

RELEASE NOTES

Epic Offline Client 2.5.28.17

Messaging	3
My Account	11
Announcement	12
Discussion Board	13
Exam	14
Update Client	19



EpicSM
Learning Management System

<http://epiclms.com/>

What's new in this release...

Messaging

Students and instructors can now communicate via Epic messages. These messages are reportable and have a central location for viewing and organizing. All sent messages are saved in the sent folder and users can reply and forward messages within the Epic messaging system. Users can also receive email notifications when Epic messages are received.

In order to take advantage of the messaging feature in Epic Client you must complete the configuration tasks found on page 3.

[More on page 3](#)

My Account

Users now have the ability to add a photo to their personal profile. The feature must be configured within Epic Web.

[More on page 11](#)

Announcements

Instructors can now attach multiple files to an announcement and post the announcement to multiple sections.

[More on page 12](#)

Discussion Boards

The discussion board has an improved look-and-feel and is fully localized for Spanish and Portuguese.

[More on page 13](#)

Exams

Professors can now specify the number of attempts allowed in an exam and restrict access to the exam questions and answers (exam review) after the exam is completed. Measures to improve exam security are also provided.

[More on page 14](#)

Update Epic Client

Download the latest update to your Epic Client, also known as the Epic Offline Client to take advantage of the latest enhancements.

[More on page 19](#)

*Improving
Communications
and Exam Security*

Epic 2.5.28.13 strengthens the communication tools and features. It introduces the new **Messaging System**, the enhanced **Announcement**, and the further improved and localized **Discussion Board**. The release also focuses on features that improve **exam security** and addresses **localization** for the Spanish and Portuguese users.

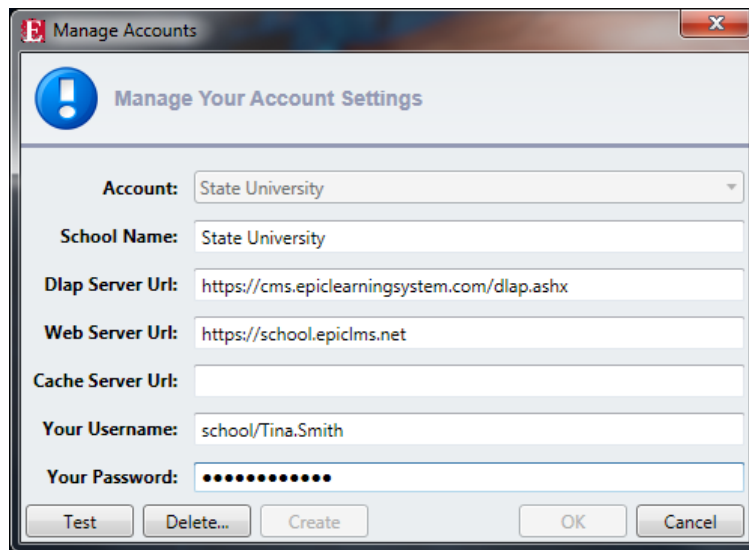
Table of Contents

<u>The New Messaging System</u>	3
1. <u>Configure the Messaging System to work with Epic Client</u>	3
2. <u>Organize Messages using the Default Folders and the Personal Folders</u>	3
3. <u>View, Sort, Move, or Delete Messages</u>	4
4. <u>Draft, Save, and Send a Message</u>	6
5. <u>Reply or Forward a Message</u>	8
6. <u>Receive Message Alert by Email</u>	8
7. <u>Message Proxy for Instructors and School Administrators</u>	9
8. <u>Report on Messages Sent in a Section</u>	10
<u>The My Account Page</u>	11
9. <u>Insert a Profile Picture</u>	11
<u>The Enhanced Announcement</u>	12
10. <u>Attach Files to an Announcement</u>	12
<u>The Improved and Localized Discussion Board</u>	13
11. <u>The Improved and Localized Discussion Board</u>	13
<u>The Improved Exams</u>	14
12. <u>Prevent students from viewing exam review</u>	14
13. <u>Prevent students from using multiple browser sessions during an Exam</u>	15
14. <u>Authenticate students using Voice Verified in Exams</u>	15
15. <u>The number of attempts allowed in an Exam can be specified</u>	18
<u>Upgrade your Epic Client</u>	19

The New Messaging System

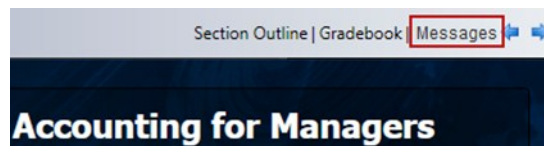
1. Configure the Messaging System to work with Epic Client

1.1. Instructors and students who use Epic Client first need to make sure that the Web Server URL field is populated with the school Epic Web portal URL. Click **Test**, and then click **OK**. If you do not know your school web server URL, contact the Epic Help Desk.

