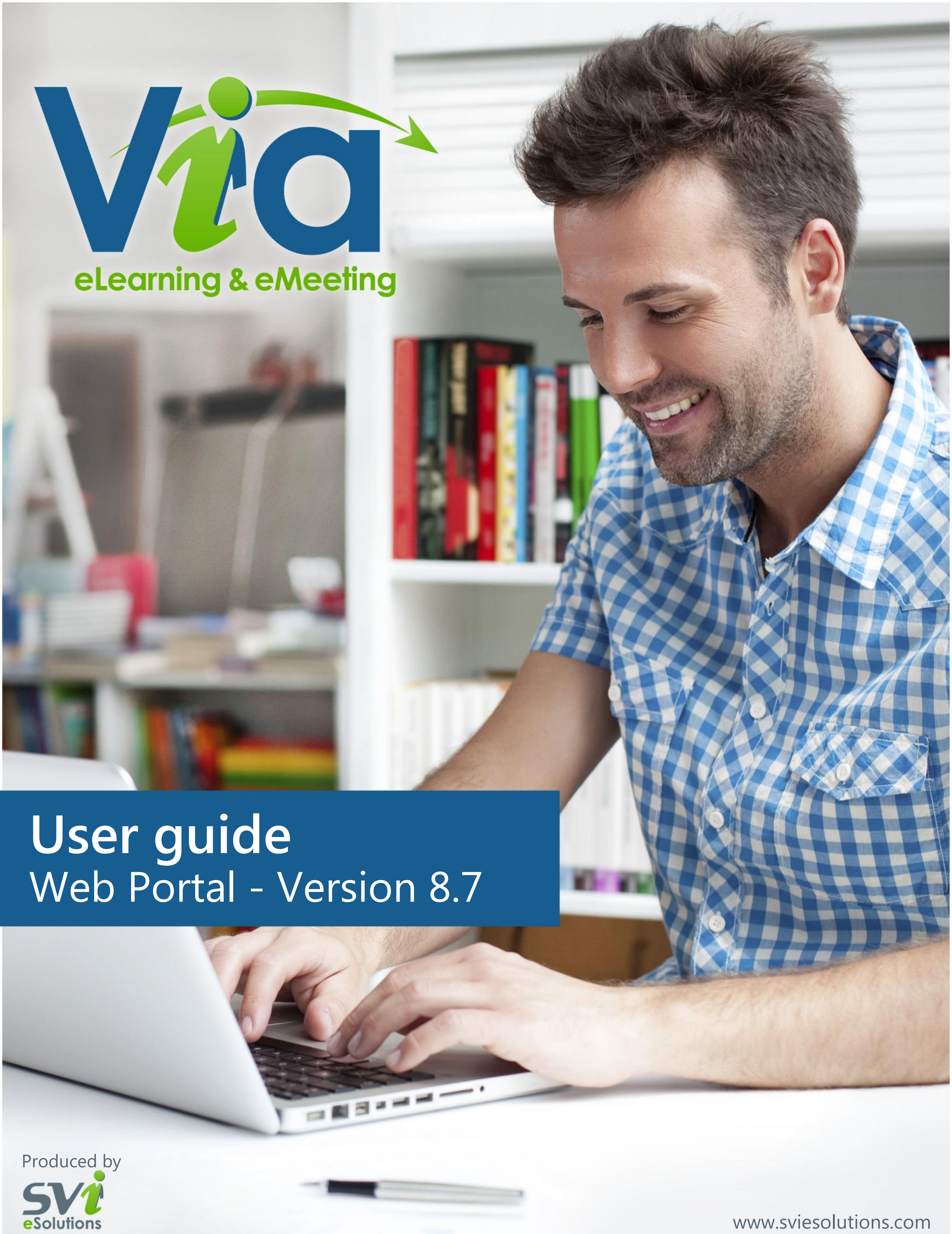


Via
eLearning & eMeeting

User guide

Web Portal - Version 8.7

Produced by
SVi eSolutions

www.sviesolutions.com

Content table

Preparation

Required configuration

Via is designed to facilitate remote communications with an interactive and synchronous online presence for various presentation purposes, where participants are provided with optimal conditions to efficiently master all the tools and functionalities at their disposal. These conditions include controlling the computer environment and bandwidth connectivity as well as managing the quality and full functionality of the peripheral devices (headset, microphone, webcam) used during online collaborative sessions. These conditions increase the level of the participant's technological autonomy and support the adequacy of physical installations during activities. The conditions may vary depending on platform utilization.

Required configuration

Browser

- Microsoft Edge
- Microsoft Internet Explorer (7.0+)
- Mozilla FireFox (3.6+)
- Safari (4.0+)
- Chrome (7.0+)

System

- *Windows XP, Windows Vista, Windows 7 or 8 or 10, Linux* or *Mac OS* 10.5 or later
- Processor : 2 GHz or more
- Memory: 1GB RAM (2 GB RAM or more recommended)

Plug-in

- *Adobe Flash Player* 10.3 (or later)
- *Via 8 : Adobe Flash Player* 11.2* (or later)

Internet connection

Intermediate high speed (3 Mb/s) or faster. Please note that the bandwidth requirements may vary depending on the density of the multimedia activity. However, it is strongly recommended to have a standard high speed internet connexion to appreciate the Via experience (5 Mb/s).

Please note that wireless, satellite, USB mobile and cellular connections (3G, 4G or LTE) are not recommended when using *Via* although they can provide acceptable performance.

Computer environment

Via will only run if the computer environment meets the technical requirements listed in this document. If your environment does not support these basic technical requirements, you may experience difficulties connecting or interacting in an activity. Remember that your inability to fully participate and/or interact in an activity will have a negative impact on the other participants' experience.

It is in your best interest that your computer be equipped with an updated antivirus program to ensure an optimal online experience.

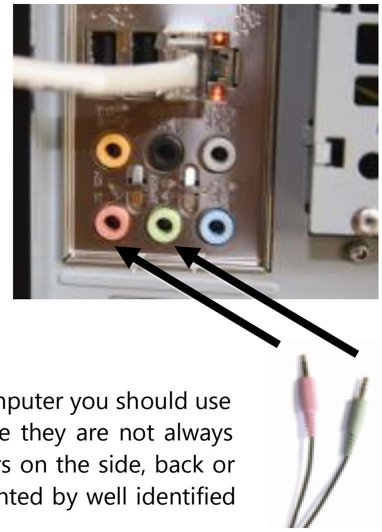
To use **version 6** of Via, you must have the ***Adobe Flash Player 10.3*** extension (plug-in), or later, installed on your station. For **version 8** of Via, you *must have* the ***Adobe Flash Player 11.2**** extension (plug-in), or later. If you are at work, ask your company's Technical Department to install it if you do not have the installation rights. At home, simply download it (free of charge) at the following address: http://get.adobe.com/flashplayer.

You must ensure that the *Adobe Flash Player* extension is working properly before holding your first activity because *Via* is based on this technology.

** Full screen display requires Flash Player 11.3 or later.*

Peripheral devices

Headset and microphone



The most comfortable headset integrating a microphone is undoubtedly the one with a headband located on the back of the head, which is lighter and less bulky. It is recommended that you use a high quality headset, available at specialized retailers. Several crackling interference problems can occur when a headset is not technically appropriate. The microphone rod must be long enough so that it can be placed in front of the lips, mid-mouth height.

Headsets with a USB connector work very well while a headset with an audio and microphone connector are also adequate. One of the advantages of the latter is that they leave the USB ports available for other peripheral devices.

Make sure that you connect the headset properly. Ideally, for a desktop computer you should use the ports located at the back of the tower instead of the front ones since they are not always functional. A laptop computer will provide you with those same connectors on the side, back or front. On most computers, the headset and microphone ports are represented by well identified icons and/or colours

Webcam

Almost all webcams available on the market provide an adequate video capture. However, here are a few things to consider prior to making a choice:

The webcam must be freestanding and able to be fixed to a laptop: if you wish to capture an image of a participant other than a close-up image, it must be possible to place the webcam closer to or further away from the person. We recommend that the webcam be placed at a higher angle than the participant's head so it can broadcast a more flattering image.

Some webcams have sensors that automatically activate adequate lighting to ensure that a good image quality is being broadcasted.

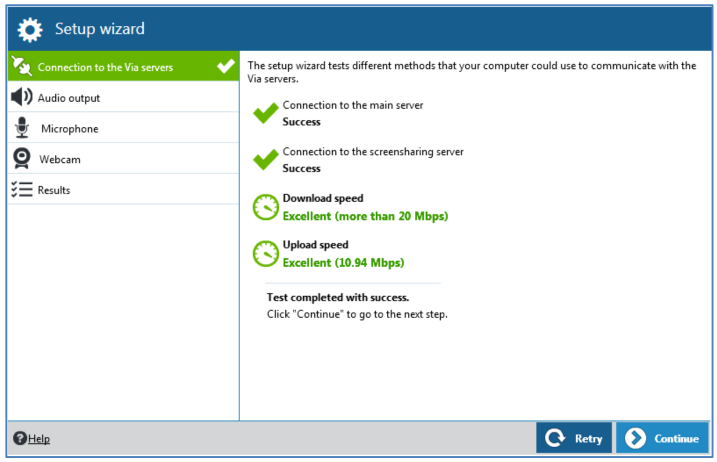
The webcam has a USB plug that can be connected to the front or rear of the station. However, since most stations do not have many USB ports (2 or 3), it is possible to use a hub in order to connect several peripheral devices at the same time: wireless mouse, removable memory, headset, microphone, printer and webcam. However, the use of such peripheral devices may reduce performance.

To install the webcam, connect it to a USB port and then insert the installation CD-ROM. Follow the instructions to allow your computer to "recognize" the new device. Some webcams will be recognized by the computer upon connection and will not require installation. In a school or company, you may not have the rights required to install peripheral devices: ask the IT technician to assist you.

Need more information?

If you are still having problems, you can find answers in the Via Help Center section and/or by contacting our technical support.

System and sound tests



As per the information provided on the *Via* home page, it is important to make sure that the peripheral devices are working properly before accessing your online collaborative activity. These validations are performed by clicking on the "**Access the Setup Wizard**" link at the top of the home page in the management interface or under *"My Configuration" section*.

If you do not perform these verifications prior to your activity, you may notice later on that one of your devices is not working properly: at which time you will be deprived of your communication tools and your "absence" may postpone the beginning of the activity for all the other participants.

