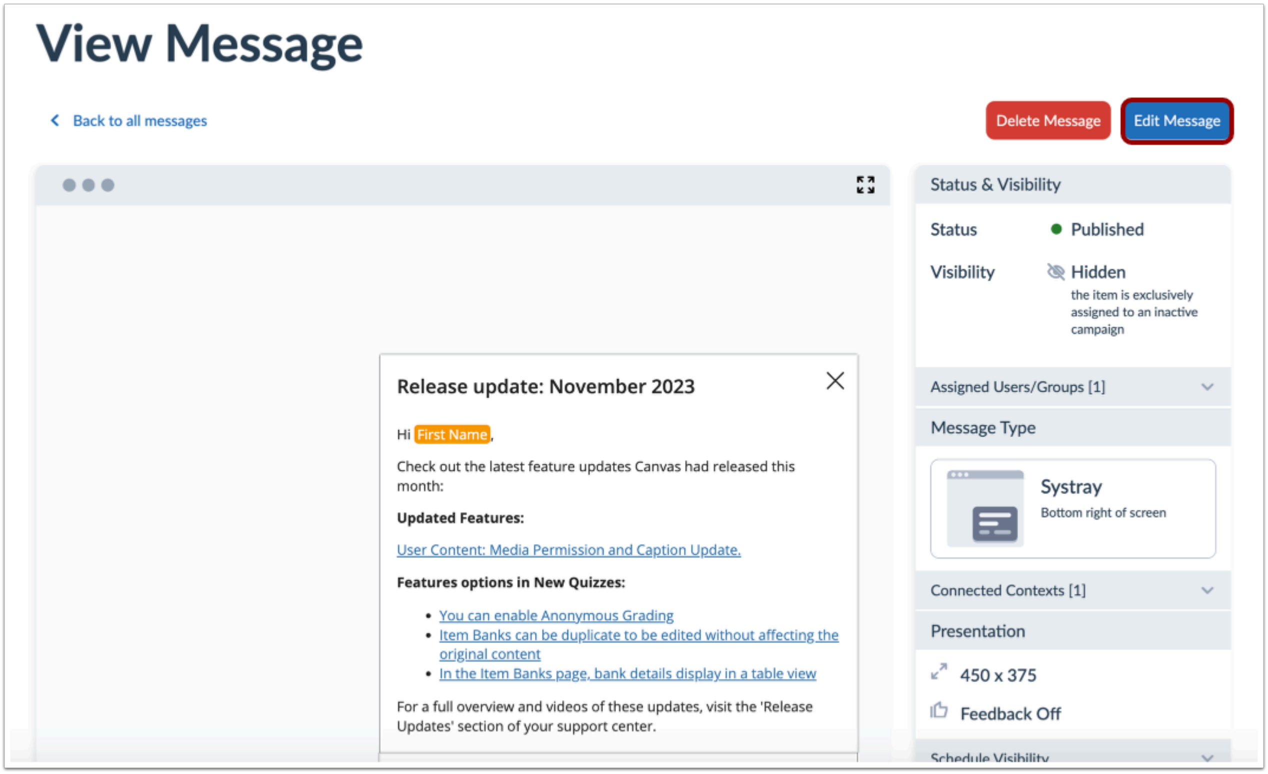


Click the **Manage Messages** tab [1].

To associate a message with an existing campaign, locate and click the message you want to use [2].

To create a new message, click the **New message** button[3].

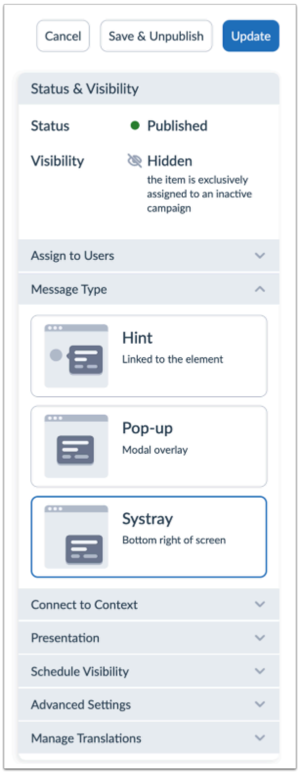
Edit Message



In the View Message page, click the **Edit Message** button.

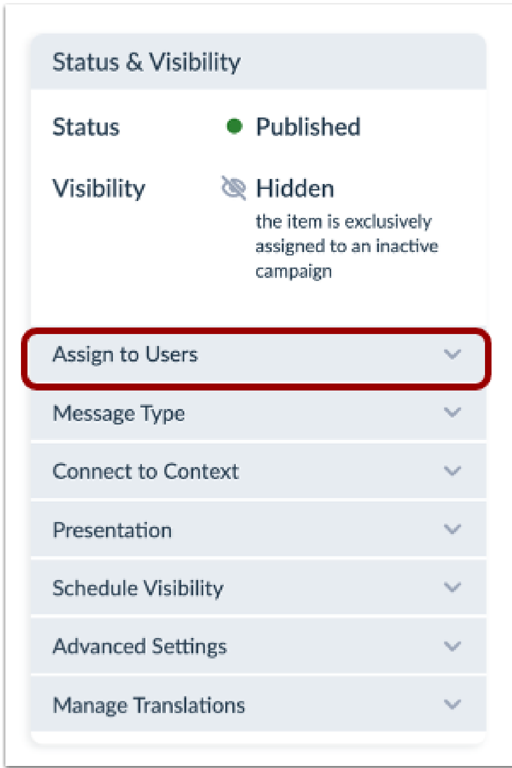
Note: If you are creating a new message, the Edit Message button does not display.

Edit Message Details



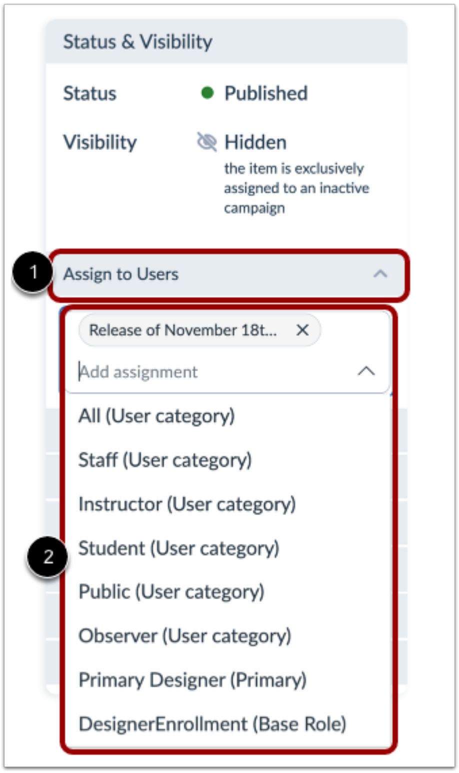
Edit your message details.

Assign to Users



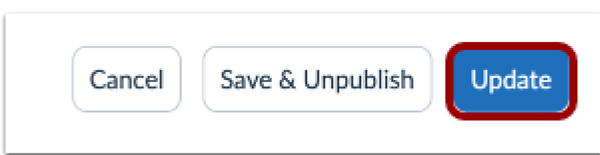
In the sidebar, click the **Assign to Users** section.

Assign to Campaign



To add a message to an existing campaign, enter the terms in the **Filter** field [1]. Select the name of the relevant campaign [2]. You can select multiple campaigns and users that are added to the Assign to Users section.

Update Message



Once you have selected the relevant campaign, you can continue to edit the existing message and click the **Update** button. If you have created a new message, you will click the Publish button.

How do I enable or disable feedback on a message in the Impact Dashboard?

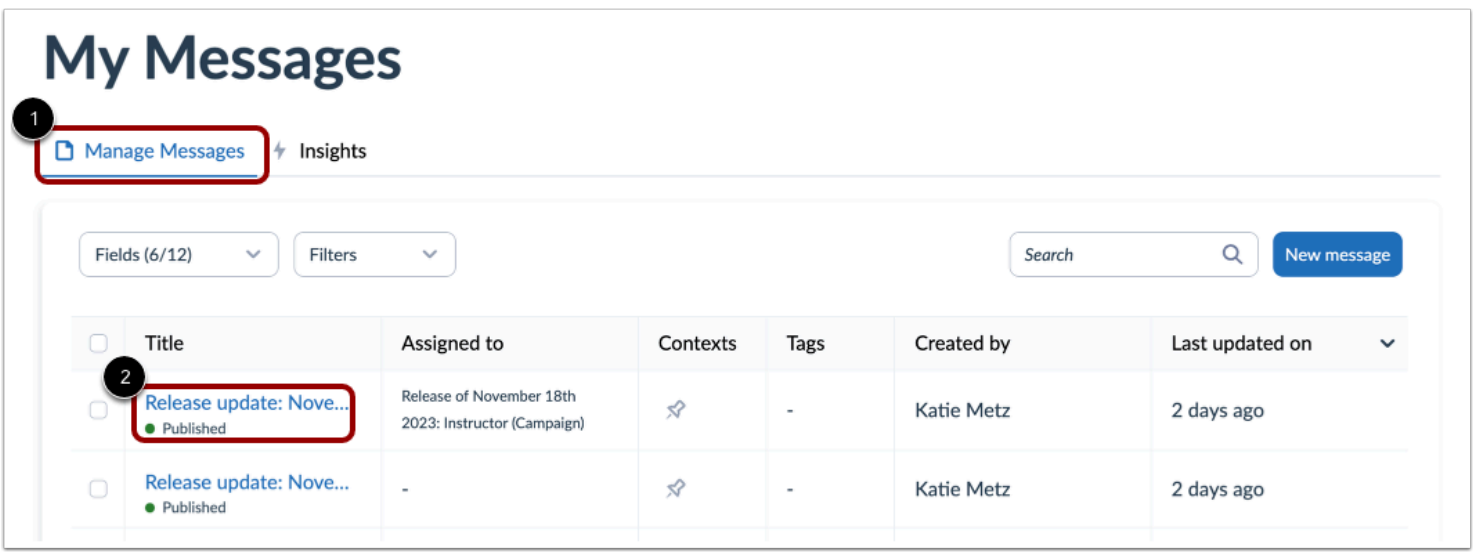
You can enable or disable feedback options on any particular message.

Open Messages

Login to your Impact dashboard via app.eesysoft.com and select the relevant instance.

In Global Navigation, click the **Messages** link.

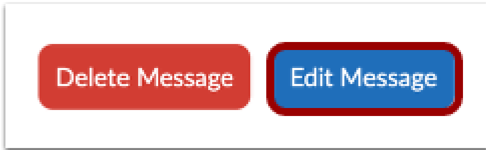
Manage Messages



Click the **Manage Messages** tab [1].

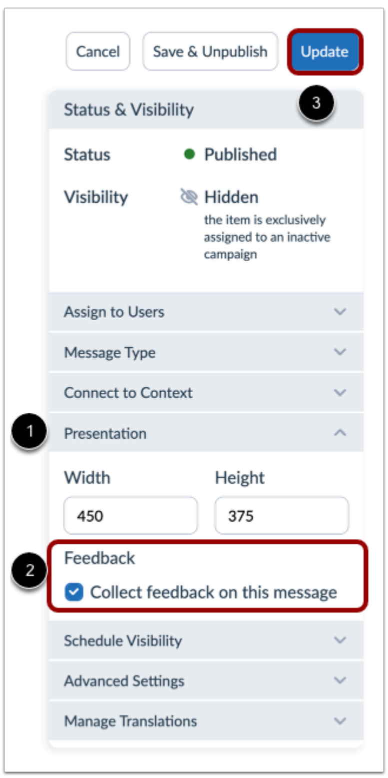
Click an existing message to edit [2].

Edit Message



Click the **Edit Message** button [1].

Collect Feedback

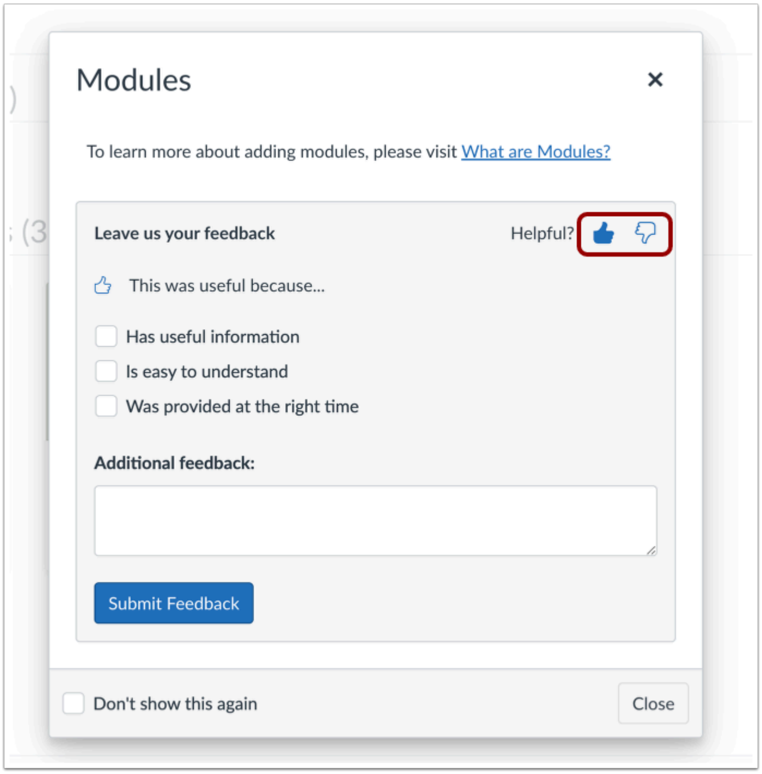


In the sidebar, in the Presentation section [1], click the **Collect feedback on this message** checkbox [2].

To disable collecting feedback, deselect the **Collect feedback on this message** checkbox.

To save your changes, click the **Update** button [3].

View Feedback Options on Messages



Message feedback is displayed as **Thumbs Up** and **Thumbs Down** icons. When an upvote or downvote is made, the message expands downwards and allows users to leave comments with their vote.

Note: For more information on enabling preset voting options, visit [How do I enable preset voting options for messages and support articles in the Impact Dashboard?]

How do I change message types in the Impact Dashboard?

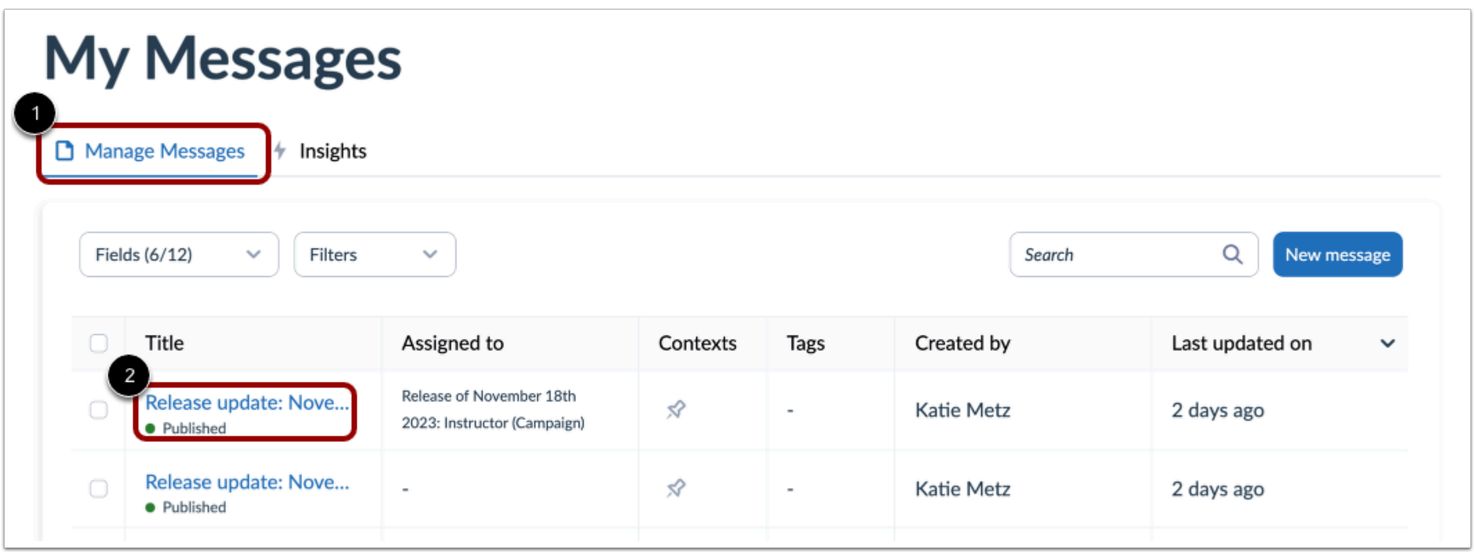
You can change the message type in the Impact Dashboard.

Open Messages

Login to your Impact dashboard via app.eesysoft.com and select the relevant instance.

In Global Navigation, click the **Messages** link.

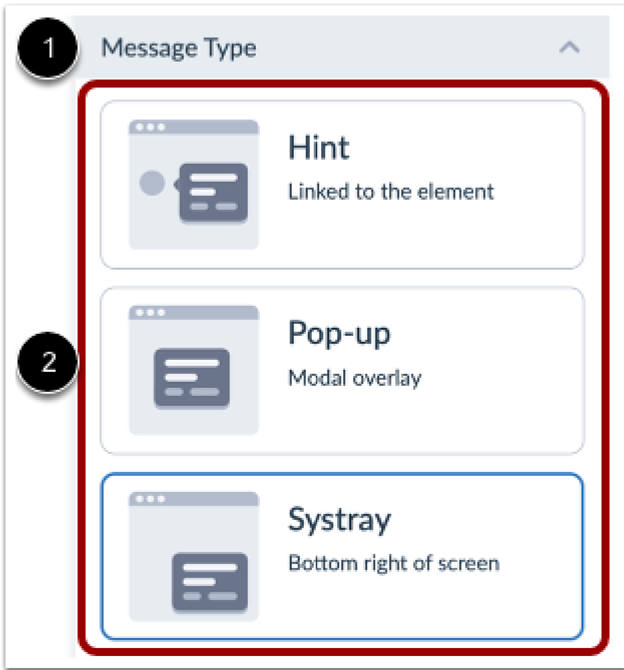
Manage Messages



Click the **Manage Messages** tab [1].

Click an existing message to edit [2] and then click the Edit Message button.

Change Message Type



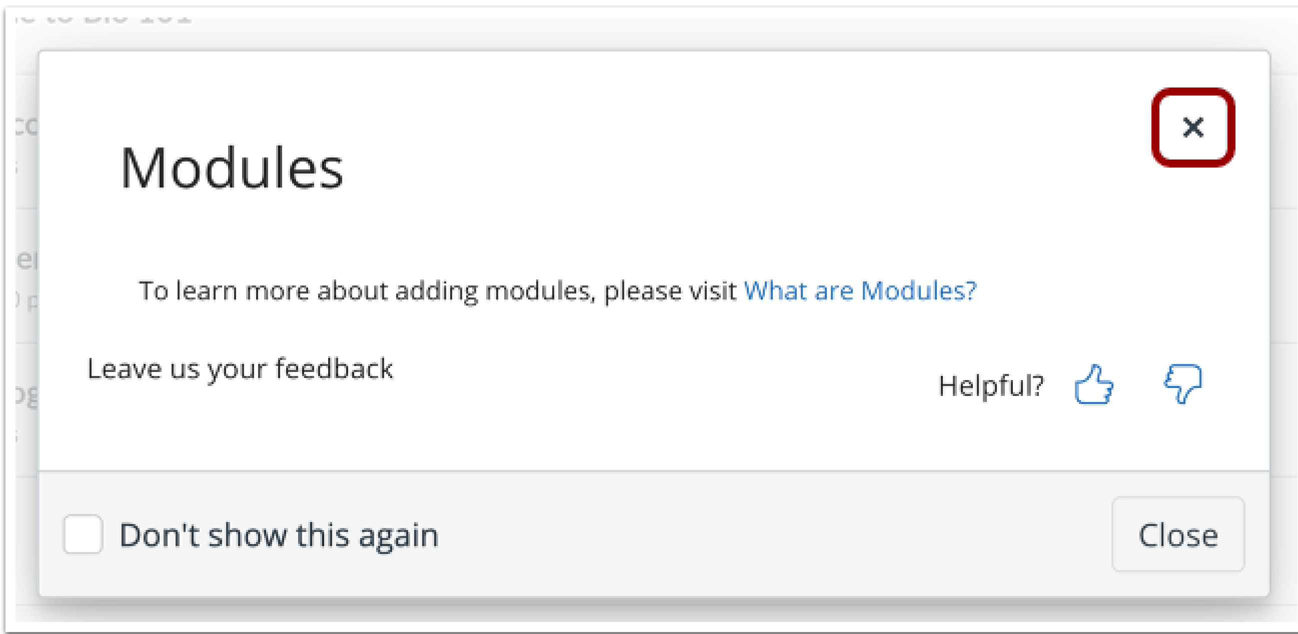
To change message types, locate and click the Message Types section [1]. Click the message type [2].

Note: The relationship between Message Type and Connected Context means that not all message types work for all context types.

How do I close an Impact message?

Messages created in Impact display in your Learning Management System. There are multiple ways for users to close out of the messages and you can choose to reset message views so the message displays to users that have previously hidden the message.

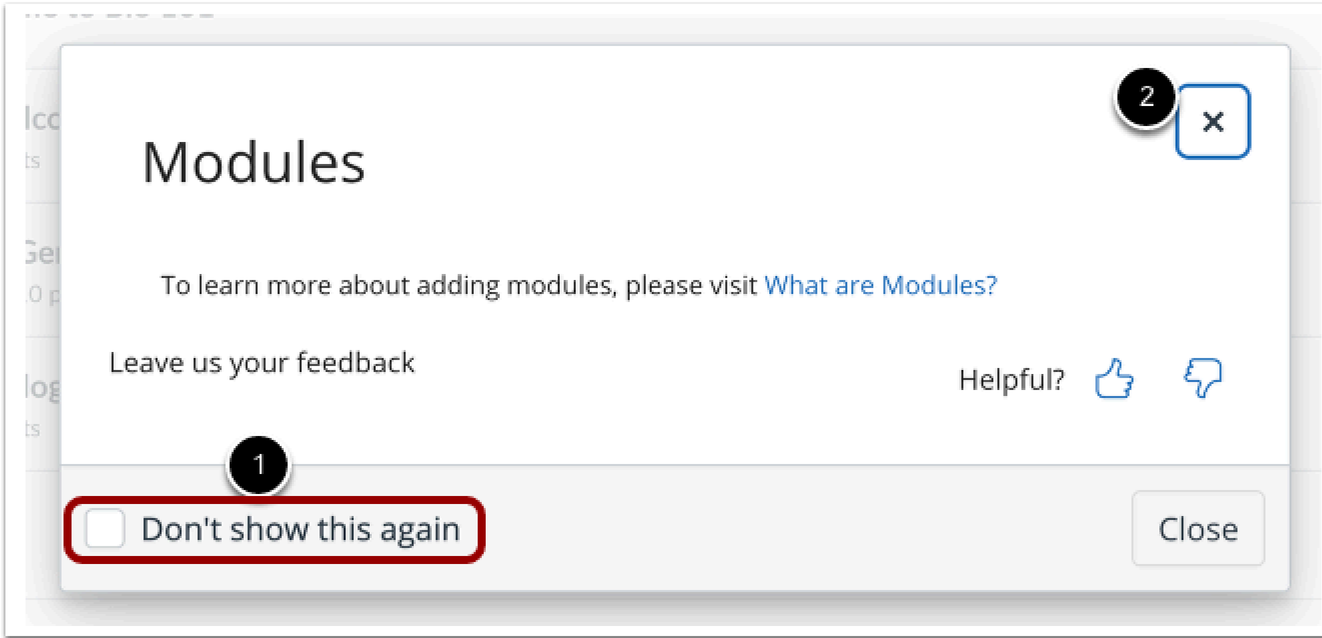
Temporarily Close Messages



To temporarily close all message types, click on the **X**. This will temporarily close the message for users until their next new session.

Note: Pop-up messages take over the entire screen of the user and force them to close the message before proceeding.

Permanently Close Messages



To permanently close messages, users can select the **Don't show this again** checkbox [1] and then click the **X** [2]. This allows users to permanently close their messages and not see them again unless you reset message views.

Reset Message Views

Upon viewing messages, users can select to not view the message again. When you reset the message views this allows for the message to be viewed even if it is previously hidden from the user.

For more information on resetting message views, visit this guide, [How do I reset message views?]

What is considered a new session?

A new session starts when a user logs into the LMS system either for the first time or after a period of inactivity. The session ends when the user logs out or when the session times out.

New sessions also include:

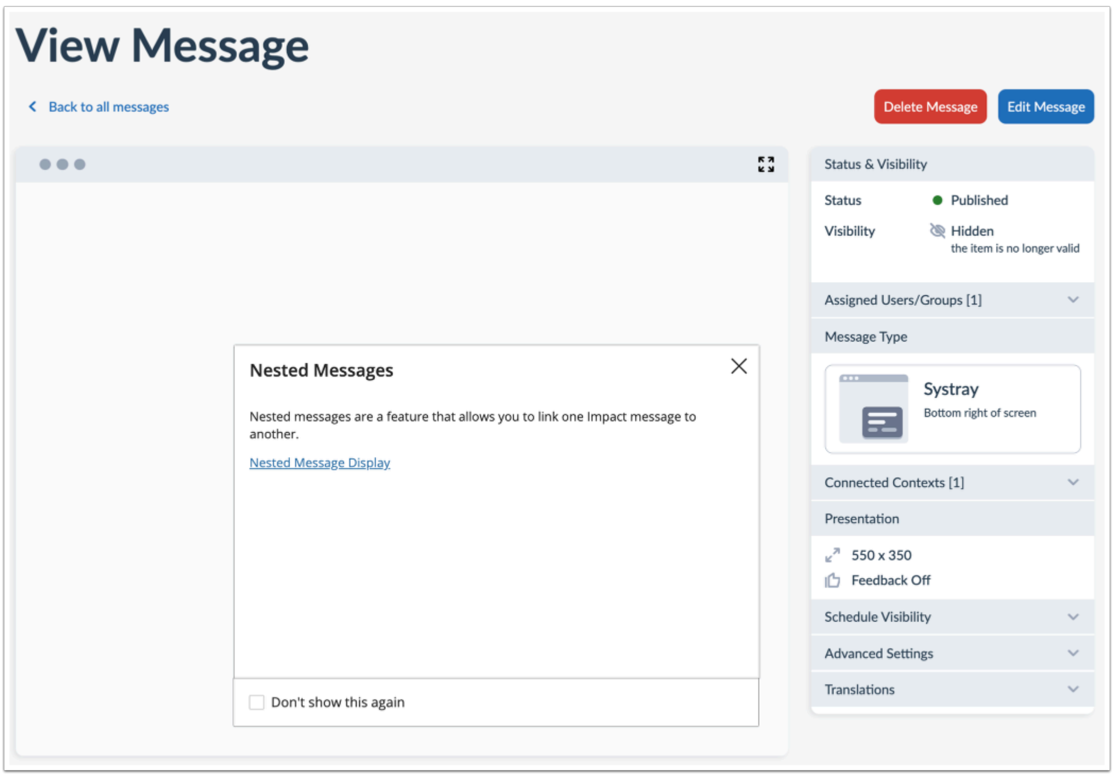
- Closing the tab and opening a new one to sign in
- A new browser is opened

Note: Logging out and logging back in while in the same tab will still be considered the same session. If a message is temporarily closed, it will still be closed while in the same session.

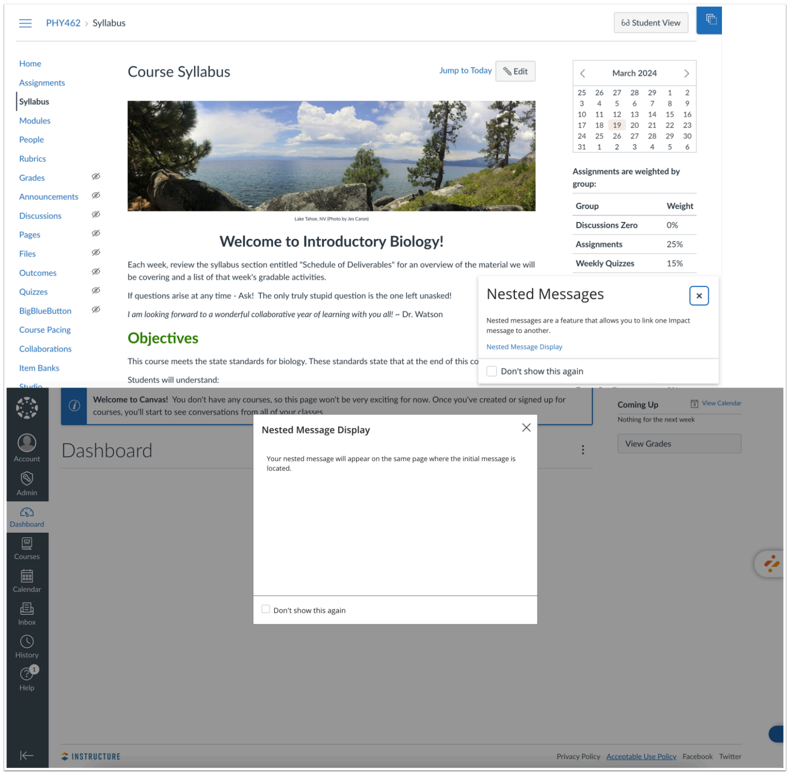
What are nested messages?

Nested messages is a feature that allows you to link one Impact message inside another. This allows users to easily see messages that would go hand in hand with others.

Pop-up and Systray Messages

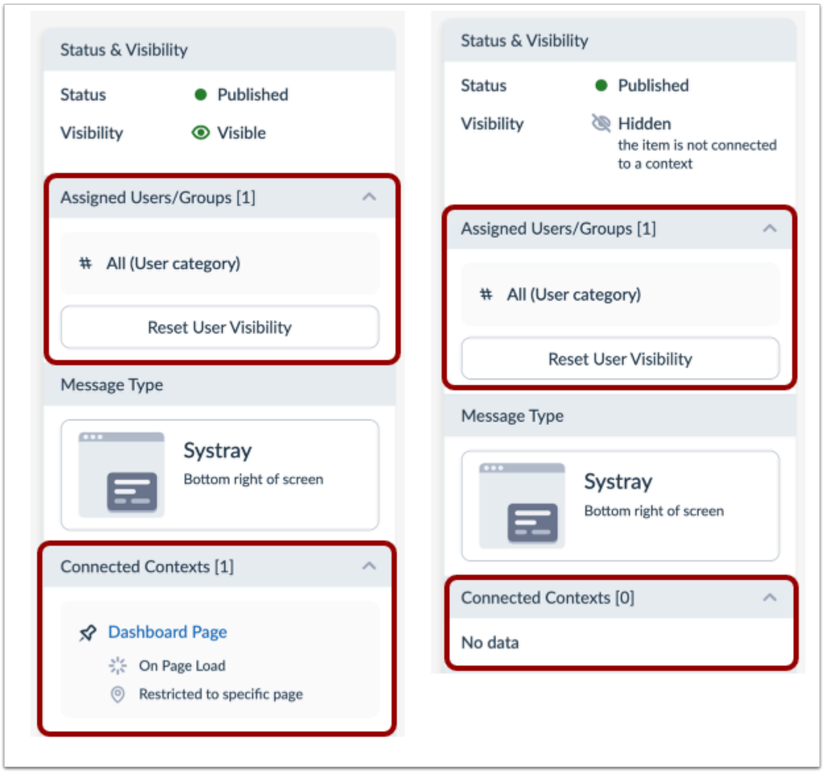


The nested messages feature is specifically designed to function with pop-up and systray messages.



When you use nested messages, they will appear on the same page where the initial message is located. The style of the nested message, whether they are pop-up or systray, depends on the message type.

Connected Context



Nested messages do not require a context to be connected to them, but they must be assigned to the same user group as the original message and published to function correctly.

If the nested messages have a context connected that does not match the page where the original message is placed, it will appear on the page where the original message is placed.

How do I add a nested message to a message in the Impact Dashboard?

You can use the Impact Dashboard to add a nested message to a message to view in your Learning Management System.

Note: For more information on nested messages, visit What are nested messages?

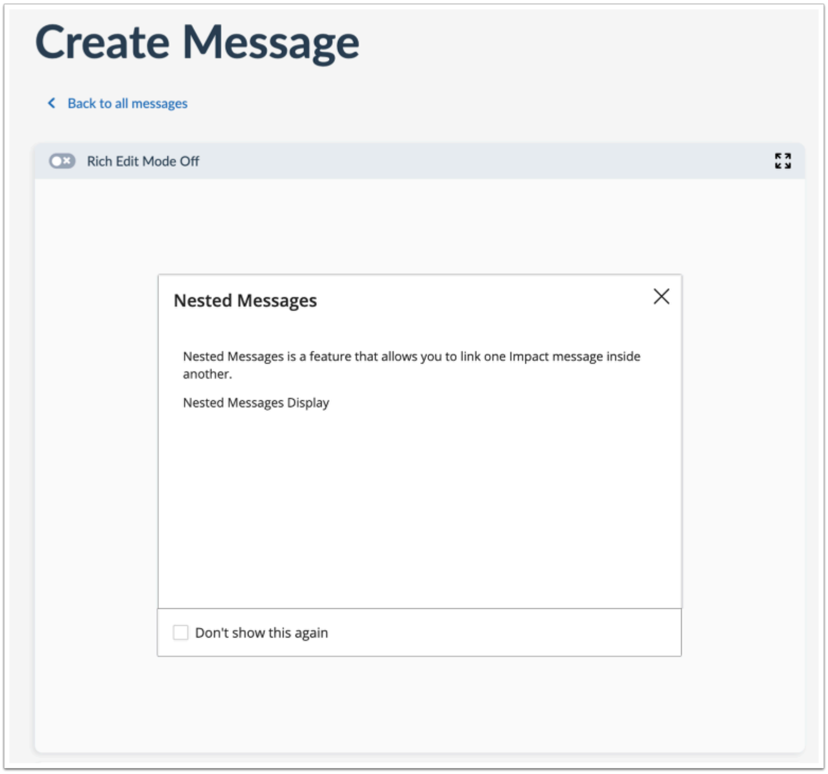
Open Messages

In Global Navigation, click the **Messages** link.

Open New Message

Click the **New Message** button.

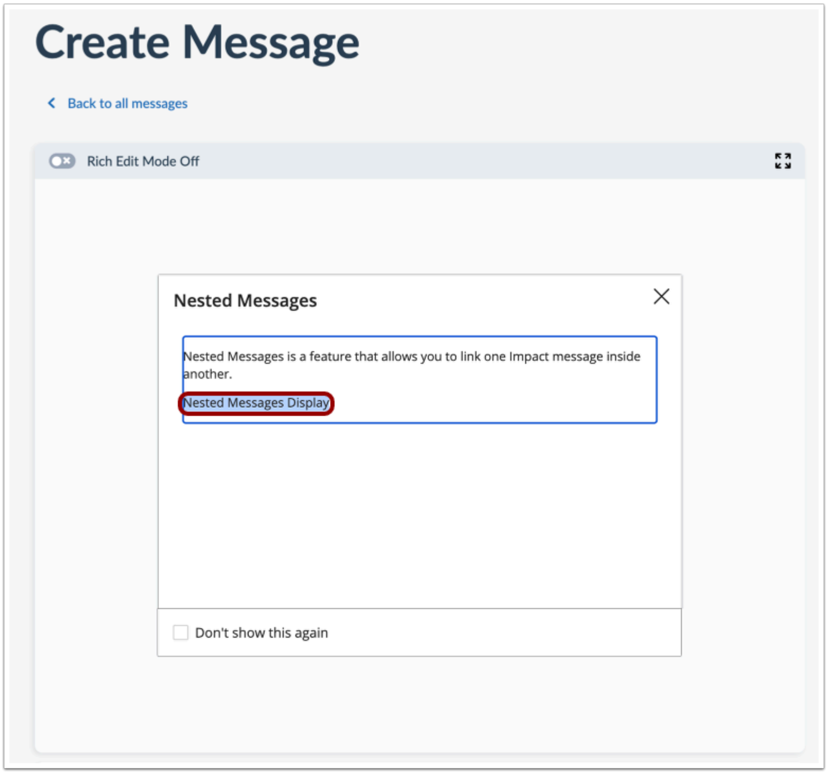
Create Message



Create the initial message that will display the desired nested message.

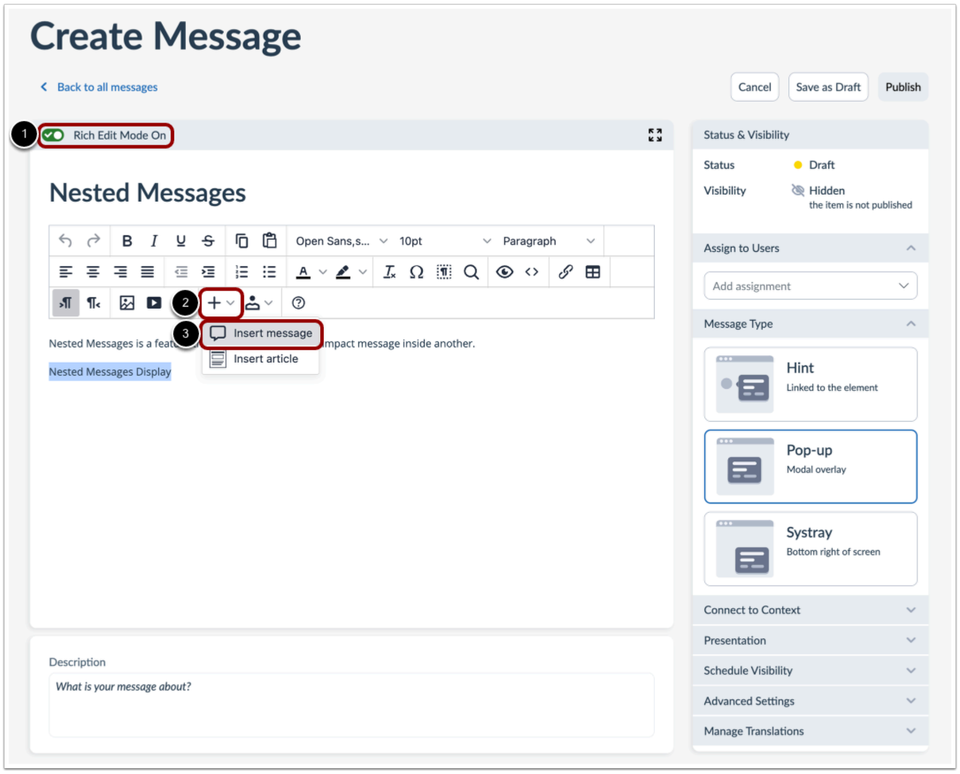
Note: Nested messages need to be Systray Messages or Pop-up Messages.

Highlight Text for Nested Message



Select the text you want to attach with the nested message.

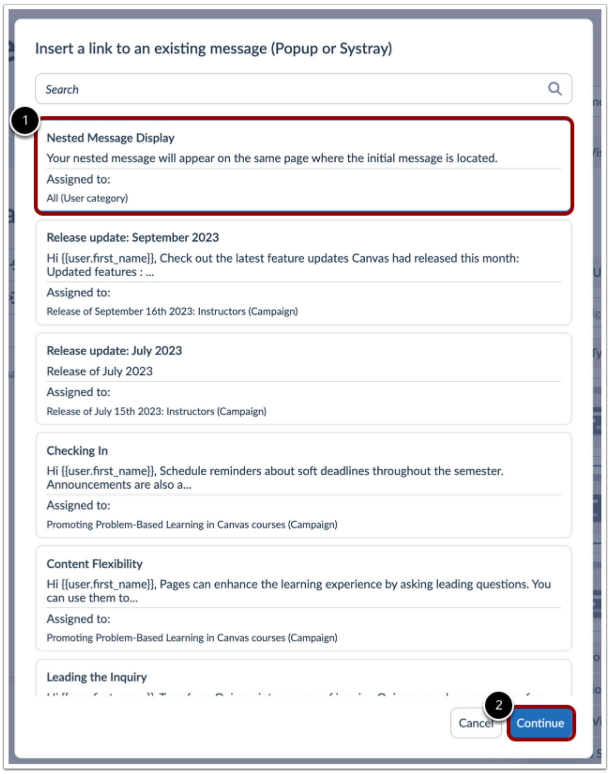
Insert Nested Message



Click the **Rich Edit Mode** toggle [1] to enable the Rich Content Editor.

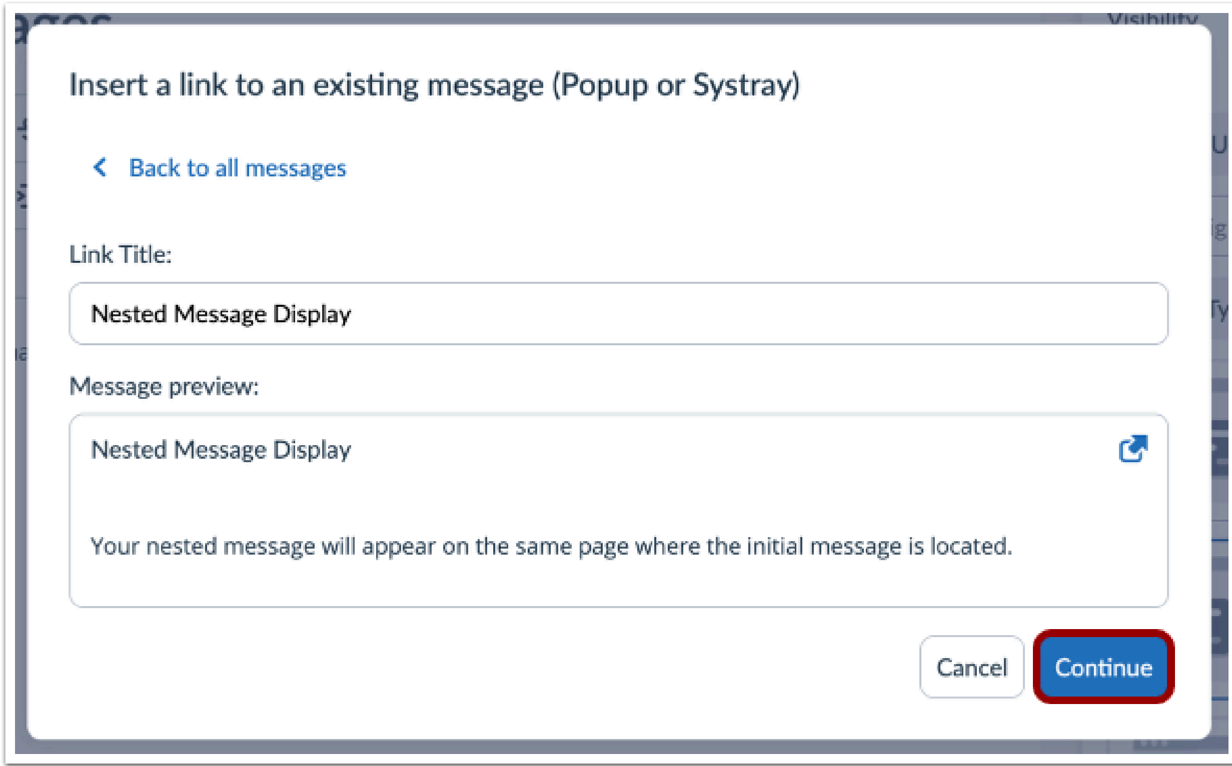
Click the **Insert** button [2] and then click the **Insert Message** button [3].

Select Nested Message



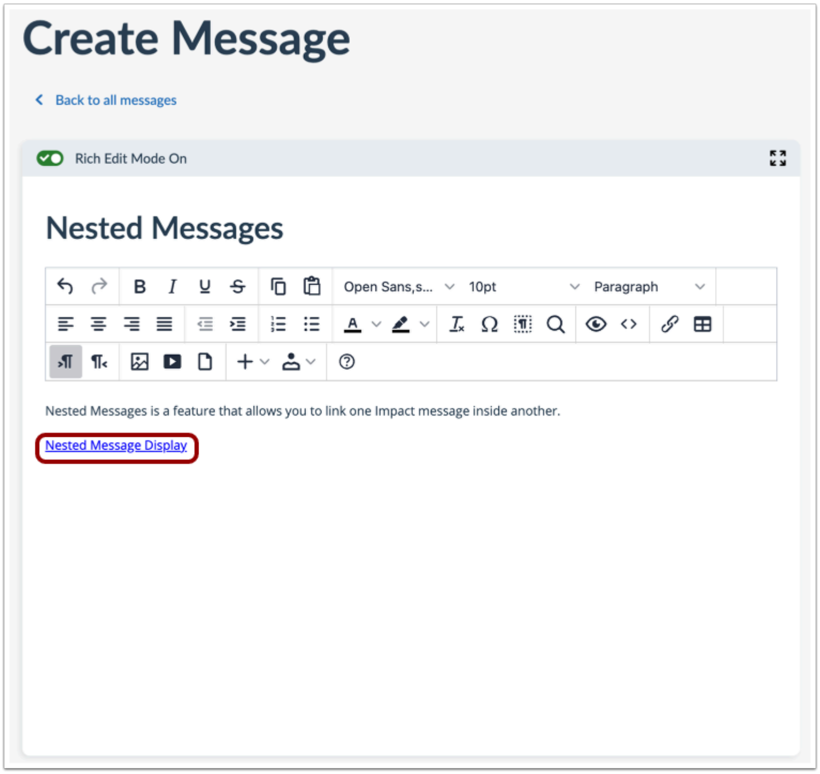
Select the message to link to the existing message [1]. Then click the **Continue** button [2].

Note: Nested Messages need to be created in the Impact Dashboard prior to the message it will be inserted in as this function only allows you to populate pre-existing messages. For more information on creating messages from the Impact Dashboard, visit [How do I create a message from the Impact Dashboard?](#)



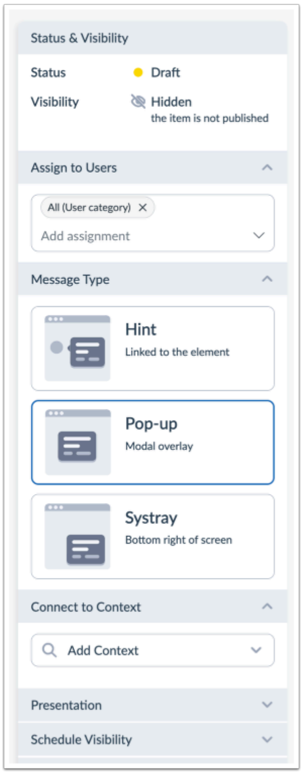
Preview the Link Title and Message preview. Then click the **Continue** button.

Nested Message Linked



Your nested message is linked within the initial message.

Edit Message Settings

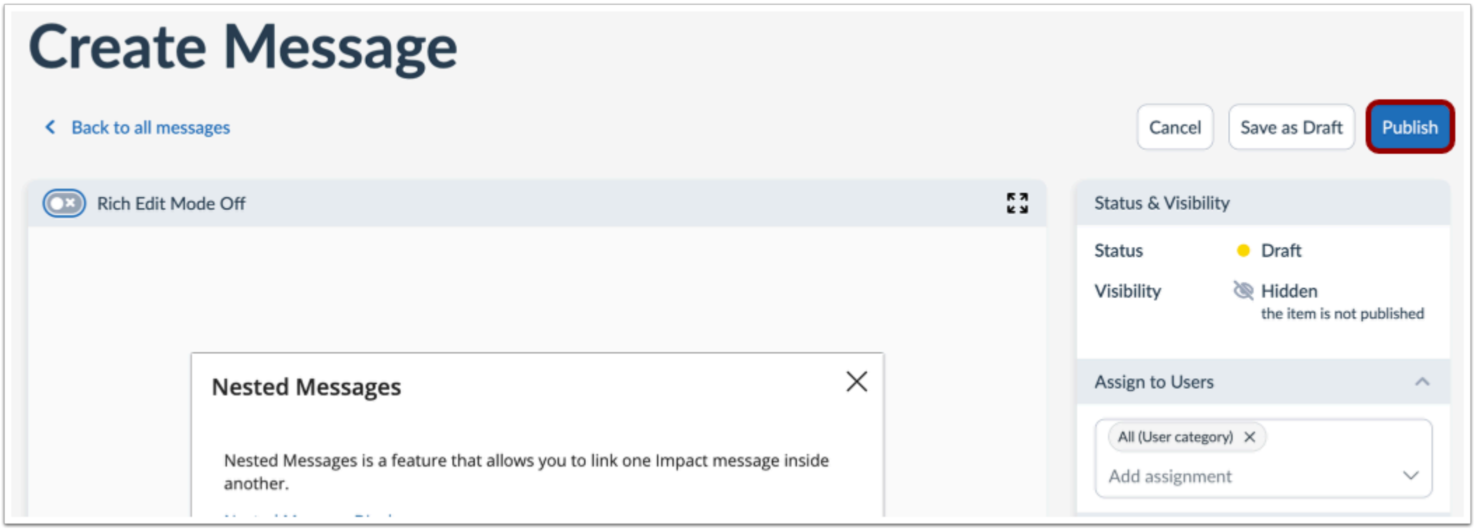


In the sidebar of the create message page, select your message settings.

Note(s):

- Nested messages do not require a context to be connected to them but they must be assigned to the same user group as the original message and published to function correctly.
- If the nested message has a context connected that does not match the page where the original message is placed, it will appear on the page where the original message is placed.

Publish Your Message



Click the **Publish** button.

How do I create personalized links in messages from the Impact Dashboard?

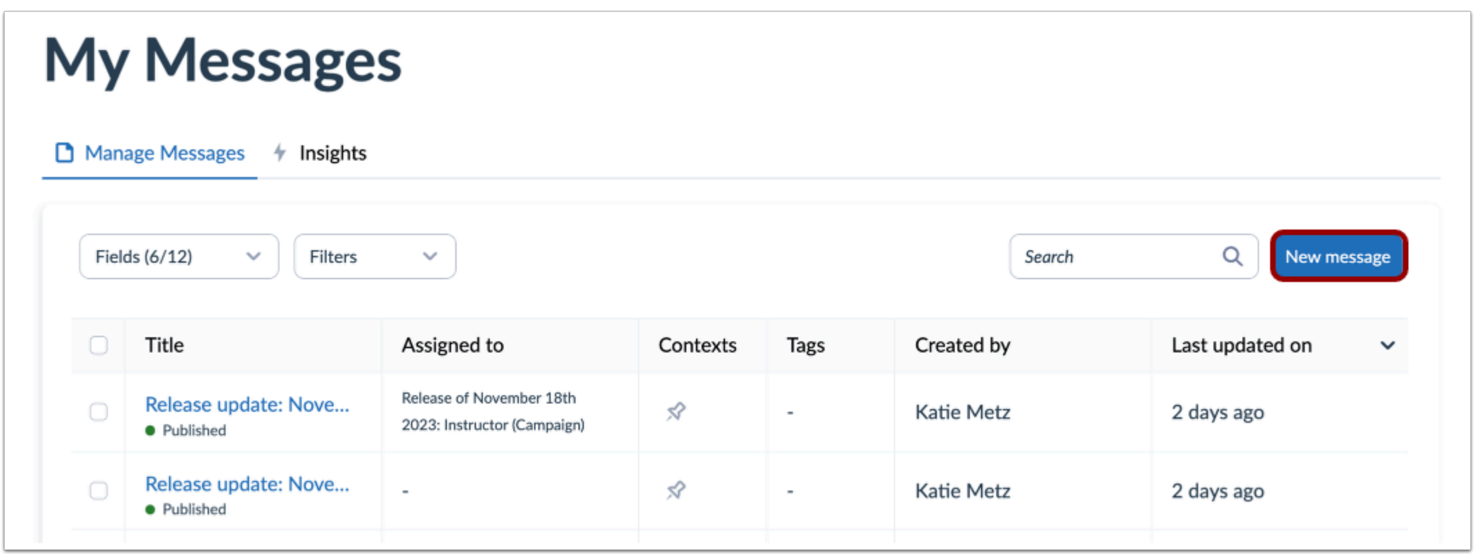
Adding a personalized link to your Impact messages is a fantastic way to engage users in a more direct, personal way which can improve the user's experience with the messages targeted to them.

Note: Only one personalized link can be inserted per message.

Open Messages

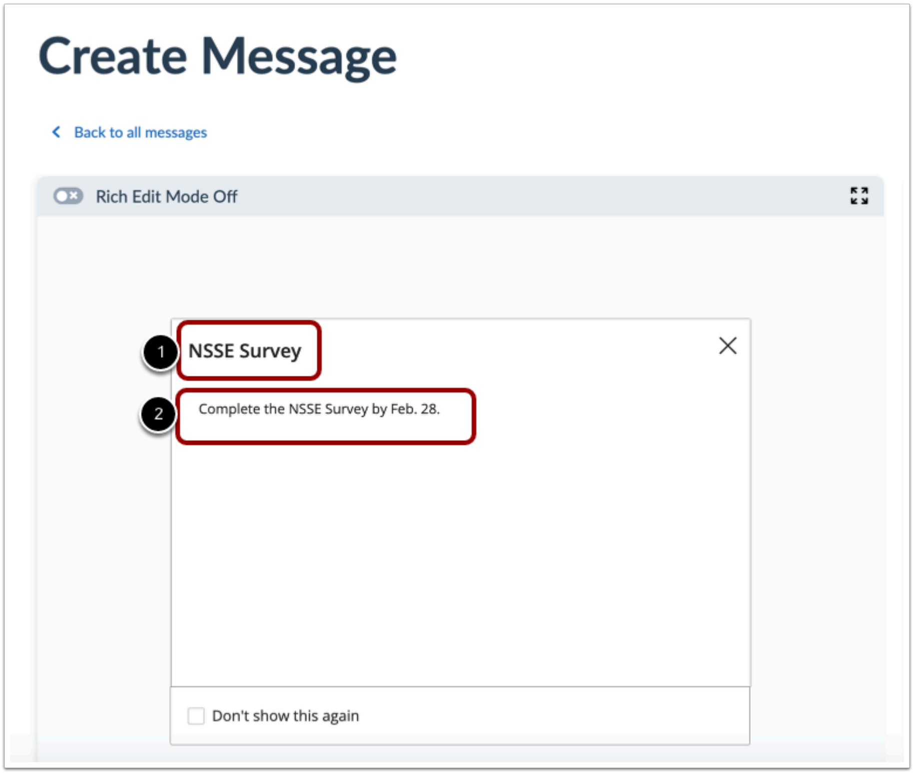
In Global Navigation, click the **Messages** link.

Create New Message



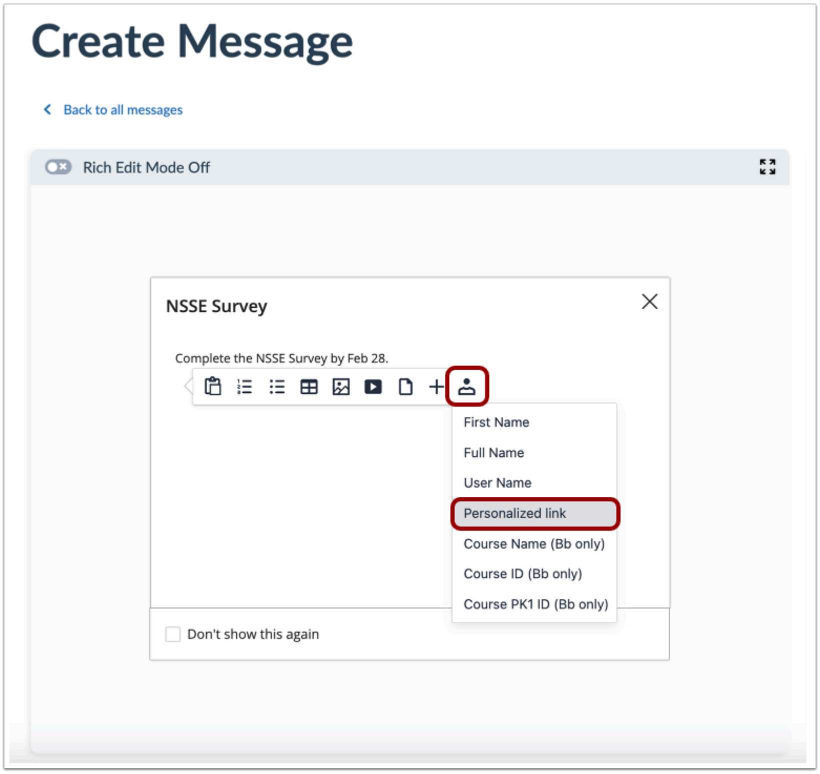
Click the **New message** button.

Edit Message Content

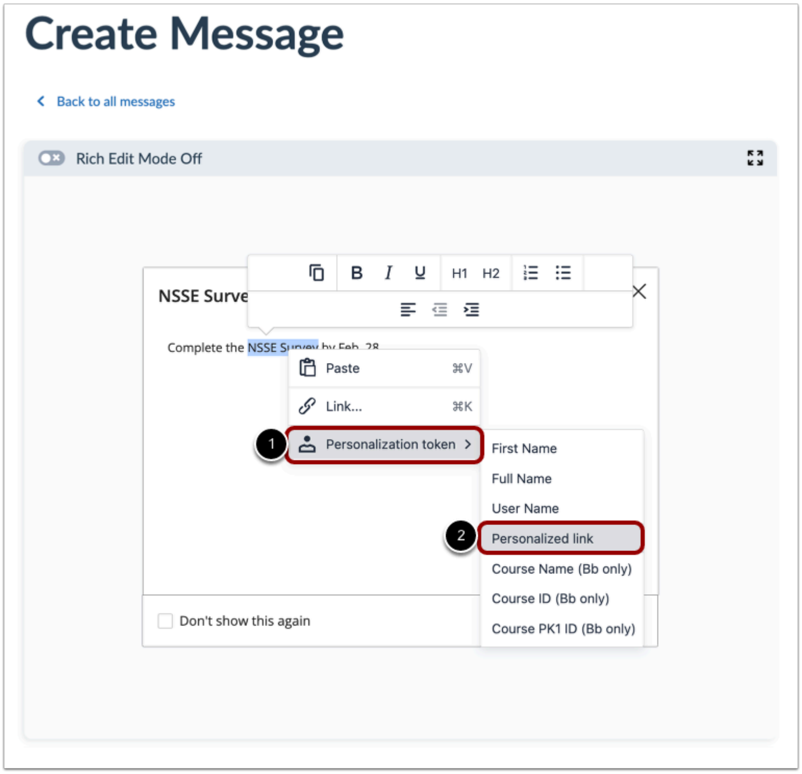


Add a title [1] and content [2] to your message.

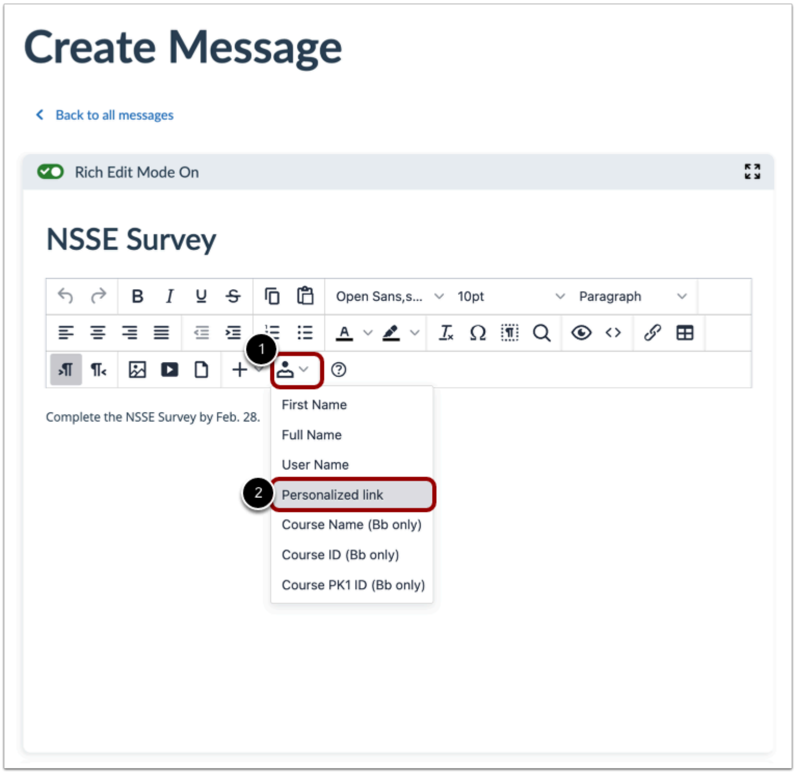
Add Personalized Link



While editing the message body, to view the insert options, press Enter on your keyboard. Click the **Personalization token** icon [1] and then click the **Personalized Link** option [2].



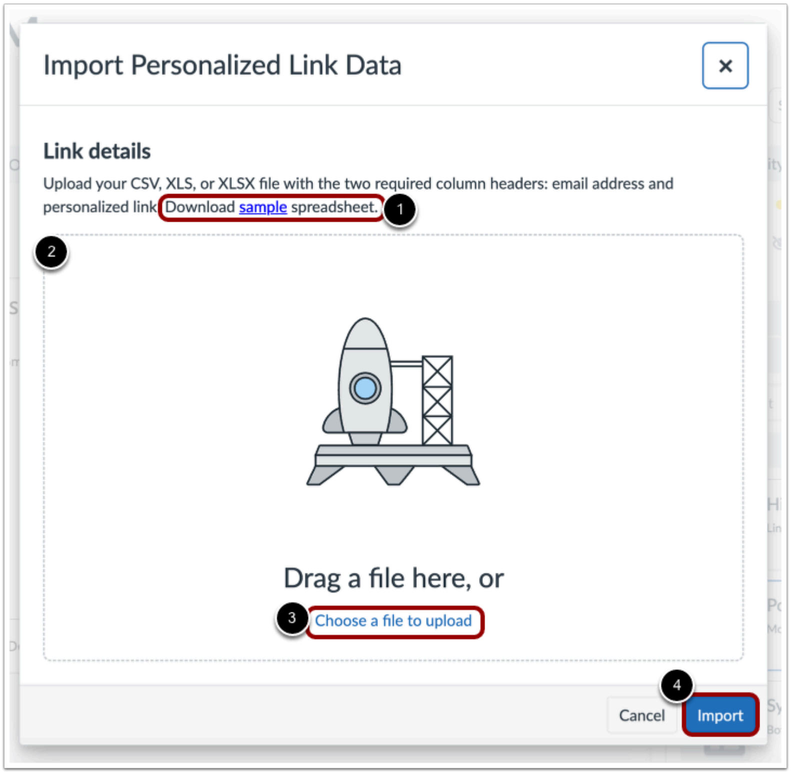
You can also highlight the text and click the Personalization **token** drop-down menu [1]. Then click the **Personalized link** button [2].



Additionally, you can add a Personalization token in the Rich Content Editor.

Click the **Personalization token** drop-down icon [1] and then click the **Personalized link** option [2].

Import Personalized Link File



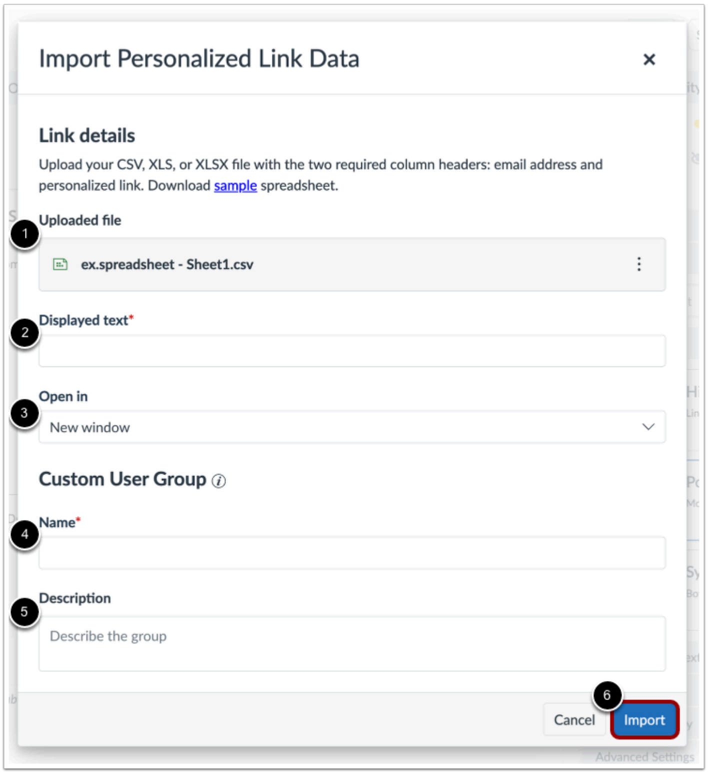
To download a sample spreadsheet, click the **Download sample spreadsheet** link [1].

To upload your CSV, XLS, or XLSX file, drag a file in the upload box [2] or click the **Choose a file to upload** link [3].

Then click the **Import** button [4].

Note: The imported file requires two column headers: email address and personalized link for each email.

Add Link Details



In the Link details window, you can add personalized link details.

The **Uploaded file** from the previous upload window displays [1]. You can download the file or change file by selecting the menu button.

Enter a text to display in the message in the **Displayed text** field [2].

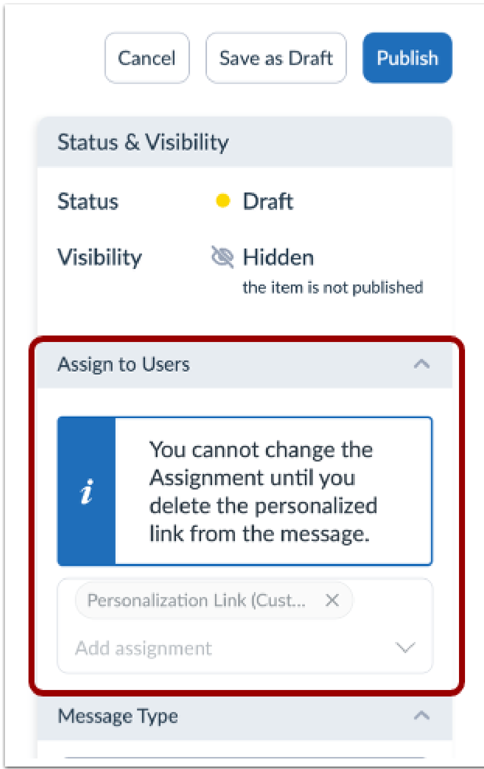
To specify the way the link will display, click the **Open in** drop-down menu [3] to select New window or Same window. By default, it is set to open in a new window.

By uploading a file with personalized links, you are automatically creating a Custom User Group inside of Impact. This Custom User Group will appear from the Custom User Groups page and could be used for future use (if desired). Enter a name for the Custom User Group in the **Name** field [4].

Enter a description to describe the group in the **Description** field [5].

Click the **Import** button [6].

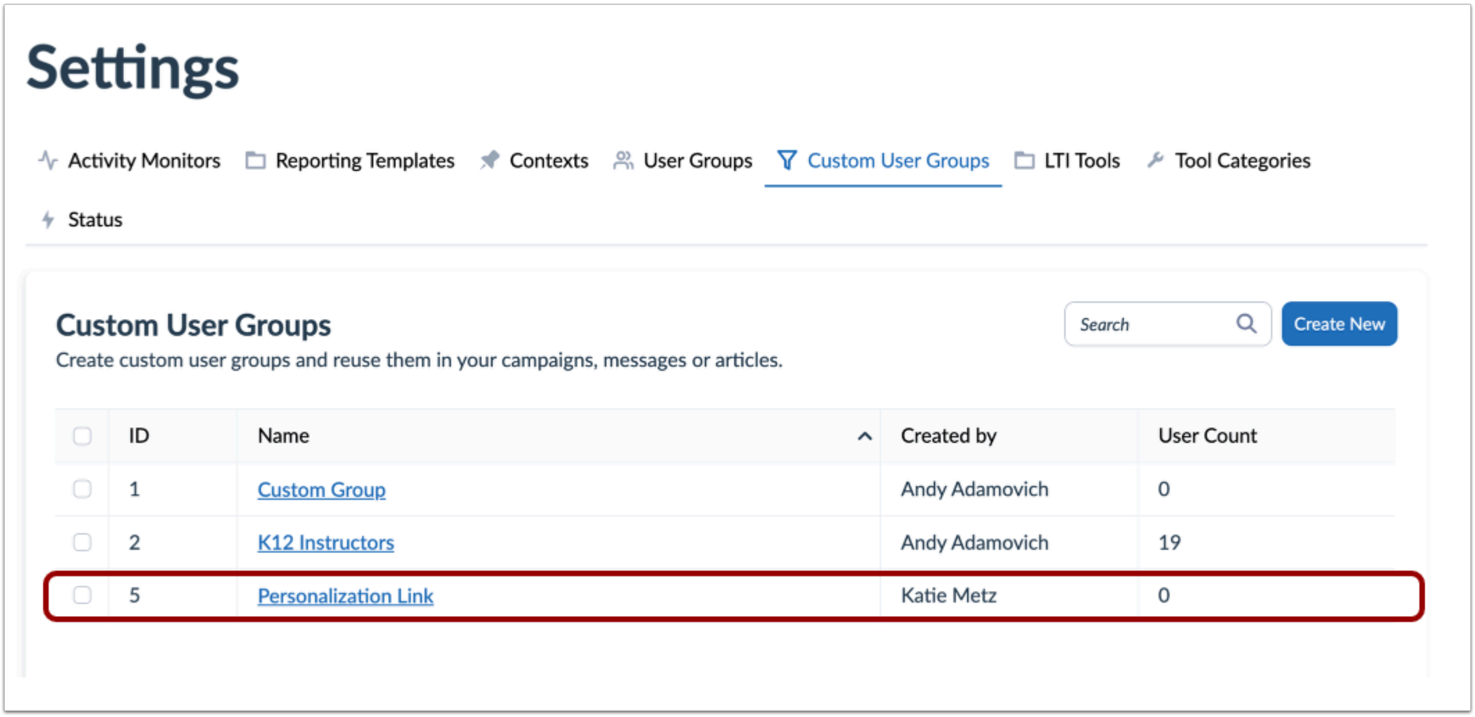
Assigned Users



By creating a personalized link, you have created a Custom User Group that is now assigned to the message. This is visible in the **Assign to Users** section.

Note: The personalized link automatically sets the assignment in the Assign to Users section. You cannot change the Assignment until you delete the personalized link from the message.

Custom User Groups



The Custom User Group for the Personalized link is visible in the Custom User Groups tab in Settings. View the created group in the Custom User Groups list.

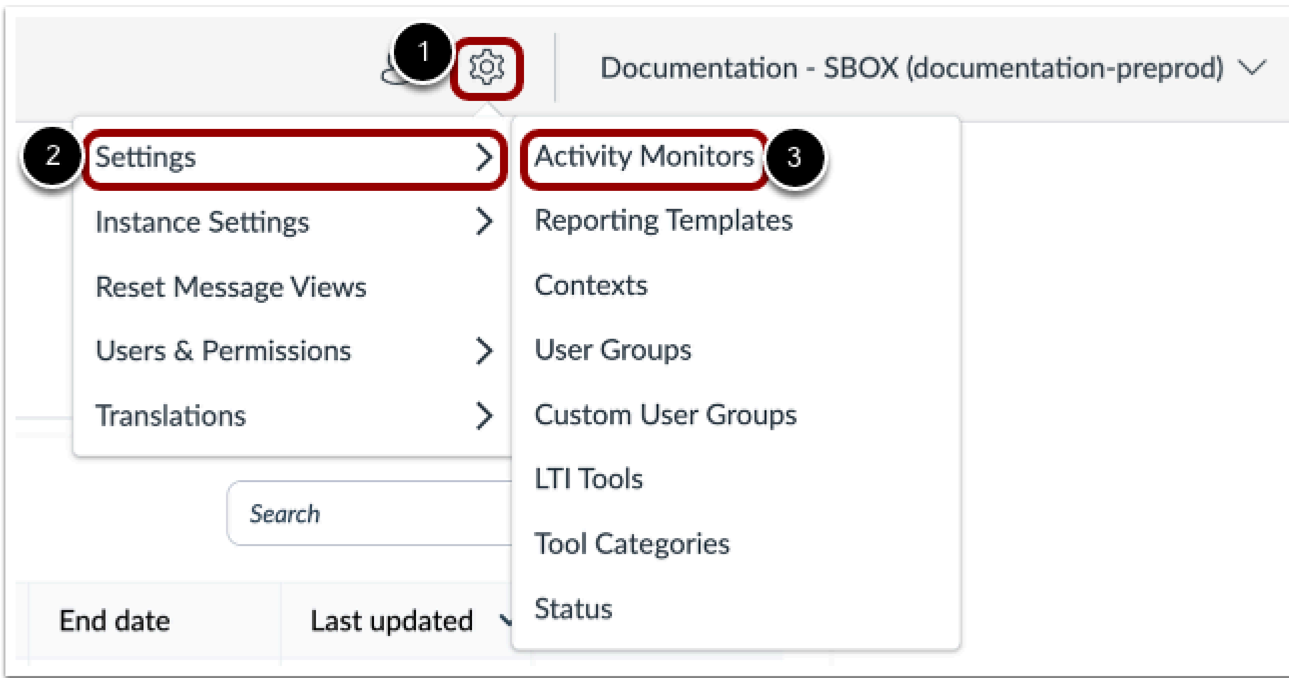
Note: You can not modify the custom user group for the personalized link as it is set by the personalization link and only one personalized link can be inserted per message.

Monitors

Where do I find all of my activity monitors in the Impact Dashboard?

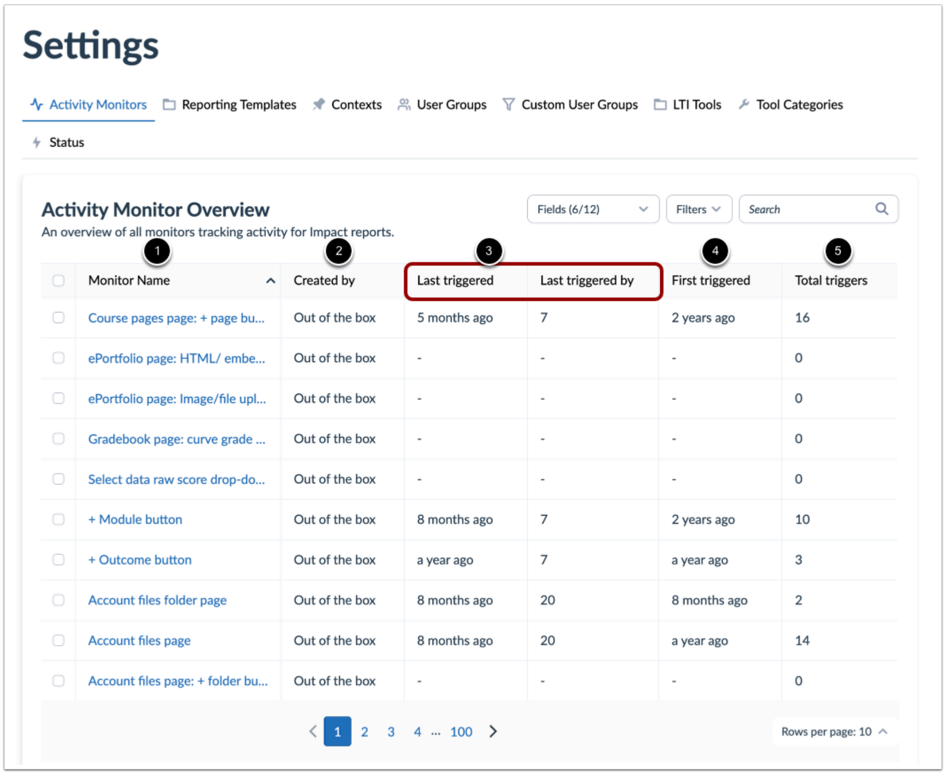
Activity monitors allow you to overview custom-created monitors.

Open Activity Monitors



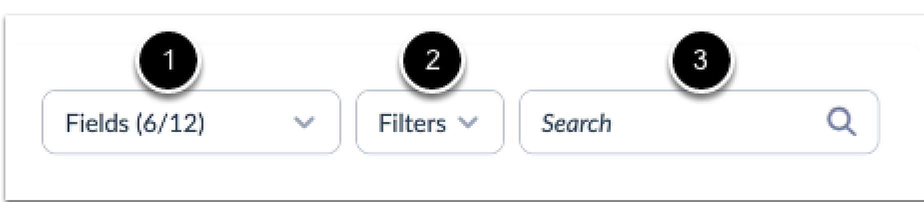
In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Activity Monitors** link [3].

View Activity Monitor Overview



By default, monitors are listed with their name [1], creator [2], by whom and when the monitor was last triggered [3], when the monitor was first triggered [4], and the total number of triggers [5].

Filter Activity Monitor



To show or hide certain fields, click the **Fields** drop-down menu [1].

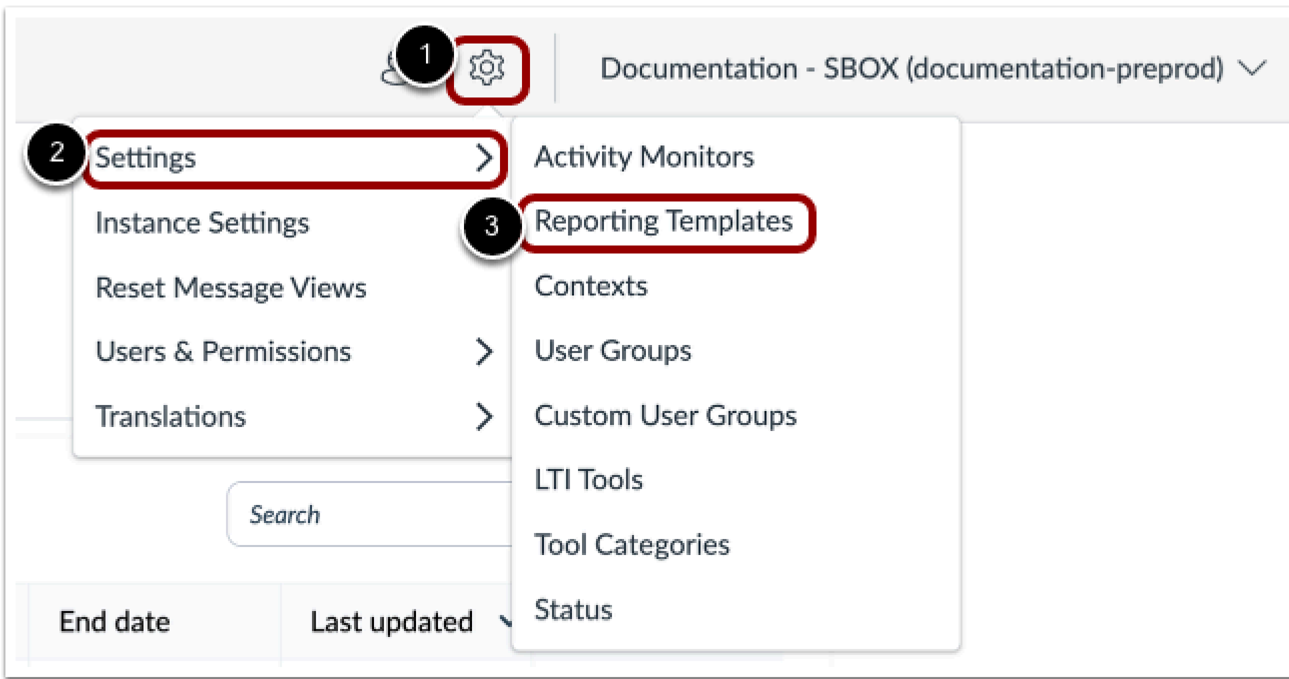
To search based on a combination of criteria, click the **Filters** drop-down menu [2].

To search for specific monitors, enter a term in the **Search** field [3].

How do I move a monitor to another monitor category in the Impact Dashboard?

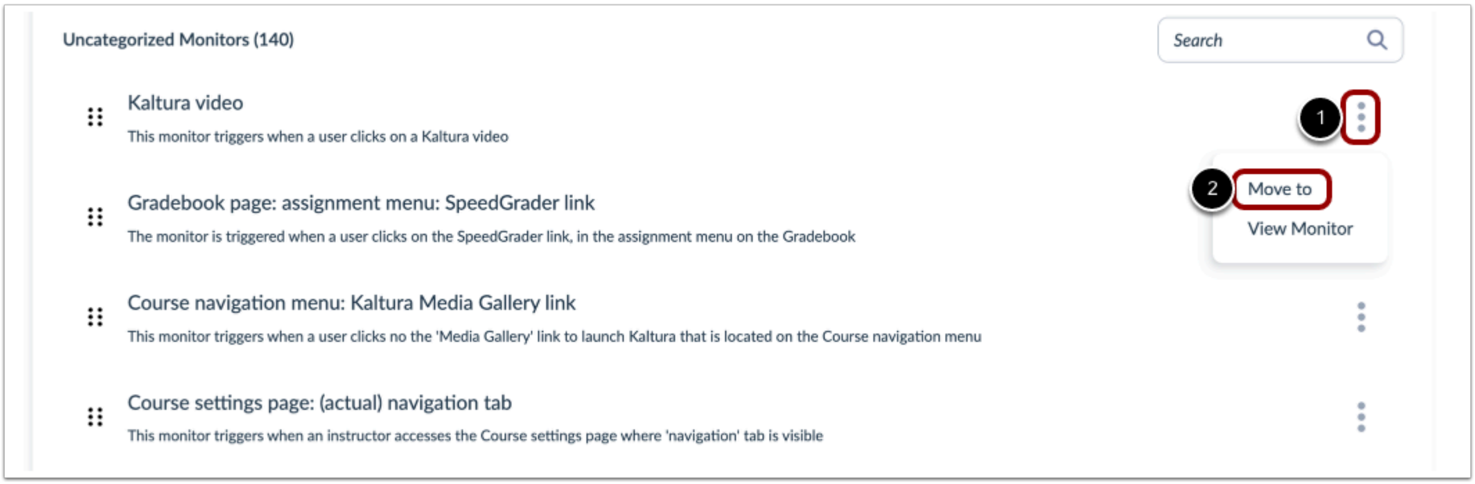
You can manage your activity monitors by assigning them to monitor categories that are within your reporting templates. Once you add an activity monitor to a monitor category, you can move it to another category.

Open Reporting Templates



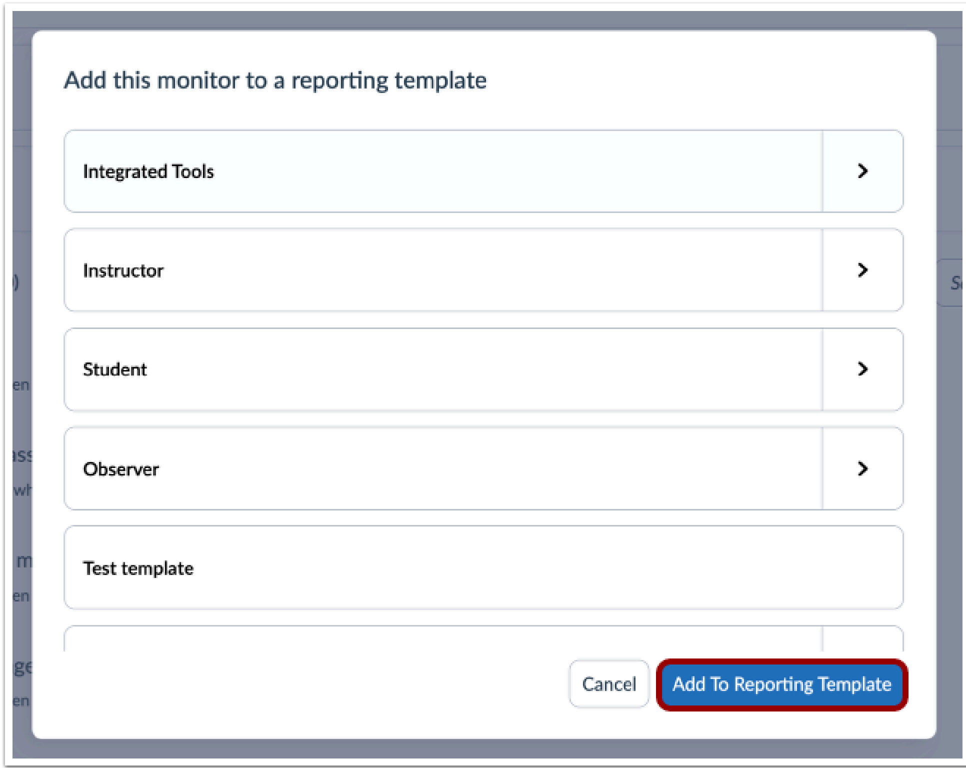
In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Reporting Templates** link [3].

Move Monitor



Locate the monitor. Click the **Options** menu [1] and then click the **Move To** link [2].

Add to Reporting Template



Once you select the monitor category to move your monitor to, click the **Add To Reporting Template** button.

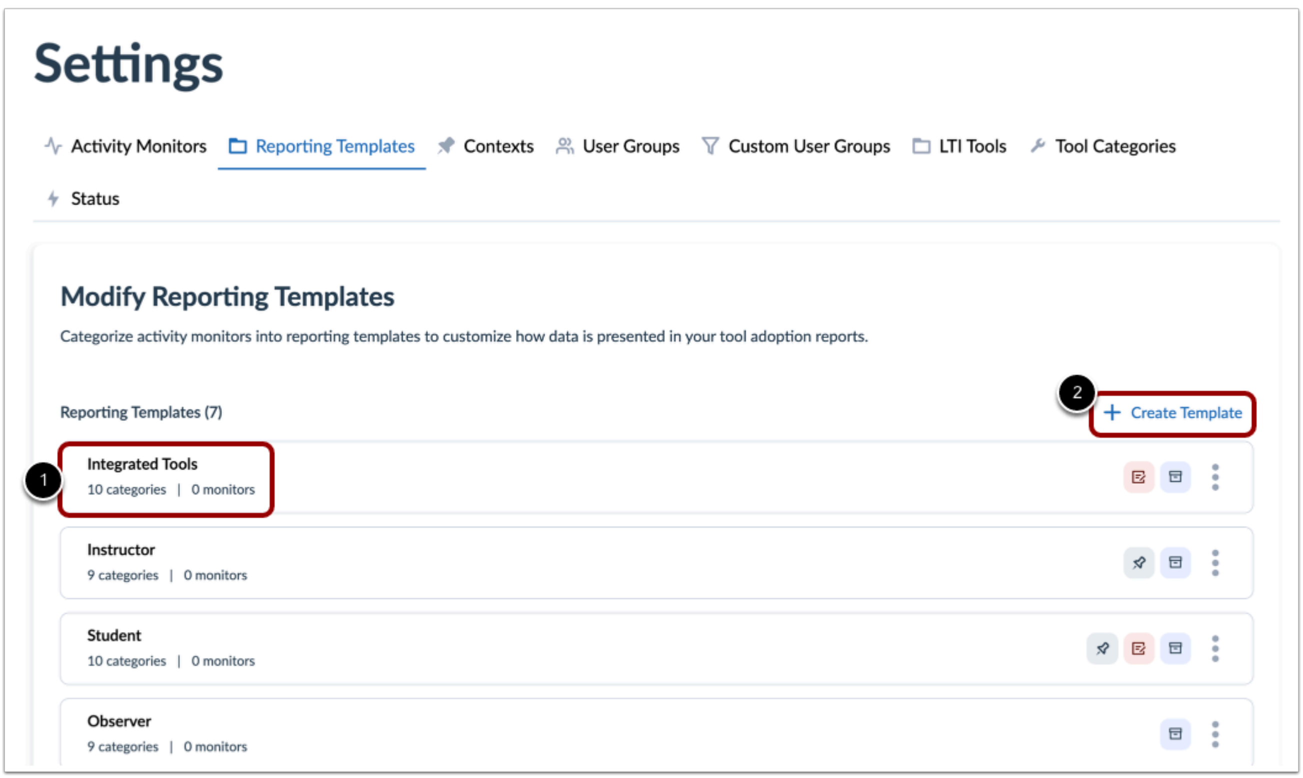
How do I connect Monitors in Campaigns?

You can add locally created monitors and existing monitors inside campaigns.

Viewing Monitors in Campaigns

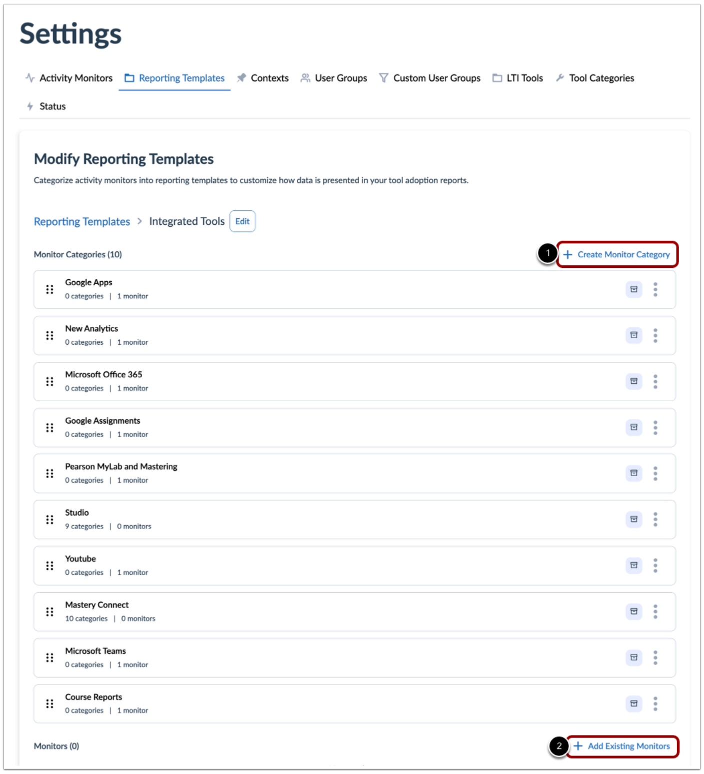
To view Monitors in Campaigns, you need to add monitors to Reporting Templates. The two ways to add Monitors through Reporting Templates are by creating a new template or adding the monitor to an existing reporting template. The steps of each of these are outlined below.

Open Reporting Template Monitors



To add an activity monitor, click the reporting template name link [1] or create a new template [2].

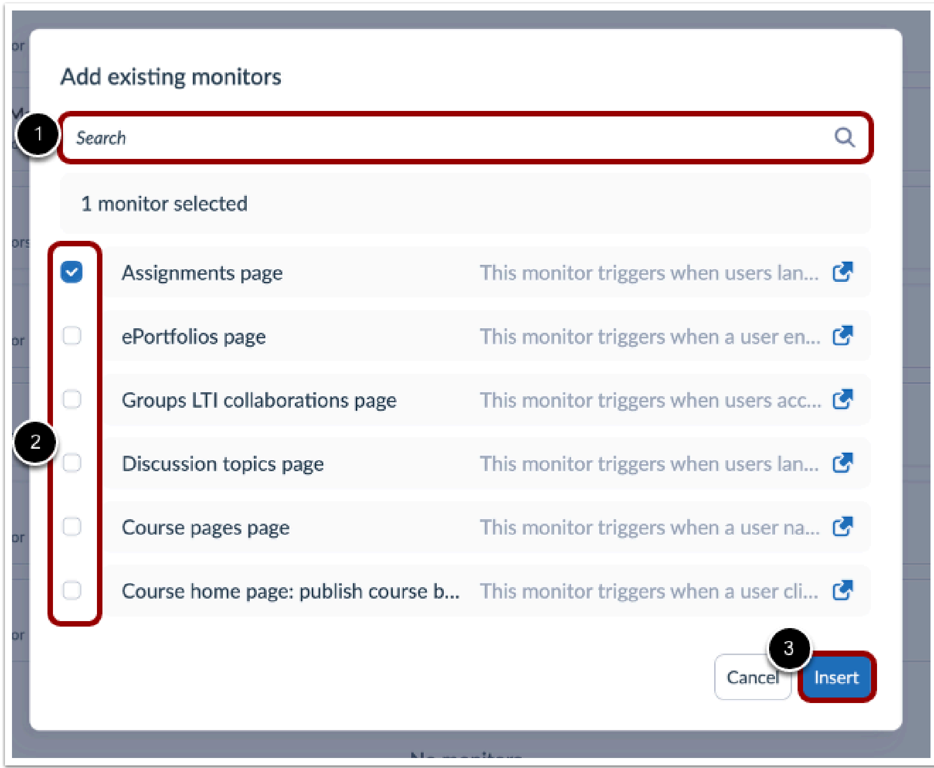
Create Monitor Category or Add Existing Monitors



To create monitor categories, click the **Create Monitor Category** link [1].

To add existing monitors, click the **Add Existing Monitors link** [2].

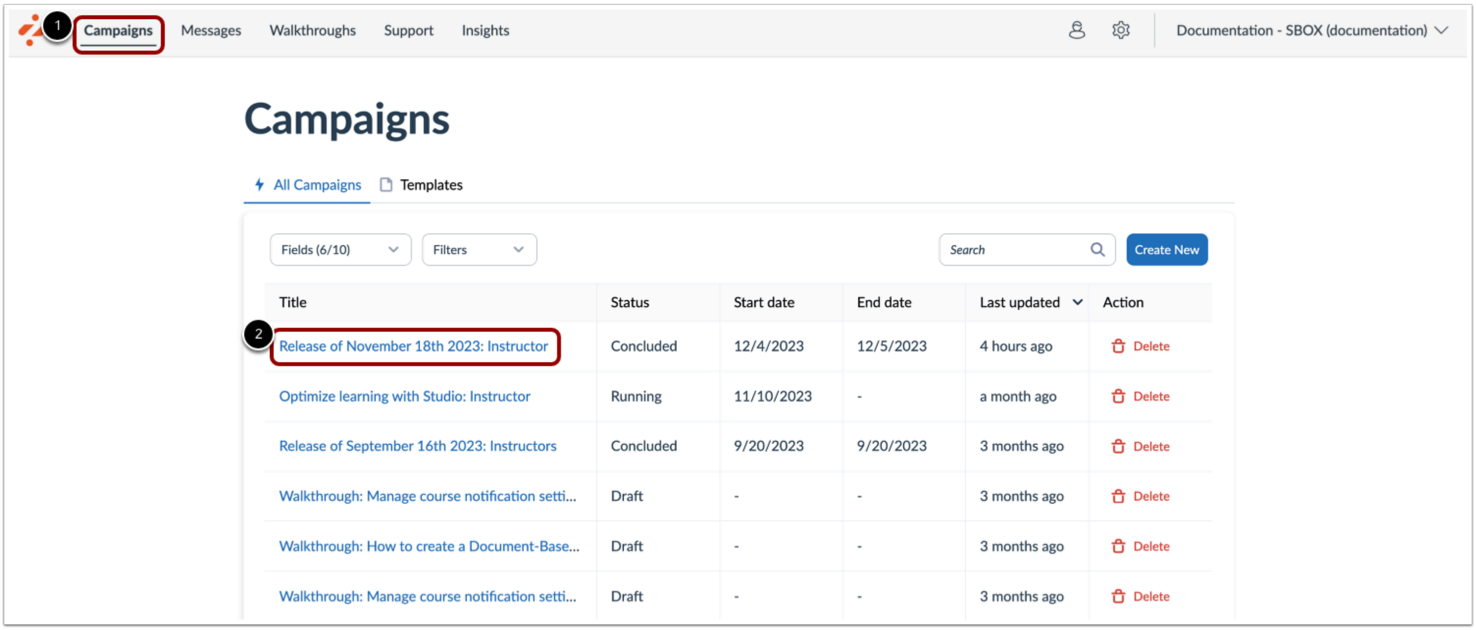
Create Existing Monitor



To search for an existing monitor, enter a search term in the **Search** field [1].

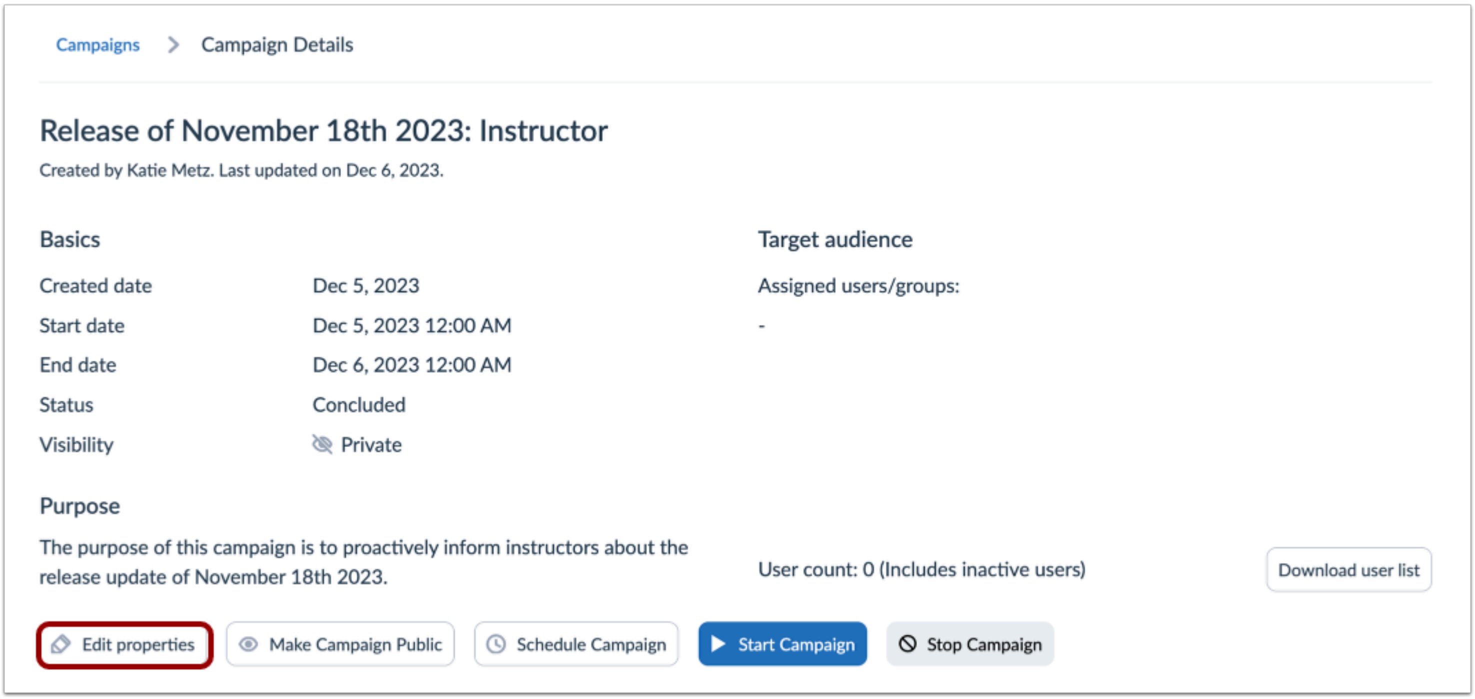
To add an existing monitor, click the monitor checkbox [2]. Click the **Insert** button [3].

Campaigns



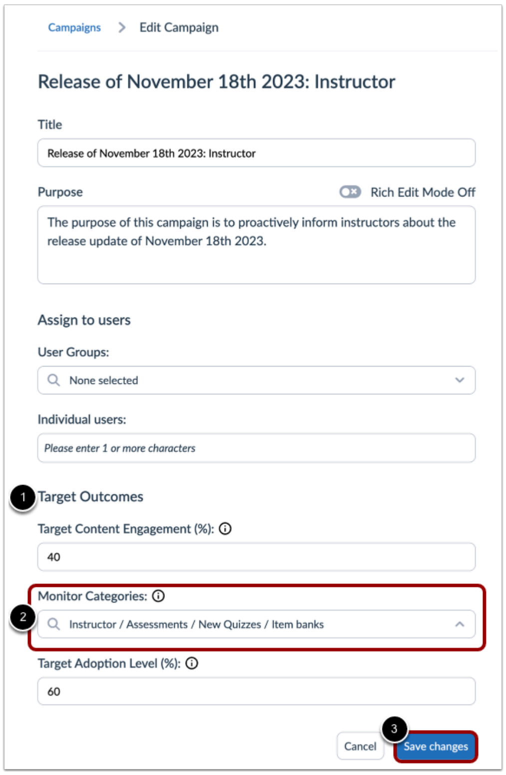
Once you have set your Monitors inside the desired Reporting Templates, click the **Campaigns** link [1] and select the Campaign you want your Monitor [2].

Edit Properties



To edit the campaign property, click the **Edit Properties** button.

Edit Campaign



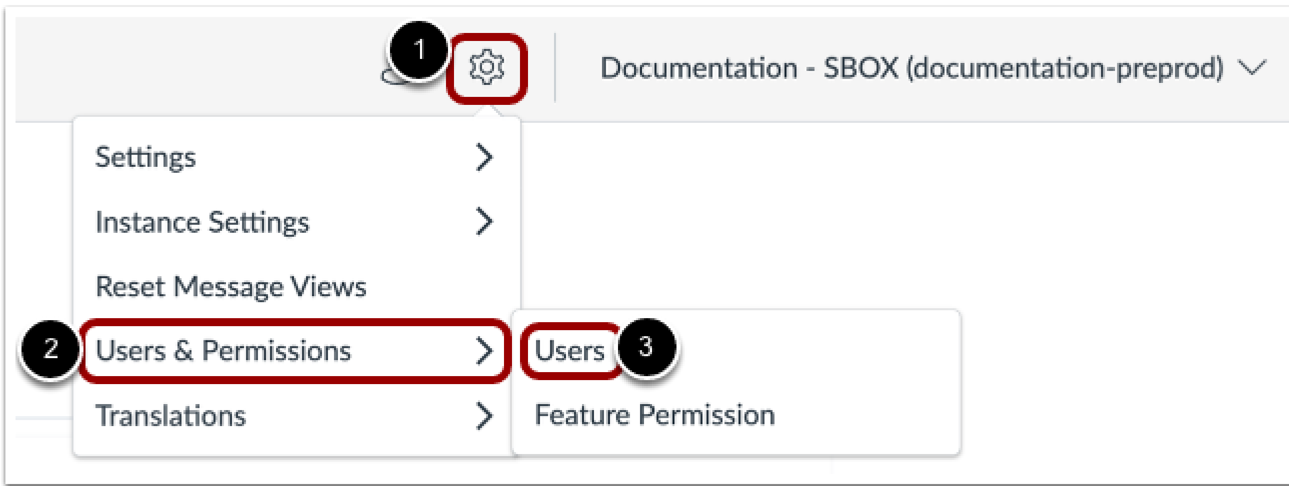
To add your Monitors to your Campaign, navigate to the Target Outcomes section [1]. In the Monitor Categories field, add the desired Monitor Category you created [2]. Click the **Save changes** button [3].

Permissions and Teams

How do I invite new users to the Impact Dashboard?

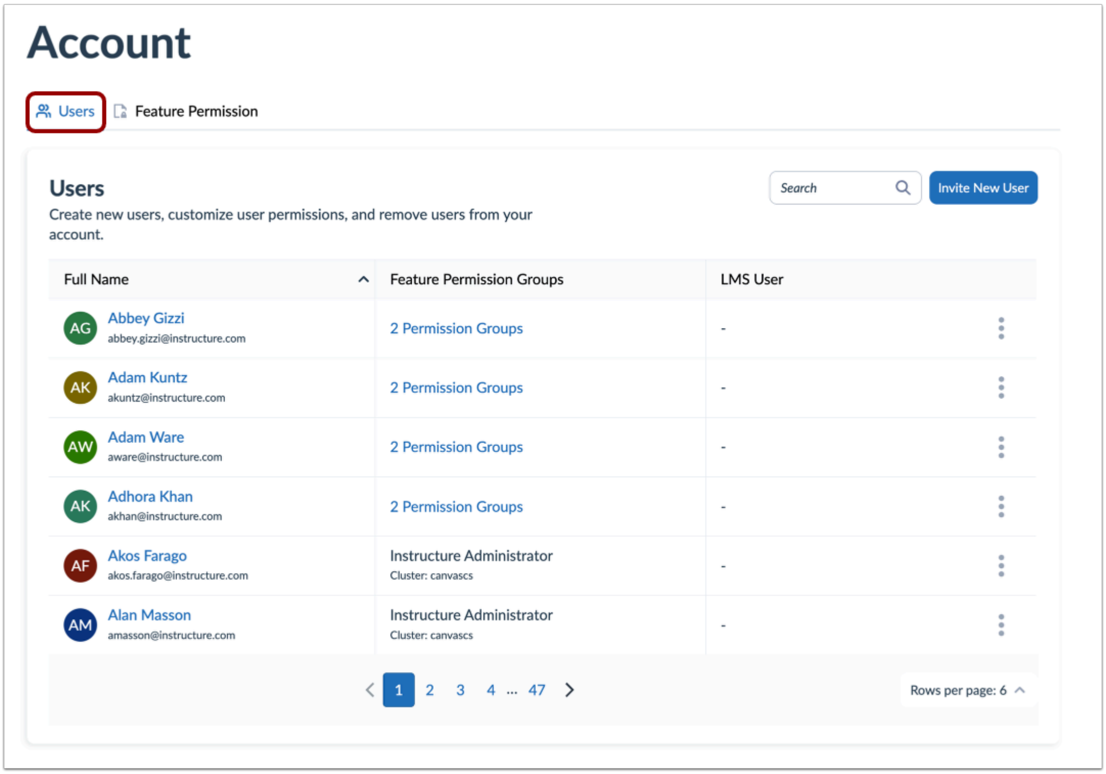
You can invite users to your Impact Dashboard and select feature permissions settings for clusters and instances.

Open Users and Permissions



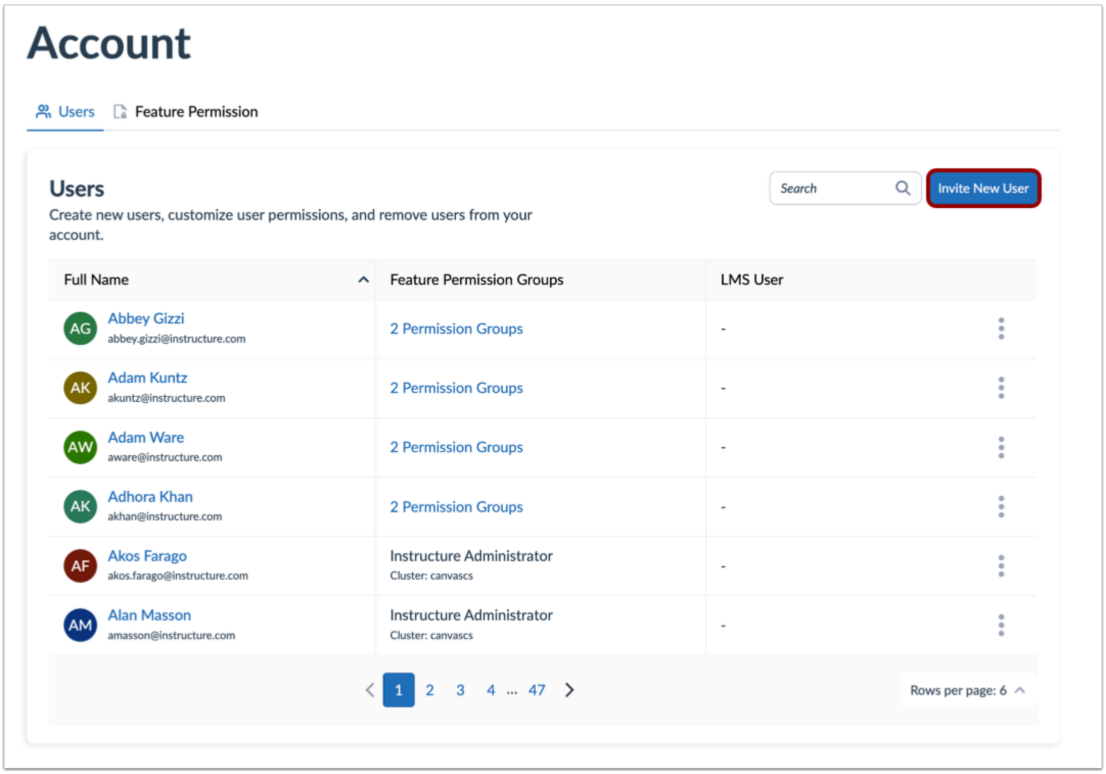
In your Impact dashboard, click the **Settings** icon [1]. Then hover the cursor over the **Users & Permissions** menu [2] and click the **Users** link [3].

View Users



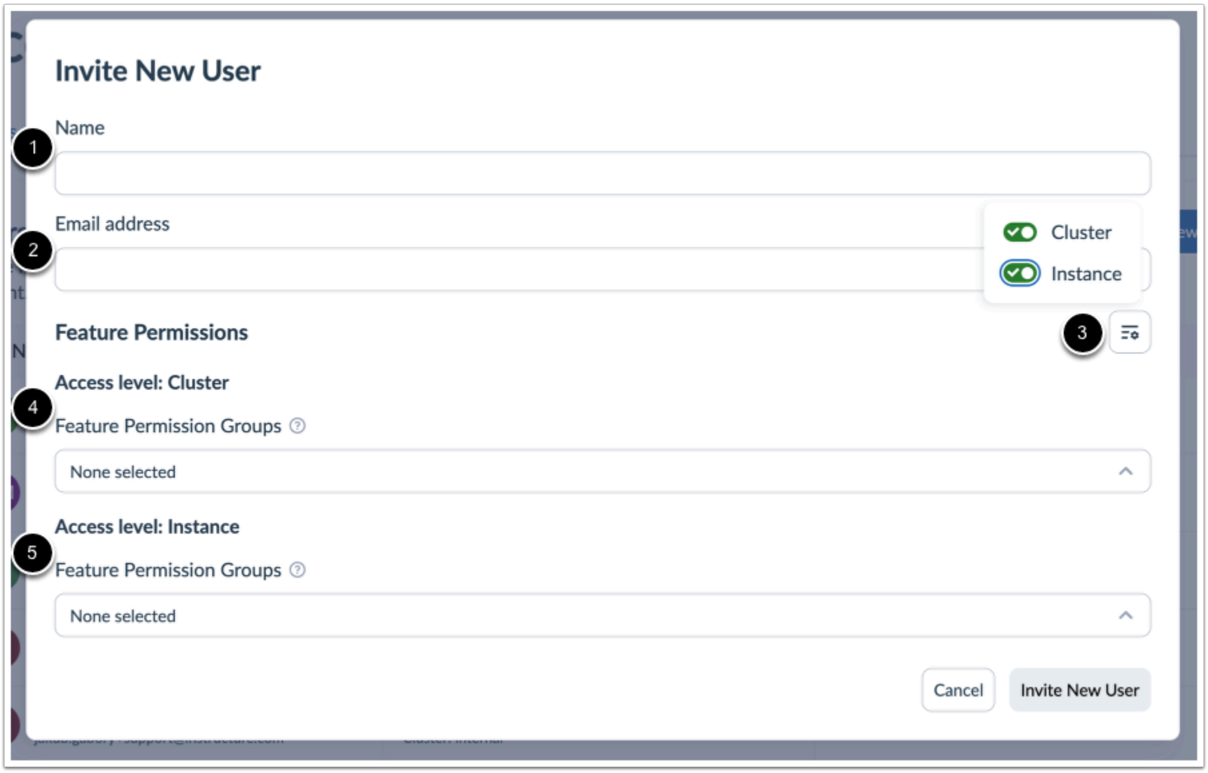
In the Users tab, you can view all your users, user permissions, feature permissions, and teams.

Add Users



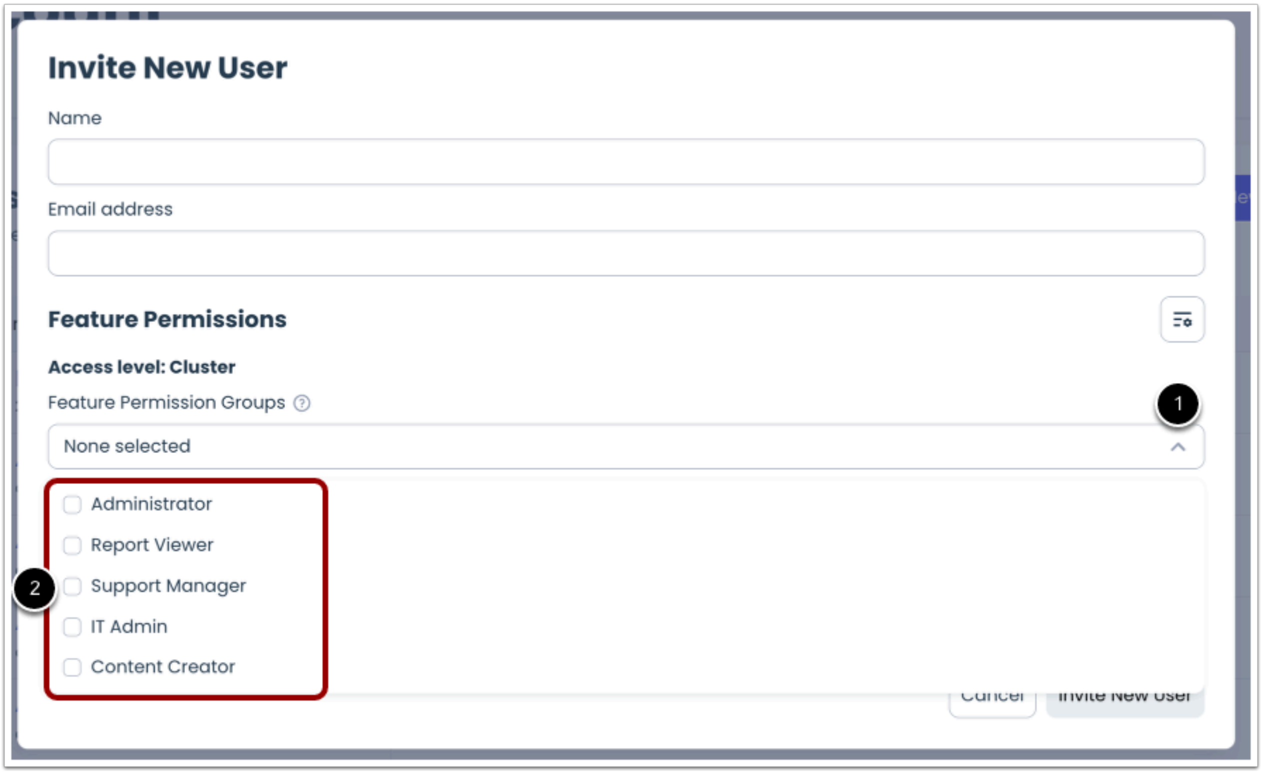
To invite a user, click the **Invite New User** button.

New User



Add the user's name [1], email address [2], and select feature permission settings menu [3] to enable **Access Level: Cluster** [4] and **Access Level: Instance** [5].

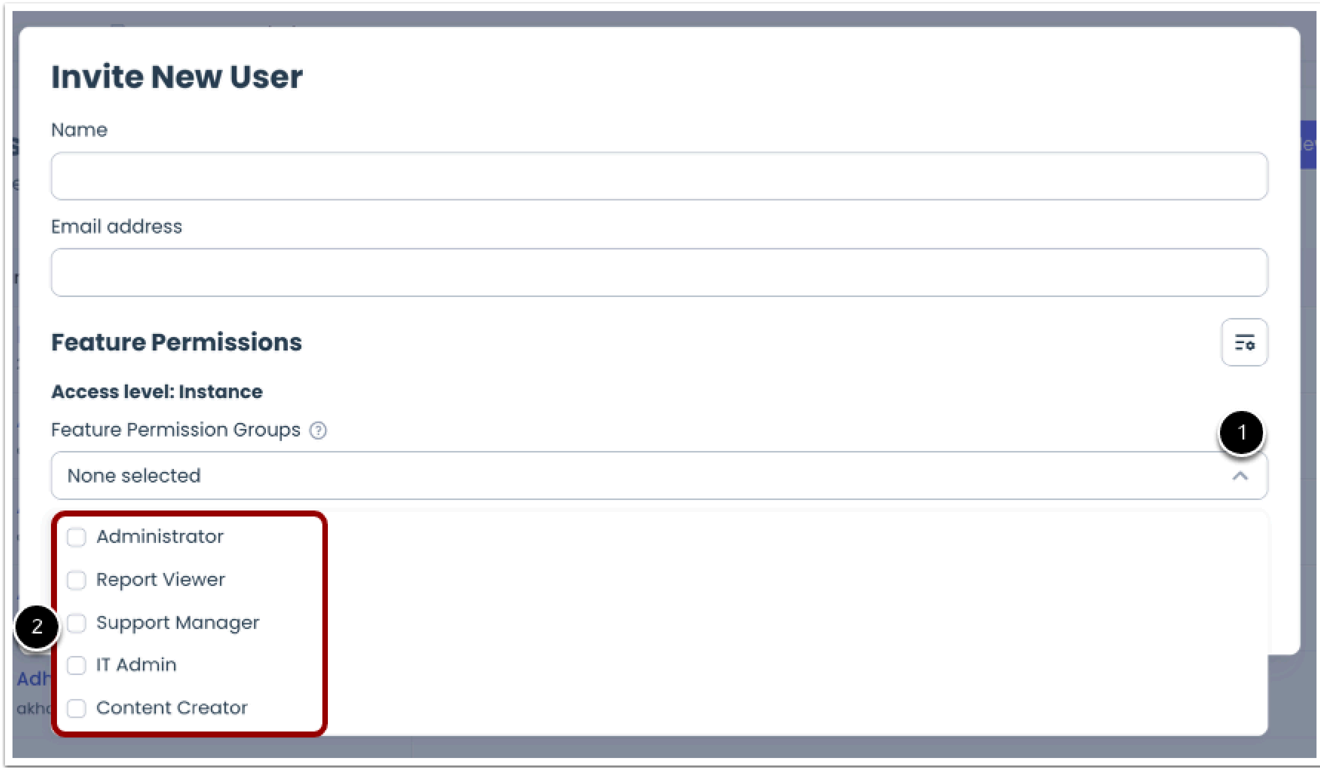
Access Level: Cluster



The Cluster Feature Permissions Groups is a collection of one or more instances for access and is usually the default option for institution admins.

Select the **Feature Permission Groups** drop-down menu [1] and select the checkbox(es) next to the profile(s) to grant Cluster access level [2].

Access Level: Instance

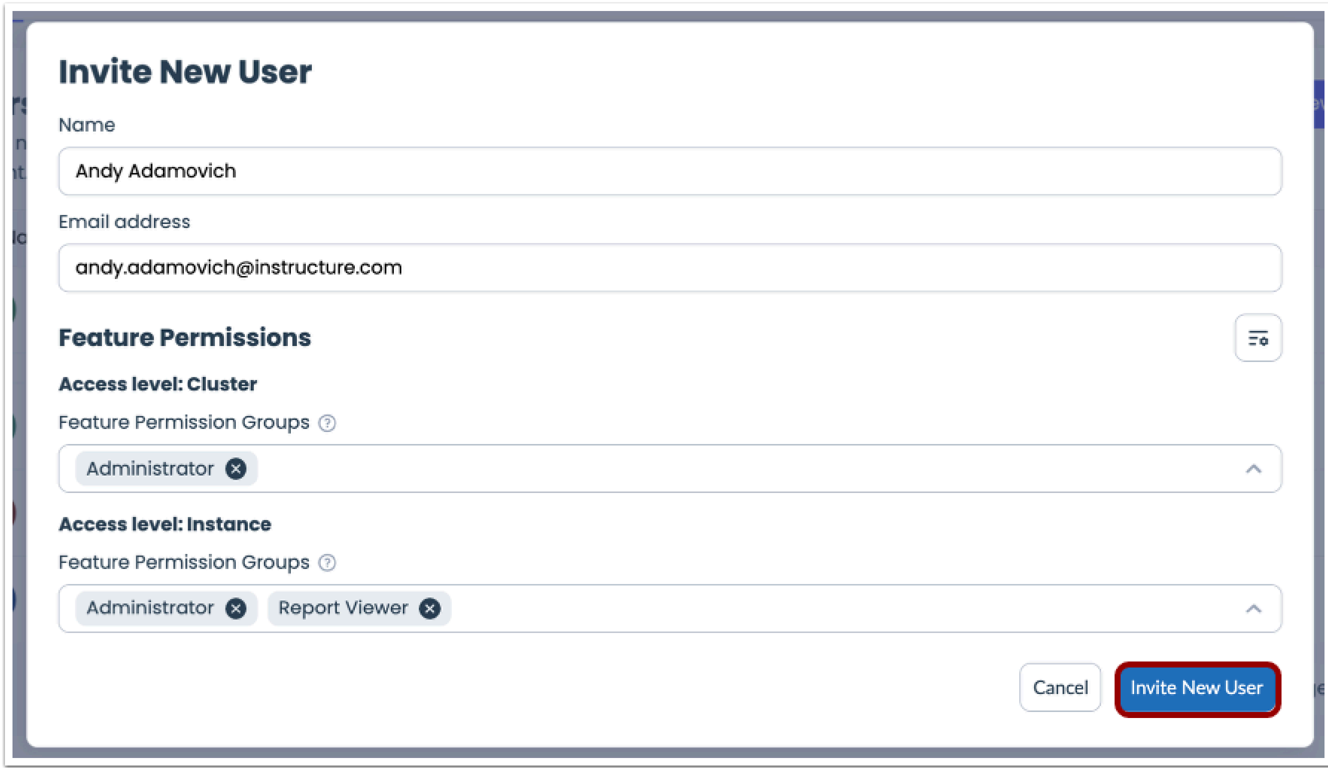


If an institution wants to grant access to a third party, they can grant access to an individual staging instance. This level of access is for specific and targeted control over feature permissions related to that particular instance.

Select the **Feature Permission Groups** drop-down menu [1] and select the checkbox(es) next to the profile(s) to grant Instance access level [2].

Note: Only the selected tabs will be visible to the user.

Invite New User

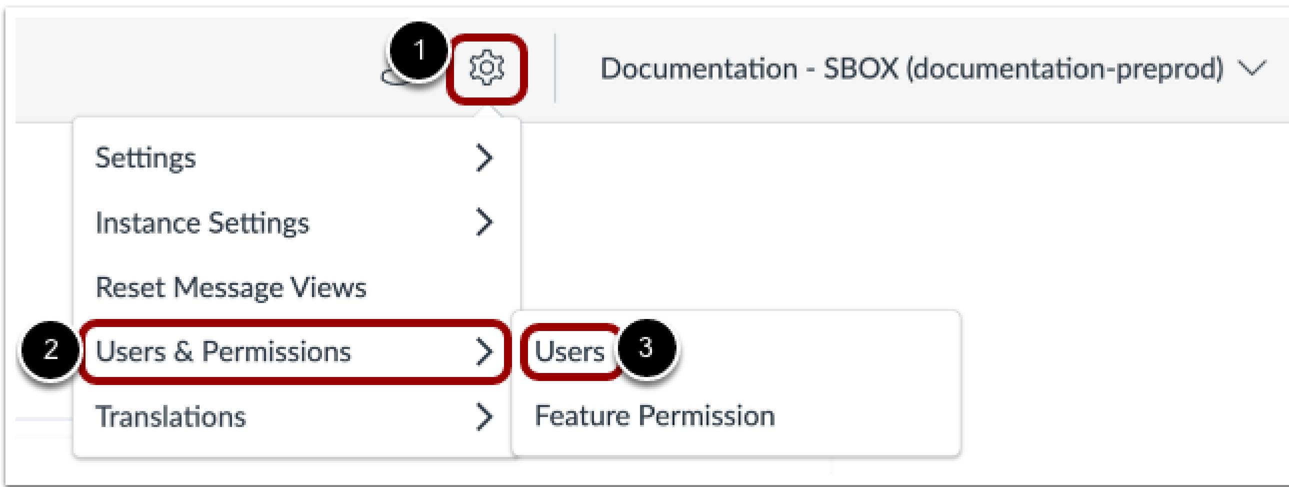


Once all Feature Permissions are selected, click the **Invite New User** button.

How do I edit a user in the Impact Dashboard?

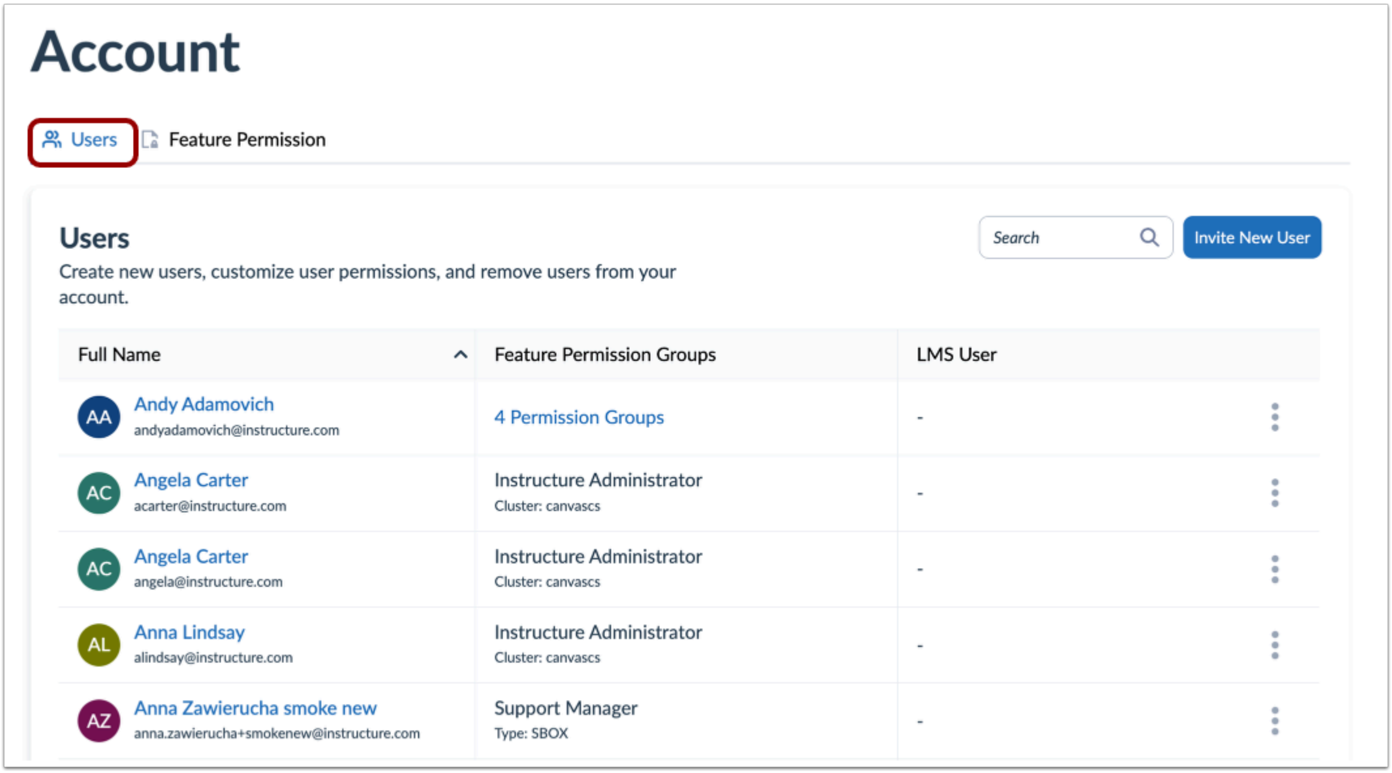
After you have invited users to your Impact dashboard, you can edit the information and permission settings for these users.

Open Users and Permissions



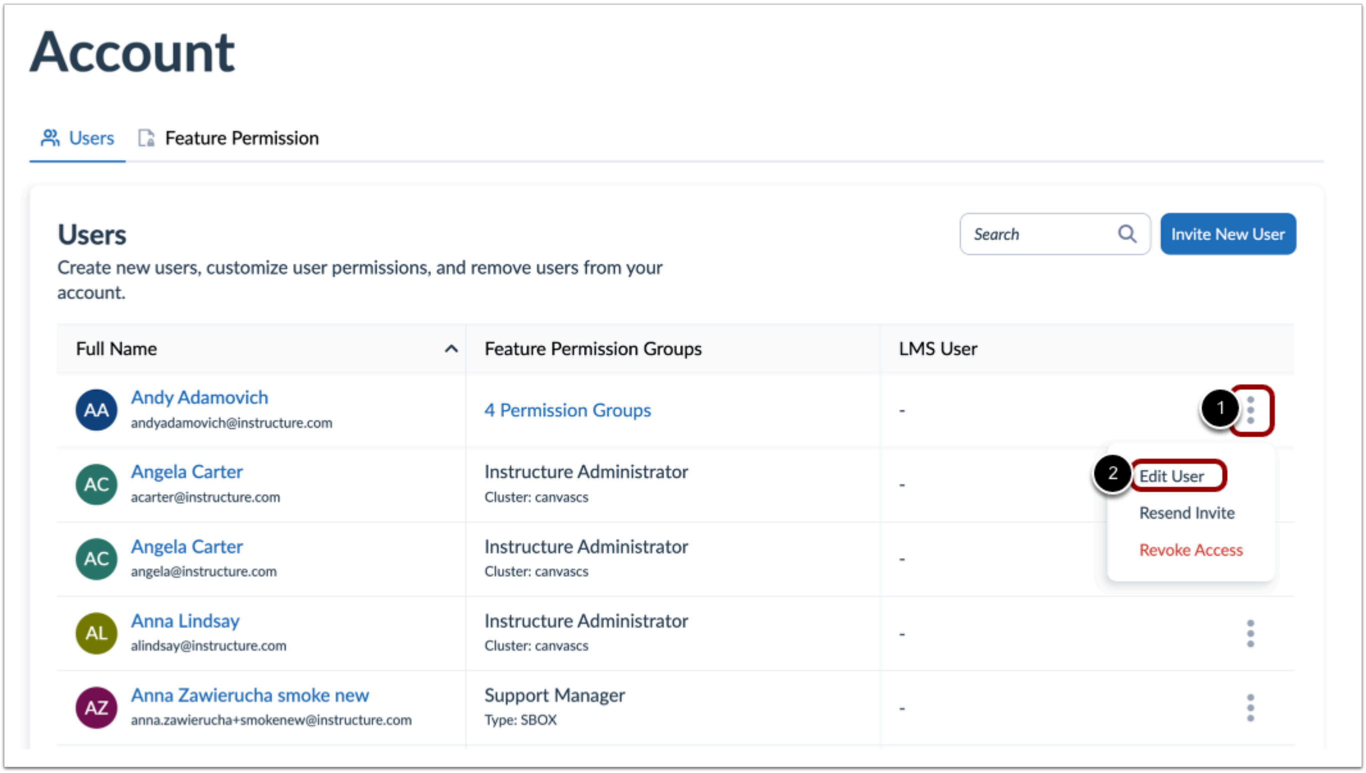
In your Impact dashboard, click the **Settings** icon [1]. Then hover the cursor over the **Users & Permissions** menu [2] and click the **Users** link [3].

View Users and Permissions



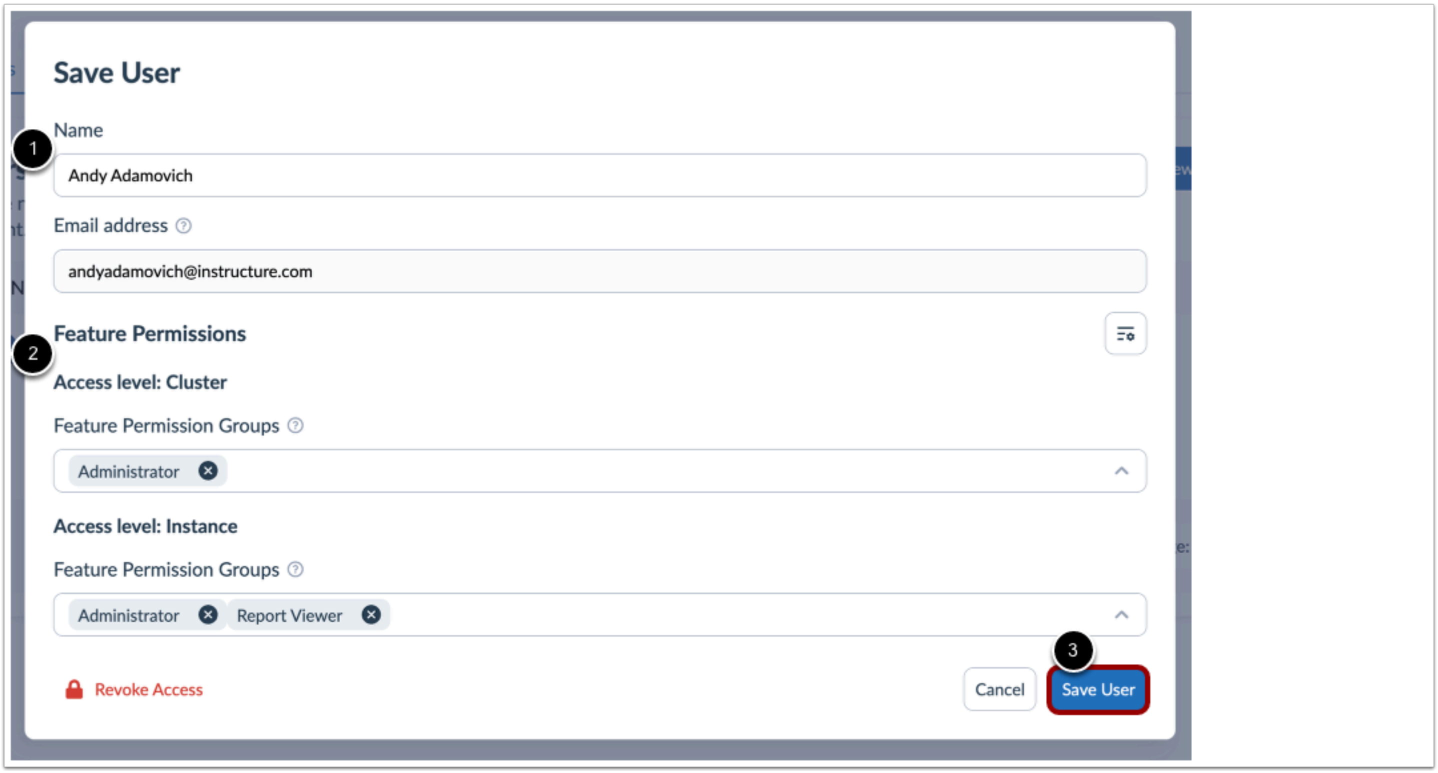
In the users tab, you can view all your users, user permissions, feature permissions, and teams.

Edit Users and Permissions



To edit a user, click the **Options** menu [1] and click the **Edit User** link [2].

Edit User



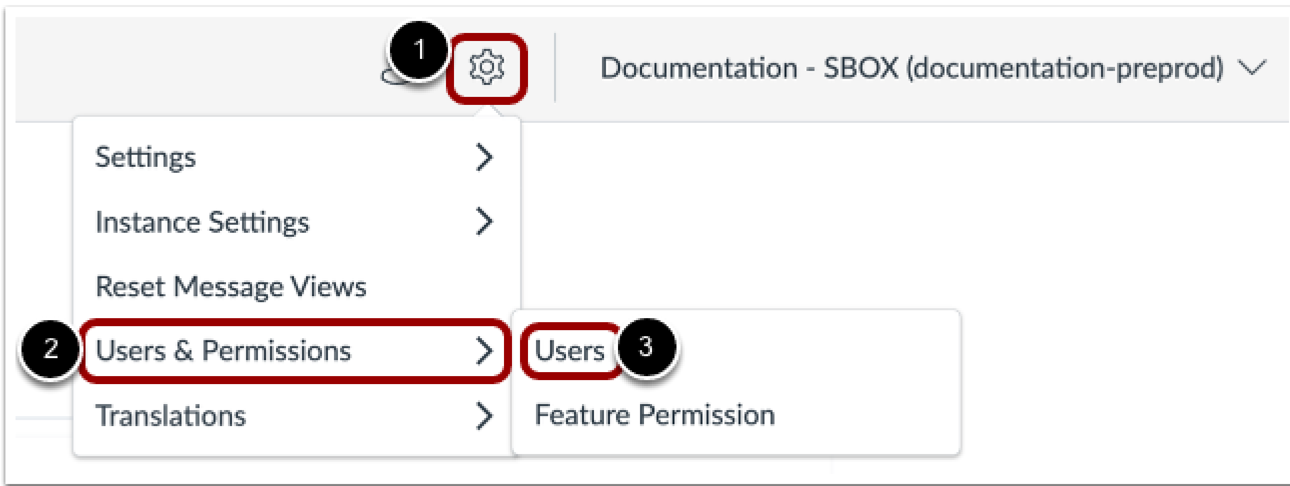
You can change the name [1] and feature permission settings [2] for the user. You are not able to change the user's email. To add a new email please follow the directions to invite a new user.

To save your changes, click the **Save User** button [3].

How do I resend an invitation to a user in the Impact Dashboard?

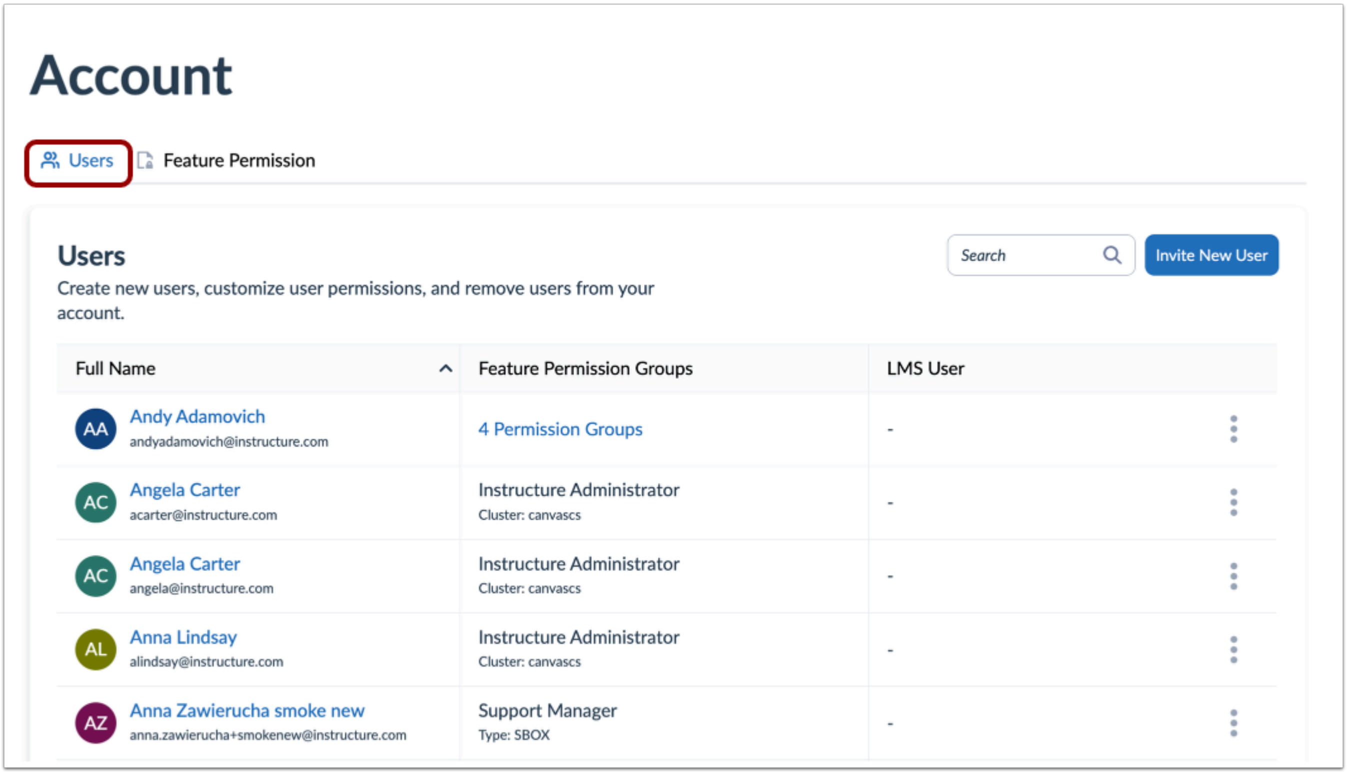
You can resend an invitation to a user in the Impact Dashboard.

Open Users and Permissions



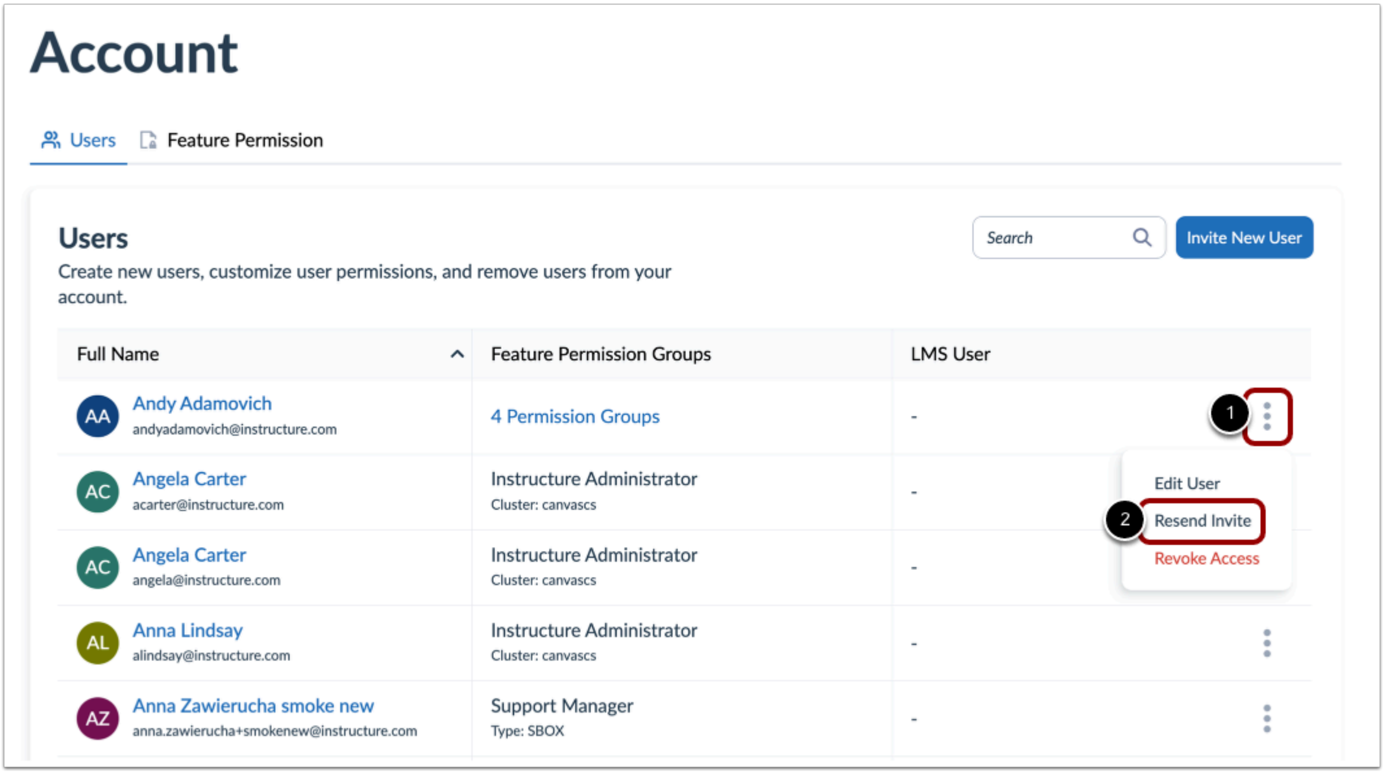
In your Impact dashboard, click the **Settings** icon [1]. Then hover the cursor over the **Users & Permissions** menu [2] and click the **Users** link [3].

View Users and Permissions



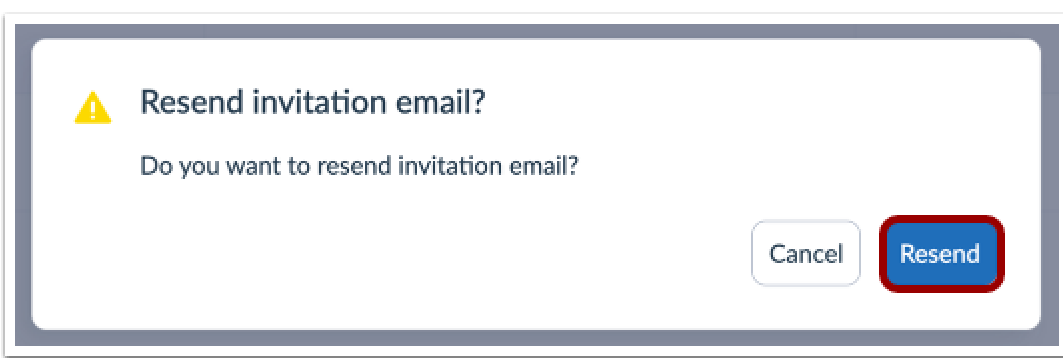
In the Users tab, you can view all your users, user permissions, feature permissions, and teams.

Resend Invite



To resend an invitation to a user, click the **Options** menu [1] and click the **Resend Invite** link [2].

View Resend Invite Confirmation

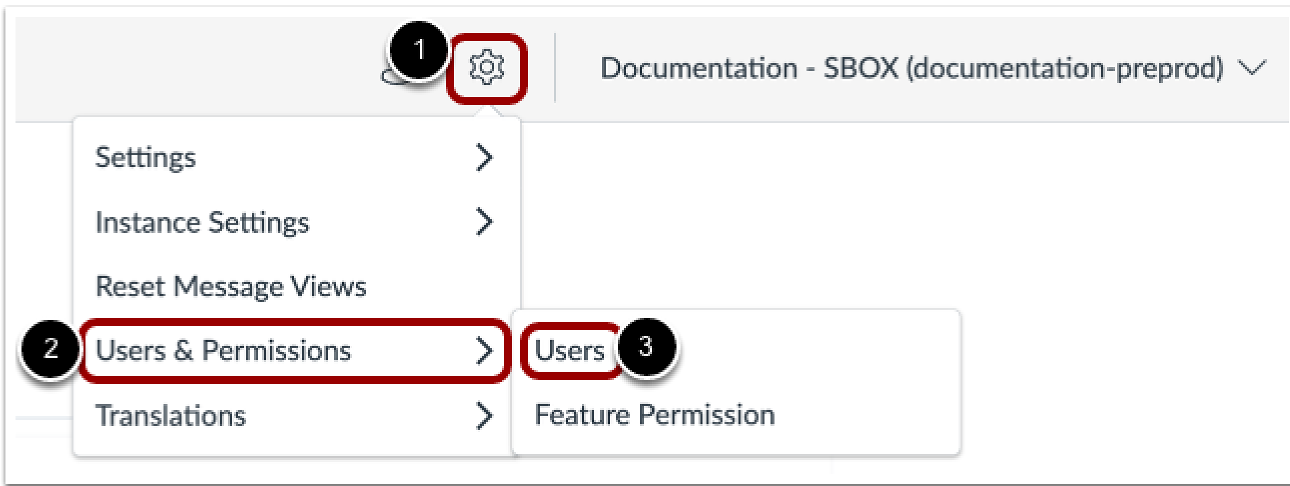


Click the **Resend** button [3].

How do I revoke a user's access in the Impact Dashboard?

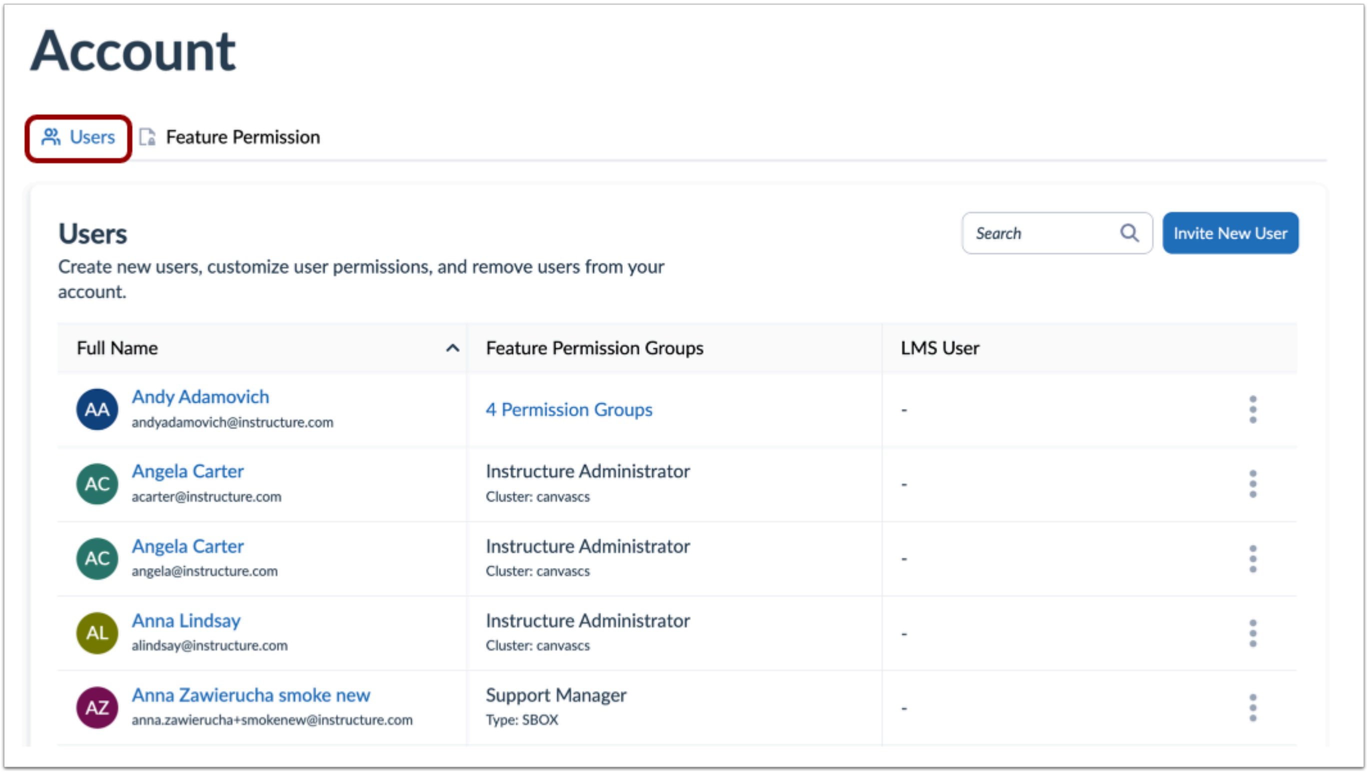
After you invite users to your Impact dashboard, you can revoke a user's access.

Open Users and Permissions



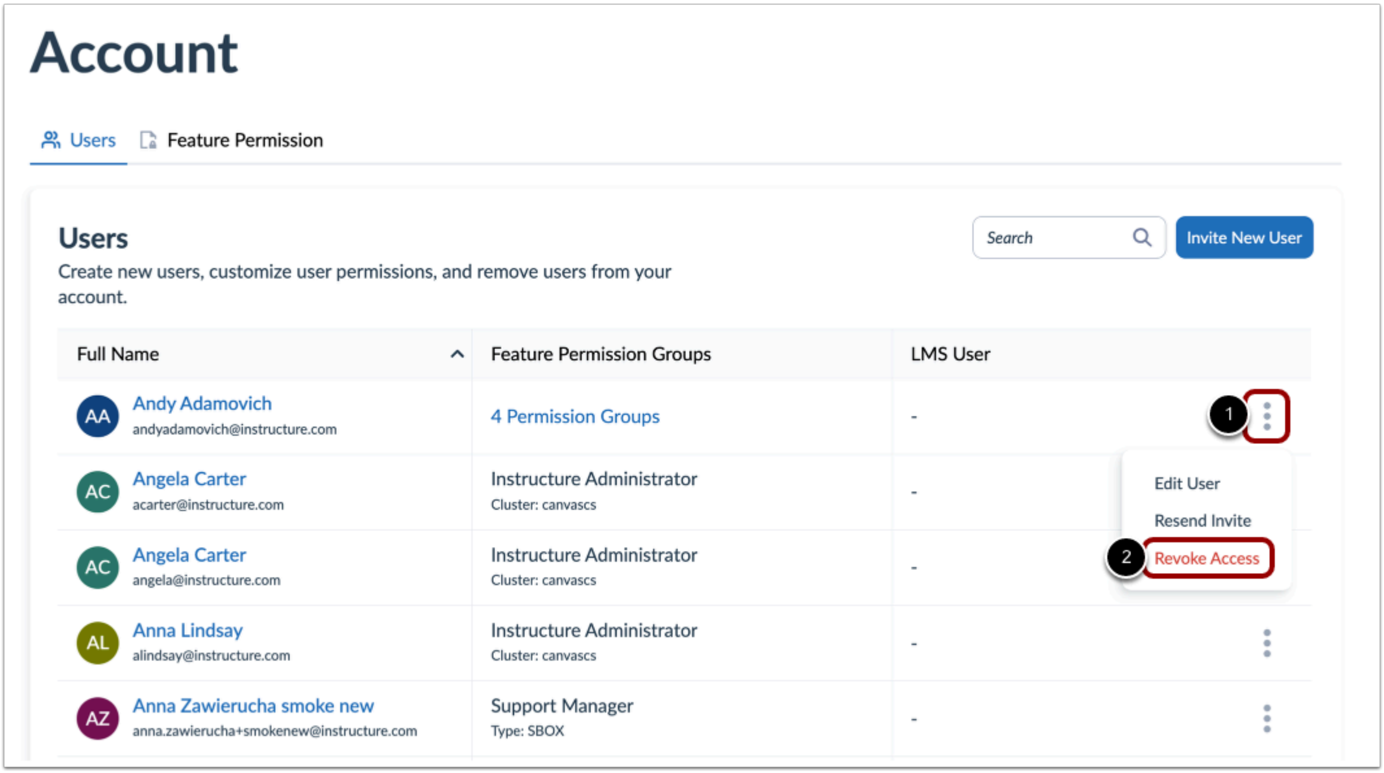
In your Impact dashboard, click the **Settings** icon [1]. Then hover the cursor over the **Users & Permissions** menu [2] and click the **Users** link [3].

View Users and Permissions



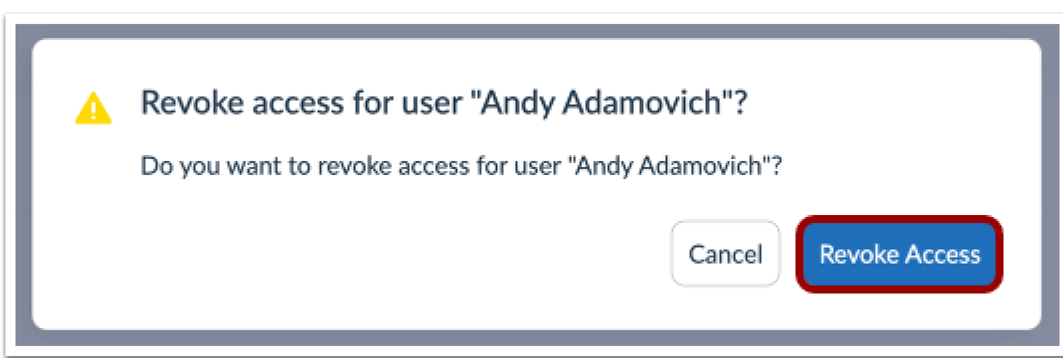
In the Users tab, you can view all your users, user permissions, feature permissions, and teams.

Revoke Access



To revoke a user's access, click the **Options** menu [1] and click the **Revoke Access** link [2].

View Revoke Access Confirmation

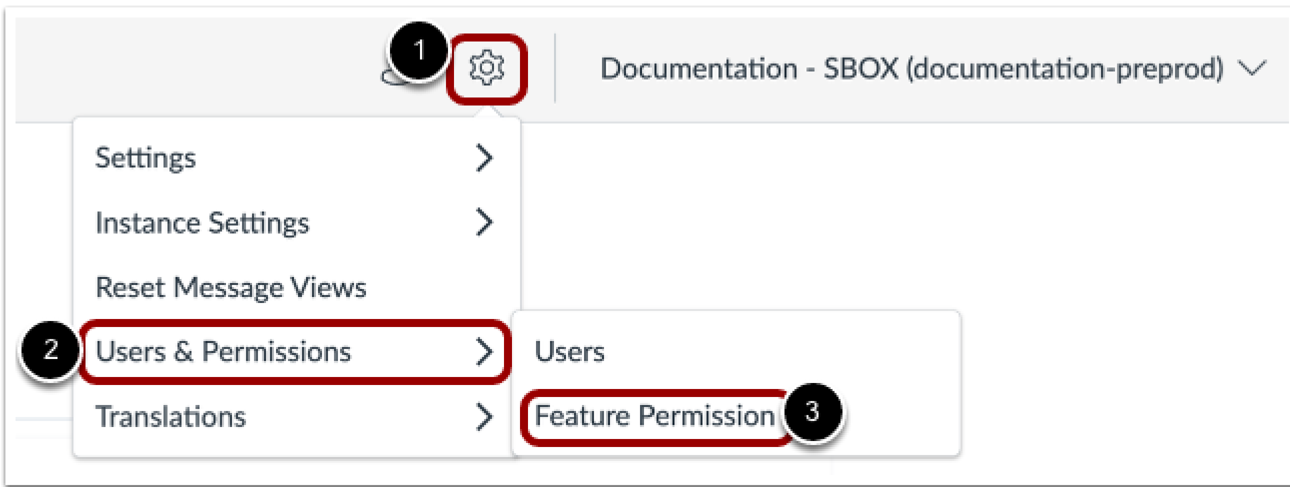


Click the **Revoke Access** button.

How do I create feature permission groups in the Impact Dashboard?

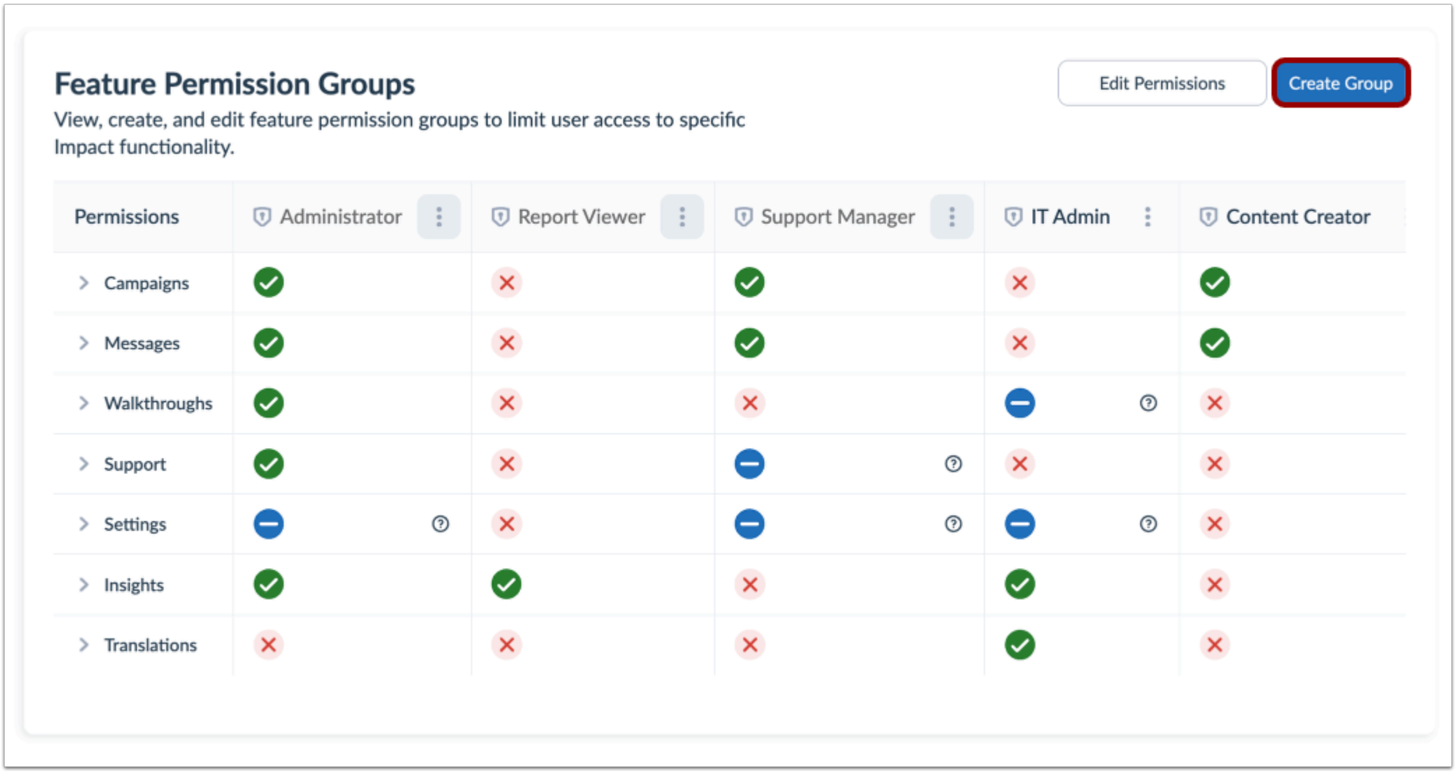
With Impact by Instructure, you can create custom feature permission groups based on the needs of your institution. Once you invite users to your dashboard, you can use feature permission groups to organize your user roles, institutional hierarchies, or sub-accounts.

Open Users and Permissions



In your Impact dashboard, click the **Settings** icon [1]. Then hover the cursor over the **Users & Permissions** menu [2] and click the **Feature Permission** link [3].

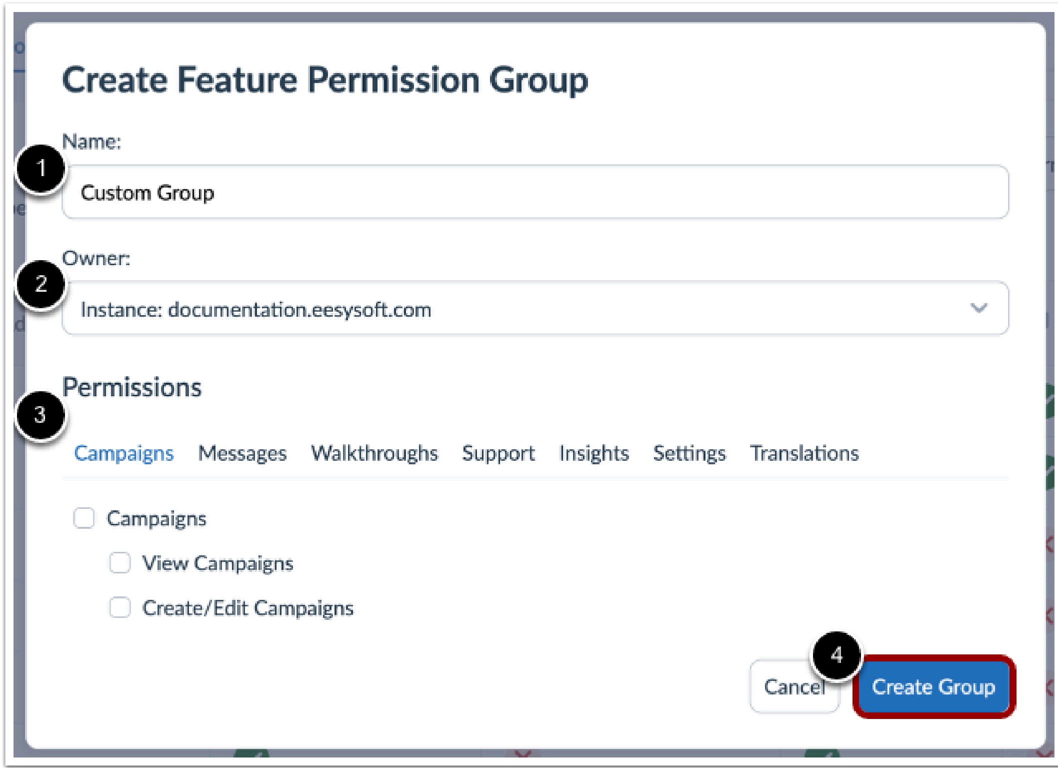
View Feature Permissions



You can view all of your feature permission groups. Your Impact dashboard has some out-of-the-box groups such as Administrator and Support Manager but you can also create your own custom groups.

To create a feature permission group, click the **Create Group** button.

Create Permissions Group



To create a custom feature permission group, enter a name [1] and select an owner [2].

You can switch between Campaigns, Messages, Support, Insights, and Settings permissions [3]. To customize the permissions more, you can select specific functions of the feature category.

