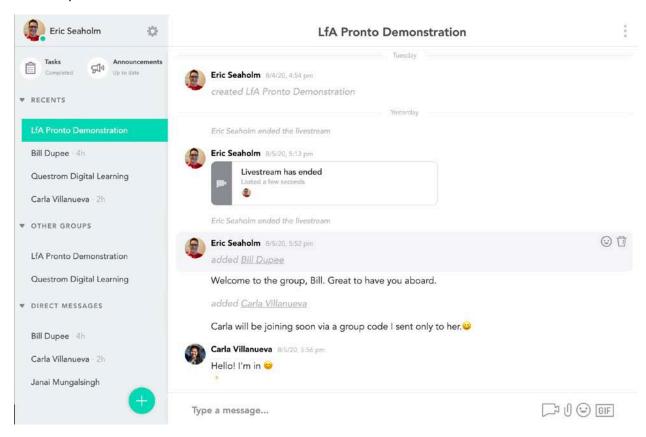# Pronto Team Communication

This document outlines how to get started and describes the potential uses of Pronto for Questrom faculty and students. This service is being launched at Questrom for the fall 2020 L*f*A semester.

Pronto is a communication tool which packages several familiar features in one environment that is simple to use and simple in concept. Events such as additions to the group and contributions by its members appear in a feed in the main area of the screen. Groups are sorted from the drawer on the left side of the screen. This screenshot probably reminds you of some other services you have seen with similar layout.

As its name implies Pronto excels at quick interactions with features familiar from consumer products like Facebook Messenger, but contained in an environment that is populated only with a chosen set of community members. Questrom ITS manages the user directory and has provisioned accounts for all Questrom faculty, staff, and students as of early August 2020. Noticed omissions can be reported to questromhelp@bu.edu by asking for a new Pronto account for the user (provide name and email).

Like those other platforms you may be thinking of, there are certain things Pronto does very well and others it does not. This table should help you to begin to think about requirements where Pronto will work well for you as well as those occasions in which you will likely continue using other products.

Strengths	Limitations
• Casual conversation (think of a group text with attachments, gifs, and emoji) • Easy group creation set up by any member (by team, cohort, interest, etc.) • Livestream-to-feed which can be joined (10 total participants) for an ad-hoc group session *Important: Livestream can be recorded, but BU's arrangement does not allow for deletion of recorded sessions.* • Mobile app that supports notifications • Real-time translation to dozens of preferred languages • Easy to use and master (almost no learning curve)	• Scheduled and "formal" meetings/webinars (Zoom is better) • Meet-ups with greater than 10 video participants (Zoom) • File storage and retrieval (Google Drive, One Drive) • Online file collaboration amongst a group (Google Suite, Office 365) • Threaded conversations (Questrom Tools forums)

Expand Pronto Adoption at Questrom

Faculty will be coming up with creative ways to use Pronto throughout the semester, but these are a few potential use cases that have already been considered.

- Students network and converse with each other before class and during breaks, especially when they are spread out globally due to L*f*A.
- Professor sets up teams for rapid joining, by utilizing group codes
- Professor controls access by deleting group codes once used.
- Professor advises the use of the Pronto chat for an ongoing dialogue across multiple class sessions (Zoom chat, another logical choice, has session-based chat).
- Student teams conduct their conversations on Pronto and can "go live" at any point if written conversation will not suffice.
- Students use the real-time translation tool to read the chat in their "preferred language".
- Students immediately assemble into their new class teams simply by using the group code or by typing names into the autofill field, rather than all trading cell phone numbers (which raises privacy concerns for some students).

Setup

The overall workflow to get yourself and your group using Pronto is simple and can be summed up as follows:
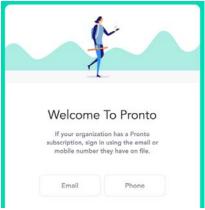
1. Set up your pre-provisioned account
2. Join an existing group or create a new one
3. That is it, it's really that easy

Here's how to get going.

