

Jumpstart Guide

ONLINE COMMAND CENTER



experience
technology
solutions
service

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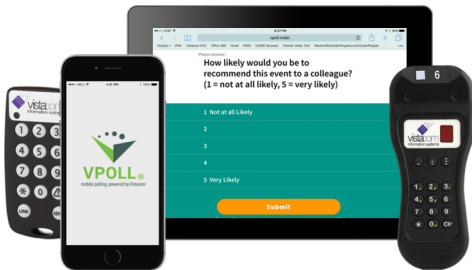
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Welcome

Vistacom is committed to providing best-in-class customer service. That's why we created VistaCare™.

VistaCare represents our company-wide mission to deliver best-in-class products, tools, and velvet glove treatment from the very first business contact to post-meeting servicing.

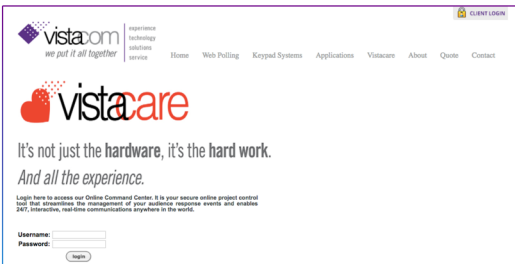
This guide will teach you the basics of using Vistacom's Online Command Center to manage your projects, and help you make the most of ARS with this easy to use, time saving tool.



Introduction

A convenient method for managing event details and communicating with Account Executives and System Specialists

With the VistaCare Online Command Center (OCC), Client Project Managers can assign the role of Project Manager, On-site Coordinator, and Speaker to users. There are certain tasks that need to be completed during the three phases of audience response (pre-production, the event itself, and post-production). This guide will walk you through how to complete each of them.



The screenshot shows the VistaCare Online Command Center (OCC) login page. At the top left is the VistaCom logo with the tagline "we put it all together". To the right of the logo is a vertical list of services: "experience", "technology", "solutions", and "service". Further right is a horizontal navigation menu with links: "Home", "Web Polling", "Keypad Systems", "Applications", "Vistacare", "About", "Quote", and "Contact". In the top right corner is a "CLIENT LOGIN" button with a user icon. Below the navigation menu is the VistaCare logo, which features a red heart icon and the text "vistacare". Under the logo is the slogan "It's not just the hardware, it's the hard work. And all the experience." Below the slogan is a paragraph of text: "Login here to access our Online Command Center. It is your secure online project control tool that streamlines the management of your audience response events and enables 24/7, interactive, real-time communications anywhere in the world." At the bottom left are input fields for "Username:" and "Password:", followed by a "login" button.

vista.com
we put it all together

experience
technology
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Home Web Polling Keypad Systems Applications Vistacare About Quote Contact

vistacare

It's not just the hardware, it's the hard work.
And all the experience.

Login here to access our Online Command Center. It is your secure online project control tool that streamlines the management of your audience response events and enables 24/7, interactive, real-time communications anywhere in the world.

Username:
Password:

login

logging in

1. Go to www.Vistacomusa.com
2. Click on the Client Login button on the Home Page
3. Enter Username and Password

In order to access the **Online Command Center**, you must have a **VistaCare Username** and **Password**. If these have not been provided to you prior to receiving this document, contact your **Vistacom Account Executive** to have an account created for you

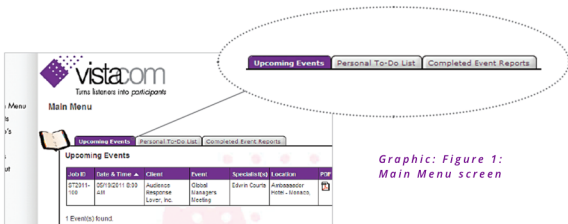


CLIENT LOGIN

*Graphic: Figure 1:
Log in to the Online
Command Center at
VistacomUSA.com*

getting started

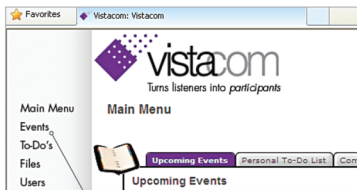
Upon logging in, you will be taken to the **Main Menu**. Here you will have access to three Quick Tabs: **Upcoming Events**, **Personal To-Do List**, and **Completed Event Reports**. These are the most commonly used features of the OCC—allowing users to update event information, mark tasks as complete, and access reports. Additional functions are available on the left side navigation bar of the OCC.



Graphic: Figure 1:
Main Menu screen

the upcoming event list

The default view of the **Main Menu** is the **Upcoming Events**. To view past event information, click on the **Events** button located on the left side navigation bar.



Graphic: Figure 3:
Events



viewing event information

Click on the **View** icon.



