



Capti® Rostering

Administrator Manual



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ROSTERING OVERVIEW

Integration Options

Capti can import or sync roster using the following integrations and tools.

	Single Sign On	Sync Roster	Import Users
Clever	✓	✓	✓
ClassLink	✓	✓	✓
Google Classroom	✓	✓	✓
Canvas	✓ _{LTI}		✓ _{LTI}
BlackBoard	✓ _{LTI}		✓ _{LTI}
Schoolology	✓ _{LTI}		✓ _{LTI}
OneRoster / SFTP	N/A	✓	✓
Manual user management	N/A	N/A	✓
Secret code invitations	N/A	N/A	✓
Email domain approve-lists	N/A	N/A	✓

Note: LTI rostering works by adding new user accounts when they first access Capti from their Learning Management System.

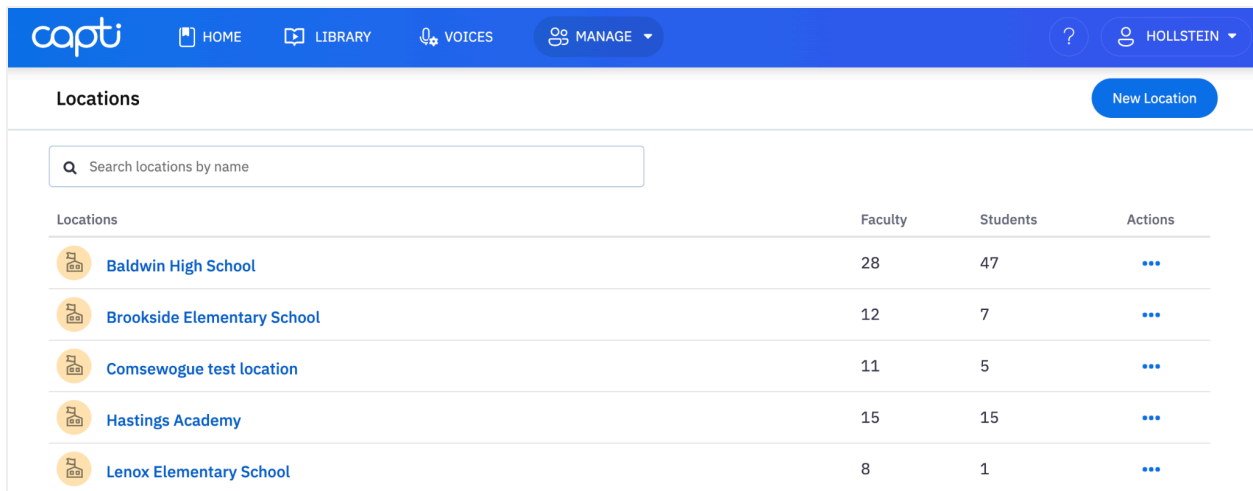
Database Entities






Locations

Locations can represent a school in a district for example, or a building on campus.

You can view the list of Locations in your organization by opening the **Manage** → **Locations** screen.

You can view or edit member's Location enrollment by opening the **Manage** → **Members** screen, clicking on the "Actions" menu next to member name, and selecting the "Location Enrollment" option.



Locations				New Location
Search locations by name				
Locations	Faculty	Students	Actions	
 Baldwin High School	28	47	...	
 Brookside Elementary School	12	7	...	
 Comsewogue test location	11	5	...	
 Hastings Academy	15	15	...	
 Lenox Elementary School	8	1	...	

The number of Locations that can be created in an organization account may be limited by the number of licenses enabled for the account. You can check in-effect limits and number of used licenses by going to **Manage** → **Organization** → **Plan** and reviewing the "Plan Status" and "Roster" sections of the information panel.

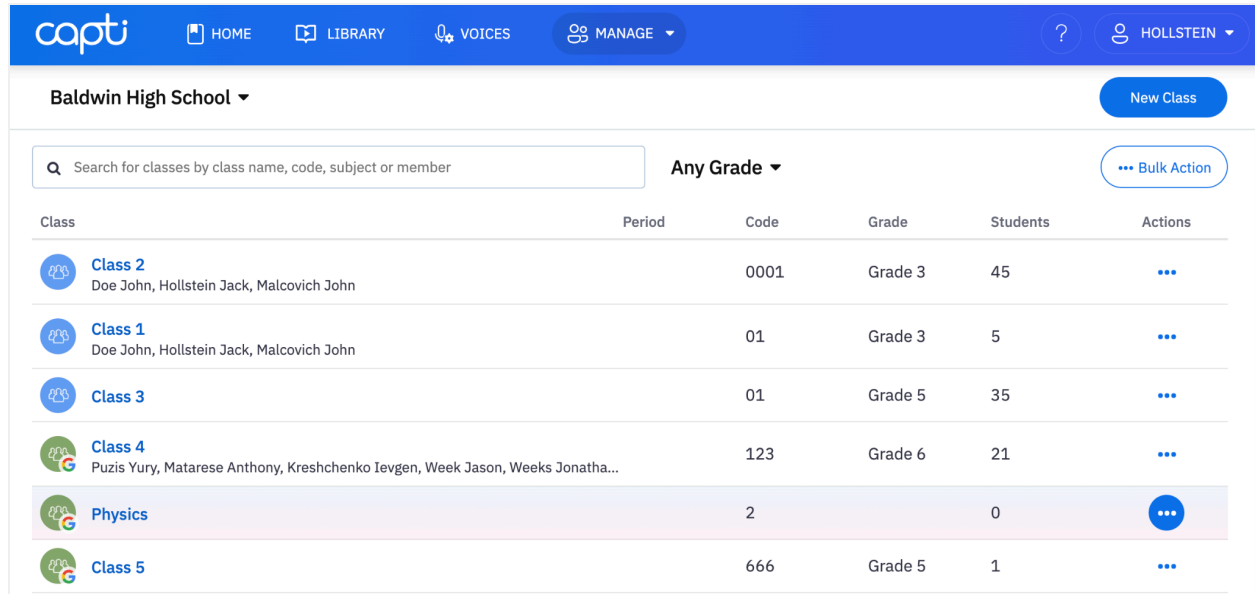
Classes

Classes can be course sections, or custom groups. Each class is assigned to a single location.







You can view the list of classes in your organization by opening the **Manage** → **Classes** screen.

Click the **New Class** button to create a new class or import a class from Google Classroom.

There is no limitation on the number of classes that can be created.



The screenshot shows the 'Manage' screen for 'Baldwin High School'. At the top, there's a navigation bar with 'HOME', 'LIBRARY', 'VOICES', and 'MANAGE'. Below the navigation bar, the school name 'Baldwin High School' is displayed with a dropdown arrow, and a 'New Class' button is on the right. A search bar is present with the placeholder text 'Search for classes by class name, code, subject or member'. To the right of the search bar is a filter dropdown set to 'Any Grade' and a 'Bulk Action' button. The main content is a table with the following columns: Class, Period, Code, Grade, Students, and Actions.

Class	Period	Code	Grade	Students	Actions
 Class 2 Doe John, Hollstein Jack, Malcovich John		0001	Grade 3	45	...
 Class 1 Doe John, Hollstein Jack, Malcovich John		01	Grade 3	5	...
 Class 3		01	Grade 5	35	...
 Class 4 Puzis Yury, Matarese Anthony, Kreshchenko Ievgen, Week Jason, Weeks Jonatha...		123	Grade 6	21	...
 Physics		2		0	...
 Class 5		666	Grade 5	1	...

Members

Members are people with access to the organization account. Each member can be in an unlimited number of classes, but is limited to the Locations to which they have been assigned.

You can view the list of members by opening the **Manage** → **Members** screen.

capti

HOME

LIBRARY

VOICES

MANAGE

HOLLSTEIN

Baldwin High School

All Roles

Any Status

Any Grade

Students: 67/150

Faculty: 30/ unlimited

Enroll

Search by name, Capti ID, Unique ID, person number

Bulk Action

Member	Locations	Classes	Grade	Last Login	Status	Actions
<div><div></div><div>Anderson, Annie</div><div>Student • student7@cpt.edu</div></div>	Baldwin High School	7	Grade 5	May 27, 2024	Active	
<div><div></div><div>Benager, Winston</div><div>District Admin • winston.benager@boston.edu</div></div>	Lexile Test +13	0	-	Oct 26, 2023	Active	
<div><div></div><div>Borodin, Yevgen</div><div>District Admin • captivoice@gmail.com</div></div>	Lexile Test +13	2	-	May 7, 2020	Active	
<div><div></div><div>Bridge, Wesley</div><div>District Admin • wesley.bridge@boston.edu</div></div>	Lexile Test +13	2	-	Mar 30, 2022	Active	
<div><div></div><div>Brook, Lina</div><div>Student • lina.student1@boston.edu</div></div>	Baldwin High School	6	Grade 5	Jun 6, 2024	Active	
<div><div></div><div>Brown, Lina</div><div>Student • lina.student@boston.edu</div></div>	Baldwin High School	4	Ungraded	May 9, 2024	Active	
<div><div></div><div>Bruce, Kelly</div><div>Teacher • KBruce@ets.org</div></div>	Baldwin High School	1	-	Apr 9, 2024	Active	
<div><div></div><div>Clinton, Donald</div><div>Student • test1@ets-captivoice.com</div></div>	Brookside Elemen... +1	4	Ungraded	Oct 22, 2019	Active	

If you want to find a specific member, use the search field above the list of members. If you don't know which Location the member belongs to, change the dropdown at the top of the screen from a specific Location to **"All Members"**, and repeat search.

The number of members that can be added to an organization account may be limited by the number of licenses enabled for the account. You can see the in-effect limits and number of used licenses in the top-right of the screen, next to the button **"Enroll"**.

