Content-Loading and Running a Live Session

Prepared for:

First time users of VisionsLive Text Chat Focus Groups

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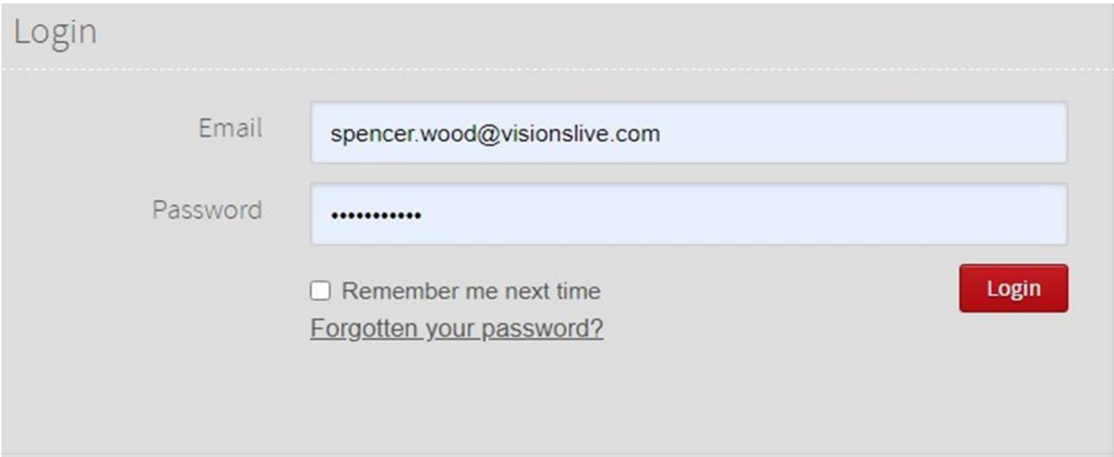
Content-loading your first focus group

This is a short guide on how to set up and run your first live session, and will include:

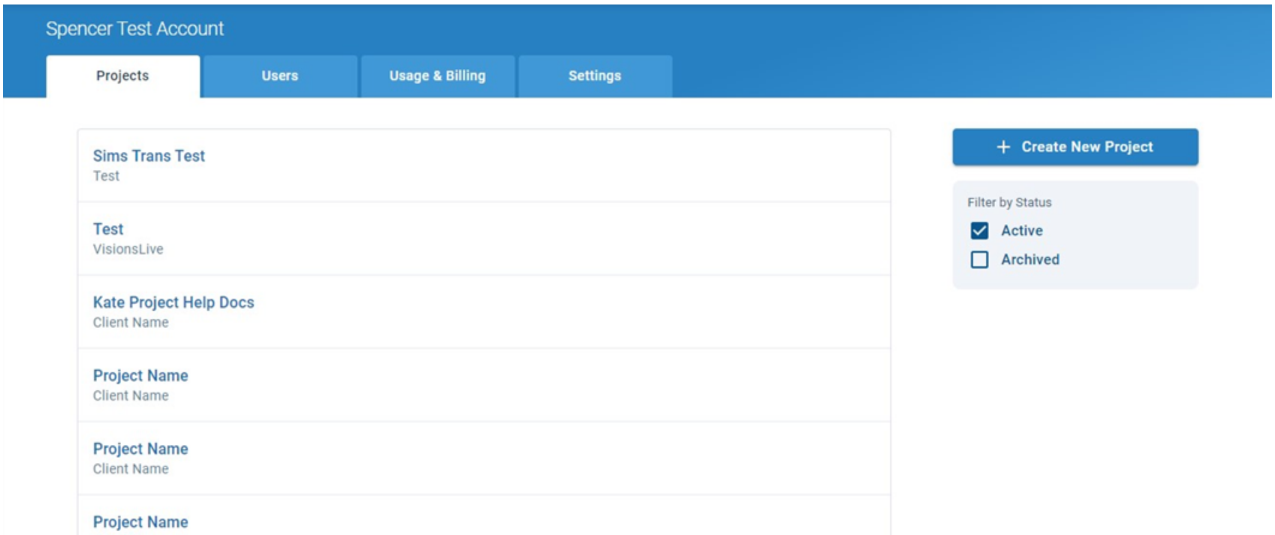
- The loading and preparation of stimulus, using all of our interactive tools.
- How to make the most of the chat capabilities.
- How to save a template of your session room, to then copy across to other sessions within the same project.

Getting started

Log in at https://portalapp.visionslive.com – you should have received an email regarding setting up your login details. If you have not, contact support@visionslive.com. If you have forgotten your password, click on the “Forgotten your password?” link to be sent a new one.

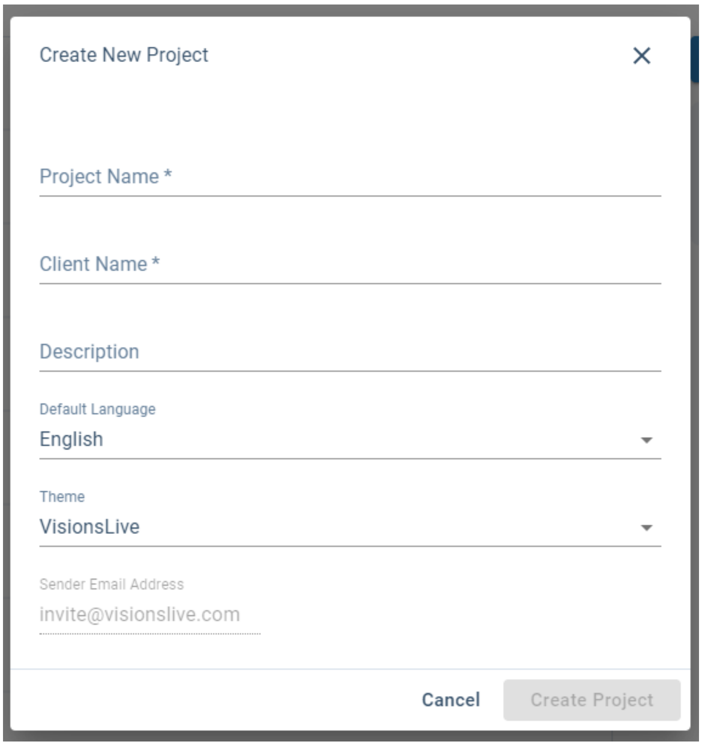


Once logged in, you will be taken to your company’s project dashboard. Here you will see a list of your projects, with the newest at the top and the oldest at the bottom. To create a new project, click on the “New Project” button in the top right of the screen.



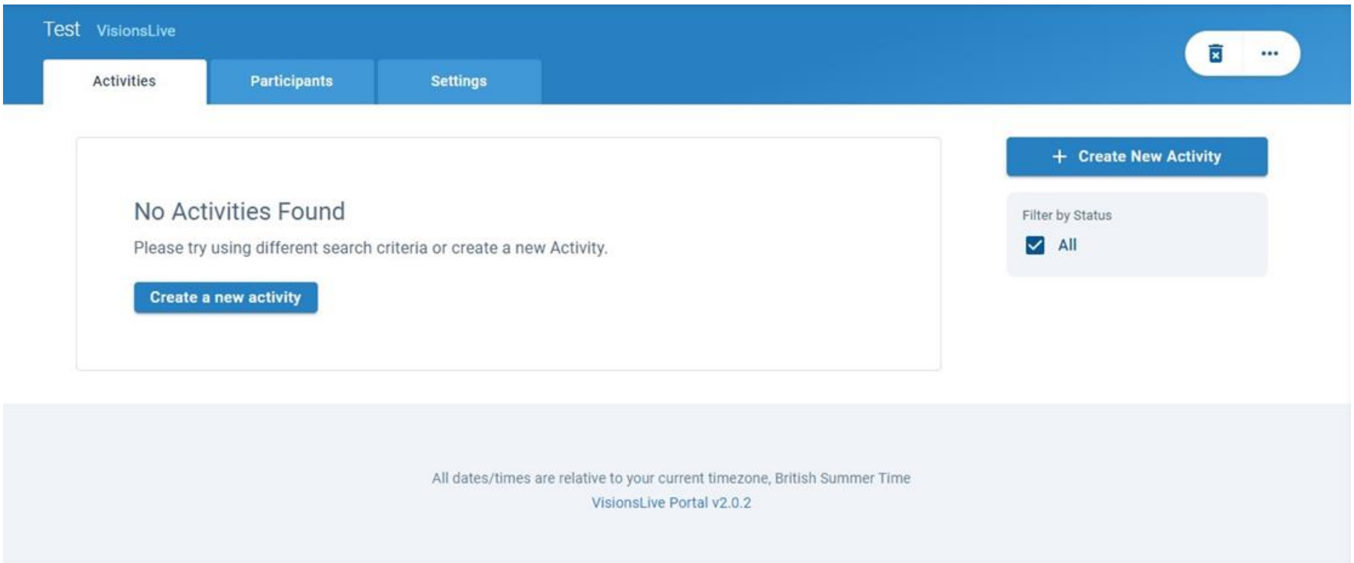
From here, enter your “Project Name” and “Client Name”. A description is not mandatory, and the language can be set at session-level if necessary, so does not need to be changed at this stage.

The “Sender Email Address” lets you know what email address your participants will get emails from if you send correspondence through the platform.



Creating your first Activity

Enter your project by clicking on it from the project dashboard. This will take you through to this project’s activity dashboard. This is where you will find all the activities created within a project, listed from top to bottom in the order of which they are due to run in. Click on the “Create New Activity” button in the top right corner to begin adding new activities.



On the next page, choose the **"Text-chat"** option under **"Focus Group"**. This will take you through to creating the standard settings for your activity. You should find there are small question mark icons to provide you with information about specific settings.

Key Points:

- **Language** – This setting primarily relates to the on-screen prompts respondents will see before and after a session, the former displaying a countdown to the start time of the session if the respondent is to click on their session link in advance and the latter thanking them for having participated. It will also change in-session prompts such as buttons and text box prompts.

- **Server Location** – There are 4 servers to choose from – it is recommended to choose the server closest to your respondents.

- **Copy Content From** – Useful if you are using the same content for several groups. When done loading the content into your first activity you may save it as a template. When creating your next group, you will find this template in the "Copy Content From" drop-down ready for you to select. This will copy of the previously loaded content across to your new group, saving you the trouble of re-uploading it.

- **Schedule** – When scheduling your group, ensure whichever time and date you have chosen corresponds correctly with the time-zone selected in the drop-down above. Whilst the text of the time-zone does not change in correlation with seasonal time changes, the platform does recognise when a time-zone has gone back or moved forward an hour.

- **Estimated Duration** – The expected time a session will last, however a session will only end when you choose to manually end it so you can be flexible. The times can be shifted up and down and our pricing system is based on 15-minute blocks to ensure you are not over-paying for your true usage. We also allow a 3-minute grace period every 15 minutes, to allow you to say your goodbyes and close-down the session without having to rush it.

- **Breakout Rooms** – Up to 3 Breakout Rooms can be added to a session to allow you to split up respondents into separate rooms. Please ask your VisionsLive Project Coordinator if you would like breakout rooms included in your session.

- **Adding Participants** – If copying respondents and observers across from an excel spreadsheet, please ensure you have included a field for their first name and email address. Last names are always recommended in order to ensure differentiation between respondents who may have the same first name but is not compulsory. Custom fields may be included if you wish to view specific criteria about your respondents during the session.

  All participants must be uploaded in batches dependent on their time-zone (this ensures that they are sent the correct time dependent on their location when sending their invitation). Dummy emails can be used at this stage for confidentiality, and individual participation links extracted later.

- **Adding Moderators** – This will show a list of all moderators added to your company account. To add a new moderator, they must first be added to your company account as a user.

