



# BlueJeans Events Instructions for Moderators

October 2017

**BlueJeans**

# Scheduling Events

# Schedule an Event

1. Enter an Event Title
2. Provide a Description
3. Select an available Event Size (your plan will dictate options)
4. Select a Starting Date, Time, and Duration.
  - Time zone adjustment available.
  - Check “Repeat Event” and complete the form if more than one occurrence of this event is planned (not available with certain plans).
5. Click Continue to proceed.

Schedule an event

Event Title **1** max 75 char

A general description of your event **2** max 600 char

Event Size **3**  
Free Events trial limited to 5000 attendees

Date: February 9, 2016 Time: 1:30 PM **4** Duration: 1 hour 0 mins

GMT-0800 US/Pacific

REPEAT EVENT

**5** CONTINUE

The screenshot shows a 'Schedule an event' form with five numbered callouts. Callout 1 points to the 'Event Title' input field. Callout 2 points to the 'A general description of your event' text area. Callout 3 points to the 'Event Size' dropdown menu. Callout 4 points to the 'Date', 'Time', and 'Duration' selection fields. Callout 5 points to the 'CONTINUE' button at the bottom of the form. A hand cursor is shown clicking the 'CONTINUE' button.

# Schedule an Event

## 6. Choose an Event Type

- A Public Event allows anyone to join. No BJN account needed.
- A Restricted Event allows only members of your Enterprise Group to join. They'll be forced to enter their BJN credentials in order to join the event.
- Check "Require Email Address" if you want to force attendees to enter their email when joining.

## 7. Event Branding

- Customize the Welcome (seen before the event starts) and Thank You (end of event) message attendees will see. Helps personalize the event to fit your theme.
  - Image minimum dimension should be at least 1280px X 720px and up to 1MB. Accepted formats: JPG and PNG
- Upload your own Watermark to show a custom logo to attendees during the event.
  - File should be PNG with transparent background, up to 200px X 75px and up to 30KB

The screenshot shows the 'Schedule an event' interface with several key elements highlighted by red numbers and a hand cursor:

- 6**: Points to the 'Event Type' section, where 'Public Event' is selected over 'Restricted Event'. Below this, it states 'No Bluejeans account needed for Presenters and Attendees' and a checked checkbox for 'REQUIRE EMAIL ADDRESS' with the note 'Attendees must enter an email address to join.'
- 7**: Points to the 'Event Branding' section, where 'Custom Messages' is selected over 'Default Messages'. Below this, it says 'Customize your event by adding your own branding' and 'Default wallpaper with your event title'. A hand cursor is pointing to the 'Custom Messages' radio button.
- Under 'Event Branding', there are two message sections: 'Welcome Message' (Displayed to attendees until broadcast begins) and 'Thank you message' (Displayed to attendees when broadcast ends), each with an 'UPLOAD' button.
- At the bottom, the 'BRAND WATERMARK' checkbox is checked, with the text 'Show a custom watermark logo to attendees during the event'. Below this is a preview of a 'Bluejeans' watermark logo.

# Schedule an Event

## 8. Enable or Disable Event Settings\*

- Event Chat – Event-wide chat for all participants
- Attendee Search – Allows Attendees to search for other Attendee's names from the roster.
- Q&A – Allows Attendees to submit questions for the Moderator or Presenters to answer.
  - Check if you want the attendee to be able to post the question anonymously.
- Auto Recording – The Event will automatically record.
- Phone Dial-in – Up to 500 Attendees can attend via Phone.

## 9. Click Schedule to create the Event!

*\* Note, if Settings are changed after event has started, you will need to stop/restart the event for changes to kick in*

← Schedule an event ×

### Settings 8

Select the features available to the participants of your event

- EVENT CHAT**  
Allow attendees to chat with other participants
- ATTENDEE SEARCH**  
Allow attendees to search other attendees
- QUESTIONS AND ANSWERS (Q&A)**  
Allow attendees to ask questions to presenters
  - Allow anonymous questions
- AUTO RECORDING**  
Start recording automatically when the Moderator starts broadcasting
- PHONE DIAL-IN**  
Allow up to 500 attendees to dial-in using phone

**SCHEDULE** 9

# Schedule an Event

10. Now it's time to send out the invites.

- **Presenters** will show slides, provide lecture material, etc. Their video will also be seen by the audience.
- **Moderators** *control* the event (muting presenter mics and cameras, accepting attendee requests to join as presenters). Their video will be shown to others.
  - As Event Scheduler, you will always receive a copy of the Moderator Invite.
- **Attendees** watch and listen. They cannot be seen or heard, unless they “raise their hand” and are accepted to come in as presenters.

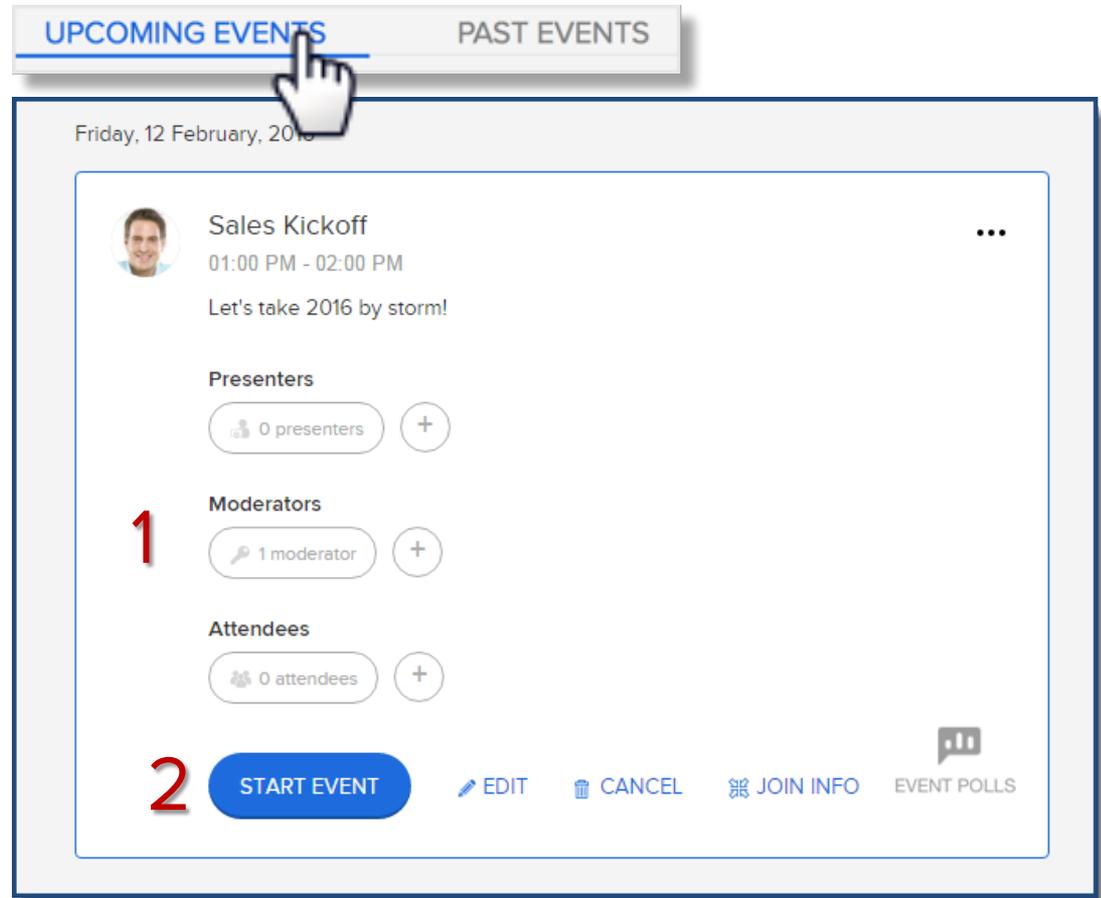
The screenshot displays the 'Invite Participants' interface. At the top, there is a back arrow, the title 'Invite Participants', a red '10' indicating the number of invites, and a close button. Below the title are three tabs: 'PRESENTER' (selected), 'MODERATOR', and 'ATTENDEE'. The main content area shows 'Stars of the event - can share video, audio and screen' and a section for 'Email IDs' with a text input field containing the placeholder 'Enter comma separated emails.'. Below the input field is a link 'Add an invitation message' and a blue 'NEXT' button. At the bottom, there are two buttons: 'SEND INVITATIONS' and 'INVITE LATER'.

