White Lion Seminar Edition – Quick Reference Guide

White Lion Seminar Edition is a full-featured web conferencing service that lets you easily conduct engaging, online events from start to finish for virtually any size audience. From scheduling the seminar to delivering your content to accessing detailed post-event reports, White Lion Seminar Edition offers comprehensive and easy-to-use tools, so you are free to focus on your message and your audience.

The following guide provides quick steps to planning, conducting and measuring your online events.

PLAN YOUR EVENT

Event Management Pages

The event management pages enable you to manage your pre- and post-event activities. Whether you want to create and schedule events, view and manage recorded events, store documents, access reports or create and edit question sets, your event management pages can do it all. You can also direct participants to your event management pages to view stored documents, listen to recorded events or register for or join an event.

Q: How do I access my event management pages?

A: To access your event management pages, click on the URL located on your home screen of White Lion Seminar Edition.

Create an Event

Q: How do I create a new event?

A: To create a new event using the event creation wizard:

1. Click **My Events**.
2. Click **Create New Event**.
3. Enter the event information. To navigate through the screens, click **Back** and **Next**.
4. Click **Finish** to review your event details.
5. Click **Save** to save the event without scheduling or click **Schedule & Save** to schedule your event. E-mails will be sent to your invitees if you schedule and save your event.

Q: How do I edit an event?

A: To edit an event:

1. Click **My Events**.
2. In the list of scheduled events, select the event you want to edit.
3. Enter the updated event information.
4. Click **Update**.

Contact Lists

Contact lists are lists of invitees that are maintained in the event management pages and can be used for any event.

Q: How do I create a new contact list?

A: To create a new contact list:

1. Click **Contact Lists**.
2. Click **Create New Contact List**.
3. Enter contacts individually, from past events, from a comma separated value (.CSV) file or from other contact lists.
4. Click **Save**.

Q: How do I edit a contact list?

A: To edit a contact list:

1. Click **Contact Lists**.
2. Click the pencil icon next to the contact you want to edit.
3. Enter contact list information.
4. Click **Save**.

Invite Participants to an Event

Q: How do I invite people to an event?

A: You can invite people to an event by:

- Entering individual information for each invitee.
    1. From the Invitees tab, click **By Individual**.
    2. Enter the invitee information into the fields.
    3. Click **Add**.
- Choosing invitees who were invited to a past event.
    1. From the Invitees tab, click **From Past Event**.
    2. Click **Add** next to the event name.
- Importing invitee information from a .CSV file.
    1. From the Invitees tab, click **From .CSV File**.
    2. Click **Browse** to locate the .CSV file on your computer.
    3. Click **Upload**.
- Choosing invitees from an established contact list.
    1. From the Invitees tab, click **From Contact Lists**.
    2. Choose the contact list from the menu.
    3. Click **Add**.

Event Registration Approvals

Q: How do I approve or deny event registration requests?

A: To approve or deny event registration requests:

1. Click **My Events**.
2. Click the process registration request icon next to the event.
3. Click the green check mark to approve a participant's registration or the red check mark to deny it.

You may also select Approve All Pending Requests or Deny All Pending Requests.

Polling and Question Sets

Question sets are created before or during an event to gather information from participants.

Q: How do I create a question set?

A: To create a question set before an event:

1. Click **Question Sets** from your event management pages.
2. Click **Create New Question Set**.
3. Name your question set.
4. Enter your question.
5. Enter either custom answers or select from preset answers.
   Each custom answer must be on its own line within the field.
6. Click **Add Question**.
7. Click **Save**.

Q: How do I add a new question to a question set?

A: To add a new question:

1. Click the pencil icon next to the question set you want to modify.
2. Select the Add Question tab.
3. Enter your question.
4. Enter either custom answers or select from pre-set answers.
   Each custom answer must be on its own line within the field.
5. Click **Add Question**.
6. Click **Save**.

Stored Documents

Stored documents are uploaded to your event management pages and can be made available for your participants to download.

Q: How do I upload a new stored document?

A: To upload a new stored document:

1. Click **Stored Documents** from your event management pages.
2. Click **Upload New Stored Document**.
3. Complete the fields in Document Details.
4. Specify who can access the document.
5. Click **Upload Document**.

Upload a Presentation

You have the ability to upload your presentations before or during your event.

Q: How do I upload a new presentation for an event?

A: To upload a new presentation:

1. Click **My Events** from your event management pages.
2. Click the pencil icon next to the event to which you want to add the presentation.
3. Select the Event Materials tab within your event.
4. Click **Upload New** to upload and store the presentation on White Lion's servers or click **Use Shared Local** to use a document that resides on your computer.
5. Enter the presentation name. *This is not required if using a shared local presentation.*
6. Click **Browse** to locate the file on your computer.
7. Click **Submit**.