Campaigns
View Campaigns
Create/Edit Campaigns

Messages
View Messages
Create/Edit Messages
View Messages Insights

Walkthroughs
View Walkthroughs
Create/Edit Walkthroughs
View Walkthroughs Insights

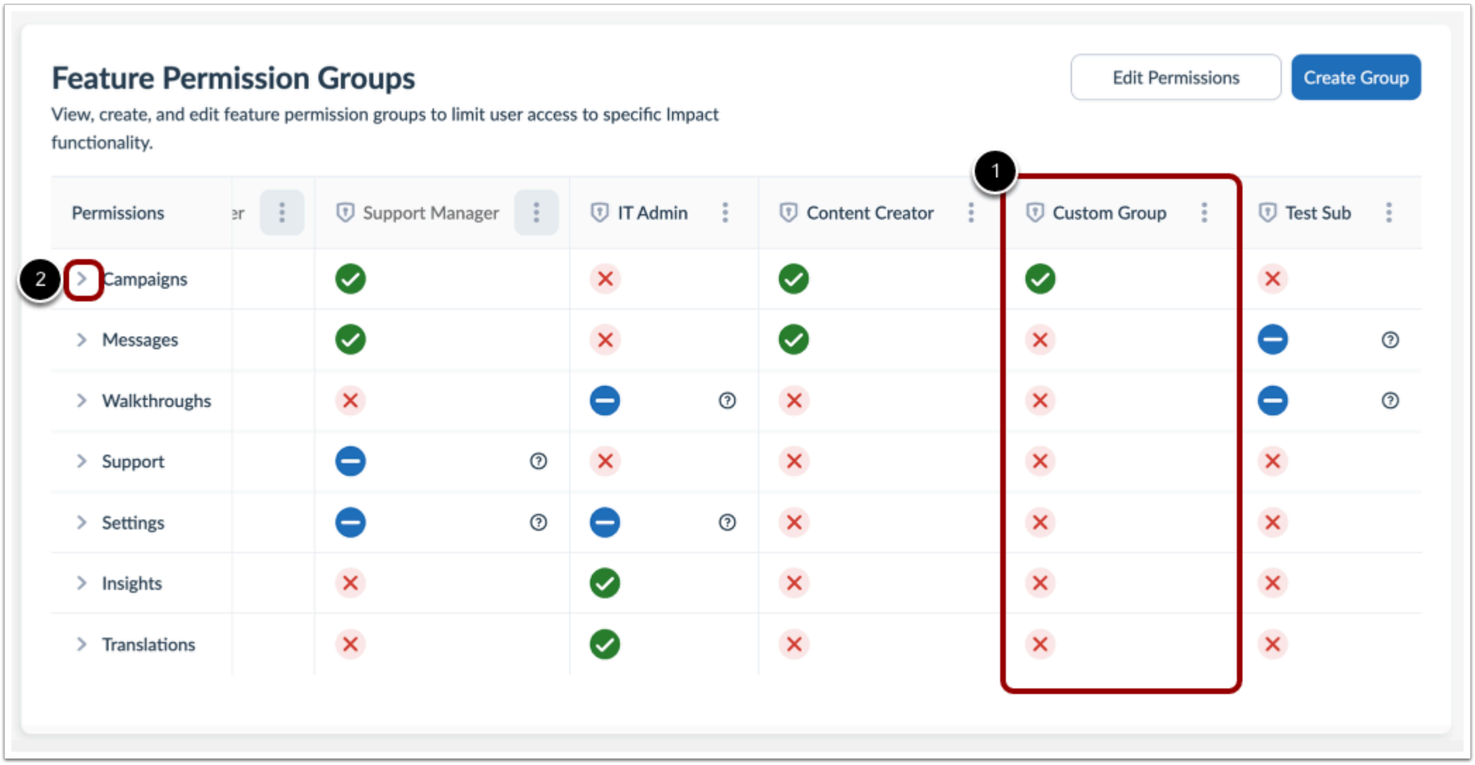
Support
Articles (View Articles, Create/Edit Articles, View Articles Insights, Arrange Articles)
Design
Routing
Access

Insights
User Activity
Tool Adoption
Course Activity
My Reports
Users vs Monitors
User Trend
Monitor Trend
Champions

Settings
Activity Monitors (View Activity Monitors, Create/Edit Activity Monitors)
Reporting Templates (View Reporting Templates, Create/Edit Reporting Templates)
Contexts (View Contexts, Create/Edit Contexts)
User Groups (View User Groups, Create/Edit User Groups)
LTI Tools (View LTI Tools, Create/Edit LTI Tools)
Custom User Groups (View Custom User Groups, Create/Edit Custom User Groups)
View/Edit Tool Categories
View System Status
Edit Team & Permissions

Once you have finished creating a feature permission group, click the **Create Group** button [4].

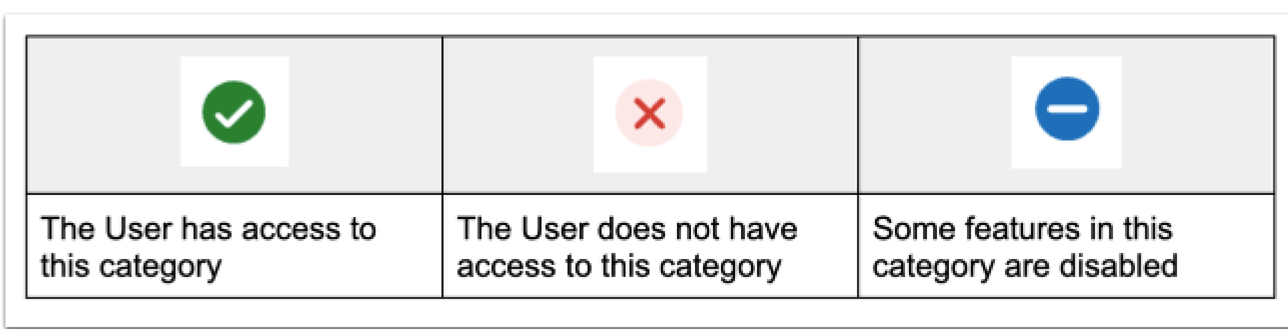
View Permission Group



View your custom permission group with the configurations and access levels of the feature permissions group [1].

To see more details, click the arrow next to each feature [2].

View Permission Icons



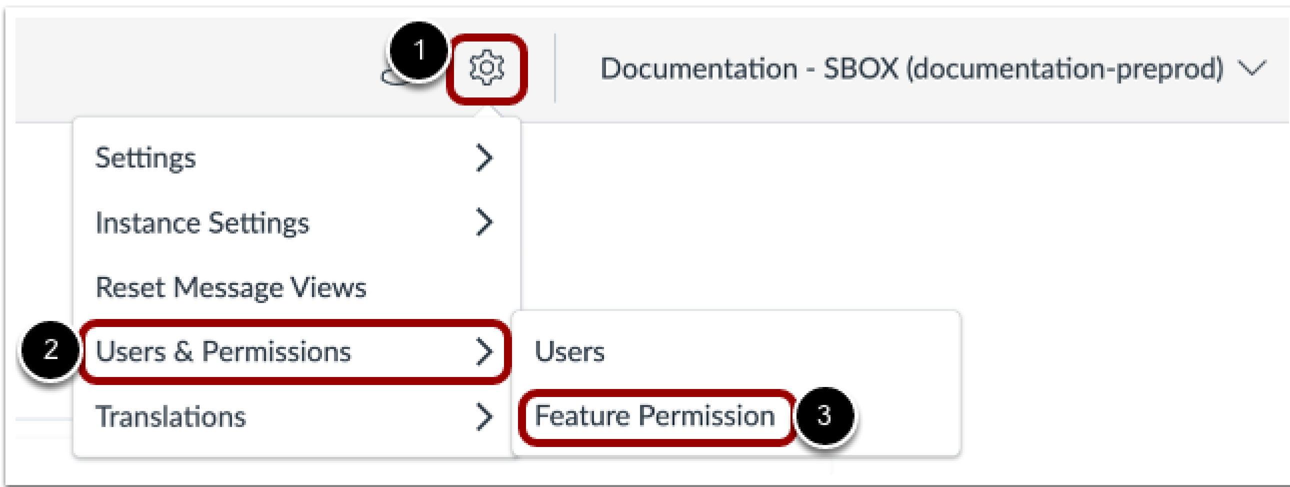
The User has access to this category	The User does not have access to this category	Some features in this category are disabled

The icons next to each category represent the access status.

How do I edit feature permission groups in the Impact Dashboard?

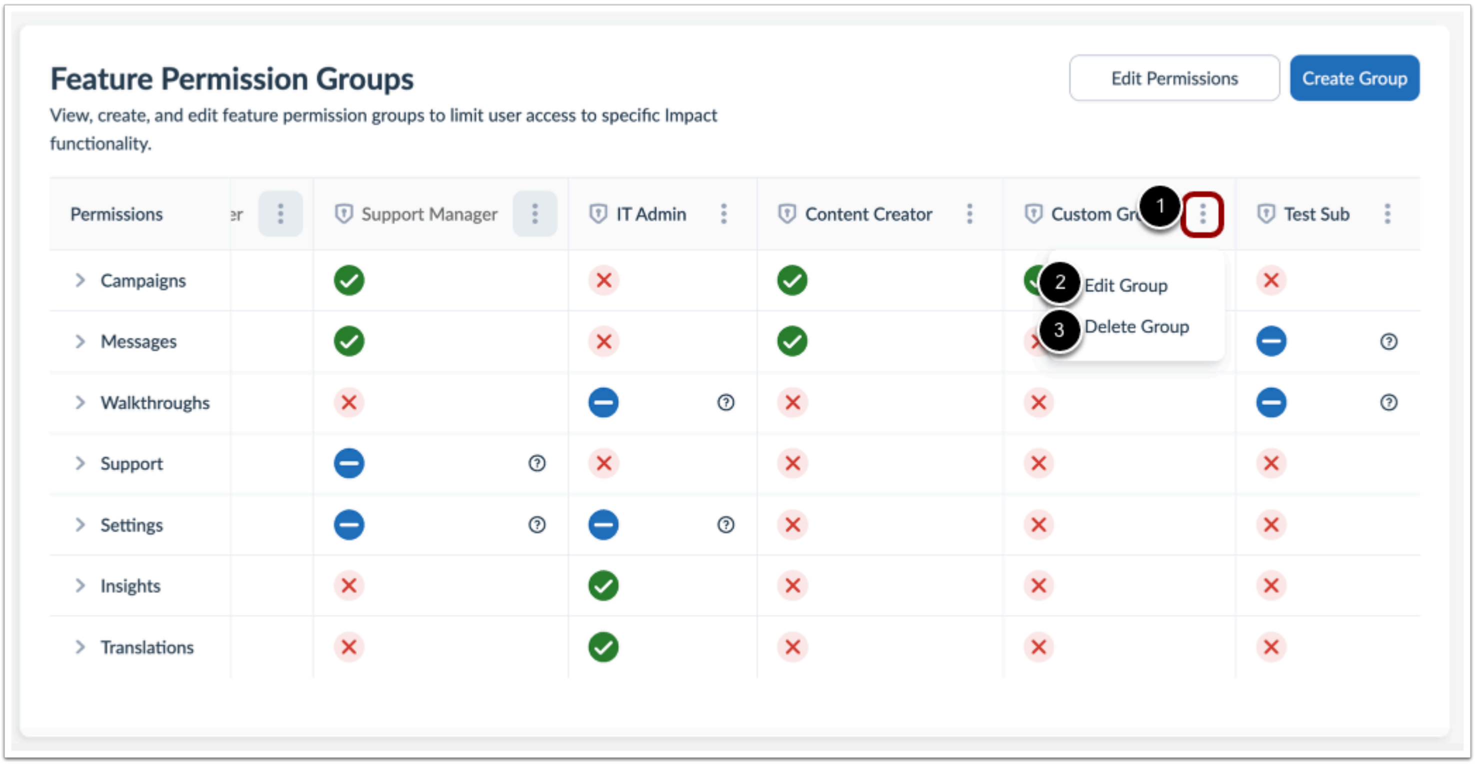
With Impact by Instructure, you can create custom feature permission groups based on the needs of your institution and edit them. Once you invite users to your dashboard, you can use feature permission groups to organize your user roles, institutional hierarchies, or sub-accounts.

Open Users and Permissions



In your Impact dashboard, click the **Settings** icon [1]. Then hover the cursor over the **Users & Permissions** menu [2] and click the **Feature Permission** link [3].

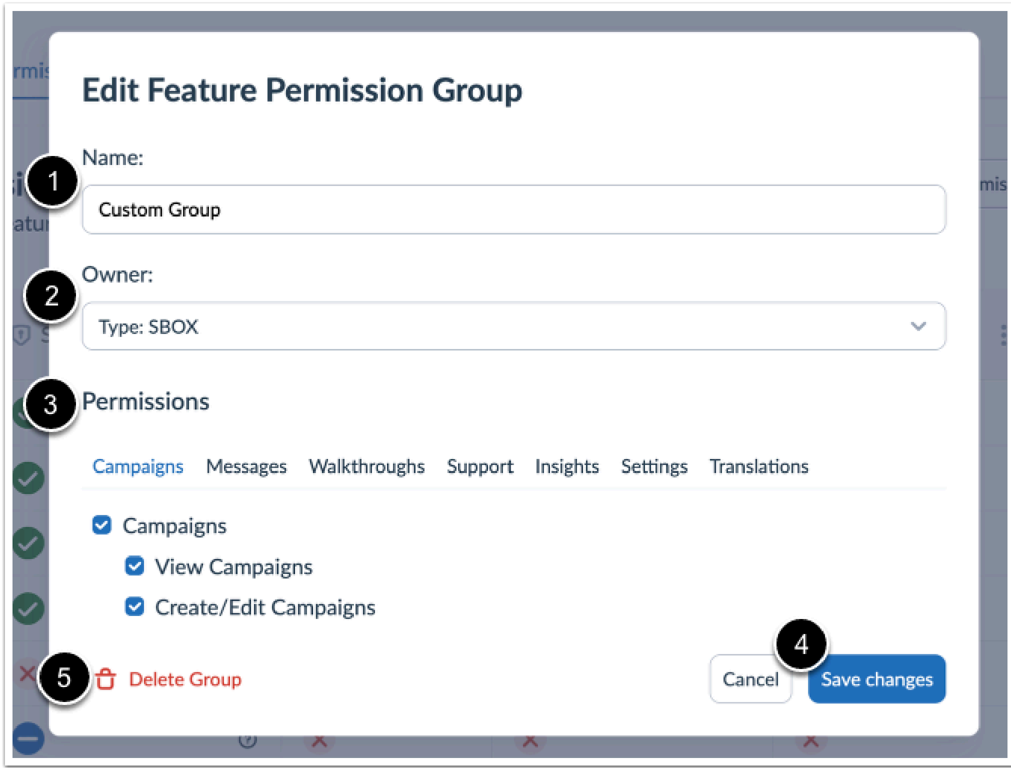
Edit Custom Feature Permissions



To edit a custom permission group, click the **Options** menu [1] and click the **Edit Group** link [2].

To delete a custom permission group, click the **Delete Group** link [3].

Edit Permissions Group



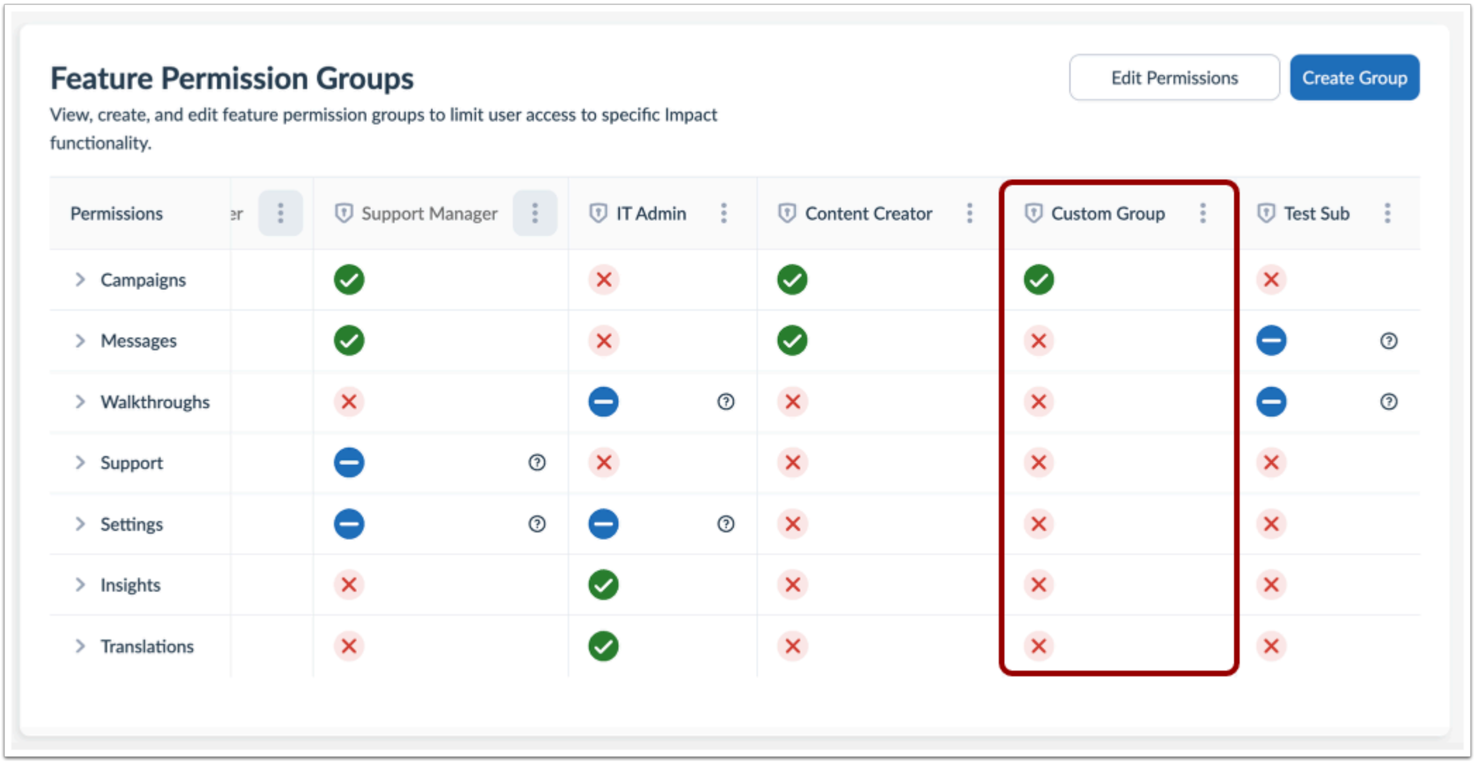
To edit a custom feature permission group, change the name [1] or change an owner [2].

You can switch between Campaigns, Messages, Support, Insights, and Settings permissions [3]. To customize the permissions more, you can select specific functions of the feature category.

Once you have finished creating a feature permission group, click the **Save Changes** button [4].

If you want to delete the custom group, click the **Delete Group** link [5].

View Permission Group

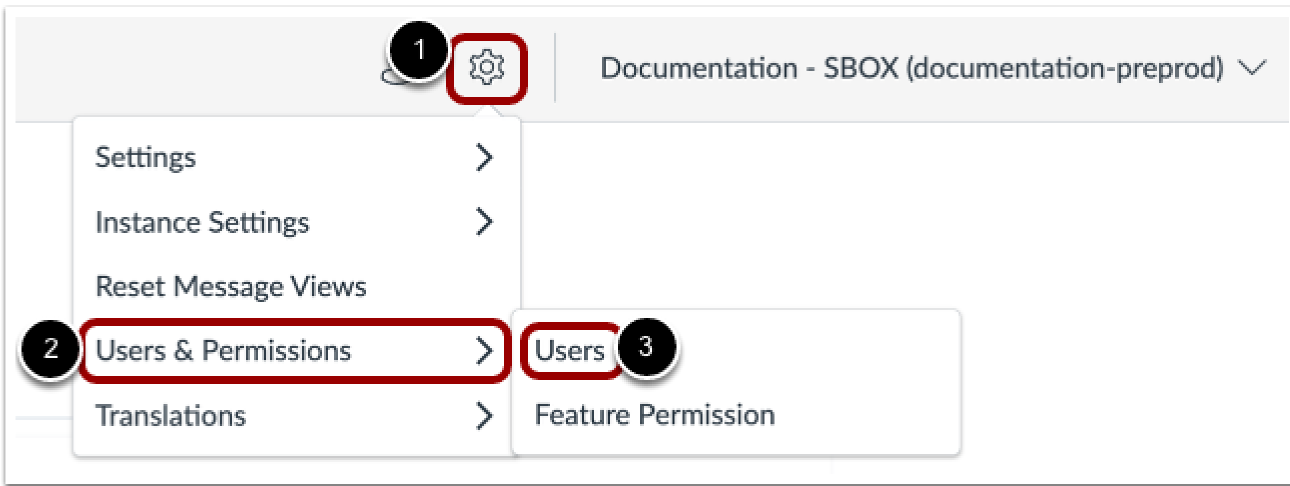


View your edited custom permission group with the configurations and access levels of the feature permissions group.

How do I view the Feature Permission Groups assigned to a user?

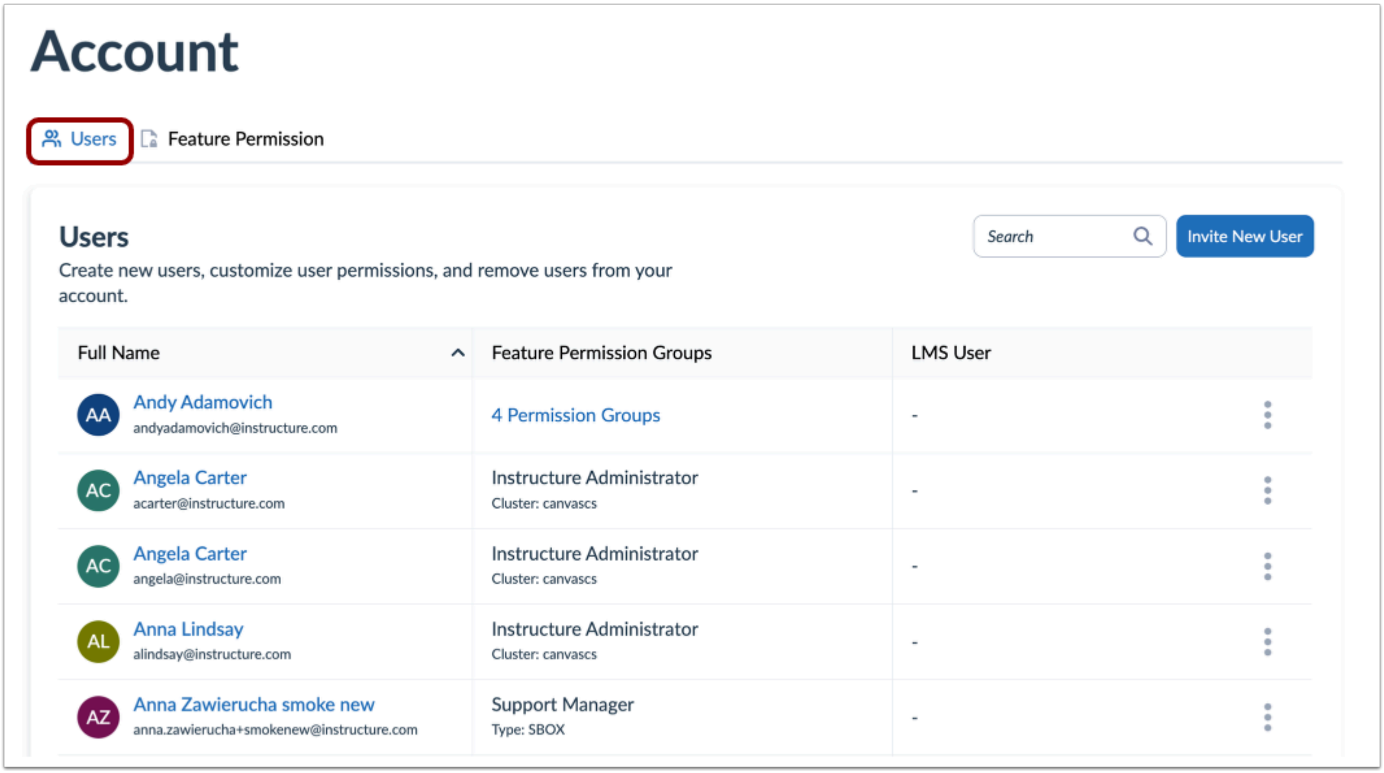
You can view the Feature Permission Groups assigned to users.

Open Users and Permissions



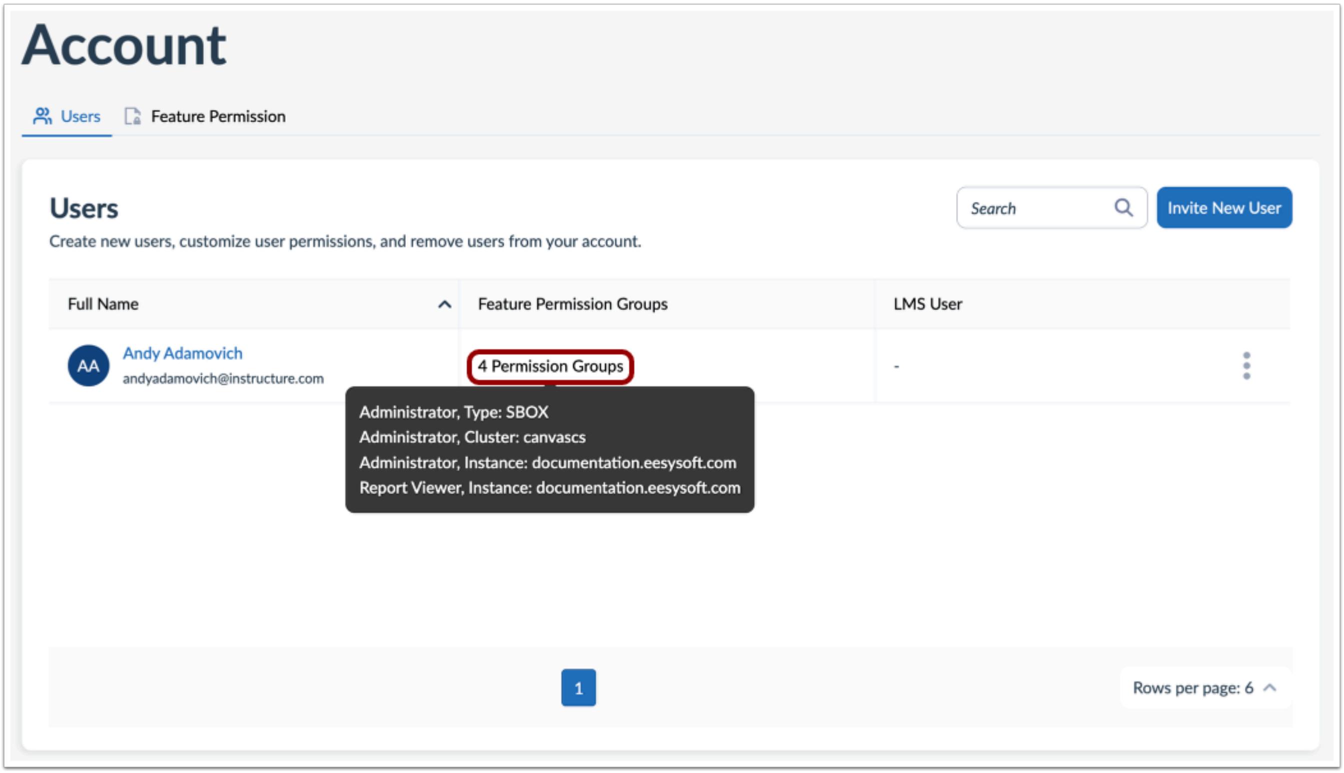
In your Impact dashboard, click the **Settings** icon [1]. Then hover the cursor over the **Users & Permissions** menu [2] and click the **Users** link [3].

View Users and Permissions



On the Users page, you can view all your users, user permissions, feature permissions, and teams.

View Feature Permission Groups



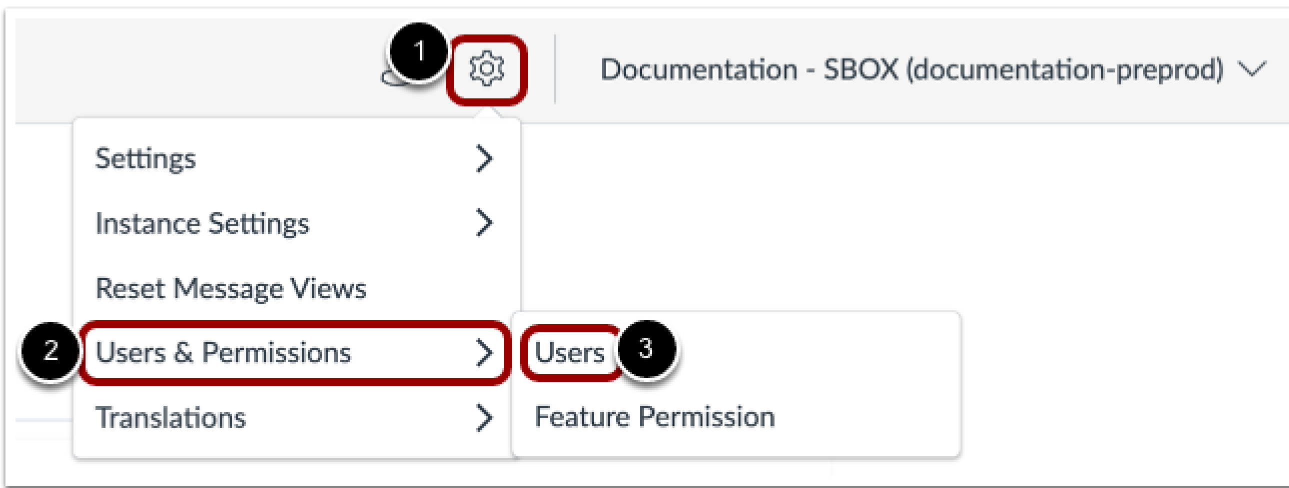
To view a user's Feature Permission Groups, hover over the **Permission Groups**. A tooltip will display a list of Permission Groups assigned to the user.

How do I disconnect an LMS User from an Impact user?

You can disconnect an LMS User from an Impact User from the Users & Permissions page.

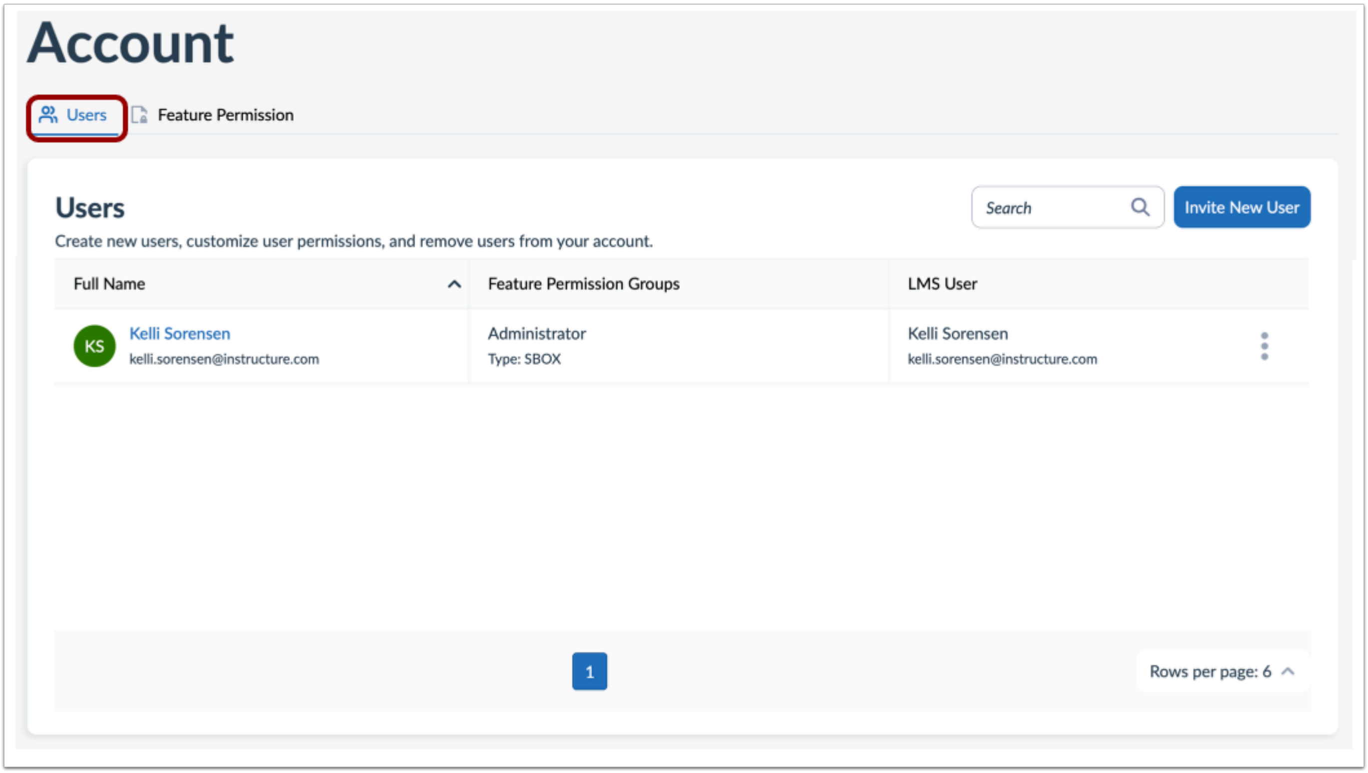
Note: To disconnect an LMS User from an Impact user, you must have the Edit Team & Permissions Feature Permission Group enabled. For more information on Feature Permission Groups, visit [How do I edit feature permission groups in the Impact Dashboard?]

Open Users and Permissions



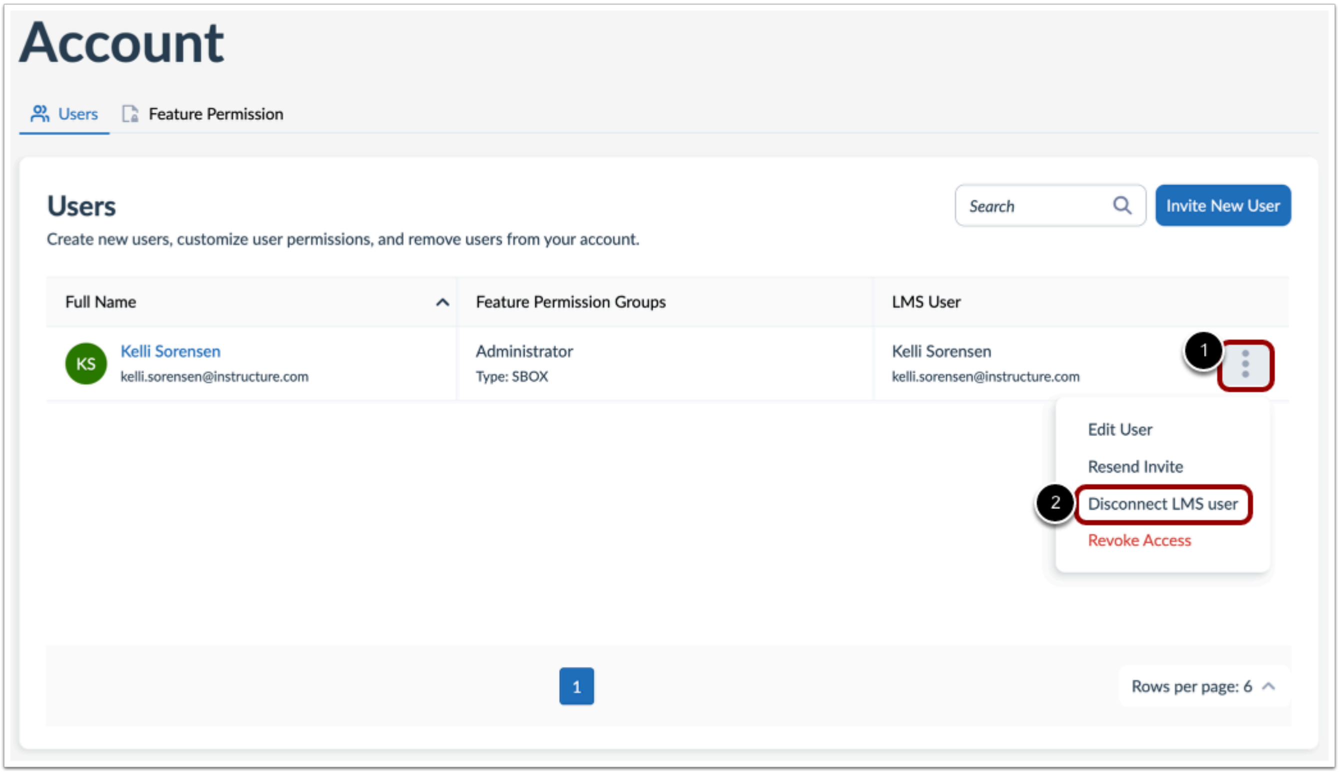
In your Impact dashboard, click the **Settings** icon [1]. Then hover the cursor over the **Users & Permissions** menu [2] and click the **Users** link [3].

View Users and Permissions



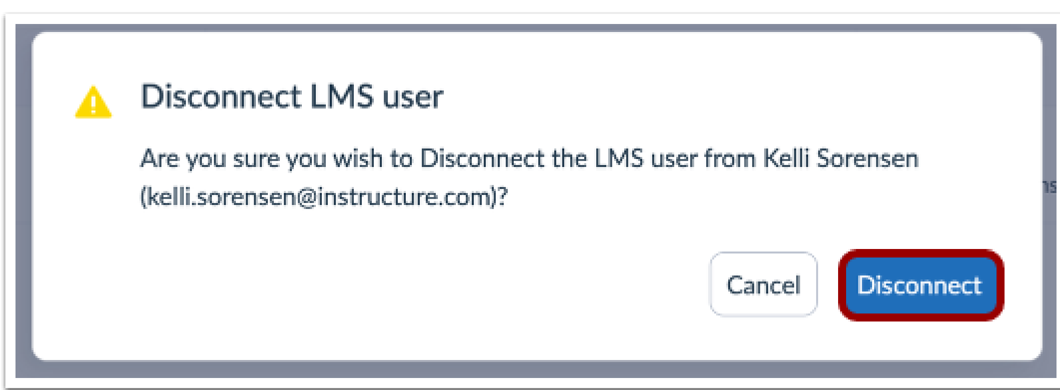
In the Users page, you can view all your users, user permissions, feature permissions, and teams.

Disconnect LMS User



To disconnect an LMS user, click the **Options** menu [1] and then click the **Disconnect LMS user** link [2].

Disconnect LMS User Confirmation

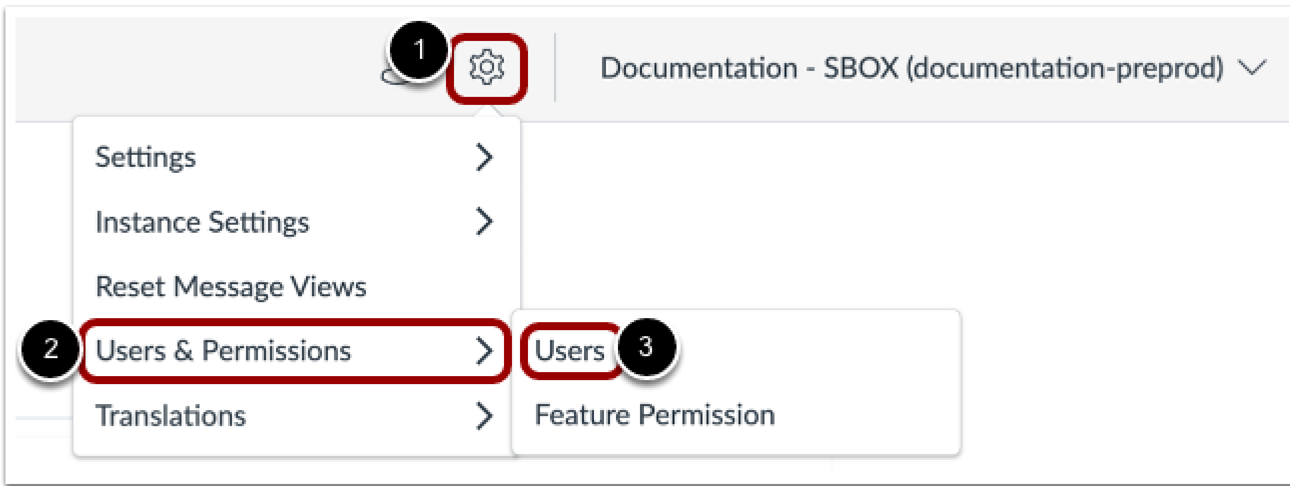


Click the **Disconnect** button.

How do I view the LMS User assigned to an Impact user?

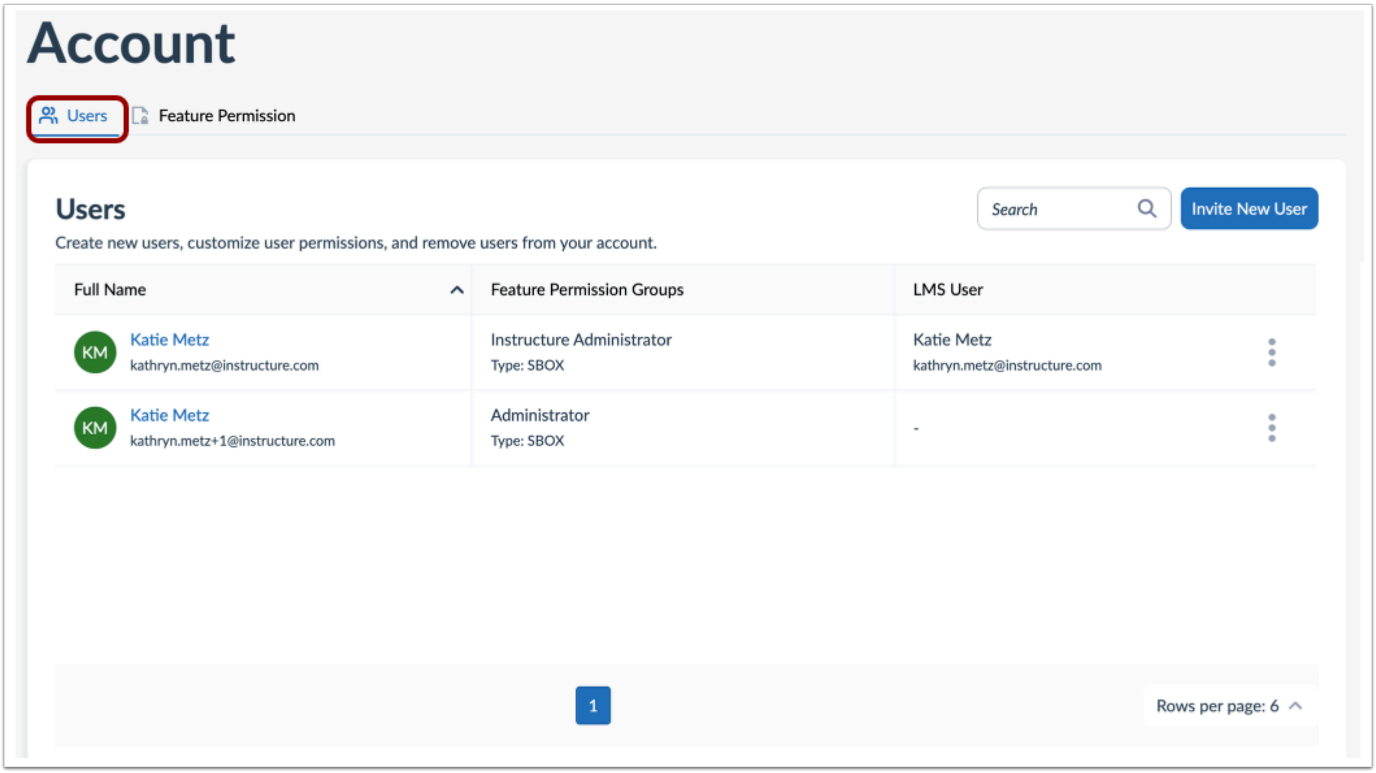
You can view the LMS user connected to an Impact user.

Open Users and Permissions



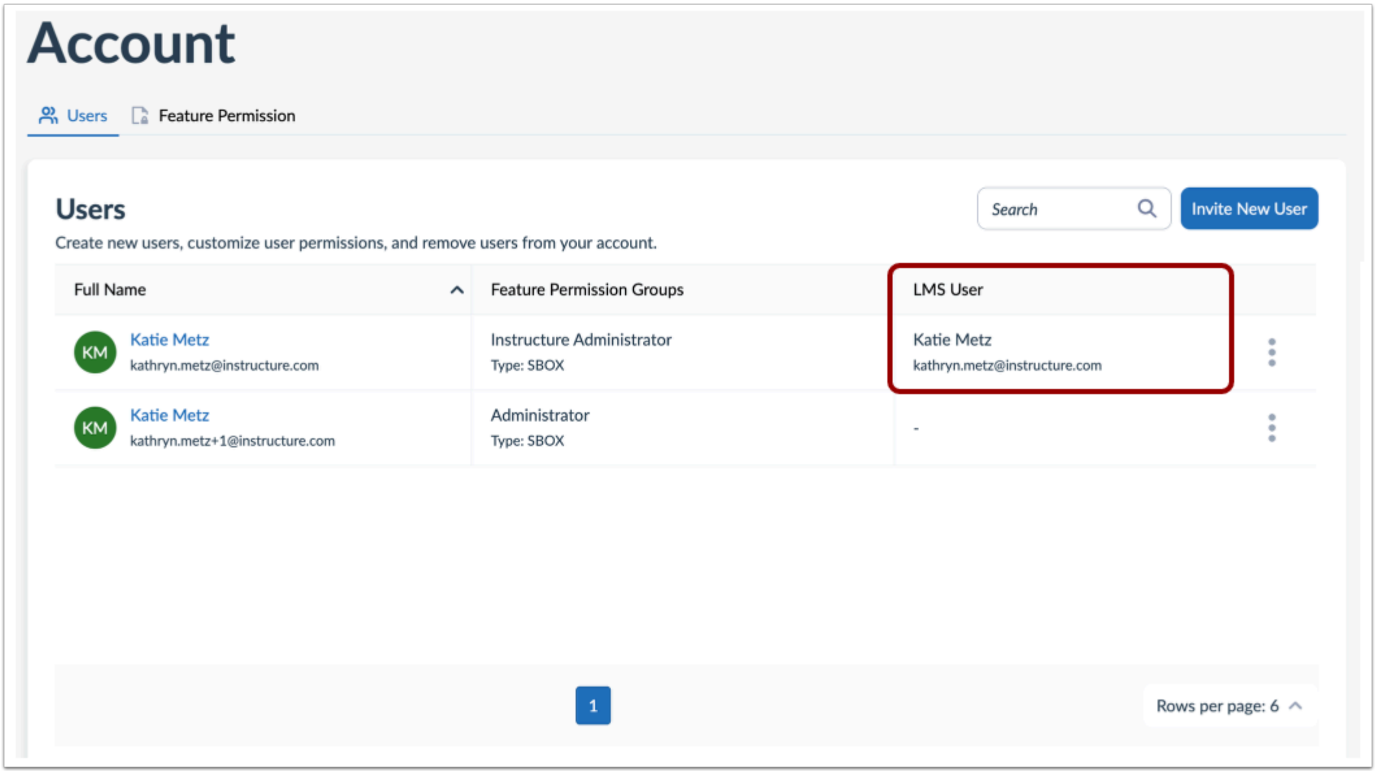
In your Impact dashboard, click the **Settings** icon [1]. Then hover the cursor over the **Users & Permissions** menu [2] and click the **Users** link [3].

View Users and Permissions



In the Users page, you can view all your users, user permissions, feature permissions, and teams.

View LMS User



The LMS user connected to the Impact user will be listed in the **LMS User** column in the Users table.

Reporting Templates

What are Reporting Templates in the Impact Dashboard?

Impact user activity data is gathered using hundreds of out-of-the-box and custom created data monitors. Each monitor is responsible for registering a single user action (e.g. clicking a submit button or visiting a discussion board). In order to visualize the immense amount of data from these monitors in a single consolidated report, monitors are categorized into reporting templates.

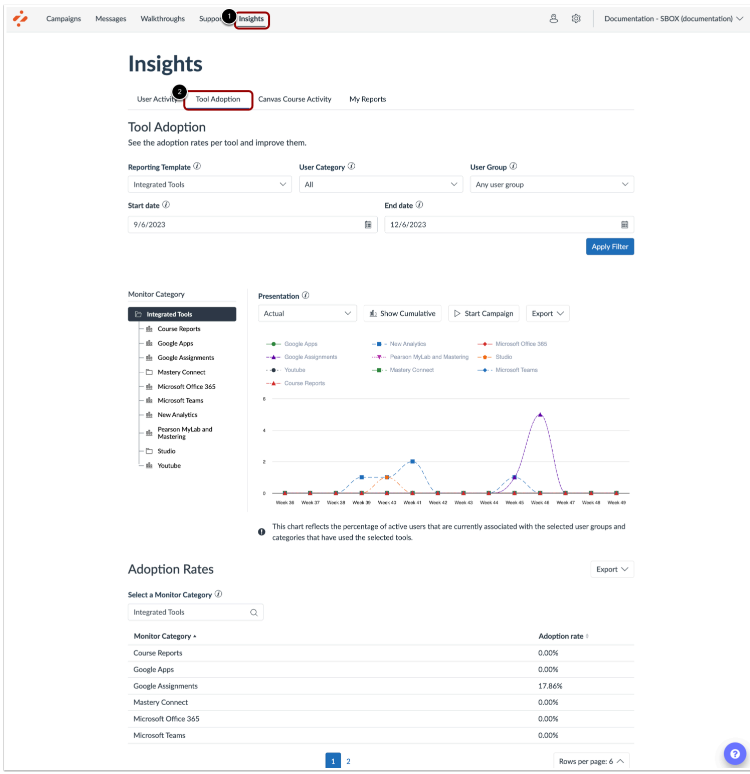
Where are reporting templates used?

There are several reports in the Impact dashboard that use reporting templates to collate data from a multitude of monitors:

- The Tool Adoption Report
- The Course Activity Report
- Campaigns

Although these reports are structured differently, the way in which reporting templates function within them is generally the same. Below are the different ways in which (parts of) reporting templates are implemented across these reports.

Tool Adoption Reports



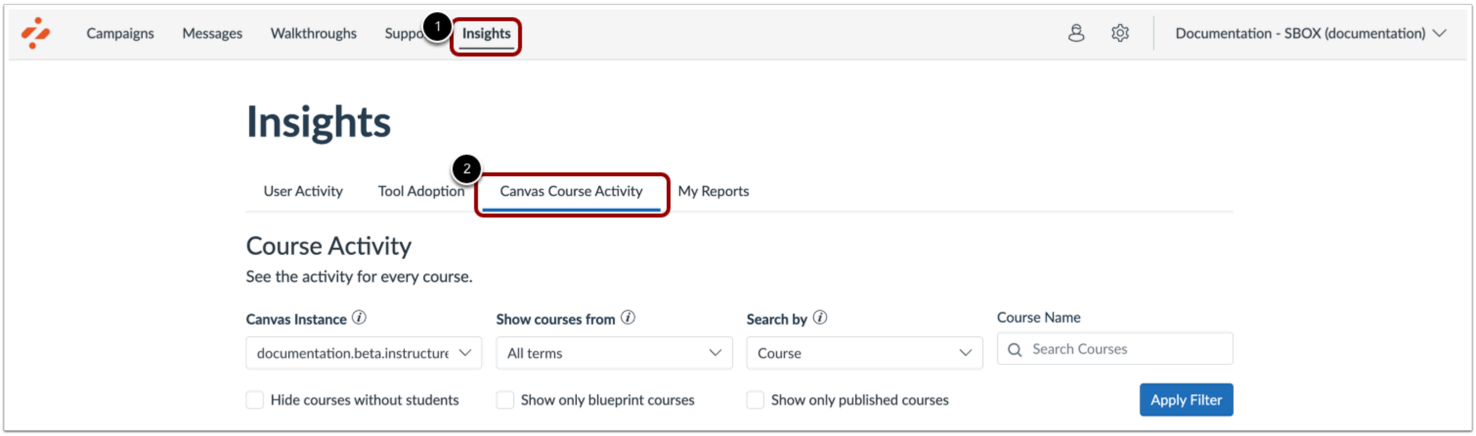
The Tool Adoption Report contains a chart based on a reporting template. The Tool Adoption Report is used to analyze usage data across your entire institution at a glance and allows you to group monitoring data together with the help of Reporting Templates. These provide a hierarchical structure to roll up the detailed data derived from many individual monitors into manageable categories. Two or more monitors inside one category lead to the accumulation of data.

To view the Tool Adoption Report, click the Insights link [1]. Then, click the Tool Adoption link [2].

For more information on the Tool Adoption Report, visit [How do I view the Tool Adoption Report in the Impact Dashboard?]()

Note: All individual monitors have been added to a monitor category within a reporting template. The corresponding monitor categories are displayed both in the presentation of the data and the tool adoption rates rather than the individual monitors. To understand which monitors are generating the data, you can visit your reporting template.

Course Activity Report

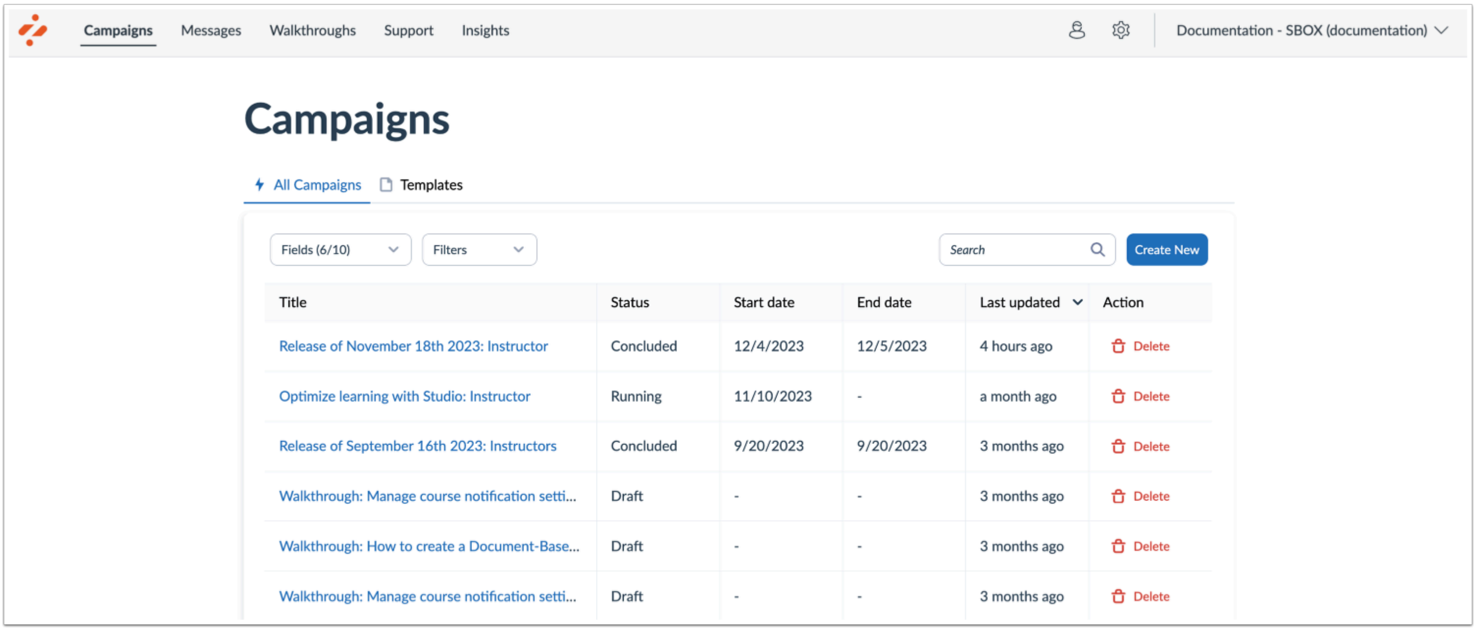


The Course Activity Report contains a chart based on a reporting template and compares the usage of specific tools for courses based on your search criteria. The reporting template in the Course Activity Report displays all first-level Monitor Categories belonging to the selected reporting template, including a consolidated adoption percentage. The adoption percentage is the percentage of active users who triggered at least one monitor within each category. The connected graph presents the adoption level over time for each of these categories.

To view the Course Activity Report, click the Insights link [1]. Then, click the Course Activity link [2].

For more information on the Course Activity Report, visit [How do I view the Course Activity Report in the Impact Dashboard?]()

Monitor Categories in Campaigns



Campaigns allow you to combine deploy messages and support content to a specific target audience and measure the resulting impact on user activity. In order to focus on the campaign's desired outcome metrics, you can assign any combination of Monitor Categories to a campaign. The selected Monitor Categories feed into the overall adoption score that is presented on the Campaign Details page.

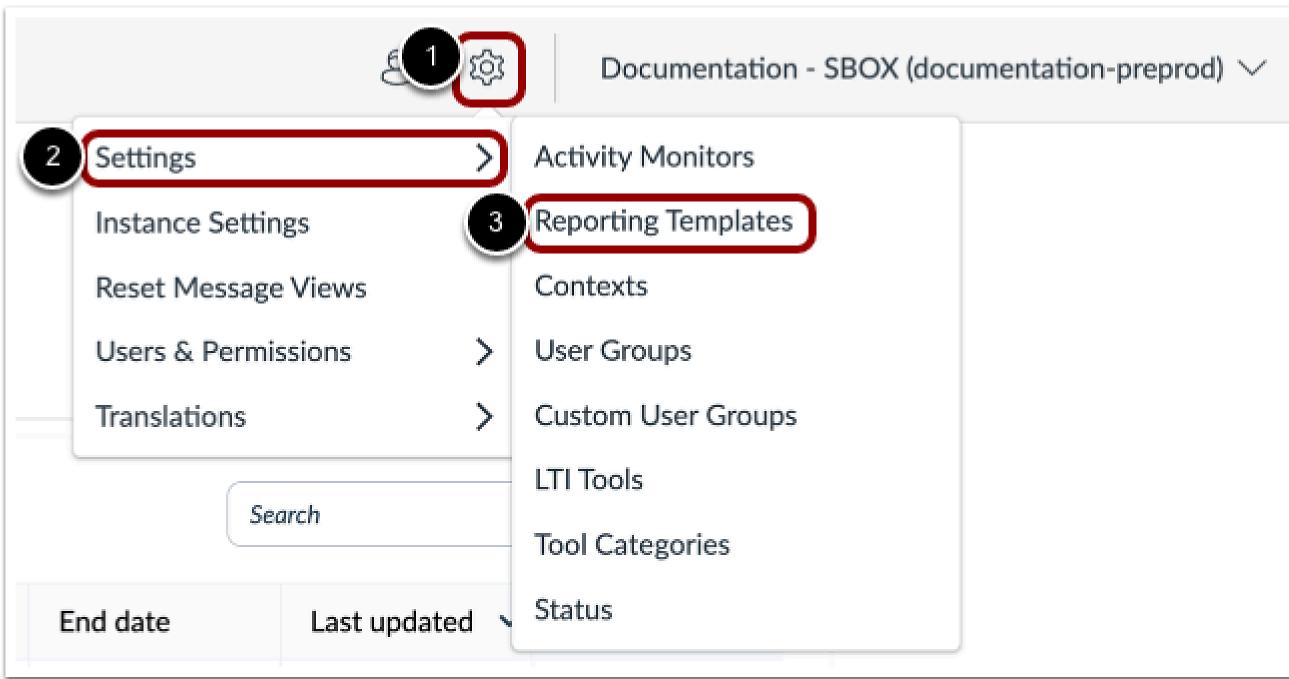
Note: Monitors cannot be added to Campaigns, they must be housed inside a category within a reporting template.

For more information on Campaigns, visit [How do I view campaign results in the Impact Dashboard?](#).

How do I create a new reporting template in the Impact Dashboard?

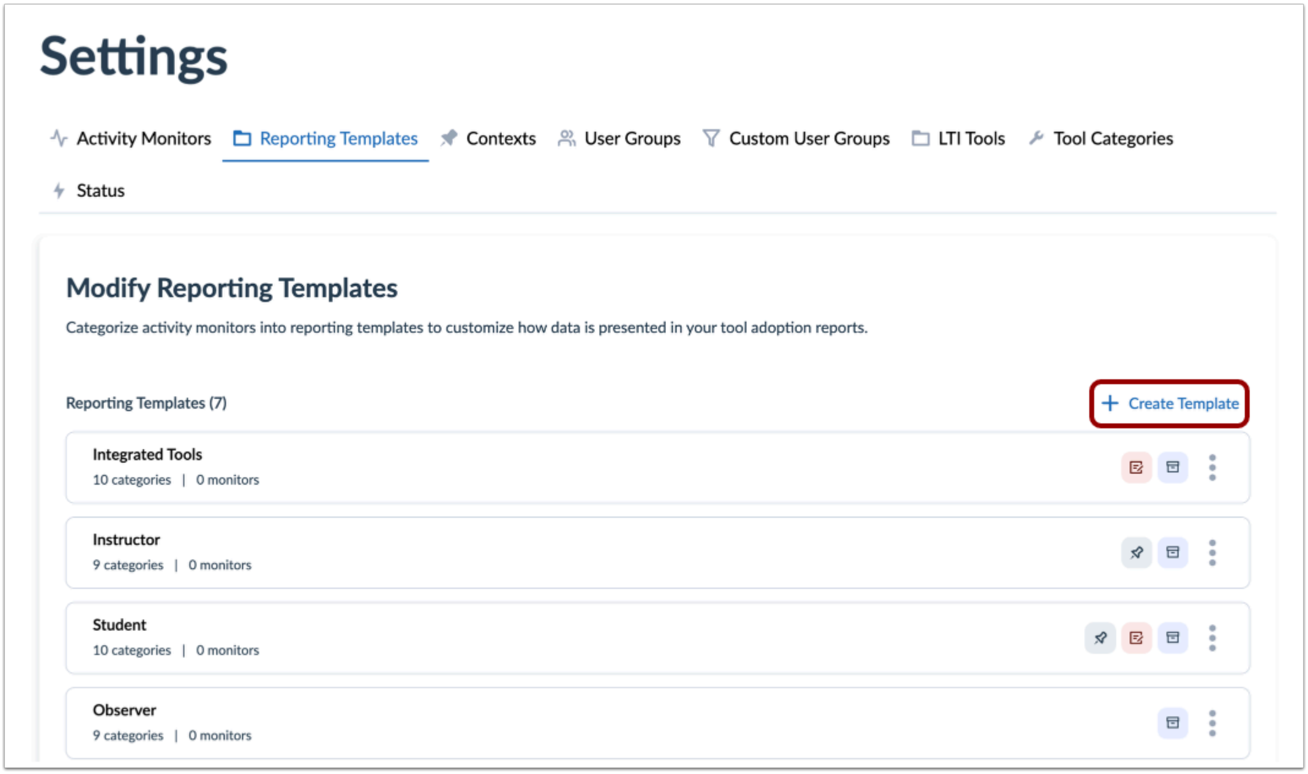
Reporting templates help you visualize how data is feeding into your reports. You can add activity monitors and assign specific configurations to each reporting template.

Open Reporting Templates



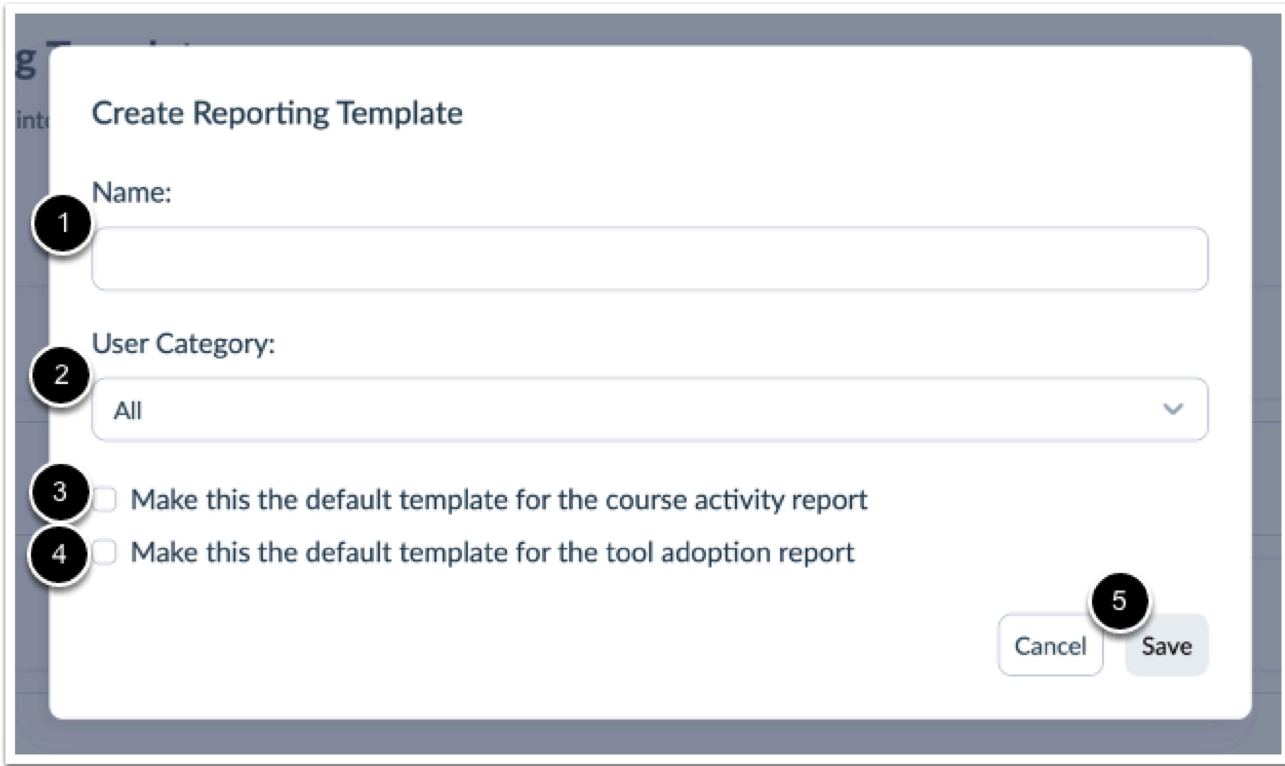
In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Reporting Templates** icon [3].

Create Reporting Template



In the Reporting Templates page, click the **Create Template** link.

Save Reporting Template



Enter a template name [1] and select the **User Categories** for the template [2].

To make the template the default for the course activity report, click the **Make this the default template for the course activity report** checkbox [3].

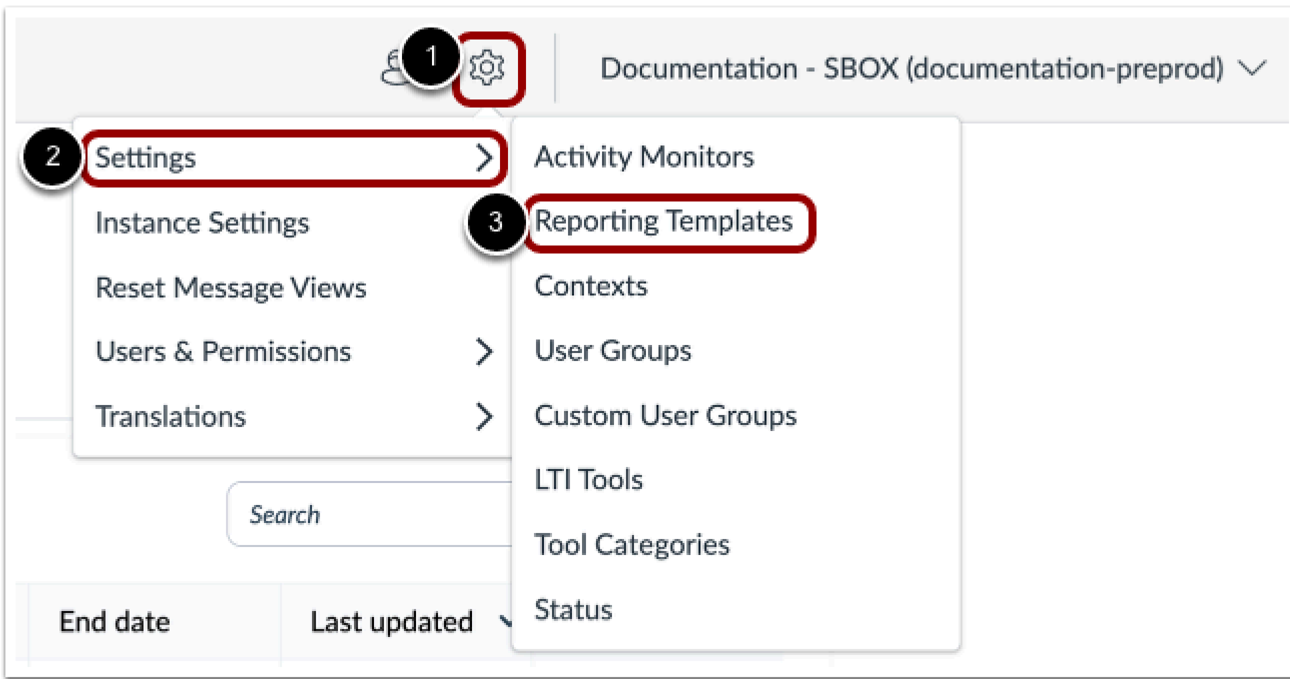
To make the template the default for the tool adoption report, click the **Make this the default template for the tool adoption report** checkbox [4].

Click the **Save** button [5].

How do I edit an existing reporting template in the Impact Dashboard?

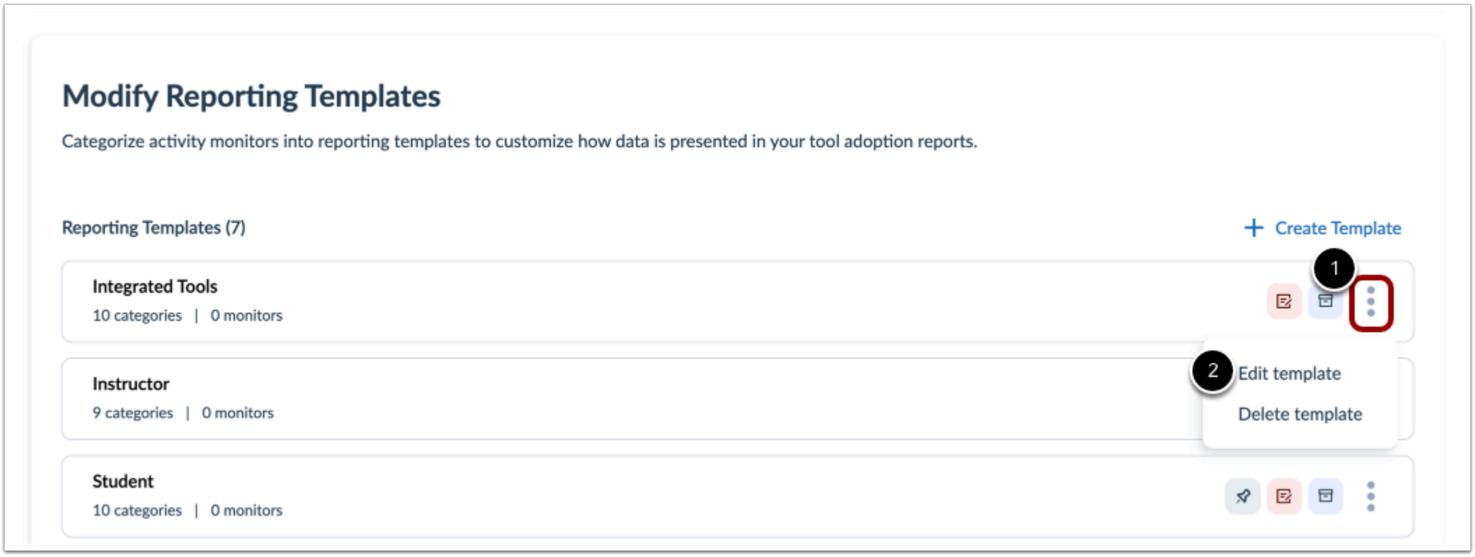
You can edit reporting templates. After you [create a reporting template] you can [add activity monitors] and assign specific configurations to each reporting template.

Open Reporting Templates



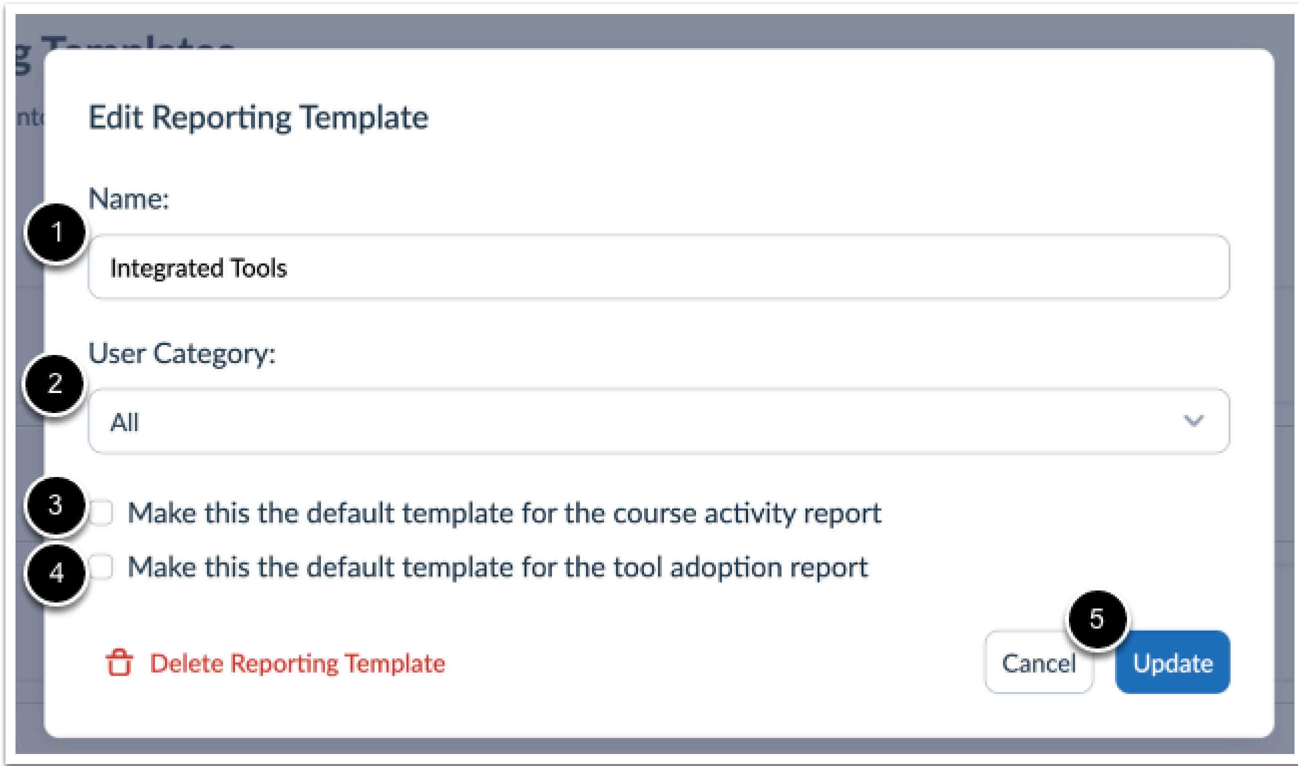
In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Reporting Templates** icon [3].

Open Edit Reporting Template



In the Modify Reporting Templates page, locate the template in the list and click the **Options** icon [1]. Then click the **Edit template** link [2].

Edit Reporting Template



You can edit the template name [1] and select the **User category** for the template [2].

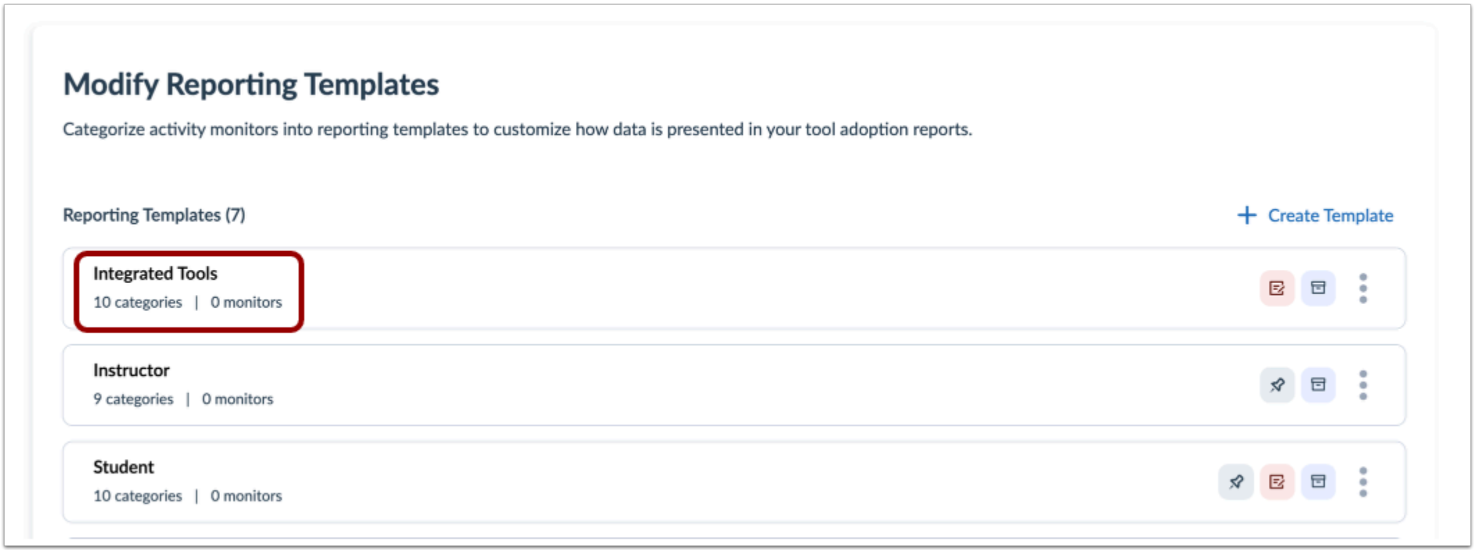
To make the template the default for the course activity report, click the **Make this the default template for the course activity report** checkbox [3].

To make the template the default for the tool adoption report, click the **Make this the default template for the tool adoption report** checkbox [4].

Click the **Update** button [5].

Note: You cannot delete a default reporting template being used for tool adoption or course activity report. If you wish to delete a default reporting template, you must first assign another template as default.

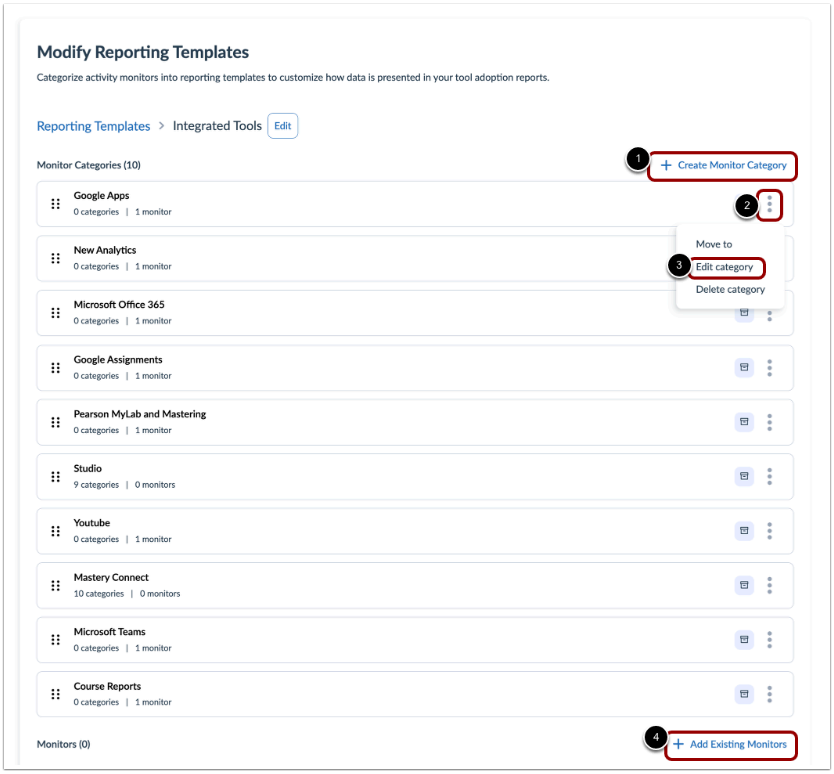
Modify Reporting Template Monitors



You can also edit the Monitor Categories and Monitors for the template.

To edit the monitor categories and associated monitors, click the name of the reporting template you want to update.

Update Reporting Template Monitors



To create monitor categories, click the **Create Monitor Category** link [1].

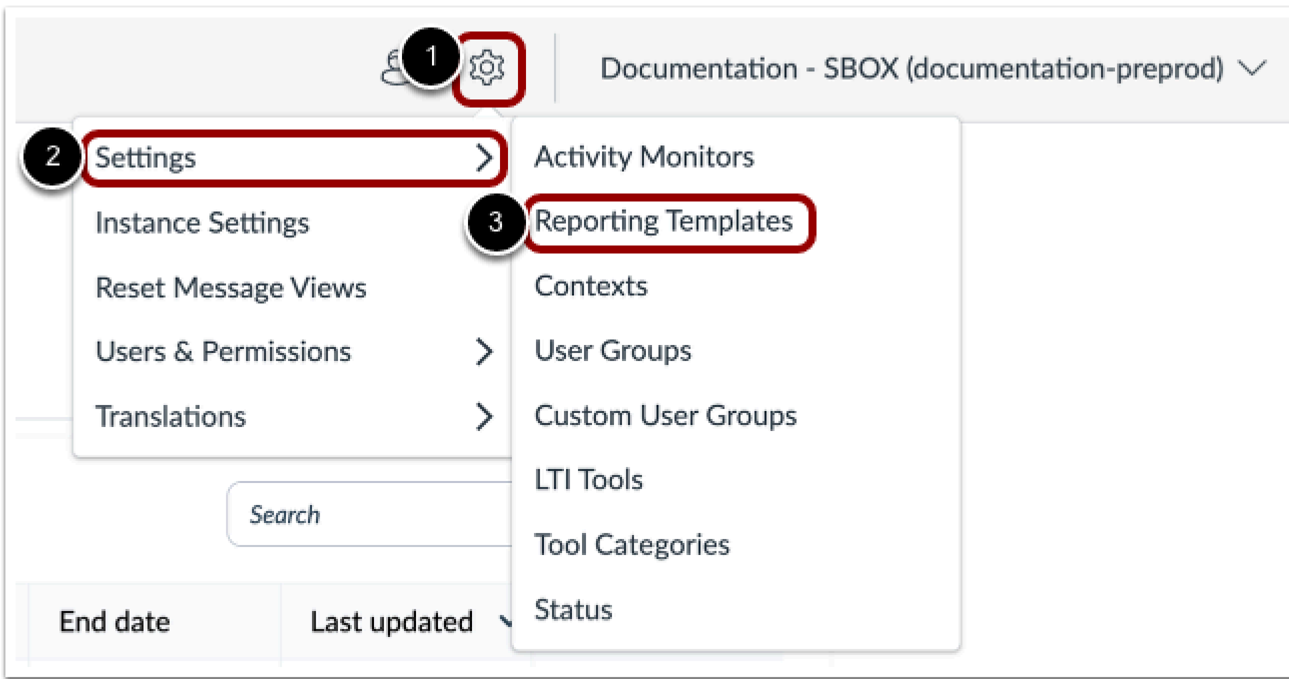
To edit monitor categories, click the **Options** icon [2] and then click the **Edit category** link [3].

To add existing monitors, click the **Add Existing Monitors** link [4].

How do I add an activity monitor to a reporting template in the Impact Dashboard?

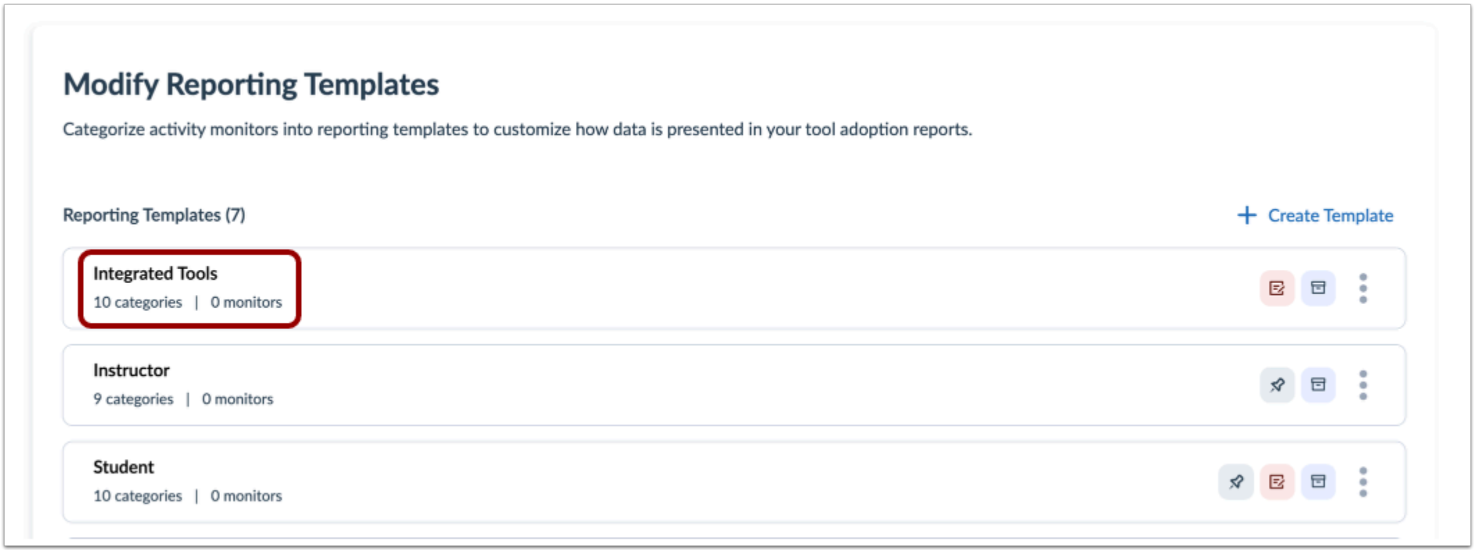
Activity monitors are at the core of how Impact helps you measure tool usage and adoption throughout your learning application. You can categorize activity monitors into reporting templates in order to customize how data is presented in your tool adoption reports.

Open Reporting Templates



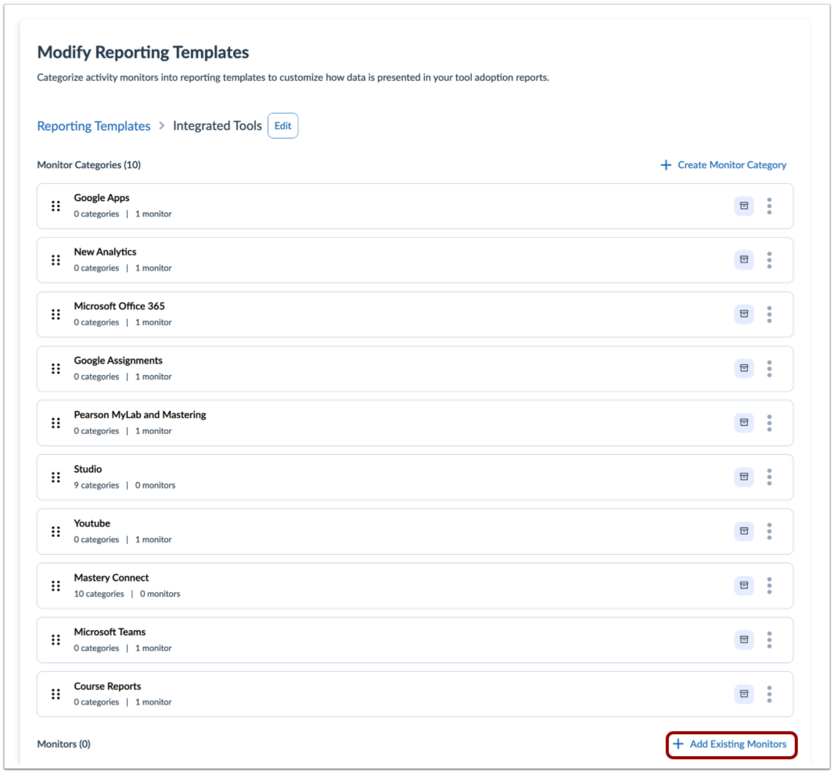
In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Reporting Templates** icon [3].

Open Reporting Template Monitors



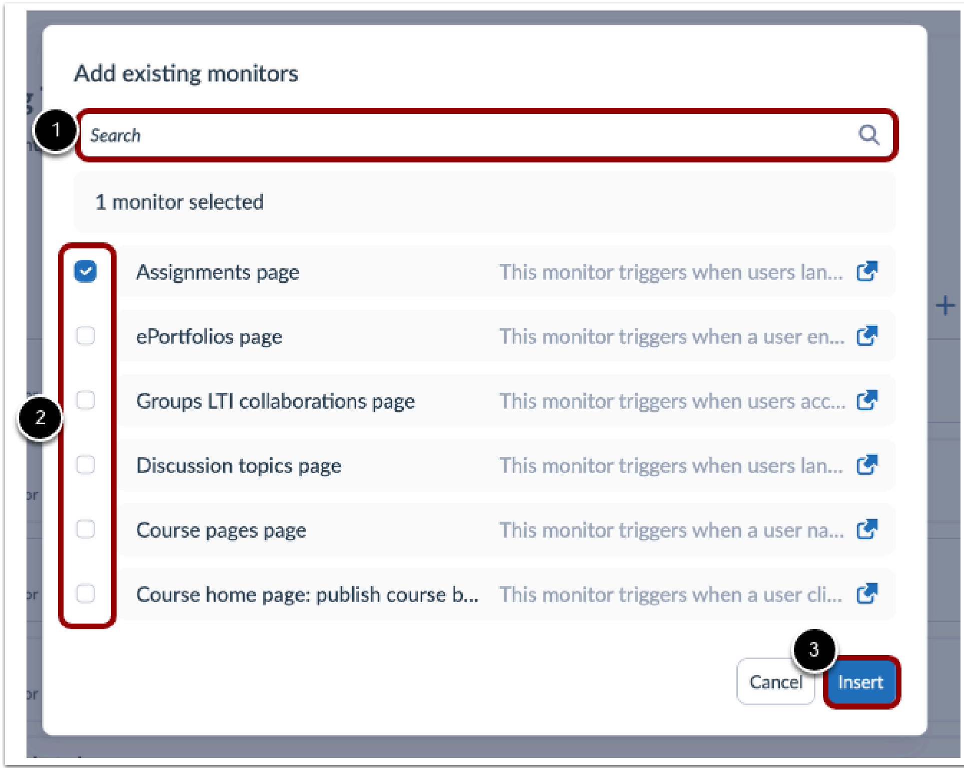
To add an activity monitor, click the reporting template name link.

Add Activity Monitors



Click the **Add Existing Monitors** link.

Add Activity Monitor



To search for an existing monitor, enter a search term in the **Search** field [1].

To add an existing monitor, click the monitor checkbox [2]. Click the **Insert** button [3].

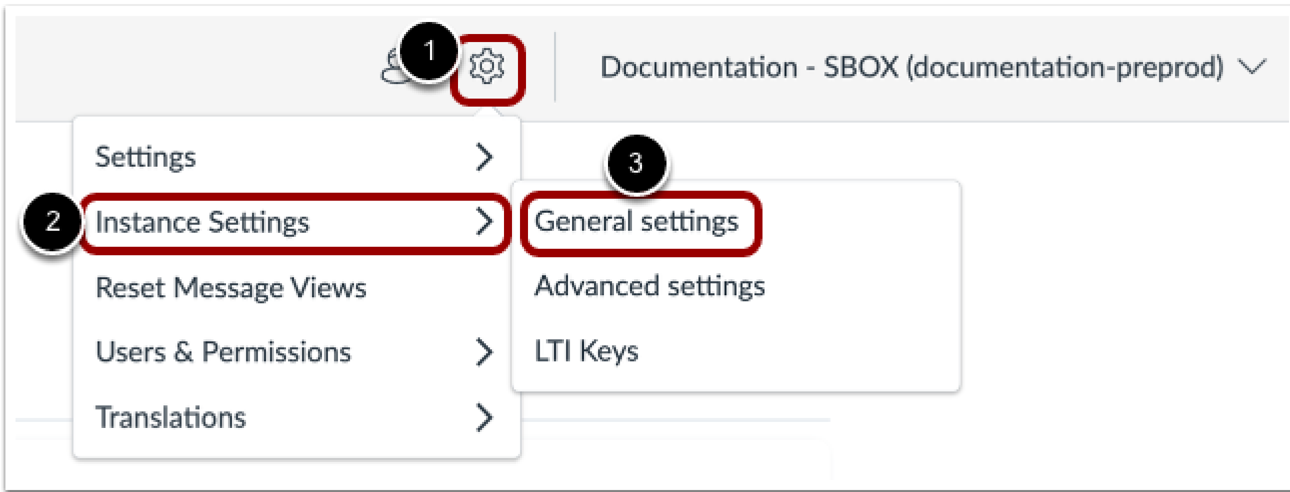
Note: If you are mapping LTI Tools as activity monitors, be sure to create a monitor category within the Tool Adoption report template with an appropriate name as the monitor category.

Settings

What are the Settings for the Impact Dashboard?

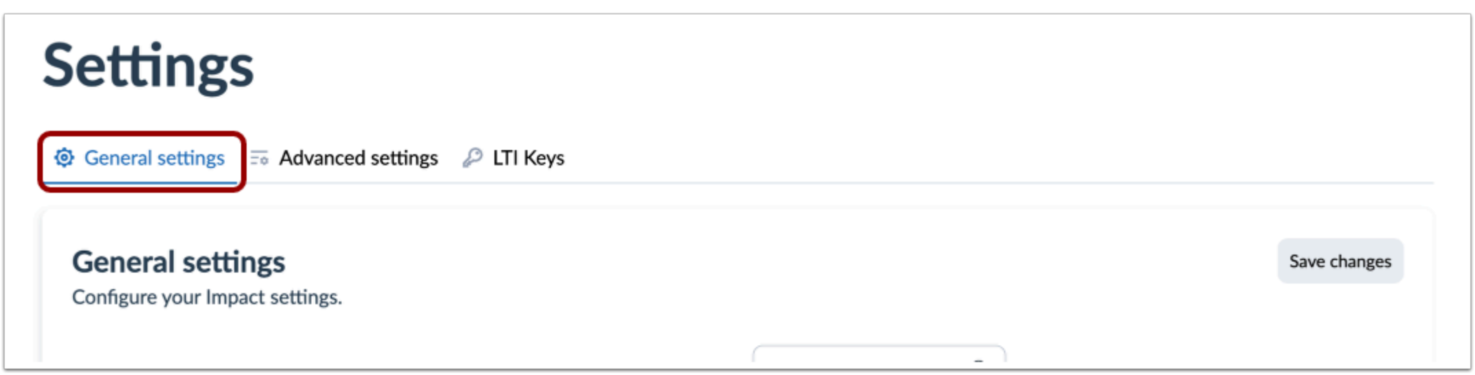
You can configure your settings for the Impact Dashboard using General Settings.

Open Settings



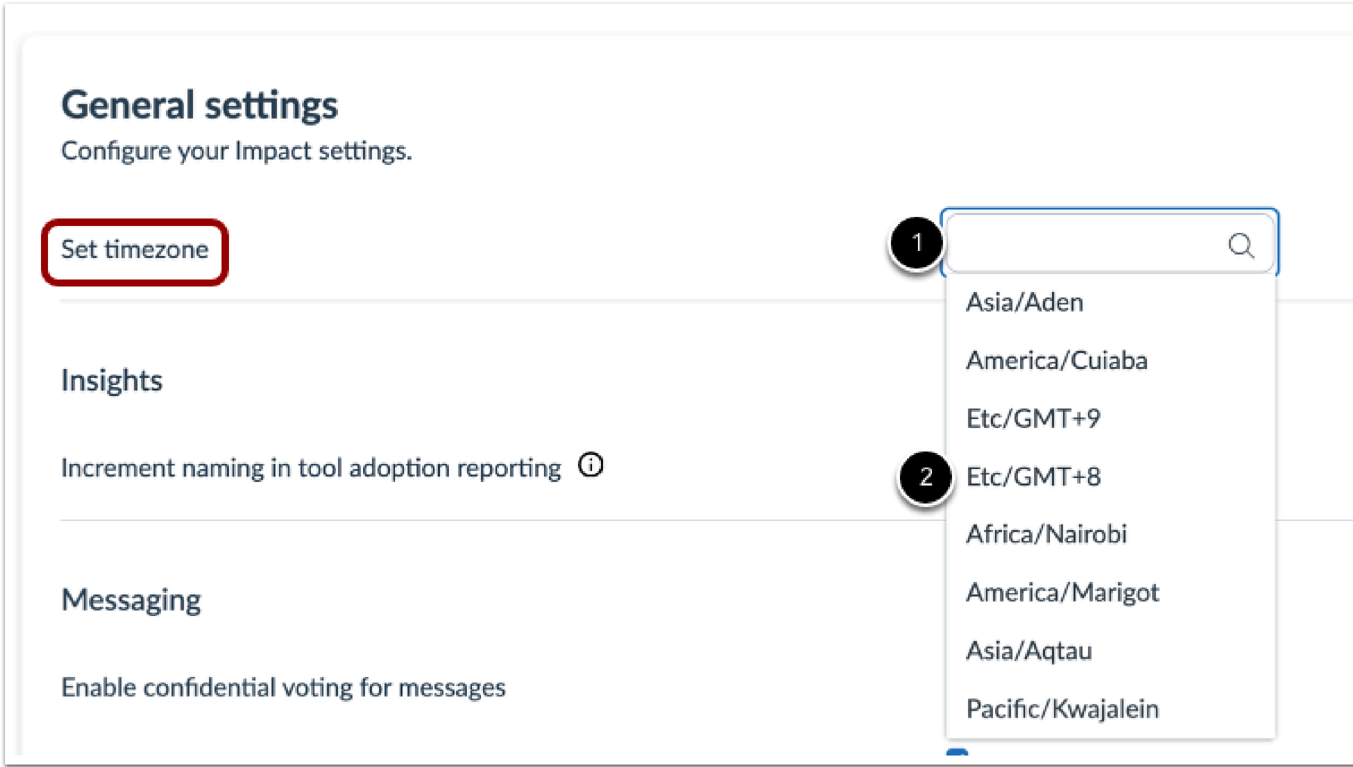
In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Instance Settings** menu [2] and click the **General Settings** icon [3].

View General Settings



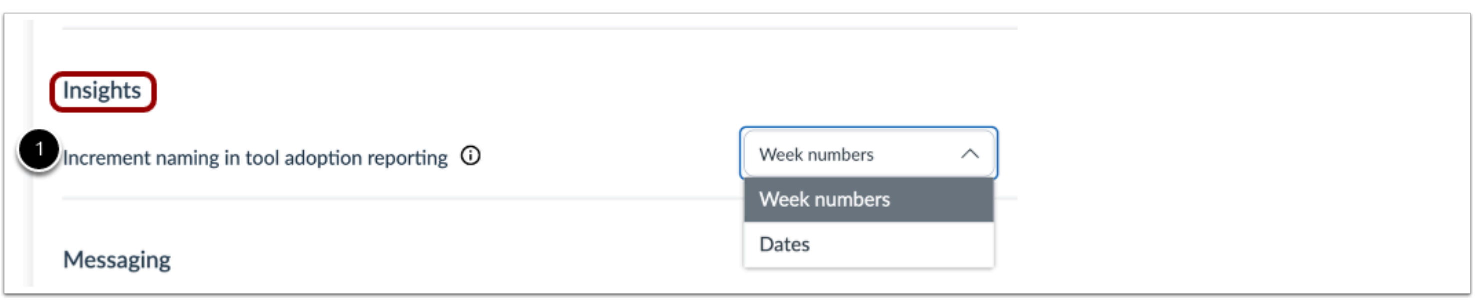
In the **General settings** tab, you will find the description for each setting below.

Timezone



To select a timezone, click the **Timezone** search field and enter the time zone in the **Filter** field [1] or select a timezone from the list [2] you would like your Impact Dashboard to present.

Insights



For **Insights** settings:

- **Increment naming in tool adoption reporting -** You can select an increment naming in tool adoption reporting by selecting the drop-down menu and selecting the display for the increment naming on the axis of the tool adoption report (e.g. Week numbers or Dates).

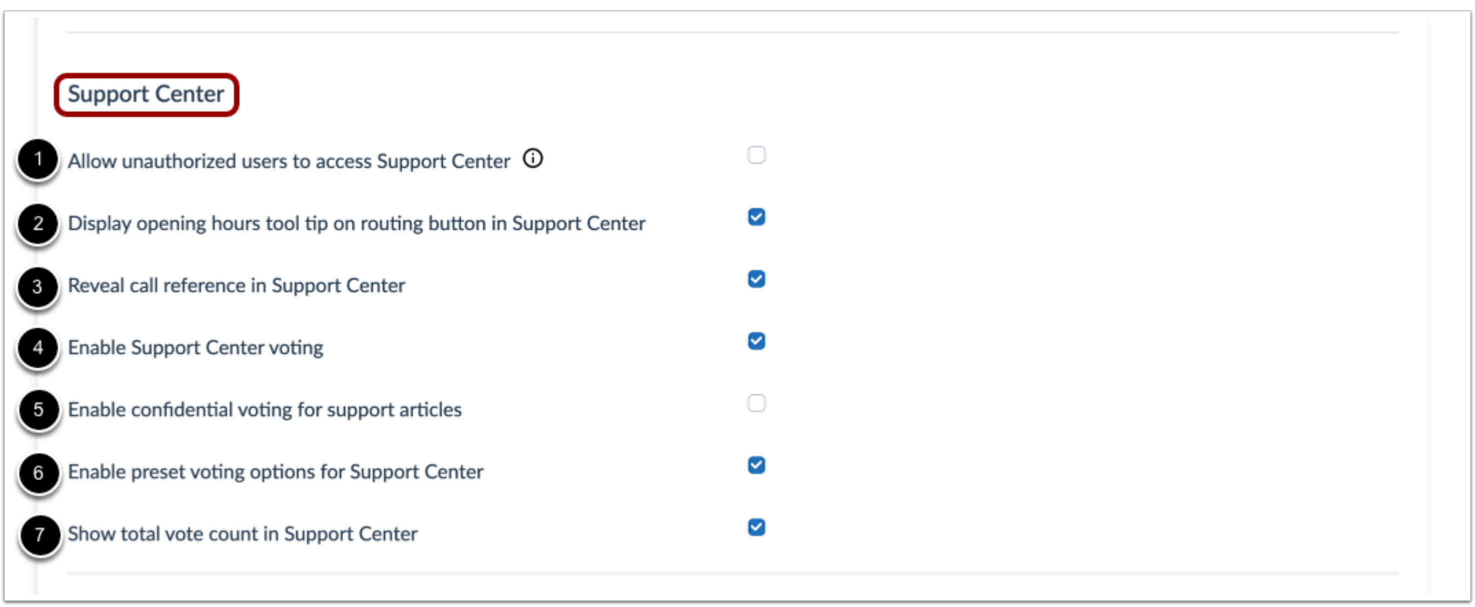
Notes: Week dates will reflect the date of each Monday.

Messaging

For **Messaging** settings, you can change the settings for:

- **Enable confidential voting for messages** [1]: Allow anonymous voting for messages.
- **Enable preset voting options for messaging** [2]: Show preset voting options on messages.

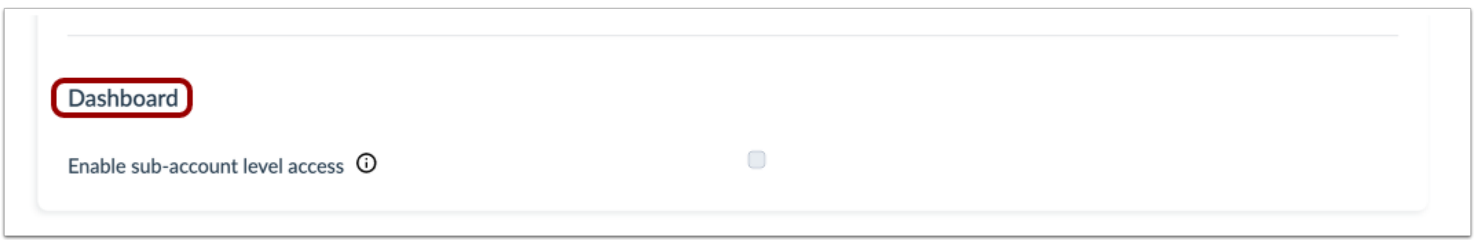
Support Center



For **Support Center** settings, you can change the settings for:

- **Allow unauthorized user to access Support Center** [1]: Allows Support Center to be accessible before users log in on your LMS.
- **Display opening hours tool tip on routing button in Support Center** [2]: Displays your institution's opening hours as a tool tip on your routing button.
- **Reveal call reference in Support Center** [3]: Reference number is displayed in Support Center.
- **Enable Support Center Voting** [4]: Allow voting on your Support Center articles.
- **Enable confidential voting for support articles** [5]: Allow anonymous voting for Support Center articles.
- **Enable preset voting options for Support Center** [6]: Show preset voting options for Support Center.
- **Show total vote count in Support Center** [7]: Show vote totals in Support Center after user votes.

Dashboard



Select the checkbox to enable sub-account level access.

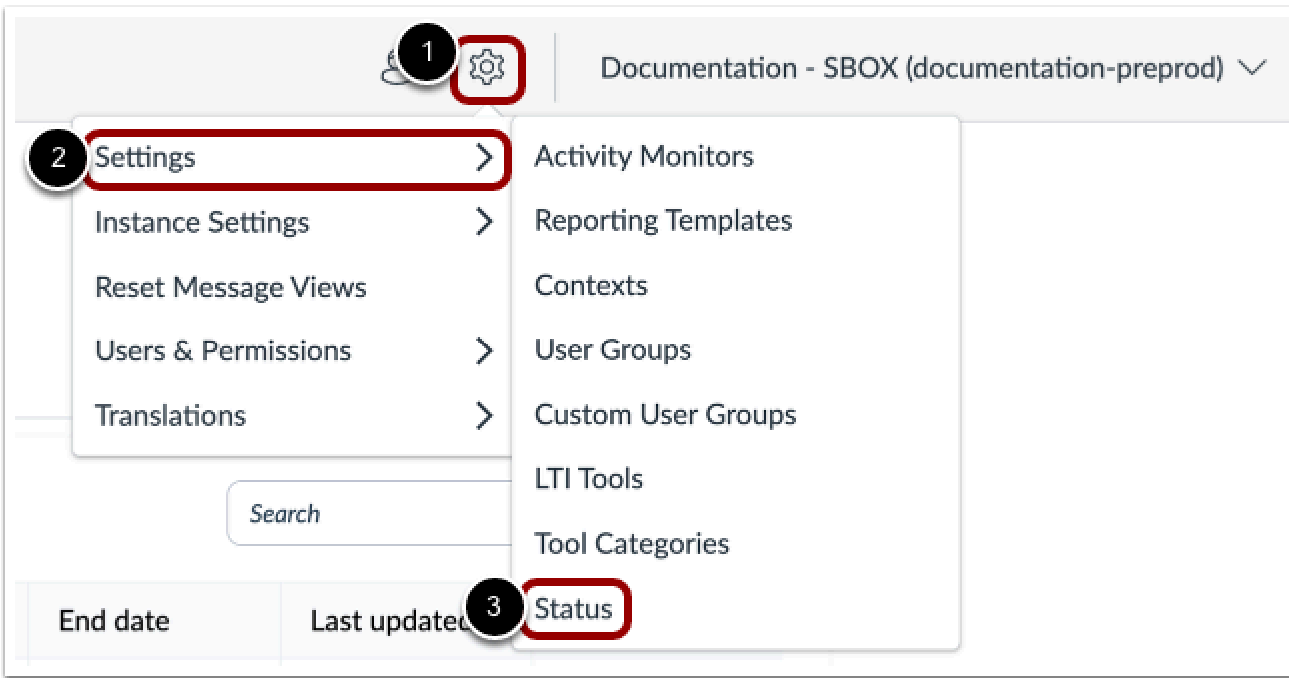
Note(s):

- If the checkbox is grayed out, your Instance needs additional LMS configuration to enable sub-account level access. Please submit a support ticket to support-impact@instructure.com to enable this feature.
- For more information on enabling Course Reports LTI as an App in Canvas, visit [How do I enable Course Report LTI as an App in Canvas?](#)

How do I check that my Impact service is running correctly?

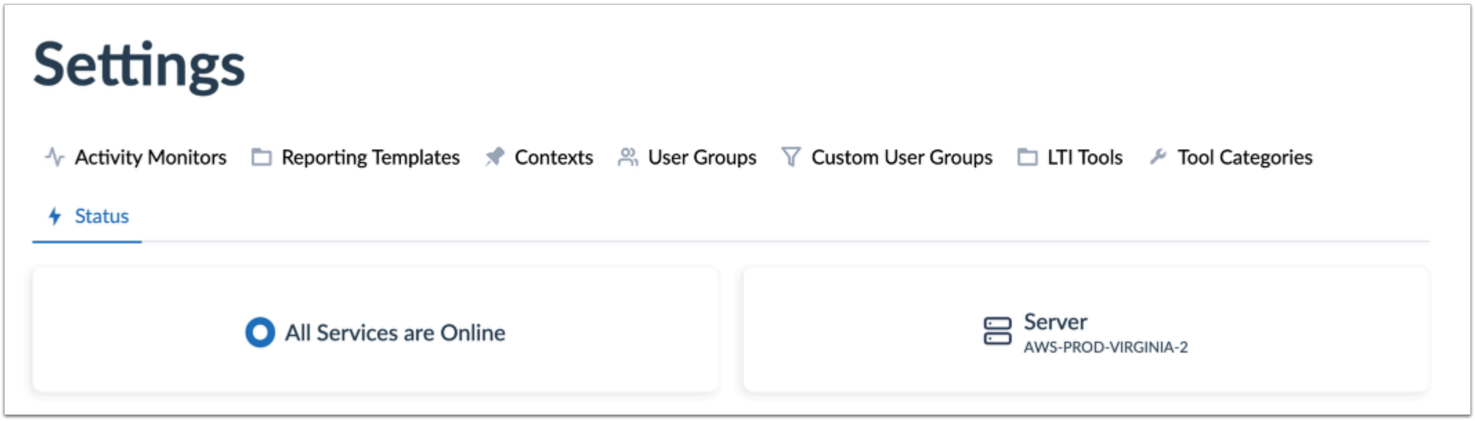
By using the System Status page, you can monitor the health of Impact processes and services.

Open Impact Dashboard



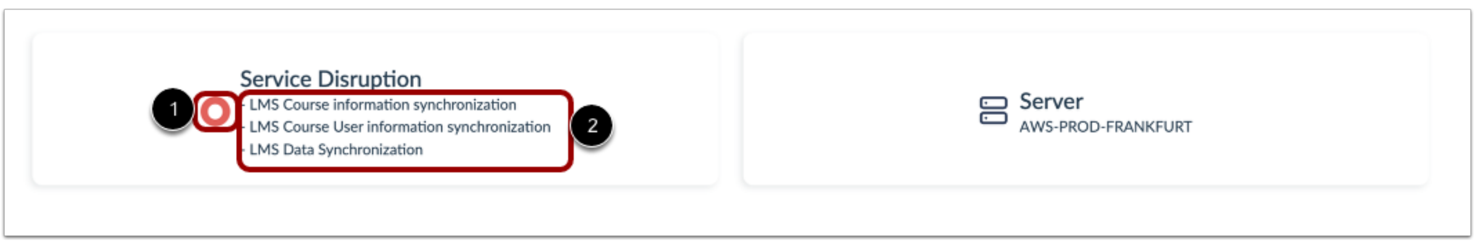
In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Status** icon [3].

View System Status



The Status page displays the overall health of all services and the AWS region of the instance.

View Service Interruption



In case of a service interruption, a red indicator displays [1] with an overview of the affected services [2]. If an unexpected disruption occurs, please submit a support ticket to support-impact@instructure.com.

View Status Overview

Status Overview

Check the status of individual Impact system components.

Status	Name	Comment	Last Updated
Ok	CAAS Items Synchronization	Synchronized: local=115903, master=115903.	a few seconds ago
Ok	CAAS Monitors Synchronization	Synchronized: local=115903, master=115903.	a few seconds ago
N/A	LMS Data Synchronization	-	-
N/A	LMS Course information synchronization	-	-
N/A	LMS Course User information synchronization	-	-
N/A	LMS User information synchronization	-	-
Ok	Content visibility evaluation	Done... Compared to time: 2023, Dec 7, 18:49	a few seconds ago
Ok	Resource caching	Current cache key: 13507	an hour ago
Ok	Custom style version	2022-12-07T15:56:27+07:00	a year ago

The Status Overview displays detailed information on the status of each service or service component.

View Instance Settings

Instance Settings

Name	Description
LMS Data Synchronization	Off
Local Timezone for Impact Application	UTC

Instance Settings displays information about instance-wide settings.

Note(s):

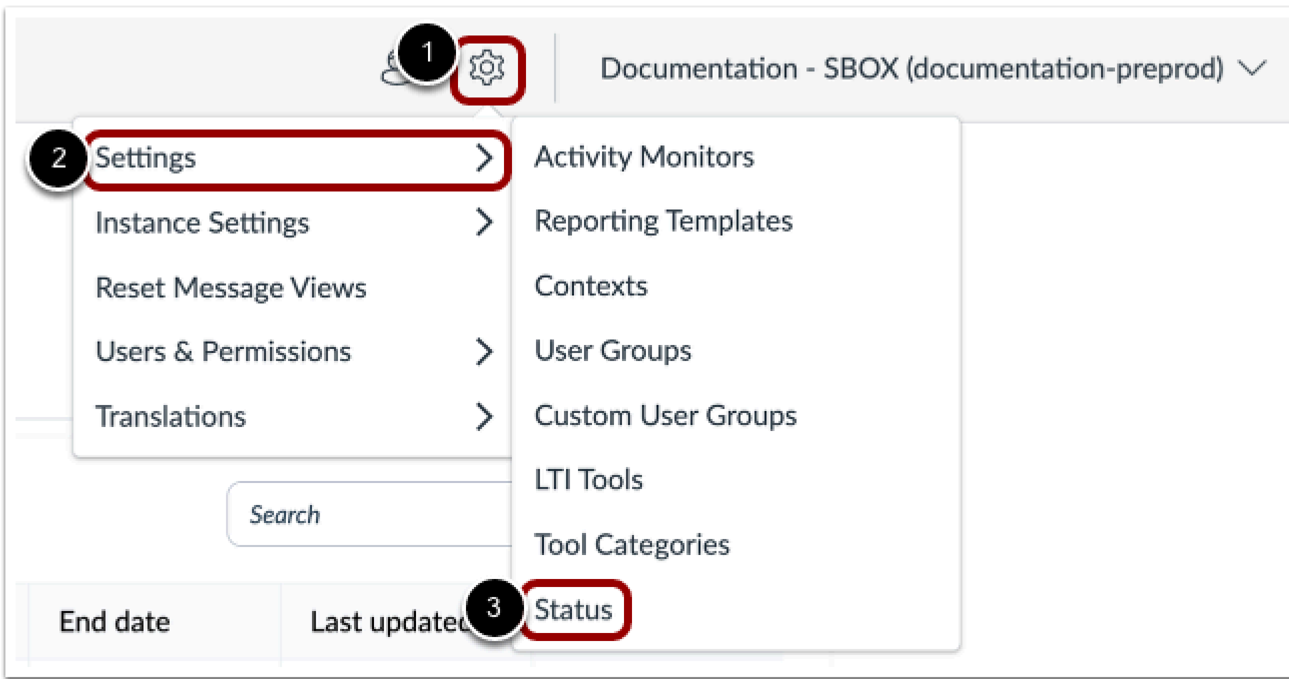
- For Canvas, it is expected to see LMS Data Synchronization: Off.

- For Blackboard, it is expected to see LMS Data Synchronization: On.

How do I check that my Impact data is being synced?

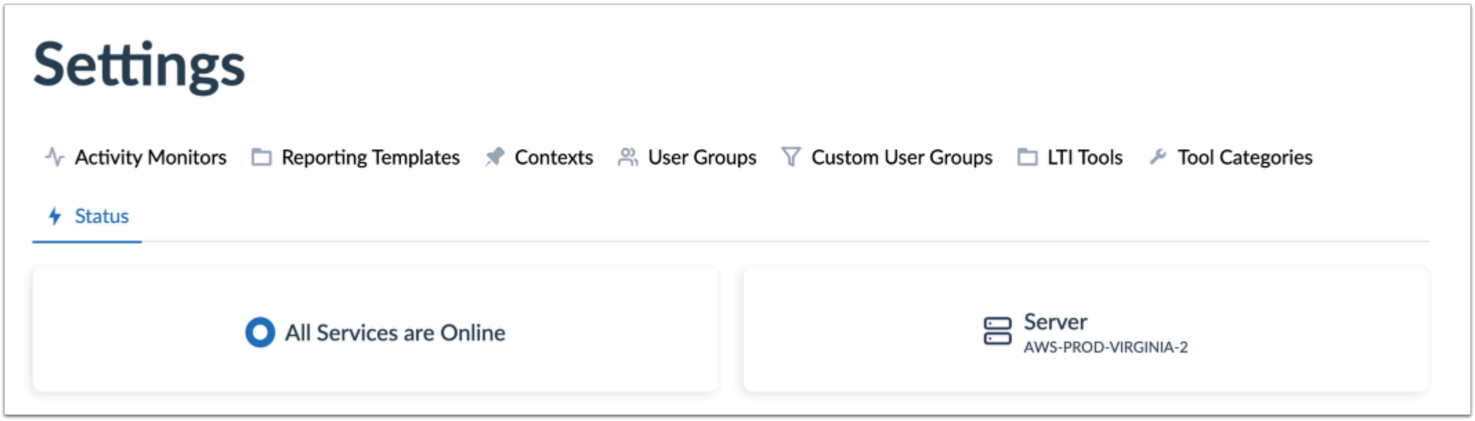
By using the System Status page, you can check that the course information from your LMS is being synchronized properly with your Impact instance.

Open Impact Dashboard



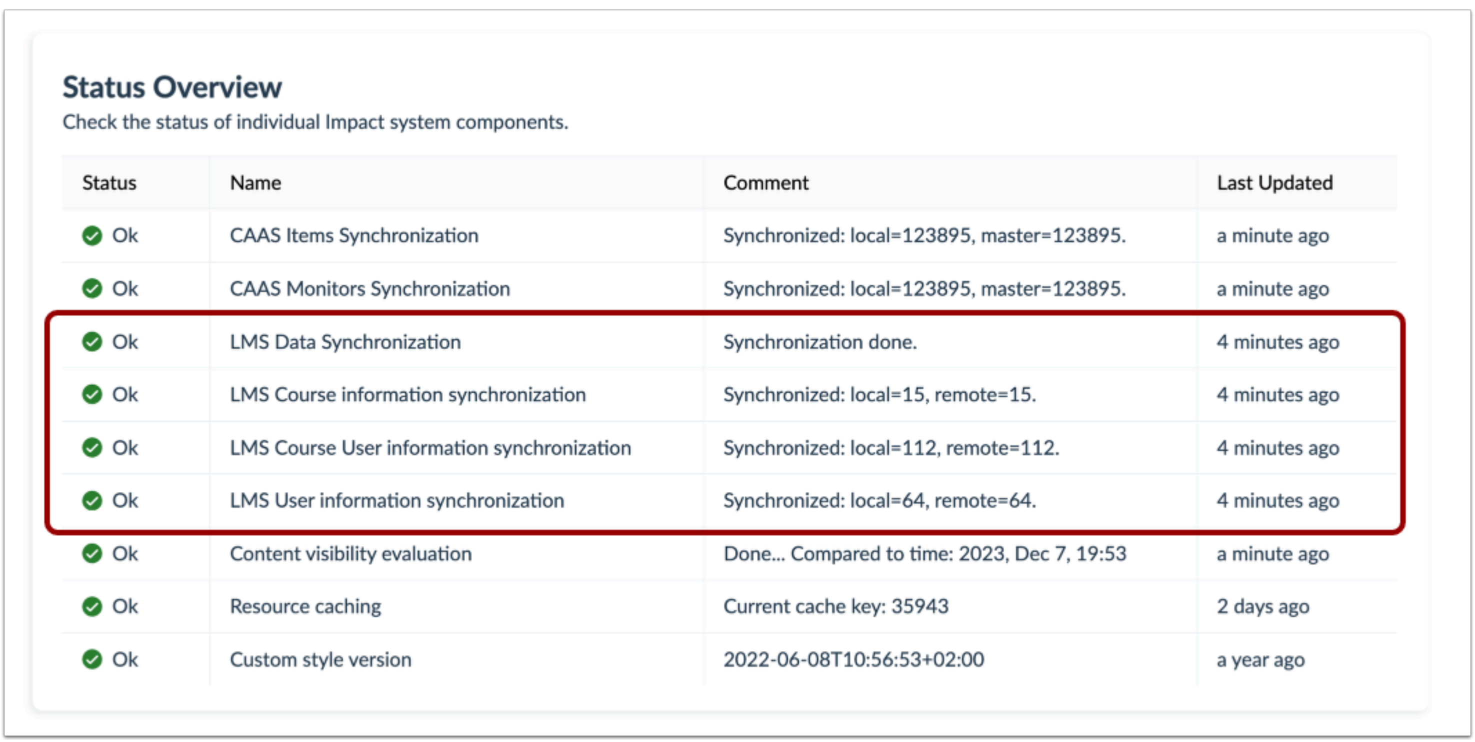
In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Status** icon [3].

View System Status



The Status page displays the overall health of all services and the AWS region of the instance.

Status Overview for Blackboard



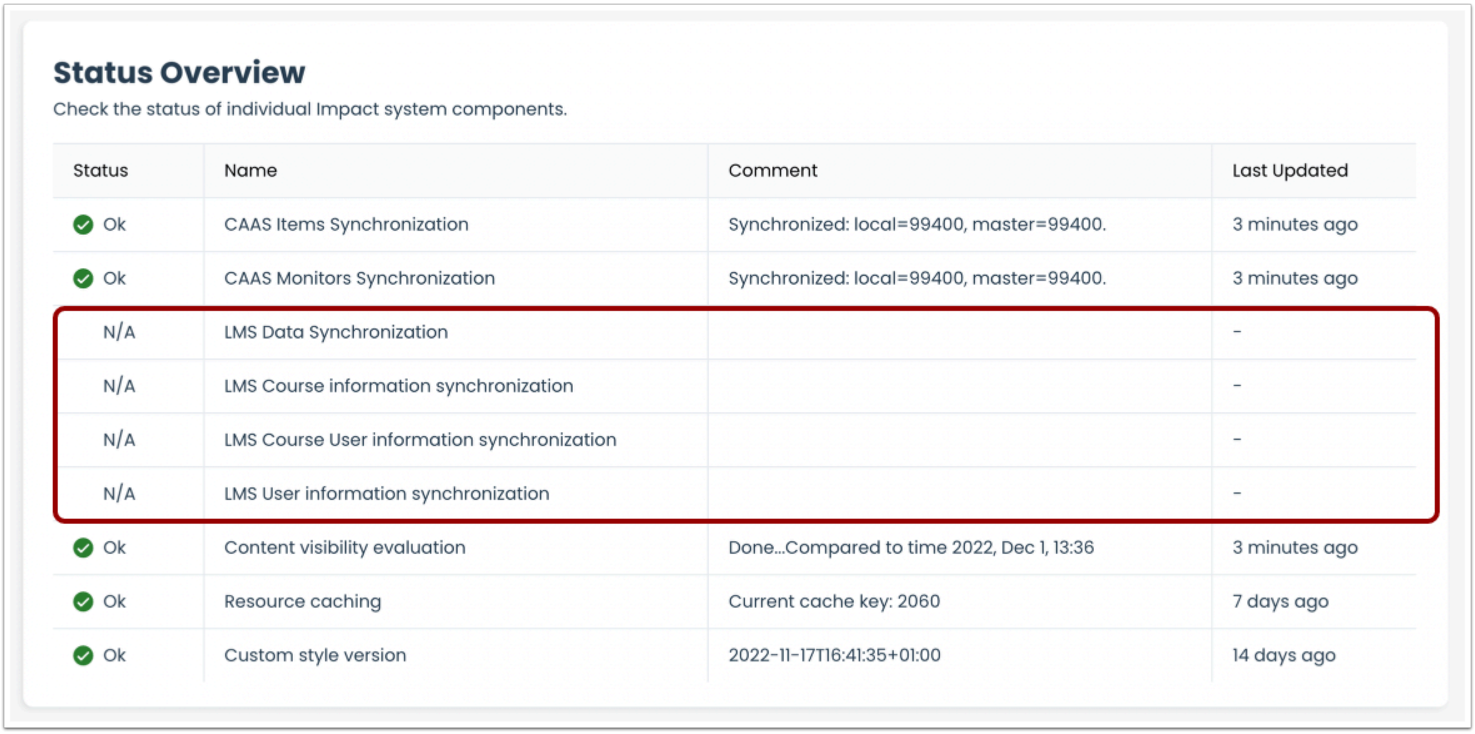
Status Overview

Check the status of individual Impact system components.

Status	Name	Comment	Last Updated
Ok	CAAS Items Synchronization	Synchronized: local=123895, master=123895.	a minute ago
Ok	CAAS Monitors Synchronization	Synchronized: local=123895, master=123895.	a minute ago
Ok	LMS Data Synchronization	Synchronization done.	4 minutes ago
Ok	LMS Course information synchronization	Synchronized: local=15, remote=15.	4 minutes ago
Ok	LMS Course User information synchronization	Synchronized: local=112, remote=112.	4 minutes ago
Ok	LMS User information synchronization	Synchronized: local=64, remote=64.	4 minutes ago
Ok	Content visibility evaluation	Done... Compared to time: 2023, Dec 7, 19:53	a minute ago
Ok	Resource caching	Current cache key: 35943	2 days ago
Ok	Custom style version	2022-06-08T10:56:53+02:00	a year ago

If there are no disruption warnings at the top of the page and all individual statuses are listed as OK, the LMS data synchronization is running correctly.

Status Overview for Canvas



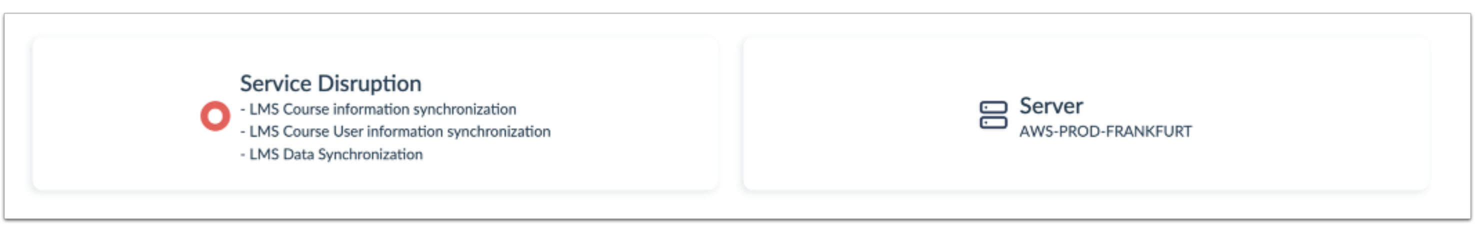
Status Overview

Check the status of individual Impact system components.

Status	Name	Comment	Last Updated
Ok	CAAS Items Synchronization	Synchronized: local=99400, master=99400.	3 minutes ago
Ok	CAAS Monitors Synchronization	Synchronized: local=99400, master=99400.	3 minutes ago
N/A	LMS Data Synchronization		-
N/A	LMS Course information synchronization		-
N/A	LMS Course User information synchronization		-
N/A	LMS User information synchronization		-
Ok	Content visibility evaluation	Done...Compared to time 2022, Dec 1, 13:36	3 minutes ago
Ok	Resource caching	Current cache key: 2060	7 days ago
Ok	Custom style version	2022-11-17T16:41:35+01:00	14 days ago

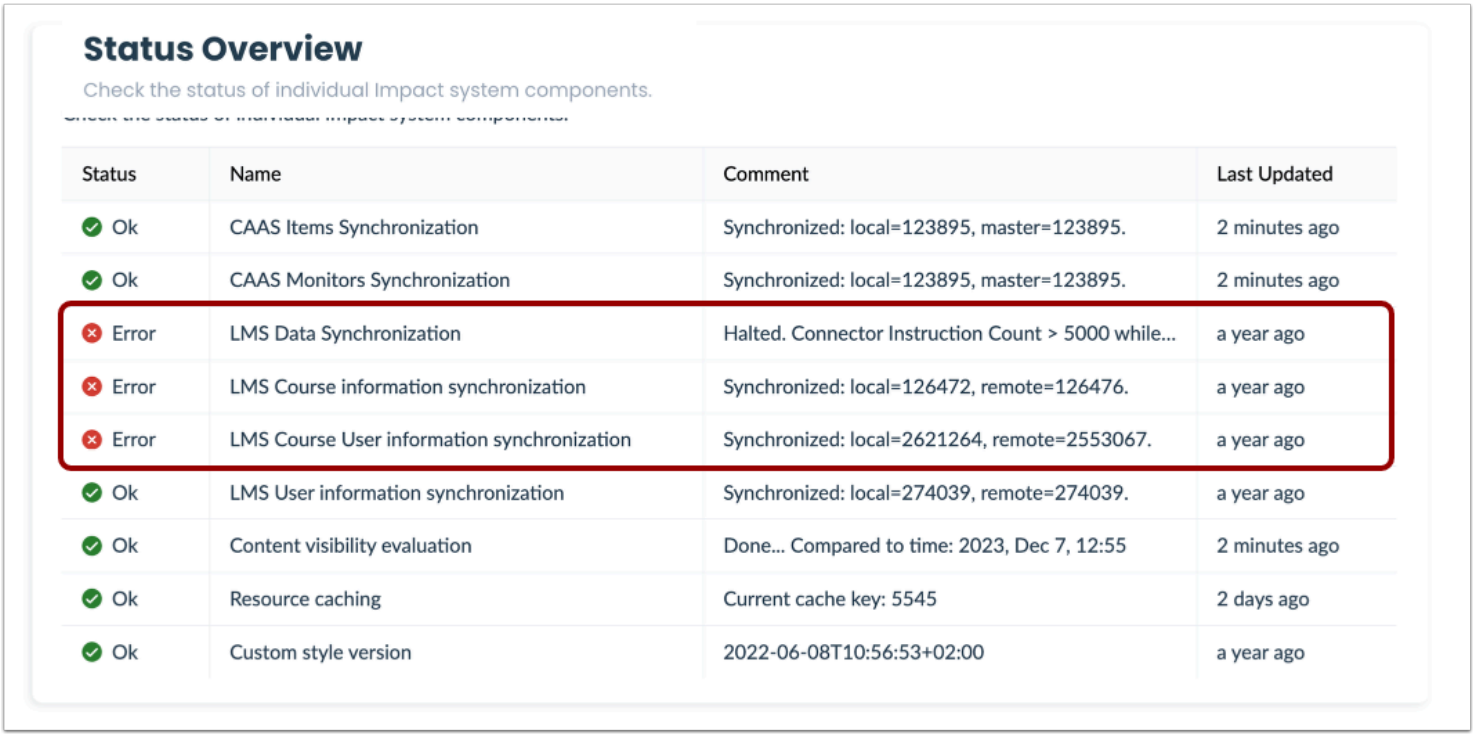
For Canvas, the LMS Data Synchronization, LMS Course information synchronization, LMS Course User information synchronization, and LMS User information synchronization parameters are N/A.

View Service Interruption



If a service disruption notice is shown related to LMS Data Synchronization, this could mean that the synchronization process has been interrupted or that discrepancies have been detected between the LMS and Impact databases.

View Status Overview



Status Overview

Check the status of individual Impact system components.

Status	Name	Comment	Last Updated
Ok	CAAS Items Synchronization	Synchronized: local=123895, master=123895.	2 minutes ago
Ok	CAAS Monitors Synchronization	Synchronized: local=123895, master=123895.	2 minutes ago
Error	LMS Data Synchronization	Halted. Connector Instruction Count > 5000 while...	a year ago
Error	LMS Course information synchronization	Synchronized: local=126472, remote=126476.	a year ago
Error	LMS Course User information synchronization	Synchronized: local=2621264, remote=2553067.	a year ago
Ok	LMS User information synchronization	Synchronized: local=274039, remote=274039.	a year ago
Ok	Content visibility evaluation	Done... Compared to time: 2023, Dec 7, 12:55	2 minutes ago
Ok	Resource caching	Current cache key: 5545	2 days ago
Ok	Custom style version	2022-06-08T10:56:53+02:00	a year ago

The individual statuses in Status Overview provide clarification on the nature of the disruption.

If you encounter an unexpected disruption in your LMS Data Synchronization, please submit a support ticket to support-impact@instructure.com.

How do I make sure that I am using the latest Blackboard building block for Impact?

To take advantage of Impact's latest improvements and updates, verify that you are running the latest version of the Impact Building Block in your Blackboard Learn environment.

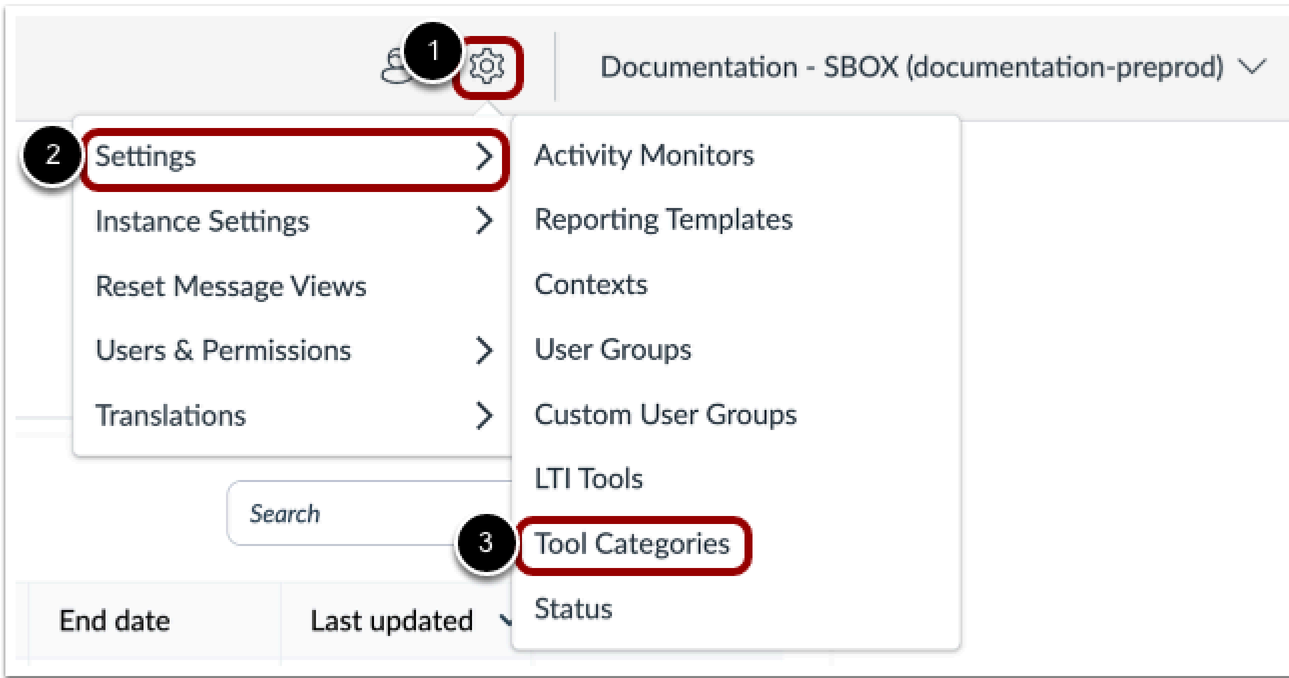
Instructions

- Download the latest version of the Impact building block.
- Log in to your Blackboard Learn environment as an administrator.
- Navigate to **System Admin > Building Blocks > Installed Tools.**
- In the list of installed tools, locate the **Impact Connector,** and verify that the stated version number matches the version number on the release information page.

How do I show or hide content and reports related to a specific tool category in the Impact Dashboard?

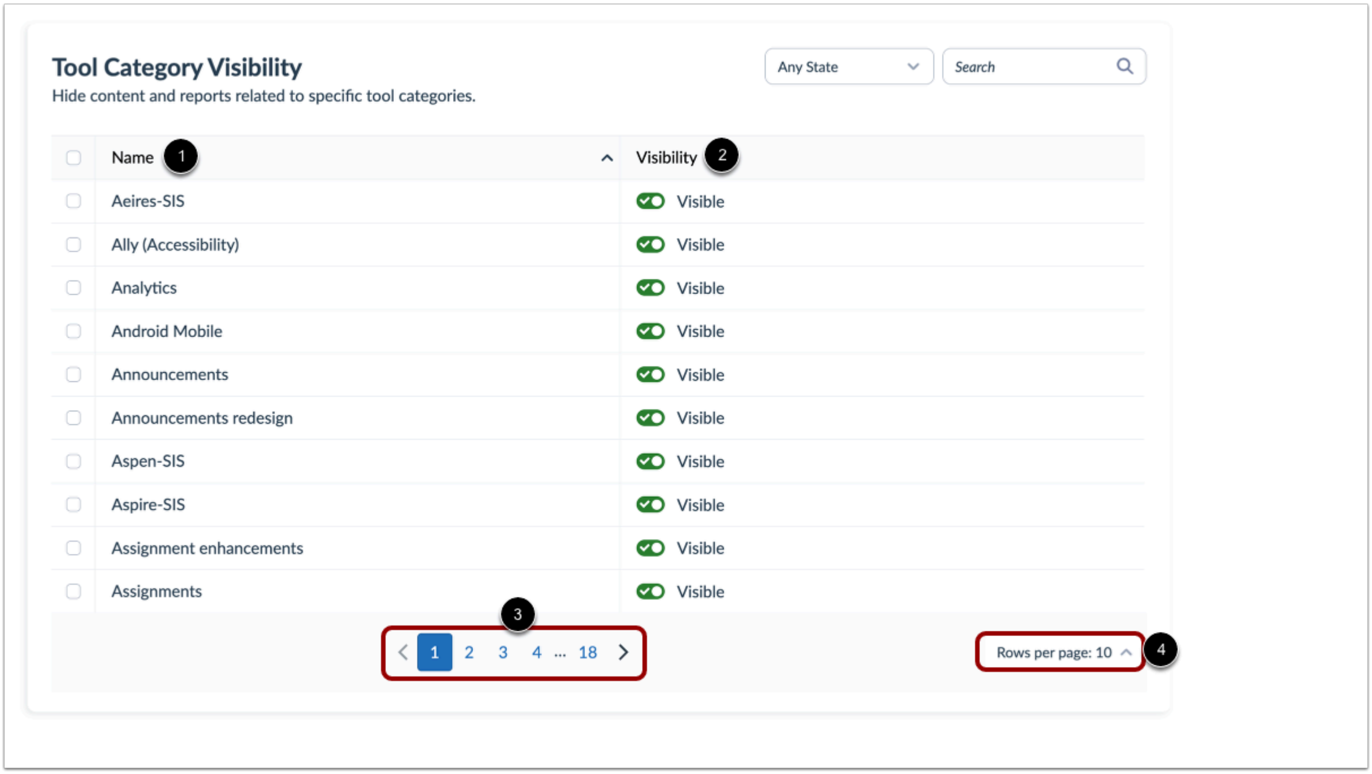
You can use Tool Categories to toggle the visibility of tool-specific content and reports.

Open Impact Dashboard



In Global Navigation, click the **Settings** menu [1]. Then hover the cursor over the **Settings** menu [2] and click the **Tool Categories** icon [3].

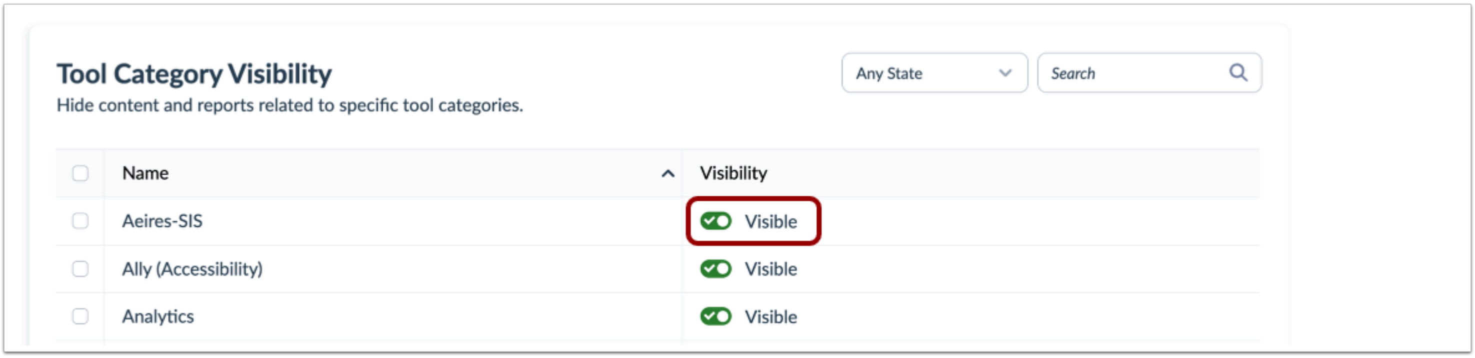
View Tool Categories



The Tool Category Visibility list displays all tool categories that have out-of-the-box content or reports [1]. You can also view the category visibility status [2].

To view additional categories, use the page navigation icons [3]. To manage the number of categories that are displayed on the page, click the Rows per page drop-down menu [4].

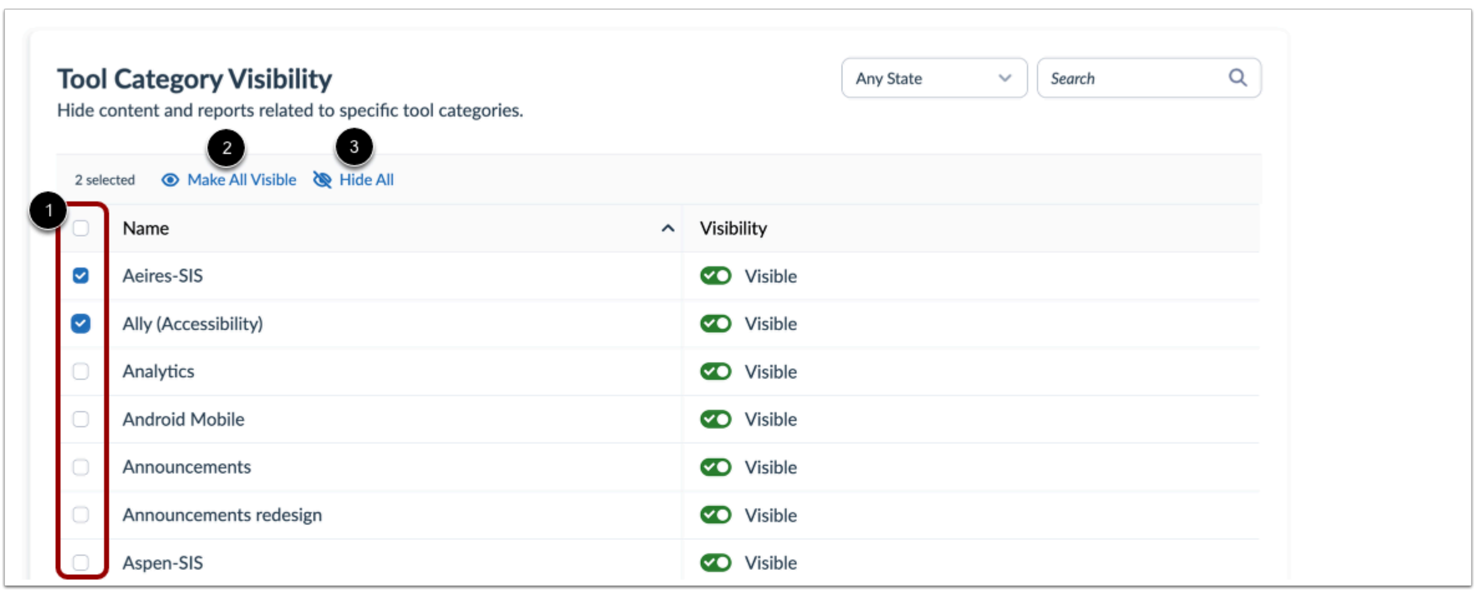
View Tool Categories Visibility



Tool Categories can be searched and filtered by visibility status.

To show or hide content and reports related to an individual tool category, click the **Visibility** toggle.

Manage Category Visibility



To manage the content and reports for multiple tool categories, select the checkbox next to multiple category names [1].

To make all content and reports visible, click the **Make All Visible** link [2].

To hide all content and reports, click the **Hide All** link [3].

How do I add the Impact Support Center to the Canvas Help menu?

You can create a custom link in the Canvas Help menu for the Impact Support Center. Visibility of the link is controlled by Canvas Admin whereas the design of the Impact Support Center is controlled from the account Admin Impact Dashboard.

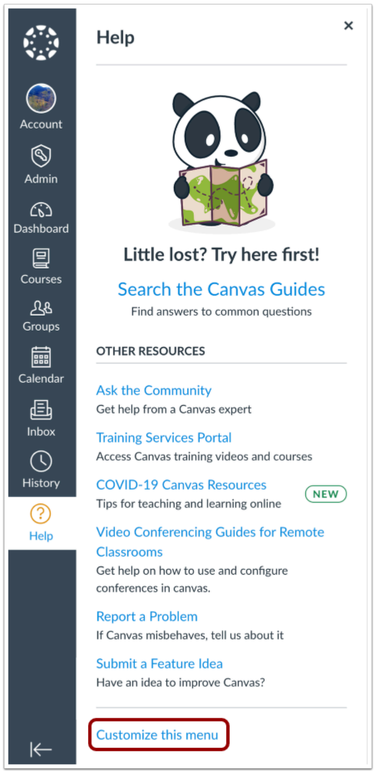
For more information on the Impact Support Center, visit What is the Impact Support Center?

Note: Turning off the visibility of the Impact Support Button in the Impact Dashboard does not control the visibility and access to the Impact Support Button.

Open Canvas Help Menu

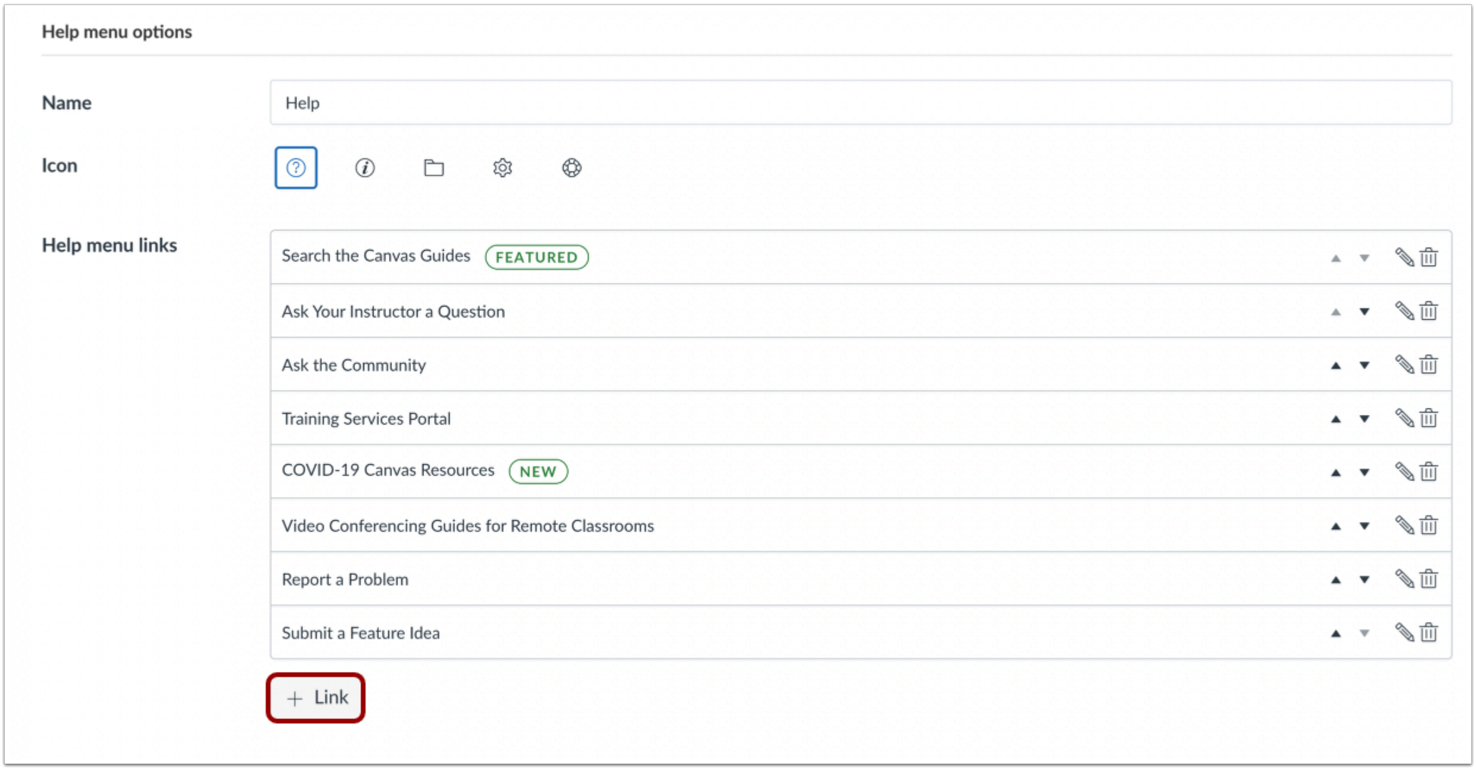
In Global Navigation, click the **Help** button.

Customize Menu



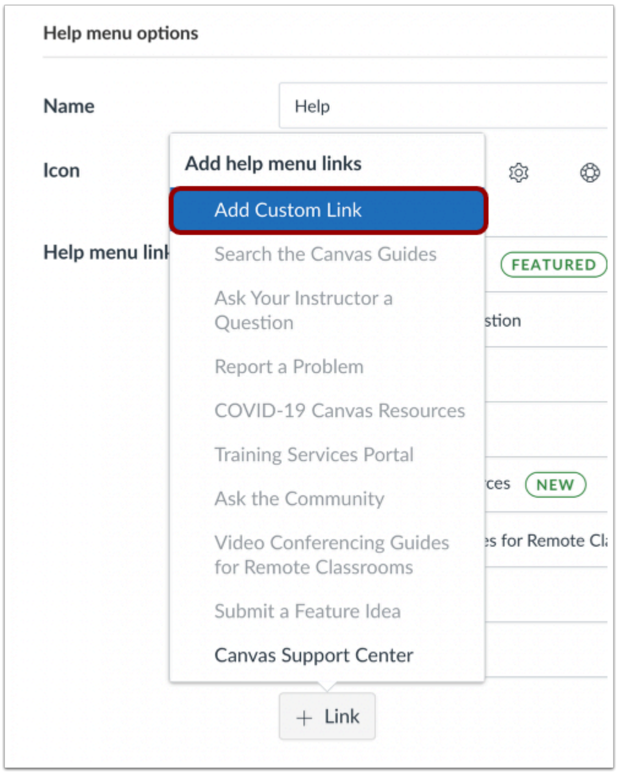
In the Help menu, click the **Customize this menu** button.

Add Link



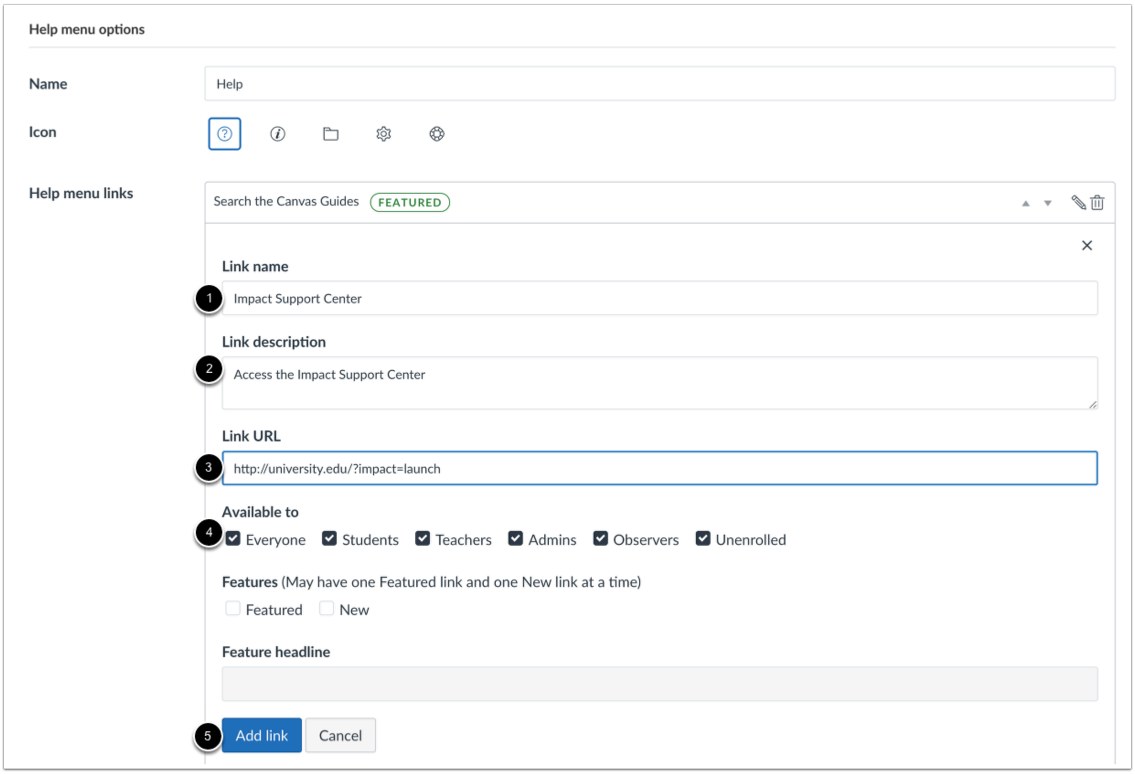
In the Help menu options, click the **+ Link** button.

Add Custom Link



In the Add help menu links, click the **Add Custom Link** button.

Add Impact Support Center Link



Add the link name in the **Link name** field [1].

Add a description in the **Link description** field [2].

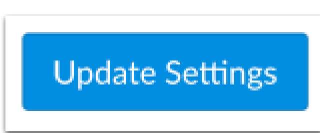
Add the Impact Support Center URL at the end of your Canvas URL in the **Link URL** field [3].

You can set which Canvas user roles are allowed to see the customized link in the Help menu by selecting the applicable checkboxes in the **Available to** section [4].

To save your changes, click the **Add link** button [5].

Note: Routing and Assigning to an Impact Dashboard is honored in the Canvas Help link access.

Save Custom Link

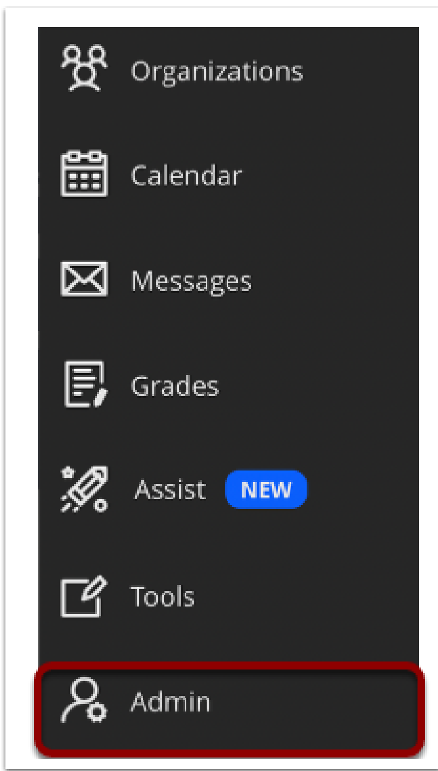


To add the customized link to the Canvas Help menu, click the **Update Settings** button.

How do I enable the Advanced Ally integration in Blackboard to access expanded Impact capabilities?

In order for Impact to have full access to all usage data collected by Ally and give you the most accurate reports, you need to enable Ally data integration into Impact. This article shows you how to enable the advanced Ally integration to activate Impact's expanded capabilities.

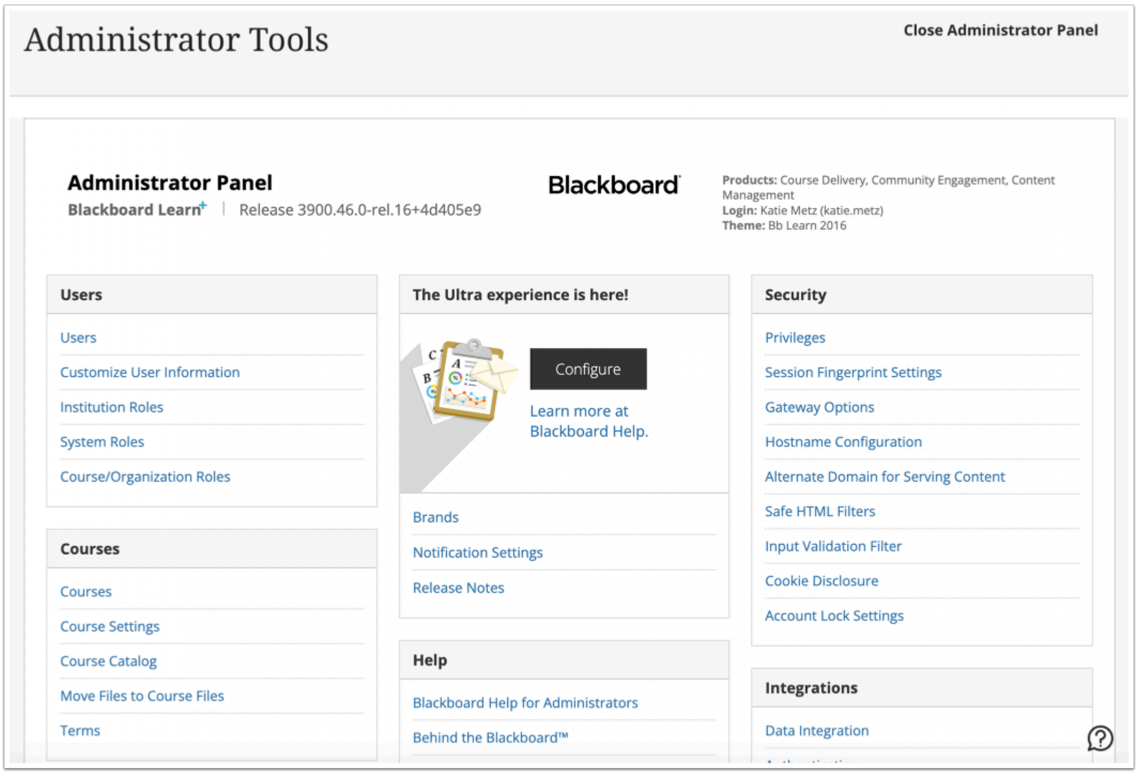
Open Blackboard



In order to enable advanced Ally integration, you need to be within an admin account on Blackboard.

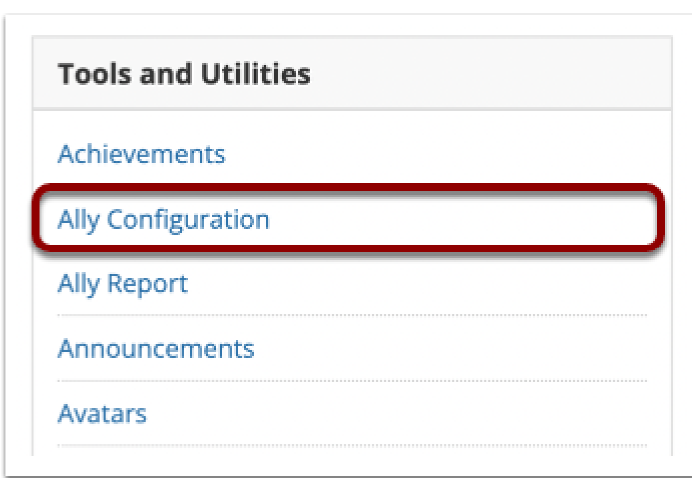
Within Blackboard, navigate to and click the **Admin** link.

View Administrator Tools



View the **Administrator Tools** page

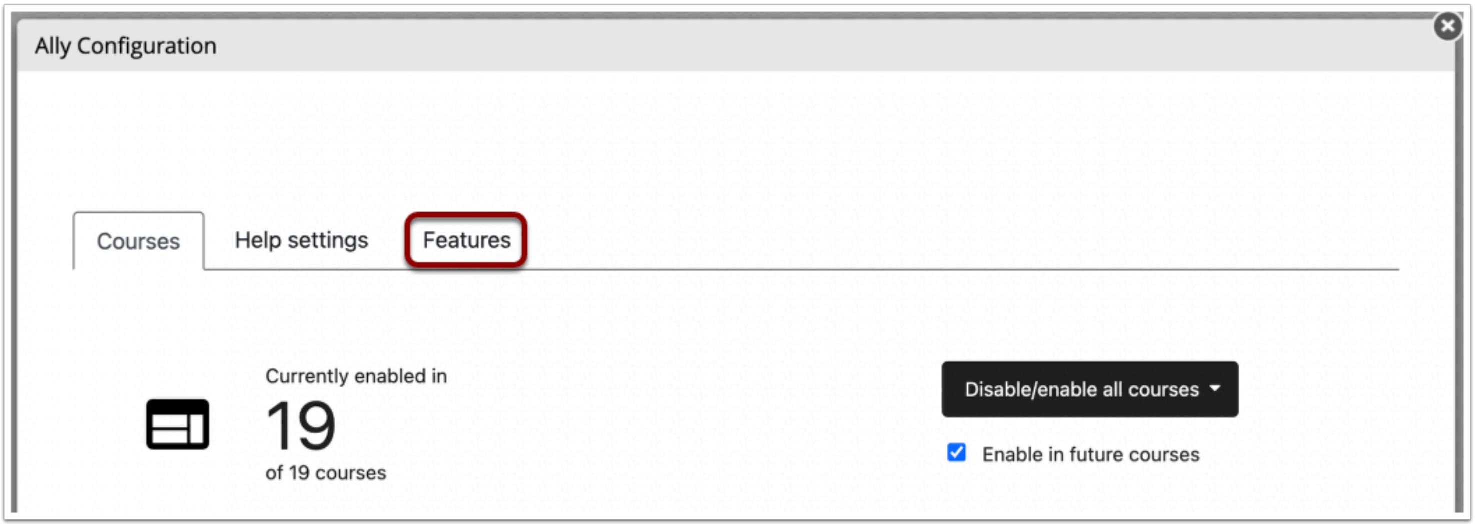
Open Ally Configuration



Scroll and navigate to Tools and Utilities.

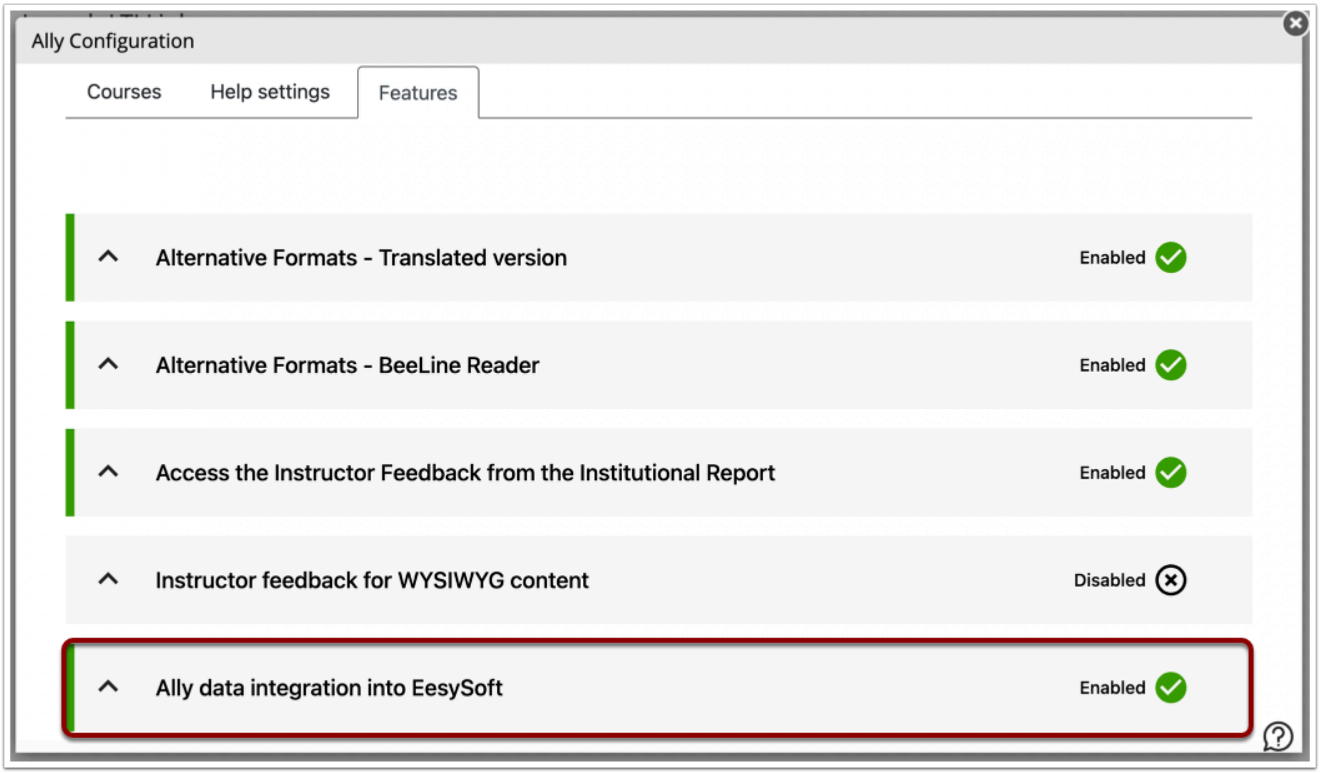
Click the **Ally Configuration** link.

