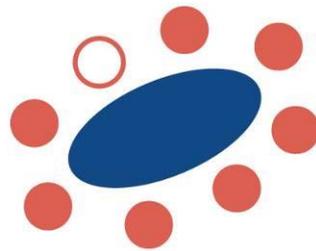


vitero

virtual team room



**User Manual vitero essentials
Vitero Management System**

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1 Overview

vitero means **virtual team room** and is a live e-learning, as well as web conferencing system which allows to **hold meetings and trainings** via the Internet. The system consists of two parts: the browser-based **Vitero Management System (VMS)** which manages learning material, user data and teams, and the virtual team room in which the location-independent sessions take place. The single participants first either need a **vitero** user account that is assigned to the booked team, or a valid session code for the respective meeting. This manual contains a detailed description of the functions of the Vitero Management System.

2 Login/Logout

Log in with your user name and your password in order to access the Vitero Management System. Enter this information in the corresponding input fields and then click on the 'Login' Button to get to the desktop of the management system. In case your user name is ambiguous, the drop-down menu '**Domain**' opens additionally to the 'User name' and 'Password' input fields. Choose the domain you want to login to and click on the 'Login' button.

In case you forgot your password, click the respective link right below the password input field. Enter your **vitero** user name and your registered e-mail address in order to reset your password. Next, you will receive an e-mail with a link which opens another dialogue in your browser to set up a new password for your **vitero** account. Please, check your spam folder if you cannot find the e-mail in your inbox.

If you have entered the wrong password three times, your user account will be blocked for 15 minutes. A corresponding note will be displayed.

Note: The server administrator can disable the option to reset passwords in the configuration of the Vitero Management System. In this case, the 'Forgot your password?' link is not available in the login dialogue.

For **logout**, click on the corresponding link on the desktop in the upper right corner (see also: 'Navigation').

3 User interface and navigation

The Vitero Management System (VMS) user interface consists of three parts: on the left side, there is the main navigation which allows you to access the different areas in the VMS. Aside, there is the content area in which selected contents are displayed.

The upper part of the browser window contains further possibilities to navigate, as well as information concerning the account, time zone, and role (system administrator, customer administrator, or user) with which you are logged in. A navigation path shows in which area you are right now. By clicking on the areas shown in the navigation path, you can access the respective areas. In the upper right corner of the browser window, you can find the link 'Logout' for leaving the VMS.

In tables in the VMS, content can be sorted according to columns (column titles are underlined) in ascending and descending order (Example ascending order: names sorted from A to Z, appointments from newest to oldest; example for descending order: names sorted from Z to A, appointments from oldest to newest). For switching between ascending and descending order, just click on the underlined column title.

Administration

If you have administration rights, the additional links 'Administration area' or 'User area' are available in the upper right corner of the browser window. You can switch between user and administration area by these links, e.g. in order to create new users or groups. Generally, the change of location happens immediately after having clicked on the corresponding link. In case you have access to several administration areas, please choose the area you want to enter via the drop-down menu. Then, click on the button 'Login' to enter the chosen area. This is, for instance, the case if you administer several customers. When you are in the administration area, the link 'User area' is displayed in the upper right corner. Click on it to switch back to the standard user interface (without administration rights).

4 To the virtual team room

In the section 'To the virtual team room', various options for starting the virtual team room are available.

Access the virtual team room

By clicking the button 'Access the virtual team room (PC/Mac)', you can enter the virtual team room directly from the VMS. The access is granted via a **vitero direct link**. The latter will open in a new browser window and makes sure that you always automatically use the latest version of **vitero** software including optional updates. It is advised to bookmark 'vitero direct link' in your browser. Thereby, the **virtual team room** can be accessed via your browser at any time, without prior login into the Vitero Management System.

Hint: requires an initial set-up of the **vitero** starter in advance. Please follow the instructions in your web browser.

Use a room-specific direct link

For each group, a 'direct group link' is available in the team details, which you could, e.g., save as a favourite in your web browser. The **vitero direct group link** is especially useful if you access a specific virtual team room on a regular basis (as for example a Corporate Café or a person-related room). In this case, the login as well as the team room selection dialogue are skipped, provided user name and password are stored locally on the computer (option 'Remember login data' in the virtual team room login dialogue).

Hint: requires an initial set-up of the **vitero** starter in advance. Please follow the instructions in your web browser.

Download the vitero client

As an alternative to the **vitero direct link**, you can download the virtual team room client as executive file for Windows PC or Apple Mac. The size of the Windows file is approx. 12 MB. The client for Apple Mac computers is approx. 25 MB. Running the file does not require installation, administration rights for the computer are not necessary either. Start the Windows download by clicking the button 'Download PC Client' and the

Apple Mac download with the 'Download Apple Mac Client' button.
Download the respective file and save it on your desktop or at any other location.

In order to access the virtual team room, start the file vitero.exe on a Windows PC by double-clicking. With Apple Mac, open the file vitero.dmg first and then start the virtual team room by double-clicking the **vitero** icon.

Note for Mac user: If on starting **vitero** you encounter the error message 'vitero is damaged', the security settings for apps on your Mac need to be changed. Please, follow the instructions:

- Open the system preferences
- Select 'Security & Privacy'
- On the tab 'General' under 'Allow applications downloaded from:', select the option 'Anywhere'

As soon as you have changed the security settings, you can run **vitero** on your Mac without difficulty.

If you cannot follow the steps described above, please proceed as follows:

- Open the vitero.dmg.
- Push 'ctrl' (control) on your keyboard and click on the **vitero** symbol with your left mouse button (alternatively, you can also right-click on the icon).
- **vitero** is started

Hint: The error message might appear after upgrading to Mac OS X 10.9.5 or higher on opening the 'vitero.dmg' file. It is triggered by a change of the security settings for apps in the operating system and not, as the message states, by a damaged dmg-file.

Enter your test room directly

In order to test your computer and to get familiar with **vitero**, your very own test room is at your disposal. You can use this room only alone – without any other participants. In order to enter your test room directly, click the button 'Enter your test room directly (PC/Mac).'

Hint: requires an initial set-up of the **vitero** starter in advance. Please follow the instructions in your web browser.

Enter my person-related room directly (optional)

With the licence model **Named Moderator**, it is possible to create person-related rooms. They are dedicated to a certain user, the so-called 'named moderator'. They cannot be booked, but are open to other participants only if the named moderator is present in this room. As named moderator, you additionally have the option to enter your person-related room directly. In order to do so, click the button 'Enter my person-related room directly (PC/Mac)'. If you have stored your login details on entering the virtual team room (see help for the virtual team room, chapter 'login'), you are placed directly in your person-related room. Otherwise, you will need to enter your password. Your user name is automatically entered in the login dialogue. For further details on person-related rooms, see 'My person-related room' in the virtual team room help.

Hint: requires an initial set-up of the **vitero** starter in advance. Please follow the instructions in your web browser.

5 My Profile

In this section, you can administer your **personal data** and **change** your **avatar photos** and your **password**. The mandatory fields 'Username', 'Surname', 'Firstname', and 'e-mail' are marked with * and must be filled in. The information in the remaining fields is voluntary. Change an entry by clicking in the respective input field and entering the new data. The time zone can be changed via a drop-down menu which contains all time zones. Click the **Save** button to apply the changes, or the 'Reset' button if you want to cancel the changes.

Please note:

- A user name within the same domain must be unambiguous on all customers.
- With the licence model **Named Moderator** it is not possible to subsequently change the first and last name of users who have a person-related room at their disposal. In this case, the person-related room's denotation will be displayed to the user himself and to administrators in the profile.

For your own safety, **password and password confirmation** will not be displayed when viewing your own profile. When creating a new user, the

completion of these fields is also obligatory. New entries in the field 'Password' and 'Password confirmation' are visualized by dots. One dot corresponds to one character. Change your password by entering your new password in the fields 'Password' and 'Password confirmation'.

Apart from password, language settings, time zone, and person-related room (optional, licence model **Named Moderator**), all information in your profile are visible for the other team members.

On the VMS server, system administrators can view and edit all profiles of the users they manage. This includes profiles of other system administrators. Customer administrators can view the user profiles they administer. In addition, they are allowed to change user profiles as long as the user profile is assigned to one of their own customers (and not different customers) and if it is not a system administrator's profile. For security reasons, valid user passwords are not even displayed to administrators. Administrators, however, are allowed to change passwords by typing in new entries in the fields 'Password' and 'Password confirmation.' In addition, they have further input options concerning the user profile. Please find details in the chapter 'User Management' in 'Create New User'.

Adjust PC State

The field **PC state** has the purpose to inform the **vitero** team leader and named moderator, respectively, as well as the administrator whether **vitero** functions properly or if technical problems occurred and further technical assistance is needed. Though you can change your PC state manually in your profile, we recommend checking it in your test room and changing it when indicated. For details, please see the section 'My Test Room' in the **vitero** Client Manual.

The following settings are available for the PC state: **No Information** (?) is the default setting and means that you did not send any information or that you haven't checked your computer and your headset in your test room. **Problem** (!) implies that you have technical difficulties and need assistance from the team leader or named moderator, respectively, or the administrator. **Ok** (✓) means that you successfully checked your computer and your headset in your test room and you do not need any further assistance.

Avatar Photos

Here, you can add avatar photos to your profile or delete them. 'Avatar' denotes a representation which embodies a user in the virtual world. As soon as you enter the virtual team room, you are represented by your personal **vitero** avatar. If you uploaded avatar photos, they are shown in your avatar.

Hint: If you have got a webcam attached to your computer, it is also possible to take a photo directly in the virtual team room (in 'Options' under the tab 'My PC') and permanently save it in your profile in the VMS (also see virtual team room help, 'options menu'). The image is saved as 'default:' and, if applicable, replaces the previously stored avatar photo.

Please note: If **vitero** is connected to an external Learning Management System (LMS), e.g. ILIAS or Moodle, via the web service API, the profile images provided by the LMS will be used for your avatar. A permanent change of the profile image is only possible by directly changing it in the corresponding LMS.

Upload

You can upload two different photos for your avatar: The photo under '**Standard**' is automatically shown in your avatar when entering the **vitero** room. The photo which has been uploaded under '**Alternative**' is shown



only when clicking the button for changing the photo () in the **vitero** room (see also 'The **vitero** avatar' in the virtual team room help).

Photos can be uploaded in **jpg**, **gif**, and **png** format. The pictures should be in **upright format** and have a **plain and uniformly illuminated** background. They are automatically scaled and compressed to the right size during the upload. Since this can result in unsatisfactory outcomes due to disadvantageous backgrounds, the original photos are filed **for one month** in the Management System. Download the original photo by clicking the link 'Download original photo' in the text below the photos. If the text is not shown, the retention period of one month has already ended.

Click on the 'Select photo' button next to the grey silhouettes or your photo which has already been uploaded or click 'drop picture here'. Thus, you can search the folders of your hard drive and choose the desired photo. After having chosen a photo, either click on the button '**Upload**' to upload it in

your profile or on **'Cancel'** if you do not want to use the photo. You can also drag and drop the desired image into the window 'drop picture here' and upload it by clicking on 'Upload'.

Delete

To delete an already uploaded photo, click on the button 'Delete' under the corresponding photo. The image is removed and the grey silhouette appears again instead of the uploaded photo.

Editing

When uploading a photo, a pop up window appears in which you can select an image section. If this window is confirmed with 'Cut', the selected image is displayed as a preview and you can decide whether or not you would like to use it. When you click on 'Cancel', the image is uploaded and saved unedited. After a photo has been uploaded successfully, you can activate the edit mode at any time by clicking on 'Edit' below your uploaded photo.

6 Teams and Participants

The area 'Teams and Participants' provides an overview about all teams in which you participate. Dependent on your role you have access to various editing possibilities.

If you are **administrator** and you logged in to the administration area, you can view all teams you administer. You can create a new bookable group with the button **'Create new team'**. To log in to the administration area, click on the link 'Administration area' in the upper right corner (find detailed information in 'User interface and navigation').

Editing Functions - Brief Overview

Depending on your role in the VMS (system administrator, customer administrator, or user), diverse editing functions are available in the team management. The editing functions are shown above the team table. Receive detailed information by clicking on the corresponding link in the brief overview below, or in the main navigation on the left.

Create new team:	Create a new bookable team. This function is only available for system or customer administrators.
Filter and scroll	You have diverse possibilities to filter, scroll

through team data:	through, or search in existing team data.
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Team Table

The team table offers an overview of all teams in the VMS. When a column heading is underlined, you may sort the table (alpha-numerically) by clicking on it. The default sorting (which is displayed after the first request of the site) is alphabetical according to team names. Some entries of the team table are clickable as well and lead to further information or functions. In the following, you will find a detailed description of the individual columns.

PC

The column '**PC**' contains the team's PC state. This shows whether **vitero** functions smoothly or if technical problems (at least with one participant) have occurred. Thus, team leaders, named moderators, and administrators immediately recognize which team needs further technical support. Click on the corresponding team name to get to the page 'Team Information' in order to find out whose PC status is not okay.

Here, you can view the PC state of the individual participants. A user may check and change his personal PC state either in his test room or manually in 'My Profile'. The default setting is 'No Information' (?). When the PC state is set on 'Ok' (✓), it means that **vitero** works smoothly with this user. If technical problems have occurred, the PC state should be set to 'Problem' (!) until the technical difficulties have been resolved. In addition to that, the administrator can write down notes about the PC state to give detailed information concerning a user's technical equipment to have them within reach at any time. This is shown by a note symbol (📄) next to the PC state symbol. The note symbol and the corresponding notes are only visible for administrators.

The PC state in the team table always refers to the **whole team**. This means that a team's PC state always resembles the most unfavourable PC state of a team member. Thus, a team in which 20 participants have the PC state 'Ok' (✓) and only one member has the state 'Problem' (!) would have the team status 'Problem'.

Team

The **team name** is displayed here. You can enter the site 'Team details' by

clicking on the team's name. There, you can find detailed information concerning the team and the respective team members.

Room (optional)

This column indicates if the virtual team room is bookable, or person-related to the respective team. This column appears only if different types of rooms are available. The type of room is defined by the licence model: **Corporate Room** for bookable rooms, **Named Moderator** for person-related rooms.

A person-related room is always dedicated to a certain user, the so-called 'named moderator.' In this case, the room cannot be booked via the VMS and the room is only open for other participants if the named moderator is present in the room. For teams with bookable rooms, appointments can be created in the VMS. In this case, the virtual team room is booked and accessible to the respective teams (see also 7 Appointments).

Last Session

The column '**Last session was on**' names the date on which the team's last session took place. Click on the column headings to sort the data downwards, i.e. the latest sessions are shown at the top.

Number of Participants

Here, you view the **number of participants** of the individual groups. Click on the column heading to receive a downward sorting.

Customer

(only system administrators and users with several customers)

The customer to whom the respective team has been assigned is shown here. The column is only displayed if your user account has been assigned to several customers, or you are logged in as system administrator.

Actions

The column '**Actions**' contains several action symbols referring to the individual teams. Your rights may vary from team to team, different symbols are displayed according to the rights you have. If you can't view a certain symbol (e.g. 'Recycle Bin'), you do not have the corresponding rights and you are not allowed to carry out the referring action.