Role-Based Access Control

Roles in Capti

In Capti, an *organization* account is a multi-user account. Each member of an organization has a role that determines their access level. The following table provides a summary of the differences between roles.

Reports

Role in K-12 Organization	Teacher	School Admin	District Admin
Role in Higher Ed. Organization	Faculty	Location Admin	Super Admin
View reports for my classes	✓	✓	✓
View reports for my locations		✓	✓
View reports by grade level		✓	✓
View reports for all locations			✓
View district level report			✓

Assignments

Role in K-12 Organization	Teacher	School Admin	District Admin
Role in Higher Ed. Organization	Faculty	Location Admin	Super Admin
Create new assignments, proctor assignments	✓	✓	✓
See all assignments in my locations/schools		✓	✓
See all assignments in all locations/schools			✓

Rostering

Role in K-12 Organization	Teacher	School Admin	District Admin
Role in Higher Ed. Organization	Faculty	Location Admin	Super Admin
See student's in my classes	✓	✓	✓
See all students in my locations/schools		✓	✓
See all students in the district/organization account			✓
Add or remove members, edit member details		✓	✓
Add or remove classes, enroll students in classes		✓	✓
Add, remove locations, enroll members in locations			✓
Add or remove District Admin or Super Admin			✓
Change organization-wide settings			✓
Configure LMS and SIS integration			✓

A Member's role is initially set when a member is added to the organization account (see [Clever](#), [ClassLink](#) for role mapping). To manually change member role:

1. Go to **Manage** → **Members**. A list of all members of your organization will appear.
2. Click the **...** button next to the name of the member you wish to edit and select **Member Details....**
3. Change the role and click **Save**.

Member Details

×

Capti ID*

student7@cpt.edu

First Name*

Annie

Last Name*

Anderson

Grade*

Grade 5

▼

Role

Student

▼

Personal Number

☒ This user is allowed to login

Save

Tips:

- You cannot change your own role.
- When a member's role is modified, the member will get a notification email about the change.
- If you have an SFTP, ClassLink, or Clever account and need to change a member's role contact us at support@capti.com.

Configuring Access Level

Disabling Access to Sensitive Features

Organization account members with the Administrator role can choose to enable or disable access to certain important features to users with a specific role. To change settings go to **Manage → Organization → Summary → General Permissions**.

The following features can be configured:

- **Personal Purchases.** When disabled, users won't be able to make new in-app purchases in Capti (including voices, Capti Coins, premium plan, etc.).
- **Changing Passwords.** When disabled, users won't be able to change their Capti password.
- **OCR with Capti Coins.** When OCR (Optical Character Recognition) with Capti Coins is disabled, users won't be able to use the organization's Capti Coins to OCR scanned PDFs or images. Users will still be able to ORC with Capti Coins they purchased for themselves.
- **Dictation with Capti Coins.** When disabled, users won't be able to use the organization's Capti Coins for dictation (entering text into text fields, adding voice-over to text, etc.). Users will still be able to use dictation with Capti Coins they purchased for themselves.

You can choose to set each feature to one of the following values:

- **Enabled.** All organization account members can use this feature.
- **Disabled for Students.** All organization account members except students can use this feature.
- **Disabled.** No organization account member can use this feature.

General Permissions

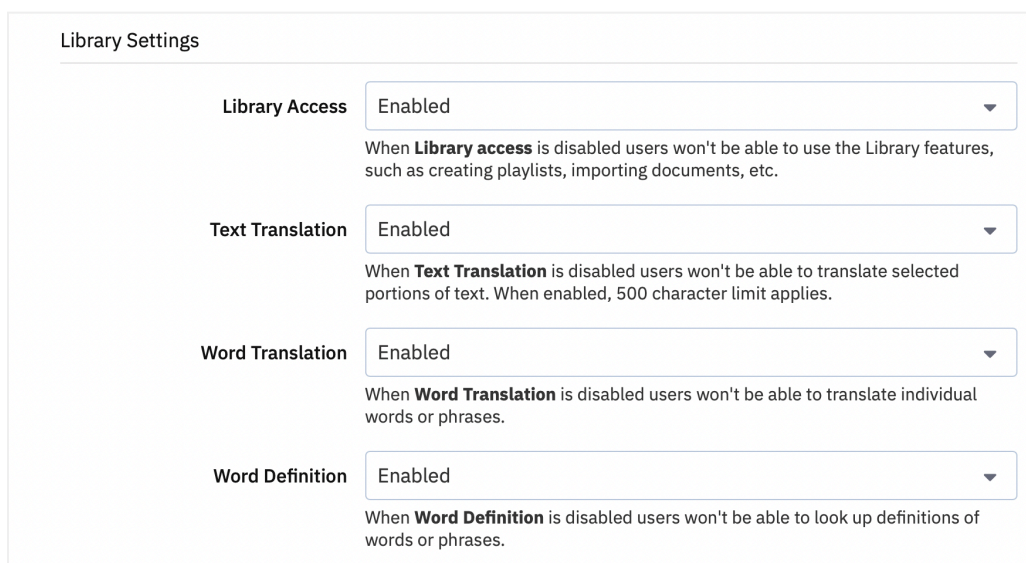
Personal Purchases	<div>Disabled for Students</div> <div>When Personal Purchases is disabled, users won't be able to make new in-app purchases in Capti (including voices, Capti Coins, premium plan, etc.).</div>
Changing Passwords	<div>Disabled for Students</div> <div>When Changing Passwords is disabled users won't be able to change their Capti password.</div>
OCR with Capti Coins	<div>Enabled</div> <div>When OCR (Optical Character Recognition) with Capti Coins is disabled, users won't be able to use organization's Capti Coins to OCR scanned PDFs or images. Users will still be able to ORC with Capti Coins they purchased for themselves.</div>
Dictation with Capti Coins	<div>Enabled</div> <div>When Dictation with Capti Coins is disabled, users won't be able to use organization's Capti Coins for dictation (entering text into text fields, adding voice-over to text, etc.). Users will still be able to use dictation with Capti Coins they purchased for themselves.</div>

Disabling Access to Capti Library Features

Organization account members with the Administrator role can choose to disable access to text translation or definition features. To change settings go to **Manage** → **Organization** → **Summary** → **Library Settings**. When a feature is disabled in this control panel users with role Student will not have access to it. All other accessibility and accommodation settings will be ignored.

The following features can be disabled for all:

- **Library Access.** When disabled users won't be able to use the Library features, such as creating playlists, importing documents, lookup translations and definitions, etc.
- **Text Translation.** When disabled, users won't be able to translate selected portions of text. When enabled, a 500 character limit applies.
- **Word Translation.** When disabled, users won't be able to translate individual words or phrases.
- **Word Definition.** When disabled, users won't be able to look up definitions of words or phrases.



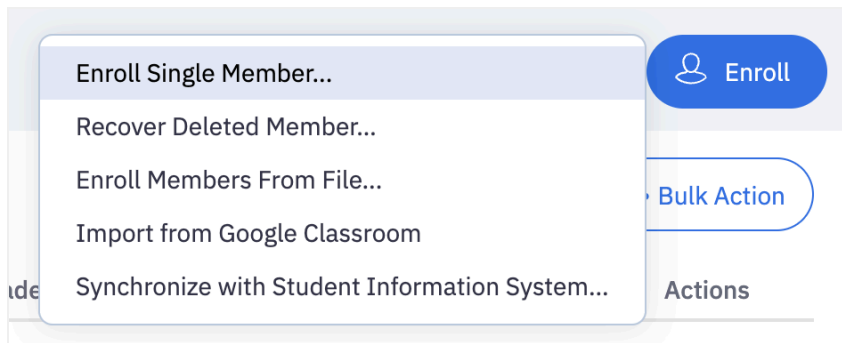
Library Settings

Library Access	Enabled	When Library access is disabled users won't be able to use the Library features, such as creating playlists, importing documents, etc.
Text Translation	Enabled	When Text Translation is disabled users won't be able to translate selected portions of text. When enabled, 500 character limit applies.
Word Translation	Enabled	When Word Translation is disabled users won't be able to translate individual words or phrases.
Word Definition	Enabled	When Word Definition is disabled users won't be able to look up definitions of words or phrases.

MANUALLY MANAGED ROSTER

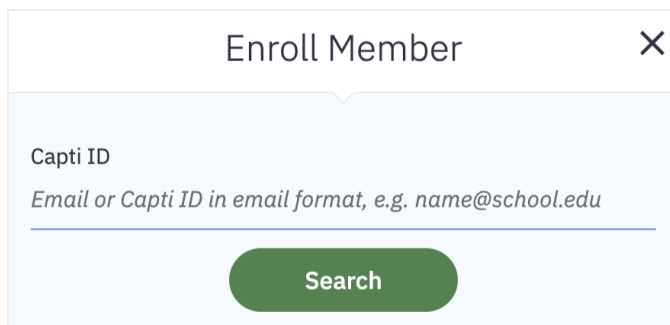
Add a single new member

1. Go to **Manage** → **Members** screen
2. Click **Enroll** → **Enroll Single Member**.



3. A new dialog will appear. Type the new member's email or Capti ID and click **Search**.

🚩 Tip: Capti ID doesn't have to be a real email, but needs to have an email-like @domain format.

