

# iTacit Quick Guide: Media & Technology Recommendations



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[www.iTacit.com](http://www.iTacit.com)

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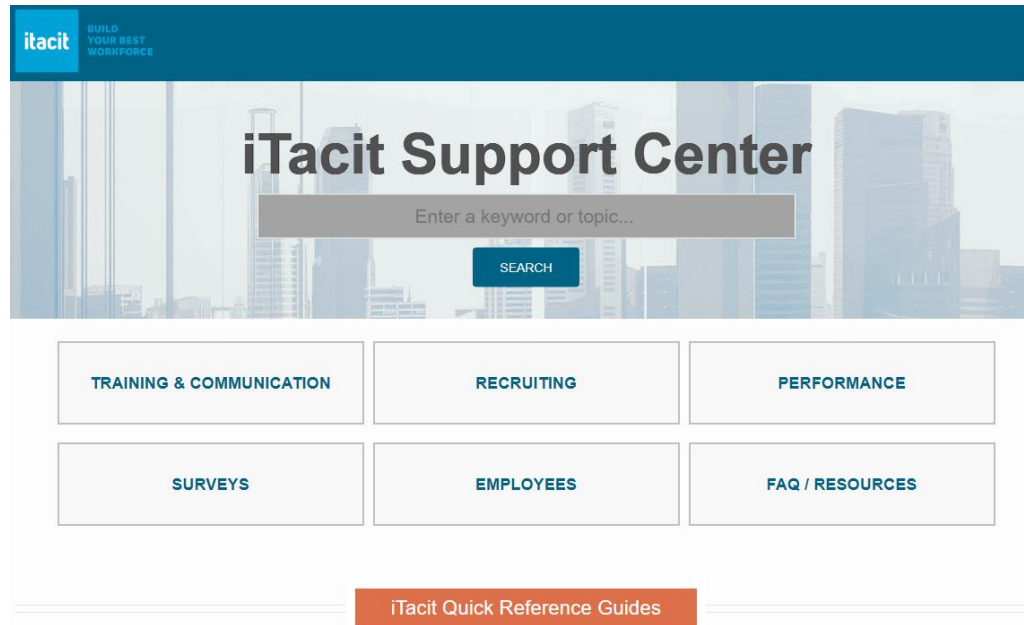
# iTacit Support Center

Hi there! Thanks for visiting iTacit's **Quick Guides!**

This particular guide is designed to give you a comprehensive overview of our current **Media and Technology Recommendations**.

For additional resources, the **iTacit Support Center** is available 24/7 to users with an **iTacit Coordinator** role. The iTacit Support Center is a self-service hub that allows iTacit Coordinators access to the latest release notes, media recommendations, and instructional guides.

To get there, navigate to the launchpad menu items in your administrative tools, and click on iTacit Support Center:



If you encounter any issues with your iTacit experience, or if further assistance is needed, please reach out to iTacit's **Help Desk**:

Toll Free: 1-855-246-5196

Email: [helpdesk@itacit.com](mailto:helpdesk@itacit.com)

# Media & Technology Recommendations

To provide a great customer experience, iTacit has some basic technology requirements and recommendations for our clients.

This particular guide is designed to give you a detailed overview of best practices that will help you get the most out of your iTacit experience, from initial log in, to uploading and downloading content.

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  - [Desktop & Mobile](#)
2. [Attachments: Viewing, Uploading, and Downloading:](#)
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  - [Adding Images](#)
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  - [Adding Video](#)
5. [Advanced iCourse Editing Tools](#)

If you encounter any issues with your iTacit experience, please contact the **Help Desk**:

Toll Free: 1-855-246-5196, Option 1  
Email: [helpdesk@itacit.com](mailto:helpdesk@itacit.com)

## Accessing your iTacit site:

We provide support for popular computers, laptops, tablets, and smartphones, using common internet browsers.

iTacit works well with most popular browsers, however, we cannot ensure that it will work with all browsers on the market, as there are too many to choose from and support.

We rigorously test our product on the most commonly used browsers to ensure that our product operates properly on them.

Some browsers, such as **Puffin** and **Dolphin**, promote their ability to deliver Flash media on mobile devices. These browsers are gaining popularity in the consumer and education spaces, however, are not yet widely used in corporate settings. Although iTacit operates well on these browsers, iTacit does not officially support them at this time.

If you have any issues with your device or browser, please see our recommendations on the following page, or contact the Help Desk.

