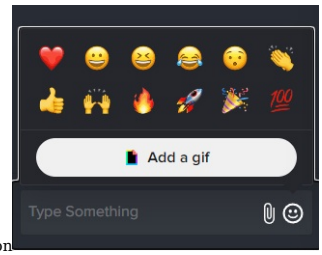
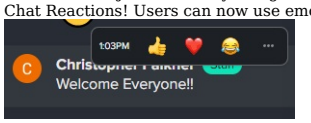
10/18/22 - Chat Updates

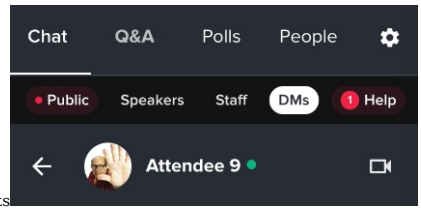
Welcome back for another round of fixes and some new enhancements. We hope everyone has been enjoying our new Agenda Builder. We have got your feedback and applied some fixes, along with other bug fixes. We pushed out our new chat updates to help create more fun in the chat channel for your attendees.

Enhancements

Chat Updates

- Add more emojis to chat tray along with a giphy button 

- Chat Reactions! Users can now use emojis on user chat messages. Simply hover over someones chat message and a pop up will appear with emoji selection.


- Renamed "GR" chat to "Speakers" chat
- Clean up chat indicators to include message counts 

Bug Fixes

- Chat exports
- Fix known cases where duplicating events would not work
- Fix known cases where “Greyed Out” agenda items would appear after deleting event assets
- Fix flashing video when switching between tabs with overlay on stage
- Several bugfixes for agenda builder

Still need help?

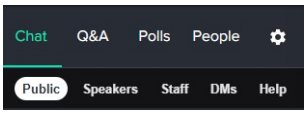
If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Chat Guide

Chat is the primary way for your attendees and speakers to communicate with each other. Let's dive into what chat channels and features are available.

- Chat Channels
- Giphy and Emojis
- Pinned Chat
- Chat Reactions

Chat Channels



Public

This is available to every user type and is also the primary channel for attendees to talk. For producers and Speakers this is your primary non-verbal way of engaging the audience.

Speakers

This is a private chat that only speakers and producers can see. This is the primary way to engage with your speakers outside of the Green Room.

Staff

Private chat only for producers. This is the primary way to engage with other producers outside of the Green Room.

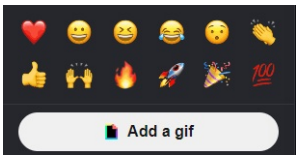
DM

Private direct messages will be organized here. Direct messages can be with any user role. To initiate a DM you will need to hover over the user in the People Tab and click on the DM button to start.

Help

Organized area where users can start a help chat with the producers of the event. It is best to direct users having technical issues to go here rather than troubleshoot in the public chat.

Giphy and Emojis



You can add emojis and even gifs into the chat. Simply clicking emoji button to the right of the text field will create the pop up. You can also type /giphy [text] and it will also create a search for gifs.

Pinned Chats

You can pin important messages to public chat. These will stay at the very top of the chat feed and users can cycle through them. We don't have any limits to how many you can have.

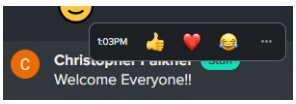
How to add and remove pins

To pin a chat simply hover over the chat text > a pop up will appear > click 3 dots on the far right > select "Pin"

To remove a pin you should see a "Remove Pin" button in white appear at the top with the pinned chat. You can also do the same as you did to create a pin but now you will see unpin

Chat Reactions

Users can react to specific chats with some emoji options. By simply hovering over a chat a pop up will appear with reaction options.



Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Support Hours of Operation

Welcome Support hours are from 6 AM to 6 PM PST Monday to Friday.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

11/09/22 - Pinned Chats and Tidied Up Multi-Track Landing Page

This week we launched a new feature, a cool QoL update, and some bug fixes.

Features!

Pinned Chats are here!! No longer do you need to spam important messages, links, PDFs and/or use the dreaded "scroll up" messaging. You can now pin them to the top of the chat. We also have a Chat Guide that goes over other chat features in detail.

Enhancements

Multi Track Landing pages got some love this update. Previously, it could be pretty confusing for some users. We removed quite a few things that were either clutter, duplicated information, and simply confusing. We also made adjustments for window scaling and you should now see a much more consistent view of the page even with smaller window dimensions. Lastly, you can now access the event agenda for all stages from the main landing page.

Fixes

- Fix issue where quick reg attendees couldn’t join non-quick-reg events
- Retry videos automatically when they fail with “502” error
- Fix issue where some recordings were not showing up in the event dashboard. They may take up to two hours to appear now, but we will keep retrying for up to two hours until they appear
- Fix issue where non-https lounge CTA links would not work
- Fix agenda overlay text color

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

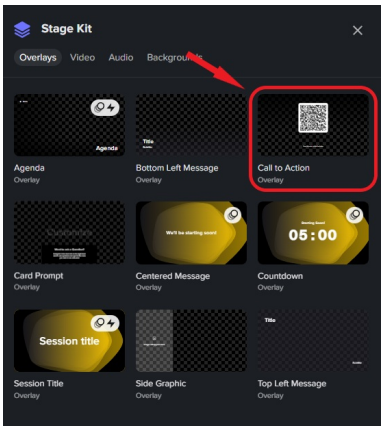
Call to Action (CTA) Guide

Attendee engagement is tricky in a virtual environment. Our Call to Action assets is a solution that you can utilize to keep attendees attention and provide increased value for the attendees in

your event.

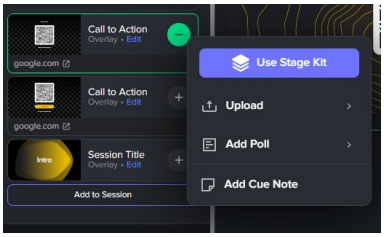
What is special about our CTA overlays is that it will create an interactable button on the stage, link in the chat, and even a QR code can be displayed on the stage. Secondarily, any clicks performed on the button and links will be recorded and available in the analytics data.

Where to Find CTA Overlays

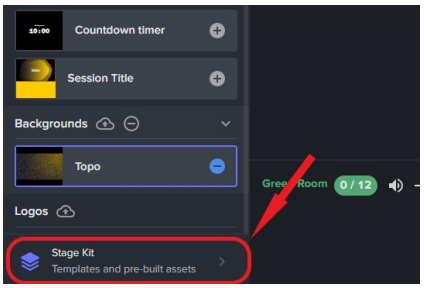


You can easily find our custom call to action overlays within our Stage Kit.

If you are using the agenda builder, stage kit shows up after you click "Add to Session"

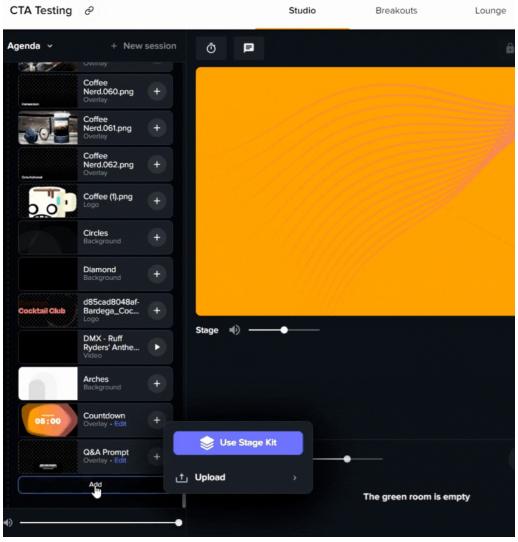


If you are still using our Legacy version of the studio, Stage Kit is available at the bottom left of the screen.



Customizing your CTA

You will have many options in designing your CTA. As you select your options you will see that you have a preview of the asset and what it will look like on the stage.



CTA Title

Name of the CTA button that is displayed on the stage

Action

You can choose between using a web link or a signal

Link

Web link you would like users to be directed to. Links will open in a new tab.

Signal

When users click on a Signal button they will receive a pop up at the top right corner stating "Thanks for the response". This data is collected in you analytics tab for you to follow up on after the event.

Style

Select either of the two style options

Button/QR Code

Allows you to create actionable assets with either a button, QR Code, or both

Image

Allows you to upload your own image that users can click on

Position

Choose one of the 3 positions on the stage to place your CTA. The choices are left, right, and center of the stage.

Type

When using Button/ QR Code style. You can select which option you would like them to be:

- Button
- QR Code
- Both

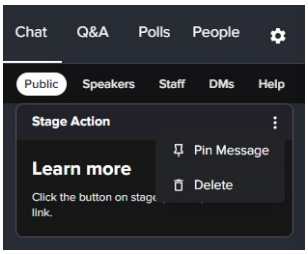
Button Color

Select color options for the button

- Primary brand color
- Secondary brand color
- Custom color

What Happens When You Push CTA to stage

Depending on how you setup your CTA, the overlay asset will be put onto the stage. At the same time a link will be posted into the Public Chat. At this point, your attendees can either click the button on the stage or use the link in the chat. Furthermore, you can pin the link in the chat to the top of the chat. To do that, click the 3 stacked dots at the top right of the chat message and click on "Pin Message".



Ways to use CTA

Overlay CTAs can be used to collect demo requests, download additional content like eBooks or guides, sign up for a newsletter or next events.

CTA Data

Your CTA data will be available to you within you Event Dashboard under the Analytics tab.

It will displayed and available to download as a CSV. It will look similar to the image displayed below.

List of CTA Clicks

Attendee	Email	CTA_Clicked	Time_Clicked	Stage
Billy N	Email@email.com	Click here for more i...	11/2/2022 12:01	Stage Name
Leo	Email@email.com	Click here for more i...	11/2/2022 12:01	Stage Name
Phil	Email@email.com	Click here for more i...	11/2/2022 12:01	Stage Name
Spencer	Email@email.com	Click here for more i...	11/2/2022 12:01	Stage Name
Rob	Email@email.com	Click here to sign u...	11/2/2022 13:02	Stage Name
Leo	Email@email.com	Click here to sign u...	11/2/2022 13:02	Stage Name
Jerry	Email@email.com	Click here to sign u...	11/4/2022 16:02	Stage Name
Anne	Email@email.com	Click here to sign u...	11/5/2022 17:02	Stage Name
Rob	Email@email.com	Click here to sign u...	11/2/2022 14:03	Stage Name
Jena	Email@email.com	Click here to sign u...	11/2/2022 14:03	Stage Name
Katie	Email@email.com	Click here to sign u...	11/2/2022 14:03	Stage Name

Page 1 of 1 Showing rows 1-12 of 12

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

1/5/2023 - Call to Action and Image Overlays

This update has mostly backend updates and fixes but we do have a couple of exciting new overlay additions to Stage kit.

Features

Call to Action Overlays - Create an interactable button on the stage, link in the chat, and even a QR code can be displayed on the stage. Secondarily, any clicks performed on the button and links will be recorded and available in the analytics data.

Image Overlays - Create an overlay with an image on either the left or right side of the stage.

Fixes

- Maintenance upgrades
- Fix bug where redirect after deleting an event was broken
- Fix dynamic overlays sometimes showing up behind content where they shouldn’t
- Fix asset spacing in legacy view
- Fix a corner case for failures when duplicating events with open polls

Enhancements

- Add public Chat exports to analytics downloads
- Event dashboard color theme is updated
- Change all occurrences of Control Room to Studio
- Give rounded corners to chat messages with assets (image, giphy link, etc.)
- New, colorful user avatars for users without profile photos

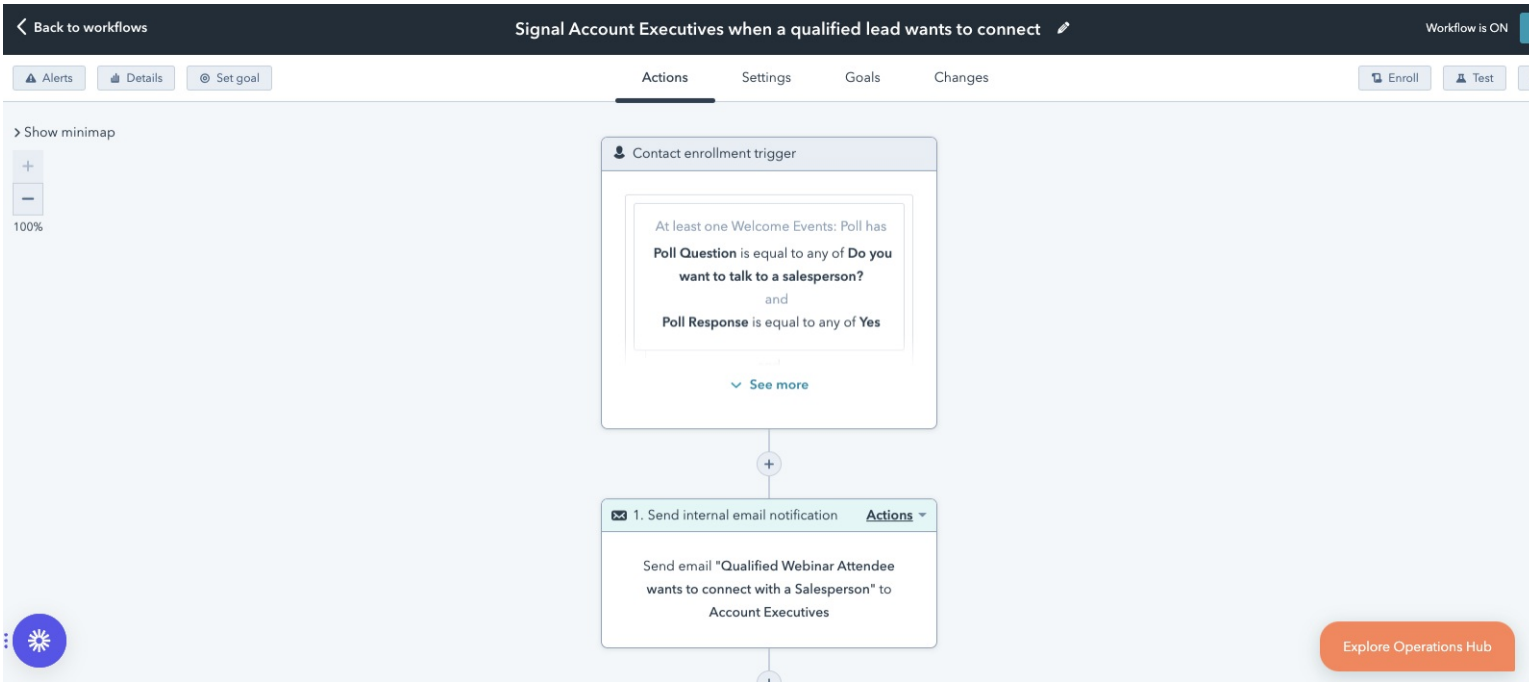
Hubspot Integration Documentation

Overview

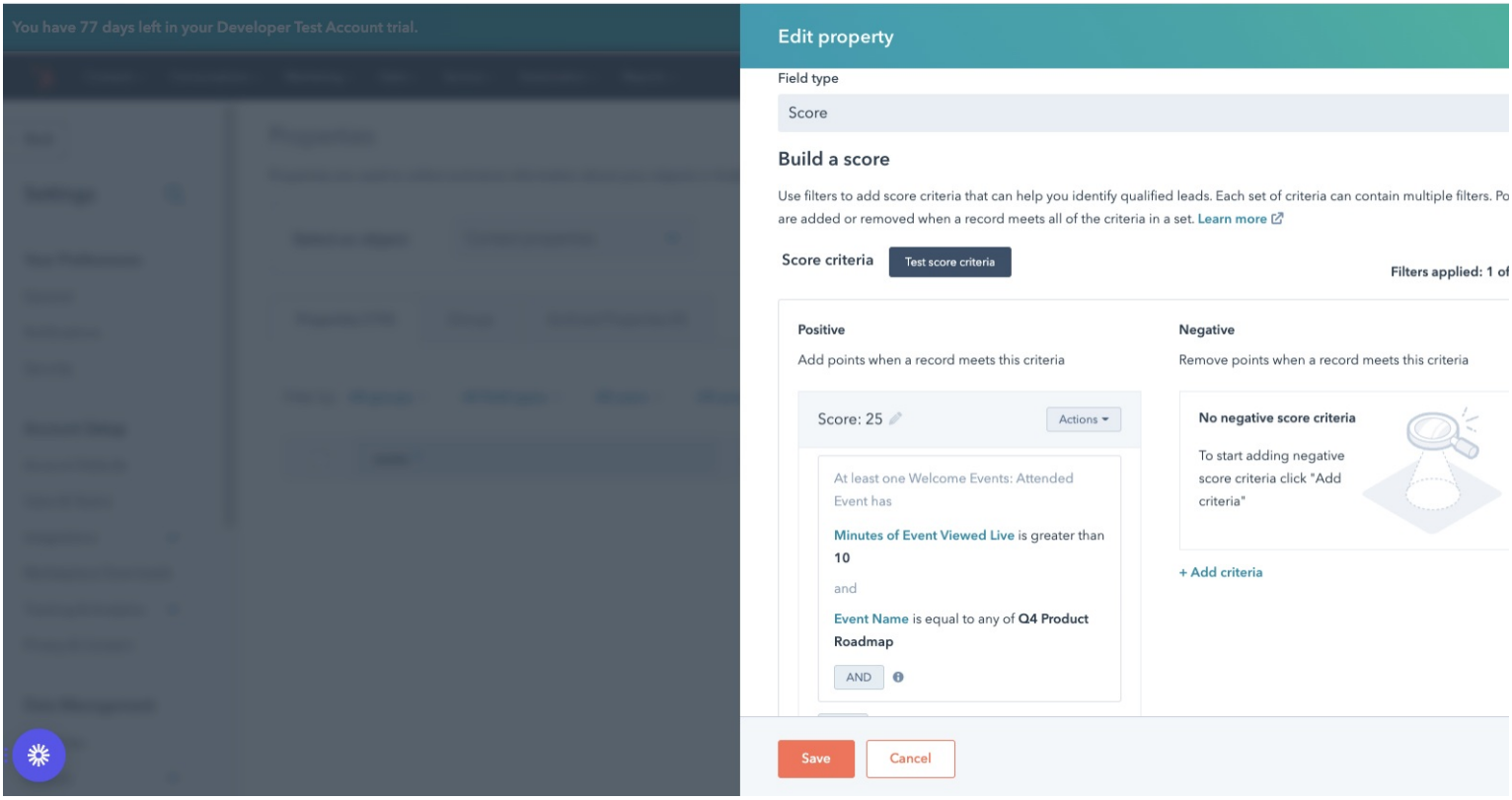
Welcome's Hubspot integration enables our customers to use the actions a Contact takes in Welcome to inform the next step of that Contact's buyer's journey.

The integration is streamlined to require minimal configuration. It makes it so your Hubspot Contacts need only click a link to get into an event, without going through registration. It sends back clear, easy-to-interpret signals of attendee sentiment, in real-time, for follow-up action. Some examples of things you can do with the Welcome integration are:

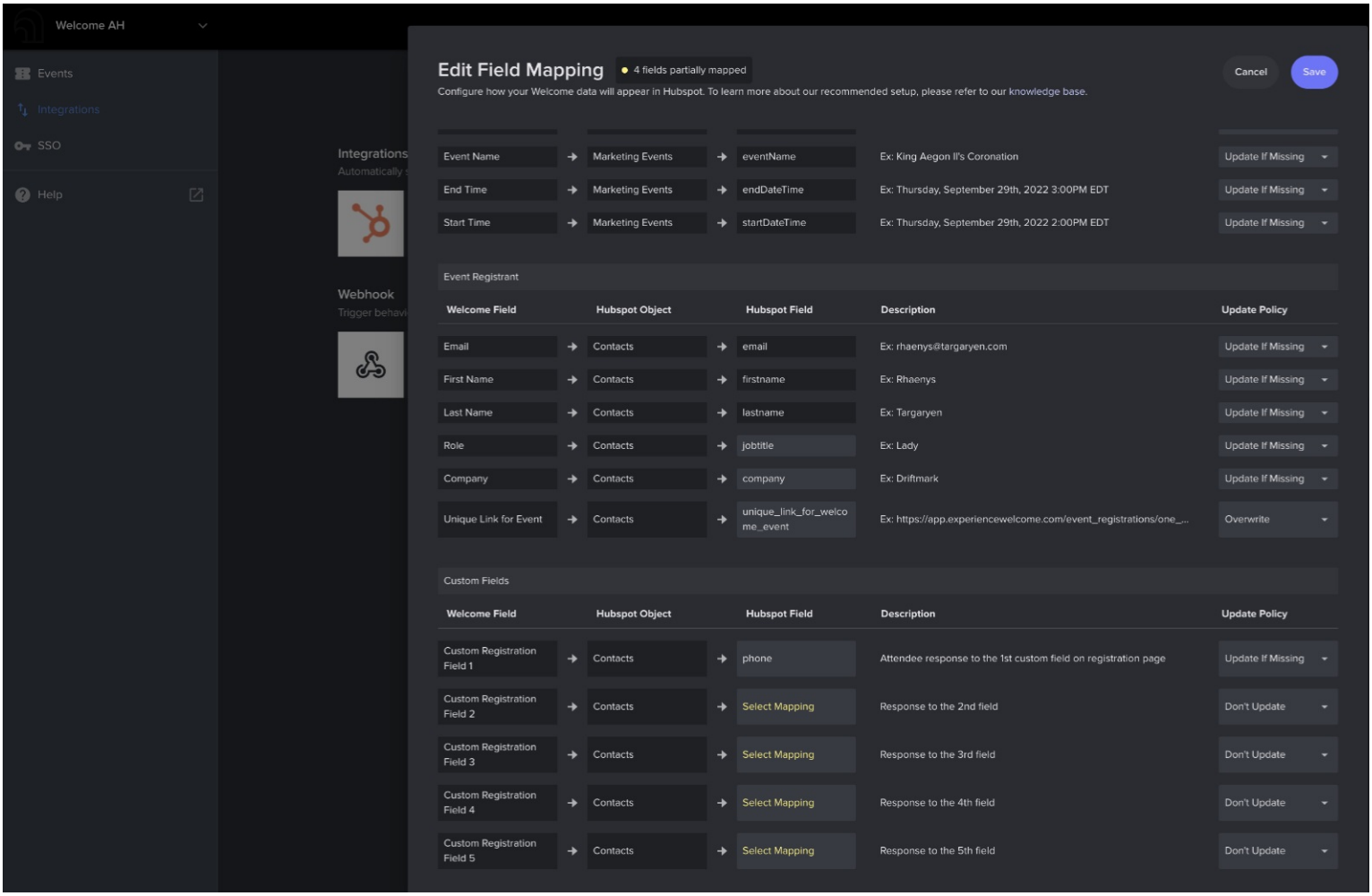
- Signal an Account Executive in real time when their prospect is attending one of your Webinars, or when a qualified account engages with a "Do you want to talk to a Salesperson?" Poll



- Increase the Hubspot lead score by 25 points for any lead which has spent more than 10 minutes at a specific Webinar.

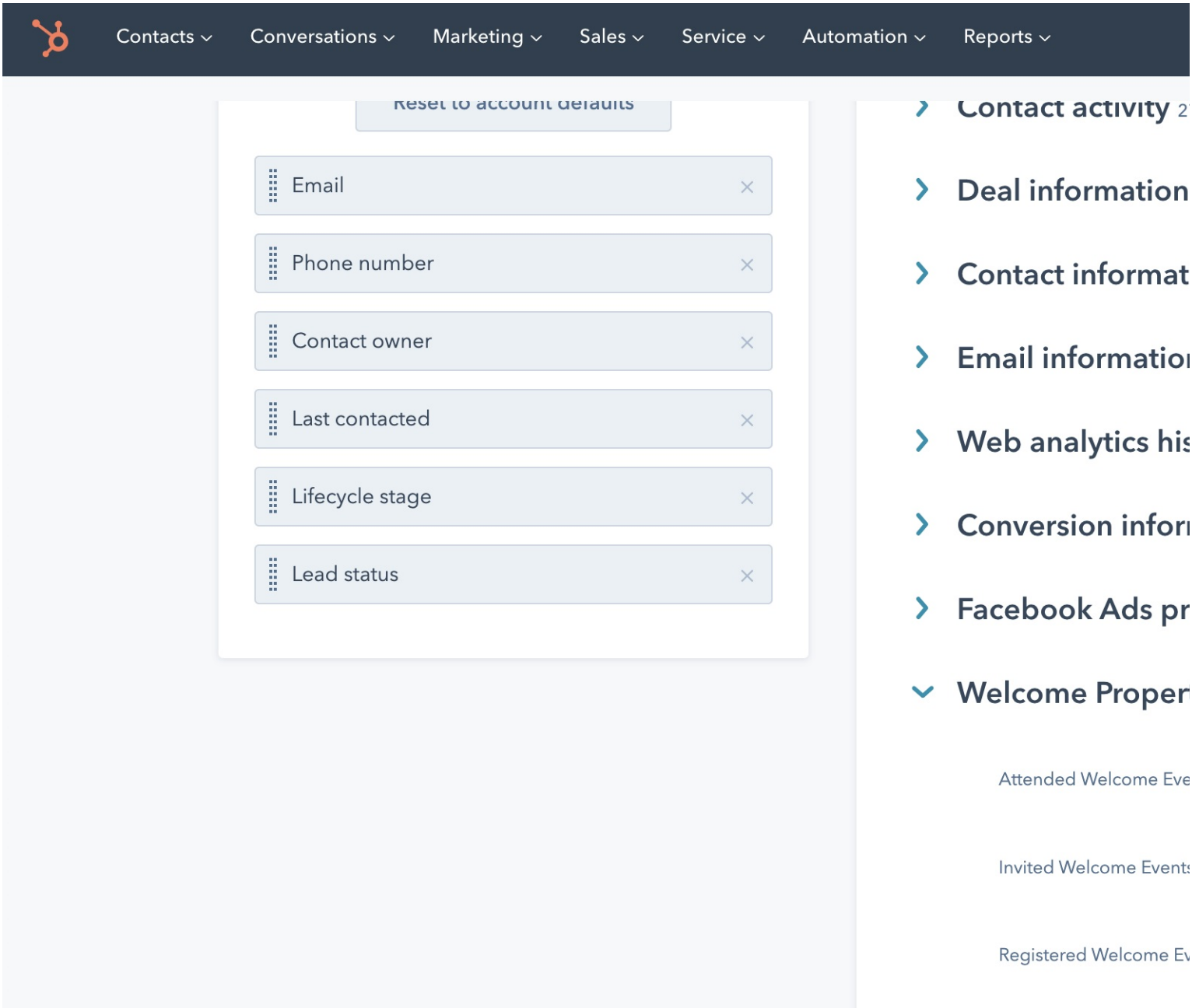


- Create new Contacts for people who attend your webinars with their custom registration fields



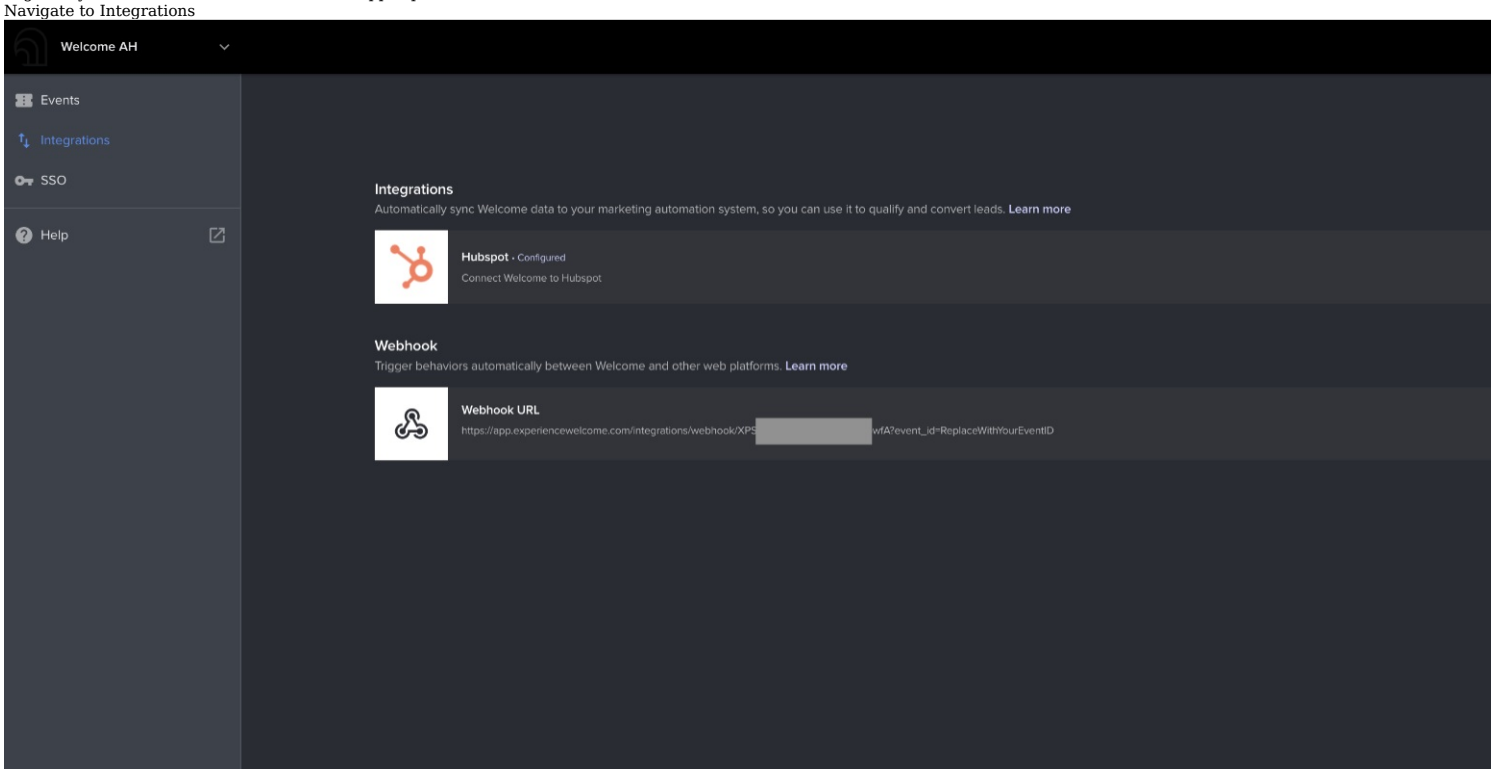
Note to Previous Hubspot Integration Users

If you were using the previous version of our Hubspot integration which leverages the built-in Welcome Properties – Invited Welcome Events, Registered Welcome Events, and Attended Welcome Events – the new integration does NOT update these fields anymore.

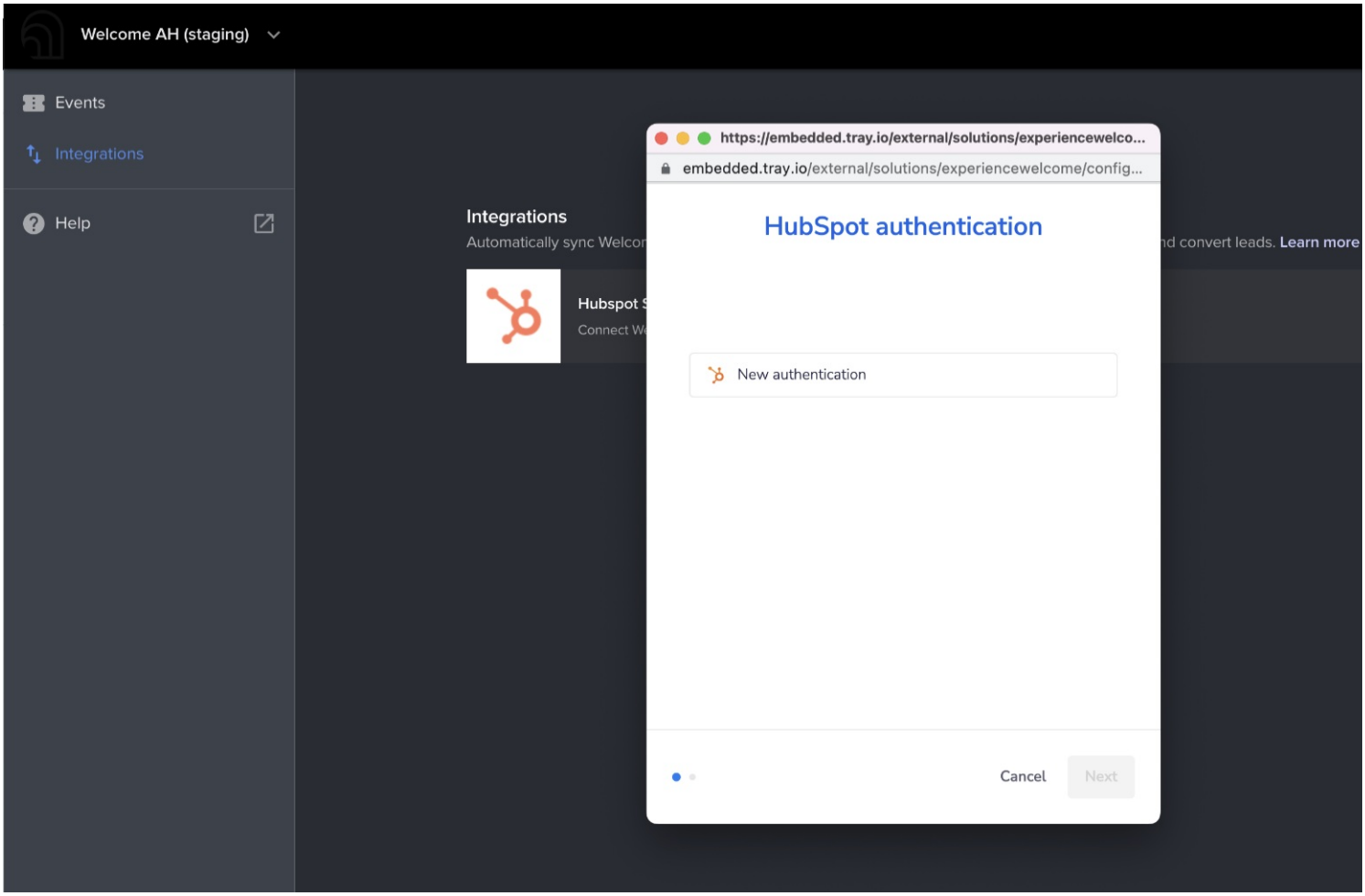


Setup – Connecting Welcome to your Hubspot Instance

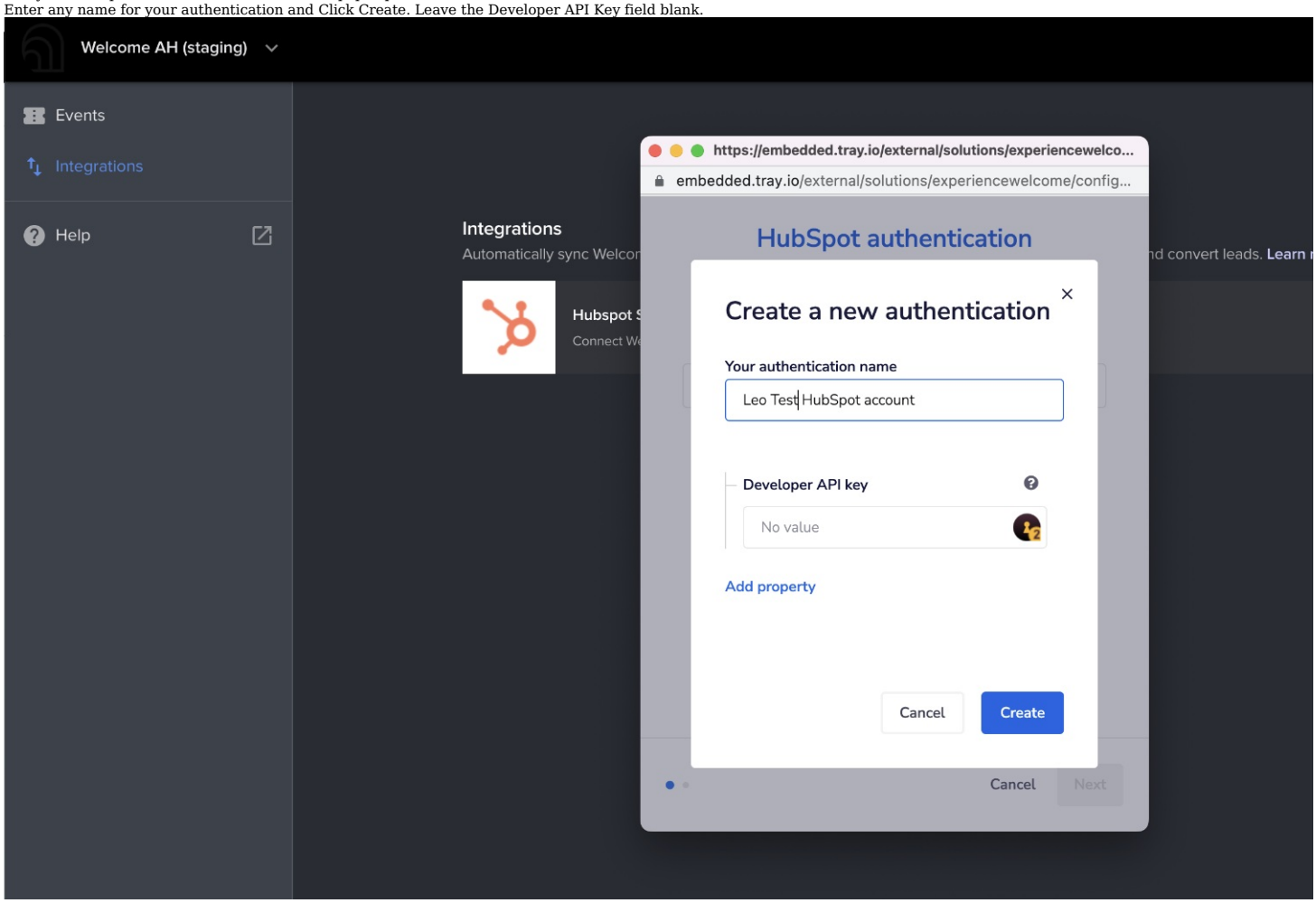
1. Log in to your Welcome Producer Account at app.experiencewelcome.com
2. Navigate to Integrations



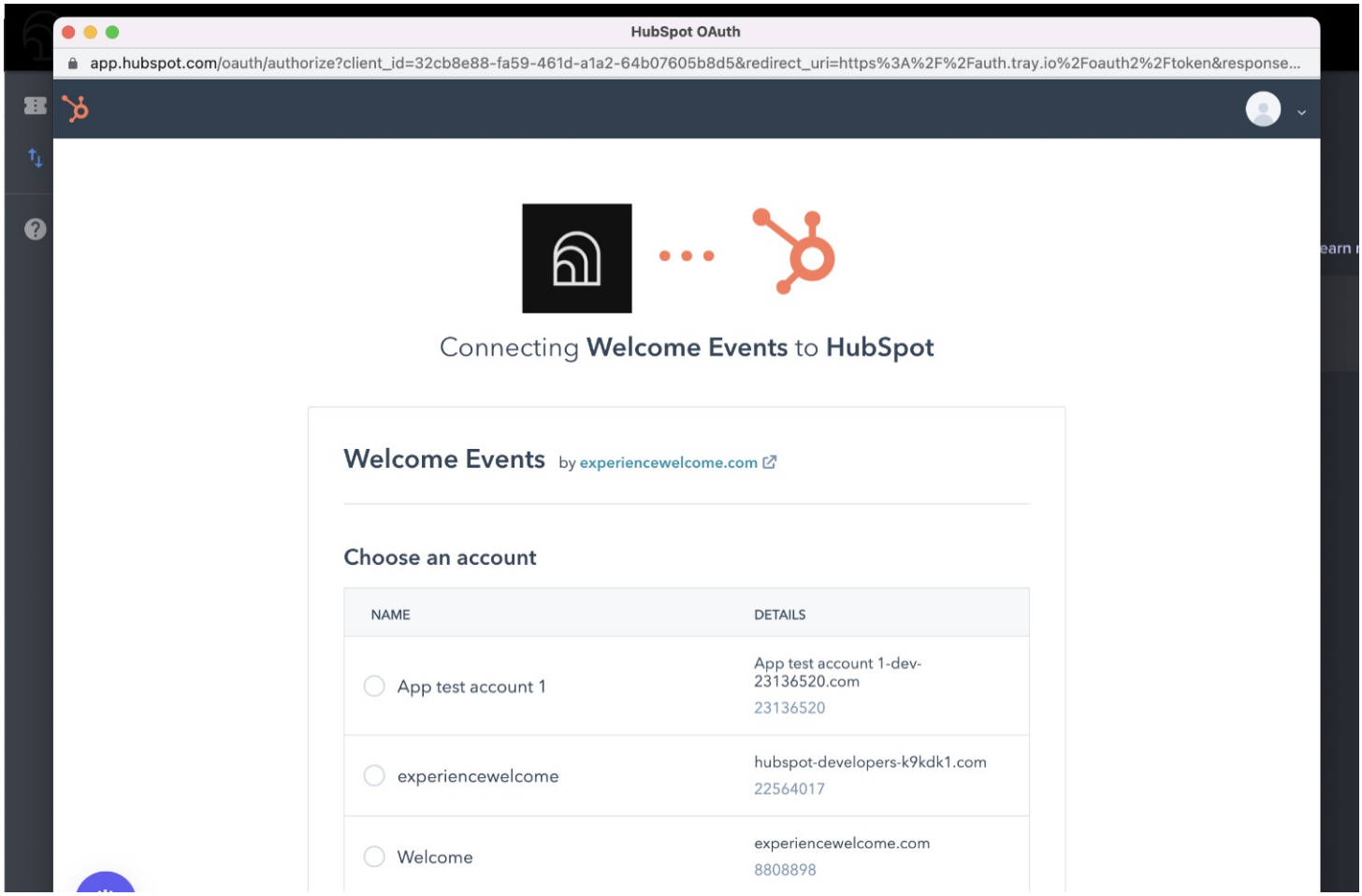
3. Click configure



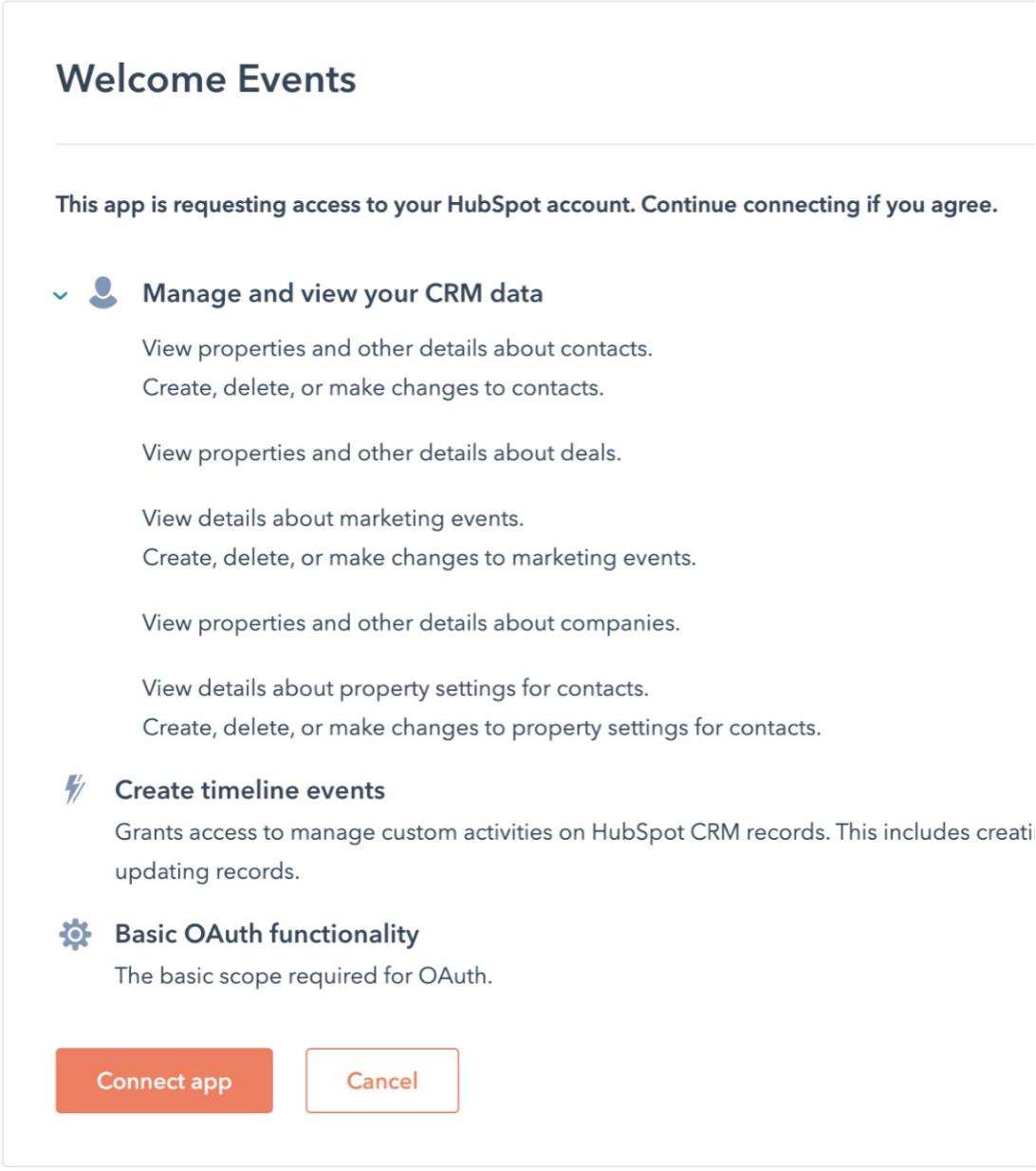
4. Log in to your Hubspot Instance in the window that pops up.
   1. Enter any name for your authentication and Click Create. Leave the Developer API Key field blank.



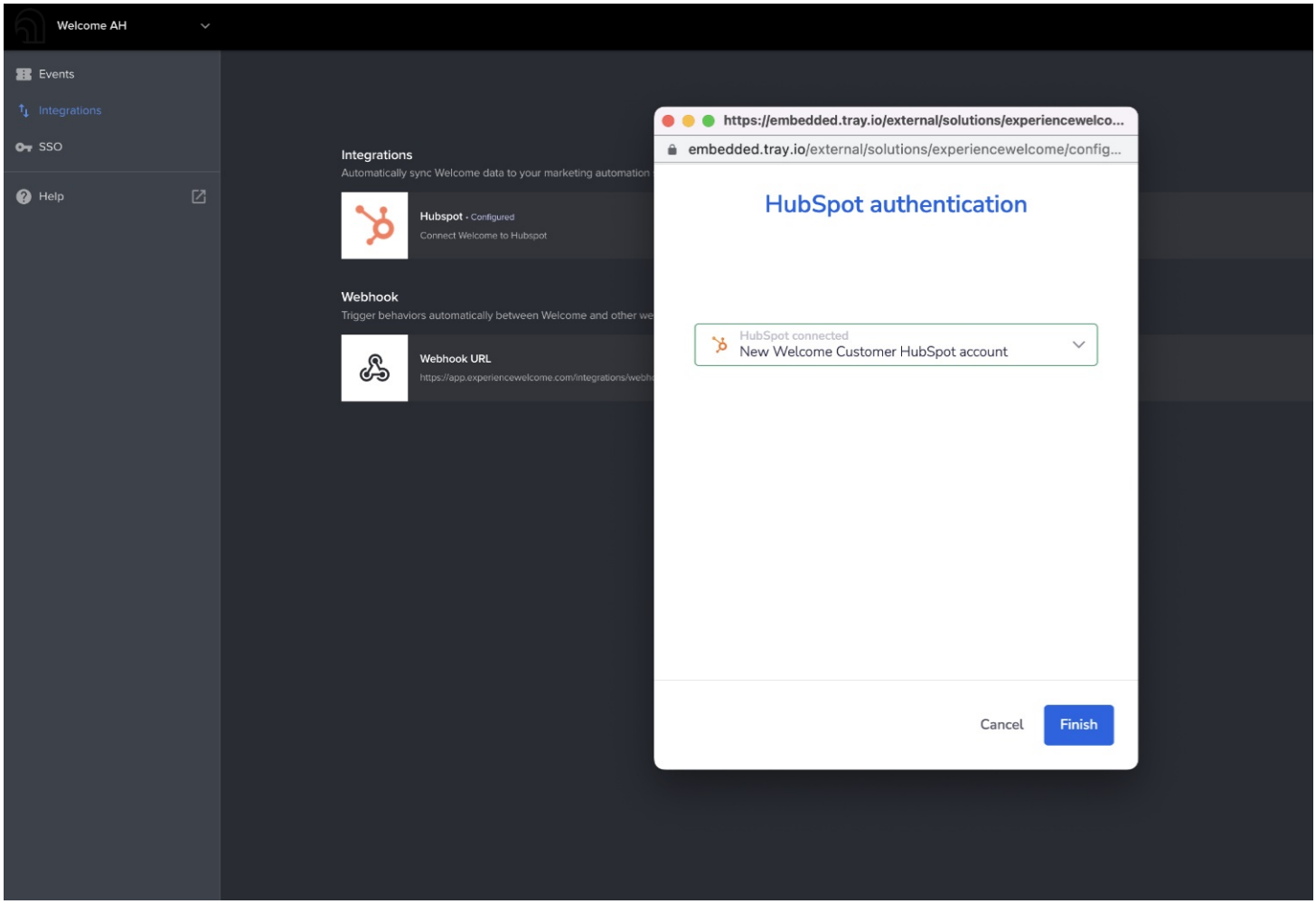
   2. Choose the Hubspot account you want to connect to.



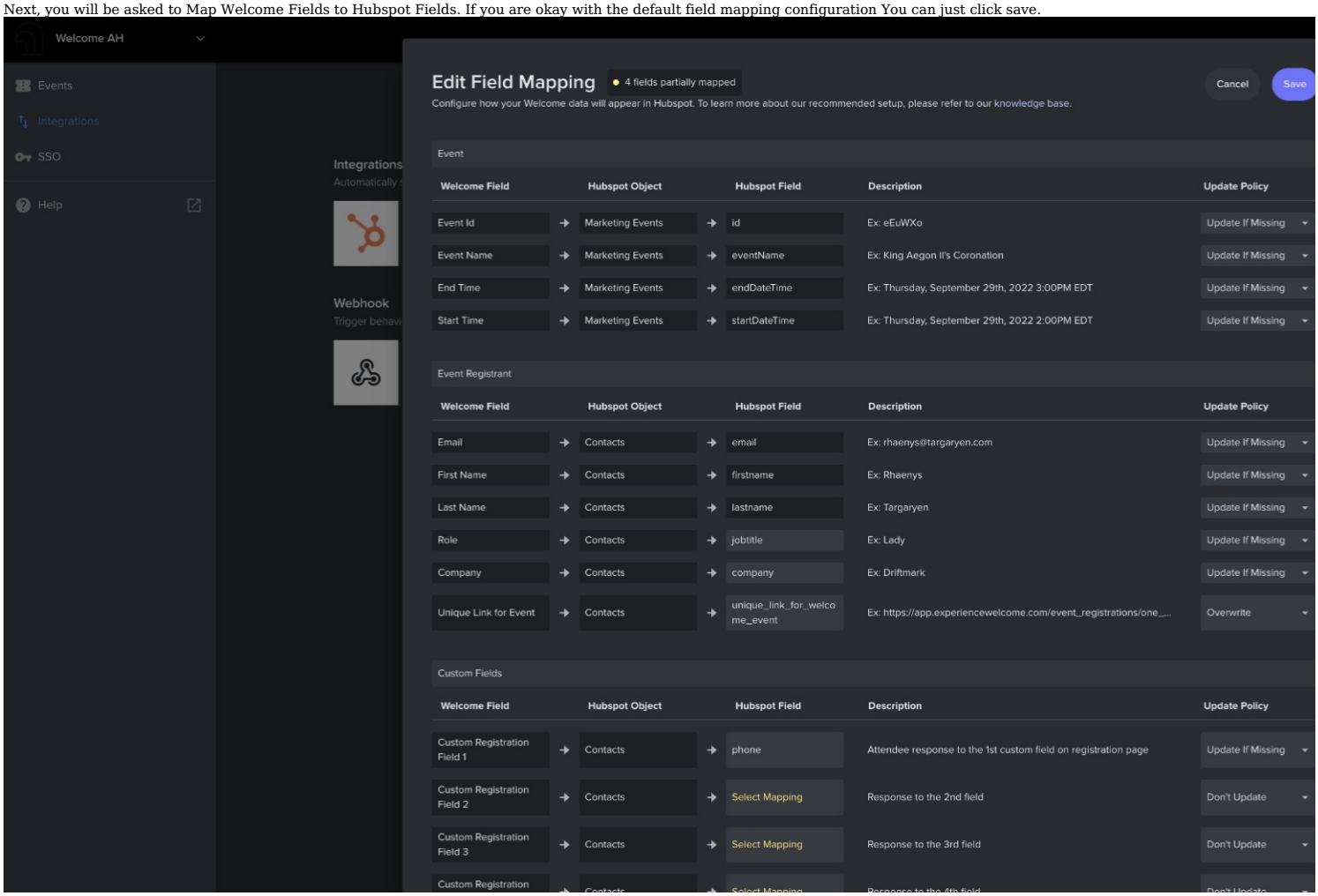
3. Confirm with Hubspot that Welcome should connect to your account.



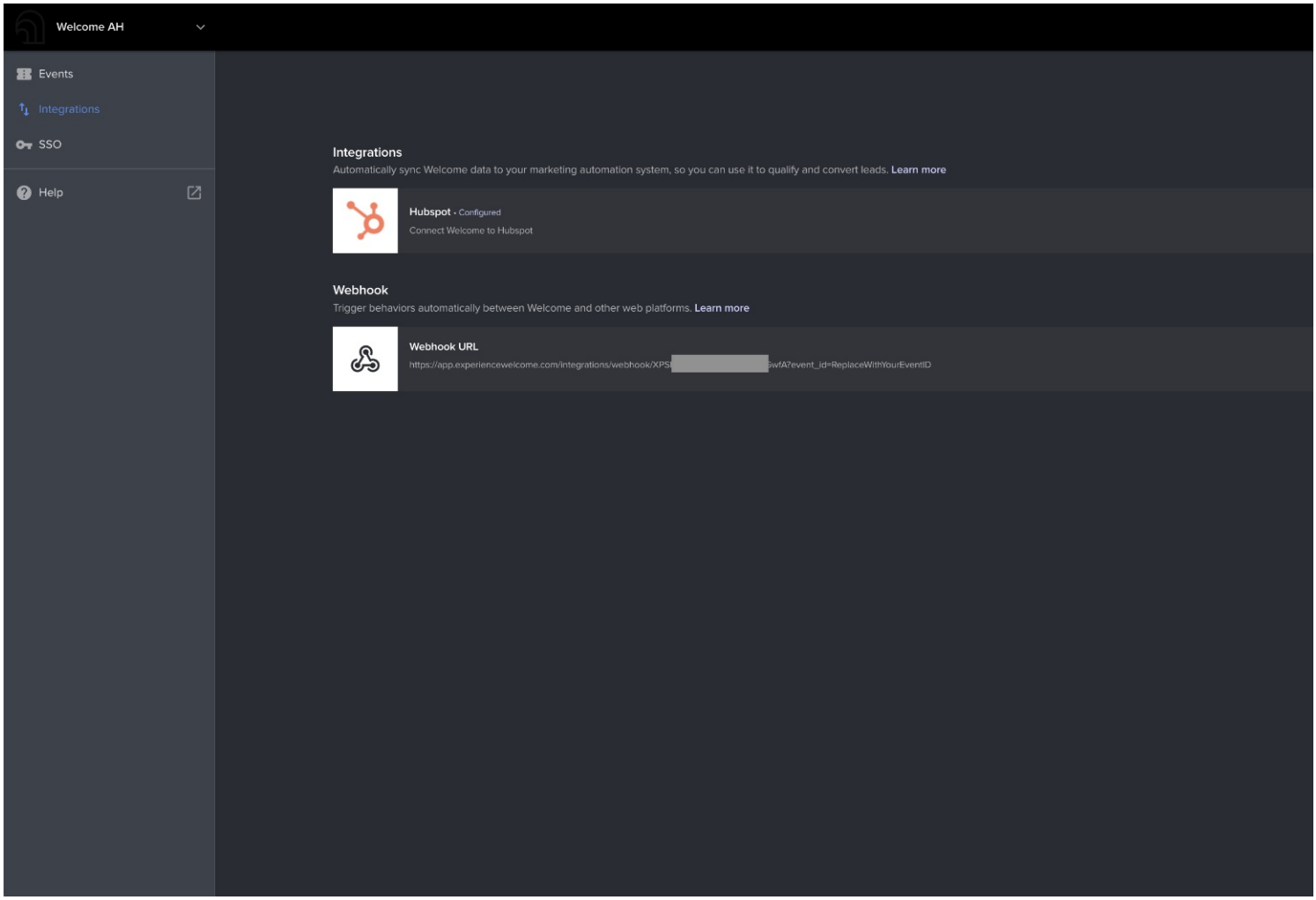
4. Click Finish



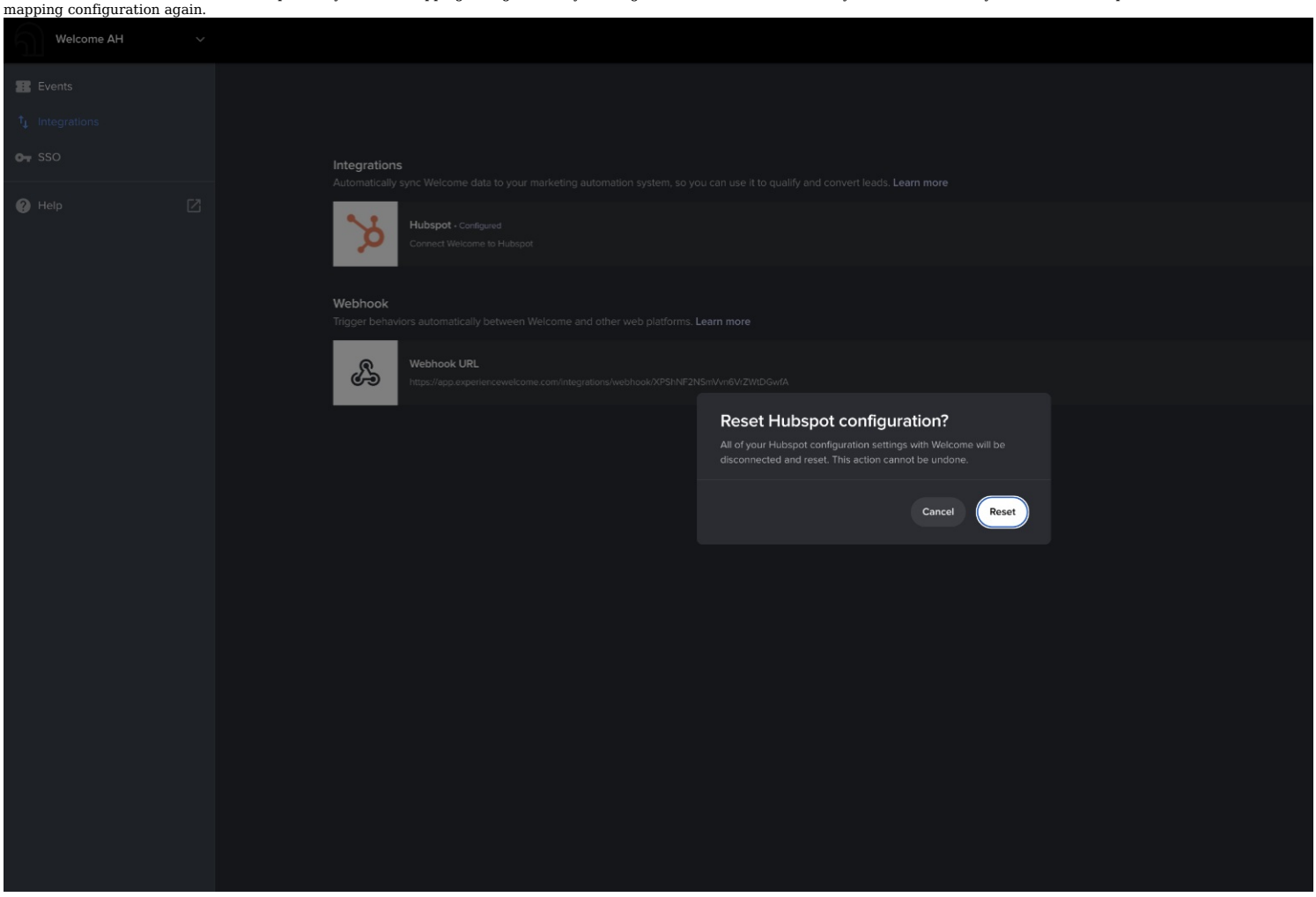
5. Next, you will be asked to Map Welcome Fields to Hubspot Fields. If you are okay with the default field mapping configuration You can just click save.



6. You can always update your Hubspot Authentication or field mappings by clicking Edit and selecting which settings you want to update from the dropdown.



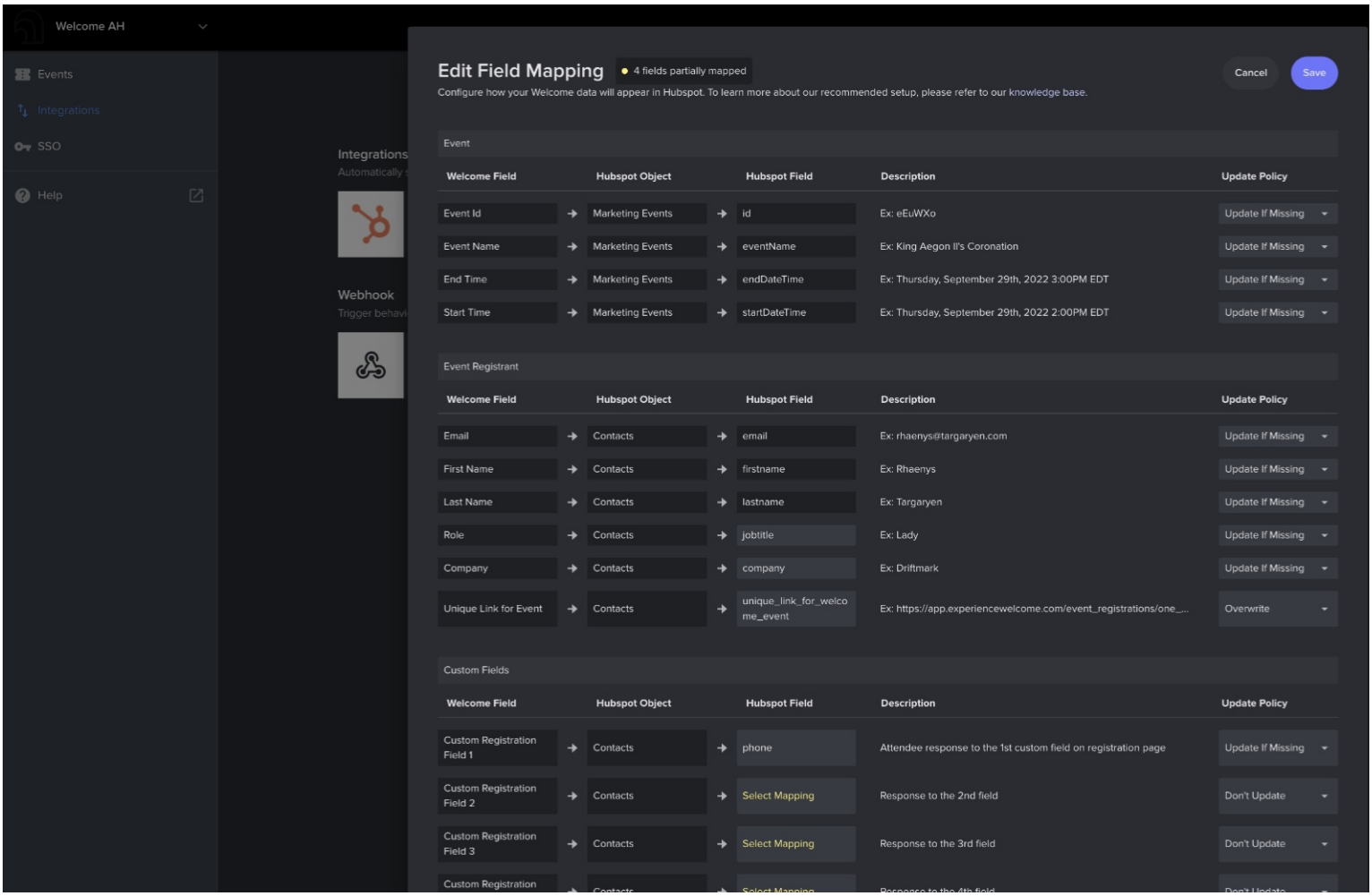
7. You can remove the connection to Hubspot and your field mapping configuration by clicking Reset. This will not delete any data. You can always connect to Hubspot and set a new field mapping configuration again.



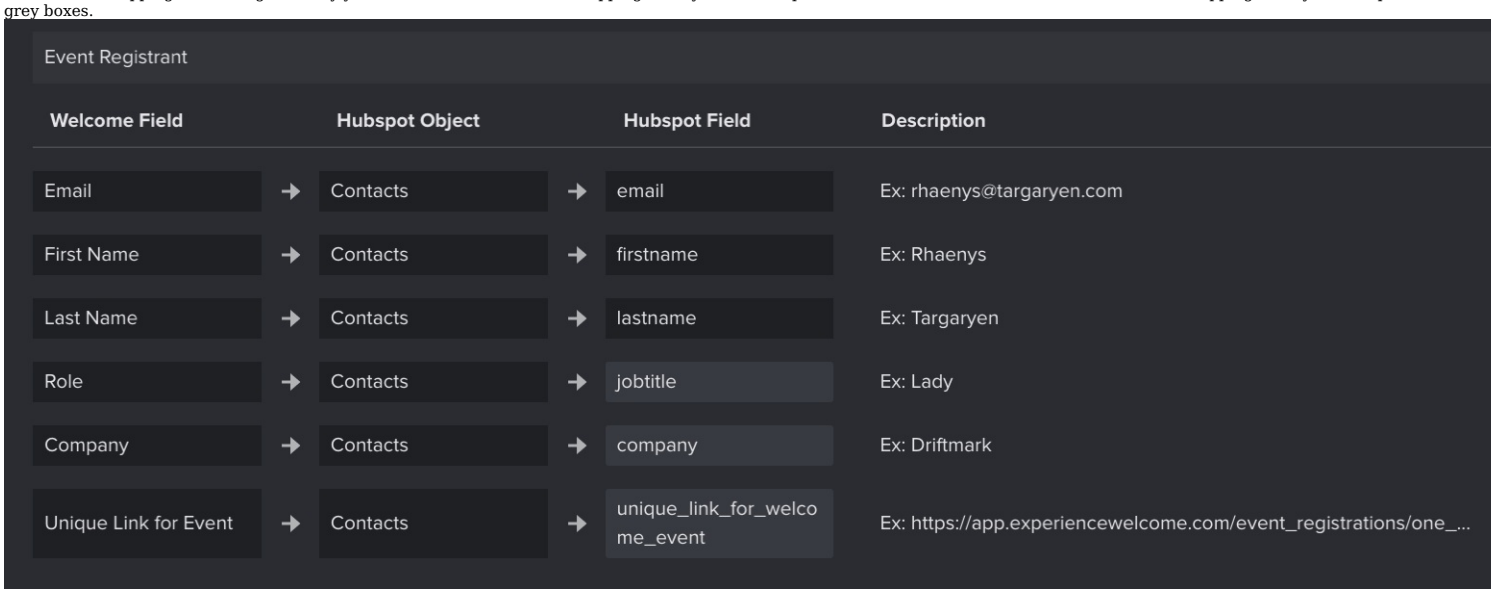
Setup – Mapping Welcome Fields to Hubspot Contact Fields

Note: if you were using the previous version of our Hubspot integration which leverages the built-in Welcome Properties – Invited Welcome Events, Registered Welcome

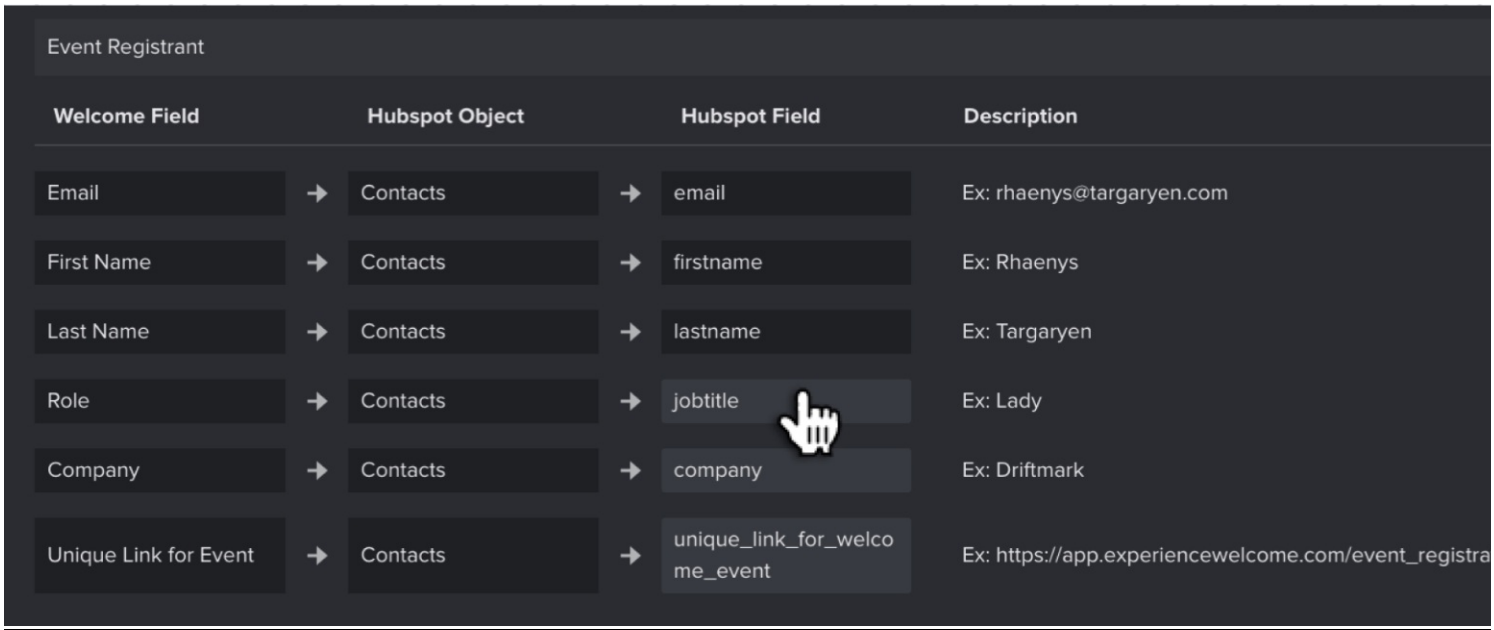
Events, and Attended Welcome Events – do not map data to these fields.

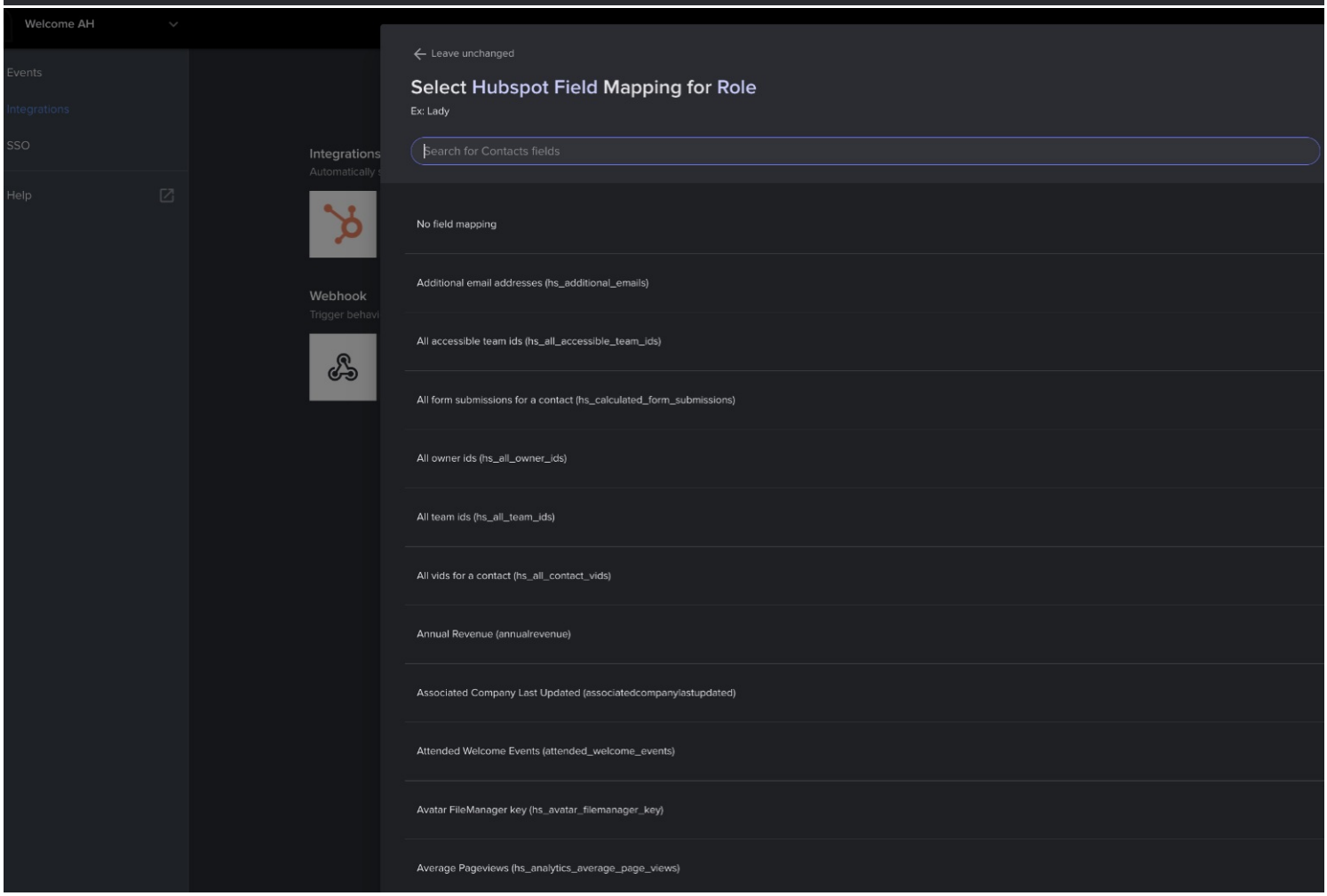


1. The default field mapping provided works for the standard Hubspot instance so if you don't need any specific field mapping you can click "Save" to finish configuring the Hubspot integration. You can always come back to the field mapping configuration later.
2. All Welcome fields that will map to Hubspot Contacts are visible on this page. The integration will send other Welcome data to Hubspot in the form of timeline activities on Contact objects. (See the "What data gets synced and when" section below).
3. Not all Field mappings are configurable by you. The destination of those mappings that you cannot update are in black boxes. The destination of those mappings that you can update are in grey boxes.

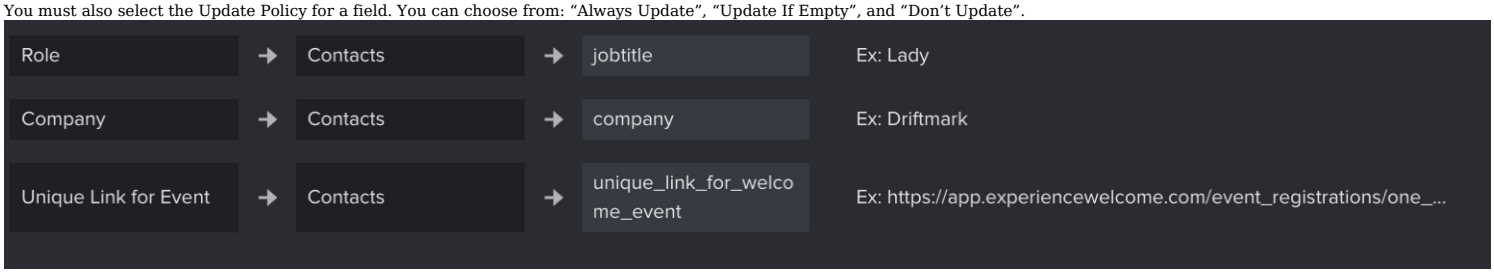


4. When you click a mappable field to update you will be taken to a page to search for the field in Hubspot that you can map to. If you need to create a new field in Hubspot, first, create the field, then click "Select Mapping" in the Welcome Field Mapping Table.





5. You must also select the Update Policy for a field. You can choose from: “Always Update”, “Update If Empty”, and “Don’t Update”.



6. Custom Registration Fields:

Custom Fields

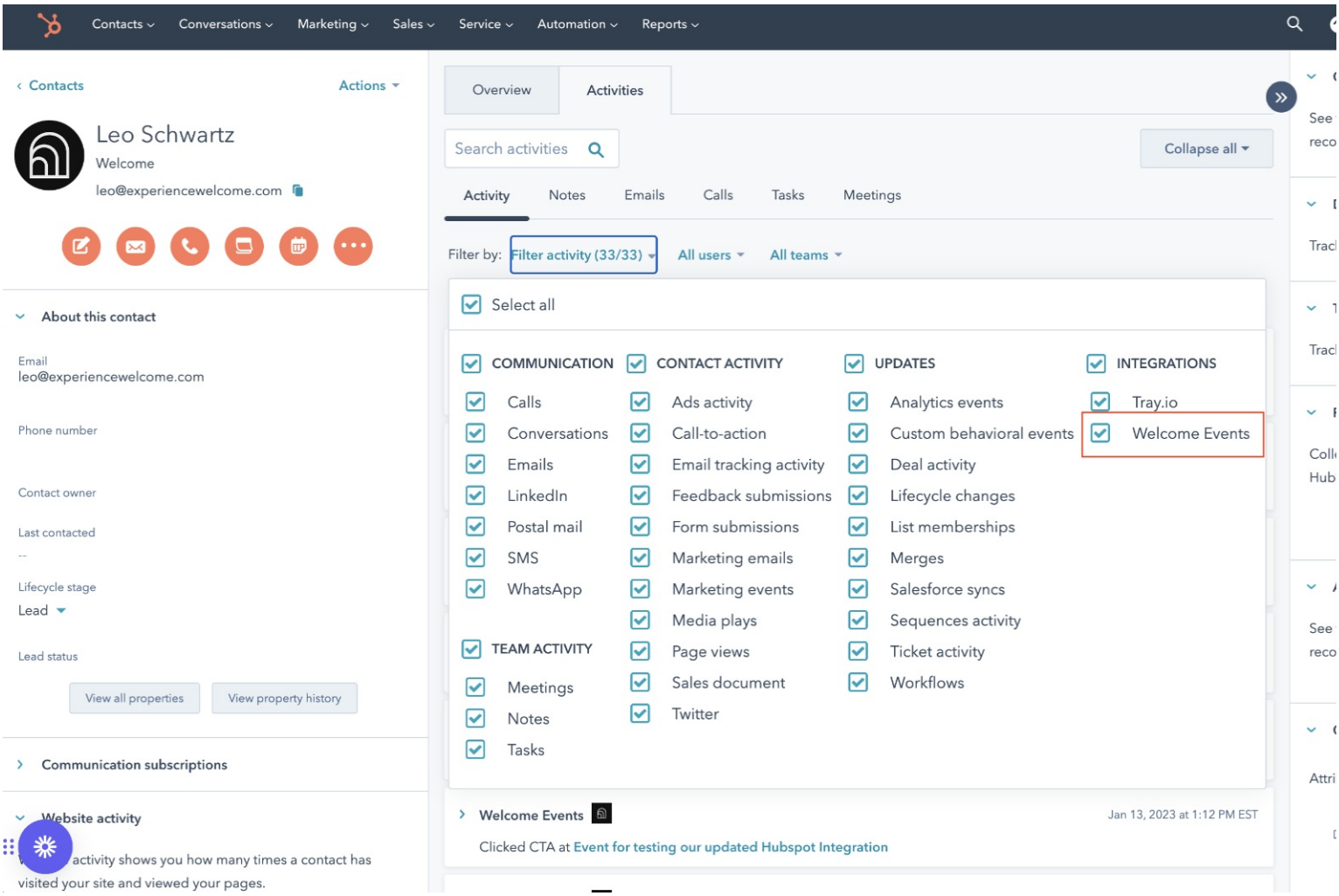
Welcome Field		Hubspot Object		Hubspot Field	Description	Up
Custom Registration Field 1	→	Contacts	→	phone	Attendee response to the 1st custom field on registration page	U
Custom Registration Field 2	→	Contacts	→	Select Mapping	Response to the 2nd field	D
Custom Registration Field 3	→	Contacts	→	Select Mapping	Response to the 3rd field	D
Custom Registration Field 4	→	Contacts	→	Select Mapping	Response to the 4th field	D
Custom Registration Field 5	→	Contacts	→	Select Mapping	Response to the 5th field	D

1. You can map up to 5 attendee custom field inputs on an event registration page.
2. For example, if the custom field is "City", the integration will sync the attendee's answer: "New York"
3. The custom fields are mapped in order
4. Mapping custom fields is optional.
5. You should come back to the field mapping page to update the mapping configuration for different events which have different custom fields

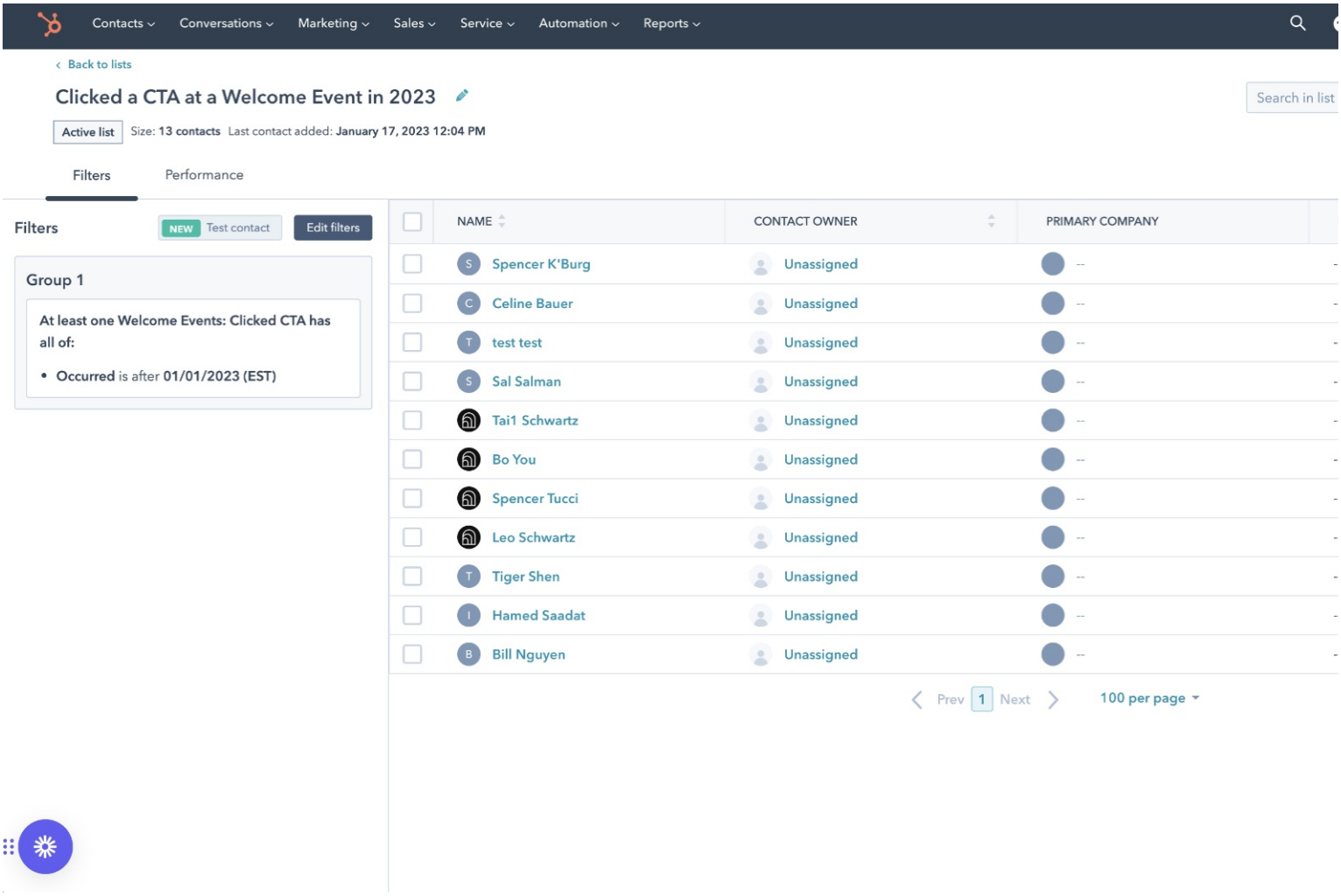
What Welcome data gets synced to Hubspot

Part 1: Contact Timeline Events

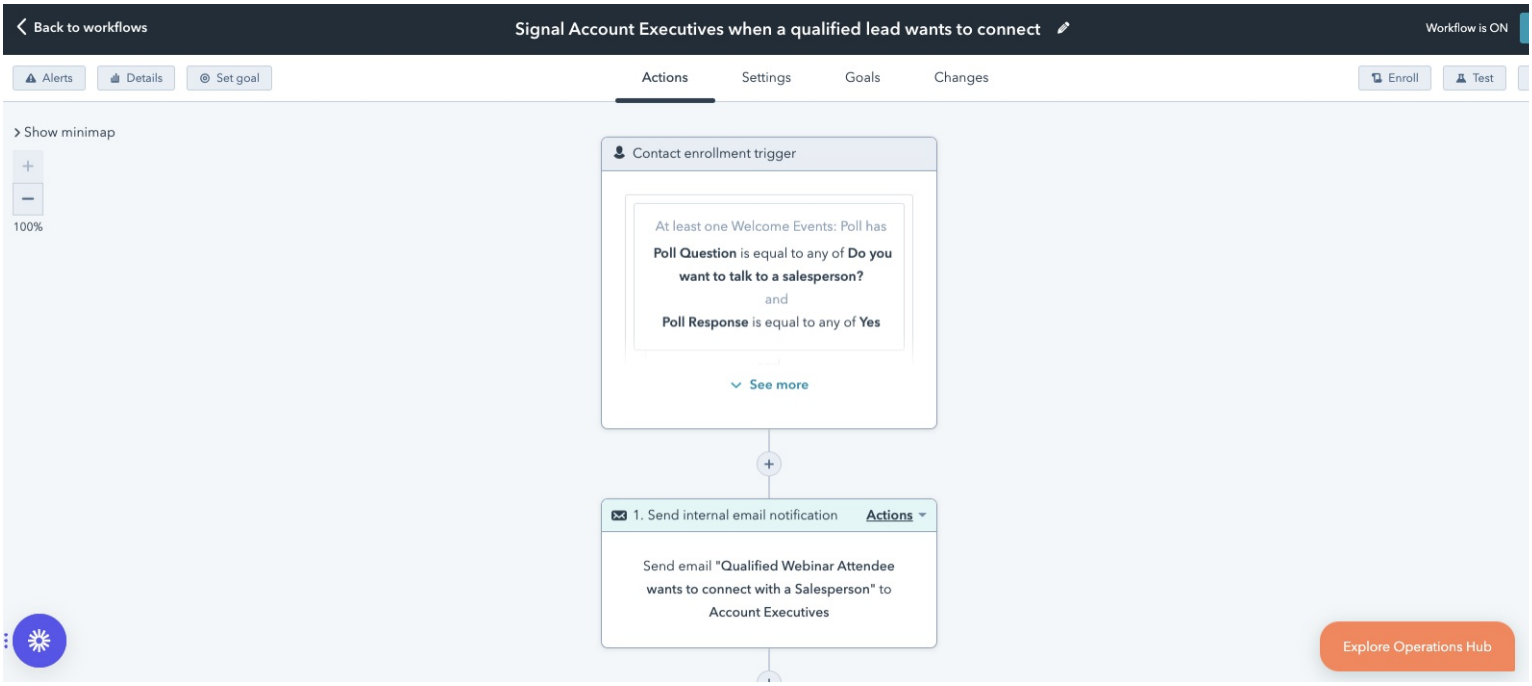
The majority of information sent to Hubspot by this integration is in the form of Timeline Events on individual contacts. In order to view how a contact interacts with a Welcome Event, you need to add Welcome Events to your Activity Filter for Contacts.



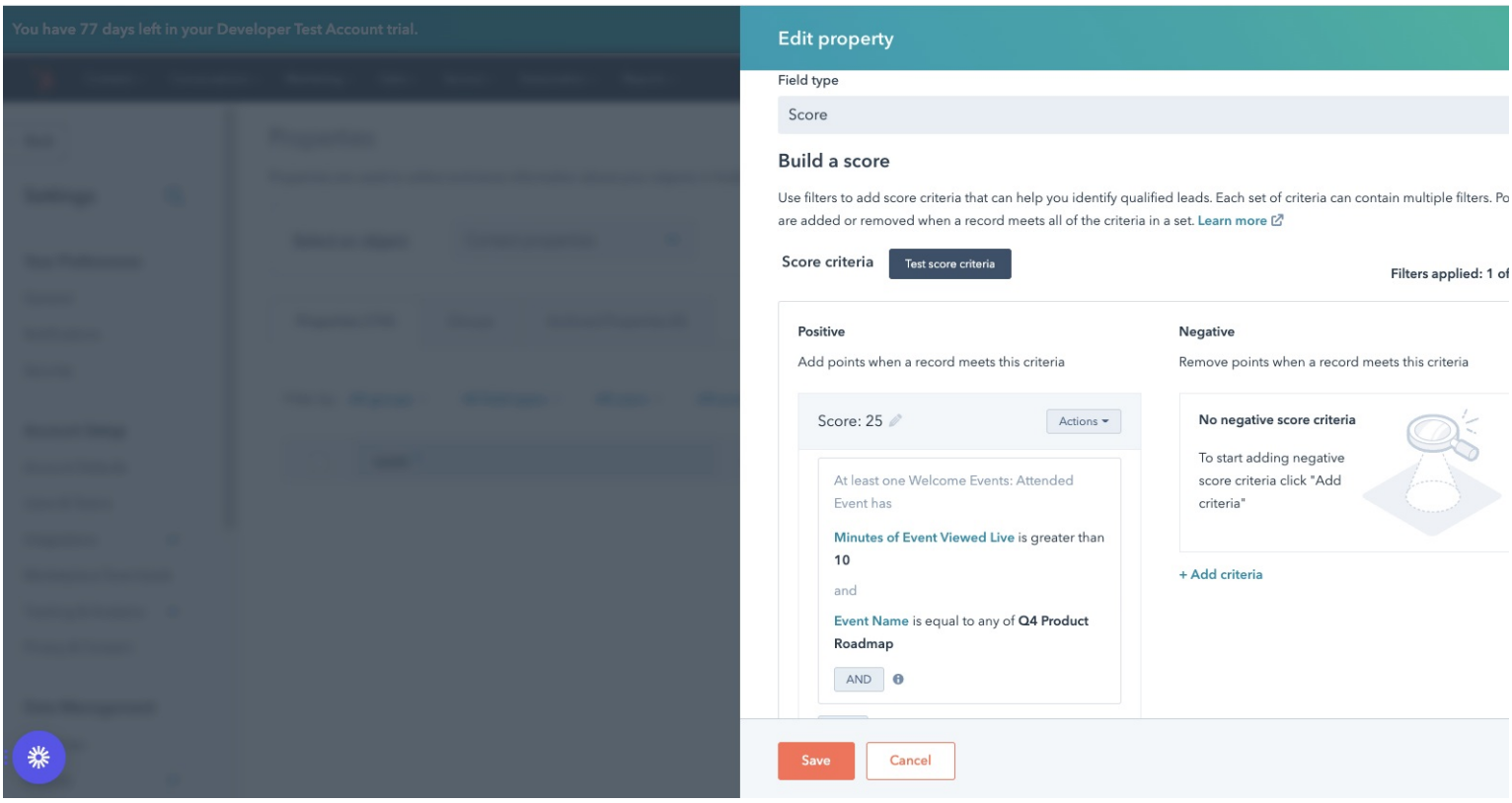
Timeline events can be used to filter Contact lists



Timeline Events can be used to trigger workflows



Timeline events can be used to score leads



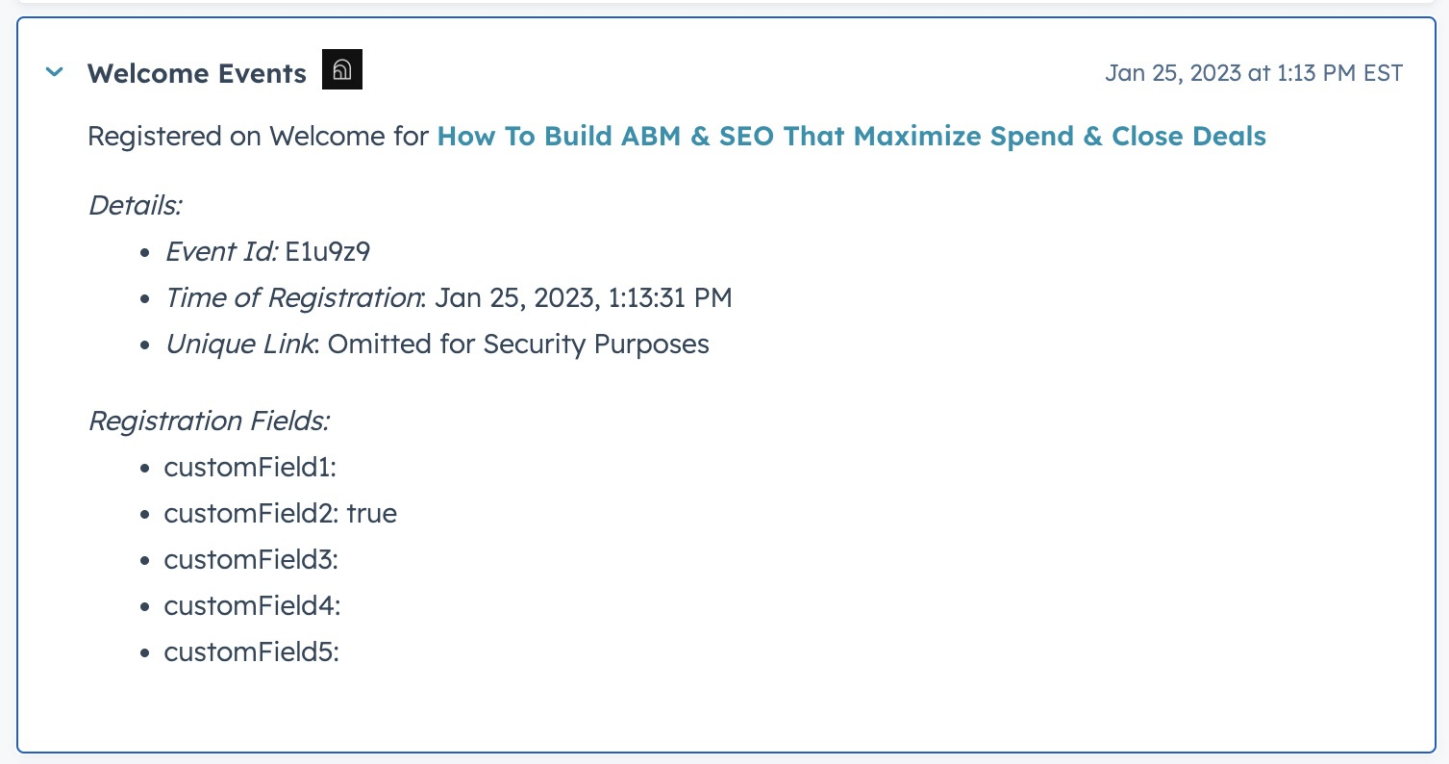
Contact Timeline Events sent by this Integration

Activity	*When is the activity sent to Hubspot*
Attendee Registered for the Webinar	Real Time
Attendee Responded to a Poll	Real Time
Attendee Asked Question	Real Time
Attendee Clicked CTA on Stage	Real Time
Attendee Attended Webinar Live	90 mins after event ends*
Attendee Viewed Webinar On Demand	90 mins after the duration of the content they viewed*

* These events include analytics data like, in the case of live attendance, the number of chat messages the attendee sends. The transmission of this data to Hubspot does not happen in real time because it needs to be aggregated and processed on Welcome's servers first.

Examples of Timeline Events

Attendee Registered for the Webinar



Attendee Responded to a Poll

Welcome Events Jan 13, 2023 at 1:4

Responded to a Poll at **Event for testing our updated Hubspot Integration**

- Poll Question: Where does the best pizza in the world come from?
- Poll Response: Rome
- Event Id: wnuK0Z
- Stage: Event for testing our updated Hubspot Integration
- Response time: Jan 13, 2023, 1:40:50 PM

Attendee Asked Question

Welcome Events Jan 13, 2023 at 1:5

Asked Question at **Event for testing our updated Hubspot Integration**

- Question: When is this getting rolled out?
- Time: Jan 13, 2023, 1:59:00 PM
- Event Id: wnuK0Z
- Stage name: Event for testing our updated Hubspot Integration

Attendee Clicked CTA on Stage

Welcome Events Jan 13, 2023 at 1:1

Clicked CTA at **Event for testing our updated Hubspot Integration**

- *CTA Content:* Book Demo
- *Event Id:* wnuK0Z
- *Stage Name:* Event for testing our updated Hubspot Integration
- *Time*: Jan 13, 2023, 1:14:38 PM

Attendee Attended Webinar Live

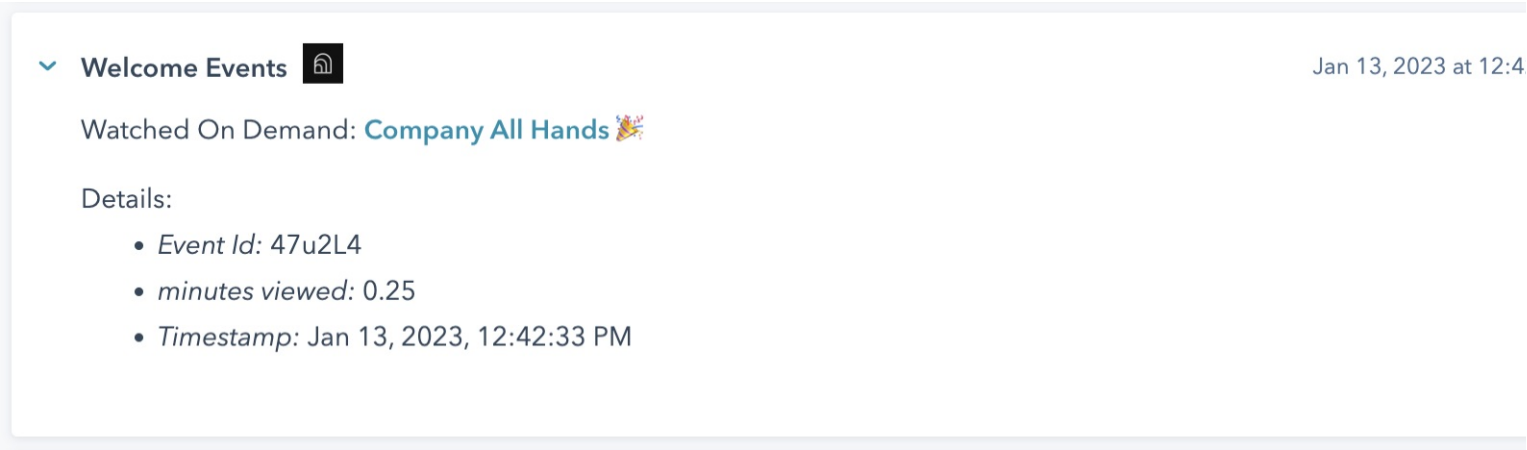
Welcome Events Jan 25, 2023 at 4:38 PM EST

Attended **How To Build ABM & SEO That Maximize Spend & Close Deals**

- *Time Synced:* Jan 25, 2023, 4:38:45 PM
- *Event Id:* E1u9z9
- *Minutes of Event Viewed Live:* 52.48
- *Percent of Event Viewed Live*: 87
- *Number of Chats and Reactions:* 2
- *Sessions Attended:*

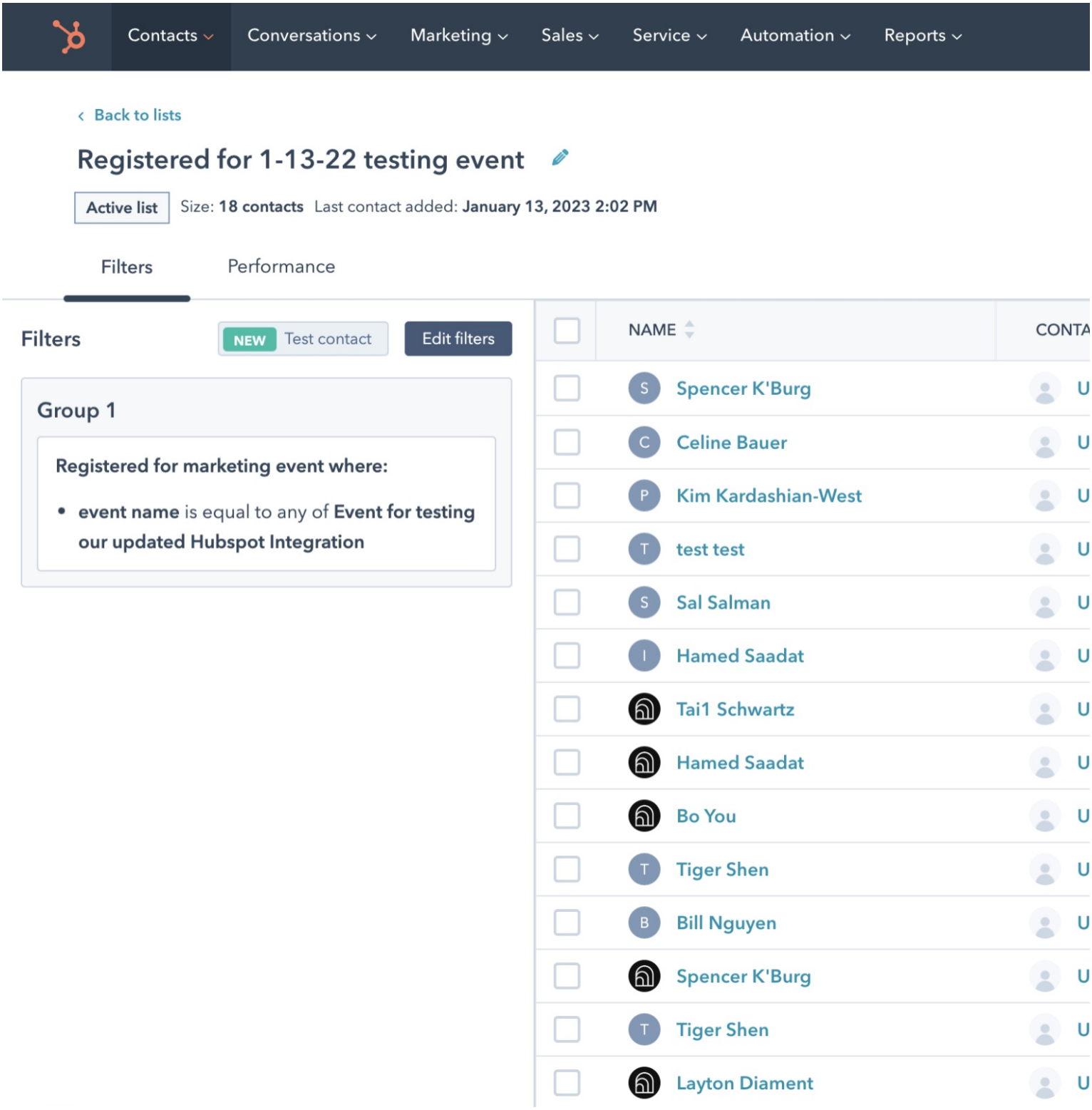
(Note: You must have session durations enabled in your event to see which sessions an attendee viewed.)

Attendee Viewed Webinar On Demand



Part 2: Marketing Events

- When someone registers for a Welcome Event, this integration will find or create a Hubspot Marketing Event and subscribe the registering contact to that Marketing Event as “Registered” in real time
- When someone attends the event, this integration will subscribe the contact to the Marketing Event as “Attended” in real time
- Marketing Event subscriptions can be used to create lists in Hubspot



Part 3: Contact Properties

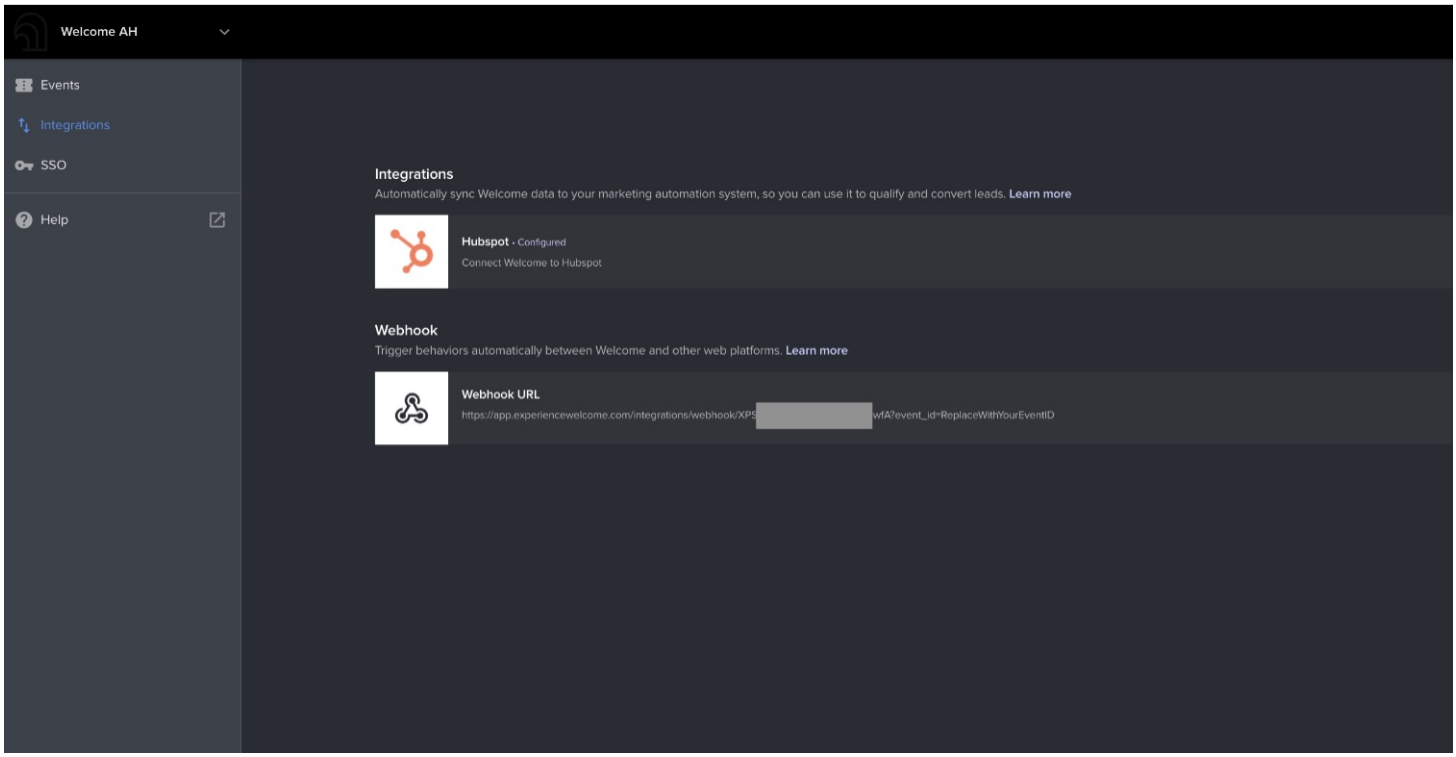
When someone registers for your Welcome event, this integration will update their Hubspot Contact with the properties you have configured in the field mapper during integration set up. The update will occur in real time and will respect the Update Policy of the individual fields you have set in the field mapper.

How do I send registrants into Welcome from Hubspot

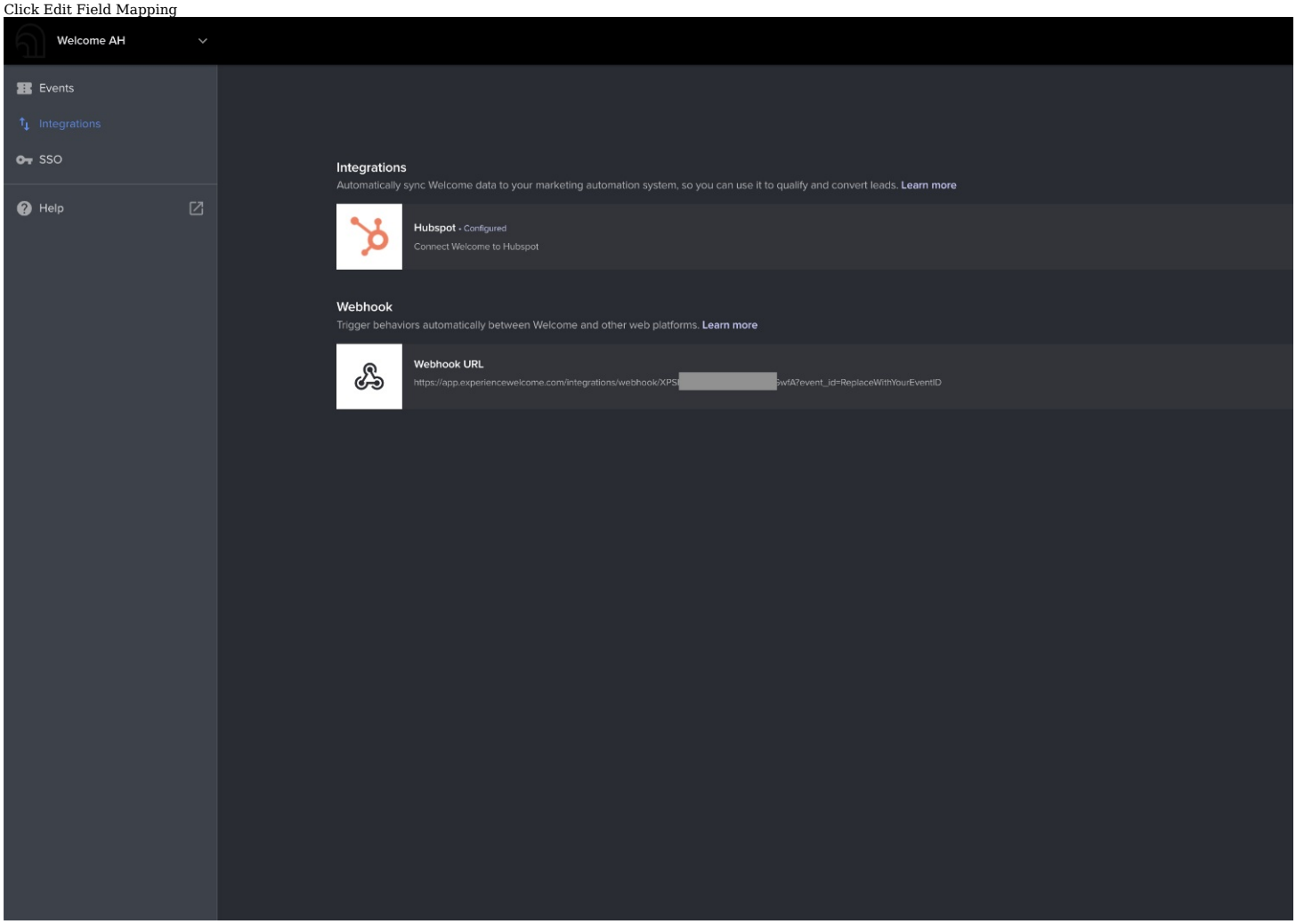
To send Contacts into Welcome such that they don't need to register again, we recommend using our Quick Registration link functionality.