Open Features



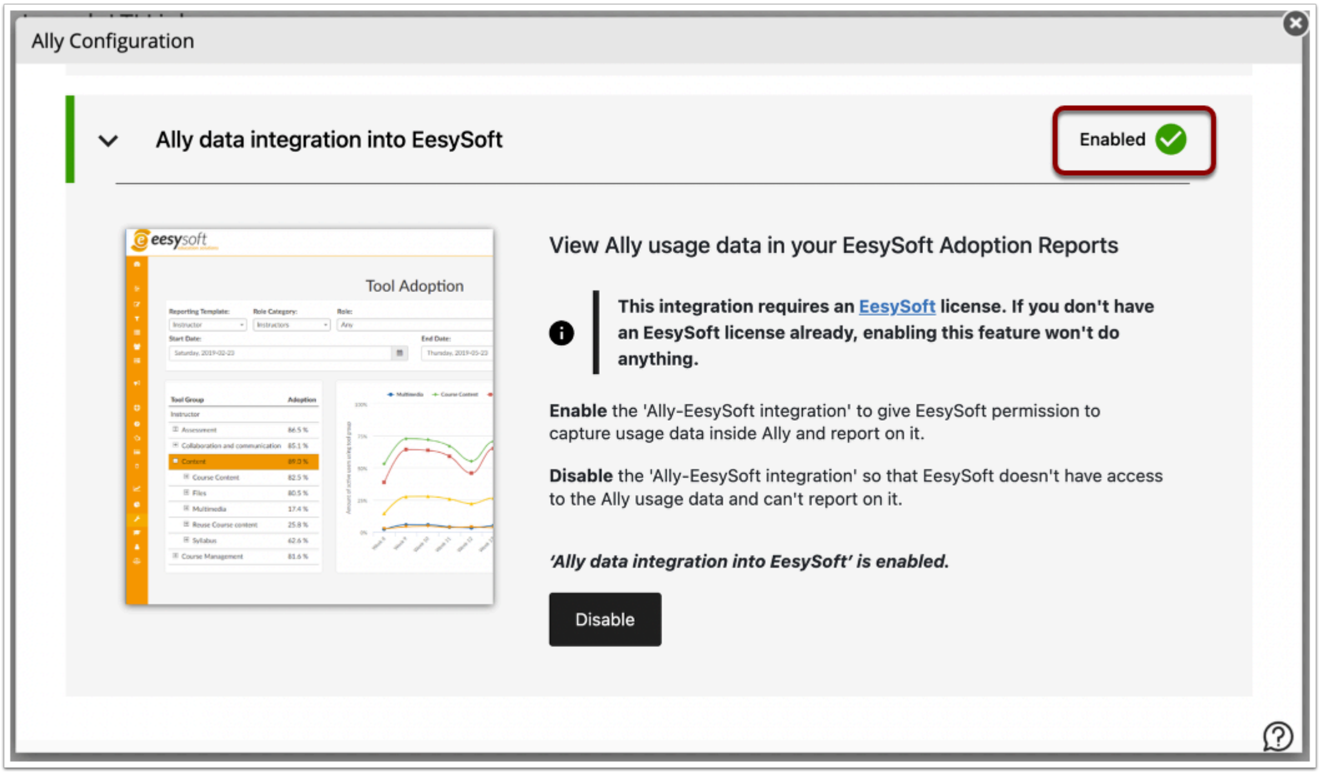
Click the **Features** tab.

Open Ally Data Integration into Impact



Navigate to and click the **Ally data integration into Impact** section.

Enable Data Integration



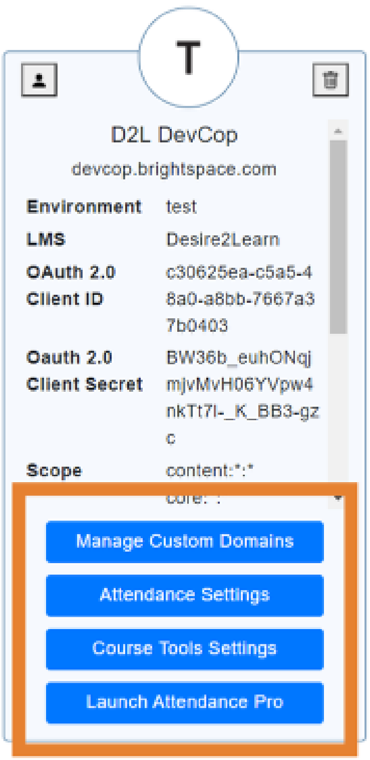
Make sure that this configuration is enabled. If it is not, click **Enable.**

By enabling this data integration, you give Impact permission to capture usage data inside Ally and report on it.

How do I enable the Impact integration in Qwickly?

Qwickly offers an integration with Impact by Instructure (formerly EesySoft) for clients who are licensed to both platforms.

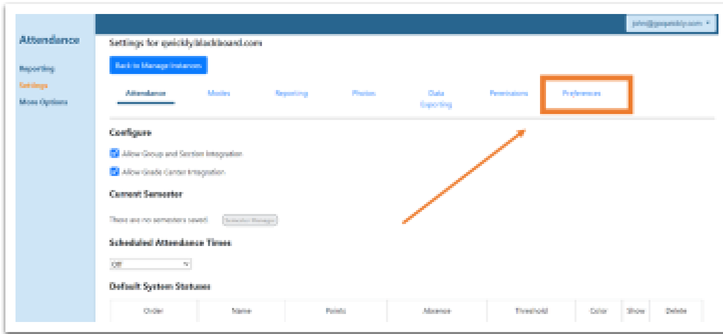
Open Qwickly Dashboard



In order to set up the integration, go to the Qwickly Dashboard (www.qwickly.tools)

Navigate to your test or production system, and click the **Attendance Settings** button or, if licensed, **Launch Attendance Pro** button.

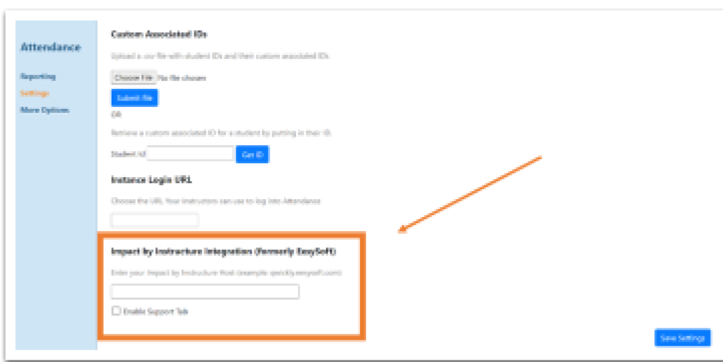
Open Preferences



Open **Manage Instances** and locate your instance's Attendance Settings.

Within your Instance's Attendance Settings, click the **Preferences** tab.

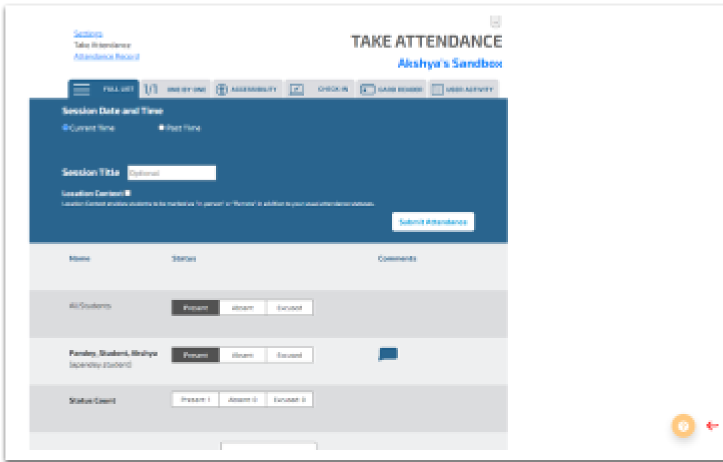
Enter Institution's Host Value



Scroll to the bottom of the **Preferences** tab to find the options for Impact by Instructure Integration (formerly EesySoft).

Once you've entered your Institution's host value, click the **Save Settings** button.

View Integration

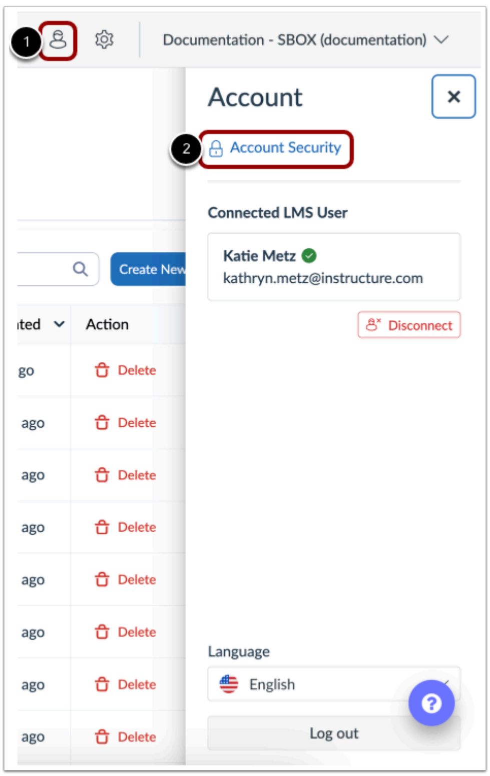


You can now open Attendance from your Institution's LMS and see the Impact by Instructure interface open within **Attendance.**

How do I link my Impact account with a Two-Factor Authenticator?

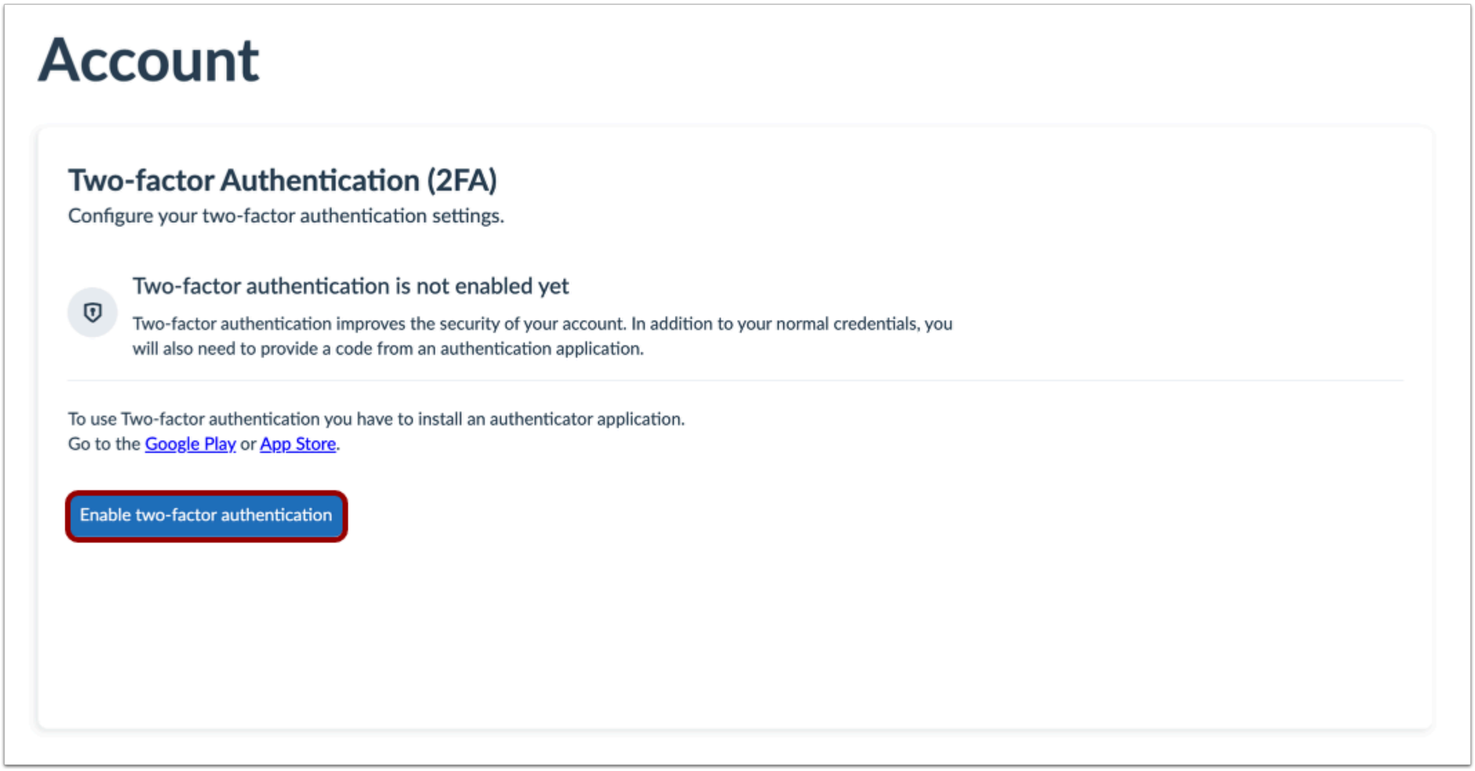
By using the Account Security page, you can enable/disable the Two-factor Authentication process for your Impact Dashboard.

Open Impact Dashboard



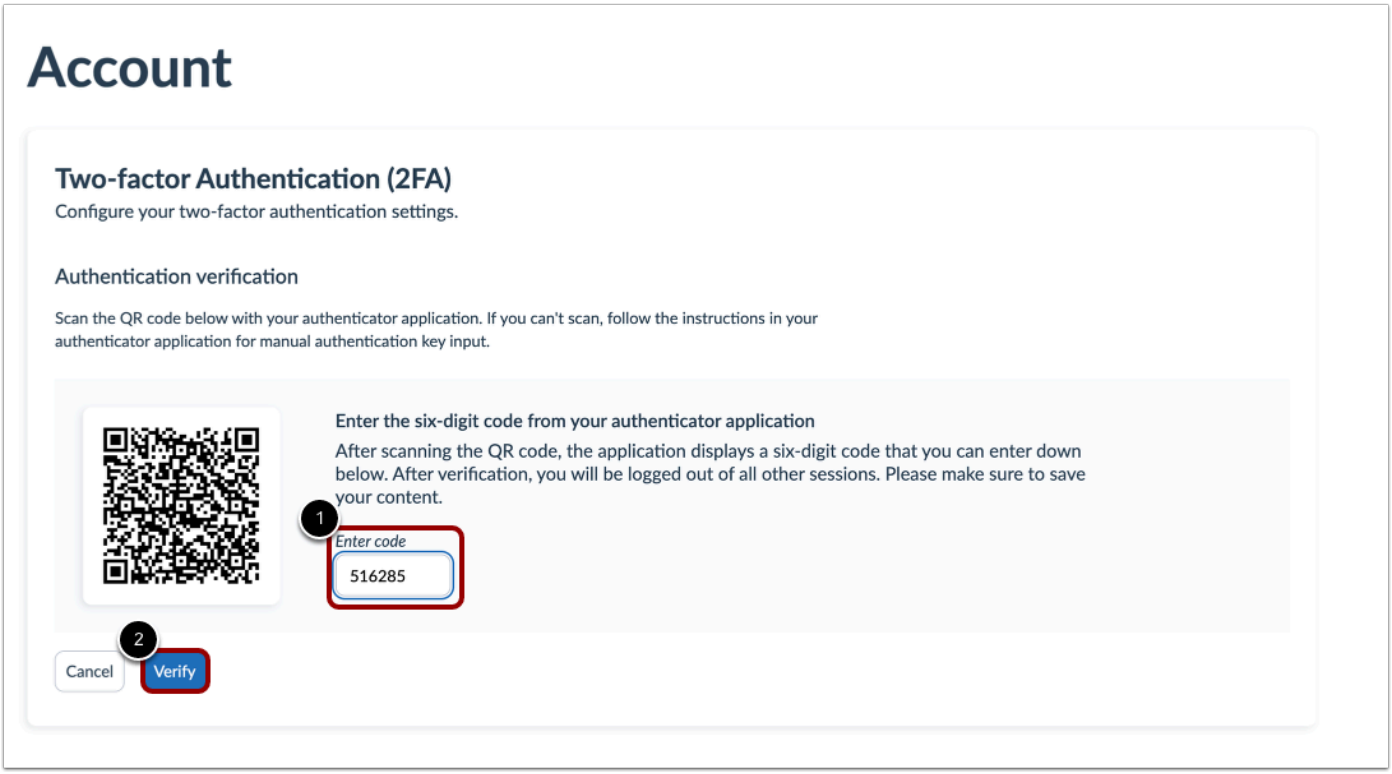
In Global Navigation, click the **Account Settings** icon [1]. Then click the **Account Security** link [2].

Enable Two-Factor Authentication



In the Two-factor Authentication (2FA) page, click the **Enable two-factor authentication** link.

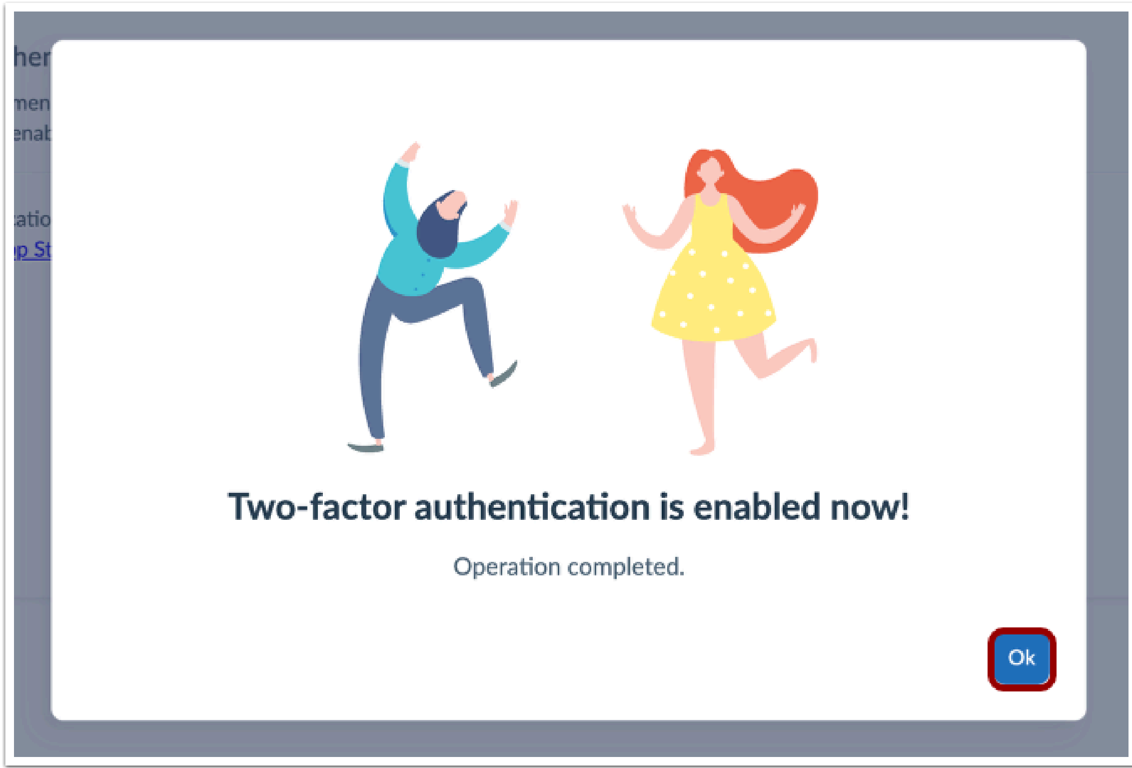
Authentication Verification



Scan the QR code with your authenticator application. In the **Enter code** number field, enter the six-digit code from your authenticator application [1]. Then select the **Verify** button [2].

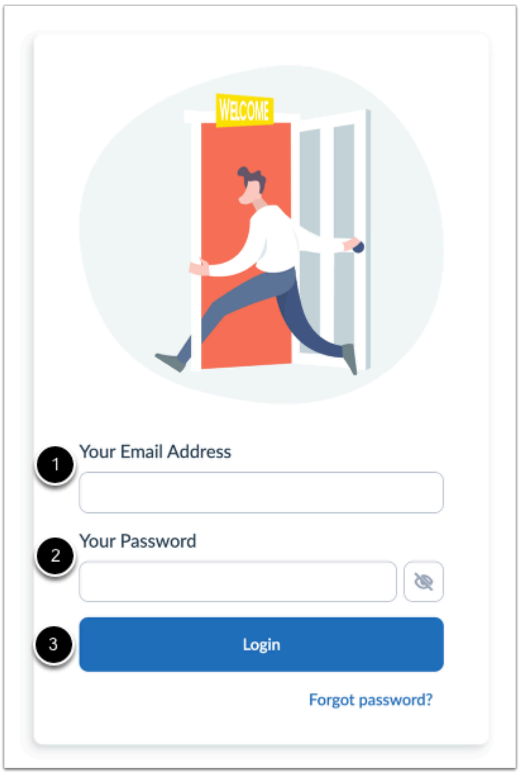
Note: To use Two-factor authentication you have to install an authenticator application. Go to the [Google Play]() or [App Store]().

Enabled Confirmation Modal



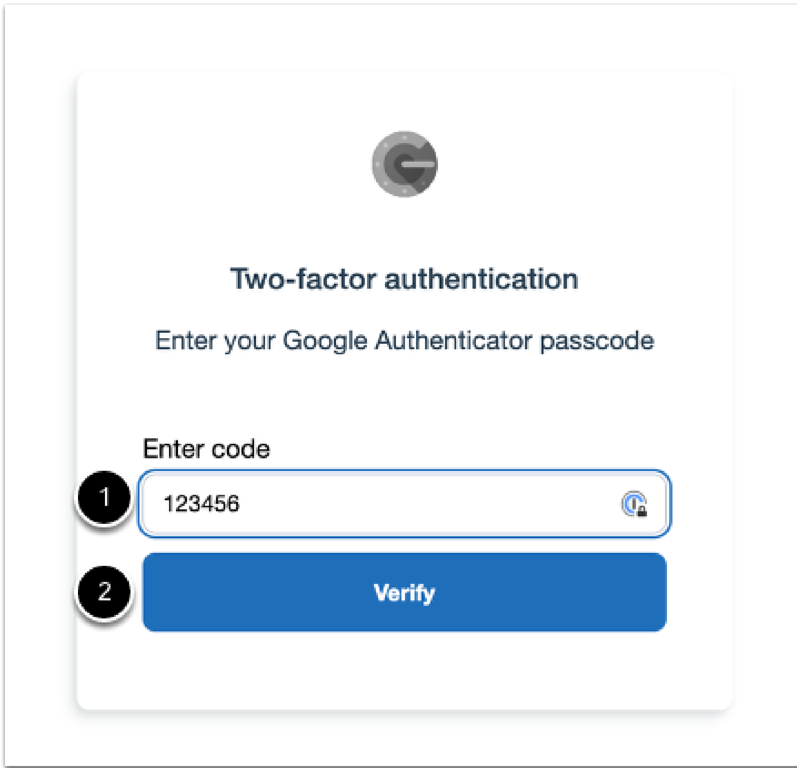
After enabling the Two-Factor Authentication setting, a confirmation modal will appear. Click the **Ok** button to continue.

Log into Impact



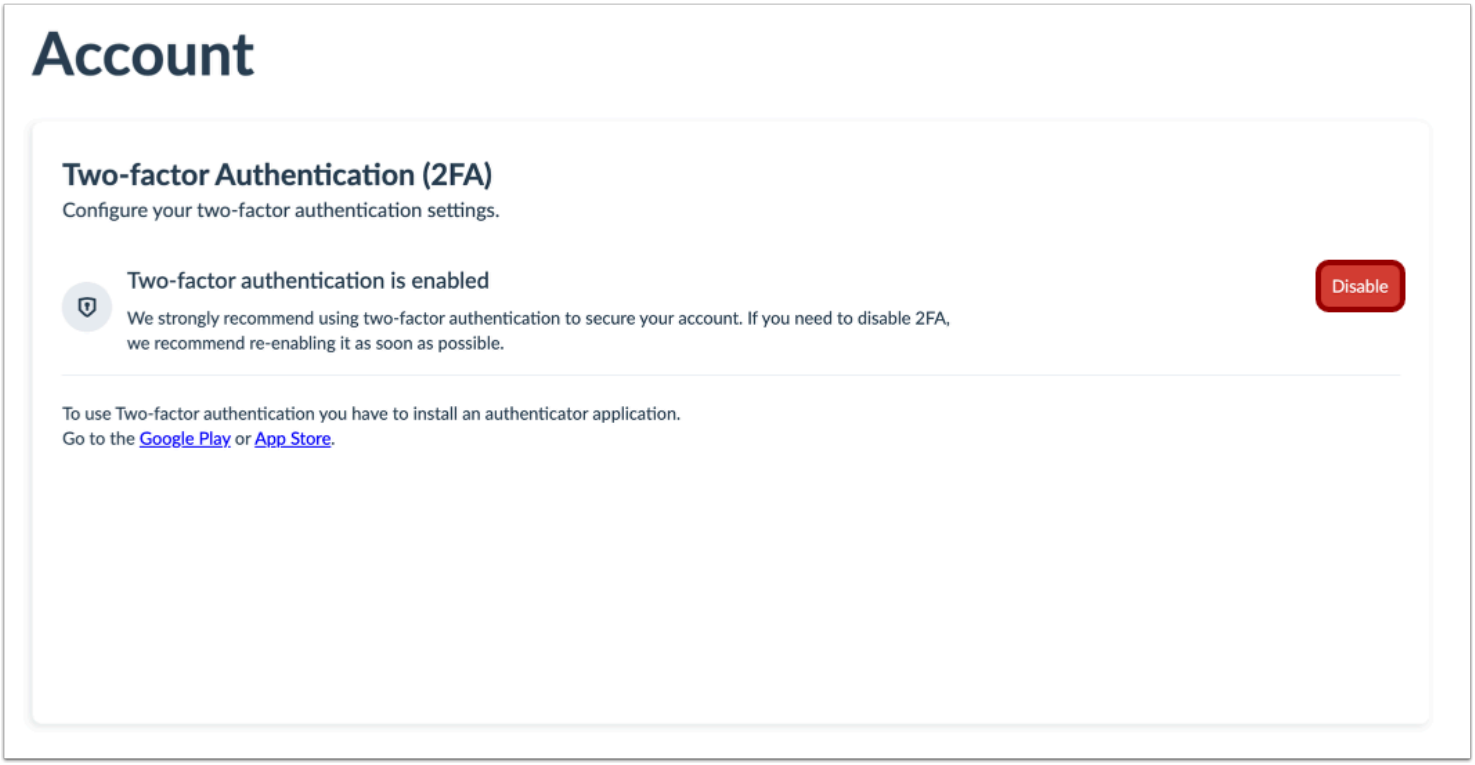
Log into Impact, use your email address [1] and password [2]. click the **Login** button [3].

Using Two-Factor Authentication Code



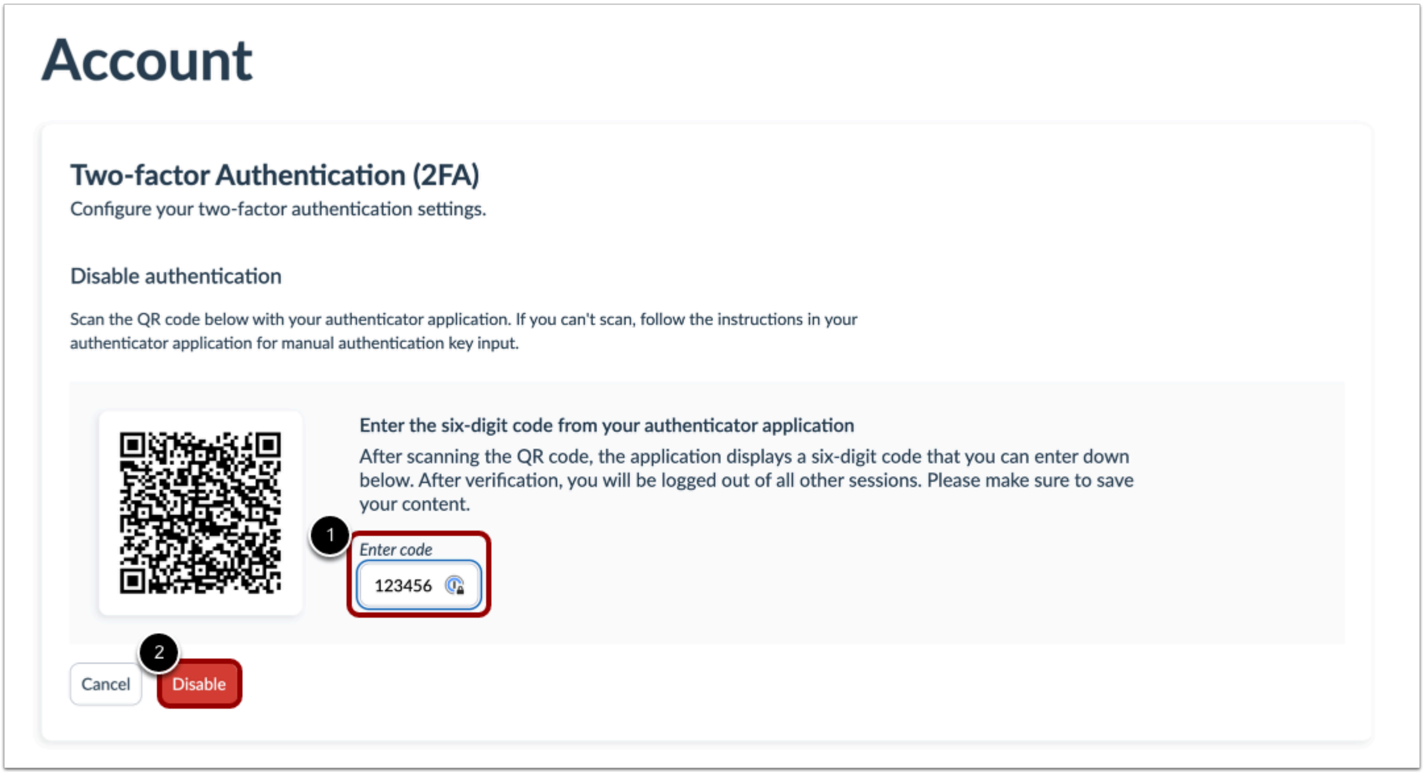
After logging into your Impact Dashboard, you will be prompted to enter your Two-factor Authentication. Enter the Two-factor Authentication code in the **Enter code** number field [1] and click the **Verify** button [2].

Disable Two-Factor Authentication



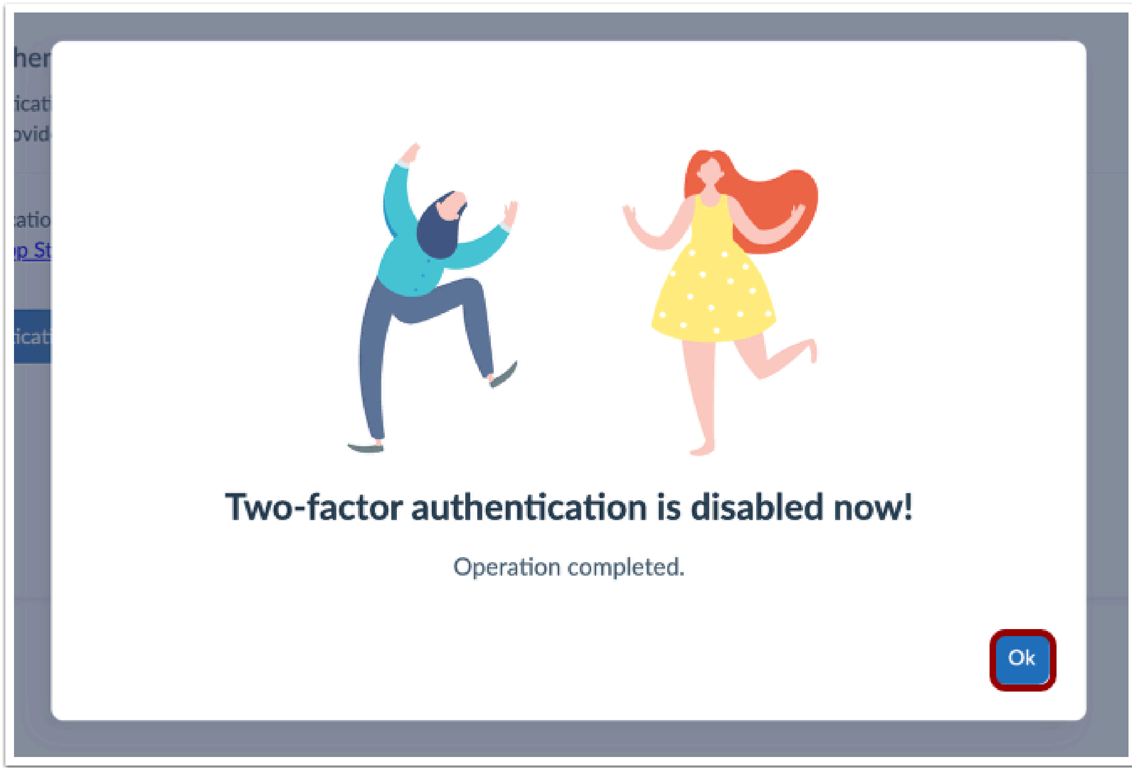
In the Two-factor Authentication (2FA) page, click the **Disable** button.

Disable Authentication



In the **Enter code** number field, enter the six-digit code from your authenticator application [1]. Then select the **Disable** button [2].

Disabled Confirmation Modal



After disabling the Two-Factor Authentication setting, a confirmation modal will appear. Click the **Ok** button to continue.

How do I view LTI launches using the LTI Tools feature in the Impact Dashboard?

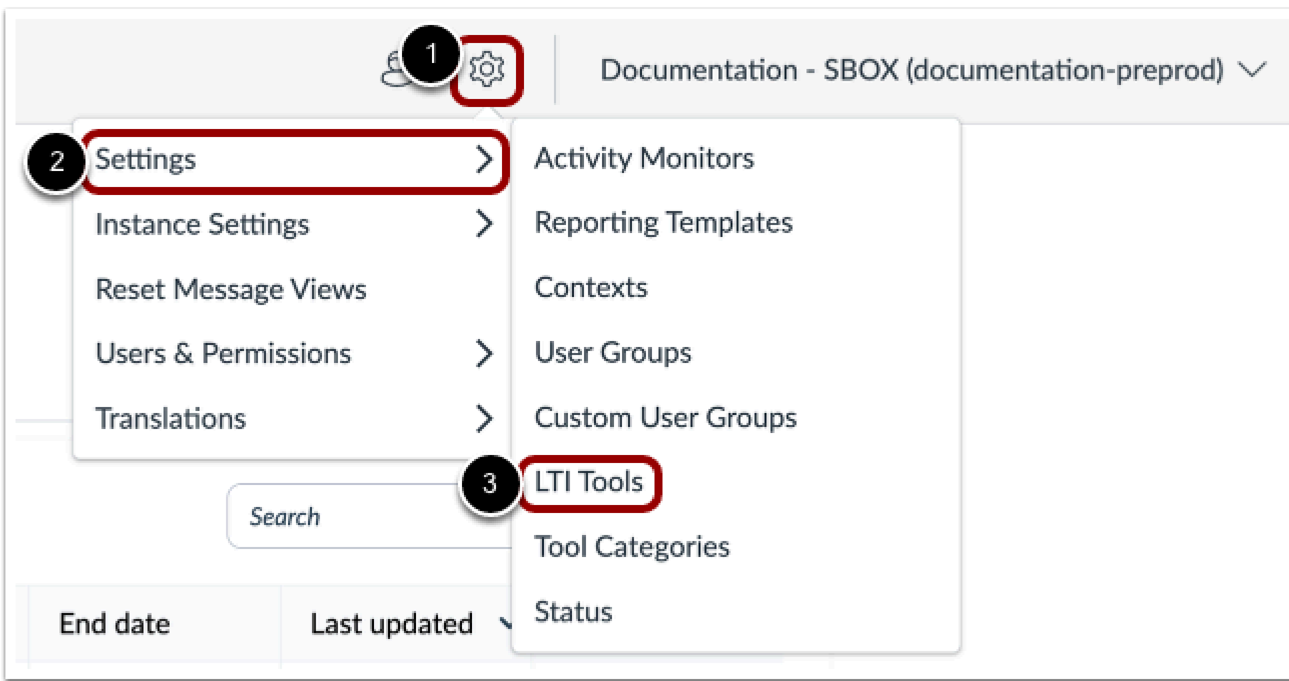
As an Impact admin, you can view and map LTI launches with associated LTI tools.

When an LTI tool launch has been mapped to the LTI tool, LTI data points can be accessed in the monitor-based reports such as Tool Adoption Report, Course Activity Report, Campaign Reports, Comparison Reports (Monitor Trend, Champions Report, etc.).

If an event is only connected to a context, the context is mapped to the monitor. When that happens, no monitor visits are recorded.

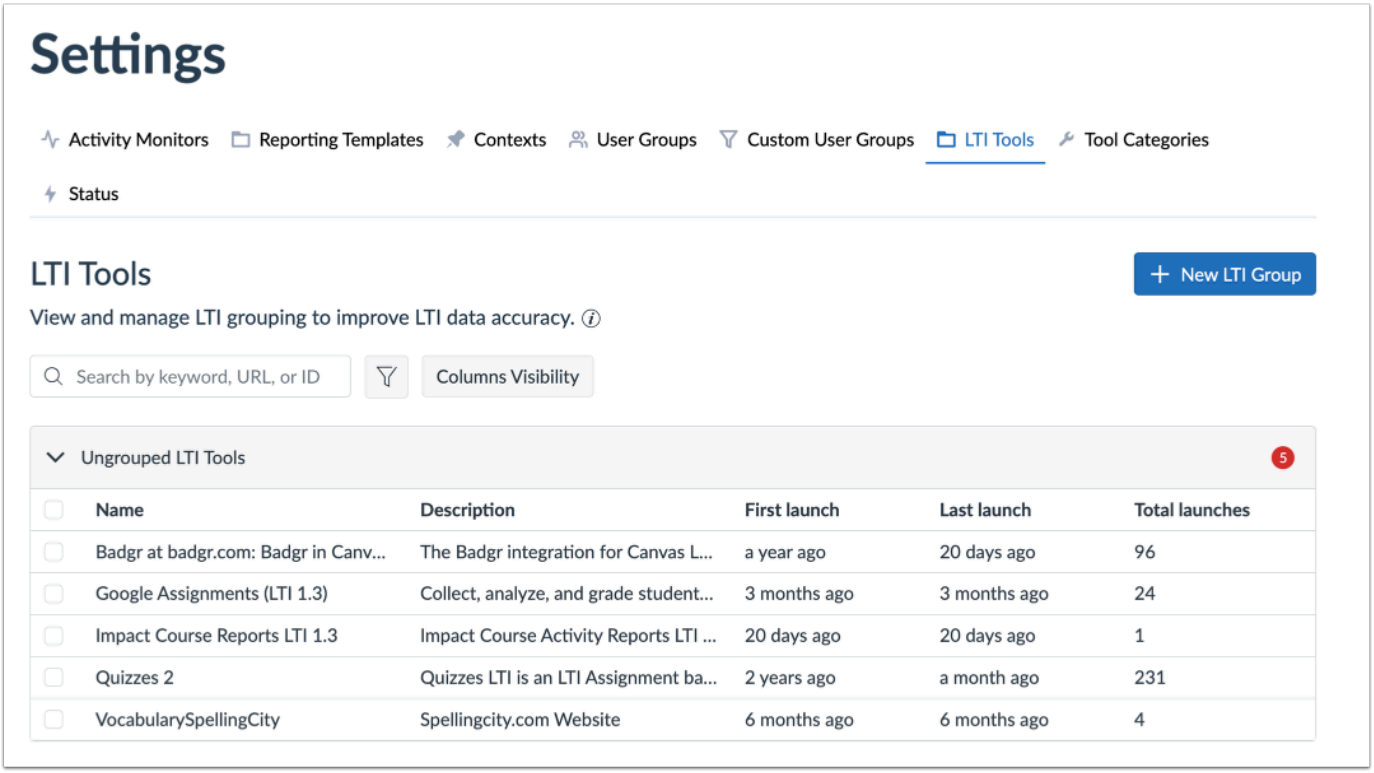
Note: When an LTI launch has been associated with an LTI tool, available out-of-the-box LTI messages display to users when viewing the LTI tool.

Open LTI Tools



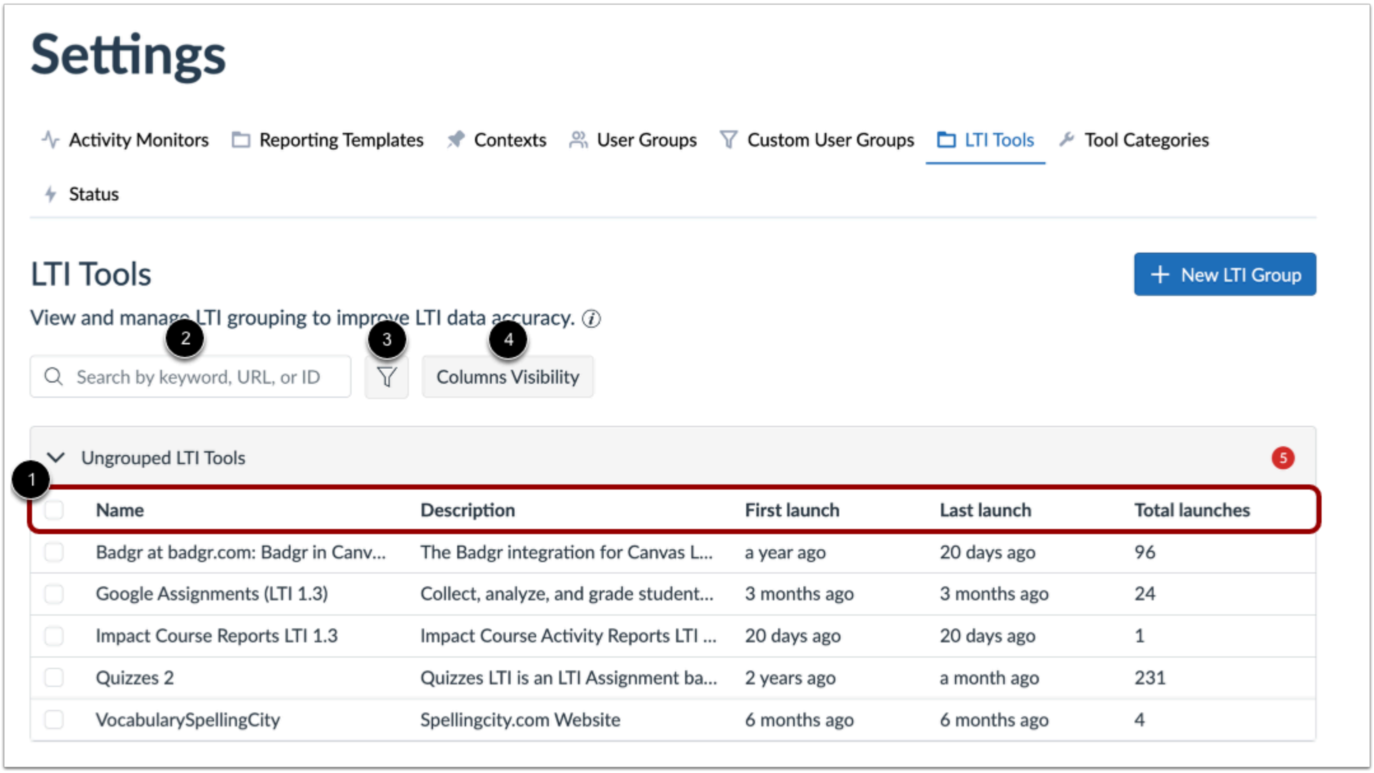
In Global Navigation, click the **Settings** icon [1]. Then hover over the **Settings** menu [2] and click the **LTI Tools** icon [3].

View LTI Tool Launches



The LTI Tool Launches page displays a list of LTIs that have been opened from the Learning Management System.

LTI Tool Launches

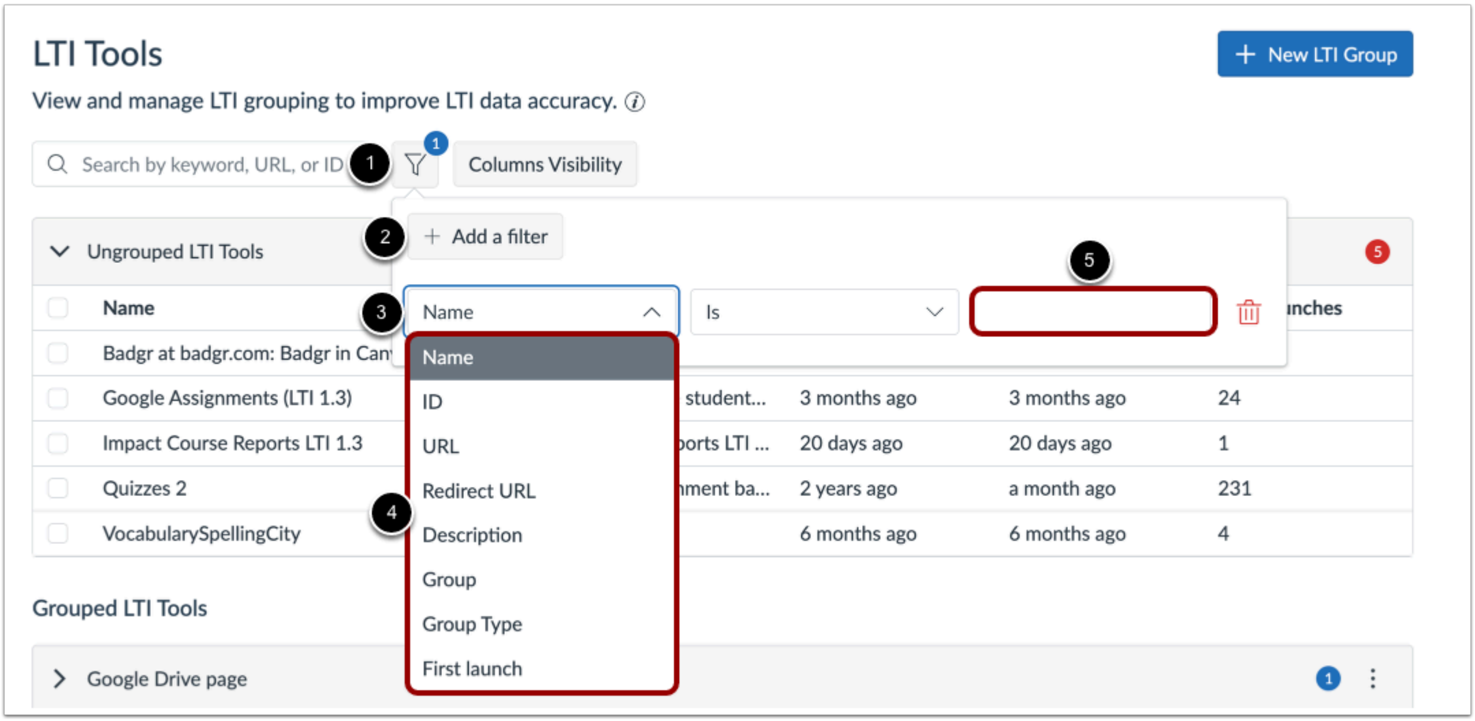


By default, the LTI Tool Launches page includes the following fields: Name, Description, First Launch, Last Launch, and Total Launches [1].

To search for an LTI tool, type a keyword in the **Search** field [2]. You can filter items using the **Filters** button [3]. You can also manage displayed fields using the **Columns Visibility** button [4].

Note: An LTI tool must be mapped in order for LTI launches to be visible in monitor-based reports. In the LTI Tool Launches page, users can filter results to view unmapped LTI tool launches. The name visible in the Associated LTI Tool column corresponds to the monitor name used in monitor-based reports.

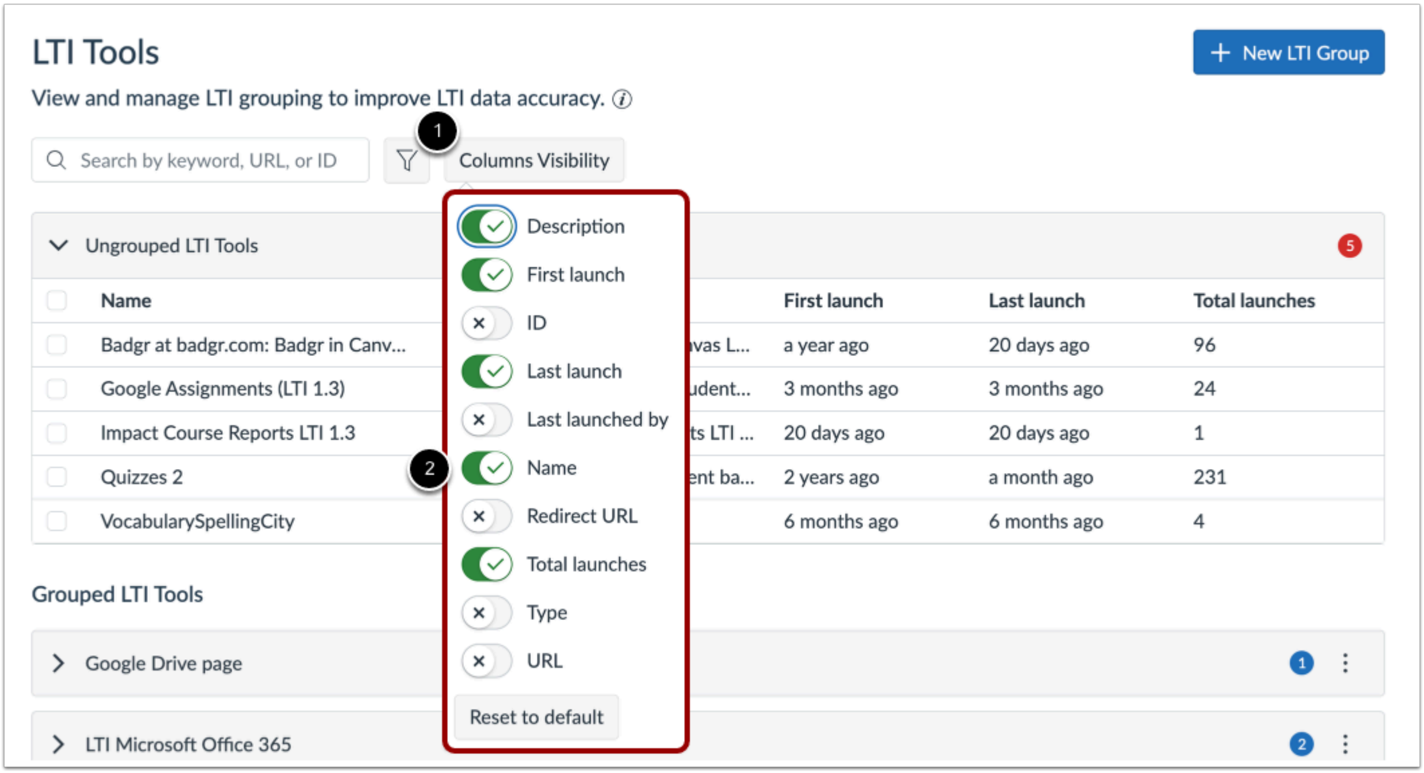
Filter LTI Tools



To add filters, click the **Filters** button [1]. Click the **Add a filter** link [2], select the filter drop-down menu [3], and select the filter you want to use [4].

Then type or select the filter to view [5].

Field LTI Tools

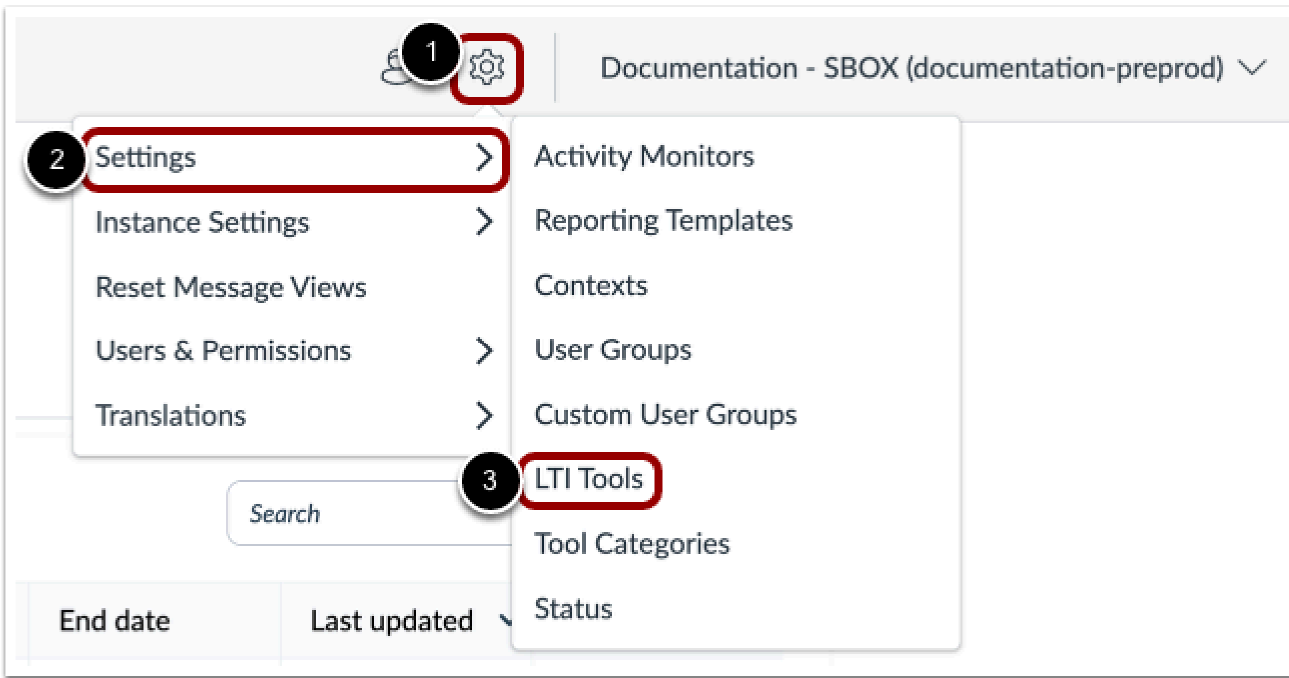


To select the fields to display, click the **Columns Visibility** button [1]. You can enable and disable different fields to view [2].

How do I view and manage LTI Tools?

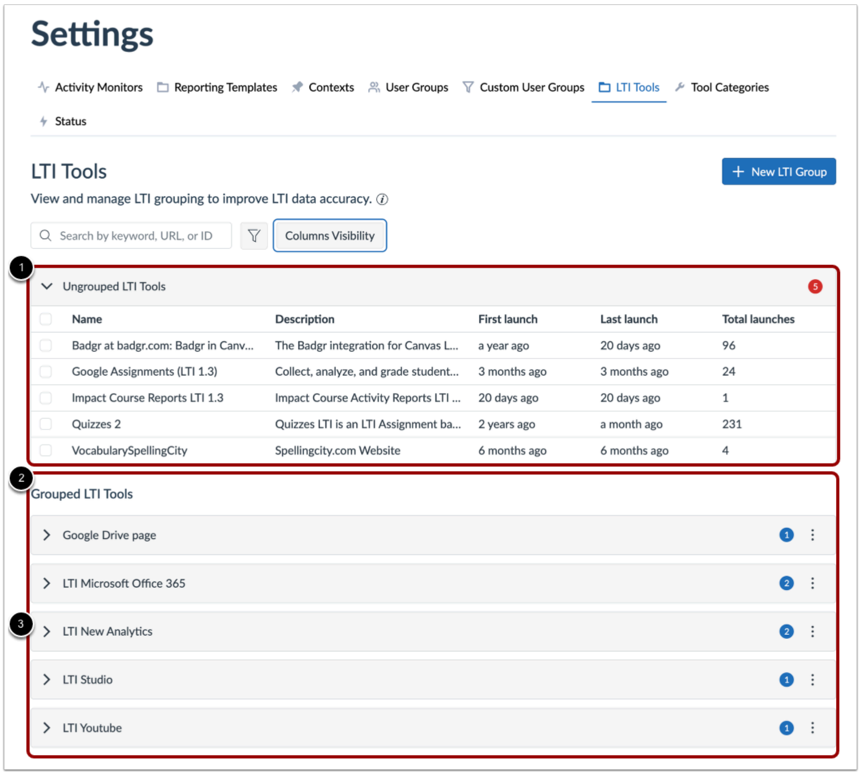
You can view and manage LTI grouping to improve LTI data accuracy.

Open LTI Tools



In Global Navigation, click the **Settings** icon [1]. Then hover over the **Settings** menu [2] and click the **LTI Tools** icon [3].

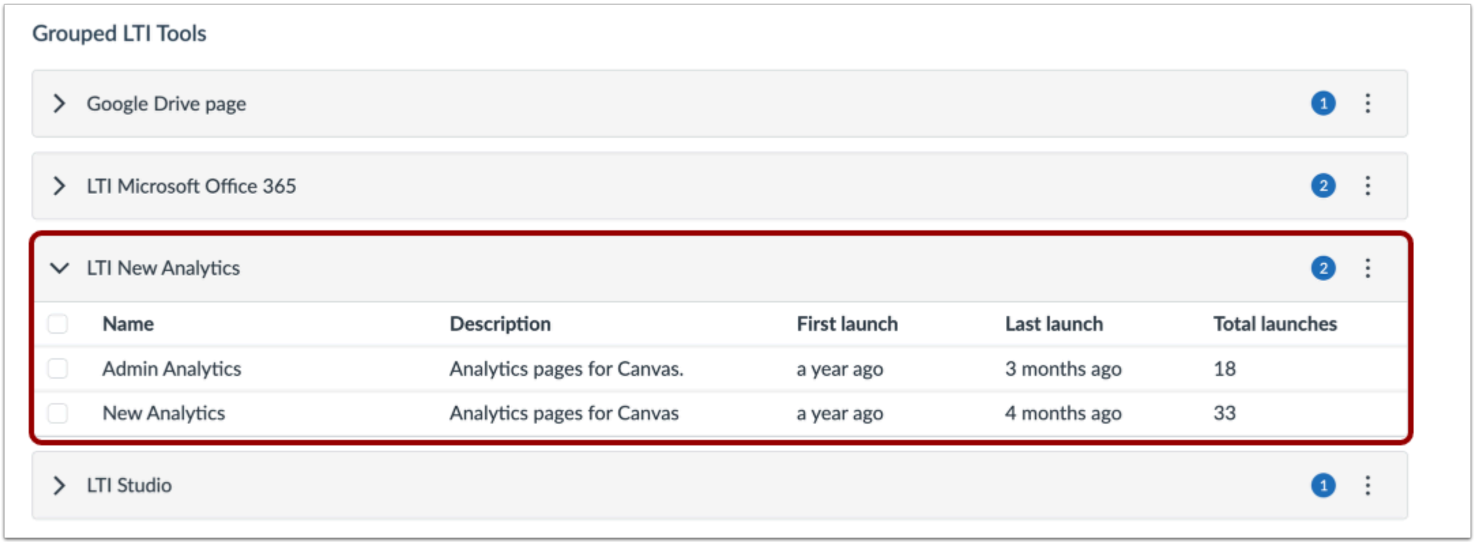
View LTI Tool Groups



Ungrouped LTI Tools are listed in the **Ungrouped LTI Tools** drop-down [1].

Grouped LTI Tools are listed in the **Grouped LTI Tools** section [2] by the group name [3].

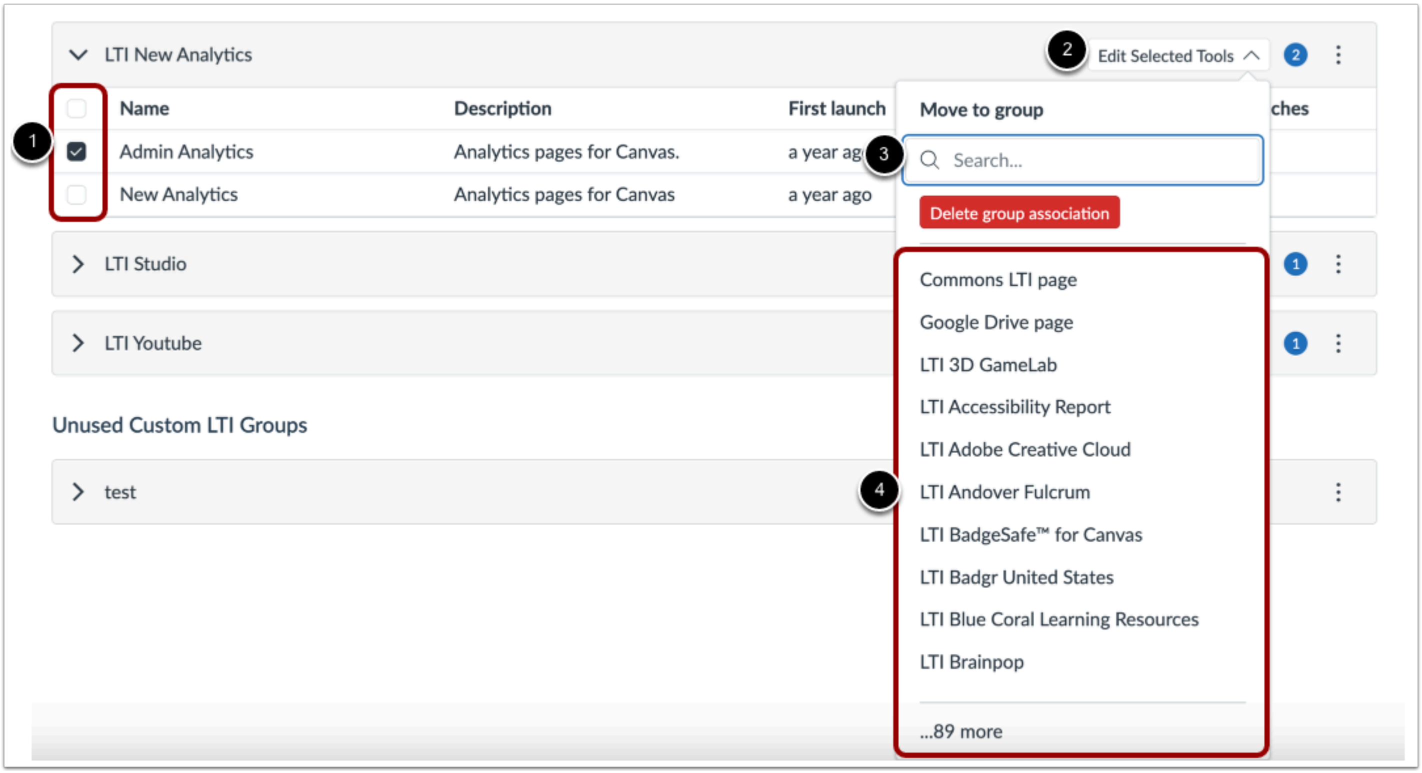
View LTI Tools by Group



To view the LTI Tools in a group, click the desired Grouped LTI Tools drop-down menu.

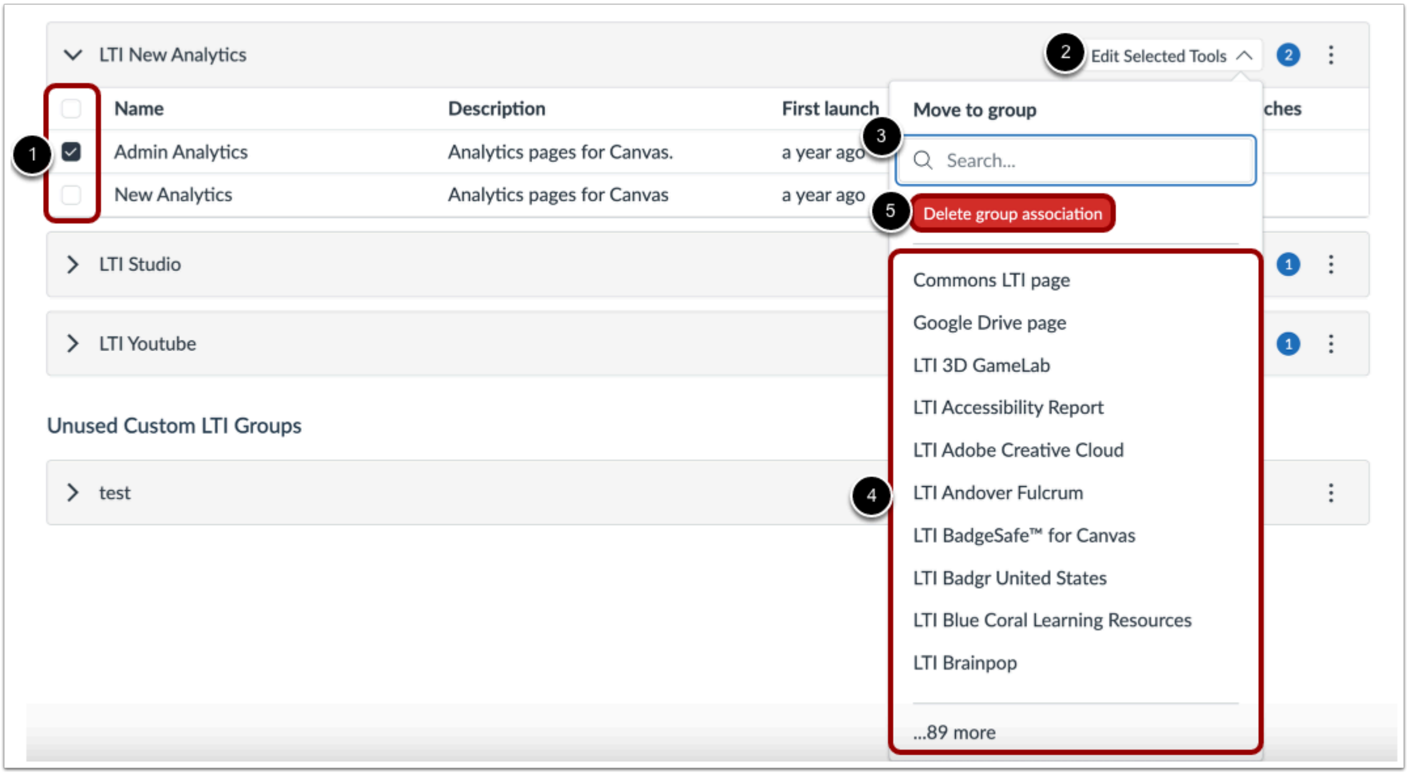
Manage LTI Tool Groups

Add LTI Tools to an LTI Group



Select the LTI Tool(s) to move to a group [1]. Then click the **Group Selected Tools** drop-down menu [2]. You can then search for the desired group [3] or select the group from the list [4].

Move/Remove LTI Tools from an LTI Group



Select the LTI Tool(s) to move/remove from a group [1]. Then click the **Edit Selected Tools** drop-down menu [2]. You can then search for a new group to move the LTI Tool [3] or select the group from the list [4].

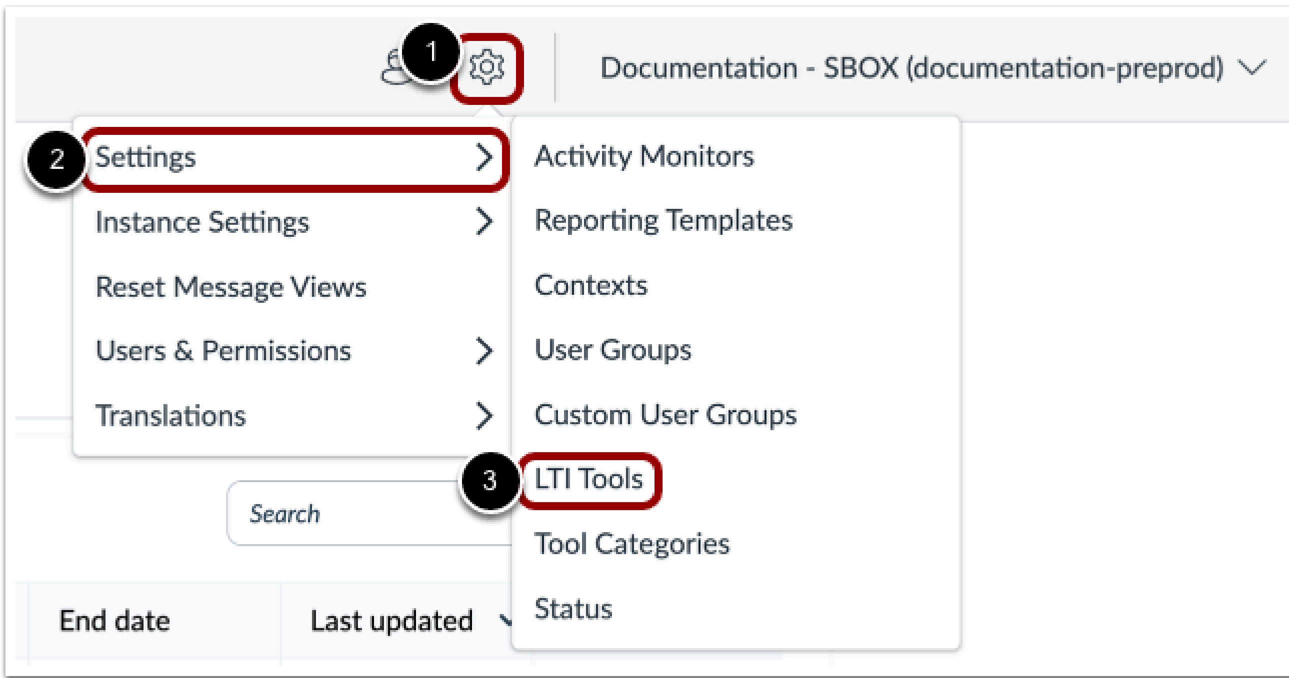
To delete the entire group, click the **Delete group association** button [5].

Note: After deleting a group, the LTI Tools are still visible in the Ungrouped LTI Tools drop-down section.

How do I create a new LTI Group?

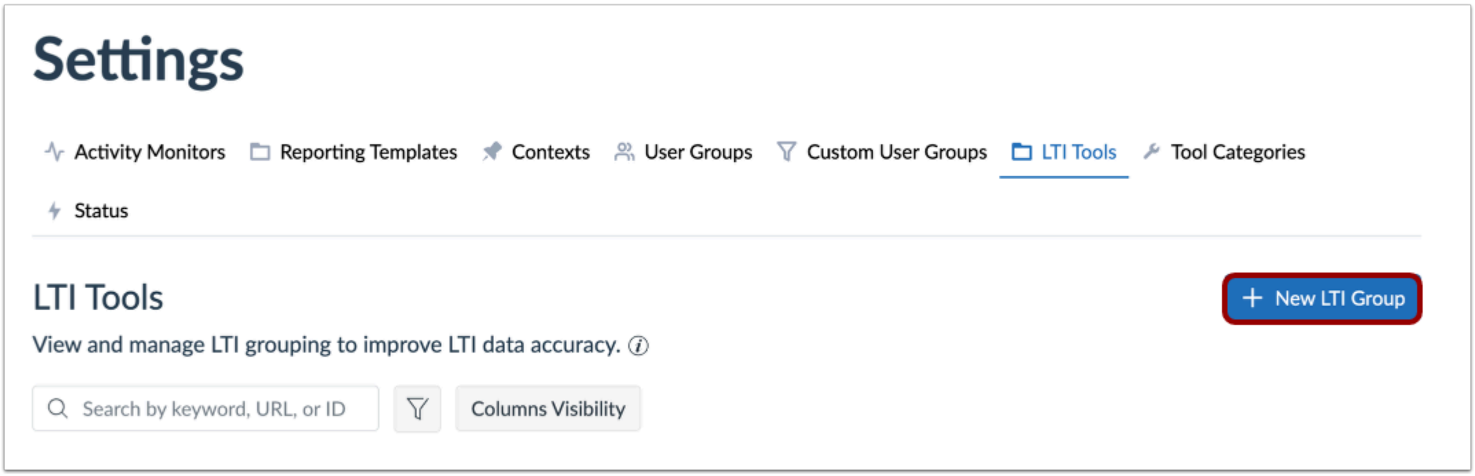
The LTI Tools page of Impact can be grouped to improve LTI data accuracy.

Open LTI Tools



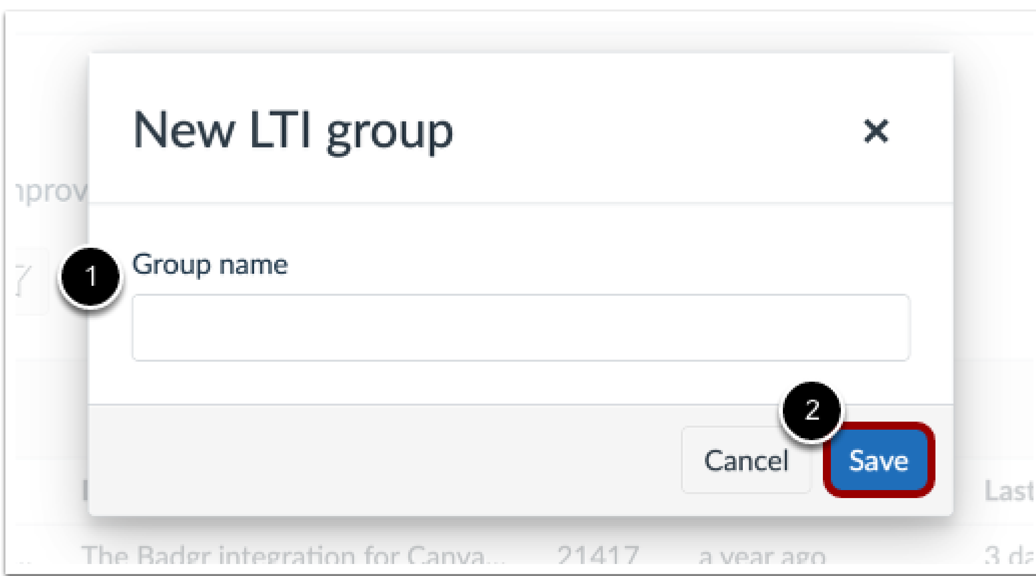
In Global Navigation, click the **Settings** icon [1]. Then hover over the **Settings** menu [2] and click the **LTI Tools** icon [3].

Create New LTI Group



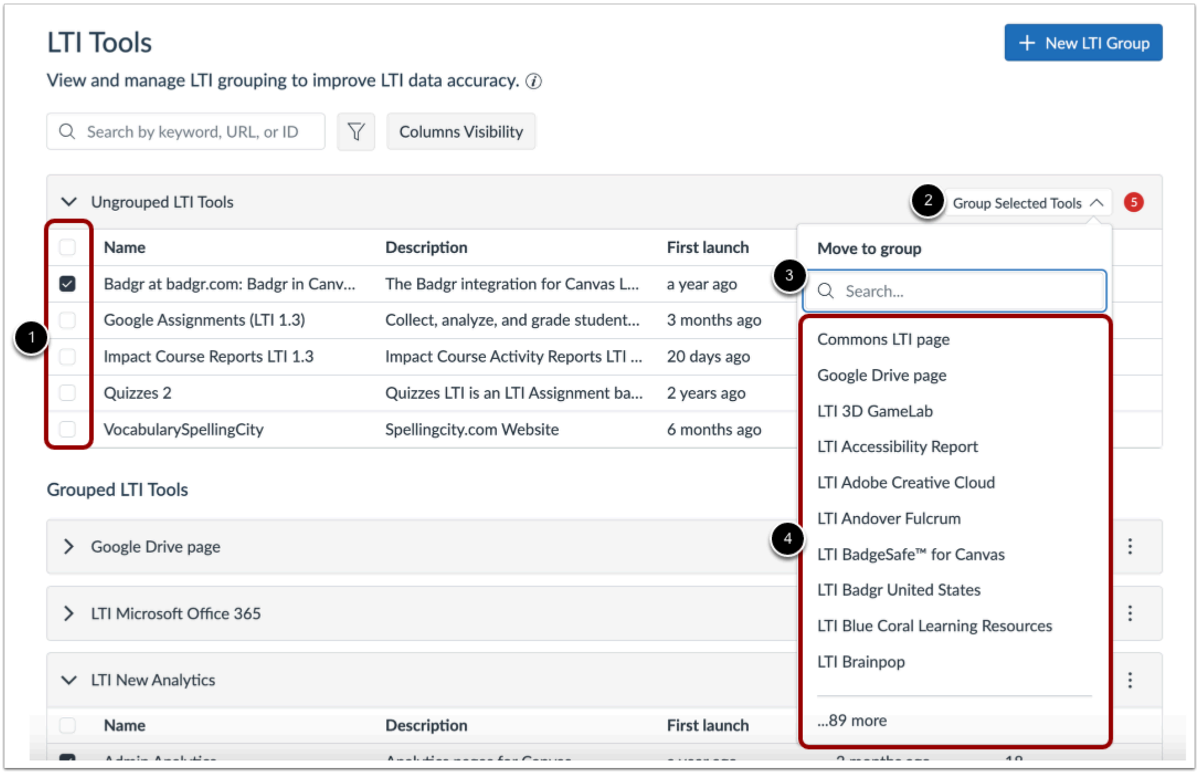
Click the **New LTI Group** button.

Add New LTI Group



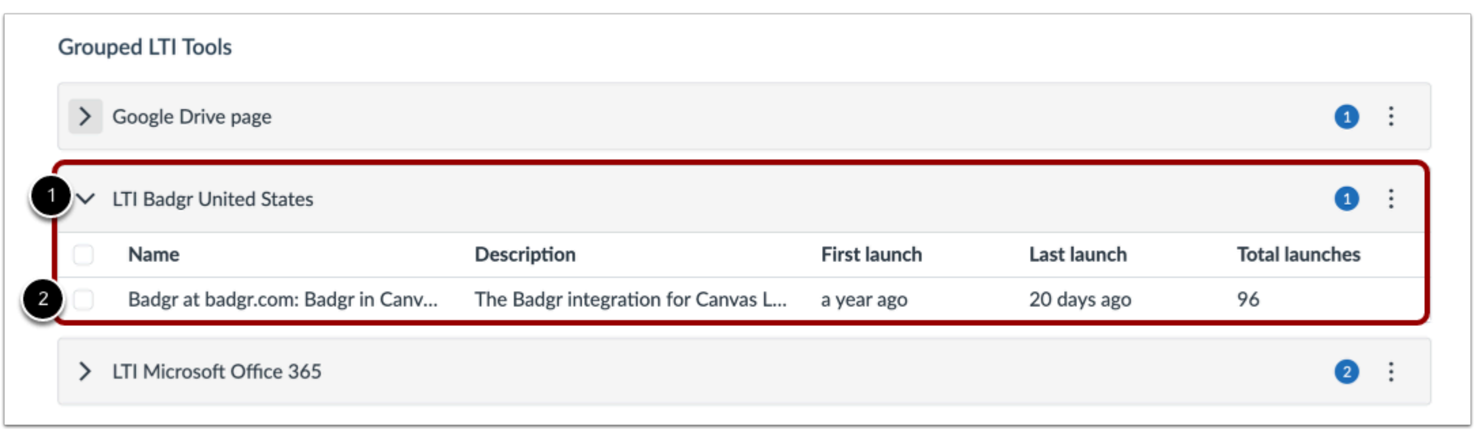
Enter a custom group name [1], then click the **Save** button [2].

Add LTI Tools to the New LTI Group



Select the LTI Tool(s) to move to a group [1]. Then click the **Group Selected Tools** drop-down menu [2]. You can then search for the desired group [3] or select the group from the list [4].

View LTI Group



Locate the LTI Tools group. Click the group drop-down button [1] and view the LTI Tool [2].

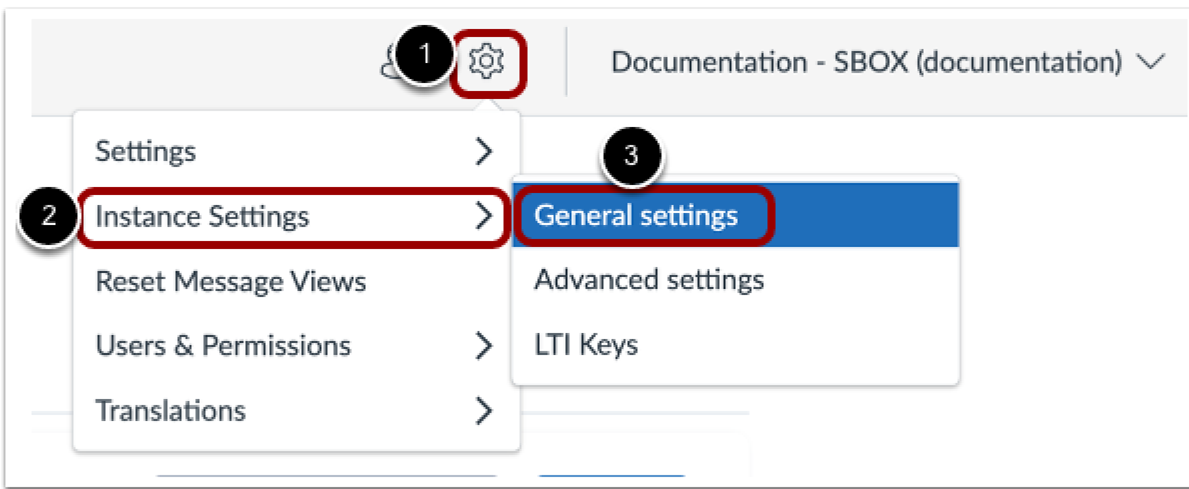
How do I enable preset voting options for messages and support articles in the Impact Dashboard?

Impact allows you to give your users the choice of several preset voting options to choose from when leaving feedback on a support article or message. Users can always add more feedback to any predefined comment in their own words.

Preset voting options reduce the threshold for users to give you additional feedback. It's much faster for a user to select a comment they agree with versus writing something unique. This means more feedback for your team.

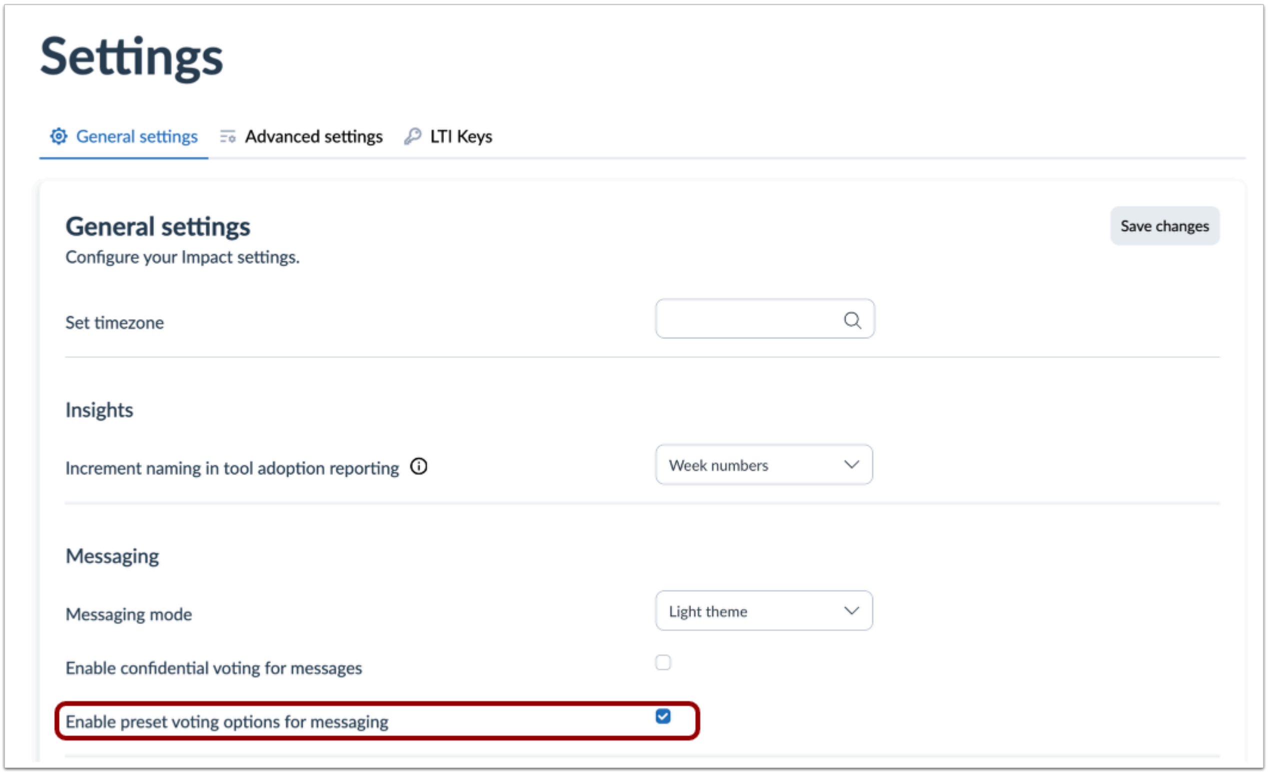
Preset comments allow you to more easily analyze, group, and draw conclusions from user comments.

Open Settings



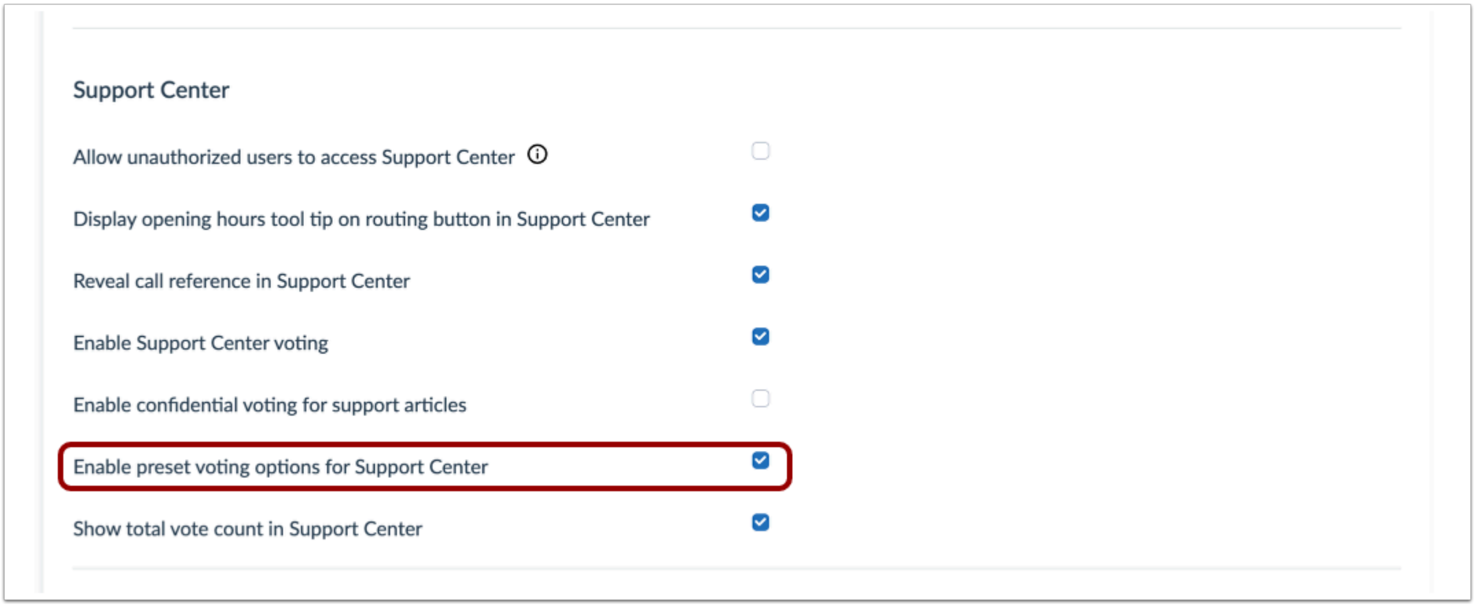
In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Instance Settings** menu [2] and click the **General Settings** icon [3].

Enable Messaging Preset Voting Options



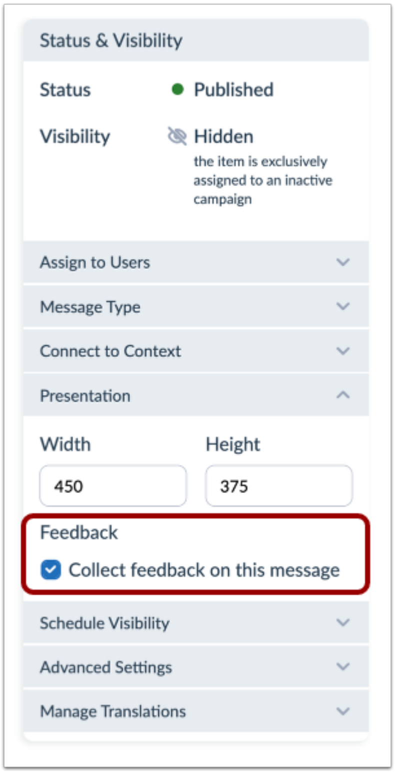
In the Messing section, click the **Enable preset voting options for messaging** checkbox.

Enable Support Center Preset Voting Options



In the Support Center section, click the **Enable preset voting options for Support Center** checkbox.

Enable Message Feedback



In the Presentation section of the message settings, click the **Collect feedback on this message** checkbox on each message.

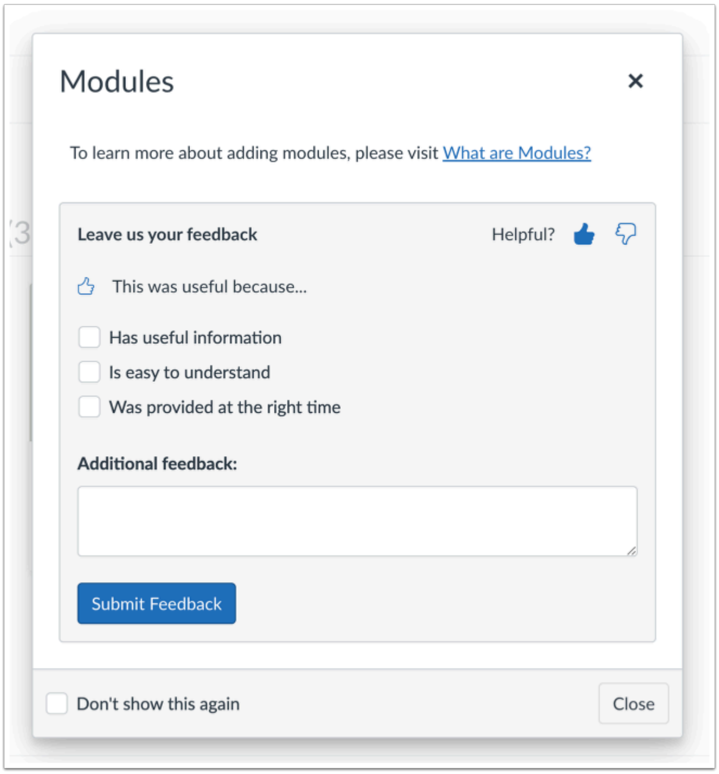
Feedback collection is automatically turned on for support articles by default.

View Preset Voting Options

Preset voting options are displayed to users after they vote on your message or article. The preset feedback options displayed change based on whether the user Upvoted or Downvoted the message/article.

Note: To skip feedback, do not select the thumbs up/down buttons .

Upvotes Message or Support Article

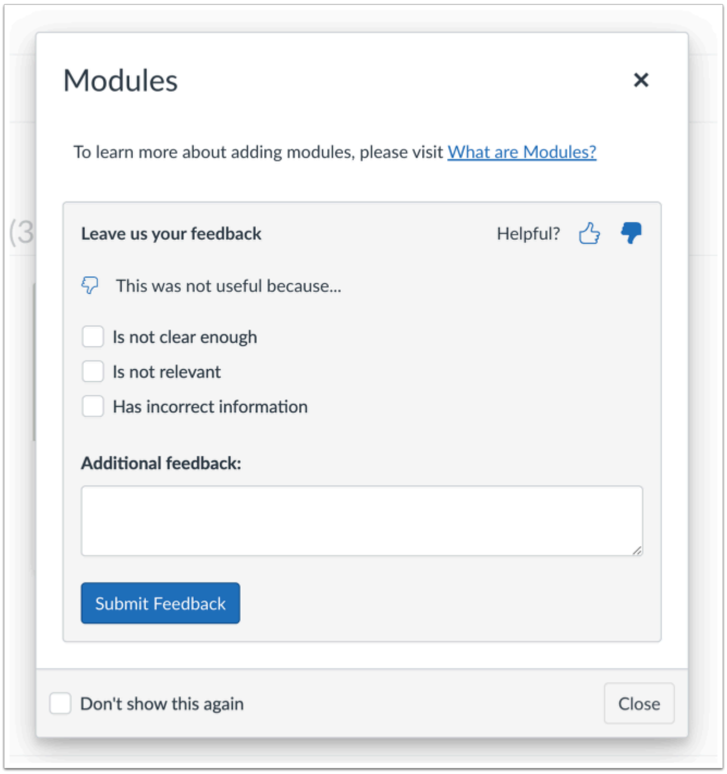


The upvote message and support article preset voting options are:

- Has useful information
- Is easy to understand
- Was provided at the right time

The additional feedback textbox is optional.

Downvotes Message or Support Article



The downvote message and support article preset voting options are:

- Is not clear enough
- Is not relevant
- Has incorrect information

The additional feedback textbox is optional.

Sub-Accounts

What are sub-accounts?

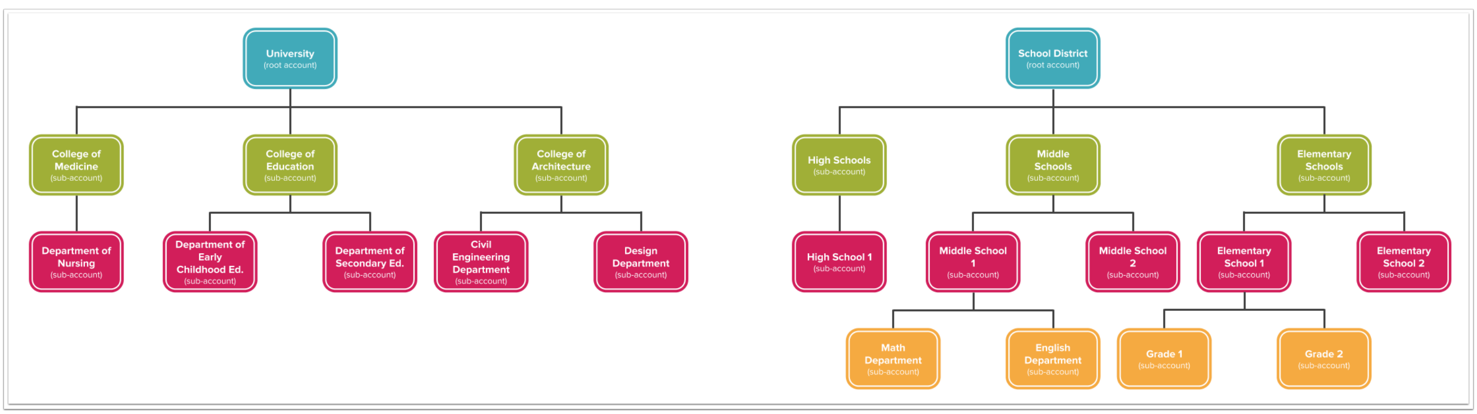
Impact grants specific management and content creation features access on the sub-account level to allow lower-level administrators to manage Impact content and insights for their department, school, and faculty.

Note: This feature is only available to Canvas customers. For more information on enabling sub-accounts, visit What are the Settings for the Impact Dashboard?

Sub-accounts

Sub-accounts are often used to manage permissions and organizational hierarchy within an institution. Many institutions set up sub-account organization structures that mirror their SIS or registration systems. For example, sub-accounts can be created for individual colleges within a university, or for schools within a district. Sub-accounts can also be created within sub-accounts, such as when a college subdivides into departments that subdivide into programs, or a school that subdivides into grade levels that subdivide into specific subjects.

Hierarchy of Sub-account Access



Institutions can create a hierarchical structure to best fit the needs of their institution. Users with an admin role can be assigned to specific sub-accounts with specific account-level permissions.

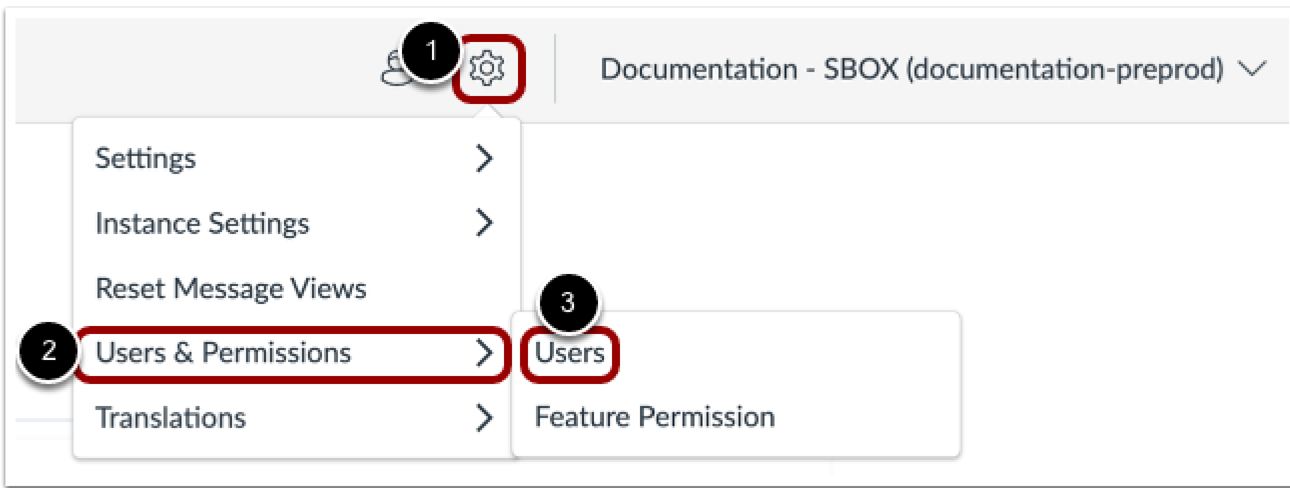
Account-level permissions are initially set by the root account admin and trickle down through the hierarchy but not up. Admins for sub-accounts can modify account-level permissions for their sub-account. Admins in one account have administrative permissions within that account as well as in any sub-accounts of that account. Additionally, an admin can move a course within its sub-account, but they cannot move a course between sub-accounts unless they are also the admin of the parent account of each sub-account.

How do I add a new user as an Admin in the Impact Dashboard?

You can invite new users, edit permissions, and assign permission groups to one or multiple sub-accounts.

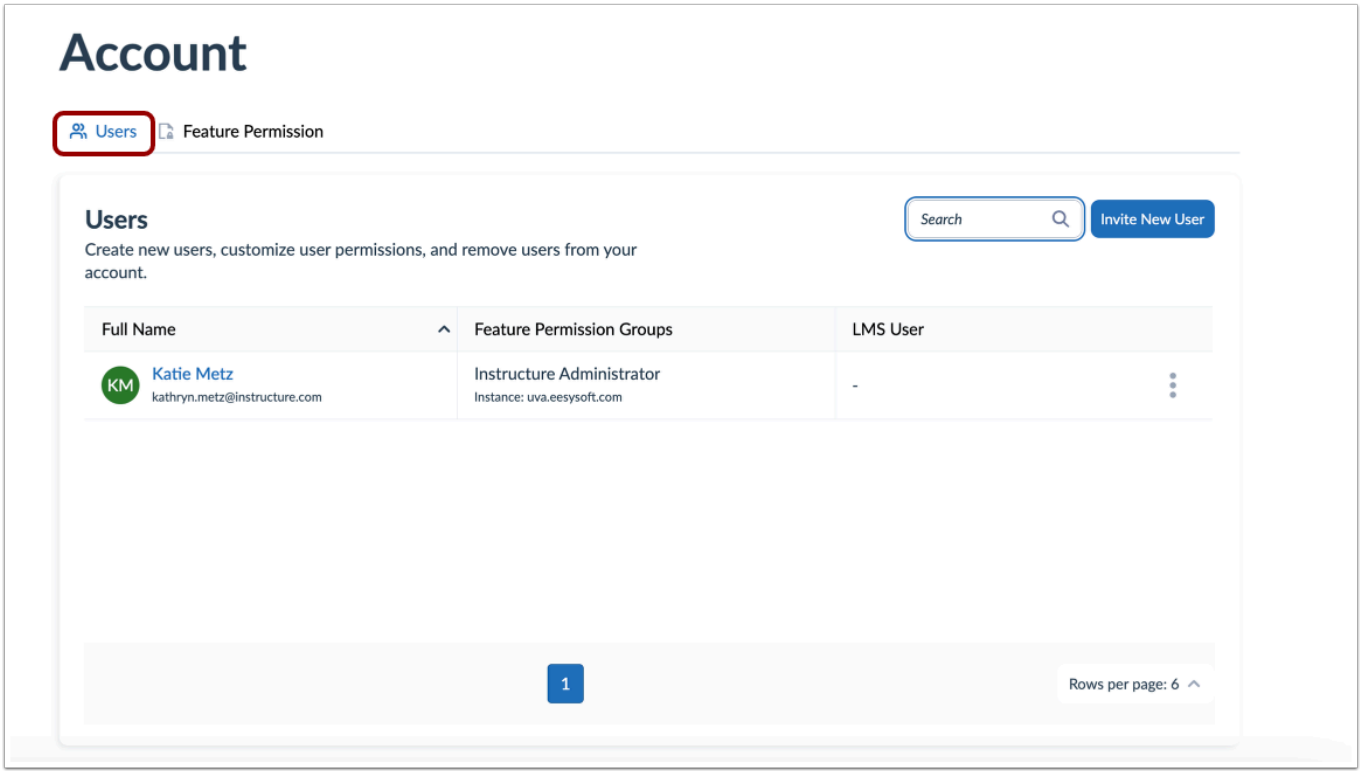
Note: This feature is only available to Canvas customers.

Open Users and Permissions



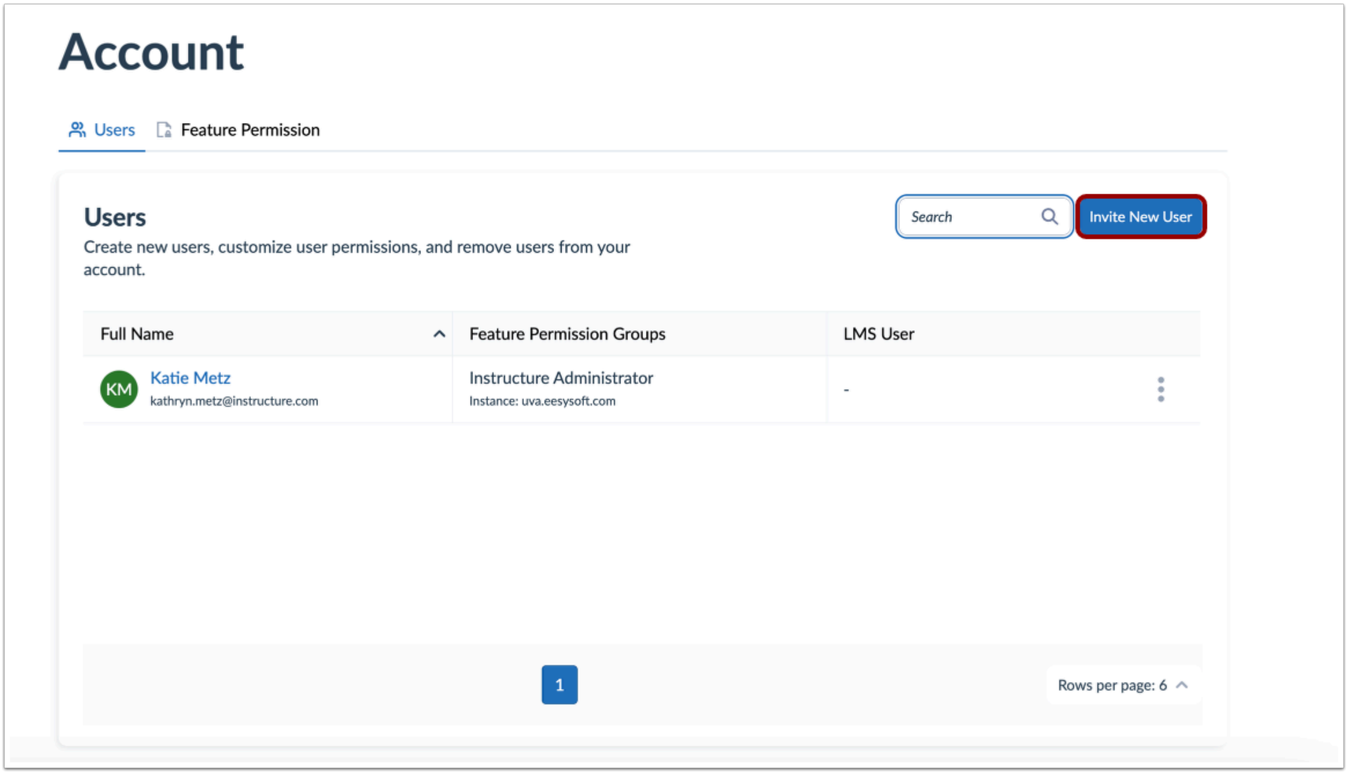
In your Impact Dashboard, click the **Settings** icon [1]. Then hover the cursor over the **Users & Permissions** menu [2] and click the **Users** icon [3].

View Users



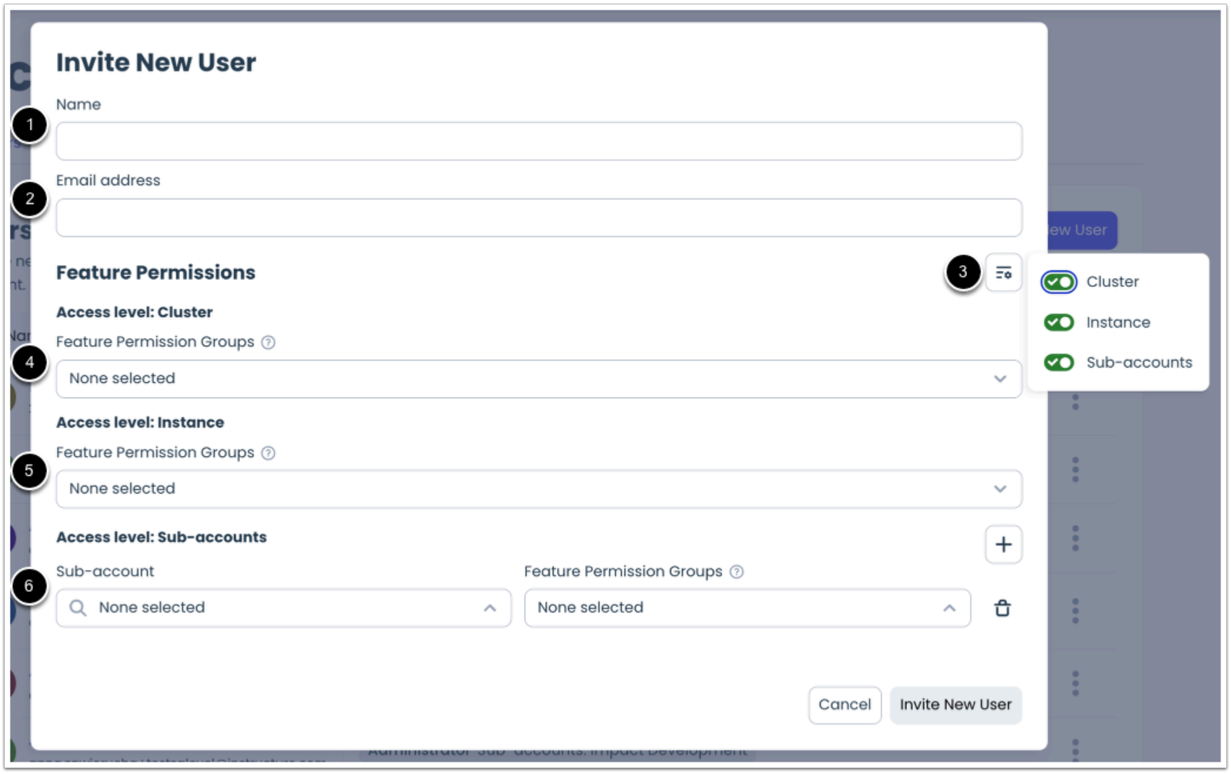
In the User tab, you can view all your users, user permissions, feature permissions, and teams.

Add User



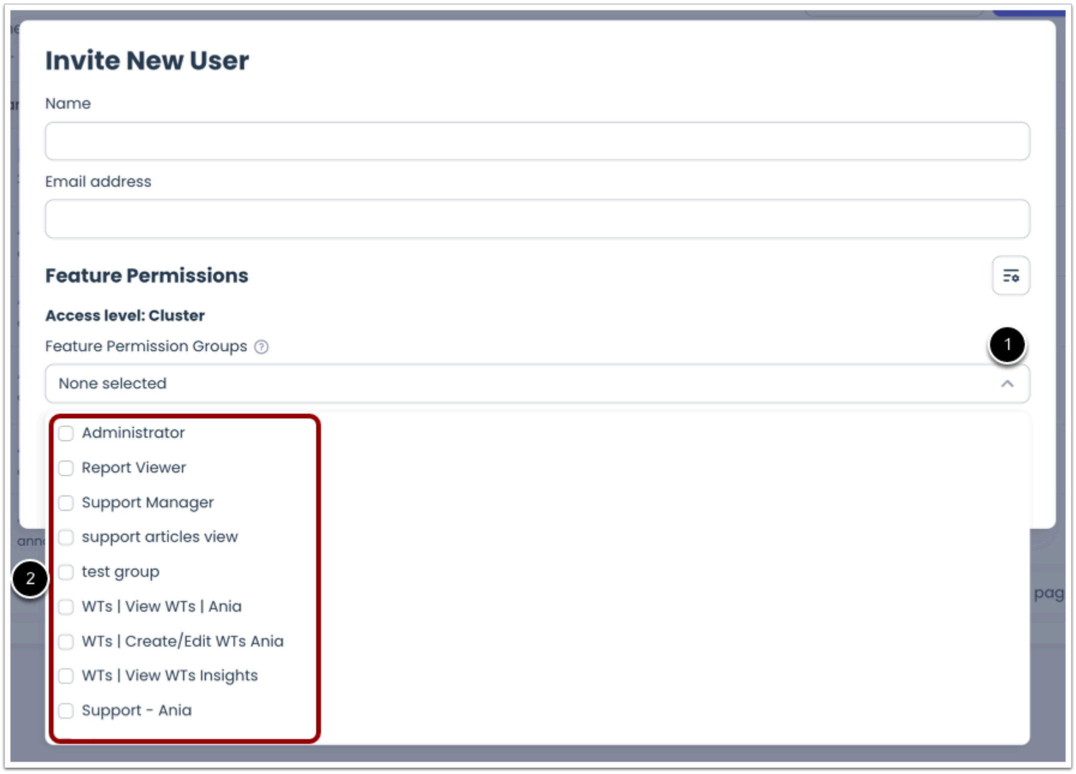
To invite a user, click the **Invite New User** button.

Invite New User



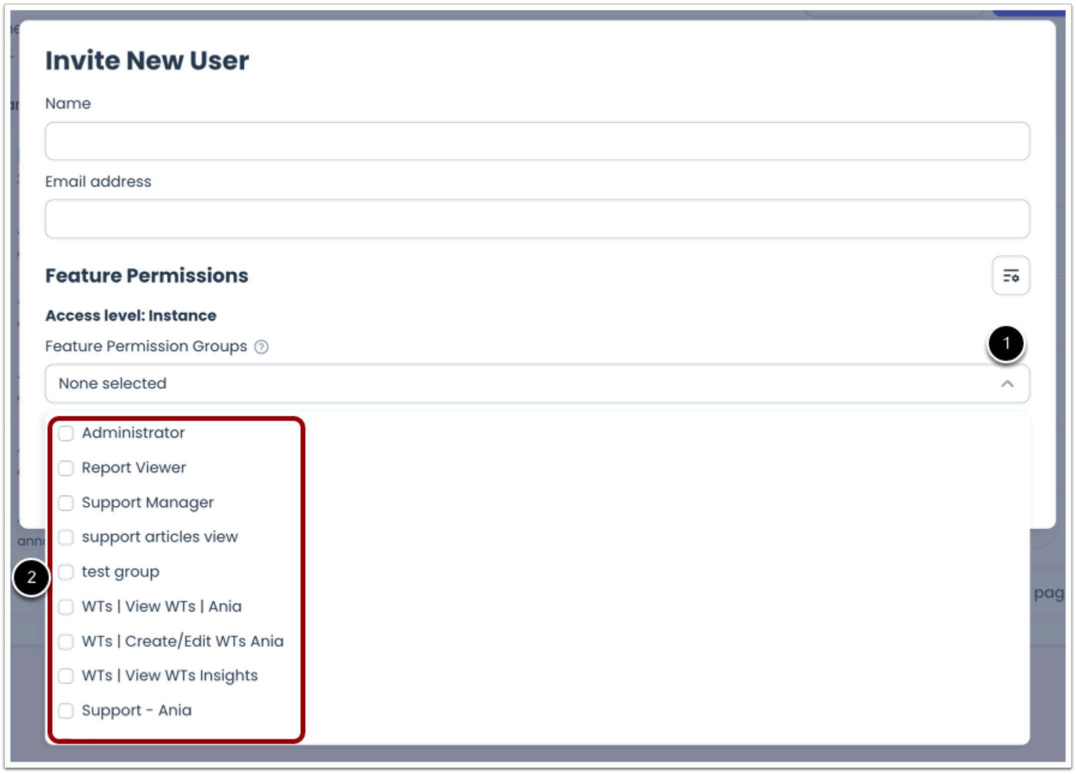
Add the user's name [1], email address [2], and select feature permissions settings menu [3] to enable **Access Level: Cluster** [4], **Access level: Instance** [5], and **Access level: Sub-accounts** [6].

Access Level: Cluster



Select the **Feature Permission Groups** drop-down menu [1] and select the checkbox(es) next to the profile(s) to grant Cluster access level [2].

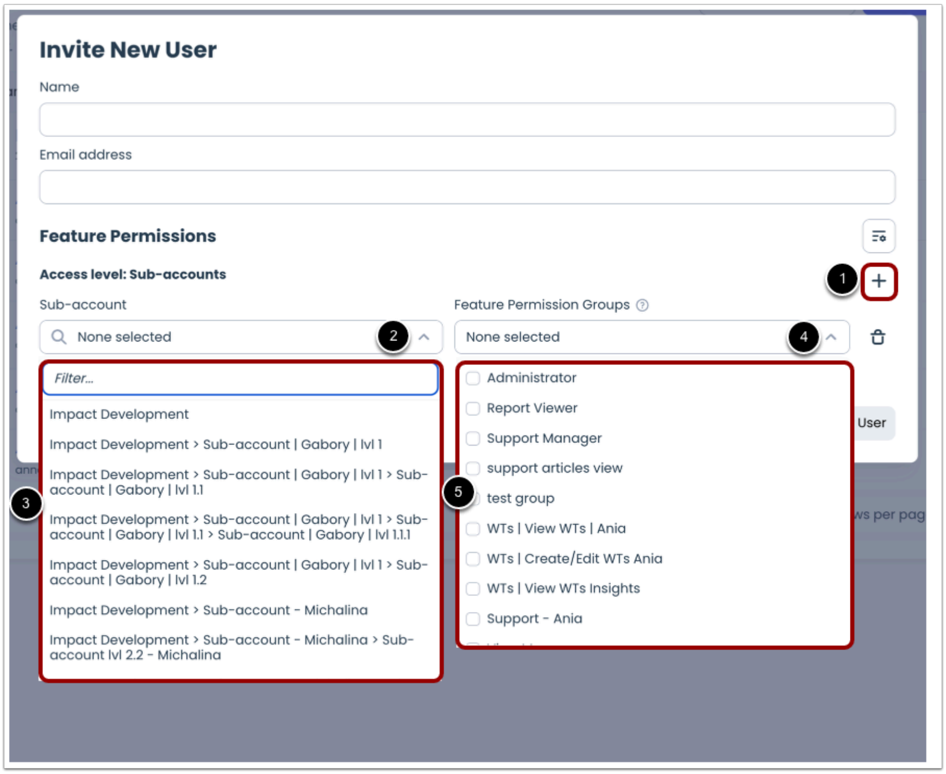
Access Level: Instance



Select the **Feature Permission Groups** drop-down menu [1] and select the checkbox(es) next to the profile(s) to grant Instance access level [2].

Note: Only the selected tabs will be visible to the user.

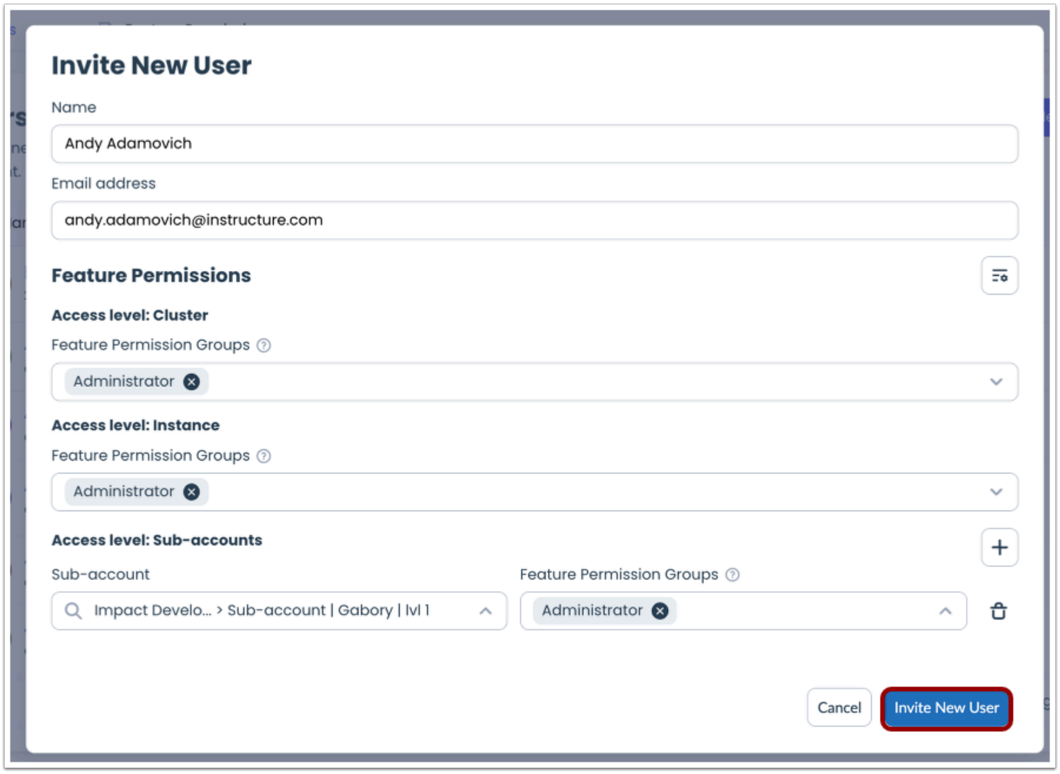
Access Level: Sub-accounts



Click the add button [1] to add a new sub-account. Select the **Sub-account** drop-down menu [2] and select the sub-account [3] to you would like to associate with a profile.

Select the **Feature Permission Groups** drop-down menu [4] and select the checkbox(es) next to the profile(s) to grant sub-account access level [5].

Note: You can add multiple sub-accounts to one user using the add button. This grants the user the ability to choose which specific sub-account(s) they want to be visible to them.



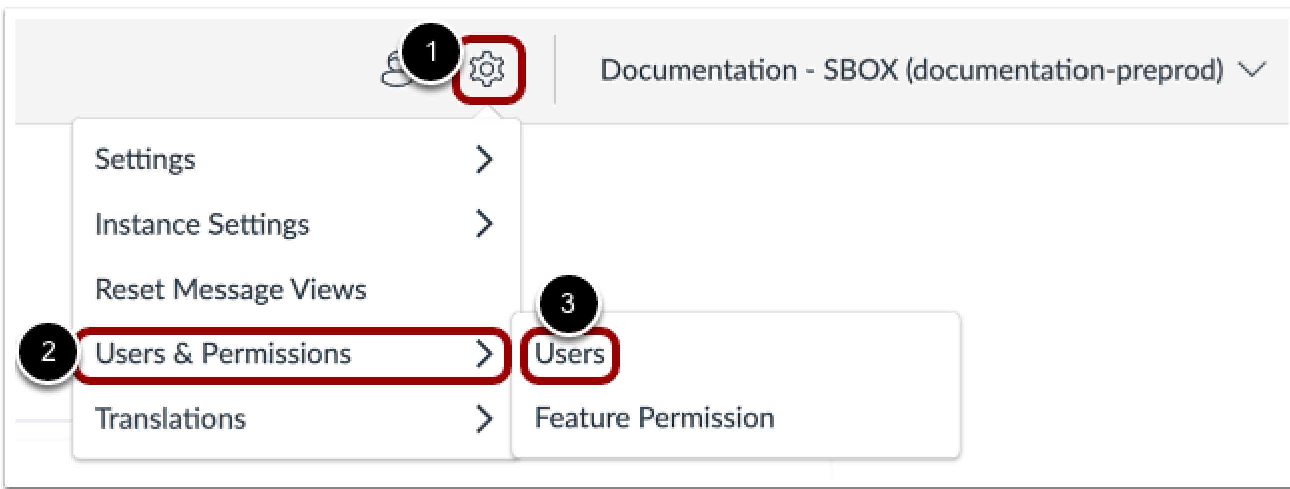
Once all Feature Permissions are selected, click the **Invite New User** button.

How do I give sub-account admins access to Impact Insights?

You can edit sub-account admins permissions to existing users to allow them to see Impact Insights.

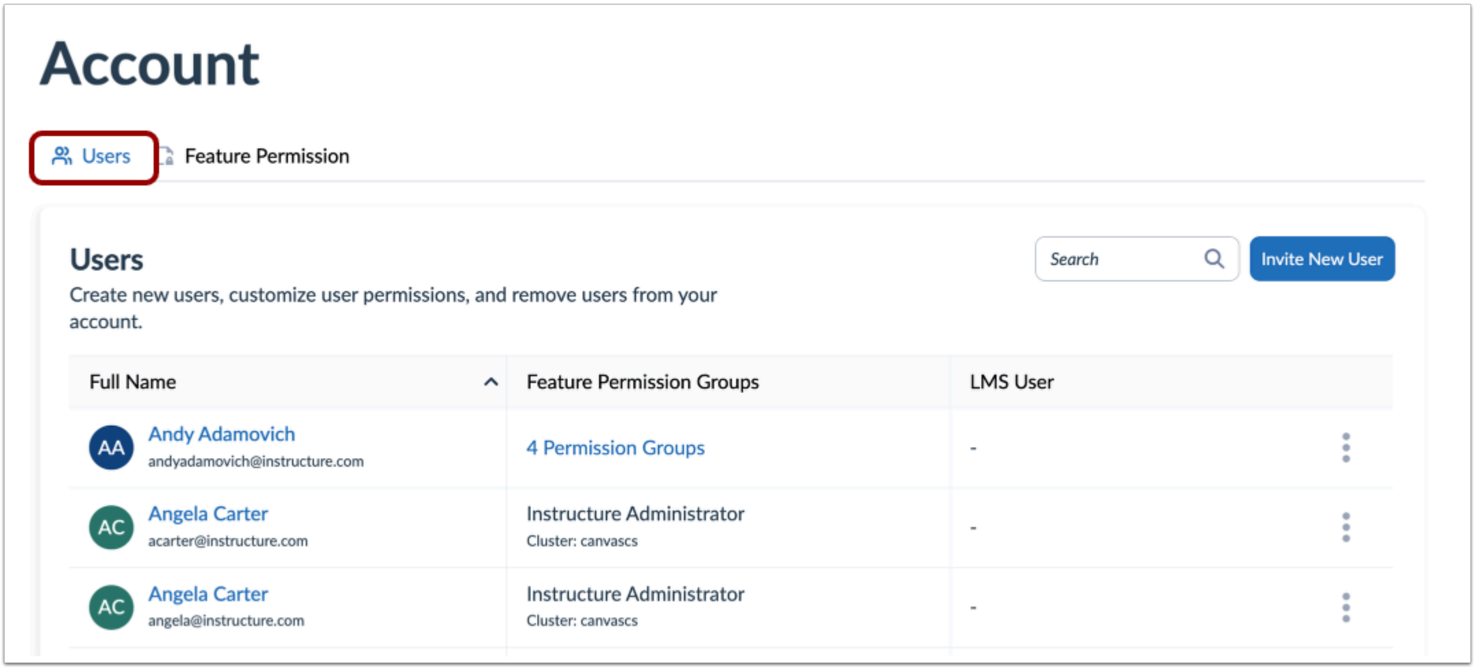
Note: This feature is only available to Canvas customers.

Open Users and Permissions



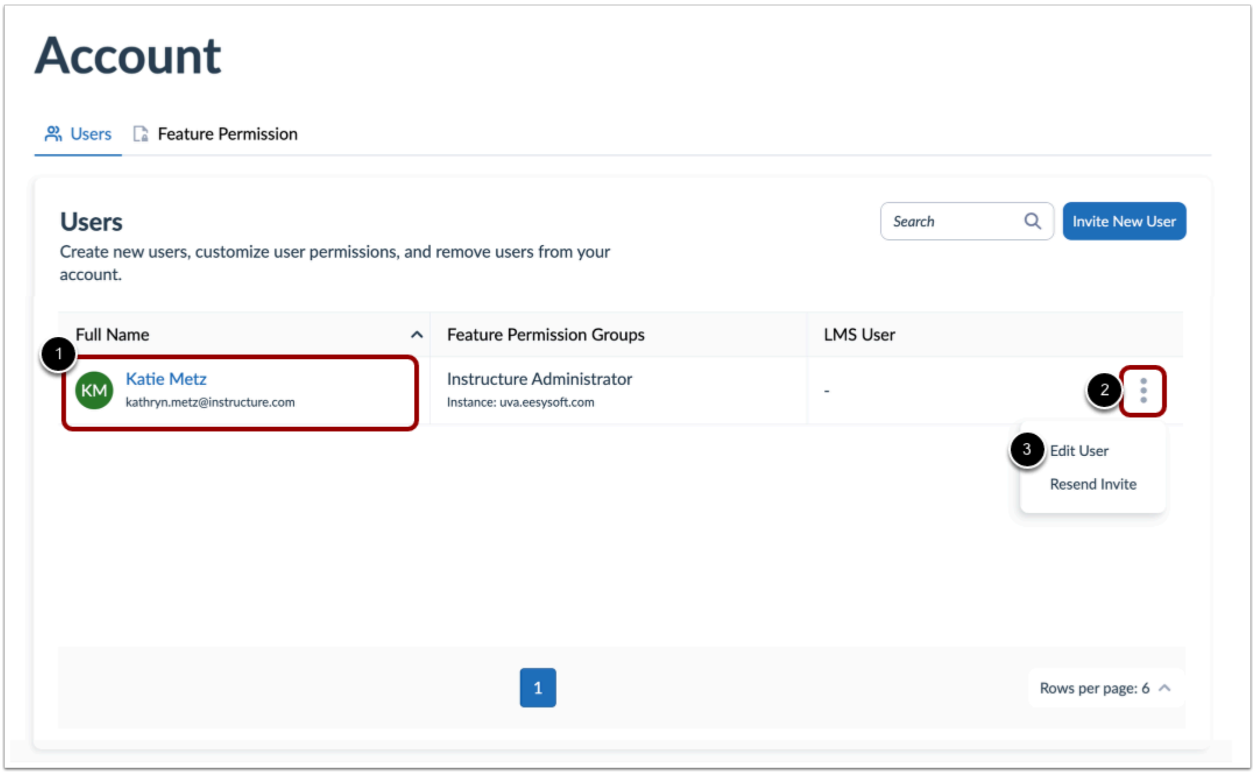
In your Impact Dashboard, click the **Settings** icon [1]. Then hover the cursor over the **Users & Permissions** menu [2] and click the **Users** icon [3].

View Users and Permissions



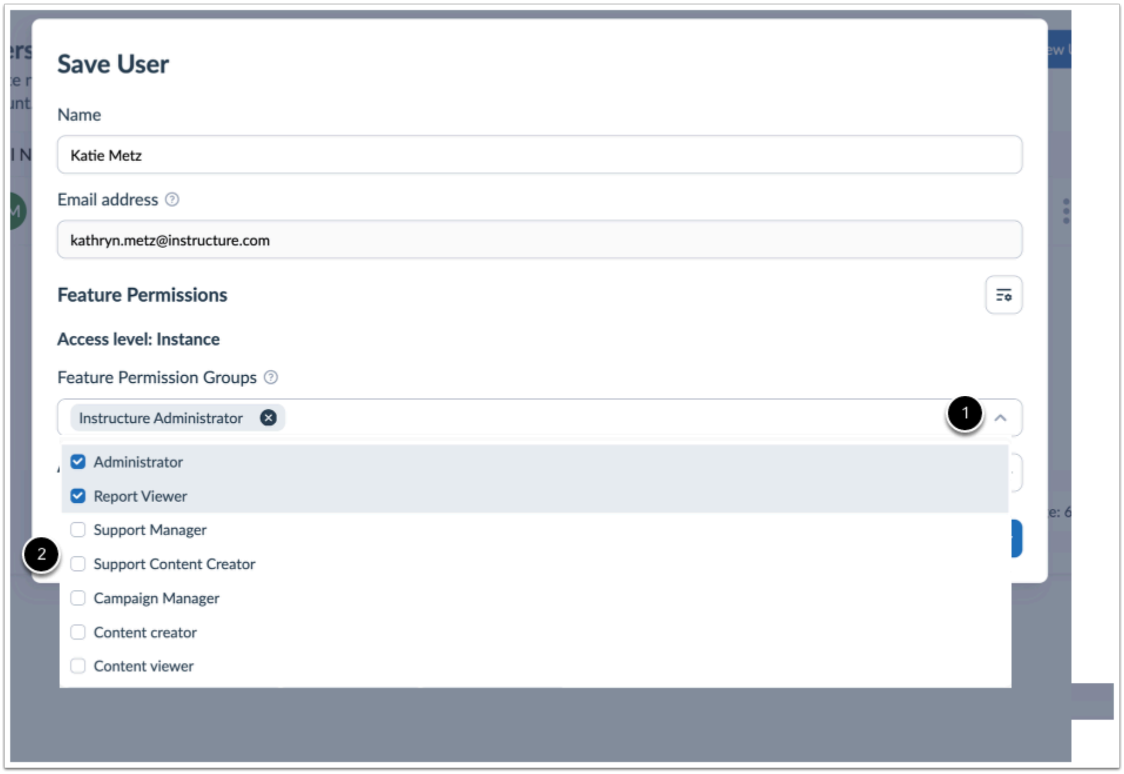
In the Users page, you can view all your users, user permissions, feature permissions, and teams.

Edit Users and Permissions



To give specific sub-account admins access to Impact Insights, locate the sub-account admin on the Users page [1]. Click the **Options** menu [2] and click the **Edit User** link [3].

Edit User



Click the **Access level: Cluster - Feature Permission Groups** drop-down menu [1]. Select **Report Viewer** checkbox [2] to enable Impact Insights for the sub-account admin.

Save User

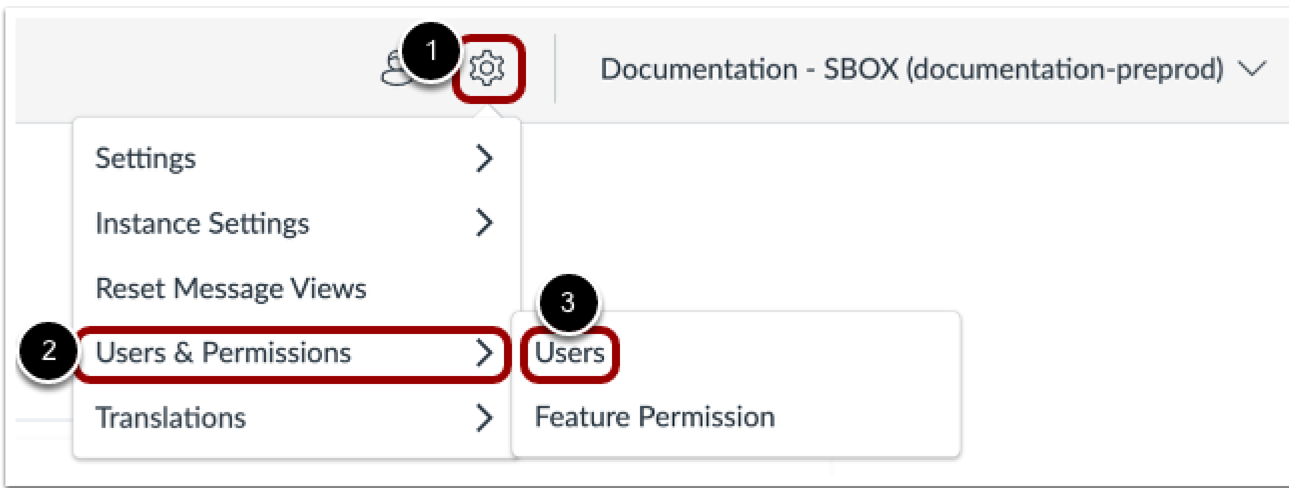
To save your changes, click the **Save User** button.

How do I edit the permissions of an existing user in the Impact Dashboard?

You can edit permissions and assign permission groups to existing users.

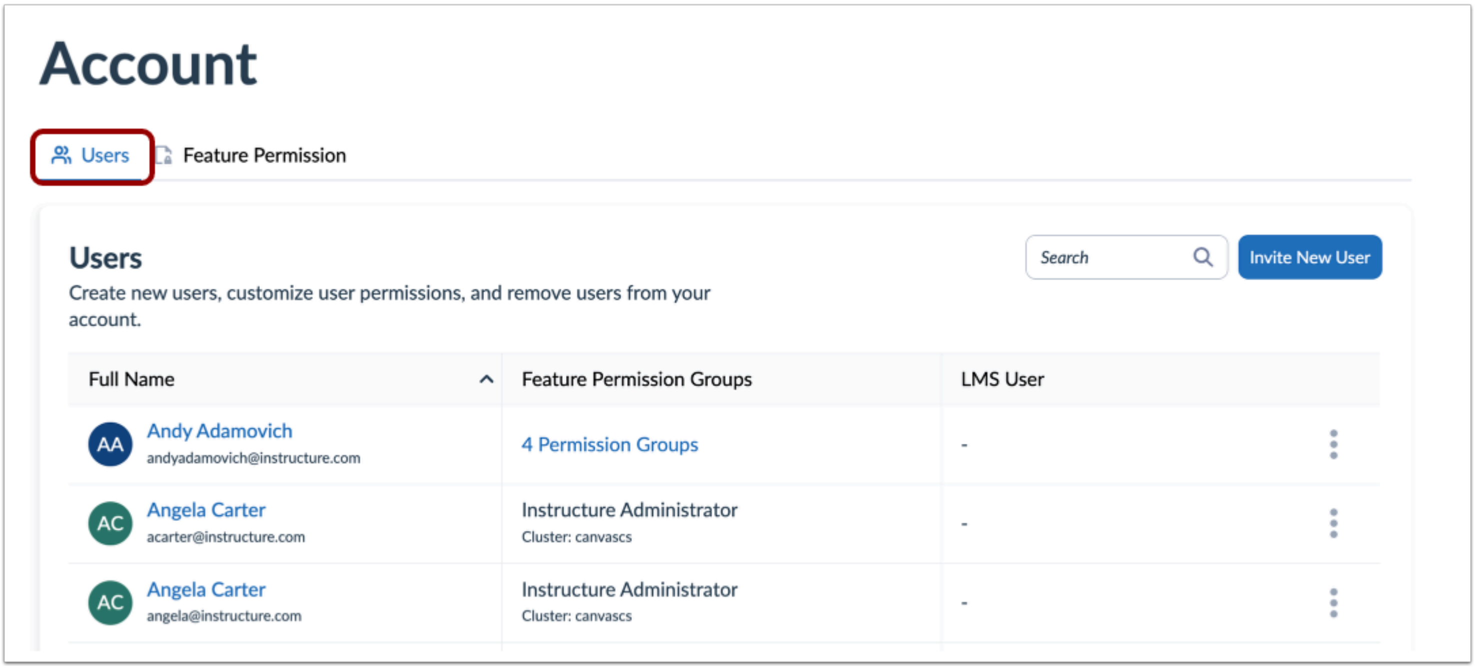
Note: This feature is only available to Canvas customers.

Open Users and Permissions



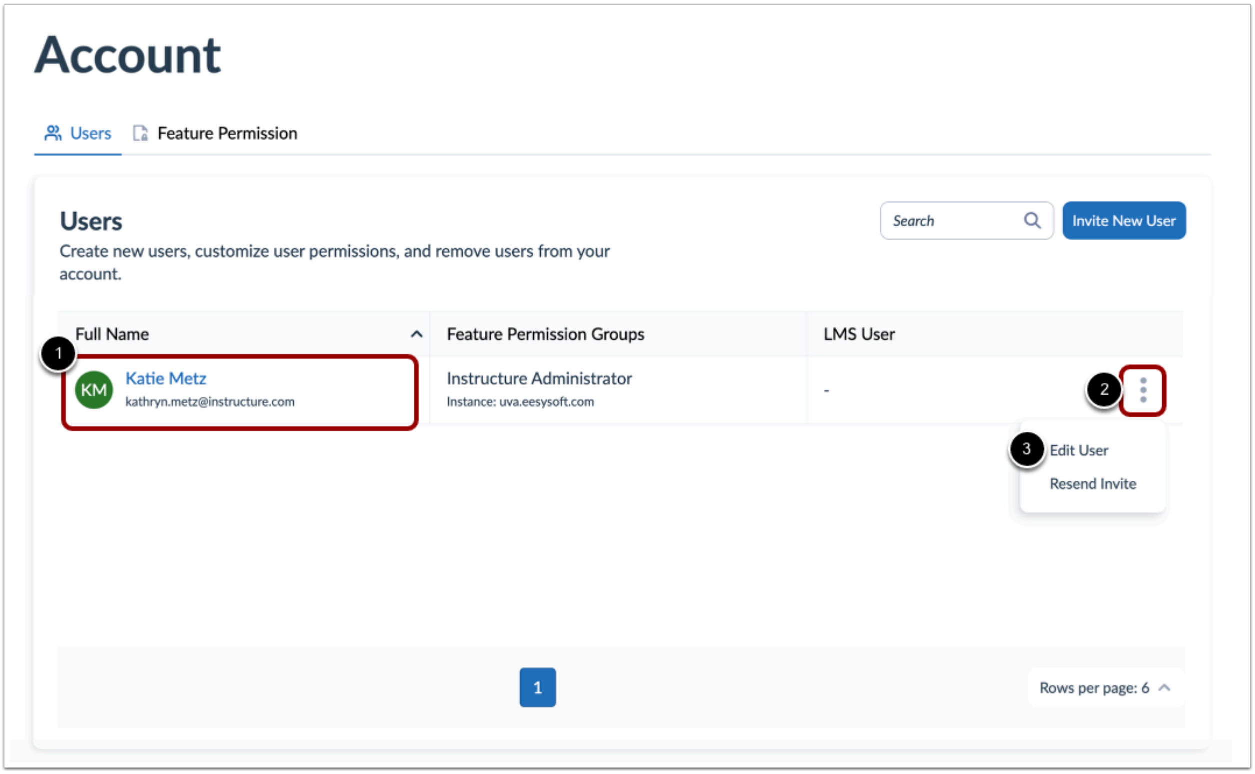
In your Impact Dashboard, click the **Settings** icon [1]. Then hover the cursor over the **Users & Permissions** menu [2] and click the **Users** icon [3].

View Users and Permissions



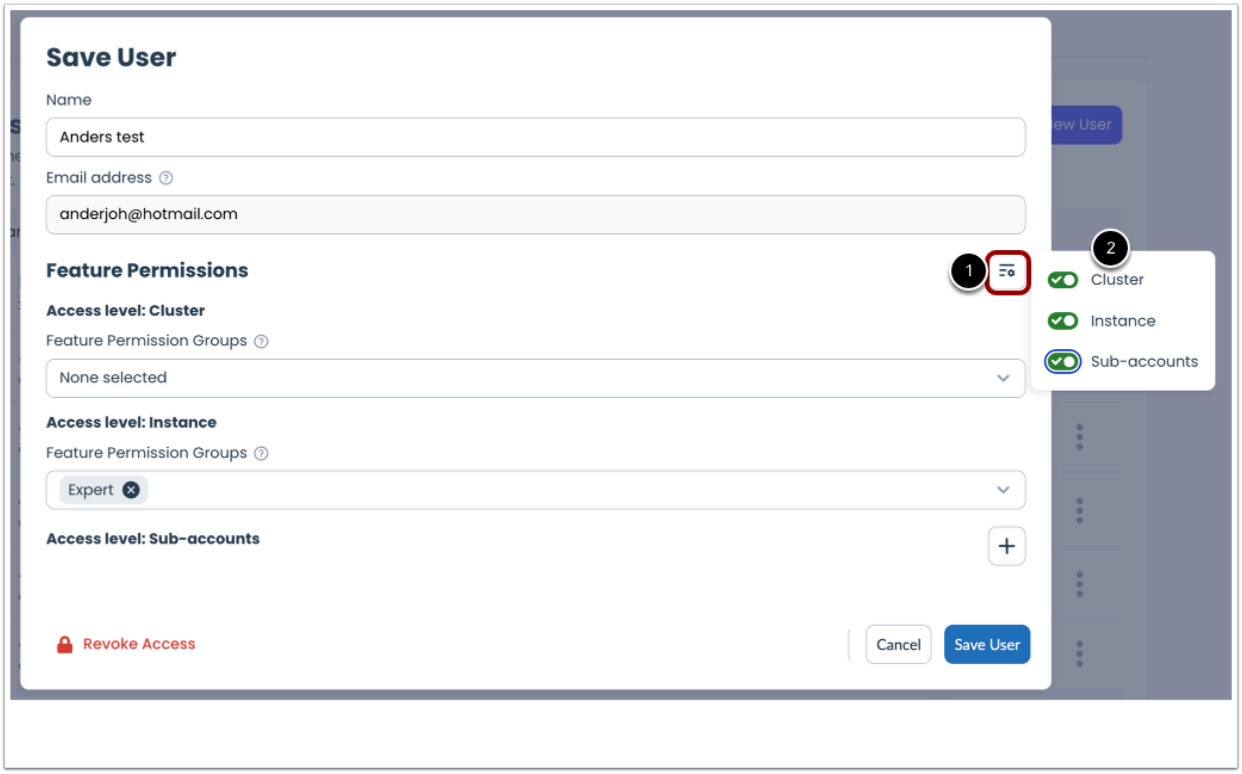
In the Users page, you can view all your users, user permissions, feature permissions, and teams.

Edit Users and Permissions



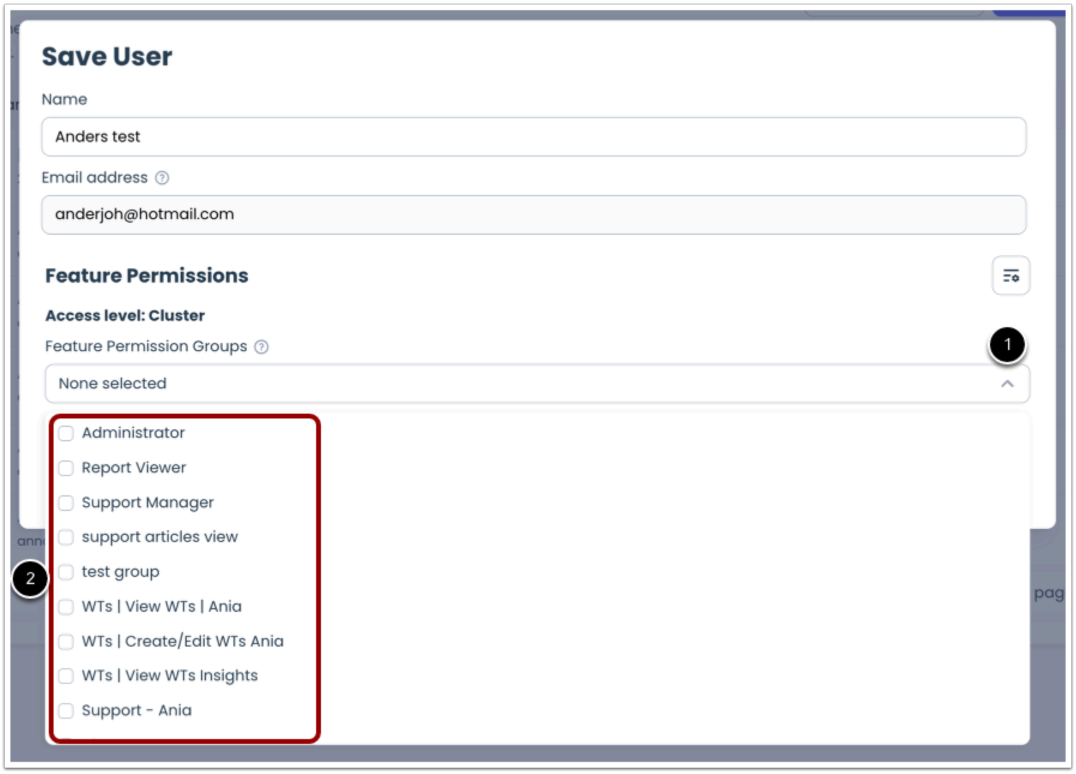
To edit a user, click the **Options** menu [1] and click the **Edit User** link [2].

Edit User



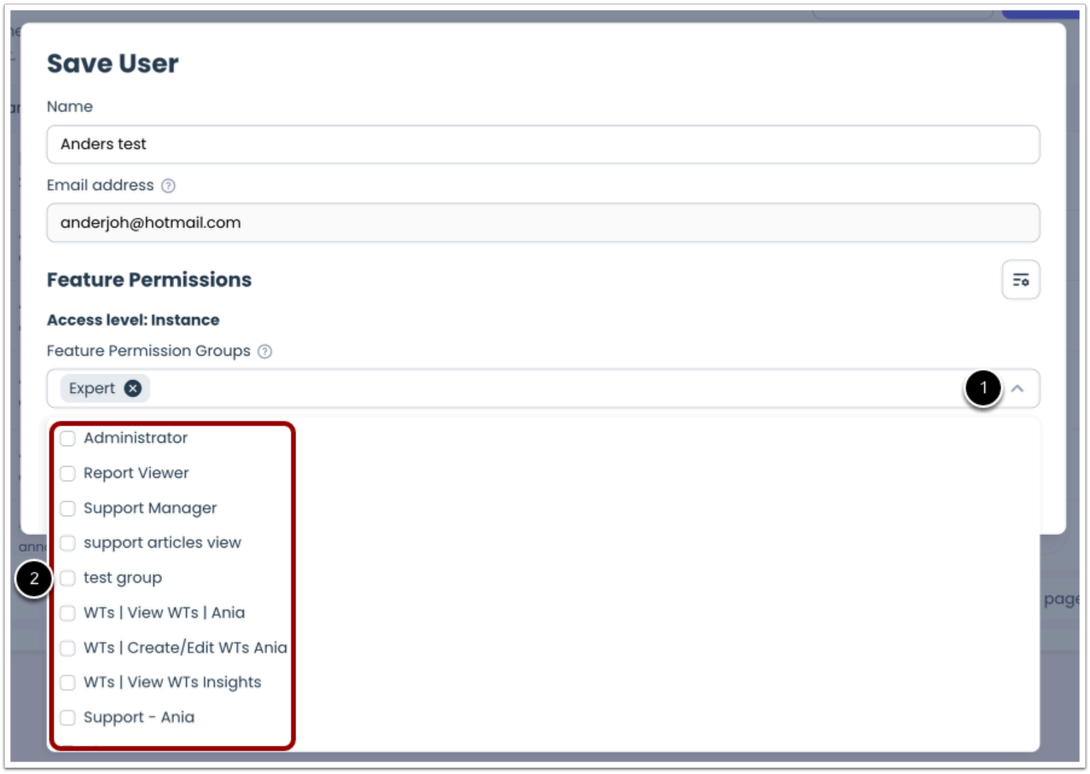
Select the **Feature Permissions Settings** menu [1] to enable Access Level: Cluster, Access Level: Instance, and Access Level: Sub-Accounts to change feature permissions [2].

Access Level: Cluster



Select the **Feature Permission Groups** drop-down [1] and select the checkbox(es) next to the profile(s) to grant Cluster access level [2].

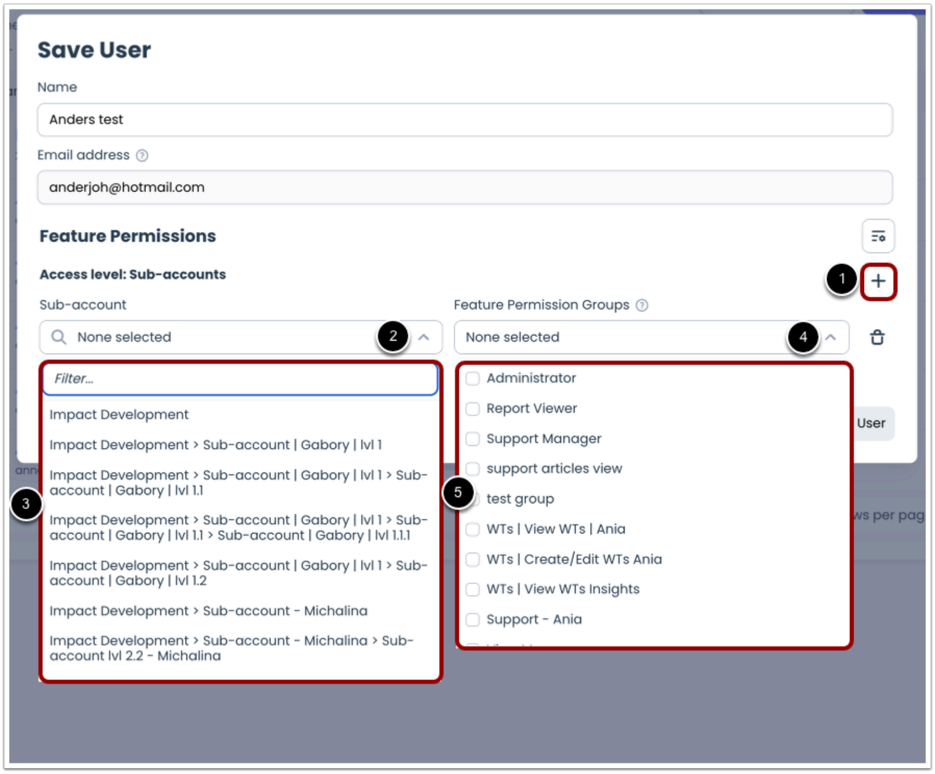
Access Level: Instance



Select the **Feature Permission Groups** drop-down [1] and select the checkbox(es) next to the profile(s) to grant Instance access level [2].

Note: Only the selected tabs will be visible to the user.

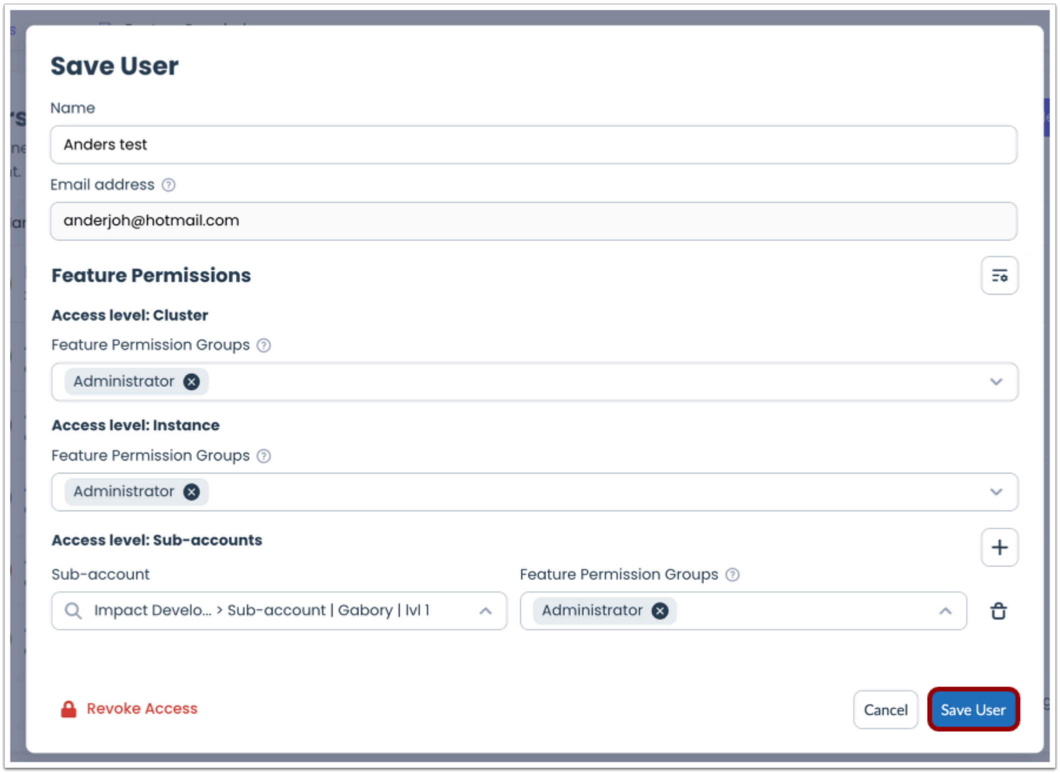
Access Level: Sub-accounts



Click the add button [1] to add a new sub-account. Select the **Sub-account** drop-down [2] and select the sub-account [3] to you would like to associate with a profile.

Select the **Feature Permission Groups** drop-down [4] and select the checkbox(es) next to the profile(s) to grant sub-account access level [5].

Note: You can add multiple sub-accounts to one user using the add button. This grants the user the ability to choose which specific sub-account(s) they want to be visible to them.



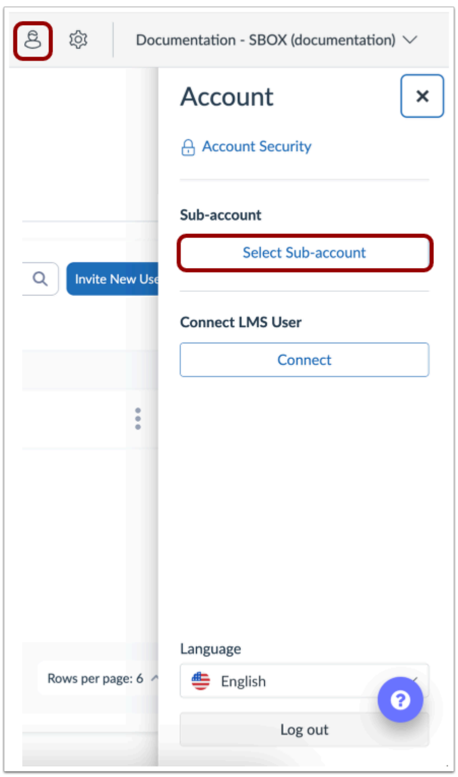
Once all Feature Permissions are selected, click the **Save User** button.

How do I switch between sub-accounts in the Impact Dashboard?

You can switch between sub-accounts in the Impact Dashboard.

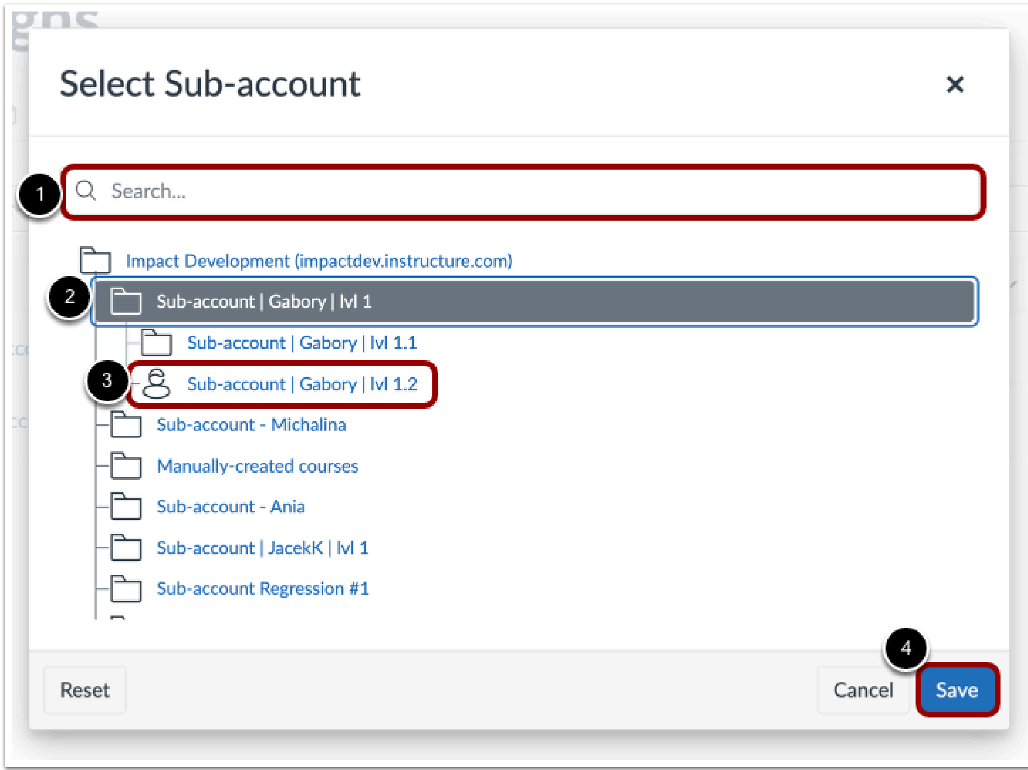
Note: This feature is only available to Canvas customers.

Open Account Settings



In the Global Navigation, click the **Account Settings** icon [1]. Then, click the **Select Sub-account** button [2].

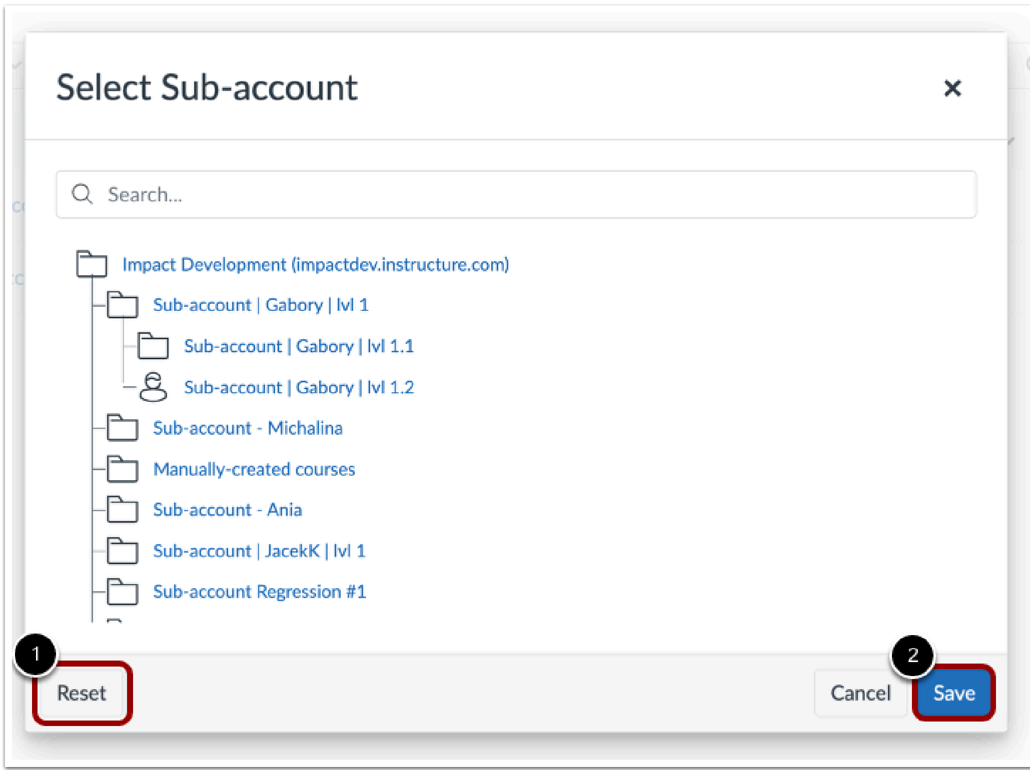
Switch Sub-accounts



You can search for sub-accounts using the **Search** field [1] or you can select the drop-down arrow [2] to locate the sub-account.

To switch sub-accounts, click the name of the sub-account [3]. Click the **Save** button [4].

Reset Sub-account



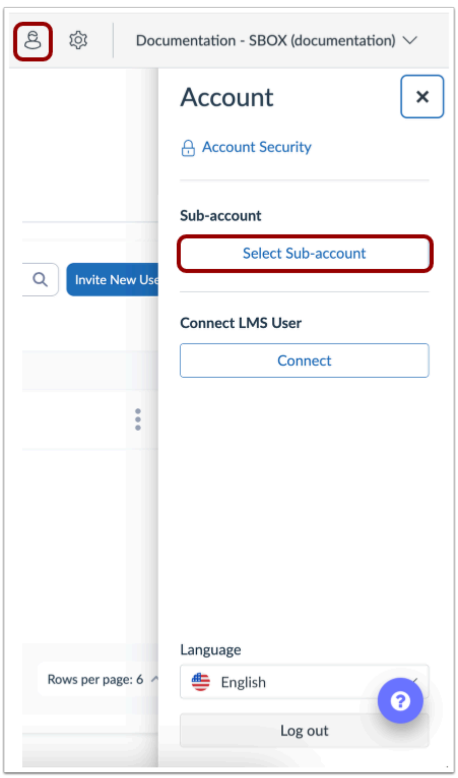
Click the **Reset** button [1] then click the **Save** button [2] to revert your Impact Dashboard back to the main account.

How do I connect the Inline Editor to a sub-account?

You can connect the Inline Editor to a sub-account to create monitors, messages, support articles, and walkthroughs from within your learning application.

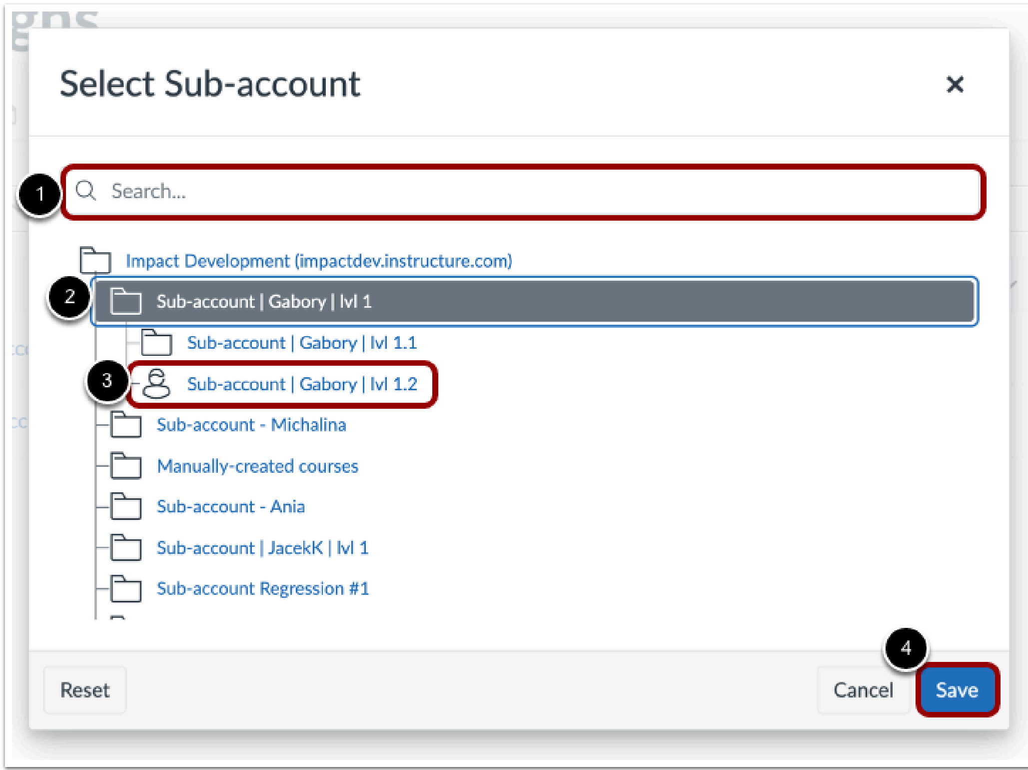
Note: This feature is only available to Canvas customers.

Open Account Settings



In the Global Navigation, click the **Account Settings** icon [1]. Then, click the **Select Sub-account** button [2].

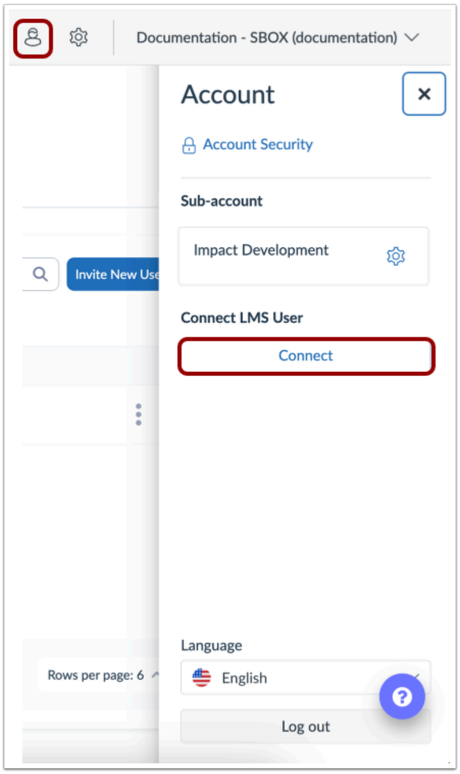
Switch Sub-accounts



You can search for sub-accounts using the **Search** field [1] or you can select the drop-down arrow [2] to locate the sub-account.

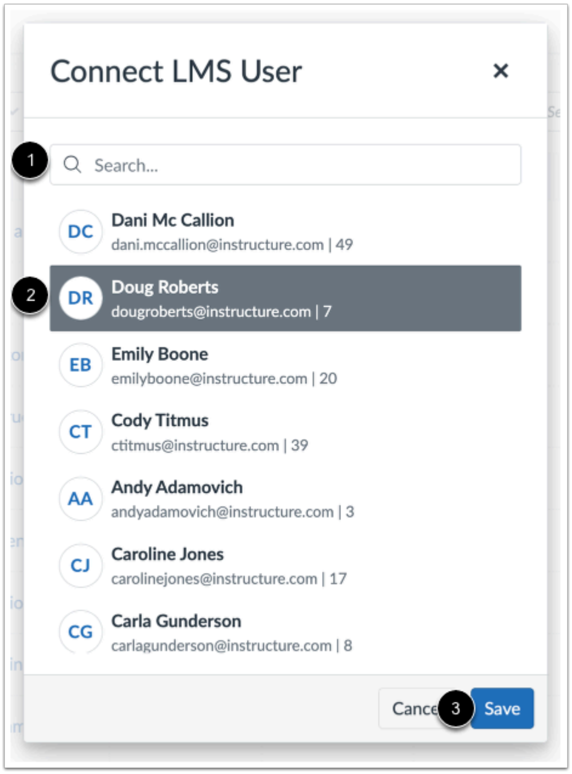
To switch sub-accounts, click the name of the sub-account [3]. Click the **Save** button [4].

Connect LMS User



To connect your LMS user, click the **Account Settings** icon [1]. Then, click the **Connect** button [2].

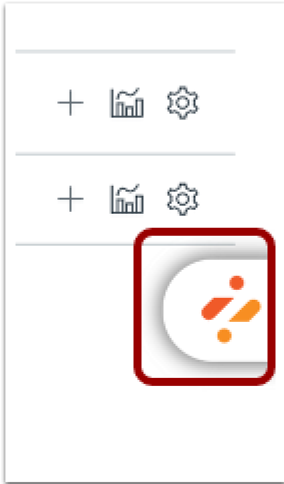
Connect Your LMS User



Find your LMS user by searching for your username, email address, or name [1].

