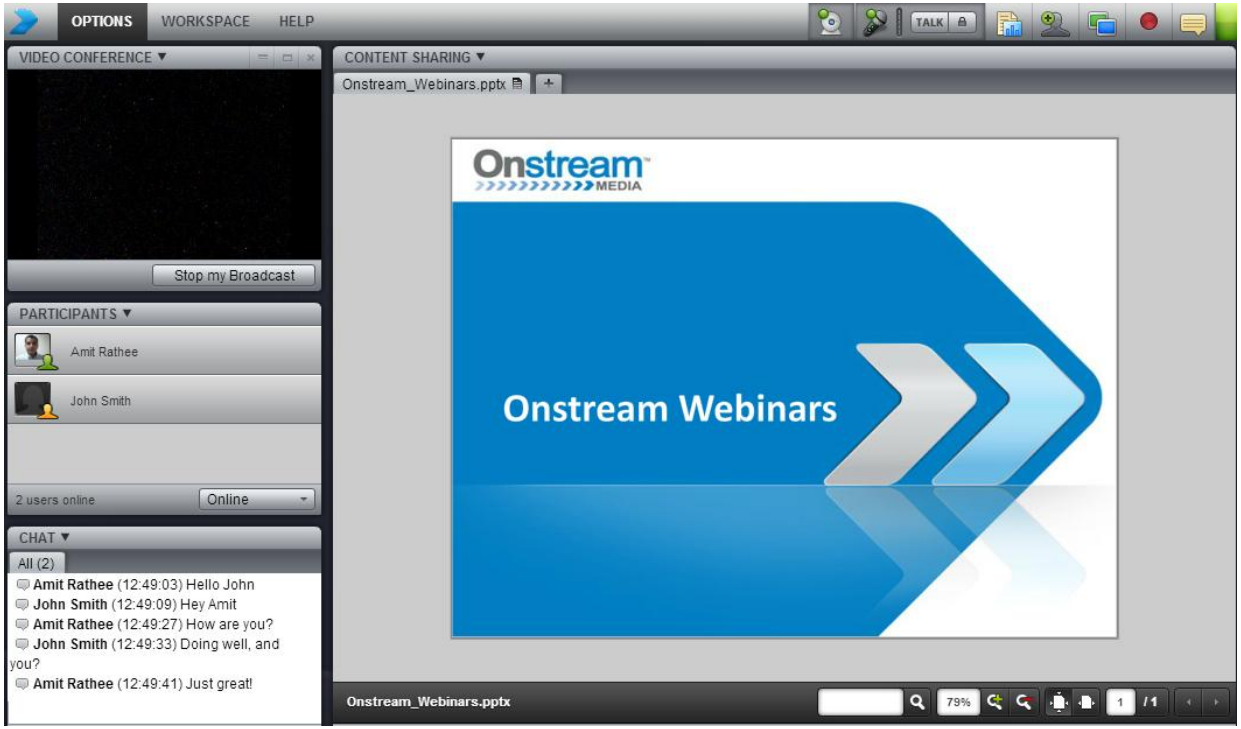
Onstream™ WEBINARS

All-in-one webinar solution.



User Guide

For Account Holders and Moderators

CHAPTER 1

Quick Start Guide

You will learn how to schedule your first session in 5 easy steps.

STEP ONE: Login to Onstream Webinars

Use your favorite browser and visit: http://join.onstreammedia.com

Enter your email address

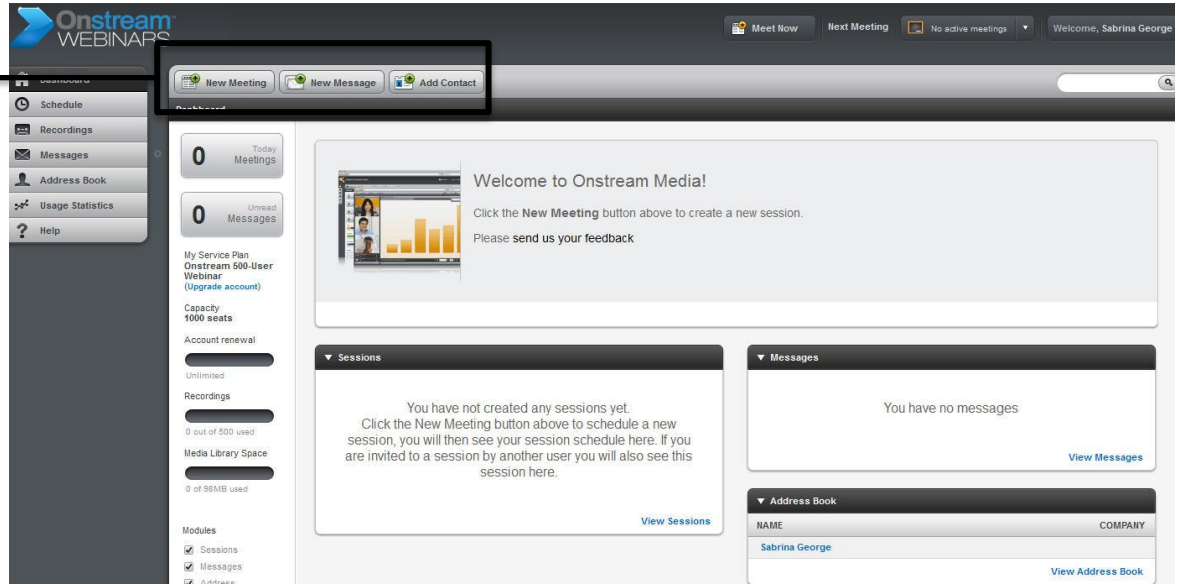
Enter your password

Click Login

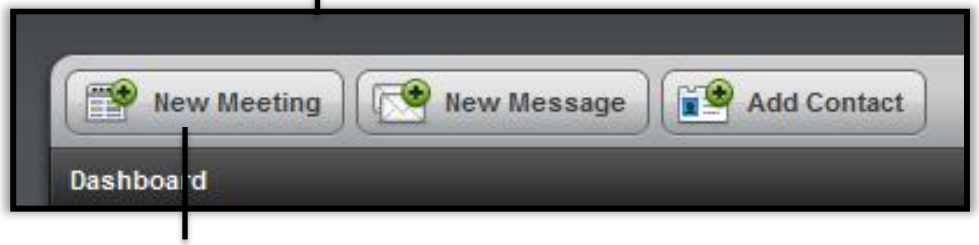
STEP TWO: Create your meeting

Click the New Meeting button

The first thing you will see after login is the dashboard



Find the New Meeting button at the top left



Click the New Meeting button, a panel will slide open allowing you to enter the meeting's details

STEP THREE: Enter the meeting details

Add information to make the meeting easy to identify

Fill in the details of the session, just enter a Topic for now

This panel will open after you clicked New Meeting

New Meeting | New Message | Add Contact

Dashboard

Add meeting

TOPIC *

Enter a topic name for the session.

DURATION *

60 min

Choose the duration of the session.

START *

2014-03-24 | 09 | 15

The date and time you wish to schedule your session at in the format YYYY-MM-DD.

TIMEZONE

EST (US & Canada)

Your session will be scheduled in this timezone. [change]

FRIENDLY URL

http://join.onstreammedia.com/go/arathee

Enter a URL which you will use to invite others to your meeting.

PASSWORD

Generate

Enter a password or click on generate.

Invite participants

Advanced options | Cancel | Save

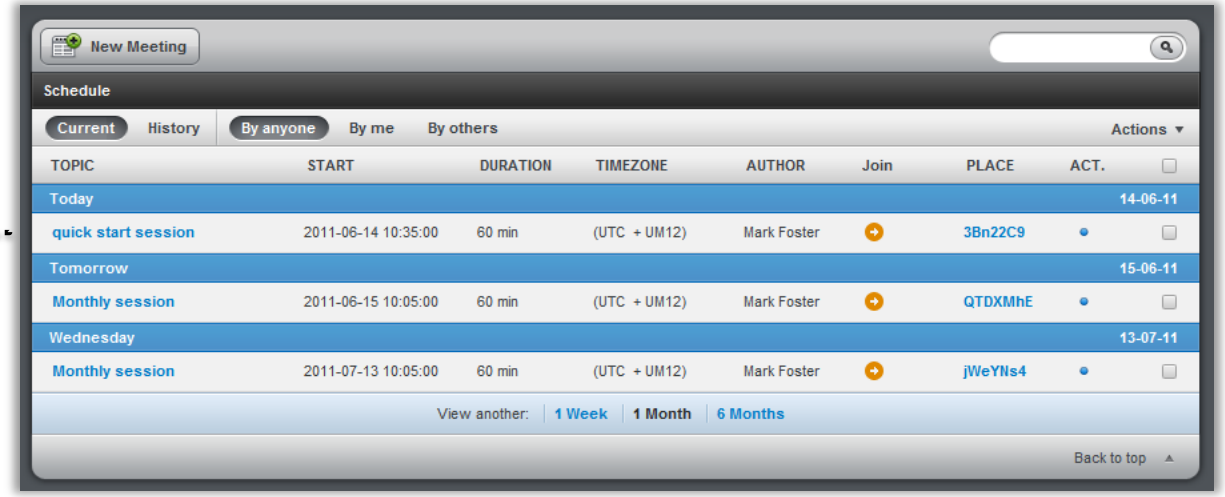
You can ignore this for now, we'll look at it in more detail later

When you're done, click to save your meeting

STEP 4: Enter the meeting

The meeting you just created will appear in your schedule

To enter the meeting, click it's name



A new window opens and you enter your first meeting

STEP FIVE: Invite your friends

Now that we're inside, let's invite some friends

Click this button to invite your friends

Start your mic and cam

When your friends join, you will see their names here

Chat

Use these buttons to share your computer screen, files or a whiteboard

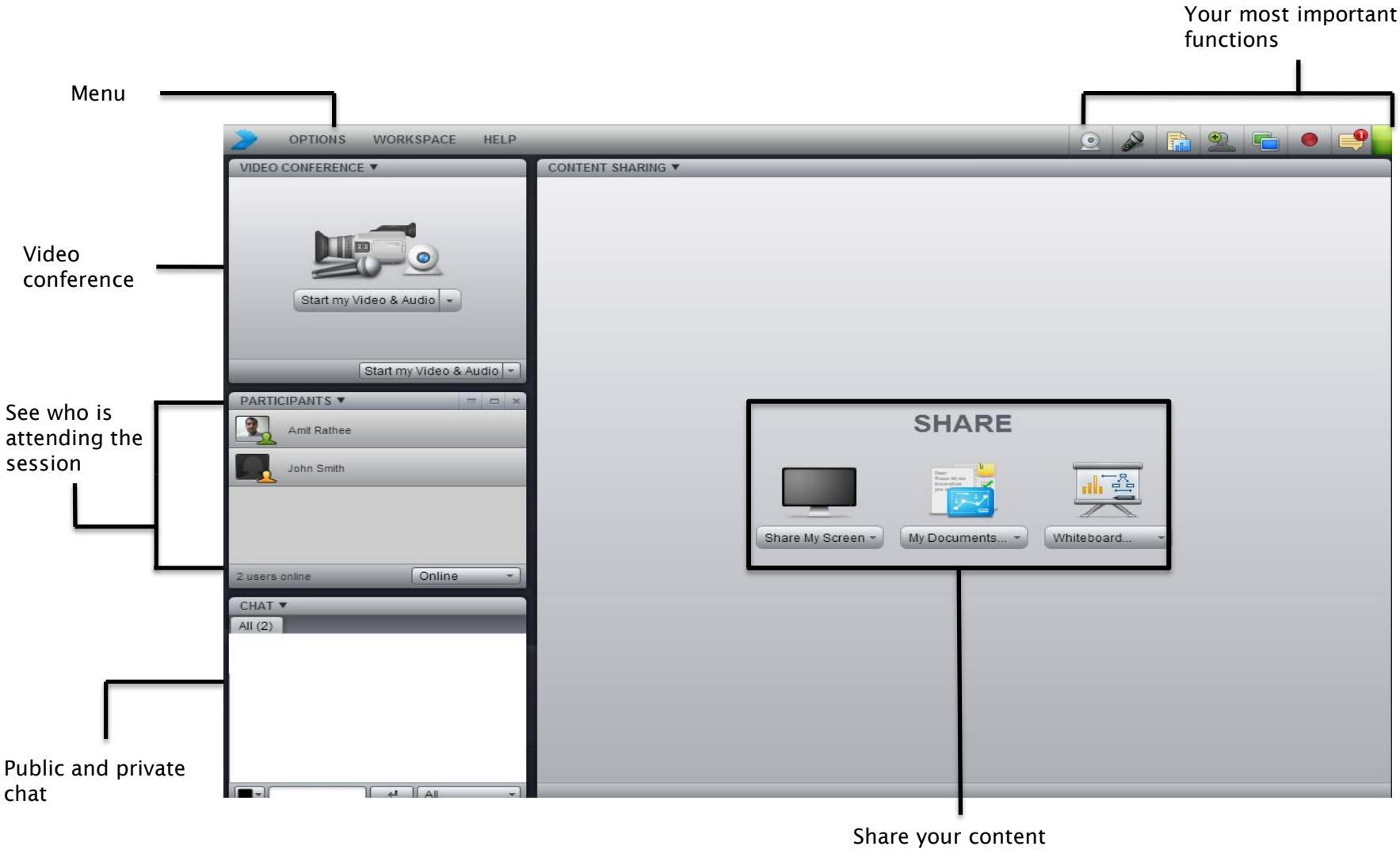
CHAPTER 2

The live session

We will explore all the things you can do inside a session

A first look inside

When you enter a session the first time, this is what you'll see



Understanding how synclets work

Each window in Onstream Webinars is a synclet, each performing a special function

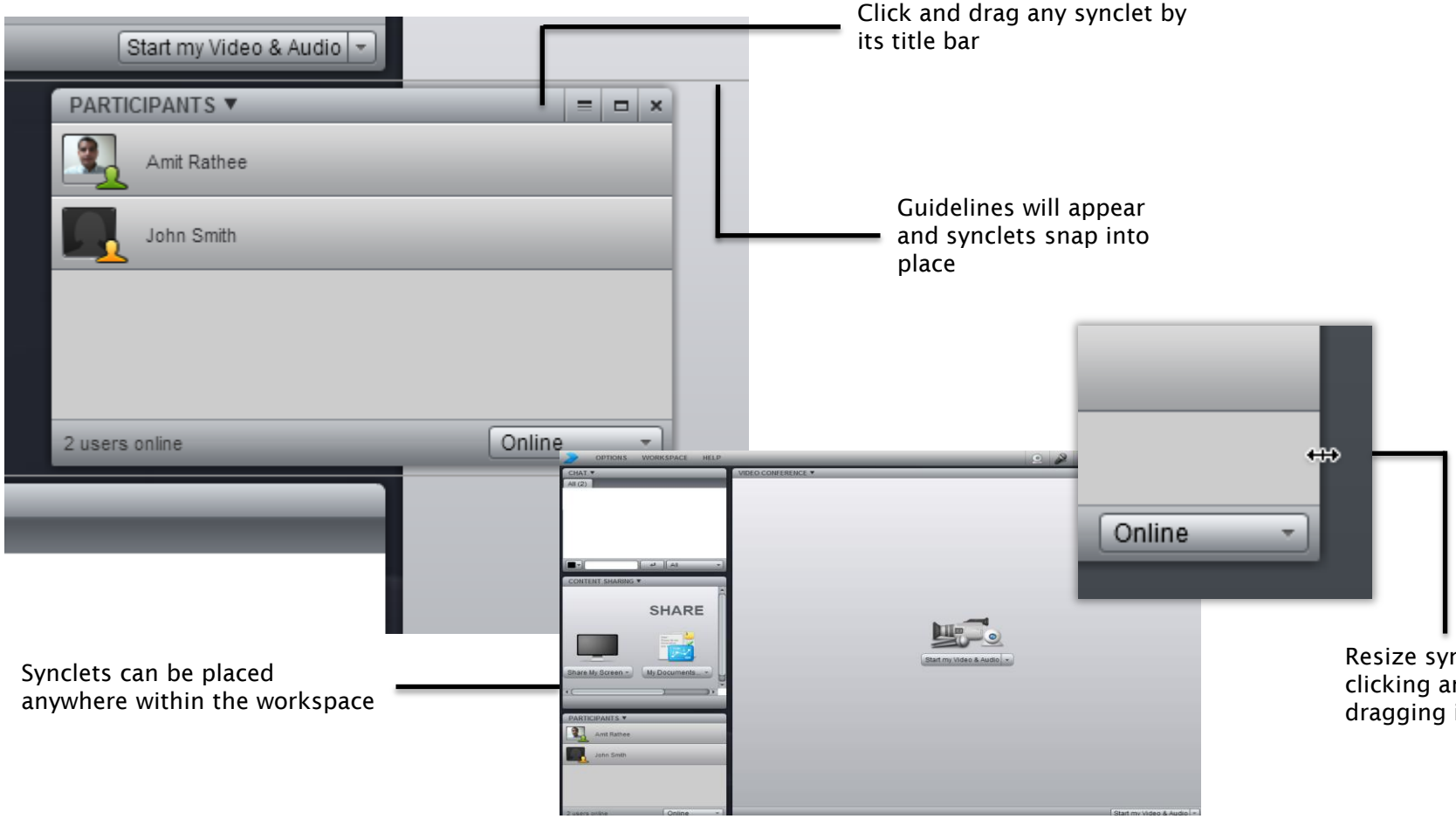
The synclet's title tells you it's function

You can collapse, maximize & close a synclet

Each synclet has a menu with special settings

Arranging your synclets

Your workspace is flexible, synclets can be moved around and resized



Click and drag any synclet by its title bar

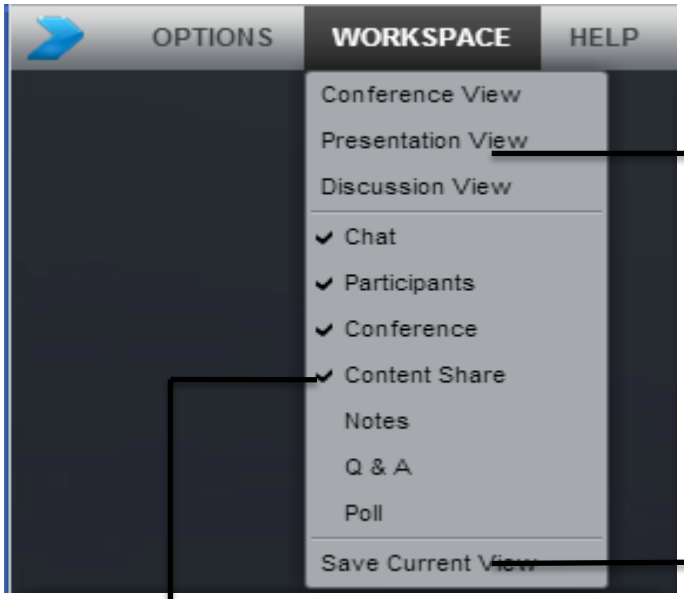
Guidelines will appear and synclets snap into place

Synclets can be placed anywhere within the workspace

Resize synclets by clicking and dragging its borders

Clean up your workspace

Quickly switch between your favorite views



Select a view and your workspace will re-arrange

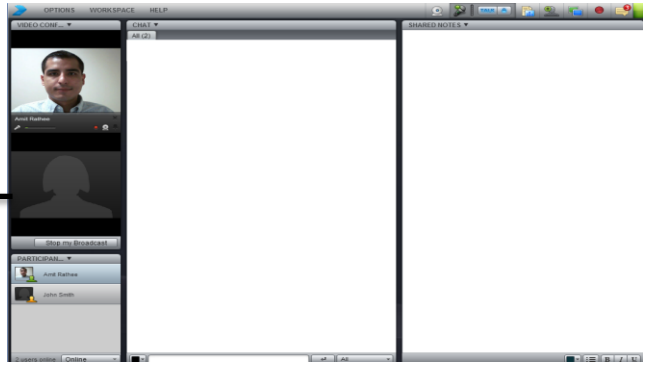
Checkmarks indicate which synclets are currently visible. Show and hide synclets by selecting them from the menu

You can create custom views. Arrange your synclets the way you want them and click Save Current View