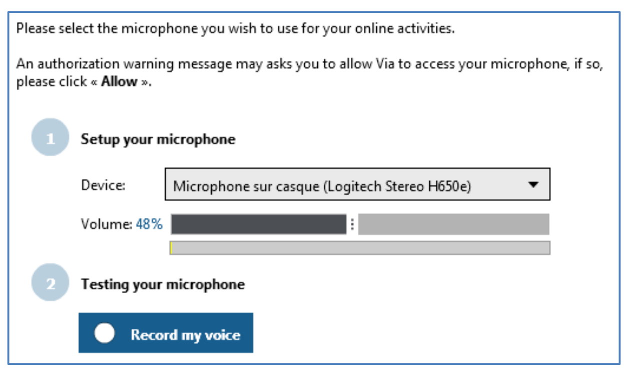
That being said, whether you are a presenter, leader or participant, make sure that every user have access to a telephone close to their station and that each person's telephone number is identified and distributed prior to the activity. That way, should a technical problem occur, the participant(s) can be reached in order to identify the possible solutions.

Note

It is possible to complete a specific step by clicking the appropriate circle.

Audio configuration

In order to be able to setup properly the audio on your computer, *Via* requires you to record a short sentence that you can then listen to afterwards. To configure your audio device, use the Setup Wizard on the *Via* homepage or the one available in the Audio-Video menu in the synchronous interface.



When you're prompted to perform the microphone test with the Setup Wizard, proceed as follows:

- At step 1, select the microphone you wish to use : a modulator (illustrated by green lines on the left of the device name) indicates that a sound signal is detected for this peripheral device.
- At step 2, adjust the microphone volume using the control bar.
- At step 3, click on Record and start speaking into the microphone. While speaking, you should see in the volume bar (Step 2) a fluctuating line (yellow-green-red) moving to the sound of your own voice.
- Once you are done recording, click on Listen to hear your voice and make sure the volume of your microphone is properly adjusted.

We recommend that you perform this operation each time you make changes to your computer's audio system, such as when you use a new headset, for example.

Audio troubleshooting

Access our online help at the following address: http://assistance.sviesolutions.com. It contains information on the configuration and technical support related to the use of the *Via* platform.

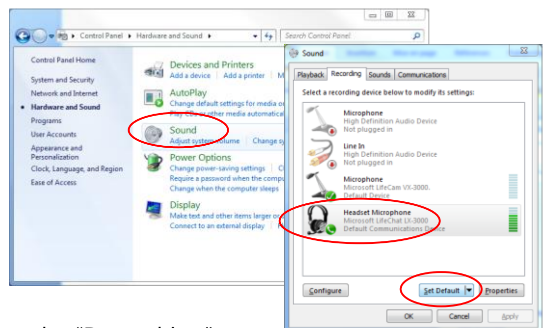
Here are a few items to check to make sure your equipment is well configured:

When you are online and accessing an activity, you must first perform a sound test: even if the results of the test are successful, it is possible that you may need to make some adjustments. If you cannot be heard correctly or not at all, try the following corrective measures:

On your headset and microphone cord, there may be a button to activate or deactivate the microphone and also to adjust the volume. In this case, make sure the microphone is set to the activated position and that the volume level is high enough.

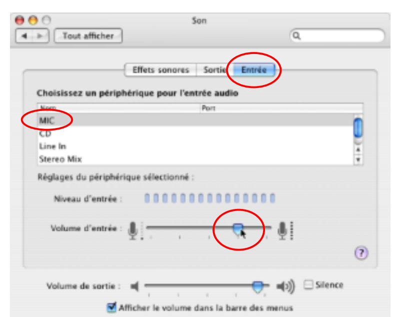
Make sure you have completed the Audio Setup Wizard or *Via*'s Setup Wizard so that your microphone is properly configured. If you still cannot be heard, it is possible that your microphone is in *"Playback"* mode rather than *"Record"* mode. Depending on your operating system, try one of these procedures.

Windows Vista, 7, 8 et 10



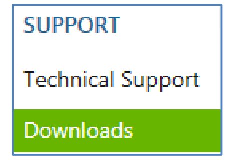
- Open the *"Control Panel"* and double click on *"Sound"*;
- On the *"Playback"* tab, make sure that the correct default output device is selected (green checkmark);
- Go to the *"Record"* tab, select your microphone from the list and click on the *"Set Default"* button and then on *"OK"*;
- If the "Communications" tab is available, make sure the "Do nothing" option is checked.

Mac OS



- From the Apple menu, open the *"System Preferences"* and then click on *"Sound";*
- Go to the *"Output"* tab and select the appropriate sound device;
- Then go to the *"Input"* tab and select the appropriate microphone device;
- Also, make sure the input volume is properly adjusted.

Screen sharing installation



If you want to share your screen with other participants, *Via* will ask you to launch the *ViaScreenSharing* extension (plug-in). The installer and documents are available in the ***Downloads*** section of the Via portal.

You have three screen sharing options:

1. Screen sharing installer in application mode

OPERATING SYSTEMS:

- **Windows XP and +**
- **MAC *10.8 and* +**
- **LINUX** (Kernel 2.6.16 and +, glibc 2.4 and +, NPTL 2.4 and +, X11)

Installing the screen sharing in this mode launches the screen sharing as an external application from the standard functions of the collaboration tool. In this mode, the URL is linked to the application directly in the operating system, which means that all browsers installed will support this operation mode.

Safari, Firefox, Chrome, Internet Explorer and Edge are supported.*

** Screen sharing can also be deployed and installed on your **Windows workstation in ActiveX mode for Internet Explorer**. With this version, you use the screen sharing without going through Java or any external application. The installer is available in the "Downloads" section of your Via portal.*

2. Screen sharing with no installation with Java

OPERATING SYSTEMS: (supporting Java 1.6 and +)

Windows XP + **MAC *10.5 and* +** **Linux**

If Java is up to date on your workstation, the screen sharing will be downloaded automatically; however, you will have to agree to run the application. We recommend that you select the "Do not show this message again for the editor's applications…" checkbox.

Please note that you can validate and install the ViaScreenSharing extension before starting your activity by going to the "Downloads" section of your Via portal.

3. Screen sharing with no installation with the temporary application

If you have not installed the screen sharing and/or do not have the installation right on your computer and Java is not accessible, a screen sharing version can be used in "temporary application" mode in the activity. You can use the application for 24 hours and can share as many times as you need for this specific activity. It cannot be re-used in another activity; you will have to download another temporary application.

Via Web Portal

Accessing *Via*

My *Via*

My activities (Calendar)

New activity*

Duplicate an activity*

Usage report per activity

Document Management*

My contents

My messages

My profile

My configuration

User Management

User Group Management

Recordings

Note for mobile device users
(electronic tablets and smartphones)

Via-compatible documents

Accessing *Via*

The first page allows you to access all of *Via*'s functionalities depending on your user's rights. To access the platform, enter your username and password. Once this information is entered, click on "**Access**".

Your Web browser may ask you to save your login information, you may answer yes or no.

To access *Via*

- Upon reception of an invitation email, click on the link to automatically connect to *Via*.[1]

Otherwise, if you wish to access *Via* without using the invitation email:

- Start your Web browser;
- Enter the provided address to access *Via*;
- Enter your username and password;
- Click on "**Access**" or press the *"Enter" key on your keyboard*.

To retrieve a forgotten password or username

- Click on the link "**Forgot your password?**";
- On the next screen, enter your email address or your username;
- Click on "**Send**";
- Your login information will be sent to you by email.

[1] *Other authentication modes are available via Shibboleth and the LDAP business connector or directly through the modules designed by Moodle or Sakai.*

My *Via*

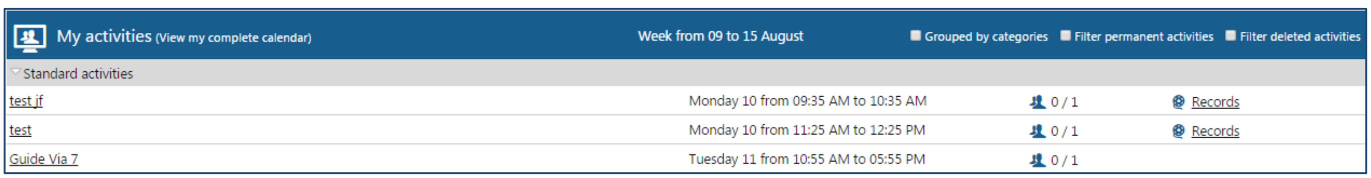
Homepage

Your homepage includes four (4) sections:

1. **Main Menu** (options may vary depending on your type of user):

2. **My Shortcuts** (according to your rights in the application[2]):

3. The third part of your homepage offers you a quick access to your current week activities including your permanent and personal activities. Your complete activity calendar is available in the "**My activities**" section.



You can access an online activity (synchronous application) by clicking on "**Access**" or "**Recordings**". To view the details of an activity, simply click on the title of the desired activity.

You can see the number of people currently connected versus the number of people registered to the virtual meeting.

4. The fourth section of your page gives you access to your most recently **received multimedia messages**. Users can use audio-video messaging in *Via* to communicate efficiently.

[2] The *Setup wizard*, *My profile* and *Technical support* sections are available to all users. The *Activity creation* is available to *collaborators* and + and *Users and User groups* are available to all coordinators and +.

The *eMessenger installation* may not be available to your organisation.

My activities (Calendar)

List of available activities

This is where you can view all the information related to your activities.

To access an activity from this list, click on the *"Access"* button. This button may vary :

- As a participant, if the activity is in progress or it is thirty minutes before the activity, it will display the "**Access**" status;
- If the activity is finished and has been recorded and you have access, you can view it by clicking on "**Recordings**";
- If the activity is in the future and you have the right to prepare this activity, you will be able to access it to insert documents and prepare your surveys and whiteboards in advance by clicking on ''**Preparation**".

Activity details

From this page, you can view all the information related to an activity: title, presentation message, documents to download, presenter, type of activity, start date, end date, audio type (telephone or voice over the web), audio and video quality and access all recordings. In the case of a telephone activity, you will also find the information required to access the activity. Below the information table are option buttons that allow you to:

- ***Delete*** : To delete, after confirmation, an activity from the server (if you have the rights to do so);
- ***Access or Preparation*** : To enter an activity, in preparation mode (in advance, for leaders and animators only), in normal mode (during) and in playback mode (after);
- ***Add a presentation message*** : To add a multimedia presentation message that can be viewed by all participants, if you have the rights to do so. The text portion of the message will also appear in the invitation email;
- ***Open the presentation message*** : To view the multimedia presentation message of the activity.

Recordings section

This section is where the recordings available for viewing are shown. If you are in a permanent or personal activity, all recordings are not necessarily shown. You have to select the time range by clicking on the dates, then click on "Apply".