Create Your Account

Pronto is unique in the way that it connects you. Rather than a password-based login, Pronto uses verification codes and cookies to keep you logged in.
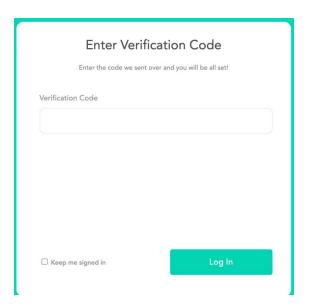
1. To start, visit bostonu.pronto.io and you will see this welcome message. Since your organization does have a Pronto subscription, select "email" and continue.

2. Enter your BU email address and wait a few moments.

3. Next, open your email, where you will see a verification code sent from support@pronto.io with the subject "Pronto Verification Code".
4. Return to your web browser and enter the verification code which serves as your authorization to access your pre-provisioned Pronto account. (This is the only time you'll ever need this one-time code)
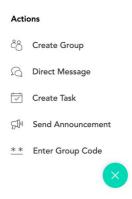
Important: To save yourself the trouble of performing steps 1-4 regularly, check the "keep me signed in" box.

In future sessions, simply visit bostonu.pronto.io to start working. If you change browser settings or use a different computer or browser, this is the process you will use to sign in the first time. Do not worry, it is by design that you go through this process.
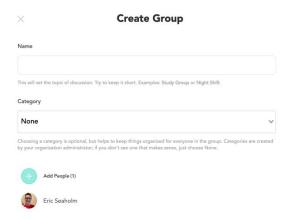
Create a Group

Pronto is a group-based application and you will likely become part of many groups rather quickly. You can join other groups, or create your own and invite colleagues to join.

1. To begin, log in to Pronto.
2. Next, click the (+) sign at the bottom of the drawer on the left side of your home screen. This contextual menu should appear.

3. Select "Create Group".
4. You are asked to name and categorize your new group. It is recommended that you leave the category set to "None". The group name should begin with "QST" to help ITS with support, if requested.
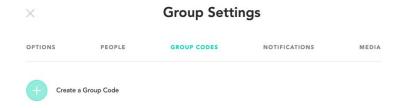
Important: Social groups can be named however you choose, but we suggest that those to be used for academic purposes should include the course number and section plus the semester and year so that you are well organized from the start. (Example "QST SM131 A1 Fall 2020")

5. Click "Add People" to choose the individuals that should have access to your group. This method is practical for a small number of group members. To create a larger group, it is recommended to create a group and invite people to it, as in the next section.
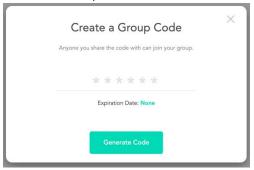
Populate a Group with Group Codes

After creating your group, clicking on its name in the Pronto drawer (left hand pane) will bring up its empty feed, with its title at the top. To the right of that title, there are three stacked dots that open up your group's settings.

1. Open your group settings and select the "Group Codes" menu item.

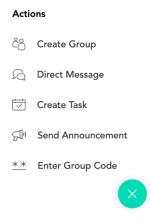2. "Create a Group Code" and "Generate Code".

3. The resultant random code is ready to be used by prospective members of your group. You should display it in some environment where only those who should join can see it. You could email it to them, post it on your Questrom Tools site, or display it in a class slide deck.

4. If desired, once everyone has joined, you can safely delete the code (and easily generate a new one as the need arises).
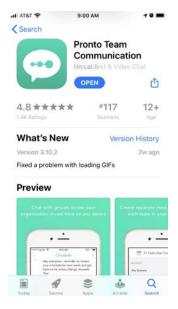
Join a Group

1. If a colleague creates a group and gives you a group code (as you learned to create above), simply click the (+) sign at the bottom of the drawer on the left side of your home screen. This contextual menu should appear.

Actions

👥 Create Group

🗩 Direct Message

📋 Create Task

📣 Send Announcement

** Enter Group Code

✕

2. Select "Enter group code" and input the six character code supplied by that colleague.
3. You are now a member of the group.

Use the Pronto Mobile App

The earlier sections of this document demonstrated the web version of Pronto, but you may likely benefit more from Pronto's excellent mobile app.

After downloading the app from your device's store, the steps outlined above for the web version will get your session established.

Learn More

The Pronto team have excellent online help resources, updated as the product changes and more regularly than this document. Visit https://support.pronto.io/en/collections/1670830-pronto-feature-overview to explore features not covered here.