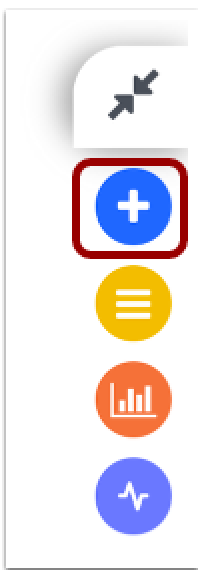
Click your LMS user account [2] and click the **Save** button [3].

View Inline Editor



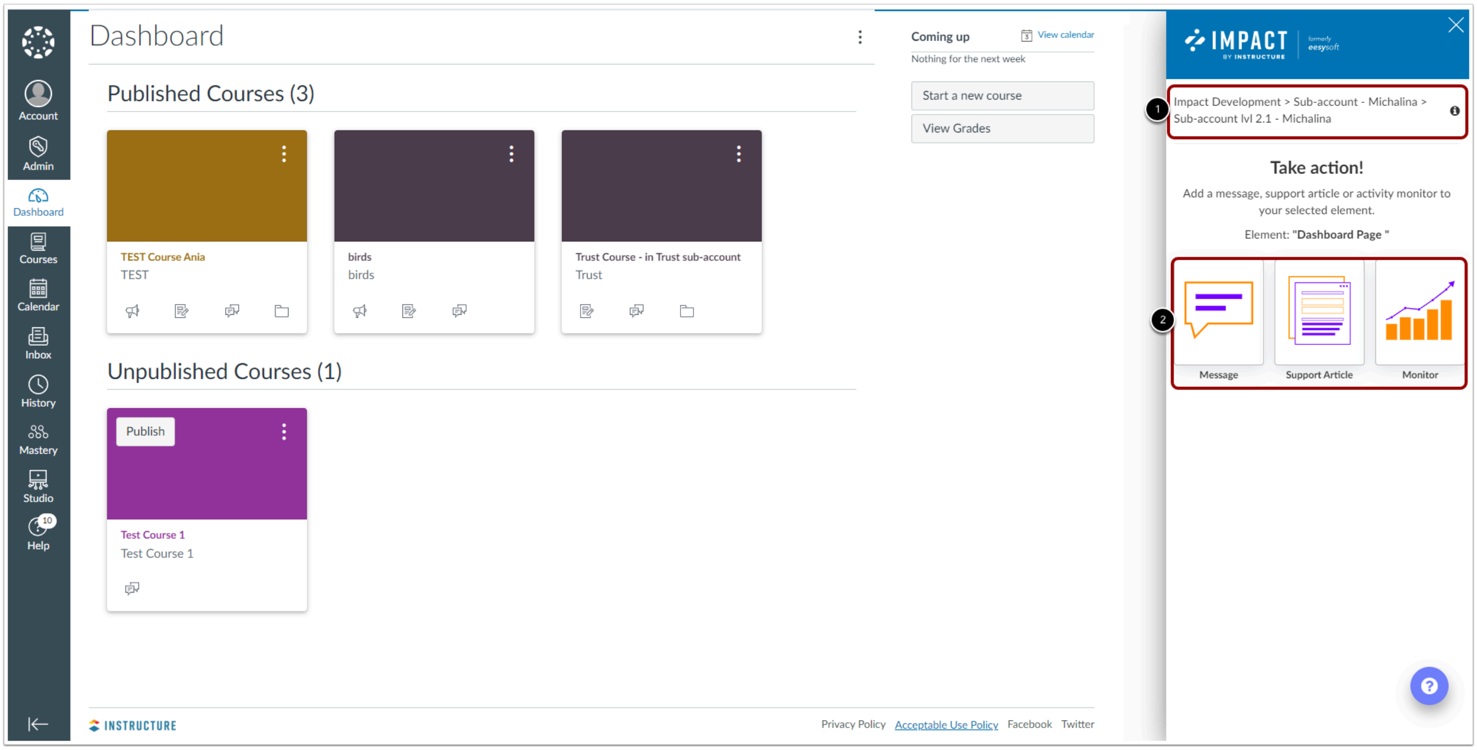
After signing in to your LMS with the connected user account, click the **Impact** icon.

Add Content with Inline Editor



To open the Inline Editor, click the **Add** icon.

Add Message, Support Article, or Monitor



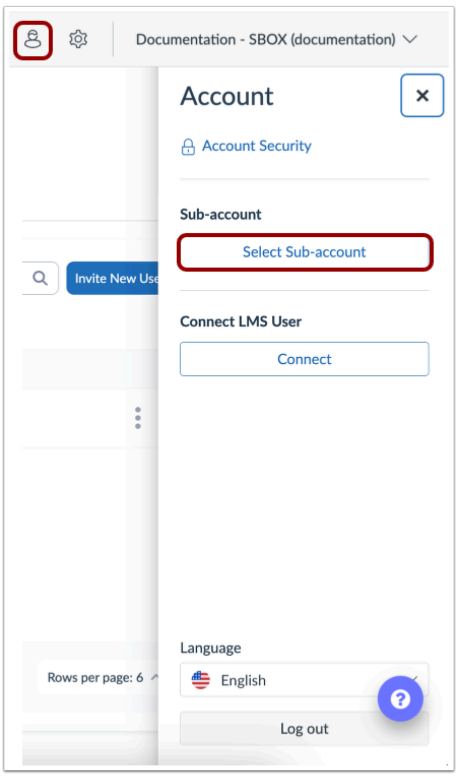
The **Sub-account** is now visible at the top of your Inline Editor [1]. From here, you can create a **Message, Support Article,** or **Monitor** [2].

How do I create a message for a sub-account?

Impact messages can be assigned to sub-accounts in your learning application. By assigning sub-accounts to a message, you control which audience sees your message.

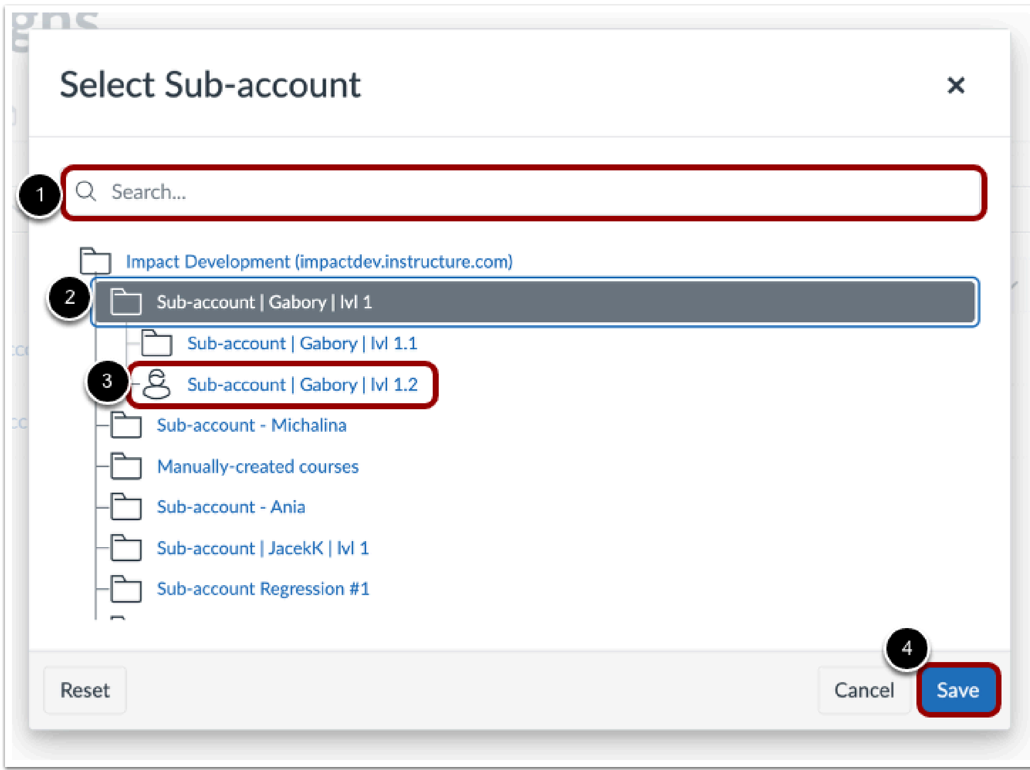
Note: This feature is only available to Canvas customers.

Open Account Settings



In the Global Navigation, click the **Account Settings** icon [1]. Then, click the **Select Sub-account** button [2].

Switch Sub-accounts



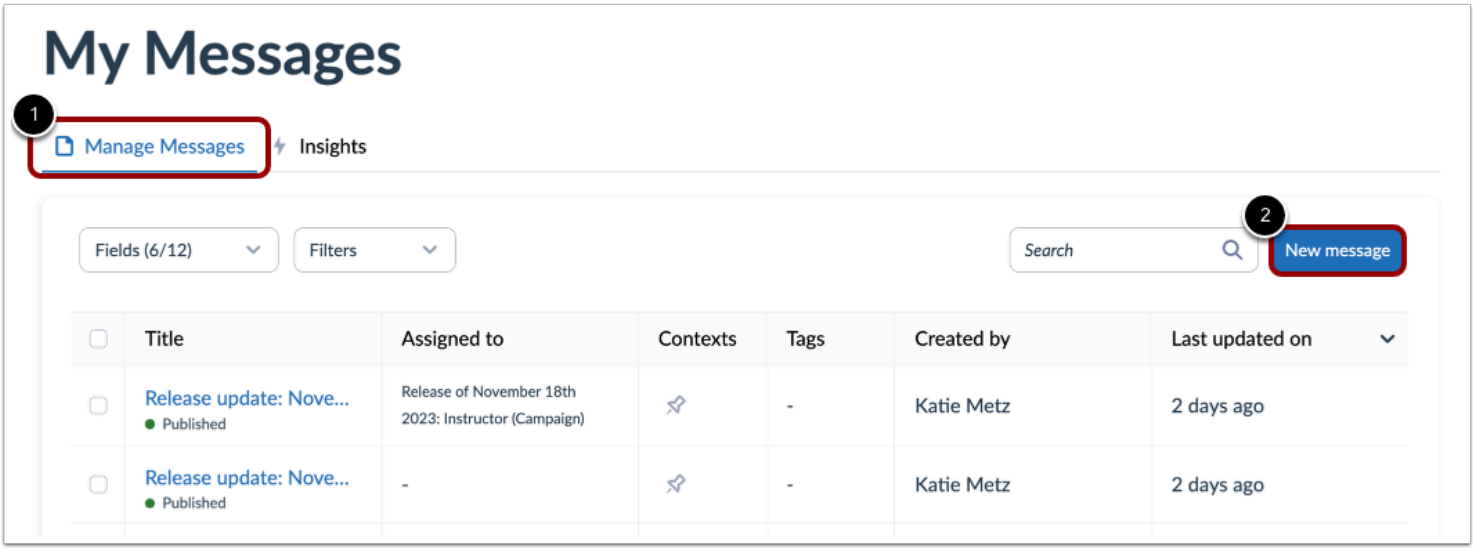
You can search for sub-accounts using the **Search** field [1] or you can select the drop-down arrow [2] to locate the sub-account.

To switch sub-accounts, click the name of the sub-account [3]. Click the **Save** button [4].

Open Messages

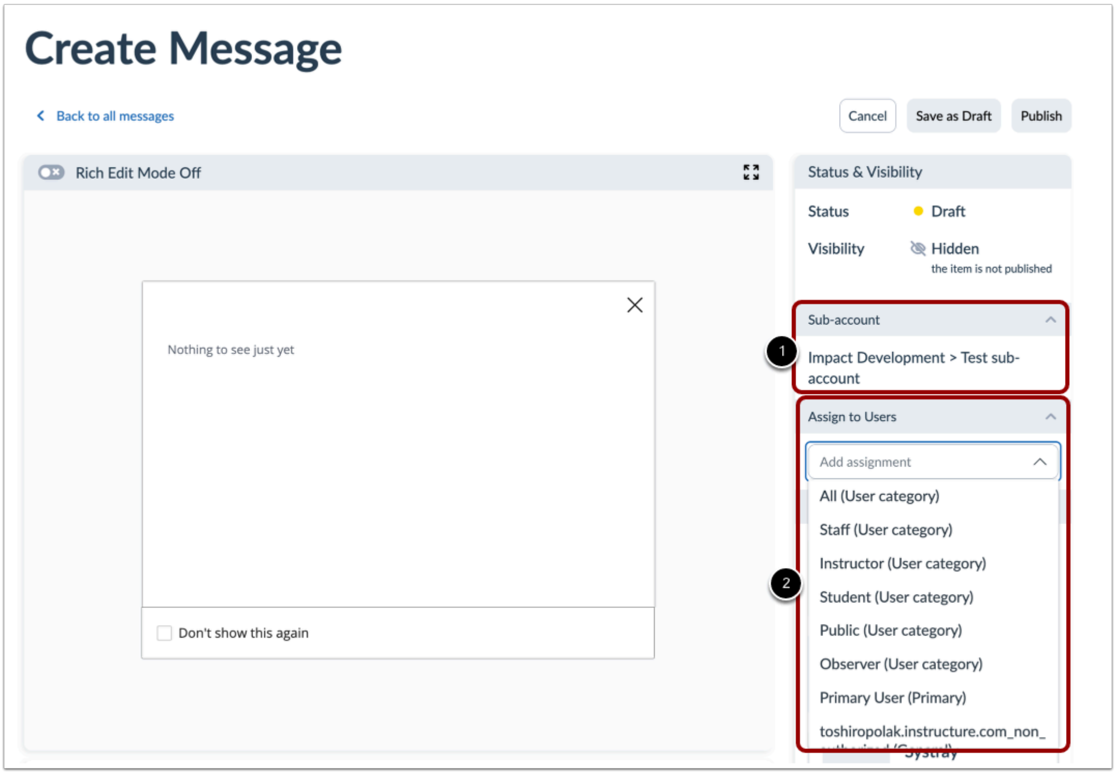
In Global Navigation, click the **Messages** link.

Create New Message



Click the **Manage Messages** tab [1] and click the **New message** button [2].

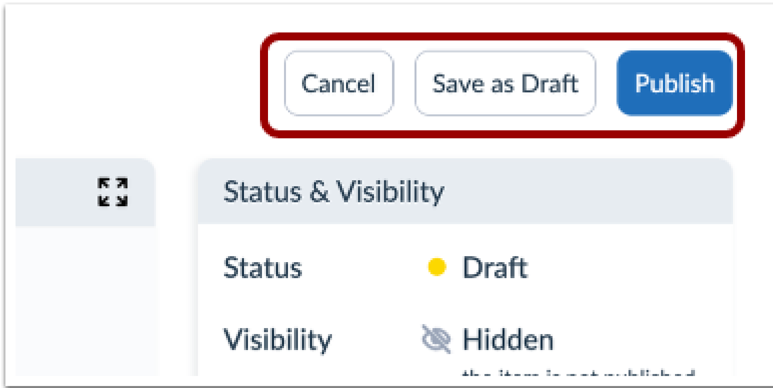
Assign to Users



In the sidebar, locate and open the **Sub-account** section [1]. By default, the message is created on the sub-account you are currently using.

Locate and open the **Assign to Users** section [2]. Use the drop-down menu to select among the types of users.

Publish Your Message



Now that your message content and settings are all set up, you can continue by:

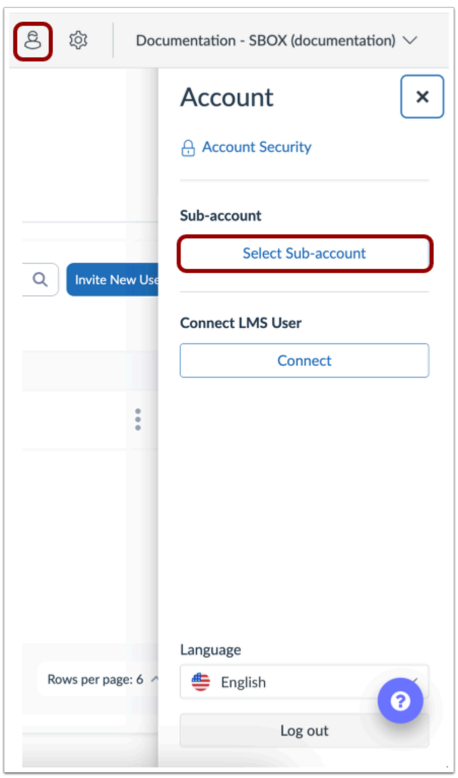
- **Publishing your message:** using the Publish button.
- **Saving your message as a draft:** using the Save as Draft button allows you to publish the message another time but save your current changes.
- **Canceling:** use the Cancel button to delete your message content and settings or any unsaved changes.

How do I create a walkthrough for a sub-account?

Impact walkthroughs can be assigned to sub-accounts in your learning application. By assigning sub-accounts to a walkthrough, you control which audience sees your walkthrough.

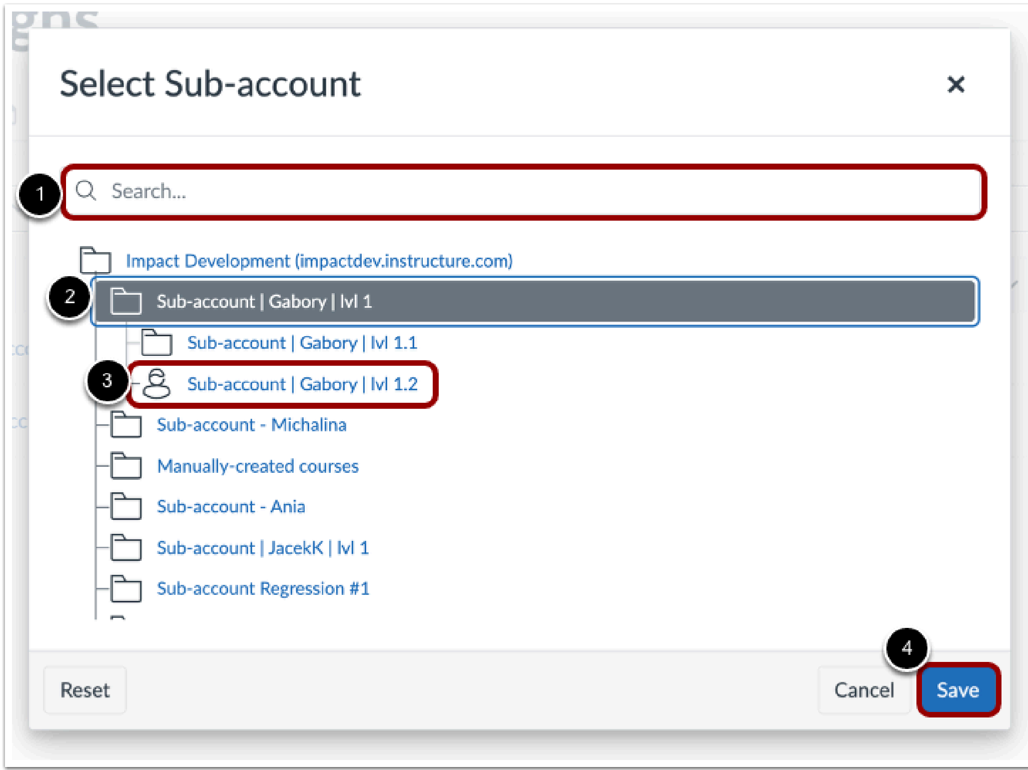
Note: This feature is only available to Canvas customers.

Open Account Settings



In the Global Navigation, click the **Account Settings** icon [1]. Then, click the **Select Sub-account** button [2].

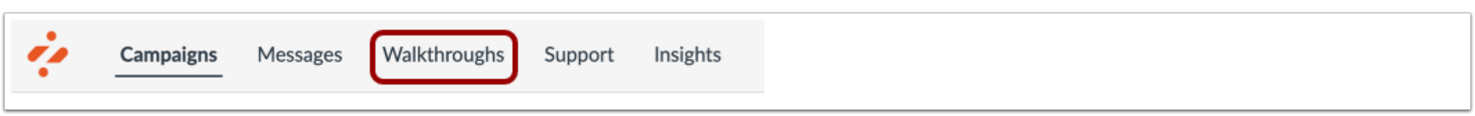
Switch Sub-accounts



You can search for sub-accounts using the **Search** field [1] or you can select the drop-down arrow [2] to locate the sub-account.

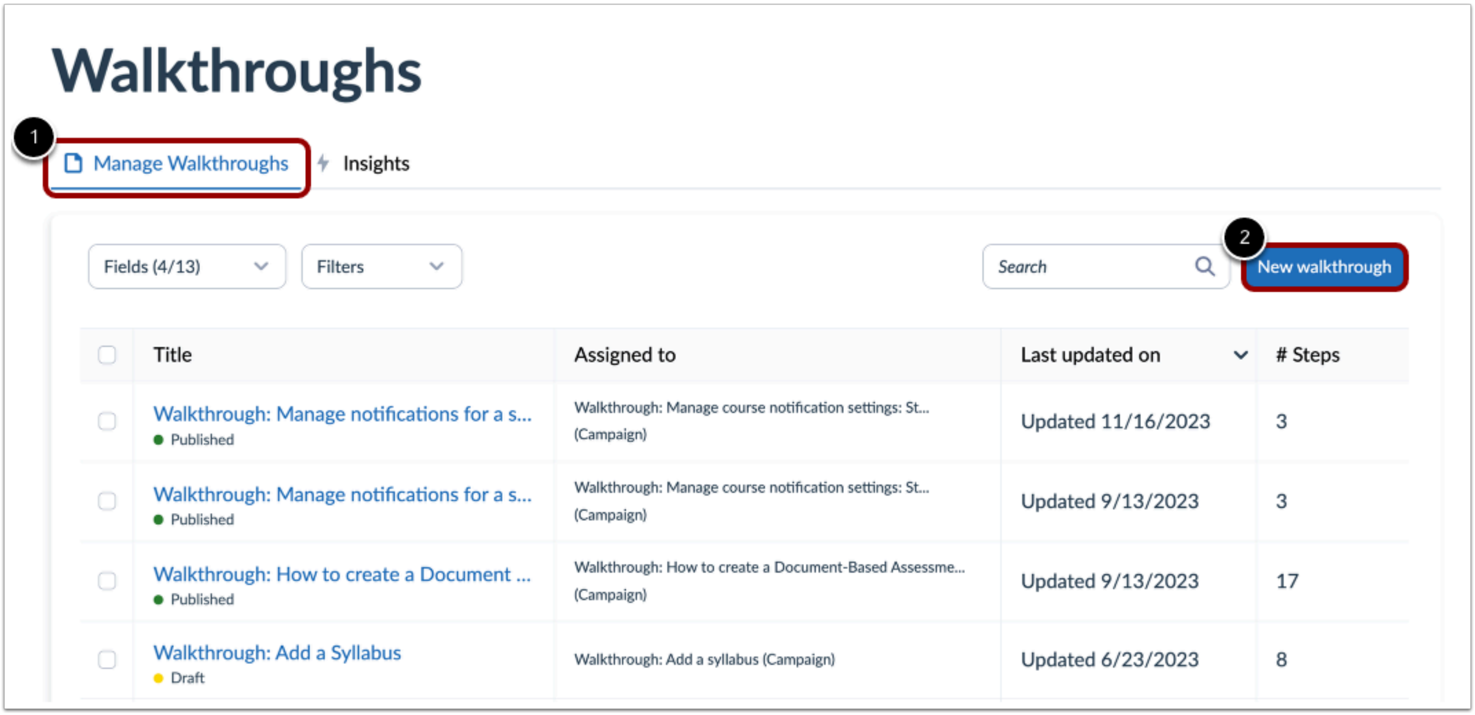
To switch sub-accounts, click the name of the sub-account [3]. Click the **Save** button [4].

Open Walkthroughs



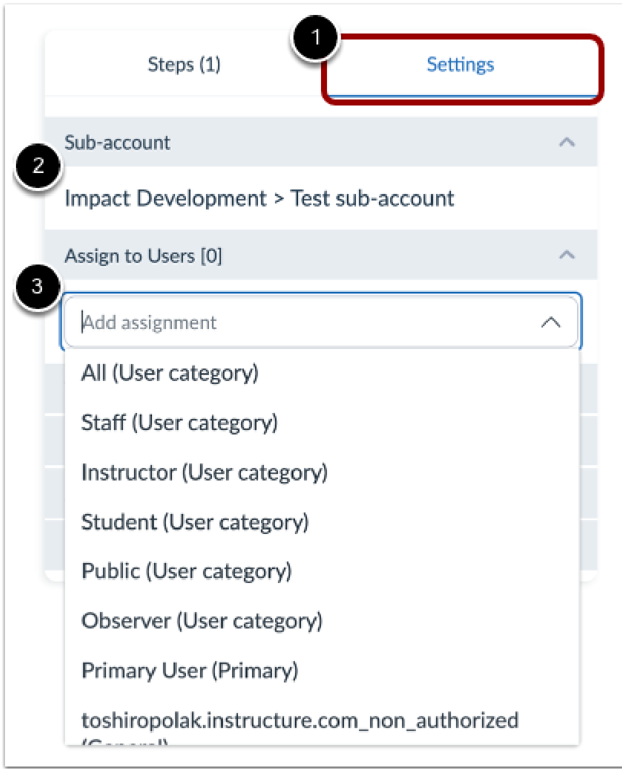
In Global Navigation, click the **Walkthroughs** link.

Create New Walkthrough



Click the **Manage Walkthroughs** tab [1] and click the **New walkthrough** button [2].

Edit Settings



In the sidebar, select the **Settings** tab [1].

Locate the **Sub-account** section [2]. By default, the walkthrough is created on the sub-account you are currently using.

Locate and open the **Assign to User** section [3]. Use the drop-down menu to select among the types of users.

Publish Your Walkthrough

Now that your walkthrough content and settings are all set up, you can continue by:

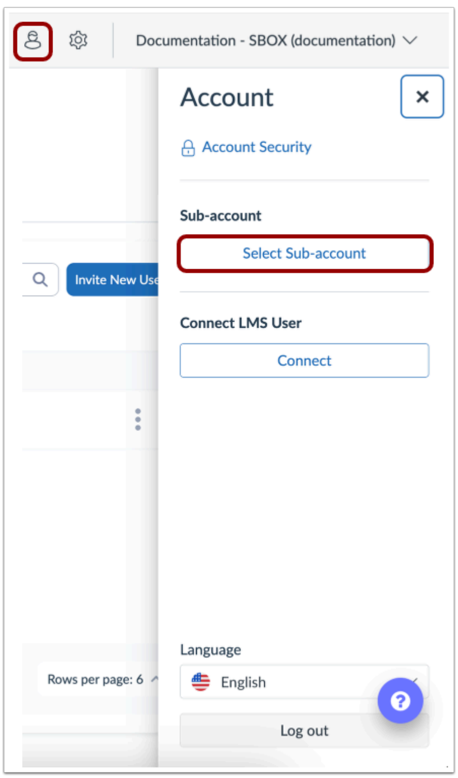
- **Publishing your walkthrough:** using the Publish button.
- **Saving your walkthrough as a draft:** using the Save as Draft button allows you to publish the walkthrough another time but save your current changes.
- **Canceling:** use the Cancel button to delete your walkthrough content and settings or any unsaved changes.

How do I create a support article for a sub-account?

Impact support articles can be assigned to sub-accounts in your learning application. By assigning sub-accounts to a support article, you control which audience sees your article.

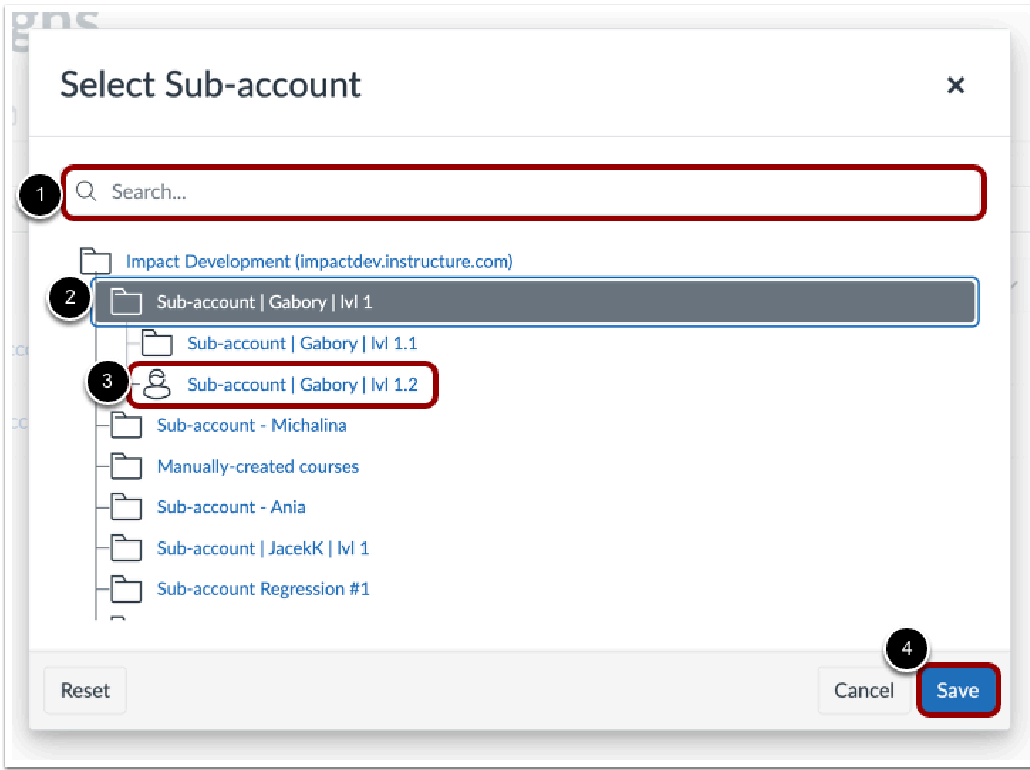
Note: This feature is only available to Canvas customers.

Open Account Settings



In the Global Navigation, click the **Account Settings** icon [1]. Then, click the **Select Sub-account** button [2].

Switch Sub-accounts



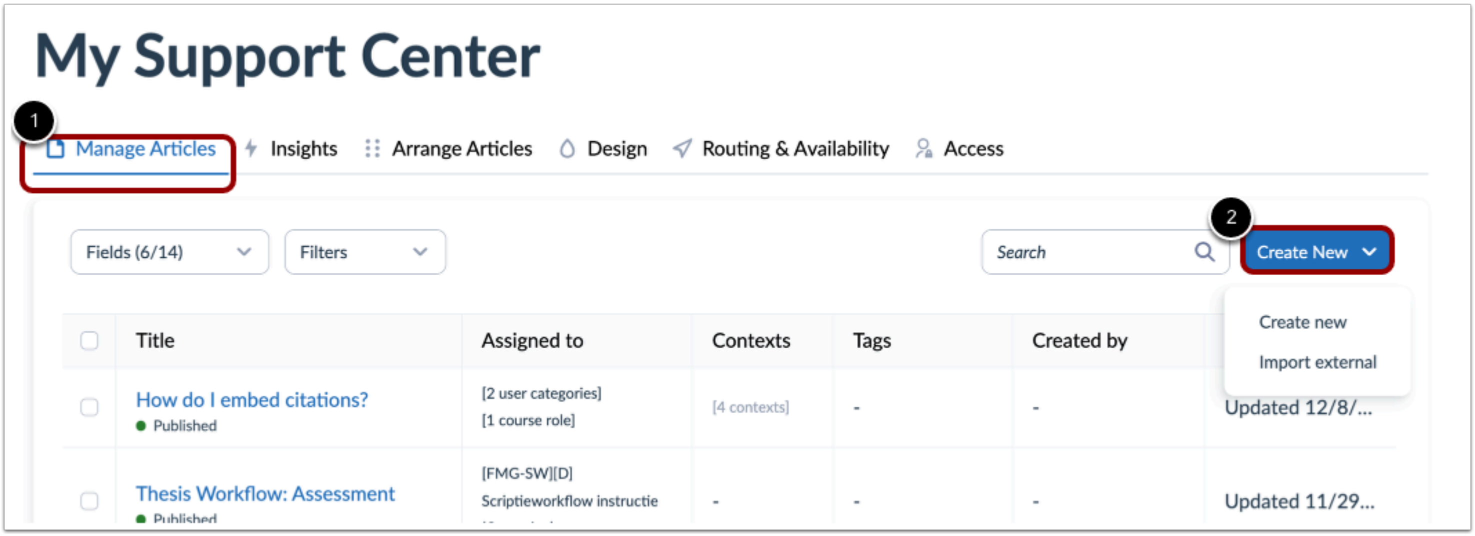
You can search for sub-accounts using the **Search** field [1] or you can select the drop-down arrow [2] to locate the sub-account.

To switch sub-accounts, click the name of the sub-account [3]. Click the **Save** button [4].

Open Support

In Global Navigation, click the **Support** link.

Create New Article



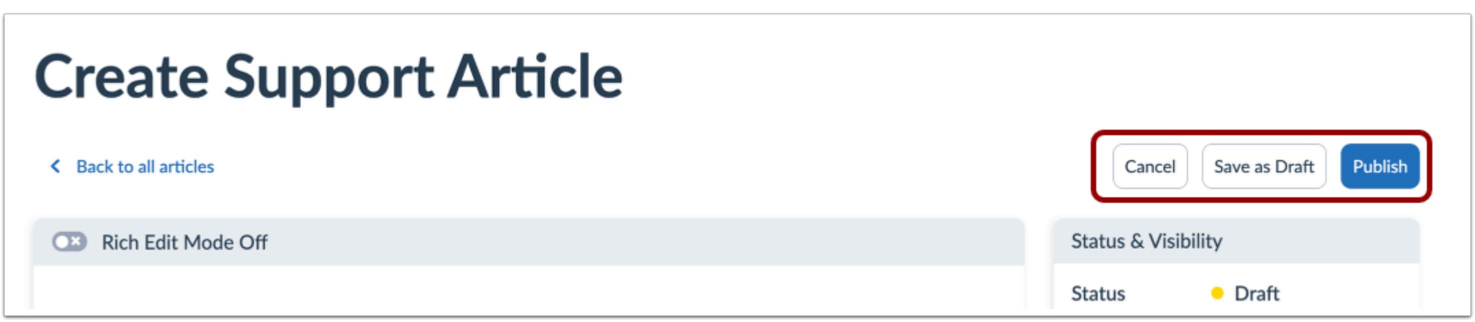
Click the **Manage Articles** tab [1] and click the **Create New** button [2].

Assign to Users

In the sidebar, locate and open the **Sub-account** section [1]. By default, support articles are created on the sub-account you are currently using.

Locate and open the **Assign to Users** section [2]. Use the drop-down menu to select among the types of users.

Publish Your Message



Now that your support article content and settings are all set up, you can continue by:

- **Publishing your support article:** using the Publish button.
- **Saving your support article as a draft:** using the Save as Draft button allows you to publish the support article another time but save your current changes.
- **Canceling:** use the Cancel button to delete your support article content and settings or any unsaved changes.

How are my messages visible to teacher and student user groups in sub-accounts?

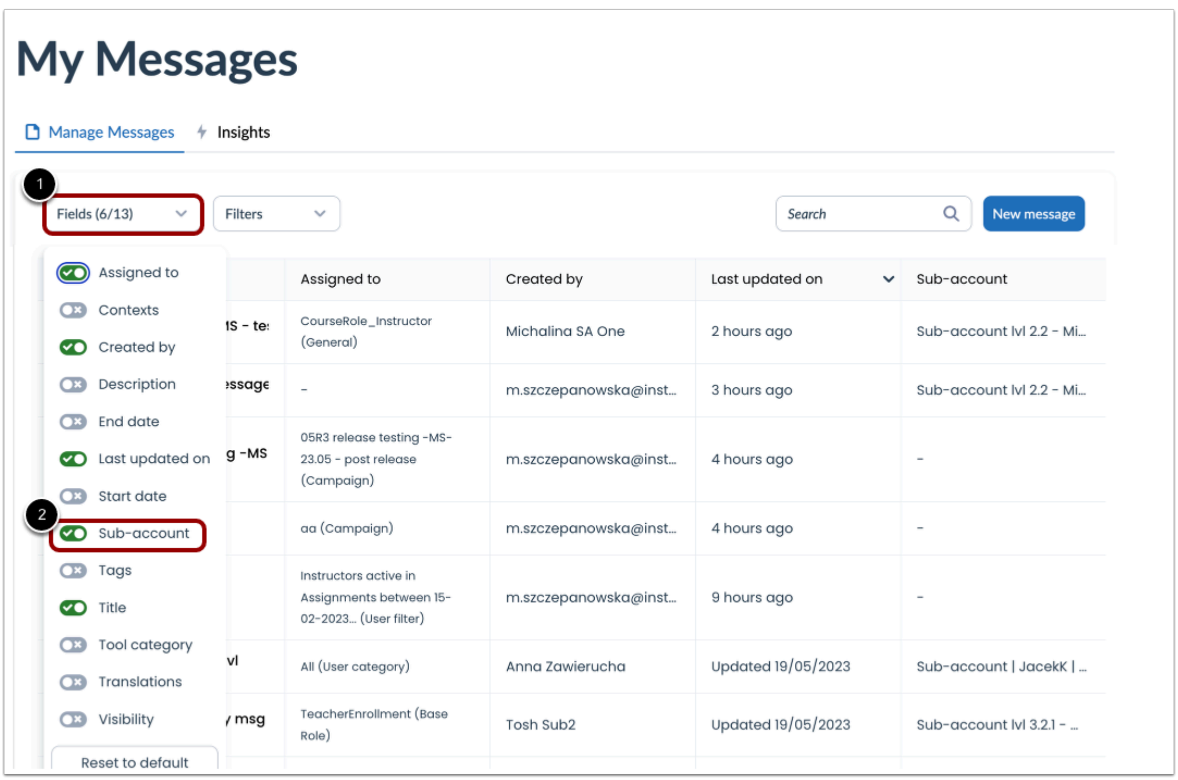
You can view sub-accounts associated with messages in the Impact Dashboard.

Note: This feature is only available to Canvas customers.

Open Messages

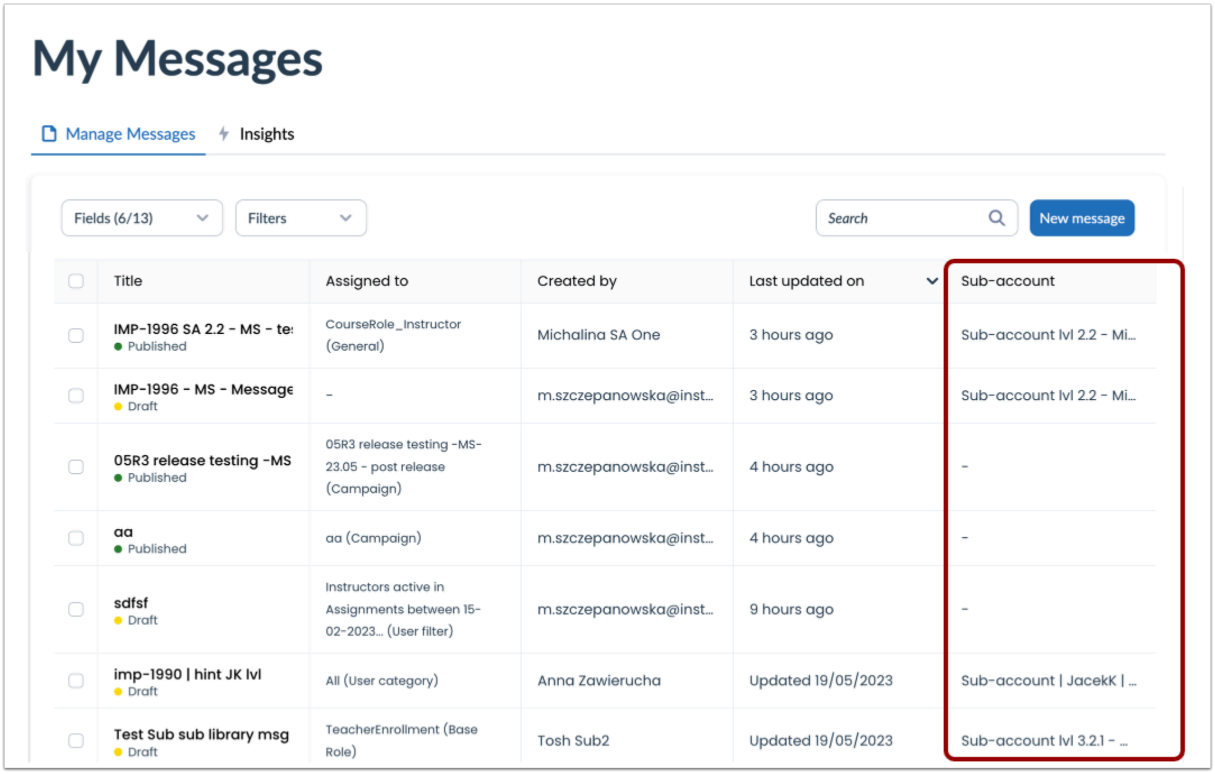
In Global Navigation, click the **Messages** link.

View Messages



In the Manage Messages tab, click the **Fields** drop-down menu [1]. Click the **Sub-account** toggle [2] to display the sub-account field in the table.

Sub-account Field



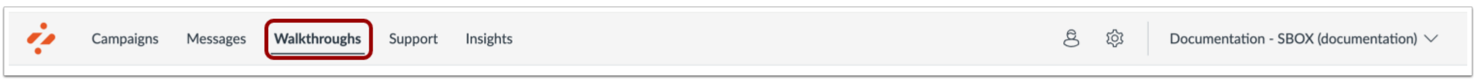
The **Sub-account** field is displayed, showing the association between each message and its linked sub-account(s).

How are my walkthroughs visible to teacher and student user groups in sub-accounts?

You can view sub-accounts associated with walkthroughs in the Impact Dashboard.

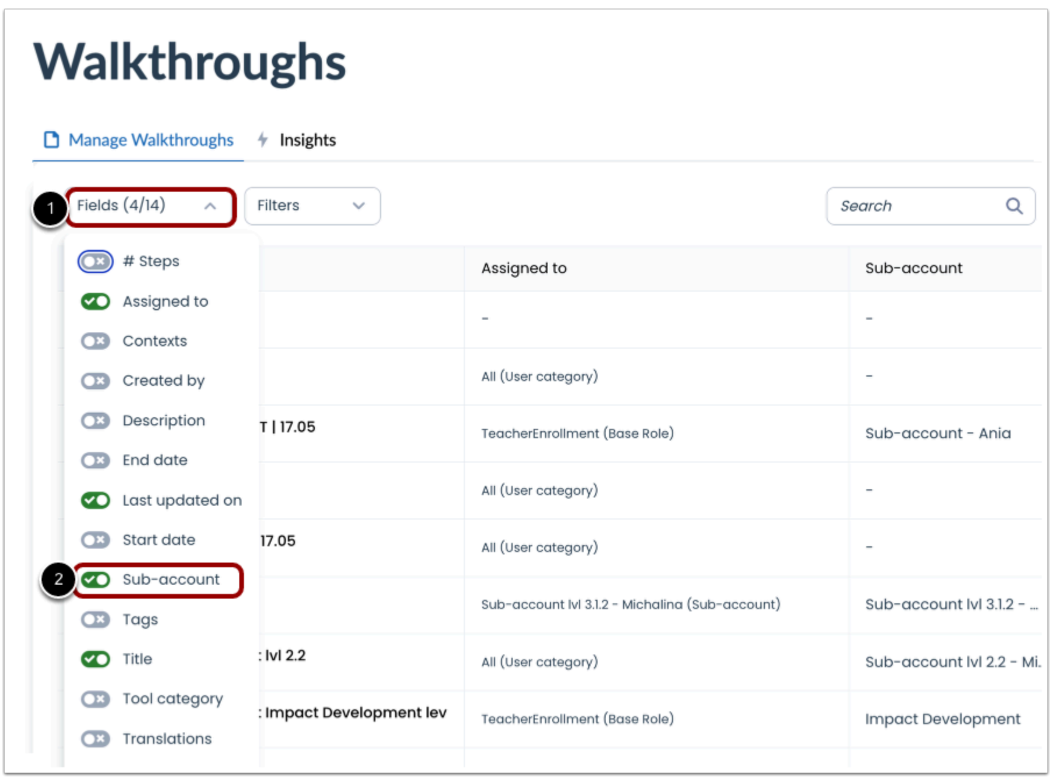
Note: This feature is only available to Canvas customers.

Open Walkthroughs



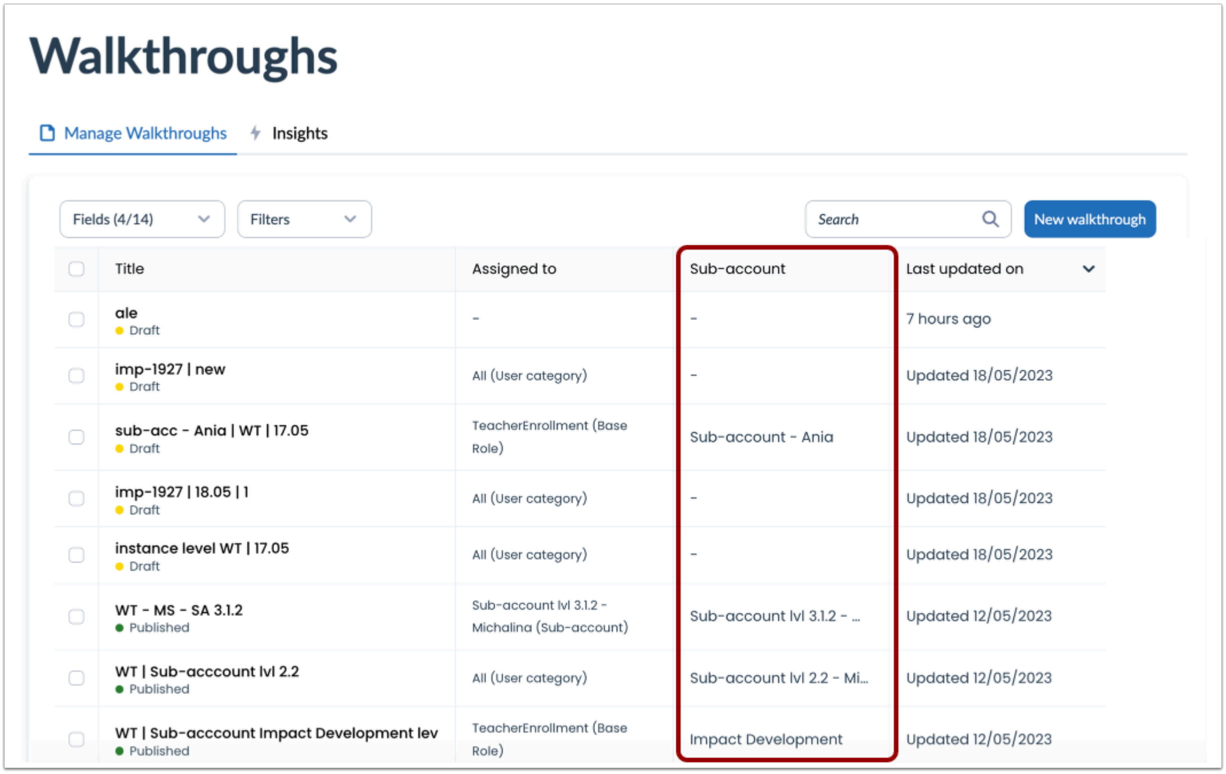
In Global Navigation, click the **Walkthroughs** link.

View Walkthroughs



In the Manage Walkthroughs tab, click the **Fields** drop-down menu [1]. Click the **Sub-account** toggle [2] to display the sub-account field in the table.

Sub-account field



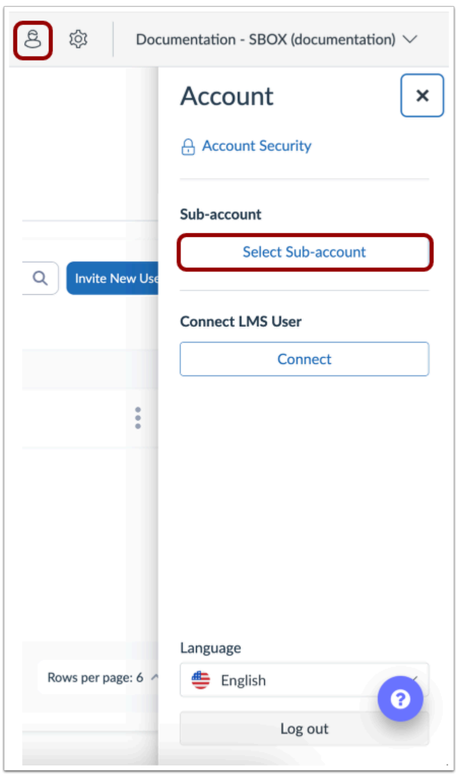
The **Sub-account** field is displayed, showing the association between each walkthrough and its linked sub-account(s).

How do I view message insights for a sub-account?

Message Insights reports on message performance and feedback in the dashboard in order to analyze the quality and impact of communication efforts.

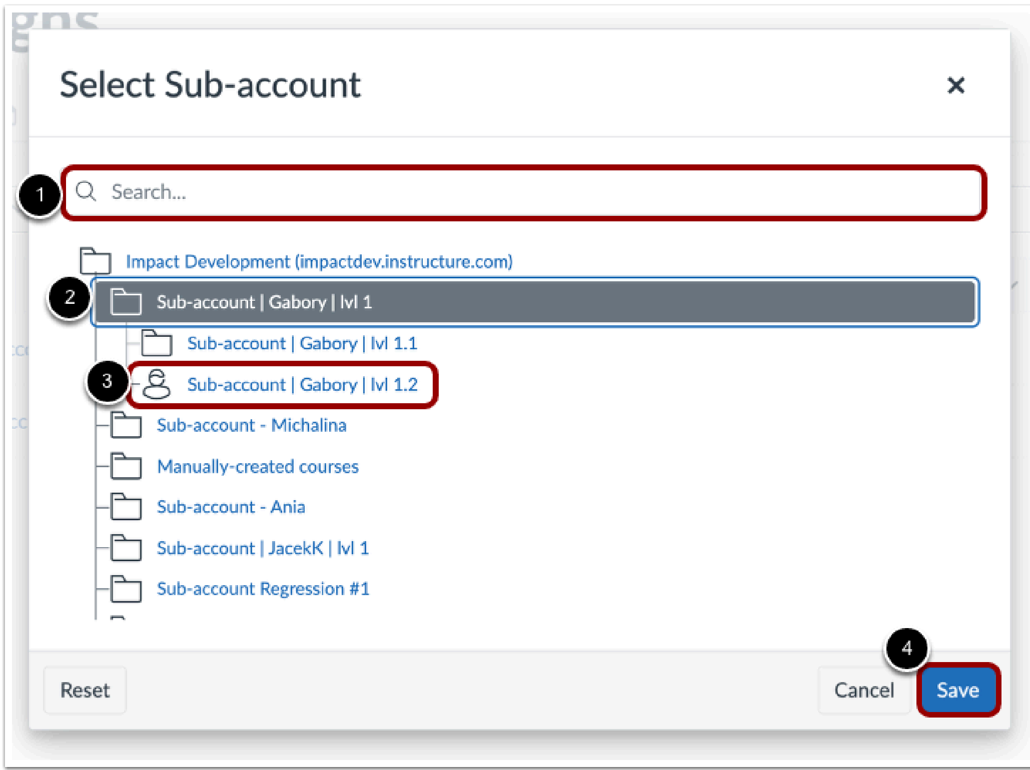
Note: This feature is only available to Canvas customers.

Open Account Settings



In the Global Navigation, click the **Account Settings** icon [1]. Then, click the **Select Sub-account** button [2].

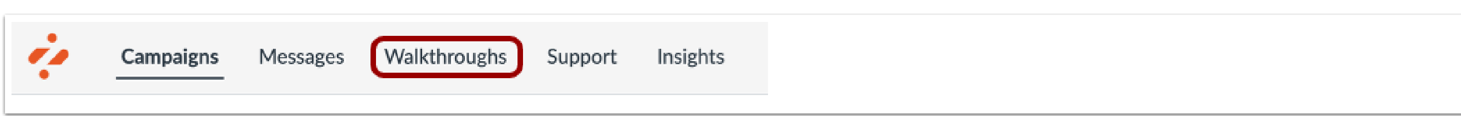
Switch Sub-accounts



You can search for sub-accounts using the **Search** field [1] or you can select the drop-down arrow [2] to locate the sub-account.

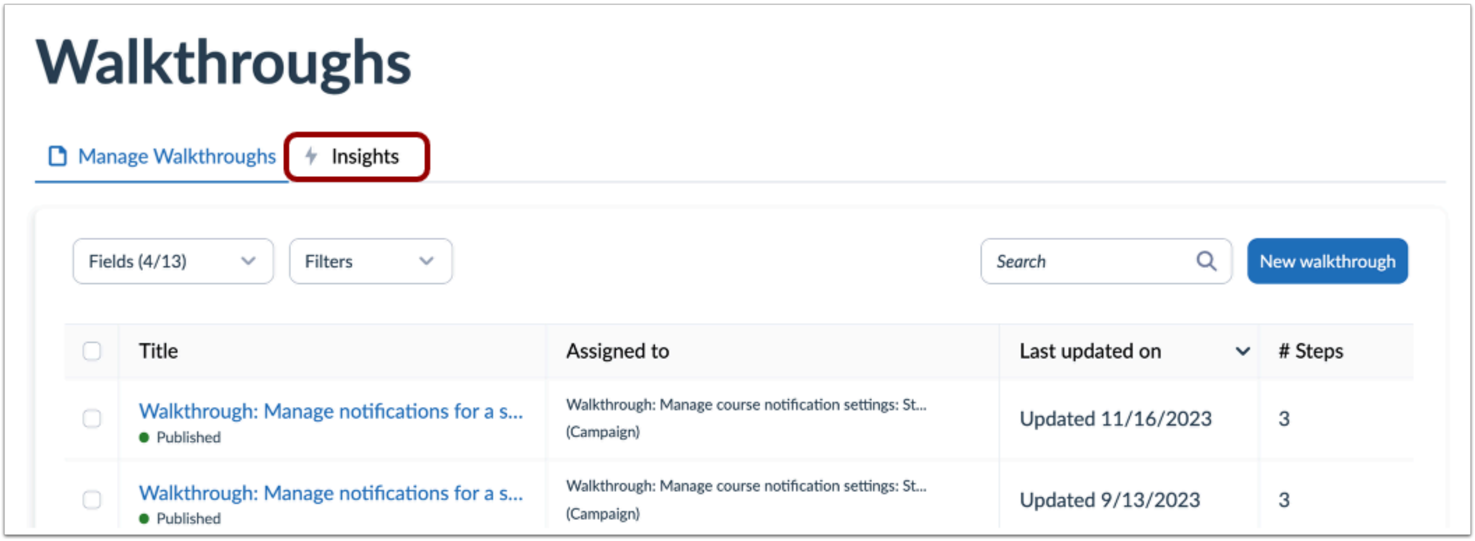
To switch sub-accounts, click the name of the sub-account [3]. Click the **Save** button [4].

Open Messages



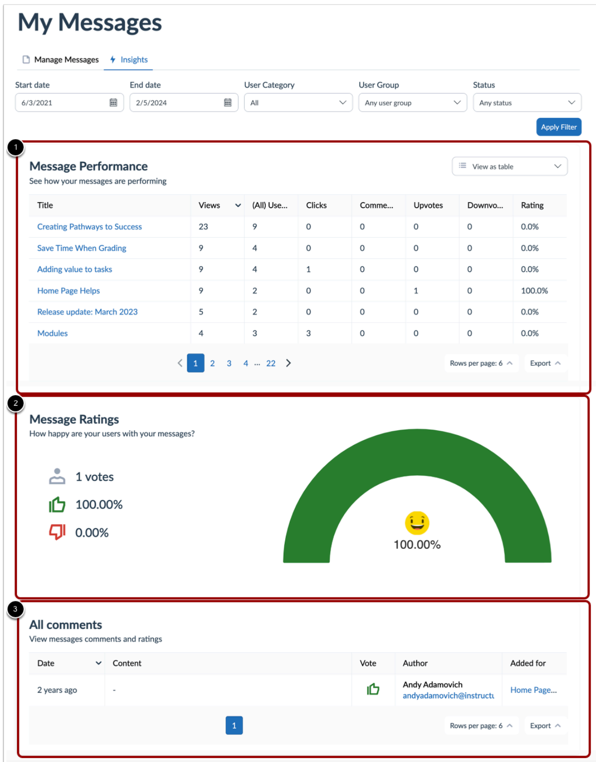
In Global Navigation, click the **Messages** link.

Open Insights



Click the **Insights** link.

View Insights



For messages, tables are present for the following:

- **Message Insights [1]:** Displays how your messages are performing.
- **Message Ratings [2]:** Displays user votes for messages.
- **All Comments [3]:** Displays message comments and ratings.

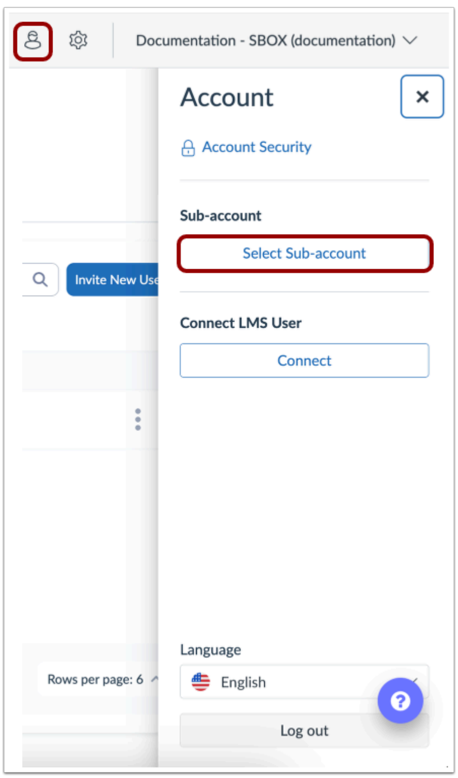
Note: For more information on message insights, visit [How do I view Message Insights in the Impact Dashboard?]()

How do I view Walkthrough Insights for a sub-account?

Walkthrough Insights reports on message performance and feedback in the dashboard in order to analyze the quality and impact of communication efforts.

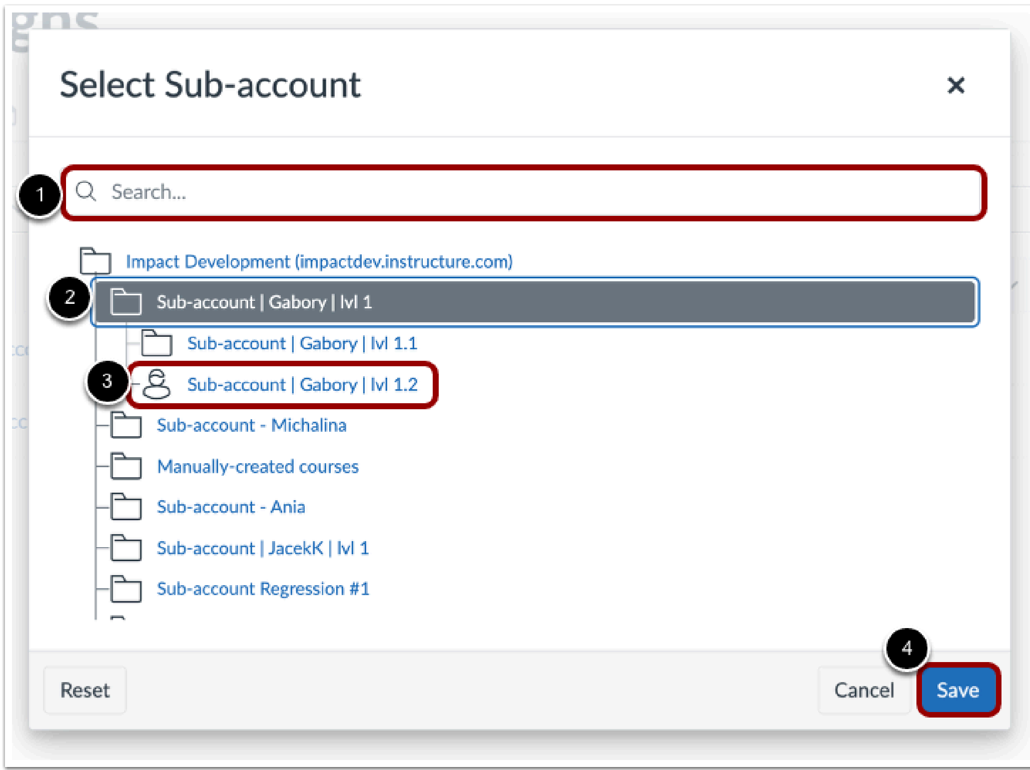
Note: This feature is only available to Canvas customers.

Open Account Settings



In the Global Navigation, click the **Account Settings** icon [1]. Then, click the **Select Sub-account** button [2].

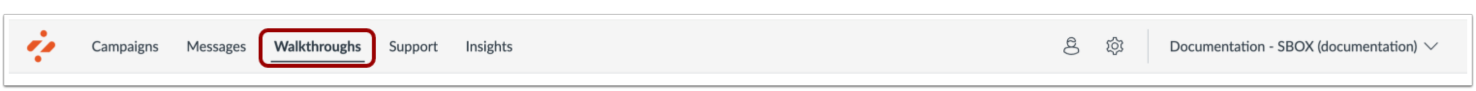
Switch Sub-accounts



You can search for sub-accounts using the **Search** field [1] or you can select the drop-down arrow [2] to locate the sub-account.

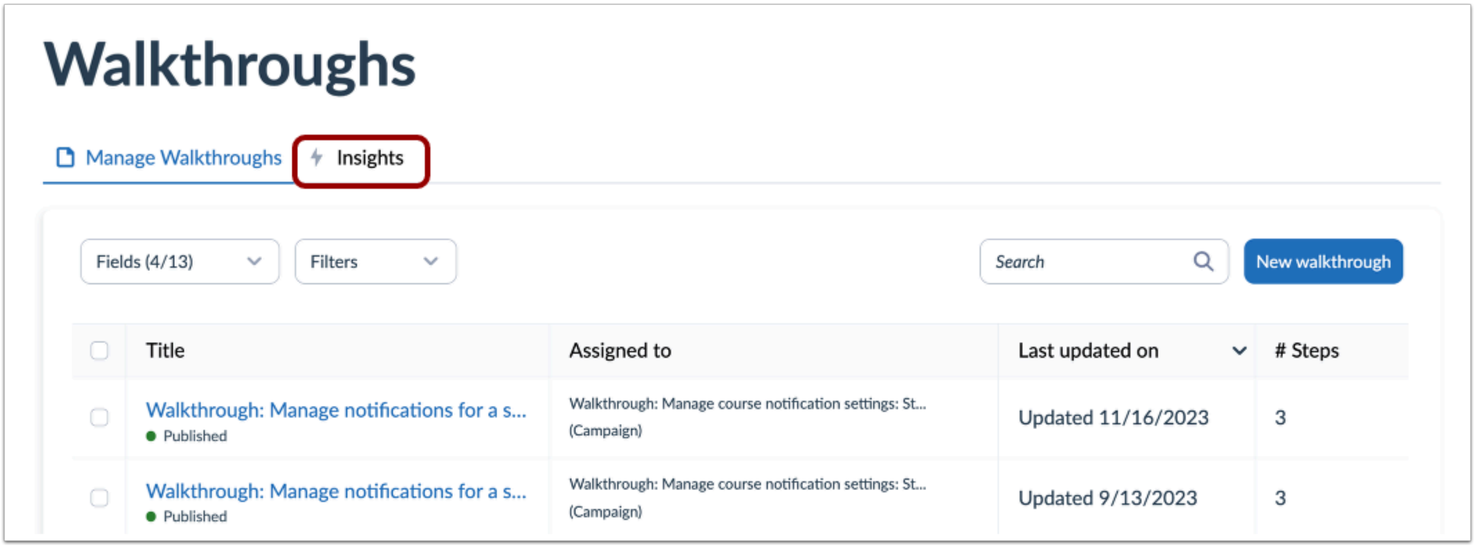
To switch sub-accounts, click the name of the sub-account [3]. Click the **Save** button [4].

Open Walkthroughs



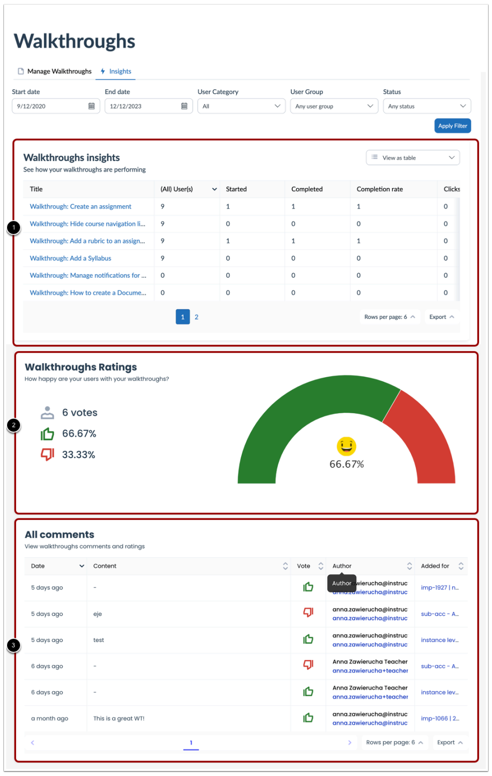
In Global Navigation, click the **Walkthroughs** link.

Open Insights



Click the **Insights** link.

View Insights



For walkthroughs insights, tables are present for the following:

- **Walkthrough Insights [1]:** Displays how your walkthroughs are performing.
- **Walkthroughs Ratings [2]:** Displays user votes for walkthroughs.
- **All Comments [3]:** Displays walkthrough comments and ratings.

Note: For more information on walkthrough insights, visit How do I view Walkthrough Insights in the Impact Dashboard?

How do I know which sub-account a message belongs to?

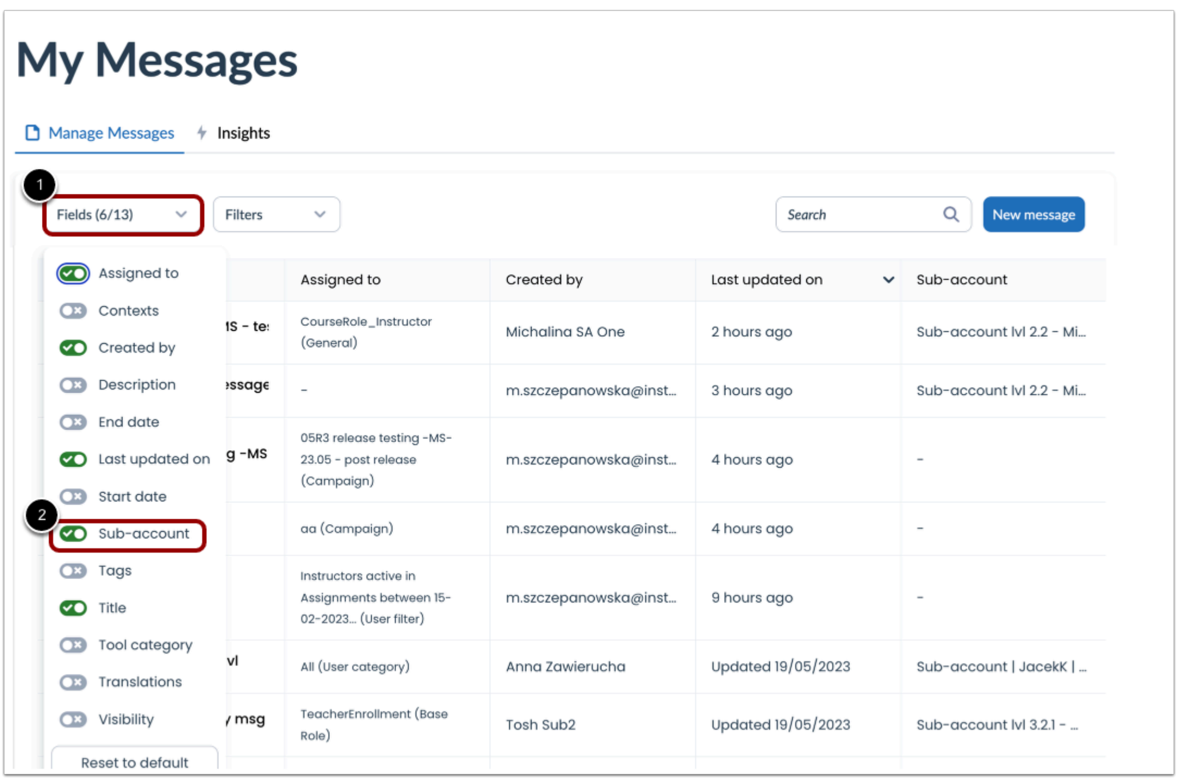
You can see which sub-account is assigned to messages in the Impact Dashboard from the messages table or the individual message settings.

Note: This feature is only available to Canvas customers.

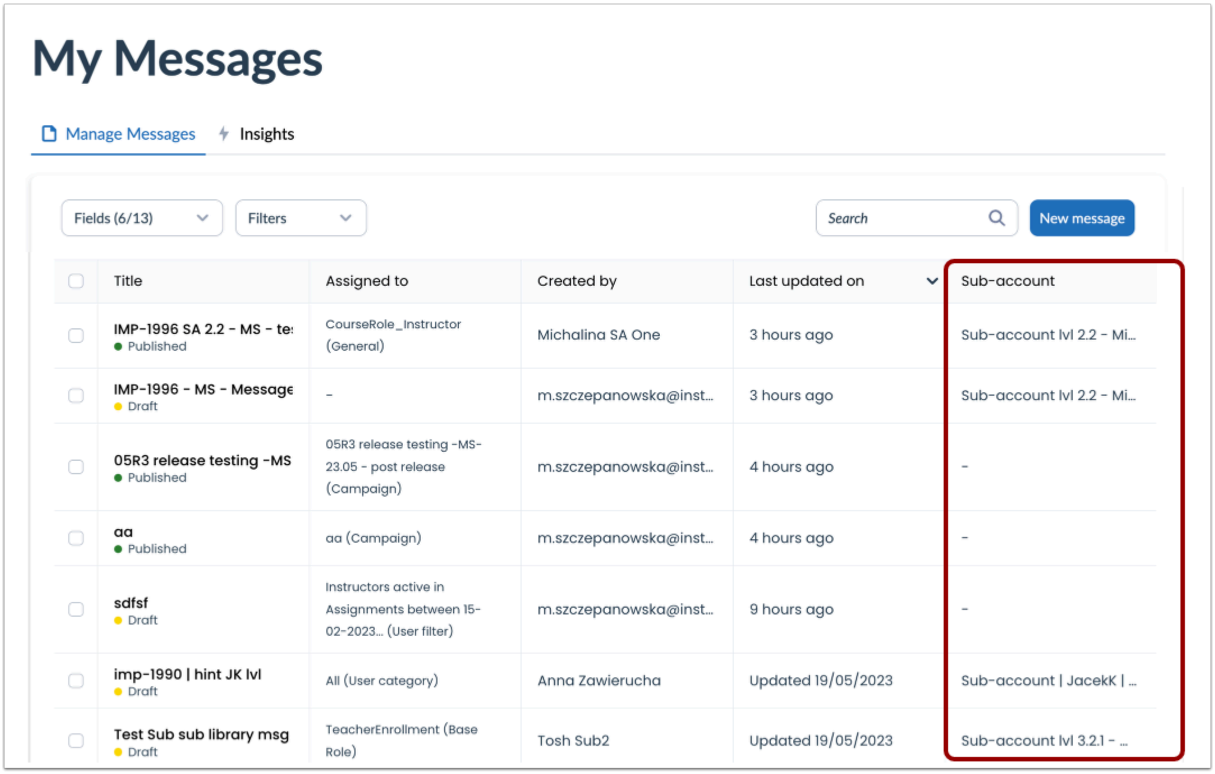
Open Messages

In the Global Navigation, click the **Messages** link.

Message Table

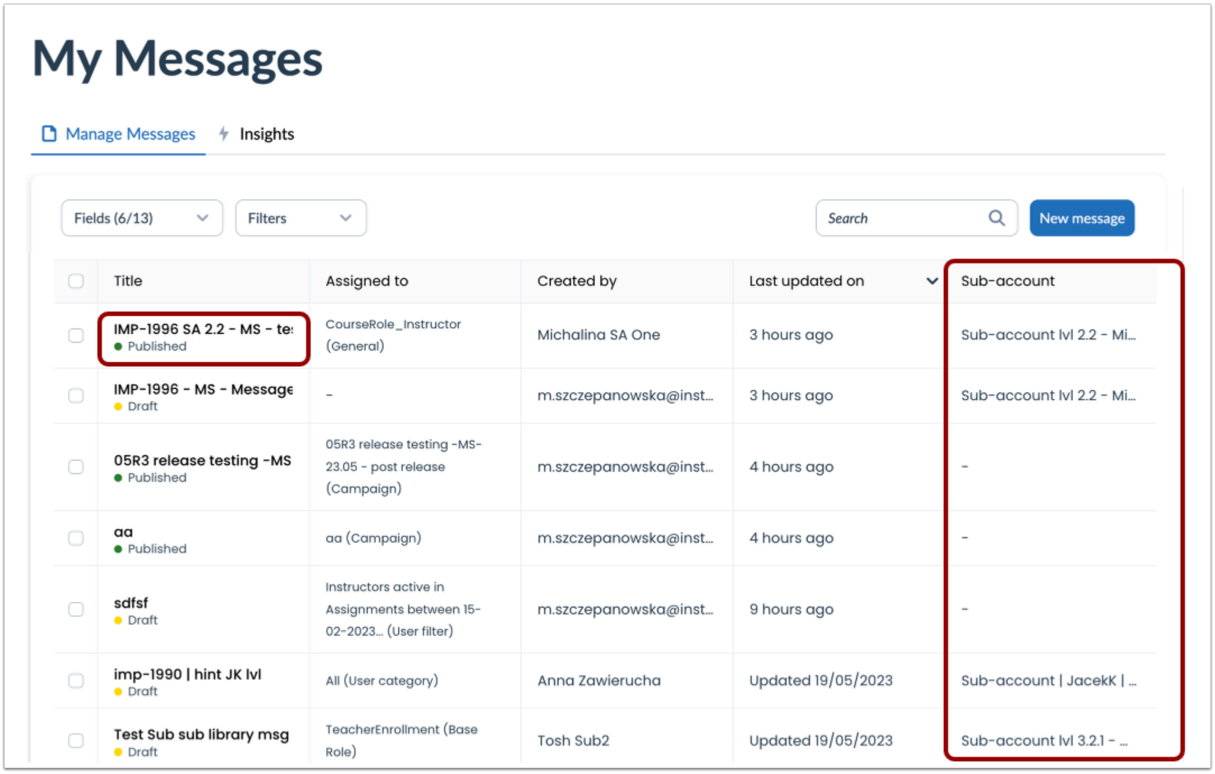


In the Manage Messages tab, click the **Fields** drop-down menu [1]. Click the **Sub-account** toggle [2] to display the sub-account field in the table.

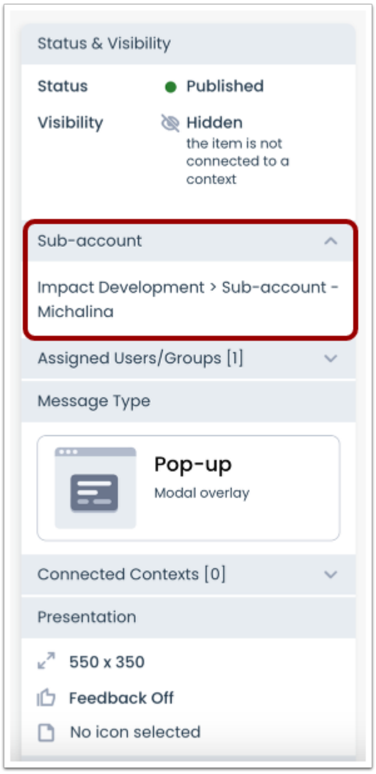


The **Sub-account** field is displayed, showing the association between each message and its linked sub-account(s).

Message Settings



To view the sub-account linked to a specific message, locate and click the message you want to view.



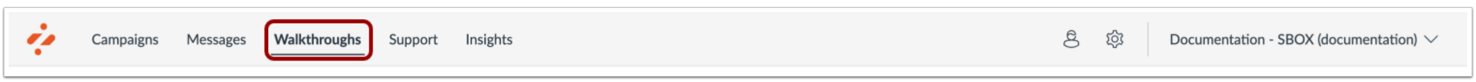
In the sidebar, locate the **Sub-account** section. The message is assigned to the sub-account listed.

How do I know which sub-account a walkthrough belongs to?

You can see which sub-account is assigned to walkthroughs in the Impact Dashboard from the walkthroughs table or the individual walkthrough settings.

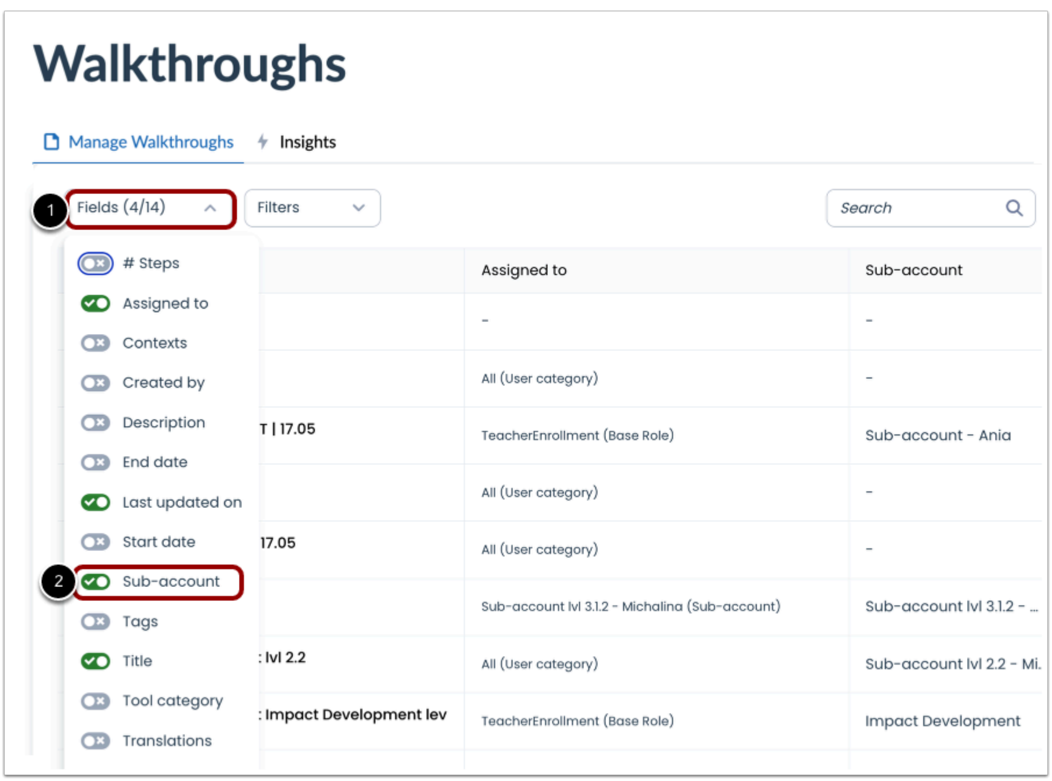
Note: This feature is only available to Canvas customers.

Open Walkthroughs

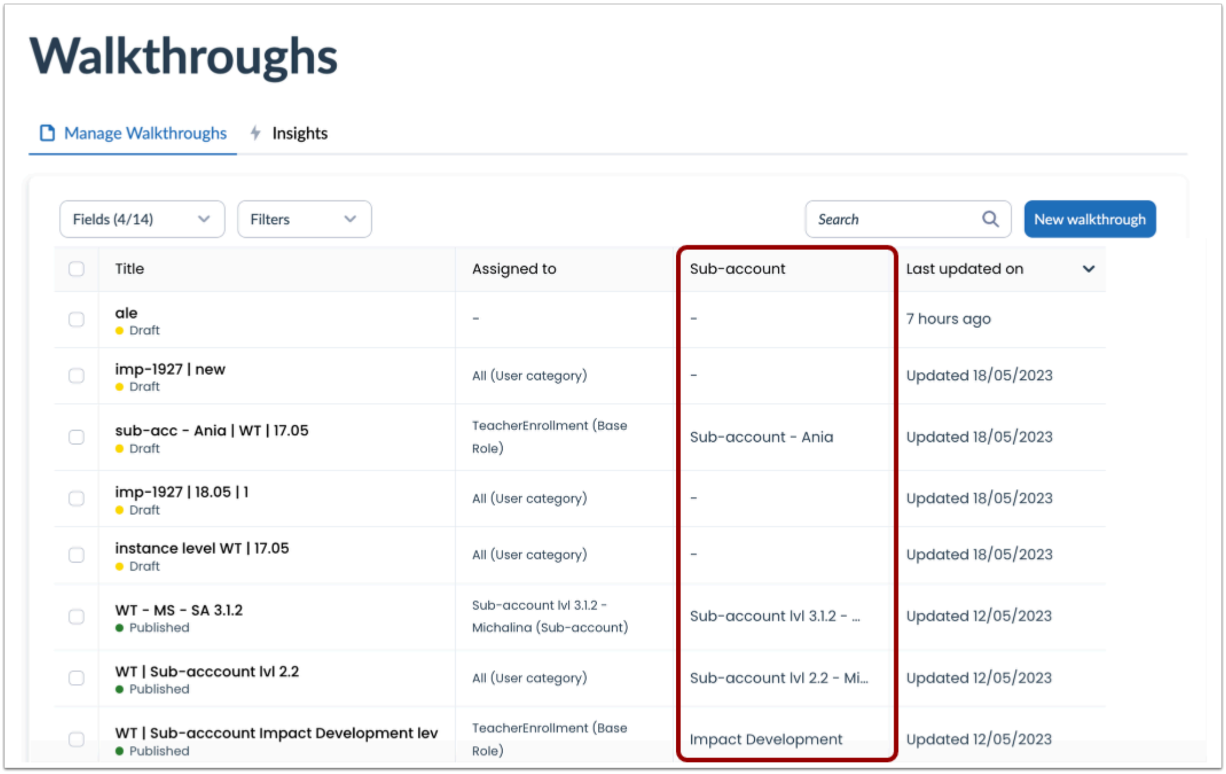


In the Global Navigation, click **Walkthroughs** link.

Walkthroughs Table

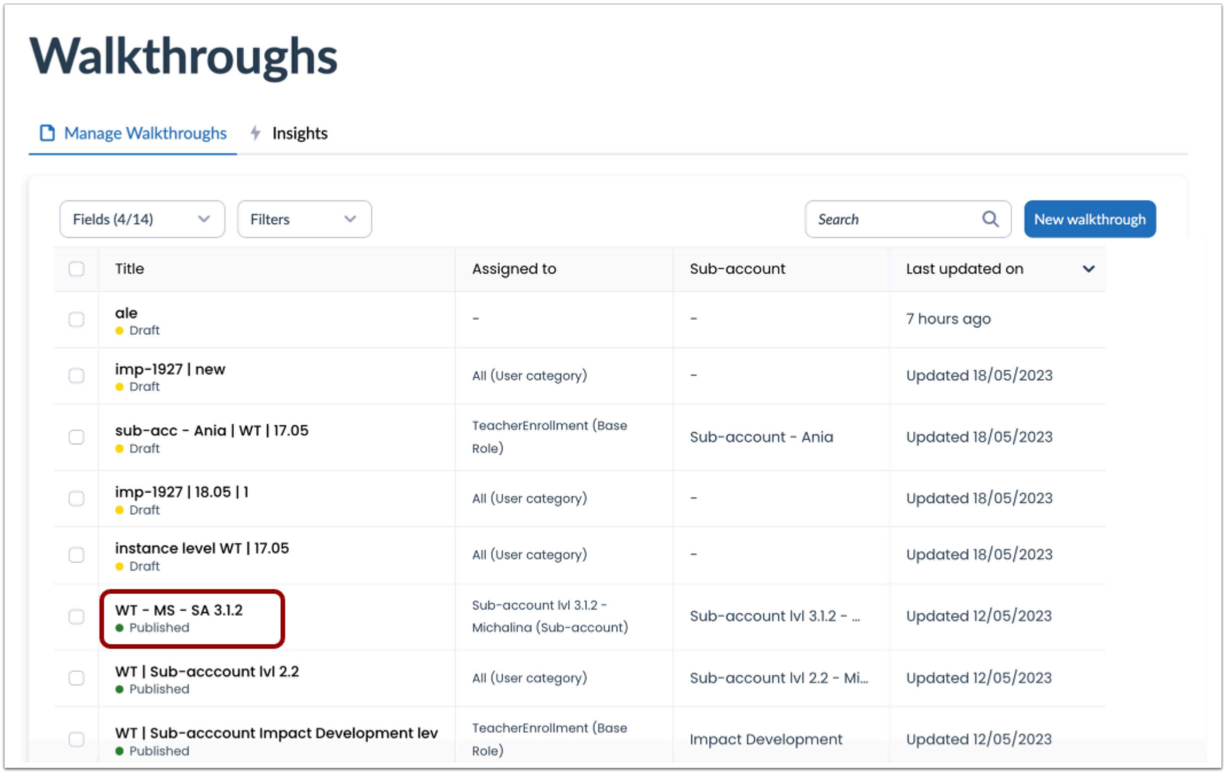


In the Manage Walkthroughs tab, click the **Fields** drop-down menu [1]. Click the **Sub-account** toggle [2] to display the sub-account field in the table.

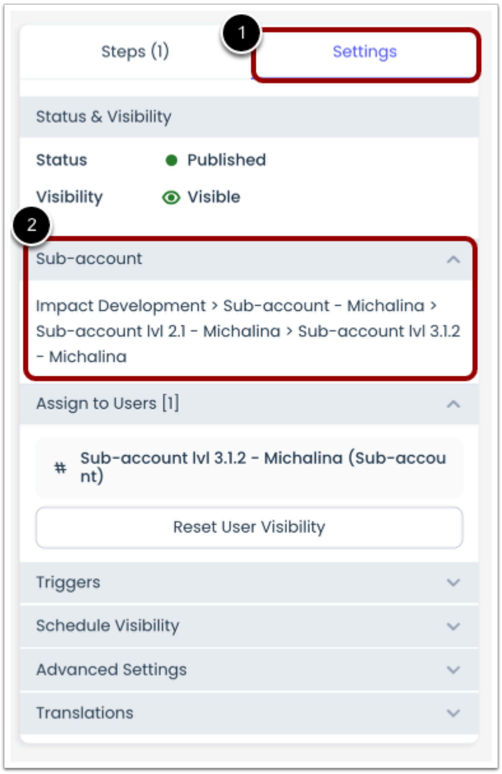


The **Sub-account** field is displayed, showing the association between each walkthrough and its linked sub-account(s).

Walkthrough Settings



To view the sub-account linked to a specific walkthrough, locate and click the walkthrough you want to view.



In the sidebar, select the **Settings** tab [1].

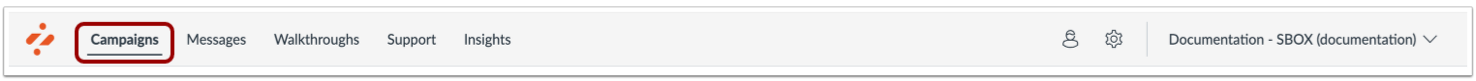
Locate the **Sub-account** section [2]. The walkthrough is assigned to the sub-account listed.

How do I know which sub-account a campaign is associated to?

You can view sub-accounts associated with campaigns in the Impact Dashboard.

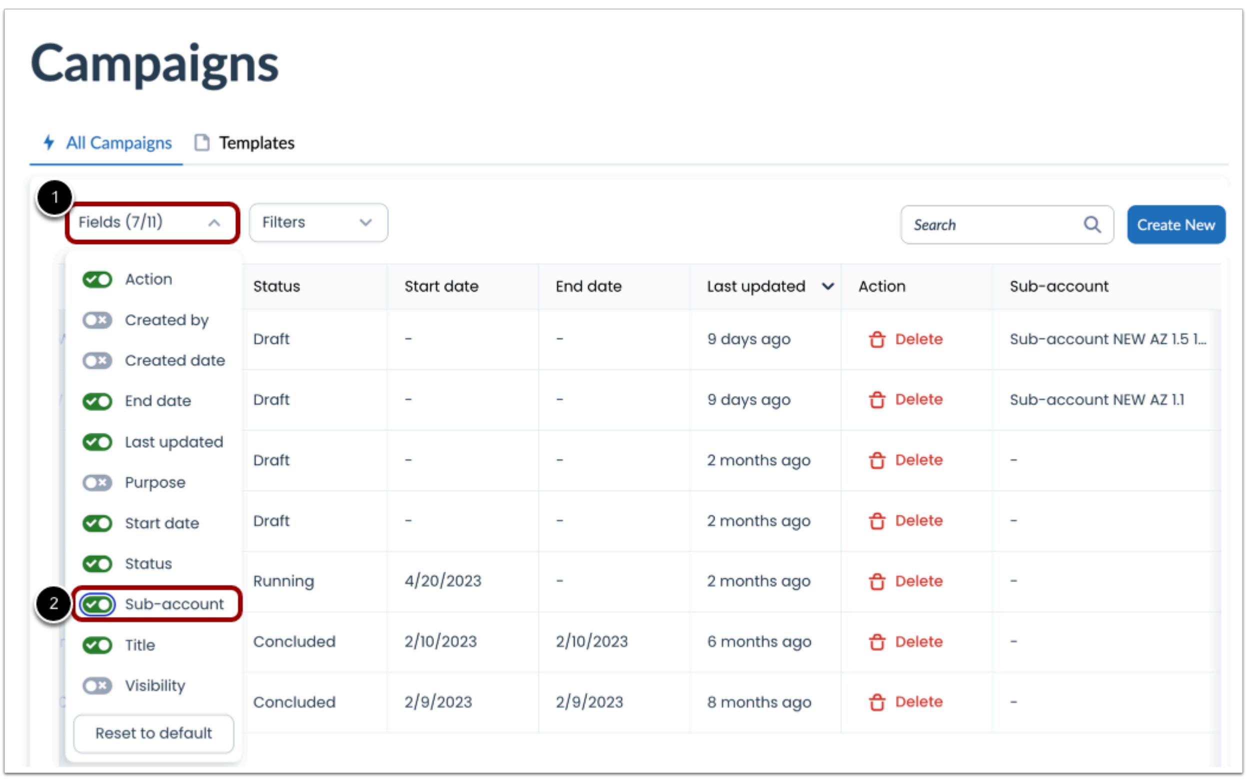
Note: This feature is only available to Canvas customers.

Open Campaigns



In Global Navigation, click the **Campaigns** link.

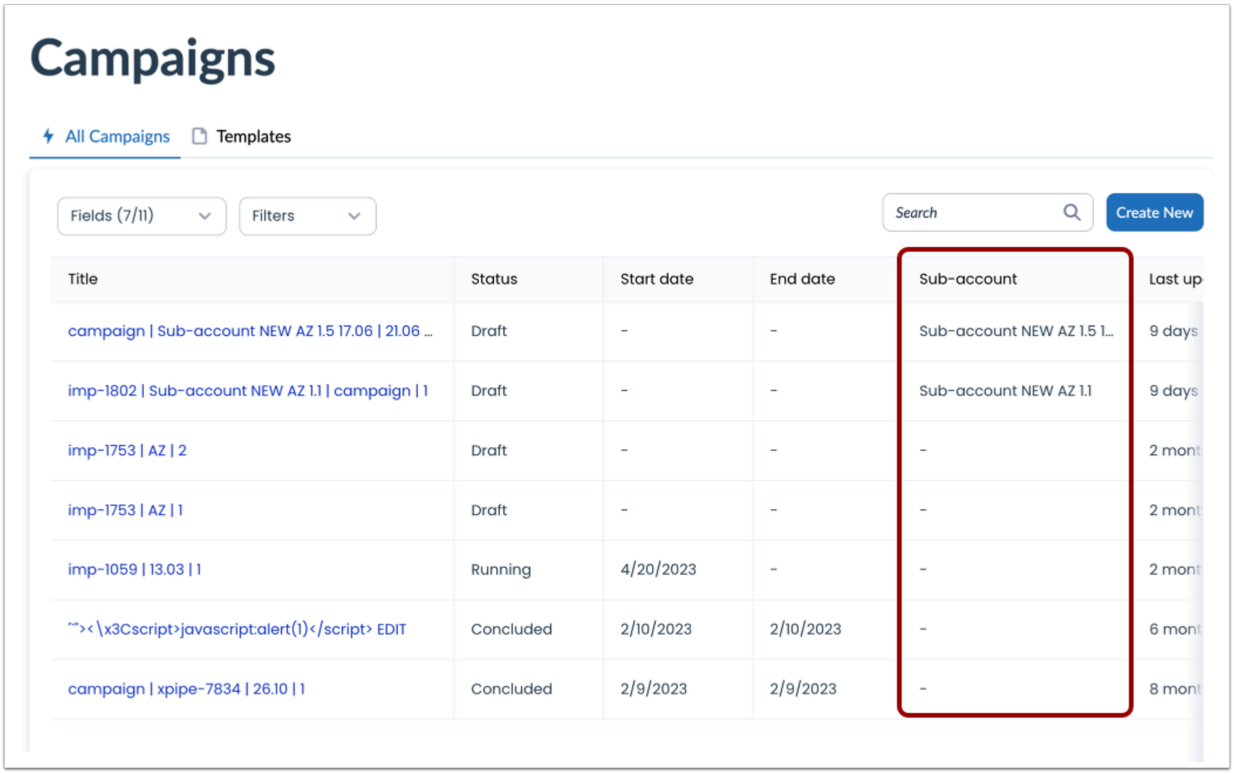
View Campaigns



You can view sub-accounts associated with campaigns on the Campaigns Overview table.

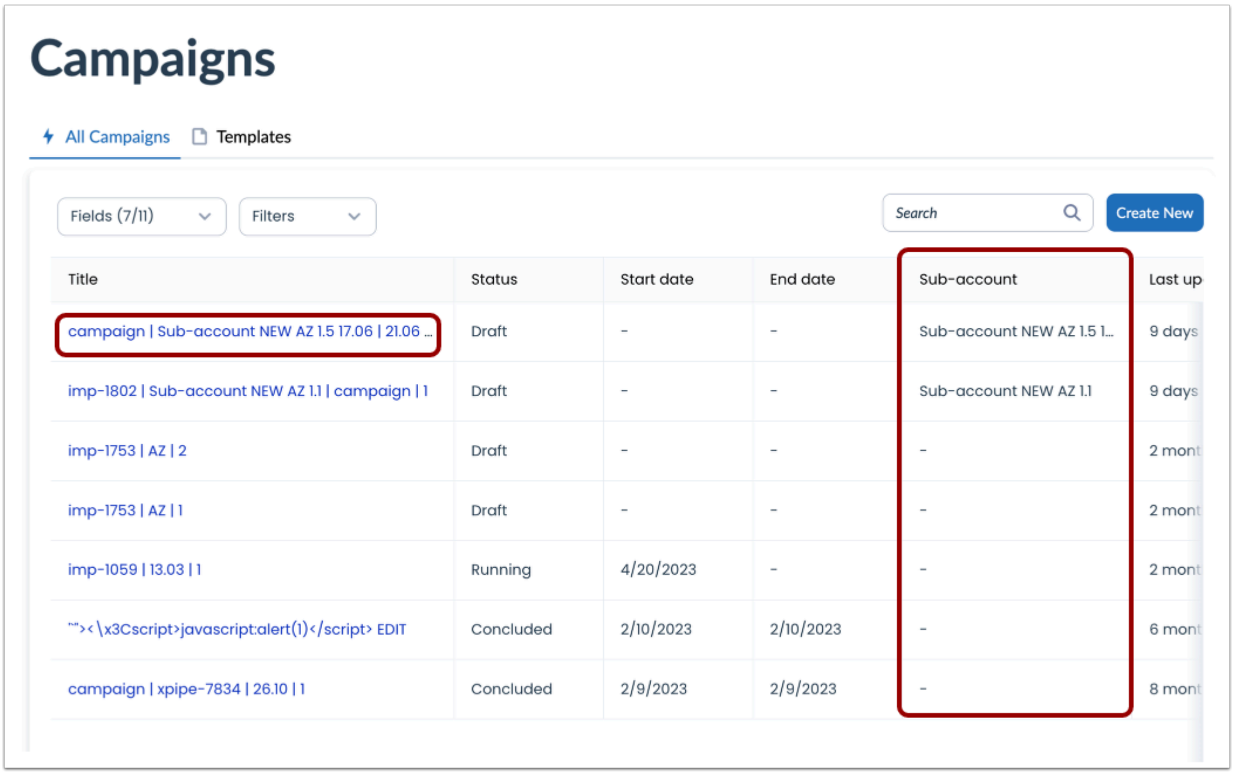
In the All Campaigns tab, click the **Fields** drop-down menu [1]. Click the **Sub-account** toggle [2] to display the sub-account field in the table.

Sub-Account Field



The **Sub-account** field is displayed, showing the association between each campaign and its linked sub-account(s).

View Individual Campaign



You can also view which sub-account is associated to individual campaigns by viewing the Campaign Details.

In the All Campaigns tab, to access the sub-accounts linked to a specific campaign, select the campaign you wish to view.

View Campaign Details

In the Campaigns Details, the **Target Audience** section displays the associated sub-account to the campaign.

How do I know which sub-account a support article is associated to?

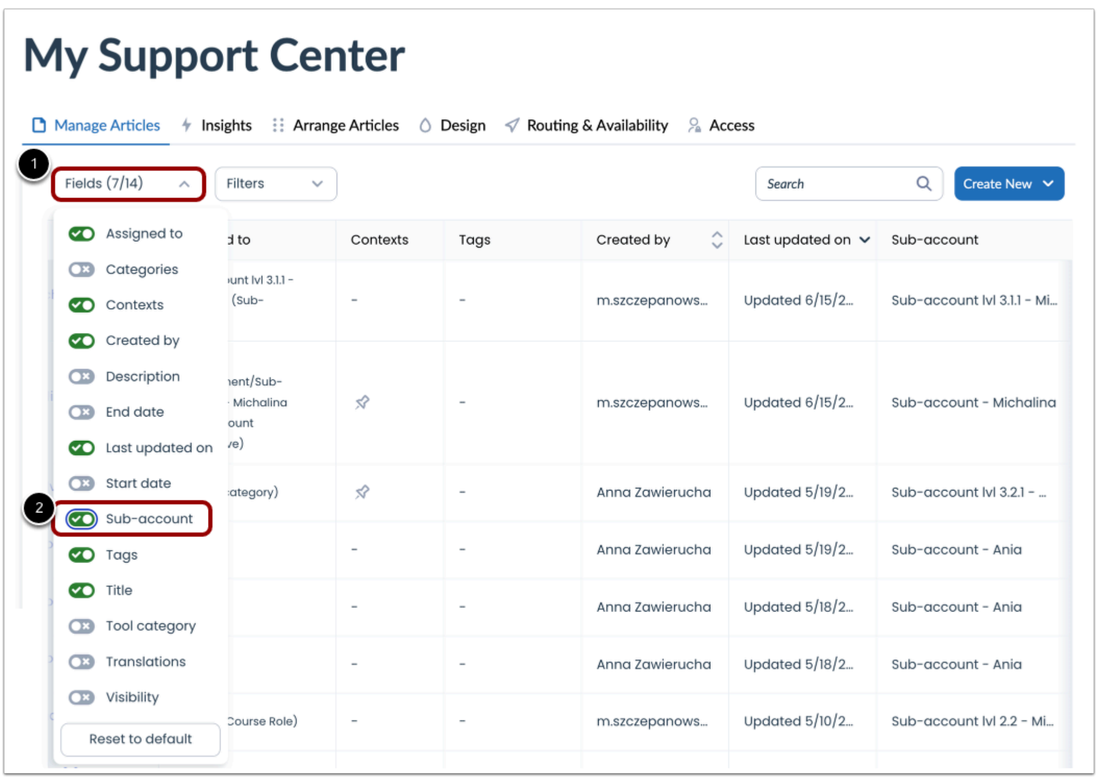
You can view sub-accounts associated with support articles in the Impact Dashboard.

Note: This feature is only available to Canvas customers.

Open Support

In Global Navigation, click the **Support** link.

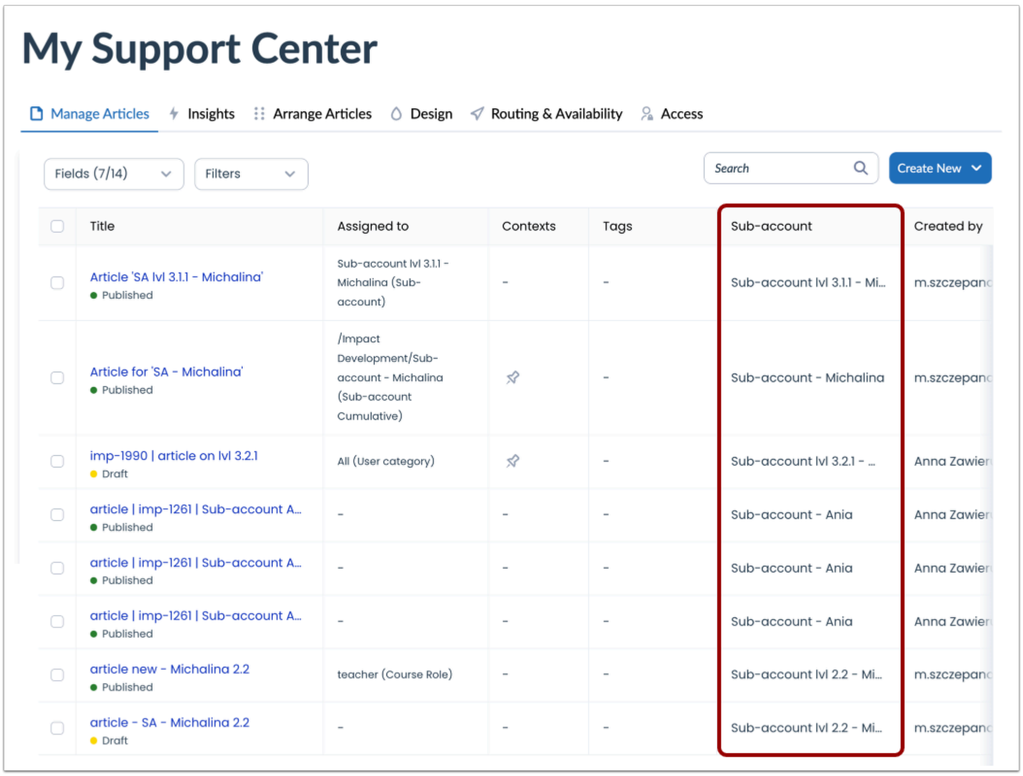
View Support Articles



You can view sub-accounts associated with support articles on the Support Center Overview table.

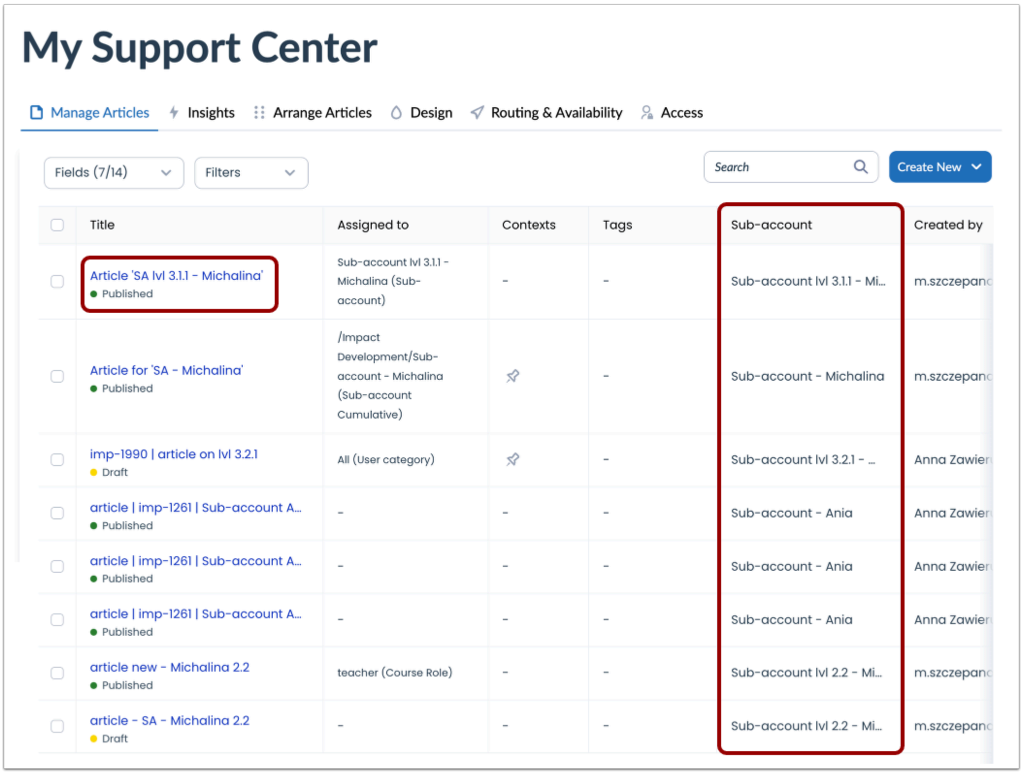
In the Manage Articles tab, click the **Fields** drop-down menu [1]. Click the **Sub-account** toggle [2] to display the sub-account field in the table.

Sub-Account Field



The **Sub-account** field is displayed, showing the association between each support article and its linked sub-account(s).

View Individual Article



You can also view which sub-account is associated to individual support articles by viewing the Support Article Details.

In the Manage Articles tab, to access the sub-accounts linked to a specific support article, select the article you wish to view.

View Support Article Details

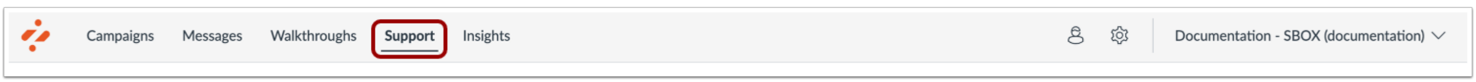
In the sidebar of the Support Article Details page, select the **Sub-account** drop-down menu [1] to display the associated sub-account to the support article.

What is visible with sub-account access to the support page?

Manage Articles and Insights are visible on the Support page with Sub-account access. Articles within the set Sub-account are visible and the article insights are displayed.

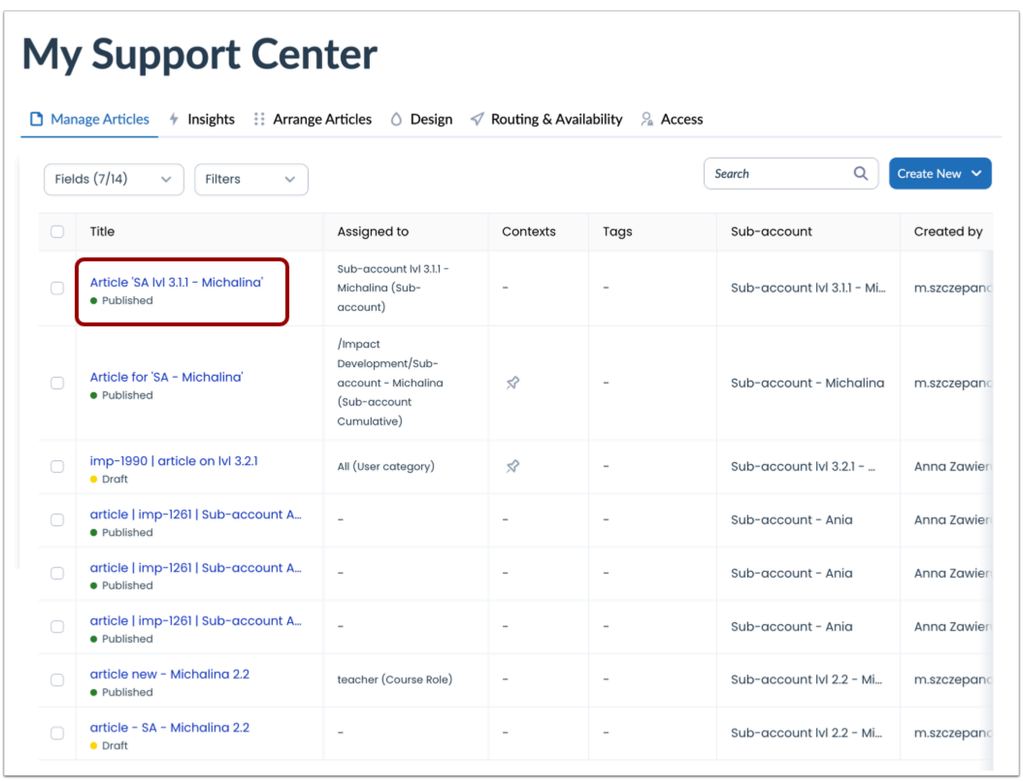
Note: This feature is only available to Canvas customers.

Open Support



In Global Navigation, click the **Support** link.

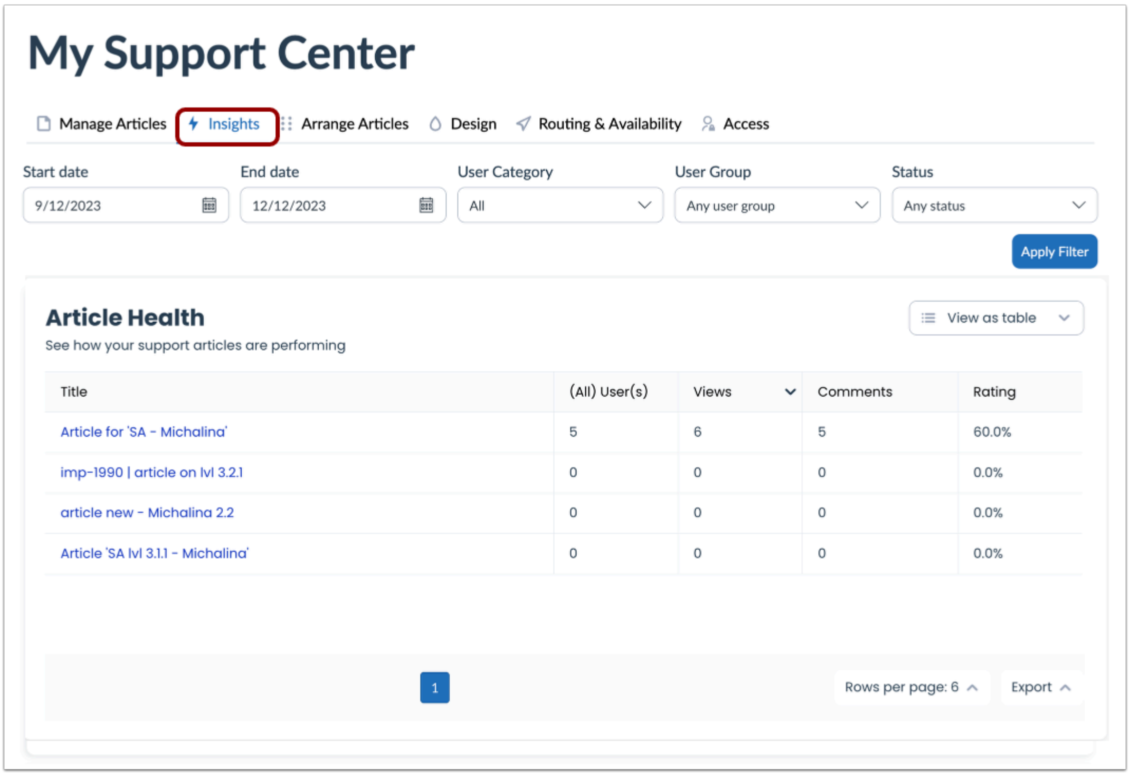
View Support Articles



View Support Articles assigned to the sub-account from the **Manage Articles** tab.

Note: Only articles assigned to the selected sub-account will be displayed. For more information on switching between sub-accounts, visit [How do I switch between sub-accounts in the Impact Dashboard?]

View Insights



View Insights assigned to the sub-account articles from the **Insights** tab.

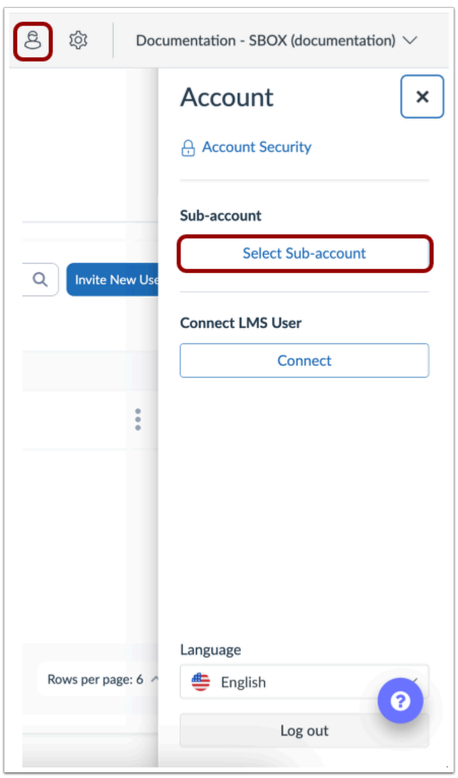
Note: For more information on Support Article Insights, visit [How do I view support insights for a sub-account?]

How do I view support insights for a sub-account?

Support Insights report on support performance and feedback in the dashboard in order to analyze the quality and impact of communication and support efforts.

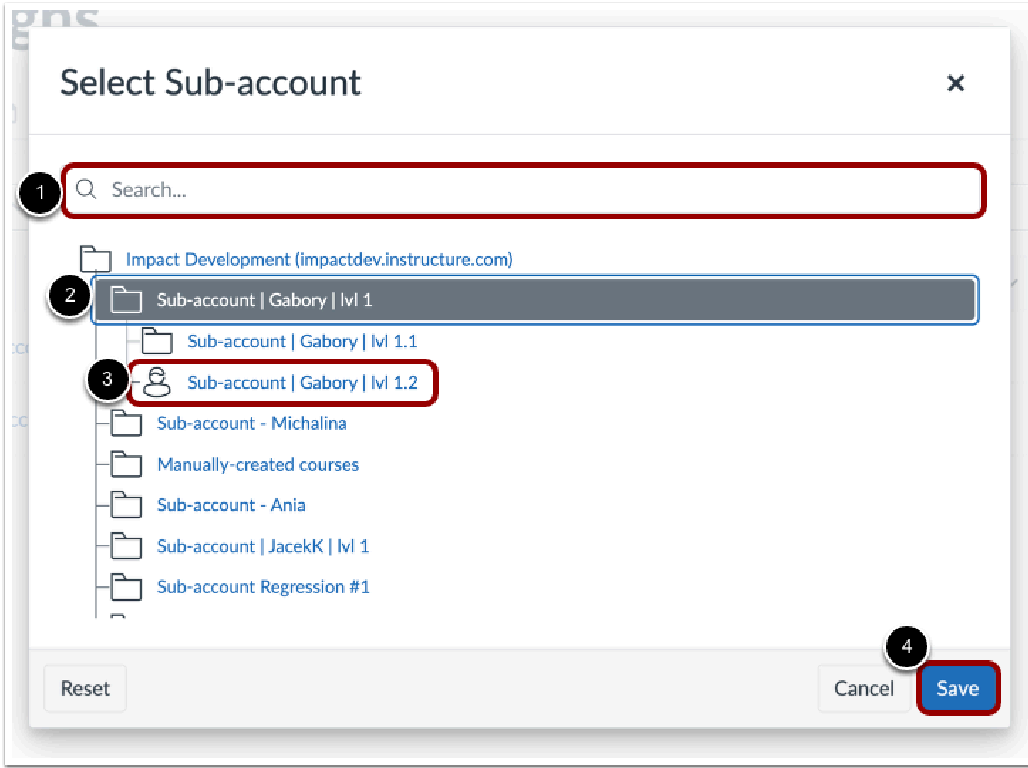
Note: This feature is only available to Canvas customers.

Open Account Settings



In the Global Navigation, click the **Account Settings** icon [1]. Then, click the **Select Sub-account** button [2].

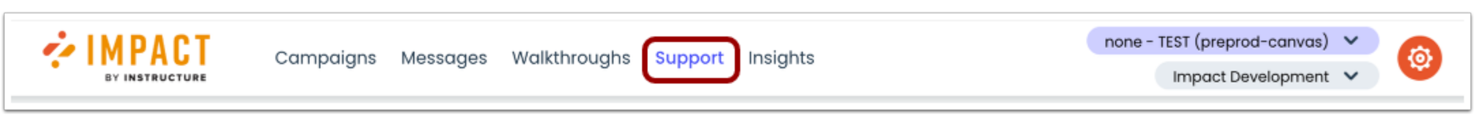
Switch Sub-accounts



You can search for sub-accounts using the **Search** field [1] or you can select the drop-down arrow [2] to locate the sub-account.

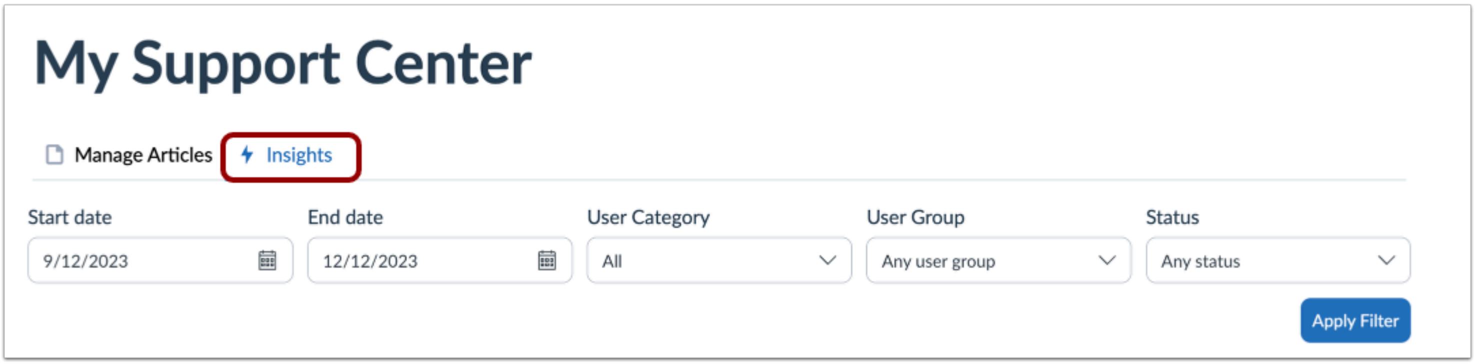
To switch sub-accounts, click the name of the sub-account [3]. Click the **Save** button [4].

Open Support



In Global Navigation, click the **Support** link.

Open Insights



Click the **Insights** link.

View Insights

For support, tables are present for the following:

- **Article Health [1]:** displays how your support articles are performing.
- **Support Button Usage [2]:** displays the support button usage over the time selected.
- **Support Escalation Routes [3]:** displays the support escalation routes taken by users.
- **Pages with Most Support Questions [4]:** displays the pages the support center was opened most frequently on.
- **All Comments [5]:** displays article comments and ratings.

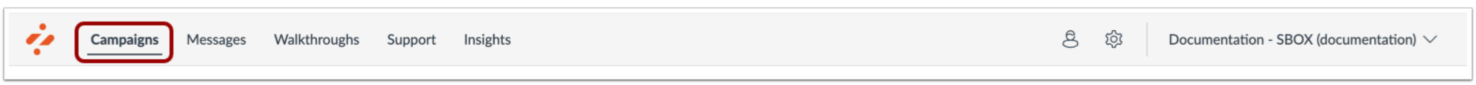
Note: For more information on support insights, visit What Impact support insights are available? and How do I view article performance in the Impact Dashboard?

What is visible with sub-account access to the campaigns page?

All Campaigns and Templates are visible in the Campaigns page with Sub-account access. Campaigns within the set Sub-account are visible and the templates available.

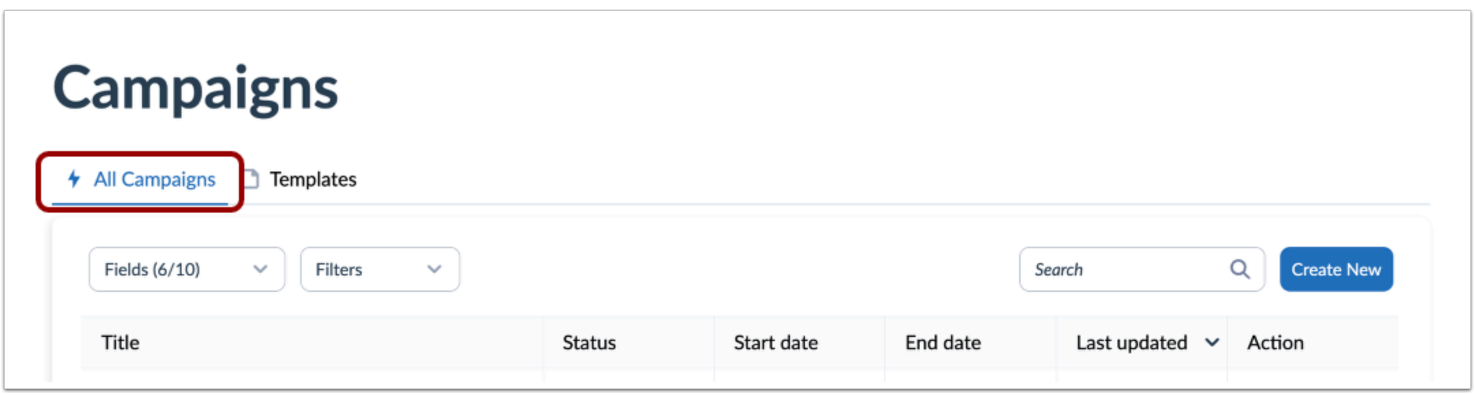
Note: This feature is only available to Canvas customers.

Open Campaigns



In Global Navigation, click the **Campaigns** link.

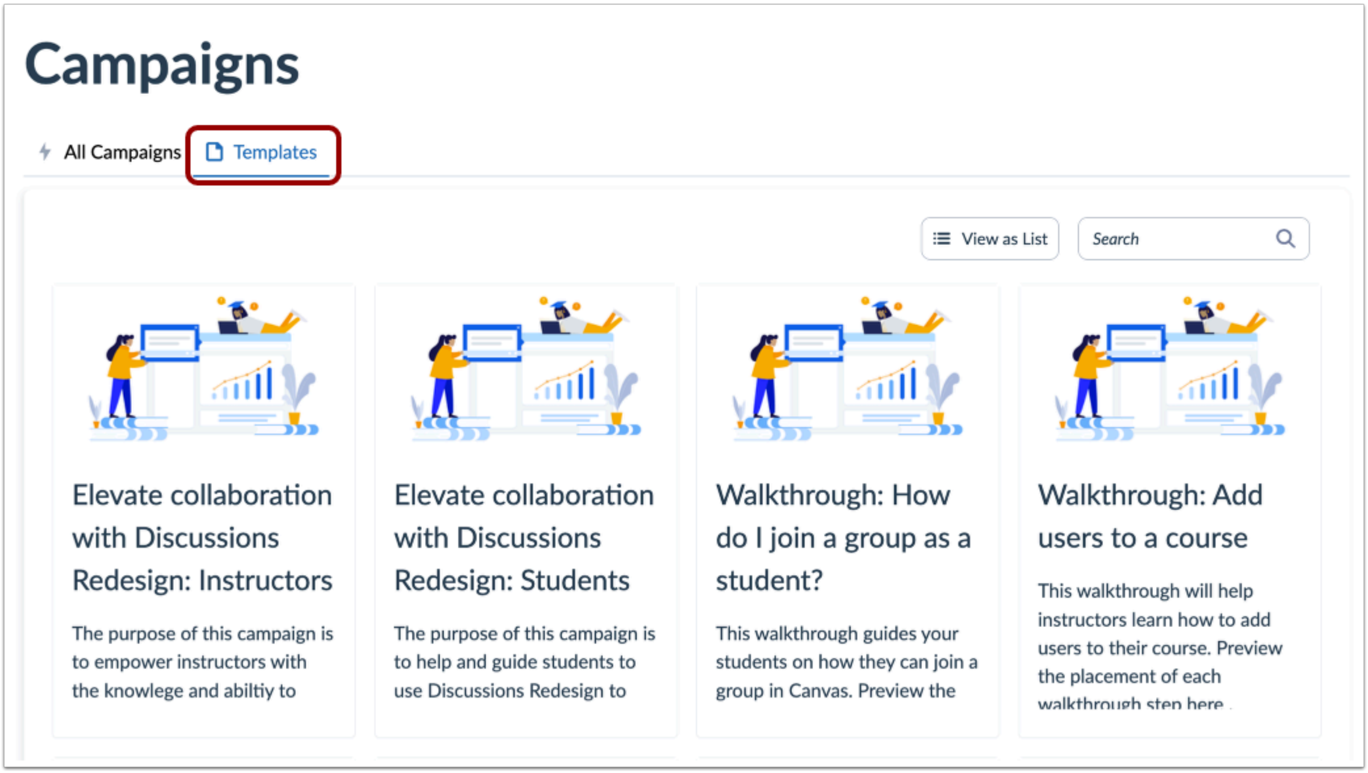
View Campaigns



View Campaigns assigned to the sub-account from the **All Campaigns** tab.

Note: Only campaigns assigned to the selected sub-account will be displayed. For more information on switching between sub-accounts, visit [How do I switch between sub-accounts in the Impact Dashboard?]

View Templates



View Templates to assign to the sub-account from the **Templates** tab.

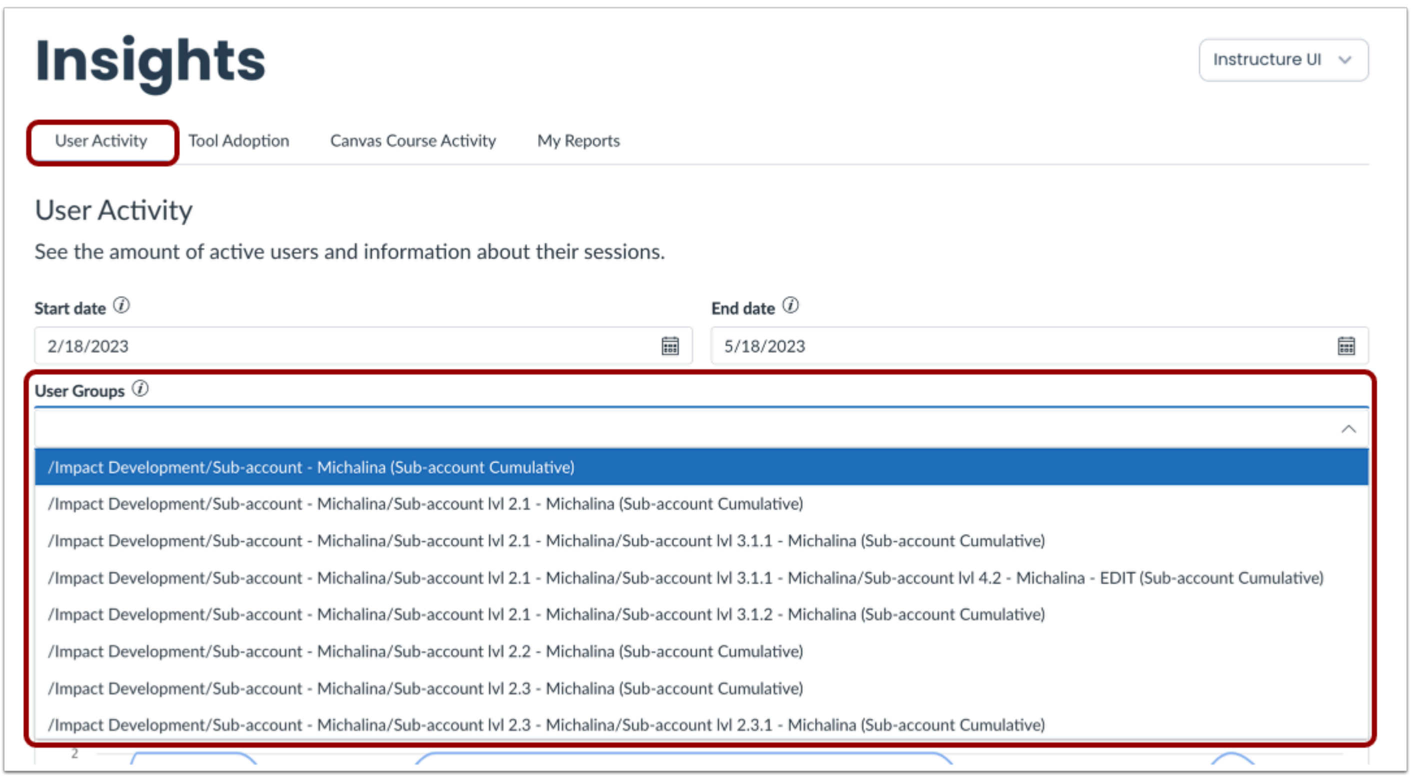
Note: For more information on templates, visit [How do I use campaign templates in the Impact Dashboard?](#)

What Impact Insights are visible to each sub-account?

User Activity, Tool Adoption, Canvas Course Activity, and My Reports are all visible within sub-accounts. Each report is, however, limited to the sub-account that it is assigned to.

Note: This feature is only available to Canvas customers.

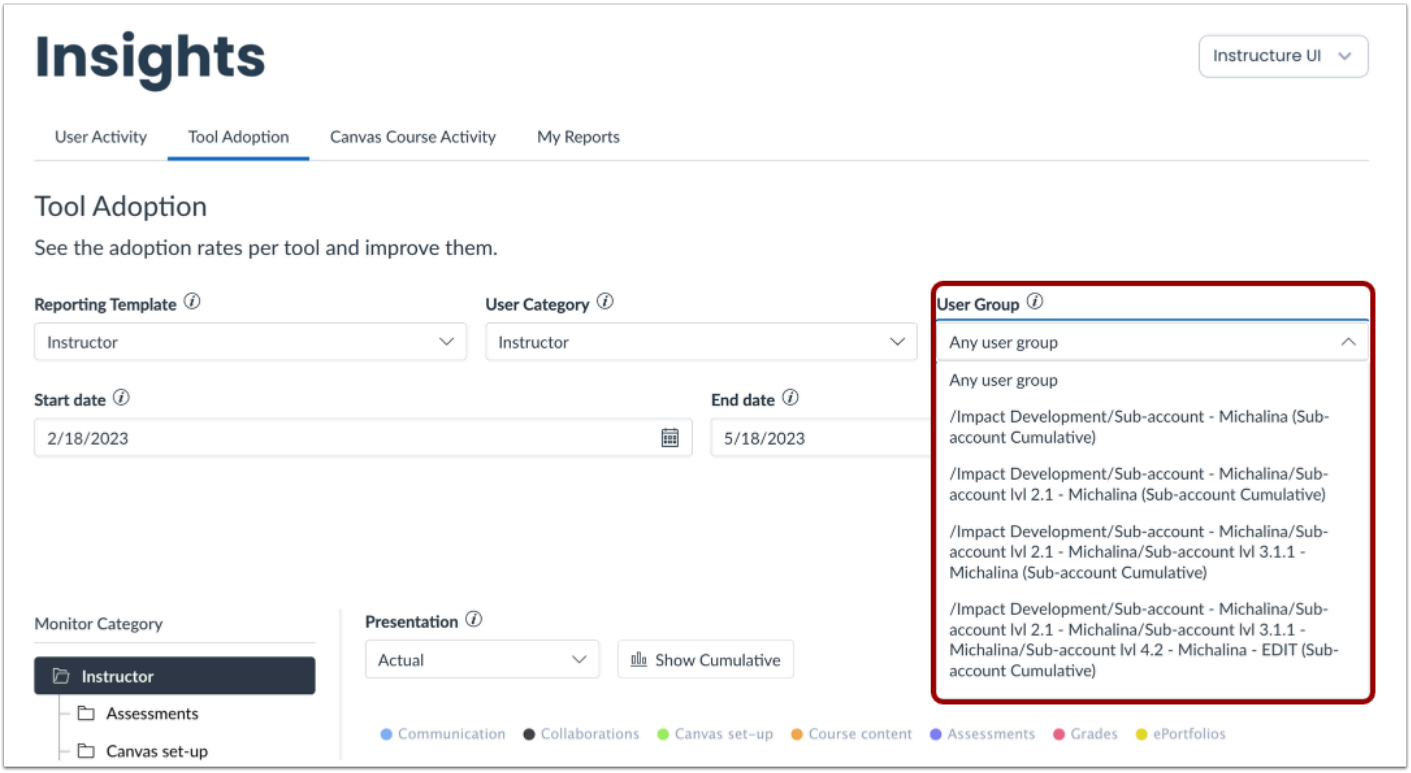
User Activity



The **User Activity** Report analyzes how much time students and instructors spend using Impact and how they affect the load on the system.

Within sub-accounts, User Groups are limited to the sub-accounts and child sub-accounts selected.

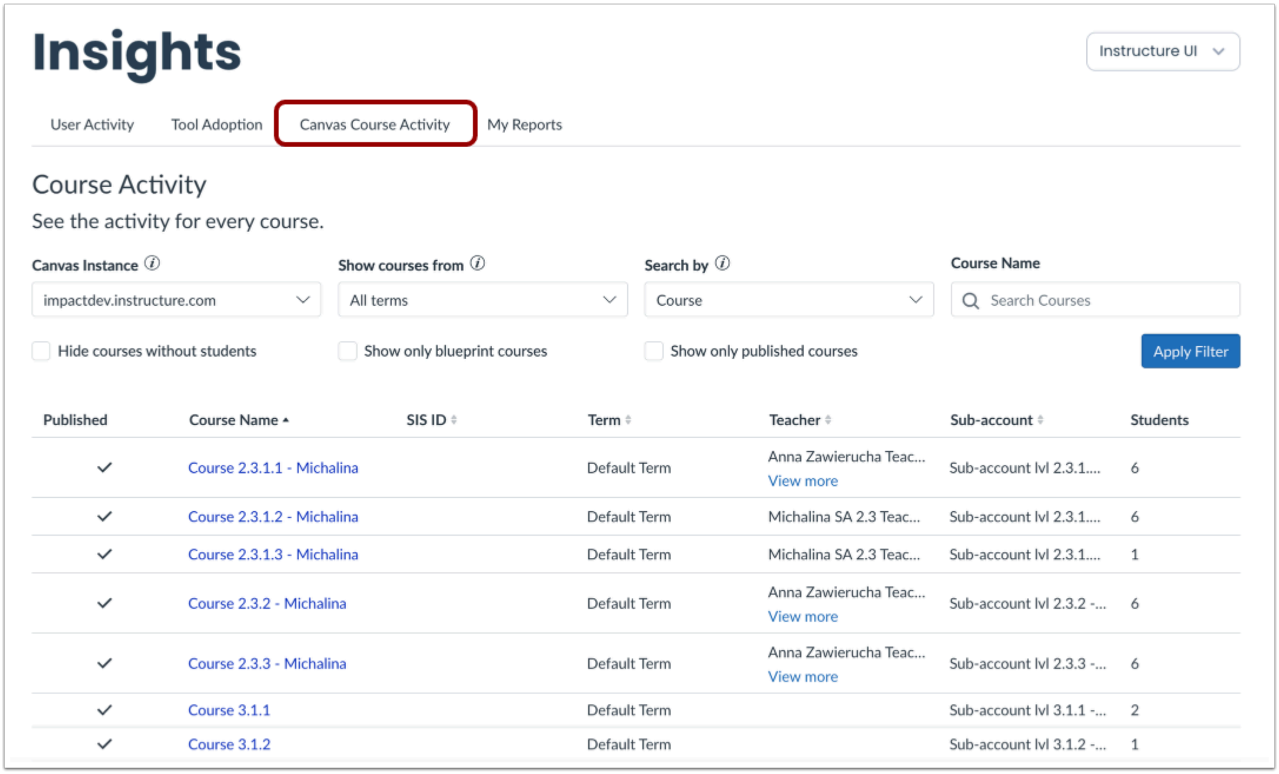
Tool Adoption



The **Tool Adoption** Report is used to analyze usage data across your entire institution at a glance.

Within sub-accounts, User Groups are limited to the sub-accounts and child sub-accounts selected.

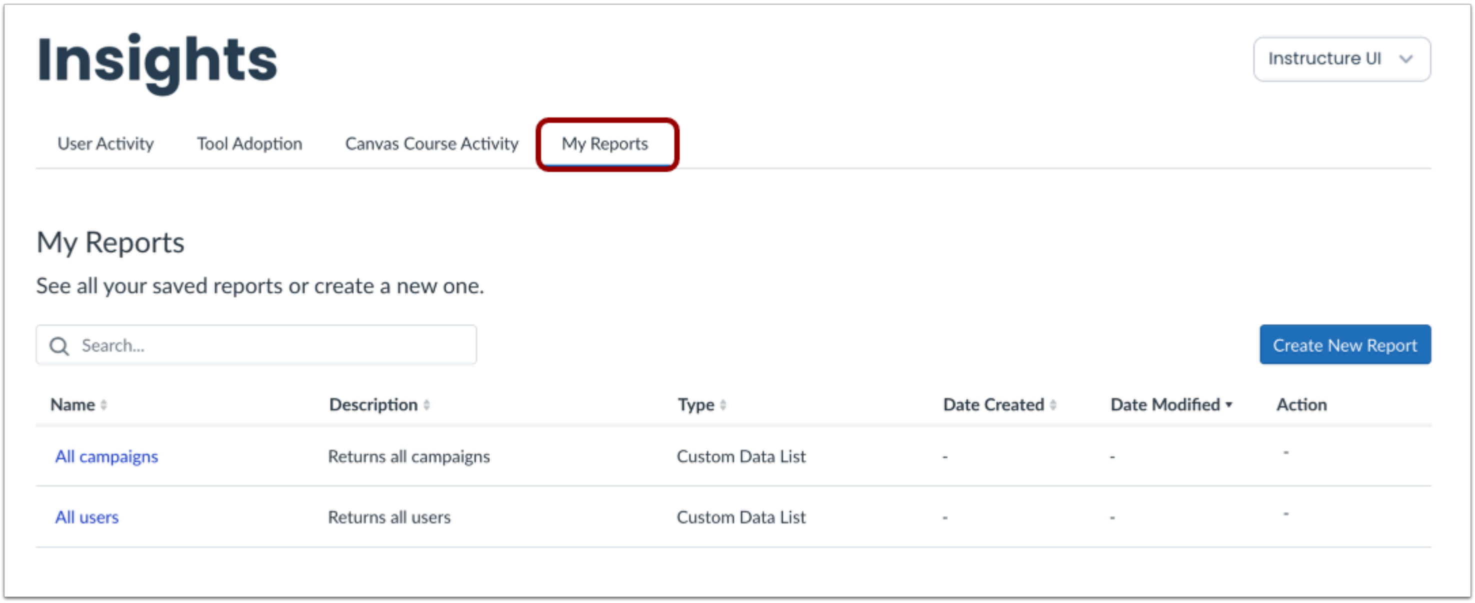
Course Activity



The **Course Activity** Report compares the usage of specific tools for courses based on your search criteria.

Only courses under the sub-account display are visible.

My Reports



My Reports allows you to create reports within User Groups Vs. Monitors, Monitor Trends, User Trends, and Champions.

User Groups are limited to the sub-accounts and child sub-accounts selected.

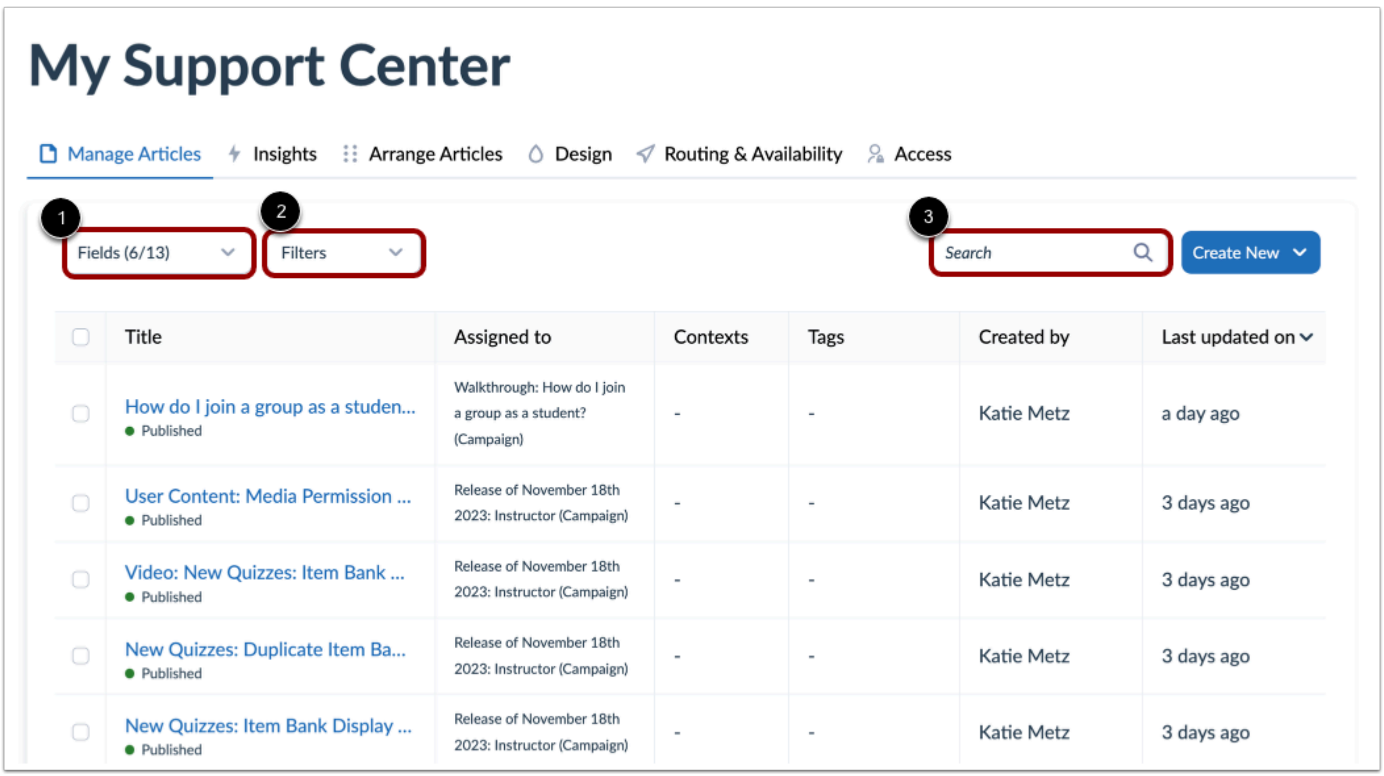
Support Articles

How do I find my support articles in the Impact Dashboard?

Open Support

In Global Navigation, click the **Support** link.

Manage Articles



Articles are listed with their title, assignments, associated contexts, creator, and last updated date.

To show or hide any field, click the **Fields** drop-down menu [1].

To add a filter for specific messages, click the **Filters** drop-down menu [2].

Specific articles can be found entering terms in the **Search** field [3].

How do I add a support article to an existing campaign in the Impact Dashboard?

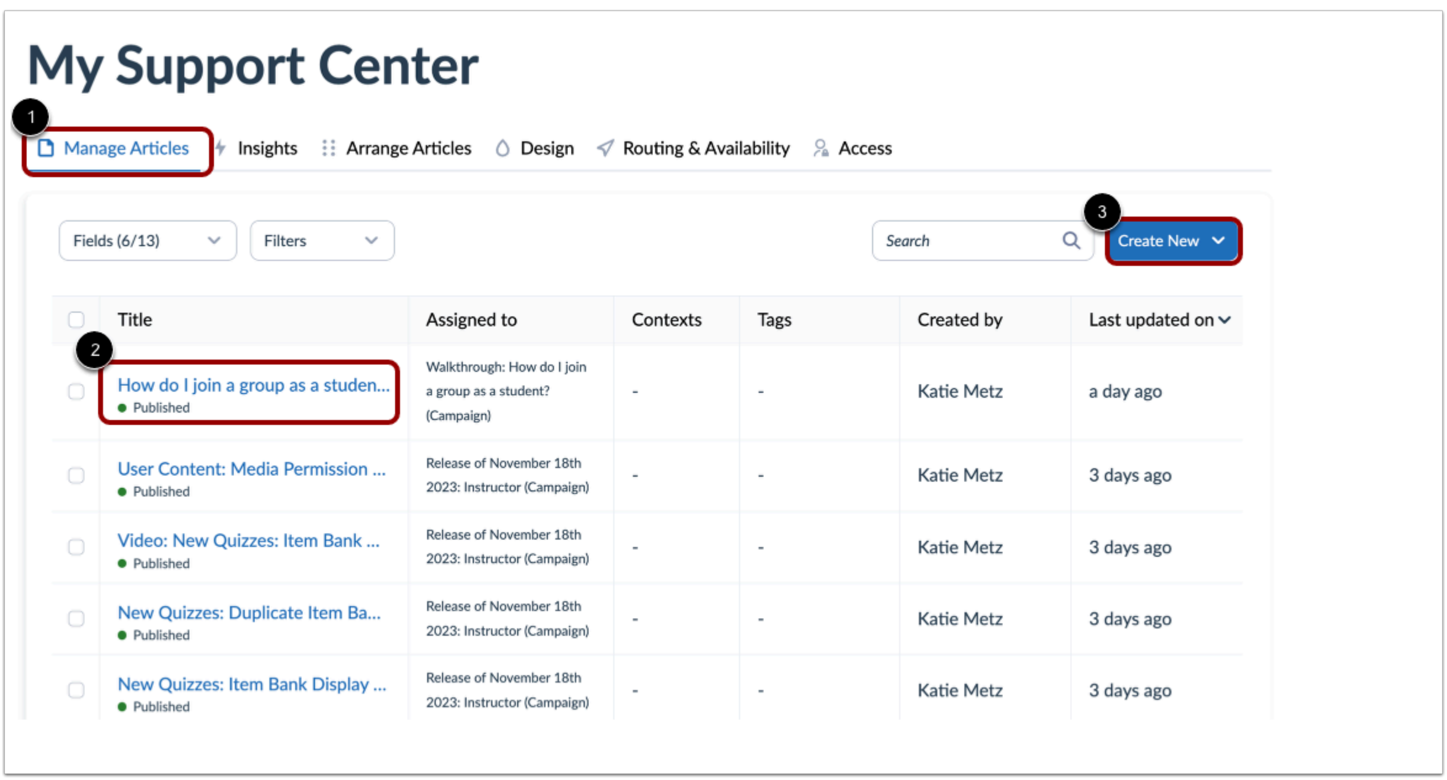
Impact allows you to assign a support article to an existing campaign to apply the user targeting rules (as defined for the campaign) to your support article.

Note: Out of the box articles will display the Publish or Unpublish button rather than Edit Article.

Open Support

In Global Navigation, click the **Support** link.

Manage Articles



Click the **Manage Articles** tab [1].

To add a support article to an existing campaign, locate and click the support article you want to use [2].

To create a new article, click the **Create New** button[3].

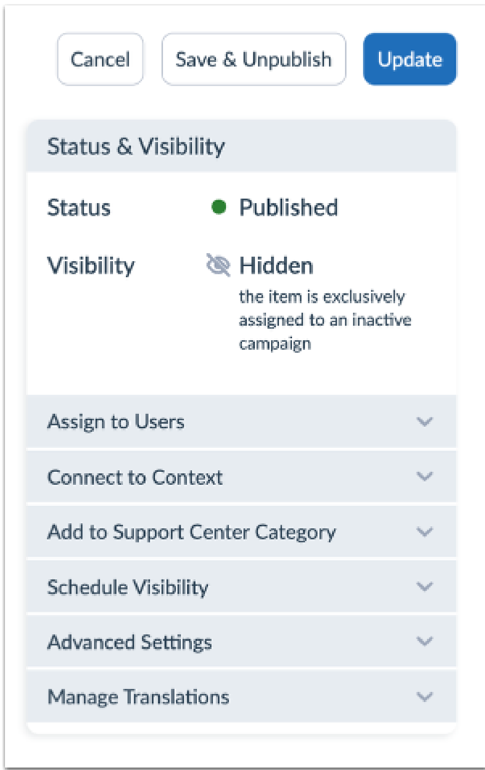
Note: For more information about how to create a new article, visit [How do I create support articles in the Impact Dashboard?]()

Edit Support Article

In the View Support Article page, click the **Edit Article** button.

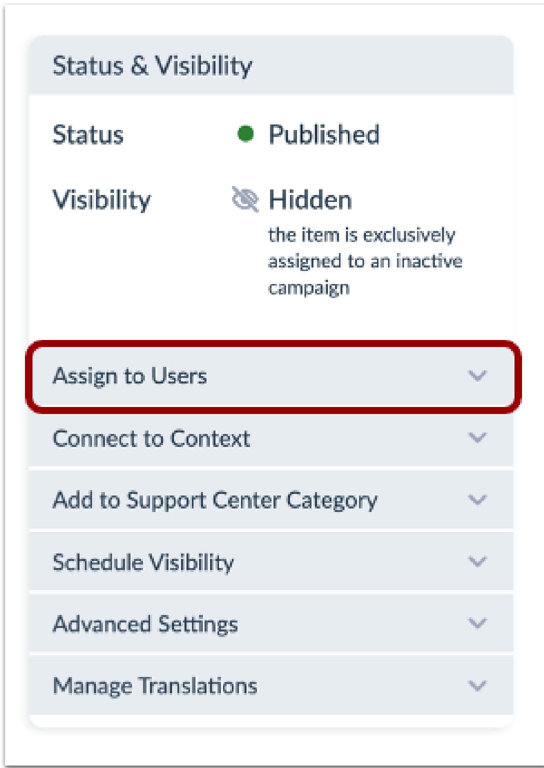
Note: If you are creating a new support article, the Edit Article button does not display.

Edit Support Article Details



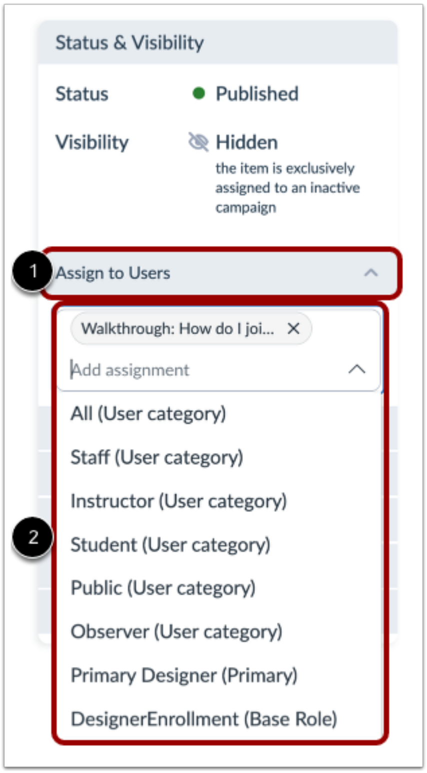
Edit your support article details.

Assign to Users



In the sidebar, click the **Assign to Users** section.

Assign to Campaign



To add a support article to an existing campaign, enter the terms in the **Filter** field [1]. Select the name of the relevant campaign [2]. You can select multiple campaigns and users that are added to the Assign to Users section.

Note: Adding Out of the box articles to a campaign can only be added through the Campaigns link.

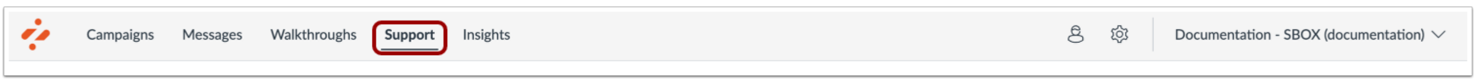
Update Article

Once you have selected the relevant campaign, you can continue to edit the existing support article and click the **Update** button. If you create a new support article, you will click the Publish button.

How do I create support articles in the Impact Dashboard?

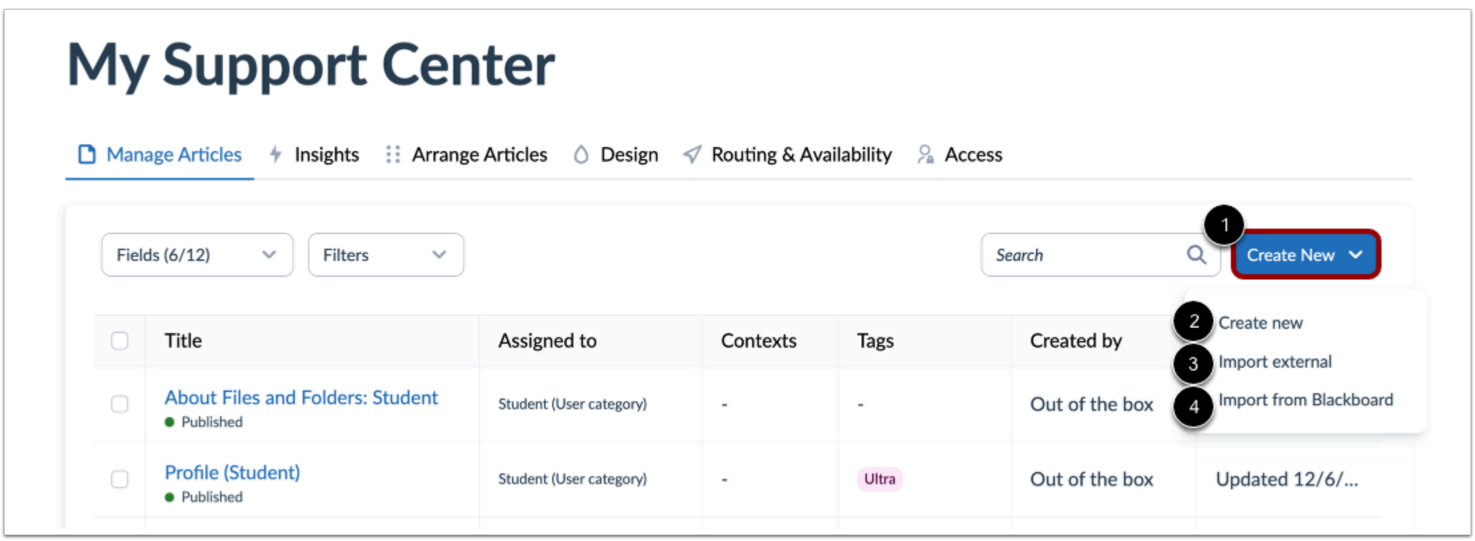
You can create support articles in Impact.

Open Support



In Global Navigation, click the **Support** link.

Manage Articles



To create a new support article, click the **Create New** drop-down menu [1]. There are different ways to create a support article, creating from new [2], create from an external site [3], and import from Blackboard [3] (only available for Blackboard users).

Note: You can also create support articles using the Inline Editor.

How do I schedule support article visibility in the Impact Dashboard?

With article visibility scheduling you can:

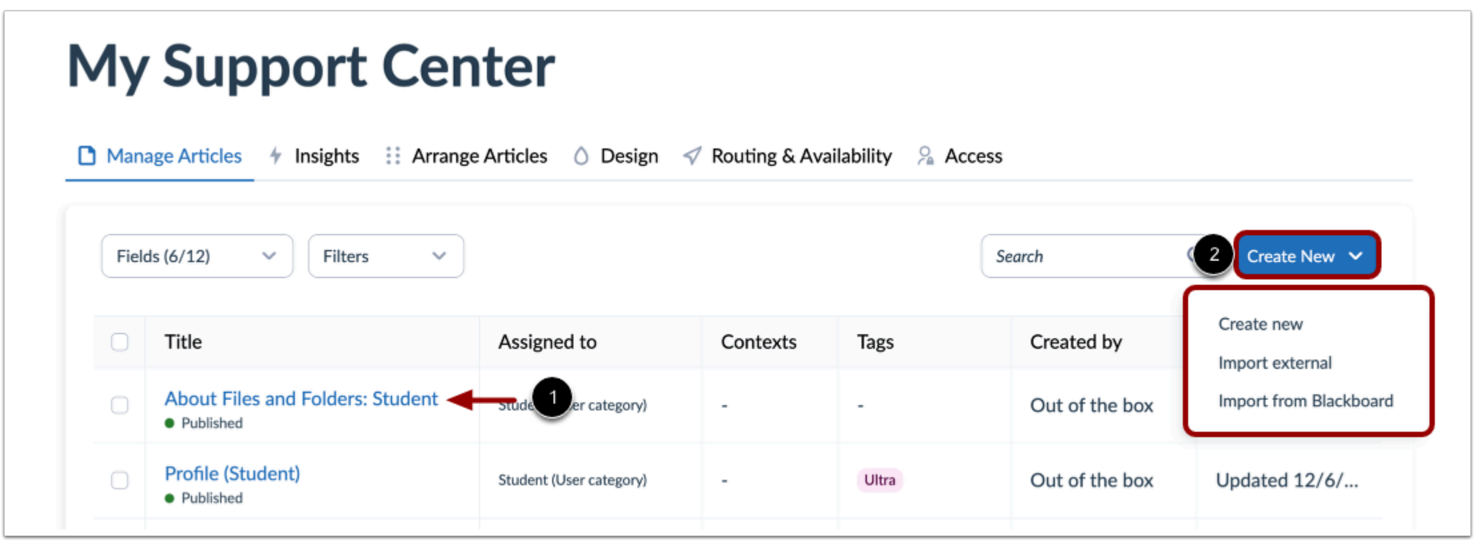
- Schedule from which date/time the article will be visible
- Schedule on which date/time the article will no longer be visible
- Schedule a specific date/time range of visibility (for example 1 semester period)

Note: There are multiple factors that impact article visibility. Please review our article about What factors determine support article visibility? if you are unsure.

Open Support

In Global Navigation, click the **Support** link.

Create or Edit Article

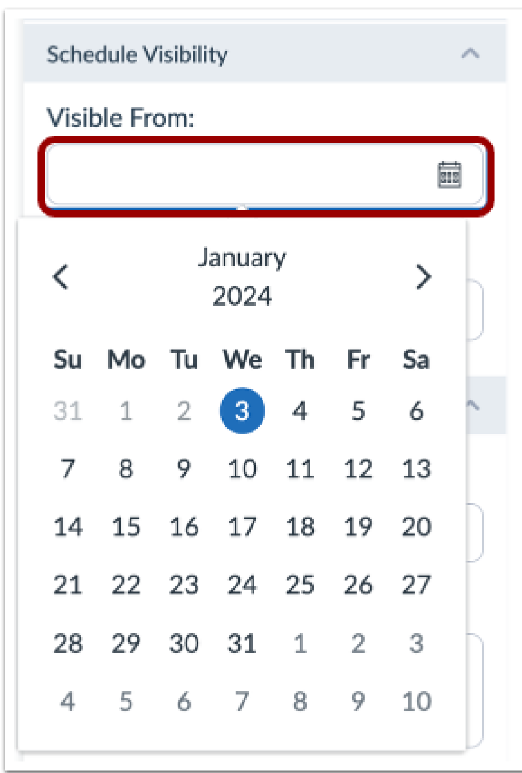


Select an article by clicking the title [1]. To create a new support article click the **Create New** drop-down menu and select the type of article you would like to create [2].

Edit Article

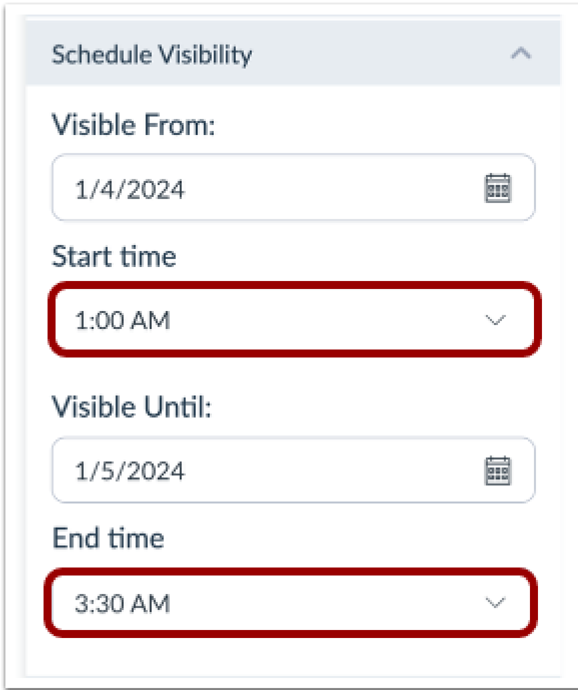
If you are editing an article, click the **Edit Article** button.

Select Date



To schedule date visibility, click the **Visible from** and **Visible until** drop-down menus and enter dates.

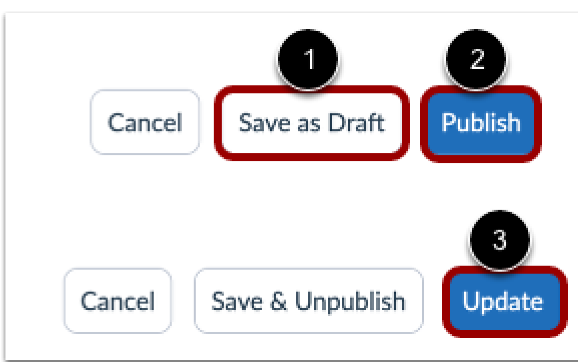
Select Time



To select time visibility, click the **Clock** icon to set the time.

Note: The date fields must have dates before the Time fields display.

Save Changes



If you are creating a new support article, the **Save as Draft** button will create a draft of your support article so you can publish it later [1]. If you would like to make it visible, click the **Publish** button [2].

If you are editing a support article, click the **Update** button [3].

Note: A set of users must be selected in order to be published.

How do I display a support article to specific groups of users in the Impact Dashboard?

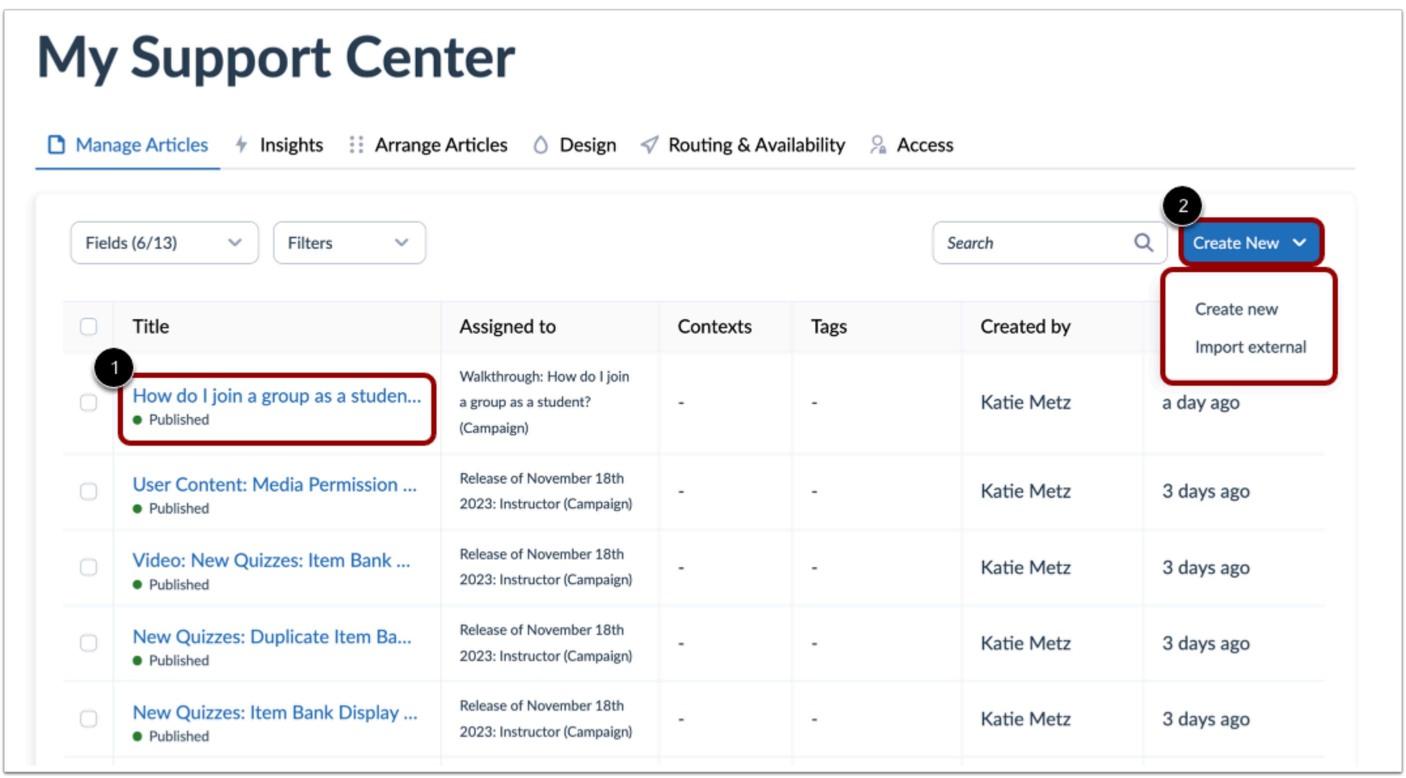
By assigning users to an article, you control for which users, groups, or campaign audiences will see your article.

Please note that there are multiple factors that impact article visibility. Please review our article on What factors determine support article visibility? if you are unsure.

Open Support

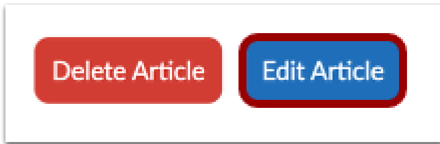
In Global Navigation, click the **Support** link.

Create or Edit Article



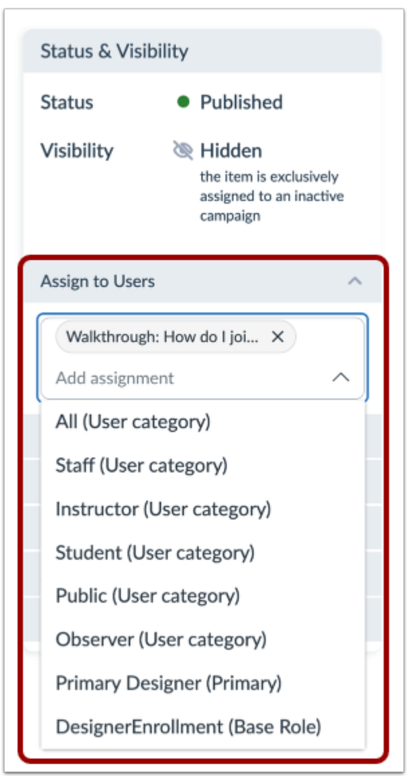
Select an article by clicking the title [1]. To create a new support article, click the **Create New** drop-down menu and select the type of article you would like to create [2].