Recordings (5/5) From March-04-15 To August-15-15 Apply

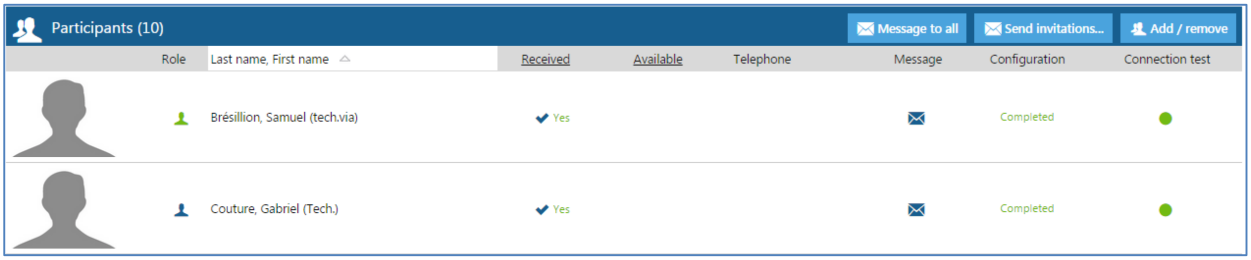
Title	Creation date	Duration	Expiration	Recording access	Download	Duplicate	Edit	View/Export
Recording #12 VIA 6	March-04-15, 4:45 PM	0:00:31	-	/uckkih7vi820 (Copy)				
Recording #16	July-27-15, 1:56 PM	0:07:09	-	/prwsfvyeeso4 (Copy)				
Recording #17	July-27-15, 2:04 PM	0:01:58	-	/mxa1h6dquk2a (Copy)				

Downloadable contents

The "**Manage contents**" option allows the presenter and animators to import and manage their documents from the activity details.

Participants

Relevant information on each participant is provided in this section such as:



- ***Received*** : Once the user clicks to open the invitation email, a « Yes » checkmark is added;
- ***Available*** : Participants may confirm or not their attendance;
- ***Telephone*** : User's public phone number (A phone number must have been set to public in the user's profile to be displayed in this section);
- ***Message*** : Lets you send a private message to one of the participants;
- ***Configuration*** : User's system information collected by the setup wizard;
- ***Connection*** : The quality of the user's internet connection according to the setup wizard. In case of a red circle, the internet connection does not meet the minimal requirements. These results may be influenced by various factors.

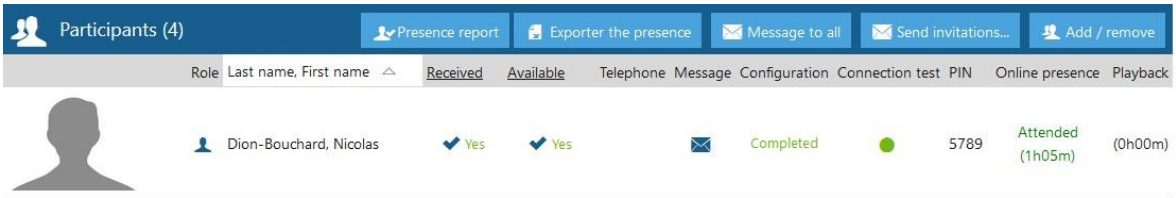
Participants section – Attendance management

When the attendance management is activated and the activity has ended, the facilitators and managers on the portal see the attendance status and connection time of each user linked to the activity. They can then produce PDF reports or export this data in .csv format to use it with a spreadsheet.

Activity management options (available with proper rights):

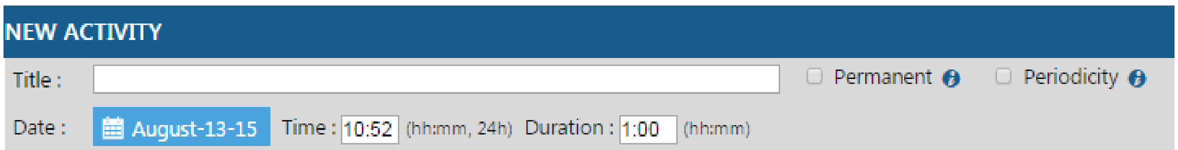
- ***Message to All*** : To send a multimedia message to all participants registered to the activity;
- ***Send Invitations*** : To send an invitation email to a few or all participants with all the information needed to access the activity;
- You can select the ***language*** of the invitation email to send to users added as guests to the meeting.
- ***Add/Remove*** : To add or remove participants from the activity list and to manage their roles.

- ***Attendance report***: when the attendance option is available and activated, the attendance report is available once the activity has ended. Attendance information from the list of activity users is not visible to participants;



New activity

For financial managers, administrators, coordinators or collaborators, it is possible to create a new activity using the "**Create an activity**" button from My Activities page or from the shortcuts on the home page.



Title
This title is the one displayed in the list of activities and in the invitation email.

Date
Click on the date or the calendar to modify the date of the activity. The current date is displayed by default. Then enter the begin time of the activity as well as the duration. Please note that the ''Access'' button will be available to participants thirty (30) minutes prior to the activity's begin time.

Permanent activity
When the « Permanent » option is checked, it means your activity becomes available at anytime, it does not have a precise date nor begin and end time. A waiting room is set by default to limit access to your participants registered to your permanent activity.

Periodicity
If you check this option, you can specify the recurrence of the activity. This option is particularly useful when you want to create a series of activities at a determined interval. One of the options lets you add a number at the end of the activity titles. (i.e.: Activity #1, Activity #2, etc.)

Participants
Below the date is a section that allows you to manage users participating in your activity. Use the search option to retrieve *users and groups available*.

Use the arrows or the drag and drop function to add the desired users or groups to the section on the right.

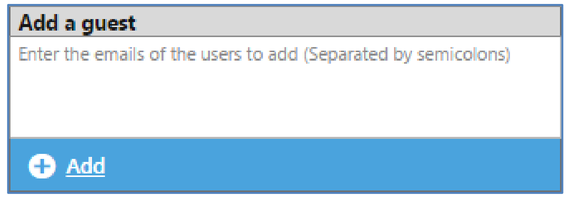
Validate the role that each user will have in the activity:

Host: The host/presenter has control of the rights and contents used in the meeting at all times. The host can change at any time the role of a participant to establish the ladder as an animator and inversely.

Leader: He/she has the rights by default to activate their microphones or webcams and can also have control over the presentation at any time. The leader can control the rights of the participants in the meeting (right to annotate, to use a microphone and a webcam).

Participant: He/she can chat and must request the rights to annotate, use the webcam or microphone to communicate.

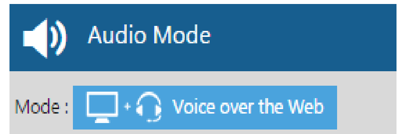
Add a guest



A **guest** is a person you wish to invite but has no user profile on the *Via* platform. You may register these people simply by typing their email addresses.

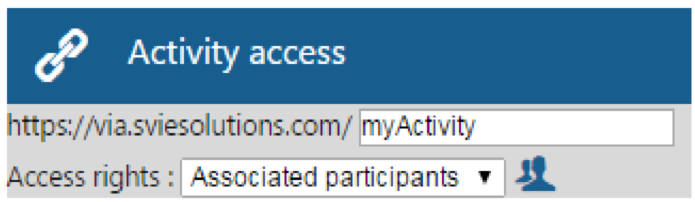
Audio Mode

Select the desired mode:



- ***Voice over the Web*** : Use of the *Via* platform for the visual portion of the activity with VoIP for the audio(with headsets);
- ***Web and voice over the phone*** : Use of the *Via* platform for the visual portion of the activity with a dedicated telephone conference bridge for voice communications;
- ***Phone conference only*** : The *Via* platform isn't used for the visual portion of the activity. Use of a dedicated telephone conference bridge for voice communications only.
- ***Mixed: phone & Web:*** Allows you to combine usage of headsets and phones in the same activity. Please note that the phone mode is selected by default. Each user has the possibility to change his audio access from the phone to the web and vice versa at any moment during the meeting.
- ***Voice over the phone (External bridge)***: Use of the *Via* platform for the visual portion of the activity with the use of your own telephone conference bridge for voice communications; The activity organizer must complete the telephone conference bridge information section inside his/her own user's profile.

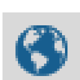
Activity access



This section allows us to provide a direct access link to your activities so that participants can access them easily. The name must not have been used for another activity in the same field.

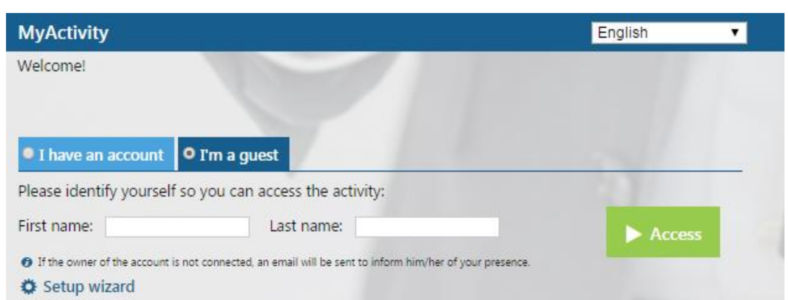
If a direct access hyperlink has been defined, you can activate public access using the scroll-down list.

Associated users: registered users to a specific activity can use the address to authenticate themselves and be able to access the activity if they are invited.



Public: offers access to anyone who accesses the Web address. Any person can access it using his or her first and last name only. **Anyone will then be able to enter without a username/password and without having received an encrypted hyperlink from the *Via* system.**

P.S. The "Public" option keeps its ability to authenticate someone with his or her *Via* username and password.



Password

The "password" function allows you to define a specific password per meeting and recording to restrict access to it while still allowing your participants to enjoy easy access in Public mode. By default, the defined password for the room is replicated to limit access to the recordings. You can then specify it per recording.

Invitation

By checking the "Send Invitations Automatically to Participants", when you press the "Save" button, you will be asked if you wish to send the invitation immediately. In addition, by checking the next option, you can request a confirmation of availability from each of the meeting's participants. They will receive a request for confirmation in their invitation email with a "Confirm" or "Not available" button. You will then be able to see their confirmation status in the list of participants (Activity details page).

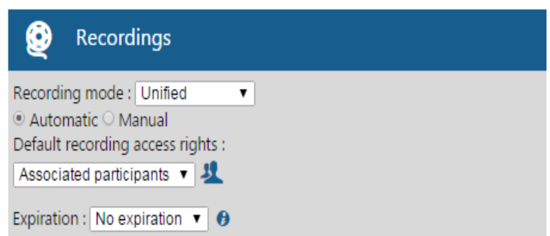
Confirmation request (invitations)

Furthermore, you can request an availability confirmation for each participant. He or she will then be asked to confirm or refuse his or her presence using the "**Confirm**" and "**Unavailable**" buttons in the invitation email. You will then be able to see his or her confirmation status in the "Participants" section of the activity details page.

Reminder

Allows you to set an automatic reminder according to a requested period. You can choose to send an automatic reminder to all participants 1 or 2 hours in advance, 1 or 2 days in advance, or even 1 week before an activity. They will receive a reminder by email similar to the invitation email.

Activity recording options



If you want to activate the recording of your activities, there are two options: "Unified" or "Multiple". The unified recording function will produce a unique recording regardless of the number of recordings made during the meeting while multiple recordings are separate and totally independent recordings in the list. In addition to the mode, you can also decide to start the recording automatically upon access using the "Automatic" option. Choose the "Manual" option if you do not want the recording to start automatically upon access. You will then have to start the recording yourself by accessing the synchronous interface.

