Events

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- Create and schedule a Simulated Live event
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Create and schedule a Live event

Live events are broadcast live at the date and time you schedule. When setting up a Live event, choose how presenters will speak to the audience (on- or off-camera), the length of the event, and the maximum number of attendees allowed.

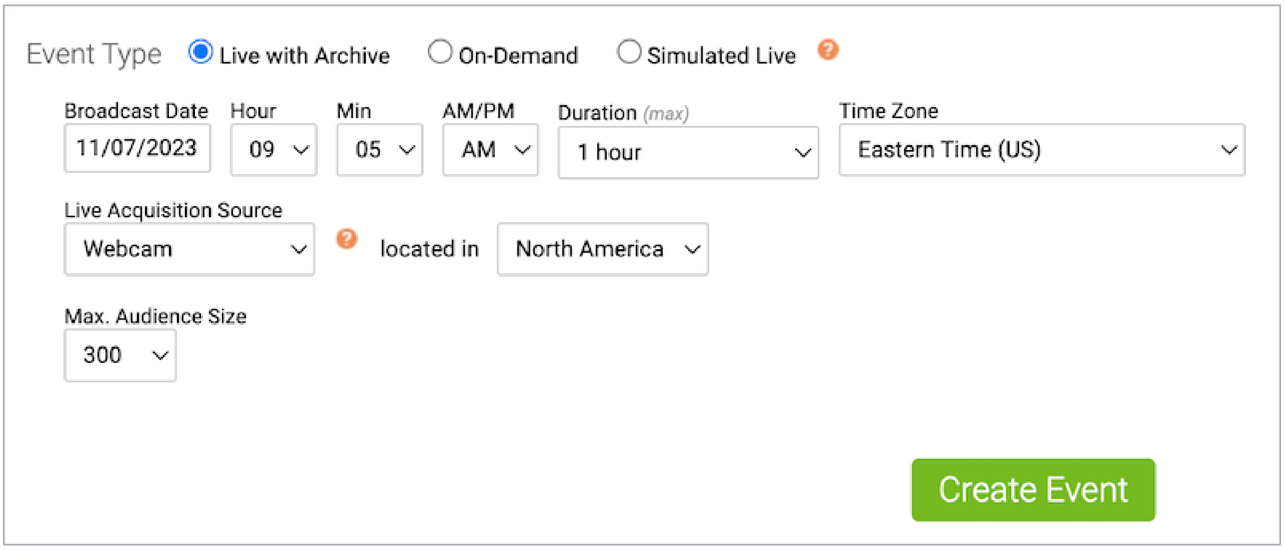
Note: The event can be from 30 minutes to 8 hours long and can be scheduled at any 5-minute interval on the hour (9:00, 9:05, 9:10, etc.).

To schedule a Live event:

1. In the Webcast Admin portal, at the top of the page, click **+ Create New Event**.

2. On the Event Settings tab, enter the event name.

3. Next to Event Type, select **Live with Archive**.



4. Select the event date and time, duration, and time zone.

5. For the Live Acquisition Source, select how presenters will broadcast on the day of the event. If you're broadcasting audio only, select **Telephone**. If presenters will broadcast live video, select **Webcam**, **Video Bridge**, or another source, and then select the location you'll be broadcasting from.

6. For Max. Audience Size, select the number of people you expect to attend the event. Access will be limited to this number of simultaneous live viewers.

7. Once the event details are complete, at the bottom of the Event Settings tab, click **Create Event** to proceed with the setup process.

Create an On-Demand event

On-Demand events are recordings that can be watched at any time. When setting up an On-Demand event, select whether the primary media clips (typically presenter narration) you plan to include are audio or video files. This Media setting affects what you can upload to the event and present in the video player (headshots with audio or videos) and the video player size (on the Player & Branding tab). You can include overlay videos regardless of the Media type you select.

After creating the event, go to the Event Content tab to upload your primary media clips, slide decks, videos, and other content you'll share in the event. Then, open the On-Demand Studio and assemble your event. To learn more about uploading clips and assembling the event, see:

- Upload audio clips for use in a recorded event
- Upload videos for use in a recorded event
- Assemble or edit an event recording

Note: The event can be from 30 minutes to 8 hours long.

Jump to: Create an On-Demand event | Allow attendees to view the event

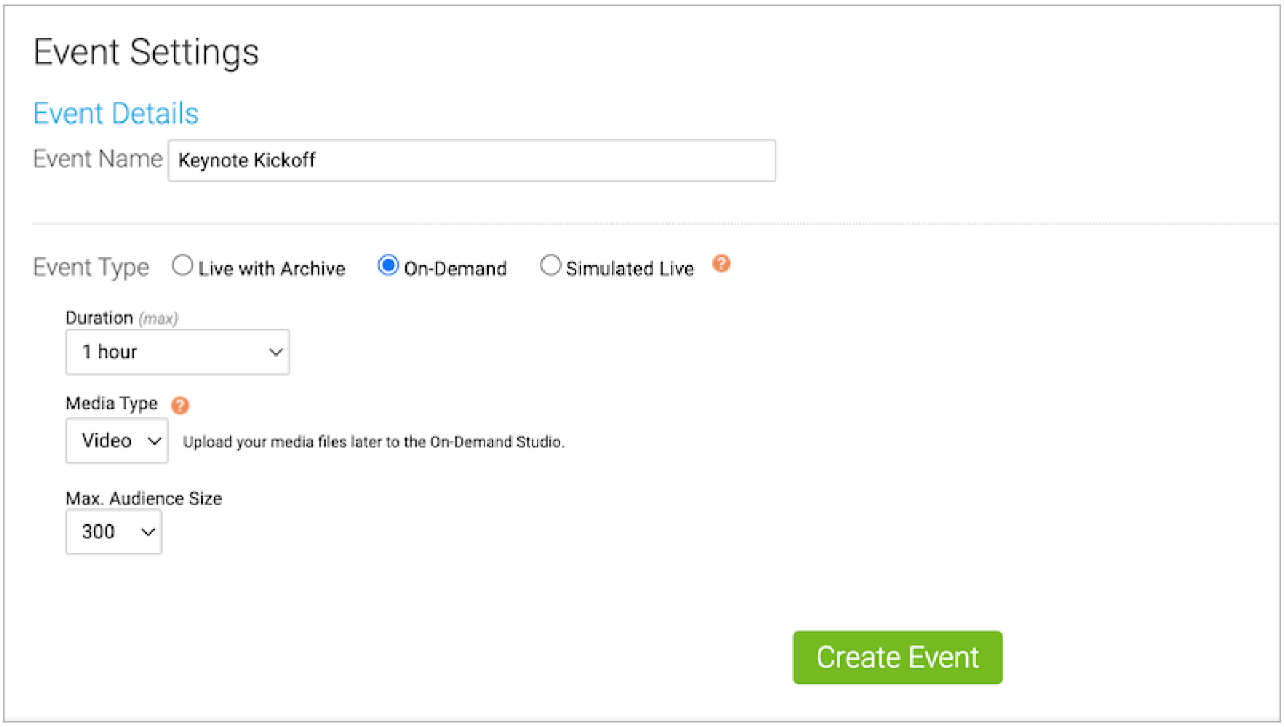
Create an On-Demand event

To create an On-Demand event:

1. In the Webcast Admin portal, at the top of the page, click **+ Create New Event**.

2. On the Event Settings tab, enter the event name.

3. Next to Event Type, select **On-Demand**.



4. Select the event duration.

5. Select the type of media you'll be uploading as the primary event content. This affects the size of the video player (on the Player & Branding tab). If you will upload:
   - Audio files to play while displaying presenter headshots in the video player, select **Audio**.
   - Video files to use as presenter video in the video player, select **Video**.