Edit Article



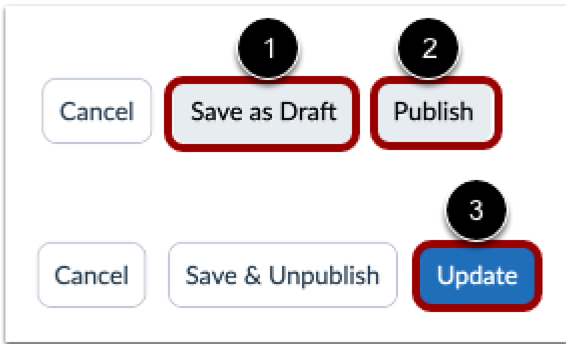
If you are editing an article, click the **Edit Article** button.

Assign Users



In the sidebar, locate and click the **Add Assignment** drop-down menu to select individual user groups, a predefined User Segment, a group of users targeted by campaign rules, and a user filter created from the tool adoption reports.

Save Changes



If you are creating a new support article, the **Save as Draft** button will create a draft of your support article so you can publish it later [1]. If you would like to make it visible, click the **Publish** button [2].

If you are editing a support article, click the **Update** button [3].

Note: A set of users must be selected in order to be published.

How do I embed a support article from an external web page in the Impact Dashboard?

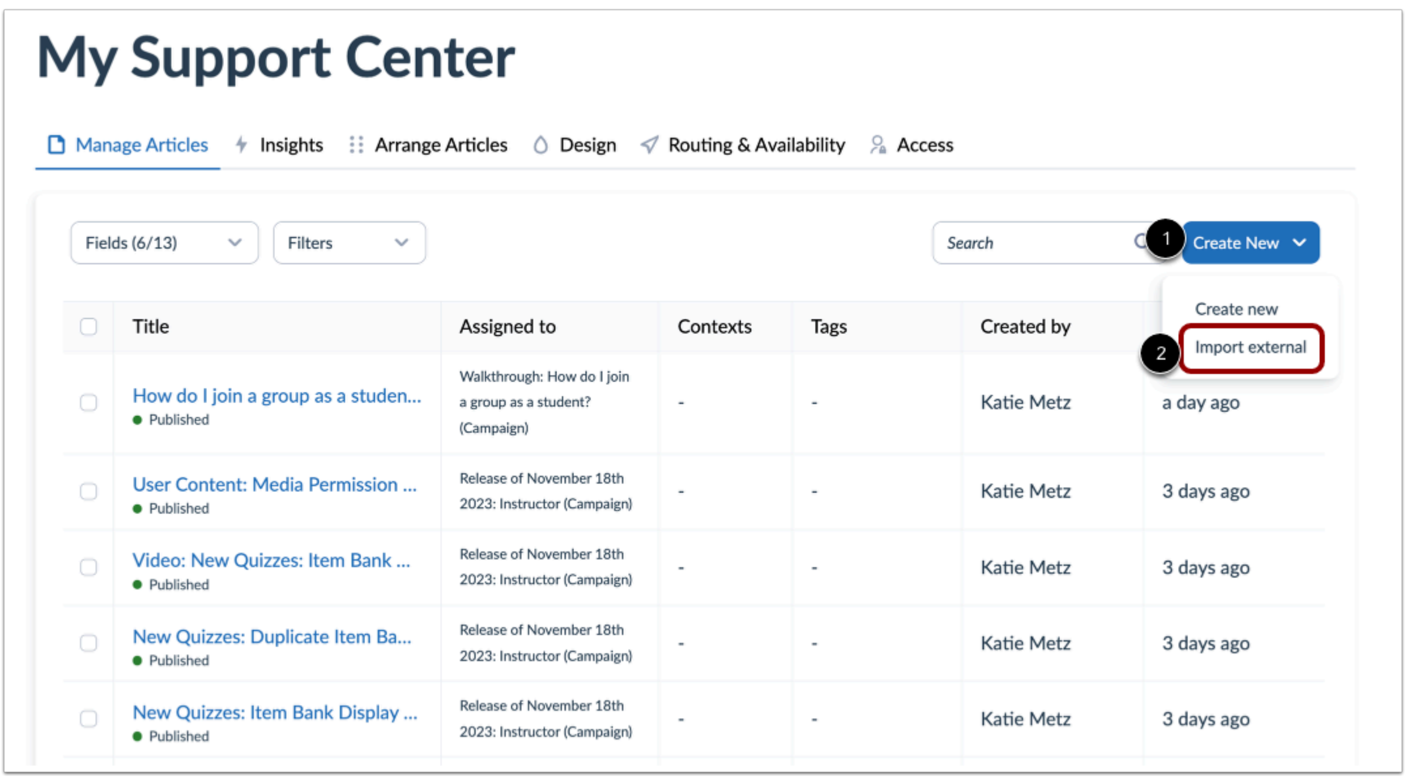
With Impact, you can create support articles by embedding external web pages. This article will focus on how you can create a support article using an embedded external webpage.

This type of article creation can be an easy method of providing support for your users with content that is already published on an external web page (minimizing the amount of time of manual rewriting or copying the information).

Open Support

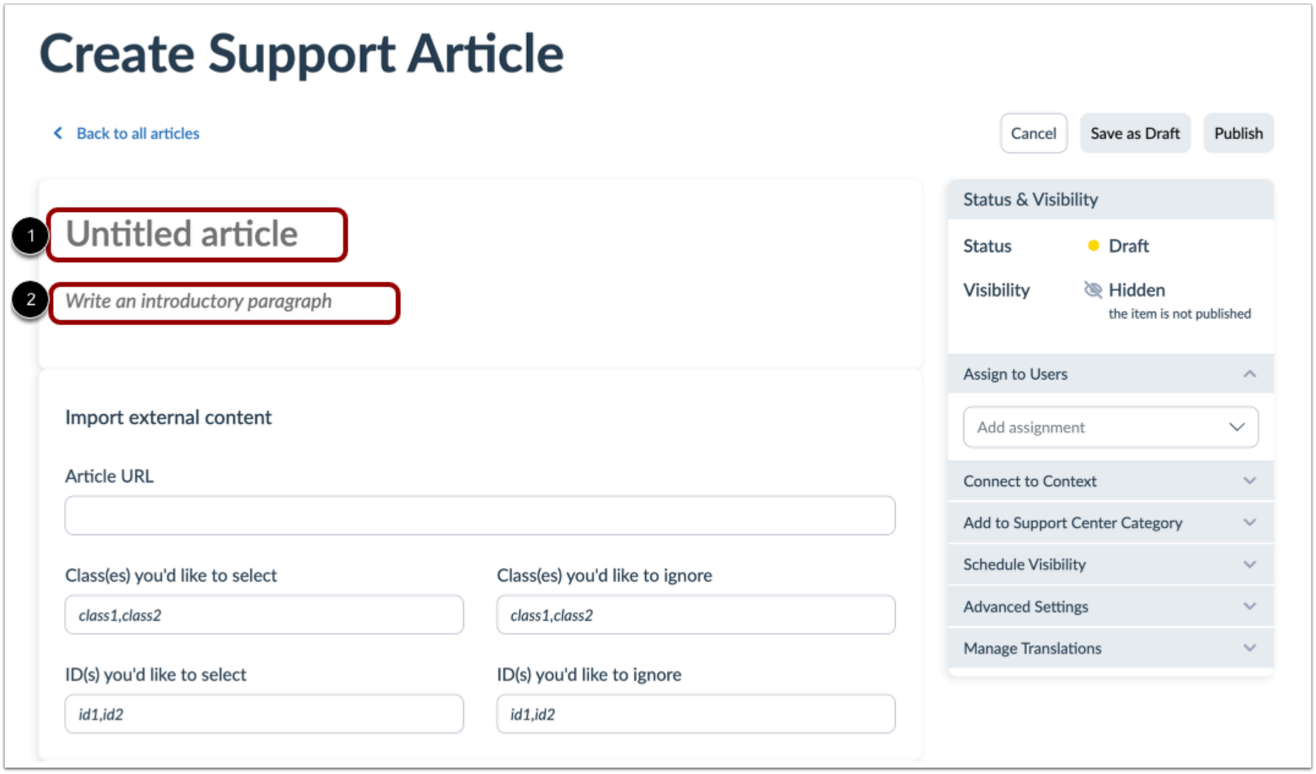
In Global Navigation, click the **Support** link.

Manage Articles



To add a new support article, click the **Create New** drop-down menu [1]and click the **Import external** option [2].

Create Support Article



In the **title** field [1], enter a title for the support article and add content in the **Write an introductory paragraph** field [2].

Import External Content

Enter the URL for your external site in the **Article URL** field [1].

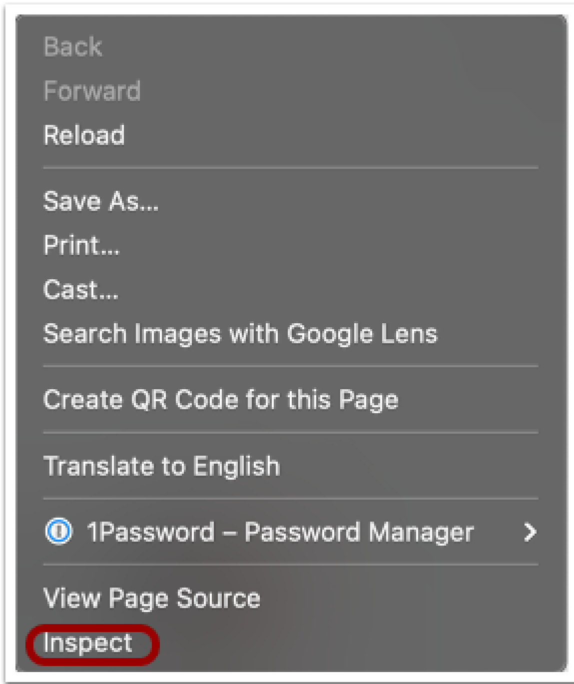
Enter Class tags in the **Class(es) you'd like to select** field [2].

Enter Class tag in the **Class(es) you'd like to ignore** field [3].

Enter ID tags in the **ID(s) you'd like to select** field [4].

Enter ID tags in the **ID(s) you'd like to ignore** field [5].

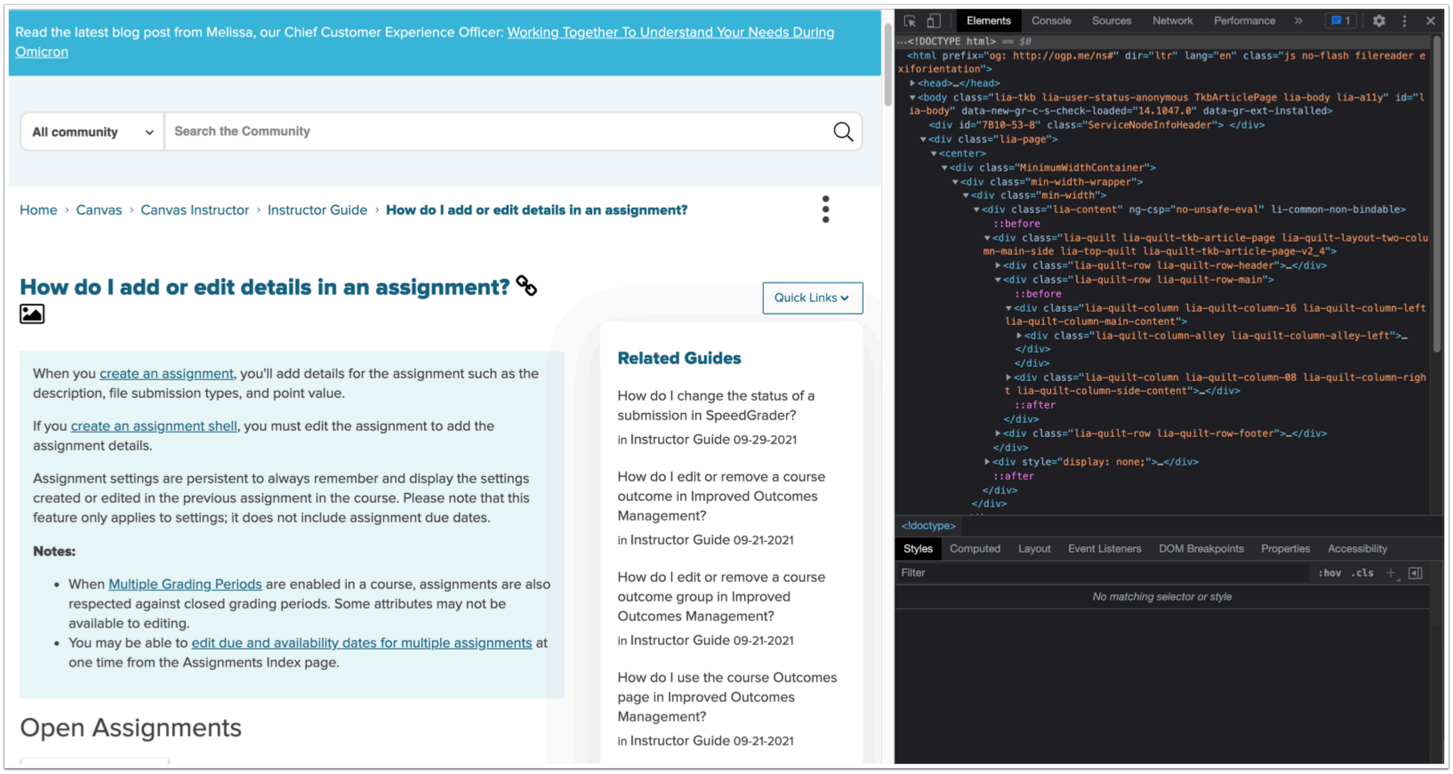
Inspect Content



In order to correctly embed the content from the external web page, you need to select which class(es) or ID(s) you want to include or ignore.

When you are viewing the external web page, right-click anywhere on the webpage, and at the very bottom of the popup menu, click the **Inspect** link.

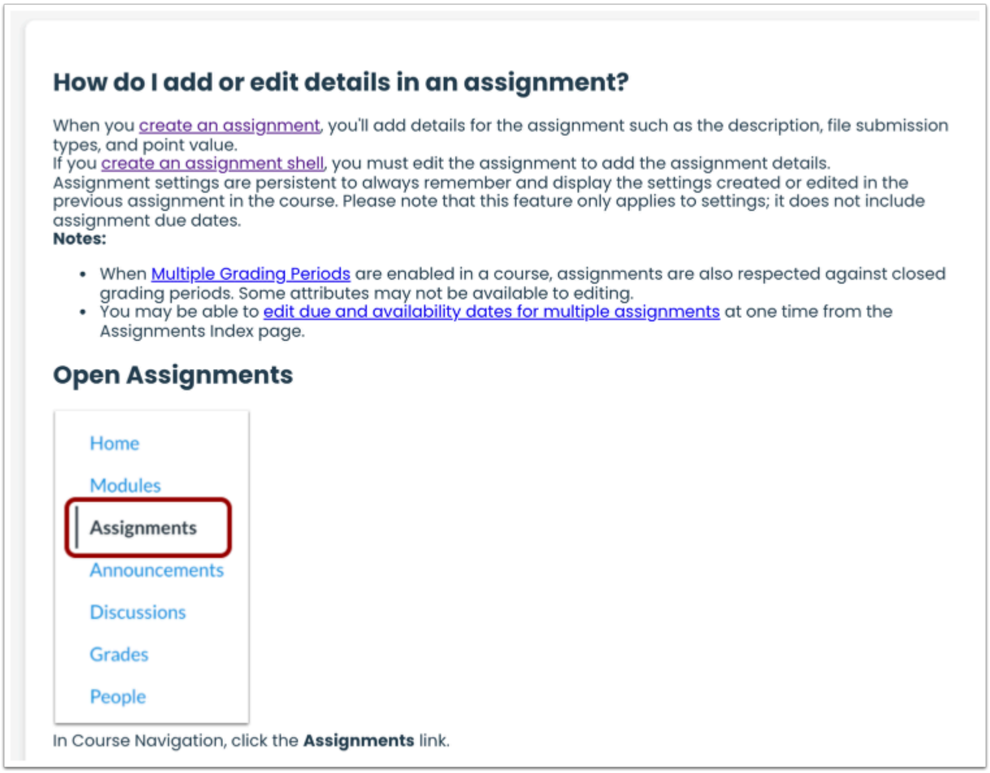
Finding the Class(es) or ID(s)



A side pop-out window appears and now see the web page's source code, images, CSS, etc.

Click the cursor in the inspector window and hover over the different elements of the webpage. Once you locate which element you want to include or exclude, click it and the information will be highlighted in the inspector. Then copy the class or ID from the inspector and paste it into your support article.

Preview Article



How do I add or edit details in an assignment?

When you create an assignment, you'll add details for the assignment such as the description, file submission types, and point value.
If you create an assignment shell, you must edit the assignment to add the assignment details.
Assignment settings are persistent to always remember and display the settings created or edited in the previous assignment in the course. Please note that this feature only applies to settings; it does not include assignment due dates.
Notes:

- When Multiple Grading Periods are enabled in a course, assignments are also respected against closed grading periods. Some attributes may not be available to editing.
- You may be able to edit due and availability dates for multiple assignments at one time from the Assignments Index page.

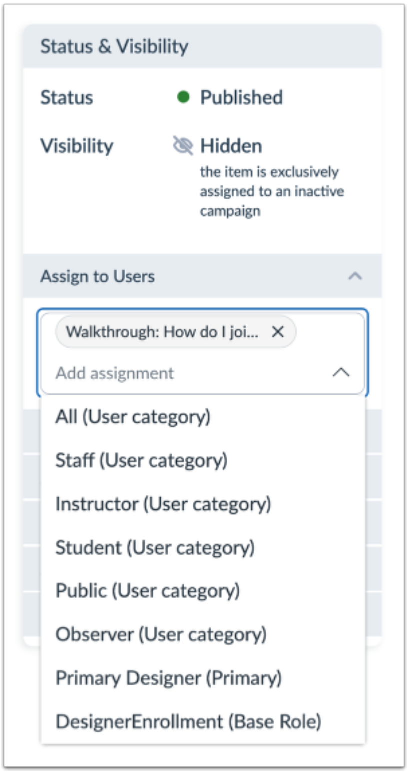
Open Assignments

Home
Modules
Assignments
Announcements
Discussions
Grades
People

In Course Navigation, click the **Assignments** link.

The preview shows what information it is embedding.

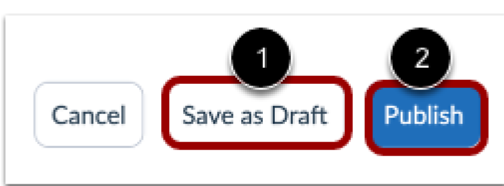
Assign to Users



Using the Add Assignment field to specify who will see the support article. For more information on this please read the [What factors determine support article visibility?]

A set of users must be selected in order to be published.

Publish Article



The **Save as Draft** button will create a draft of your support article so you can publish it later [1]. If you would like to make it visible, click the **Publish** button [2].

How do I embed an Impact support article from help.blackboard.com?

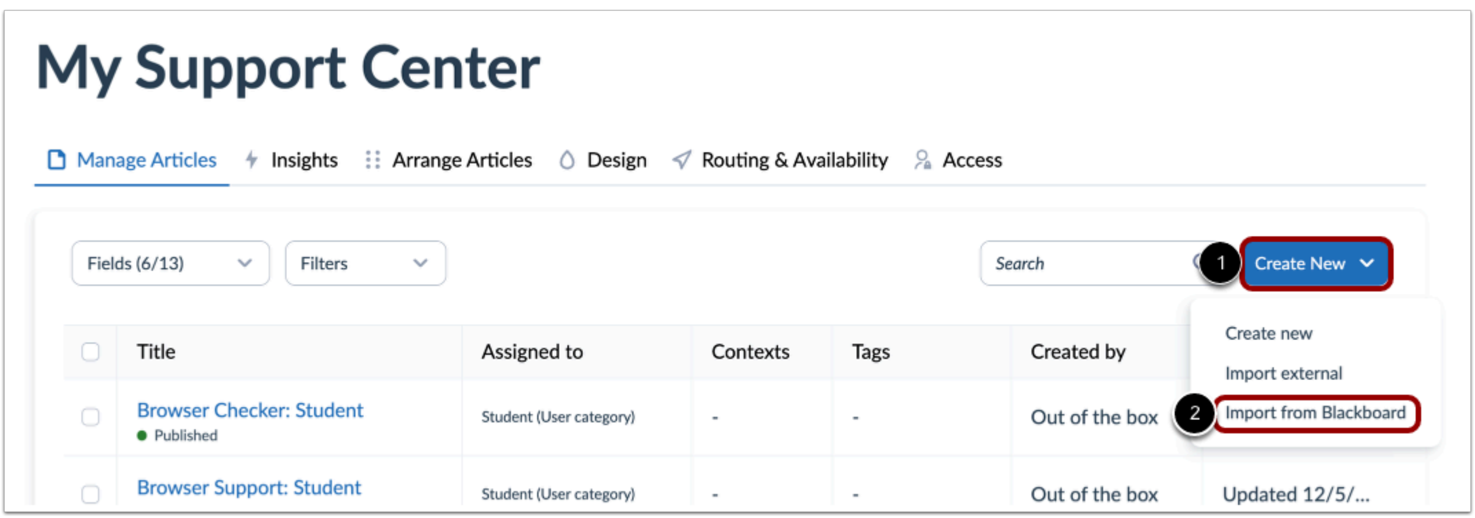
With Impact, you can create support articles by embedding content from help.blackboard.com . This article will focus on how you can create a support article using an embedded help.blackboard.com web page.

This type of article creation can be an easy method of providing support for your users with content that is already published on help.blackboard.com (minimizing the amount of time of manual rewriting or copying the information).

Access Support

In Global Navigation, click the **Support** link.

Manage Articles

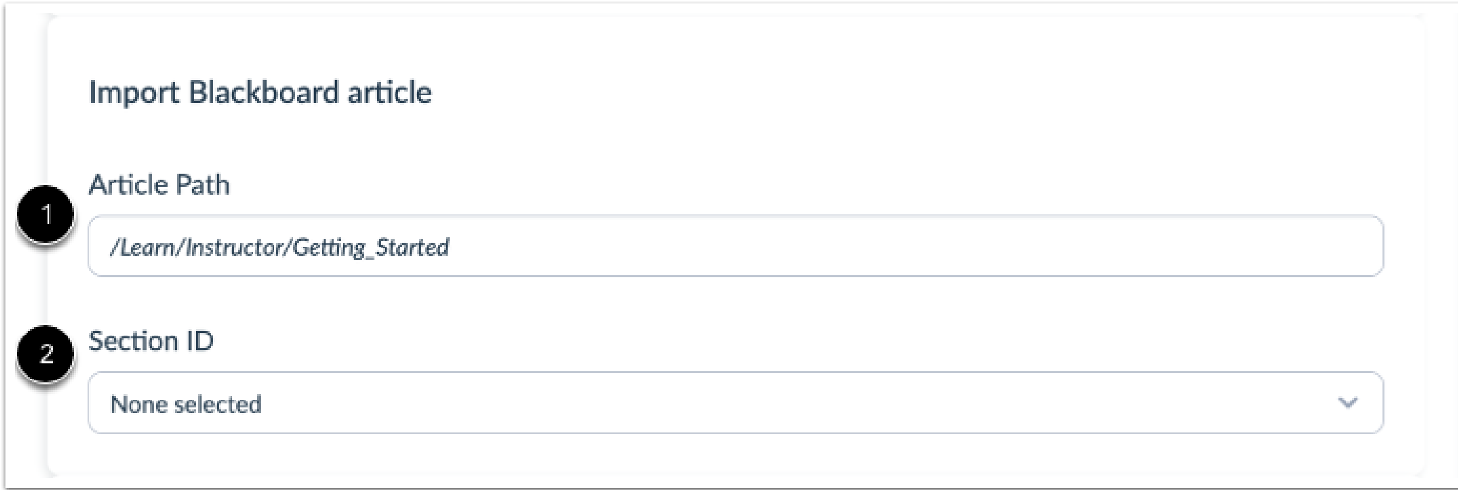


To add a new support article, click the **Create New** drop-down menu [1]and click the **Import from Blackboard** option [2].

Create Support Article

In the **title** field [1], enter a title for the support article and add content in the **Write an introductory paragraph** field [2].

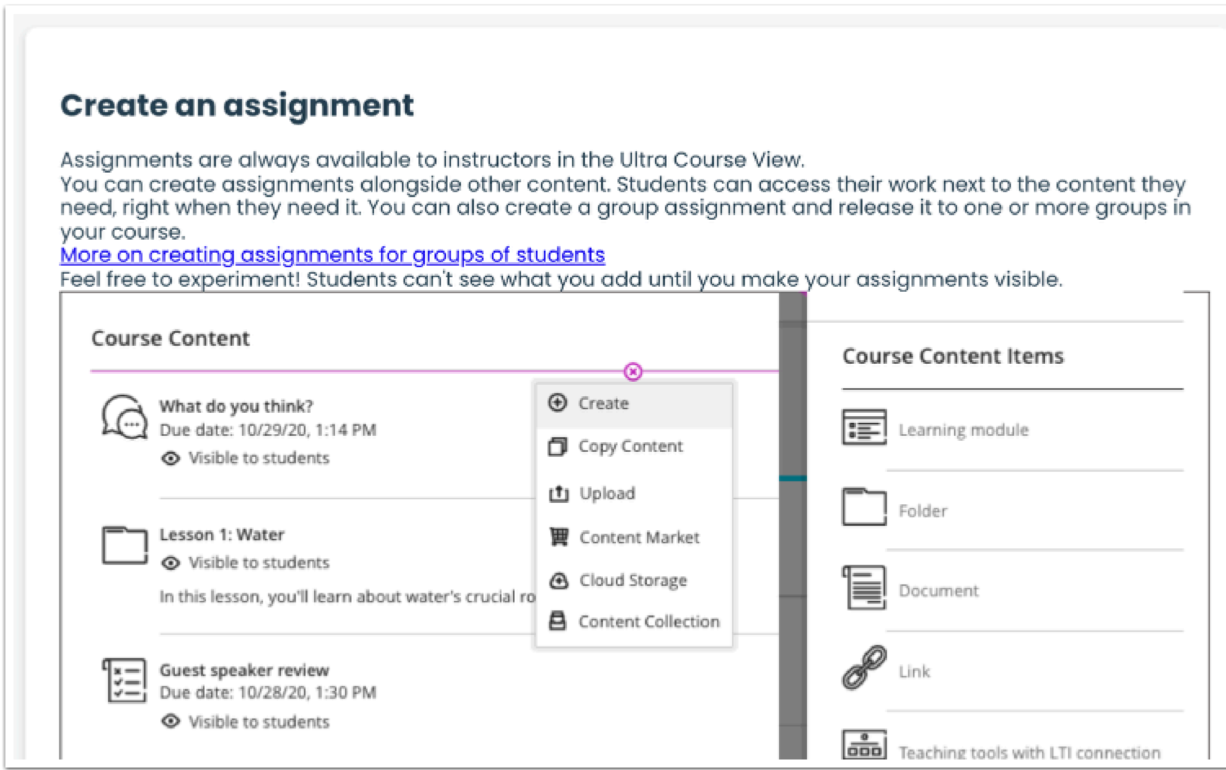
Import Blackboard article



In the **Article Path** field [1], add the website URL for the Blackboard article.

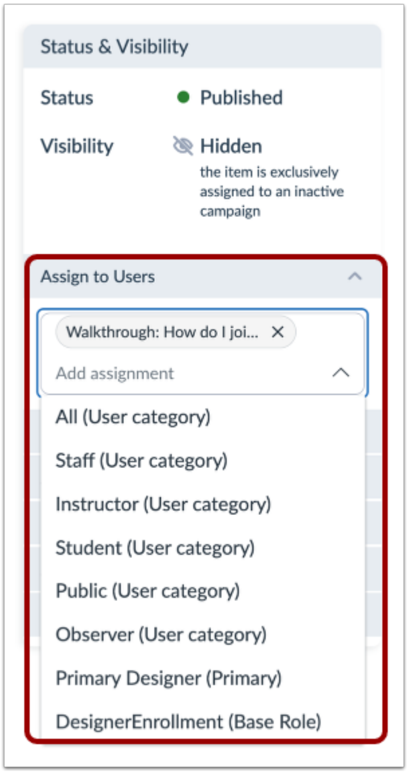
To select what parts of the external web page you want displayed in your support article use the **Section ID** drop-down menu [2]. If you prefer to have the whole web page displayed, keep the Section ID at None Selected.

Preview



The preview shows what information it is embedding.

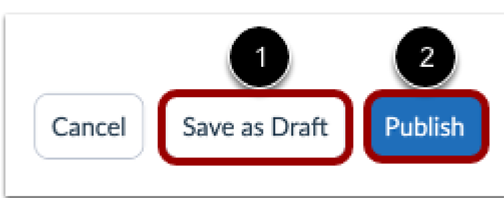
Assign to Users



Using the Add Assignment field to specify who will see the support article. For more information on this please read the What factors determine support article visibility? article.

A set of users must be selected in order to be published.

Publish Article



The **Save as Draft** button will create a draft of your support article so you can publish it later [1]. If you would like to make it visible, click the **Publish** button [2].

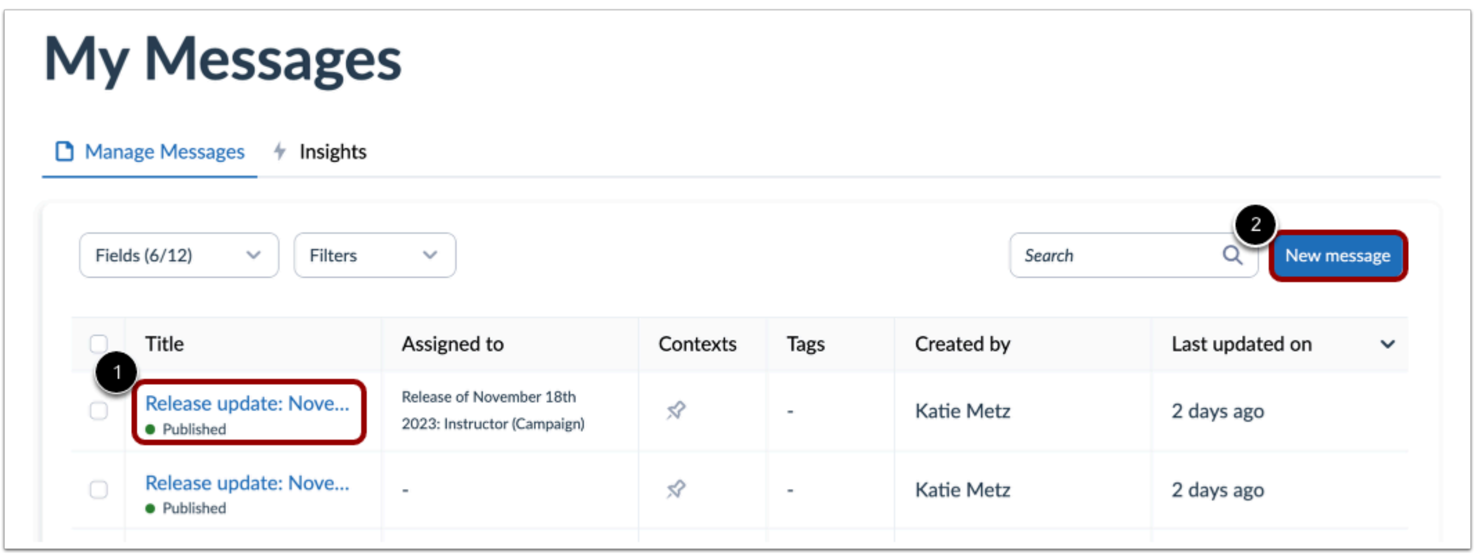
How do I add a support article to a message in the Impact Dashboard?

With Impact, you can add rich content to your messages, this includes links to support articles. Including such links will allow users to view support articles that are related to the content of your message. This article will focus on how you can link to support articles from a message.

Open Messages

In Global Navigation, click the **Messages** link.

Select Message

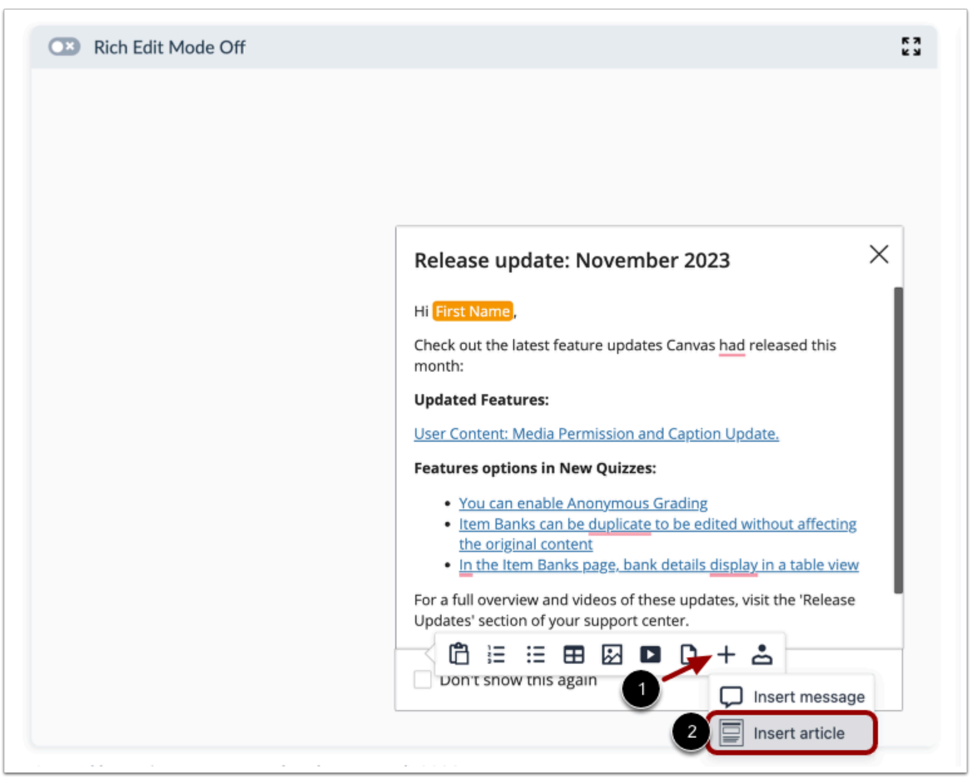


To open an existing message, click the name of the message [1]. To create a new message, click the **New Messages** drop-down menu [2].

Edit Message

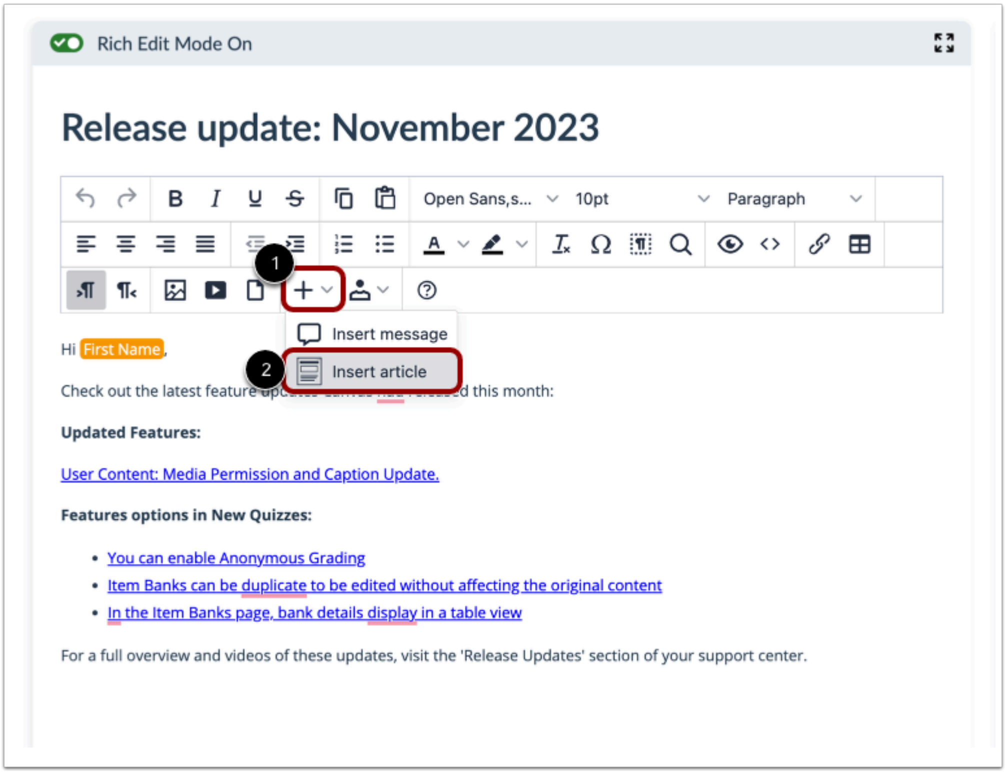
If you are editing a message, click the **Edit Message** button.

Rich Edit Mode Off



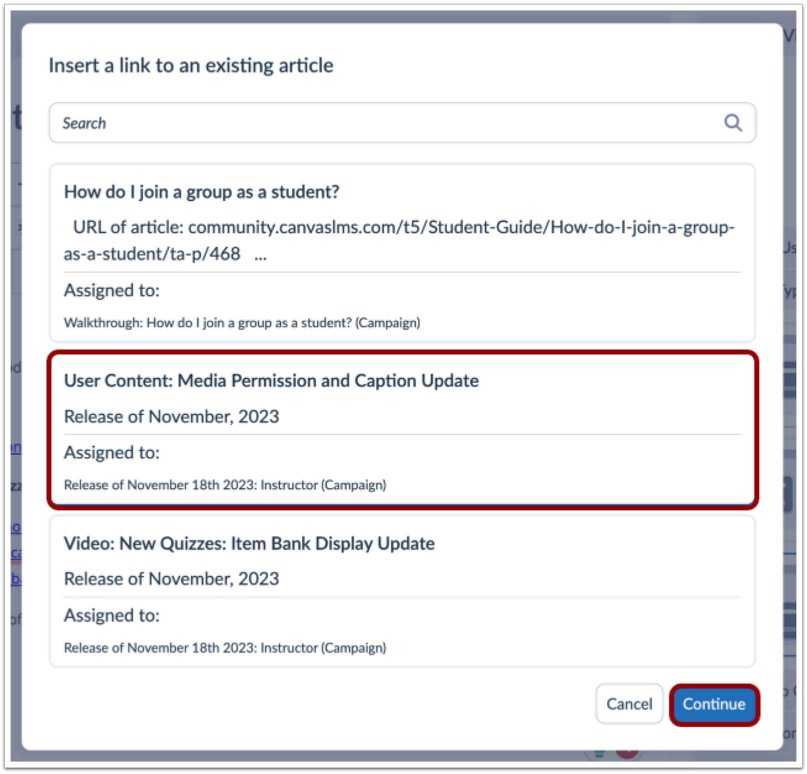
In the editor of the selected message, click into the body of the message or press enter if editing text to see the in-line insert options. In the menu, click the **Add** icon [1] and then select the **Insert Article** option [2].

Rich Edit Mode On



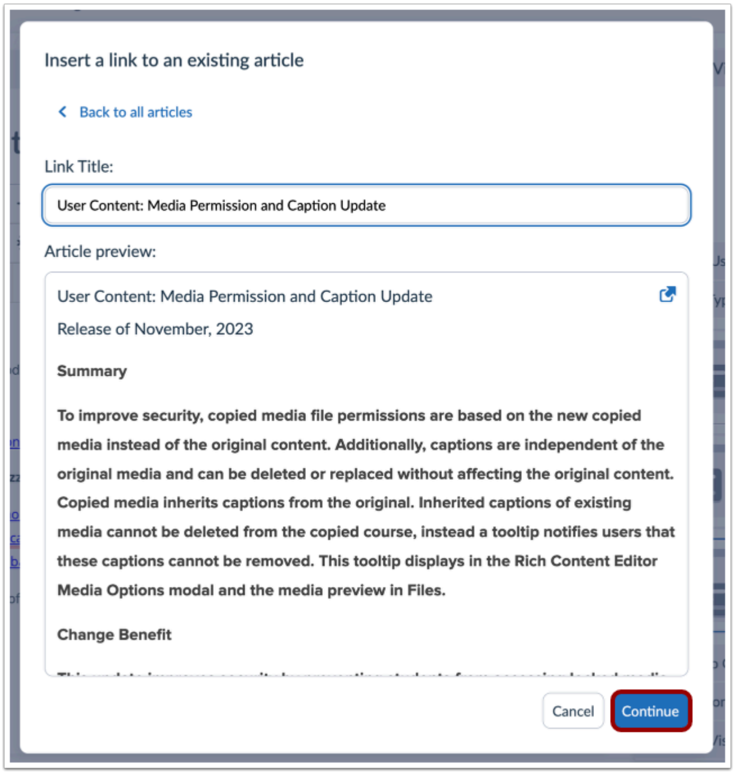
In the menu, click the **Add** icon [1] and then select the **Insert Article** option [2].

Select Articles



Type the article title or select an article. To add it to the message, click the **Continue** button.

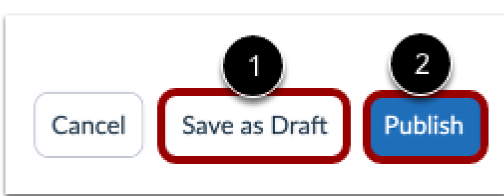
Preview Content



You can preview the article in your message before adding the resource to your message.

To confirm the change, click the **Continue** button.

Publish Message



The **Save as Draft** button will create a draft of your support article so you can publish it later [1]. If you would like to make it visible, click the **Publish** button [2].

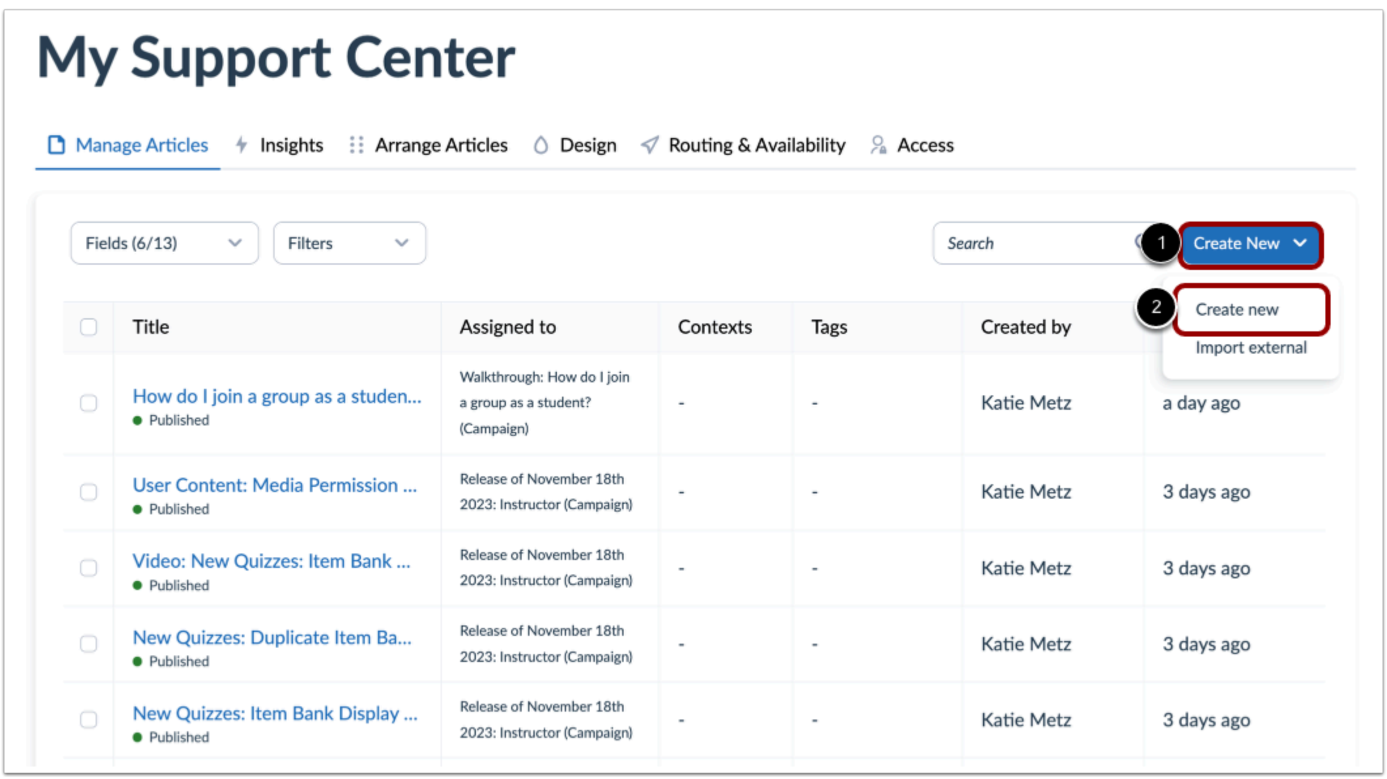
How do I add rich content to a support article in the Impact Dashboard?

With Impact, you can add rich content to your messages and support articles, such as images, videos, and documents.

Open Support

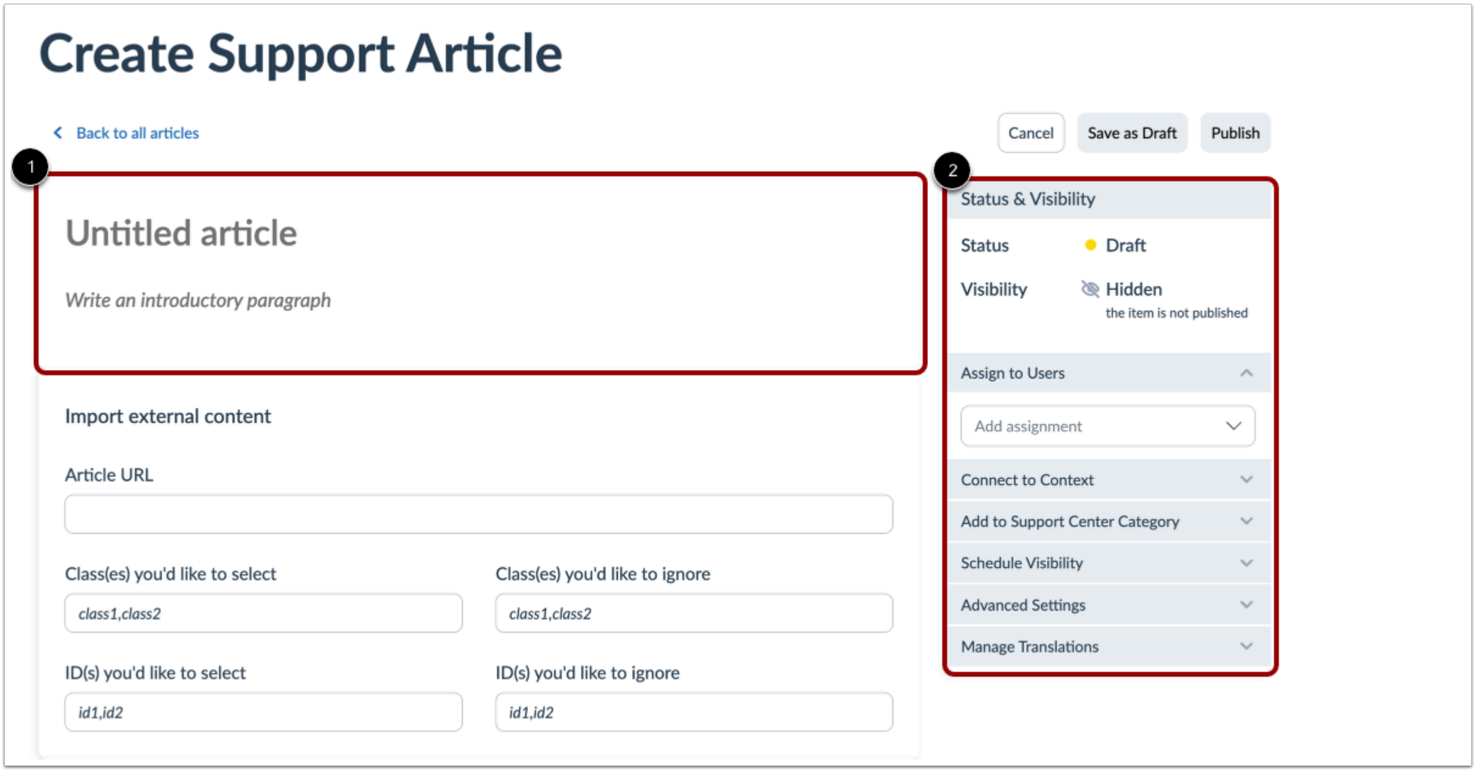
In Global Navigation, click the **Support** link.

Manage Articles



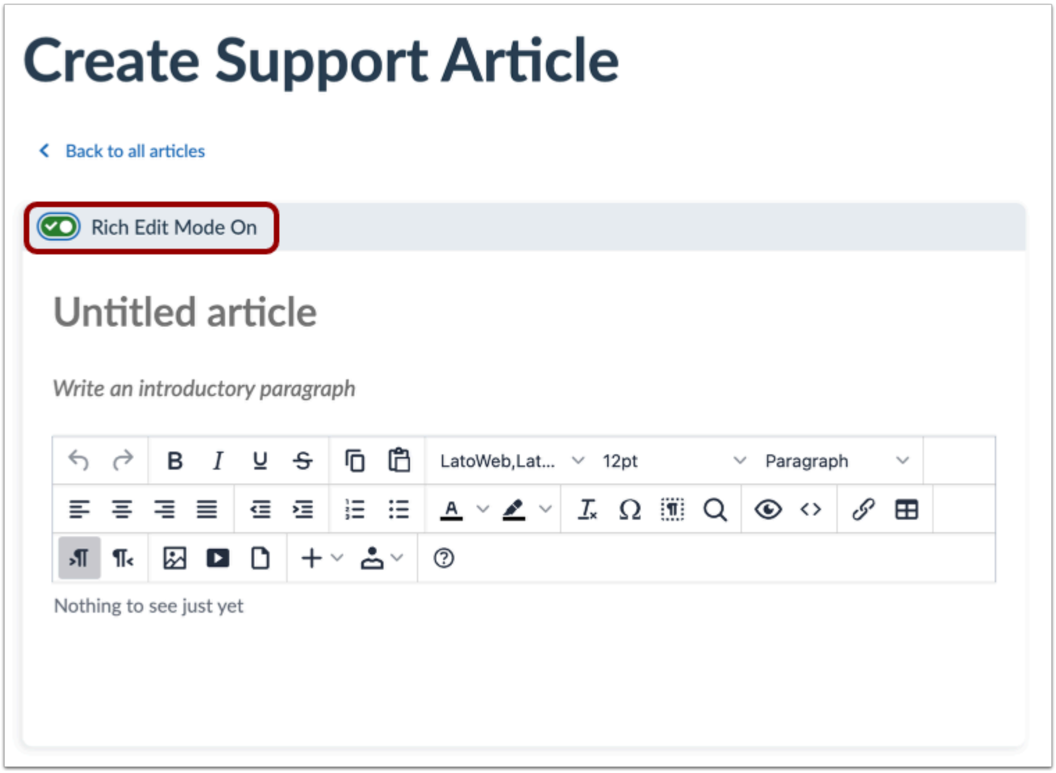
To add a new support article, click the **Create New** drop-down menu [1] and click the **Create new** link [2].

Add Article Content



To add a title, introductory paragraph, and content, start typing in the article content box [1]. In the sidebar, you can edit article settings [2].

Enable Rich Edit Mode

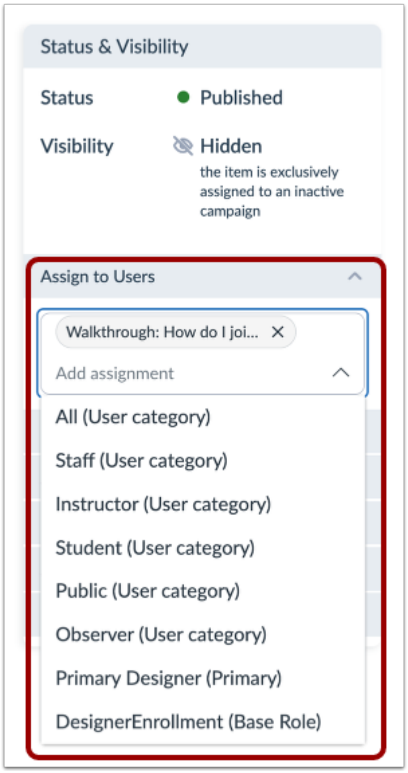


To add rich content, click the **Rich Edit Mode On** toggle button.

You can insert the following content types:

- Ordered list (numbers)
- Unordered list (bullet points)
- Table
- Image
- External Media (YouTube links or iframes)
- Documents (PDF, Word, Powerpoint)
- Links to other messages or support articles
- Personalization tokens

Assign to Users



Using the Add Assignment field to specify who sees the support article. For more information on this please read the [What factors determine support article visibility?](#)

A set of users must be selected in order to be published.

Publish Article

The **Save as Draft** button will create a draft of your support article so you can publish it later [1]. If you would like to make it visible, click the **Publish** button [2].

How do I add metadata to a support article in the Impact Dashboard?

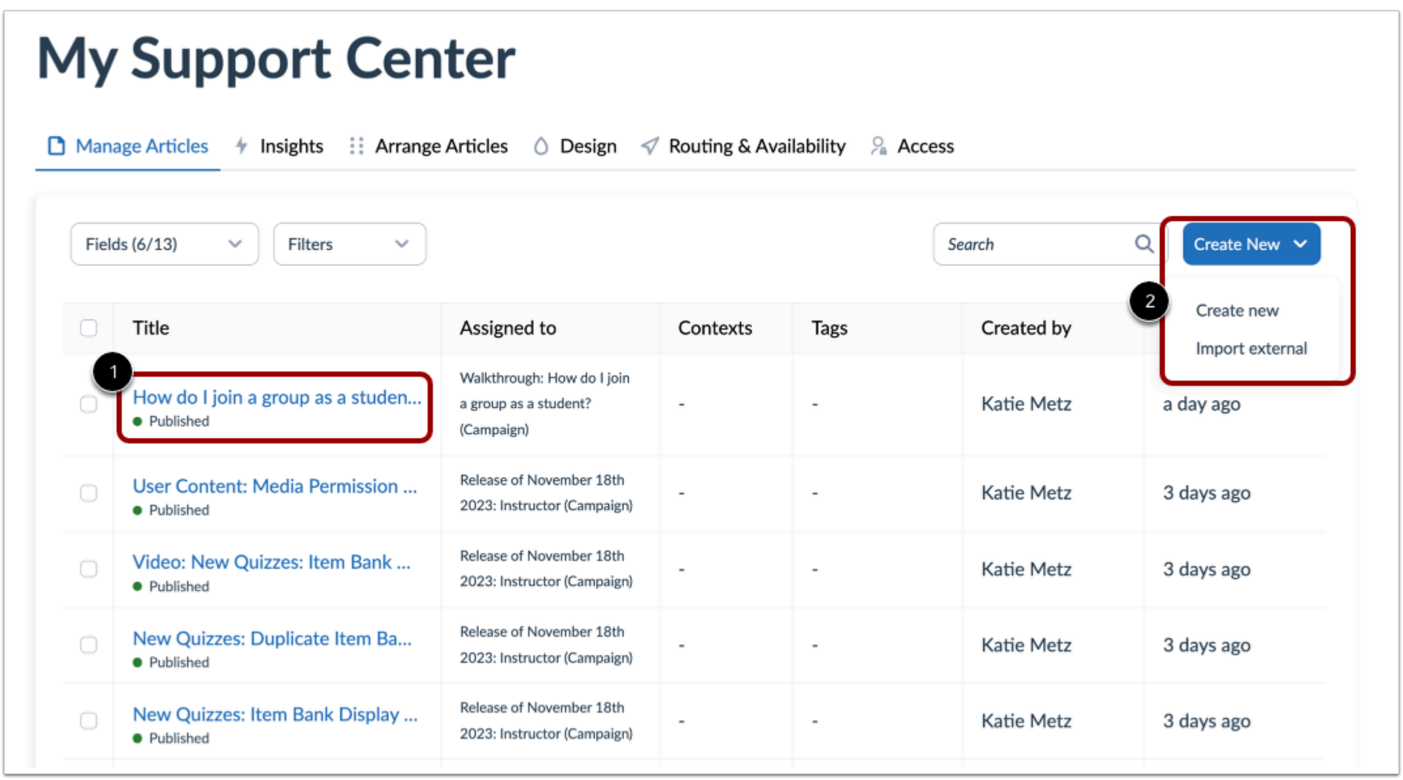
Impact enables you to add several different metadata points to your support articles to make them easier to find, sort, or filter. You can customize the following data points:

- **Tags -** consistent terms that can be used to find and group articles with filters
- **Keywords -** terms associated with your articles to make it easy to find your article via search.

Open Support

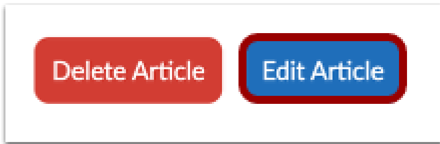
In Global Navigation, click the **Support** link.

Create or Edit Article



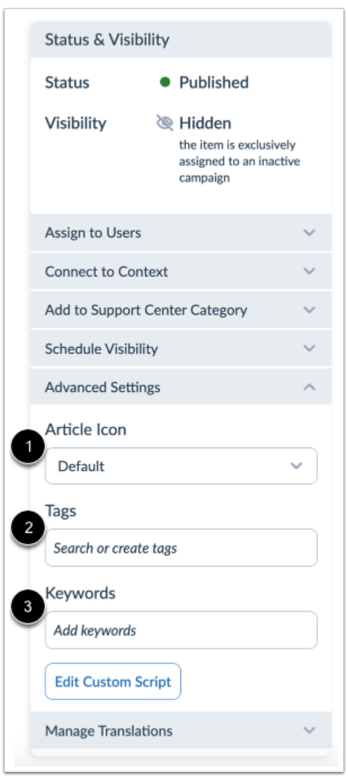
Select an article by clicking the title [1]. To create a new support article, click the **Create New** drop-down menu and select the type of article you would like to create [2].

Edit Article



If you are editing an article, click the **Edit Article** button.

Open Advanced Settings



In the sidebar, locate and click the **Advanced Settings** section [1].

To add searchable tags, click the **Tags** field [2], for Keywords, use the **Keywords** field [3].

Save Changes

If you are creating a new support article, the **Save as Draft** button will create a draft of your support article so you can publish it later [1]. If you would like to make it visible, click the **Publish** button [2].

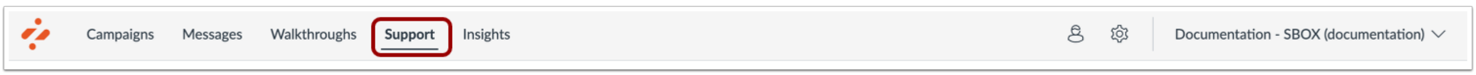
If you are editing a support article, click the **Update** button [3].

Note: A set of users must be selected in order to be published.

How do I link one support article to another support article in the Impact Dashboard?

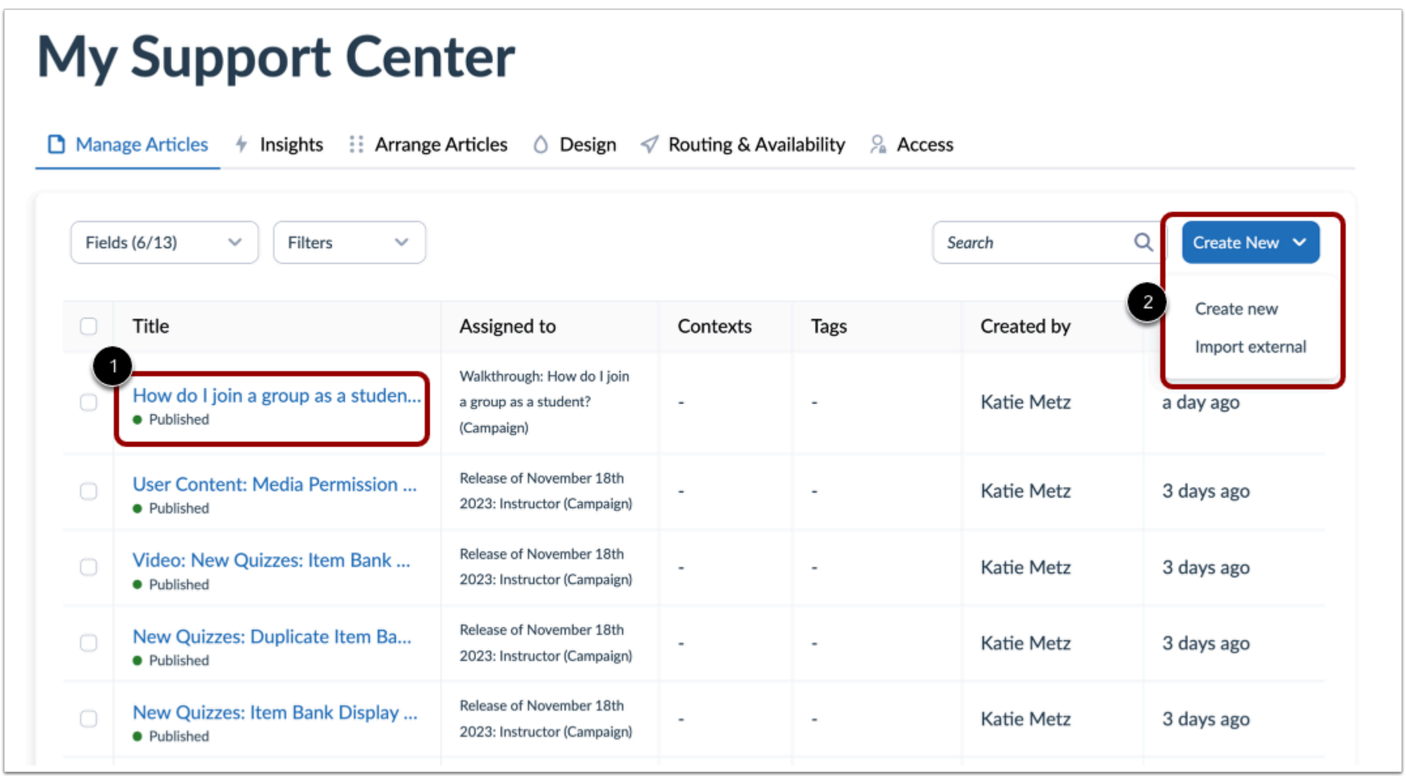
Creating links between the support articles you create using Impact is a great way to present users' information at different places in your learning application. This help article will show you how to link a new support article to an existing support article via the Impact dashboard.

Open Support



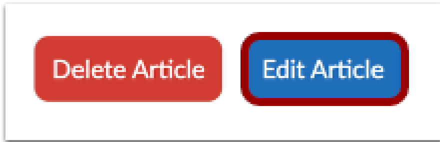
In Global Navigation, click the **Support** link.

Create or Edit Article



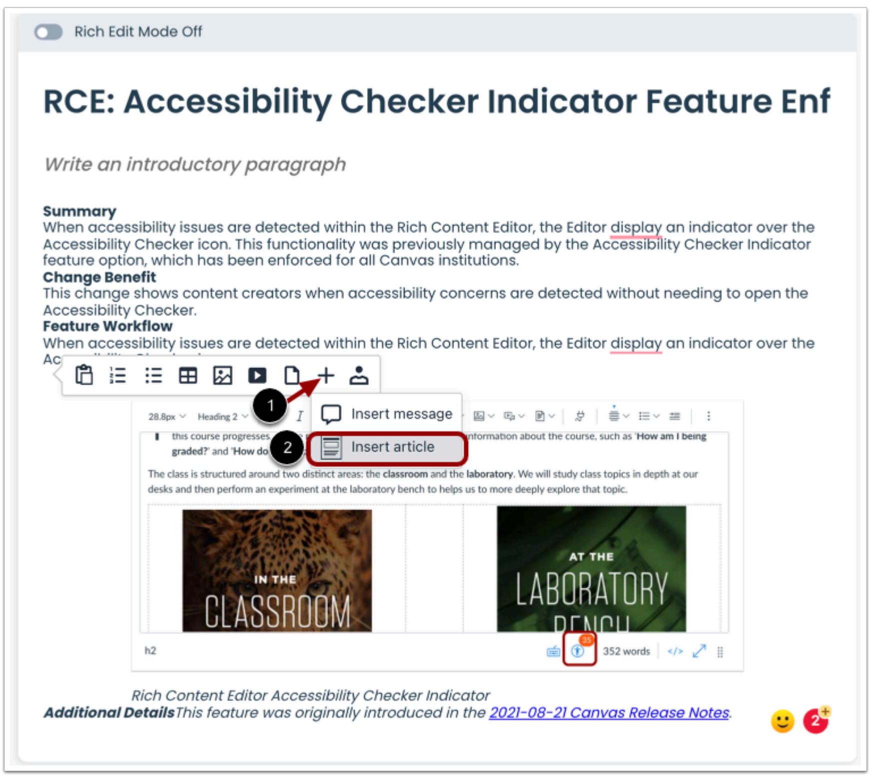
Select an article by clicking the title [1]. To [create a new support article,](#) click the **Create New** drop-down menu and select the type of article you would like to create [2].

Edit Article



If you are editing an article, click the **Edit Article** button.

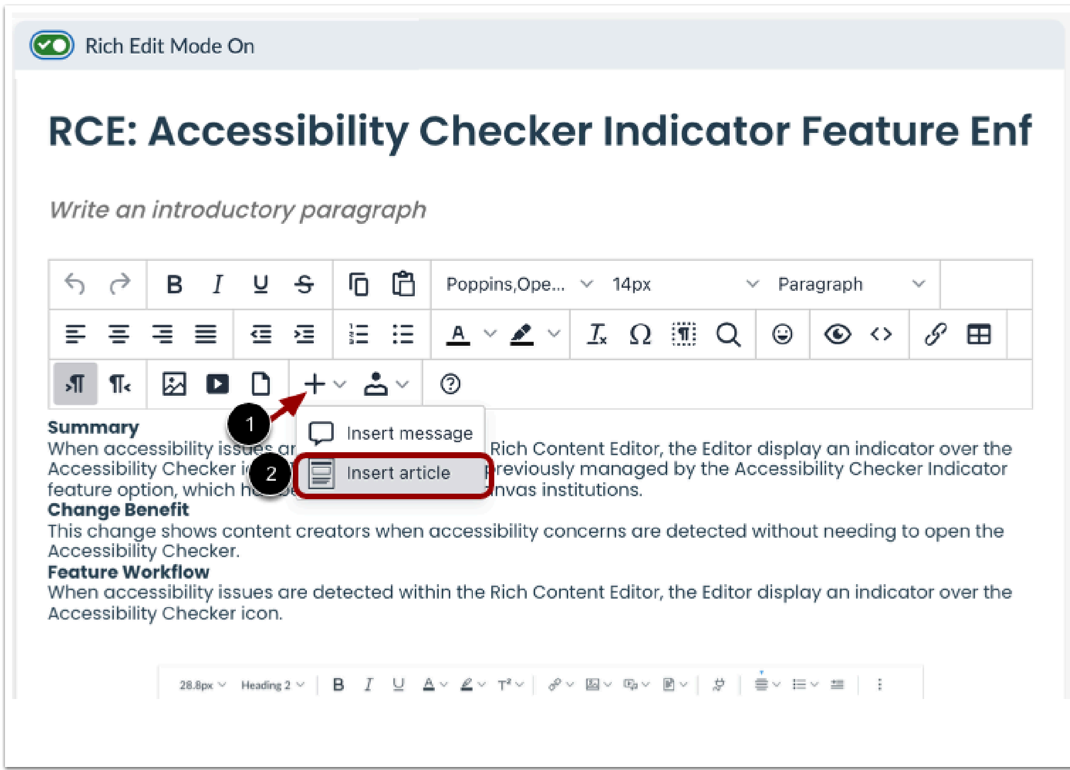
Link Article with Rich Edit Mode Off



In the editor of the selected message, click into the body of the article or press enter if editing text to see the in-line insert options.

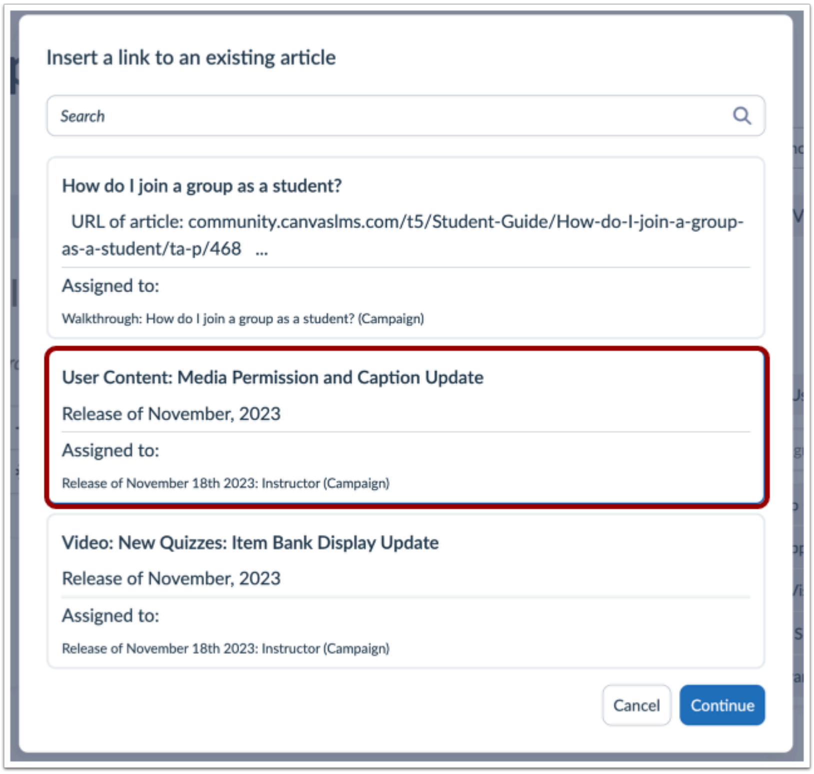
To link an article to another article, click the **Add** icon from the menu [1] and then click the **Insert Article** option [2].

Link Article with Rich content On



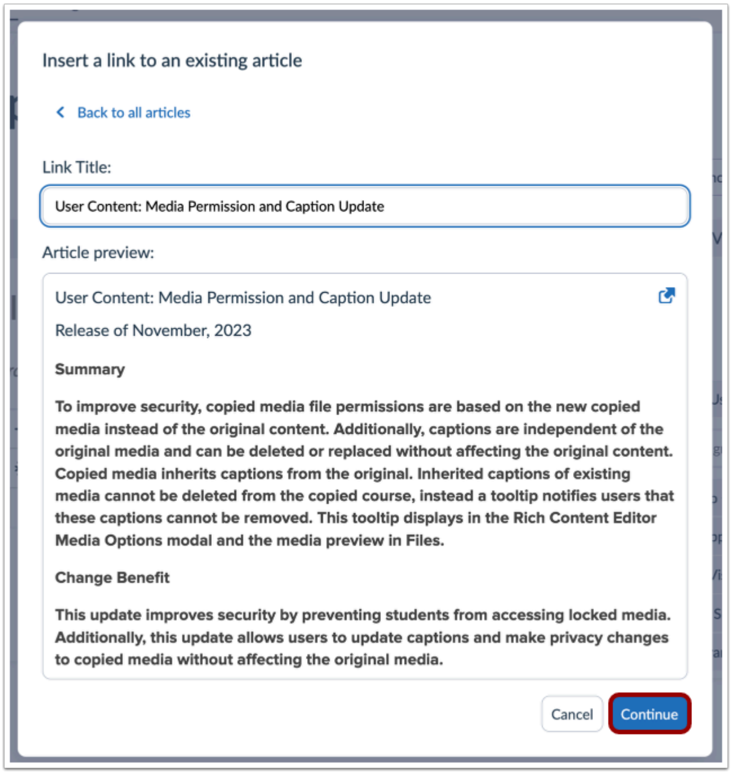
To link an article to another article, click the **Add** icon from the menu [1] and then click the **Insert Article** option [2].

Select Article



Search for the article title or select an article. To add it to the message, click the **Continue** button.

Preview Article



You can preview the article in your message before adding the resource to your message.

To confirm the change, click the **Continue** button.

Save Changes

If you are creating a new support article, the **Save as Draft** button will create a draft of your support article so you can publish it later [1]. If you would like to make it visible, click the **Publish** button [2].

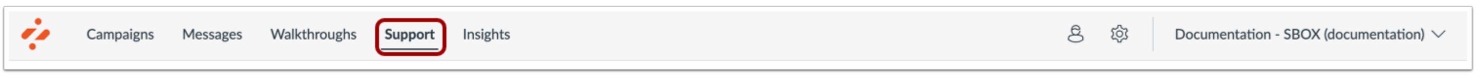
If you are editing a support article, click the **Update** button [3].

Note: A set of users must be selected in order to be published.

How do I unpublish a support article in the Impact Dashboard?

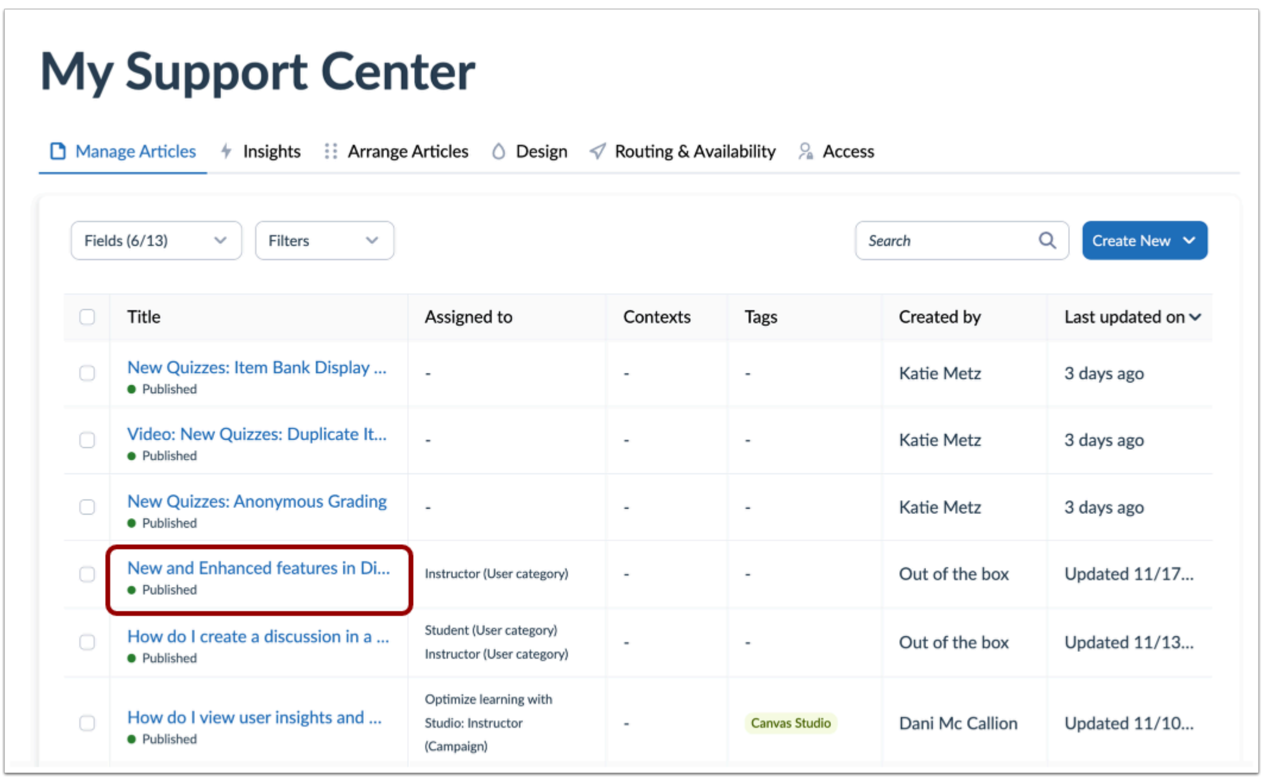
With Impact, you can use out of the box support articles. However, you may decide that you don't need to display some of these articles and choose to hide them.

Open Support



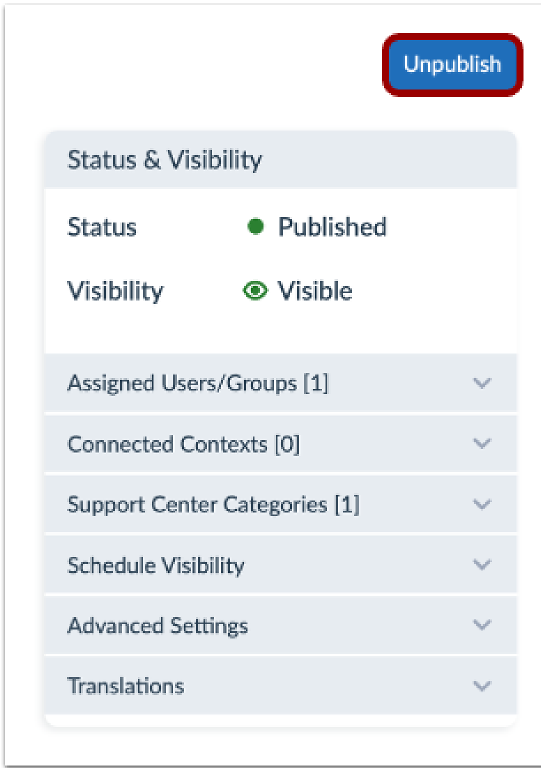
In Global Navigation, click the **Support** link.

Open Article



Click the article title.

Unpublish Article



Click the **Unpublish** button.

Confirm Unpublish

To confirm unpublishing the article, click the **Yes** button.

What factors determine Impact support article visibility?

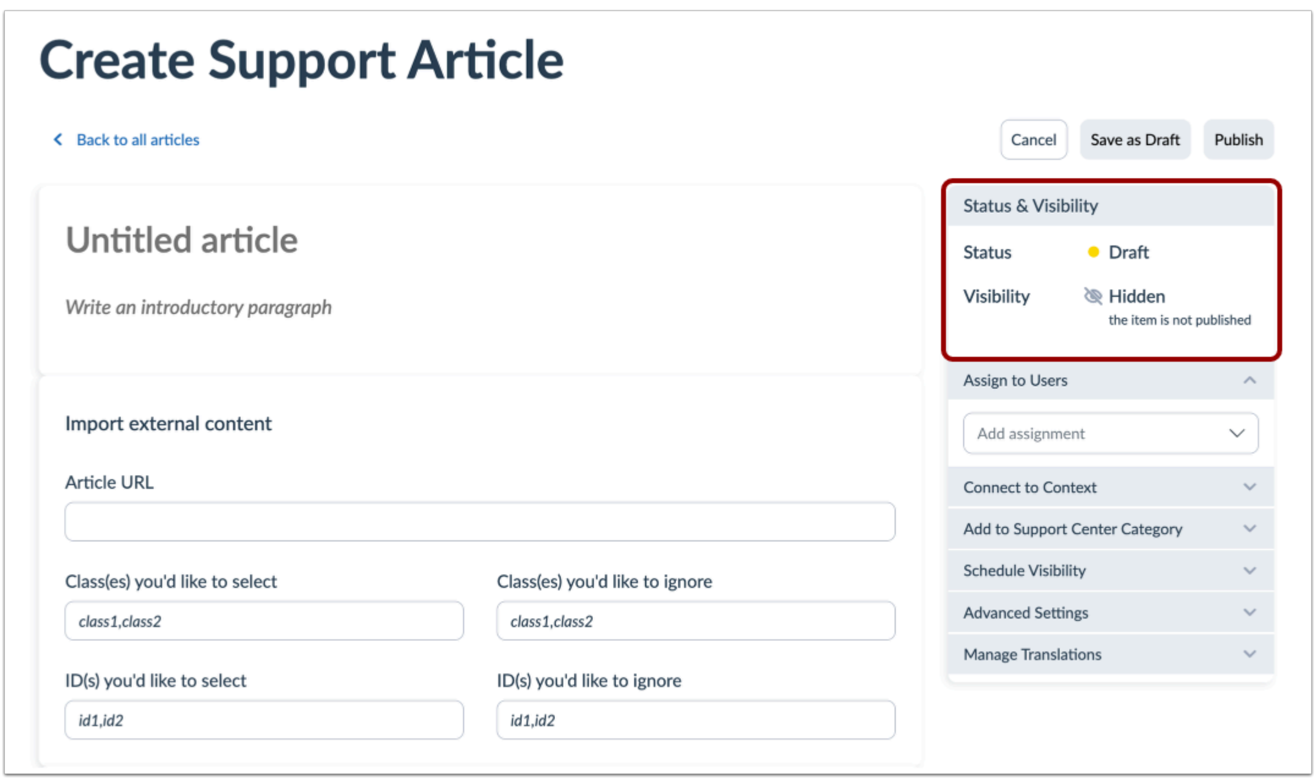
Impact support articles are displayed to users within your learning application based on several targeting rules and visibility settings.

Factors that Impact Support Article Visibility

There are five major factors that can impact who sees your support articles in the learning application.

- Article Status
- Assigned Users
- Connected Context
- Scheduled Visibility
- Tool Categories

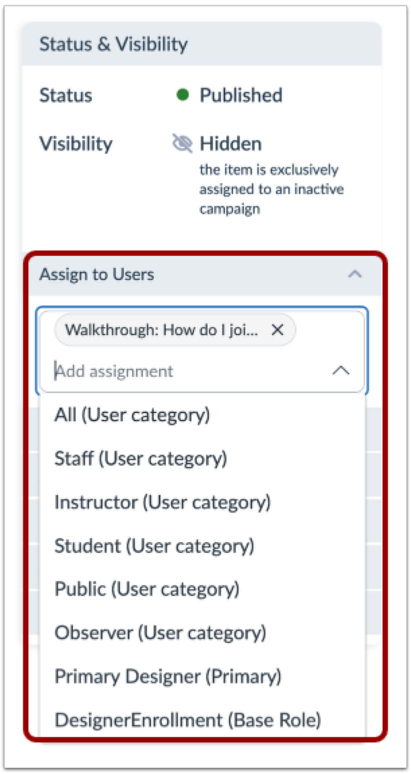
Article Status



If your article is still in draft mode or has been changed to draft mode, it will not be visible to any users.

- To publish a new article, follow the steps in How do I create a support article in the Impact Dashboard?
- To publish an existing article (that is saved as a draft), make sure the required settings are completed and then click the **Publish** button in the top right corner of the edit article page.

Assigned Users

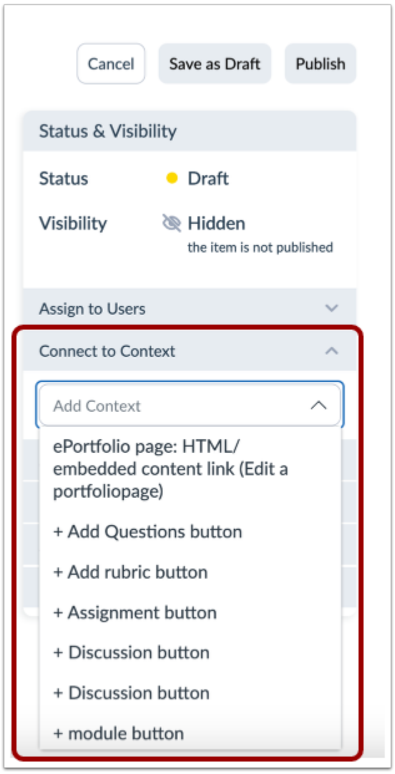


By assigning users to an article, you control for which users, groups, or campaign audiences will see your article. Users can be assigned by:

- Selecting individual user groups like user roles
- Selecting a predefined User Segment
- Selecting a group of users targeted by campaign rules
- Selecting a user filter created from the tool adoption reports

Note: Assigned users are often based on dynamic conditions. Meaning that the users who see this article can change over time depending on the criteria selected.

Connected Context



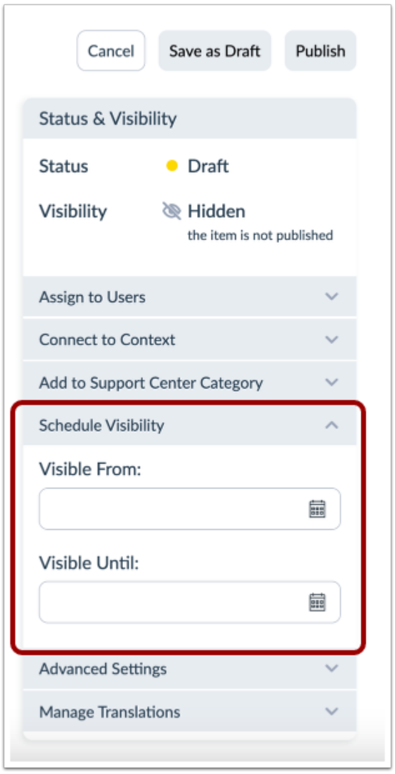
Connecting an article to a context defines which pages or elements within the learning application will display a message. This means if you connect an article to a context that only a specific user with specific permissions can view (for example an instructor in your LMS), then only those users with access to that page/element can see the article.

Please note that a context also has several display conditions like

- Show article on every page where this element appears
- Show article only on this specific page
- Show when hovering over this element
- Show when clicking on this element

You can adjust the connected context of your article in the edit article sidebar.

Scheduled Visibility



Scheduling the visibility of your article enables you to select a start date/time and end date/time during which your article will be displayed in your learning application.

If all other required settings are completed and the article is published, then

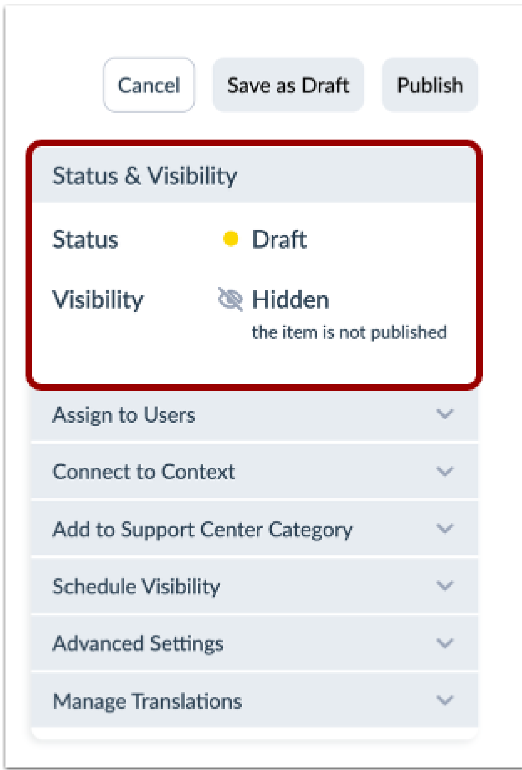
- The article will automatically become visible in the learning application at the scheduled **Start Date** and **Time**
- The article will automatically disappear from the learning application at the scheduled **End Date** and **Time**

Tool Categories

Is your article associated with a specific tool category? This is often the case with out of the box articles. If your article is associated with a specific tool category and you have set that tool category to hidden, then your article will not be visible.

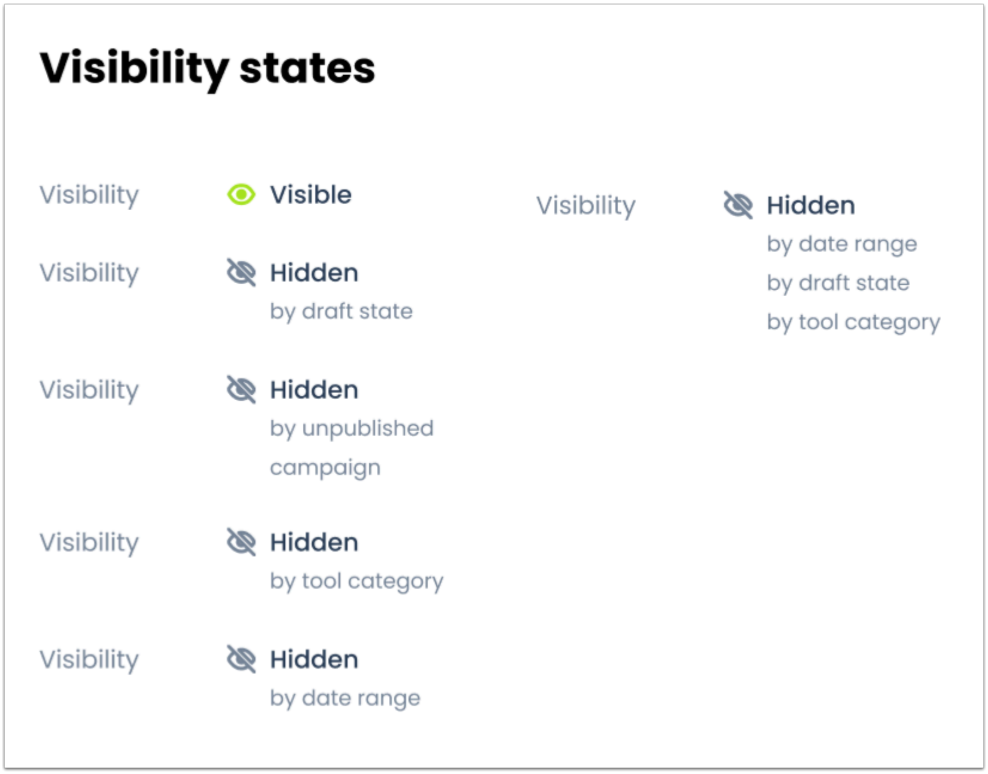
- You can view the associated tool categories via the **Edit Article** under the **Advanced Settings** tab.
- You can manage tool category visibility via the **Global Settings Menu** → **Tool Categories**

How do I see if an article is visible or not?



To find out if an article is currently visible, locate the article on your Impact dashboard and look for the Visibility indicator at the top of the sidebar.

How can I debug article visibility?



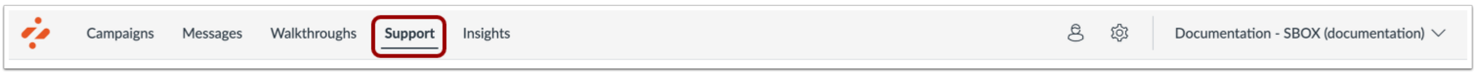
Are you having trouble understanding why your article is not visible? The **Status & Visibility** tab on the **View Article** page provides you with a quick summary of one or more reasons why your article may not be visible to users.

Here's what you can do for each hidden by indicator:

- **Hidden by draft state:** Publish your article.
- **Hidden by unpublished campaign:** Check the Assigned to Users tab to see which campaign this article is connected to, then locate the relevant campaign on My Campaigns and publish it.
- **Hidden by tool category:** Check the Advanced Settings tab to see which tool category is associated with this article. Then, via the global settings menu go to the Tool Categories page, find the relevant category, and toggle on the visibility.
- **Hidden by date range:** Check the Schedule Visibility tab and review the start and end date/time selections.

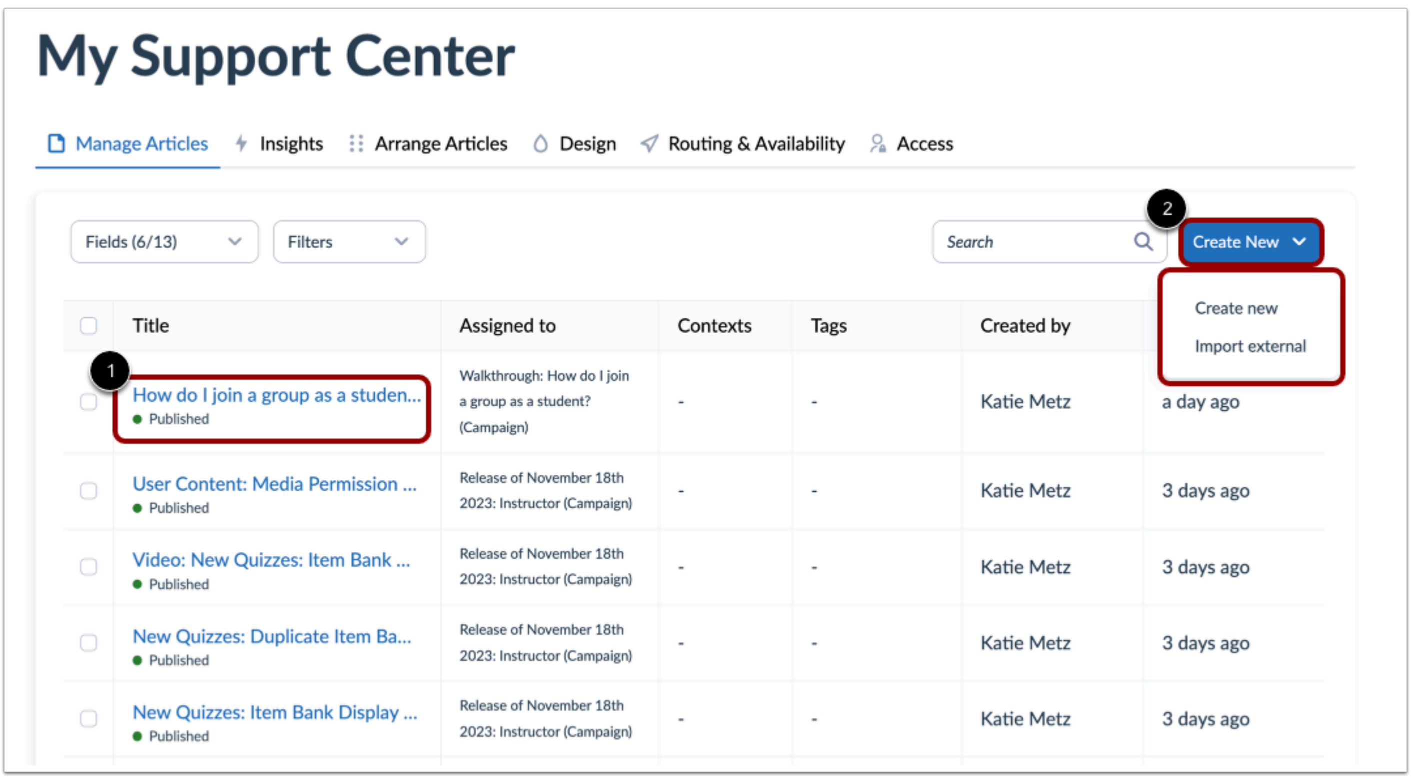
How do I add or edit support article translations in the Impact Dashboard?

Access Support



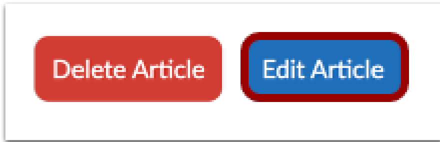
In Global Navigation, click the **Support** link.

Create or Select Article



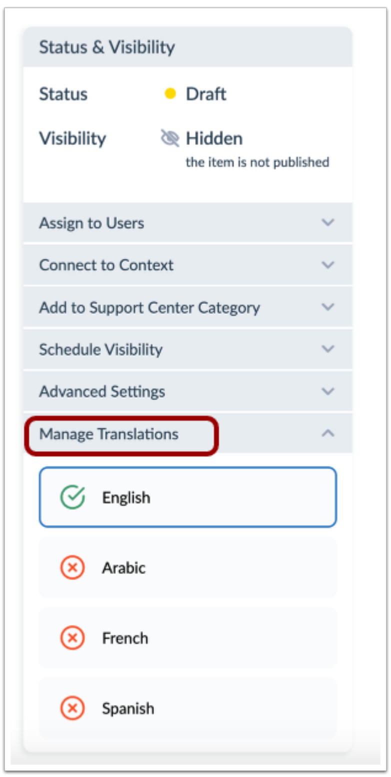
Select an article by clicking on the title [1]. To create a new support article, click the **Create New** drop-down menu [2] and select the type of article you would like to create.

Edit Article



If you edit an article, to update translations, click the **Edit Article** button.

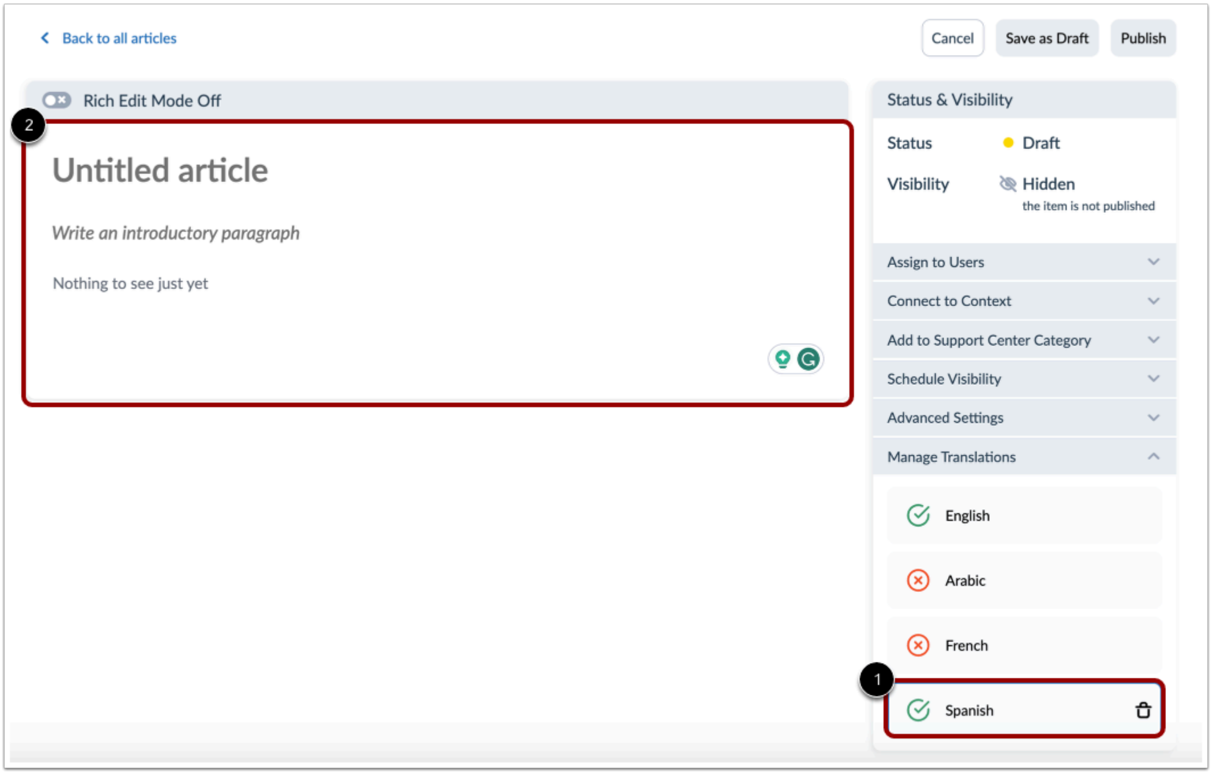
Manage Translations



In the sidebar, click the **Manage Translations** section.

You can see all of your different languages. To request the addition of a new language please read [How do I add a new language in the Impact Dashboard?]

Add or Edit Translation



Click the language in which you want the translation to the article [1].

Use the editor to write your translated article [2].

Publish or save your message as a draft.

How can I control visibility of Local Articles through the Impact Dashboard?

Locally created articles are displayed to users within your learning application based on several targeting rules and visibility settings.

Note: You cannot add a tool category to a locally created article. Tool categories allow you to control the visibility of Out of the Box articles.

Factors that Impact Local Article Visibility

There are four major factors that can impact who sees your local articles in the learning application.

- Article Status
- Assigned Users
- Connected Context
- Scheduled Visibility

Article Status

If your article is still in draft mode or has been changed to draft mode, it will not be visible to any users [1].

- To publish a new article, follow the steps in How do I create a support article in the Impact Dashboard?
- To publish an existing article (that is saved as a draft), make sure the required settings are completed and then click the **Publish** button [2].

Assigned Users

By assigning users to an article, you control for which users, groups, or campaign audiences will see your article. Users can be assigned by:

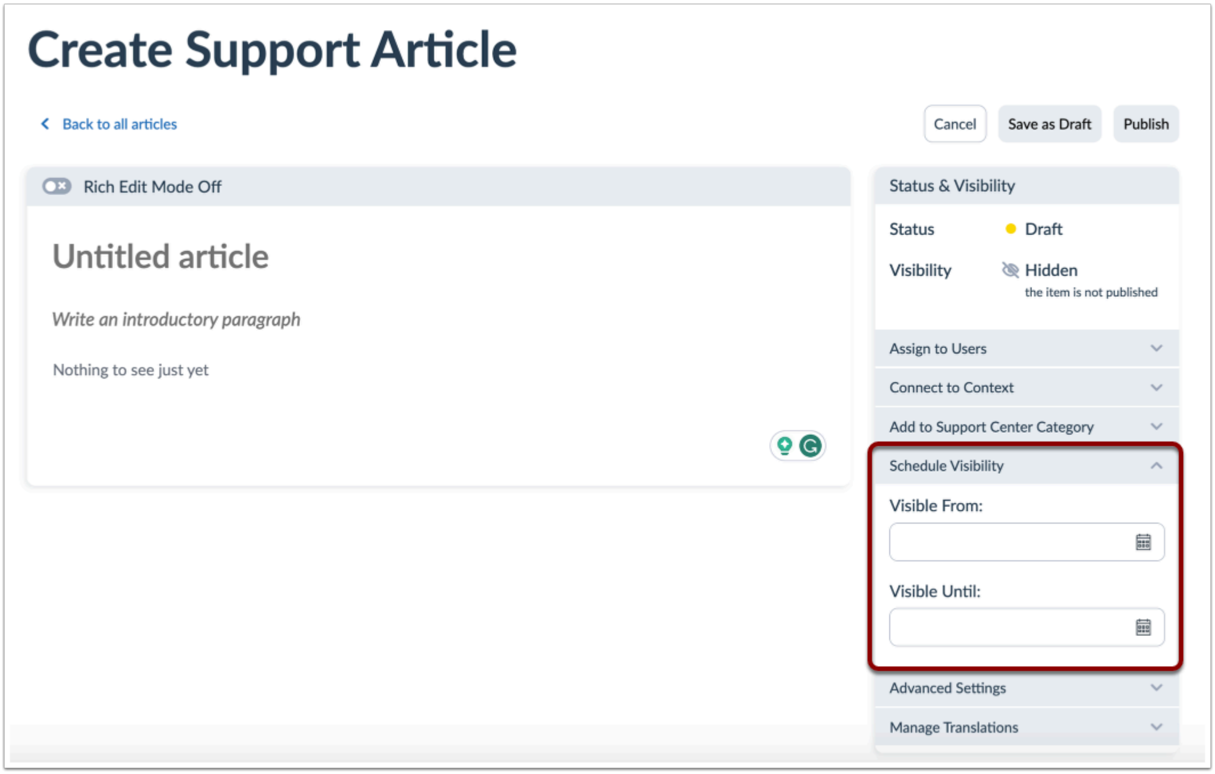
- Selecting individual user groups like user roles
- Selecting a predefined User Segment
- Selecting an existing campaign
- Selecting a user filter created from the tool adoption reports

Note: Assigned users are often based on dynamic conditions. Meaning that the users who see this article can change over time depending on the criteria selected.

Connected Contexts

You can connect a context within your LMS to an article. Locate the context you want to connect to your article and select the name(s).

Scheduled Visibility



Scheduling the visibility of your article enables you to select a start date/time and end date/time during which your article will be displayed in your learning application.

If all other required settings are completed and the article is published, then:

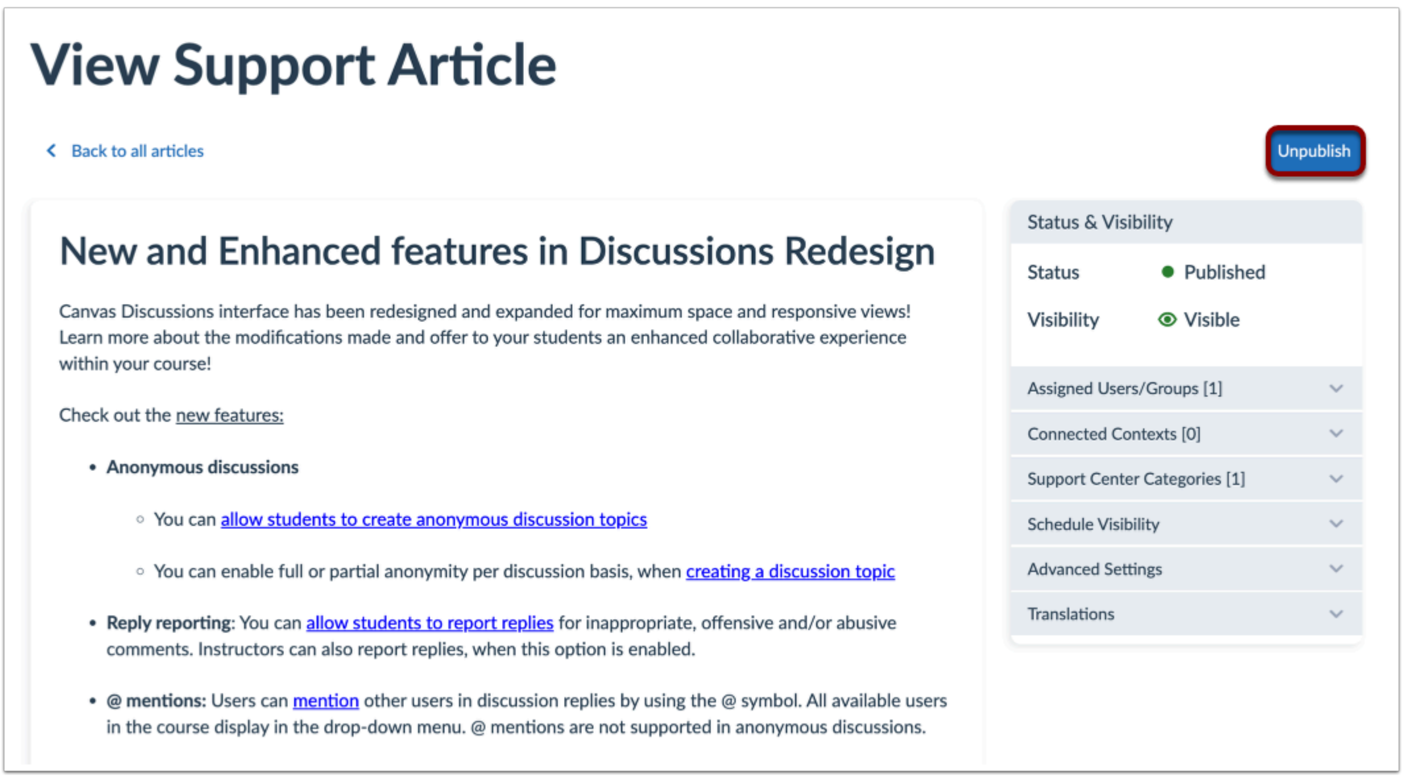
- The article will automatically become visible in the learning application at the scheduled **Start Date** and **Time**
- The article will automatically disappear from the learning application at the scheduled **End Date** and **Time**

How can I control visibility of Out of the Box Articles through the Impact Dashboard?

Visibility with Out of the Box Articles are limited but can be controlled through different settings:

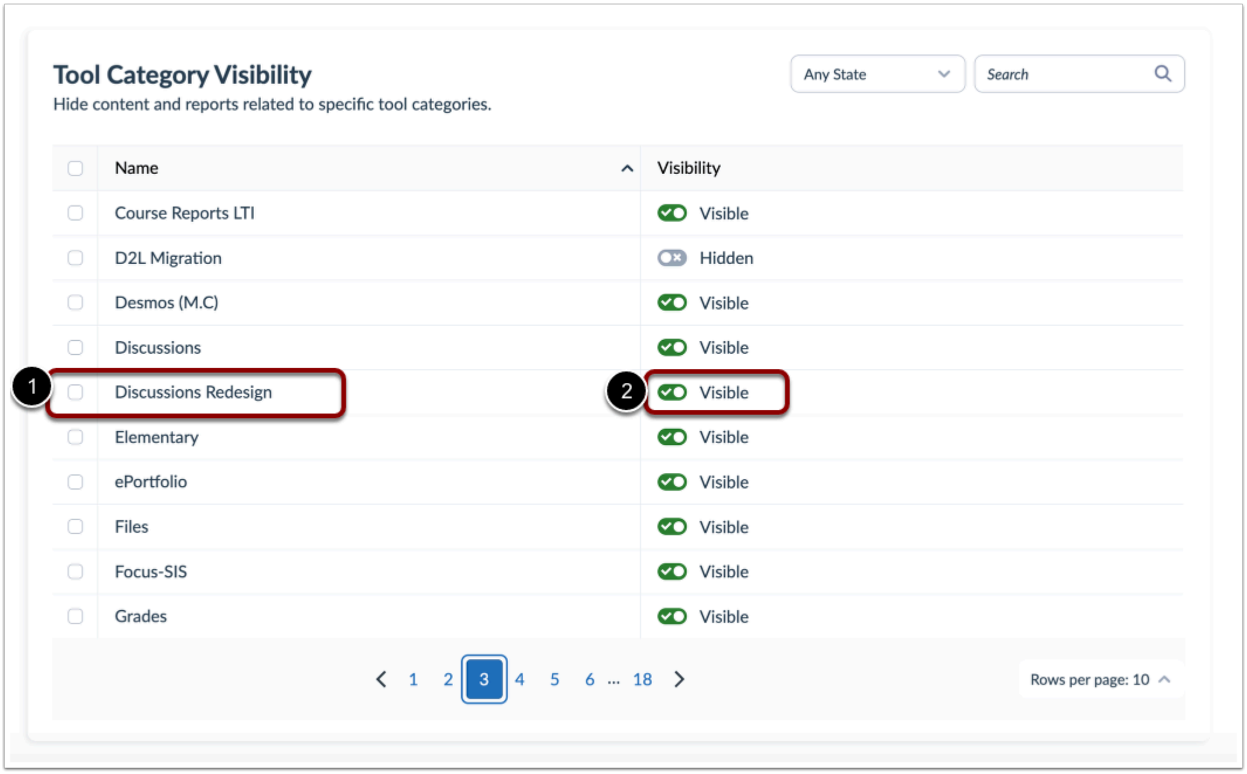
- Unpublish Article
- Edit Tool Category
- Removing the article from the Support Center.

Unpublish Article



In View Support Article, click the **Unpublish** button. After you unpublish the article, the new status will be set to hidden.

Edit Tool Category

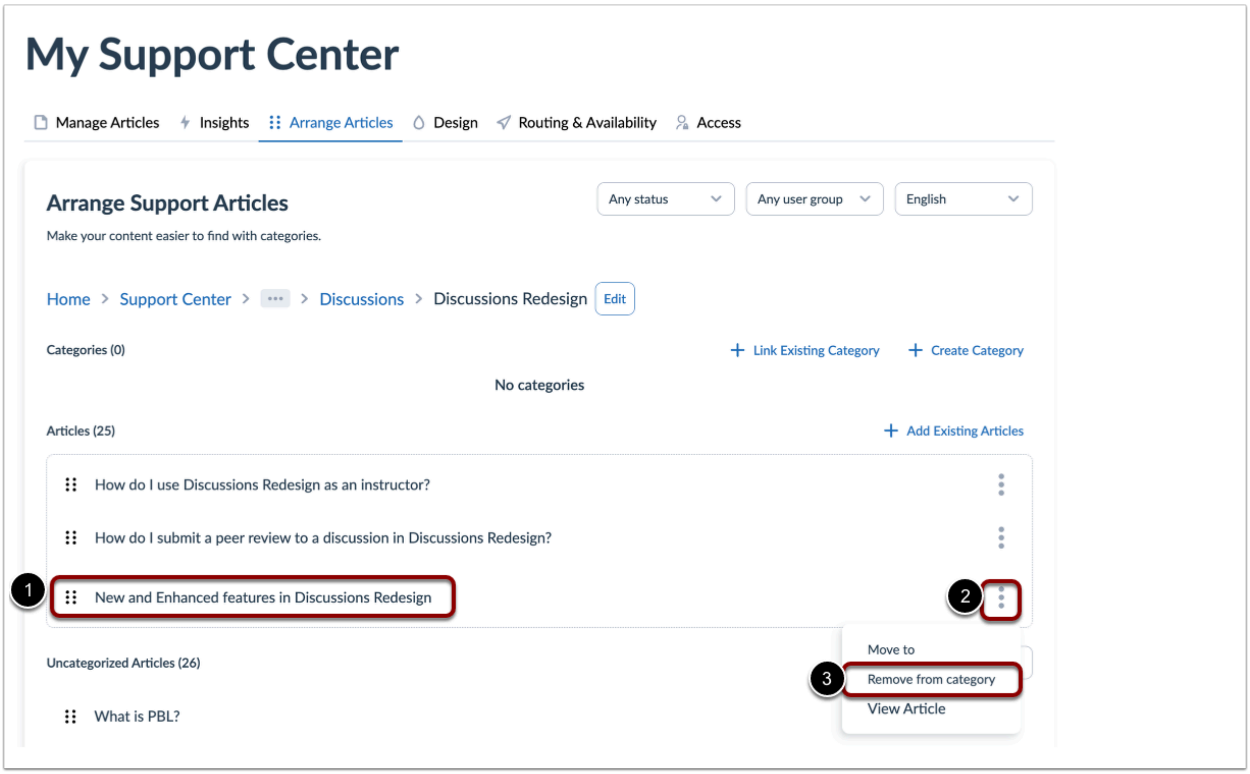


In Tool Categories settings, locate the **Tool Category** attached to the article [1] and **toggle off** the visibility [2].

Notes:

- Toggling off a Tool Category will hide all articles that are related to it.
- For more information on Tool Categories, visit [What are Impact Tool Categories?]

Remove Article from Support Center Category



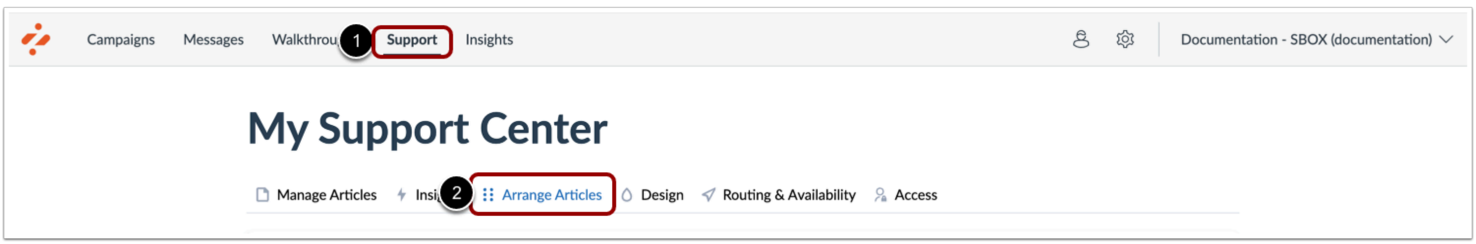
Locate the article within My Support Center [1]. Click the **Settings** icon [2] and select **Remove from category** [3].

Support Categories

How do I create or edit a Support Center category in the Impact Dashboard?

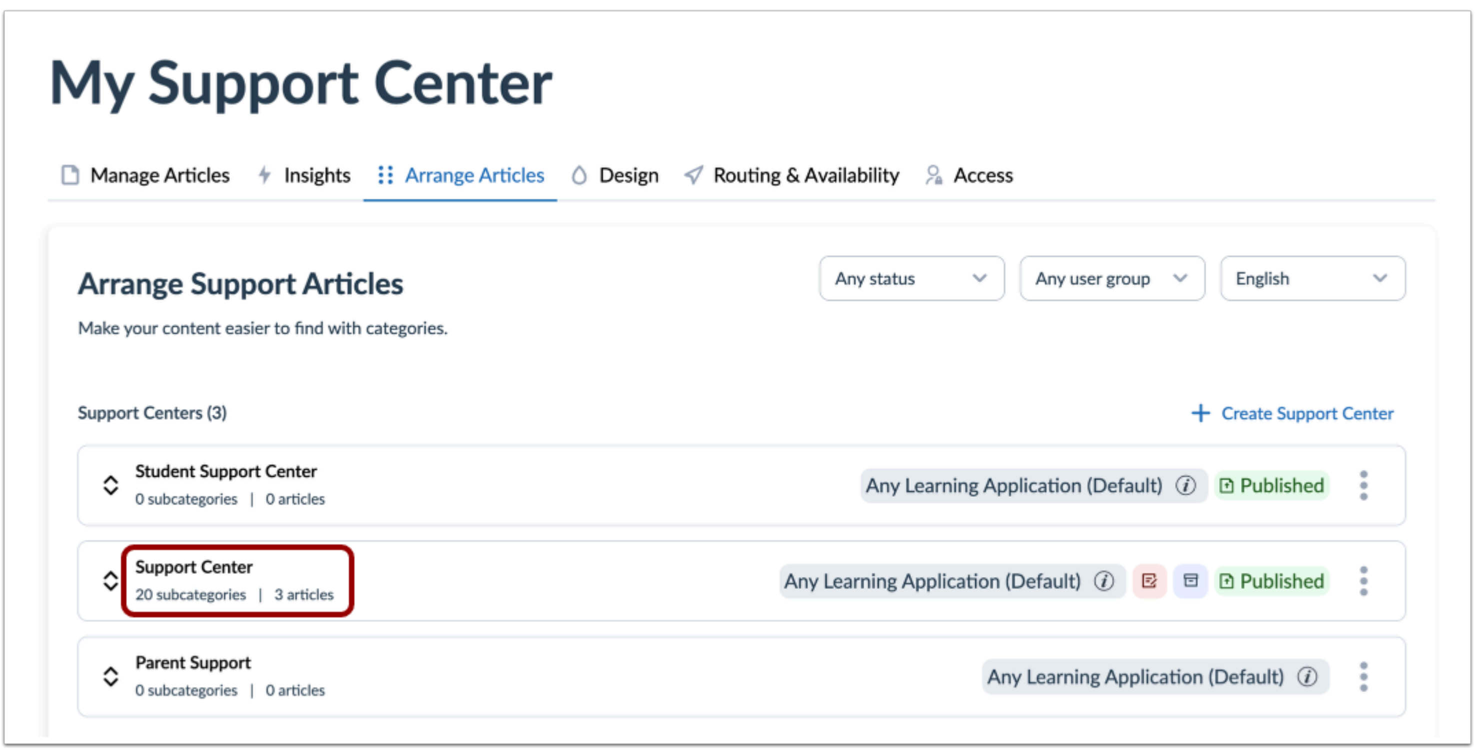
With Impact, you can create support articles for your support center with your learning application. You can use support center categories to organize your articles for efficiency and structure.

Open Support



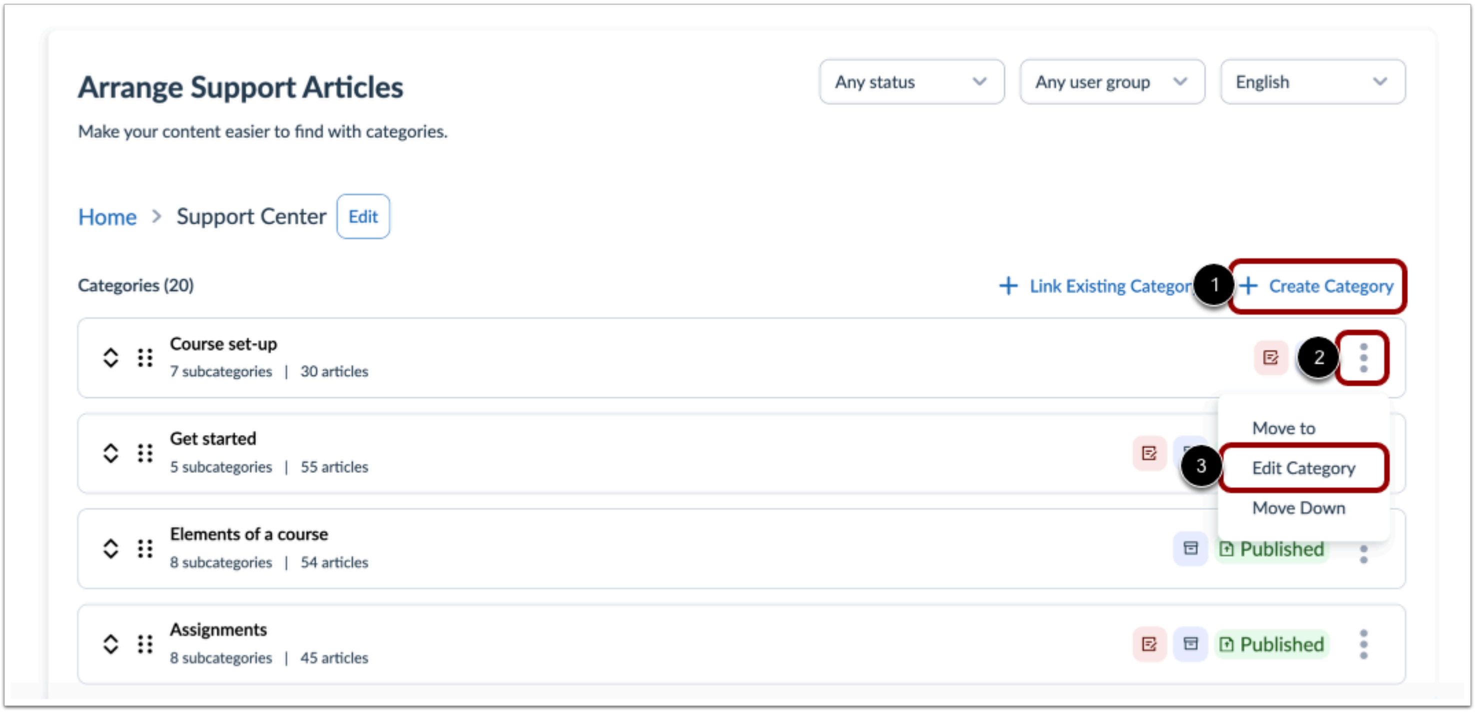
In Global Navigation, click the **Support** link [1]. Then click the **Arrange Articles** tab [2].

Open Support Center



Click the support center name link.

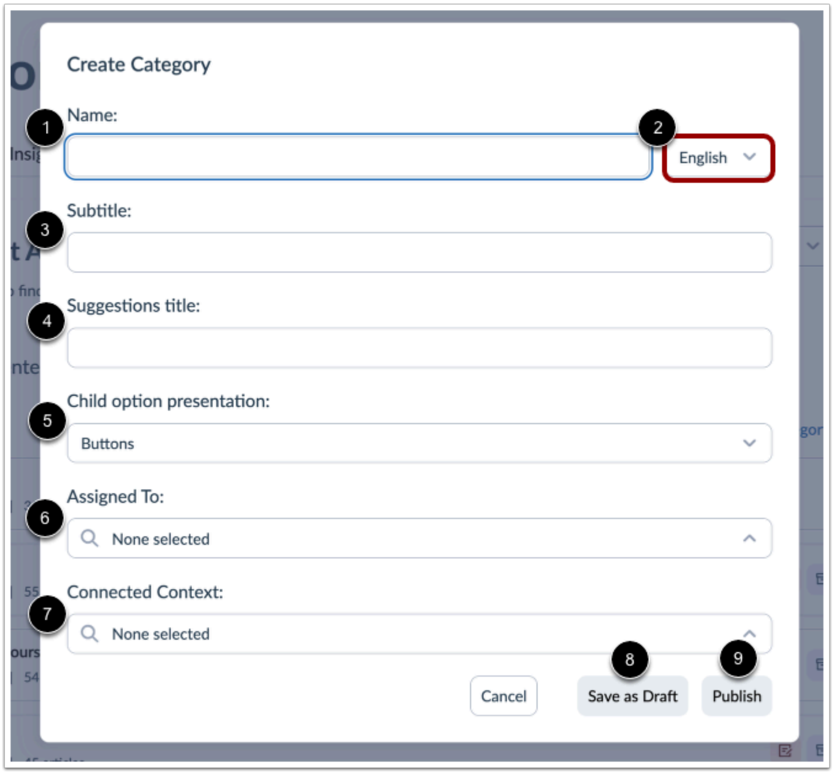
Create Category



To create a Support Center category, click the **Create Category** link [1].

To edit an existing support center category, locate the category. Then click the **Options** icon [2] and click the **Edit Category** link [3].

Add Category Details



In the Create Category window, you can add category details.

Enter a name for the category in the **Name** field [1]. To specify a language other than your account language, click the **Language** drop-down menu [2].

Enter a subtitle in the **Subtitle** field [3].

Enter a suggestions title in the **Suggestions title** field [4].

To specify the way options are presented in the support center, click the **Child option presentation** drop-down menu [5]. You can select buttons or drop-downs.

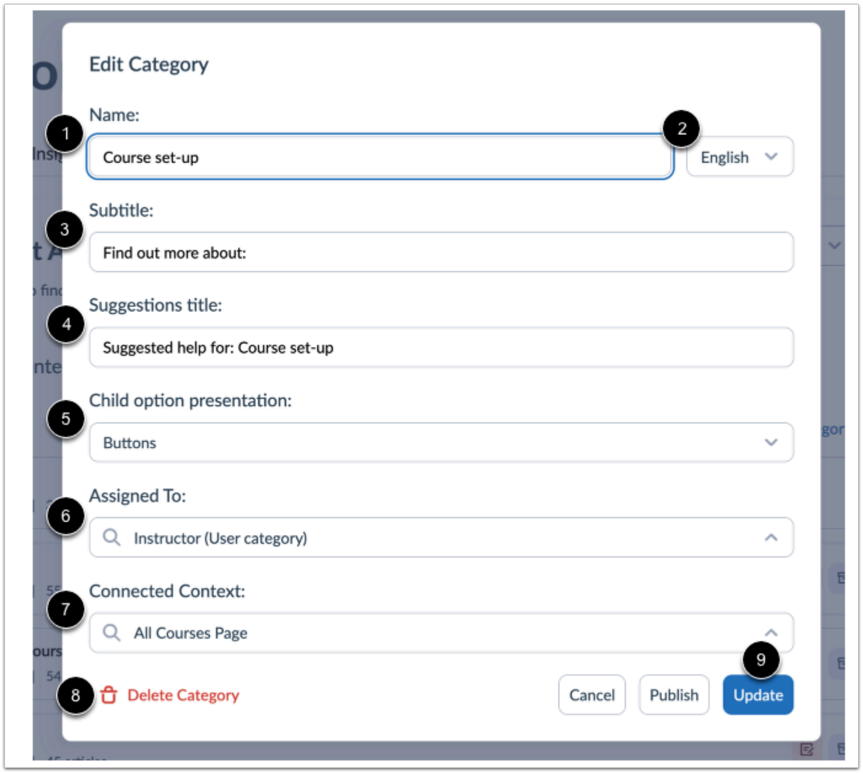
To manage which users your category is targeting, click the **Assigned to** drop-down menu [6]. You can target your category to any specific user, user group, or previously created campaign.

To define where in your learning application the category links, click the **Connected Context** drop-down menu [7]. Contexts can be specific pages or specific elements on pages. You can connect your category to multiple contexts.

To save the category and not publish it, click the **Save as Draft** button [8].

To publish the category, click the **Publish** button [9].

Edit Category Details



You can edit the category details: category name [1], language [2], subtitle [3], suggestions title [4], child option presentation [5], assigned to [6], and connected context [7].

To delete the category, click the **Delete Category** link [8].

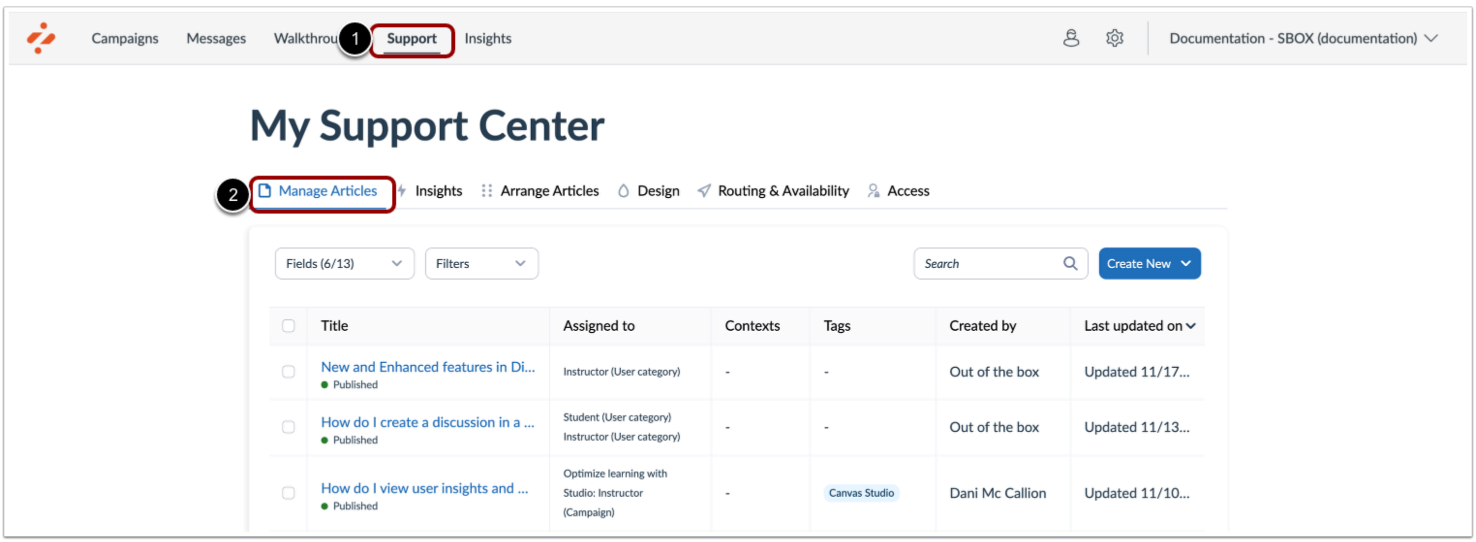
To update the category, click the **Update** button [9].

How do I add an article to a Support Center category in the Impact Dashboard?

With Impact you can create support articles and assign them to categories to structure your support center.

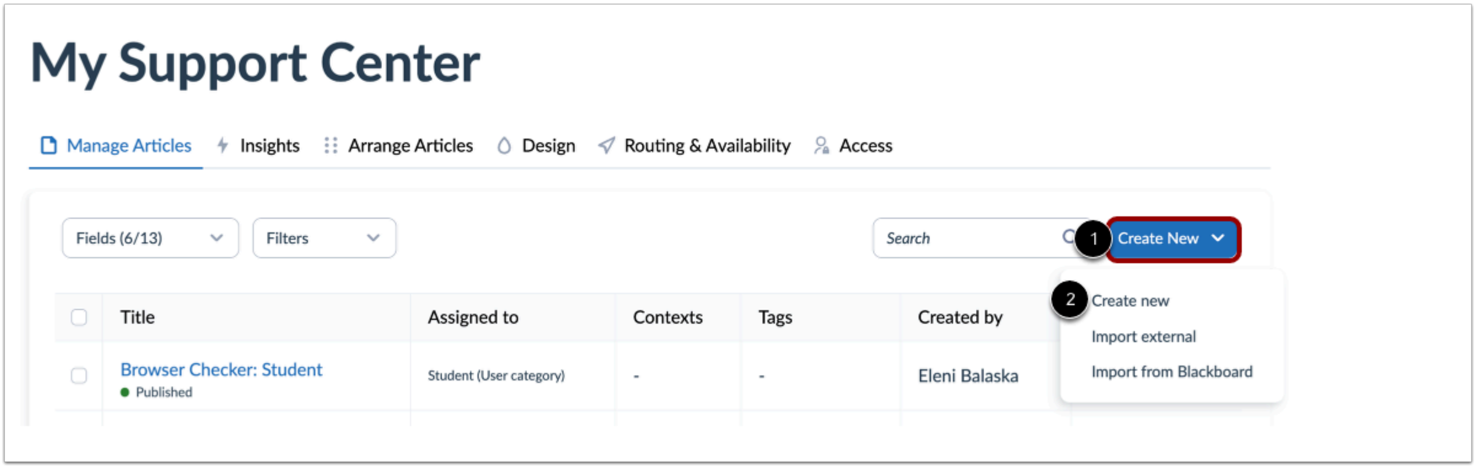
You can also associate and add a support article to a support center category.

Open Support



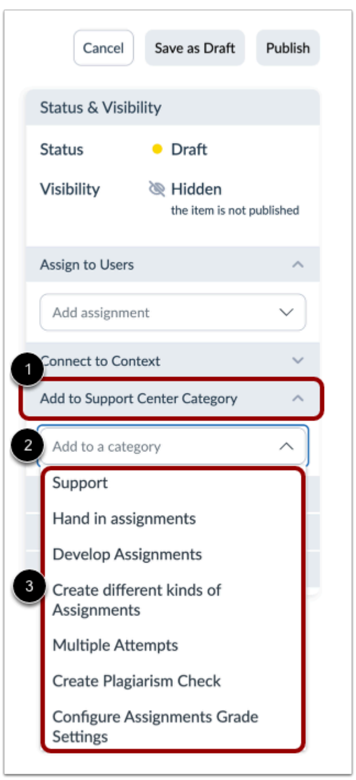
In Global Navigation, click the **Support** link [1]. Then click the **Manage Articles** tab [2].

Create New Article



To create a new article, click the **Create New** drop-down menu [1]. Then click the **Create new** link [2].

Add to Support Center Category



In the Create Support Article page, click the **Add to Support Center Category** drop-down menu [1].

Click the **Add to a category** drop-down menu [2].

To add the article to a category, select the name(s) of the category [3]. You can select multiple categories.

Publish Support Article

To save the article, click the **Save as Draft** button [1].

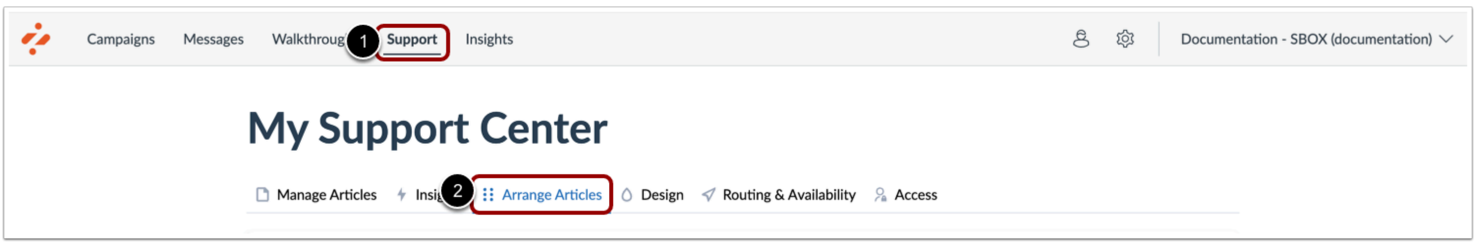
To publish the article, click the **Publish** button [2].

How do I associate an article to a Support Center category in the Impact Dashboard?

With Impact, you can associate existing support articles and assign them to categories to structure your support center.

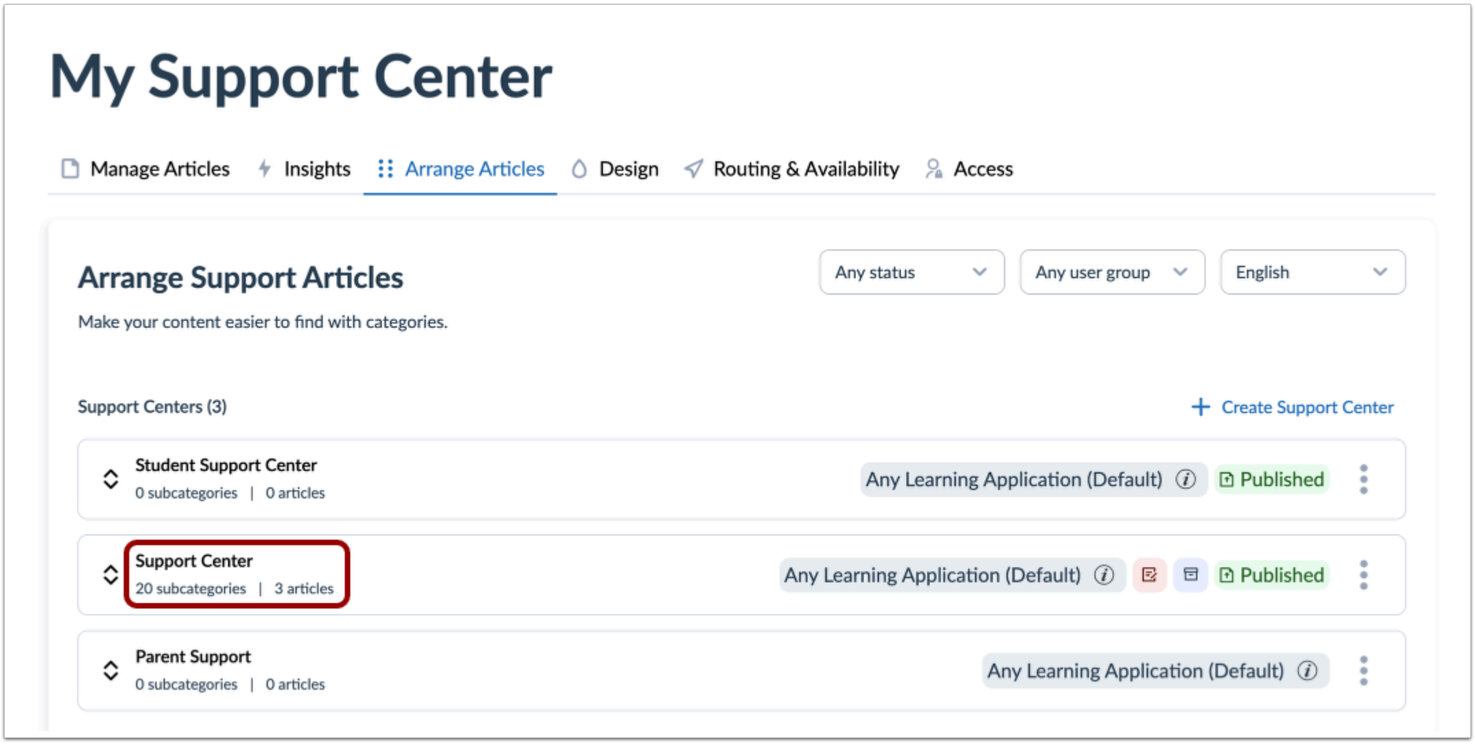
You can also add a support article to a support center category when creating a new article or editing an existing one.

Open Support



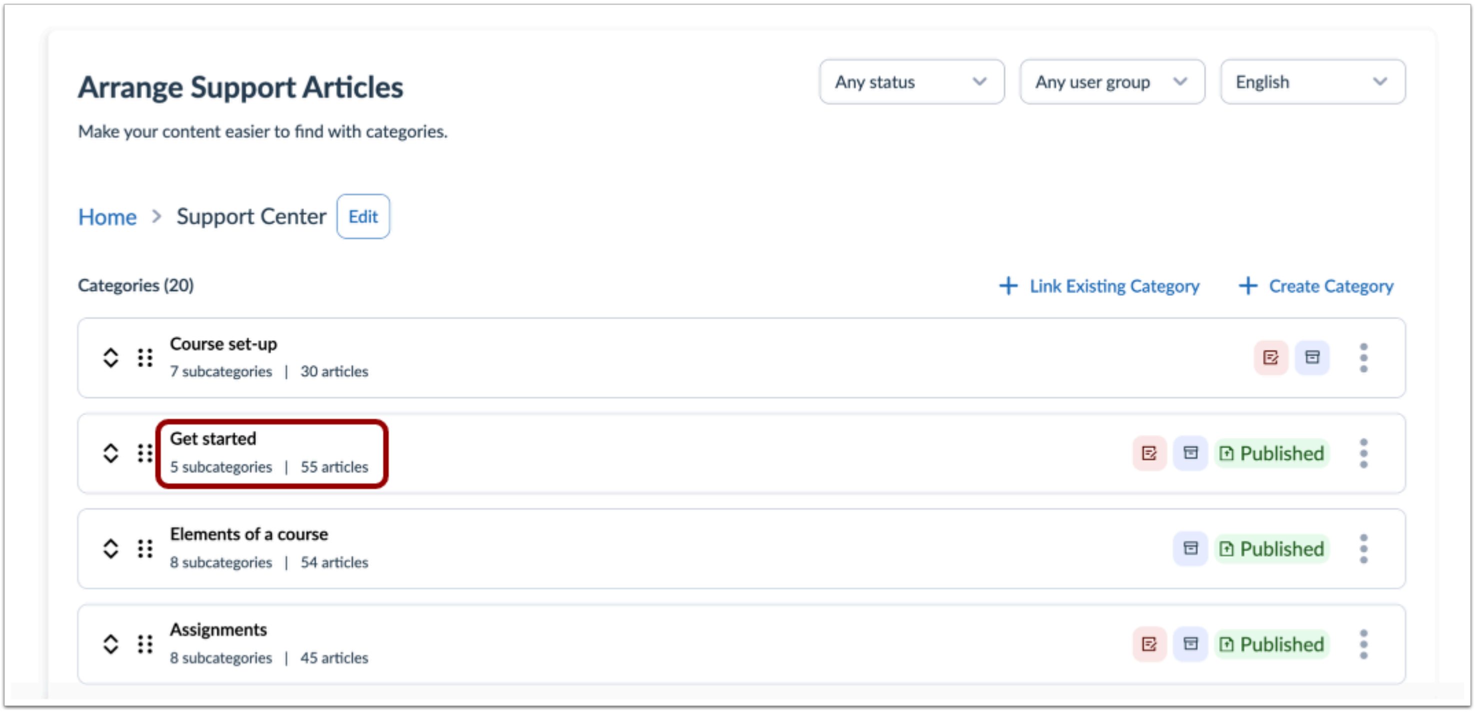
In Global Navigation, click the **Support** link [1]. Then click the **Arrange Articles** tab [2].

Open Support Center



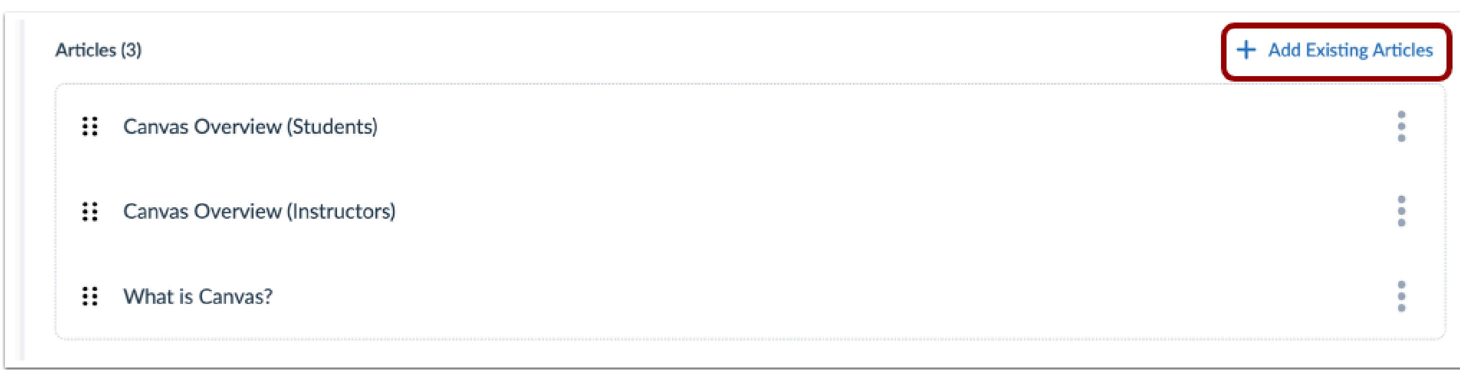
Click the support center name link.

Open Support Center Category



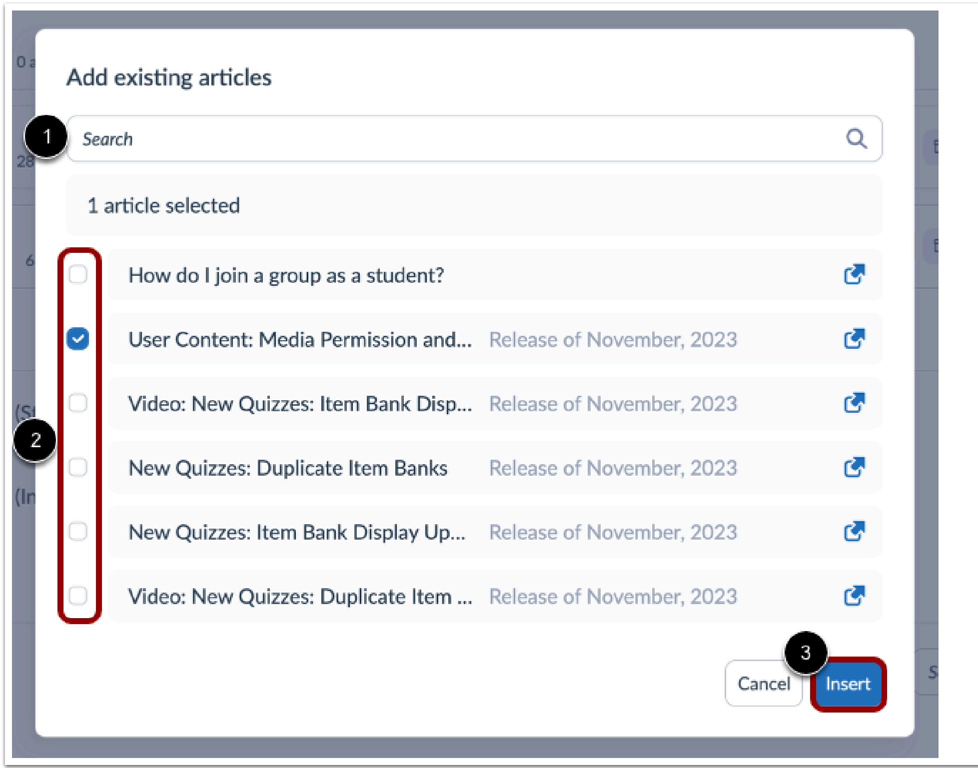
Click the category name link.

Add Existing Support Center Articles



Click the **Add Existing Articles** link.

Add Existing Articles

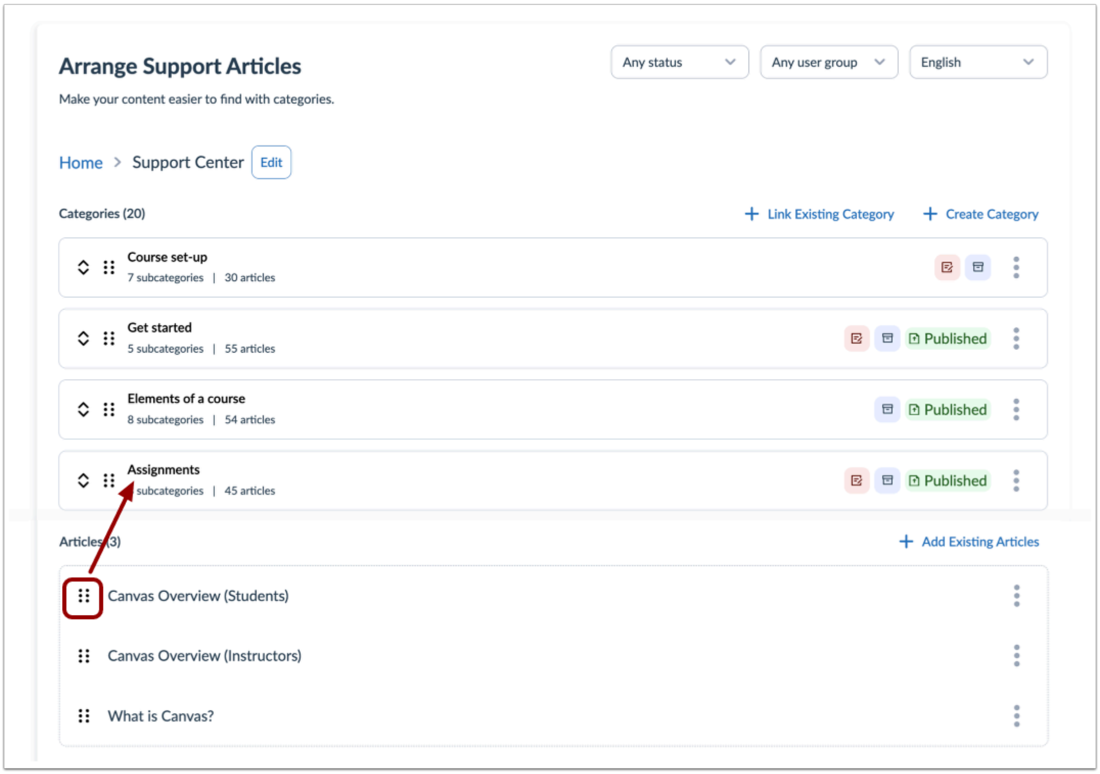


To search for specific articles to add to the support center, enter the article name in the **Search** field [1].

Alternatively, locate the article or articles in the Existing Articles list and click the article checkbox [2].

Click the **Insert** button [3].

Drag and Drop Existing Articles

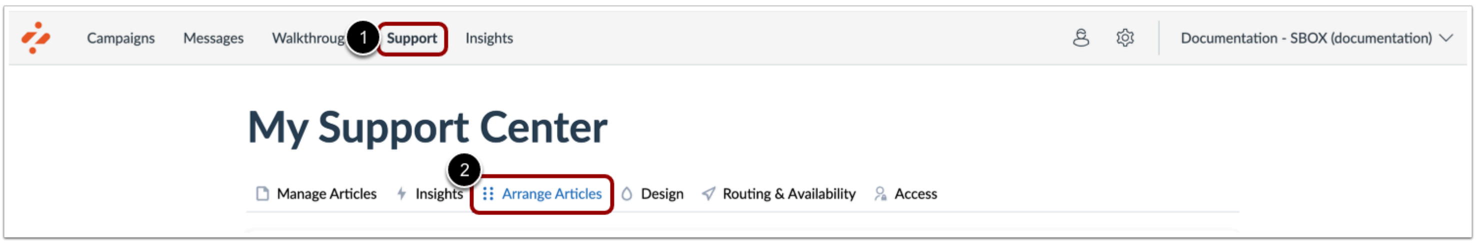


You can also use the drag and drop option to move a category or article in your Support Center. Click and drag the category drag handle to the desired location.

How do I remove an article from a Support Center category in the Impact Dashboard?

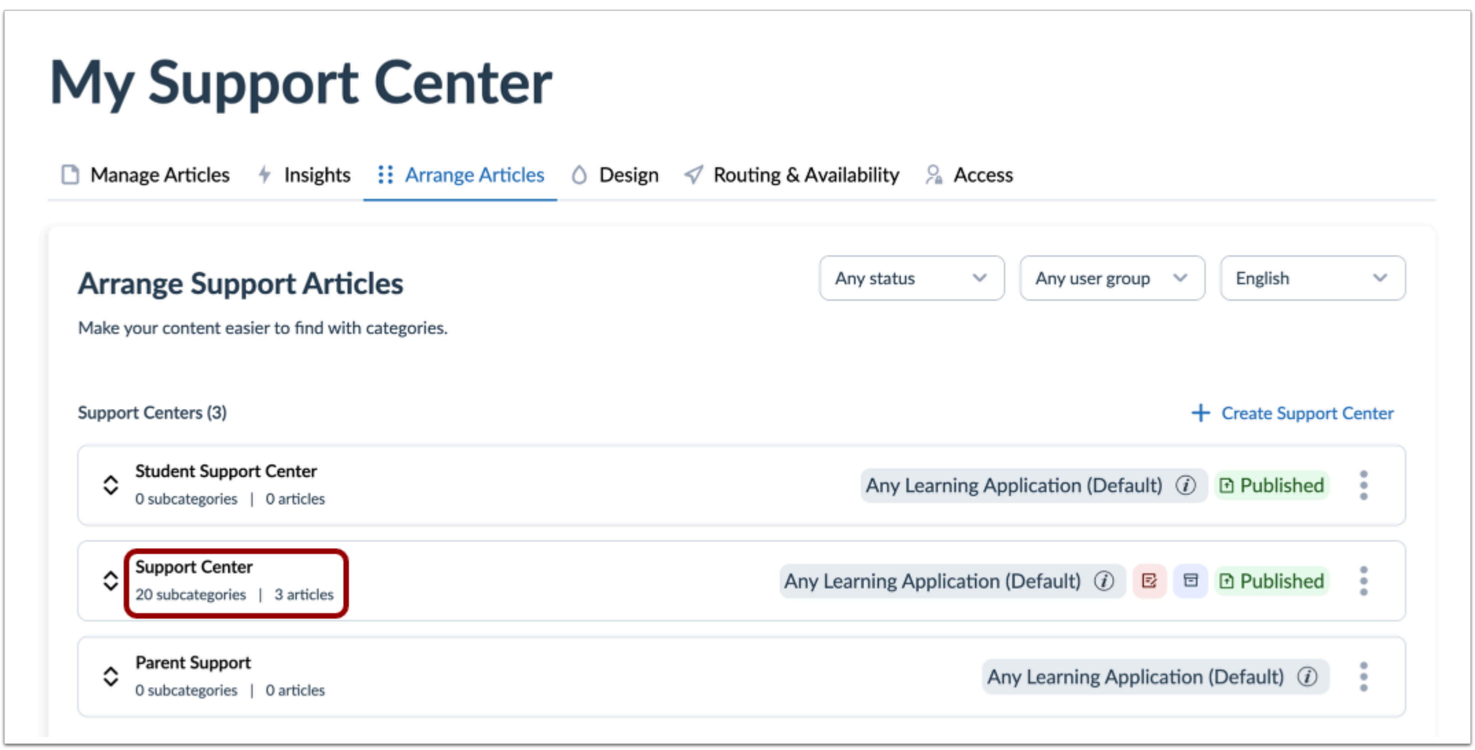
With Impact you can create support articles and assign them to categories to structure your support center.

Open Support



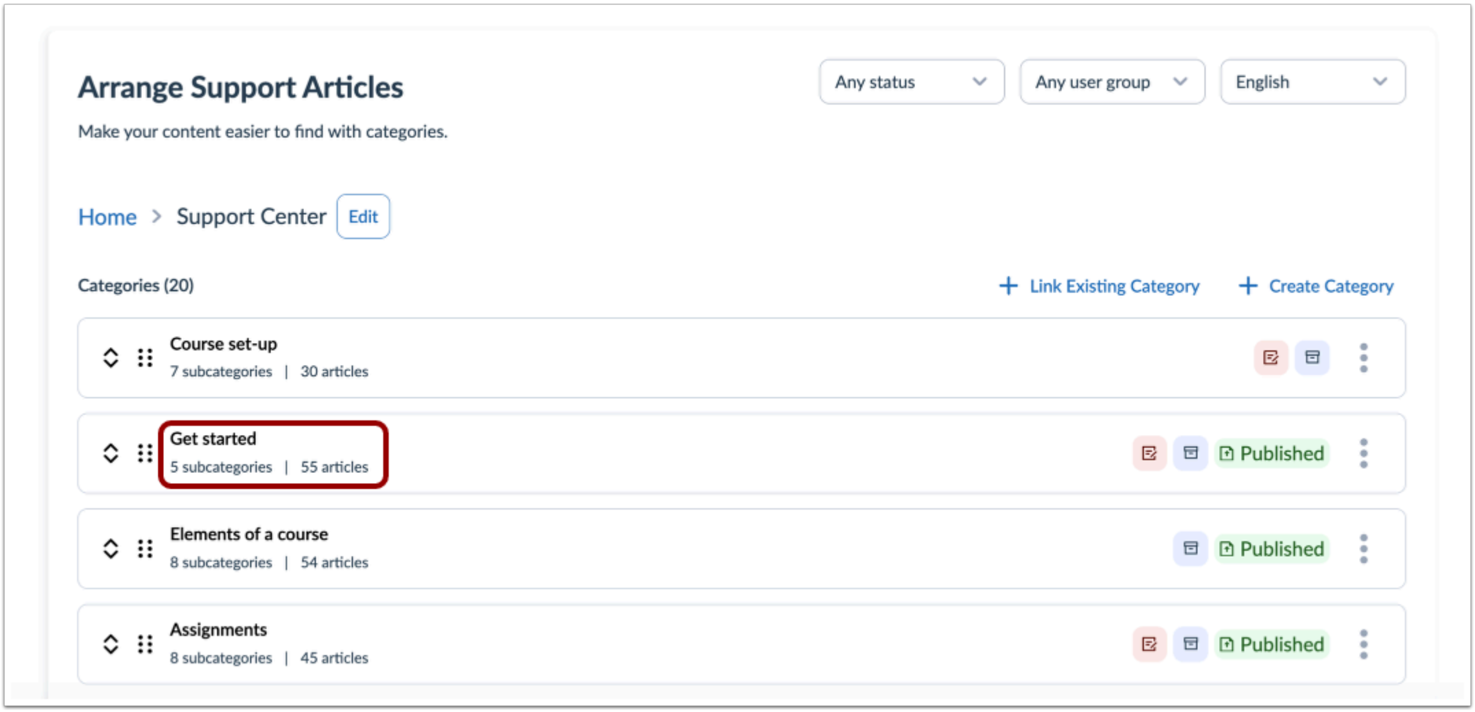
In Global Navigation, click the **Support** link [1]. Then click the **Arrange Articles** tab [2].

Open Support Center



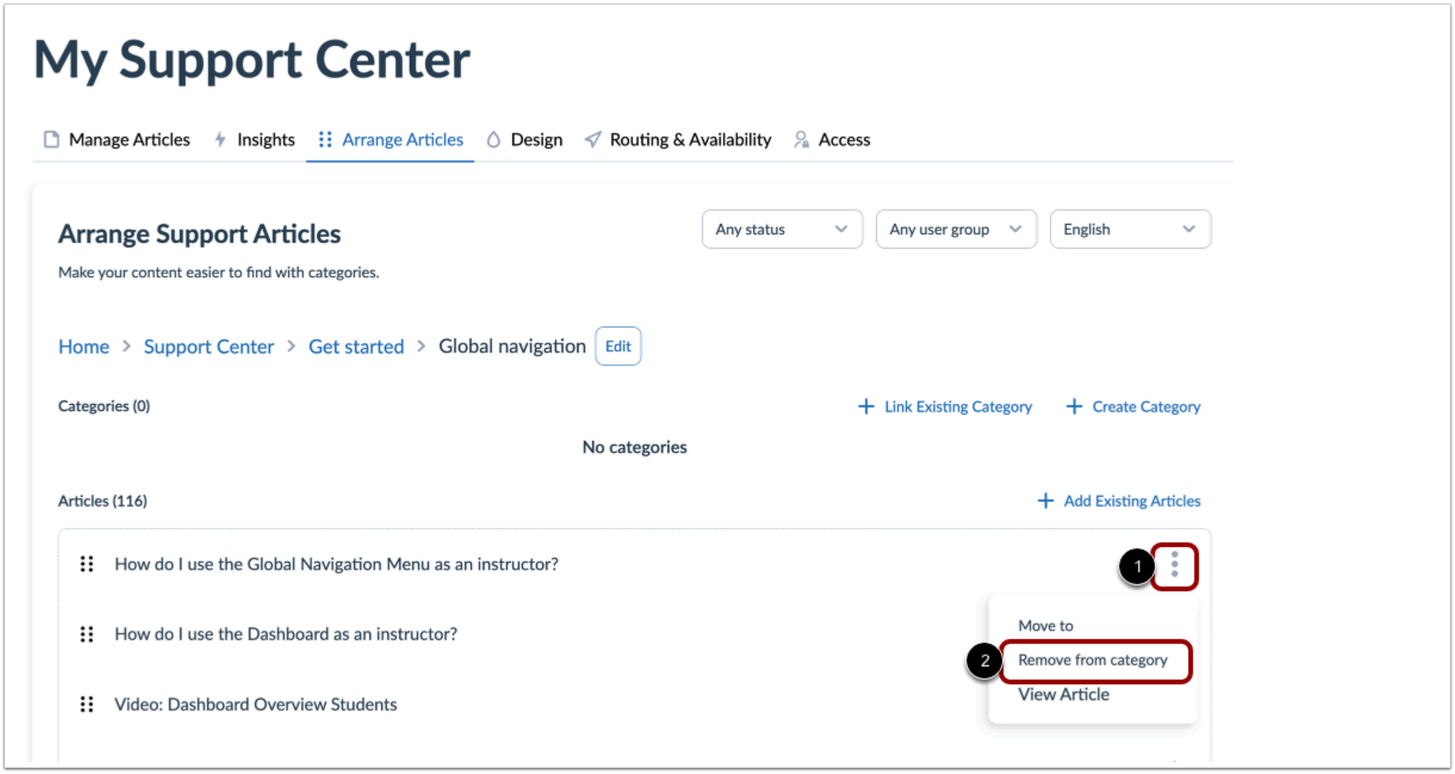
Click the support center name link.

Open Support Center Category



Click the category name link.

Remove Support Center Article

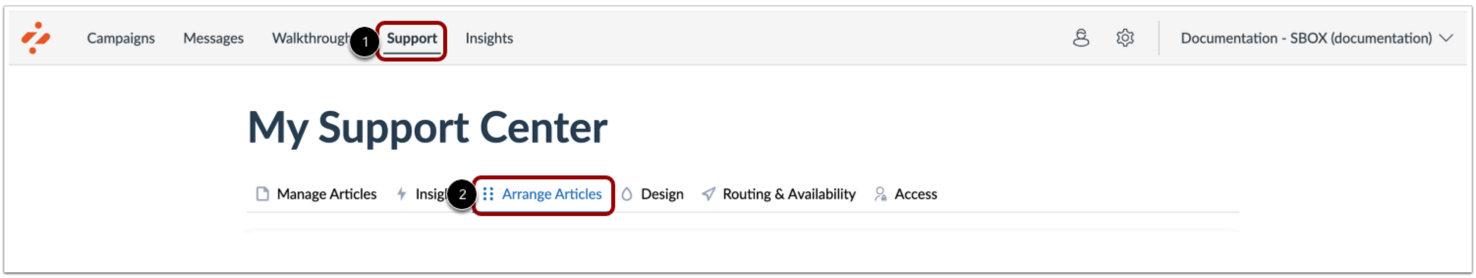


To remove an article, click the article's **Options** icon [1]. Then click the **Remove from category** link [2].

How do I filter Support Center articles and categories in the Impact Dashboard?

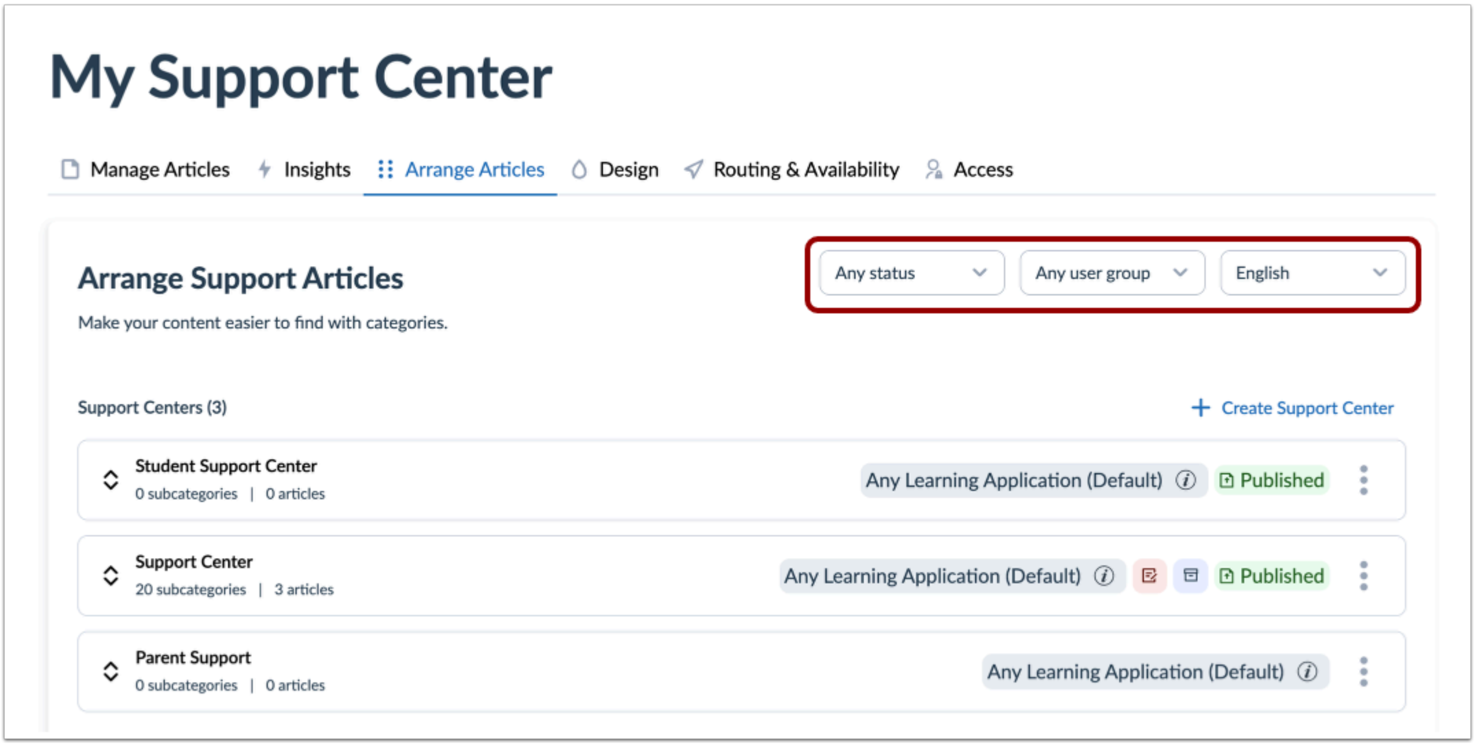
With Impact, you can use categories and subcategories to create a structure for your support center. There are several ways in which you can order the articles and categories in your support center depending on your needs. You can also arrange the articles and categories using filters to create a desired view.

