Content-loading and Running a Live Session

Prepared for:

First time users of VisionsLive Online Focus Groups and Interviews

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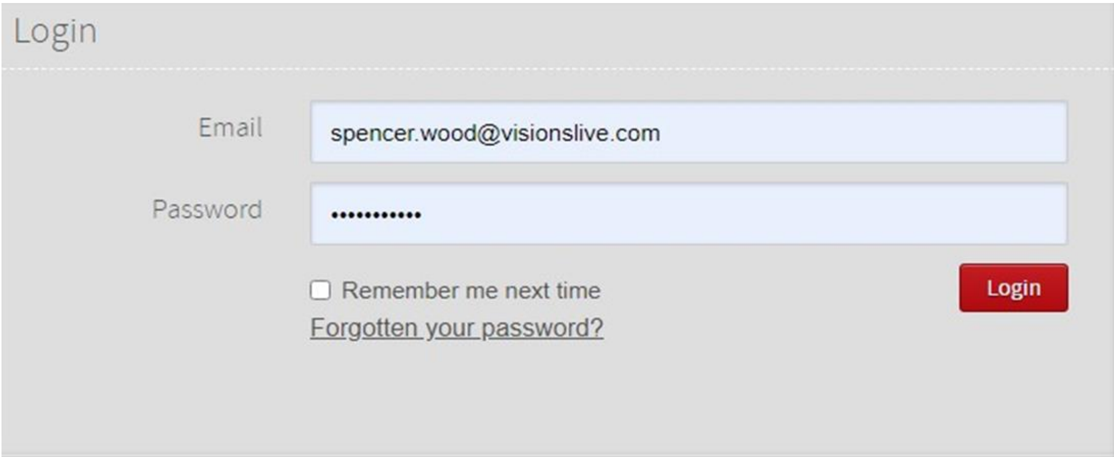
Creating your First Online Focus Group or Interview

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

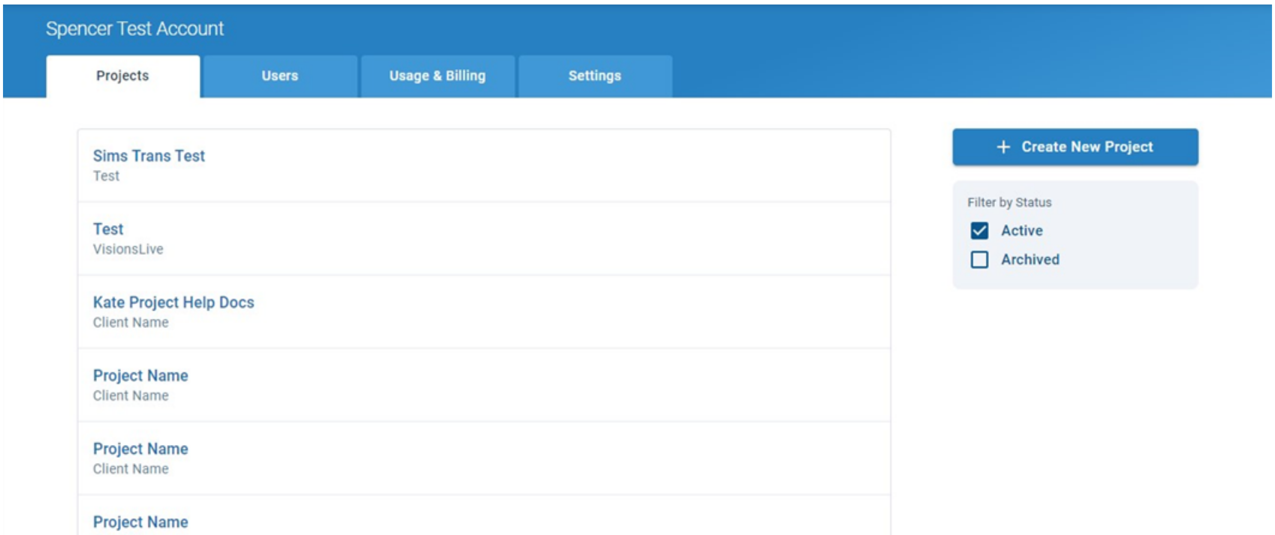
- The loading and preparation of stimulus, using all our interactive tools.
- How to make the most of the video and audio capabilities.
- How to save a template of your session room, to then copy across to other sessions within the same project.

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.

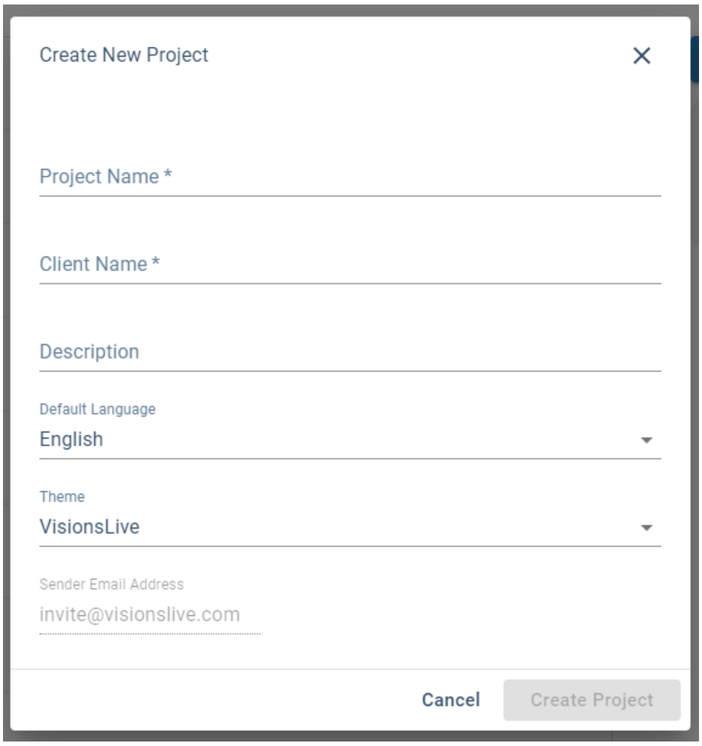


Once logged in, you will be taken to your company's project dashboard. Here you will see a list of your projects, with the newest at the top and the oldest at the bottom. To create a new project, click on the "New Project" button in the top right of the screen.



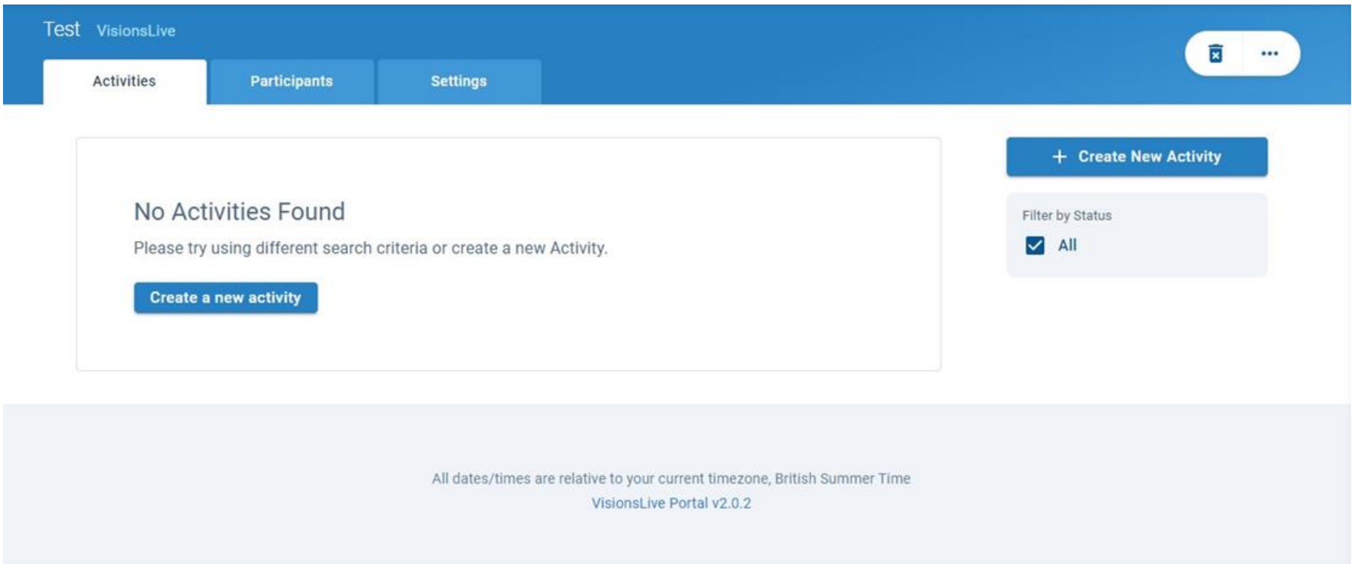
From here, enter your “Project Name” and “Client Name”. A description is not mandatory, and the language can be set at session-level if necessary, so does not need to be changed at this stage.

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 **"Video-chat"** option under **"Focus Group"** or **"In-Depth Interview"**. 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.

- **Template –** 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 "Template" 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.

- **Spoken Language** – This is the language that will be spoken during the focus group and detected by the voice transcription service.

- **Voice Transcription Language** – The languages available to translate the voice transcriptions into. English and the spoken language will always be included.

- **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.

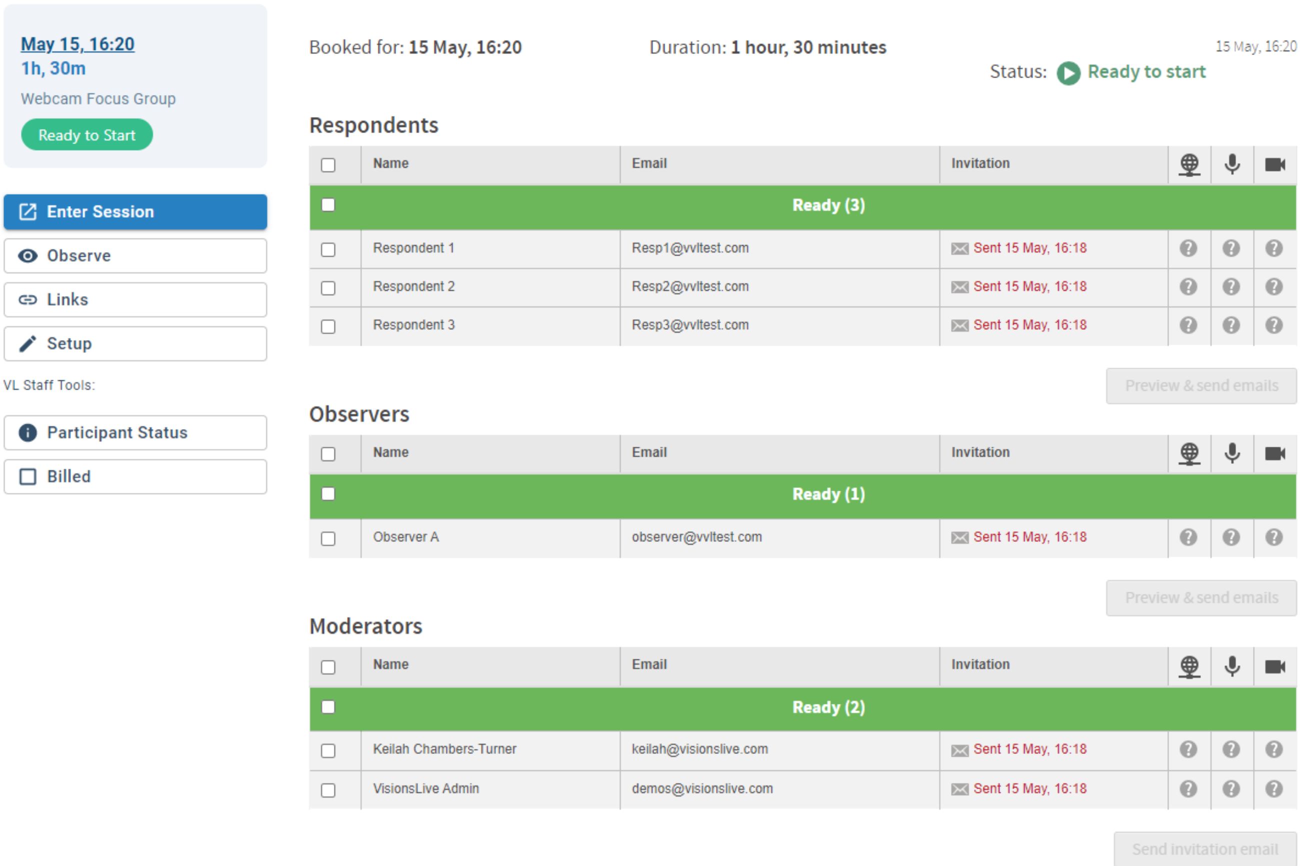
- **Adding Moderators** – This will show a list of all moderators added to your company account. To add a new moderator, they must first be added to your company account as a user.