Additional Security

Q: What are passcodes?

A: Passcodes are four- to nine-digit codes that provide an additional layer of security for your event. You may specify passcodes for your events on the Event Details tab within the event creation wizard. Participants joining an event secured by a passcode must enter the passcode before they can join.

You can also require a security passcode before participants can join the phone portion of your event. To enable this feature, contact clientservices@raindance.com.

Q: How do participants know the passcode for my event?

A: To ensure participants know the passcode for your event, it must be included in the invitation. The default e-mail text for joining an event includes a placeholder for an event passcode, which will automatically populate if you specify a passcode for your event.

Q: How can I provide an additional layer of security to White Lion Seminar Edition features?

A: To select event features for encryption:

1. On the File menu, click **Edit Profile**.
2. Select the Security tab.
3. Select the checkbox by the feature(s) you want to encrypt. The following features can be encrypted: Document Viewing/Whiteboarding, Application Sharing, Browser Sharing, Participant Information, Chat, Video, Polling and Question & Answer.
4. Click **OK**.

To remove feature encryption, clear the checkbox for that feature. If you change your feature encryption settings during an event, you must first log out and then log in for changes to take effect.

CONDUCT YOUR EVENT

Start an Event

Q: How do I start a scheduled event?

A: To start an event:

1. Click **View Schedule** from your event management pages.
2. Click **Start Now** next to the event you want to start.
3. Click **Start Event** or **Start Event in Practice Mode.**

Practice mode enables you to start your event without allowing participants to enter.

Q. How do I start an unscheduled meeting?

A. To start an unscheduled meeting:

1. Click **Start Unscheduled Meeting**.
2. Click **Start Meeting**.

Q: How do I change my profile information?

A: To change your profile information:

1. From your White Lion Seminar Edition home screen, click **Manage Your Account**.
2. Click **Change** next to Your Personal Info**.** Your account information screen displays.
3. Edit the fields to change your profile information.
4. Click **Change**.

Q: How do I choose what profile information is shared in an event?

A: To choose your profile information shared in an event:

1. On the File menu, click **Edit Profile**.
2. Select the **Share In Meeting** check box of the profile information you want to share.
3. Click **OK**.

Live Desktop Video

Q: What equipment do I need to use video?

A: To be seen by other event participants, install a web camera before starting or joining a White Lion Seminar Edition event. Your web camera transmits live video of you to participants.
If you do not have a web camera, you can participate in an event and see other moderators' and co-moderators' video, but you are not able to send live video.

Q: How do I know if my video is working?

A: If your web camera is installed and on, you will see your live video displayed in the Meeting Bar.

Q: How do I ensure my video is being displayed to all participants?

A: To display your video to all participants click **Video Options** and then click **Take Podium**.

Q: Can I turn my live video off so participants cannot see me?

A: Yes. Click the **double arrows** above the video window to collapse the Video controls. The status will change from on air (transmitting video) to off air (not transmitting video).

Presenting or Sharing Content

Q: What options do I have for presenting or sharing content?

A: You can present a document using Document Viewing, share an application using Application Sharing or share a browser using Browser Sharing.

Q: Why should I convert and present a document in Document Viewing rather than share it using Application Sharing or Browser Sharing?

A: Converting a document gives you the following benefits:

- Less bandwidth: minimal bandwidth is required for viewing.
- Quick retrieval: converted documents are stored in the My White Lion Documents directory for easy retrieval later.
- Easy access: converted and presented documents are saved in Meeting History for participants to view at any time during your event.

Q: What are the benefits of Application Sharing or Browser Sharing?

A: The benefits of sharing are:

- Quick presentations on-the-fly; no conversion is necessary.
- Browser sharing is live, enabling real-time presentations.
- Any desktop application can be shared with participants.

Sharing an Application or Browser

Q: What is sharing an application or browser?

A: You can present an application or web browser from your computer during an event. You can share a specific file, a selected region of your desktop or your entire desktop for other participants to view.

Q: How do I share an application?

A: To share an application:

1. In the Meeting Bar, click **Application Sharing**. Icons for open applications and desktop and region icons are displayed in your Private Workspace.
2. Click any application icon to begin sharing that application, click **Share Desktop** to share your entire desktop or click **Share Region** to select a specific region of your desktop for sharing.

Q: How do I share a browser?

