TBA Online
User Manual

Copyright

Disclaimer

Contents

Introduction

Since 2001 TBA has been used to facilitate the videoconference bookings for TAFE. TBA is used to process room reservations and allocate resources for TAFE videoconferencing sites and provides reporting on network usage and room utilisation.

Beginning in March 2009, TBA has been working with the Videolinq Office to provide a streamlined process that takes advantage of current technologies and advancements in communication.

TBA Online is the main tool of Site Coordinators and is a 'Rich Internet Application' (RIA) that transforms and extends the existing functionality of TBA Web.

Within TBA Online users are able to:

- View bookings on the Videolinq network for any given day
- View a weekly booking schedule for a given site
- Search for bookings and view their details
- Check the availability of a group of rooms for one date at a time
- Create persistent booking requests
- Retrieve existing bookings and submit change requests

The user experience for TBA Online has been modelled after the familiar Microsoft Outlook 2007 style and thus provides an easily recognisable navigation path.

This document was prepared by the Videolinq Service Desk. For assistance with this product please call 1800 025 369 or email tafebookings@team.telstra.com.

Overview

TBA Online users connect to TBA Online from the web address
http://videolinq.ivision.com.au/tba3/. Anyone can consult this booking database,
 but only authorised personnel can log in and make a booking.

> **TBA Online uses a free Internet Explorer plug in called Silverlight. If this needs to be installed on your TAFE computer please contact your IT department.**
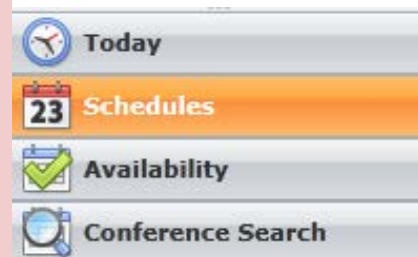
Site Navigation

General Users

Today

Today displays all conferences across the entire network for that day. Videoconference Notifications of conferences can be viewed and printed by either clicking onto the Booking Name or the Booking Reference number.

Schedules

Schedules display all activity for a nominated site for a selected week in the display area. Select the site from the drop down menu. To print the room schedule for a site click 'print' in the navigation area.   The schedule will open as a PDF file and can be printed or saved.
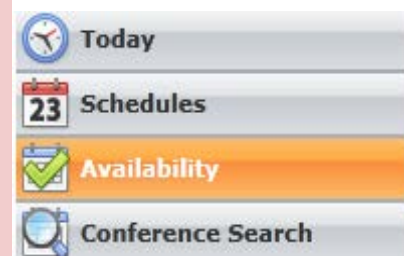
Availability

Availability is for checking multiple site availability for a required date and time.

Authorised personnel will be able to
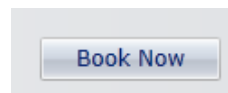
Conference Search

The Conference Search function is to enable users to find conferences using a variety of fields including Booking Reference Number, Booking Description, Calender Date/Month, Site or Purpose.

The result of a search will be displayed in the default view; choose the number of results from 10 to 200. If more than 200 results are found, refine the search criteria to lessen the results.

To download a notification highlight the booking and double click to display, this will open the notification which can be saved as a PDF or printed.

Videoconference Notifications

A Videoconference Notification is available for each conference booked. This document shows essential details about a conference. It also contains special instructions for how this conference will connect.

Videoconference Notification

Videolinq Helpdesk Support 1800 025 369
Email: tafebookings@team.telstra.com

Performance Reporting Tool and Costing Model

Administration

Requester:
Natalie Bryant
SQIT
P: 07 4694 1682
E: natalie.bryant@tafe.qld.edu.au

Booking Coordinator:
Kellie Pellatt
SQIT
P: 07 4694 1774
E: kellie.pellatt@tafe.qld.edu.au

Booking Reference

SQ131231

| CP | M | S | L |

Requester → (callout)

Booking Reference → (callout)

Videoconference Details

Date: Wednesday, 29 January 2014   **Time:** 12:00 to 13:00

Date of Conference → (callout)

Sites	Participant	Contact No.	Special
Toowoomba Auditorium <<			Toowoomba Auditorium(H.323: 0730013324) will receive an IP call from Bridge
Bundamba Auditorium			Bundamba Auditorium(H.323: 0730013324) will receive an IP call from Bridge
Charleville			Charleville (H.323: 0730013324) will receive an IP call from Bridge
Chinchilla			Chinchilla(H.323: 0730013324) will receive an IP call from Bridge
Dalby			Dalby(H.323: 0730013324) will receive an IP call from Bridge
Inala Desktop			Inala Desktop(H.323: 0730013324) will receive an IP call from Bridge
Kingaroy 1			Kingaroy 1(H.323: 0730013324) will receive an IP call from Bridge
Nurunderi Desktop			Nurunderi Desktop (H.323: 0730013324) will receive an IP call from Bridge
Roma			Roma(H.323: 0730013324) will receive an IP call from Bridge
Springfield			Springfield(H.323: 0730013324) will receive an IP call from Bridge
Stanthorpe			Stanthorpe(H.323: 0730013324) will receive an IP call from Bridge
Warwick 1			Warwick 1 (H.323: 0730013324) will receive an IP call from Bridge

« = Host Site

Connection Details → (callout)

Notes	Administrative Notes
	Conference 3rd February- Bundamba and Toowoomba Auditoriums removed. Bundamba 2 and Toowoomba 1 added.

