



A quick guide to...

Getting Started with ClickMeeting

In this guide...

You will learn how to quickly set up your meeting room before the meeting, how to deliver best presentation online and how to get feedback about your meetings after they are finished.



Contents

1. **Introduction**
2. **Setting up your meeting room**
 - 2.1 Host a new meeting
 - 2.2 Schedule a meeting
 - 2.3 Set Date and time
 - 2.4 Enable registration
3. **Inviting participants**
 - 3.1 View meeting details
 - 3.2 Invite presenters and participants
4. **Delivering a powerful presentation**
 - 4.1 Launch your meeting room
 - 4.2 Set up your camera and voice
 - 4.3 Manage attendee list
 - 4.4 Invite more attendees
 - 4.5 Manage the meeting room appearance
5. **Presenting files and media**
 - 5.1 Sharing presentation files
 - 5.2 Sharing the whiteboard
 - 5.3 Sharing your desktop
6. **Getting feedback from attendees**
 - 6.1 Attendee feedback and opinion
 - 6.2 Chatting privately with attendees
 - 6.3 Create a new poll for attendees
 - 6.4 Display a poll for attendees
7. **After your meeting**
 - 7.1 End your meeting
 - 7.2 Meeting history and statistical results
8. **Getting help and support**

1. Introduction

Welcome to ClickMeeting – where you can hold on-demand meetings, webinars, and presentations, without spending a dime on travel!

ClickMeeting is incredibly easy to set up and manage – whether presenting to a global audience of 1000 or a single, high-value client. You can hold team meetings on the fly, present global webinars in high-impact video, share desktops, brainstorm new ideas, and poll attendees – all from 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
- ✓ hold training sessions, webinars and lectures
- ✓ deliver high-impact presentations for up to 1000 attendees



Just a few easy steps and you're on your way to boosting your productivity and profits with ClickMeeting!

In this guide we will explain how to quickly set up your meeting room before the meeting, how to deliver best presentation online and how to get feedback about your meetings after they are finished.

Best of all, you have the power to level the playing field with a couple of clicks. Find out how ClickMeeting can boost your productivity now!

2. Setting up your meeting room

Setting up your meeting room and communicating with attendees is simple and fast. ClickMeeting walks you through each step, so adding documents, video, and your own look and feel is a snap!

2.1 Host a new meeting

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**.



To the right, click to either **host a meeting** or **schedule a webinar**.



For either event type, you can choose to start the event now or schedule it to start at a later time.



2.2 Schedule meeting

Choose to **meet later** and the **schedule meeting** window will appear.



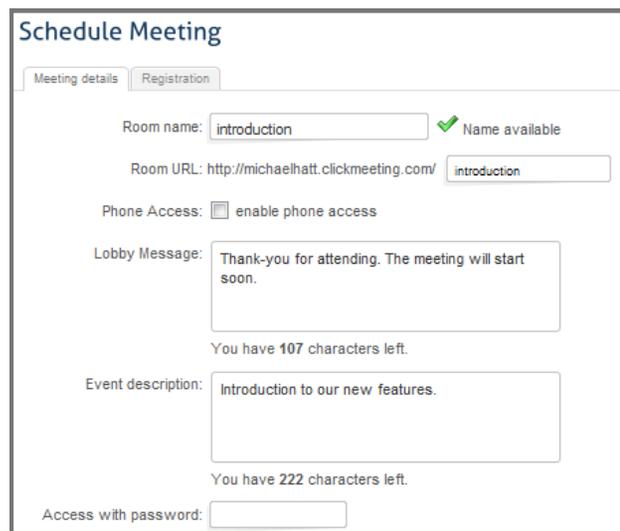
Select a **room name** which will become part of the **room URL** address.

Check if you would like to enable **phone access** and the numbers will be displayed.

Enter a **lobby message** attendees will see while waiting for the event to start.

Enter an **event description** to be shown on registration pages.

Enter a **password** if you would like your event to be private.



