



Getting Started



www.clickmeeting.com

Introduction

ClickMeeting is a web-based videoconferencing platform where you can conduct on-demand meetings, webinars and presentations — without spending a dime on travel! ClickMeeting is easy to set up and manage — whether you're presenting to a global audience of a thousand or a single high-value client. You can hold team meetings on the fly, present webinars using high-impact video, share your desktop, brainstorm new ideas, and poll attendees. The controls are at your fingertips in a single intuitive control panel. You can even rebrand meetings with your own look and feel!

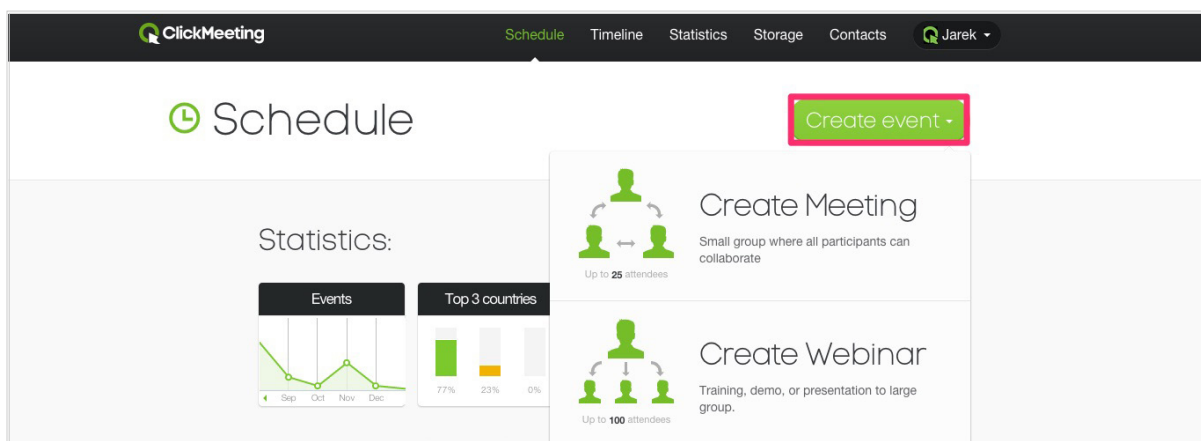
Use the ClickMeeting platform to:

- ✓ Meet with business partners wherever they are
- ✓ Conduct product demos and sales presentations
- ✓ Collaborate online with remote teams
- ✓ Provide remote help and technical support
- ✓ Conduct training sessions, webinars and lectures
- ✓ Deliver high-impact presentations to up to 1000 attendees

In this guide we'll explain quick ways to set up your meeting room, deliver your presentation, and get feedback. Best of all, we'll give you the power to level the playing field with a couple of clicks. You'll find out how ClickMeeting can boost your productivity now!

Creating an event

When you log into your account you'll be in the **Schedule** tab where you can view your upcoming meetings and webinars. Just click **Create event** to host a meeting or webinar, and the meeting details window will appear.



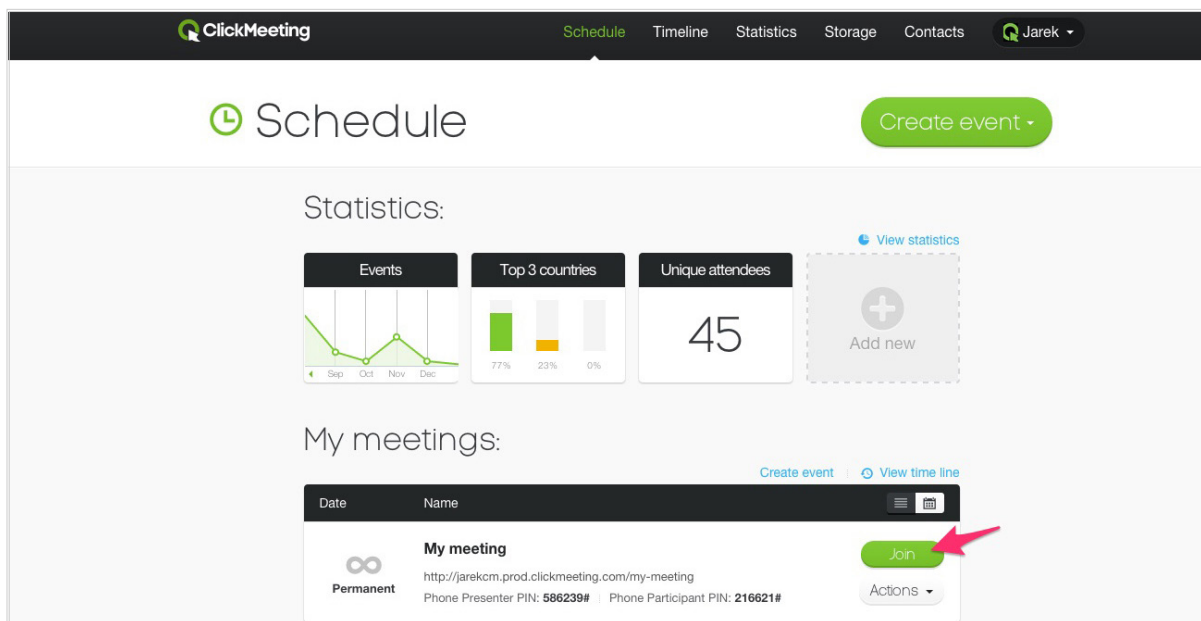
For a full description of how to set up an event, please refer to our *Schedule a meeting* manual.