Printed: 08 January 2014 13:59   Created: 13 December 2013 12:51   Page 1 of 1

Amendment details → (callout)

Login

Login credentials are required to access booking creation, editing and cancellation. To login simply click the 'Log In' link in the top right hand corner.

Once logged in a 'My Bookings' menu will appear in the navigation bar.

Site Coordinators and their backups will need to contact the Videolinq Office to request the creation of login credentials.

My Bookings
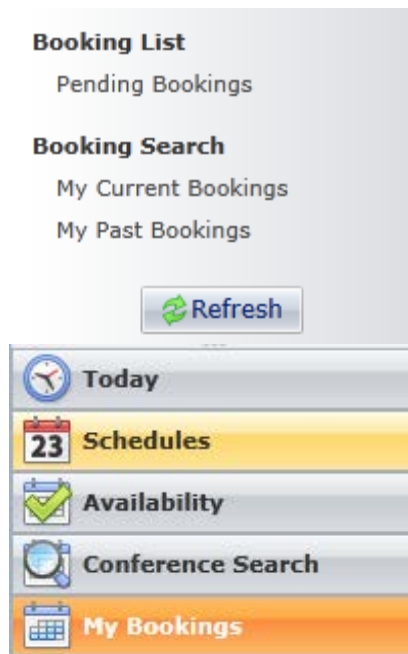
The My Bookings page has three main view parameters which retrieve different information.

Pending Bookings are bookings that have been submitted but either haven't been processed through the Videolinq Service Desk or have been rejected.

Current Bookings will detail bookings that are yet to occur (future bookings).

Past Bookings are bookings that have passed the conference date and time for the current month.

Do not press the BACK button in Internet Explorer as it will cause the screen to display the last website visited and away from TBA Online – losing all unsubmitted work.

Create a Booking

Create a new booking by clicking on the 'New' button at the top right corner of the display area.

There are six steps to create every new booking. A booking may contain more than one videoconference for the same course or series of presentations.

> Note that for teacher bookings there is an option for Teacher Grace Period Bookings. Select this check box when the teacher booking is made within the grace period.
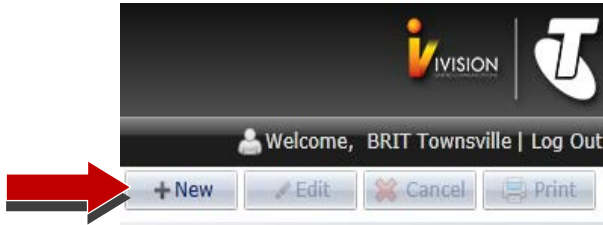
Step1: Purpose – Select the radio button for the purpose of your booking whether it is Teaching, Administration, Professional Development or Room Unavailable.

Commercial bookings are used only when a TAFE facility has been booked by an outside service such as Telstraivision's MyConference.
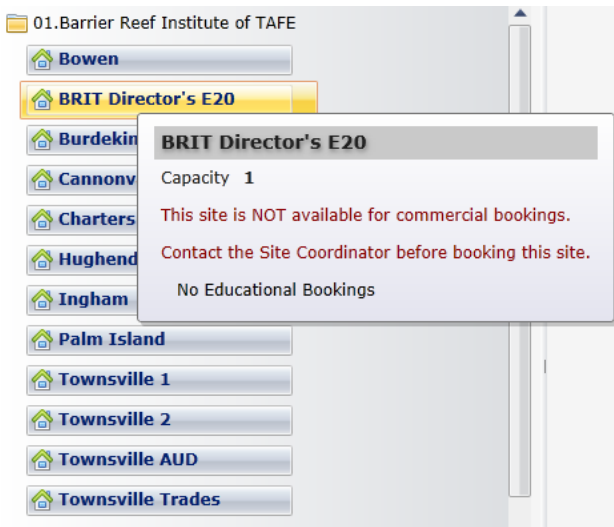
Step 2: Select Sites – All sites are listed alphabetically under Institutes. Expand the Institute by clicking on the triangle to the left. Roll over the sites for a popup and click to add.