2.3 Set a date and time

Select a **start date** from the drop-down calendar and the **start time**.

Choose a **duration** for the meeting between one and three hours. The room can also be made **permanent**.

Select the appropriate **time zone**.

When will this meeting take place

Start Date: Start Time:

Duration: up to hour
 permanent room - endless

Time Zone:

2.4 Enable registration

Click **next** and you will see the **registration** tab.

Check **enable registration** if you would like participants to register before attending.

Check the **fields** that participants must enter to register, and whether they will be **required**.

Optionally enter a URL address you would like to **redirect** participants to after they have registered.

Click the **schedule button** to activate and store the new meeting.

The new meeting details will now appear under the **schedule** page in your account.



Enable registration for this meeting

Field:	Required?	Field:	Required?
<input type="checkbox"/> First Name	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> State/Province	<input checked="" type="checkbox"/>
<input type="checkbox"/> Last Name	<input checked="" type="checkbox"/>	<input type="checkbox"/> Zip/Postal Code	<input type="checkbox"/>
<input type="checkbox"/> Email Address	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Country	<input checked="" type="checkbox"/>
<input type="checkbox"/> Address	<input type="checkbox"/>	<input type="checkbox"/> Phone	<input type="checkbox"/>
<input checked="" type="checkbox"/> City	<input checked="" type="checkbox"/>		

[check all](#) | [Clear All](#)

Redirect registrants to URL
 (including http://):



List Calendar

Date ▲
Room ▼

Starts at 2010-10-19 12:00 PM-1:00 PM	Meeting: introduction http://michaelhall.clickmeeting.com/introduction	ID: 587-167-771 view/edit details cancel Meeting enter this Meeting registrants (0)
--	---	---

3. Inviting participants

ClickMeeting makes sure your Invite process is smooth and seamless. You don't have to worry about skipping a step because the intuitive interface walks you through it.

3.1 View the meeting details

Go to the **schedule** page in your account.

Locate the meeting you would like to invite participants to, and click **view/edit details**.

A window will appear showing the complete meeting details.



Meeting: introduction ID: 587-167-771
http://[redacted].clickmeeting.com/introduction

[view/edit details](#)
[cancel Meeting](#)
[enter this Meeting](#)
registrants (0)

3.2 Invite presenters and participants

Click to either **invite presenters** or **invite participants**.

A box will appear for you to enter the **email addresses** of participants. Each email must be separated by a comma.

You can also click to **add from address book**.

Choose one or more **contact groups** to view.

Check the **contacts** you would like to invite.

Click **add to the list**.

Click **send invitations** and an email with the meeting description, date and time will be sent to each contact along with the URL address to join.



Invitations:

[INVITE PRESENTERS](#) [INVITE PARTICIPANTS](#)

Invite by email

john@email.com, jane@email.com

[Add from Address Book >](#)

AddressBook Registrants

My all contacts (13) Customers (1)
 Staff (2) Prospects (10)

Contacts

Alice Beeblebrox
alice@microwerkz.com

Arthur Dent
arthur.dent@microwerkz.com

[Clear selected](#) [ADD TO THE LIST](#)

4. Delivering a powerful presentation

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.

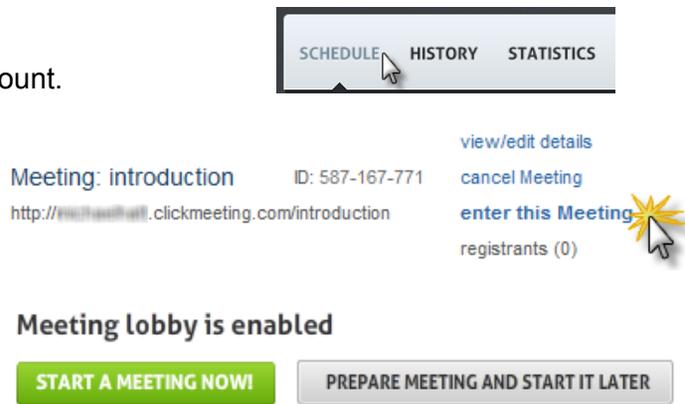
4.1 Launch your meeting room

Go to the **schedule** page in your account.