Alternatively, you can create a Hubspot workflow to send registrants into Welcome, populate a Unique Link Property on each registrant's Contact Object, and use that property your pre-event communications. To do so, do the following:

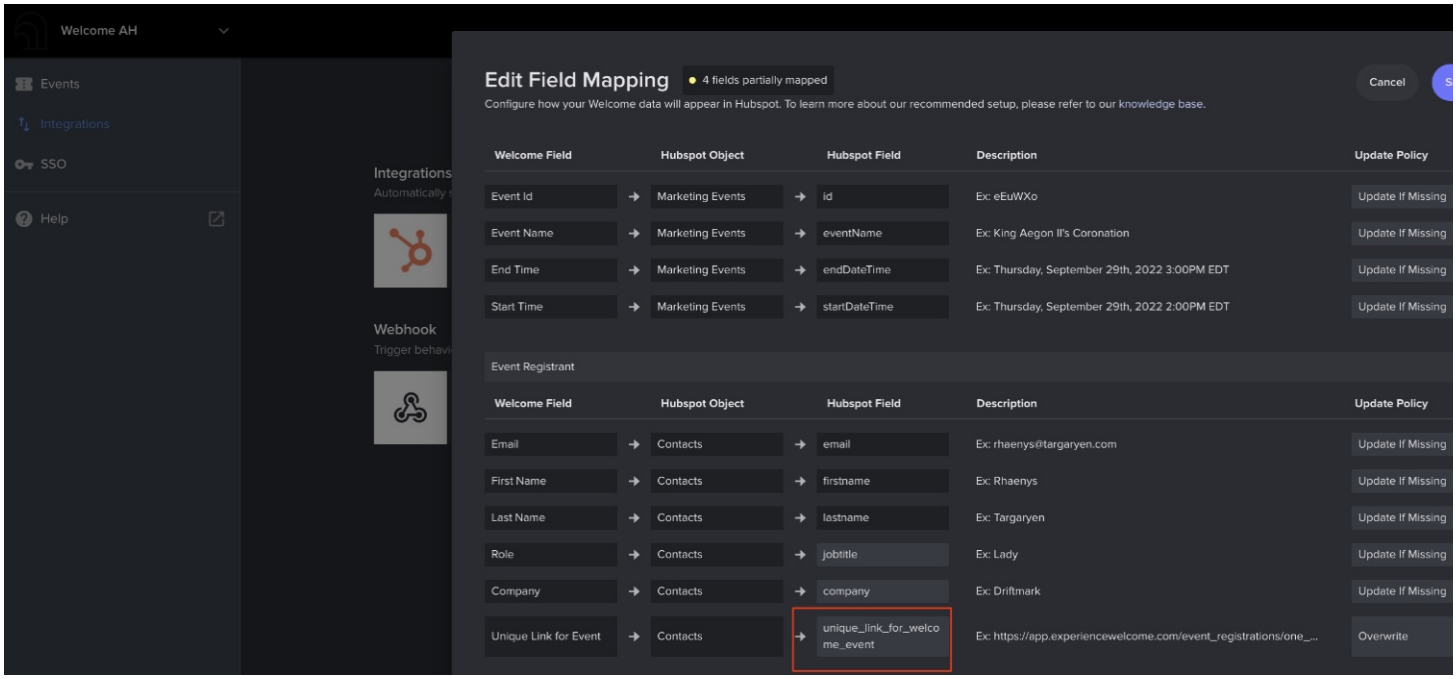
1. Navigate to your Organization Integration settings.



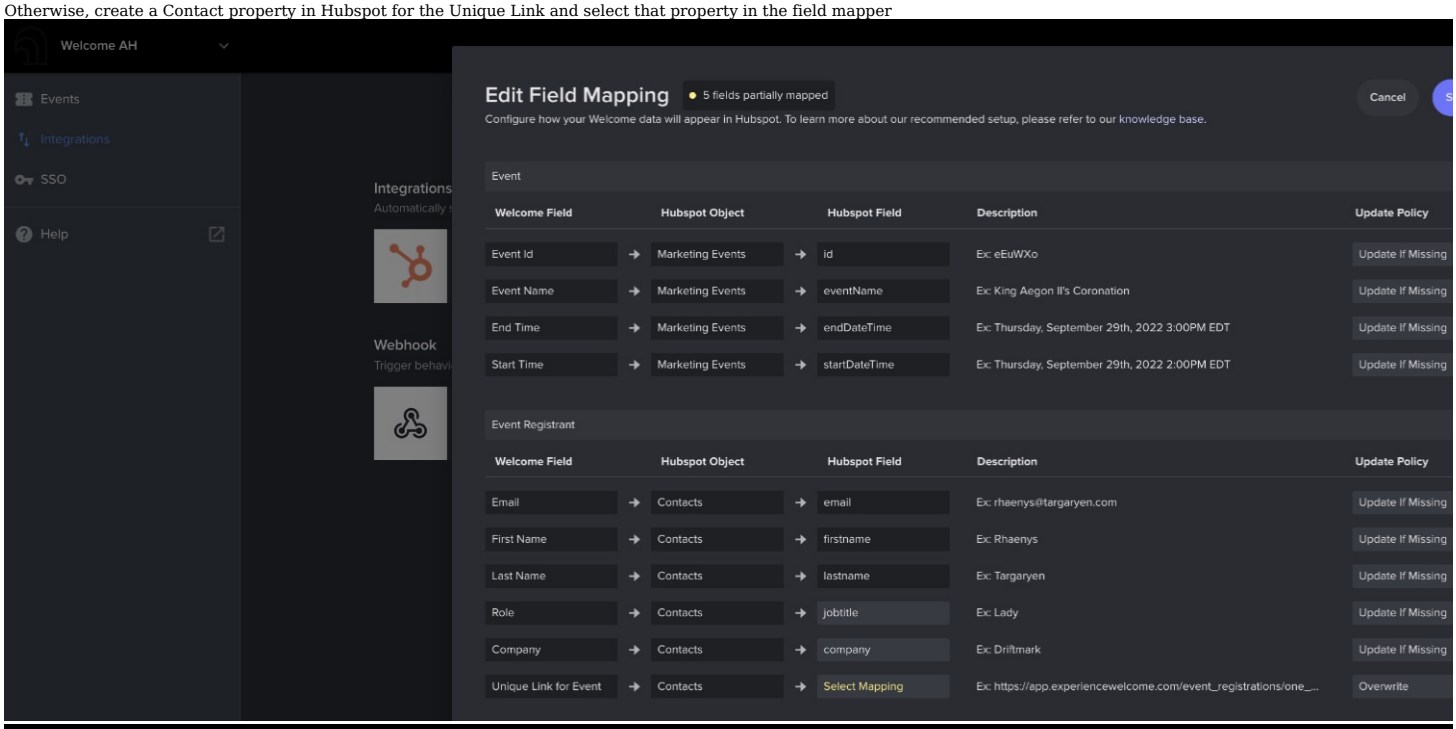
2. Click Edit Field Mapping

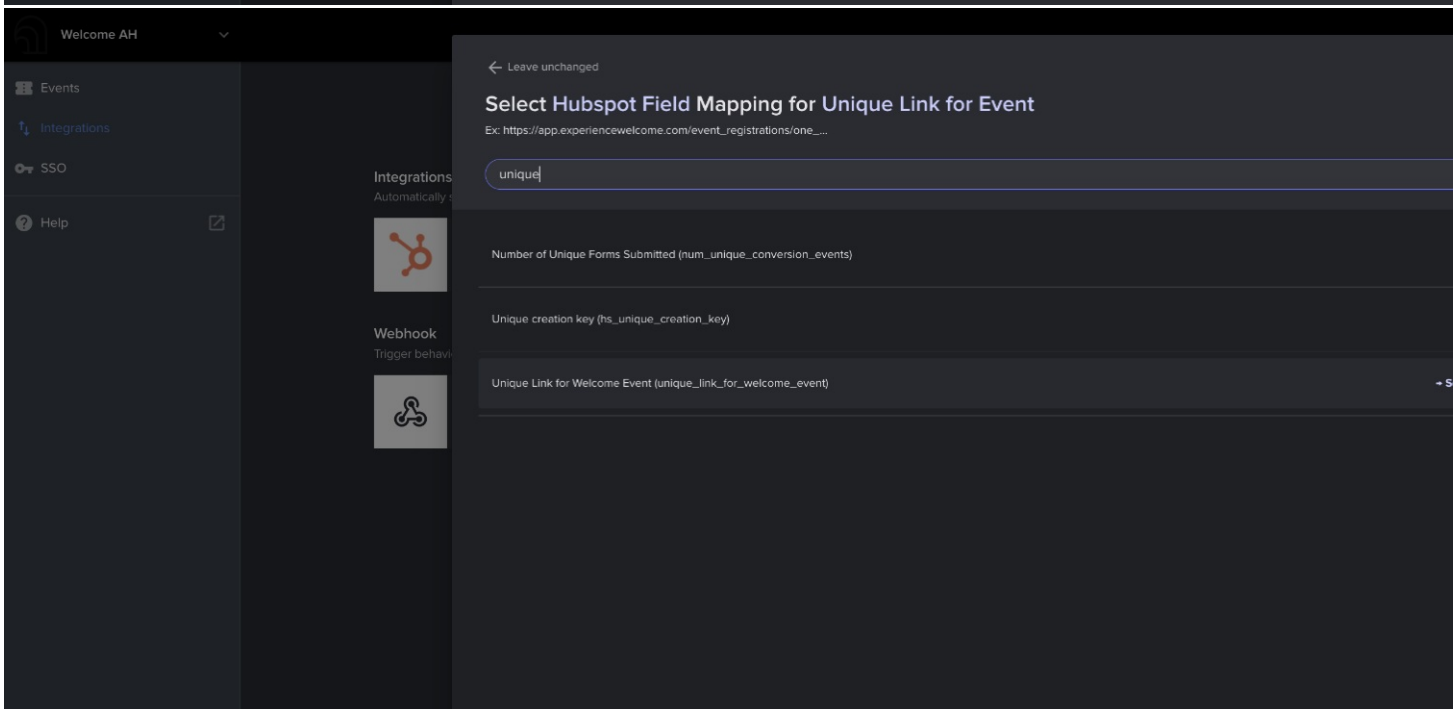


3. Ensure that you have selected a mapping for a registrants' Unique Links.

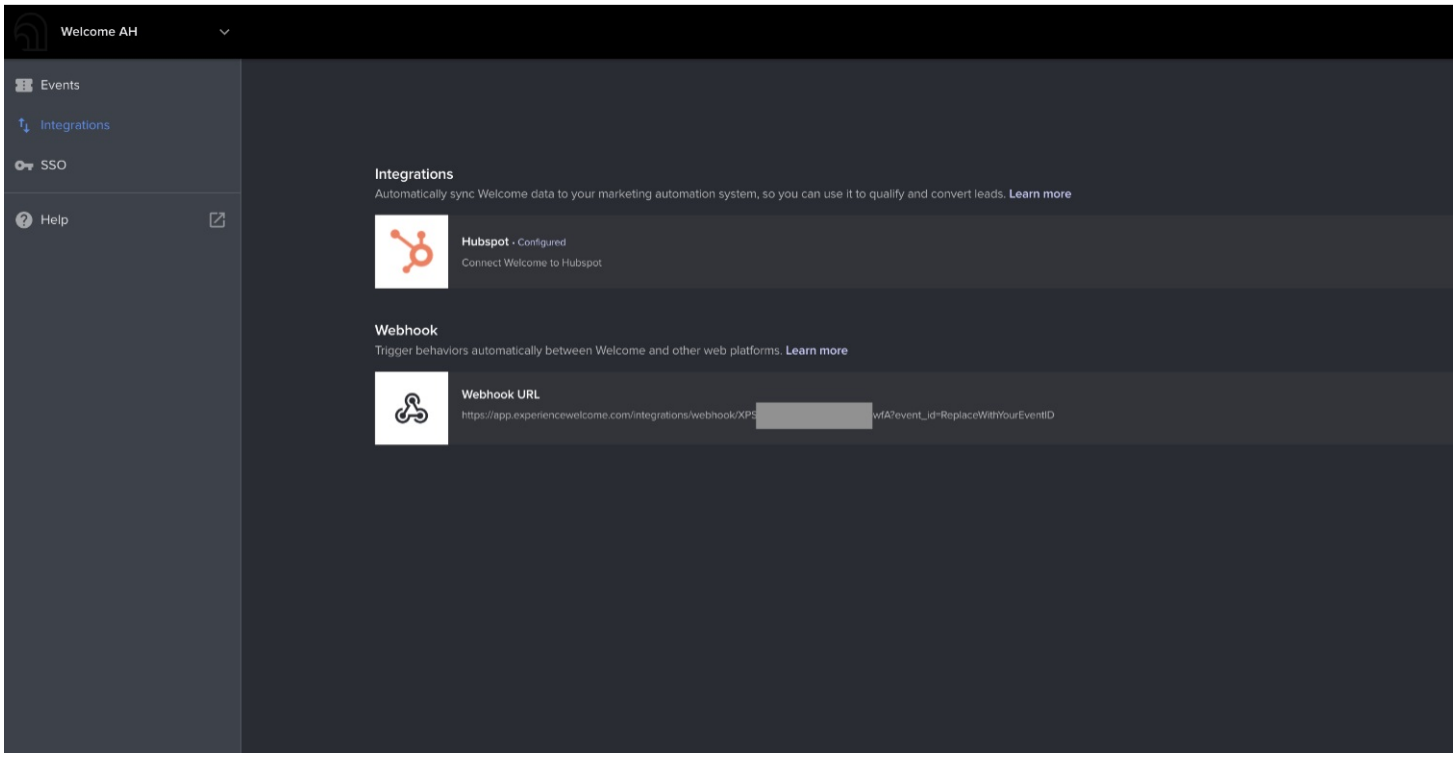


4. Otherwise, create a Contact property in Hubspot for the Unique Link and select that property in the field mapper

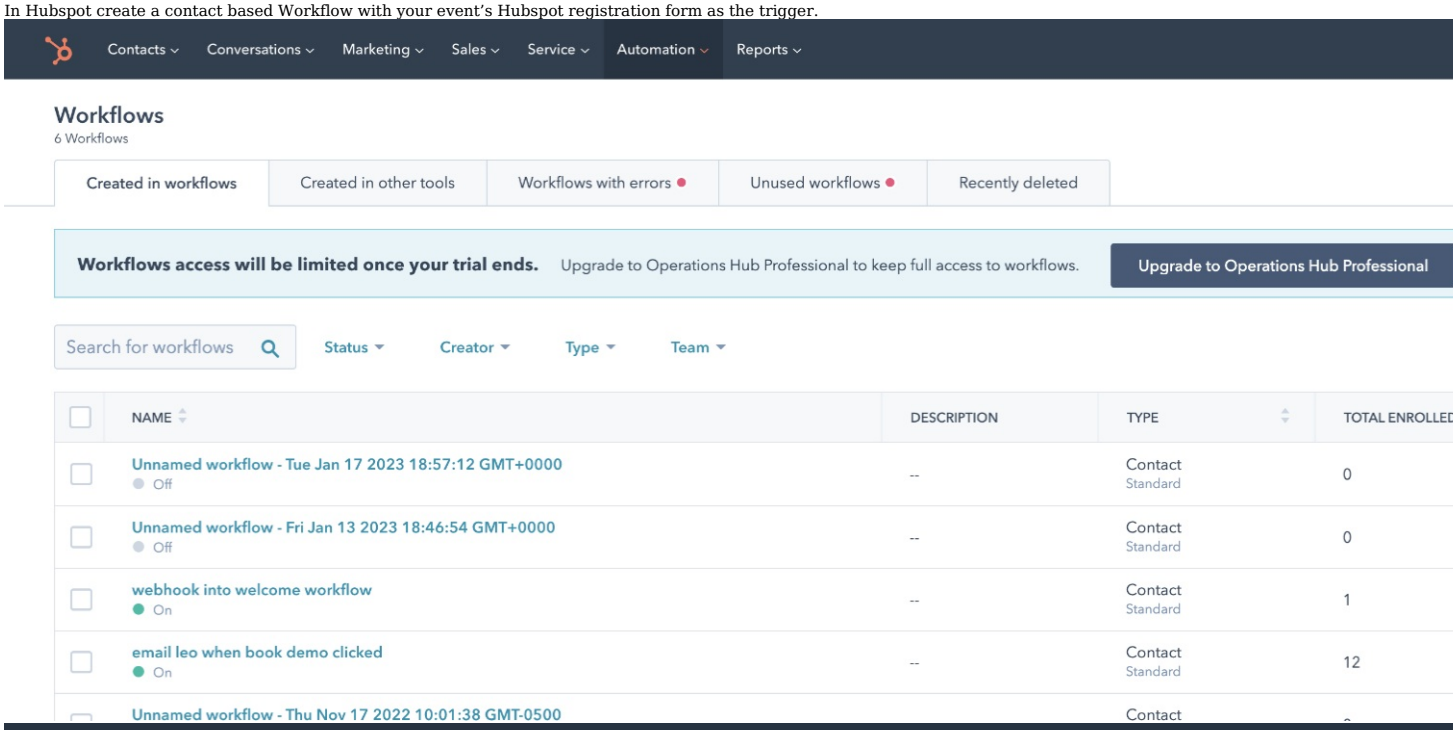


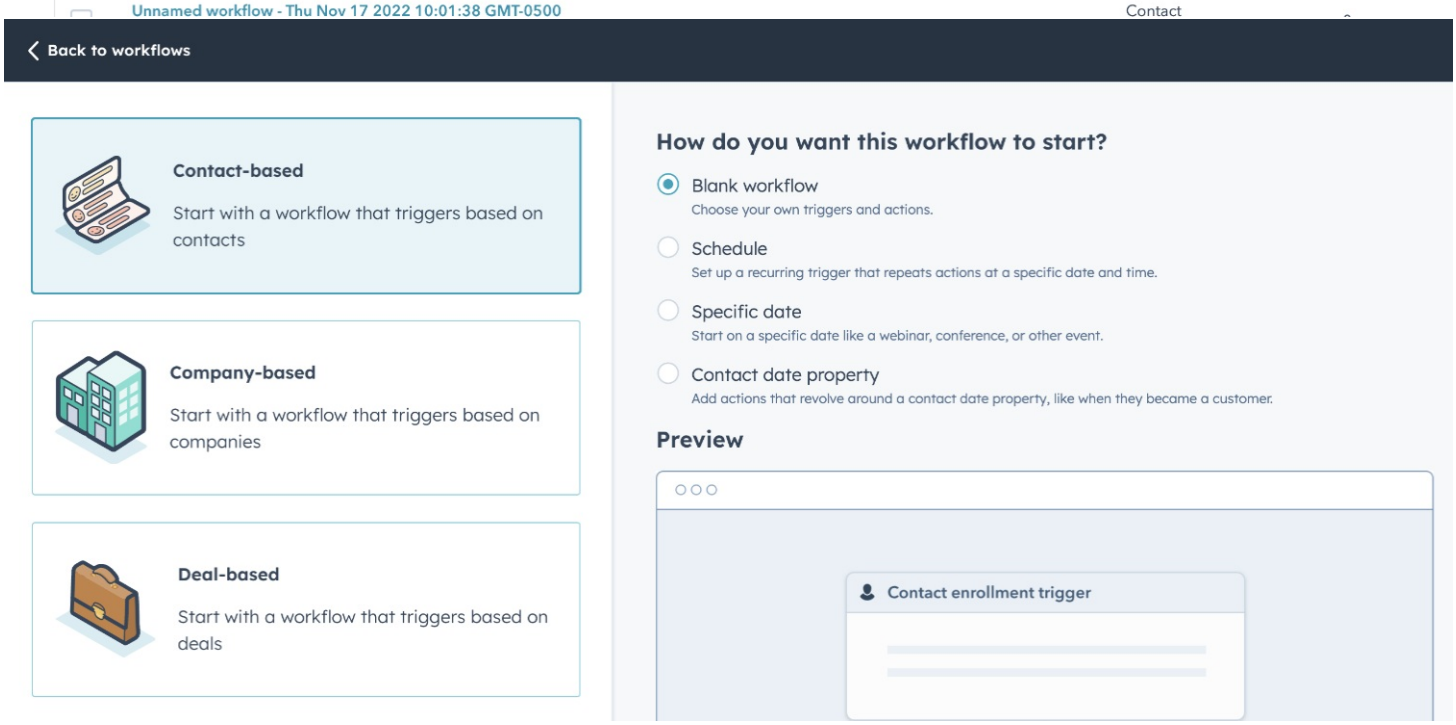


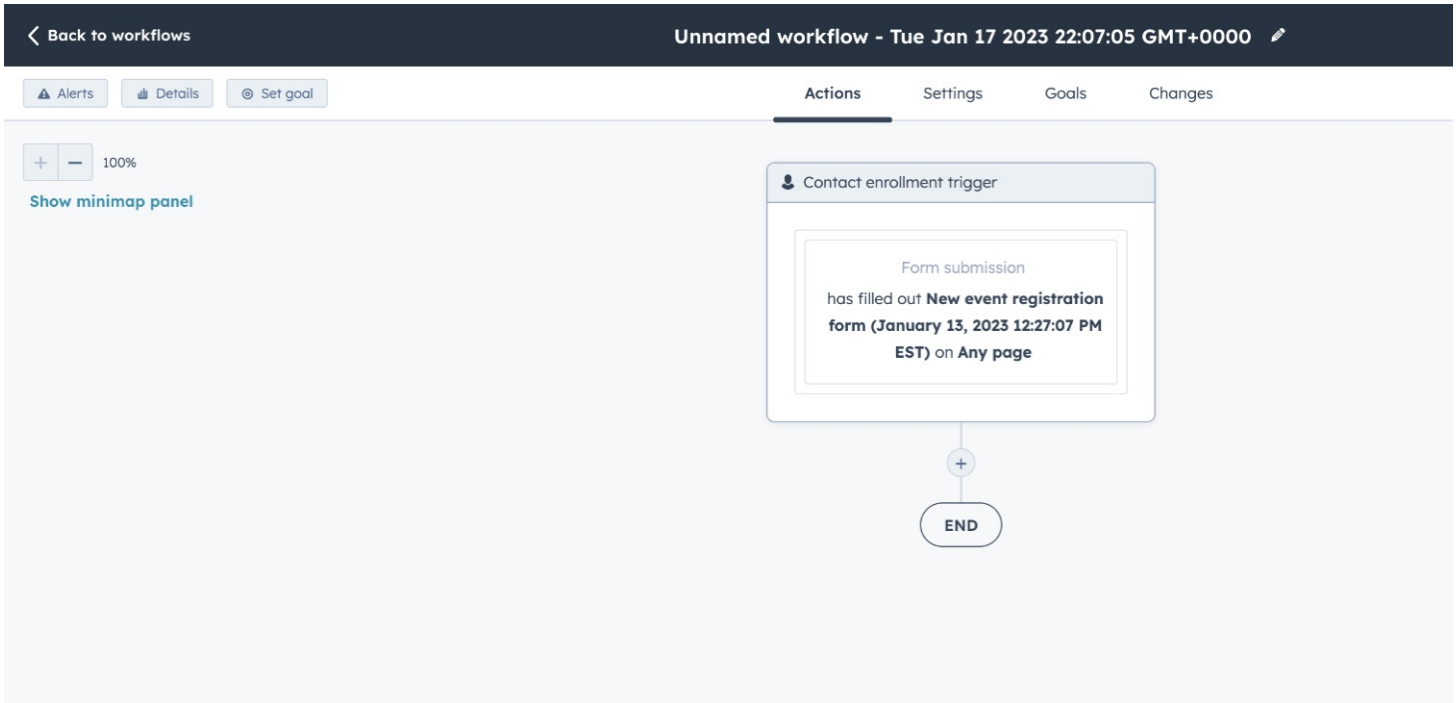
5. Navigate back to your integrations settings and Copy the webhook url listed



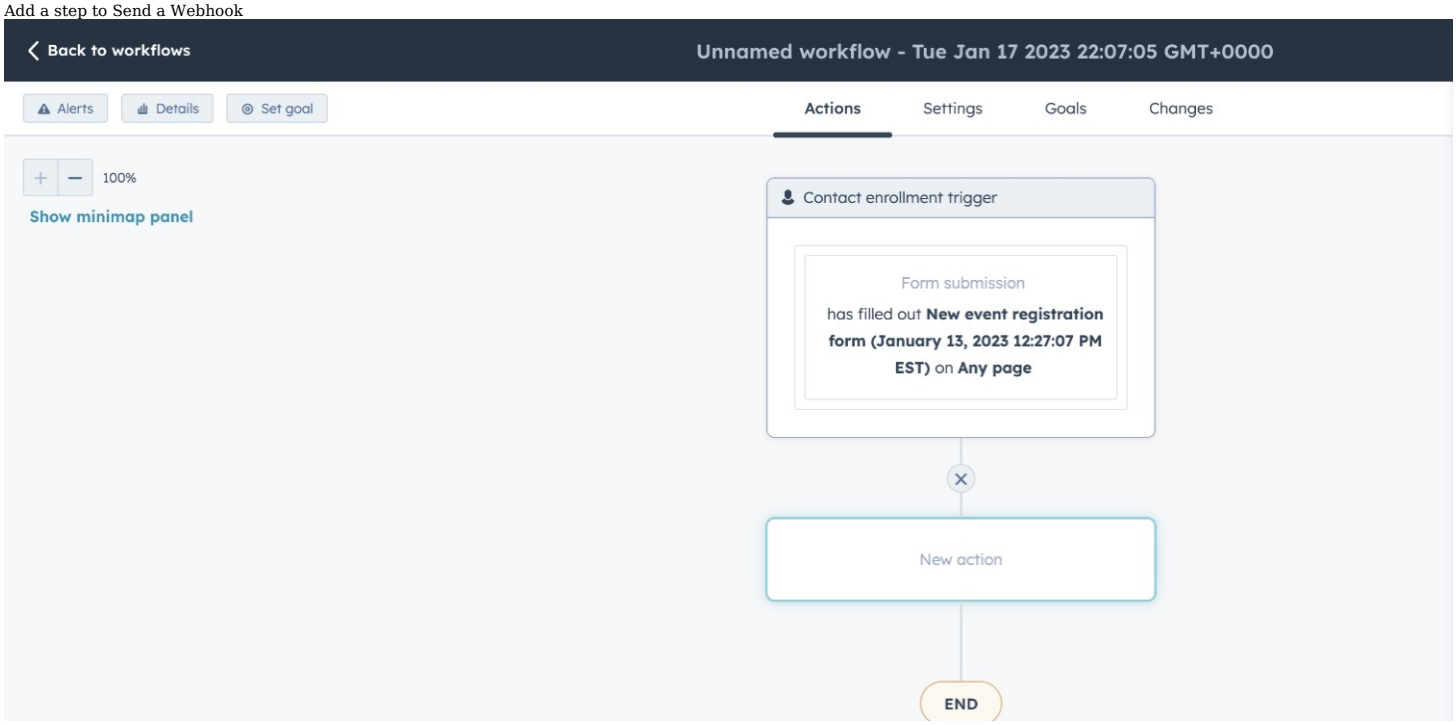
6. In Hubspot create a contact based Workflow with your event's Hubspot registration form as the trigger.



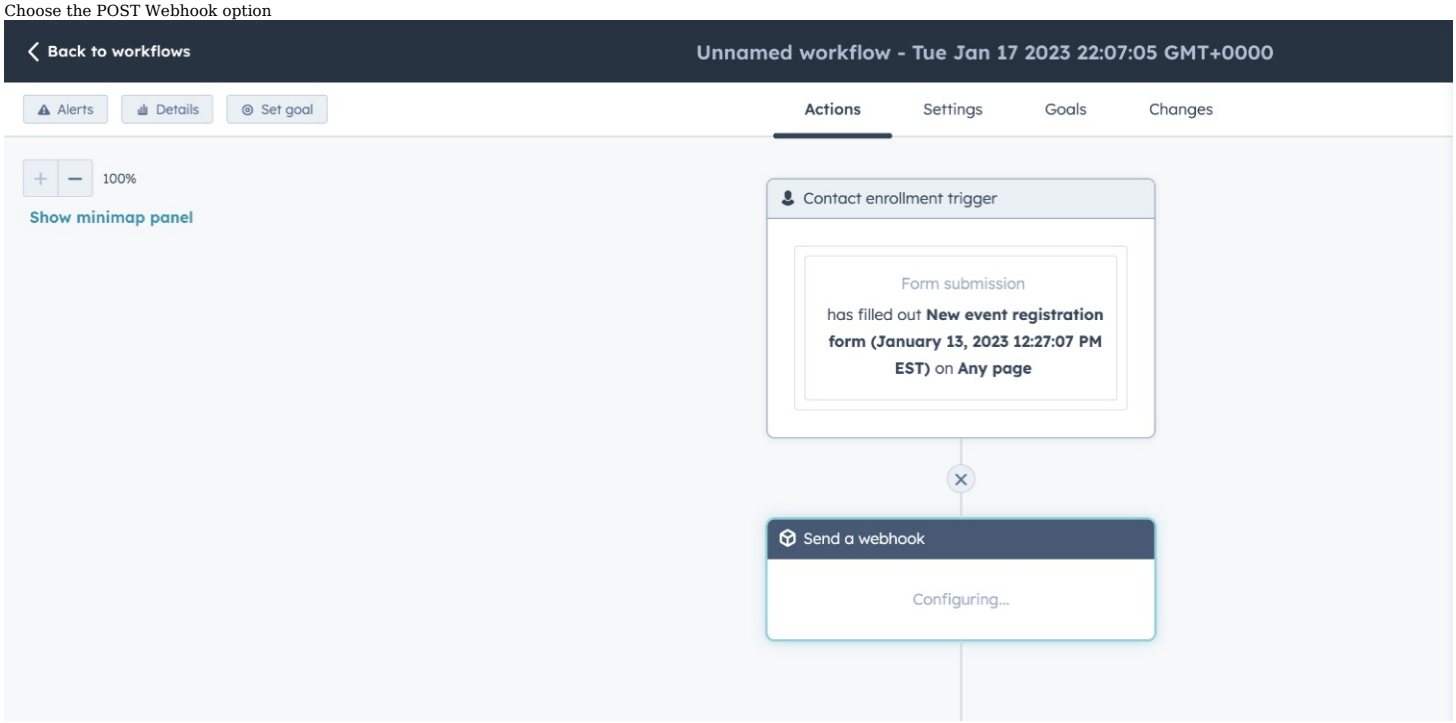


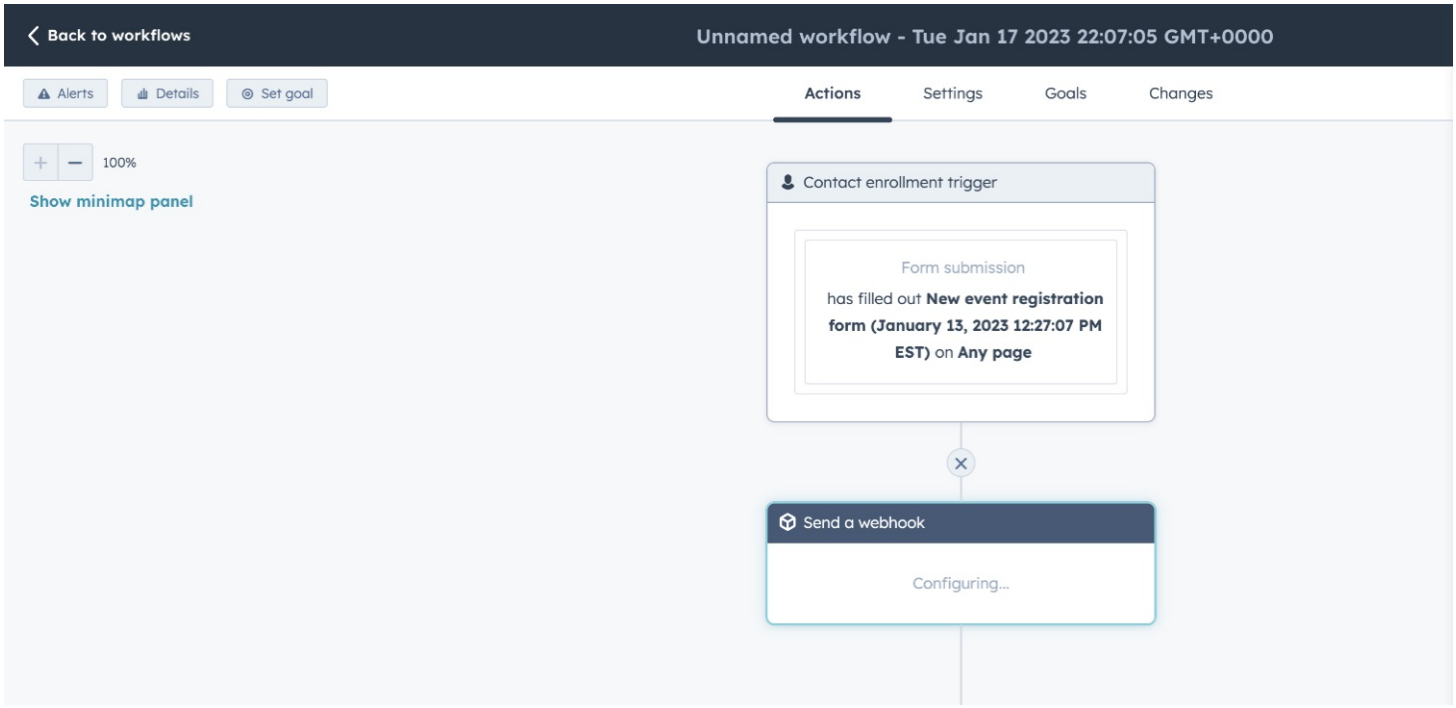


7. Add a step to Send a Webhook

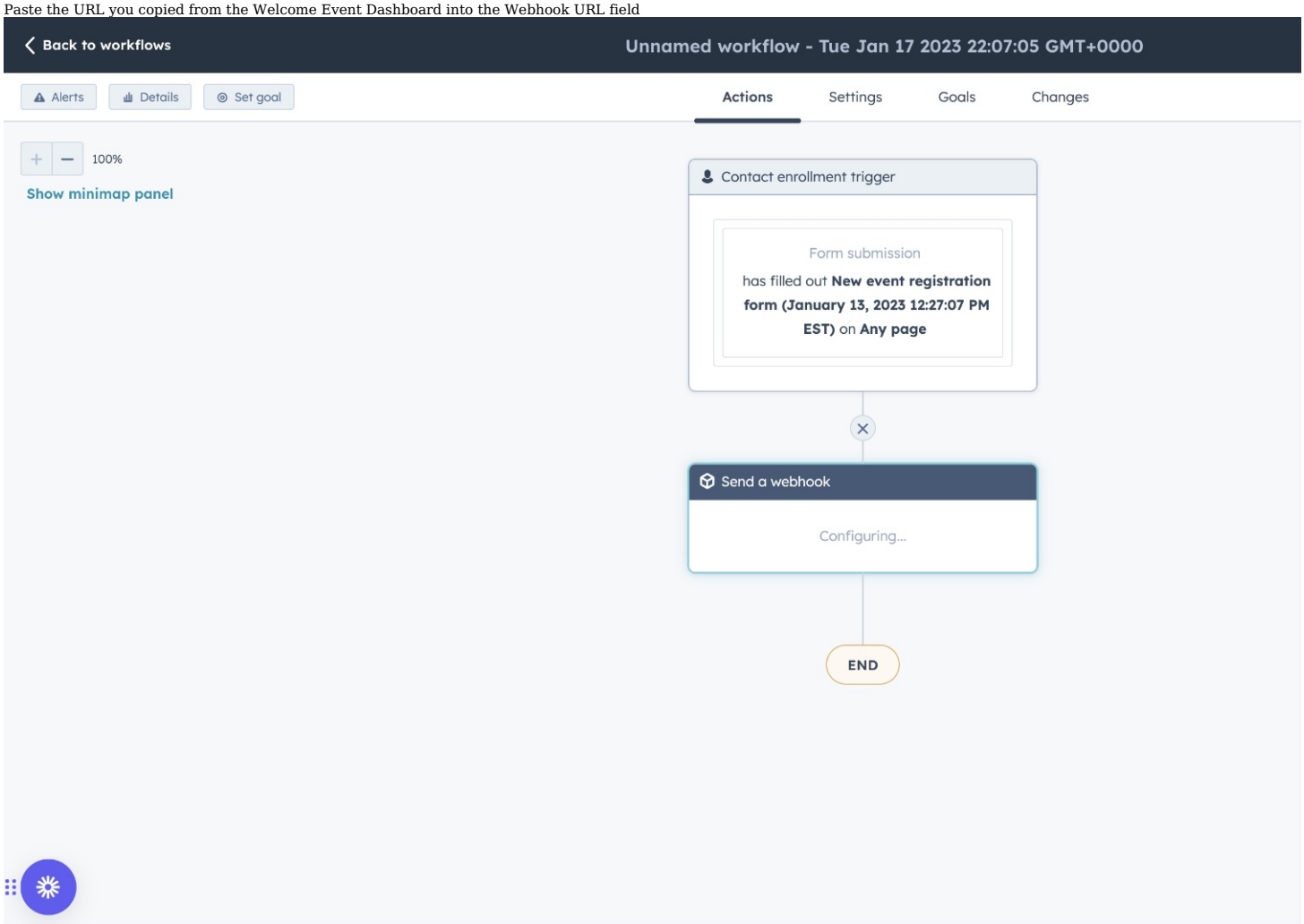


8. Choose the POST Webhook option

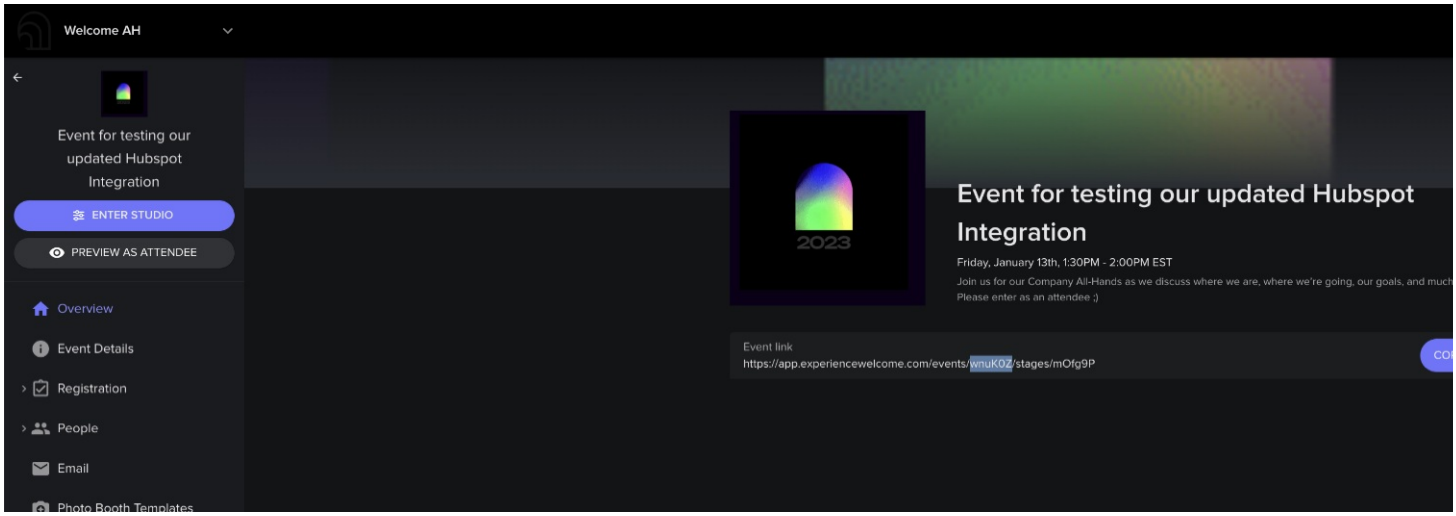




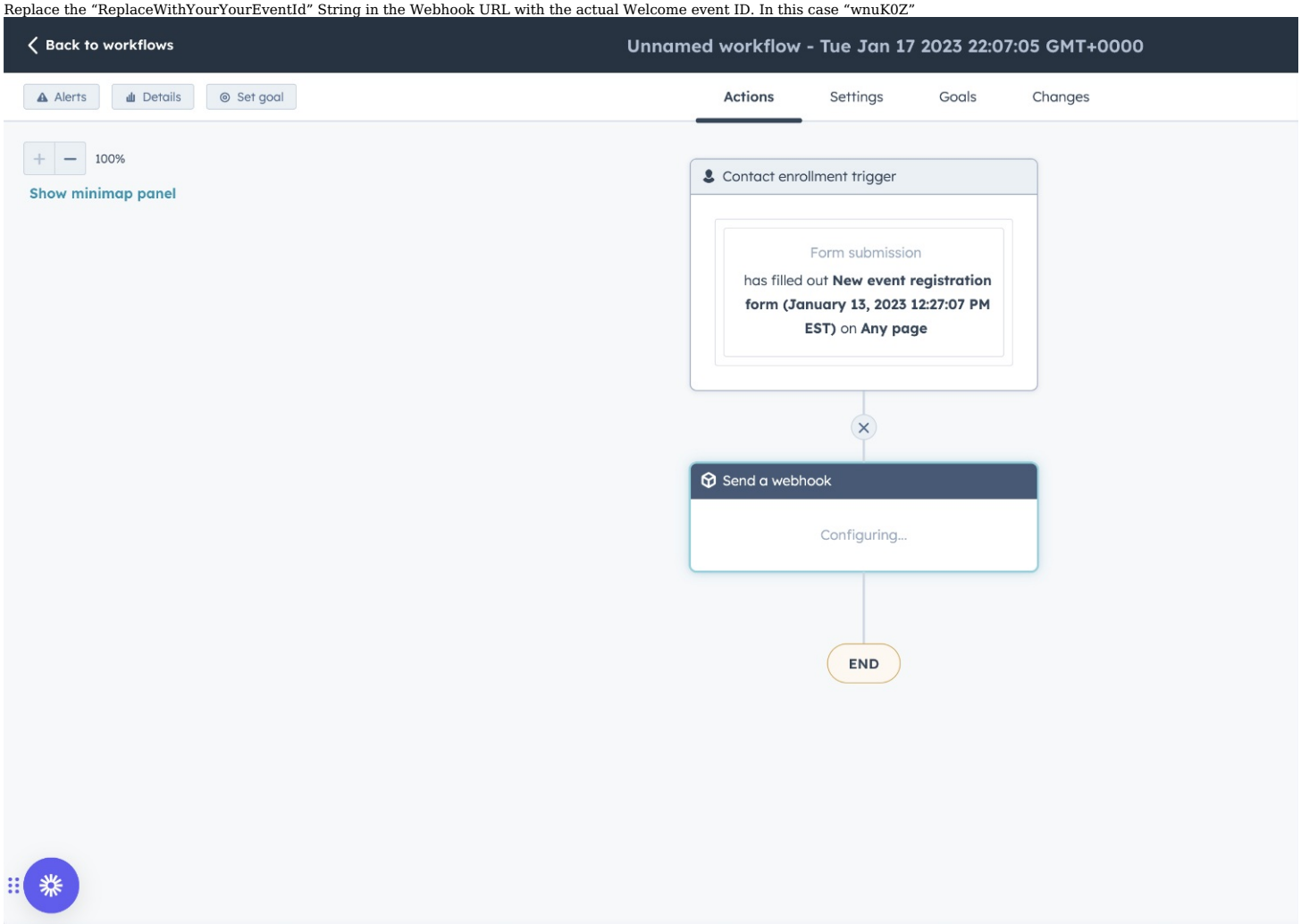
9. Paste the URL you copied from the Welcome Event Dashboard into the Webhook URL field



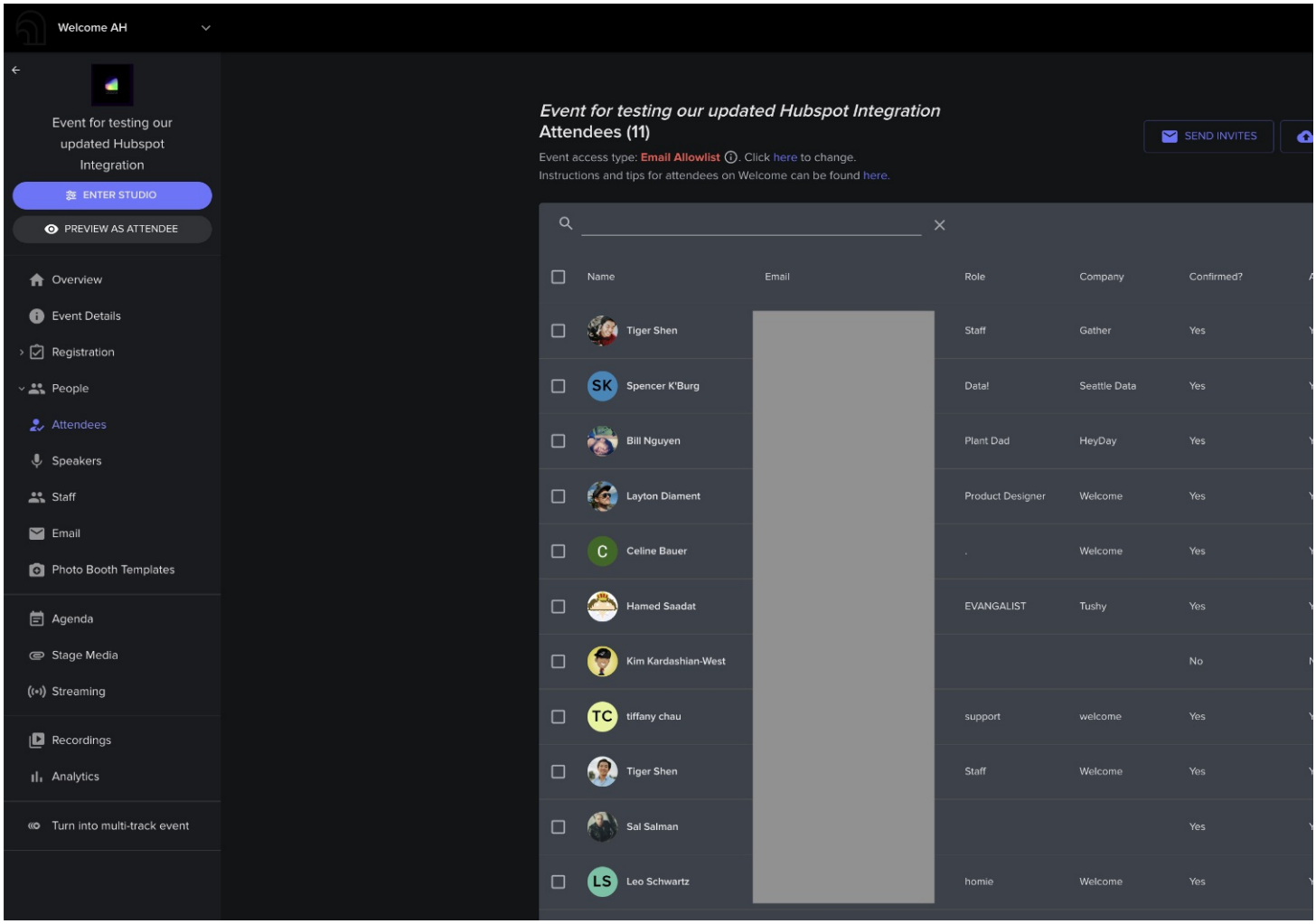
10. Navigate to the Welcome event that you want to send registrants to and copy the Event ID of that event. (It’s the 6 characters in the event link after app.experiencewelcome.com/events/)



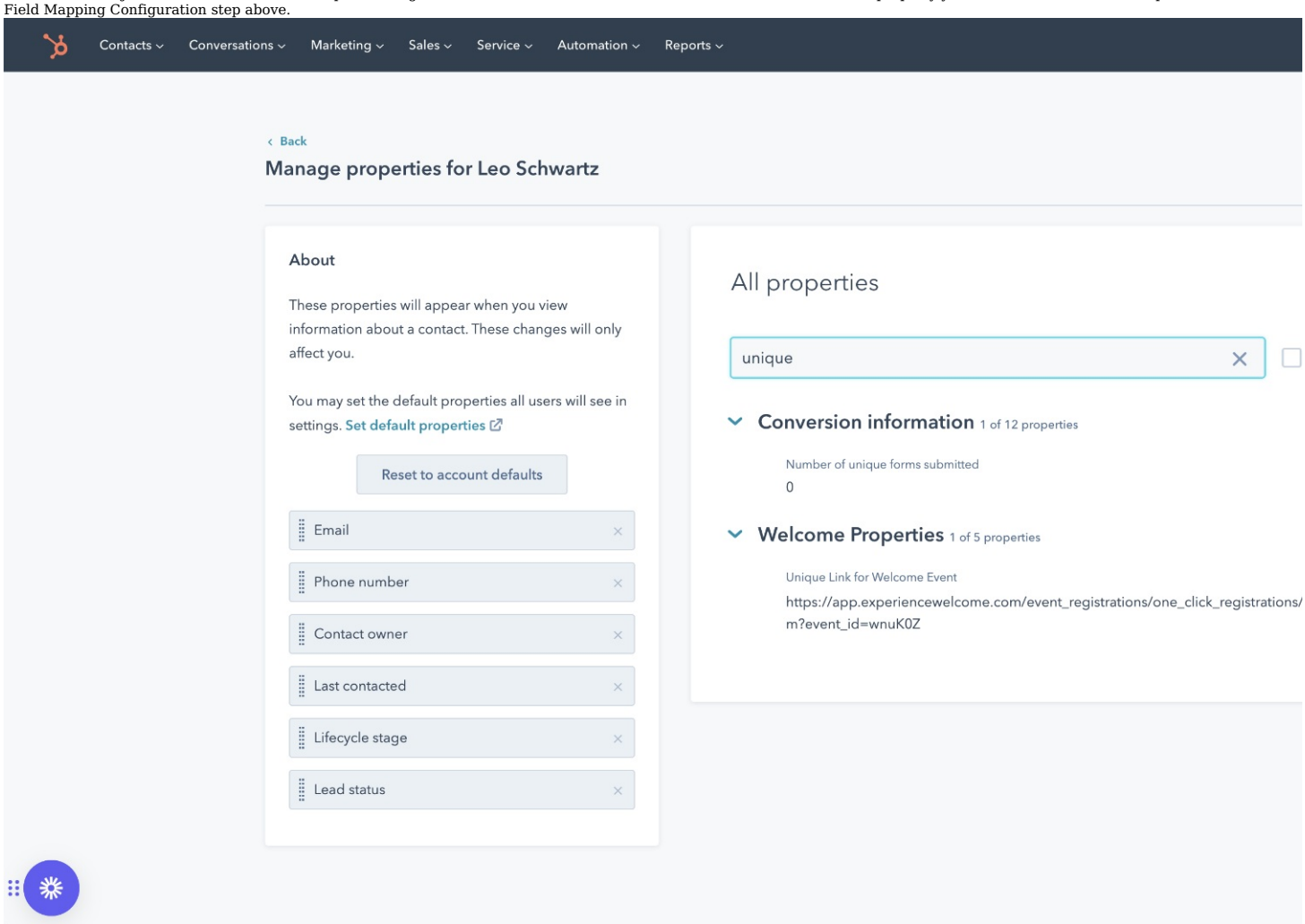
11. Replace the "ReplaceWithYourYourEventId" String in the Webhook URL with the actual Welcome event ID. In this case "wnuK0Z"



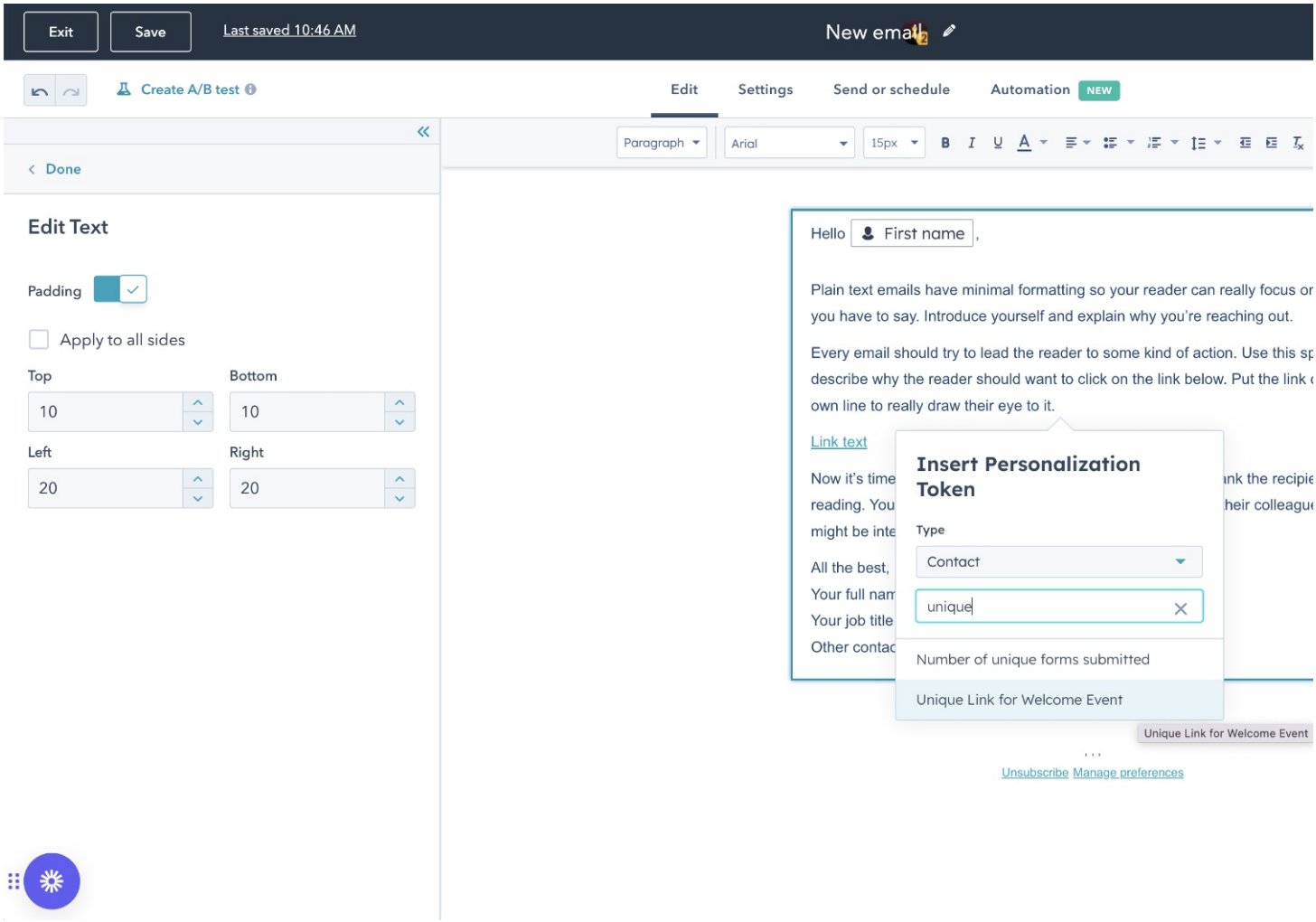
12. Click Save and Publish your workflow
13. Now when someone fills out your Hubspot registration form they will appear in the attendees list of your Welcome event



14. Their Contact object will also contain their unique link to get into the Welcome event. This link will be stored in the Contact property you set for the Attendee's Unique Link in the Field Mapping Configuration step above.



15. You can use the Unique Link Property in your Hubspot emails as a personalization token.



Contact us

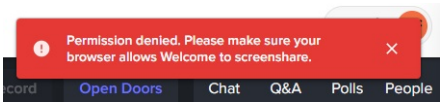
If you need any assistance or you have any questions regarding your Welcome <> Hubspot integration, please email support@experiencewelcome.com

Unable to Screen Share

Screen sharing in the virtual space is extremely important and very common. It also happens to be one of the most common troubleshooting issues with web based platforms. This issue is most commonly associated to Mac users. If a Mac user has never screen shared with a web browser before. The device system settings most likely hasn't given the browser app permissions to do so. Fortunately, this is an easy fix.

What does the error look like

How you'll know if you are getting blocked by the system while in Welcome. You will receive a red pop up at the top right corner of the screen.



How do we fix this

Let's walkthrough how to enable these permissions. This is most commonly associated with Mac devices. Windows devices very rarely have this permission blocked out of the box.

An important thing to note is that some updates to your browser or system can inadvertently reset permissions even if it looks like the box has already been checked. In these cases, please remove the permissions, re-add them, and then restart your browser.

Mac System Settings

1. Go to Security and Privacy settings (Press CMD+ Space bar and type Security)
2. Click the Privacy tab on the right
3. On the left side bar scroll until you find Screen Recording
4. Check the box for Google Chrome on the right for each section
    1. You may need to use the padlock at the bottom left to allow checking the box
5. You will be prompted to restart Chrome if it is currently open
6. Go back to the event and jump in

Windows System Settings

Windows does not have a system setting for this specifically. If you are getting blocked it is most likely from some sort of security app denying the browser from screen sharing. You will either need to disable the app, allow the permission from within the app, and/or contact your IT team that manages permissions for you.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Marketo Integration Documentation

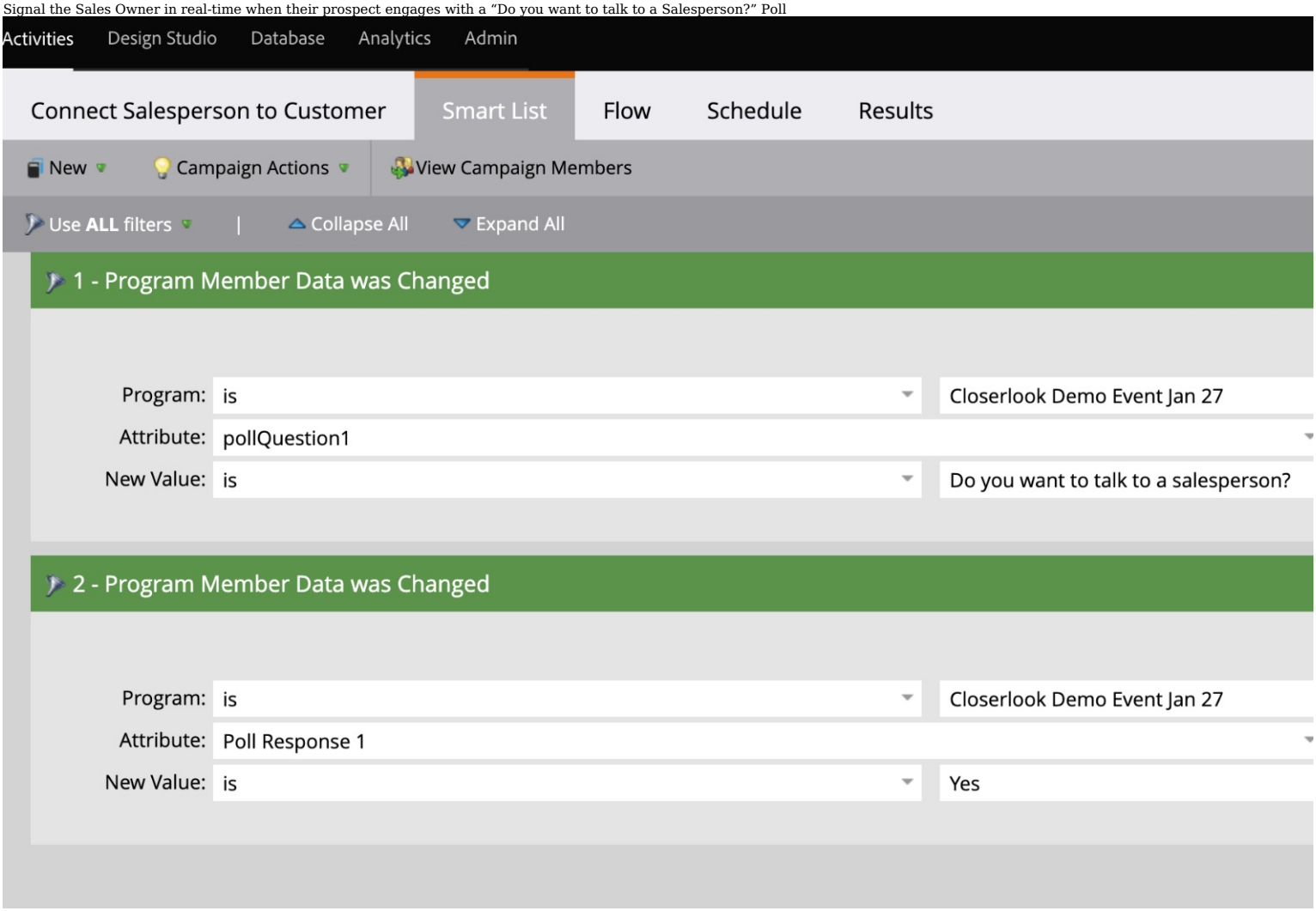
Overview

Welcome's Marketo integration enables our customers to use the actions a Lead takes in Welcome to inform the next step of that Lead's buyer's journey.

The integration is streamlined to require minimal configuration. It makes it so your Marketo Program Members need only click a link to get into an event, without going through registration. It sends back clear, easy-to-interpret signals of attendee sentiment, in real-time, for follow-up action.

Some examples of things you can do with the Welcome integration are:

Signal the Sales Owner in real-time when their prospect engages with a "Do you want to talk to a Salesperson?" Poll



Activities Design Studio Database Analytics Admin

Connect Salesperson to Customer | Smart List | Flow | Schedule | Results

New | Campaign Actions | View Campaign Members

Collapse All | Expand All

1 - Send Alert

Email: Wants to talk to salesperson

Send To: Sales Owner

To Other Emails: *Enter email...*

Increase Lead score for any lead who has spent more than 10 minutes at a specific Webinar.

Activities Design Studio Database Analytics Admin

Update Lead Score | Smart List | Flow | Schedule | Results

New | Campaign Actions | View Campaign Members

Use **ALL** filters | Collapse All | Expand All

1 - Program Member Data was Changed

Program: is Closerlook Demo Event Jan 27

Attribute: minsViewedLive

New Value: greater than 10

Create new Leads and Program Members for people who attend your webinars with their custom registration fields

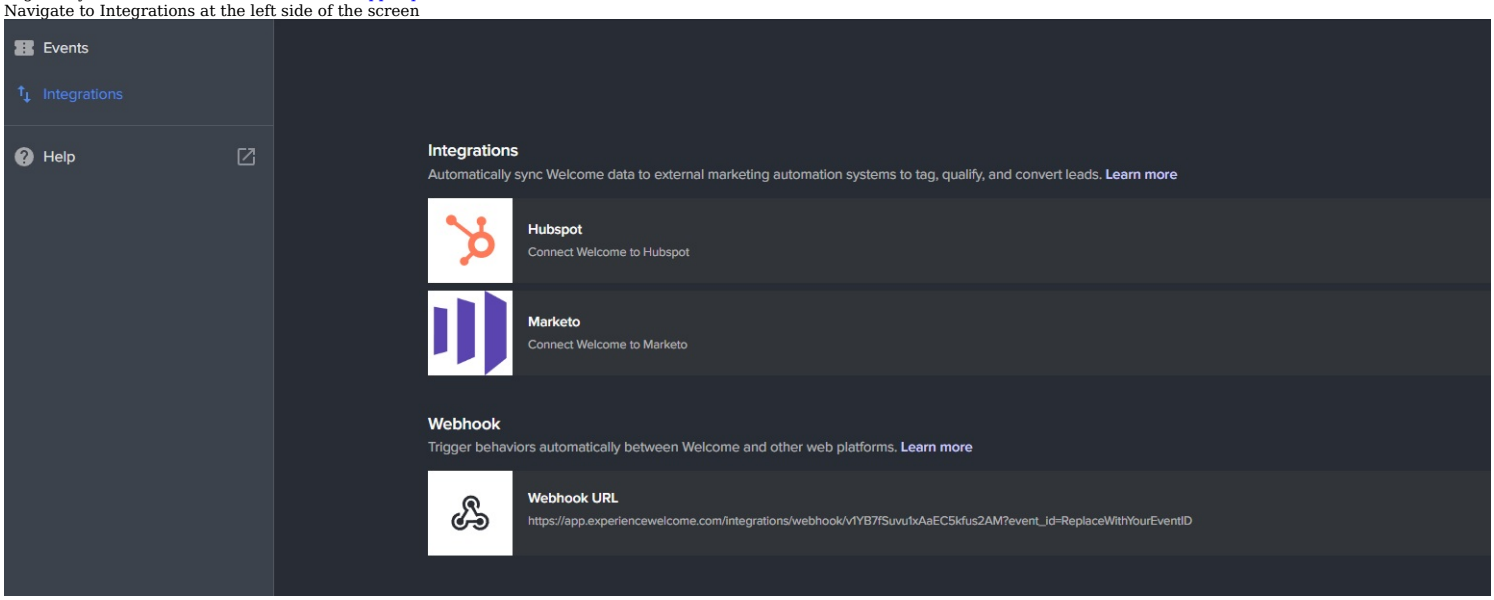
Email	program/members	email	Ex: rhaenys@targaryen.com
First Name	lead	firstName	Ex: Rhaenys
Last Name	lead	lastName	Ex: Targaryen
Role	lead	title	Ex: Lady
Company	lead	company	Ex: Driftmark
Unique Link for Event	program/members	Select Mapping	Ex: https://app.experiencewelcome.com/event_registrations/one_...

Custom Fields

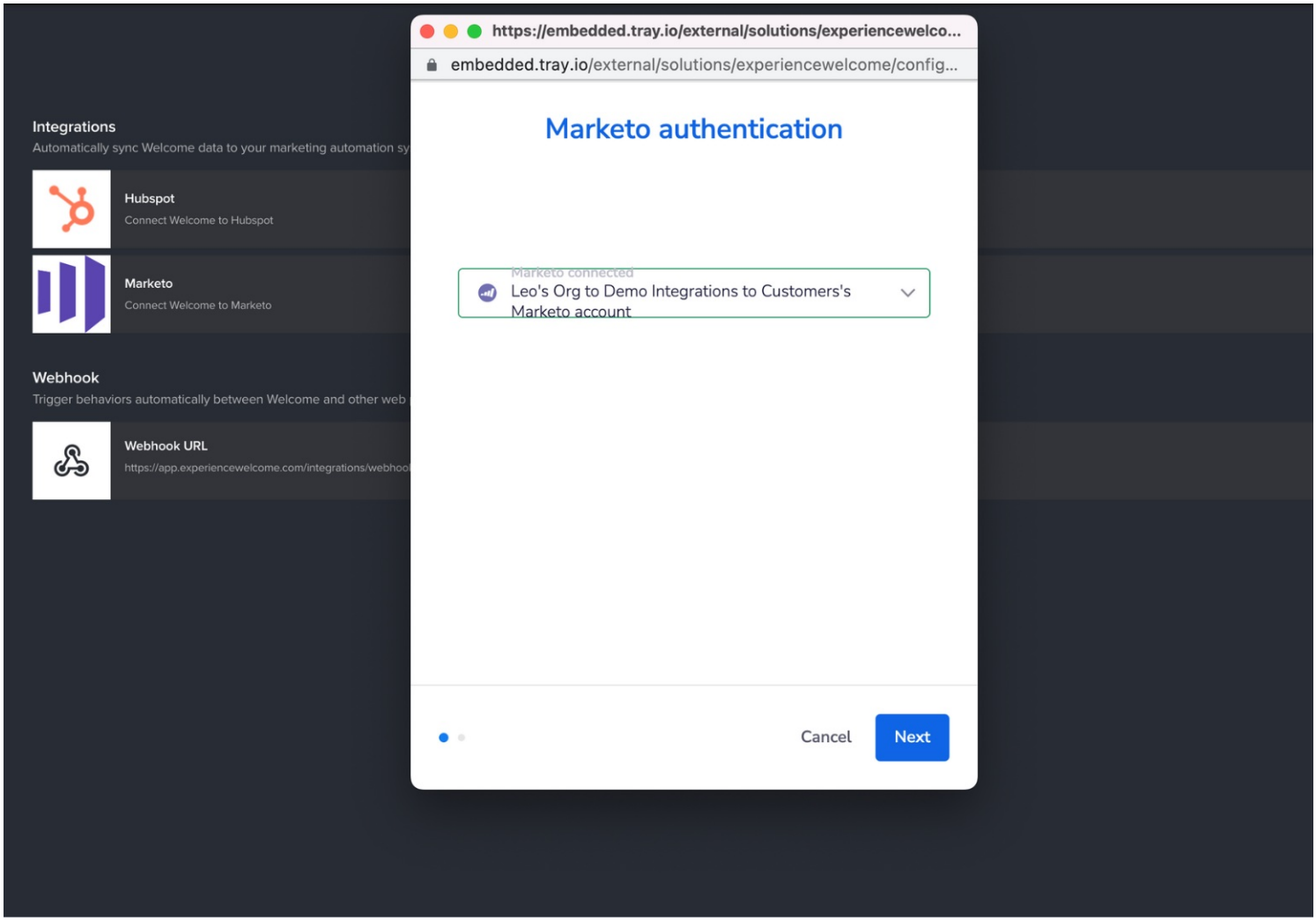
Welcome Field	Marketo Object	Marketo Field	Description
Custom Registration Field 1	program/members	Select Mapping	Attendee response to the 1st custom field on registration page
Custom Registration Field 2	program/members	Select Mapping	Response to the 2nd field
Custom Registration Field 3	program/members	Select Mapping	Response to the 3rd field
Custom Registration Field 4	program/members	Select Mapping	Response to the 4th field
Custom Registration Field 5	program/members	Select Mapping	Response to the 5th field

Setup – Connecting Welcome to your Marketo Instance

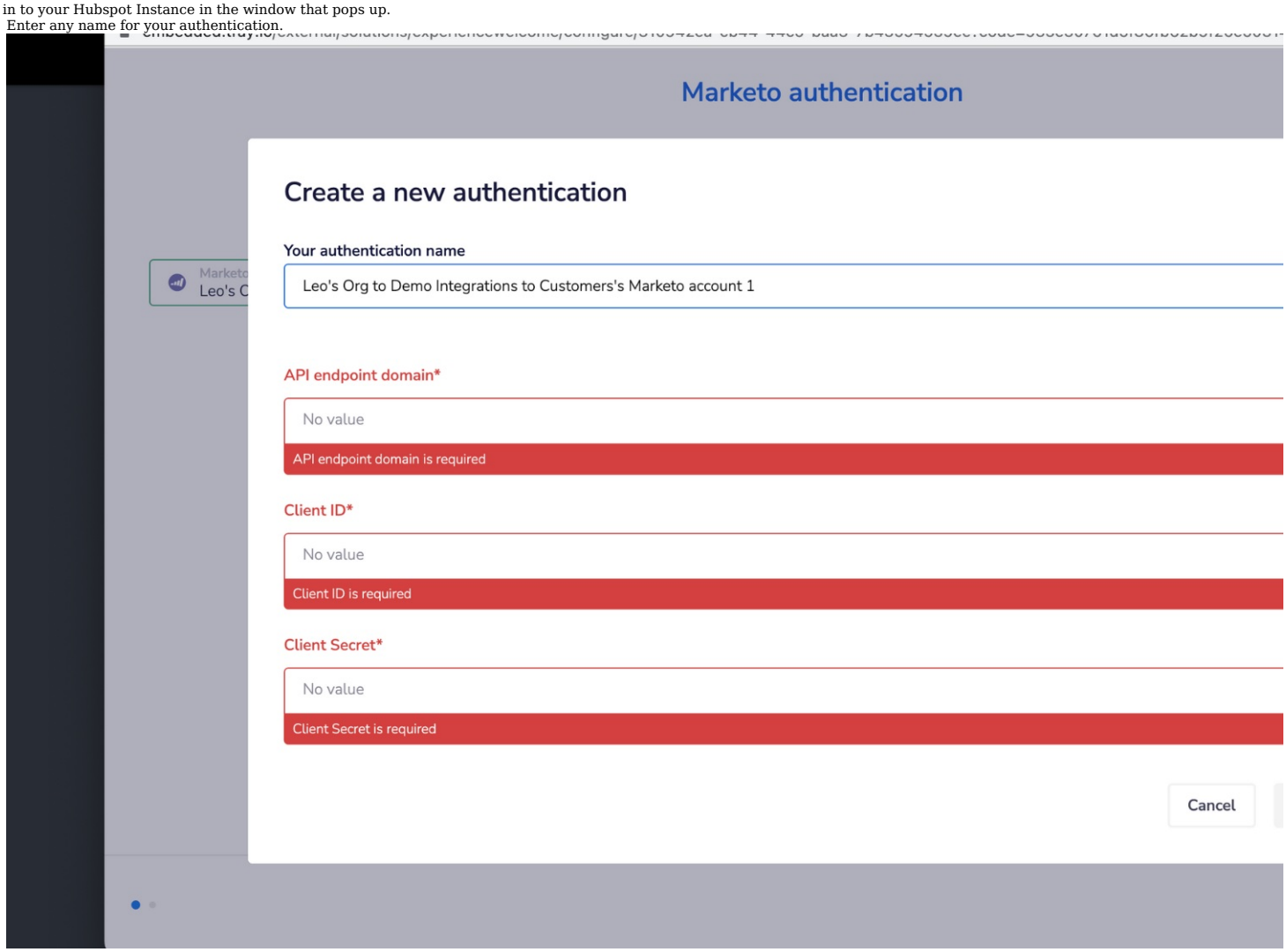
1. Log in to your Welcome Producer Account at app.experiencewelcome.com
2. Navigate to Integrations at the left side of the screen



3. Click configure and click New Authentication in the popup that comes up

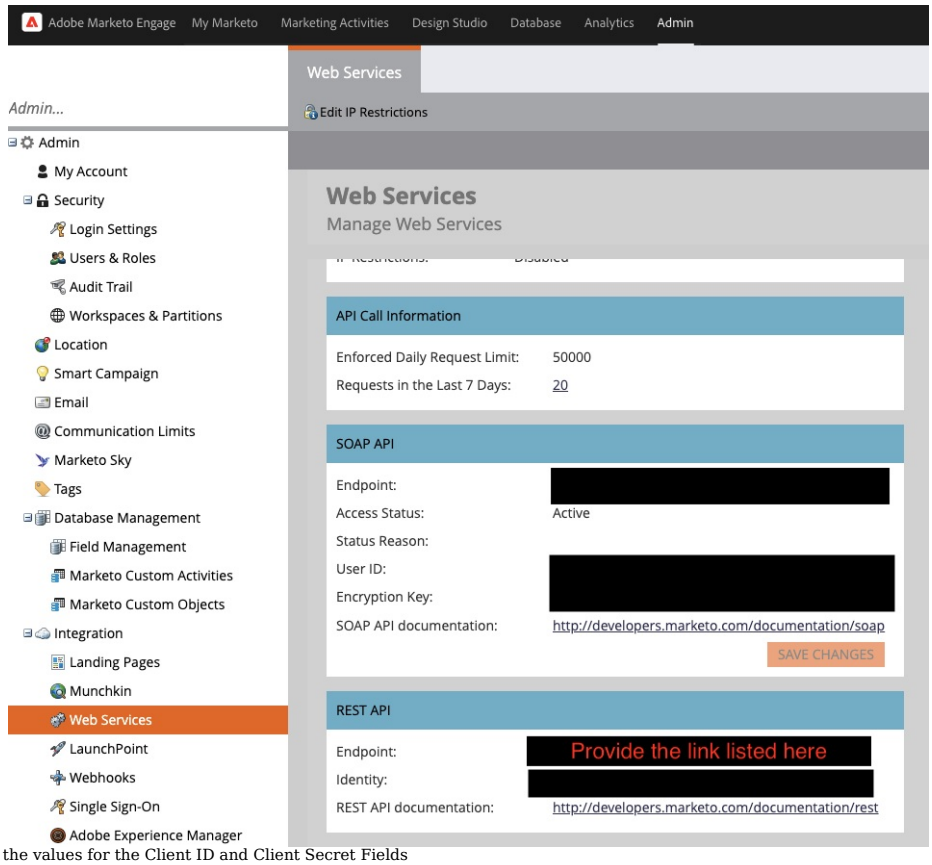


4. Log in to your Hubspot Instance in the window that pops up.
   1. Enter any name for your authentication.

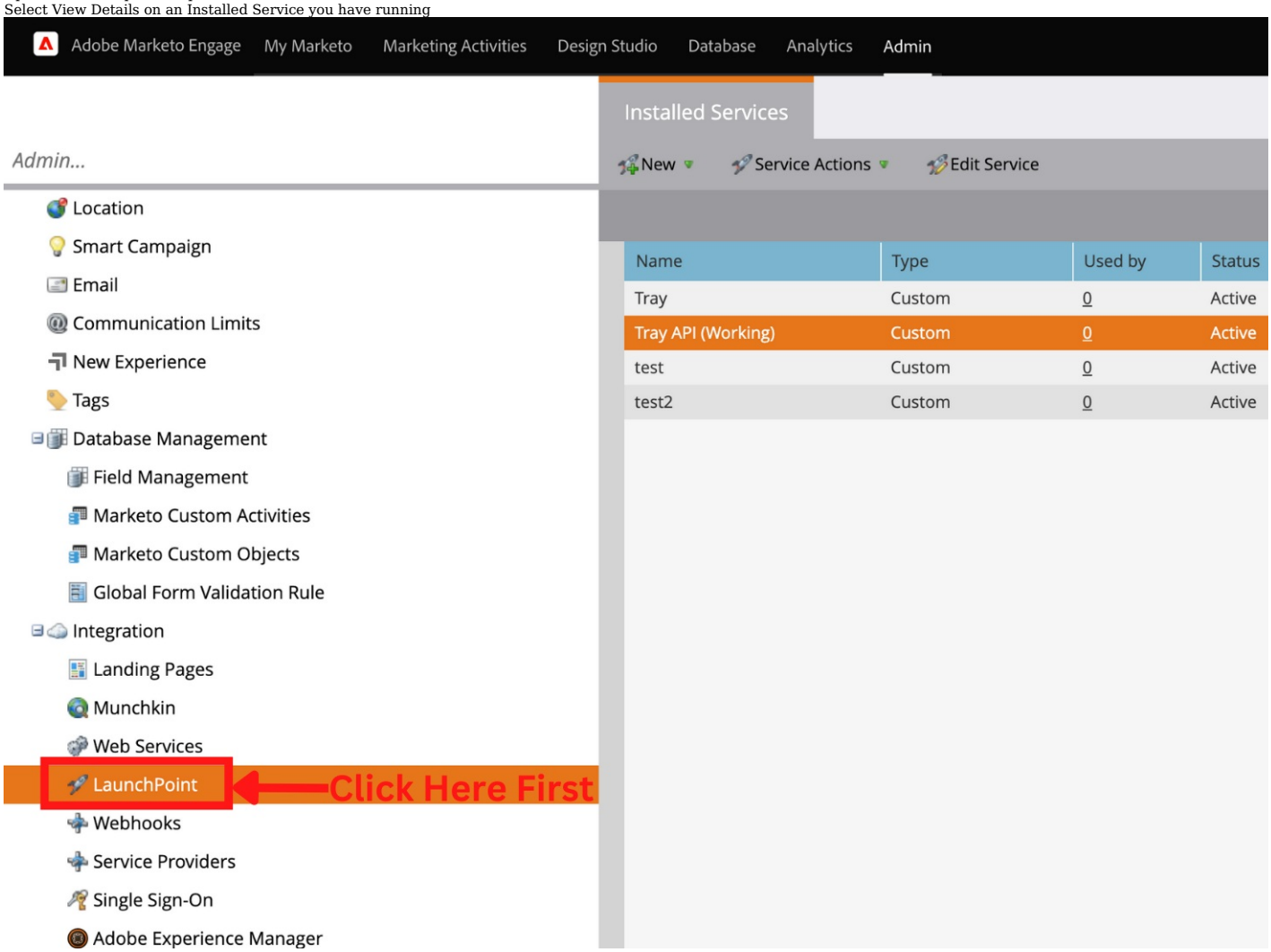


   2. In the API endpoint domain field, provide your Marketo REST API endpoint identified in the image below.
      1. This can be found by navigating to the Admin tab in Marketo

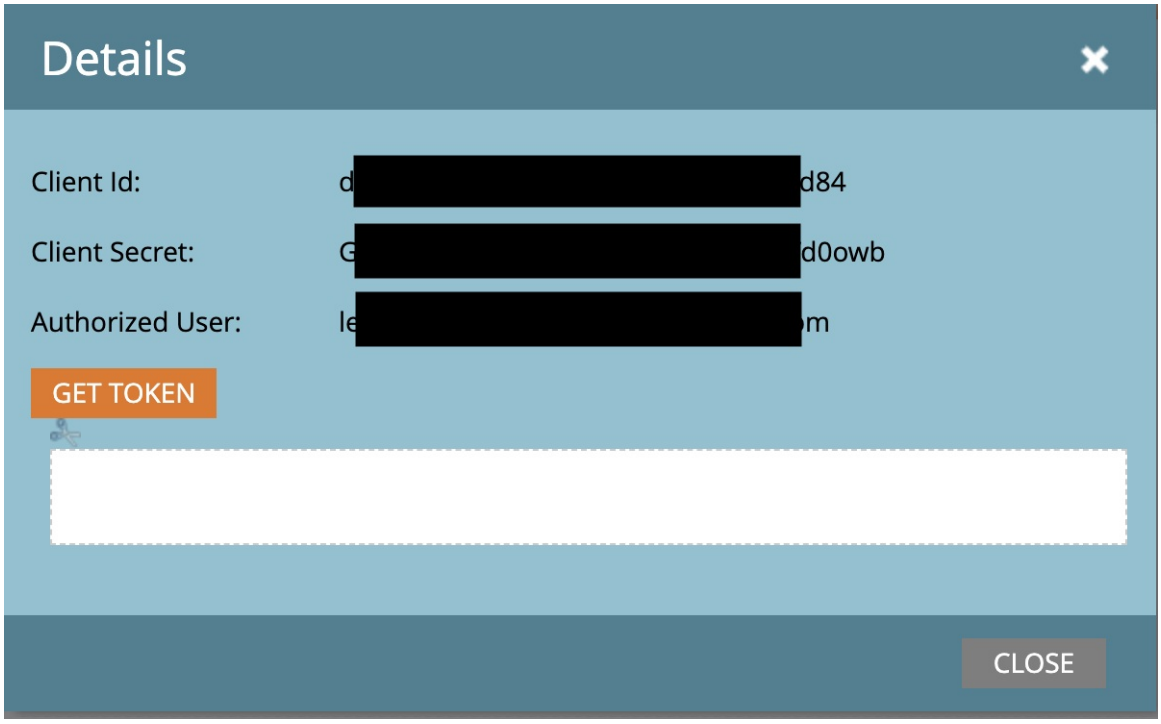
2. Opening the "Integration" drop-down menu on the left-hand side
3. clicking "Web Services". ***Be sure to delete the "/rest" from the end of the endpoint url when you paste it into Welcome.***



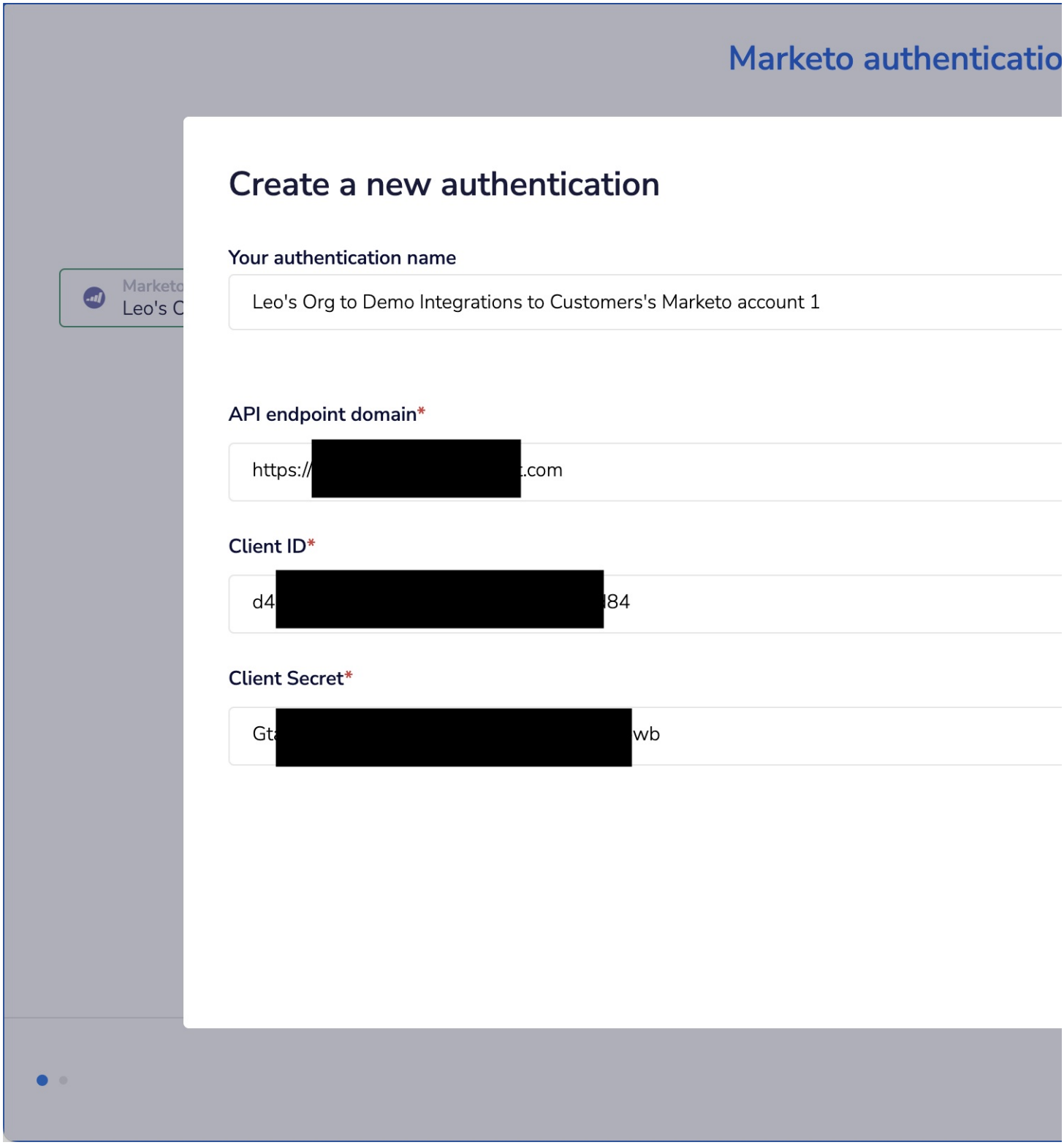
3. Get the values for the Client ID and Client Secret Fields
   1. Open the Launchpoint dropdown menu in Marketo
   2. Select View Details on an Installed Service you have running



3. You will see the Client ID and Client Secret fields

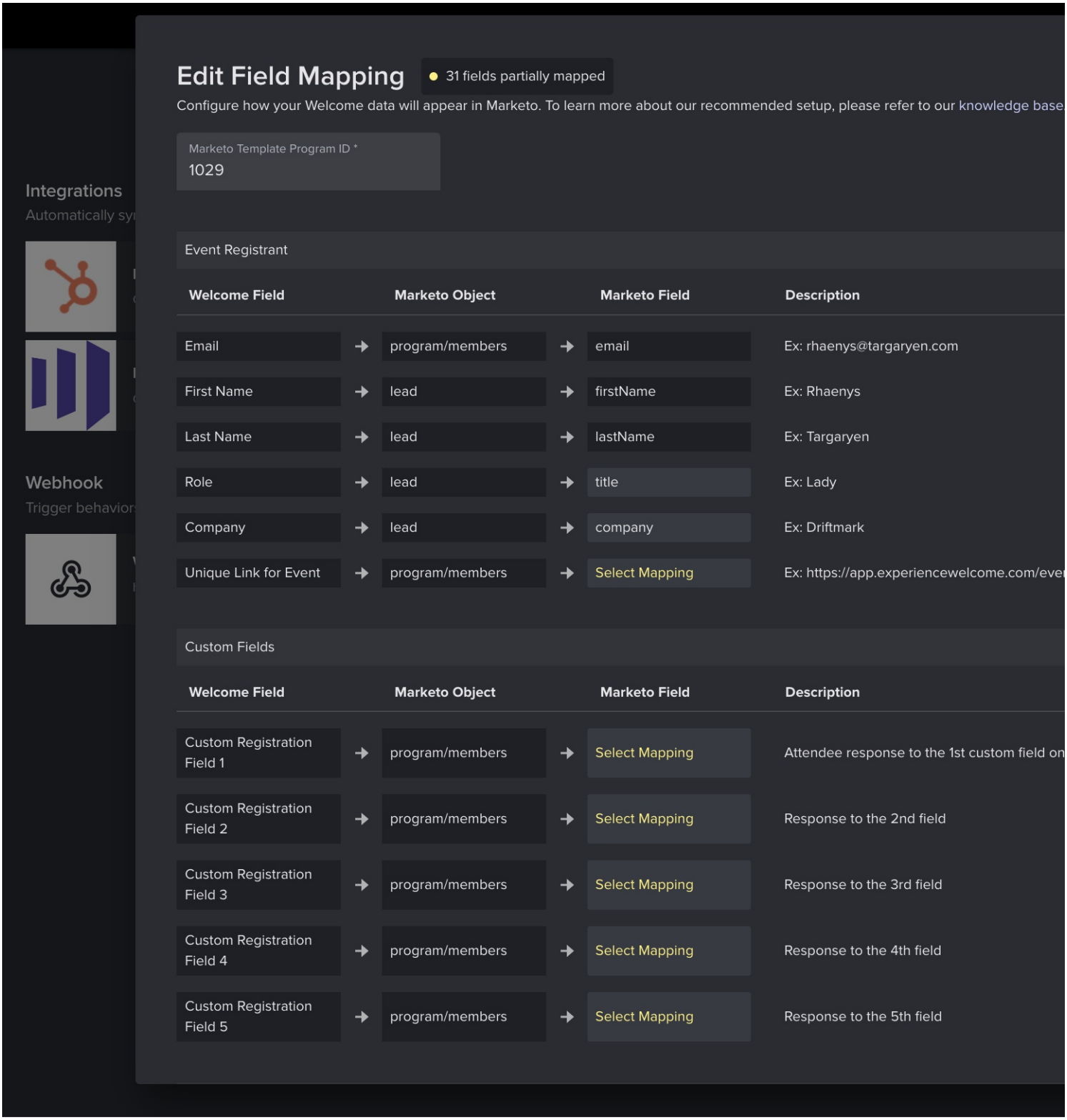


4. When you have the right values pasted in, click Create

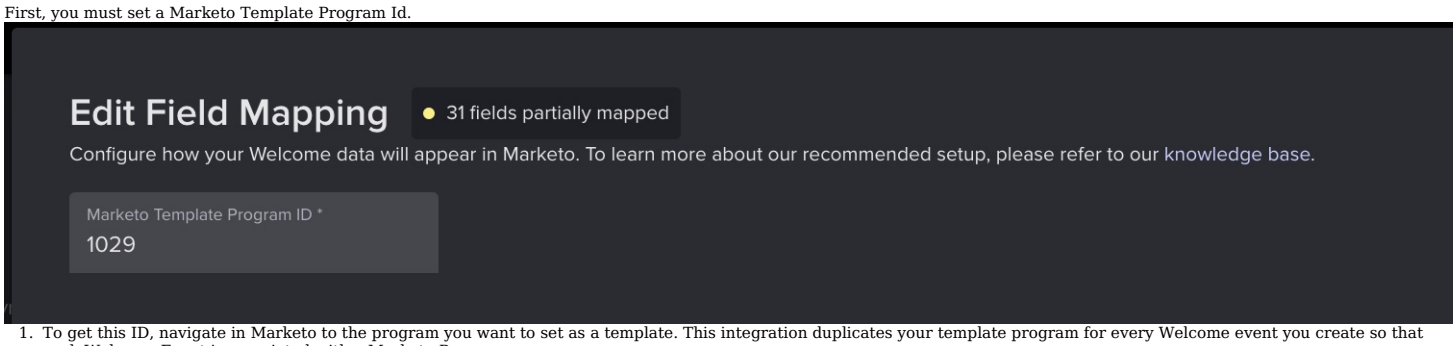


5. Click Finish

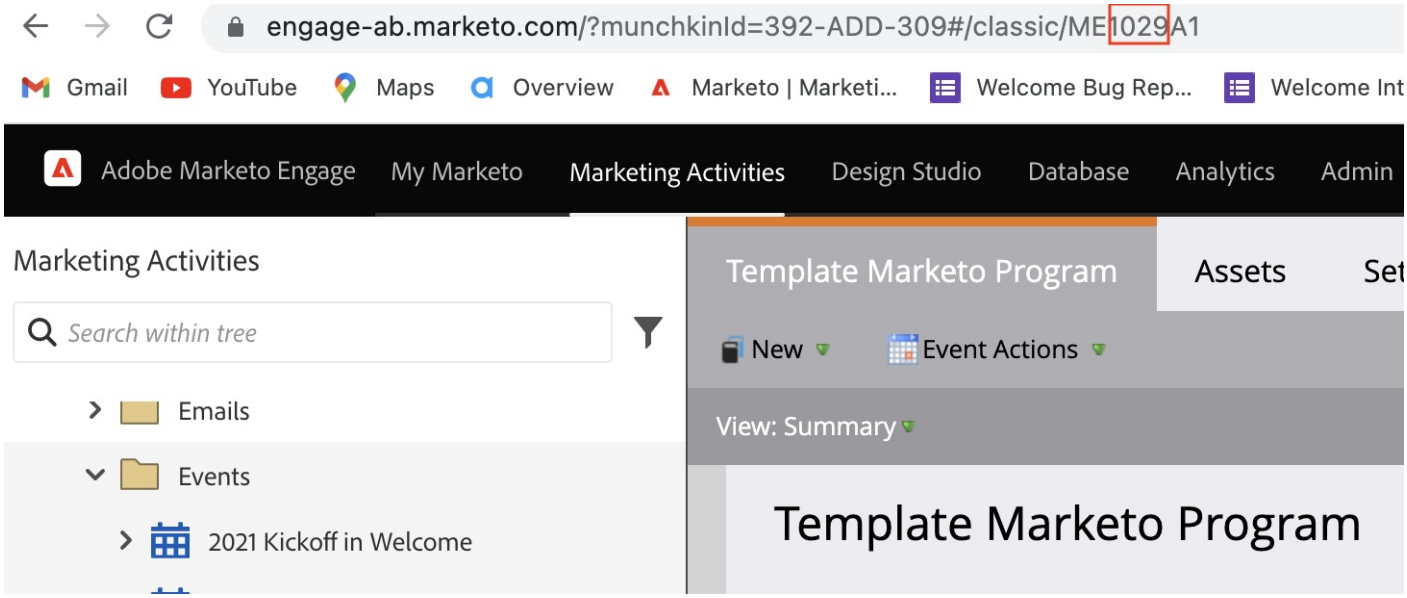
5. **Map Welcome Fields to Marketo Fields**



1. First, you must set a Marketo Template Program Id.



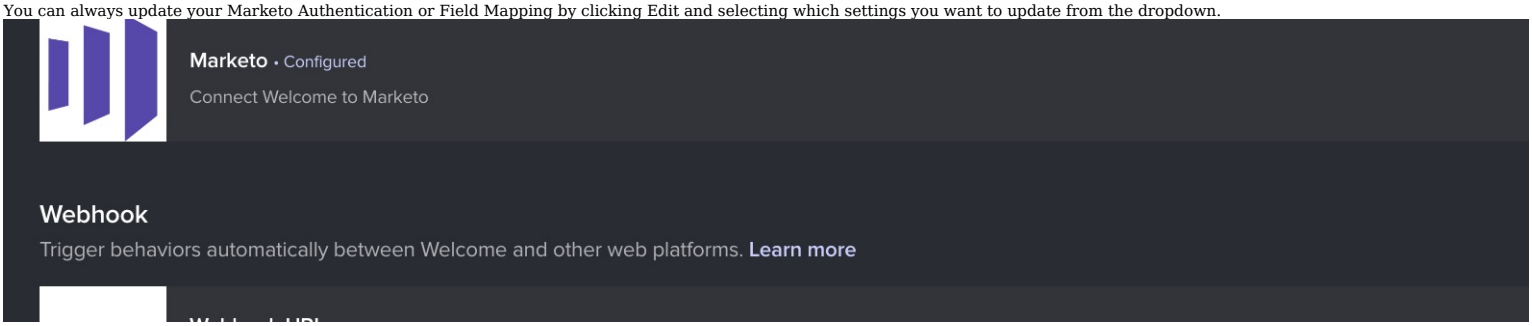
1. To get this ID, navigate in Marketo to the program you want to set as a template. This integration duplicates your template program for every Welcome event you create so that each Welcome Event is associated with a Marketo Program.
2. A Marketo Program's ID can be found at the end of its URL, after the ME and before the A. **See the portion of the URL in the red box below for an example**



2. After setting a Template Program Id, you need to map Welcome fields to Marketo Lead and Program Fields. See the ***Mapping Welcome Fields to Marketo Fields*** Section Below for more information.

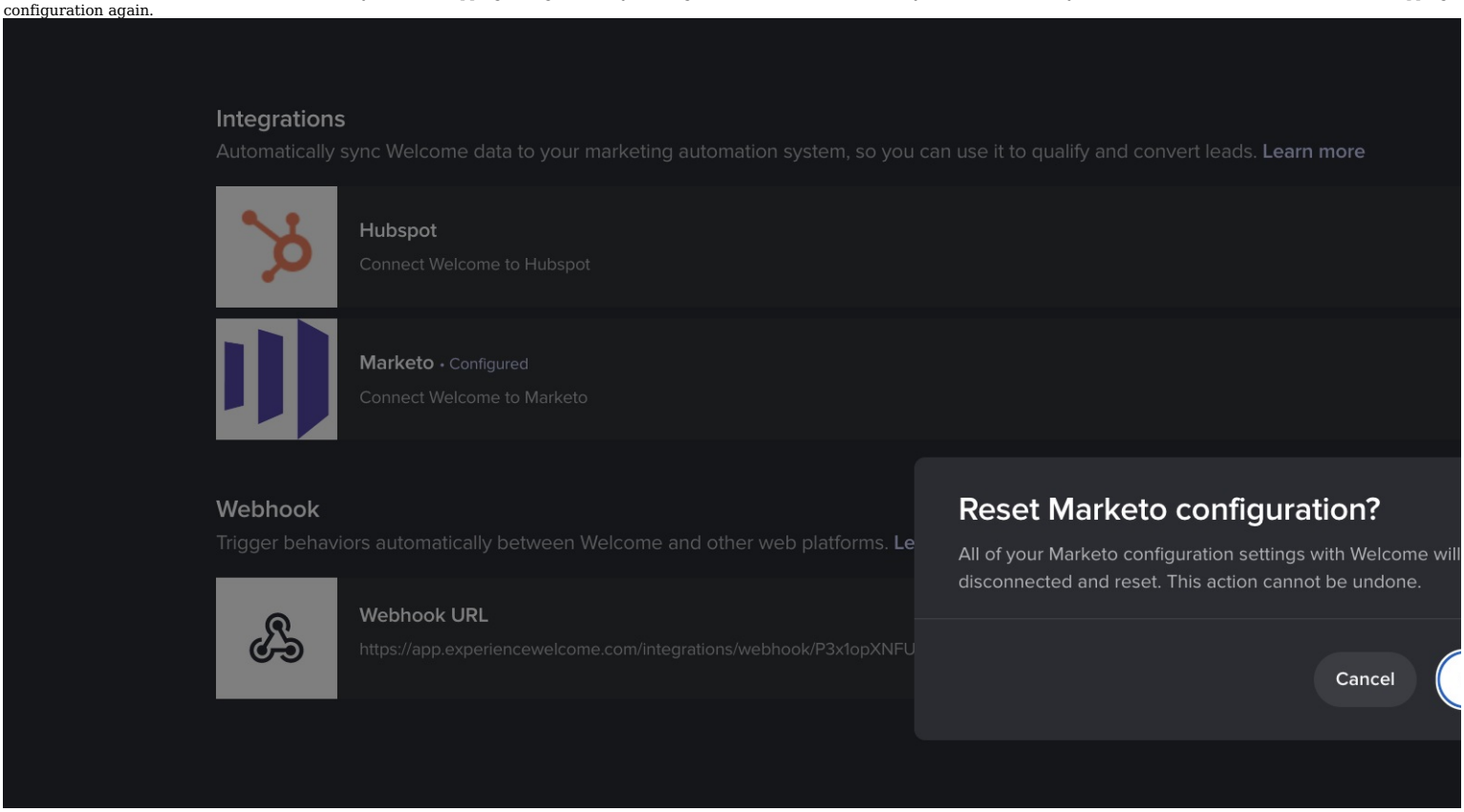
Editing Settings

You can always update your Marketo Authentication or Field Mapping by clicking Edit and selecting which settings you want to update from the dropdown.



Resetting Connection

You can remove the connection to Marketo and your field mapping configuration by clicking Reset. This will not delete any data. You can always connect to Marketo and set a new field mapping configuration again.



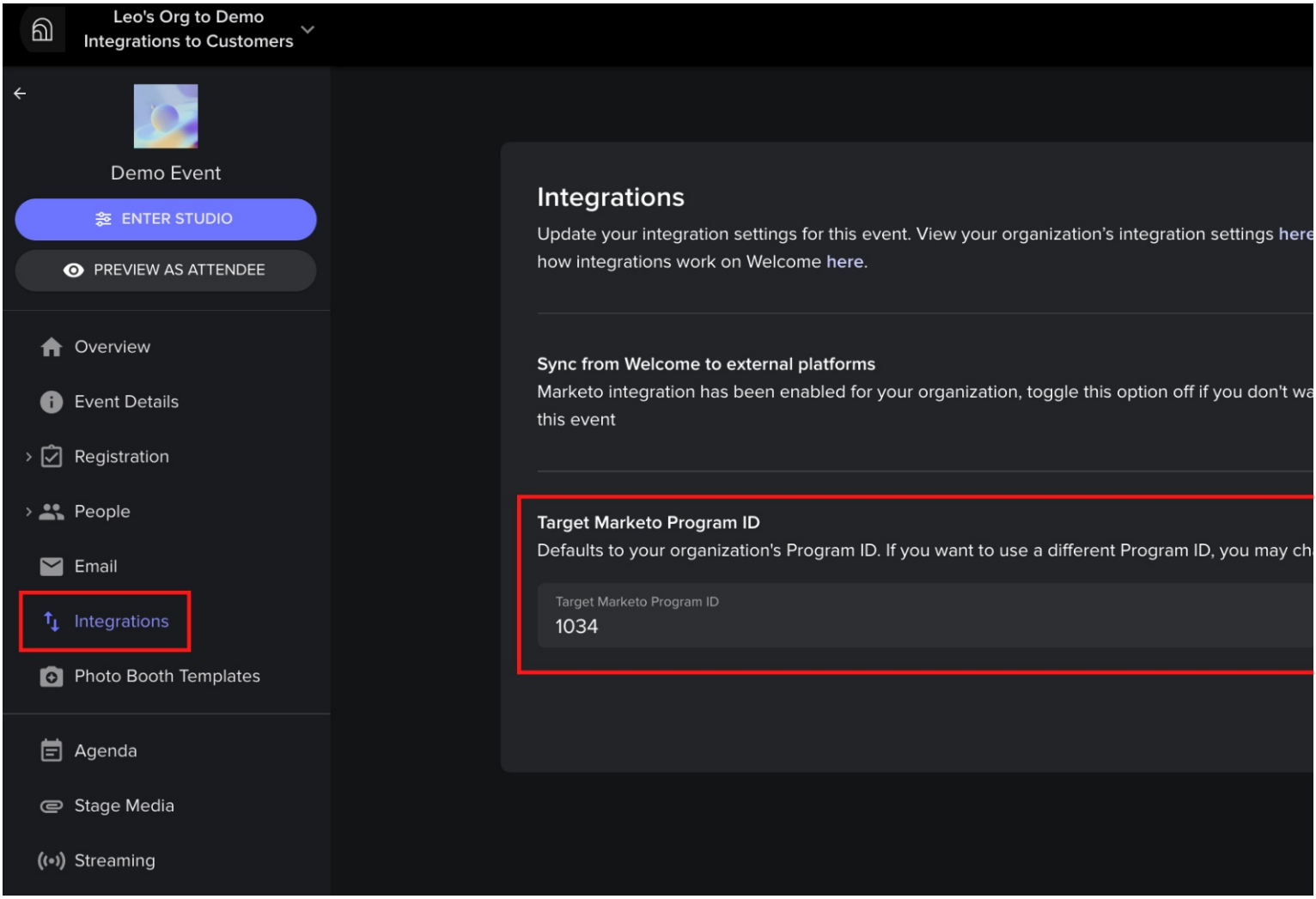
Summary of data sent from Welcome to Marketo

Welcome Events -> Marketo Programs

This Integration Syncs Welcome Events and Welcome Event Registration interactions to Marketo.

After you configure this integration, whenever you create a Welcome event, a corresponding Marketo Program for the Event will be cloned from your template program and deposited into the same folder as the template. (For more information about your Template Program see **Step 5** in the section above called: "Setup – Connecting Welcome to your Marketo Instance")

By navigating to the Integrations tab for a specific Welcome Event, you can see the ID of the target Marketo program your Welcome Event is associated with.



You can update the ID of this target program if you want Welcome data to be sent to a different program you have set up. You can also turn off the "Sync from Welcome to external platforms" toggle if you don't want data from this event to be sent to Marketo.

Welcome Event Attendee Interactions -> Marketo Lead / Program Member Fields

See below for a summary table of what attendee interactions are sent and when. In the next section, you can see all the specific Welcome data points that can be mapped to Marketo Lead and Program Member Fields.

Event Registration Interaction	***When is the interaction sent to Marketo***
Attendee Registered for the Webinar	Real Time
Attendee Responded to a Poll	Real Time
Attendee Asked Question	Real Time
Attendee Clicked CTA on Stage	Real Time
Attendee Attended Webinar Live	Program member status is sent in real-time. Event Attendance Analytics are sent 90 mins after the event ends
Attendee Viewed Webinar On Demand	90 mins after the duration of the content they viewed*

You can view Welcome data in Marketo by navigating to the Marketo program associated with a Welcome Event and clicking the Members tab. Make sure that you add Welcome program member fields to the View you are using.

Marketing Trends in 2023 | Assets | Setup | My Tokens | Members

New | Event Actions | Change Status | Select All | Import Members

Filter: All Statuses | View: Default

Status Reas...	w..	minsViewedLive	pctViewedLive	sessionsAttended
		0	0	
		44.05	49	Introductions || Panel Discussion || Live Q&A || Closing R...
		19.15	21	Introductions || Panel Discussion || Live Q&A
		54.13	60	Introductions || Panel Discussion || Live Q&A || Closing R...
		28.98	32	Panel Discussion || Live Q&A || Closing Remarks
		73.85	82	Introductions || Panel Discussion || Live Q&A || Closing R...
		60.4	67	Introductions || Panel Discussion || Live Q&A || Closing R...
		57.58	64	Introductions || Panel Discussion || Live Q&A || Closing R...
		57.95	64	Introductions || Panel Discussion || Live Q&A || Closing R...
		33.4	37	Live Q&A || Closing Remarks
		46.13	51	Panel Discussion || Live Q&A || Closing Remarks

Setup – Mapping Welcome Fields to Marketo Fields

Edit Field Mapping

31 fields partially mapped

Configure how your Welcome data will appear in Marketo. To learn more about our recommended setup, please refer to our knowledge base.

Marketo Template Program ID *
1029

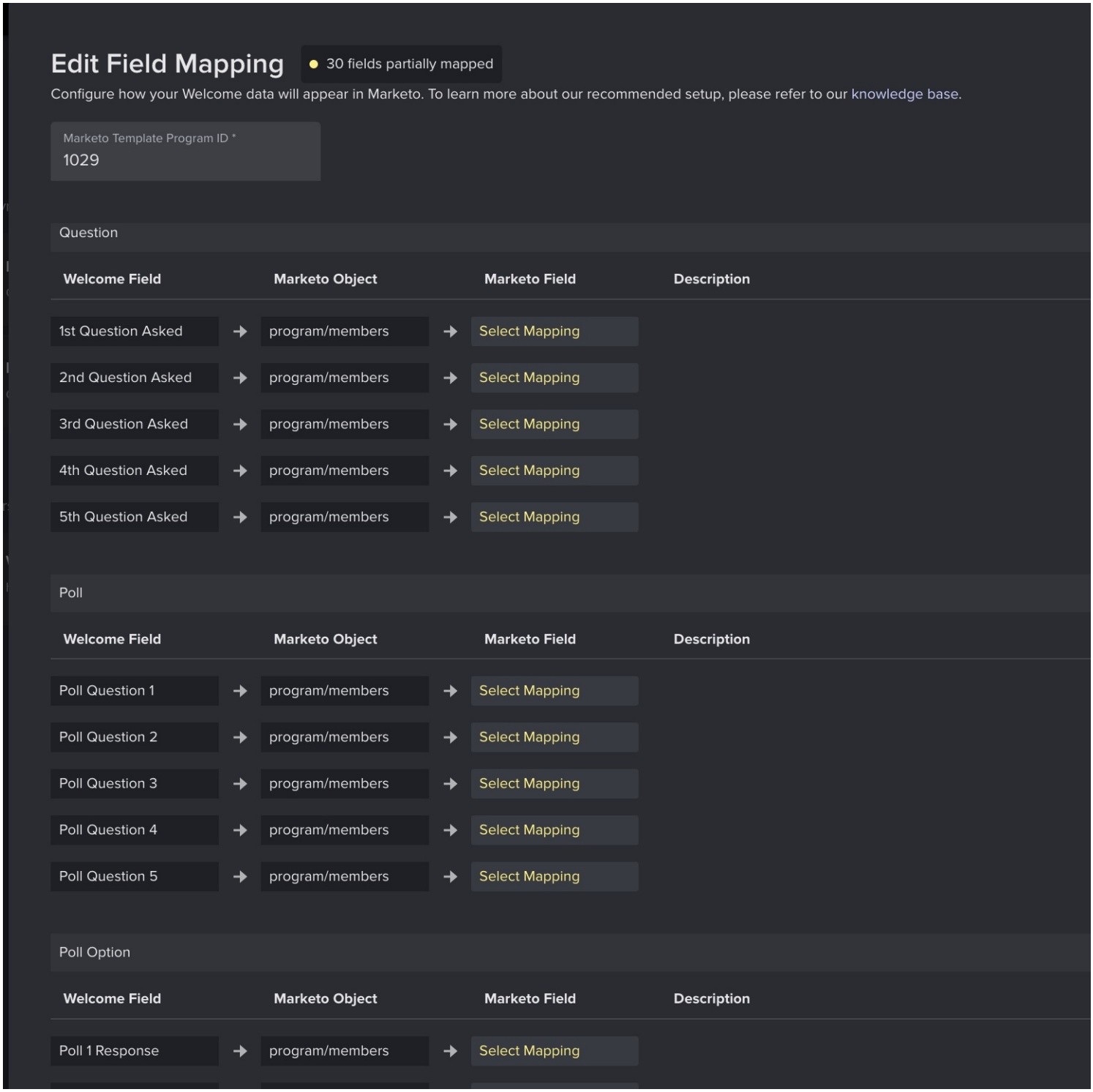
Event Registrant

Welcome Field	Marketo Object	Marketo Field	Description
Email	program/members	email	Ex: rhaenys@targaryen.com
First Name	lead	firstName	Ex: Rhaenys
Last Name	lead	lastName	Ex: Targaryen
Role	lead	title	Ex: Lady
Company	lead	company	Ex: Driftmark
Unique Link for Event	program/members	Select Mapping	Ex: https://app.experiencewelcome.com/event_registrations/one_...

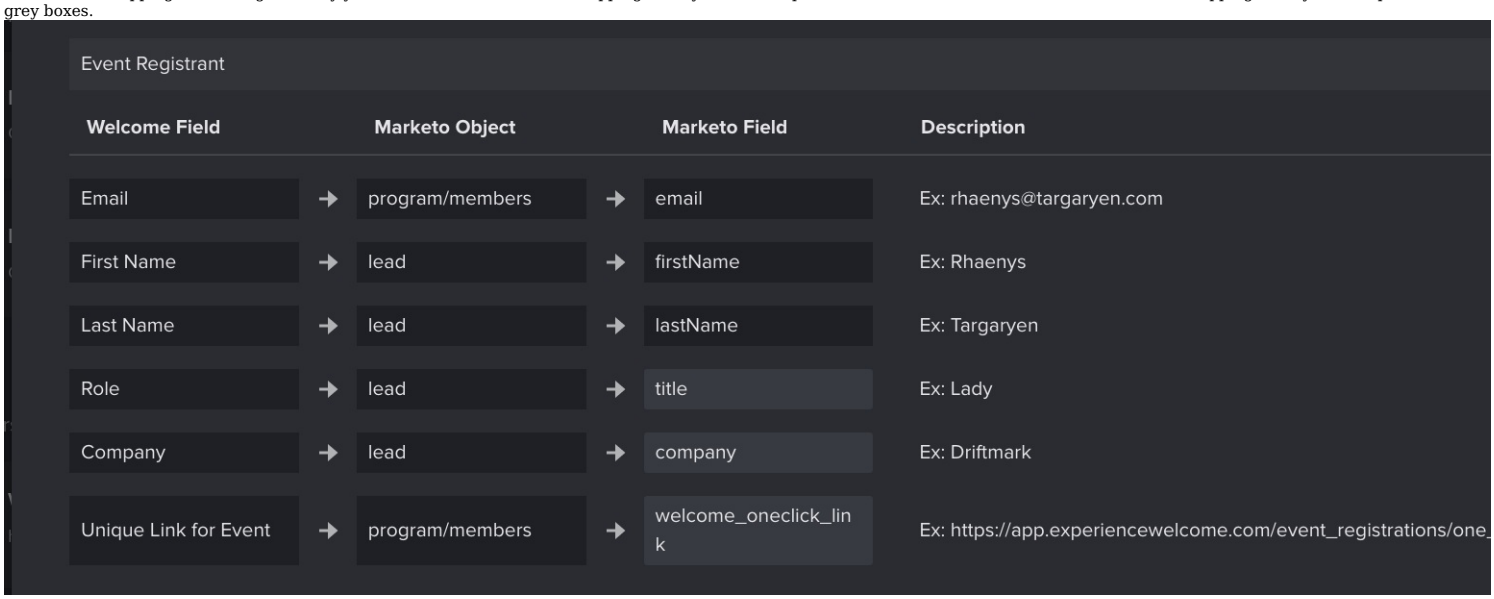
Custom Fields

Welcome Field	Marketo Object	Marketo Field	Description
Custom Registration Field 1	program/members	Select Mapping	Attendee response to the 1st custom field on registration page
Custom Registration Field 2	program/members	Select Mapping	Response to the 2nd field
Custom Registration Field 3	program/members	Select Mapping	Response to the 3rd field
Custom Registration Field 4	program/members	Select Mapping	Response to the 4th field
Custom Registration Field 5	program/members	Select Mapping	Response to the 5th field

1. First, make sure you set a Marketo Template Program ID. See **step 5** in the previous section for more information on the Template Program Id.
2. You can scroll down the Field Mapping dialog to view more fields to map.