A screenshot of the 'Manage Accounts' dialog box. The title bar says 'Manage Accounts'. Inside, there's a section titled 'Manage Your Account Settings' with a blue exclamation mark icon. Below this, there are several fields: 'Account:' with a dropdown menu showing 'State University'; 'School Name:' with a text field containing 'State University'; 'Dlap Server Url:' with a text field containing 'https://cms.epiclearningsystem.com/dlap.ashx'; 'Web Server Url:' with a text field containing 'https://school.epiclms.net'; 'Cache Server Url:' with an empty text field; 'Your Username:' with a text field containing 'school/Tina.Smith'; and 'Your Password:' with a masked password field showing ten dots. At the bottom, there are five buttons: 'Test', 'Delete...', 'Create', 'OK', and 'Cancel'.

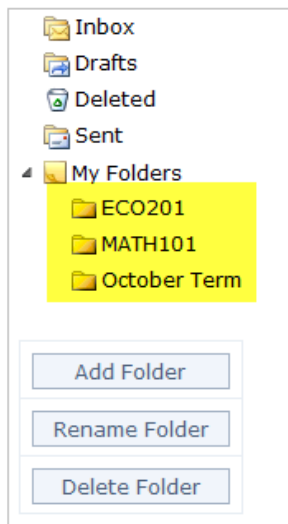
Navigation Path: Tools >> Manage Accounts

1.2. Instructors and students enrolled in a section can access the messaging system by clicking on the **Messages** link. After a user clicks to access the section, they can see the Messages link located at the top right corner of the browser window. The Messages link launches a new window.

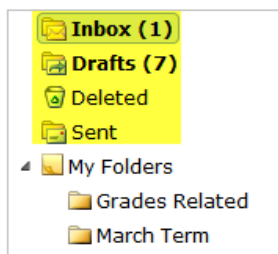


2. Organizing Messages using the Default Folders and the Personal Folders

2.1 In the messaging system, a user has the four default folders (**Inbox**, **Drafts**, **Deleted**, and **Sent**) that the system provides to organize messages. When the folder names appear bolded, this indicates that there are new messages in the folder. The number of messages in the folder will appear in parenthesis.



Tip: A good way to organize your messages is to create a personal folder for each section you are enrolled in.



2.2 Each user can also create personal folders using the **Add, Rename and Delete folder** buttons. The personal folders will be listed under **My Folders**.





3. View, Sort, Move, or Delete Messages

3.1 View and Sort Messages. When a folder is selected, the messages in the folder are listed in the summary panel with the following columns of information:

- **Subject**
- **Author**

- **Section**
- **Date (Sent Date and Time)**

Move To ▾Delete

Subject	Author	Section	Date ▾
 Test #1010 - generate a new message	sally sha	Section 2	9/2/2011 5:13:04 PM
 FW: QA messaging testing #1005 - Send to All Users within a section, with attachment	KELLY BAKER	Section 1	9/1/2011 5:22:20 PM
 I missed the due date for Assignment 3... Can you please allow me an extension?	AMY GROCE	Section 2	9/1/2011 1:54:05 PM
 Message from student 41	Melissa	Section 2	9/1/2011

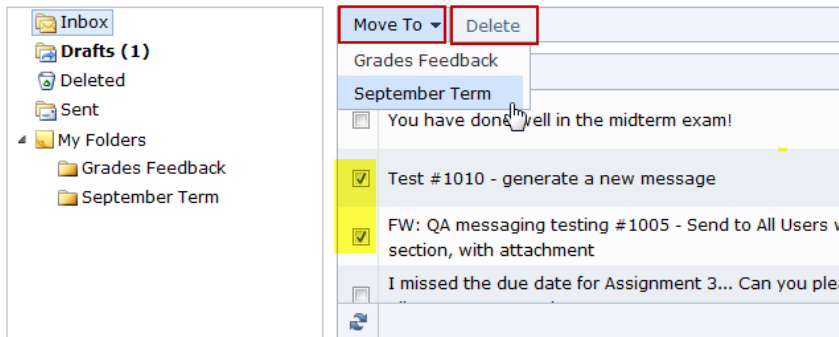
The messages can be sorted by clicking on the column header. By default the messages are sorted by sent date/time with the newest on top.

When a message in the summary panel is clicked on, the message content and details are displayed in the details panel with the following information:

- **Subject**
- **From:**
- **To:**
- **CC:**
- **Sent:**
- **Attachment Files (If Any)**
- **Message Content**

