A quick guide to...
Running Effective Meetings

In this guide...
You will learn how organize your online meeting space, set up camera and voice, share your presentation and manage attendees.
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1. Launch your meeting

Relax! Delivering a powerful presentation is easy with ClickMeeting, even for beginners. You have complete control of how you present your content – and how you interact with your audience.

1.1 View the schedule page

Log into your account and click the schedule tab at the top of the page. From here you can view your upcoming meetings and webinars.

The details for each scheduled meeting are displayed, including the date and time, room name, ID number, URL to join and password.

If phone access is enabled, the presenter and participant PINs are displayed. The phone numbers are displayed at the bottom of the schedule page.

1.2 Enter the meeting room

Click enter this meeting and the meeting room will immediately launch in a new web browser window.

1.3 Start now or start later

You can choose to start a meeting now, or to prepare the meeting and start it later. It is recommended to prepare the meeting before it starts so you have time to upload any presentation files and organize the room. Attendees will wait in a lobby room until the meeting starts.

Meeting lobby is enabled

Attendees are waiting in a lobby until you start/open this MEETING. What do you want to do?
2. Meeting room layout

The meeting room contains four primary windows called pods. They are share, camera and voice, attendee list and chat.

The **share pod** allows you to display presentation files, draw and type on a whiteboard, or show all or part of your computer screen.

The **camera and voice pod** is where you can manage your webcam and microphone output.

The **chat pod** allows for public and private messages to be exchanged.

The **attendee list** helps you to manage presenters and participants so you can view their details, change privileges, see instant feedback and start private chats.

2.1 Change the room layout

At the bottom of the room you can switch between several layouts to help focus attention. The layout can be changed at any time to concentrate on text chat or presentation. Video chat will focus on webcam outputs to show one or more presenters simultaneously.
2.2 Enable or disable pods

At the bottom of the room, you can enable or disable specific pods at any time from the current layout.

2.3 Attendee privileges

To keep pods visible on your own screen, but remove them from participants view, you can disable their privileges.

Click the settings button in the top right of the pod, and un-check enabled for participants.

3. Camera and voice

Before the meeting starts you should setup and test your webcam and microphone. In the camera and voice pod click start camera and voice.

You must click to allow your web browser to access your webcam and microphone.

3.1 Audio output type

You will be asked to choose your audio output type. It is recommended that you use headphones so that feedback from your speakers will not produce an echo.

If you will be using headphones or a headset and mic combo, click yes.

If audio must come through your speakers, click no to enable push-to-talk mode. You will click a button or press the space-bar when you want to speak.
3.2 Select input devices

The camera and voice pod will automatically use your default audio and video devices. If you have multiple input devices, you can choose which you would like to use.

Click the video preview or the settings icon located below it.

From the camera and voice settings window, you can adjust your microphone gain, and choose the microphone from a drop-down list.

A preview of your webcam devices will be displayed so you can choose the appropriate camera.

3.3 Use an avatar

If you do not have a webcam, or your prefer not to show live video, you can choose to display an avatar instead.

From the settings window, click the use avatar button, and the avatar settings window will appear.

From the select from library tab, you can choose from an assortment of default smileys and images.

Click upload from computer at the bottom of the window an you can import an existing picture of yourself.

From the capture from camera tab, you can instantly take a snapshot using your webcam.
3.4 Manage output during the meeting

During the meeting you can manage your audio and video output from the camera and voice pod.

On air appears at the top when you are sending out live video and/or voice.

Click stop to immediately end sending your camera and voice.

The microphone and camera can be individually turned on and off by clicking the switches.

If your audio mode is set to use speakers instead of headphones, you will also see a push to talk button.

4. Chat during the meeting

The chat pod is available so participants can send instant messages during the meeting. With chat enabled, participants can enter messages in the main chat tab for everyone to see.

Presenters will have a menu next to the send button so they can choose to send message to everyone, only to participants, or only to other presenters. Private chats will each appear in their own tab. Please see the attendee list section of this guide to learn how to start private chats.

4.1 Chat options

Click the settings icon above the chat pod, and a menu will appear. From here you can enable or disable chat for participants, enable system notices, enable sound notifications, and display timestamps. The chat history can be cleared, or the contents can be exported to text, csv or xml file for later review.
5. Manage attendee list

From the attendee list pod, click any attendee name to view more details including location and email.

Click this button to make a presenter, block activity or logout or dismiss them from the room.

Click this button to enable or disable audio and video capabilities for the attendee.

Click this button to start a private chat session with the attendee.