# Accessing iTacit

## Desktop:

### Supported Internet Browsers:

Google Chrome 10 (and above)  
Microsoft Internet Explorer (IE) 9 (or newer)  
Mozilla Firefox 4 (or newer)  
Safari 5.1 (or newer)

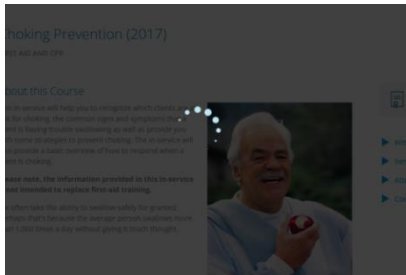
### Plug-Ins:

Adobe Acrobat Reader

### Pop-Ups:

Please note: iCourses and iCourse content will not display if pop-ups are blocked on your iTacit site.

Blocked pop-ups do not necessarily always look the same, but there are specific things to watch out for. For example, if your browser screen has a continuous loading icon in a loop, your pop-ups are likely blocked. Here is an example from Chrome where pop-ups are blocked:



You may also notice an icon in far-right side of your browser's toolbar indicating pop-ups are blocked:



No matter which browser you are using, there will be an option within your browser settings to allow pop-ups. A quick internet search for "enable pop-ups in my browser" will explain how to modify your settings. Please reach out to our Help Desk if further support is needed.

## Mobile:

Your iTacit site can be accessed on tablets and smartphones. For Android devices, download the My iTacit app. from the Google Play Store. For iOS, download from the App Store.



My iTacit  
iTacit Healthcare Inc.

Once your download is complete, follow these steps:

1. Open the My iTacit app.
2. For the first time sign-in only, you will be asked to enter an "Organization Code." This is the site that you wish to connect your mobile app to.

Enter: **yoursitename**.itacit.com

3. Sign in with your usual username and password.

# Attachments: Viewing, Uploading, and Downloading

## iTacit Document Viewer:

### Viewing Documents and Attachments On-Screen:

iTacit's built in document viewer allows you to view images, videos, text documents, etc., throughout your iTacit site.

The document viewer allows you to view content on-screen (i.e. within your iTacit site) and off-screen (i.e. ability to download content, if permissions allow).

### Uploading Content:

External content can be uploaded to iCourses, Training Catalog Items, Posts, Messages, and the Library. The table below outlines our currently supported container types, as well as size recommendations:

Supported File Types:	File Extension:	Dimensions Recommendations:
Documents	.pdf (optimal), .docx, .doc, .pptx, .ppt	N/A
Images	.png (optimal), .jpg, .gif	512 x 512 - 1024 x 768
Audio Files	.mp4 (optimal), .mp3, .wav	N/A
Video Files	.mp4 (optimal), .mp3, .mov, .gif	1280 x720 (720p) - desktop 300 x 150 - mobile
<b>Note: All file sizes can be uploaded at any size up to 20 mb</b>		

## Downloading Documents and Attachments:

Users are able to download documents to be viewed outside of iTacit, if permissions allow, by opening the desired document, and selecting "download" within the document viewer toolbar:



Please note that some document types typically require the existence of software on the viewing device that is capable of opening the uploaded document type. For example, if you upload a Microsoft Word (.docx) document, the viewing user who downloads the document must have Microsoft Word installed on their device to view the document.

# Content Editors

## Modifying and Creating Course Content:

### Packaged Courses:

See table below for our supported packaged course formats:

Packaged Course Formats:
<ul style="list-style-type: none"><li>• .AICC</li><li>• SCORM 1.2</li><li>• SCORM 2004</li></ul>
HTML5 is the recommended output format for all courses.

### Adobe Flash (Supported Media File type):

Adobe Flash support has progressively declined in recent years making it incompatible with most popular and modern browsers. Support for Adobe Flash Player is expected to end completely in 2020. Flash players are currently not supported for iOS and Android devices on all modern browser versions.

It is still possible to consume flash-based media on desktops and laptops primarily using Chrome. If using Internet Explorer, an IE8 compatibility mode is currently enforced in iTacit in order to enable compatibility.

iTacit recommends avoiding the consumption of flash based media going forward due to the diminishing level of support. Further, we recommend beginning the process of exporting your existing packaged courses to HTML5, and to use HTML5 going forward. Taking a proactive approach will help you to avoid having to perform mass conversions as 2020 draws closer.