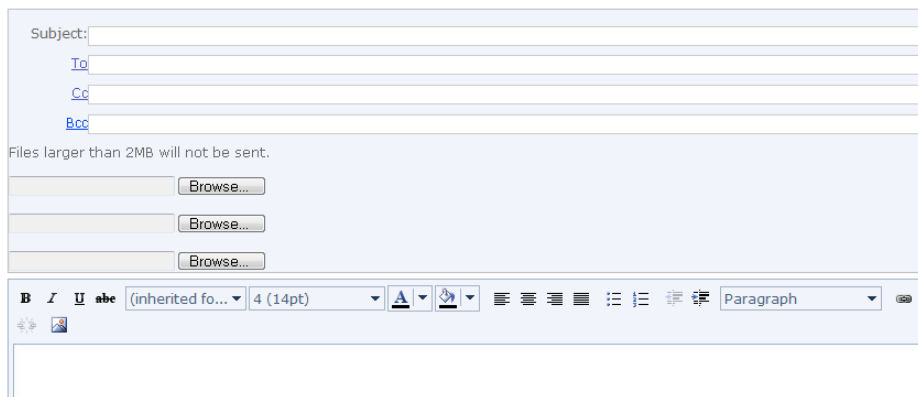
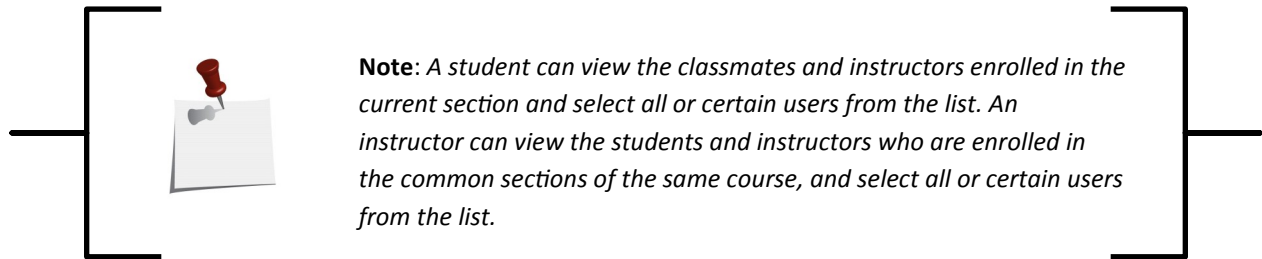
<p>Subject:You have done well in the midterm exam!</p> <p>From:Teacher Eleven</p> <p>To:Mary Beth Blankenship</p> <p>Cc:Teacher Ten; Teacher Eleven</p> <p>Sent:9/6/2011 3:35:22 PM</p> <p>Test.docx</p>	
<p>Mary,</p> <p>I'm happy to let you know that your grades have been improving steadily. You have been putting into a lot of effort in reviewing the class material, researching and participating in group discussion.</p> <p>Keep up the good work!</p>	

3.2. Move or Delete Messages A user can move the selected messages to a personal folder or delete them. One or multiple messages can be selected from the summary panel by clicking the checkbox in front of the messages.

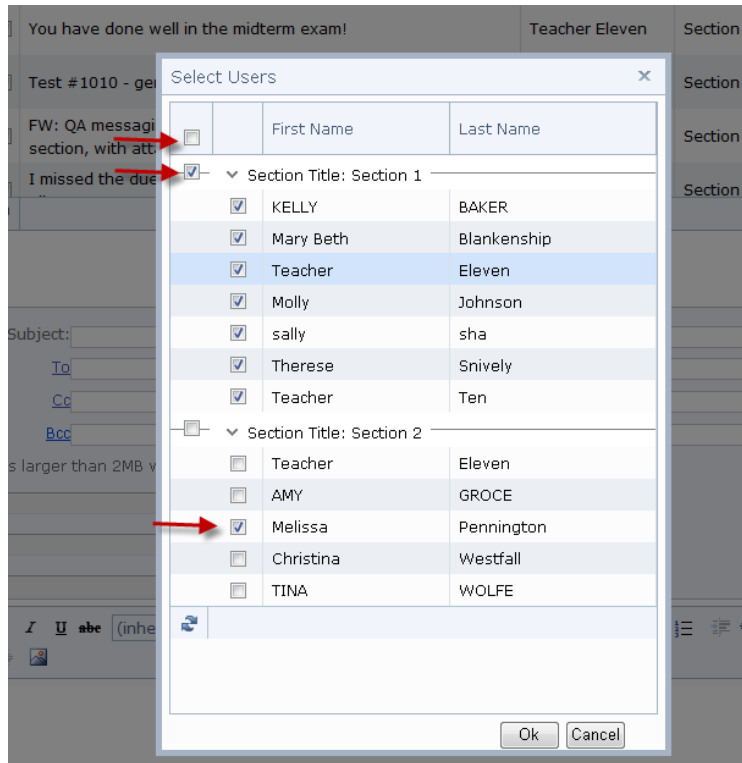


4. Draft, Save, and Send a Message

Click on the **New Messages** button to create a new message. The **Subject, To, Cc, and the Bcc** fields are provided. Up to **three attachment files** are allowed.



4.1. Select recipients By clicking the To, Cc, or the Bcc button, a user can view and select the recipients.

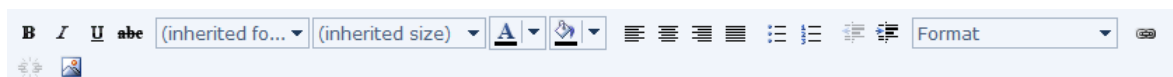


4.2. Insert attachments

Instructors can attach up to three files. Each file should not exceed the 2MB file size limit.