	<p>Here, system and customer administrators, named moderators, as well as team leaders with certain rights can create a new user who is then automatically assigned to the team. See 'Create new User' for further information.</p>
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	<p>Click on the 'User Assignment' symbol to assign or remove already existing users from the team. Only available for system and customer administrators, named moderators, and team leaders with certain rights.</p>
	<p>Refers to the Team Folder of the respective team.</p>
	<p>Click on the 'Appointment' symbol to get to the site 'Create Appointment' on which system and customer administrators, as well as team leaders with certain rights can book appointments for the respective team. A virtual team room is made available for the respective team at the stated time (licence model Corporate Room).</p> <p>The appointment symbol is not available to teams with person-related rooms (licence model Named Moderator). In this case, the virtual team room is open every time the name moderator (the 'owner' of the person-related room) is present in the room.</p>
	<p>System or customer administrators get to the 'Team Configuration' by clicking on the 'Configuration' button. Here, they can reassign the rights to edit the team in the VMS.</p>
	<p>By clicking on the 'Recycle Bin' button, system and customer administrators can delete a team with a bookable room (licence model Corporate Room). Teams with person-related rooms (licence model Named Moderator) cannot be deleted in the section 'Teams and participants.' They continue to exist as long as a named moderator is assigned to them in the user management system (see also 9 User Management).</p> <p>Tip: You can select and delete several groups at the same time. To do so, use a mass operation which can be found in the first column of the table.</p>

6.1 Detailed Team Information

The section 'Team details' contains detailed information about the selected team (team name, group id, and date of the last session), available options for editing, and a list of the team members. In the team details, you can find a 'direct group link', which you, e.g., can save as a favourite in your web browser or share with your session participants. By following the link,

you can access the virtual team room of the team (if booked) directly and without the team selection dialogue.

In addition to the **direct group link**, the **event manager group link** is available if you have licensed the **vitero event manager**. Furthermore, you can call up the group specific events list.

Additionally, the session code for team rooms is displayed to teams with person-related virtual team rooms (licence model **Named Moderator**). By clicking the session code, participants can access the person-related room directly. However, it is mandatory that the named moderator is present in the room. For the named moderator entering, user name and password is obligatory when accessing the person-related room as thereby his extended rights of a named moderator are activated. If the named moderator enters his person-related room by clicking the button 'Enter' of the Outlook add-in, or by using the respective direct link button on the page 'To the virtual team room', the user name is automatically entered in the login dialogue. In order to completely skip the login dialogue of the virtual team room, the user name and password need to be stored on the computer (option 'Remember login data' in the virtual team room login dialogue).

Editing Functions - Brief Overview

Depending on your role in the VMS (system administrator, customer administrator, or user) and within the team (team leader, named moderator, assistant, participant, or audience), different actions and editing functions are at your disposal in the team management. These are shown above the table with the team members.

The action symbols **above the team member table** show the operations you are allowed to perform on the respective group. Click on the symbols to trigger the specific action. If a certain symbol is not displayed to you (e.g. 'Recycle Bin'), you do not have the corresponding rights and are not allowed to carry out the associated activity.

The symbols have the following meaning or trigger the following action:

	<p>Here, system and customer administrators, named moderators, as well as team leaders with certain rights can create a new user who is then automatically assigned to the team. See 'Create new User' for more information.</p>
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	<p>Click on the 'User Assignment' symbol to assign or to remove already existing users from the team. Only available for system and customer administrators, named moderators, and team leaders with certain rights.</p>
	<p>Refers to the Team Folder of the respective team.</p>
	<p>Click on the 'Appointment' symbol to get to the page 'Create Appointment' on which system and customer administrators, as well as team leaders with certain rights can book appointments for the respective team. A virtual team room is made available for the respective team at the stated time (licence model Corporate Room).</p> <p>The appointment symbol is not available to teams with person-related rooms (licence model Named Moderator). In this case the virtual team room is open every time the name moderator (the 'owner' of the person-related room) is present in the room.</p>
	<p>Click on the 'Mail' symbol above the team member table to send an e-mail to all team members. The mail will then be sent by your default e-mail application.</p>
	<p>System or customer administrators are referred to the 'Team Configuration' by clicking on the 'Configuration' button. Here, they can reassign the rights to edit the team in the VMS.</p>
	<p>By clicking on the 'Recycle Bin' button, system and customer administrators can delete a team.</p> <p>Teams with person-related rooms (licence model Named Moderator) cannot be deleted in the section 'Teams and participants.' They continue to exist as long as a named moderator is assigned to them in the user management system (see also 9 User Management).</p>

In addition to these activities, further editing functions for the selected group are at your disposal.

<p>Upload and download CSV files:</p>	<p>By CSV import (upload), multiple users can easily and quickly be assigned to a team at the same time. If a user is not yet existent in the VMS, he will automatically be</p>
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	<p>created first and then assigned to the designated team. By CSV export (download), the team member's user data can be downloaded as CSV file. CSV files may also be imported in (or exported from) many other applications. This allows for a fast and simple exchange of data between different applications.</p> <p>Only system and customer administrators, as well as team leaders with corresponding rights may import or export CSV files.</p>
Filter and scroll in team data:	<p>Different options are available for filtering, searching, or scrolling in existing team data.</p>
Further filter methods:	<p>In the team details, the check boxes 'Fade out logged in participants' and 'Fade out participants with 'Access denied'' are available. This way, you can check, e.g., during a session who has already logged in or who is still missing.</p>

Table of Team Members

Here, you can find a tabular list of the team members with further information such as PC status display, first name, last name, user name, company, photo (if deposited), e-mail, role, and information whether or not the respective participant is allowed to enter the virtual team room. By clicking on the underlined column headings, the members will be sorted according to the particular criterion. In the following, you will find detailed descriptions of the single columns.

PC

The column '**PC**' contains the PC state of the individual team members. This shows whether **vitero** functions smoothly or if a participant has had technical difficulties. Thus, technical support can be provided if need be. As team leader, customer or system administrator, or named moderator, you may change a member's PC state. In addition to that, the administrator can write down notes about the PC state, e.g. to give detailed information concerning a user's technical equipment in order to have them within reach at any time. Participants and assistants can only view and change their own PC state. Change the PC state by clicking on the respective symbol in

the column 'PC'. Thereupon, a new window will open in which you can choose between the status 'No Information' (?), 'Problem' (!), and 'Ok' (✓) and store additional notes (as administrator).

Please note: When creating appointments with bookable rooms (licence model **Corporate Room**), you can choose to only allow participants whose PC state is set to 'Ok' to enter your virtual team room (see 7.3 Create Appointment). With person-related teams (licence model **Named Moderator**), this option is not available.

Surname

The column '**Surname**' shows the surname of the single participants. You can open the site 'User details' with the participant's personal data by clicking on the surname. The user's language settings, his PC state with notes, his person-related room (optional, licence model **Named Moderator**), the time zone, and his password are of course not displayed. With the exception of passwords, as system or customer administrator, you can view the data of users. Additionally, system administrators can edit the data of all users on the VMS servers. Customer administrators may edit users only if they belong to their own customers (and to nobody else's) In any case, you can edit your own data.

Please note: named moderators (user with a person-related room) cannot change their first name and surname.

First Name

The column '**First Name**' contains the first name of the individual participants.

User Name

The column '**User Name**' contains the user name of the individual participants. The user name and the password are required for login to the VMS.

Company

The column '**Company**' contains the name of the company in which the participant works. The entry in this field is optional and may therefore be empty.

Photo

In the column '**Photo**' the default avatar photo is displayed. If a photo has not been uploaded yet, a grey silhouette is shown.

E-Mail

The column '**E-Mail**' contains the team member's e-mail address. Click on it to send a mail to a single member. The mail will then be sent by your default e-mail application.

Role

The column '**Role**' shows the group-specific roles which are assigned to the team members. You can change the role of a participant by clicking on his role. The roles '**Participant**', '**Assistant**', '**Team Leader**' and, if necessary, '**Audience**' (if **vitero audience** is licensed) are available. The different roles define the user rights which the single team members have with regard to the virtual team room, the team folder, and the team itself.

The role of 'named moderator' (only available with the respective licence model) is an exception to the rule as it cannot be assigned via the team administration, but only via the user administration (see 9 User Management).

If a user is assigned said role of 'named moderator', a new team with a person-related virtual team room will be created automatically for this user. The role of 'named moderator' can only exist once within one team and a user cannot be a named moderator in more than one team at the same time.

The individual roles have the following rights:

<p>Team Leader:</p>	<p>The team leader has full access rights to his team folder, i.e. he can create files and folders, rename and delete them. Team leaders have limited access to the team itself, i.e. they can remove participants from the group and change the roles of individual team members. However, they cannot delete the team. If the corresponding rights have been assigned when creating the team, the team leader is also allowed to create new users in the VMS, add participants to a team, and book the team's appointments.</p> <p>In contrast to participants and audience, team leaders also have expanded rights in the virtual team room. They may, for instance, change the settings which affect the entire virtual team room and thus the other participants (like the number of seats, creation of adjoining rooms etc.) If vitero audience has been</p>
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	<p>licensed, team leaders, in addition to administrators can view text chat contributions made by the audience. Furthermore, team leaders are allowed to remove other participants permanently from the room and can sit on the moderator's seat at any time.</p>
<p>Named Moderator (non-assignable):</p>	<p>The named moderator has the same access rights as a team leader (see above). Teams with named moderators are not bookable, but they are provided with a person-related virtual team room that is accessible every time the named moderator is present in the room.</p> <p>The role of 'named moderator' is only available with the respective licence model and cannot be assigned via the team administration but exclusively via the user administration (see 9 User Management).</p> <p>In contrast to other roles that can be assigned to more than one team member, the role of 'named moderator' is assigned only once per person-related team.</p>
<p>Assistant:</p>	<p>The assistant has full access rights to the team folder (see team leader). Concerning the team, he has only read access, i.e. he can view the team table with the single participants, but is not allowed to work on it. In the virtual team room itself, the assistant has the same rights as a participant.</p>
<p>Participant:</p>	<p>Participants have read-only access rights to the team folders and the team itself, i.e. they can view the contents of a team folder or a team member list, but they are not allowed to work on them.</p>
<p>Audience:</p>	<p>The role 'Audience' is only available if vitero audience has been licensed. Spectators have the same rights as participants, i.e. read-only access rights to the team folders and the team itself in the Vitero Management System.</p> <p>Spectators have, compared to other roles, shortened rights in the virtual team room: they can watch a</p>

	<p>meeting, but are not represented by an own avatar. Thus, their participation is limited. As feedback channel, they may use a limited text chat which can be read exclusively by team leaders, named moderators, and administrators.</p>
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Please note: If only a session code is used to log in to the virtual team room, it defines the role. According to the booking specifications, the role can be 'Participant' or 'Audience' (if **vitero audience** has been licensed) and is valid for all users who **only used a session code** during the login. In case you have a role with extended access rights in the virtual team room (team leader or named moderator), please login with your user name and your password additionally or alternatively to the session code.

Access

The column '**Access**' shows whether a team member has the **right to access the virtual team room**. As team leader, named moderator, system or customer administrator, you can decide whether a participant should have this right or not. To do so, choose the setting '**allow**' or '**deny**' (access) in the drop-down menu.

Please note: When you (as team leader, named moderator, system or customer administrator) remove a participant (who is assigned to the corresponding team and is logged in with his user account) from the virtual team room during a meeting, you can choose whether the respective participant should be denied access to the team, too. In this case, the corresponding participant is not allowed to enter the virtual team room until the setting is reset in the VMS.

If a session code for the meeting in the virtual team room is available, it will not expire by the exclusion and can therefore still be used by the excluded participants. If the meeting of a team with bookable virtual team room is highly confidential, we recommend **not booking** the session code function. Thus, only persons with a valid user account for the respective group can access the room. Teams with named moderator and person-related room (licence model **Named Moderator**) are recommended to create a session password in order to limit the number of authorized participants (see also virtual team room help).

Actions

The column '**Actions**' contains various action symbols which refer to the

individual participants. Different symbols are displayed depending on the rights you have. If you cannot view a symbol, you do not have the right to perform the action.

The individual symbols have the following meaning:

	<p>Click on the mail symbol in the column 'Actions' to send an e-mail to a selected individual participant. The mail is sent by your default e-mail application.</p> <p>When licensing the vitero event manager, the access links for the events are entered automatically in the email as soon as the group member registers for the session.</p>
	<p>As team leader, named moderator, as well as system or customer administrator, you can remove the selected user from the group by clicking on the 'Recycle Bin'. Named moderators cannot be removed from their own person-related teams.</p> <p>Please note: The user is still existent in the VMS, he is just removed from the team. As system or customer administrator, you can also delete the user irrevocably from the VMS. Team leaders do not have this right.</p> <p>Tip: You can select and delete several groups at the same time. To do so, use a mass operation which can be found in the first column of the table.</p>

6.2 Filter and scroll in Team Data

On the page 'Teams and participants', as well as on the page 'Team details', different possibilities to filter through and scroll in the present data (team data, participants' data) are provided.

Scroll Data

On one 'page' (view) in the team management, a maximum of 50 data sets (of teams or participants) can be displayed. This value is pre-set and cannot be changed. If there are more than 50 data sets in the system, you can go to the following pages either by typing in the number of the page, or by browsing through the single pages.

You can browse through the single pages, **page by page, backwards, or forwards** with the single arrows on the left and on the right. Click on the double arrow to get to the **last or the first page**.

If you want to go to a **special page**, enter the respective number in the box next to 'Go to page:' and click on the 'refresh' () Button:

Go to page: 

The page is being loaded (in the example above page 3). The number of the page you are on is then displayed in the field behind 'Go to page:' and in the page number display, between the arrows for scrolling, on the left of the total page number ().

In the example picture, the user is on page 3 with a total of 188 pages.

Filter the Team List (Page 'Teams and Participants')

Search Function

Use the search function to find a special team on the page 'Teams and participants'. Type the team name or part of it into the input field and click the 'Search' button.

Afterwards, the result is displayed with the number of hits and the filter which was used. Click the button '**Reset**' to get back to the unfiltered general survey with all team data. Please bear in mind that a modification of the filter or a modification of the field 'Search expression' triggers a new search **in all data sets**.

Filter by Customers (system administrators and users with multiple customers only)

System administrators or users who are assigned to several customers can additionally **filter** the team list by **customers**:



Enter the search expression in the entry mask. Now, you can filter a second time by customers. Select the customer from the drop-down menu (default setting: search in all customers). The search query is then performed within the teams of the selected customer. It is also possible to

filter in reverse order, i.e. to select the customer first and enter the search expression afterwards. Please bear in mind that **all filter settings** are reset when clicking the 'Reset' button.

Filter according to rooms (optional)

If the column 'Room' is displayed in the team list, as both bookable (licence model **Corporate Room**) and person-related (licence model **Named Moderator**) rooms exist, you can additionally filter the list or your query according to room types. This function corresponds to the filter according to customers (see above).

Please note: filtering and searching **always** takes place in the **whole data set** even if you went to a certain page by jumping or scrolling before. Searching within a certain page is not possible. Therefore, please use the corresponding function of your browser. With Firefox and Internet Explorer, you can start the search function with the shortcut Ctrl + F.

Filter the Team Member List (Page: 'Detailed Team Information')

Search Function

On the site 'Team details', you can find the data of a certain participant by searching for their **surname, first name, user name, company, or e-mail address**. At first, choose the desired attribute behind 'Search in:' and then enter the corresponding term in the field. Click on 'Search' to start:

Search in:

Afterwards, the search result with the number of hits and the filter which was used is displayed.

Click on '**Reset**' to return to the unfiltered overview of all user data. Please bear in mind that changing the term in the field 'Search expression' or changing the filter triggers a new search **in all data sets**. A double (i.e. consecutive) filtering by 'Search in:' attributes is not possible.

Event with participant confirmation

As soon as events with a participant confirmation have been booked for a team, the team list can be filtered by confirmation for the respective events as well. An additional drop-down menu is displayed in the filter bar. This way, you can choose to show 'all participants' (default), or only those who have confirmed their participation in a specific event.