Conference View

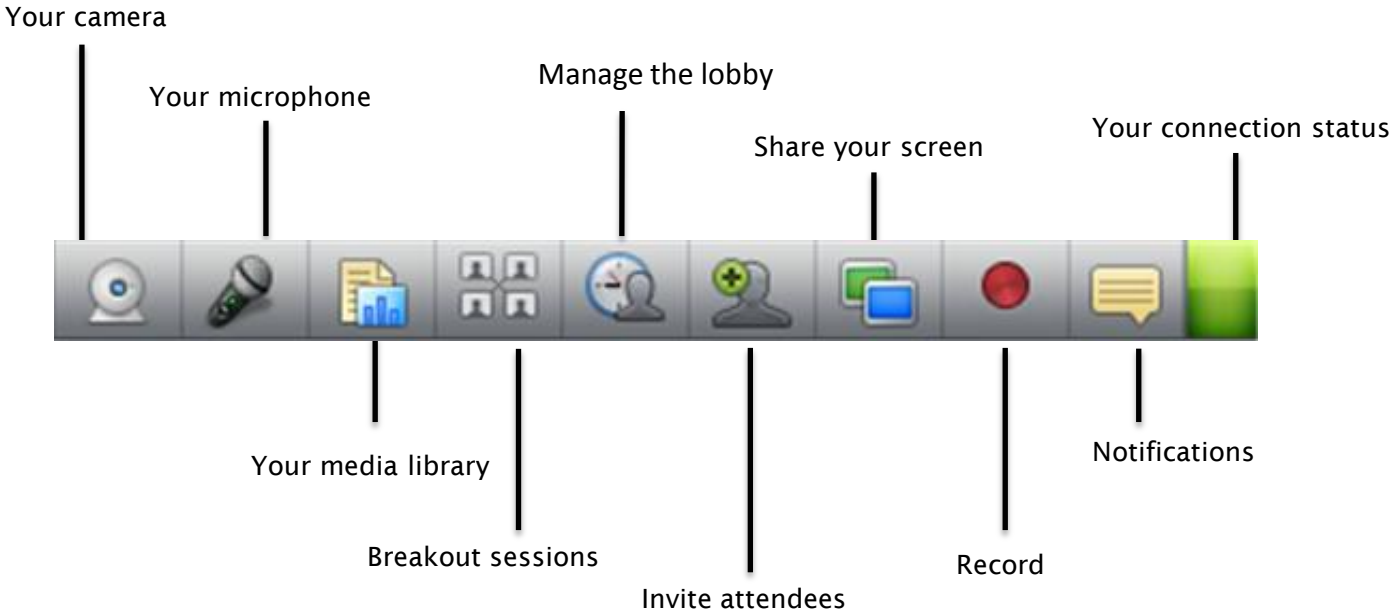
Presentation View

Discussion View



Your most important functions

Always accessible at the top right of your session



Your camera and microphone

Click to start broadcasting

To start broadcasting, click the camera and microphone buttons

Your video appears in the video conference synclet

Mute, control volume & see mic activity

Stop this broadcast

Pin the controls

Freeze video

Stop your own broadcast

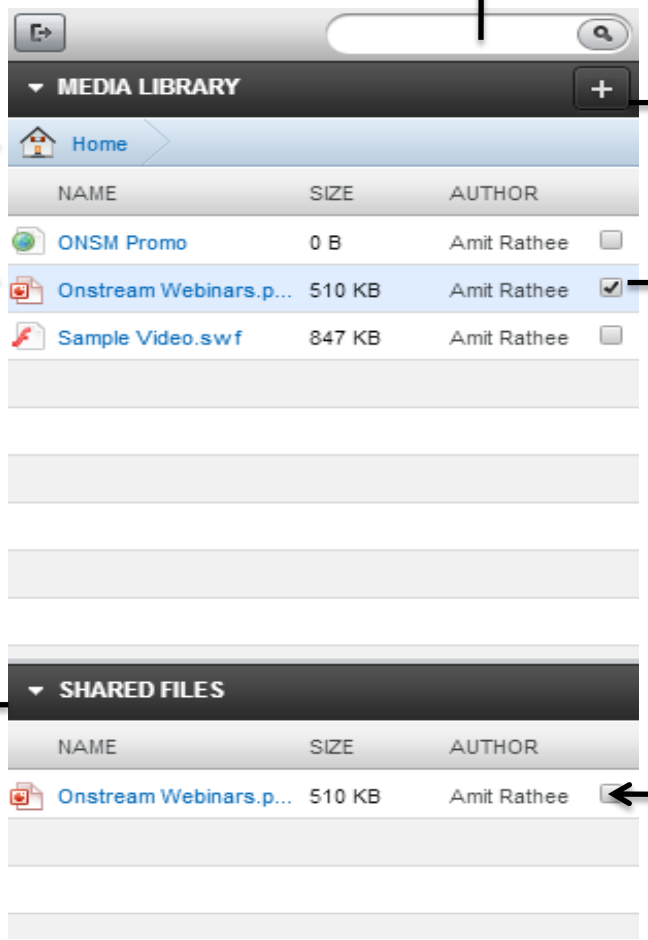
Your media library

Your files are always just one click away

Click to open the Media Library

Search your Media Library

Add files by clicking the plus button



These are your personal files

Drag and drop a file to the Shared Files area to allow other users to download it

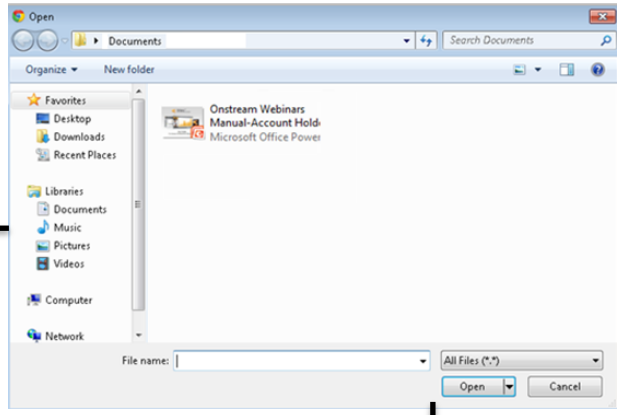
Shared Files can be downloaded by other users in the session

You can add files from your computer or the web

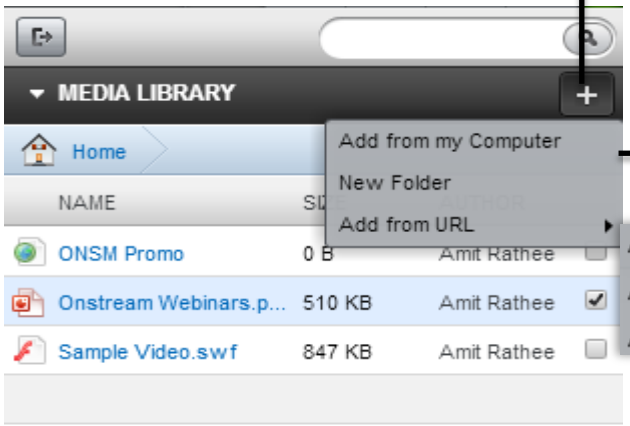
Share any media, even YouTube® and Flickr®

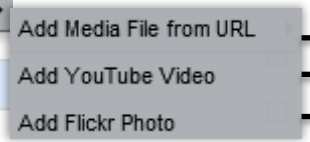
Clicking the plus sign will open a menu

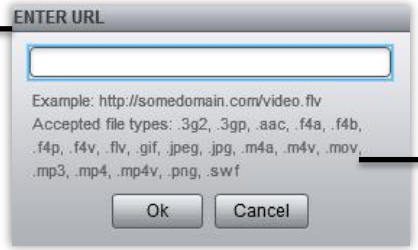
Add a file from your computer



Select the files and click open, the files will upload







Copy/paste the URL to any resource on the internet

Simply copy/paste the URL of the YouTube Video you want to share

Showing files to others is easy..

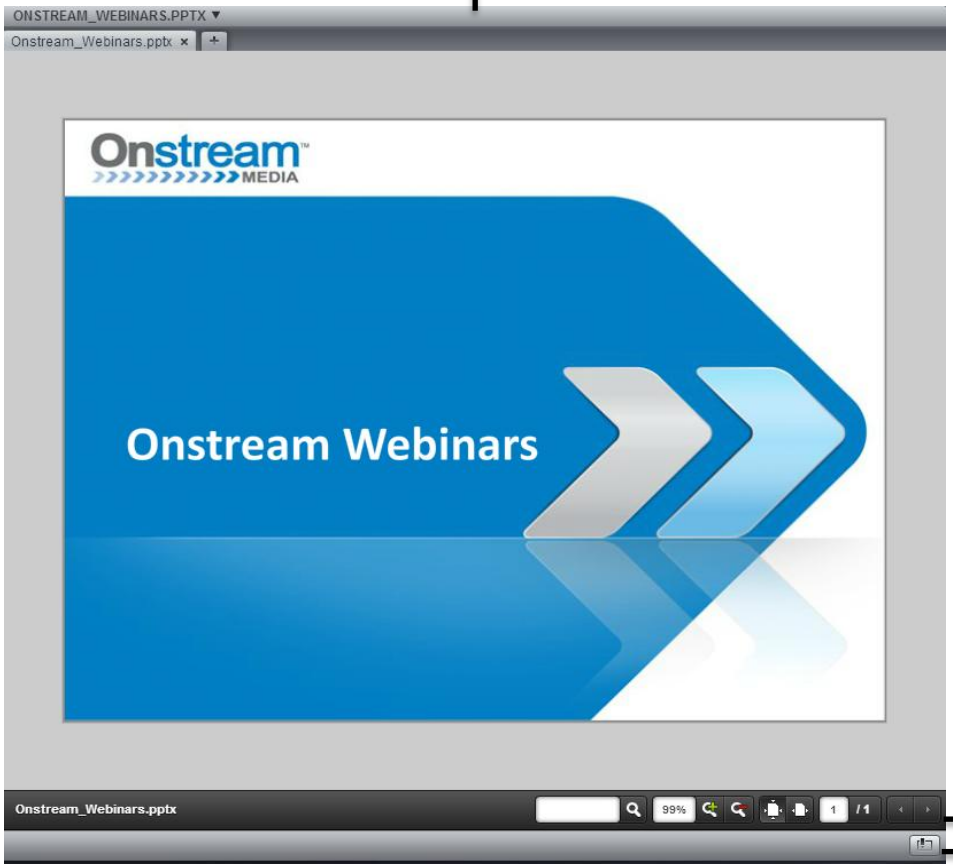
Showing your files to others

Everyone is always on the same page

Double click a document and it will open for everyone, or drag and drop it onto the content share synclet

Some files need to be converted before they can be opened, just click this button, Onstream Webinars does the rest

When the file is ready a green checkmark appears



Controls to move to the next page, zoom, search and more

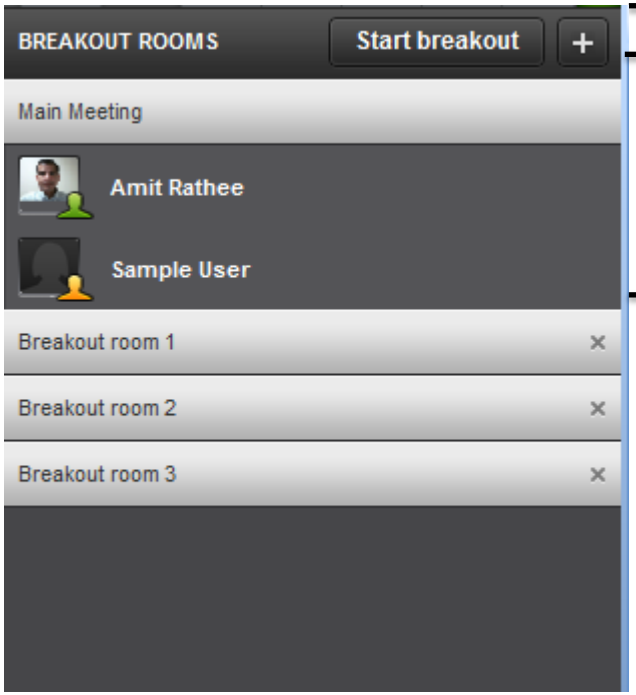
Turn on the whiteboard to collaborate on the document

Breakout Sessions

Allow participants to disperse into smaller groups while in session

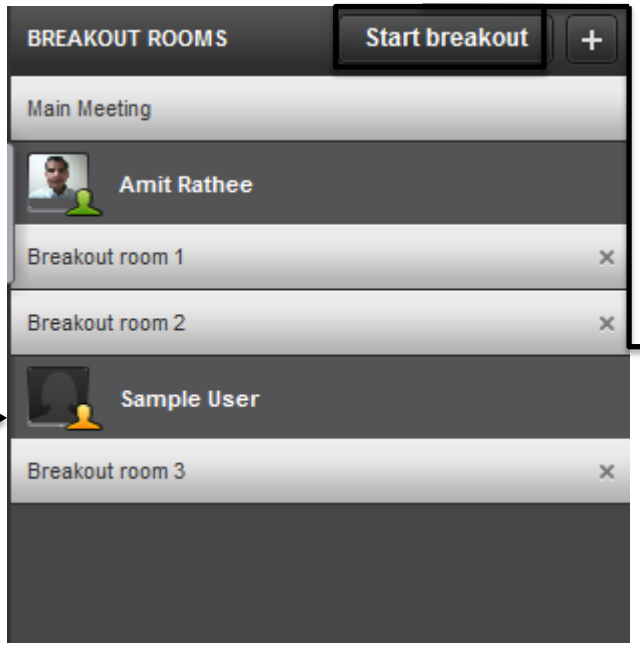
Click to open Breakout session module.

A slide out menu appears from the right side of the screen.



Click the + button to add additional breakout rooms.

Drag and drop users to add them to specific rooms.



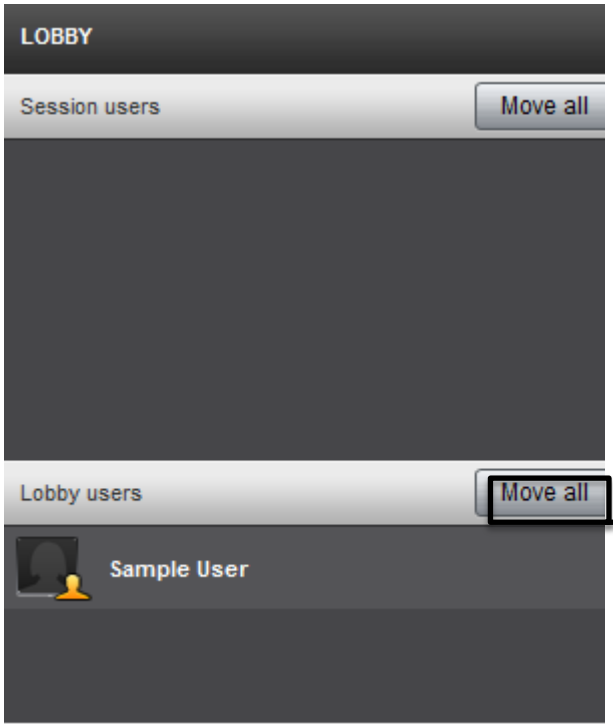
Click “Start breakout” to enable the individual smaller sessions within the main meeting.
Click “Stop breakout” to merge everyone back together into the main room.

Participant Lobby

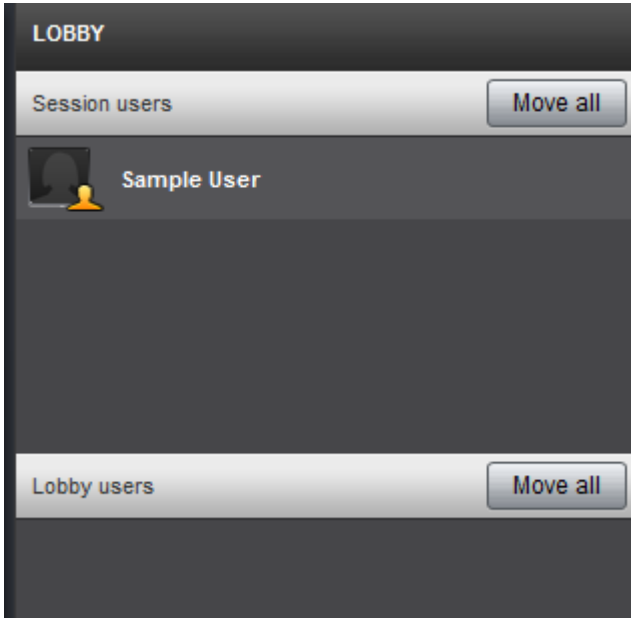
Puts non-moderators in a lobby until moderators allow them to enter the session

A slide out menu appears from the right side of the screen.

Click to open lobby module.



Drag and drop users or click “Move all” to move participants from the lobby to the main room and visa versa.

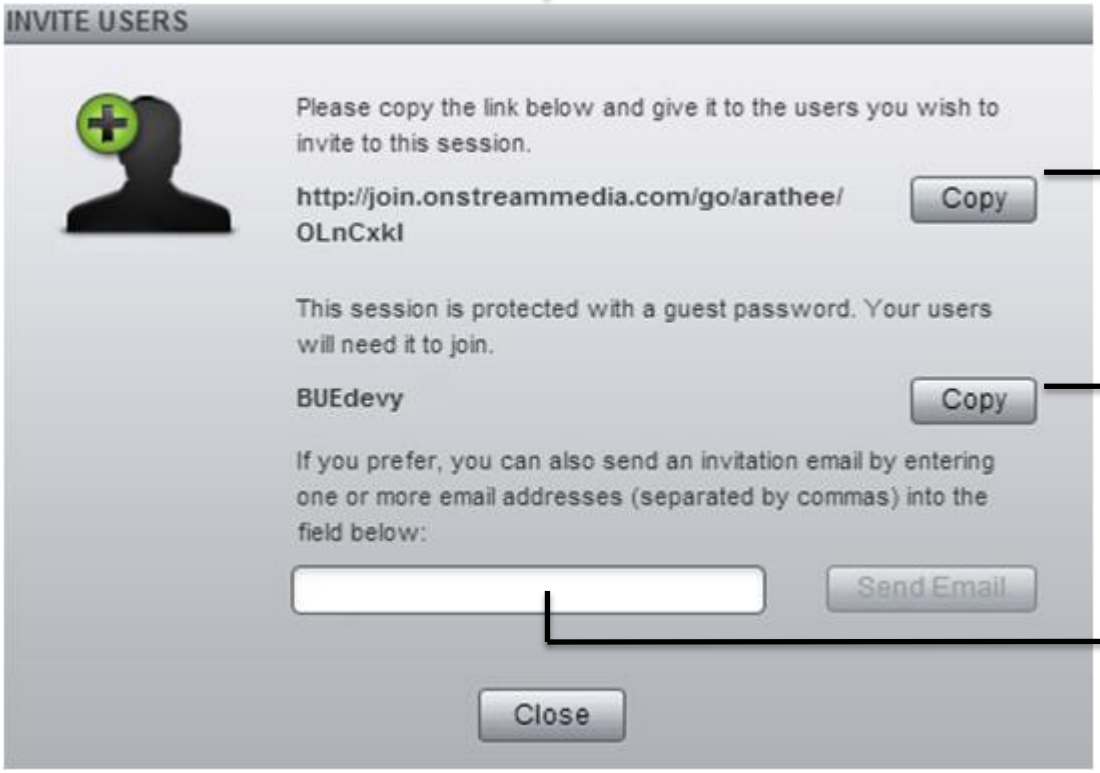


Invite participants to your session

Add users at any time

Click to invite participants

A pop-up opens



Copy the link and give it to your users

Copy the password if the session is protected

Enter an email address, then click the send button

Show your computer screen

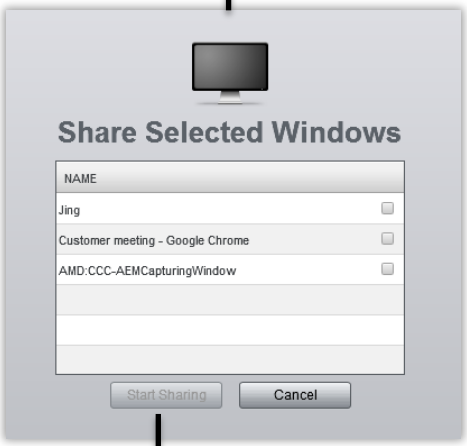
You can choose what you want to share

Click the Screen Sharing button to open a menu

Shares the entire screen

If it's not installed, install the plugin and choose a location

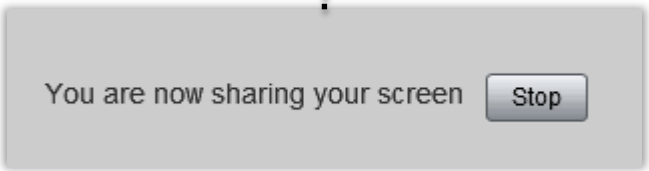
Select the program or window you want to share



Your audience sees your screen

You can allow other uses to control your computer

As a host you are notified that you are sharing your screen

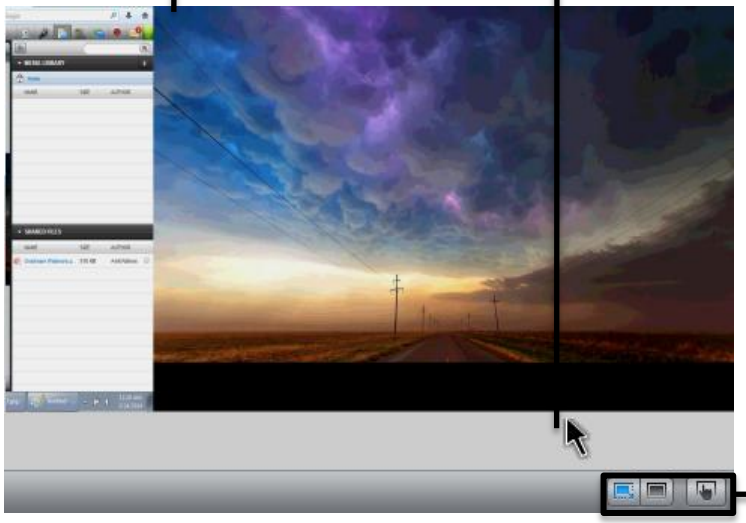


The audience can view the screen at 100% or scale to fit

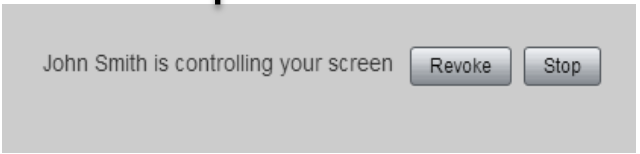
The audience can request control of your screen

