
WSBA Mini-CLE On24 Producer Guide

Thank you for organizing a Section Mini-CLE! This document will give you an overview of all the features of On24, WSBA's webinar platform.

A 1-hour training is required to produce a Mini-CLE via On24. Please email minicle@wsba.org to schedule this training at least one month before your Mini-CLE date.

If you are troubleshooting a specific issue, we recommend using the search feature (CTRL F for Windows or Command F for Mac) to search for specific terms (e.g., polls, PowerPoint, etc.) in this document.

IMPORTANT: The producer/presenter link is not to be shared with anyone but producers, presenters and moderators. Attendees receive a different attendee link to watch the live Mini CLE.

System Requirements

It's essential that all presenters meet the minimum system requirements.

As a general best practice, **close all unnecessary applications and [clear your cache](#)** before logging into each event. This will improve browser performance while ensuring all recent uploads and changes are visible.

Operating System	<ul style="list-style-type: none">• Win OS 10• Mac OS 10• iPad OS latest version• Android OS latest version
Browser	<ul style="list-style-type: none">• Chrome• Firefox• Edge• Use the latest version of the browser
Browser Configuration	Must accept cookies and have JavaScript enabled
Connection	A stable, high-speed internet connection is required.
Connection Speed	1Mbps or faster

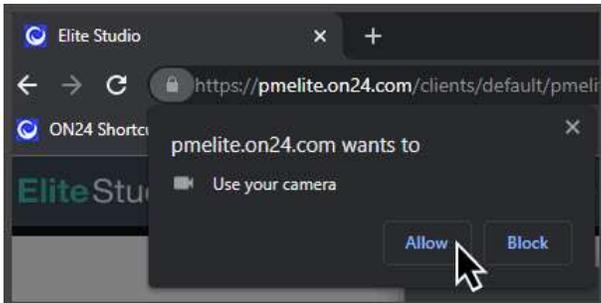
Connecting to On24 for the first time

If it is your first time connecting to Elite Studio, you may be asked to grant ON24 access to your microphone and camera.

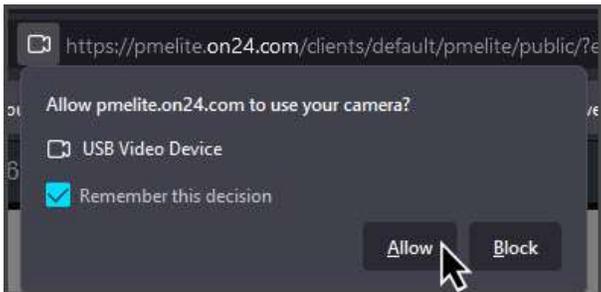
Be sure to click **Allow** before closing the window.

Once connected you will notice indicators that your microphone and webcam are being used by your browser.

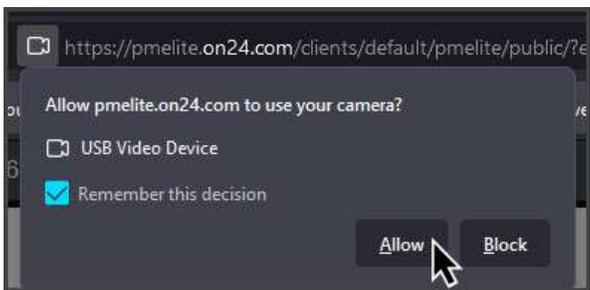
Chrome:



Firefox:



Edge:



Producer/Presenter/Q&A Roles

Your Presenting team can login as **Producer**, **Presenter** or **Q&A Moderator**. These roles should be designated before you submit your Mini-CLE event form. The main Section contact organizing and running the webinar, the Producer, should log in as a Producer.

Below is a breakdown of user permissions for each role.

	Producer	Presenter	Q&A Moderator
Upload Slides and Videos	X		
Add Poll Questions	X		
Start/Stop Webinar	X		
Arrange Presentation Materials	X		
Change Webcam Layouts	X		
Pin Presenters	X		
Mute and Disconnect Presenters	X	X	
Advance Slides	X	X	
Push Poll Questions to the Audience	X	X	
Draw/Whiteboarding Tools	X	X	
Screen share	X	X	
Team Chat	X	X	X
Q&A	X	X	X

Please note those logged in as Q&A can only type answers submitted to the Q&A (they cannot turn on the camera). If there is anyone on your team that is not planning on actively engaging with the Q&A or as part of the presentation, they should register for the seminar and attend as an audience member.

Before the Webinar

The Producer (main organizer/Section contact for the Mini-CLE) is responsible for uploading the presenters' PowerPoint presentation (if using) to On24.

If you have multiple producers, presenters, and moderators, clearly define everyone's role prior to the presentation (e.g., who is reading the questions to the presenter(s)?). You should also hold a test run with everyone (including presenters) prior to the webinar (1-2 weeks prior is recommended).

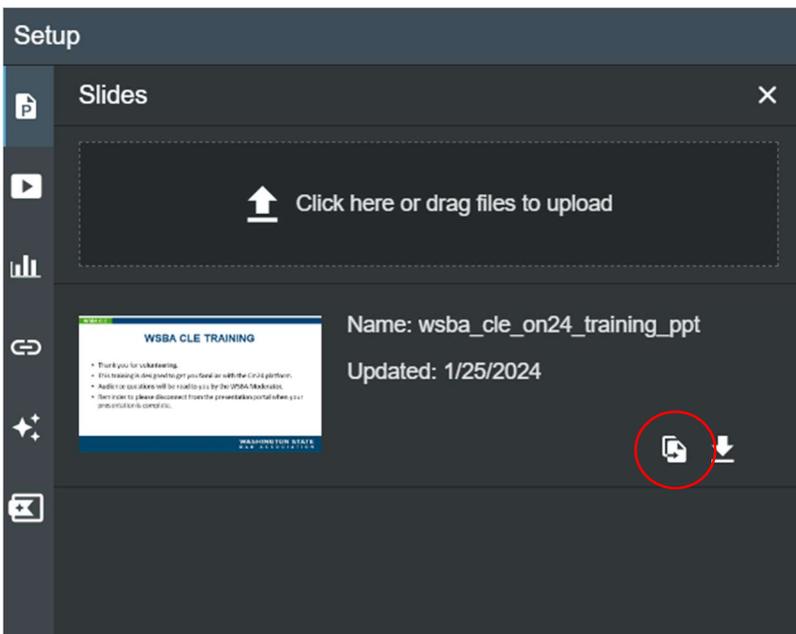
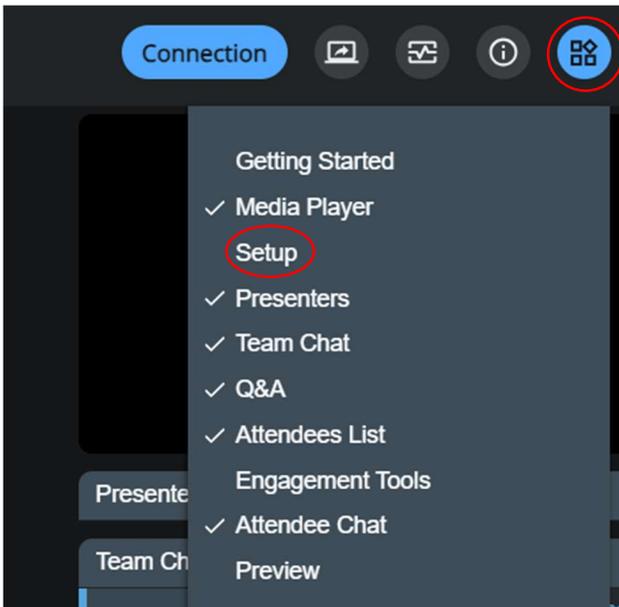
How to upload a PowerPoint Presentation

When you login to your Producer/Presenter link from WSBA, the screen will say “Click here to upload assets.” Click the center of the screen and you will be prompted to upload your .ppt file. Please note that uploading is not instantaneous and can take up to a couple of hours for large PowerPoint files. We recommend uploading at least one week prior.