A: To share a web page:

1. In the Meeting Bar, click **Browser Sharing**.
2. Enter a web address in the URL field displayed in your Private Workspace or choose a previously viewed web address from the menu.

You can take users to any web site, secure (password-protected) or non-secure.

Document Viewing

Q: Why do I need to convert my documents before presenting?

A: Before you can present a file with Document Viewing, you must first convert it. When a document is converted, it is saved as a White Lion document on your hard drive or on White Lion's servers. Conversion does not change your original document; it simply saves it in a format enabling easier presentation during the event. You can convert documents before or during an event. A converted document can only be viewed while using White Lion Seminar Edition.

Q: What types of documents can be converted?

A: The following file types can be converted and presented in White Lion Seminar Edition: *.doc, *.ppt, *.vsd, *.xls, *.txt, *.pdf, *.prz, *.jpg, *.jpeg and *.bmp.

Q: How do I convert a document?

A: To convert a document:

1. In the Meeting Bar, click **Document Viewing**.
2. Click **Convert a Document**.
3. Select the file you want to convert and then click **Open**.
4. When conversion is complete, click **Open in Event** to immediately open the converted file for presentation in your Private Workspace or click **OK** to return to your event.

Recording

Recording lets you capture a synchronized audio, web and video playback of your event. After the event, make the recording available to others for later playback.

Q: How do I record an event?

A: To record an event:

1. In the Meeting Bar, click **Recording Controls**.
2. Click **Start Recording**.
3. Enter a title for the recording.
4. Select **Include webcam video in recording** to include live video in the recording. Clear the checkbox to omit live video from your recording.
5. Click **Start Recording**.

When recording begins, **Recording In-Progress** displays above your Public Workspace, and you will also hear "your conference is now being recorded" on the phone.

Question & Answer

Question & Answer enables co-moderators, presenters and participants to ask text questions during an event, if given permission. Only moderators and co-moderators can answer questions.

Q: How do I know when a question is being asked?

A: There are two ways to determine when a question is being asked.

1. When the Question & Answer feature is open, questions are displayed in your Private Workspace.
2. When the Question & Answer feature is not open, the Question & Answer option in the Meeting Bar will flash.

Q: How do I answer a question using Question & Answer?

A: To answer a question:

1. In the Meeting Bar, click **Question & Answer**. The Question & Answer interface appears in your Private Workspace.
2. Click a question in the Questions Outstanding box.
3. Enter an answer in the Answer box.
4. Click **Answer** to answer the question privately or click **Answer to All** to answer publicly.

Polling

During an event, you can gather real-time feedback from your participants and publish the results using polling.

Q: How do I ask a polling question?

A: To ask a polling question:

1. In the Meeting Bar, click **Polling**. The Polling interface appears in your Private Workspace.
2. Select a question set.
3. Click **Open Poll**.

As event participants answer the polling question, their responses display in your Private Workspace. When you are ready, close the poll and publish the results.

Q: How do I create or update a polling question set while in an event?

A: To create or update a polling question set while in an event:

1. In the Meeting Bar, click **Polling**. The Polling interface appears in your Private Workspace.
2. Select either an existing question set to edit or choose **New Question Set** from the drop-down menu to create a new question set.
3. Click **Edit Question Set.**
4. Create or update the question set.
5. Click **Save**.

Chat

Chat enables you to exchange text messages with all event participants, co-moderators or specific participants.

Q: How do I chat with participants?

A: To chat with participants:

1. In the Meeting Bar, click **Chat**. The Chat dialog box opens.
2. Choose a recipient for your message.
3. Enter your message in the text entry field at the bottom of the Chat dialog box.
4. Click **Send**.

Your message is displayed in the upper area of the Chat dialog box. When a message is received, it is posted in the same area.

Annotation

Q: Can I annotate a presentation or shared application?

A: Yes. You can select an annotation tool to draw or write notes while whiteboarding or presenting a document or when application sharing or browser sharing is paused.

Q: What is Meeting History?

A: Meeting History displays presented whiteboards, presentation slides or any other converted document that has been presented in an event.

To view Meeting History in your event:

1. In the Meeting Bar, click **Document Viewing**.
2. Select **Meeting History** from the drop-down menu in your Private Workspace.

Force Full Screen

For even more control over a participant's view, you have the option of forcing all participants into full-screen mode.

To force full screen for your participants, click the *force full screen* icon on the main toolbar along the top of the application. To return your participants screen to the normal view, click the *force normal* icon.

POST-EVENT ACTIVITIES

Reports

Reports are available within your event management pages and allow you to access information about your events.

Q: How do I generate a report?