Your audience will see your screen

Your cursor



Accept to give control to that user



Record sessions

Everything in a session can be recorded

Click to record a session

A pop-up opens

Enter a name for the recording

The recording starts when you click Ok

Everyone can see this icon when a session is being recorded

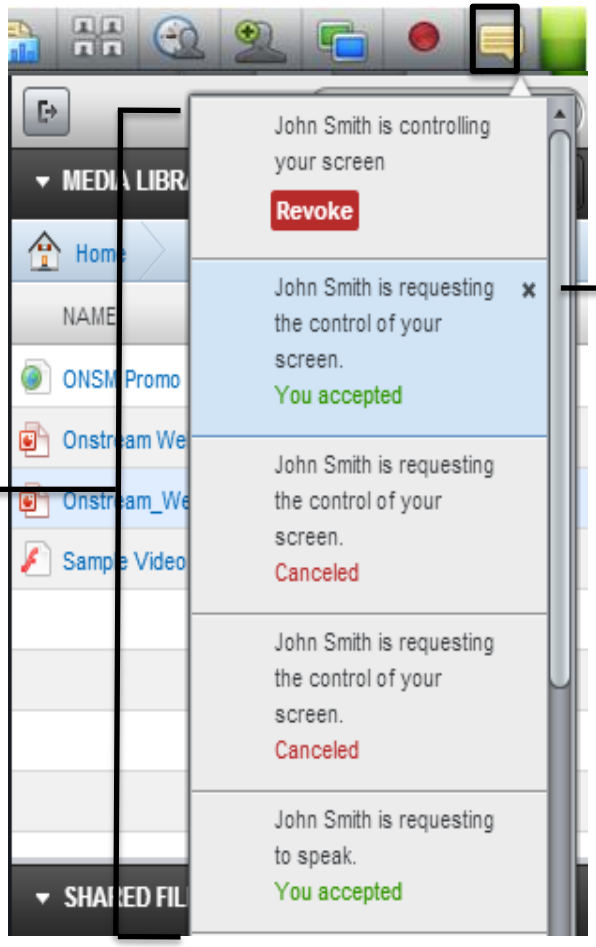
Click the record button again to stop recording

The recording will be available in the Account Holder's Account Center

Notifications

A full history of events that occurred in the session

Click to open the notifications panel

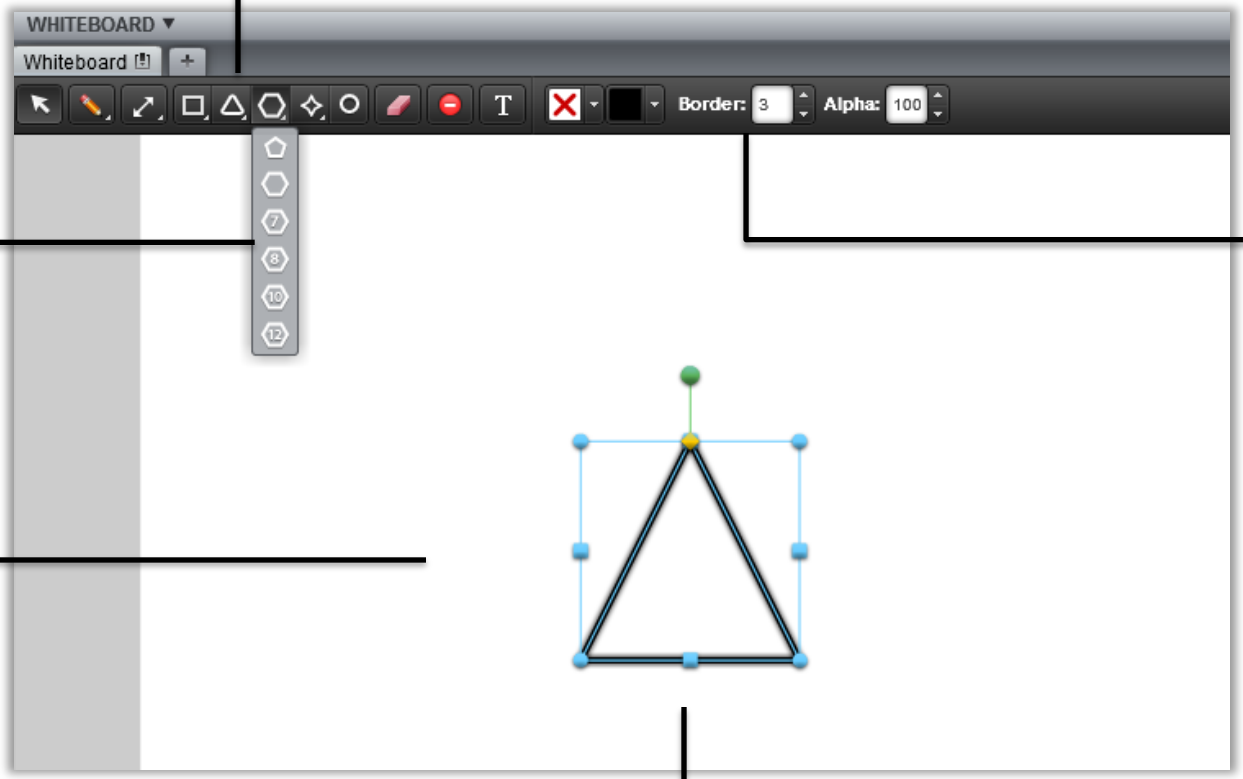


The x icon removes an entry

All events will be tracked for you

Using the whiteboard

Collaborate and teach using the drawing tools



Your tools, hover over the buttons to see their function

Click and hold to open a menu revealing more shapes

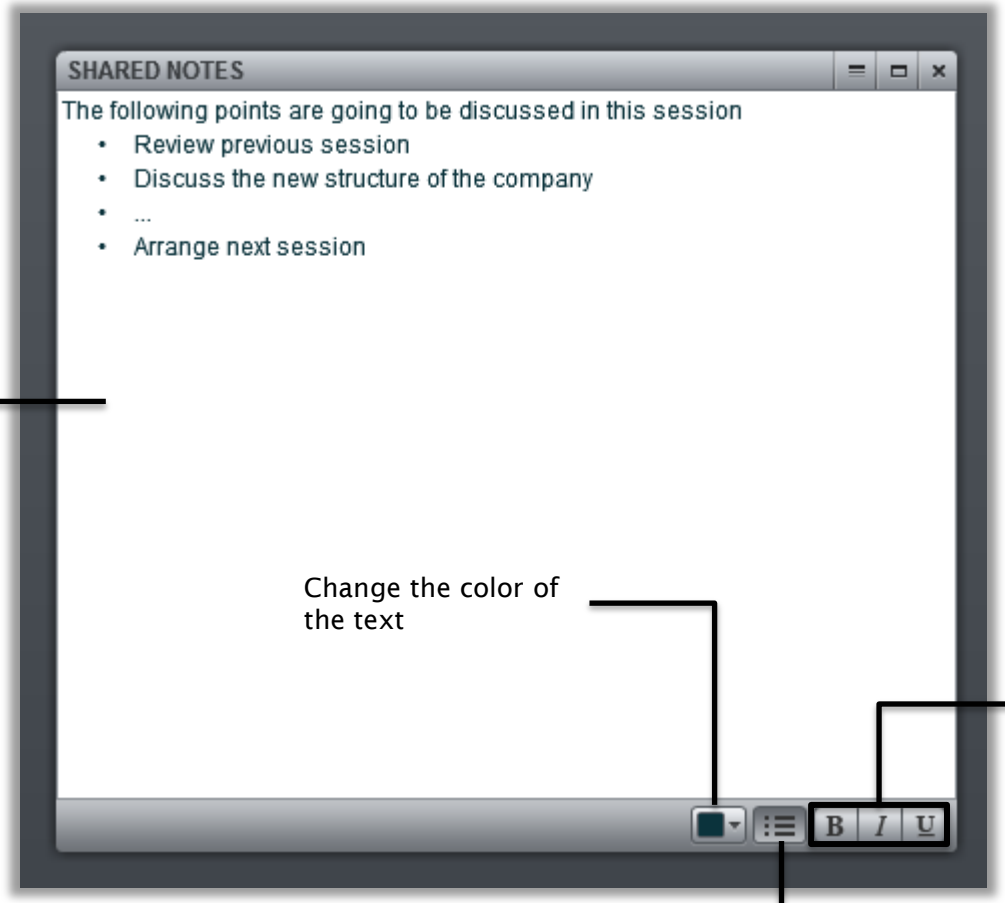
When you select a tool, additional options appear

Shapes, text or lines can be placed on the whiteboard area

When you select a shape, drag handles appear, use them to resize, move and rotate the shape