6. For the Max. Audience Size, select the number of people you expect to watch the recording at one time. Access to your event will be limited to this specified number of simultaneous viewers.

7. Once the event details are complete, at the bottom of the Event Settings tab, click **Create Event** to proceed with the setup process.

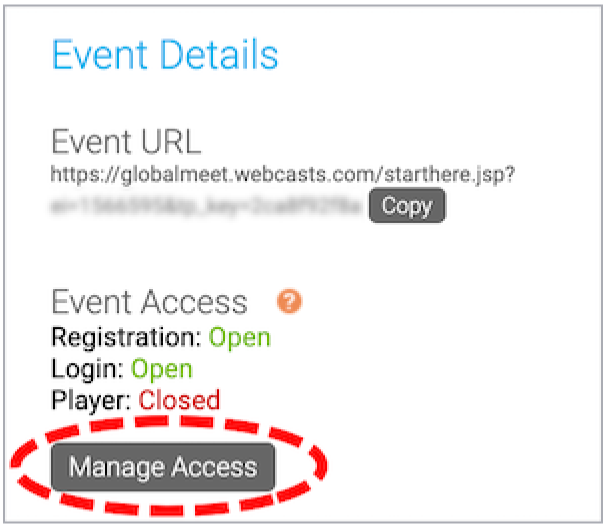
Allow attendees to view the event

Once the event is ready for viewing, make sure to allow attendees to access the event. By default, the event window is closed to attendees to prevent them from viewing the event before it has been assembled.

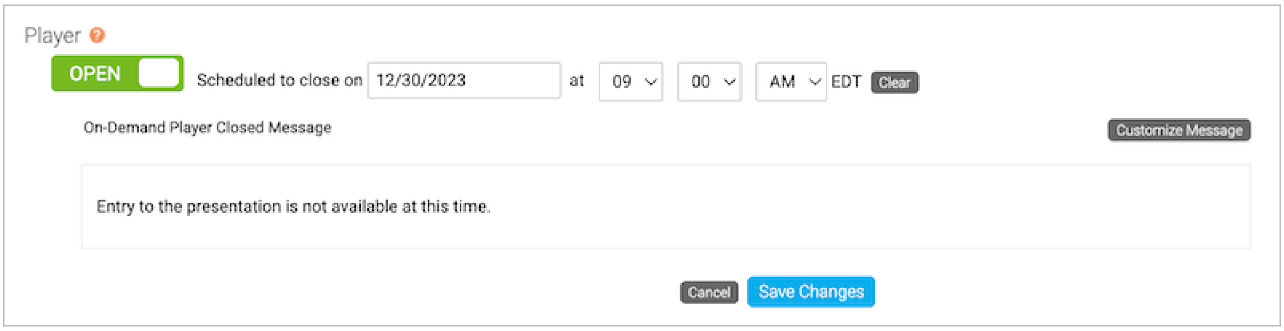
To allow attendees to access the event:

1. Go to the Event Summary tab.

2. In the Event Details section, under Event Access, click **Manage Access**.



3. On the Manage Event Access window, set the Player to **Open**.



4. Optional. Set the player to close at a scheduled date and time and update the message attendees see when they join the event when the player is closed.

5. Click **Save Changes**.

Create and schedule a Simulated Live event

Simulated Live events are recordings that are broadcast at the date and time you schedule. You can create a Simulated Live event with pre-recorded media that you upload or schedule a recording session to capture the event content. Either way, you'll use the Simulated Live Studio to finalize and publish the event.

Once the recording is ready, schedule the broadcast. You can re-broadcast a Simulated Live event. After the first Simulated Live broadcast is over, go back to the Event Settings tab and schedule another broadcast.

Note: The event can be from 30 minutes to 8 hours long.

Jump to: Create a Simulated Live event with pre-recorded media | Create and record a Simulated Live event | Schedule a Simulated Live broadcast

Create a Simulated Live event with pre-recorded media

When setting up a Simulated Live event with pre-recorded media, select whether the primary media clips (typically presenter narration) you plan to include are audio or video files. This Media setting affects what you can upload to the event and present in the video player (headshots with audio or videos) and the video player size (on the Player & Branding tab). You can include overlay videos regardless of the Media type you select.

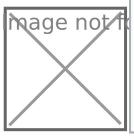
After creating the event, go to the Event Content tab to upload your primary media clips, slide decks, videos, and other content you'll share in the event. Then, open the Simulated Live Studio and assemble your event. To learn more about uploading clips and assembling the event, see:

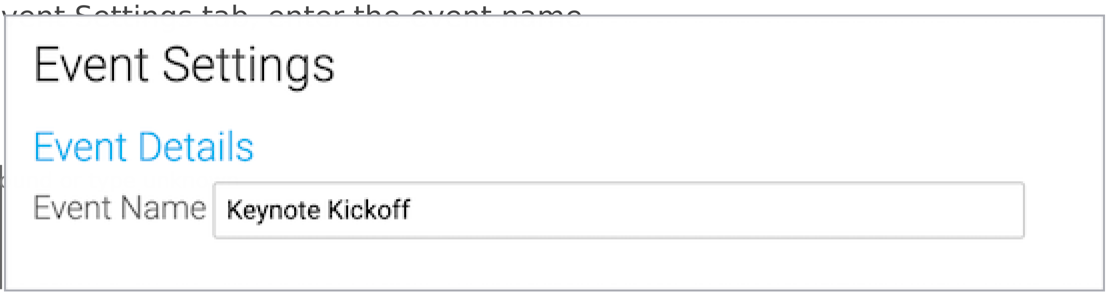
- Upload audio clips for use in a recorded event
- Upload videos for use in a recorded event
- Assemble or edit an event recording

To create a Simulated Live event and upload pre-recorded media:

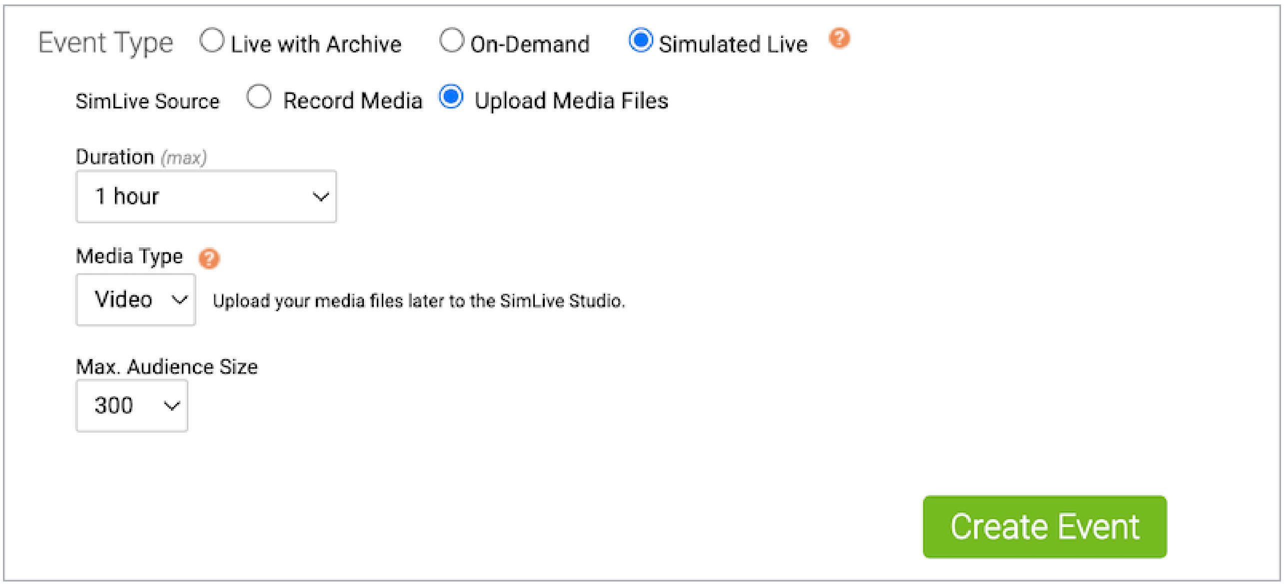
1. In the Webcast Admin portal, at the top of the page, click **+ Create New Event**.