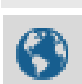
Default access rights for recordings

If you want to make all recordings available for viewing, select "Make all recordings public by default". In case of the contrary, no participant will be able to view the recordings unless he or she checkmarks them individually in the list. Note that this option can be changed at any time, even when the activity has ended.

Associated participants: users can use the address to authenticate themselves and be able to access the activity if they are invited.

Managers: reserves access to users with edition rights for this activity. Registered participants do not have access to it.

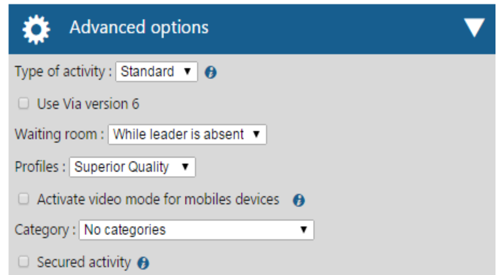
Public: offers access to anyone who accesses the address. A person can access it using his or her first and last name only. **Anyone will then be able to enter without a username/password and without having received an encrypted hyperlink from the *Via* system.**



Public only : in this mode, the login menu isn't offered. The only way to access is to use the hyperlink to the recording without authenticating.

Expiration
Allows you to automatically preset the period during which the recordings will be made available for viewing by the participants registered to the activity. The period can vary from 1 day, 1 week, 1 month and up to 1 year. You can then change this value for each recording.

Advanced options



Type of activity
You can choose to create a *"Standard"* activity, in which all participants are listed and can interact, according to their respective rights. If you choose a *"Seminar"* activity, only presenters or leaders can see the names of all the participants. The only interaction available to participants is the chat section. The latter type is best for activities with large audiences (more than 100 participants) or for confidentiality purposes.

Waiting room
The option « Awaiting authorization » offers the possibility for the leader to allow or decline access to an activity while the option « While leader is absent » is to ensure no users can join an activity as long as the leader is away. This option is particularly useful for permanent activities.

Minimum required attendance time
Automated attendance allows you to set a minimum connection time, and Via will calculate the attendance status. You then produce your attendance report in PDF format.

Multimedia profiles
Select the multimedia profile to be used during the activity for multimedia exchanges (webcam, microphone and multimedia documents). This option can have a significant impact on the fluidity of the exchanges and the necessary bandwidth for each participant. Usually, for a better experience or if you are not sure of your own or your participants' internet connection strength, it is better to use the lower quality to ensure exchange fluidity. It is also possible to request customized multimedia profiles for specific needs (i.e.: larger video with higher image resolution for local broadcasting). Please contact your *Via* representative for more details.

Activate the video mode for mobile devices
If you check the box, a less efficient video codec will be used and people on mobile devices will be able to view the videos of participants. If the box is not checked, a more efficient video codec (H264) will be used and users on mobile devices will not receive the videos of participants, but only the voice. They will still have access to a series of other multimedia functions such as contents, annotations, screen share, etc.

The option can be changed at any time during the activity in the *Options and Configuration menu, under the Media parameters* section of the Collaborative interface.

Category
Lets you associate an activity to a pre-established category. You will then be able to generate summaries by categories. This function is useful to separate, divide and classify costs related to online activities. The creation of categories is only available to the *Via* financial manager.

Secured activity
Check this option if you want the data exchanged to be secured (SSL encryption).

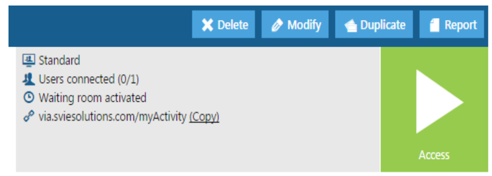
Use Via version 6
Check this option if you want to use the old version 6 of Via (available until August 2016)

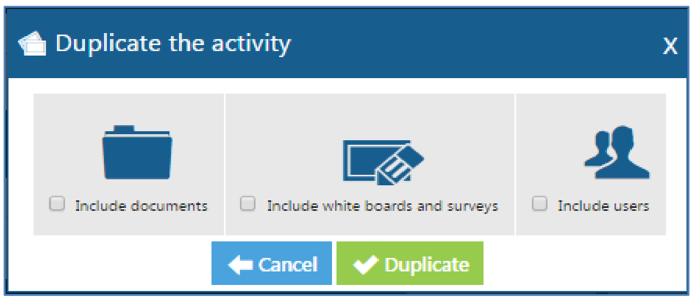
Default options for new activities

Administrators can also define the default settings of new activities by going to the *"Activity Templates"* section under *"Management"* in the menu. Several options are available to create a new activity. Once the modifications have been saved, all new activities created will use these default settings.

Duplicate an activity

Financial managers, *administrators, coordinators or collaborators* can make a copy of an activity using the "**Duplicate**" button in the activity details page.



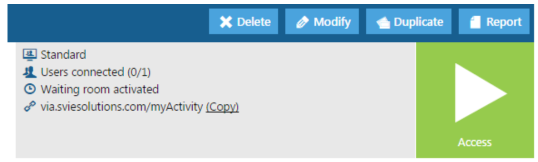


Select the items you wish to include during the duplication:

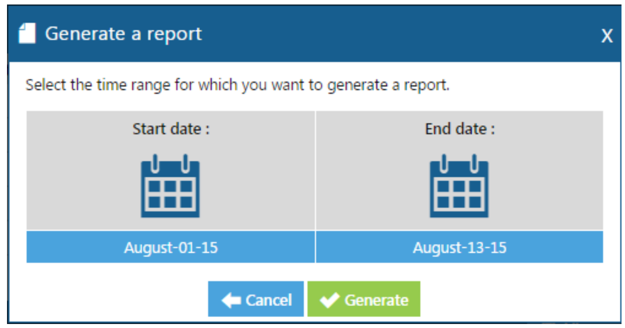
- **Contents** (duplicate all documents without annotations)
- **Whiteboards and surveys** (without previous results)
- **Registered users**

Usage report per activity

When your user is a *financial manager, administrator, coordinator or collaborator,* you can generate a usage report for a specific activity using the "**Report"** button in the activity details page.



Then, select the desired timeframe and click on *Generate*. A usage report will be produced in a csv[3] format. This format allows you to reuse the data using a spreadsheet software such as Ms Excel for example.



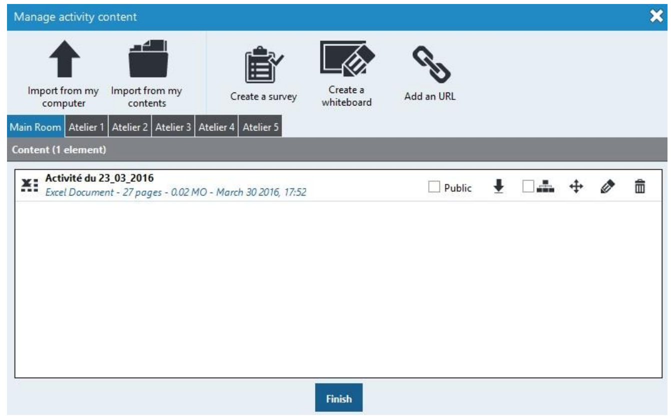
Here is some of the relevant detailed information contained in this report for each participant:

- **Connection date;**
- **Connection start and end time;**
- **Total connection duration per person;**
- **Microphone and webcam activation time;**
- **Telephone bridge connection time;**
- **Playback time per recording.**

[3] Usage reports may now be generated with a specific separator (Semicolon, Comma or Tabulation).

Activity content management

Whether you are in the middle of an activity or directly in the portal, you can always click on the "**Manage contents**"[4] button. The window displayed allows you to manage the documents and contents made available for downloading by participants and those available for presentation during your activity.



The following information and options are available for all contents listed:

- Icon for the type of document and title of the document;
- Name of file imported / URL;
- Number of pages (if applicable);

Content options

Many content item options are available depending on the content type and your rights:

When the **Public** box is checked, it allows participants to download this document from the management Web portal and/or inside the activity in the Options and configuration menu – Downloadable files.

For any animators, the export button allows to **download** the content onto your computer even if it is not available for downloading for participants. It also allows your participants to **add this content to their own content library (My Contents section)** to reuse it in other activities;

When checked, this content will also be available in all workshops;

Lets you rearrange the order of your documents and sequence your content to facilitate its presentation;

Lets you edit the title of the item;

Deletes the item from the contents available for your activity.

Note that any addition, removal or change will automatically refresh the list of documents in your activity's presentation panel.

N.B. Please note that the document management interface can vary depending on your activity version.

Add content

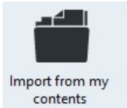
There are two ways to add content to your activity:

The "**Import from my computer**" button allows you to upload documents from your computer to present them to other participants or make them available in preparation mode as downloadable documents.

[4] *Users that were created under the « Participant » role have to be animators or hosts to access this functionality. Even without being animators or hosts, users that were created under the « coordonator » role will still be able to access an activity's contents.*

Tip

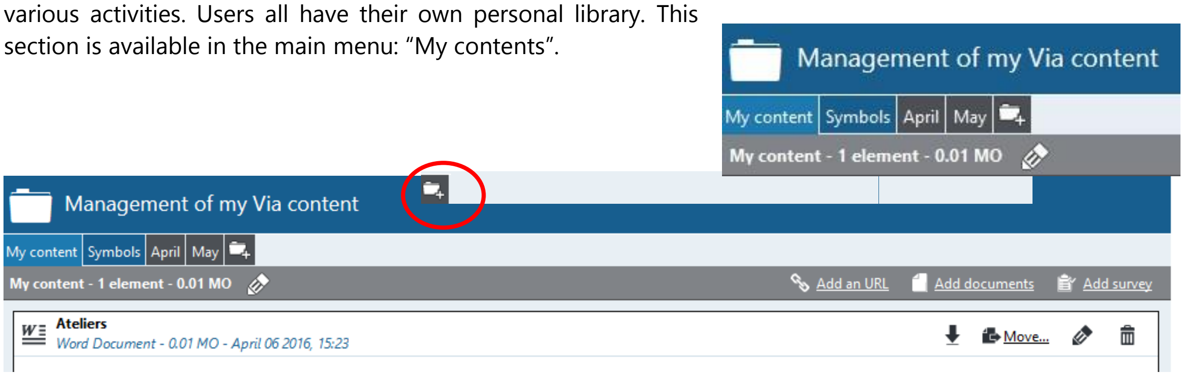
You can import several documents from your computer at once. To do this, use the multiple selection keys of your operating system (CTRL and SHIFT).



The "**Import from my *Via* contents**" button allows you to assign a content that is already online in your personal "My contents" library. This function is useful when you need to use the same documents, whiteboards or surveys in various activities.

My Contents

This section allows you to store your documents, surveys and whiteboards online to quickly re-use them in your various activities. Users all have their own personal library. This section is available in the main menu: "My contents".