4.3. Draft message content

In the content textbox, text formatting tools such as **Bold**, *Italic*, Underline, ~~Strikethrough~~, *Font Style*, Font Size, Font Color, and Text Highlight Color are available. Paragraph formatting tools such as alignment, bullets, and indent are also available. A user can also choose to insert a link to a website or an image.



4.4. Send, Save Draft, or Discard

- **Send** – the message will be sent to the list of recipients and a copy of the message is saved in the Sent folder.
- **Save Draft** - a draft of the message will be saved to the Drafts folder and can be edited and sent at a later time.
- **Discard** - the draft will be discarded permanently.

[Send](#) [Save Draft](#) [Discard](#)

Subject: This is a new message

To: KELLY BAKER; Mary Beth Blankenship; Teacher Eleven; Molly Johnson; sally sha; Therese Snively; Teacher Ten; Melissa Pennington

Cc:

Bcc:

Files larger than 2MB will not be sent.

B *I* U **abc** (inherited fo... (inherited size)

 Format

5. Reply or Forward a Message

Select a message in order to view message content and details. Users can reply or forward the message. Attachment files are kept in the forwarded messages.

[New Message](#) [Reply Forward](#)

Subject: You have done well in the midterm exam!

From: Teacher Eleven

To: Mary Beth Blankenship

Cc: Teacher Ten; Teacher Eleven

Sent: 9/6/2011 3:35:22 PM

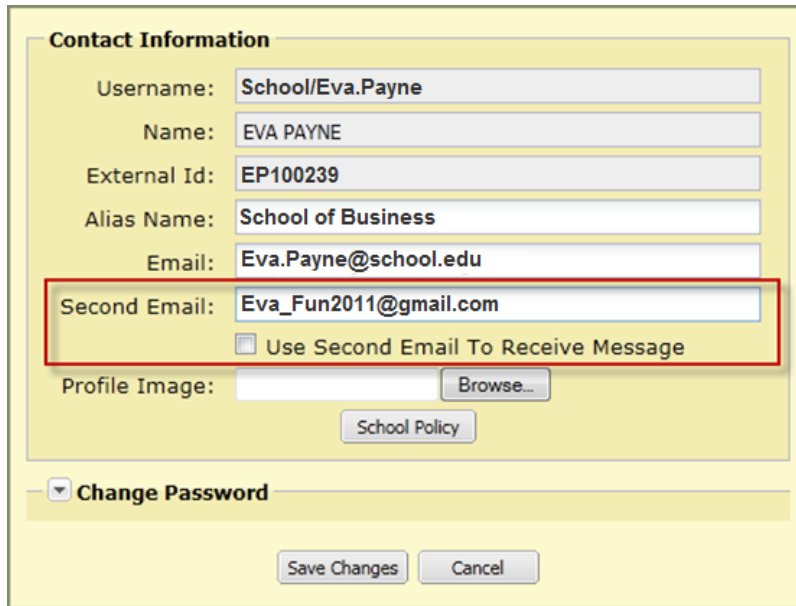
[Test.docx](#)

Mary,
I'm happy to let you know that your grades have been im
into a lot of effort in reviewing the class material. reeee

6. Receive message alert by email

The messaging system will send an alert to the recipient's email when a message is received in Epic. It will use the email on the user account. A user can also navigate to the My Account page on *Epic Web to add a secondary email to receive message alerts.

(*This configuration can only be completed on Epic Web)



Contact Information

Username: School/Eva.Payne

Name: EVA PAYNE

External Id: EP100239

Alias Name: School of Business

Email: Eva.Payne@school.edu

Second Email: Eva_Fun2011@gmail.com

☐ Use Second Email To Receive Message

Profile Image: Browse...

[School Policy](#)

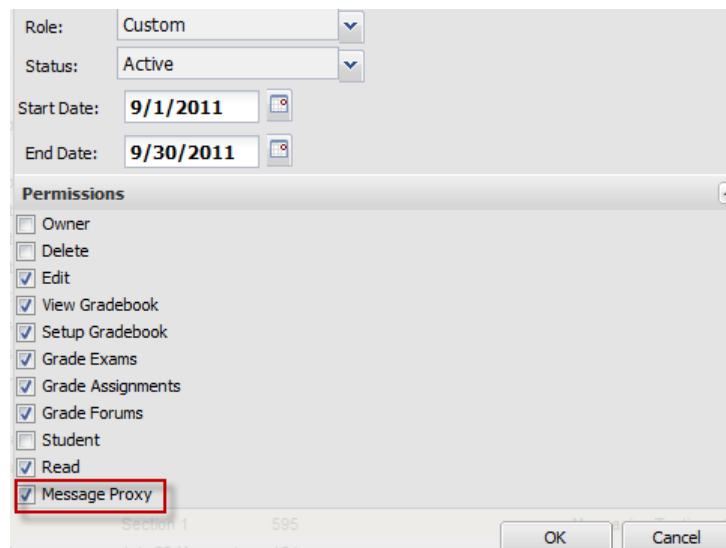
☒ **Change Password**

[Save Changes](#) [Cancel](#)

7. Message Proxy for instructors and school administrators

Epic Administrators can grant Message Proxy permissions. With this permission, a user can view the messages received by another user. The function is designed for scenarios such as when an instructor has to take an expected leave and the substitute instructor needs to see the messages received.