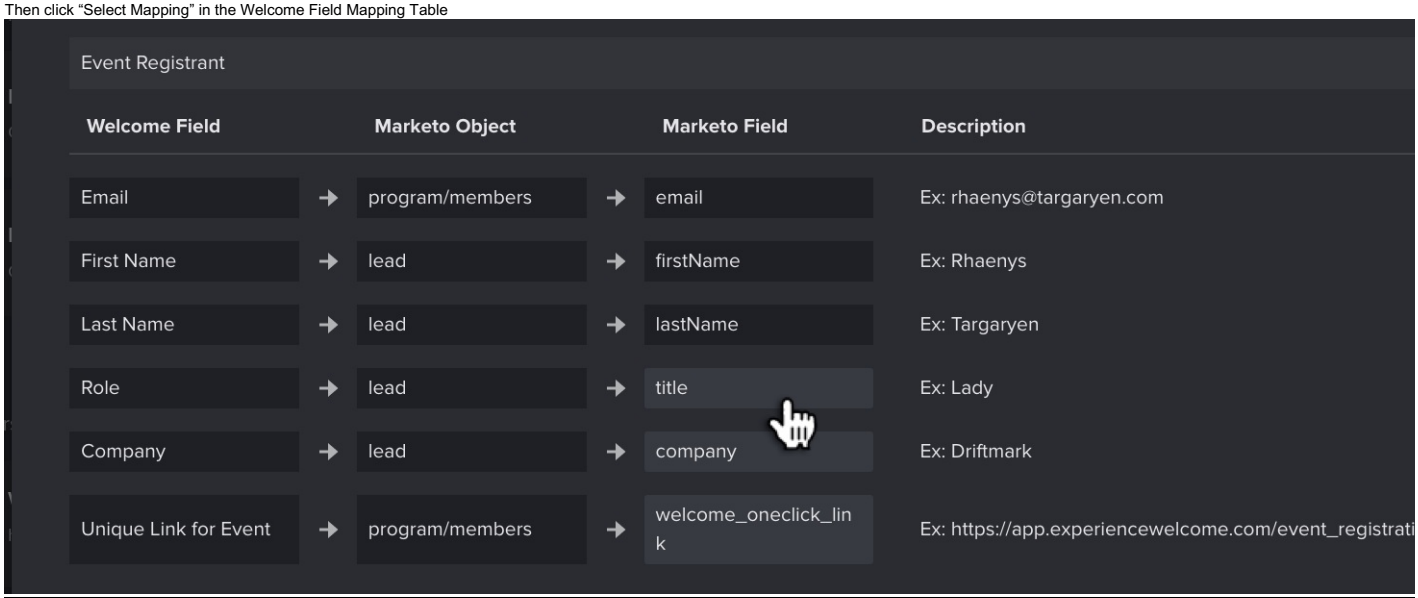


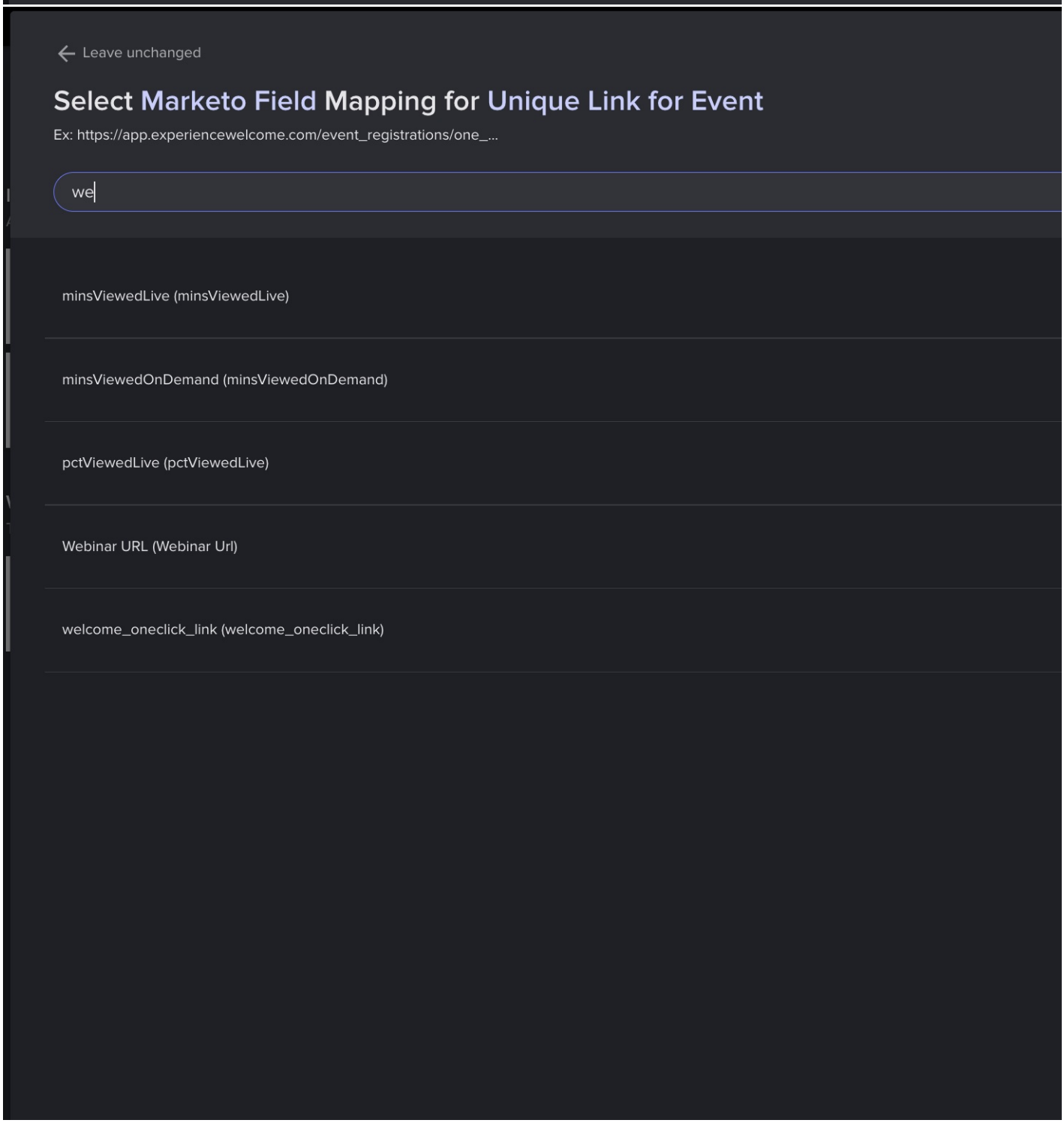
3. All Welcome fields that will map to Marketo Leads and Program Members are visible in the Field Mapping dialog. Data that is not mapped in this dialog will not be persisted to Marketo.
4. Not all Field mappings are configurable by you. The destination of those mappings that you cannot update are in black boxes. The destination of those mappings that you can update are in grey boxes.



5. When you click a mappable field to update you will be taken to a page to search for the field in Marketo that you can map to.
    1. If you need to create a new field in Marketo,
        1. Create the Field in Marketo First

2. Then click “Select Mapping” in the Welcome Field Mapping Table





6. You must also select the Update Policy for a field. You can choose from: “Overwrite”, “Update If Missing”, and “Don’t Update”. After setting a field, if you leave the update policy as "Don't Update" that data won't be sent to Marketo.

Unique Link for Event	→	program/members	→	welcome_oneclick_link	Ex: https://app.experiencewelcome.com/event_registrations/one_

Custom Fields

Welcome Field		Marketo Object		Marketo Field	Description

7. Event Registrant Fields

Event Registrant

Welcome Field		Marketo Object		Marketo Field	Description
Email	→	leads	→	email	Ex: rhaenys@targaryen.com
First Name	→	leads	→	firstName	Ex: Rhaenys
Last Name	→	leads	→	lastName	Ex: Targaryen
Role	→	leads	→	title	Ex: Lady
Company	→	leads	→	company	Ex: Driftmark
Unique Link for Event	→	program/members	→	welcome_oneclick_link	Ex: https://app.experiencewelcome.com/event_registrations/one_...

1. The Event Registrant fields are populated in the target Marketo Program whenever someone new completes their registration on Welcome. (Registrations are completed when someone navigates through the Welcome Event Landing page, when they click their unique or quick registration link.)
2. Email, First Name, Last Name are not mappable fields and will always be updated by the integration
3. Role, Company, and Unique link are mappable fields. You can provide attendees their Unique Link in your pre-event communications from Marketo to allow them to bypass registration on Welcome.

8. Custom Fields

Custom Fields

Welcome Field		Marketo Object		Marketo Field	Description
Custom Registration Field 1	→	program/members	→	Select Mapping	Attendee response to the 1st custom field on registration page
Custom Registration Field 2	→	program/members	→	Select Mapping	Response to the 2nd field
Custom Registration Field 3	→	program/members	→	Select Mapping	Response to the 3rd field
Custom Registration Field 4	→	program/members	→	Select Mapping	Response to the 4th field
Custom Registration Field 5	→	program/members	→	Select Mapping	Response to the 5th field

1. Custom Registration Fields are populated in the target Marketo Program whenever someone new completes their registration on Welcome.
2. You can map up to 5 attendee custom field inputs on an event registration page.
3. For example, if the custom field is "City", the integration will sync the attendee's answer: "New York"
4. The custom fields are mapped in order
5. Mapping custom fields is optional.
6. You should come back to the field mapping page to update the mapping configuration for different events which have different custom fields

9. Event Registration Analytics

Event Registration Analtyics

Welcome Field		Marketo Object		Marketo Field	Description
Mins of Live Event Viewed	→	program/members	→	Select Mapping	
Sessions Attended	→	program/members	→	Select Mapping	
Mins of Event Viewed On Demand	→	program/members	→	Select Mapping	
% of Live Event Viewed	→	program/members	→	Select Mapping	
# of Chats & Reactions	→	program/members	→	Select Mapping	

1. Event Registration Analytics Fields are populated in the target Marketo Program 90 minutes after your event is over or 90 mins after someone views your event On Demand (to leave time for the system to properly aggregate all the data)
2. These fields can be mapped to Custom Program Member Fields in your Target Marketo Program so you can act on attendee analytics data.

10. Attendee interactions with on-stage CTAs, Attendees Questions in the Q&A tab, and Attendee Poll Responses are also mapped back to your Target Marketo Program. These interactions are sent to your target Marketo program in real time so you can take action on them.

Cta

Welcome Field		Marketo Object		Marketo Field	Description
CTA 1 Text	→	program/members	→	Select Mapping	
CTA 2 Text	→	program/members	→	Select Mapping	
CTA 3 Text	→	program/members	→	Select Mapping	
CTA 4 Text	→	program/members	→	Select Mapping	
CTA 5 Text	→	program/members	→	Select Mapping	

Question

Welcome Field		Marketo Object		Marketo Field	Description
1st Question Asked	→	program/members	→	Select Mapping	
2nd Question Asked	→	program/members	→	Select Mapping	
3rd Question Asked	→	program/members	→	Select Mapping	
4th Question Asked	→	program/members	→	Select Mapping	
5th Question Asked	→	program/members	→	Select Mapping	

Poll

Welcome Field		Marketo Object		Marketo Field	Description
Poll Question 1	→	program/members	→	Select Mapping	
Poll Question 2	→	program/members	→	Select Mapping	
Poll Question 3	→	program/members	→	Select Mapping	
Poll Question 4	→	program/members	→	Select Mapping	
Poll Question 5	→	program/members	→	Select Mapping	

Poll Option

Welcome Field		Marketo Object		Marketo Field	Description
Poll 1 Response	→	program/members	→	Select Mapping	
Poll 2 Response	→	program/members	→	Select Mapping	
Poll 3 Response	→	program/members	→	Select Mapping	
Poll 4 Response	→	program/members	→	Select Mapping	
Poll 5 Response	→	program/members	→	Select Mapping	

How do I send registrants into Welcome from Marketo

To send Program Members into Welcome such that they don't need to register again, we recommend using our Quick Registration link functionality.

Alternatively, you can create a Marketo Flow to send registrants into Welcome (after they sign up on a Marketo Registration form for instance), populate a Unique Link Property on each registrant's Contact Object, and use that property your pre-event communications. This more complex workflow is made obsolete by Welcome's Quick Registration Functionality linked above, but you may reach out to Welcome Support if you are looking to implement it.

Contact us

If you need any assistance or you have any questions regarding your Welcome <> Hubspot integration, please email support@experiencewelcome.com

Before You Start

Try this **compatibility checker** to make sure you have the basic requirements needed to run Welcome.

To ensure you have an immersive, jaw-dropping experience on Welcome, here are a few things to check along with some useful tips.

Table of Contents

- Browser
- Audio & Video
- Connection
- Troubleshooting

Browser

Computer for the best experience

Tablets and mobile are now supported but will have limited features. Most notably you will have access to Public Chat, Polls, and Q&A. More information can be found here.

Browsers

Welcome functions with most browsers. For the best experience, we recommend using Chrome. More information regarding Safari and Mobile can be found here.

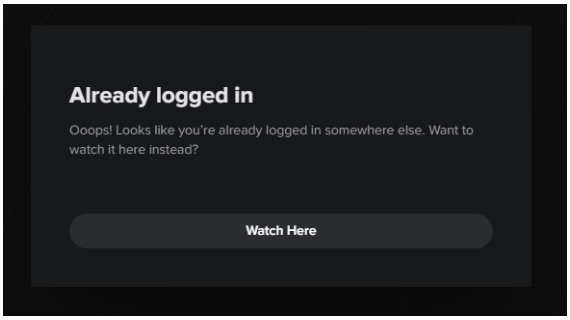
Tip: Make sure the browser you are using is updated.

- Chrome
- Firefox
- Edge

Tip: If you have any issues or blips one of the first things to do is to refresh your browser. This will resolve a large portion of issues.

Tip: For multi-day events, you are speaking in please make sure you refresh your browser between days. **The video feed token generated in the browser has a 24hr duration. Simply refreshing your browser will generate a new one**.

Tip: **Keep only one instance of Welcome open.** If you happen to open another tab/window of the event your previous instance will look like the image below. If you happen to see this and did not open a new tab/window. Someone is logging into the event with your profile elsewhere. This normally happens if you have shared your 1 click link with someone else.

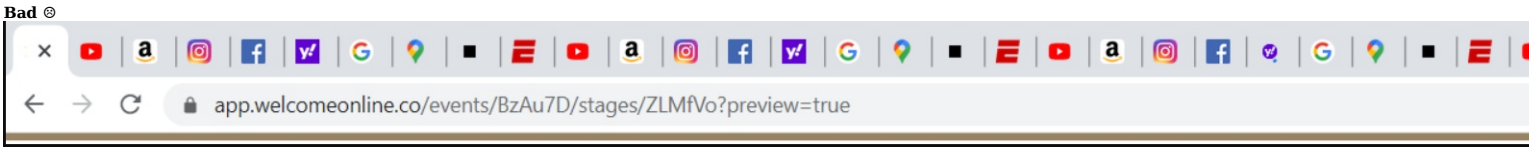


Close other program & browser tabs

If you are a producer or speaker you should minimize the amount of tabs, windows, and non-essential programs to save processing power and bandwidth. Chrome can be memory intensive the more tabs and windows you have open.

Good

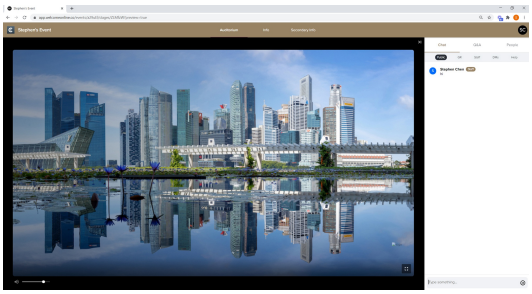
Bad ☹



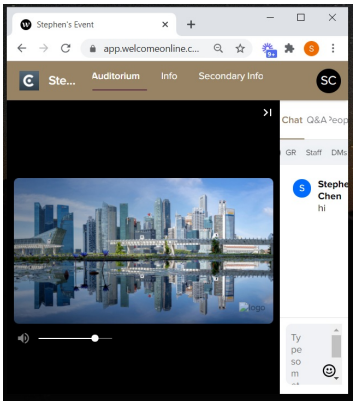
Optimize your browser window

Smaller or minimized screens might block buttons and controls. If you are unable to have the window in a large format. Adjust the browser zoom to change the scaling within the browser.

Good



Bad ☹



Audio & Video

System Permissions

If you are a speaker or producer and plan on screen sharing (either on the main stage or in a breakout room/lounge) we strongly recommend using Chrome. Firefox also allows for screen sharing, but the user experience is not as straightforward.

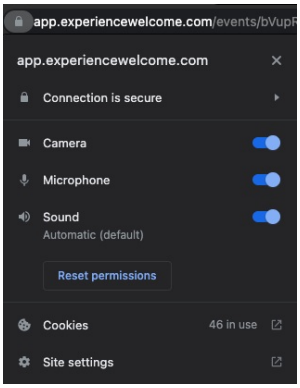
If you are using a Mac device and have never screen shared on Chrome you will likely have to enable your system settings for screen recordings. Please review our [Troubleshooting Permission Issues]() article.

Browser Permissions

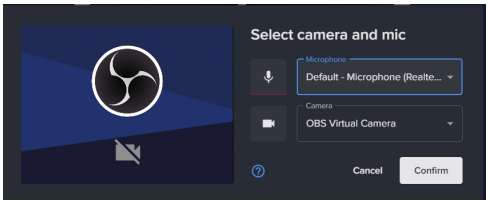
The most common issues with Mic and Audio are the privacy/security permissions within the browser settings. You can view our article regarding [Troubleshooting Browser Permissions]() for further details. If you are on a Mac device and you receive an error "Permission denied by system" that is due to your devices system settings needing to be enabled which is also covered in the

article linked above.

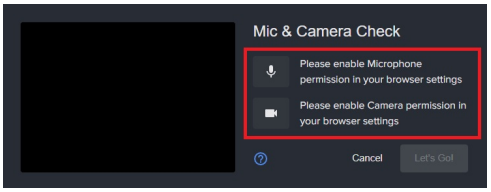
- Click the "lock" icon next to the URL field and make sure the Camera and Microphone are set to "Allow" for http://app.experiencewelcome.com/



The Green Room, Lounges, and Breakout Rooms require both a webcam + microphone



The pop up will inform you if your browser permissions are blocking access

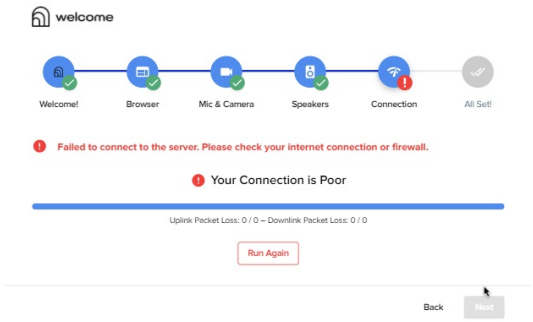


Connection

VPNs, Firewalls, and/or Other IT Security

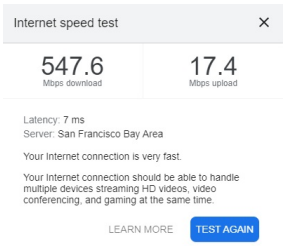
You may encounter issues viewing audio/video within Welcome depending on the levels of IT security you have on your machine (e.g. a work computer) and/or your network connection (e.g. working at the office). In many cases, simply disabling the software blocking it will fix this issue.

- Make sure to run the compatibility checker to catch issues before the event.
- You may need to contact your IT department to allow Welcome. More information can be found here in our Networking — troubleshooting & tuning for optimal performance guide.
- If you are only joining the event as an attendee (not a speaker/presenter or a producer) you can also join via mobile/tablet if you're unable to rectify the connection issue. Instructions here.



Internet Speed

Connection speed is more important for producers and speakers. Uploading and downloading video feeds requires a fast internet connection. We recommend **50Mbps download** and **25Mbps upload** as a minimum. We also highly recommend using a **wired ethernet connection** if possible as wi-fi can be spotty depending on the router being used. If you are on an unstable wifi connection, restarting your router/modem can help. You can test your internet speeds **here**.



Troubleshooting

Try an Incognito/Private window

Sometimes third-party browser extensions might interfere with Welcome. Try an Incognito/Private window if you aren't able to turn those off.

Browser refresh

Sometimes updates to the browser will require a refresh.

- Tip: Hold Shift command+R (Mac) or Shift Ctrl+R (Windows) to reload the page without the cache.

Computer restart

If you're still having trouble give your computer a hard restart.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Producer Guide

Creating jaw-dropping events starts with the producers running the event and understanding the platform. If you are a new producer our Producer Quick Start Guide provides a more structured view of articles and videos for you to check out. This guide is a deeper dive into the producer view and tools. Before we dive into the nitty-gritty, let's go over some technical checks and gain an understanding of the technical requirements and recommendations. Head over to our Before You Start article and familiarize yourself with our Compatibility Checker and basic requirements.

Table of Contents

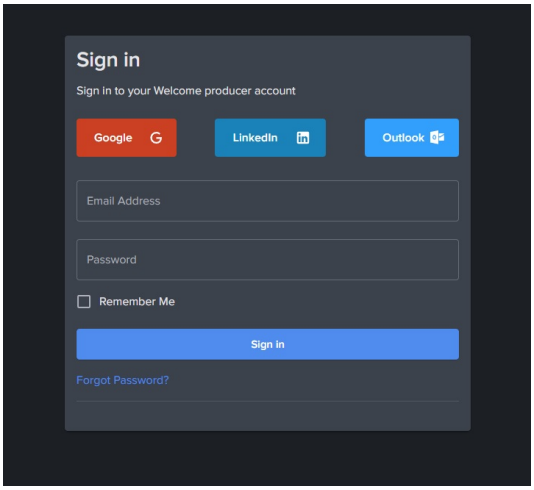
- Logging In As A Producer
- Creating Your First Event
- Event Dashboard
- Event Control Room
- Welcome Features
  - Breakout Rooms and Lounges
  - Q&A
  - Polls
  - Video on Demand
  - Streaming Out
  - Raise Hands
  - Closed Captions
- Onboarding Speakers
- Event Preparation
- Day of the Event
- Post Event Debrief

Logging In As A Producer

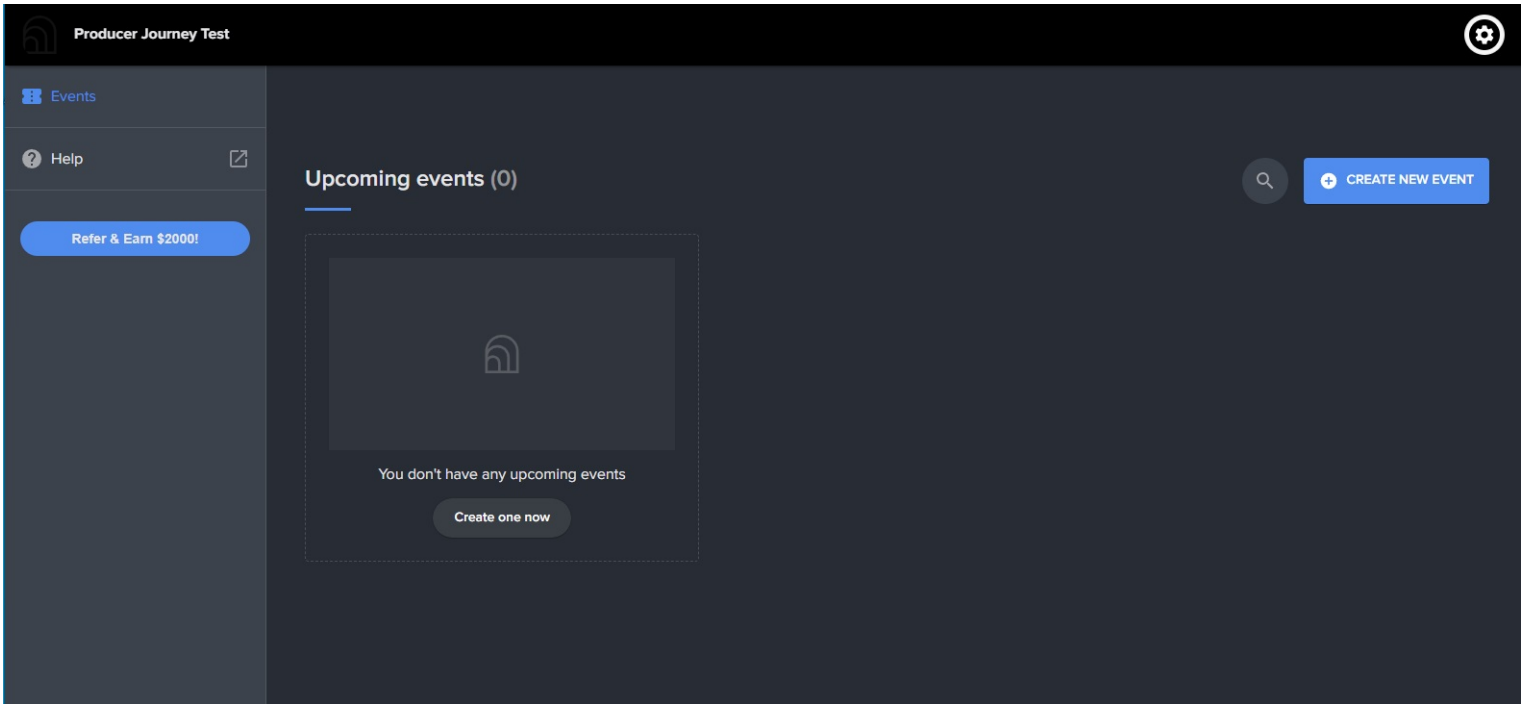
Make sure you are logging in with the exact email you have given us at Welcome along with your company name. This way we can set up your account before you log in for the first time.

https://app.experiencewelcome.com/users/sign_in

- Note that the URL is different from an event URL.
- Make sure to not accidentally share this with an attendee or speaker. This login flow will not work for them.



Once you have logged in you will be taken to the Organizational Dashboard.

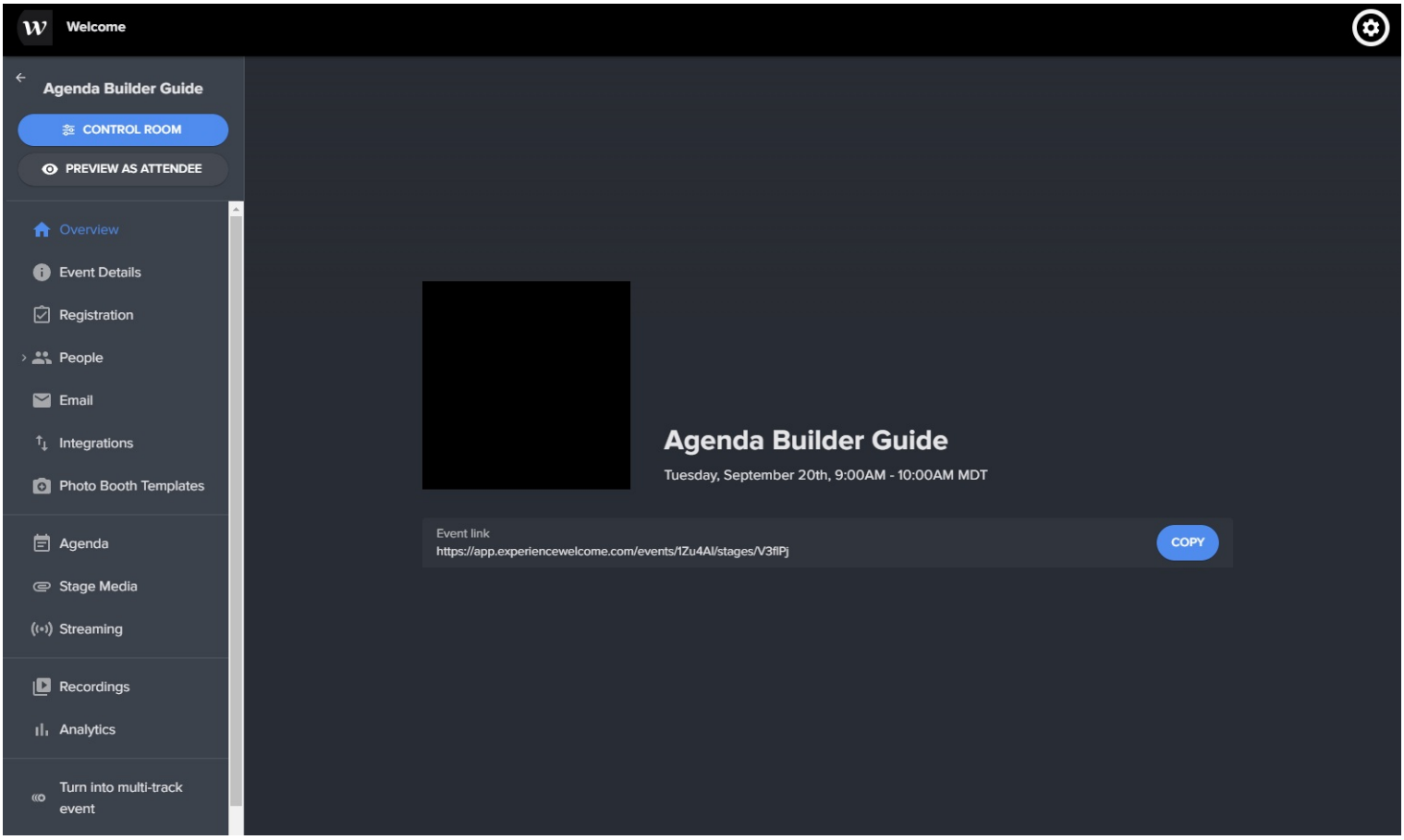


Creating Your First Event

Creating your event is pretty straight forward. In your Organizational Dashboard you will have 2 areas where to create your event. You should see "Create one now" in the center of the screen and a blue "Create New Event" button at the top right. A pop up will appear and ask for some very basic information. Confirm your choices and you will be launched into the Control Room to start building out your event.

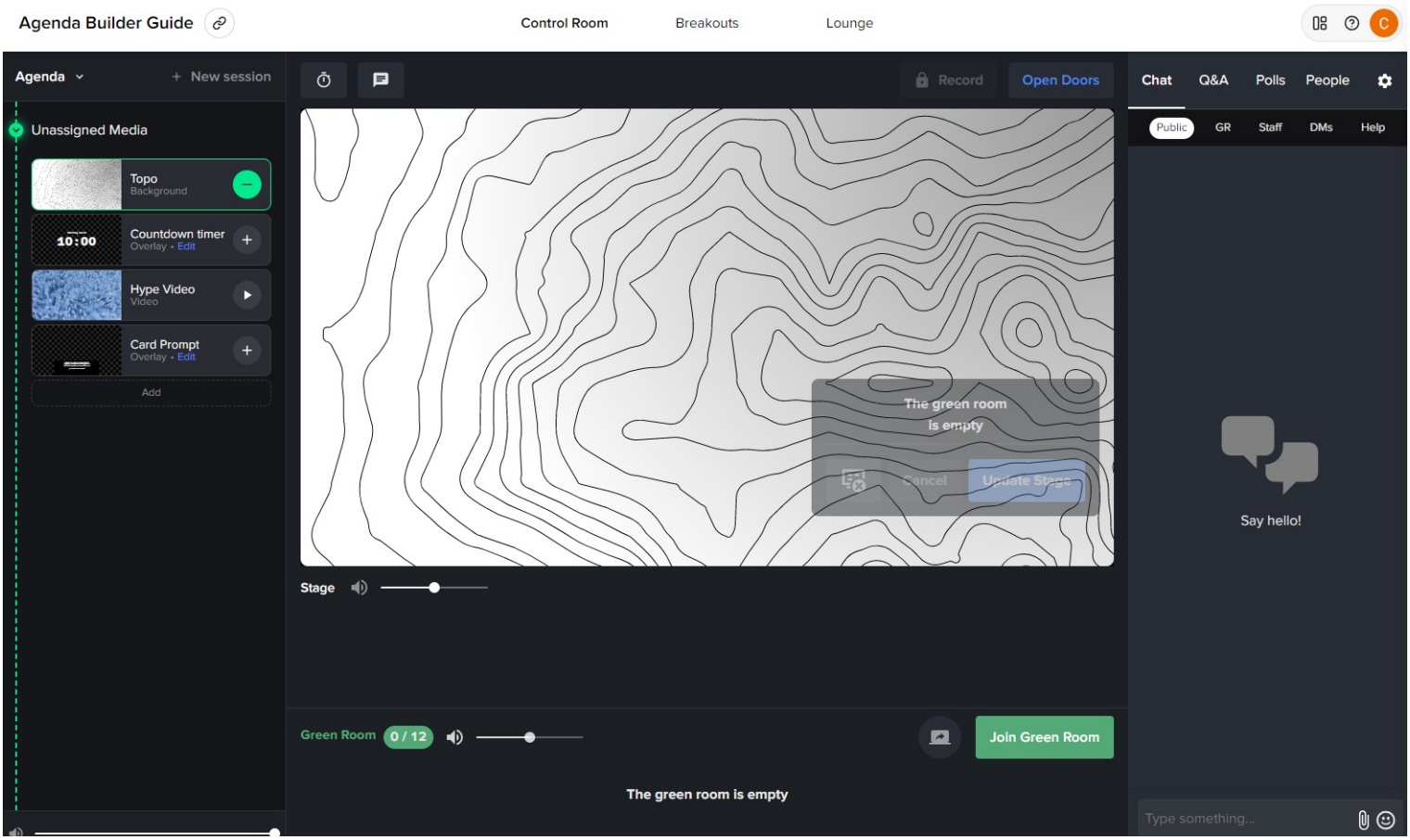
Event Dashboard

This is your "backend" administration page. You will spend most of your time here fine-tuning areas such as the time of the event, managing attendees, uploading assets, video recordings, and data. Please read our detailed Event Dashboard Guide for more information.



Event Control Room

This is where you will be controlling the live show and doing a large portion of your pre-event preparation and testing. Please read our detailed Control Room Guide for more information.



Welcome Features

We have many features that bring value and elevate the experience from just a stage on the screen to something jaw-dropping.

Breakout Rooms and Lounges

We have two secondary spaces to drive engagement with the attendees in a much smaller intimate space. Breakouts are our small private groups that are curated by the producer. Attendees will have to be invited by the producer to join these groups. Lounges are more of a public small group that any attendee can jump in and out of at anytime the room is open. We have detailed guides for each Breakout Room Guide and Lounge Guide. Please read both for specifics.

Breakout rooms vs Lounges

- Both can have between 2-16 people but, Lounges have spaces we call Watchers that allow attendees to jump into the room and not be on camera. Watchers are still able to chat with the other participants in the Lounge.
- Users will need their camera and mic on and working to be able to use them (not applicable to Watchers in Lounges).
- Both options have the capability to enable photo booths.
- From the attendee's perspective, when inside the rooms they look identical. As a producer, the administration panels for each are different.

Q&A

Our Q&A feature is one of our attendee engagement tools that allow attendees to ask questions directly to the speakers publicly. These questions can be up-voted or down-voted by other attendees to give the producer a sense of what is the most popular. Check out our detailed Q&A Guide for specifics.

Polls

This allows the producer and speakers to create instant engagement with the attendees. Polls can be voted on via the Poll tab in the event interaction panel or the producer can push the poll to the stage and attendees can vote by clicking the poll answer on the stage. Check out our detailed Polls Guide for specifics.

Video on Demand

Our Video on Demand feature allows you to share recordings of your event once it has ended. You can set it to allow anyone to view the event recording or you can have it set to private by requiring registration. Check out our detailed Video On Demand Guide for specifics.

Streaming Out

We allow RTMP out to up to 5 different destinations. We currently support Youtube, Twitch, Facebook, LinkedIn, and allow you to enter custom RTMP out details. Check out our detailed Streaming Out - General Guide for specifics.

Raise Hands

Raise Hands is a feature that will allow attendees and speakers to notify the producer that they have a question they want to share live on stage. This allows producers to find individuals and bring them into the Green Room and then onto the stage. Check out our detailed Raise Hands Guide for specifics.

Closed Captions

Accessibility for your event is essential, and for many organizations, closed captioning may be a requirement. Welcome does have a closed captioning feature that meets the international WCAG 2.1 accessibility standards. If you are interested in this feature for your organization, please contact your Customer Success Manager for specifics. Check out our detailed Closed Captions Guide for specifics.

1:1 Calls

1:1 Calls are supported in Welcome; you can attend jaw-dropping events and still chat with a new friend on the same platform. We want to make sure you are still connected to the event so you will have a picture-in-picture of the stage. This way you can still have a close personal interaction with your new friend and commentate on what is being said on stage. Check out our 1:1 Call Guide for specifics.

Onboarding Speakers

Properly onboarding your speakers prior to the event is critical for a smooth event. Our guide below will answer various questions from the speakers, troubleshoot technical issues, set expectations for both parties, and increase your familiarity with the platform. If you are to have issues, having them appear and resolved during the onboarding sessions is ideal compared to two minutes before the speakers need to be on stage. We have a detailed Speaker Onboarding Guide for specifics.

Event Preparation

Preparing for your event is extremely critical to having a smooth event. Setting up the timeline of tasks to complete prior to game day is crucial. A list of a few things to put together during this time:

- Production Milestones
- Communication Plans
- Run of Show
- Speaker List
- Attendee List
- Content Creation
- Onboarding for all those involved
- Technical runs
- Dry runs

Day of the Event

Time for the big show! Make sure you get some good sleep and prepare some coffee, water, and snacks nearby. If you have planned and prepared accordingly the stress of this day will be slightly lower. Technical blips, user errors, speakers arriving late, and unforeseeable issues can always show up. It is best to stay cool, calm, and collected to work on the issues. For technical issues that you are unable to solve click on your profile image at the top right of the screen and click contact support to send an SOS. You are also welcome to email support@experiencewelcome.com.

Post Event Debrief

The event is over and now you can take a breath and step away for a quick five. Now that you are back at your computer it's time to review the wins, losses, post-event strategies, and review the data. Our data will not fully propagate for about 90 mins post-event time. Check out our Analytics Guide for greater specifics. After you have digested and reviewed everything, let's take those lessons and apply that knowledge to future events!

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

10/19/20

Lounge & Breakout Rooms

These rooms have been getting some fresh paint! Here are a few upgrades to keep in mind when planning your next event:

- **Room limit increased.** Lounge and breakout rooms now support up to SIXTEEN people. Woot!
- **Screenshare.** Producers & Speakers can now share their screens in these rooms. So if you need to facilitate a discussion, go ahead and present those fancy slides!
- **Lounge room customization.** Whether it's a sponsored room or a themed happy hour you can now add a logo, a brand color, a call-to-action button, and custom photobooth templates to lounge rooms.

Domain Switch

As part of some housecleaning we're switching our app domain name from app.welcomeonline.co to app.experiencewelcome.com, this will take effect on October 29th. Any previous links will still work for the next 6 months. For any future invitations, just use the new link. Also please make sure to whitelist emails coming from the experiencewelcome.com domain so you and your attendees never miss an email.

Compatibility Checker

Running kick-ass events from a web browser is no easy feat! VPNs, browsers, and connection speeds all play a role. So to make sure your speakers, attendees, and Oprah can shine on Welcome we've built a quick compatibility checker. **Please give it a try** and include it in your event communications!

Recording

We've increased performance to make recordings a bit more reliable! Just remember to click **Start Recording** at the start time of your event. ;)

Disable & Enable Chat

You can now toggle on or off any part of chat (i.e. Q&A, Help, etc) at any moment within you event.

General Guide

Welcome to Welcome

Use this compatibility checker to ensure your computer will function properly while using Welcome. This checker looks at your browser, mic, camera, audio outputs, and internet connectivity. Note that Welcome works best when your device is not using other high bandwidth apps.

Basic Requirements

- Refreshing the page solves many common issues.
- VPNs, firewalls, ad-blocking extensions, and other IT security - Depending on your setup you may have issues seeing/hearing the event. If you are just joining as an attendee (not a speaker or producer) you can view the event on a mobile device to avoid these issues.
- Please have a stable internet connection with at least 50 mbps download speed and 25mbps upload speed.
- Mobile/tablet and Safari are supported but have limited functionality (no Breakout Rooms or Lounges for instance). Chrome on a desktop/laptop is strongly recommended for the best experience in your event.

More details and troubleshooting tips can be found here.

Jumping into an Event

Event Registration

Jumping in is a similar experience across all users. If the event is using OAuth methods such as Gmail, LinkedIn, or Outlook clicking any of them will accelerate the registration process. If you do not have one of these methods available you can register using your email instead.

Registering with SSO

Registering with Email

With email registration, you have two options available to you. You can either log in with your password or you can use a passwordless login that sends you a one-use click link to bypass the password requirement.

Passwordless Login

Login with Password

Please note that you will be locked out for a 15-minute period if you input your **password incorrectly 10 times.**

Entering and Navigating in the Event

Entering an event

Navigating the main stage and chat functions (public chat, DMs, Help chat, People tab, etc)

Attendee Experience

Nothing is more important than the attendees' experience of an event. The Welcome platform was designed with the attendee in mind. We created a platform that allows for an immersive experience by creating tools that will allow the event producers and speakers to engage with the audience beyond just being a talking heads. Attendees can join through desktop on Chrome (our recommendation), Firefox, Edge, Safari, or via mobile (mobile users will not be able to join anything that requires a camera and mic; Breakouts, Lounges, and the GR/stage).

More details can be found for the Attendee Here.

Speaker Experience

Speakers are the stars of the show and topics are what drive attendees to the event. A seamless speaker experience greatly influences the event's flow and overall experience. We've created a Green Room experience that will allow speakers to be prepared, communicate, and execute a jaw-dropping event.

More details can be found in the Speaker here.

Producer Experience

Producers are essential to ensuring events run smoothly and look jaw-dropping. In the Control Room, producers have the ability to Open/Close Doors, add speakers to the stage, play pre-recorded videos/music, add custom overlays, open polls, and more! We strongly recommend that producers join the event using Chrome.

More details can be found in the Producer guide here.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Attendee Guide

Table of Contents

The first step in ensuring you have a good experience on Welcome is to use our compatibility checker to spot any potential issues prior to joining the event. This checker will spot any potential issues for you to sort out before joining the event.

- **Registration**
- **Event Navigation**
- **The Stage**
- **Interaction Panel**
- **Profile**
- **Lounges and Breakout Rooms**

Registration:

The event producers will share a link with you for the event, along with the date and time. From there you will need to register. Here are the options you have.

Using Single Sign-on with Gmail, LinkedIn, or Outlook

Using our passwordless login

Please note the link in the email is only active for 30 mins and one-time use.

Using email with a password

Please note that you will be locked out for a 15 minute period if you **input your password incorrectly 10 times**.

Still having trouble?

If you are having trouble registering for an event, you can ask the event producers to send you a "one-click registration link" that bypasses the need to create an account or go through this flow. Producers, please follow this **guide here**.

Event Navigation

Entering an event:

Navigating the Event

The Stage

This is where the bulk of the event will be unless it is a multi-track or stage event (in these cases you will have to navigate to other stages using the hamburger menu on the top left). Here you will be able to navigate to other areas of the event, adjust stage volume, and make the event go to full screen.

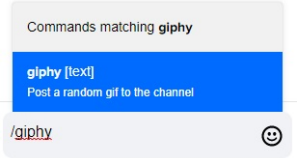
- Volume slider - Located at the bottom left
- Full Screen - Located at the bottom right
- Closed Caption - If the event has this enabled, CC button is at the bottom left near the volume slider

Interaction Panel

Chat

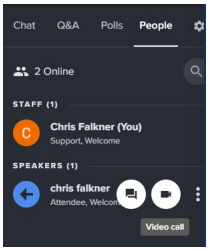
Primary interaction panel to engage with other event participants.

- Public Chat - Where you can interact with other attendees and engage with the speakers
  - Don't forget to use emojis and /giphy [text] to create some fun.

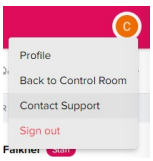


- DMs (Direct Messages) - Allow you to send other attendees DMs for private conversations.

- You can also request 1:1 video calls with other attendees. For greater detail check out our 1:1 Call Guide.



- Help Chat - Think of this as reaching out to the event staff/producers directly for help with technical issues during the event. You can also review the section of our help center.
  - You can also click on your profile image at the top right-hand corner and click "Contact Support".



Q&A

Where you can ask questions for the speakers or producers to answer. You can also see other people's questions and upvote them.

- **Raise Hand** - This is a feature where you can alert the producers of the event to put you on stage to ask your question on video in front of the audience. In other words, raising your hand tells the producers that you want to go on stage.
  - The event producers can simply choose not to acknowledge your raised hand.
  - You can also just ask your questions in text form in the Q&A.
  - To go on stage you must have both a working camera and microphone. Please make sure your permissions are set correctly as well.

Polls

Event organizers and speakers are able to put up polls for you to vote on. This tab will reveal all the active polls that you may participate in and the results of previous ones. These polls can also be put on the main stage where you will also be able to vote.

Profile

At the top right corner of the screen, you will see your profile button with an agenda button to the left of it.

- Profile - Clicking on this button will reveal a drop-down with a few options.
  - Profile - this allows you to modify your profile fields such as name, role, company, and you can upload a profile image.
  - Contact Support - Takes you to Welcome help desk to submit a support ticket.
  - Log out - logs you out of Welcome.
- Agenda - Toggles a panel of the event's agenda. You can expand and close the description for the different sessions throughout the day
  - If you are attending a multi-track event you will see a drop-down that allows you to switch the agendas for the different tracks and also includes a button that will take you to those tracks.

Lounges and Breakout Rooms

- Note that you will not be able to use these without a working camera and microphone.
  - **Here is a tutorial** on how to troubleshoot camera/microphone issues.
- Depending on your event, lounges and/or breakout rooms might not be available.
  - If the producers have set up and enabled these features, they may also include a photobooth you can join with other attendees. The pictures you take will be saved directly to your device so don't forget to share them in the chat with others.

Lounges - A casual place for attendees to hang out with each other. If it's enabled, lounges also allow for you to watch instead of joining on camera.

Breakout Rooms - Think of these as a more structured way to breakup attendees into smaller groups for live on-camera discussions. You will not be able to choose your breakout as these are

assigned by the producers.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Speaker Guide

Before you begin, please also read over the Before You Start for more guidance on making sure you are compatible with the Welcome platform

For the best experience use Chrome

Table of Contents

- Best Practices
- Registration
- Entering the Event
- The Green Room Chat
- The "People" Tab
- Entering the Green Room
- Screen sharing
- Event Navigation

Best Practices

Setting up your hardware

- Use the compatibility checker before logging in to identify any possible issues: https://app.experiencewelcome.com/compatibility-check
- We strongly recommend using Chrome for all speakers. Please ensure you have your browser permissions for video and microphone allowed; if you plan on screen sharing on a Mac please make sure your system preferences are set correctly (detailed below). You can also use Firefox, Safari, or Edge if you want, but we recommend Chrome.
  - If on a Mac, you will need to check privacy/security settings to allow screen recording for Chrome.
    - Go to System Preferences >Security & Privacy > Scroll down to Screen Recording > Check box for Google Chrome.
  - Our full permissions troubleshooting article is available for further details.
- **Do not** share your unique link with anyone else. If some one does use your unique link it will kick you out of the event due to only 1 unique user can be online with your profile.
- If you are screen sharing a 4k display may need to scale your resolution down to 1080p for the event.
- Make sure your internet connection is good and stable; we recommend at least 50Mbps download and 25Mbps upload.
- Make sure your laptop is plugged in and in a charging state.
- Close all of your non-essential programs and limit the number of browser tabs you have open; we recommend just having the Welcome tab open if possible.
- Turn off your auto-updating apps, notifications on your device.

Setting up your environment

- Let your colleagues (or your kids and your dog) know that you are presenting live to 5000+ people and best not disturb you. Maybe lock the door! ;-)
- If you are going to be screen sharing, please set up your slides on a second monitor if possible as this will allow you to see both Welcome and your presentation.
  - Check out this article if you need more help with screen sharing.
- Make sure to hide anything personal or sensitive on any screen, tab, desktop, bookmarks bar, and turn off notifications. Lets not forget to silence your mobile devices.
- Remember that you will not have the option of using a virtual background unless you use a 3rd party app (Snapcam or mmhmm for instance). You may want to put in some time and energy to make your background look amazing!

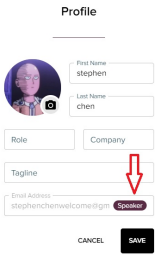
Using Welcome

Here is a video walkthrough of joining an event as a speaker. This should give you a general idea of the experience.

Registration

We recommend using one of the integrated email registration options (Google, LinkedIn, Outlook) if possible.

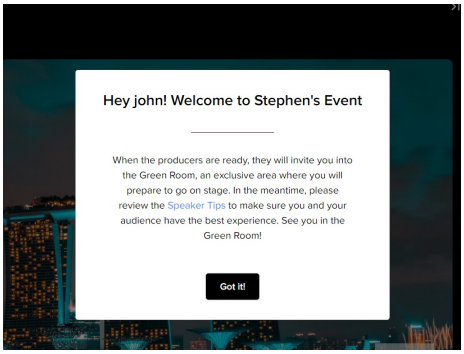
Registering as a speaker is the same as registering as an attendee. The event producer will give you "Speaker" permissions. You will be given a title within your profile based on the event settings. Attendees do not have a badge here, so as long as you are seeing a title you're good to go as a "Speaker" (note that event staff/producers will also have a title).



Entering an Event

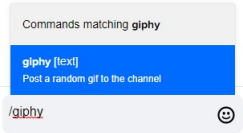
Unlike attendees, speakers can enter whenever they want. This is so that you can enter the event early and get ready before the show.

You will also see this prompt when you enter an event (attendees don't see any prompt)

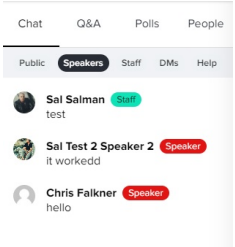


The Chat Tab

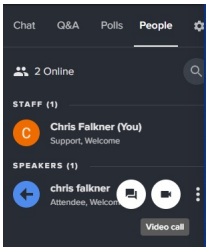
- Public Chat - Where you can interact with other attendees and engage with the speakers
  - Don't forget to use emojis and /giphy [text] to create some fun



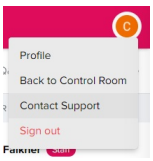
- Speaker Chat - AKA backstage chat, this is only available to speakers and producers of the event. This will allow you to communicate with the staff while you are in and out of the Green Room.



- DMs (Direct Messages) - Allow you to send other attendees DMs for private conversations.
  - You can also request 1:1 video calls with other attendees. For greater detail check out our [1:1 Call Guide]

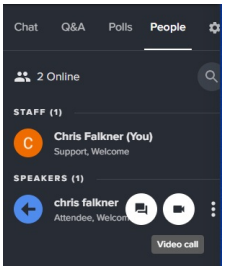


- Help Chat - Think of this as reaching out to the event staff/producers directly for help with technical issues during the event. You can also review the section of our help center.
  - You can also click on your profile image at the top right-hand corner and click "Contact Support" to email our team directly.



The People Tab

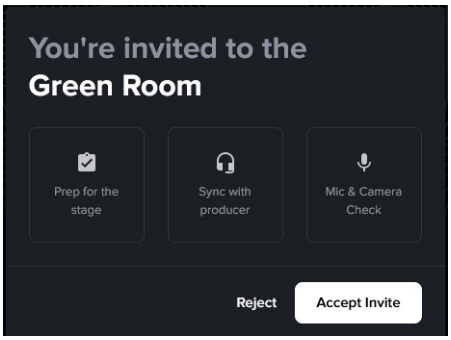
You will be sorted in with the "Speakers." This will allow you to locate the event producers. From this tab, you will also be able to start a Direct Message or 1:1 video call to a person by hovering over the name and clicking the associated button on the right side. If needed, you can also search for a user with the magnifying glass (helpful in large events).



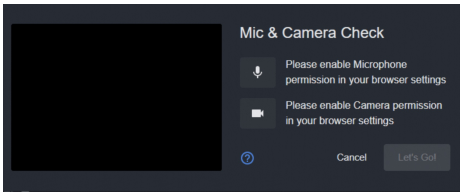
Entering the Green Room

The Green Room is essentially a backstage for the event. To enter the Green Room you will need to be invited by an event producer. If you need to contact the producers and are not in the green room, the best way to do that is to use the Speaker chat in the communication panel on the right.

When the Producer is ready, you will receive an invite like the one below.



After you click "**Accept Invite**", you will have a prompt to perform a Camera and Microphone check. If you do not see an option to choose your camera and mic. It is likely due to your browser permission setting. In most cases, your browser will give you a pop-up asking you to Allow or Block these settings. If not you will need to go and change them manually. You can follow our Troubleshooting Permission Issues article for further details.



Once you have clicked "**Let's Go**", you will now be in the green room and will be able to speak to the producer and other speakers. The producer will do some sound and video checks with you to ensure the quality is good and prepare you to go on stage.

Audio Sliders

You will have two audio sliders that you can adjust for your needs.

- Stage Audio Slider at the bottom left. This will allow you to adjust the volume for the stage for your instance only (this does not impact other users).
- Green Room Audio Slider at the top to the right of "Green Room". This will allow you to adjust the volume of the Green Room independently from the Stage.

When you are on stage the Green Room audio will go to **ZERO**. This way the chatter going on in the Green Room does not distract you or leak onto the stage. You are still able to turn it up if you like, but having both audio channels turned up can be distracting while speaking and depending on your set up it may cause Green Room audio to leak onto the stage.

Screen Sharing

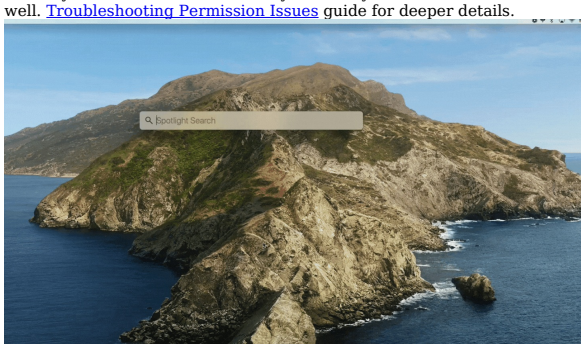
If you are going to be screen sharing AKA "Presenting" please read over these tips

- Screen share works the best with **Chrome and only a computer (desktop/laptop)**. You can use Firefox as well, but the experience is not as smooth.
- If you are screen sharing a 4k display you may need to scale down your resolution 1080p for the event. Or you may need to adjust the window you are sharing accordingly.
- For the best experience screen sharing on Welcome, use a second monitor so you can see both your slides on one screen and the Welcome Platform on the other. If you are using PowerPoint, be sure you use slide show mode so that Welcome screen shares the entire presentation from your second monitor. If you are using Keynote with a second monitor, you can avoid the presenter view by playing your slideshow using the "Play Slideshow in Window" setting in the Play tab.
  - Screensharing Presentations (1 screen)
  - Screensharing Presentations (2 screens)

- When generating slides for the event be mindful that the speaker bubbles will be on the bottom left corner of the screen. You will want to design your slides around that so the bubble does not cover content. This is a presentation template you can base your designs around bubble size for presentations.pptx

  Template Image Example

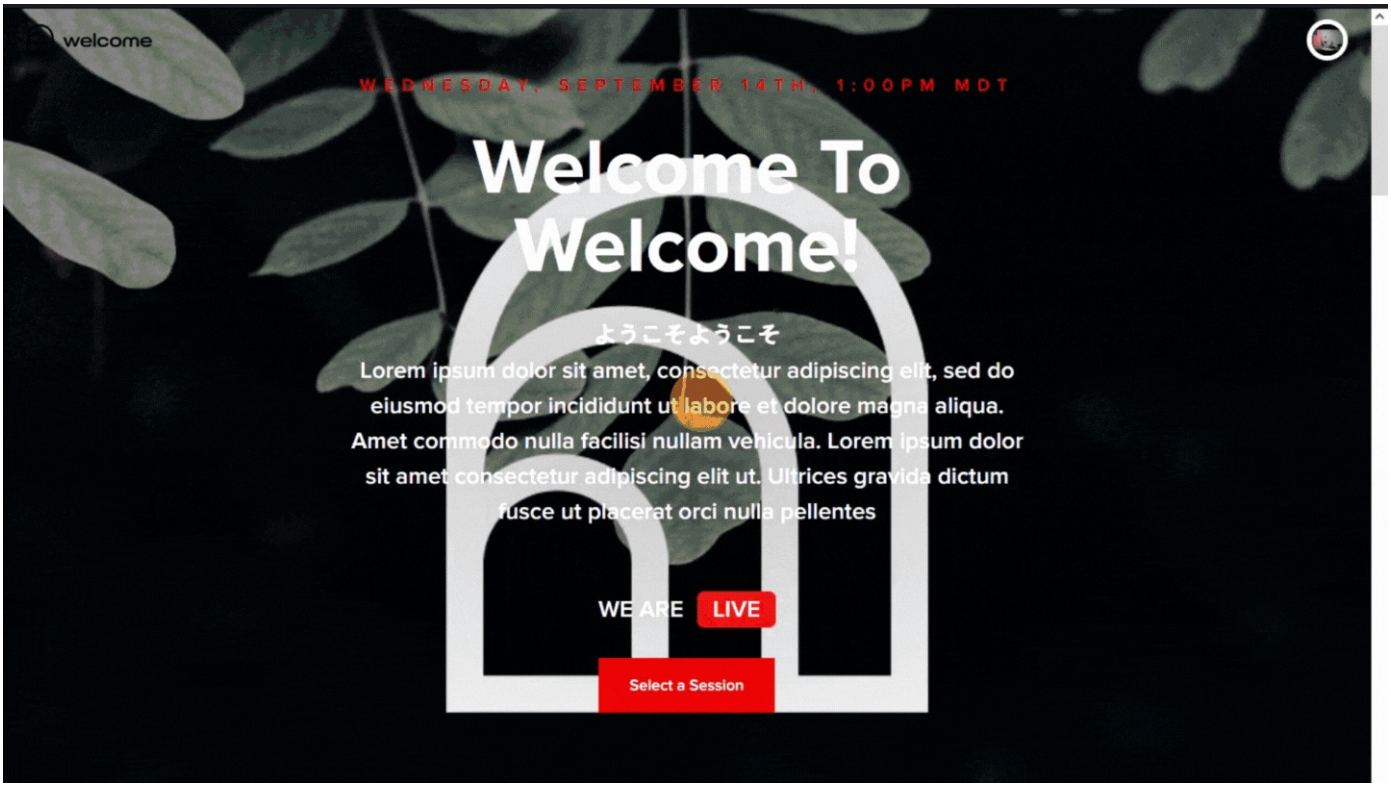
- If you are seeing a black/blank screen on the Welcome Platform it is most likely due to a VPN and/or network firewall, please turn that off if possible. If you are unable to turn that off please reference our Networking — troubleshooting & tuning for optimal performance article for your IT/Security team. You can also reach out to our support team at support@experiencewelcome.com if you need further assistance.
- If on a Mac, you will need to check system privacy/security settings to allow screen recording for Chrome. In some cases, you will need to do this for your Camera and Microphone as well.
  - Go to System Preferences >Security & Privacy > Scroll down to Screen Recording > Check box for Google Chrome. The Camera and Microphone are listed as such in this section as well. Troubleshooting Permission Issues guide for deeper details.



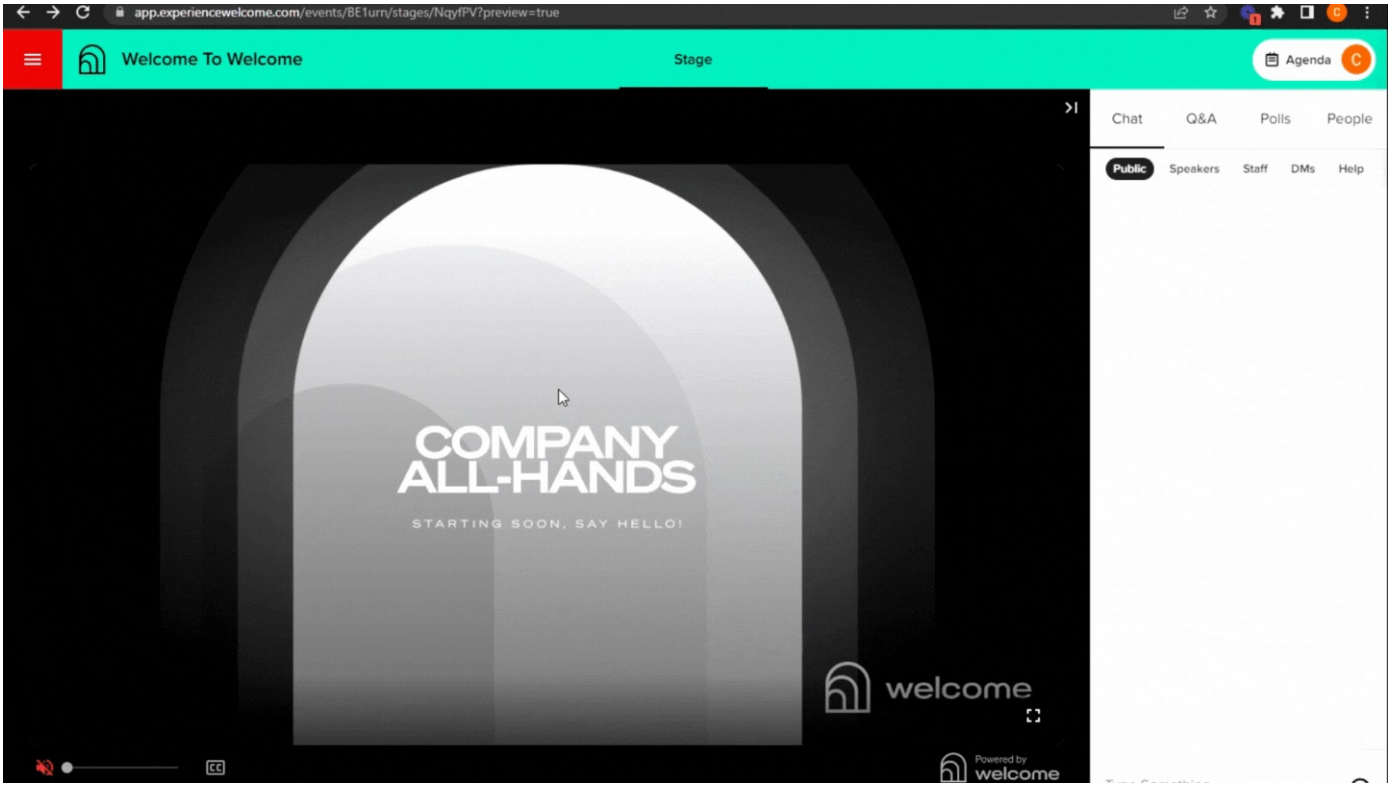
Event Navigation

If you are speaking at a multi-track event you may need to move from track to track we have two options for you. These navigation methods **are not** available while you are on camera in the Green Room.

Select the correct stage from the event login page. Scroll down on this page to find the stage in question.



Within the event a Track Hamburger at the top left corner of the event will pop out the event navigation panel and you can click on the track you would like to go to.



Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

11/24/20

1. Welcome has officially launched!

We are beyond excited to announce that we have officially launched! Hosting jaw-dropping virtual and hybrid events with ease is now a reality. Over the last few months, we've been busy serving our customers, growing our team, and securing funding for the growth ahead! I'm glad to also announce that we've raised a $12M Series A round backed by Kleiner Perkins, Kapor Capital, Webb Investment Network and Y Combinator.

Check out our new website, our story, and our fresh branding: www.experiencewelcome.com

2. We are making big noise in the media.

See what the press is saying about Welcome:

- Tech Crunch: Welcome raises $12 million to be the 'Ritz-Carlton for event platforms'
- VentureBeat: Welcome launches to help companies stage Apple keynote-style virtual events

We'd love it if you could share a tweet or post on LinkedIn about our recent launch. Our Twitter is @createonwelcome and our LinkedIn is https://www.linkedin.com/company/createonwelcome

3. Add your attendee list to your Event Dashboard.

We've made it easier for you to add attendees to your event. Upload a CSV file of your attendee list directly into your event dashboard using our CSV template. See how to do it here.

4. Registration has been made easier with our One-Click Private Event Invitations.

Now, in one easy step, you will be able to send one-click invitations. After you upload attendees to Welcome, our One-Click Invitations will allow them to register for and access your event through one url. You can bulk send One-Click Registrations to all unconfirmed attendees with the click of a button. See how to do it here.

5. Event recordings are now available in your Event Dashboard.

Once your event is complete, navigate to your dashboard and you will be able to access the event recordings in just a few clicks - No need to wait for our team to pull the recordings for you.

6. Eight people can now be on the Main Stage!

You are no longer limited to only 4 speakers on stage. Host 4,6 or even 8 people on the stage at a time.

7. Improved Multi-Track landing page design.

Our Multi-Track Landing Page has gotten a facelift! We have made improvements to polish the look including improved title spacing & sizing, enabling links in event descriptions and updated event date & time details.

Recording Events

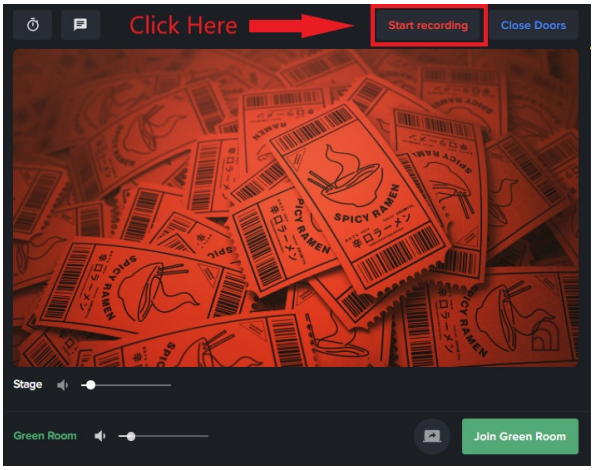
Best Practices

- Starting a recording takes a few seconds (about 10-15 seconds). It's best to start recording a little bit earlier than the event's start to ensure you capture everything (i.e. don't start the recording just as you push a speaker to the stage). You can always cut extra footage during the editing process.
- You can start and stop the recording as many times as you'd like. It will create a new file each time.
- You **cannot record** breakout rooms and lounges.
- If your event is over three hours, the best practice is to start and stop the recordings during intermissions to create new video files in the system. Extremely long videos (3+ hours) are prone to corruption/error and will not generate an SRT file (captions).
- Double-check to make sure that you've hit "stop record" at the end of your event. This is very important. If you forget to do this the recording might become corrupted/unplayable.
- If you need to change your event time to enable recordings, please make sure you set the time at least 15 minutes in the future to allow the recording server to spin up.

How To Record

In the Control Room above and to the right of the main stage will be the record button in red

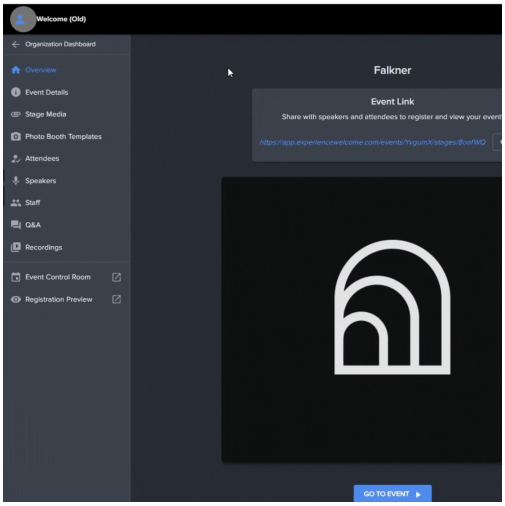
  - The recording button will appear approximately one hour before the start time of your event. Otherwise, it is greyed out.



Where To Find Recordings

Recordings are stored in the Event Dashboard.

  - Go to the left sidebar and toward the bottom is the "Recording" section. Within there, click on the "Download Recording" button to download the video file.
    - Please note that recordings never expire. You will have access to them as long as you have access to Welcome.



Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Speaker Onboarding Guide

There are a lot of factors at play when onboarding speakers for your event. To help you onboard your speakers and solve any issues that may arise, we have provided you with the details below on our platform's technical requirements and quick troubleshooting tips.

BASIC REQUIREMENTS

Make sure you send your speakers these articles and have them go over them first as this will help you focus on critical issues they might be having rather than going over the basics.

- Before You Start
- Speaker Guide

These are the key steps to ensuring a smooth onboarding experience for your speakers. Before we get into the technical requirements and nitty-gritty. Let's watch an overview of what the speaker's experience would look like from their view.

Table of Contents

- Registration
- Browser
- Audio & Video
- Connection
- Screen sharing
- Troubleshooting

First and foremost have all your speakers please start with our Compatibility Checker.

- If the speakers have not already been on the platform, this is the best place to start as it will assess 90% of potential issues speakers may have.

Registration

Use one of the integrated email registration options (Google, LinkedIn, Outlook) if possible.

- When using one of the integrated email registration options, a speaker won't have to wait for a confirmation email that might be blocked by their IT department or hidden in their junk/spam folder.

Technical Details

Browser

Computer (desktop/laptop)

- While screen sharing is now supported on Chrome, Firefox, and Edge, we still recommend the latest version of Chrome. The latest update for Chrome can be found here.

Refreshing your Browser

- If you have any issues or blips one of the first things to do is to refresh your browser. This will resolve a large portion of issues. For multi-day events you are speaking in please make sure you refresh your browser between days. **The video feed token generated in the browser has a 24hr duration. Simply refreshing your browser will generate a new one**.

Keep your computer "clean" while presenting

- Conserve processing power and bandwidth as much as possible while presenting. To ensure a smooth experience, we recommend speakers close out all other tabs and browsers except the ones required while in the Welcome Platform (one instance of Welcome, a presentation, etc). Furthermore, disable any notifications and pop-ups on your device to avoid distractions.
- The best way to do this if you are unsure if applications are open is to **hard restart** your computer.

Maximize your browsing window

- If a speaker is presenting, it is best practice to have 2 screens (one for Welcome, one for the presentation). Minimized windows may block buttons and features on Welcome.

Use an Incognito window

- If you are having issues with your mic/camera, using an incognito or private window should clear up any potential conflicts in the Green Room and in lounges/breakouts.

Audio & Video

Browser Permissions

- The most common issues with mics and audio are the privacy/security permissions within the browser settings.
- Programs conflicting with each other can also throw an error. To ensure that your speaker has a smooth onboarding, please make sure that their mic/camera is not being used by other programs (Zoom, Skype, Hangouts, etc).
  - Make sure to turn these off when joining a Welcome event. If you're not sure what could be causing the conflict, give your computer a **hard restart**.

Connection

Turn off VPNs and firewalls if possible

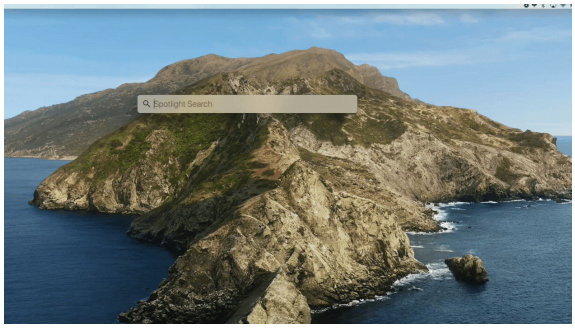
- If you are seeing a black/blank screen on the Welcome Platform it is most likely due to a VPN, please turn that off if possible.
  - We see these turned on mostly for work computers and/or work wifi. Have your speakers try to use a personal computer on a home wifi network. In some extreme cases, you may want to suggest turning a mobile device into a wifi hotspot.
- Adblocking extensions can also cause issues with Welcome. We recommend turning those off or joining through an incognito/private window.
- In some rare cases, restarting the modem/router has fixed this issue.

Good internet speeds - at least 50mbps download and 25mbps upload

- We strongly recommend at least 50mbps download and 25mbps upload. If speeds are lower, your speakers will potentially experience choppy/laggy visuals and sound. It is best to have good speed on a solid router and use a hardwired connection whenever possible.
- To conserve bandwidth, make sure your speakers should try to minimize the number of devices using their internet while they are presenting (i.e. smart TVs, mobile devices, etc.)
- You can have your speakers do a speed test to determine their internet speeds. You can use this speed test here.

Screen Sharing

- If you are screen sharing a 4k display please scale your resolution down to 1080p for the event
- For the best experience screen sharing on Welcome, use a second monitor so you can see both your slides on one screen and the Welcome Platform on the other. If you are using PowerPoint, be sure you use slide show mode so that Welcome screen shares the entire presentation from your second monitor. If you are using Keynote with a second monitor, you can avoid the presenter view by playing your slideshow using the "Play Slideshow in Window" setting in the Play tab.
  - Screensharing Presentations (1 screen)
  - Screensharing Presentations (2 screens)
- When generating slides for the event be mindful that the speaker bubbles will be on the bottom left corner of the screen. You will want to design your slides around that. This is a presentation template you can base your designs around bubble size for presentations.pptx
- **If your speaker is on a Mac**, you will need to ensure their privacy/security settings to allow screen recording for Chrome. You may also need to confirm these settings for the microphone and camera as well.
  - Go to System Preferences >Security & Privacy > Scroll down to Screen Recording > Check box for Google Chrome.



Troubleshooting

If everything has been followed and the speaker is still having issues try these:

- Refreshing the browser
- Try an Incognito/Private window
- Restart the computer
- Restart Router/modem

If issues continue to persist you can try using these resources

- Check our Common Speaker Issues article
- Use the Help Chat in the event (only if Welcome staff are on hand)

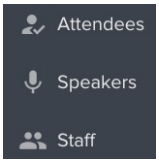
Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

How do I add more attendees, speakers or producers/staff?

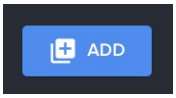
Full video tutorial here:

From the event dashboard go to the section where you want to add people (attendees, speakers, staff)

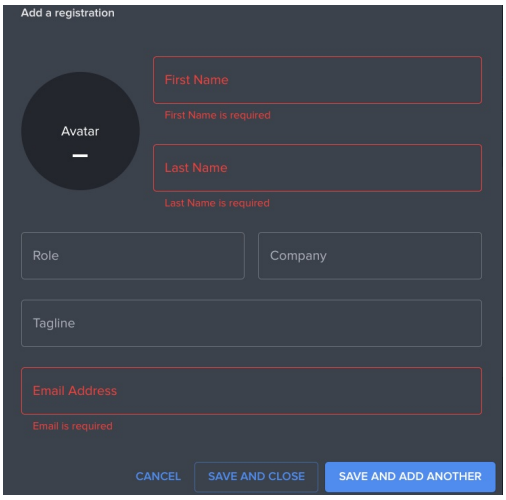


Adding attendees and speakers

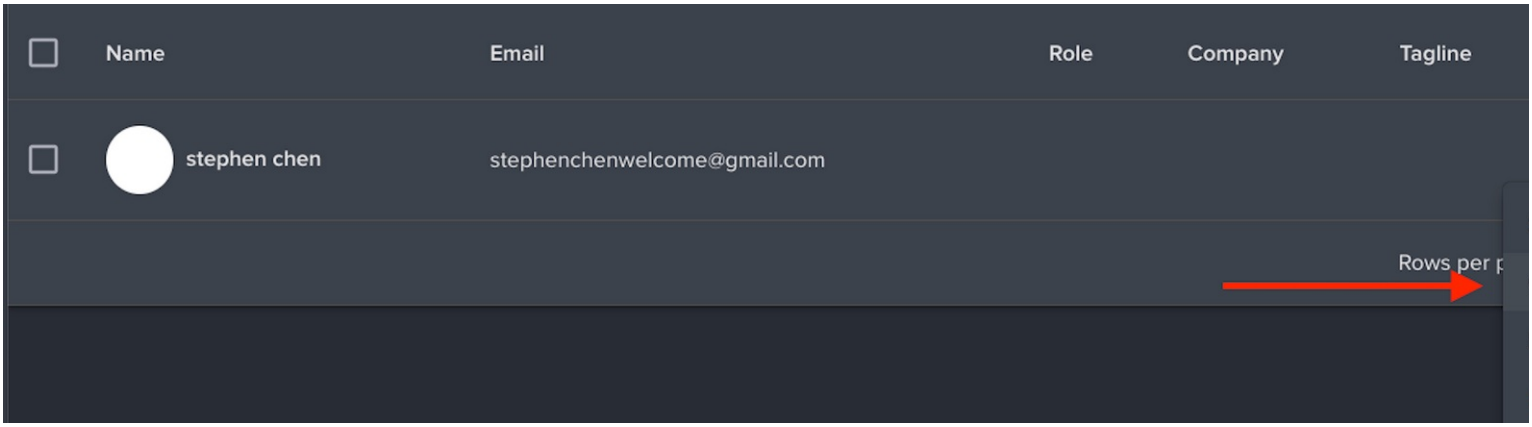
- For attendees and speakers you can simply press the blue "add" button on the top right hand area



- Note that first name, last name and email are required



- You can also "convert" attendees (if they already pre registered) to speakers
  - Please note that there is a 100 person limit on Speakers.



Adding producers/staff members

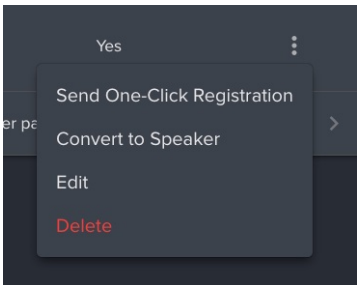
- For staff you will need to contact us. Please fill out this form and we'll get back to you within 24 hours. If it's a very urgent need please email us at support@experiencewelcome.com and we'll get to it ASAP.

Help, my Attendees/Speakers are saying they can't get into the event!

If your attendees are having trouble entering an event you can utilize Welcome's One-Click Link to get them into the event easily. We have a full walkthrough on One-Click Links here.

Video tutorial:

- Go to the Event Dashboard.
- Go to the attendee section or speaker section.
- Find the user:
  - If they aren't in there you can create an account for them. Just make sure to double-check if the person is who they say they are. You wouldn't want to accidentally allow someone into the event who shouldn't be there.
- Go to the right-hand side where it says "Actions" and click on the three dots.



- Click "Send One-Click Registration".
- Tell the user to check spam/junk folders just in case.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Help, my Attendees/Speakers can't join the Green Room/Lounges/Breakouts!

To make sure your event goes off without a hitch, you need to make sure your speakers can get into the Green Room. Additionally, Breakouts and Lounges are key methods for engaging your audience in an event. With that in mind, it's clear that these are vital functions in making sure your event is jaw-dropping and engaging for your audience. However, there can be a few ways that users can run into issues when trying to join:

- Microphone/camera permissions issue within the browser (most common). On Macs, there are also system-level permissions that can also cause issues in some cases.
- A conflict with the microphone/camera being used by another program (Zoom, Skype, Hangouts, etc).
  - The best practice is to make sure to turn these off. If you're not sure what else is accessing your microphone/camera, give your computer a restart.

Ideally, you can catch these early (before the event) when using the compatibility checker. Here are a few solutions for the browser permissions:

- Check that your browser settings allow camera and microphone usage within experiencewelcome.com. You can also use an incognito/private window to force a new permission check.
- Below is a short video walkthrough for the Chrome browser (we have a complete permissions walkthrough here: Troubleshooting Permission Issues)
  - If you've gone through all of these steps and are still hitting issues, please try a hard computer restart.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Graphics and Video Dimensions

Create Stunning Graphics

Our HD video capabilities, photo booth templates, background, and overlay features add to the visual experience for your attendees. Let us go over the specifics for each of the assets to ensure your graphics look stunning on our platforms.

We also have some jaw-dropping examples and templates to help you out with your own asset designs. Check out our article about **Graphic Templates and Examples**

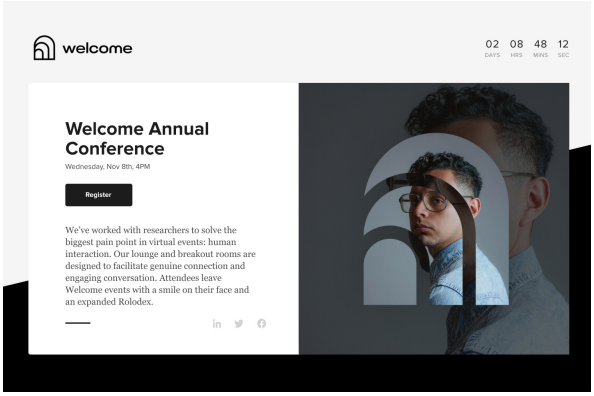
Table of Contents

- **Registration Cover Photo**
- **Background Instructions**
- **Overlay Instructions**
- **HD Video and Audio**
- **Photobooth Templates**
- **Icons**
- **Logos**
  - **Lounge Room Logos**

Registration Cover Photo

Specs: 800x800; PNG, JPEG, GIF

Customize your registration page by including your own cover photo.



NOTE: The event description on the left of the cover photo is up to 300 characters and if you go beyond the limit it will start to change the dimensions of the cover photo.

Background Instructions

Specs: 16:9 1920x1080; PNG, JPEG, GIF, SVG

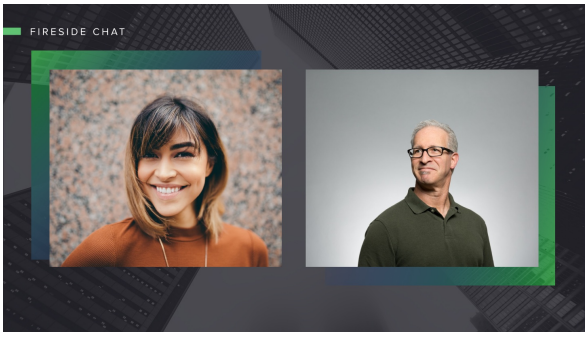
Backgrounds live behind all your stage layers. Think of this as a backdrop to whatever is on stage (note that they will not show up if there is only one speaker on stage).

Here are a few use cases: Greeting/Starting Soon

- This is what you attendees can see when they first enter the auditorium. Give them a warm welcome!

Fireside / Panel Chat

- Create stunning backgrounds to complement multiple speakers on stage.



Background examples of the different combinations of speakers can be found here, further details are referenced in our Graphic Templates and Examples article

Overlay Instructions

Overlays give you the creative freedom to transform your stage with immersive custom graphics. Overlays go over the content on stage, unlike backgrounds.

Specs: 16:9 1920x1080; PNG, GIF, SVG

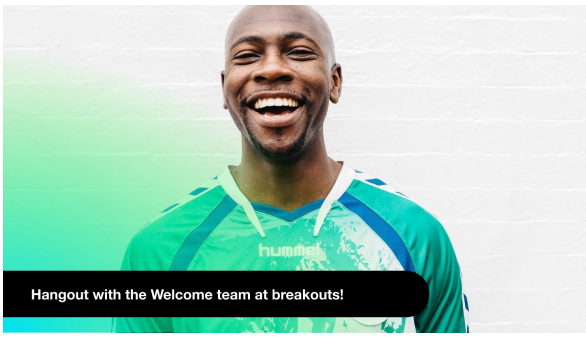
Here are a few tips:

For GIFs no interlacing and stay at 256 bit color rather than an expanded color space.

Coverage

- You can choose to take up the entire stage, however, keep in mind where the presenter will be.

Have Fun! There are so many applications for overlays. From lower thirds to split screen, and from diagrams to equations.



HD Video and Audio

Whether its an intro video, pre-recorded content, or more, play full HD videos for you audience to enjoy.

Video Specs: 16:9 up to 1080p; MP4 with H264 + AAC encoding; max video size 1GB

- Note: Please be sure videos have 2 - 3 seconds of buffer before your first speaker begins speaking.

Audio Specs: MP3; max file size 1GB

Photobooth Templates

Create fun, branded, or sponsored backgrounds for the Photobooth.

Specs: 1080x1350; PNG, JPEG

Icons

Appears at the top left corner of the event page.

Specs: 200x200

welcome

Logos

Appear at the top left corner of the registration page.

Specs: Ideally transparent background, png file, 150px tall, 200px wide

welcome

Lounge Room Logos

Specs: 1:1 ratio (a square). Example: 200x200 or 400x400, etc

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Screensharing Presentations (2 screens)

The following tutorials assume you have 2 screens (typically a laptop + monitor) when you are screen sharing a presentation. If available, we recommend using 2 screens when possible as it provides a smoother experience for the presenter. We also have dedicated guides for each browser and device type combination:

- Screen Sharing on Chrome Windows PC
- Screen Sharing on Microsoft Edge Windows PC
- Screen Sharing on Chrome Mac OSX
- Screen Sharing on Firefox Mac OSX

When generating slides for the event be mindful that the speaker bubbles will be on the bottom left corner of the screen. You will want to design your slides around that. This is a presentation template you can base your designs around bubble size for presentations.pptx

Template Image Example

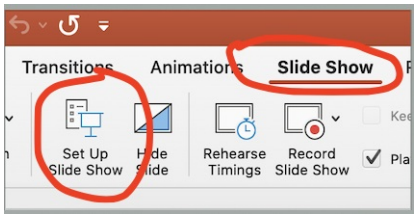
Presentation Program:

- For Powerpoint
- For Keynote
- For Google Slides
- Screen Share Permissions

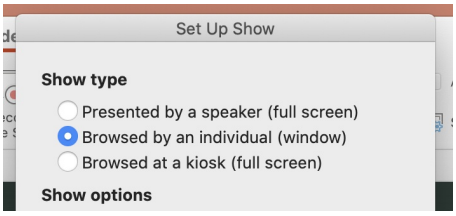
For PowerPoint

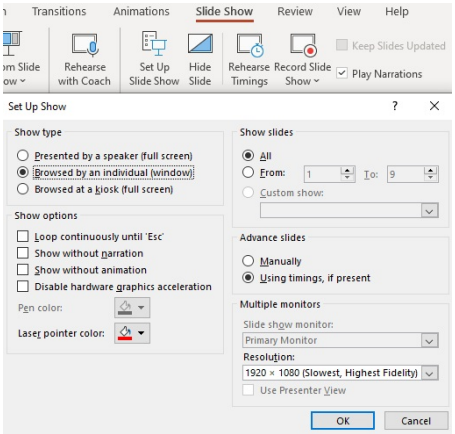
Video walkthrough here:

- Go to "Slide Show", then "Set Up Slide Show".

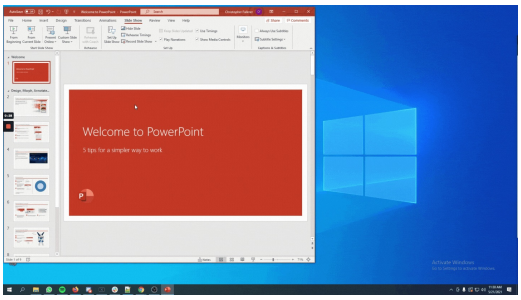


- Choose "Browsed by an individual (window)".

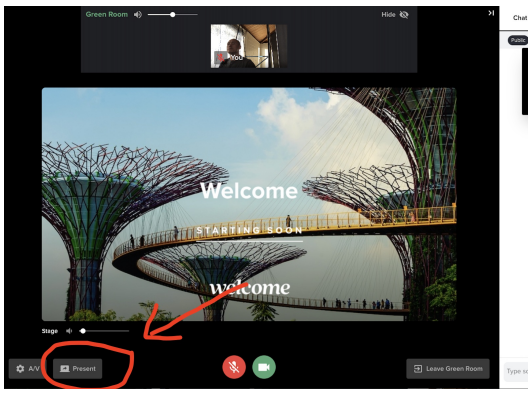




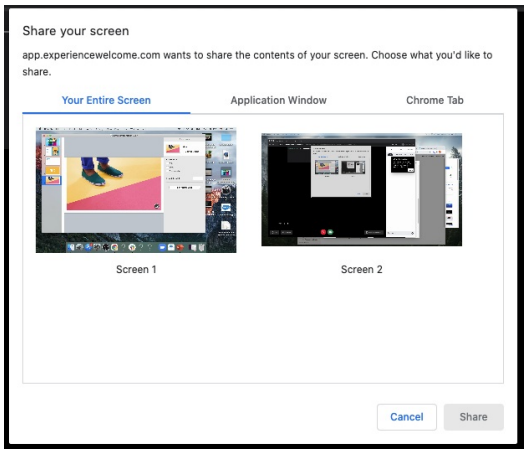
- Move the Powerpoint to the appropriate screen and maximize the PowerPoint window.
  - Enter full screen on the PowerPoint.



- Click "Present" on Welcome (it will be towards the bottom left-hand corner).



- Choose the appropriate screen under "Your Entire Screen".



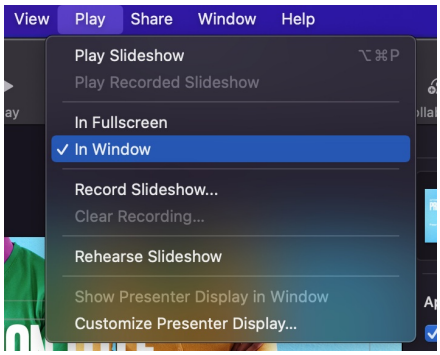
- The presentation needs to be the active window for you to change slides. Be sure the presentation is the last thing you clicked on to change slides.

For Keynote

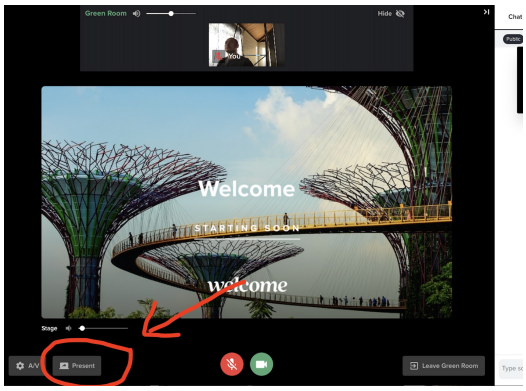
Video walkthrough here:

- First, please make sure you have the latest update. Otherwise, this might not work as intended.

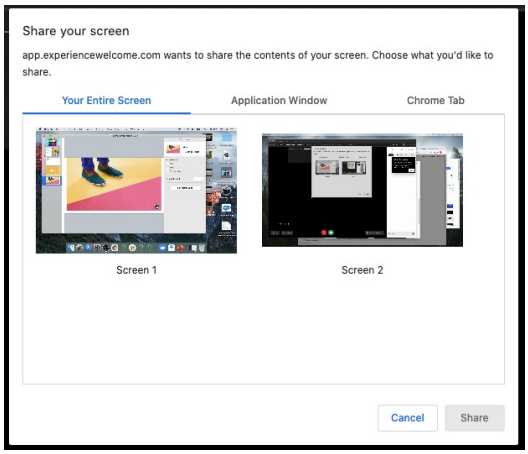
- Go to "Play"> Select "In Window" > "Play Slideshow".



- Move the Keynote to the appropriate screen and maximize the Keynote.
- Click "Present" on Welcome (it will be towards the bottom left-hand corner).



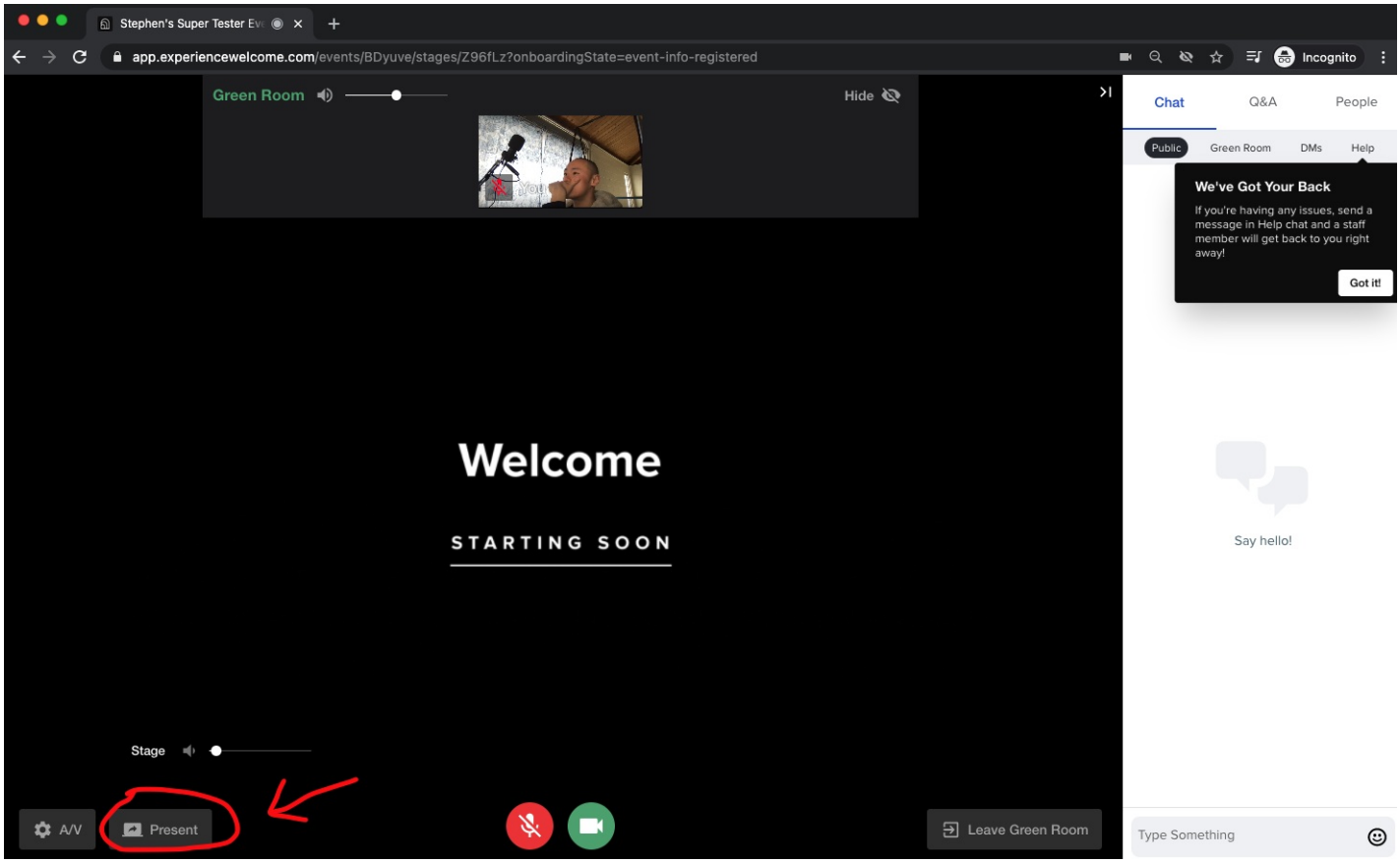
- Choose the appropriate screen under "Your Entire Screen".



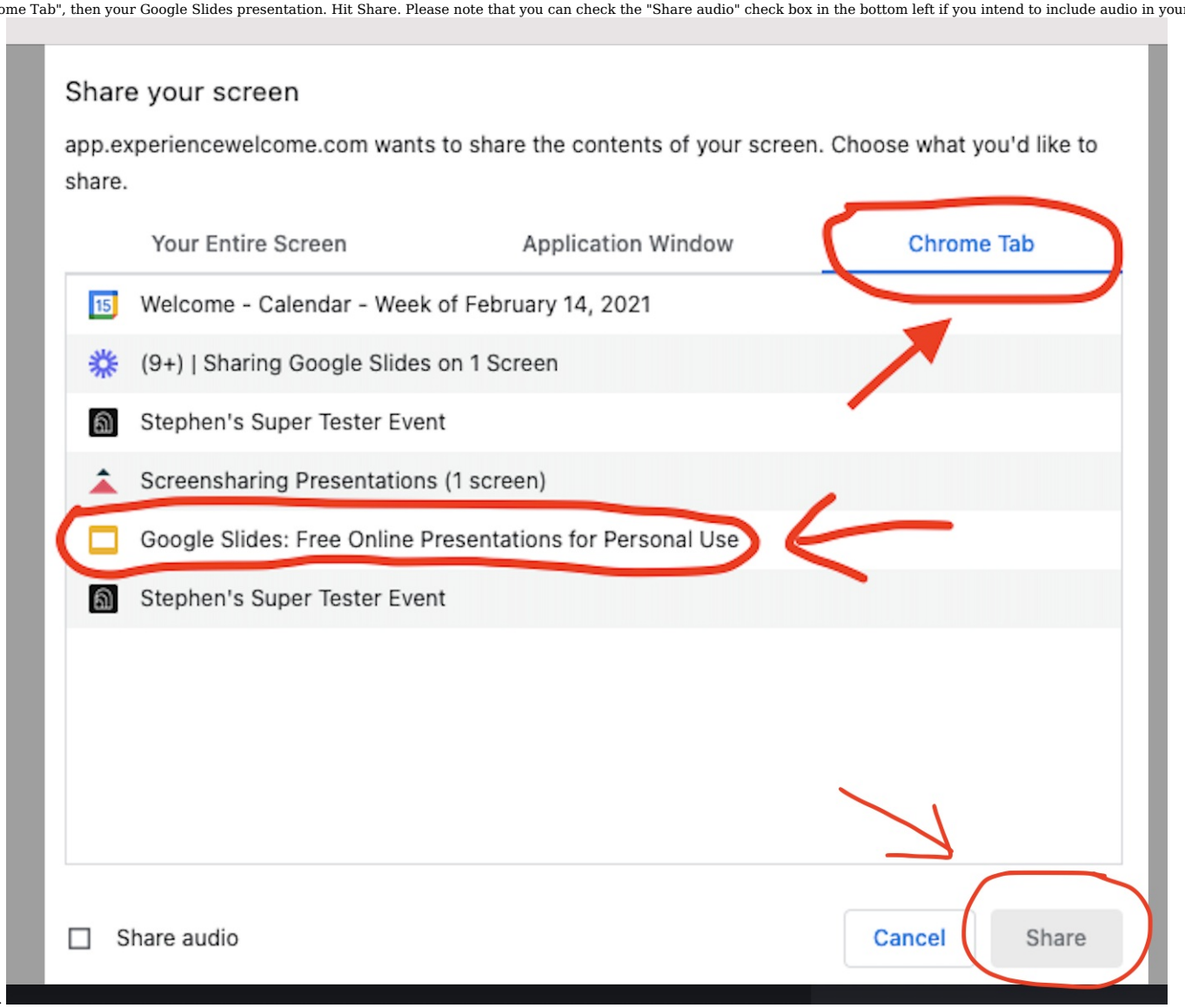
For Google Slides

Video walkthrough here:

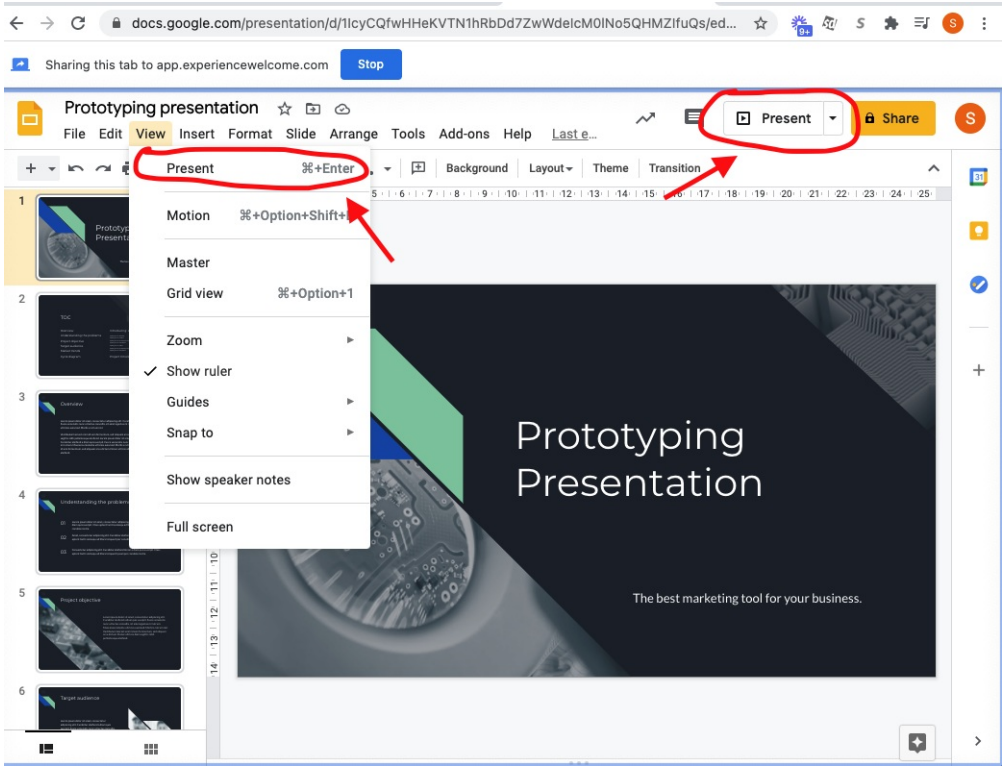
- Have your Google Slides presentation loaded up. Get invited and join the green room, then hit the "present" button on the lower left-hand corner.



- Choose "Chrome Tab", then your Google Slides presentation. Hit Share. Please note that you can check the "Share audio" check box in the bottom left if you intend to include audio in your presentation.

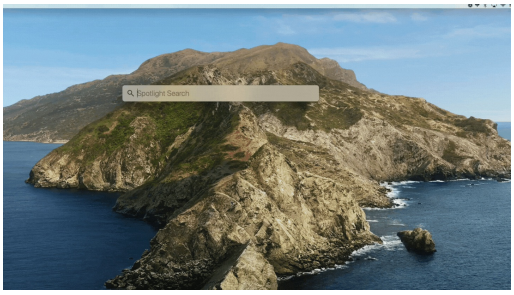


- Now go to your Google Slides presentation. You can either go to "view", then "present". Or you can simply press "present" on the upper right-hand corner. You can then resize/move the application window to your liking while also being able to see the Welcome platform. You can use arrow keys to change slides.



Screen Share Permissions

If you are screen sharing on a Mac for the first time please confirm that your system preferences are set correctly. If they aren't, you will receive a permission error preventing you from screen sharing.



1. Go to Security and Privacy settings (Press CMD+ Space bar and type Security)
2. Click the Privacy tab on the right
3. In the left sidebar scroll to the bottom until you find Screen Recording
4. Check the box for Google Chrome on the right
5. You will be prompted to restart Chrome, please do this
6. Go back to the event and jump in

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Screen Sharing Presentations (1 screen)

While it is possible to screen share on one screen, we highly recommended that you use a second screen, one for the Welcome Green Room and the other for your presentation. If you are going to be doing that please go to our Screen Sharing Presentations (2 screens). We also have dedicated guides for each browser and device type combination:

- Screen Sharing on Chrome Windows PC
- Screen Sharing on Microsoft Edge Windows PC
- Screen Sharing on Chrome Mac OSX
- Screen Sharing on Firefox Mac OSX

When generating slides for the event be mindful that the speaker bubbles will be on the bottom left corner of the screen. You will want to design your slides around that. This is a presentation template you can base your designs around bubble size for presentations.pptx

Template Image Example

That being said here's the recommended way to present on Welcome:

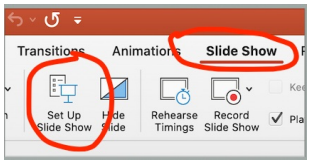
Presentation Program:

- For Powerpoint
- For Keynote
- For Google Slides
- Screen Share Permissions

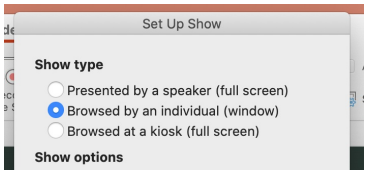
For Powerpoint

Video walkthrough here:

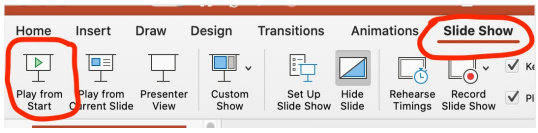
- Go to "Slide Show", then "Set Up Slide Show"



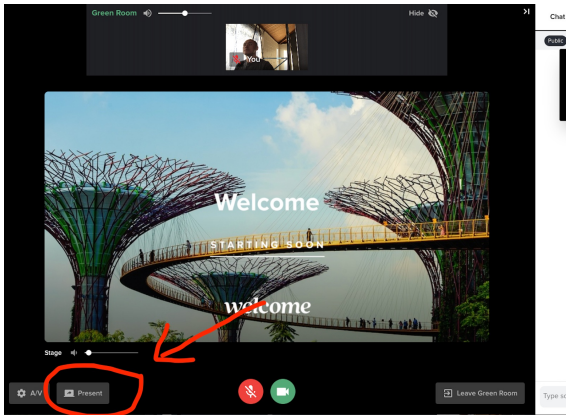
- Choose "Browsed by an individual (window)"



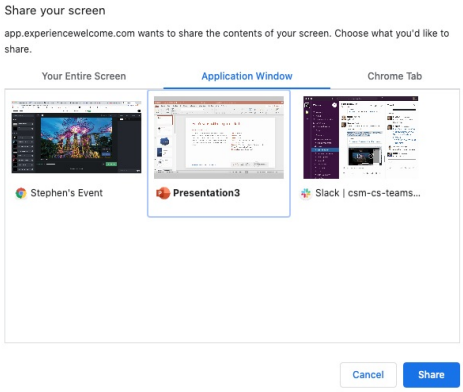
- While still in "Slide Show", choose "Play from Start" on the left



- Resize the PowerPoint to be about 2/3rds of your screen (might take some trial and error here depending on your screen size)
- Click "Present" on Welcome (it will be towards the bottom left-hand corner)



- Choose "Application Window" and then Powerpoint

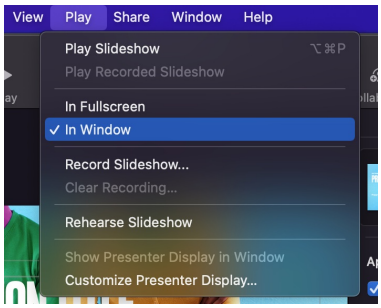


- From here, resize your two windows (PowerPoint and Welcome) into whatever is comfortable for you. Note that you'll still need to keep the PowerPoint window fairly big as if you try to make it smaller it will resize your presentation on Welcome.

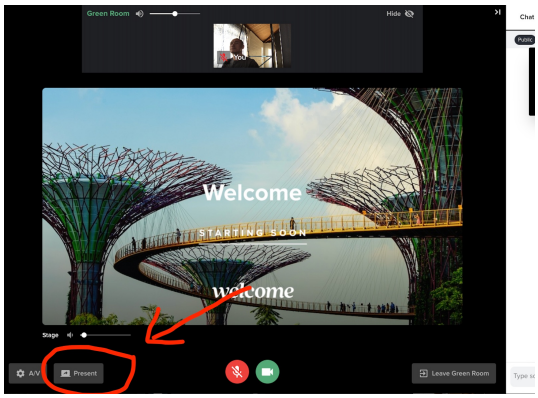
For Keynote

Video walkthrough here:

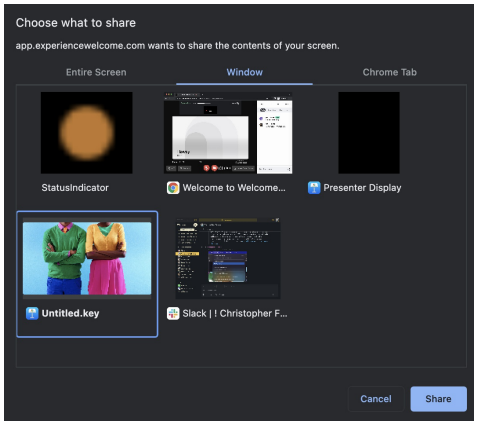
- First, please make sure you have the latest update. Otherwise, this might not work as intended.
- Go to "Play"> Select "In Window" > "Play Slideshow" Please note that you cannot be in fullscreen in your browser for the Keynote window to show up in this section.



- Resize the keynote to be about 2/3rds of your screen (might take some trial and error here depending on your screen size).
- Click "Present" on Welcome (it will be towards the bottom left-hand corner).



- Choose "Application Window" and then Keynote

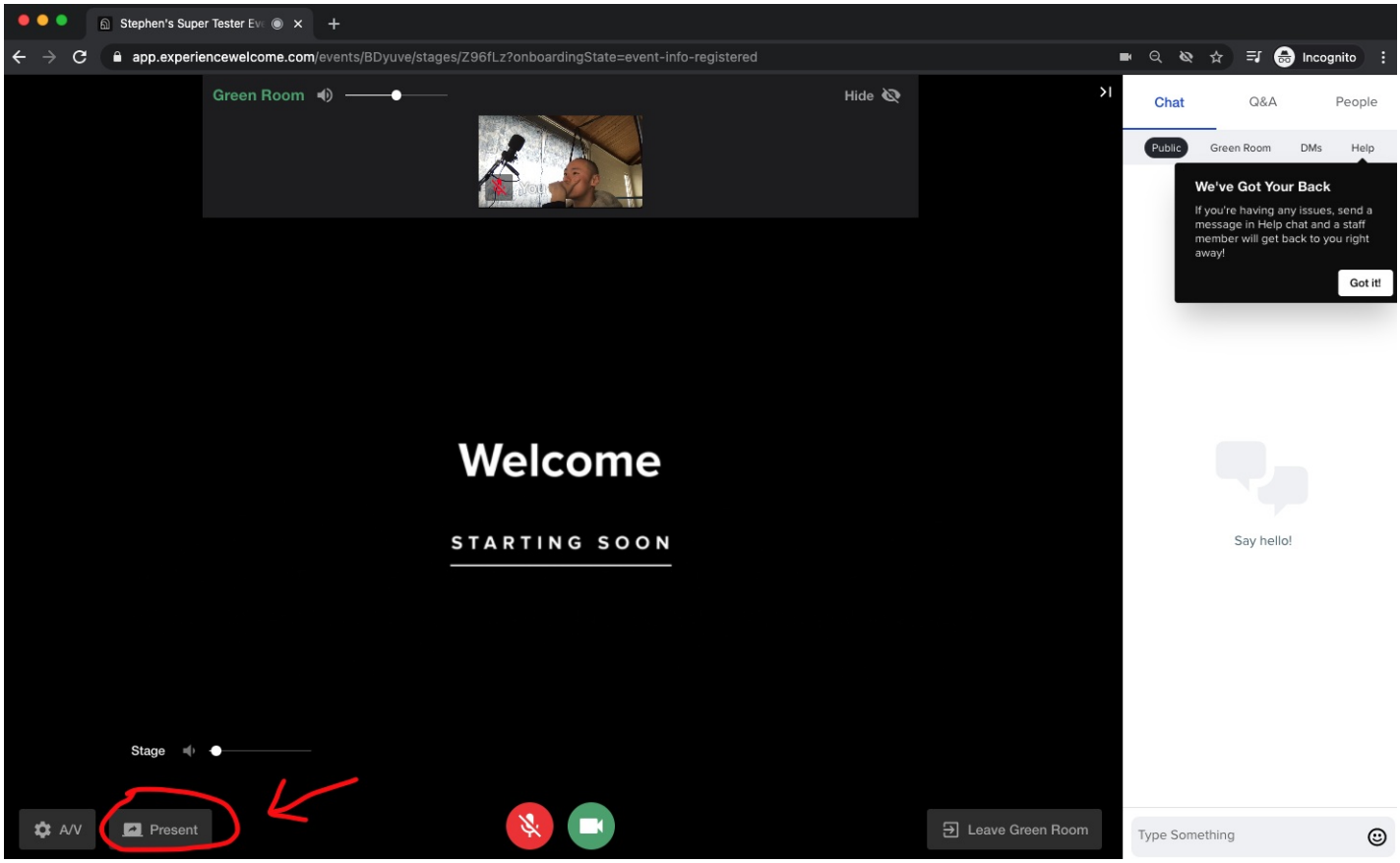


- From here, resize your two windows (Keynote and Welcome) into whatever is comfortable for you. Note that you'll still need to keep the Keynote window fairly big as if you try to make it smaller it will resize your presentation on Welcome.

