

Engageli: IT Fact Sheet



Category	Engageli Capabilities and Standards
Integration	LTI 1.3 (Basic and Advantage) LMS integration; supports any LTI 1.3-compliant platform (Canvas, Schoology, Moodle, D2L, Bb, Coursera, Docebo). For non-LTI, class and roster creation via API.
Authentication	For LTI, OpenID Connect with JSON web tokens and OAuth2 for grade passback. For SSO, via customer provided idP supporting SAML 2.0 and OIDC. Engageli-provided OTP (One-Time Password).
Data Sync	For LTI, user account provisioning, role synchronization, class provisioning, and session completion grade passback.
Hosting	Cloud-hosted in AWS and OCI, U.S. regions on ISO 27001-certified infrastructure with real-time performance monitoring.
Security and Compliance	Fully compliant with SOC 2, FERPA, GDPR, and WCAG AA accessibility standards; all data encrypted at rest and in transit.
Data Lifecycle	Data is automatically deleted when a class is removed; organizations manage retention, visibility, and export settings.
Privacy Controls	Optional privacy settings let organizations hide learner videos and last names in recordings.
AI Governance	No learner data used to train AI models; organization-level AI toggle to disable all functionality; all AI interactions logged for audit.
AI Features	Responsible AI tools for content creation, polls, summaries, analysis, and tutoring; all restricted to authenticated environments.
Accessibility	Optimized for Chromebooks and low-bandwidth connections with built-in captioning, translation, and screen-reader support.
Setup and Deployment	Simple organization-wide deployment with custom domain (organizationname.engageli.com).
Maintenance and Updates	Cloud-based automatic updates managed by Engageli; release timing follows contract requirements and approved change processes.
Firewall Flexibility	Supports dynamic IPs by default with optional Twilio IP ranges for restricted network environments.
Monitoring and SLA	24/7 uptime monitoring and performance guarantees under SLA; proactive system health alerts to IT admins.
Support and Training	24/7 Partner Success team access with weekly meetings, IT-focused onboarding, and direct support for staff and educators.
Documentation	Detailed implementation guides, VPAT, API documentation, and security audit materials available upon request.