Open Support



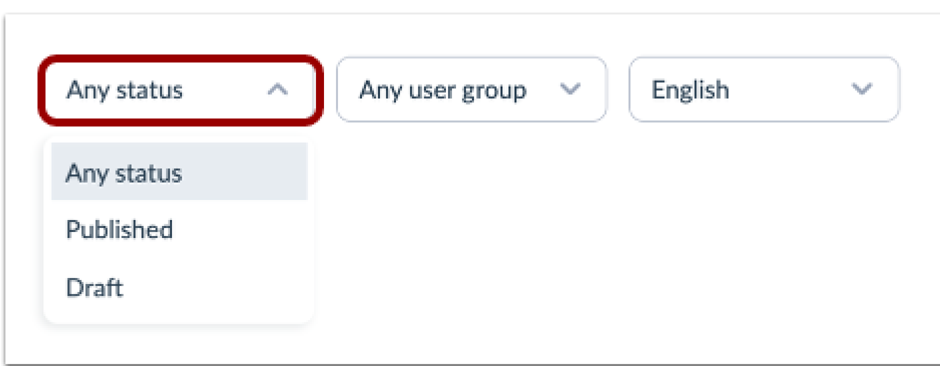
In Global Navigation, click the **Support** link [1]. Then click the **Arrange Articles** tab [2].

View Filters



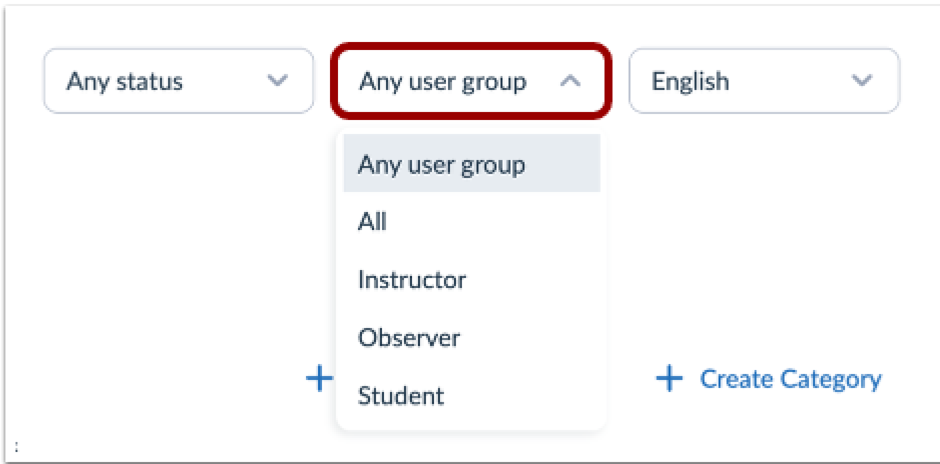
View the available filter menus to filter articles and categories.

View Any Status Filter



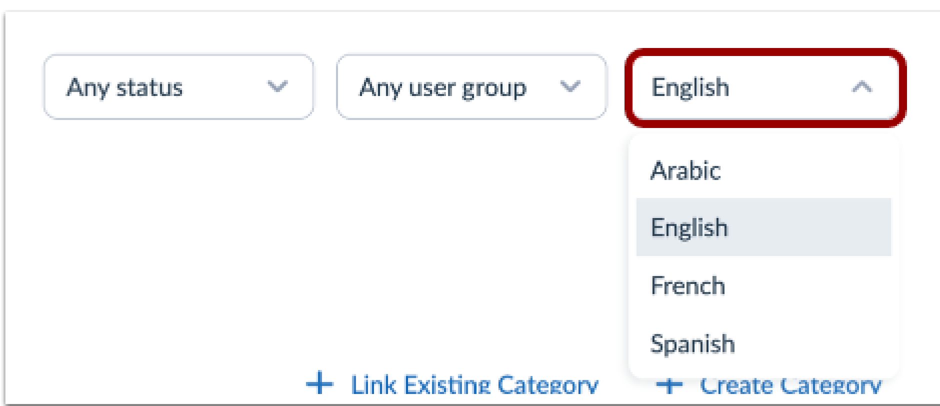
The **Any status** drop-down menu allows you to view articles with either a published or draft status.

View Any User Group Filter



The **Any user group** drop-down menu allows you to choose between all the role categories you create.

View Language Filter

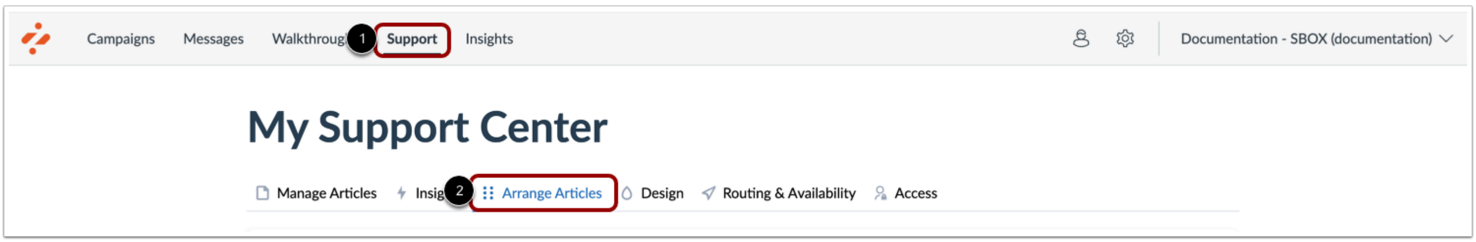


The **Language** drop-down menu allows you to choose to view all the articles and support center categories with a specific language.

How do I move an Impact Support Center article to another category?

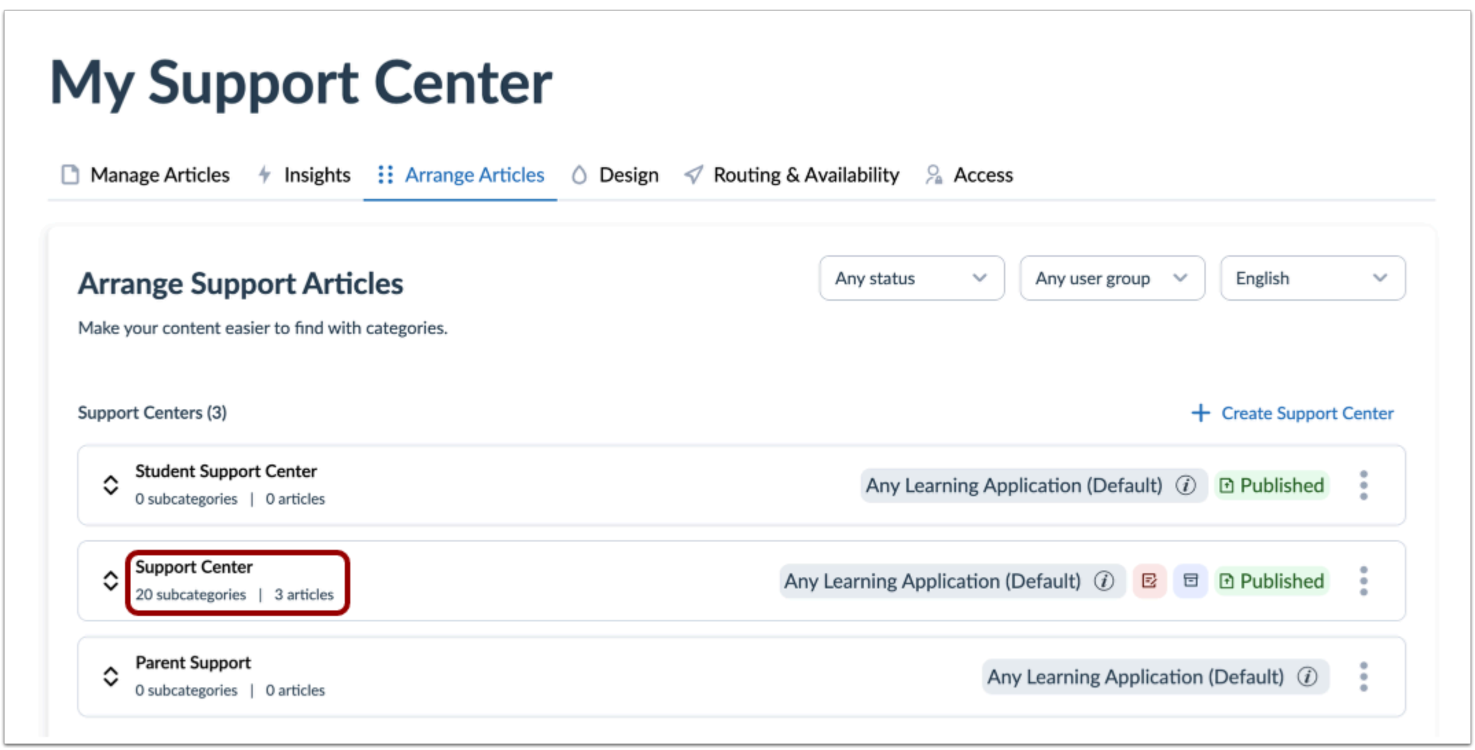
You can move an Impact support article to a different category.

Open Support



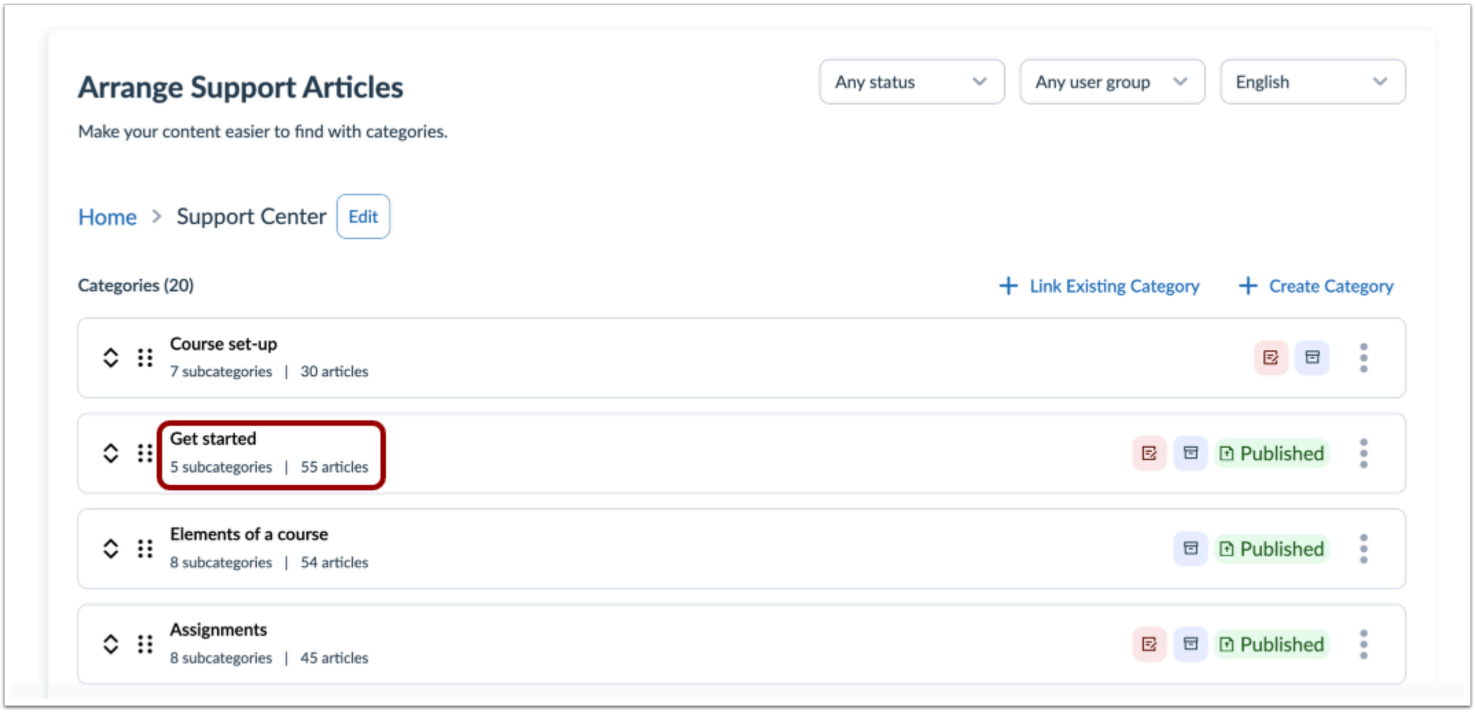
In Global Navigation, click the **Support** tab [1]. Then click the **Arrange Articles** tab [2].

Open Support Center



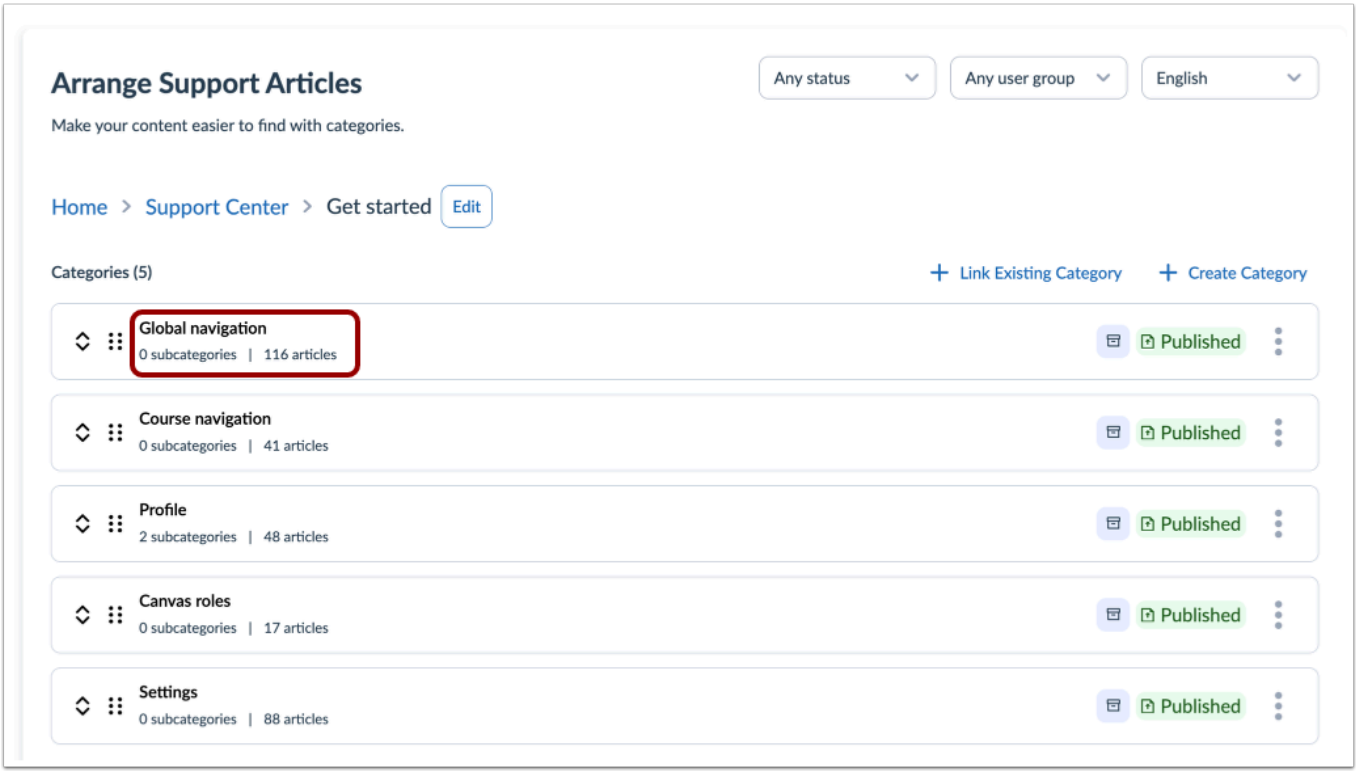
Click the support center name link.

Open Support Center Category



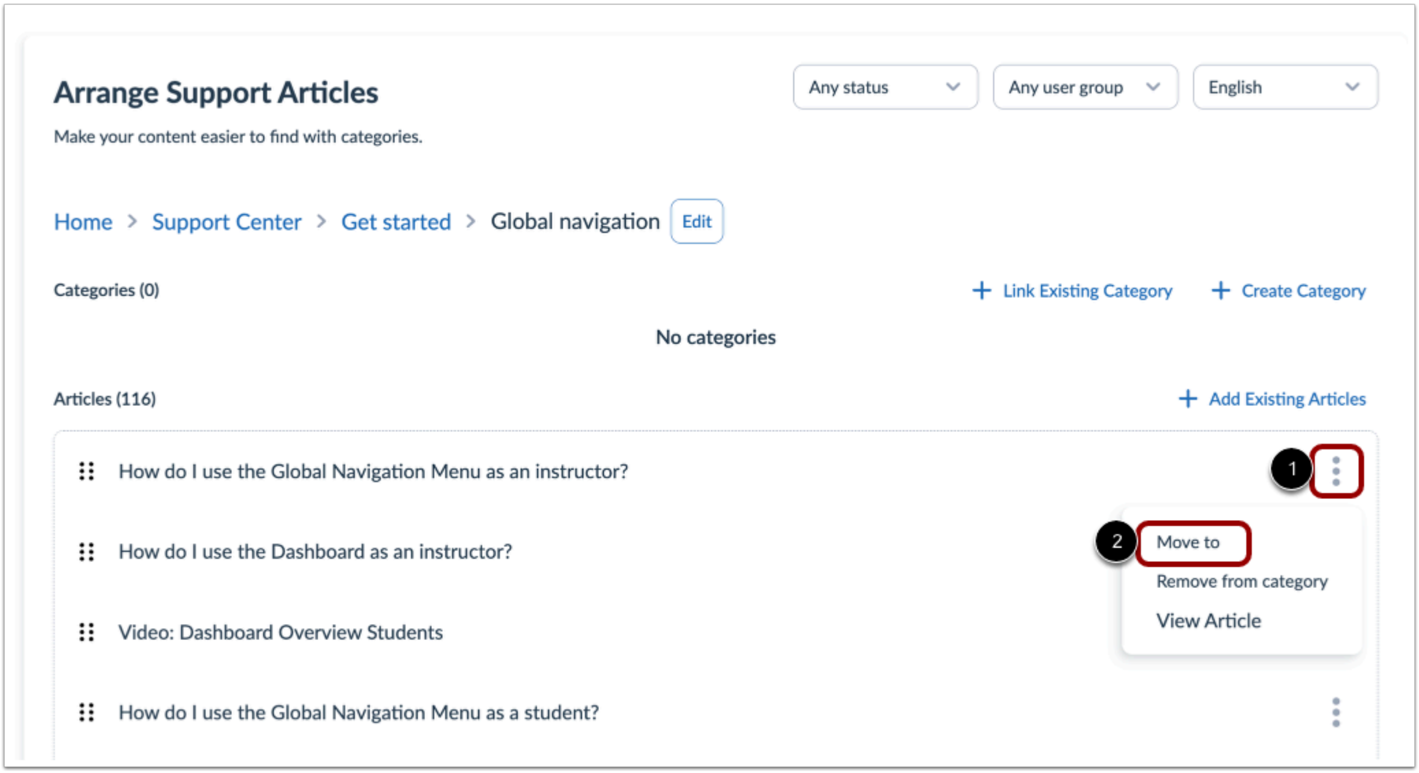
Click the name of the category.

Open Category



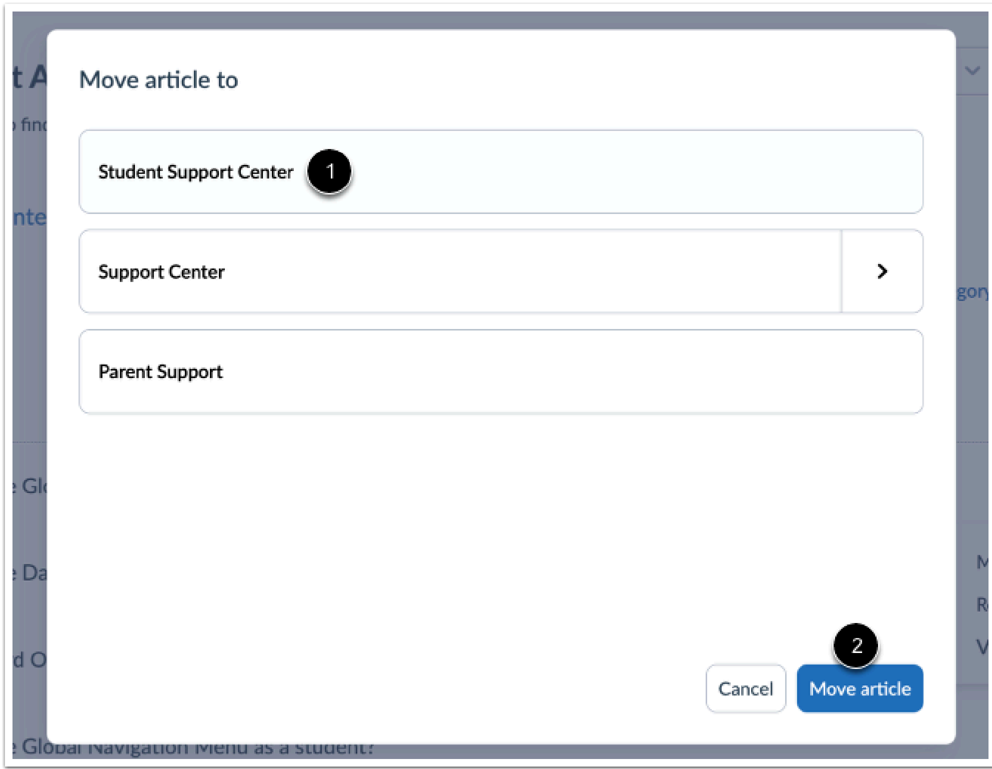
Click the category name link.

Move Article



To move an article, click the article's **Options** icon [1]. Then click the **Move to** option [2].

Select Category

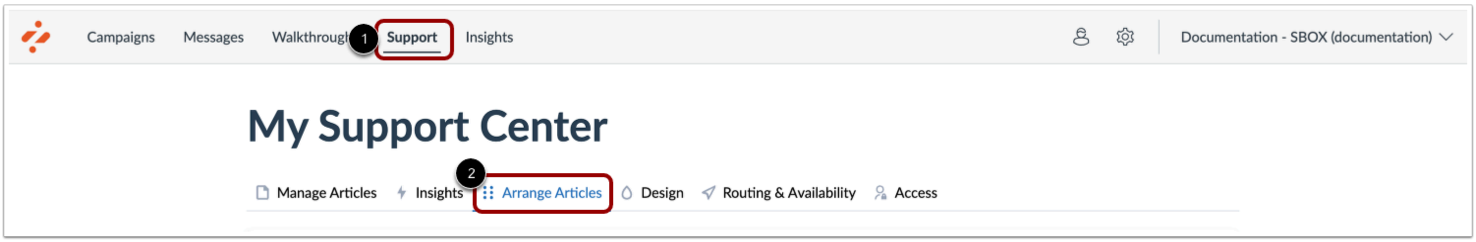


Click the category name where you want to move the article [1]. Then click the **Move article** button [2].

How do I reorder Support Center categories or articles in the Impact Dashboard?

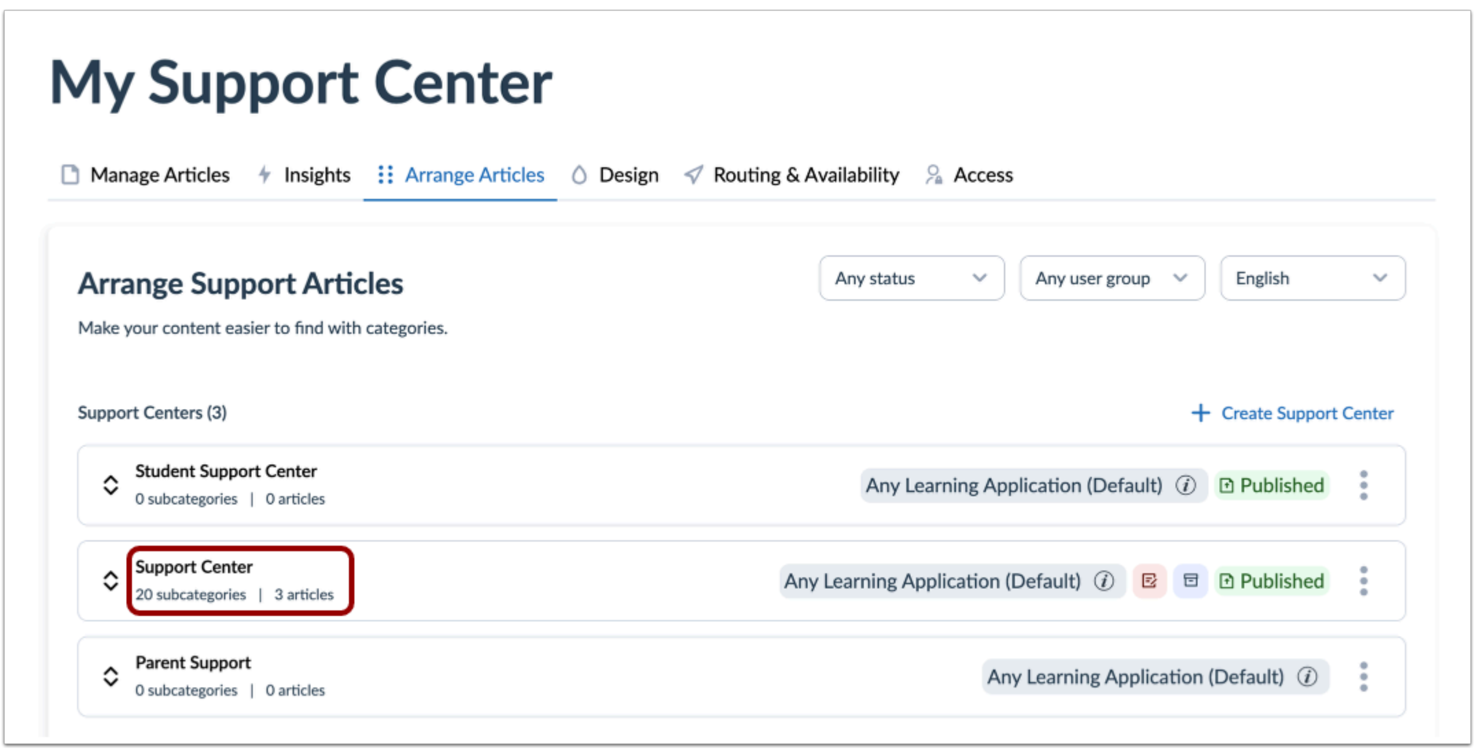
After you have created your [categories]() and [added articles]() to them, you can reorder them to fit your desired layout.

Open Support



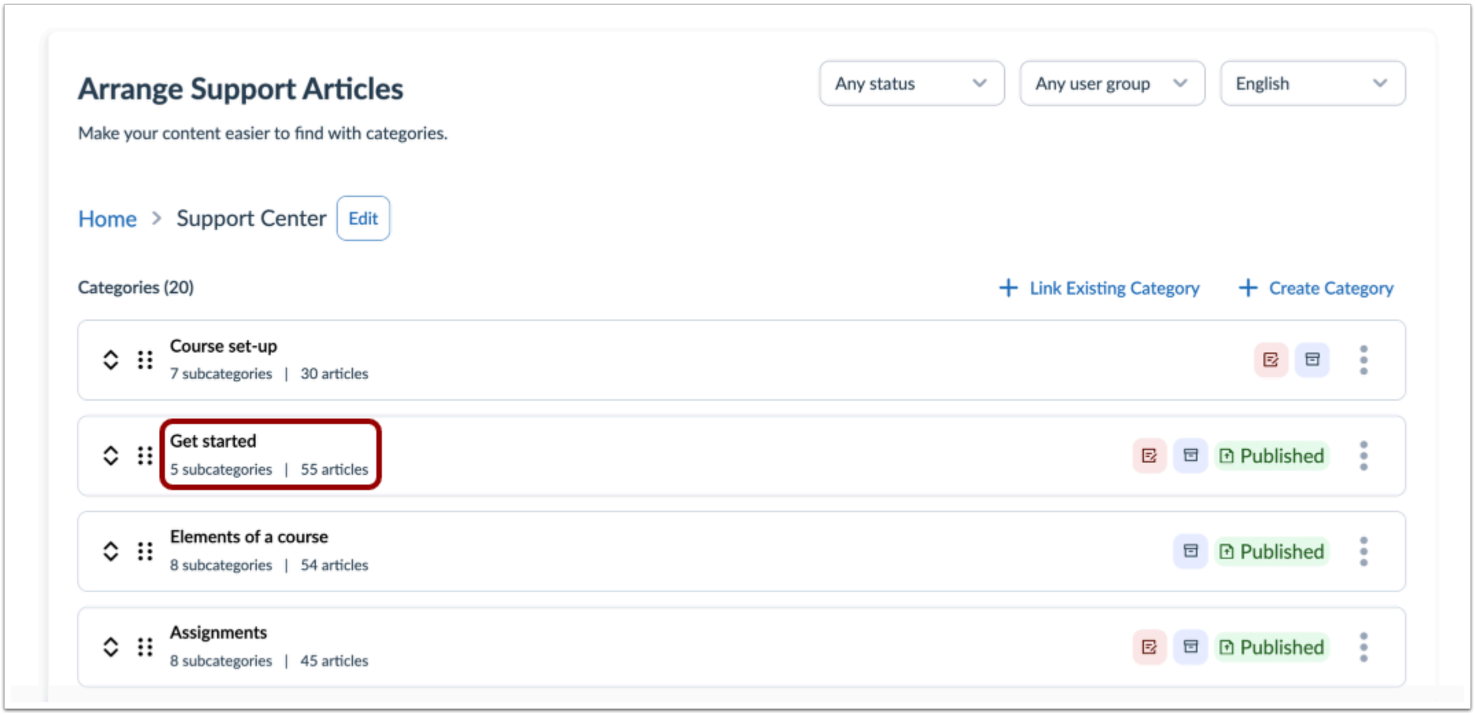
In Global Navigation, click the **Support** link [1]. Then click the **Arrange Articles** tab [2].

Open Support Center



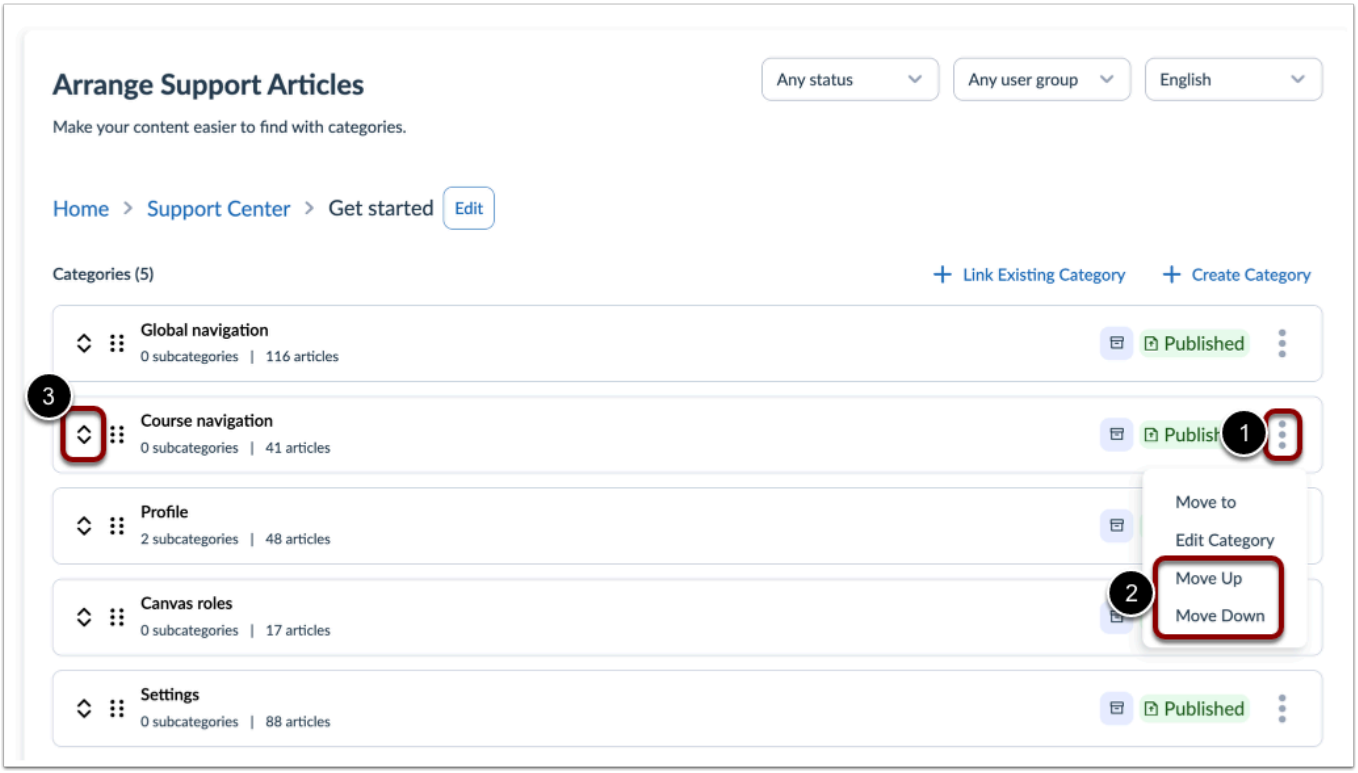
Click the support center name link.

Open Support Center Category



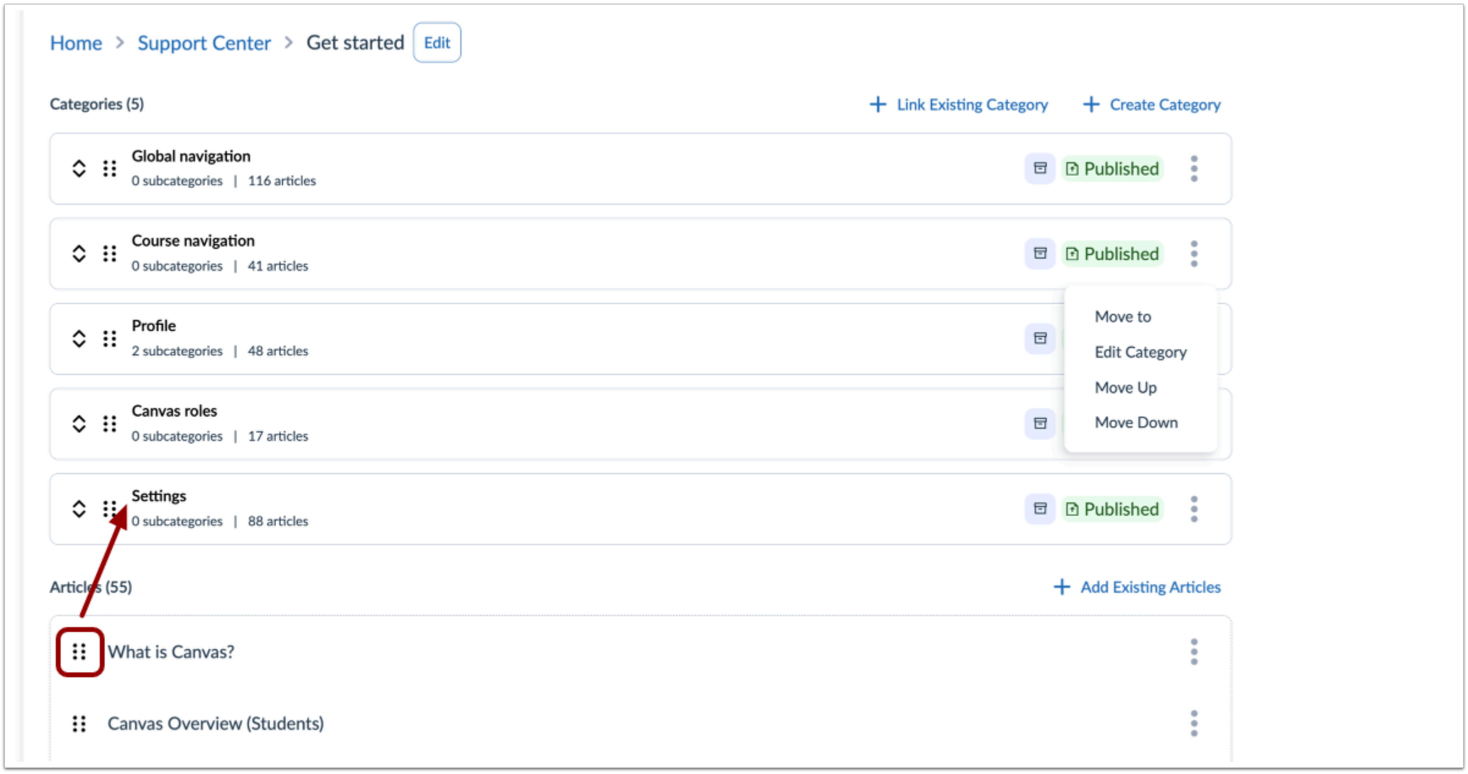
Click the category name link.

Move Categories Up and Down



To move a category, click the category's **Options** icon [1]. Then click the **Move Up** or **Move Down** option [2]. To drag and drop a category, click and drag the **Arrows** icon to the desired location [3].

Drag and Drop Categories or Articles



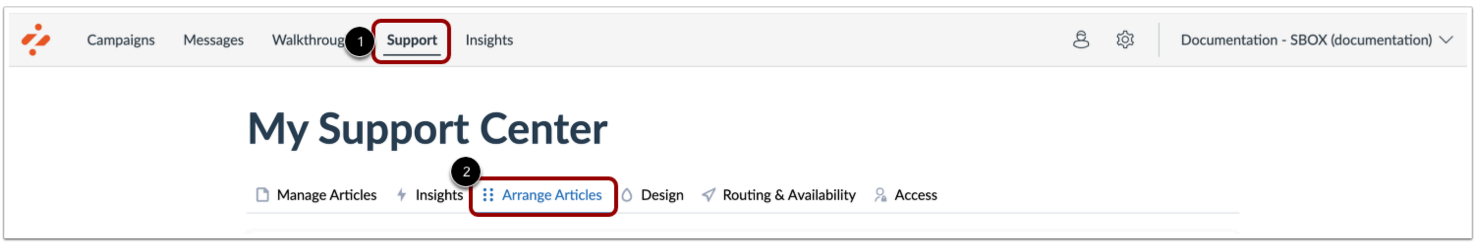
Use the drag and drop option to move a category or article in your Support Center. Click and drag the category drag handle to the desired location.

How do I move an existing Support Center category into a different category in the Impact Dashboard?

You can move a category from one category to another.

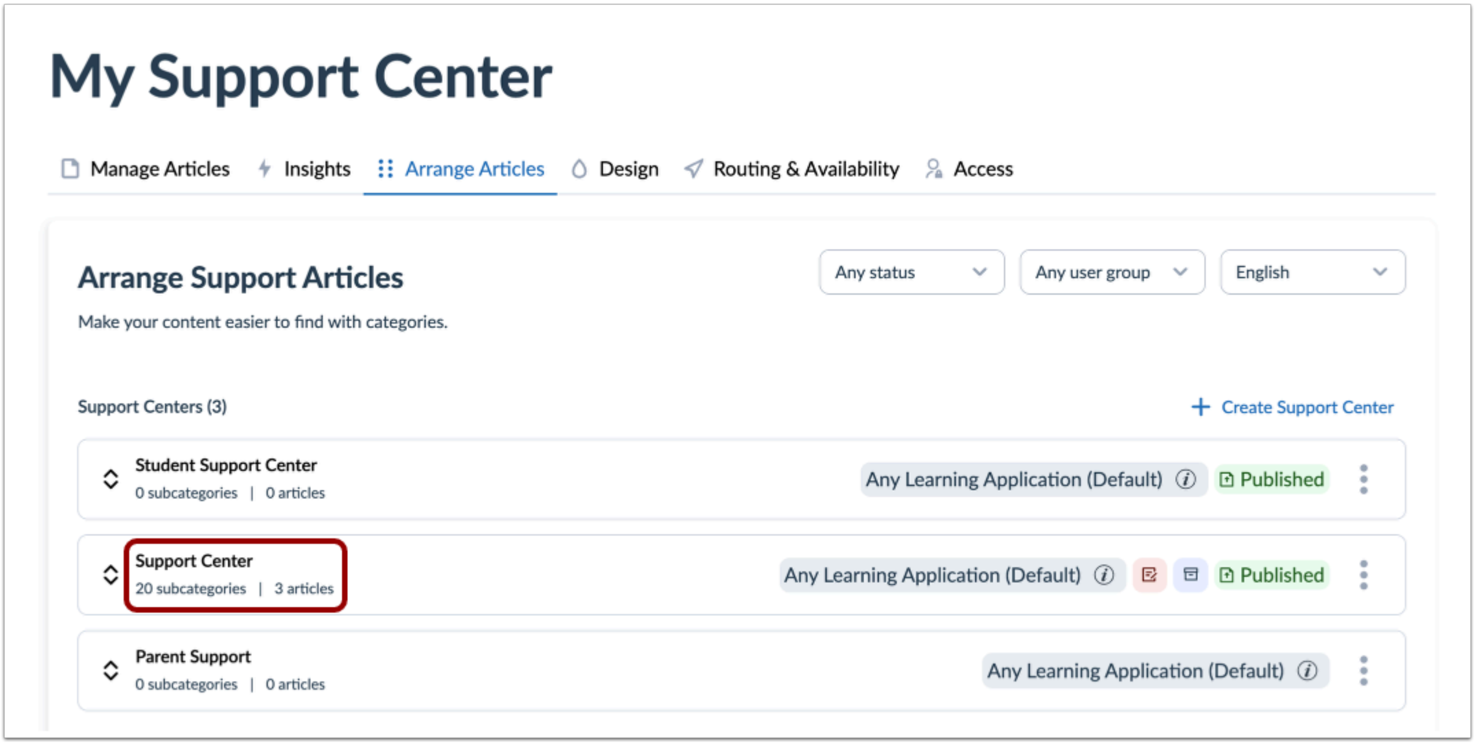
Note: Top-level categories cannot be moved into other categories. To learn how to arrange your support center categories to create subcategories please read this article.

Open Support



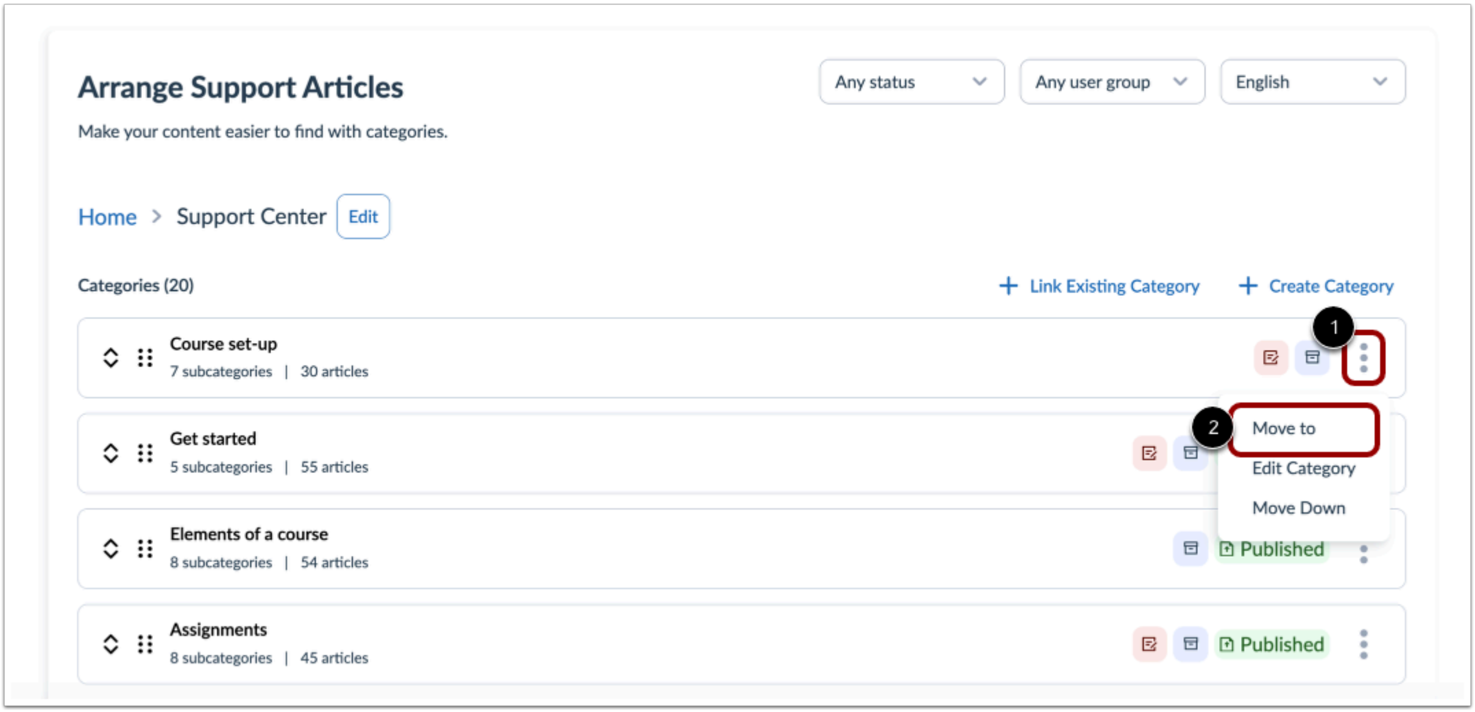
In Global Navigation, click the **Support** link [1] and then click the **Arrange Articles** tab [2].

Open Support Center



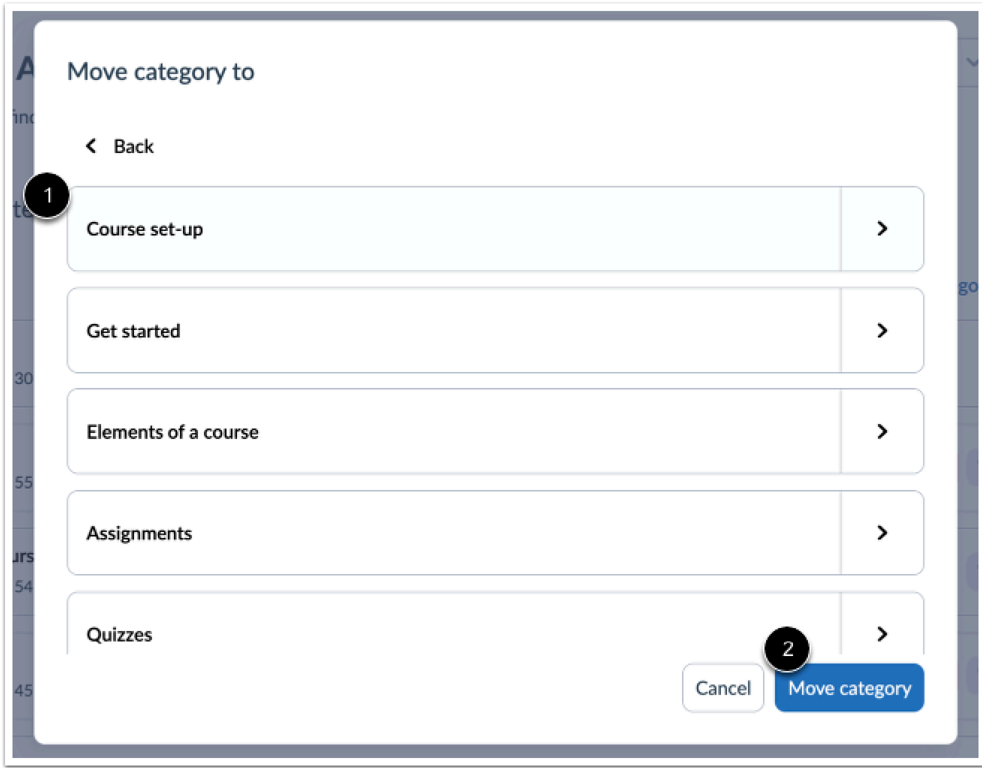
Click the name of the Support Center.

Move Support Center Category



To move an article, locate the category you want to move, click the **Options** icon [1] and then click the **Move to** link [2].

Move Category



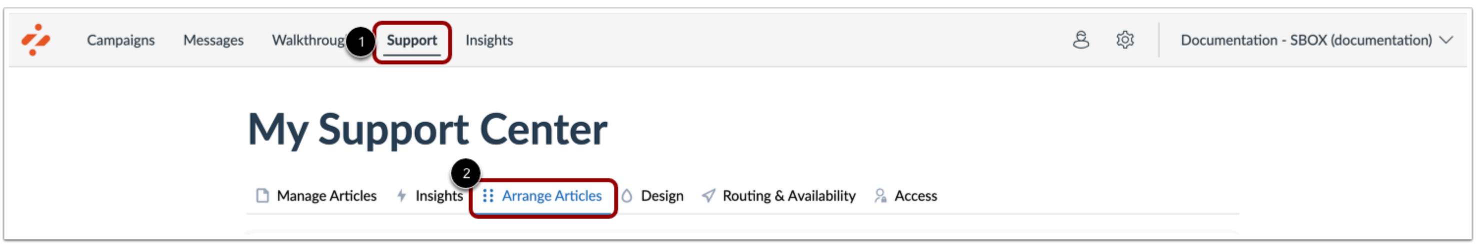
Click the name of the category [1] and then click the **Move category** button [2].

How do I link an existing Support Center category to a different category in the Impact Dashboard?

You can link support categories to other categories in order to make sure that all relevant support resources are grouped together.

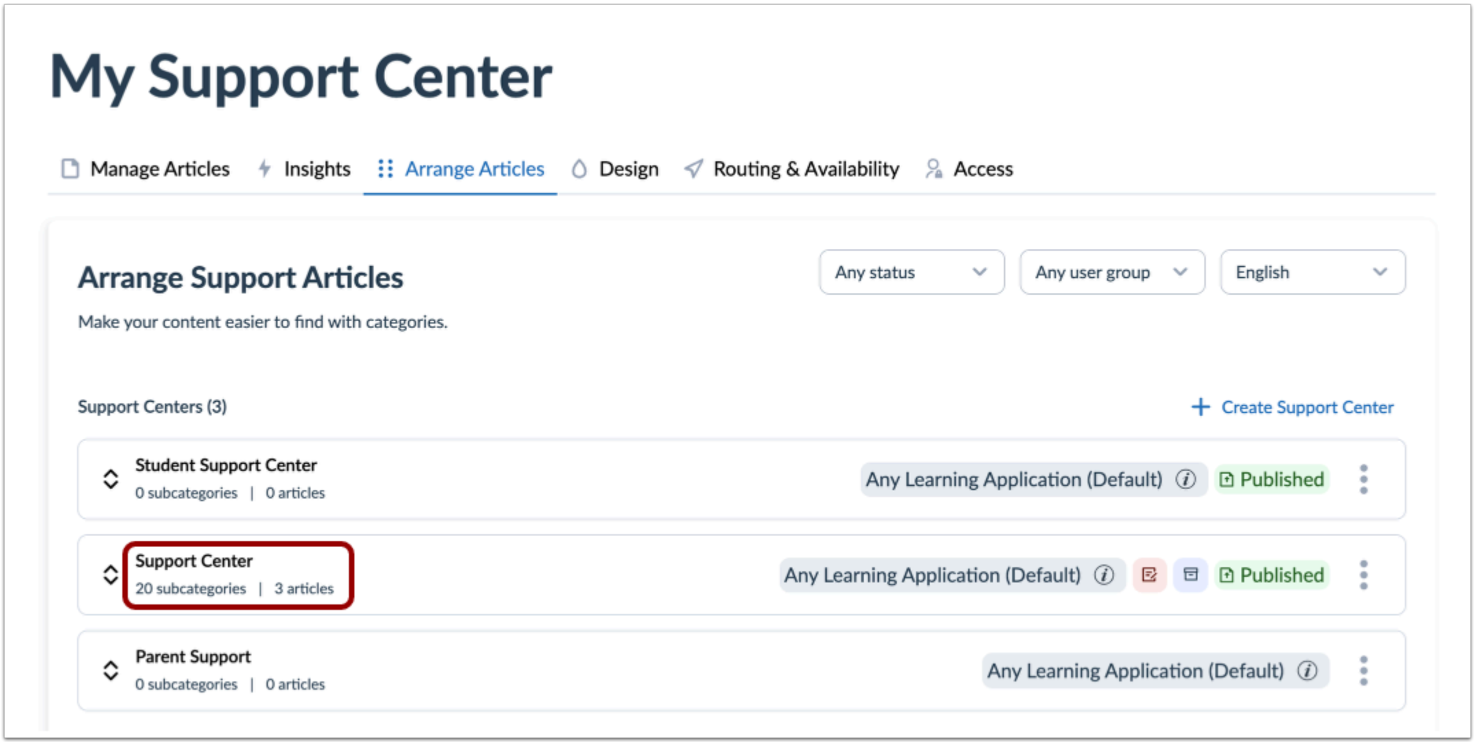
Linking support categories allows you to reuse categories and the articles they contain in multiple places.

Open Support



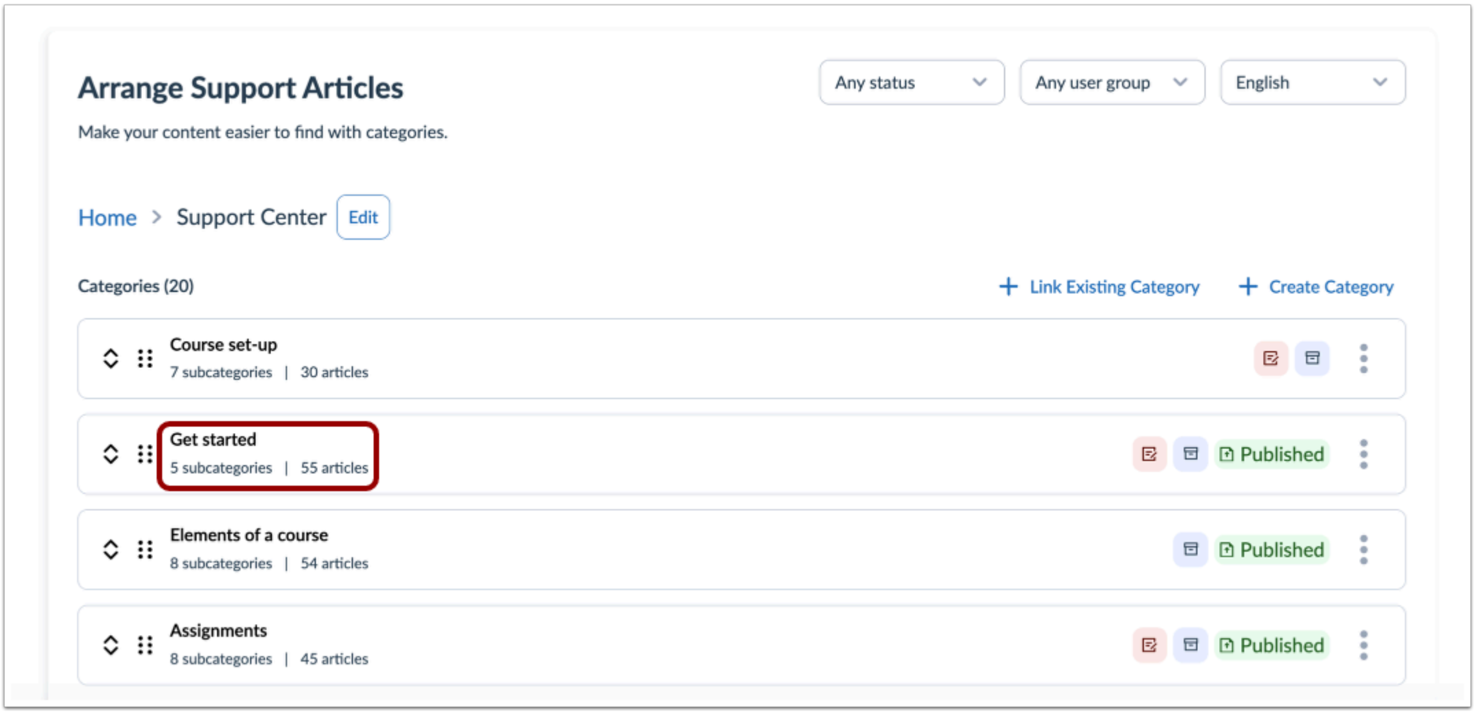
In Global Navigation, click the **Support** link [1]. Then click the **Arrange Articles** tab [2].

Open Support Center



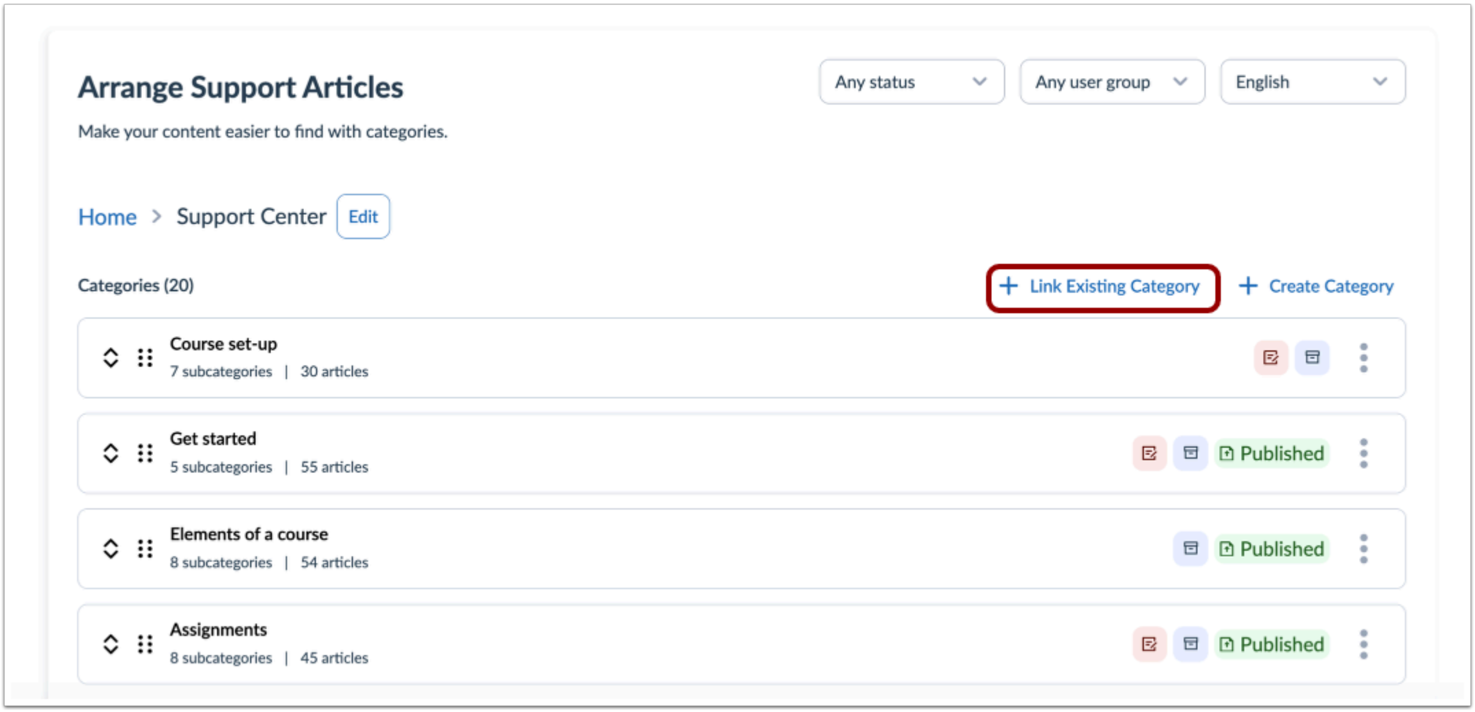
Click the support center name link.

Open Support Center Category



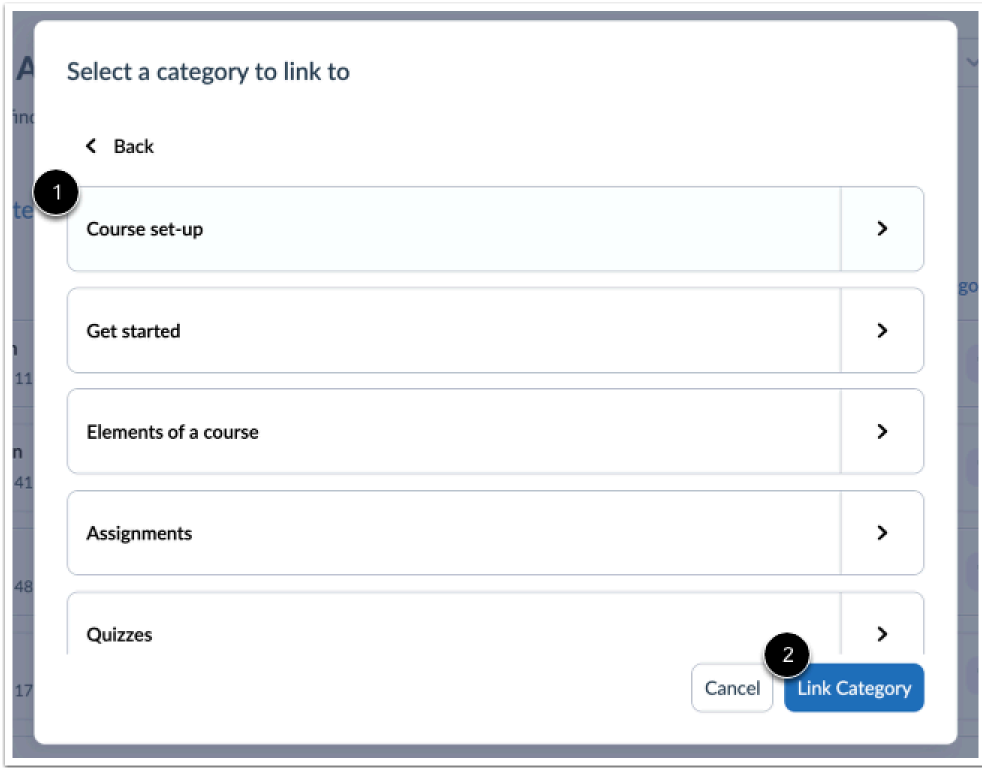
Click the category name link.

Link Existing Category



Click the **Link Existing Category** link.

Link Category



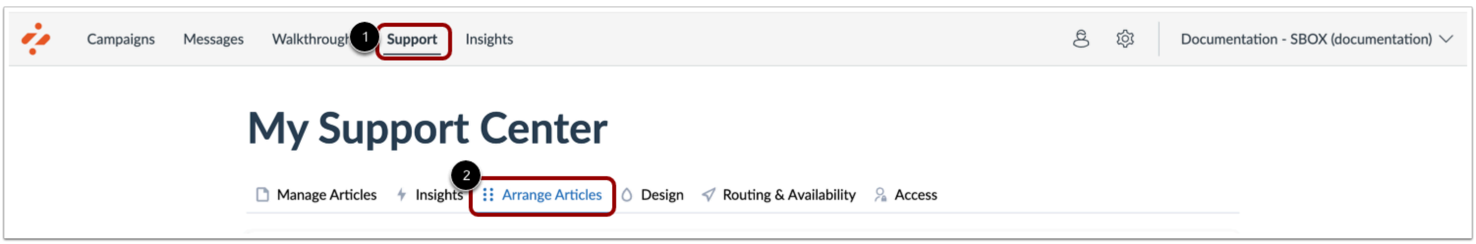
Click the category name [1]. Then click the **Link Category** button [2].

How do I create a new Support Center category structure in the Impact Dashboard?

You can create a new support center category structure.

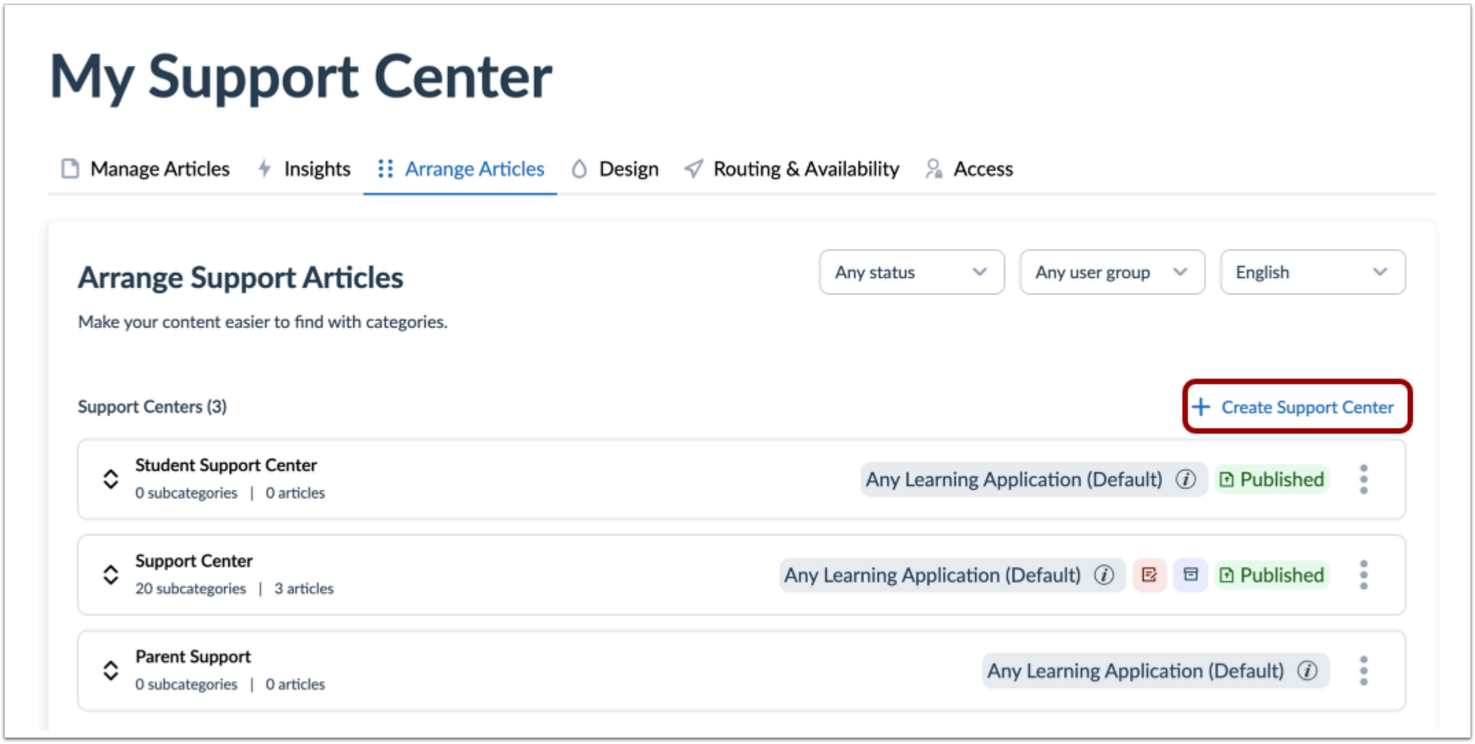
The category structure contains a home level of categories of your Support Center. This is where you can view the big categories that contain multiple subcategory levels that control how your support center is organized. You can alter the visibility of each category and subcategory by assigning them to different user roles, contexts, and tool categories. To begin creating your structure, you need to create categories on your home level.

Open Support



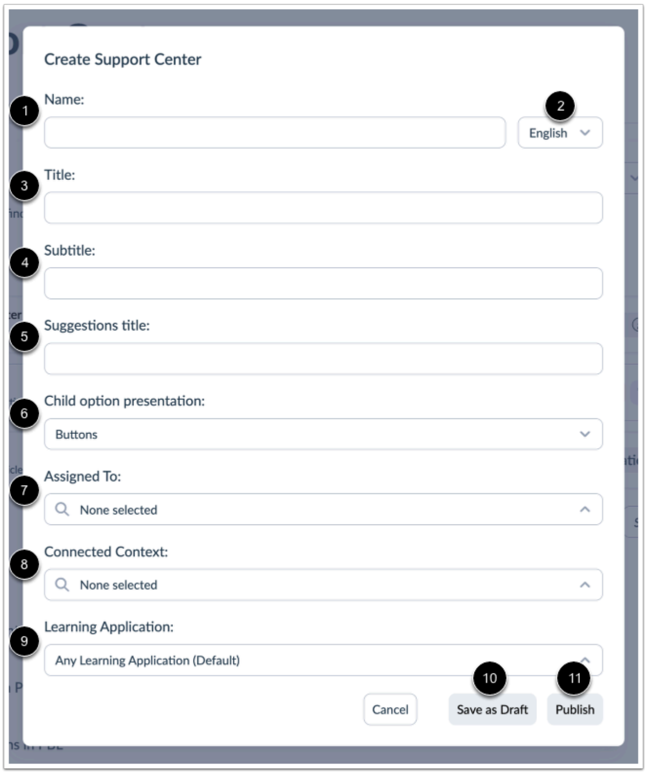
In Global Navigation, click the **Support** link [1]. Then click the **Arrange Articles** tab [2].

Open Support Center



Click the **Create Support Center** link.

Add Category Details



In the Create Support Center window, you can add support center details.

Enter a name for the support center in the **Name** field [1]. To specify a language other than your account language, click the **Language** drop-down menu [2].

Enter a title in the **Title** field [3], and a subtitle in the **Subtitle** field [4].

Enter a suggestions title in the **Suggestions title** field [5].

To specify the way options are presented in the support center, click the **Child option presentation** drop-down menu [6]. You can select buttons or drop-downs.

To manage which users your category is targeting, click the **Assigned to** drop-down menu [7]. You can target your category to any specific user, user group, or previously created campaign.

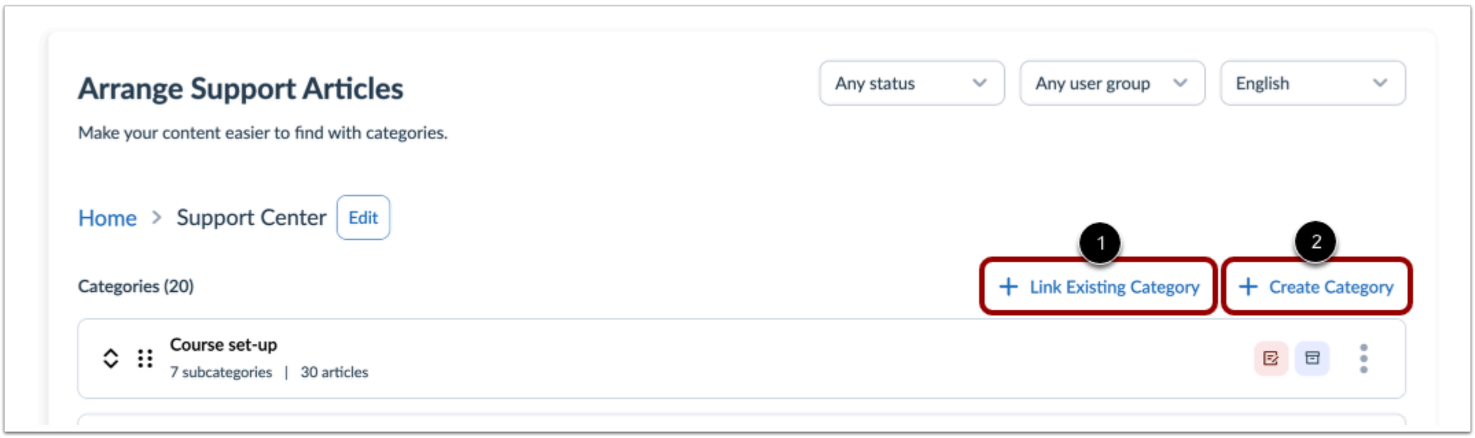
To define where in your learning application the category links, click the **Connected Context** drop-down menu [8]. Contexts can be specific pages or specific elements on pages. You can connect your category to multiple contexts.

To select the learning application where the category displays, click the **Learning Application** drop-down menu [9].

To save the category and not publish it, click the **Save as Draft** button [10].

To publish the category, click the **Publish** button [11].

Link or Create Category



To add a Support Center category, click the Link Existing Category link [1] or the Create Category link [2].

How can I control what categories of the Out of the Box Support Center my end user sees?

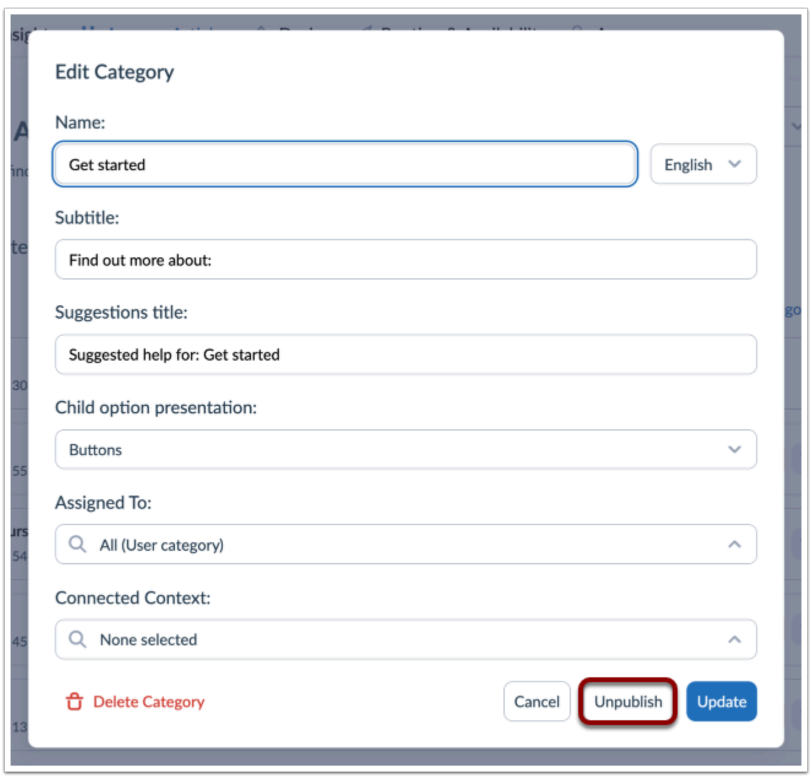
The Out of the Box Support Center is a resource that allows you to provide contextualized default LMS support to your end users instantly.

You may not want to utilize all of the Out of the Box help that is available and there are several ways to control visibility to users.

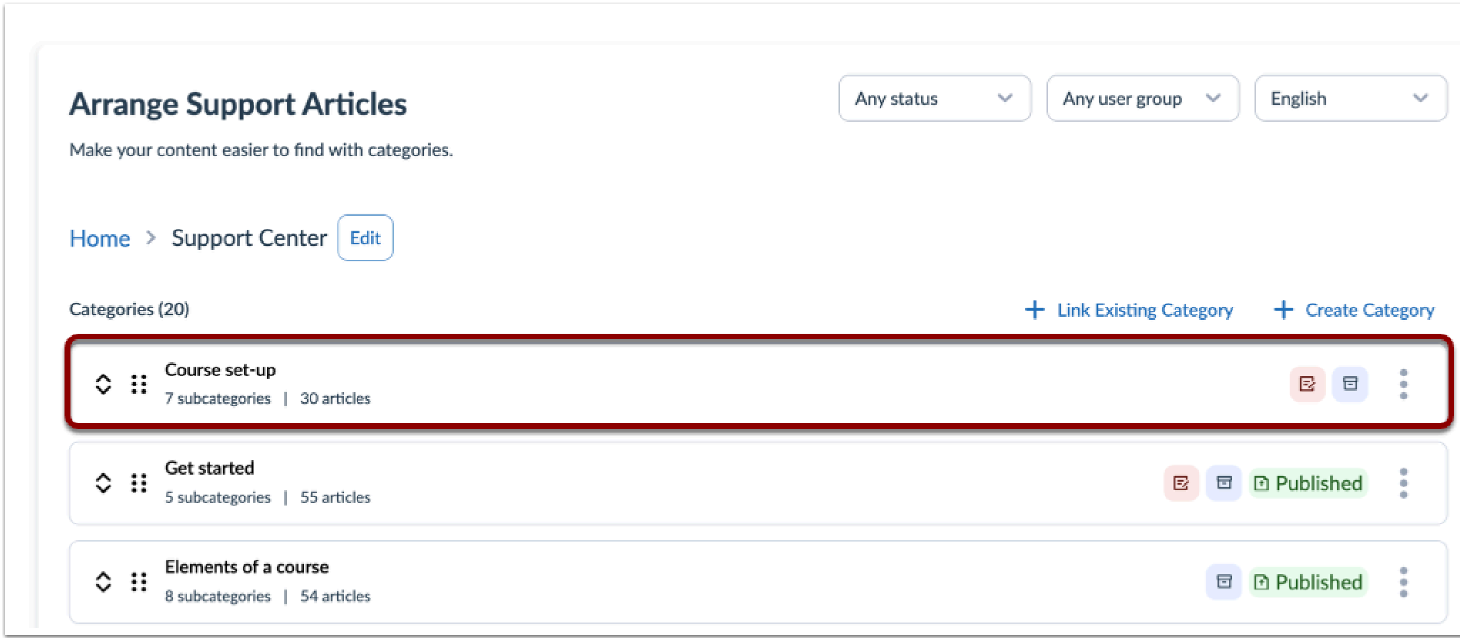
All of the following options can be applied at the top-level and sub-level categories of the Support Center.

Note: The Support Center follows a hierarchal logic, therefore anything applied to a category will also be applied to any sub-categories housed inside.

Unpublish Categories

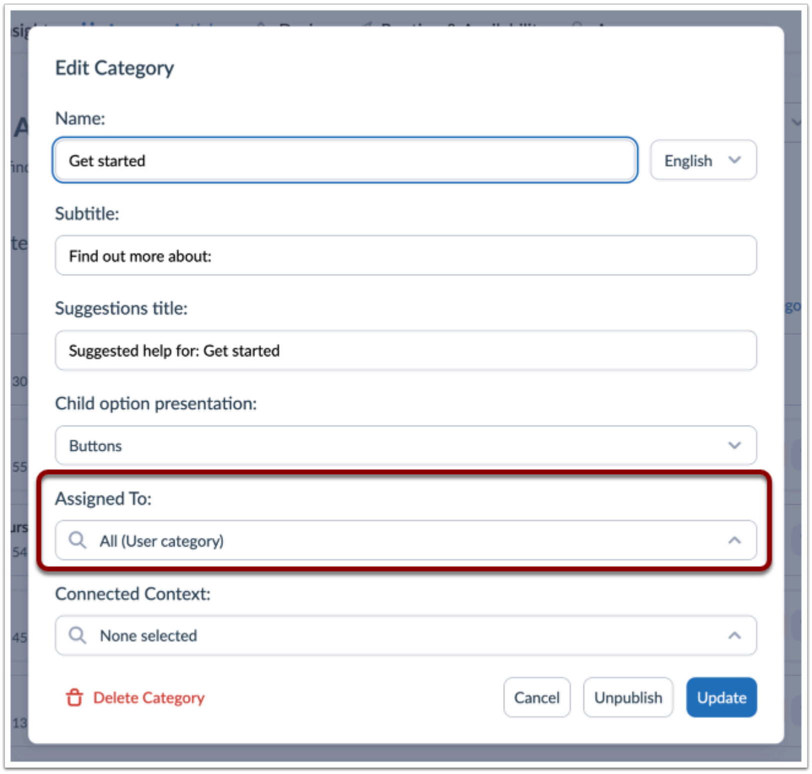


To hide the category itself and all content inside from end users, **Unpublish** the category.



When a category is unpublished, the **Published** label will no longer be visible on the category in the dashboard.

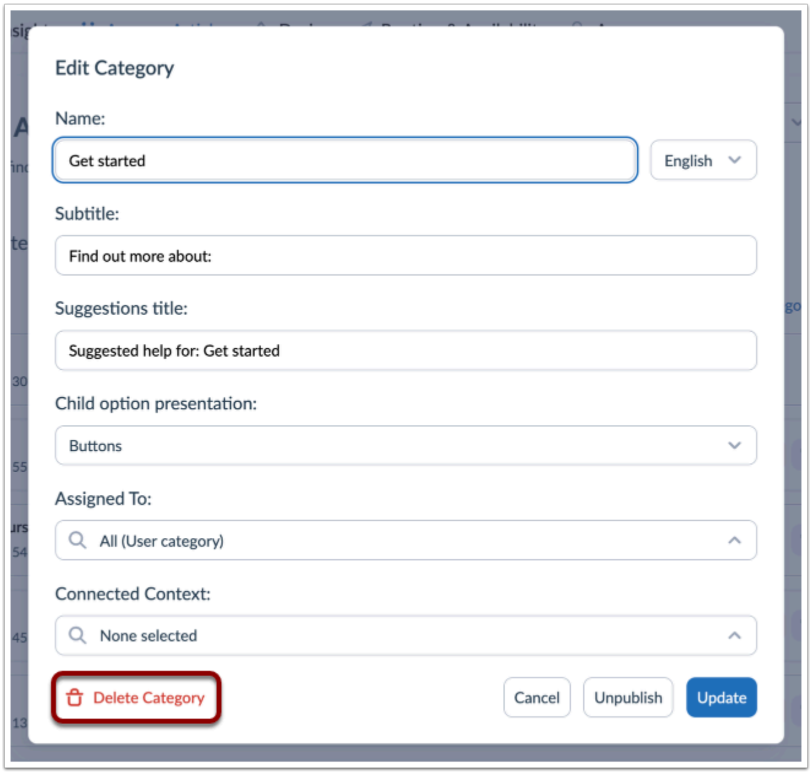
User Categories



You can decide which users see which help categories by assigning/unassigning user categories.

Note: If all user categories are unassigned, the category will not be visible to any end users but if published, will include the published label in the dashboard.

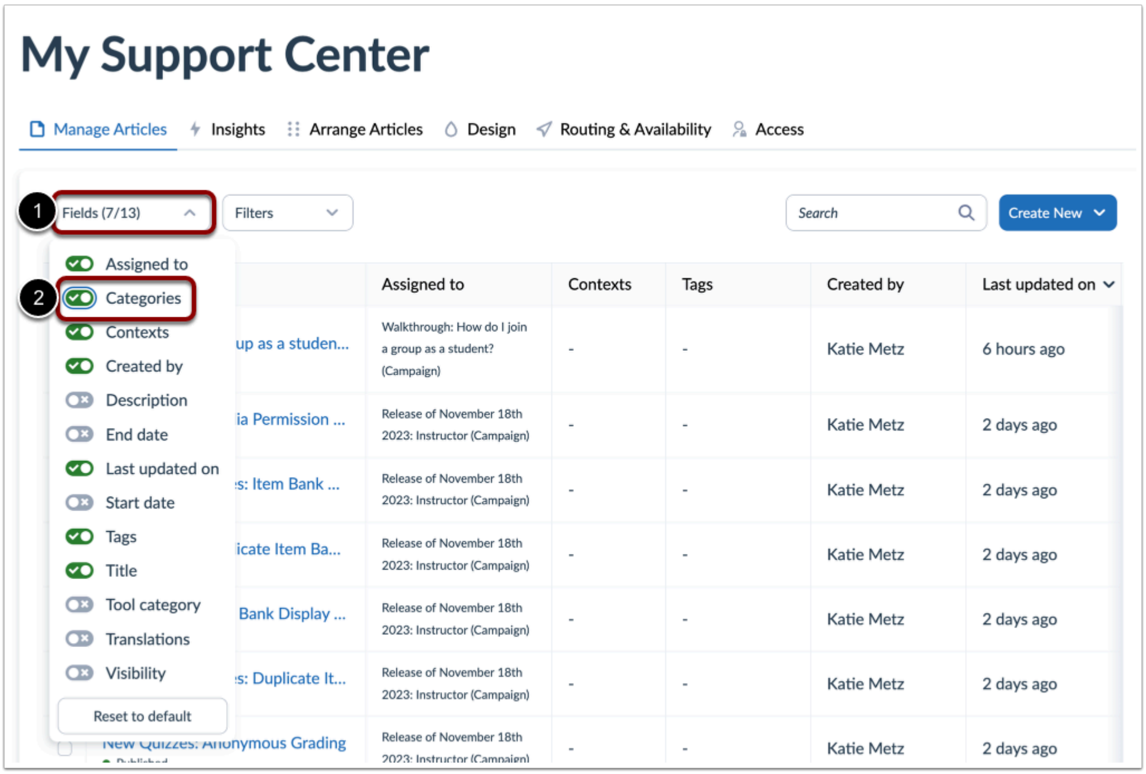
Deleting Categories



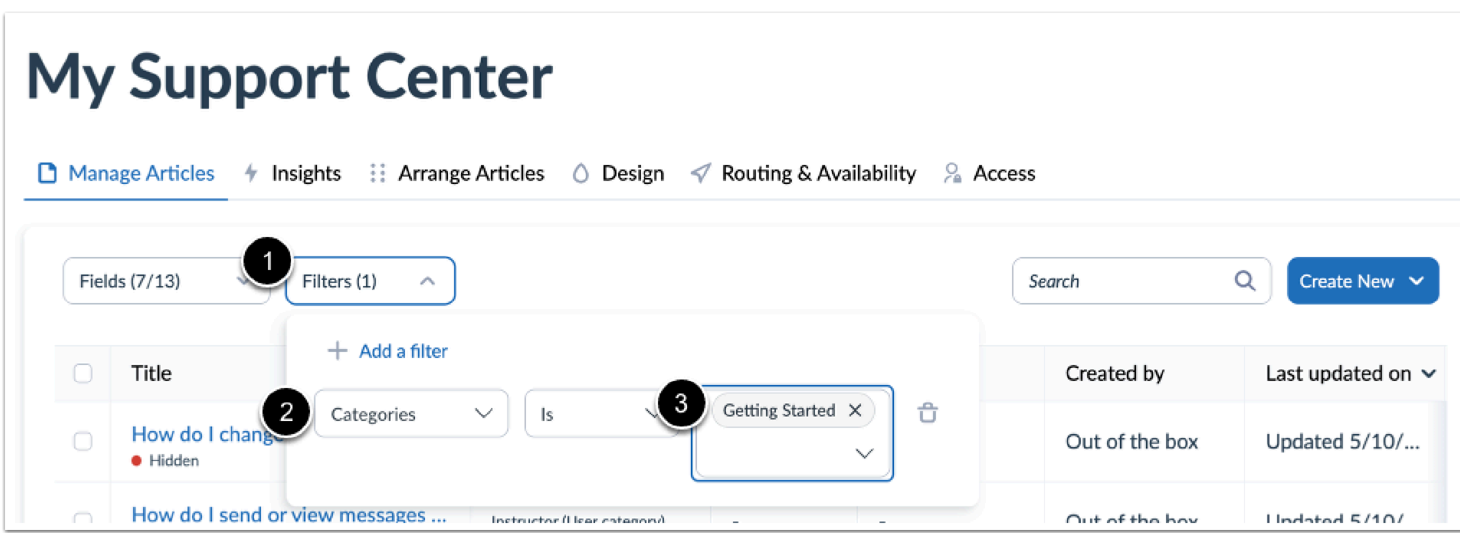
You can choose to permanently delete categories from the Support Center by clicking the **Delete Category** link.

All of the Out of the Box support articles will still be available in the Manage Articles section of your Dashboard but without a Support Center category, but will not be immediately visible to your end users. They may show up when users search keywords through the Support Center if the word is in the title of the article.

Unavailable Articles

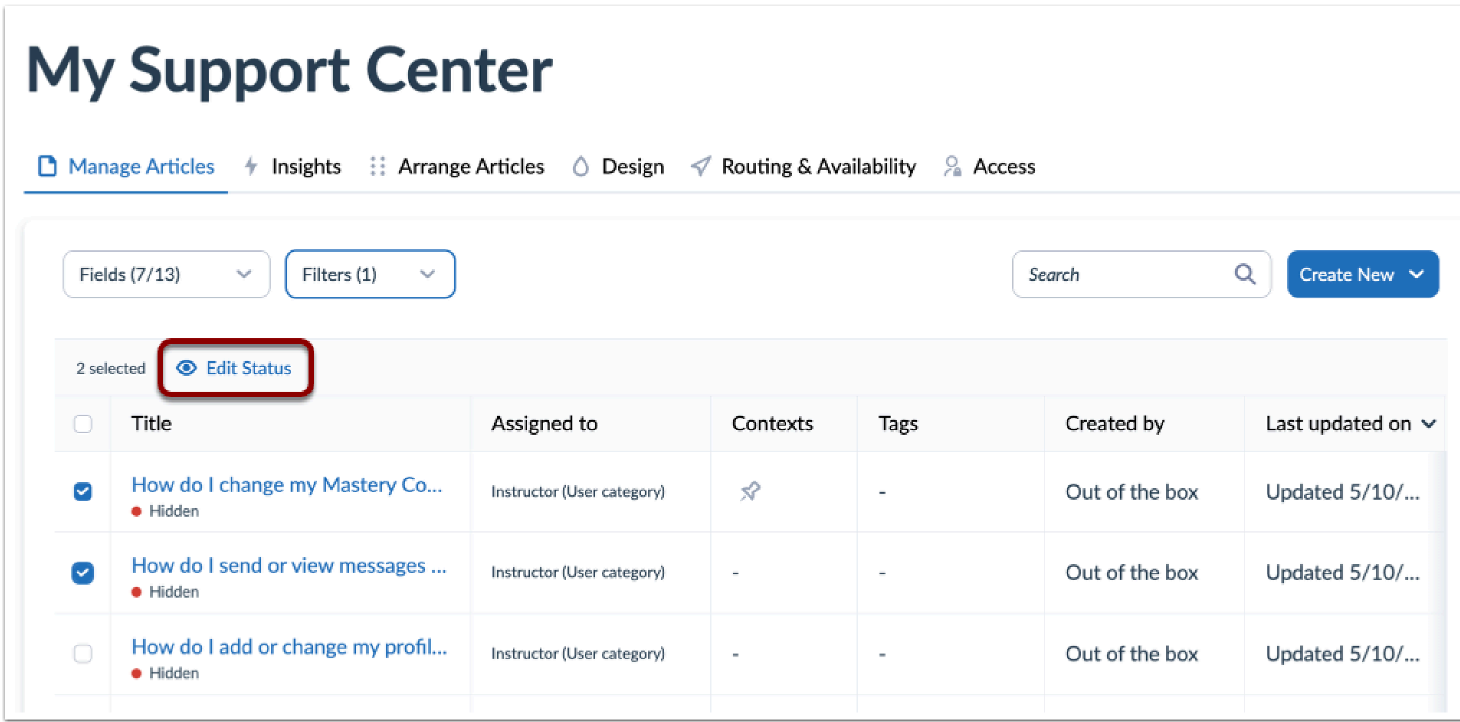


To make articles completely unavailable to your users, use the **Fields** drop-down menu [1] to select **Categories** [2].



Use the **Filters** [1], select **Categories** [2], and filter on the Support Center categories [3] you want to remove.

Note: Use a separate filter to capture all the sub-categories.



To Hide Articles, click the **Edit Status** link.

To make the article unavailable to users, click the **Hide/Mark as draft** button.

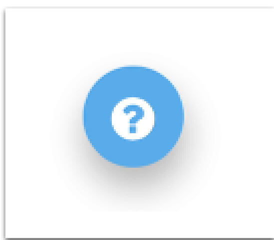
Support Center

What is the Impact Support Center?

The Impact Support Center allows institutions to provide end user support for select learning applications. By default, the Support Center includes articles for Canvas, Blackboard Learn, Blackboard Ally, and Moodle and can be supplemented with custom resources. Help articles may be triggered by context or user role.

The Support Center can also be used to reach out to Support via email, phone, or chat.

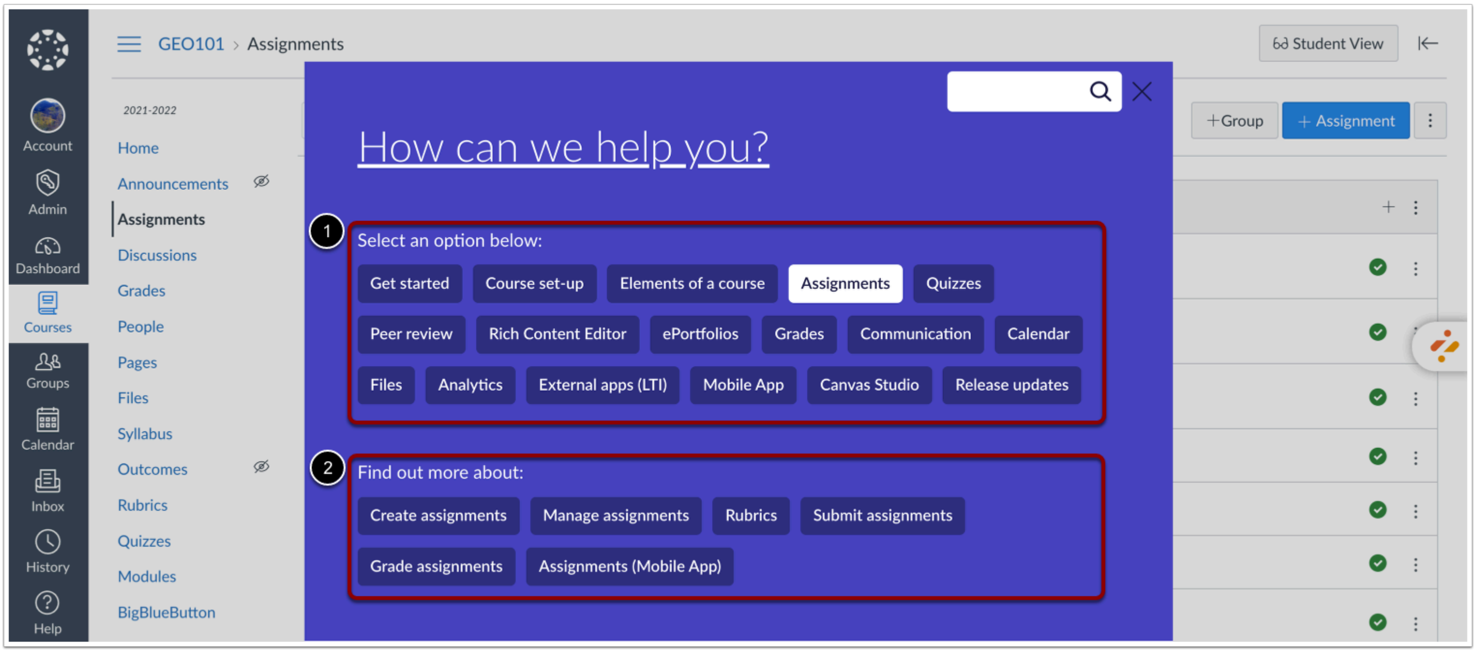
Open the Support Center



The Impact Support button displays on your learning application.

To open the Support Center, click the **Impact Support** button.

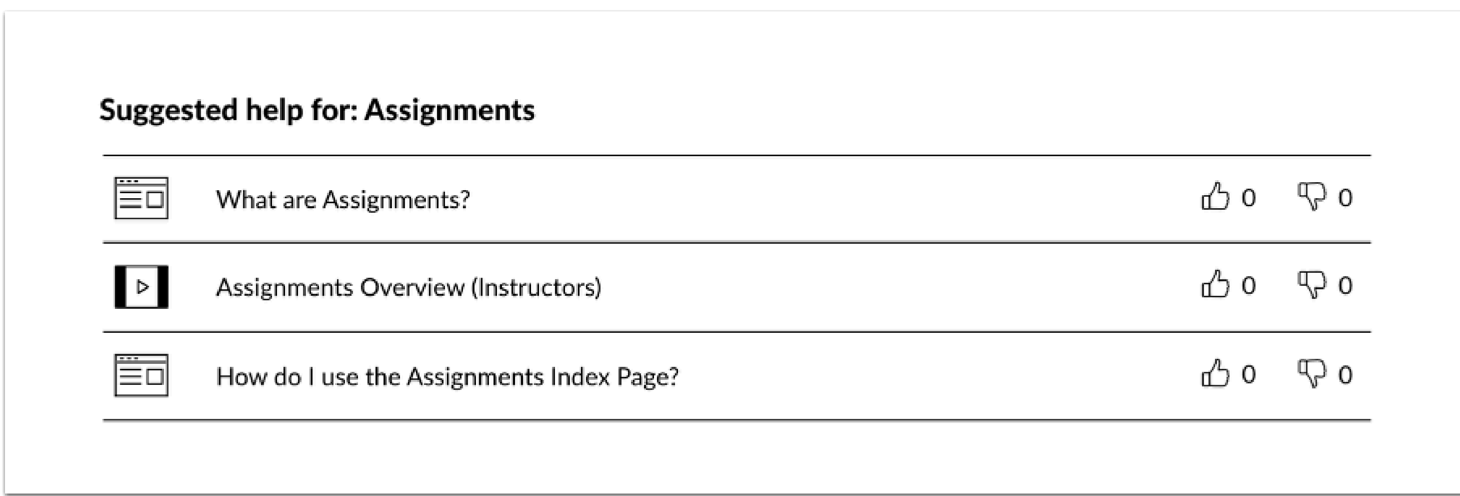
View Support Articles



By default, the Support Center displays help article categories based on the user's context in the learning application [1].

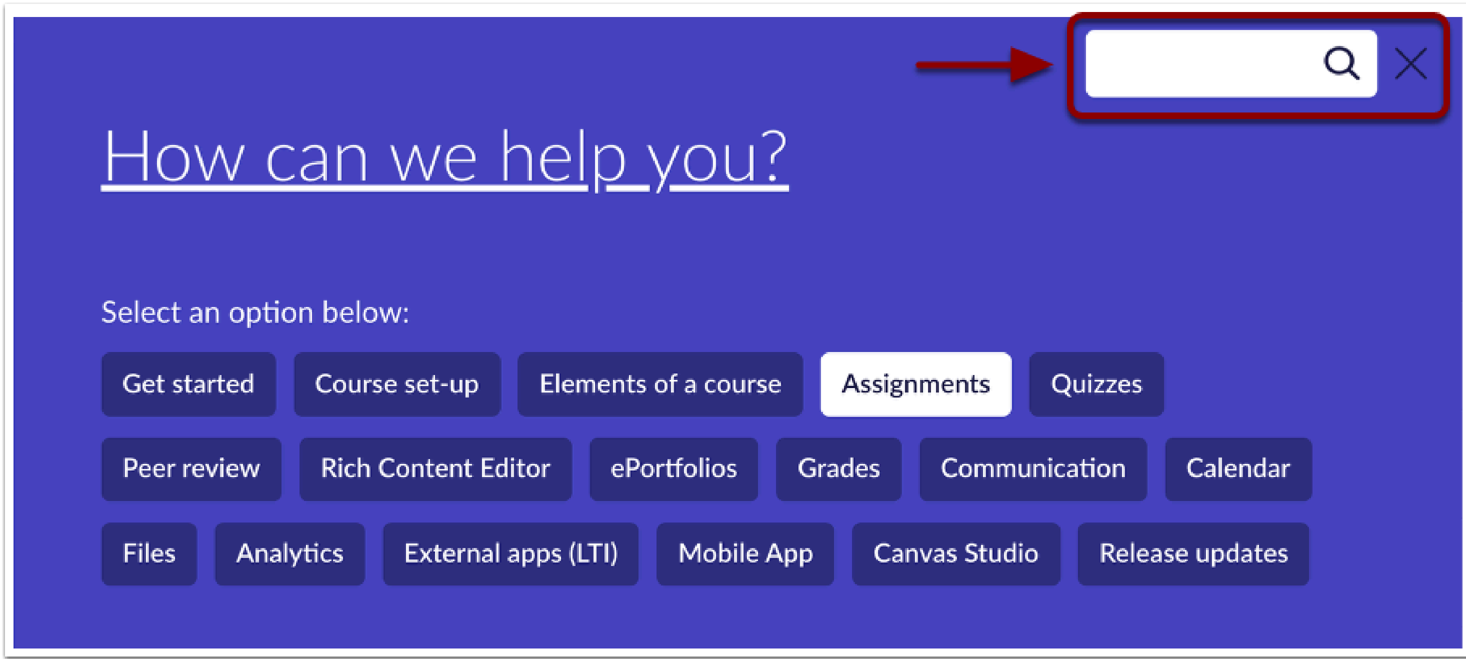
Additional topic categories are displayed in the **Find out more about** section [2].

To view other category's help articles, click the category button.

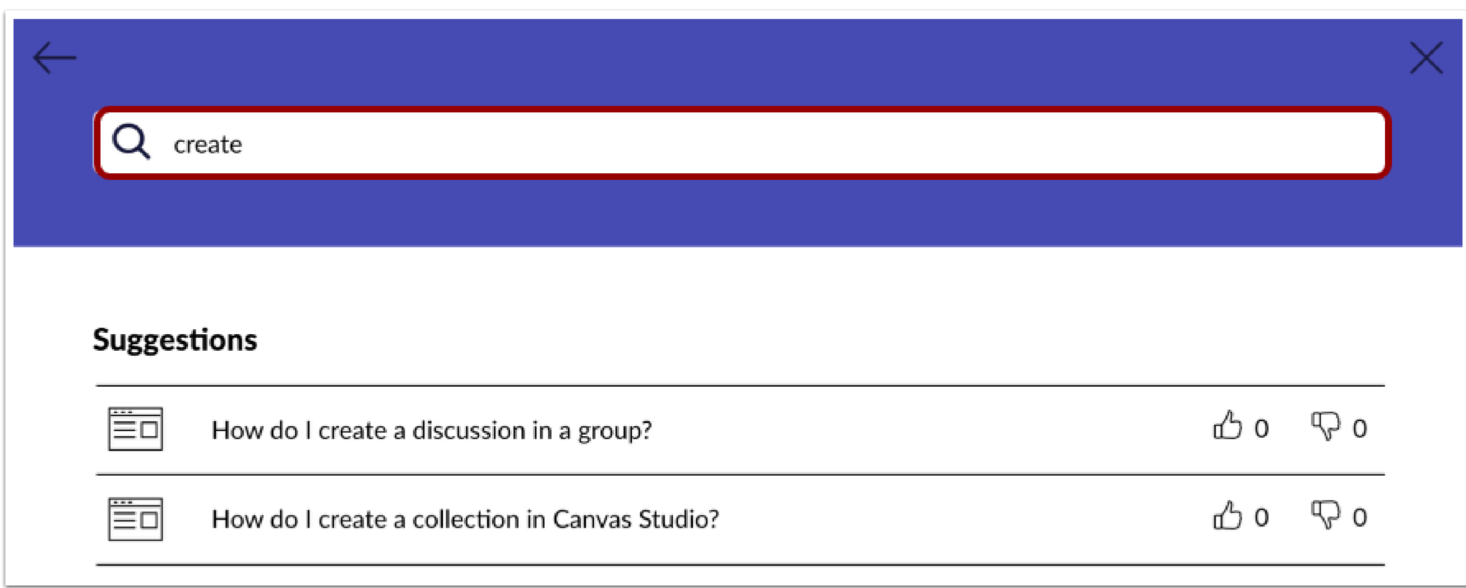


Users can view suggested help articles for categories.

Search Support Articles

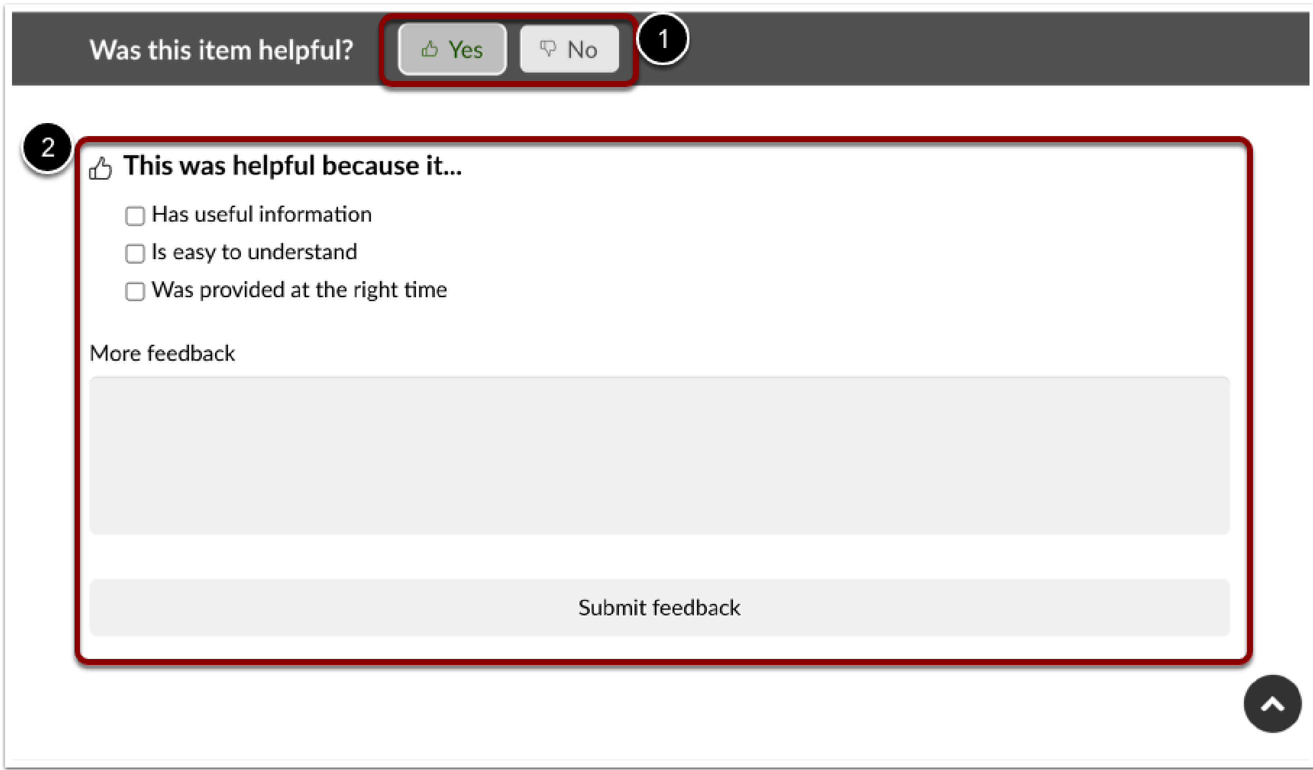


Users can search for articles by selecting the search field.



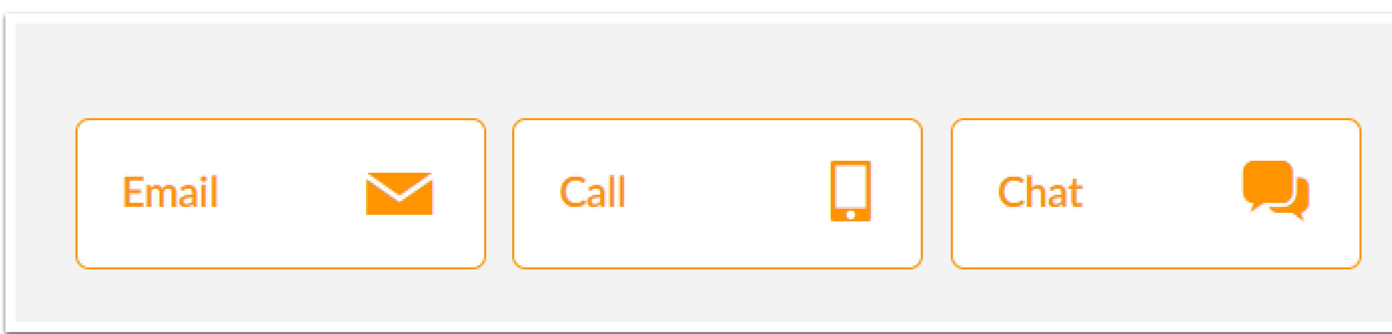
Use keywords in the search field to find articles related to your question.

Note: The suggested articles are selected by the relevant title only and not the body of the article.



After reading an article, users can leave feedback in the form of a vote [1]. Once you vote, you can leave an optional comment [2].

View Dynamic Routing



Multiple routes (email addresses, phone numbers, chat URLs) can be defined for each channel and made available to specific learning application roles, on specific days of the week, and during specific times.

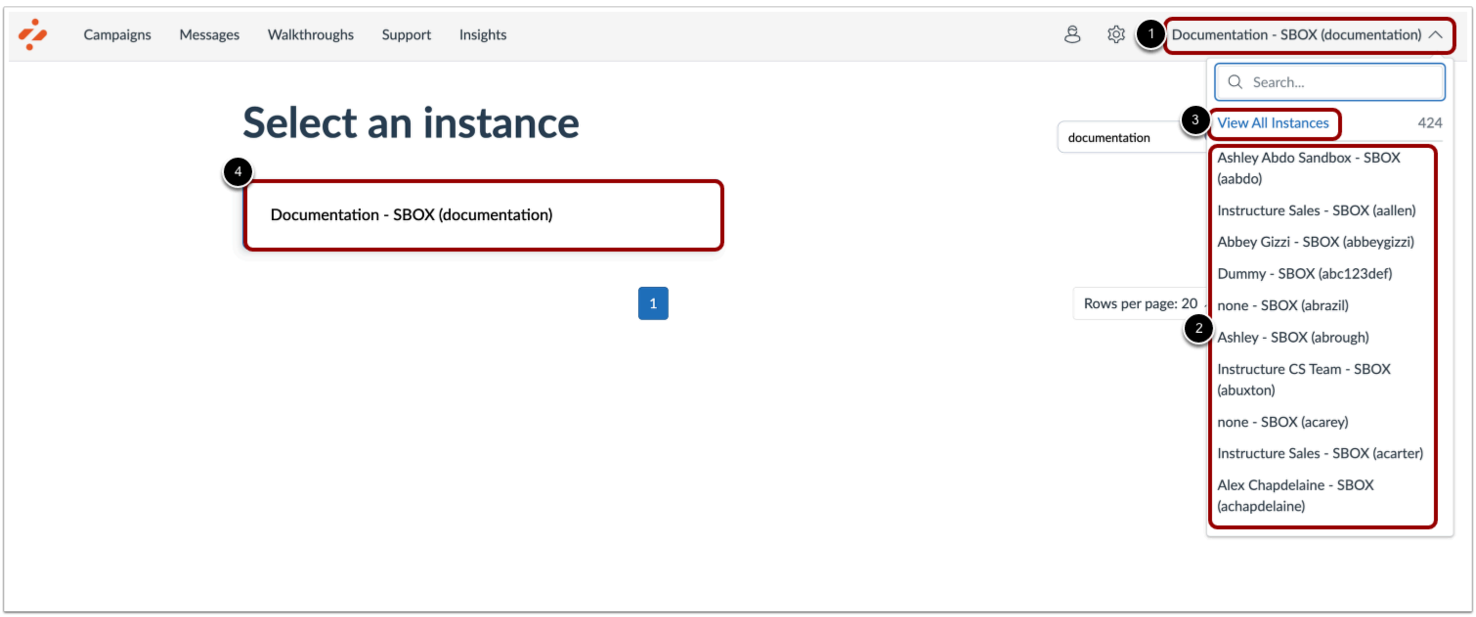
Note: The call option is set up by institutions.

How do I customize the design of the Impact Support Center?

Admins can manage the Support Center design using the default theme, a custom theme, or their Canvas theme.

Note: When creating a customized button, there are two separate contexts, one for the default support button and one for the customized button you created. The customized button you created has a different template/context. If you expect a message to show up that is attached to the context of the default button, it will not show up because a new context is now available that isn't connected to that message.

Connect to Canvas Instance

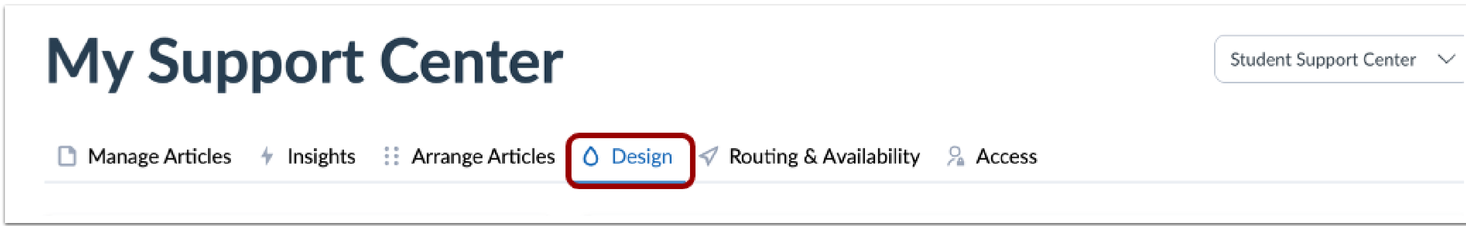


Connect to your Canvas Instance through the Impact dashboard, click the **Instance** drop-down menu [1]. Then, either select an instance from the Instance list [2] or click the **View All Instances** button [3] and select the instance name [4]

Open Support

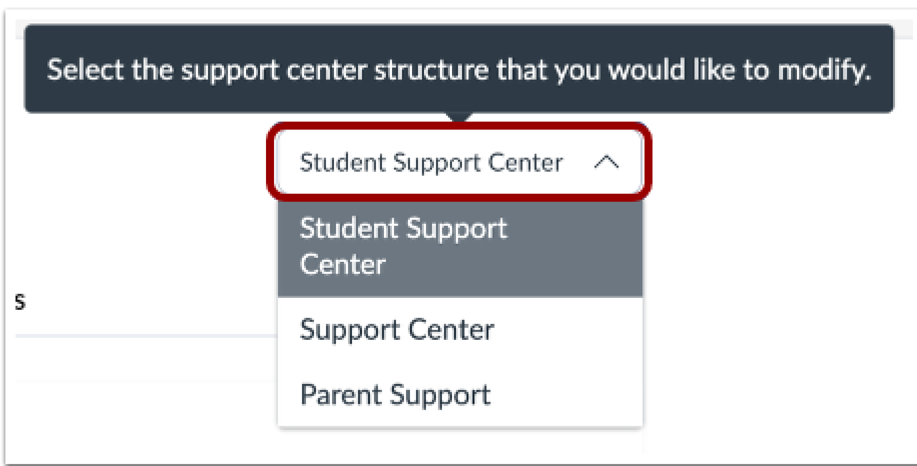
In Global Navigation, click the **Support** link.

Open Design



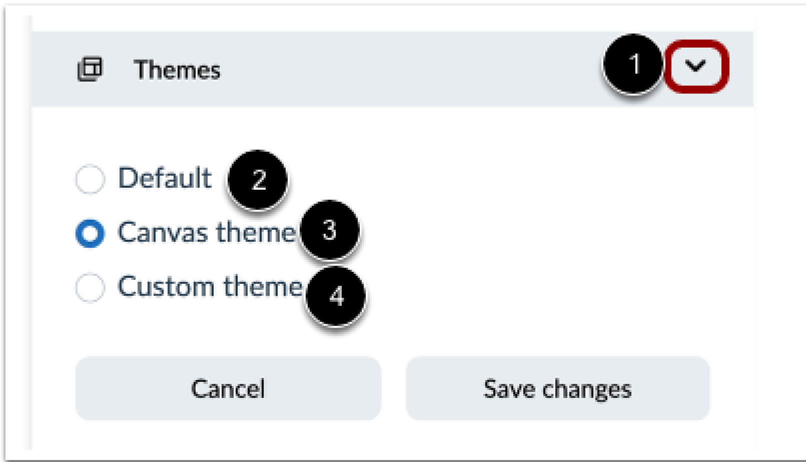
In the My Support Center page, click the **Design** link.

Select a Support Center to Edit



In the **Support Center** drop-down menu, select the Support Center you need to edit if you have more than one active support center.

Open Themes



To manage your theme, click the **Expand** icon [1].

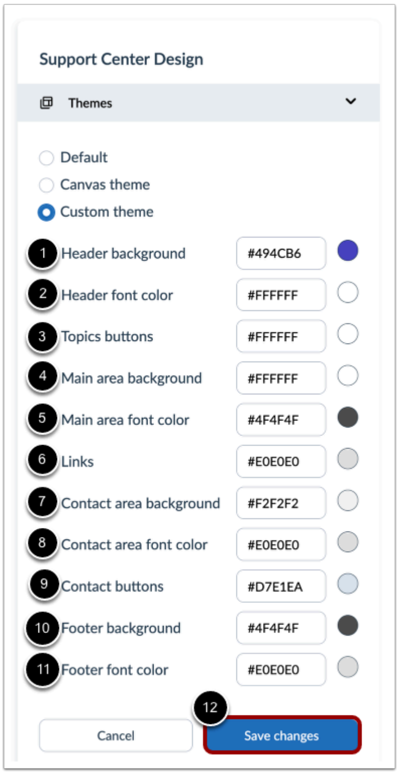
To view the Support Center in the default theme, click the **Default** option [2].

To use your Canvas theme for the Support Center, click the **Canvas Theme** option [3].

To create a custom theme, click the **Custom Theme** option [4].

Note: If Canvas Theme and Custom Theme are not present, please submit a ticket to support-impact@instructure.com to request customization.

Manage Custom Theme



In your theme design, you can use the following custom fields:

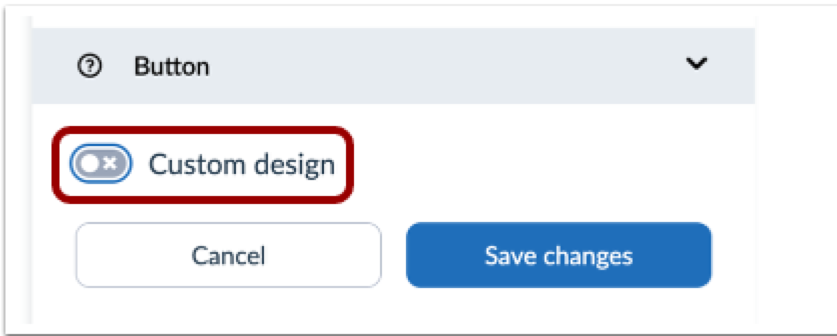
- **Header Background** [1]: A background color for the header.
- **Header font color** [2]: A color for the header text.
- **Top button** [3]: A color of the buttons in the header.
- **Main area background** [4]: A background color for the main area.
- **Main area font color** [5]: A color for the main area text.
- **Links** [6]: A color for links.
- **Content area background** [7]: A background color for the content area.
- **Contact area font color** [8]: A color for the contact area text.
- **Contact buttons** [9]: A color for the contact buttons.
- **Footer background** [10]: A background color for the footer.
- **Footer font color** [11]: A color for the footer text.

Then click the **Save changes** button [12].

Note: To see a style guide of what the button will look like with different designs, visit the [Impact Support Center Button Style Guide](#).

Manage Custom Button

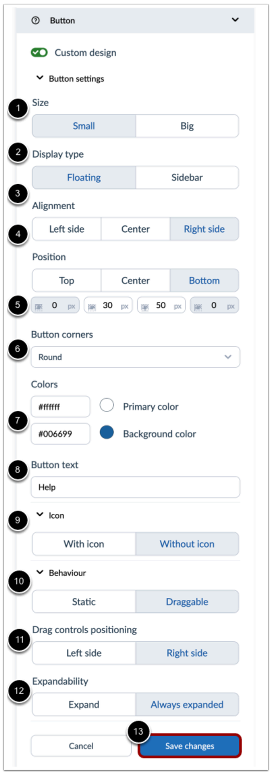
Custom Design Default



By default, the **Custom design** toggle is disabled to not interfere with existing custom set ups. If you choose to turn on custom design, it will override the existing custom set up and you will be able to create a new one.

Note: If you turn on custom design, you will always be able to go back to the previous design by switching the Custom design toggle.

Custom Button Design

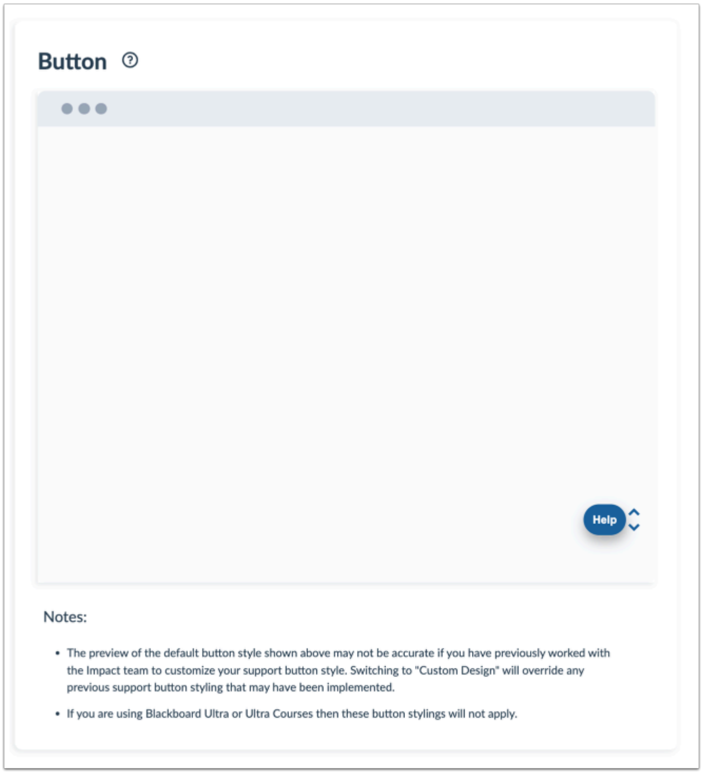


In your button design, you can use the following custom fields:

- **Size** [1]: Display size small or big.
- **Display type** [2]: Display floating or sidebar button.
- **Alignment** [3]: Display alignment left side, center, or right side.
- **Position** [4]: Display position top, center, or bottom.
- **Button corners** [5]: Change button corners appearance.
- **Colors** [6]: A primary color and background color for the button
- **Button text** [7]: Text when hovering over the button.
- **Icon** [8]: Display button with or without icon.
- **Icon Positioning** [9]: Position the icon on the left or right side of the text when hovering.
- **Behaviour** [10]: Create a static or draggable button.
- **Drag controls positioning** [11]: Draggable button controls display on the left or right side.
- **Expandability** [12]: Expandability displays for the button.

Then click the **Save changes** button [13].

Preview Support Center Button



As you design your Support Center Button, you can preview the button settings, icon, and behavior you have selected to display.

Notes:

- The preview of the default button style shown above may not be accurate if you have previously worked with the Impact team to customize your support button style. Switching to 'Custom Design' will override any previous support button styling that may have been implemented.
- If you are using Blackboard Ultra or Ultra Courses then these button styles will not apply.

Refresh Canvas Instance

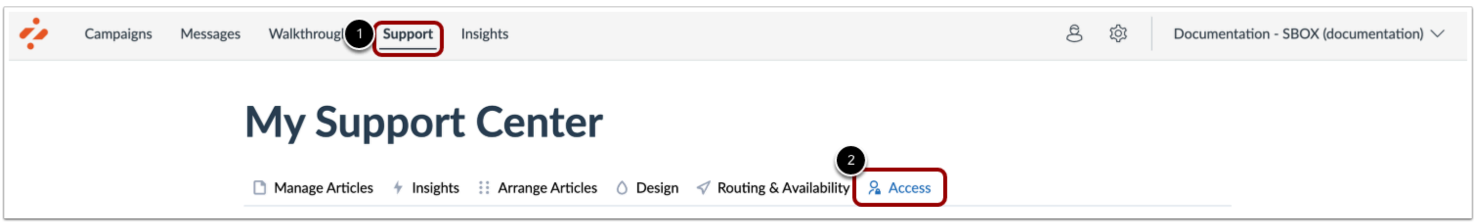
Go into your Canvas Instance and refresh to see the new changes in effect.

Note: Customizations might take more time than usual to load in your environment.

How do I manage Impact Support button visibility?

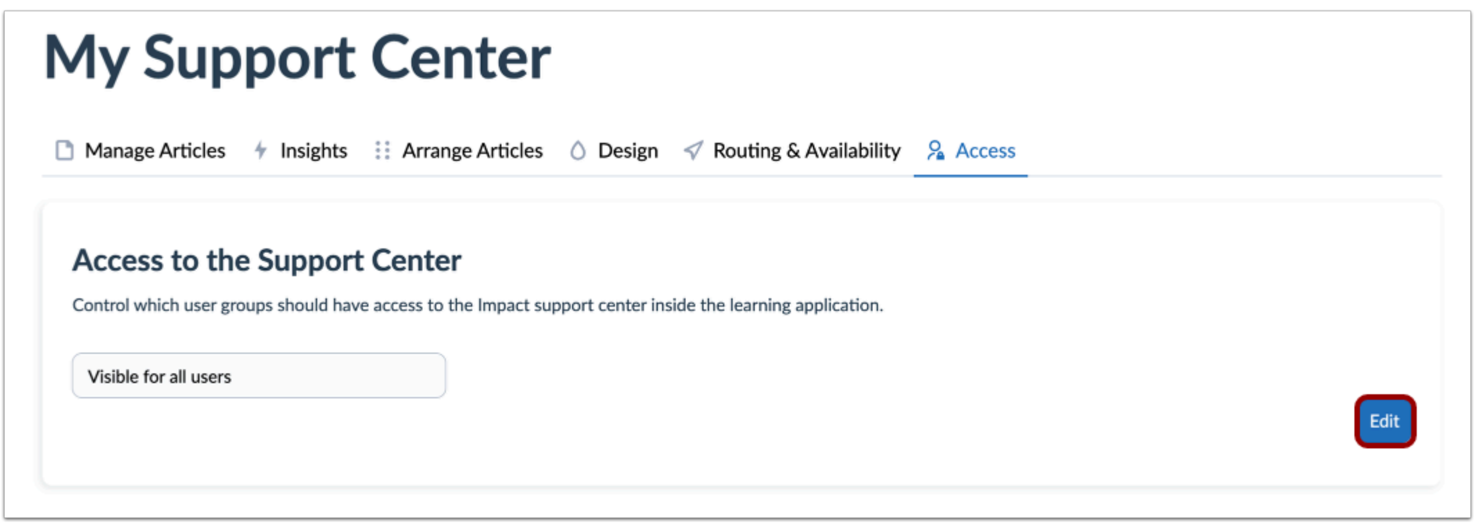
Support button visibility in a learning application can be managed in the Impact Dashboard. Admins can choose from the following visibility options: Visible for all users, Hidden for all users, and Custom access.

Open Access



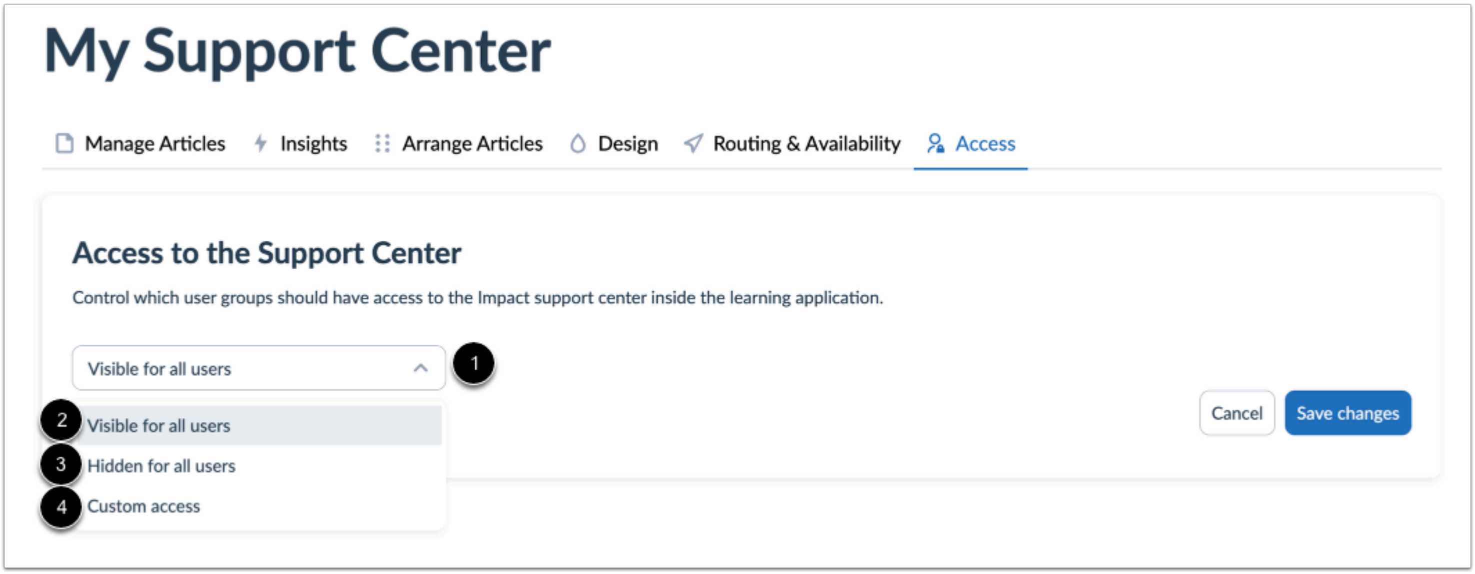
In Global Navigation, click the **Support** link [1]. Then click the **Access** tab [2].

Edit Access



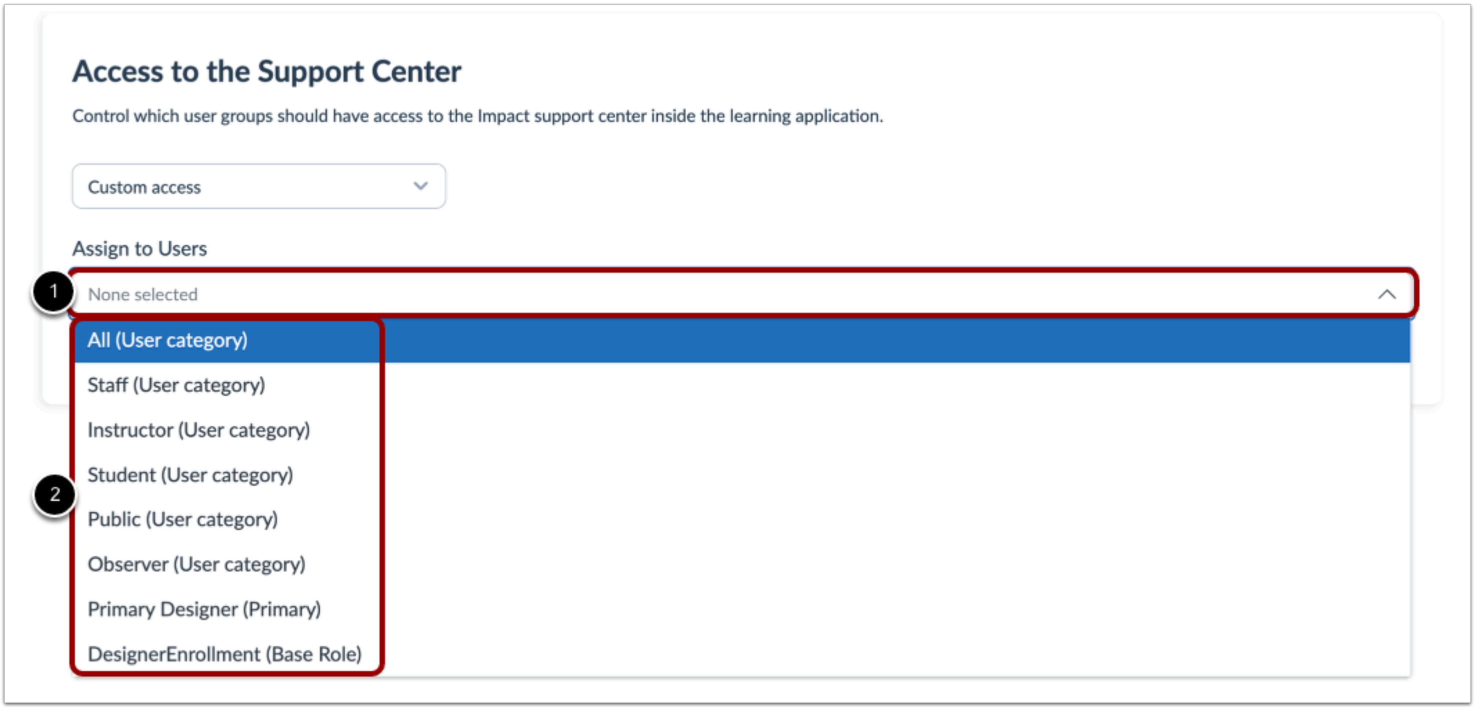
To edit visibility, click the **Edit** button.

Edit Visibility



In the **Access** drop-down [1], you can select to make the Support button visible to all users in a learning application [2], hidden for all users [3], or select a customized list of users who may view the Support button [4].

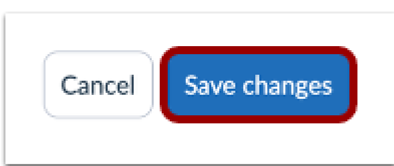
Assign User Custom Access



If you have selected to assign custom access, an Assign to User drop-down displays.

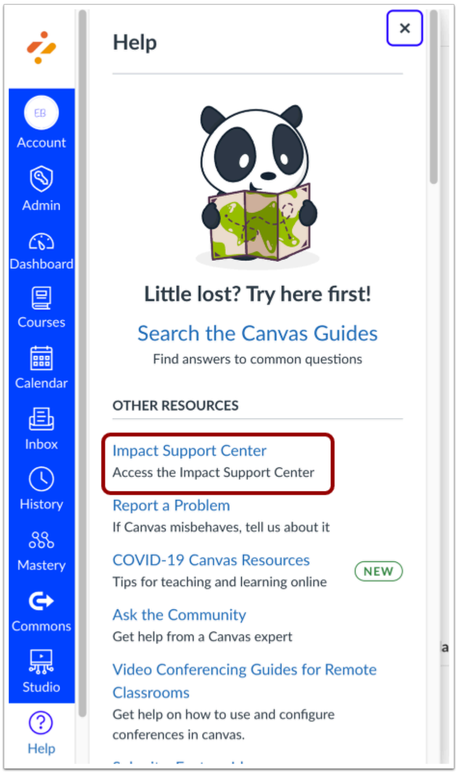
To assign the Support button visibility to certain groups of users, click the **Assign to User** drop-down [1] and select the checkboxes of applicable roles [2].

Save Changes



To update visibility, click the **Save changes** button.

Launch Impact in Canvas Help Menu



To launch the Impact Support Center, click the **Impact Support Center** link in your Canvas Help Menu.

How do I customize the email form in the Impact Support Center?

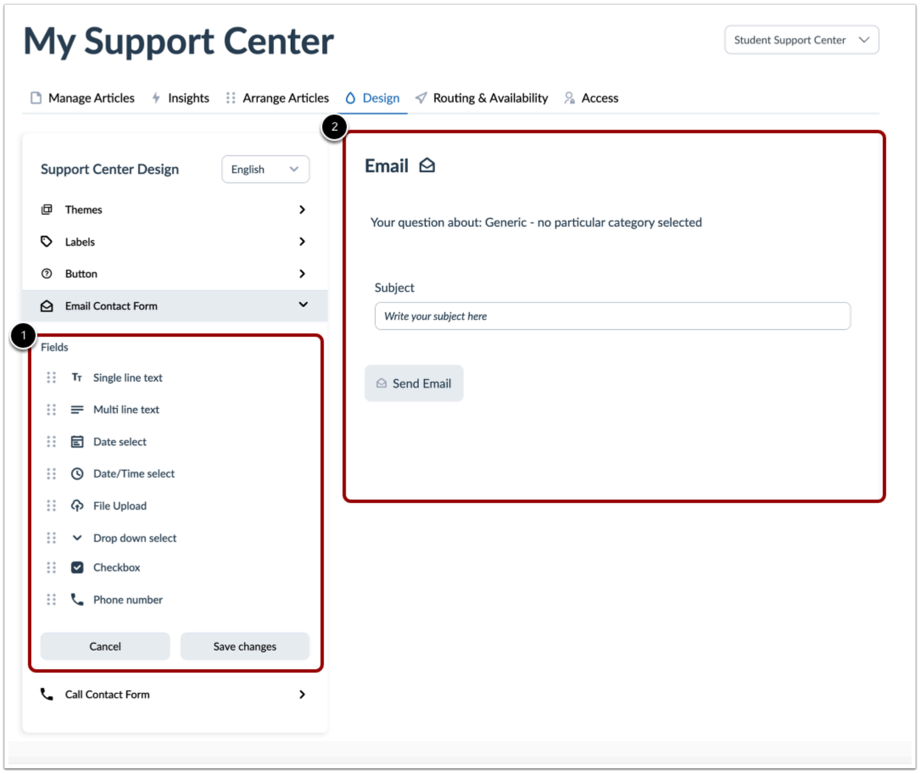
You can customize the Support Center email with a variety of field types.

When an end-user submits a support ticket, Impact collects the following information: first name, last name, username, email, course ID, course name, courses, system information, product location where the message was triggered, and selected category.

Open Support

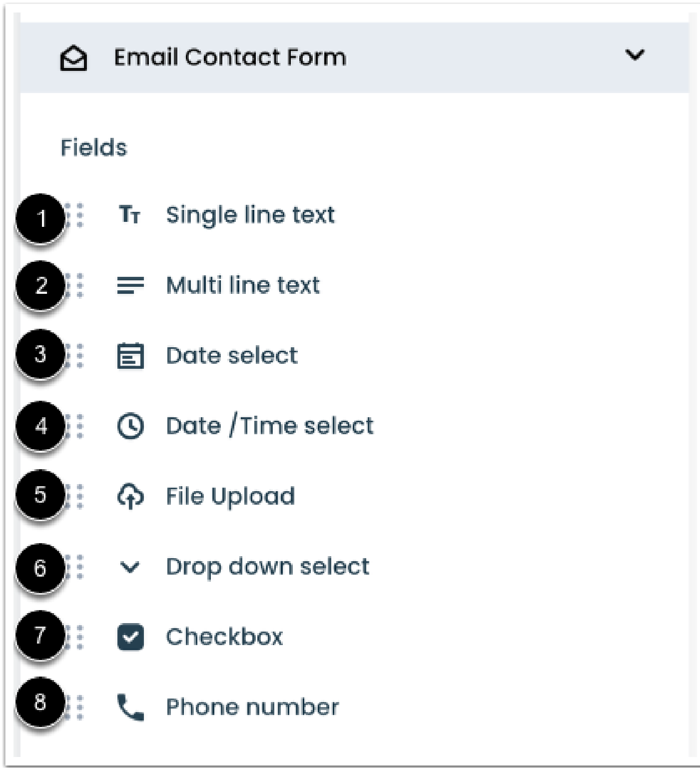
In Global Navigation, click the **Support** link [1]. Then click the **Design** tab [2].

View Email Design



By default, the Design tab displays the Email Contact Form Fields options [1] and the current email form [2].

View Custom Field Types

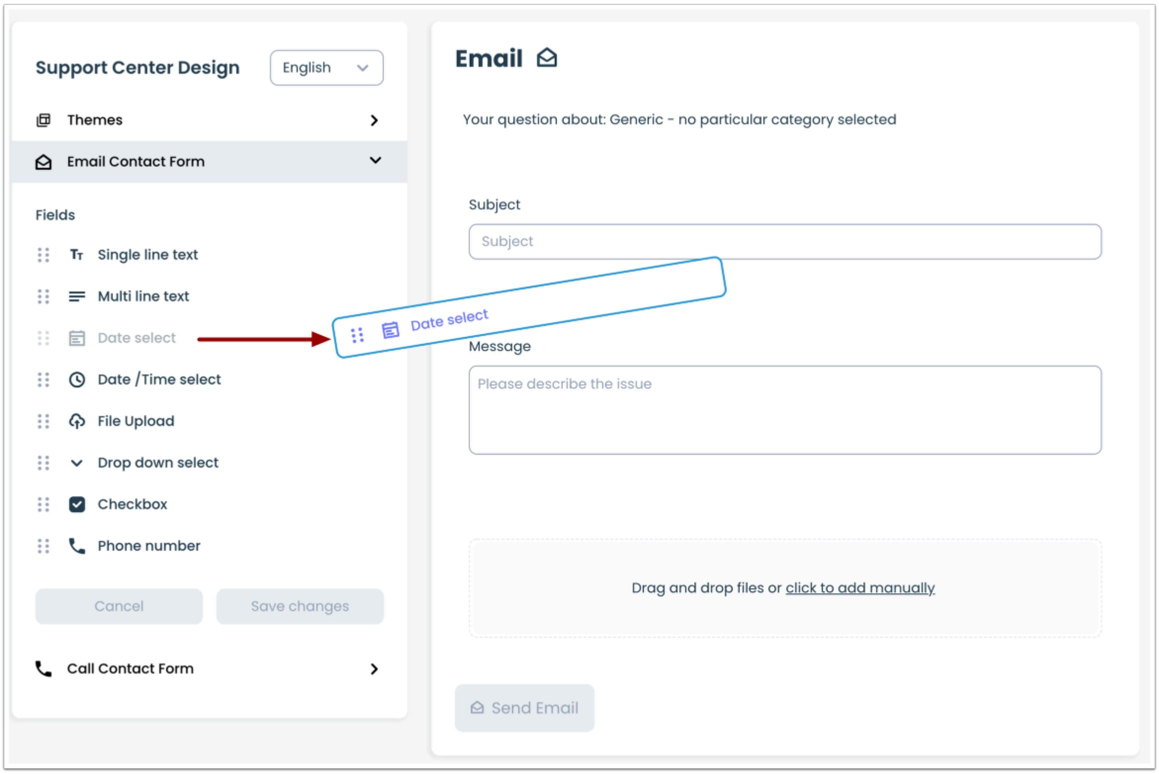


In your email design, you can use the following custom fields:

- **Single line text** [1]: A one-line free text field.
- **Multi line text** [2]: A free text field that supports multiple lines.
- **Date select** [3]: A date field allowing users to pick a date from a calendar.
- **Date/Time select** [4]: A combined date and time field.
- **File Upload** [5]: A file picker allowing users to attach an image or document to their request.
- **Drop down select** [6]: A single selection drop-down list.
- **Checkbox** [7]: A single checkbox accompanied by a caption.
- **Phone Number** [8]: A single-line text field allowing users to enter their contact details.

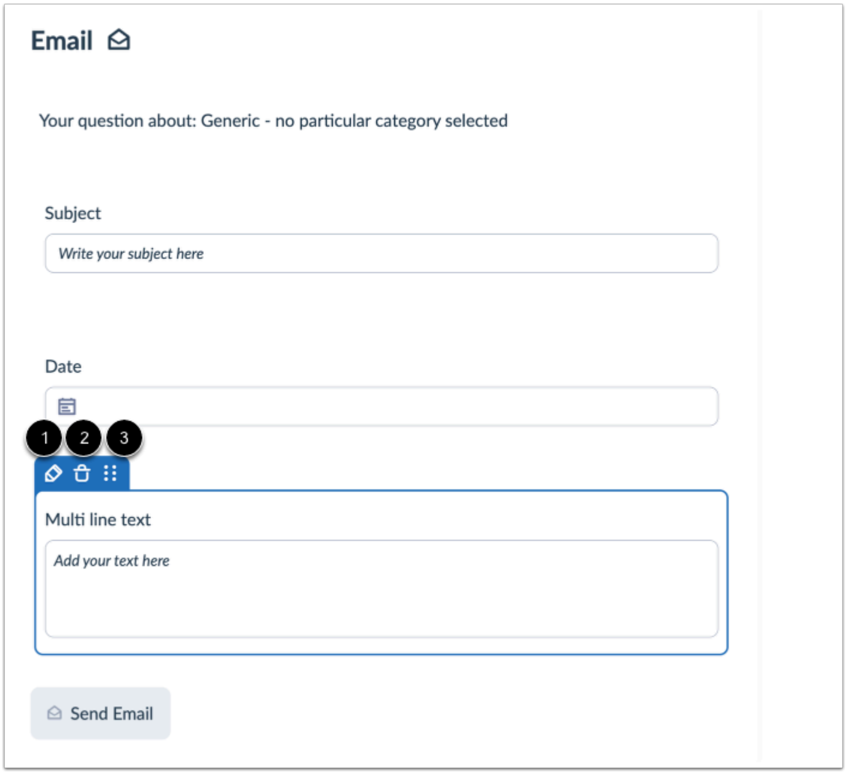
Note: The email design Subject field is mandatory and cannot be removed from the email design.

Add Custom Field



To add a field to the email, click and drag the **Fields** option into the form.

Edit Email Fields

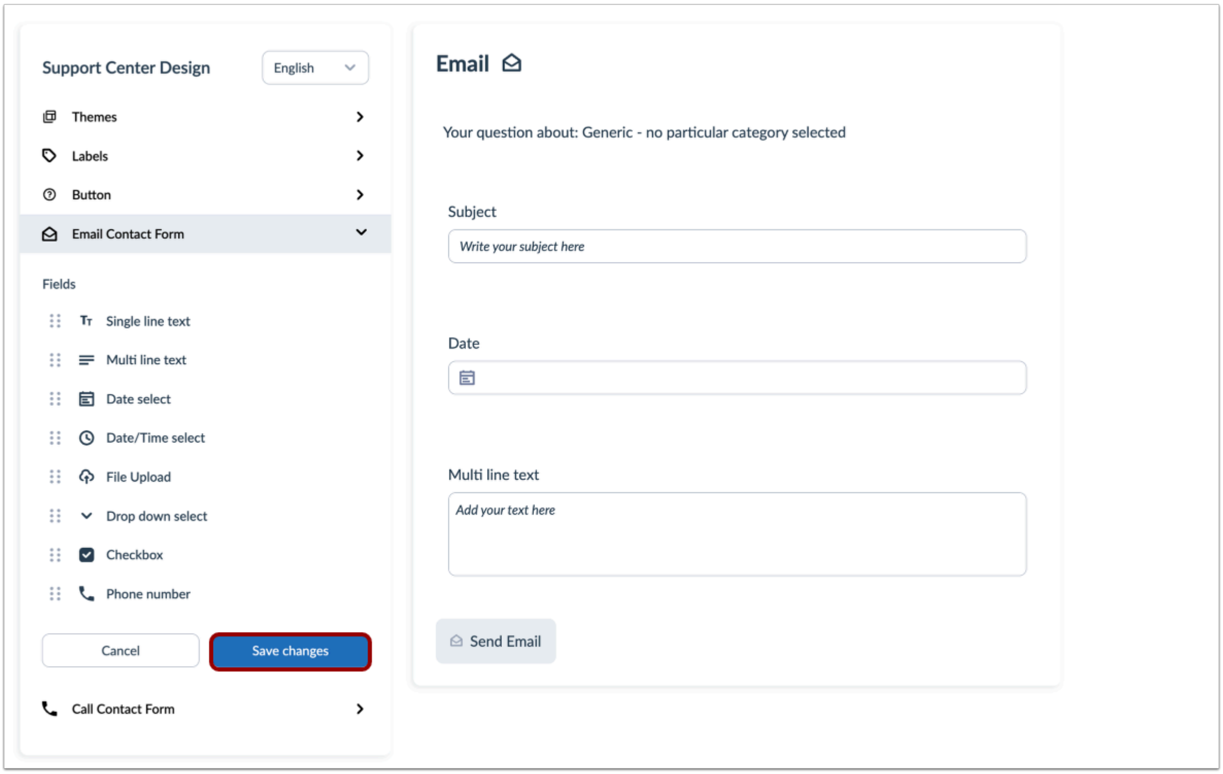


To edit a field's properties, click the **Edit** icon [1]. You can determine whether it is optional or mandatory.

To remove a field, click the **Delete** icon [2].

To reorder the fields, use the **Drag and Drop** handle [3].

Save Changes

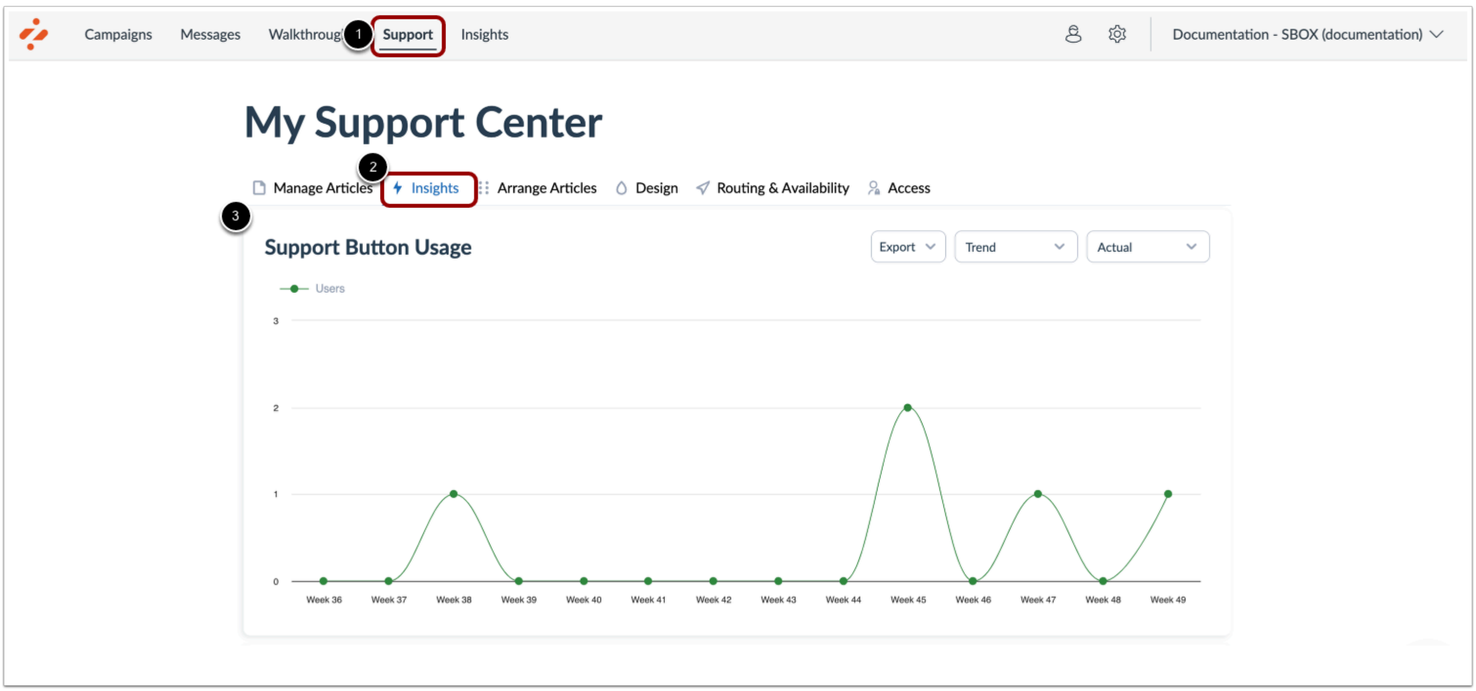


Click the **Save changes** button.

How do I view Impact support button clicks?

The Support Button Usage Report displays the number of times users have clicked the support button embedded into your learning application at any given time. You can use the Support Button Usage Report to view the number of users clicking the support button.

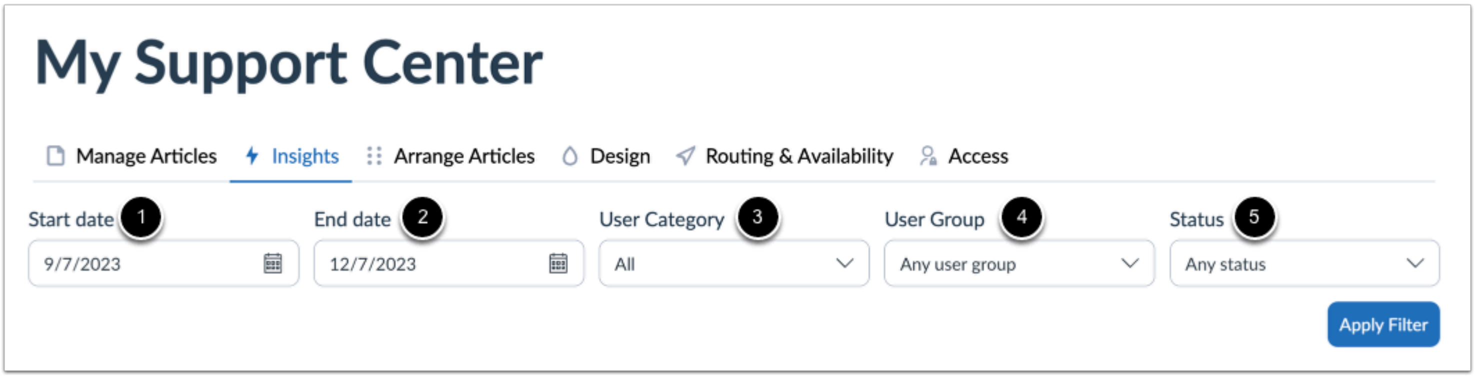
Where can I find the support button usage report?



In Global Navigation, click the **Support** link [1]. Then click the **Insights** tab [2].

Scroll to view the Support Button Usage chart [3].

How can I filter the results of this report?



Filter displayed results using the Support Center filters. You can filter by Start date [1], End date [2], User Category [3], User Group [4], and Status [5].

Filters Explained

Start/End Date	Select any start and end date to see how frequently the support button was clicked during that date range.
User Category	Select any user category, like **Students** or **Instructors**, to view the number of support button clicks made only by users in that user category.
User Group	Select any specific user group, to only view the number of support button clicks made by users that have the selected role.

How can I change the presentation of the support button usage report?

Changing the presentation settings of your support button usage report determines how the chart data is scaled and whether the adoption level for each monitor category is expressed in percentages or actual numbers.

Impact allows you to change how the support button click data is presented within the chart using the **Trend** [1] and **Actual** [2] drop-down menu options.

Presentation Options Explained

Trend/ Cumulative	With **Trend** enabled, the chart shows **separate adoption levels** for each unit of time. When set to **Cumulative**, the chart presents the growth curve of usage from the first unit of time to the last unit of time. Each point in the graph shows the usage level from the start date of the chart until the date associated with that point.
Actual / Fixed / Scaled	When **Actual** is enabled, the metric shown in the chart changes from a percentage of active users to an **absolute number**. This chart is based on the **absolute number of users** who have triggered one of the support buttons **divided by** the **number of active users**. The **Fixed** chart will present the adoption level as a **percentage of unique active users** with the Y-axis of the chart ranging from 0% to 100%. The **Scaled** chart shows the same metric as **Fixed %** but narrows the Y-axis of the chart in order to focus on the adoption levels shown.

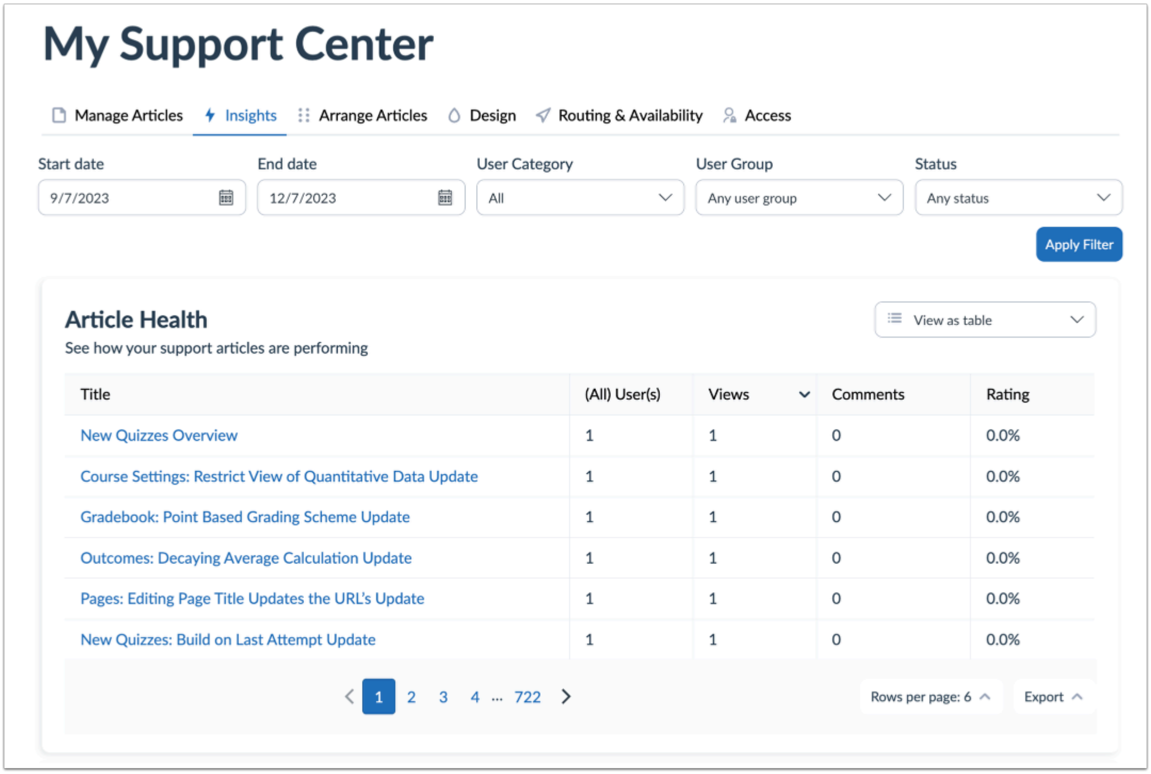
What Impact support insights are available?

Support Insights report on support performance and feedback in the dashboard in order to analyze the quality and impact of communication and support efforts.

Open Insights

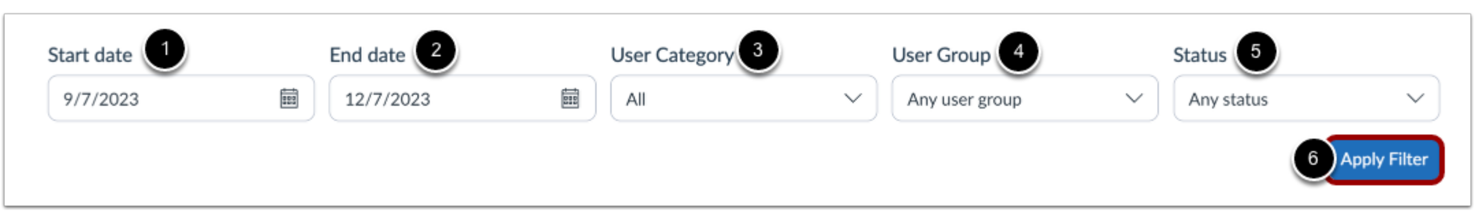
In Global Navigation, click the **Support** link [1]. Then click the **Insights** tab [2].

View Support Insights



From your support center insights tab, you can view information about how users rate the support articles you add to your learning application and support center. You can also view article voting results when the Voting option is turned on.

Filter Insights

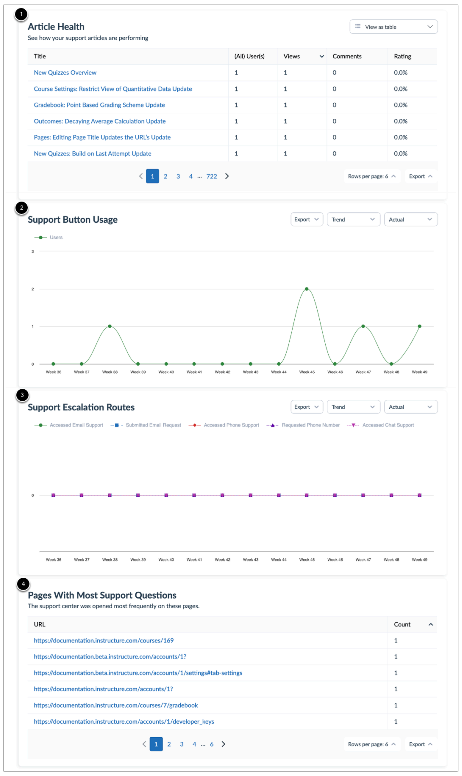


By default, Insights displays all data available from the most recent three-month range. However, you can filter displayed results by Start date [1], End date [2], User Category [3], User Group [4], and Status [5].

To apply selected filters, click the **Apply Filter** button [6]. Filters affect all data displayed on the page.

Note: The Insights filter is static and displays at the top of the page even when you scroll to view additional data.

View Article Performance



Insights display the following charts and tables for Support Center Insights:

- **Article Health** table [1]: Displays key statistics about your recent messages. Learn more about Article Health Insights.
- **Support Button Usage** chart [2]: Displays the number of times users have clicked the support button embedded into your learning application at any given time. Learn more about Support Button Usage.
- **Support Escalation Routes** chart [3]: Displays when a request is submitted via one of the contact options. Learn more about Support Escalation Routes.
- **Pages With Most Support Questions** table [4]: Displays the pages the support center was most frequently opened on.

Learn more about Article Health insights.

View Chart Options

To export an Insights chart, click the **Export** drop-down menu [1]**.** You can export the data as a CSV or as a PDF.

To view Insight chart data based on adoption over time, click the **Trend** drop-down menu [2]. You can select from the following options:

- **Cumulative**: View the chart as a growth curve of usage from the first unit of time to the last unit of time. Each point in the graph shows the usage level from the start date of the chart until the date associated with that point.
- **Trend:** View the separate adoption levels for each unit of time in the chart.

To view insight chart data based on users and views, click the **Actual** drop-down menu [3]. You can select from the following options:

- **Actual**: View the active users chart metric as an absolute number. This chart displays the absolute number of users who triggered the support button or escalation route divided by the number of active users.
- **Fixed**: View the adoption level as a percentage of unique active users with the Y-axis of the chart ranging from 0% to 100%.
- **Scaled**: View the adoption level as a percentage of unique active users with a narrowed Y-axis to focus in on the displayed adoption levels.

Learn more about the Support Button Usage insights and presentation options.

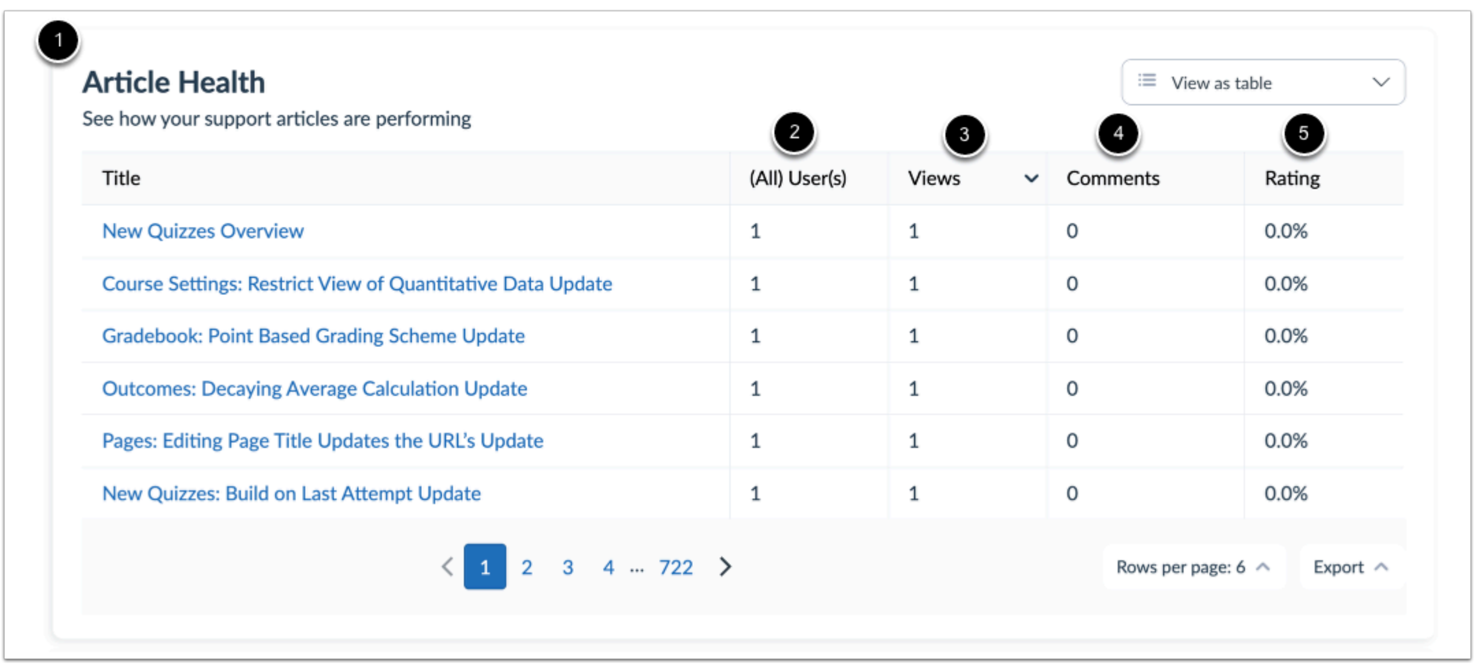
How do I view article performance in the Impact Dashboard?

You can review Impact article performance via the Impact Dashboard. You can select to view performance in a table or as a chart.

Open Insights

In Global Navigation, click the **Support** link [1]. Then click the **Insights** tab [2].

View Article Performance Table

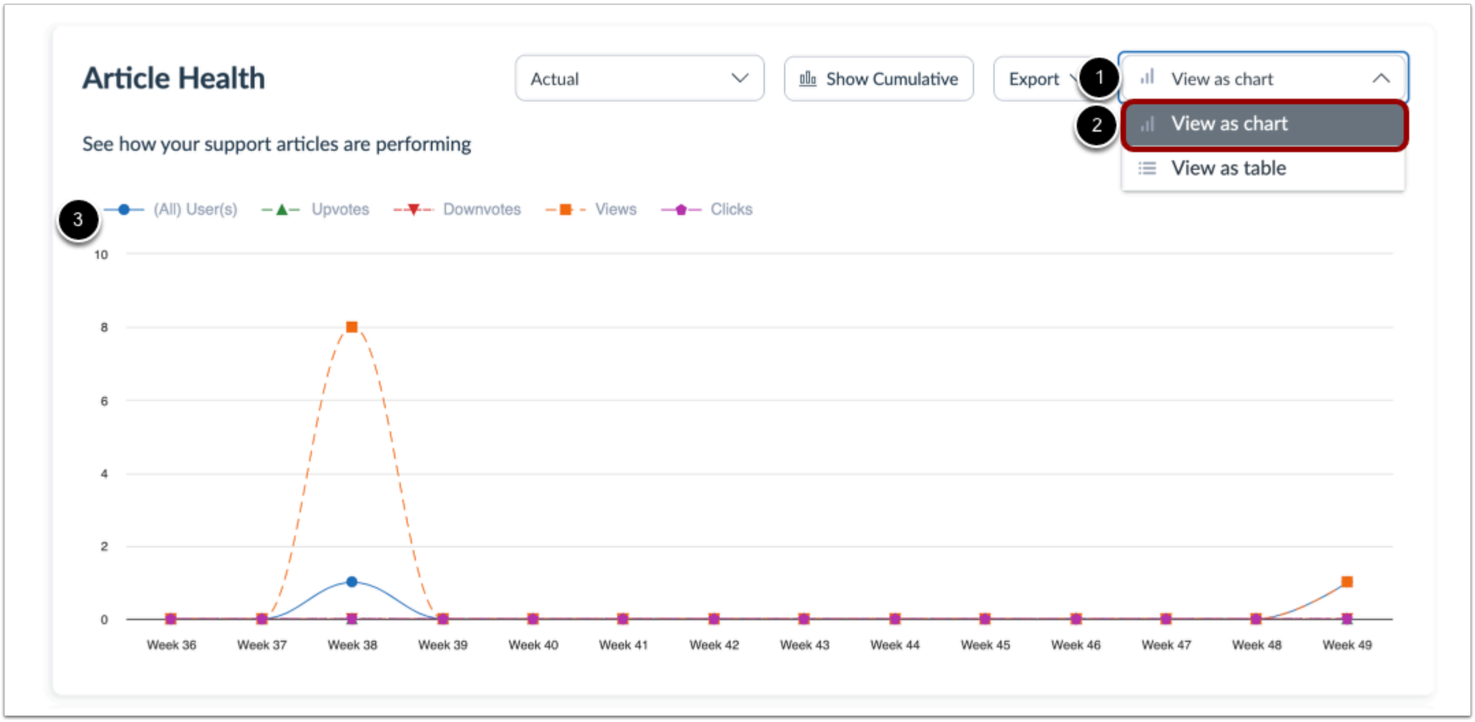


Title	(All) User(s)	Views	Comments	Rating
New Quizzes Overview	1	1	0	0.0%
Course Settings: Restrict View of Quantitative Data Update	1	1	0	0.0%
Gradebook: Point Based Grading Scheme Update	1	1	0	0.0%
Outcomes: Decaying Average Calculation Update	1	1	0	0.0%
Pages: Editing Page Title Updates the URL's Update	1	1	0	0.0%
New Quizzes: Build on Last Attempt Update	1	1	0	0.0%

On the Support Insights page, the **Article Health** table displays key statistics about your recent messages [1].