The shared notes synclet

Everyone can see it's contents



Any user with permissions can type notes here

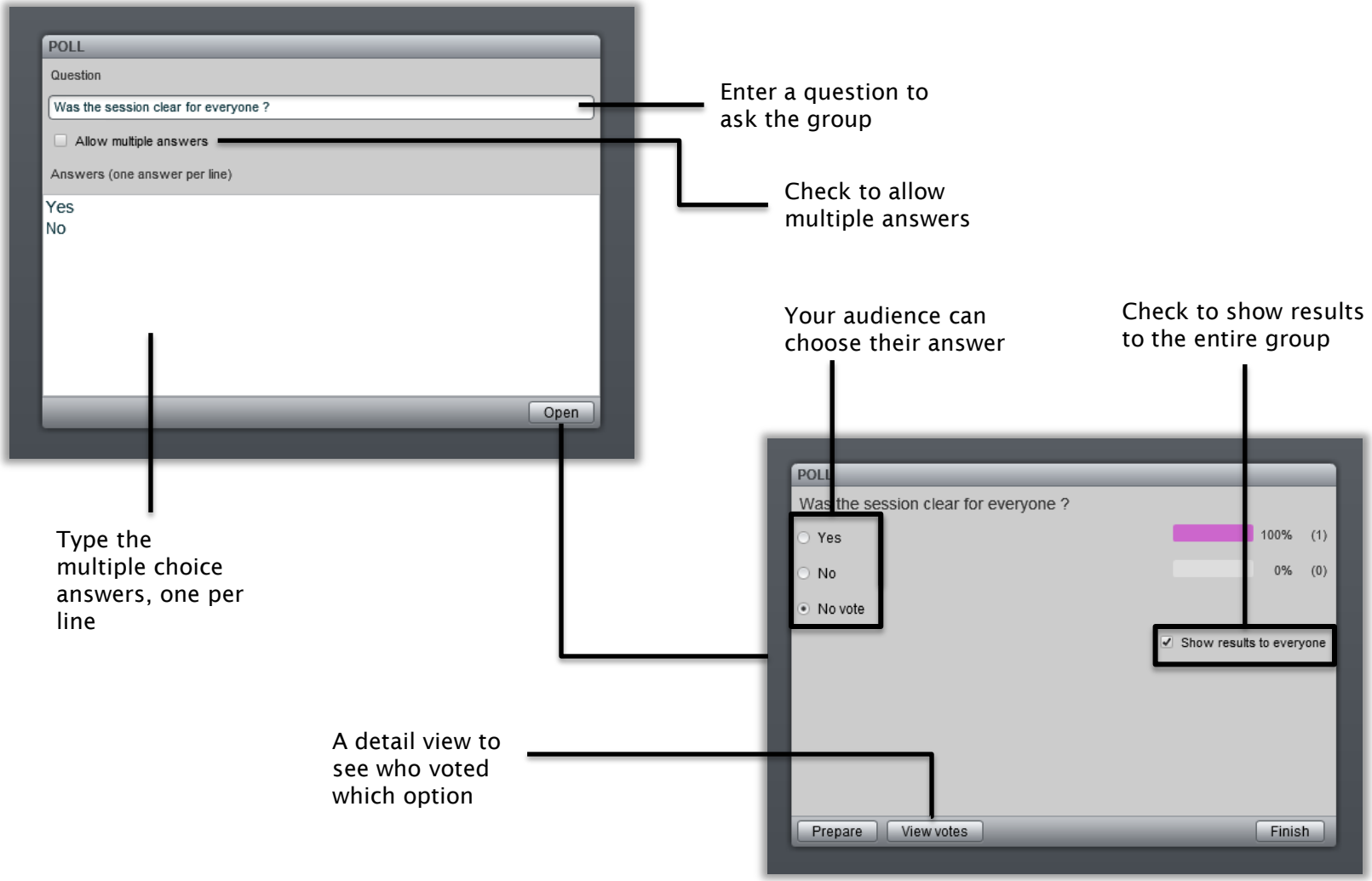
Change the color of the text

Format selected text to be bold, in italics or underlined

Create a bullet pointed list

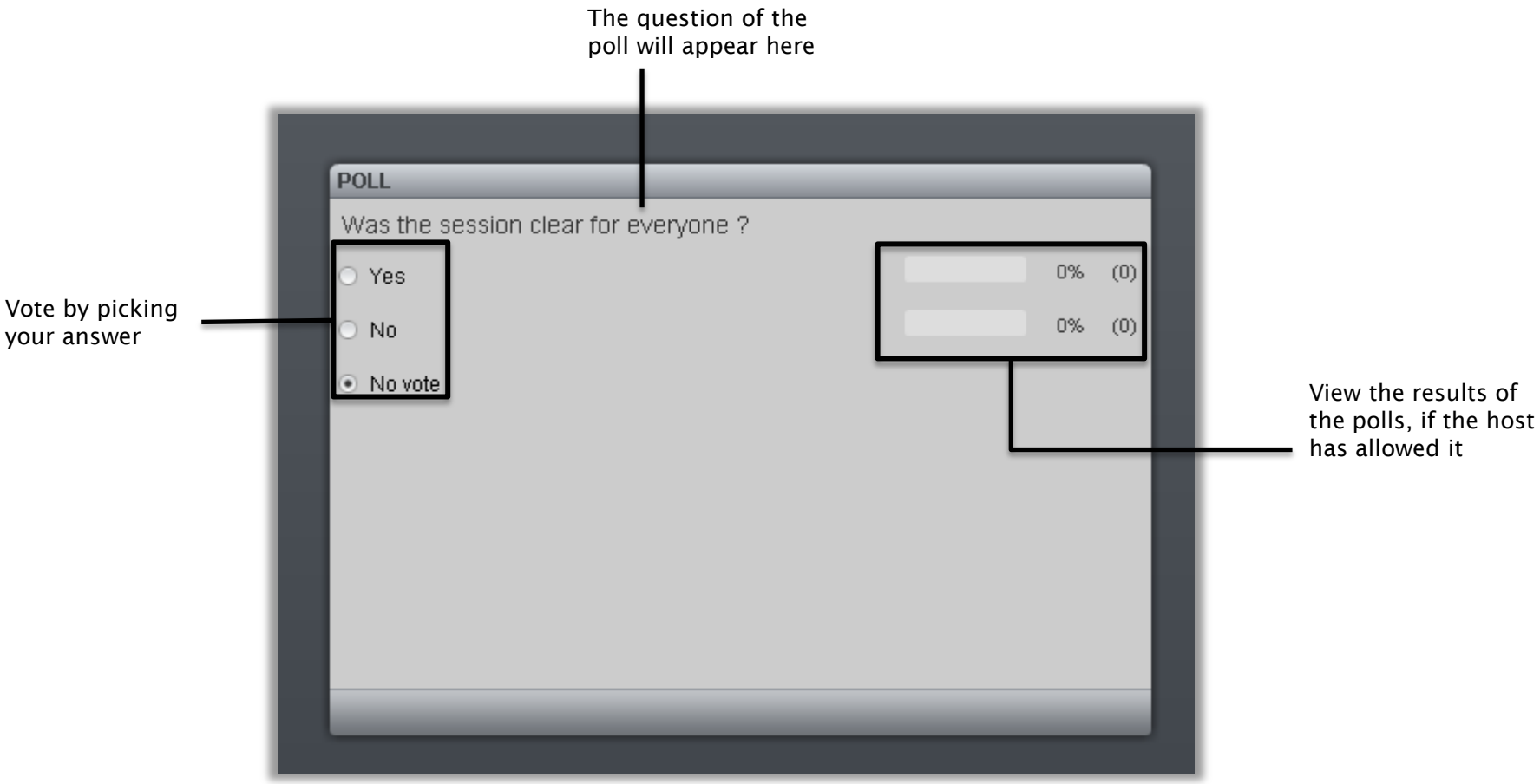
The Poll synclet – Moderator view

Keep your audience engaged with live polls



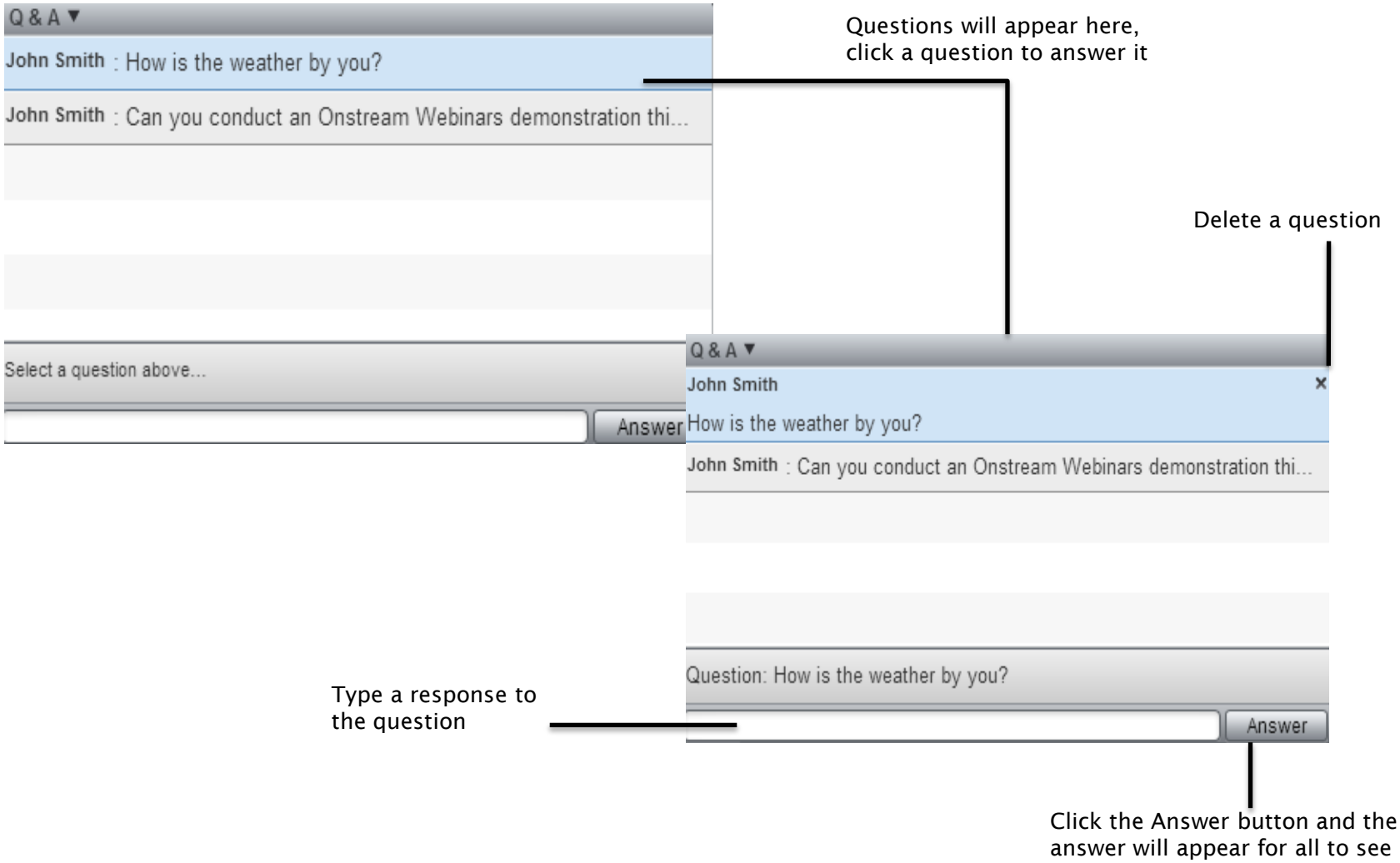
The Poll synclet – Audience view

Your host may decide to ask you a question



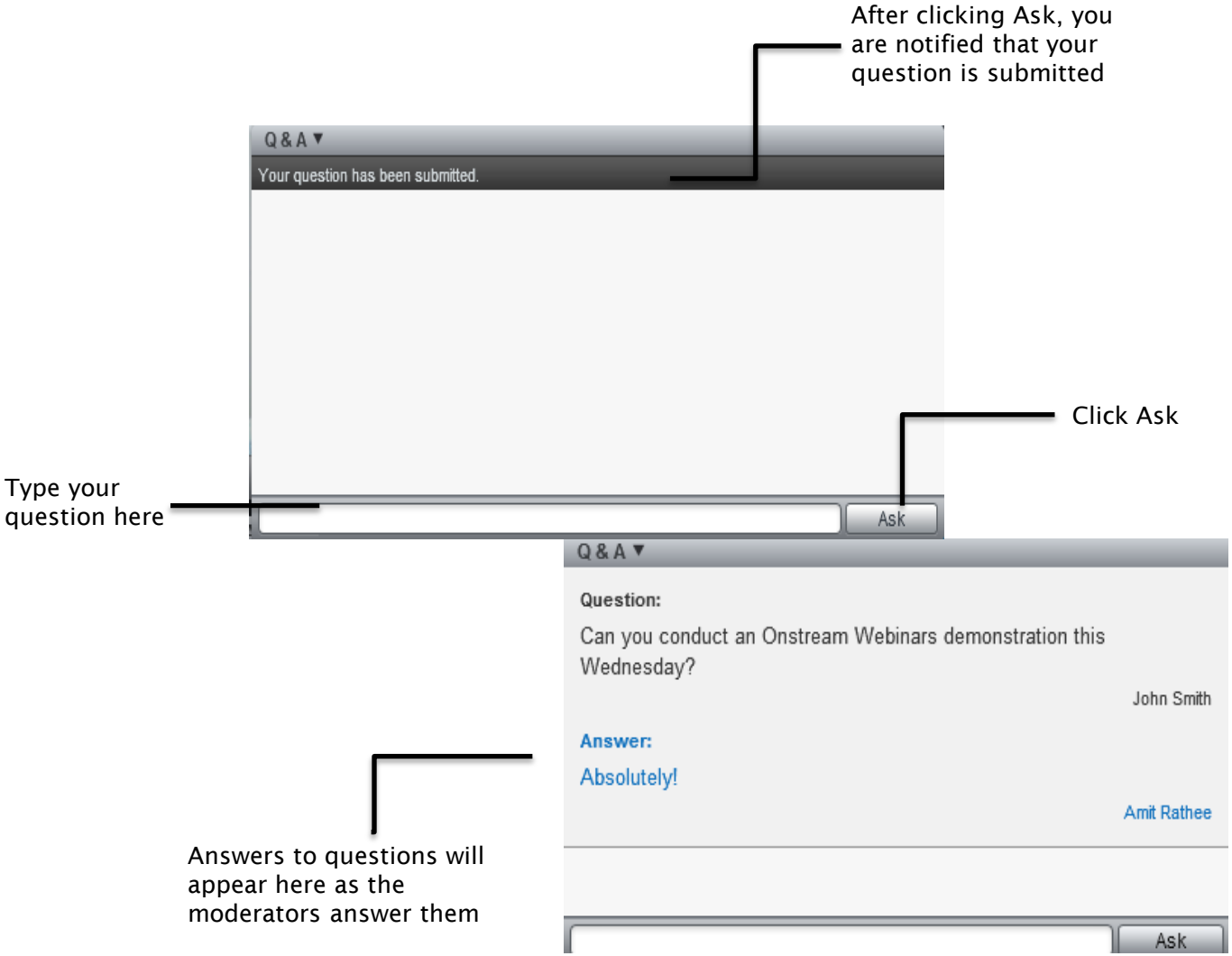
The Question & Answer synclet – Moderator view

Moderate questions before answering them to the floor



The Question & Answer synclet– Audience view

Your host may allow you to ask questions



The Chat synclet

A great way to communicate next to audio and video

Click the x-sign to close this private chat

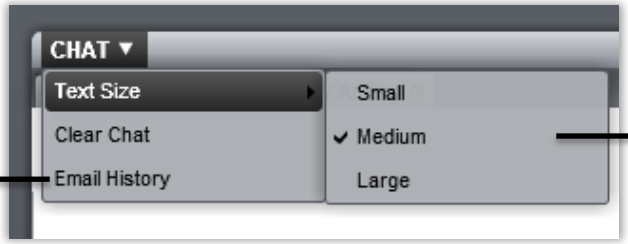
Private chats open in tabs

Send the message

Choose your text color

Choose the recipient, this is how you start a private chat

Type your message here



Email the chat history

Change the font size of the chat

The Participants synclet

See who's in the room and control your audience

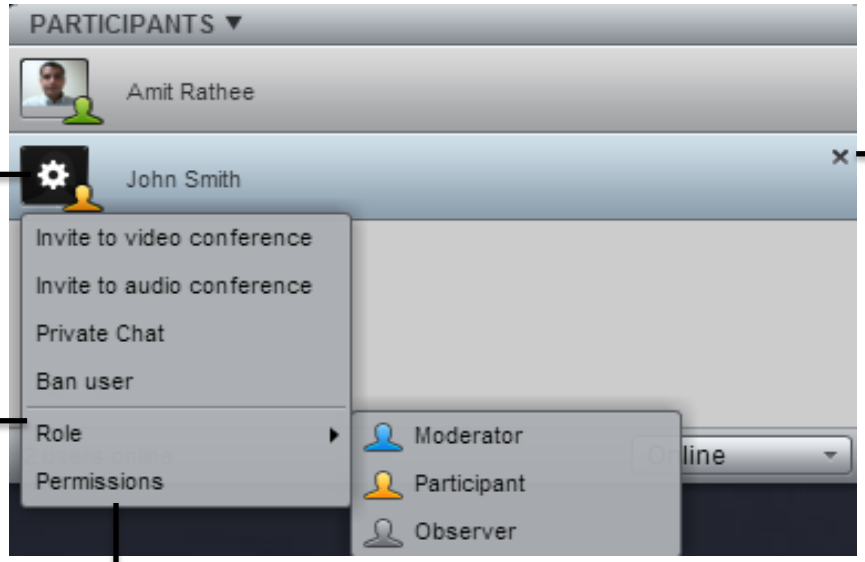
When you hover over the avatar of a participant, a cogwheel will appear. Click it to open a menu

Eject a user from a session

Promote or demote anyone at any time

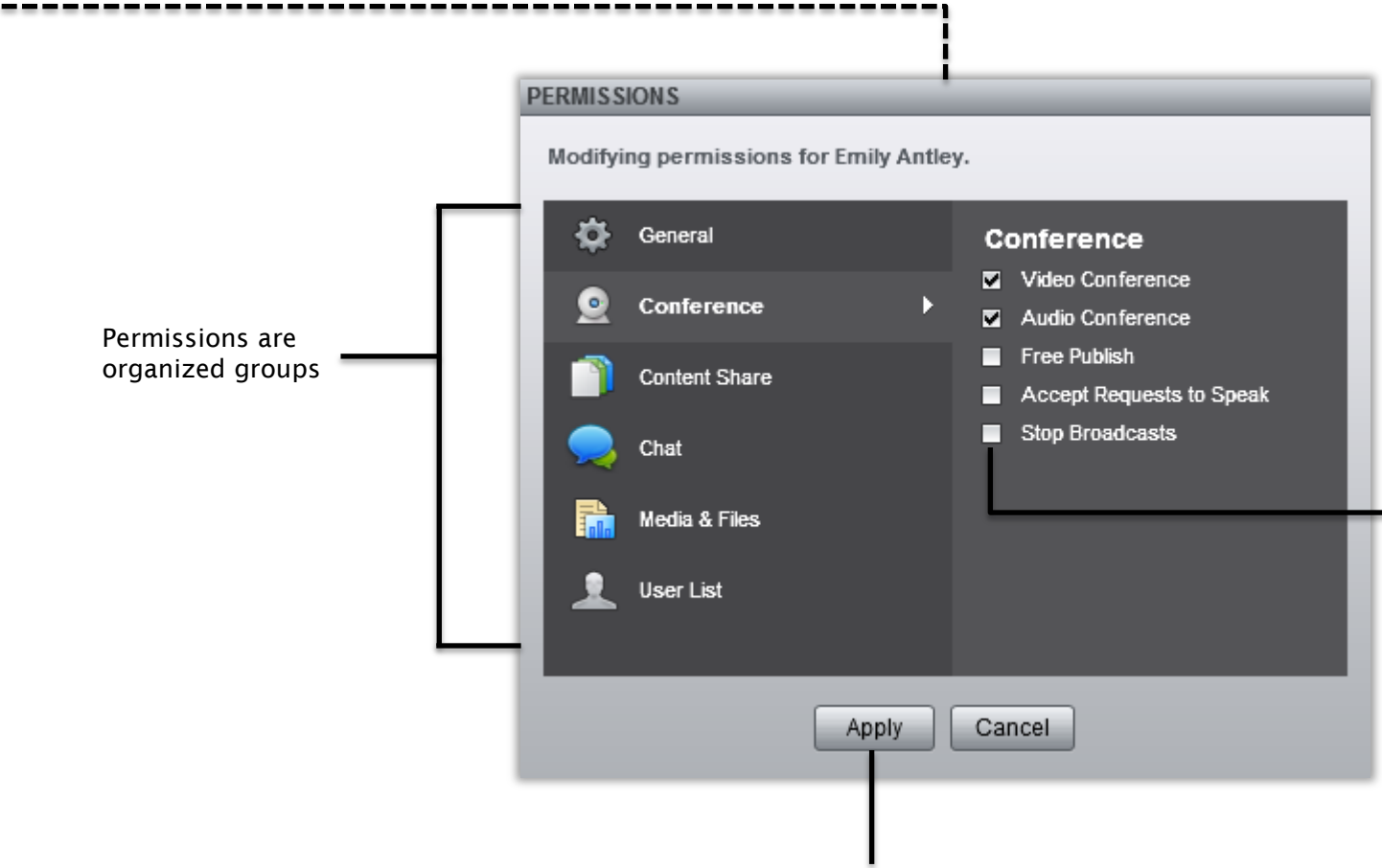
Set granular permissions to any function

The permissions window for this user appears



Permissions

Set granular permissions to any function



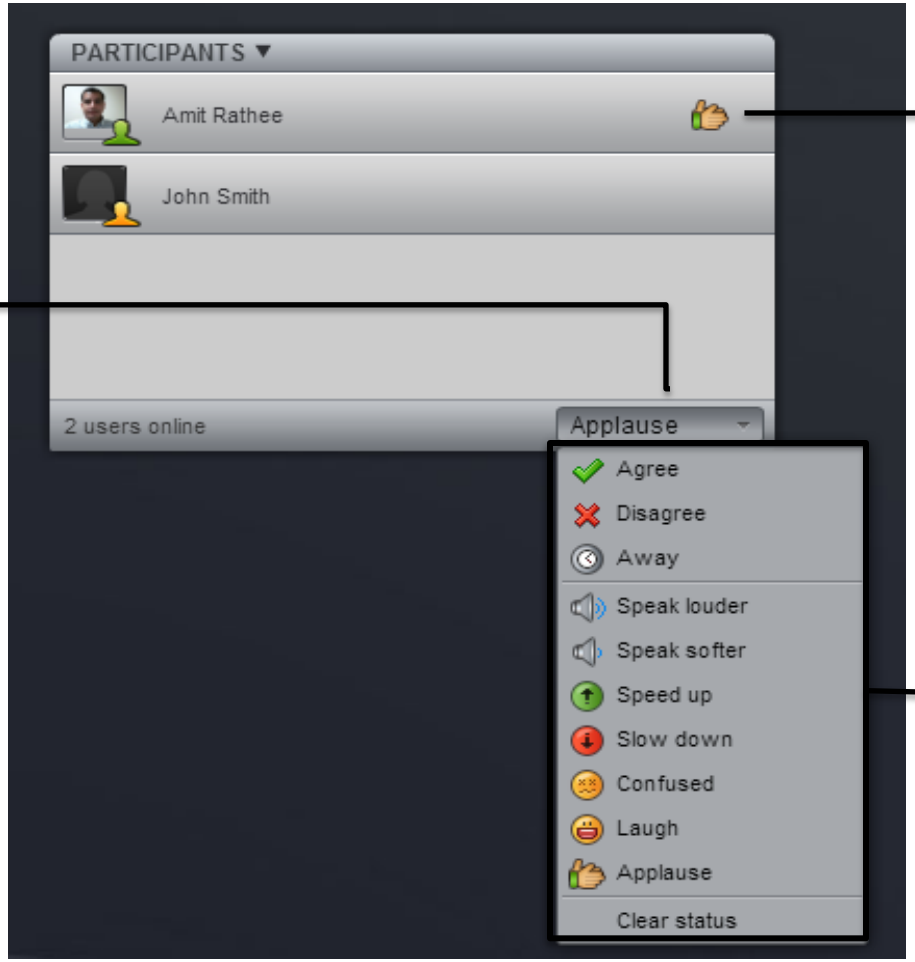
Permissions are organized groups

Check or uncheck an option to grant/deny this permission

Click to apply and save the permissions for this user

Give feedback via the status menu

Others will be able to see your status in the participants synclet



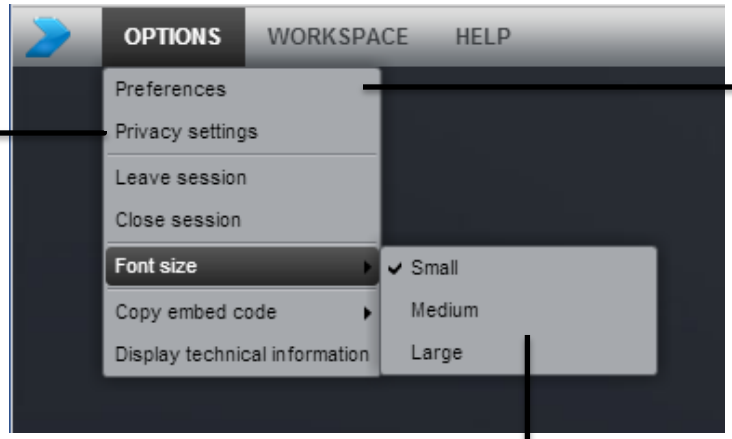
When you set your status, an icon will appear here, visible to everyone