Click this button to give privileges to share audio and video, chat, present files and share desktop.

5.1 Invite more attendees

While a meeting room is active, additional attendees can be invited by clicking the invite button.

From the email tab, enter each email address separated by a comma and click send invitations. From the link tab, the URL address for the meeting room is displayed, so you can copy and send by instant messenger or your own email client.

5.2 Attendee feedback and opinion

During presentations, attendees can instantly express their status or opinion from the smiley icon in the bottom right of the attendee list pod. Raise hand will let you know they have a question. Agree or disagree provides instant feedback on your current topic.

Speak louder or speak softer will let you know how your audio setting are working. I need assistance will let you know if they are experiencing any difficulties.

Attendee status will appear to the right of their name in your attendee list pod.
6. Create a poll for attendees

Get feedback from your attendees by asking them to take part in a poll. *It is recommended that you prepare polls in advance by entering the room before the meeting starts.*

Click the **show poll pod** button below the meeting room and click to **create a new poll**.

Start by entering a **question** you would like to ask.

Choose if attendees will make a **single** or **multiple choice**.

Enter **answers** for your attendees to select from.

Click **save** to store the poll for later or **save and open** to show to attendees now.

6.1 Display a poll for attendees

Click the **show poll pod** button below the meeting room and click **open**.

*The poll will be displayed to all attendees so they can make their selection. The window will remain on their screen until you end the poll.*

Results are shown in real-time on your screen. Each answer is given a color and a pie graph helps you to quickly determine the results.

From the poll pod you have to option to **share results** with attendees.
7. Presenting files and media

ClickMeeting is all about sharing. Whether it’s working with desktop files and apps, rich media, or scribbling on the whiteboard, everyone can be “on the same page” at the same time.

7.1 Sharing presentation files

Click presentation and a list of existing library files will be displayed.

Click the file name and buttons are displayed to open the file into the sharing space. You can also download to your computer or make public so attendees can download it from a shared files pod that will appear.

Click upload from computer to add new files to the library. You can upload powerpoint and pdf files, image files, plus audio and video files. It will take a few moments to upload and convert.

Click play from youtube and simply enter the URL address.

7.2 Sharing the whiteboard

Click whiteboard and a blank sharing space will appear.

Use the available tools to draw shapes and add text.

Check collaborate if you would like to allow attendees to make changes to the whiteboard.

Click the arrows below the whiteboard to add new pages, and switch between them.

Click the X tool to clear the current whiteboard page.
7.3 Sharing your desktop

ClickMeeting has the ability to display your full desktop or a portion of it to attendees so you can share other types of media and show how to use websites and software.

Click **desktop** and you can choose between sharing your **full screen** or a **selected area**.

The **first time**, you will be asked to click **OK** to install a small piece of software onto your computer.

If you have chosen a **selected area**, you will be prompted to select the area on your screen.

You will then see a **box highlighting the area** of your screen that is presently being shared.

Click the edges of the box to **drag the area** to a different part of your screen that you would like to share.

**Buttons** appear at the bottom right of the highlighted area so you can **pause** sharing, **resize** the area, or **stop sharing** your desktop.
8. After your meeting

ClickMeeting provides all the tools you need to track your meeting results, helping you to make each of events better than the last.

8.1 End your meeting

Click the *end session* button at the top right of the meeting window.

You can choose *exit myself* to leave the room but keep it open for attendees who are still downloading files, chatting, or reviewing media.

Choose *end session* to close the meeting for all attendees.

8.2 Meeting history and statistical results

Click the *history* tab in your account and locate the meeting session.

Click *duplicate* if you would like to schedule a new session using the same meeting details.

Click *view statistics* to see results from the meeting.

Select a *date range* to show results, and then pick between *visits*, *top countries* or *map location*.

*Visitor statistics for the meeting are shown at the bottom of the page.*

Click *visitor statistics* to see more specific details.

You will also find a button to *add to address book* for easy invitation to future meetings.
9. Getting help and support

ClickMeeting provides the tools and information you need to get the most out of your meetings, and our friendly customer support team is just a click or phone call away.

Simply click the help tab in your account and you will find all the information and support you need.

- Search our knowledgebase for answers to your questions.
- Sign up for our next training webinar to learn how to make the most of your ClickMeeting account.
- View our easy to follow printable user guides.
- Watch one of our video tutorials to see how it’s done.

Or contact our friendly customer support team.
We're available six days a week!

- Phone us at 1-888-8-CLICK-M
- Start a live chat session
- Send us an email