The popup will show the site seating capacity and other information about the site.

A. Once a site has been selected it will appear in the display area to the right. (First site displayed will have the host site ticked)

B. When selecting Off-Net, Audio Port and Movi – call direction is important (listed under **OTHER**)

a. Off – Net direction of the call

b. Audio place a call to bridge

c. Movi place a call to bridge

d. Participant details (optional)

*Click Next to continue...* Next ▶

Step 3: Choose Dates – Select a date or multiple dates for the booking, as well as a start time and finish time. The duration is in 15 minute increments.

Once a date is added an availability check is automatically completed for each site.

Chosen dates and times that are out of hours will appear in yellow.

If there is an error with any of the dates, times or availability of the site, the user will not be able to click next to continue until these are resolved.
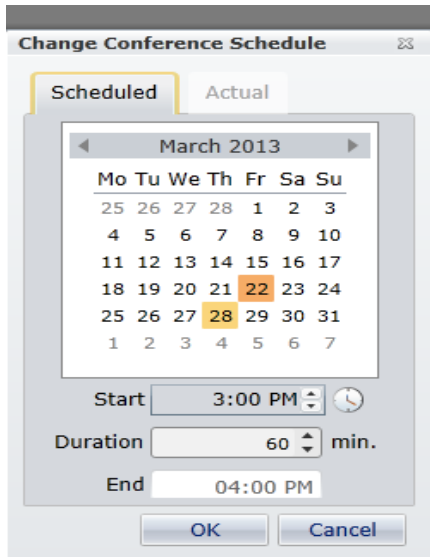
Step 4: Changing Date & Time & Re-adding sites -

Click onto clock, a pop up of the calendar will appear, click onto date required and change the time (Scheduled/Actual) click OK.
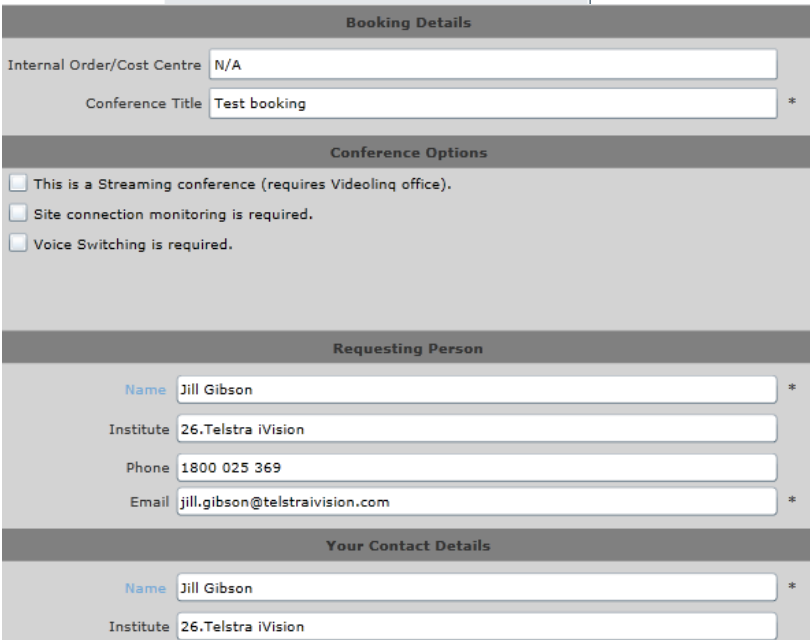
Scheduled – changes to active conferences
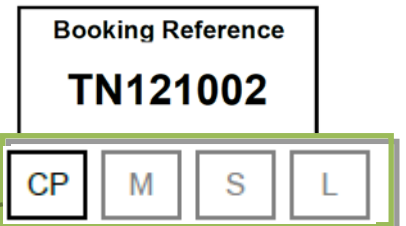**Actual** – changes to past conferences

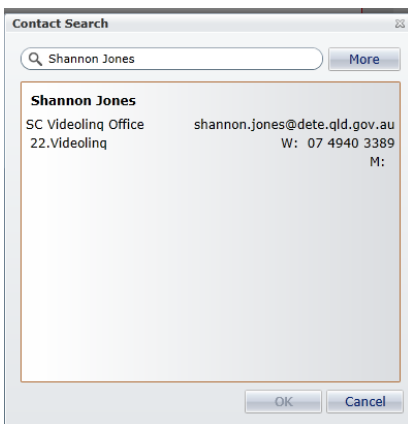Click the green plus if you require to re- add a site.

Click Next to continue...

Step 5: Details – Enter the details of the booking. Some fields are required and will be highlighted in red.

Conference Options: Selected options will appear on the Videoconference Notification form.