6.3 Assign User to a Team

Users can be assigned to an already existing team via the 'Assign user' symbol () . You can also remove users from an existing team via this button. The site 'User assignment' of the selected team opens. You can choose from two tabs, 'Assign users to team' and 'Remove users from team'. By default, the tab 'Assign users to team' opens first. If you'd like to get an overview of the team members, click on the second tab. Here, you can view a list of the team's participants.

Assign Users to Team

Here, you can view all users which can be assigned to the team. Use the scroll or the search function to find a certain user. Assign him to the group by ticking the box under 'Assign' in his row. The assignment of several users at a time is possible, just tick the respective rows.

It is important that you click on the button '**Add user**' before you change to the next site since **only users from the currently opened page** can be assigned. A confirmation message opens after you have clicked on the button 'Add user' () .

Remove Users from Team

You can remove assigned team members from the team in the second tab. Find the desired user with search terms or by scrolling. Tick the box under 'Remove' in the row of the participant whom you want to remove from the team. You can also tick several rows to remove multiple participants. It is important that you click on the button '**Remove user**' before you change to the next site since **only users from the currently opened page** can be removed. A confirmation message opens after you have clicked on the button 'Remove users' () .

Please note: With the licence model **Named Moderator**, the named moderator cannot be removed from his person-related teams, because they are explicitly assigned to a certain user. Instead, the role of named moderator can be deleted via the user administration. In this case, the entire person-related team is deleted.

6.4 Use CSV Files

Only customer or system administrators, and team leaders or named moderators with the corresponding rights can upload or download CSV files in the team management. By uploading a CSV file in a certain team, **several users** can be assigned **at the same time**. If they are not yet existent in the VMS, they are automatically registered. Already existing users are assigned to the corresponding team. Especially if you want to assign many new users to a team, we recommend using CSV upload since it is very time-consuming to create every single user manually before assigning him to a team. In addition to that you can download a **list with the data of the team members** as CSV file. Since CSV format can be generated and read by many other applications, it can, for instance, be used to transfer data from members of a certain team into another application which also supports CSV format. Find a detailed description how to write CSV files and examples in the menu items 'Create CSV Files' or 'CSV Files: Examples'.

Upload CSV Files

Click on the name of the team to which you want to add users via CSV file (page: 'Teams and Participants'). The page 'Team Information' opens which contains several activities for editing the selected team as well as a team member list. Click on the button 'Upload CSV File' under 'Actions'. Choose the file you want to upload with the 'Search' button. The file must be stored in CSV format and fulfill the **format requirements** as described in 'Create CSV Files'. To conclude the process, click on the 'Save' button or on 'Back' if you don't want to upload the file.

Notes:

- A CSV file must not contain more than 5000 entries (i.e. users). If it contains more than 5000 entries, the file will be uploaded up to the 5000th entry and an error message will be displayed.
- When uploading, it is possible to **change the role** (team leader, assistant, participant, audience; the role of named moderator is an exception to this rule) and the **access rights** to the virtual team room of an already existing user who is assigned to the team. In this case, it is sufficient if the CSV file contains the e-mail address or the user name in addition to the role or the access rights. Unlike the role, access rights cannot be assigned

to newly created users or to users newly assigned to the team. Changing the access rights is only possible with **existing team members**.

- Only the role (given the user is not a named moderator) and access right to the virtual team room can be changed via csv file for an already existing user. If a file with the **user name** and further information which differs from the already existing user profile is uploaded, an error message is displayed since the user name within the same domain must be unambiguous on all customers.
- If a CSV file with the **e-mail address** and further information which differs from the already existing user profile is uploaded, a new user is created since the e-mail address can be ambiguous in the VMS.

Download CSV Files

Data of team members can be downloaded as CSV file. Click on the button '**Download CSV file**' on the page 'Team Information' (at the top under 'Actions'). Your browser's download dialogue opens and you can choose whether you want to store or open the file. Depending on your browser type, you may also choose the storage location.

Settings concerning search and filter which have been used in the VMS are taken over to the CSV file. Users can either be downloaded without filtering, or filtered up to two times one after another (customer filter (for system administrators only), search function). The file name under which the downloaded CSV file is saved by default provides information about the applied filters.

It consists of the following elements: <Year>_<Month>_<Day>_<Surname>_<Firstname>_<Teamname>_<Filter>.csv

Example: 2010_07_23_Doe_John_TeamAmerica_filteredByEmail.csv

The date relates to the day of the download, surname and first name refer to the user who is logged in and has started the download. The data can be filtered by surname, first name, user name, or e-mail by means of the drop-down menu 'Search in:'. On licencing the **vitero event manager**, the data can be filtered by events as well. The filter is declared accordingly in the file name:

Filter	No Filter	Surname	First Name	User Name	E-mail	Company	Event (optional)
Denotation of the file name	all	filteredBySurname	filteredByFirstname	filteredByUsername	filteredByEmail	filteredByCompany	filteredByEvent (complemented by date, time, and event name)

Notes:

The number of user entries included in a download is not restricted. Filtering by event is also available in combination with the drop-down menu 'Search in:'. In this case, both filter adjustments are added to the file name.

6.5 Create new Team

Here, you can create new bookable teams and decide which rights the team leader gets. System administrators can also assign the team to a customer via a drop-down menu. Enter the bookable team's name in the input field behind 'Team name' (mandatory field). Additionally, you can decide which rights should be available in the VMS for editing the team. By default, the team leader is allowed to create appointments, add new users, and create users for this group. Click on the tick on the left to delete it and limit the rights of the team leader. Contents of the team folder in the VMS are visible for all team members by default as well. Tick the corresponding checkbox if you want to hide folder contents from members with the role of 'participant' or 'spectator' (only with the licence **vitero audience**).

If **vitero event manger** has been licensed, you can additionally decide to publish events with participant confirmation (see 7.3 create appointment) for the new group. Public events can be inserted into any website as a customer-specific list. To participate in a public event, a **vitero** user account is not required. If a participant confirms his participation in a public event, a user account is automatically created in the background, which can be found in the team list. However, the user account details are not available to the participant, since they registered without a user account for a public event.

For the registration without a **vitero** user account, it is also possible to define an additional (mandatory) input field (e.g. company name, branch, or the like). In the team configuration, you can select whether any additional details and which kind of additional detail should be requested in the confirmation form. The additional field data can be retrieved in the team information of the CSV file of all team members (see 6.1 detailed team information).

Please, be aware that the roles in a group are not assigned statically, i.e. they can be changed at any time later on (via the function 'Role' in 'Detailed Team Information'). System and customer administrators can also redefine the rights of the group in 'Configuration' ().

A confirmation message pops up after you have clicked on 'Save' and the new bookable team is then available in the Management System. Afterwards, click on 'Close' to make further adaptations (add users, book appointments, add content etc.). You are now again on the page 'Teams

and participants' where you can work on your newly created team, which can be found via the search function.

Please note: With the licence model **Named Moderator**, person-related teams cannot be created via the button 'Create new Team', but will be created automatically when a user is assigned the role of named moderator via the user management (see also 9 User Management).

6.6 Team Configuration

As system or customer administrator, you can change and set the team's name and decide which rights for editing the team apply in the VMS by clicking on the 'Team configuration' () symbol. Change the team's name by deleting the previous one and then enter the new name in the free field behind 'Team name'.

Editing rights can be assigned separately for each team in the VMS. This means that, for instance, the team leader of 'Team Munich' may have the right to add new users, whereas the leader of 'Team Stuttgart' may not have this right. By default, for bookable teams (licence model **Corporate Room**), the team leader is allowed to create appointments, add users, and create new users for this group.

Contents of the team folder in the VMS are visible for all team members by default as well.

Administrators and organizers can deactivate the business card feature for participants in specific teams (e.g. for reasons of data protection). If this option has been activated for a team, participants (role: participant, audience, assistant) can no longer view the team details in the VMS and are no longer able to open business cards of other participants in the **vitero** room.

If **vitero event manager** has been licensed, with bookable teams, you can additionally decide to publish events with participant confirmation (see 7.3 create appointment) for the edited group. Public events can be inserted into any website as a customer-specific list. To participate in a public event, a **vitero** user account is not required. If a participant confirms his participation in a public event, a user account is automatically created in the background, which can be found in the team list. However, the user account details are not available to the participant since they registered without a user account for a public event.

For the registration without a **vitero** user account, it is also possible to define an additional (mandatory) input field (e.g. company name, branch, or the like). In the team configuration, you can select whether any additional details and which kind of additional detail should be requested in the confirmation form. The additional field data can be retrieved in the team information of the CSV file of all team members (see 6.1 detailed team information).

For person-related teams (licence model **Named Moderator**), the option to create and publish event appointments is deactivated because the corresponding virtual team cannot be booked, but is open only if the named moderator is present in the room. The options to create and add users are activated by default and are valid for team leaders and named moderators. Also, the contents of the team folder are by default available for all team members in the VMS.

In case you want to remove or add individual rights, click on the tick on the left. Please be aware that the roles in a team are not assigned statically, i.e. they can be changed at any time later on (via the function 'Role' in 'Detailed Team Information').

The chosen settings can be saved by clicking on 'Save'. A confirmation message will be displayed if the storage has been successful. Click on 'Close' to shut the team configuration. Please be aware that the settings will not be saved if the team configuration has been closed without previous saving.

7 Appointments (bookable vitero teams only, licence model Corporate Room)

In the area 'Appointments', booked appointments for the virtual team room can be viewed and managed. Creating an appointment for the licence model **Corporate Room** means that the virtual team room will be reserved for a certain bookable team and is then available for all team members during the booked period of time. By using a session code, new participants without **vitero** user account, or members of other teams can additionally be invited ad hoc to a meeting. System and customer administrators, as well as team leaders may also enter rooms that are not booked for the preparation of sessions.

Please note: For person-related teams (licence model **Named Moderator**), booking a room is not necessary, because a virtual team room has been assigned to them on a permanent basis. Their room is open every time the named moderator is present in the room. Even team leaders cannot enter a person-related room without the named moderator.

Access Rights

Users without administration rights can view **their personal appointments**, i.e. the appointments of the teams in which they participate. **Team leaders of bookable teams** with the corresponding rights may also create a new appointment for their team or work on already existing appointments.

After having switched to the **'Administration area' of the VMS**, **customer administrators** can view, create and edit **appointments of the corresponding customer's bookable teams** without being a member themselves. **System administrators** can view **appointments of all bookable teams on the server** in the administration area. They can create and edit appointments independent of the customer and the group membership.

Views

The area 'Appointments' is subdivided in three sections. Please click on the links in the brief overview below, or on the main navigation on the left to obtain detailed information concerning the individual sections.

<p>Calendar view:</p>	<p>Calendar with day, week, and month view which shows the appointments of your bookable teams. System and customer administrators, as well as team leaders of bookable teams with the corresponding rights may also edit and create appointments.</p>
<p>List view:</p>	<p>Appointment list which – depending on your role - shows either your personal appointments (user without administration rights), or the appointments of all bookable teams you administrate. System and customer administrators, as well as team leaders of bookable teams with the corresponding rights can edit and create appointments here.</p>

Create appointment:	Input dialogue to create new appointments for bookable teams. The site 'Create appointment' is visible only if you are logged in as system administrator, customer administrator, or as team leader of a bookable team who has the corresponding right.
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In the following, you will find an overview of the different symbols which are used in the calendar and the list view in the area 'Appointments'.

	vitero café:	This symbol is shown if - on booking the appointment - the option ' vitero café ' was activated (only available for licence model Corporate Café). This option transforms any bookable virtual team room into an open meeting point for spontaneous meetings (like a café in the real world). One vitero café provides 40 adjoining rooms in which subgroups can retreat.
	All-day:	This symbol is shown if a booking lasts for 24 hours or longer.
	Repeating appointment:	This symbol indicates repeating appointments.
	Edit:	This symbol is shown if you have the rights which are necessary to create an appointment. At repeating appointments, you can choose whether you want to edit the whole series or just a single appointment after having clicked the symbol.
	Delete:	This symbol is shown if you are allowed to delete the appointment. At repeating appointments, you can choose whether you want to delete the whole series or just a single appointment after having clicked the symbol.

7.1 Calendar view

The calendar view shows (depending on your rights in the VMS) either only appointments of bookable teams of which you are a member (in the 'User area' of the VMS), or the appointments of all bookable teams which you administrate (in the 'Administration Area', available for customer and system administrators).

Please note: If you have been invited to a bookable team's appointment ad hoc via session code and you are neither assigned to nor the administrator of this team, the appointment is not shown in the VMS. Appointments of person-related teams (licence model **Named Moderator**) are not displayed when using the calendar view, as they cannot be booked but are open every time the named moderator is present in the room. Preferably, date arrangements for these teams are made via e-mail (e.g., with **vitero** Outlook Add-In (optional, see **vitero** Outlook Add-In help)).

Filter and Editing Functions

The upper section of the calendar view provides several filter methods. As **system or customer administrator**, or **team leader of a bookable team** with the corresponding rights, the editing function '**Create appointment**' is available in addition. Left-click on the button 'Create appointment' to get to the input dialogue which allows you to create new appointments. Find detailed information in this manual under the navigation item 'Create Appointment'.

The following filter options are available in the calendar view:

<p>Display time starts at: (week and day view only)</p>	<p>In this drop-down menu, you can adjust the starting point of the calendar display for the week and day view. If you choose, for instance, 8:00pm, the time span from 0:00 to 7:00 is hidden.</p>
<p>Customer filter:</p>	<p>You can adjust whether the appointments of all customers, or just the ones of a single customer are to be shown in the calendar. System administrators can filter by all disposable customers. Users without administration rights may only choose customers as filter to which they have been assigned. If you are logged in as customer administrator, this filter is not available since you already chose a customer when entering the</p>

	administration area. Correspondingly, you can only view the appointments of this customer in your calendar.
Team filter:	Filter the calendar by a certain team via this drop-down menu. System and customer administrators can filter all bookable teams they manage. Users without administration rights can only choose bookable teams in which they participate. If a user is not assigned to a bookable team and does not have administration rights as well, the team filter is not shown.
Module filter:	This drop-down menu allows you to filter appointments according to a certain module (e.g. show all appointments that are booked with audience). These filters are only available for system administrators, customer administrators, and organizers.
Visible time span (day, week, month)	You can choose between day, week, or month view in the upper section of the calendar. Left-click on the appropriate link ('Day', 'Week', or 'Month'). The possibilities to scroll in the left upper section of the calendar change depending on the view you chose. In the day view, you can page through individual days, in the week view through individual weeks, and in the month view through individual months.

When opening the calendar for the first time within your session, you are automatically referred to the week view of the current week. You can adjust the visible time span as described above. Day, week, and month view is available. In each view, the current day is shown in yellow.

Day and Week View

Day and week view are divided up into parts depicting the individual hours. Each hour is subdivided into sections of quarters of an hour by dashed and dotted lines. **System and customer administrators** can view the number of free bookable rooms (licence model **Corporate Room**) in the grey area next to each quarter of an hour section. If the room number declines to 0, the background of the corresponding section is marked in red. This means that all bookable rooms are occupied and no further **vitero** appointments can be created.

Time spans during which appointments are booked are marked in blue boxes. Further information concerning the appointment, such as start and end time, time span, and team name is shown. Click on the date name to get to the detailed view of the respective appointment. Here, you can view the booking options and edit them if you have the corresponding rights. If you are entitled, you can view the symbols (📅, 🗑️) for editing or deleting an appointment to the right of the date name. Find detailed information concerning the meaning of the symbols and the access rights in this manual under the menu item 'Appointments'.

In case there are too many overlapping appointments so that they cannot be listed in single boxes, the symbol '[...]' is shown. Click on it to get to the list view which lists all bookings of the respective day.