### iTacit iCourse Editor:

In iTacit, iCourses can be created from scratch in our iCourse Editor. Outside content can be modified within the iCourse Editor as well, or can be uploaded as an attachment. The following page(s) will discuss how to accomplish these tasks, with a focus on modifying content to be viewed on mobile devices.

### Viewing iCourse content on the My iTacit mobile app:

The content you create in your iTacit site is automatically available on your smartphone or tablet. iTacit is fully mobile responsive, meaning that no matter what type of device you use access your iTacit site, the site pages will look great, provided your content falls within the following recommendations for mobile.

Media Type:	Size Recommendations:
<b>Images</b>	Size allowance for images should be expressed as a percentage value. The percentage that is set is the percentage of the viewing screen that will be occupied by the image that has been uploaded.
<b>Audio</b>	Any size up to 20 MB
<b>Video Files</b>	1280 x 720 p (maximum) 300 x 169 to be viewed on even the smallest mobile screens
<b>Messages</b>	Any size up to 10 MB
<b>iCourse Reference Documents, Training Catalog Item Documents, Employee Documents</b>	Any size up to 20 MB

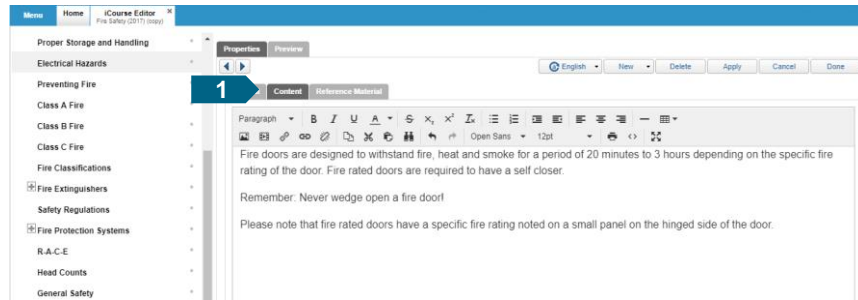
# Mobile App Considerations: Updating iCourse Text & Adding Images

## Updating iCourse Text:

iTacit recommends generating and modifying iCourse text within the iCourse editor itself, rather than copying and pasting pre-formatted text from an external program as the content may not appear as intended when viewed on a mobile device.

To remove all existing formatting, while retaining the original text, open the iCourse page you want to edit.

1. Click on the **Content** tab to view the text content.

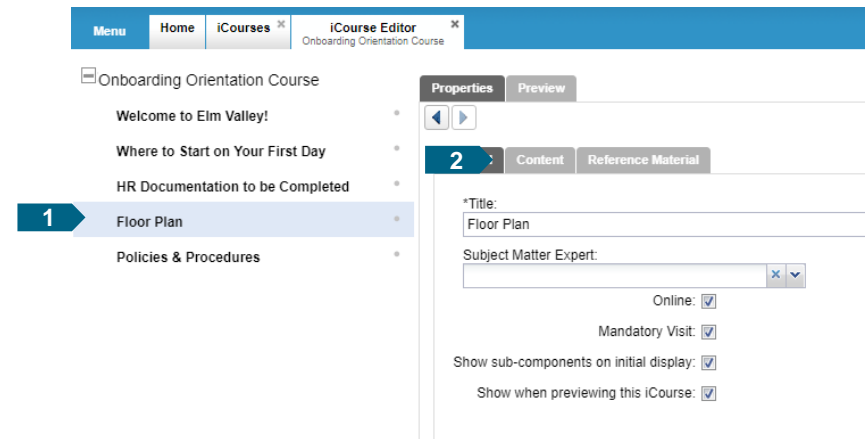


2. In the toolbar, click on the **Clear Formatting** button. This will remove all current formatting which can now be modified using the editing tools.

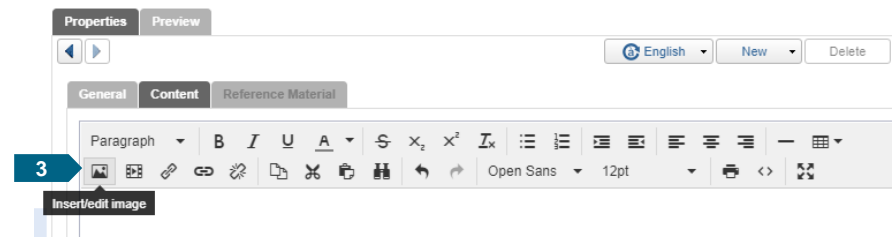


## Adding Images:

1. Select the page you wish to add an image to, and click the **Content** tab.
2. Alternatively, create a new page, if desired, by selecting **Page** from the **New** dropdown menu. Enter the **Title** of your new page, and click **Apply** to save changes. Click on the **Content** tab.