- **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.
The {SystemCheckLink} gives respondent’s the chance to initiate a quick 1-2 minute system check, where our server checks their internet connection is strong enough, they are using a suitable device and OS and that their camera and microphone are set up and working correctly.

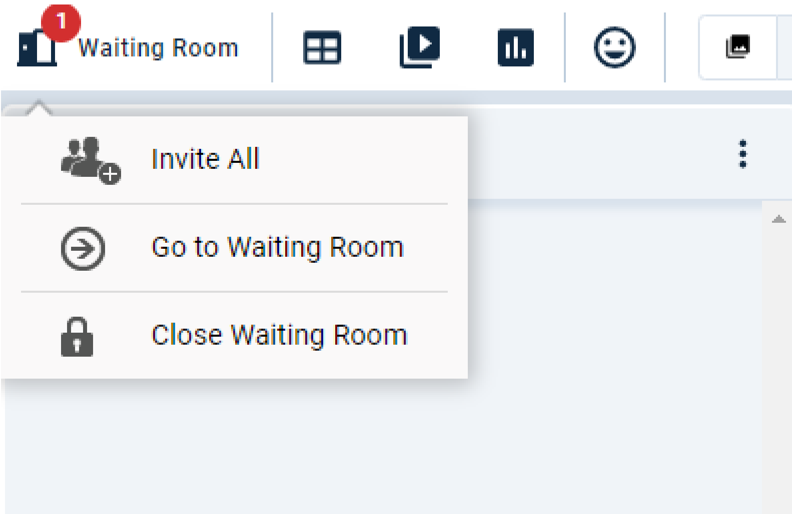
Entering the Session Room

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.

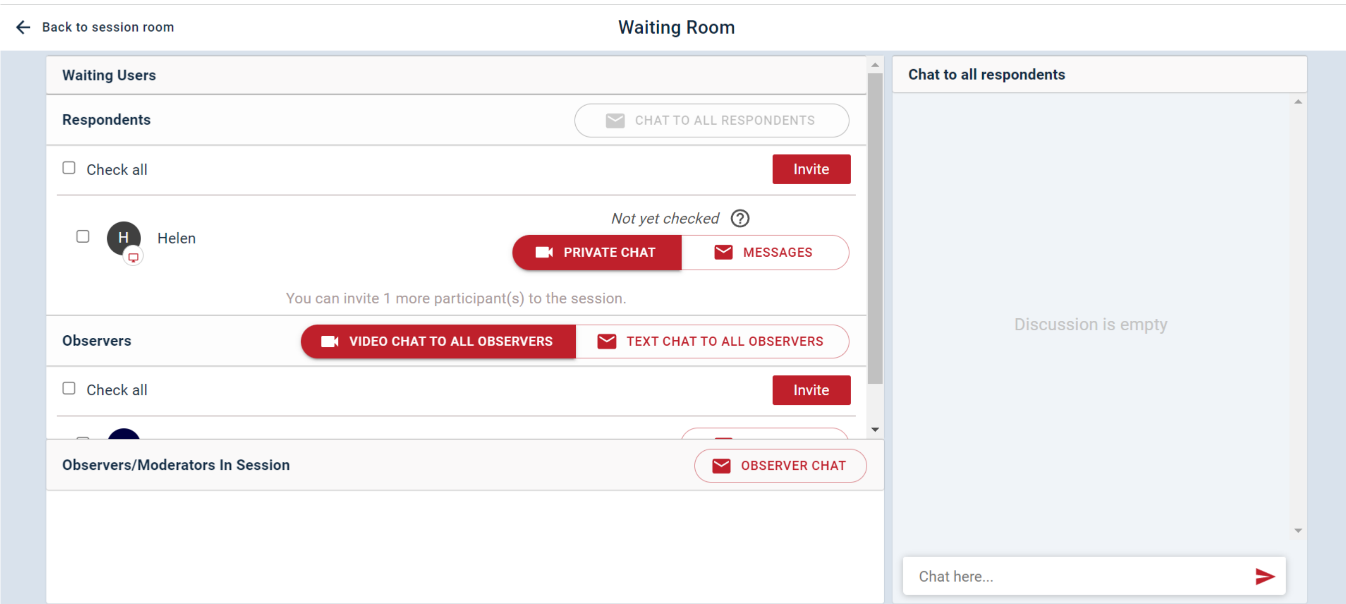


The Waiting Room

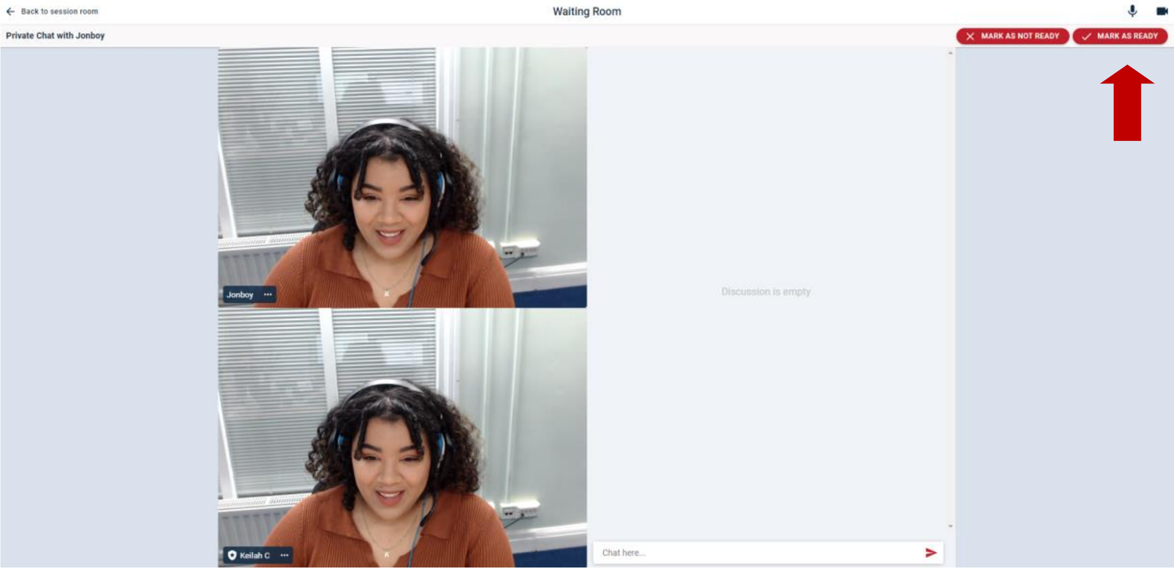
When a respondent clicks on their link to join the session, they will first enter the Waiting Room. As the moderator, you can enter the Waiting Room by clicking on the “Waiting Room” button in the top left corner of the actual session room and then clicking “Go To Waiting Room”. A red notification will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



Clicking on the “Private Chat” feature for a specific respondent will open up a 1-to-1 video chat room for you both - the purpose of this is to conduct a quick tech check with the respondent so you can make sure you can both hear and see each other prior to the group beginning. Upon completion of the check, in the top right corner you should mark this respondent as “Ready” or “Not Ready” to return to the waiting room.

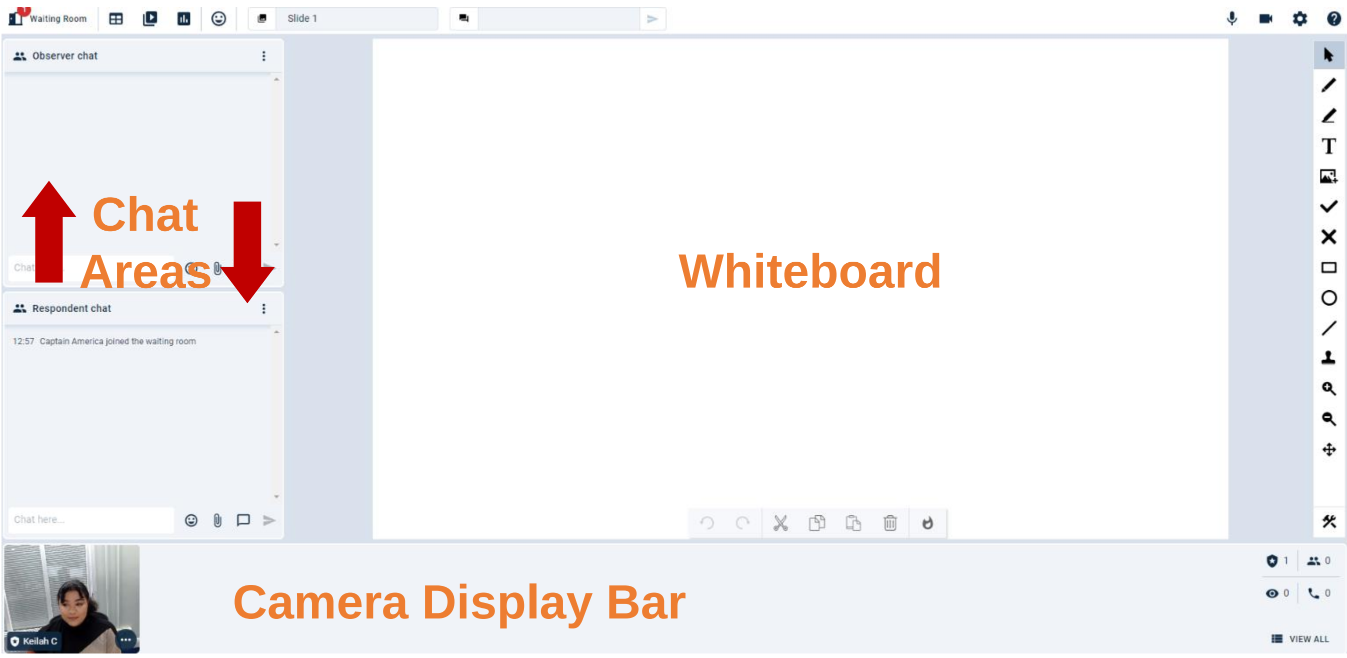


Finally, click the checkbox next to the names of the respondents you would like to invite in and then press “Invite”, or head back to the session room, click on the “Waiting Room” button and then hit “Invite All”.

At this point you will notice the timer in the top right corner of the session room begin ticking. You are now being charged for your session, and the recording will automatically begin.

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.