2. On the Event Settings tab, enter the event name.





3. Next to Event Type, select **Simulated Live**.



4. Next to SimLive Source, select **Upload Media Files**.

5. Select the event duration.

6. Select the type of media you'll be uploading as the primary event content. This affects the size of the video player (in the Player & Branding tab). If you will upload:
   - Audio files to play while displaying presenter headshots in the video player, select **Audio**.
   - Video files to use as presenter video in the video player, select **Video**.

7. For the Max. Audience Size, select the number of people you expect to attend the event when it is live. Access to your event will be limited to this specified number of simultaneous viewers.

   Note: You can update the number of attendees when scheduling the Simulated Live broadcast.

8. Once the event details are complete, at the bottom of the Event Settings tab, click **Create Event** to proceed with the setup process.

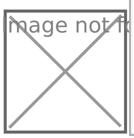
Create and record a Simulated Live event

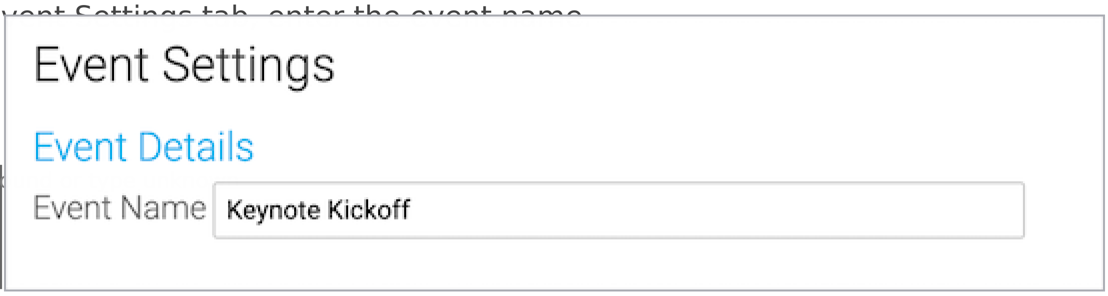
When setting up a Simulated Live event with a recording session, schedule the session, upload content, and on the day of the session, use the Live Studio to record the event. When the recording is complete, you'll be able to edit it in the Simulated Live Studio. To learn more about editing the recording, see Assemble or edit an event recording.

To create a Simulated Live event and schedule a recording session:

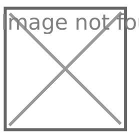
1. In the Webcast Admin portal, at the top of the page, click **+ Create New Event**.

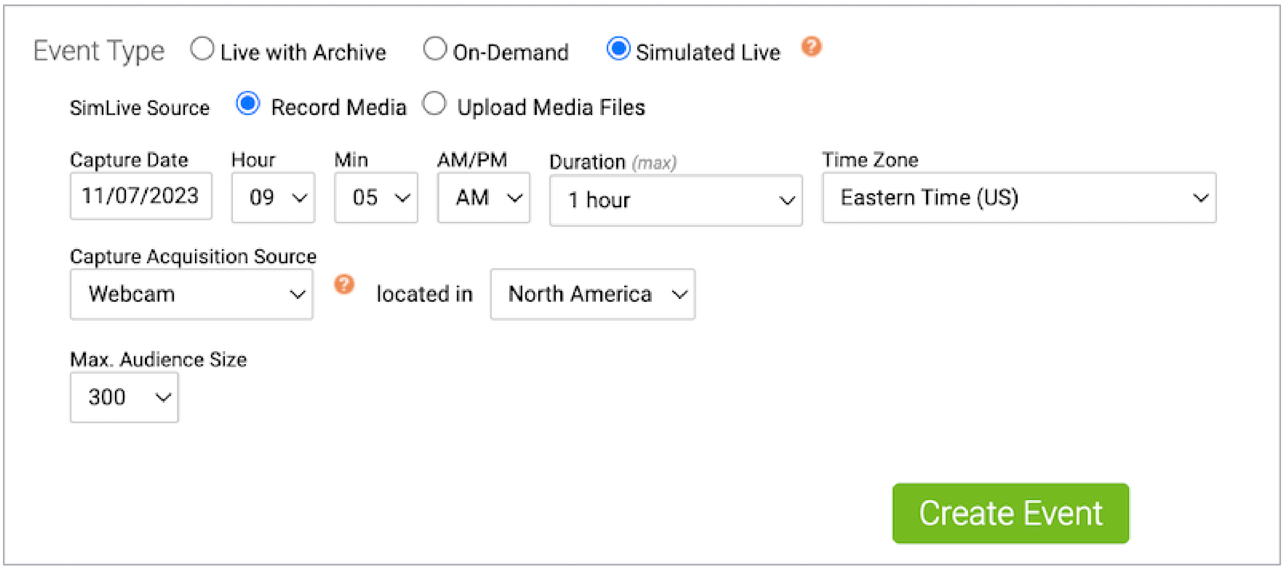
2. On the Event Settings tab, enter the event name.





3. Next to Event Type, select **Simulated Live**.





4. Next to SimLive Source, select **Record Media**.

5. Select the date and time, duration, and time zone for the recording session.

6. For the Capture Acquisition Source, select how presenters will broadcast on the day of the recording session. If you're broadcasting audio only, select **Telephone**. If you plan to broadcast live video, select another broadcast type and select the location you'll be broadcasting from.

7. For the Max. Audience Size, select the number of people you expect to attend the event when it is live. Access to your event will be limited to this specified number of simultaneous viewers.

   Note: You can update the number of attendees when scheduling the Simulated Live broadcast.

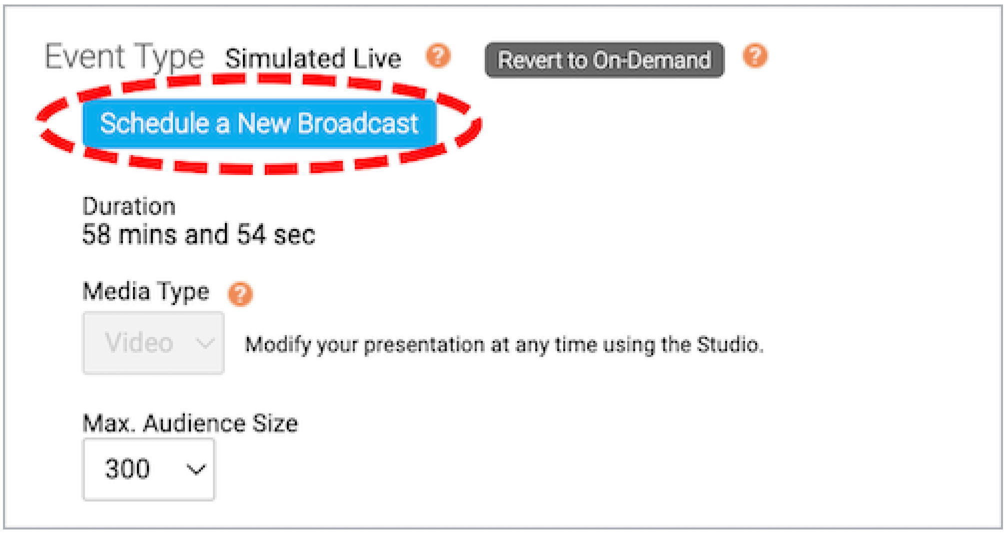
8. At the bottom of the Event Settings tab, click **Create Event** to proceed with the setup process.