Impact article performance is based on unique user views [2], views [3], comments [4], and ratings [5].

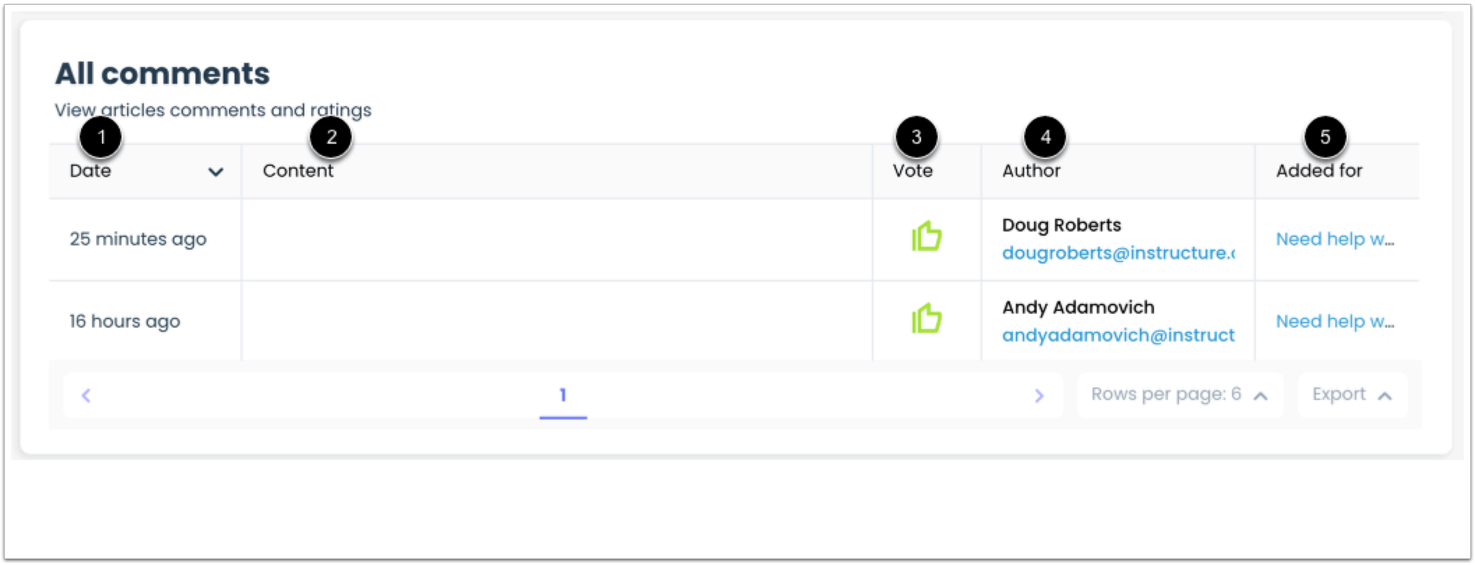
View Article Performance Chart



To view article performance data as a chart, click the **View as** drop-down menu [1] and select the **View as chart** option [2].

View the Article Health chart [3].

View Comments



For each article, the table displays the following data:

- **Date** [1]: when the feedback was given.
- **Content** [2]: shows the comment on their feedback.
- **Vote** [3]: shows if they upvoted or downvoted an article.
- **Author** [4]: who is giving the feedback.
- **Added for** [5]: which article the feedback is for.

What can I expect when new Out of the Box Support Articles are added to the Support Center?

While Impact provides you with a contextualized Out of the Box Support Center that is ready to use, you have the ability to customize this to meet the needs of your institution. It is essential to understand the implications of the customizations you make, as it could potentially affect how up-to-date the content within your Support Center is.

The Impact Content Team is constantly updating and maintaining the OOTB Support Center.

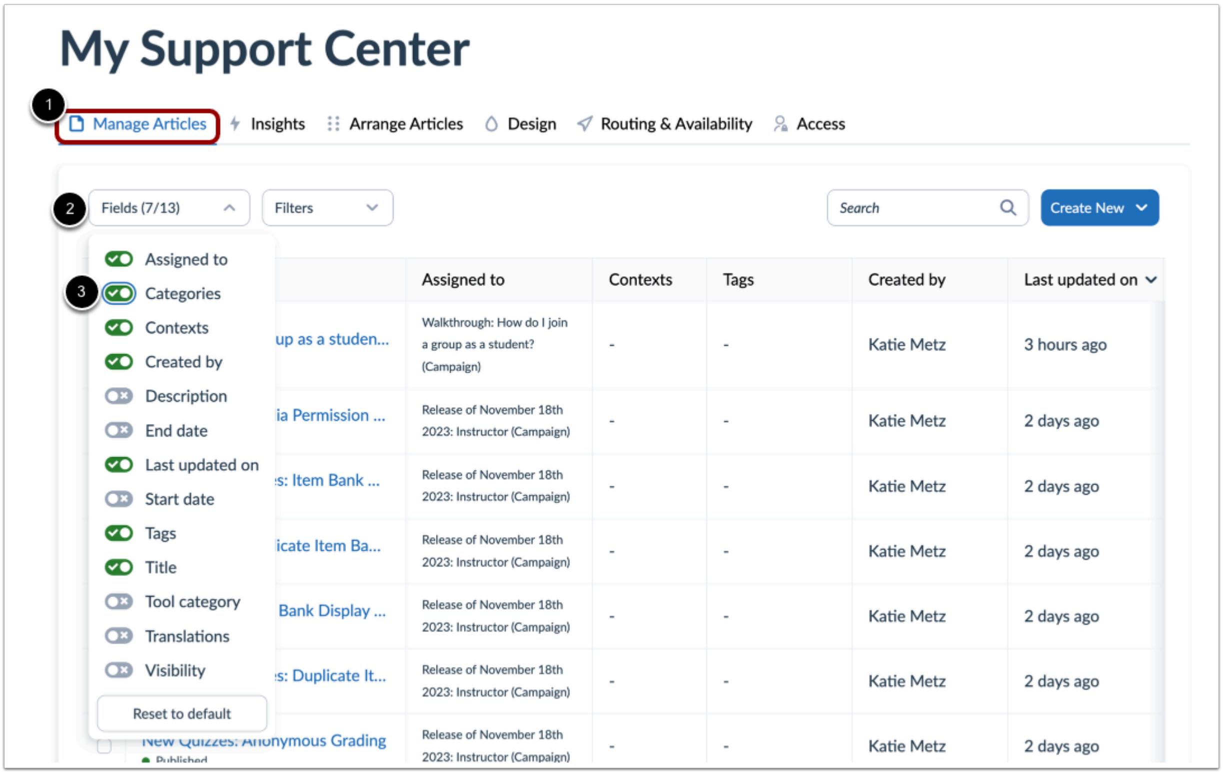
Are you using the Out of the Box Support Center as is?

If you have made no changes to your Out of the Box Support, you will receive all updates to existing articles and any new articles that are added to that category by the Impact Content Team.

Category Updates

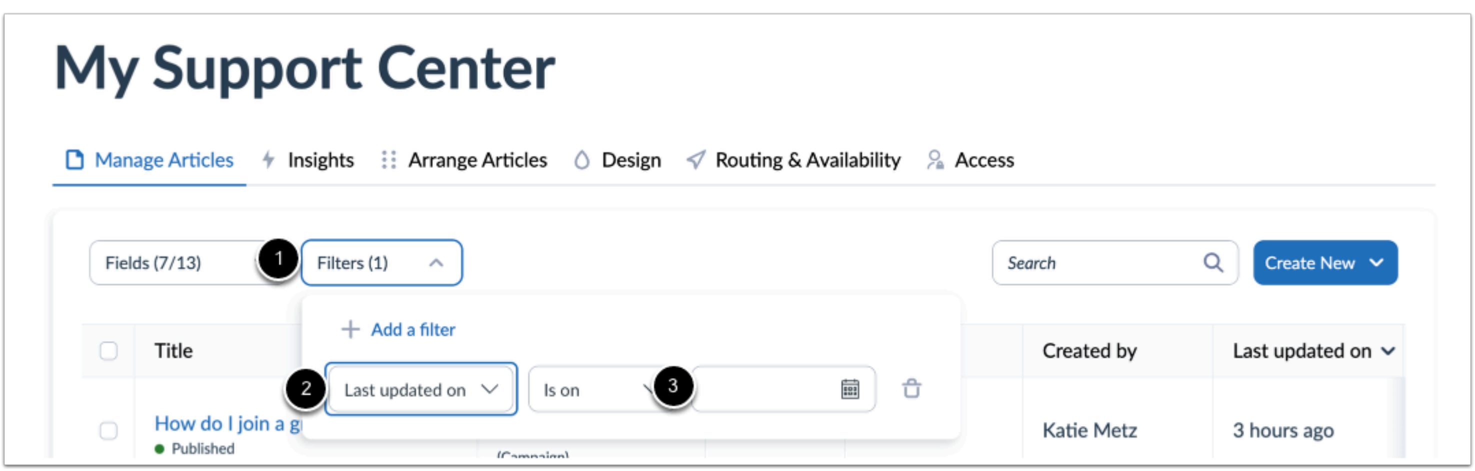
Interested in what updates have been made to which categories? Here you will find how to filter Out of the Box content in categories by dates.

Manage Articles



Click the **Manage Articles** tab [1]. Then click the **Fields** drop-down menu [2] and select the **Categories** field [3].

Filter Date



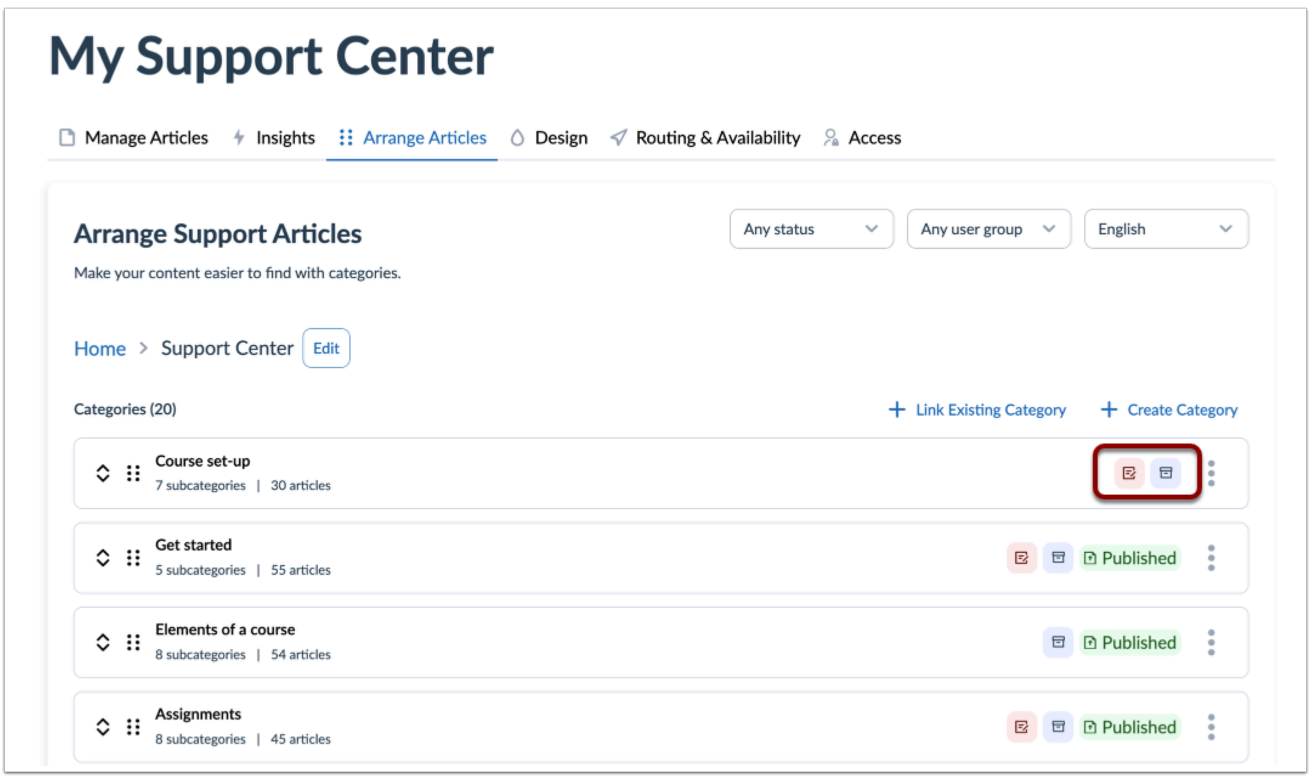
Click the **Filters** drop-down menu [1]. Then filter on **Last updated on** filter [2] and select the date you are interested in [3].

Have you made changes to your Out of the Box Support Center?

Changes such as user assignment, changing the name of a category or the suggested title, or adding/removing a context of a category will deem that category of your Support Center as local rather than Out of the Box. This essentially gives you full ownership over that particular category.

Since existing articles within that category are dynamic, you will receive any updates to the content of those articles. However, new articles added to the categories you have made changes to will not be reflected as the software respects local changes over Out of the Box changes. Please note that adding articles to a category will still remain Out of the Box.

Modified Categories



You can recognize categories you have made changes to by the red icon presented next to the blue icon on the category. Those that have not been modified will only display the blue icon.

Note: The Support Center is not structured in a hierarchal fashion when it comes to converting categories to local rather than Out of the Box, meaning that sub-categories can still be deemed Out of the Box despite the over-arching category being local.

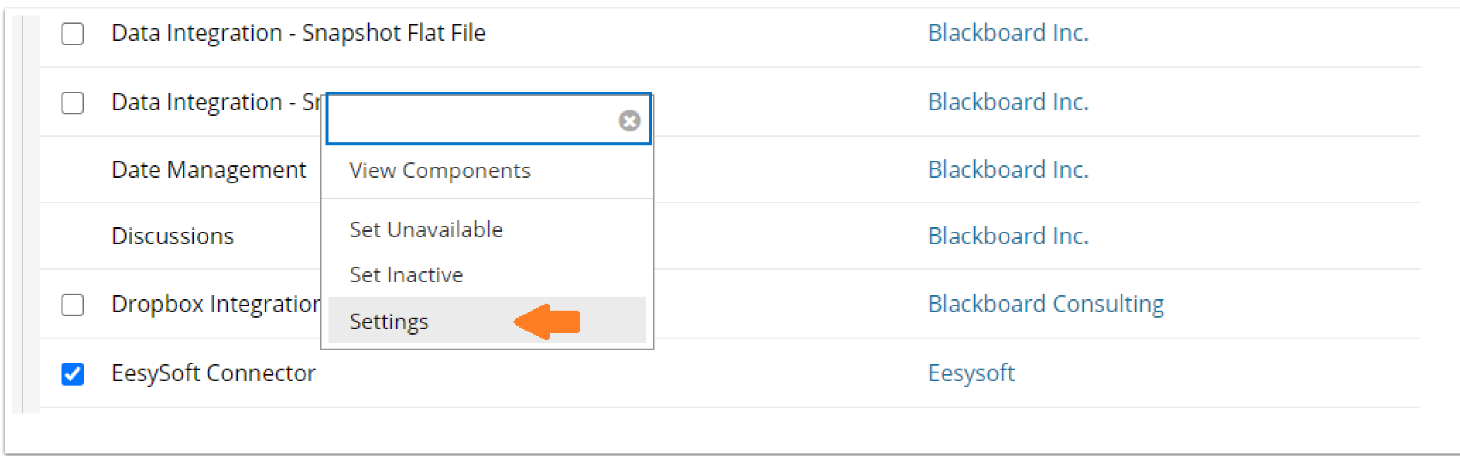
Moving articles out of a category or adding new articles will not localize the category, therefore you will still receive all of the OOTB updates there (if no other changes have been applied).

How do I enable the Impact Support Center?

You can enable the Support button in Blackboard Learn, Canvas, and Moodle.

Note: For more information on Support Center visibility, visit How do I manage Impact Support button visibility?

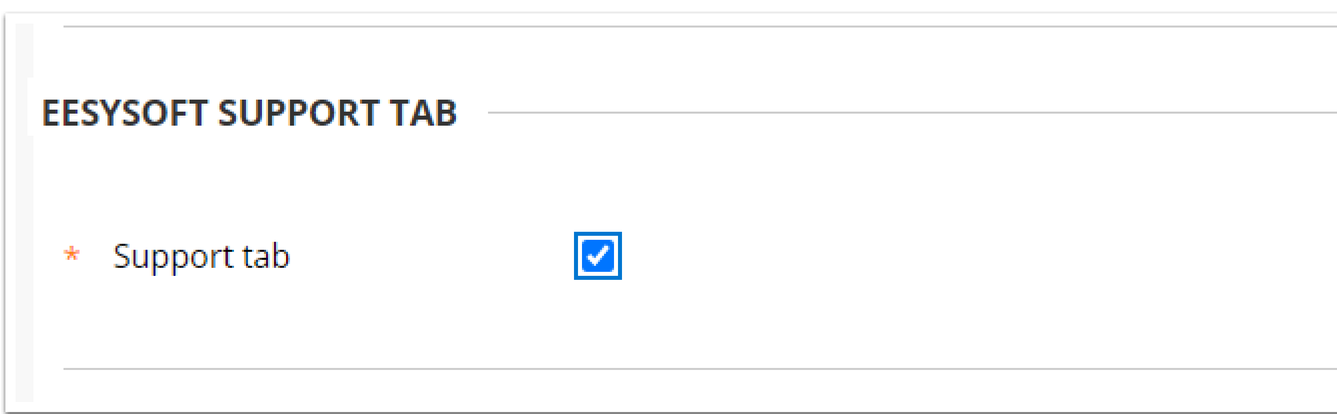
Blackboard Learn Original



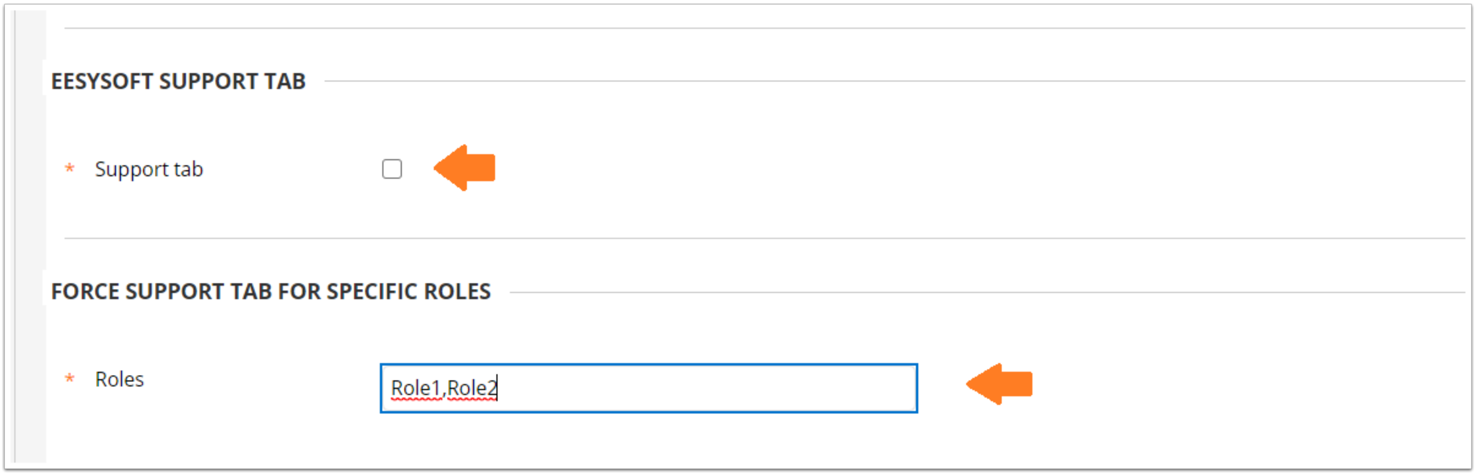
Once the Impact Building Blocks is installed in your LMS environment, you can enable the Impact Support button.

Log into Learn as an administrator and navigate to **System Admin** → **Building Blocks** → **Installed Tools**.

Locate the **Impact Connector** and click the **Settings** option.



If you want to make the Impact Support Center available to ALL users, click the **Support tab** checkbox.



If you would like to make the Support Center visible for specific user roles only, you can add one or more roles, separated with a comma, in this field.

Note: To make the Support Center visible for specific user roles, you must uncheck the Support tab checkbox.

Blackboard Learn Ultra

If you have installed the Impact LTI/REST Integration for Blackboard Learn Ultra and the Support Center is not enabled, please submit a ticket to support-impact@instructure.com requesting this feature to be enabled.

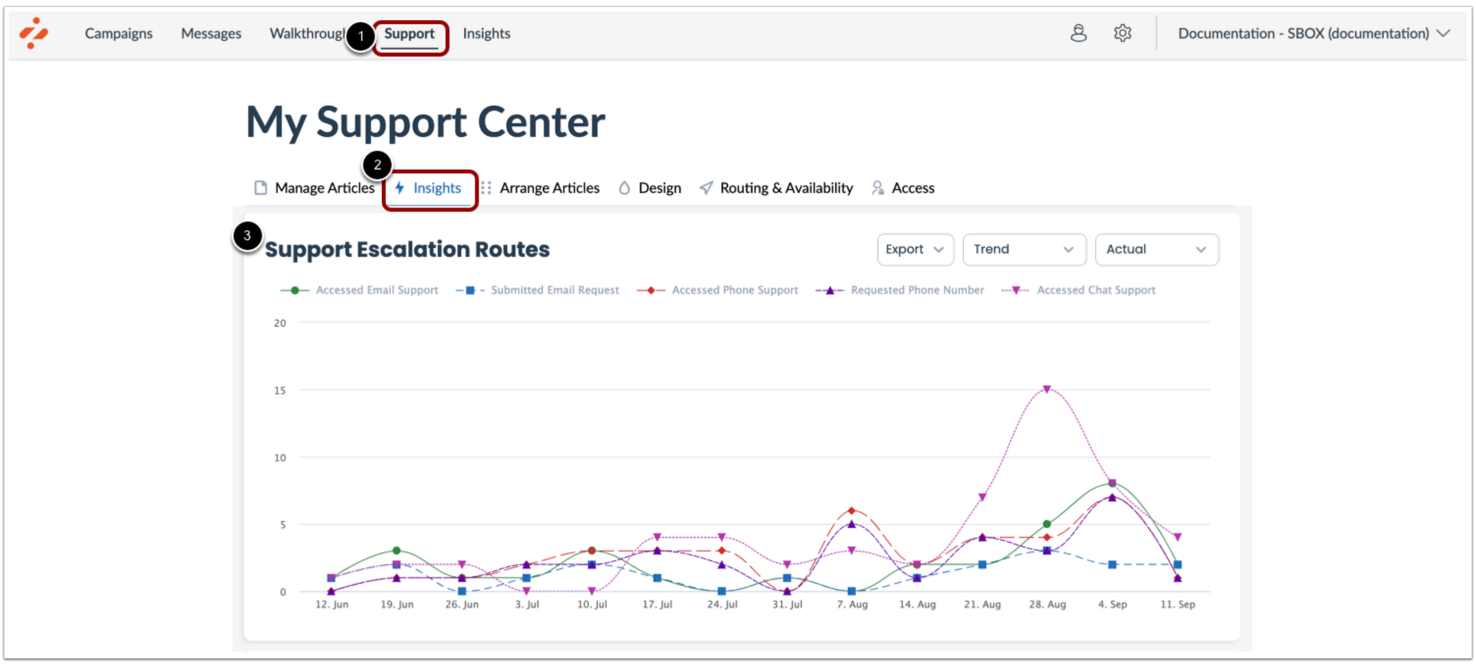
Instructure Canvas

If you are not using the theme editor, please see the Impact Support button visibility to edit your support center visibility. If you are unsure of your Impact configuration, please submit a ticket to support-impact@instructure.com or contact your implementation team.

How do I view Impact support escalation routes?

The Support Escalation Routes Report displays when a support or request is accessed or submitted via one of the contact options. You can use the Support Escalation Routes Report to view the number of support requests.

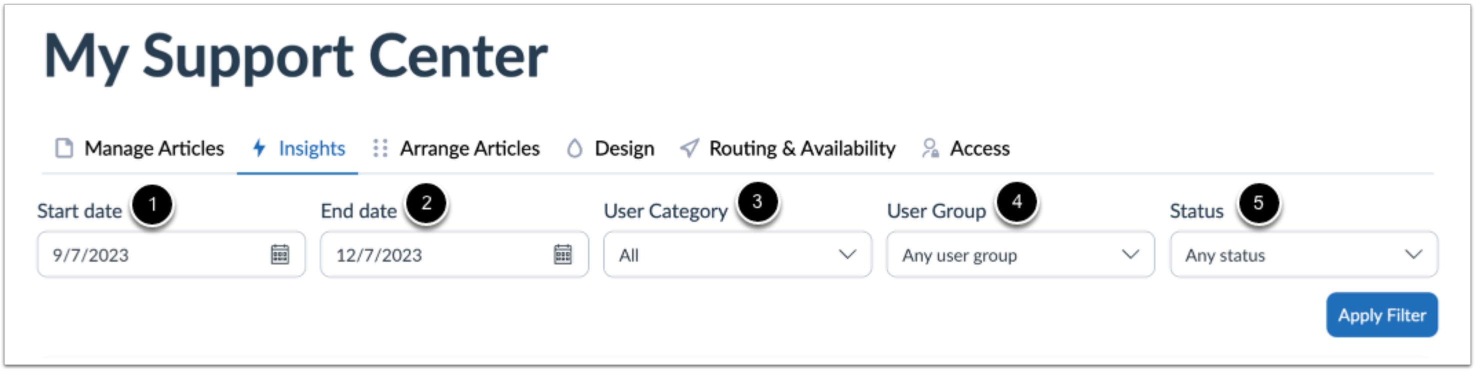
Where can I find the Support Escalation Routes Report?



In Global Navigation, click the **Support** link [1]. then click the **Insights** tab [2].

Scroll to view the **Support Escalation Routes** chart [3].

How can I filter the results of the report?

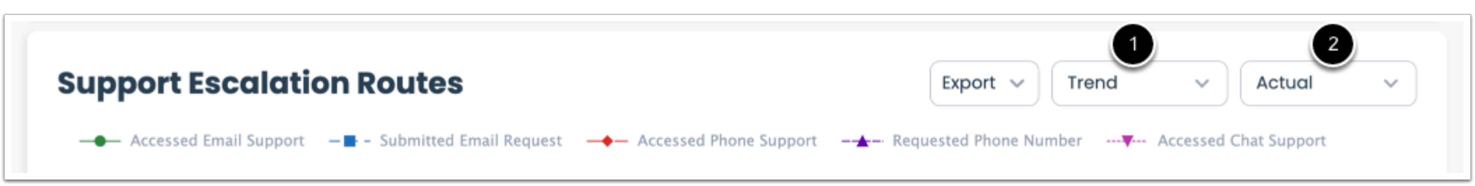


Filter displayed results using the Support Center filters. You can filter by Start date [1], End date [2], User Category [3], User Group [4], and Status [5].

Filters Explained

Date Range	Select any start and end date to see how frequently the support escalation route was requested during the date range.
User Category	Select any user category, like **Students** or **Instructors**, to view the number of support escalation routes made only by users in that user category.
User Group	Select any specific user group, to only view the number of support escalation routes made by users that have the selected roles.

How can I change the presentation of the Support Escalation Routes Report?



Changing the presentation settings of your support escalation routes report determines how the chart data is scaled and whether the adoption level for each monitor category is expressed in percentages or actual numbers.

Impact allows you to change how the support escalation routes data is presented within the chart using the **Trend** [1] and **Actual** [2] drop-down menu options.

Presentation Options Explained

Trend/ Cumulative	With **Trend** enabled, the chart shows **separate adoption levels** for each unit of time. When set to **Cumulative**, the chart presents the growth curve of usage from the first unit of time to the last unit of time. Each point in the graph shows the usage level from the start date of the chart until the date associated with that point.
Actual/Fixed/ Scaled	When **Actual** is enabled, the metric shown in the chart changes from a percentage of active users to an **absolute number**. This chart is based on the **absolute number of users** who have triggered one of the support buttons **divided by** the **number of active users**. The **Fixed** chart will present the adoption level as a **percentage of unique active users** with the Y-axis of the chart ranging from 0% to 100%. The **Scaled** chart shows the same metric as **Fixed %** but narrows the Y-axis of the chart in order to focus on the adoption levels shown.

What information is shown in the report?

An accessed event is registered when the contact option is clicked in the Support Center. The Support Escalation Routes chart separates the contact options as:

- **Accessed Email Support** [1]: The user opens the email form.
- **Submitted Email Request** [2]: The user submits the email form.
- **Accessed Phone Support** [3]: The user accesses the phone support information.
- **Requested Phone Number** [4]: The user requests the phone support information.
- **Accessed Chat Support** [5]: The user accesses the chat support.

Support Request Routing and Availability

How do I update the contact options in the Impact Support Center?

As an Impact admin, you can manage the support channels and routes available based on a user's role, the time of day, and the day of the week.

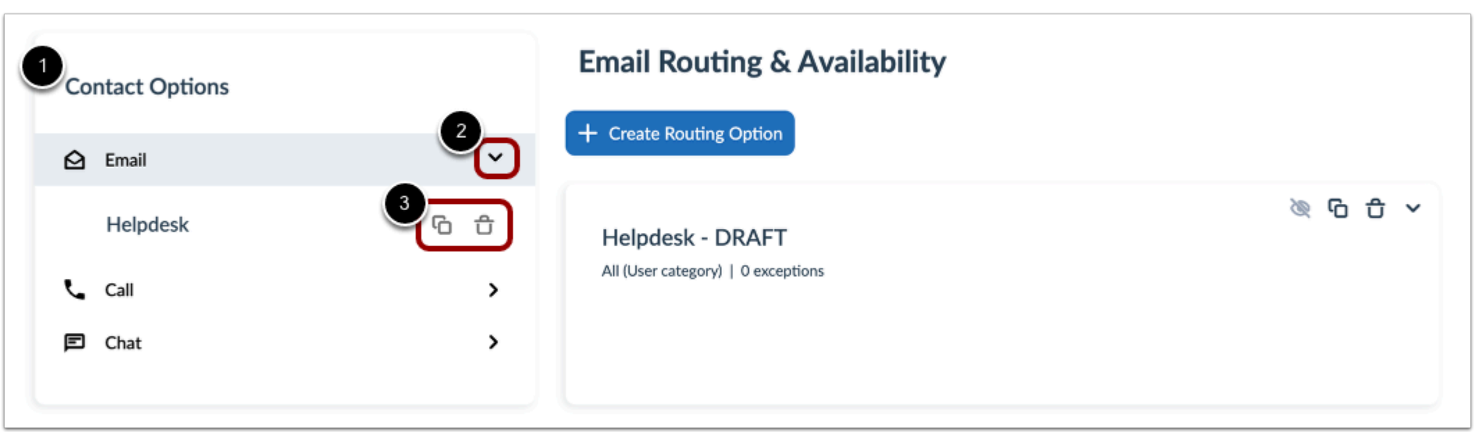
Open Support

In the Navigation menu, click the **Support** link.

Open Routing and Availability

In the My Support Center page, click the **Routing & Availability** link.

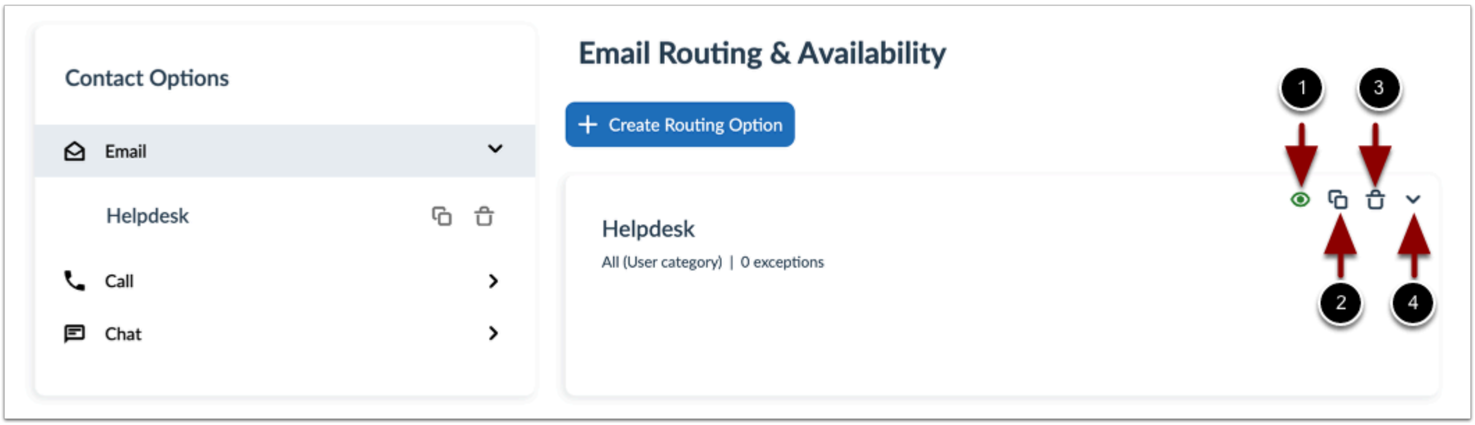
Expand Contact Option



Available contact options are listed in the **Contact Options** sidebar [1]. To view management options for a contact option, click the option **Expand** icon [2].

From the Contact Options sidebar, you can copy or delete the contact [3].

View Management Options



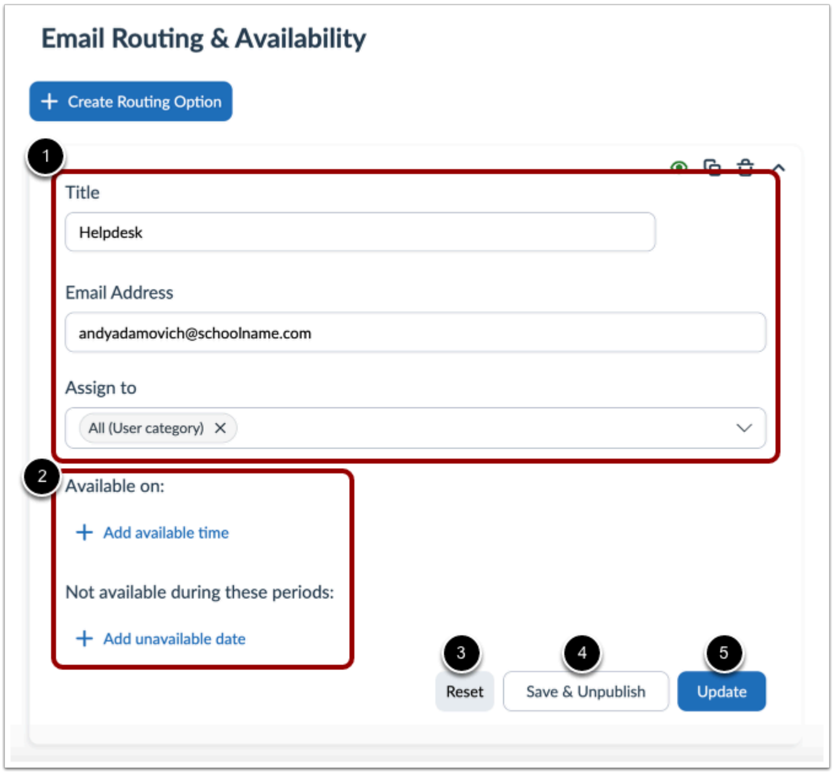
The **Publish/Unpublish** icon indicates the option's Support Center visibility [1].

To duplicate the contact option, click the **Duplicate** icon [2].

To delete the contact option, click the **Delete** icon [3].

To view and edit the contact option details, click the option **Expand** icon [4].

Edit Contact Option



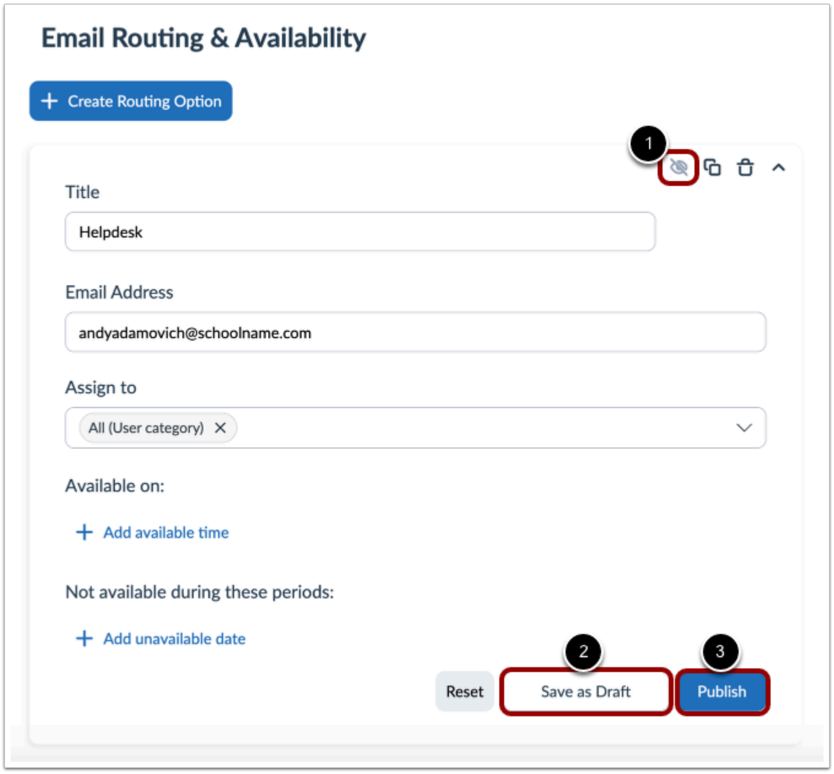
You can edit the the contact information [1] and availability options [2].

To reset the option and remove your edits, click the **Reset** option [3].

To save and unpublish the option, click the **Save & Unpublish** button [4].

To save any changes, click the **Update** button [5].

View Unpublished Contact Option



When a contact option is unpublished, it displays an **Unpublished** icon [1].

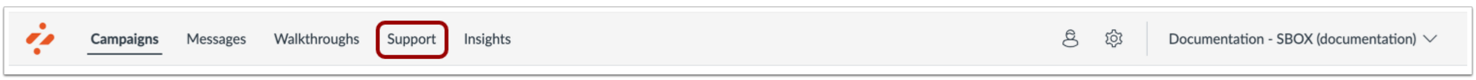
To update a contact option without publishing it, click the **Save as Draft** button [2].

To publish the option and make it visible in the Support Center, click the **Publish** button [3].

How do I set up contact options in the Impact Support Center?

The Impact Support Center allows users to be funneled to the appropriate help desk channel depending on their role and the time of day.

Open Support

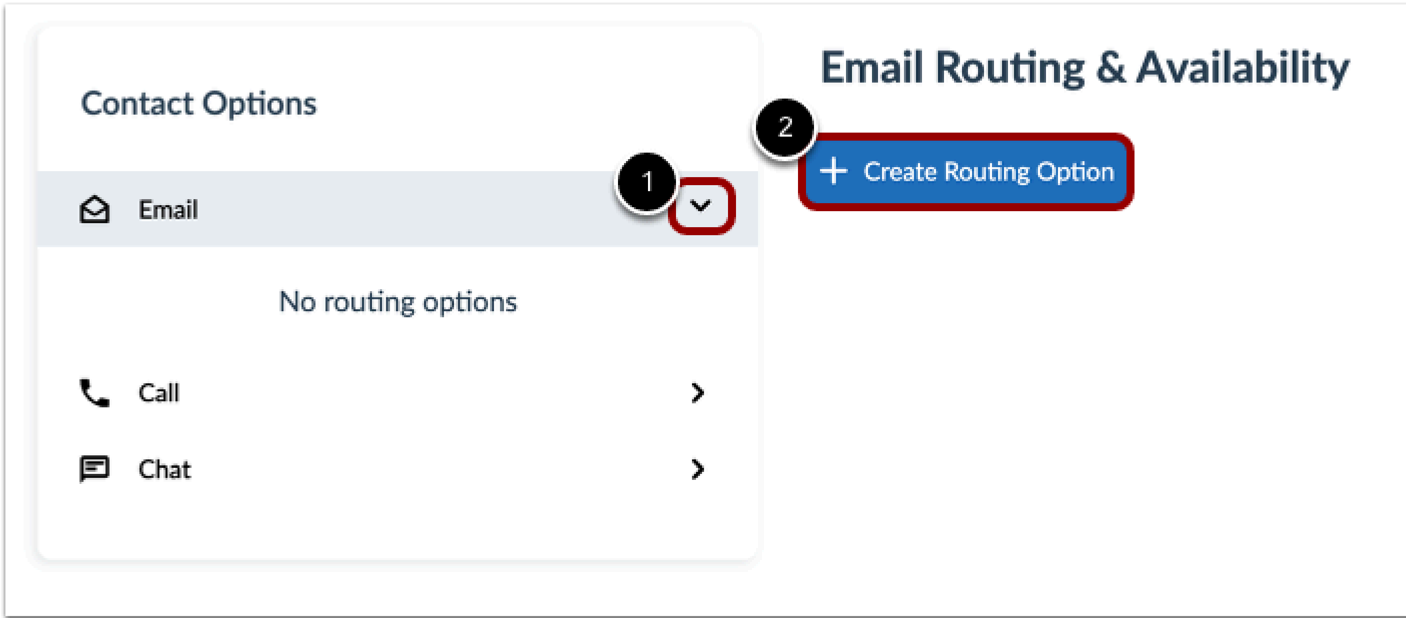


In the Navigation menu, click the **Support** link.

My Support Center

In the My Support Center page, click the **Routing & Availability** link.

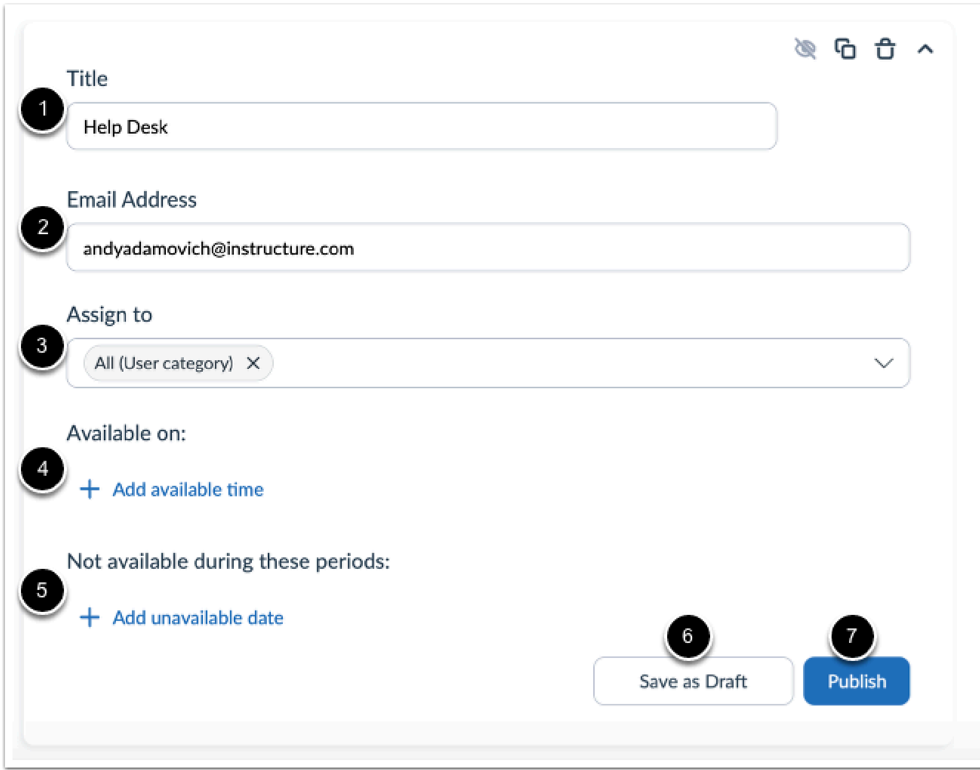
Create Email Routing Option



The Contact Options section displays the available routing options: Email, Call, and Chat.

Click the **Email Expand** icon [1], then click the **Create Routing Option** button [2].

Enter Email Routing Details



To create an email routing option, enter the contact title in the **Title** field [1].

Enter the contact email in the **Email Address** field [2].

To choose who the contact option is for, click the **Assign to** field [3].

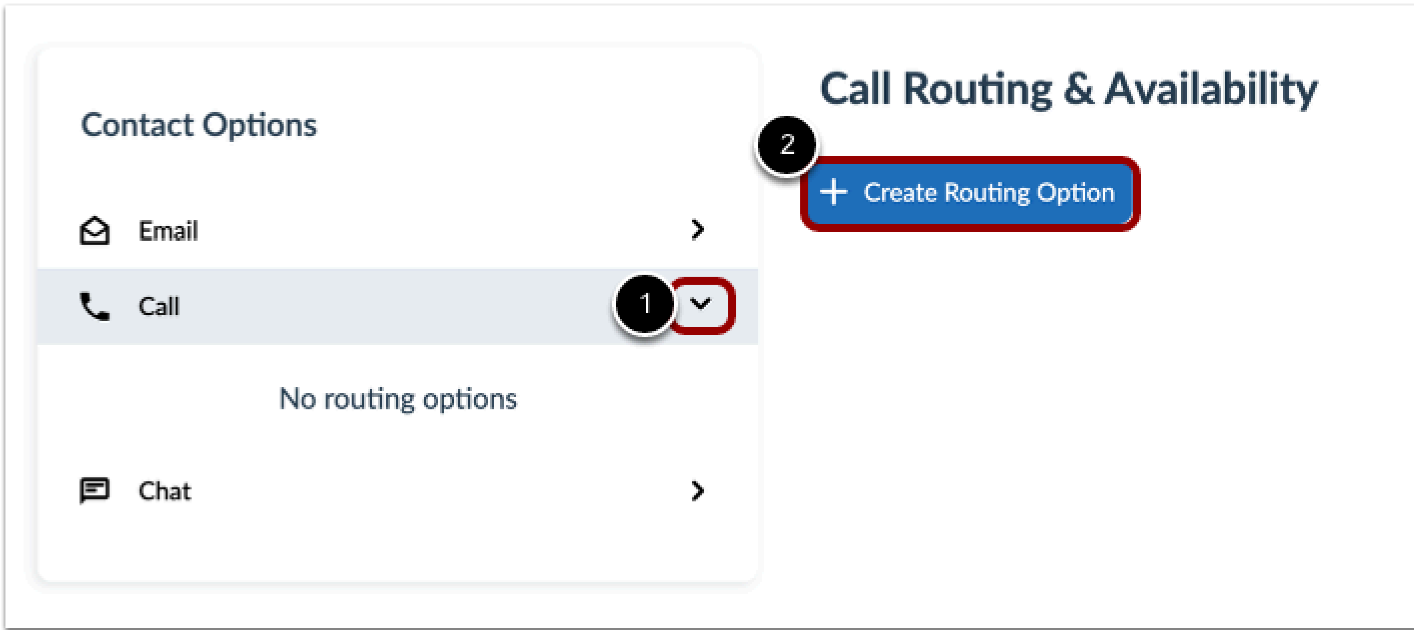
To set the contact hours, click the **Add available time** link [4] .

To have set unavailable hours, click the **Add unavailable date** link [5].

To save this for later and leave it unpublished, click **Save as Draft** [6].

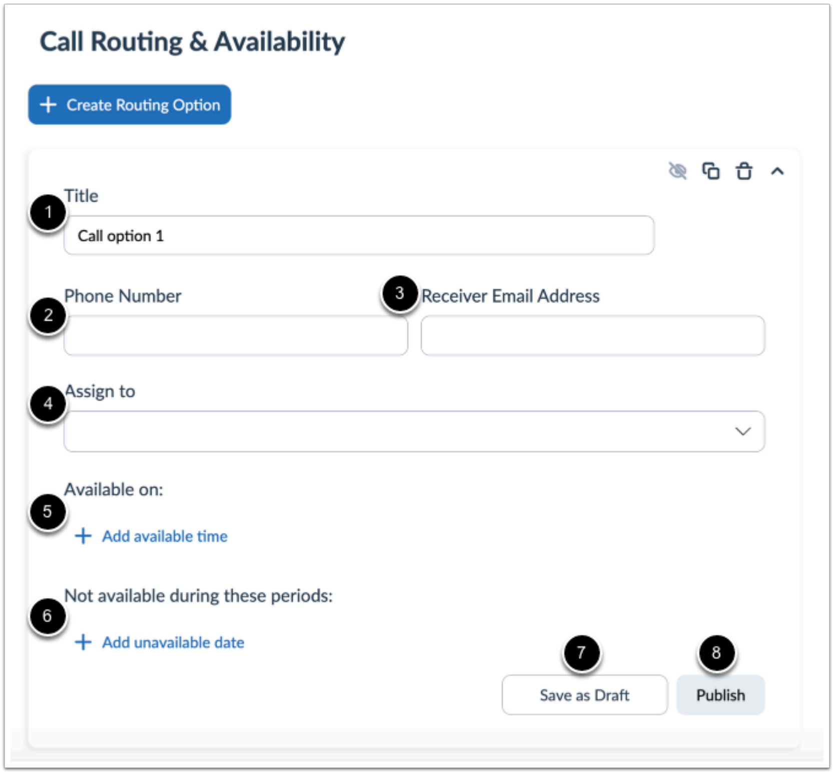
To save the changes made, click the **Publish** button [7].

Create Call Routing Option



Click the **Call Expand** icon [1], then click the **Create Routing Option** button [2].

Enter Call Routing Details



To create a phone call routing option, enter the contact title in the **Title** field [1].

Enter the contact phone number in the **Phone Number** field [2].

Enter the receiver's email address in the **Email Address** field [3].

To assign the help option to a specific audience, click the **Assign to** drop-down menu [4]. Then select the applicable options.

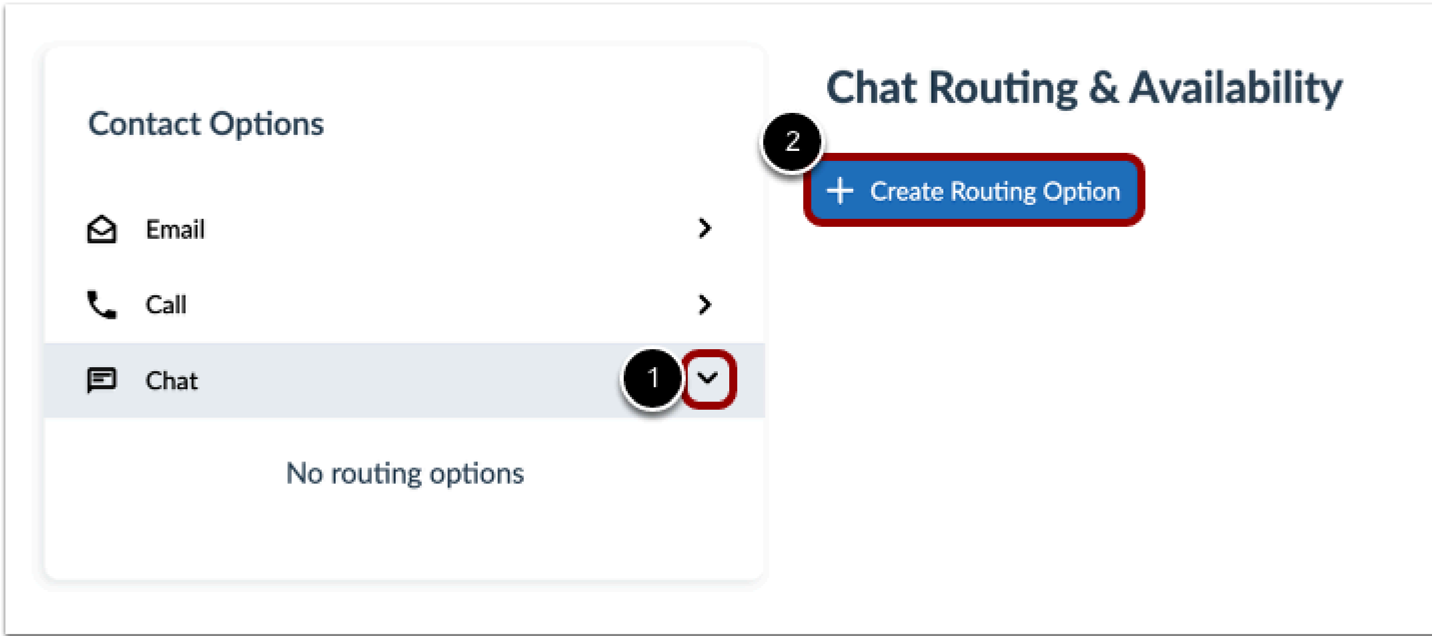
To set the contact hours, click the **Add available time** link [5].

To have set unavailable hours, click the **Add unavailable date** link [6].

To save this for later and leave it unpublished, click **Save as Draft** [7].

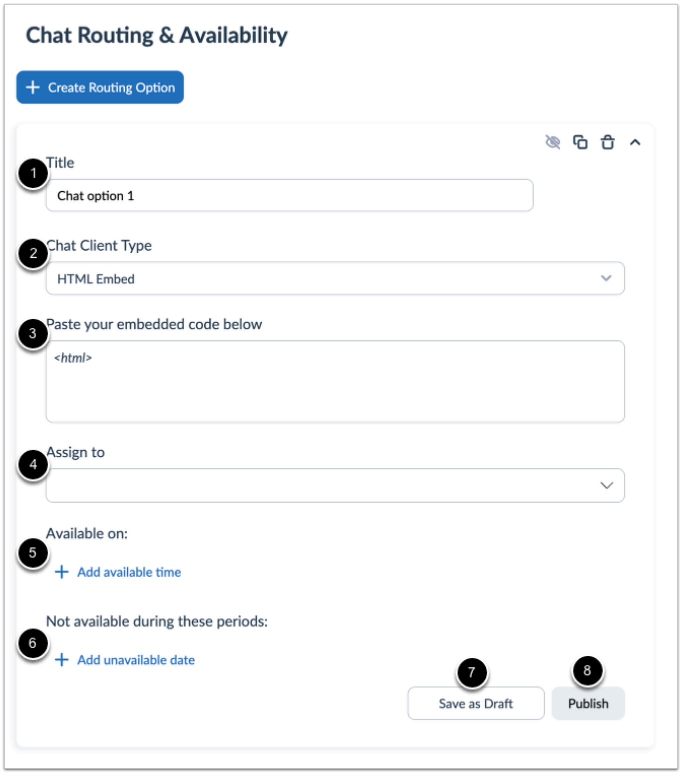
To save the changes made, click the **Publish** button [8].

Create Chat Routing Option



Click the **Chat Expand** icon [1], then click the **Create Routing Option** button [2]

Enter Chat Routing Details



To create a chat routing option, enter the contact title in the **Title** field [1].

To select the chat type, click the **Chat Client Type** drop-down menu [2]. Select either an HTML Embed or a URL client type

Enter the embed code in the **Paste your embedded code below** field [3]. If you select the URL type, you can enter the URL and select to open the link in a new window.

To assign the help option to a specific audience, click the **Assign to** drop-down menu [4]. Then select the applicable options.

To set the contact hours, click the **Add available time** link [5].

To have set unavailable hours, click the **Add unavailable date** link [6].

To save this for later and leave it unpublished, click **Save as Draft** [7].

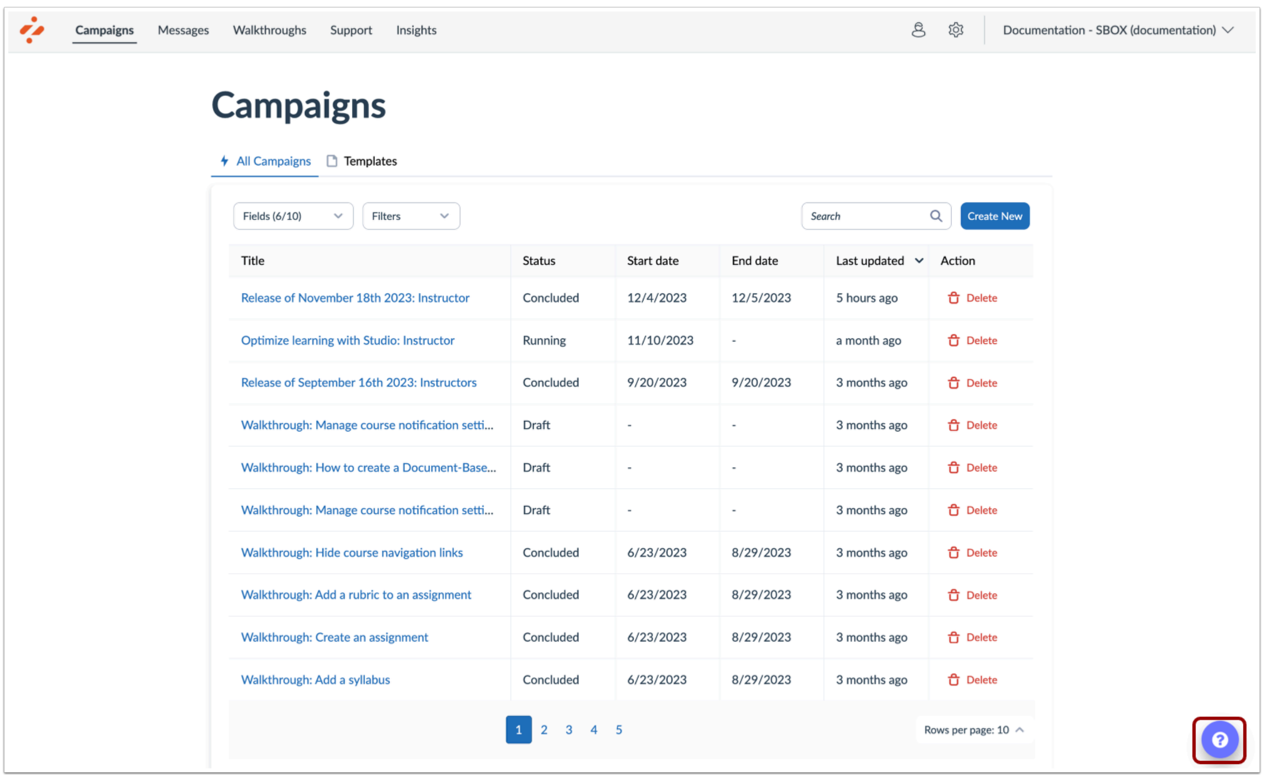
To save the changes made, click the **Publish** button [8].

How do I view contact options in the Impact Support Center?

When a user opens the Support Center they are first presented with context-sensitive help suggestions relevant to their role. If they cannot find the help they need to resolve their query or need to escalate their request, they can reach out to your institution's help desk using the contact options at the bottom of the Support Center via email, phone, and/or live chat.

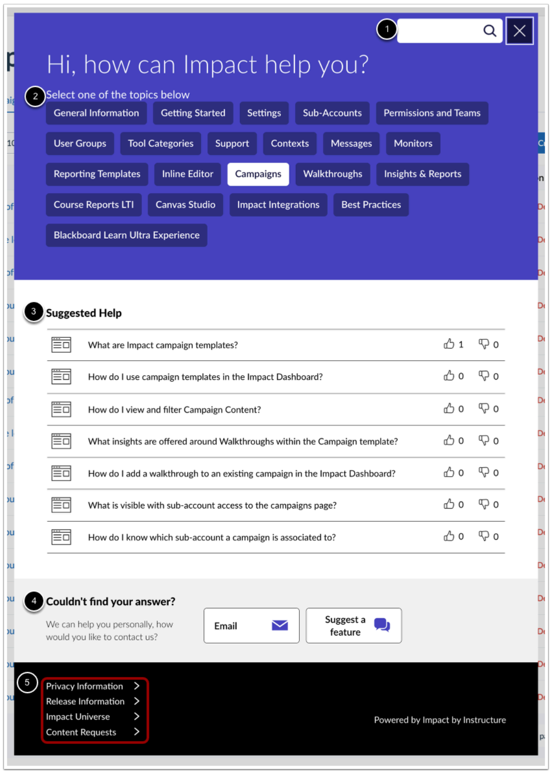
These options can be made available depending on the user's role (e.g. student- or faculty-specific help desk) and day of the week/time of day (e.g. in-house support during office hours, external support outside of office hours). Based on these settings, the user is routed to a specific email address/phone number/chat

Open Impact Support



In the Impact Dashboard, click the **Support** icon.

View Help Window

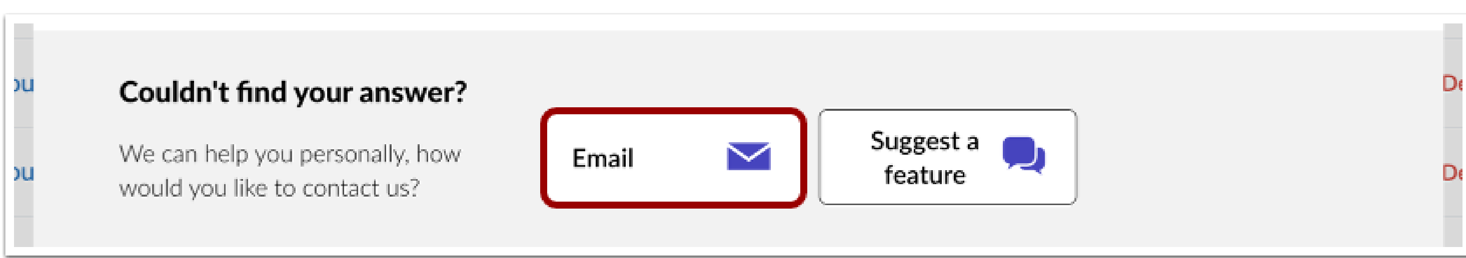


View the Impact Dashboard help window.

You can search for help resources [1], select help topics [2], view suggested help documents [3], and submit a help request [4].

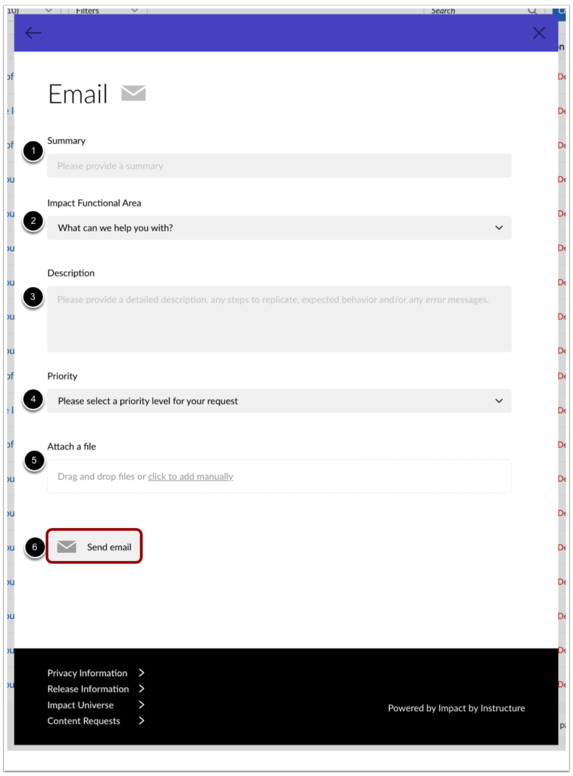
You can also view additional resources [5].

Open Email Form



To submit a help request email, click the **Email** button.

Fill out email template



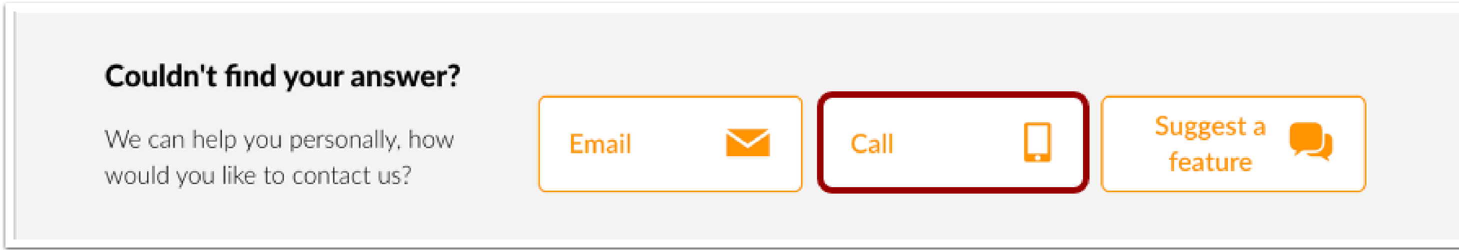
Choose the option that best describes your issue.

Complete the short questionnaire to help Impact Support better understand the actions you have already taken. To improve the quality and timeliness of the response to support tickets, please include the information below when possible:

- **Summary** [1]: Briefly describe the issue.
- **Impact Functional Area** [2]: Select the function area the issue is in.
- **Description** [3]: Please provide a detailed description of the issue.
- **Priority** [4]: Select a priority level for your request.
- **Attach a file** [5]: Attach any files, screencasts, or screenshots of the problem.

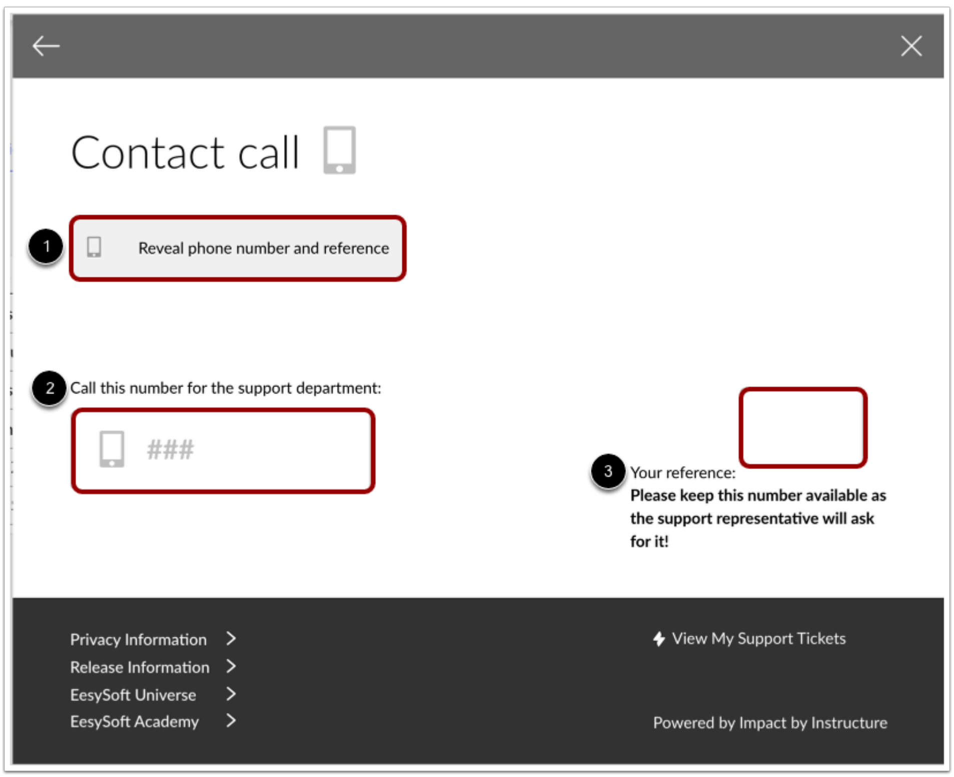
To submit the ticket, click the **Send email** button [6]. The support team will respond to your request as soon as they can.

Open Contact Call Window



To view the phone number and call Impact Support, click the **Call** button.

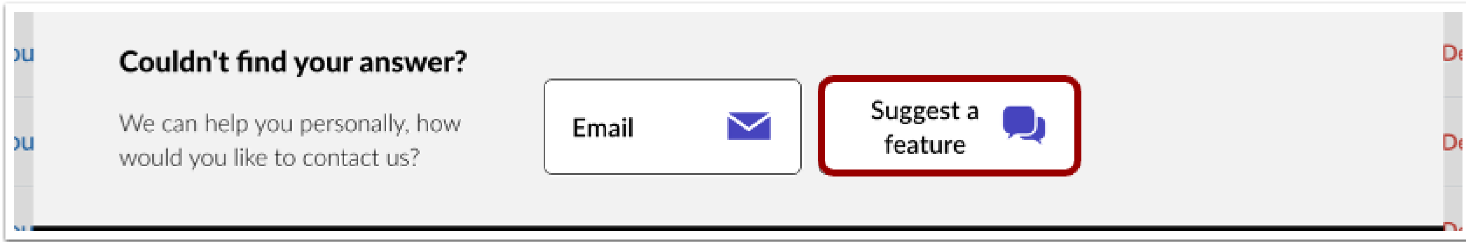
View Contact Call Information



To view the phone and reference numbers, click the **Reveal phone number and reference** button [1].

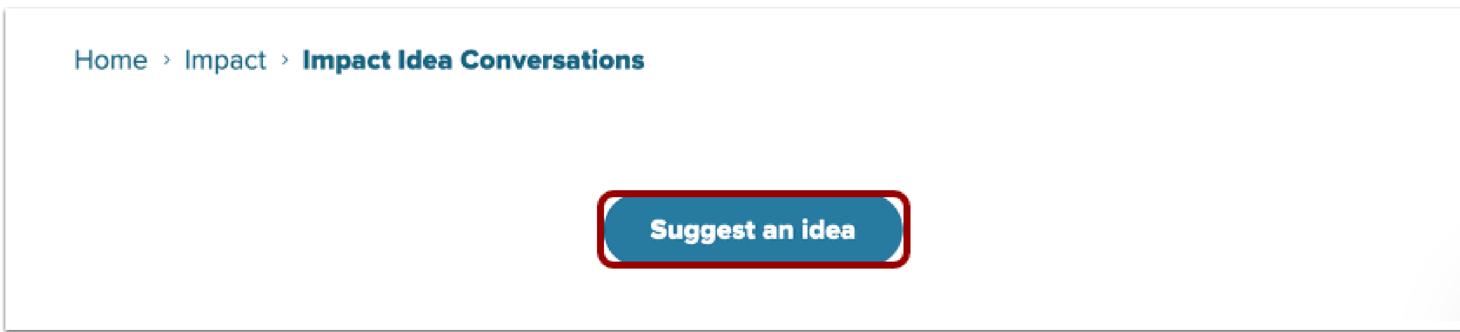
When you click the button, Impact support receives an email with the same contextual and system information included in email-based requests. Additionally, you can view the help desk phone number [2] and your reference number [3].

Open Suggest A Feature Window



To initiate a conversation about a desired Impact improvement or enhancement, click the **Submit a feature** button.

Suggest an Idea



To create a new idea, click the **Suggest an idea** button.

Note:

- You must be logged into the Instructure Community to suggest an idea.
- For more information on submitting an idea, visit this guide, How do I create a new idea conversation in the Instructure Community?

Tool Categories

What are Impact Tool Categories?

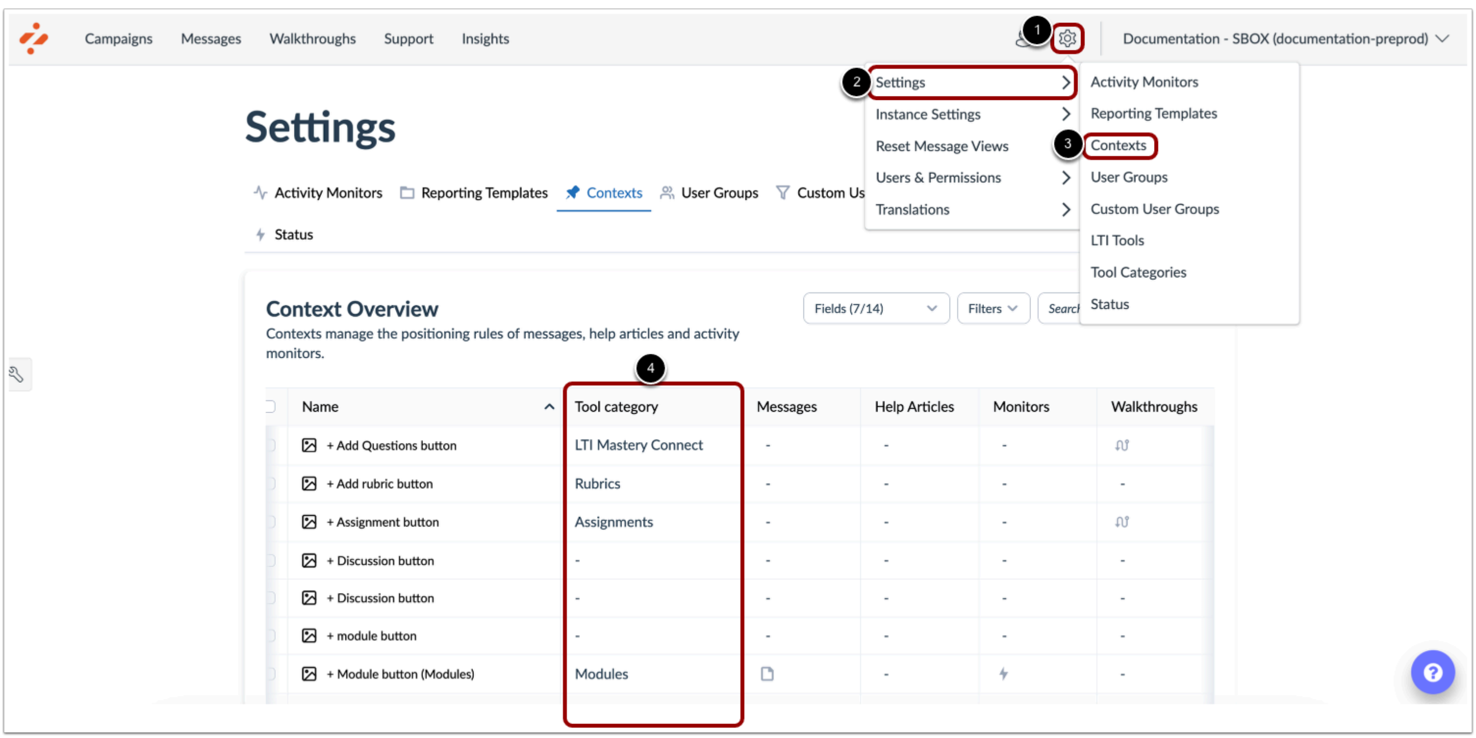
Tool categories provide you with the ability to show or hide out-of-the-box content related to specific functionalities or tools that are or are not relevant to your institution and can be [managed from your Dashboard.]

Note: If a tool category is hidden, any contexts assigned to that particular tool category are not visible in the overview.

Where are tool categories applied and how do they behave?

Tool categories are applied to out-of-the-box contexts, monitors, support center categories, individual support articles, reporting templates, and reporting template categories. The behavior of each of these is outlined below.

Contexts



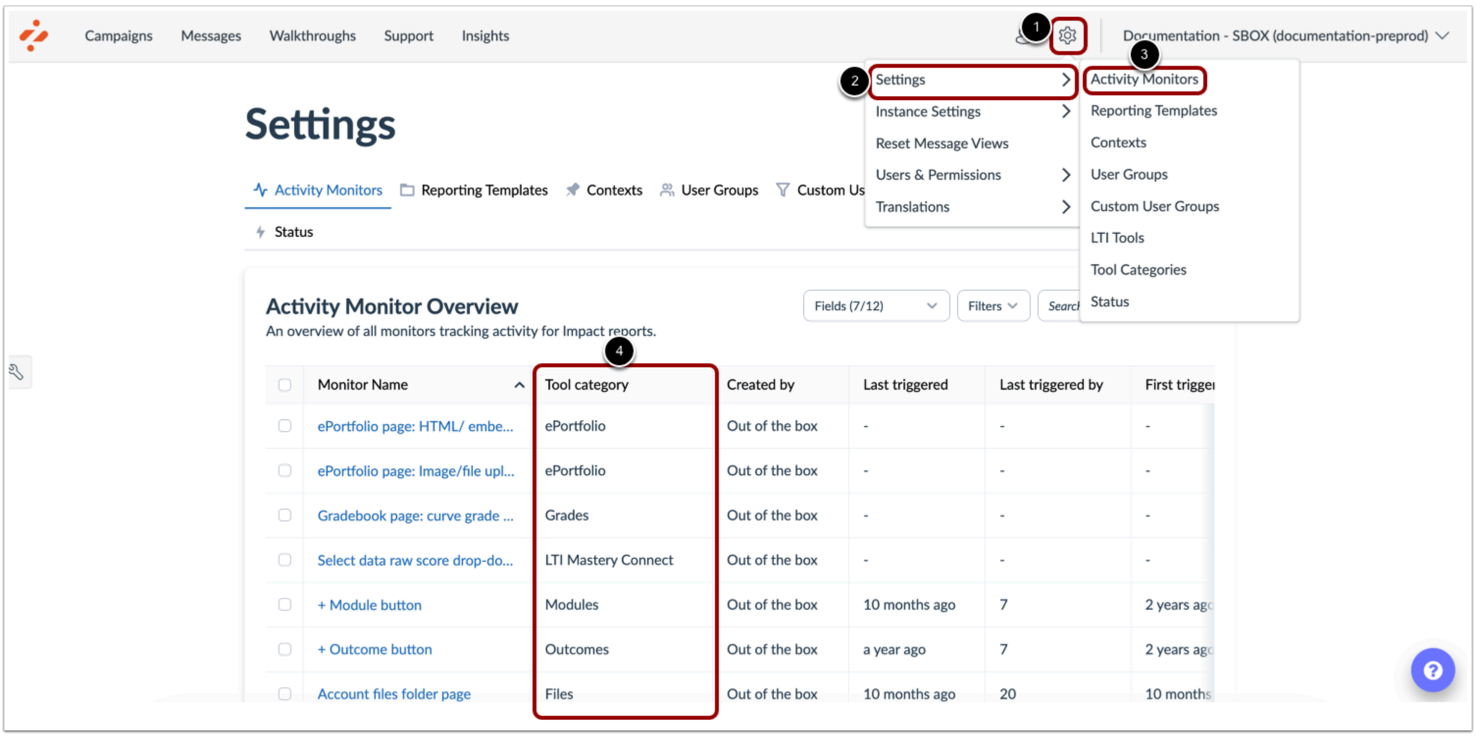
In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Contexts** icon [3].

The table displays the **Tool category** column [4]

Notes:

- Contexts that are related to a specific tool have a tool category assigned to them.
- If the Tool category is not visible, enable the Tool category field.
- If a context that has an assigned tool category is attached to an article, message, or support center category, the tool category must be toggled On to make use of any of the content to which the context is attached.

Monitors

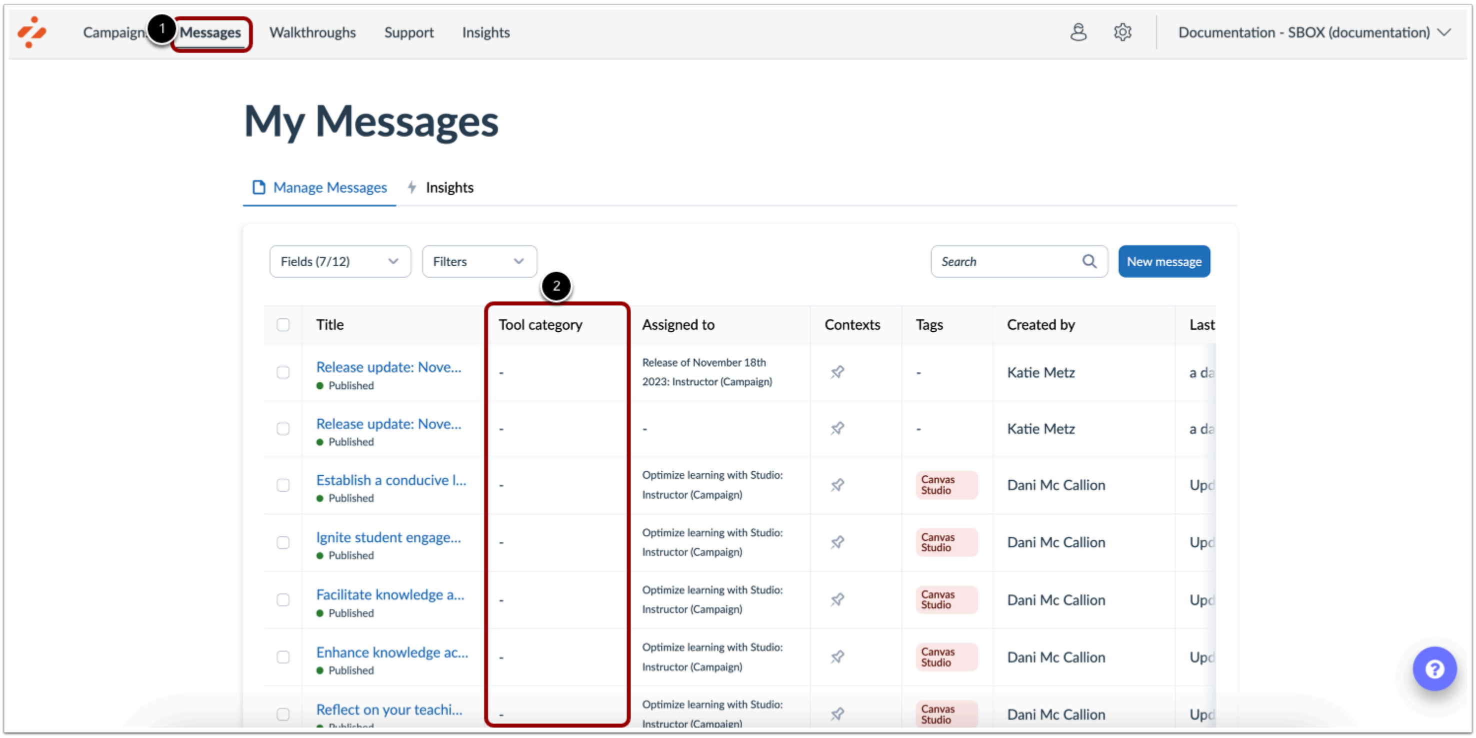


In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Activity Monitors** icon [3]

The table displays the **Tool category** column [4].

Note: Monitors that are related to a specific tool have a tool category assigned to them. If a monitor lives inside a reporting template and the visibility of the tool category is toggled hidden, the monitor is not visible in your reporting template or in your insights.

Messages

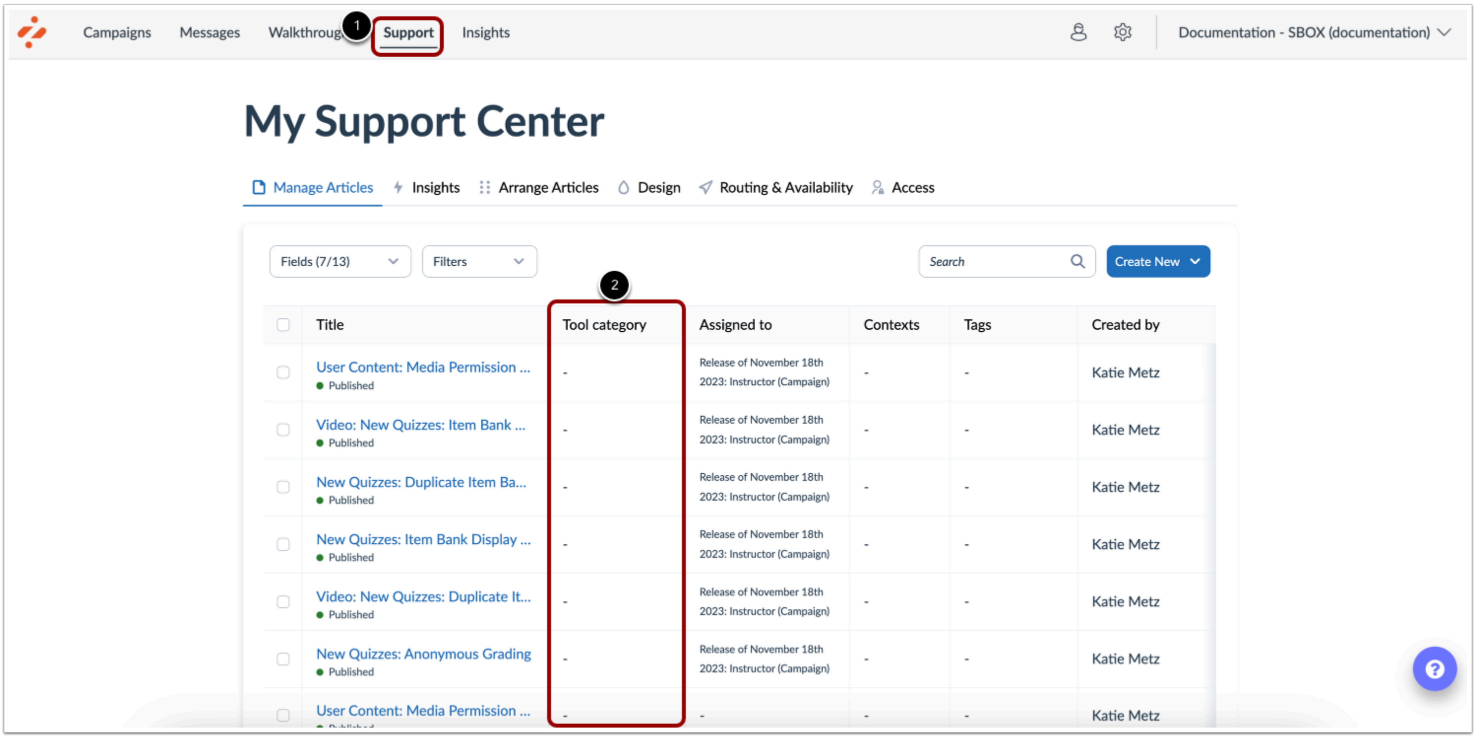


In Global Navigation, click the **Messages** link [1].

The table displays the **Tool category** column [2].

Note: Messages that are related to a specific tool may have a tool category assigned. If the assigned tool category is toggled to hidden, the visibility of your message is also considered hidden. A tooltip inside your Dashboard explains why your message isn't visible.

Support Center Categories

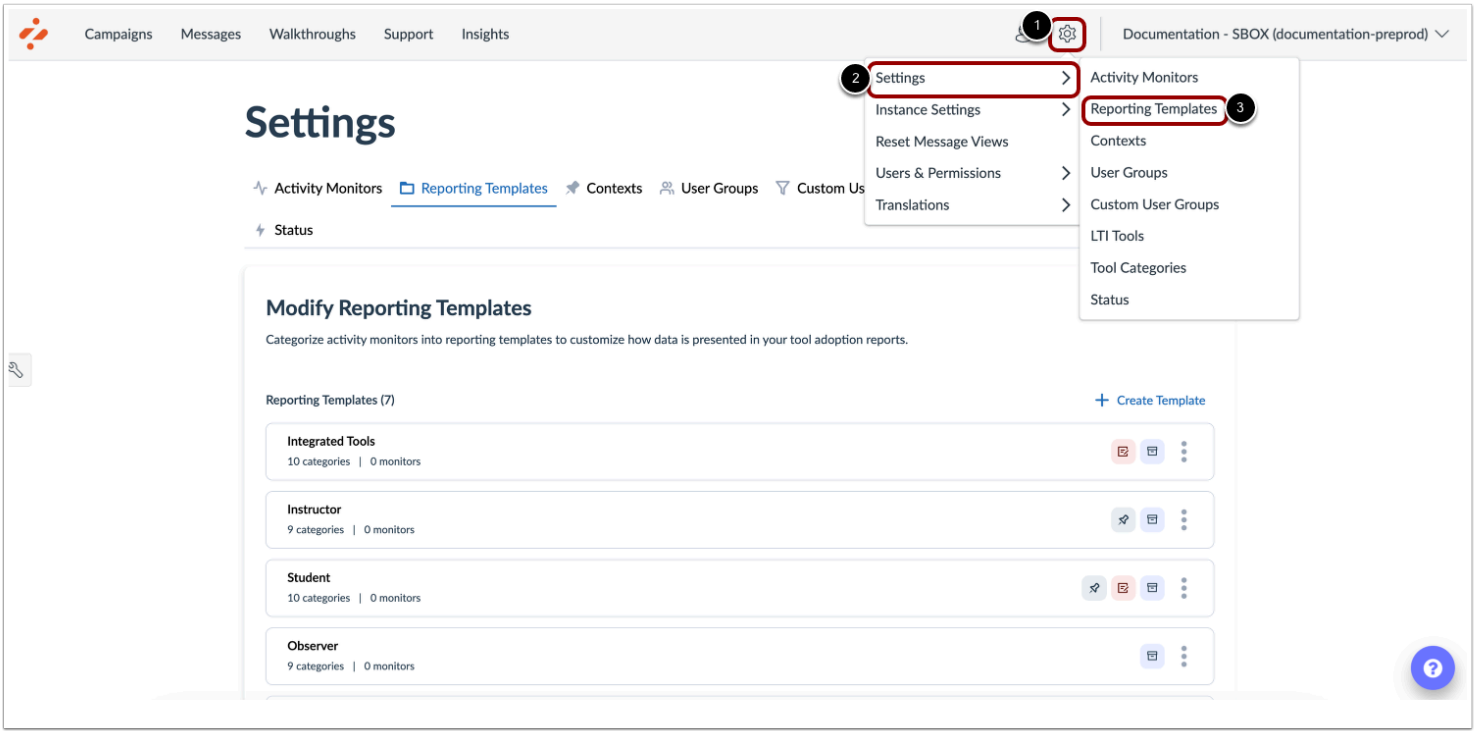


In Global Navigation, click the **Support** link [1].

The table displays the **Tool category** column [2].

Notes: If a tool category is applied to a support center category, and the tool category is toggled to hidden, the support center category is not visible to you inside your dashboard or to the end user inside the LMS.

Reporting Templates



In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Reporting Templates** icon [3].

Notes:

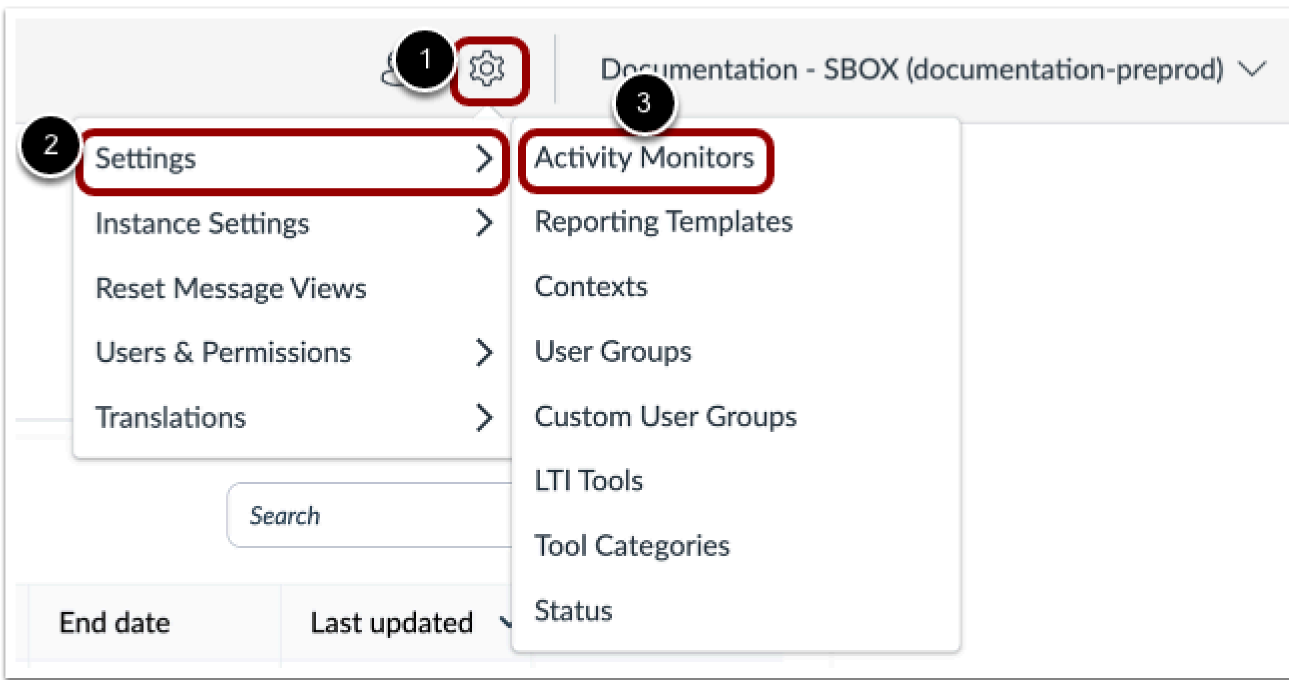
- Some reporting templates have a tool category attached at the top level, which provides you with the ability to completely hide the whole report for a cleaner dashboard both inside the reporting templates page and within your insights.
- When two tool categories are applied to the same item, then both Tool Categories need to be toggled to be visible in order for this item to be visible.
- If a tool category is applied to a sub-category inside a reporting template and that tool category is toggled to hidden this subcategory will not be visible in the reporting template nor in your insights.

How do I view activity monitors by tool category?

You have the ability to see activity monitors by tool categories through filters available in the Activity Monitor Overview page.

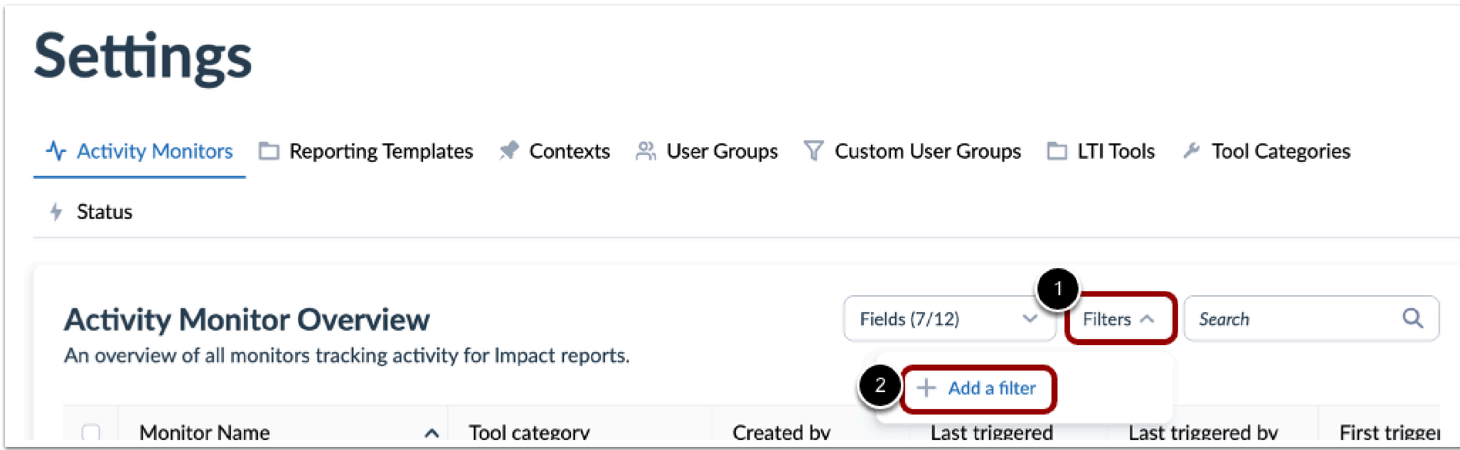
Note: If a monitor has an assigned tool category and the tool category is toggled off, the activity monitors will not be displayed in the list. Additionally, any tool categories that are toggled off will not be offered as a filter.

Open Activity Monitors



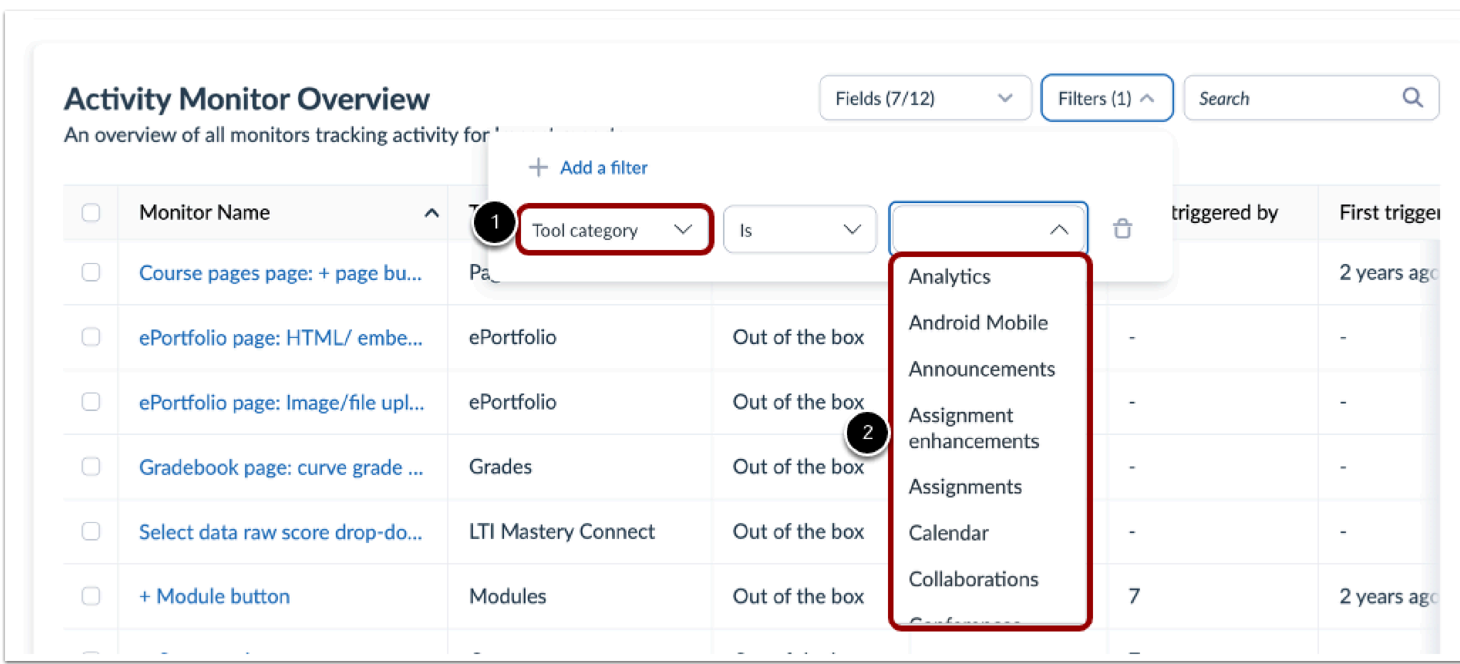
In the Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Activity Monitors** icon [3].

Add Filter



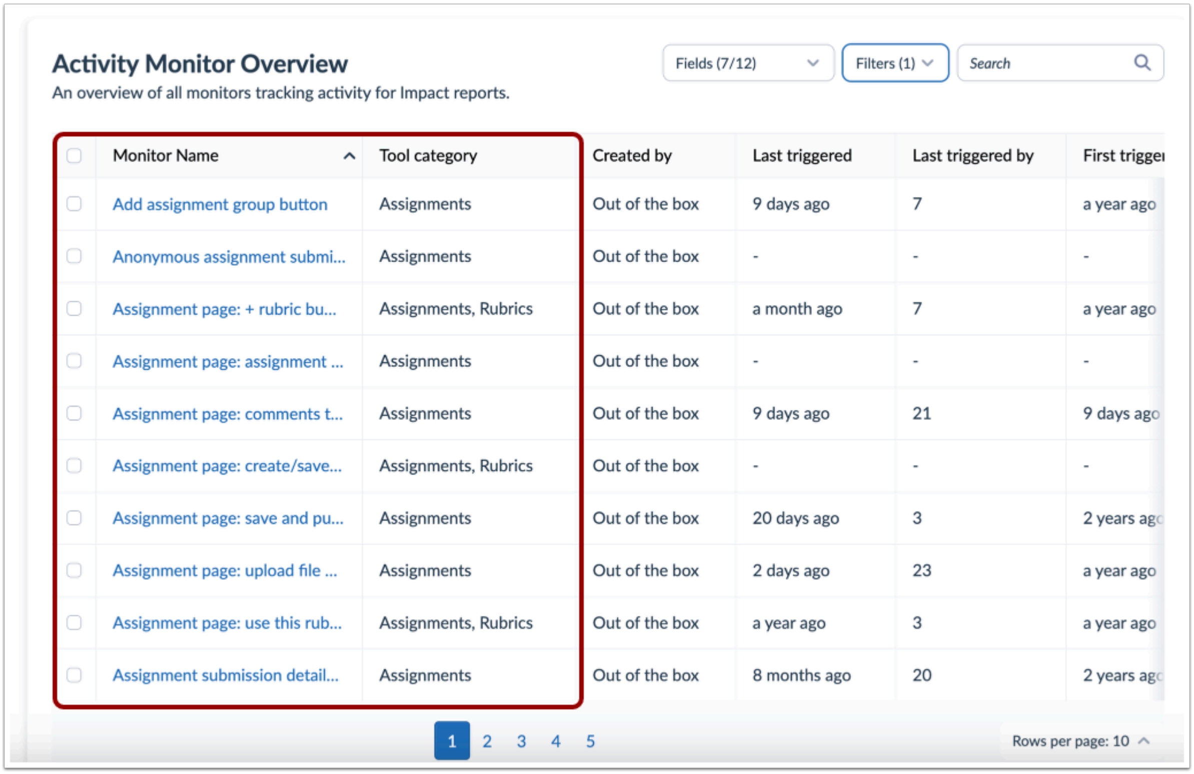
Click the **Filters** drop-down menu [1] and select the **Add a filter** button [2].

Select Tool Category



Filter on the **Tool Category** filter [1] and select the tool category to view [2].

View Filtered Activity Monitors



Monitor Name	Tool category	Created by	Last triggered	Last triggered by	First trigge
Add assignment group button	Assignments	Out of the box	9 days ago	7	a year ago
Anonymous assignment submi...	Assignments	Out of the box	-	-	-
Assignment page: + rubric bu...	Assignments, Rubrics	Out of the box	a month ago	7	a year ago
Assignment page: assignment ...	Assignments	Out of the box	-	-	-
Assignment page: comments t...	Assignments	Out of the box	9 days ago	21	9 days ago
Assignment page: create/save...	Assignments, Rubrics	Out of the box	-	-	-
Assignment page: save and pu...	Assignments	Out of the box	20 days ago	3	2 years ag
Assignment page: upload file ...	Assignments	Out of the box	2 days ago	23	a year ago
Assignment page: use this rub...	Assignments, Rubrics	Out of the box	a year ago	3	a year ago
Assignment submission detail...	Assignments	Out of the box	8 months ago	20	2 years ag

The activity monitors displayed are associated with the tool category filter selected.

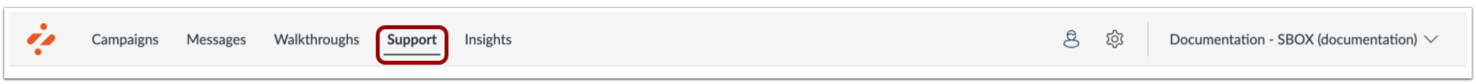
Note: The tool category field is not defaulted to display and will need to be added from the fields menu. For more information on adding fields, visit [Where do I find all of my activity monitors in the Impact Dashboard?]

How do I view support articles by tool category?

You have the ability to see support articles by tool categories through filters available in the Support Center.

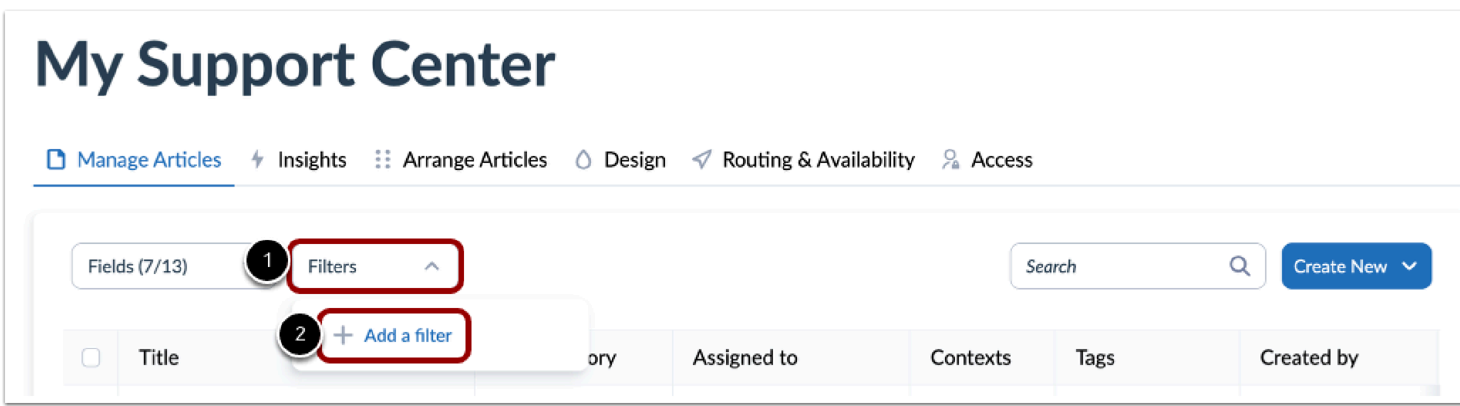
Note: If a support article has an assigned tool category and the tool category is toggled off, the support article will not be displayed in the list. Additionally, any tool categories that are toggled off will not be offered as a filter.

Open Support



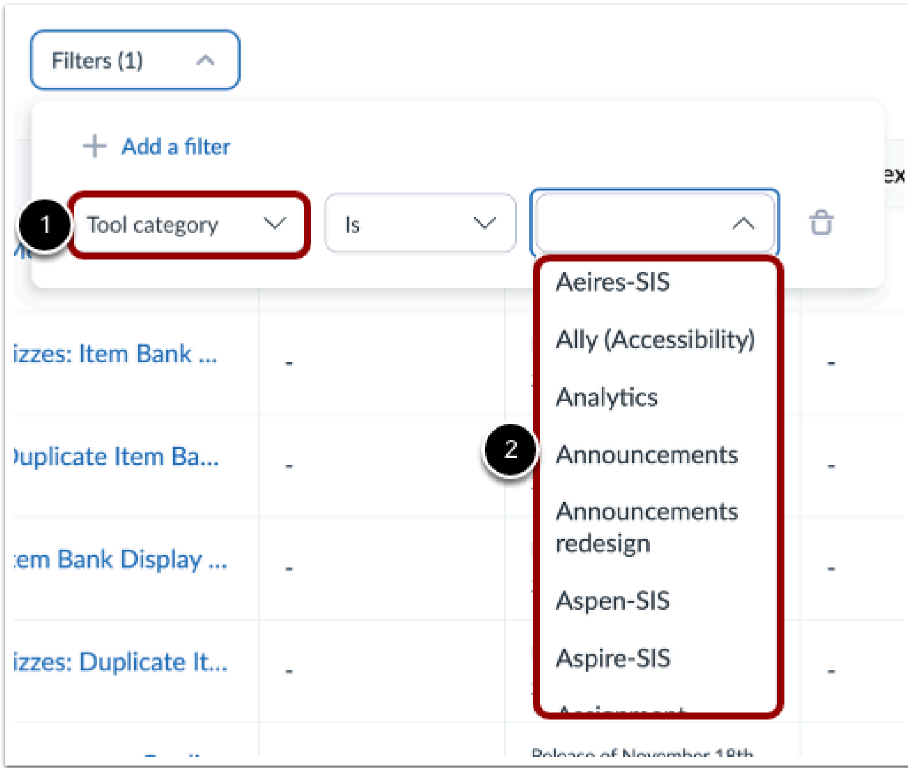
In the Global Navigation, click the **Support** link.

Add Filter



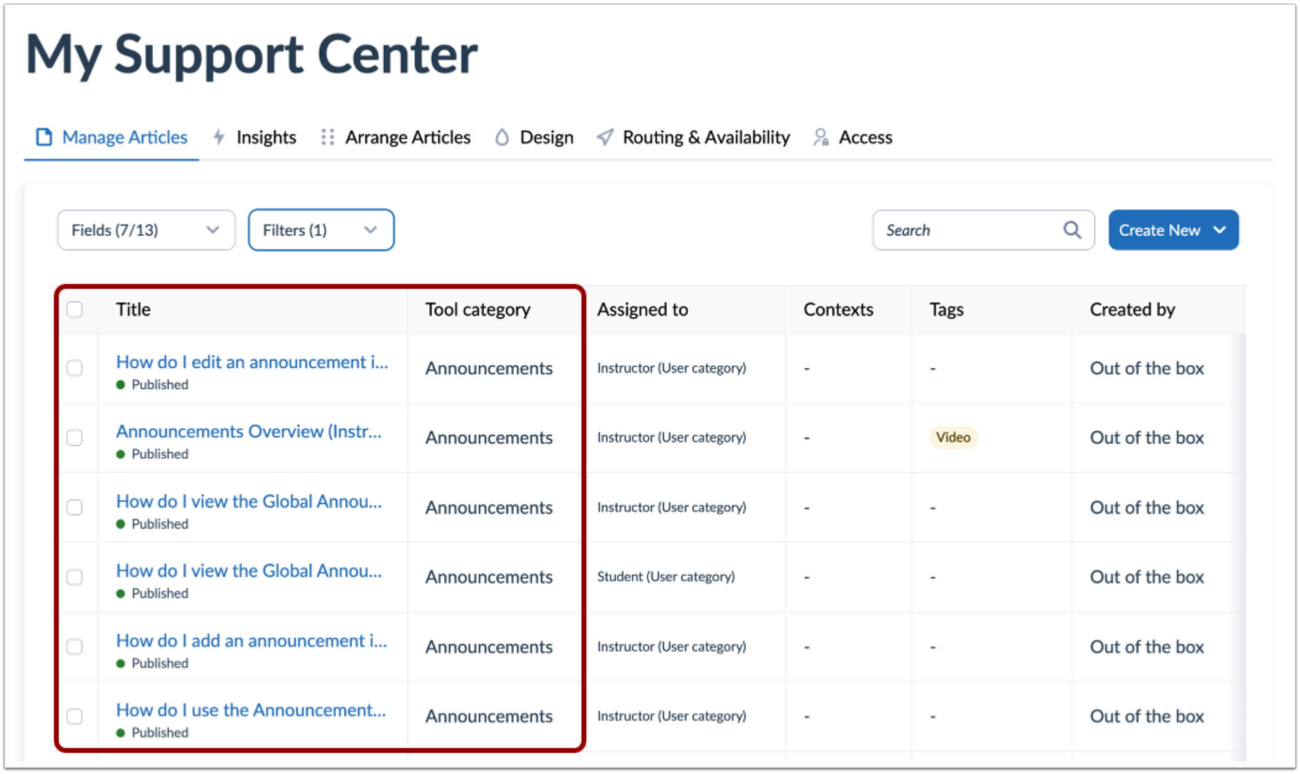
Click the **Filters** drop-down menu [1] and select the **Add a filter** button [2].

Select Tool Category



Filter on the **Tool Category** filter [1] and select the Tool Category to view [2].

View Filtered Support Articles



The Support Articles displayed are associated with the Tool Category filter selected.

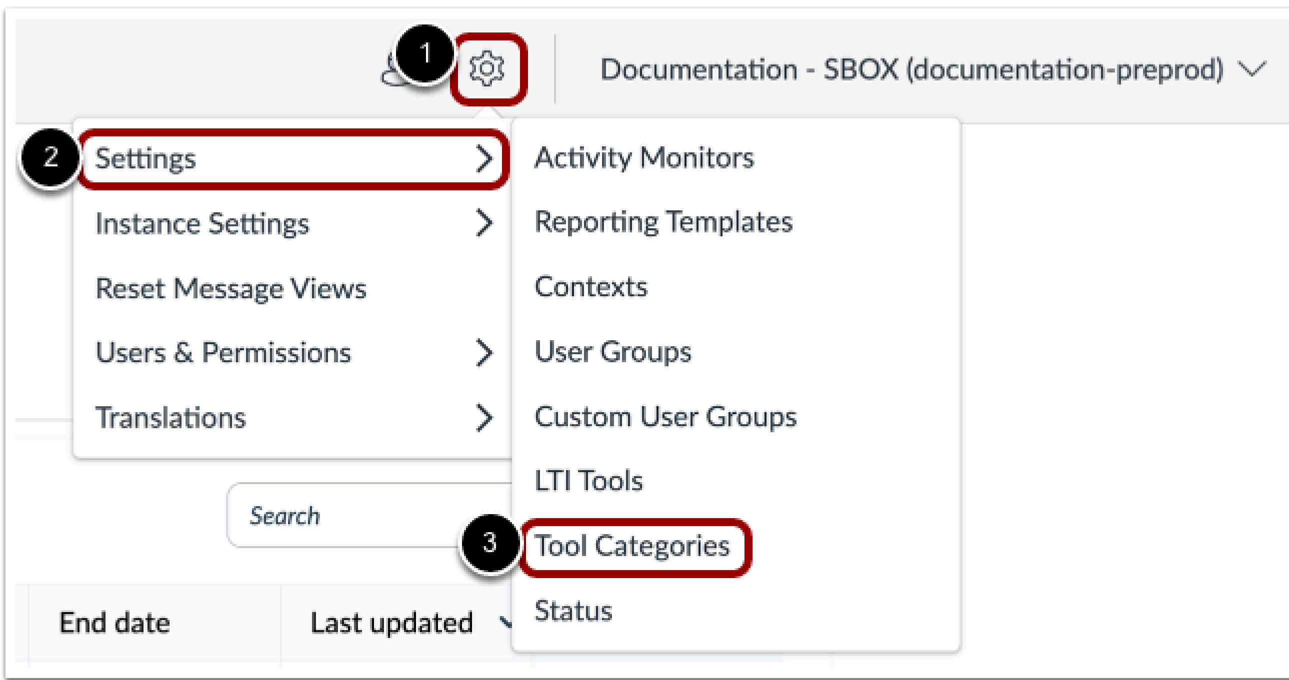
Note: The tool category field is not defaulted to display and will need to be added from the fields menu. For more information on adding fields, visit How do I find my support articles in the Impact Dashboard?

How do I make campaign templates with specific tool categories visible?

Tool categories are applied to some campaign templates. Campaigns that have a tool category assigned that is toggled off in your Impact Dashboard will not be displayed on your templates overview page.

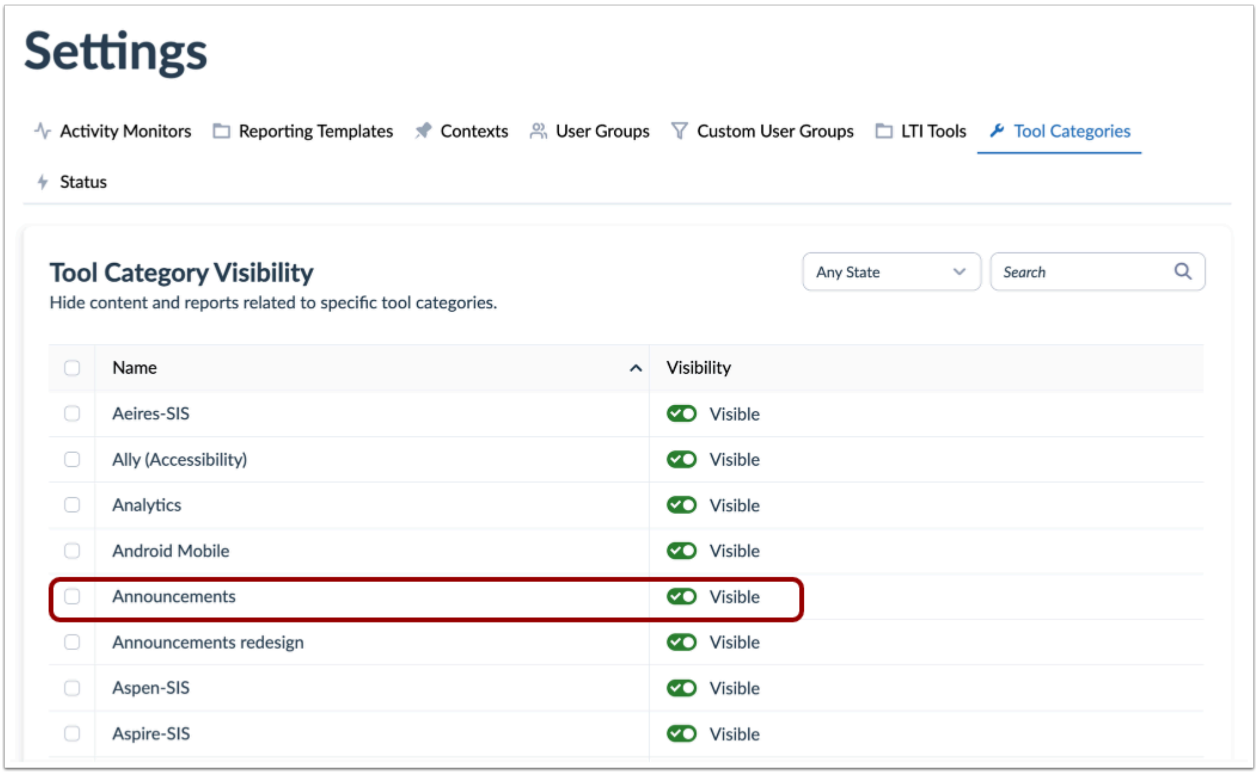
You can make campaign templates visible by pinpointing relevant tool categories and toggling them on. This allows you to enhance your control over your campaign templates.

Open Tool Categories



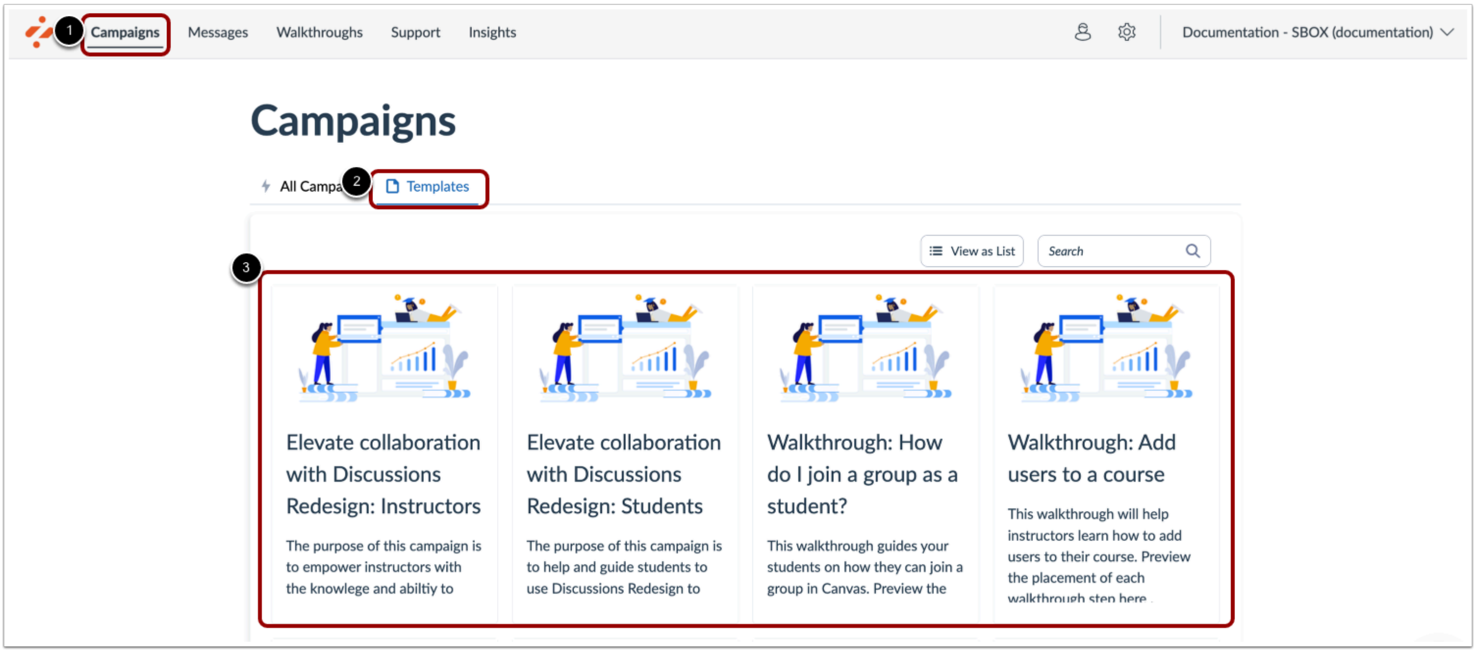
In the Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Tool Categories** icon [3].

Tool Categories Visibility



Find the relevant tool category to display and toggle on the visibility.

Open Campaign Templates



In the Global Navigation, click the **Campaigns** link [1]. Then click the **Templates** tab [2].

Campaign templates linked to the visible tool categories will be shown [3].

User Groups

What are the User Groups within Impact?

In order to improve the overall understanding of the way User Groups are populated, this guide has provided the following tables with descriptions and explanations for each User Group type.

User Group Overview

These User Group types are visible in the User Group overview page in the Impact Dashboard.

Type	Example	Description
Subaccount Cumulative	account_cumulative_<id>	Includes users directly aligned with the subaccount its and child subaccounts
Subaccount	CourseAccountId<id>	Users directly aligned with a subaccount. This group **does not** include users in the child subaccounts
Course Role	student/teacher/TA/etc.	User is enrolled in a course with this base role or a custom course role based on this base role
Primary	primary_student/teacher/ta/etc.	A user's primary role is determined by their highest ranking base role within all of their course enrollment (see ranking table below)
Base Role	Student/Teacher/etc.Enrollment	User is enrolled in a course with this base role. *Does not include any custom course roles*
Admin	admin	Account admin for a sub-account
Root Admin	root_admin	Account admin on the root level of a Canvas account
Consortium Admin	consortium_admin	Account admin for a consortium of Canvas accounts
User	user	User who is registered in Canvas

Primary Role Ranking

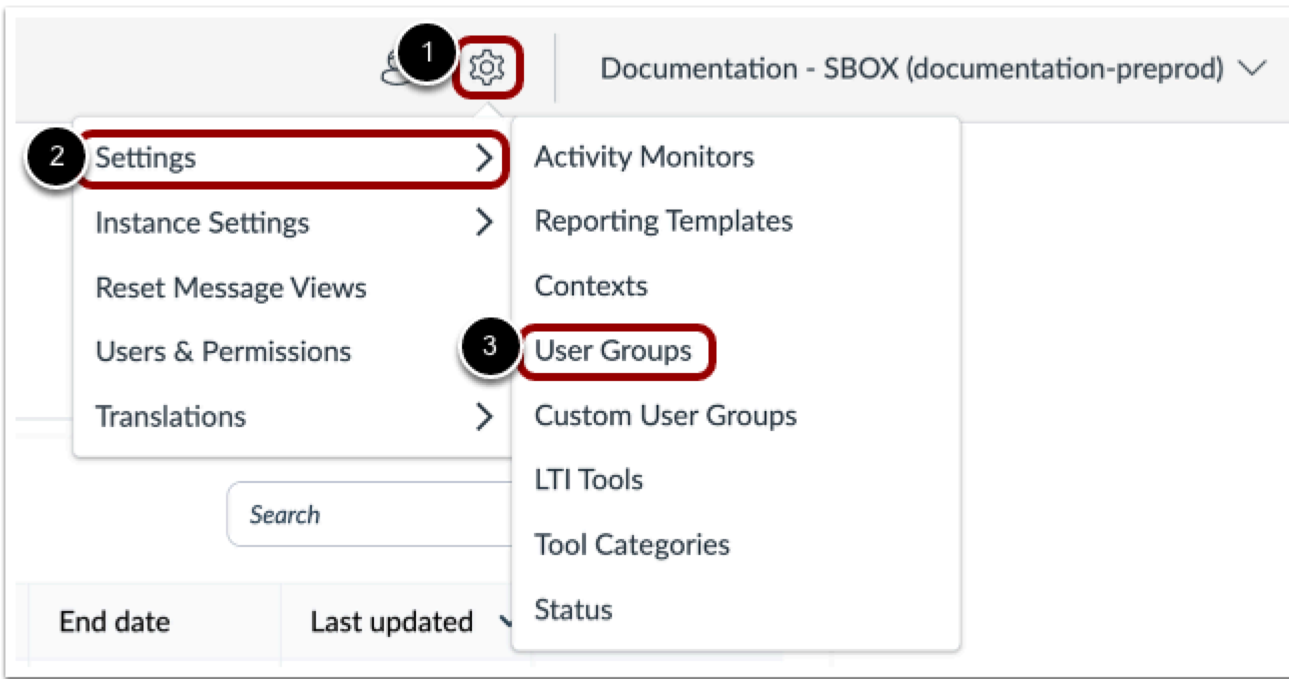
The order has been determined based on the number of permissions associated with each base role. The more permissions a role has, the higher the ranking. See the ranking table below.

Base Role ID	**Base role name**	**Score**
user	User	1
observer	Observer	2
student	Student	3
designer	Designer	4
ta	Teaching Assistant	5
teacher	Teacher	6
admin	Administrator	7
root_admin	Root Administrator	8

What are the User Groups fields?

You can use the User Groups page to view all relevant roles and groupings that Impact has registered from your learning application.

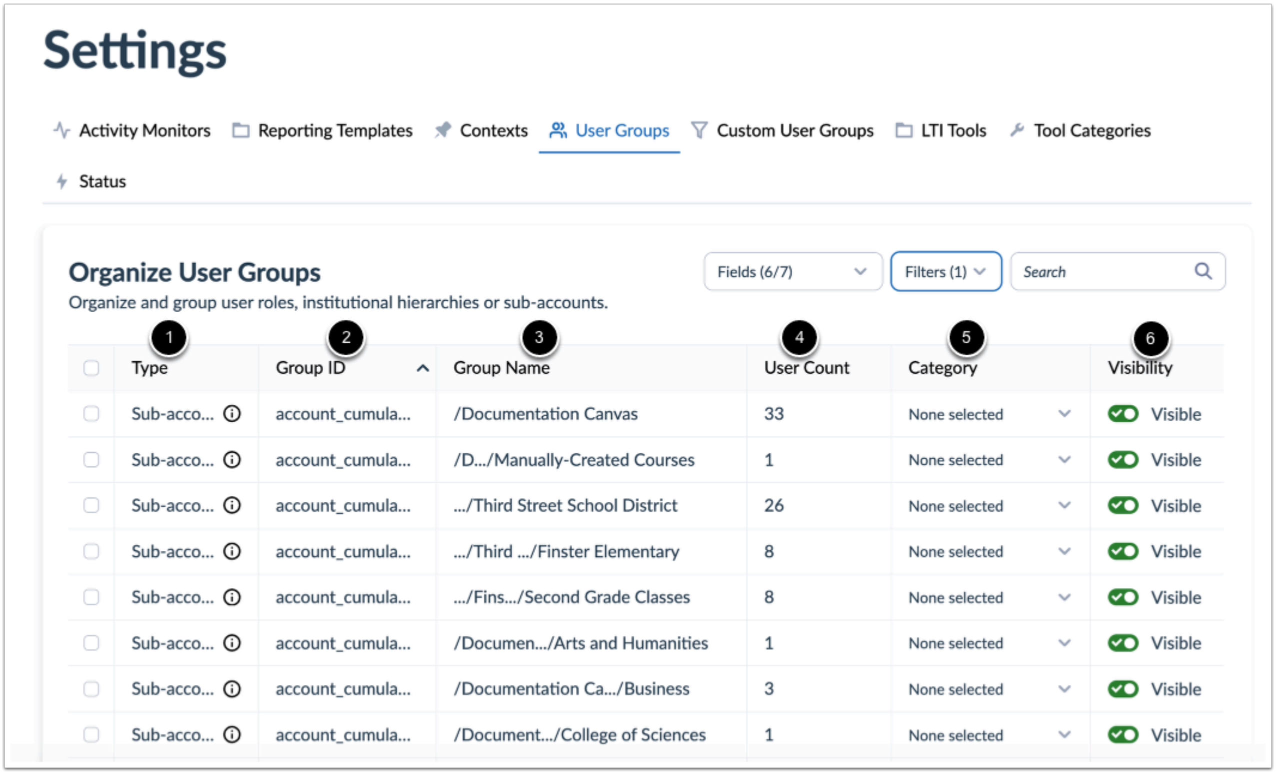
Open User Groups



In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **User Groups** icon [3].

The **User Groups** tab displays a list of all of the roles registered within the Impact system.

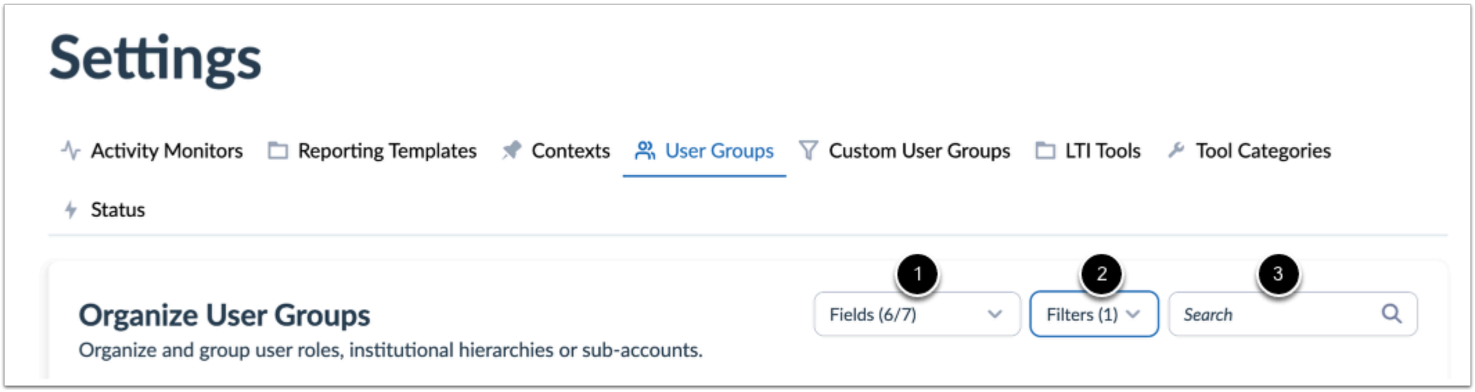
View User Groups Overview



User groups are listed with fields:

- **Type [1]:** the role of the account associated with a user group
- **Group ID [2] :** the Canvas ID of the role and/or subaccount of the specified User Group
- **Group Name [3]:** the name or breadcrumbs containing the location of the specified User Group in order to best identify it
- **User Count [4]:** the number of users in the specified User Group
- **Category [5]:** a drop-down menu allowing selection of a core account role that can be assigned to the entire User Group if desired
- **Visibility [6]:** whether this User Group is able to be seen and used for targeting in messages, campaigns, walkthroughs, support center routing, etc

Filter User Groups



To select the fields to display, click the **Fields** drop-down menu [1]. You can enable and disable different fields to view.

To search based on a combination of criteria, click the **Filters** drop-down menu [2].

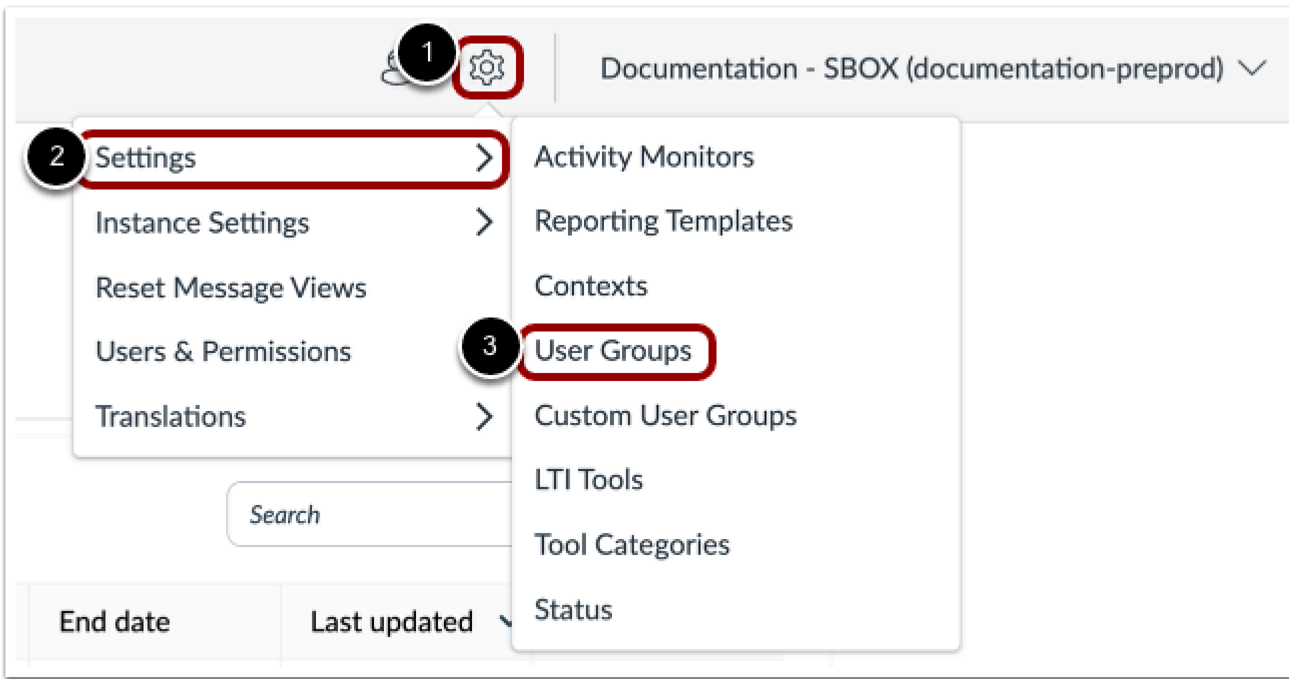
To search for specific user groups, enter a term in the **Search** field [3].

Note: ID field is toggled off by default.

How do I organize User Roles from the application in the Impact Dashboard?

You can use the User Groups overview to view information and user counts for all roles, manage their visibility, and organize them into categories.

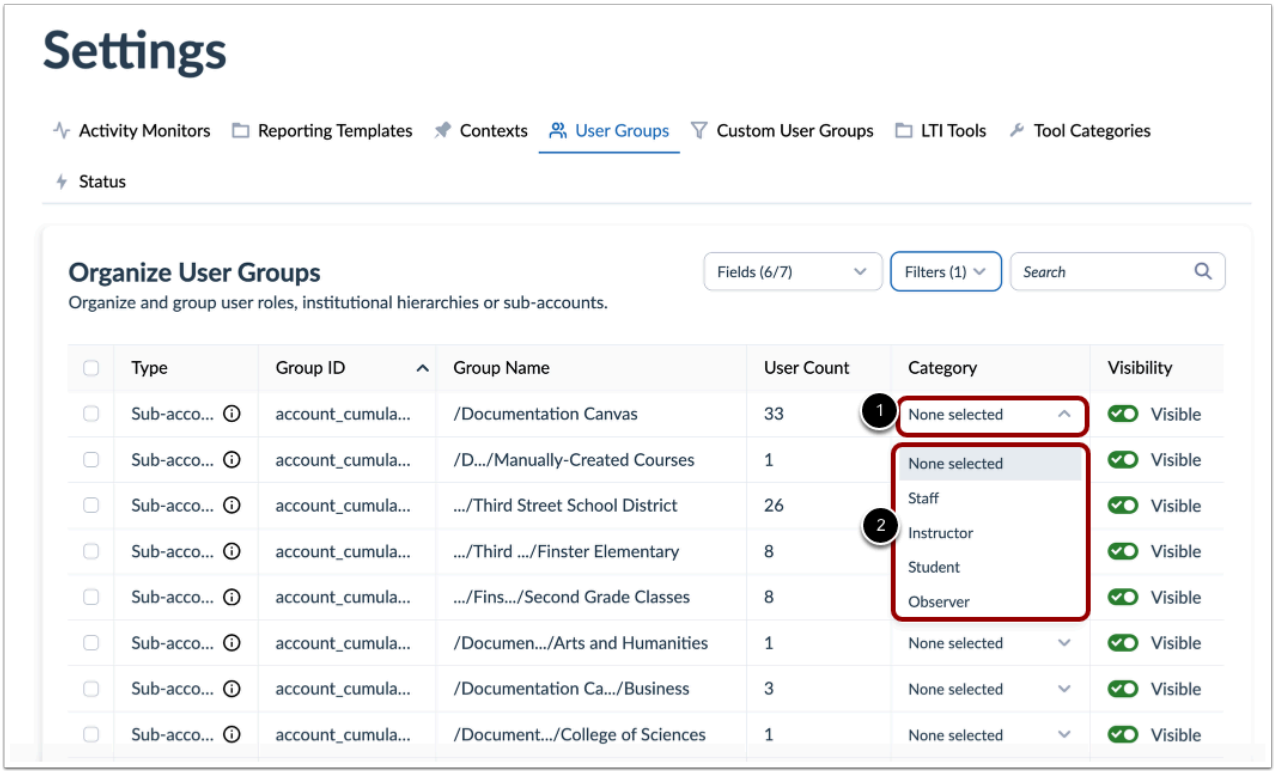
Open User Groups



In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **User Groups** icon [3].

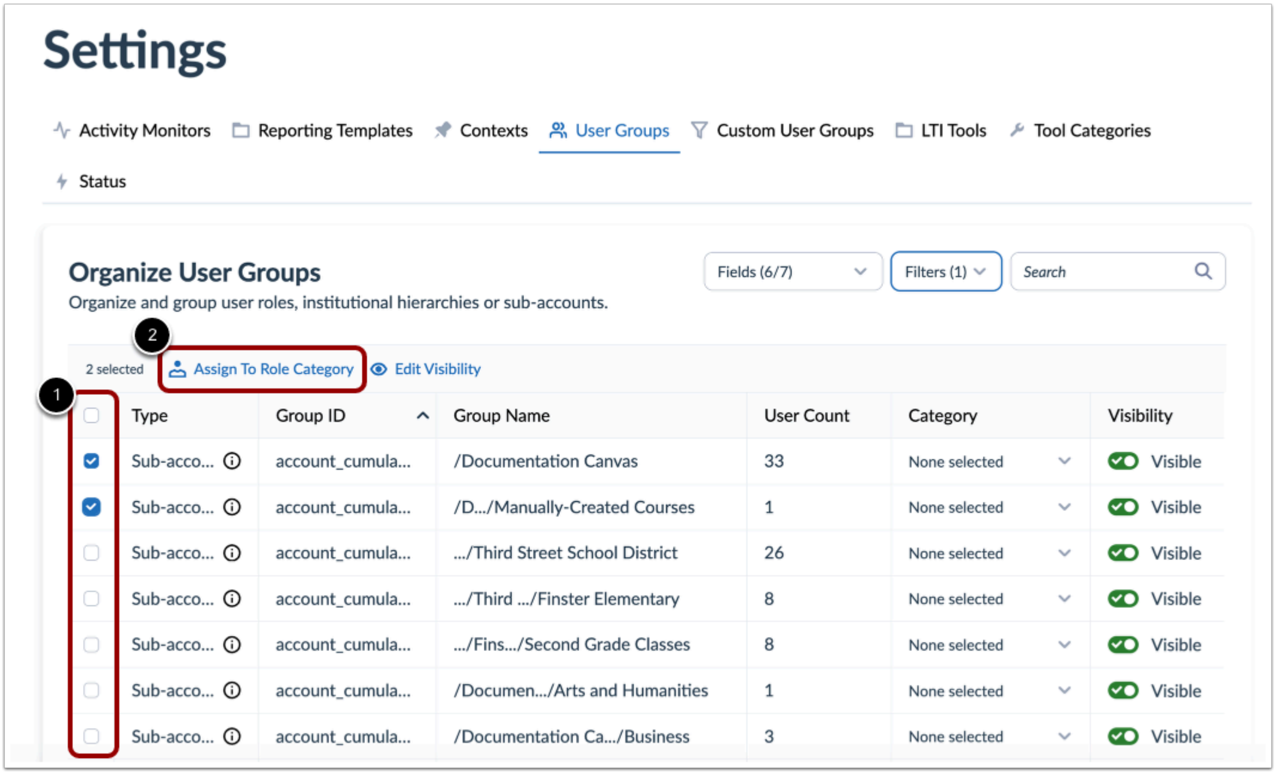
The User Groups tab presents all of the roles registered within the Impact system including their unique Impact ID, Name, a live user count, current categorization, and visibility status.

Categorize Individual Roles

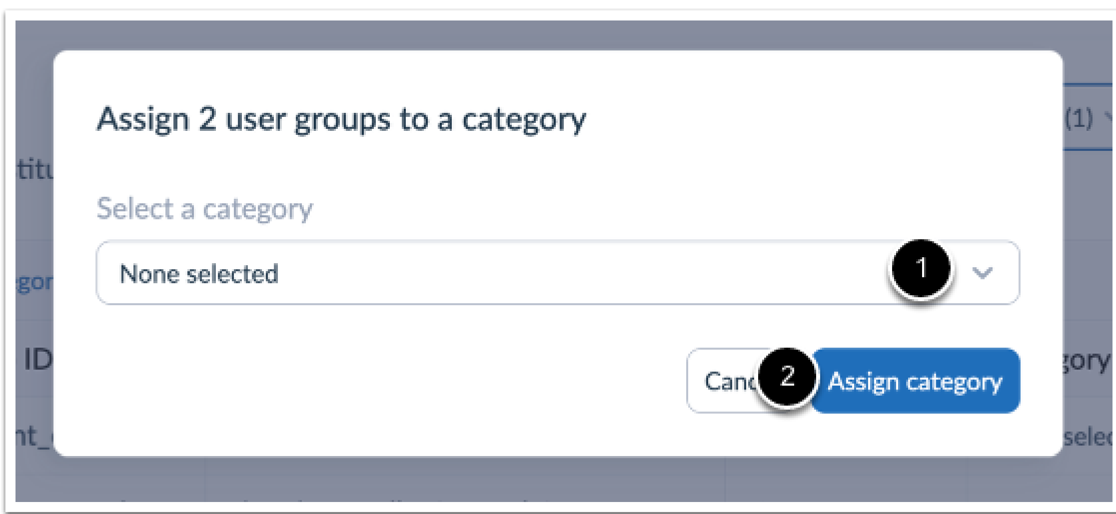


To categorize individual roles, click the **Category** drop-down menu [1] and select a role [2].

Categorize Multiple Roles



To bulk-assign multiple roles, click the checkbox next to the Group ID [1] and click the **Assign To Role Category** link [2].

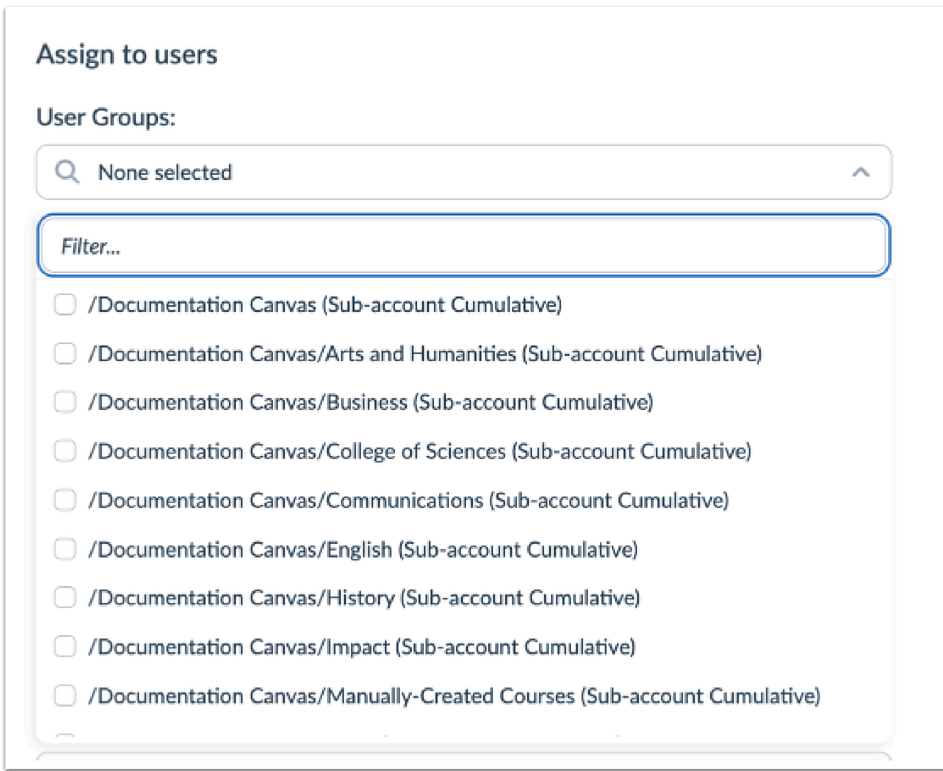


Use the **Category** drop-down menu to select a category [1] and then click the **Assign category** button [2].

How do I view my defined target audience in the Impact Dashboard?

When you are assigning a piece of content, a campaign, or a report to a target audience you will see options like Profiles, User Groups, Categories, Filters, and Campaigns. All these different ways of classifying users give you the opportunity to really narrow down certain characteristics and customize the visibility of your Impact content.

View User Groups

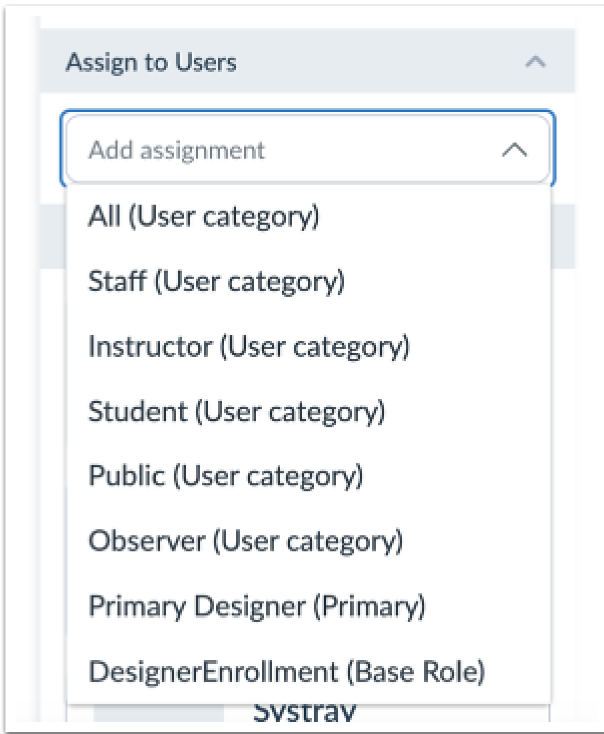


User groups are the role(s) any user has within your LMS. When a user logs into your LMS, Impact replicates their LMS Role(s) in our system.

User Groups are defined by your institution and how it is broken down within your LMS. This can be on a course basis, department basis, or however else you've structured your institution. Your institution might use course roles, hierarchy roles, subaccounts, or custom roles to categorize users by departments, schools, faculty groups, and more. This is then reflected within your Impact dashboard.

The reflection of these Groups in your Impact dashboard also allows you to group, categorize, compare, examine and target specific user types within your institution. With the alignment between your LMS and Impact user roles, you can confidently assign campaigns, Impact content, and reporting to the correct users.

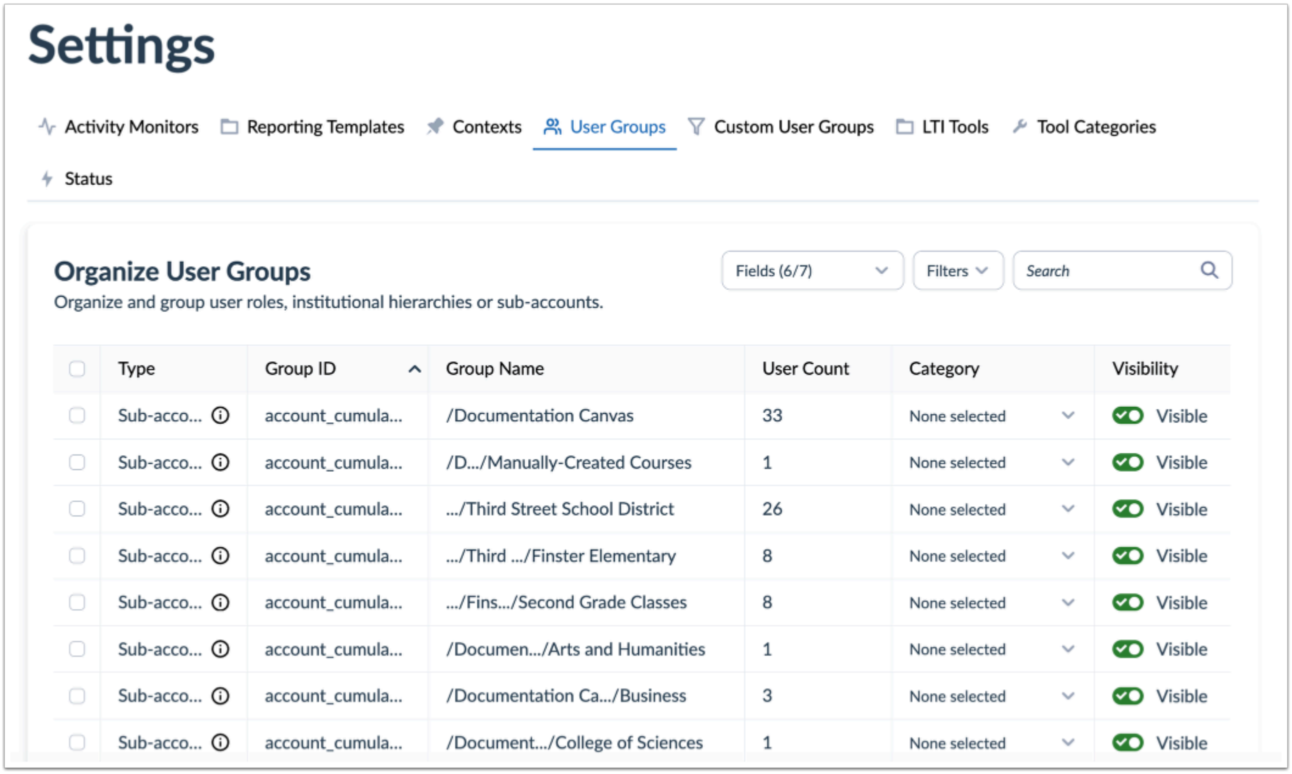
View Profiles



When you see the word Profile in your target audience options, this is another way of referring to the User Roles imported from your LMS (this includes institutional hierarchy roles, subaccounts, course roles, and any other custom roles that you create from your LMS). These profiles are solely dependent on the way your LMS has organized specific roles within your institution.

Profiles can differ on an institution and LMS basis. For example, you could have roles such as CourseRole_Instructors, CourseRole_Students, as well as some custom Roles you've created for specific user types.

View User Groups



You can think of User Groups as containers for User Roles that are collected by Impact from your LMS. Having User Groups is particularly useful when you want to assign campaigns or Impact content to a specific group of LMS users.

User Groups are automatically generated and added to your Impact dashboard depending on your collected User Roles. In the User Groups page of your Impact dashboard, you can see all of the roles registered within the Impact system, including their unique Impact ID, name, live user count, current categorization, and visibility status.

You can see and organize all your User Groups from this User Groups page. To learn about organizing User Roles and Groups, [read this article.]

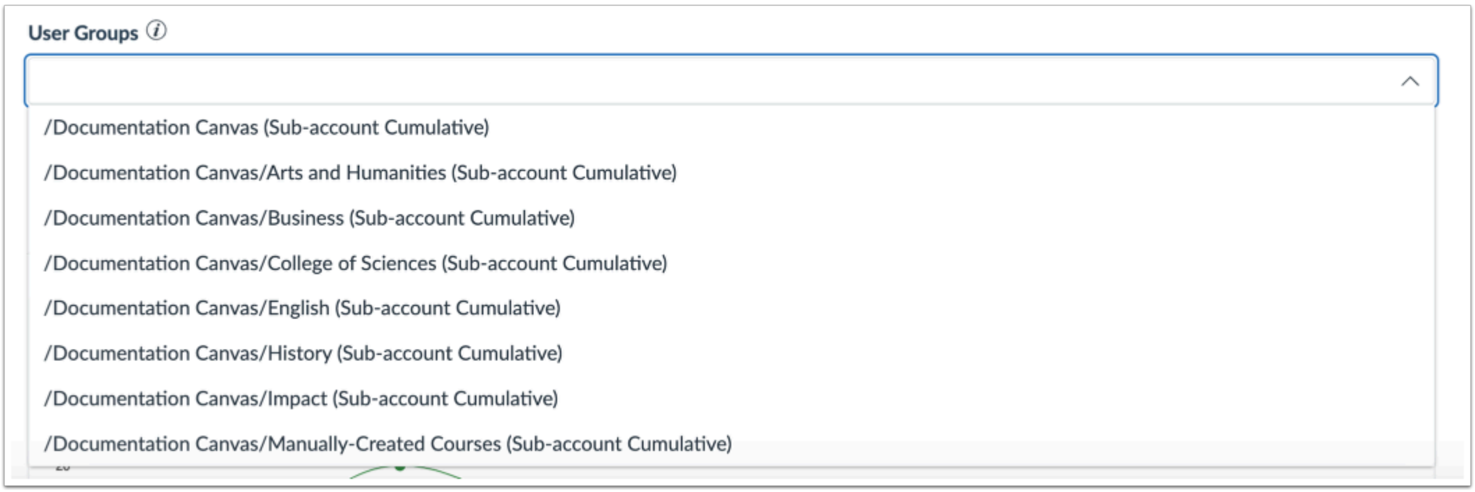
With Impact, you can also create [Custom User Groups]. This Impact feature allows you to create a User Group right from within the Impact Dashboard and tailor these groups to contain custom characteristics that you are interested in targeting.

View User Categories

User Categories are a way of organizing your User Roles and Groups with Impact. You can assign your User Roles and Groups to Categories based on your institution's needs. This is especially useful when you want to target a larger audience (such as ALL students or ALL instructors). Example categories can be Instructors, Students, and Staff. The User Roles and Groups that go into these categories are completely dependent on your institution, and you can categorize them as you wish.

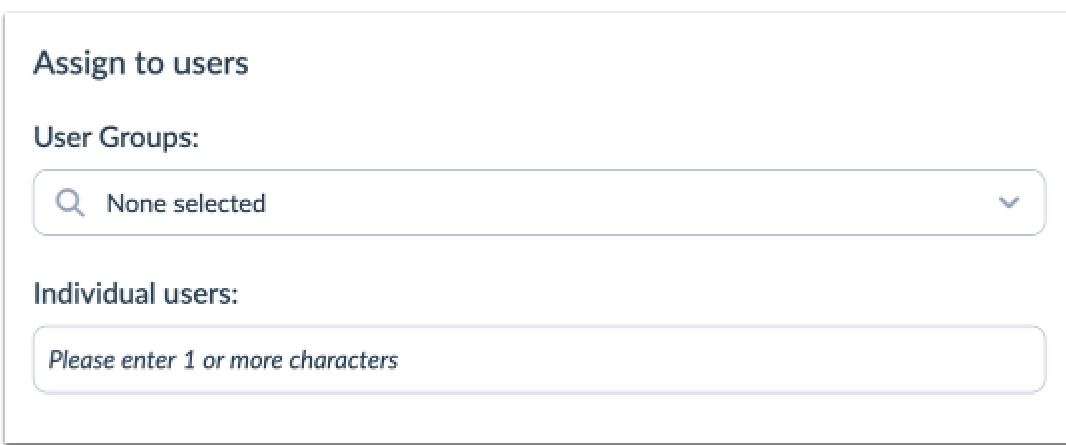
Overall, User Categories are an easy way to assign multiple User Groups in an efficient manner and capture larger audiences.

View Filters



Filters are another way of choosing your target audience for a specific piece of content or report. Filters are created as a result of Tool Adoption Reports and refer to users that have or have not been using a tool over a specified timeframe. With these filters, you can really isolate users based on their behaviors or usage within the LMS.

View Campaigns



By now, you are probably familiar with the way Impact allows you to create campaigns. Once you create a campaign and assign it to a target audience, you can select that campaign as a target audience from other places within your Impact dashboard. For example, if you create a new message, and you want to add it to an existing campaign, you can select that campaign as your target audience. The same goes for all Impact content. In addition, if you want to view reports specific to a campaign, you can select that campaign as a filter within your Insights page.

If you are assigning a message or support article to a campaign, once you select a campaign as an audience, this help item is added to that campaign's help item overview.

Where do I use target audiences?

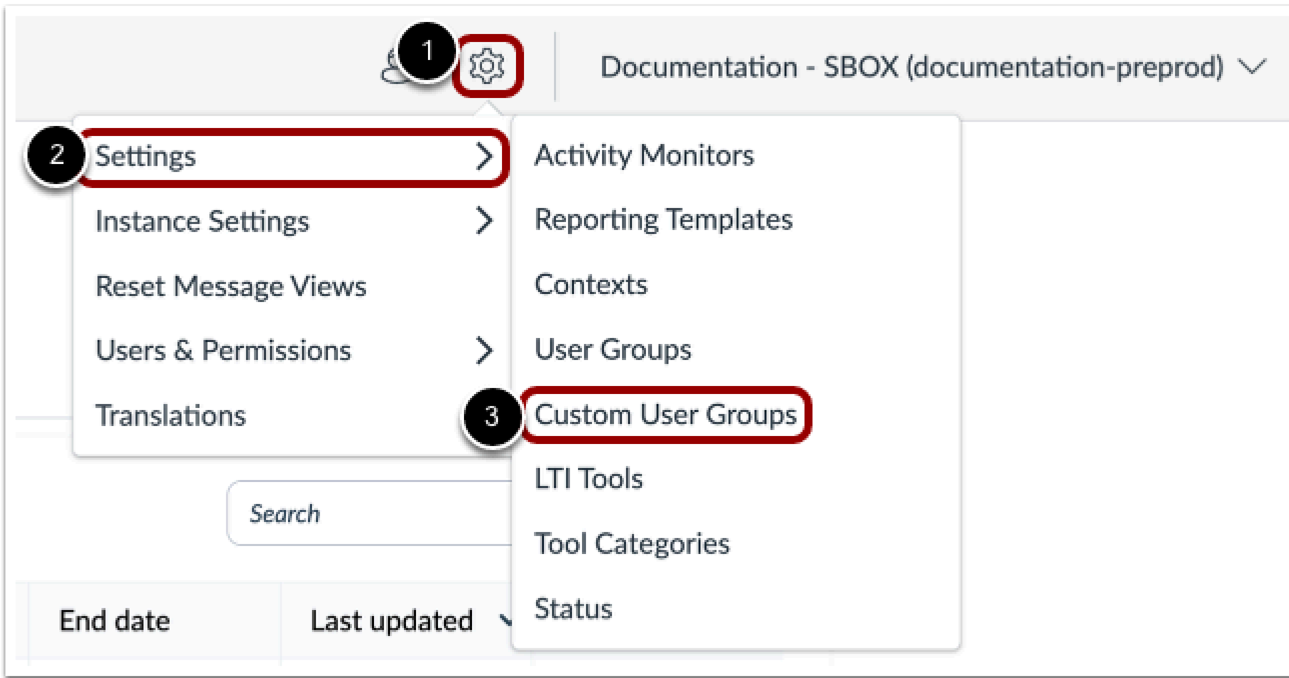
The majority of your Impact features allow or require you to assign specific audiences. User Roles, Profiles User Groups, Categories, Filters, and Campaigns make up these audiences and allow you to feel confident that the correct users see your Impact content and appear on reports. You'll see these audience options in the following places:

- Reporting Templates are assigned to a target audience.
- The following Reports in your Impact dashboard have filters related to target audiences:
  - Tool Adoption Report
  - Course Activity Report
  - Support Button Usage Report
  - Support Escalation Route Report
- Support Routing options can be assigned to a target audience.
- Support articles and Messages can be assigned to a target audience.
- Campaigns can be assigned to a target audience.
- Support Center Categories can be assigned to a target audience.

How do I create Custom User Groups for Messages and Support Articles in the Impact Dashboard?

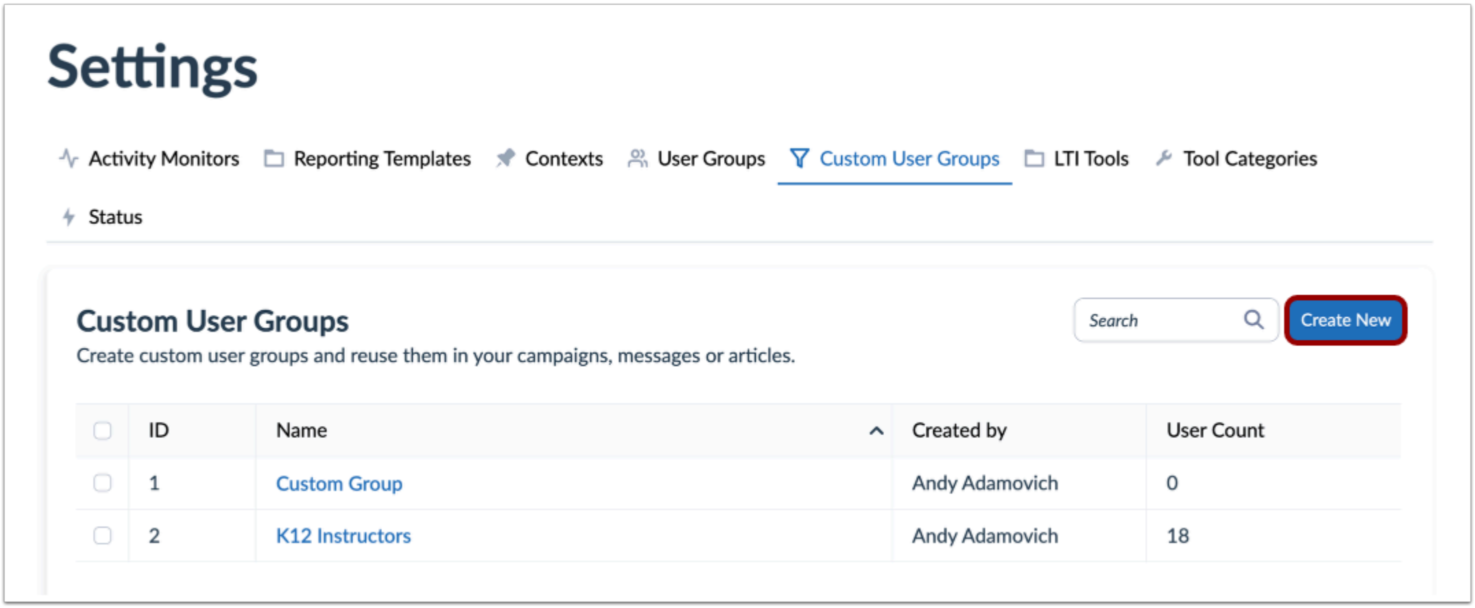
You can create custom user groups based on a combination of criteria.

Open Custom User Groups



In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Custom User Groups** icon [3].

Create New Custom Group



Click the **Create New** button.

Add Custom Group Information

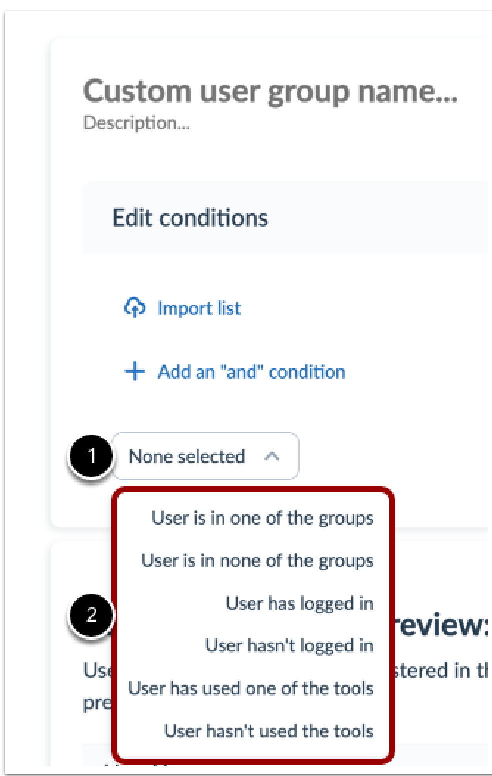
Enter a custom user group name [1] and description [2]. You can [import a group list] [3], or create the group list automatically using conditions [4].

Then click the **Save Changes** button [5].