# Events List

Your Event has been created, visible under Upcoming Events (click Past Events for history).

Click on the an Upcoming Event to view the Event Details

1. Modify Invitations
  - Add/Remove Presenters, Moderators, and Attendees.
2. Event Details
  - Start the Event
  - Edit Event Settings
  - Cancel the Event
  - Copy Join Details & URLs
  - Create Polls (surveys and questionnaires) for live voting.



The screenshot shows a user interface for managing events. At the top, there are two tabs: 'UPCOMING EVENTS' (which is selected and has a hand cursor pointing to it) and 'PAST EVENTS'. Below the tabs, the date 'Friday, 12 February, 2016' is displayed. The main content area shows the details for an event titled 'Sales Kickoff', which is scheduled for '01:00 PM - 02:00 PM' with the description 'Let's take 2016 by storm!'. There are three sections for managing the event: 'Presenters' (0 presenters), 'Moderators' (1 moderator), and 'Attendees' (0 attendees). Each section has a plus sign icon to add more. At the bottom, there are several action buttons: 'START EVENT' (highlighted with a red '2'), 'EDIT', 'CANCEL', 'JOIN INFO', and 'EVENT POLLS' (with a speech bubble icon).

# Admin tab: Events Type

The Group Administrator can select the global default Type:

- **Public** can be accessed by anyone
- **Restricted** can only be attended by account owners in your enterprise group.

Check if OK to be changed by user, by event, if needed.

The screenshot displays the BlueJeans Admin interface. At the top, there is a navigation bar with tabs for MEETINGS, EVENTS, VIDEOS, RECORDINGS, and ADMIN. The ADMIN tab is selected, and a hand cursor is pointing to it. Below the navigation bar, the main content area shows the 'EVENTS' section. On the left, a sidebar menu lists various options: GROUP SETTINGS, MANAGE USERS, MEETING HISTORY, RELEASE NOTES, EVENTS (highlighted with a hand cursor), and RECORDING ACTIVITY. The main content area has three tabs: SETTINGS (selected), HISTORY, and UPCOMING. Under the SETTINGS tab, the 'Default Event Type' is set to 'Restricted Event'. Below this, there is a checkbox labeled 'ALLOW EVENT ORGANISERS TO CHANGE THE EVENT TYPE', which is checked. A hand cursor is also pointing to this checkbox. The top right corner of the interface shows a user profile icon and a help icon.

# Admin tab: Events Settings

Contact [support@bluejeans.com](mailto:support@bluejeans.com) if you don't see any of these Settings, and wish to have them enabled.

Check if you want the five Settings available for group events ... and, check if you want each enabled by default:

Enabled by default for new events

Add a custom logo in upper left corner

Check to receive email when event is scheduled

The screenshot displays the BlueJeans Admin interface. The top navigation bar includes 'MEETINGS', 'EVENTS', 'VIDEOS', 'RECORDINGS', and 'ADMIN'. The left sidebar contains menu items: 'GROUP SETTINGS', 'MANAGE USERS', 'MEETING HISTORY', 'RELEASE NOTES', 'EVENTS', and 'RECORDING ACTIVITY'. The 'EVENTS' menu item is highlighted with a hand cursor. The main content area is titled 'Default Event Settings' and lists the following settings, all of which are checked with a green checkmark:

- EVENT CHAT**: Allow attendees to chat with other participants
- ATTENDEE SEARCH**: Allow attendees to search for other attendees
- QUESTIONS AND ANSWERS (Q&A)**: Allow attendees to ask questions to presenters
- AUTO RECORDING**: Start recording automatically when the Moderator starts broadcasting
- ATTENDEE PHONE DIAL-IN**: Allow up to 500 attendees to dial-in on their phone
- BRAND WATERMARK**: Show a custom watermark logo to attendees during the event
- SEND ME AN EMAIL WHEN A NEW EVENT IS SCHEDULED**

Below the 'BRAND WATERMARK' setting, there is a section for 'Notifications' with the same checked option: 'SEND ME AN EMAIL WHEN A NEW EVENT IS SCHEDULED'. A hand cursor is also pointing to the 'ADMIN' tab in the top navigation bar.

# Admin tab: Events History and Upcoming

Click History to see a listing of past events, conducted from all users in your group.

SETTINGS **HISTORY** UPCOMING

Event History

Search by date range • Recording available

Start:  End:  [SEARCH](#) [RESET](#)

Event Title	Date & Time	Organizer	Duration	Participants
• Accelerator Open Event <span>Practice Event</span>	30 Mar 2016 01:19 PM to 01:23 PM	John Smith	210 mins	240 attendees, 2 moderators, 4 presenters

Click Upcoming to see a listing of events planned in the future.

SETTINGS HISTORY **UPCOMING**

Upcoming Events

Search by date range

Start:  End:  [SEARCH](#) [RESET](#)

Event Title	Date & Time	Organizer	Participants
Long lasting event <span>Practice Event</span>	Nov 11 2016 9:00 am to 11:00 am	John Smith	0 attendees, 0 moderators, 0 presenters

# Invitation Email to Moderators

Event will be added to your calendar:

1. Special message from the scheduling moderator
2. Click to join the event as a Moderator. You will connect from your computer.
3. Instructions when joining from a Room System

*Note: Presenters and Attendees also receive instructions to join from iOS or Android mobile. That option is not available to Moderator.*

**BlueJeans**

John Smith has invited you to moderate the following event:

**Sales Kickoff**  
**Mon Jan 26 18:00 PST**

EVENT DETAILS :  
West region sales meeting

Hi Ralph, you will kick off this sales meeting - John **1**

**JOIN as MODERATOR** **2**

If you can't access the event link above, please click on the below provided link or paste this in your browser url.