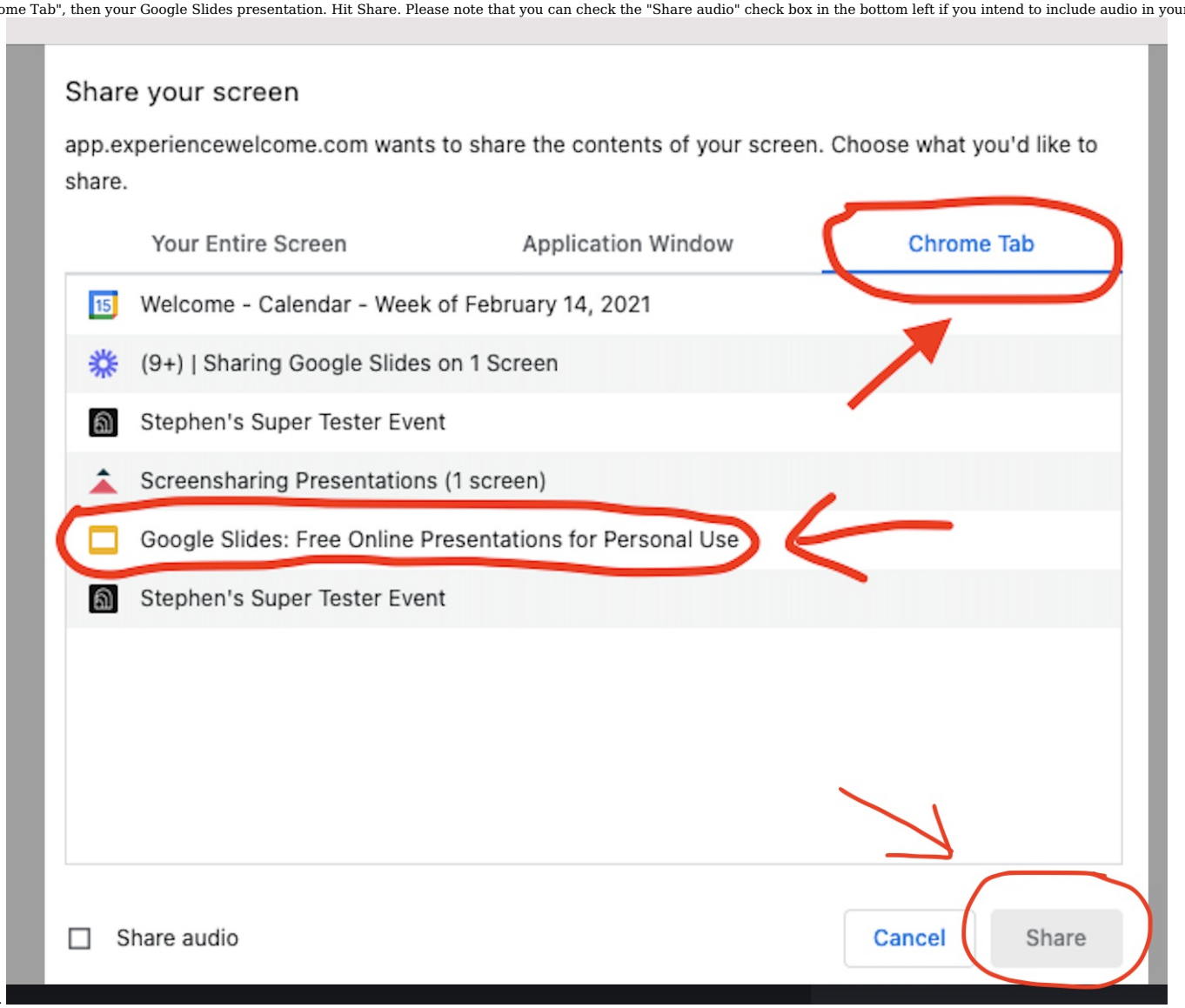
For Google Slides

Video walkthrough here:

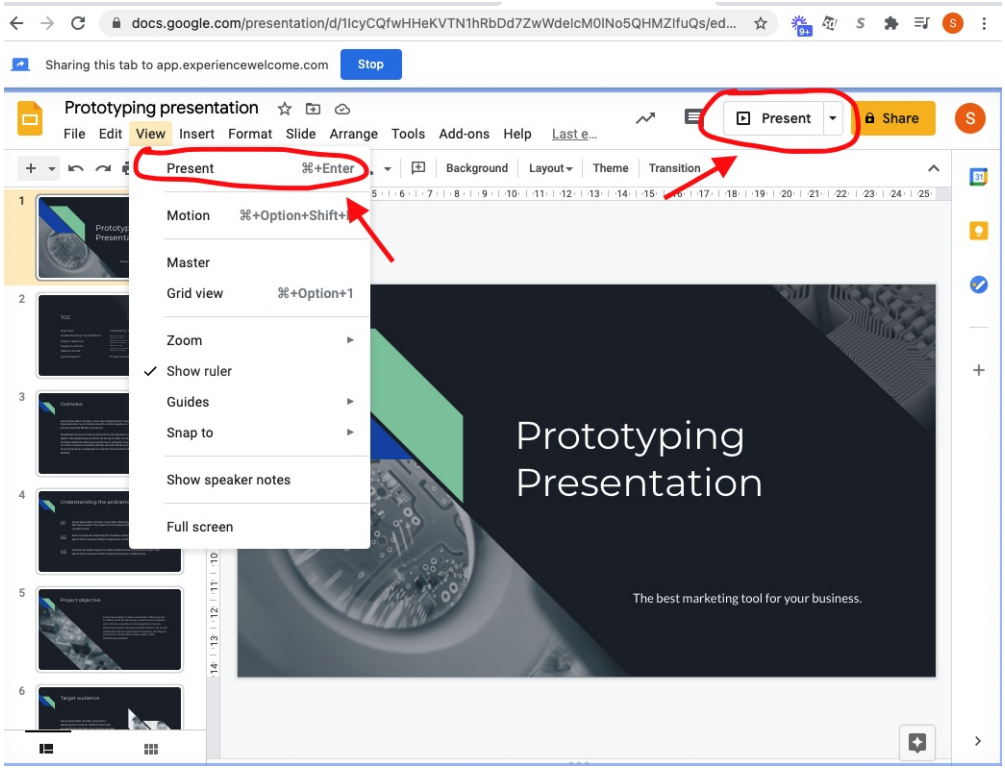
- Have your Google Slides presentation loaded up in a separate window from Welcome. Get invited and join the green room, then hit the "present" button on the lower left-hand corner.



- Choose "Chrome Tab", then your Google Slides presentation. Hit Share. Please note that you can check the "Share audio" check box in the bottom left if you intend to include audio in your presentation.

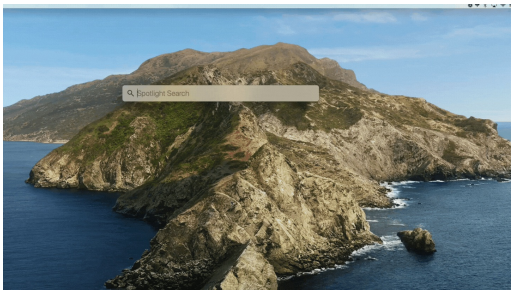


- Now go to your google slides presentation. You can either go to "view", then "present". Or you can simply press "present" on the upper right-hand corner. You can then resize/move the application window to your liking while also being able to see the Welcome platform. You can use arrow keys to change slides.



Screen Share Permissions

If you are screen sharing on a Mac for the first time please confirm that your system preferences are set correctly. If they aren't, you will receive a permission error preventing you from screen sharing.



1. Go to Security and Privacy settings (Press CMD+ Space bar and type Security).
2. Click the Privacy tab on the right.
3. In the left sidebar scroll to the bottom until you find Screen Recording.
4. Check the box for Google Chrome on the right.
5. You will be prompted to restart Chrome, please do this.
6. Go back to the event and jump in.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Creating Burner Accounts

In certain use cases, you may need to use burner accounts for users to test the platform or perform a "mock run of the show." Whatever it maybe we have a guide that will help you create burner accounts to do what you need.

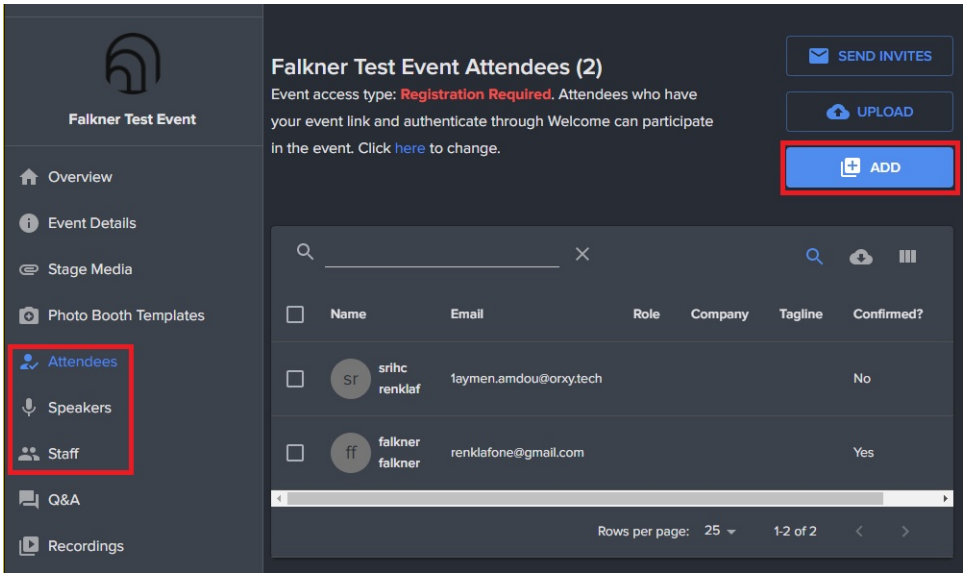
Instead of going to Gmail and creating multiple accounts, you can use an email generating website to create email burner accounts that you can use to register for the Welcome event.

Step 1: Create a Burner Account

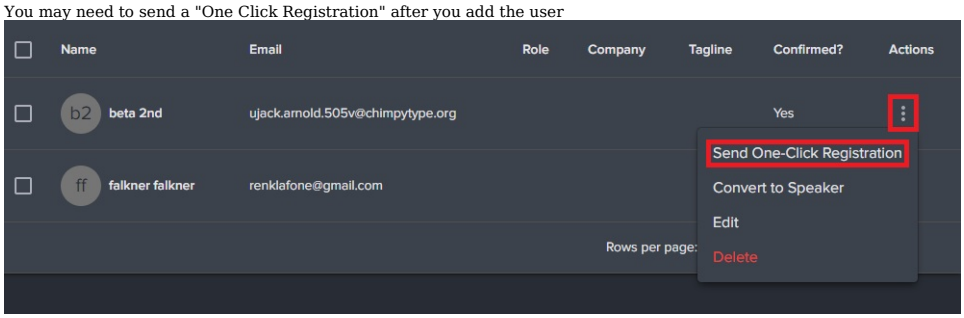
1. Go to generator.email website
2. Click "Generate New E-mail"
3. Copy the email address and do not close tab/window

Step 2: Register Burner Account with Welcome Event

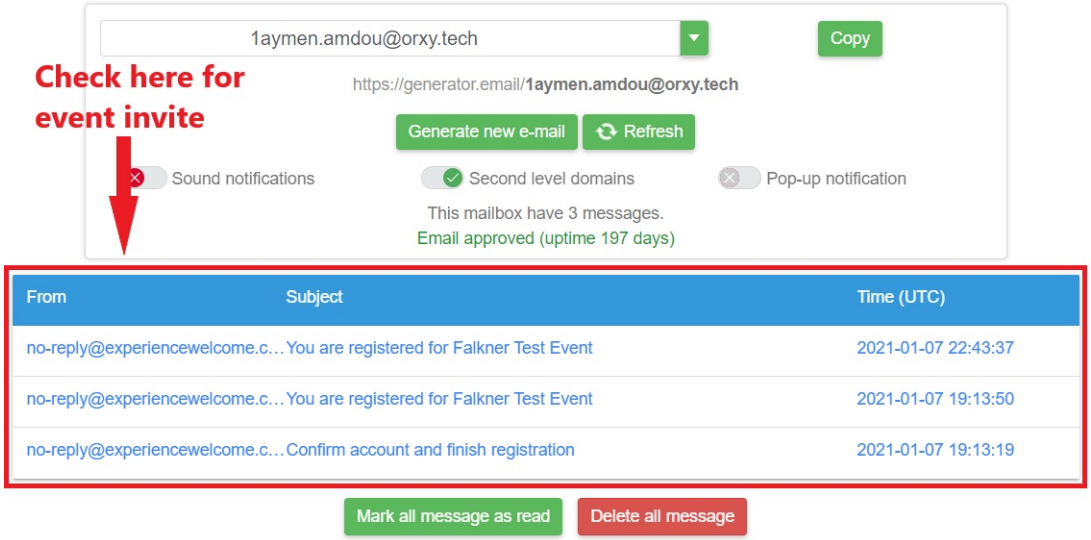
1. In the Event Dashboard, add a burner email account as an attendee, speaker, or producer based on your needs



1. You may need to send a "One Click Registration" after you add the user



2. Go back to generator.email and scroll down, you will see the Welcome email to confirm registration



3. Click the email and click on the "Register" link
4. By clicking the link, it will take you to a new tab/window to finish the registration.
5. Account has been created, and now you should be able to login with the burner email address.

12/24/20

Upgraded pre-recorded video features We've now made sharing pre-recorded videos that much smoother. To move from live to pre-recorded seamlessly, we've added a fade to black on the main stage that will lead into the start of your pre-recorded video. You can also view the length of all of your videos in your multimedia panel - no more guessing the length. See what it looks like here.

Clear public chats with the click of a button When you're ready to clear your chats, navigate to the gear icon located in the chat panel, then hit "clear" beside "Public Chat". See how to do it here.

Attendee view supports full-screen mode Attendees looking to experience your event in full screen can now do so on Welcome.

2020 Favorite Feature Roundup

With so many changes to the product in the last few months, we've put together our top feature picks for 2020:

1. Making registration easier with One-Click Invitations: Over the last few months, we've included one-click invitations which allow them to register for and access your event through one URL. You can bulk send One-Click Registrations to all unconfirmed attendees with the click of a button.
2. Easy access to event recordings from your Event dashboard: As soon as your event is done, your recordings are available in your Event Dashboard!
3. Disable & enable communication features: From Public Chats to Q&A to the People list, you can toggle these features on and off depending on your requirements.
4. Increased main stage capacity: From only 4 to now being able to have 8 people on the main stage.
5. Breakout Room & Lounge Room Experience: You asked, we listened. We made many updates over the last few months to improve the breakout & lounge room experiences: increased room

capacity to 16 people, added screen sharing and enabled customizations in the Lounge Rooms such as logo, brand color, call-to-action button, and unique photobooth templates.

Your Feedback Matters

The feature updates and fixes that you experienced over the last few months have been greatly influenced by the feedback from our customers. We hear you!

In order to continue improving our platform and services, your feedback is important! Please take a moment to fill out our survey:

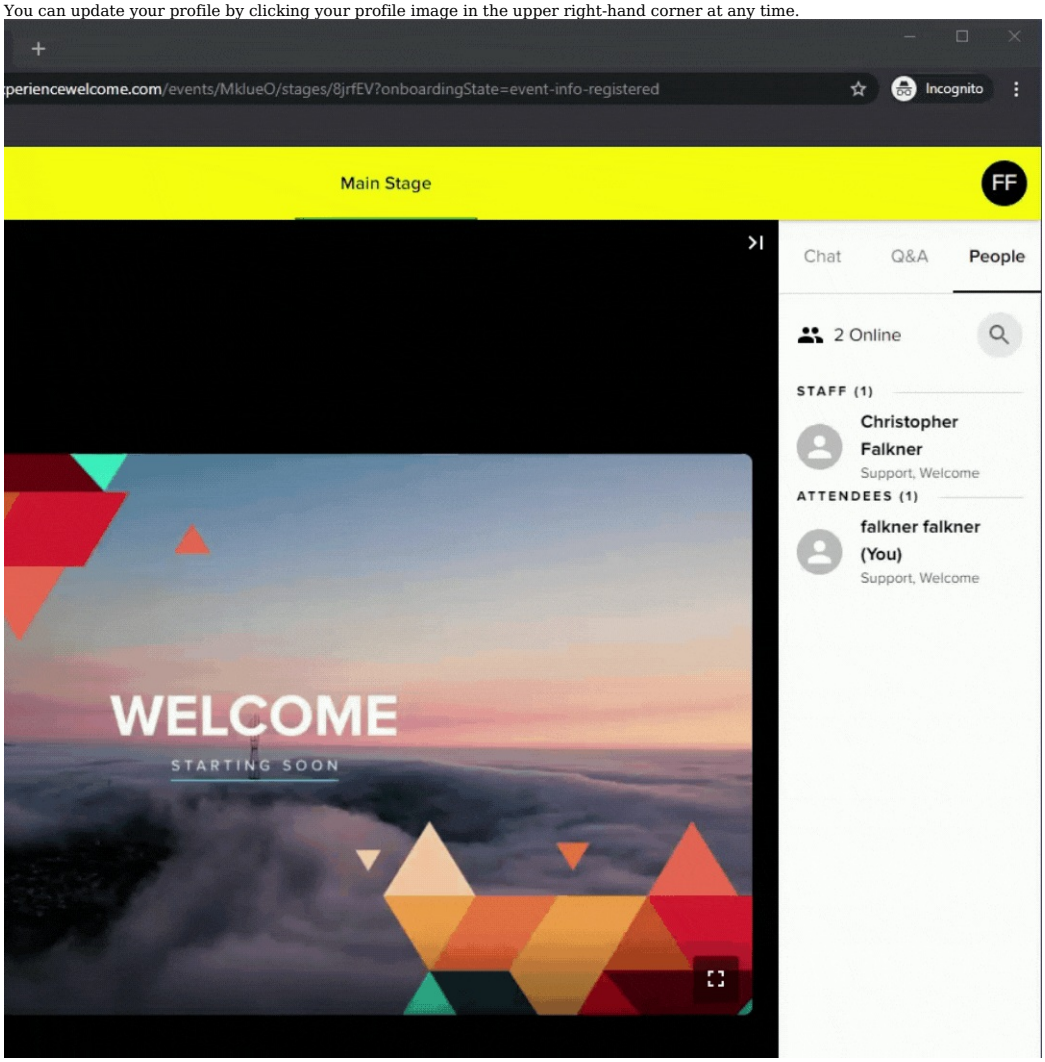
https://experiencewelcome.typeform.com/to/tG3kWtdP

Housekeeping for Emcees/Hosts

As an emcee, you may want to address some housekeeping at the beginning of the event for the audience. This is great to do, to keep attendees focused on the event rather than fumbling around trying to figure things out.

Profile

- You can update your profile by clicking your profile image in the upper right-hand corner at any time.



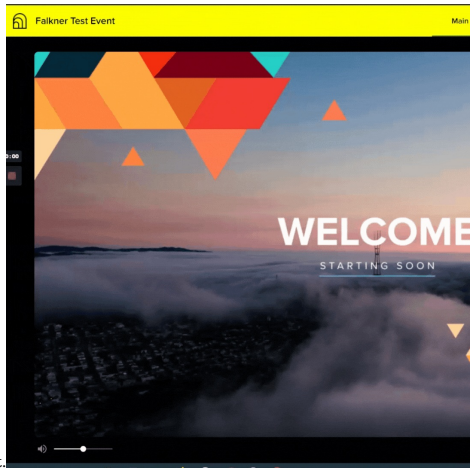
Chat Functions

- The Public chat is available in the right-hand panel to chat with all the other attendees. You can also DM other attendees.
- If you have questions for the speakers you'd like to have answered on the stage, you can head to the Q&A tab and post them there. You can also upvote questions you'd like to have answered.
- There is also a Help Chat on the far right-hand side; if you are experiencing any tech difficulties, you can go there for a direct line to producers for support.

Main Stage Functions

- If at any time you can't see the video or hear audio, try refreshing your browser window, and that typically solves most issues. Just jump back into the event.
- To view the event in full screen, click on the square box at the bottom right of the stage.
- To enabled Closed Captions, Click on the CC button at the bottom right of the stage .

- You have a volume control for the stage, which will appear if you hover over the stage at the bottom left.



Mobile/Safari Experience

This article is for users logging in via

- Safari on desktop
- Mobile/tablet with any browser

Please note that mobile and desktop Safari is not our recommended browser; we recommend using Chrome when possible. **If you are a speaker or a producer please use Chrome on a desktop.** Safari is now compatible with these features, but we do not recommend using it over Chrome.

> It looks like you're using Safari. For the most jaw-dropping experience, please attend using the Google Chrome Browser.

Safari Desktop

Safari desktop has some limitations, but much of it is very similar to the desktop experience with other browsers.

Limitations:

- Screen Sharing will not work.
- Unlike Chrome, Safari doesn't automatically update on your computer so people may be on older versions. Older versions of safari (14.0) may encounter these issues.
  - If your video feed is black, either refresh or mute and unmute the video to resolve.
  - Welcome on Safari is device resource-intensive, not as much of a concern as an attendee but as a producer and speaker please use Chrome.

Mobile

You will have a feature panel at the bottom of the screen that will give you access to Public Chat, Polls, and Q&A. Mobile users are now able to swap between stages for multi-stage events via a drop-down at the top of the page.

The video below will show you what it looks like to go from the registration page to the stage.

Access to:

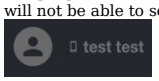
- Public Chat
- Q&A
- Polls

No access:

- Other chat channels such as DM and Help
- Info Tabs
- Multi-track navigation
- Lounges
- Breakouts

Things to note if you are a Producer

- The people who are viewing the event on mobile will show up differently in the people tab. Please note that you cannot interact with them in any way. Also, note that non-mobile attendees will not be able to see them in the people tab.



- If you are trying to test mobile out for yourself, please note that the start/end times for your event need to match up and the doors need to be open. Additionally, if changing these times please give at least 15 minutes between when you change the time and the event start time (this will allow time for the mobile server to spin up).
  - For example, if you want to test out mobile for an event that starts at 4pm but are trying to log on via mobile at 1pm it won't work. You will need to wait until at least 3pm (1 hour before the start time) and have the doors open.

Producer view of mobile Attendees

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Troubleshooting Common Speaker Issues

Ensuring that your event goes smoothly requires your speakers to have no issues. Below we have listed some common issues that a speaker might run into:

- **Registration or log-in issues.**
- **Speaker can't join the Green Room and/or lounges/breakouts.**
- **Speaker can't hear anyone in the Green Room. Other people can't hear the speaker in the Green Room.**
- **Speaker is having internet issues (audio is lagging, video is cutting in and out).**
- **Speaker is seeing a blank screen despite there being a presentation going on.**
- **Speaker keeps getting "kicked out".**
- **Speaker's audio is giving a lot of feedback.**
- **Speaker can't screen share.**
- **When screen sharing, the speaker's presentation takes up the whole screen, and can't see Welcome.**
- **Speaker's screen share is pixelated.**

Registration or login issues

- VPNs, firewalls, adblocking extensions, or other security can sometimes block Welcome. If it's a VPN or firewall issue please ask your speaker to resolve it on their side (turning it off, switching computers, etc.).
  - Welcome Support can also toggle on something on our end to mitigate these issues. Please contact support@experiencewelcome.com if you are not able to resolve these issues by deactivating security software/programs.
- If your speakers are having trouble logging you in you can send them a "one-click registration" email from the Event Dashboard. Just make sure they check their spam/junk folders for the email, or copy the link from the dashboard and send it to them. From there they will just need to fill out a few details and they can enter the event right after.
  - Video tutorial below:

Speaker can't join the Green Room and/or lounges/breakouts

- Microphone/camera permissions issue within the browser (most common). On Macs, there are also system-level permissions that can also cause issues in some cases.
- A conflict with the microphone/camera being used by another program (Zoom, Skype, Hangouts, etc).
  - The best practice is to make sure to turn these off. If you're not sure what else is accessing your microphone/camera, give your computer a restart.

Speaker can't hear anyone in the Green Room. Other people can't hear the speaker in the Green Room

- Have them unmute the Green Room and mainstage. Please also have them confirm their Green Room audio is not muted.
- Have them check AV settings by clicking on the A/V Gear icon in the Green Room. From here, they should be able to swap between different microphone options.
- Have them close any browsers or applications (i.e. Zoom) that could be using their mic and/or camera.
- Have them try logging in using an incognito/private window.
- Check computer sound settings:
  - For Mac devices:
    - Go to System Preferences
    - Choose Sound
    - Select the output and input they would like to use
    - Have them refresh their browser and log back into Welcome
  - For PC devices:
    - Go to Settings
    - Choose Sound
    - Select the output and input they would like to use
    - Have them refresh their browser and log back into Welcome
- If none of the above works try a hard computer restart.

Speaker is having internet issues (audio is lagging, video is cutting in and out, etc.)

- Hopefully, you've confirmed that the speaker has a decent internet connection before they join. We recommend having speakers run through our Compatability Checker prior to the event.
- Some solutions to fix connection issues:
  - Restart computer
  - Restart router
  - After the above there isn't a ton you can do from your side. You can ask them to maybe conserve as much local bandwidth (have other people on the same wifi log off, close uneccessary tabs/programs, etc.) as possible until their presentation is over.
- Producers also can instruct people in the Green Room to turn off video to conserve bandwidth.

Speaker is seeing a blank screen despite there being a presentation going on

- This is almost always related to device security or a connection issue. For device security, please ask your speaker to deactivate from the security service. For internet issues, please follow the steps in the above section.

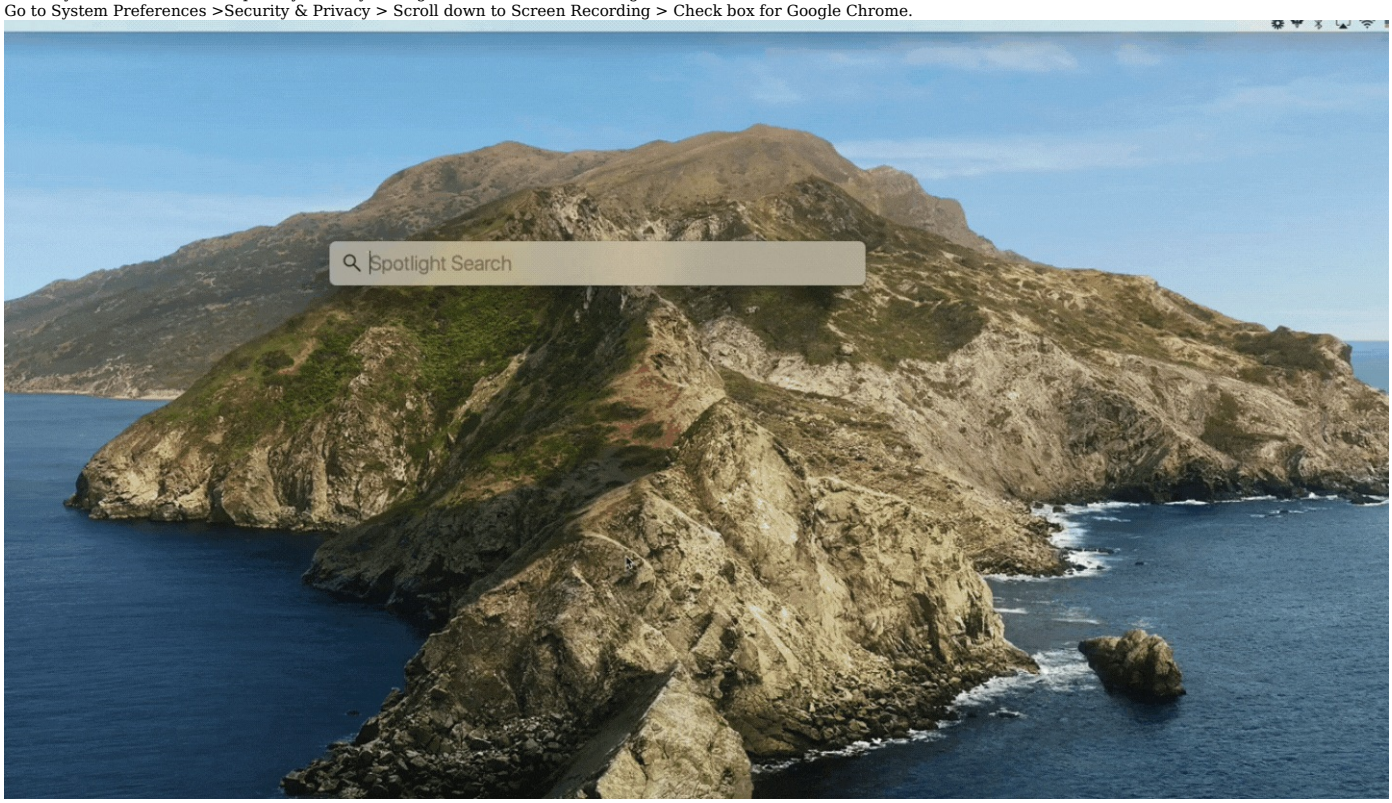
Speaker keeps getting "kicked out"

- This usually means the person has another window or tab with Welcome open. Have them close everything except the one instance of Welcome they are in. Please also make sure that your speaker does not share their account details or one-click link with anyone else.

Speaker's audio is giving a lot of feedback

- Mute everyone in the Green Room except the speaker to see if it continues. If it does, it's something causing feedback on the speaker's end (poor connection of mic, dying bluetooth headset, etc.). If it doesn't it's someone else in the Green Room, make sure no one happens to have another computer with the Welcome event running in the background where the noise might bleed in.
- Ask the speaker to use headphones or lower the volume of their speakers.

Speaker can’t screenshare

- Most screen sharing issues happen when a speaker is using Firefox or Edge. We recommend that anyone screen sharing uses Chrome.
- If on a Mac, you will need to check privacy/security settings to allow screen recording for Chrome.
  - Go to System Preferences >Security & Privacy > Scroll down to Screen Recording > Check box for Google Chrome.
  - 

When screen sharing, the speaker’s presentation takes up the whole screen and can’t see Welcome

- For the best experience screen sharing on Welcome, we recommend that speakers use a second monitor so they can see both their slides on one screen and the Welcome Platform on the other. If they are using PowerPoint, be sure they use slide show mode so that the Welcome screen shares their entire presentation from their second monitor. If they are using Keynote with a second monitor, they can avoid the presenter view by playing their slideshow using the "Play Slideshow in Window" setting in the Play tab.
- More in-depth walkthroughs are available here for one screen and two screens.

Speaker's screen sharing is pixelated

- The producer might need to “kick the screen share” out of the Green Room and have the speaker re-share it.
- Have them close all browsers and restart their computer.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Lounges and Breakout Rooms

Lounges and Breakout Rooms

- Note that you will not be able to use these without a working camera and microphone.
  - If you have an attendee having trouble, here is a tutorial on how to troubleshoot these potential camera/microphone issues.
- Depending on your event, lounges and/or breakout rooms might not be available. As a producer, you can set these up in the event dashboard (details on both here: Lounge Guide + Breakout Room Guide). When these are set up, don't forget to let your audience know about the photo booths .
- Please note that **lounges and breakout rooms cannot be recorded.** Additionally, the room chats are not available in analytics.

Lounges - A casual place for attendees to hang out with each other.

Breakout Rooms - Think of these as a more structured way to breakup attendees into smaller groups for live on-camera discussions. Breakouts can be automatically sorted or manually put together; plus producers can move people to different breakout rooms if needed. For a more detailed article please check out our Breakout Room Guide.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Lounges and Breakout Rooms

Lounges and Breakout Rooms

- Note that you will not be able to use these without a working camera and microphone.
  - If you have an attendee having trouble, here is a tutorial on how to troubleshoot these potential camera/microphone issues.
- Depending on your event, lounges and/or breakout rooms might not be available. As a producer, you can set these up in the event dashboard (details on both here: Lounge Guide + Breakout Room Guide). When these are set up, don't forget to let your audience know about the photo booths .
- Please note that **lounges and breakout rooms cannot be recorded.** Additionally, the room chats are not available in analytics.

Lounges - A casual place for attendees to hang out with each other.

Breakout Rooms - Think of these as a more structured way to breakup attendees into smaller groups for live on-camera discussions. Breakouts can be automatically sorted or manually put together; plus producers can move people to different breakout rooms if needed. For a more detailed article please check out our Breakout Room Guide.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Breakout Room Guide

Breakouts allow for magic moments to occur in a much more intimate environment. Breakouts are smaller personalized sessions with up to 16 attendees to engage and discuss with each other. In an event, you can have up to 50 breakout rooms per stage. Our breakout rooms allow events to become more engaging and, for lack of a better word, eventful.

Let's break down how to set up Breakouts to create these magic moments.

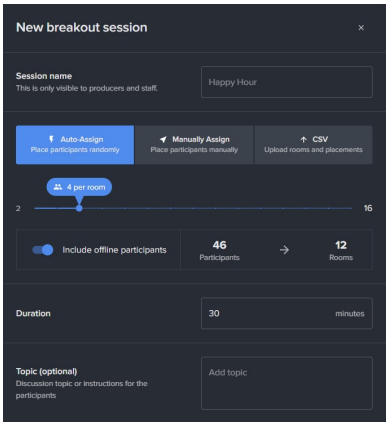
Table of Contents

- Enabling Breakouts
- Creating Breakout Rooms
- Navigating and Editing Breakout Rooms
  - Top Panel - Administrative Panel
  - Center Panel - Breakout Rooms View
  - Left Panel - Stage and Green Room
  - Right Panel - People Panel

Enabling Breakouts

- Go to Event Details in your Event Dashboard.
- Scroll to Event Customization, and at the bottom, check the box for Breakouts and click Save.
  - You can change the display name for breakouts at the top of the Event Customization.

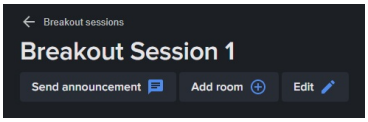
Creating Breakout Rooms



- At the top bar of the Control Room, click on Breakouts.
- To the right, click on New Session.
- Add Session Name.
  - Session Name will only be visible to producers and staff.
- Breakout Assignment - You have 3 choices "Auto-Assign", "Manual Assign", and "CSV".
  - Auto-Assign - will automatically generate rooms and assign them based on your attendees per room slider. You are able to choose if you want to include participants that are online at the time or to include offline participants.
    - **Speakers DO NOT get auto-assigned.**
  - Manual Assign - will create enough rooms for the number of total attendees. The producer will need to manually move attendees into the rooms.
  - CSV - Will create rooms and assign attendees based on the CSV. Please make sure to use our CSV format when creating rooms via CSV.
    -
- Adjust Duration based on your needs.
- Add a Topic, this is optional but having one can help drive an initial discussion.
- When everything is filled out properly click "Next" to generate the rooms.

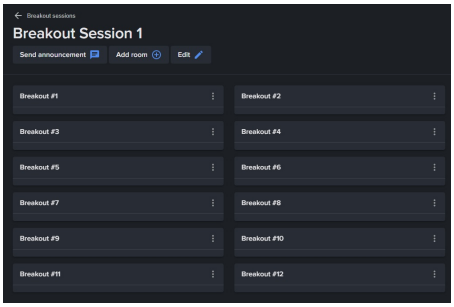
Navigating and Editing Breakout Rooms

Top Panel - Administrative Panel

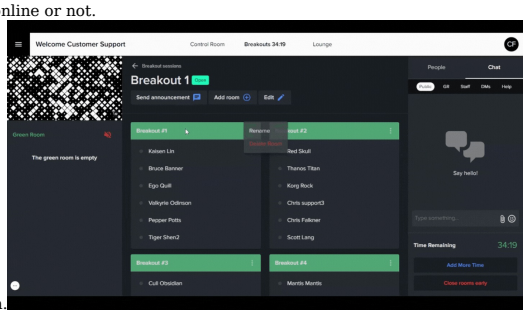


- Send Announcement
  - Sending an announcement will allow global communication to all attendees. This will be in the form of a pop-up at the top of the user's screen.
- Add Rooms
  - Clicking this button will add an empty room that you can manually assign attendees to.
- Edit
  - Session Name - allows changing the name of the session.
  - Upload new CSV - Allows uploading a CSV of the room arrangements after the fact. This is not available after you open the doors for Breakouts.
  - Duration - Adjust room duration. This is not available after you open the doors for Breakouts, but you are able to add time to the bottom left of the screen.
  - Topic - Edit the topic or instructions.
  - Delete - Remove the Breakout Session. This is not available after you open the doors for Breakouts.

Center Panel - Breakout Rooms View



- The dot to the left of the name will light up green to indicate if the attendee is online or not.



- You can click on an attendee and move them out of a room or into another room.
- Clicking on the 3 stacked dots at the top right of a breakout will allow you to rename the room or delete the room.

Left Panel - Stage and Green Room

- This panel will allow you to watch the stage and activity inside the Green Room.
    - You will be able to adjust your audio for the stage and Green Room with the sliders.

Right Panel - People Panel

- People Tab - Attendance
    - All Tab - This shows everyone registered for the event.
    - Online Tab - This shows everyone online actively during the event.
- Chat Tab - Communication
    - Public - Chat Attendees can use to interact with everyone.
    - GR - Chat only Green Room users can see. This includes Producers and Speakers.
    - Staff - Chat only for Producers.
    - DMs - Private Direct Messages to specific individuals.
    - Help - This chat is used for technical issues for all users.
- Open Rooms - Allows Attendees to enter the rooms and this button is replaced with the buttons below:
    - Add More Time
        - Allows you to add 1, 5, 10, and 15 minutes to the timer.
        - You can add a custom notification when extending the time.
    - Close Rooms Early
        - Allows you to close rooms early by 1, 2, 5, and 10 minutes.
        - You can add a custom notification when closing out rooms early.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

2/2/21

Mobile-viewing is now here!

Your attendees can join from anywhere using their mobile devices. They will simply need to register for your event and jump in using their smartphone or tablet to watch the mainstage live.

Viewing capabilities in Safari

Your attendees can also view your event using the Safari browser. Similar to the mobile-viewing experience, once registered, your attendees can open Safari and watch the mainstage live.

Download assets from your event dashboard

You can download your event assets by navigating to your event dashboard, clicking stage media and locating the download button beside the desired asset.

We've gone worldwide with multi-language support

We now offer the ability for attendees to customize language. From registration to the live event, we support various languages for the full attendee experience. Interested in this feature? Contact your Customer Success Manager for more details.

Set the mood of your event with music

Upload mp3's into your event and hit play as a speaker is getting introduced or just have it playing in the background, adjusting the volume levels as needed.

We've made breakout rooms even better!

Pre-load all attendees to specific breakout rooms and add additional time to an open breakout session. Check out this video to see all of the latest capabilities.

One-Click Registration Link Guide

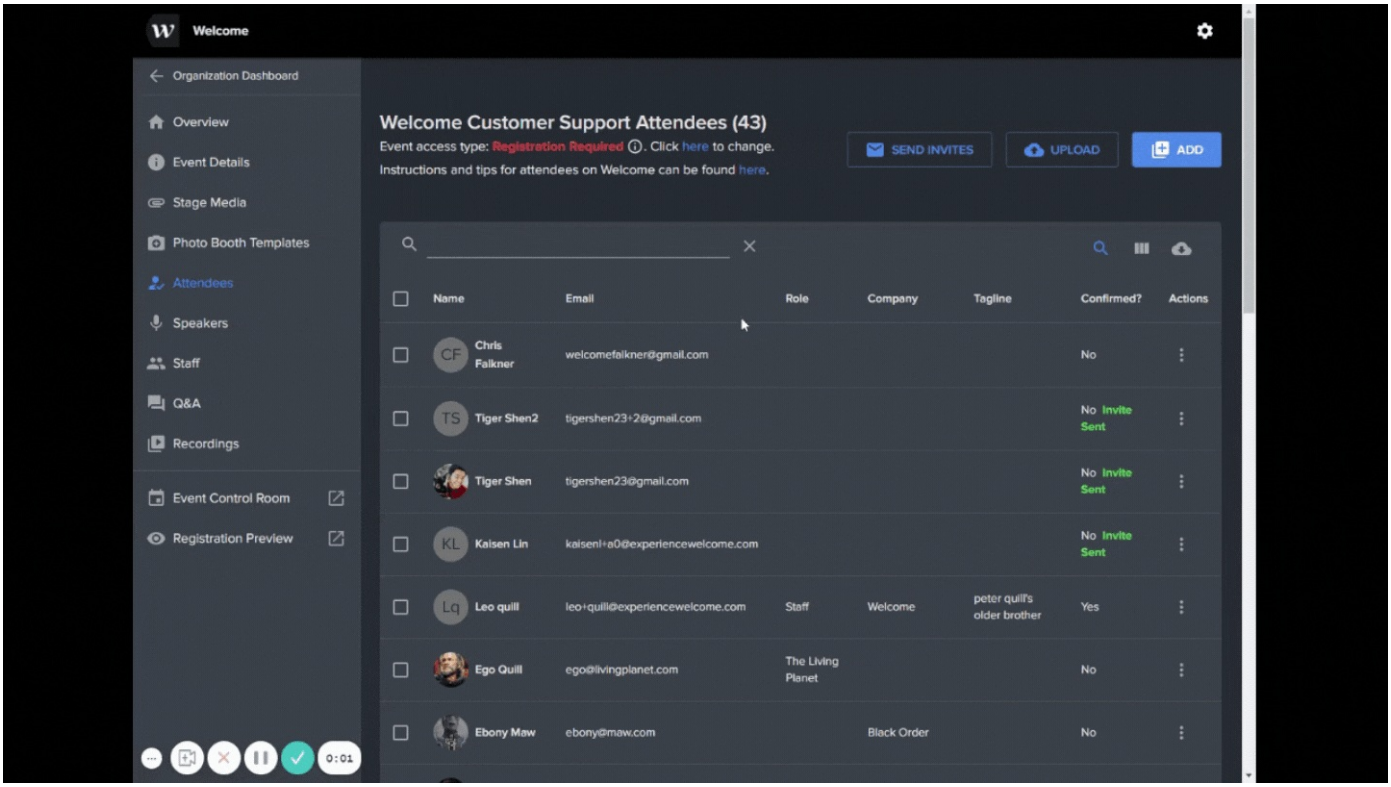
Our One-Click Links are a great way to get users into the event with the least amount of friction. Welcome makes it easy for you, the producer, to send them as a one-off to one person, to a group of people, and even be able to get the links and send them to your users in whatever personalized fashion you would like.

One thing to note about One-Click Links is if it is generated before their associated event ends, the link will expire two weeks after the event ends.

Table of Content

- Sending an Individual One-Click Registration Link
- Sending a One-Click Registration Link to a Group
- How to Get a Copy of One-Click Links

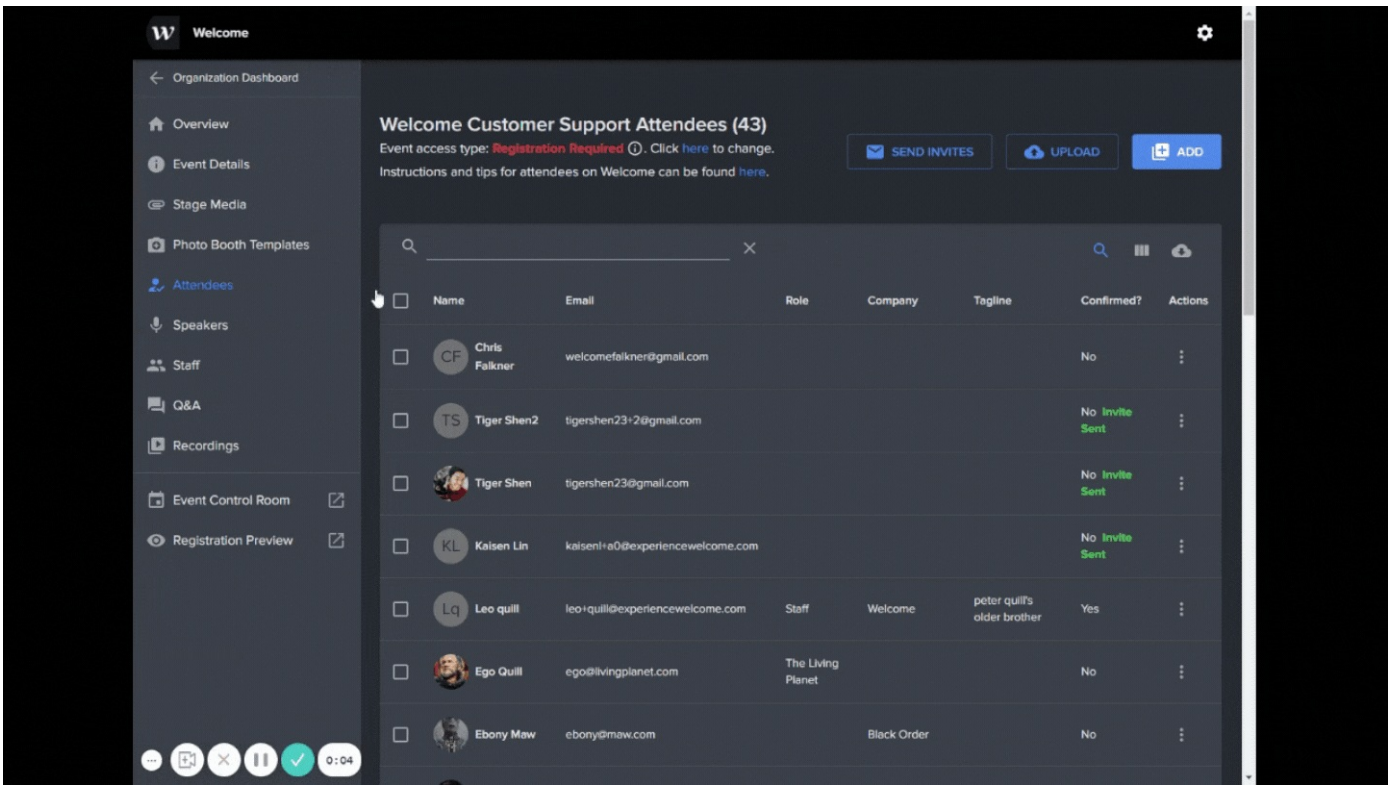
Sending an Individual One-Click Registration Link



1. In your event dashboard, go to either Attendee, Speakers, or Staff depending on the title of the individual you are looking to send the link to.
2. Search for the individual by either using the search field at the top or scrolling through the list.
3. Once you have found the individual, click on the stacked three dots on the right in the Actions Column.
4. Click "Send One-Click Registration" and a pop-up will appear in green at the top right stating it has been sent.

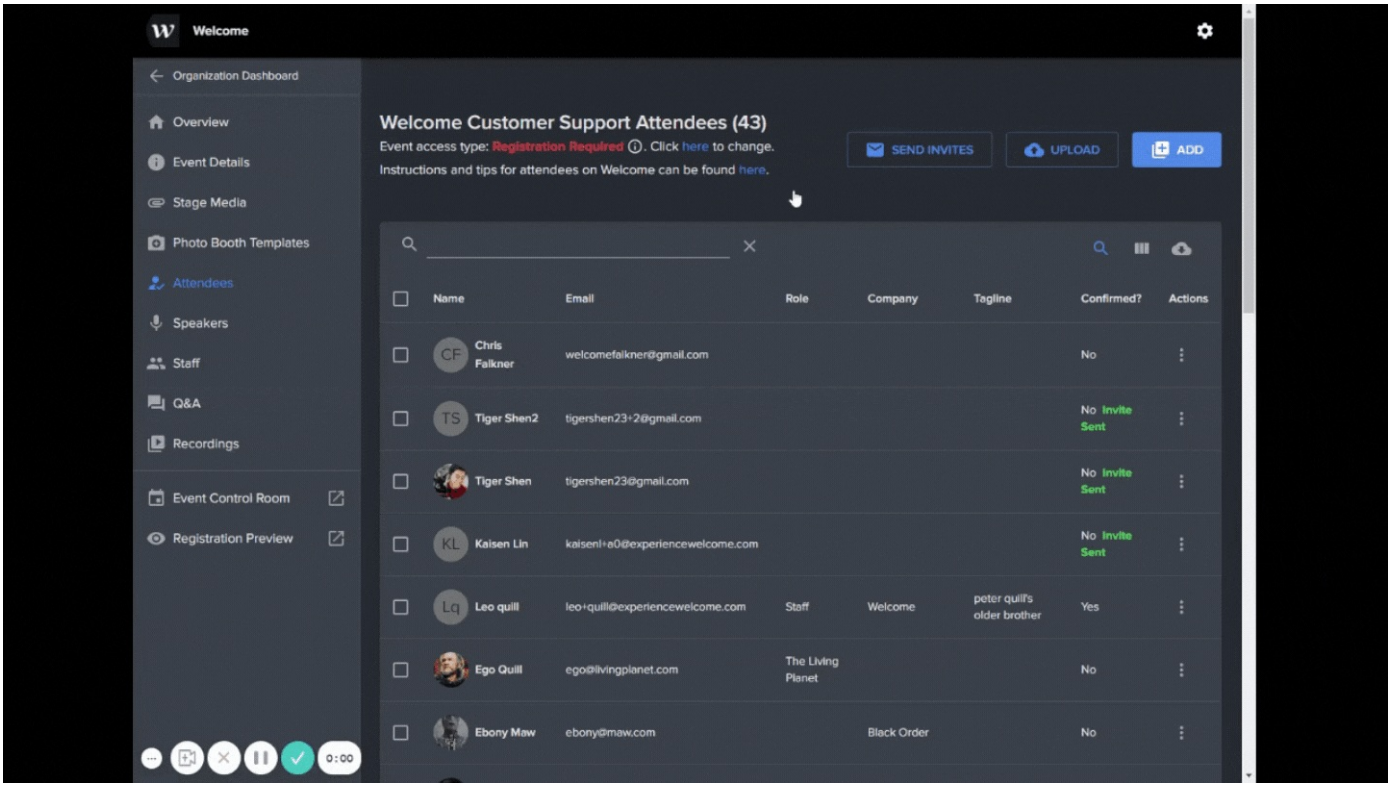
Sending a One-Click Registration Link to a Group

Send One-Click Link to All



1. In your event dashboard, go to either Attendee, Speakers, or Staff depending on the title of the individuals you are looking to send the link to.
2. At the top right, you will see a button "Send Invites".
3. Click on the button and then click "Send Invites" in the pop-up to confirm.
4. This will send emails to all **Unconfirmed** user

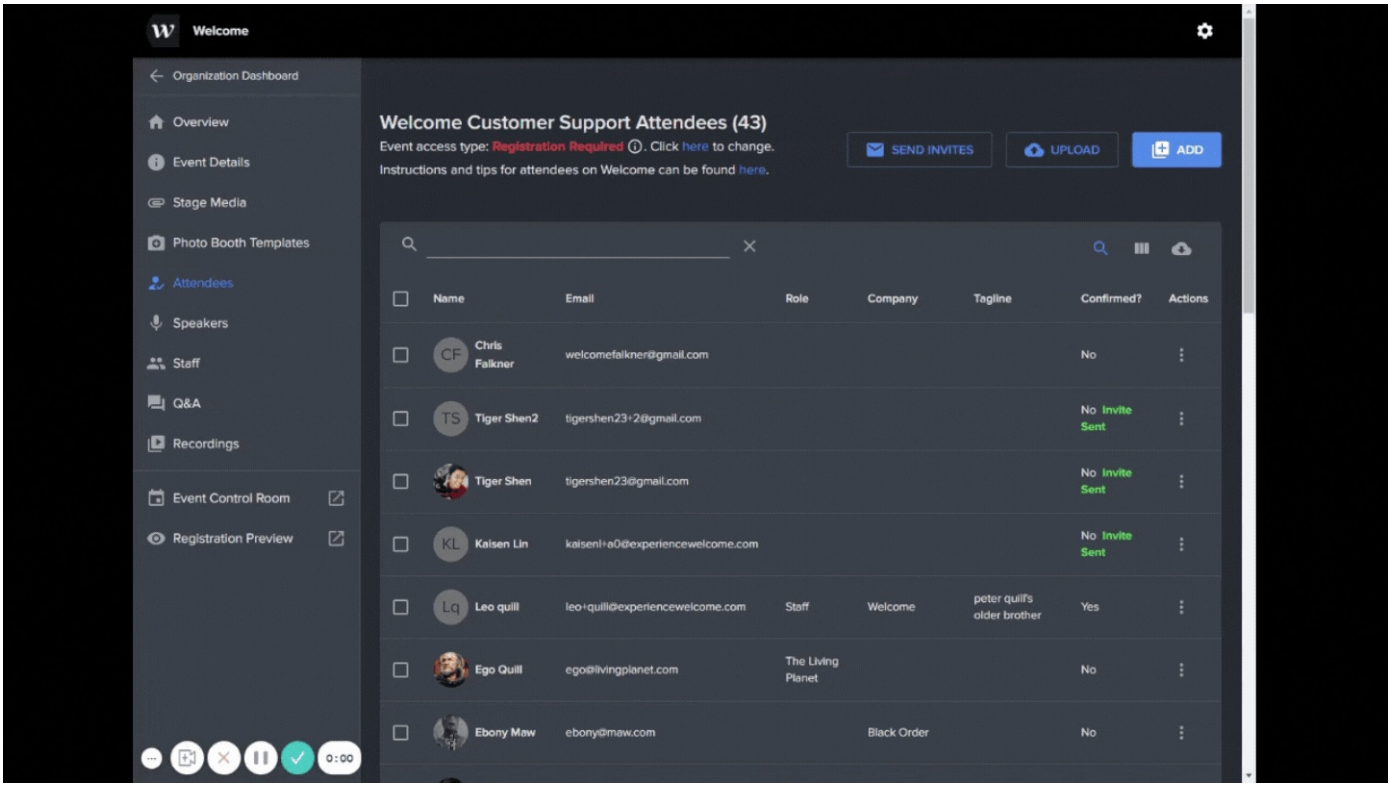
Send One-Click Link to a Specific Group



1. In your event dashboard, go to either Attendee, Speakers, or Staff depending on the title of the individuals you are looking to send the link to.
2. Check the boxes to the left of the user accounts you would like to send One-Click Links to
   - You will not be able to the search bar; you will need to scroll through the list of people.
   - At the bottom, you can expand the list view to up to 100 people.
3. Once you have selected the individuals, scroll towards the top, and you should see a button "Send Invite(s)" to the left of a trash can.
4. Click on the button and then click "Send Invites" in the pop-up to confirm.

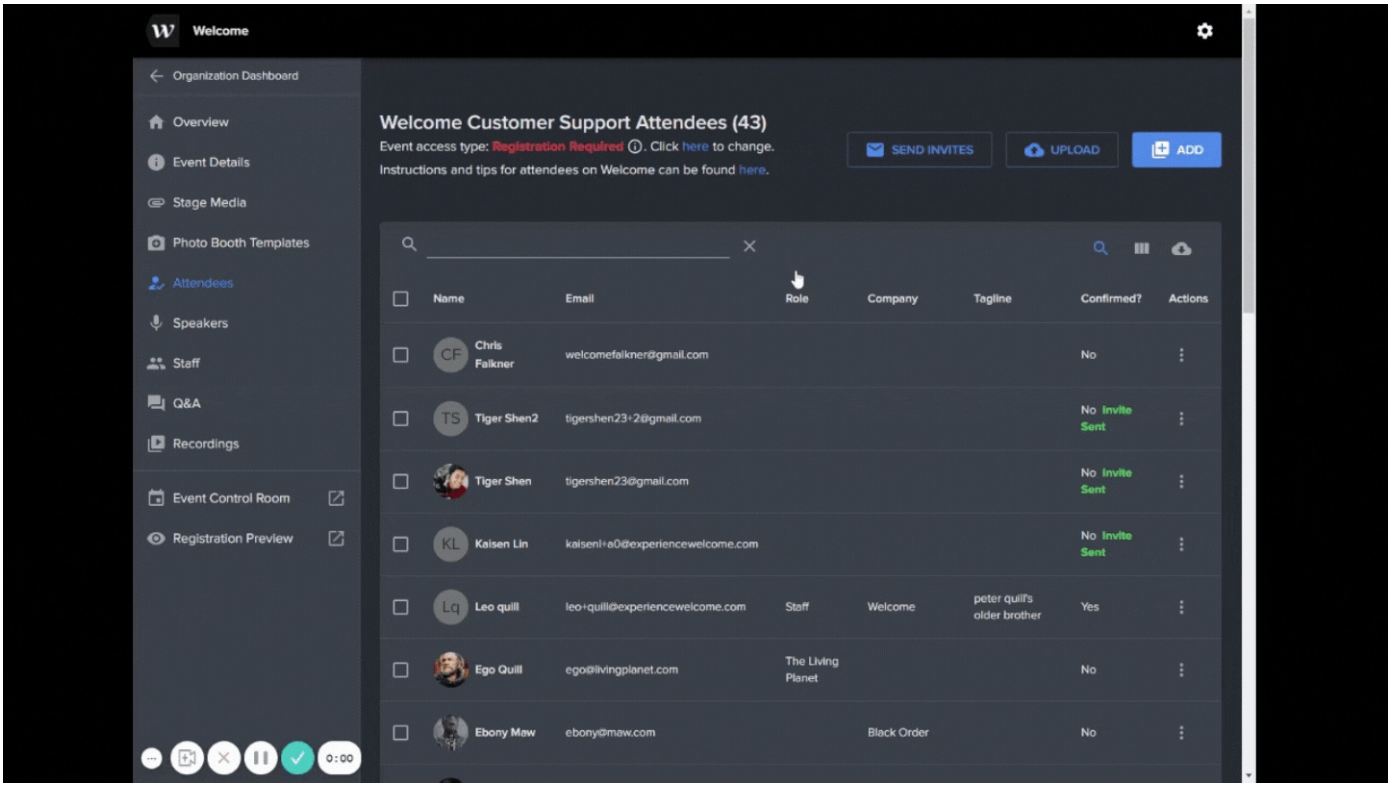
How to Get a Copy of One-Click Links

Individual Link



1. In your event dashboard, go to either Attendee, Speakers, or Staff depending on the title of the individual you are looking to send the link to.
2. Search for the individual by either using the search field at the top or scrolling through the list.
3. Once you have found the individual, click on the stacked three dots on the right in the Actions Column.
4. Click "Copy One-Click Registration Link" and a pop-up will appear in green at the top right stating it has been copied.

Group of Links



1. In your event dashboard, go to either Attendee, Speakers, or Staff depending on the title of the individual you are looking to send the link to.
2. On the right above the list of individuals, you will see a cloud with a down arrow.
3. Click it, and you will download a CSV file of all your users, and inside the CSV will have a column for each user, One-Click Link.

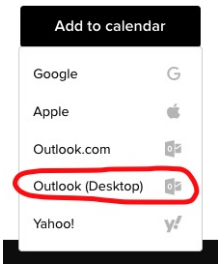
Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

2/11/21

Add Calendar Now Includes Outlook Desktop

We've made our "Add to Calendar" function a little bit easier for Outlook users. Now, attendees will have the choice to choose between Add to: Google, Apple, Yahoo, ***Outlook.com and Outlook (Desktop)***.



Customize the name of the registration button on event landing page

You've asked and we've listened! To make it easier for your attendees to navigate the Welcome landing page, you can now modify the name of the registration button to your own customized language - name it "Check In", "Click Here", etc.

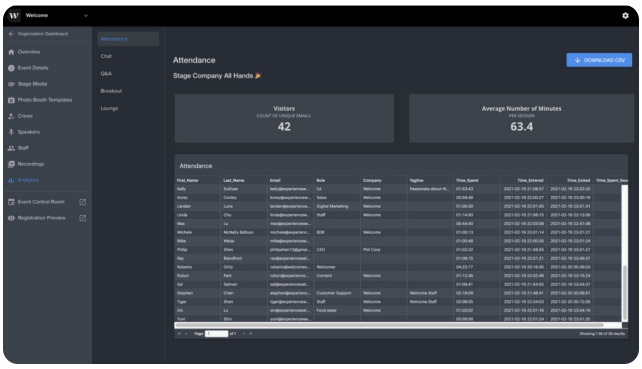
See how to do it here.

3/1/21

With spring on the way, we've been busy brewing up some new and exciting product features. Read on to find out how we are improving the producer experience and helping your team capture data to measure your event's success on Welcome.

A one-stop shop for all things analytics

We're thrilled to bring you V1 of Welcome's built-in analytics dashboard. It's a self-serve tool that lets you fetch data quickly and automatically—which means you no longer need to nudge our team for every metric (that's a win-win!). After every event, you can view and download all of your event data including attendance, breakouts, lounges, chat, Q&A, and more.



Email Allow List by domain

Email Allow List is no longer limited to a CSV upload; you can now set up an allow list by domain. Simply navigate to your event details, choose *Email Allow List* option and add a specific domain (i.e. "@experiencewelcome.com"). This will give anyone with that email domain the ability to register for your event.

All of your one-click registration links in CSV
Accessing all of your attendees' one-click registration links in one place is now simpler than ever. You can download a .csv file of all your attendees' custom links from the event dashboard, making it easier for you to include them in your personalized event invitations. They will also be available for two weeks instead of one!

Facebook Streaming Guide

Highlights

- The streaming server will start preparing 1 hour before the event, so producers must ensure that the start/end time are set correctly. Please note that if you are changing your event's times you must leave a 15-minute gap to allow the streaming server time to kick in.
- Streaming to your chosen services will start when you open your event doors and stop when you close them.
- When doors open, they will no longer be able to modify stream settings.
- The stream will be a **view-only** experience.
  - Viewers at Streaming sites will not be able to
    - View the Welcome chat interface, including Chat, Q&A, Polls, and People
    - See or participate in Lounges or Breakouts
  - Youtube, Twitch, Facebook, and any other 3rd party will have their own chat and settings, which Welcome cannot see or get data from. You will need to access those platforms to make edits and collect data from them.
- Streams will have a short delay from the live event. This delay is typically between 10-20 seconds.

Setting Up Facebook Stream

1. Get your stream key from Facebook following these instructions
   1. Go to https://www.facebook.com/live/create
   2. Click **Create Live Stream**
   3. Choose where you want to post your live broadcast
   4. Select **Use a persistent stream key** if you want your stream key to be permanent. If this isn't selected, you won't be able to use this stream key again after the stream ends.
   5. Scroll to the bottom to Live Stream Setup
   6. Copy Stream Key
2. Go to streaming as a producer in the Welcome Event Dashboard
3. Press + **Add Stream**
4. Select **Facebook**
5. Enter/Paste Stream key from Facebook
6. The stream will begin when you click **Open Doors** for the event

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Custom RTMP Streaming Guide

Highlights

- The streaming server will start preparing 1 hour before the event, so producers must ensure that the start/end time are set correctly. Please note that if you are changing your event's times you must leave a 15-minute gap to allow the streaming server time to kick in.
- Streaming to your chosen services will start when you open your event doors and stop when you close them.
- When doors open, they will no longer be able to modify stream settings.
- The stream will be a **view-only** experience.
  - Viewers at Streaming sites will not be able to
    - View the Welcome chat interface, including Chat, Q&A, Polls, and People
    - See or participate in Lounges or Breakouts
  - Youtube, Twitch, Facebook, and any other 3rd party will have their own chat and settings, which Welcome cannot see or get data from. You will need to access those platforms to make edits and collect data from them.
- Streams will have a short delay from the live event. This delay is typically between 10-20 seconds.

Setting up Custom RTMP Stream

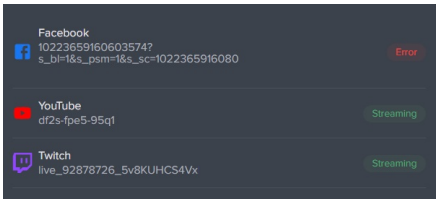
1. Follow the instructions from your RTMP service that allows you to obtain the RTMP URL and a Stream Key
2. Go to **Streaming** as a producer in the Welcome Event Dashboard
3. Press + **Add Stream**
4. Select **Custom**
5. Enter/Paste Stream URL and Stream Key from your RTMP service
6. The stream will begin when you click **Open Doors** for the event

Still need help?

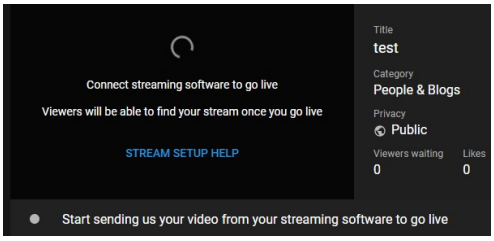
If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Troubleshooting Streaming

When errors occur it can be a real bummer. If you are receiving an error for your streams follow these steps:



- Check if the streaming service enabled and active
  - Some streaming services will let you know that it is waiting for you to connect. If you see that then you are active



  - If you do not see your streaming service is enabled then you will need to follow the streaming services instructions to get to that point

If the streaming service is active next thing to check is if your Stream Keys and Stream URL are correct.

- Head over to the Event Dashboard Streaming tab and check the key and URL for that streaming service
  - If **Incorrect**
    - Close the event doors
    - Edit or Delete the existing entry by clicking on the 3 stacked dots on the right
    - Enter/Paste the correct information
    - Open the event doors
    - The stream will re-initialize which can take 20 - 30 seconds
  - If **Correct**
    - Close the event doors
    - Wait 10 to 15 seconds
    - Open the event doors
    - The stream will re-initialize which can take 20 - 30 seconds
    - If error appears again reach out to Welcome Tech Support support@experiencewelcome.com

Inactive streams (more than 15 minutes of idle time) will time out even if content starts streaming after. You will need to restart the stream in this case by closing and then opening the doors.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com

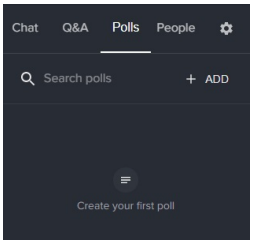
Polls Guide

Creating an engaging virtual event can be tricky and here at Welcome we want to give you the tools to create jaw dropping experiences. The use of Polls can facilitate engagement at anytime of an event and transform an environment of observation into participation.

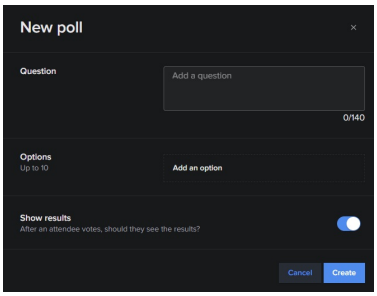
Table of Content

- Creating a Poll
- Managing Polls
- Open Polls
- Closed Polls
- Things to be Aware Of
- Poll Data

Creating a Poll

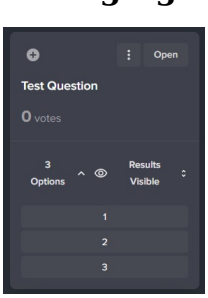


- The Search Field at the top will only search for poll titles
- You can add up to 20 unarchived polls per stage



- Steps to Create Poll
  1. On the right side of the screen click on the Polls tab
  2. Click Add, to create a new poll
  3. Fill out the pop up fields
     - Question - is limited up to 140 characters
     - Options - you can either select create up to 10 options 30 characters each OR up to 5 options 60 characters each
     - Show/Hide Results Toggle - option to show or not show poll results to attendees
  4. Click Create at the bottom right when finished

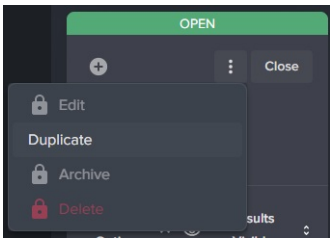
Managing Polls



- At the top you have 3 options

    - + sign to add poll to stage
    - Three stacked dots
        - Edit - allows modification to the Question, Options, and Show Results
        - Duplicate - It will duplicate all the poll settings and essentially create a new poll (in the closed status). Its created and added to the top of the polls list like other new polls are.
        - Archive - will be available in the post-event data
        - Delete - will remove the polling data from our system
    - Open - Opens voting to the attendees
- Two middle options
    - On the left, you can minimize/maximize poll options shown
    - On the right, allows you to swap Results Visibility

Open Polls



- Voting cannot be retracted once submitted. Clicking on an option is a submission
- Once you open a poll, your poll options change and you are no longer able to Edit, Archive, or Delete while it is open for voting
- Results. Attendees can always see their votes but results will be shown or not based on producer setting
- On Stage polls will redirect the voting to the stage to be clicked on instead of the Polls tab

Closed Polls

- After you have closed the poll, you will not be able to Edit or Delete but, you may Duplicate and Archive the poll
- You are also able to re-open the poll back up for further voting

Things to be Aware Of

Things that work

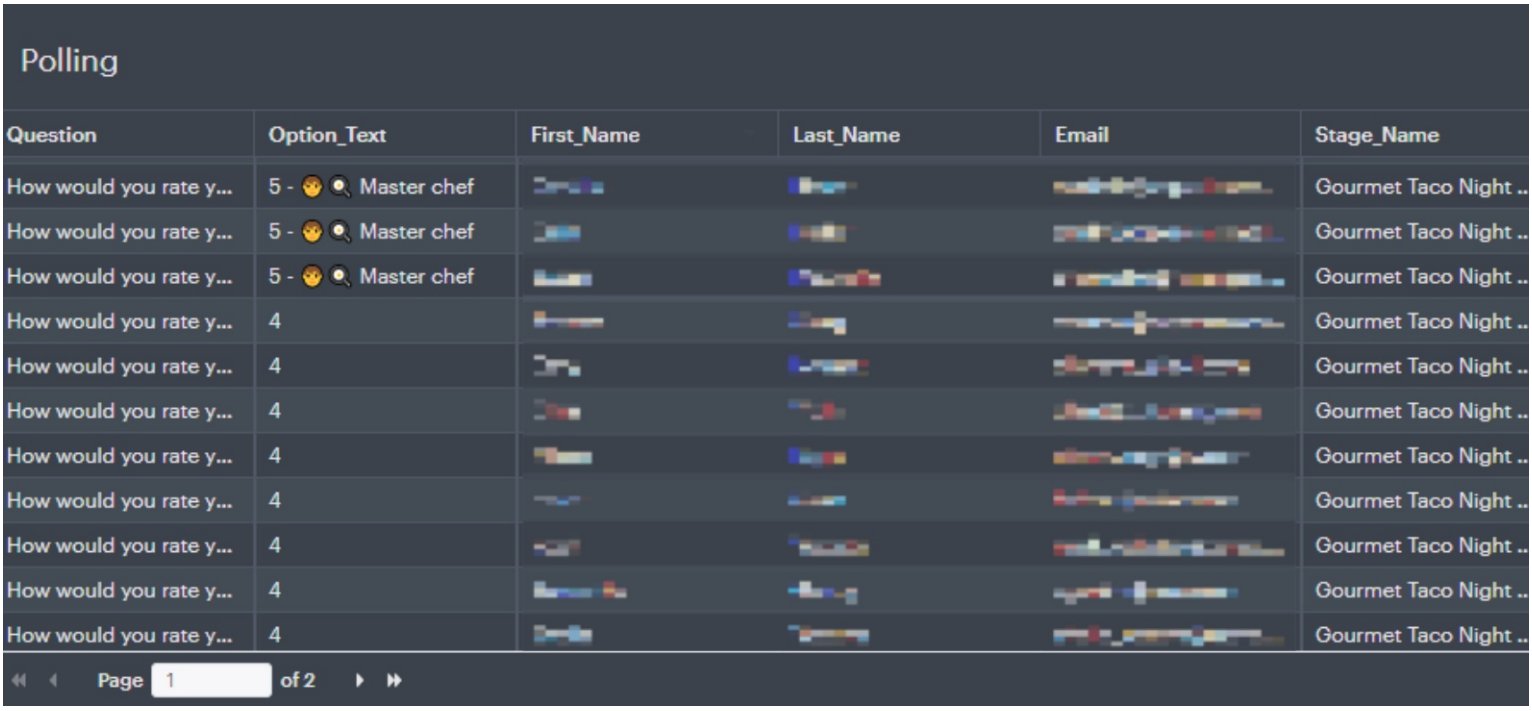
- Polls can be on stage with 4 speakers
- Polls can also be on stage with pre-recorded video

Things that don't

- Screen sharing does not work with Polls at the same time
-

Poll Data

You can access your polling data in your Event Dashboard under the Analytics tab on the left. In the tab you will have the option to download a CSV of the data set.



Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Streaming Out - General Guide

Highlights

- The streaming server will start preparing 1 hour before the event, so producers must ensure that the start/end time are set correctly. Please note that if you are changing your event's times you must leave a 20-minute gap to allow the streaming server time to kick in.
- Streaming to your chosen services will start when you open your event doors and stop when you close them.
- When doors open, they will no longer be able to modify stream settings.
- The stream will be a **view-only** experience.
    - Viewers at Streaming sites will not be able to
        - View the Welcome chat interface, including Chat, Q&A, Polls, and People
        - See or participate in Lounges or Breakouts
    - Youtube, Twitch, Facebook, and any other 3rd party will have their own chat and settings, which Welcome cannot see or get data from. You will need to access those platforms to make edits and collect data from them.
- Streams will have a short delay from the live event. This delay is typically between 10-20 seconds.
- Please be aware that an inactive stream will time out in Welcome after about 30minutes. To restart the stream, please close and then open the doors.

Basic Streaming Guide

This will guide go through the basics of the Streaming section in the Welcome Event Dashboard. For platform-specific instructions check out the following articles:

- Twitch
- Youtube
- Facebook
- Custom RTMP

Adding a Stream

1. Get your stream key from your streaming service
2. Go to the **Streaming** section in the Welcome Event Dashboard (this is only available to producers)
3. Press + **Add Stream**
4. Select your streaming service
5. Enter/Paste **Stream Key**
6. The stream will begin when you click **Open Doors** for the event

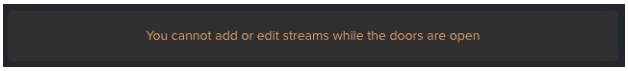
A couple of notes:

- If a producer tries to add more than 5 RTMP streams, the **Add Stream** button becomes disabled and won't be able to add any more.

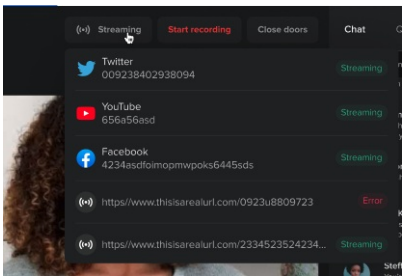
- A producer can choose to add multiple streams from the same stream URL. e.g they can add multiple Youtube streams.

Going Live

When the doors open, the stream will start to initialize and begin. This can take 20 - 30 seconds. Producers are not able to modify any of the streaming settings while the doors are open. All streaming settings become read-only. Closing the doors will close the stream and the settings become editable.



Producers will start to see their streams come online right from the control room.



If there are any errors, it will show an error-tag on the stream that has issues. It will be up to the producer who set up the streams to determine what they got wrong with the Stream URL or Stream Key. You can read our Troubleshooting article for general guidelines.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Twitch Streaming Guide

Highlights

- The streaming server will start preparing 1 hour before the event, so producers must ensure that the start/end time are set correctly. Please note that if you are changing your event's times you must leave a 15-minute gap to allow the streaming server time to kick in.
- Streaming to your chosen services will start when you open your event doors and stop when you close them.
- When doors open, they will no longer be able to modify stream settings.
- The stream will be a **view-only** experience.
  - Viewers at Streaming sites will not be able to
    - View the Welcome chat interface, including Chat, Q&A, Polls, and People
    - See or participate in Lounges or Breakouts
  - Youtube, Twitch, Facebook, and any other 3rd party will have their own chat and settings, which Welcome cannot see or get data from. You will need to access those platforms to make edits and collect data from them.
- Streams will have a short delay from the live event. This delay is typically between 10-20 seconds.

Setting Up Twitch Stream

1. Get your stream key from Twitch following these instructions
   1. Go to your Creator Dashboard
   2. On the left toolbar Click **Settings** > **Stream**
   3. On the right at the top, you will see Primary Stream Key
   4. Click **Copy** to the right of the key
2. Go to **Streaming** as a producer in the Welcome Event Dashboard
3. Press + **Add Stream**
4. Select **Twitch**
5. Enter/Paste Stream key from Twitch
6. The stream will begin when you click **Open Doors** for the event

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Youtube Streaming Guide

Highlights

- The streaming server will start preparing 1 hour before the event, so producers must ensure that the start/end time are set correctly. Please note that if you are changing your event's times you must leave a 15-minute gap to allow the streaming server time to kick in.
- Streaming to your chosen services will start when you open your event doors and stop when you close them.
- When doors open, they will no longer be able to modify stream settings.
- The stream will be a **view-only** experience.
  - Viewers at Streaming sites will not be able to
    - View the Welcome chat interface, including Chat, Q&A, Polls, and People
    - See or participate in Lounges or Breakouts
  - Youtube, Twitch, Facebook, and any other 3rd party will have their own chat and settings, which Welcome cannot see or get data from. You will need to access those platforms to make edits and collect data from them.
- Streams will have a short delay from the live event. This delay is typically between 10-20 seconds.

Setting Up Youtube Stream

1. Get your stream key from Youtube following these instructions

    1. In your Youtube Studio click on **Create > Go Live** at the top right corner
    2. A pop up will appear asking if you want to stream now or later
    3. Click Start for Right Now > Click **Go for Streaming Software**
    4. Under Stream Setting > Stream Key > Click the **Copy** button
2. Go to **Streaming** as a producer in the Welcome Event Dashboard
3. Press + **Add Stream**
4. Select **Youtube**
5. Enter/Paste Stream key from Youtube
6. The stream will begin when you click **Open Doors** for the event

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

3/24/21

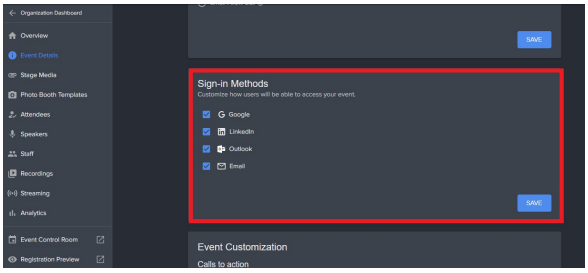
More Interactivity with Integrated Polling

It’s finally here! Our integrated polling feature gives you more ways to interact with your attendees. You can create multiple polls at once, and participants can choose their answers on the new Polls Tab or even directly on the stage for an immersive virtual experience. You can view live results in real time or wait until the poll closes to reveal the results.

See what it looks like here.

Choose How Participants Register for Your Next Event

You now have the ability to select how your attendees register for your events. Choose between only Google, LinkedIn, Outlook or Email, or enable all. Simply navigate to your event dashboard to choose the sign-on method that works best for you and your participants.



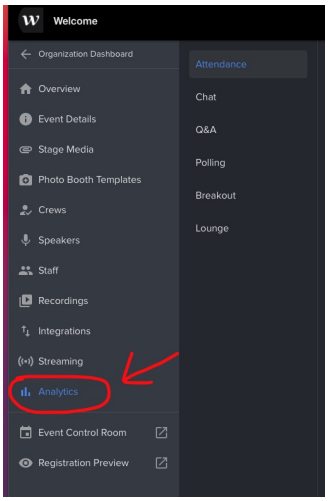
Moderate Q&A Questions

You now have the control over your Q&A content with our latest moderation feature. Review questions as they come in and only show questions that you approve of.

See how to do it here.

Where can I get data for my event?

Please navigate to the analytics section of your event dashboard.

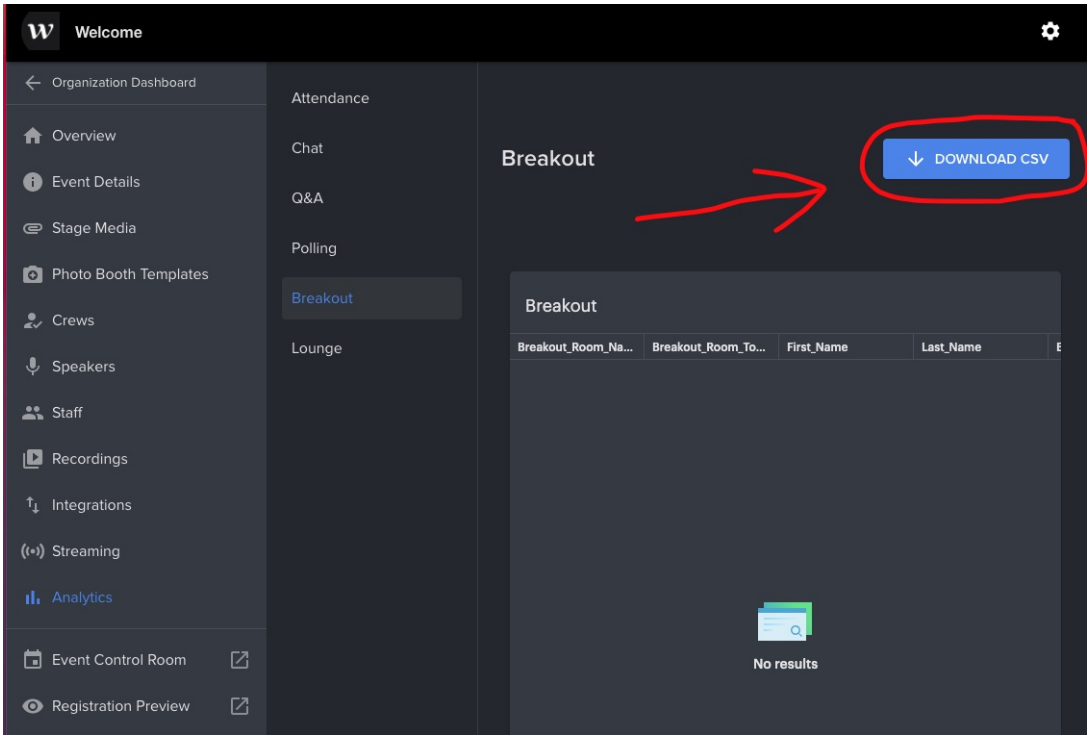


The analytics will update around 90 minutes after your event.

The following data is currently displayed

- Attendance
- A complete chat transcript
- The Q&A
- Polling
- Breakouts
- Lounges

All of the data can be downloaded in individual CSV files. A link is provided on the top right hand corner.



Please note that multi track event data is NOT yet supported. Please email us at support@experiencewelcome.com for a complete report.

Graphic Templates and Examples

Having the right graphics and overlays can really elevate your event from something run of the mill to jaw-dropping. We want to give you the tools so that your audience feel like they are attending something memorable and not just another zoom meeting.

To do that we have a collection of designs to give you inspiration

- Blue Figma Template
- Orange and Blue Figma Template
- Purple Figma Template
- Black Figma Template
- Colorful Figma Template
- Photobooth Template (Turn on Rulers by pressing "Shift + R" to see guides)

We also want to equip you with templates so when you are creating your assets it is with the right parameters.

- Bubble Size for Screenshare
- Stage Templates with Different Speaker Sizes
  - Please note the aspect ratio changes when going from 1 person on stage to 2 people, 3 people, etc all the way to 8 people maximum.
- Overlay Guide and Template in Keynote
- Overlay Guide and Template in Google Sheets

You can also refer to our articles on how to create your own overlays.

- Creating Overlays in Keynote
- Creating Overlays in Google Slides

How to Export From Figma

After you click on one of our Figma links it will ask you to create an account, please do so.

Export in Bulk

1. On the right sidebar, you will see an Export button
2. It will ask you to confirm your selection with a pop-up
3. Confirm your selection and click the "Export" button at the top right

Export Individual

1. Select the asset you want to export (make sure to click the asset title to select the full asset)
2. On the right sidebar, scroll to the bottom until you find Export
3. Click Export, it will download the asset right away

Lounge Guide

Lounges is a casual area of the event where users can get together and engage with each other at a more personal level. They can also be used in other ways such as sponsored booths where users can drop in to learn more.

Highlights

- Lounges have a max capacity of 16 participants and 500 watchers.
  - Participants can screen share but only one screen share at a time.
  - Access to the Photobooth.
    - Photobooth templates can be preloaded in the Event Dashboard that will apply to all rooms created.
  - Participants can choose to "back out" and become a Watcher once inside the lounge room.
  - You can create up to 100 total rooms.
- Watcher mode - Let people observe the lounge once it’s full of participants or if they prefer to watch and not participate on camera. They’ll be able to see and hear the users on camera and interact with the lounge chat.
  - By default it is disabled, but you can enable it when creating lounges.
  - Allows attendees to jump into a room for a view-only experience.
  - Max capacity of 500 watchers per lounge room.
  - If a participant spot opens up in the lounge room, an option to join becomes available.
  - Access to room chat and call-to-action button.

Table of Contents

- How to Create Lounges
- Managing Lounge Rooms
- Individual Room Management
- The Inside of a Lounge Room

How to Create Lounges

1. In the Control Room **Click Lounge** at the top bar. Please note that this title can be changed and may show differently.
2. Click **Add Rooms.**
3. Fill out the fields
   - Name - Title of the rooms
   - Topic - Purpose of the room
   - Description - Details about the room to help drive discussion
   - Number of Rooms
   - Max Participants Per Room - 2 is the minimum and 16 is the max
   - Allow Watchers - This allows up to 500 users to watch the lounge without being on camera. Please note, that you are unable to change this setting while the Lounges are open.
   - Customization
     - Call to Action Text - Custom button label
     - Call to Action Link - Link that will drive participants to external URLs for post-event engagement
     - Color - Uses Hex codes; use this link for codes
     - Logo - Keep logos 200x200 dimensions
4. Click **Add Rooms**

Managing Lounge Rooms

- Open Lounge - This will open up lounges to be accessible by attendees. The button will change to Close Lounges and on the left, you will see it say Lounge is OPEN.
  - Duration (Optional) - Set a timer for lounges to auto-close.
- Close Lounge - This will close the lounge session and remove attendees from the rooms.
  - Close Lounge (in X minute/s) - Set 0, 1, 2, 5, or 10 min timers to close lounges.
  - Announcement - Send a customized notification of closing lounges.
- Send Announcement - Send a customized message to all the lounges.
- Search Bar - Lounge rooms by name or topic.
- Add Rooms
  - You can create up to 100 rooms in total.
  - When the Lounges are open you can only add up to 10 rooms at a time to the 100 room capacity.
- Clear Rooms - Will delete all rooms and is **irreversible.**

Individual Room Management

- Arrow on the left side of the room - Expands and collapses the event details. When OPEN, it will display users in the room.
- 3 stacked Dots - Expands room options on the right side of the screen.
  - Edit - Options are the same as when you created the rooms.
    - Additionally, you can upload Photobooth templates specific to this room.
  - Duplicate - Duplicate the room settings.

        - If Lounges session is open, this function does not work with watch-enabled rooms.
    - Join - This allows you to join as a participant.
    - Watch - This allows you to join as a Watcher.
    - Delete - Permanently removes the room.
        - (Optionally) Check the box to "Delete all rooms with topic".

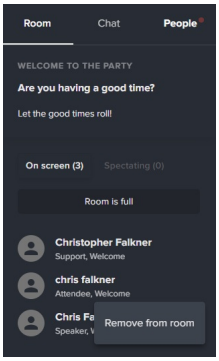
The Inside of a Lounge Room

As an Attendee, when joining a room that is not full, you will be joining as a Participant. You will need to have the browser permissions for audio and video to be allowed. If the room is full and Watch mode is enabled you will be able to join as a Watcher. Watcher is a view-only experience and the only interaction you can have is through the Room Chat. Let's break down what the options will be as a Participant vs a Watcher.

Main Section

- Participant
    - Photo Booth - This will allow users to jump into a photo booth as you would see at parties, events, and large social gatherings. Images can be captured of the new friends that you have made.
    - Present - This will allow the person to screen share. This is limited to only 1 screen share at a time.
    - A/V Controls - This allows the changing of microphone and video settings.
    - A/V Mute Controls - Controls to mute your own microphone and hide the video.
    - Watch - Swap over to a watch mode.
    - Leave Room - Leaves the lounge.
- Watcher
    - Join - This button will appear when a participant spot opens up in the room and you can join the room instead.
    - Leave Room - Leaves the lounge.

Right Side Panel - This will be the same for both types of users



- Room Details - Customization details will be listed here.
    - List of users by who is on screen and who is watching.
        - Producers and Speakers can kick people from the room by clicking the stacked 3 dots on the right of the person.
    - Display if participant spots are available.
    - Option to direct message individual users.
    - Call to Action button at the bottom for post-event engagement.
- Chat - Functions are largely the same except, a Room tab is available specific to the Lounge room you are in.
    - Watchers will also have this chat and this is the only way for them to interact with the room.
- People - No additional functions for this tab.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

I Can't See My Video Fix with VLC

In some cases, certain video players such as Quicktime and Windows Media Player are unable to play the MP4 recordings of the event. This is due to those players do not support all MP4 codecs. We recommend using VLC Media Player as it supports a larger range of video codecs.

We have a solution for this, it will require you to re-encode the video. You will need to download and install VLC Media Player

1. Open **VLC Media Player**
2. **Click Media** and select **Convert / Save**
3. Click the **Add** under File Selection tab
4. Select the file to convert
5. At the bottom right Click **Convert / Save**
6. In Profile, Select **Video - H.264 + MP3 (MP4)**
7. At Destination, Click **Browse**
8. Choose where you want the new file to go and the name you want for it. Click **Save** when finished
9. Click **Start** at the bottom right
10. Encoding will take time depending on the quality of your computer hardware and size of the video. Due to the resource intensive nature of encoding you may experience some slowdown on your computer and it might be wise to leave in alone and come back later.

Still need help?

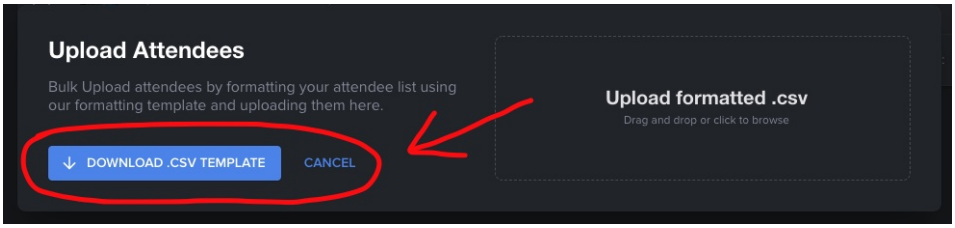
If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com

CSV Uploads and Downloads (Attendees/Speakers)

Uploading and downloading CSV files is a great way to collect bulk amounts of data about your attendees and speakers.

Uploading CSV

1. Make sure to format the CSV exactly how our template shows (attached at the bottom of this article and also within the Welcome platform. Columns in the wrong place will cause errors.



	A	B	C	D	E	F	G
1	Email	First Name	Last Name	Role	Company	Tagline	Profile Photo
2	elon@tesla.com	Elon	Musk	CEO	Tesla	I make rockets	https://upload.wikimedia.org/wikipedia/commons/e/ed/Elon_Musk_Royal_Socie
3							
4							
5							

2. **Email, first name, and last name are required fields. You can leave the other sections blank.**

3. Please note the character limits for each column.

- Email: none
- First Name: none
- Last Name: none
- Role: 100 character maximum **(Be careful here as this part is often too long)**
- Company: 100 character maximum **(Be careful here as this part is often too long)**
- Tagline: 70 character maximum
- Profile Photo: none

4. Please note that we only accept 2000 rows (people) to be uploaded at a time. **If you have more than 2000 rows you will need to break up the CSV** and upload them separately.

5. Please note that we have a 100-user limit for Speaker uploads.

6. If there are duplicates in the CSV they will be skipped over. In other words, they will only show up once.

7. Uploading a CSV will not override what is already in the list. In other words, uploading a CSV will not delete anyone from the list who is already there.

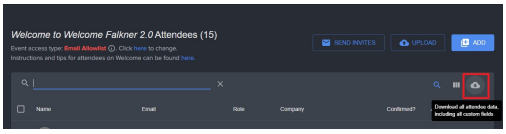
8. Names and special characters will work, though they will be edited/formatted automatically and hence may be off. You can edit these entries manually in the dashboard if need be.

- Examples:
  - Auður will display as Au_ur
  - Flóki will display as Fl-ki
  - Kristján will display as Kristj-n
  - Sólúlfur will display as S--loelfur

8. **Uploading large CSVs take time**. Give it about 5 minutes and then refresh.

Downloading CSV

You are also able to download a CSV of the users that you have in your people list by clicking the download cloud button all the way to the right. You are able to download up to 25k entries.



It will contain these columns:

- First Name
- Last Name
- Email
- Role
- Company
- Confirmed?
- Attended?
- Registered At
- One-Click Registration Link

Still need help?

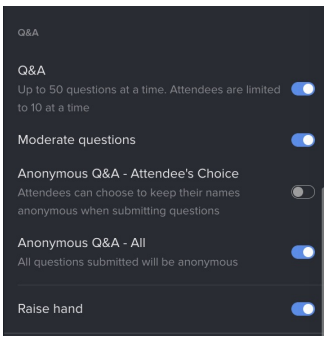
If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Q&A Guide

Our Q&A feature is one of our attendee engagement tools that allow attendees to ask questions directly to the speakers publicly. These questions can be voted on by other attendees to give the producer a sense of what is the most popular.

How to Enable this Feature

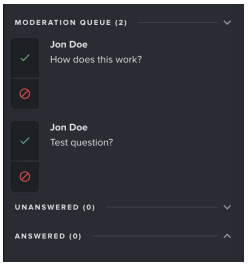
1. Click **Cogwheel** in the right bar while in the Control Panel
2. Click toggle for **Q&A**
   - Supports up to 50 questions at a time, you can archive questions to allow more questions.
   - Only 10 questions per attendee at a time
3. Moderate Questions - Questions will go into a moderation queue that producers can approve before they are available to be publicly seen.
4. Anonymous Q&A - Attendee's Choice - Attendees can choose to keep their names anonymous when submitting questions
5. Anonymous Q&A - All - All questions submitted will be anonymous
6. Raise Hand - Attendees can raise their hand, letting the producer know they would like to go on stage. They will be prompted to confirm their A/V settings, then be on standby for the producer to invite them into the Green Room.



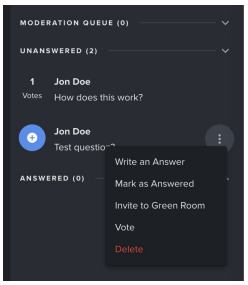
Managing Q&A

Q&A has 3 collapsible sections, each section can be minimized to hide clutter

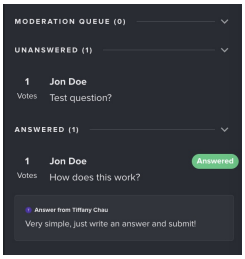
- Moderation Queue - This queue allows producers to review questions before it becomes visible to the the public for voting. **Actions taken here are irrevocable**.
  - Approve - Moves to Unanswered Queue and becomes visible to the audience to vote on
  - Reject - Permanently removes the question



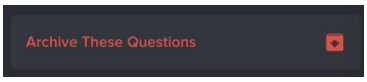
- Unanswered Queue
  - Add/Remove to Stage - Moves the question to and from the stage. When you remove it from the stage it will move the question to the Answered Queue
  - Mark as Answered - Reverts the question back to Answered
  - Invite to Green Room - Sends a Green Room invite to the attendee that submitted the question. If the attendee accepts you can send the attendee to the stage and ask the question live!
  - Delete - Permanently removes the question



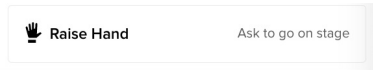
- Answered Queue
  - Add/Remove to Stage - Moves the question to and from the stage.
  - Mark as Unanswered - Reverts the question back to the Unanswered queue
  - Delete - Permanently removes the question



- Archive These Questions - Archiving these questions will remove them from the Q&A for you and all participants. You can still pull the data from the Analytics section of your Event Dashboard after archiving.

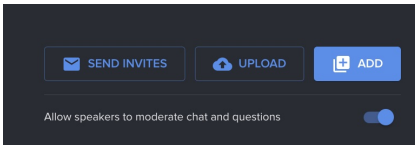


- Add a question - You can add your own questions to the queue



Speaker Moderation

You can now allow speakers to moderate Q&A. This can be enabled in the dashboard by selecting People -> Speakers -> switching the toggle to "Allow speakers to moderate chat and questions".



In order for speaker moderation to be activated, both the "Allow speakers to moderate chat and questions" toggle in the dashboard **AND** the "Moderate questions" toggle under the cogwheel in the control room must be selected.

Keep in mind **speakers can only moderate while on the stage**. During this time they will have all the same privileges as a producer including allowing/denying question and writing written responses.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Welcome Studio Guide

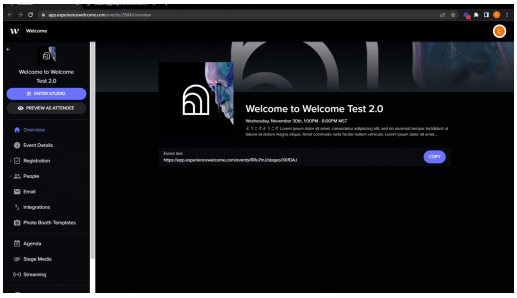
The Welcome Studio is the control center for your live event. Here you will spend most of your time managing asset and agenda to prepare for your event. Managing your speakers into and out of the green room. Managing extra features and most importantly push your great content to the stage for your audience to see.

Welcome Studio Basics

You have four core areas that have different functions you will be operating out of:

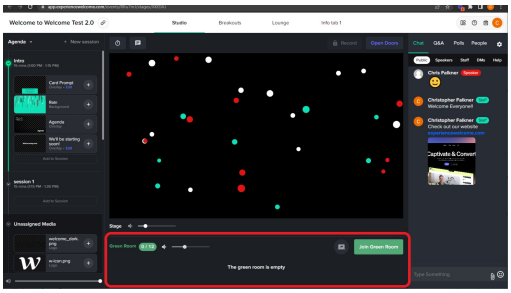
- Green Room on the bottom
- The Stage in the middle

- Stage Management Panel on the left
- Interaction Panel on the right



You can enter the Studio in two ways, from the Event Dashboard or directly from the event link.

Green Room

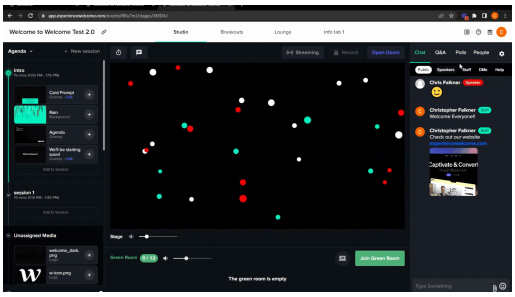


Think of the Green Room as the staging area for your speakers before they hit the Stage and present to the entire event. Anyone who needs to be on the Stage will need to enter the Green Room first.

Functions available

- Green Room Volume - This room has a volume slider independent of the Stage; this will allow you to hear what you need to hear and turn down what you don't.
  - When Speakers go from the Green Room to the Stage this volume will default to mute; this occurs so that speakers on the Stage are not distracted by the Green Room chatter.
- A/V Cogwheel - allows you to change your camera and microphone devices.
- Screen share/Present Button - This will enable you to share your desktop, application, or Chrome tab.
  - If you also want to share audio you can check the "Share Audio" at the bottom left of the pop-up when sharing a Chrome tab or sharing on a Windows computer.
  - If sharing via a Mac device for the first time, you may need to alter your devices system preferences to allow Chrome access. Our Troubleshooting Permission Issues article explains how to do that in detail (at the bottom of the article).
- Join/Leave Green Room Button - How to enter/exit the Green Room.
  - Only Producers/Staff can enter and exit on a whim. Speakers and attendees will need to be invited to join the Green Room.
- User Video Previews - When you hover your mouse over the different users in the Green Room, you will be presented with some options:
  - Camera - This will allow you to turn the camera on and off for that user.
  - Microphone - This will enable you to turn the microphone on and off for that user.
  - X Button - Kicks the user out of the Green Room.
- The Green Room itself has a 12 "person" limit and the Stage has an 8 "person" limit
  - Screen shares count as one person.
  - A video playing on the Stage also counts as one person.
  - Because of these limits, we recommend you only have people in the Green Room that need to be there
- Note that as a producer, you do not need to be in the Green Room to hear what's going on in the Green Room.

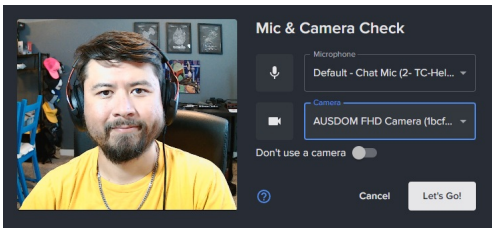
Inviting Users into the Green Room



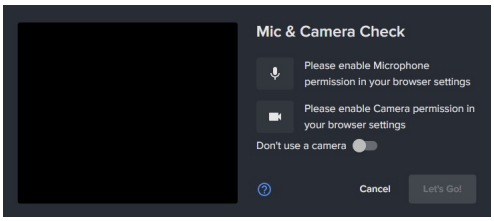
Inviting users into the Green Room is very simple. Go to the People Tab at the top of the Interaction Panel on the right. Find the user, hover mouse over the profile image of the user, and an arrow will appear for you to click on. The user will receive an invite request and a Green Room prompt

Join Green Room Prompt

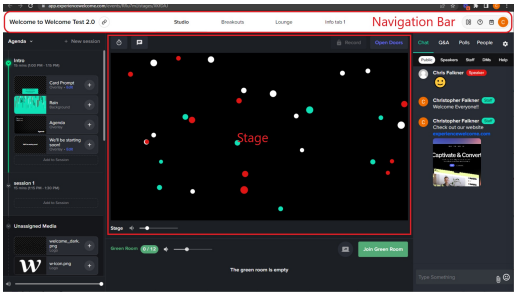
When you join the green room a prompt will appear to verify both your camera and microphone settings. We also have a toggle to allow you to jump in with no camera.



If users are having browser permissions, the prompt will state that you will need to alter your browser permission settings.



Stage

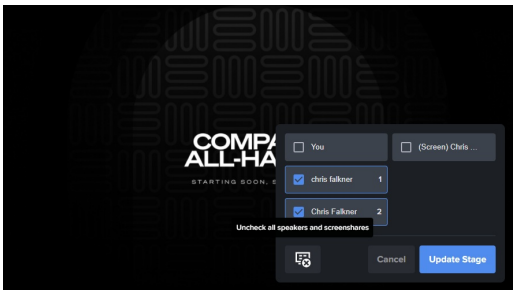


This is where the big show is displayed; it also happens to be where you will perform administrative tasks. You will be able to push speakers on and off the Stage. At the top the bar will allow you to navigate from the Studio to the different sections such as the breakouts and lounges.

Top Bar Navigation

- Room Navigation at the top will allow the user to move around from the control room, lounges, breakouts, and info tabs.
  - Breakout Room Guide
  - Lounge Guide
  - Info Tabs Guide
- For multi-stage events, the three stacked lines, aka the hamburger on the top left, will allow navigation from one Stage to another. Check out our Multi-Track Guide for specific information about it.
- Admin Section - Located in the far right corner will contain buttons and links.
  - Event Board Button - Quick link to the Event Dashboard
  - Knowledge Base - Quick link to producer help center
  - Agenda - open and close what the agenda panel
  - Profile Bubble
    - Profile - Edit your user profile such as name and company info
    - Preview as an Attendee - Puts you in the point of view of an attendee
    - Contact Support - Quick link to the Welcome Support request form
    - Sign out - Log out of your profile

Main Stage

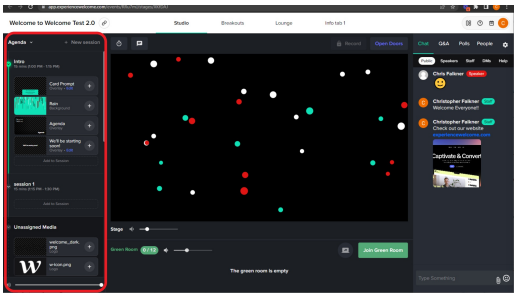


A stage management pop-up will show when you hover your mouse over the stage. To add/remove a speaker/s to and from the stage simply check the boxes for who you want on stage. How they will be organized on stage is notated by the number they are assigned to the right of the name. **The stage is sorted from left to right and top to bottom**. Screen shares are notated with "Screen" within parenthesis. You also have a uncheck all button at the bottom left. When you are ready to push the changes simply click "Update Stage" at the bottom right. Please note that depending on your screen/window size this pop-up may be resized and finding the correct person may be difficult. In this case, please make your window larger or adjust the zoom on your browser.

Stage Features

- Countdown timer - Visible to Producers and Speakers in the GR and on the Stage. A useful tool to ensure everyone is on the same page and managing the run of show.
- Announcements - A messaging system that will generate a pop-up at the top of the screen for all users.
- Streaming - Displays the status of any of the Streams that are being transmitted. More info is available in our Streaming Out - General Guide.
  - When you open the door, streaming will activate. The stream will end when you close the door. Doors must be opened to stream out from Welcome.
- Record Button - Starts and stops the recording of the stage. Check out our Recording Events article for specific details.
- Open/Close Door - This allows attendees to enter the event, independent of the listed start/end time. When Doors are open, attendees can come in. When doors are closed, they cannot.
  - When closing doors you will be given a prompt asking if you want to kick attendees out of the event or not.
  - Producers and Speakers can come into the event at any time even if the doors are closed.
- Stage Volume - Let's you alter the stage volume independent of the Green Room volume.

Stage Management Panel



This is the panel where you will be managing your assets along with where you will be able to push them to the live Stage. You will be able to play videos, audio and set your images such as backgrounds and overlays. Please go to our Graphics and Video Dimensions article for specific details. Also, go to our Graphic Templates and Examples article for examples.

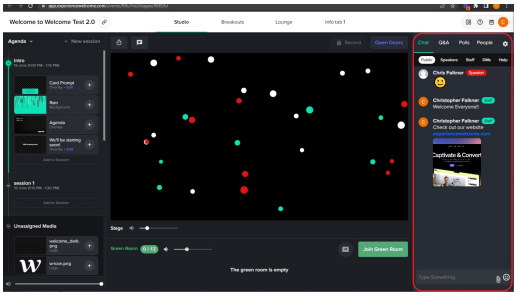
Before we get into the types of assets you can manage in this panel. We have 2 modes you can operate out of. You will see a drop down at the top left allowing you to toggle between our Legacy and Agenda Builder.

- Legacy is our simplified panel that will allow you to add assets and push them to stage. Assets are organized by asset type.
- Agenda Builder is our advanced panel that will allow you to not only add assets but also help you organize your event agenda session to session with some advanced features. Please check out our Agenda Builder Guide for a deep dive into it.

Types of assets you can use:

- Videos and Audio - You will be able to start and stop these media files. You can use the media volume control to adjust the volume for these pieces of media.
  - Videos need to be MP4, and 720p resolution is recommended for video. Please ensure your videos meet the 1GB limit or reach out to support@experiencewelcome.com to discuss alternatives.
    - Greater resolutions will be downscaled.
    - Note that there is an uploading and processing time if you are adding videos during a live event.
  - Audio files need to be MP3 files.
- Overlays - transparent or opaque image files that sit at the top layer of the stage.
  - AKA they will go "over" videos, background images, and speakers.
- Logos - Small image that appears at bottom right-hand corner.
- Backgrounds- static images that sit behind everything. GIFs can work also.
- Event assets can be uploaded from within the **Event Dashboard** as well.
- Stage Kit - built in asset generator that can help you create the above. Check out our Stage Kit Guide for further details.

Interaction Panel



Besides speaking on the stage and to those sitting in the green room, this is your primary way to speak and engage people in your event. You will have access to multiple chat rooms and attendee engagement features.

Chat

Chat is the primary non-verbal way of communicating with users. We have a few different channels available and some fancy features. Checkout our CHAT GUIDE for a dive in to the features.

- Public - Primary chat for attendees; it is usable by all users in the event.
  - Producers can delete individual chats.
- Speakers - Chat can be seen by producers and speakers. Attendees that are invited and in the Green Room will be able to see this chat. If an attendee leaves the Green Room, they will no longer be able to see the Green Room chat.
- Staff - Private chat just for Producers.
- DMs - Direct messaging to specific people.
- Help - Technical help channel for attendees. Help chats are only visible to Producers.

Q&A

Attendee engagement feature that allows attendees to post questions for the speakers. Questions posted are then voted on by other attendees. As a Producer, you will be able to push the question to the Stage to be visible. You can also send an invite to the attendee who submitted the questions have them come on Stage, live. Check out our article Q&A Guide for further details.

Polls

Polling is an attendee engagement feature that will allow you to post questions for your attendees to answer and stir up conversation with them. Our polling feature will allow you to put polls up on the Stage with your speakers. Check out our article Polls Guide for further details.

People

The People Tab allows you to scroll through all the different users in the event. Users are organized by event titles making it easier to find speakers to invite into the Green Room. You also have some actions that are possible in this tab:

- Search - Search for users by name or email
- Green Room Invite - Send a user a invitation into the Green Room
- Direct Message - Start a private conversation with a user
- Video Call - Start a private 1:1 call with a user
- Ban user - Banning a user will kick them out of the event
  - To un-ban a user, you will need to reach out to Welcome Support

Settings Cogwheel

Media

- Hover Previews - Displays a larger view of stage media when hovering over the add button

Stage

- Stage Captioning - Toggle Closed Captions
- Name Tags - Automatically show the names, role, and company of speakers as they are pushed on stage
- Name tags auto dismiss - All speakers name tags will disappear automatically after 10 seconds
- Sticky name tag for one speaker - Prevent name tags from auto-dismissing when one speaker is on stage
- Overlay fade transitions - Transition between overlays with a fade effect

- Hide speaker bubbles during screen sharing

Chat

- Public Chat - Toggles feature on/off
  - Clear - Red button that will clear out the Public Chat; this will remove it from the data and is irrevocable
- Slow Mode - Prevents users from spamming the chat. This forces the user to wait 10 seconds before they can post again

Q&A

- Q&A - Enable feature, up to 50 questions at a time. Attendees are limited to 10 at a time
  - Moderate Questions - Toggles on/off moderation of questions before going public
  - Anonymous Q&A - Attendee's Choice - Attendees can choose to keep their names anonymous when submitting questions
  - Anonymous Q&A - All - All questions submitted will be anonymous
  - Raise Hand - Enable feature to allow attendees to ask to come into Green Room

Polls

- Hide vote count on polls - Only percentage results will be displayed for polls

People - People and Polls preferences will not be applied to staff

- Peoples list - Hide the people list from attendees
- Hide People count - hide total count from attendees
- Direct Messages Toggle
- 1:1 Video Calling Toggle

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Troubleshooting Permission Issues

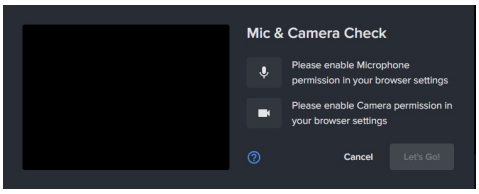
Permissions are probably the most common issue users have with Welcome. Permissions are both browser-based (camera and mic) and system-based (primarily for Macs), so depending on what and how you will be using Welcome you may need to confirm both are set correctly. Microphone and camera browser permissions will come up when trying to join the Green Room or Lounges and Breakouts. The other permission issue deals with screen sharing on a Mac (details found below).

Table of Contents

- Troubleshooting Camera and Microphone Permissions
  - Approving Permission by Popup
  - Approving Permissions via lock by URL bar
  - Approving Permissions by Site Settings
- System Setting Permissions
  - Mac System Settings
  - Windows System Settings

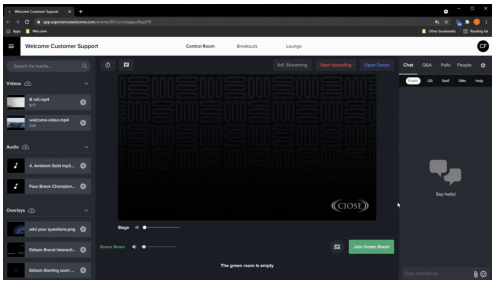
Troubleshooting Camera and Microphone Permissions

This is a common view when joining a room that requires a camera and microphone but your permissions are blocking access to the devices.

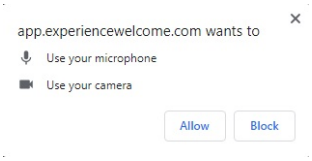


This is an easy fix and we have 3 different ways of resolving this. This article is going to break it down step by step. This guide will be using **Chrome** as the browser since it is our recommended browser to use with Welcome.

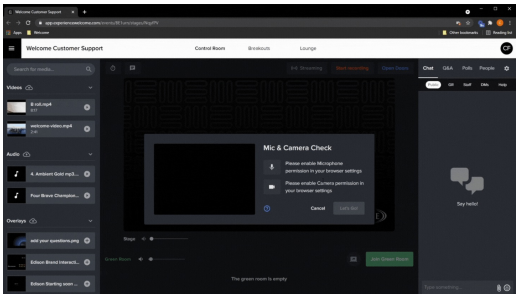
Approving Permission by Popup



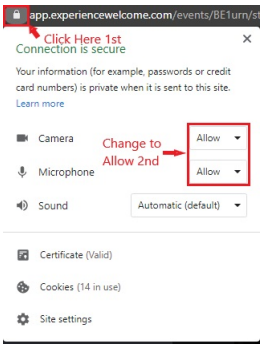
By default, Chrome has Camera and Microphone permissions set to Ask. What this will do is cause a pop-up to appear at the top left of the screen just under the URL bar. Please do not ignore and close the pop-up, it is asking to approve permissions. Simply click Allow and then in Welcome the Camera and Microphone settings become available. In some cases, you may need to refresh the browser.