Locate the meeting you would like to start and click **enter this meeting**.

You can **start a meeting now**, or **prepare meeting and start it later**.

Attendees will wait in a lobby room until you start the meeting.



4.2 Setup your camera and voice

In the **camera and voice** pod, click to **start camera and voice**.

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

Click the pod again to open the **settings** dialog. If your computer has multiple webcam and microphone devices you can choose which ones to enable.

Instead of displaying video from your webcam, you can **upload an image** or choose from a library of **avatar images**.



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



Click **stop** to disable sending your camera and voice.



The microphone and camera can be individually turned **on** and **off**.

4.3 Manage attendee list

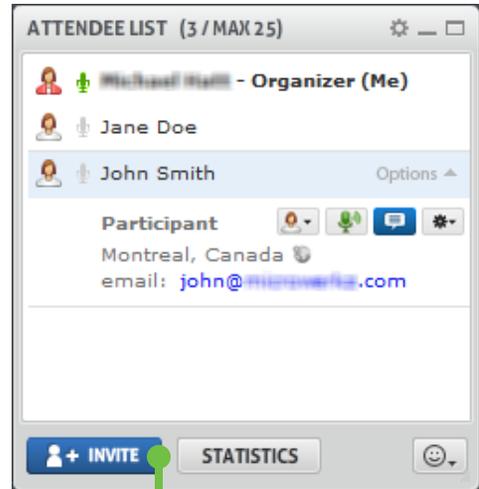
From the attendee list pod, click any attendee name to view more details including location and email.

 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.

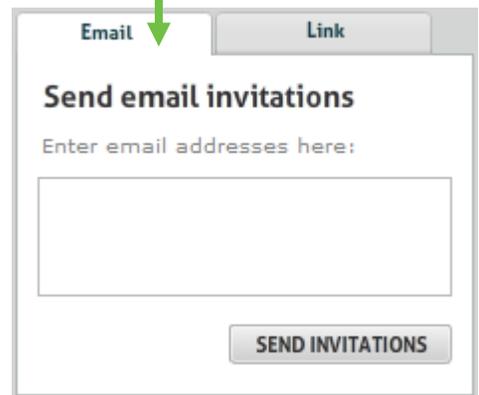


4.4 Invite more attendees

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

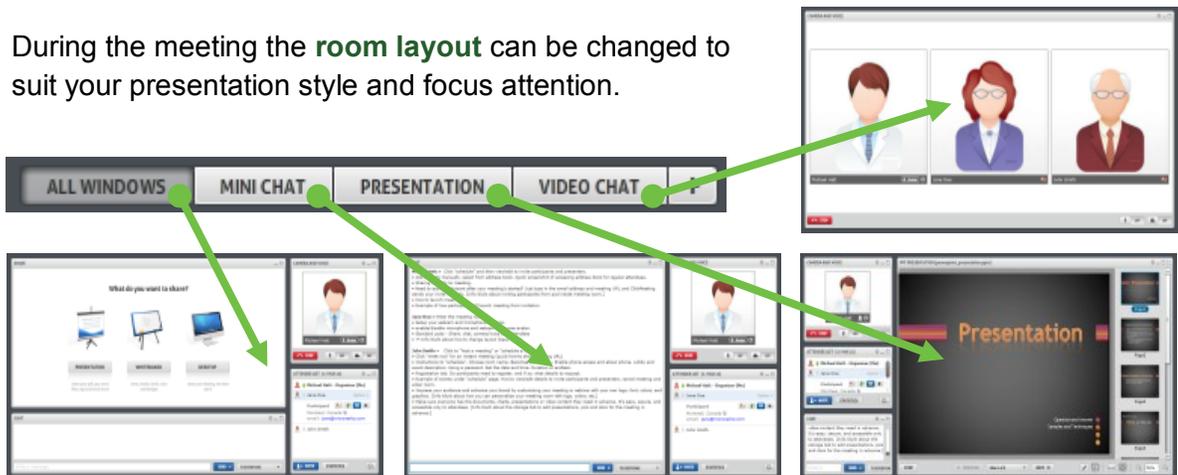
From the **email tab**, enter each email address separated by a comma and click **send invitations**.