Full-time bookings and vitero café bookings during which the room is mostly booked for several days are shown in the upper part of the calendar as crossbeam. At maximum, five crossbeams are shown. If more full-time bookings or **vitero café** appointments exist, the symbol '[...]' is shown in the lowermost crossbeam which leads you to the list view.

Month View

The month view is subdivided into parts depicting individual days. If appointments exist, date names and, if applicable, the edit and delete symbols are shown. In case there are too many appointments to show them in the respective section, the symbol '[...]' is shown which leads to the list view of the respective day.

Due to limited space, **full-time bookings and vitero café bookings** are only shown by the respective symbols (📅, 🗑️, see also 'Appointments') in the upper section of a day column. Click on a symbol to switch to the day view which shows the respective appointment in detail.

7.2 List view

Depending on your rights in the VMS, the list view shows either the appointments of bookable teams of which you are a member (in the 'User area' of the VMS), or the appointments of all bookable teams which are managed by you ('Administration area', available for system and customer administrators).

Note: Administrators and organizers can download a CSV file in the list view of appointments.

Please note: If you have been invited to a team’s appointment ad hoc via session code and you are neither assigned to, nor the administrator of this team, the appointment is not shown in the VMS.

Appointments of person-related teams (licence model Named Moderator) are not displayed when using the list view, as they cannot be booked but are open every time the named moderator is present in the room. Preferably, date arrangements for these teams are made via e-mail (e.g., with **vitero** Outlook Add-In (optional, see **vitero** Outlook Add-In help)).

Filter and Editing Functions

The upper section of the list view shows the various filtering options. As **system or customer administrator**, or **team leader of a bookable team** with the corresponding rights, the editing function '**Create appointment**' is available in addition. Left-click the button 'Create appointment' to get to the input dialogue which allows you to create new appointments. Find detailed information in this manual under the navigation item 'Create Appointment'.

The following filter options are available in the list view:

<p>Time span and scrolling:</p>	<p>Adjust the displayed time span for the appointment list via the drop-down menu 'Timespan:'. Above and below the table, you may have (depending on your settings) the possibility to browse through the appointment list. The scrolling options are adjusted to the chosen time span. If you choose for instance the time span '1 month', you can scroll the single months; when choosing '1 week', you can scroll the weeks and so on.</p>
<p>Customer filter:</p>	<p>With the drop-down menu 'Customer filter:', you can adjust whether the appointments of all customers, or just the ones of a single customer are to be shown in the appointment list. System administrators can filter by all disposable customers. Users without administration rights may only choose customers as filter to which they have been assigned. If you are logged in as customer administrator, this filter is not available since you already chose a customer when entering the administration area. Correspondingly,</p>

	you can only view the appointments of this customer in your calendar.
Team filter:	Filter the appointment list by a certain bookable team via this drop-down menu. System and customer administrators can filter all bookable teams they manage. Users without administration rights can only choose bookable teams in which they participate.
Module filter:	This drop-down menu allows you to filter appointments according to a certain module (e.g. show all appointments that are booked with Audience). These filters are only available for system administrators, customer administrators, and organizers.
Hide repeating appointments:	Tick this box to hide repeating appointments or bookings that last longer than 24 hours (vitero café and full-time appointments).

Appointment Schedule

The appointment schedule provides an overview over the appointments which meet the filter settings as described above and which you are allowed to view and to edit due to your access rights. The schedule is divided in two sections.



The upper section (symbol: ) contains full-time appointments and appointments lasting several days, i.e. **vitero café** bookings and bookings lasting longer than 24 hours.

The section below shows all appointments which have been booked by the hour, i.e. individual appointments and repeating appointments which do not last the whole day.

The displayed appointments are by default sorted in ascending order by date and time. Change the sorting by clicking on an underlined column heading of the appointment schedule. In the following, you will find a description of the single columns.

Type

The column 'Type' labels special types of appointments by a symbol. This

includes full-time appointments () , **vitero café** bookings () , and repeating appointments (). Find detailed information concerning the meaning of the symbols in this manual under the menu item 'Appointments'. The column is empty if there is a regular booking that lasts only hours.

Time

This column shows the time span (date and time) during which the appointment takes place. Click on the time span to get to the detailed view which provides you with the booking settings. You may also edit them if you have the required rights (see also: 'Appointments', section 'Access rights').

Duration

This column shows the duration of an appointment. For appointments that do not last longer than 24 hours, the duration is shown in minutes. With full-time appointments or bookings lasting several days, the type of repetition is shown (e.g. 'daily' or 'one-time').

Group

The name of the team is displayed here.

Event name

This column shows the event name of the team if it was entered on booking the appointment.

Session code

Here, you can find the valid session code of the appointment.

Customer

This column shows the customer to whom the team which holds the meeting is assigned. Customer administrators cannot view the column 'Customer' in the administration area since all data refer to the customer who has been selected during the log-in process.

Actions

If you are entitled to edit an appointment, you can view symbols in the column 'Actions' by which you can call up the designated editing functions. If you have the corresponding rights, you can edit the appointment () or delete it (). Find detailed information concerning the meaning of the action symbols and the access rights in this manual under the menu item 'Appointments'. If no action symbols are shown, you either do not have the

corresponding rights, or the appointment lies in the past and, therefore, cannot be edited any more.

7.3 Create Appointment

Via the page 'Create Appointment', you can create **appointments for bookable teams**. The page can only be accessed by system and customer administrators, and team leaders of bookable teams with the corresponding rights. **System and customer administrators** first have to switch to the **administration area** of the VMS to book appointments. System administrators can create appointments for all bookable teams in the VMS there. Customer administrators can create appointments for the bookable team of the customer they administrate, team leaders can only book for their bookable teams. Find a detailed description of the several booking options in the following. In order to create an appointment, first adjust the settings as desired and then click the button 'Create appointment' at the very bottom of the page. By clicking on the 'Cancel' button, the list view opens and the booking is cancelled.

Basic Settings

The following basic settings **necessarily have to be made** to book an appointment.

<p>Team:</p>	<p>Choose the bookable team for which you want to create the appointment from the drop-down menu 'Team'. Hereupon a message pops up showing whether or not an appointment can be created for this team and you can adjust further settings for the appointment. If you want to obtain more information about the team (e.g. about the individual participants), click the button 'View group' which is located next to the group's name.</p> <p>Important note: bookable teams are only shown if you have the right to create appointments for them. Please also note that system or customer administrators have to switch to the administration area first, before they can access the bookable teams they administrate.</p>
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Event name:	If desired, you can enter a name for the vitero session here (e.g. moderation training, sales training, etc.).
vitero café:	The check box ' vitero café ' is only available for the licence model Corporate Café . The option ' vitero café ' turns any virtual team room into a meeting point for spontaneous meetings with 40 open adjoining rooms in which individual teams can retreat. vitero café rooms can only be booked full-time. Tick the check box and the selected team will have access to a virtual team room as vitero café for the booked period of time.
Starts on:	Here, you can adjust the point in time (date and time) at which the appointment will start. Appointments can be booked every quarter of an hour.
Ends on:	Here, you can adjust the appointment's end time. The shortest term is 15 minutes.
Grace period time buffer:	Here, you have the option to choose a time buffer between 0 minutes and 1 hour before the appointment officially starts or ends. Team members can enter the virtual team room within this period, e.g. for casual meetings. The default setting is 15 minutes prior to an appointment and 30 minutes after an appointment. Please note that the corresponding room is marked 'booked' in the buffer time as well. Therefore, it cannot be booked by another team. Team members who are still in the room after the buffering time is over will automatically be removed from the virtual team room.
Repeating Appointment:	Tick the box 'Repetition:' under 'Repeating Appointment' to turn a single appointment into recurring events. You can adjust when the appointment is to be repeated ('daily', 'weekly', 'every two weeks', 'on workdays', 'on weekends') and whether the series will end at a certain date or go on without expiry date.

event manager (optional)

In this section, you can specify all necessary settings for the organization of sessions, which are to take place via the **vitero event manager**. This section is only available when licensing the module **vitero event manager**.

<p>Event with participant confirmation (optional):</p>	<p>This option is only available by licensing the module vitero event manager. It allows to create so called 'events' (e.g. for webinars). Interested invitees need to confirm their participation in advance in order to join the respective session. Access to the virtual team room is granted with a special session code so that persons without a vitero user account can also be invited to an event.</p> <p>By default, visitors of an event get the role of 'participant'. If the module vitero audience has been licensed, the role of 'audience participants' can be assigned as well via a drop-down menu, or the 'automatic role assignment' can be activated (see above, option 'session code for participants').</p> <p>For each event appointment, a registration deadline and a limit for the number of registrations can be set.</p> <p>The content of the e-mail invitation is generated automatically on booking the event. Instead of an access link to the virtual team room, the e-mail contains a link to the event registration (see 14.2 Event participant confirmation).</p>
<p>Deposit and view details:</p>	<p>Optionally, the following additional details can be deposited at the event registration for each appointment:</p> <ul style="list-style-type: none"> ○ Subtitle ○ Referent ○ Company ○ Explanatory text <p>The entries in the fields "Referent" and "Company"</p>

	will be summarized in the column "Referent" in the appointment view (e.g. John Doe (Company)).
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Further Settings

Optionally, you can adjust further settings concerning the booking under 'Additional settings'.

Room size:	The room size determines the maximal number of seats (equals the maximal number of participants) for the meeting. You can choose the room size from the drop-down menu if rooms with various sizes are available (this depends on the purchased licenses).
Access for mobile devices (optional):	<p>This option is only available with a licencing of vitero essentials+ and allows joining a vitero session on mobile devices (smartphones and tablet PCs). The mobile access is available as browser-based HTML5 version and is thus suitable for Linux OS as well.</p> <p>Find further details in the chapter 'Access for mobile devices' in the virtual team room help.</p> <p>Note: This option is not available if an event is booked via the vitero event manager.</p>
Allow for dial-up via phone (optional):	<p>This option is available only if vitero essentials+ has been licensed. If you tick the box in front of 'Allow for dial-up via phone', the telephone can be used for audio communication in the virtual team room during the booked appointment. The following options are available if the checkbox 'Allow for dial-up via phone' is active:</p> <ul style="list-style-type: none"> ○ Offer dial-up via phone directly: With this checkbox, you can decide whether or not the phone dial-up assistant is automatically displayed to every participant who enters the virtual team room. ○ Dial-out: If you activate the checkbox 'Dial out', participants can enter their phone number in the virtual team room and be

	<p>called back. Thus, no further costs incur for the session participants. If a participant dials-in by himself (Dial in), further costs incur according to the rates of their telephone provider.</p> <ul style="list-style-type: none"> o Allow to connect participants by phone: If this option is activated, moderators can connect participants to a session by telephone. Further information can be found in our virtual team room help. <p>A touch-tone phone is required for telephone dial-up. If necessary, please check your phone's manual whether you have a touch tone phone and how the touch-tone function can be activated. Please find details concerning dialing in with the telephone during a vitero meeting in the virtual team room help in chapter 'telephone dial-up'.</p> <p>Please note: If a telephone dial-up is booked, further costs for the licensee (i.e. the respective vitero client) incur.</p>
<p>Allow spectators:</p>	<p>If you plan a session with spectators, this option needs to be activated. When generating a session code, this checkbox is activated automatically if you select the option 'Spectator or 'Automatic Roll Assignment' (vitero audience only).</p>
<p>Allow recording:</p>	<p>If the module vitero session recorder is licensed, you can adjust whether the vitero session may be recorded. If the box is not ticked, the recording function in the virtual team room cannot be used. Thereby, you can make sure that no confidential information is recorded.</p> <p>Hint: Since this adjustment is just a permission which allows for the recording of the vitero session, vitero session recorder needs to be started separately if required.</p> <p>Find details about the recording with vitero session</p>

	<p>recorder in the chapter 'Install and start vitero session recorder' in the virtual team room help.</p>
<p>Session code for participants (optionally for audience as well)</p>	<p>If you tick this box, a session code is created for this appointment. The session code allows for both new participants without vitero user account and participants who are not a member of the booked team to be ad hoc invited to a meeting. By default, all persons who exclusively use the session code for login to the virtual team room receive the role 'participant'. When licensing vitero audience, the role 'audience participants' and 'automatic role assignment' is additionally available via drop-down menu. With the option 'automatic role assignment', the role 'audience' will only be assigned to new participants if all avatar seats in the virtual team room are taken. For team leaders and their assistants, the seats are reserved.</p> <p>Please find further information concerning login via session code in the virtual team room help in 'Login'.</p> <p>Important note: The role of participants that is defined via the session code always trumps other settings. For instance, a user is assigned the role of 'participant' in a team. However, the role for all participants of a session of this team was set to 'audience participants' in the booking dialogue. As a result, the user will join the session as a spectator (role 'audience') with the session code.</p>
<p>Participation only with PC status 'Ok':</p>	<p>If you tick this box, only team members with the PC state 'Ok' are allowed to participate in the session.</p> <p>This prevents delays and interruptions caused by participants who adjust their settings directly in the meeting instead of using their test room for checks and adjustments beforehand.</p>

Notifications

Here, you can adjust whether the team members are to be invited to the appointment via e-mail and whether they are to receive an automatic reminder shortly before the session starts. The following adjustments can be made:

<p>Send notifications to:</p>	<p>The e-mail addresses of all team members who are allowed to enter the virtual team room are registered here. If a team member is not allowed to enter the virtual team room, their e-mail address is removed automatically. The access authorization can be adjusted in the team management. You may also edit the e-mail addresses manually. Clicking the refresh button () restores the original contents of the address array.</p>
<p>Invite participants by e-mail:</p>	<p>An invitation e-mail is sent to all participants whose addresses are entered in the field 'Send notifications to:' if this box is ticked. The subject and an invitation text with all required information for the session participation are entered by default. You may edit, replace, or format the entries at any time as soon as the box 'Invite participants by e-mail' is ticked. Therefore, variables for frequently needed information and links are available (see below 'Variables in the e-mail invitation'). We recommend using these variables since the e-mail's content will then be refreshed automatically if you change the appointment (e.g. rescheduling the booking).</p>
<p>Automatic reminder by e-mail:</p>	<p>Activate this check box to send a reminder by e-mail to all participants whose addresses are entered in the field 'Send notifications to:' shortly before the session starts. You can adjust at which time the mail is to be sent in advance before the appointment starts ('30 min', '1 day', '2 days', '3 days'). Choose any subject and body text. Here, you may also use variables for frequently needed information and links (see below 'Variables in the e-mail invitation'). You can also use the editor to format the reminder text.</p> <p>Note: If the appointment has been scheduled with the</p>

	<p>vitero event manager, only the person who created the appointment and registered participants will receive the reminder (other e-mail addresses that have been deposited in the notifications field will be ignored).</p>
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Variables in the e-mail invitation

Often used information and links can be shown in the e-mail invitation via variables. This enhances the ease of use and helps avoiding mistakes. The following variables are available:

- **[audiocommunication]**
 The variable content shows in which way the audio communication takes place at the appointment. If no special option has been chosen, the content is 'Audio communication via computer'. If **vitero essentials+** has been licenced, you can decide in the booking dialogue if the audio communication is to be carried out via telephone. Accordingly, the variable content changes to 'Audio communication also via phone'.
- **[confirmationdeadline] (optional)**
 This variable displays the registration deadline for events measured in hours before the event begins (only if **vitero event manager** has been licensed).
- **[confirmationurl] (optional)**
 Contains the registration link for the registration form of a booked event (only if **vitero event manager** has been licensed).
- **[contactmail]**
 Displays the e-mail address typed into the VMS contact information. It can be adjusted customer-specifically.
- **[datetime]**
 Displays the booking period in the following form
 <Date> (<Start time> - <End time>), i.e. for instance
 12/14/2011 (14:00 – 15:00).
- **[directlinkurl]**
 Displays the link for directly accessing the virtual team room (**vitero direct link**). If a session code has been created for the booking, it will be automatically embedded in the variable.

