

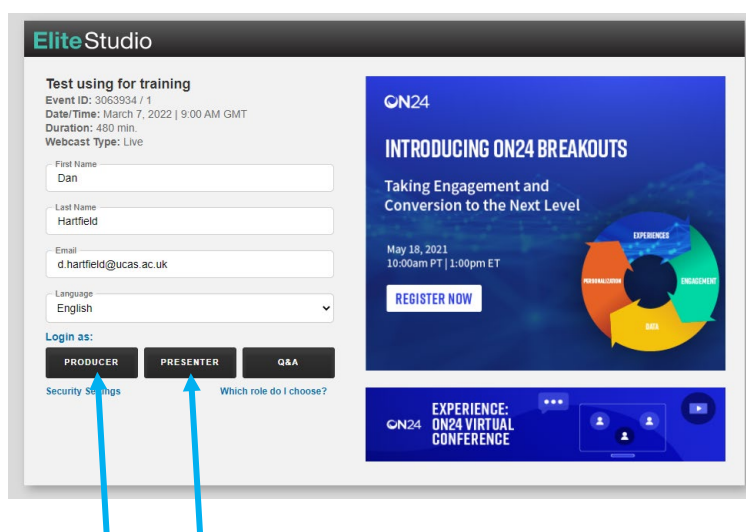
How to use live Q&A Chat

Top tips

- Please read fully this **How to use live Q&A Chat guide**.
- Ensure at least one member of your team accesses each Live Q&A Chat as a producer.
- The Produce MUST click the green button in the top right to **START WEBCAST** or your chat. will not work. This must happen for each timeslot, if there is more than one session in a day.
- A Producer MUST click to **END WEBCAST** at the end of each of the sessions.
- Please email events@ucas.ac.uk if you need support.

How to login

1. You will receive an email prior to the event which will contain a url/link for each of your live Q&A Chat sessions. Each link will need to be shared with your staff for the appropriate session.
2. For each session staff will need to click the link and then complete the details to login and click either **Producer** or **Presenter**. This is the screen will appear.



Producers (recommended for university staff) will start and stop the live chat and be able to moderate all of the questions and see the full functionality of this area.

Presenters (recommended for student ambassadors) will be able to moderate all of the questions and answers fully.

3. You may have up to **9 people** managing your chat. They may login as a **Presenter** or a **Producer**.
4. You may login to your chat up to 30 minutes before your session is due to start. It is highly recommended that you login at least 15 minutes before so you can check that all functionality is working.

Starting your live chat session IMPORTANT

IF YOU DO NOT “START WEBCAST” THE CHAT WILL NOT BE AVAILABLE



1. One of your staff who is logged in as a **producer** needs to click the green START WEBCAST button in the top right of the screen to make the live chat available.
2. We would recommend starting the chat 15 minutes prior to the start time. The button refers to START WEBCAST as this is the technical name of the area.
3. Prior to the session being available, there will be a status of WAITING..., the START WEBCAST will only appear when you are permitted to start the session.

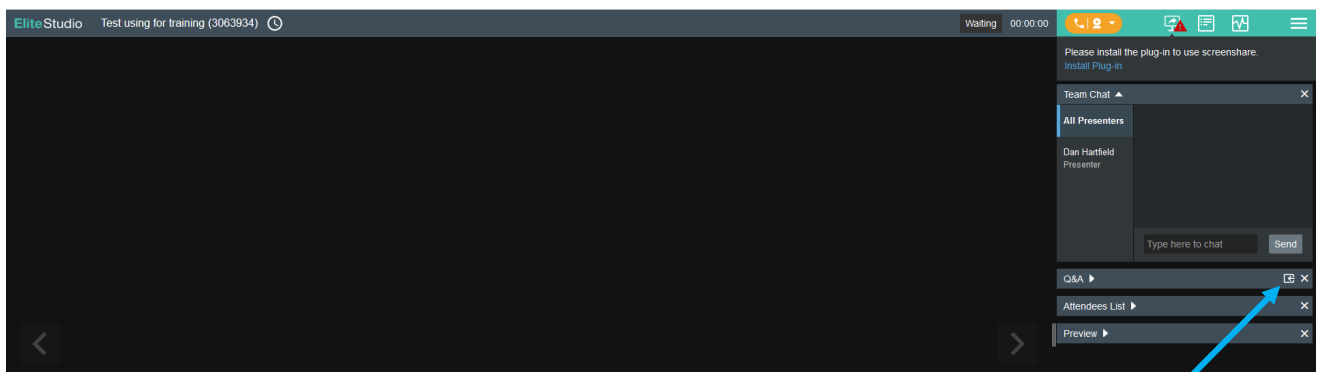
Stopping/ending your live chat session IMPORTANT