IMPORTANT: PowerPoints must be in 16:9 size to display properly.

My presenter(s) made updates to their presentation. How to do I delete and replace the PowerPoint that’s currently uploaded?

Go to the Menu button and click Setup. Under Slides, click the replace icon.



IMPORTANT: You cannot delete PowerPoints, you can only replace them. Do not upload a new PowerPoint instead of replacing or you will have two PowerPoints uploaded.

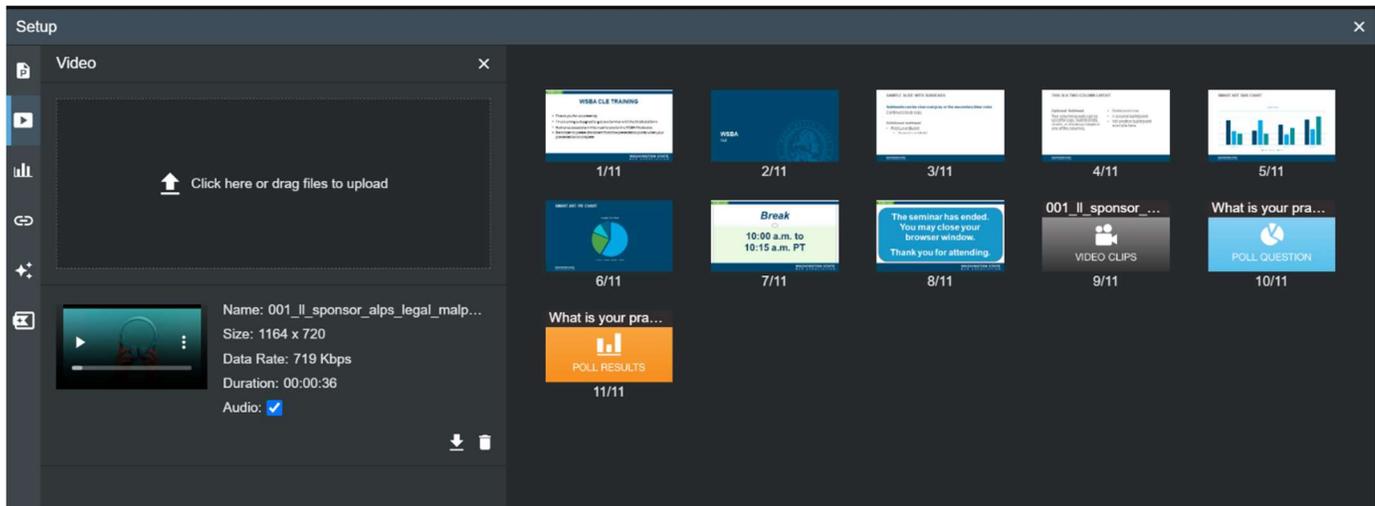
Adding Videos, Polls, and Links

Go to the Menu Button and Select Setup. On the left side menu, you will find options to add videos (using hard copy .mp4 file), audience polls, and links (including links to YouTube videos).

Once added, individual slides, videos, polls, and links can be dragged to wherever you'd like them to appear in the presentation by clicking the corresponding icon and dragging while in this Setup menu.

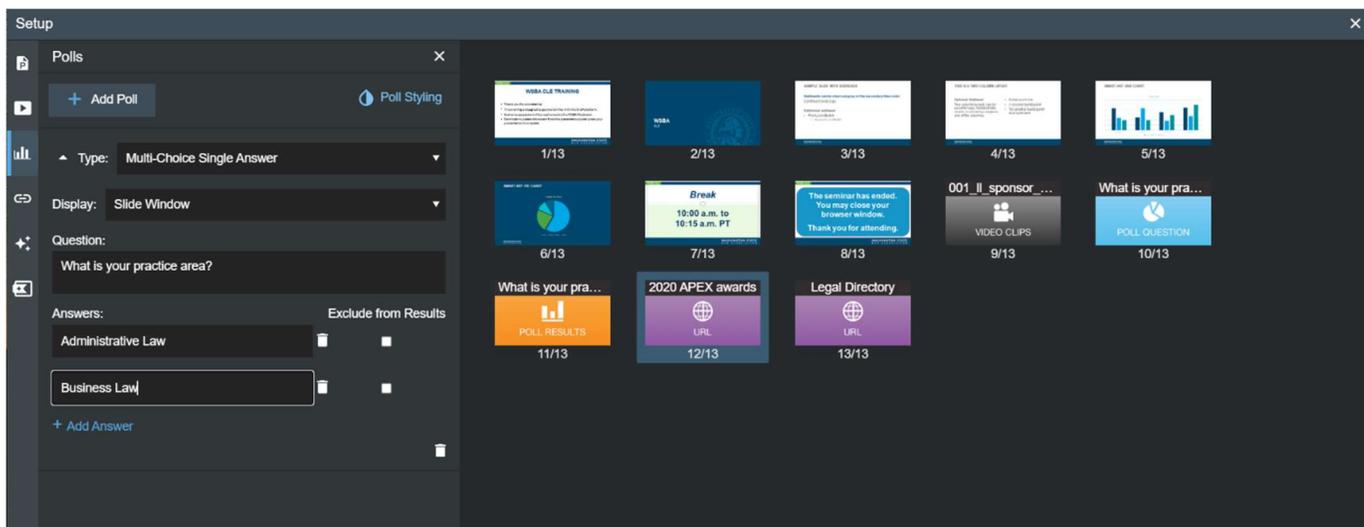
Adding Videos (with hard copy/.mp4 file) - example

Use this option to upload an .mp4 video file. *Please note you cannot use this option for YouTube. Please see the adding links section below for YouTube videos.*



Adding Polls – example

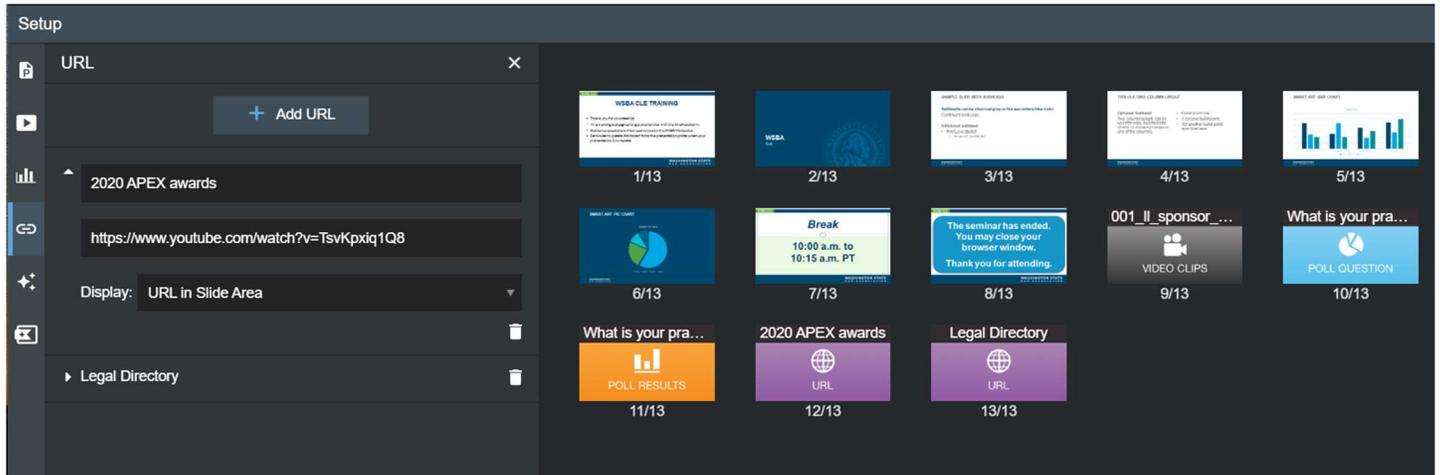
Attendees will be able to click their answer and then “Submit” to participate anonymously.