Thus, you are referred directly to the virtual team room of the booked team by clicking the link without having to enter the session code or the login data manually.

- **[eventname]**
Displays the event name if provided.
- **[groupid]**
Displays the unique ID of a booked team.
- **[initialgraceperiod]**
Displays the buffer time (set during the booking process) for the beginning of a session (e.g., '15 minutes').
- **[macdownload]**
Displays the download link to the Apple Mac Client of the virtual team room.
- **[openingtime]**
Displays the time by which the virtual team room is open to meeting participants, buffer time included. As an example, the virtual team room is open as of 3.15 pm if the meeting is supposed to begin at 3.30 pm and a buffer time of 15 minutes prior to the meeting has been selected.
- **[pcdownload]**
Displays the download link to the PC client of the virtual team room.
- **[sessioncode]**
Displays the current session code with additional information. If a session code has been generated for the session, it will be displayed. If no session code has been created, the display reads: 'No session code assigned'.
- **[teamname]**
Contains the booked team's name.
- **[testroomurl]**
Displays a link for directly accessing the test room. The session code 'testroom' is integrated in the link and will be copied automatically into the start-up dialogue.
Important note: The settings made inside the test room (e.g., microphone and playback volume) are saved for your **vitero**

user account only if you add your user name and password to the session code 'testroom'.

- **[vmsurl]**
Displays the internet address of the Vitero Management Systems (VMS).
- **[webaccessurl]**
Contains the link for the browser-based access to the virtual team room. If, on booking, the option 'access for mobile devices' has not been activated, this variable contains the text 'not available'.

8 Contents

Storage Areas

In the area 'Contents', you can access the storage area (files and folders) of the Vitero Management System.

Three different storage areas are available. Find a short overview of the three storage areas in the following. Click on the respective hyperlink below or left-hand in the main navigation to receive further information.

Public Folders:	<p>The 'Public Folders' can be viewed by all users independent of their group membership. System and customer administrators can store and edit files and folders in this area. All other users have read permission only. If there are several customers, each customer has his own Public Folder which can be accessed only by users who are assigned to the respective customer. The Public Folders can, for instance, be used to store common drafts.</p>
Personal Folders:	<p>Each user has their own storage area, the 'Personal Folders'. This area can only be accessed by the user. In his personal area, the user has the permissions to read and write. The personal storage can, for instance, be used to store personal learning material on the server.</p>
Team Folders:	<p>Each team in the VMS has a folder which is in the area 'Team Folders' and can be viewed by all team members. Team leaders, named moderators, and assistants, as well as</p>

	<p>system or customer administrators are allowed to store and edit files and folders there. Team Folders can also be used to make files available in the virtual team room. Additionally, files can be made available for the respective group before and after the vitero session.</p>
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Navigation

Each of the three storage areas contains a tree structure of files and folders. You might know the structure e.g. from the Windows File Explorer. At first, choose one of the three areas left-hand in the main navigation by clicking on it with the left mouse button. Then, the desired file structure is displayed. Open and close a folder by clicking on it with the left mouse button to show enclosed subdirectories and files.

Editing Symbols

The following editing symbols are used in the entire contents area. The symbols are displayed behind files and folders provided that you have the required rights to call up the related functions. The symbols have the following meaning:

	<p>Click on the floppy disk symbol to open your browser's 'save dialogue' and to download files and folders from the VMS to your computer. A zip archive is created automatically which contains the desired folder with all subdirectories and contents. When unpacking the files after the download, the folder with the contents and the sublevel structure is stored on your computer.</p> <p>All users can view the floppy disc symbol provided that contents are available for download (empty folders are excluded).</p>
	<p>Clicking on the 'editing symbol' opens a dialogue with several editing functions for the respective file or the respective folder. Find a detailed description concerning the editing functions under 'Handle Contents'. Every user can view the editing symbol in the area 'Personal Folders'. Within the area 'Public Folders', it is only visible for system or customer administrators. In the area 'Team Folders', team leaders, named moderators, assistants, as well as system or customer administrators have permission to edit files and folders.</p>

File Formats

In principle, any file format can be uploaded in the area 'Contents'. However, files with the format ppt and pdf are not to be uploaded to the same folder as mp3, mp4, and jpeg files so that they can be displayed in the virtual team room. The system administrator has the possibility to lock specific file formats. In case you try to upload a locked file format, a corresponding error message is displayed.

Zip Archives

Zip archives can also be uploaded in the contents area. They are automatically unpacked and the enclosed files are stored in the respective folder of the VMS. If a zip file contains a folder structure, this is also transferred to the selected folder in the VMS. Thus, folders in the area 'Contents' can fast and easily be filled with data and (sub) directory structures can be created.

File preview for the display in the virtual team room

Files in **ppt, pptx, odp, pdf, mp4 ('video clips'), and jpg format** can be made available for display/playing in the media display in the virtual team room. If **vitero language lab** has been licensed, mp3 sound files can also be provided for the virtual team room and played there. In order to be shown in the media display, ppt, pptx, odp, and pdf files are automatically converted into jpg format. The converted slides can be shown in the **file preview** of the VMS. Thus, it is possible to check how a file is displayed in the virtual team room beforehand without entering the room. Click on the name of the respective file in the VMS to open the preview. The file preview in the VMS is available for files in **ppt, pptx, odp, pdf, mp4, and jpg format**. With other file formats, instead of a preview, the option for download is given so you can save them locally and open them if the corresponding software is installed.

Hints to improve slideshow representation: in rare cases, the automatic conversion of ppt or pptx files can lead to graphic errors. In order to avoid these, it is recommended to save PowerPoint presentations as pdf file prior to upload. For the best possible results in representing written texts, you can save your slides in PowerPoint directly as single jpg files. For the upload, it is recommended to create a zip-archive containing

all the jpg pictures. The zip archive will be unzipped in the VMS automatically so it is not necessary to upload each jpg picture separately.

Optimizing video files for playback in the virtual team room

Please consider the following hints to optimize display quality and playback performance of video files in the virtual team room.

- **Overall bitrate**

To avoid delays on video playback, we recommend working with videos with a maximum overall bitrate of 300 kBit.

Hint: The overall bitrate could potentially be decreased by reducing the sampling rate of the audio track. For videos in which the majority of the audio is people talking a value of 11 kHz should suffice, since in this case the loss of quality by reducing the sampling rate is hardly noticeable.
- **Audio and video codecs**

We recommend the following compression codecs for video clips: 'mp3' or 'AAC Audio' as audio codec, as well as 'H264' as video codec.

8.1 Handle Contents

Click on the 'editing' symbol () next to the folder or file name to open a dialogue with the different editing functions for the selected object. Depending on in which of the three storage areas (Public Folders, Personal Folders, Team Folders) you are right now and whether you want to edit a folder or a file, different editing functions are available.

Please note: whether or not an editing symbol is displayed depends on your role and the storage area you are in at the moment. If a symbol is not displayed, you do not have the required rights to edit the folder or the file. Please find details concerning the permission rights in the manual at the pages on the respective storage area (Public Folders, Personal Folders, Team Folders).

Change the Properties of Files and Folders

Click on the button 'Properties' to edit the properties of the selected folder or file. Some properties are only available for a certain storage area (e.g. the folder property 'Default Folder' in the storage area 'Public Folders').

Please note: the properties of the folders in the **topmost level of a storage area** can only be viewed, but **not edited**. The folders on the topmost level of a storage area are automatically created by the Vitero Management System, therefore their properties are preset.

Find a description of the various folder and file properties in the following:

Name	Description	Availability
Name:	Editable field which contains the name of the selected folder or file. Change the name by writing the new one in the input field, then click on the 'Ok' button.	Folders and files in all areas.
Author:	Not editable. Contains the first and the last name, as well as the login name of the user who created or inserted the folder or file.	Folders and files in all areas.
Created on:	Not editable. Shows the date on which the folder or file was created or inserted.	Folders and files in all areas.
Size:	Not editable. Shows the file or folder size in kilobyte (kB).	Folders and files in all areas.
Hide:	<p>Editable check box. Files and folders can be hidden so that they can no longer be viewed by all users with access rights. Click on the check box to tick it and then on 'Ok'. Hidden files and folders can only be viewed by team leaders, assistants, as well as system or customer administrators and are not available in the virtual team room.</p> <p>In order to make this change visible for team leaders, assistants, and</p>	Folders and files in the area 'Public Folders' and 'Team Folders'.

Name	Description	Availability
	administrators, hidden files and folders in the VMS are not displayed in colour, but in grey (e.g. ).	
Availability:	<p>Dropdown menu which allows for providing folders for the media display in the virtual team room. The default is 'management system only'.</p> <p>In order to make a folder available in the virtual team room, choose the option 'also in the virtual team room'. Thus, you can open folder contents in ppt, pptx, odp, pdf, jpg, mp4 ('video clips'), and mp3 format (if vitero language lab is licensed) in the virtual team room and show them on the conference table.</p> <p>Additionally, you can choose how the folder contents can be accessed in the virtual team room by tagging the folder as 'presentation', 'agenda', or 'welcome'. Pay attention to the following differences:</p> <p>presentation folders: several presentation folders can be created within a team folder. The contents of the presentation folders can be accessed via the 'Media' button in the virtual team room.</p> <p>agenda folders: Only one agenda folder can be created within a team folder. The contents of the agenda folder can be opened via the 'Agenda' button in the virtual team room.</p> <p>welcome folders: Only one welcome folder can be created within a team folder. The contents of this folder are</p>	Folders in the area 'Team Folders'.

Name	Description	Availability
	<p>automatically shown on the conference table when entering the virtual team room. If there are several files in the welcome folder, the alphabetically first presentable file is displayed.</p> <p>recording folders: These folders are only available if vitero webcam recorder has been licensed. For the webcam stream recorder to be available in the virtual team room, a recording folder has to be created. As soon as the folder is opened in the Media Display, the recorder is automatically displayed on the conference table. Recorded webcam streams are also stored in the recording folder.</p>	
<p>default:</p>	<p>Editable check box. A folder which has been tagged as 'default' is automatically copied in the team folder of a newly created team.</p> <p>Thus, you can make sure that universally valid, important material, such as explanations on how to use the head set, is automatically copied in the team folder of every newly created team.</p> <p>Tag a 'default' folder by clicking on the checkbox and then on the 'Ok' button to save the property.</p>	<p>Folders in the area 'Public Folders'.</p>

Insert Folder Contents

Click on the button 'Paste' to upload new files or to move files or folders from other directories of the VMS **into the selected folder**.

Upload File

Click on the button 'Upload' to start the upload process. Click on the 'Add file' button of the following dialogue or 'Drop Files Here'. Now a dialogue opens which allows you to search your hard drive and select a file. Click on the button 'Open' after having selected the file. The button 'Cancel' closes the dialogue without having uploaded a new file.

When a file has been chosen, the corresponding path appears below the button 'Add files'. Click on the 'Upload' button to upload the file in the VMS. If you do not want to upload the file, click on the 'Close' button.

Alternatively, you can drag and drop the desired files into the area 'Drop files here' and upload them then. You can also upload multiple files at the same time. If you do not want to upload the files, you can remove them via the 'Remove' option. Furthermore, you can reset the list via 'Clear list' (before or after an upload).

Move or copy Files or Folders

You can also move or copy contents in the selected folder which is already available in the VMS. Click on the button 'Copy/Move'. A dialogue opens which allows you to choose the favoured contents (file or folder). At first, choose the **area** ('Public Folders', 'Personal Folders', 'Team Folders') in which the content is right now. The area is then displayed in red letters and with an open and red folder symbol ().

Next to the scrollbar, the folder structure of the selected area is displayed. Navigate through the folder structure until the favoured folder or file is displayed. Click with your left mouse button to open a folder. Then, choose the folder or the file you want to move or copy. The folder name and the symbol are then displayed in red. Click on the 'Copy' button to copy the selected content to the target folder or on 'Move' to insert the content in the target folder and delete it from its original location.

Quit the dialogue window by clicking on the 'Close' button and return to the folder view you opened before in the area 'Contents'.

Create new Folder

Click on the button 'New folder' to create a new folder. Enter the folder's name in the input field of the following dialogue after 'Name:'. Then, click

on 'Create' to create the new folder or on 'Cancel' in case you do not want to create the folder.

Delete Files or Folders

Click on 'Delete' to remove a file or folder from the VMS. Confirm the security query with 'Yes' to carry out the deletion or on 'No' if you do not want to delete the content.

Please note: Deleted content cannot be restored. By deleting a folder, all comprised subdirectories and files are deleted, too.

Close the Dialogue

Click on the 'Close' button to close the dialogue and return to the folder view in the area 'Contents'.

8.2 Public Folders

The area 'Public Folders' is a **global storage** for folders and files. Each customer has a 'Public folder' which can be viewed by all users who are assigned to this customer. The 'Public folder' can, for instance, be used for common drafts.

Furthermore, universally valid, important material, such as a guide on how to use the headset, can be deposited here. By tagging the folder as 'default', it is automatically copied into the team folder of every newly created team (see details concerning the tagging as 'default' in 'Handle Contents').

Access Rights

The area 'Public folders' is available for all users of a certain customer independent of their group membership. Users **without administration rights** only have **read permission** on the 'Public folders', e.g. they can view folders and download contents () . If a user is assigned to several customers at the same time, they can access all public folders of the customers they are assigned to. The name of the folders is then complemented by the customer's name to make a distinction, e.g. 'Public folders Smith Ltd.'.

System and customer administrators have **read and write permission** in the 'Public folders', i.e. they can view, download () , and edit () the contents in this area. Customer administrators only have access to their own 'Public folder', whereas system administrators have access to all 'Public folders' which are in the VMS.

Hidden Folders

System and customer administrators have the opportunity to hide files and folders in the area 'Public folders'. Hidden files and folders are invisible in the VMS for users without administration rights. In order to make this change visible for system and customer administrators, hidden files and folders in the VMS are not displayed in colour, but in grey (e.g. ).

8.3 Personal Folders

The area 'Personal Folders' is a **private storage** for folders and files. It is available for every user in the VMS. 'Personal Folders' can, for instance, be used to store personal learning material on the server in order to be able to access it from any arbitrary (PC) workstation. In addition to that, as team leader, named moderator, or assistant of a team you can move or copy files from your 'Personal Folder' to the corresponding team folder. Thus, you don't need to upload the files again if you want to make them available for the rest of the team.

Access Rights

Only the respective user themselves can access the area 'Personal Folders'. they have read, as well as write permission, e.g. they can view their 'Personal Folder', download contents () , and handle the contents (). Other users, system and customer administrators have **no access rights** for this area.

8.4 Team Folders

The area 'Team Folders' is a **group-related storage** for files and folders. Each team in the VMS is assigned a team folder. The folder is automatically generated when creating a team. The folder's name corresponds to the team name. The group-related storage serves for providing material for a **vitero** session in the virtual team room. Furthermore, it can be used to

provide documents for the group asynchronously before or after the **vitero** session.

Access Rights

It depends on your role which team folders are displayed in the VMS and whether you are allowed to edit them or just view them. As **user without administration rights**, you can only view the folders of the teams you are a **member** of.

Whether you have only read, or also write permission for the displayed folders depends on your **role within the team**. Team leaders, named moderators, and assistants are allowed to edit the team folder and its contents (). The other team roles (participant, audience) are only allowed to view the folder and download its contents (.

System and customer administrators do not need to be team members to view the team folder. **System administrators** view **all teams on the server** (including all customers). **Customer administrators** view the folders of the **teams** which have been assigned to them. System and customer administrators always have read, as well as write permission for all team folders they can view.