Delivering a Powerful Presentation

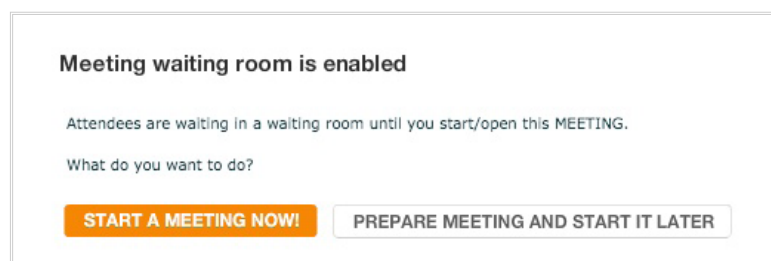
Relax! ClickMeeting makes it easy for anyone to deliver a powerful presentation — even beginners. You have complete control over how you present your content and how you interact with your audience.

Launch your meeting room.

Go to the **Schedule** tab, choose the meeting you would like to start, and click **Join**:

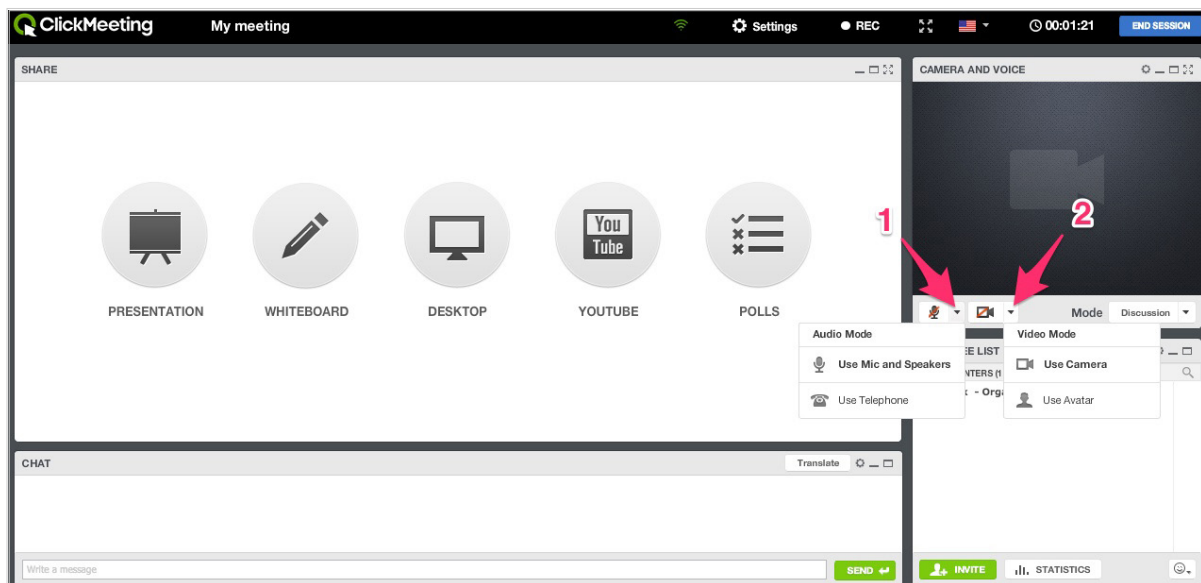


You can start the meeting now, or prepare the meeting and start it later. Attendees wait in your online lobby until you're ready to start.



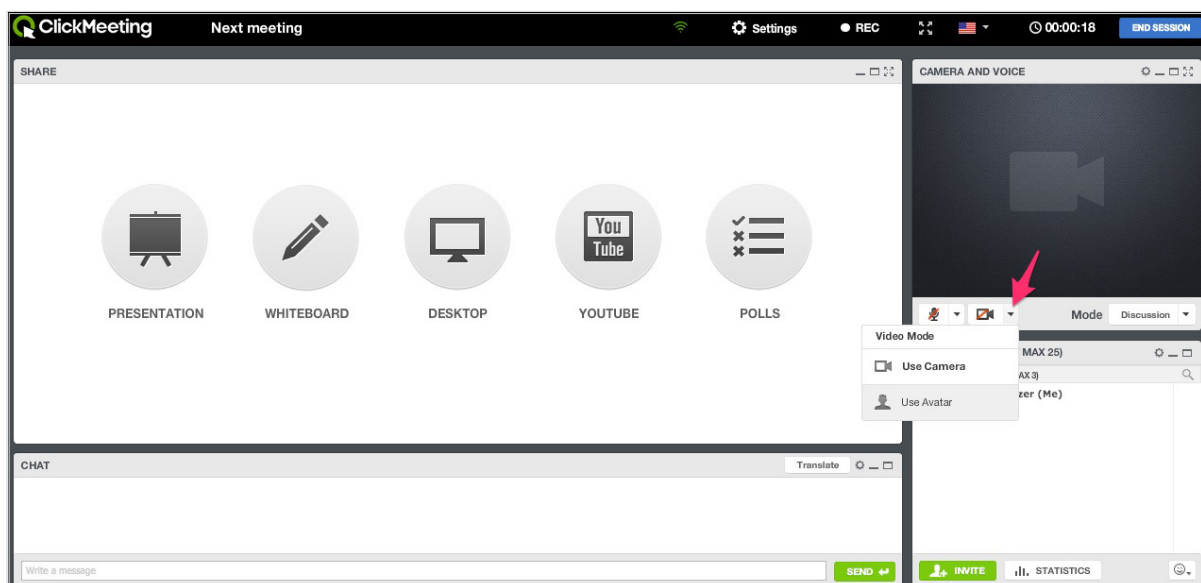
Set up your camera and microphone.

In the camera and voice pod, click the dropdown menus next to the microphone and camera icons. Choose **Use Mic and Speakers** and **Use Camera**.

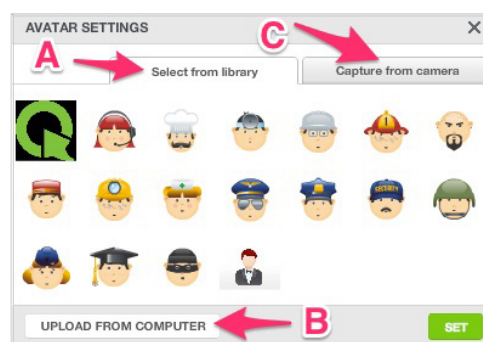


Your browser will display a pop-up message asking permission to access your webcam and microphone.