A: To generate a report:

1. Click **Reports** in your event management pages.
2. Select a date range.
3. Choose a report type.
4. Apply a filter.
5. Click **Run Report**.

Recording

Q: How do I make my recorded event available to others?

A: There are two ways to make your recorded event available to others:

1. Send an e-mail containing a playback link.
2. Download the recorded event and Raindance player.

Q: How do I send out a playback link from my event management pages?

A: To send a playback link:

1. Click **Recorded Events** in your event management pages.

2. Click the envelope icon next to the event for which you want a link. You will receive a link via e-mail and can then forward it to recipients.

Q: How do I download a recorded event from my event management pages?

A: To download a recorded event:

1. Click **Recorded Events** in your event management pages.
2. Click the orange arrow icon next to the event you want to download.
3. View confirming information on the following page and click **Download Recorded Event**.
4. Click **Save** in the file download dialog box.
5. Select a location to save the recording and click **Save**.

The Raindance player is needed to play back a downloaded White Lion event.

Q: How do I play back a recorded event from my event management pages?

A: To play back a recorded event:

1. Click **Recorded Events** in your event management pages.
2. Click the green arrow icon next to the recording you want to play back.
3. If the recording is password-protected, enter the password.
4. Guests can enter their personal information in the fields including first name, last name, e-mail address and company name.
5. Choose your network connection speed by clicking **Low**, **Medium** or **High**.
6. Click **Play Recorded Event**. The Raindance player displays and the recording begins to play.

PARTICIPATE IN AN EVENT

Participant Management

Q: How do I assign a new role or set custom permissions for a specific participant during an event?

A: To assign a new role or set custom permissions for an event participant:

1. In the Meeting Bar, click **Participant Details**. A list of participants appears in your Private Workspace.
2. Right-click the participant's name and click **Permissions**.
3. Choose a new role (co-moderator, presenter or participant).

These permissions and roles apply only to your current event.

Q: How do I join participants into the phone portion of an event?

A: When you start the phone portion of the event, participants are prompted to verify a phone number where they will be called. You do not need to manually call participants.

Q: How do I dial out to a participant from within an event?

A: To dial out to a participant:

1. In the Meeting Bar, click **Participant Details**. A list of participants appears in your Private Workspace.
2. Right-click on their name in your Private Workspace, then click **Call**.
3. Select or enter a phone number.
4. Click **OK**.

Q: How do I mute and unmute participants' phones?

A: To mute all participants' phones, click the mute all audio icon in the main toolbar at the top of the application. To unmute all participant phones, click the unmute audio icon .

To mute or unmute an individual participant's phone:

1. In the Meeting Bar, click **Participant Details**.
2. Right-click on a participant's name in your Private Workspace, then click **Mute** or **Unmute**.

Q: How do participants connect to the phone portion of an event after they have joined online?

A: To join the phone portion of an event:

If the moderator has already started the phone portion, participants are prompted to select or enter a phone number where they will be called. Alternatively, participants can dial into the event. In the Meeting Bar, click **Meeting Information** then click **Dial-In Instructions**. Follow the instructions to join by phone.

If the moderator has not started the phone portion when participants join online, participants can later request the event to call them when the moderator arrives. In the Meeting Bar, click **Phone Controls**. The Phone Controls appear. Click **Join Phone Conference.**

Register for an Event

Q: How do participants register for a scheduled event from an e-mail invitation?

A: To register for a scheduled event:

1. Click the link in the moderator-provided e-mail.
2. Enter information into the appropriate fields, including a unique username and password that can be used for future logins.
3. Click **Register.**

The status of registration is now pending approval by the event moderator. When approved, the participant can join the event.

Join an Event

Q: If a participant pre-registers for a scheduled event, how do they join the event from an e-mail?

A: For participants to join a scheduled event:

1. Click the link in the moderator-provided e-mail.
2. Login with the username and password created during registration.
3. Select either the full version or light version depending on individual operating systems and/or bandwidth.
4. Click **Join Now**.

Q: How do participants join an unscheduled event?

A: For participants to join an unscheduled event:

1. Click **Join Unscheduled Meeting**.
2. Enter the moderator’s conference ID.
3. Enter the required information into the fields.
4. Select either the full version or light version depending on individual operating systems and/or bandwidth.
5. Click **Join Meeting**.

Ask a question

Q: How can a participant ask a question using Question & Answer?

A: For participants to ask a question using Question & Answer:

1. Click **Question & Answer** in the Meeting Bar. The Question & Answer interface appears in the participant's Private Workspace.
2. Enter the question.
3. Click **Submit**.