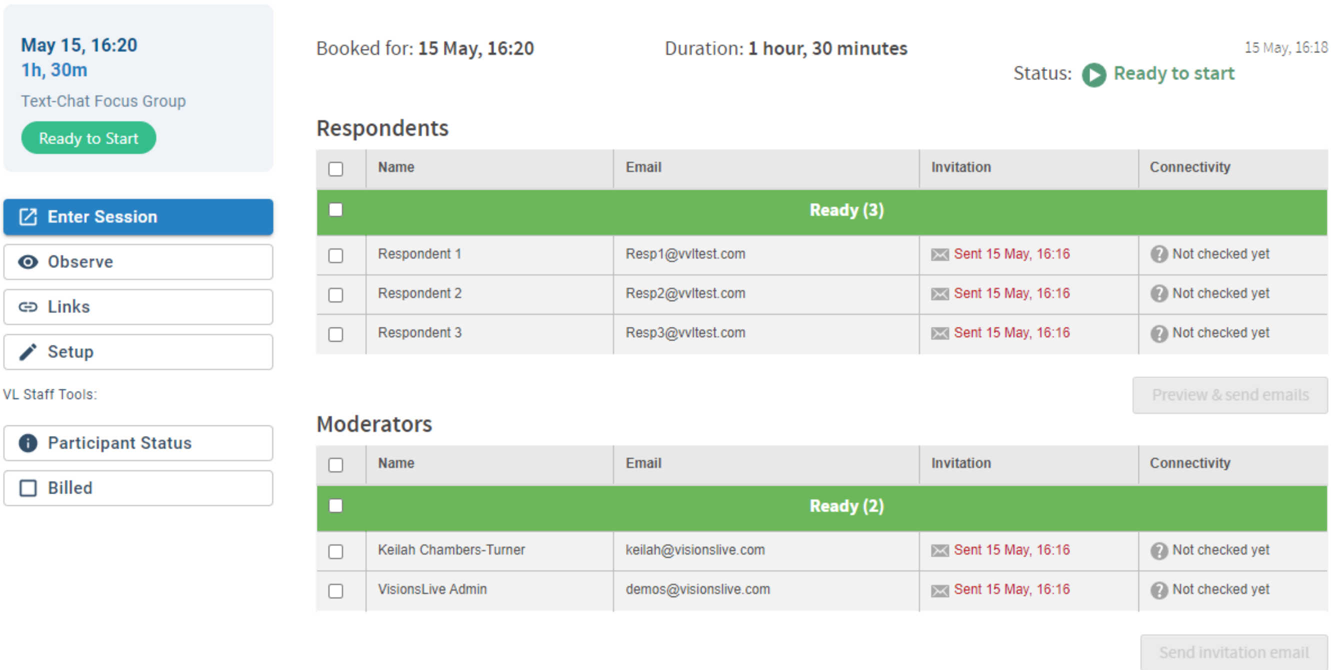
- **Email/SMS** – The "Availability" email asks respondents if they are available when the group is scheduled to take part. If they answer "Yes" they will be sent an email invitation; if they answer

“No”, or do not respond, they will not be sent an email invitation.
The SMS reminder allows you to send a customisable reminder to the respondents via text message, between 15 minutes – 4 hours before the session is due to begin. There is a small charge per SMS.

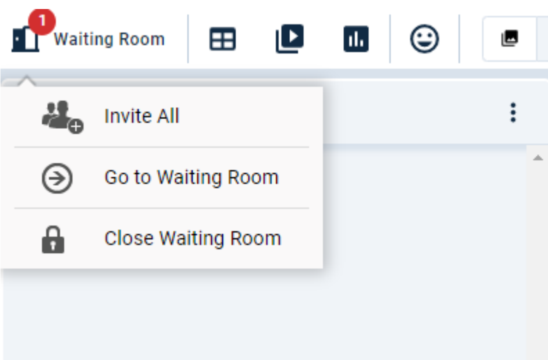
- **Invitation Emails** – These have a standard English template, but it can be edited almost completely.
  The {ActivityAccessLink} must remain as this generates each individual’s link to join the session. The {ActivityStartTime} tag is also very useful as this adapts the start time of the session to be specific to the receiving individual’s local time zone.

Entering the session room

Once you have added and confirmed yourself as a moderator during the setup of an activity, you will receive an automatic invitation with a link to the session room. However, you can also enter the session room directly through the platform. To do this, click on the activity and then, on your “Session Dashboard” page, click on the blue “Enter Session” button on the left to enter.

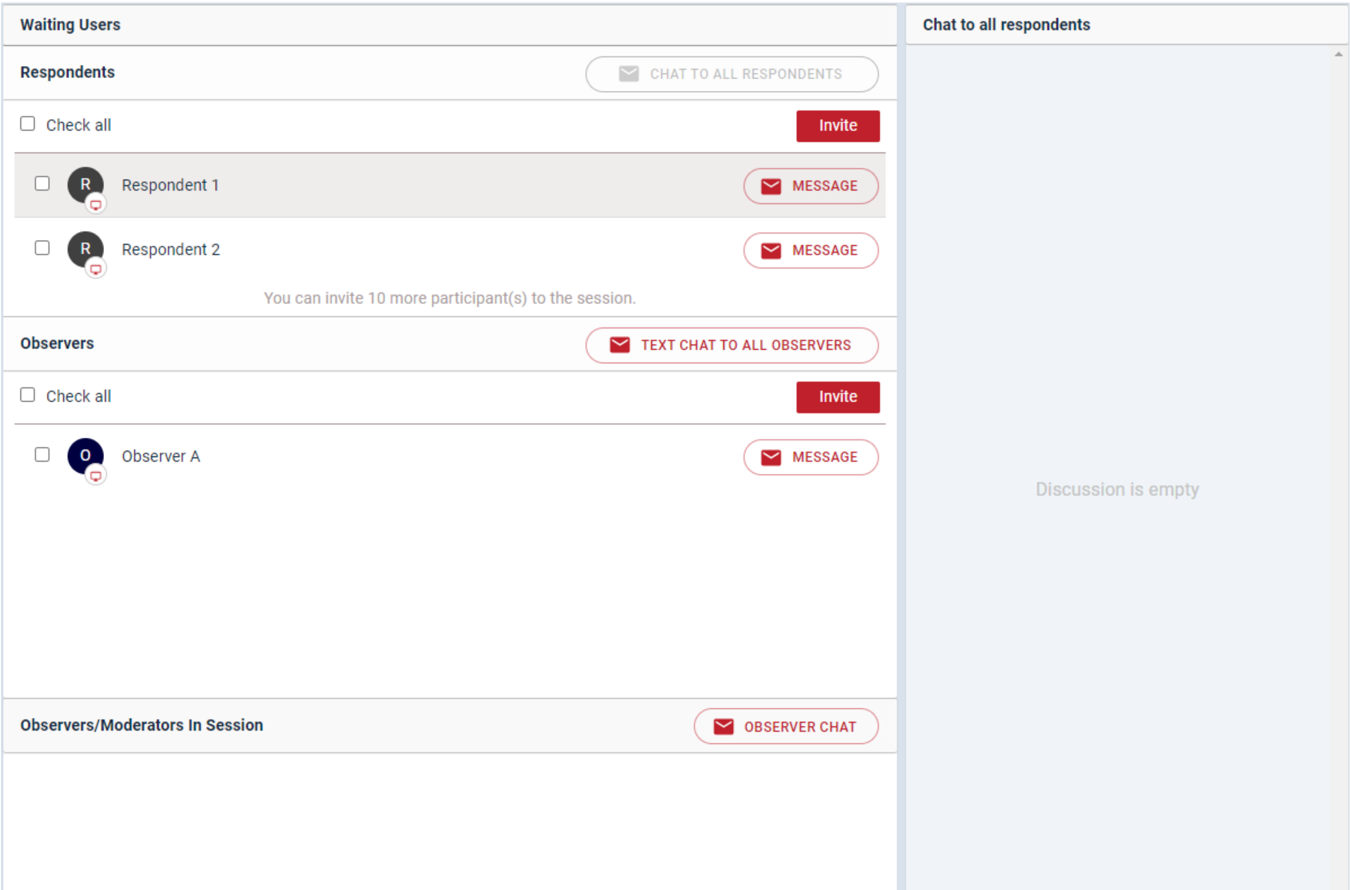


The Waiting Room



When a respondent or observer clicks on their link to join the session, they will first enter the Waiting Room. As the moderator, you can enter the Waiting Room by clicking on the “Waiting Room” button in the top left corner of the actual session room and then clicking “Go To Waiting Room”.

A red notification will pop up on this button whenever there is at least one respondent or observer present within. The waiting room can be used to speak to and filter through respondents and observers, prior to the group commencing.



When you enter the room you will notice a chat space on the right-hand side which you can use to send messages to the group as they wait. You can also click on an individual's "Message" button to send them a message privately. If you do this and would later like to return to the group chat, click on the "Chat To All" tab in the top right corner.

Click the checkbox next to the names of the respondents you would like to invite in and then press "Invite", or head back to the session room, click on the "Waiting Room" button and then press "Invite All".

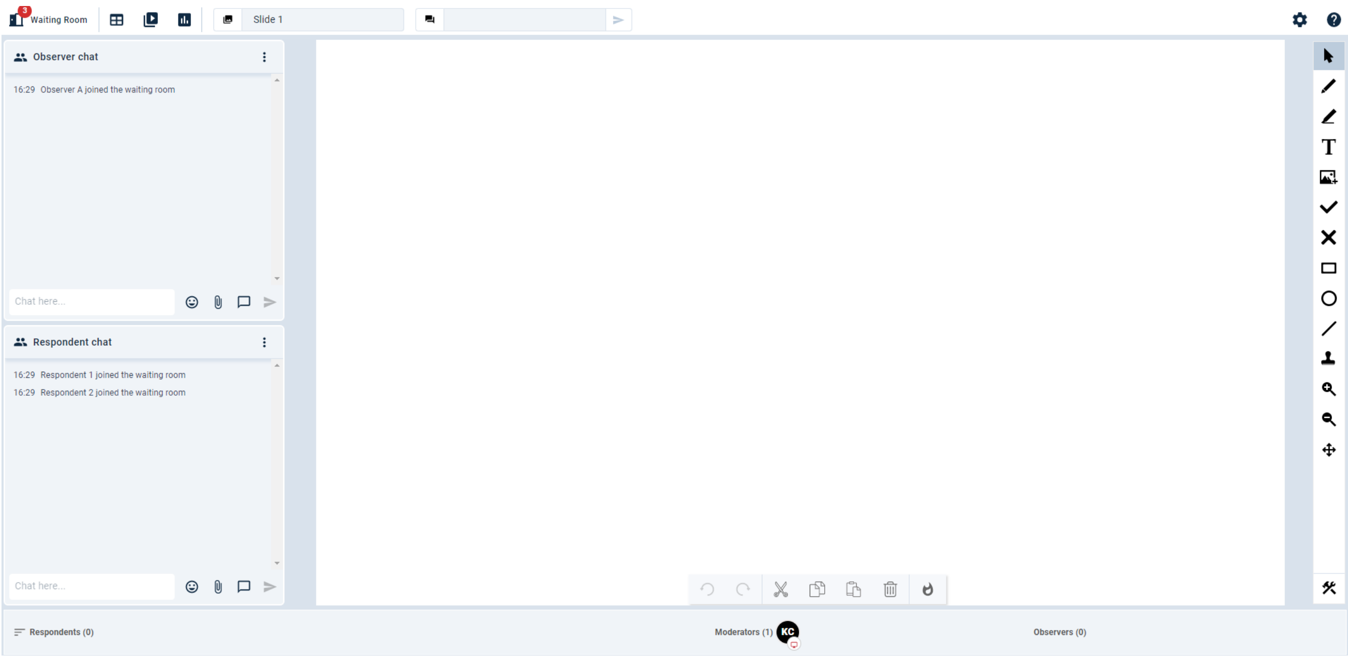
Once you bring your first respondent into the main session room, you will begin being charged for your session and the timer will start ticking in the top-right hand side of the screen.

Preparing and running the session

Layout

Upon entering the session room for the first time you will observe the room in it's default layout, "Large Whiteboard". This provides you with a large whiteboard space on the right of the screen and two chat areas, the "Observer Chat" and the "Respondent Chat" on the left side of the screen.