7.1. The Message Proxy permission is added as one of the section-level permissions and can be edited by school administrators.



Role: Custom

Status: Active

Start Date: 9/1/2011

End Date: 9/30/2011

Permissions

- ☐ Owner
- ☐ Delete
- ☒ Edit
- ☒ View Gradebook
- ☒ Setup Gradebook
- ☒ Grade Exams
- ☒ Grade Assignments
- ☒ Grade Forums
- ☐ Student
- ☒ Read
- ☒ Message Proxy

[Section 1](#) 595

[July 22 Message](#) 184

[OK](#) [Cancel](#)


7.2 A user with the Message Proxy permission should see the Message Proxy link that is located at the top right corner of the screen, next to the Messages link.



8. Report on messages sent in a section

School administrators, lead instructors, and instructors can use the Section Messages Report to see the messages that have been sent in a section. The administrative report is located under the Report tab in the Epic Administration site. Similar to the Section Grades report, the user will select the section, the message Sent-After date/time, and the report format to generate the report.

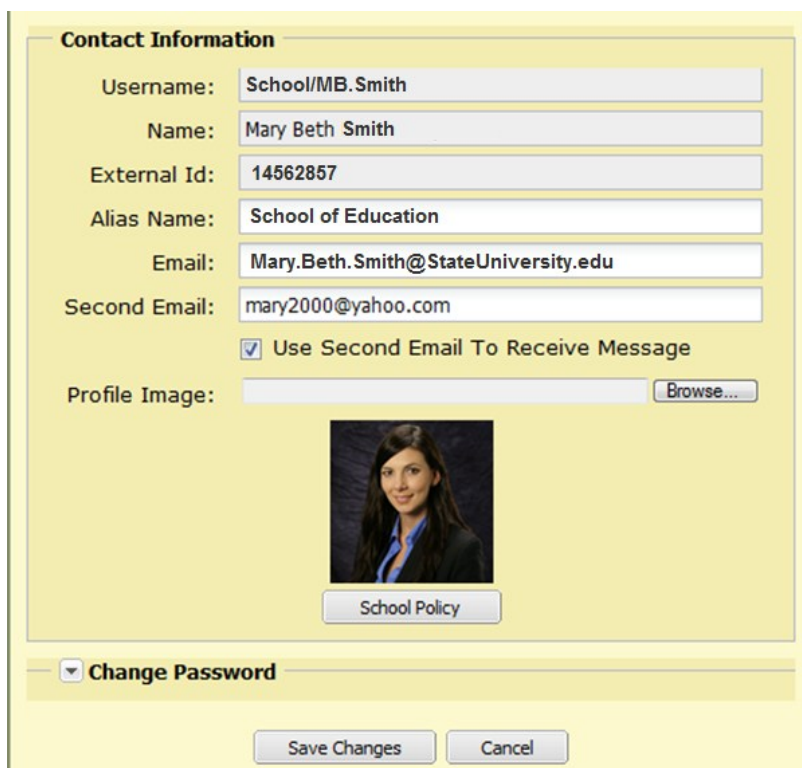
Tasks	Permissions	Subdomains	Announcements	Content	Catalog	Reports
Report Id	Name	Scope	Description			
189630	Section Gradebook	Section	The current gradebook for a section. This version			
1827475	Section Gradebook New	Section	The current gradebook for a section. This version			
1827500	Section Messages	Section	The messages sent from the selected section.			

 Run Report


The My Account Page (Epic Web only)

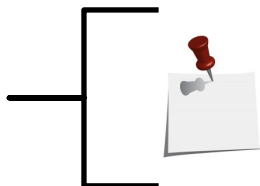
9. Insert a profile picture

An Epic user can now upload a profile picture to the My Account page in Epic Web. After logging in to Epic Web, click on the **user's name** displayed on the top right corner of the screen and then click on **My Account** to access the page. The image should be under 250k in size. The common image file types such as .jpeg, .png or .gif are accepted.



The screenshot shows the 'Contact Information' section of the Epic Web My Account page. It contains several text input fields for 'Username', 'Name', 'External Id', 'Alias Name', 'Email', and 'Second Email'. Below these is a checkbox labeled 'Use Second Email To Receive Message' which is checked. The 'Profile Image' section features a 'Browse...' button and a preview of a woman's portrait. A 'School Policy' button is located below the profile picture. At the bottom of the form is a 'Change Password' section with a dropdown arrow. 'Save Changes' and 'Cancel' buttons are at the very bottom.

