Sharing with SMART Sync software

SMART Sync helps teachers and students to communicate and share using Chat, Questions, and File Transfer tools. To take full advantage of these tools, the teacher should be familiar with creating student groups. For information on creating groups, refer to *Monitoring Student Computers with SMART Sync Software.*
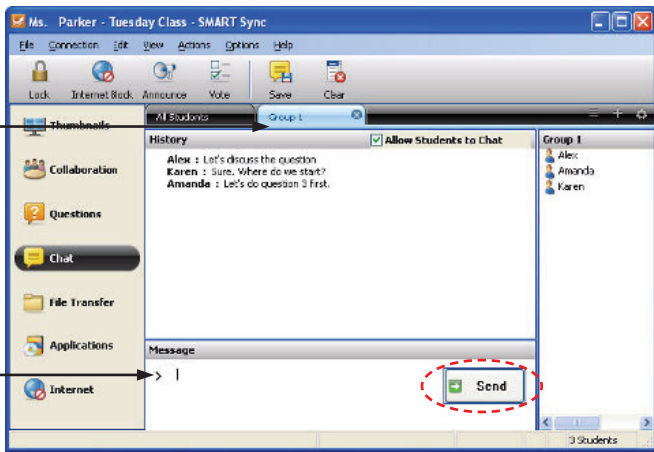
Chatting in SMART Sync

Chat in SMART Sync is a forum for discussion between the teacher, group members and class members. Chat messages are monitored by the teacher and are visible to all connected students. Students cannot, at any time, send private chat messages.

The Chat view in SMART Sync allows the teacher to chat with groups of students, enable and disable student chat and monitor chat between students. You can select this view by clicking the Chat button on the left side of your screen.

NOTES: Select the Allow Students to Chat option in the top right hand corner of the Chat view to enable student chat. If you leave this option unselected, students only receive teacher chat messages and cannot respond to them.

If Mac® computer users connect to the class, they won't be able to participate in chat.

Action	To chat with a group of students: 1. Click a group tab at the top of the Chat view 2. Type your message in the **Message** text area at the bottom of the Chat view 3. Click **Send**	
What the teacher sees on their screen		**TIP:** The teacher can see specific group chat history by selecting the group tab at the top of the Chat view and looking at the History pane.

| What students see on their screens | *The student selects the tab for the group with which they want to chat.*

*The student types a chat message in the message text box, and presses **Enter** on the keyboard to send it.* | |

TIP: To send your chat message to all students, select the All Students tab at the top of the Chat view and follow steps 2 to 3. To send your chat message to a single student, put the student into their own group and follow steps 1 to 3.

Answering student questions in SMART Sync

Students can ask questions using SMART Sync Student software. Student questions are stored in the Questions view of the SMART Sync Teacher interface and a notification appears for the teacher in the bottom right hand corner of SMART Sync Teacher interface.

NOTE: If Mac computer users connect to the class, they won't be able to answer questions.

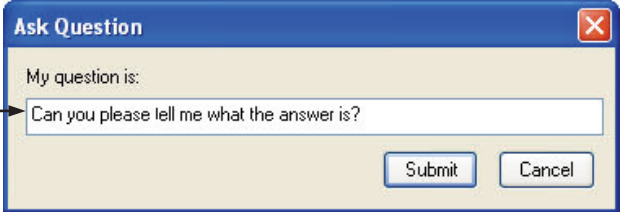**TIP:** The question notification also appears over the student thumbnail in the Thumbnails view.

Select the **Questions** button to answer student questions.

| Action | **To answer a student question:**

1. Double-click the student question. The question appears in the History pane.
2. Type your answer in the Message text area at the bottom of the Questions view and click **Send**. The answer appears in the History pane.

NOTE: The teacher can answer follow-up questions and/or provide additional information by repeating step 2.

3. Click the Finished button in the SMART Sync toolbar to finish the question chat session with the student. This clears the History pane and removes the student name and question from. |
| What students see on their screens | |

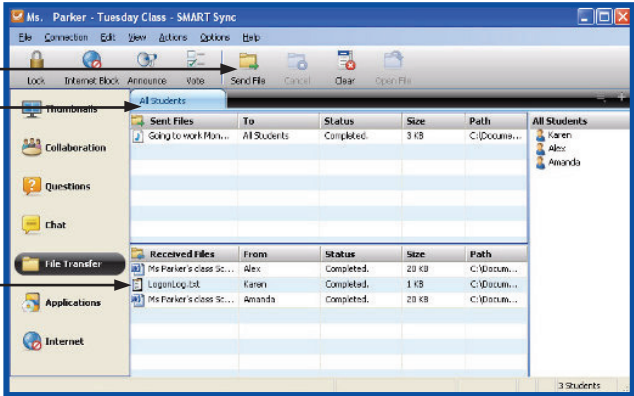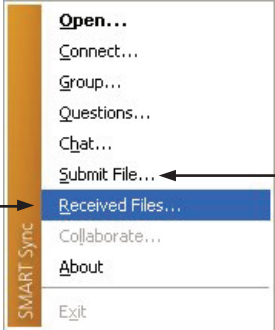|	
Action	**To answer a student question:** 1. Double-click the student question. The question appears in the History pane. 2. Type your answer in the Message text area at the bottom of the Questions view and click **Send**. The answer appears in the History pane. **NOTE:** The teacher can answer follow-up questions and/or provide additional information by repeating step 2. 3. Click the [Finished] button in the SMART Sync toolbar to finish the question chat session with the student. This clears the History pane and removes the student name and question from.
What students see on their screens	*The student can ask follow-up questions by typing the question in the text box, and pressing Enter on the keyboard to send it.*

Exchanging files in SMART Sync

Teachers and students can easily exchange files using the File Transfer view. Select this view by clicking the **File Transfer** button on the left side of your screen.

Action	**To send files to students:** 1. Select the tab for the group to which you want to send the file at the top of the File Transfer view 2. Click the ![Send File] button and select the file location from the *Send File* window 3. Click **Send**. The file appears in the top pane of the File Transfer window. Once the Status field displays **Completed**, the file has been sent.
What students see on their screens	2. 1. *The File Transfers view also displays your Received Files.* **TIP:** Open any file (sent or received) directly from SMART Sync Teacher software by selecting the file and clicking the **Open File** button.
What students see on their screens	The file automatically opens on the students' desktops when the transfer is complete. If the student closes the file, they can access received files by clicking the **Received Files** command from the SMART Sync Student menu To send a file to the teacher, the student clicks **Submit File**, browses to the file location and clicks **Submit**.

TIP: To send your file to all students, select the **All Computers** tab at the top of the File Transfer view. To send your file to a single student, select the student name in the students list on the right hand side of the screen and follow steps 2 to 3.