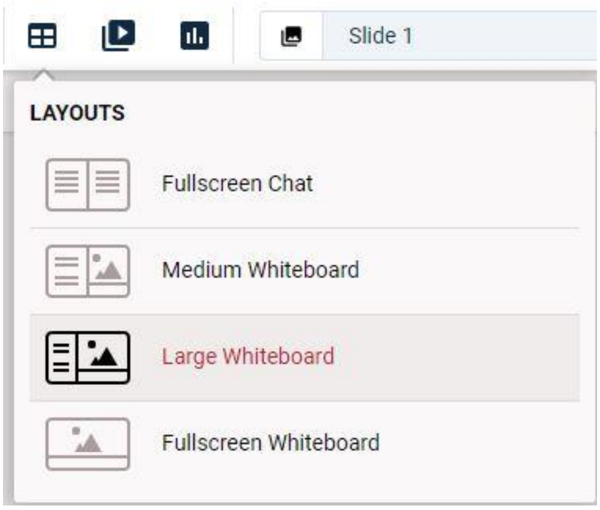
Respondents cannot see the Observer Chat so instead their view consists of an extended Respondent Chat. There are 4 layouts to choose from and in each layout the participant display bar will be present along the bottom of the screen.



To open the layouts menu, click on the "**Layouts**" option above the Observer Chat area. Here you can see all 4 options of layout to choose from. The best way to fully understand the capabilities of each layout is to use the icons provided within the menu.

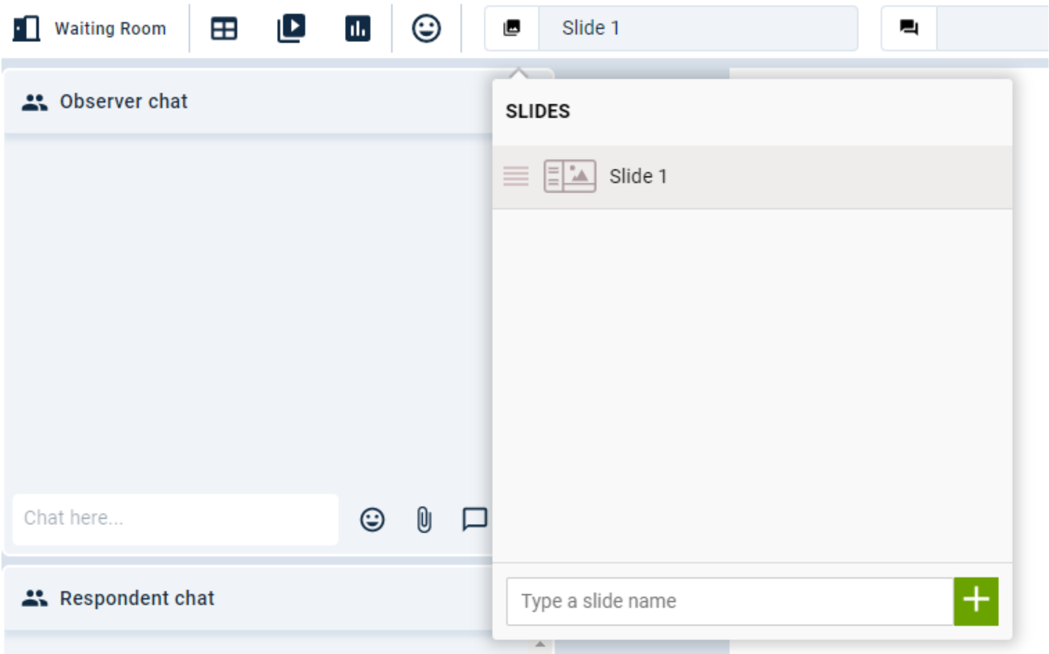
Looking at the layout menu, you can distinguish that any area representing a chat region is displayed using horizontal bars and any area representing a whiteboard region is displayed using the silhouette of mountains.

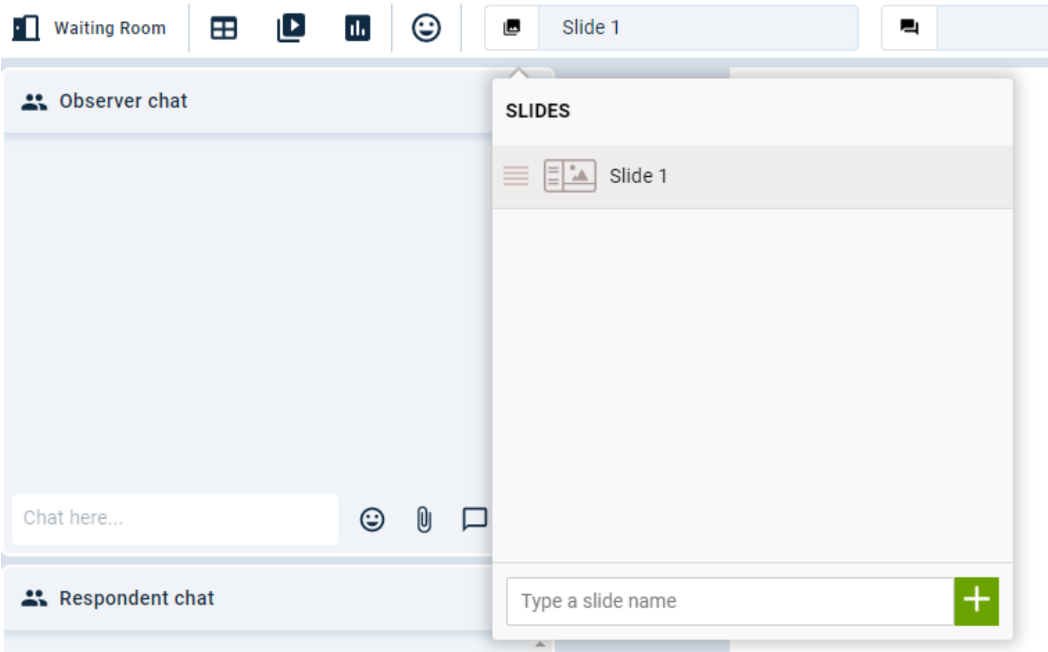
Layouts are set on a slide-by-slide basis, meaning that any slide will remain in the layout you last chose whilst that slide was selected, and therefore each slide can be pre-set to have a different layout.



Creating the Whiteboard Slides

The slide deck can be found within the centre of the white bar at the top of the session room. To open the slide deck, click the icon. To begin adding new slides, click on the green plus icon in the bottom right corner. Hovering over a slide's title will present you with a few additional options, including the ability to ren-name a slide, duplicate the slide, and delete the slide. Slides can be rearranged by clicking and dragging the horizontal bars to the left.

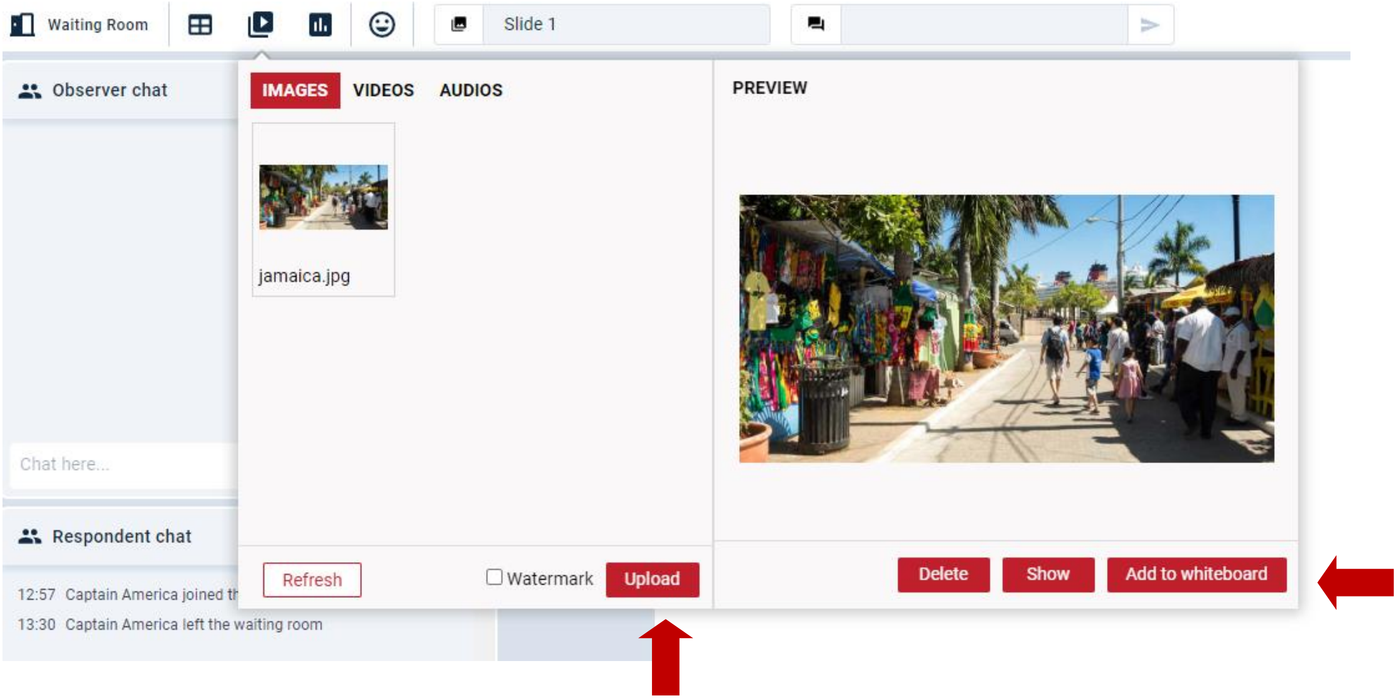




If you are wanting to load previously created PowerPoint slides into the session, you should save your PowerPoint document as the .png extension on your computer, turning your slides into images. Heading to the "Media Library", you can now upload your slides as images into the session room. Click on upload in the bottom right corner of the images library, select your slides and wait for them to load in. Once loaded, click on one of your slides to reveal a preview of it.

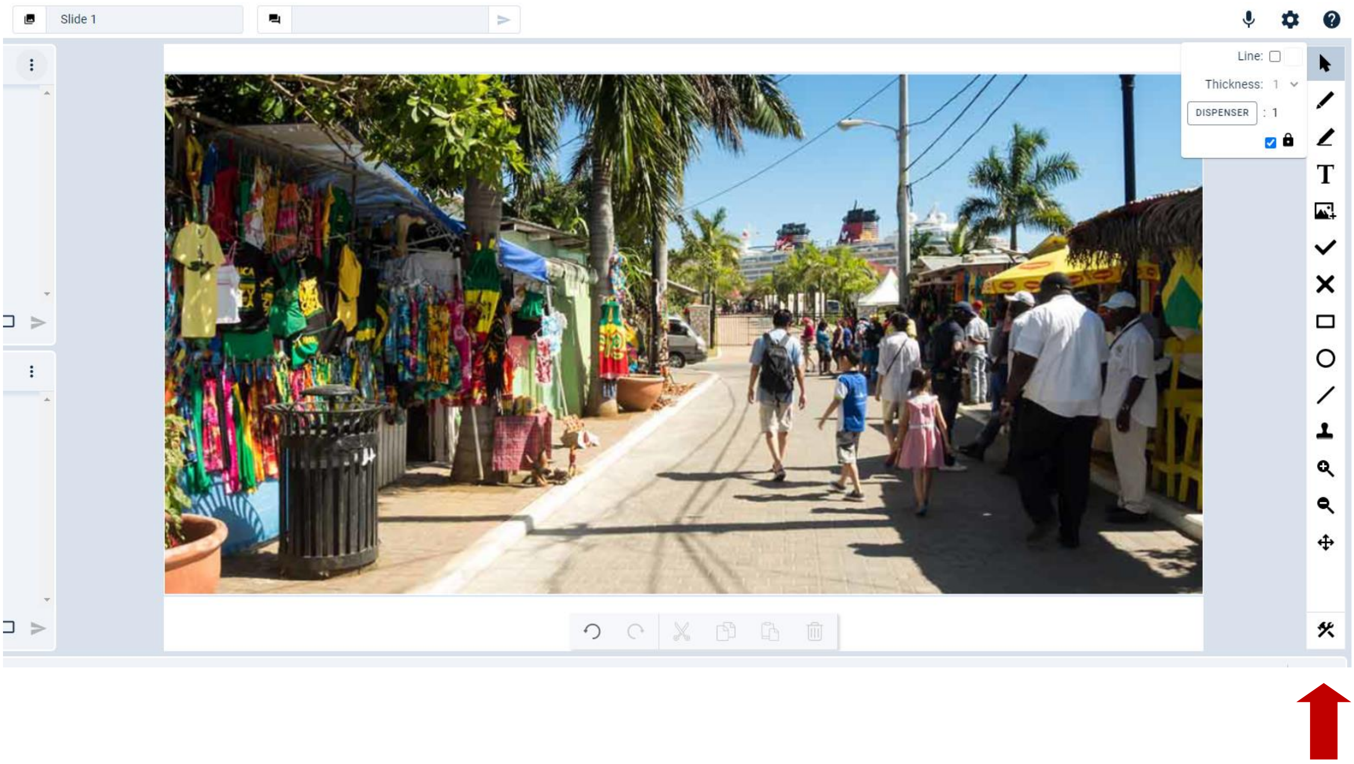
You have two options: First, you can "Show" the image as an overlay on top of the session room. This may be useful in the event of a respondent using a smaller monitor when trying to view a very text heavy slide - they may be able to see the slide in more detail this way, however it stops everyone from being able to use the rest of the platform e.g. the chat functions.