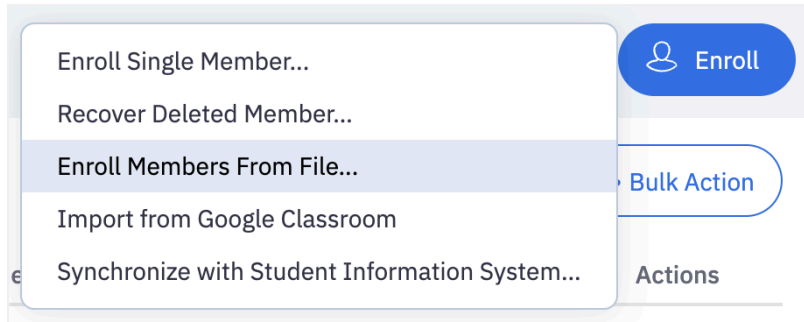
A screenshot of the 'Enroll Member' dialog box. The dialog has a title bar with 'Enroll Member' and a close button (X). Below the title bar, there is a text input field with the placeholder text 'Capti ID' and 'Email or Capti ID in email format, e.g. name@school.edu'. Below the input field, there is a green button with the text 'Search'.

4. If this account is new, you can choose between asking the member to confirm the email account, or activating the account yourself. In the latter case you don't have to use an active email address.
5. Specify member's name, role, location and class (if any).
6. If you want to add more members check Enroll another checkbox
7. Click **Enroll**

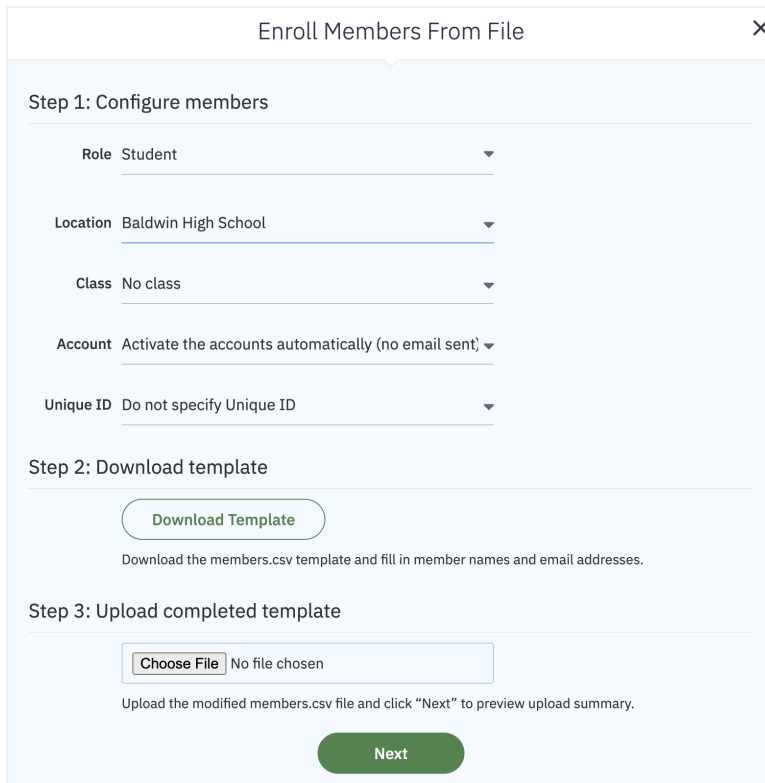
Add members from a file

You can add members to your organization account by uploading a file.

1. Go to **Manage** → **Members** screen
2. Click **Enroll** → **Enroll Members from File...** in the top-right corner of the screen.



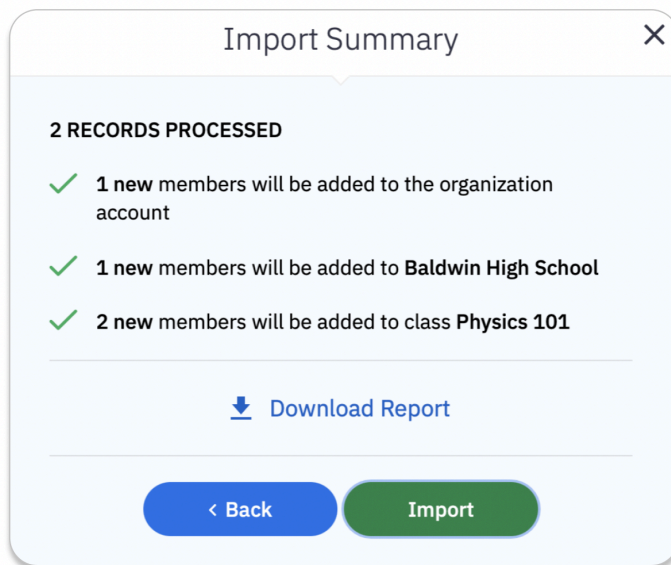
3. A new dialog will appear. Configure members you are importing



1. Choose a default role for the new members.
2. Choose which location the members will be imported into
3. Choose a default class (if any) for the new members.
4. Choose how to activate new members' accounts. You can either ask the new users to confirm through their emails and choose their own passwords, or you

can activate the accounts right away. The former option will require you to specify each new member with a password, but you won't need to use active email addresses.

5. Choose Unique ID for the new members. This will be important if you are planning to later sync the roster automatically, from your SIS.
 6. Click **Download Template** to download members.csv file and fill it in with rostering data, or use the file you prepared in advance. Click **Choose file** or **Browse** and select the file you created.
 7. Click **Next** and Capti will upload and analyze your roster.
4. A new dialog summarizing the import and errors (if any) will appear.





If no errors were found click **Import** and the new members will appear in the members list. Otherwise

1. Click **Download Report** to review the full error report.
2. Click **Back** in the dialog box to return to the previous screen
3. Fix any reported errors and try uploading the updated template again.


Add new members by Secret Code

You can invite students and colleagues to activate their membership in your Capti organization account by entering an invite code.

1. Find the 6-letter invite code
 - a. Go to **Manage** → **Locations** screen
 - b. Click  next to the Location name, then click **View Signup Codes**, and the codes will be displayed.
 - c. Choose from student, assistant, or teacher codes, and close the dialog.

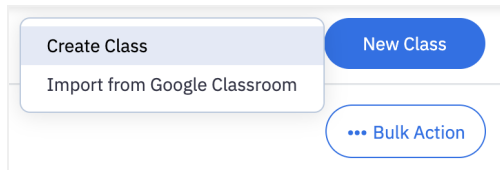
 **Tip:** If you want to invalidate the old codes click "Regenerate Codes" in the bottom of the dialog.

2. Distribute the code with the following instructions:

- a. Go to www.captivoice.com and click **Sign Up** in the upper right corner
- b. Click the **I Have a Code** button 
- c. Fill in the form with name, email, and a new password
- d. Enter the provided code in the bottom of the form
- e. Click **Sign Up**

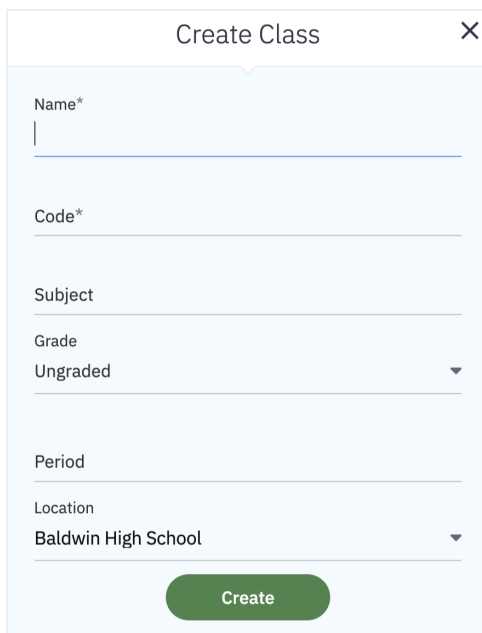
Add a new class

1. From the top bar open **Manage** → **Classes** screen. A list of classes will appear.
2. If you didn't previously create the class click **New Class** → **Create Class**, complete the form and click **Create**.



This screenshot shows the top right corner of the 'Manage' screen. It features a light blue button labeled 'Create Class', a blue button labeled 'New Class', and a button labeled 'Import from Google Classroom'. Below these is a blue button with three dots and the text 'Bulk Action'.

3. A dialog box will appear where you can specify class name, grade, and other details. Fill in the form and click **Create**.

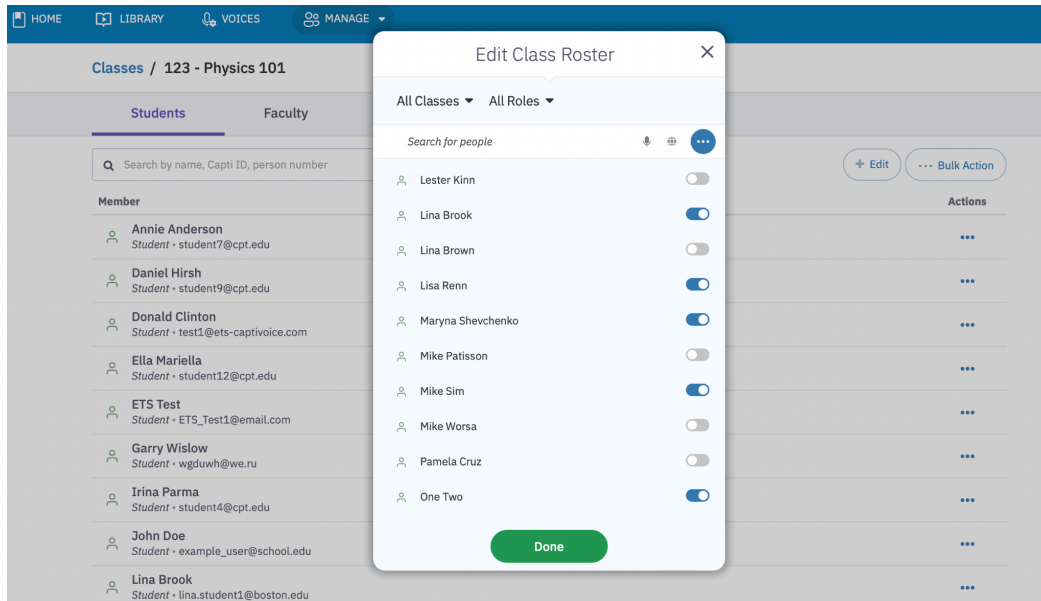



This screenshot shows the 'Create Class' dialog box. It has a title bar with 'Create Class' and a close button (X). The form contains the following fields: 'Name*' (text input), 'Code*' (text input), 'Subject' (text input), 'Grade' (dropdown menu with 'Ungraded' selected), 'Period' (text input), and 'Location' (dropdown menu with 'Baldwin High School' selected). A green 'Create' button is at the bottom.