3. Click the **Insert/edit Image** button (image icon) in the toolbar.



# Mobile App Considerations: Updating iCourses & Adding Images

- Insert your desired image by clicking on the **Source** search button. From here, you can either drag-and-drop the file, or search your files.
- Specify the **Dimensions** as a percentage, as this dictates the percentage of the screen that will be taken up by the image, and click **Okay** to confirm your selection. Click **Apply** again to save all changes.

**Insert/edit image** ×

General **Advanced**


**4** Source  

Image description

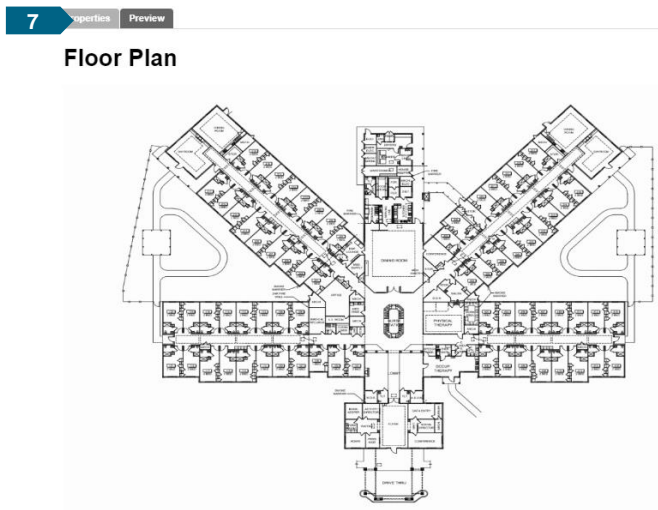
**5** Dimensions  % x  % ☒ Constrain proportions

**Ok** **Cancel**

- Set the **Alignment** of the image using the toolbar options.



- Lastly, **Preview** the content to ensure it appears how you want it to.



## Positioning Images:

In addition to aligning your image, you have the option to modify the positioning even further using the options under the **Advanced** tab. To do this:

- Highlight your image, and click on the **Insert/edit image** button. Then, click on the **Advanced** tab. Here, you can specify how much white space you want to add surrounding the image.

**Insert/edit image** ×

**1** General **Advanced**

Style

Vertical space  Horizontal space

Border

**Ok** **Cancel**



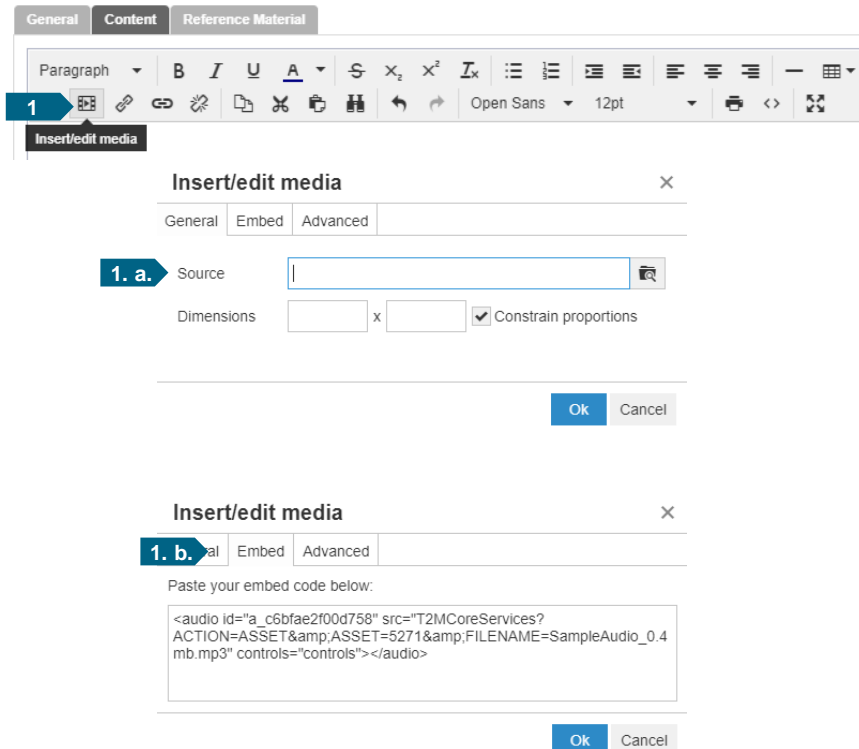
# Mobile App Considerations: Adding Audio

## Adding Audio:

Inserting an audio file in your content will cause the iCourse Editor to automatically create an HTML code that will be embedded into the page when it is viewed. Modify the embedded code to configure the desired look and behaviour of the audio file.