Alternatively, you can click 'Add to Whiteboard' to add your image directly to the slide.



You can now stretch your slide (image) across the whiteboard space and lock it into place by clicking on the padlock icon found in the popup box to the right of the whiteboard.

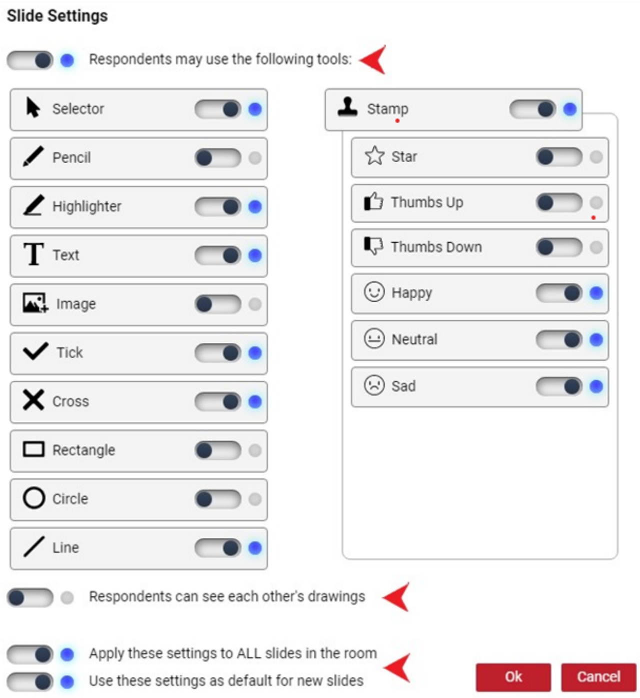
You will notice down the right-hand side of your screen there are several icons, each representing a different tool available for you to use to make annotations on the whiteboard. If you would like the respondents to also have access to these tools you can grant them access within the slide settings, represented by the Hammer & Spanner icon ( ) located on the right side beneath the rest of the tools.



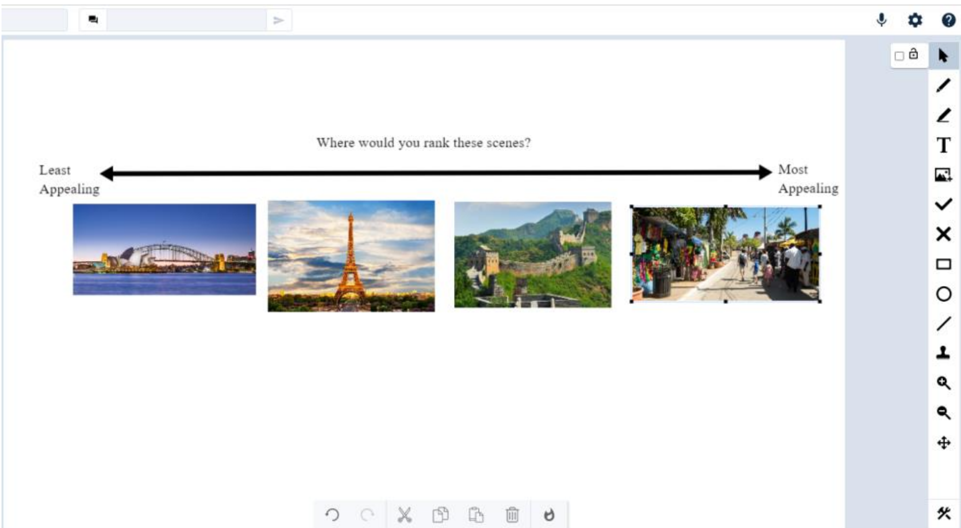
Within the slide settings you will find individual switches for each tool beneath a master switch at the top. To initially allow respondents to use tools, the top ‘master’ switch must be enabled. Then you can toggle access to individual tools so they can only use the ones you want them to use.
Once you have chosen which tools you would like them to have access to, ensure you click “OK” to save your changes.

Moderators will always see the annotations made on the whiteboard by all participants, whereas the respondents (by default) will only see the moderator’s and their own. Within the slide settings underneath the tool switches, you will find an additional switch which allows for the respondents to also see each other’s annotations on the whiteboard.

The slide settings are set per slide by default, however, the two final switches which can also be found in here allow you to copy the settings for your current slide across to all other slides in the room, or allows you to establish these settings as the default for any new slides created within the session.



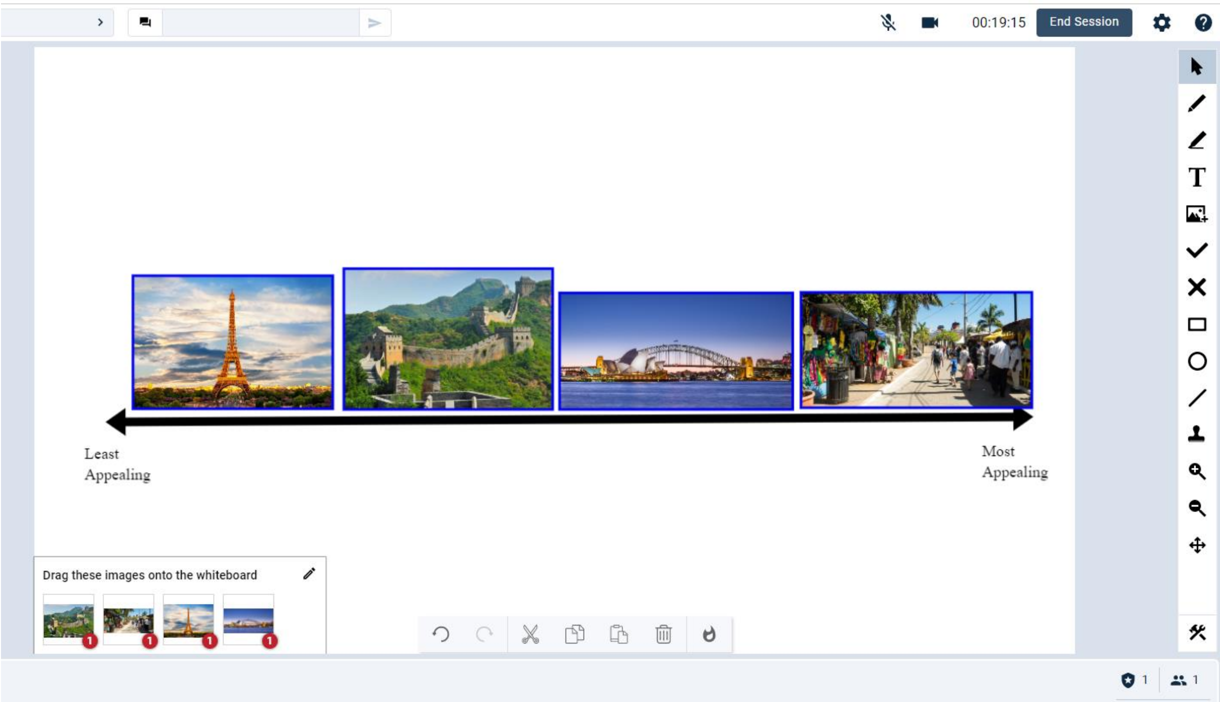
Returning to the whiteboard, one of the many tools you can use to create interactive content for your respondents is the line tool. Arrow heads can be added to either side of a line (select the line tool, choose '2' arrowheads, and draw your line on the whiteboard). When combined with the text tool, you can create a simple and easy ranking scale.



Moderators can then move pre-loaded images up and down on the scale depending on a group decision, however if you would prefer to have the respondents each move their own copy of the images to where they believe they should belong on the scale, this can also be done by using the "Dispenser" tool.

Images can be placed into the dispenser, thus giving each respondent their own copy that they can drag out and place onto the whiteboard space. To do this, choose the selector tool ( ), select the image on the whiteboard you want to add, and click the 'dispenser' button (DISPENSER : 1). You can change the number of copies the respondents have by changing the number beside it.

Each respondent's copy of an image will have an individually coloured border around it, which matches the colour next to their camera display. This will also be the colour of any other annotations they make on the whiteboard space, allowing the moderator to easily keep track of who is doing what.



Running a Heatmap

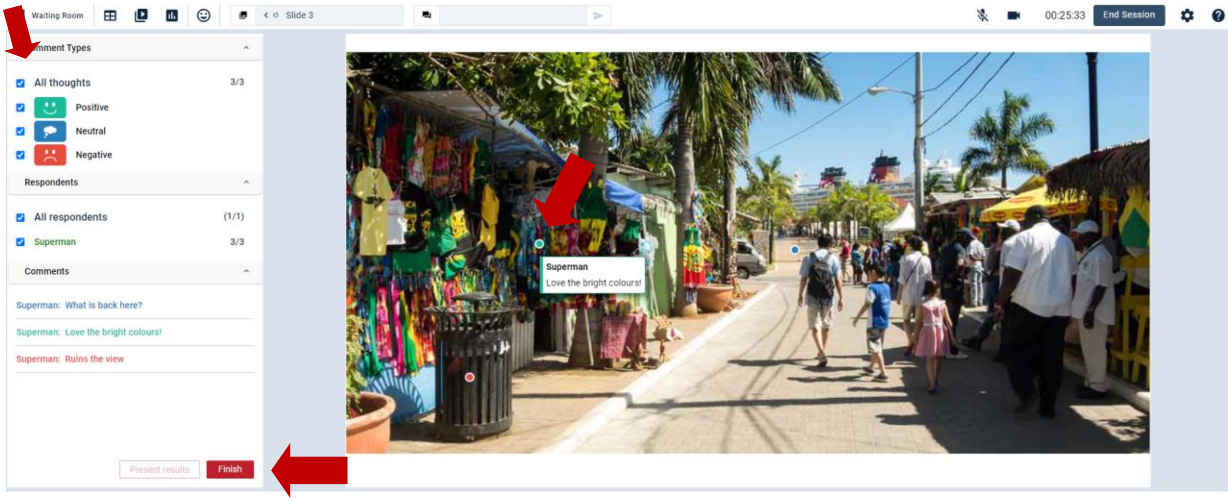
To begin running a heatmap you need to have first loaded the content you would like to be marked-up onto a slide with a whiteboard layout and have that slide currently selected. To start the heatmap, you can press the flame icon on the toolbar at the bottom of your whiteboard. Alternatively, go into your slide deck and hover over the slide you are on. A small 'flame' icon ()should show up – select this and the 'Heatmap Setup' will appear on the lefthand side of the screen. Press 'Start' when you are ready for the activity to begin. (Note – once a heatmap has been run, it cannot be rerun, so only select start when you are in session and ready for results to come in).

Moderators and observers will see a live feed of the pins (positive/neutral/negative) coming in with comments attached as the respondents place them. You can hover over a pin on the whiteboard to see who placed it and its accompanying comment.