Username:	School/MB.Smith
Name:	Mary Beth Smith
External Id:	14562857
Alias Name:	School of Education
Email:	Mary.Beth.Smith@StateUniversity.edu
Second Email:	mary2000@yahoo.com
<input checked="" type="checkbox"/> Use Second Email To Receive Message	
Profile Image:	<input type="button" value="Browse..."/>
	
<input type="button" value="School Policy"/>	
<input type="button" value="Change Password"/>	
<input type="button" value="Save Changes"/> <input type="button" value="Cancel"/>	

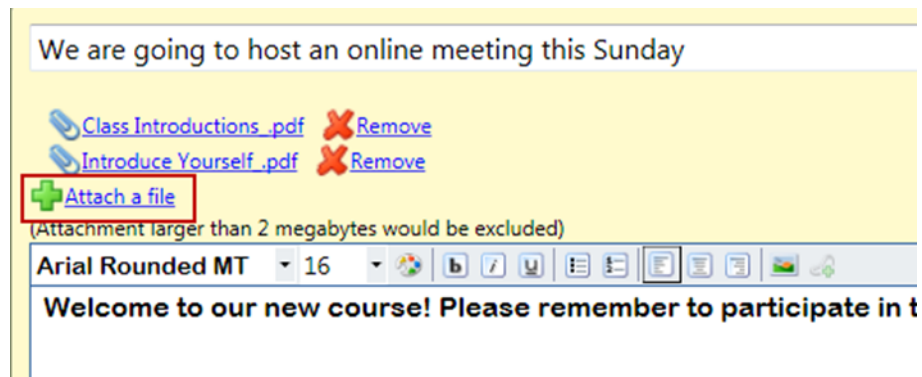


Note: Currently the profile picture is only visible to the student himself on the My Account page. The picture will not be visible to others.

The Enhanced Announcement

10. Attach files to an Announcement

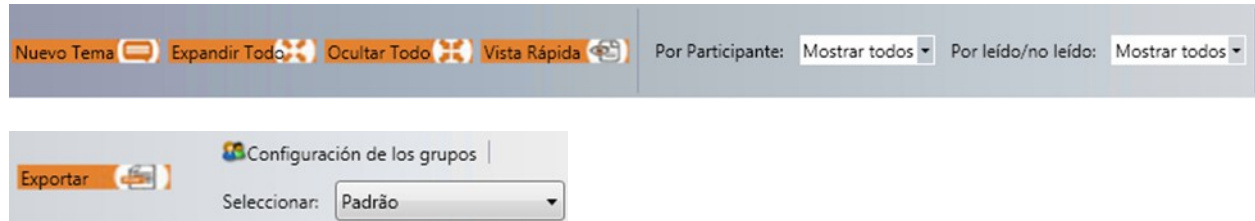
Instructors can now attach up to three files to an announcement. Each file should not exceed the 2MB file size limit.



The Localized Discussion Board

11. The New Thread, Expand All, Collapse All, and the At a Glance buttons are now localized for Spanish and Portuguese

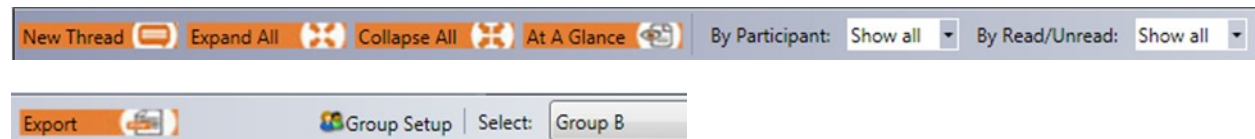
In Spanish:



In Portuguese:



In English:



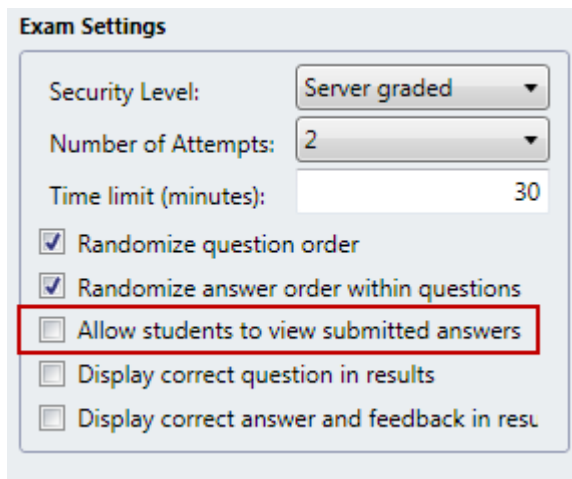
The Improved Exams

The following features have been added in Epic to improve exam security and to provide the course professors with more options in exam settings.

12. Prevent students from viewing Exam Review

To secure Epic online exams, a new exam setting is available that allows course authors or instructors to prevent students from reviewing exams once the student has submitted.

12.1. The new exam setting can be configured at the course or section level. If configured at the section level the setting will be shared with all sections of that course. At the section level this can be disabled if it was activated at the course level.



