

Zoom and Virtual Events



Learn all the facts about using zoom in MySeniorCenter (FAQ at bottom)

Zoom and Virtual Events

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Setting up a virtual event in MySeniorCenter is not all that different from creating a regular in-person event. Seniors can pre-register for them like they would any other event--either with staff through MSC or online in MyActiveCenter.

We recommend reading this guide and try creating an internal staff event as a test before going live with any virtual activities.

Create A Virtual Event


First, create a new event template and enter the Event Name.

Virtual Room	<input type="text" value="Select Virtual Room"/>
Virtual Instructor	<input type="text" value="Select Instructor"/>
Appointments	Can only add appointments when editing
Category	<input type="text"/>
Icon	<input type="text"/>
Description	<input type="text" value="None"/>
Instructor	<input type="text"/>
Time Begin	<input type="text"/>
Time End	<input type="text"/>
Max Signups	<input type="text" value="50"/>
Cost Per Event	<input type="text" value="0"/>
Event Sponsor	<input type="text"/>
Account	<input type="text" value="Select Account"/>

Select or Click a Virtual Room

Manage Reminders

Email Reminder: 60 Minutes Before the Event Starts



**MySeniorCenter
Generated Zoom**

Manual Meetings

Virtual Rooms

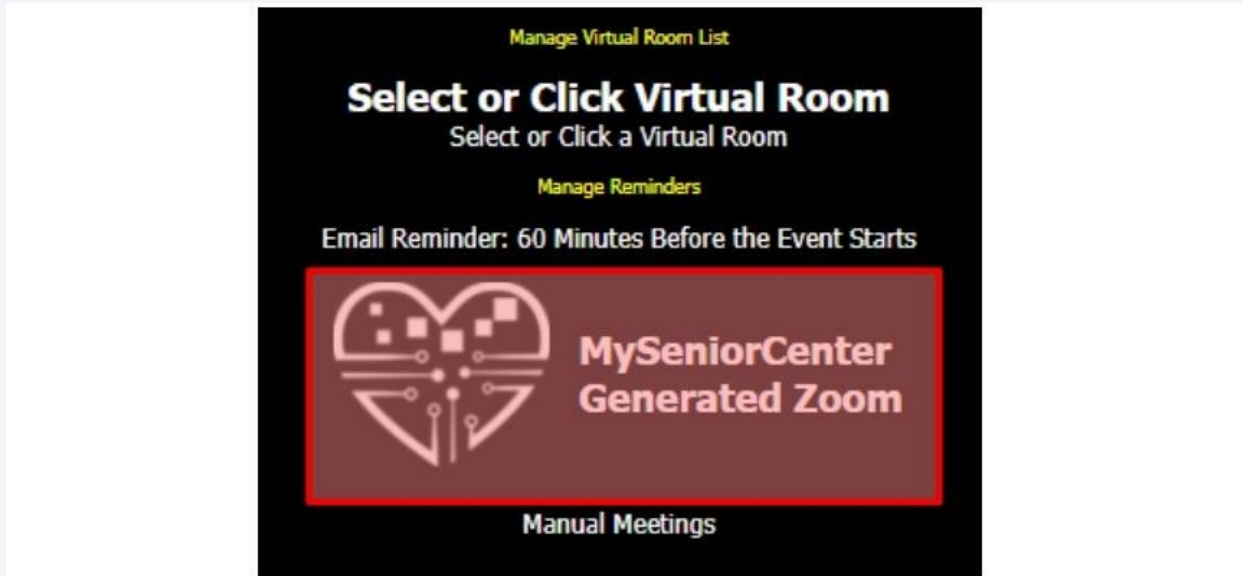
2

You can use either your own Zoom account or our automatically generated Zoom meetings. In either case, first click "Select Virtual Room".

Using MySeniorCenterGenerated Zoom

Simply click the MySeniorCenterGenerated Zoom button!

Links will automatically be generated 15 minutes before the event and emailed to your hosts and participants. See Reminders for more info.



Using your own Zoom Account

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Click Manage Virtual Room.
Then click Add.

3. Fill in the Name, URL and optionally, passcode, number and description. Click Add and then "Close and Refresh Virtual Room List". *Note: Name cannot include any special characters.