Open this menu to set your status

Choose a status or clear it

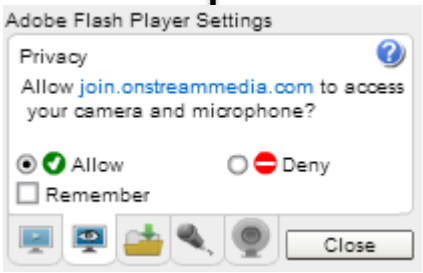
Options menu

Access your preferences and basic session functions

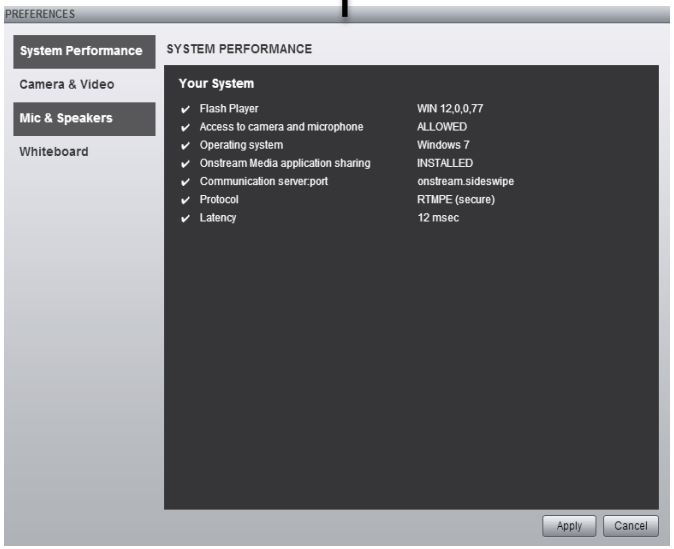


Open your preferences to control your camera and microphone

Make sure to allow access to your mic and cam via the privacy settings

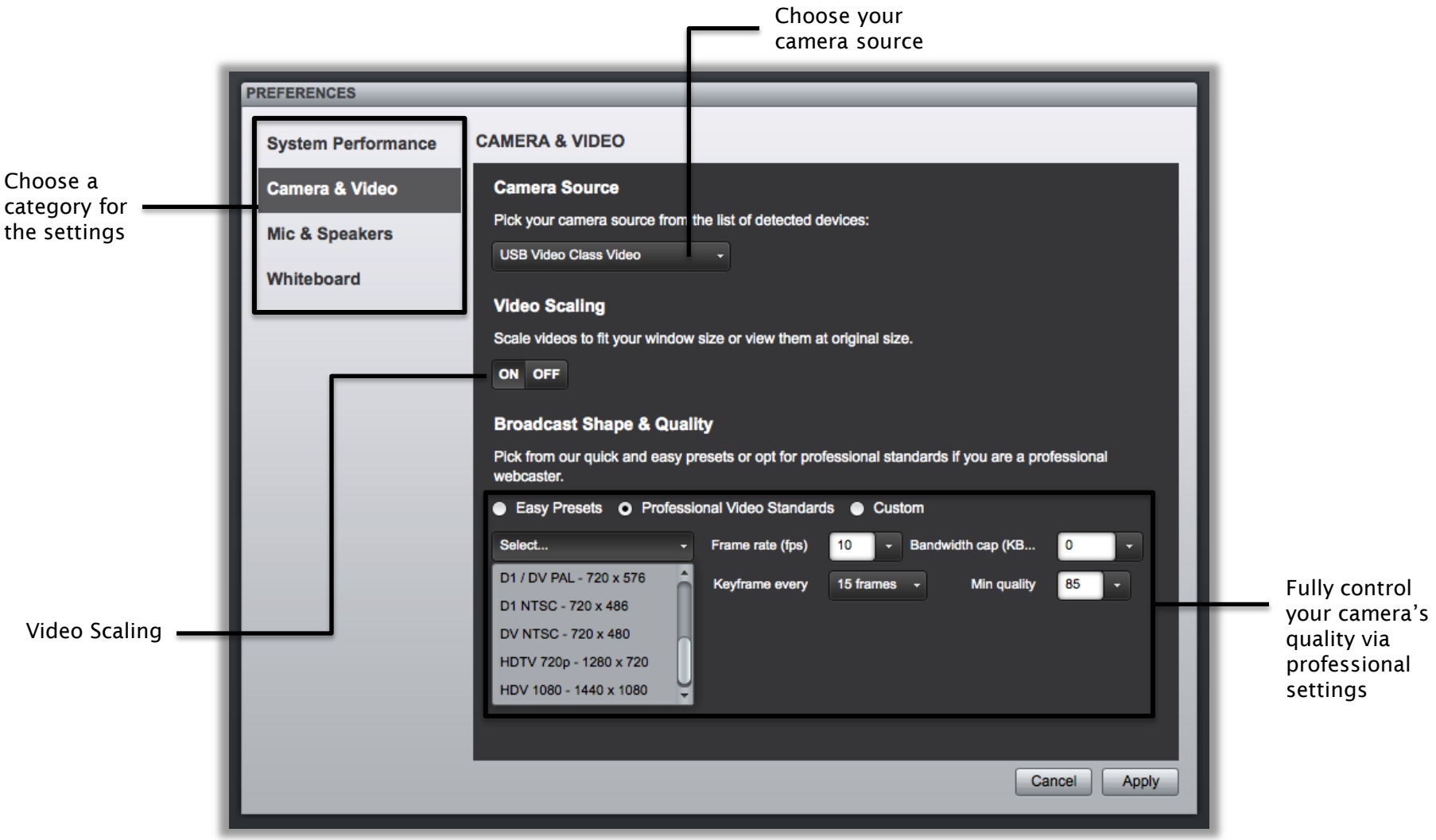


Make Onstream Webinars more readable by increasing font size



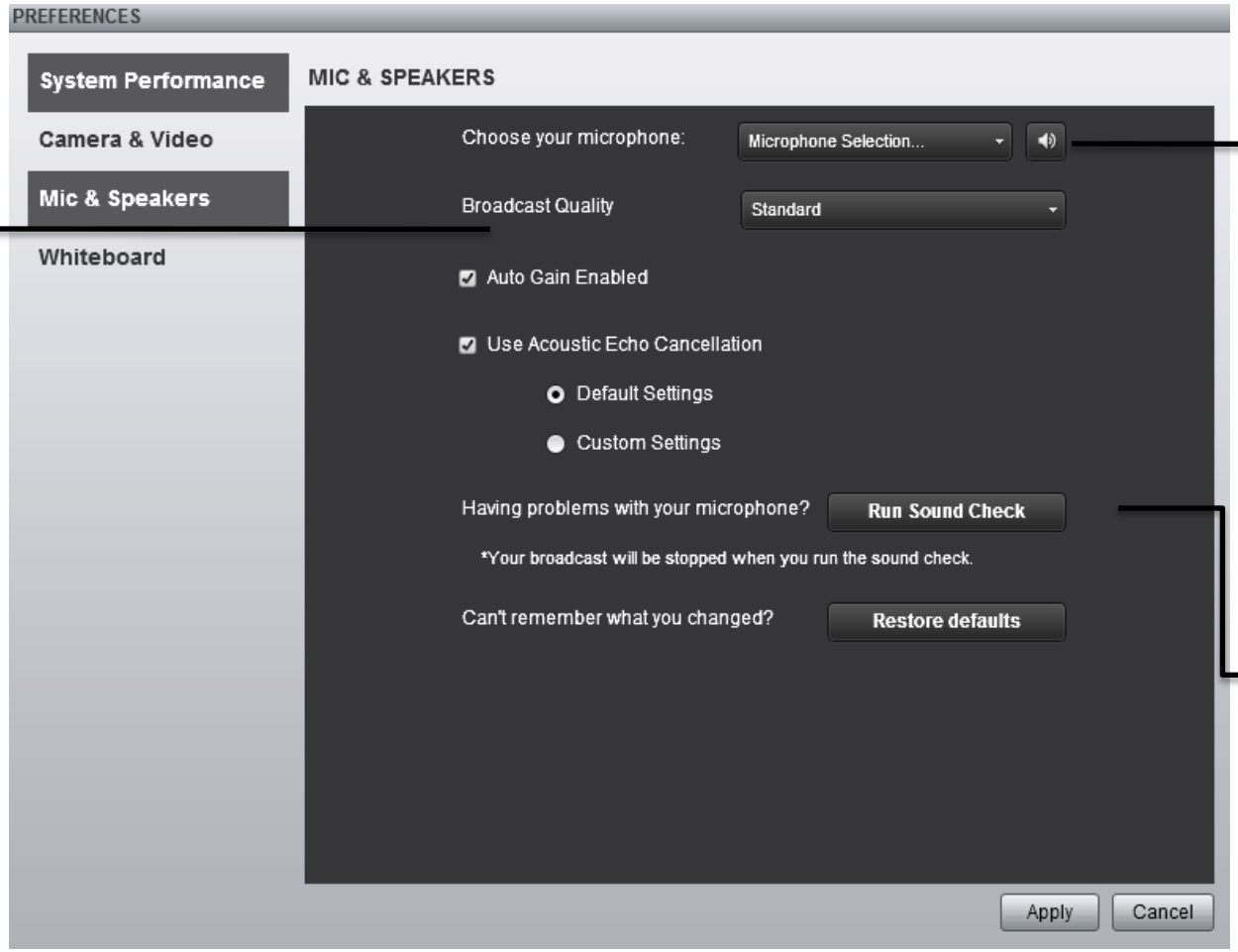
Video settings

Choose your camera source and video quality



Audio settings

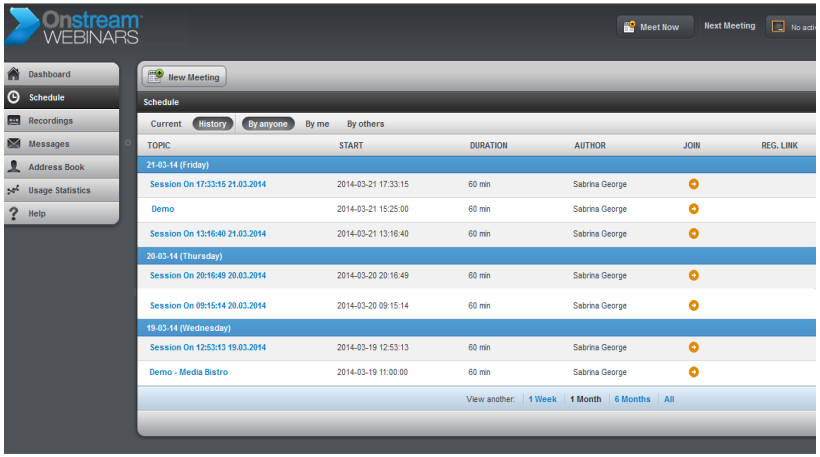
Choose your microphone source and quality and check your sound

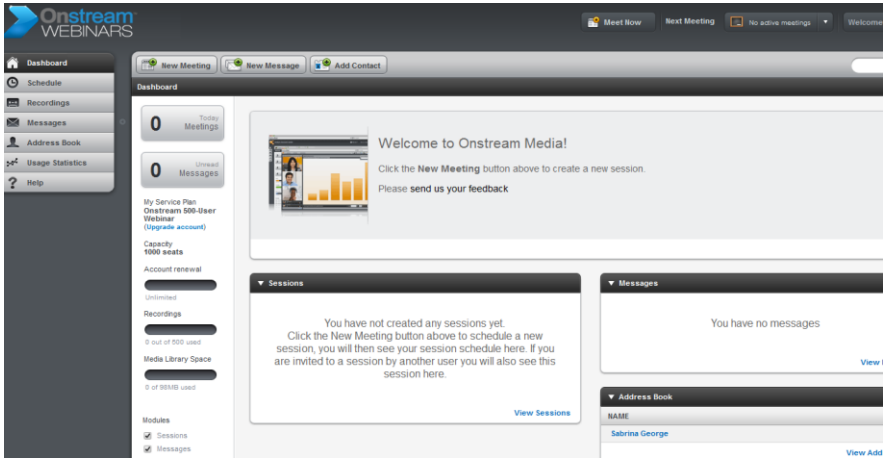


Set the quality of your microphone

Set which microphone you want to use

Test your microphone





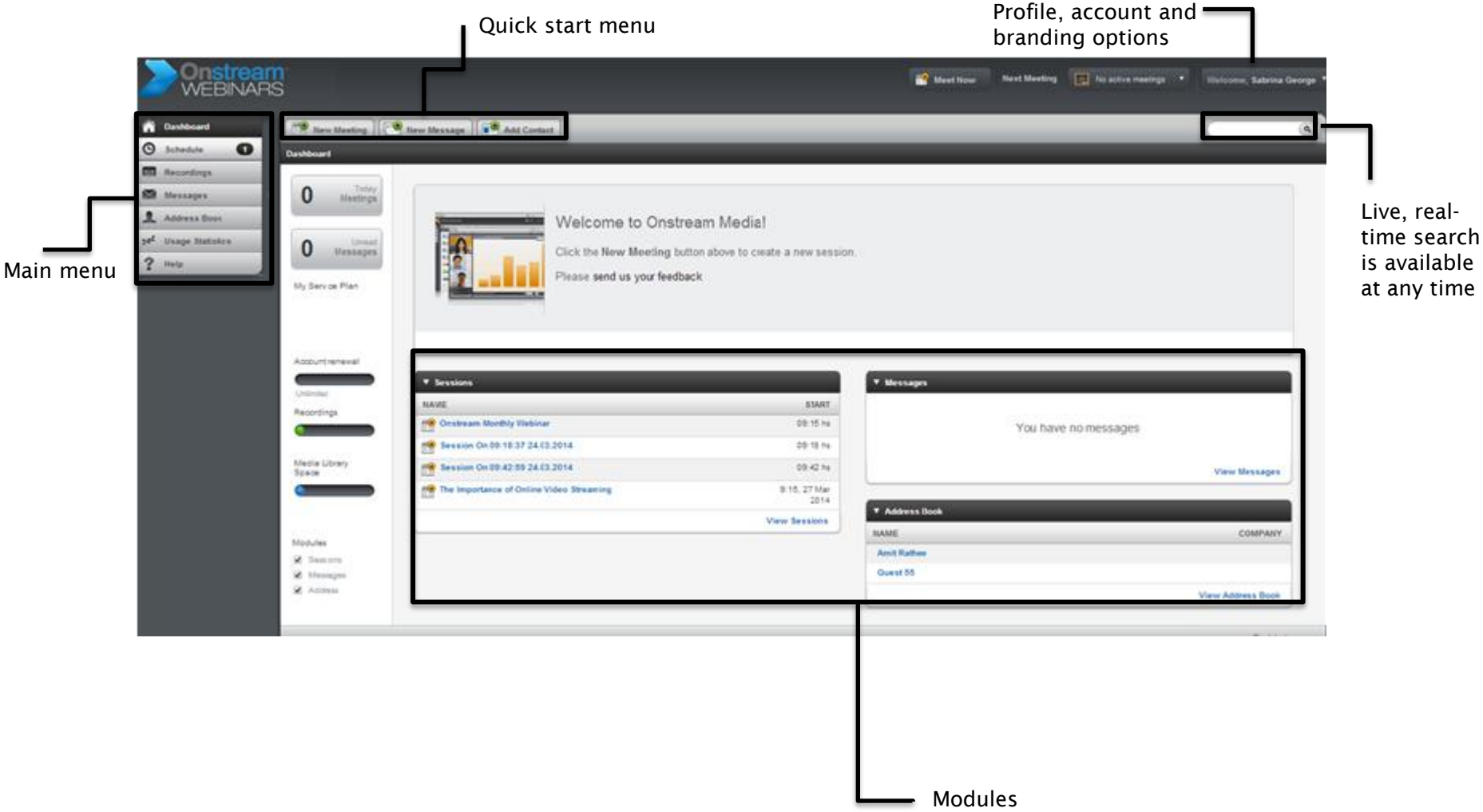
CHAPTER 3

The Account Center

Create sessions, manage your recordings and address book, send messages and look at statistics

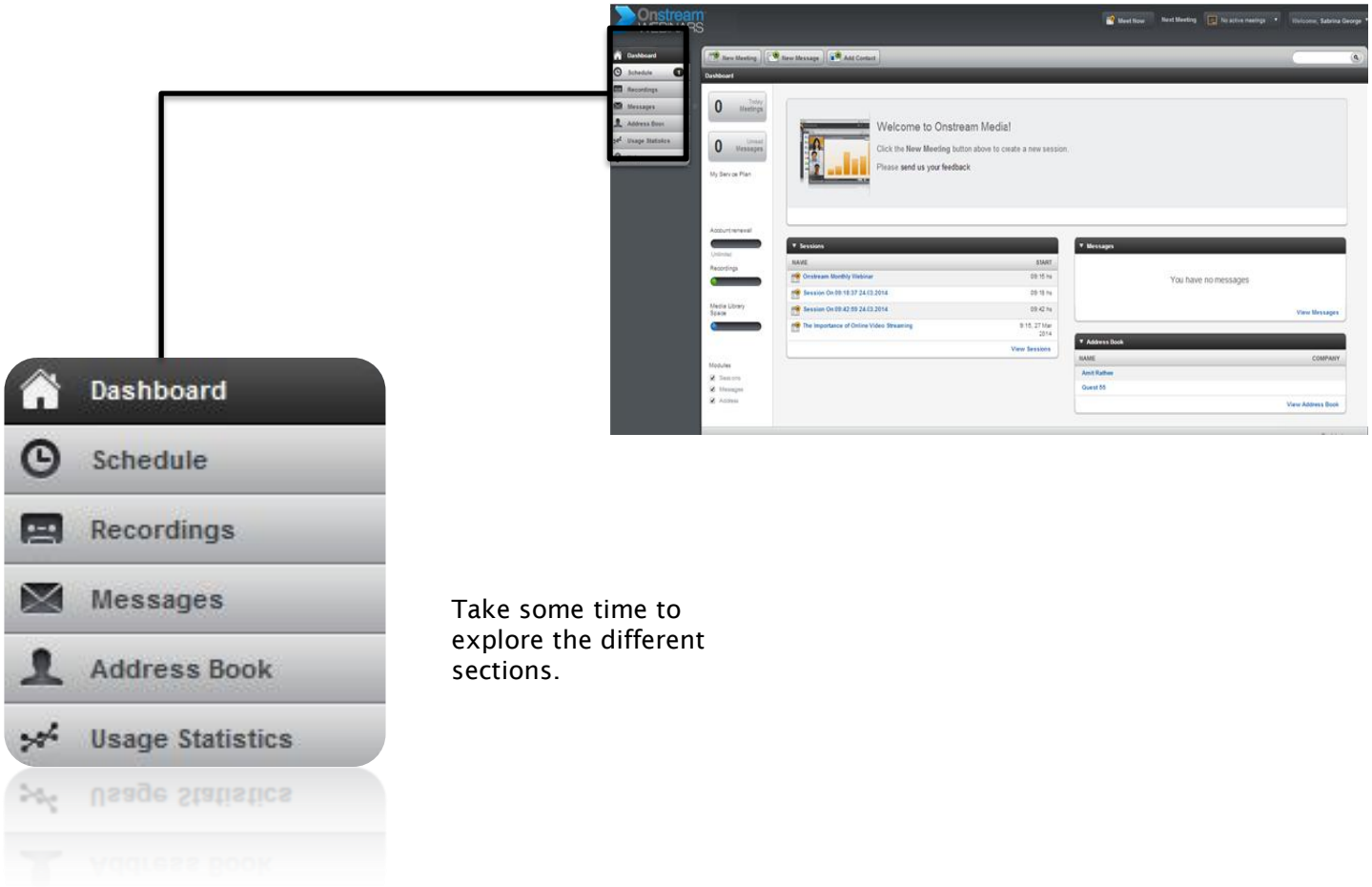
Onstream Webinars account center welcome screen

Your web conferencing experience begins on your dashboard



Main menu

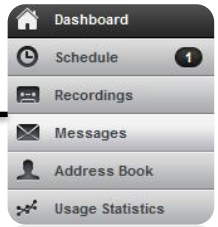
Access to the Account Center's most important features



Take some time to explore the different sections.

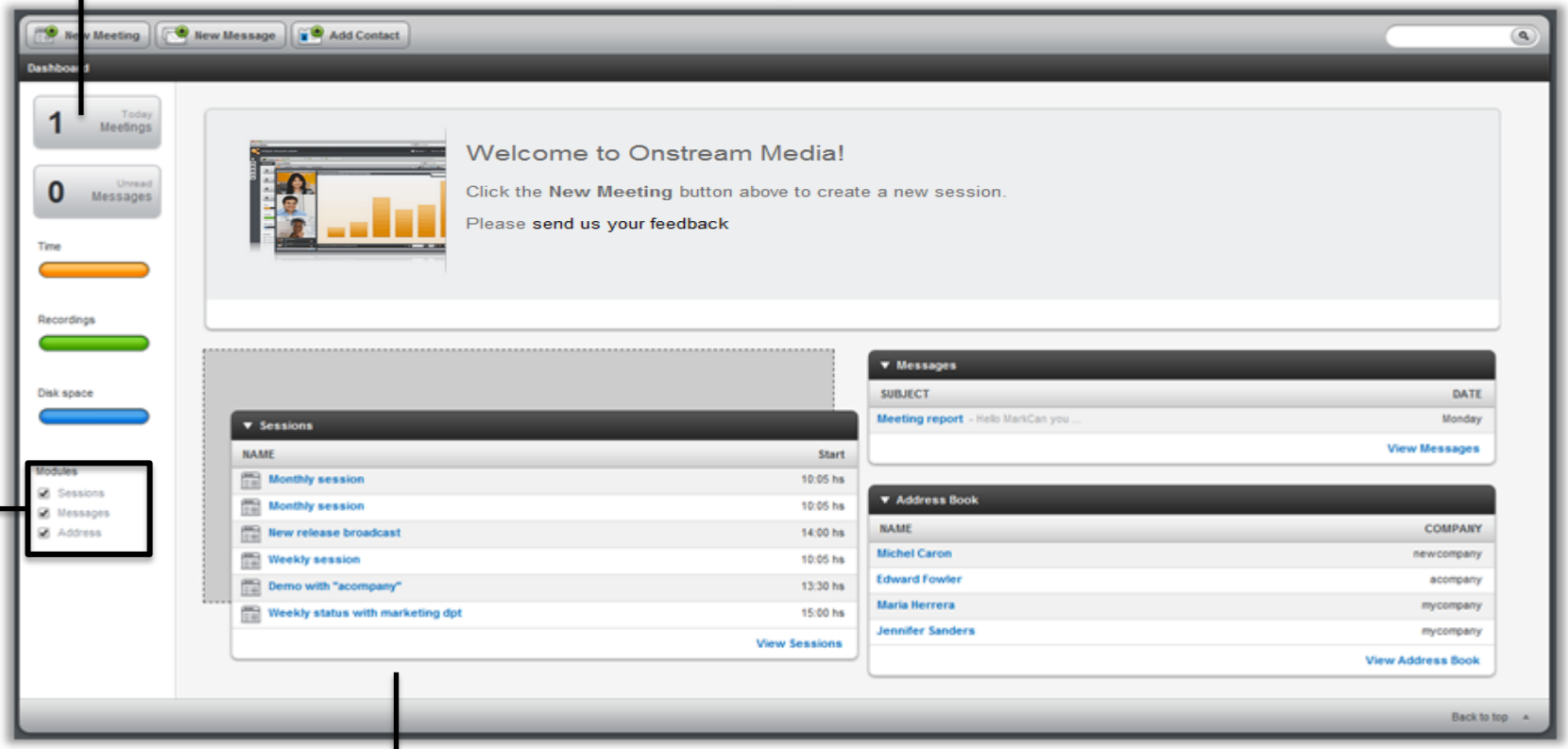
Exploring the dashboard

A quick overview of everything



Click dashboard in the main menu to load it

The session that are scheduled today

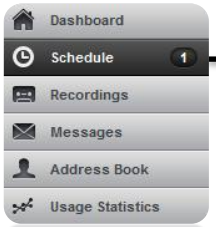


Uncheck to hide modules

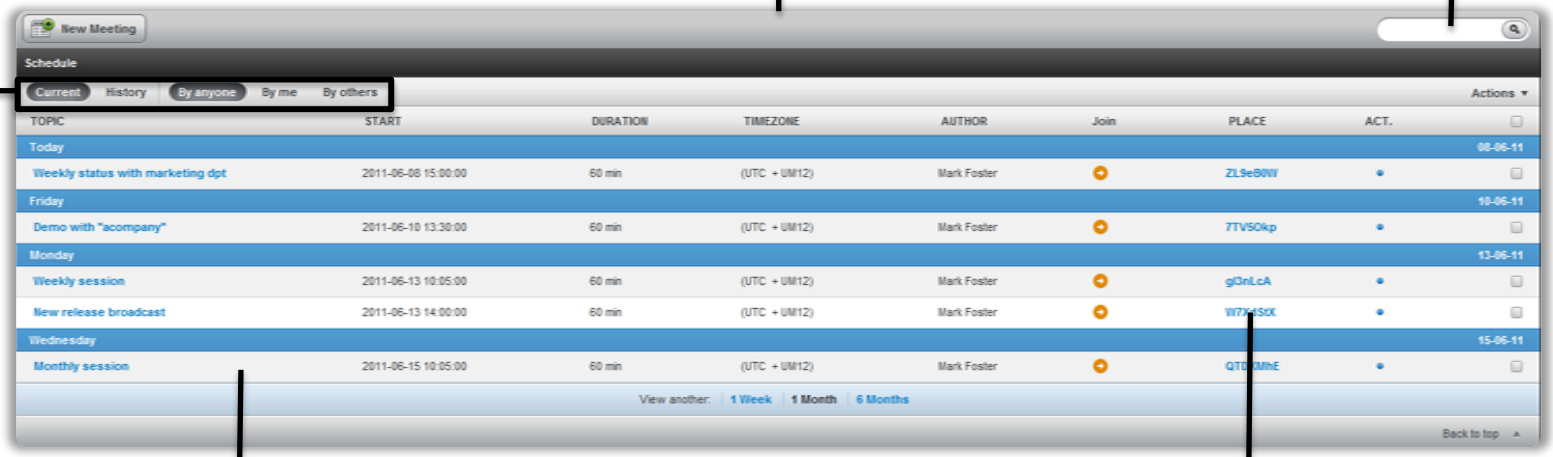
Drag and drop to arrange the modules to your preference, each module will show you the most recent updates

Your meeting schedule

A single place for all your sessions



Search your sessions in real time



Use filters to quickly find what you are looking for

When you hover over a session you'll see icons appear to edit or delete

You can copy this link and send it to your friends

Edit a session

Edit session details inline with a single click

Click the pencil icon to open a sessions details

Click the x icon to delete the session

Click to join the session

TOPIC	START	DURATION	AUTHOR	JOIN	REG. LINK	ACT.
27-03-14 (Thursday)						
The Importance of Online Video Streaming	2014-03-27 09:15:00	60 min	Amit Rathee			

Edit meeting

Enter the session details

TOPIC *

The Importance of Online Video Streaming

Enter a topic name for the session.

DURATION *

60 min

Choose the duration of the session.

START *

2014-03-27 09 15

The date and time you wish to schedule your session at in the format YYYY-MM-DD.

TIMEZONE

EST (US & Canada)

Your session will be scheduled in this timezone. [change]

Optionally choose a URL that is easy to remember

PASSWORD

Generate

Enter a password or click on generate.

FRIENDLY URL

http://join.onstreammedia.com/go/arathee

Enter a URL which you will use to invite others to your meeting.