<http://a2m.a.bluejeans.com/a2m/live-event/oMb6UnoZwqiC>

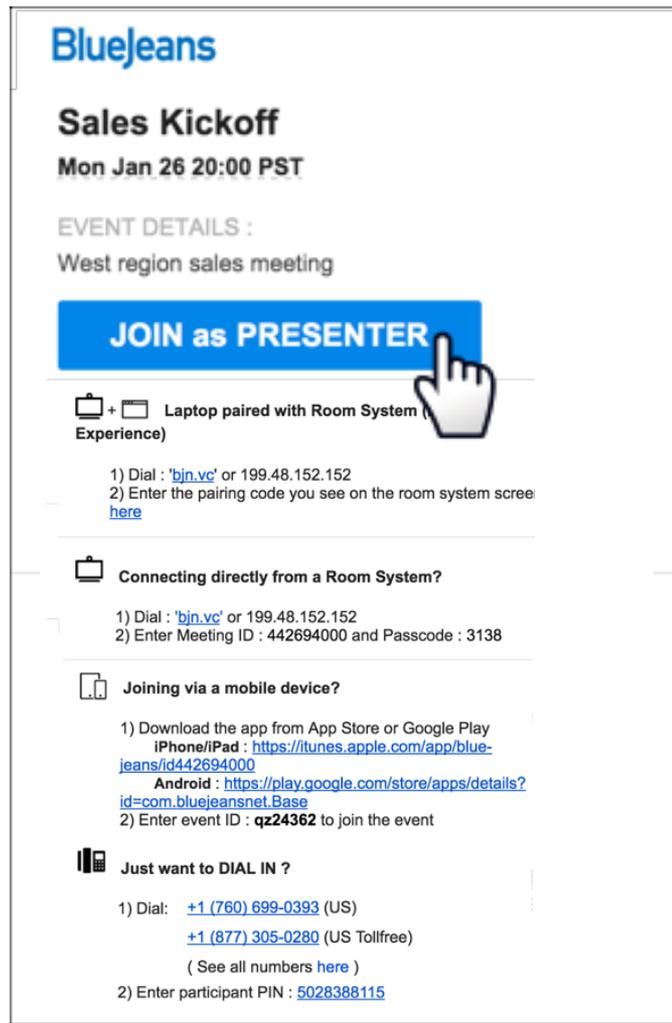
 +  **Laptop paired with Room System (Best Experience)** **3**

1) Dial : [bjn.vc](http://bjn.vc) or 199.48.152.152  
2) Enter the pairing code you see on the room system screen [here](#)

# Invitation Email to Presenters

Event will be added to your calendar. Click blue “Join Event” bar to join from your computer, or join via:

- Pair a Room System with your laptop
- Connect directly from a Room System
- Join from an iOS or Android mobile,
- Dial in from a telephone (audio only). Shown even if “Attendee phone dial-in” box is NOT checked when scheduling the event.



**BlueJeans**

**Sales Kickoff**  
Mon Jan 26 20:00 PST

EVENT DETAILS :  
West region sales meeting

**JOIN as PRESENTER**

 +  Laptop paired with Room System (Experience)

- 1) Dial : ['bjn\\_vc'](#) or 199.48.152.152
- 2) Enter the pairing code you see on the room system screen [here](#)

 **Connecting directly from a Room System?**

- 1) Dial : ['bjn\\_vc'](#) or 199.48.152.152
- 2) Enter Meeting ID : 442694000 and Passcode : 3138

 **Joining via a mobile device?**

- 1) Download the app from App Store or Google Play  
iPhone/iPad : <https://itunes.apple.com/app/blue-jeans/id442694000>  
Android : <https://play.google.com/store/apps/details?id=com.bluejeansnet.Base>
- 2) Enter event ID : **qz24362** to join the event

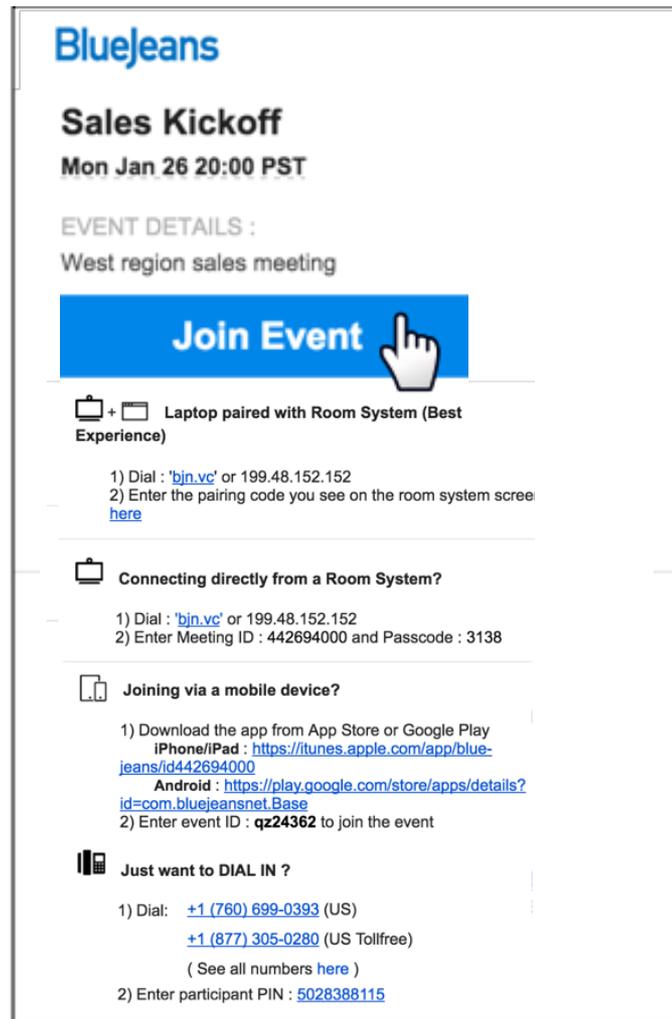
 **Just want to DIAL IN ?**

- 1) Dial: [+1 \(760\) 699-0393](#) (US)  
[+1 \(877\) 305-0280](#) (US Tollfree)  
( See all numbers [here](#) )
- 2) Enter participant PIN : [5028388115](#)

# Invitation Email to Attendees

Event will be added to your calendar. Click blue “Join Event” bar to join from your computer, or join via:

- Pair a Room System with your laptop
- Connect directly from a Room System
- Join from an iOS or Android mobile,
- Dial in from a telephone (audio only). Shown only if “Attendee phone dial-in” box is checked when scheduling the event.