Room Name	<input type="text" value="Virtual Bingo Room"/>	Passcode?
URL	<input type="text" value="https://zoom.us/j/5239085555?pwd=Q3NLQ3d"/>	<input checked="" type="checkbox"/>
Passcode		<input type="text" value="vygu6u"/>
Toll Free Number	<input type="text" value="Example: 555-555-5555"/>	<input type="checkbox"/>
Local Number	<input type="text" value="Example: 555-555-5555"/>	<input type="checkbox"/>
Description	<input type="text"/>	

4

You can then select the virtual room under the Manual Meetings list

The screenshot displays a user interface for managing virtual events. On the left, a sidebar contains several input fields: 'Event Name' with the value 'Virtual Bingo', 'Room' with a 'Select Rooms' button, 'Virtual Room' with a 'Select Virtual Room' button and the text 'Virtual Bingo Room' followed by a red 'X', 'Virtual Instructor' with a 'Select Instructor' button, 'Appointments' with the text 'Can only add appointments when editing', 'Category' with an empty text box, and 'Icon' with an empty text box. The main content area is a dark banner with the following text: 'Manage Virtual Room List' (yellow), 'Select or Click Virtual Room' (white), 'Select or Click a Virtual Room' (white), 'Manage Reminders' (yellow), 'Email Reminder: 60 Minutes Before the Event Starts' (white), a heart-shaped logo with circuitry (white), 'MySeniorCenter Generated Zoom' (white), 'Manual Meetings' (white), and 'Virtual Bingo Room' (yellow) with a red arrow pointing to it.

Virtual Instructors

5 Virtual instructors will receive the Host Link from MSC Generated Zoom meetings.

Click the New Instructor button and add their name and email address.

Add New Instructor

Name	<input type="text" value="Enter the name of the instructor"/>
Email	<input type="text" value="Enter the email of the instructor"/>

Note: Instructors can also be added via Settings -> User Manager -> Roles and select "Instructor"

Select

Click on the instructor's name to add them to the event. You can select more than one and both instructors will receive the host link.

Event Name	<input type="text" value="Virtual Bingo"/>
Room	<input type="button" value="Select Rooms"/>
Virtual Room	<input type="button" value="Select Virtual Room"/>
Virtual Instructor	<input type="button" value="Select Instructor"/>

Select Virtual Instructor(s)