4. One of your staff who is logged in as a producer needs to click the red END WEBCAST button in the top right of the screen to make the live chat available.
5. The button refers to END WEBCAST as this is the technical name of the area.

How to chat to attendees and moderate Q&A

1. Once logged into the platform you will see this screen:



2. To make the Q&A moderator panel full screen click on the square with the arrow to do this.

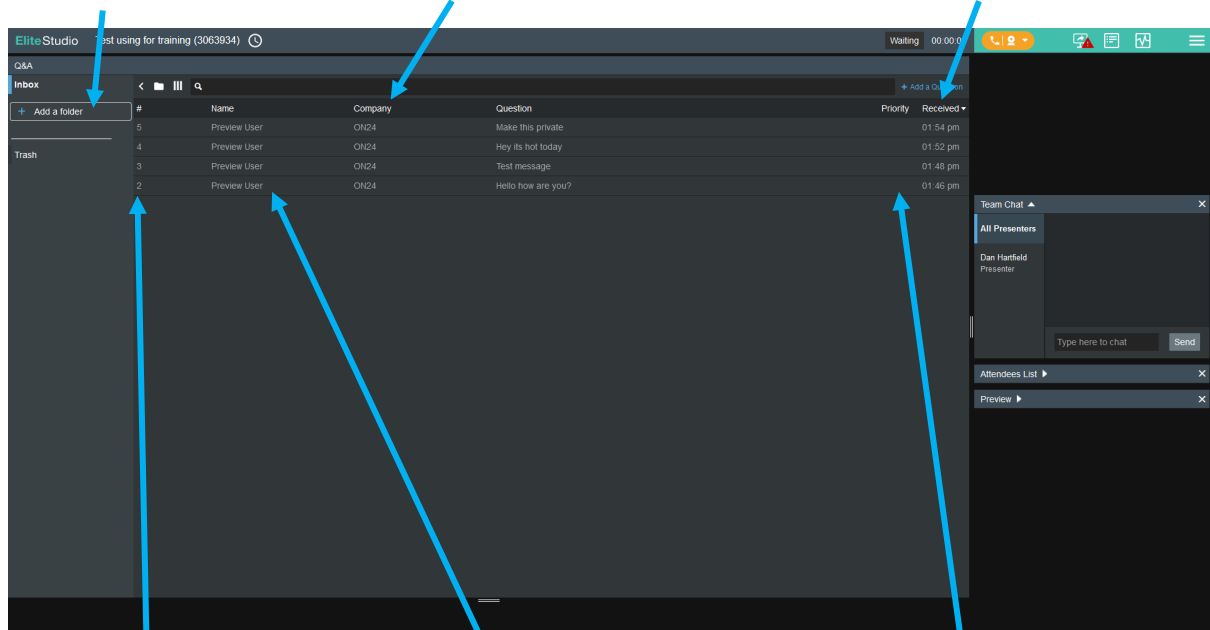


3. This is the view to manage questions

Folders can be added and used for organising questions and answers

Company or School name

The time the question was received

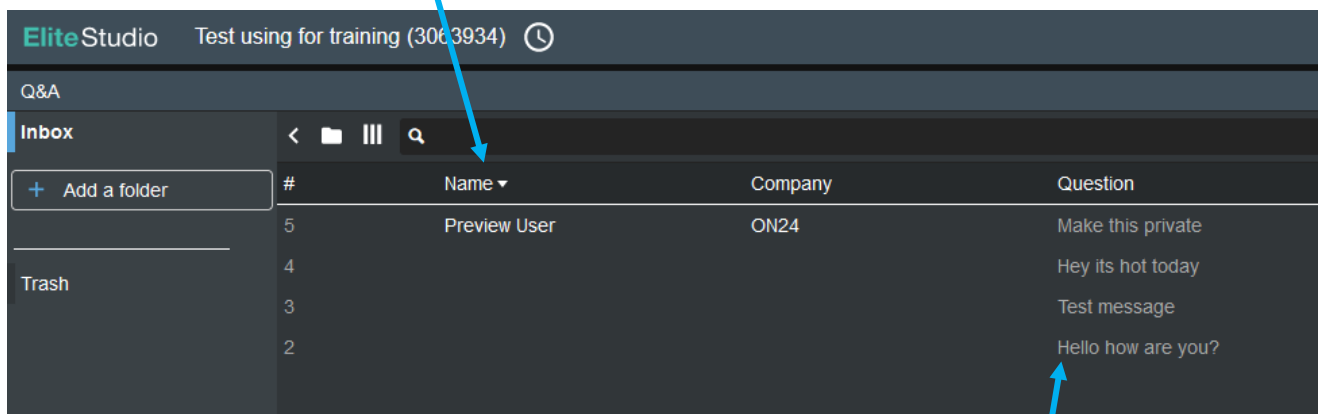


The order in which the questions have been received

The name of the person asking the question

The priority can be allocated and a red exclamation mark will appear when marked as a high priority – Hover your mouse over to see the options

4. Click on the Name header to group conversations together to keep track of conversations.



The questions are all asked by the same user PREVIEW USER and are now grouped together.

- Questions appear in real-time, you can refresh your window if you are not seeing any new questions.

To answer a question, click on the question and an answer window will appear

Click the tick icon to show the question is answered

You can either send the answer (with question) to an individual or all. Click the blue arrow to reveal the options.