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.



4.5 Manage the meeting room appearance

During the meeting the **room layout** can be changed to suit your presentation style and focus attention.



5. 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.

5.1 Sharing presentation files

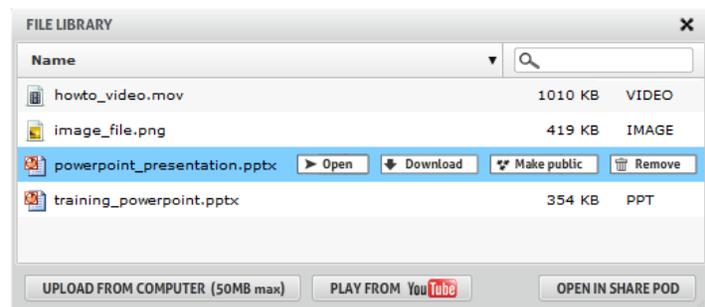


Click **presentation** and a list of existing **library files** will be displayed.

Click the **file name** and buttons are displayed to **open the file** into the sharing space, **download** to your computer, and **make public** so attendees may download it.

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.



5.2 Sharing the whiteboard



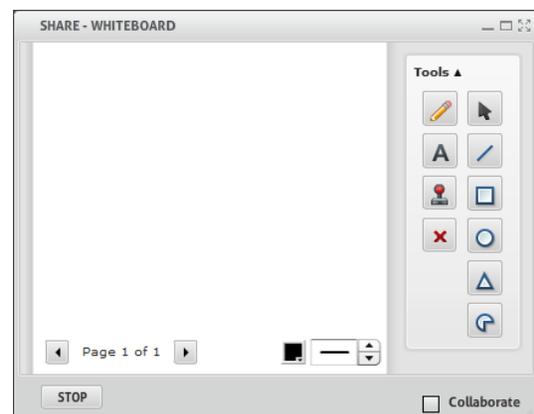
Click **whiteboard** and a blank sharing space will appear.

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.



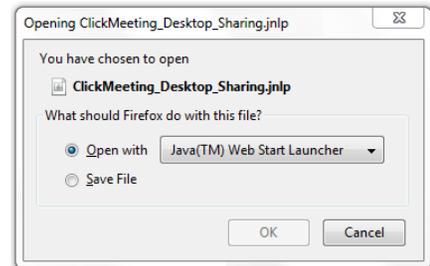
5.3 Sharing your desktop

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**.

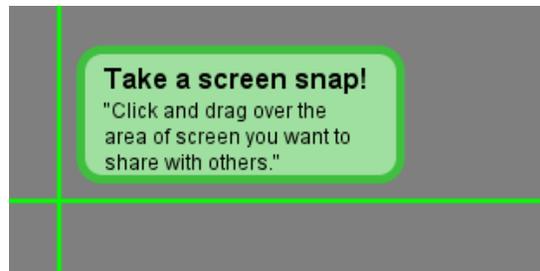
The *first time*, you will be asked to click **OK** to install a small piece of software onto your computer.



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.

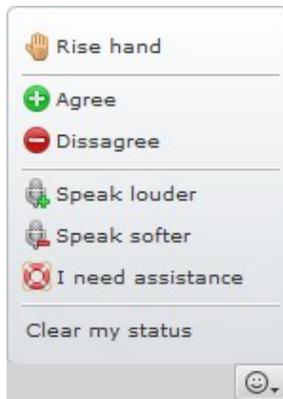


6. Getting feedback from attendees

Getting prompt feedback from attendees is important and easy to do. It lets participants know that you value their opinions and want to make every ClickMeeting event worthwhile.