Click on a name to add them to the event

Billy
billy@mvseniorcenter.com

Meeting Links/Reminders

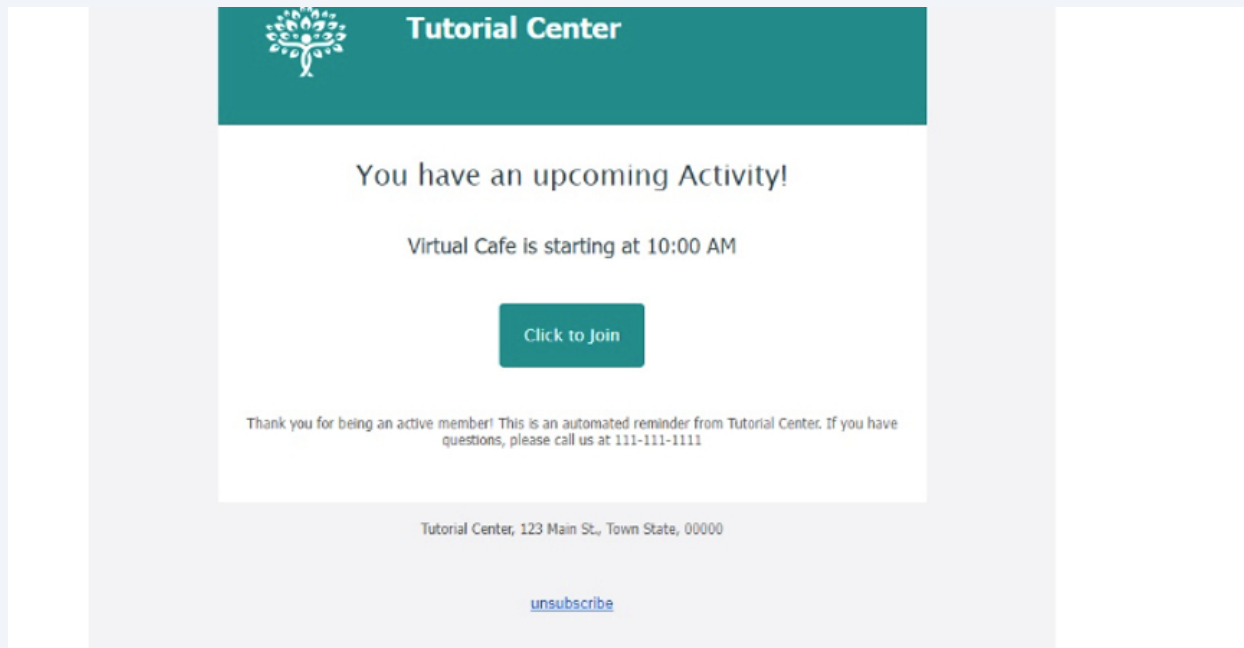
6

With MySeniorCenter Generated Zoom Meetings, the Zoom meeting links are created 15 minutes before the start of the event. Reminders for the event are automatically sent out before and, if clicked, will place participants in a lobby where they can chat before the event.

Reminders are only sent if at least 1 person registers for the virtual event.

Reminders can be sent out 5, 10, 30, 45, 60 or 120 minutes before the event starts. Please contact Support@myseniorcenter to change this setting.

Seniors can sign in to meetings via the email reminder or through MyActiveCenter.

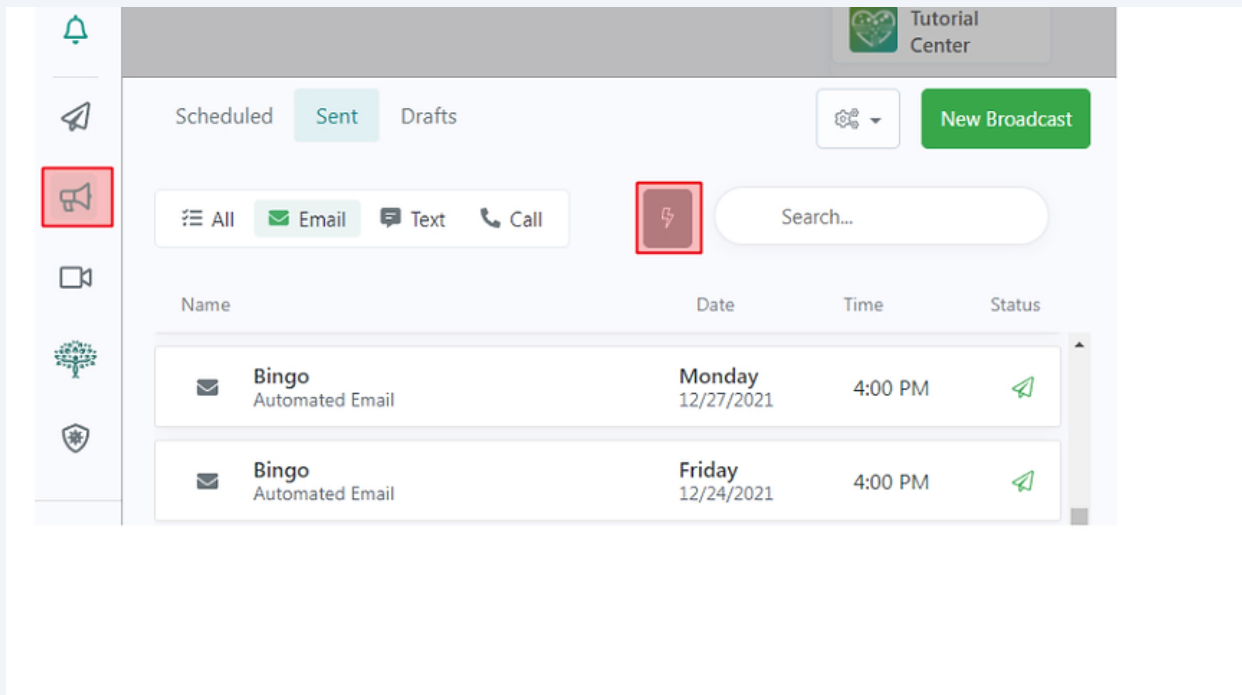


Reminder email example from Gmail. Note: In Gmail, the email might be sorted into the Promotions tab.