To display an avatar instead of your camera feed, click the camera dropdown and select **Use Avatar**:

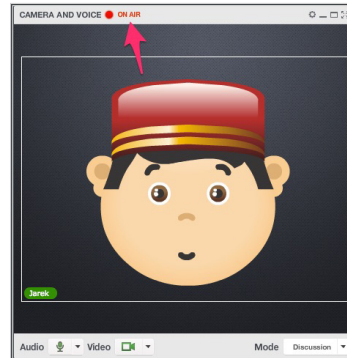


You can select a picture from our library (A), upload a picture from your computer (B), or capture an image using your camera (C):



After choosing an avatar, click **Set**.

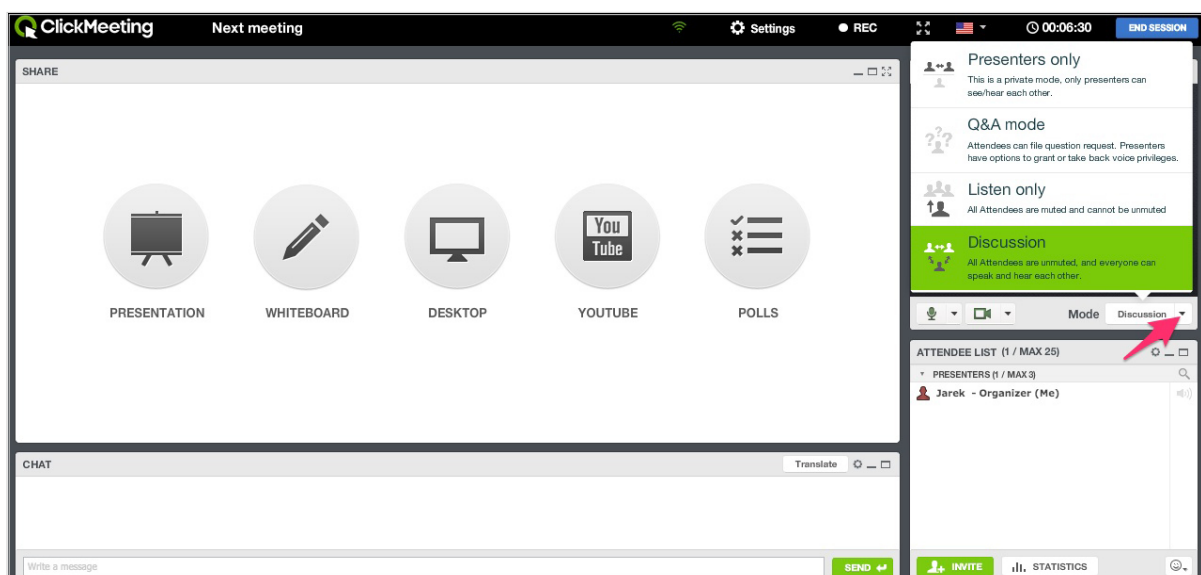
A red **On air** sign appears in the camera and voice pod when you are sending out live voice:



To stop, click the microphone icon. Disable the camera in the same manner.

You control who can ask questions and when to allow discussion. Choose from four different types of interaction, called audio modes:

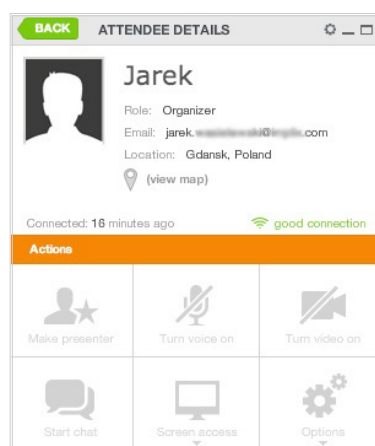
1. **Presenters only** – Use this mode if there is more than one presenter. It allows presenters to speak to each other without the participants hearing them.
2. **Q&A mode** – Begin a moderated question and answer session. Presenter can pass microphone rights to any attendee. Only one participant at a time can speak. At the end of the interaction, the Presenter can take back microphone rights.
3. **Listen only** – Only the presenter can speak. Your audience can listen to the presentation but can't ask questions, as in a typical webinar.
4. **Discussion** – Attendees can speak to each other (not available for webinars). This is the typical option for online meetings, where everyone can contribute to the conversation.



Whenever you change the audio mode, a confirmation message appears: **Conference mode has been changed to...**

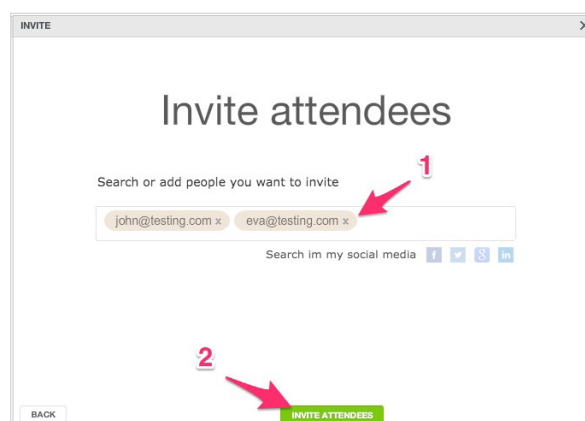
Manage attendee list.

From the attendee list, click the name of any attendee to view more details, including location and email address. You can assign a new presenter, enable or disable audio and video, grant desktop sharing privileges, start a private chat session, block activity, move to the waiting room, or log out.