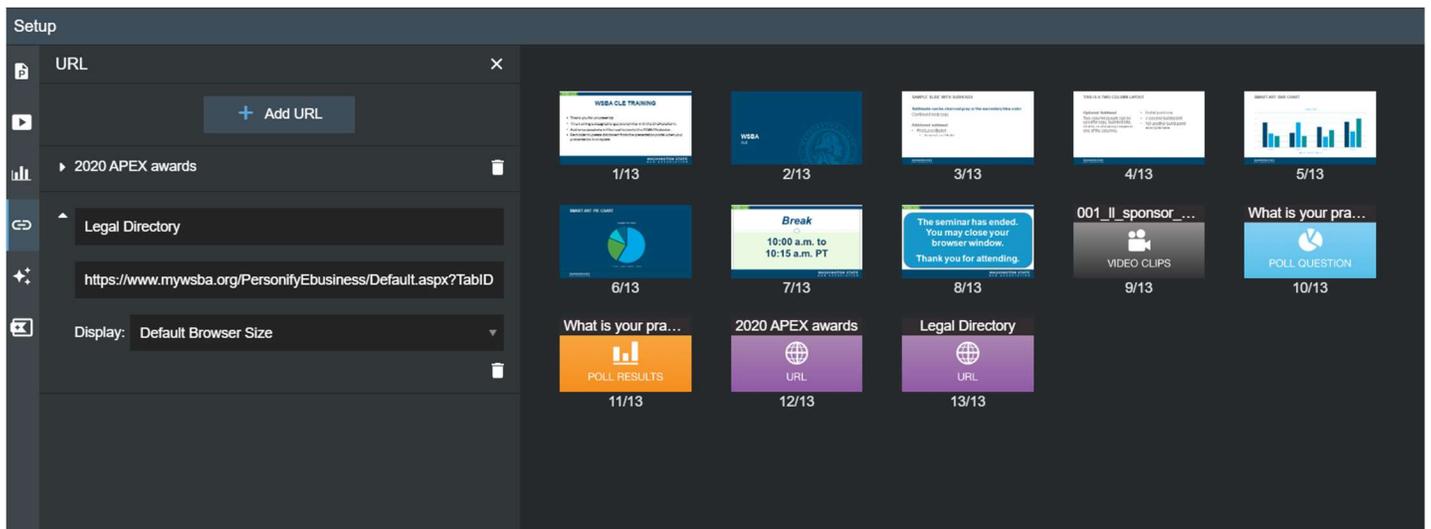
Adding links (including links to stream a YouTube video)

To stream a YouTube video, please see the example “2020 APEX awards” below. Please be sure to select “URL in slide area” next to Display.

IMPORTANT: When streaming a YouTube video, attendees may have to manually click the unmute button  on the lower left-hand corner of the video. **Please announce this before you click play** or attendees may not hear the video sound. WSBA has reported this issue to On24, and we will update this document should they make an update.



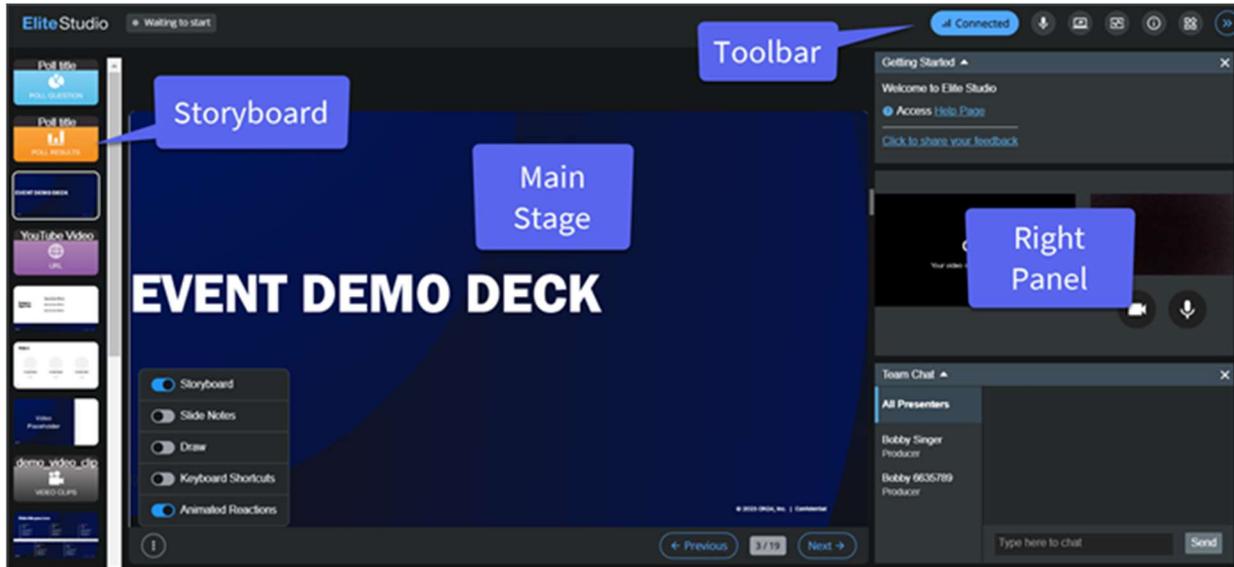
To add a slide that includes a link for attendees to click (and be taken to an external website), please see the example “Legal Directory” below:



On24 Elite Studio Interface

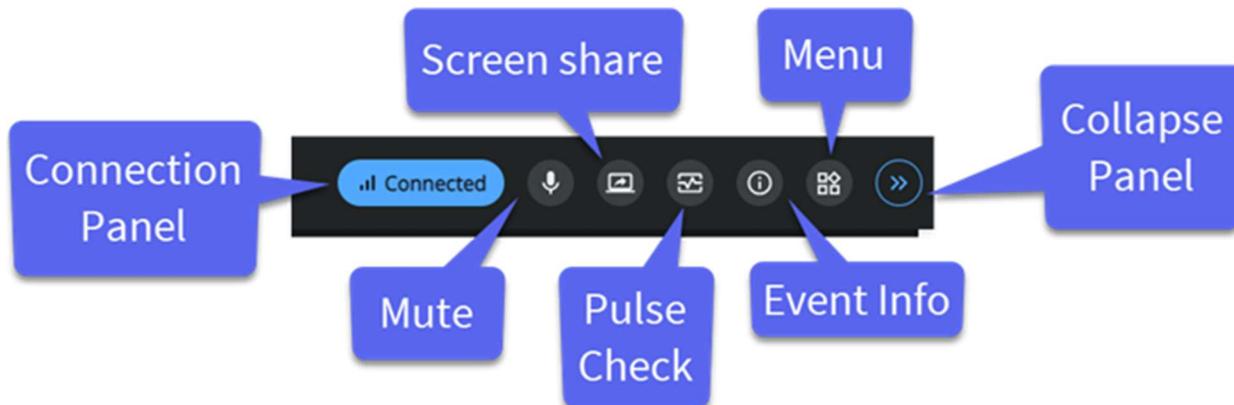
There is flexibility in the display of windows in Elite Studio. Each presenter can customize their view. Only their view will be impacted, and it doesn't affect other presenters.

Find more information on using the [using the tools](#).