Where to Find Reminders

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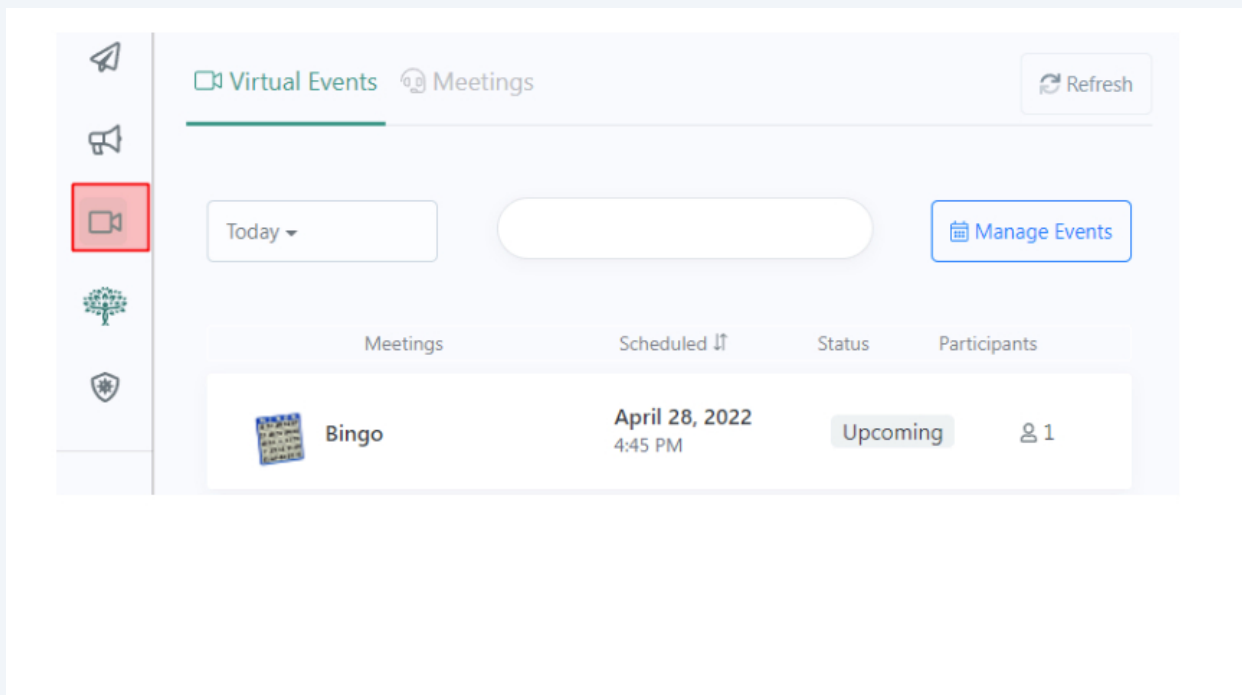
Email Reminders can be accessed from the Broadcast menu. Click the Lightning bolt icon to show Automated Emails.



Sidebar Menu

8

On the left sidebar menu, you can view your Zoom meetings.



Status

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- **Upcoming** = Zoom link not yet created.
- **Ready** = Zoom link has been created.
- **Live** = The instructor has started the Zoom meeting and participants can join
- **Ended** = Meeting is complete.

Click the event name to view the Zoom meeting links and other details, such as who the instructors are, as well as a list of attendees, if the meeting is in-progress or has ended.

Once a participant loads the lobby page, MySeniorCenter considers them "Checked In" to the event as if they had swiped their card at the kiosk.

You can also re-send the host and participant reminder emails. (Note: The Resend Links will only work if the Reminder email has already successfully been sent.)

The screenshot shows a web interface for a 'Virtual Event'. At the top, there is a 'Back to Meetings' link. The event title is 'Virtual Event' with an agenda of 'Virtual Event'. Below this, the host link, join link, password (none), and instructor (Billy) are listed. There are two green buttons: 'Resend Participant Emails' and 'Resend Instructor Emails'. Below the buttons is a table with three columns: 'Participants', 'Status', and 'Actions'. The table lists two participants: 'MSC Host' with a 'Host' status and 'Ben Deranick' with a 'Joined' status. Each row has three action icons: a pencil, a phone, and an envelope.

Participants	Status	Actions
👤 MSC Host	Host	✎ 📞 ✉
👤 Ben Deranick	Joined	✎ 📞 ✉

Note: The "Actions" icons are not active as of 11/24/2021

Pre-Meeting Event Roster (Pending)

10

The Host Links and Join Links will be “Pending” until 15 minutes before the event starts.

Once the Reminder email has been sent, it can be re-sent to participants or instructors.