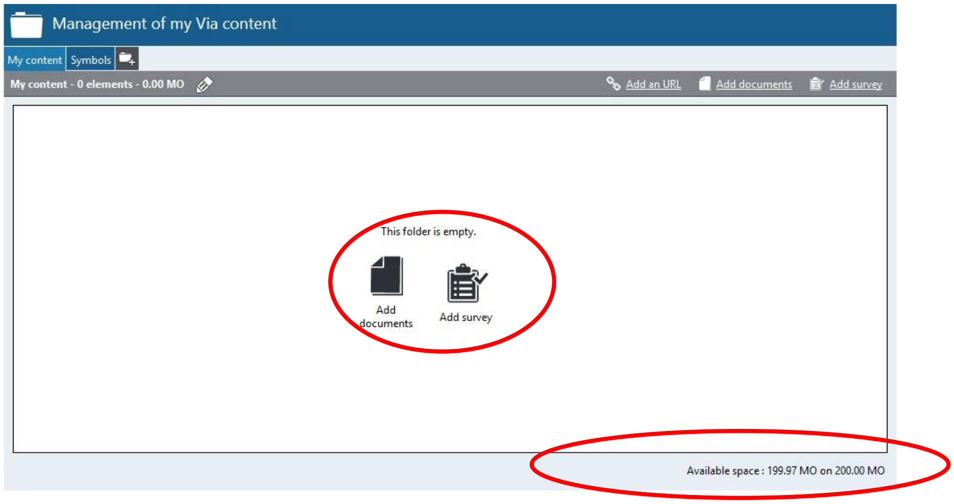


To add a folder

The interface allows you to create several folders to classify your contents and find them quickly. To add folders, use the "**New folder**" button and then name your file.

Add content

The add options are displayed directly in the middle of empty files. Otherwise, they are displayed in the top right-hand corner.



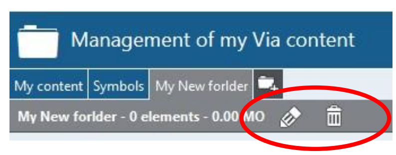
You can add one or more documents to your Via content. First, place your cursor on the folder in which you want to import your documents and click on "**Add documents**". The process is similar to the one used to import documents into an activity.

Possible actions on your content

Once your content is in your library, you can:

- **Download** it to retrieve it on your workstation
- **Move** it in another one of your folders
- **Change** its name
- **Delete** it

You can change the title of your folder or delete it using the buttons available when you select your folder.



Use your documents and surveys in your activities

Once in your "My Via contents" library, your document can be used as many times as you want in your online activities without ever needing new downloads. Simply select the "**Import my *Via* contents**" option in the activity document management to link a document already in your document library to your activity. This function is useful when you use the same documents in different activities. The logic is similar for surveys.

> ***Important notice***: *when you delete contents from your content library, they remain available and functional in the activities to which they were linked.*

Maximum size of the document library

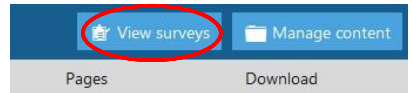
The space available appears at the bottom of the list of available documents. The maximum space can be increased; check with your organization's *Via* representative.

"Symbols" tab

This tab allows you to manage images and animated GIFs that the annotation tool allows you to import. These images can be used directly on your imported contents as annotation objects.

Creation of surveys

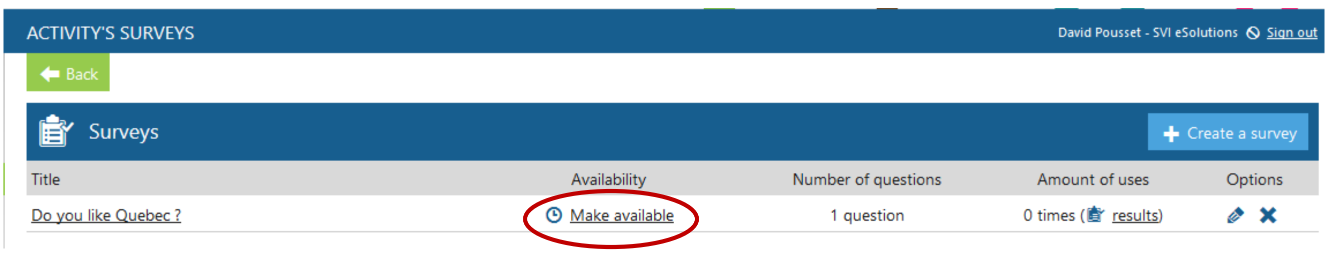
Details concerning the creation of surveys, their management, the types of questions available and the export of results are available in the **Via Collaboration Interface** guide.



Surveys available before and after your activities

Surveys can be sent and responded to directly on the portal outside of the synchronous activity ranges. To do this, click on "**Display surveys**" in the activity's **Documents and surveys** section.

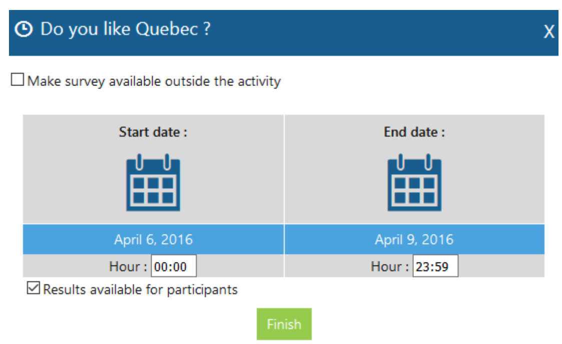
You will then be redirected to the survey detail page on which you can make your survey available for a certain period of time using the "**Availability**" section:



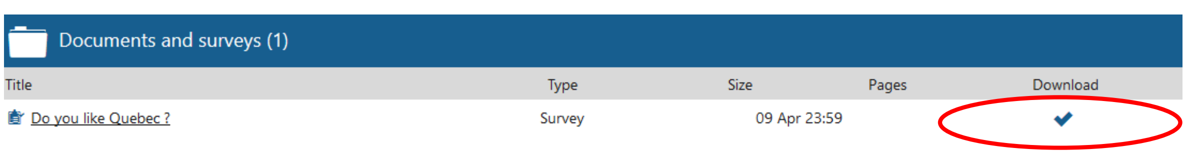
By clicking on the survey's "**Make available**" option, the availability parameters will be displayed:

If you activate the survey's availability outside of the activity, your participants will see it in the list of public documents and surveys and will be invited to complete it.

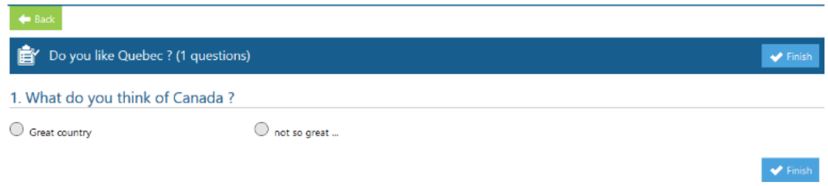
You can limit their ability to see the overall results or not by selecting the "**Results available for participants**" box.



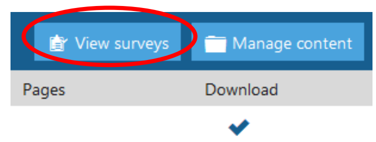
Your participants will then be asked to complete the survey upon arriving on the page of your activity.



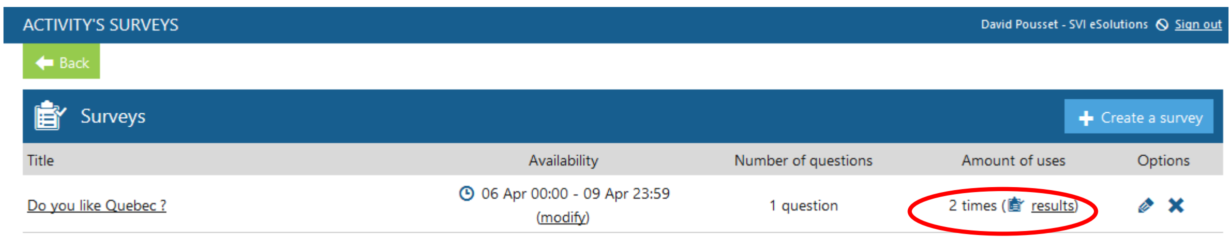
When the participant clicks on “**Complete survey**”, the portal displays all survey questions.



Consult and export survey and quiz results



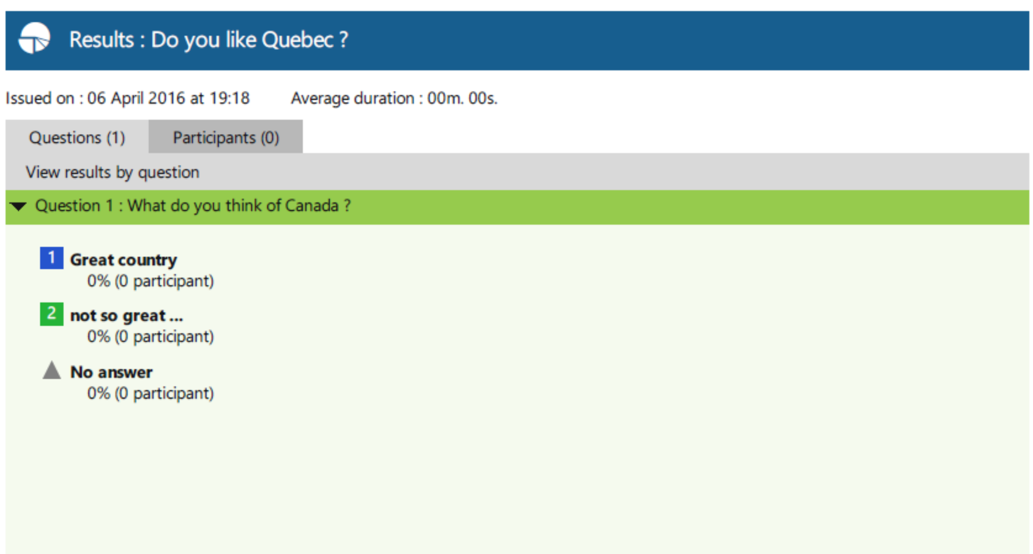
If you have the rights, you can access the list of activity surveys (in your content library to extract the results reconciled through the various activities) to view the results.