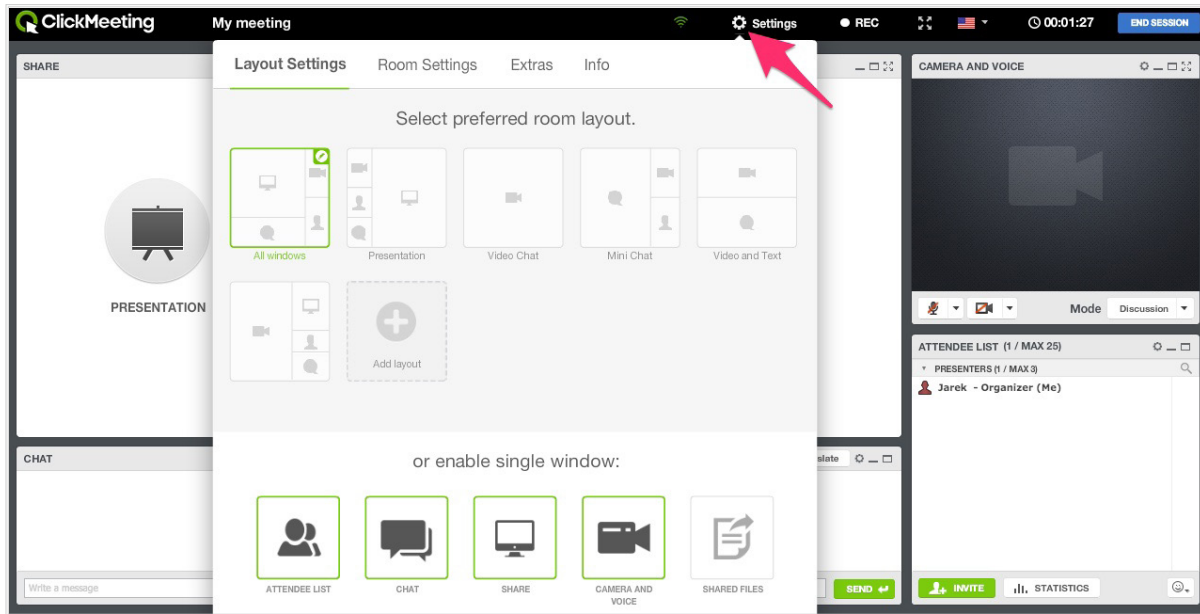
Invite more attendees.

While a meeting room is active, invite more attendees by clicking the **Invite button** in the attendee list. A new window pops up giving you two options: invite by email and invite by text message. To send email invitations, paste email addresses separated by commas, or search your contact list and integrated social media accounts. If you choose the latter, enter mobile numbers of people you want to join your event separated by commas. Then click **Invite attendees**.



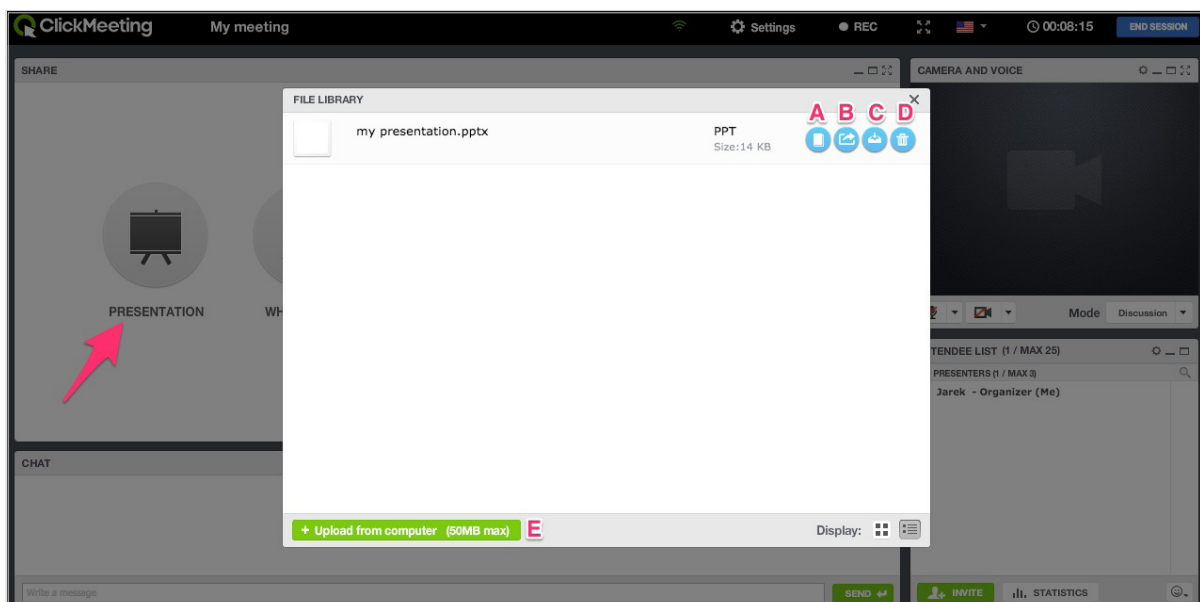
Manage meeting room appearance.

During the meeting you can change the room layout to suit your presentation style and focus attention. Go to the **Settings** option at the top of the window. Then select from predesigned layouts or create and save your own custom layouts.