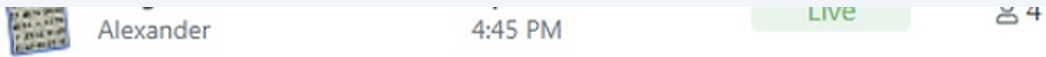
The screenshot shows a Zoom meeting interface for an event titled "Bingo". At the top, there is a navigation link "← Back to Meetings". Below this, the event title "Bingo" is displayed in a large font, followed by the agenda "Agenda: Virtual Event". Underneath, there are links for "Host Link: Link" and "Join Link: Link", both with external link icons. The password is listed as "none" and the instructor as "Alexander".

Below the event details, there are two tabs: "Event Roster (4)" and "Zoom Room". The "Event Roster" tab is active, showing a table with the following data:

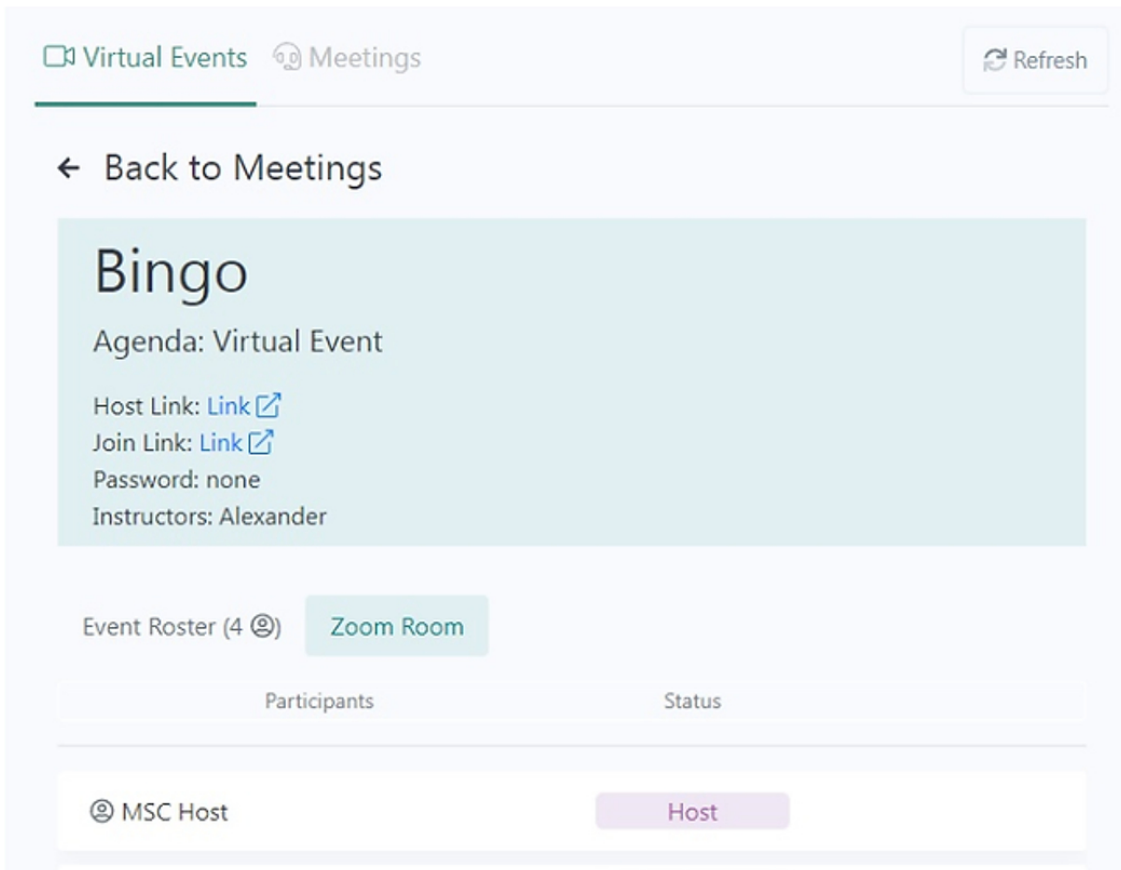
Event Roster	Checked In	Invitation Status	Actions
Benjamin .Deranick	✓	Delivered	
.Al .Stotz	✓	Delivered	
Bryann !Perkins	✓	Opened	
William Jarrett	✓	Opened	

Zoom Room (Live Event)

11 Once the instructor starts the Zoom meeting, the event status will change to Live.



During the event, you can see a list of people who have joined as well as copy the Host and Participant links.