Event Information is grouped into sections to allow for easy data editing (see Figure 4 below).

VistaCom: VistaCom

vistacom
Turn listeners into participants

View Event
ST2011-100: Audience Response Lover, Inc. - Global Managers Meeting

General Information | Event Location
Equipment Required | Shipping Instructions
VistaCom Contacts | Travel & Accommodations | File Information

General Information
Job ID: ST2011-100
Client: Audience Response Lover, Inc.

***Assigned Users:**

User	Role	Phone/Fax	Email
Richards, Mike (username)	Project Manager	+64 279 2280 / +23 456 7890	mrichards@vistacom.com
Carke, Bob (username)	Onsite Coordinator	+64 279 2280 / +23 456 7890	bcarke@vistacom.com
Coxey, Eimrie (username)	Trainer	+64 279 2280 / +23 456 7890	ecoxey@vistacom.com

Website: www.vistacom.co.nz
*Event Title: GlobalManagers Meeting
*Event Status: Pending
*No. of 500
Participants:
Dates: [Date Type] [Event Date] [Start Time] [End Time] [Rooms]

Note: When viewing event details, you will not be able to make any changes to the information displayed.

*Graphic: Figure 4:
The View Events Screen*

editing event information

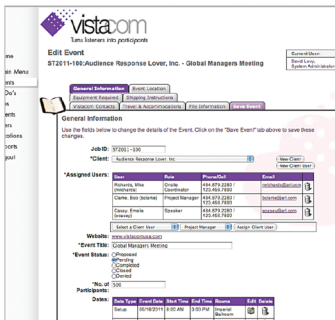
Click on the **Edit** icon.



Event	Specialist(s)	Location	PDF	View	Edit
Global Managers Meeting	Edwin Courts	Ambassador Hotel - Monaco			



Note: As the **Client Project Manager**, you have the ability to edit many, but not all, of the details involved in a meeting.



vistacom
Tells listeners into participants

Edit Event
572011-100:Audience Response Lover, Inc. - Global Managers Meeting

General Information | Event Location | Equipment Required | Shipping Information | Location Contacts | Travel & Accommodations | Site Information | **Save Event**

General Information
Use the fields below to change the details of the Event. Click on the "Save Event" tab above to save these changes.

Job ID: 572011-100
*Client: Audience Response Lover, Inc. (New Client) (New Client User)

***Assigned Users:**

User	Role	PhoneCell	Email
Project, Mike	Coordinator	434-879-2283 125-456-7890	mike@vistacom.com
Clarke, Bob (deleted)	Project Manager	434-879-2283 125-456-7890	bob@vistacom.com
Cathy, Emily (deleted)	Speaker	434-879-2283 125-456-7890	cathy@vistacom.com

Select a Client User: [Project Manager] Assign Client user

Website: www.vistacom.com

*Event Title: Global Managers Meeting

*Event Status: ☒ Proposed ☐ Pending ☐ Completed ☐ Closed ☐ Deleted

*No. of: 500

Participants

Date	Date Type	Event Date	Start Time	End Time	Room	Edit Details
Setup	05/18/2011	8:00 AM	3:00 PM	Imperial Ballroom		
Breakdown	05/18/2011	7:00 AM	8:00 AM	Imperial		

Graphic: Figure 5:
The Edit Event Screens

saving event information

1. Select the Save Event tab (see Figure 6 below)
2. Check Send Update Email and type a brief description of your changes.
3. Click the Save Event button

Note: If you check **Send Update Email**, an email message will automatically be sent to other users associated with this event (Project Managers, Systems Specialists, and Administrators). It will include the brief description that you typed.

The screenshot shows a web browser window with the URL <http://www.vistacomusa.com/vcadmin/EventOperations.aspx>. The page title is "Edit Event" for "572011-100: Audience Response Lover, Inc. - Global Managers Meeting". A navigation bar contains tabs: General Information, Event Location, Equipment Required, Shipping Instructions, Vistacom Contacts, Travel & Accommodations, and File Information. The "Save Event" tab is highlighted in purple. Below the tabs, the "Save Event" section includes a "Save Event" button, a "Send update email" checkbox (checked), and a "Description of changes" text area containing the text "Changed rehearsal time.".

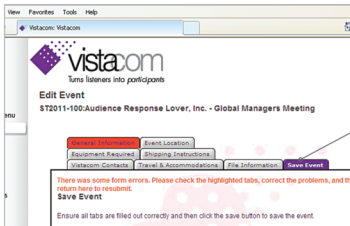
Save Event

*Graphic: Figure 6:
Saving Event Information Screens*

how to fix errors

If there is an error in any of the information fields, you will be asked to fix the errors before the new information can be saved. When an error is detected, the tab containing the field where the error has occurred will be **highlighted in red** (see Figure 7 below).