Hidden Folders

Team leaders, named moderators, and assistants, as well as system and customer administrators have the opportunity to hide files and folders in the area 'Team folders'. Hidden files and folders are invisible in the VMS for users who do not have administration rights and are identified with the team role 'participant' or 'audience'. In order to make this change visible for team leaders, named moderators, assistants, and administrators, hidden files and folders in the VMS are not displayed in colour, but in grey (e.g. ).

Providing files for the virtual team room

Files in **ppt, pptx, odp, pdf, jpg, mp4 format ('video clips'), and also in mp3 Format** (if **vitero language lab** has been licensed) can be provided for the virtual team room. Files in ppt, pptx, odp, and pdf format are automatically converted into jpg format. The provided files can then be accessed via the media display of the virtual team room.

Hints to improve slideshow representation: in rare cases, the automatic conversion of ppt or pptx files can lead to graphic errors. In order to avoid these, it is recommended to save PowerPoint presentations as pdf file prior to upload.

For the best possible results in representing written texts, you can save your slides in PowerPoint directly as single jpg files. For the upload, it is recommended to create a zip-archive containing all the jpg pictures. The zip archive will be unzipped in the VMS automatically so it is not necessary to upload each jpg picture separately.

Optimizing video files for playback in the virtual team room

Please consider the following hints to optimize display quality and playback performance of video files in the virtual team room.

- **Overall bitrate**
To avoid delays in video playback, we recommend working with videos with a maximum overall bitrate of 300 kBit.
Hint: The overall bitrate could potentially be decreased by reducing the sampling rate of the audio track. For videos in which the majority of the audio is people talking a value of 11 kHz should suffice, since in this case the loss of quality by reducing the sampling rate is hardly noticeable.
- **Audio and video codecs**
We recommend the following compression codecs for video clips: 'mp3' or 'AAC Audio' as audio codec, as well as 'H264' as video codec.

System and customer administrators, as well as team leaders, named moderators, and assistants can define the availability in the virtual team room via the 'Edit' symbol () right-hand of the designated folder (see also 'Handle Contents'). There are different variants available which are then also shown on the folder symbol in the VMS:

	media folders:	The contents of the media folders can be accessed via the 'Media' button in the virtual team room. Several 'media' folders can be defined.
	agenda folders:	The contents of the agenda folder can be opened via the 'Agenda' button in the virtual team room. Only one agenda folder can be created within a

		team folder.
	welcome folders:	The content of this folder is automatically shown on the conference table when entering the virtual team room. If there are several files in the welcome folder, the alphabetically first presentable file is displayed. Only one agenda folder can be created within a team folder.
	recording folders (optional)	This folder variant is only available if vitero webcam recorder has been licensed. For the webcam stream recorder to be available in the virtual team room, a recording folder must be created. As soon as the folder is opened in the media display, the recorder is automatically displayed on the conference table. Recorded webcam streams are also stored in the recording folder.

The folder structure of the VMS is also displayed in the media display of the virtual team room, e.g. the subfolders which are in the presentation, agenda, or welcome folders are also shown in a tree structure. Thus, contents can be integrated even more simple and well-arranged.

Note: If folder structures (including content) are uploaded as a zip archive, the availability of all sub-folders can centrally be defined during the upload. Thus, during the upload of complete folder structures, you can simultaneously define for all folders whether the respective content is supposed to be available only in the Vitero Management System, or the virtual team room as well.

Files which have been provided for the virtual team room are loaded while accessing the room. Hence, the loading time while starting **vitero** significantly depends on the size of the provided files. In order to know the loading times beforehand, a loading time bar is available next to each team folder. The loading bar indicates the total data volume of presentation, agenda, and welcome folders which have been stored in the respective team folder.

	Green loading	The loading bar is green if the file size is under 10 MB. The loading time with DSL 2000 is max. 90 seconds.
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	bar:	
	Yellow loading bar:	A yellow loading bar is shown if the file size is between 10 and 15 MB. The loading time with DSL 2000 is approx. 1.5 to 2 min.
	Red loading bar:	When the file is larger than 15 MB, a red loading bar is displayed. The loading time with DSL 2000 takes longer than 2 min.

Hint: In order to avoid long loading times while accessing the virtual team room, we recommend uploading only the files which are really necessary for the session. Additionally, the system administrator can define the maximal file size of an upload in the system configuration. You will receive a corresponding error message if you try to upload a file which is too large. However, you can always use application sharing during a **vitero** session to show further documents which have not been uploaded to the VMS.

9 User Management

The user management is only available for administrators (server administrators and customer administrators) and serves for the creation and administration of users. Here, administrators may create new users, assign them to customers, teams and global, as well as customer roles. With the licence model **Named Moderator**, the role of named moderator by which a user obtains a person-related virtual team room can also be assigned via the user management. Furthermore, CSV files with user data can be imported into the VMS and the data of already existing **vitero** users can be exported as CSV file for download.

Editing Functions - Brief Overview

Aside from the table with established users which you administrate, the user management contains diverse editing functions. These can be accessed in the area above the user table.

Create new user:	Create new user by entering the data manually.
Upload and download	Allows for an easy and quick creation of (several) users. Thereby, user data has to be available as text file in CSV

CSV files:	format. CSV export (download) or import (upload) is also available in many other applications so that data can be devolved easily and quickly to or from the VMS.
Filter and scroll user data:	Several options are available to filter, search, or scroll in user data.

User table

The user table provides an overview of the registered users in the VMS who you administrate. If a column heading in the user table is underlined, you can sort the table's contents alphabetically by clicking on it. Some entries in the user table are clickable as well, or lead to further information or functions. In the following, you will find a detailed description of the several columns.

PC

The column '**PC**' contains a user's PC state. It shows whether **vitero** functions smoothly or technical problems occurred. Users may check and change their **own** PC status either in their test room, or adjust it manually in 'My profile'. Administrators may change the PC state of any user. To do so, click on the symbol in the column 'PC' and select the designated state in the drop-down menu 'PC status'. The default setting is 'No information' (?). Whenever a user's PC state is set to 'Ok' (✓), it means that **vitero** functions smoothly. If technical problems occurred, the PC state should be set to 'Problem' (!) until the issue is solved. Additionally, the administrator may comment the PC state to provide detailed information concerning a user's technical equipment. This is shown by a notepad symbol (📝) next to the PC state symbol. The note pad and its contents can be viewed by administrators only.

Surname

In the column '**Surname**', the surname of the respective user is displayed. When clicking on a user's name, you enter the page 'User information', on which you, as administrator, can view and edit a user's personal data and his avatar photos. System administrators can edit the data of all users on the VMS servers. This includes the data of other system administrators. Customer administrators may edit users only if they belong to their own customers (and to nobody else's) and they do not have the rights of system administrators.

Firstname

The column '**Firstname**' contains the first name of the respective user.

Username

The column '**Username**' contains the username of the respective user. For login to the VMS, the username and the password are needed.

E-Mail

In the column '**E-mail**', the e-mail address of a user is shown. You can send an e-mail to the respective user by clicking on his address. The mail is sent via your default e-mail application.

Participant in

In the column '**Participant in**', you can view the number of teams the user participates in. If you click on the entry in this column, you access the page 'Team assignment'. There, you may assign or remove the user to/from further teams.

Customer Assignment

(only system administrator and filter 'All customers')

The column '**Customer assignment**' shows to which customers a user has been assigned. By clicking on the entry of this column, the page 'Customer assignment' opens. There, you may assign the respective user to further customers or remove him from customers. The column 'Customer assignment' is visible only if you have logged in as system administrator and after having selected the entry 'All customers' in the drop down menu for customer filtering.

Global Role (only system administrator and filter 'All Customers')

The column 'Global Role' defines a user's rights in the entire VMS, i.e. whether he has system administrator rights, support rights, or just 'regular' user rights. The 'support' role has the same rights as the role 'system administrator'. However, for the role 'support' access to the 'configuration' in the administrative area of the VMS is only available in the area 'Contact Information'. Apart from the global roles (system administrator, support and user), further temporary or context-dependent roles may be assigned. Thus, users without system administrator rights (global role: 'User') may simultaneously have the context-dependent role of a team leader (the role can be assigned in 'Teams and participants').

Customer role (only system administrator or customer administrators with expanded rights (optional) and filtering by a certain customer)

By default, the column '**Customer role**' is only displayed to system administrators after having filtered the user table by a certain customer. To do so, select the name of the favoured customer in the drop down menu in the right corner above the user table. Optionally, it is also possible to adjust the Vitero Management Server so that customer administrators are allowed to access the column 'Customer role'. Then, they may create other customer administrators independent of the system administrator.

The column '**Customer role**' defines which rights a user has in relation to a certain customer, i.e. whether he is allowed to manage the respective customer ('customer administrator'), manage it with certain restrictions ('organizer'), or only has regular user rights ('user'). The 'organizer' role has the same rights as the role 'customer administrator'. However, for the role 'organizer', access to the 'configuration' in the administrative area of the VMS is restricted. The customer role is a context-dependent role, i.e. it is assigned in addition to the global role. Thus, users without administration rights can nevertheless be customer administrators of one or several customers.

Named Moderator

(only with the licence model Named Moderator and filtering according to a certain customer)

When activating the check box in the column 'Named Moderator' you can assign the role of named moderator to a user. Consequently, a team with a person-related virtual team room will be created for the respective user. At first, the team name corresponds to the first name and surname of the respective user. It can be changed later in the team configuration menu. A person-related room is exclusively available to the named moderator at any time. It is not necessary to book this room via the VMS, rather it is open for other participants every time the named moderator is present in the room.

When removing the role of 'Named Moderator', all corresponding team folders and their contents will be deleted. To prevent malpractice, the role 'Named Moderator' cannot be removed immediately after its assignment and only until after a period of 7 days has passed.

The user management will display the column 'Named Moderator' only if the respective model has been licensed. If you are a system administrator managing several customers, you first have to filter the user list to display certain customers. Then, the column 'named moderator' will be displayed.

Actions

The column '**Actions**' contains various action symbols which are referring to the corresponding user.

	<p>By clicking on the mail symbol, you may send an e-mail to an individual user. The mail will be sent by your default e-mail application.</p>
	<p>You can delete a user by clicking on the Recycle Bin symbol. The Recycle Bin symbol will not be displayed for named moderators. The latter can only be deleted after the deletion of their role.</p> <p>Hint: You can select and delete multiple users at the same time. To do so, a mass operation is available in the first column of the table.</p>

9.1 Create new User

In the section 'Create new user', you can create new **vitero** users. System and customer administrators get there by clicking on the button 'Create new user' in the user management above the user table. Team leaders with the corresponding rights may also create new users and assign them to groups by clicking on the symbol () in the team management.

In order to create a user, fill in the user data in the respective fields. The mandatory fields (*) 'User name', 'Surname', 'E-Mail', as well as 'Password' and 'Password Confirmation' have to be filled in, the other fields are optional. A user name within the same domain must be unambiguous on all customers. Click on the 'Save' button to create the new user after having completed the data. If the user has successfully been created, a corresponding notification is displayed above the user information. Below the notification, the 'Create new user' button is displayed, allowing you to directly add more users. By clicking the 'Back' button, you return to the user management. If you click the 'Back' button without saving your entry, the new user is not created.

Important note: Be aware that restrictions concerning the password may apply. System administrators can define password rules in the Login settings.

The newly created user can later on change the data in 'My Profile' except the PC state comments, the global role, the unlocking of his account, his named moderator role, and the customer he belongs to.

Please note: As long as a user is a named moderator, i.e. this person has a person-related room, their first name and surname cannot be changed, neither by himself nor by the administrators at a later date.

In the following, you can find a detailed description of the entry fields which are only available for system administrators. An exception is the field 'PC state comments' which can also be edited by customer administrators. A description of the fields which can also be edited by users can be found in 'My Profile'.

System Administrators' Entries

Customer

In the drop-down menu **Customer**, you can select the customer to which the user is to be assigned. Thereby, all customers stored in the VMS are available.

PC State Comments (also available for customer administrators)

The field **PC state Comments** can only be viewed and edited by system or customer administrators. It could, for instance, be used for providing detailed information concerning a user's technical equipment (e.g. 'participant uses Bluetooth headset') in order to have it ready whenever technical problems occur.

Further information: The field **PC state** informs about the user's technical problems (e.g. settings of the sound card) which may possibly occur. The default setting 'No information' is preselected and should be applied when creating a new user. The field **PC state** can later on be changed by the administrator (system or customer), team leader, or by the participant himself. The PC state is displayed symbolically in the user management and in the team/participant lists in the VMS (✓ : 'Ok', ? : 'No information', ! : 'Problem'). Thus, the administrator or the team leader can easily get a general idea which participants could need assistance.

Global Role

Here, you can decide whether the new user is supposed to obtain system administrator rights or just 'regular' user rights. The system administrator has, amongst others, the right to manage customers and users, configure the VMS, and view statistical data.

Independent of these global roles (user, system administrator, support), further context-dependent roles ('Customer administrator', 'Organizer', 'Team leader', 'Named Moderator', 'Assistant', and 'Spectator') can be assigned. These are defined anew for each user under each customer or in each team. Thus, a maximum of flexibility is achieved - a user may, for instance, obtain the right to manage a certain customer, whereas being just a 'normal' user without administration rights under another customer. Or a user may have only 'Participant' status in a certain team, while being allowed to create appointments for another team due to his status as team leader there.

Unlock User Account

In 'Account is not locked:', you can lock or unlock a user account by selecting the check box or deleting the tick. The check box is selected by default, i.e. the user account is unlocked. Suspension can occur automatically, e.g. by entering the wrong password several times. Whether a suspension occurs at all and, if so, on what terms can be defined by the system administrator in the Login settings of the Configuration.

Hint: If the user is just to be denied access to the virtual team rooms of certain teams, you can adjust this in the Team information separately.

Force new password

(also available for customer administrators)

If this checkbox is ticked, the user is automatically asked to change his password **after** the next login to the VMS or the virtual team room. Regular password changes enhance the security of the VMS.

Note: Administrators who are assigned to several customers can also reset passwords for users who are assigned to several customers. Requirement: The administrator must possess administration rights on all customers to which the user is assigned.

Create password link

(also available for customer administrators)

Tick the box 'Create password link' to generate a link by which the user can create or change the password by themselves. The link opens a website on which the user can create a new password or change it without being logged in to the VMS or the virtual team room. Transferring the link to the respective user simplifies the creation of new users and is also helpful if a user forgets their password.

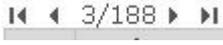
9.2 Filter and scroll in User Data

Scroll Data

On each 'page' (view) in the user management, you can view the data sets of maximal 50 users. This value is pre-set and cannot be changed. If there are more than 50 users in the system, you can go to the following pages either by typing in the number of the page, or by browsing through the individual pages.

If you want to go to a **special page**, enter the respective number in the box next to 'Go to page:' and click on the 'refresh' () Button:

Go to page: 

The page is being loaded (in the example above page 3). The page you are on is then displayed in the field behind 'Go to page:' and in the page number display between the arrows for scrolling on the left of the total page number ()

You can browse through the individual pages, **page by page, backwards, or forwards** with the single arrows on the left and on the right. Click on the double arrow to get to the **last or the first page**.

Filter User Data

Search Function

Data of a specific user in the user management can be found via his **surname, first name, user name, or e-mail address**. At first, choose the desired attribute behind 'Search in:' and then enter the corresponding term in the field. Click on 'Search' to start:

Search in: 

Afterwards, the result is displayed with the number of hits and the filter which was used.