Add First Condition

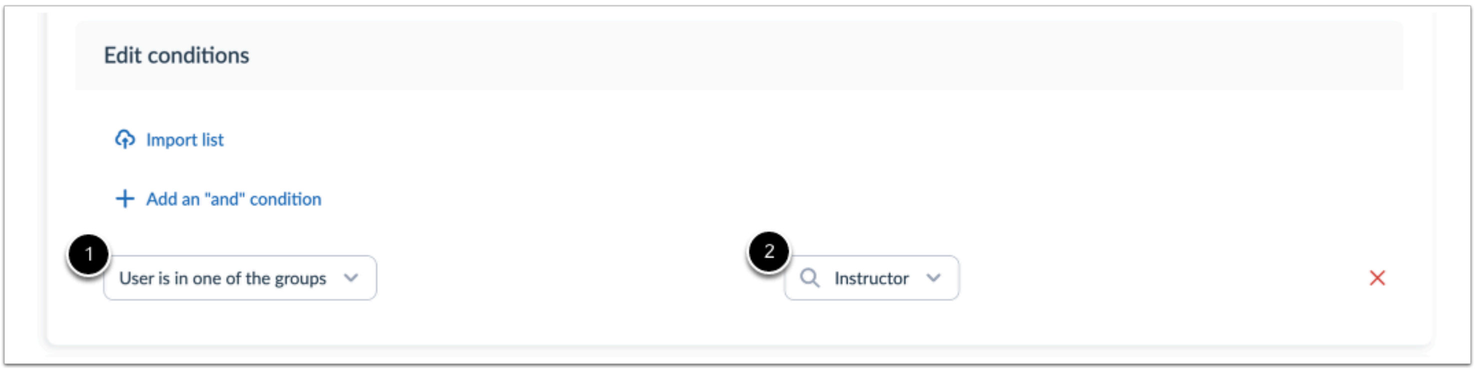
To create a list using conditions, click the **Add the first condition** link [1].

Create Condition



Conditions are statements that specify the types of users included in the group. To specify the users to whom the formula should apply click the **Application** drop-down menu [1] and select your condition [2]. The available conditions are for roles, user log-ins, and tools used.

Create Role Condition



The **role** condition type allows you to create a list of users based on their role [1].

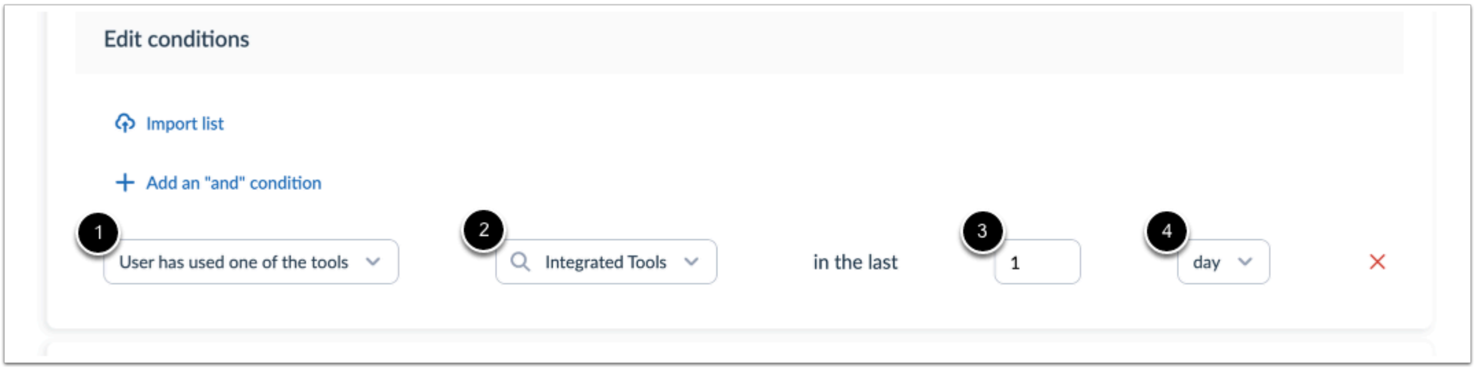
In the **Role** drop-down menu [2] you can select from the list of user roles identified in your account.

Create Logged In Condition

The **logged in** condition type allows you to create a list of users based on log in activity [1]

Enter a value in the **number** field [2]. Then select a time frame from the **duration** drop-down menu [3]. You can select from the *day*, *week*, *month*, and *year* options.

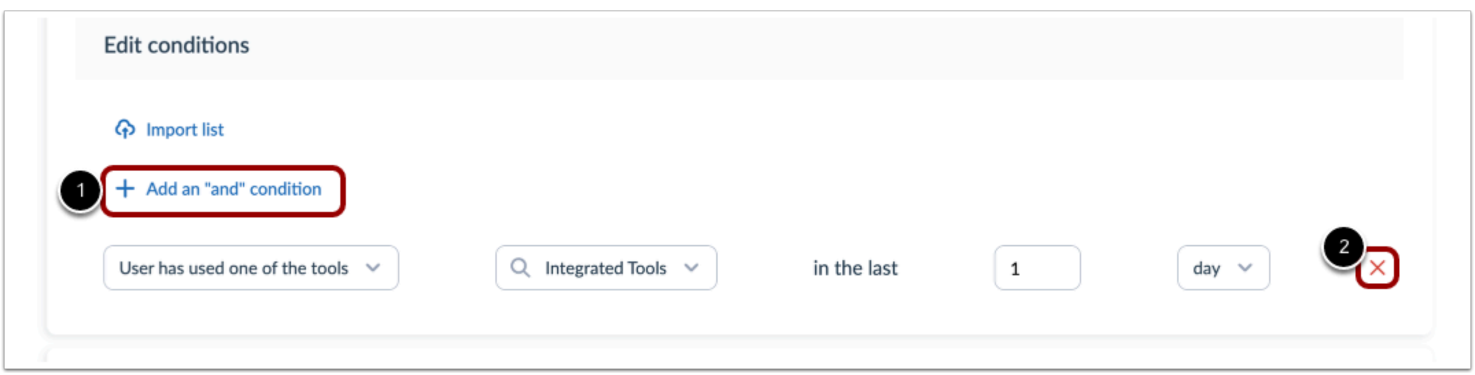
Create Used Tool Condition



The **used the tool** condition type allows you to create a list of users based on their use of Impact [1].

Select a report type in the **Reports** drop-down menu [2]. Enter a value in the number field [3]. Then select a time frame from the **duration** drop-down menu [4]. You can select from the *day*, *week*, *month*, and *year* options.

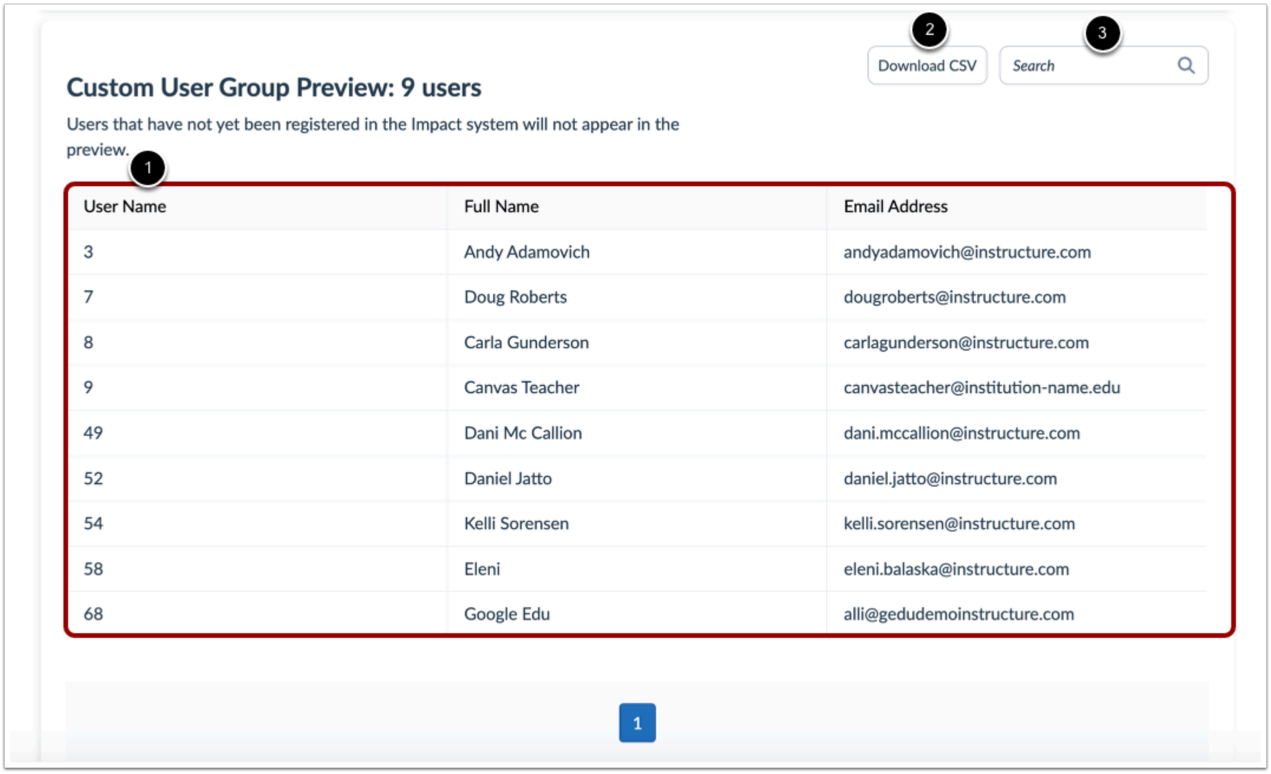
Add or Remove Conditions



To add a condition, click the **Add an "and" condition** link [1].

To remove a condition, click the **Remove** icon [2].

Preview Group List

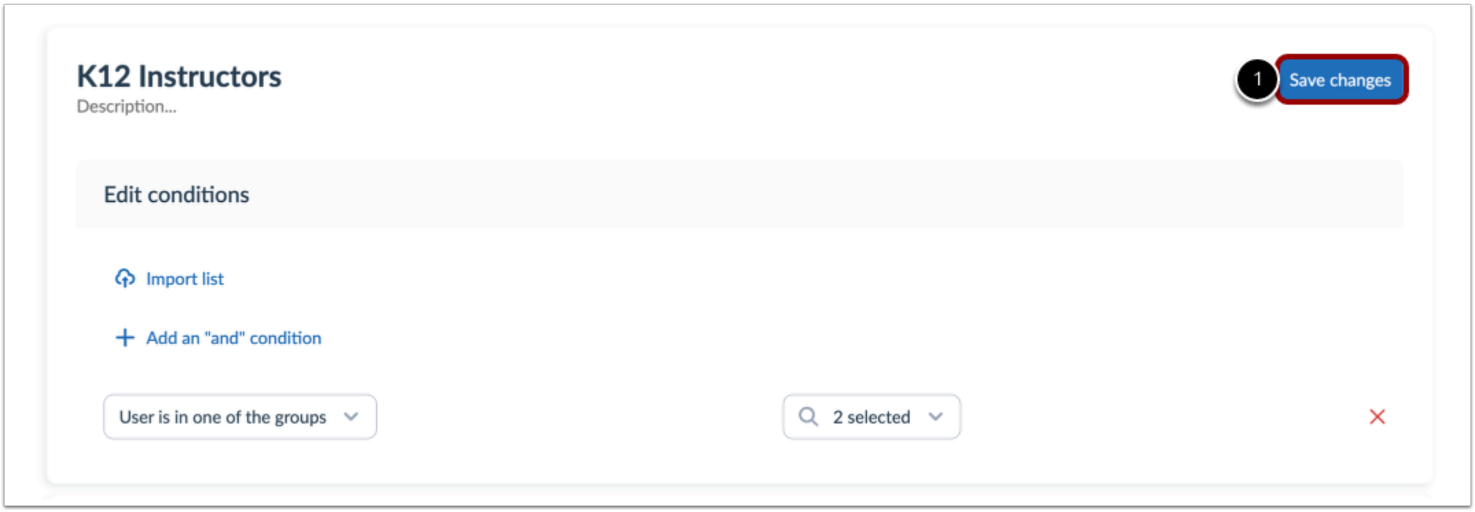


Based on your added conditions, you can view the list of users included in the group [1].

To download the group list, click the **Download CSV** button [2].

To search for a specific user in the list, use the **Search** field [3].

Save Group



Click the **Save changes** button.

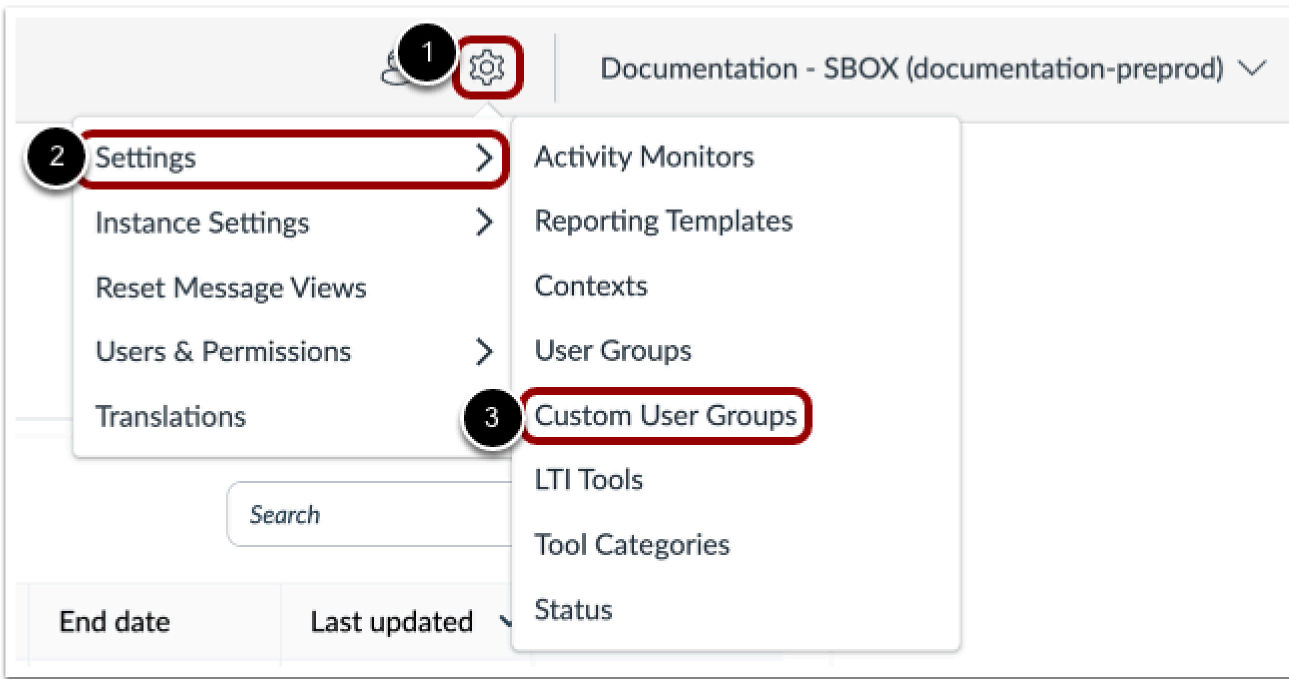
View User Group

View the group in the Custom User Groups list.

How do I upload a Custom User Group list in Impact?

You can target communication and support to a certain group of users by creating a custom user group. You can upload a list of users to include in the custom user group on the Impact Dashboard.

Open Custom User Groups



In Global Navigation, click the **Settings** icon [1]. Then hover the cursor over the **Settings** menu [2] and click the **Custom User Groups** icon [3].

Create New Group

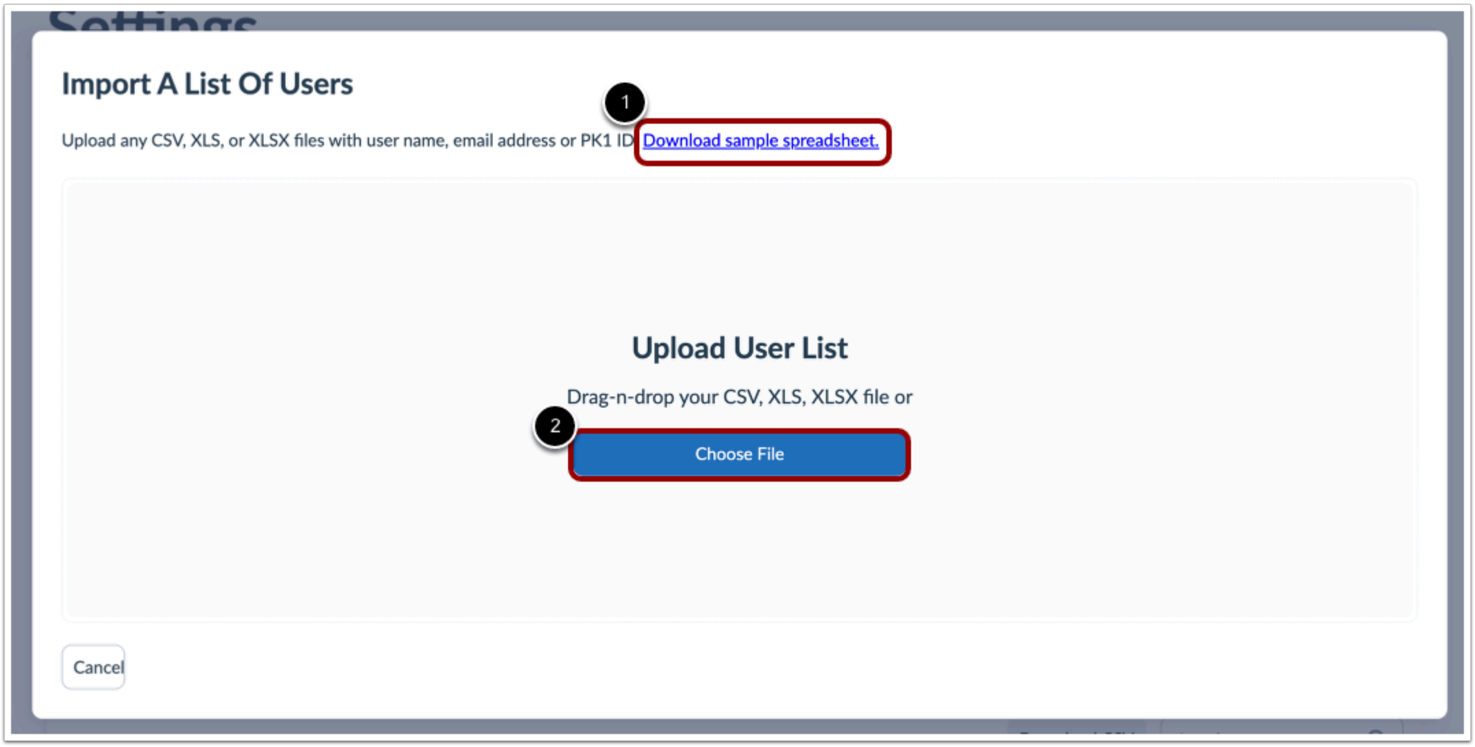
View the Custom User Groups page.

To create a new user group, click the **Create New** button.

Import User Group List

Click the **Import list** link.

Upload User List

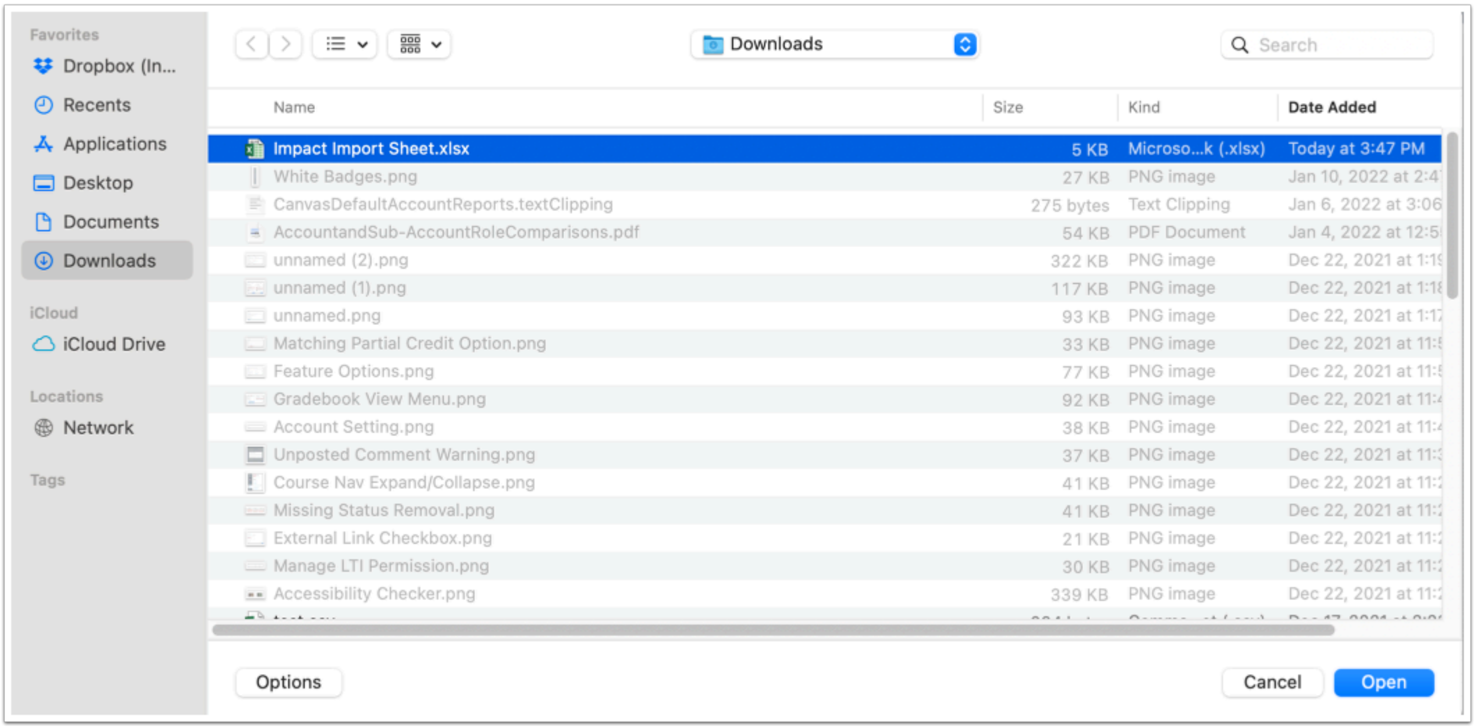


To download a sample spreadsheet, click the **Download sample spreadsheet** link [1].

To upload a custom user group list file from your computer, click the **Choose File** button [2]. You can upload CSV, XLS, and XLSX file types.

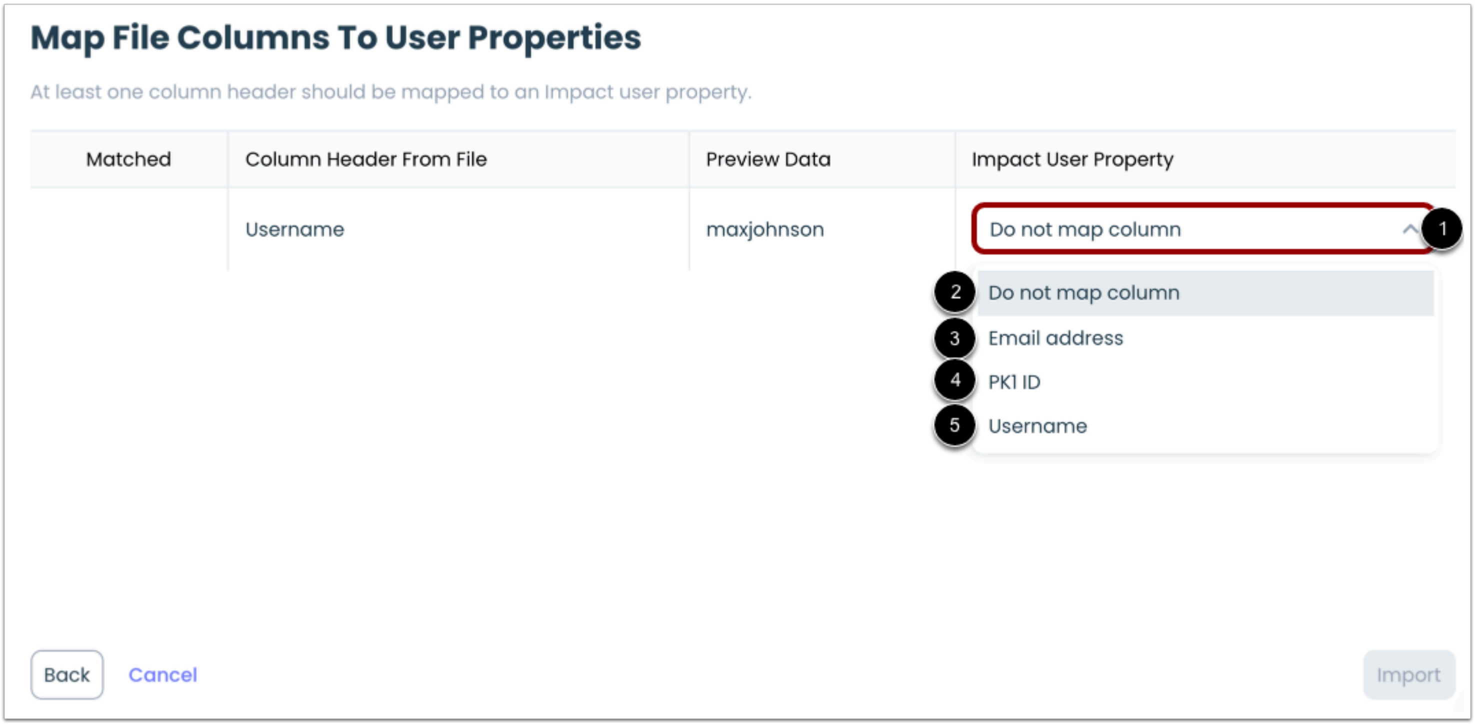
Note: Your spreadsheet must identify users by one of three user ID header types: *user_email*, *PK1_ID*, or *username*. (*PK1_ ID* only applies to Blackboard users.)

Choose File



Select your file [1], then click the **Open** button [2].

Map File Columns



To transfer your data into the Impact database, you must map the file's user ID header to an Impact user property.

Click the item's **Impact User Property** drop-down menu [1].

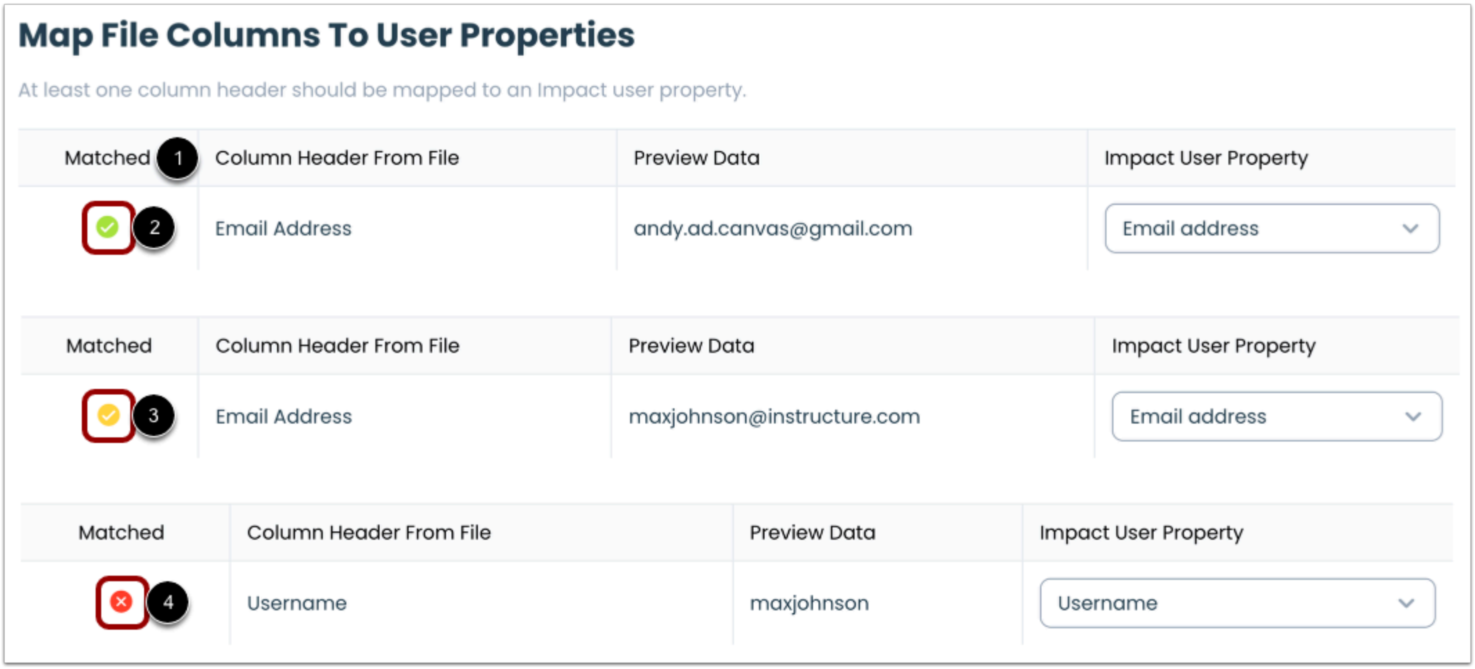
To choose not to map the column header, click the **Do not map column** option [2].

To map the column header to email address data, click the **Email address** option [3].

To map the column header to PK1 ID data, click the **PK1 ID** option [4]. This option only applies to Blackboard users.

To map the column header to username data, click the **Username** option [5].

View Mapped Column Status



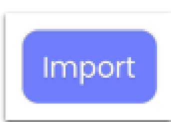
The **Matched** column displays the mapped column header status [1].

If all users from the uploaded file were located in the Impact database, a **Matched** icon displays [2].

If only some of your users were located in the Impact database, a **Partial Match** icon displays [3].

If no users are located in the Impact database, a **No Match** icon displays [4].

Import User Group



To import your user list, click the **Import** button.

Save User Group

Type your custom user group name in the **Custom user group name** field [1].

To add a group description, type the description in the **Custom user group description input** field [2].

To save your changes, click the **Save Changes** button [3].

Note: A custom user group name must be added to save your user group.

View Custom User Group

View your custom user group in the Custom User Groups page.

Walkthroughs

What are Impact Walkthroughs?

The Walkthroughs feature allows Impact admins to create step-by-step guidance of a process in Canvas or Blackboard Learn Original. A walkthrough consists of multiple steps that may span multiple pages.

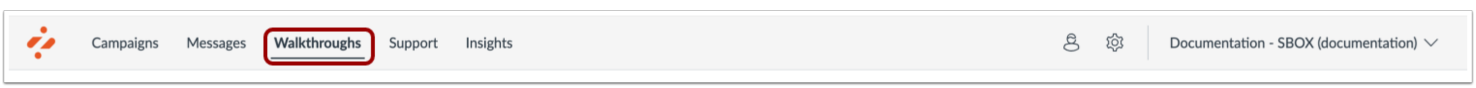
When creating walkthrough steps, admins can select from the following step types: hints, pop-ups, and systrays. Hints can be used to direct users to another page in their LMS. Pop-up and systray messages can be used to provide information.

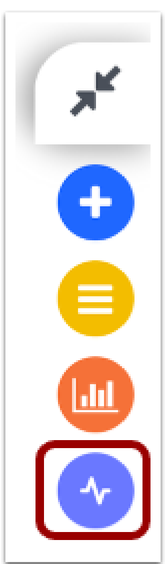
If enabled, users may submit walkthrough feedback upon closing or completing a walkthrough.

Notes:

- Walkthrough steps must include a context which triggers the step, such as an action or navigating to a page. Free Select Mode is not available when selecting a context.
- Buttons can be added to allow users to navigate between steps or close the walkthrough.
- The Walkthroughs feature preview is in active development.

View Walkthroughs

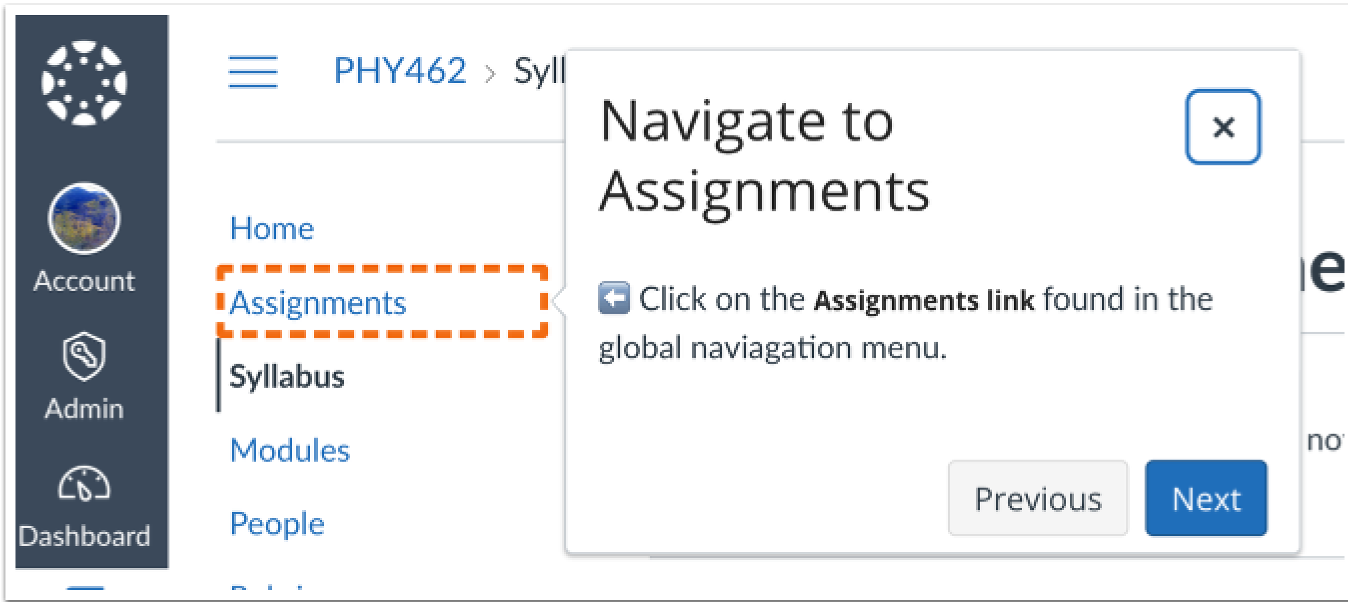




The Walkthroughs feature allows Impact admins to create step-by-step guidance of a process in Canvas or Blackboard Learn Original. A walkthrough consists of multiple steps that may span multiple pages.

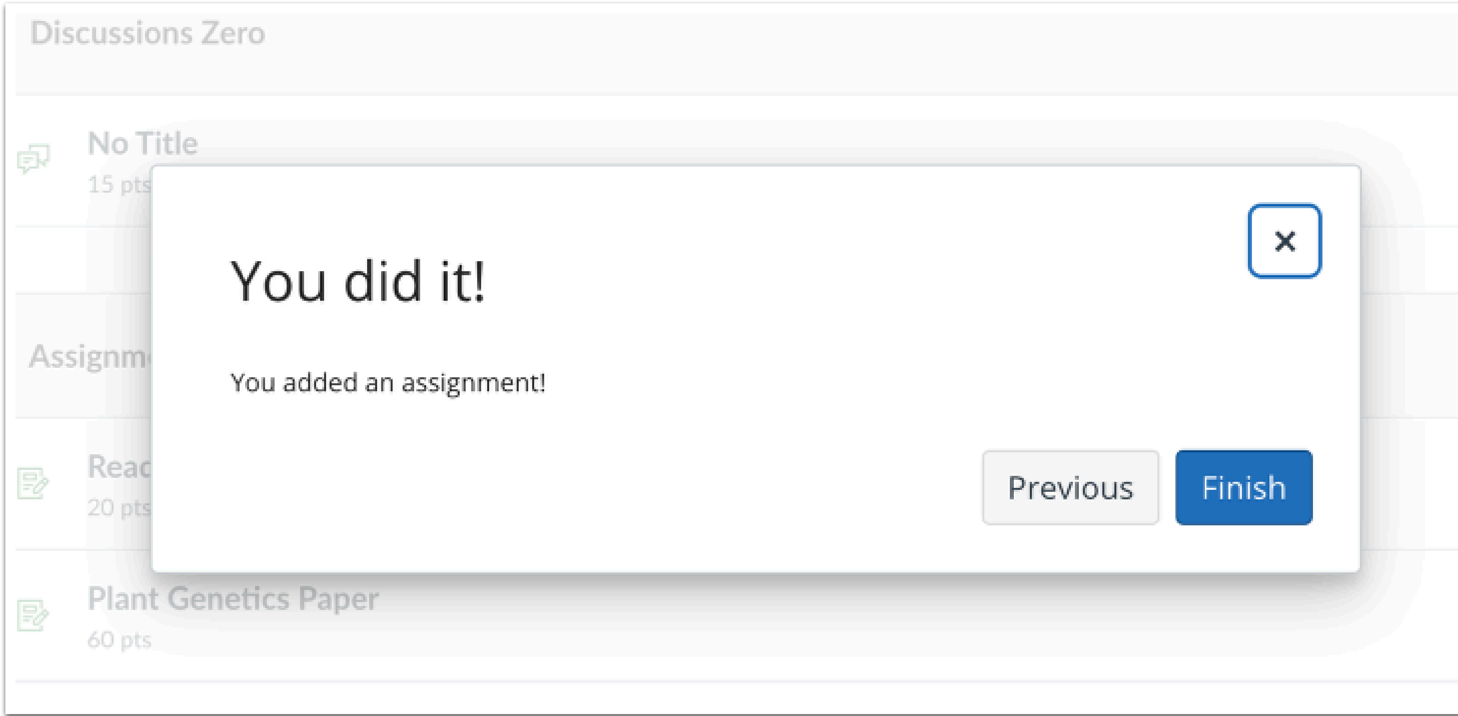
Walkthrough steps can be created using the Inline Editor or Impact Dashboard.

View Hint Walkthroughs



Hint messages are messages that are connected to a specific element on a page in your learning application.

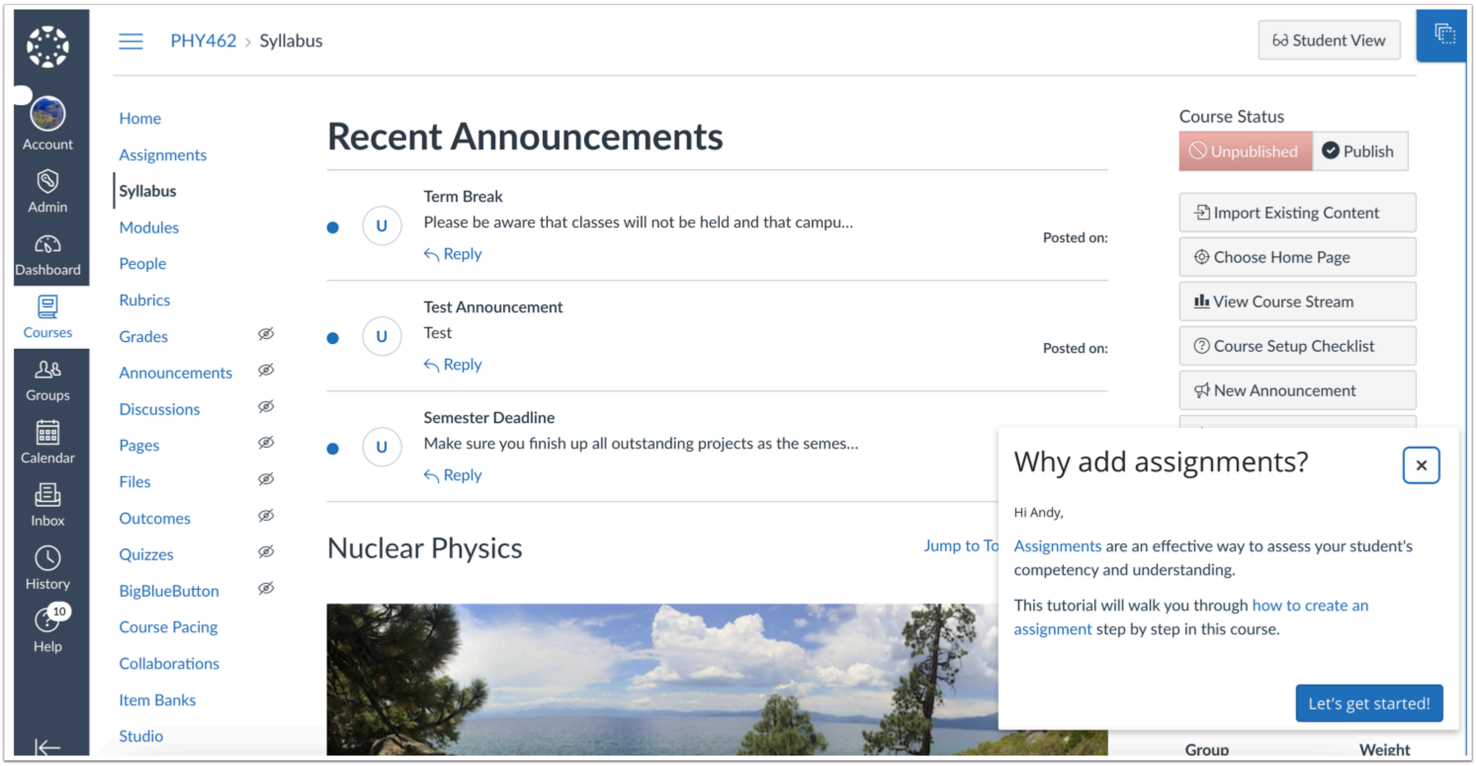
View Pop-Up Walkthroughs



Pop-up messages are presented in a central modal that lays on top of your learning application.

Note: Pop-up messages can only be connected to page-level contexts and not to a specific element.

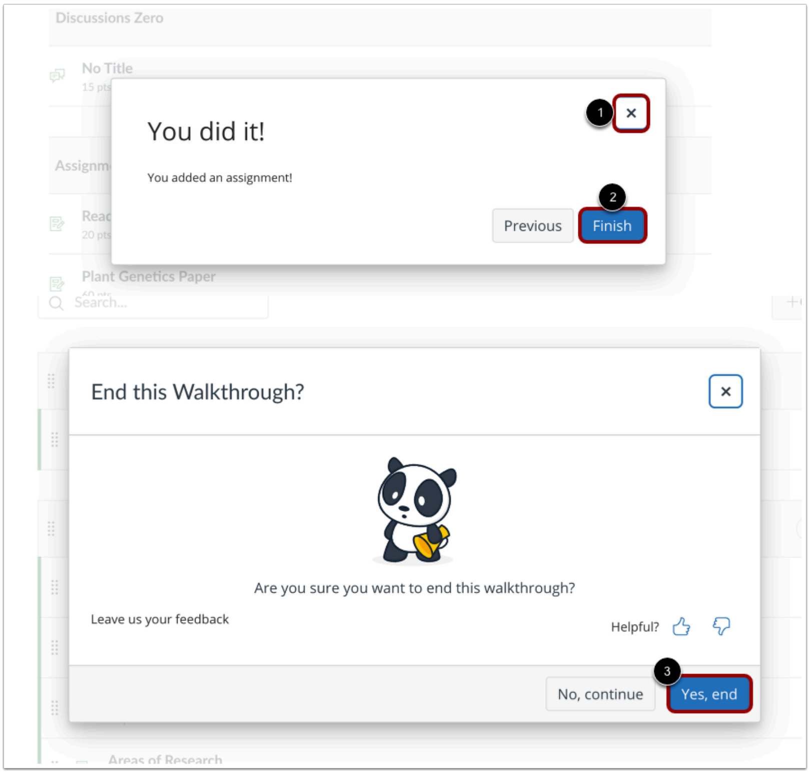
View Systray Walkthroughs



Systray messages are messages displayed in the bottom right corner of your learning environment.

Note: Systray messages can only be connected to page-level contexts.

View End Walkthrough Confirmation



To end a walkthrough before reaching the last step, users can click the **Close** icon at any time [1].

To end a walkthrough, users can click the **Exit** button [2].

To confirm ending the walkthrough, users can click the **Yes, end** button [3].

Note: Button labels can be labeled to your desire.

How do I create a Walkthrough in the Impact Dashboard?

When creating walkthrough steps, admins can select from the following step types: hints, pop-ups, and systrays. Hints can be used to direct users to another page in their LMS. Pop-up and systray messages can be used to provide information.

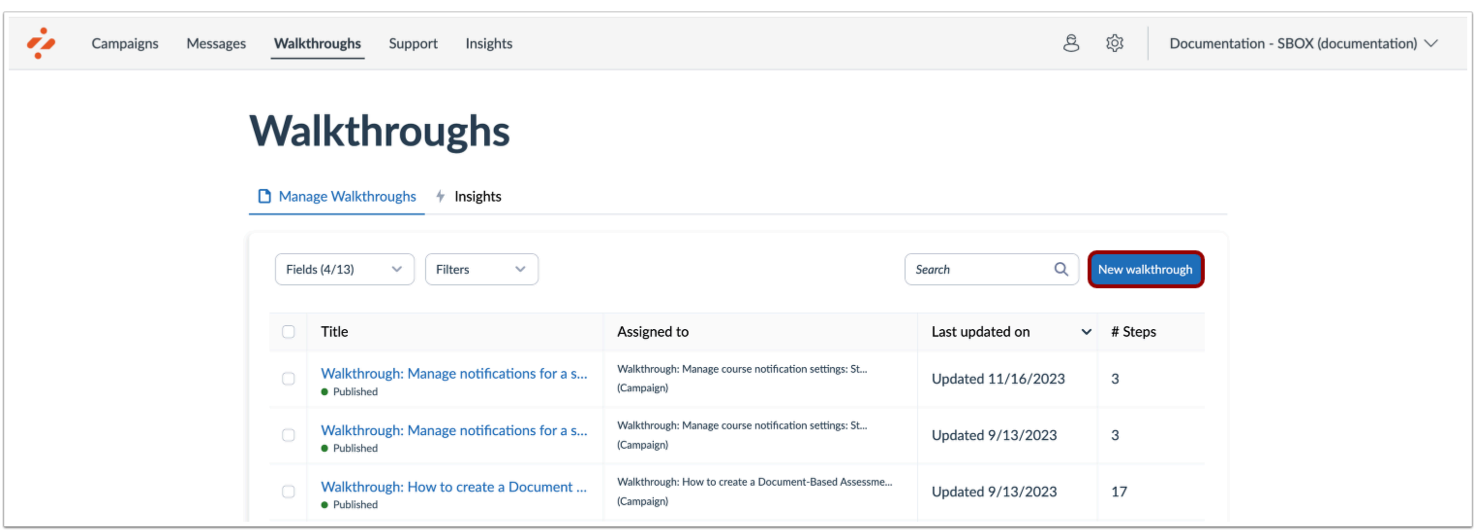
Notes:

- Walkthrough steps must include a context that triggers the step, such as an action or navigating to a page. Free Select Mode is not available when selecting a context.
- Buttons can be added to allow users to navigate between steps or close the walkthrough.
- The Walkthroughs feature preview is in active development.

Open Walkthroughs

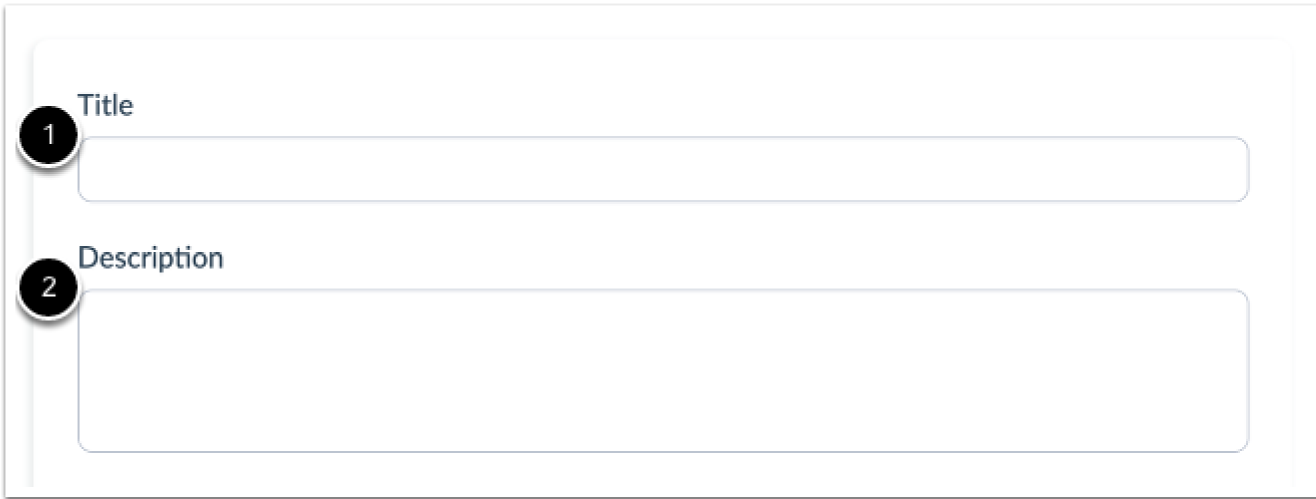
In Global Navigation, click the **Walkthroughs** link.

Create Walkthrough



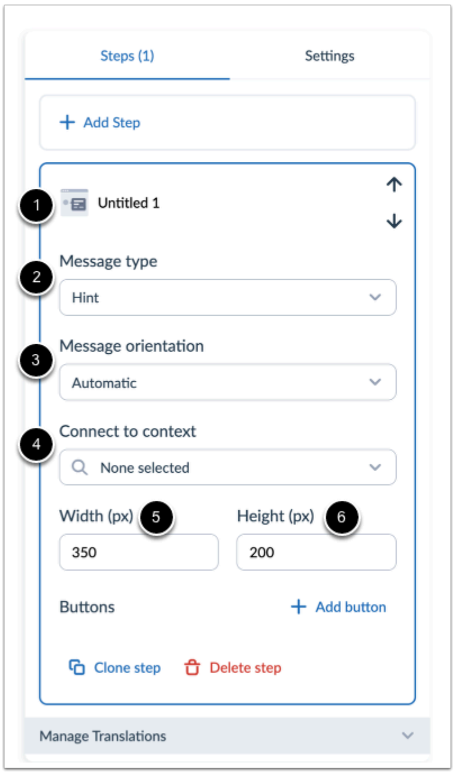
Click the **New walkthrough** button.

Add Walkthrough Details



In the **Title** field [1], enter a title for your walkthrough. In the **Description** field [2], add description text**.**

Create Walkthrough Steps



In the **Untitled 1** field [1], view the title.

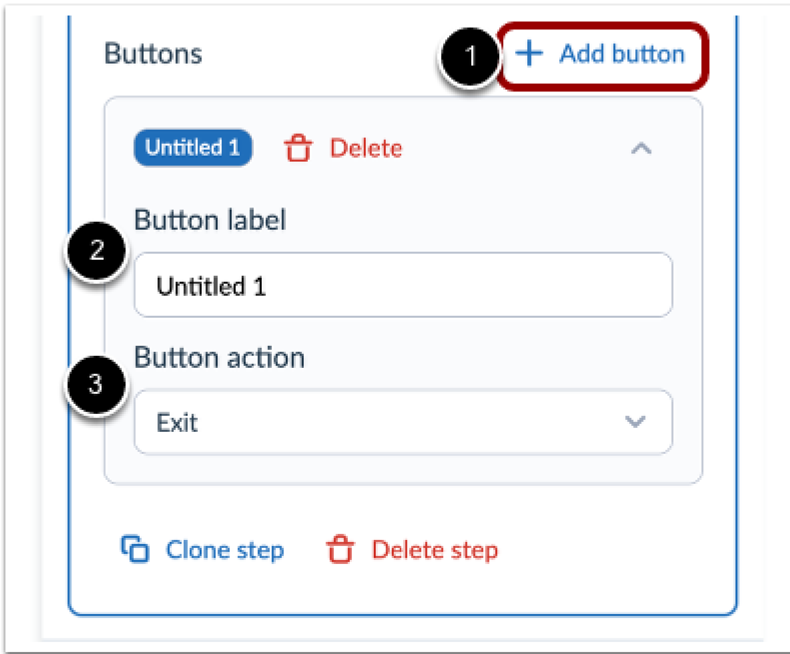
In the **Message type** drop-down menu [2], select the message type you would like to display. You can select between hint, pop-up, or systray messages.

In the **Message orientation** drop-down menu [3], select where you would like to display your step.

In the **Connect to context** drop-down menu [4], select where you want the step to display. Connected contexts display where the step is displayed.

If you would like to modify the size of your message, enter a number in the **Width** field [5] and **Height** field [6].

Add Buttons

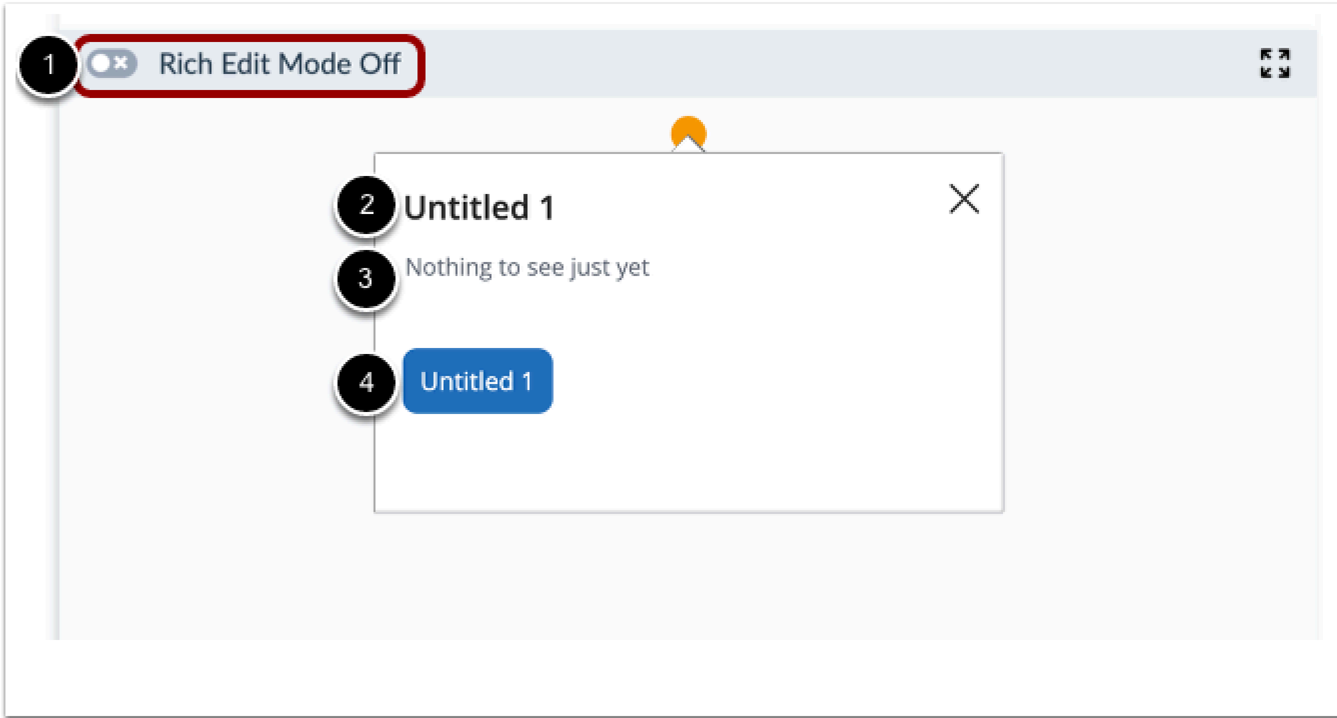


To add a button, click the **Add button** [1].

In the **Button label** field [2], type the button name.

To change the action of the button, click the **Button action** drop-down menu [3]. Depending on the order of the button's action, you can select between next, previous, and exit.

Add Step Details

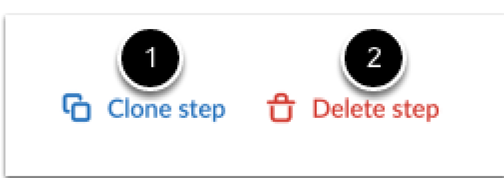


To enable the rich content editor, click the **Rich Edit Mode** toggle button [1].

In the **Untitled** field [1], enter a step title. In the **Nothing to see here just yet** field [2], type the step description.

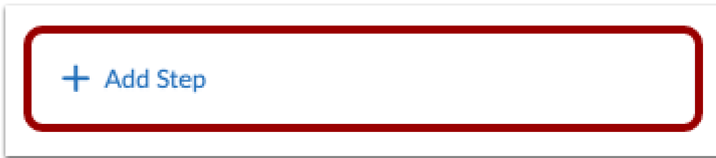
If you have added a button to the step, it will display in the step description [4].

View Additional Step Options



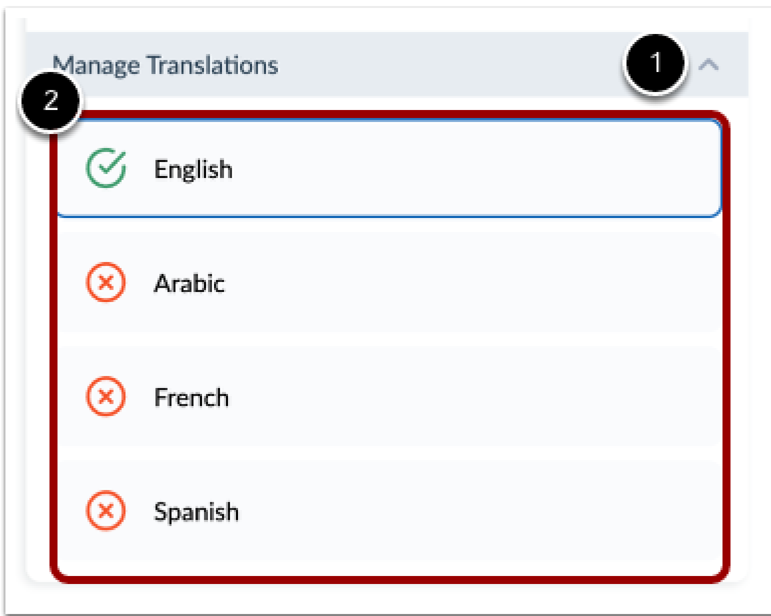
To duplicate and reuse a step, click the **Clone step** link [1]. To delete a step, click the **Delete step** link [2].

Add Additional Steps



To add additional steps to your Walkthrough, click the **Add Step** button.

Manage Translation

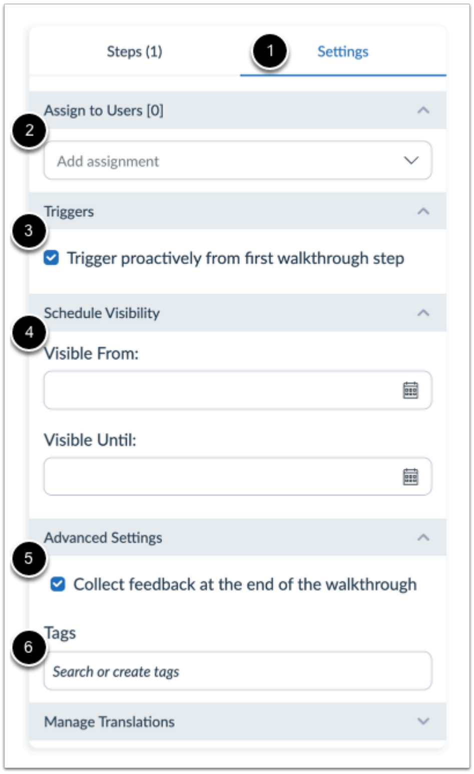


In the Manage Translations section, click the **Manage Translations** drop-down menu [1].

Click the language in which you want to add or edit the message [2].

You can see all of your different languages for your account. To request the addition of a new language please read [How do I add a new language in the Impact Dashboard?]

Edit Settings



In the **Settings** tab [1], you can edit different settings.

To select who is assigned the Walkthrough, click the **Assign to Users** drop-down menu [2].

To immediately begin the Walkthrough when a user opens the page, open the **Triggers** section and ensure the **Trigger proactively from first walkthrough step** checkbox is selected [3].

To schedule message visibility, in the sidebar, locate and open the **Schedule Visibility** section [4].

In the **Visible From** section, select the relevant:

- Start date
- Start time

In the **Visible Until** section, select the relevant:

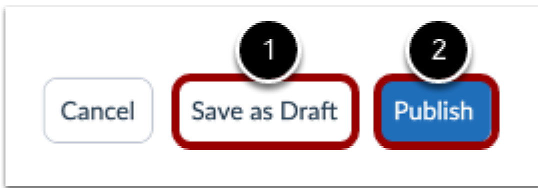
- End date
- End time

To collect feedback from the Walkthrough, open the **Advanced Settings** section and click the **Collect feedback at the end of the walkthrough** checkbox [5].

To search or create tags to add to your Walkthrough, add tags in the **Tags** field [6].

Note: You must assign users to be able to publish the Walkthrough.

Publish Walkthrough



To create a draft of your walkthrough steps to publish later, click the **Save as Draft** button [1]. To publish and make your walkthrough steps visible, click the **Publish** button [2].

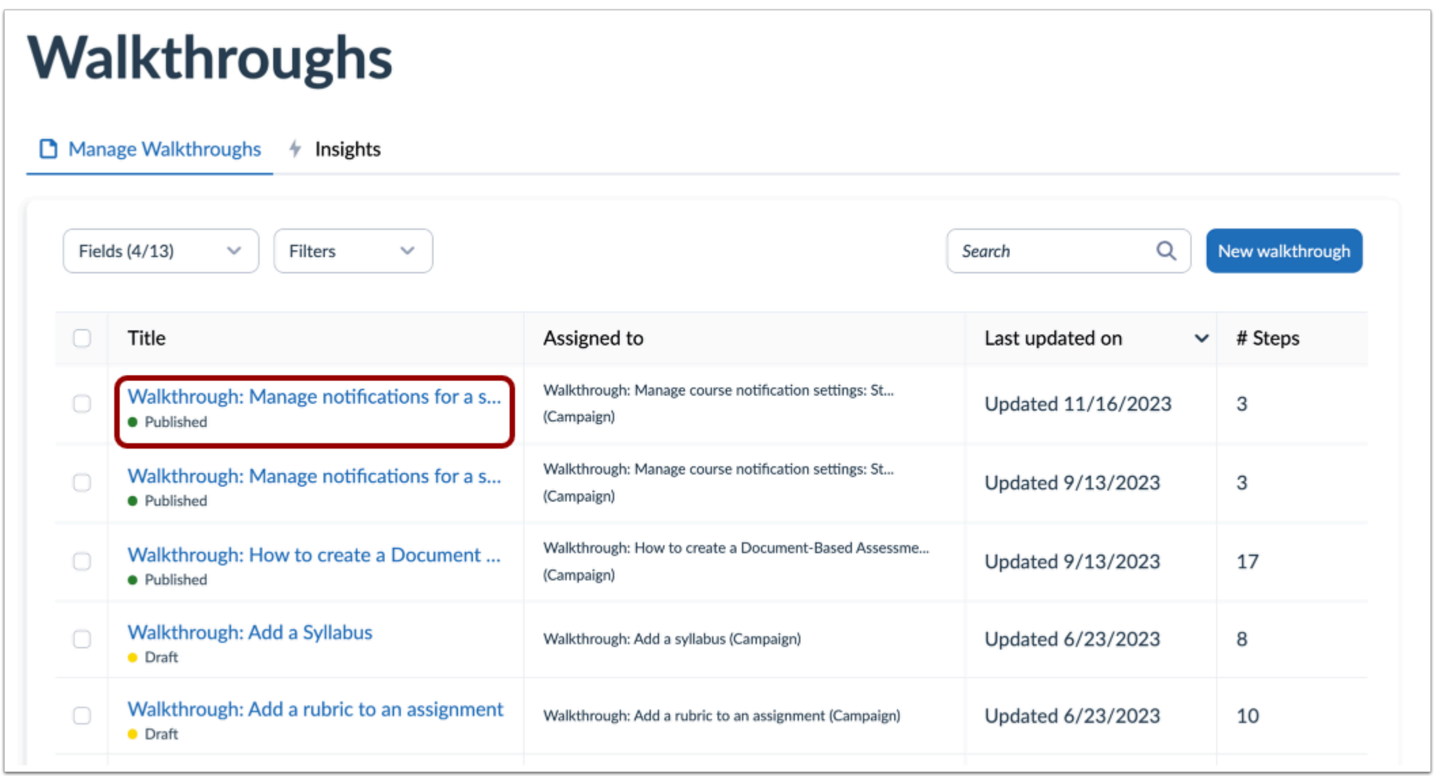
How do I edit a Walkthrough in the Impact Dashboard?

You can edit existing walkthroughs in the Impact Dashboard. Walkthroughs consist of multiple steps that may span multiple pages.

Open Walkthroughs

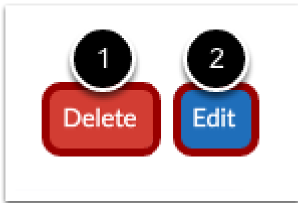
In the Global Navigation, click the **Walkthroughs** link.

Open Walkthrough



To edit an existing walkthrough, click the name of the walkthrough.

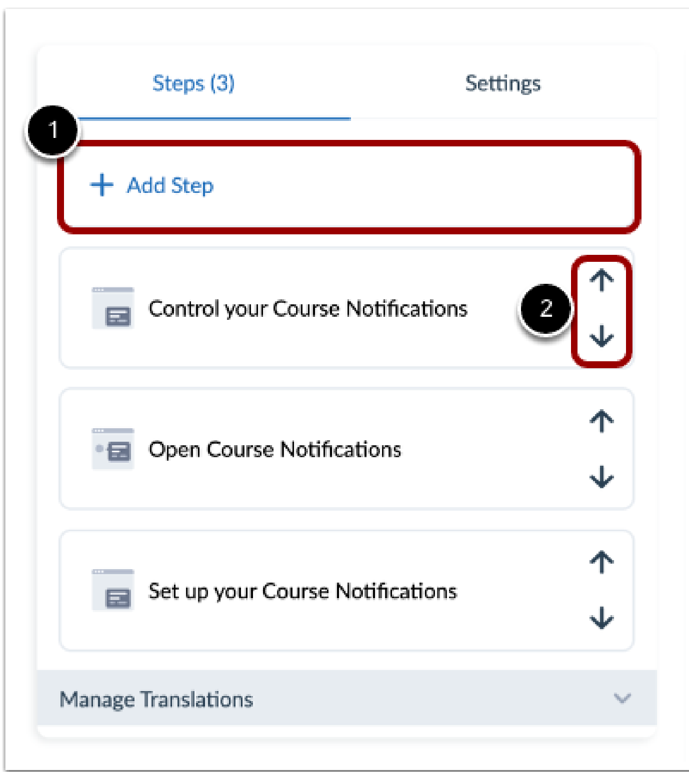
Delete or Edit Walkthrough



To delete a walkthrough, click the **Delete** button [1].

To modify the walkthrough, click the **Edit** button [2].

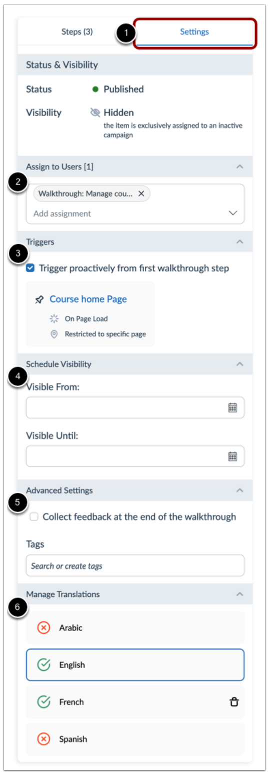
Edit Walkthrough Steps



To add an additional step, click the **Add Step** button [1].

To update a walkthrough step, click the **Drag and Drop** icon [2].

Edit Walkthrough Settings



In the **Settings** tab, you can edit different settings [1].

To update who is assigned the Walkthrough, click the **Assign to Users** drop-down menu [2].

To immediately begin the Walkthrough when a user opens the page, open the **Triggers** section and ensure the **Trigger proactively from first walkthrough step** checkbox is selected [3].

To update the schedule message visibility, in the sidebar, locate and open the **Schedule Visibility** section [4].

To collect feedback from the Walkthrough, open the **Advanced Settings** section and click the **Collect feedback at the end of the walkthrough** checkbox [5].

In the Manage Translations section, click the **Manage Translations** drop-down menu [6].

Update Walkthrough

To unpublish your walkthrough and save your current changes, click the **Save & Unpublished** button [1].

To publish your updated walkthrough, click the **Update** button [2].

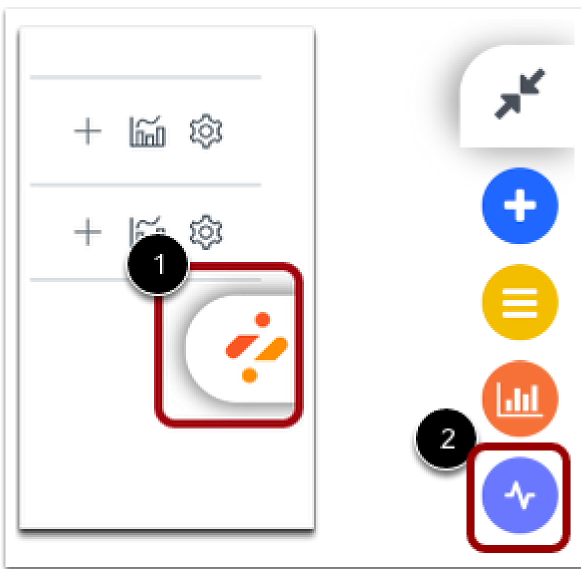
How do I create a Walkthrough in the Impact Inline Editor?

When creating walkthrough steps, admins can select from the following step types: hints, pop-ups, and systrays. Hints can be used to direct users to another page in their LMS. Pop-up and systray messages can be used to provide information.

Notes:

- Walkthrough steps must include a context which triggers the step, such as an action or navigating to a page.
- Buttons can be added to allow users to navigate between steps or close the walkthrough.
- The Walkthroughs feature preview is in active development.

Open Walkthroughs

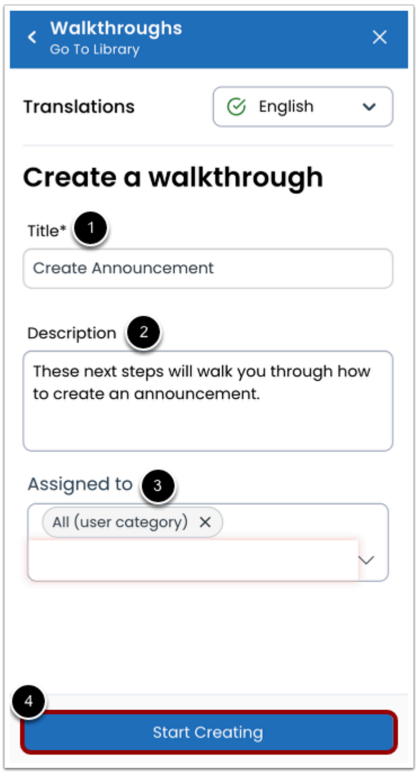


To open Walkthroughs, click the **Impact** icon [1] and then click the **Walkthroughs** icon [2].

Create New Walkthrough

To create a new Walkthrough, click the **Create Walkthrough** button.

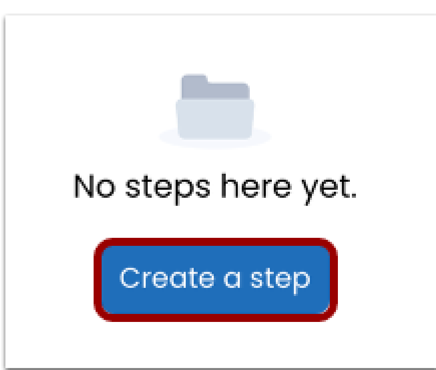
Add Walkthrough Details



In the **Title** field [1], enter a title for your walkthrough. In the **Description** field [2], add description text. In the **Assigned to** field [3], select the users you want to view the walkthrough steps.

Then click the **Start Creating** button [4].

Create Step



To add a new step, click the **Create a step** button.

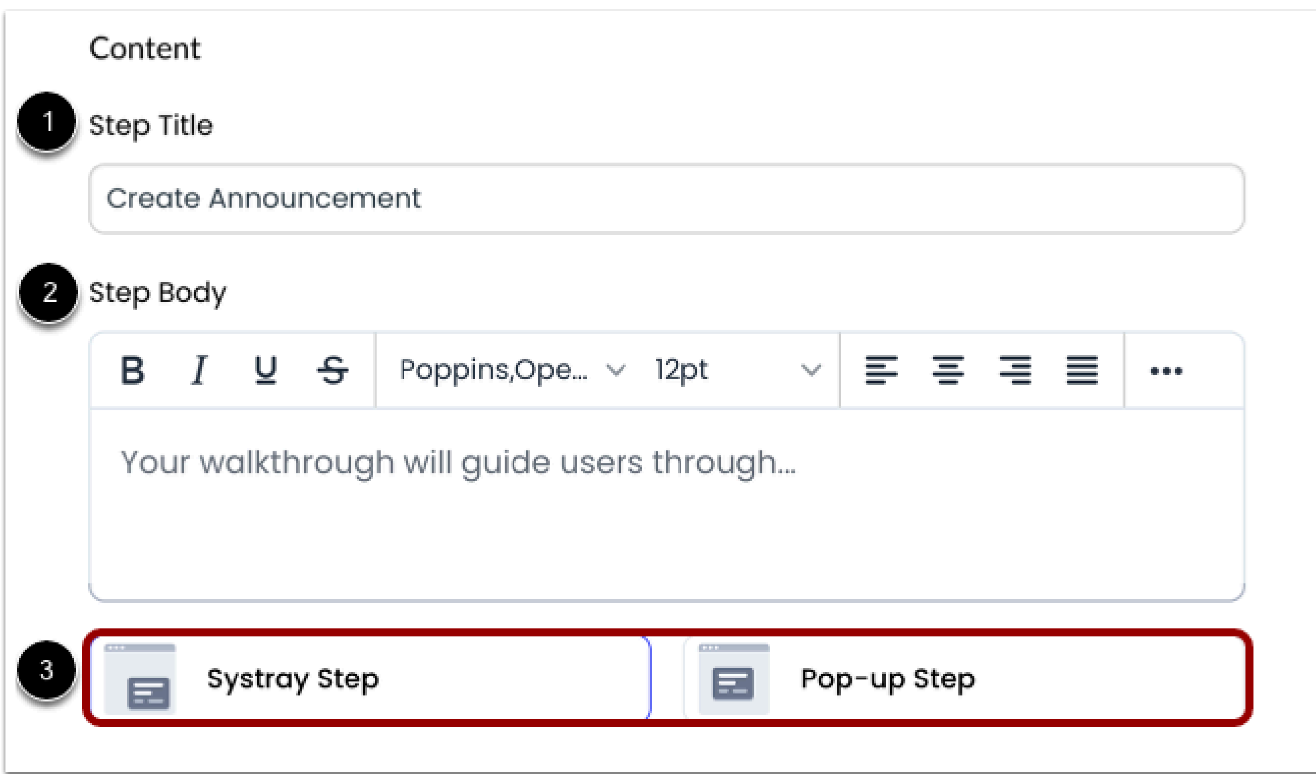
Select Page

If you would like to change the Walkthrough page or element, click the **Select Element (Shift)** toggle button [1]. To confirm the page or element selected for the step, click the **Select Page** button [2].

To cancel creating the step page or element, click the **Exit** button [3].

Note: Free Select Mode is not available when selecting a context.

Add Step Details



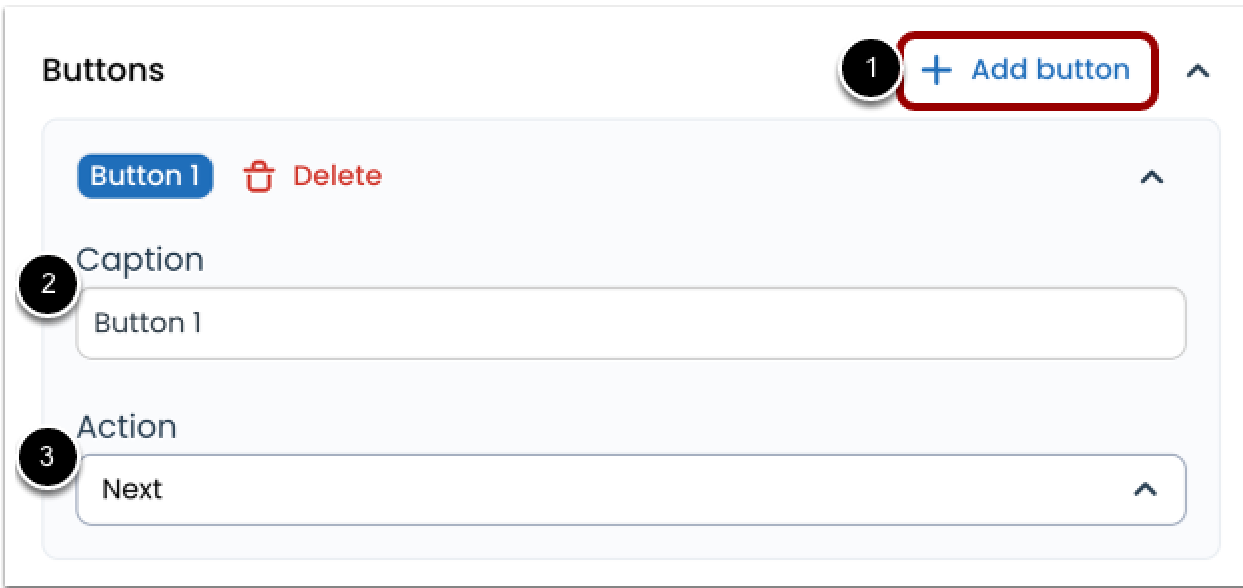
In the **Step Title** field [1], add a step title.

In the **Step Body** field [2], add a description of the step.

To add a message type, click the **Systray Step** button or **Pop-up Step** button [3].

Note: Hint messages are not available in the Inline Editor Walkthrough as a message type.

Add Buttons

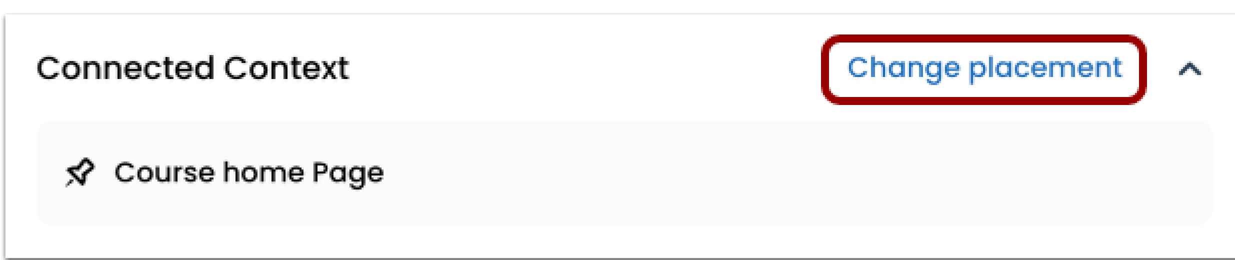


To add a button, click the **Add button** button [1].

In the **Caption** field [2], type the button name.

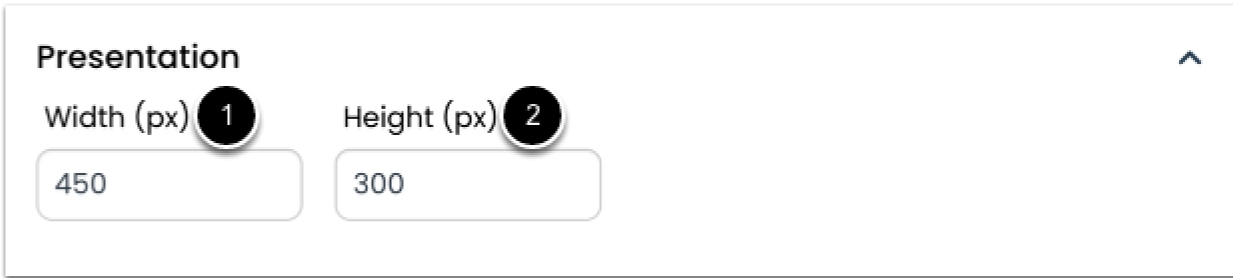
To change the action of the button, click the **Action** drop-down menu [3]. Depending on the order of the button's action, you can select between next, previous, and exit.

Edit Connected Context



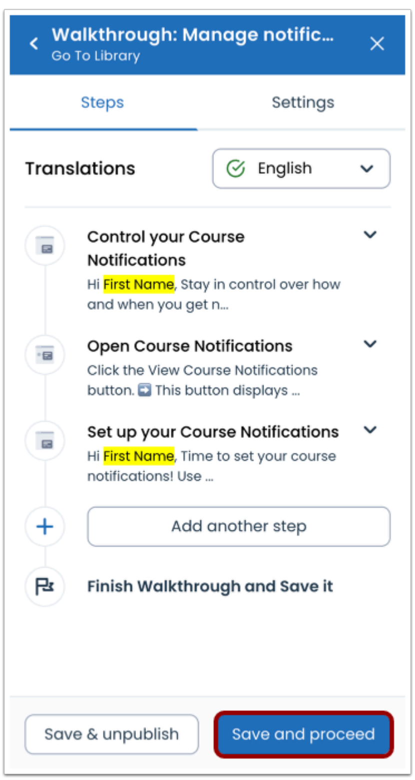
To change the page placement of what page the connected context is being displayed, click the **Change placement** link.

Edit Presentation



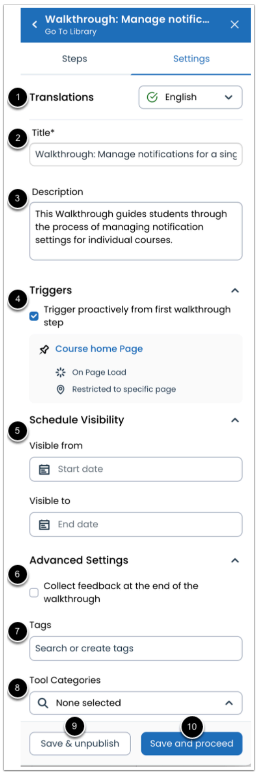
To modify the size of your message, enter a number in the **Width** field [1] and a number in the **Height** field [2].

View Walkthrough Steps



Once you have added all the steps to your walkthrough, click the **Save and proceed** button.

Edit Settings



In the Settings tab, you can edit different settings.

To select a translation, click the **Translation** drop-down menu [1].

To change the title of the Walkthrough, click the **Title** text box [2] and enter the title.

To change the description of the Walkthrough, click the **Description** text box [3] and enter the description.

To immediately begin the Walkthrough when a user opens the page, open the **Triggers** section and ensure the **Trigger proactively from first walkthrough step** checkbox is selected [4].

To schedule message visibility, in the sidebar, locate and open the **Schedule Visibility** section [5].

In the **Visible From** section, select the relevant:

- Start date
- Start time

In the **Visible Until** section, select the relevant:

- End date

- End time

To collect feedback from the Walkthrough, open the Advanced Settings section and click the **Collect feedback at the end of the walkthrough** checkbox [6].

To search or create tags to add to your Walkthrough, add tags in the **Tags** field [7].

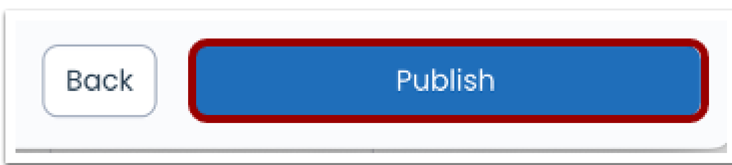
To link your Walkthrough with a Tool Categories, select the **Tool Categories** drop-down menu [8].

To save and unpublish, click the **Save & unpublish** button [9].

To continue and publish, click the **Save and proceed** button [10].

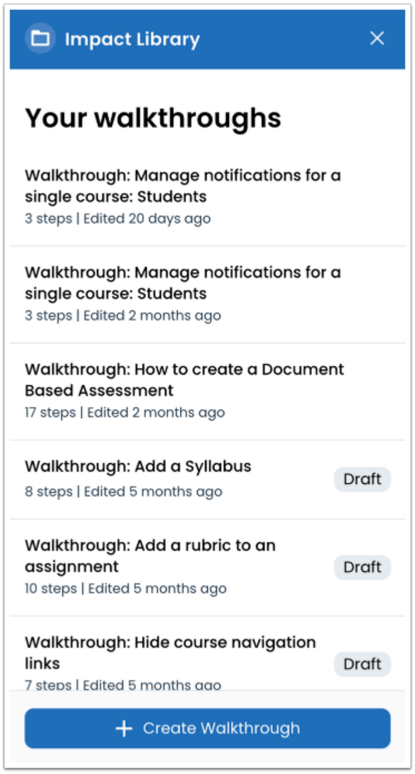
Note: You must assign users to be able to publish the Walkthroughs.

Publish Walkthrough



To publish the Walkthrough, click the **Publish** button.

View Walkthrough



All Walkthroughs are visible within your Impact Library.

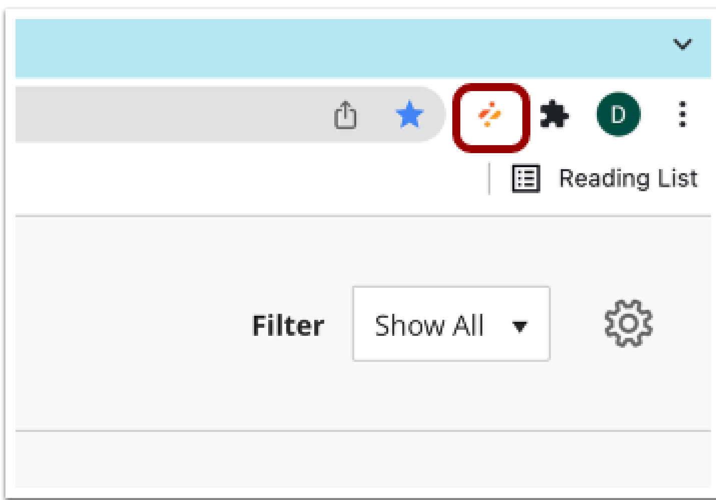
How do I create a Walkthrough in the Impact Inline Editor in Blackboard Learn Ultra?

When creating walkthrough steps, admins can select from the following step types: hints, pop-ups, and systrays. Hints can be used to direct users to another page in their LMS. Pop-up and systray messages can be used to provide information.

Notes:

- Walkthrough steps must include a context that triggers the step, such as an action or navigating to a page.
- Buttons can be added to allow users to navigate between steps or close the walkthrough.
- The Walkthroughs feature preview is in active development.

Launch the Inline Editor

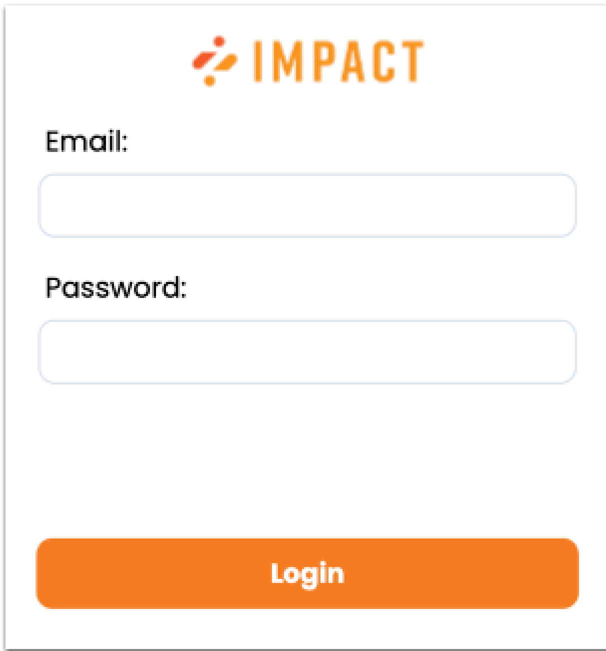


Using Google Chrome, log in to your Blackboard Learn Ultra environment.

To activate the Export Tool extension, click the **Impact** icon.

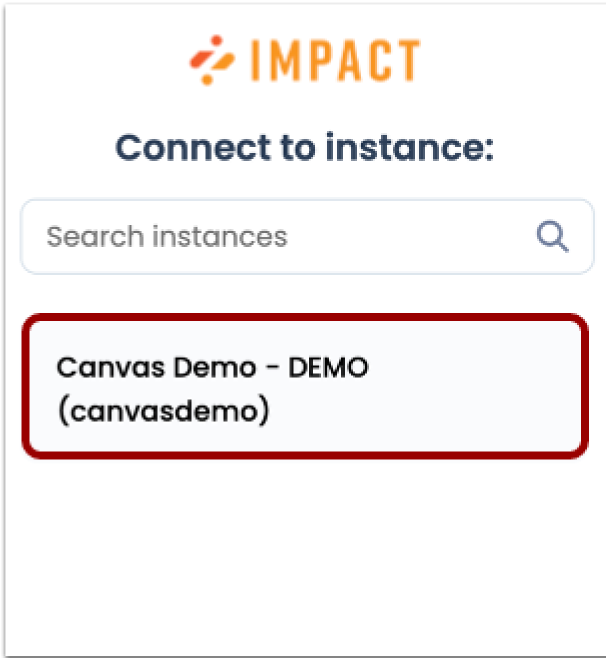
Note: Depending on your Chrome browser you may need to open the Extension menu and then click the Impact Expert Tool extension.

Log in to Impact



Log in using your email address and Impact password.

Connect to Impact Instance

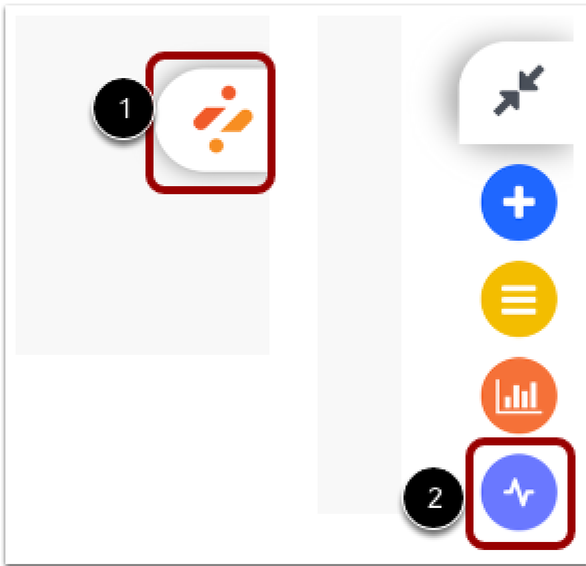


Click the Impact instance which is connected to the Blackboard Learn Ultra environment.

This means with Ultra you no longer connect your expert user and forget about it. With every use of the inline editor in Ultra, you connect an LMS to an Impact system.

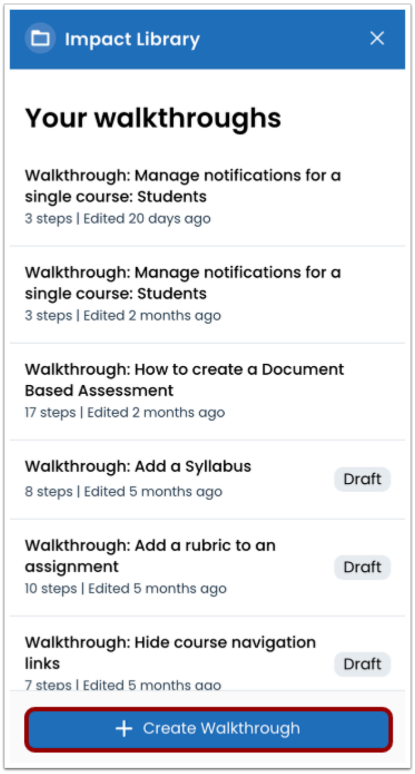
Note: Using the Chrome plugin you can create contexts on an Impact system different from the one connected to that LMS. You can connect the plugin to any instance you have access to, regardless of the LMS you are logged into. Be careful which instance you are logged into, especially when defining any context.

Open Inline Editor



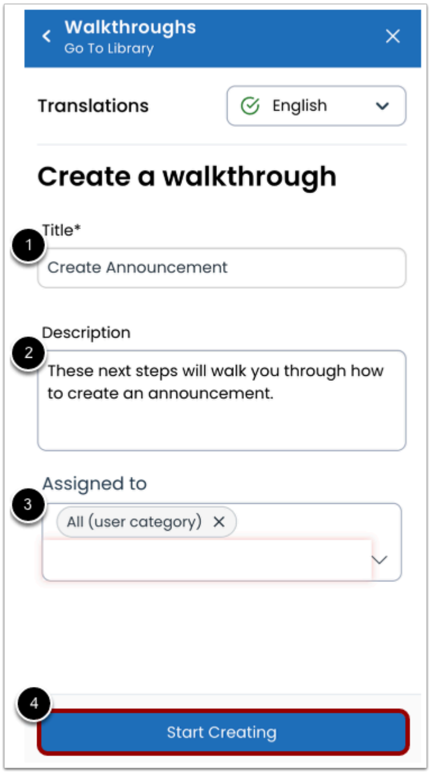
After the page has reloaded, click the **Impact** icon [1] and then click the **Walkthroughs** icon [2].

Create New Walkthrough



To create a new Walkthrough, click the **Create Walkthrough** button.

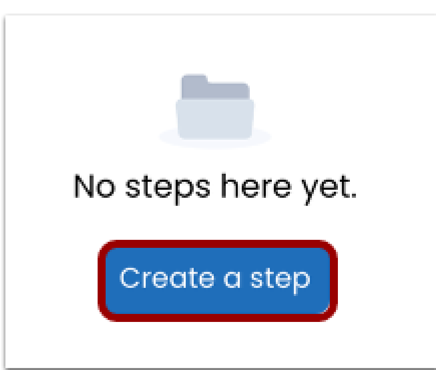
Add Walkthrough Details



In the **Title** field [1], enter a title for your walkthrough. In the **Description** field [2], add description text. In the **Assigned to** field [3], select the users you want to view the walkthrough steps.

Then click the **Start Creating** button [4].

Create Step



To add a new step, click the **Create a step** button.

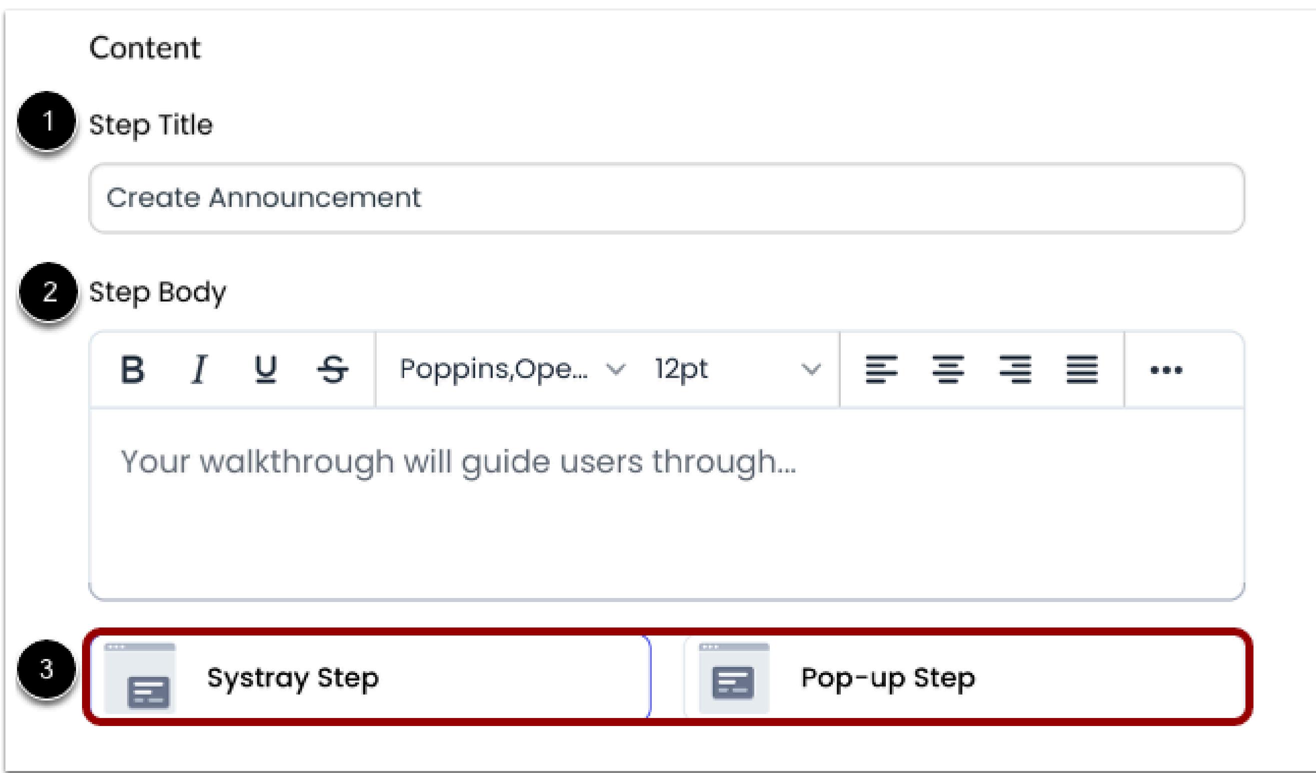
Select Page

If you would like to change the Walkthrough page or element, click the **Select Element (Shift)** toggle button [1]. To confirm the page or element selected for the step, click the **Select Page** button [2].

To cancel creating the step page or element, click the **Exit** button [3].

Note: Free Select Mode is not available when selecting a context.

Add Step Details



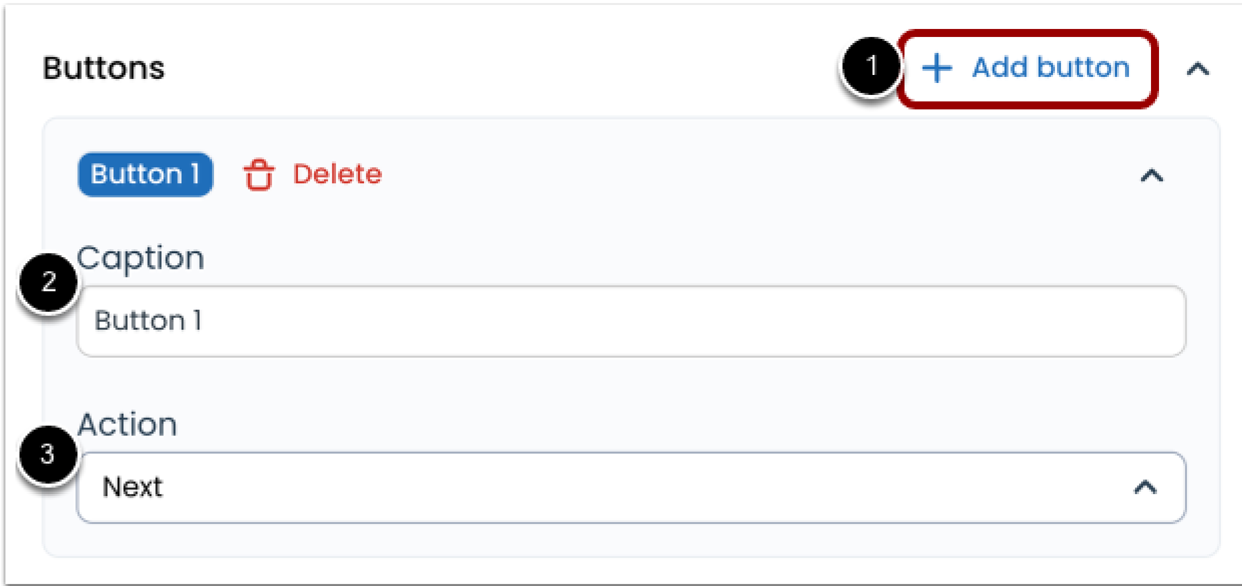
In the **Step Title** field [1], add a step title.

In the **Step Body** field [2], add a description of the step.

To add a message type, click the **Systray Step** button or **Pop-up Step** button [3].

Note: Hint messages are not available in the Inline Editor Walkthrough as a message type.

Add Buttons

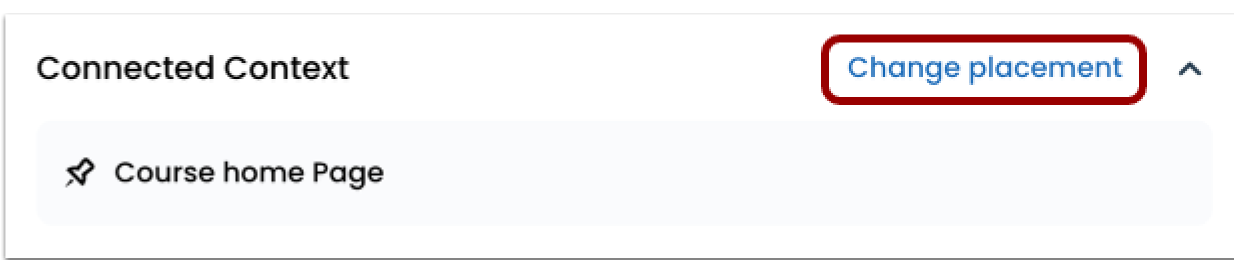


To add a button, click the **Add button** button [1].

In the **Caption** field [2], type the button name.

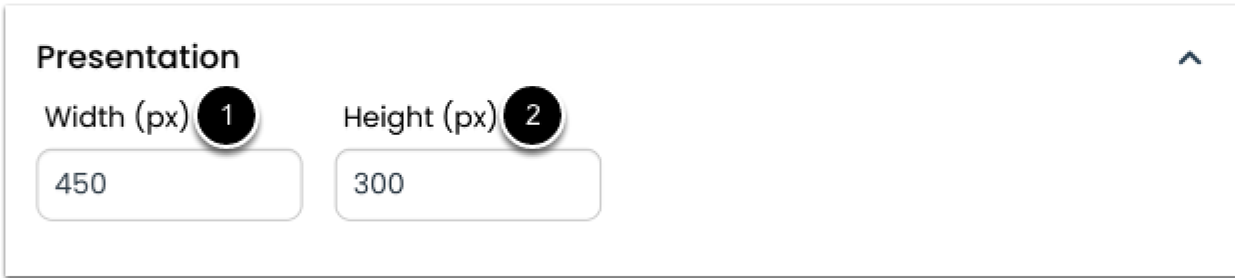
To change the action of the button, click the **Action** drop-down menu [3]. Depending on the order of the button's action, you can select between next, previous, and exit.

Edit Connected Context



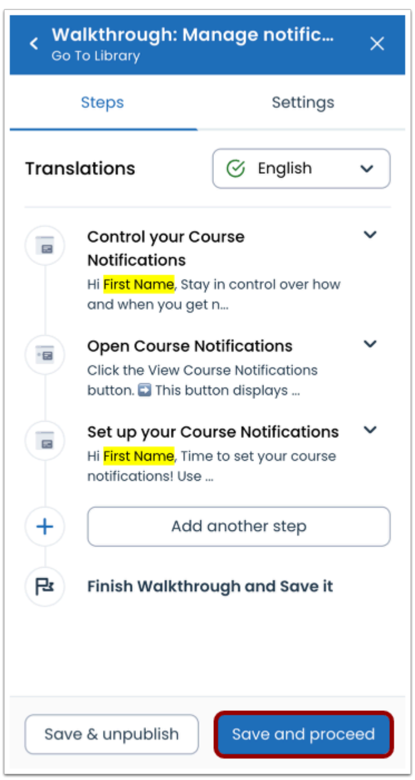
To change the page placement of what page the connected context is being displayed, click the **Change placement** link.

Edit Presentation



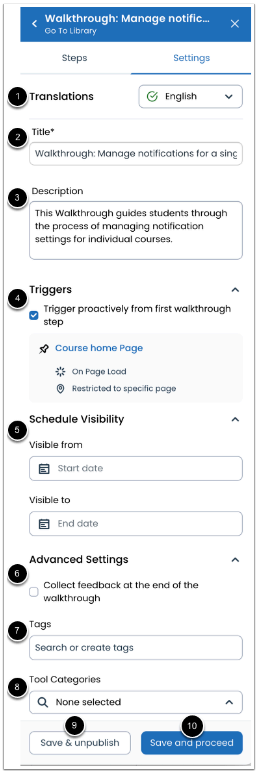
To modify the size of your message, enter a number in the **Width** field [1] and a number in the **Height** field [2].

View Walkthrough Steps



Once you have added all the steps to your walkthrough, click the **Save and proceed** button.

Edit Settings



In the Settings tab, you can edit different settings.

To select a translation, click the **Translation** drop-down menu [1].

To change the title of the Walkthrough, click the **Title** text box [2] and enter the title.

To change the description of the Walkthrough, click the **Description** text box [3] and enter the description.

To immediately begin the Walkthrough when a user opens the page, open the **Triggers** section and ensure the **Trigger proactively from first walkthrough step** checkbox is selected [4].

To schedule message visibility, in the sidebar, locate and open the **Schedule Visibility** section [5].

In the **Visible From** section, select the relevant:

- Start date
- Start time

In the **Visible Until** section, select the relevant:

- End date

- End time

To collect feedback from the Walkthrough, open the Advanced Settings section and click the **Collect feedback at the end of the walkthrough** checkbox [6].

To search or create tags to add to your Walkthrough, add tags in the **Tags** field [7].

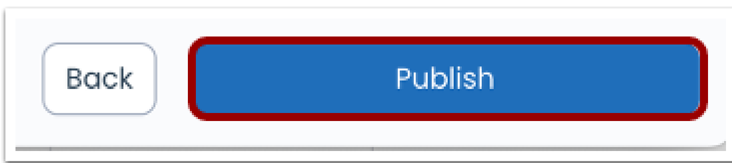
To link your Walkthrough with a Tool Categories, select the **Tool Categories** drop-down menu [8].

To save and unpublish, click the **Save & unpublish** button [9].

To continue and publish, click the **Save and proceed** button [10].

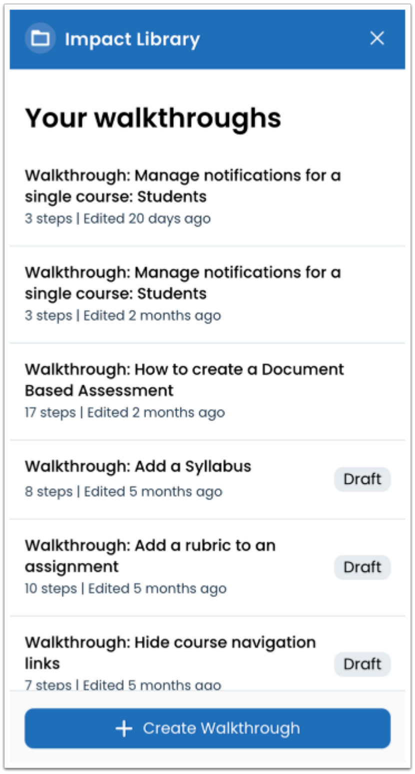
Note: You must assign users to be able to publish the Walkthroughs.

Publish Walkthrough



To publish the Walkthrough, click the **Publish** button.

View Walkthrough

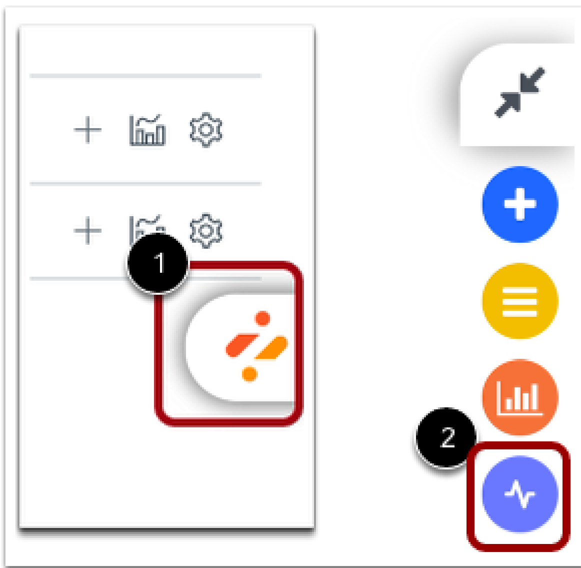


All Walkthroughs are visible within your Impact Library.

How do I edit a Walkthrough in the Impact Inline Editor?

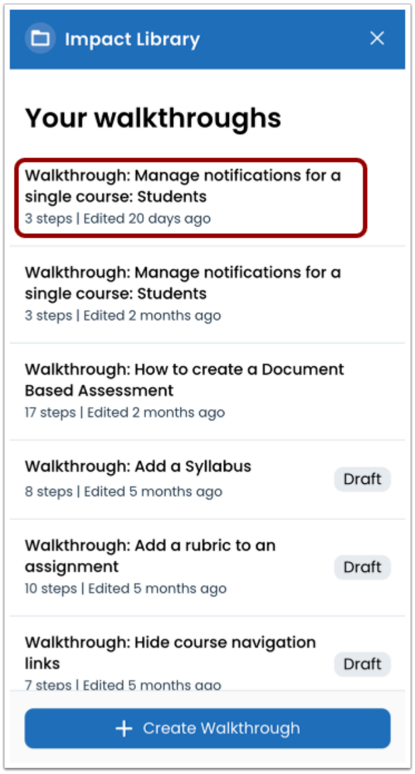
You can edit existing walkthroughs in the Impact Inline Editor. Walkthroughs consist of multiple steps that may span multiple pages.

Open Walkthroughs



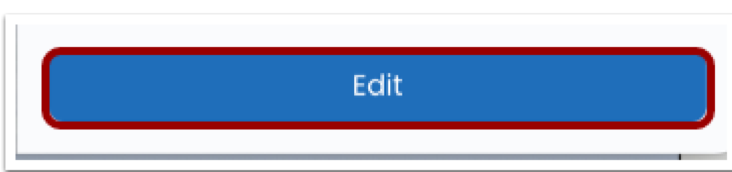
To open Walkthroughs, click the **Impact** icon [1] and then click the **Walkthrough** icon [2].

Open Walkthrough



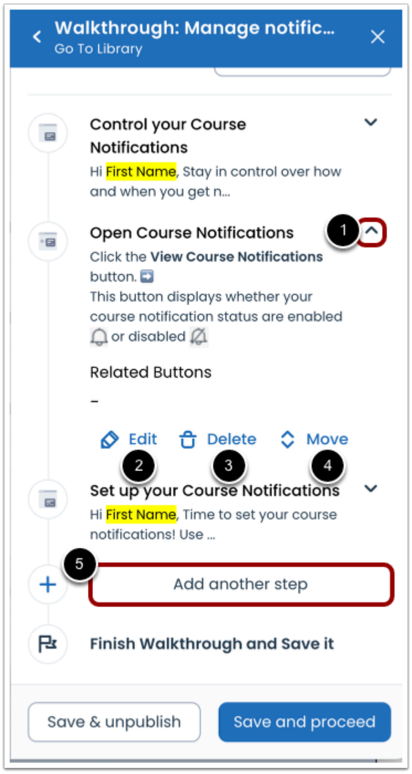
To edit an existing walkthrough, click the name of the walkthrough.

Edit Walkthrough



To edit the walkthrough, click the **Edit** button.

Edit Walkthrough Steps

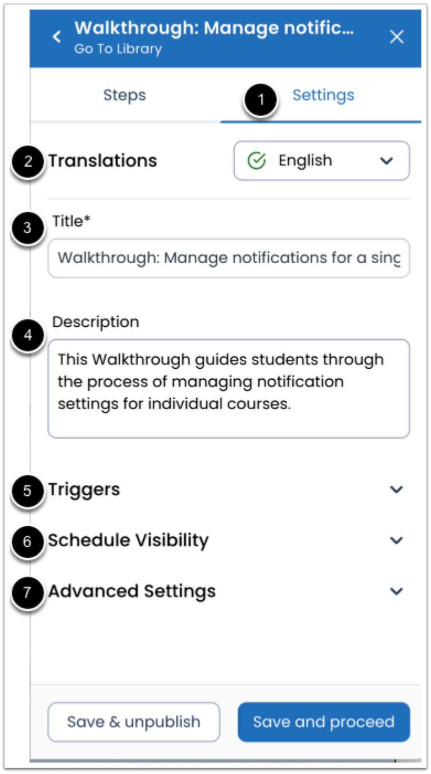


To edit or delete a step, click the **Step** drop-down menu [1].

To edit the step, click the **Edit** link [2]. To delete the step, click the **Delete** link [3]. To move the step, click the **Move** link [4].

To add an additional step, click the **Add another step** button [5].

Edit Walkthrough Settings



In the **Settings** tab, you can edit different settings [1].

In the Manage Translations section, click the **Translations** drop-down menu [2].

Use the **Title** field [3], to update the name of the walkthrough.

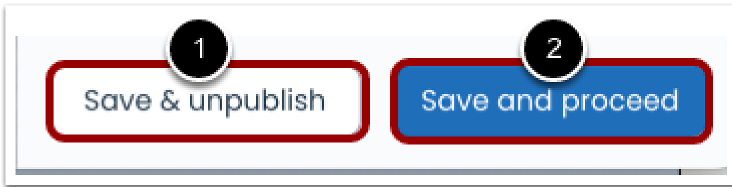
To update the description, click on the **Description** field. [4]

To immediately begin the Walkthrough when a user opens the page, click the **Triggers** section [5].

To update the schedule message visibility, click the **Schedule Visibility** section [6].

To collect feedback from the Walkthrough, click the **Advanced Settings** section [7].

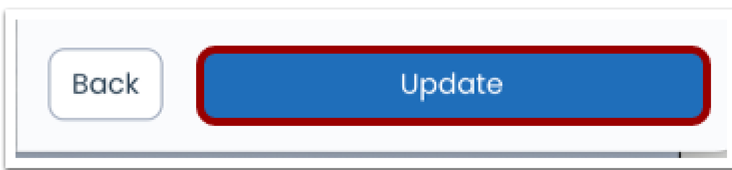
Save Walkthrough



To unpublish your walkthrough and save your current changes, click the **Save & Unpublished** button [1].

To save your walkthrough, click the **Save and proceed** button [2].

Update Walkthrough

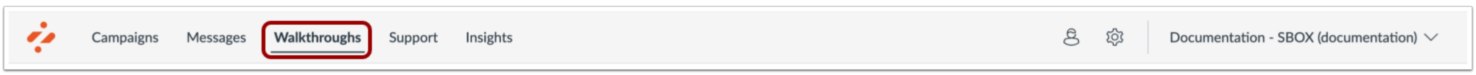


To publish your walkthrough changes, click the **Update** button.

How do I view Walkthrough ratings in the Impact Dashboard?

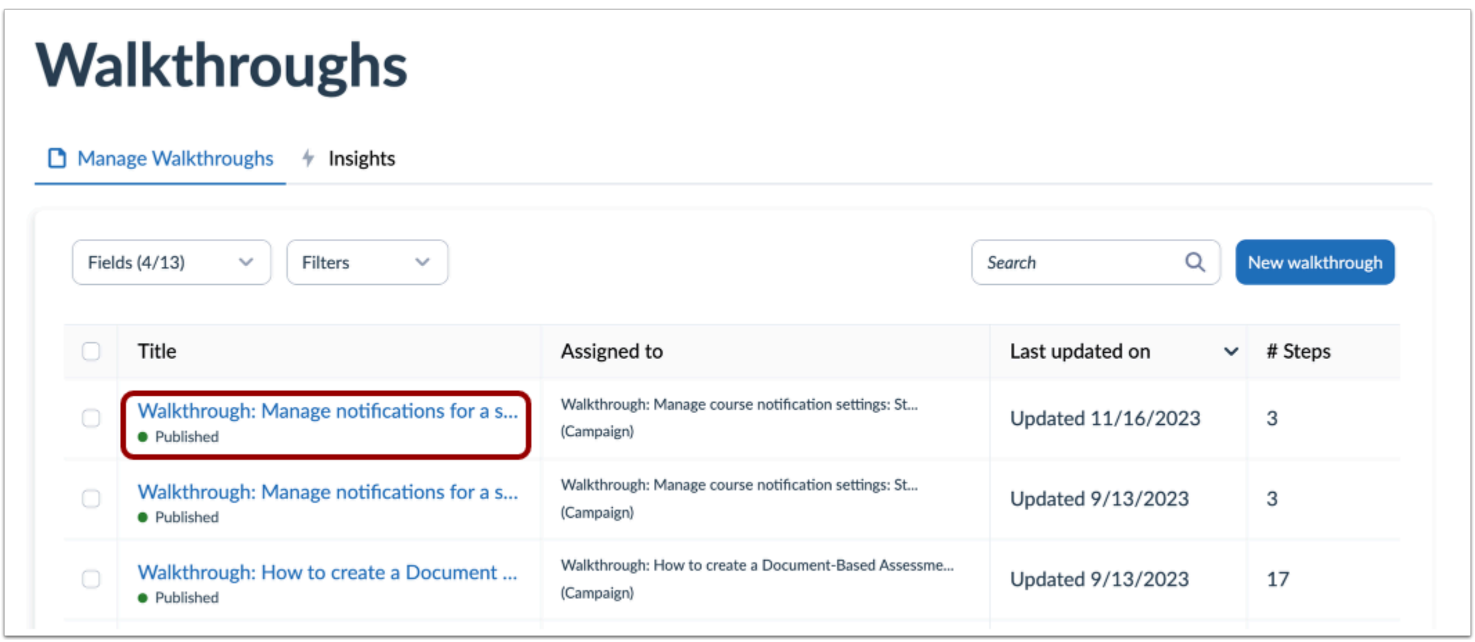
If enabled, a user may submit a rating for a walkthrough when a walkthrough is closed or completed. Walkthrough ratings display the percentage of upvotes, downvotes, and number of total votes associated with a walkthrough. You can view walkthrough ratings in the Impact Dashboard.

Open Walkthroughs



In Global Navigation, click the **Walkthroughs** link.

Open Walkthrough



To view ratings associated with a walkthrough, click the walkthrough name.

View Walkthrough Ratings

The Feedback section displays walkthrough ratings.

Walkthrough ratings display the percentage of upvotes [1], downvotes [2], and the number of total votes submitted for the walkthrough [3].

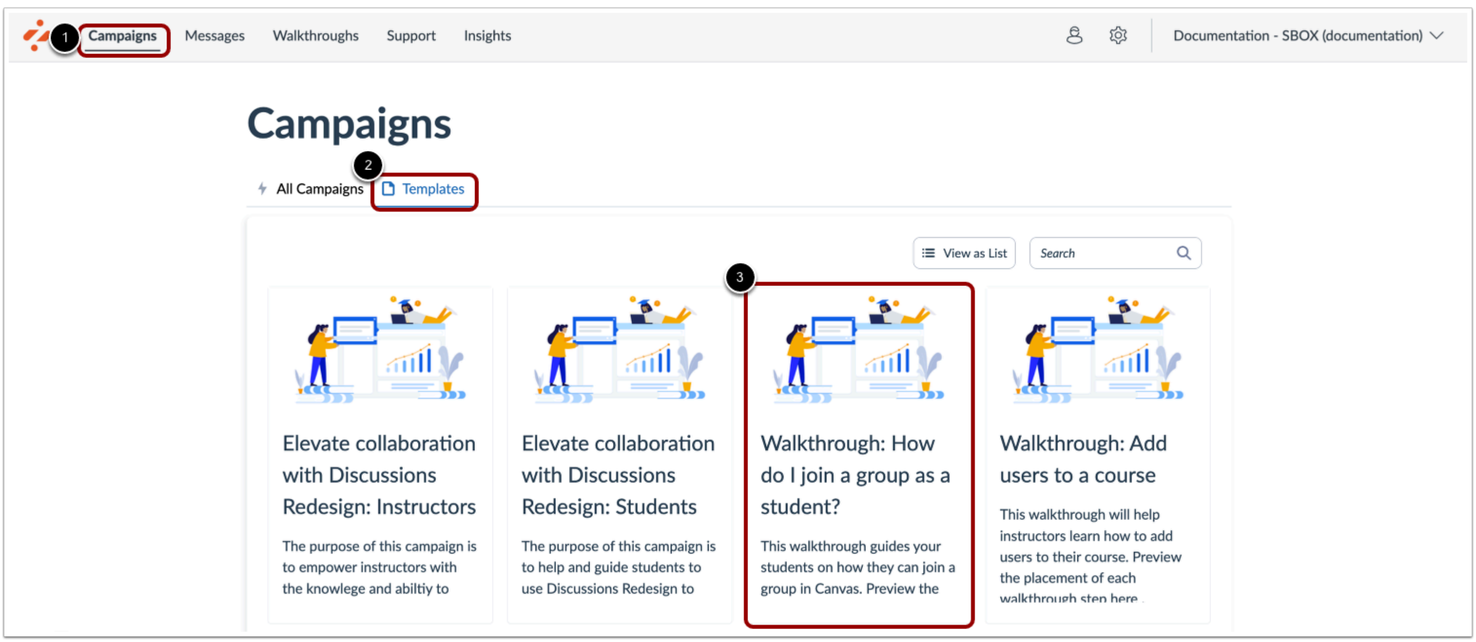
How are Out of the Box Walkthroughs delivered?

Out of the Box Walkthroughs will be delivered to you via Campaigns. All Campaigns that include a Walkthrough will be prefixed with the word 'Walkthrough'.

Notes:

- Out of the Box Walkthroughs are created with a global approach in mind and therefore cannot meet the specific needs of each individual customer. You can customize Walkthrough steps and campaign content once they are imported.
- Out of the Box Walkthroughs are currently unavailable for Blackboard users.

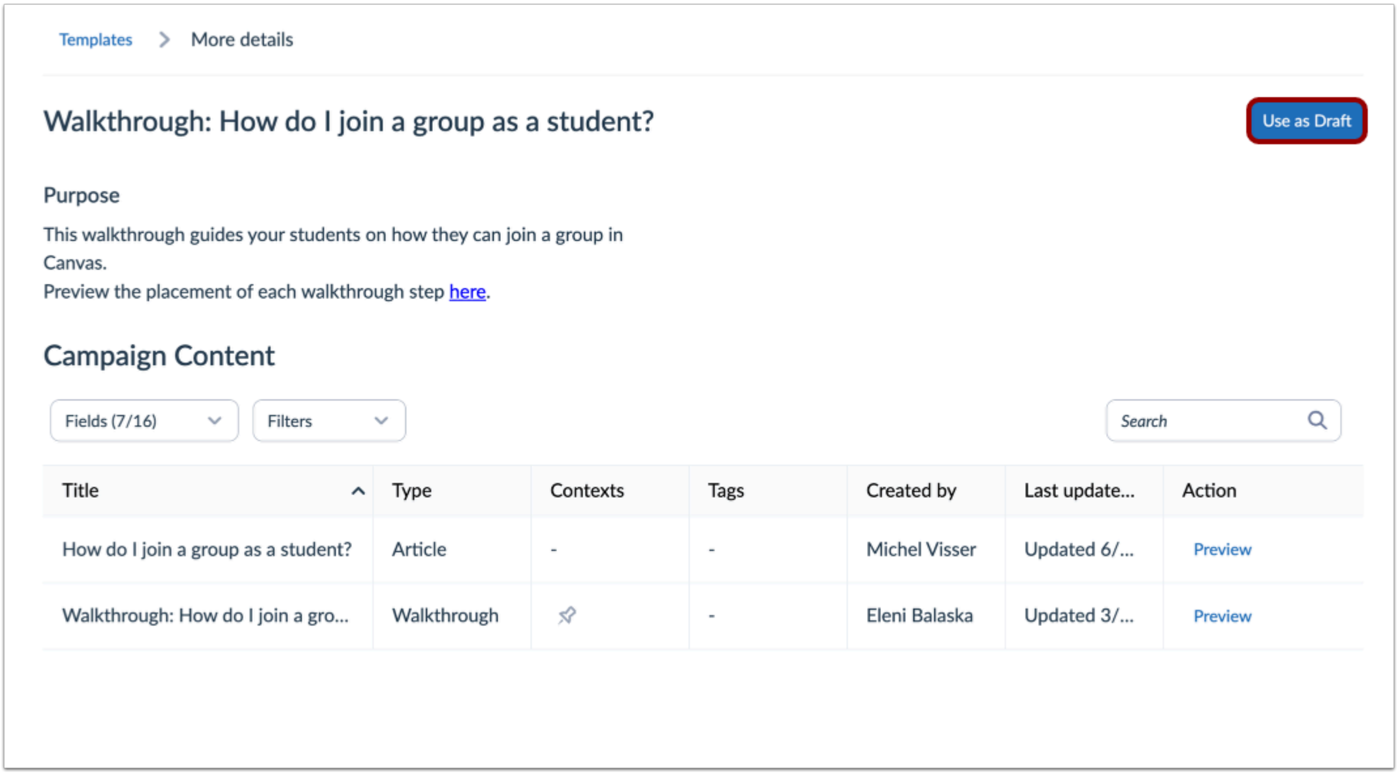
Importing Campaigns



In the top navigation, click the **Campaigns** link [1]. Then click the **Templates** tab [2].

Locate and select the walkthrough campaign template you are interested in using [3].

Use as Draft

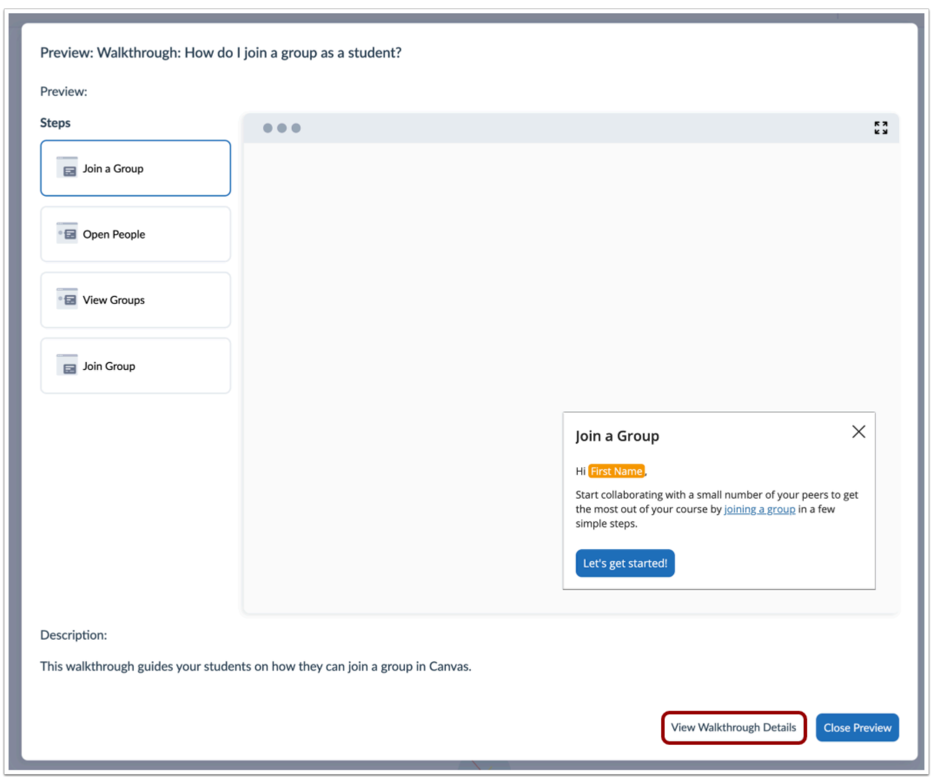


Click the **Use as Draft** button. This will result in an import of the campaign with all items included: walkthroughs, articles, and monitors.

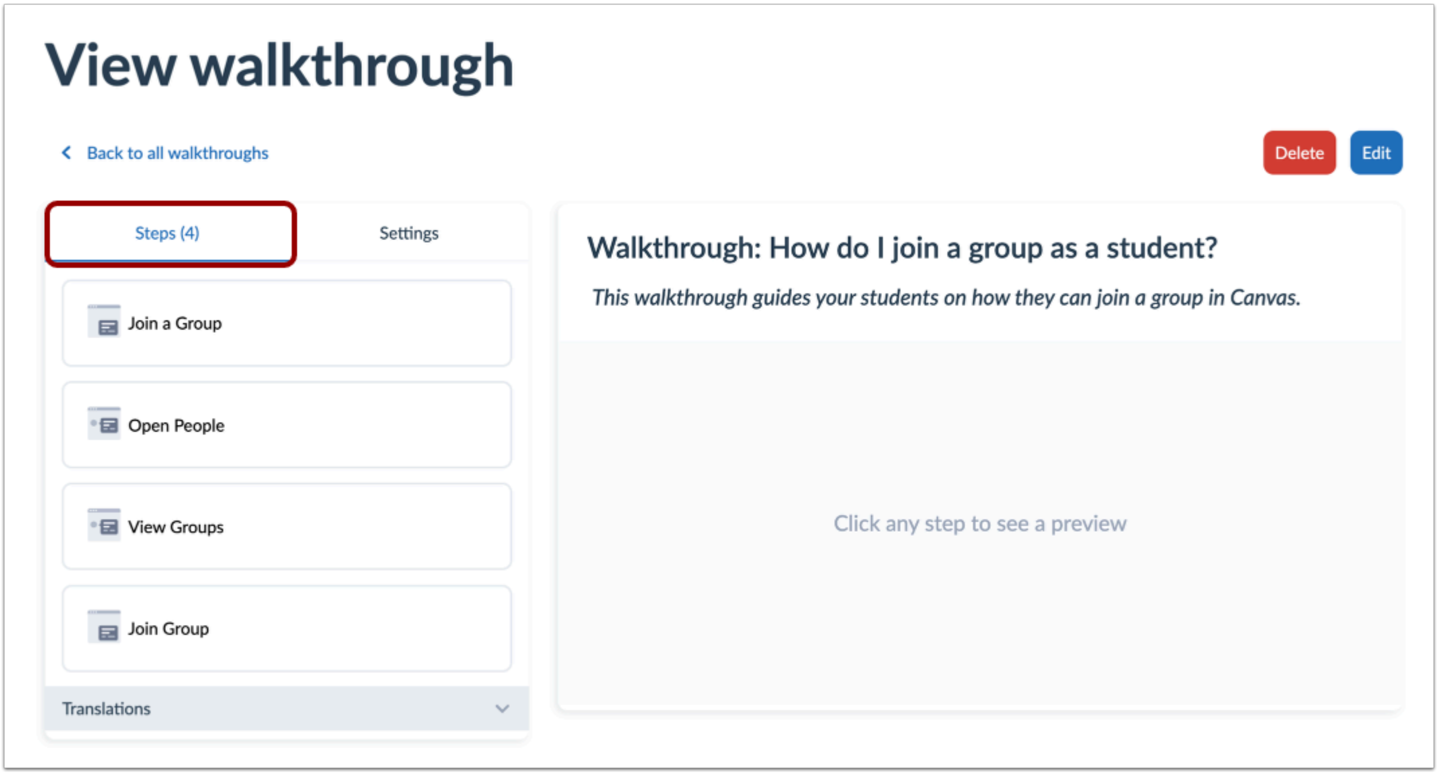
Note: Walkthroughs are handled as a single content item within campaigns, therefore individual steps will not be displayed inside the campaign shell.

Access Walkthroughs

Click on the **Preview** button for the Walkthrough inside your campaign. This will open the Walkthrough Preview modal.



In the Walkthrough Preview Model, click the **View Walkthrough Details** button. This will open the Walkthrough details page.



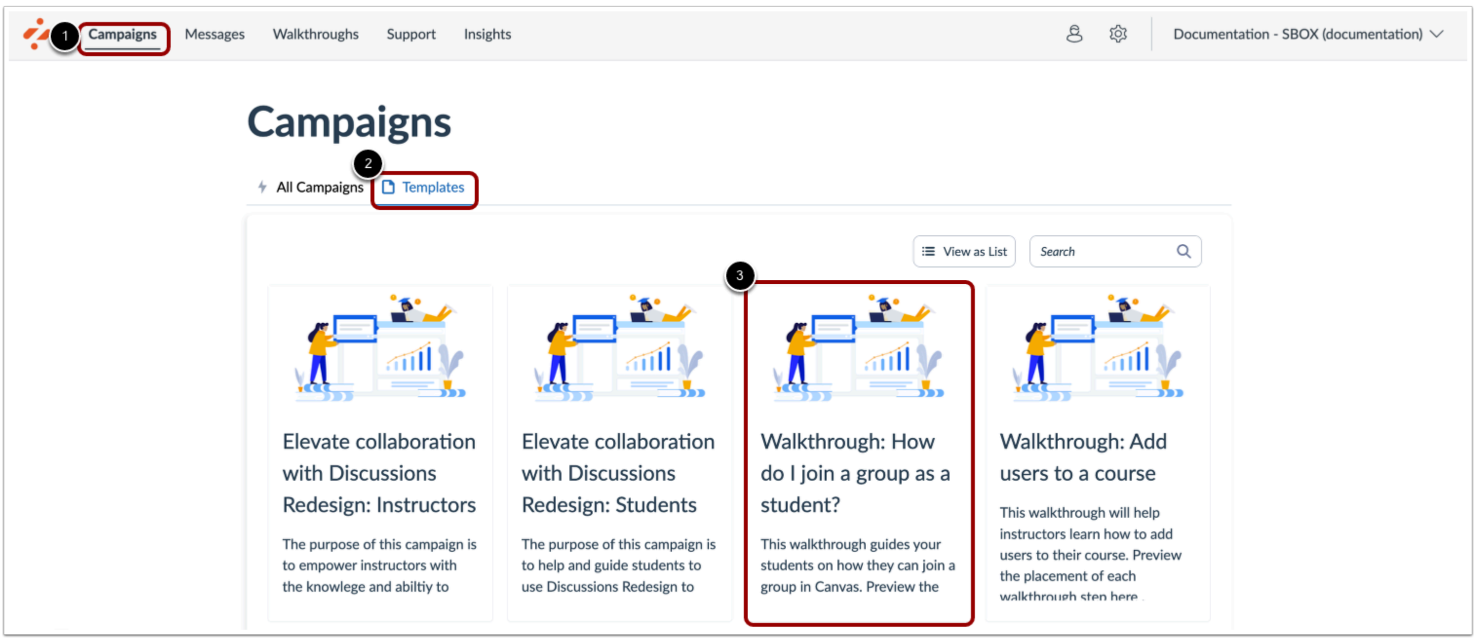
After accessing your Walkthrough, you can reach all of the different **steps** included in the Walkthrough. This is a local copy of the Walkthrough, which means you can customize the content of the steps to meet the needs of your users.

Note: The Walkthrough will automatically be published and assigned to the campaign. This does NOT mean that it is visible to end users. The Walkthrough will only be visible when you assign, share, and start the campaign.

How do I find which articles are included in an Out of the Box Walkthrough?

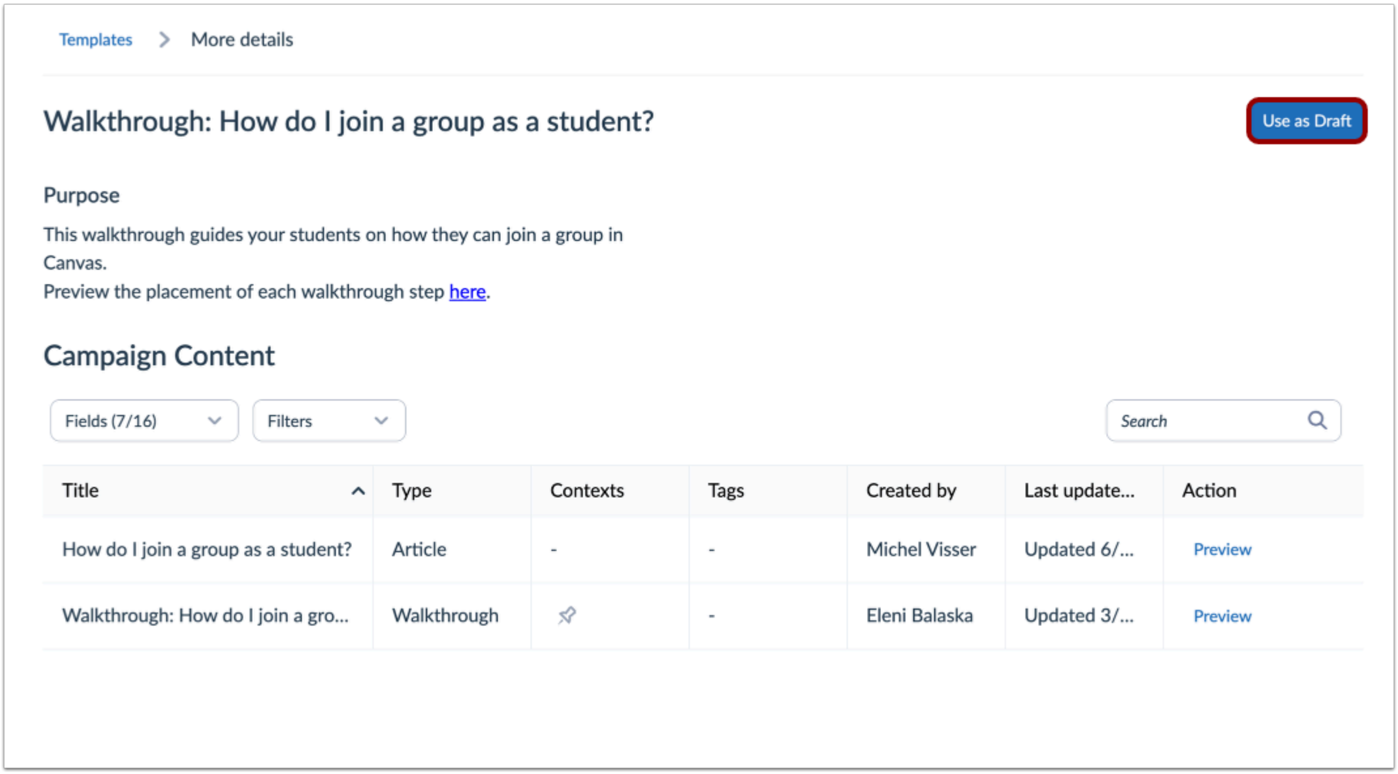
Out of the Box Walkthroughs are delivered with articles throughout various steps. You can see the articles listed through the campaign.

Articles in a Walkthrough



In the top navigation, click the **Campaigns** link [1]. Then click the **Templates** tab [2].

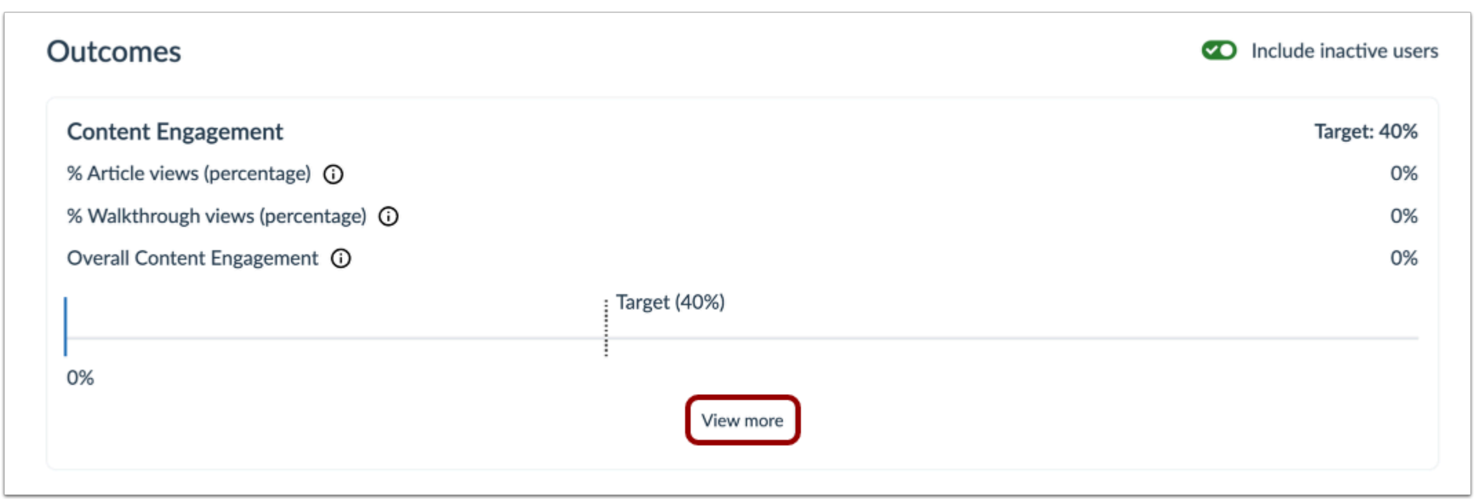
Locate and select the walkthrough campaign template you are interested in using [3].



Click the **Use as Draft** button.

Note: You may view the campaign content prior to selecting the Use as Draft button.

Article Performance



Click the **View More** button in the Content Engagement section to view Articles in the Walkthrough.

The Content Engagement Article Performance table represents the total unique users engaging with the walkthrough, the total number of views, up- and down-votes, and clicks on links within the walkthrough.

Note: We recommend that you do not assign Out of the Box Walkthroughs to user groups within the walkthrough but instead control the visibility by assigning and starting the campaign, to benefit from the insights offered.

Campaign Content

Open the campaign and scroll down to see **Campaign Content** [1]. Click the **Preview** button for each help item to see its contents [2].

The campaign includes a list of all the different articles that have been included in the various steps of the Walkthrough.

If you choose to add/remove an article to/from a Walkthrough step, it is recommended that you also [add/remove the article from the campaign]() as well. This will ensure that your Campaign Engagement: Knowledge base data is accurate.

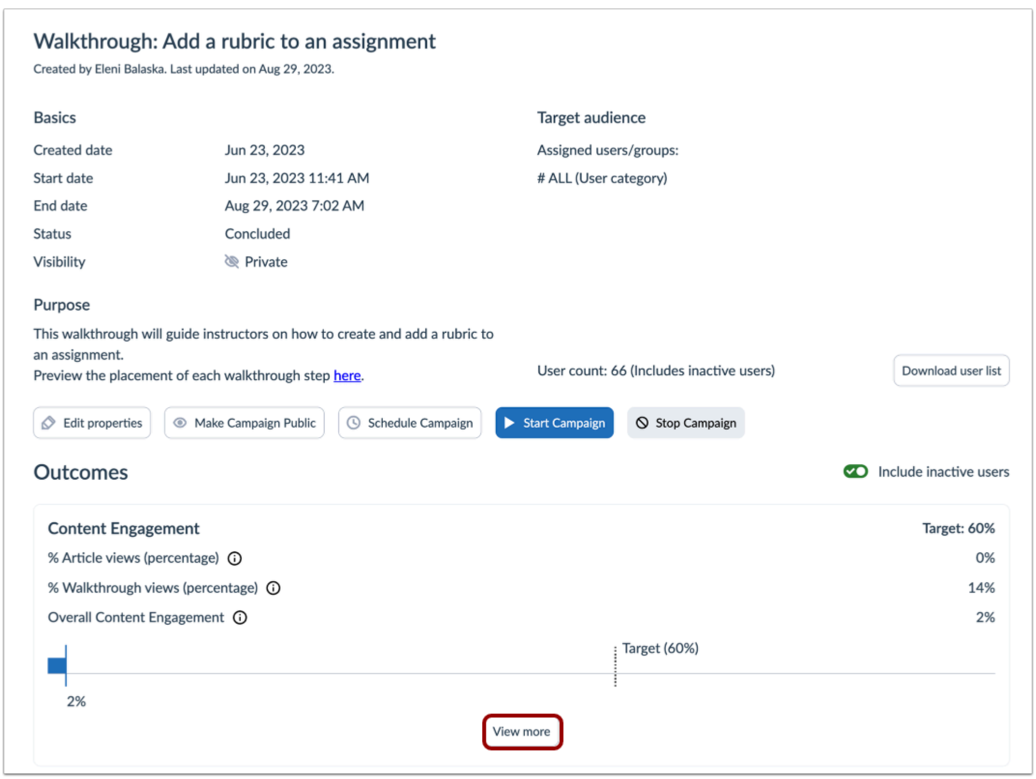
What insights are offered around Walkthroughs within the Campaign template?

Our Out of the Box Insights that provide reports on Walkthrough performances such as the total of users that started and completed a Walkthrough, feedback on the total Walkthrough (votes and comments), and clicks/views are not yet available. However, we can provide insights into the engagement of the articles embedded in the Walkthroughs steps and into the tool adoption. These allow you to analyze the quality and impact of communication efforts.

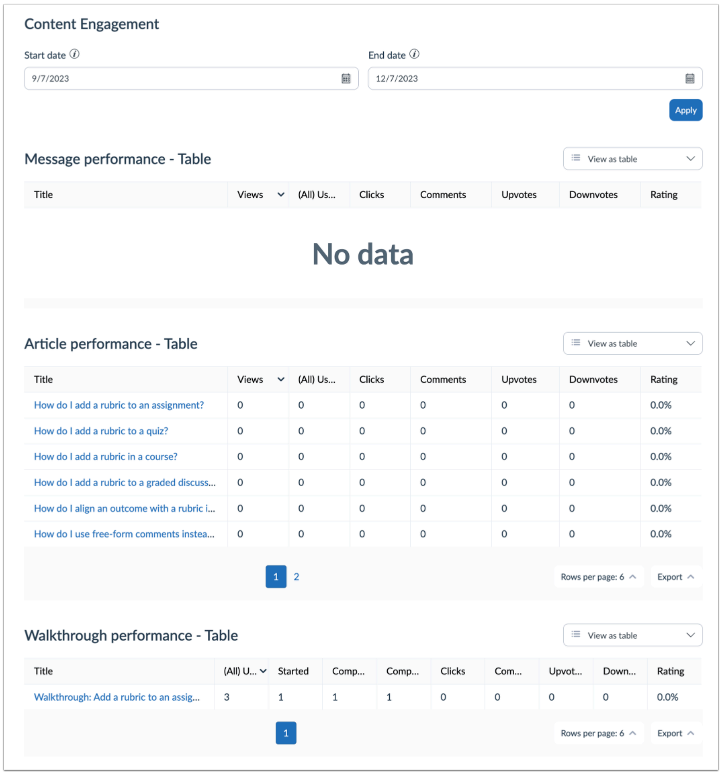
Outcomes Insights

The Out of the Box campaigns include a list of all the different articles that have been included in the various steps of the Walkthrough.

Content Engagement



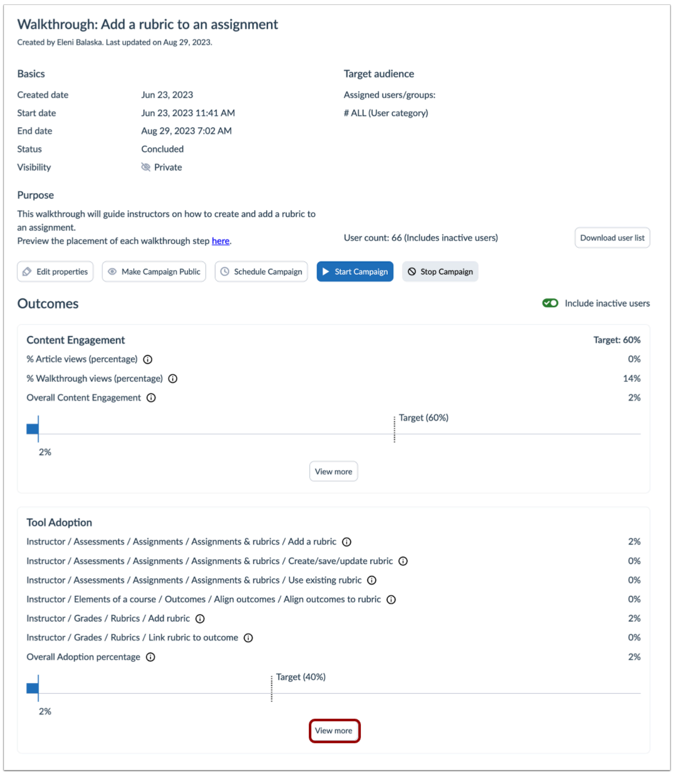
In the Content Engagement section, select the **View more** button to see Article and Walkthrough performance.



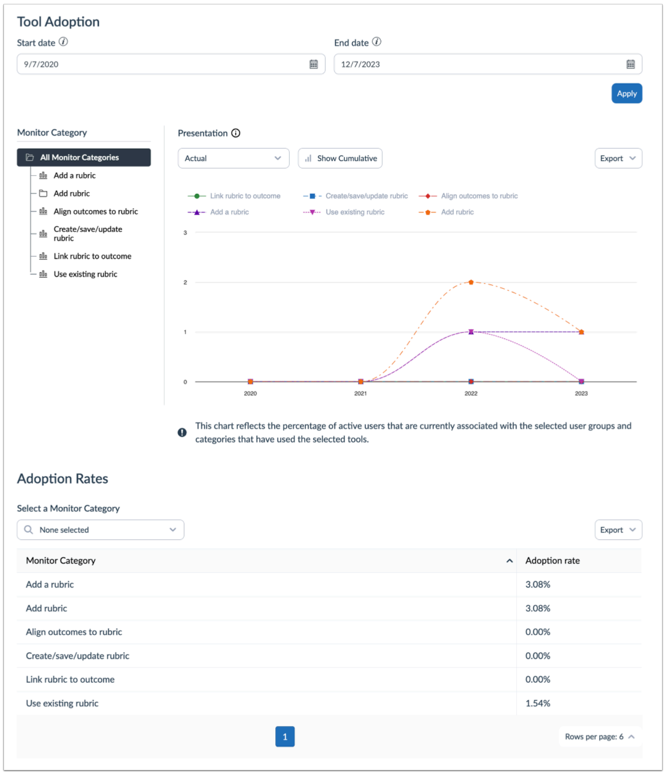
If you choose to add/remove an article to/from a Walkthrough step, it is recommended that you also [add/remove the article from the campaign]() located in the Campaign Content section as well. This will ensure that your Campaign Engagement: Knowledge base data is accurate.

Note: For more information on articles in Out of the Box Walkthroughs, visit [How do I find which articles are included in an Out of the Box Walkthrough?]()

Tool Adoption



In the Tool Adoption section, select the **View more** button to see Monitor Categories and Adoption Rates.



Where possible, monitors have also been added to the Out of the Box campaigns, to provide you with insights on how far users went in the process outlined by the Walkthrough. These insights can be viewed via the [Tool Adoption report](#).

Note: We are unable to monitor which steps users have seen and at which point they exited the Walkthrough.

Monitors in Out of the Box Campaigns

Where possible, monitors have also been added to the Out of the Box campaigns, to provide you with insights on how far users went in the process outlined by the Walkthrough. These insights can be viewed via the **[Tool Adoption report](#).**

Note: Insights around individual Walkthrough steps are not yet available. Out of the Box campaigns that include Walkthroughs will therefore have no Proactive Support Insights.

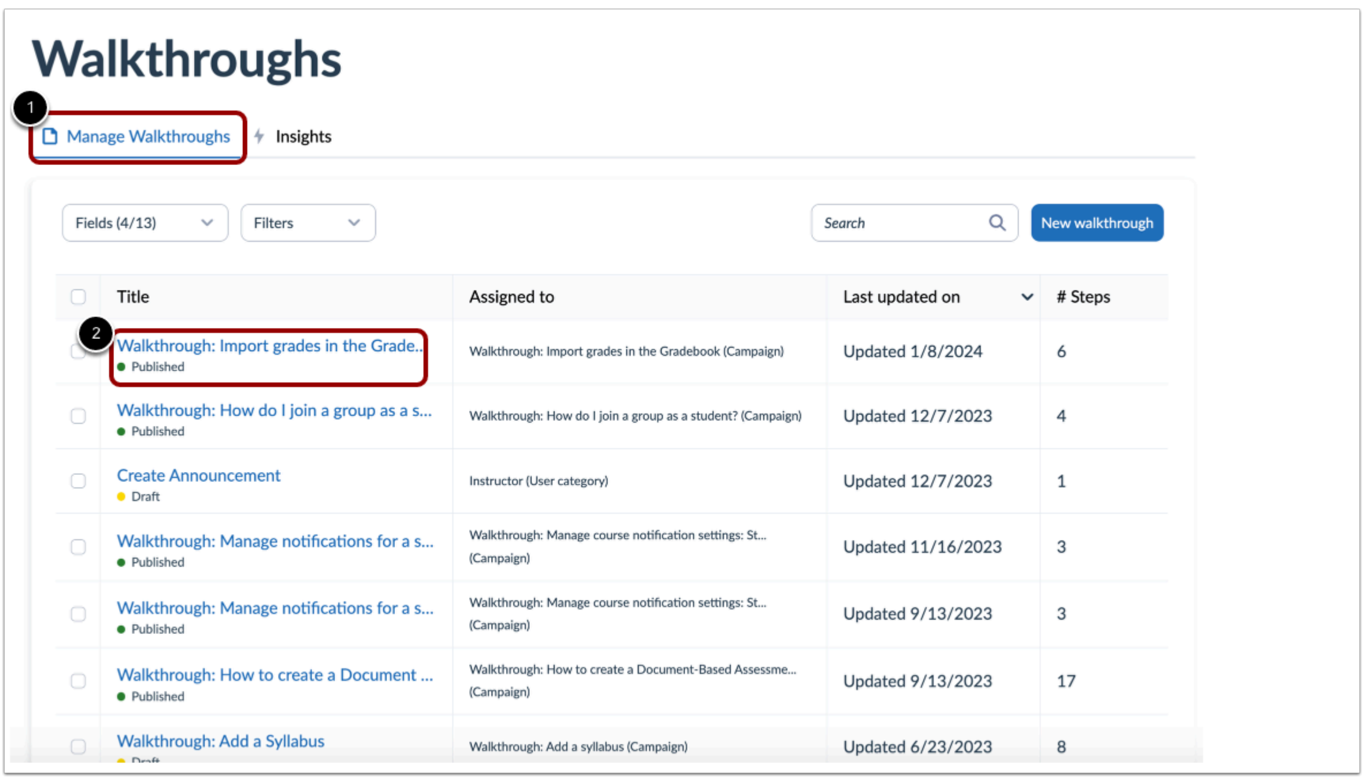
How do I reset Walkthrough user visibility?

Upon completion of a Walkthrough, it will not display to users again. However, you can choose to reset user visibility so the Walkthrough displays to users who have previously completed it.

Open Walkthroughs

In Global Navigation, click the **Walkthroughs** link.

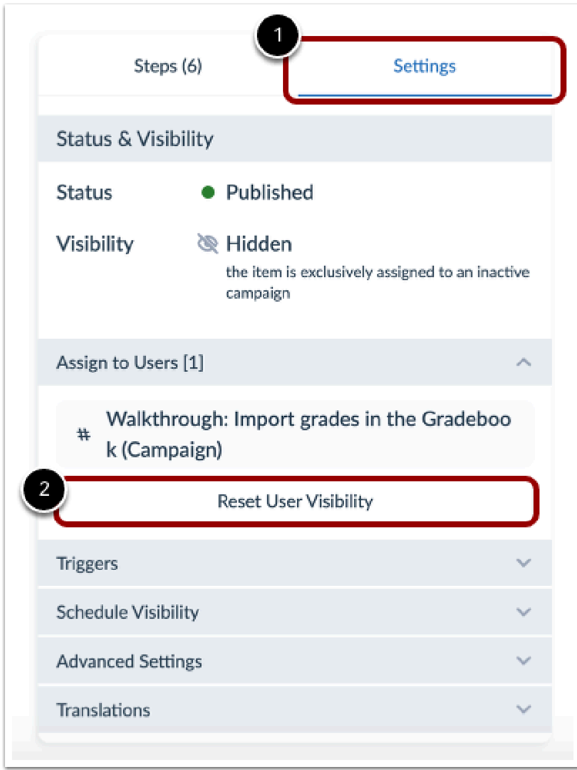
Manage Walkthroughs



Click the **Manage Walkthroughs** tab [1].

Click the name of the walkthrough you want to reset views [2].

Reset User Visibility



In the sidebar, click the **Settings** tab [1]. Click the **Reset User Visibility** button [2]. This will reset the visibility and Walkthroughs views.

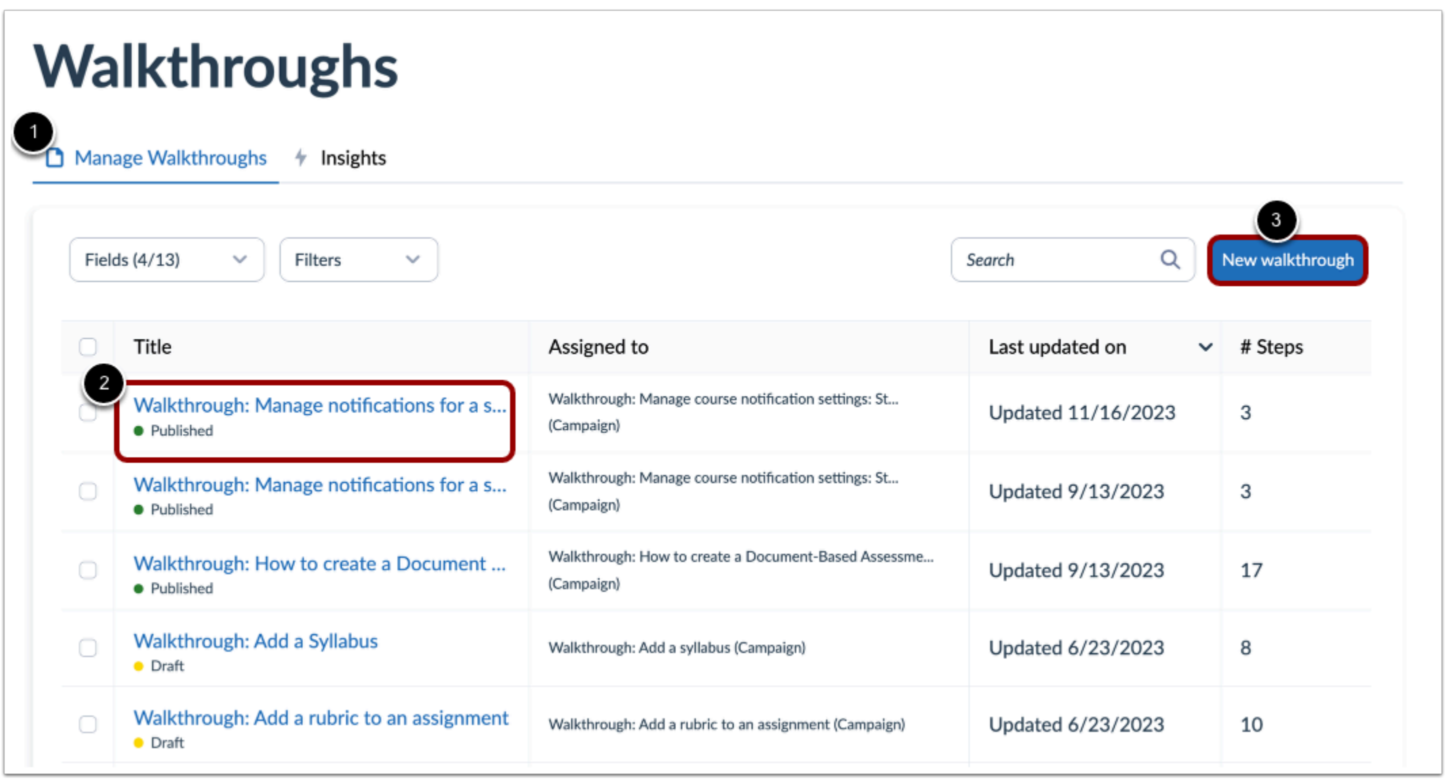
How do I add a Walkthrough to an existing campaign in the Impact Dashboard?

Impact allows you to assign a walkthrough to an existing campaign to apply the user targeting rules (as defined for the campaign) to your walkthrough.

Open Walkthroughs

In Global Navigation, click the **Walkthroughs** link.

Manage Walkthroughs



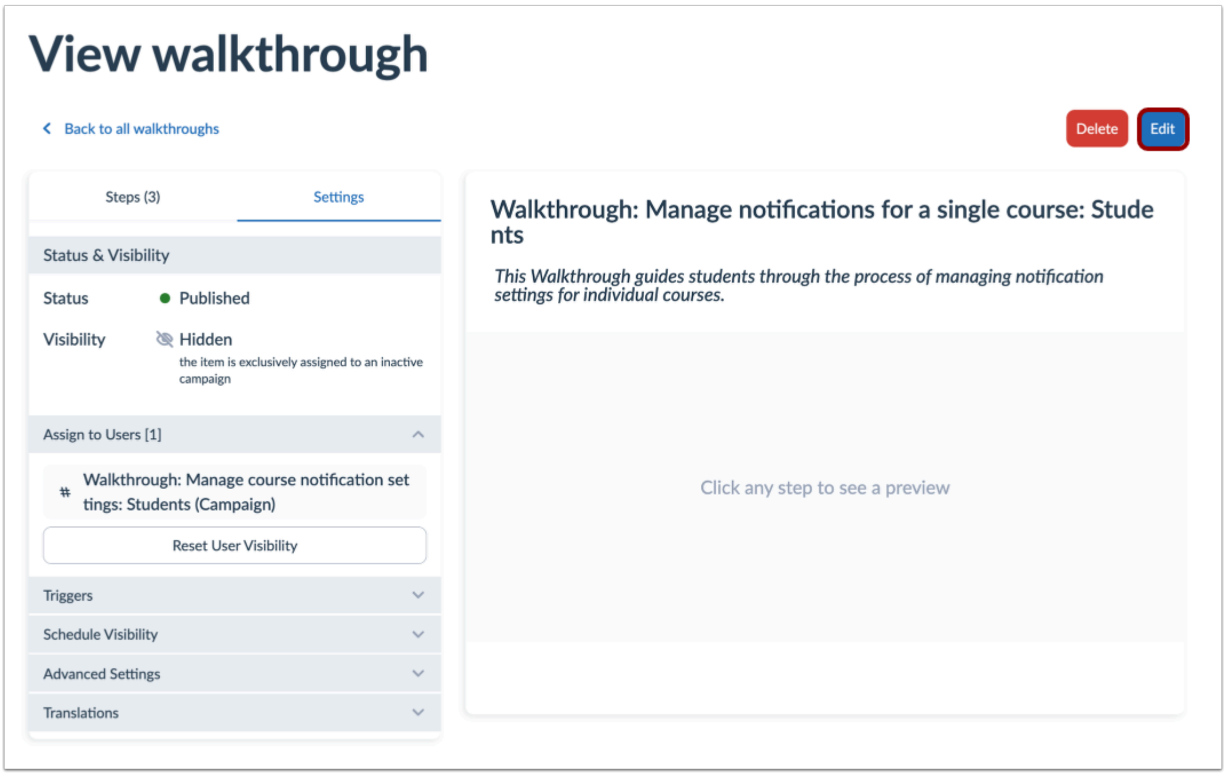
Click the **Manage Walkthroughs** tab [1].

To associate a walkthrough to an existing campaign, locate and click the walkthrough you want to use [2].

To create a new walkthrough, click the **New walkthrough** button [3].

Note: For more information on creating a new walkthrough, visit [How do I create a Walkthrough in the Impact Dashboard?]()

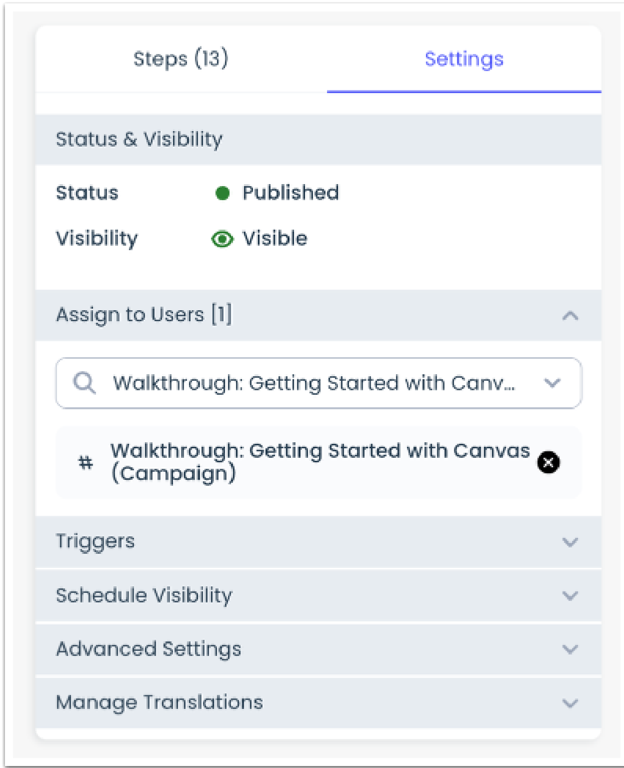
Edit Walkthrough



In the View Walkthrough page, click the **Edit** button.

Note: If you are creating a new walkthrough, the Edit button does not display.

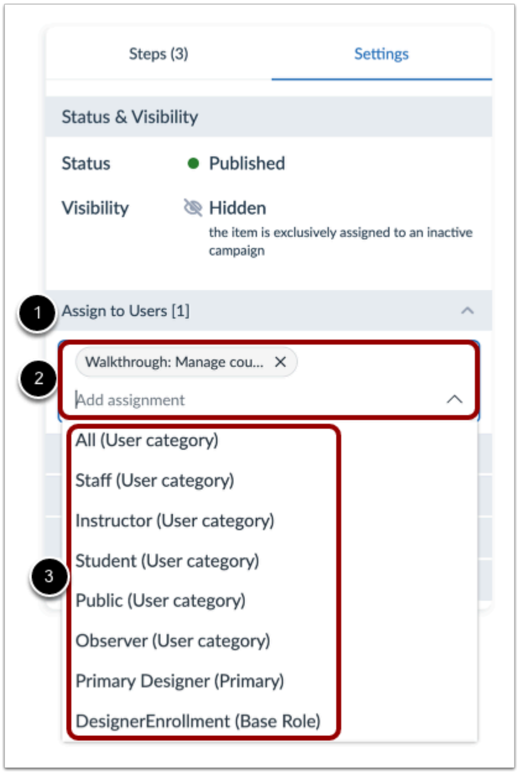
Edit Walkthrough Settings



Edit your walkthrough settings.

Note: If the Walkthrough is also assigned to a user category, it will display the user category despite whether the campaign is running.

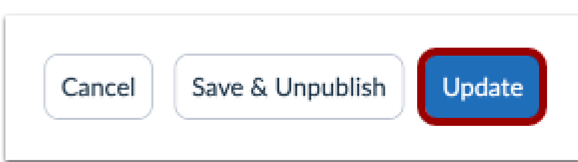
Assign to Users



In the sidebar, click the **Assign to Users** section [1].

To add a walkthrough to an existing campaign, enter the terms in the **Filter** field [2]. Select the name(s) of the relevant campaign [3]. You can also select multiple campaigns.

Update Walkthrough



Once you have selected the relevant campaign, you can continue to edit the existing walkthrough and click the **Update** button. If you created a new walkthrough click the Publish button.