**BlueJeans**

## Sales Kickoff

Mon Jan 26 20:00 PST

EVENT DETAILS :  
West region sales meeting

**Join Event** 

 +  **Laptop paired with Room System (Best Experience)**

- 1) Dial : ['bjn.vc'](#) or 199.48.152.152
- 2) Enter the pairing code you see on the room system screen [here](#)

 **Connecting directly from a Room System?**

- 1) Dial : ['bjn.vc'](#) or 199.48.152.152
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iPhone/iPad : <https://itunes.apple.com/app/blue-jeans/id442694000>  
Android : <https://play.google.com/store/apps/details?id=com.bluejeansnet.Base>
- 2) Enter event ID : **qz24362** to join the event

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( See all numbers [here](#) )
- 2) Enter participant PIN : [5028388115](#)

# Event History

1. Scroll through past events and click for details
2. Click View Details for Participant list (downloaded includes 15 data points)
3. Choose Transcript to download: Recording,\* Chat or Q&A

The screenshot shows the 'Past Events' section of the BlueJeans interface. The event 'Primetime Update' is highlighted, showing it is completed and lasted 52 minutes with 1529 participants. A hand icon with a red '1' points to the 'PAST EVENTS' tab. Another hand icon with a red '2' points to the 'VIEW DETAILS' link. A third hand icon with a red '3' points to the 'RECORDINGS' button. To the right, a participant list is shown with a 'DOWNLOAD REPORT' button. An orange arrow points from the 'VIEW DETAILS' link to the participant list.

\* Recording can be:

4. Private
5. Enterprise Access Only, or
6. Open Access (to anyone with the URL)

The 'Private' option is selected, indicated by a red '4' and a dropdown arrow. Below it, a message states: 'This Recording can not be accessed from a shared link.'

The 'Enterprise Access Only' option is selected, indicated by a red '5'. It includes a shareable URL: <https://a2m.a.bluejeans.com/a2m/e> and a checkbox for 'Allow viewers to download'. A 'SHARE RECORDING' button is at the bottom.

The 'Open Access' option is selected, indicated by a red '6'. It includes a shareable URL: <https://a2m.a.bluejeans.com/a2m/e> and a checkbox for 'Allow viewers to download'. A 'SHARE RECORDING' button is at the bottom.

- name
- Email
- Role
- Endpoint Type
- Browser Type
- User Agent
- Join Time
- Leave Time
- Duration in Min
- Remote IP
- Country
- State
- City
- Rating
- Comment

**Prepare and Practice for your Event!**

# Preparation and Practice Event - Steps & Tips

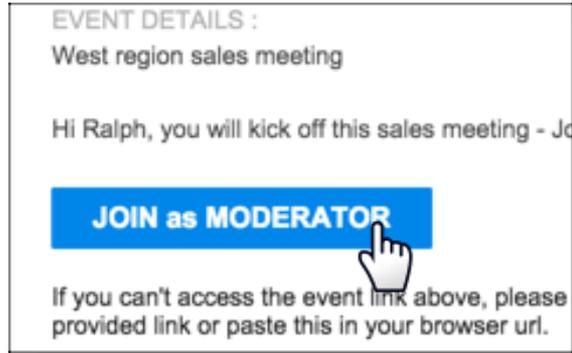
- Moderators should use our <https://www.bluejeans.com/success/moderator> success portal, as a template for planning and practicing their events, and, follow use this checklist to ensure all preparation steps are covered: <https://support.bluejeans.com/knowledge/event-tips>
- To help the practice run participants learn how Events work, send them to our step-by-step success portal:
  - <https://www.bluejeans.com/success/presenter>, or
  - <https://www.bluejeans.com/success/attendee>
- Contact [support@bluejeans.com](mailto:support@bluejeans.com) if you need any help or assistance. We're here to help your Event experience go well.

# Moderator Joins the Events

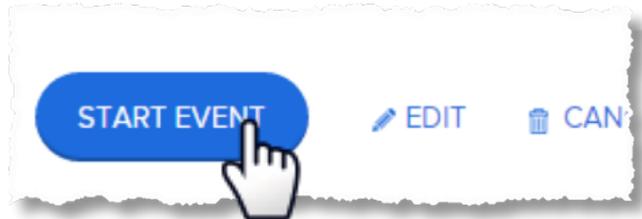
# Moderator Joins

1. Start the meeting two ways:
  - A. From your email invite (enter your BJN account credentials, if not logged in already), or
  - B. Clicking “Start Event” from Events List in your account.

A



B

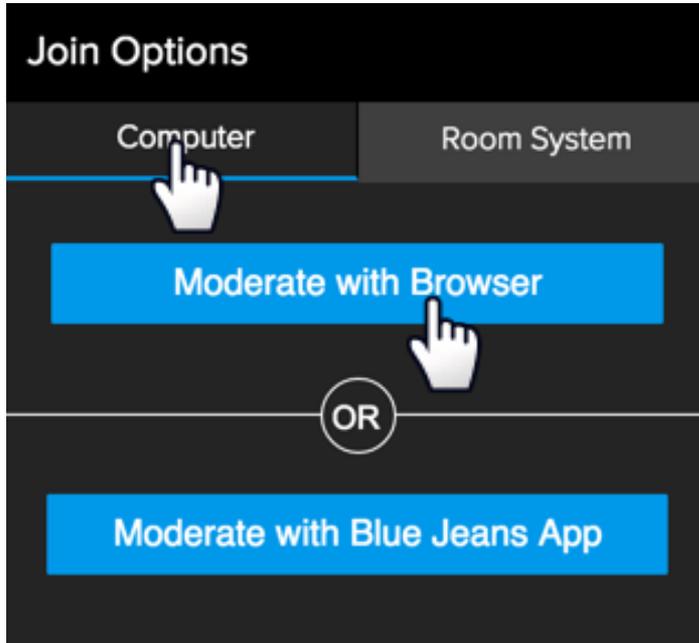


Note: Moderators must have a BlueJeans account, and be logged in to manage the event. “Guest” moderators will need to have a BlueJeans account in the enterprise group.

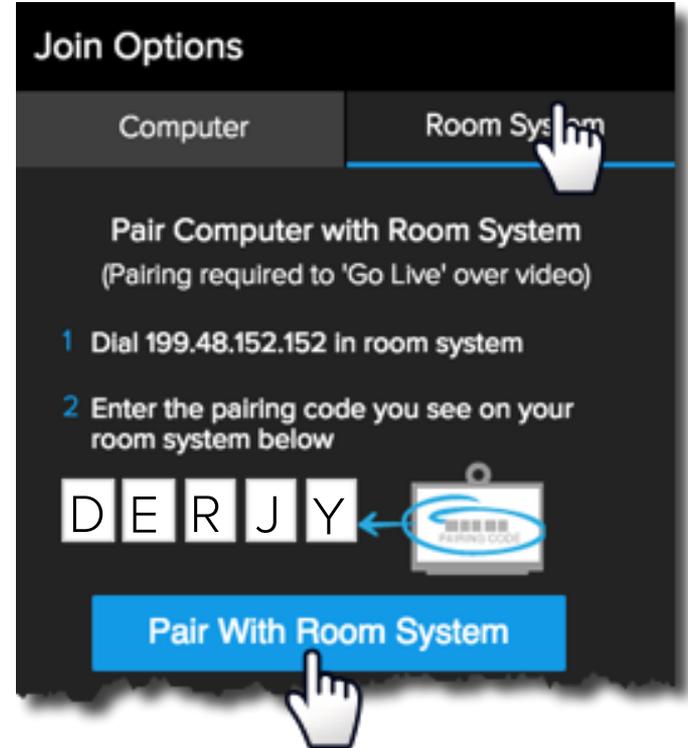
# Moderator Joins

2. Moderators have two connection options, and will be taken into the meeting:
  - A. Computer (join via Browser or BlueJeans App)
  - B. Room System (Pairing from computer required)