6.1 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:

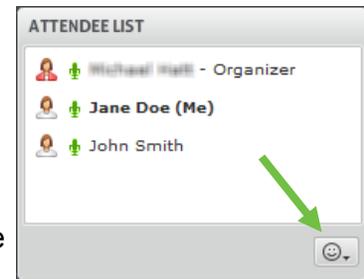


Raise hand will let you know they have a question.

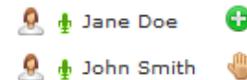
Agree or disagree provides instant feedback on your current topic.

Speak louder or speak softer will let you know how your audio settings 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.

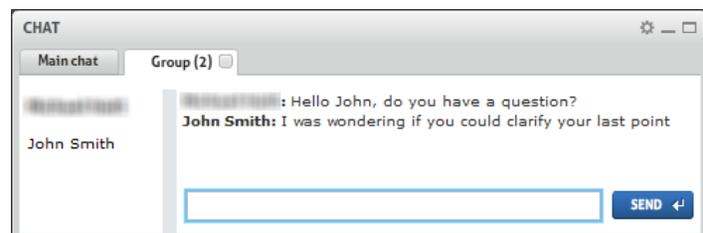


6.2 Chatting privately with attendees

If attendees raise their hand or need assistance, you can click their name and then click the invite to private chat button.

Attendees will be asked if they would like to chat with you.

A new tab will appear in the chat pod where you can chat privately.



6.3 Create a new 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.*



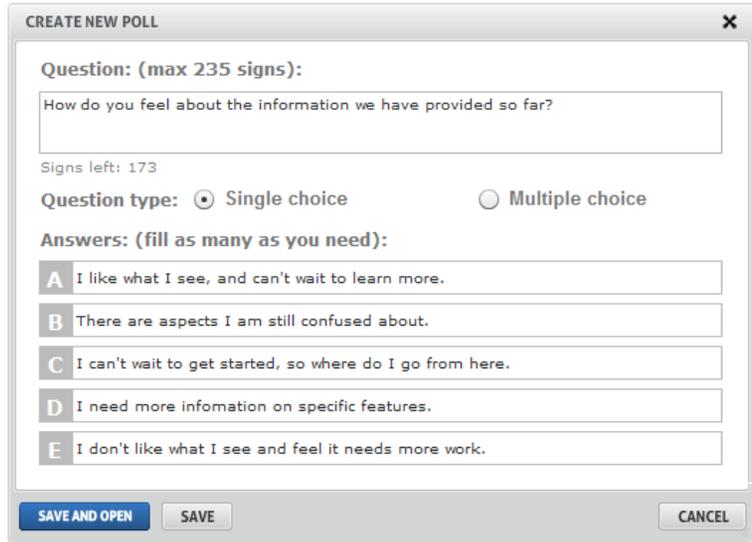
Click the **show poll pod** button below the meeting room and click to **create a new poll**.

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.



CREATE NEW POLL

Question: (max 235 signs):
 How do you feel about the information we have provided so far?

Signs left: 173

Question type: Single choice Multiple choice

Answers: (fill as many as you need):

A I like what I see, and can't wait to learn more.
 B There are aspects I am still confused about.
 C I can't wait to get started, so where do I go from here.
 D I need more information on specific features.
 E I don't like what I see and feel it needs more work.

SAVE AND OPEN SAVE CANCEL

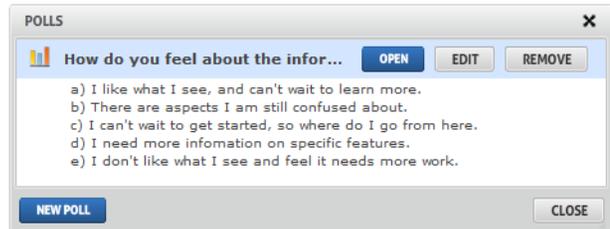
6.4 Display a poll for attendees

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

The poll will be displayed for 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 the option to share results with attendees.