Approving Permissions via lock by URL bar

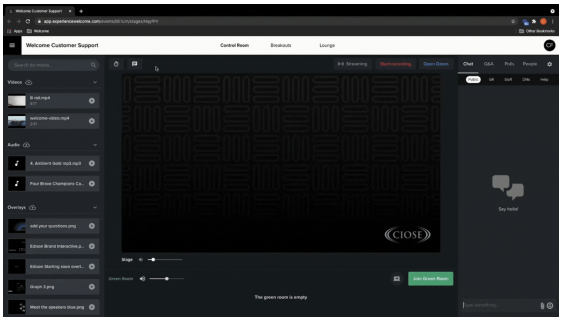


If the pop-up does not appear or if you closed the pop-up by accident. Have no fear we can still make changes to approve permissions by clicking the lock icon in the URL bar.

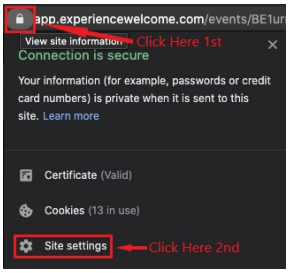


1. On the URL Address Bar at the top, all the way to the left you should see a lock or padlock
2. Click the lock and a pop-up will appear
3. In the pop-up you should see permission drop downs for both camera and microphone
4. Change settings to Allow
5. Refresh browser
6. Jump back into the event

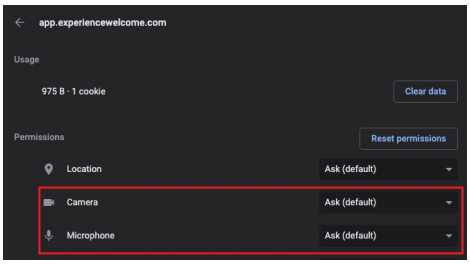
Approving Permissions by Site Settings



If all of the above does not work or appear, the last thing we can do is go into Site Settings.



1. On the URL Address Bar at the top, all the way to the left you should see a lock or padlock
2. Click the lock and a pop up will appear
3. In the pop up you should see Site Settings
4. This should take you to a new tab and you should see permission drop downs for both camera and microphone



1. Change settings to Allow
2. Refresh browser
3. Jump back into the event

System Setting Permissions

If you are going to be utilizing your camera/microphone and/or screen sharing on a Mac for the first time you might need to update these settings in your System Preferences. Without having these settings properly set, you will receive a permission error stating "Permission denied by system." Below is a quick walkthrough on how you can enable these permissions. Windows devices tend to have fewer of these situations but we also provide some steps for Windows devices.

An important thing to note is that some updates to your browser can cause your computer not to recognize permissions you have already set. In cases like these, please remove the permissions, re-add them, and then restart your browser.

Mac System Settings

1. Go to Security and Privacy settings (Press CMD+ Space bar and type Security)
2. Click the Privacy tab on the right
3. On the left side bar scroll until you find and select Camera, Microphone, and/or Screen Recording
4. Check the box for Google Chrome on the right for each section
5. You will be prompted to restart Chrome if it is currently open

6. Go back to the event and jump in

Windows System Settings

1. Go to Privacy settings (Press Windows and type Privacy)
2. On the left side bar scroll until you find and select Camera and/or Microphone
3. Scroll down and check that "Allow Access to the Camera/Microphone on this device" is ON and toggles are enabled for Apps and Desktop Apps
4. Go back to the event and jump in

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

I Can't Play My Video Fix With Handbrake

In some cases, certain video players such as Quicktime and Windows Media Player are unable to play the MP4 recordings of the event. This is due to those players do not support all MP4 codecs. We recommend using VLC Media Player as it supports a larger range of video codecs.

We have a solution for this, it will require you to re-encode the video. You will need to download and install a free software called Handbrake.

1. Open Handbrake
2. In Source Selection **Click File** and select the video you want to convert
3. Click the **Video** tab
4. Under Framerate, **Select Constant Framerate**
5. Click **Browse** at the bottom right for **Save As**
6. Type what you would like to name the new file and add **.mp4** or **.mov** at the end of the name then **Click Save**
7. At the top **Click Start Encode**
8. Encoding will take time depending on the quality of your computer hardware and size of the video. Due to the resource intensive nature of encoding you may experience some slowdown on your computer and it might be wise to leave in alone and come back later.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com

Event Dashboard Guide

The Event Dashboard is where you will spend most of your time handling the administrative portion of your event. Here you will be able to customize the different parts of the event, manage your list of attendees, speakers, and producers, collect your data, and handle recordings after the event ends.

Table of Contents

- Overview
- Event Details
- Registration
- Attendees, Speakers, and Staff
- Email
- Integrations
- Photo Booth Templates
- Agenda
- Stage Media
- Streaming
- Recordings
- Analytics

The Event Dashboard has two main sections. On the left is the Navigation Panel and on the right is the body of content. Navigation Panel is where you will be moving to and from each section. Important things to notice at the very top is a button that will open up a new tab for the Control Room (labeled "Control Room") and a "Preview As Attendee" button to see what your landing page looks like.

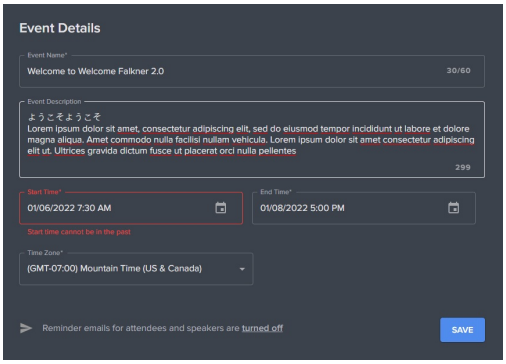
Overview

This is your landing page in the Event Dashboard. It contains the event link you will want to share with your attendees and speakers to get into the event, the date and time of your event, and it will also display your cover image (you can make changes to the cover image in the Brand Details section).

Event Details

Event Details is where you will set much of your event information and feature enablement.

When making edits in this section be sure to click the "SAVE" button for each section to save the changes for that section. Please note that this must be done section by section.



- Event Name - The name of the event is limited to 60 characters.
- Event Description - This is the main body of text on the event registration page. Be aware of 300 character limit, if you go beyond the limit it will interfere with the scaling of your registration page image.
- Start and End Time - Sets the time of the event. When setting the start time you are unable to set it to a time in the past or have the end time finish before the start time.
- Time Zone - This will set the default time zone for your event.

Access type

Registration Required

- This is the default setting. This means anyone with an email can register and enter the event once the doors are open.

Email Allow List

- Think of this as "guest list only". Registrants may register only if their email domain matches an approved email domain, or imported manually into your attendee list. If the email domain is not listed in the attendee/speaker/staff list that means they cannot register.
- Additionally, you can register folks manually in the dashboard or via a CSV upload.

Domain Deny List

- Allows you to block certain email address by domain name from registering for the event.

Sign-in Methods

Allows you to customize which login methods you would like to appear on the event registration page. For a streamlined registration page, it's nice to remove options to make registering simpler for attendees.

- Google (OAuth)
- Linkedin (OAuth)
- Outlook (OAuth)
- Email and password

Registration Flow

Skip Welcome's Registration Form:

Enable this setting to allow **KNOWN** registrants to jump into this event without needing to confirm their information on the event's registration form.

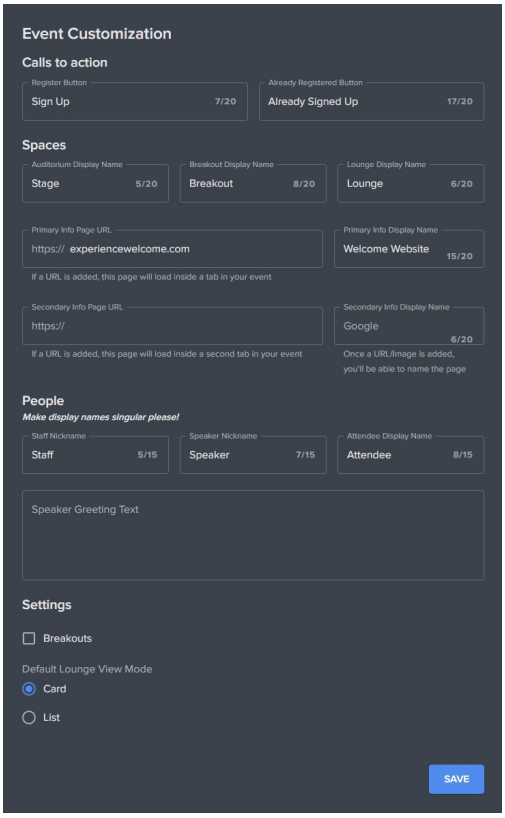
A registrant is **KNOWN** if Welcome knows their name and email an identity provider like Google if "Register with Google" is used, or from a past Welcome event.

Quick Registration:

Enable this setting to allow attendees to register for this event through a quick registration link of the form shown below. This is a dynamic link that you would need to adjust based on your marketing software. **This feature is not active by default reach out to support@experiencewelcome.com, for more information please check out our Quick Registration Guide**.

Sample quick registration link:
https://app.experiencewelcome.com/events/RRu7mJ/quick_reg?email={email}&firstName={firstName}&lastName={lastName}

Event Customization



Calls to Action

Allows Customization of the **Register** and **Already Registered** Buttons on the registration page

Spaces

Allows editing the names of the "Spaces" that your users will be participating in.

- Auditorium - Name of the main stage.
- Breakouts - Name of the private/curated rooms that require invites by the producers. Please check out our Breakout Room Guide for further details.
- Lounges - Name of the casual rooms attendees can jump in and out at their leisure. Please check out our Lounge Guide for further details.

Primary/Secondary Info Tabs

- This creates additional tabs in the event that are linked to website URLs that are then embedded into the event.
- The website you are linking to will need "iframing" for it to work. Most large public websites will not have this option on so you won't be able to link them. You can use https://iframetester.com/ to check if your website is compatible.
- When adding the URL please **do not** include HTTPS:// as it's already included. Adding this a second time will cause the page to not load.
- Check out our Info Tab Guide for complete details.

People

You can edit the names of the "people" to whatever you like. This functions exactly like the "Spaces".

- Staff, Speaker, and Attendee are the default options.
- Speaker Greeting Text - Add a custom greeting for your speakers when they first enter the event.

Settings

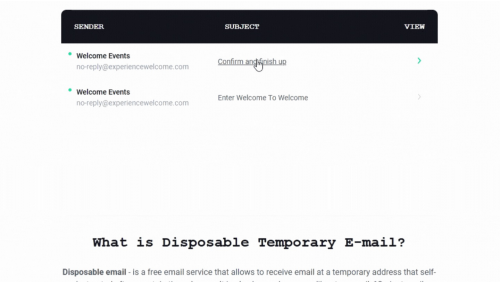
Breakouts - Enable curated Rooms that producers assign users to.

- Even if they are turned on, you do not need to use them come event time.
- Check out our Breakout Room Guide article for further details.

Default Lounge View Mode

You can choose the default settings of what you would like attendees to see when they enter the Lounge space. Attendees still have the option to swap between either option when viewing the Lounges.

Brand Details



Primary/Secondary Colors

- Primary color - While in the event it is the color for the top banner in the event for the attendees, the user role color in the communication panel, and the background color when polls are put on stage. On the Registration page it will be the accent colors in the agenda section.
- Secondary color - While in the event the color applied to automatic lower thirds if you have them enabled, and the color for the stage navigation panel for multi track events. On the registration page the color for buttons and bottom color on the registration page. You will also see this as an accent color in the registration emails.
- Note you can use a Hex Color code, or you can also click on the color box and a color wheel will pop up and you can pick a color.

Images

- Logo - Appears at the top left corner of the registration page.
- Icon - Appears at the top left corner of the event page. Please note that this is not visible in the producer's view.
- Cover Image - Primary image that will appear next to your event/stage description for your event landing pages.
- Please read our article regarding Graphics and Video Dimensions if you have questions on recommended sizing for these images.

Agenda

You can toggle if you want the agenda to require registering for the event to view it. For more details on how to create an agenda for your event check out our Agenda Guide.

Event Recordings

Event Recordings can be downloaded or used in our Video On Demand feature. Using this feature will allow you to make your event recording accessible through the event link after the event has concluded.

- Make recordings available - Turns on the feature.

- Auto-publish recordings - Automates the release of the recording after it has been processed in the backend.
- Require registration - Allows only those that have registered for the event to see the recordings.

Other Features

Duplicate Event - Creates a copy of the event in your organization dashboard.

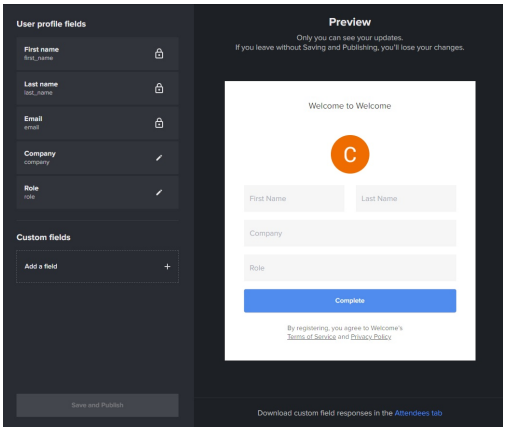
Delete Event - Removes the event and all its assets **(this CANNOT be undone).**

Referrals - Producers can refer other users to Welcome for a $2000 Visa card. The referral must purchase an annual contract of $25,000 with Welcome to complete the referral

Translation Service Support - We currently have Translation Service Support in beta. This allows producers to add a translation service in the Event Details in the Event Dashboard. You will need to utilize streaming through the service that you choose for this feature to work. Please ping support@experiencewelcome.com if you are interested in this feature.

Registration

Custom Registration fields can be created and set here. This is a useful way to gather information about your attendees. Please check out our Custom Registration Guide for further details.



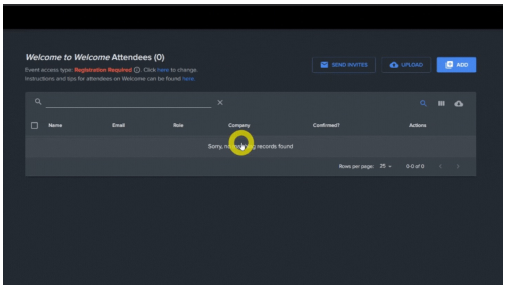
People - Attendees, Speakers, and Staff

This is where you manage the users of your event. If needed, you can change the name of these in "Event Details". Anyone except staff who registers will default as an Attendee. Speakers will either need to be added manually or promoted from attendee to speaker after they have registered. The interface for each of the user types are largely the same with minor differences. Let's dive into the different functions and note the differences as we go.

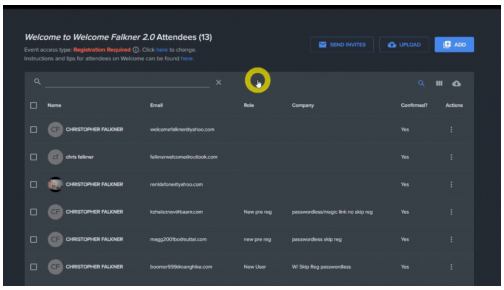
Sending Invites

You have multiple ways to send invites from this section ranging from bulk groups to individual users.

Sending invites in bulk can simply be done by clicking the "Send Invites" button at the top right corner. This will send invites to all those with an unconfirmed status. This feature is unavailable for Staff.

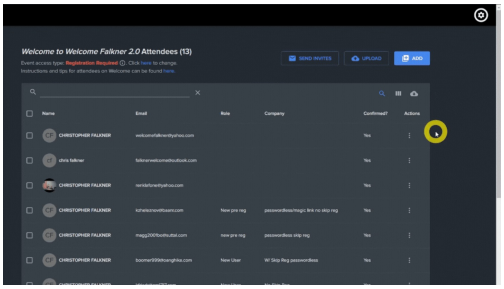


If you have a group of specific users you would like to send to you can do so by checking the boxes next to their names then clicking "Send Invite(s)"



Lastly, you can either send a One-Click Link to a user via email or copy and paste it to the user with whatever method you would like to do it. To do so you will see an Action Column to the right of every user.

Clicking on the 3 stacked dots at the far right will reveal a drop-down. Select One Click Link options that fit best for you. One-Click Links will allow users to jump straight into events with the least amount of registration friction. You can check out our [One-Click Registration Link Guide] for further details.

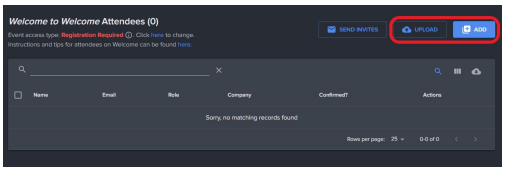


Managing Users

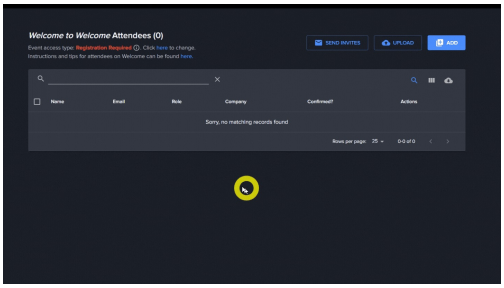
This is where you can add, modify, and remove users. Along with altering user permission roles.

Adding User(s)

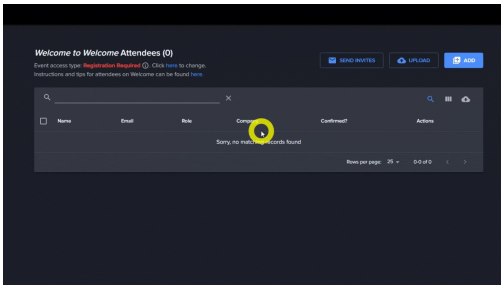
Adding a user or users can be done in one of two ways. Either manually one by one or in bulk via a CSV upload.



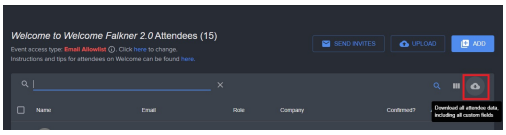
Adding an individual user is pretty straightforward. You can click the "Add" button at the top right and a pop-up will appear for you to fill out. The required fields for creating an account are first name, last name, and email address; you do not need to add in a user's role/company or image to create an account. You will not be able to add anyone for Staff; instead, Staff users can simply login to the event and they will automatically populate.



Adding users in bulk can be done with a CSV upload by clicking the "Upload" button at the top right to access the pop-up. We have a specific template and instructions for the uploads that you will need to use (the only required fields are first name, last name, and email address). You can review our CSV Uploads (Attendees/Speakers) article regarding the details.



You are also able to download a CSV of the users that you have in your people list by clicking the download cloud button all the way to the right. You are able to download up to 25k entries.



It will contain these columns:

- First Name
- Last Name
- Email
- Role
- Company
- Confirmed?
- Attended?
- Registered At
- One-Click Registration Link
- Any custom registration fields for the event

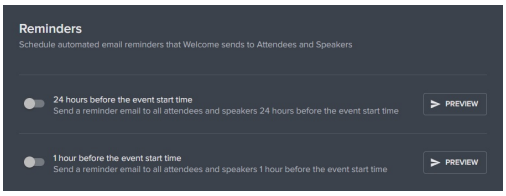
Modifying User(s)

You can modify two key areas, one being the user profile information and the second being able to promote user roles from attendee to speaker and back.

- Editing user profiles can be done by clicking the 3 stacked dots in the action column to the far right. A drop-down will appear and an "Edit" option will be available. You will only be able to edit name, role, and company fields. If you have custom fields as part of your registration they will not be editable.
- Promoting an attendee to a speaker can be done by clicking the 3 stacked dots in the action column to the far right of the users row. A drop down will appear and you will be able to select "convert to speaker". The same can do the same for speakers to swap them to an attendee. This function is not available for Staff.

Email

The email section allows you to set up and schedule email reminders 24 hours and 1 hour before the event begins. These reminder emails will contain the user's unique One-Click Link for easy access to your event. You are able to set up either option individually and you will also have a preview button for either to send a test example to your own email to view what it would look like. For further details please check out our Email Reminders and Customization article.



Integrations

Welcome can integrate with some of your favorite CRM/marketing tools (see link below for more details) to sync registrant data between the platforms. This makes it easier for registrants who sign up on the integration registration page to navigate and check into Welcome, with the intent to maximize attendance at your event. Please review our Integrations Overview article for details.

Photo Booth Templates

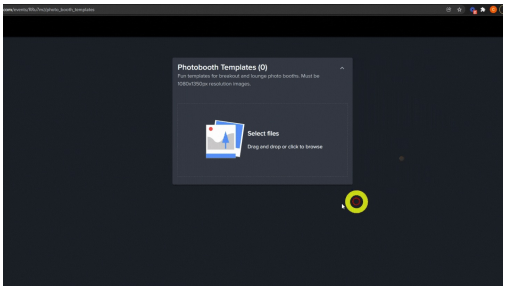
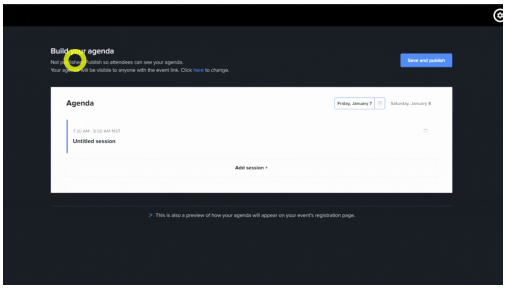


Photo booths are a fun feature built into Breakouts and Lounges that mimic being in a photo booth you would find at events, parties, and conventions. Here you will be able to upload custom background images for you attendees to select prior to taking a picture.

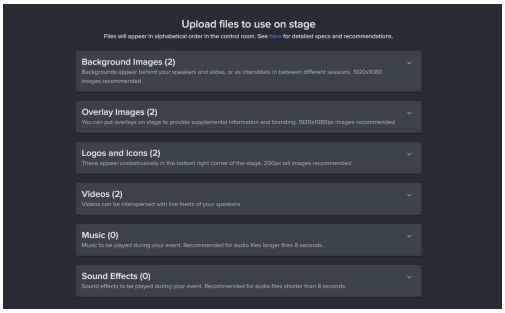
- This is where you would upload your default template. The image must be 1080x1350 PNG, JPEG images. Our Graphic Templates and Examples article has template examples to base your designs around.

Agenda



You will be able to build an agenda that can be accessed within the platform for your attendees. The agenda can be found on both the landing page and within the event. The agenda will showcase time ranges, session name, and a brief description of what the session will be. Please check out our Agenda Guide for specific details.

Stage Media



This is the area where you will upload your media assets, it is the ideal place to upload them in bulk. You are still be able to upload assets via the Control Room if needed.

Files are sorted alphabetically from top to bottom:

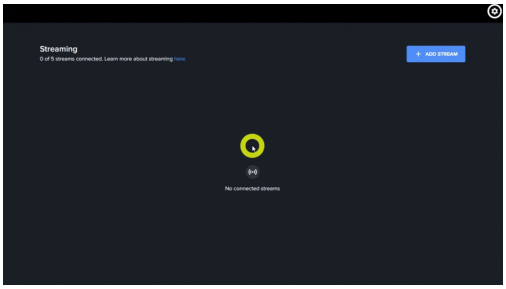
- Background Images - These appear behind your speakers and slides, or as interstitials in between different sessions. 16:9 1920x1080; PNG, JPEG, GIF, SVG
- Overlay Images - You can put overlays on stage to provide supplemental information and branding. 16:9 1920x1080; PNG, GIF, SVG
- Logos - These appear unobtrusively in the bottom right corner of the stage. Keep these to 200x200, PNG
- Videos - Videos can be interspersed with live feeds of your speakers. 1GB limit, 16:9 ratio, 720p, MP4
- Music- Long audio files (greater than 8 seconds) to be played during your event. MP3 only
- Sound Effects - Short audio files (less than 8 seconds) to be played during your event. MP3 only

Please check out our Graphics and Video Dimensions article for further details

If you want some template examples please check out our article on Graphic Templates and Examples

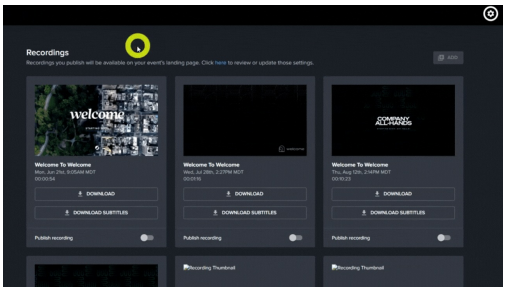
We have an Event Toolkit in beta that adds some default assets to new events, an updated Stage Kit, and nametag overlays all in your brand's colors. Please ping support@experiencewelcome.com if you are interested in this feature.

Streaming



This section will allow you to setup up to 5 RTMP out streaming services. We have 4 built in options, Twitch, Youtube, Facebook, and Custom RTMP. You can follow our article Streaming Out - General Guide for further details.

Recordings



Recordings section will display all your recordings that have been created in the event. Each recording will have a "Download Recording" button to download it (there is also a "Download Subtitles" for an SRT file of the recording). If you click on the thumbnail you will be able to stream the video in a different tab. The recordings will be 720p at 60fps H264 codec MP4 files. Check out our Video On Demand Guide for further details.

Analytics

Our Analytics Dashboard will allow you to see and download a CSV of the data for the various parts of the event. We have this Analytics Guide that goes into more detail.

- You can get data for Attendance, Chat, Q&A, Polling, Breakouts, and Lounges
- Data will be available around 90 minutes after your event ends (please note that this is tied to the event time; for multi-day events this means the end of the entire event).
- Multi-track events are currently not self-serve for analytics. Please email support@experiencewelcome.com with any requests for multi-track analytics and we will pull that information for you.

Multi-Track Events

Turning your event into a multi-track event that will support multiple tracks or stages. Please check out our Multi-Track guide for more details.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Raise Hands Guide

Raise Hands is a feature that will allow attendees and speakers to notify the producer that they have a question.

Table of Contents

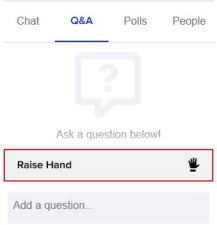
- How to Enable the Feature
- How Attendees and Speakers Use this Feature
- Producers View for Raise Hands

How to Enable the Feature

1. Go to the **cogwheel** in the right side bar
2. Click the Raise Hands toggle

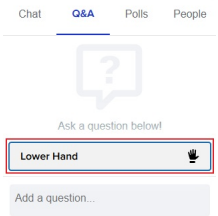
How Attendees and Speakers Use this Feature

Attendees will see this in the Q&A portion of the right side bar at the bottom



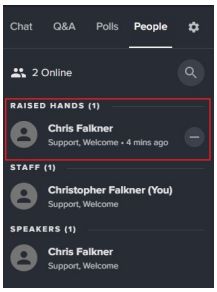
Once they click on Raise Hands the user will be prompted with a microphone and camera check just like if you were going into a green room. After the mic/camera check they will be informed that the producer has been notified and invite will be sent to the user when ready.

The Raise Hand button will now change to Lower Hand, if the producer denies the users request it will turn back to Raise Hand.

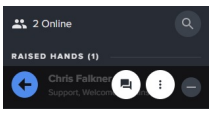


Producers View for Raise Hands

Producers will manage Raise Hands in the People tab of the right side bar. Something to note, you will see a display for how long the users Raise Hand request has been.



You will have 4 options when you hover over the person



- Left Arrow - Send the person and invite into the Green Room
- Text Bubbles - This is to send the person a Direct Message
- 3 Stacked Dots - This will give you an option to Ban the user (This is permanent)
- Circle with a Line - This will deny or dismiss the request

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com

4/22/21

RTMP Out

We now allow broadcasting your event to a 3rd party outside of the Welcome platform. Now, if you want to reach the widest audience possible, you can; Welcome is pre-configured to connect to YouTube, Twitch, and Facebook. We will also allow you to push your feed through custom RTMP settings. Check out our Streaming Out - General Guide for further details.

Watch Lounge

We heard feedback that the 16 person limit for our lounges is a bummer, so we added the ability to watch our lounges. So, even when rooms are packed with 16 participants, you can still jump in and view the discussion in the room. Watchers can still interact through the room chat, and if a participant slot opens up, they can slide on in. Check out our Lounge Guide for further details.

Spring Cleaning!

We have heard some feedback and made some quality of life updates and bug fixes for all to enjoy

CSV

- Producers will no longer be able to be upload speakers and other producers as attendees, eliminating duplication issues.
- Added link to our CSV Uploads (Attendees/Speakers) article
- Downloading the CSV list will now download the entire list of attendees rather than one page at a time.
- Select All option available for Bulk Sending & Bulk Deleting
  - With processing toolbar!
- Lifted character limit on role and company fields from 35 to 100

Producer View of things

- Assets
  - Stage media now syncs automatically between all producers without the need for page refreshes.
  - “Processing” cleanup. Processing notification gets removed when done instead of spinning infinitely.
  - Can no longer play videos that are processing
  - MP3 uploads now work in the Control Room
  - No longer able to upload file types that we don’t support, like MOV video files.
- Doors Close
  - Option to kick out attendees when closing doors.
- Green Room invites now require a click to Accept/Deny.
  - No more accidentally clicking outside of the Green Room invite and closing it.
- Timer Countdown is now synced across all speakers and producers.

SPEAKER changes

- Added an organization option to have speakers opt into turning on their cameras and microphones for security and privacy
  - Notification to all producers if the speaker denies the request to turn on camera/microphone
  - Request A/V separately

Creating Overlays in Keynote

One of the key elements to creating a jaw-dropping event is to utilize overlays to help deliver your message. This guide is to give you a template and guide on how to convert presentation slides into transparent overlays. You can turn a whole presentation deck with all the data points into an overlay rather than doing a screen share that is typically expected.

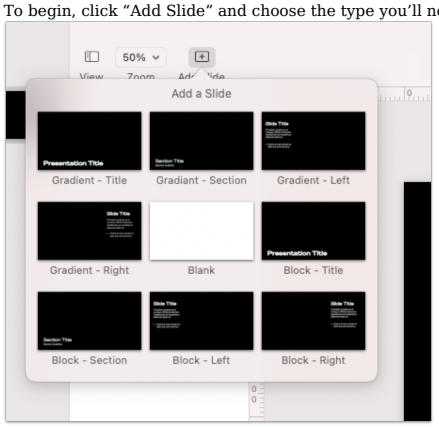
First things first, you will need to download our Keynote template by clicking **here**. Once you have finished downloading the file, you can follow the instructions built into it or follow the instructions in the article.

- How to add overlays
- Guidelines and placeholders
- Overlay positions
- Overlay styles
- Importing into Welcome
- Exporting your own slides

How to Add Overlays

This deck has all the overlay types you’ll need to get started.

To begin, click “Add Slide” and choose the type you’ll need from the menu.



Guidelines & Placeholders

Any time you select and add a new type, it’ll look like an all-black slide but don’t worry! It’s transparent and will export into the proper format. Just use yellow guidelines and placeholder text to help compose your overlay. Using these will place your content in the ideal place so that it looks fantastic in Welcome.

If you are not seeing the placeholder lines follow these steps:

- In Keynote, click "Keynote" in the top bar and then select "Preferences"
- Click "Rulers" in the pop-up
- Make sure all of the boxes are checked in the "Alignment Guides" section

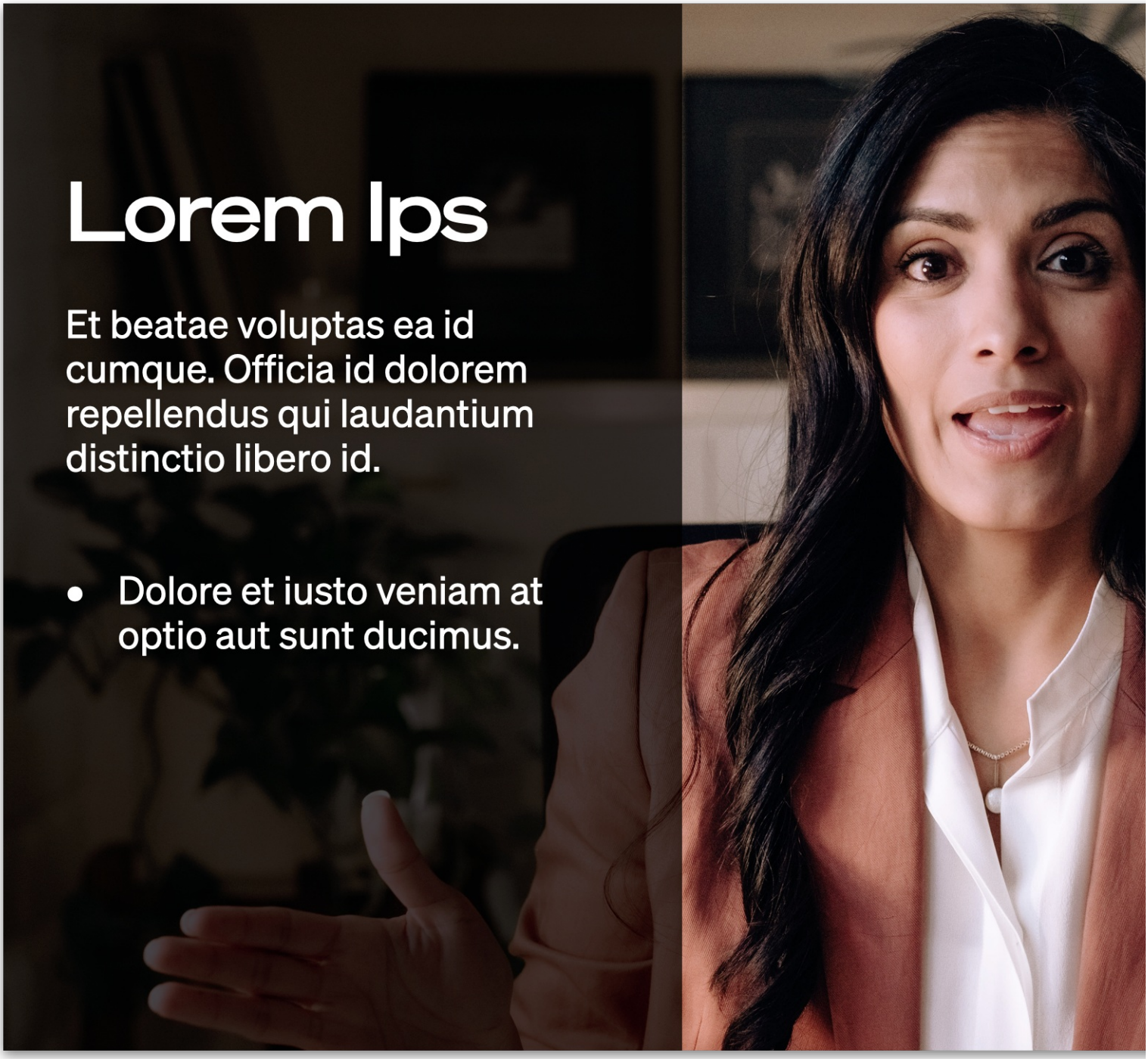
Overlay Positions

We have provided you with multiple positions for the overlays. Titles and section types will appear in the lower third of your event. Left and right will put your overlays on the sides in case more vertical space for your content as needed.

Use these to help create a dynamic and flexible event!

Overlay Styles

In addition to placement, we've provided you with two styles to choose from. A block and gradient style overlay.



Lorem Ips

Et beatae voluptas ea id cumque. Officia id dolorem repellendus qui laudantium distinctio libero id.

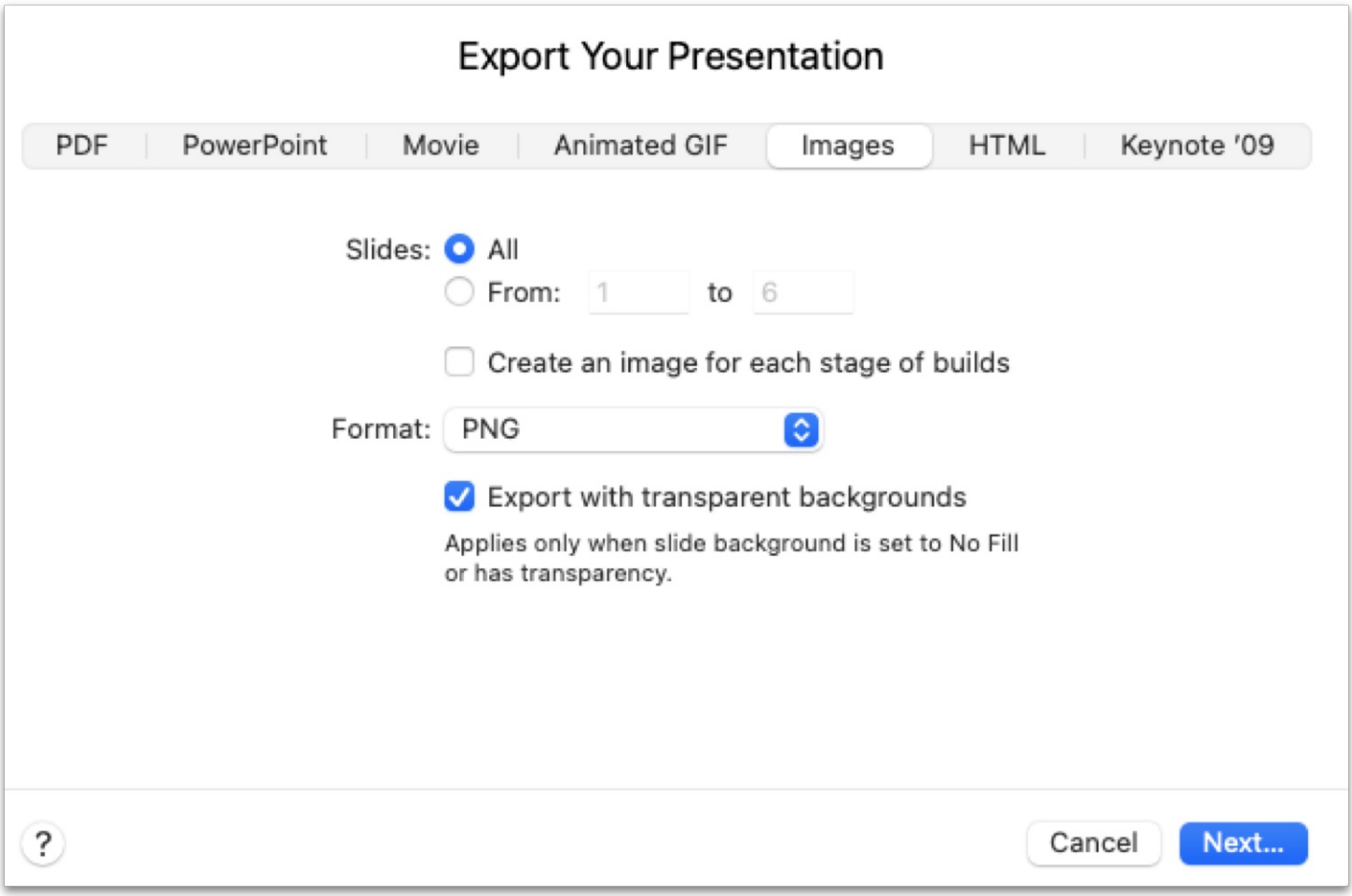
- Dolore et iusto veniam at optio aut sunt ducimus.

The Block style can make text/graphics a bit easier to see, whereas the Gradient style can feel more seamless in the environment and is more flexible to speaker positioning.

Importing into Welcome

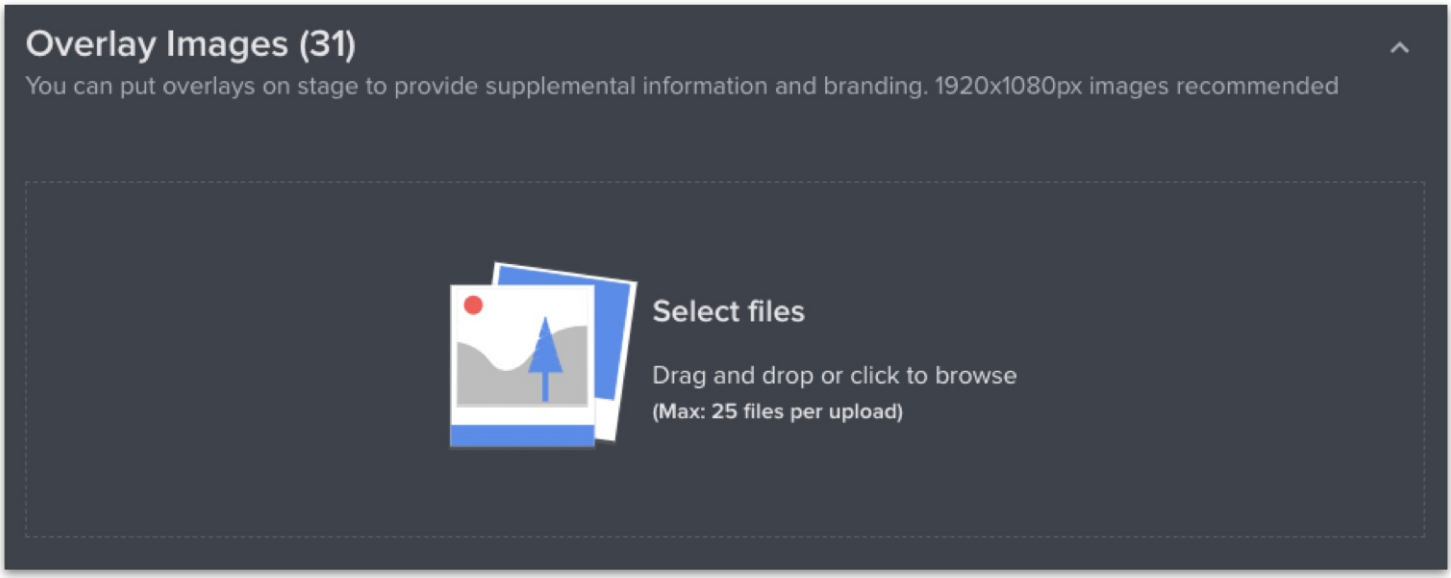
In Keynote go-to: File > Export > Images > Change Format to PNG

Be sure that the format is PNG and that “Export with transparent backgrounds” is checked.



In the Welcome Event Dashboard, go to “Stage Media” and drag all your exported images into the “Overlay Images” section. You are also able to upload these directly in the event if you prefer to. Simply click the cloud icon in the Overlays section on the lefthand side of the screen.

Event dashboard:



In event:

Exporting Your Own Slides

The first thing you will need to do is go through your deck and make modifications to where all the assets sit within the slides. It's best to make a copy of the existing slide deck and modify the copy. You will need to imagine that the speaker's face is sitting in-between all the assets.

Making your background transparent

In Keynote go-to: Slide Layout on the right > Background > Select No Fill

You can do this for each slide

Once you have done this, you can export as you would normally

In Keynote go-to: File > Export > Images > Change Format to PNG

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Pre-Recording Content on Welcome

The Welcome platform can be used as a production studio to create pre-recorded content for your event. Leveraging recorded content interspersed throughout your event can allow flexibility and reduce the amount of labor that the producer of the event has to manage.

Possible use cases:

- Housekeeping videos
- Intro/outro videos
- Speakers that are unable to attend that day
- Segments that are not asking for or need engagement from the attendees

1. Create your event for your recording session in your Organization Dashboard.
    - In some cases, you may want to create multiple recording event sessions that span different dates.
        - Please make sure that your event times are set correctly as well otherwise the recording server will not be spun up. If you need to change the event time, please make sure that you allow a fifteen-minute grace period before you begin to allow the server to spin up.
    - If you are going to re-use the same event please ensure the start and end times do not span for multiple days. We advise keeping everything one day at a time and updating the event times for each new day. This will ensure the recording server is up to date and does not time out.
2. Add the speaker(s) you need for your recording session within the speaker tab of your Event Dashboard.
3. Follow the same speaker onboarding process as you would for an event. We have a Speaker Onboarding guide here in case you need it.
    - If the recording session is going to be with one person or a small group, you may be able to get away with onboarding the speaker the same day as the recording.
4. Day of the recording, perform your tech checks with the speaker(s). If you are having camera or screen sharing permission issues, please refer to our Troubleshooting Permission Issues article.

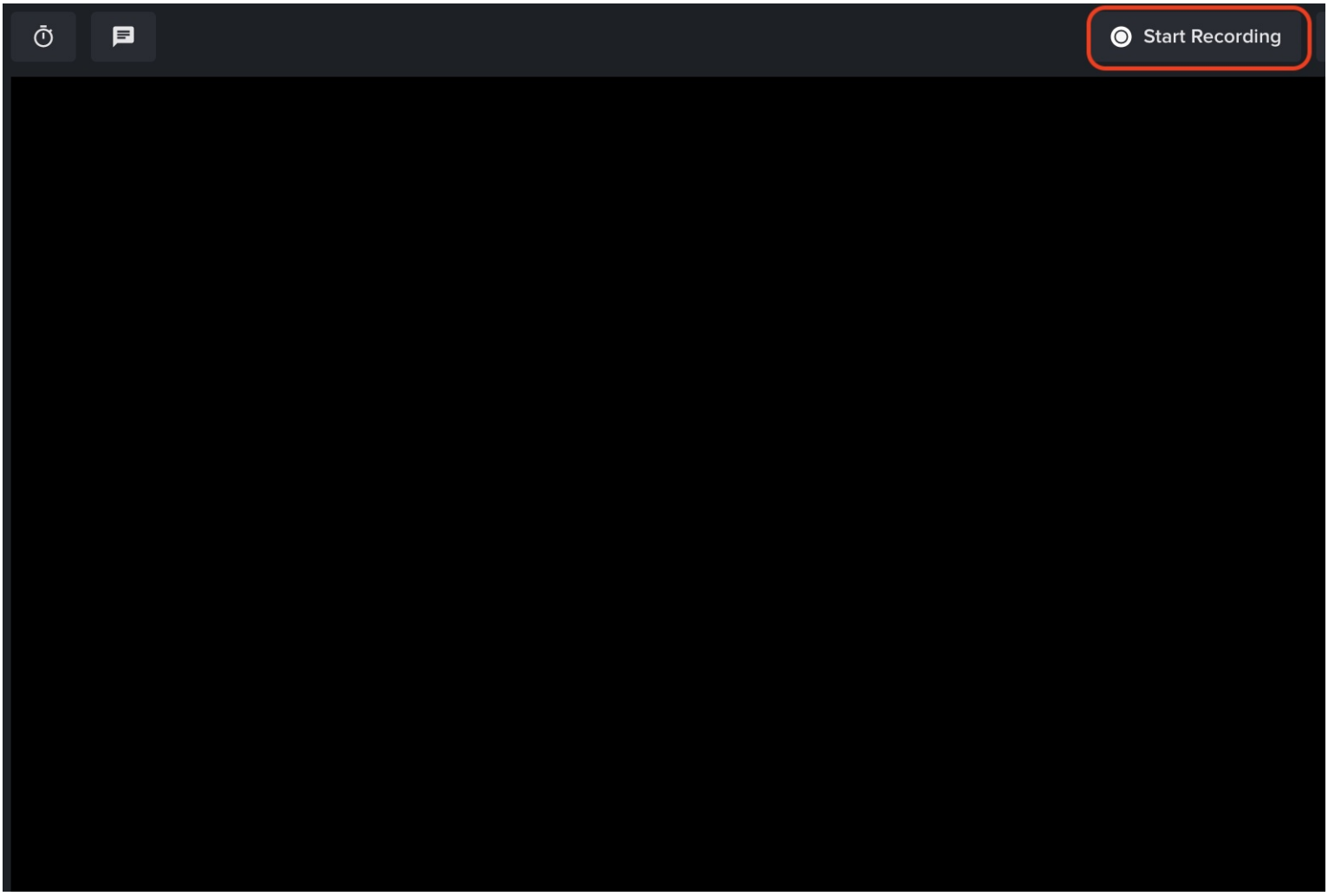
Best Practices

- You can start and stop the recording as many times as you'd like. It will create a new file each time.
- The recording function does have a 10 to 15 seconds delay after you press start. It's better to press record early. You can always cut extra footage during the editing process.
- As opposed to live events, recording content allows you to make extra takes. Keep that in mind, and don't always feel forced to do it all in one take.
- When doing extra takes, make sure the speaker takes a brief pause between them to allow an easier time in editing.
- Use overlays and assets; this allows you to create an edge over just a camera recording. We have a couple of articles on using Keynote and Google Slides to create overlays.

How To Record

In the Control Room above and to the right of the main stage will be the record button.

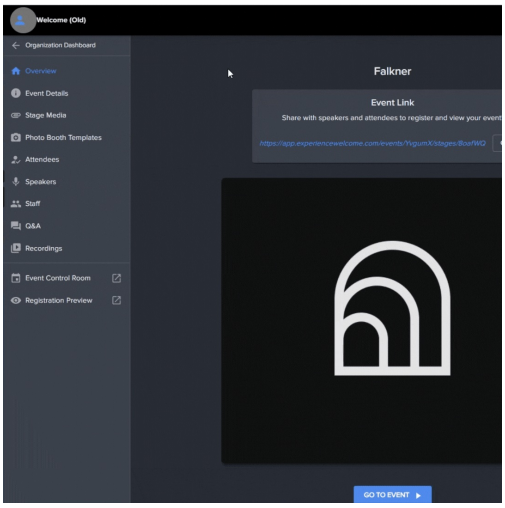
- The recording button will appear approximately 1 hour before the start time of your event, otherwise, it is greyed out.
- If you need to update your event start time, make sure to do it 15 minutes before you intend to start recording.



Where To Find Recordings

Recordings are stored in the Event Dashboard. The recordings will be 720p at 60fps H264 codec MP4 files.

- Go to the left sidebar, and toward the bottom is the "Recording" section. Within there, click on the "Download Recording" button to download the video file.



Editing Your Videos

If you are going to edit your videos here is a list of things to be mindful about:

- Audio levels - it's always good to double-check your audio levels to ensure that they are not too quiet or too loud. You don't want audio to go over 0db, this will cause your audio to be too loud and start clipping. **A good rule of thumb is to look for an overall mix level of -10db to -14db**.
- Export settings - If you want to use the edited video on Welcome we have some recommendations
  - File Type - MP4
  - Resolution - 720p to 1080p
  - Frame Rate - Use the same rate as the OG file, 60fps

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Creating Overlays in Google Slides

One of the key elements to create a jaw dropping event is to utilize overlays to help deliver your message. This guide is to give you a template and guide on how to convert presentation slides into transparent overlays. You can turn a whole presentation deck with all the data points into an overlay rather than doing a screenshare that is typically expected.

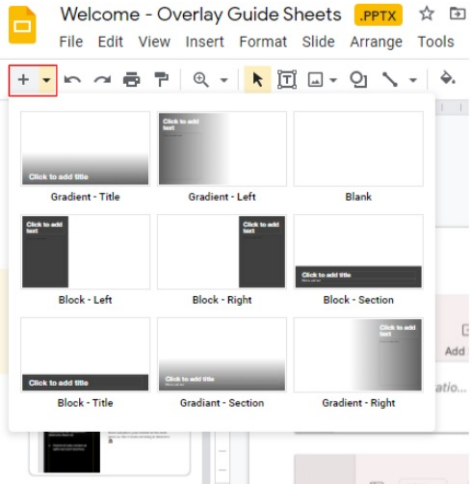
First things first you will need to download our Google Slide template by clicking here. Once you have finished downloading the file, you can follow the instructions built into it or follow the instructions in the article.

- How to add overlays
- Guidelines and placeholders
- Overlay positions
- Overlay styles
- Importing into Welcome
- Exporting Your Own Slides

How to Add Overlays

This deck has all the overlay types you'll need to get started.

To begin, first click "Add Slide" and choose the type you'll need from the menu.



Guidelines & Placeholders

Any time you select and add a new type it'll look like an all white slide but don't worry! It's transparent and will export into the right format. Just use placeholder text as guides to help compose your overlay. Using these will place your content in the ideal place so that it looks amazing in Welcome.

Overlay Positions

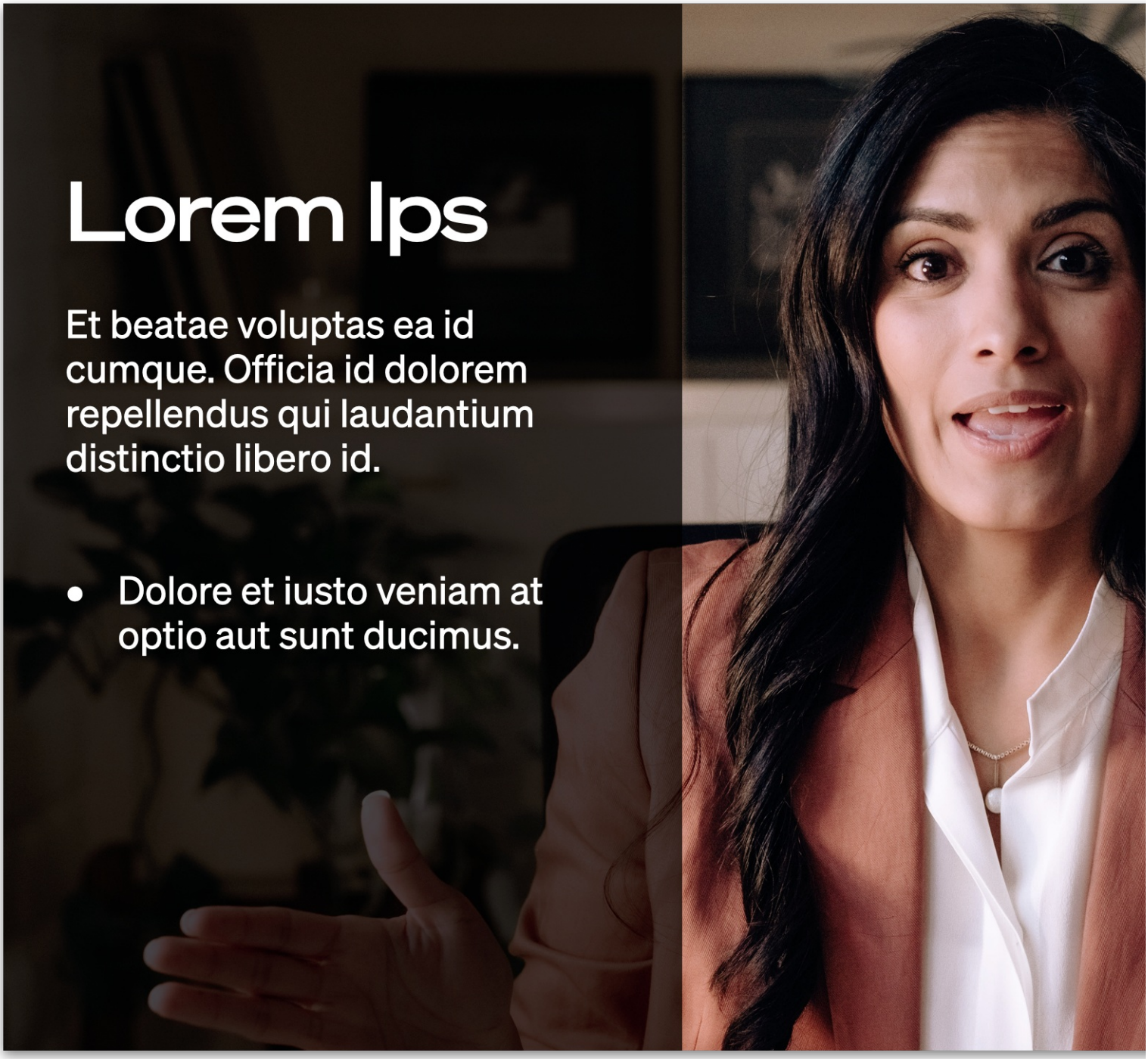
We have provided you with multiple positions for the overlays. Titles and section types will appear in the lower third of your event. Left and right will put your overlays on the sides in case more vertical space for your content is needed.

Lorem Ips Title

Use these to help create a dynamic and flexible event!

Overlay Styles

In addition to placement we've provided you with two styles to choose from. A block and gradient style overlay.



Lorem Ips

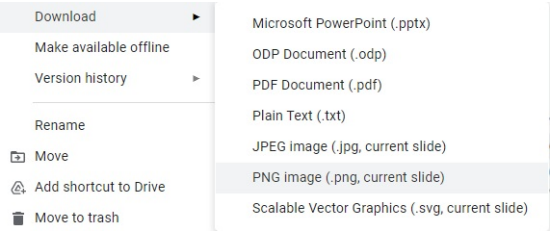
Et beatae voluptas ea id cumque. Officia id dolorem repellendus qui laudantium distinctio libero id.

- Dolore et iusto veniam at optio aut sunt ducimus.

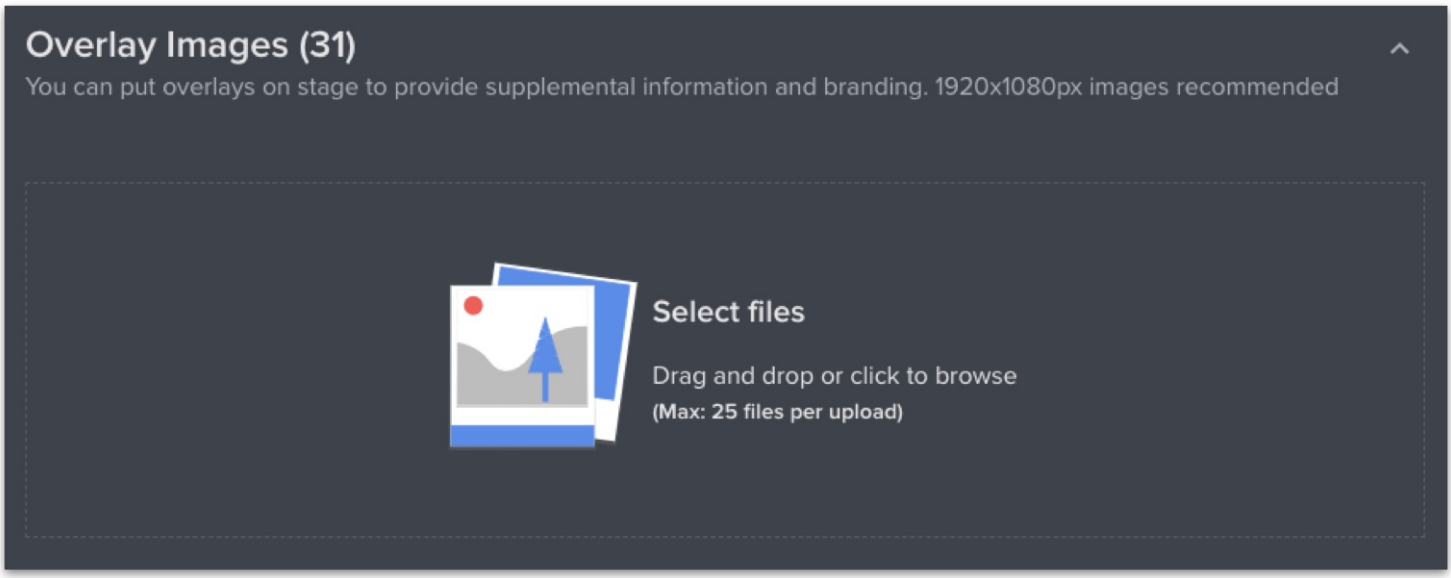
The Block style can make text/graphics a bit easier to see. Where as the Gradient style can feel more seamless in the environment and is more flexible to speaker positioning.

Importing into Welcome

In Google Slides go-to: File > Download > PNG



In the Welcome Event Dashboard go-to “Stage Media” and drag all your exported images into “Overlay Images” section.



Exporting Your Own Slides

First thing you will need to do is go through your deck and make modifications of where all the assets sit within the slides. It's best to make a copy of the existing slide deck and modify the copy. You'll will need to imagine that the speakers face is sitting in-between all the assets.

Making your background transparent

In Slides go-to: Slide at the top tool bar > Change Background > Color > Select Transparent

You can do this for each slide

Once you have done this, you can export like you would normally

In Google Slides go-to: File > Download > PNG

Still need help?

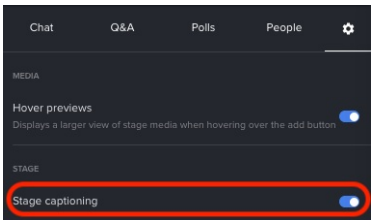
If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com

Closed Captions Guide

Accessibility for your event is essential, and for many organizations, closed captioning may be a requirement. Welcome offers a closed captioning feature that meets the international WCAG 2.1 accessibility standards. If you are interested in this feature for your organization, please contact your Customer Success Manager for specifics. At the moment, closed captioning only captures live content on the stage (this does not include pre-recorded videos).

How to Enable your Closed Captioning

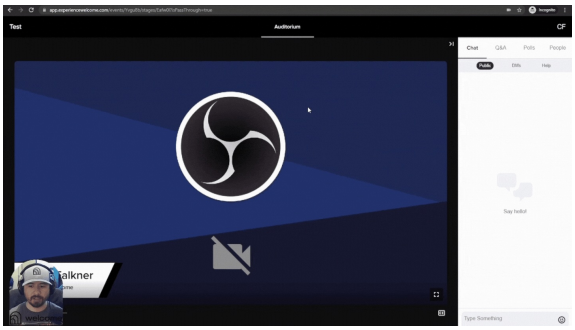
This feature is very easy to enable in your events.



1. In your Event Control Room, click the cogwheel at the top right corner.
2. Click the toggle for Stage Captioning.

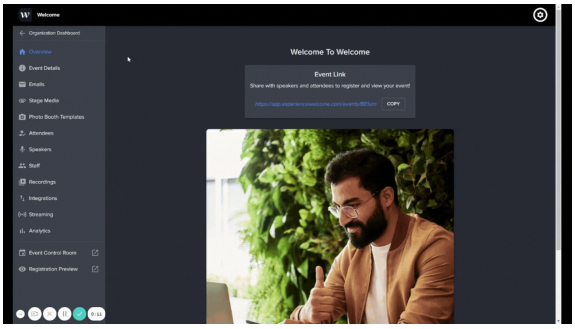
How do Attendees turn on Closed Captioning

If this feature is enabled in the event, attendees will see a square button at the bottom left corner of the stage that says "CC". Clicking on the button will turn it on.



How to get Closed Caption Transcripts

Another great feature function is that you can pull transcripts for your recordings after your event. To access your transcript, go to your Event Dashboard Recording Tab, and under your recording will be a button to Download Subtitles.



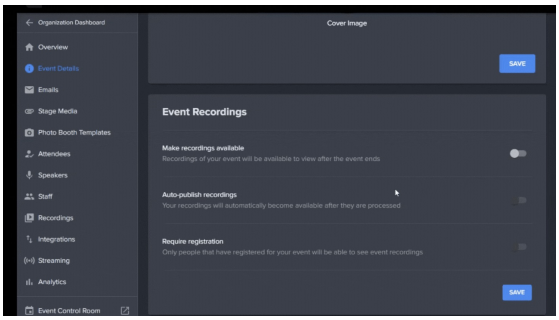
Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Video On Demand Guide

So you have finished your jaw dropping event and now you want to share it so your attendees can relive it. This feature will do just that, it will give your attendees access to you event recordings. This feature is not only for those that attended the event. Depending on the permissions you have set, you may allow people who did not attend the event to access the recordings.

Enabling Event Recordings

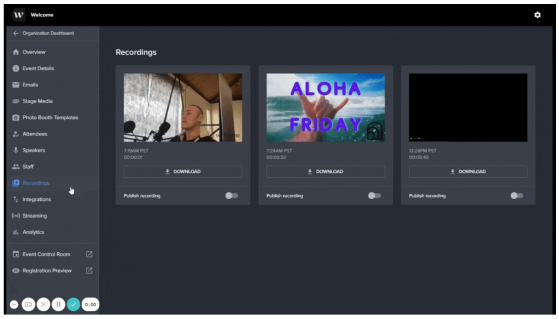


You can find the settings to enable this feature under the Event Details of your Event Dashboard.

- Toggle "Make Recordings Available" to enable the feature. It will turn on the enable function for the videos in the event recordings page. (Defaults to Off)
  - Auto Publish recordings - Enables Auto publishing, helps remove friction for cases where friction isn't needed. Internal events like all hands is a good example of where you would want it published as soon as its ready.

- Require registration to view - Can either require users needing to go through the registration process or access them anonymously. Additionally, if your event is set to Email Allow List then only users in your attendee list will be able to access the videos.

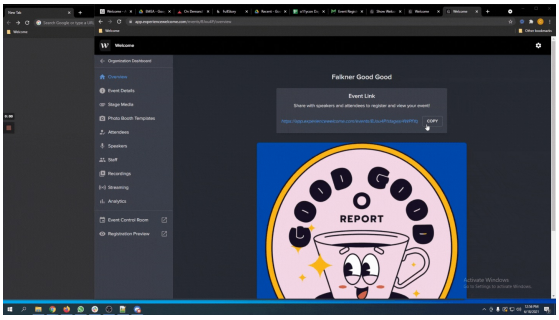
Publishing Videos



To publish videos, go to the Recording section of your Event Dashboard. Under every video you will see a toggle to Publish Recording. The Videos are sorted alphabetically and you are able to rename the files.

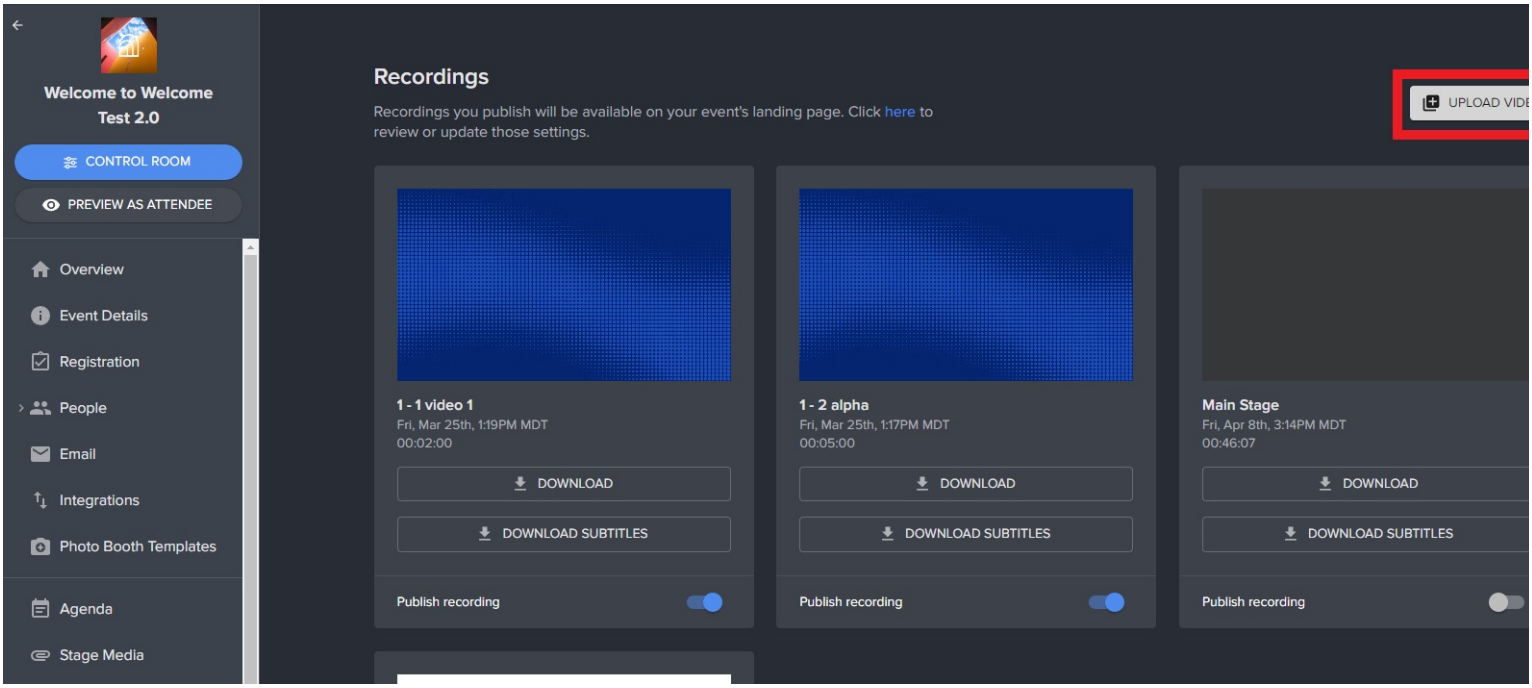
Accessing the Recordings as an Attendee

We made it very simple to access these recordings as an attendee. The process is exactly the same as going into a live event. The attendee will just need to go to the event link and it will take them to a slightly different view of the event login.



Uploading Videos

Your recordings are raw files and you may want to edit your videos and upload the edited videos back up. We can help you with that. In the dashboard you will see an "Add" button at the top right corner. Clicking that will create a popup for you to select the video you want to upload.



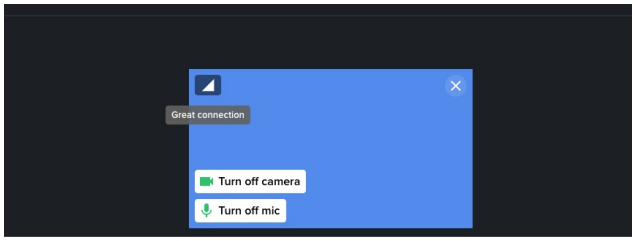
Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

7/09/21

Features

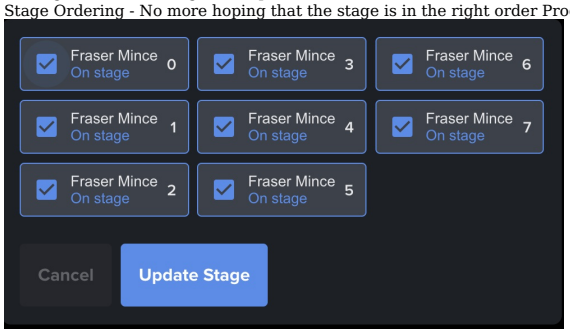
- Stage Kit (Beta) - Stage kit allows producers to use Built-In Assets and create their own simple overlays. Reach out to your Customer Success Manager for details
- 1:1 Calls (Beta) - 1:1 Calls to enable your attendees to meet and speak with connections your attendees make with each other. Reach out to your Customer Success Manager for details.
- Event Reminder Emails - Setup automated email reminders for your events 24 hour and 1 hour before it begins. In your Event Dashboard you will find a new Email Tab on the left.
- Closed Captions - Welcome now meets the international WCAG 2.1 accessibility standard to Level AA compliance. And Welcome Captions are presented in a low-profile scroller so attendees can easily identify what is being said while still seeing everything on stage.
- On Demand Video - you can now automatically create a landing page after your event without any additional work. Need more controls? We got you. Plenty of controls for automatic or manual publishing, uploading of additional videos, privacy, and registration requirements too.
- Network Quality Indicator - Producers can hover over people in the green room, lounges, and breakouts to see their network quality on the top left corner.



- Single Sign on with Okta SAML - Okta integration has been added, contact Customer Success Manager for more info.

Enhancements

- Event registration pages now display both the start and end dates of the event.
- Raised Hands are now ordered by who raised their hand first, instead of alphabetically.
- Increase CSV export from 1K attendee limit to 5K limit.
- Made screenshares easier to manage by adding "(Screen)" in front of the person's name.
- Updated In App Notifications - You will now see a pop up when someone is trying to contact you.
- Recordings should work with media players such as Quicktime and Windows Media Player.
- Closing Doors will now give an option to kick out attendees.
- Stage Ordering - No more hoping that the stage is in the right order Producers can now precisely control what order their speakers appear on stage.



- Sound wave icons now will always appear, even when the speaker is on stage.
- Removed the "All set! Click here to show the stage" interstitial. Get your speakers in and ready to go even faster.
- Add information about file types and aspect ratios to asset upload tooltips.

Bug Fixes

- The lounge countdown for attendees is now properly formatted.
- Fixed an issue that would stop captions if user changed microphones.
- No more collapse icon if assets have nothing.
- Added warning to disable extensions such as adblockers in the compatibility checker.
- Fix the stage not centering when the interaction panel is collapsed.
- Fixed issue where Speakers could be saved 2x.
- Fix: Click target for attachment icon no longer overlap with emoji icon 😊.
- Fix: Make sure resolutions properly update when stopping screenshare.
- Fix: Video no longer shows as playing in event asset panel even though it has finished playing.
- Fix, Mobile: Add to Calendar is now wide enough to fit all the entries on mobile..
- Fix issue where leave green room button clipped in speaker view.

Integrations - Splash - Implementation

Splash / Welcome Integration Overview

Welcome offers an integration that connects a Splash Event to a Welcome Event, syncing registrant data between the platforms.

The integration makes it easier for registrants who sign up on a Splash Registration page to navigate and check in to a Welcome virtual event, with the intent to maximize attendance at your Welcome event.

The following steps will allow a Splash administrator to send Event registrants into the Welcome platform. After a Splash guest is sent to Welcome, the guest’s information in Splash is updated with a unique event link for them to access the event seamlessly. This unique link can be used as a personalization token in event reminder emails.

The integration will create new Splash Guests if there are people who checked in to the Welcome Event but were not in Splash.

Lastly, the integration will check for updated attendee information on a daily basis. It will update all splash guests with their most up-to-date registration status at that time.

Before We Begin

* Enabling this integration requires the "Producer" role in Welcome

* Enabling this integration requires the "Admin" role in Splash. A Pro or Enterprise level Splash account is required to implement the full functionality of the integration, as described above.

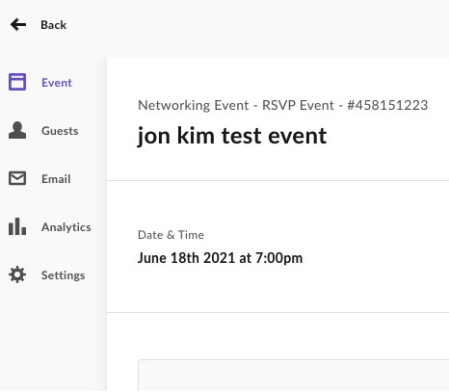
Steps 1-8 explain how to configure Splash so that the integration can populate a Splash Event with a Welcome Unique Link for each guest.

1. Contact your representative at Splash and request the following:

- API Client ID
- API Client Secret

2. Provide the above information to your Customer Success Manager or Solutions Engineer at Welcome, as well as login credentials for your Splash environment.

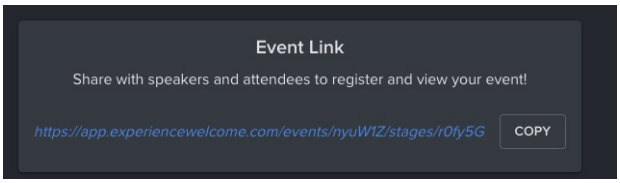
3. Within **Splash**, click on the event you want to integrate with Welcome and navigate to the "Settings" page.



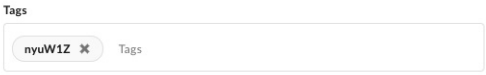
4. In **Splash**, in the "Event Information" tab, scroll down to find the "Tags" field.

5. In the "Tags" field, please input the event "ID" for the event in Welcome you would like to associate the Splash event with. You can find the event "ID" in the **Welcome platform** by navigating to the Event Dashboard in Welcome. The event "ID" is a string of 6 characters that immediately follows "https://app.experiencewelcome.com/events/" in the event URL. **This is how the Welcome platform will recognize which event in Splash it will need to send registrant data back to.**

In the example screenshot below, the event "ID" is "nyuW1Z".

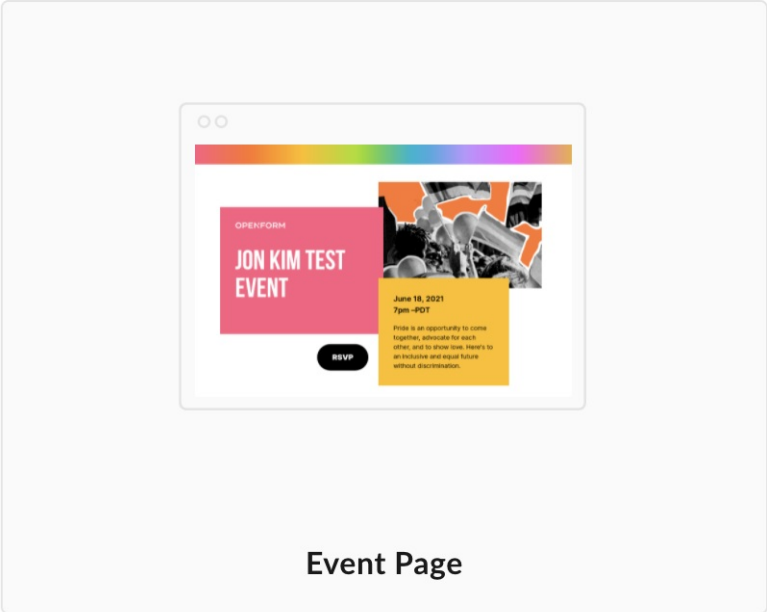


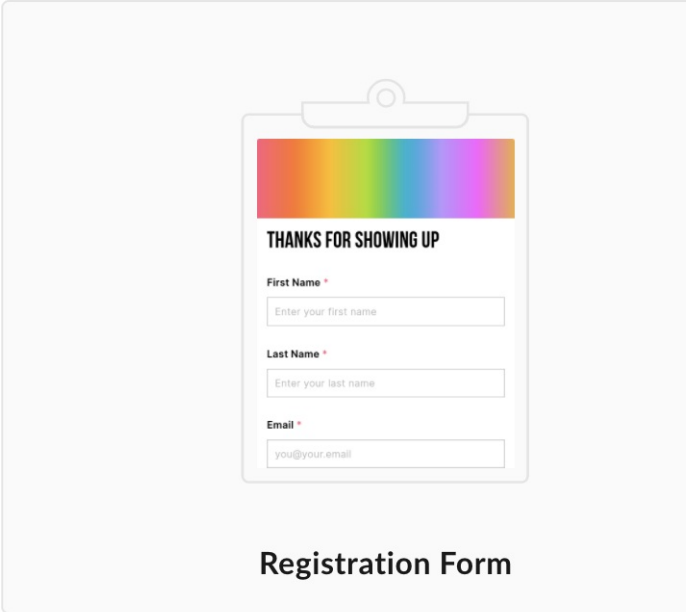
Within **Splash**, It is important to note that you must hit the ENTER key on your keyboard as well as click the "save" button on the top right-hand corner of the Splash page in order for the tag to be saved properly.



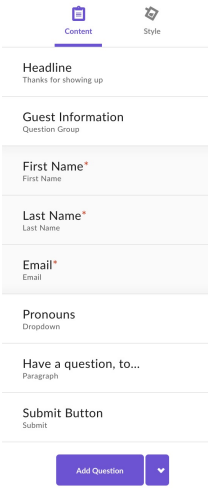
We now need to create a custom field in the event registration that aggregates the custom, unique URL for each attendee. This will ultimately go out in an email so that the attendee can seamlessly be navigated to the event occurring in Welcome with one click of the mouse. Steps 6-9 below describe one method to create this field, but there are other methods. Please engage with a Solutions Engineer or Customer Success Manager to further discuss.

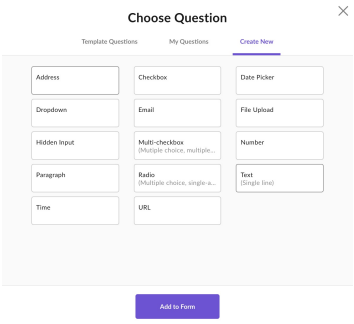
6. Navigate back to the "Event" and click on the "Registration Form" tile on the center screen in **Splash.**



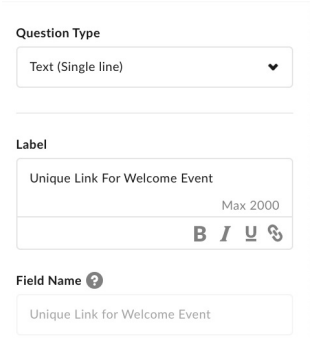


7. On the right-hand side of the screen, click the "Add Question" button at the bottom of the "Content" tab. Click the "Create New" tab and select the "Text (single line) option and click "Add to Form".

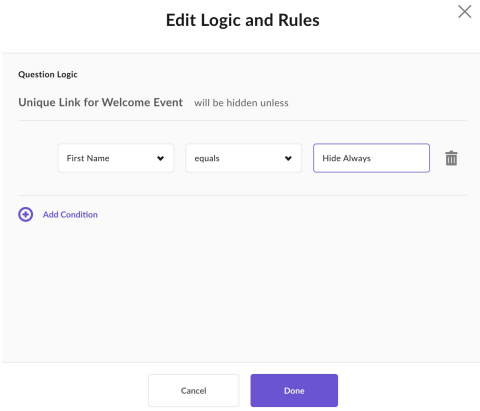




8. Please type in **"Unique Link For Welcome Event"** in the Label field exactly. **It is important to emphasize that we must use this exact, case sensitive syntax.** You will notice that the "Field Name" field will auto-populate as well.

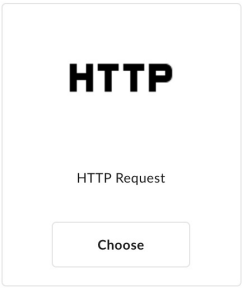


9. Click the "Edit Logic" button on the bottom right-hand corner. Click "Add Condition" in the new window. The logic should be as follow: Unique Link for Welcome Event will be hidden unless <First Name> equals "Hide Always". Click Done.

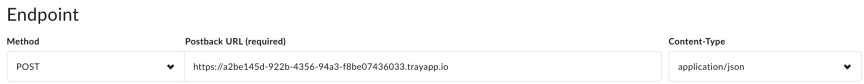


Steps 10-13 are required to properly send registrant data from the Splash event to the Welcome event so that the guest does not need to re-enter any information when they check into Welcome.

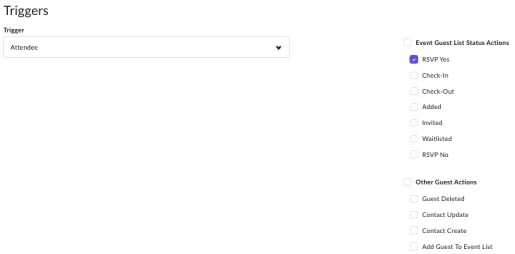
10. Navigate back to the "Settings" page for the event. Click the "Integrations" tab. Click the "New Integration" button. A few tiles will pop-up, scroll down and select "HTTP".



11. In the Authentication tab, confirm that "Authentication Type" is set to "No Authentication". Then, Click Request Settings. In the Endpoint section, choose "POST" as the "Method". **A Welcome Solutions Engineer and/or Customer Success Manager will provide a URL to fill in the "Postback URL" field at this point.** Choose "Content-Type" as "application/JSON".



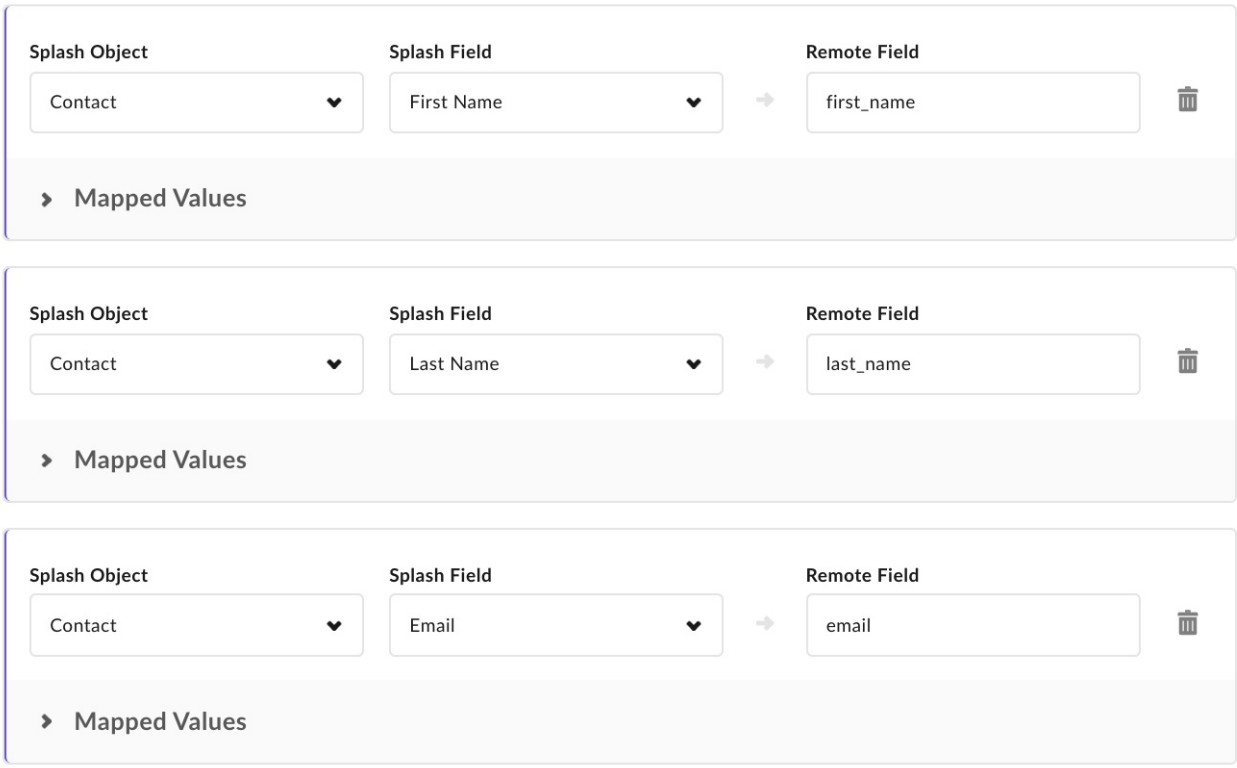
12. In the "Triggers" section, please select "Attendee" as the trigger, and check the "RSVP Yes" box. This is what will allow Splash to send the updated statuses of each invitee to Welcome in real-time.



13. In order to properly deliver attendee data to the Welcome platform, we must map the attendee's contact information in Splash to the proper fields within Welcome. **It is important to be aware that First Name, Last Name, and Email Address must be mapped at a minimum.** It is also important that while "Splash Field" names can be different we must use the exact field names under the "Remote Field" column, as below:

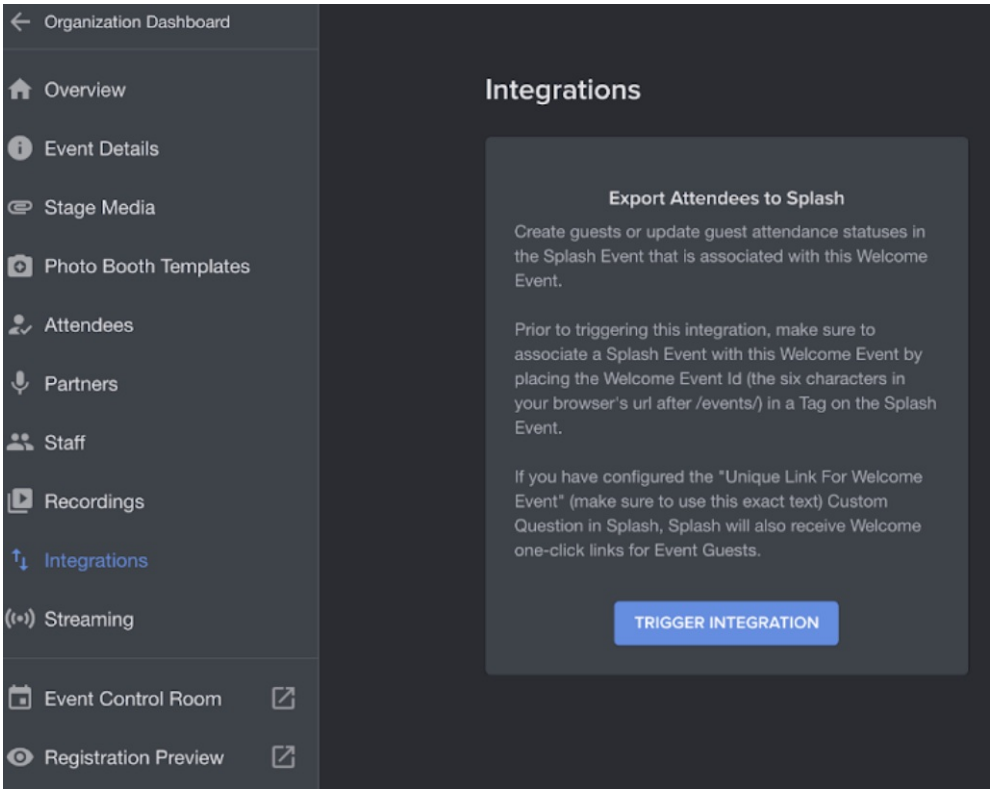
Splash Field	**Remote Field**
First Name	first_name
Last Name	last_name
Email	email
Job Title	company_role
Contact Company, [contact.company]	company

Example Screenshot:



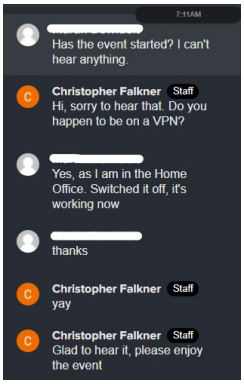
Once all the fields are properly mapped, please click the "Save" button.

14. Let's go back to the Event Dashboard in Welcome. Please click on the "Integrations" tab on the left-hand side and click "Trigger Integration". Once this is clicked, the integration is complete! Every day, the integration will automatically find all registrants in the Welcome Event and update the Guests of the associated Splash Event with their most up to date registration status and their unique link. the integration will create new Splash Guests for email addresses it cannot find as existing Guests of the Splash Event. We recommend manually triggering the integration around three hours before the event so that we can ensure the highest probability of all attendees receiving their unique link.



Help, my Attendees/Speakers can only see a black screen and no audio!

One of the most common issues you will hear from users is "Has it started yet? I only see a black screen and no audio". This is most likely due to either a VPN, some sort of network security like a firewall, and/or a security extension installed in their browser.



Of the three ways this could happen, a VPN is the most common. The simplest solution to this is to ask if they are able to disable the VPN. This may not be possible in all cases, so let us break down the different ways this can happen with possible solutions.

VPN

- Turn off VPN if possible.
- Try a different browser or an incognito/private window.
- Use a different device; generally, we recommend a personal device as these are less likely to have security installed on the device.
- View the event on mobile. Attendees will still be able to utilize the chat, Q&A, and polls on mobile. However, they will not be able to join lounges or breakout.
- If you are recording the event, offer a way to view the event recording.

Firewall

- Move to a personal network such as using a mobile phone as a wifi hotspot. Sometimes a Guest network will work.
- Offer your IT team our Networking — troubleshooting & tuning for optimal performance guide.
- View the event on mobile using a mobile data plan. Mobile allows for all of Welcome's functionality except for joining breakouts or lounges.
- If you are recording the event, offer a way to view the event recording.

Browser Security

- Use an incognito/private window of the browser. This will generally disable installed extensions that could be blocking the feed.
- Manually disable the security extension that was either installed by IT security or even pop-up blockers.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Integrations Overview

What exactly is an integration?

Welcome can integrate with some of your favorite CRM/marketing tools (see below) to sync registrant data between the platforms. This makes it easier for registrants who sign up on the integration registration page to navigate and check into Welcome, with the intent to maximize attendance at your event.

- If a guest registers in the integration, the guest's information will automatically be updated to include a unique link for seamless event access. This unique link can also be used as a personalized token in event reminders.
- If a guest registers on Welcome, the integration will catch that information and automatically transfer it over.
- Lastly, the integration will check for updated attendee information on a daily basis. It will update all guests with their most up to date registration status at that time.

Integrations we currently support:

- Marketo (walkthrough coming soon)
  - Quick overview of the Marketo Integration
    - Implementation
      - Please note that a Marketo Select license or above with "Admin" rights is required in order to successfully implement this integration.
- Hubspot (walkthrough coming soon)
  - Quick overview of the Hubspot Integration
- Salesforce (walkthrough coming soon)
  - Quick overview of the Salesforce Integration
- Splash
  - Quick overview of the Splash Integration
    - Step by step walkthrough here
      - Implementation
        - Please note that a Pro or Enterprise level license is required
      - Testing
      - Best Practices

Don't see the integration you are looking for? Want to setup an integration for your event? Contact us at support@experiencewlcome.com and we'll see what we can do.

Stage Kit Guide

Implementation of assets is what can really separate your event from a regular old zoom meeting to a jaw-dropping experience. Creating an environment that sets itself apart from just a person on screen is something that will really deliver an event experience.

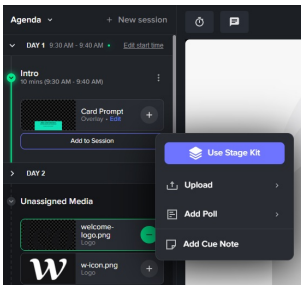
Our Stage Kit feature is a self-serve feature that we've built into your event's control panel. The Stage Kit offers stock video, audio, backgrounds, and some customizable overlays. If you do not want to use our built in assets, please review our Graphics and Video Dimensions article

Where to Find Stage Kit

The location of Stage Kit are in different locations depending if you are using the Agenda Builder view or Legacy view of the Multimedia Panel.

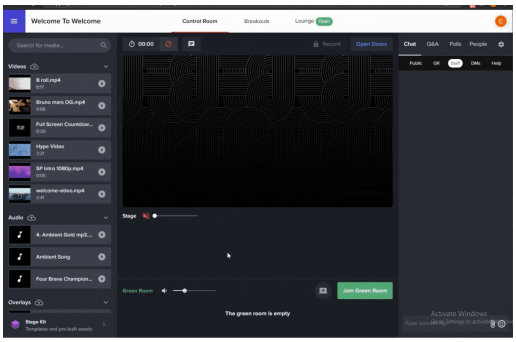
Agenda Builder

It is available anytime you click "Add to Session" you will see Stage Kit appear in the pop up at the top.



Legacy

Stage Kit appears at the bottom of the Multimedia Panel.



What is in Stage Kit

Stage Kit will offer 4 types of assets:

- Overlays
- Video
- Audio
- Backgrounds

Overlays

You will have access to a variety of customizable static and dynamic overlays. They each will offer different areas of customization. Let's break them down one by one:

Agenda

This overlay will dynamically update to any changes to session information in the agenda builder.

Bottom Left Message

Lower 3rd with 2 fields of text with customizable background color

Call to Action

Create an overlay that has an actionable button on the stage or QR code. It will also generate a link in the chat that is clickable and able to pin. Check out our Call to Action Guide for specifics.

Card Prompt

Bottom centered prompt that defaults to a Q&A call to action. The prompt and text are customizable with customizable background color

Centered Message

Animated center of stage message. You are able to edit the text and able to hide the animation. Colors assigned to asset are your primary and secondary brand colors.

Countdown

Animated starting soon countdown timer. Text and timer duration are editable, along with the ability to hide the animation. Colors assigned to asset are your primary and secondary brand colors.

Session Title

Very similar to Centered Message, the text has a higher font size and you can select different background options.

Side Graphic

Upload your own graphics! You can set them to be on the right or left side of the screen, along with some image scaling options.

Top Left Message

Create a simple overlay with text at the top left corner or bottom right corner of the stage.

Video

You have the option of two stock videos you can play during your event.

Audio

Stock audio file to play during your event

Backgrounds

Brand Color Backgrounds

Choice between using your primary or secondary brand colors

Patterned backgrounds

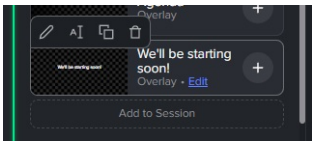
You have the option of various patterned backgrounds. Colors are based on your brand colors

Animated backgrounds

You have the option of various animated backgrounds. Colors are based on your brand colors

Editing Assets

Customizable assets can be edited in the Agenda Builder after you have added them. You will either see the text "Edit" in blue or you can select the Pen icon in the pop up that appears when you hover over the asset.



Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Multi Language Support

Welcome supports additional language localization besides English.

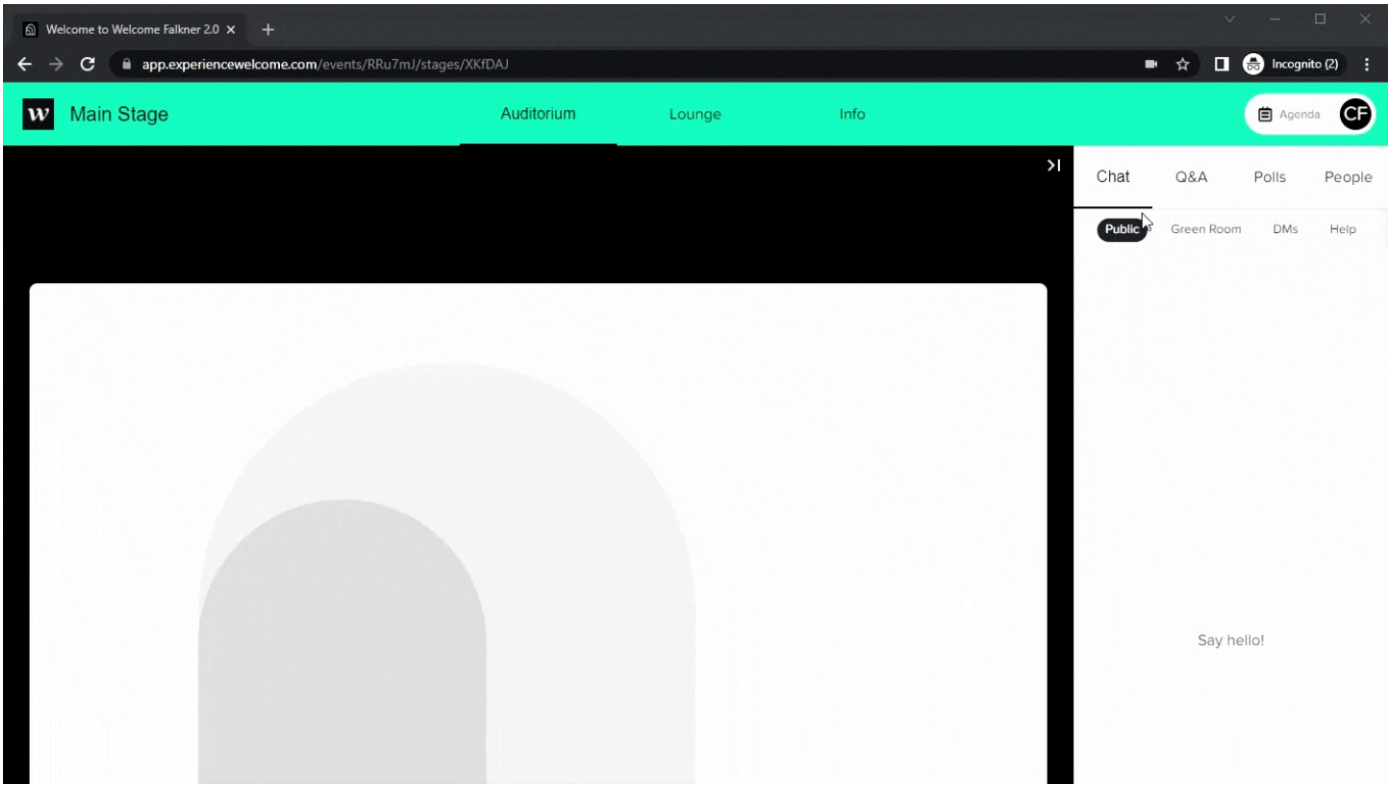
Available languages include:

- French
- Spanish
- Japanese
- Portuguese

This feature is only available to attendees and speakers. In some cases, the Welcome should be able to detect if your browser defaults to one of them already.

Please follow the instructions listed below:

1. Click on the profile circle at the top right corner of the screen
2. Click Profile in the drop-down
3. Select the language you wish to change to in the Language field
4. Click "Save"



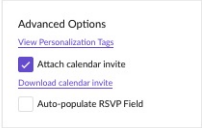
Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

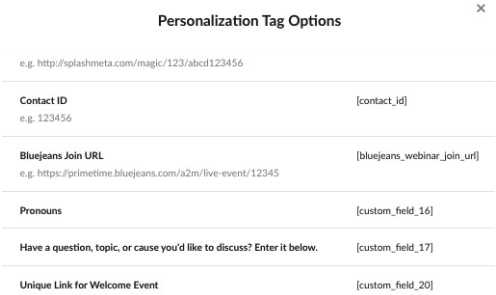
Integrations - Splash - Best Practices

Below are Best Practices to follow when utilizing the Splash integration with Welcome

1. It is important to embed the unique link for each individual attendee in event reminder emails. We must invoke the data that is aggregated in the custom, hidden field that we created in **Step 9** from the Implementation Guide into the body of the email. To do this, please click "View Personalization Tags" in the "Advanced Options" section within the Editing page when designing your reminder email.



In our example below, the tag for "Unique Link For Welcome Event" is [custom_field_20] but please note that this will be different in your Splash instance.



2. As a fail safe, it is best practice to include the link to the generic link to the Welcome event. You can retrieve the generic link in the Event Dashboard in Welcome. Add a custom text or html in the event email design page in Splash.

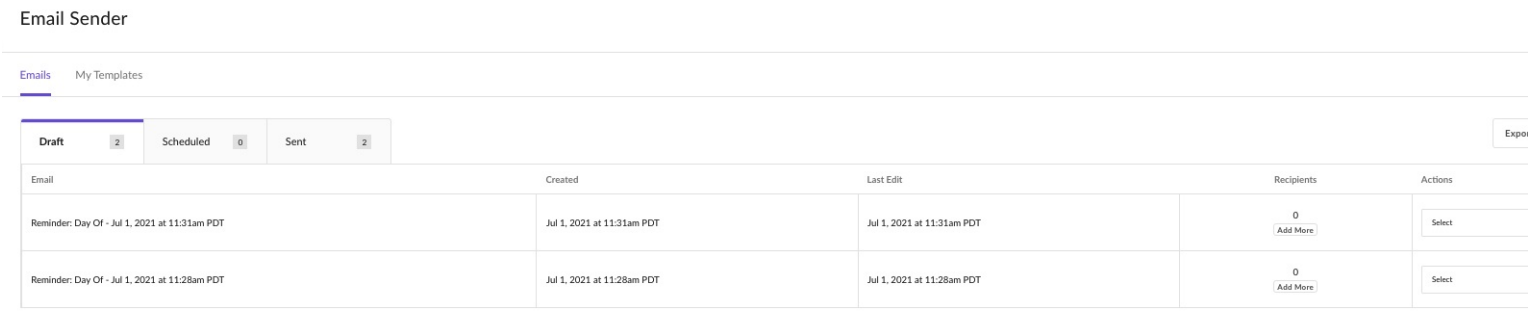
3. Welcome's official recommendation is that you trigger the integration **1 week before the event.** Given the limits in the number of API calls that Splash can make in an hour, **we recommend that you trigger the integration at least 3 hours ahead of your event** to confirm that everyone receives their magic links. If you have more than 1500 registrants, we recommend that you trigger the integration at least 5 hours ahead of your event.

4. Please be sure to follow steps 10-13 in the **specific Splash Event's settings** in the Implementation Guide, and not in the general "Integrations" tabs on your Splash home page. This avoids accidentally sending registrations from **all** of your Splash events into one Welcome Event.

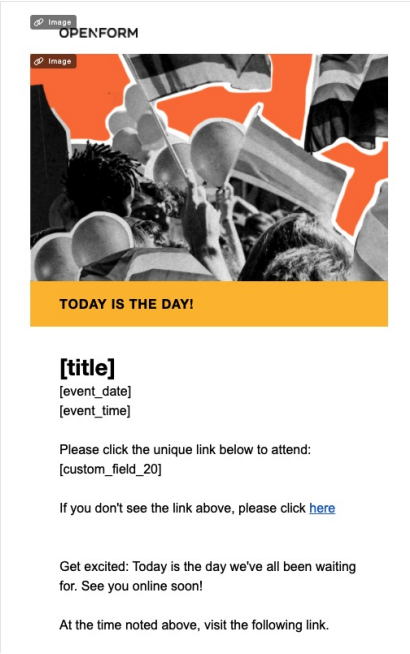
Integrations - Splash - Testing Event Emails

Below are steps to Test event Emails in Splash after the integration has been implemented

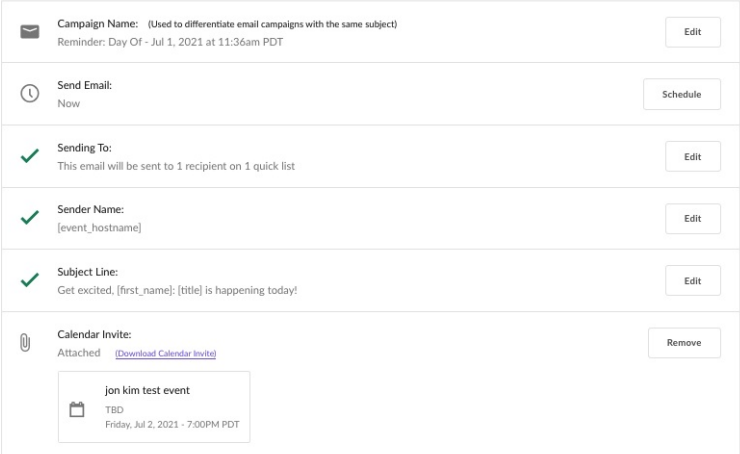
1. Configure the event reminder email to include the unique link for the Welcome Event.
2. Fill out the Event's registration form with a test attendee. We recommend using an email account not associated with the Zendesk domain. (In the example below, we're using a personal gmail address)
3. Wait 5 minutes.
4. (Optional) Export the Splash Guests to CSV to ensure that all attendees have unique links in the "Custom Field: Unique Link for Welcome Event" column. If some attendees do not have Unique Links, contact your Welcome Customer Success Manager. Note: *Producers* In Welcome do not get magic links for security reasons.
5. Send a Reminder Email to the test attendee. Its unique link should be populated in the email. Please keep in mind that this is a test email, so please do not click "Send Test", but follow the steps below
    - Click Email in the left-hand menu bar
    - Either click "new email" in the "Emails" tab, or choose a template in "My Templates" (For our example below, we chose "New Email")



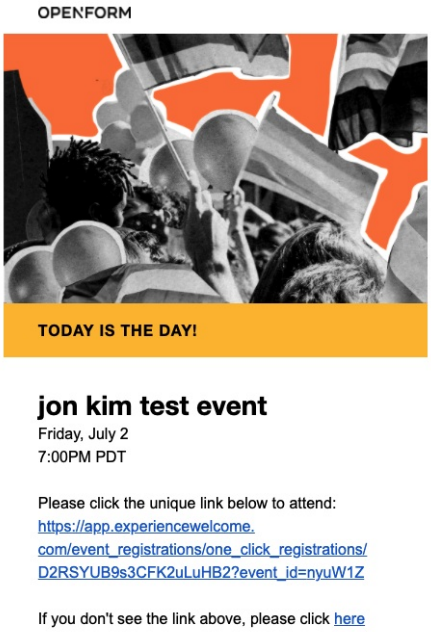
- Design an email template that includes the unique link and the default registration link, example screenshot below. Once satisfied, click save and move onto Recipients.



- Add the test attendee as a recipient, either manually or by clicking “Add Quick List
- In the Review section, take one more look at the information and confirm everything looks good for the test. If it does, click “Send” manually at the top right of the screen. Again, it is important to follow these steps as opposed to “Send Test”, which can cause accidental emails to actual invitees.



6. If the emails do not come through as expected, contact your Welcome CSM. Below is a screenshot of a successful email reminder



7. When the time comes to send the 24hr and Join Now Reminder Emails. Follow the steps in this document to resend the emails you tested. https://support.splashthat.com/hc/en-us/articles/205934116-How-do-I-resend-an-email-

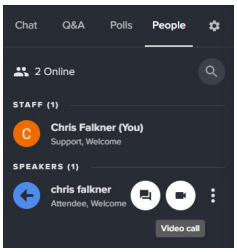
1:1 Call Guide

1:1 Calls are supported in Welcome; you can attend jaw-dropping events and still chat with a new friend on the same platform. We want to make sure you are still connected to the event so you will have a picture in picture of the stage. This way, you can still have a close personal interaction with your new friend and commentate over what is being said on stage.

How to Jump into a 1:1 Call

1:1 calls can start in 1 of 2 ways, you either start the call or answer a call. Let's dive into both ways.

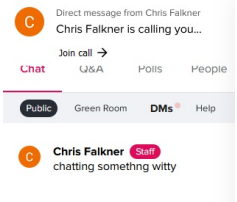
Starting a 1:1 Call



1. Go to People tab and search for whom you would like to start a call with.
2. Hover your mouse over the person, and you will see a button with a camera in it.
3. Click the button, and you will be prompted with a Camera and Mic check to complete.
    1. If you are having permission issues, please refer to our troubleshooting article.
4. Once you click **Join Video Call,** it will take you into the room.

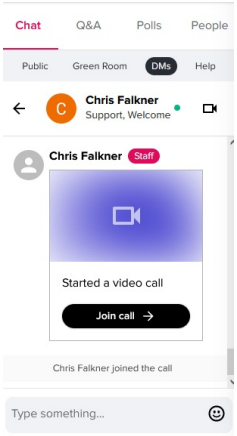
Answering a 1:1 Call

Answering through the notification pop up



1. When someone starts a call with you. You will receive a pop-up on the top right corner of the screen stating, "(Person Name) is calling you"
2. If you hover over the pop-up, you will see an option to "**Join call**" that you can click.
3. Once you click **Join Call,** you will be prompted with a camera/mic check.
    1. If you are having permission issues, please refer to our troubleshooting article.
4. Once you click **Join Video Call,** it will take you into the room.

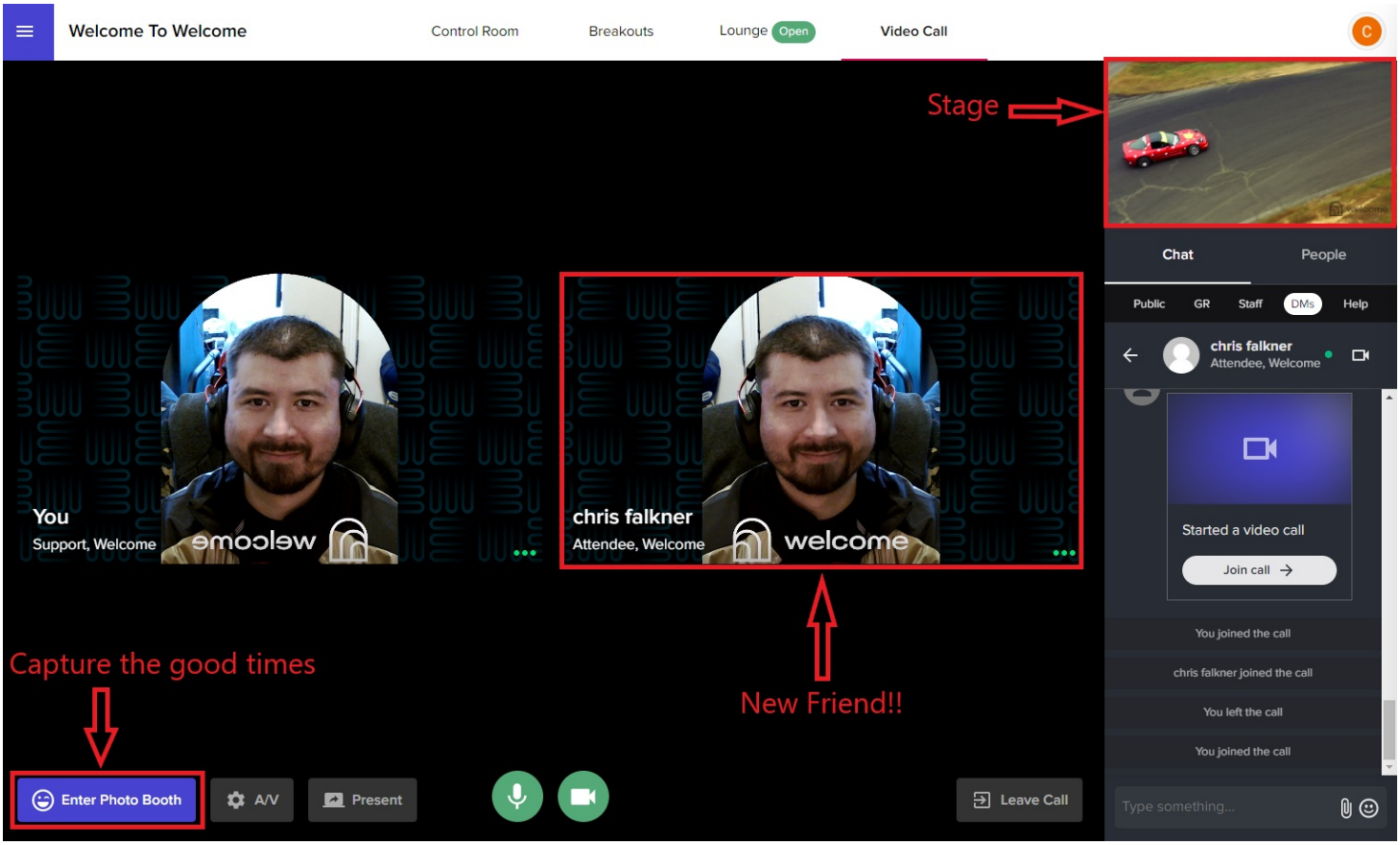
Answering through the DM tab



1. Click on the DMs tab; you will see that a red dot will have appeared next to it.
2. You should see the person listed who is trying to call you, click on the person and you'll see a **Join call** button.
3. Click the button, and you will be prompted with a Camera and Mic check to complete.
    1. If you are having permission issues, please refer to our troubleshooting article.
4. Once you click **Join Video Call,** it will take you into the room.