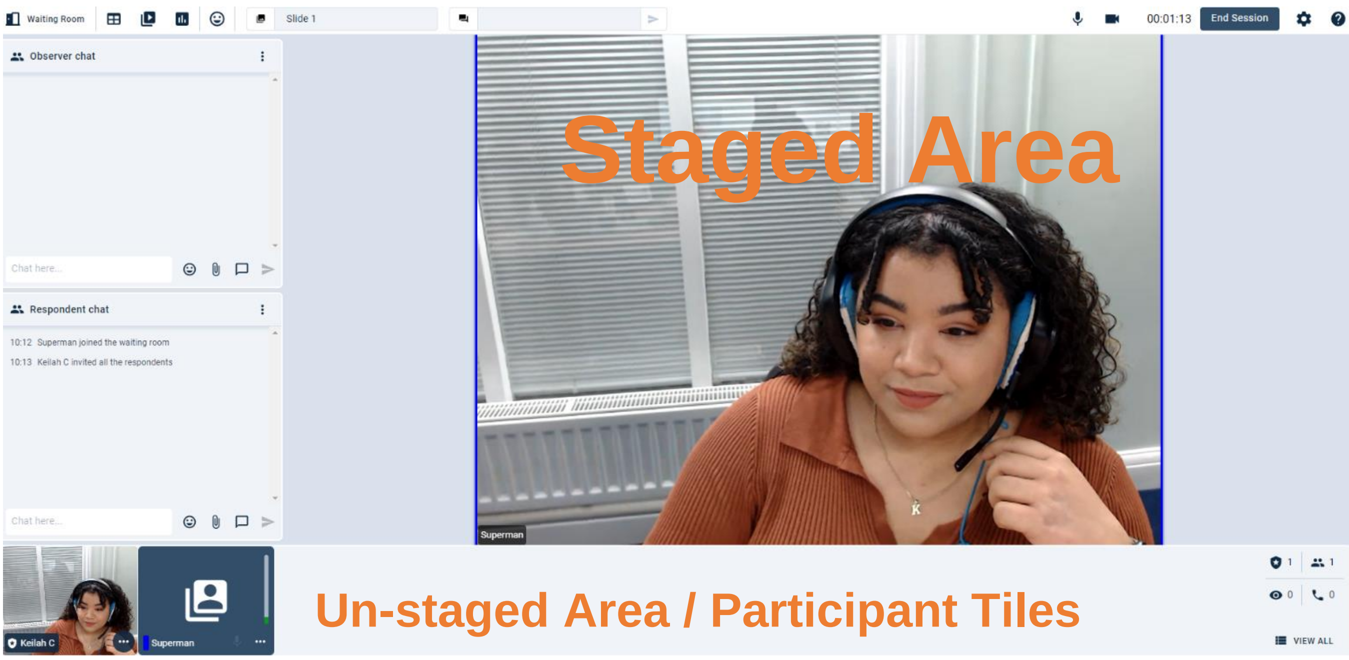
Respondents cannot see the Observer Chat, so instead their view consists of an extended Respondent Chat.

There are 6 layouts to choose from and in each layout the camera display bar will be present along the bottom or side of the screen, allowing all participants webcams to be always visible.

To open the layouts menu, simply click on the “**Layouts**” option on the top bar of the screen. Here you can see all 6 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.

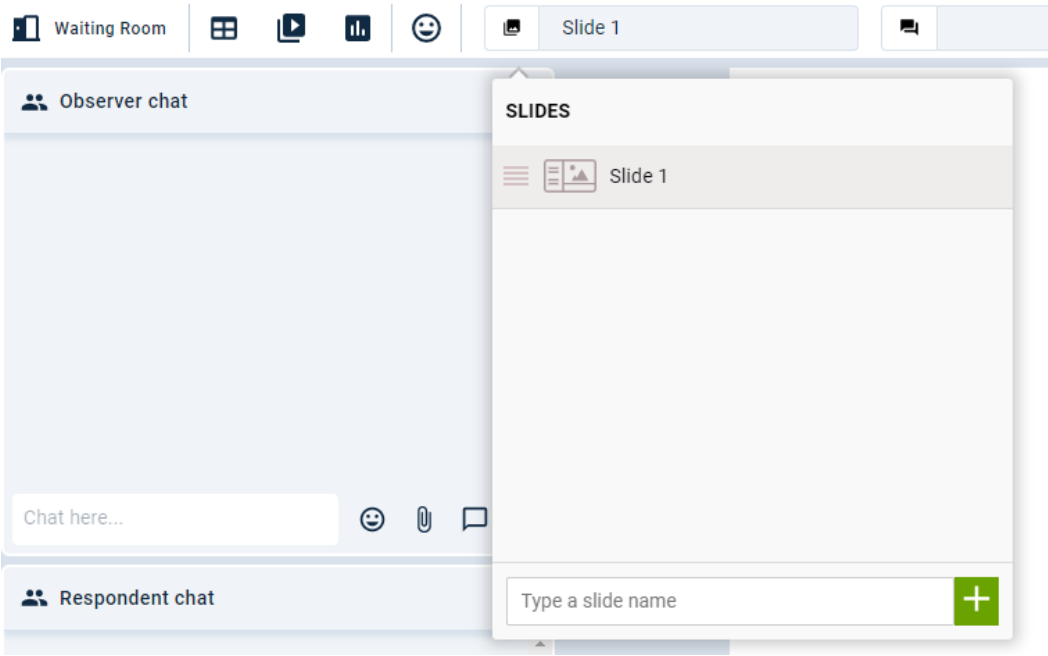
Looking at the layout menu, you can distinguish that any area representing a chat region is displayed using horizontal bars, any area representing a whiteboard region is displayed using the silhouette of mountains and any area representing a camera staging region is displayed using the image of a camera.

A staging region is an area which allows moderators to transfer their own camera display and/or the respondent’s, into a larger space, helping focus to be concentrated on the conversation between participants, and their facial expressions. 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

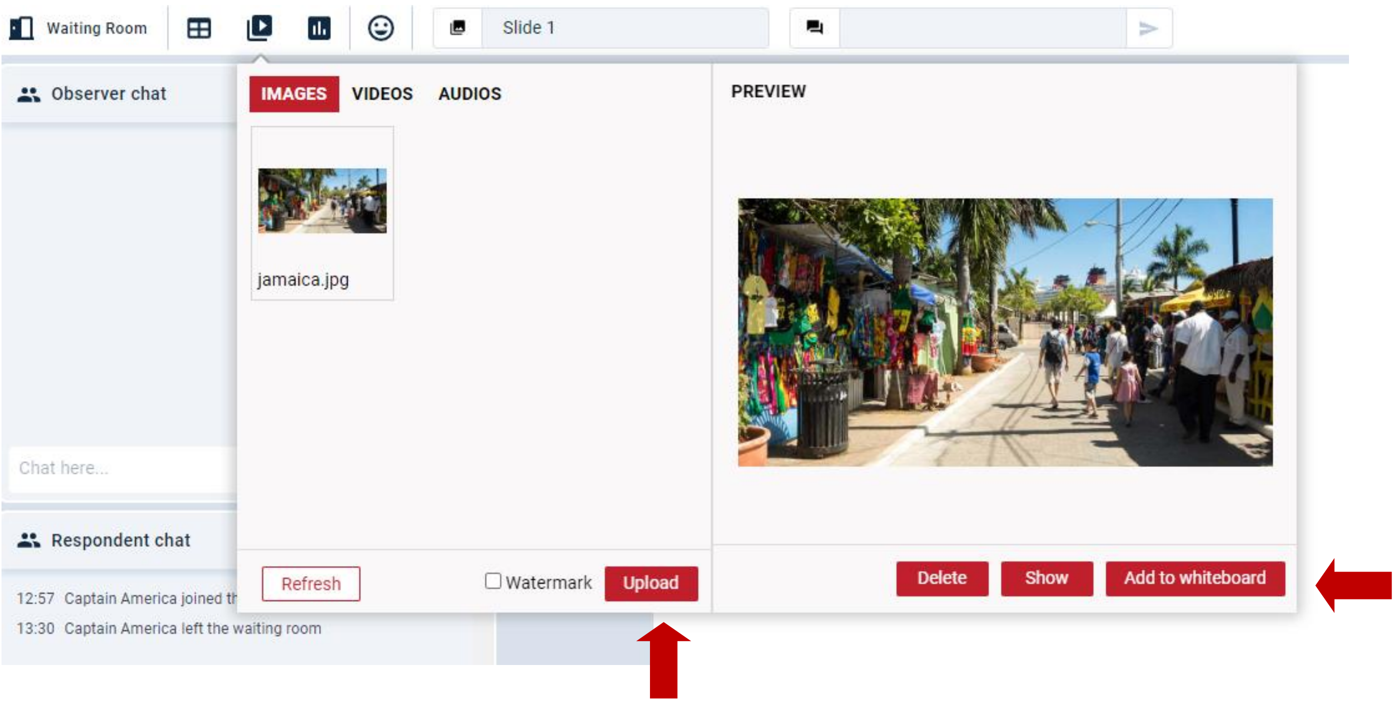
The slide deck can be found within the centre of the white bar at the top of the session room. To open the slide deck, click the icon. To begin adding new slides, click on the green plus icon in the bottom right corner. Hovering over a slide’s title will present you with a few additional options, including 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.

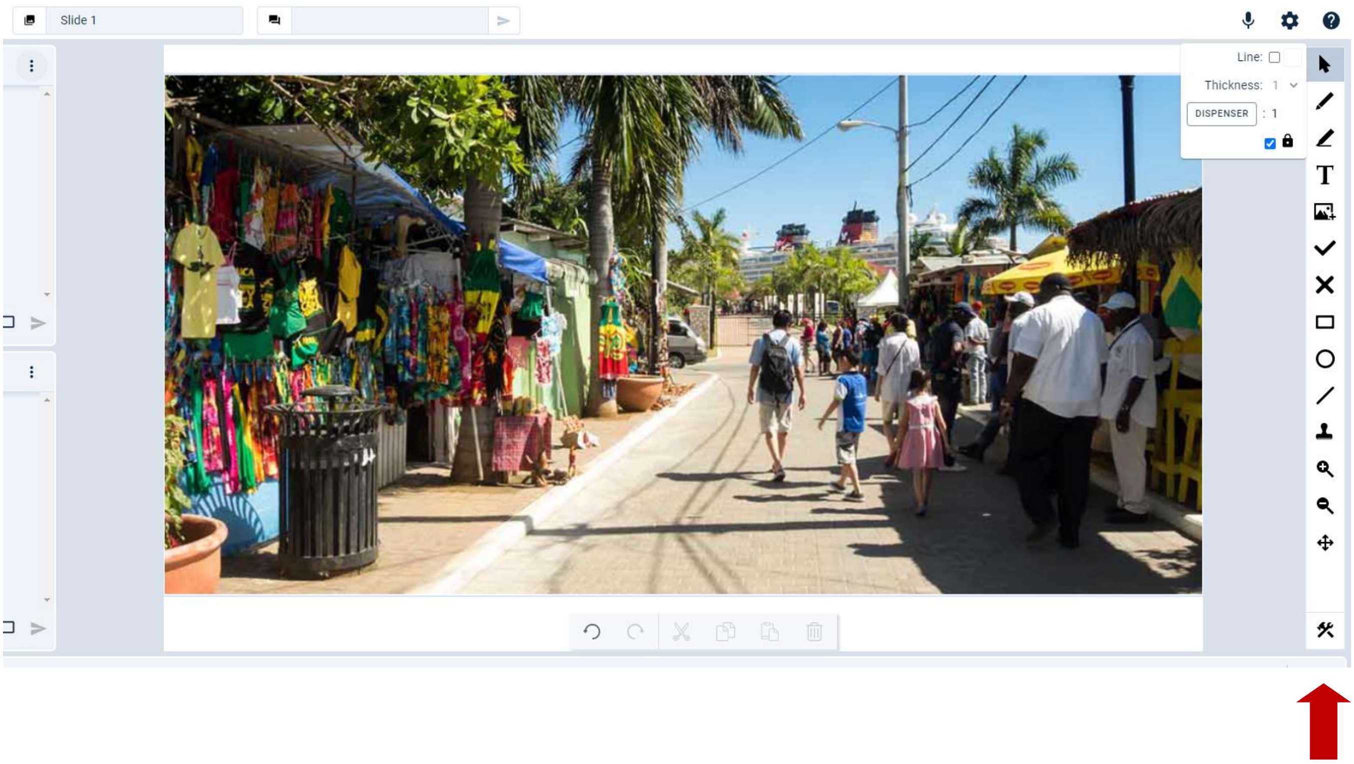
You have two options: First, you can “Show” the image as an overlay on top of the session room. This may be useful in the event of a respondent using a smaller monitor when trying to view a very text heavy slide - they may be able to see the slide in more detail this way, however it stops everyone from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