Invite participants

Advanced options | Cancel | Enter | Save

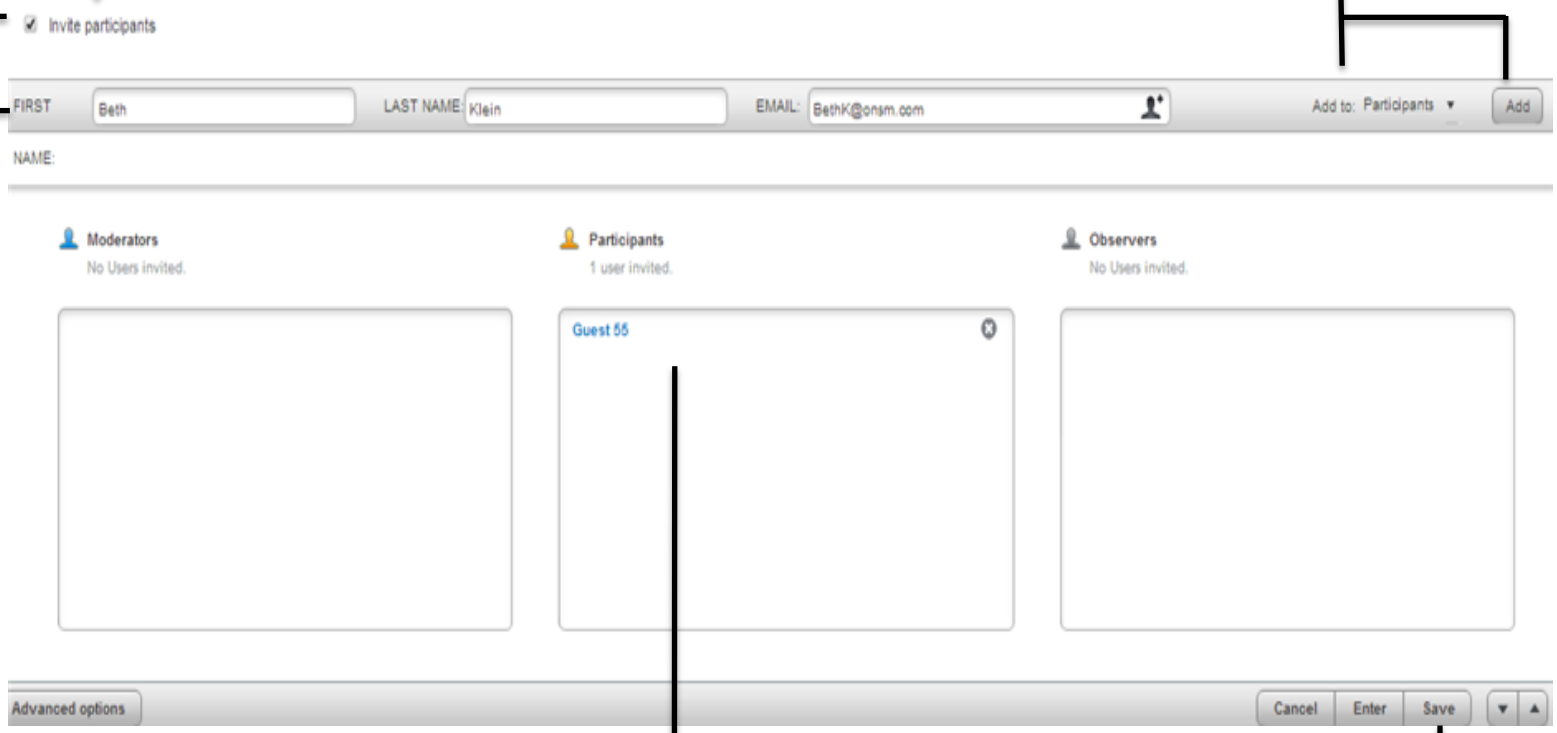
Invite participants

Choose what role you want your attendees to have

Check to send an email invitation

Choose the role that you want the user to have in the session, then click add

Enter the users details, they will be saved automatically in your address book

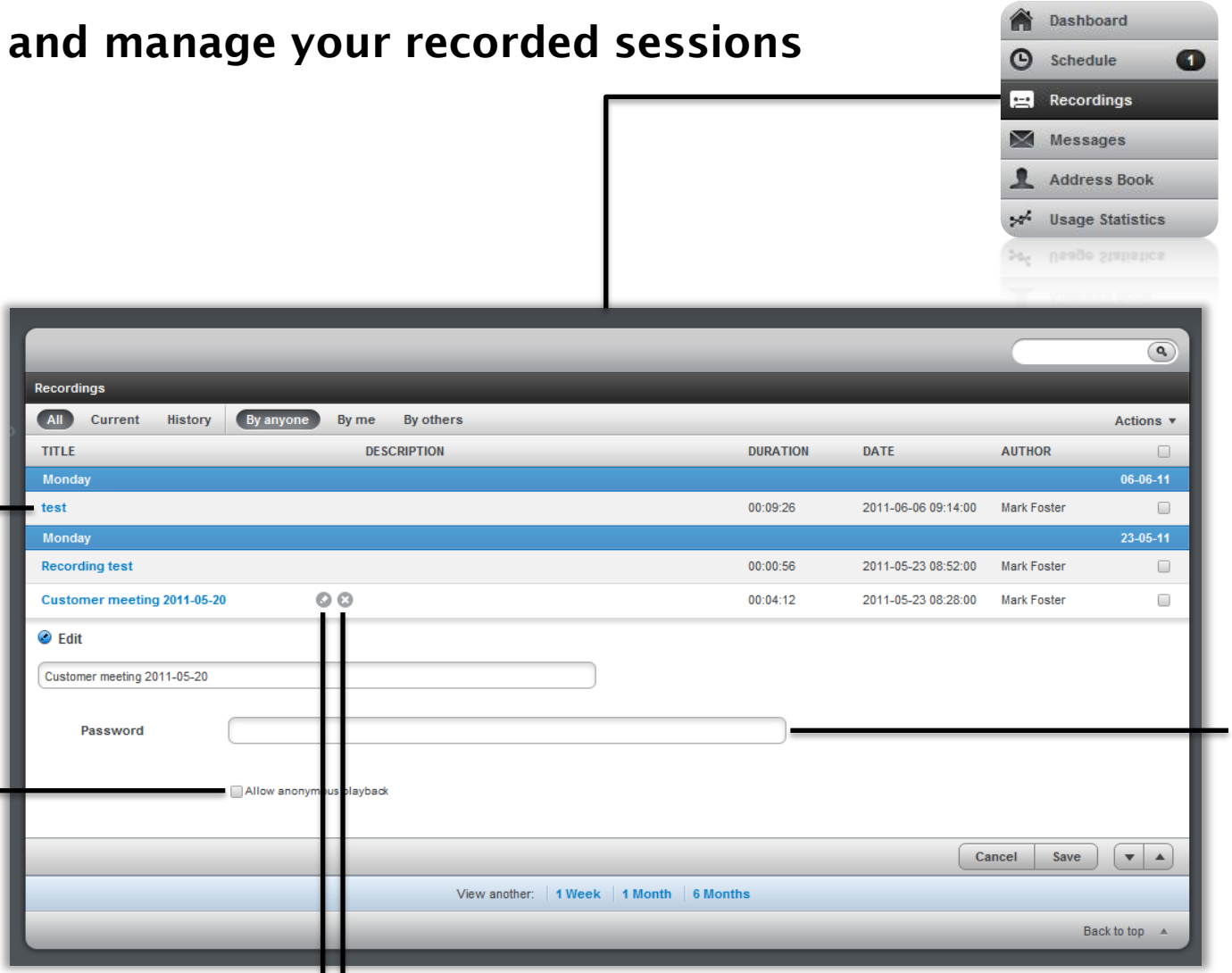


After you clicked add, the users will appear in the appropriate column

Click save to email the invitations

Recordings

Access and manage your recorded sessions



Click a recording to view it

Check to bypass the login screen of the recording

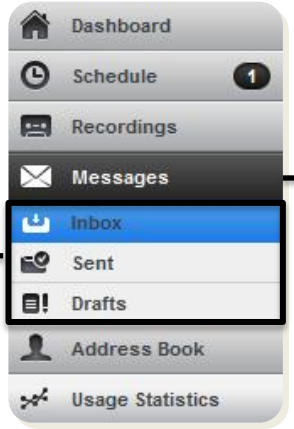
Change the password to restrict access

Edit the recording

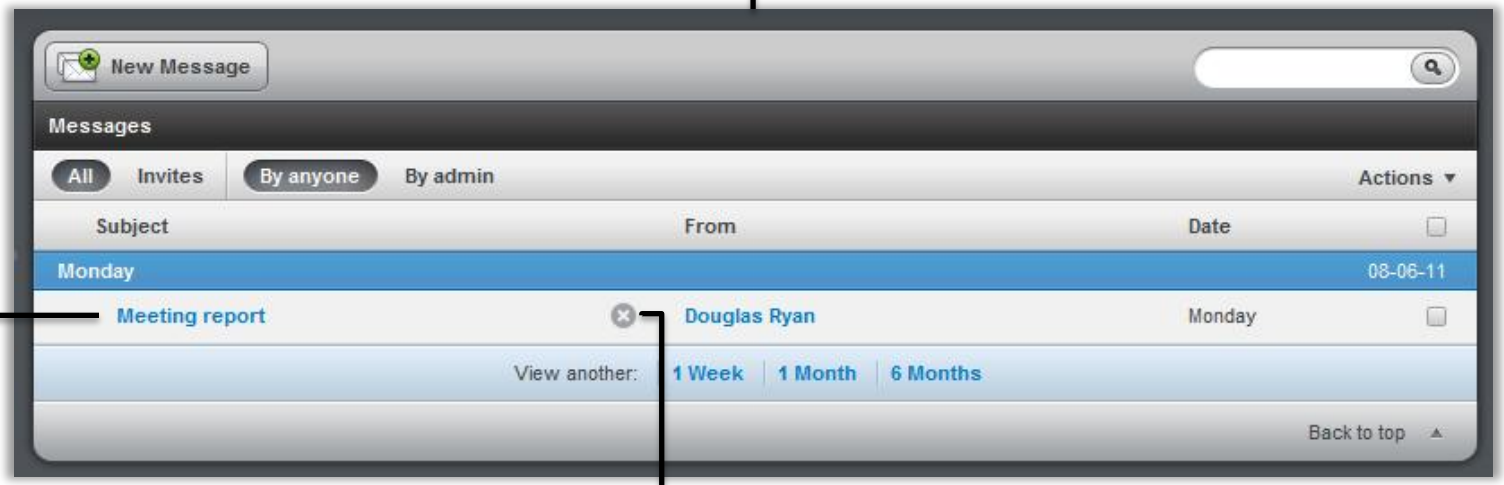
Delete the recording

Messages

You can send or receive messages, similar to web based email



Choose which folder you want to view

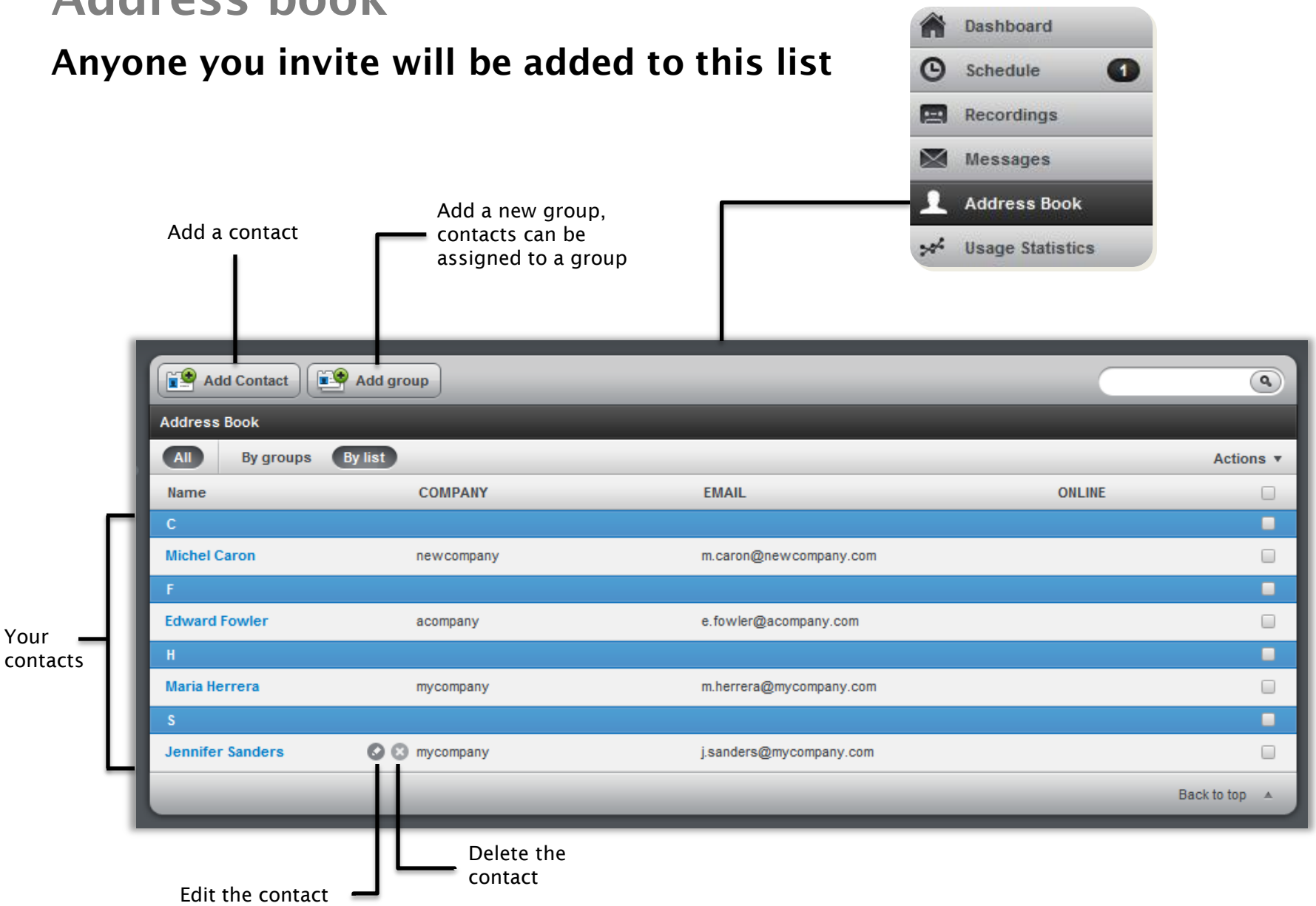


Click the message to open it

Delete the message

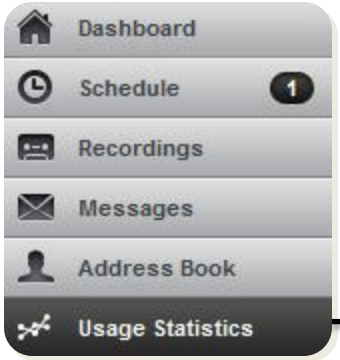
Address book

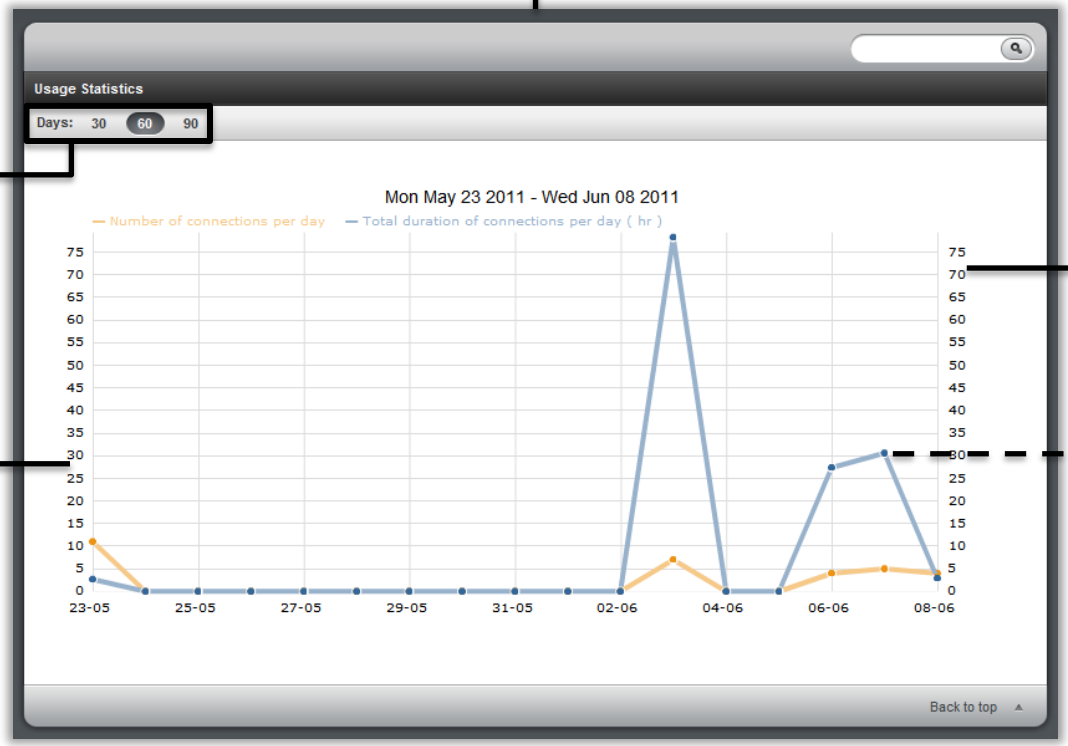
Anyone you invite will be added to this list



Usage statistics

Keep track of your webinar usage





Show a graph over a period of 30, 60 or 90 days

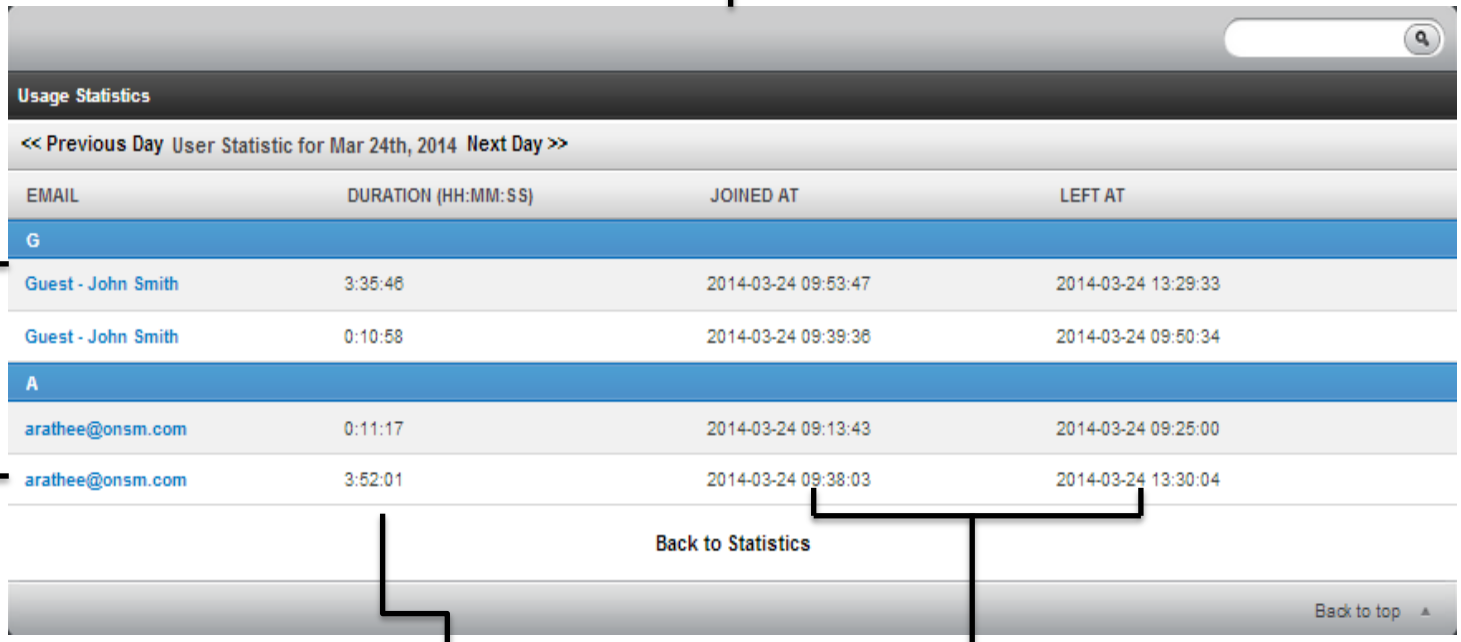
The right axis represents the total amount of hours for all users that participated in all sessions

The left axis represents number of connections

For more detail, click on one of the data points

Usage statistics

Your statistics in detail



Usage Statistics

<< Previous Day User Statistic for Mar 24th, 2014 Next Day >>

EMAIL	DURATION (HH:MM:SS)	JOINED AT	LEFT AT
G			
Guest - John Smith	3:35:46	2014-03-24 09:53:47	2014-03-24 13:29:33
Guest - John Smith	0:10:58	2014-03-24 09:39:36	2014-03-24 09:50:34
A			
arathee@onsm.com	0:11:17	2014-03-24 09:13:43	2014-03-24 09:25:00
arathee@onsm.com	3:52:01	2014-03-24 09:38:03	2014-03-24 13:30:04