You can export your survey results from:

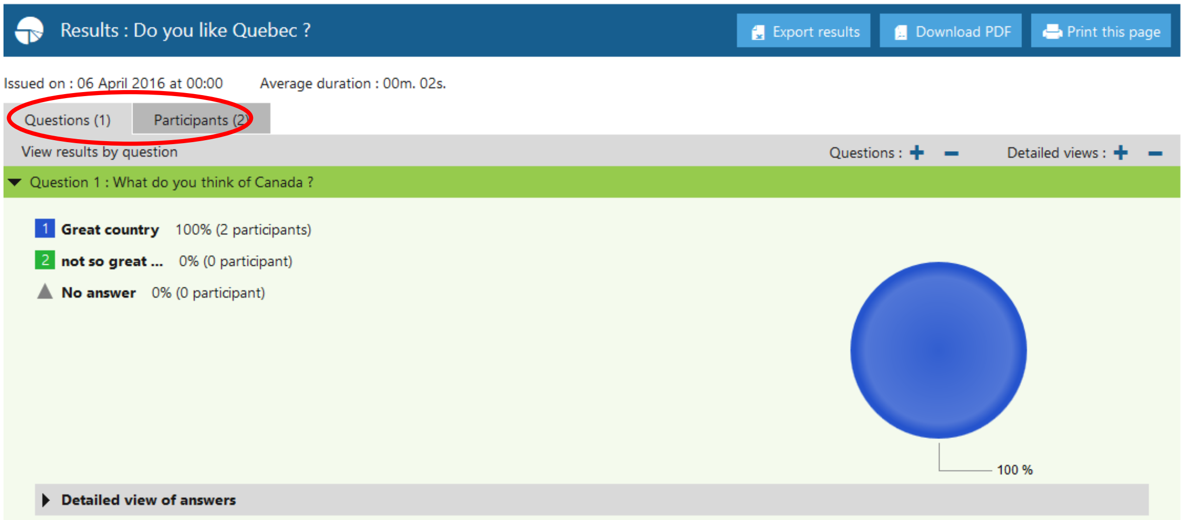
- the detail of your activity to export the results for one single execution or all executions in this activity;
- your personal ***My Via contents*** library to export the results of all executions for all activities in which the survey is used.

The export can be in **CSV** format to help you manipulate the data or in **PDF** format to obtain graphical images of the results.



View results on the portal

Without using the export functions, the results are available on the portal and **compiled by question or by participant**. The tabs help you move from one view to the next.



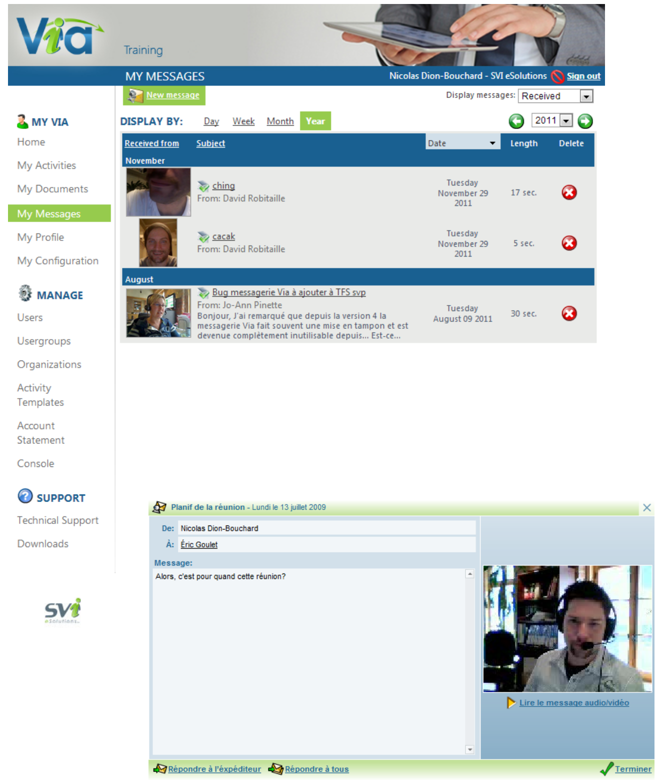
In addition to the participant's execution results, the participants view offers sociodemographic data such as the first and last name, gender, time spent, time of completion and status of the survey for each respondent assigned.

Sex	Time passed	Time completed	Survey state
M	00m. 02s.	06/04/2016 8:40:46 PM	Completed
M	00m. 03s.	09/04/2016 12:18:40 PM	Completed

Print this page

My messages

This section allows you to view your received and sent messages as well as creating new ones



Sorting messages

The default message view mode is set to receive messages for a period of one month.

The message selection range can be modified to display them by year, month, week or day.

The default sorting is by date but it can also be sorted by selecting the column titles *"Object"* or *"Date"*.

Reading a received message

Click on the message image to open it. Once opened, you can view the recipients, the subject as well as the message content.

If an audio-video message is attached, click on the "**Read the Audio-Video Message**" button to start playing the recording.

Replying to a sender

You can reply to the sender of a current message by using the "*Reply to Sender*" button at the bottom of the message. You can also reply to the sender and all other recipients by using the "**Reply to All**".

Creating a new message

- Click on the "**New Message**" button at the top of the messaging section or use the "**Reply to Sender**" or "**Reply to All"** buttons when you are inside a received message;
- Enter the subject of the message;
- Click on the "**Click Here to Select the Recipients**" button;
- Drag and drop the users you wish to contact from left to right in the recipient list;
- Click on the "**Finished**" button to confirm your list of recipients;
- Then you can enter a text message and/or record an audio/video message;
- To add an audio/video message, your computer must be equipped with audio and/or video capturing devices. If several devices are available, it will be possible for you to select them;
- Click on "**Record**" to start recording an audio/video message. The maximum recording time is 5 minutes;
- When your recording is finished, click on the "**End of Recording**" button;
- If the recording is suitable, click on "**Use this Message**". Otherwise, erase the message and record it again by clicking on the "**Delete Recording**" button;
- When you are satisfied, send your message by clicking on "**Send Message**".

Sending an alert by email

When sending your multimedia message through *Via*, a notification by email is sent to the recipients (through their regular email). They will need to click on the image of the email to be redirected to the *Via platform* in order to be able to read the new message.

My profile

This section allows you to view and modify your personal information as well as configure some options:

- To no longer receive emails notifying the reception of a multimedia message in *Via*, uncheck the box *"Receive Email Notifications"*.
- In order to make a phone number available to other *Via* users, select the number from the dropdown list *"Make This Number Public"*.

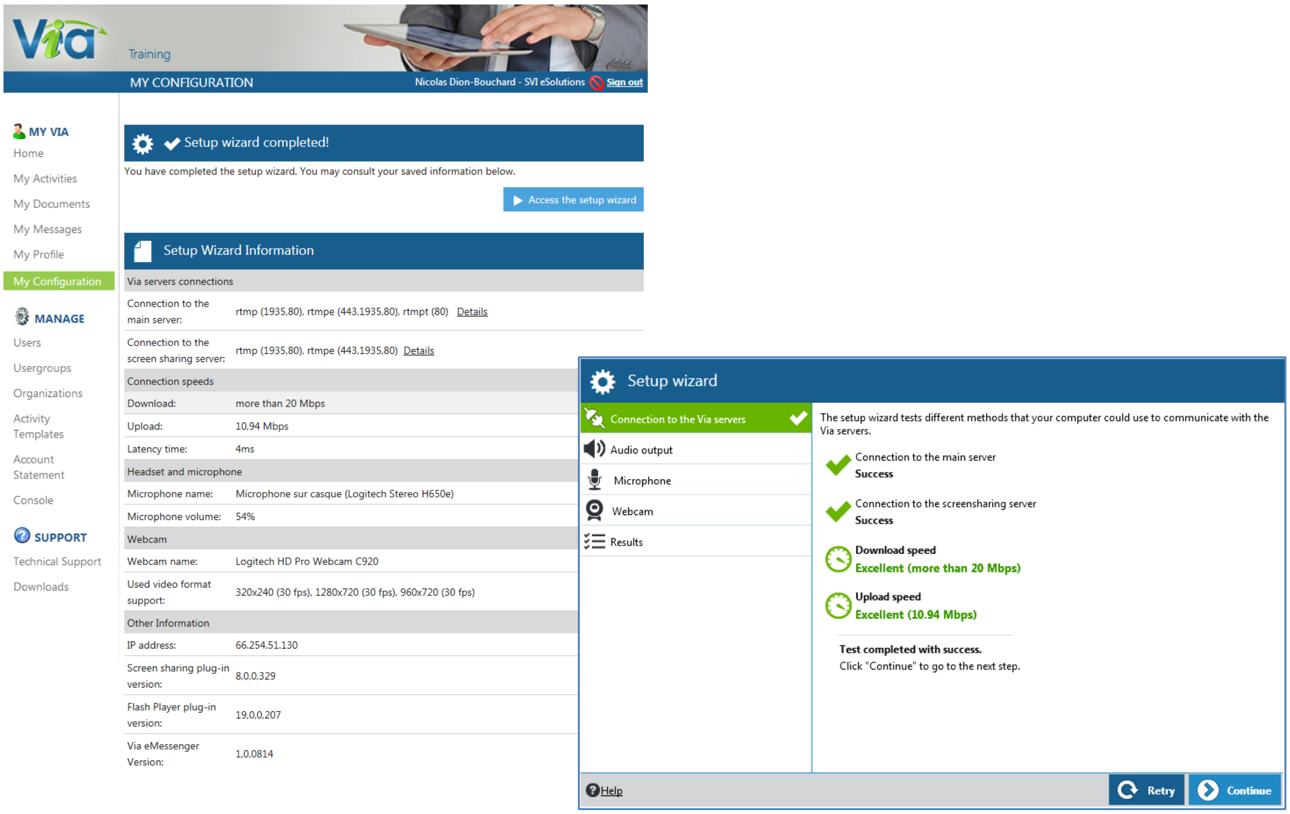
Adding Your Profile Picture

- Under the image or picture on the top right corner, click on the *"Browse…"* button;
- Next, choose the desired source for importing your photo, either an image already on your computer or an image to capture with your webcam.
- Once your photo is captured, or your image is selected, you can crop the image if you need by moving around the selection box around your photo.
- Click "Save" to use the resulting image as your profile picture.

My configuration

In this section, you can view all your system information collected by the Setup Wizard and also launch the Setup Wizard to ensure an optimal configuration. To access the Setup Wizard, simply click on the "**Access Setup Wizard**" button.

The Wizard will guide you during the preparation and the configuration of your computer. For each step, just follow the on-screen instructions. You can activate Screen Help at any time for additional information. The information collected by the Wizard is indicative only but could also be helpful to ensure better technical



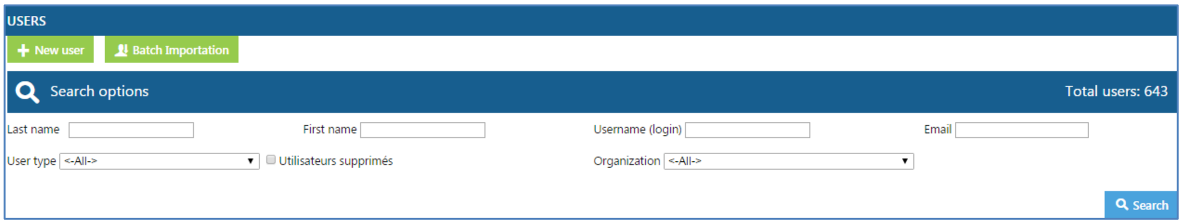
User Management

The user creation and management interface is available to coordinators, administrators and financial managers.