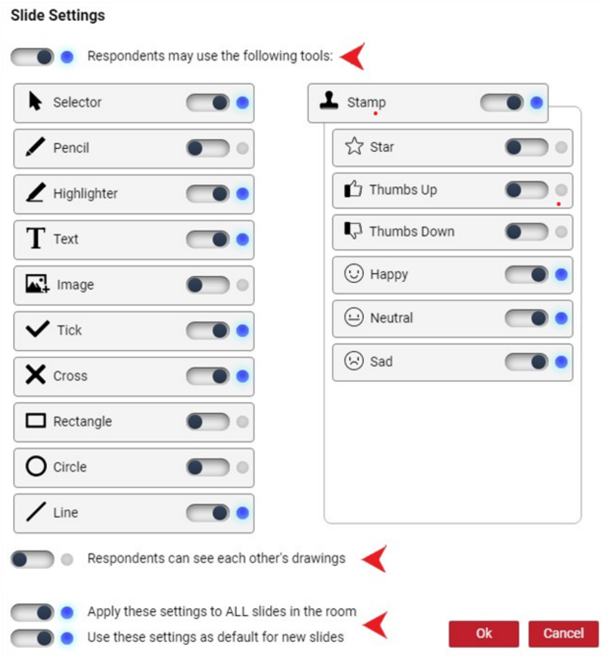
You will notice down the right-hand side of your screen there are several icons, each representing a different tool available for you to use to make annotations on the whiteboard. If you would like the respondents to also have access to these tools you can grant them access within the slide settings,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



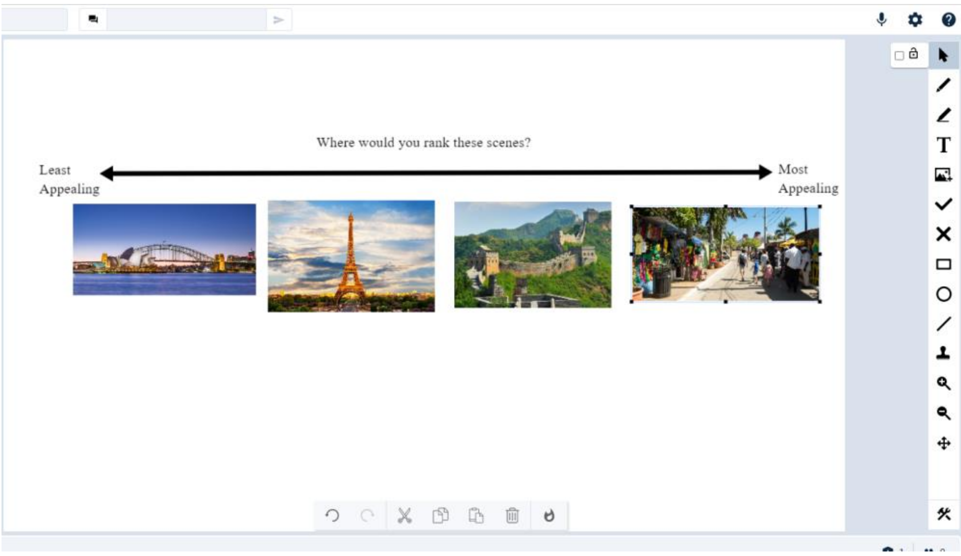
Within the slide settings you will find individual switches for each tool beneath a master switch at the top. To initially allow respondents to use tools, the top ‘master’ switch must be enabled. Then you can toggle access to individual tools so they can only use the ones you want them to use.
Once you 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.



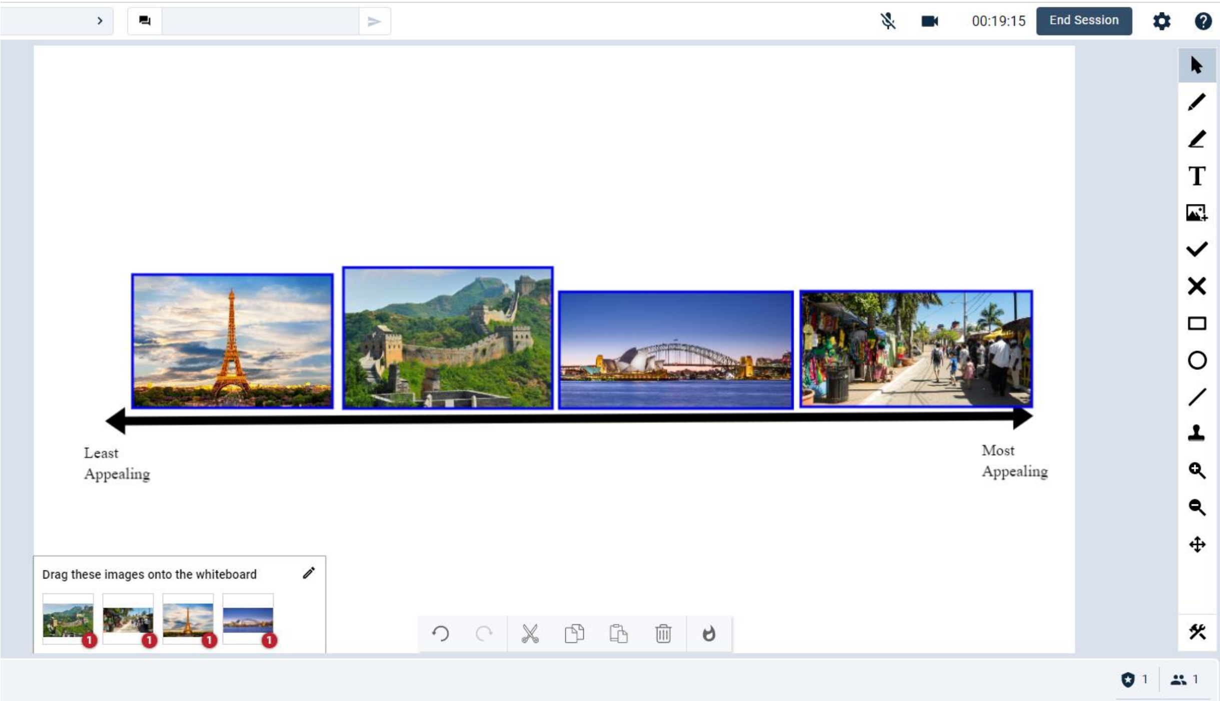
Returning to the whiteboard, one of the many tools you can use to create interactive content for your respondents is the line tool. Arrow heads can be added to either side of a line (select the line tool, choose '2' arrowheads, and draw your line on the whiteboard). When combined with the text tool,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



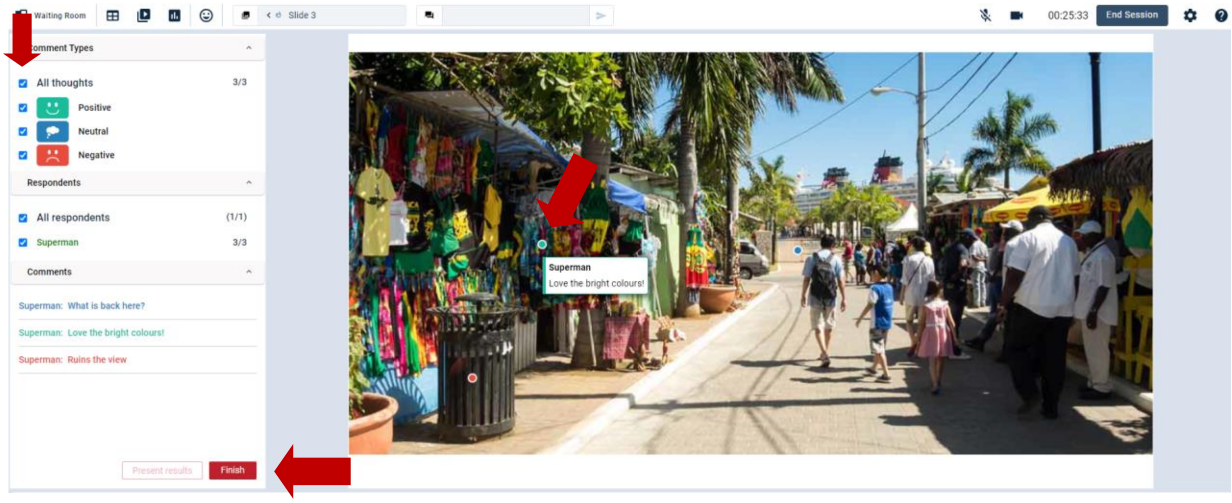
Running a Heatmap

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).

You 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).

Filter Results



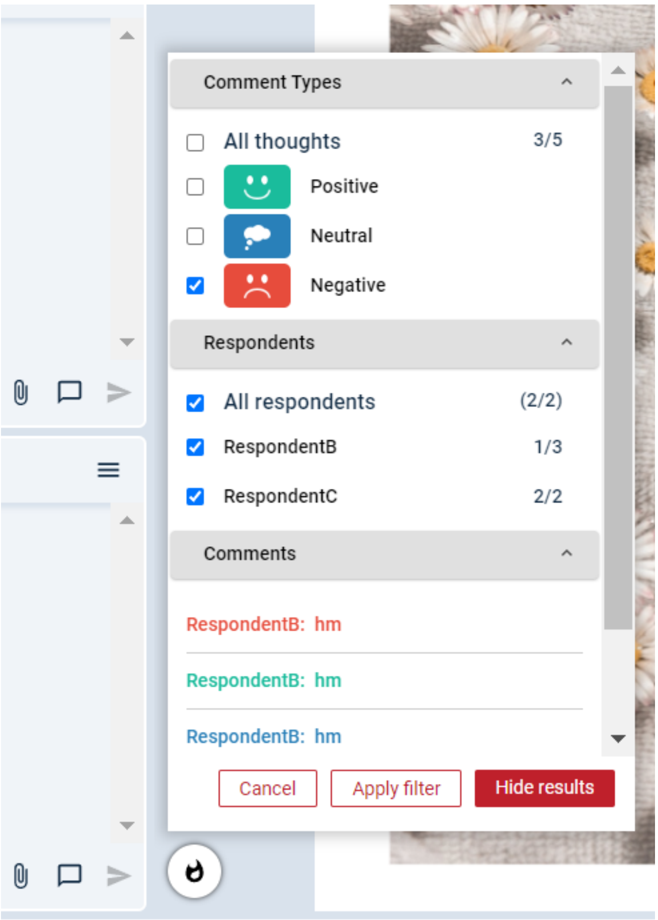
Once all the respondents have submitted their pins, you can "Finish" and then "Close" the heatmap to end the activity and move on. You can also press "Present Results" if you wish to show everyone's answers to the group, and then press "Close" to close the heatmap side panel.

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.

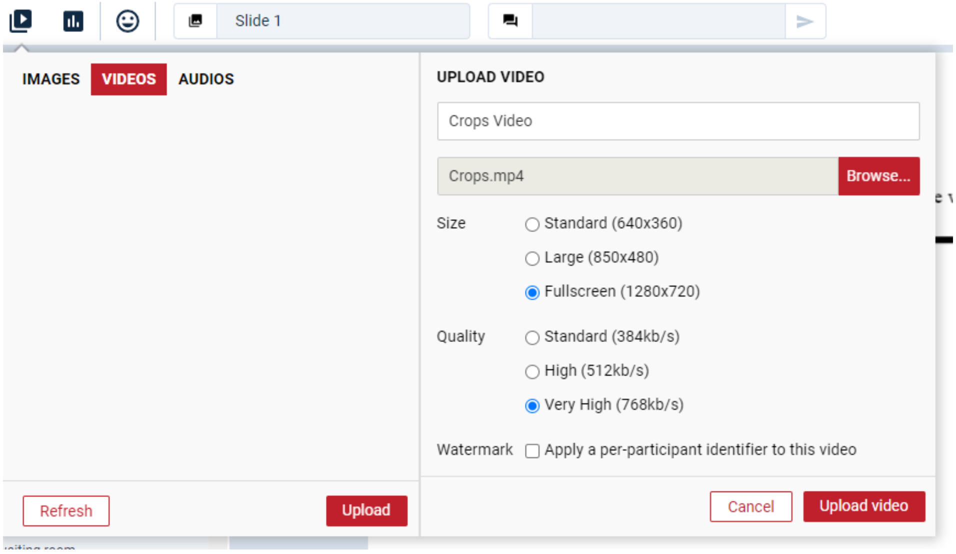


Showing a Video

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.

