BlueJeans Events
Instructions for Moderators
October 2017
Scheduling Events
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.
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
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
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.
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 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.
Admin tab: Events Settings

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

- Add a custom logo in upper left corner
- Check to receive email when event is scheduled

Contact support@bluejeans.com if you don’t see any of these Settings, and wish to have them enabled.
Admin tab: Events History and Upcoming

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

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

Invitation Email to Attendees
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

* Recording can be:
4. Private
5. Enterprise Access Only, or
6. Open Access (to anyone with the URL)
Prepare and Practice for your Event!
Moderators should use our [https://www.bluejeans.com/success/moderator](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](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](https://www.bluejeans.com/success/presenter), or
- [https://www.bluejeans.com/success/attendee](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
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.

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.
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)
Moderator’s In-Event Experience
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
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:**

![Welcome to your event
We will begin the broadcast shortly](image)

**Custom welcome message:**

![THE MOBILE LIFE
CONFERENCE
LAS VEGAS 1, SEPT. 2016
We will begin shortly](image)
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.
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.
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 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.
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.
Invite Participants

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

Select 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.
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.