New Meeting (work in progress)

12 From the Meetings tab, you can create ad hoc Zoom meetings.

Virtual Events **Meetings** Refresh

Today ▾ Search... **+ New Meeting**

Virtual Events **Meetings** Refresh

← Back to Meetings

Meeting Agenda

Staff Meeting to talk about upcoming events

Title	Date & Time	Duration(minutes)
04/28/2022 - Staff Meeting	04/28/2022 02:30 PM	60

Advanced ▾

Passcode

Enable Waiting Room

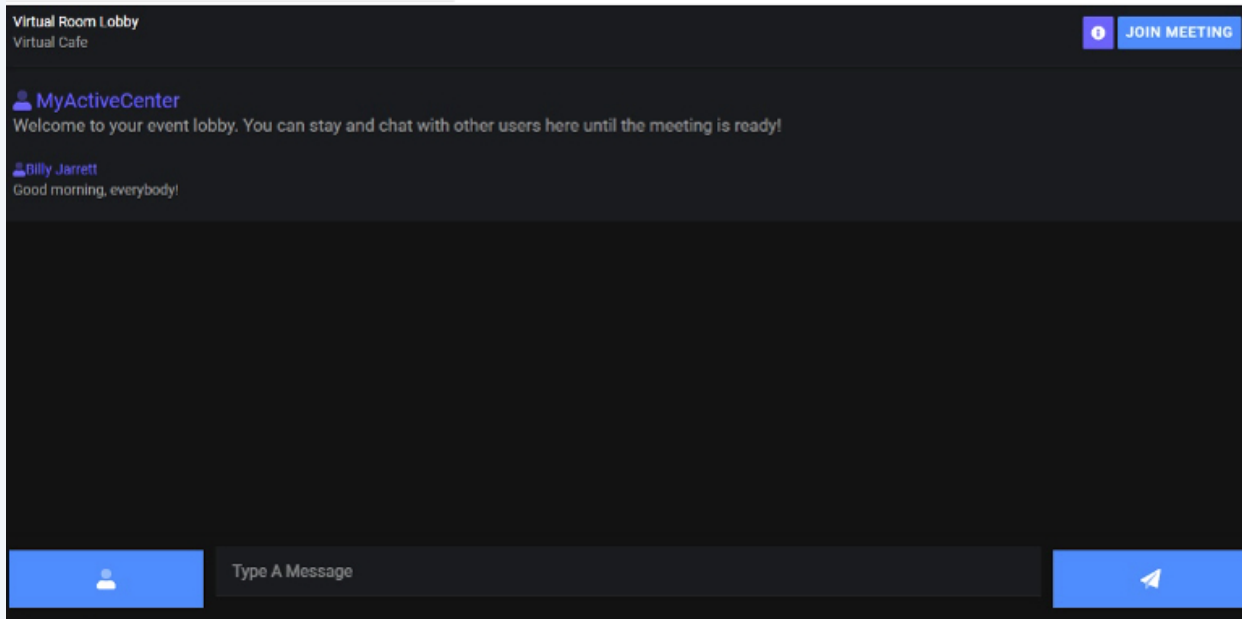
Schedule / Create Meeting

(more info coming soon)