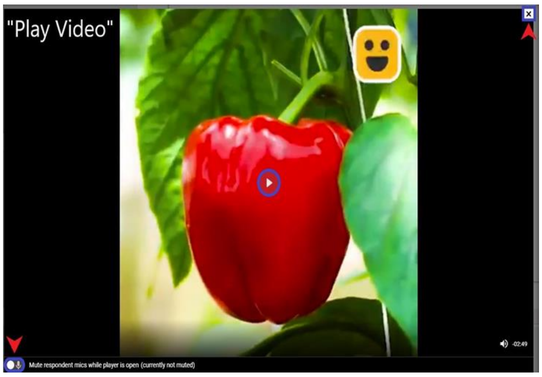
Click “Upload Video” to add it to the library.



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. However, if some of the respondents are not using headphones it is possible for a feedback loop to be created if the sound from their speaker is loud enough to travel back through their microphone. To avoid this, simply switch on the “Mute All” feature located in the bottom left corner of the video preview.

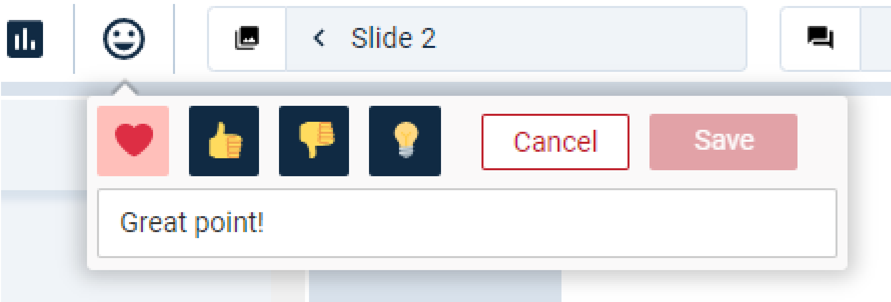


It is recommended that you allow the video to remain on screen for an extra few seconds after it has finished (as those with a slower connection may be slightly behind), before removing it.

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.

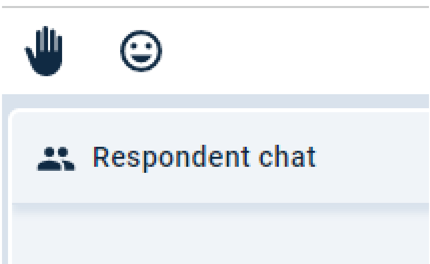
Live Tagging

This feature allows moderators and observers to place pins at interesting places in a conversation. During the session, moderators and observers can place four types of pins which will flag up in the subsequent recording and will capture 20 seconds before the pin was placed.

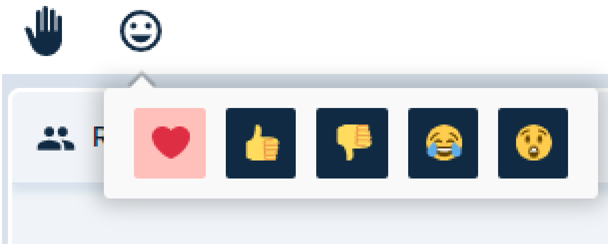


To drop a pin, click on the smile emoticon located to on the top toolbar, next to the polls. You will then be able to click on the relevant pin, add a comment if required and then click “Save”. Once the session has finished, to skip to tagged moments in the session recording open and view in enhanced player.

Respondent Reactions and Hands Up Feature



The Hands Up feature allows respondents to virtually raise their hand in a session. Found in the left corner of the banner across the top of the respondents’ screens, clicking the hand icon will change it to yellow and alert moderators to the fact that a respondent wishes to speak or react to a point in the conversation.



Respondents also have access to reactions, similar to the live tagging tool available to moderators and observers.

This tool means respondents can place pins/react to a particular moment in the session. They will see a slightly different user interface to moderators/observers – notably, they have a slightly different range of reactions to choose from and they are also unable to add a note.

Respondent reactions appear animated in the session, giving visibility to the moderator and other respondents. If necessary, moderators can choose to prevent respondents from seeing each other's reactions within the Session Settings.

In the Recording Viewer, you are now able to filter reactions by the user type (e.g. All, Moderator, Observer, Respondent).

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.

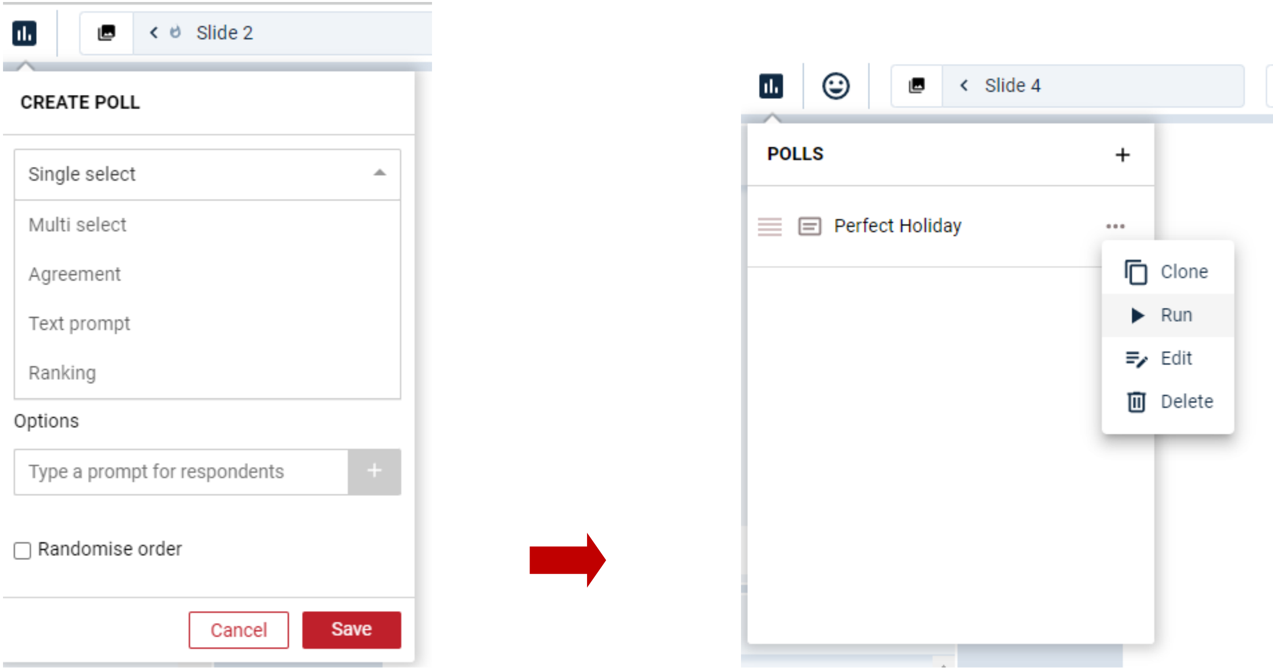
- The single and multi-select polls allow you to pose a question to the group – with several options provided, respondents can select one or multiple options to answer the poll, dependent on which of the two types had been selected.
- The agreement poll allows you to present the respondents with several 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’).

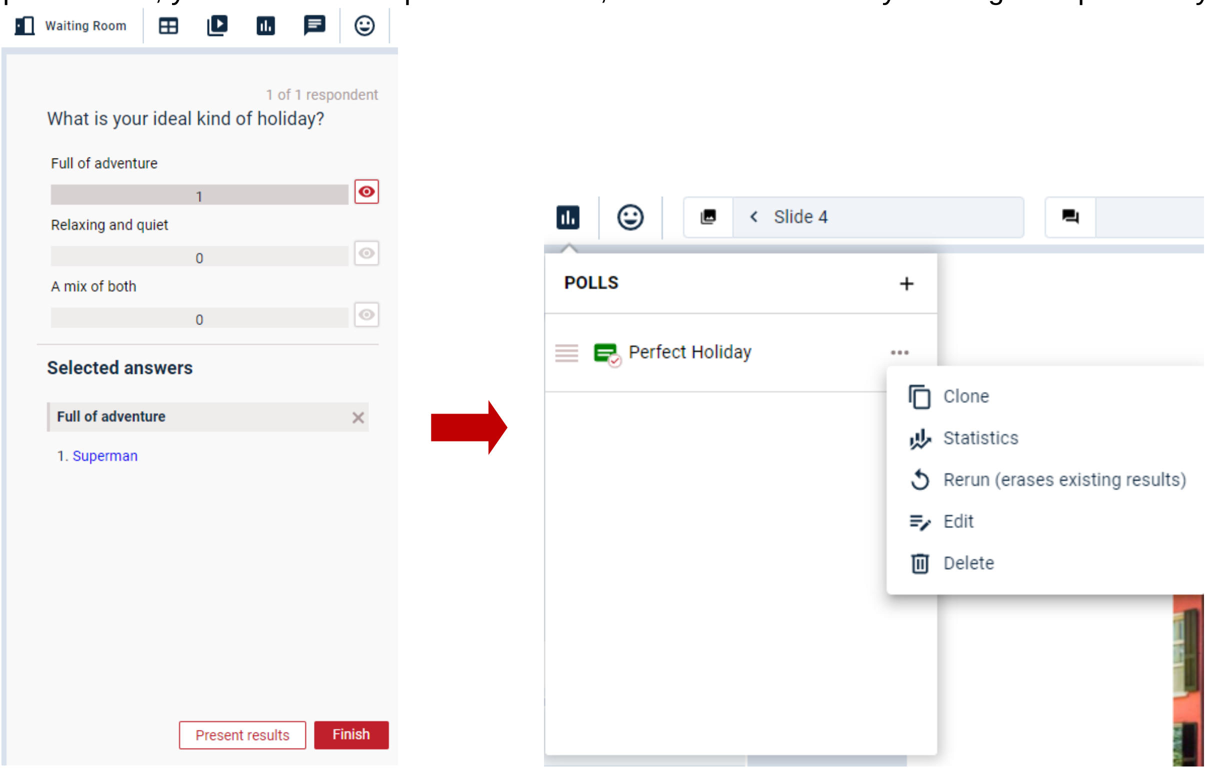
For most polls (all except ‘Text Response’), you will then have the option to add potential options for your respondents. Type a potential answer in the text box, and click the green ‘plus’ button to save it as an option. You are then given the additional choice to randomise the order the options are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

When done, click “Save”.



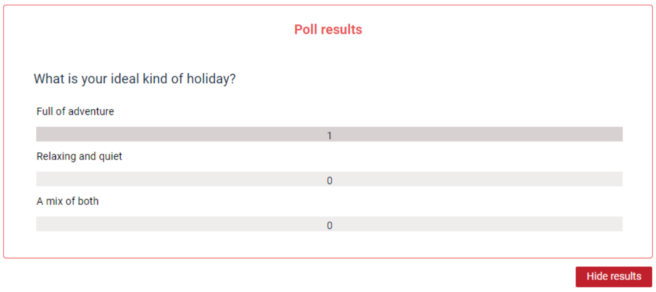
You should now see your first poll listed when back on the poll list – click on the ellipsis to the right of it to present you with your poll options. These include deleting, editing, cloning, and running the poll.

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.