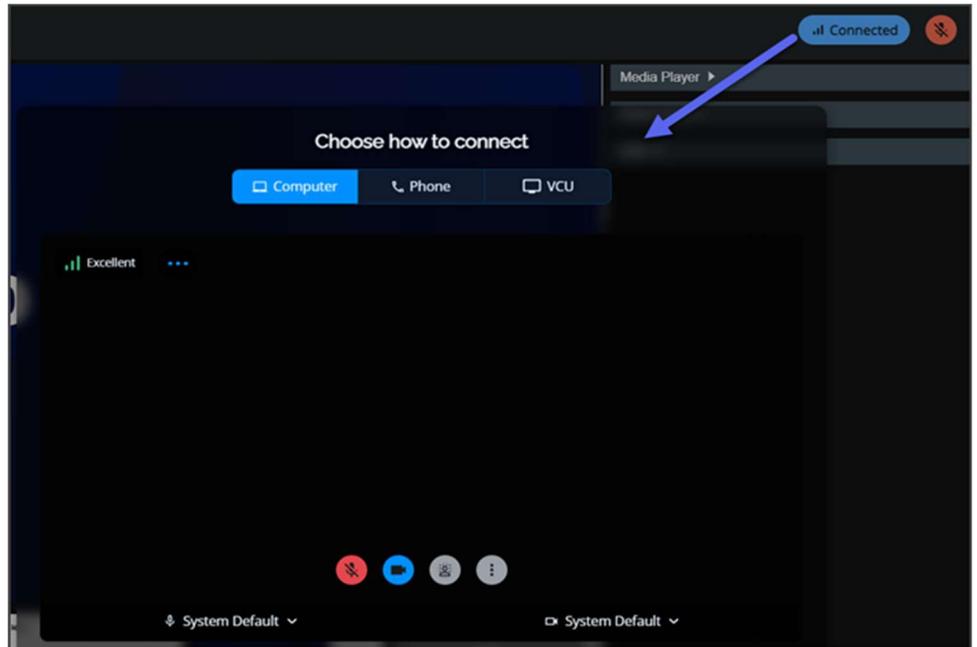
Toolbar

All Elite Studio tools will be found in the Toolbar in the top corner.



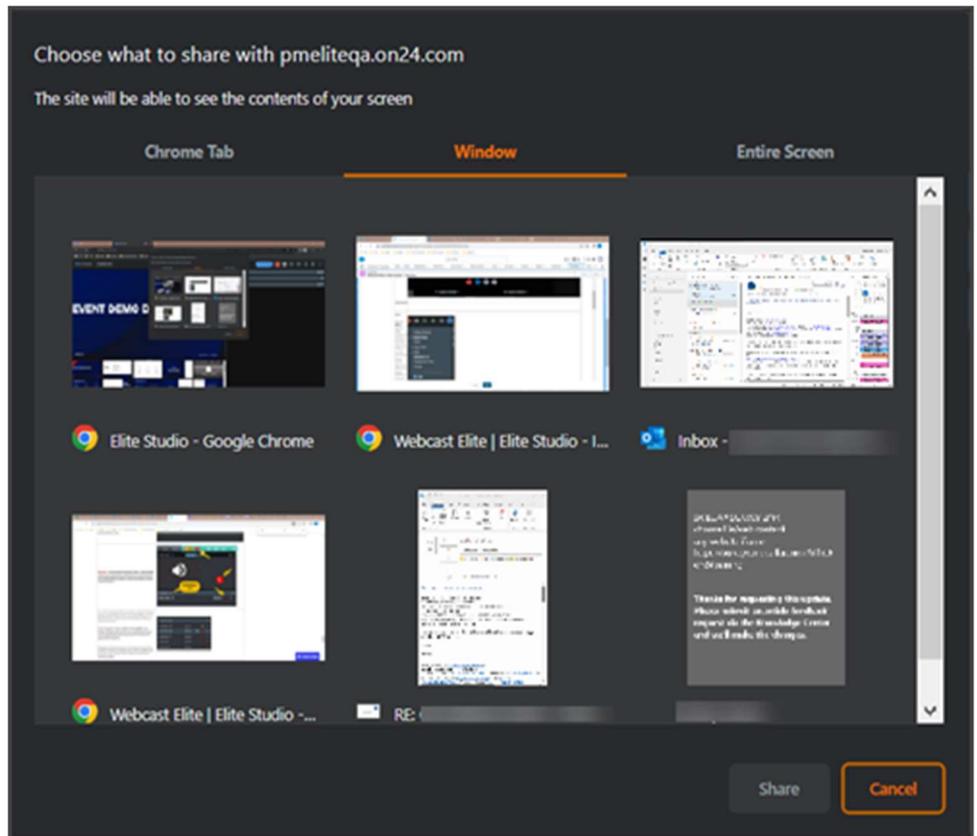
Connection Panel

The Connection Panel allows you to update your [connection](#) or [virtual backgrounds](#) if needed, after you have connected to Elite Studio.



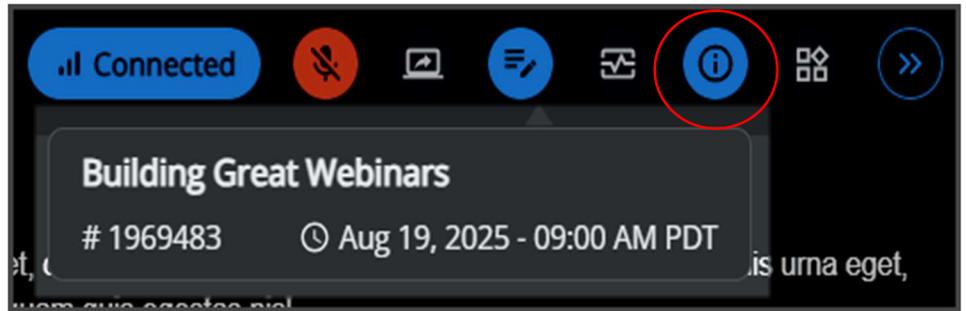
Screen Share

Click here to start a [screen share](#).



Event Info

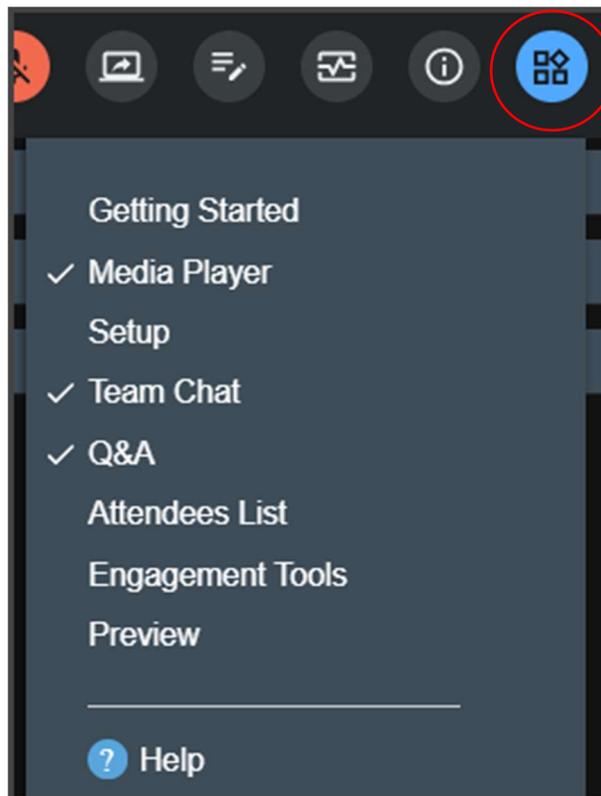
Click here to find the name of the event, the **Event ID**, and the start date and time.



Menu

When the **Menu** is open, the active windows/tool will have a checkmark next to them. If they are not active you can add them by clicking them. If you select a tool already checked, it will open if minimized.

The **Live View** does not appear in this list and cannot be made inactive.