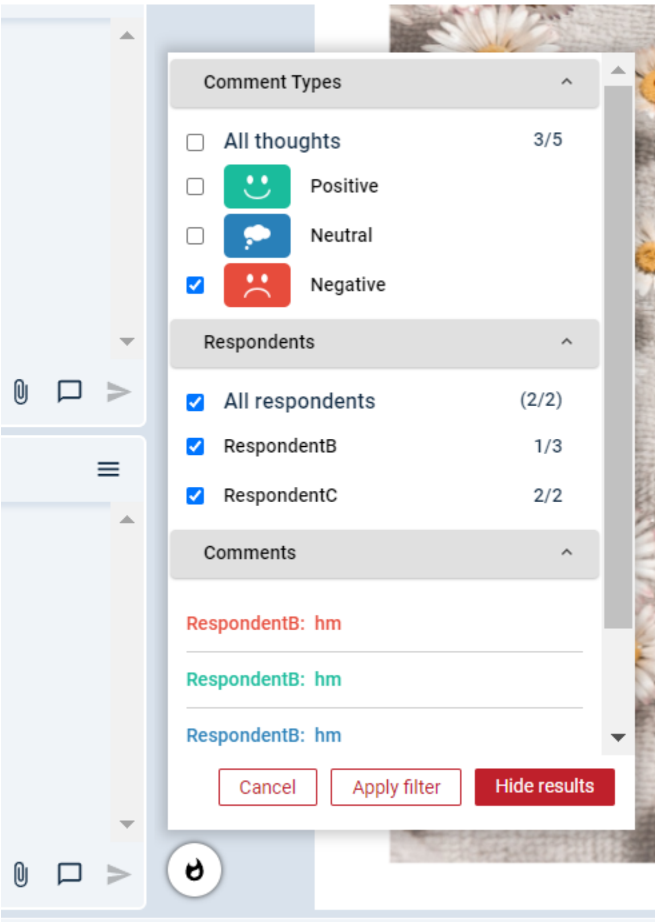
On the left of the screen, you can tick and untick pin types and individual respondents to filter the pins shown on the whiteboard, as you please. You will notice respondent names change from black to light green to signal that they have officially submitted their pins (they will need to click the submit button twice to do this).

Please note: Whilst a heatmap is open and running, participants cannot use the chat area. This means that you will need to give any instructions beforehand, and make it clear to respondents how many responses you expect, how much time they will have, to ensure you get all the information you will need.

Filter Results



Once all the respondents have submitted their pins, you can “Finish” and then “Close” the heatmap to end the activity and move on. You can also press “Present Results” if you wish to show everyone’s answers to the group, and then press “Close” when you would like to resume the conversation. When respondents hover over a pin, they will see the accompanying comment, but the respondent’s name will be presented as “anonymous”.



When you ‘Finish’ and ‘Close’ the heatmap, the pins will still have the visibility that you had when each button was pressed i.e. if you used filters to only show positive pins and then ‘Finish’ the heatmap, the respondents will only see the positive options if you ‘Present Results’; If you were showing results and then press ‘Close’ without pressing ‘Hide Results’ again, they will still be visible to respondents.

Whilst on a slide that has had a heatmap activity already run, press the ‘Flame’ icon in the bottom left-hand corner, next to the chat areas to bring up the visibility options.

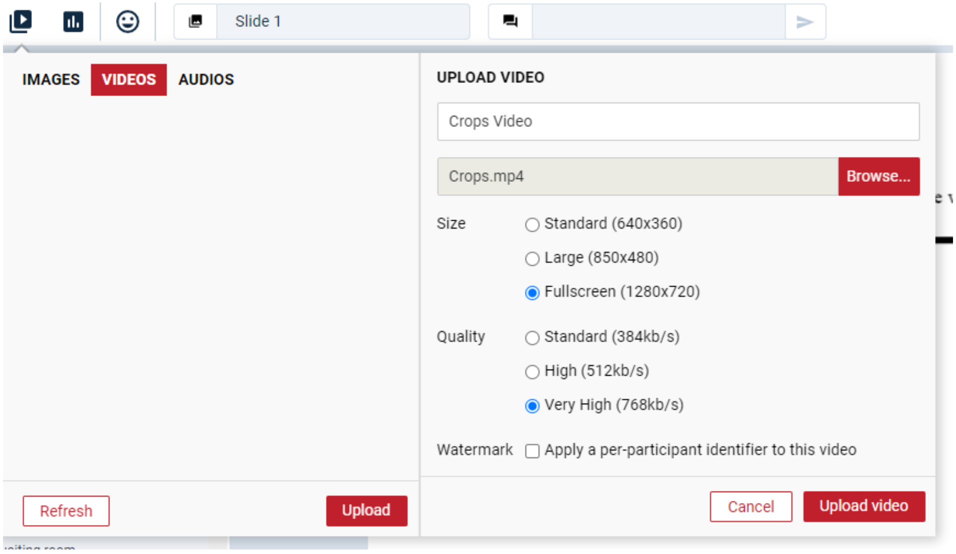
Here you can hide or show results, as well as change filters by clicking the check boxes next to the filters and pressing ‘Apply Filter’ to update the view for everyone.

Showing a Video

As well as showing still images via the slides, you may also plan to present the respondents with a video. To do this you should enter the “Media Library” and click on the “Video” tab. Clicking on upload will reveal your setup options; choose the video you would like to upload from your computer, title it and then choose the size and quality of which you wish to present it.

To avoid any concerns of the respondents pirating your video, you can add a watermark. The watermark will differ for each respondent so if the video is illicitly released you can trace it back to the specific person who did so.

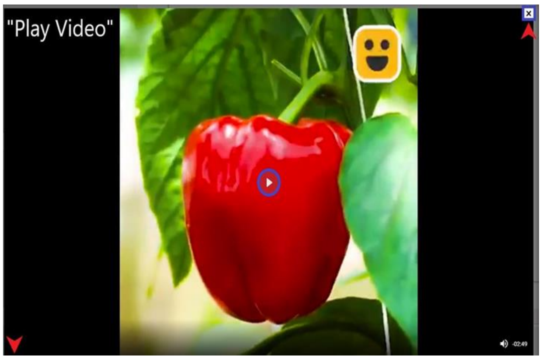
Click “Upload Video” to add it to the library.



Once uploaded, click on the video thumbnail. You can now choose to show your video as an overlay (over the rest of the room) by clicking on “Play Video” or you can instead occupy the whiteboard space by clicking on “Add to Whiteboard”.

Please note, a video will not be saved in place on a whiteboard, the process of showing a video must be done during the session, at the time you wish to play it.

Once the video preview appears on screen, you can simply click play to begin.



It is recommended that you allow the video to remain on screen for an extra few seconds after it has finished (as those with a slower connection may be slightly behind), before removing it.

If the video is being shown as an overlay, simply click on the cross in the top right corner of the video to remove it. If the video is occupying the whiteboard area, click on the “Hide Video” button under the bottom right corner of the video to remove it.

Creating and Running Polls

There are five types of poll that can be run on the VisionsLive platform. These are single-select, multi-select, agreement, text prompt, and ranking polls.

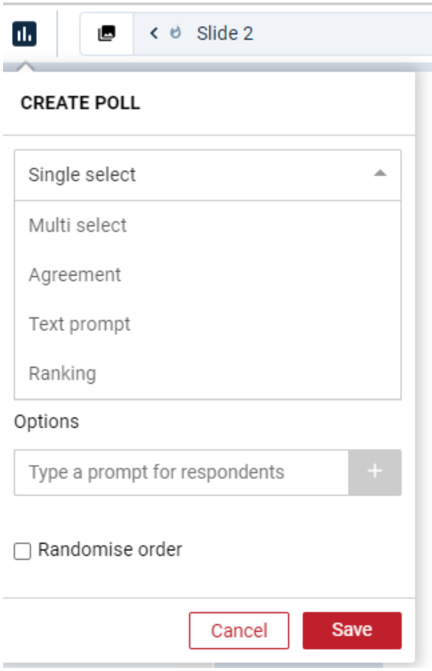
- The single and multi-select polls allow you to pose a question to the group – with several options provided, respondents can select one or multiple options to answer the poll, dependent on which of the two types had been selected.
- The agreement poll allows you to present the respondents with several statements, each will be given a 5-point scale with the word “Agree” at one end and “Disagree” at the other.
- The text prompt poll lets you ask the respondents a question for which they are provided with a simple text box to type their response to.
- The ranking polls let you give respondents multiple options and asks them to rank them in an order of your choosing.

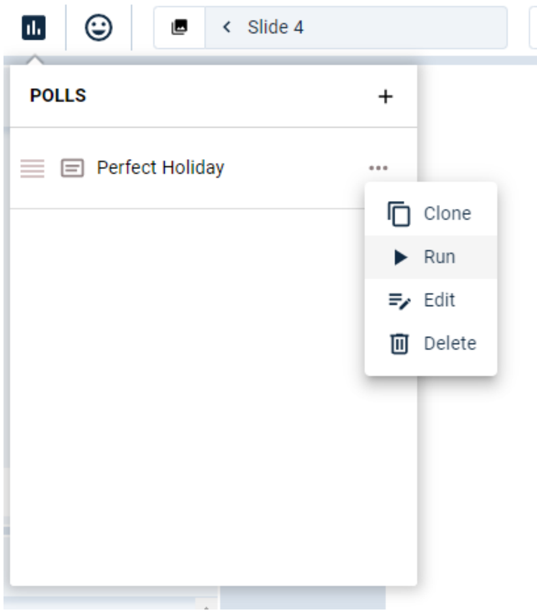
Moderators and observers will be able to see the answers live as they are submitted. Respondents will only be able to see others answers if you choose to present the results once they have all completed answering. As with heatmaps, if the answers are presented, the respondents will see the word “anonymous” in replace of their names.

To begin creating a poll, click on the “Polls” tab located to the right of the media library (the icon is a bar chart). Then click on the + sign in the top right corner of the pop-up. Within the drop-down menu which appears, choose which of the five types of poll you would like to create before entering your private poll title (‘Private Name’) followed by the question you would like the respondents to see (‘Prompt for Respondents’).

For most polls (all except ‘Text Response’), you will then have the option to add potential options for your respondents. Type a potential answer in the text box, and click the green ‘plus’ button to save it as an option. You are then given the additional choice to randomise the order the options are presented in for the respondents.

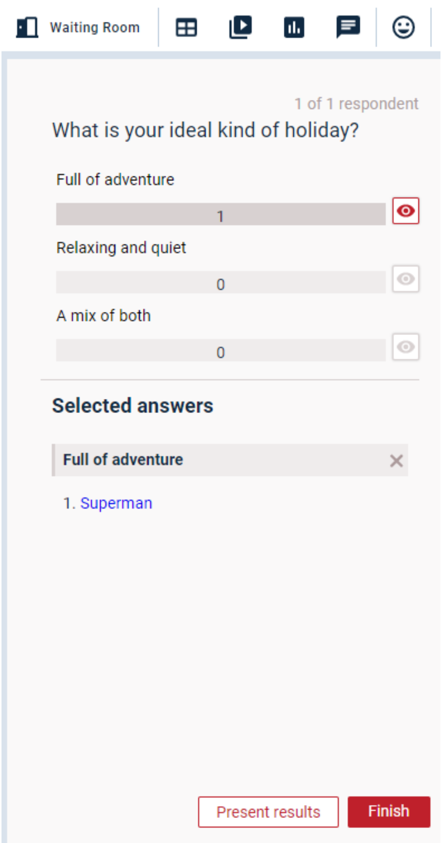
When done, click “Save”.

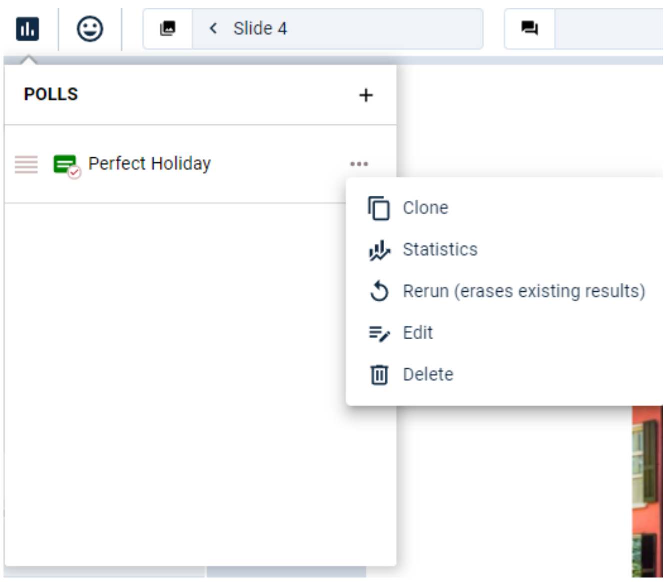




You should now see your first poll listed when back on the poll list – click on the ellipsis to the right of it to present you with your poll options. These include deleting, editing, cloning, and running the poll.