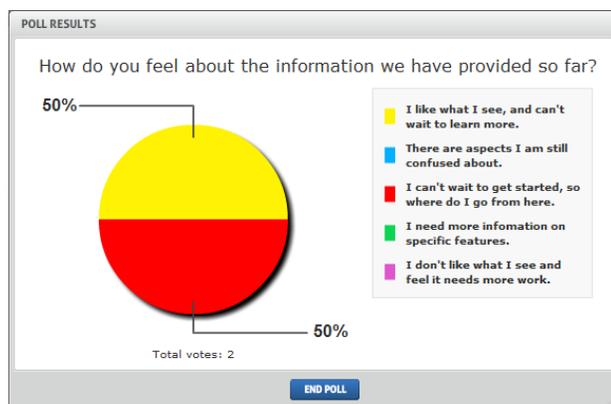


POLLS

How do you feel about the infor... OPEN EDIT REMOVE

a) I like what I see, and can't wait to learn more.
 b) There are aspects I am still confused about.
 c) I can't wait to get started, so where do I go from here.
 d) I need more information on specific features.
 e) I don't like what I see and feel it needs more work.

NEW POLL CLOSE

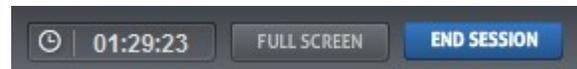


7. After your meeting

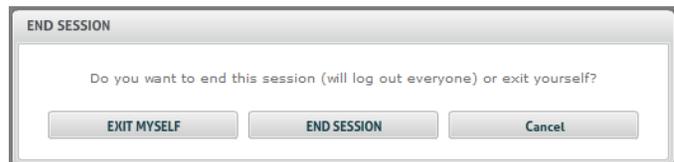
ClickMeeting provides all the tools you need to track your meeting results, helping you to make each of events better than the last.

7.1 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.



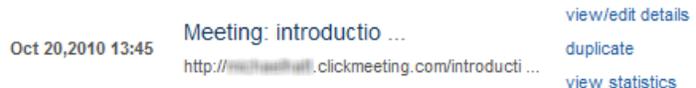
Choose **end session** to close the meeting for all attendees.

7.2 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.

Visit time	Nickname	Location	
2010-10-20 14:40:02	John Smith	Montreal, CAN, Canada	Show on map  Visitor statistics 

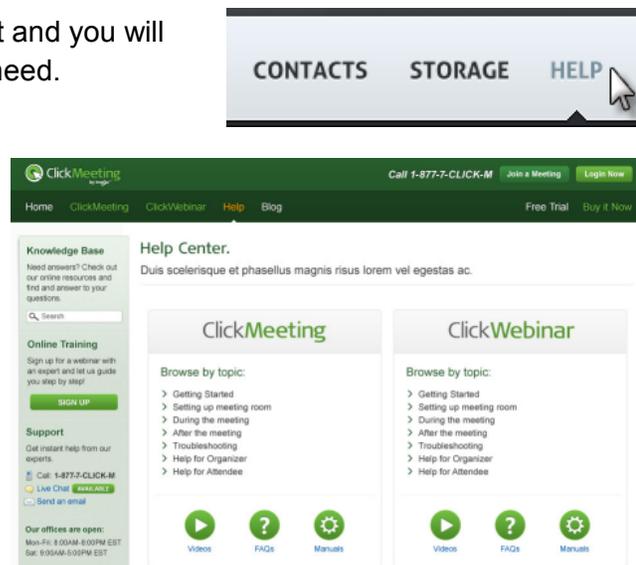
 [Add to Address Book](#) You will also find a button to **add to address book** for easy invitation to future meetings.

8. 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**