CP – Continuous Presence
M – Monitored Connection
S – Streaming
L – Lecture

Step 6: Contact Search - Type in contact name, all details will appear, select and click OK. If required Click More, highlight then press OK.

Step 7: Booking Summary – This page is for the user to check that all information is correct before submitting the booking to be processed.

If a correction is necessary press the back button (bottom left) and adjust details, dates or sites.
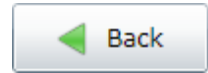
When ready to proceed, click the Submit button and this request will be submitted to the TBA booking processor.

Step 8: Finish – After submitting the booking to be processed a booking reference number will be automatically generated and displayed on screen.

Pressing Exit will finish the process and return the user to the current bookings screen.

To view a recently submitted booking select Pending Bookings.

Edit a Booking

To find a booking select Current or Past Bookings enter booking reference number in the navigation menu, click More for a refined search.

Highlight the booking and the Edit Button will be available to select in the top right hand corner.

The process for editing a booking is the same as for creating a new booking.

Entering Notes

When editing a booking or cancelling a conference a window will pop up asking for additional information.

The information entered helps to create a history associated with this booking. Please enter summary as to why a booking was edited.

Cancelling a Booking

To find a booking select from Current or Past Bookings enter booking reference number.

Highlight the conference that is to be cancelled. The Cancel Button will be available to select in the top right hand corner, click to cancel. Select date/s to cancel, enter a reason, and click yes.

Appendix

Glossary & Definitions

Bookings: Can be an individual conference date or multiple conference dates listed under the one booking reference number.

Videoconference Notifications: Confirmation for bookings provides all the details of one or more videoconferences. For example title, requester, times, dates, notes, etc. Videoconference details can be found under the one booking number.

VC: Videoconference

SC: Site Coordinator

BU: Back-up Site Coordinator

CP: Continuous Presence: Screen layout is the same view for all participants

VS: Voice Switched: Switches to current speaker, Image is full screen

Recording: Conference to be recorded

Lecture: Special guest speaker or presentation mutes all participants allowing each to hear while freeing speaker.

Layout: The way the video images are presented on the screen, see CP/VS

TGB: Teacher Grace Booking

MCU: Multipoint Control Unit, also referred to as a Bridge

Bridge: The colloquial term for MCU

Codian: The brand name of the Videolinq MCU/Bridge is Codian. This is a complete unit containing the core infrastructure

Port: The term for a resource point on the Bridge. These are limited by hardware constraints and quality of service management

Site: A TAFE campus location

Offnet: A site that is not part of the TAFE Network.

Tandberg Cisco: The main brand of videoconferencing codec used by TAFE

TMS: Tandberg Management System. The online web based management system for creating, editing and monitoring videoconferences

SLA: Service Level Agreement

Videostreaming: Live conference broadcasting on to the web. When this option is selected the Videolinq Office site must also be included

Videolinq: TAFE videoconferencing main office

Commercial: A booking for clients external to the Queensland Government managed by MyConference.

PCC: Post Conference Cancellation: Where a conference has been cancelled after the start time of the conference

PCA: Post Conference Amendment: Where a conference is modified or edited after the start time of the conference

Amendment and Cancellation: Where a booking is edited this is an amendment. This also includes a conference on a certain date within a booking being cancelled or a series of changes to the details of a booking. A booking cannot be cancelled, only a conference

Booking Status Concepts

Pending: The booking has been received from TBA Online and is waiting on action by Telstraivision. Sites and resources included in the booking cannot be selected in a new booking until the pending status is cleared. This is a temporary status which will also apply when amendments are submitted.

Confirmed: This videoconference is active and all sites, dates and resources selected in the booking cannot be selected in a new videoconference.

Cancelled: Sites included in the booking can be selected in a new booking. A conference of this status can be amended to make it active again providing certain criteria are met.

Rejected: A conference has been rejected by the Videolinq Service Desk because the requested resources may not be available, or for another reason pertaining to the rules of Videolinq.

Active: A booking is usually active once it has been confirmed regardless of the state of the conferences found within the booking.

Advanced Concepts

IP: Videolinq endpoints have an internal IP address that looks something like 10.200.101.16. This address cannot be used outside of the TAFE network.

URL: A URL address is used to connect to a Videolinq endpoint from outside of the network. It is made up of the E164 Alias and the external IP address of the Videolinq network. E.g.: 0730013401@210.80.130.206. This is often referred to as an external IP dial in number.

E164 Alias: An alias is assigned to each Videolinq endpoint and can be dialled directly from another VC unit from within the Videolinq network.

ISDN: The ISDN number for a Videolinq network endpoint is the same as the E164 alias. Videolinq videoconferencing units are blocked from dialling out via ISDN by default.

For further assistance call the

Videolinq Service Desk
1800 025 369