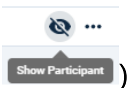
When you are ready to move on, you can click on "Finish" to remove the poll from the screen. Alternatively, you can select "Present Results" to reveal the final outcomes to the respondents. In this case, the results would occupy the whiteboard area (similarly to when a video is added to a whiteboard). 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.

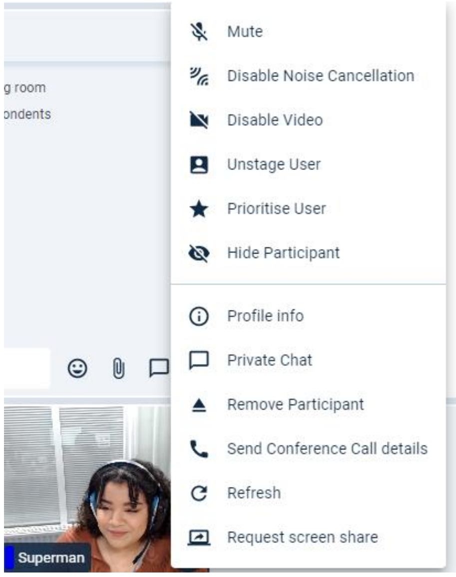
Camera Display Tools

At the bottom of everyone's camera display tile, usually shown across the bottom of the screen, you are given a list of tools for each participant by clicking the ellipses button.

- **Mute/Disable Video** – These buttons turn off the microphone or video feed of the participant.
- **Disable Noise Cancellation** – By default noise cancellation is turned on, but if you are struggling to hear a participant, you can turn this off.
- **Unstage/Stage User** – This moves the participant off/onto the stage area of the screen (when using a staging layout).
- **Prioritise User** – This brings the participant closer to the moderator's tile to the left of the screen.
- **Hide Participant** – This gets rid of the participants tile and video feed from the camera bar. This can be used if a respondent leaves the group, or if a second moderator accesses the group, but doesn't want to be seen for the live session. They can be brought back by clicking 'view all' in the bottom right corner of the screen, going to that participant, and pressing the 'eye' symbol. (

).
- **Profile Info** – This produces a pop-up with the participant's profile information they were loaded onto the platform with.
- **Private Chat** – This opens a 1-to-1 text chat with the individual.
- **Remove Respondent** – This opens a pop-up with two options: either remove the respondent entirely and block them from re-joining, or eject them to the waiting room, where they can be invited back into the session.

- **Send Conference Call Details –** If the respondent is having audio difficulties, we can provide them with a telephone number to join the conversation via their mobile phone. This tool allows you to personalise a message and mute the individuals microphone before sending across the necessary details. *(Please check in advance if we have a number available for specific countries)*
- **Refresh –** Refreshes participant's page, like an on/off switch (useful for fixing minor tech issues).
- **Request Screen Share –** The respondent will get a pop-up notification stating that the Focus Group wants them to share the contents of their screen. They will then be able to select Entire Screen, Window or Tab view depending on what content the moderator wishes them to show.



Respondents will be able to turn their own camera and microphone off, but do not have access to any other tools on the camera bar.

'View All' Bar

Whilst running a session, you can quickly see how many participants have joined by looking at the bottom-right of the screen (below whiteboard tools, in the camera bar)

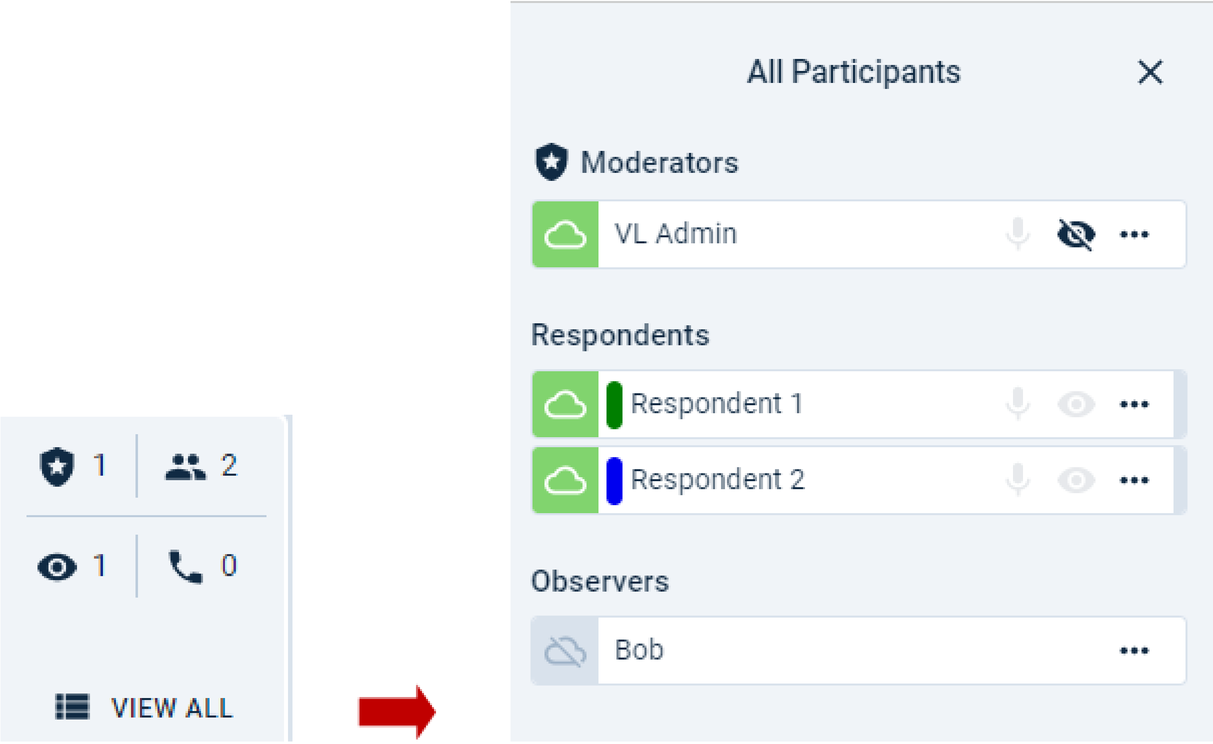
This area gives a quick overview of how many moderators (shield icon), respondents (people icon), observers (eye icon), and participants on the conference line (phone icon) are currently in the session room.

You can get a more detailed look at who is in the session room by clicking the 'View All' menu button. This will present a menu like below, that gives you the names of each person, split into their roles (moderators, observers, respondents). The ellipses menu here is the same as the ones under camera tiles, so the previous display tools can be accessed from this view. This is useful as it allows you to also send private chats to observers, who don't have camera tiles.

Please note: If a participant joins the session room and then leaves, they will still be seen in the 'View All' menu, and their tile will still be in the camera bar until hidden (explained on the previous page).

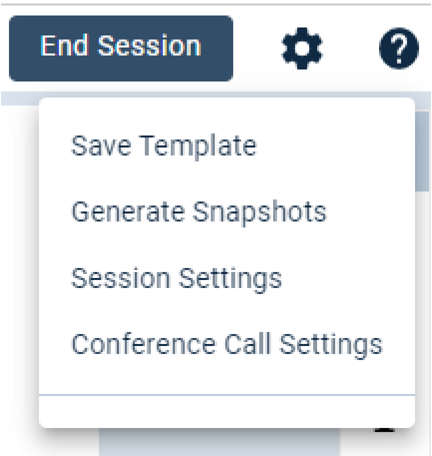
Everyone who is currently in the session room will have a green cloud icon on the left. Anyone who has left, will have a grey cloud with a strike through.

The only participants that cannot be viewed on this menu are those on the conference call line.



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 4 options; Save Template, Generate Snapshots, Session Settings and Conference Call Settings.

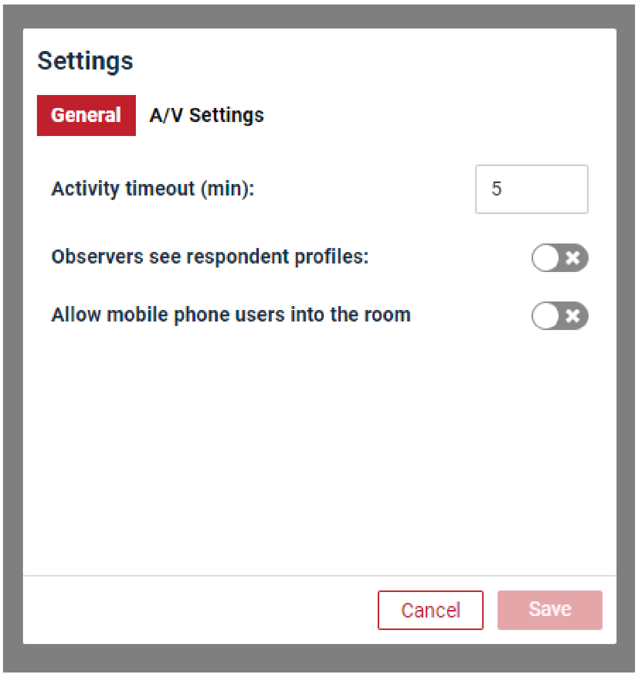


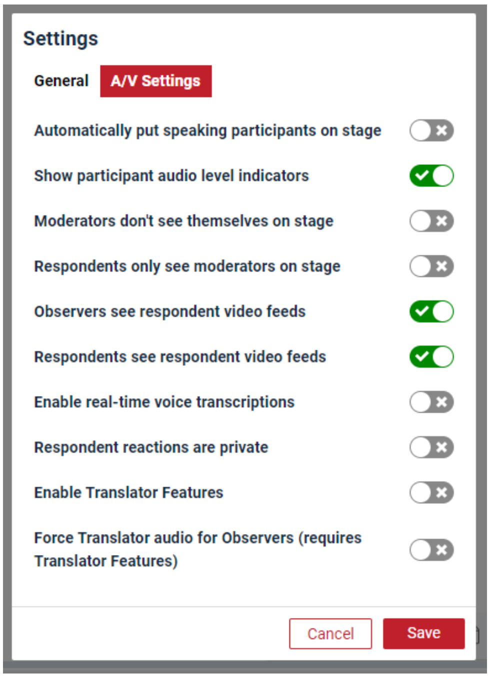
The "Save Template" feature allows you to save a copy of all the content uploaded into this session. This can then be added to any other sessions within the same project, so that you don't have to start from scratch each time.

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" are split into two separate tabs. These are "General" and "A/V Settings". Within the general tab there are two switches, the first of these will enable observers to view respondent profile information via the same route as a moderator (*see "Camera Display Tools")*. The second, if turned on, enables access to the session room by respondents from their mobile phones.





The A/V Settings tab allows you to adjust who and how each participant's video feeds are displayed. The first switch found within this tab, if turned on, will enable what we refer to as "Auto-staging". This removes the staging tool (*see "Camera Display Tools")* and instead of manually placing respondents up on stage, the platform will do this for you, based on who is talking at that time. This does however limit you to a maximum of one person on stage at a time.

The second switch allows you to turn off the audio indicators shown next to everyone's camera display. The next 4, from top to bottom, give you the ability to do the following: stage yourself as a moderator without having to see yourself on stage, stage the respondents so that moderators and observers can see them enlarged whilst the respondents only see the moderators staged, prevent observers from seeing respondent cameras and prevent respondents from seeing each other's cameras.

The 4 switches below do the following: allows you to add voice transcriptions in real time; prevents respondents from seeing each other's reactions; enables Translator features which lets you have a second audio channel for the translator and the translated audio; and allow moderators to force observers to listen to the translated audio while in the session.

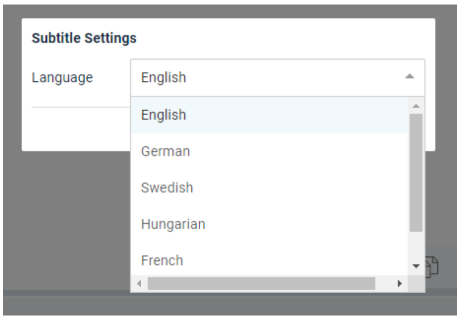
Back in the Options tab, the "Conference Call Settings" button will allow you to view the conference call details separately from sending them on to a respondent for use.