A



B



# **Moderator's In-Event Experience**

# Moderator Dashboard

1. Start or stop (pause) the broadcast, and, start or stop (pause) the recording.
2. Watch the presentation.
3. Change speaker layout
4. Share Content
5. Chat with all participants, or just with individuals
6. Mute your camera or mic
7. View roster, muting Presenter mic or camera
8. Answer questions posted by Attendees.
9. Send Polls
10. Menu: see join info, send announcements, or adjust Settings (your mic, camera or speaker).
11. Leave the meeting

The screenshot displays the BlueJeans Moderator Dashboard for a 'User Experience India Conference' meeting. The interface is divided into several sections:

- 1**: Broadcast controls including 'STOP BROADCAST' and 'STOP REC' buttons, and a 'Broadcast duration 00:00:53' indicator.
- 2**: Video feed showing three presenters on stage.
- 3**: Video layout controls for all participants, including 'Expand' and 'Change video layout for all participants' options.
- 4**: Content Sharing section.
- 5**: Chat window showing messages from participants like Brent, Fannie Goodman, and Lucille Copeland.
- 6**: Video and audio controls for the current participant, including 'Video ON' and 'Audio OFF' buttons.
- 7**: Participants list showing 7 presenters and 45 attendees, with individual video and audio controls.
- 8**: Q&A section.
- 9**: Polls section.
- 10**: Menu button.
- 11**: Leave button.

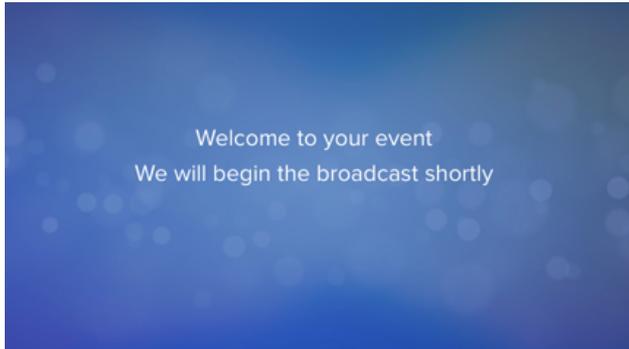
The BlueJeans logo is visible in the bottom left corner, and the footer contains links for 'ABOUT', 'TERMS', 'POLICY', 'THIRD PARTY COPYRIGHT', 'Blue Jeans Network, Inc. © 2015', and 'HELP CENTER +1 (408) 791 2830'.

# Welcome Message

Before the Moderator starts the event, Attendees will see a friendly “welcome” message when they join, telling them the event will start shortly (and when the event ends, they will see a similar “thank you” message).

The Moderator, when scheduling the event, has the ability to customize the welcome and thank you messages:

*Default welcome message:*



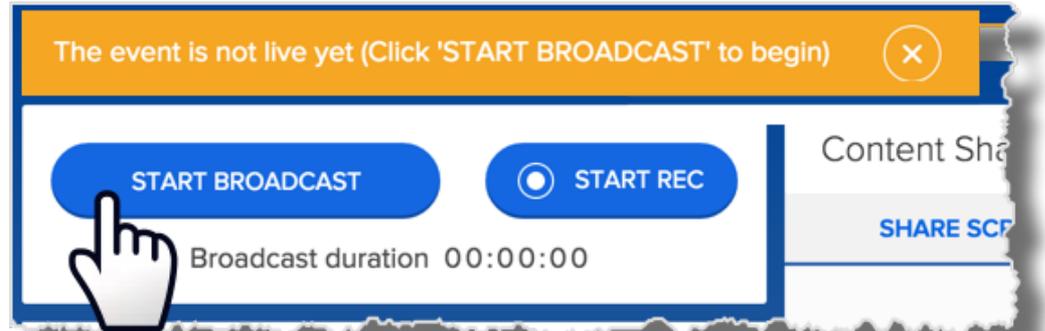
*Custom welcome message:*



# Starting the Event

When Moderator joins, the event goes into “Prep” mode:

- Moderators and Presenters can freely interact, but Attendees cannot see them.
- Attendees see a static screen telling them the event will start shortly

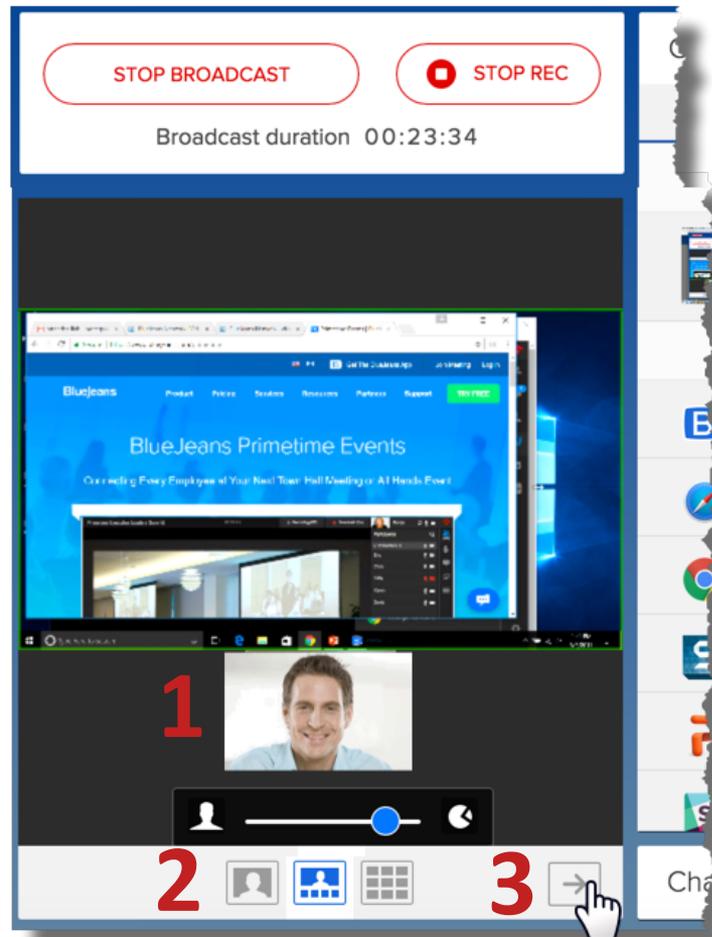


- Click ‘Start Broadcast’ to start broadcasting the event to Attendees.
- Click ‘Stop Broadcast’ to Pause the event once it is started
- Click ‘Start Broadcast’ to Resume event.
- If automatic recording is enabled, recording starts when the event goes live.
- Recording can be turned on and off by clicking on the Recording button

# Viewing Screen Shares

When screen sharing starts:

1. The participant video panel will be shrunk, appearing below the presentation. Drag the slider bar to change the size of the video/ presentation panels.
2. Choose which of the three layout views to view the video faces.
3. Click the arrow to expand the screen share panel to take over two-thirds of the screen.