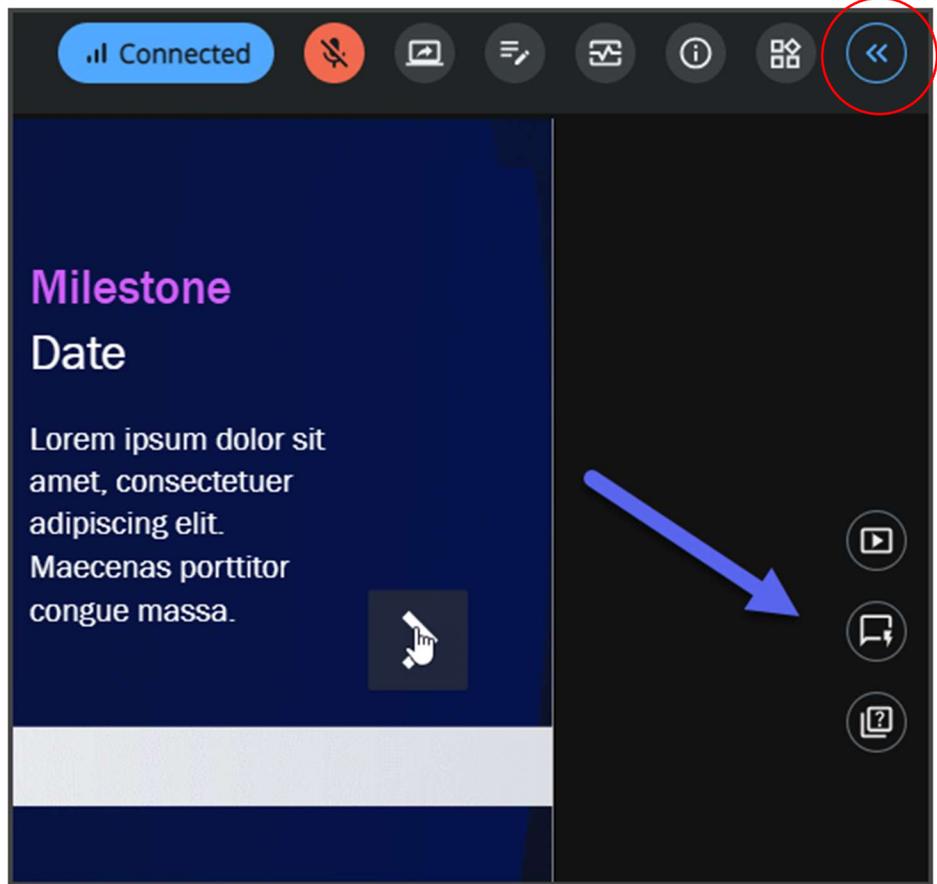
Collapse Panel

Click here to collapse the right panel, hiding the tools and increasing the size of the main stage.

Icons of tools opened before the panel was collapsed will appear on the side. Clicking on one will re-open the tool panel.

Notification badges for **Q&A** and **Team Chat** will appear when there are new messages.

Elite Studio will remember a user's preference across sessions.



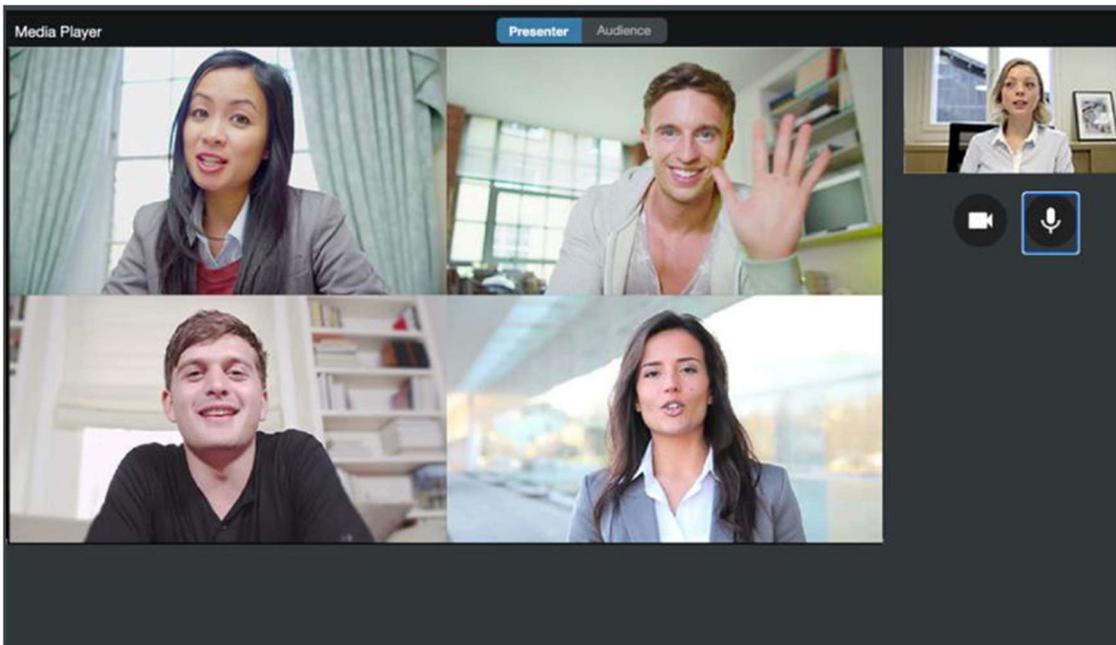
Media Player

The **Media Player** will show presenters what the audience is seeing in the Media Player on the Console.

When you connect your webcam, the **Media Player** will automatically open to the **Presenter** tab. The **Presenter** tab provides a real-time display of you and your fellow presenters.

Webcam video will appear for those connected by webcam, and a bullhorn icon will appear for those connected by their mic only.

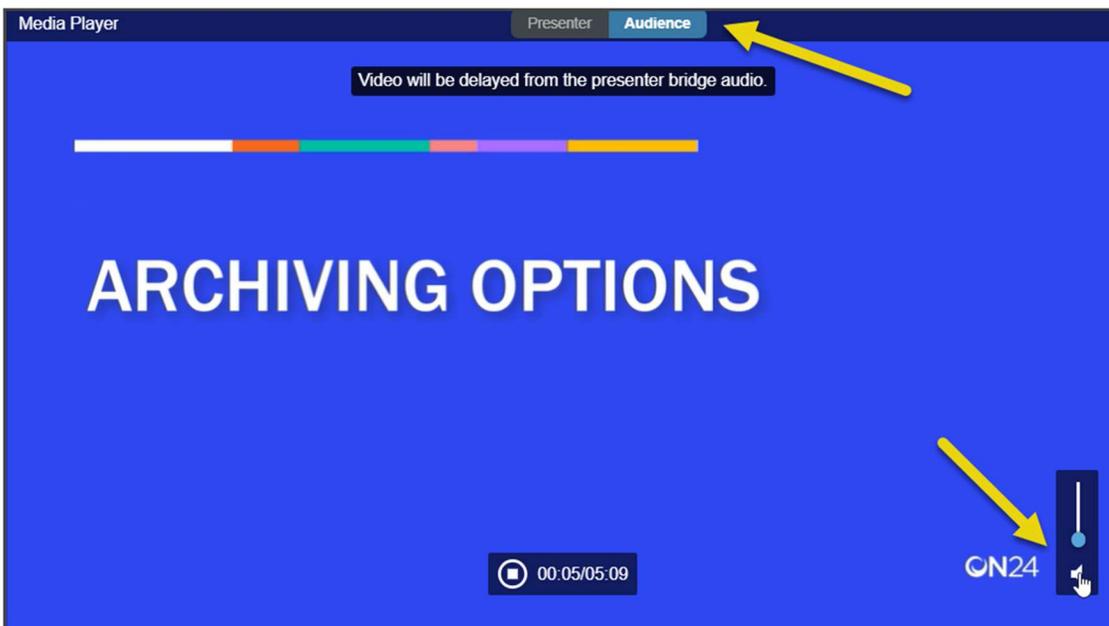
The **Media Player** will open automatically to play any videos shared or any screen sharing sessions.



Switching to the **Audience** tab will display the audience version of the Media Player.