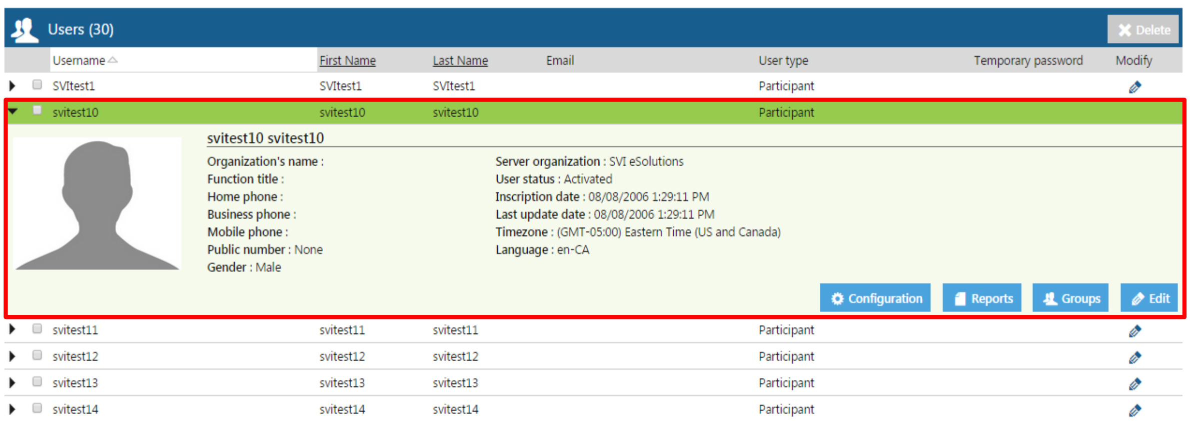
User Search Options

You can search using the following combined criterias:

Last name, first name, username, email address and user type.



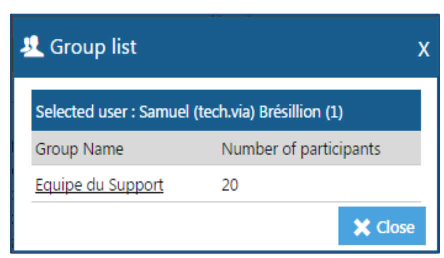
Users matching your search criteria(s) will be listed below. To consult or edit any user's detailed information, click on any of the fields related to the desired user. Detailed information and possible options will appear.



Gives you access to the user's technical information.

Allows you to generate a detailed usage report for this user. Please refer to ''User User Usage'' section for further information.

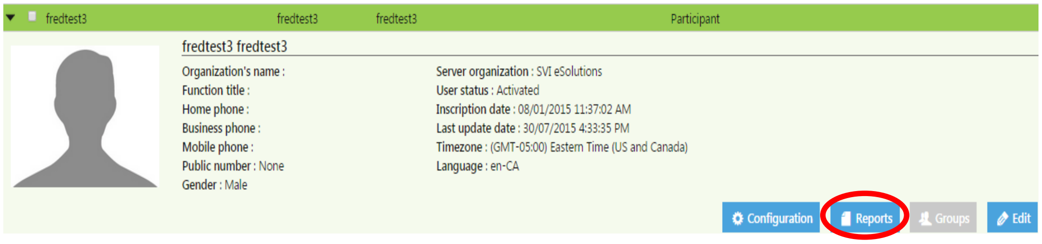
Allows you to view and manage groups which the user is associated to.



Gives you direct access to an activity assigned to a specific user.

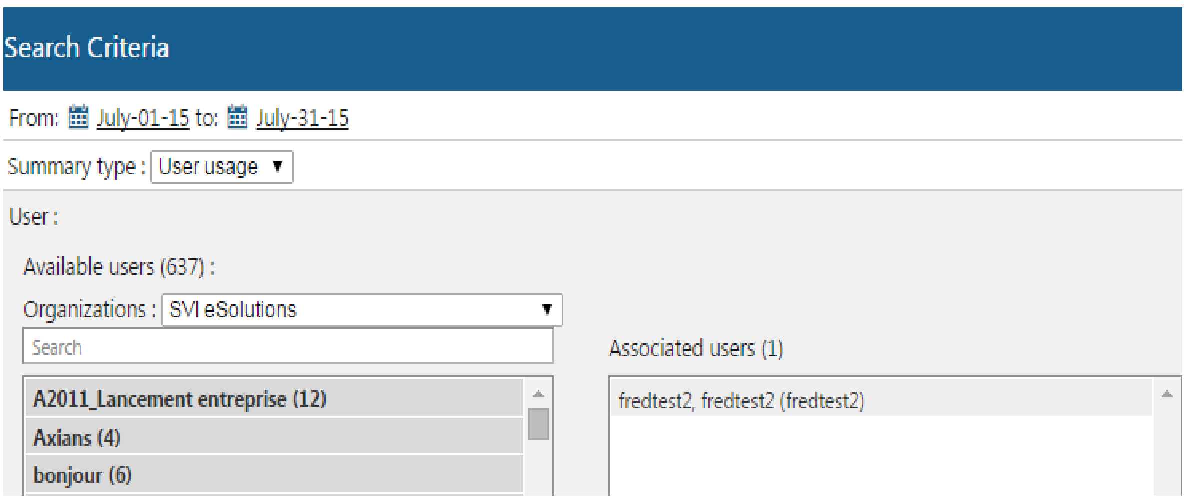
User Usage Report

If you have sufficient rights as a *financial manager*, *administrator or coordinator,* you can generate a usage report for one or more specific users. This report is accessible from the user details section. Click on the "**Reports**" button.



In the search criteria, select the desired timeframe. Then, make sure to select the *User usage* in the summary type field. In the right column (*Associated users)*, add the users for which you want to generate a usage report for. Click on *Generate*.

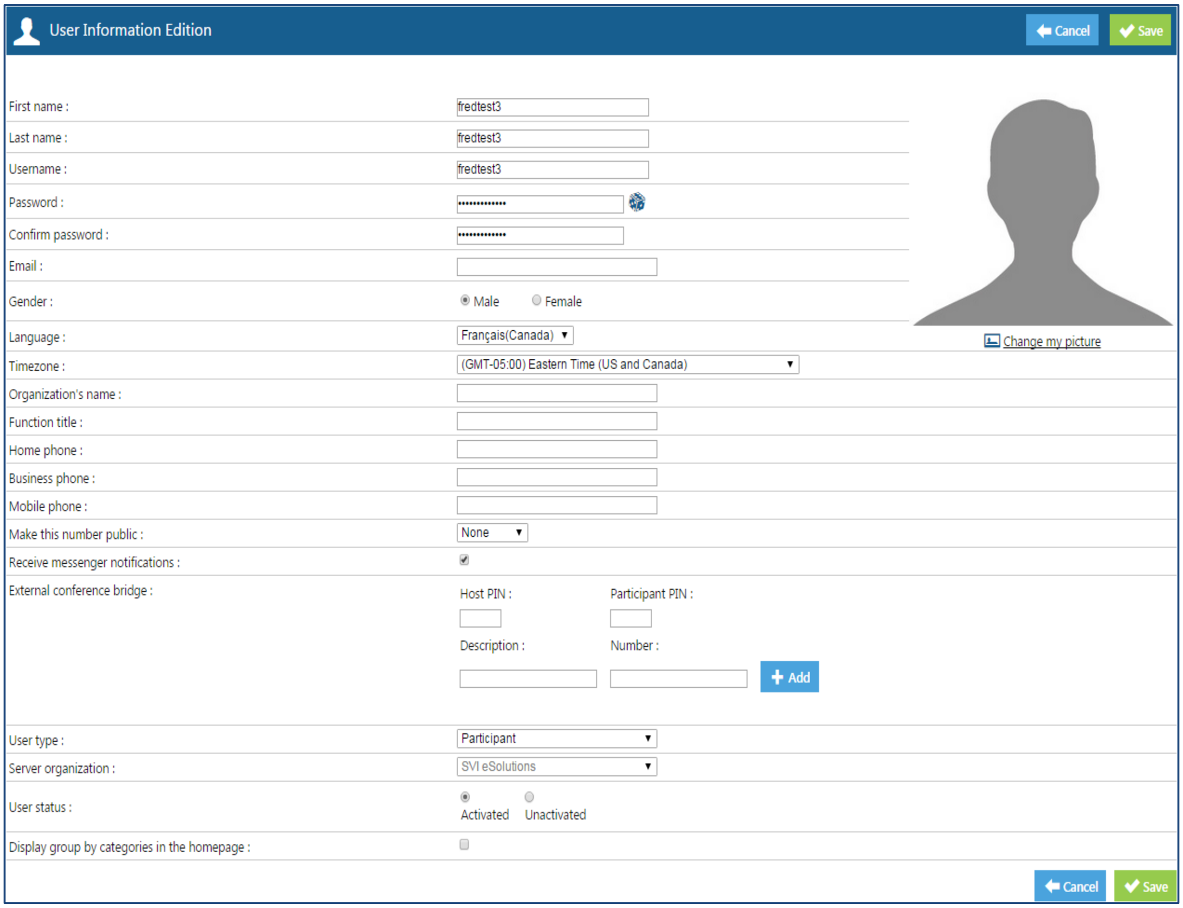
A usage report will be produced in .csv format with information such as the connection and recording viewing time for each activity to which the users are registered to.



To access the complete list of reports available to administrators and financial managers, please refer to the following guide : *Via* Platform Usage Reports.

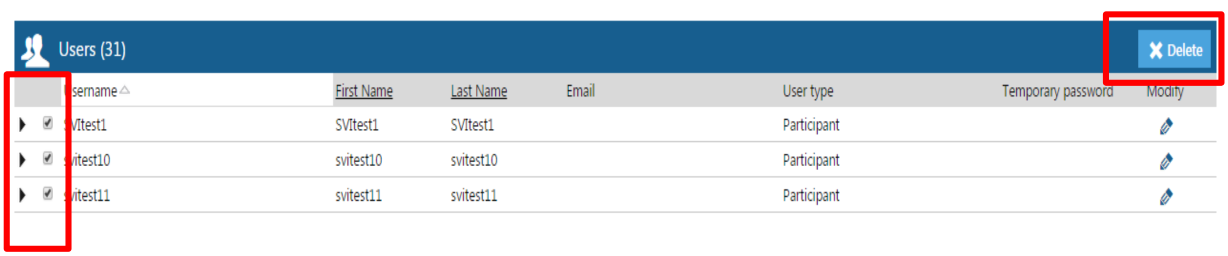
User Edition

The user modification option gives you access to all of his or her information:



User Deletion (one or more users)

To delete one or more users, check the box in front of the user(s) in order to make your selection, then click on the "Delete" button above the user list.