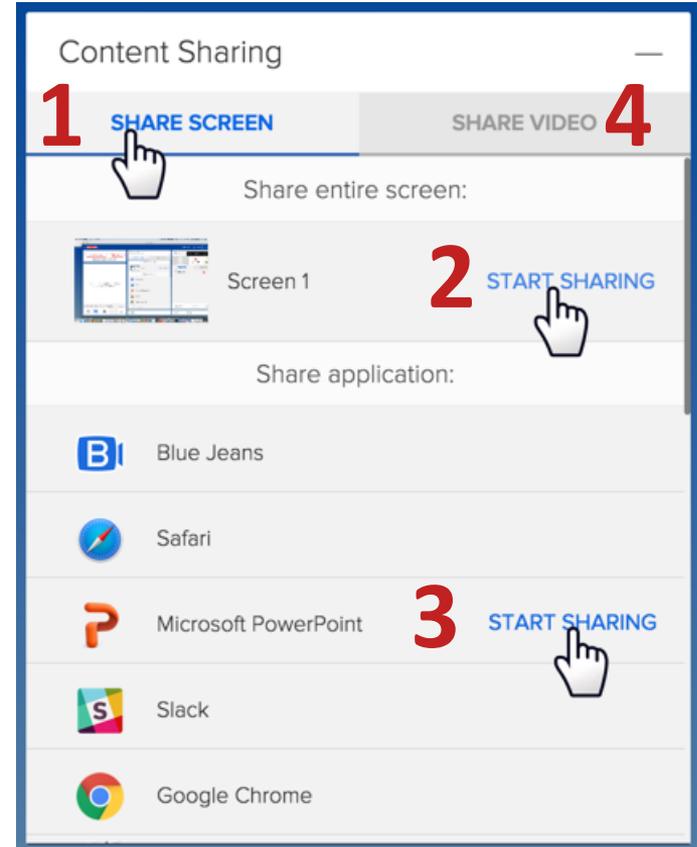


# Sharing Screen or uploaded Video

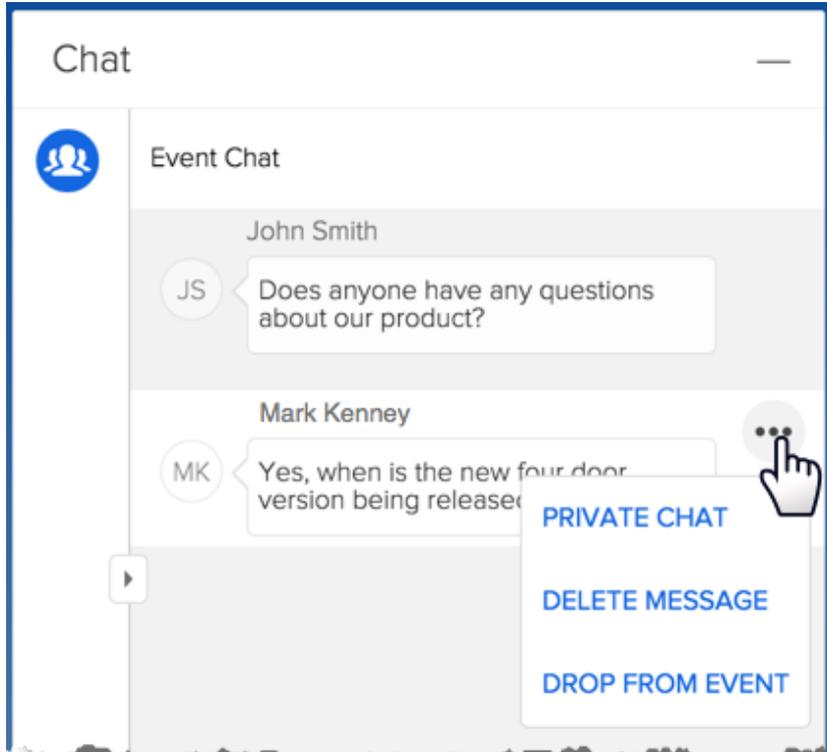
*Presenters can also share*

Moderators and Presenters can share their screen (or uploaded videos).

1. Click the Content Sharing bar and you'll land in the 'Share Screen' tab.
2. If more than one monitor is in use, select which monitor to share, and click start sharing to share your entire screen (our recommendation).
3. Or, share a specific application, instead, if you want to only expose that app.
4. To share an uploaded **video**, select existing video in your list, or upload a new video to share.



# Chat



Chat will all participants in the event.

Chat correspondence will be documented, and can be downloaded from the past events folder.

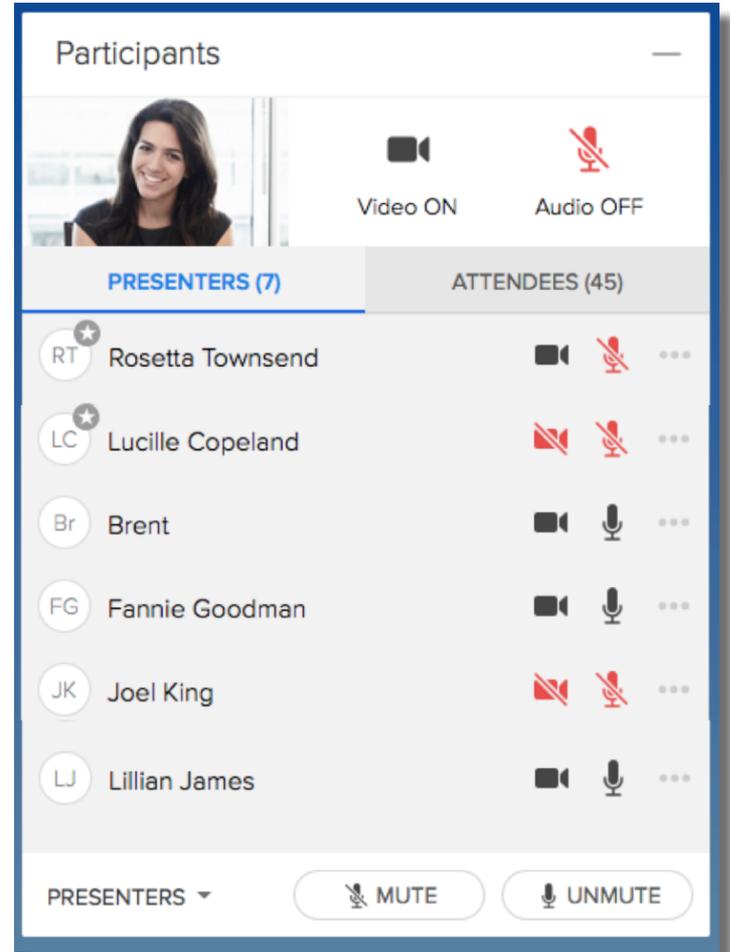
Click the more dots button to

- Chat privately with the participant
- Delete a specific chat message
- Drop this participant from the event