1. Under the **Content** tab in the iCourse Editor, click the **Insert/ edit media** button in the toolbar to:
  - A. Add your desired audio file in the **Source** field under the **General** tab.
  - B. Access the embedded code by clicking on the **Embed** tab.

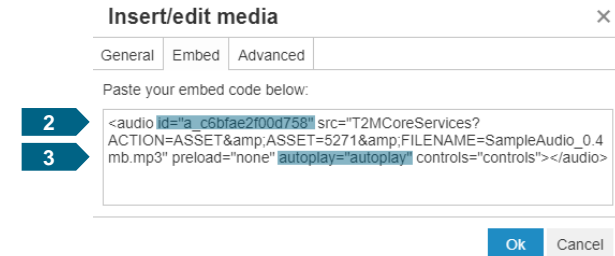
Note: Video files are managed in this same area.



The screenshot shows the iCourse Editor interface with the 'Content' tab selected. The 'Insert/edit media' dialog box is open, showing the 'General' tab. The 'Source' field is highlighted with a blue arrow labeled '1. a.'. The 'Embed' tab is also visible, and the 'Paste your embed code below:' field is highlighted with a blue arrow labeled '1. b.'.

Check for the following in the HTML code under the **Embed** tab.

2. If there is an `id=` element, as seen in the highlighted text below, remove it. It is only used for older, flash-based audio playback.



The screenshot shows the 'Insert/edit media' dialog box with the 'Embed' tab selected. The HTML code is highlighted with a blue arrow labeled '2' and a blue arrow labeled '3' pointing to the 'autoplay' attribute.

3. If there is an **Autoplay** element, the file will automatically play if on a desktop device. However, on mobile devices, autoplay is typically ignored by the device as it can drain data. To ensure minimal risk of data drain on mobile, you can remove the autoplay element altogether.

# Mobile App Considerations: Adding Videos

## Adding Video:

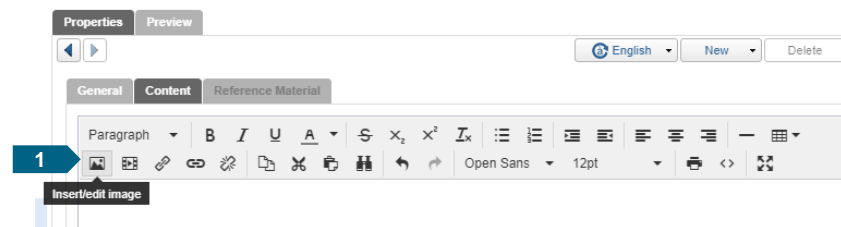
Adding video content to your iCourses is an excellent way to increase learner engagement. Please review our recommendations below to ensure videos will display properly.

### Video File Specifications: Recommendations:

<b>Format</b>	.MP4, .MOV, and .GIF
<b>Codec (plug-ins)</b>	H.264, AAC
<b>Maximum dimension</b>	1280 x 720 (720p)
	300 x 150 This smaller size ensures the video will fit nicely on even the smallest mobile screens. Viewers with a larger display can select full screen so that the video will look nice in their view as well.
<b>File Size</b>	Video files exceeding 20 MB should be assessed to see if they can be shortened.
<b>Video Length</b>	Limit to 2 minutes or less, to prevent excessive file sizes. Chunking your video into smaller sections is advisable. Learners will benefit from this as well!
<b>Processing</b>	Video is bandwidth-intensive. Videos should be processed through a compression utility (such as Vimeo, YouTube or similar), to ensure that it is as lightweight as possible. Direct upload of raw-captured video should be avoided.

To embed video, and make any embed code changes, navigate to the **Content** tab in the iCourse Editor,

- Click the **Insert/edit media** button in the toolbar to:
  - Add your desired video file in the **Source** field under the **General** tab.
  - Set dimensions.