Add students to class from a list

If the students you want to add to a class are already registered members of the organization, you can follow those steps to add them to a class:

1. From the top bar open **Manage** → **Classes** screen. A list of classes will appear.
2. Click on the name of the class. A list of current students in the class will appear, if any. You can switch to a list of instructors by clicking the Faculty tab.
3. Click the **Edit** button to choose who you want to add to the class.

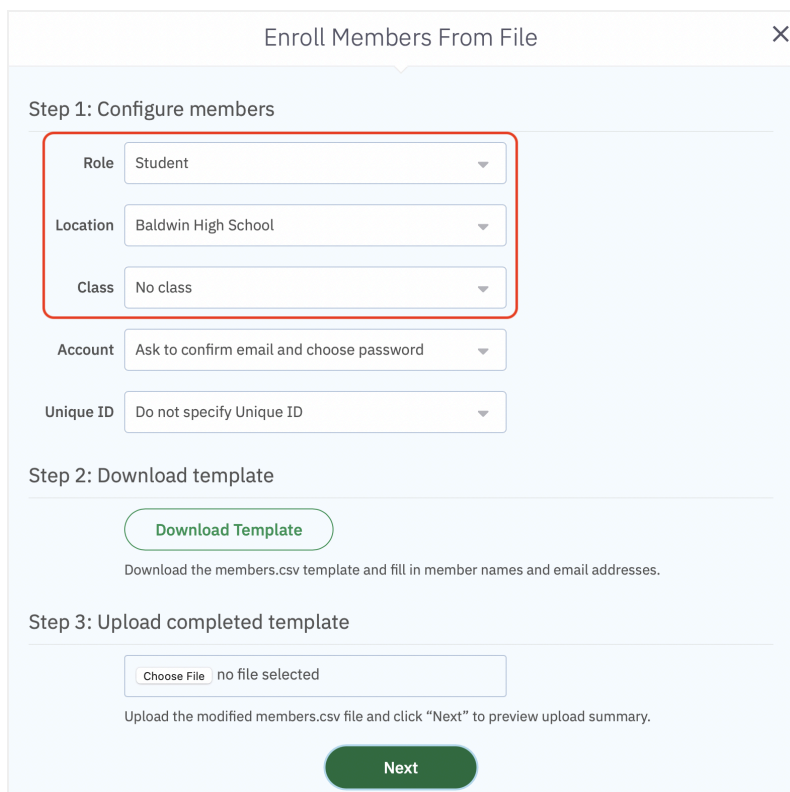


4. Click the toggle next to the names of the users you want to add or remove. You can also change access for multiple users at once by clicking  and selecting “All all members” or “Remove all members”.
5. When finished click **Done**. The added members will be listed in the class.

Add students to class from a file

In some cases it might be easier to add students to a class from a file, for example if you already have the file ready and don't want to look those students up in Capti one at a time. You can do that by simply uploading the file to Capti, using the following steps:

1. Make sure that the class you want to add students to already exists. If needed, first [create a new class](#).
2. Create a file with the students you want to add to the class with columns "First Name", "Last Name", and "Capti ID".
3. [Import the file](#). Make sure to select the "Student" role, and correct Location and class names from the dropdowns when importing the list.

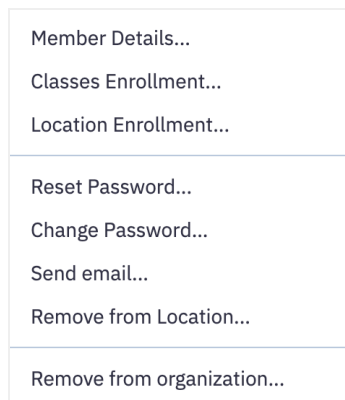


Note that you can use this approach to add to class both students already in the organization account, and those that are not. Capti will simply add the students to the organization account as needed, when processing the file.

Managing member accounts

When a new member is added to the organization, a new member account is created and an email is sent to the new member with the necessary information. Unless the member email address was used with Capti before, or the password was provided at the time the new member account was created, the user will have to confirm his/her email address and choose a new password. Until confirmation is made the member will be listed as “Unconfirmed”.

To manage member accounts go to **Manage** → **Members**. When you found the member you were looking for click on the number in the “Classes” column to view which classes they are enrolled, or click in **•••** next to the member's name to open menu with options:



- **Member details:** review or change member's name, role, or access
- **Classes enrollment:** review or change classes that a member is assigned to.
- **Location enrollment:** review or change Locations that a member is assigned to.
- **Reset password:** reset the member's password and email instructions to pick a new password.
- **Change password:** change the member's password manually.
- **Activate:** activate the member's account without email confirmation.
- **Re-Invite:** resend the member an email with invitation to confirm account.
- **Send email:** send the member an email.
- **Remove from Location:** remove a member from current location. The member will remain a member of other locations, and therefore a member of the organization account.
- **Remove from Organization:** remove a member from all locations in this organization account, and from the account itself.

Removing members

Remove organization member

To remove one member from the organization click on the **...** next to the member's name, and select **Remove from organization....** To remove multiple members from the organization click **Bulk Action → Remove from organization....**

Remove member from a single Location

You can remove students and faculty members from individual locations without removing them from the organization account itself, as long as they are enrolled into at least one location. To remove a single member click on the **...** button next to the member's name, and select **Remove from location....** To remove multiple members click **Bulk Action → Remove from location....**

Remove member from a class

To remove members from a class, go to **Manage → Classes** and click on the class name. Then click the **...** button next to the member name and select **Remove**. You can also remove multiple members at once by clicking **Bulk Action → Remove**.

Email Domain Approve-Lists

It is possible to configure your organization account to automatically enroll any student with the email domain name(s) that belongs to your educational institution. If this option is chosen, the students will be added to your Capti organization account as soon as they create a personal Capti account, automatically conferring benefits of the organization account to them. The faculty members will have to be [added manually](#). To enable this option contact us at support@capti.com.

SIS INTEGRATION

Sync using ClassLink (OneRoster)

You can sync your roster using ClassLink's OneRoster export, or by exporting OneRoster directly from your Student Information System (SIS). Users with a District Admin or a Super Admin role can schedule, or initiate the sync, and review errors if any. Capti support service is always available to assist with setting up and maintaining sync connection. SFTP sync can be used to sync locations, classes, and members.

Open the **Manage** → **Organization** → **SIS Integration** screen and click **Import Now** to manually initiate the sync. Error/success report will appear on the screen 5-30 seconds later. Full error logs will be backed up in the 'log' folder on the SFTP server (deleted after 1 year). If there are errors then correct them, upload a new set of files to the SFTP and click **Import Now** again. Repeat until you are confident that everything has been configured correctly.

File Format

File: [orgs.csv](#)

Column Field Header	Required	Description
sourcedId	Yes	Unique ID of Location
name	Yes	Name of the Location .
type	Yes	Use "school" to identify a Location . Rows with other values in this column will be ignored..

File: [classes.csv](#)

Column Field Header	Required	Description
sourcedId	Yes	Unique ID for the class . SourcedId is used in other files and must be unique across all classes.
title	Yes	Name of this class
classCode	No	Human readable code used to help identify this class .
schoolSourcedId	Yes	SourcedId of the Location that teaches this class (see orgs.csv file).

File: users.csv

Column Field Header	Required	Description
sourcedId	Yes	Unique ID for the user . SourcedId is used in other files and must be unique across all users.
enabledUser	Yes	Boolean: { "true" "false" }. 'false' denotes that the user is an active record but system access is curtailed according to the local administration rules.
orgSourcedIds	Yes	SourcedIds of the Locations to which this user belongs. To add a user to multiple locations write them in a comma- separated list (see orgs.csv file).
role	Yes	Role of this user in the organization account. See section “ Mapping ClassLink and OneRoster roles to Capti roles ” below for details.
username	Yes	Active Directory or Google username
givenName	Yes	User's first name
familyName	Yes	User's surname
identifier	Recommended	User's “Personal number”
email	Recommended	User's email address
password	No	
grades	Yes	Student's grade level. See Common Education Data Standards for a list of accepted grade levels.

File: enrollments.csv

Column Field Header	Required	Description
classSourcedId	Yes	SourcedId of a class (see classes.csv file)
schoolSourcedId	Yes	SourcedId of a Location (see orgs.csv file)
userSourcedId	Yes	SourcedId of the user (see users.csv file)

Mapping ClassLink and OneRoster roles to Capti roles

When creating users.csv file use the values in the left column for the “role” variable to define an appropriate member role in Capti.

Role	Capti role in K-12 account	Capti role in Higher Ed. account
student	Student	Student
teacher	Teacher	Faculty
proctor	Teacher	Faculty
administrator	<p>If user’s orgSourcedIds maps to location of type “school” then this user will get the role of “School Admin”</p> <p>If user’s orgSourcedIds maps to location of type “district” then this user will get the role of “District Admin”</p>	<p>If user’s orgSourcedIds maps to location of type “school” then this user will get the role of “Location Admin”</p> <p>If user’s orgSourcedIds maps to location of type “district” then this user will get the role of “Super Admin”</p>
aide	role not supported	role not supported
guardian	role not supported	role not supported
relative	role not supported	role not supported
parent	role not supported	role not supported

FAQ

Which field does Capti use as the key identifier?