Click the button '**Reset**' to get back to the unfiltered general survey with all user data. Please bear in mind that a modification of the filter or a modification of the field 'Search expression' triggers a new search **in all data sets**. A double (i.e. consecutive) filtering by 'Search in:' attributes is not possible.

Filter by Customers (system administrators only)

System administrators can additionally **filter** the data by **customers**:

Search in:

Choose an attribute as described above and enter a search expression. Now, you can filter a second time by customers. Select the customer from the drop-down menu (default setting: search in all customers).

The search query is then performed within the teams of the selected customer. It is also possible to filter in reverse order, i.e. to select the customer first and enter the search expression afterwards. Please bear in mind that **both filters** are reset when clicking the 'Reset' button.

Please note: filtering and searching **always** takes place in the **whole data set** even if you went to a certain page by jumping or scrolling before. Searching within a certain page is not possible. Therefore, please use the corresponding function of your browser. With Firefox and Internet Explorer, you can start the search function with the shortcut Ctrl + F.

Filter according to Named Moderators (only with the licence model Named Moderator)

Tick the check box 'Named Moderators only' to display users who – in addition to other filter criteria – have been assigned the role of named moderator. The check box is available only with the licence model **Named Moderator**.

Filter by Administrators (Only as Customer Administrator)

If you tick the box "Only administrators", only administrators and organizers – in addition to the other chosen filter criteria – will be displayed.

9.3 Team Assignment

Below the header 'Participant in', you can view the number of teams in which the user is a member. In order to integrate the user in a team or remove him from a team, click on the team number (e.g. '5 Teams'). The page 'Group assignment' of the selected user opens.

Two tabs are available: 'Assign user to groups' and 'Remove user from groups'. By default, the tab 'Assign user to groups' opens first. If you'd like to get an overview of the teams the participant is already assigned to, click on the second tab. Here, you can view a list of the participant's groups.

Tab 'Assign User to Groups'

Here, you can view an overview of teams to which the user can be assigned. If the user is assigned to several customers, the **system administrator** can view another column with information concerning the customer who manages the team. Similar to the user management, you can scroll and search for groups.

In order to assign the user to a group, tick the box below 'Assign' in the row of the group to which the user is to be assigned. By ticking multiple boxes, several teams can be assigned in one step. It is important to click on the button '**Add group**' before leaving the page since **only groups from the current page** can be assigned. A confirmation message opens after having clicked on the button 'Add group'.

Tab 'Remove User from Groups'

The second tab serves for the removal of groups which have been assigned to the user. The favoured team can be found with search expressions or by scrolling. Tick the box below 'Remove' in the line of the group from which the user is to be removed. You can also tick several boxes to remove him from several groups simultaneously. It is important to click on the button '**Remove group**' before leaving the page since **only groups from the current page** can be removed. A confirmation message opens after having clicked on the button 'Remove group'.

Note concerning the licence model Named Moderator: If a user is the named moderator of a person-related team, they cannot be removed from it. In this case, it is only possible to strip them of their named moderator role. Thereby, the corresponding person-related team will be deleted along with all team folders and their contents.

Hint: We recommend using the group assignment as described above whenever you want to add or to remove **a certain user** from multiple teams. If you want to assign **several users to a certain group** (or remove them) at the same time, use the **user assignment** () on the page 'Teams and Participants'.

9.4 Customer Assignment

The column 'Customer assignment' shows the customer(s) to whom the user is assigned. A user must be assigned to at least one customer, but may be assigned to an unlimited number of customers.

Click on the customer's underlined name in the column of the selected customer to get to the page 'Customer Assignment'. Here, you can either assign customers to the user (first tab), or remove the user from customers (second tab). If you'd like to get an overview of the customers the participant is already assigned to, click on the second tab

Tab 'Assign user to customers'

Here, you can view a list of customers who can be assigned to the user. Use the scroll or the search function to find a certain customer. In order to assign a new customer to a user, tick the box under 'Assign' in the row of the corresponding customer to whom the user is to be assigned.

The assignment of several users at a time is possible, just tick the respective rows. It is important that you click on the button '**Add customer**' before you switch to the next site since **only customers from the currently opened page** can be assigned. A confirmation message opens after having clicked on the button 'Add customer'.

Note: Administrators who are assigned to several customers can assign users to several customers as well.

Tab 'Remove user from customers'

Here, you can remove the user from customers to whom they have already been assigned. Find the desired customer with search terms or by scrolling. Tick the box under 'Remove' in the row of the customer from who you want to remove the user. You can also tick several rows to remove them from multiple customers. However, the user must still be assigned to at least one customer.

It is important that you click on the button '**Remove customer**' before you change to the next site since **only customers from the currently opened page** can be removed. A confirmation message opens after having clicked the button '**Remove customer**'.

Hint: We recommend using the customer assignment as described above whenever you want to assign or remove **a certain user** to/from one or

several customers. If you want to assign **several users to a certain customer** (or remove them) at the same time, use the **user assignment** () on the page 'Customer management'.

9.5 User Management: Use CSV Files

Similar to the user management, the upload and download of CSV files is only available to customer or system administrators. An exception are team leaders and named moderators, respectively, who have been assigned the corresponding right by the administrator ('Allow team leader to create users') in the team configuration. Find detailed information in 'Teams and participants: Use CSV Files'.

By the use of CSV files, **multiple users** can be registered in the VMS **at the same time**. You may also download a list of **user data** from the VMS. Especially if a lot of users are to be registered in the VMS, we recommend using the CSV upload since the individual manual input can be very time-consuming. Given that CSV format can be generated and read by many other applications, you can, for instance, use the CSV download for transferring user data from the VMS to another application supporting CSV format.

Please find a detailed description on how to generate a CSV file with examples in the menu item 'Create CSV Files' or 'CSV Files: Examples'.

Upload CSV Files

Click on the **button 'Upload CSV File'** above the user table in order to upload a CSV file. Please bear in mind that an upload to the user management requires different parameters than an upload to the team management.

When uploading a CSV file to the team management, you may already assign a role to the participants in the CSV. When uploading a file via the user management, the role assignment can be carried out (under 'Group Details') after the file has been uploaded. Please find detailed information concerning the different parameters in 'Create CSV Files'.

If you logged in as **system administrator**, first choose the customer to whom the users should be assigned from the drop-down menu. This function is not available if you are logged in as customer administrator

since users are then automatically assigned to the customer managed by you at the moment.

Then, choose the file you want to add with the 'Add CSV file' button. The file must be stored in **CSV format** and meet the **format requirements** as described in 'Create CSV Files'. Conclude by clicking on the 'Upload' button to upload the file, or the 'Back' button in case you do not want to upload the file.

Notes:

- A CSV file must not contain more than 5000 entries (i.e. users) for the upload to the VMS. If it contains more than 5000 entries, the file will be uploaded up to the 5000th entry and an error message will be displayed.
- With the help of a CSV file, already existing users in the VMS can be updated using the user name as a reference.
- During the Upload of a CSV file, new passwords and the option "Force new password" will be ignored for existing users. Existing accounts will be updated, but existing passwords will not be overwritten.

Download CSV Files

Data of the users who are registered in the VMS can be downloaded as CSV file. Click on the button '**Download CSV file**'. Your browser's download dialogue opens and you can choose whether you want to store or open the file. Depending on your browser type, you may also choose the storage location. Settings concerning search and filter which have been used in the VMS are taken over to the CSV file. Users can either be downloaded without filtering, or filtered up to two times one after another (customer filter (for system administrators only), search function). The file name under which the downloaded CSV file is saved by default provides information about the applied filters.

It consists of the following elements:

<year>_<month>_<day>_<surname>_<firstname>_<customer (optional)>_<filter>.csv

Example: 2010_07_23_Doe_John_Warehouse Ltd_filteredByEmail.csv

The date relates to the day of the download, surname and first name refer to user who is logged in and has started the download. The customer (in the example above: Warehouse Ltd.) is mentioned only if the data have been filtered by this parameter. Filtering by customer is only available for system administrators.

The data can be filtered by surname, first name, user name, or e-mail by means of the drop-down menu 'Search in:'. The filter is declared accordingly in the file name:

Filter	No Filter	Surname	First Name	User Name	E-mail
Denotation of the file name	all	filteredBySurname	filteredByFirstname	filteredByUsername	filteredByEmail

Notes: The number of user entries included in the download is not restricted.

10 Customer Management (optional)

The customer management is only available for on-premise and dedicated-hosting customers if the respective feature has been licensed. It allows the VMS to be subdivided into single logical units, so-called customers, which can be administered individually. The customer management includes two types of views, i.e. administration view and accounting view.

By default, the administration view is shown first. In both views, you can search for customers, browse through the administration, and jump to pages by entering the desired page number. Click on 'Reset' to get back to the initial view. Furthermore, you can create new customers by clicking the button 'Create new customer'.

10.1 Administration View

This view serves for information and administration purposes concerning single customers. In the following, you will find descriptions on how to edit customers (assignment of users, modules/license models, and teams). Change the view to 'Accounting' (top of the right side) to view the contingents which have been spent and which are still available. New customers can be created via the button 'Create new customer'.

Customer Table

If a column heading is underlined, the contents of the column can be sorted alphabetically or by size by clicking on the heading.

Customer Name

Alphabetical list of your customers. Reverse the sorting by clicking the column heading. Click on a customer's name to get to the customer information. Here, you can activate the accounting, add participants, and assign modules/license models (in the property mode).

Customer Number

Contains the customer number of the respective customer.

User Count

View how many users are assigned to the individual customer at one glance. Click on the column heading to sort the customers by the number of their users.

Group Count

Shows how many teams the customer has. Click on the column heading to sort the customers by the number of their groups.

Actions

The following **actions** can be carried out by clicking the symbols:

	<p>In the user assignment, you can assign users to the customer or remove users who have already been assigned. Find detailed information in the User Assignment.</p>
	<p>Here, you can assign or remove modules and license models. Find detailed information in the Module Assignment.</p>
	<p>Here, you get to the public folders of your customer. You can add, move, or delete files. Find detailed information concerning the possibilities and properties of the public folders in Contents/Public folders.</p>
	<p>Here, you get to the page of the user management. You can view a customer's individual users, their status, and their customer role. Furthermore, you can add new users via csv import or delete existing users. Please find detailed information under the menu item User Management.</p>
	<p>Here, you can view the customer's teams. You can create new groups, assign users to the team, or book appointments for the team. Find detailed information concerning the team management in Teams and Participants.</p>
	<p>Click the symbol to delete the customer.</p> <p>Please note: All users and teams which are assigned to this customer (unless they are not yet assigned to another customer) will be irrevocably deleted since every user must be assigned to at least one customer.</p> <p>Hint: You can select and delete multiple clients at the same time. To do so, a mass operation is available in the first column of the table.</p>

10.2 Accounting View

The accounting view shows all data which are relevant for accounting, an overview of the accounting type, the contingent size, as well as the time spent and the time still available for the customer. Furthermore, you can obtain information concerning the activation of the account, its expiry date, and the remaining contingent. You can find a customer either via the search function by typing in a search term, or by browsing through the sites (via the 'Go to page:' function).

The **colour coding** shows how many contingents are at the customer's disposal. A **customer with yellow background** still has contingents, but less than 10% of his original overall quota. If the quota's expiry date is less than 2 months in the future from the moment of retrieval, the customer is marked yellow as well. A **customer with red background** has already spent more than their original quota, they are in the negative zone (whether a customer is allowed to overdraw or not is defined when creating the customer). A customer who is not marked (white background) still has enough time (more than 10%) of his overall contingent or has a flat rate.

Customer Table

The column headings can be sorted alphabetically or by size by clicking on the respective heading.

Customer Name

Here, you can view all customers in alphabetical order. Click on the underlined customer's name to get to the customer information. There, you can view details concerning the accounting and define which modules/license models the customer has licensed.

Quota Type

Shows the mode of accounting for the respective customer. The following options are available:

Flat rate	vitero can be used without time limit . The time spent is recorded for information purposes. Note: the virtual team room must be booked nevertheless.
------------------	---

Session Minute	<p>The customer purchases a time quota during which they are allowed to use the virtual team room. The number of participants is irrelevant for billing purposes.</p> <p>Note: the module for the required size of the room must be licensed.</p>
Participant Minutes	<p>The customer purchases time quota which are consumed participant-related. Thus, fees depend on the session length and number of participants.</p>

The quota type can be changed in the customer information.

Quota Size

Shows the participant or session minutes which have been purchased by the customer. The quota size is defined when creating the customer. Since the flat rate can be used without time limitation, the quota size information is omitted.

Time used

Shows the elapsed time in minutes. On the one hand, this is automatically recorded through the use of the virtual team room, on the other hand, manually in the customer information. It is also shown in the quota type flat rate for information purposes. Only the time when the room is used is accounted, bookings are without commitment. If the room is booked but not used, there will be no charge. If only the team leader enters a room which is not booked for test purposes (possible at any time), there is no charge either.

Time remaining

Shows the time which is still available. Since the flat rate can be used without time limitation the information is omitted.

Expiration Date

Shows how long the quota can still be used. This can be defined in the customer information. By default, the contingent is valid for one year.

Additional Information

Here, you can view the activation date and the administrator who has arranged it. Furthermore, there are notes under 'Other' which can be edited in the customer information.

10.3 Customer Information

This page provides information concerning the individual customers. You can perform actions for the chosen customer, or activate and define the quota. The **customer administrators** are named and the **modules and license models** for the customer are listed. If the modules and license models depend on quantity (e.g., **vitero 22 or vitero café**), the number of licenses is shown additionally. Find a description of the actions and settings in the following section.

Actions

The following **actions** can be carried out by clicking the respective buttons:

	Here, you can assign or remove users . Find detailed information in the User Assignment.
	Here, you can assign or remove modules/license models . Find detailed information in the Module Assignment.
	Here, you get to the public folders of your customer. You can add, move, or delete files. Find detailed information concerning the possibilities and properties of the public folders in Contents/Public folders.
	Here, you get to the page of the user management . You can view a customer's individual users, their status, and their customer role. Furthermore, you can add new users via csv import or delete existing users. Please find detailed information under the menu item User Management.
	Here, you can view the customer's teams . You can create new groups, assign users to the team, or book appointments for the team. Find detailed information concerning the team management Teams and Participants.

	<p>Click the symbol to delete the customer.</p> <p>Please note: All users and teams which are assigned to this customer (unless they are not yet assigned to another customer) will be irrevocably deleted since every user must be assigned to at least one customer.</p>
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Settings

The following settings/entries can be made on the page 'Customer Information'. Click the button 'Save' to save the changes or on 'Cancel' if you do not want to save the **changes**.

Name

The **name**, as well as the **display name**, can be changed by clicking in the respective field and overwriting the inscribed name.

Accounting

By default, the **accounting view** is hidden. Tick the box next to 'Activate accounting' to show the accounting view. The following settings will then be at your disposal.

Quota Type

Shows the mode of accounting for the respective customer. The following options are available:

Flat rate	<p>vitero can be used without time limit. The time spent is recorded for information purposes.</p> <p>Note: the virtual team room must be booked nevertheless.</p>
Session minutes	<p>The customer purchases a time quota during which they are allowed to use the virtual team room. The number of participants is irrelevant for billing purposes.</p> <p>Note: the module for the required size of the room must be licensed.</p>
Participant minutes	<p>The customer purchases time quota which are consumed participant-related.</p>

	Thus, fees depend on the session length and number of participants.
--	---

Time used

Shows the elapsed time in minutes. On the one hand, this is automatically recorded through the use of the virtual team room, on the other hand, manually here. Only the time when the room is used is accounted, bookings are without commitment. If the room is booked, but not used, there will be no charge. If only the team leader enters a room which is not booked for test purposes (possible at any time), there is no charge either.