Real Time Voice Transcriptions

If you have enabled Real Time Voice Transcriptions in the settings menu, press "Save" and you will be taken back to the session room. There will now be a 'cc' icon ( ) at the top of the session room.

Clicking this will create a grey bar at the bottom of your screen where you will be able to see real time transcription throughout the session.

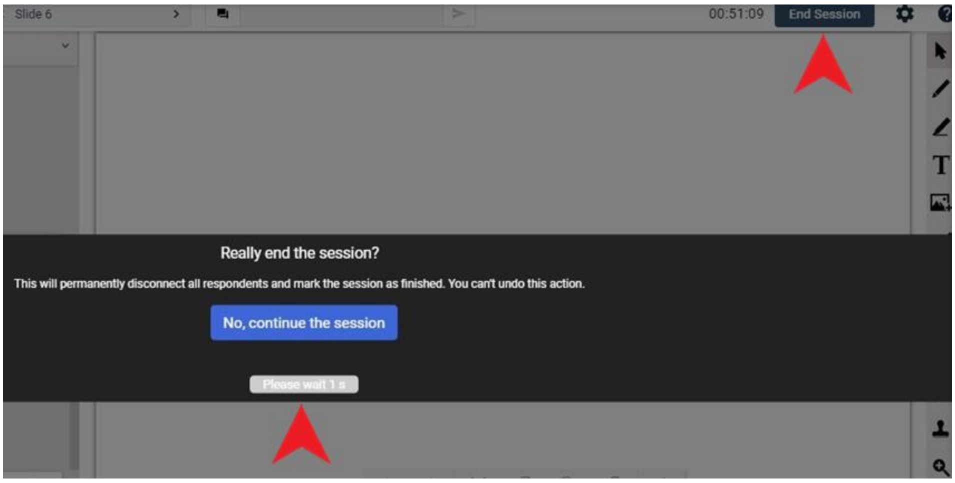
In the top right-hand corner of the transcriptions area is a small cog icon. From here you can choose any of the languages you chose in your initial setup under 'voice transcription language' to translate into.



If you would not like the transcriptions appearing in your session, you can click "CC" icon to remove the transcription area and the platform will carry on transcribing in the background.

Ending the Session

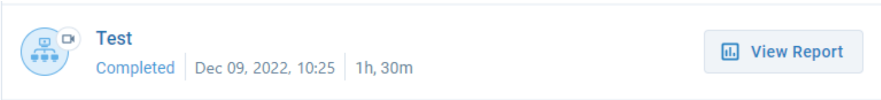
To end the session, click on the "End Session" button in the top right corner, next to the timer.



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.

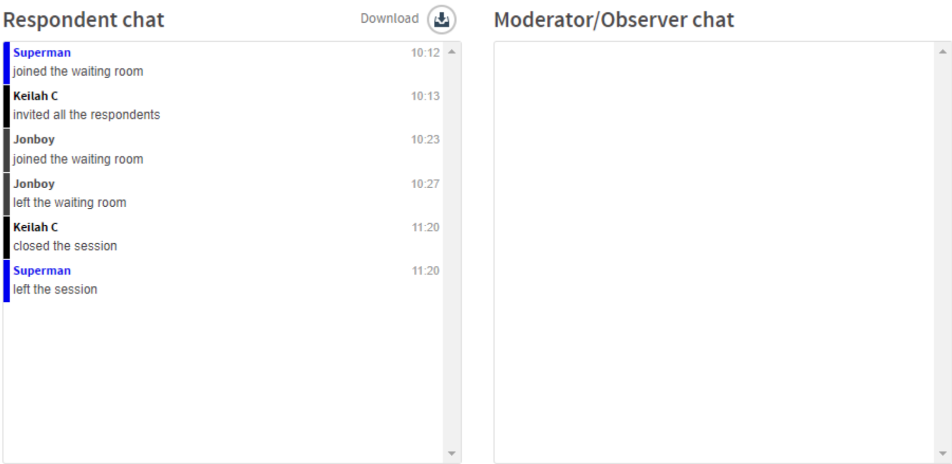
Reports

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.

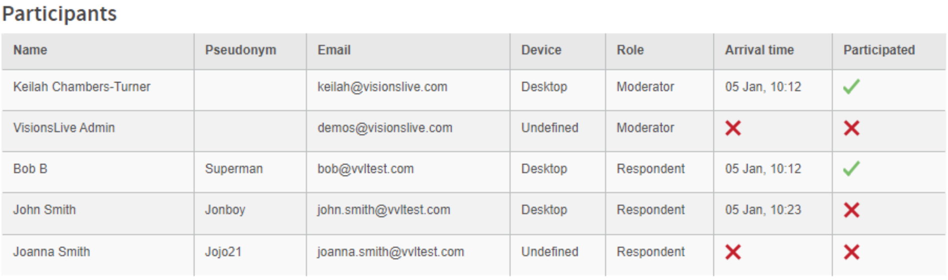


Participation/Chat

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.

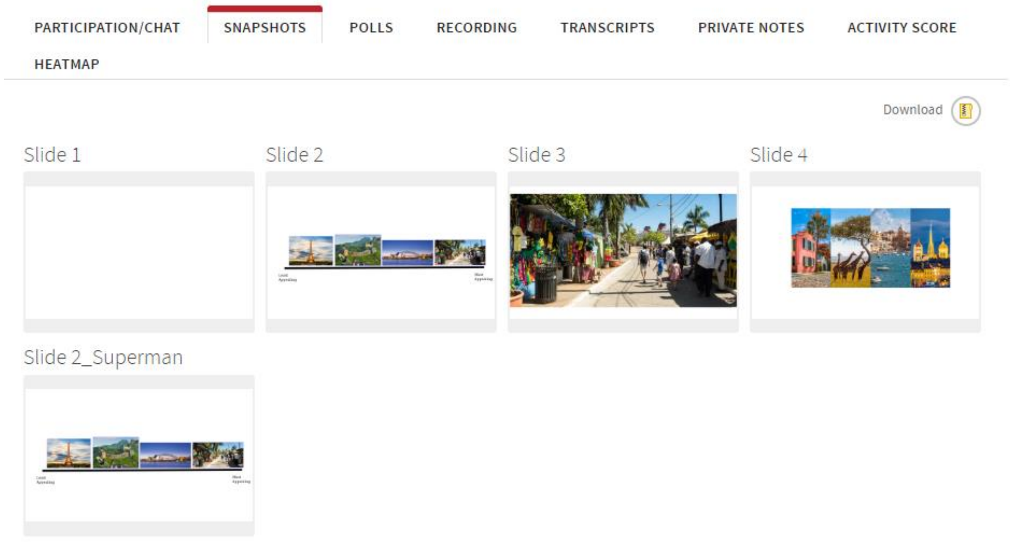


Participants

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	✗	✗

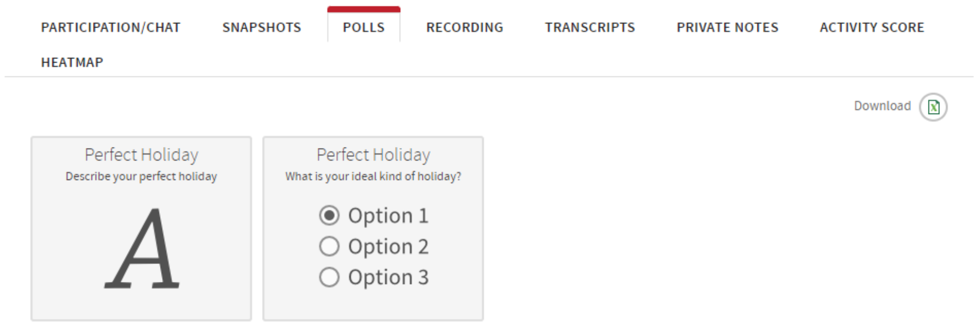
Snapshots

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.

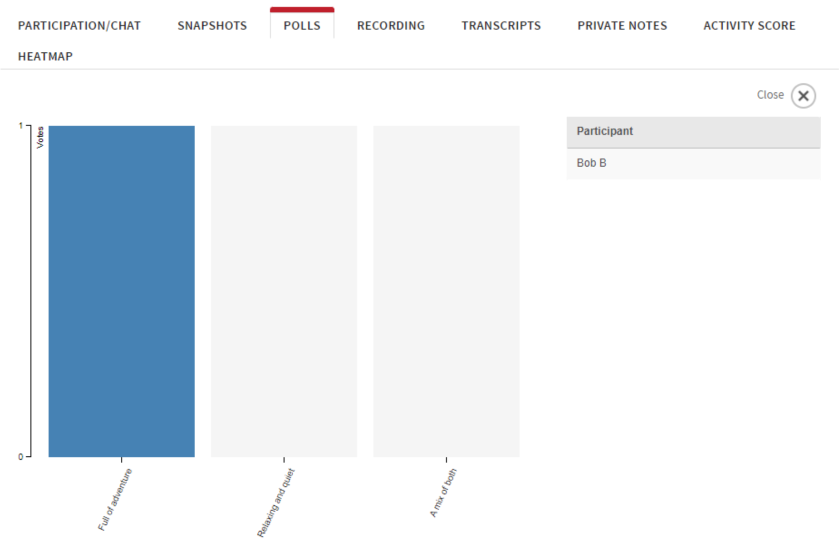


Polls

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.



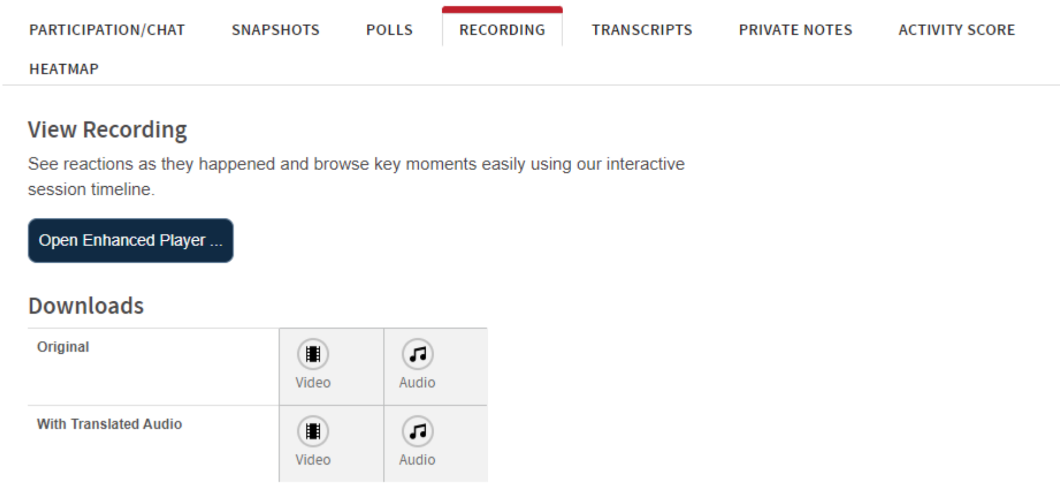
Clicking on one of the polls will show the results of that poll in graph form with the names of the participants that took part down the right-hand side and/or when you hover over the poll elements. To go back to the previous page, click the 'close' button in the right-hand corner.