1. Click on the relevant tabs and make corrections
2. Click on the Save Event tab again
3. Click on the Save Event button



*Graphic: Figure 7:
Errors will remain indicated
after being fixed until the Save
Event button is clicked.*

Note: When returning to the **Save Event** tab it will still indicate the previously identified errors until you click on the **Save Event** button. At that time, the data will be re-evaluated and any new or unresolved errors will be indicated. If all of the errors have been corrected then you will be returned to the Event List.

printing event information

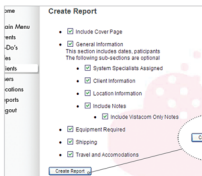
At any time, you can generate a PDF document summarizing your event.

1. Click on the PDF icon



Graphic: Figure 8:
The PDF Generator

2. Select the options you want



Graphic: Figure 9:
Create A Sample PDF Report

3. Click on the Create Report button.

A sample PDF report is shown below in Figure 10.



Graphic: Figure 10:
A Sample PDF Report

to-do maintenance

Your personal, uncompleted **To-Do list** is available as the second tab in your **Main Menu** (see Figure 11 below). From here you can easily mark To-Do's as completed and create new To-Do's.

vistacom
Turns listeners into participants

Main Menu

Upcoming Events | **Personal To-Do List** | Completed Event Reports

Personal To-Do List

New To-Do Show Completed

To-Do	Event	Details
Other	ST2011-100: Global Managers Meeting	Dear Mike, Please submit a template slide for graphical background and font conventions. Thanks. Best regards, Scott
Submit Questions	ST2011-100: Global Managers Meeting	Dear Mike, Please submit the audience response questions at your questions. Many thanks. Best regards, Scott

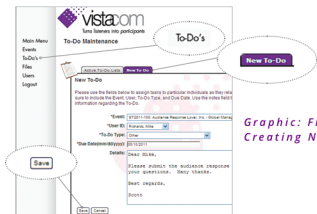
2 To-Do(s) found.

Graphic: Figure 11:
Personal To-Do Listing

To-Do's are tasks that can be created by any of the parties assigned to an event including Client Project Managers, Vistacom Executives, and/or System Specialists. You can create a standardized task from a list of prepopulated To-Do's or you can create a custom To-Do.

creating new to-do's

1. Click on the To-Do's button on the left side navigation bar



Graphic: Figure 12:
Creating New To-Do's

2. Click on the New To-Do button

3. Select the user to whom you want to assign the To-Do

4. Select the type of To-Do

5. Select the due-date

6. Provide any details (this is essentially the body of your email).

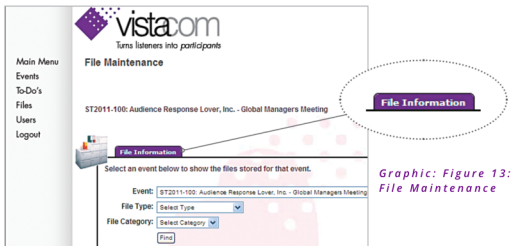
7. Click the Save button

NOTE: Subsequent email reminders will be automatically sent at certain intervals prior to and after the Due Date **until the To-Do is marked as complete** by clicking on the **Completed** check box.

file maintenance

Viewing Files

1. Click on the Files button on the left side navigation bar



*Graphic: Figure 13:
File Maintenance*

2. Choose an event from the drop-down list

File Filtering

You have the ability to filter the list of files by using the File Type and File Category drop-down fields.

file maintenance cont'd

Uploading a File

1. Click the Files button on the left
2. Click Upload File button
3. Click the Drop-Down arrow and choose an event
4. Click on the Browse button and select your file
5. Select the File Type
6. Select File Category
7. Enter Description pertaining to the file
8. Click the Alert Users check box if you want to send an email notification that a file was uploaded
9. Click on the Upload button

The screenshot shows the Vista.com 'File Maintenance' interface. On the left is a sidebar with links: Main Menu, Events, To Do's, Files, Users, and Logout. The main area is titled 'File Maintenance' with the tagline 'Turn listeners into participants'. Below this, a specific event is selected: 'ST2011-100: Audience Response Level, Inc. - Global Manager's Meeting'. A red dashed circle highlights the 'Upload File' button. Below the button, the 'Upload File Information' section contains several fields: 'Event' (set to the selected event), 'Local File' (with a 'Browse...' button), 'File Type' (set to 'PowerPoint Presentation'), 'File Category' (set to 'Questions'), 'Description' (with a text area containing 'Entire slide deck including audience response questions'), and 'Alert Users' (checked). At the bottom are 'Upload' and 'Cancel' buttons.