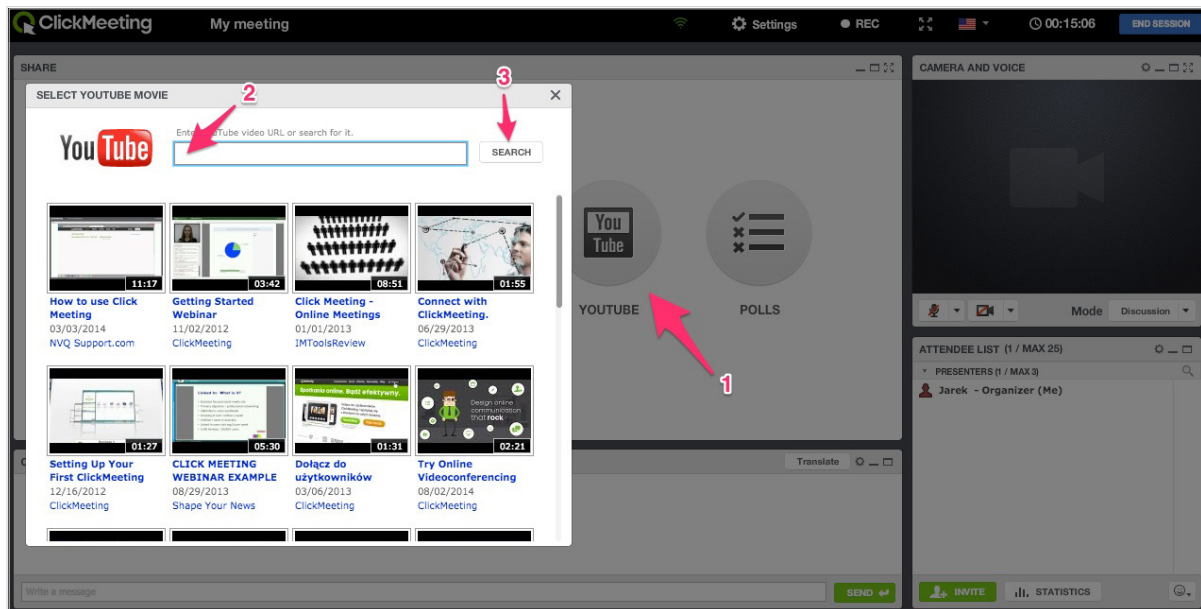


Share presentation files.

Click the **Presentation** icon in your main ClickMeeting window to display a list of existing library files. Click the file name to view the options: **Open** (A), **Make public** (B), **Download** (C) or **Remove** (D). Click **Upload from computer** (E) to add new files, such as PowerPoint presentations, PDFs, images, audio and video files. It takes only a few moments to upload and convert.

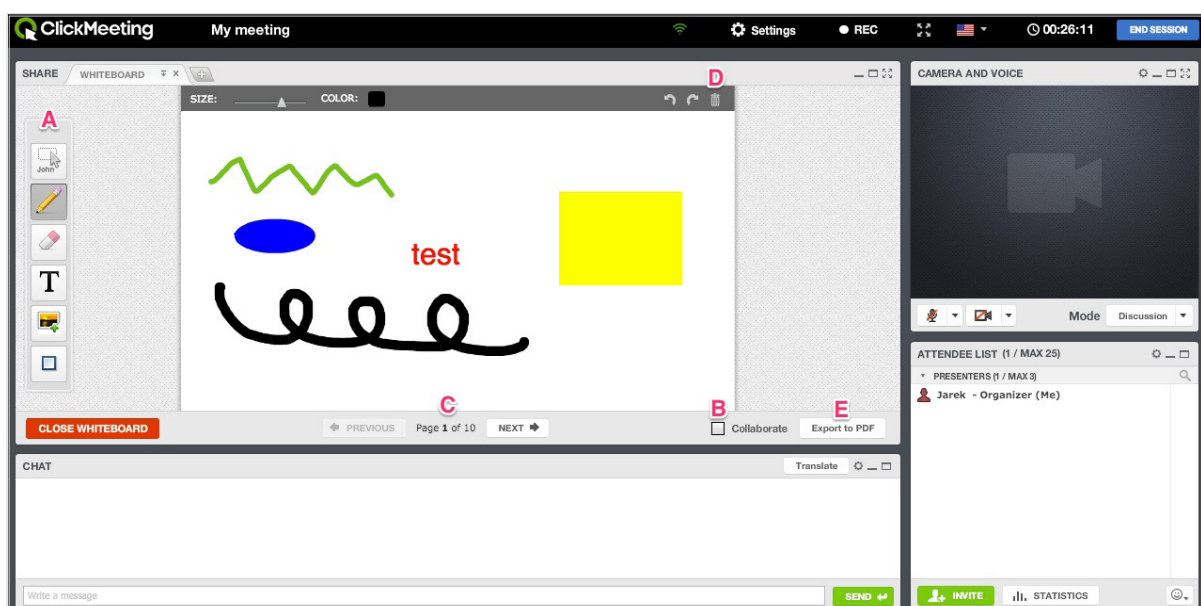


To play a video, click the **YouTube** icon in the main window and paste the URL address. Or search for a video using the YouTube search engine.



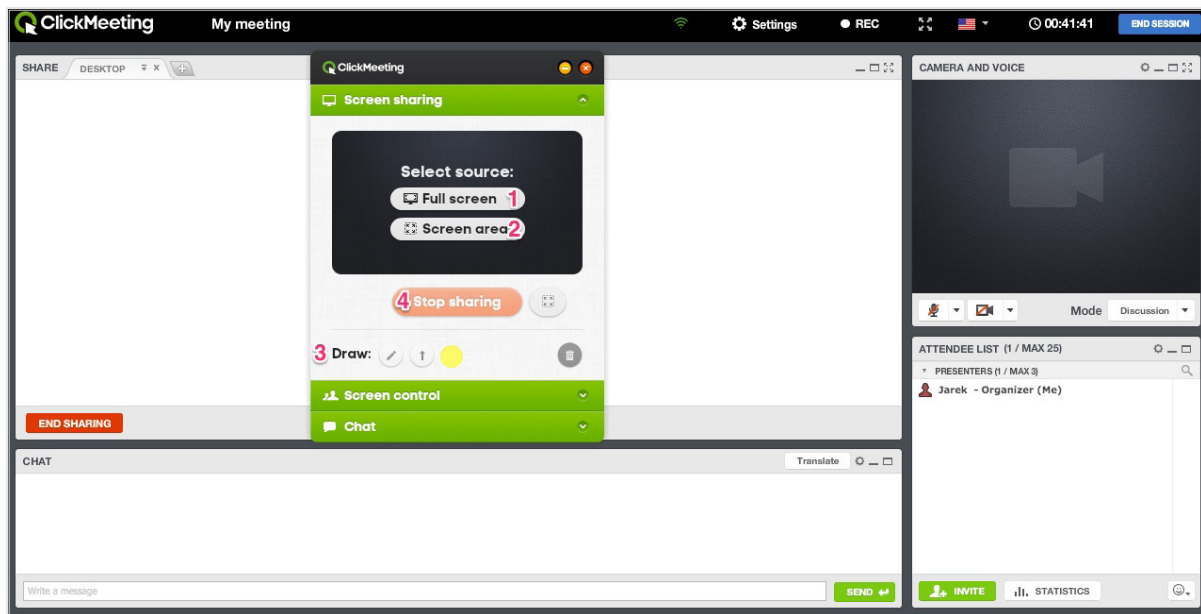
Share the whiteboard.