Back to Statistics

Back to top

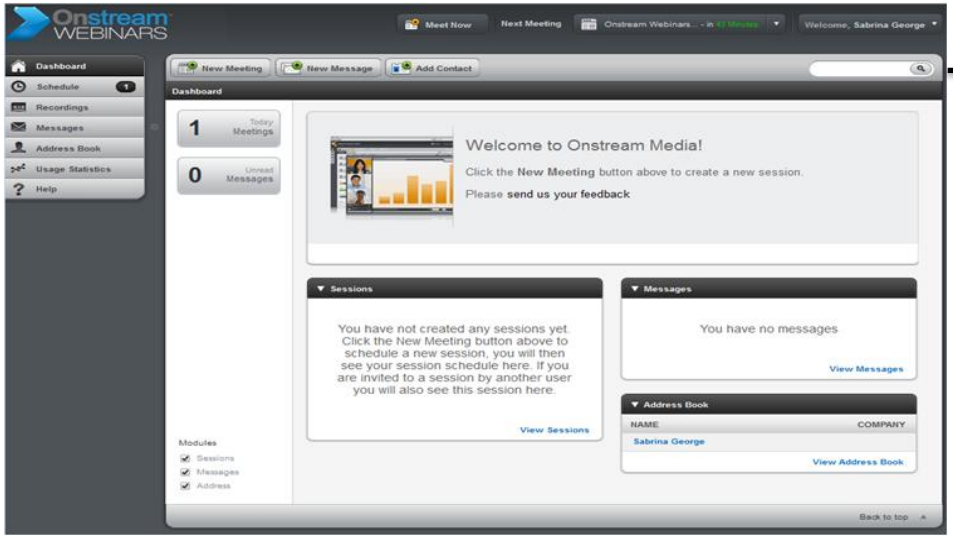
A detailed view of who connected at what time

The duration a specific user was in a meeting

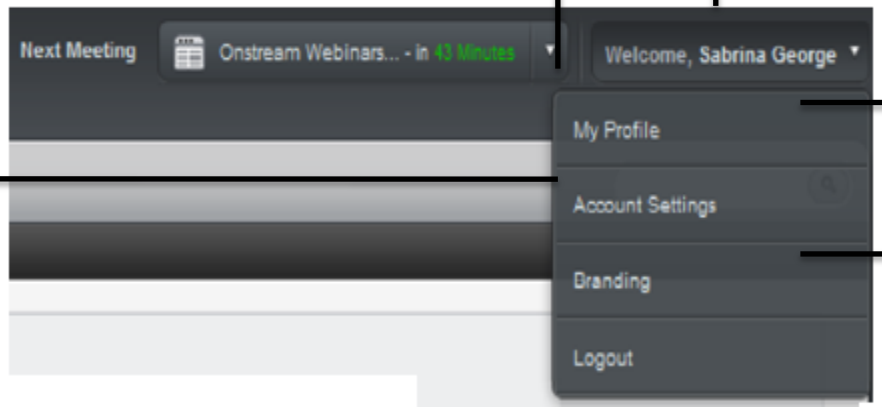
Connection and disconnection times

Your personal settings

Access your profile, account settings and branding options



Click your name to open a menu



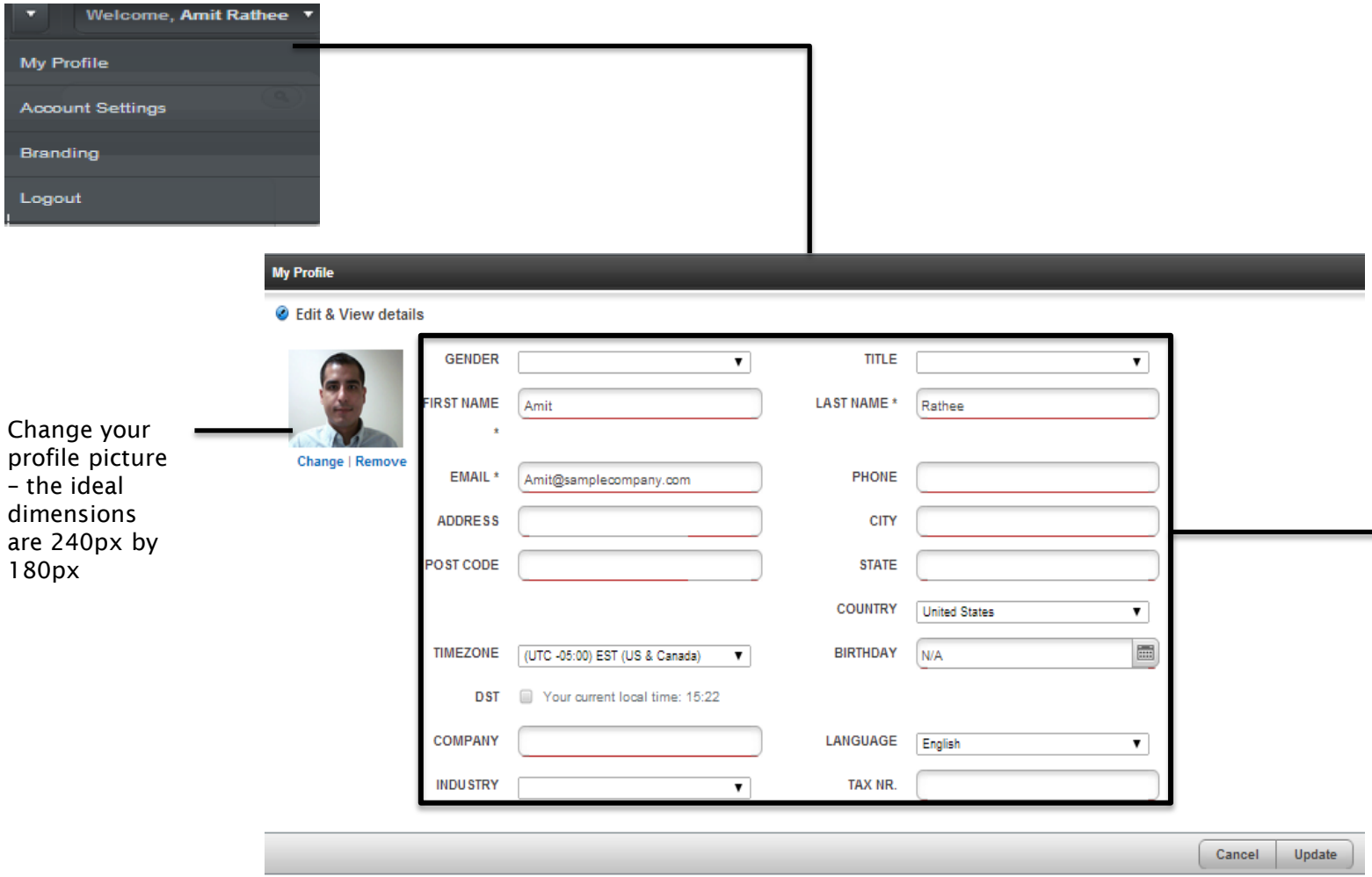
Access and edit your profile

Review and change your account settings

Personalize Onstream Webinars with your logos

Your profile

How you appear to others in Onstream Webinars



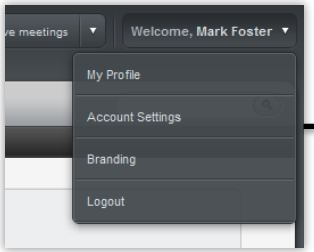
Change your profile picture – the ideal dimensions are 240px by 180px

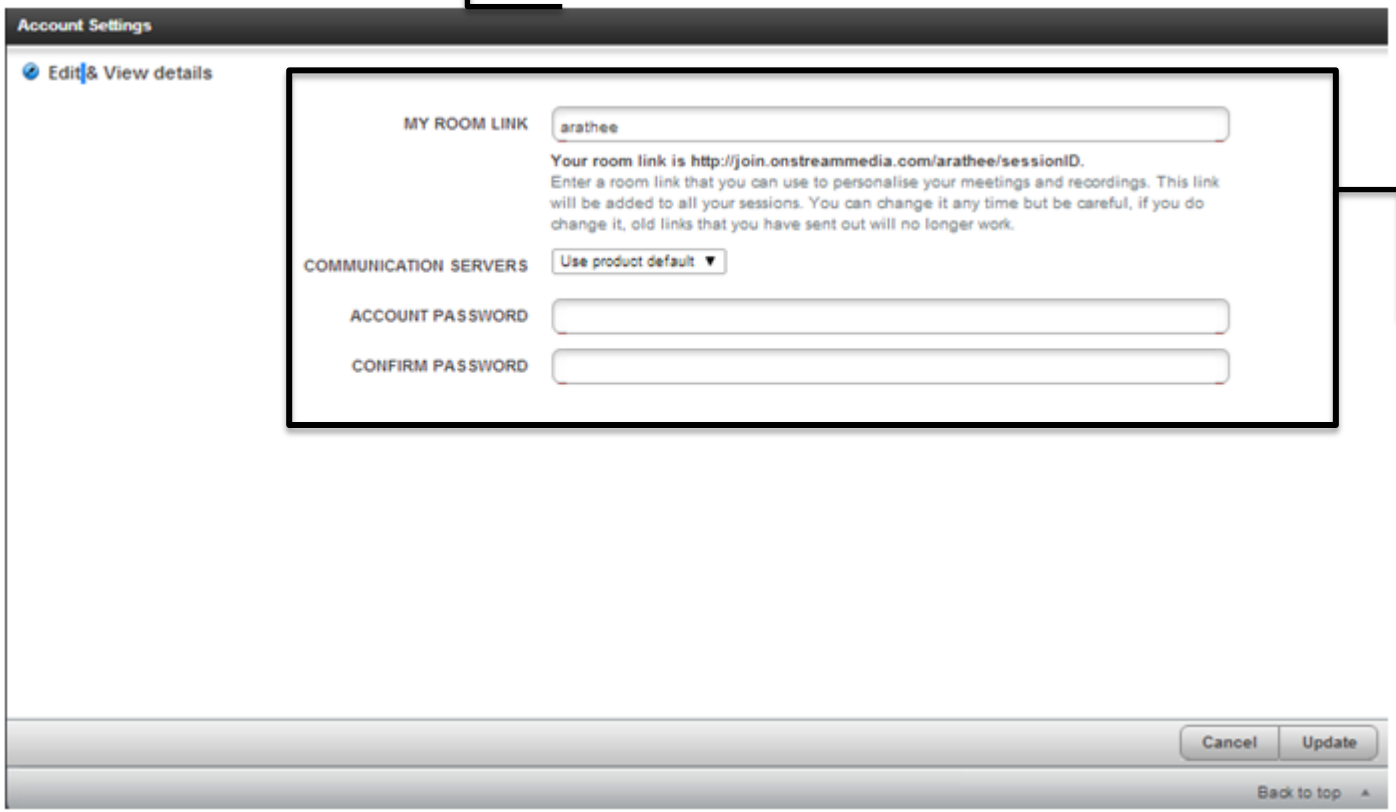
You can fill in your personal details here

Your account settings

You can login using your username or email address

Review and change your account settings

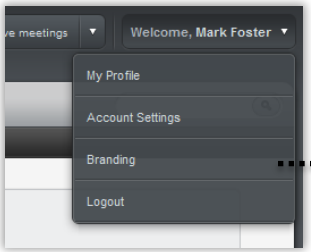




Your username and password are used to login – your username is also reflected in the links you send to others to join your meetings

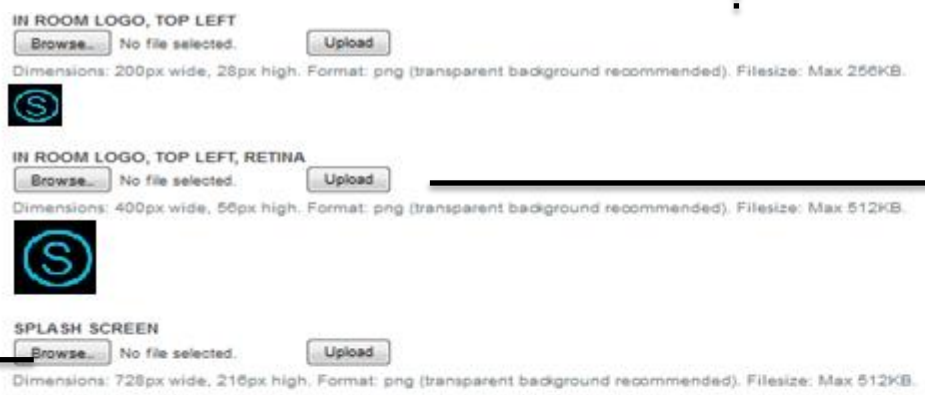
Your profile

How you appear to others in Onstream Webinars



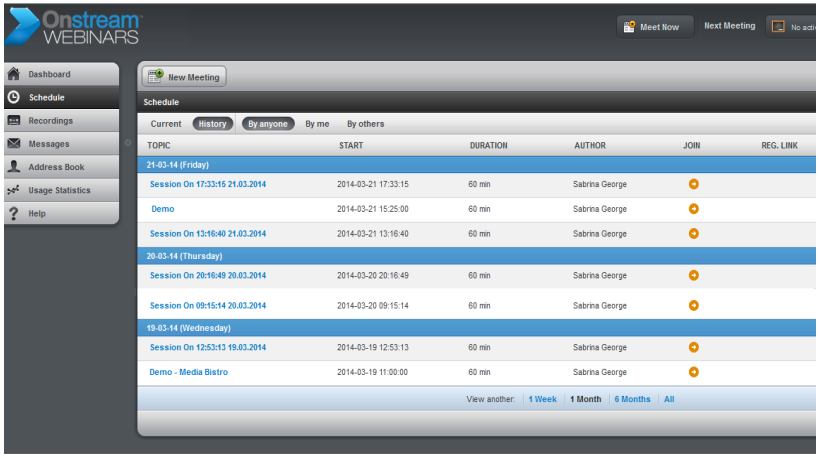
After choosing an image, click Upload

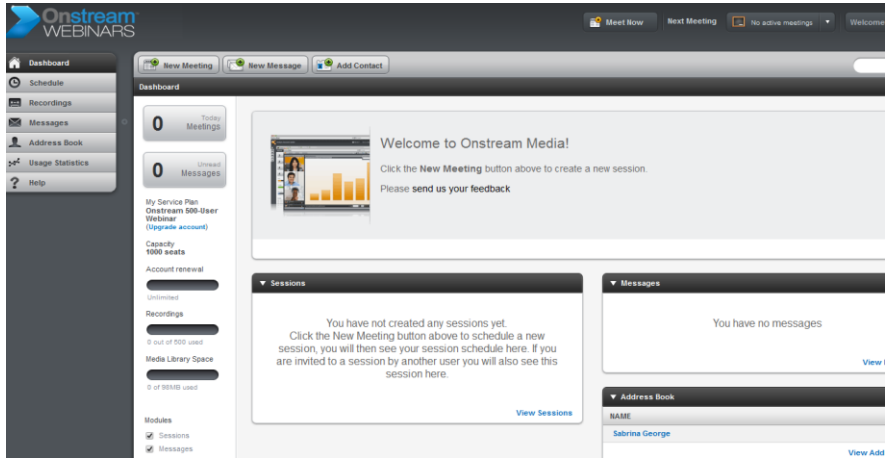
Choose the image from your hard disk



Your current image for this section

Set how you want Onstream Webinars to align your background image





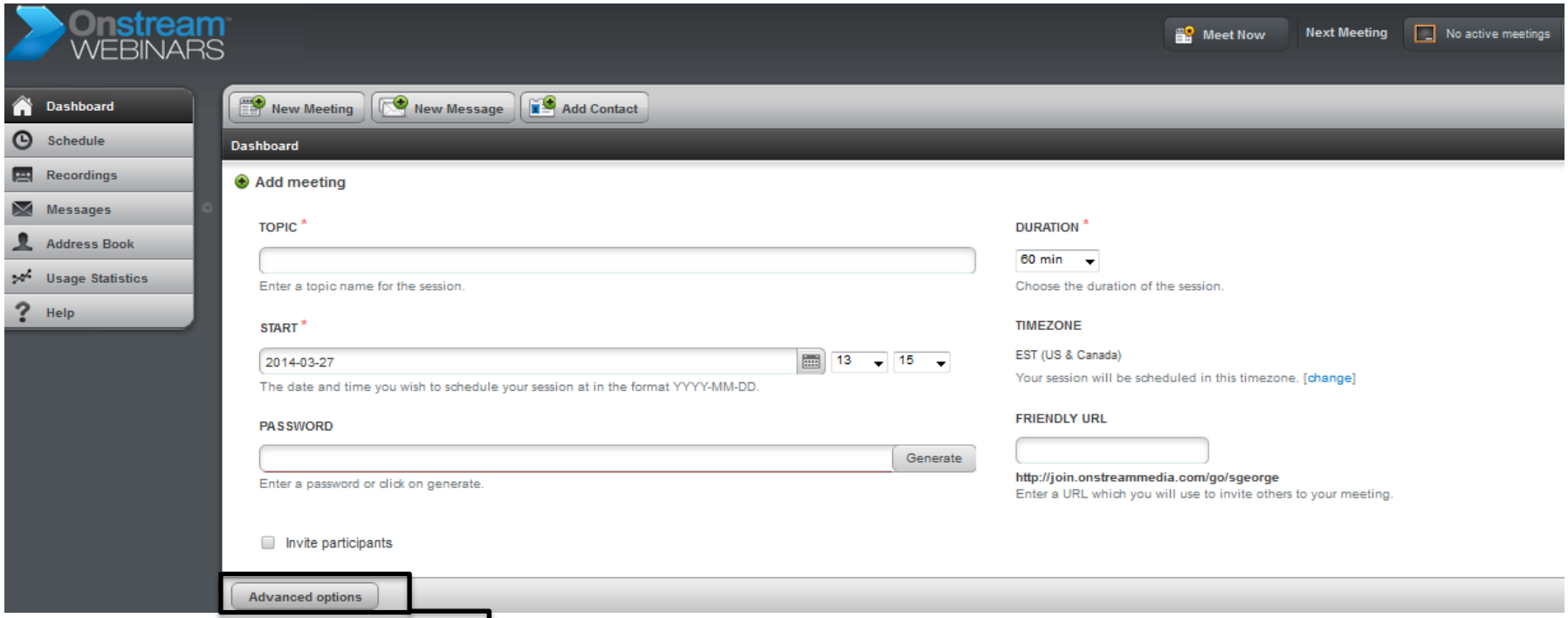
CHAPTER 4

Advanced Options

Create registration pages, manage your privacy settings and email invitations, and configure your audio & video settings.

Advanced options

Further customize your webinar



Click Advanced Options to activate additional customization tabs

Schedule

Configure several settings regarding the session schedule

Schedule | Participants | Access | Audio & Video | Registration | Send invitations

START *

2014-03-27 13 15

The date and time you wish to schedule your session at in the format YYYY-MM-DD.

TIMEZONE

EST (US & Canada)

Your session will be scheduled in this timezone. [change]

PASSWORD

Generate

Enter a password or click on generate.

FRIENDLY URL

http://join.onstreammedia.com/go/sgeorge

Enter a URL which you will use to invite others to your meeting.