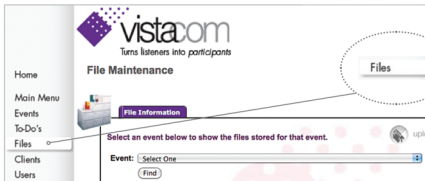
Graphic: Figure 14:
The File Upload Screen

Note: The selections you make for **File Type** and **File Category** become the list filtering criteria. For example, in a large event with an accumulated total of 40 files you can filter report files in the OCC by selecting **File Type** "Excel" and **File Category** "Report".

file maintenance cont'd

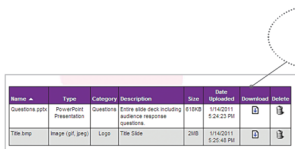
Downloading a File

1. Click on the Files button on the left side navigation



Graphic: Figure 15:
The Files Button

2. Choose event from the drop-down list
3. Click on the Download icon and follow your computer's prompts

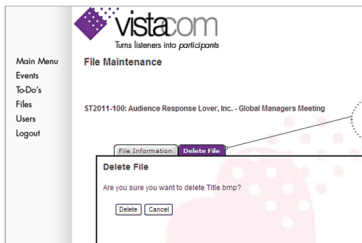


Graphic: Figure 16:
Download a File

file maintenance cont'd

Deleting a File

1. Click the Files button on the left side navigation
2. Choose an Event from the drop-down list
3. Click the Delete icon
4. Click the Delete button to confirm action

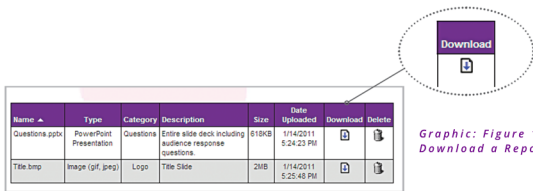


*Graphic: Figure 17:
You must confirm the
deletion of a File*

retrieving reports

Once the event is over, we can provide you with reports of the responses and findings from the meeting on-site. Within **two business days** of the event, we will upload the report files as either **PDF**, **PowerPoint**, or **Excel** files. We archive all the meeting content for your convenience at **no expense to you**.

To retrieve the report files see the **Downloading a File** section on Page 17.



*Graphic: Figure 18:
Download a Report*

user maintenance

Creating a New User

1. Click on the Edit icon for the event in the Main Menu
2. Click the New Client User button located on the General Information tab
3. Complete the New User information
4. Click the Add button

Main Menu
Events
To-Do's
Files
Clients
Users
Locations
Reports
Logout

New Client
General Information | Event Location | Equipment Required
Shipping Instructions | Vistacom Contacts | Travel & Accommodations | Save Event

New Client
Use this tab to create a new client. Click the add button to save and return to the event page

*Client Name:
*Address 1:
Address 2:
*City:
State/Province:
*Zip/Postal Code:
*Country:
*Phone 1:
Phone 2:
Fax:
Email:
Website:
Comments:

Graphic: Figure 19:
Creating a New User

user maintenance cont'd

Assigning a New User

1. Click on the Edit icon for the event in the Main Menu
2. Click the Select a Client User dropdown and select a user
3. Click the dropdown and select the user type (i.e., Project Manager, Onsite Coordinator, Speaker, Other)
4. Click the Assign Client User button

Edit Event
ST2011-100:Audience Response Lover, Inc. - Global Managers Meeting

General Information | Event Location
Equipment Required | Shipping Instructions
Vistacom Contacts | Travel & Accommodations | File Information | **Save Event**

Select a Client User

Use the fields below to change the details of the Event. Click on the "Save Event" tab above to save changes.

Job ID: ST2011-100

*Client: Audience Response Lover, Inc.

New Client
New Client

***Assigned Users:**

User	Role	Phone/Cell	Email
Richards, Mike (mrichards)	Onsite Coordinator	484.879.2280 / 123.456.7890	mrichards@arl.com
Clarke, Bob (bclarke)	Project Manager	484.879.2280 / 123.456.7890	bclarke@arl.com
Casey, Emelle (ecasey)	Speaker	484.879.2280 / 123.456.7890	ecasey@arl.com

Select a Client User | Project Manager | Assign Client User

Graphic: Figure 20:
Select a Client User

logout

To log out of the **Online Command Center**, simply click on the Logout button on the left side navigation bar of the screen. You will be directed to the **Home Page** of the Vistacom website.



technical assistance

If you have any questions concerning the OCC, please feel free to contact our **Account Executive team** at **484.879.2280**. We will be happy to assist you in making certain that your experience using the OCC is both useful and pleasant.



contact us

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