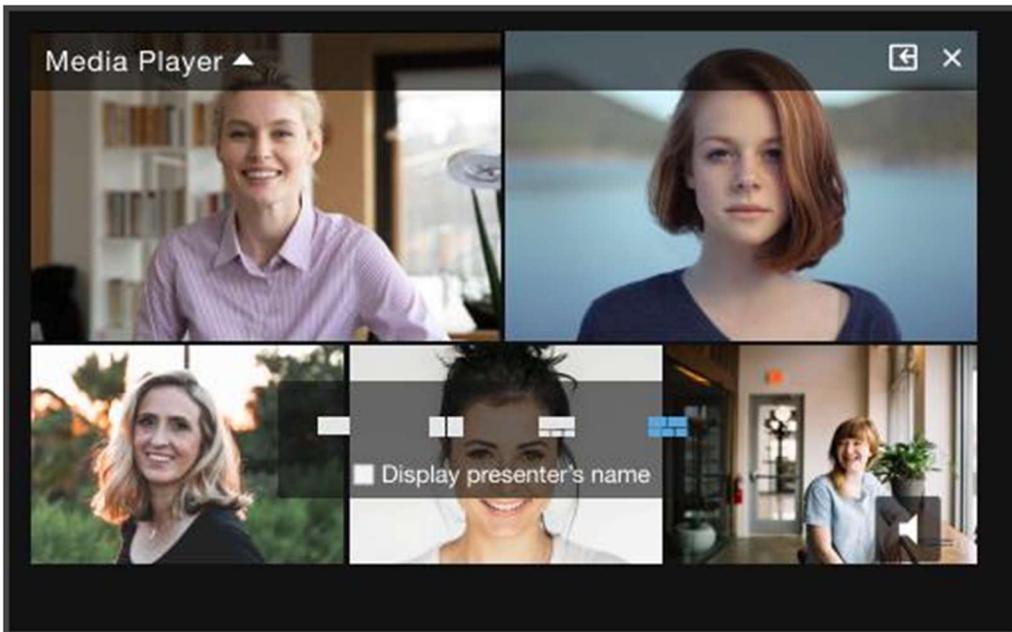
There will be a two-second delay in the **Audience** tab. Presenters can rest assured that during the live webinar, the audience will not notice a delay. For them, the webinar will be in sync and appear in real-time.

Note: If you have the Audience tab open, keep the audio muted to prevent echoing. This does not mute the audio for the audience.



If multiple presenters are using a webcam, [webcam layouts](#) can be changed on the fly by hovering over the **Media Player** and choosing another layout. This can be updated from either tab.

You can also choose to display the presenter's name by checking the box. This name can be edited in the **Presenters** window.

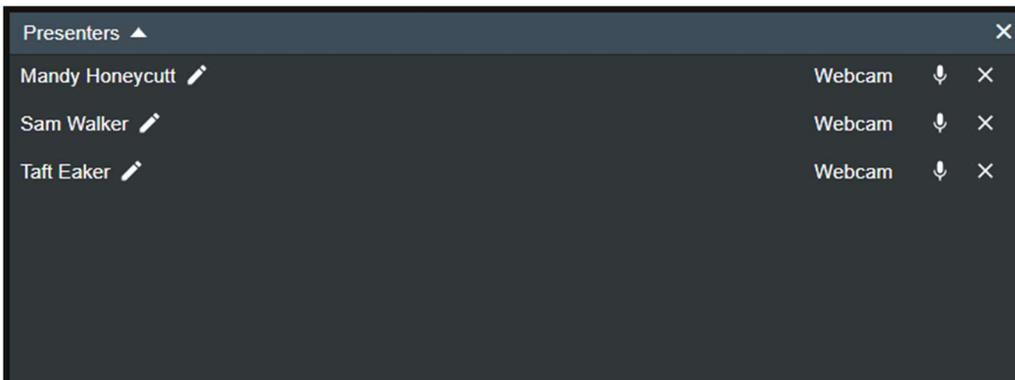


Presenters

This tool lists all presentation team members connected to Elite Studio.

Producers can edit the names, mute/unmute presenters, and disconnect them. The names displayed here will show in the **Media Player** if that option is enabled.

Note: This mute/unmute feature is synched with the other muting tools. When muting in one location on the Elite Studio Interface all muting options are activated.

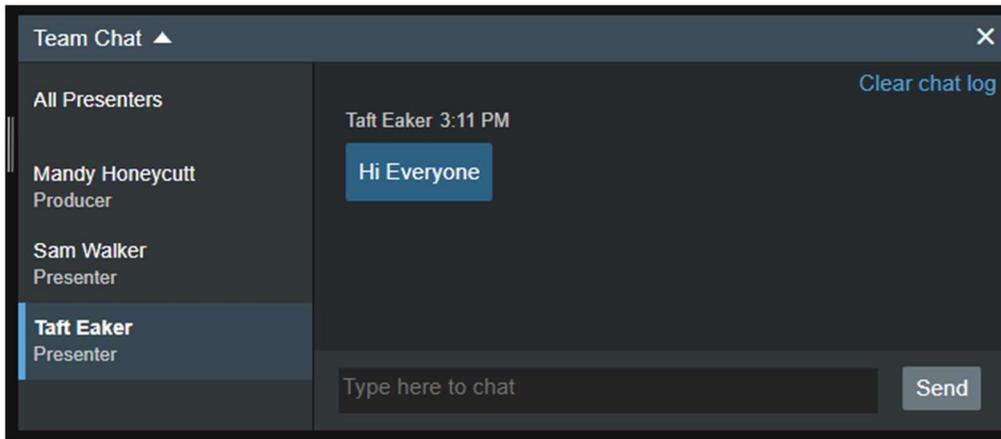


Team Chat

Team members can chat with the entire team or with individuals using this tool. This chat will not show to the audience, but will be recorded in Webcast Intelligence reporting.

Click **All Presenters** to chat with the entire team or click on an individual name to chat directly with that person.

The role that each person is logged in as will be listed under their name.

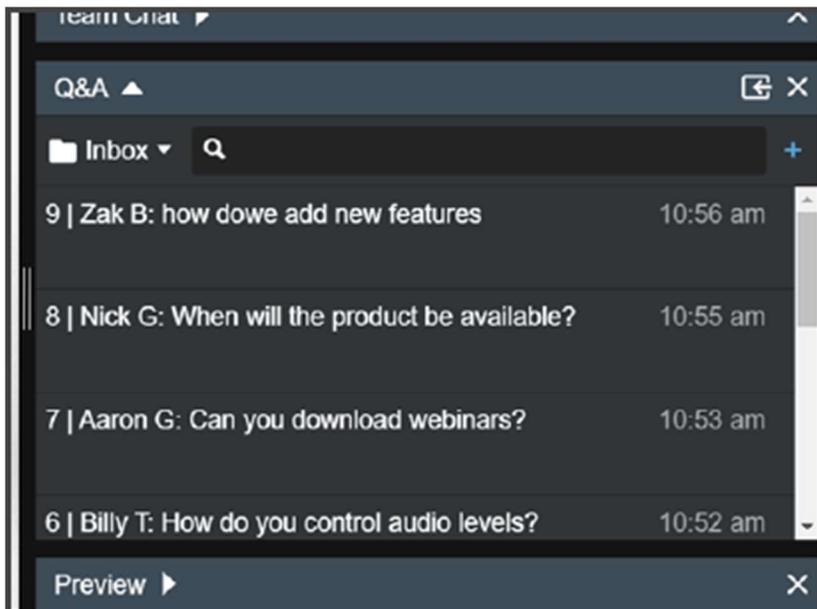


Q&A

The **Q&A** tool allows your presenting team to collaborate on audience questions during a live webcast and corresponds to the **Ask Question** tool on the Audience Console.

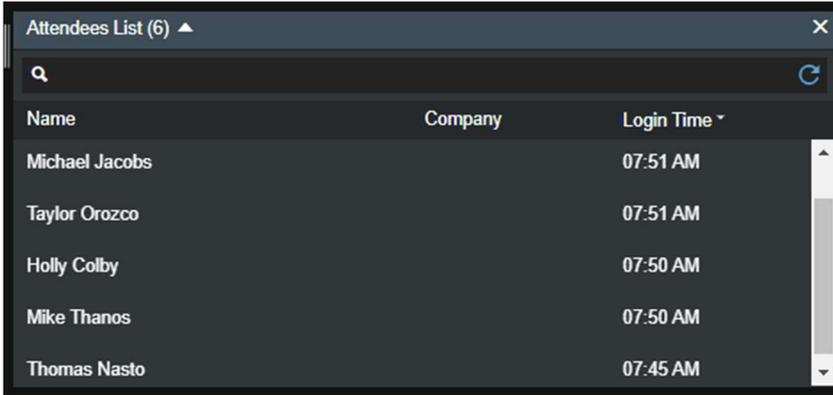
Typically, a moderator reads the questions aloud to the presenters for all to hear. Please do not read attendees' names when reading questions.

You can also type answers. Click on the question to find answer options. Answers can be sent to the individual who asked, everyone in the audience, or pushed to the slide area for discussion. Questions will only be visible to the audience if they are answered. And no matter how the question is answered, both questions and answers will remain anonymous in the audience's view.