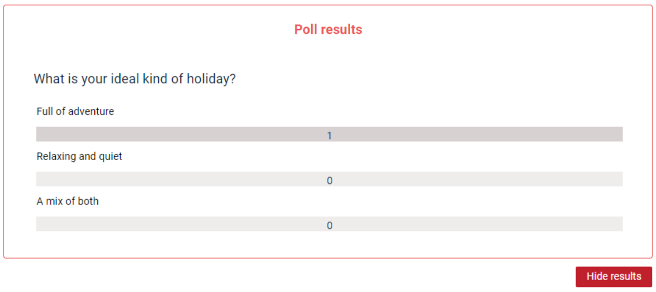
If you want to use the same poll multiple times e.g., you want the respondents to give a rating for several different concepts, you will need to clone the poll once for each concept, before it has been run. Once a poll has ran, you do have the option to rerun it, but this will erase any existing data previously recorded.





When the poll is running, you will see a live feed of the answers as they are submitted. Clicking on the eye icon corresponding to any specific option will reveal exactly who chose it. If you are running a text prompt poll, you will instead see the respondent’s name above their answer. In the top right of the poll results area, you will find a count of how many of the respondents have submitted their answer.

When you are ready to move on, you can click on “Finish” to remove the poll from the screen. Alternatively, you can select “Present Results” to reveal the final outcomes to the respondents. In this case, the results would occupy the whiteboard area (similarly to when a video is added to a whiteboard). To remove the results when done, simply click on “Hide Results” under the bottom right corner of the presented data.



If you wish to finish the poll and instead present the results later, return to the “Polls” tab when you are ready and you can click on the ellipsis for the specified poll, open “Statistics” and then “Present Results” from there.

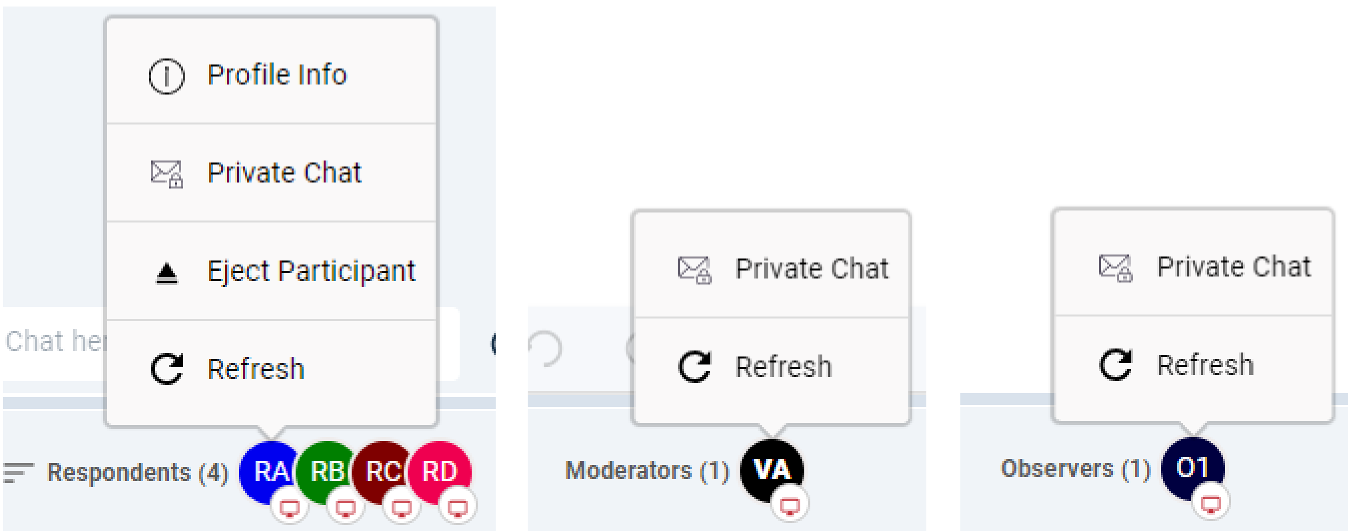
Participant Icon Tools

You can see all participants who have joined a session by looking at the grey bar at the bottom of the page. Every participant who joins has an icon with their initials or the first letter of their pseudonym.

Clicking on a respondent’s icon will bring up 4 options:

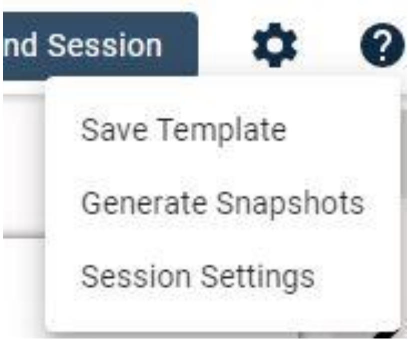
- **Profile Info –** When clicked, it produces a pop-up consisting of the profile information of the respondent when they were loaded onto the platform with.
- **Private Chat –** Opens a 1-to-1 text chat with the individual.
- **Eject Respondent –** If you wish to remove a respondent, pressing this sends them back to the waiting room.
- **Refresh –** Refreshes the individuals link, like an on/off switch, efficient at fixing minor tech issues.

Moderators and Observers can be refreshed or have private chats set up also, by clicking on their icon.



Options

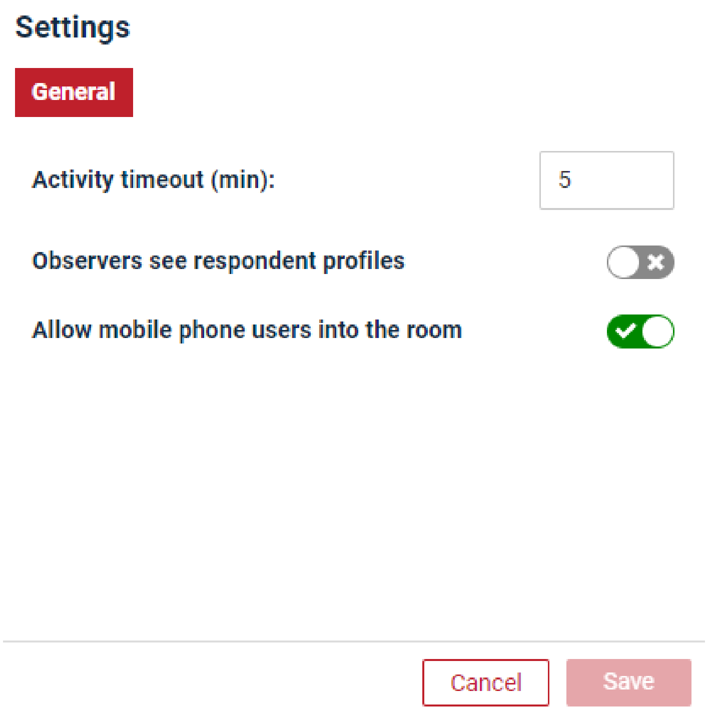
The options tab is the cog icon right side of the toolbar at the top of the session room. Clicking on this will open a menu containing three options; Save Template, Generate Snapshots, and Session Settings.



The “Save Template” feature allows you to save a copy of all the content uploaded into this session. This can then be added to any other sessions within the same project, so that you don’t have to start from scratch each time.

To do this, click on “Save Template” and then within the pop-up which appears on screen, type in your template name, add a description and click “Save”. When creating your next group, you can now use the “Template” feature (*referred to on page 5*) to add your saved template.

“Generate Snapshots” allows you to save a slide after the session is complete, for example if you have had interactive activities and want to move some text/images around for clarity.



The “Session Settings” offers extra options. The first of these is the ‘activity timeout’ box. This gives you the chance the choose a timer length (in minutes).that will notify you if respondents don’t post any activity within your desired timeframe. This can be used to help keep track and ensure all respondents are taking part. You will be notified by a red ring that will appear around the respondent’s participant Icon e.g.:

Note: Activity in this case only refers to text responses in the chat areas, not other activities (e.g. polls, heatmaps)

There are also two switches within this section – the first of these will enable observers to view respondent profile information via the same route as a moderator (*see "participant icon tools").* The second, if turned on, enables mobile phone access for participants to join the session.

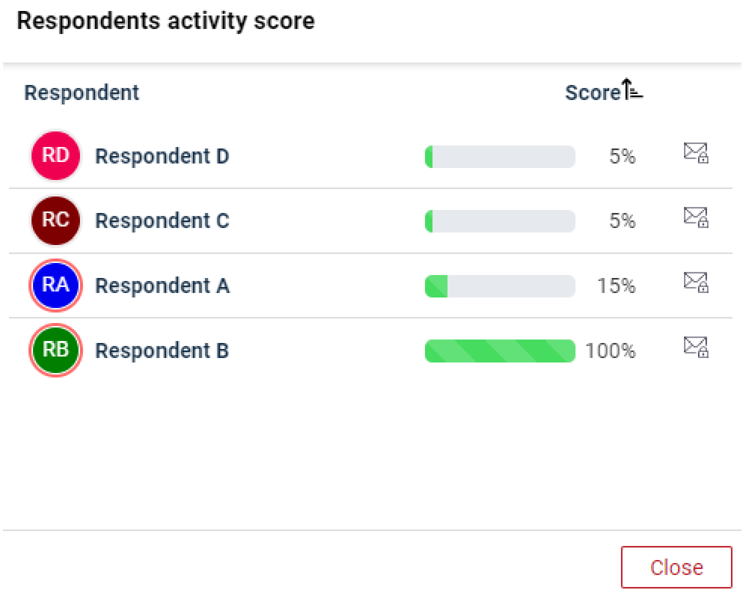
Respondents Activity Score

By clicking on the horizontal lines to the left of the respondent icons (seen on the red ring diagram above in "*Options*"), you can get a quick view of the comparative activity scores of the respondents.

This tab calculates which respondent has contributed the most and gives them a score of 100%. The other respondents are then given a percentage score in comparison to the first respondent.

These scores are calculated by considering the number of messages, and message length. For example, a person that posts five messages in the chat box, of one word each, may have a lower percentage than someone who only posts one message, but that is 100 words long.

This can be used to help inform you of any respondents that are not contributing as much as others.

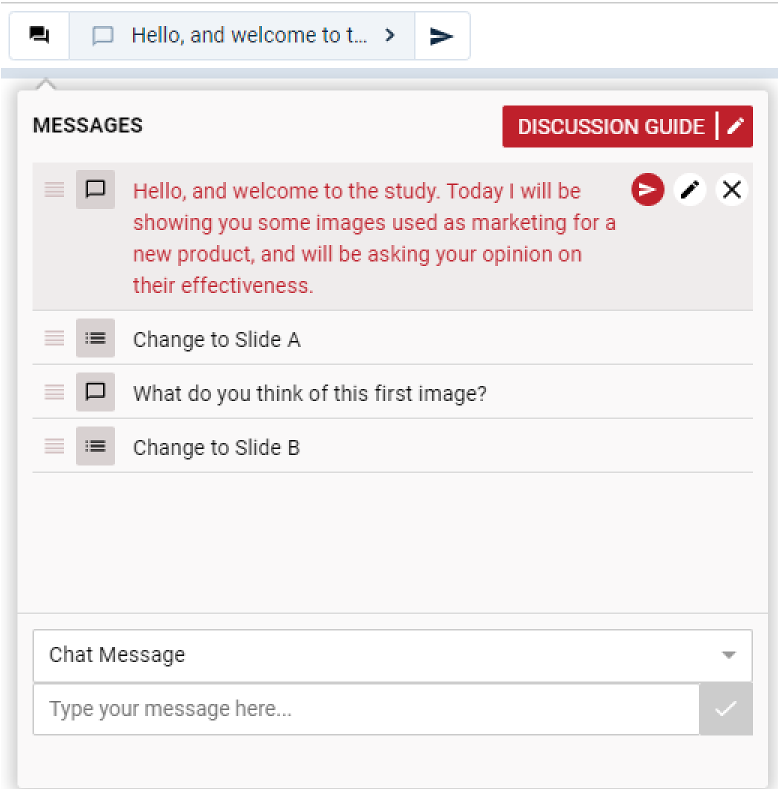


Discussion Guide

On the top tool bar, you can find the "Discussion Guide" feature, which can be opened by clicking on the speech bubbles icon. This feature allows you to preload your own discussion guides into the platform, and offers two types of message input: 'Chat Messages' and 'Moderator Instructions'.