NB. The usage data and statistics of the deleted user(s) will no longer be available. If you want to save these information we recommend to change the user status to *Unactivated* instead of deleting user(s).

User Group Management

The user groups section allows you to simplify the link between your users and the activities. Once linked to a meeting, the group automatically synchronizes the users associated to.

By adding or removing users from the groups, all associated users will be added to meetings where the group is registered to. You must be a coordinator or + to access this function.

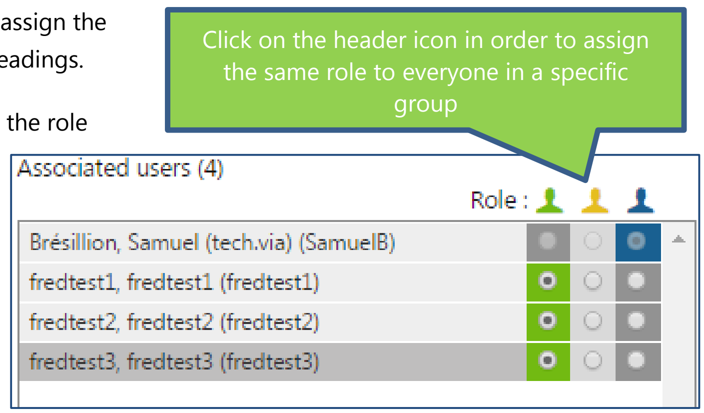
User group edition

Select the desired group from the list on the left, it will appear on the right section with edition controls. You can then delete, associate or disassociate users to the selected group and save any changes made to the title.

Determine the role of each user inside the meetings

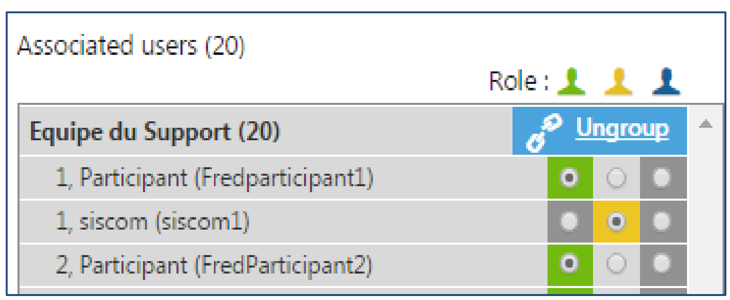
Click on "Users selection" button to manage the list and roles for everyone.

Roles During the first synchronization of a group with an activity, the users present in the group will be added with the role of animator or participant according to your preferences. You must specify the role of each participant or assign the same role for everyone by clicking on the headings.



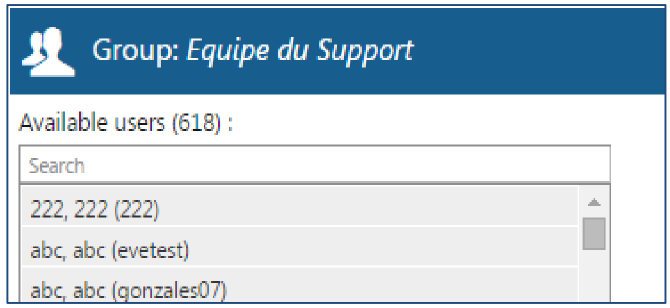
It is important to know that you can modify the role of each person directly in each meeting. If you then modify this information in the group, the role information will be updated and will overwrite the values in all of your activities where the group is linked to.

For example, the user with the role of participant in the group will be synchronized as a participant when a group is linked to an activity. If you modify the role of this user in the group and make him or her an animator, the user will then be promoted as an animator inside all activities where the group is linked to.



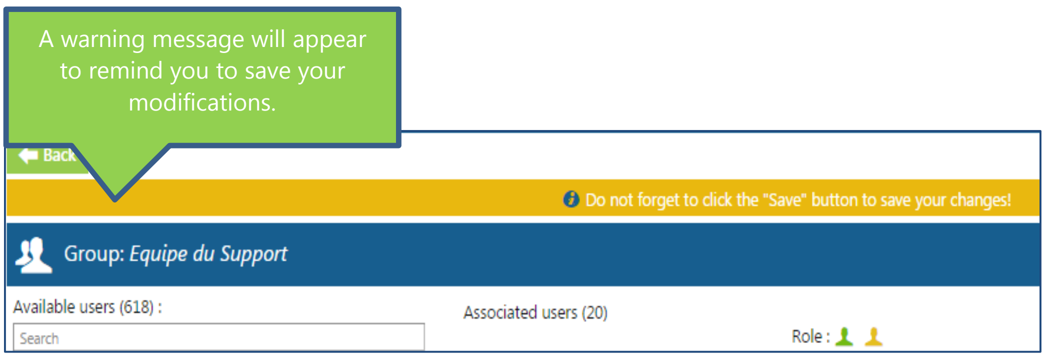
If you want to make your role assignment completely independent, use the "Ungroup" function of a specific activity. The roles will then be independent from the group who will no longer be linked to the activity.

<u>User Selection</u> filter the list of available users (list on the left) using the search field and transfer the desired users to the right column using the arrows or use the drag and drop method.



Save your changes

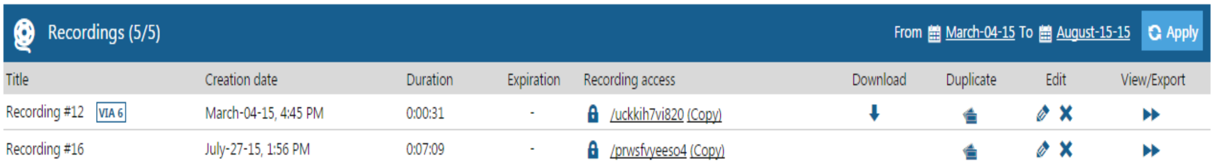
Changes made to the users in your group in edit mode will not be accounted for immediately. You can use the ***back*** or ***cancel*** button to prevent the changes from being applied. Or press ***Save*** to apply the changes.



Recordings

You can view, edit, export or download your synchronous recordings in various formats. You may cut out unnecessary portions of your online recordings or download and view a recording on your mobile device. You will find a list of the recordings in the activity details page if the recording feature was activated during your online activity.

List of recordings



- ***Title***: By default, your recordings are numbered as follows: “Recording #1”, “Recording #2”, etc. You can, however, rename the recording by clicking on the ‘’Pen’’ icon in the “Edit” column.

- ***Creation date***: Date and beginning time of the recording.

- ***Duration***: The total duration of a recording (viewing duration). If you edit the reading range of the recording by modifying the start and/or end times, the duration will be adjusted accordingly.

- ***Expiration***: Allows you to automatically manage accessibility of your recordings to all your participants by setting a deadline. (1 day to 1 year)

- ***Recording access:*** This option allows you to personalize the Web link to access your recordings so that participants can access them directly and easily. The name must not have been used by another activity in the same field.

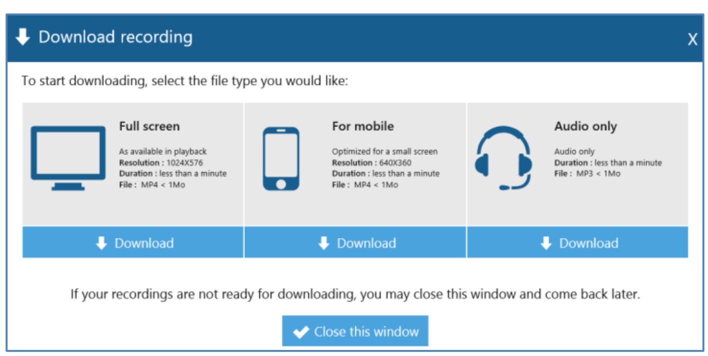
  If a direct access hyperlink has been defined, you can activate public access in the scroll-down list if you have user rights.

  Associated participants: only registered users to a specific activity can access and view the recording.

  Managers: registered users do not have access to the recording, unless they have rights as coordinators and +[5] in the *Via* portal.

  Public: the recording is available to anyone accessing the direct Web link. A person may access the recording only with his or her first and last name. **Anyone will then be able to enter without a username/password and without having received an encrypted hyperlink from the *Via* system.**

- **Download**: Allows participants to download the recording in a standalone audio/video format which was previously exported by coordinators and + in the *Via* portal. Various download formats are available.

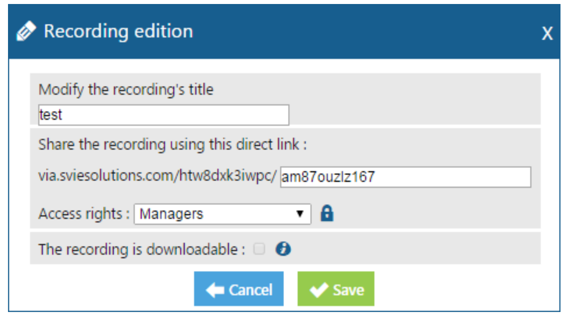


[5] Collaborators can also manage and view all recordings from their own activities.

- **Duplicate**: Allows you to duplicate a recording. A new identical copy of the recording will then be available.

- ***Delete***: Allows you to delete a recording. Note that a deleted recording cannot be recovered.

- ***Edit***: This option allows you to modify the title, access hyperlink and access rights for this recording. Access rights are described in the ***Recording access*** section.



- ***View/export***: Allows you to view the streaming of the recording (if authorized) when connected to the platform. The export option is only available to *Via* managers (collaborators or +). This option allows you to edit and export the recording in large format (MP4), mobile format (MP4) or audio only format (MP3).

Note for mobile device users

(electronic tablets and smartphones)

It is possible to access the *Via* Web Portal without connecting to the ViaMobile application. Most of the functionalities are available in order to manage users, generate reports, send invitations to your participants, create your activities or manage your recordings.

However, you may notice that some of the features are not actually available on the *Via* Web Portal on mobile devices :

- « My contents » section
- « My Messages » section
- Add a picture to your profile
- « My Configuration » (no configuration required on mobile devices)

Please note that the activity ACCESS button as well as the RECORDS button will automatically redirect to the ***ViaMobile*** application.

Available versions

There are two versions of *ViaMobile* available to download :

ViaMobile for Via 6

ViaMobile for Via 7 et +

Via-compatible documents

Images

- JPG
- BMP
- PNG
- TIFF
- GIF
- PICT

Video sequences

- FLV
- AVI
- MPG
- MPEG
- MOV
- WMV
- MP4

Audio sequences

- MP3
- FLV
- OGG
- WMA
- WAV

Adobe PDF

- PDF

Office

- DOC
- DOCX
- XLS
- XLSX
- PPT
- PPTX
- PPS
- PPSX

OpenOffice

- ODT
- ODS
- ODP
- ODG

Web

- HTML

Technical support website and multimedia help videos

Everyday

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