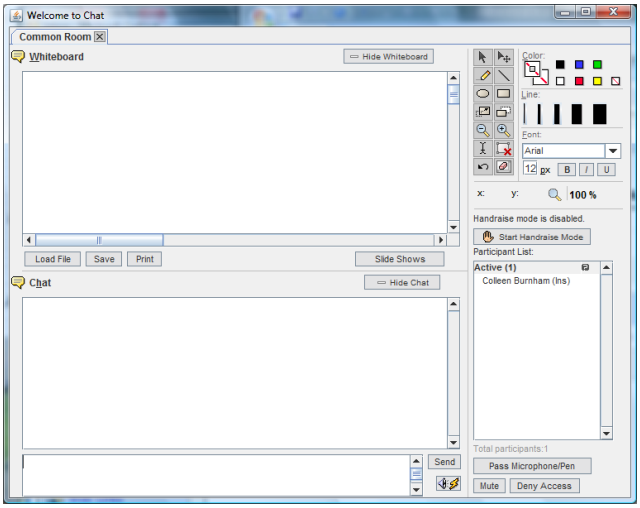
Description

BLS Vista 24/7 Help Desk

The ***Chat*** tool allows *synchronous* (real-time) communication with other users in the course. Use the Chat tool's Whiteboard to draw objects, enter text, import images, and create slide shows that can be viewed in real time by other users. Class members enter the teacher-initiated CHAT room via the BLS course home page. Manage special participation in Chat rooms by granting permission to one user at a time to contribute. The Common Room (CHAT & whiteboard) is the default format.



General Strengths & Weaknesses

The primary strength is the ability to engage members of a class instantly and at the same point in time, from different places.

The primary weakness of the CHAT tool is that it *requires* same-time participation.

Peer Resources

No UMMS users report having incorporated CHAT into their teaching.

UMMS Information Services Support

The UMMS user must contact the Worcester Support HelpDesk to verify username and password information before logging on to BLS. All BLS Vista features are registration-based; all privileged use (i.e., teacher & builder) requires UMMS training.

Technical assistance for Vista is available 24 hours a day, 7 days a week.

- Send email to Worcester Support,
- Call 1-888-301-6102 (UMassOnline HelpDesk)

Assistance for **Vista Instructors and Designers:**
UMMS Instructional Technology's Vista web site.

Register for the next UMMS *training*.

UMassOnline Login web page

Contact the UMMS HelpDesk