

Vodeclis – E-Tutoring

This quick start guide shows how to use the E-tutoring feature of Vodeclis. E-tutoring is a powerful feature that can be used by your IT Help desk or Subject matter experts to provide targeted support to specific users. For example, if a user calls into the help desk with a “how to” question such as, how do I format a table in Word, you Help Desk personnel can send them a Vodeclis tutorial to address it instead of taking the time to walk the user through how to do it. This frees up the Help Desk personnel to address more critical matters.

The screenshot shows the 'Send an e-tutor pack' interface. It is divided into three main sections:

- 1. Select user & course:** Includes fields for 'User' (John Smith), 'Language' (English), and 'Course' (WebEx 2014).
- 2. Select tutorials:** A search bar with 'shar' and a list of tutorials with 'Preview' buttons. Selected items are marked with checkmarks.
- 3. Share e-tutor pack:** Displays selected tutorials as green boxes, a 'Message subject' field (Vodeclis - e-tutor support for WebEx 2014), and a 'Here you go.' field.

Numbered callouts (1-9) highlight specific UI elements: 1 (E-tutoring tab), 2 (User field), 3 (Language dropdown), 4 (Course dropdown), 5 (Search bar), 6 (Message subject field), 7 (Here you go. field), 8 (Send/Share buttons), and 9 (E-tutor pack history link).

1. After logging into the admin area, click **E-tutoring**.
2. Type the users name in the User field, and select it. If a user is not in the system, their name will not appear when you start typing.
3. Select the Language the user needs.
4. Select the application course.
5. Search or scroll for specific tutorials, then select them from the list. The selected tutorials appear to the right. You can select up to four tutorials at one time.
6. Change the default subject line if you want.
7. Type a personal message.
8. Click **Send** or **Share**. Clicking Send will send an email notification to the user with links to the Vodeclis platform and these specific tutorials. Clicking Share will provide you a URL that you can copy and paste into an Instant Message session you are having with the user.
9. If you click **E-tutor pack history**, you see a page that shows all e-tutoring emails you sent with a feedback status indicating whether the learner watched it. You also have the option to re-send a previously sent E-tutor pack.