A screenshot of the 'Insert/edit media' dialog box in the iCourse Editor. The 'General' tab is selected. The 'Source' field contains the URL 'T2MCoreServices?ACTION=ASSET&ASSET=528'. The 'Dimensions' field shows '300' by '150' with a checked box for 'Constrain proportions'. The dialog has 'Ok' and 'Cancel' buttons at the bottom.

- Click on the **embed** tab. If there is an id= element, as seen in the highlighted text below, remove it. It is only used for older, flash-based audio playback.

A screenshot of the 'Insert/edit media' dialog box, 'Embed' tab. It shows the embed code: `<video id="a_c6bfae2f00d748" width="300" height="150" controls="controls"><source src="T2MCoreServices?ACTION=ASSET&ASSET=5328&FILENAME=fire%20escape%20route.mp4" type="video/mp4" /></video>`. The 'id' attribute is highlighted with a blue selection box. The dialog has 'Ok' and 'Cancel' buttons at the bottom.

- If there is an **Autoplay** element, it is likely to be ignored if viewed on mobile, however, you can minimize the risk of data drain by removing the autoplay element altogether.

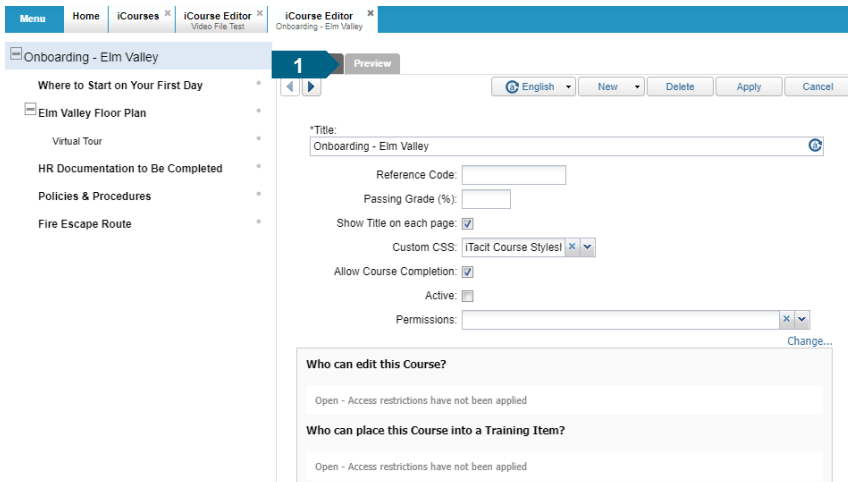
# Advanced iCourse Editing Tools

## Removing Hard-Coded Formatting:

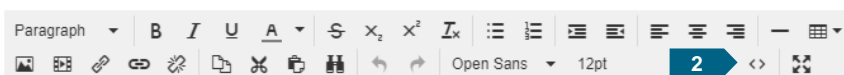
To ensure a clean display of iCourse text, complete the steps below to remove hard-coded formatting. The text can then be formatted in the iCourse editor, using the built-in toolbar. Using this option will allow you to be more selective with the changes you make versus removing all formatting using the Clear Formatting tool.

In your Administrative Tools, open the iCourse Editor, and open the iCourse you want to modify.

1. For each iCourse section, use the Preview tab to check fonts to ensure that styles are being used, not hard-coded font names or sizes. If there are hard-coded fonts, move on to step 2. If not, your formatting is likely already in shape to be viewed on mobile.



2. View the HTML source in the editor toolbar by clicking the **Source code** button.



Check for <span> tags (which typically come from Lists), hard-coded font references, or any other problematic HTML (from MS-Word, etc.), and remove.

### Source code

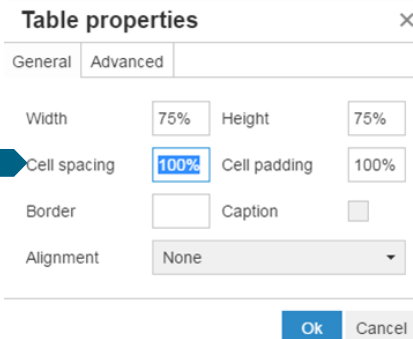
```
<p style="text-align: center;" align="center"><strong><span style="font-size: 14.0pt, font-family: Helvetica, sans-serif, color: #0070c0;">Floor Plan:</span></strong></p>
<p style="font-variant-ligatures: normal; font-variant-caps: normal; orphans: 2; text-align: start; widows: 2; -webkit-text-stroke-width: 0px; text-decoration-style: initial; text-decoration-color: initial; word-spacing: 0px; padding-left: 300px;"><span style="font-family: 'Helvetica', sans-serif, color: #333333;">Wing 1: Hospice Care</span></p>
<p style="text-align: left; padding-left: 300px;"><span style="font-family: 'Helvetica', sans-serif, color: #333333;">Wing 2: Palliative Care</span></p>
<p style="text-align: left; padding-left: 300px;"><span style="font-family: 'Helvetica', sans-serif, color: #333333;">Wing 3 & amp; 4: Long-Term Care</span></p>
```