Capti uses **sourcedId**, supplied by you in the files you upload via SFTP server.

How often will the sync occur?

Every day at 2AM EST. You can also trigger the sync manually by going to **Manage** → **Organization** → **SIS Integration** and clicking “Import Now”.

Is there a status page reflecting the sync status?

Yes. Users with the Administrator role can go to **Manage** → **Organization** → **SIS Integration** to see the current sync status with Clever.

What happens if a user moves between classes or schools?

The change will be reflected in Capti.

What do you do if a user record is deleted from SIS?

The user will be removed from the Capti organization account and archived. If a user is added back to the SIS, he/she will be restored to the organization account.

Can user roster be altered in an SFTP or ClassLink-enabled district?

If you need to add or remove users manually in a district that's configured to use ClassLink or SFTP integration, please contact us at support@capti.com.

Which single sign-on options are available?

Users can use ClassLink single sign-on to open Capti.

Sync using Clever™

Overview

You can use [Clever](#) to sync the roster with your Student Information System (SIS).

Clever sync can be used to sync Locations, Classes, and all Member roles.

The first step in setting up Clever sync is to enable the Capti connection in your Clever dashboard, contact Capti support at support@capti.com. We will take it from there, in close cooperation with your technology specialists.

FAQ: Single Sign-On with Clever

How are Clever roles mapped to Capti roles?

Role	Capti role in K-12 account	Capti role in Higher Ed. account
Student	Student	Student
Teacher	Teacher	Faculty
Stuff	If the user is assigned to 0 locations then District Admin , else School Admin .	If the user is assigned to 0 locations then Super Admin , else Location Admin .
District Admin	District Admin	Super Admin

Which single sign-on options are available?

- The "Log In With Clever" button on Capti website.
- "Capti" icon in your Clever app portal.
- Clever redirect link (can be used anywhere in LMS).

Which field does Capti use as the key identifier from Clever?

Capti uses Clever ID as the key identifier. Other fields will be ignored.

Does Capti support Instant Login?

Yes. Instant login is the only login option for users with Clever accounts.

Which browsers are supported?

Instant login is supported on Chrome, Safari, and Firefox, Edge, same as Capti itself. Instant login is not yet supported on iOS.

Which platforms are supported?

Instant login is available for Capti Online users on Chromebooks, Windows, and Mac. If you are using a standalone (installable) version of Capti on iOS, Windows, and Mac you can login using your Capti ID and password. To find your Capti ID and set your password:

1. Use Instant Login to open Capti Online
2. Go to **Account** → **Personal**

FAQ: Secure Sync with Clever

How do I enable Secure Sync with Clever?

1. Enable Capti in your Clever account
2. Get in touch with us at support@capti.com

And that's it! We will create a new Capti organization account and kick off the initial sync

How often will the Secure Sync occur?

Every day at 2AM EST. You can also trigger the sync manually by going to **Manage** → **Organization** → **SIS Integration** and clicking **"Import Now"**.

Is there a status page reflecting the sync status?

Yes. Users with the Administrator role can go to **Manage** → **Organization** → **SIS Integration** to see the current sync status with Clever.

What is being Synced?

- *Clever District* will become a new Capti organization account (we are not matching to the existing accounts).
- *Clever Schools* will become [Capti Locations](#) within the organization account, and users will be assigned to their respective Locations. Note that users are allowed to be in multiple Locations.
- *Clever Sections* will become [Capti Classes](#) within a Location, and users will be assigned to their respective classes. Note that users are allowed to be in multiple classes.
- Clever users will become new [Capti Members](#) (we can match existing users to new users manually).

If a teacher is also an administrator, how will Capti handle it?

The user will have multiple accounts, one for each user type.

What happens if a user moves between classes or schools?

The change will be reflected in Capti.

What do you do if a user record is deleted from Clever?

The user will be removed from the Capti organization account and archived. If a user is added back in Clever, he/she will be restored to the organization account.

Can user roster be altered in a Clever-enabled district?

If you need to add or remove users manually in a district that's configured to use Clever integration, please contact us at support@capti.com.

Troubleshooting

I am supposed to get an email from Capti but I do not see it

You have the following options:

- Make sure the email is not in your junk or spam folder
- Make sure that the email address you provided is correct

If none of the above helps then either our email is rejected by your email server (can happen with non-personal emails) or the Capti account doesn't exist.

An organization account member cannot find their confirmation email

You have the following options:

- Make sure the email is not in your junk or spam folder
- Make sure that the email address you provided is correct
- Try resending the account confirmation email. Go to **Manage** → **Members**, click the **...** button next to the member's name to open the menu, then click **Re-Invite**.
- Avoid the need for sending confirmation email. Go to **Manage** → **Members**, click the **...** button next to the member's name to open the menu, then click **Activate...** and fill in the password. Inform the member of their password. They will be able to log in without a confirmation email using the password you provided.

I am unable to log in to Capti

If you have a Capti account, press **Restore Password** or **I forgot my password** in the “Log In” screen, and follow the instructions.

Capti stops working when switching users in Windows

You have the following options:

- Log out of the first Windows account before logging in with the second Windows account.
- First close Capti as the first Windows user, then switch the user in Windows, then reopen Capti as the second Windows user.

I am unable to add students or teachers to my organization account

You can add new members if

- Your Capti organization account has sufficient remaining member capacity.
- Your Capti account has a *Teacher* or an *Administrator* role.

Contact your Capti organization account administrator or us at support@capti.com (if you are the administrator) to make appropriate adjustments.

Capti shortcuts don't work with JAWS screen reader

You can use Capti shortcuts with JAWS. If you are using JAWS 16.0.2136 or higher, you first need to turn on "Allow Web Application Reserved Keystrokes" in the JAWS Settings Center or Quick Settings. Do the following in JAWS:

1. Click **Insert + F2**
2. Select "Run Settings Center"
3. Search for "web app."
4. Check the box next to **Allow Web Applications Reserved Keystrokes**. Make sure that you edit the default file.

If you are using an old version of JAWS or do not wish to turn on this setting you can also activate any Capti shortcut by preceding it with **Insert + 3** which causes the next keystroke to be passed directly to Capti. For example, to start listening to track you would click **Insert + 3** followed by **Q**.

Playback (speech synthesis) is not working

If you are using the online version of Capti with streaming voices then make sure that the following URLs and IPs are open:

- www.captivoice.com 54.209.113.2
- vss.captivoice.com 52.207.27.123

LMS INTEGRATION

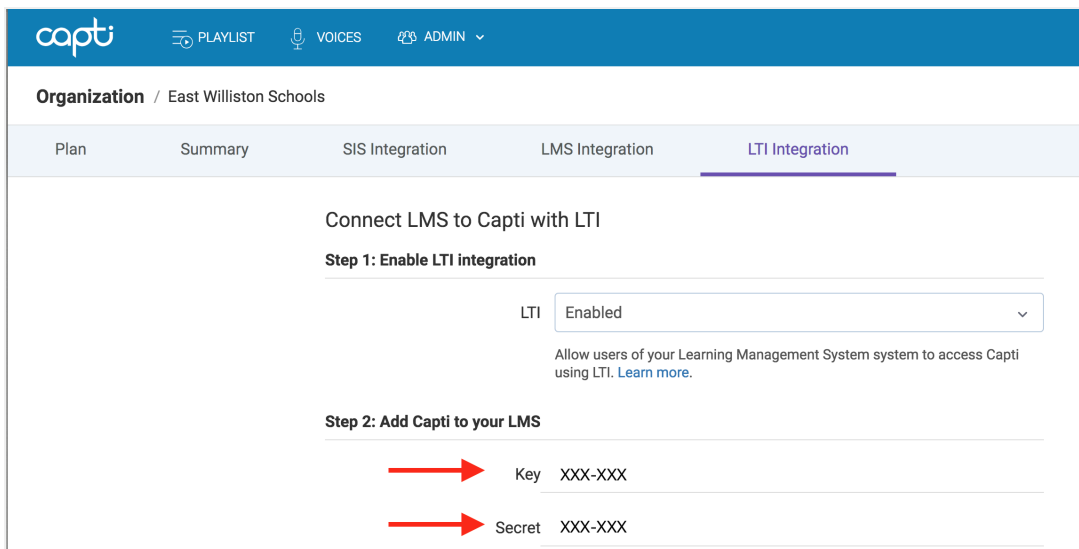
Canvas

Setting up Capti as Canvas LTI Provider

When you set up Capti as a Canvas LTI provider, teachers and students will be able to access Capti directly from Canvas without the need to login. Teachers will be able to share Capti assignments into their Canvas courses and groups.

Step 1: Enable LTI in Capti

1. Login to Capti on the website. Your Capti account must have an administrator role.
2. Go to **Manage** → **Organization** → **LTI Integration**
3. Set "LTI Integration" to "Enabled". Take note of the consumer key and shared secret, you will need them later.



Organization / East Williston Schools

Plan Summary SIS Integration LMS Integration **LTI Integration**

Connect LMS to Capti with LTI

Step 1: Enable LTI integration

LTI Enabled

Allow users of your Learning Management System system to access Capti using LTI. [Learn more.](#)

Step 2: Add Capti to your LMS

Key XXX-XXX

Secret XXX-XXX

4. Either contact us to enable automatic LTI rostering for your account or add Canvas users to your Capti account manually.

For seamless integration users' Capti ID must match their primary Canvas email address.