Click the **Whiteboard** icon to access a blank sharing space. Use the tools on the left side (A) to draw shapes and add text. Check **Collaborate** in the bottom right corner (B) to allow attendees to make changes to the whiteboard. Click the arrows below the whiteboard (C) to add new pages and switch between pages. To clear the current whiteboard page, click the trash icon (D). To export it, click **Export to PDF** (E):



Share your desktop.

Click **Desktop** in the main window to share your full screen (1) or a selected area (2). This enables you to share other types of media or demonstrate software. The first time you use the sharing feature, the system prompts you to download and install a small piece of software. Then you'll be able to use the drawing tools, arrows, and colors (3). Stop sharing with a click (4).

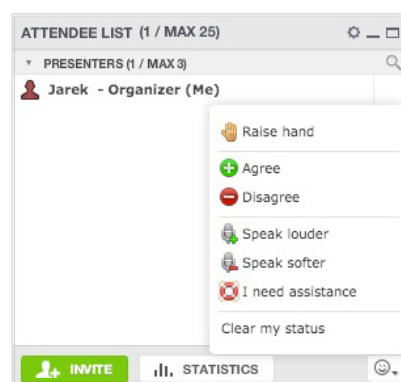


Get attendee feedback and opinions.

At any time during presentations attendees can show their status or express their opinion. They use the dropdown menu next to the smiley icon in the bottom right of the attendee list pod.

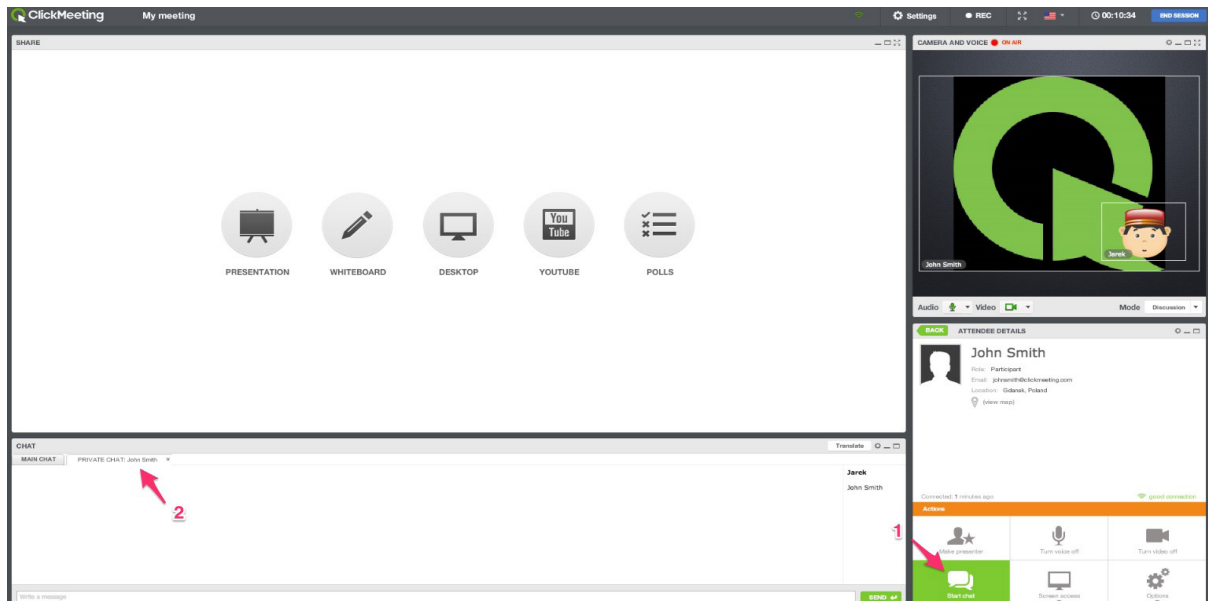
- ✓ **Raise hand** lets you know they have a question.
- ✓ **Agree** or **Disagree** provides instant feedback on your current topic.
- ✓ **Speak louder** or **Speak softer** lets you know how your audio settings are working.
- ✓ **I need assistance** lets you know if they are experiencing difficulties.

Attendee status appears to the right of their name in your attendee list pod.