3. If using tables, check the embed code following the same process for hard-coded column widths, and remove.

### Source code

```
</td>
<td width="135">
<p style="text-align: left;"><strong><span style="font-size: 10.0pt, font-family: Helvetica, color: white;">File Extension:</span></strong></p>
</td>
<td colspan="2" width="166">
<p style="text-align: left;"><strong><span style="font-size: 10.0pt, font-family: Helvetica, color: white;">Dimensions Recommendations:</span></strong></p>
</td>
<td width="220">&nbsp;</td>
</tr>
<tr>
<td width="152">
```

4. Open **Table Properties** and change dimensions to percentage values instead.

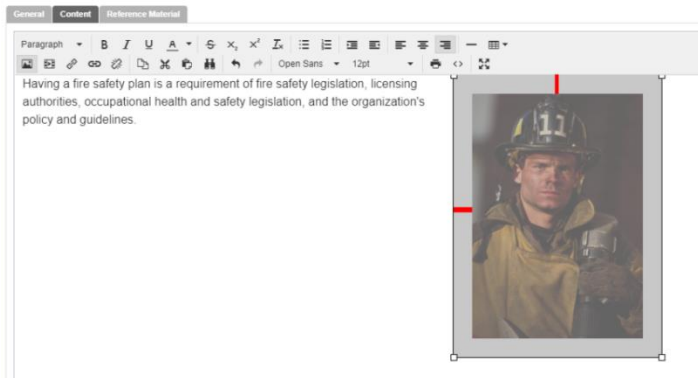


# Advanced iCourse Editing Tools

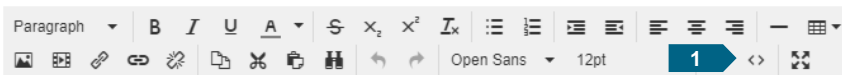
## Images and Text:

If you are creating content where images and text are to be placed alongside each other, you will likely need to create cell padding within the code in the Advanced options for your text so that it looks streamlined.

In the screenshot below, you are able to see the effect of padding on an image. The image is highlighted to show the negative space around an image that padding provides, as indicated by the red lines. The padding is not visible otherwise.



1. To add padding around your image, access the source code.



2. After the <img style> tag, you can specify, in pixels, how much padding you want to add, and on which sides of the image.

### Source code



```
<p><p>Having a fire safety plan is a requirement of fire safety legislation, licensing authorities, occupational health and safety legislation, and the organization's policy and guidelines.</p>
```

Padding is applied in a clock-wise direction. If you only want to add padding to the bottom of the image, for example, you would write:

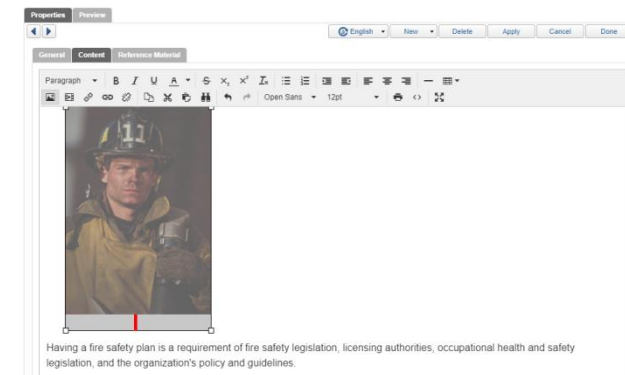
```
<img style="padding: 0px 0px 25px 0px; ...etc.>
```

### Source code



```
<p><p>Having a fire safety plan is a requirement of fire safety legislation, licensing authorities, occupational health and safety legislation, and the organization's policy and guidelines.</p>
```

In this example, padding will display like so:



3. To confirm the look of the padding you've added, click **Preview**.