Exam Settings

Security Level: Server graded

Number of Attempts: 2

Time limit (minutes): 30

☒ Randomize question order

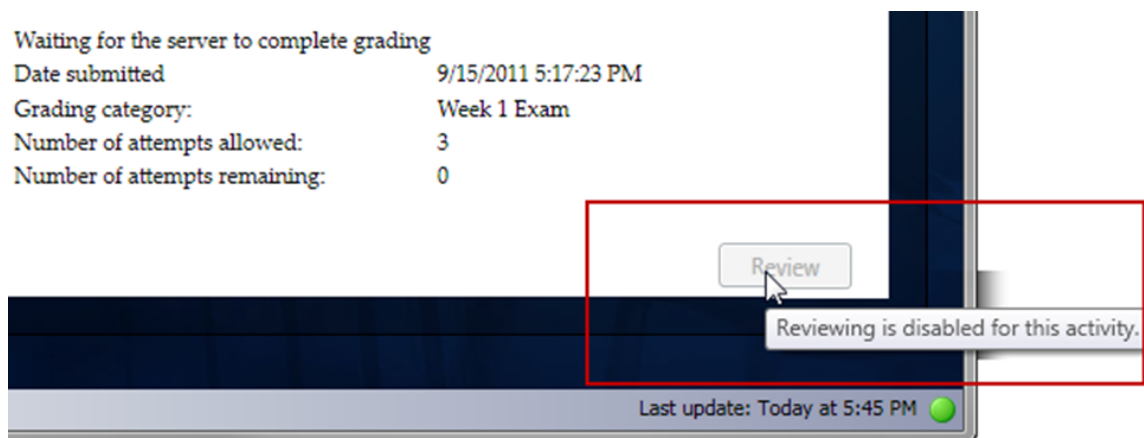
☒ Randomize answer order within questions

☐ Allow students to view submitted answers

☐ Display correct question in results

☐ Display correct answer and feedback in results

12.2. The Review button will be disabled in the student's view with the tip text to explain to student that the exam does not allow review.



Waiting for the server to complete grading

Date submitted: 9/15/2011 5:17:23 PM

Grading category: Week 1 Exam

Number of attempts allowed: 3

Number of attempts remaining: 0

Review

Reviewing is disabled for this activity.

Last update: Today at 5:45 PM

13. Prevent students from using multiple browser windows during an exam

When a student attempts to use multiple browser windows during an exam only the work submitted in the first submission will be recorded in Epic. If a student attempts to submit an exam from a second browser window an exception error displays upon submission and the grade is not recorded.



Tip: Advise students not to use multiple browsers when taking exams. Let them know that this change has been made to the system.

14. Authenticate students using voice biometric in exams



Note: Voice Verified is a fee-based third-party tool. This feature enhancement is in support of our partner schools who license this product from CSIDENTITY.COM.

This is not a service that Academic Partnerships provides.

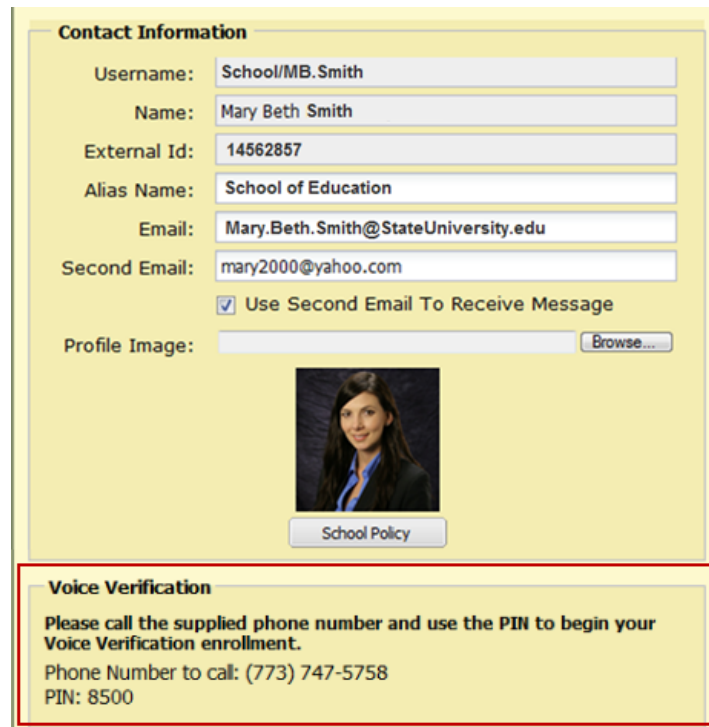
By integrating with Voice Verified, the new version of Epic provides another solution for improving online exam security. The system compares the voice of the user who will be taking an exam and the voice profile on account to authenticate the student.

14.1. The voice verification feature can be activated at the domain level by the Epic Administrator. The school must have a contract with CSIDENTITY.COM before activating the feature in Epic.