Schedule a Simulated Live broadcast

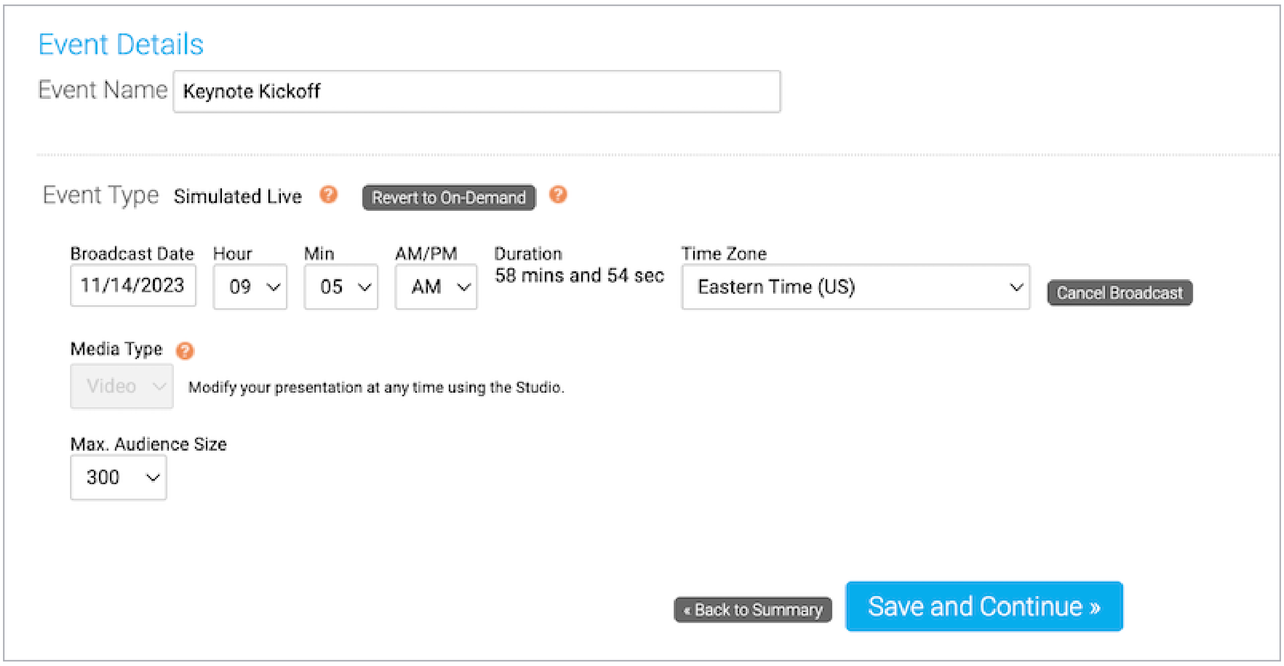
Once your recording has been finalized and published in the Simulated Live Studio, schedule when you want the event to be broadcast. Once you schedule a broadcast, attendees can access the event, but the recording won't be played until the scheduled date and time.

To schedule a Simulated Live broadcast:

1. Go to the **Event Settings** tab for the event and under Event Type, click **Schedule a New Broadcast**.



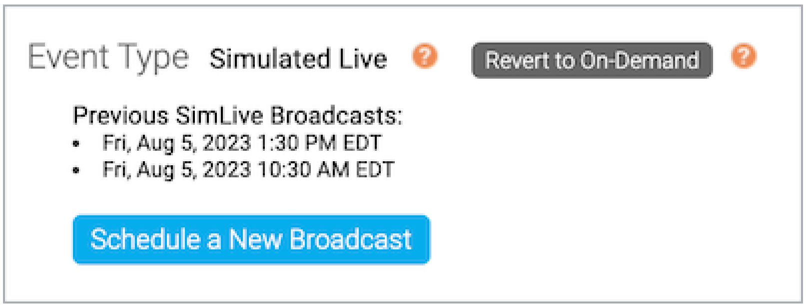
2. Select the event date and time and time zone.



3. Optional. If the number of people attending the broadcast is different from the number you selected when creating the event, update the Max. Audience Size.

4. Click **Save and Continue**.

After you broadcast a Simulated Live event, it is added to the list of previous broadcasts above the **Schedule a New Broadcast** button. The event in this example has been broadcast two times.


Event Type
Simulated Live
Revert to On-Demand
Previous SimLive Broadcasts:
Fri, Aug 5, 2023 1:30 PM EDT
Fri, Aug 5, 2023 10:30 AM EDT
Schedule a New Broadcast

Add custom questions to a registration form

In addition to standard registration questions, you can add custom questions to the registration form and choose how registrants will answer each question. Registrants can either type their answers in an open text field or select from pre-defined answers that you set up. For more information, see Answer Types later in this article.

To add a custom registration question:

1. On the left panel, click the **Registration** tab.

2. Scroll to Custom Registration Questions and click **Add New Custom Question**.

   Custom Registration Questions section with Add New Custom Question button

   Image not found or type unknown

3. In the New Custom Registration Question section, enter the question (or field label), the type of question (will the registrant type their answer or select from defined answers?), and the column name to identify the question in reports.

New Custom Registration Question section shows the Question Text, Answer Type, Report Co

Image not found or type unknown

4. If you selected Drop Down List, Checkboxes, or Radio buttons as the Answer Type, enter the answers to the question and click **+ Add**.
5. Click **Save Question**. The new question is listed under Custom Registration Questions.
6. Optional. Select **Require** to require registrants to answer the question to register.

Custom question added with the Require option selected

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7. Repeat steps 3 to 7 to add more questions.

8. Click **Save and Continue** to save changes to the registration form.

You can edit or delete the custom questions at any time.

Answer Types

For each question, decide whether the registrant will type their answer or select from pre-defined answers. The following table explains options and recommended use.

Answer Type	Used for
Open Text Field	Open-ended questions that require a short answer
Open Text Area	Open-ended questions that require a longer answer
Drop Down List and Radio Buttons	Multiple-choice questions where only one answer can be selected. A drop down list hides the answers (registrants click to display options); radio buttons show all the answers.
Checkboxes	Multiple-choice questions where multiple answers can be selected
Single Checkbox	Questions where only one answer can be selected or for disclaimers or statements that need to be acknowledged

Add marketing consent tracking to a registration form

You can collect marketing consent from event and portal registrants and provide links to privacy policies, terms of service, and more on the registration form. Event and portal reports let you easily identify those who provided consent and ensure you communicate only with those who opted in.

If a registrant does not select the marketing consent check box on the registration page they will not receive webcast registration confirmation, reminder or follow-up emails for the webcast. Registrants can also unsubscribe from emails at any time by clicking **Unsubscribe** at the bottom of the emails.