DESCRIPTION

Enter a description

Add an event description

AGENDA

Enter an agenda

Add an agenda or attach agenda as a file

Attach agenda as a file

Choose a file to upload Browse Link to file Attach file

Display custom instructions

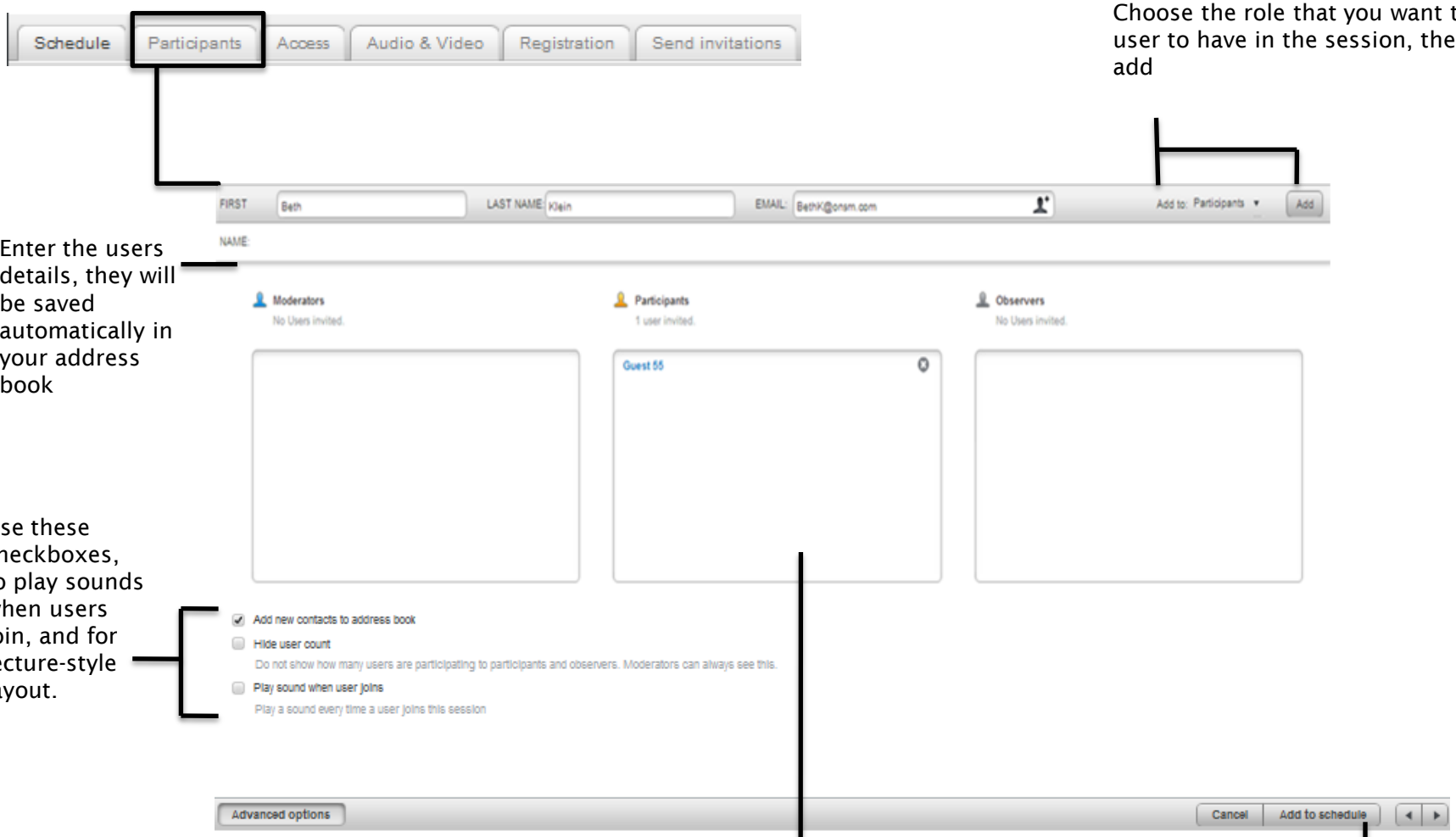
CUSTOM INSTRUCTIONS

Enter custom instructions for participants, these will be displayed on the session login page

Provide custom instructions for the log-in page

Invite participants

Choose what role you want your attendees to have



Choose the role that you want the user to have in the session, then click add

Enter the users details, they will be saved automatically in your address book

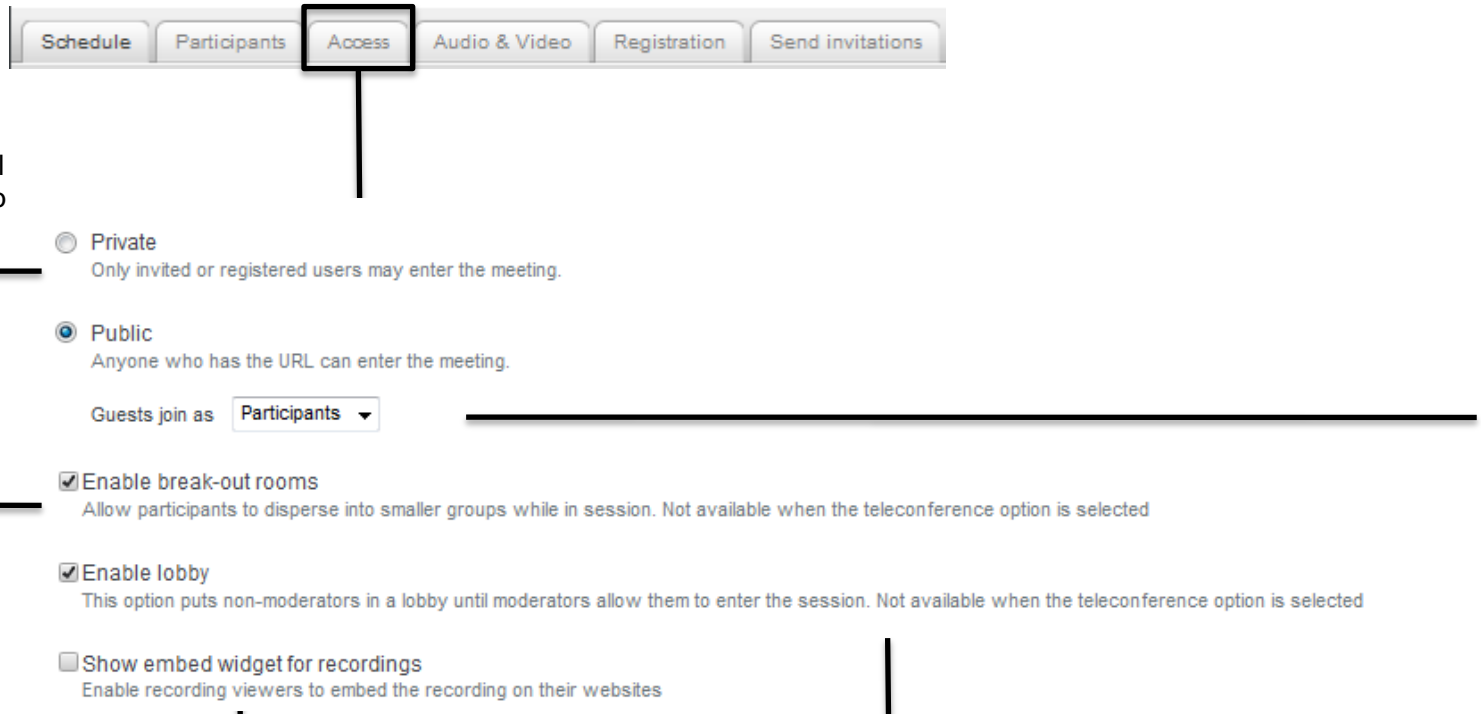
Use these checkboxes, to play sounds when users join, and for lecture-style layout.

After you clicked add, the users will appear in the appropriate column

Click Add to Schedule for the option to email the invitations

Access

Configure settings regarding the access of the session



This setting will require users to either have a private user-specific link, or to register in order to attend the webinar.

Any user with the general URL will be able to join your webinar. Use the drop down menu, to decide if users will connect as moderators, participants or observers.

Enable breakout rooms to allow for the placement of participants into smaller groups.

Enable the lobby option to have a waiting room that participants connect to before the host allows access into the main meeting room.

Will provide the host with the an embed code once a recording is available for sharing.

Audio & Video

Configure several settings regarding video and audio

Schedule | Participants | Access | Audio & Video | Registration | Send invitations

Add meeting

Here you will be able to configure several settings regarding video and audio.

Enable teleconferencing as an audio option and decide if participants will join the meeting muted or unmuted, and if they will have the option to toggle between each setting.

☑ Use Teleconference
Select this option to allow users to dial-in using their phones. Not available when the lobby or break-out rooms option is selected

Provider:

International dial in numbers:

+1 646 741 5189

Audio for participants and observers dialing in: Not muted

☐ Only allow secure connections via RTMPE
Select this option if you do not want users to connect using the unencrypted RTMP or RTMPT protocol.
When unselected, the application will still attempt a secure connection first, but will fall back to RTMP and RTMPT in case of failure.

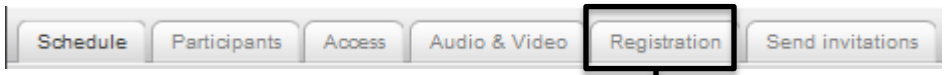
Adjust security settings

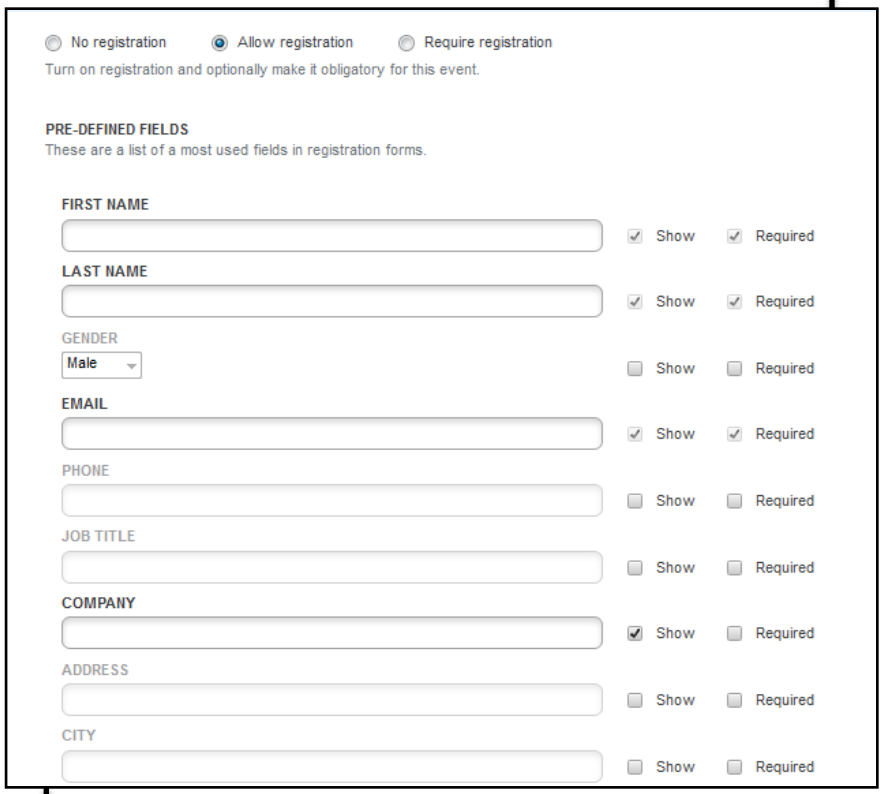
☑ Automatically start audio & video broadcast when entering the session (you and moderators only)

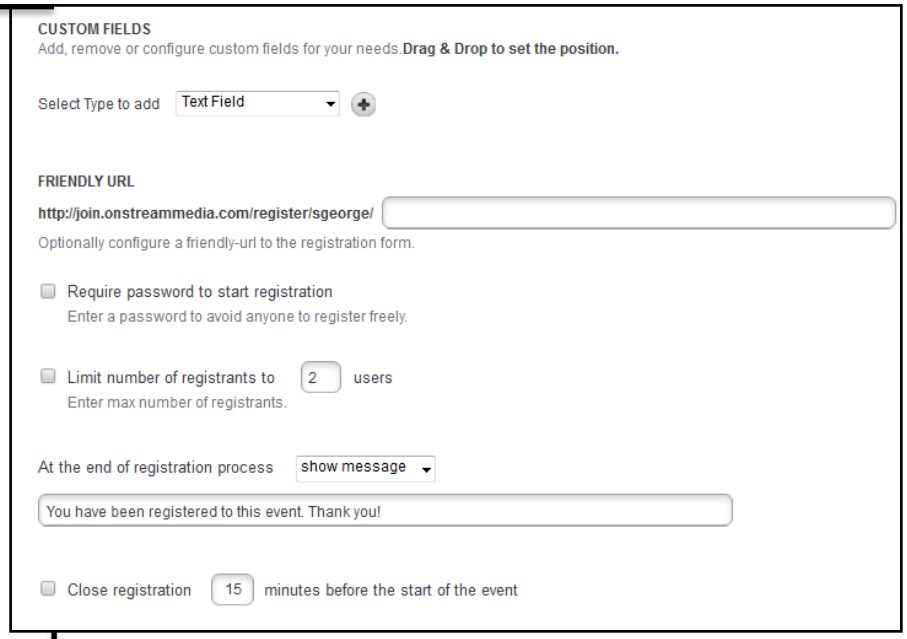
Host and moderator will enter webinar with webcam and microphone active.

Registration

Build a custom form for the registration process







Choose to enable the registration page, make it optional or mandatory for participants, and set predefined fields.

Create custom registration fields, set a vanity URL, limit total number of registrants allowed, and set automatic registration closeout time.

Invitations & Reminders

Configure several settings regarding the invitation & reminder email system

Schedule | Participants | Access | Audio & Video | Registration | Send invitations

Send a customized invitation email
Add your own content to the initial invitation email. Leave unchecked to send a pre-defined email.

Send a reminder email 60 Minutes before the start of the event
Send an initial reminder email.

EMAIL CONTENT:

Hello,

You have been invited to an online event by {user_first_name} {user_last_name}.

Start: {start} {timezone}

Please make sure your webcam and headset are attached, and click the following link to join: {personal_link}

Topic: {topic}

{description_begin}
Description:
{description}

Available variables: {first_name} - invitee's first name, {last_name} - invitee's last name, {user_first_name} - your first name, {user_last_name} - your last name, {user_email} - your email, {start} - start time of the event, {timezone} - timezone, {topic} - event name/topic, {description} - description of the event, {agenda} - agenda of the event, {personal_link} - personal invitation link identifying the invitee, {generic_link} - access link to the event, may require user to enter name, {password} - session password, {event_page_link} - event page link, {conference_tel_nrs} - available dial-in conference numbers, {invitation_access_code} - personal access code identifying the invitee in dial-in conference.

Attach files
Select files to upload and send them with the invitation.

Send a copy to myself.
A copy of the email will be sent to your account email

Send a second reminder email 10 Minutes before the start of the event
Send a second reminder email.

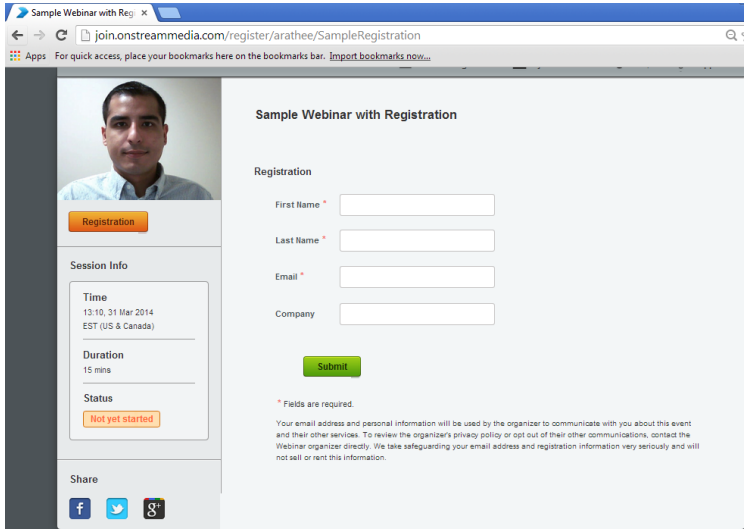
Send a follow-up email to attendees
Send an email after the event to users who joined.

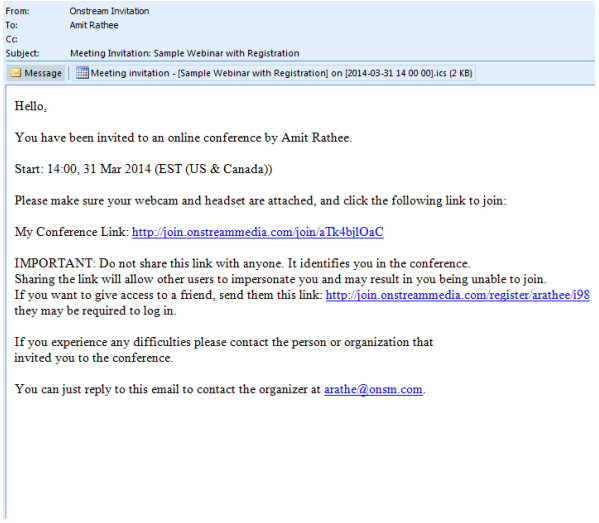
Send a follow-up email to absentees
Send an email after the event to users who were invited but did not join.

Customize the standard participant invitation email.

Configure up to two reminder emails with adjustable variables and send times. Attach additional files such as supporting collateral or an agenda.

Send customizable follow-up emails to both attendees and absentees.





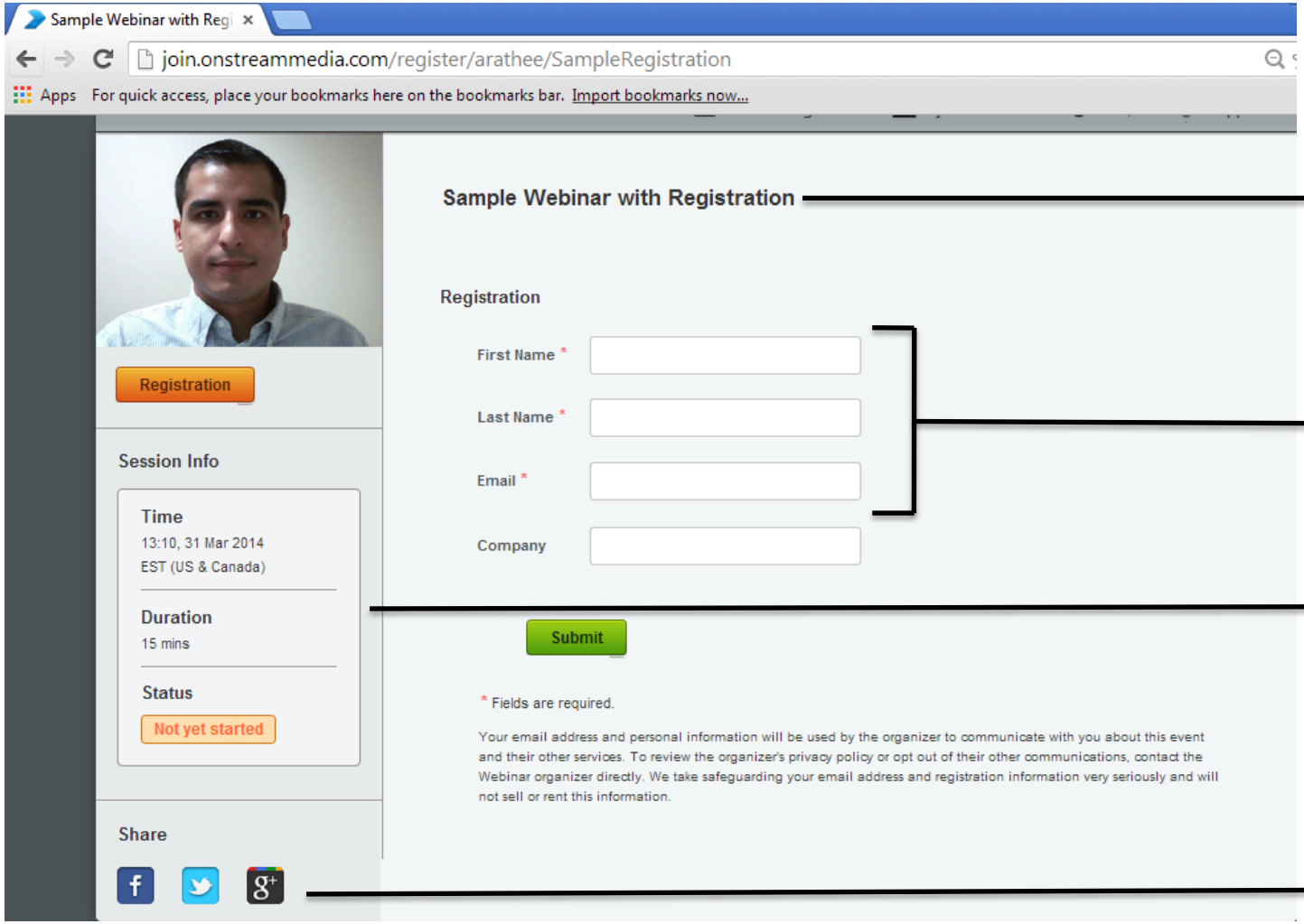
CHAPTER 5

Registration Page & Emails

Participant view of the registration page and reminder emails.

Registration page

Keep track of your registrants



Session Title

Mandatory fields

Webinar details including date, time and duration

Social media "share" options

Reminder email

Keep registrants informed with multiple reminder emails

From: Onstream Invitation
To: Amit Rathee
Cc:
Subject: Meeting Invitation: Sample Webinar with Registration

Message | Meeting invitation - [Sample Webinar with Registration] on [2014-03-31 14 00 00].ics (2 KB)

Hello,

You have been invited to an online conference by Amit Rathee.

Start: 14:00, 31 Mar 2014 (EST (US & Canada))

Please make sure your webcam and headset are attached, and click the following link to join:

My Conference Link: http://join.onstreammedia.com/join/aTk4bjlOaC

IMPORTANT: Do not share this link with anyone. It identifies you in the conference.
Sharing the link will allow other users to impersonate you and may result in you being unable to join.
If you want to give access to a friend, send them this link: http://join.onstreammedia.com/register/arathee/i98
they may be required to log in.

If you experience any difficulties please contact the person or organization that
invited you to the conference.

You can just reply to this email to contact the organizer at arathe@onsm.com.

Downloadable Outlook calendar invite

Custom user-specific join link

General join webinar link

Follow-up email for attendees

Send an email after the event to users who joined.

From: Onstream Invitation
To: Amit Rathee
Cc:
Subject: Thanks for Attending: Sample Webinar with Registration
Sent: Mon 3/31/2014 12:55 PM

Message

Hello,

Thank you for participating in the Sample Webinar.

Please email me at sample@email.com if you would like to receive access to archived recordings and files of this session.

Thank you,

Amit Rathee

Completely customizable message for webinar attendees

Follow-up email for absentees

Send an email after the event to users who were invited/registered but did not join.

From: Onstream Invitation
Sent: Mon 3/31/2014 12:55 PM
To: Amit Rathee
Cc:
Subject: Sorry We Missed You: Sample Webinar with Registration

Message

Hello,

You missed the online event "Sample Webinar."

If you would like to receive information about this event or future events please contact me at sample@email.com.

Thank you,

Amit Rathee

Completely customizable message for webinar absentees