Lobby

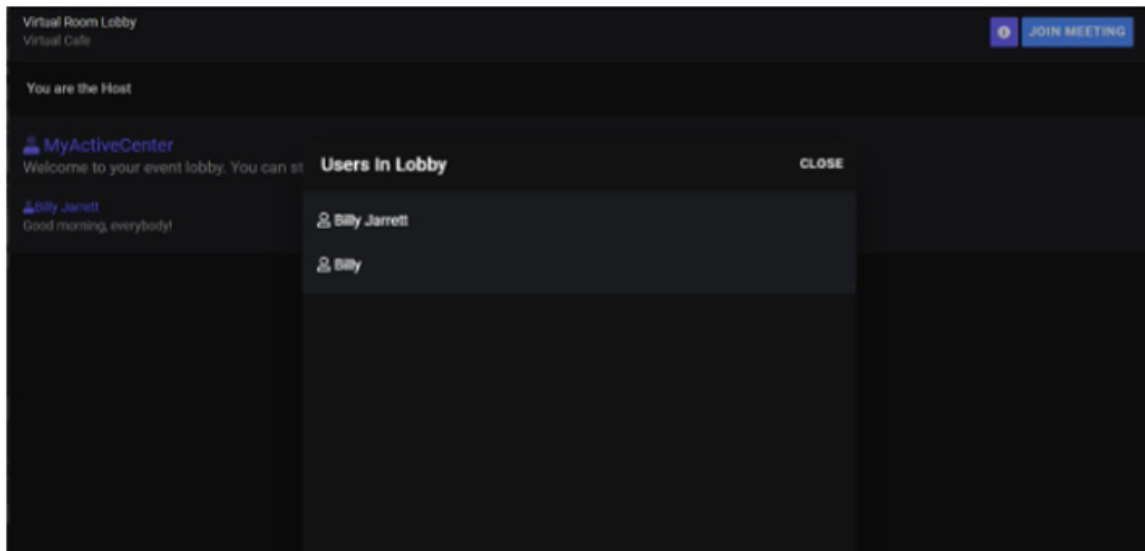
13

Upon clicking the link, either from **MyActiveCenter** or the **email reminder**, instructors and participants will enter a chat lobby.

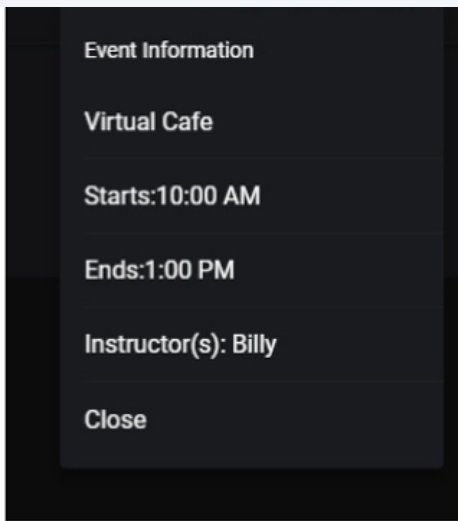


14

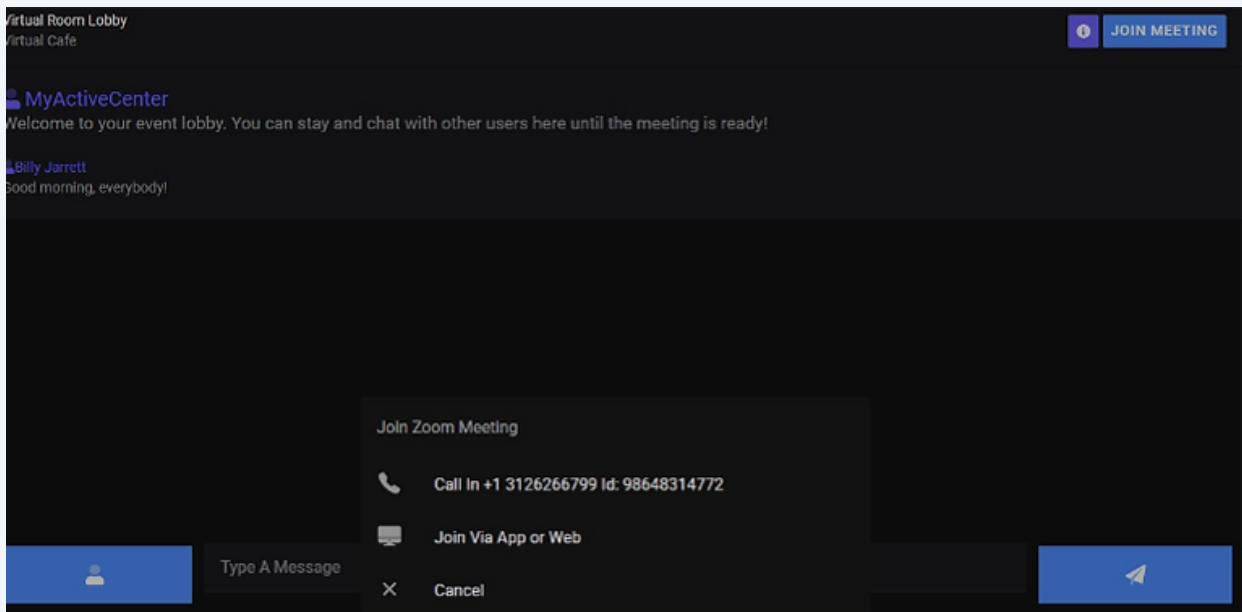
Clicking the person icon in the bottom-left corner will display a list of users in the lobby.