To allow attendees to opt in to emails:

1. Sign in to the Webcast Admin portal and edit the Live event or portal.
2. On the left panel, click the **Registration** tab.
3. Under Standard Registration Questions, select **[INSERT COMPANY NAME HERE] may contact me...**.

Standard Registration Questions section with [INSERT COMPANY NAME HERE] option selectec

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4. In the Question field, delete [INSERT COMPANY NAME HERE], enter the name of your company or organization, and edit the text as needed.

5. Click **Save and Continue**.

The following example includes the marketing consent option and additional links.

Registration form with privacy consent check box

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To find registrants who opted in to email communications:

Use the Audience Details report to retrieve a current list of people who opted in to receive email communications. You can run the report for a single event or for multiple events.

1. At the top of the Webcast Admin portal, click **Reports**.
2. On the Report tab, under Selected Events, click **Add Events/Folders**.
3. Select the event or portal and then click **Select Events and Folders**.
4. On the Reports tab, under Report Type, select **Audience Details**, click **Select Columns**, and then select **Registration Data**. Choose the data to include in the report.

Report Type section with Audience Details and Registration Data options selected

Image not found or type unknown

5. Expand the Filter Results By section and select **Exclude Unsubscribed Users**.

Report filters with the Exclude Unsubscribed Users option selected

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6. Click **Run My Report**.

Allow people to attend an event without registering

If you do not want to collect any information from attendees, set up the event with no registration form and allow people to attend anonymously. To allow attendees to access the event even faster, you can also have them bypass the landing page when they click the event link and join the event immediately.

Without a registration form:

- Information about individual attendees will not be available in registration reports
- Viewing data will not be available in event reports
- You cannot send event reminders and follow-up emails to attendees
- Attendees will appear in reports with a generic placeholder email address, such as guest#######@webcasts.com

To hide the registration form:

1. On the left panel, click the **Registration** tab.
2. Under Registration Type, select **Use Anonymous Registration**.

Registration Type section with the Use Anonymous Registration option selected

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3. Optional. Select **Skip landing page** to have attendees bypass the landing page.

4. Click **Save and Continue**.

Auto-fields for emails

Jump to: Auto-field Reference | Registrant Auto-fields

On the Emails & Marketing tab, you can enable confirmation, reminder, and follow-up emails for an event. By default, the emails include the event title, the event date and time, duration, and the event link. The system uses *auto-fields* - that is, placeholders or variables - to pull in these specific details. The benefit of auto-fields is that they automatically update when you make any changes to your event title or scheduling on the Event Settings tab.

Note: For attendee portals, the registration confirmation email includes the portal URL.

To customize the information in an email, go to the Email & Marketing tab, select the type of email to enable, and then select **Send My Custom Message.** Available auto-fields are listed below the text editor.

Auto-field Reference

The format of an auto-field is __AUTOFIELD__ (the auto-field in ALL CAPS with two underscores before and after).

The following table explains the available auto-fields and the text they display.

Auto-field	Description
__TITLE__	Event title
__DATE__	Scheduled date
__TIME__	Scheduled time
__DURATION__	For Live events. The scheduled duration of the event
__EVENTLINK__	Event URL
__EVENTPASSWORD__	Registration and login password (if enabled)
__GOOGLEREMINDERBUTTON__	Add to Calendar button. Creates a new event in Google Calendar.

Auto-field	Description
__GOOGLEREMINDER__	The URL of the Google calendar reminder. Creates a new event in Google Calendar.
__REMINDERBUTTON__	Add to Calendar button. Downloads an ICS file with event details. ICS files are a universal calendar format that can be read by Microsoft Outlook, Google Calendar, and Apple Calendar.
__REMINDER__	The URL of the ICS calendar reminder. Downloads an ICS file with event details.
__REMINDERBUTTON1__	Add to Calendar button for the first custom calendar reminder
__REMINDER1__	The URL of the first custom calendar reminder. Downloads an ICS with event details
__UNSUBSCRIBEBUTTON__	An HTML link that says Unsubscribe. Opens a confirmation page for the recipient to unsubscribe from emails.
__UNSUBSCRIBE__	The full URL behind the Unsubscribe link

Registrant Auto-fields

You can personalize emails by including details captured when an attendee registers for an event or portal. Make sure the fields you want to use are required on the registration form. You can include any of these standard registration fields.

- __TITLE__
- __FNAME__
- __LNAME__

- __COMPANY__
- __ADDRESS1__
- __ADDRESS2__
- __CITY__
- __STATE__
- __COUNTRY__
- __POSTALCODE__
- __PHONE__
- __MOBILE__
- __FAX__

Auto-fields for event landing pages

Jump to: Auto-field reference | Custom calendar reminders

By default, the landing page includes the event title, the event date and time, and a calendar reminder button. It uses *auto-fields* - that is, placeholders or variables - to pull in these specific details. The benefit of auto-fields is that they automatically update when you make any changes to your event title or date on the Event Settings tab.

To customize information on the landing page, scroll to the Customize Landing Page Content section and open **Landing Page Content**. Available auto-fields are listed below the text editor.

Auto-field reference

The format of an auto-field is __AUTOFIELD__ (the auto-field in ALL CAPS with two underscores before and after). The following table explains the available auto-fields and the text they display.

Auto field	Description
__TITLE__	Event title
__DATE__	Scheduled day, date, and time
__DURATION__	For Live events. The scheduled duration of the event
__REMINDERBUTTON__	Add to Calendar button
__REMINDER__	The URL of the calendar reminder. Downloads an ICS with event details
__REMINDERBUTTON1__	Add to Calendar button for the first custom calendar reminder
__REMINDER1__	The URL of the first custom calendar reminder. Downloads an ICS with event details

Custom calendar reminders

Live events have a built-in calendar reminder that downloads a calendar file with the scheduled date and time, event URL, and other information. You can set up additional calendar reminders for the event. On the Event Summary tab, open **Optional Event Settings** and click **Add New** . Auto-fields are created for each new calendar reminder, with a number appended.

CustomCalendarReminders.jpeg

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Bulk registration for an event

Add-on. Please contact your sales representative for additional information.

With bulk registration, you can register hundreds or thousands of attendees for an event at one time. Set up your registration form first, then upload a spreadsheet with columns for each registration question on the form (attendee names, email addresses, etc.). To learn more about setting up the registration form, see Set up the registration form for an event.

Notes:

- Bulk registration doesn’t send a registration confirmation email. Set up a reminder email to send event details to registrants.
- You can view the registrant data you uploaded in the Audience Details report. To learn more about running reports, see Run event reports.
- You can't make changes to registrant data or unregister someone once you upload the file.

Upload file requirements

Create a spreadsheet and enter registration details for each attendee you want to register.

- Supported formats include CSV, TSV, TXT, XML, XLS, XLSX
- Limit the number of registrants per upload to 2,000 or less
- Include one column for each registration field on your registration form
  - For standard registration questions, label columns with the Type label

    StandardRegistrationQuestions.jpeg

    Image not found or type unknown
  - For custom registration questions, label the columns the Report Column Title you set up

CustomRegQuestions.jpeg

Image not found or type unknown

- For each registrant, complete all fields that you required in the registration form. Required fields can't be blank.
- Email address is always required. Each registrant's email address must be unique. Duplicate email addresses are not accepted.
- Plain text should be used. Special characters, including commas, are not supported.