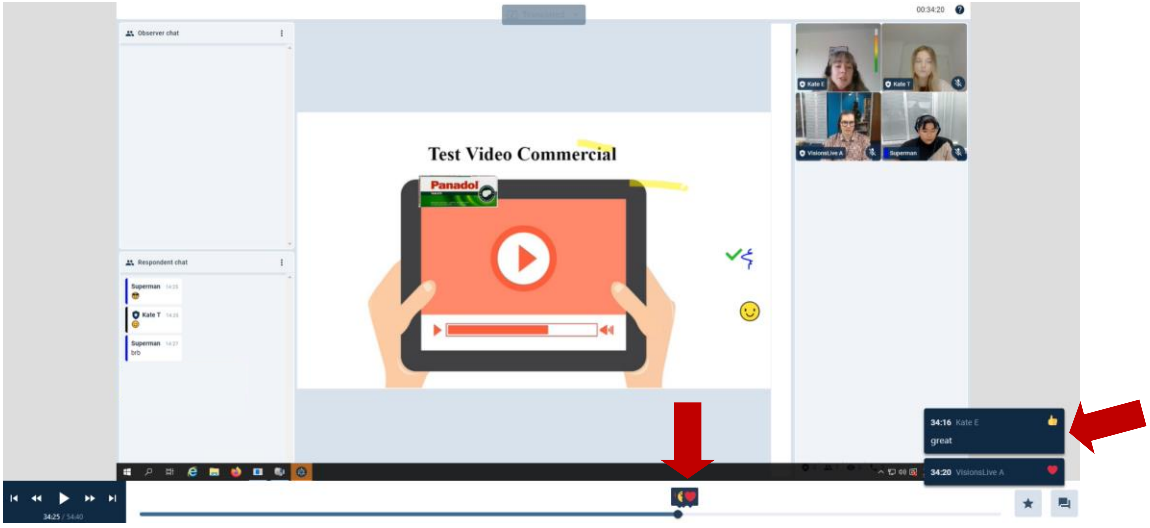
Recording

The recording can take a couple of minutes to upload once the session has finished. Due to this, the recording tab may not be available straight away. Once uploaded, the recording tab will include the basic recording found with both Original audio and Translated audio, if sims trans was used. You can then choose to download the MP4 and MP3 versions of the recordings by clicking on the relevant download button next to the desired audio option.

In the top left there is a hyperlink to take you to your Enhanced Player – this is where you will find any tags and reactions made during the session.



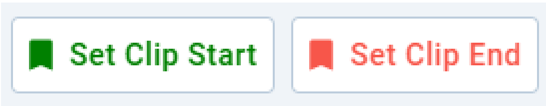
When you click "View in Enhanced Player", this will open a separate tab in your browser. This tab will show your recording with a timeline underneath. This timeline will show any reactions that were made by moderators, observers, and respondents during the session. You can then click by the reaction to find the part of the session the tag corresponds with.



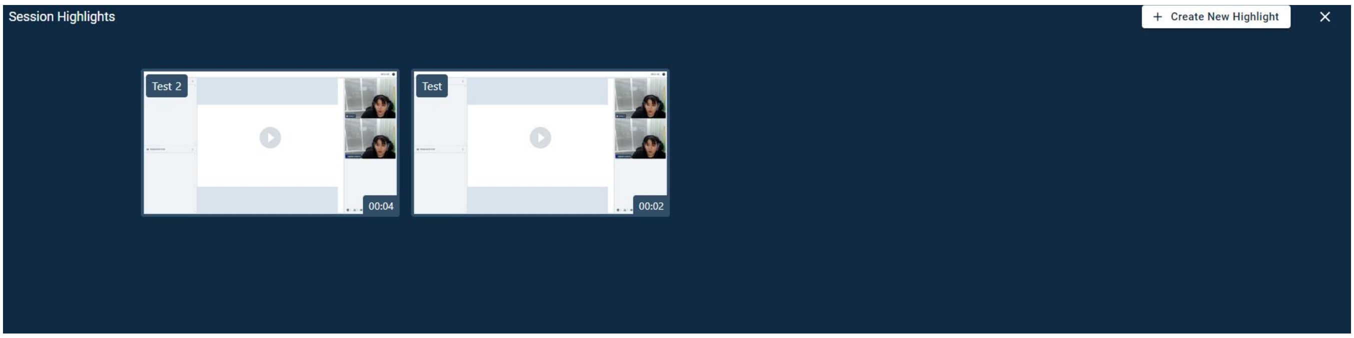
If you click on the speech bubble icon in the bottom left corner of the player, this will open a tab displaying all reactions made in the session with the exact times and any comments made alongside them.

To the left of the speech bubble icon, you will find a star icon. This will take you to the “Session Highlights” feature.

Clicking “Create New Highlight” will open a version of your recording that you can snip down. To do this, click on the timeline to find the time you would like your highlight to start. Once you have found this, click “Set Clip Start” in the bottom right. You can then let the video play or use the timeline to skip to where you want your highlight to end. Once you have found this, you can click “Set Clip End” and press ‘next’.

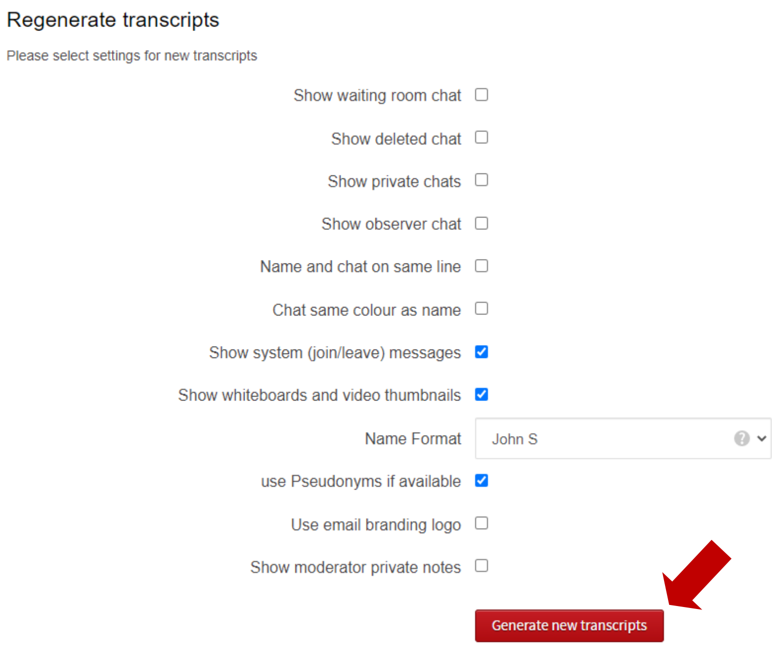


To complete your highlight, give it a title/description, and then click “Save Highlight”. This will take you back to your highlight reel where your new highlight will be uploaded. Please note, if it is a longer clip, it may take a few moments to load. When it is ready, you will have access to it for as long as you need it.



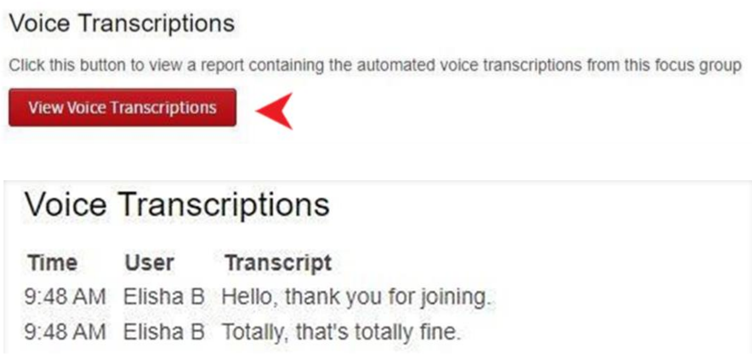
Transcripts

The transcripts tab is mostly used in text chat sessions, however is available for video focus groups too. 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.



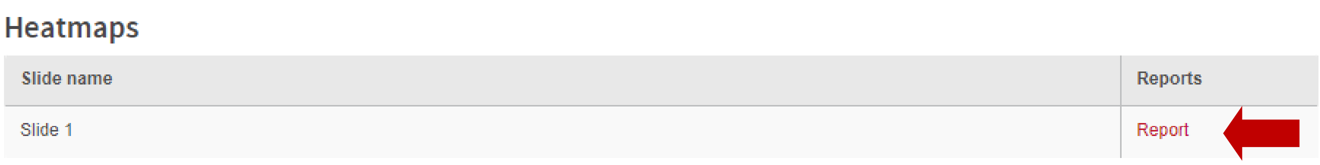
After you have chosen your options and your customised transcripts have been generated, you can download it from the generated transcripts at the top, choosing from the formats listed.

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.

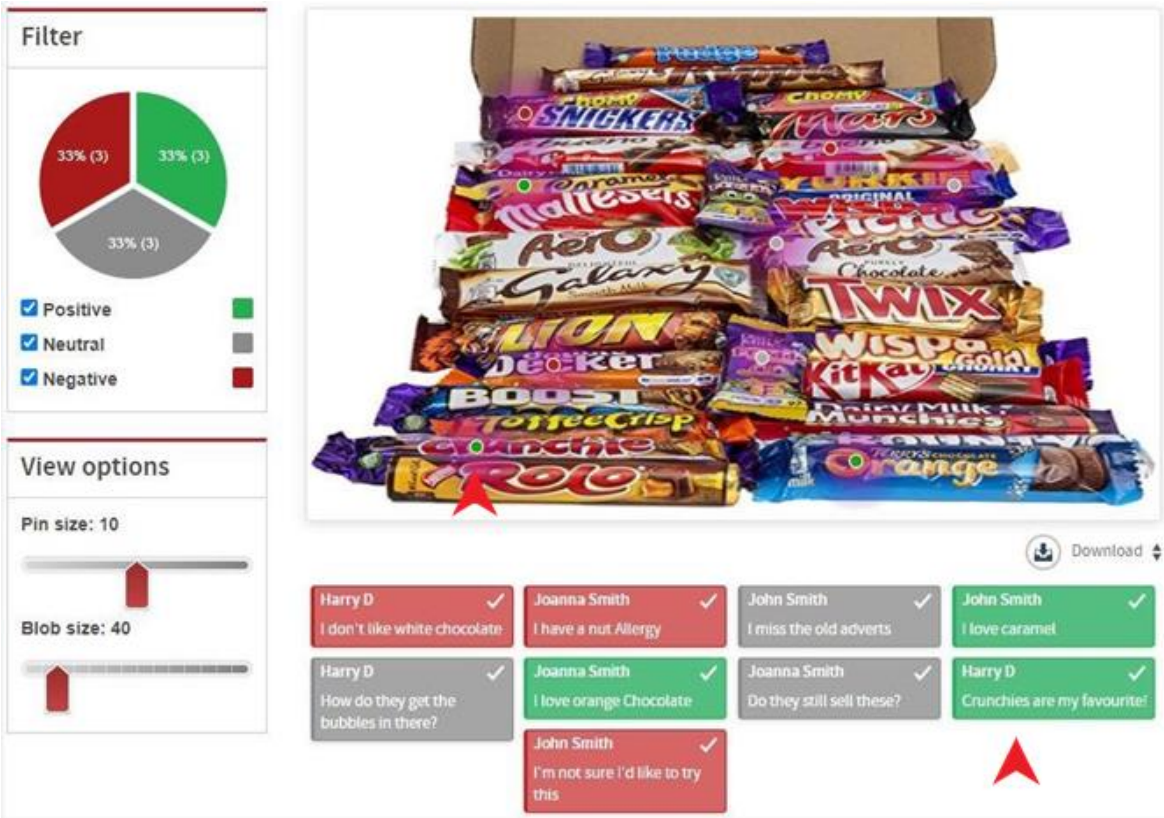


Heatmaps

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.

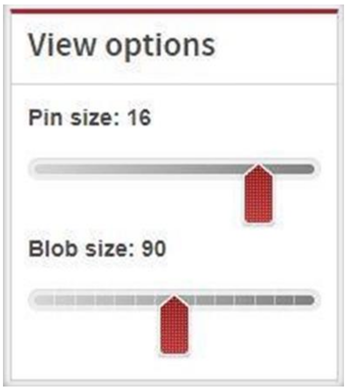


This hyperlink will take you to the results for that specific heatmap. This will show you the heatmap image, complete with any pins that were added by you respondents, with any comments that were made underneath. The pins and comments are colour coded according to the type of pin they were written for: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