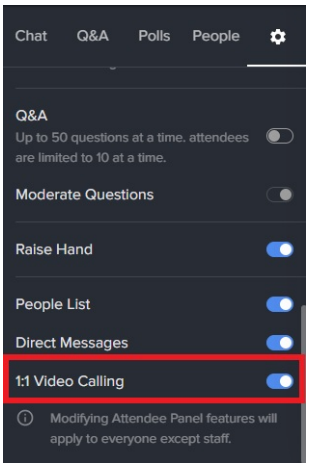
What Does it Look Like in a 1:1 Call

1:1 calls look a lot like our lounges and breakout rooms with one special feature; the stage is still visible! This design creates a unique dynamic where you two are not only just speaking to each other but can also still participate in what's going on on the stage and commentate on it. You will still be able to engage in public chat, and you will have access to the Photo Booth feature where you and your friend can take a picture together.



As a Producer, How to Enable this Feature

Enabling this feature is pretty straightforward; you need to go to the Cogwheel at the top right corner in the Event Control Room and click the toggle for 1:1 Video calling.



Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Welcome Referral Program

Share the love! ❤

Refer a customer that signs up for an annual contract worth $25,000 or more and receive $2000 as our thanks.

Here's how it works:

1. Fill out the form
2. Make the intro: Email referral@experiencewelcome.com, copy the person you're referring, and make an intro to Jerry Shen.
3. Wait to hear back: We'll be in touch via email to let you know when we've received your referral.

If the person you refer becomes a Welcome customer, we'll be in touch with next steps to redeem your .

Have more questions? See our FAQ below or contact referral@experiencewelcome.com

Referral Program FAQ

Who is eligible for the referral program?

Anyone except Welcome Employees are eligible to submit a referral.

What Qualifies as a true referral?

The person you refer should have the ability and authority to make a decision about implementing Welcome at their organization.

Can I refer more than one person at the same company?

Yes, but it's best to refer the individual who would be the ultimate decision maker for implementing a virtual event software solution at their organization.

What if two people from my company refer the same person?

Yes, but it's best to refer the individual who would be the ultimate decision maker for implementing a virtual event software solution at their organization for either external or internal-facing events. This could include decision-makers in Marketing, Events Management, Internal Communications, HR or People Ops.

What does the person I refer need to do after I refer them?

Once we reach out by email and kick off the conversation, the person/company you refer must commit to an annual contract greater than $25,000 annually.

If my referral is accepted, how will I receive payment?

If your referral is accepted, we'll send you an electronic VISA card in the amount of $2,000 USD.

Networking — troubleshooting & tuning for optimal performance

If the audio and video streams for an event are coming through very slowly or cutting in and out, you are likely accessing our application behind a network security filter that is blocking or throttling connections to our media backend.

Network security filters could be running on: your device, a corporate firewall, your wifi access point, or a VPN you are using.

If you can, turning off your VPN before joining the event will generally improve the quality and reliability of the audio and video streams.

Our networking layer has been designed to support the strictest filtering rules we've encountered on our enterprise customers' corporate networks. Specifically, these are:

- Block all UDP traffic except port 53 (DNS)
- Block all TCP traffic except for ports 80 and 443 (HTTP and HTTPS respectively)
- Network Address Translation policy is set to "symmetric"

Under those conditions, our networking layer will establish a TCP connection to a media proxy server running on port 443 (HTTPS), then tunnel all audio and video data through that connection.

If you are a network administrator looking to optimize the event's experience for your users and reduce the bandwidth usage on your internet link, we recommend that you modify your firewall configuration to include the following rules:

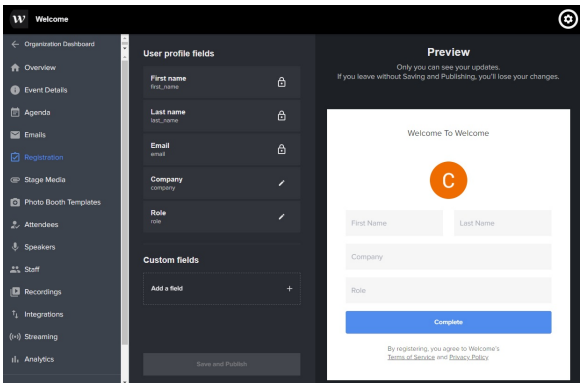
```
allow traffic on:
  UDP port 3478
  TCP and UDP ports 4700 - 5000
  TCP ports 3433, 5668, 5669, 6080, 6443, 8667, 9667, 30011 - 30013
if the destination IP matches a DNS record in one of these domains:
  agora.io edge.agora.io sd-rtn.com edge.sd-rtn.com
```

Still need help?

If you're experiencing issues, feel free to contact support@experiencewelcome.com or use the blue help button at the bottom right corner.

Custom Registration Guide

With custom registration, you are now able to set up custom fields to gather more information about your registrants. Custom registration will allow you to collect specific data based on the required fields you choose to implement. All this data will be available in the attendee tab either before or after the event (in other words, this data does not live in the post-event analytics).



Where to Customize your Registration Fields

You can access the Registration Fields by going to your Event Dashboard and clicking Registration in the navigation panel on the left.

Creating your Custom Fields

On the left, you will see where you create and modify fields and on the right, you will see an active preview of the registration fields. By default, you will see the first name, last name, email, company, and role (this is not changeable). First name, last name, and email are the minimum required fields to create a Welcome registration page and the latter can be enabled/disabled.

Adding a Custom Field

Start by clicking on "Add a field" below "Custom fields" and you will be offered 3 field types.

Text Field

1. Field label - Name of the Field.
2. Placeholder (optional) - A viewable example for users.
3. Data Field Name - Name displayed in the attendee CSV download data. This auto-populates with the Field label.
4. Toggle for required field.

Dropdown

1. Field label - Name of the Field.
2. Placeholder (optional) - A viewable example for users.
3. Data Field Name - Name displayed in the attendee CSV download data. This auto-populates with the Field label.
4. Toggle for required field.
5. Options - Fill out the different drop-down options for your users to select.

Checkbox

1. Field label - Name of the Field
    1. You can add hyperlinks for users to view such as terms of service acknowledgments.
    2. To add hyperlinks:
        1. Click + Add a hyperlink (link:`LABEL`[https://]).
        2. Replace "LABEL" with what you want to be displayed.
        3. Replace "https://" with your URL.
2. Data Field Name - Name displayed in the attendee CSV download data. This auto-populates with the Field label.
3. Toggle for required to check.

Once you have filled out the fields that you want and need. You can use the Preview section on the right to see your changes in real-time. When you have finished click "Save and Publish". Click "Registration Preview" at the bottom left to review the published changes.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Integrations - Salesforce into Welcome

Overview

This article will go over instructions on how to configure Salesforce so that registrant information is sent to the Welcome platform seamlessly in real-time. This is a valuable integration to use when registrations for a Welcome Event are hosted outside of the registration process that Welcome provides, for example, a Pardot Landing Page. If you are looking for information on sending data from Welcome to Salesforce, please click here.

While Pardot is a valuable marketing tool to ingest attendee information into Salesforce, it is not a required piece of the technology stack to enable an integration with Welcome. The guide below will use Pardot as an example of the source of attendee data that feeds into Salesforce, but contains necessary information even if it is not being leveraged.

User Permissions

In order to set up the integration, you will need the following user permissions:

- "Producer" role in Welcome
- A Salesforce User that permits writing and editing functions to custom fields, as well as the ability to set up and trigger Outbound Messages and Rules.
- A Pardot Administrator (optional if Pardot is utilized)

(Optional) Creating Automation Rules and Custom Fields in Pardot

- Create a Prospect custom field in Pardot and sync to the Salesforce field name (lead object) named "Welcome Event Id"
- Once a Campaign and its associated Landing Page is created, create a new automation rule with the following:
  - Assignment - Customize who you want the Prospect assignments to go to. This is important as Pardot will not sync with CRM (SFDC) if the Prospect is not assigned to a user. For the sake of the example, we will assign the CRM user to "Jonathan Kim"
  - Add to CRM Campaign - Select the SFDC Campaign this Prospect will sync with. Choose the status of the lead when synced with Salesforce
  - Change Prospect custom field - Select Welcome ID and input the 6 character string that represents your Welcome Event Id. This can be found on the Welcome Event Dashboard. You will need to do this for every new Welcome Event.

Creating Custom Fields and Formulas in Salesforce

The instructions below go over how to create custom fields in Salesforce and how to store a formula so that all custom fields are synced with the same value.

- Create a custom field in Salesforce's Lead object labeled "**Welcome Event Id**". The field type must be text.
- Create a custom field in Salesforce's Contact object labeled "**Welcome Event Id**". The field type must be text.
- (Optional) Create a custom field in Salesforce's Campaign object labeled "**Welcome Event Id**" Please note that this is not required if you are utilizing Pardot.
- Create a custom field in Salesforce's Campaign Member object labeled "**Welcome Event Id**". The field type must be a Formula. Copy and paste this formula within the Advanced Formula field in the Custom Field Definition window.

```
IF(

ISBLANK(ContactId),

Lead.Welcome_Event_Id__c,

Contact.Welcome_Event_Id__c

)
```

Creating an Outbound Message

- Navigate to Setup in Salesforce and search for Outbound Message. Select "New Outbound Message"
- Choose the object used to trigger the Outbound Message. In the example above, we have chosen Campaign Member.
- Fill out and select the following fields accordingly, in no particular order:

- **Name**: At your discretion
- **Description**: Optional
- **Endpoint URL**: To be provided by your Welcome Solutions Engineer
- **User to Send As**: At your discretion
- **Object fields to send**:
  - Id
  - First Name
  - Last Name
  - Email
  - Welcome Event Id (newly created custom field)

Creating a Flow to Trigger the Outbound Message

- Navigate to Setup, search for and select Flows under Process Automation
- Select New Flow
- Choose Record-Triggered Flow and choose the Free-Form option to build
- A Configure Start window will open
- Fill out or select the fields accordingly:
  - **Select Object**: Campaign Member
  - **Trigger the Flow When**: A record is created or updated
  - **Condition Requirements**: All Conditions are Met (AND)
    - There will be 2 Conditions to fulfill, as below
      - **Field**: Welcome_Event_Id__c **Operator**:Does Not Equal **Value**: Empty String (Not Null)
      - **Field**: Status **Operator**: Equals **Value:** Registered (at your discretion)
  - **When to Run the Flow for Updated Records**: Every time a record is updated and meets the condition requirements
  - **Optimize the Flow for**: Actions and Related Records
- Click Done
- Click and drag the "Action" Interaction under the Start Step
- Select Outbound Message and search for the Outbound Message created and select
- Name the Label and API at your discretion and save.
- Drag and create an arrow from the Start step to the new Action step.
- Click Activate and then Save the Flow.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

9/19/21

Welcome back for another round of updates, fixes, and features!

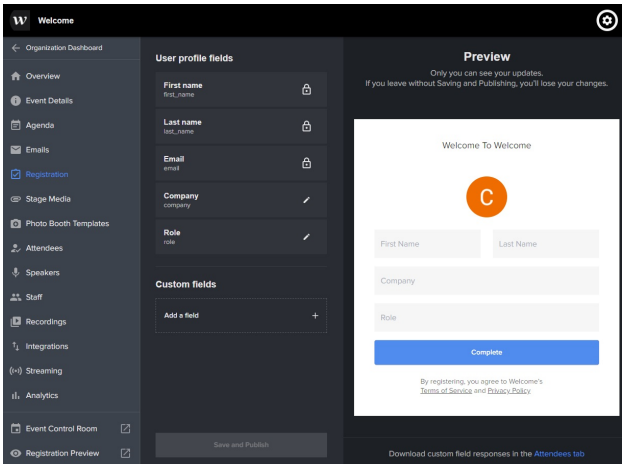
Features

[Agenda]

Welcome Agenda allows the attendee to see it at all times no matter what room or what track they are in, and all without removing them from the experience. Check out our [article on the specifics].

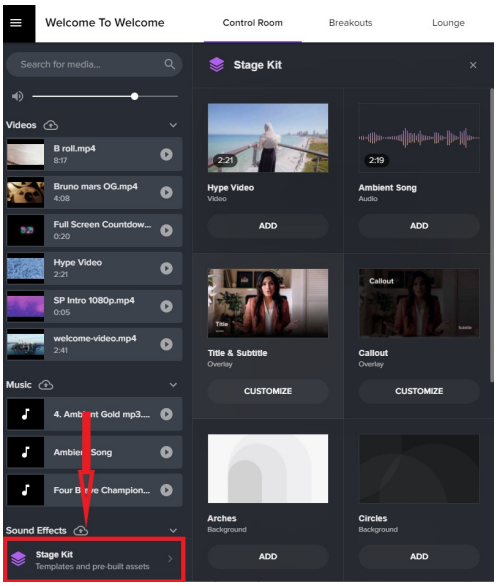
Custom Registration Fields

You can now customize the fields they collect in their registration form, adding text fields, dropdowns, and checkboxes, and determining if those fields should be required for attendees. Custom registration questions can be viewed in an event's CSV download.



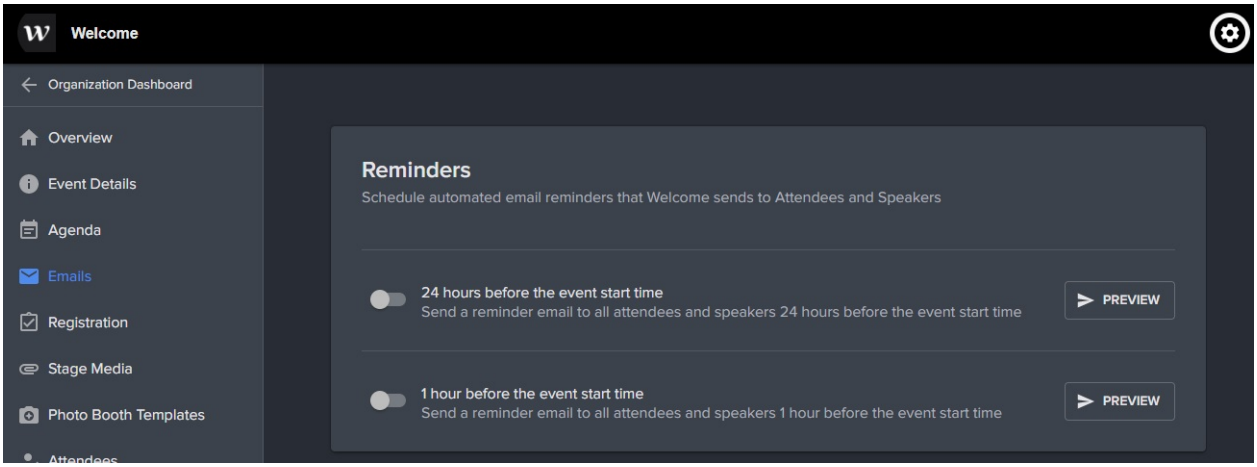
Stage Kit

Producer can now use Welcome's new stage kit to drop in Built-In Assets and create their own simple overlays. producers can now drop in media we have included for them including a hype video and music. Also, producers can design, name and save overlays in multiple different designs directly into their media library either before or even during a live event!



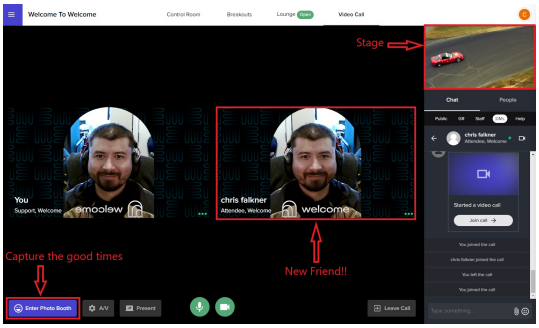
Event Reminder Emails

We'll automatically remind attendees of the upcoming event 24 hours and 1 hour before the event begins. You can find it in your event dashboard.



[1:1 Calls]

Feature is out of Beta and available to everyone. Enable your attendees to meet and speak with connections your attendees make with each other.



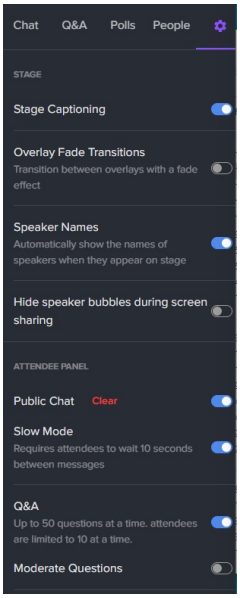
[Closed Captioning]

Feature is fully available for everyone! Check out our article for details [Closed Captions Guide]

Enhancements

Producer settings panel got a refresh

- Lower thirds can now be disabled from the producer settings panel.
- Producers can now toggle overlay fade transitions and the setting to show speaker names on stage.
- Producers can hide speaker bubbles during screenshare on stage.



Analytics

- 1:1 Call Analytics
- On Demand Video analytics have been added to the event dashboard.
- Multi track: Analytics now correctly visible in the dashboard. You will still need to contact support@experiencewelcome.com to pull multi track data.

One Click Links

Don't need to worry about their unique links expiring. They can send out unique links as soon as they are generated (i.e. in confirmation emails and calendar invites).

- If a magic link is generated before its associated event ends, the link will expire 2 weeks after the event ends.
- If a magic link is generated after its associated event ends, the link should still expire in 2 weeks.
- There is no more "One Click Registration Expired" Toast message.

General

- Option to automatically start or stop a recording when you open or close the stage doors.
- Brought back the Chat CSV Download Button.
- Adding a badge to the control room to denote the number of users and screenshares in the green room.
- Speakers will have a nicer onboarding into the green room. Cleared up confusion around the invite modal and added some helpful prompts for them when they enter the green room.
- Producers will now be notified when a speaker joins the event.
- Can now control volume of all prerecorded audio and video from a single control.
- Added a button to contact support to the profile menu.
- DM and help notifications now include a "reply" button which navigates you straight into that conversation.
- Adds chat and stage panel to info page for producers.

Fixes

- Performance tuning
- Joining a lounge room, the room chat will now be shown in the chat tab by default
- When entering a breakout, the "Chat" tab should show the room chat by default for both producers and attendees
- Don't allow Video assets to be deleted while they're playing
- Fix issues with mobile streams
- Sort watchers alphabetically in lounge sidebar
- Improved live caption legibility. Not as much jumping around, and no color changing
- Fixed the "Add to calendar" button for users on a mobile device

Passwordless Login

Passwordless Login has arrived for attendees and speakers! This feature will allow attendees and speakers to authenticate into Welcome events using only their email. Passwordless Login gives your event's users a seamless and easy method to enter and enjoy your events. This feature is turned on by default for all organizations, but users will still be able to set a password and authenticate the old-fashioned way if they prefer that method.

Passwordless Login works very similarly to our one-click links we currently offer through our event dashboard. How passwordless works, once a user requests to use passwordless for the event, we send an email to them containing a unique link to join the event. It's important to note that this also means these unique links will expire. To avoid confusion, please ask your producers, speakers, and attendees to familiarize themselves with the expirations below.

Expiration details:

- The link is not used for 30 minutes after being sent
- A new passwordless unique link is requested by the user
- The link will expire after use

If you'd like to turn Passwordless Login off for your organization, you can do so by connecting with our support team for assistance. As a reminder, this feature does not stop your speakers/attendees from logging in the old-fashioned way if they prefer that.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Sponsor Guide

Congratulations you are a sponsor for a jaw-dropping event! Let's walk you through the platform and show you how to navigate the different areas.

First things first let's make sure you use our compatibility checker to prevent issues joining the event; this will run a quick hardware check for the device you are using. Furthermore, please review our Before You Start article that goes into further details you may want to check out before joining an event.

Now that you have ensured your hardware and device are good let's walk through the platform together. We will go through three critical areas:

- Registration
- Platform Orientation
- Lounge Rooms and Breakout Rooms

Registration

The event producers will share a link with you for the event, along with the date and time. From there you will need to register. Below are the options you have and a couple of short walkthroughs.

Using Single Sign-on with Gmail, LinkedIn, or Outlook

Using email

Please note that you will be locked out for a 15 minute period if you **input your password incorrectly 10 times**. If you are having trouble registering for an event, you can ask the event producers to send you a "one-click registration link" that bypasses the need to create an account or go through this flow. Producers, please follow this guide here.

Navigating the Event

The Stage

This is where the bulk of the event will be unless it is a multi-track event. Here you will be able to navigate to other areas of the event, adjust stage volume, and make the event go to full screen.

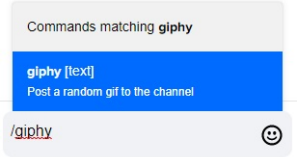
- Volume slider - Located at the bottom left
- Full Screen - Located at the bottom right
- Closed Caption - If the event has this enabled, the CC button is at the bottom right

Interaction Panel

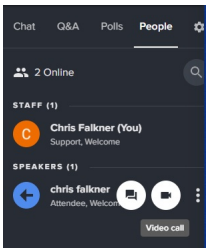
Chat

Primary interaction panel to engage with event participants

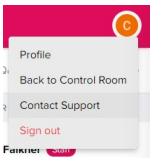
- Public Chat - Where you can interact with other attendees and engage with the speakers
  - Don't forget to use emojis and /giphy [text] to create some fun



- DMs (Direct Messages) - Allow you to send other attendees DMs for private conversations.
  - You can also request 1:1 video calls with other attendees. For greater detail check out our 1:1 Call Guide.



- Help Chat - Think of this as reaching out to the event staff/producers directly for help with technical issues during the event. You can also solve the most common problems with a review of our general troubleshooting guide.
  - You can also click on your profile image at the top right-hand corner and click "Contact Support" to email the Welcome support team.



Q&A

Where you can ask questions for the speakers or producers to answer. You can also see other people's questions and upvote them.

- Note that you are limited to 10 "live" questions (you can keep asking them if they are answered or deleted) per event in the Q&A. If you really need to ask more questions please feel free to use the "help" chat where you can get in contact with the producers who can put questions in the Q&A on your behalf.

- **Raise Hand** - This is a feature where you can alert the producers of the event to put you on stage to ask your question on video in front of the audience. In other words, raising your hand tells the producers that you want to go on stage.
  - The event producers can simply choose not to acknowledge your raised hand
  - You can also just ask your questions in text form in the Q&A

Polls

Event organizers and speakers are able to put up polls for you to vote on. This tab will reveal all the active polls that you may participate in and the results of previous ones.

Profile

At the top right corner of the screen, you will see your profile button with an agenda button to the left of it.

- Profile - Clicking on this button will reveal a drop-down with a few options
  - Profile - this allows you to modify your profile fields such as name, role, company, and you can upload a profile image
  - Contact Support - This takes you to the Welcome help desk to submit a support ticket
  - Log out - logs you out of Welcome
- Agenda - Toggles a panel of the event's agenda. You can expand and close the description for the different sessions throughout the day
  - If you are attending a multi-track event you will see a drop-down that allows you to switch the agendas for the different tracks and also includes a button that will take you to those tracks.

Lounges and Breakout Rooms

- Please note that you will not be able to use these features without a working camera and microphone
  - Here is a tutorial on how to troubleshoot camera/microphone issues
- Depending on your event, lounges and/or breakout rooms might not be available
  - but if they are, don't forget to use the photo booths

Lounges - A casual place for attendees to hang out with each other. This is most likely where your sponsorship opportunity will be set up.

Breakout Rooms - Think of these as a more structured way to break up attendees into smaller groups for discussions. You will be automatically sorted and can be moved to different breakout rooms by the producers.

Still having trouble?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Analytics Guide

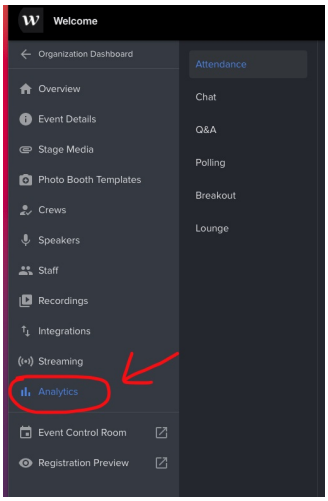
Once your event is over, it's time to take a look at your data from those that attended. We have two areas in our analytics tab to help you out.

First is our Event Report Card, this is a one-pager report that provides some top-down actionable insights. The second will be more granular detailed data at a per-user level.

Where to Find Your Data

When you close the doors to your event you will be given an option to receive an email of the Event Report Card PDF. If you choose to not do that you can access your data within your Event Dashboard.

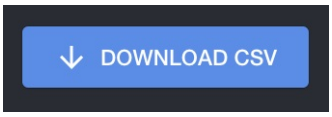
Please navigate to the analytics section of your Event Dashboard.



The following data is currently displayed:

- Event Report Card
- Attendance
- Chat
- Q&A
- Polling
- Breakouts
- Lounges
- On Demand
- 1:1 Calls

All of the data can be downloaded in individual CSV files. A button to do so is provided in the top right-hand corner of each section. **Please note that you will need to wait 90 minutes after your event ends for the data to become available**.



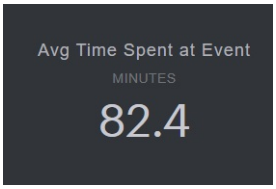
Multi-track event data is NOT fully yet supported; please reach out to support@experiencewelcome.com for assistance pulling data from these events.

Event Report Card

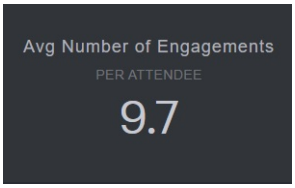
This is where you will find top-down data for your event across various metrics. You will also be able to download a PDF file by clicking the "Download PDF" button at the top right.

The Event Report Card is broken up into different sections:

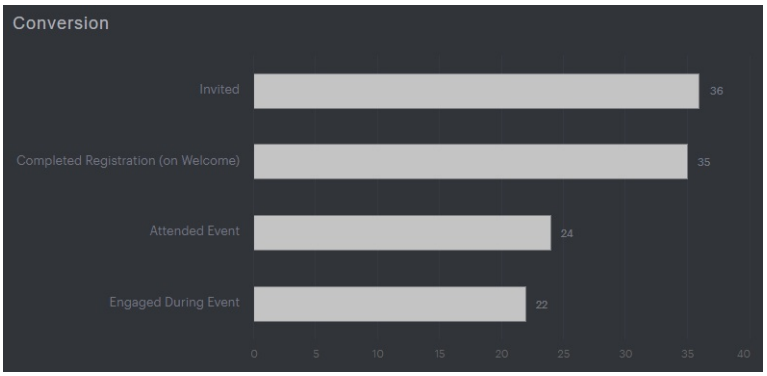
Avg Time Spent at Event in Minutes



Avg Number of Engagements Per Attendee

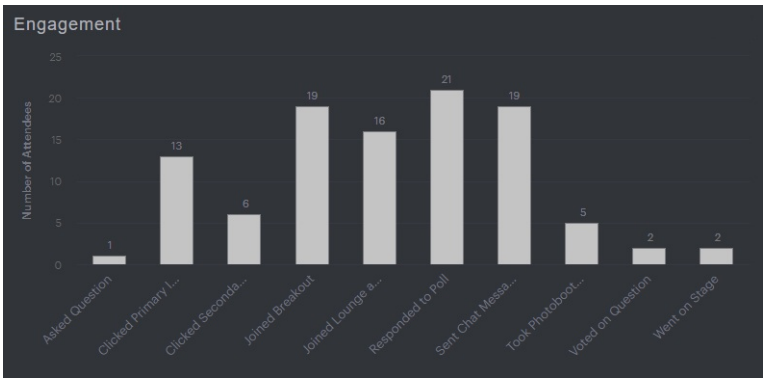


Conversion - This will show the distinct count across the conversion funnel starting from invited to engage during the event.



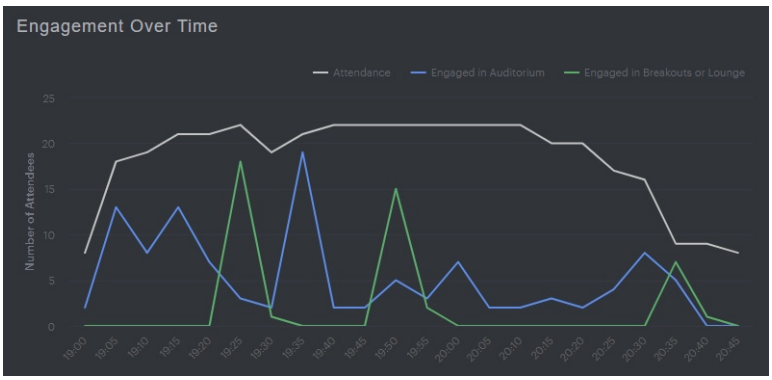
- Invited
- Completed Registration
- Attended Event
- Engaged During Event

Engagement - This encompasses when an attendee performed one or more of the different tracked engagement metrics.



- Joined Breakout
- Joined Lounge as a Participant
- Took Photobooth Picture
- Clicked Lounge Call to Action
- Responded to Poll
- Sent Chat Message
- Clicked Primary Info Tab
- Clicked Secondary Info Tab
- Asked Q&A
- Voted Q&A
- Joined Green Room
- Went on Stage
- Raised Hands

Engagement Over Time



Please note, that staff, speakers, and Welcome employees are excluded from the data in the Event Report Card.

Times are displayed in the event's time zone. You can find this in the event details tab of your Welcome event dashboard.

Attendance

Complete attendance data can be pulled via this tab. The data will show when the attendee entered the event, exited the event, and the total time spent.

Attendance

First_Name	Last_Name	Email	Role	Company	Stage_Name	Time_Spent
Aaron	[redacted]	[redacted]	[redacted]	[redacted]	AMA: How to Lead a ...	00:05:30
Ali	[redacted]	[redacted]	[redacted]	[redacted]	AMA: How to Lead a ...	00:18:11
Alice	[redacted]	[redacted]	[redacted]	[redacted]	AMA: How to Lead a ...	00:56:00
Allison	[redacted]	[redacted]	[redacted]	[redacted]	AMA: How to Lead a ...	02:59:35
Amanda	[redacted]	[redacted]	[redacted]	[redacted]	AMA: How to Lead a ...	01:04:51
Anna	[redacted]	[redacted]	[redacted]	[redacted]	AMA: How to Lead a ...	01:00:26
Annette	[redacted]	[redacted]	[redacted]	[redacted]	AMA: How to Lead a ...	00:55:46
Avery	[redacted]	[redacted]	[redacted]	[redacted]	AMA: How to Lead a ...	00:57:41
Bill	[redacted]	[redacted]	[redacted]	[redacted]	AMA: How to Lead a ...	00:55:11
Brady	[redacted]	[redacted]	[redacted]	[redacted]	AMA: How to Lead a ...	01:06:39
Brandi	[redacted]	[redacted]	[redacted]	[redacted]	AMA: How to Lead a ...	00:18:58

Page 1 of 1

In the chart above you will see columns:

- First Name
- Last Name
- Email
- Role
- Company
- Stage Name
- Time Spent
- Time Spent in Seconds

Chat

Your public chat log will be downloadable from here. This is the only chat log that can be downloaded.

Q&A

All Q&A questions will be accessible from here. You will be able to see the users that asked the question and how many upvotes they received. Check out our Q&A Guide if you would like to learn more about the feature.

Q&A

Stage_Name	Asker	Email	Question	Status	Votes
Gourmet Taco Night ...	[redacted]	[redacted]	Is candy corn gross? ...	asked	
Gourmet Taco Night ...	[redacted]	[redacted]	how do we add phot...	asked	
Gourmet Taco Night ...	[redacted]	[redacted]	What is the name of y...	answered	
Gourmet Taco Night ...	[redacted]	[redacted]	Do you ever come co...	answered	
Gourmet Taco Night ...	[redacted]	[redacted]	How do we save tortil...	answered	
Gourmet Taco Night ...	[redacted]	[redacted]	What's your favorite c...	asked	
Gourmet Taco Night ...	[redacted]	[redacted]	What's everyone bein...	asked	

Polling

All Poll results will be available here. Check out our Polls Guide if you would like to learn more about the feature.

Polling

Question	Option_Text	First_Name	Last_Name	Email	Stage_Name
How would you rate y...	5 - 🧑‍🍳 🔍 Master chef	[illegible]	[illegible]	[illegible]	Gourmet Taco Night ...
How would you rate y...	5 - 🧑‍🍳 🔍 Master chef	[illegible]	[illegible]	[illegible]	Gourmet Taco Night ...
How would you rate y...	5 - 🧑‍🍳 🔍 Master chef	[illegible]	[illegible]	[illegible]	Gourmet Taco Night ...
How would you rate y...	4	[illegible]	[illegible]	[illegible]	Gourmet Taco Night ...
How would you rate y...	4	[illegible]	[illegible]	[illegible]	Gourmet Taco Night ...
How would you rate y...	4	[illegible]	[illegible]	[illegible]	Gourmet Taco Night ...
How would you rate y...	4	[illegible]	[illegible]	[illegible]	Gourmet Taco Night ...
How would you rate y...	4	[illegible]	[illegible]	[illegible]	Gourmet Taco Night ...
How would you rate y...	4	[illegible]	[illegible]	[illegible]	Gourmet Taco Night ...
How would you rate y...	4	[illegible]	[illegible]	[illegible]	Gourmet Taco Night ...
How would you rate y...	4	[illegible]	[illegible]	[illegible]	Gourmet Taco Night ...

Page 1 of 2

Breakout

A breakdown of the breakout sessions is housed here. Similar to the attendee data you will see the same user multiple times if they entered and exited it multiple times. Check out our Breakout Room Guide if you would like to learn more about the feature.

Breakout

Breakout_Room_Na...	Breakout_Room_To	First_Name	Last_Name	Email	Role	Company	T
Prep 🧑‍🍳 🔍 Room 1		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Prep 🧑‍🍳 🔍 Room 1		[illegible]	[illegible]	[illegible]		[illegible]	[illegible]
Prep 🧑‍🍳 🔍 Room 1		[illegible]	[illegible]	[illegible]		[illegible]	[illegible]
Prep 🧑‍🍳 🔍 Room 1		[illegible]	[illegible]	[illegible]		[illegible]	[illegible]
Prep 🧑‍🍳 🔍 Room 1		[illegible]	[illegible]	[illegible]		[illegible]	[illegible]
Prep 🧑‍🍳 🔍 Room 2		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Prep 🧑‍🍳 🔍 Room 2		[illegible]	[illegible]	[illegible]		[illegible]	[illegible]
Prep 🧑‍🍳 🔍 Room 2		[illegible]	[illegible]	[illegible]		[illegible]	[illegible]
Prep 🧑‍🍳 🔍 Room 2		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Prep 🧑‍🍳 🔍 Room 2		[illegible]	[illegible]	[illegible]		[illegible]	[illegible]
Prep 🧑‍🍳 🔍 Room 2		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Prep 🧑‍🍳 🔍 Room 2		[illegible]	[illegible]	[illegible]		[illegible]	[illegible]
Prep 🧑‍🍳 🔍 Room 3		[illegible]	[illegible]	[illegible]		[illegible]	[illegible]
Prep 🧑‍🍳 🔍 Room 3		[illegible]	[illegible]	[illegible]		[illegible]	[illegible]
Prep 🧑‍🍳 🔍 Room 3		[illegible]	[illegible]	[illegible]		[illegible]	[illegible]

Lounge

A breakdown of the lounge sessions is housed here. Similar to the attendee data you will see the same user multiple times if they entered and exited it multiple times. Check out our Lounge Guide if you would like to learn more about the feature.

Lounge

Lounge_Room_Name	Lounge_Room_Topic	First_Name	Last_Name	Email	Company	Role
Taco Party! 1	Share your finished ...					
Taco Party! 1	Share your finished ...					
Taco Party! 1	Share your finished ...					
Taco Party! 1	Share your finished ...					
Taco Party! 1	Share your finished ...					
Taco Party! 1	Share your finished ...					
Taco Party! 1	Share your finished ...					
Taco Party! 1	Share your finished ...					
Taco Party! 1	Share your finished ...					
Taco Party! 1	Share your finished ...					
Taco Party! 1	Share your finished ...					
Taco Party! 1	Share your finished ...					
Taco Party! #2	Share your finished ...					

On Demand

Your post-event On Demand video stats is housed here. This section will show who watched your On Demand content and for how long. Check out our Video On Demand Guide if you would like to learn more about the feature.

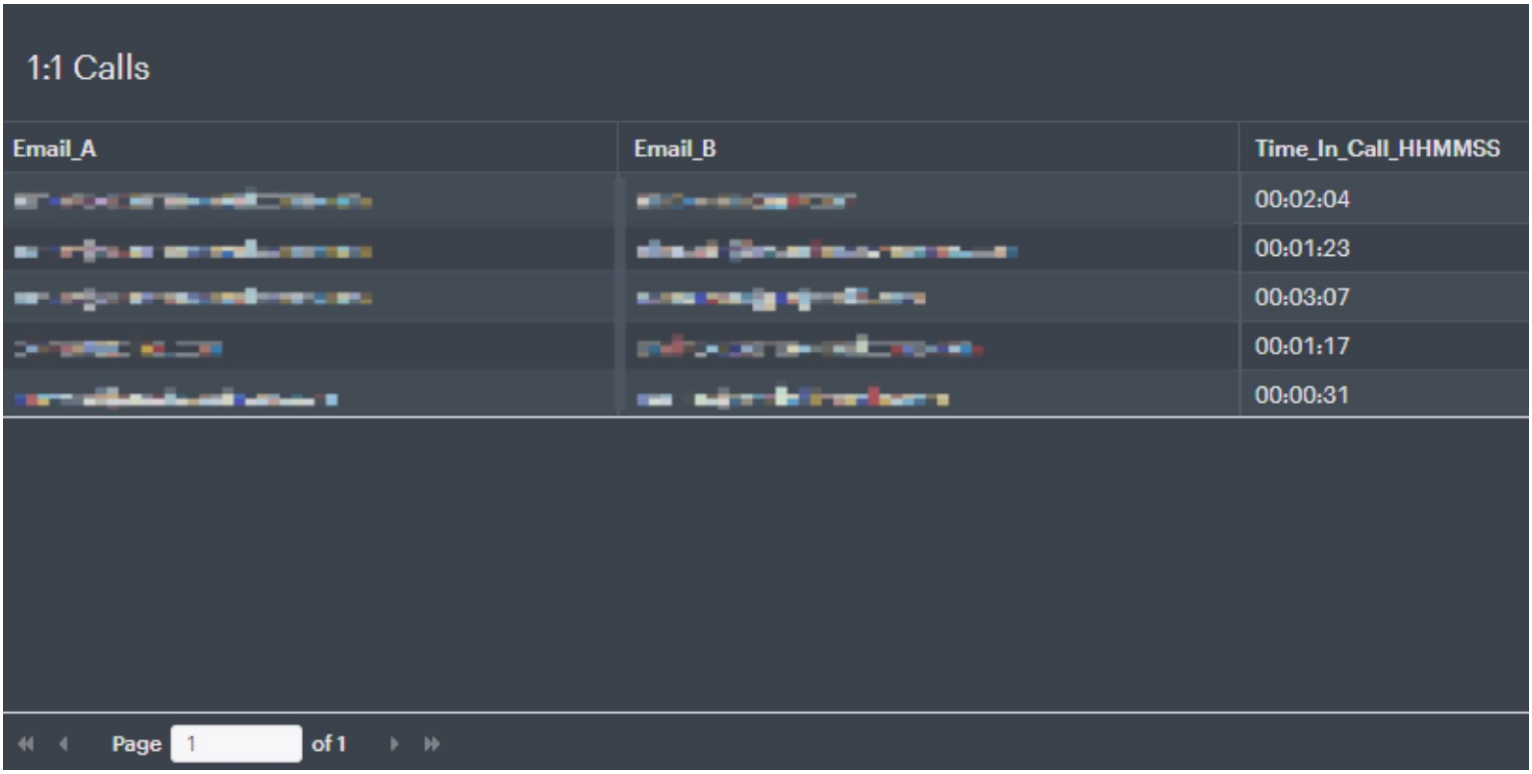
On Demand Recording (Views can take up to 90 minutes to appear)

Email	Recording_Name	Time_Watching_Video_HH
	final edit	00:00:19
	final edit	00:01:15

Page 1 of 1

1:1 Calls

All 1:1 Call sessions can be found here. Check out our 1:1 Call Guide if you would like to learn more about the feature.



Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Integrations - Welcome into Salesforce

Overview

This article details instructions on how to implement an integration between Salesforce and Welcome. Specifically, this guide will go over how to configure your Salesforce instance to receive data from Welcome. If you are looking for information on sending data from Salesforce to Welcome, please click here.

The Welcome platform will create a new Campaign in Salesforce that is associated with the Event if one does not already exist. The integration will also create new Campaign Members within the Campaign.

Welcome will also send unique, one-click URLs for each Campaign Member in Salesforce. This can be included in email campaigns sent to registrants to click and jump into an event seamlessly. If Pardot is being leveraged with Salesforce, this guide will also go over how to send the one-click URLs back into Pardot to embed in post-registration email communication.

Lastly, the integration will check for updated attendee information every few hours and update all Campaign Members with their most up-to-date registration status at that time.

User Permissions

A "Producer" role in Welcome

A Salesforce Profile that has permission to read, write, and edit data to custom fields

A Pardot Administrator (optional)

Configuring Salesforce to Receive Data from Welcome

- Create a custom field under the "**Campaign Member**" object in Salesforce. Name the field "**Unique Link for Welcome Event**". Please note that this must be the exact syntax.
- Create a custom field under the "**Campaign**" object in Salesforce. Name the field "**Welcome Event Id**". Please note that this must be the exact syntax.
- Provide your Welcome Customer Success Manager or Sales Engineer the following:
  - Your company's Salesforce login URL
  - Salesforce username and password (via a secure method)
- Navigate to your Welcome Event Dashboard and click on the Integrations tab. From there, click on the "Trigger Integration" button.

Optional: Sending Unique Links from Salesforce to Pardot

- Create a custom field under the "Lead" object in Salesforce. Name the field "**Unique Link for Welcome Event**".
- Utilize Process Builder to replicate the value in the Campaign Member object to the Lead Object's custom field, "**Unique Link for Welcome Event**".
- Create a custom field under Prospect in Pardot and name it "**Unique Link for Welcome Event**". Link this field with the Lead object's "**Unique Link for Welcome Event**" field. Ensure that the sync behavior has "**Use Salesforce's Value**" selected.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Producer Quick Start Guide

Welcome to our Producer video series that's intended to quickly orient you with our different systems across the three user roles and the interfaces you will be using. Each section will have links to specific topic articles for you to deep dive into all the details.

Before we dive into it let's ensure you have checked out our technical checks and recommendations.

Key takeaways:

- Setting yourself up for an awesome Welcome experience
- Use Chrome and limit the number of open tabs and windows
- Tablet/Mobile work, but we still recommend laptops/desktops for the full experience
- Confirm your Browser and System permissions are set correctly
- If you are unable to see video/audio on the stage check if you are on a VPN/firewall/security software that is blocking it
- Ensure you have a stable internet connection

Table of Contents

- Attendee Guide
- Producer Guide
- Networking Guide
- Speaker Guide
- Event Dashboard Guide
- Welcome Studio Guide

Attendee Guide

Understanding what your attendees will see will give you the context needed for how you design and organize your event. This will give you a great starting point and orientation with the Welcome platform to build from.

Key takeaways:

- Registration
- Stage navigation
- Interaction panel
- Networking options
- Editing your profile

For a further deep dive please check out our Attendee Guide.

Producer Guide

Now that you have a basic idea of what the platform looks like for your attendees. It is time to dive into your Control Panel and what you are capable of doing as a producer.

Key takeaways:

- Control room features
- The Green Room
- Managing the stage
- Media panel and the stage kit
- Interaction panel
- Settings panel

For a further deep dive please check out our Producer Guide and Control Room Guide.

Networking Guide

Creating kinship and belonging is something that will differentiate the typical talking heads event to a jaw-dropping experience. Leveraging out networking options can really bring people together.

Key takeaways:

- Breakouts vs. Lounges
  - Breakouts = curated private rooms
  - Lounges = open public rooms
- Creating and managing these networking rooms

For a further deep dive please check out our Lounge Guide and Breakout Room Guide.

Speaker Guide

Speakers are the stars of the show and help drive people to your event. The speaker interface is slightly different than other user roles. Orienting yourself to what they see will give you context to helping them onboard and troubleshoot possible issues.

Key takeaways:

- Speaker login
- Event staff communication
- The Green Room
- Presenting
- Navigating the event

For a further deep dive please check out our Speaker Guide and Speaker Onboarding Guide.

Event Dashboard Guide

The final area of the Welcome platform to be familiar with is the Event Dashboard. You will be spending a large amount of time in this administrative back end. You will be spending most of your pre and post-event time.

Key takeaways:

- Setting event details

- Adding media assets to your event
- Managing attendees and speakers
- Managing event recordings
- Setting up streaming
- Analytics

For a further deep dive please check out our Event Dashboard Guide.

Welcome Studio Guide

Welcome Studio is the control room for your live event. More importantly, it is the primary area where you will be designing and planning the event itself. Our Agenda Builder feature within the Studio allows you to create and organize your event.
Key takeaways:

- Navigation
- Agenda Builder
- Green Room
- Stage
- Communication Panel

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

11/9/21

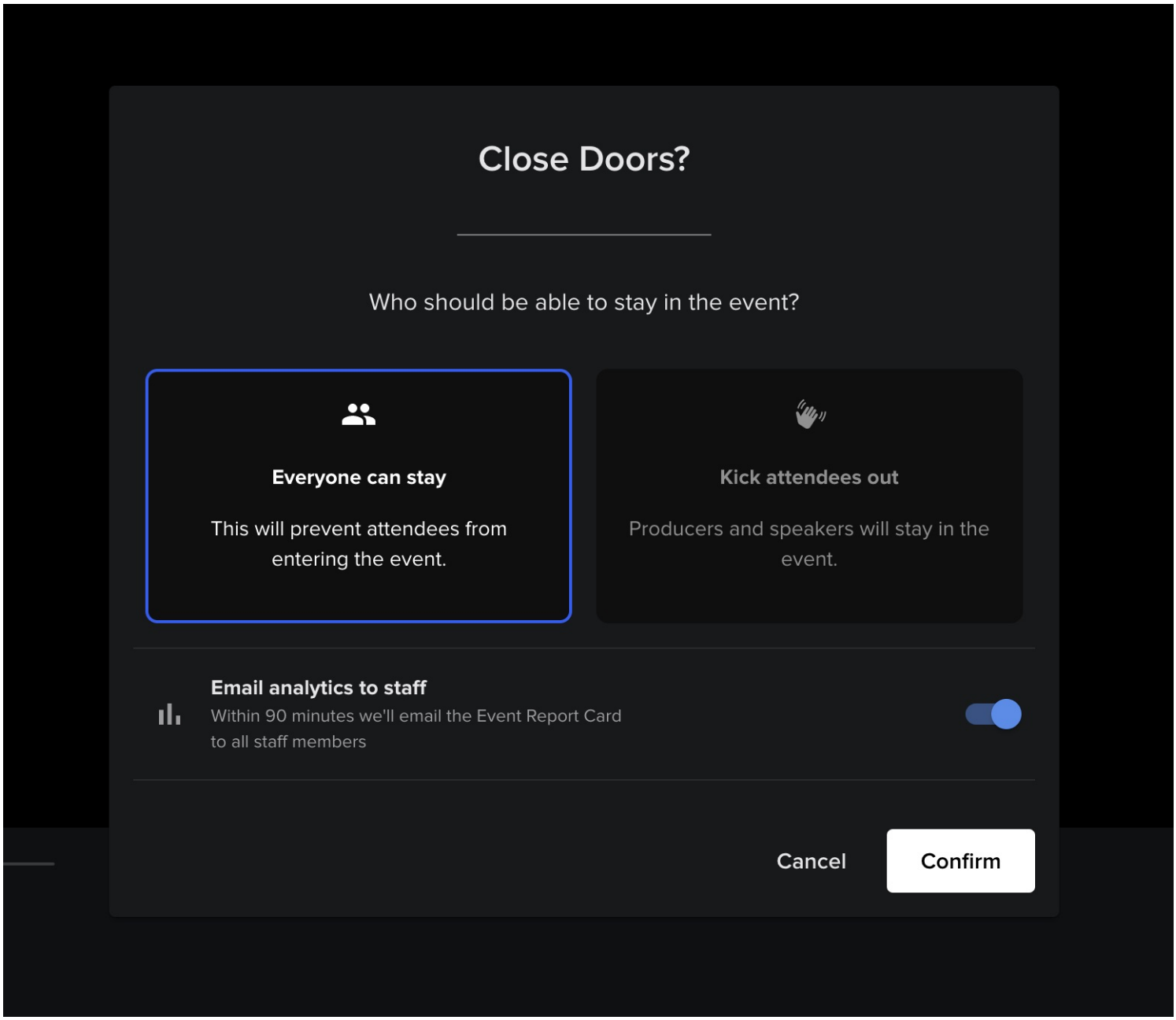
Welcome back for another round of updates, fixes, and features!

Features

- **BETA: Skip Welcome Registration Form**
  - We are making a setting for previously registered attendees to jump right into events, without needing to confirm their information. When we know an attendee's first name, last name, email address, and they don't need to put in any required custom fields, they should be able to get into the event without seeing Welcome's registration form or entering a password.
  - When a new attendee, who doesn't have a password, chooses "Register with Email" and "Login with Password Instead" they will still hit the Welcome Registration Form, even if Skip Welcome Registration Form is set.

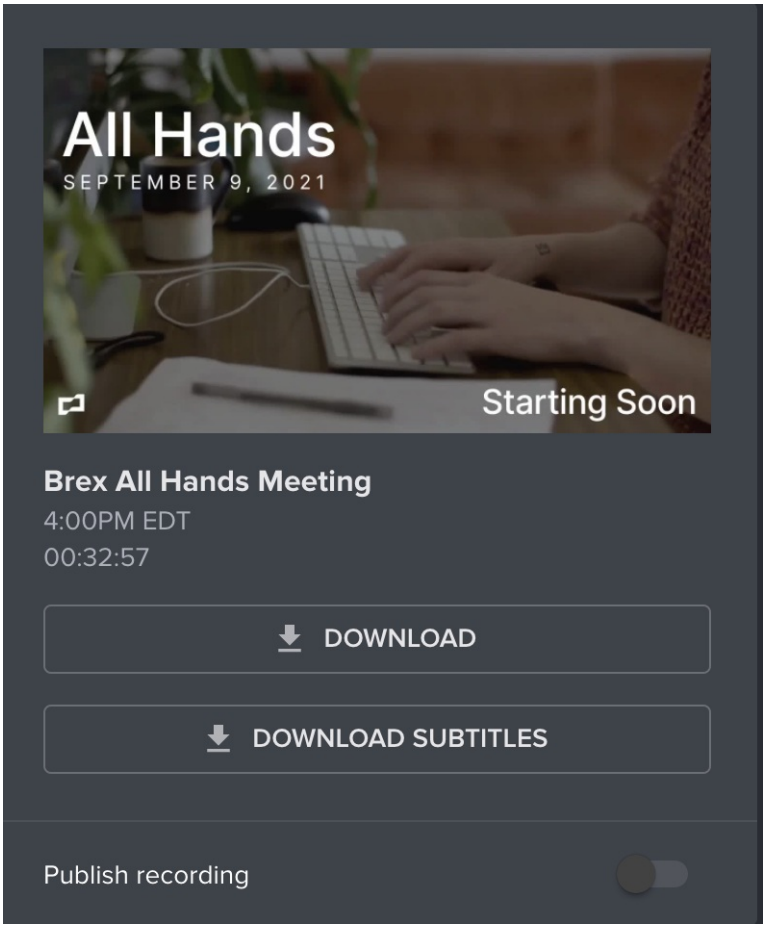
Enhancements

- Producers can now change their password in the producer login screen
- Add switch for the analytics email to the stage close modal

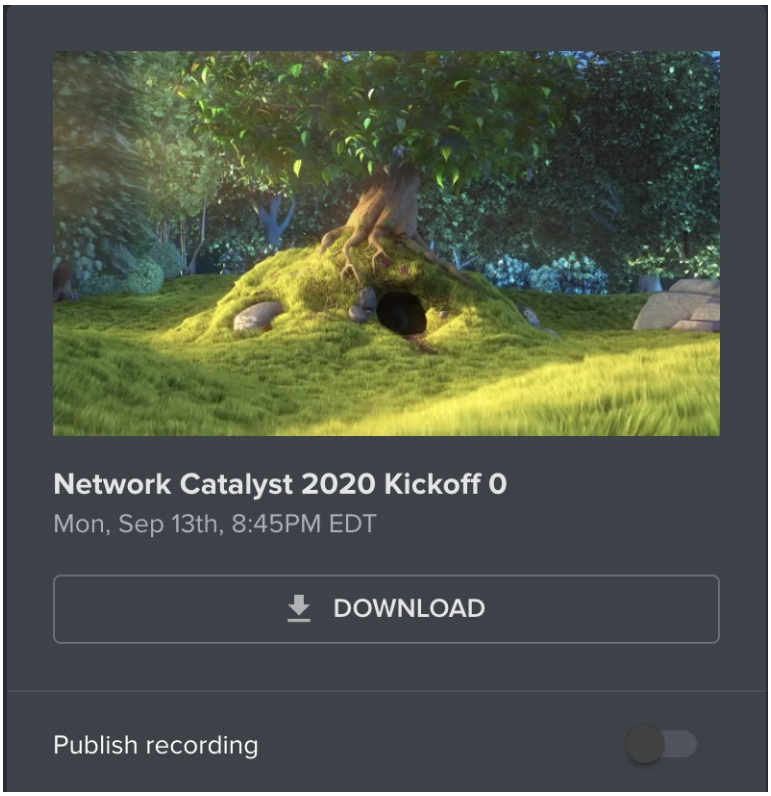


- Show full date and time for recordings

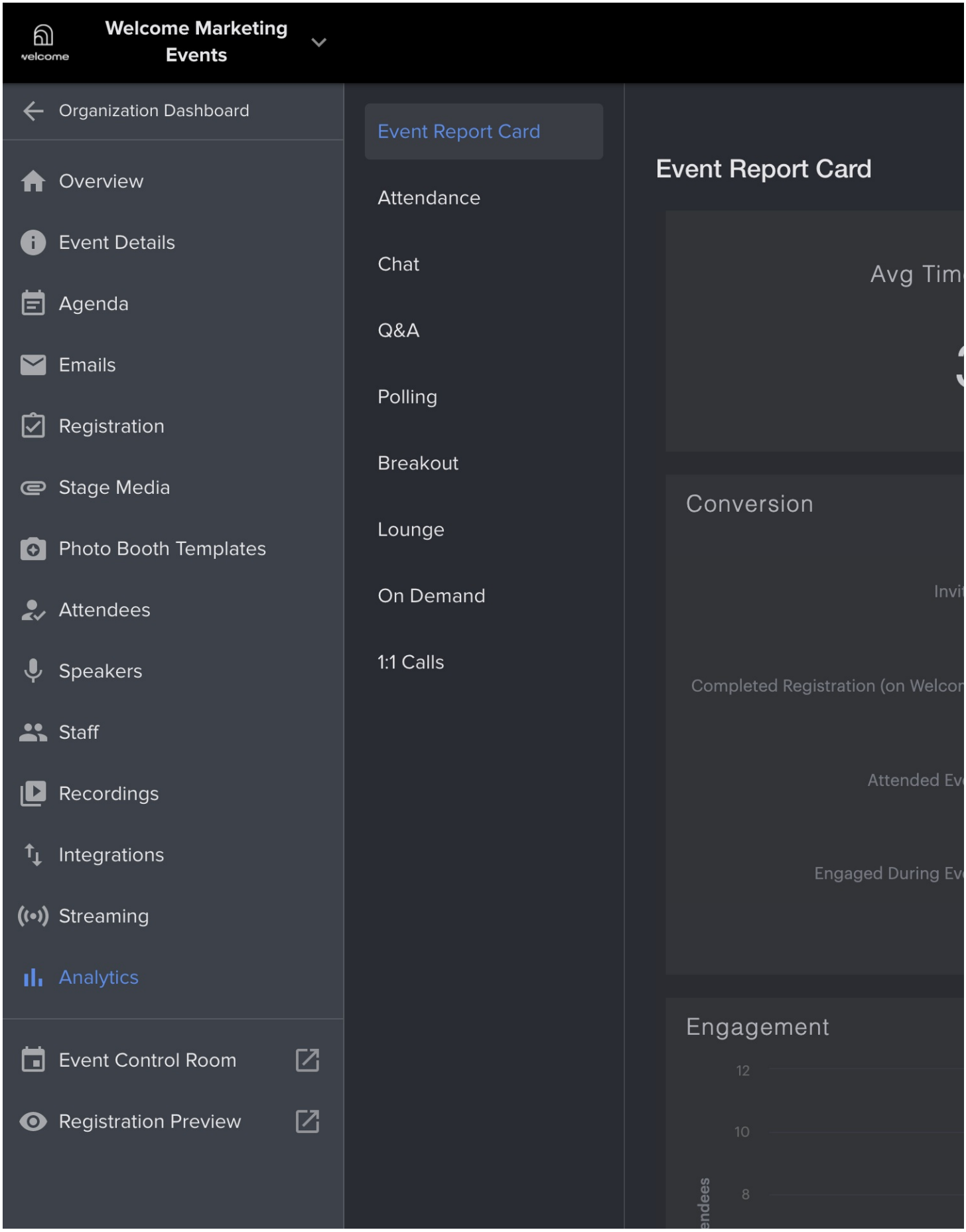
Before:



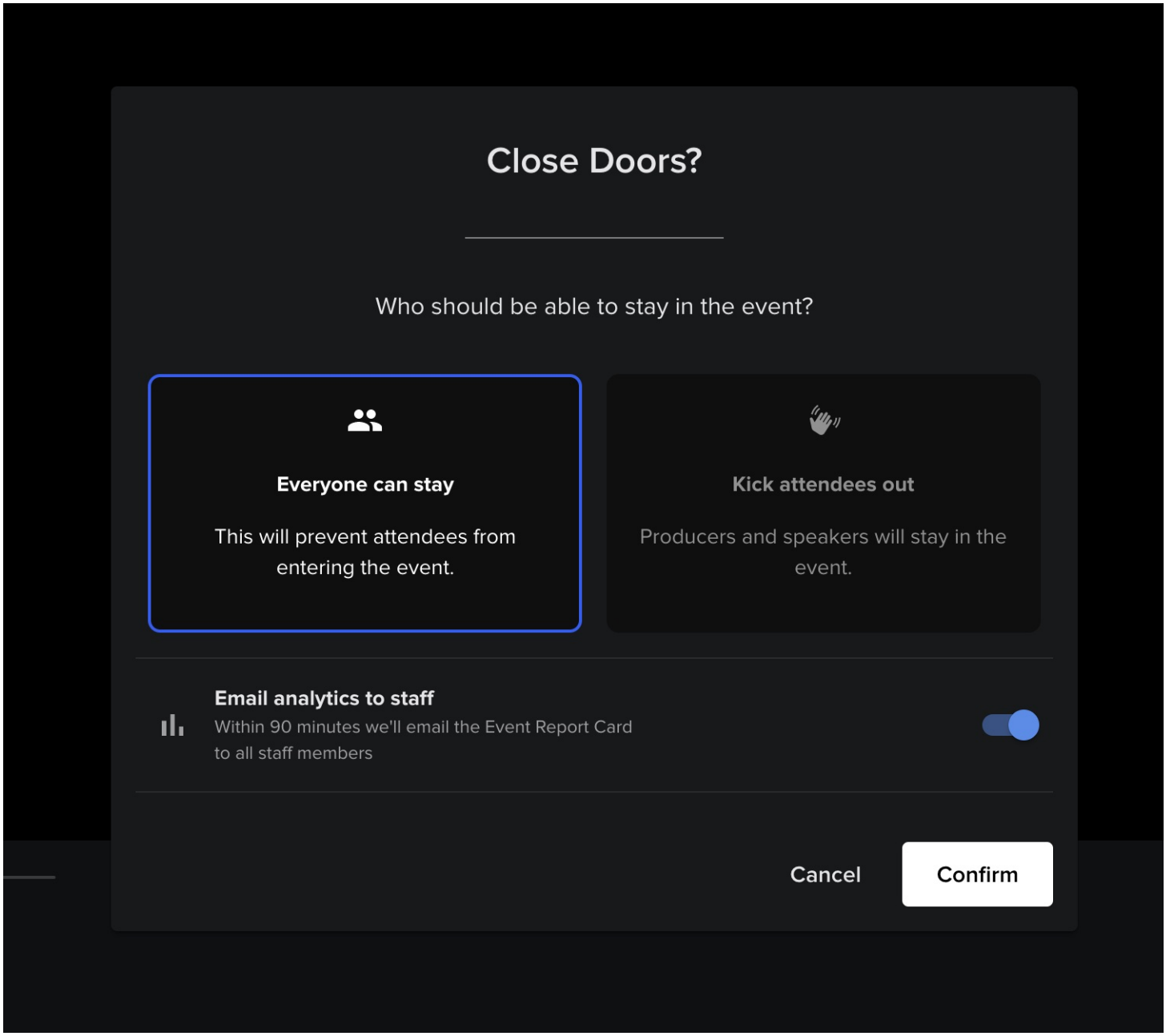
After:



- **BETA: At-a-glance analytics**
  - A 1-page analytics report in the Event Dashboard that provides actionable insight into event performance at-a-glance. The At-a-glance analytics report makes it easy for customers to understand how their events are received by attendees. This is critical for helping our customers demonstrate the return on their investment in their events.



- The report can be downloaded as a PDF and staff can be emailed a link to the report when it is ready after the event.


Close Doors?
Who should be able to stay in the event?
Everyone can stay
This will prevent attendees from entering the event.
Kick attendees out
Producers and speakers will stay in the event.
Email analytics to staff
Within 90 minutes we'll email the Event Report Card to all staff members
Cancel
Confirm

Analytics from your event are ready!

Network Catalyst 2020 Kickoff 0

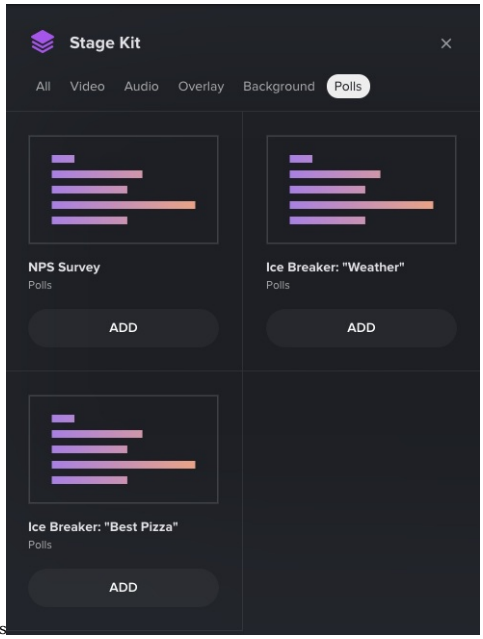
Wed, Sep 15, 12:13pm - Thu, Sep 16, 11:13pm PDT

View in Dashboard

- Speakers will now be able to use language translations.

- Japanese translations

- Speakers can now visit closed tracks in multi track events
- Event navigation now updates for multi track events when doors open / close for other tracks.
- Enabled 500 watchers per lounge room. This is limited to 2000 people in total across each stage (for multi-track events).
- We now use the customized Lounge name in the "Lounge open" notification.
- Get rid of new feature beacon that existed for Agenda in two spots:
  - The event dash
  - The top right nav when viewing the stage (near the agenda button)

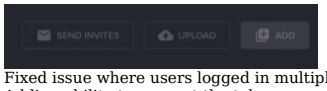


- New Stage Kit Addition: NPS and Ice Breaker Polls
- Changing and overlay name can now be saved by simply pressing enter
- Turned off automatic emails when visiting failed passwordless link
- Added a pop-up a warning when trying to leave the dashboard with unsaved changes
- Analytics updates
  - Changed all times from _UTC to _Event_Local_Time
  - Added Stage_Name field to Attendance and Polling tabs
  - Made all field names Proper Case
  - Added a bit of ordering logic where it was lacking

Fixes

- Fixed an overlay flickering issue
  - Another fix for overlay flickers is they should no longer show background when swapping between overlays
- Added an additonal backup redudancy for recordings
- Added reconnect logic in the control room to combat some instances of unresponsiveness for producers
- Moving from Watch mode to Join mode in a lounge won't clear all the people and re-insert them anymore
- Fixed an issue where streams were not showing up in the dashboard

- Disable add speaker buttons in the event dashboard if we reach our speaker limit. We currently have a limit of 100 speakers per event, but this was not effectively communicated. Now you will see the options to add more speakers greyed out once this limit has been reached.



- Fixed issue where users logged in multiple times wouldn't get kicked.
- Adding ability to prevent the takeover method of kicking someone out.
- Fixed issue where breakout control room could not add unconfirmed users
- Hiding green room no longer mutes the audio
- Non-fade transitions now go away as it should

- Fixed bug where mouseover on the stage caused the CPU to spike

- Fixed issue so Welcome should now work when under firewall conditions that block some, but not all, UDP traffic.

- Allow producers to be on multiple different stages at once without a takeover/prevention message.

- Stage volume now works if asset volume is at max

- Tooltip for the download button on multi-track analytics now works and says "Reach out to support to download CSVs for multi-track events"

- "http" is now stripped from the lounge CTA (was only "https" before)

- Updated chat tabs so that GR chat appears consistently for producers

- Fixed an issue where attendees had their controls under the stage
- Fixed an issue where you couldn't delete an event that had previously uploaded CSVs
- Fixed an issue where stage overlays can get out of sync if you change them rapidly
- Fixed an issue where email scanners could cause Welcome to send endless passwordless login emails. Automatic emails are now off by default (you can request to turn it on if you'd like)

- Adding support for mobile presence

- Fixing bug that would cause the People tab to update the list of people slowly

I Hear Audio Echoing

Generally, if you are hearing echo, it means that there is a device that is channeling your audio back. This can be very distracting for your audience and finding a quick solution will help your event be successful. If you hear an audio echo or audio feedback through your speakers, there are a few possible causes and solutions:

- A user has speakers loud enough for the microphone to capture the sound.
  - Ask the user to turn their audio down or wear headphones.
- A user's speakers are too close to the microphone.
  - Ask the user to move their speakers or turn the audio down. Swapping to headphones is also an option.
- A user's echo cancellation is failing (can be device or computer performance issues).
  - Ask the user to confirm their settings are correct. This fix could require a device restart.
- A user has a poor-quality microphone.
  - Ask the user to use a different audio source.
- Someone has multiple instances of the event open.
  - Ask the user to close out one of the instances or lower the volume.
- Someone is not using headphones in a small space.
  - Ask the user to use headphones or lower their volume.
- Multiple people in the event and also in the same location.
  - Ask the users to wear headphones, lower the volume, or share a device for the event.
- Background noise from a speaker's environment.
  - Ask the user to mute when they are not speaking.

To troubleshoot this, a producer can mute active mics to find the source of the echo. Once identified, you will need to connect with the user via chat (GR or DMs is your best bet) and ask them to resolve on their end. One of the quickest fixes (and easiest ways to avoid this issue in the first place) is to ask your speakers to use headphones for the event. Please note that if your speakers switch to headphones mid-event, they may need to adjust their A/V settings and/or refresh the page; it's best to troubleshoot these issues in the Green Room whenever possible.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com

12/22/21

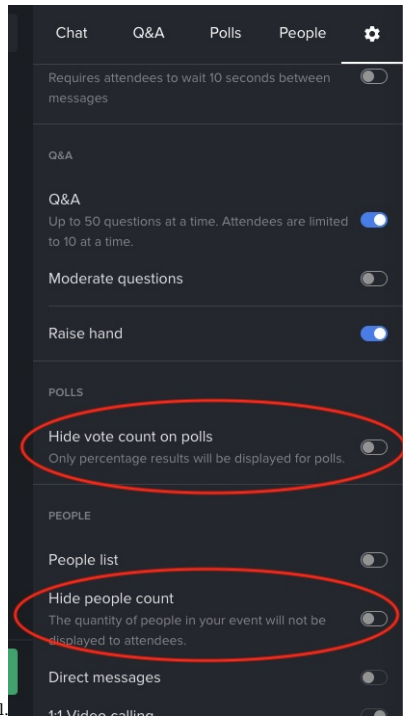
Welcome back for another round of updates, fixes, and features!

Features

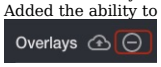
- Reminder emails and registration confirmation emails now use an attendee's unique one-click link instead of the event's generic link, when the attendee clicks the "View Event" Button.

Enhancements

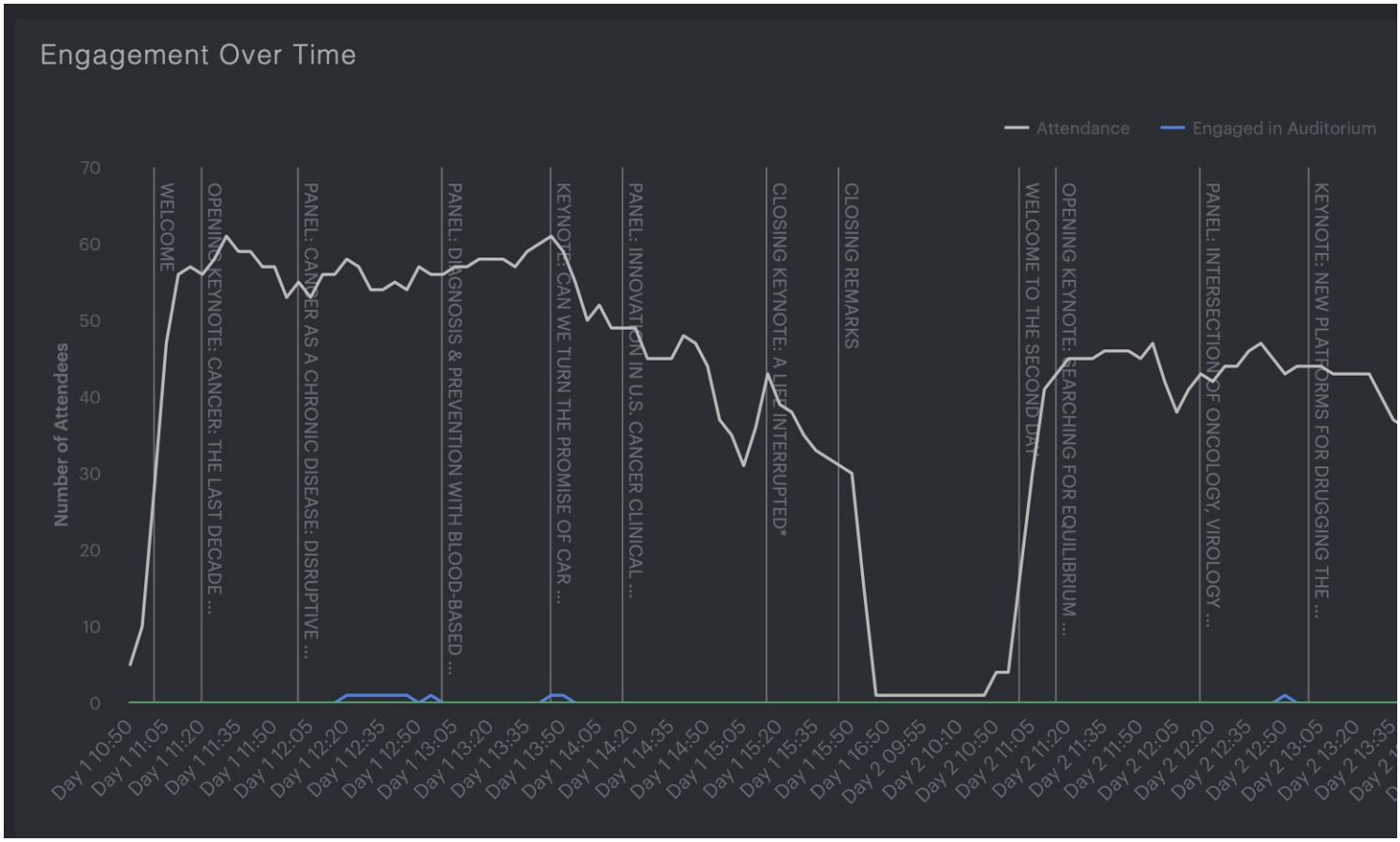
- Adds the ability to screen share from Firefox.
  Added a clearer error message when the webcam is not initialized.
  Adds cover image and new stage buttons to producer dashboard.
- Added the option to make password login or passwordless login the default login method.
- Please contact our support team if you'd like to enable or disable this.
- Added the "City and People" video to Stage Kit.
- Added button to clear all the speakers and shared screen from the stage. Please note, you still have to click "Update Stage" after you click this new button.
  Also added a tooltip that clarifies what the "Clear Stage" button does.
- Producers are now able to edit the agenda even if they are not registered for the event.
- Show error messages a little sooner when a producer has a poor connection that causes unresponsiveness. If you see these messages a refresh of the page will force a new connection to the platform.
- Make watch mode enabled the default when you add a new lounge room.



- Add a toggle for producers to hide the number of people online and another toggle to hide the number of people who voted in a poll.
- Added the ability to turn off the photo booth for an organization or event. Please contact our support team if you'd like to enable or disable this.
- Added the ability to remove any assets of a given type (overlays, videos, or music) from the stage.



- Made it easier to delineate the engagement over time chart in the Event Report Card when a new session starts for Single Track events.



Fixes

- Fixed an issue where people on stage who left the GR were stuck in 180p when they came back.

- Fixed an issue where when you upload more than one attachment in a chat message the chat message is duplicated.
- Fixed an issue with Lounges List View when you leave the lounge room that has been maximized.
- Fixed an issue where occasionally audio of people on the stage could be heard if a video was playing.
- Prevent the stage from flickering when the audio was stopped.
- Recording button state inconsistency is now fixed.

- Fixed an issue where breakouts closing would break lounges.

- Fixed a bug where you couldn't search for stage recording files.

- Fixed a crash issue when playing video without audio.
- Fixed an issue with interaction panel height that would cause the interaction panel to display improperly.
- Fixed an issue with errors displayed in stage creation.
- Fixed an issue with profile overlay not being clickable.
- Fixed an issue with raising hand pop-up not working properly.
- Fixed an issue with asset uploading for multistage.
- Made closing breakouts more reliable.
- Fixed issue with mobile experience would crash if there was a disabled option in the settings panel.
- More fixes to buttons in the control room become unresponsive by making sure buttons do not incorrectly stay in a disabled (and unclickable) state.
- More fixes to control room performance by reducing the number of resources an active chat will use. Please contact our support team if you'd like to enable or disable this.

- Unlock accounts as part of the one-click link login process so that people don't get locked out after 10 failed login attempts.

- Attendees and speakers no longer go directly to the on-demand page if the event ends and has a recording.

- Allow scrolling if there is a long lounge description

Info Tab Guide

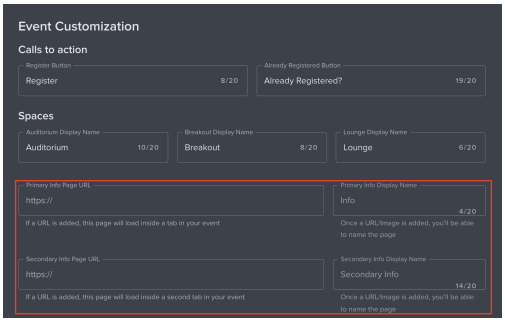
In your event, you will have access to up to two info tabs. Within those tabs, you can link to an iframe-friendly URL. When your users view these tabs they will still be able to view the stage and have access to the communication panel.

Things to be mindful about

- The website you are linking to will need "iframing" for it to work. Many large public websites will not have this option enabled so you won't be able to link them. You can use https://iframetester.com/ to check if your website is compatible.
- When setting up your info tabs, please **do not** include HTTPS:// as it's already included in the dashboard. Including it will cause your info tabs to not work.
- Welcome Support is **not** able to make changes to sites that need iframing. If the site in question is not compatible with Info Tabs, please reach out to your website developer.

Where to add Info Tab

You can add your Info Tab information within the Event Dashboard's "Event Details" section under the "Event Customization" section.



Still need help?

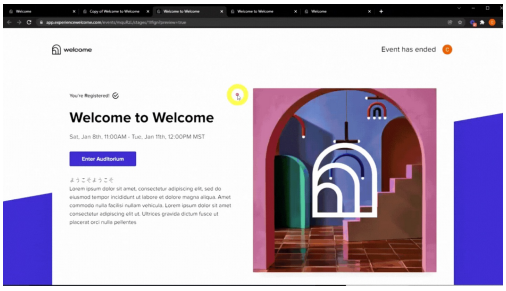
If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Multi-Track Guide

A multi-track event will allow you to have multiple concurrent stages and areas under a single landing page. This guide is intended to show you how to create, manage, and navigate multi-track events. Before you start this guide, you'll want to be familiar with the Event Dashboard, please refer back to the feature guide here if needed.

Areas of Change

Registration Page



The registration page will transform from a single-stage view to a multi-stage view. You'll be able to scroll down to see the different stages, along with their agendas. This allows your attendees to have a better view of the entire event from a glance.

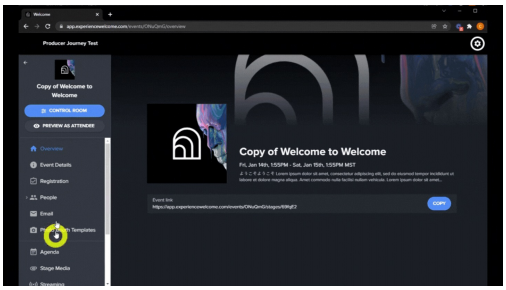
Event Dashboard

In your Event Dashboard, you will have a new section added to the left-side navigational panel that will allow you to add, delete, and manage each stage you have added.

Control Room

In your Control Room, you will have a new navigation panel at the top left corner in the shape of a hamburger or 3 stacked lines. This panel will allow you to change between the stages. Attendees will see this navigation panel on their end as well.

How to Create a Multi-Track Event



1. Create a new event in your organizational Dashboard.
2. Once created, scroll to the bottom of your navigational panel on the left and click "Turn into multi-track event". Note that you can only do this if your event's start time is in the future.
3. Fill out the fields for the name of the 2nd stage you want to create and click "Turn on Multi-Track". You will be able to add more stages to the navigation panel after it has been created.
4. Congrats your event is now a multi-track event and now you will see new options in your navigational panel of the Event Dashboard.

Managing your Multi-Track Event

In the newly created multi-track event you will now see the two stages that have been created in the navigation panel on the left. One is the main stage which inherits details from your Event Details. Your new stage will not inherit these details and is a blank slate for you to customize.

Each stage is self-contained and will have its own unique details, agenda, stage media, and streaming settings. Let's dive into each of the sections and explore what you can do.

Stage Details

You have three specific sections you can modify:

Details

- Event Name - The name of the event is limited to 60 characters.
- Event Description - This is the main body of text on the event registration page. Be aware of 300 character limit, if you go beyond the limit it will interfere with the scaling of your registration page image.
- Start and End Time - Sets the time of the event. When setting the start time you are unable to set it to a time in the past or have the end time finish before the start time.
- Time Zone - This will set the default time zone for your event.

Customization

Spaces

Allows editing the names of the "Spaces" that your users will be participating in.

- Auditorium - Name of the main stage.
- Breakouts - Name of the private/curated rooms that require invites by the producers. Please check out our Breakout Room Guide for further details.
- Lounges - Name of the casual rooms attendees can jump in and out at their leisure. Please check out our Lounge Guide for further details.

Primary/Secondary Info Tabs

- This creates additional tabs in the event that are linked to website URLs that are then embedded into the event.
- The website you are linking to will need "iframing" for it to work. Most large public websites will not have this option on so you won't be able to link them. You can use https://iframetester.com/ to check if your website is compatible.
- When adding the URL please **do not** include HTTPS:// as it's already included. Adding this a second time will cause the page to not load.
- Check out our Info Tab Guide for complete details.

Brand Details

Images

- Logo - Appears at the top left corner of the registration page.
- Icon - Appears at the top left corner of the event page. Please note that this is not visible in the producer's view.
- Cover Image - Primary image that will appear next to your event/stage description for your event landing pages.
- Please read our article regarding Graphics and Video Dimensions if you have questions on recommended sizing for these images.

Agenda

You will be able to build an agenda that can be accessed within the platform for your attendees. The agenda can be found on both the landing page and within the event. The agenda will showcase time ranges, session name, and a brief description of what the session will be. Please check out our Agenda Guide for specific details.

Stage Media

This is the area where you will upload your media assets, it is the ideal place to upload them in bulk. You are still be able to upload assets via the Control Room if needed.

Files are sorted alphabetically from top to bottom:

- Background Images - These appear behind your speakers and slides, or as interstitials in between different sessions. 16:9 1920x1080; PNG, JPEG, GIF, SVG
- Overlay Images - You can put overlays on stage to provide supplemental information and branding. 16:9 1920x1080; PNG, GIF, SVG
- Logos - These appear unobtrusively in the bottom right corner of the stage. Keep these to 200x200, PNG
- Videos - Videos can be interspersed with live feeds of your speakers. 1GB limit, 16:9 ratio, 720p, MP4
- Music- Long audio files (greater than 8 seconds) to be played during your event. MP3 only
- Sound Effects - Short audio files (less than 8 seconds) to be played during your event. MP3 only

Please check out our Graphics and Video Dimensions article for further details

If you want some template examples please check out our article on Graphic Templates and Examples

Streaming

This section will allow you to setup up to 5 RTMP out streaming services. We have 4 built in options, Twitch, Youtube, Facebook, and Custom RTMP. You can follow our article Streaming Out - General Guide for further details.

Adding and Removing Stages

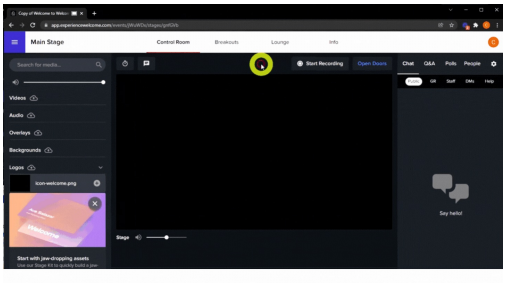
Adding a stage can be quickly done by clicking the + sign to the right of Stages in the navigational panel. This will generate a new stage below the others you have.

Removing a stage can be done within the "Stage Details" section of the stage at the very bottom. Simply click the red "Delete Stage" button and confirm the decision in the pop-up. Please note that you cannot delete the main stage. Also, any deleted stages are not retrievable.

Navigating your Multi-Track Event

Now that you have generated your stages let's go over how to navigate to them in the Control Panel. To get there you can click the "Control Room" button at the top left. Click on it will generate a drop-down selection of your different stages. Select one to go to that stage's Control Room.

Multi-Track Event Navigation Panel



Navigating the stages in the Control room behaves the same as it would for your speakers and attendees. At the top top left corner in the shape of a hamburger or three stacked lines is the button to open up the navigation panel (please see image below for an example). Within that panel you will see stages that are available. If the doors are closed for a stage it will state "Currently Closed". Attendees will not be able to go to closed stages but, speakers and producer will be able to.

Still need help?

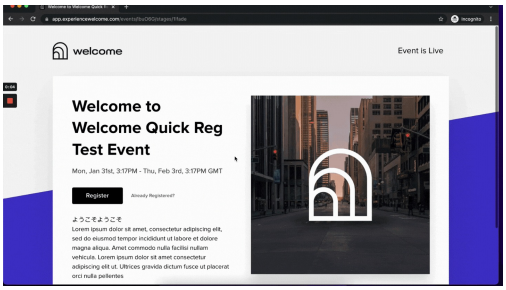
If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Quick Registration Guide

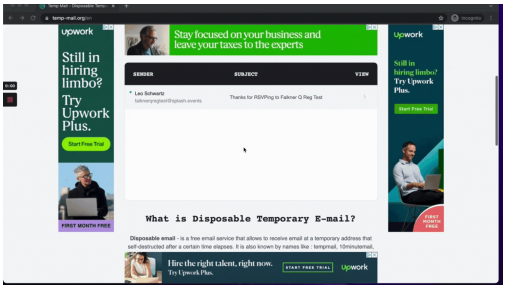
Registration should be as simple as possible for new attendees. Welcome strives to reduce as many friction points that are possible and thus we've created the Quick Registration flow. This will ease the process of account creation for both new attendees and producers as well.

When Quick Registration is enabled for an event, you can use your 3rd party marketing platform to send access links to your attendees without leveraging an integration. It’s as simple as including our Quick Registration link to the form in the emails of your attendees from your preferred marketing platform.

Below is a demo of the normal registration flow without using quick registration.



Now, let's watch and see how much easier it is for an attendee to join an event with Quick Registration.



How to Edit your Dynamic Link

Our quick registration link contains dynamic fields that you will need to make sure is compatible with the marketing platform you are using. Let's break down the dynamic link and give you some examples of the commonly used platforms.

https://app.experiencewelcome.com/events/EventID/quick_reg?email={email}&firstName={firstName}&lastName={lastName}

In this example of what the dynamic link would look like, we have highlighted the dynamic areas in red. These areas are the dynamic sections and will need to be made compatible with your marketing platform. What your marketing platform will do is auto-fill in these areas for you when you send out emails to your prospective users.

Be sure to use your platforms hyperlink functions and not simply copy and paste. In some cases you may need to manually enter them by editing the link.

Let's go over some of the default fields of some of the more popular marketing platforms. This will not be an exhaustive list and you should always confirm with their respective resources.

Marketo

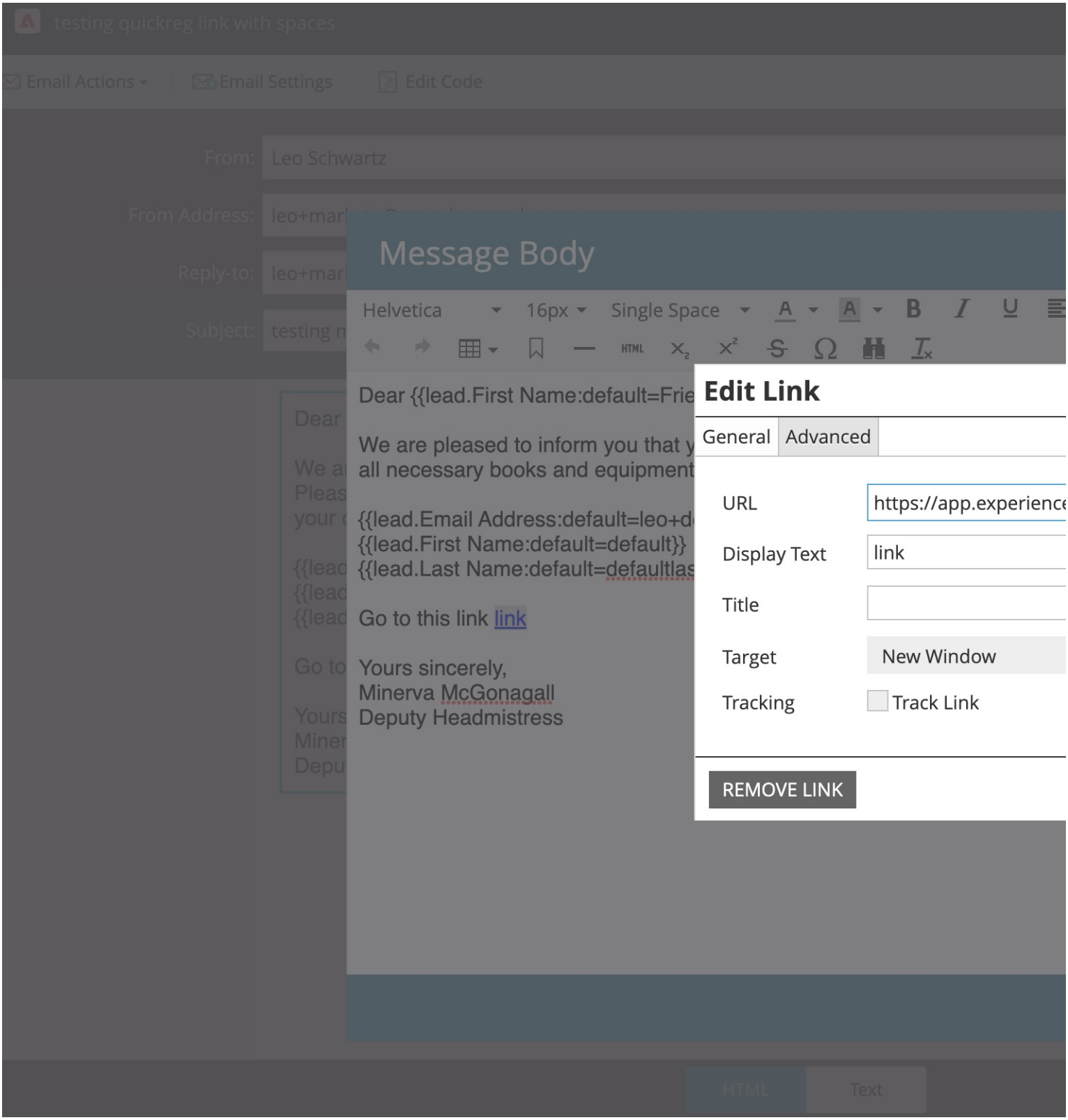
Marketo calls them Tokens. Be sure to include them in the link settings.

{{lead.Email Address}}

{{lead.First Name}}

{{lead.Last Name}}

EXAMPLE: https://app.experiencewelcome.com/events/EventID/quick_reg?email={{lead.Email Address}}&firstName={{lead.First Name}}&lastName={{lead.Last Name}}



Splash

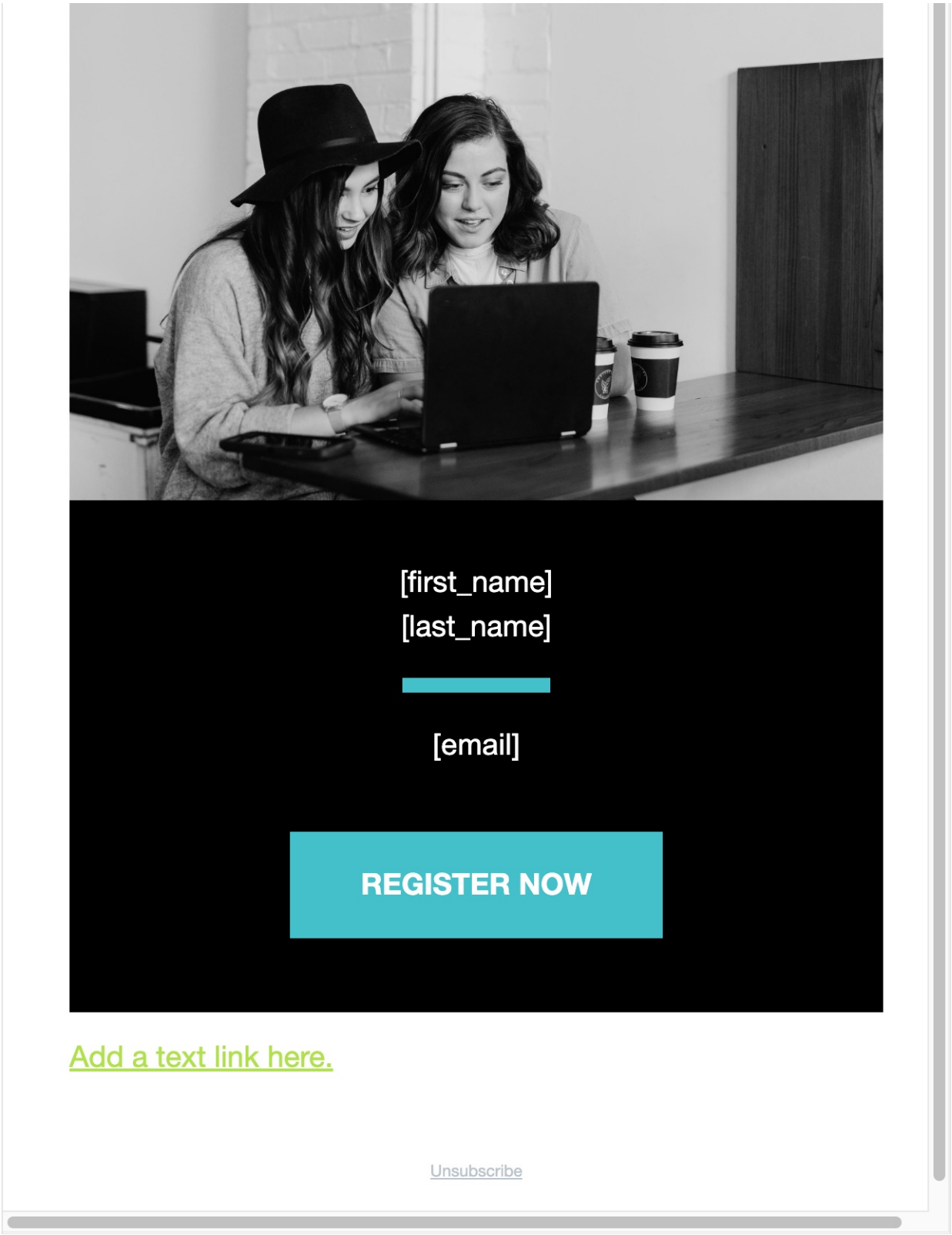
Splash calls them Personalization Tags. Be sure to include them in the link settings.

[email]

[first_name]

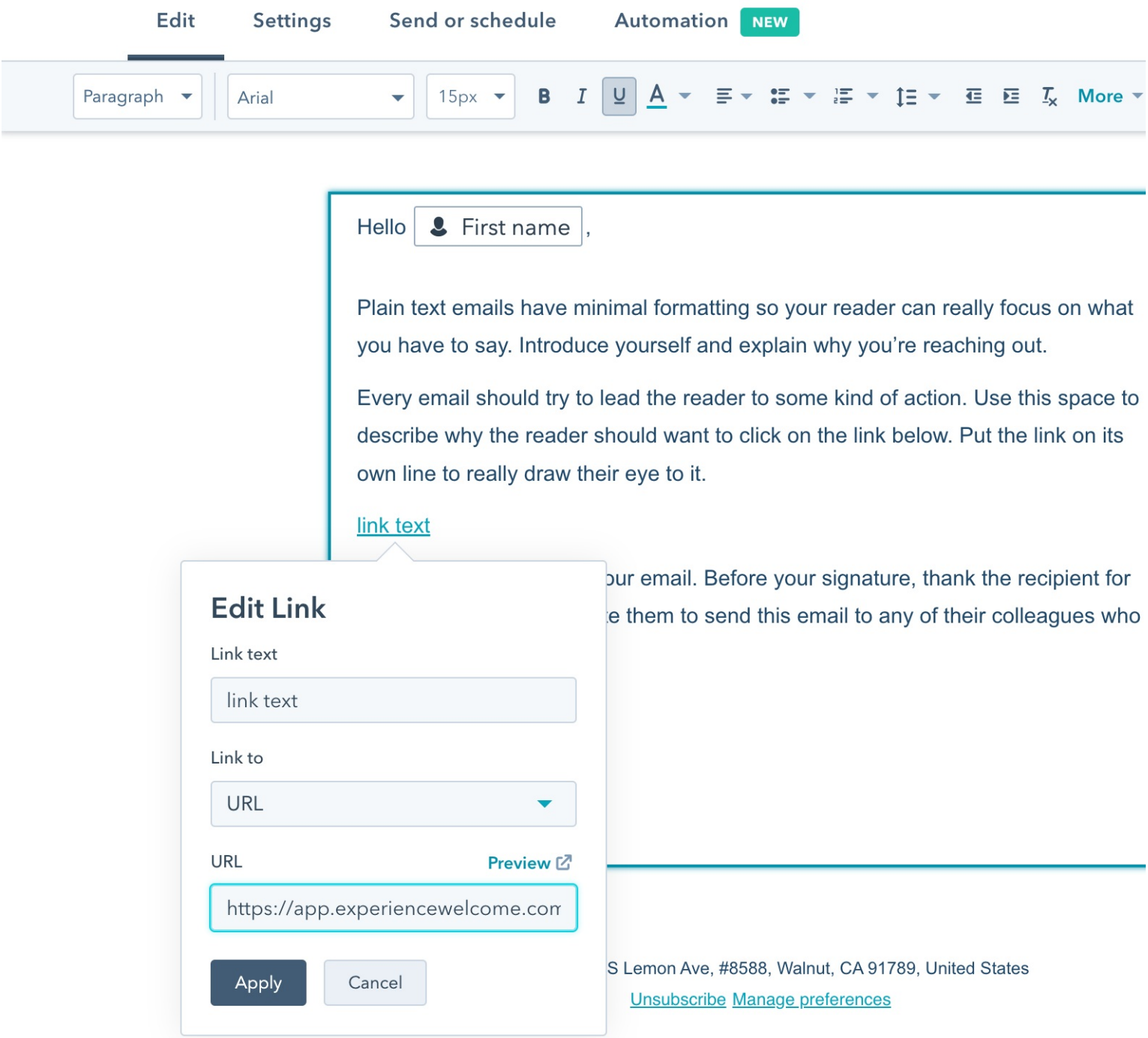
[last_name}

EXAMPLE: https://app.experiencewelcome.com/events/EventID/quick_reg?email=[email]&firstName=[first_name]&lastName=[last_name]



Hubspot

Hubspot uses Personalization Tokens and these need to be inserted through the Text Editor UI.

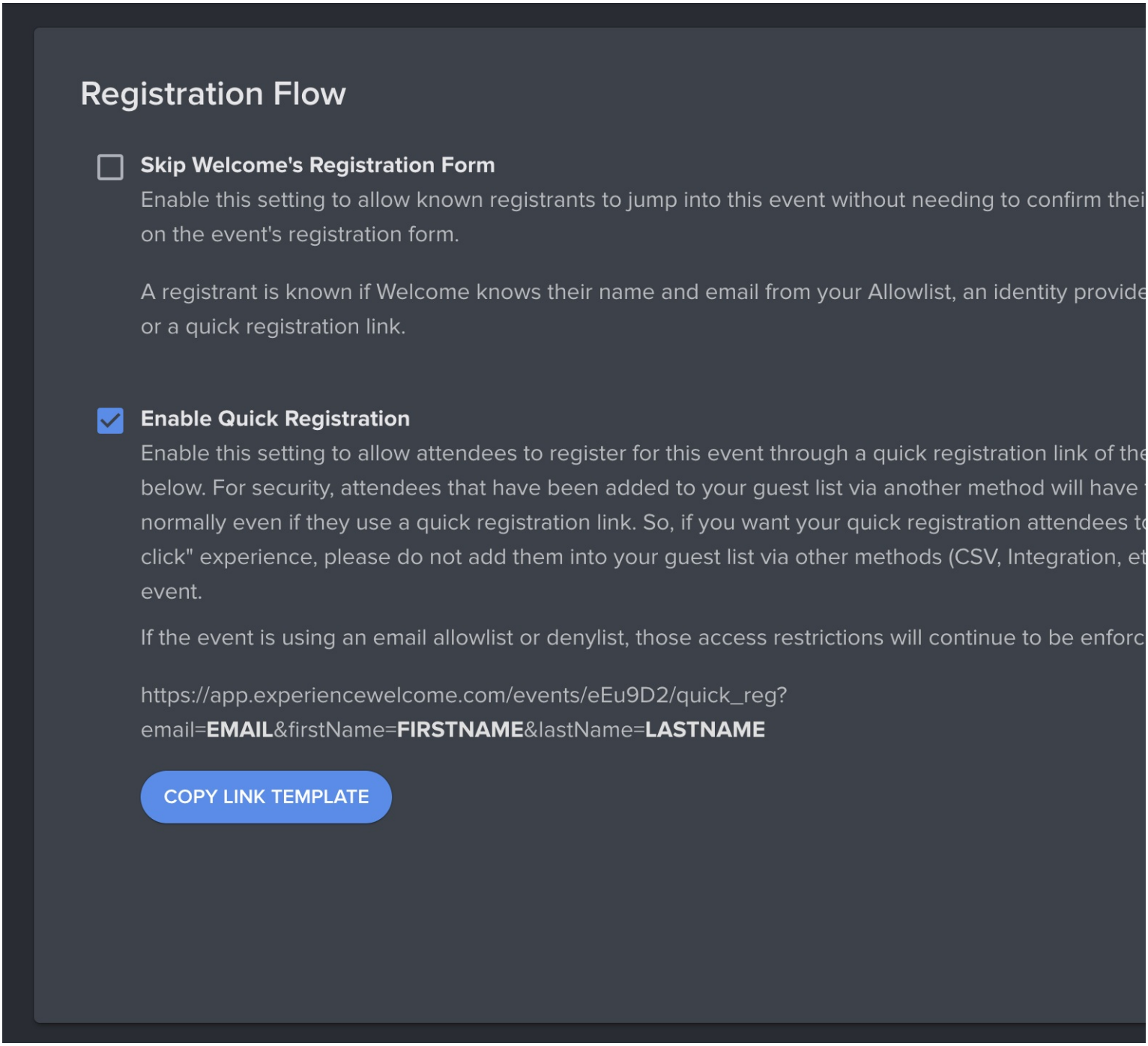


Salesforce/Pardot

Pardot calls them Variable Tags and you may need to create these fields yourself depending on how your environment is set up. Please refer to Pardot support articles for specifics.

How to Enable this Feature

In the event dashboard, using the left panel, navigate to ***Event Details***, scroll down to the ***Registration Flow*** section, click on the box next to **Enable Quick Registration**, then click **Save**.



Things to be Aware of

You should not add attendees whom you want to use quick registration links into the Welcome Attendees Tab, manually, via an integration, or CSV upload. **This feature will NOT work for Speakers, please pre-register your speakers and send them One-Click Links.**

Rather, you should send out quick-registration links in emails that come from your marketing automation tool and let the attendee's action of clicking the quick registration link load them into the Welcome attendee tab automatically.

Quick registration links will not take over regular Welcome registrant accounts that get loaded into the Attendees Tab or those that have an existing Welcome profile. So, if a person attempts to use a quick reg link for an existing event registrant, they will be redirected to the event landing page to log in as that registrant.

Lastly, "Email Allow List" should not be used in conjunction with Quick Registration, as the two functionalities will conflict with each other.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

1/14/22

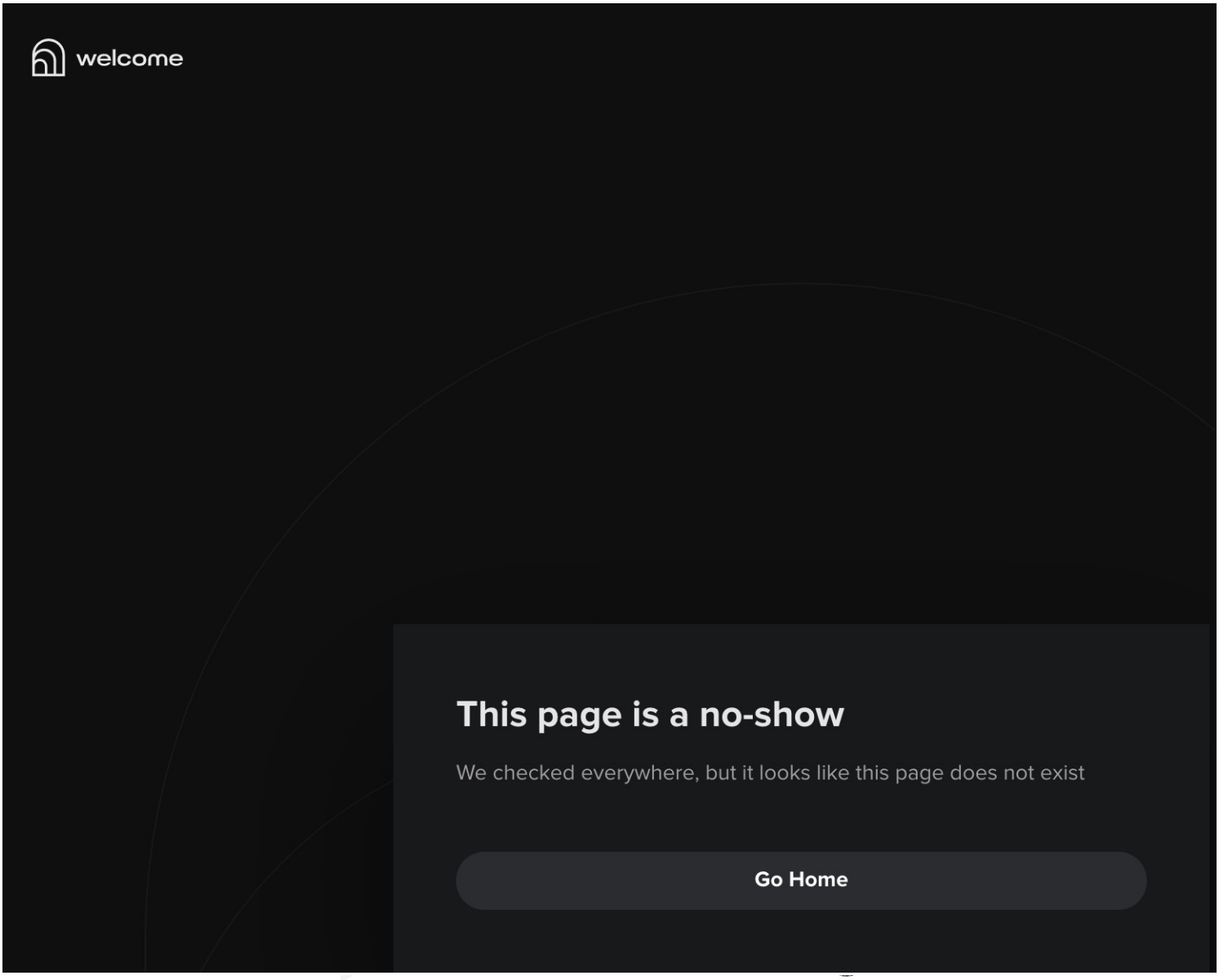
Welcome back for another round of updates, fixes, and features!

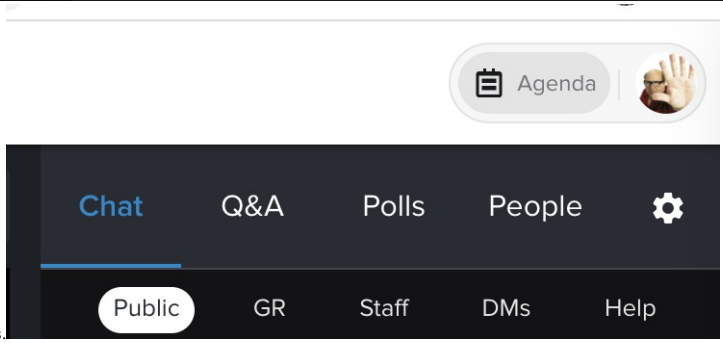
Features

- **BETA:**
  - Multi-track is now self-serve. For more information on this please check out our help center article.
  - You now have the ability to have up to 12 people in the Green Room. If you are interested in this feature, please reach out to our support team (support@experiencewelcome.com) to enable it for your organization.

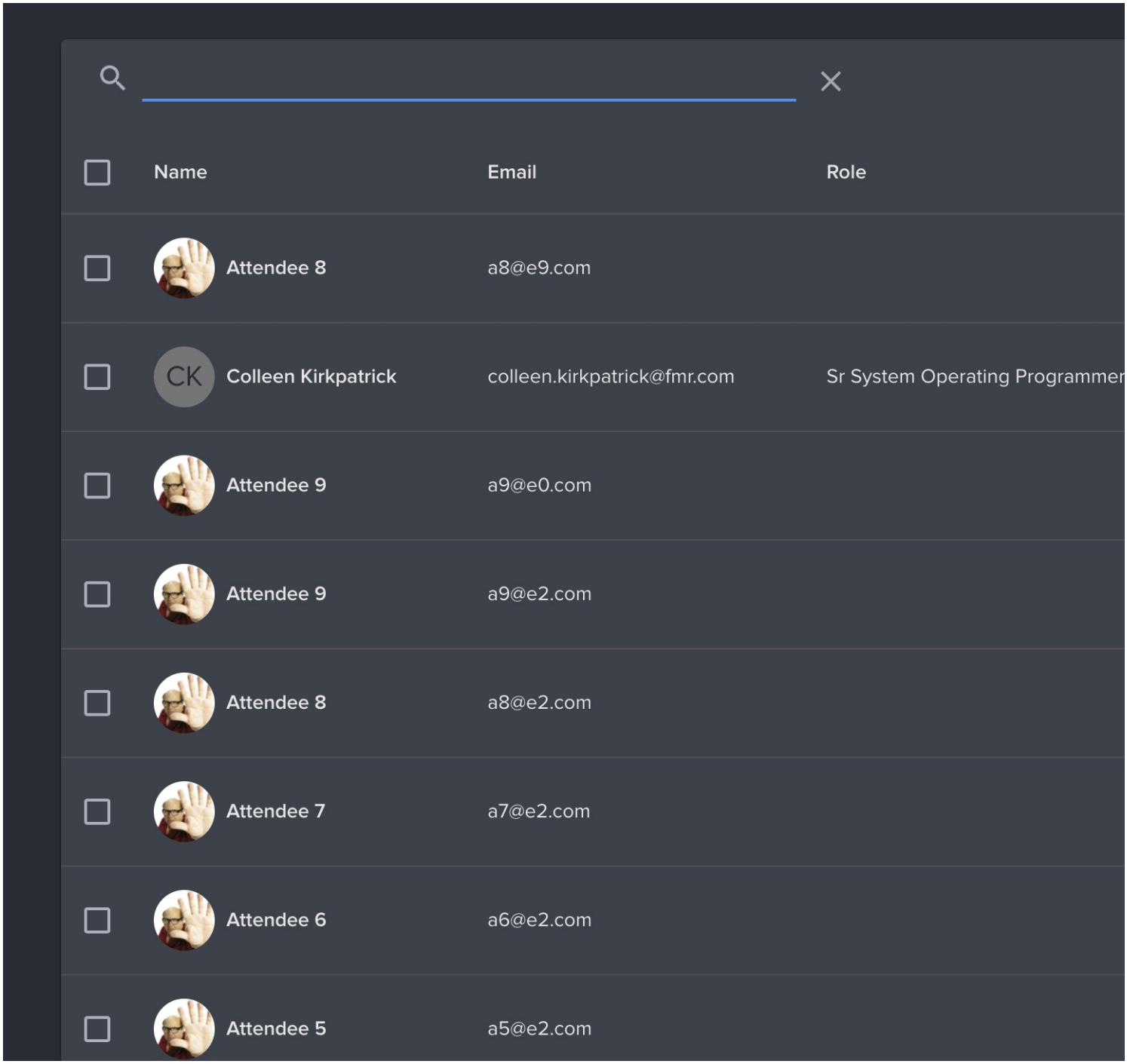
Enhancements

- Recording file name changes now have a green alert confirmation instead of the yellow warning one.
- Added a log-out button to error pages for authenticated users.





- Made the "Agenda" button more visible to attendees.
- Added an "Attended" column to the CSV download for registrations in the Event Dashboard. We also added an "attended" column to the Event Dashboard UI.



- We now show an error message if someone is not able to connect properly to the Welcome stage controls when first joining an event. Previously, we only showed this when they were connected and then disconnected.
- Added in the ability for Green Room participants to view poll results without voting.
- Added in some On Demand enhancements:
  - Before, when someone included a link in the description it would only show as plain text. We have made it so it's now clickable.
  - We now sort videos alphabetically by name.
- Producers now have the ability to upvote a question in the Q&A panel in the three-dot menu.
- We've given calendar invites in our pre-event emails an overhaul. They now contain an attendee's one-click link and have direct buttons to add to the calendar program of your email client instead of a link out to the Welcome event page.

Fixes

- Fixed an issue for long lounge descriptions that caused users not to be able to scroll the description.
- Fixed an issue where the "add to calendar" dropdown was not working for events without a description.
- Fixed an issue where deleting an empty session in the agenda cleared the title of another.
- Fixed a bug where videos with titles longer than 50 characters errored out and did not show in the dashboard.
- Fixed an issue with some error messages displaying incorrectly.
- Fixed an issue where some CSV uploads would fail due to extra space in one of the header fields.
- Fixed an issue with the "Add to Calendar" button on Safari.
- Fixed an issue with the Green Room chat tab not displaying for attendees who were invited to the Green Room.
- Fixed an issue where mic/camera labels were not showing up in the A/V check on Firefox.

1/28/22

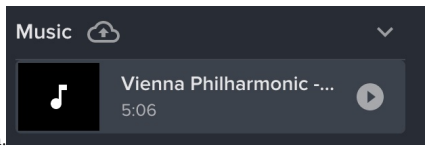
Welcome back for another round of updates, fixes, and features!