The screenshot shows the 'Edit Domain' form in Epic. The 'Domain Features' section is expanded, and the 'Voice Verify' checkbox is checked, indicating it is enabled. Other fields visible include 'Domain Id' (165), 'Domain name' (State University), 'Login Prefix' (SCHOOL), and 'External Id' (SCHOOL).

14.2. Once VoiceVerified is activated for a school at the domain level, the course author and the instructor can choose to secure an exam by applying voice verification at the beginning or at the end of an exam. This setting can be configured at the course or section level. If configured at the section level the setting will be shared with all sections of that course. At the section level this can be disabled if it was activated at the course level.

14.3. In preparation for students to take a course that requires voice verification in exams, students are required to create voice profiles.



The screenshot shows a web form with two main sections. The top section, titled 'Contact Information', contains several text input fields: 'Username' (School/MB.Smith), 'Name' (Mary Beth Smith), 'External Id' (14562857), 'Alias Name' (School of Education), 'Email' (Mary.Beth.Smith@StateUniversity.edu), and 'Second Email' (mary2000@yahoo.com). There is a checkbox labeled 'Use Second Email To Receive Message' which is checked. Below these fields is a 'Profile Image' section with a 'Browse...' button and a small portrait photo of a woman. A 'School Policy' button is located below the photo. The bottom section, titled 'Voice Verification', is highlighted with a red border and contains the following text: 'Please call the supplied phone number and use the PIN to begin your Voice Verification enrollment.', 'Phone Number to call: (773) 747-5758', and 'PIN: 8500'.



Tip: *If you will be using voice verified in your course exams, be sure to let your students know that they will have to create their voice profile in **Epic Web** prior to taking their first exam.*

14.4. Voice Verification at the Start of an Exam

When voice verification is required at the beginning of an exam, a student will be prompted to authenticate before taking the exam. The student will have three attempts to pass the authentication. Once they pass the authentication the **Start** button in the lower right hand corner of the image below will be activated. If the student fails to verify their voice successfully then the student is not allowed to take the exam.



Note: *The time spent on authentication will not be counted towards the time spent on the exam.*


This exam will require voice verification after you click Start, and you can try multiple times to complete the verification. Please make sure that you have access to the internet and a phone. If you need assistance, please contact your instructor.

Grading category: Week 4 Quiz
 Number of attempts allowed: 3
 Number of attempts remaining: 3

You have a time limit of 60 minutes.

Start

Voice Verification

 Voice Verification

Call
 Please call this phone number and use the PIN to begin voice verification. You can try multiple times to complete the verification. If you need assistance, please contact your instructor.


Phone Number: (773) 747-5758 **PIN:** 9288

Cancel

14.5. Voice Verification at the End of an Exam

When voice verification is required at the end of an exam, the student will be prompted to authenticate upon completion and before submitting the exam. The student can choose to skip the authentication and submit the exam. A record of the student failing/cancelling the authentication is kept in the system, and the instructor is notified.

Voice Verification

 Voice Verification

Call
 Please call this phone number and use the PIN to begin voice verification. You can try multiple times to complete the verification. If you are unable to call, you may click Skip Verification to submit the exam without voice verification (this will be recorded with your answers).

Phone Number: (773) 747-5758 **PIN:** 9299

Skip Verification

Submit

View: All Students < Previous Student Next Student >

Name: Shelly Price

Grade: 0 (Calculated)

Submitted: 9/14/2011 1:30:35 PM (Skipped Voice Verification)

Actions: Allow Another Submission Clear Grade

15. The number of attempts allowed in an Exam can now be specified.

Instructors can now specify the number of attempts allowed in an exam.

15.1. This setting can be configured at the course or section level. If configured at the section level the setting will be shared with all sections of that course. At the section level this can be disabled if it was activated at the course level.

Exam Settings

Security Level: Server graded

Number of Attempts: 2

Time limit (minutes): Unlimited

☒ Randomize question

☒ Randomize answer

☐ Allow students to view

☐ Display correct question in results

☐ Display correct answer and feedback in results

15.2. Students will see the number of attempts allowed and the number of attempts remaining in the exam instruction page.

Date submitted	9/16/2011 1:02:24 PM
Points possible	5
Points achieved	0
Points Granted:	0
Grading category:	Week 4 Quiz
Number of attempts allowed:	3
Number of attempts remaining:	2



Note: The result from a student's latest attempt is counted towards the course grades.

In a future Epic enhancement, instructors will be able to select to use the average, the highest or the latest score of the attempts in the course grade calculation.

Upgrade Your Epic Client

Who should upgrade: All faculty members and students who use Epic Client also known as the Epic Offline Client.

How to upgrade: Click on the button below. For detailed installation guide, please visit <http://epiclms.com/support.asp> , and click on “Epic Client Install Directions”.

A button with a white background, rounded corners, and a subtle drop shadow. The text "Download Epic Client Now!" is centered on the button in a bold, black, sans-serif font.

Download Epic Client Now!