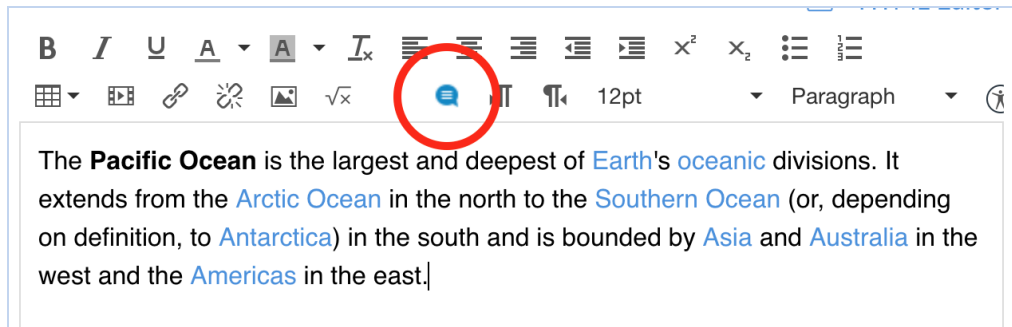
Step 2: Add Capti Voice app to Canvas

1. Login to Canvas. Your Canvas account must have an administrator or teacher role.
2. Open LTI app configuration screen:
 - Option 1: Go to **Admin**, click on the name of your account, then click **Settings** → **Apps**

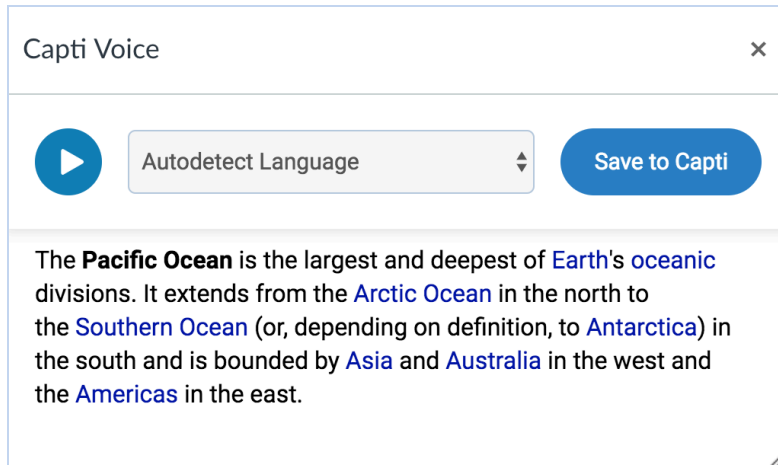
- Option 2: Go to **Admin**, click on the name of your account, then click Sub-accounts and click name of your sub-account. Then click **Settings** → **Apps**
 - Option 3: Go to **Courses**, click on the name of a course, then **Settings** → **Apps**
3. Click **+ App** and a new dialog will appear.
 4. Set Configuration Type dropdown value to 'By URL'
 5. Fill in app name (e.g. "Capti")
 6. Set consumer key and shared secret to the values from Capti's "LTI Integration" tab (see above).
 7. Set Config URL to
<https://www.captivoice.com/capti-site/LTIServlet?configuration.xml>
 8. No other options need to be filled in the dialog. Click **Submit** and Capti Voice button will appear in the course navigation panel and in any Canvas text editor.

Step 3: Verify integration

1. In Canvas: open text editor
2. Write some text in the text editor. You can select some of the text or leave it unselected if you want Capti to pick up the entire text.
3. Click on the "**Capti Voice**" icon. A new dialog will appear (no login will be required)



- Click **Play** to listen to text or **Save to Capti** to import the text to Capti as a track



Setting up import of documents from Canvas into Capti

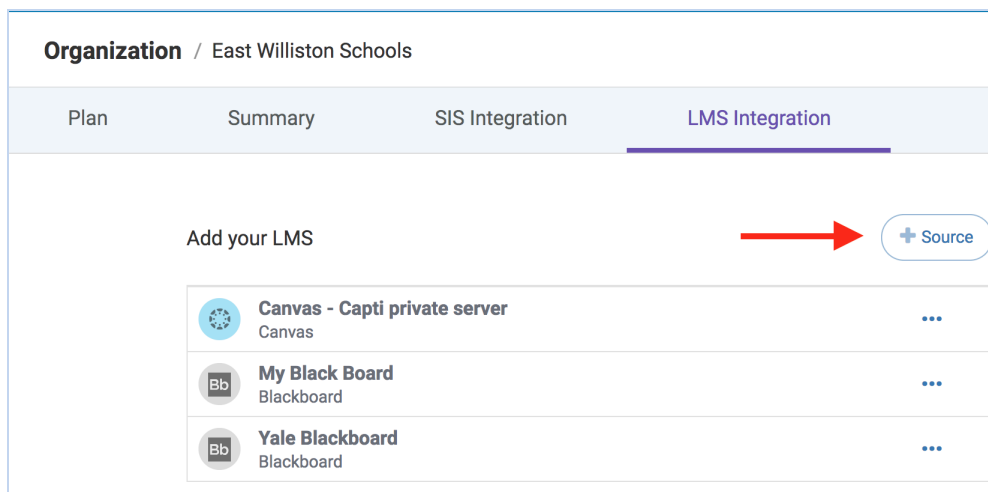
Step 1: Generate developer keys in Canvas

- Login to Canvas. Your Canvas account must have an Administrator role.
- Go to **Admin** → **Site Admin** → **Developers Keys**
- Click **+ Developer Key** and a new dialog window will open
- In the dialog fill in the Key name (e.g. "Capti")
- Set the "Redirect URL" to <https://www.captivoice.com/capti-site/canvasCallback>
- Other fields can be left empty. Click **Save Key**. A new entry will appear in the "Developers Keys" table. Take note of the "ID" and "Key" values: you will need them in the next step.

Step 2: Enter the developer keys in Capti

- Login to Capti on the website. Your Capti account must have an Administrator role.
- Go to **Admin** → **Organization** → **LMS Integration**

- Click **+ Source** → **Canvas** and a new dialog will open.



- Fill in the name of your Canvas instance, e.g. "Pensacola Schools Canvas".
- Fill in the ID and Key that you generated in Canvas in the previous step.
- Fill in the URL of your Canvas, e.g. "http://canvas.yourschool.com" (note that the URL has no trailing "/").
- Click **Add** and a new entry will appear in the table on screen.

Step 3: Verify integration

- In Capti: go to the **Library** screen.
- Choose a specific playlist, click **+ Track** → **Canvas**
- Click **Log In** next to the Canvas (e.g. "Pensacola Schools Canvas") you want to access.
- Login with Canvas. Once you are done logging in you should see your Canvas documents and be able to import them to Capti.

Role Mapping from Canvas to Capti

Role	Capti role in K-12 account	Capti role in Higher Ed. account
Student	Student	Student
TA	Teacher	Faculty
Designer	Teacher	Faculty
Teacher	Teacher	Faculty

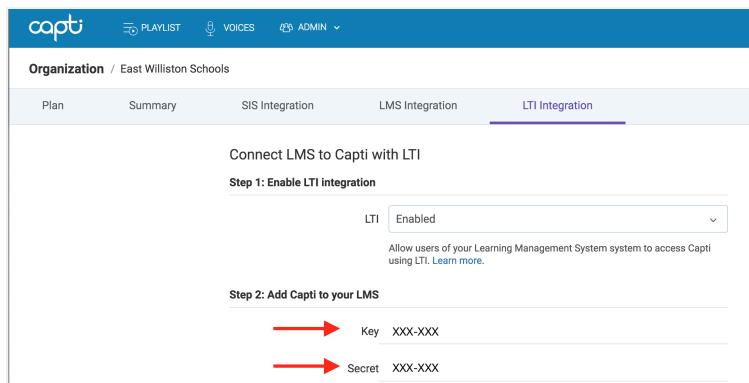
Schoology

Setting up Capti as Schoology LTI Provider

When you set up Capti as a Schoology LTI provider, teachers and students will be able to access Capti directly from Schoology without the need to login. Teachers will be able to share Capti assignments into their Schoology courses and groups.

Step 1: Enable LTI in Capti

1. Login to Capti on the website. Your Capti account must have an Administrator role.
2. Go to **Manage** → **Organization** → **LTI Integration**
3. Set "LTI Integration" to "Enabled". Take note of the consumer key and shared secret, you will need them later.



4. Either contact us to enable automatic LTI rostering for your account or add Schoology users to your Capti account manually.

For seamless integration user's Capti ID must match their primary Schoology email address.

Step 2: Add Capti Voice app to Schoology

1. Login to Schoology. Your Schoology account must have an Administrator role.
2. Open the Schoology **App Center** and look for the Capti Voice app. Capti's type is "LTI App" and Capti fits into the categories of Language Arts, Social Science, and Special Education.
3. Click on Capti Voice, then proceed to install it: click **Install LTI App**, then click **I Agree** to confirm.
4. Screen "Organization Apps" will appear. Click **Configure** next to Capti Voice name.
5. Set consumer key and shared secret to the values from Capti's "LTI Integration" tab (see above).
6. Click **Save** settings.

- Go back to the previous screen, and click **Install/Remove**. Make sure to check all the courses that Capti should be available for and click **Submit**.

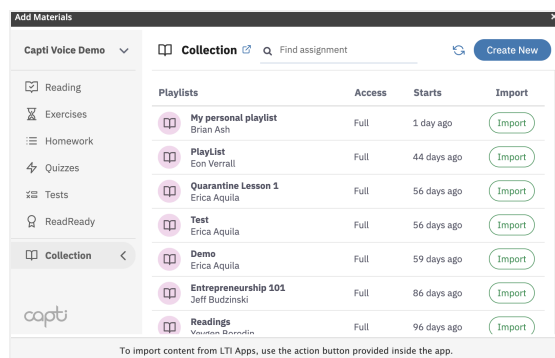
Step 3: Verify integration

To verify access to Capti from Schoology:

- In Schoology: open a course and check that "Capti Voice" appears in the main tools sidebar.
- Click on "Capti Voice". Capti Voice screen will appear on the right and notify you if you logged in successfully.