**YOU CAN PUSH QUESTIONS TO ALL OR THE INDIVIDUAL
DO NOT PUSH TO SLIDE AREA**

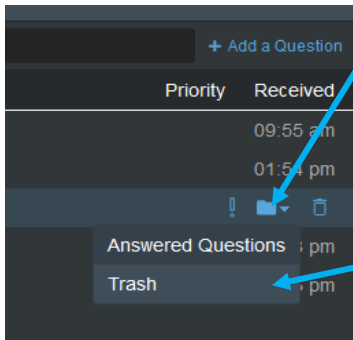
- Questions and answers can be edited once posted by clicking back on the answer and clicking the pencil icon (you do need to resend).
- Do not use the PUSH TO SLIDE AREA as this area is not in use and the question will not be displayed and will also delete your logo from your page.

- This is how the screen will look when a question has been answered. a question can be marked as answered by clicking on the tick icon.

Organising and archiving your questions

1. Folders can be created to help organising questions.
2. Click on “Add a Folder” with the plus icon on the top left of the screen and type the folder name and press the plus button.

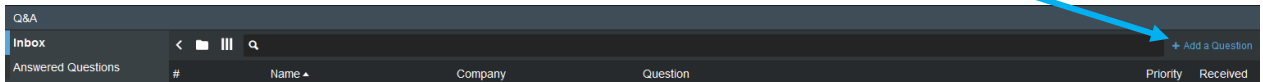
- Once the folder is set up, you can assign questions to the folder by clicking and dragging the question to the desired folder, or the folder icon can be used on the highlighted question to select the destination folder from a list.



Delete questions by clicking the folder icon and then TRASH (you can retrieve messages and moved back to another folder).

Adding your own questions to the chat

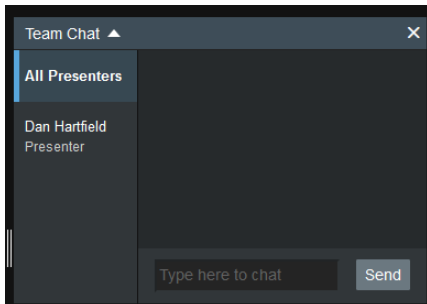
- You can add your own questions to the chat for the audience to see using this button.



Please note that you must post a question and an answer in order to post your own questions.