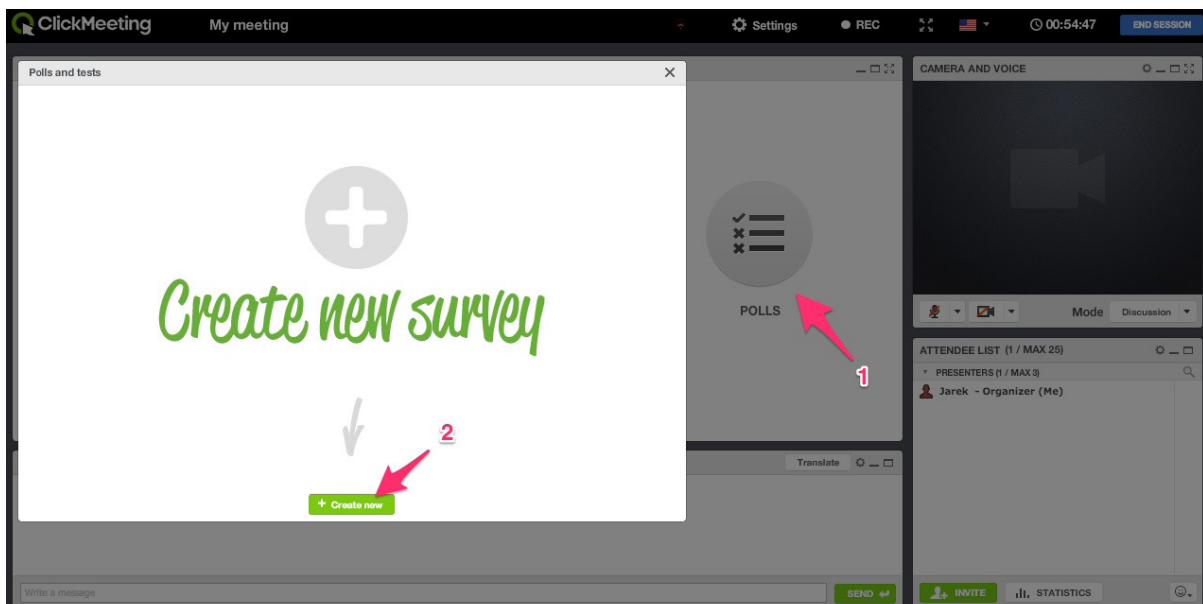
Chat privately with attendees.

If an attendee raises their hand or needs help, click their name and click the **Start chat icon** (1). The attendee receives a chat invitation message. A new tab appears in the chat pod where you can chat privately (2).

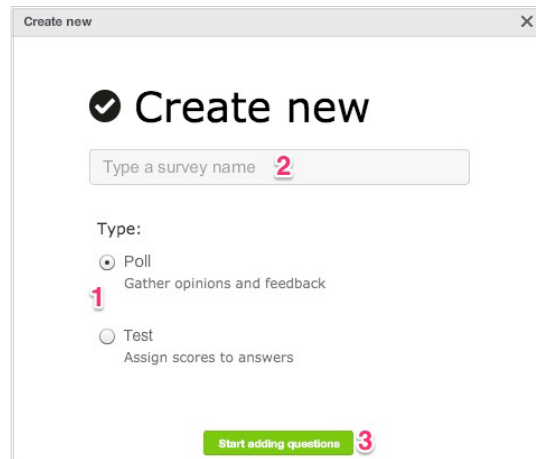


Create a new poll for attendees.

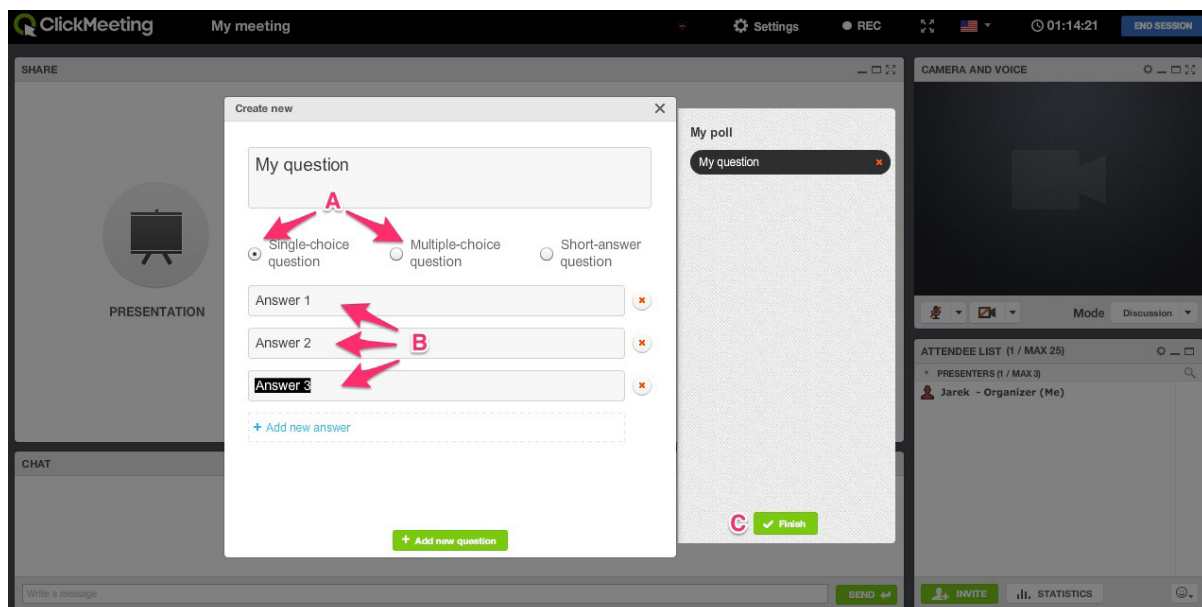
Get feedback from your attendees by asking them to take part in a poll. For a smoother meeting, prepare polls in advance by entering the room before the meeting starts. In the main ClickMeeting window click the **Polls** icon then click **Create new**:



Specify whether to create a Poll or a Test (1). In tests, you can specify the time and possible score for each question. You can assign points to answers if you wish. To get started, give your survey a name (2) and click **Start adding questions** (3):