Chat Messages: Pre-written messages that can be added to a queue and sent directly to the Respondent chat when clicked through. These allow moderators to save time by being able to send pre-loaded messages like welcomes, planned questions, and task instructions.

Moderator Instructions: Pre-loaded instructions that can be added to a queue, to prompt moderators to do things at certain points of the discussion. These can be clicked through the queue similarly to Chat Messages, but do not get sent to any chat areas when pressed – they are for moderators to read in the discussion guide area only.



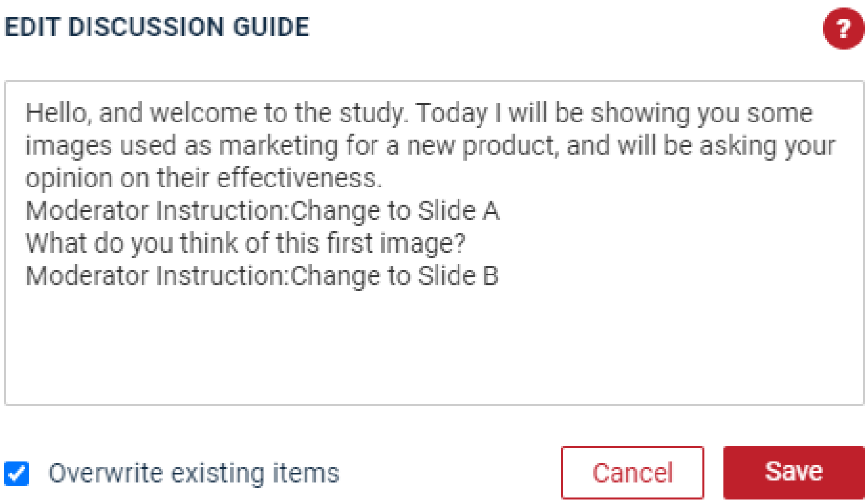
There are two ways to load messages into the Discussion Guide. At the bottom of the Discussion Guide pop-out, there is a drop down that has the options of 'Chat Message' and 'Moderator Instruction' when clicked on, depending on your needs. You can then type the intended message in the text box below it, and press the tick, which adds it to the queue, one at a time.

Alternatively, you can press the red 'Discussion Guide' button on the top-right, which opens a further pop-up. Here, you can copy and paste a longer discussion guide which can add multiple messages to the queue at once.

When pasted, regular sentences will be added as Chat Messages, and line breaks should be used to split it into multiple messages.

Moderator Instructions should have the prefix 'Moderator Instruction:' added before the instruction when pasted, to ensure the message is in the queue but isn't sent to the chat area.

When this is done, press save, and it will be added to the messages queue.



Once you have messages in your Discussion Guide queue, you can press the arrow ( ) icon on the top toolbar to send the next message in the queue. If this is a Chat Message, it will send directly to the Respondent chat area, and the preview will show the next message. If it's a Moderator Instruction, the preview will move on to the next message.

Alternatively, when you open the Discussion Guide pop-out, you can hover over a message and click the red arrow icon, which can be used to send the message whenever you'd like, instead of in a specific order.

With this guide open, you can see which messages have been sent already as they will have a tick next to them. If a message is too long to read on one line, you can double click on it to open the full message.

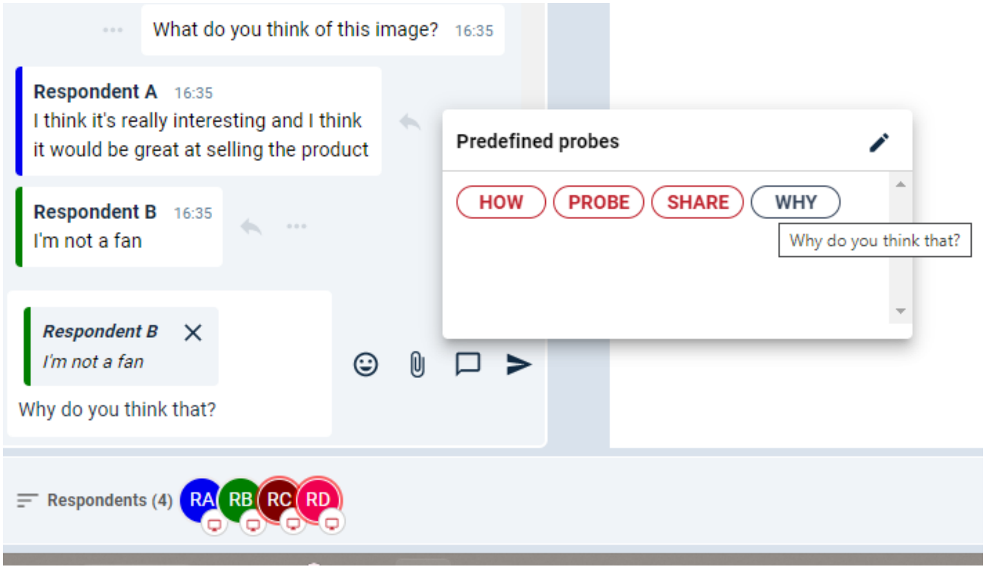
When hovering over a message in the queue, you can click the pencil icon to edit that specific message, or the 'X' to delete it. You can click and drag the horizontal lines on the left of a message to move it around in the queue.

Predefined Probes

Predefined probes allow you to store common phrases within the platform, that can be quickly accessed during chat conversations.

Like the discussion guide feature, these probes can be added to the platform ahead of time. They can be accessed within the chat areas, and when pressed, will quickly add your chosen phrases to the text box. This will allow you to save time typing you may write a lot, such as follow up questions and activity instructions.

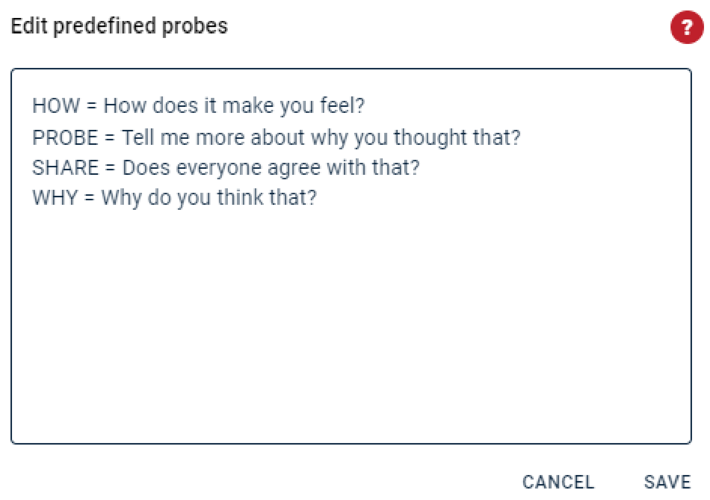
Probes are unique to each moderator i.e. if you have more than one moderator in a project, they can all have their own individual probe bank with different probes to each other.



To access probes, click on the speech bubble icon in the chat area. This will open a pop up called 'Predefined Probes'. At this point, you can click on any probes that are in the bank already.

Probes can be hovered over to see what the full message would be, and when a probe is clicked on, the full message is automatically added to the text box of the chat area you are in.

If you would like to add new probes, or edit pre-existing ones, click the pencil icon on the top right of the predefined probes pop-out (see screenshot above).



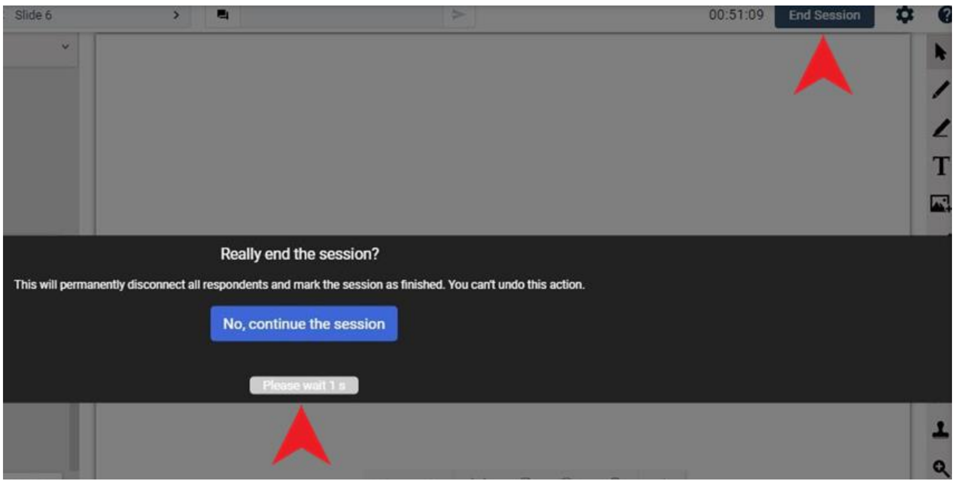
This will then give you a text box to write in that will create your probes. To create a new probe, you need to add a line of text that includes the probe's label, an equals sign '=', and what it represents.

E.g: Why = Why do you think that?

This will then give you a probe like the one in the initial screenshot above, where 'Why' is the label, and 'Why do you think that?' is the message that will be added to the chat area.

Ending the Session

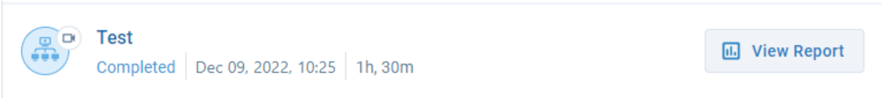
To end the session, click on the "End Session" button in the top right corner, next to the timer.



This should present you with a pop-up question, asking if you are sure you want to end the session. The "Yes" option has a 5 second count down before you can press it, to ensure you do not click to end the session by mistake. Click to end the session. You can now close your browser.

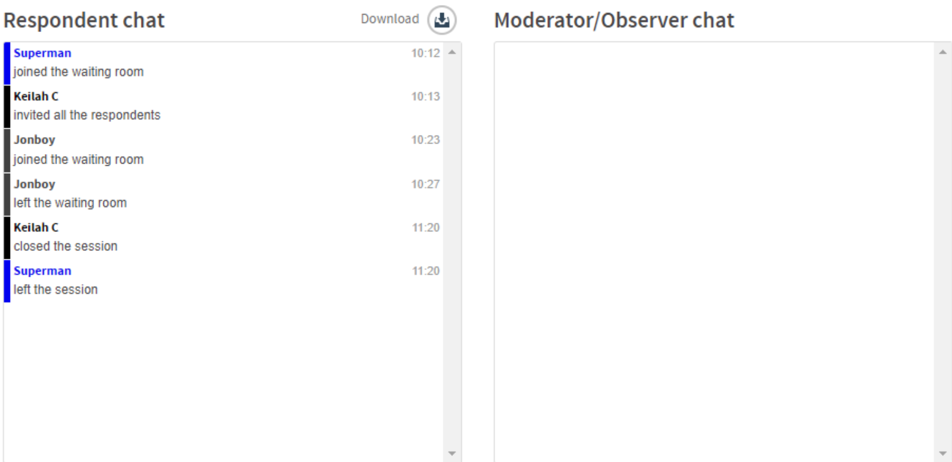
Reports

Once your session has ended you will then have access to your Session Reports page. You can find this by going into your Project dashboard and clicking the “View reports” button that will appear when the session is completed.



Participation/Chat

The first tab on the reports page is the “participation/chat” tab. In this tab you will be able to see any communication from the chat boxes throughout your session. The respondent chat will be shown on the left and the observer chat on the right. You can download the contents of the chat by clicking the download icon at the top right of the respondent chat.