To verify ability to import Capti assignments into Schoology:

- In Schoology: open a course, click on **Add Materials**, and select **Capti Voice**
- A new dialog box will appear with your Capti assignments. Pick any assignment and click **Import** or click **Create New** to create a new assignment.



- Observe that a new entry should appear in your course materials, named after the assignment you imported. Click it to access it. Your students will be able to do the same.

Role Mapping from Schoology to Capti

Role	Capti role in K-12 account	Capti role in Higher Ed. account
Learner	Student	Student
Instructor	Teacher	Faculty
Administrator	School Admin	Location Admin

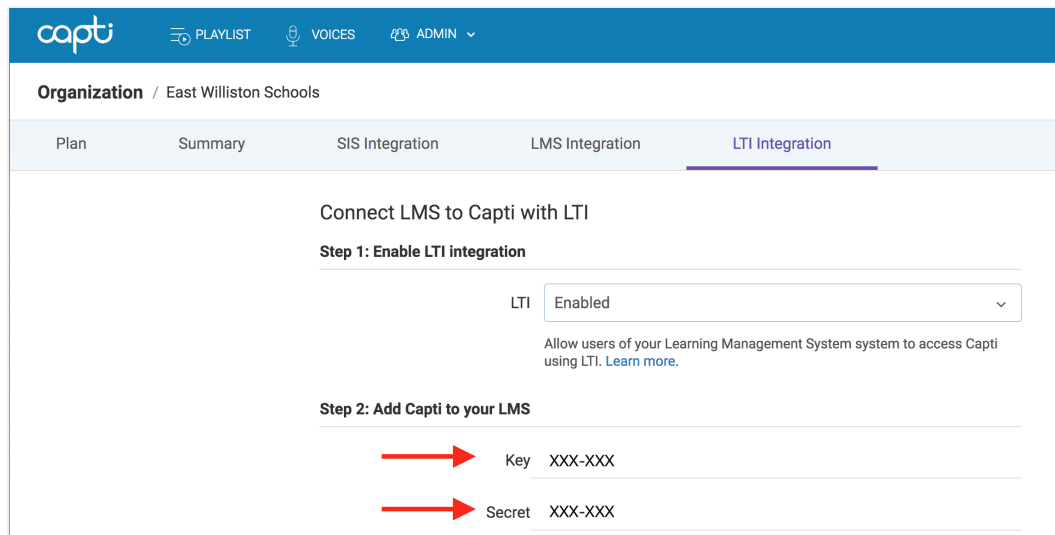
Blackboard

Setting up Capti as Blackboard LTI Provider

When you set up Capti as a Blackboard LTI provider, teachers and students will be able to access Capti directly from Blackboard without the need to login.

Step 1: Enable LTI in Capti

1. Login to Capti on the website. Your Capti account must have an Administrator role.
2. Go to **Manage** → **Organization** → **LTI Integration**
3. Set "LTI Integration" to "Enabled". Take note of the consumer key and shared secret, you will need them later.



Organization / East Williston Schools

Plan Summary SIS Integration LMS Integration **LTI Integration**

Connect LMS to Capti with LTI

Step 1: Enable LTI integration

LTI Enabled

Allow users of your Learning Management System system to access Capti using LTI. [Learn more.](#)

Step 2: Add Capti to your LMS

Key XXX-XXX

Secret XXX-XXX

4. Either contact us to enable automatic LTI rostering for your account, or add Blackboard users to Capti account manually.

For seamless integration user's Capti ID must match their primary Blackboard email address.

Step 2: Add Capti Voice app to Blackboard

1. Login to Blackboard. Your Blackboard account must have an administrator or teacher role.
2. Open LTI app configuration screen: go to **System Admin** → **LTI Tool Providers**
3. Click **Register Provider Domain**
4. Set "Provider Domain" to "captivoice.com"
5. Set "Default Configuration" to "Set Globally"
6. Set "Tool Provider Key" and "Tool Provider Secret" to the values from Capti's "LTI Integration" tab (see above).

7. Set "Send User Data" to: "Send user data over any connection"
8. In "User Fields to Set" put a checkmark next to: "Role in Course, Name, Email Address."
9. No other options need to be filled in. Click **Submit** and Capti Voice button will appear in the course navigation panel.

Step 3: Add Capti Voice Placement to Blackboard

1. In **System Admin** → **LTI Tool Providers**: open Capti Voice options menu and select **Manage Placement**
2. Click **Create Placement**
3. Set "Label" to "Capti Voice", or any other descriptive name. This is the name of the link that you and your students will be clicking to open Capti.
4. Set "Handle" to "captivoice"
5. Make sure that "Type" is set to "Course Tool" and that the "Student" is checked
6. Set "Tool Provider LTI" to <https://www.captivoice.com/capti-site/LTIServlet>
7. Make sure that Key and Secret are correct (Blackboard will fill them in automatically)
8. Add the following to "Tool Provider Custom Parameters" field:
user_role=@X@membership.role@X@
user_email=\$Person.email.primary
user_full_name=\$Person.name.full
user_given_name=\$Person.name.given
user_family_name=\$Person.name.family
9. Click **Submit**

Step 4: Enable Capti Voice in Blackboard

In System Admin

1. Click **Course Settings** → **Course Tools**
2. Make sure that Capti Voice course tool is listed and turned On. Make sure the changes are applied to New and existing courses.

In a specific course

1. Go to **Course Customization** → **Tool Availability**
2. Make sure that Capti Voice is checked

Step 5: Verify integration

1. Open one of your courses

2. You should be able to see the "Capti Voice" module in the dashboard. If you don't see it, click **Add Course Module**, find Capti Voice and click **Add**.
3. Click Tools in the sidebar, then click **Capti Voice** and Capti will open. Click Open in New Tab to open Capti in a new tab.

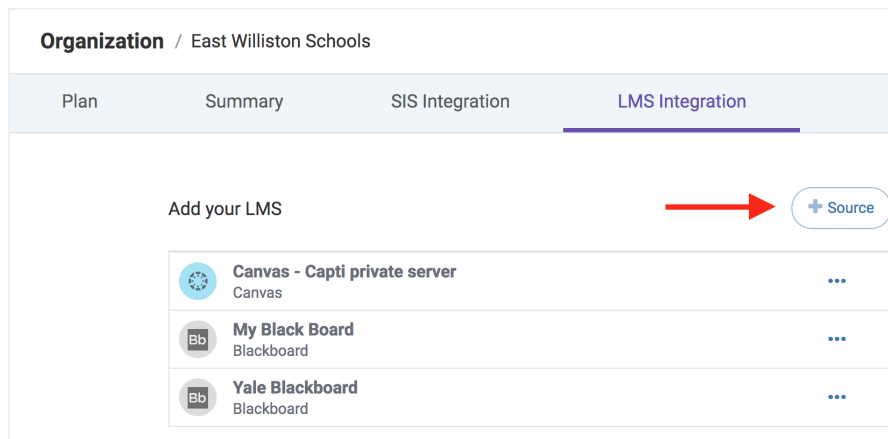
Setting up import of documents from Blackboard into Capti

Step 1: Create Capti Voice REST API integration in Blackboard

1. Login to BlackBoard. Your BlackBoard account must have an Administrator role.
2. Go to **System Admin** → **REST API Integrations**
3. Click **Create Integration**
4. Set the "Application ID" to 8d652601-49fa-46d9-b63f-59fcf61263da
5. Set the "Learn User" value to one of the Blackboard users. The user you choose needs no special privileges defined.
6. Click **Submit** and a new entry "Capti Voice" will appear in the REST API Integrations table.

Step 2: Add Blackboard to Capti Voice

1. Login to Capti on the website. Your Capti account must have an Administrator role.
2. Go to **Manage** → **Organization** → **LMS Integration**
3. Click **+ Source** → **Blackboard** and a new dialog will open.



4. Fill in the name of your BlackBoard instance, e.g. "Carnegie Mellon BlackBoard".
5. Fill in the URL of your BlackBoard, e.g. "http://bb.yourschool.com" (note that the URL has no trailing "/").
6. Click **Add** and a new entry will appear in the table on screen.

Step 3: Verify integration

1. In Capti: go to the **Library** screen.
2. Choose a specific playlist, click **+ Track** → **Blackboard**
3. Click **Log In** next to the name of the BlackBoard you want to access.
4. Login with BlackBoard. Once you are done logging in you should see your BlackBoard documents and be able to import them into Capti.

Role mapping from Blackboard to Capti

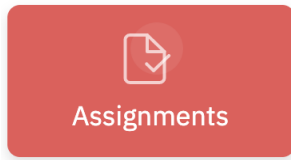
Role	Capti role in K-12 account	Capti role in Higher Ed. account
Student	Student	Student
Course Builder	Teacher	Faculty
Grader	Teacher	Faculty
Teaching Assistant	Teacher	Faculty
Instructor	Teacher	Faculty

Google Classroom

Setting up import of assignments from Capti into Google Classroom

No special setup is required to import your Capti assignments into Google Classroom. To verify ability to import assignments:

1. In Capti: go to **Home** → **Assignments** and click on the name of any assignment.



2. Click button **Share Link** on the right hand side

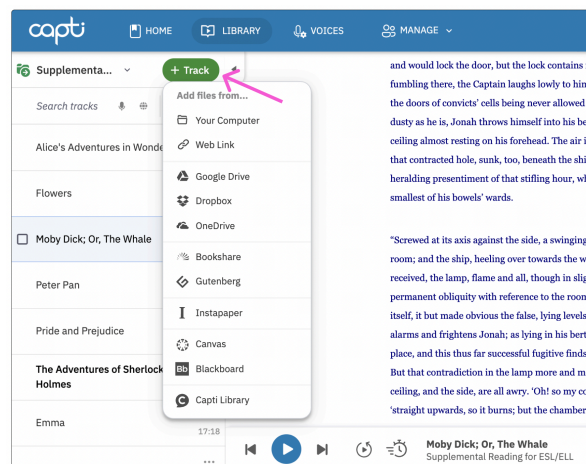


3. Select **Share to Google Classroom**
4. A new dialog box will appear where you can select the class with which you want to share the assignment.