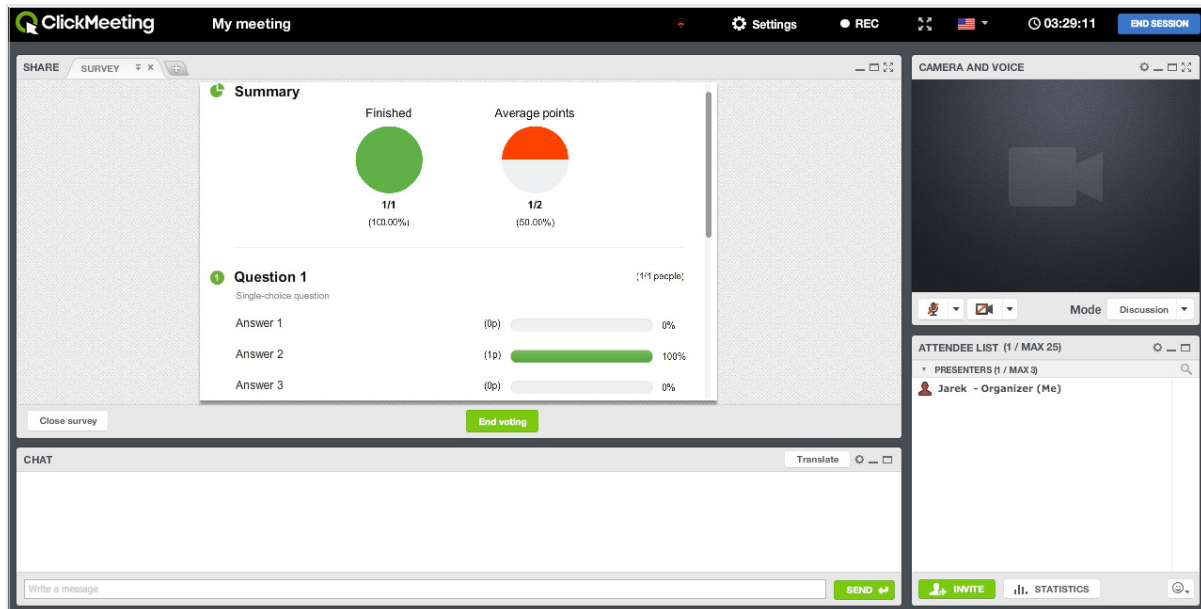
Choose single-answer or multiple-choice (A). Enter possible answers for your attendees to select (B). Click **Finish** (C) to save the poll for later use:



To present a poll, click it in the polls list and click the **Open** icon:

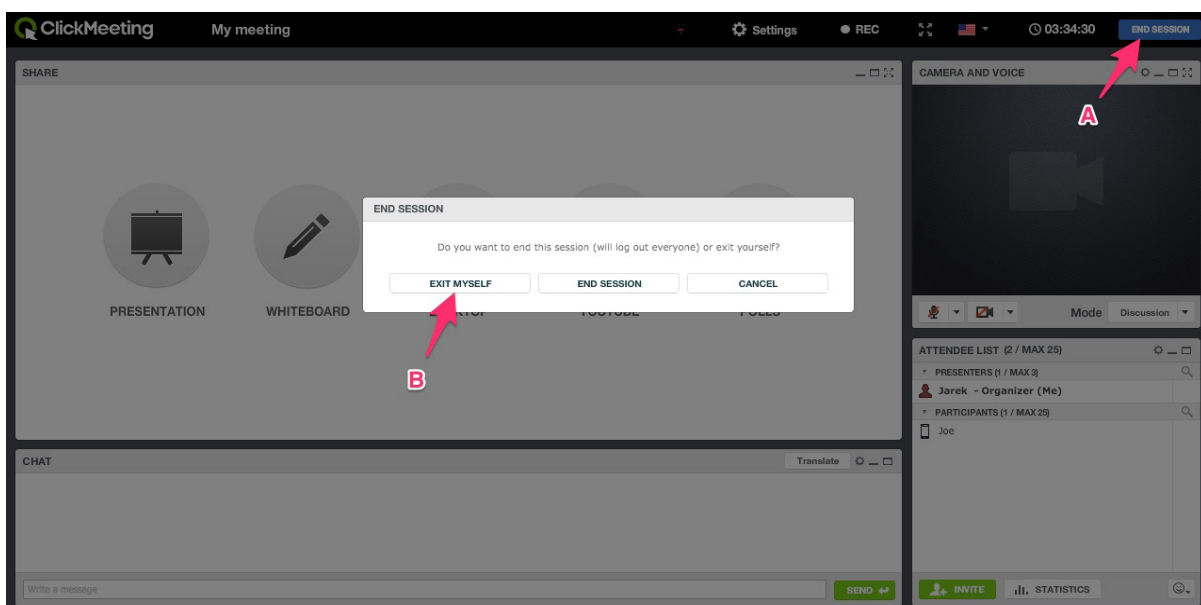
Polls and tests			
Type	Name	Date	
	My poll Number of questions 3	09/22/2014 3:03 PM	   

All attendees will be able to see the poll and select their answers. The window remains on their screen until you end the poll. Results appear in real-time on your screen. Each answer is color-coded, with a pie chart showing results. The poll pod gives you the option to share results with attendees.



End your meeting.

Click **End session** (A) at the top right of the meeting window to close the meeting for all attendees. Choose **Exit myself** (B) to leave the room. The room will remain open for attendees who are still downloading files, chatting or reviewing media.



View history and statistics.

In the ClickMeeting panel, click the **Statistics** tab. For a full description of this feature, refer to our *Online Events Statistics* manual.

Getting help and support

ClickMeeting is an intuitive platform. If you run into any difficulties, we've prepared materials to help you out:

- ✓ Search our knowledge base for answers to your questions.
- ✓ View our easy-to-follow printable user guides.

If you don't find what you're looking for, please contact our friendly customer support team. We're available six days a week!

- ✓ Start a live chat session
- ✓ Send us an email