15 The “i” icon in the top-right corner will show the Zoom meeting information



16 A message will be displayed when the Zoom meeting is ready 15 minutes before the event starts. Once the Zoom meeting is ready, participants can then click “Join Meeting” and join via phone or Zoom app.





If you have to reschedule an event, you cannot simply edit the event and change the date. You'll need to schedule a new event, and register your participants to it. If you edit the scheduled event and change the date, you'll break the Zoom meeting reminders.

Zoom FAQ



Q: Will this account allow multiple Zooms (or Zoom rooms) at the same time?

A: Yes, it's an unlimited license – can run 10, 20, 30 at once if you want

Q: Will the link always be the same like it is when I do it now for my weekly yoga class?

A: No, the join link that we send will always be called 'Join' but the link behind the scenes will always be different. Participants will have to get in the habit of checking their email or MyActiveCenter which will alert them 5 minutes to 2 hours (depending on your preferences) before the class starts.

Q: How will the instructor know the link? We use outside contractors who don't have access to MSC

A: If you have their email address in MSC and they are listed as the instructor on the class, they'll automatically receive the instructor link via email.

Q: Do I still have to login to take attendance?

A: No. When participants click on the email with the join information, MySeniorCenter captures their login and keeps track of the attendance for you. It will show up in your stats just like any other program

Q: Sometimes we have unwanted guests on our Zooms. Can I kick people out?

A: Since you'll no longer need to publish your zoom links on public websites, you shouldn't have any more zoom bombs. BUT, through MySeniorCenter, you'll be able to drop in on a class and expel participants if needed.

Q: What does burstable Zoom mean?

A: It means that if on one day you have 4 classes but on another you have 20, you're all set. You can schedule however many classes you need and that's how many licenses you'll have for that day. You don't need to worry about exceeding your threshold.

Q: Will there be an option to record classes like we can in Zoom today?

A: Once the Zoom has started, you have access to all the full Zoom features like recording, sharing, creating cohosts, muting, etc. The only difference is that you'll need to record to your local computer. Cloud access is disabled because the host id is temporary, and the file could be deleted whoever uses the room next.



Q: How does the hosting work? Can any email be given access to be the host?

A: Yes. When the Virtual Meeting is set-up there will be a designated host that you assign along with the participants who register either at the Center or online if you wish.

Q: Can people call in?

A: Yes, people can call in with a direct number. Zoom has a bucket of several static numbers. One of these will be displayed alongside the Room ID in the MSC lobby for users to call. Simply call the number and enter the ID to join!

Q: Does your offer allow just one Zoom class at a time?

A: We offer unlimited concurrent (i.e. same time) classes.

Q: How would it work if class is hybrid?

A: To handle your hybrid classes, you would create two events: one in person and one online. They would be the same class (i.e. Yoga and Virtual Yoga). They would be on the same day and the same time.

Q: What is the max on # of participants on a zoom session?

A: The limit is 100 attendees.

Q: Does the functionality work like Zoom Pro or Zoom Webinar?

A: Technically we offer Zoom Business which is closer to Zoom Pro. The main difference is that Center will not be allowed to use "breakout rooms".

Q: If I have guests participating, how does that work?

A: All participants would need to receive a link to the meeting that comes from you. This means they should all be active in MySeniorCenter. If folks are sharing their MeetingID prior to the meeting, you'll want to inform them not to do that or otherwise get their shared participants entered into MSC so that they can participate the proper way. Worse comes to worst, you can always shorten the length of time people receive their invites prior to the activity starting.

Q: Will there be scheduled demos?

A: There currently aren't any plans for scheduled demos. We offer a training tutorial, promotional video, and product brochure which we feel will address the vast majority of questions our customers will have. This FAQ will provide a resource for additional questions.

Q: Can participants share the "Email Reminder w/Join Link" and will it work?

A: Yes, they can share it they would like and it will work. However, they will not be counted separately in the roster. Meaning if I shared my link with you and Nikki, it's still going to count it as 1 person checking in for the event. That being said, staff can see these extra participants under the "Zoom Room" section of the virtual event sidebar (but they won't inherently show up in statistics or anywhere else).

Q: Can staff/instructor turn off the MSC Virtual Meeting waiting room?

A: Not currently. It's needed because the lobby is what checks people into the event.

Have a question not answered by any resources here? Let us know and we can add it to the FAQ!