Features

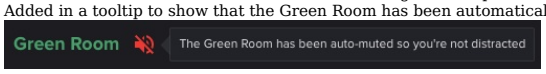
- Multi-track is now self-serve. This allows producers to easily manage their multi-track events. For more information on this please check out our help center article.
- You now have the ability to have up to 12 people in the Green Room. This allows for easier transitions of larger panels of presenters. If you are interested in this feature, please reach out to our support team (support@experiencewelcome.com) to enable it for your organization.
- **BETA**:
  - In our efforts to simplify registration efforts for attendees we're releasing Quick Registration into beta. With this feature, attendees will be able to jump directly into an event when joining through a Quick Registration link. Quick Registration also simplifies the registration flow for producers as well. When Quick Registration is enabled for an event, producers can use their mail merge or marketing automation software to send unique links to your attendees without leveraging an integration.

Enhancements

- We've made Attendee CSV download much faster and the cap has been raised from 5k to 25k.
- Made a change that prevents creating producer accounts without being confirmed. This will make it easier for new producers to use the platform as soon as they are created.
- Added in a clickable “Powered by Welcome” logo for partner events. Please note that this button moves the CC button to the left of the stage (near the volume control) when enabled.
- Allow for larger wider logos on the event landing page.
- Audio files now have the length beneath them.



- We now send reminder emails to non-confirmed registrants/speakers.
- Added in a tooltip to show that the Green Room has been automatically muted when someone is put on stage.



- Closed captions are enabled by default when an organization is created.

Fixes

- We've re-enabled speaker join notifications with a fix to reduce noise from notifications from speakers with a poor connection.
- iPads now use the Mobile Experience and not the Desktop experience.
- Shipped a fix for recordings that don't have names not appearing on the On-Demand page. These recordings will now default to the stage name.
- Fixed an issue with bad calendar parsing causing some calendar invites to display incorrectly.

2/25/22

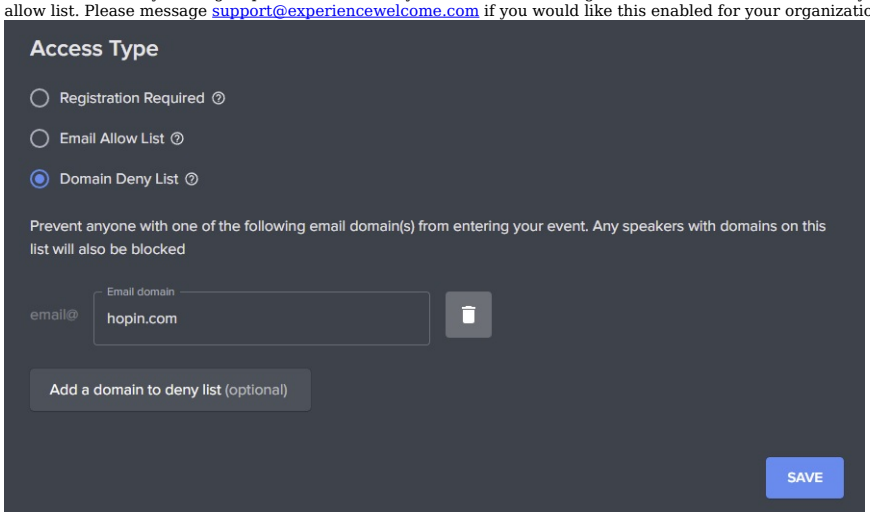
Welcome back for another round of updates, fixes, and features!

Features

- ***One-Click Calendar Invites***

  Now upon clicking the “add to calendar” buttons on the multistage event landing page you will get one-click links in the descriptions and locations.

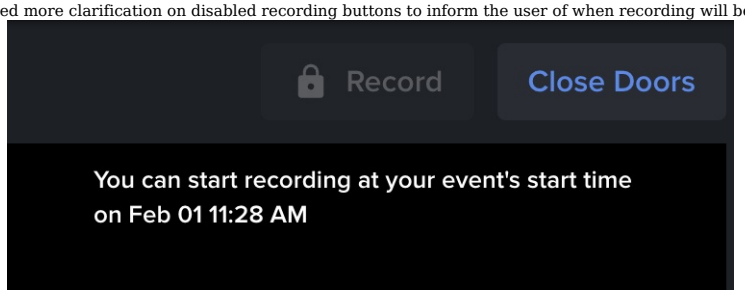
- **BETA:**
  - We've added a deny list to give producers the ability to have a filter out registrations from email domains they do not want to have access to. This functions similarly to the domain allow list. Please message support@experiencewelcome.com if you would like this enabled for your organization.



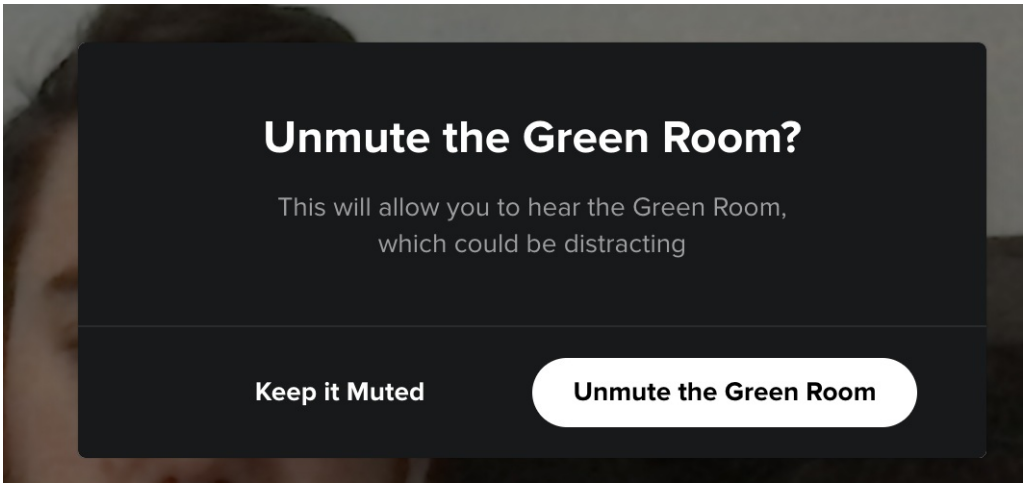
  - Give producers the ability to allow attendees to hide their names or to hide all names by default in Q&A by adding the following toggles. They are mutually exclusive so only one of them can be toggled on at once. Please message support@experiencewelcome.com if you would like this enabled for your organization.
    - Private Q&A (attendee’s choice) - Attendees can choose to hide their names when submitting questions.
    - Private Q&A (all users)- All questions will have their names hidden.

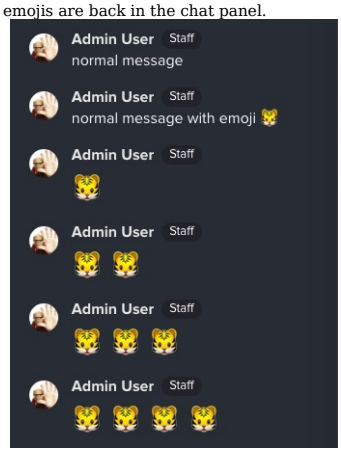
Enhancements

- Added more clarification on disabled recording buttons to inform the user of when recording will be available (the event start time).



- Added some clarification language when using Passwordless Login: "Look in your Promotions or Spam folder if you don't see the email initially."
- Producers can now see the number of watchers in a lounge room.
- Stage Descriptions are no longer required when creating a stage.
- Front door performance improvements.
- Unmuting the Green Room while on stage now has a dialog warning. Please message support@experiencewelcome.com if you would like this enabled for your organization.

- 

- Big emojis are back in the chat panel.
  - 

- Improved performance by reducing the number of full-page re-renders.
- Enabled editing event description in the dashboard without needing to change the event start time to the future.
- Adjusted the poll broadcasts to more aggressively update the counts so it "feels" more responsive.
- For multitrack events, we now show the main event title on the main stage page.
- For multitrack events, we've removed the networking lounge button from the sidebar.

Fixes

- Fixed a crash event for when a newly created asset doesn't have a name.
- Added a fix for larger logos that were more square than wide (150px tall, 200px wide).
- Added a fix for users who try to use QuickReg when the feature is off. It now redirects to login rather than just fail.
- Fixed an issue with stage manager hover buttons overlapping recording/doors open buttons by updating the layout.
- Fixed a crash event when the a/v dialog is being opened and closed causing people to not be able to join Green Room or breakout.
- Fixed an Agenda issue where the Agenda wasn’t sorting correctly by time.
- Fixed an issue with the stage manager covering the stage on smaller screens.
- Fixed an issue where playing a prerecorded video that did not have an audio track would break recordings and certain attendee views.
- Add "Powered by Welcome" with the Welcome logo to more places.
- Polls in the attendee view will now be sorted by On Stage polls first, then Open polls, then Closed polls.
- Removed attendee’s ability to download event recordings from the On-Demand screen.
- Settings toggle cosmetic and text copy updates.
- Fixed the Add to Calendar button for multiday events.
- Fixed an issue with redirect to mobile on iPad.
- Fixed an issue with the ICS file (calendar invite) download button.
- Switching between Public Chat and Room Chat no longer clears the Room Chat.
- Fixed an issue where sometimes in Lounges when users switch between Watch to Join mode their chat room section doesn't update and goes back to Public chat.
- Fixed an issue where Q&A with Moderation on for mobile forces user to a blank white screen.
- Fixed a bug where the Stage Manager would cover up the new poll dialog when a user hovered over the bottom right corner of the stage.
- Added a fix for spammy speaker notifications caused when a speaker has a poor connection.
- CSV's exported from excel can be more reliably imported into Welcome.
- Fixed an issue found where an attendee/speaker can not see people on stage when joining the Green Room during a prerecorded video.
- Improvements to the robustness of recording infrastructure.
- Fixed an issue where the interaction panel scroll bar shows and hides repeatedly in Lounges.
- Speaker notifications are now tied to the "Jump In" button. This should reduce the notification noise and be a bit more representative of when the Speaker actually joins the event.
- Fixed the Compatibility Checker to reflect that we now support mobile and Safari.
- Fixed an issue when mobile video on iOS would stop after maximizing. A play button will now appear if the video stops.
- Fixed an issue where mobile audio would mute after first playing.
- Fixed an issue where joining a lounge in "Watch" mode would pop up an AV dialog.
- Fixed an issue where polls would display as "infinity" votes.
- Updated sign-in error messages to be specific instead of the same generic error.
  - banned: "You no longer have access to this event. Please contact the event producer.”
  - demo/quick_reg user trying to log into a non-demo/non-quick reg event: "You need to log in again. Please log out and try again.”
  - Not logged in: "You are not logged in. Please log in to continue.”
  - Not on allowlist: ”This event is invite-only. Please use an email address that the event organizer has on file or contact the event organizers.”
  - Email domain on deny list (coming soon): ”Email addresses with the @domain do not have access to this event, please use a different email address.”
  - Anything else: "Please contact support@experiencewelcome.com about trouble logging in."

3/25/22

Welcome back for another round of updates, fixes, and features!

Features

- BETA:
  - Safari support is slowly being rolled out. Previously on desktop Safari, you had a limited experience where you can just watch the stream and users might be blocked from entering the app if the stream is not spun up yet. This feature makes the desktop Safari experience like the normal desktop experience on Chrome, Firefox, and Edge. The mobile experience using Safari is unchanged.
    - Some things to note:
      - The Jump In Screen now is "Click Anywhere to Jump In".
      - There is a dismissible banner directing users to use Chrome for the best experience
      - You can do everything on Safari (speak, produce, go to lounges/breakouts, etc.) except for screen share. We recommend that you still advise speakers and producers to use Chrome.
  - Quick registration allows for an easier joining experience for new attendees. Please contact support@experiencewelcome.com if you'd like this enabled for your organization.
  - Anonymous Q&A gives producers the ability to allow attendees to hide their names or to hide all names by default in Q&A. Please contact support@experiencewelcome.com if you'd like this enabled for your organization.
  - Domain deny list allows for producers to restrict registration from emails of a certain domain. Please note that this adds new behavior to sign out people who are denied entry into the

event so that they can easily log in again with different credentials.

Enhancements

- Allow for Scalable Vector Graphics (SVG) to be uploaded as backgrounds and overlays. You can use these files to give your event some extra pizazz with moving images. Please make sure that your SVG files follow our Dimension Guide for the best experience.
- Added in some recording monitoring improvements on our side.

Fixes

- Producers will now see a timestamp of when a scheduled reminder email was sent or when it will be sent.
- Added a fix for producers sometimes getting an error registering for events.
- Fixed an issue where speakers who used a quick-reg link would automatically become attendees. Now when they use a quick-reg link they just land on the main event page to log in normally. Please note, there is no quick-reg “one-click” experience for speakers; we recommend speakers should use our standard one-click links for the best experience.
- Added a fix for some cases where iPad users would not redirect to the mobile experience.
- Added a fix for videos loaded into an event that would sometimes revert to a "processing" state.
- Powered By Welcome logo
  - Made this logo the same color as the text in the footer.
  - Added the logo to partner events on the mobile experience.

Screen Sharing on Chrome Windows PC

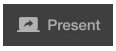
Screen sharing from Chrome on a Windows PC is pretty common and with many options. You will probably either be screen sharing a slide based presentation such as Microsoft PowerPoint or something from your desktop to show off to the attendees. The purpose of this article is to walk you through how screen sharing works in Chrome and some best practices for presentation software.

Table of Contents

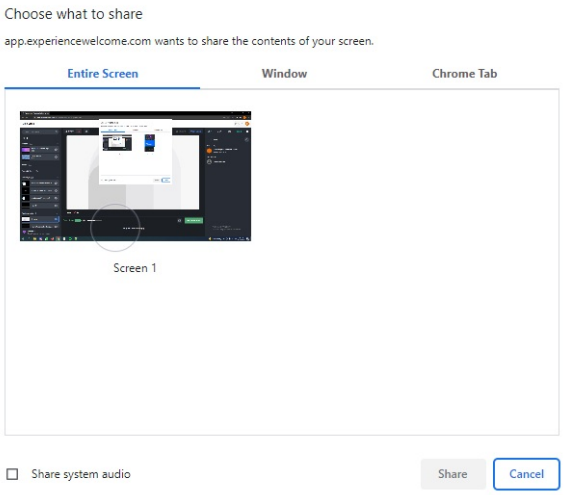
- How to Screen Share
  - Screen Share Options
- Screen Sharing Slide Presentations
  - Screen Sharing Microsoft PowerPoint
    - 1 Monitor
    - 2 Monitors
  - Screen Sharing Google Slides
    - 1 Monitor
    - 2 Monitor

How to Screen Share

To start screen sharing you will need to either be inside the Green Room or in one of our Lounge/Breakout rooms. When in the those rooms you should see a button with this logo and may say "Present".



You should receive a pop up with the different screen share options for Chrome



Screen Share Options

You will have 3 options to choose from

- Entire Screen - This will allow you to select entire desktops. If you have multiple monitors you will be given the option to select either or. You are also given the option at the bottom left to toggle on "share system audio"
- Window - Allows you to select an open application window
- Chrome Tab - Allows you to select an open tab in Chrome. You are also given the option at the bottom left to toggle on "share audio" for that tab.

Depending on what you are trying to share the behaviors of each option may vary.

Screen Sharing Slide Presentations

Let's go over two of the most used slide presentation software for Windows PC. Ideally, it is best to have access to two monitors when screen sharing a presentation. One monitor would be used for the presentation and the other monitor to view the green room and chat interaction panel. If you do not have access to a secondary monitor that is ok too we will guide you with some best practices for that.

Microsoft PowerPoint and Google Slides happen to be the most popular. They both are the same but how you share them can be quite different. You will have further differences if you use only one monitor versus two.

Screen Sharing Microsoft PowerPoint

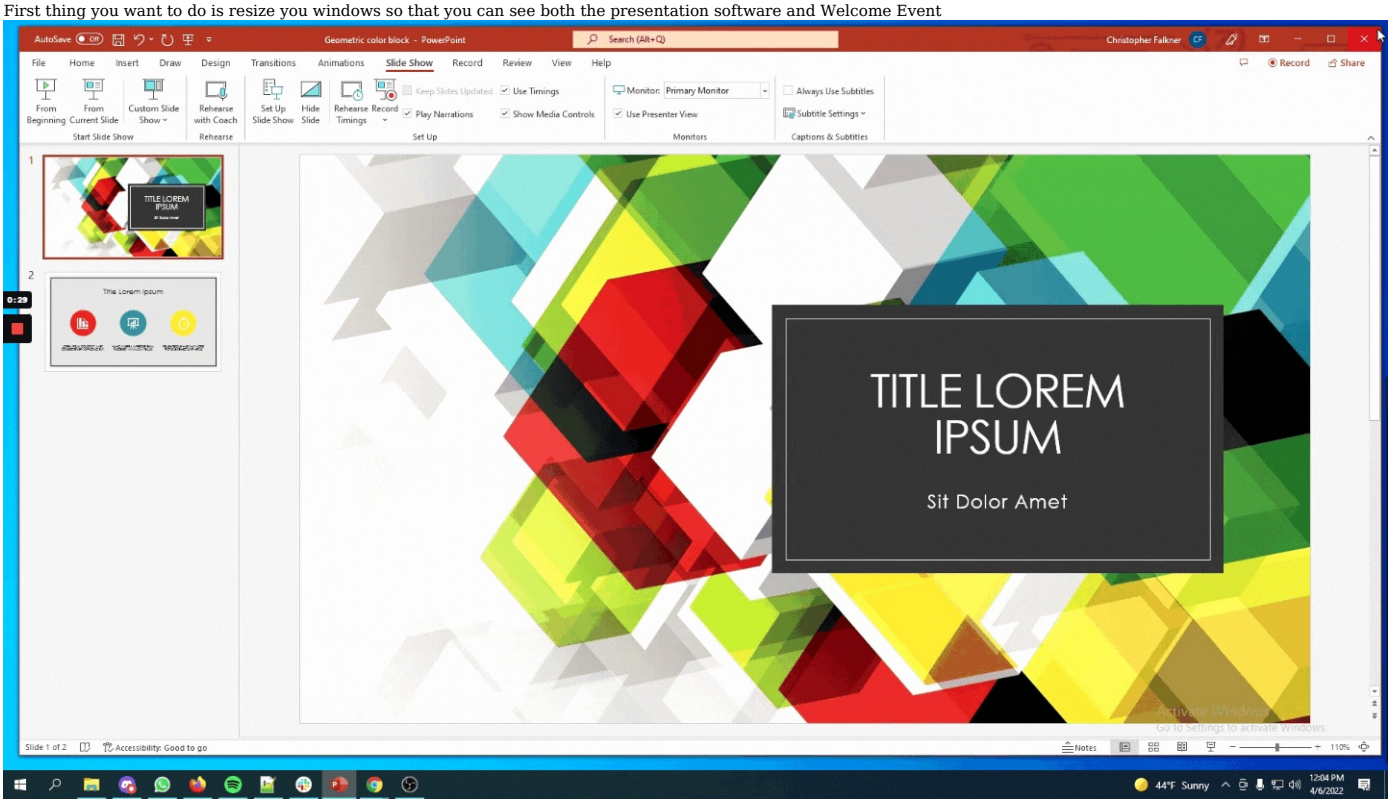
This is the most popular slide presentation software used for presentations. Based on if you have one or more monitors will vary the way you setup the presentation. A two monitor setup is the most ideal since it will allow you to see both your slides and the Welcome event in full.

1 Monitor

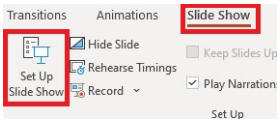
In this method we will be sharing the application window within Chrome. Sadly, due to how Chrome and PowerPoint interact you may have black bar at the right and left of you screen share on the stage. Google Slide behaves much better than PowerPoint for 1 monitor screen sharing. The reason for this method is so the speaker can both see the presentation they are giving and the Welcome stage at the same time. It is especially good if the speaker is interested in seeing what sort of engagement is happening in the chat.

Video walkthrough here:

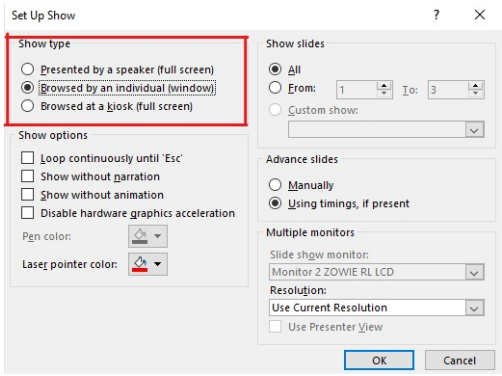
First thing you want to do is resize you windows so that you can see both the presentation software and Welcome Event



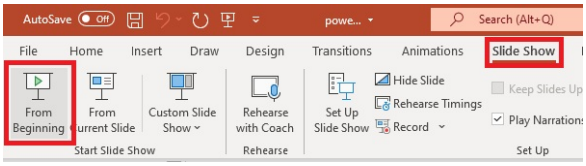
In PowerPoint, click "Slide Show", then click "Set Up Slide Show"



Select "Browsed by an individual (window)" and click OK

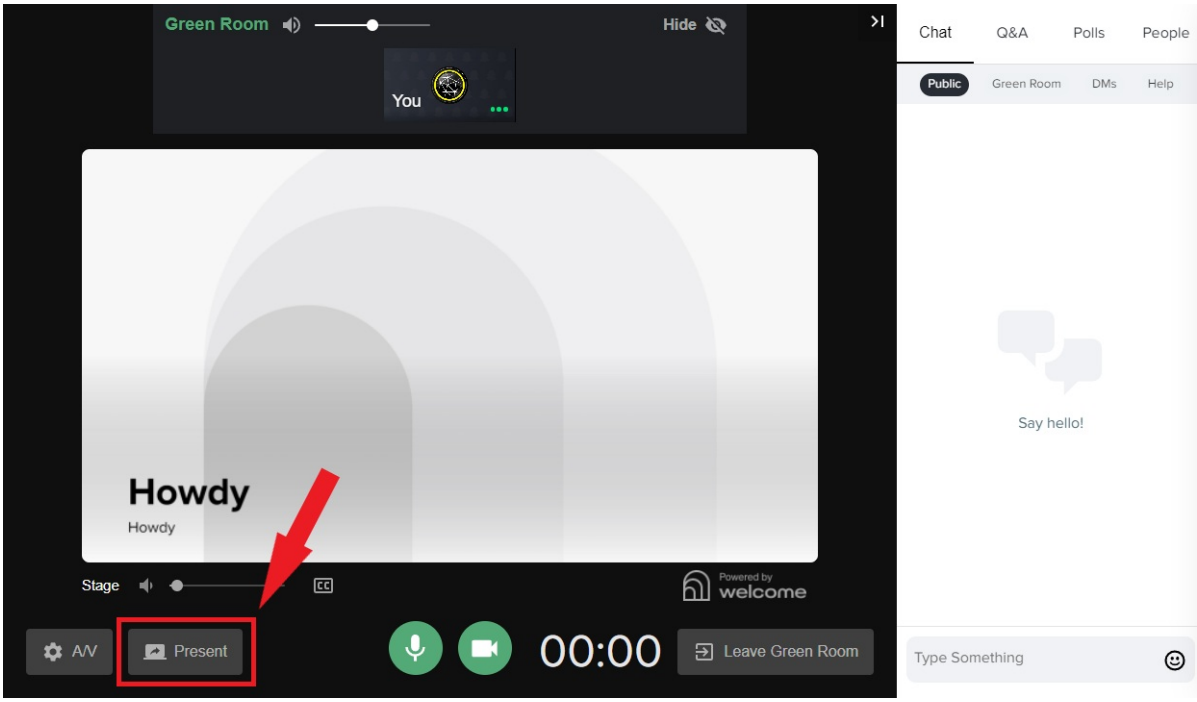


While still in "Slide Show" tab, click "Play from Start" on the left

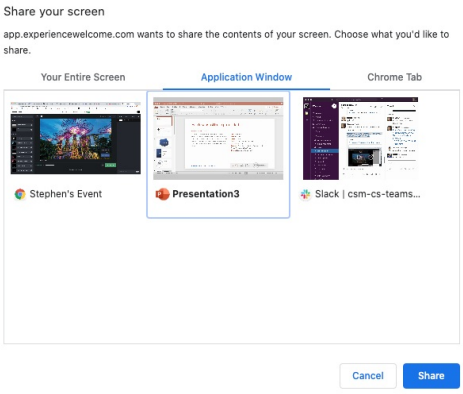


You may need to resize the PowerPoint window to be about 2/3rds of your screen (might take some trial and error here depending on your screen size)

Click "Present" within Welcome (it will be towards the bottom left-hand corner)



Choose "Application Window" tab > select the PowerPoint window > click "Share"



From here you may need to resize your two windows (PowerPoint and Welcome) into whatever is comfortable for you. Note that you'll still need to keep the PowerPoint window fairly big as if you try to make it smaller it will resize your presentation within the Welcome stage.

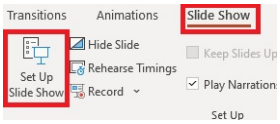
2 Monitors

This is the easiest method to manage two different windows. On monitor will contain the presentation at full screen and the 2nd monitor will contain the Welcome event window. This will also result in a cleaner presentation for PowerPoint due to using "Your Entire Screen" rather than "Application Window".

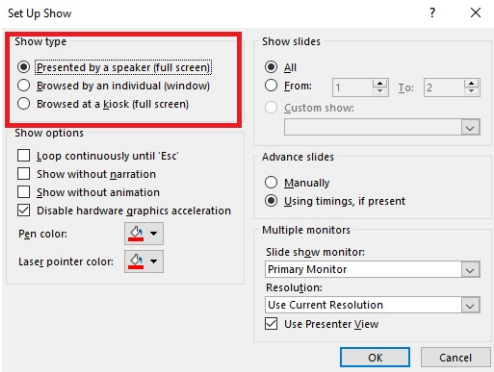
Video walkthrough here:

First thing you will need to do is move your presentation to one monitor and your Welcome Window to the second monitor.

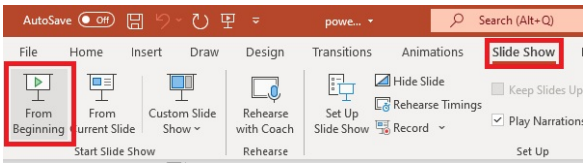
By default your presentation should go straight to full screen but if it doesn't. Within PowerPoint Click on the "Slide Show" tab, then click on "Set Up Slide Show"



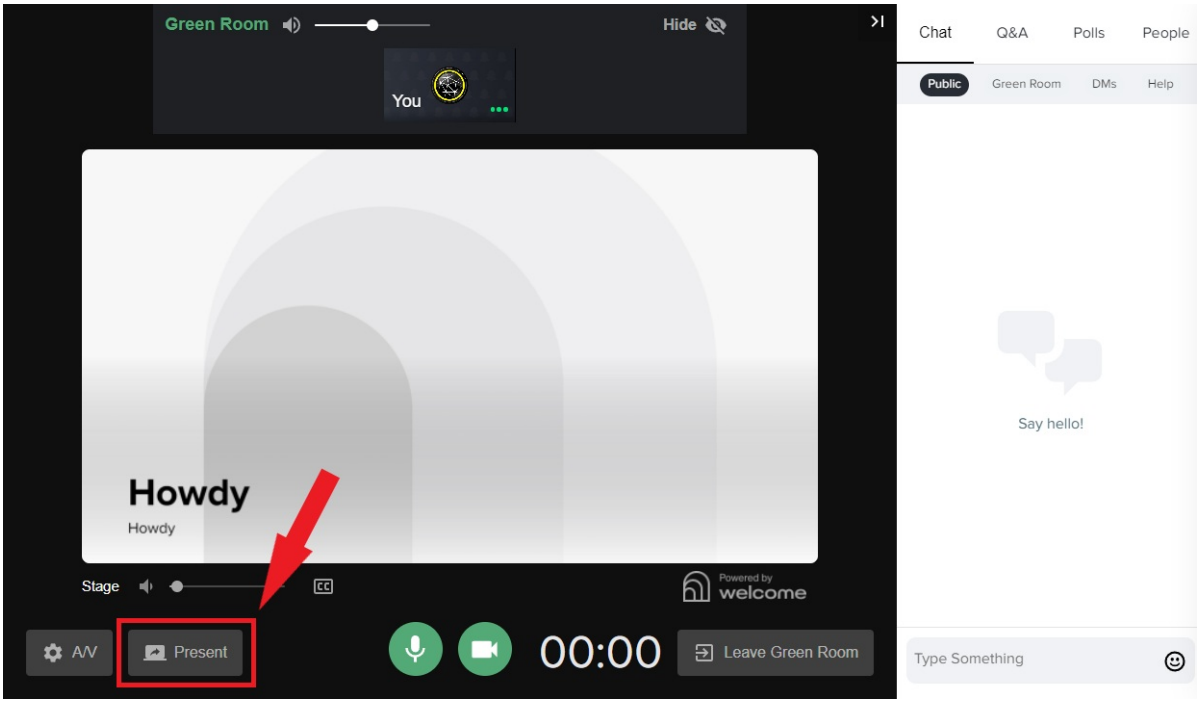
Choose "Presented by a speaker (full screen)"



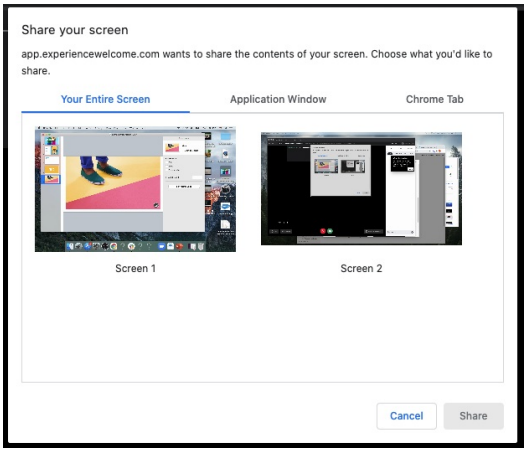
While still in "Slide Show" tab, click "Play from Start" on the left. This should make the presentation cover the whole screen.



In the other monitor, Click "Present" on Welcome (it will be towards the bottom left-hand corner)



Choose the appropriate screen under "Your Entire Screen" tab.



The presentation needs to be the active window for you to change slides. Be sure the presentation is the last thing you clicked on.

Screen Sharing Google Slides

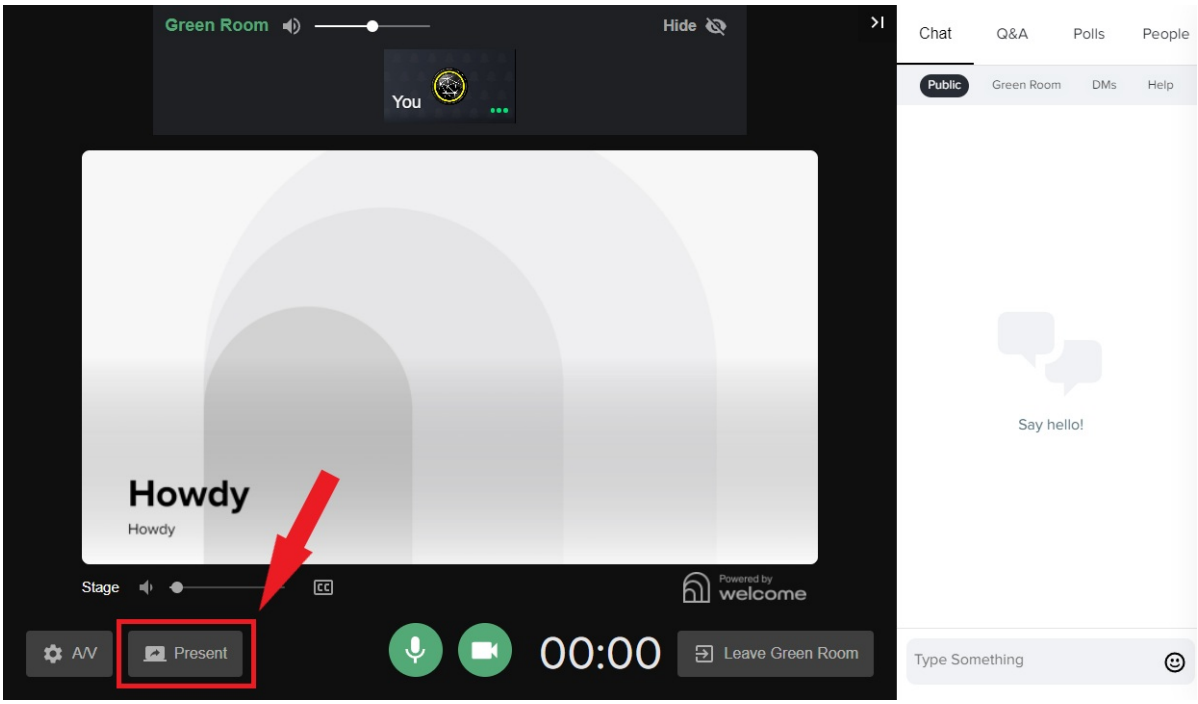
Screen sharing with Google Slides within Chrome is the easiest way and less problematic way of screen sharing a presentation. Unlike PowerPoint which requires either sharing from desktop or application window you will be sharing from a Chrome tab. This results in a cleaner and easier presentation due to Chrome and Slides being in the same Google ecosystem.

1 Monitor

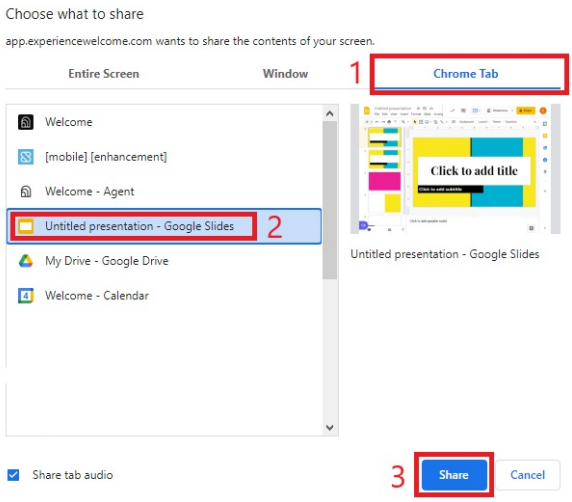
In this method we will be sharing from a Chrome tab. For 1 monitor presentations, this behaves better than if you were to use PowerPoint. You may want to consider uploading your PowerPoint presentation to Google slides and run it this way. The reason for this method is so the speaker can both see the presentation they are giving and the Welcome stage at the same time. It is especially good if the speaker is interested in seeing what sort of engagement is happening in the chat.

Video walkthrough here:

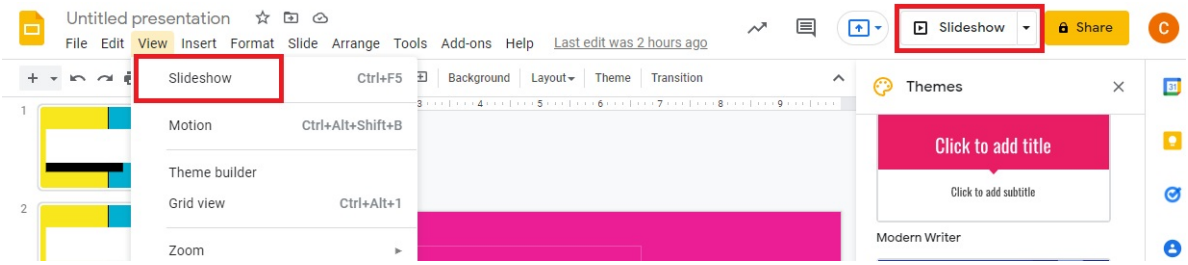
Have your Google Slides presentation loaded up in a separate window from Welcome. Once you have been invited and entered the Green Room, click "Present" button on the lower left-hand corner.



Choose "Chrome Tab" at the top, then your Google Slides presentation. Click "Share" to complete the process. Please note that you can check the "Share audio" check box in the bottom left if you intend to include audio in your presentation.



Now go to your Google Slides presentation Window. You can either go to "View" tab, then click "Slideshow". Or you can simply press "Slideshow" on the upper right-hand corner. You can then resize/move the application window to your liking while also being able to see the Welcome platform. You can use arrow keys to change slides.

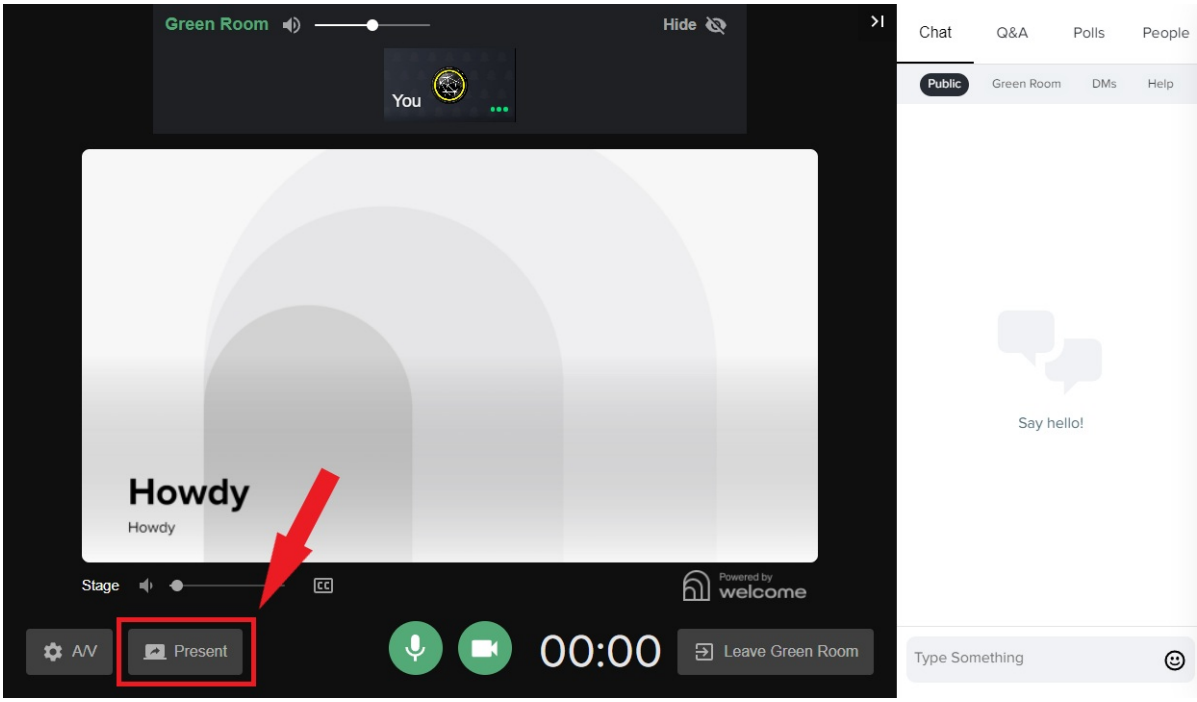


2 Monitor

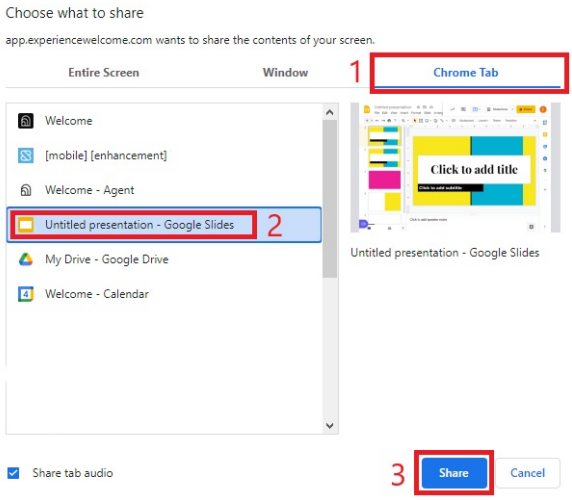
This is the easiest method to manage two different windows. One monitor will contain the presentation and the 2nd monitor will contain the Welcome event window. This way you don't have to worry about managing the different windows covering each other up. The biggest difference between 1 monitor and 2 monitor sharing for Google Slides is simply moving the application windows to the different monitors. The rest of the steps is exactly the same.

First thing you will need to do is move your presentation to one monitor and your Welcome Window to the second monitor.

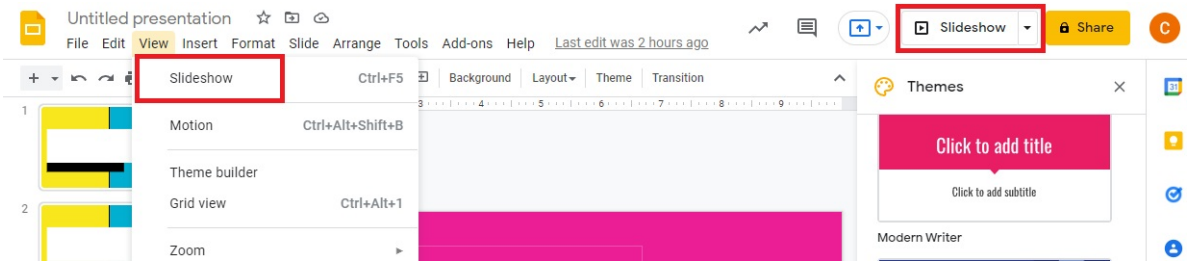
Once you have been invited and entered the Green Room, click "Present" button on the lower left-hand corner.



Choose "Chrome Tab" at the top, then your Google Slides presentation. Click "Share" to complete the process. Please note that you can check the "Share audio" check box in the bottom left if you intend to include audio in your presentation.



Now go to your Google Slides presentation Window. You can either go to "View" tab, then click "Slideshow". Or you can simply press "Slideshow" on the upper right-hand corner. You can then resize/move the application window to your liking and you can use arrow keys to change slides.



Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Screen Sharing on Chrome Mac OSX

Screen sharing from Chrome on a Mac is our recommended method to screen share for this device type. Screen sharing allows you to either share a slide-based presentation such as Microsoft PowerPoint or something from your desktop to show off to the attendees. The purpose of this article is to walk you through how screen sharing works in Chrome and some best practices for presentation software.

Table of Contents

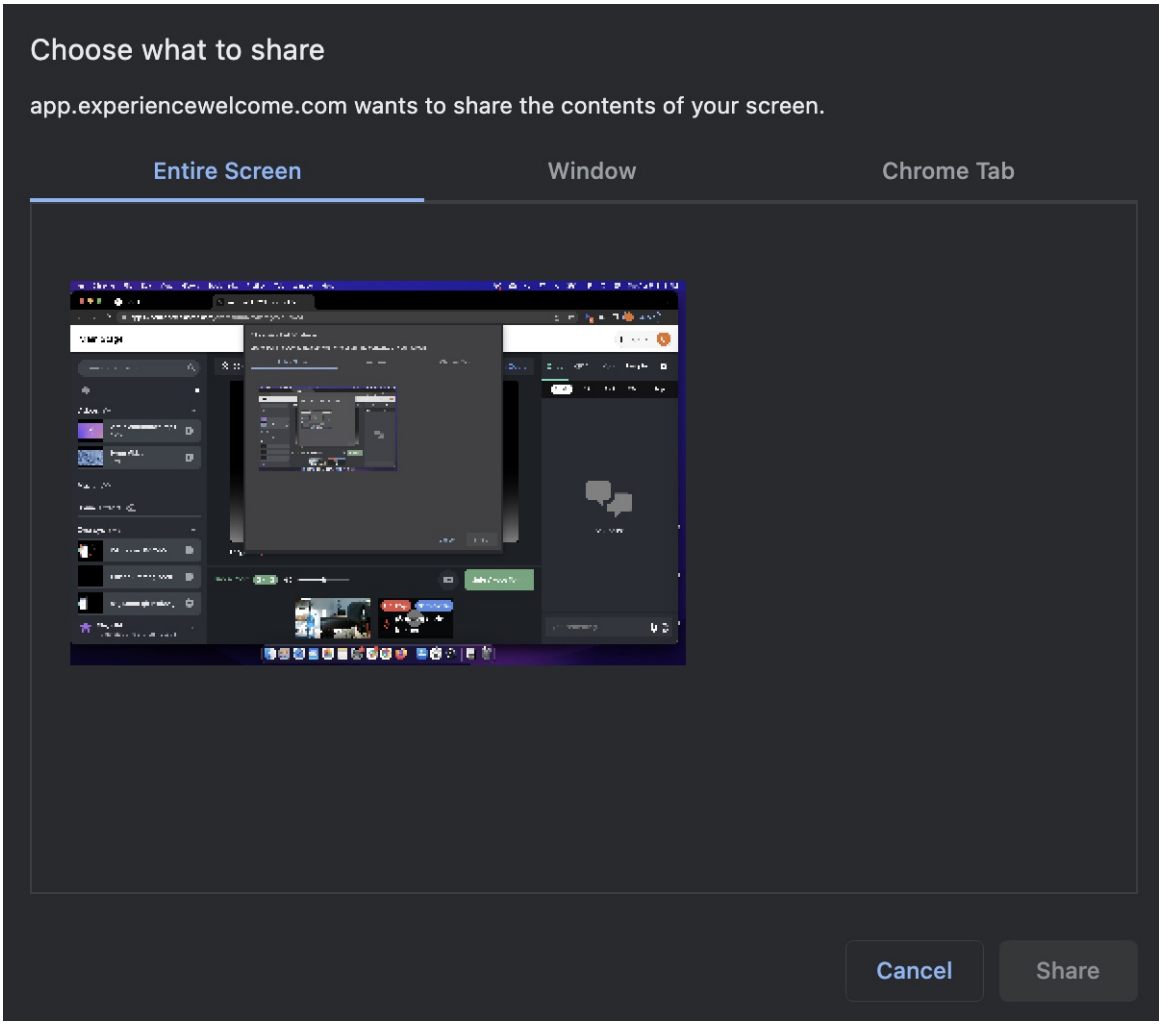
- How to Screen Share
  - Screen Share Options
- Screen Sharing Slide Presentations
  - Screen Sharing Microsoft PowerPoint
    - 1 Monitor
    - 2 Monitors
  - Screen Sharing Keynote
    - 1 Monitor
    - 2 Monitor
  - Screen Sharing Google Slides
    - 1 Monitor
    - 2 Monitor

How to Screen Share

To start screen sharing you will need to either be inside the Green Room or in one of our Lounge/Breakout rooms. When in those rooms you should see a button with this logo and may say "Present".

Present

You should receive a pop up with the different screen share options for Chrome



Screen Share Options

You will have 3 options to choose from. Depending on what you are trying to share the behaviors of each option may vary.

- Entire Screen - This will allow you to select entire desktops. If you have multiple monitors you will be given the option to select either monitor.
- Window - Allows you to select a specific open application window
- Chrome Tab - This allows you to select an open tab in Chrome. You are also given the option at the bottom left to toggle on "share audio" for that tab.

Screen Sharing Slide Presentations

Let's go over the most used slide presentation software for Mac. Ideally, it is best to have access to two monitors when screen sharing a presentation. One monitor is to be used for the presentation and the other monitor is to view the green room and chat interaction panel. If you do not have access to a secondary monitor that is ok, we will guide you with some best practices for that.

Microsoft PowerPoint, Keynote, and Google Slides are the most frequently used presentation applications on our platform. While they are similar in function, how you share them can be quite different. On top of that, you will have further differences if you use only one monitor versus two.

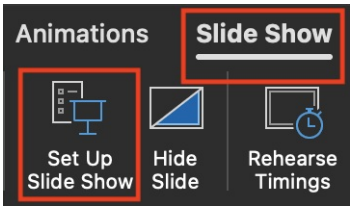
Screen Sharing Microsoft PowerPoint

This is the most popular slide presentation software used in presentations. Based on if you have one or more monitors will vary the way you set up the presentation. A two-monitor setup is ideal since it will allow you to see both your slides and the Welcome event in full which allows you to engage with the audience.

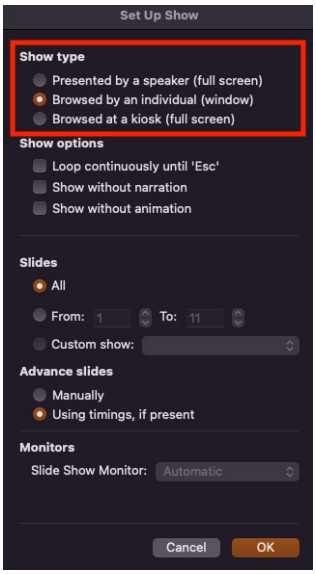
1 Monitor

Video walkthrough here:

Within PowerPoint Go to "Slide Show", then "Set Up Slide Show".



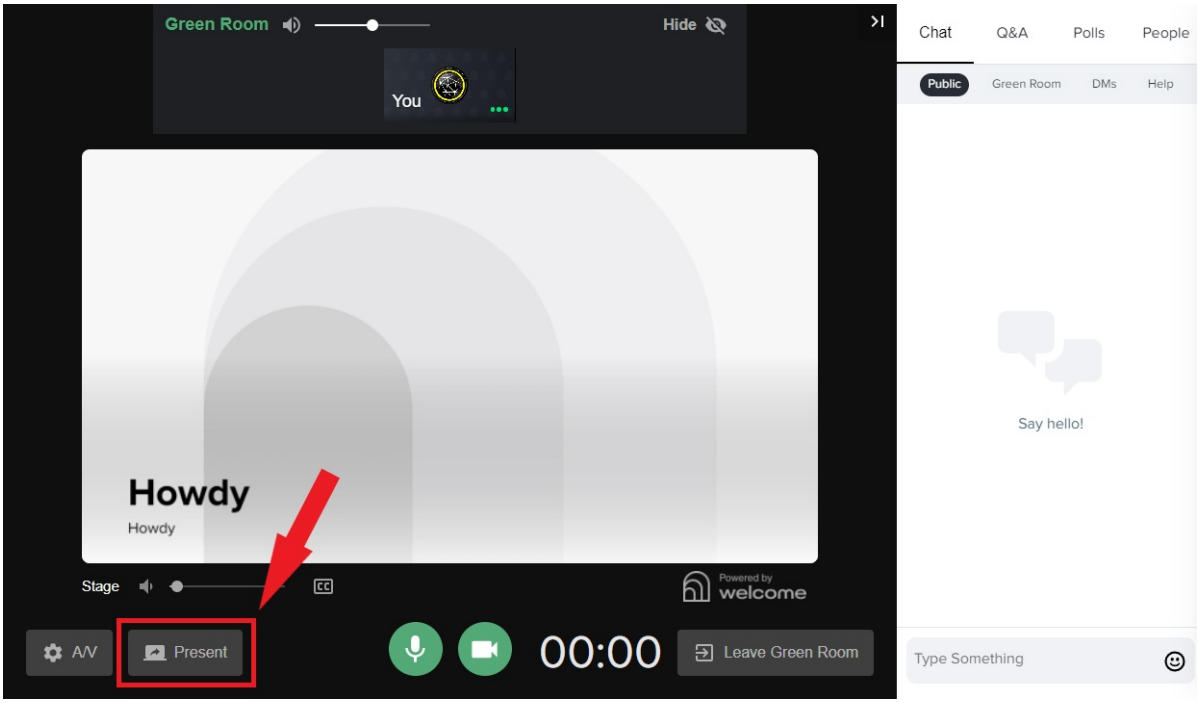
Choose "Browsed by an individual (window).



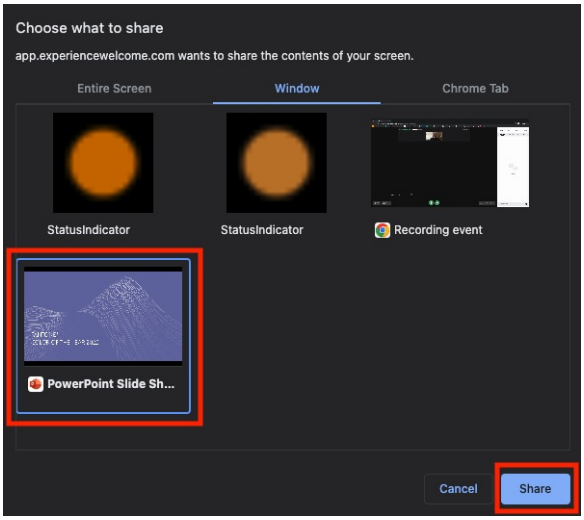
While still in "Slide Show", choose "Play from Start" on the left.

Resize the PowerPoint to be about 2/3rds of your screen (might take some trial and error here depending on your screen size, a larger screen is better for this).

Click "Present" on Welcome (it will be towards the bottom left-hand corner).



Choose "Application Window" and select the PowerPoint window.

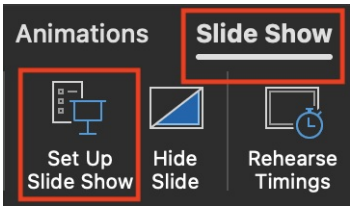


From here, resize your two windows (PowerPoint and Welcome) into whatever is comfortable for you. Note that you'll still need to keep the PowerPoint window fairly big as if you try to make it smaller it will resize your presentation within the Welcome stage.

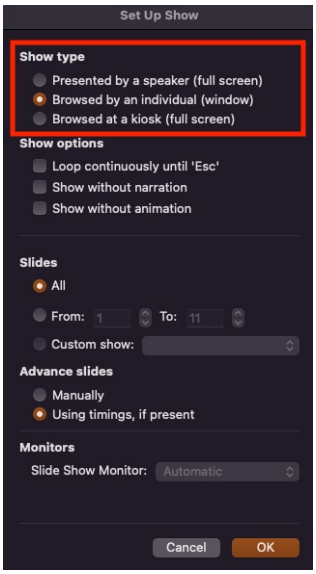
2 Monitors

Video walkthrough here:

Go to "Slide Show", then "Set Up Slide Show".

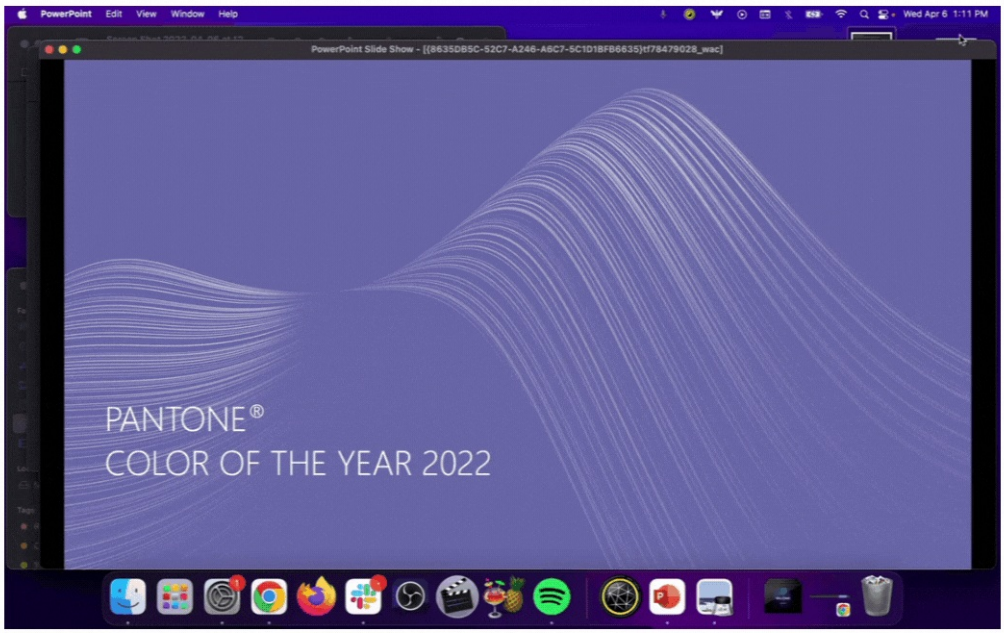


Choose "Browsed by an individual (window)".

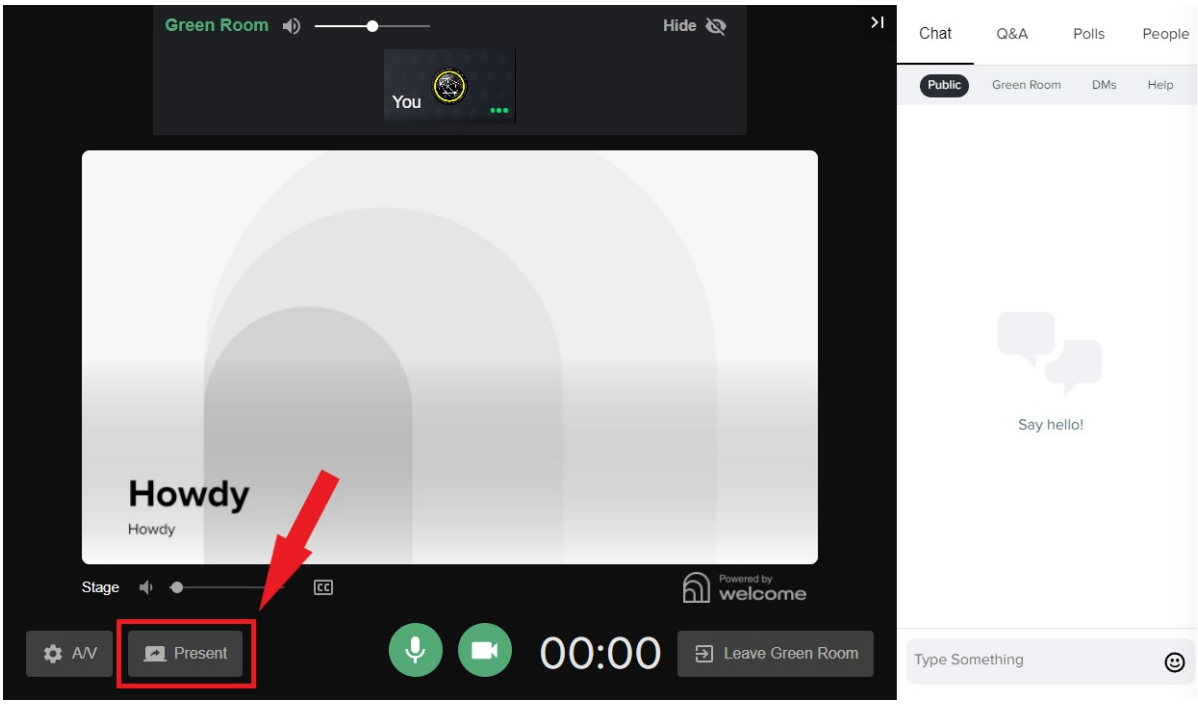


Move the PowerPoint to the secondary screen.

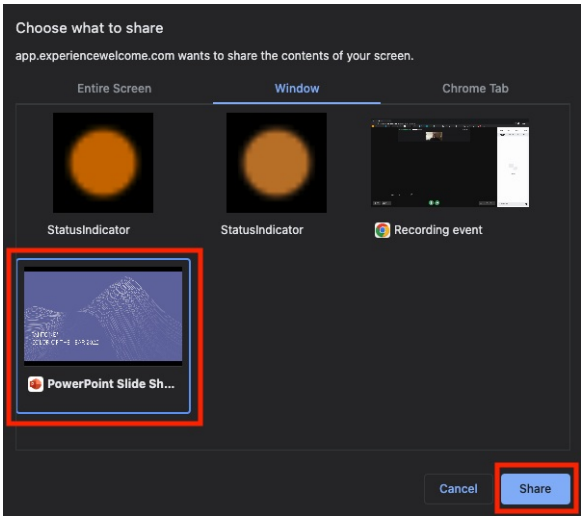
Maximize the PowerPoint window by clicking the green button on the top left of the window.



Click "Present" on Welcome (it will be towards the bottom left-hand corner)



You can either choose the appropriate screen under "Your Entire Screen" or the application window. Just make sure that your PowerPoint is active on the second monitor.



The presentation needs to be an active window for you to change slides with the arrow keys. Be sure the presentation is the last thing you clicked on.

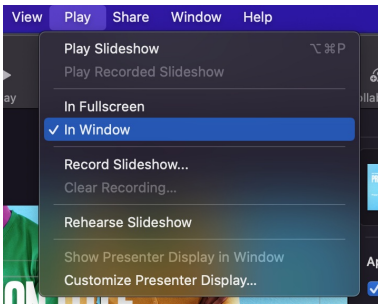
Screen Sharing Keynote

1 Monitor

Video walkthrough here:

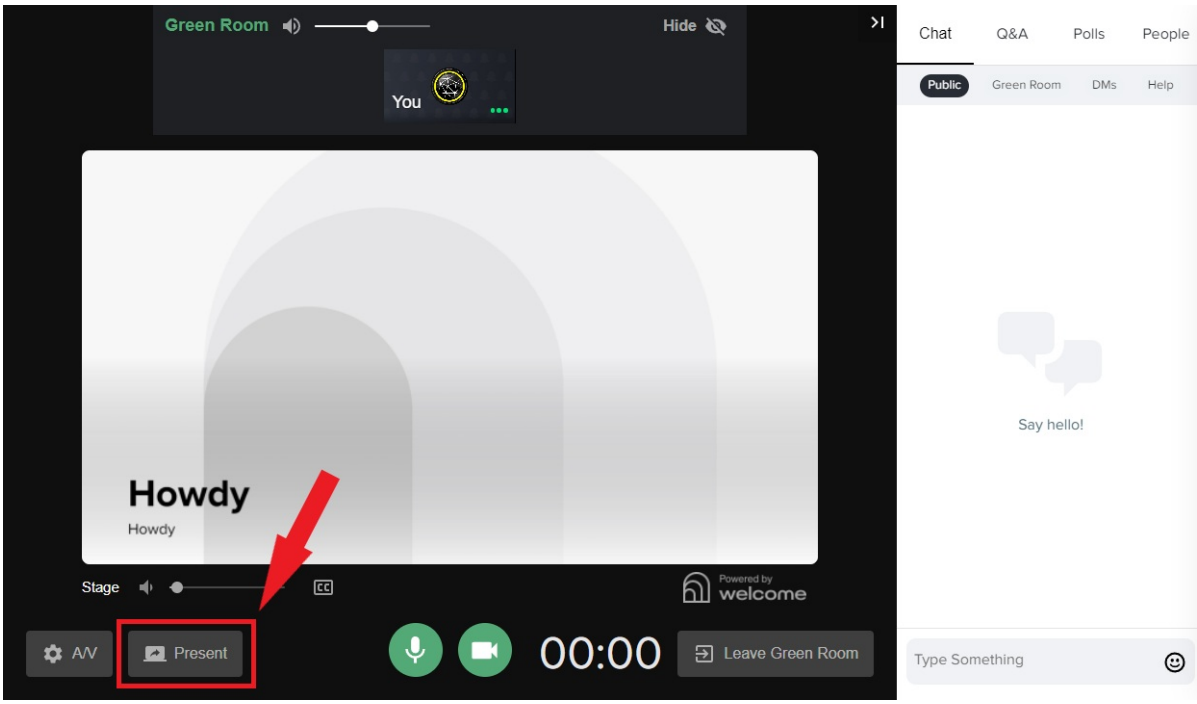
First, please make sure you have the latest update. Otherwise, this might not work as intended.

Go to "Play"> Select "In Window" > "Play Slideshow" Please note that you cannot be in fullscreen in your browser for the Keynote window to show up in this section.

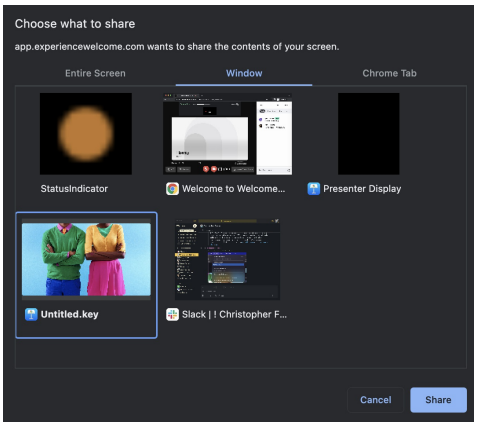


Resize the keynote to be about 2/3rds of your screen (might take some trial and error here depending on your screen size).

Click "Present" on Welcome (it will be towards the bottom left-hand corner).



Choose "Application Window" and then Keynote.



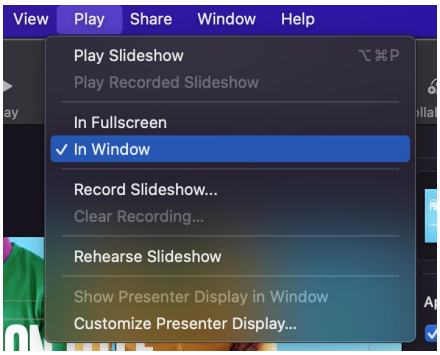
From here, resize your two windows (Keynote and Welcome) into whatever is comfortable for you. Note that you'll still need to keep the Keynote window fairly big as if you try to make it smaller it will resize your presentation on Welcome.

2 Monitors

Video walkthrough here:

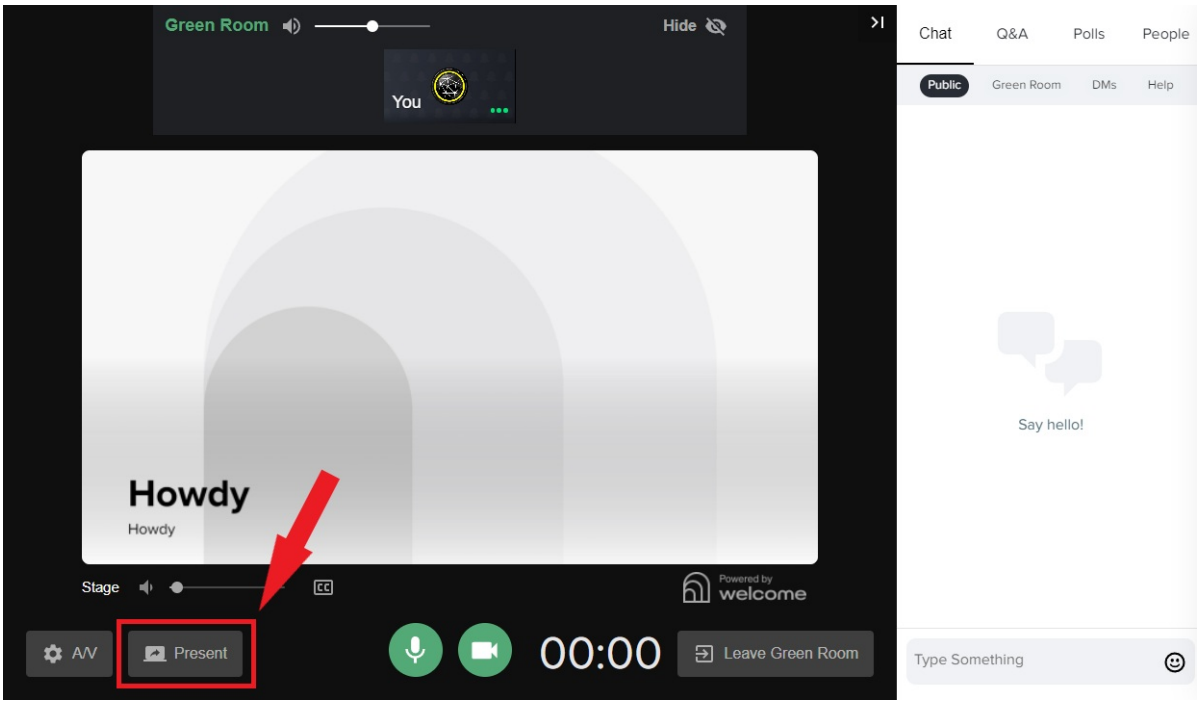
First, please make sure you have the latest update. Otherwise, this might not work as intended.

Go to "Play"> Select "In Window" > "Play Slideshow".

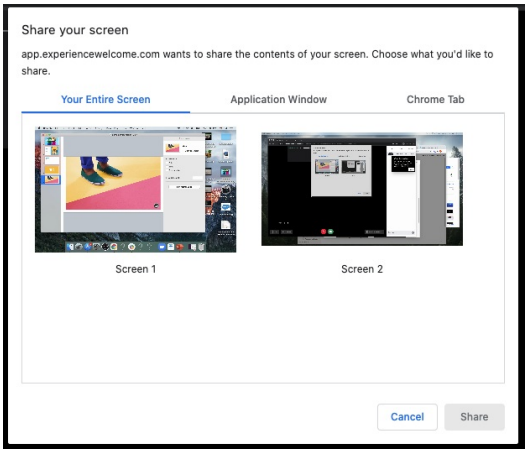


Move the Keynote to the appropriate screen and maximize the Keynote.

Click "Present" on Welcome (it will be towards the bottom left-hand corner).



Choose the appropriate screen under "Your Entire Screen".

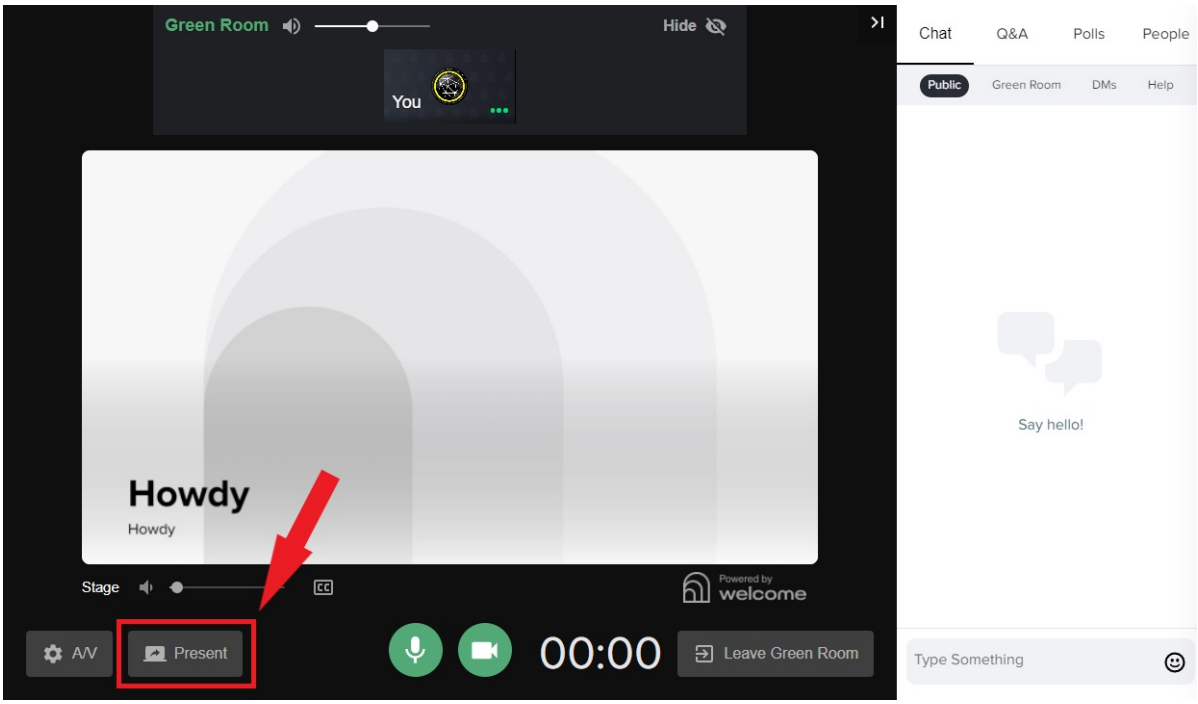


Screen Sharing Google Slides

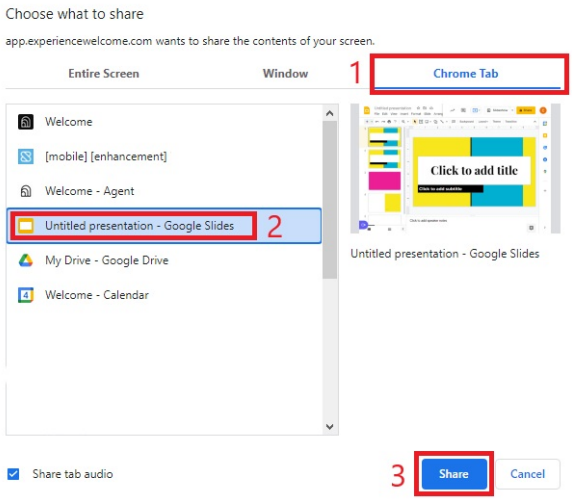
1 Monitor

Video walkthrough here:

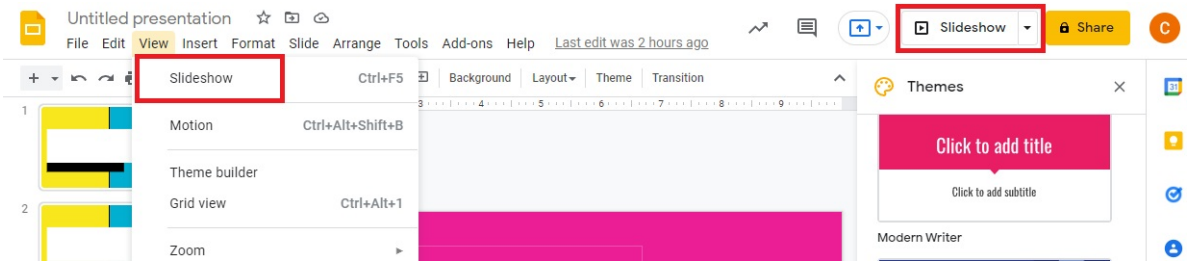
Have your Google Slides presentation loaded up in a separate window from Welcome. Get invited and join the green room, then hit the "present" button on the lower left-hand corner.



Choose "Chrome Tab", then your Google Slides presentation, and hit share. Please note that you can check the "Share audio" check box in the bottom left if you intend to include audio in your presentation (not including speaking through the Welcome platform).



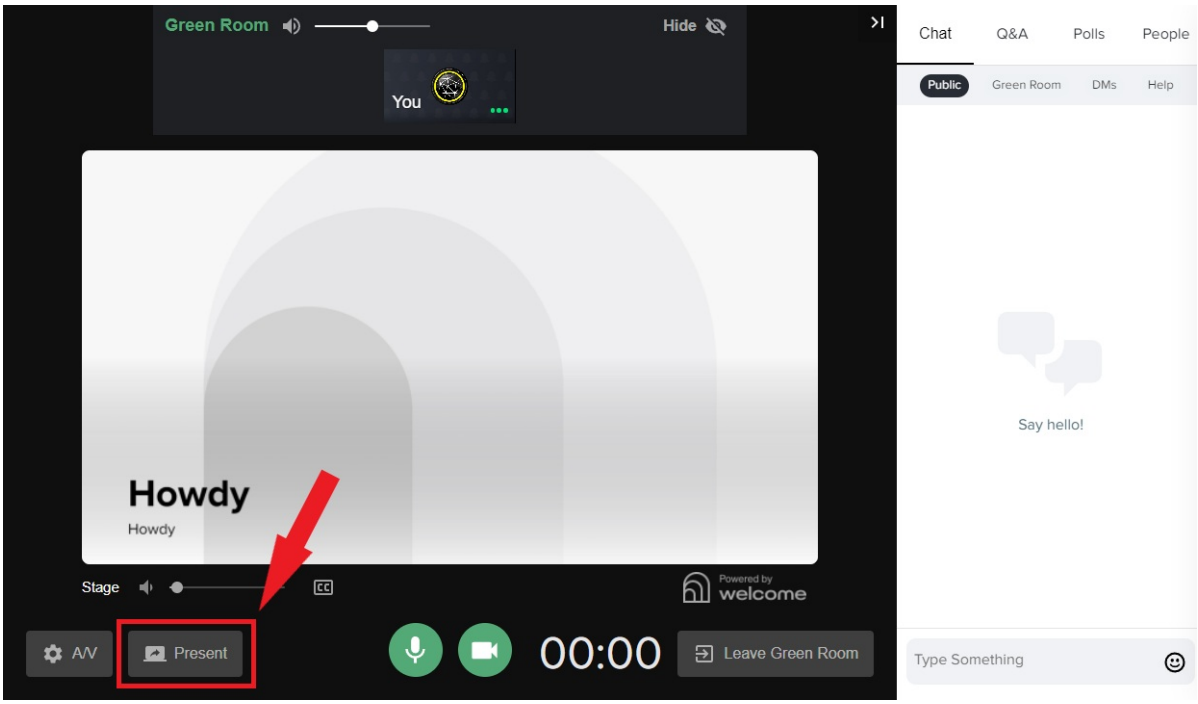
Now go to your Google Slides presentation. You can either go to "view", then "present". Or you can simply press "Slideshow" on the upper right-hand corner. You can then resize/move the application window to your liking while also being able to see the Welcome platform. You can use arrow keys to change slides, just make sure that you are clicked into the slide deck.



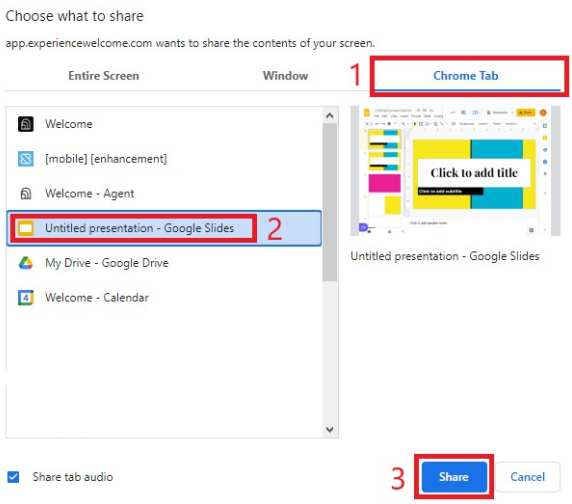
2 Monitors

Video walkthrough here:

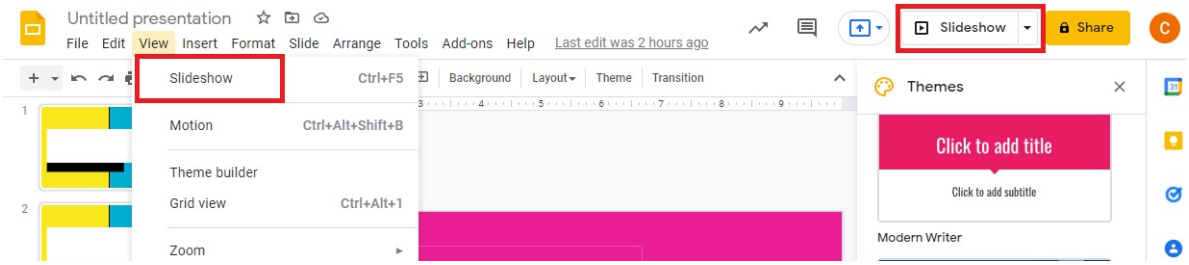
Have your google slides presentation loaded up. Get invited and join the green room, then hit the "present" button on the lower left-hand corner.



From here you have a couple of options. For the easiest sharing just select "Entire Screen" and select the monitor with your presentation. If you have any audio included in your presentation, choose "Chrome Tab", then your Google Slides presentation, and hit share. Please note that you must check the "Share audio" check box in the bottom left if you intend to include audio in your presentation.



Now go to your google slides presentation. You can either go to "view", then "present". Or you can simply press "Slideshow" on the upper right-hand corner. You can then resize/move the application window to your liking while also being able to see the Welcome platform. You can use arrow keys to change slides, just make sure that you are clicked into the slide deck.



Screen Sharing on Firefox PC

Screen sharing from Firefox on a Windows PC is uncommon and less refined than if you were to use Chrome. Due to this we do recommend using Google Chrome instead for better outcomes. You can check out our Google Screen Sharing Guide. You will probably either be screen sharing a slide based presentation such as Microsoft PowerPoint or something from your desktop to show off to the attendees. The purpose of this article is to walk you through how screen sharing works in Firefox and some best practices for presentation software.

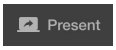
Table of Contents

- How to Screen Share
  - Screen Share Options

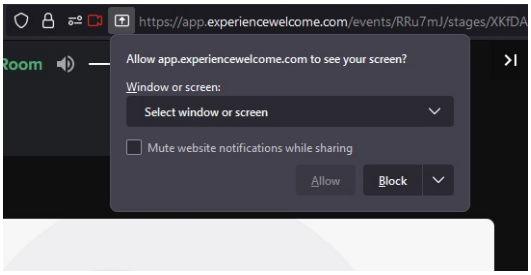
- Screen Sharing Slide Presentations
  - Screen Sharing Microsoft PowerPoint
    - 1 Monitor
    - 2 Monitors
  - Screen Sharing Google Slides
    - 1 Monitor
    - 2 Monitor

How to Screen Share

To start screen sharing you will need to either be inside the Green Room or in one of our Lounge/Breakout rooms. When in the those rooms you should see a button with this logo and may say "Present".



You should receive a pop up under the URL bar with the different screen share options for Firefox



Screen Share Options

You will have 2 options to choose from

- Screen - This will allow you to select entire desktops. If you have multiple monitors you will be given the option to select either or. You are also given the option at the bottom left to toggle on "share system audio"
- Window - Allows you to select an open application window

Depending on what you are trying to share the behaviors of each option may vary.

Screen Sharing Slide Presentations

Let's go over two of the most used slide presentation software for Windows PC. Ideally, it is best to have access to two monitors when screen sharing a presentation. One monitor would be used for the presentation and the other monitor to view the green room and chat interaction panel. If you do not have access to a secondary monitor that is ok too we will guide you with some best practices for that.

Microsoft PowerPoint and Google Slides happen to be the most popular. They both are the same but how you share them can be quite different. You will have further differences if you use only one monitor versus two.

Screen Sharing Microsoft PowerPoint

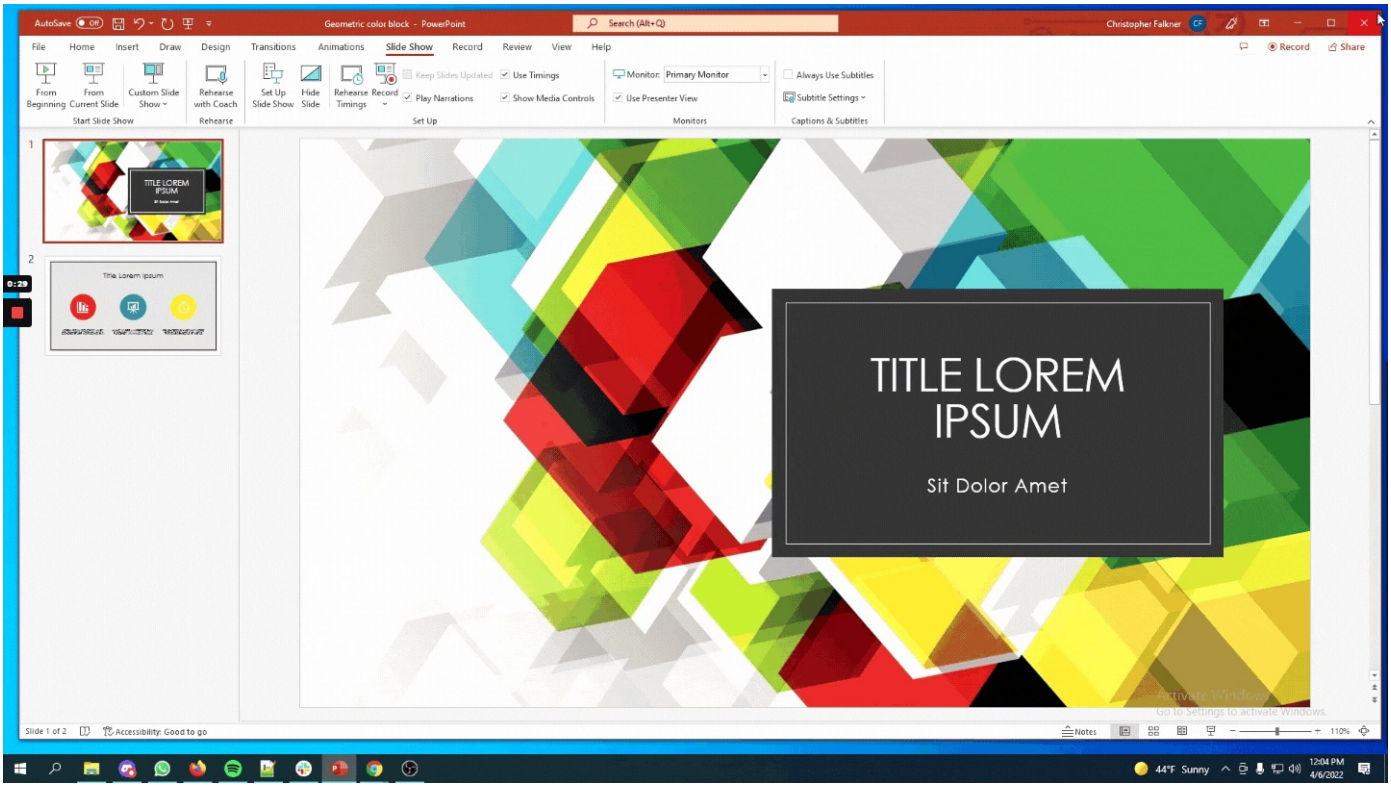
This is the most popular slide presentation software used for presentations. Based on if you have one or more monitors will vary the way you setup the presentation. A two monitor setup is the most ideal since it will allow you to see both your slides and the Welcome event in full.

1 Monitor

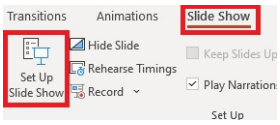
In this method we will be sharing the application window within Chrome. Sadly, due to how Chrome and PowerPoint interact you may have black bar at the right and left of you screen share on the stage. Google Slide behaves much better than PowerPoint for 1 monitor screen sharing. The reason for this method is so the speaker can both see the presentation they are giving and the Welcome stage at the same time. It is especially good if the speaker is interested in seeing what sort of engagement is happening in the chat.

Video walkthrough here:

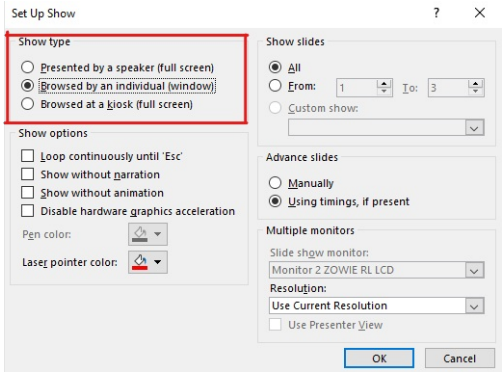
First thing you want to do is resize you windows so that you can see both the presentation software and Welcome Event



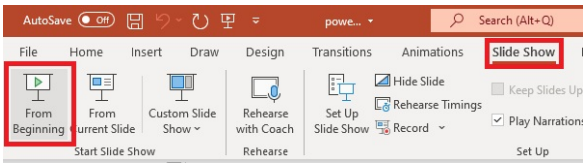
In PowerPoint, click "Slide Show", then click "Set Up Slide Show"



Select "Browsed by an individual (window)" and click OK

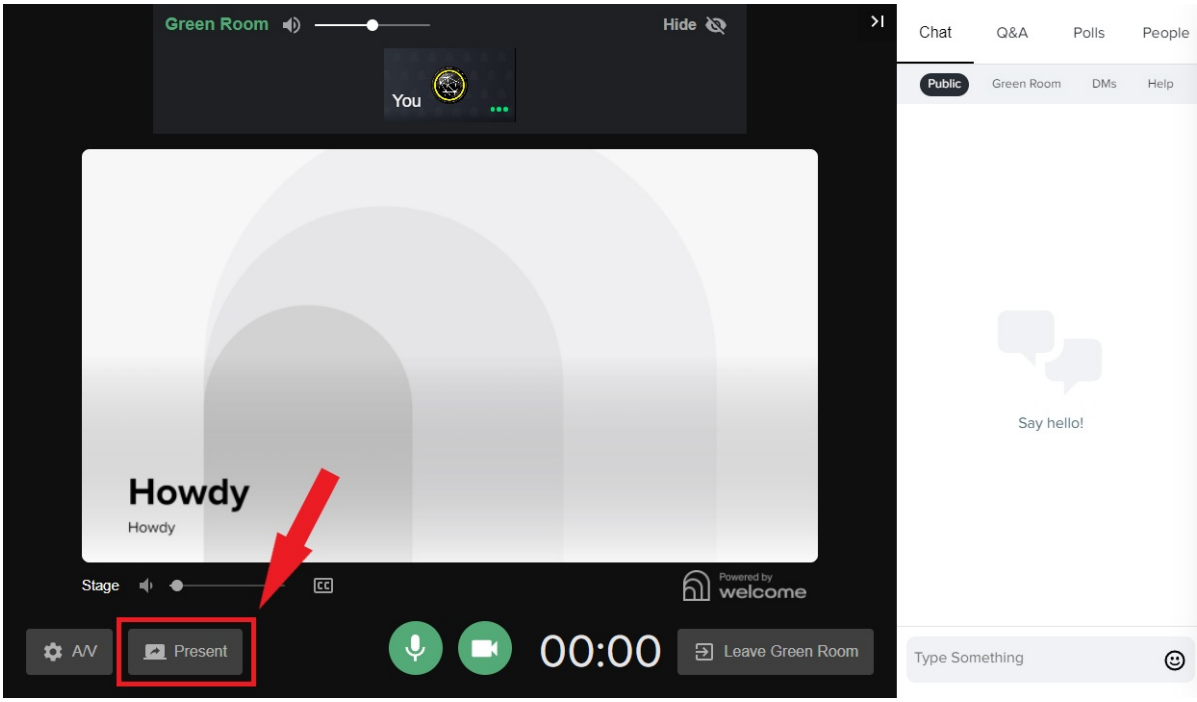


While still in "Slide Show", choose "Play from Start" on the left

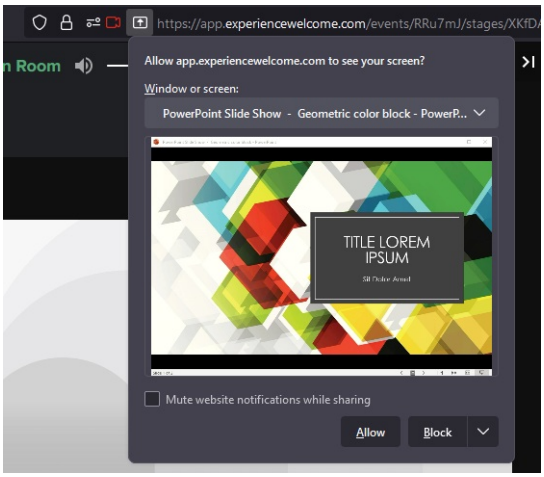


You may need to resize the PowerPoint window to be about 2/3rds of your screen (might take some trial and error here depending on your screen size)

Click "Present" on Welcome (it will be towards the bottom left-hand corner)



Choose "Window or screen" drop down and select the PowerPoint window. You should see a preview of the selection.



From here, resize your two windows (PowerPoint and Welcome) into whatever is comfortable for you. Note that you'll still need to keep the PowerPoint window fairly big as if you try to make it smaller it will resize your presentation within the Welcome stage.

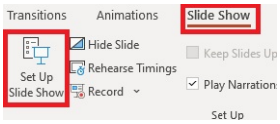
2 Monitors

This is the easiest method to manage two different windows. On monitor will contain the presentation at full screen and the 2nd monitor will contain the Welcome event window.

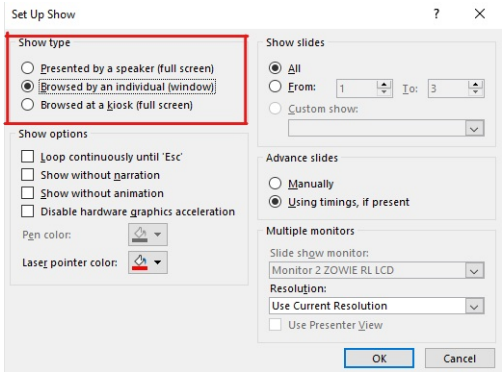
Video walkthrough here:

First thing you will need to do is move your presentation to one monitor and your Welcome Window to the second monitor.

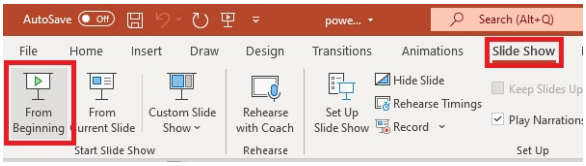
By default your presentation should go straight to full screen but if it doesn't. Within PowerPoint Click on the "Slide Show" tab, then click on "Set Up Slide Show"



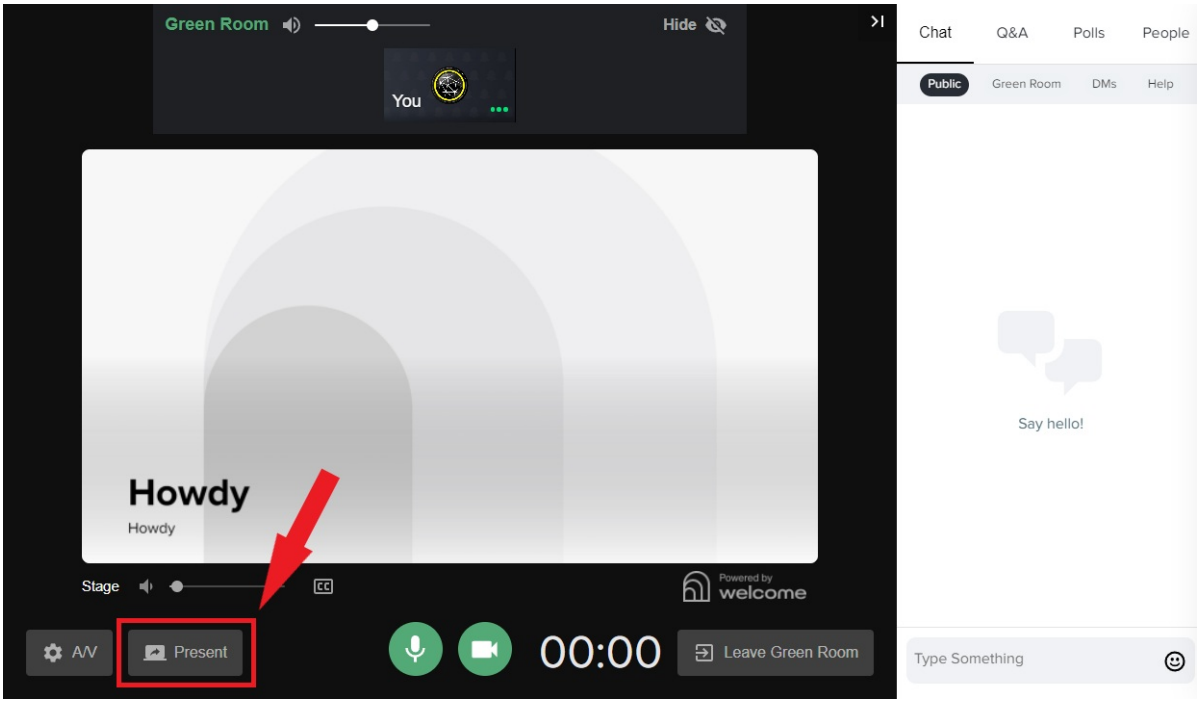
Choose "Presented by a speaker (full screen)"



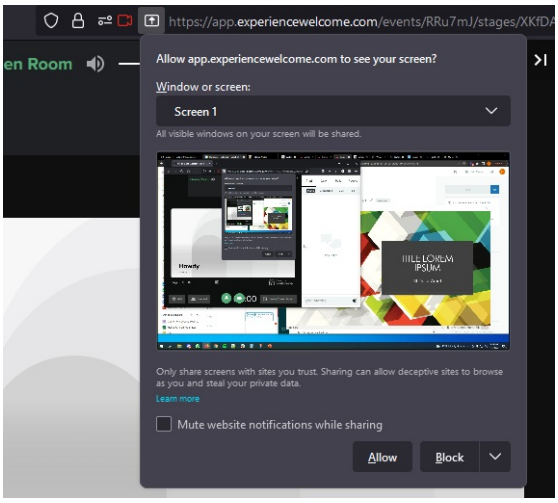
While still in "Slide Show" tab, click "Play from Start" on the left. This should make the presentation cover the whole screen.



In the other monitor, Click "Present" on Welcome (it will be towards the bottom left-hand corner)



Choose the appropriate screen in the drop down under "Window or screen"



The presentation needs to be the active window for you to change slides. Be sure the presentation is the last thing you clicked on.

Screen Sharing Google Slides

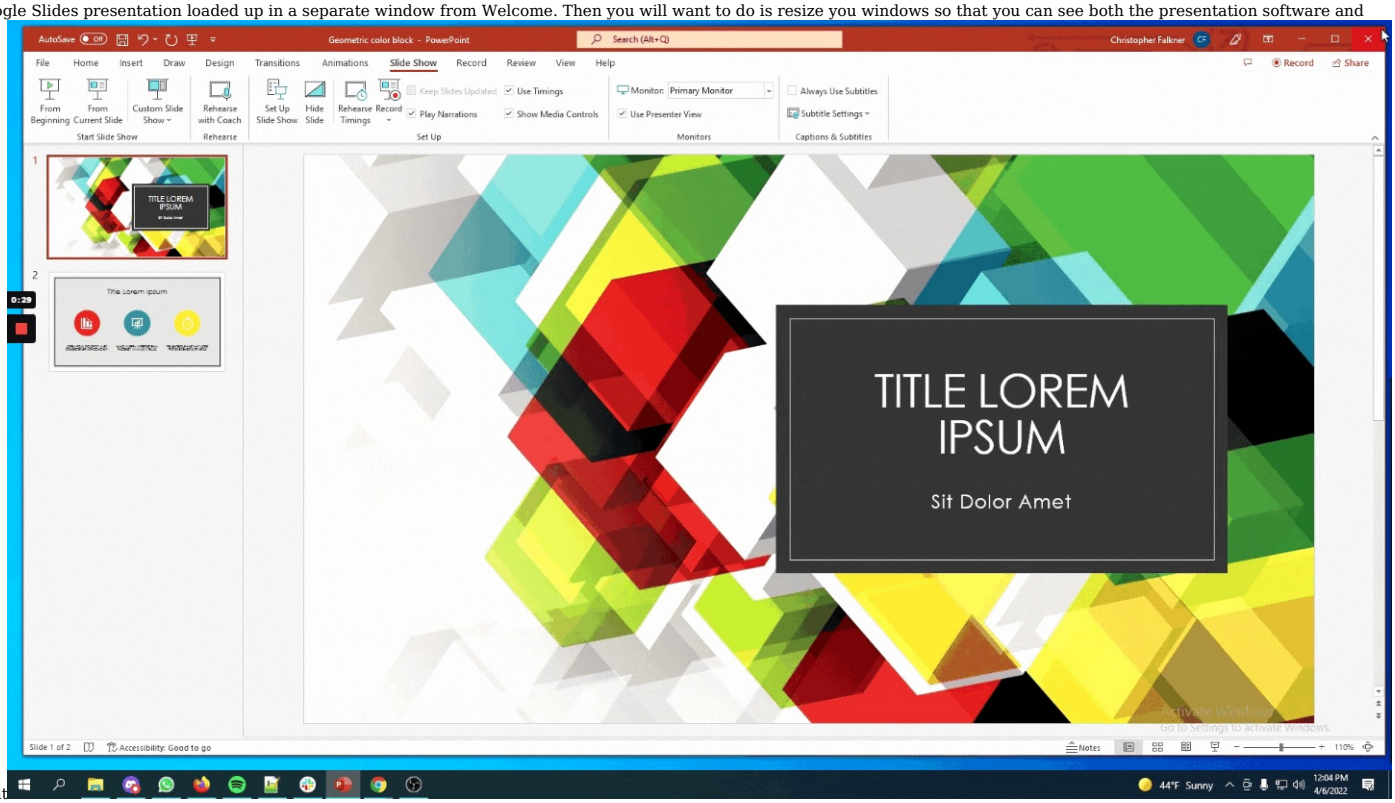
You can screen share Google Slides as an application window but we would advise you to do it from Google Chrome and share it as a Chrome Tab. You can check out our **Windows Chrome Guide** for details.

1 Monitor

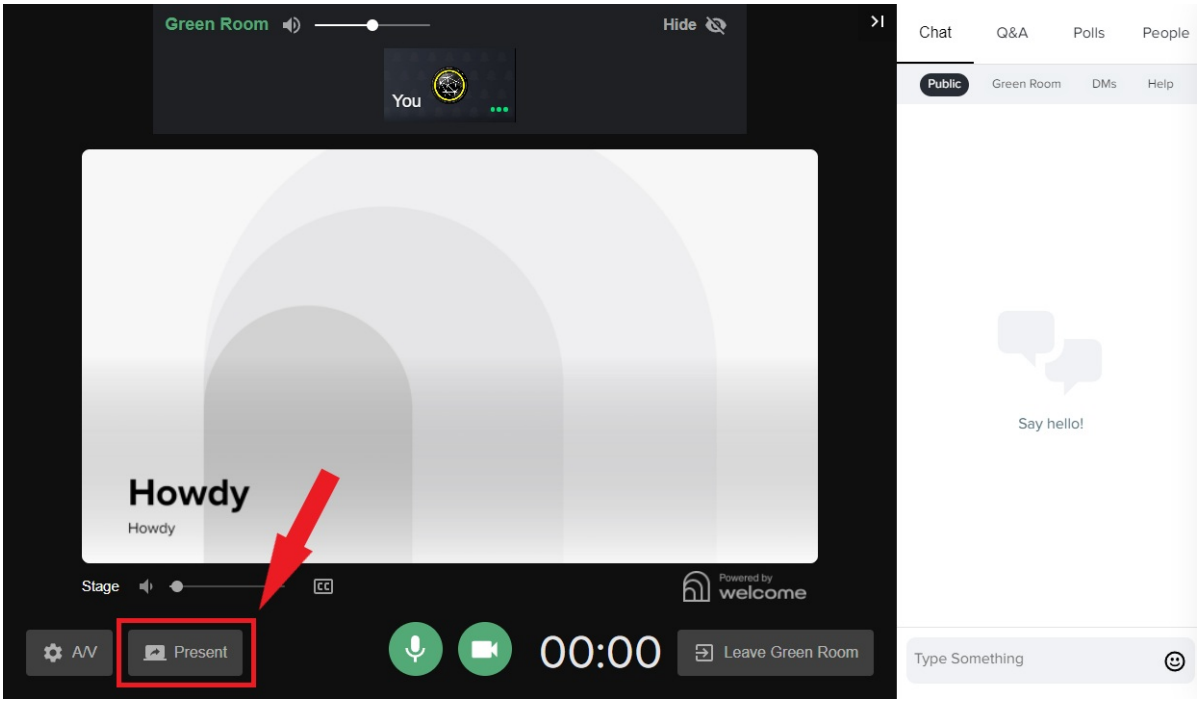
In this method we will be sharing the application window within Firefox. Sadly, due to how Firefox and application windows interact you may have black bar at the right and left of you screen share on the stage. The reason for this method is so the speaker can both see the presentation they are giving and the Welcome stage at the same time. It is especially good if the speaker is interested in seeing what sort of engagement is happening in the chat.

Video walkthrough here:

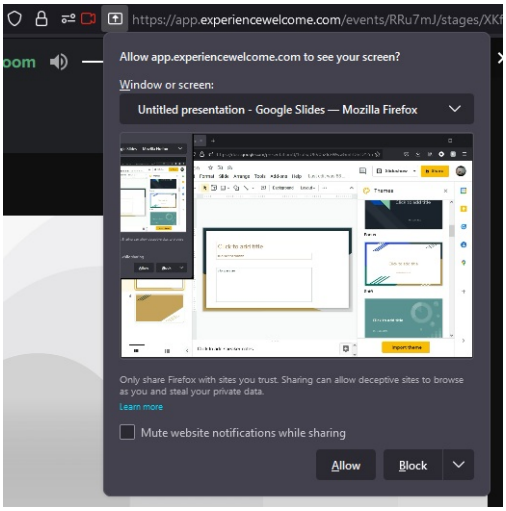
Have your Google Slides presentation loaded up in a separate window from Welcome. Then you will want to do is resize you windows so that you can see both the presentation software and Welcome Event



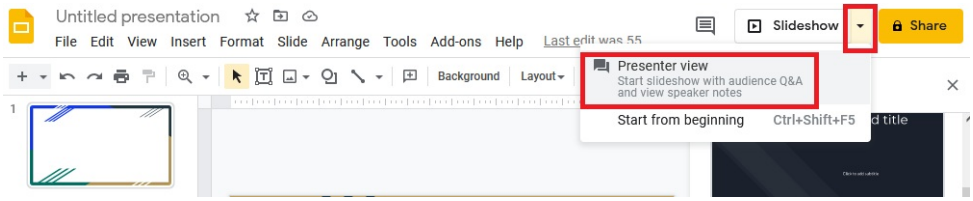
Get invited and join the green room, then click the "Present" button on the lower left-hand corner.



Choose the window that has your Google Slides presentation.



Now go to your Google Slides presentation. Click on the down arrow button to the right of the "Slideshow" button. Then click on "Presenter view".



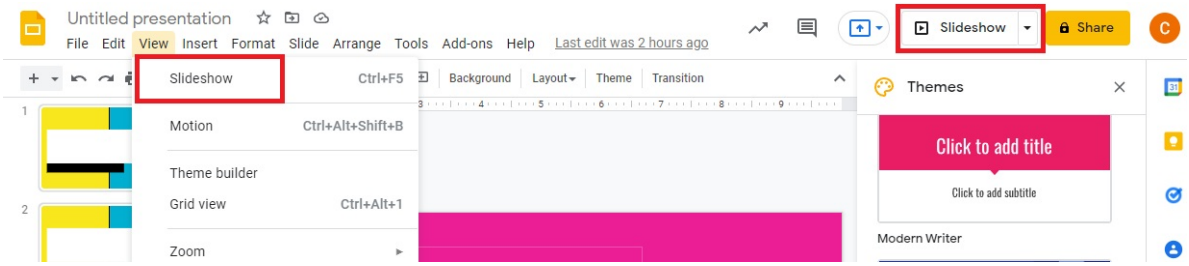
You can then resize/move the application window to your liking while also being able to see the Welcome platform. You can use arrow keys to change slides and use the Presenter pop out to control the presentation. This might be easier than using the presentation window..

2 Monitor

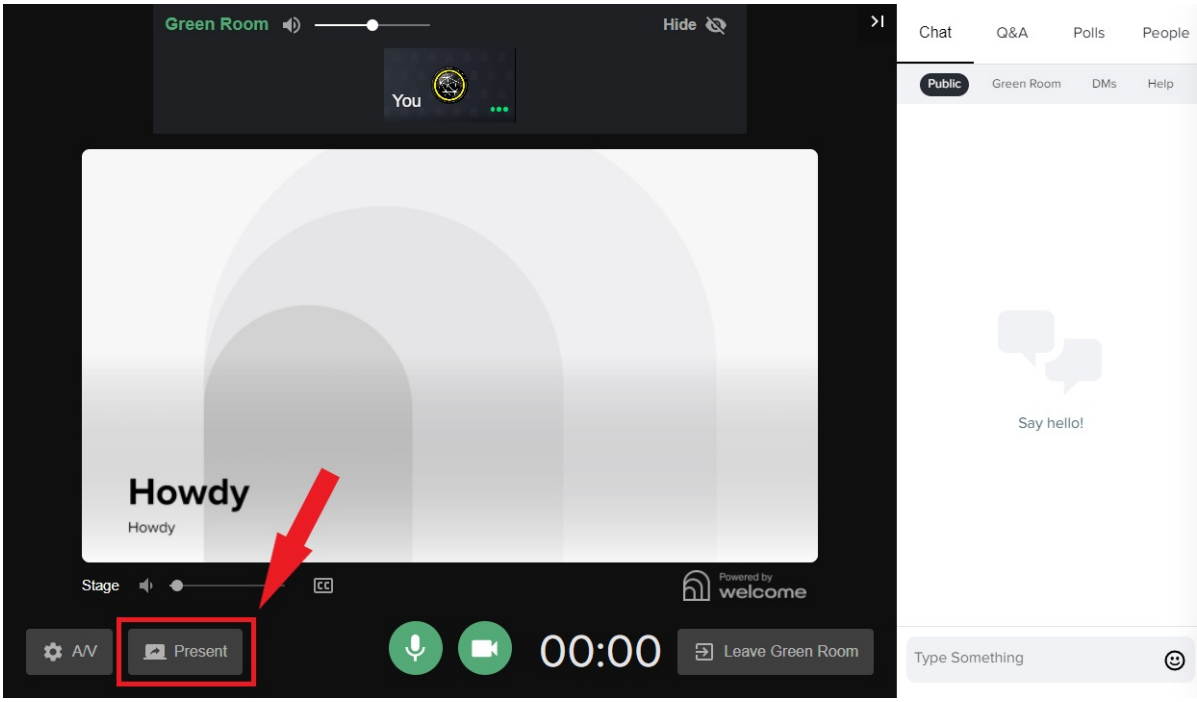
This is the easiest method to manage two different windows. On monitor will contain the presentation at full screen and the 2nd monitor will contain the Welcome event window. This way you don't have to worry about managing the different windows covering each other up.

Video walkthrough here:

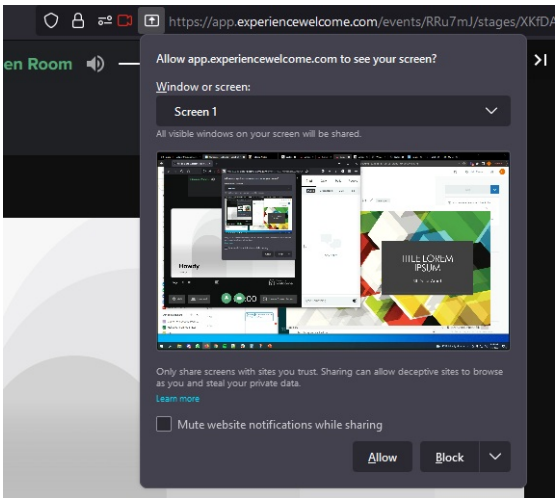
Move your Welcome Window and your presentation windows to separate monitor screens. Have your Google Slides presentation loaded up by clicking "Slideshow" at the top right or in the "View" tab.



Once you have entered the Green Room in the Welcome window, click the "Present" button on the lower left-hand corner.



Choose the screen with your Google Slides presentation in the drop down and click "Allow"



This will show your screen share in the Green Room. To change slides you will need to have it as your active window. You will be able to use the arrow key to move slides back and forth.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Screen Sharing on Microsoft Edge Windows PC

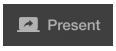
Screen sharing from Edge on a Windows PC isn't very common and behaves very similarly to Chrome. You will probably either be screen sharing a slide based presentation such as Microsoft PowerPoint or something from your desktop to show off to the attendees. The purpose of this article is to walk you through how screen sharing works in Edge and some best practices for presentation software.

Table of Contents

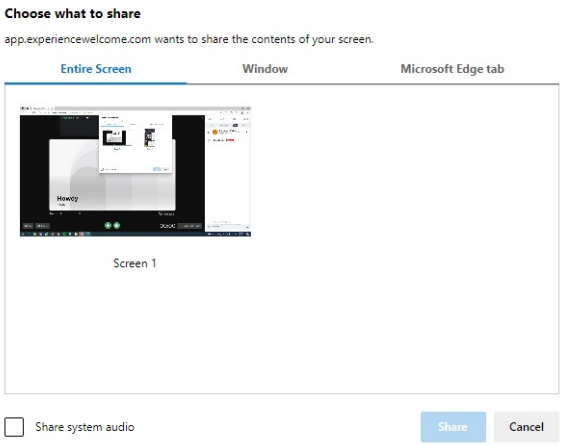
- How to Screen Share
  - Screen Share Options
- Screen Sharing Slide Presentations
  - Screen Sharing Microsoft PowerPoint
    - 1 Monitor
    - 2 Monitors
  - Screen Sharing Google Slides
    - 1 Monitor
    - 2 Monitor

How to Screen Share

To start screen sharing you will need to either be inside the Green Room or in one of our Lounge/Breakout rooms. When in the those rooms you should see a button with this logo and may say "Present".



You should receive a pop up with the different screen share options for Edge



Screen Share Options

You will have 3 options to choose from

- Entire Screen - This will allow you to select entire desktops. If you have multiple monitors you will be given the option to select either or. You are also given the option at the bottom left to toggle on "share system audio"
- Window - Allows you to select an open application window
- Microsoft Edge Tab - Allows you to select an open tab in Edge. You are also given the option at the bottom left to toggle on "share audio" for that tab.

Depending on what you are trying to share the behaviors of each option may vary.

Screen Sharing Slide Presentations

Let's go over two of the most used slide presentation software for Windows PC. Ideally, it is best to have access to two monitors when screen sharing a presentation. One monitor would be used for the presentation and the other monitor to view the green room and chat interaction panel. If you do not have access to a secondary monitor that is ok too we will guide you with some best practices for that.

Microsoft PowerPoint and Google Slides happen to be the most popular. They both are the same but how you share them can be quite different. You will have further differences if you use only one monitor versus two.