# Participant Roster

Moderators have many participant roster tools:

- Participants are grouped as Attendees or Presenters (the star indicates Moderator)
- Mute the mic or camera of a Presenter
- From the bottom buttons you can mute or unmute all presenters, with one click.
- Click the three dot icon on the right to view connection details – including the endpoint type they are using and overall quality bar
- Click the name field and change the name, if needed (changes will be documented in the chat panel)

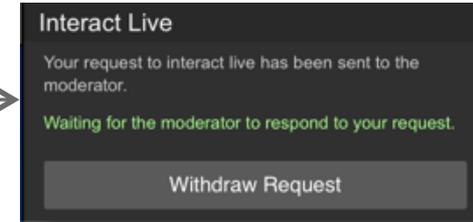
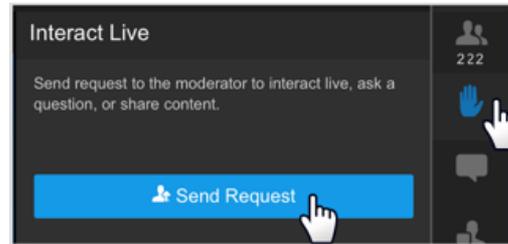


# Promoting Attendees

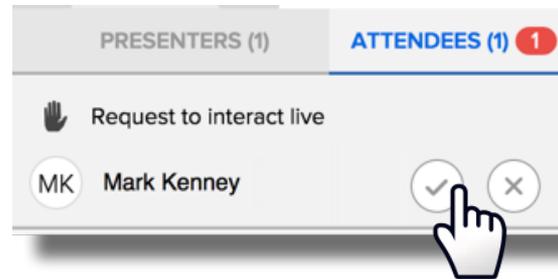
(David Lee)

1. Attendee (David Lee) will:

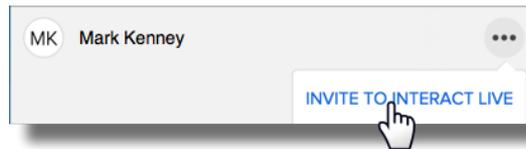
- Click the hand
- Click Send request
- Withdraw request (if needed)



2. Moderator sees request in the Attendees tab, and approves or declines.



Moderator can also promote Attendee *directly* after clicking their name in roster

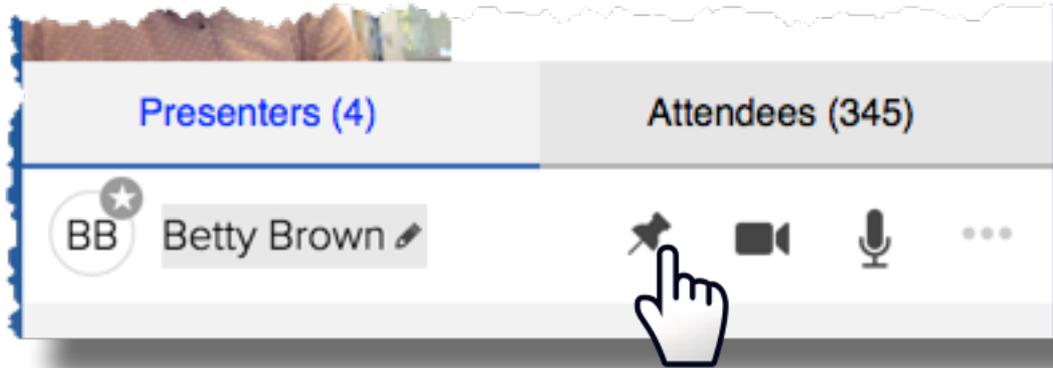


Note: Room System must pair with a computer to raise hand.

# Pinning Presenters

The Moderator can “pin” a presenter’s video to always be the main speaker shown, regardless of who’s talking. To enable:

- Hover next to the Presenter’s name and click the push pin icon.
- The pin will be engaged for Betty. Click again to “un-pin” Betty as the fixed video).
- Betty will see notification banners, telling her when she is pinned or unpinned.



# Questions & Answers

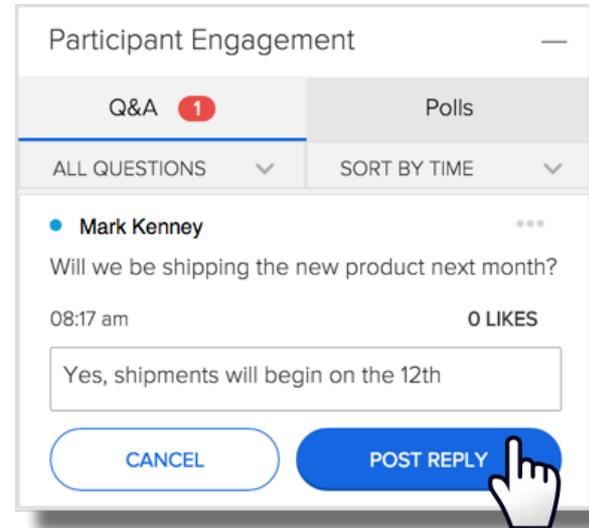
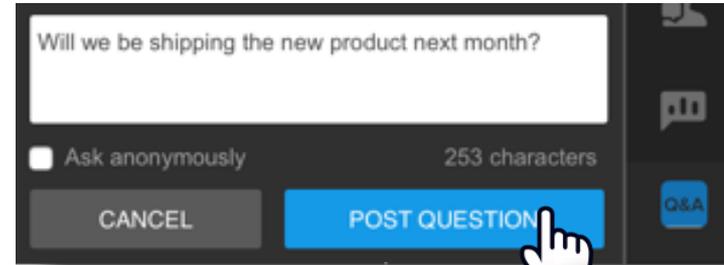
Attendees submit question by clicking the Q&A icon.

- If enabled for the event, Attendees can choose to post anonymously.
- Other Attendees can “Like” the question to highlight priority.

Moderator or Presenter will see a red alert bubble in the Q&A panel, and post the answer for everyone to see.

- Promoted Attendees will not be able to answer
- Moderator’s dashboard can let them filter Q&A by answer status or sort by time or likes.