Register attendees

To upload a registration list:

1. On the Event Summary tab, in the Event Details section, click **Upload Registrants**.

   EventSummary-EventDetails-UploadRegistrantsButton.jpeg

   Image not found or type unknown

2. On the Viewer Registration Data window, click **Upload data from file** to select the spreadsheet and upload it.
3. Select the sheet you want to import the data from and click **Continue**.

   UploadRegistrants-SelectSheet.jpeg

   Image not found or type unknown

4. The uploader detects the header row in the spreadsheet and matches each column to a field on the registration form. Confirm the header row and then confirm that each column is mapped correctly.

   To not include a data column, click **Ignore this column**.

   UploadRegistrants-Match_cropped.jpeg

   Image not found or type unknown

5. Click **Review**.

6. Correct any errors and edit registrant information before submitting. To only view errors that need to be corrected, set the Only show rows with problems option to **ON**.

   Important: You can't make changes to registrant data after you submit it.

   UploadRegistrants-Review.jpeg

   Image not found or type unknown

7. Click **Continue**.
8. A message asks if you're ready to submit the data. Click **Yes**.

   The registrant list is loaded. When finished, a confirmation message shows the number of successful and failed registrations, and the attendees that weren't registered because their email address was already registered.

9. Click **Ok**.

Embed a webcast in another website

You can embed your webcast in another website using an iframe element. Depending on your desired setup, you can customize the embed code to show the webcast player immediately or require viewers to register before loading the webcast player. This article includes embed code examples and iFrame and webcast player parameters that can be used to customize how the webcast displays.

Support is not able to assist in customizing code. Any customization is the responsibility of the hosting party.

Jump to: Examples | iFrame Parameters | Webcast Player Parameters

Examples

Example #1 - Embed the event

Use the following sample code to embed your webcast. Replace the event URL with your Event URL.
If your event is set up with registration required, the event's landing page with registration form is displayed and each attendee must register before the webcast player displays. Reporting data for individuals is available.

```
    <iframe src="
    https://event.webcasts.com/starthere.jsp?ei=1234567&tp_key=bbcffdef6c
    " name="viewer" allow="autoplay" allowfullscreen="true" width="800" height="600"
scrolling="no" style="overflow:hidden;" marginheight="0" marginwidth="0"
frameborder="0"></iframe>
```

Example #2 - Let attendees bypass registration

If your event is set up with registration required, you may want to bypass the registration form when the webcast is embedded in another website.

Because attendees will not be required to register to view the event, reporting data on individuals will not be available. If you customize the event's registration form for viewers accessing the event link directly, you will need to customize the embed code to include any additional parameters in the Event URL.

Use the following sample code to embed your webcast and bypass the registration step. In this example, the registration form has four required fields (First Name, Last Name, Company, and Email address); the query parameters fill the required fields with placeholder information. Replace the event URL with your event URL. You can also need to adjust other parameters of the iframe to fit your requirements.

```
    <iframe src="
    https://event.webcasts.com/starthere.jsp?ei=1234567&tp_key=bbcffdef6c
    &fname=FirstName&lname=LastName&company=CompanyName&email=Email@Address.com
    " name="viewer" allow="autoplay" allowfullscreen="true" width="800" height="600"
scrolling="no" style="overflow:hidden;" marginheight="0" marginwidth="0"
frameborder="0"></iframe>
```

Example #3 - Embed the event in a responsive (resizable) iframe

The previous examples set the size of the iFrame to 800 x 600 px. This example sets up basic styling for a responsive "container" to hold the iFrame with the event (notice that the <iframe> code does not set a height or width). The code may need to be customized based on your requirements. This example can be updated to bypass the registration process using the instructions above.

Replace the event URL with your Event URL. You can also need to adjust other parameters of the iframe to fit your requirements.

```
    <!DOCTYPE html>
    <html>
    <head>
    <title>Responsive iframe example</title>
    <meta name="viewport" content="width=device-width" />
    <style>
    .wrapper {
      width: 90%;
     height: 90%;
     margin: 0 auto;
     min-width: 319px;
    }
    .resp-container {
```

```
        position: relative;
        overflow: hidden;
  padding-top: 56.25%;
    }
    .resp-iframe {
   position: absolute;
 top: 0;
 left: 0;
 width: 100%;
 height: 100%;
 overflow:hidden;
 border: 0;
     }
    @media only screen and ( max-width: 769px){
        .wrapper{
            width: 100%;
         }
    }
    </style>
    </head>
    <body>
    <div class="wrapper">
    <div class="resp-container">
    <iframe class="resp-iframe" src="
    https://event.webcasts.com/starthere.jsp?ei=1234567&tp_key=bbcffdef6c
    " scrolling="no" allow="autoplay" allowfullscreen="true"></iframe>
    </div>
    </div>
    </body>
    <!-- gesture="media" -->
    </html>
```

iFrame Parameters

Use standard iframe parameters to customize the iframe used to contain the event. Available options:

- name="X" - Specifies a name for the iframe

- allow="autoplay" - Allows for auto playback of the event within the iframe
- allowfullscreen="true" - Allows you to expand the video to full-screen
- width="X" - Specifies the width (in pixels) of the iframe
- height="X" - Specifies the height (in pixels) of the iframe
- scrolling="no" - Specifies whether or not to display scrollbars in the iframe
- style="X" - Specifies the style elements of the hosted content
- marginheight="X" - Specifies the top and bottom margins of the content of the iframe
- marginwidth="X" - Specifies the left and right margins of the content of the iframe
- frameborder="X" - Specifies whether or not to display a border around the iframe

Webcast Player Parameters

Use the optional **&tp_special** parameter to hide standard buttons and messages from the player, set the webcast player to fill the entire iFrame, and set the view when Meeting Room view is enabled for the event.

Hide webcast player elements

Add **&tp_special=#** to the end of the event URL, where **#** is the element you want to hide. For example, to hide the lobby message:

```
https://example.webcasts.com/starthere.jsp?ei=1234567&tp_key=0999&tp_special=8
```

The following table explains available options.

Enter this value	To hide the...
&tp_special=2	Help button
&tp_special=4	Exit button
&tp_special=8	The lobby message displayed before an event begins

To hide more than one element, add their values together. For example, to hide the Help (2) and Exit (4) buttons, add **&tp_special=6** (2+4=6). The following table explains available options.

Enter this value	To hide the...
&tp_special=6	Help and Exit buttons
&tp_special=10	Help button, lobby message
&tp_special=12	Exit button, lobby message
&tp_special=14	Help button, Exit button, lobby message

Have the webcast fill the entire iframe

The **&tp_special=64** parameter makes the embedded video player adjust to fill the entire available iframe space for a more seamless embedded experience. This applies only to events with high-resolution players (480p or 720p) and no primary tabs for slides, surveys, or custom player tabs.

For example:

```
https://example.webcasts.com/starthere.jsp?ei=1234567&tp_key=0999&tp_special=64
```

Meeting Room View

If Meeting Room View is enabled for the event, by default attendees are given a choice of viewing the standard full webcast or using the Meeting Room View. You can bypass that screen and send them directly to the Meeting Room View or the standard webcast player. Available options are 16 and 32:

- &tp_special=16 - Meeting Room View
- &tp_special=32 - the standard webcast player

Mute playback (for testing)

The **&tp_player=1** option lets you mute the webcast audio. Attendees can unmute it in the player. This is primarily for use in load balance testing, where you would have several instances of the webcast running at one time and want to mute the audio.

