












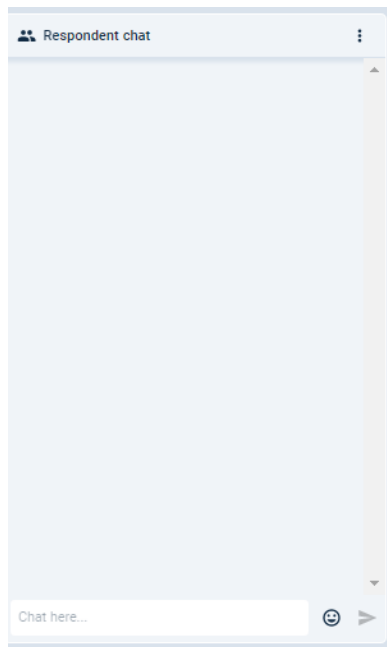
Online Focus Groups and Interviews - Respondent Guide

1. Please look out for session link which is usually embedded within an email from @visionslive.com. Instructions on when and how to join the session will also be included within this email. Please complete your system checks if you have received a system test link and please click on your session link 15 minutes before the session begins.
2. Once you have clicked on your session link you will be brought through to a waiting room where a member of the VL admin team will carry out your tech checks. Please ensure that you have a working camera and microphone for the session and please disable any firewalls or VPNs for the session. To ensure your connection is up-to speed for the session, please close any other apps or tabs you may have open and connect with a reliable Wi-Fi or ethernet connection.
3. Below is a device compatibility grid if you would like to check with browser is most suited for your device.

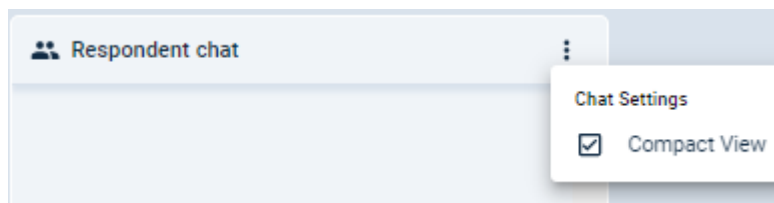
	 Chrome	 Firefox	 Safari	 Edge
 Android	✓	✓	-	-
 iPhone/iPad	-	-	✓	-
 Windows	✓	✓	-	✓
 macOS	✓	✓	✓	-
 Linux	✓	✓	-	-

4. If you would like any additional information on how to prepare your equipment for the session, please contact your moderator.

5. Within the session room there are multiple ways you can communicate with your moderator. The first method is by using the respondent chat box. To use this simply type into the chat box and then press the arrow to send your message. This chat area can be seen by all the moderators and observers within the session as well as any translators on the line, VL admin (tech support) and other respondents within the session.



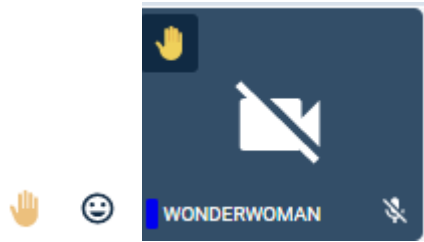
6. You have the option to make the messages within the chat smaller by clicking on the ellipsis and selecting compact view.



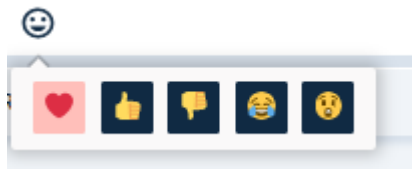
7. You also speak with your moderator verbally by unmuting yourself and speaking into your microphone. You can use the mute button on the top right hand side of your screen to mute and unmute yourself.



8. Next to the microphone icon we also have the camera button where you can enable and disable your camera if asked to.
9. Above the chat area we have the raise hand tool which enables you to raise your hand and once you click this on the moderator will see you have your hand up, within your camera display. To lower your hand, simply click on the hand symbol above the chat boxes.



10. You can also drop a reaction throughout the session by clicking the smiley face icon on the top left of your screen (next to the raise hand tool). To use the reaction tool simply click on the smiley face icon and then selecting from either a heart, thumbs up, thumbs down, laughing face or a shocked face. The reactions you drop within the session will be saved in the recording of the session and these will be accessible to you moderator at the end of the session.





11. To submit your answer in a single, select poll please choose one option and then click submit.
12. To submit your answer for a multiselect poll please choose at least one option and then click submit.
13. To submit your answer for a test prompt poll please type your answer into the chat box provided and then click submit.
14. To submit your answer for an agreement poll please select how you feel about the statement on a scale of Agree to Disagree and then press submit.

Do you agree with the following statement

Red Bull offers great quality for a low price

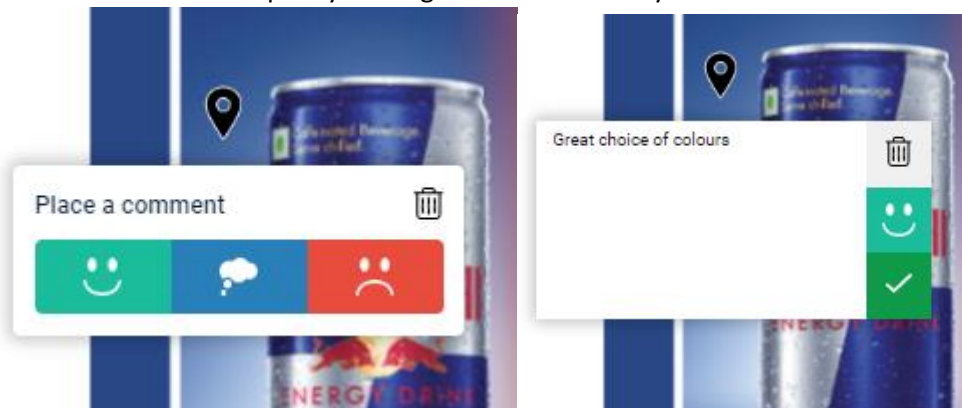
☒ Agree
 ☐
☐
☐
☐ Disagree

15. Whilst polls are running the chat box and raise hand tool can be located above the poll exercise that is running.

Please rate this advert on a scale of 1-10

16. If your moderator has asked you to take part in a heat map activity, please use your mouse to select where on the image you would like to leave a pin/comment. Once you are hovering over where you would like to drop a pin or comment, please click to bring up your pin options. You have the option to leave a positive, negative or neutral pin, please select which pin you would like to use and it will then ask you to leave a comment. Please type out your comment and then click on the green tick to save. You can leave as many pins as you like, and you can also delete the pin by clicking on the trash can symbol.



17. If your moderator has asked you to make any mark ups during the session, please use the tool bar along the left hand side of the room to select one. The moderator may have enabled any of the following tools: highlighter, text tool, image tool, tick or cross, shapes and lines, stamp, zoom in and out and the pan tool.
18. If your moderator is running a scale and sort exercise you will find your images on the left hand side of the whiteboard area within a dispenser. To place the images on the whiteboard area simply drag and drop them outside of the dispenser.