Screen Sharing Microsoft PowerPoint

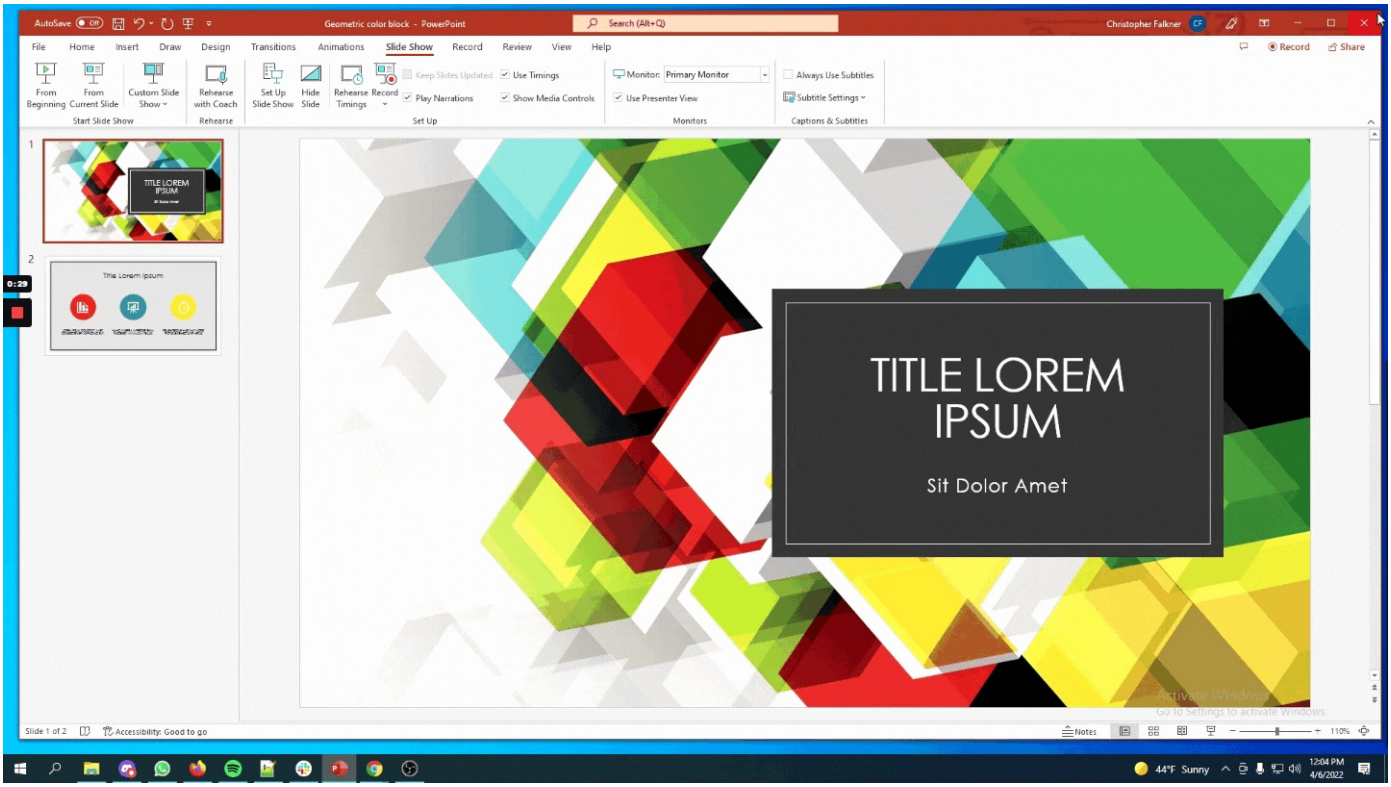
This is the most popular slide presentation software used for presentations. Based on if you have one or more monitors will vary the way you setup the presentation. A two monitor setup is the most ideal since it will allow you to see both your slides and the Welcome event in full.

1 Monitor

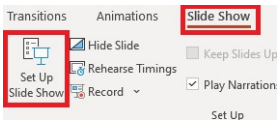
In this method we will be sharing the application window within Edge. Sadly, due to how Edge and PowerPoint interact you may have black bar at the right and left of you screen share on the stage. Google Slide behaves much better than PowerPoint for 1 monitor screen sharing. The reason for this method is so the speaker can both see the presentation they are giving and the Welcome stage at the same time. It is especially good if the speaker is interested in seeing what sort of engagement is happening in the chat.

Video walkthrough here:

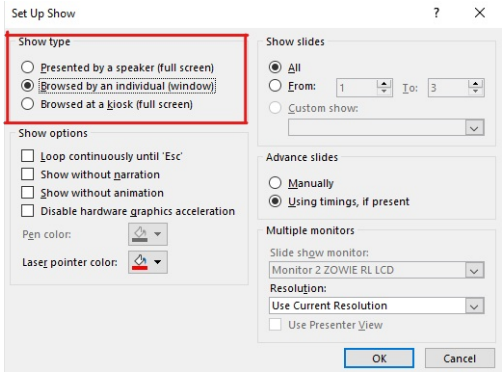
First thing you want to do is resize you windows so that you can see both the presentation software and Welcome Event



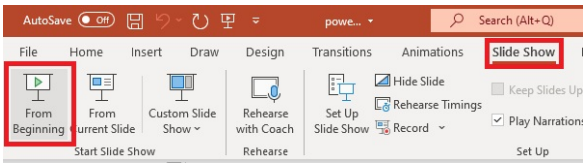
In PowerPoint, click "Slide Show", then click "Set Up Slide Show"



Select "Browsed by an individual (window)" and click OK

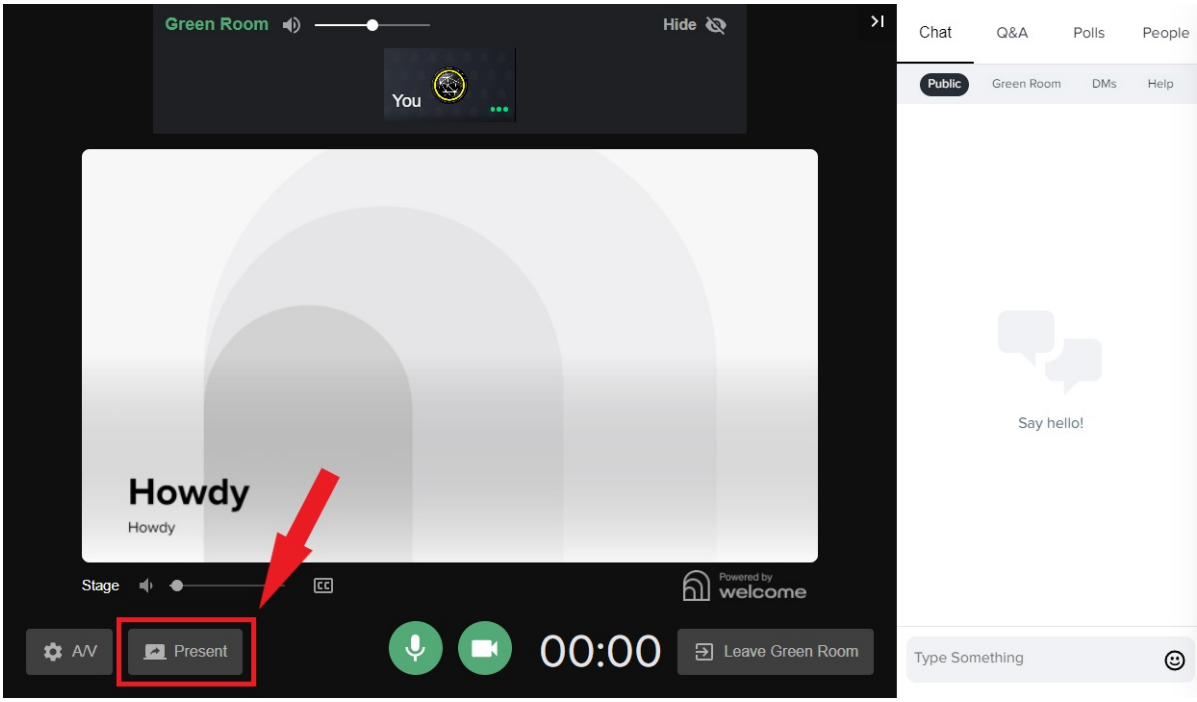


While still in "Slide Show", choose "Play from Start" on the left

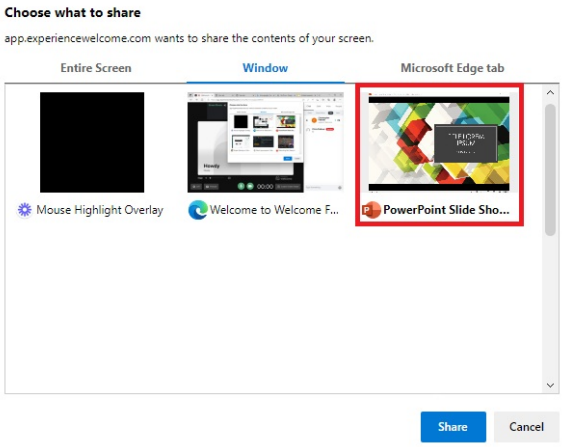


You may need to resize the PowerPoint window to be about 2/3rds of your screen (might take some trial and error here depending on your screen size)

Click "Present" within Welcome (it will be towards the bottom left-hand corner)



Choose "Window" tab > select the PowerPoint window > click "Share"



From here, resize your two windows (PowerPoint and Welcome) into whatever is comfortable for you. Note that you'll still need to keep the PowerPoint window fairly big as if you try to make it smaller it will resize your presentation within the Welcome stage.

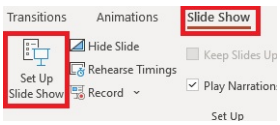
2 Monitors

This is the easiest method to manage two different windows. On monitor will contain the presentation at full screen and the 2nd monitor will contain the Welcome event window. This will also result in a cleaner presentation for PowerPoint due to using "Your Entire Screen" rather than "Application Window".

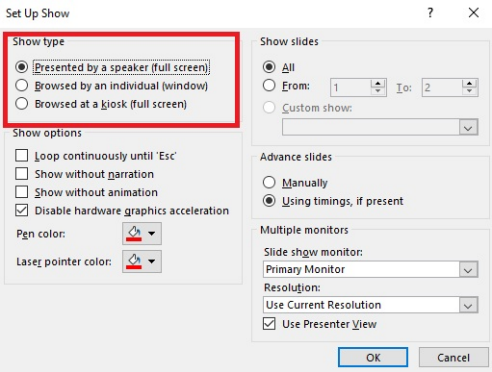
Video walkthrough here:

First thing you will need to do is move your presentation to one monitor and your Welcome Window to the second monitor.

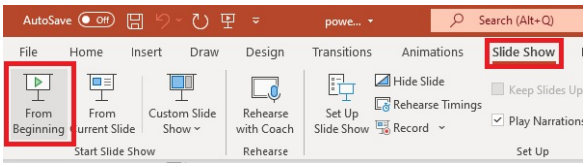
By default your presentation should go straight to full screen but if it doesn't. Within PowerPoint Click on the "Slide Show" tab, then click on "Set Up Slide Show"



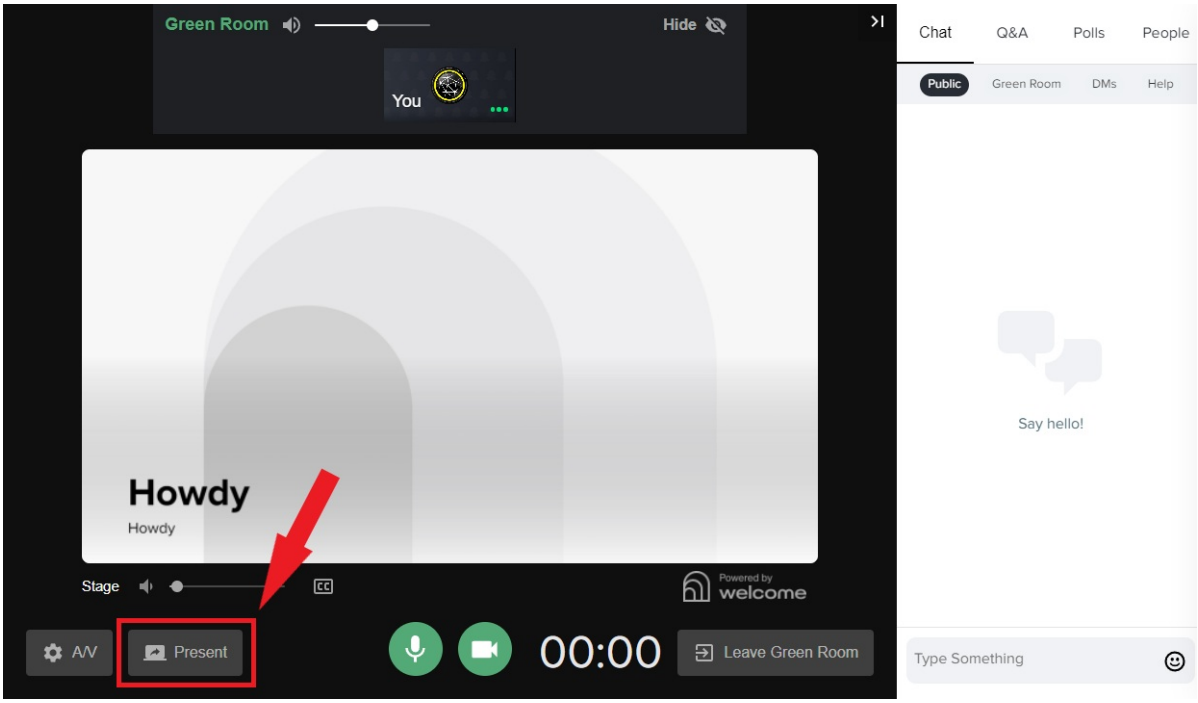
Choose "Presented by a speaker (full screen)"



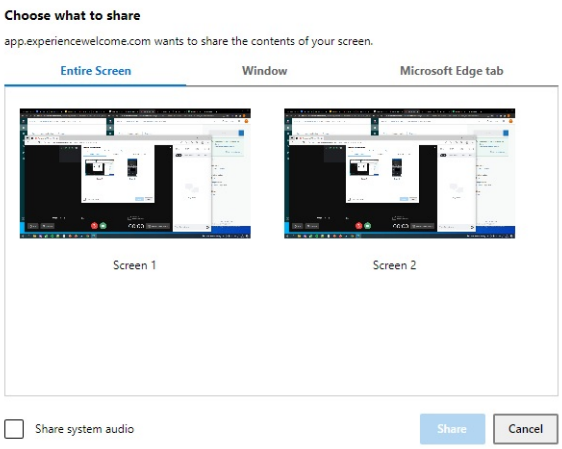
While still in "Slide Show" tab, click "Play from Start" on the left. This should make the presentation cover the whole screen.



In the other monitor, Click "Present" on Welcome (it will be towards the bottom left-hand corner)



Choose the appropriate screen under "Your Entire Screen"



The presentation needs to be the active window for you to change slides. Be sure the presentation is the last thing you clicked on.

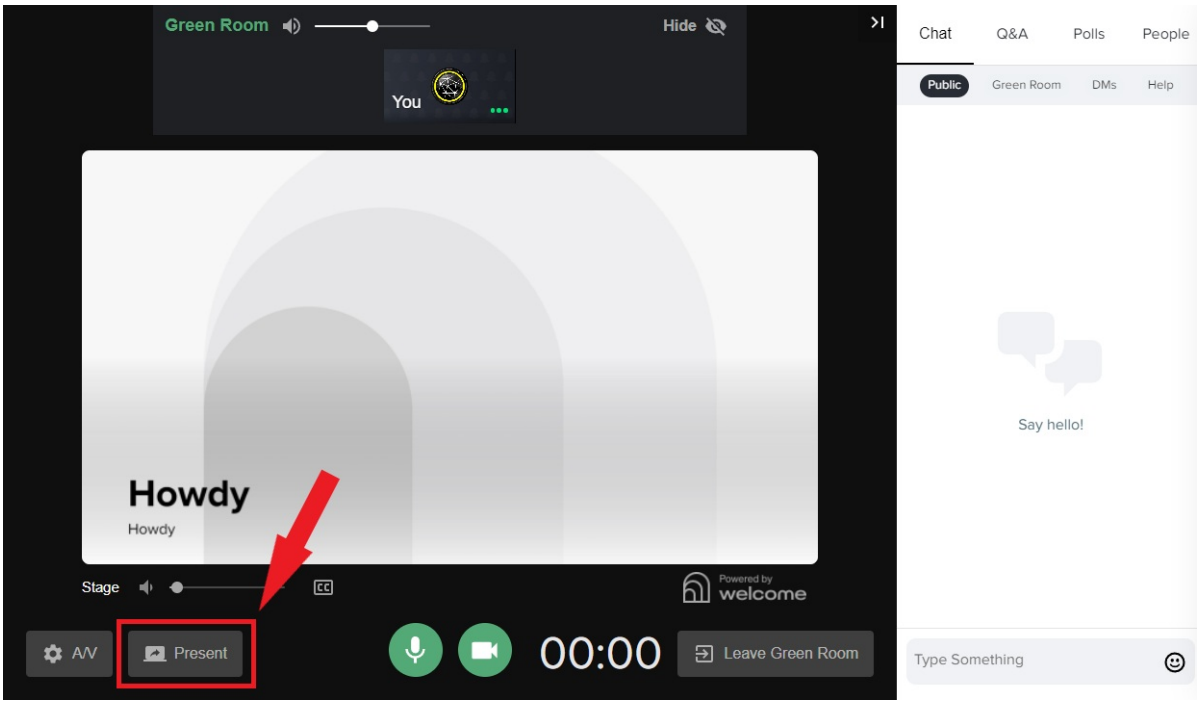
Screen Sharing Google Slides

Screen sharing with Google Slides within Edge is the easiest way and less problematic way of screen sharing a presentation compared to PowerPoint. Unlike PowerPoint which requires either sharing from desktop or application window you will be sharing from a Edge tab. This results in a cleaner and easier presentation.

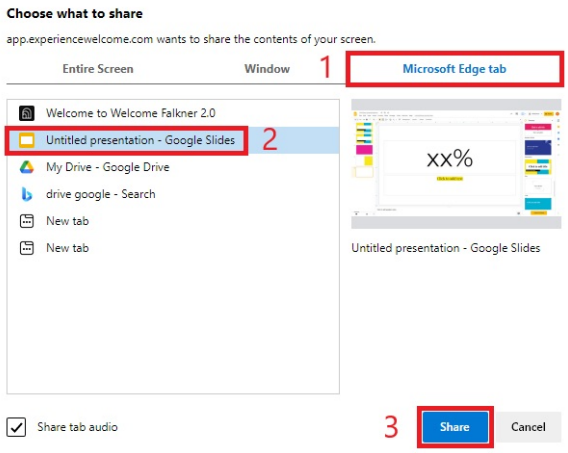
1 Monitor

In this method we will be sharing a Edge tab. For 1 monitor presentation this does behave better than using PowerPoint. You may want to consider uploading your PowerPoint presentation to Google Slides and run it this way. The reason for this method is so the speaker can both see the presentation they are giving and the Welcome stage at the same time. It is especially good if the speaker is interested in seeing what sort of engagement is happening in the chat.

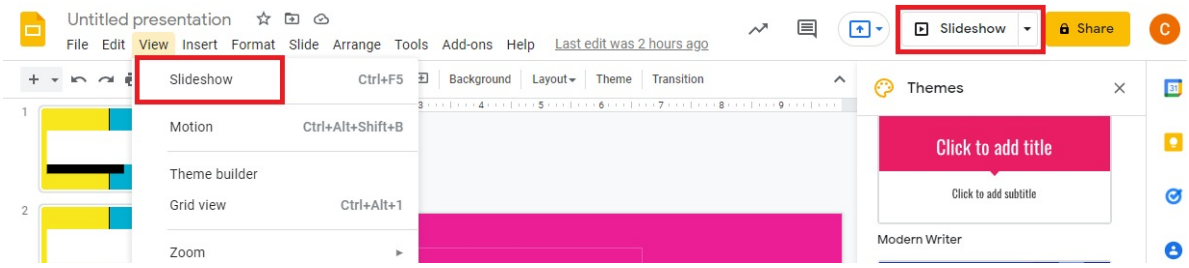
Have your Google Slides presentation loaded up in a separate window from Welcome. Once you have been invited and entered the Green Room, click "Present" button on the lower left-hand corner.



Choose "Microsoft Edge Tab", then your Google Slides presentation. Click "Share" to complete the process. Please note that you can check the "Share audio" check box in the bottom left if you intend to include audio in your presentation.



Now go to your Google Slides presentation Window. You can either go to "View" tab, then click "Slideshow". Or you can simply press "Slideshow" on the upper right-hand corner. You can then resize/move the application window to your liking while also being able to see the Welcome platform. You can use arrow keys to change slides.

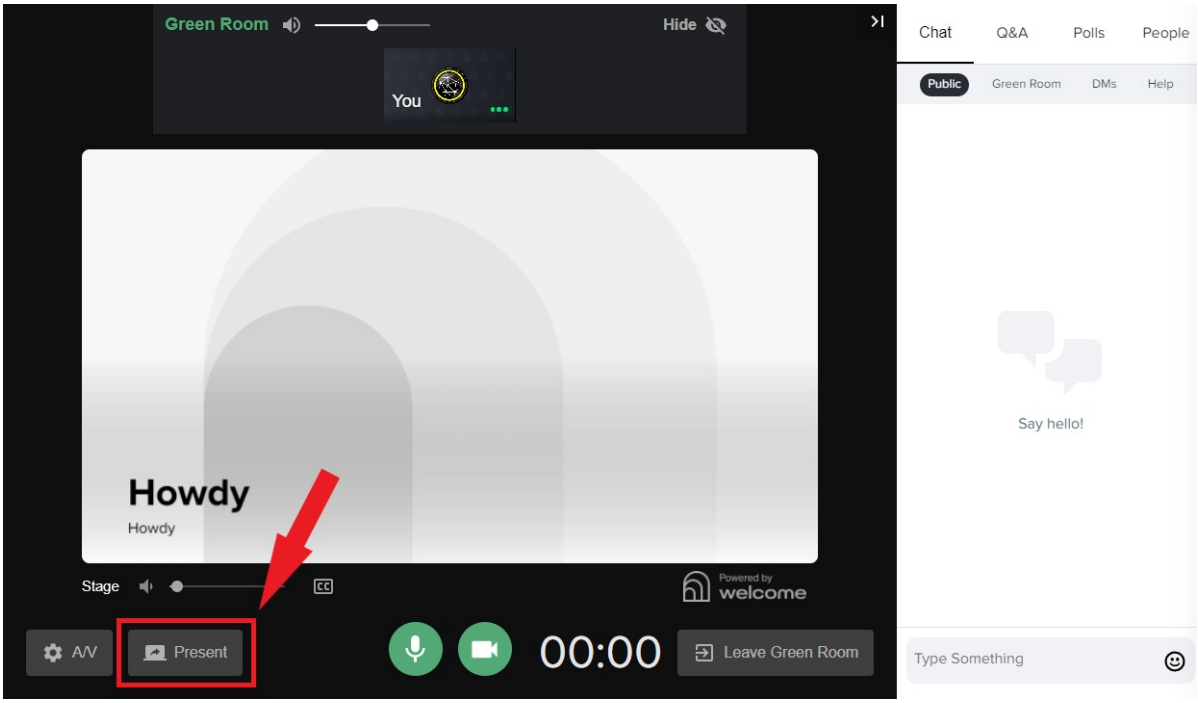


2 Monitor

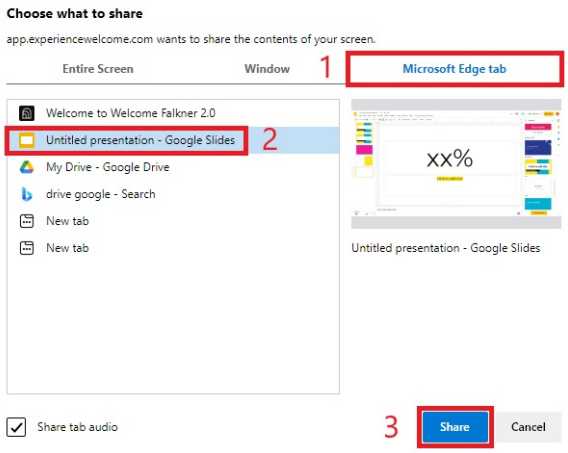
This is the easiest method to manage two different windows. One monitor will contain the presentation and the 2nd monitor will contain the Welcome event window. This way you don't have to worry about managing the different windows covering each other up. The biggest difference between 1 monitor and 2 monitor sharing for Google Slides is simply moving the application windows to the different monitors. The rest of the steps is exactly the same.

First thing you will need to do is move your presentation to one monitor and your Welcome Window to the second monitor.

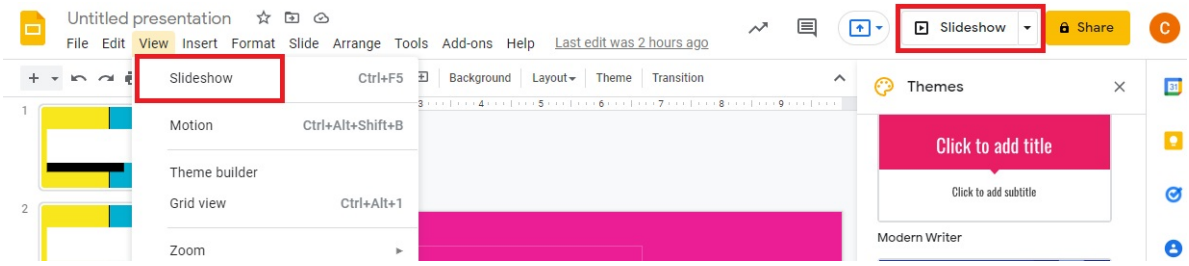
Once you have been invited and entered the Green Room, click "Present" button on the lower left-hand corner.



Choose "Microsoft Edge Tab", then your Google Slides presentation. Click "Share" to complete the process. Please note that you can check the "Share audio" check box in the bottom left if you intend to include audio in your presentation.



Now go to your Google Slides presentation Window. You can either go to "View" tab, then click "Slideshow". Or you can simply press "Slideshow" on the upper right-hand corner. You can then resize/move the application window to your liking and you can use arrow keys to change slides.



Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Screen Sharing on Firefox Mac OSX

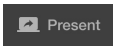
Screen sharing from Firefox on a Mac is possible, but not our recommended way to share (we recommend using Chrome whenever possible). You will probably either be screen sharing a slide-based presentation such as Microsoft PowerPoint or something from your desktop to show off to the attendees. The purpose of this article is to walk you through how screen sharing works in Firefox and some best practices for presentation software.

Table of Contents

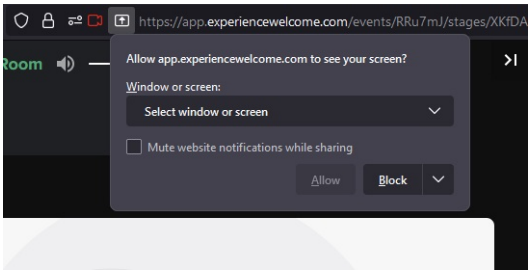
- How to Screen Share
  - Screen Share Options
- Screen Sharing Slide Presentations
  - Screen Sharing Microsoft PowerPoint
    - 1 Monitor
    - 2 Monitors
  - Screen Sharing Keynote
    - 1 Monitor
    - 2 Monitor
  - Screen Sharing Google Slides
    - 1 Monitor
    - 2 Monitor

How to Screen Share

To start screen sharing you will need to either be inside the Green Room or in one of our Lounge/Breakout rooms. When in those rooms you should see a button with this logo and may say "Present".



You should receive a pop-up under the URL bar with the different screen share options for Firefox.



Screen Share Options

You will have 2 options to choose from. Depending on what you are trying to share the behaviors of each option may vary. In both options, you are given the option to mute website notifications while sharing.

- Screen - This will allow you to select entire desktops. If you have multiple monitors you will be given the option to select either monitor.
- Window - This allows you to select an open application window.

Screen Sharing Slide Presentations

Let's go over the most used slide presentation software for Mac. Ideally, it is best to have access to two monitors when screen sharing a presentation. One monitor is to be used for the presentation and the other monitor is to view the green room and chat interaction panel. If you do not have access to a secondary monitor that is ok, we will guide you with some best practices for that.

Microsoft PowerPoint, Keynote, and Google Slides are the most frequently used presentation applications on our platform. While they are similar in function, how you share them can be quite different. On top of that, you will have further differences if you use only one monitor versus two.

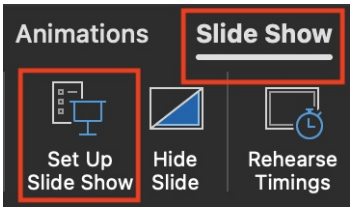
Screen Sharing Microsoft PowerPoint

This is the most popular slide presentation software used in presentations. Based on if you have one or more monitors will vary the way you set up the presentation. A two-monitor setup is ideal since it will allow you to see both your slides and the Welcome event in full.

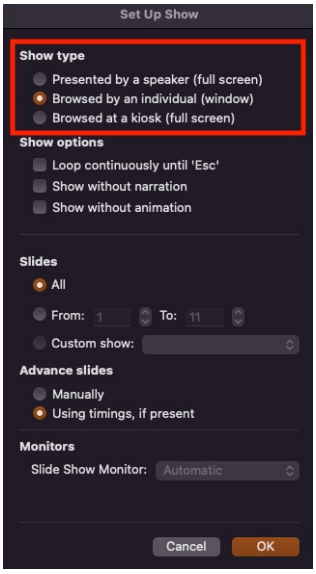
1 Monitor

Video walkthrough here:

Go to "Slide Show", then "Set Up Slide Show".



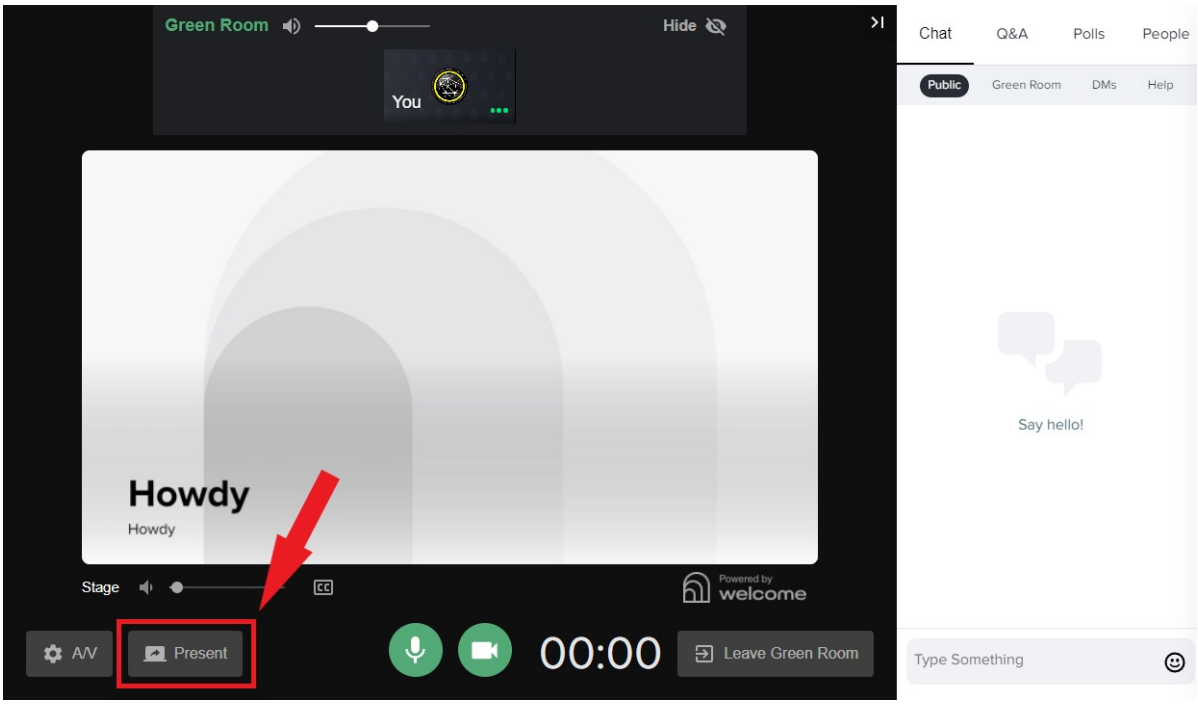
Choose "Browsed by an individual (window).



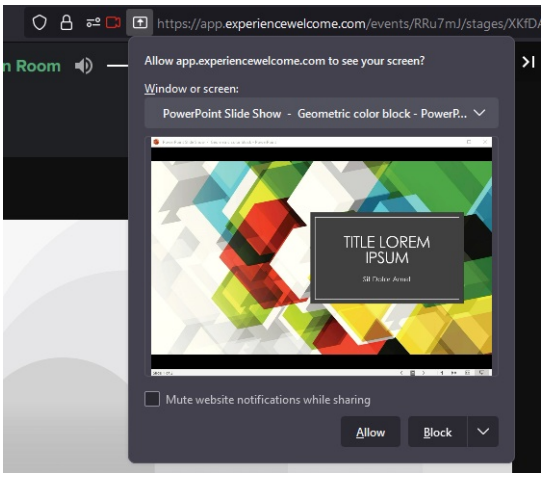
While still in "Slide Show", choose "Play from Start" on the left.

Resize the PowerPoint to be about 2/3rds of your screen (might take some trial and error here depending on your screen size, a larger screen is better for this).

Click "Present" on Welcome (it will be towards the bottom left-hand corner).



Choose the "Window or screen" drop-down and select the PowerPoint window. You should see a preview of the selection. You will also be able to mute website notifications on this screen.

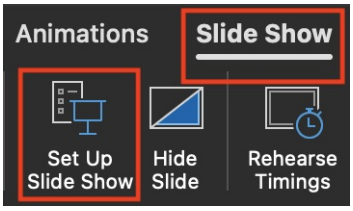


From here, resize your two windows (PowerPoint and Welcome) into whatever is comfortable for you. Note that you'll still need to keep the PowerPoint window fairly big as if you try to make it smaller it will resize your presentation within the Welcome stage.

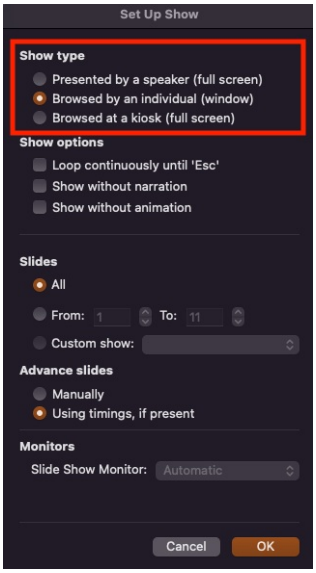
2 Monitors

Video walkthrough here:

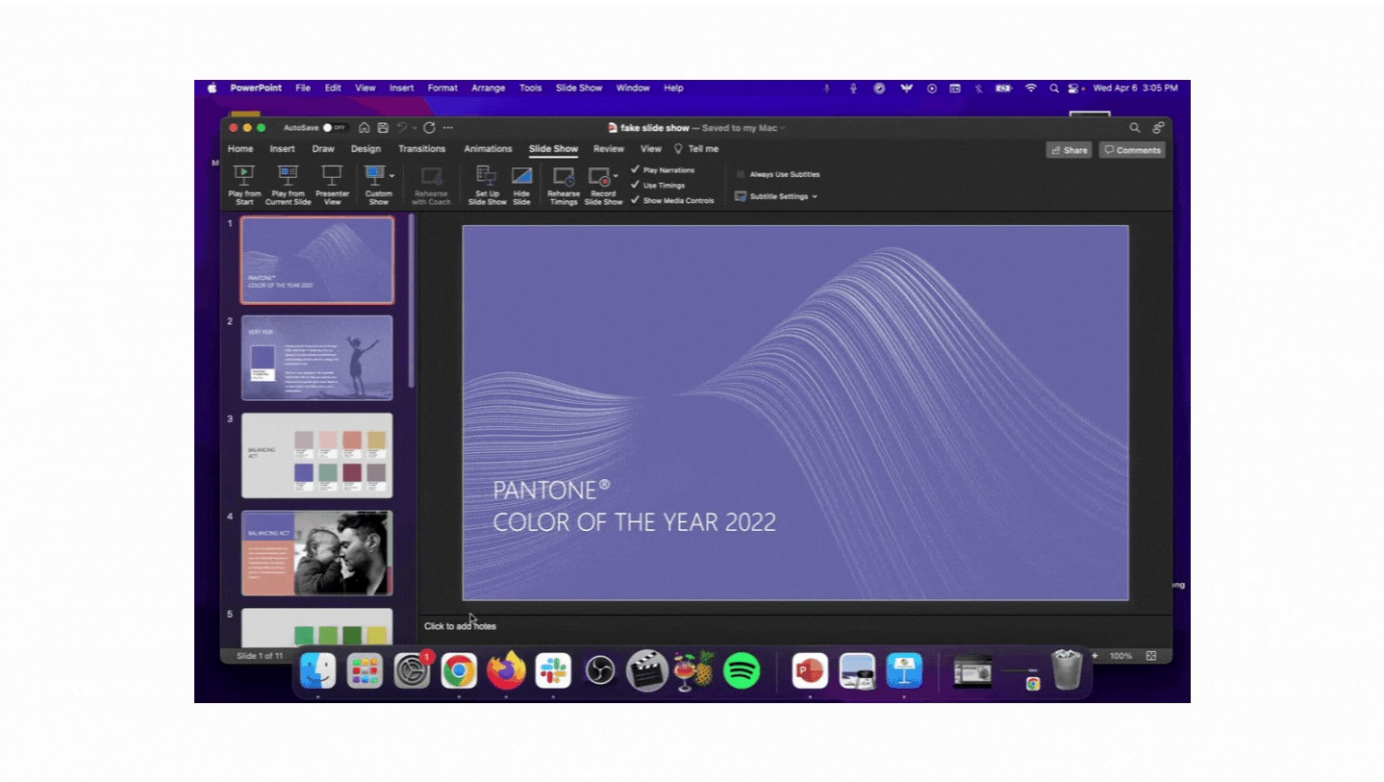
Go to "Slide Show", then "Set Up Slide Show".



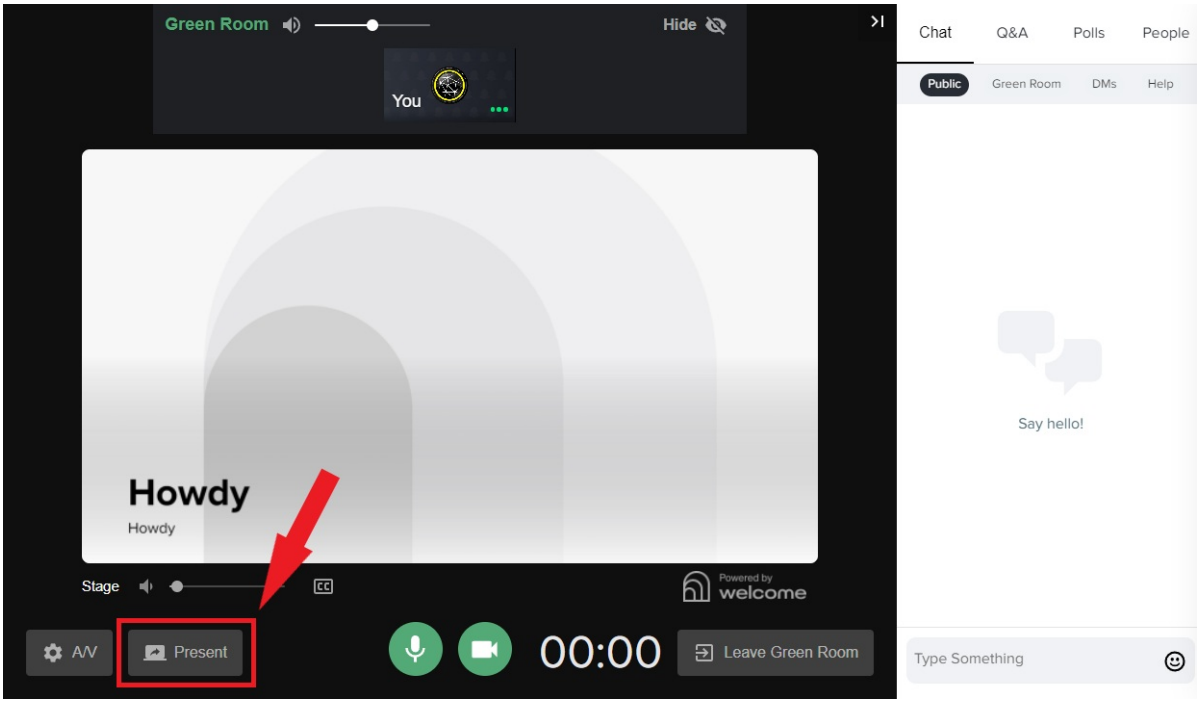
Choose "Browsed by an individual (window)".



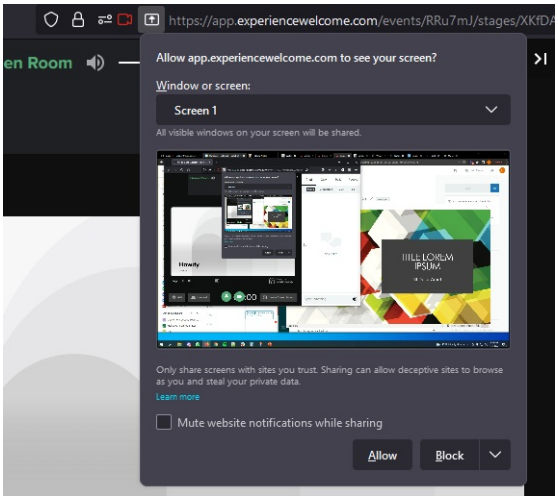
Move the PowerPoint to the secondary screen and maximize the PowerPoint window by clicking the green maximize button on the top left of the window. Then hit "Play from Start" and maximize the window again.



Click "Present" on Welcome (it will be towards the bottom left-hand corner).



Choose the appropriate screen in the drop-down under "Window or screen". You will also be able to mute website notifications on this screen.



The presentation needs to be an active window for you to change slides with the arrow keys. Be sure the presentation is the last thing you clicked on so you can change the slides.

Screen Sharing Keynote

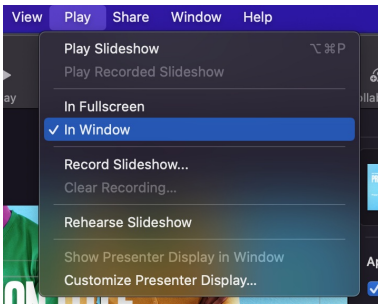
Keynote functions pretty well with Firefox and in some cases (sharing with one monitor) we recommend it just beneath using Chrome and Google slides.

1 Monitor

Video walkthrough here:

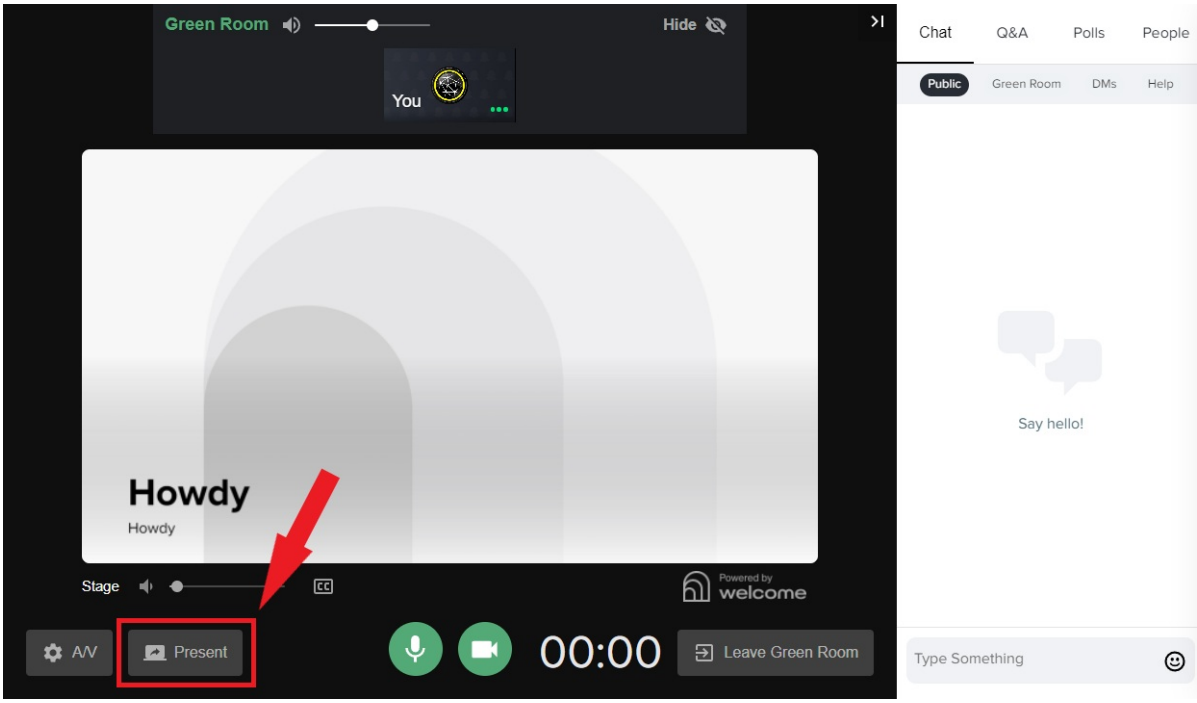
First, please make sure you have the latest update. Otherwise, this might not work as intended.

Go to "Play"> Select "In Window" > "Play Slideshow" Please note that you cannot be in fullscreen in your browser for the Keynote window to show up in this section.

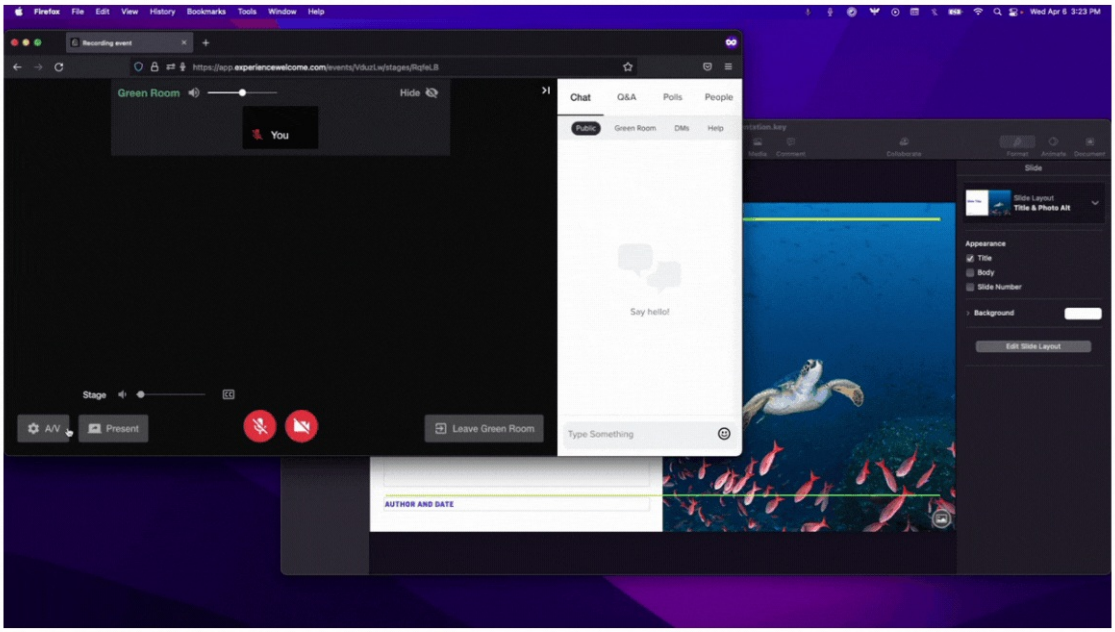


Resize the keynote to be about 2/3rds of your screen (might take some trial and error here depending on your screen size).

Click "Present" on Welcome (it will be towards the bottom left-hand corner).



Choose "Select window or screen" and then find your Keynote presentation and hit "Allow". You will also be able to mute website notifications on this screen.



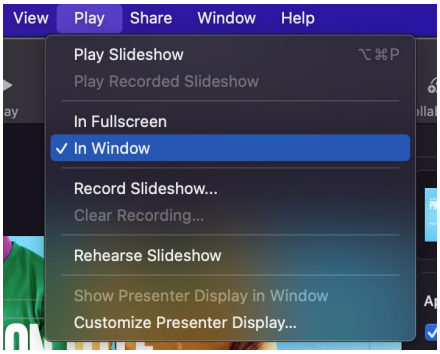
From here, resize your two windows (Keynote and Welcome) into whatever is comfortable for you. Keynote is much better about resizing the window and keeping the presentation at an appropriate size on the Welcome stage than your other options, so this is not as finicky on one monitor as other presentation tools. In other words, you are able to resize to almost any size screen that you find comfortable and not have resizing issues on the main stage.

2 Monitors

Video walkthrough here:

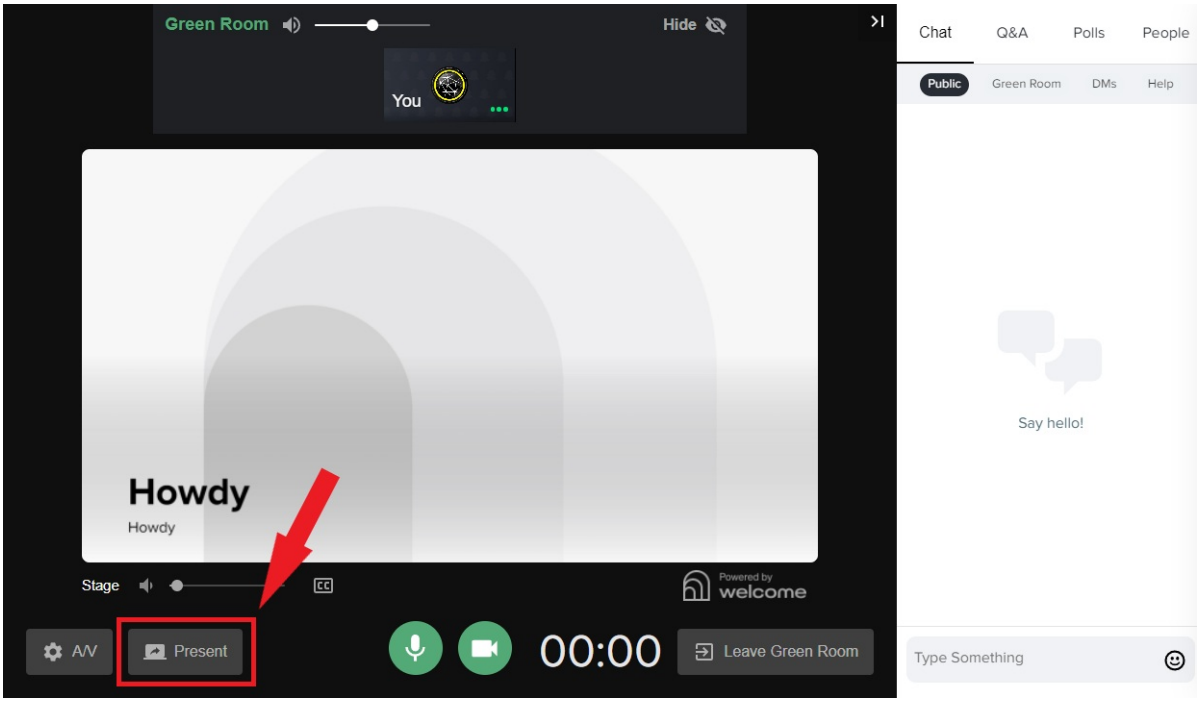
First, please make sure you have the latest update. Otherwise, this might not work as intended.

Go to "Play"> Select "In Window" > "Play Slideshow".

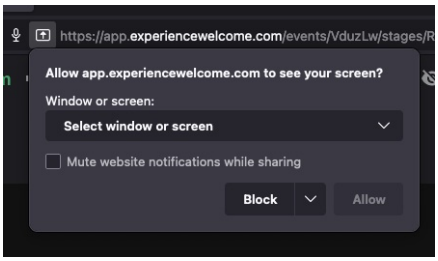


Move the Keynote to the appropriate screen and maximize the Keynote.

Click "Present" on Welcome (it will be towards the bottom left-hand corner).



Choose the appropriate window or screen in the drop-down menu.



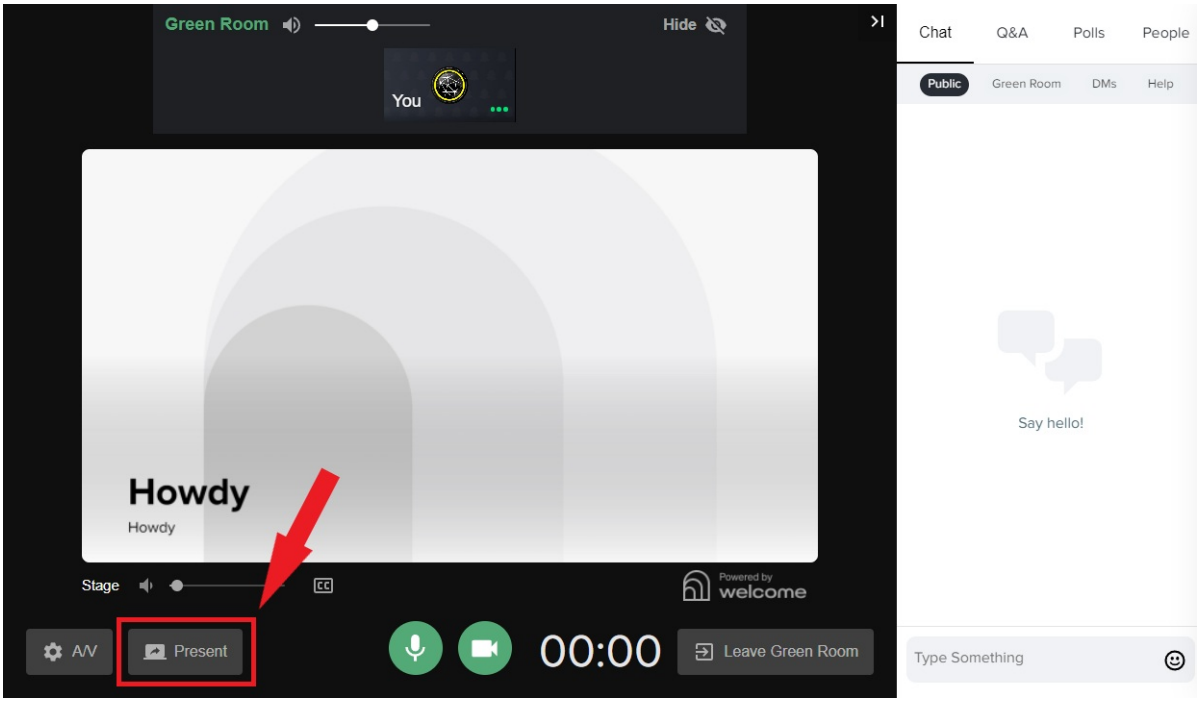
Screen Sharing Google Slides

You can screen share Google Slides as an application window but we would advise you to do it from Google Chrome and share it as a Chrome Tab. You can check out our Chrome Guide for more details.

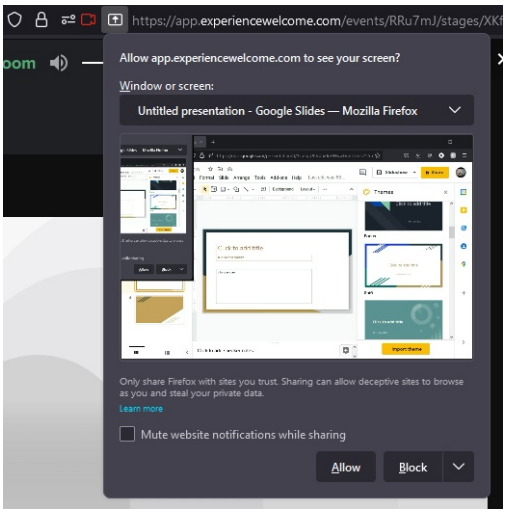
1 Monitor

Video walkthrough here:

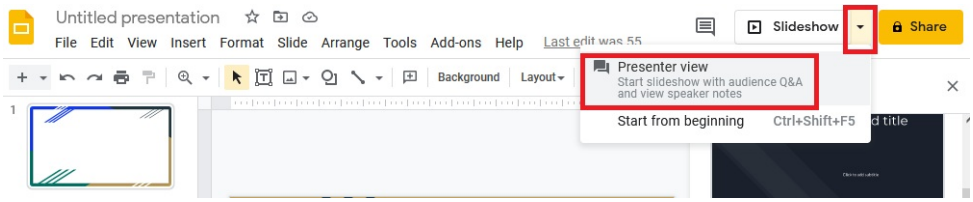
Have your Google Slides presentation loaded up in a separate window from Welcome. Get invited and join the green room, then hit the "present" button on the lower left-hand corner.



Choose the window that has your Google Slides presentation.



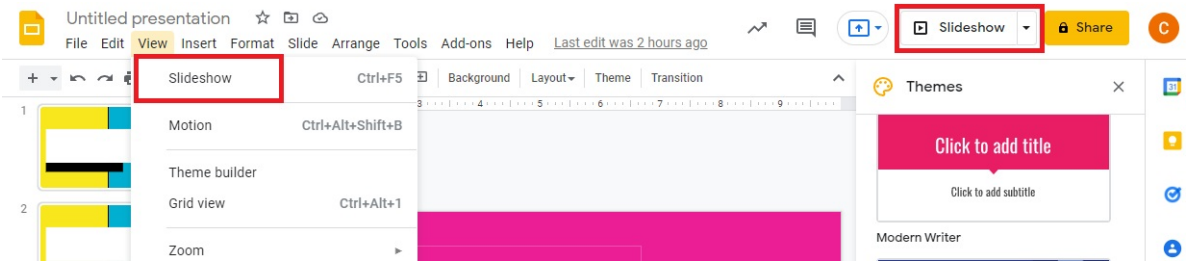
Now go to your Google Slides presentation. Click on the "Slideshow" button. This will cause your presentation to go full screen which we do not want, so on the presentation, go to the bottom left and click the three dots and select "Exit Full Screen". You can then resize/move the application window to your liking while also being able to see the Welcome platform. You can use arrow keys to change slides and use the Presenter pop-out to control the presentation.



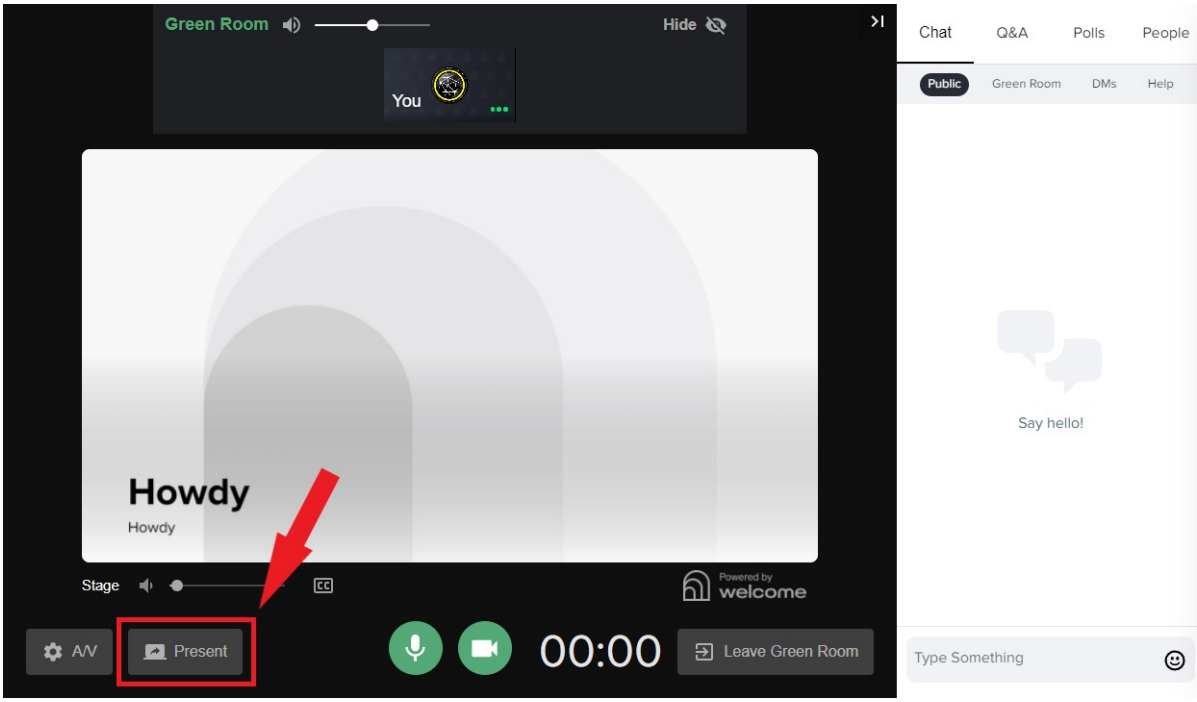
2 Monitors

Video walkthrough here:

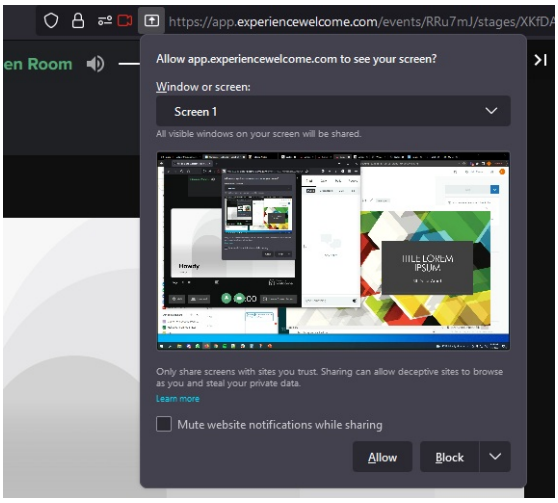
Move your Welcome Window and your presentation windows to separate monitor screens. Have your Google slides presentation loaded up by clicking slide show at the top right or in the view tab.



Once you have entered the Green Room in the Welcome window, click the "present" button on the lower left-hand corner.



Choose the window with your Google Slides presentation in the drop-down and click "Allow". Choosing just a screen to share can result in your slides not advancing correctly so please make sure to select the correct screen for this. You can also choose to deactivate screen notifications from Firefox here.



To change slides you will need to have it as your active window. You will be able to use the arrow key to move slides back and forth.

4/8/22

Welcome back for another round of updates, fixes, and features!

Features

- Safari support is slowly being rolled out. Previously on desktop Safari, you had a limited experience where you can just watch the stream and users might be blocked from entering the app if the stream is not spun up yet. This feature makes the desktop Safari experience like the normal desktop experience on Chrome, Firefox, and Edge. The mobile experience using Safari is unchanged.
  - Some things to note:
    - The Jump In Screen now is "Click Anywhere to Jump In".
    - There is a dismissible banner directing users to use Chrome for the best experience
    - You can do everything on Safari (speak, produce, go to lounges/breakouts, etc.) except for screen share. We recommend that you still advise speakers and producers to use Chrome.
- Quick registration allows for an easier joining experience for new attendees. Please contact support@experiencewelcome.com if you'd like this enabled for your organization.
- Anonymous Q&A gives producers the ability to allow attendees to hide their names or to hide all names by default in Q&A. Please contact support@experiencewelcome.com if you'd like this enabled for your organization.
- Domain deny list allows for producers to restrict registration from emails of a certain domain. Please note that this adds new behavior to sign out people who are denied entry into the event so that they can easily log in again with different credentials.
- **BETA:**
  - Speaker moderation gives the ability for speakers to moderate Q&A when moderation is turned on. Speakers will also have the ability to delete chats from the public chat.

Enhancements

- Nothing of note.

Fixes

- Reverting to an older version of our video provider for stability. Once our provider fixes the stability issues with the newer version we will revert back.
- Added a fix for an issue where producers would sometimes receive an error when trying to log in to an event.
- Added a fix for an issue where polls weren’t updating in recordings.
- Database improvements allowing for higher overall system speed.

Window Sizing

For the best experience on Welcome, we strongly recommend that your window size is fairly large. This is important because Welcome resizes itself according to the size of your window and depending on the size, you may experience some loss of functionality in this process.

This information is most important for producers as you will need an adequately sized window to control all of the functions in the control room. Attendees and Speakers should also strive to have well-sized windows as there is some resizing on Welcome's end that can impact their experience as well.

There are a few methods for resizing your window:

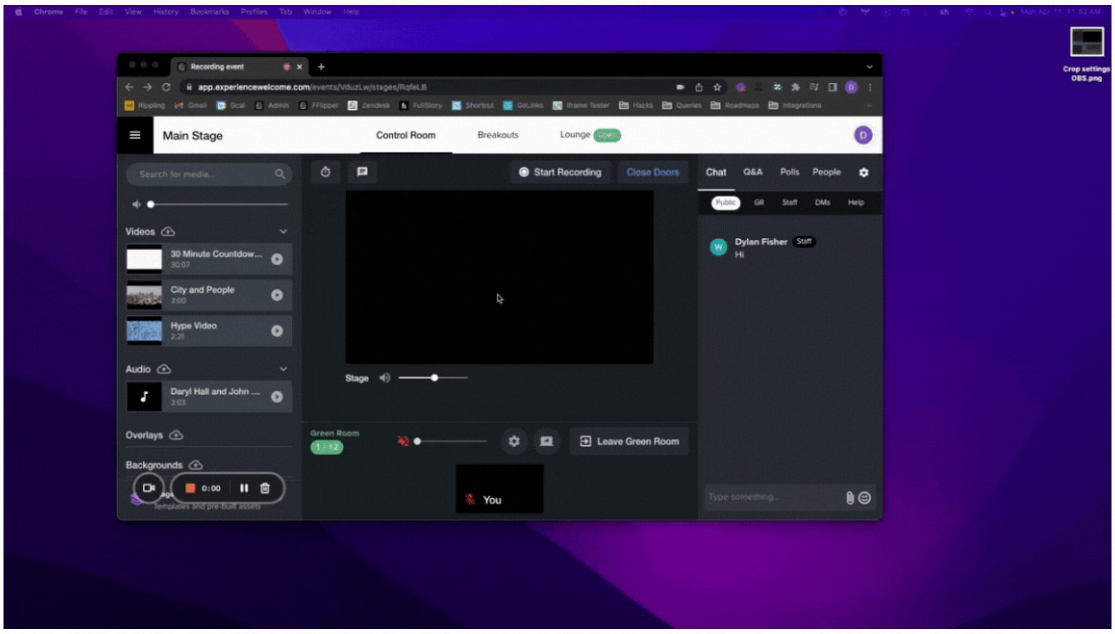
- Going full screen.
- Use your browser's zoom in/out feature.
- Resize your window by dragging the edge of the window.

With that said, it's also important to find a setup that works well for you and you are comfortable with. Below is a breakdown of what we'd recommend by resizing options.

- If you have multiple monitors or an easy method to change applications (such as the three-finger drag on Macs or the Taskbar on PCs), full screen is a great option to ensure your window is appropriately sized. If you've got screen real estate, this is the way to go as you're much less likely to run into accidental resizing issues that can impact an event.
- If you are limited to a smaller screened device or have no second monitor, you will probably want to not go full screen and just have a larger window. With this setup, you are able to have other apps you need handy on the desktop for quick switching. Be mindful of accidentally resizing your window if you go this route though.
- Zooming should primarily be used for more granular changes to your setup. You will still want a large window or a full-screened window to ensure that Welcome hasn't resized and functionality is being blocked.

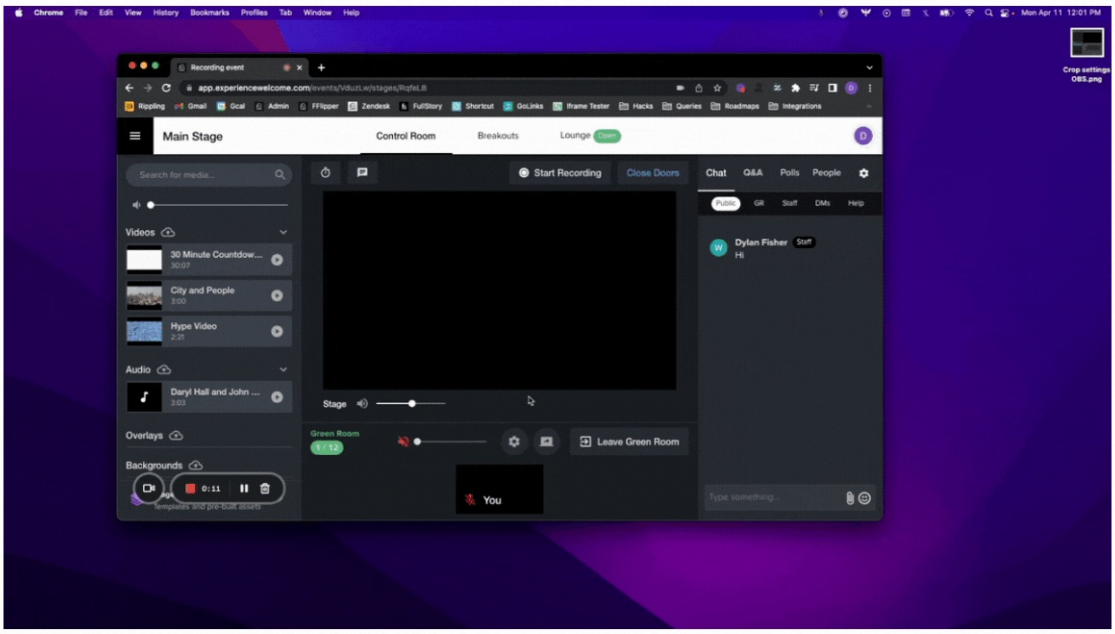
Going fullscreen

If you have multiple monitors, we recommend using fullscreen for the best experience whenever possible. This will allow you to have a large Welcome window and any other applications you need open (such as an internal communication tool like Slack). This will allow you to maximize your screen space and have less of a chance of resizing the window and leading to a poor experience. While in full screen, you can also utilize your browser's zoom feature for more granular resizing of the event. We recommend you stick close to 100% zoom for the best experience.



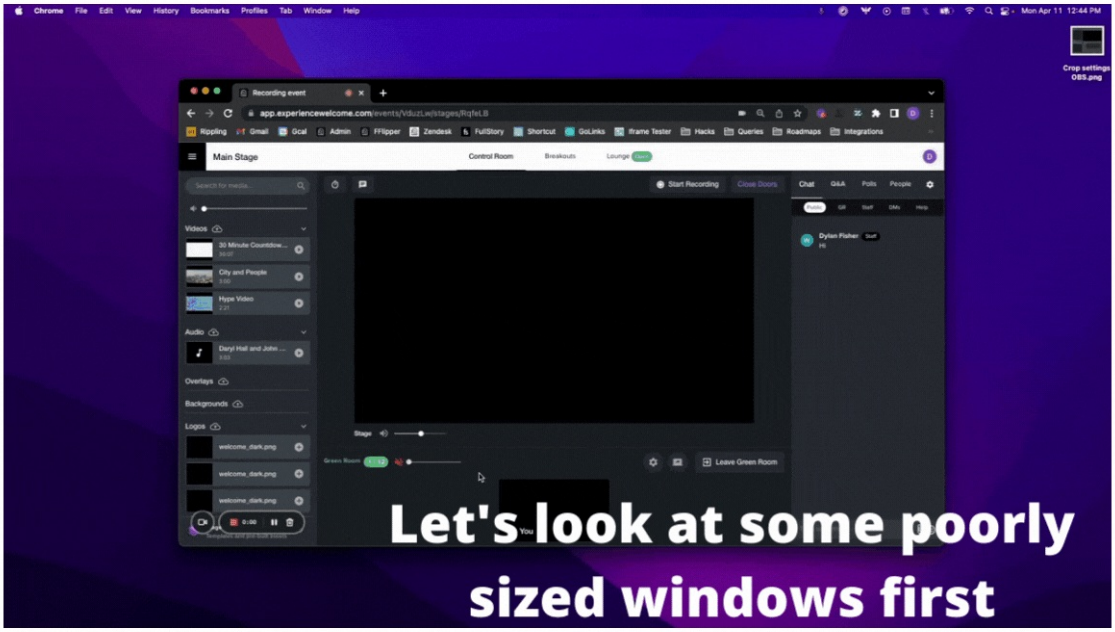
Browser Zoom In/Out

Zooming your browser in and out can also resize Welcome. Using this you can achieve a well-sized window or make granular changes to your setup by combining this with full screen or window resizing.



Resizing your Window by Dragging

If you are on one window and need to have multiple applications open, please make sure that your window is appropriately sized so as to not impact Welcome's functionality. To resize your window, just go to the edge of the window and click and drag until the window is an appropriate size. Don't forget that you can



Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

4/22/22

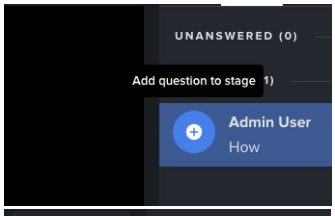
Welcome back for another round of updates, fixes, and features!

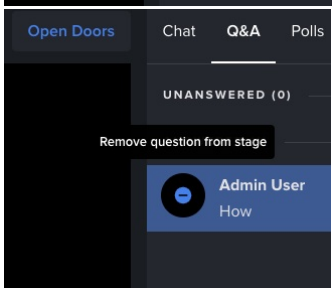
Features

- Nothing of note.

Enhancements

- Added tooltips to some Q&A buttons to distinguish what exactly they do.

- 

- 

- Added a redirect to the primary stage of multi-stage events for attendees once the doors are closed on secondary stages.
- Added an embed form for customers to send referrals to Welcome in the organization and event dashboards.

Fixes

- Fixed a bug that would make it so speakers were not able to see on-demand recordings once published on the landing page.
- Fixed an issue where the stage video was not published for some mobile users.
- Fixed an issue for the domain allow and deny list functionality. These lists will now disregard capitalized letters and allow for easier use by not blocking users from joining if they did not follow the same capitalization when signing in.

5/13/22

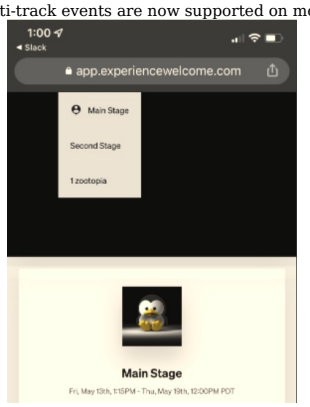
Welcome back for another round of updates, fixes, and features!

Features

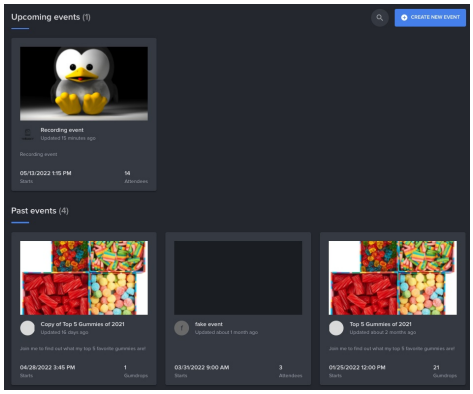
- **BETA:**
  - Email Customization: Added the ability for producers to customize the copy of Welcome's Emails (manual emails, automated emails, and reminders). Please ping support@experiencewelcome.com if you are interested in this feature. Also, please note that there are a few quirks that we are working on with this feature (detailed below).
    - Registrant's first names are sometimes not filled in with the user's name. Please remove this section when customizing the email until a fix is in.
    - Emojis in the email body text should be rendered in-line.
    - The email sender name defaults to the name of the event in the Email Customization Dashboard.
    - Hyperlinking is not supported at this time.
    - At this moment the email formatting cannot be changed.
  - QA Written Replies: This allows you to provide written responses to questions in the QA tab. Please ping support@experiencewelcome.com if you are interested in this feature.
    - At this time this feature is only available for desktop users.
  - Enhanced Event Toolkit: Adds some default assets to new events (overlays and backgrounds in your brand's colors). Additionally, the Stage Kit has been updated to include some new brand-colored assets. Finally, this feature also adds nametag overlays in your brand's colors. Please ping support@experiencewelcome.com if you are interested in this feature.
    - We are working on performance improvements for this feature at this time.
  - Translation Service Support: Producers can add a translation service in the Event Dashboard. You will need to utilize streaming through the service that you choose for this feature to work. Please ping support@experiencewelcome.com if you are interested in this feature.

Enhancements

- Added an embed a form for producers to send referrals from the event dashboard.
- Users can now easily share on-demand recordings or a registration page through social media.
  -

- Multi-track events are now supported on mobile. Attendees will be able to easily swap between stages via a drop-down at the top of their screen.
  - 

- Changes made to Info Tabs will now update without refresh. Additionally, any changes to any other stage details will now update live.
- Changed the view of the organization dashboard to separate past events from upcoming events.



- Added a warning when producers set their event time to less than 15 mins in the future that recording, streaming, and mobile will not work.

- Removed the counts for people online that are broken down by user type (Attendees, Speakers, Staff) but kept the aggregate count for all people online.
- Updated the formatting of the “Send Invites”, “Registration Confirmation”, 24hr and 1hr Reminder emails.

Fixes

- Fixed a casing issue for SSO where Welcome will still redirect to SSO provider even if a user provides improper casing in their email domain (e.g. support@ExperienceWELCOME.com instead of support@experiencewelcome.com).

Translation Service Integration

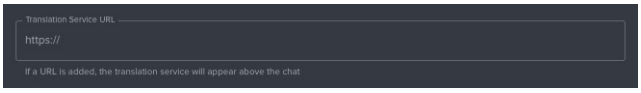
On Welcome, you are now able to utilize a translation service such as Wordly to add live translations to your event. Using RTMP streaming out, your event's audio will be sent to the translation service of your choice. Then, your event will receive translations from the event audio in a language of your audience's choice. This will allow you to provide a wonderful experience to your attendees no matter what language they speak.

Something to note, while you should be able to use any translation service you choose, please note that the translation service itself does not come with Welcome and you will need to procure it on your end. Additionally, because this feature relies on RTMP streaming out you will only be able to use it if your event's times are correctly set for the streaming service to work (this means if you are testing outside of the event's hours the service will not function). Finally, this feature is currently in beta and if you are interested in this feature please let us know at support@experiencewelcome.com to turn it on for your organization.

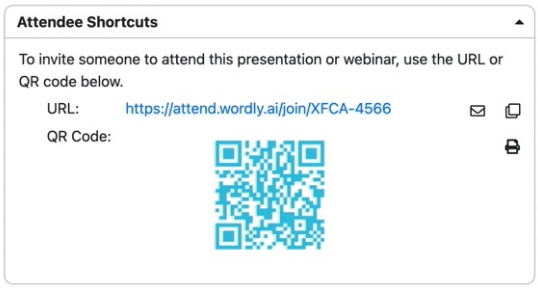
Walkthrough

With that said, let's break down the process of setting up your translation service for your event.

- Create a session within your translation service. Please make sure that the time and duration match that of your event.
- Head to the "Event Details" page in your "Event Dashboard". In the Event Customization section, you will see a place to input a "Translation Service URL".

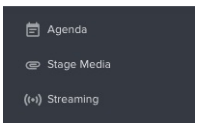


- In your translation service, you will find a URL to include in this "Translation Service URL" section. For example, in Wordly you will want to include the "Attendee Shortcuts" URL. Please make sure that you **do not** include the https:// when pasting the link as it's already included on the Welcome side.

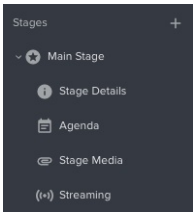


- Click "Save" on this section to save the URL.
- Next, navigate to the left panel and go to the streaming page. From here you will want to set up a custom stream by clicking "Add Stream" on the top right and selecting "Custom Stream" in the drop down.

Single track event:

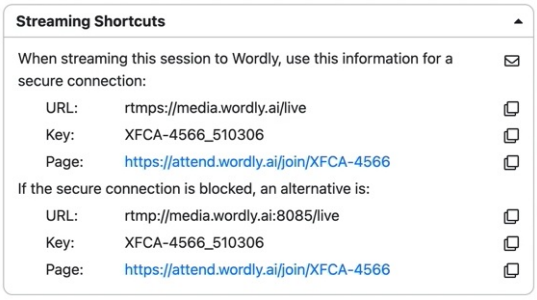


Multi-track event:

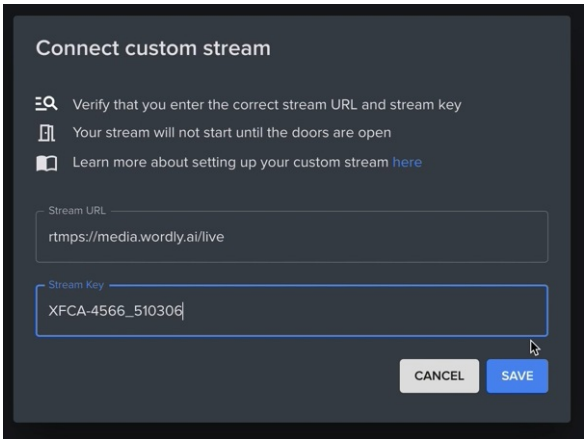


- Back in your translation service you should be able to find a streaming URL and key (in Wordly this section is titled "Streaming Shortcuts). Take these links back to your Welcome dashboard and place them in the streaming pop-up. You should then see that your stream to the translation service is connected.

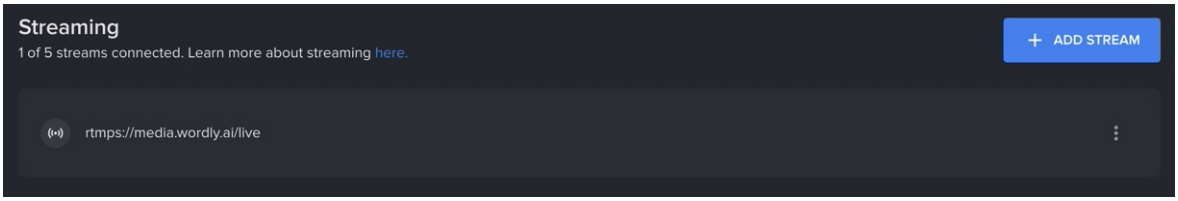
Streaming Shorcuts:



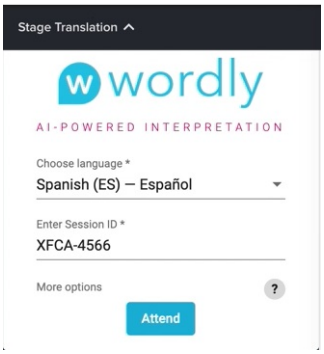
Inputting Stream URL and Key:



Connected stream to Welcome:



- In the Control Room of the event you should now see a box in the upper right corner that will feed the translations once the stream is live for the event. Please note that this can only be done within the event's timeframe.



- To enable the translations, all you or an attendee needs to do is click the "Attend" button on this panel to enable the translations. You can also share the link you pasted in the "Translation Service URL" section with your attendees so they can open the translations in a different tab/window if they prefer.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

5/27/22

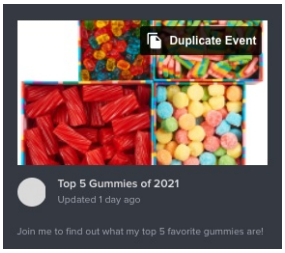
Welcome back for another round of updates, fixes, and features!

Features

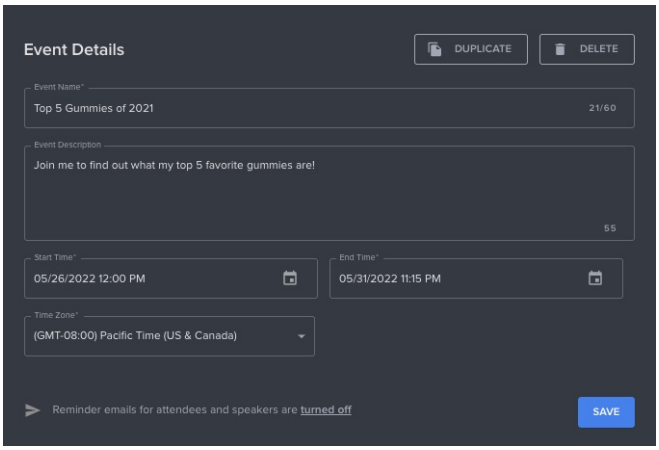
- Enhanced Event Toolkit will be released to all customers next week.
- Reply to Q&A:
  - Mobile users will now be able to utilize this function and this should be released fully for all next week.

Enhancements

- Added a "Duplicate Event" button to events in the Organization Dashboard.



- The "Duplicate" and "Delete" button in the Event Dashboard has been moved to the top of the Event Details section to increase visibility.



- Added improvements to increase SVG graphics performance.
- To improve streaming performance you now must have a stream configured 15 minutes prior to the start of your event.

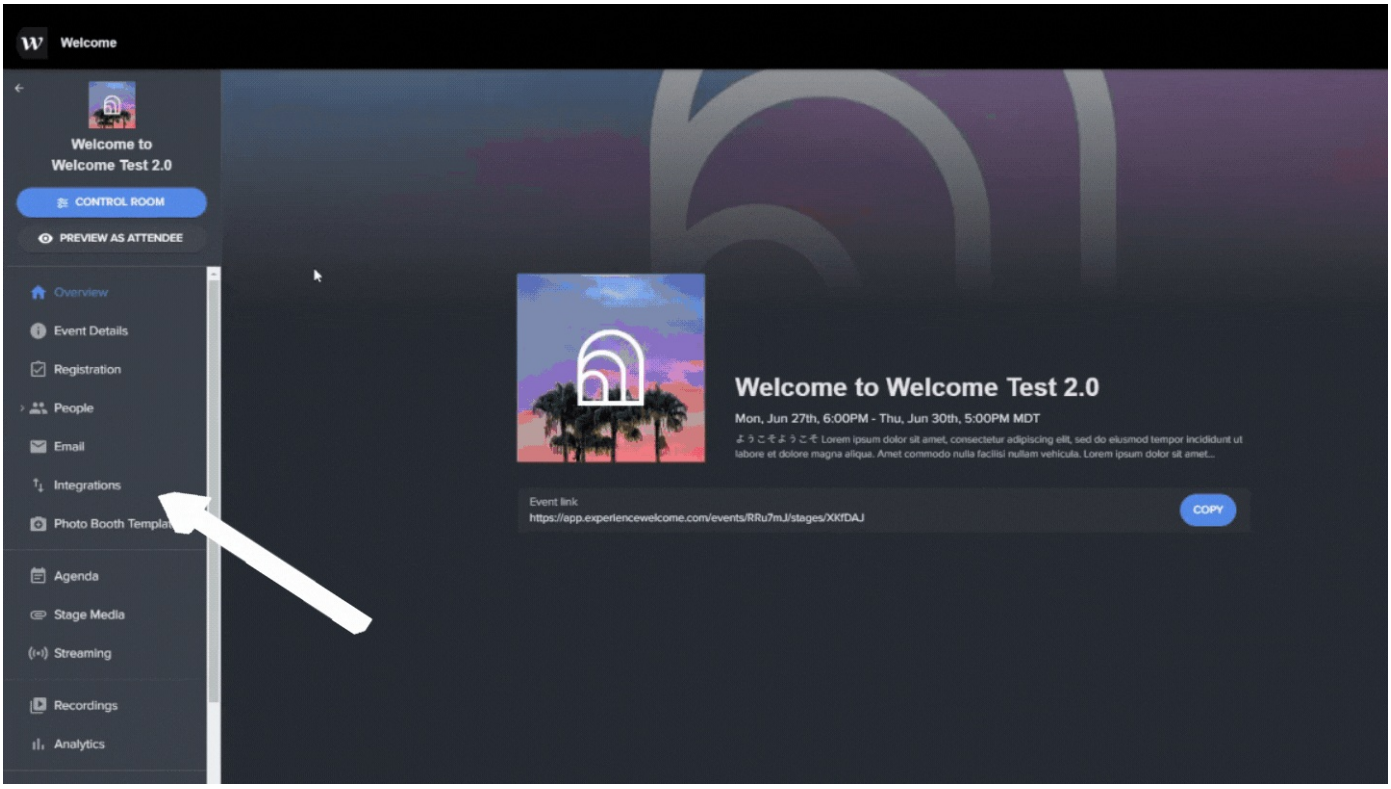
Fixes

- Added a fix for an issue where leaving the Green Room while on stage and coming back to GR could cause a crash.
- Added a fix for an issue that caused the company, company role, and tagline to the People List to be missing.
- Added a fix for an issue missing Green Room names.
- Added a fix for an issue where stage streams would not appear after returning from an Info Tab.
- Added a fix for an issue where attendees could ask questions even if Q&A was disabled.
- Email Customization:
  - Welcome now replaces all instances of "{Registrant First Name}" in the body text, even after an email has been customized. Previously, it only did this if you didn't edit, now it always does it.
  - Removed the [PREVIEW] prefix from the subject line.

Email Reminders and Customization

Notifying your attendees of your event is super important and we understand having to use a 3rd party email marketing platform can be cumbersome. We created a built in way of doing it.

Where to Find Email Reminders and Customization



You can find it in your Event Dashboard by clicking the "Email" button in the navigation panel on the left. Here you will see the different types of emails you can edit. You also have the option to receive a test email of what it will look like by clicking the "Preview" button.

What Can Be Customized and How

You will are able to edit and preview 4 different types of emails from Welcome. Each of the customizable emails are independent of each other but share the same customization field types.

Manual Emails Invitations

You can modify the manual invitation emails that can be sent from your Attendee People tab.

Automated Registration Confirmation

These emails are automatically sent to users after they have successfully completed the event registration.

Automated 24 Hour Reminder

24 hour reminder email sent to all attendees and speakers that are in you People's tab. When enabled you will see the exact time and date the emails will be sent.

Automated 1 Hour Reminder

1 hour reminder email sent to all attendees and speakers that are in you People's tab. When enabled you will see the exact time and date the emails will be sent.

Customization

You have 6 fields and options that you can modify for your emails. The fields are consistent across the 4 types of emails you can customize.

Sender Name - The name displayed in your email

Subject - Subject line displayed in your email

Body Text - Body of the email

Add to Calendar Text - Text displayed next to calendar options

Go to Event Button - Edit go to button text

Use unique links toggle - Enable one click links within the invites, this will allow a more effortless login to the event. If enabled, we recommend including a message like this in the body text above: "Please do not forward or share this email. Check out our One-Click Registration Link Guide for details what One Click links do.

Additional Options

After you have made your edits you do have a few options. You can simply click "Save" to make your changes. You can also click the down arrow next to the save button for more options. You can have it save and send a preview test email or revert back to default texts.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

Agenda Builder Guide

Events have a lot of moving parts to sort and organize. We want to make it simple process and have all the important details in one location for you. We created the Agenda Builder in the Control Panel to do just that. This guide is going to take you through how the Agenda Builder functions.

- What is Agenda Builder
- How to Use Agenda Builder
- Adding Sessions
- Adding Assets
- Managing your Sessions and Assets

What is Agenda Builder

Agenda Builder is where you will spend most of your time getting your event organized before the event and during the event. This allows you to generate a central source of truth for your event as a producer.

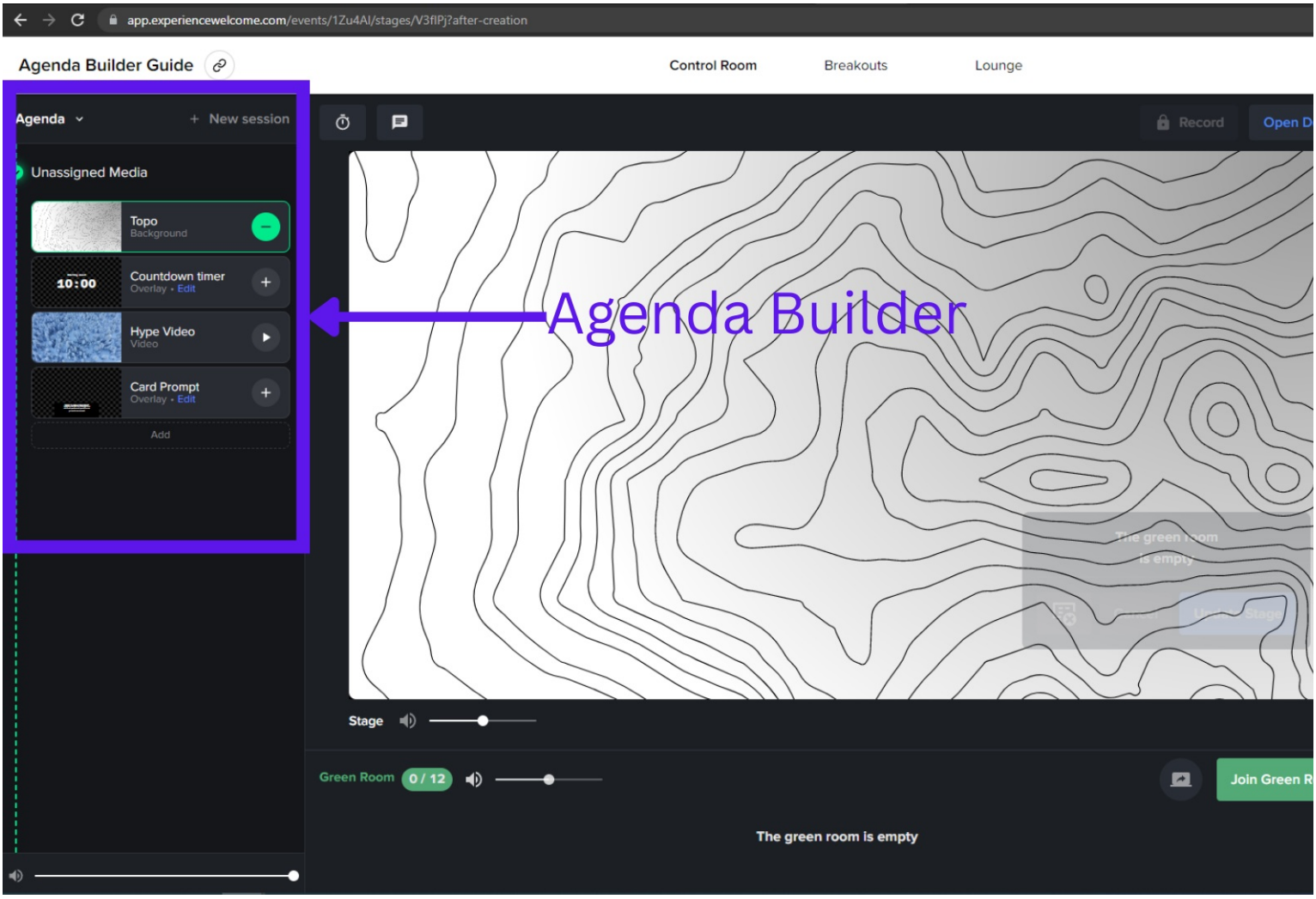
Agenda Builder serves multiple functions:

1. Create and manage your event agenda
2. Upload and organize your assets
3. Access to Stagekit, allows you to create assets on the platform. Such as editable overlays, backgrounds, polls, and videos.
4. Create cue notes
5. Pushing assets on and off the stage

Now that you have a basic understanding of what the Agenda Builder is, let’s dive into how to use it.

How to use Agenda Builder

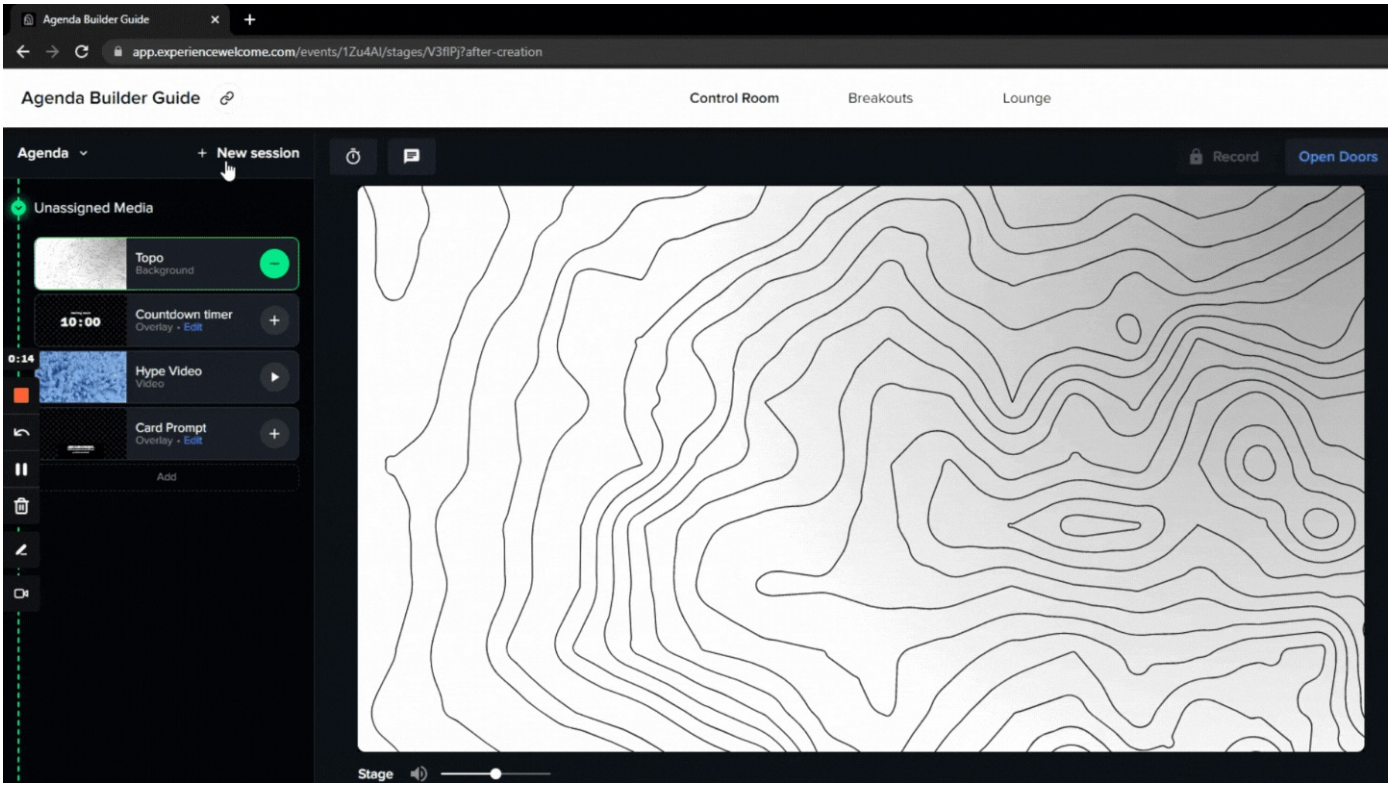
Agenda Builder can be as simple and as complex as you would like it to be. This guide is going to show you how to use the basic functions. You can then use your creativity and event use case to cater towards your needs.



Agenda Builder is located on the left panel of the Control Room. At first glance it will be pretty bare, let's dive in and show you how to fill it up with goodies. You will only see a session named "Unassigned Media". This session tab will be where you can store assets that may not need to be put into a specific session such as a "Technical difficulties" background/overlay.

Adding Sessions

Sessions make up the macro view of the Agenda Builder and represents what the agenda attendees see. Start by organizing your event by sessions then go back through and fill those sessions with the micro details.

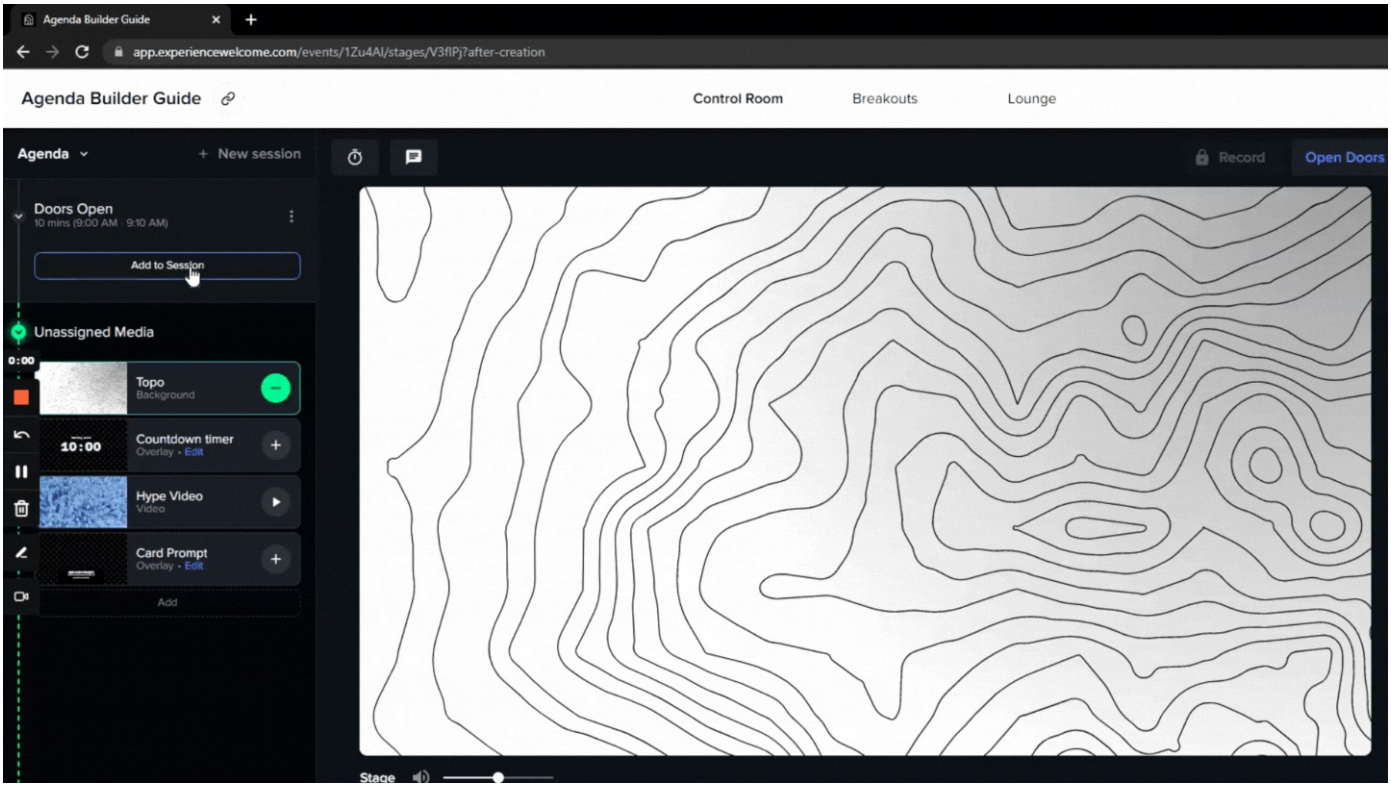


You can start by adding a session by clicking on the "Add session" button at the top right of the Agenda Builder. You will be asked to fill out some fields:

- Title
- Description
- Session durations

Once the session has been created you can edit it by clicking on the 3 stacked dots on the right side of the session name.

Adding Assets

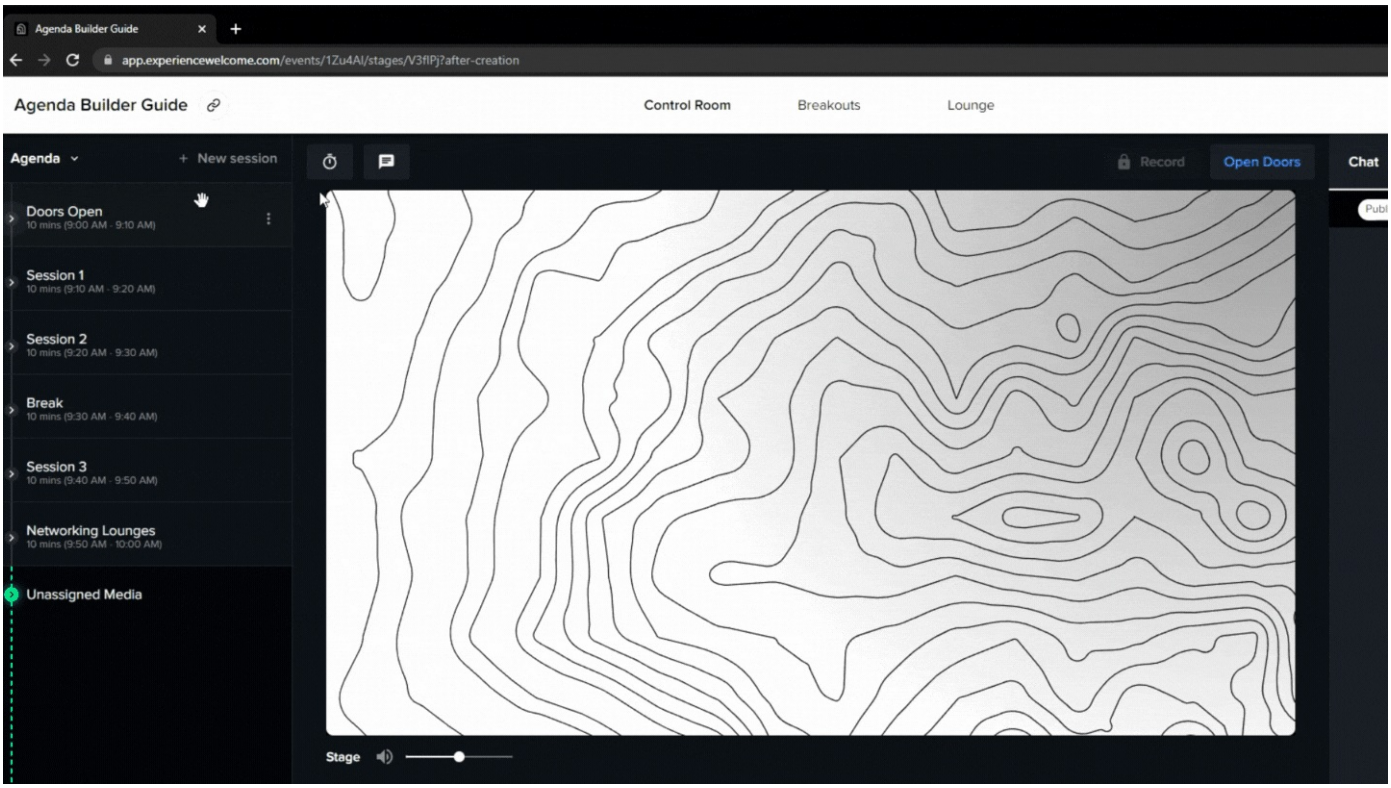


Clicking “Add” in your session will give you a pop up to add a variety of assets.

- Stage Kit - allows you to use our premade assets within Welcome. Please check out our Stage Kit Guide for specific details.
  - Video - stock videos
  - Audio - stock music
  - Overlays - create editable transparent and non transparent overlays
    - The Agenda overlay will automatically update based on your sessions you have in your Agenda Builder
  - Backgrounds - collection of static and animated backgrounds based on your brand detail colors.
  - Polls - pre-made polls
- Upload - Use your own custom assets
- Add Poll - Add either your own custom Poll or use one of our pre-made polls
- Add Cue Note - Flexible tool that you can use to write notes to hand off to others, remind yourself of important things. When to perform tasks, invites, links, open lounge, etc. You are also able to assign colors to cue notes for better organization.

Managing your Sessions and Assets

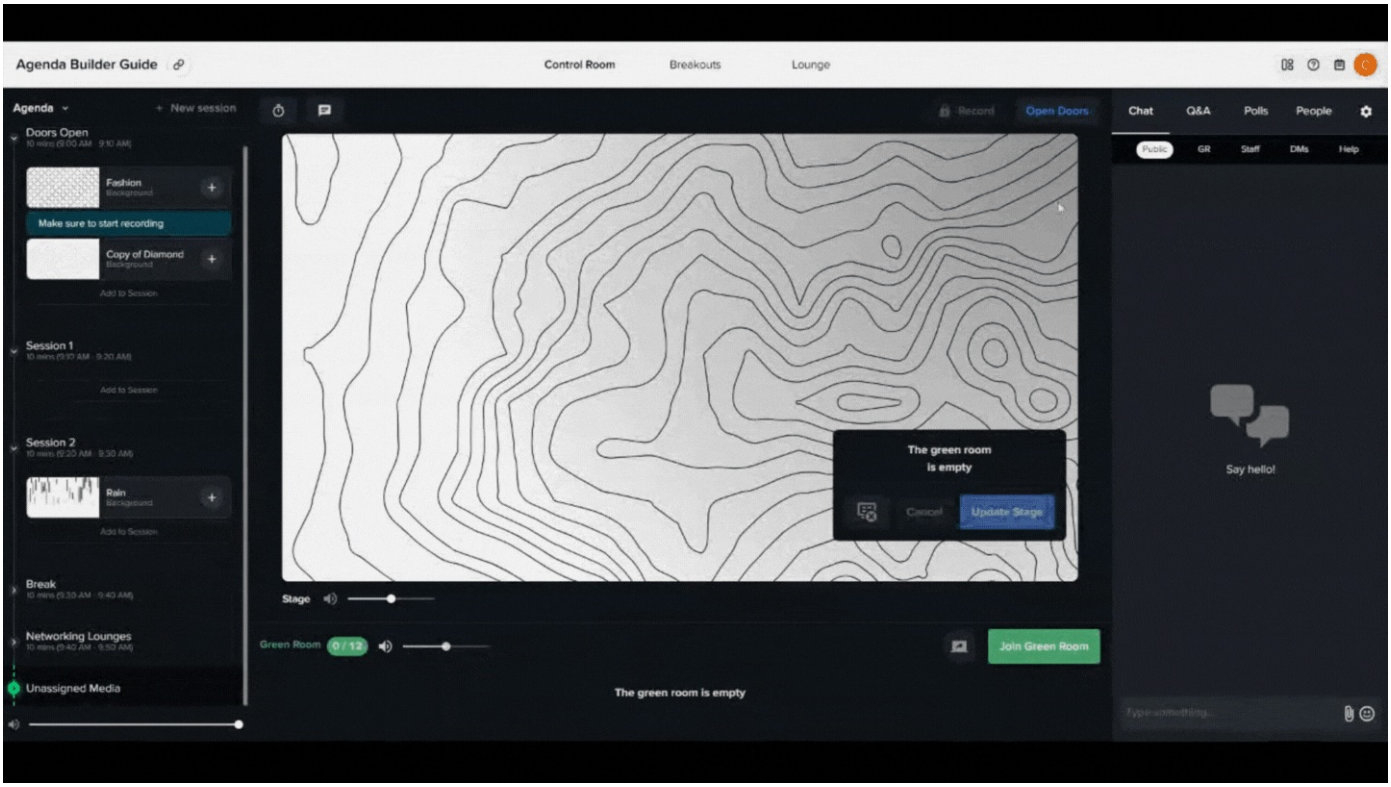
Rarely will you ever have everything set correctly the first time. We made it easy to manage the Agenda Builder. You can simply drag and drop your assets and sessions around. You are also able to collapse/expand sessions by clicking on the arrow to the left of the session name.



Editing your assets can be simply done by hovering over it and a popup will appear in the top left corner with these options:

- Rename
- Duplicate
- Delete
- Edit
- Cue Card Color

Event Agenda



As you build your event the agenda will automatically update on its own. You can see the agenda by clicking the Agenda Icon at the top right corner of the event next to your profile icon. Clicking it will expand the agenda at the right of the event.

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.

9/27/22 - Agenda Builder Release

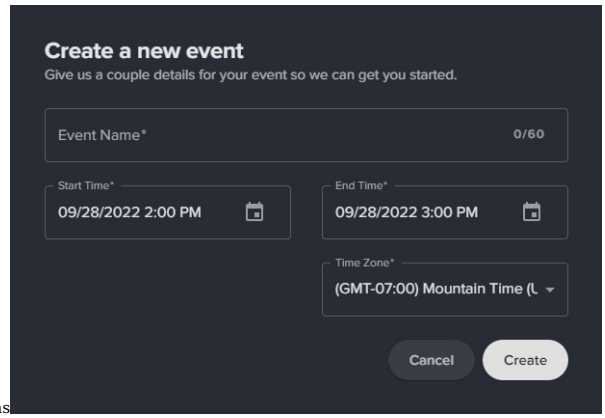
Big update! We released our new Agenda Builder, some behind the scene fixes and quality of life updates.

Features

Agenda Builder is live for everyone to enjoy. This is a major update, it is a full revamp for both our agenda that was in the Event Dashboard and the multimedia panel in the Control Room. We have combined them both and now they are both managed in the Control Room. This new design will allow you to create your agenda, sessions, and organize your assets all in one place. Check out our [Agenda Builder Guide]() for specific details.

Enhancements

- A "No Camera' option is available as a camera option during the camera/microphone prompt.
- Sound Effects
  - Changed name to "Sound clips"
  - Can be heard on mobile now
  - Now respects asset panel volume
- Mobile: Stage Audio continues to plays when phone is locked
- Event Creation



  - Event Creation has now been simplified with 3 options instead of 10 steps and dozens of options

Fixes

- Errant camera request when toggling to QA tab
- Duplication of a dynamic asset.
- Event duplication fixes
  - Added polls to event duplication

- Custom Emails
  - Saving custom email updates now save to the correct emails
  - Saving 24h/1h reminder emails now change as expected

Still need help?

If none of the solutions work above and you're still experiencing issues, feel free to contact support@experiencewelcome.com or click **Help** at the bottom right corner of the screen.