For example:

```
https://example.webcasts.com/starthere.jsp?ei=1234567&tp_key=0999

&tp_player=1
```

Limit presenter actions in the Live Studio

Control what your presenters see and what they can interact with in the Live Studio during the event. By default, all presenters can see the:

- Start Webcast and End Webcast buttons
- Audience count and audience list
- Webcast time alerts when the event is about to end
- Phone bridge alerts
- Q&A queue

You can hide the buttons, audience counter, alerts, and the Manage Q&A section for all presenters at any time.

Note: To prevent presenters from accidentally starting or ending the event, we recommend hiding the Start Webcast and End Webcast buttons.

To limit presenter actions:

1. Sign in to the Webcast Admin portal and edit the event.
2. On the Event Summary tab, next to the Guest Administrators section, click **Set Guest Admin Permissions**.

Guest Administrators Section with the Set Guest Admin Permissions button

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3. In the Guest Presenter Permissions window, clear the check boxes next to the buttons, alerts, or areas you don't want presenters to have access to.

Guest Presenter Permissions window with Guest Presenter options

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4. Click **Save Changes**.

Set up an event in another language

Language templates contain many common text elements translated from English to other languages. If you're hosting an event in another language, we can assign a language template to a specific folder in your account. When you create new events in the folder, the template automatically translates the text on the registration page and the audience event window to that language.

Note: Only new events created in the language template folder are translated. Events moved into the folder from another folder are not translated.

Language Template Folders within company folder

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To have language templates set up for your account, contact Support.

Jump to: Translated elements | Available languages | Examples

Translated elements

The following table shows the elements that are translated on the registration page and audience event window.

Notes:

- Language templates don't translate the event __TITLE__ or the __DATE__ auto-fields on the registration page. To customize the title and date, enter them in the Landing Page Content section. To learn more, see Customize the event title and date | Bar layouts or

Customize the event title and date | Open layouts.

- Language templates only set the language for the registration page and the audience event window. They don't set the language for the Webcast Admin portal, the Live Studio, or the editing studio.

Page	Elements translated
Registration page	Login form fields Meeting Room View page Registration form fields
Event window	Event resources tab Q&A tab Slides tab Video player Welcome message

Available languages

You can request templates in the following languages:

- English, American
- Chinese, Simplified
- Chinese, Traditional
- Czech
- Danish
- Dutch
- French
- French, Canadian
- German

- Italian
- Japanese
- Korean
- Polish
- Portuguese, Brazilian
- Romanian
- Spanish
- Turkish
- Vietnamese

Examples

The following examples show an event created within a folder with a Spanish language template. Notice that the Add to Calendar button, registration fields, buttons, and tabs and other text on the event window are in Spanish.

Attendee registration page with Spanish labels and buttons

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Attendee player page with Spanish labels and buttons

Image not found or type unknown

Set up Guest Administrator accounts

After scheduling an event, invite your presenters, moderators, and schedulers and give them Guest Administrator access to allow them to manage aspects of the event. To create Guest Administrator accounts, you must create Guest Admin Access Types. Access Types allow you to set permissions for multiple Guest Administrator accounts at once. For each Access Type, you can allow Guest Administrators to upload event content, edit the On-Demand event or replay, deliver the event, manage Q&A, and generate event reports.

Note: To limit what Guest Admins can see and do during the Live event, see Limit presenter actions in the Live Studio.

There is no maximum number of Guest Administrators that can join the Live Studio for an event. However, if the event is using Video Bridge or Telephone as the acquisition source, only 20 presenters will be able to join the bridge.

To create Access Types and Guest Admin accounts:

1. On the Event Summary page, select **Guest Administrators** and under Access Type, click **Create New**.

Guest Admin segment with create new button

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2. In the Create Guest Admin Type window, keep individual passwords enabled.

   Note: You cannot create individual Guest Admin accounts if you disable Individual Passwords. Instead, presenters will share a PIN and use it to sign in to the event.

3. Select the event activities you want to give Guest Admins access to. You can select:
   - **Live Studio** to join and deliver the Live event.
   - **OD Studio** to upload media clips and headshots to the On-Demand event or replay, and edit the event timeline.
   - **Reports** to generate Audience Details and Event Analytics reports for the event.
   - **Content** to upload slides, event resources, and headshots (audio events only).
   - **Q&A Only** to manage Q&A for a Live or Simulated Live event.

Create guest admin type, with individual passwords turned on and all access

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4. Click **Create Guest Admin Type**.

5. In the Manage Guest Admin Type window, click either:
   - **Create Individual Accounts** to set up accounts for each of your Guest Admins. Enter their names and email addresses. Click **+ Add Another Account** to create more accounts. Select who you want to send email notifications to and the email content you want to send, and click **Create Accounts and Send**.

     Note: By default, emails are sent to yourself and to individual Guest Admins. Select **ONLY send to me** to send the email to yourself. Click **Send My Custom Message** to edit the email content.

Create new guest admin account on left side, with invite template on right side

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- **Enable Sign-up Portal** to allow Guest Admins to register for the event and create their own accounts. In the Send Sign-up Portal Invitations to box, enter the email addresses of the people you want to make Guest Admins and click **Send Invitations**.

Manage guest admin type- example guest presenter emails in invite field

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6. Repeat these steps to add additional accounts with different access levels. Each Access Type you create displays in the Guest Administrators section where you can add new and manage existing accounts. To add new Guest Admin accounts to an Access Type, click **Manage Admins** or the **Edit button.**

   After you've created the accounts, Guest Admins receive an email with a link to the Guest Admin site where they can manage the event.

To update a Guest Admin account:

1. In the Guest Administrators section, next to an Access Type, click **Manage Admins.**
2. Click the **View Existing Accounts** tab.
3. Next to a Guest Admin account, you can click the:

- **Reset Password** to send a new Guest Admin email with a new, randomly generated password.

  Note: Existing passwords cannot be resent. Accounts that require resending login details will receive a new password from the system and the old password will no longer be valid.

- **Edit** button to change the name on the account.

- **Delete** button to remove the account from the Access Type.

Set up the registration form for an event

The event landing page includes a registration form. You can use the standard registration form questions, or create your own custom questions. You can make the questions optional to answer, or require registrants to answer the questions to complete their registration. The information you collect from registrants is available in event reports.

To learn more about creating custom registration questions, see Add custom questions to a registration form. You can also allow people to attend an event without registering.

To set up the registration form:

1. Sign in to the Webcast Admin portal and edit the event.

2. On the left panel, click the **Registration** tab.

3. Under Registration Type, select **Collect Registration Data from Viewers** to display the registration form on the event landing page.

   Registration Type- Collect Registration Data Selected

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4. Optional. Select **Do not automatically log in returning viewers** to require returning registrants to enter their email address to join the event.

5. The first four fields are displayed. Under Email, click **More** to display the rest of the standard fields.

   Note: By default, First Name, Last Name, Company, and Email are included on the form. You can set the name and company fields to required or hide them. Email is required for registration and cannot be hidden.

6. Choose which fields to include (and the information to capture from registrants):
   - Select **Show** to include a field
   - Select **Require** to require registrants to complete the field
   - Optional. Under Question, change the field label (for example, you could change Email to Email Address).

Standard Registration Questions showing show, require and custom name options

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7. To change the order of the fields on the registration form, in the Order column, delete the numbers and enter new numbers.

8. Click **Save and Continue**.

Accessing events and attendee portals in China

Due to internet restrictions on China, some viewers may have trouble accessing the standard Event URL for a presentation. For viewers in China, the Event URL can be updated to allow them access to a local Chinese server. Please refer to the example below, which has the required update **highlighted**. The link needs to be updated to replace "webcasts.com" with "cnwebcasts.cn".