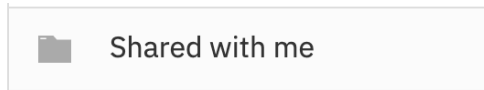
Setting up import of documents from Google Classroom into Capti

No special setup is required to import your Google Classroom documents into Capti. To verify ability to import documents:

1. In Capti: go to the *Library* screen.
2. Choose a specific playlist, click **+ Track** → **Google Drive**



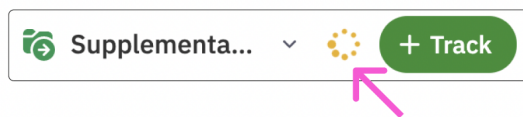
3. Login to Google Drive if prompted
4. A new screen will appear. Select the Shared with Me folder



5. Find your Google Classroom folders and click on Import next to any document to import.



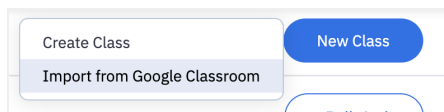
6. An "Import Document" dialog box will appear. Enter track name and choose between Adaptable and Original layouts. When done, click **Import** and the file(s) will start loading. You can see the loading progress indicator in the top of the right sidebar, as shown below. When loading is complete the document will appear at the bottom of the playlist



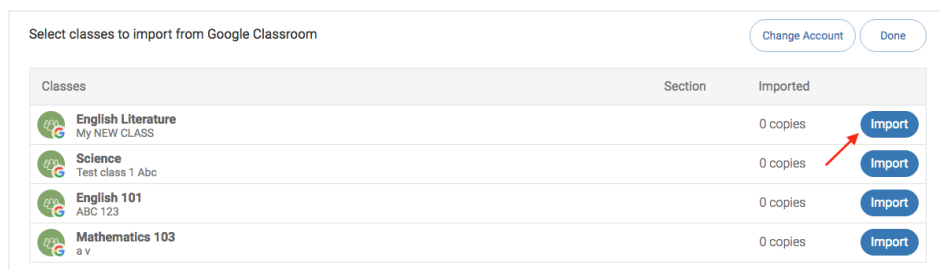
Synchronizing with Google Classroom

Unlike other supported Learning Management Systems, Google Classroom does not have support for LTI integration. Therefore, Capti implements a synchronization option that can be triggered manually for individual classes. To import one or more classes from Google Classroom:

1. Go to **Manage** → **Classes** to open the list of classes.
2. Click **New Class** → **Import from Google Classroom**. You may need to log into your Google Classroom account.



3. A list of your Google Classroom classes will appear. Find the classes you want to import and click **Import** next to each.



4. A dialog box will appear. Make sure that the details of the class you are importing are correct and click the **Import** button again.

Once the class is imported you will be able to add and remove students and faculty. The changes you make will not be synced back to Google Classroom. To re-import a class from Google Classroom click the ... button next to the class name, then choose **Synchronize with Google Classroom**. New class members may be added and existing members removed from the class (but not from the organization account).

Other useful features when working with Google Classroom:

- To open a class directly in your Google Classroom account click the ... button next to the class name and select **Show in Google Classroom**. Your Google Classroom will open in a new browser tab.
- To disassociate a class from your Google Classroom account click the ... button next to the class name and select **Unlink from Google Classroom**. This operation is not reversible.
- To switch to a different Google Classroom account or unsubscribe from Google Classroom click **Change Google Classroom Account** under the list of classes.

Troubleshooting

Single Sign-On with LTI

Where do teachers and students go in the LMS to open Capti?

Schoology:

- Click "Capti Voice" in the course sidebar
- Click on the name of any Capti Voice assignment in course materials

Canvas

- Click "Capti Voice" in the course sidebar
- Click "Capti Voice" icon in the text editor to listen to selected text

Blackboard

- Open course, then click Tools in the sidebar, then click **Capti Voice**

Which field does Capti use as the user's key identifier?

Capti uses the user's primary email in the LMS.

Is there a status page to check if a single sign-on is enabled?

Yes. Users with the Administrator role can go to **Manage** → **Organization** → **LTI Integration** and enable or disable the single sign-on feature.

Automatic Account Provisioning

Can LMS integration be enabled without account provisioning?

Yes, and this is in fact the recommended approach. We can enable LTI integration without account provisioning, and work with you on configuring your roster either [manually](#) or via [SIS sync](#).

How do I enable LTI integration to automatically provision new accounts?

Get in touch with us at support@capti.com and we will enable this feature in Capti

If you are using BlackBoard, you need to set tool provider custom parameters in the tool placement configuration panel:

```
user_role=@X@membership.role@X@
user_email=$Person.email.primary
user_full_name=$Person.name.full
user_given_name=$Person.name.given
user_family_name=$Person.name.family
```

When will new accounts be provisioned?

When the user tries to login to Capti from the LMS for the first time.

Can new accounts be provisioned in bulk?

No, each account will be provisioned on demand. If you need an entire class to get accounts, ask your students to open Capti at least once from the LMS. After your students access Capti for the first time their account will appear in Capti.

Is there a status page to check if automatic rostering with my LMS is enabled?

Yes. Users with Administrator role can go to

- **Manage** → **Organization** → **SIS Integration** to check that "Integration Method" is set to "LTI Tool Consumer"
- **Manage** → **Organization** → **LTI Integration** to check which Location the new students will be added to when new accounts are created

Please contact us if you need to change this setting.

What happens if a user moves between classes?

Next time the user logs in the user will be added to the new class but not removed from the previous one.

What happens if the same LMS instance is used in multiple schools?

They will be treated as a single school in Capti.

What do you do if a user record is deleted from your LMS?

The user will be retained in Capti until removed by a user with Administrator role.

Can the user roster be altered in a LTI-enabled account?

Yes, users can be added and removed manually.

Error Messages

The following error messages may appear when students or faculty members are trying to open Capti or access a Capti assignment from the Learning Management System. The error message explanations address either a teacher or a student, depending on who the error message itself is addressing.

Single sign-on is not available: shared key/secret not found.

Capti LTI App in your Learning Management System must be configured to use the correct consumer key and shared secret. You can find your key and secret by logging into Capti (www.captivoice.com) with your Capti Administrator account and going to **Manage** → **Organization** → **LTI Integration**. If you don't have an administrator account, report this problem to someone with this level of access.

Single sign-on is not available: shared key/secret and your primary LMS email address do not map to the same education account.

Capti LTI App in your Learning Management System is not linked to the same Capti education account as your Learning Management System email. If your email is in the wrong Capti education account then move it to the same Capti education account that's linked to your LTI App. Or you may also configure Capti LTI App to use the correct key and secret.

Single sign-on is not available: your LMS account has no primary email.

In order to sign into Capti you must have a primary email in your Learning Management System. Please make sure it is specified and try again.

Single sign-on is not available: your account was previously removed.

Your account was removed from Capti education account. Ask to be re enrolled in Capti and try again.

Cannot create a new account due to licensing restrictions.

The quota for licenses in Capti was exceeded. Please contact your administrator or sign in with a different email.

Cannot create a new account: automatic account provisioning is disabled for this Capti education account.

Your Learning Management System email is not in the Capti education account and it cannot be added automatically. Please sign in with a different email.

Cannot create a new account or sign on: user role not detected.

Capti must know your role in the Learning Management System system, but your role could not be detected. Possible cause: misconfigured LTI variables.

Cannot create a new account or sign on: user role not compatible with Capti.

Capti must know your role in the Learning Management System, but your role is not compatible with Capti. Please sign in with a different email or add this account to Capti manually before signing in from your Learning Management System.

Single sign-on was disabled by the Capti account administrator.

You can enable single sign-on by logging into Capti (www.captivoice.com) with your Capti Administrator account and going to **Manage** → **Organization** → **LTI Integration**. If you don't have an administrator account, report this problem to someone with this level of access.

This feature is disabled.

The feature you are trying to use has been disabled in the Capti education account.

You need an Assistant, Teacher or Administrator role in Capti to access this feature.

The feature you are trying to use is restricted and cannot be accessed by a user with a Student role.

You do not have access to the assignments in [Name of School or Location].

The assignment you are trying to access is not in your school/location.

This assignment no longer exists in Capti.

The assignment you are trying to access was deleted.

You do not have permission to access this assignment.

You are not listed in the assignments you are trying to access. You can only be added to this assignment manually.

This assignment is currently On Hold

You have been placed on hold in the assignment you are trying to access. Ask your teacher to post it for you and then try opening it here again.

This assignment is currently In Progress

The assignment you are trying to access is open on a different computer or was previously incorrectly closed. Ask your teacher to post it for you and then open it here again.

Please reload the page to make sure Capti keeps working correctly.

An unidentified error has occurred. Reloading the page might help. If the error persists, please contact support@capti.com.

This assignment is not yet open. It will open on [Date and Time].

The assignment has been scheduled to start on the specified date and time. The assignment will become accessible after it starts.

Invalid LTI request

This error message can be caused by one of the following:

- Browser extension is blocking your Learning Management System from correctly connecting to Capti via LTI. Disable any browser extensions that may be at fault and try again.
- LTI App Key/Secret may be missing. Capti LTI App in your Learning Management System must be configured to use the correct consumer key and shared secret.