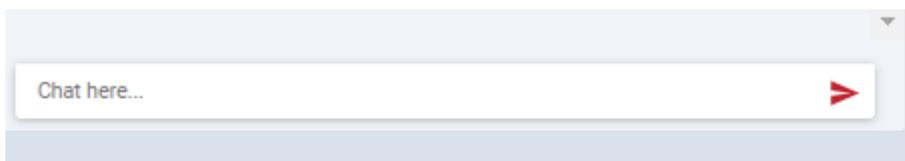




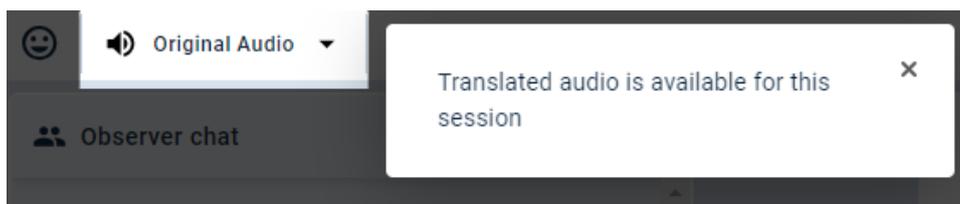
Online Focus Groups and Interviews - Observer Guide

1. Look out for your invite link – this will either be an email directly from the platform, often from an email address ending in '@visionslive.com', or alternatively, you may have received a Project Wide Observer Registration link. This link allows you to enter any upcoming session on the project. To enter simply click that link and enter your name.
2. Once you have clicked on the link, you will be brought through to the observer waiting room. In the observer waiting room you can use the chat box to send a message to a member of VL Admin, the tech support assisting with the session, which can be passed on to your moderator if required.



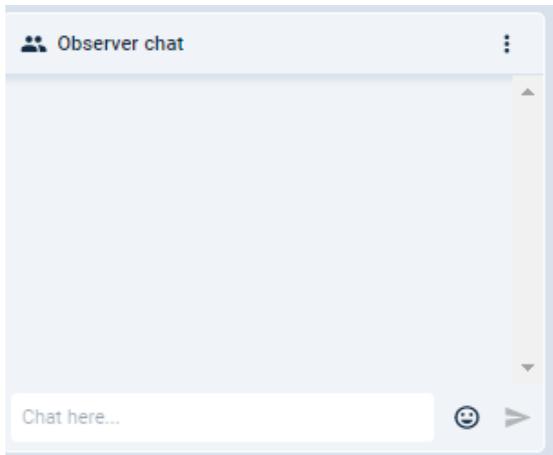
You will be admitted to the main room either when the moderator instructs the VL Admin to do so, or when the session begins. If respondents have been admitted to the main room, all observers are immediately admitted after this, so there is no risk of missing the interview whilst in the waiting room.

3. Once in the main session room, you will be able to hear and see the moderator and respondents. You will not have a camera or microphone that is able to be enabled as an observer, and respondents will have no way of knowing that you are observing.
4. If the interview has simultaneous translation, you will be prompted to choose which audio you would like to listen to once the translator has joined. You can then press on the dropdown to decide whether you would like to listen to the Original Audio, i.e. the spoken language, or the Translated Audio.



5. Within the session room there are multiple ways you can communicate with your moderator or fellow observers. The first method is by using the observer chat box. To use this, simply

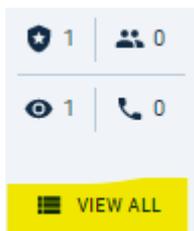
type into the chat box labelled 'observer chat' and then press the arrow to send. This chat area can only be seen by the moderators and observers within the session as well as any translators on the line and VL Admin (technical support).



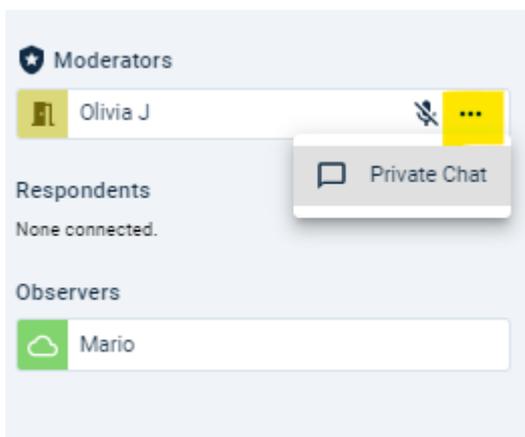
6. To private chat with a moderator please go to the 'view all' button on the bottom-right of the page, highlighted in yellow below (Step 1).

Once you have selected the view all button this will bring up a window with all the available moderators on the session. To send a message to a moderator simply click on the ellipsis next to their name and select 'private chat' (Step 2).

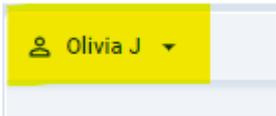
To locate the private chat please select the arrow next to the observer chat and select the moderator's name from the list (Step 3).



Step 1

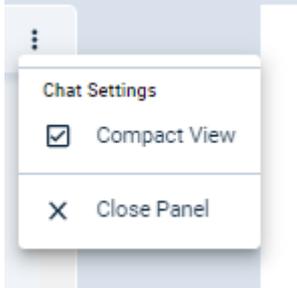


Step 2



Step 3

7. You can also close the observer chat panel by clicking on the ellipsis on the right hand side of the chat box and selecting close panel.



8. To leave a reaction please go to the smiley face icon on the top left-hand side of your page. By clicking on the icon, you can leave a variety of reactions and you can also leave a comment. This reaction and comment will be saved to the recording and can be viewed by the moderator within the reports area after the session.