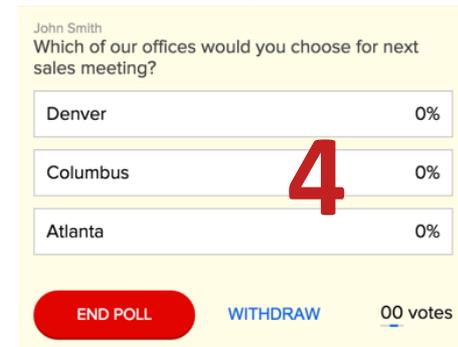
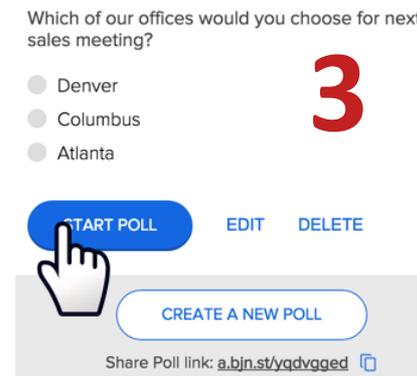
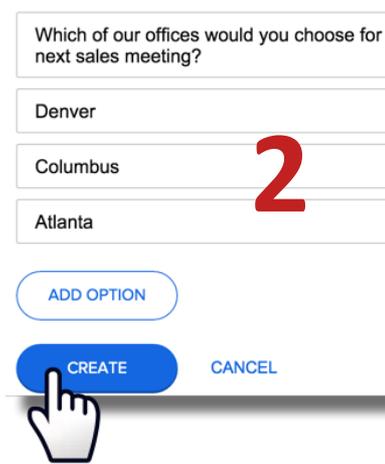
Attendees (only) can submit questions for the Moderator and/or Presenters to answer.



# Polls

Create polls for Attendees and Presenters to cast their vote!

1. Open the Polls panel, and click the [CREATE A NEW POLL] button.
2. Input a Question and Options for votes. Click Create.
3. Click [CREATE POLL] to send.
4. View the voting in real-time from the Moderator Dashboard.



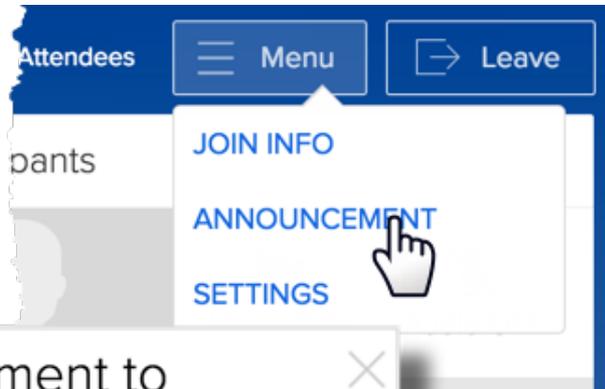
- When poll is closed, results will be displayed to all.
- Only one Poll can be activate at a time.
- Once a Poll has ended it cannot be reopened.
- Post-event reports will include polling data.

# Announcement

Moderator can send an announcement to all participants. Compose your own message, or paste the text from two templates:

*Q&A template: Have questions for the presenter? Use the Q&A panel to ask yours or like other questions.*

*Interact Live template: This event supports live video interaction! Send your request by clicking the 'raise hand' icon.*



## Send an announcement to all participants

Choose a template

Type your message here

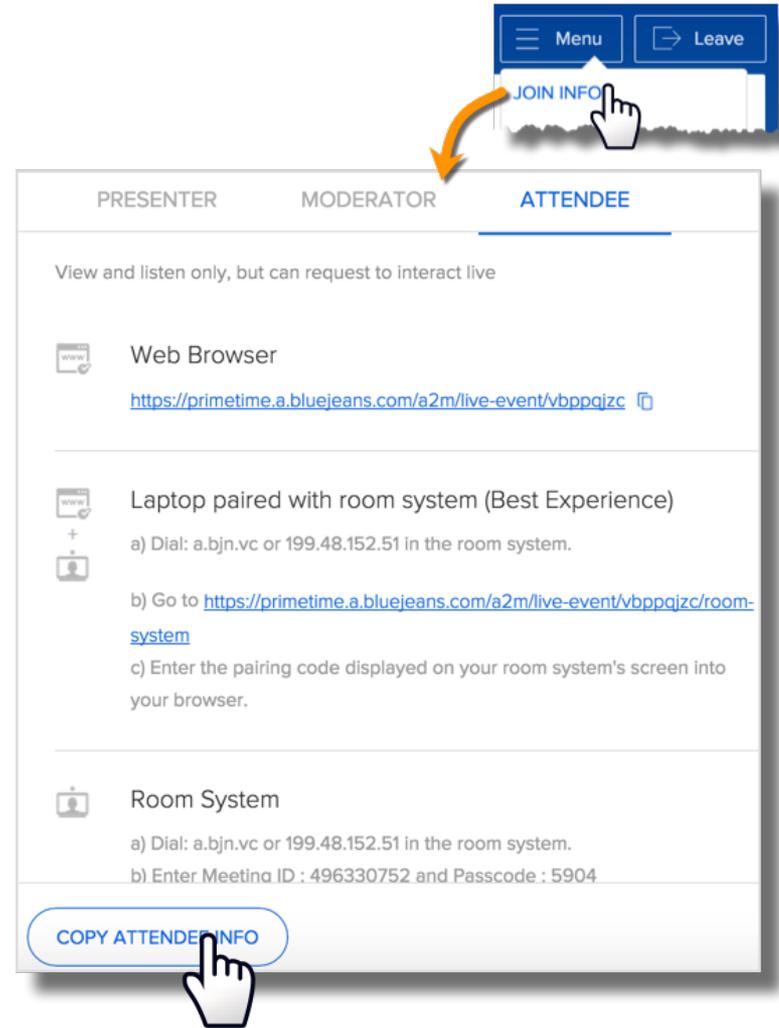
100

**SEND** CANCEL

# Invite Participants

Need to invite additional participants into your event? Click Join Info from the top menu.

Select the the tab of the participant type you want to invite and copy the information (from bottom button) then send via email or your chat tool.



The screenshot shows a meeting interface with a top menu containing 'Menu' and 'Leave' buttons. A 'JOIN INFO' button is highlighted with a hand cursor, and an orange arrow points from it to the 'ATTENDEE' tab. The 'ATTENDEE' tab is selected, and the interface displays instructions for joining the meeting. At the bottom, a 'COPY ATTENDEE INFO' button is highlighted with a hand cursor.

PRESENTER MODERATOR **ATTENDEE**

View and listen only, but can request to interact live

 Web Browser  
<https://primetime.a.bluejeans.com/a2m/live-event/vbppqjzc>

 Laptop paired with room system (Best Experience)

- a) Dial: a.bjn.vc or 199.48.152.51 in the room system.
- b) Go to <https://primetime.a.bluejeans.com/a2m/live-event/vbppqjzc/room-system>
- c) Enter the pairing code displayed on your room system's screen into your browser.

 Room System

- a) Dial: a.bjn.vc or 199.48.152.51 in the room system.
- b) Enter Meeting ID : 496330752 and Passcode : 5904

**COPY ATTENDEE INFO**

# Leave/End Event

- Moderator leaves the event:
  1. If no other Moderators are in the event, the only choice is for the Moderator to stop the broadcast and end the event.
  2. If other Moderators are in the event, the message gives you the option to either leave the event, or leave and end the event for all.