Team Chat

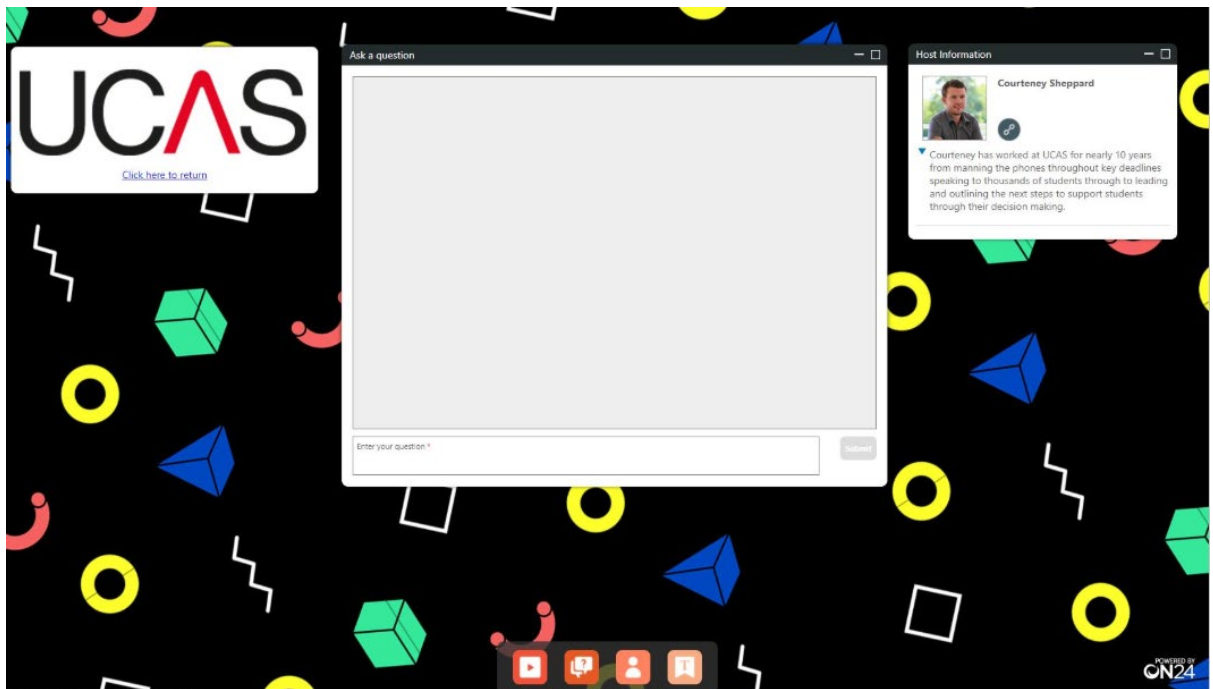
- Communicate with your team using the TEAM CHAT area.
- On the right side of the screen, see the Team Chat function.



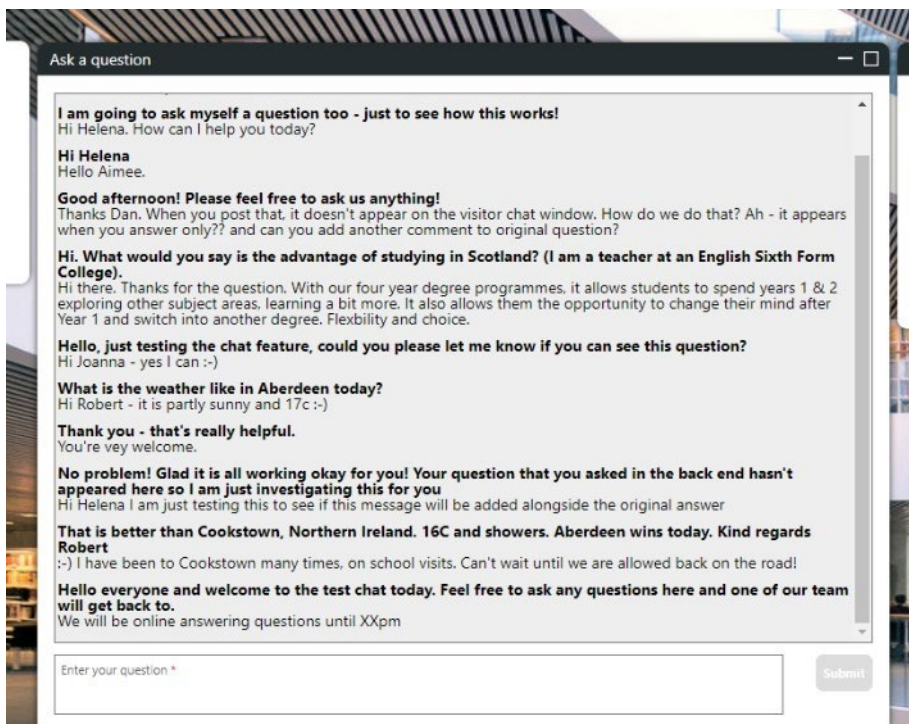
- All moderators (presenters and producers) can communicate with each other privately.
- These messages will not be shown to the audience, and you can choose to chat with an individual presenter by clicking on a presenter name or you can message all presenters at once by clicking on "All Presenters".