Attendees List

The **Attendees List** shows all attendees currently in your webcast. You will need to click **refresh** to see the latest numbers. The number of attendees will appear at the top in parentheses. You can search for attendees and sort by **Name**, **Company/Bar Number**, and **Login Time** columns. When sorting the list by name, attendees will be alphabetized by their first name.

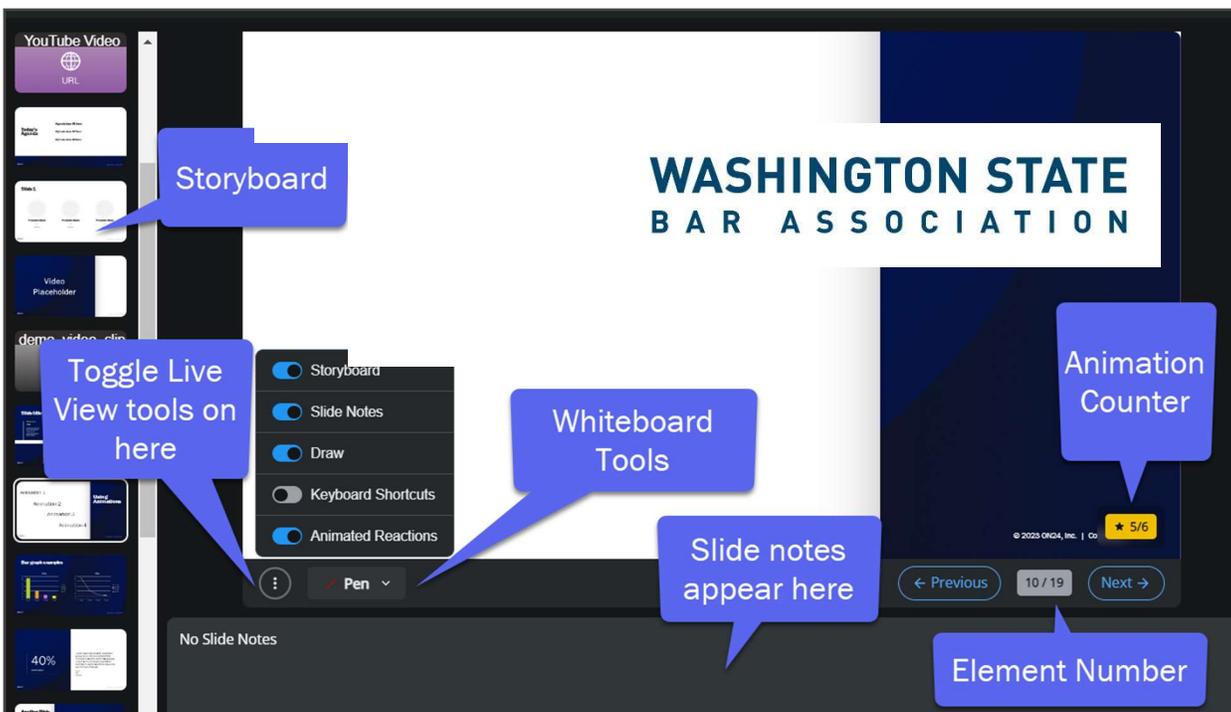


Name	Company	Login Time
Michael Jacobs		07:51 AM
Taylor Orozco		07:51 AM
Holly Colby		07:50 AM
Mike Thanos		07:50 AM
Thomas Nasto		07:45 AM

Live View

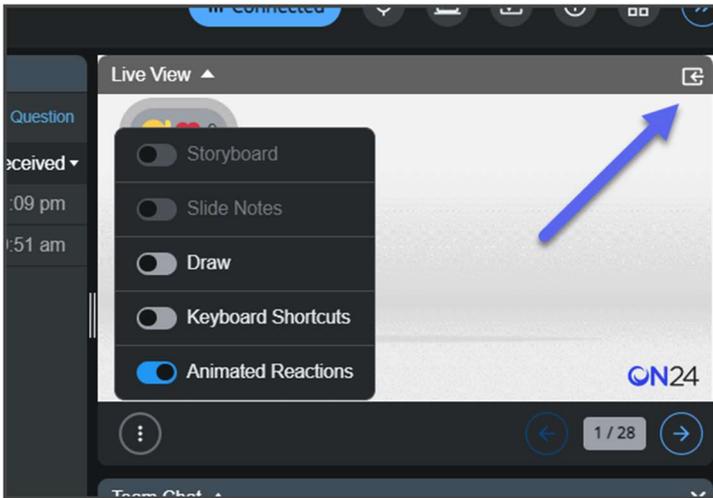
Slides and other presentation elements can be shared and advanced through the **Live View** window, which shows what is being currently displayed to attendees in the audience console. The **Live View** will be the default tool in the **Main Stage** area of Elite Studio for Producers and Presenters.

Use the **Previous** and **Next** arrows to move through the Storyboard (slides). An element counter will also show, so you know which element of the Storyboard is currently being shown. Hover over the **Live View** window to see the **Live View tools** (in the kebab menu) and **animation counter** (if your slide has animations).



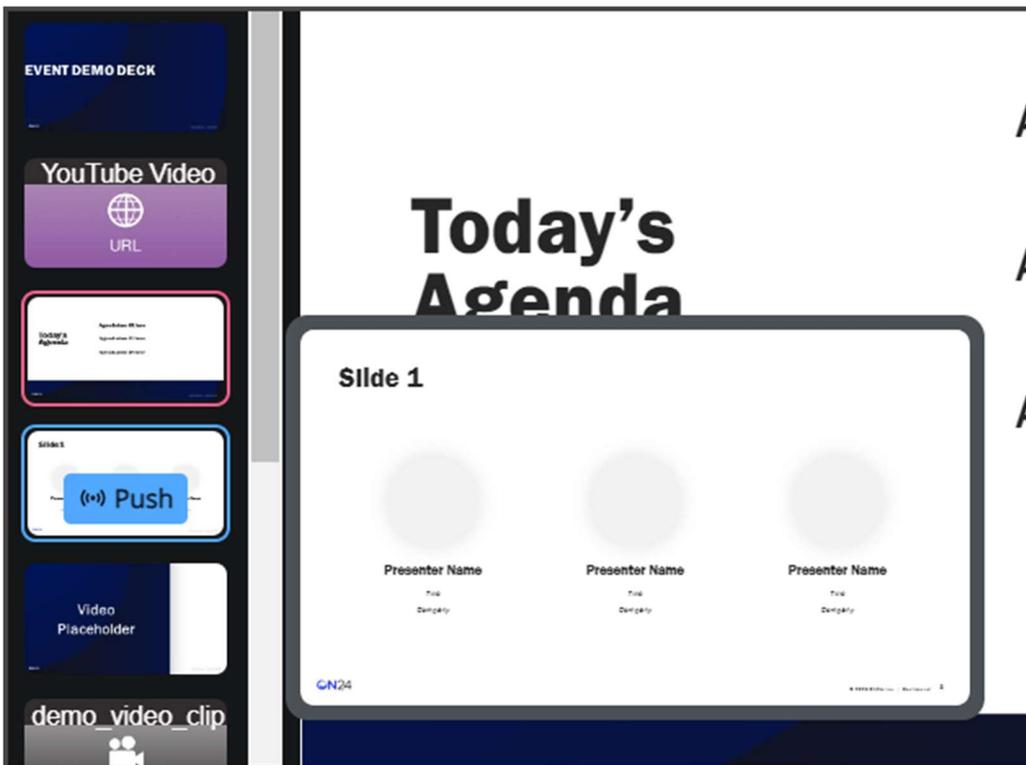
The screenshot displays the Live View interface for a presentation slide titled "WASHINGTON STATE BAR ASSOCIATION". The interface includes a sidebar on the left with a "Storyboard" section. A kebab menu is open, showing options: Storyboard, Slide Notes, Draw, Keyboard Shortcuts, and Animated Reactions. A "Toggle Live View tools on here" callout points to the kebab menu. A "Whiteboard Tools" callout points to the "Pen" tool. A "Slide notes appear here" callout points to the "Slide Notes" option in the kebab menu. An "Animation Counter" callout points to a yellow star icon with "5/6" next to it. An "Element Number" callout points to the "10 / 19" indicator in the bottom navigation bar. The main slide content shows the "WASHINGTON STATE BAR ASSOCIATION" logo and a "40%" progress indicator.