Standard Event URL Example: https://event.**webcasts.com**/starthere.jsp?ei=1283888&tp_key=2760b09e10

Chinese Event URL Example: https://event.**cnwebcasts.cn**/starthere.jsp?ei=1283888&tp_key=2760b09e10

This update will work for all Live, On-Demand, or Simulated Live presentations. Both links will point to the same event and all users show up in one report. You will not need to run two events, just distribute the appropriate link to your audience based on their viewing location.

This also works for portals. When you provide a China-based link for the portal, the change flows down to all linked events. All events accessed from that alternate portal link automatically go to a China-based event URL.

Send follow-up emails for an event

Schedule one or more emails to be sent after the event ends to promote future events, gather feedback, and reconnect with attendees. You can send emails to registrants who attended the Live event, attended the Simulated Live event, watched the On-Demand event (Live event replay), did not attend the event, or to everyone. You can also customize the subject and the body of the email and change the sender name and reply-to address.

Note: To ensure that the registration data is up to date and attendees receive the emails, schedule follow-up emails at least one hour after the event concludes.

Schedule and send follow-up emails

To schedule follow-up emails:

1. Sign in to the Webcast Admin portal and edit the event.
2. On the left panel, click the **Email & Marketing** tab.
3. In the Audience Emails section, under Follow-up Emails, click **+ Add New**.

   FollowUpEmail-cropped+simplify.png

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4. In the Edit Follow-up Email window, select who you want to send the email to. **Attended Live** is selected by default.

   FollowUpEmail-SendTo_cropped.png

   Image not found or type unknown
5. Optional. Delete the placeholder text in the From Name, Reply-To Email, and the Email Subject fields and enter new text.
6. At the right side of the text editor, click **</>** to switch to code view.
7. Delete all the placeholder code.

8. Paste your custom code or click **</>** again to switch back to the text editor view to add text, images, or links.

9. Click **Schedule Email**, select the date and time you want to send the email, and then click **Save and Schedule Email**. You can also optionally save the email as a draft and schedule it later.

   FollowUpEmail-Schedule_cropped.png

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10. Click **Save and Continue**.

Preview your work

You should always send yourself the email before sending it to attendees.

To preview the follow-up email:

1. In the Webcast Admin portal, edit the event.

2. On the left panel, click the **Email & Marketing** tab.

3. In the Audience Emails, next to the email you scheduled, click **Edit**.

   FollowUpEmail-ScheduledforLive.png

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4. Under the text editor, next to Send a test email to, enter your email.

   SendTestEmailTo_cropped.png

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5. Click **Save and Schedule Email**.

6. Click **Save and Continue**.

Send registration confirmation emails for an event

Send a registration confirmation email to attendees after they register for the event. By default, registration confirmation emails are plain text messages with the event title, date, time, duration, URL, and a link to unsubscribe from email messages. You can use the text editor and customize the message, including the sender name and email and email subject.

Note: Help registrants remember your event with an Add to Calendar button or link in the email. You can include links for Outlook and Google calendars. For more information, see Auto-fields for emails.

To send registration confirmation emails:

1. Sign in to the Webcast Admin portal and edit the event.
2. On the left panel, click the **Email & Marketing** tab.
3. In the Audience Emails section, select **Enable Registration Confirmation Email**.
4. Under Send Default Text, click **View** to review the default message. To customize the message, select **Send My Custom Message** and use the text editor to add text, images, and more.
5. You should always send yourself the email before sending it to registrants. Under the text editor, next to Send a test email to, enter your email address.

Send test email

Image not found or type unknown

6. Scroll to the bottom of the page and click **Save and Continue**.

Auto-fields for emails

On the Emails & Marketing tab, you can enable confirmation, reminder, and follow-up emails for an event. By default, the emails include the event title, the event date and time, duration, and the event link. The system uses *auto-fields* - that is, placeholders or variables - to pull in these specific details. The benefit of auto-fields is that they automatically update when you make any changes to your event title or scheduling on the Event Settings tab.

Note: For attendee portals, the registration confirmation email includes the portal URL.

To customize the information in an email, go to the Email & Marketing tab, select the type of email to enable, and then select **Send My Custom Message.** Available auto-fields are listed below the text editor.

Auto-field Reference

The format of an auto-field is __AUTOFIELD__ (the auto-field in ALL CAPS with two underscores before and after).

The following table explains the available auto-fields and the text they display.

Auto-field	Description
__TITLE__	Event title
__DATE__	Scheduled date
__TIME__	Scheduled time
__DURATION__	For Live events. The scheduled duration of the event
__EVENTLINK__	Event URL
__EVENTPASSWORD__	Registration and login password (if enabled)
__GOOGLEREMINDERBUTTON__	Add to Calendar button. Creates a new event in Google Calendar.

Auto-field	Description
__GOOGLEREMINDER__	The URL of the Google calendar reminder. Creates a new event in Google Calendar.
__REMINDERBUTTON__	Add to Calendar button. Downloads an ICS file with event details. ICS files are a universal calendar format that can be read by Microsoft Outlook, Google Calendar, and Apple Calendar.
__REMINDER__	The URL of the ICS calendar reminder. Downloads an ICS file with event details.
__REMINDERBUTTON1__	Add to Calendar button for the first custom calendar reminder
__REMINDER1__	The URL of the first custom calendar reminder. Downloads an ICS with event details
__UNSUBSCRIBEBUTTON__	An HTML link that says Unsubscribe. Opens a confirmation page for the recipient to unsubscribe from emails.
__UNSUBSCRIBE__	The full URL behind the Unsubscribe link

Registrant Auto-fields

You can personalize emails by including details captured when an attendee registers for an event or portal. Make sure the fields you want to use are required on the registration form. You can include any of these standard registration fields.

- __TITLE__
- __FNAME__
- __LNAME__

- __COMPANY__
- __ADDRESS1__
- __ADDRESS2__
- __CITY__
- __STATE__
- __COUNTRY__
- __POSTALCODE__
- __PHONE__
- __MOBILE__
- __FAX__

Send reminder emails for an event

You can send one or more reminder emails to people who registered for your event. By default, a reminder is sent 24 hours before the scheduled start time of your event. You can change the date and time the reminder will be sent and also schedule additional reminder emails. For example, schedule one reminder for a week before the event and a second reminder for the morning of the event.

Event reminders are plain text messages with the event title, date, time, duration, URL, and a link to unsubscribe from email messages. You can use the text editor and customize the message, including the sender name and email and email subject.

Notes:

- Help registrants remember your event with an Add to Calendar button or link in the email. You can include links for Outlook and Google calendars. For more information, see Auto-fields for emails.
- The system sends the same reminder email for each of the scheduled dates and times. To send different reminder emails, create your reminders as follow-up emails, schedule them to send before the event starts, and select **Did not attend** to target registrants. For more information, see Send follow-up emails for an event.

To schedule reminder emails:

1. Sign in to the Webcast Admin portal and edit the event.
2. On the left panel, click the **Email & Marketing** tab.
3. In the Audience Emails section, select **Enable Event Reminder Email**.
4. Under Send Default Text, click **View** to review the default message. To customize the message, select **Send My Custom Message** and use the text editor to add text, images, and more.
5. To send the reminder more than one time, click **+ Add New** and select the date and time to send it.

ReminderEmail-Default.png

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6. You should always send yourself the email before sending it to registrants. Under the text editor, next to Send a test email to, enter your email address.

   SendTestEmailTo_cropped.png

   Image not found or type unknown

7. Scroll to the bottom of the page and click **Save and Continue**.