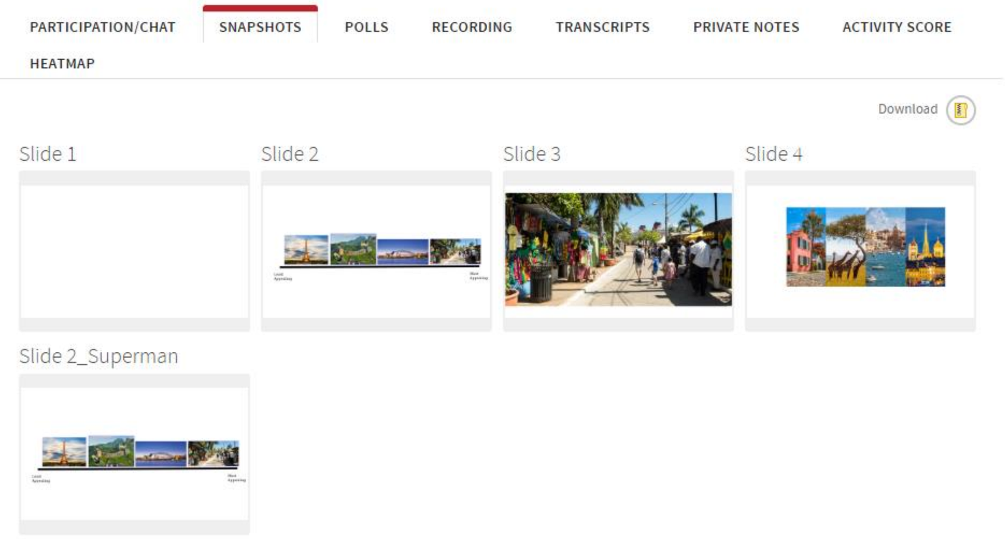
Below this you will find a grid with the names of all the session’s participants. This grid shows you which participants joined the session and when, their role in the session and whether they participated in any activities or chat boxes by showing a tick or a cross in the last column.

Participants

Name	Pseudonym	Email	Device	Role	Arrival time	Participated
Keilah Chambers-Turner		keilah@visionslive.com	Desktop	Moderator	05 Jan, 10:12	✓
VisionsLive Admin		demos@visionslive.com	Undefined	Moderator	✗	✗
Bob B	Superman	bob@vvltest.com	Desktop	Respondent	05 Jan, 10:12	✓
John Smith	Jonboy	john.smith@vvltest.com	Desktop	Respondent	05 Jan, 10:23	✗
Joanna Smith	Jojo21	joanna.smith@vvltest.com	Undefined	Respondent	✗	✗

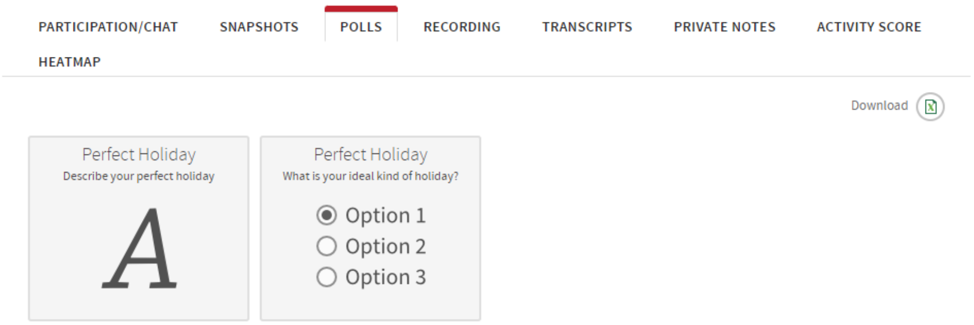
Snapshots

The snapshots tab is where you will find all the slides from the session. Slides will have the name that slide was given in session, in a combined view of what it looked like in session (including all respondent annotations). Any slides that where annotated by respondents will also have an additional slide created, with the slide name plus the name of the respondent as seen below (e.g. “Slide2_Superman”). You can save all the slides into a zip folder by clicking the download icon in the top right corner.

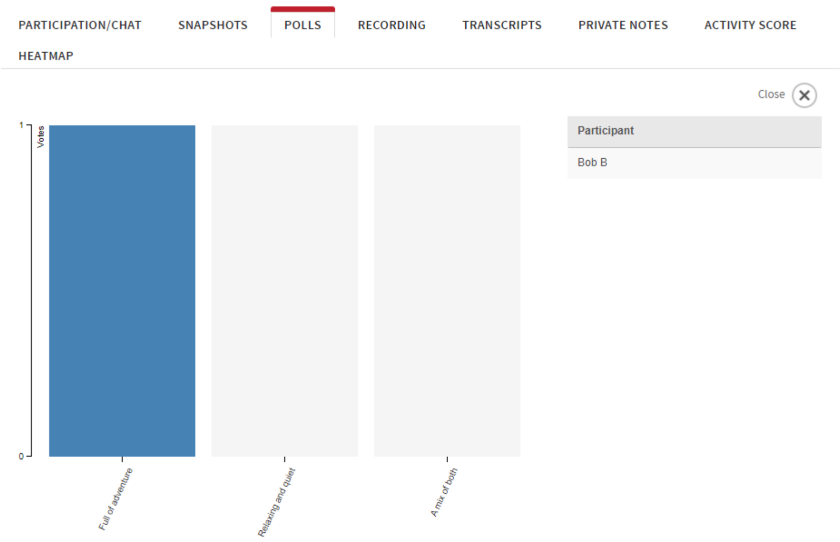


Polls

Any polls run during the session will be found under the polls tab. All polls will be listed with their poll name, the question asked and an image to show the poll type. You can choose to download your polls into an excel spreadsheet from here by clicking download in the top right corner, or you can click the icons to see the results within the platform.

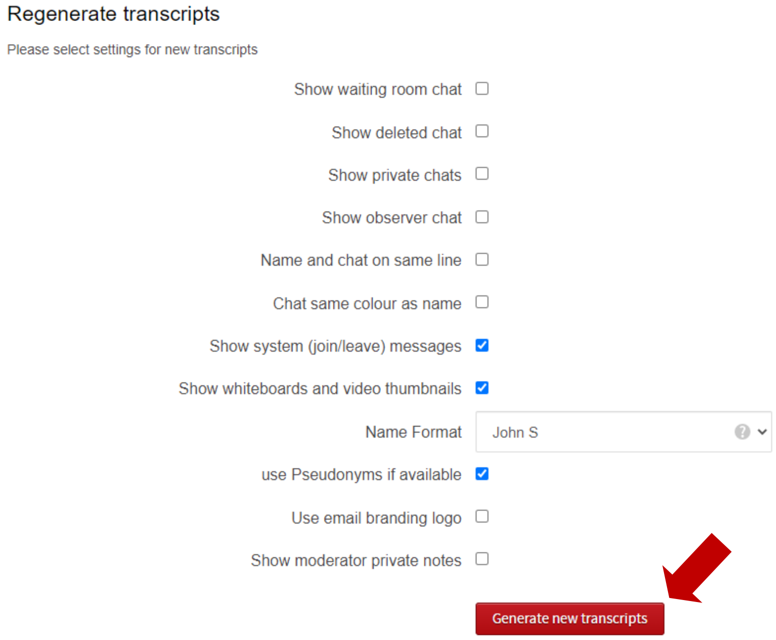


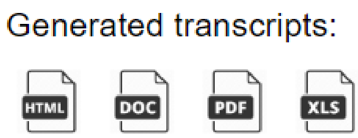
Clicking on one of the polls will show the results of that poll in graph form with the names of the participants that took part down the right-hand side and/or when you hover over the poll elements. To go back to the previous page, click the 'close' button in the right-hand corner.



Transcripts

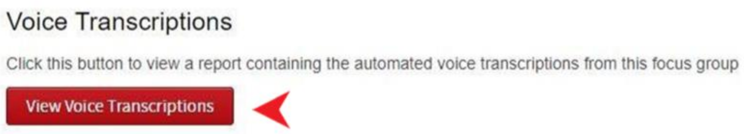
Here you can generate transcripts from the in-session chat boxes. You can choose which chat boxes you would like transcripts for and whether you would like them anonymised. Once you have chosen your settings you can click the "Generate Transcripts" Button.





After you have chosen your options and your customised transcripts have been generated, you can download it from the generated transcripts at the top, choosing from the formats listed.

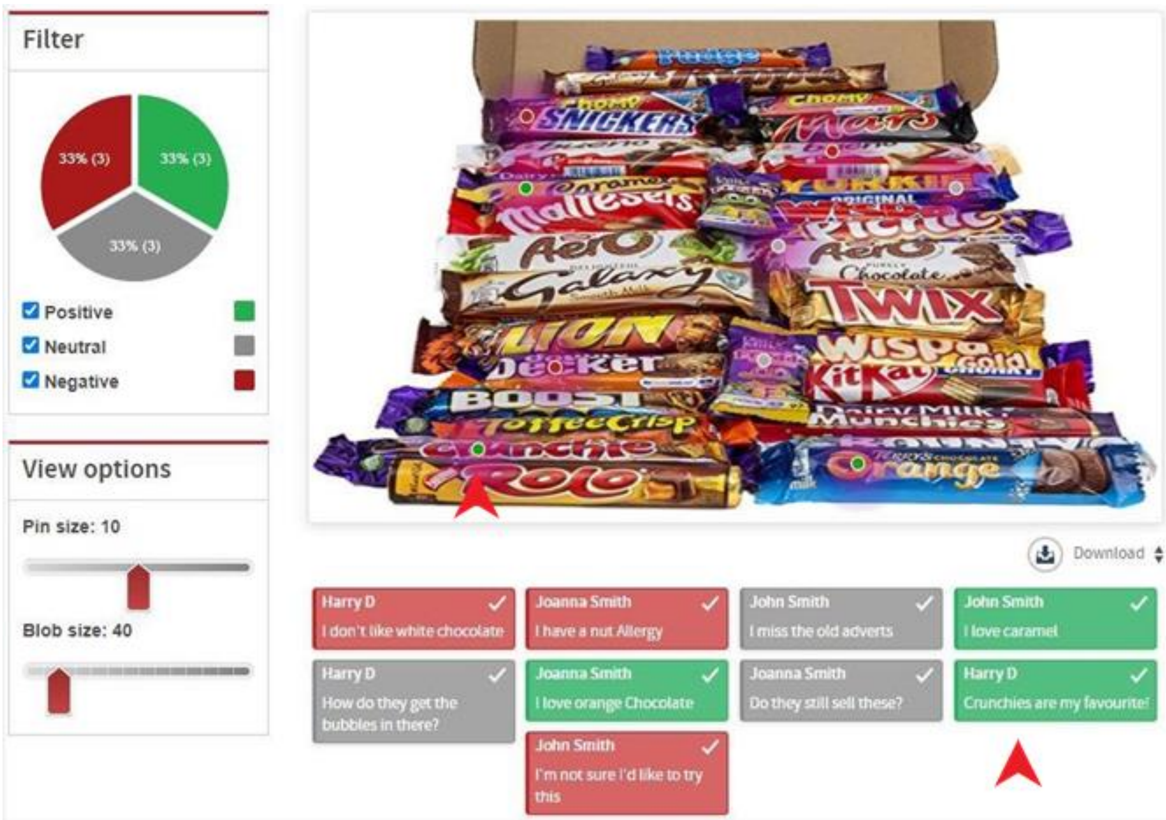
If you enable real time transcriptions for your session. There will be a "Voice Transcriptions" section on the transcripts page. From here you can click "View Voice Transcriptions" this will take you to the full automated transcript, complete with which participant spoke, what time and what they said.



Heatmaps

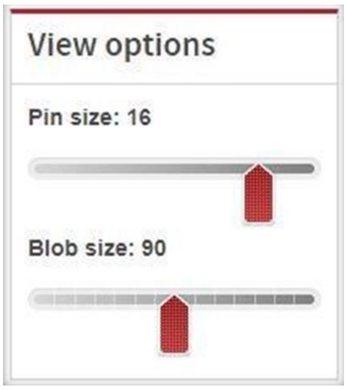
Any heatmaps run in your session will be listed under the name of the slide they were run on. To view the results of a heatmap, click on the hyperlink in the reports column of the heatmap you would like to view.

This hyperlink will take you to the results for that specific heatmap. This will show you the heatmap image, complete with any pins that were added by you respondents, with any comments that were made underneath. The pins and comments are colour coded according to the type of pin they were written for: green = positive, grey = neutral, red = negative.



Down the left-hand side of your heatmap report you will find a filter. This filter lets you decide which pins you would like to be displayed on your heatmap image. For example, unticking neutral and negative will enable you to view only positive pins on your image.

Below the filters you have your “View Options”. This lets you increase and decrease the size of your pins and the “blob” by moving the sliders, to make them easier to view. The blob is the purple glow that emanates from each pin on the heatmap image.



You can download your heatmaps by clicking the download button. The heatmap downloads in the form of your image with flat plot points, and an excel spreadsheet with pin coordinates, so the VisionsLive project team suggest that you view the heatmaps from the platform instead.