Note: The Storyboard and Slide Notes toggles will only be accessible if the Live View tool is in the Main Stage. The toggles will be 'greyed out' if the Live View tool is in the right panel. Use the 'move to main' icon to allow for toggle and feature usage.



Storyboard

To see the **Storyboard**, toggle it ON in the kebab menu. The **Storyboard** shows all the elements in your presentation. Click on an element to preview the element. Click again on **Push** to quickly jump ahead or move to a previous element. Elements that are currently live to the audience will be outlined in red.



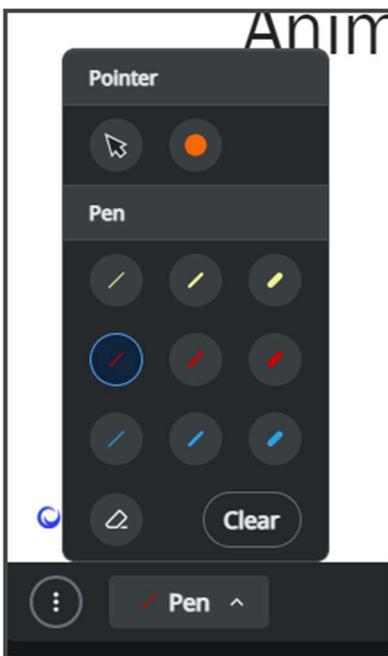
Whiteboarding Tools

Note: The draw tool is only supported with a slide tool that is configured for a 16:9 aspect ratio within the console builder.

From the kebab menu, toggle **Draw** ON to annotate your live presentations using the whiteboard tools.

- **Pen** - utilize one of three colors and three sizes to draw
- **Pointers** - an arrow or orange dot will display for five seconds to focus the audience's attention
- **Erase** - select and erase individual lines
- **Clear** - clear all the lines and pointers at once

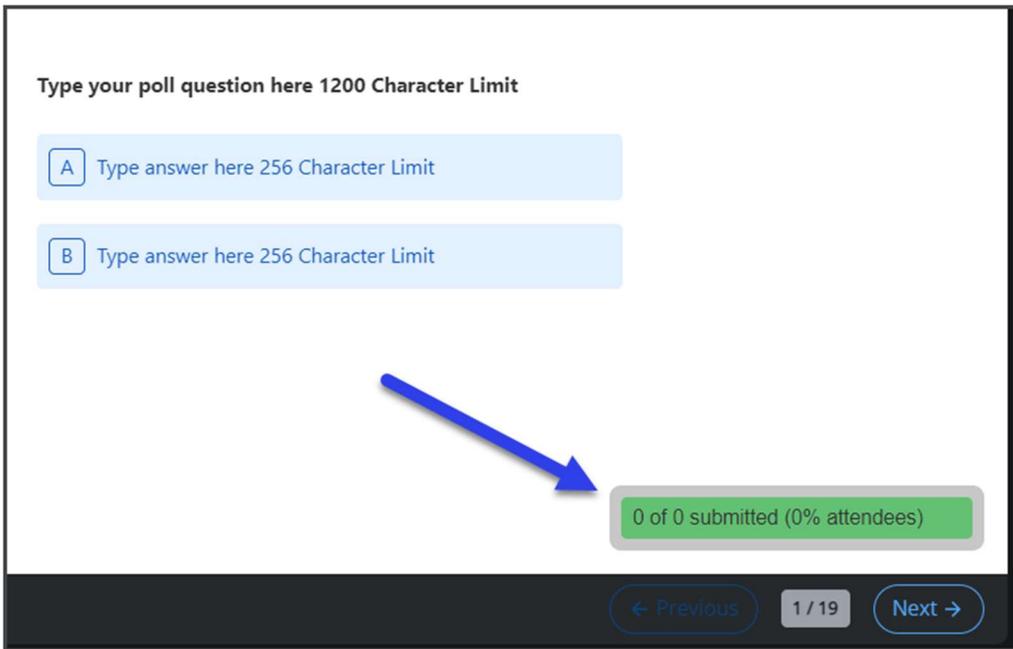
Moving to the next slide in the presentation will automatically clear all pointers and drawings. And the annotations made during the live webinar will carry over once the webinar is archived.



Preview

When sharing [poll questions](#), hover over the tool to see the number of attendees that have responded.

To see the poll results as they come in real-time, use the **Preview window** either when 1) the Poll Results element immediately follows the Poll Question or 2) when the Poll Results element is selected in the Storyboard.



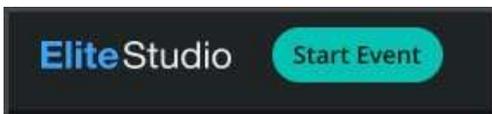
Starting the Webinar

To start a webinar, presenters will first need to join the event by connecting their webcam, PC microphone, or dialing in via phone.

Before the webinar starts, the connected presenters can speak with one another "backstage."

Note: The audience will not hear or see the presenters until **Start Webcast** is pressed.

Fifteen minutes before the live start time, the **Start Event** button will appear at the top of Elite Studio, alerting presenters the audience console is open.



During this time, the audience will be viewing what is in the **Live View** window. We suggest pushing a title or opening slide for the audience to see while waiting for the webinar to begin.

Presenters should avoid advancing slides during this time, as the audience will see the slides advancing.

After pressing the **Start Event** button a confirmation window will appear. Clicking **Start Webcast** will connect the presenters to the live audience and start the webinar recording.

Once the webcast has begun presenters' audio and video (if applicable) are live to the audience. If presenters need to communicate in a "back channel" amongst themselves they can use the **Team Chat** feature in Elite Studio.

Someone on the presenting team (producer or presenter) **must remain connected to the webinar by phone or webcam at all times.**

Ending the Webinar

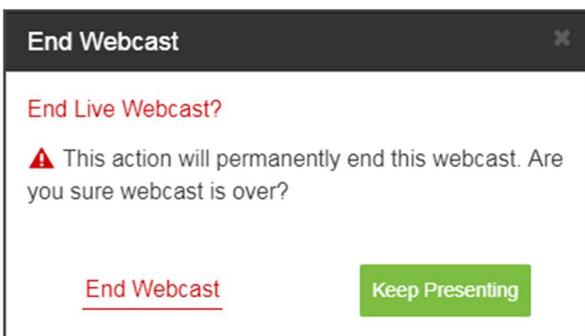
Once the webinar has reached its conclusion, click the **End Event** button.

Events will not automatically stop at the end of the duration - the **End Event** button must be pushed. Elite Studio does have a 30 minute grace period, so no worries if your event runs a few minutes over.



Once **End Event** is clicked a confirmation window appears. Clicking **End Webcast** will disconnect the presenters from the live audience and stop the webinar recording.

Note: Stopping a webinar permanently ends the webcast. Once a webinar has been stopped (even if it has been accidentally or prematurely stopped), it cannot be restarted.



Troubleshooting Tips

- Confirm all presenters are using a supported browser (Chrome, Firefox, or Edge).
- Make sure ON24 has access to your microphone and camera within the browser - [see an example](#).
- Try connecting off of a Virtual Private Network (VPN). If the issue persists after troubleshooting, it is usually related to network configurations such as VPN or Firewalls.
- All presenters should have a stable, high-speed internet connection.
- Refresh the page by pressing F5 (Command + R for Macs) or try another browser. Refreshing the page will not end the webinar.
- [Clear Your Cache](#) to optimize browser performance.
- Close all unused applications and browser tabs. This is especially true of collaboration apps (Zoom, WebEx, Teams) because they will use all of the available Central Processing Unit (CPU) resources.
- Reboot the computer if time permits.
- If these tips do not resolve the issue, please email minicle@wsba.org.