How will the chat look to attendees

1. This is an example of how the front end will look to attendees.

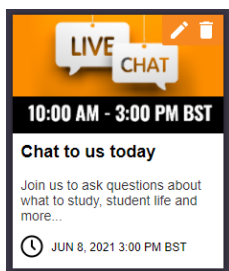


Her is an example of how the questions and answers will appear:



2. The questions are displayed in bold and answers in plain text
3. The attendee commenting is anonymised

- There will also be a different list of questions and answers if you are responding to individuals rather than all attendees.
- The tile attendees will click when on your profile page to chat to your team looks like this.

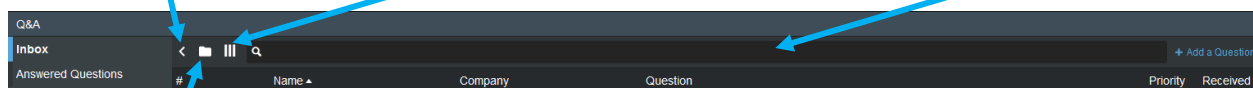


Useful tips

Clicking the “<” will remove the folder list on the left side of the page and extend the inbox.

Clicking the “|||” icon will show you the list of columns available and you can customise this by checking and unchecking the boxes.

This search field can be used to quickly find specific messages.



Clicking the folder icon will show you the list of folders

System requirements and whitelisting

You may wish to share this section with your IT department to ensure your device/laptop is set up correctly.

Browser requirements

- Check that you are using a compatible browser

For PCs running Windows 10 or newer	For Macs running Mac OS 10.15 or newer
1. Google Chrome v87+ (preferred)	4. Google Chrome v87+ (preferred)
2. Mozilla Firefox v83+	5. Mozilla Firefox v83+
3. Microsoft Edge Browser v87+	6. Safari v10.14+

- Ensure that your browser has cookies and Javascript enabled.
- Ensure that you have a screen resolution of at least 1024x768.
- Ensure that you have a sufficiently fast internet connection (at least 1Mbps).
- Minimize the number of applications you are running while accessing the event.
- Close down Microsoft Teams and Zoom as they can take the speaker and microphone audio away from the ON24 platform.
- If you are accessing from a work networked device, check with your IT department that the ON24 and UCAS sites and email are not blocked in any way.
- If you are having problems connecting:
 - If connecting via VPN, try without the VPN connection
 - Clearing browser cache and cookies

Whitelisting – Information for your IT Department

It is possible that some HEPs may need to whitelist website traffic in order for presentations to work, depending what firewall/security rules that you have.

ON24 has provided a guide to help you manage the whitelisting for the ON24 platform. **Please pass this information to your IT department to ensure you have your device set up correctly.**

Please refer to the Audience Use Cases section of the [ON24 whitelisting guide](#) and ensure that web traffic is not blocked for the relevant addresses:

- Static content (required for all users)
- ON24 application servers (required for all users)
- Stream servers for desktop experience (required for desktop users)
- Stream servers for mobile experience (required for iOS and Android mobile users)

The [ON24 whitelisting guide](#) includes the following sections:

- Whitelisting Streams
- Audience Use Cases
- IP addresses, split tunneling configuration, and load-related assistance
- Presenter Use Cases
- Webcam and Screen Share Related Connection Issues (VPB Connections)
- Troubleshooting - Google provides a test tool that will allow enterprise network teams to determine whether the required network paths are open and operating.

If you need to report a problem

If you have any more issues, please email us at events@ucas.ac.uk with the following details, please provide as much information as you can:

- Please send a screen shot of what you have experienced.
- Detail the issue and time of the issue.
- How many people are effected (if you are part of a school group) and detail their email address and name(s)