Expiration Date

Shows how long the quota can still be used. This can be defined in the customer information. By default, the contingent is valid for one year, but you may as well choose any other time span.

Additional Information

Here, you can view the activation date and the administrator who has arranged it. The information is generated automatically. Furthermore, you can add notes which are then available in the accounting view of the customer management.

10.4 Create new Customer

Here, you can create new customers. Except for the quota size and the authorisation to overdraw the quota, the details can be edited subsequently in the customer information. Enter **name** and **display name** in the empty description fields. You can activate the **accounting** now, or later on via the customer management.

Tick the box 'Activate accounting' to edit further settings as described in the following section.

Accounting Settings

Quota Type

Shows the mode of accounting for the respective customer. The following options are available:

Flat rate	<p>vitero can be used without time limit. The time spent is recorded for information purposes.</p> <p>Note: the virtual team room must be booked</p>
------------------	---

	nevertheless.
Session minutes	The customer purchases a time quota during which they are allowed to use the virtual team room. The number of participants is irrelevant for billing purposes. Note: the module for the required size of the room must be licensed.
Participant minutes	The customer purchases time quota which are consumed participant-related. Thus, fees depend on the session length and number of participants.

The quota type can be changed subsequently in the customer information.

Quota Size

Enter the purchased participant or session minutes here. Since the flat rate can be used without time limit, there is no input box here.

Time used

Shows the elapsed time in minutes. On the one hand, this is automatically recorded through the use of the virtual team room, on the other hand, manually in the customer information. It is also shown in the quota type flat rate for information purposes. Only the time when the room is used is accounted, bookings are without commitment. If the room is booked, but not used, there will be no charge. If only the team leader enters a room which is not booked for test purposes (possible at any time), there is no charge either.

Time remaining

Shows the time which is still available. Since the flat rate can be used without time limitation, the information is not applicable.

Expiration Date

Shows how long the quota can still be used. This can be defined in the customer information. By default, the contingent is valid for one year.

Additional Information

Here, you can view the activation date and the administrator who has arranged it. Furthermore, there are notes under 'Other' which can be edited in the customer information.

10.5 Assign User to Customer

Via the **user assignment** () symbol, you can assign users to the customer or remove them. Two tabs are available: 'Assign user to customer' and 'Remove user from customer'. By default, the tab 'Assign user to customer' opens first. If you want information which users are already assigned to the customer, click on the second tab. Here, you get an overview of the already assigned users.

Assign User to Customer

In the tab '**Assign user to customer**', you can view an overview of users who are not yet assigned to the customer. Tick the box in front of the users you want to assign to the customer and click 'Add user'. A confirmation message shows up. Use the search or the scroll function to find users. Please bear in mind that you must click the button 'Add user' before switching to the next page since only **users from the currently opened page** can be assigned.

Remove Users from Customer

In the tab 'Remove users from customer', you can also remove **already assigned users**, i.e. dissolve the customer membership. Tick the box in front of the user you want to remove from the customer and click on 'Ok'. Please bear in mind that you must click the button '**Remove user**' before switching to the next page since only **users from the currently opened page** can be removed. Use the search or the scroll function to find users. You may also use this view to get an overview of the users who are assigned to the customer.

Hint: Each user **must** be assigned to **at least one customer**. If a certain user is only assigned to one customer, they cannot be removed from this customer.

10.6 Module Assignment

Click the symbol () to get to the site 'Module Assignment'. It is only available if the VMS server runs in the proprietary mode (you can change the mode in the Customer Configuration under 'Configuration'). You can view which modules and license models have been assigned to the customer and which are still available. A licence can only be assigned to one customer. In front of each label, you can see the number of licenses (4

x **vitero named moderator 12** means that 4 person-related rooms for 12 participants plus moderator are available to you).

Editing the licence assignment can only be done if no user assigned to the customer you administer is currently in the **vitero** team room. Please bear in mind that the module assignment may have impacts on booked rooms. If, for example, the required room size is not assigned to the session at the time it is supposed to take place (any more), the appointment cannot take place.

Please note: Only modules and licence models which depend on quantity (e.g. **vitero** rooms in different sizes, Named Moderator, or Corporate Café licences) can be assigned. Modules and licence models independent of quantity, e.g. **vitero audience**, are automatically available for all rooms and all customers. Therefore, they do not have to be assigned. The Customer Information shows which modules are assigned to the individual customers.

Assign and Remove Modules/License Models

To assign single modules and license models or cancel the assignment, click on the respective module/model which will then be provided with a coloured background. Click on the **single arrow** ( or ) to move the module/model from one field to the other. Conclusively, click 'Save' to save the condition.

Hint: The single arrow only moves **single licenses**, i.e. when using it on an option with several licences (e.g. 3 x **vitero named moderator 12**), only **one** license will be moved (2 licenses remain: 2 x **vitero named moderator 12**).

The assignment of **several licenses** is possible by using the **double arrow** ( or ). Enter the number of licenses you want to move in the free box between the fields and mark the module/license model that you want to move. Then, click on the double arrow. The respective number of licenses will then be moved and saved by clicking the 'Save' button.

11 Statistical Recordings (optional)

Statistical Recordings are available only if the module **vitero monitoring** has been licensed. It provides an overview of past **vitero** sessions and their utilization. It is divided into two views, i.e. the **session view** and the **capacity view**.

Session View

In the **session view**, the system administrator can view the start time and end time of the session, the customer, the team, the session duration, and the number of participants. The overview can be filtered by customers and teams. In the customer administrator's view, the column 'customer' is omitted. Thus, sorting is only possible by teams. Columns with underlined headline (e.g. 'Start', 'Duration') can be sorted ascending and descending according to the corresponding criterion.

Session information can be downloaded and saved as **CSV file**, optionally with or without user details. The file can then be represented graphically by opening it with e.g. MS Excel. Receive information about the session number, team, time, date, duration, number of participants, and, if applicable, customer by clicking the button **CSV Session**. The button **CSV User** provides further information concerning session participants such as date of login/logout, length of the stay in the room, participants' names, and their role in the respective session (team leader, participant ...).

The visible information can be customized according to your company's privacy policy (e.g. through making the user name anonymous). Click the underlined start date to get to the **session details**. Here, the participants' names (if the analysis is not anonymous) and their roles are listed next to the duration and the date of the session. Thus, you can fast and easily accomplish e.g. attendance checks even if the session took place weeks ago. The window 'Session detail' also allows for downloading a CSV file with information concerning the session participants by clicking the button 'CSV User'.

If the **vitero event manager** has been licensed, it is possible to verify which of the participants who registered for the event were actually attending the event by using the 'session details' view or the user CSV list.

If **vitero monitoring+** has been licensed in order to activate the automatic assignment of education credits (credit points), those credit

points can be retrieved as well with 'CSV User' file (see 15 **vitero monitoring+**: Credit Points).

Capacity View (system administrator only)

The view '**Capacity**' provides an overview of the overall load of the server (i.e. the accumulated data of all customers) and thus allows for a quick overview of free or lacking capacities. This view can only be chosen by the system administrator. The maximum number of users or viewers respectively refers to the 15 min time period displayed on the left and the highest capacity during that period. Equivalent to this, the number of free users and viewers is shown depending on the license model. The corresponding CSV file (button 'CSV Capacity') provides the displayed data in CSV format for download.

12 System Configuration

System administrators can adjust settings for the Vitero Management Server under 'Configuration/System'. Customer administrators can view and edit contact data and change the logo in the virtual team room (optional, with a **vitero essentials+** licence) under 'Configuration'. **Only system administrators** are entitled to modify server settings. The following table contains a short overview of the several configuration sections.

For more details about specific sections click the corresponding link in the main navigation.

Basic Settings:	Adjust basic settings for the Vitero Management System here, e.g. language, time zone, and mail server.
Server Settings	Enter server information of the servers you want to use for running the vitero software.
LDAP Configuration:	Provides an overview of available LDAP configurations. LDAP configurations can be handled and new LDAP configurations can be added.
Login Settings:	Enter password restrictions and rules for user blocking here. License conditions can be defined here as well.

File Upload Settings:	Valid file formats for upload to the VMS and their maximum size can be defined here.
Contact Details:	Enter contact details which can be accessed by all users of the VMS under the menu item 'Contact'. This option is also available to customer administrators.
Custom Design:	Upload your custom logo to display it in the virtual team room. By default, the vitero Logo is displayed. In addition, you can implement design adjustments regarding the vitero event manager (if licensed) and receive the central link to the public event list.
Customer Configuration:	This section is available only if the VMS is multi-customer enabled (only available if the additional function has been licensed). Here, you can define the principles according to which the licensed modules and license models are available for the individual customers.

12.1 Basic Settings

Management Server Address

Enter the IP address or the Fully Qualified Domain Name of the Management Server (without port specification). This entry is mandatory for running the **vitero** software. In case there is more than one Management Server, the address of the load balancer is relevant.

File Repository Path

Enter the repository path for files that are uploaded to the VMS (e.g., avatar pictures or files from the section 'Contents'). This entry is mandatory if you use a server cluster. If you use only one server, you may leave this field blank. In this case, the default path will be used.

Mail Server Address

Enter the IP address or the Fully Qualified Domain Name of your mail server. You need to complete this input field only if the field 'Allow invitations e-mails' has been activated.

Mail Server Port

Enter the used port of the mail server. You need to complete this input field only if the field 'Allow invitations e-mails' has been activated.

Mail Server Authentication

Tick the box if you want to start an e-mail server authentication. You only need to complete this input field and the corresponding fields 'Mail Server Username' and 'Mail Server Password' if the field 'Allow invitations e-mails' has been activated.

- **Mail Server Username**
Enter your e-mail server user name.
- **Mail Server Password**
Enter your e-mail server password here. For security reasons, the password is not displayed.

Default Mail Sender Name

By default, the e-mail address which is stored in the respective user's profile is taken over for invitations and reminders by e-mail. In case problems with this address occur (e.g. caused by an incorrect or incomplete entry), the system falls back on the default name and associated address deposited here to guarantee a secure e-mail delivery. Enter the designated sender name in this field.

Default Mail Sender Address

By default, the e-mail address which is stored in the respective user's profile is taken over for invitations and reminders by e-mail. In case problems with this address occur (e.g. caused by an incorrect or incomplete entry), the system falls back on the address deposited here to guarantee a secure e-mail delivery. Enter your default e-mail address in this field.

Allow Invitation E-Mails

Tick the box if you want to allow the invitation of participants by e-mail. Invitations can then be sent to participants by e-mail under 'Create Appointment' (in the menu item 'Appointments').

Allow Users to change the Name Plate

Tick the box if you want to allow users to change their name plate in the virtual team room (by right-click on the respective avatar).

Default Language

Adjust the default language for all newly created users. The language can be readjusted by the user in 'My Profile'.

Default Time Zone

Choose the default time zone which is to be pre-set for new customers. It can subsequently be readjusted by users in 'My Profile'.

Click on 'Ok' to save the settings or on 'Cancel' for not saving them.

12.2 Server Settings

Management Server

- **Private Management Server address:** Enter the IP address or the Fully Qualified Domain Name of the Management Server. This address is used exclusively for the communication between the Media Server and the Management Server. In case these servers belong to the same network, you can enter your private server address.
- **Port:** Enter the port if the Tomcat Webserver listens via a port other than port 80.

Please note: The status must be set to 'online'. If there is more than one Management Server, all must be added.

Cooperation Server

Enter the IP address or the Fully Qualified Domain Name of the Application Sharing Server in the field 'server address' (without port specification). This entry is mandatory for running the **vitero** software. If there is more than one Cooperation Server, all must be added.

Media Server

- **Server address:** Enter the IP address or the Fully Qualified Domain Name of the Adobe Media Server (without port specification). This entry is mandatory for running the **vitero** software. If there is more than one Media Server, all must be added.
- **Instance:** The **vitero** application on the Adobe Media Server can be split into several instances in order to optimize the capacity if many users are online at the same time. This is recommended if you expect more than 200 simultaneous users. To set up multiple instances on the same server, assign a unique instance name, while keeping the same server address and A/V Media path for each instance.
- **IP address:** Enter the IP address of the Adobe Media Server (without port specification). This entry is optional. If an IP address has been entered, the Vitero Management System will only respond to requests from this server.
- **A/V Media path:** The A/V Media path must be a UNC path to the folder 'audiopro' on the Adobe Media Server.

12.3 LDAP Configuration

Here, you can configure the LDAP user import. The welcome page shows already imported users with corresponding information (see below). Further settings can be adjusted in the entry mask via the button 'Create new LDAP Configuration'.

LDAP Table

Status

	Connection to the LDAP server activated. The connection has successfully been established.
	The connection to the LDAP server has either not been activated or has been unsuccessful. Check the specifications.

Domain

Click on the domain to get to the configuration settings and change them if need be.

Server Address

Click on the server address to get to the configuration settings and change them if need be.

Imported Users

Shows the number of users imported via LDAP.

Customer Assignment

Here, you can view the customers to which the users have already been assigned. You can add or remove customers from the configuration by clicking on the underlined customer. The window '**Customer Assignment**' opens.

The tab '**Assign customers to configuration**' shows a list of customers which can still be assigned. Search for customers by search key or by browsing the list (either via 'Go to page' or with the arrow buttons). Assign one or several customers by ticking the box of the respective column and then click 'Add customer'.

The tab '**Remove customers from configuration**' shows a list of customers which can be removed from the configuration. Tick the box next to the customer you want to remove and then click on 'Remove customer'.

Hint: Settings and configurations can be adjusted even if there is no connection to the LDAP server at the moment or the connection is inactive.

Actions

	Click here to test the connection to the LDAP server.
	Here, you get to the LDAP configuration.
	Manual synchronisation of the vitero and the LDAP server. Only possible if the connection is active and the connection settings are correct ( symbol in the state column). Please find further information concerning synchronization in the next chapter.
	Deletion of the LDAP configuration. Hint: If you delete the LDAP configuration, all imported users will be erased from the LDAP directory as well.

12.4 Create new LDAP Configuration

Click the button 'Create new LDAP configuration' to get to the configuration site. The fields marked with * are mandatory.

Basic Settings

Enter the domain's name and tick 'enabled' if you want to activate the connection to the LDAP server. An inactive domain (or incorrect settings) is shown by '✗' in the state column. An active domain is illustrated by '✓'. The domain name is displayed to the users and is generally only a display name.

Please note: A manual or automatic synchronization can only take place if the domain has been enabled.

Connection Settings

LDAP Server Address

Enter the protocol, the address, and the port of the LDAP server to be used. LDAP as well as LDAPS connections are allowed. Example:

ldap://192.168.0.61:10389 or ldaps://192.168.0.61:10389.

baseDN

Enter the start node from which the **vitero** directory is to be searched for users. Example: o=viterotest.

User name

Enter the user from which **vitero** establishes the bind to the LDAP server. Example: uid=administrator, ou=system.

Password

The LDAP server can be accessed by the bind via password authentication. Therefore, enter the password which belongs to the user name in the corresponding field.

User Import Settings

LDAP attributes have to start with an @ sign. If the @ sign is omitted, the specified value is taken over instead of the LDAP attribute's value.

Example: 1. The LDAP attribute 'email' is mapped on to the **vitero** field: emailAttribute=@email 2. All users get 'Germany' as value for country: countryAttribute=Germany. Imported fields are not editable in the VMS.

LDAP User Class

Enter the class name of the user objects which are to be imported.

Attribute: Unique Identifier

Enter the name of the attribute which is to be used for the mapping of users between **vitero** and the LDAP directory here. The declaration of this attribute is mandatory. The value must be unambiguous.

Attribute: User Name

Enter the attribute which is to be mapped on the field 'username' in **vitero** here. The declaration of this attribute is mandatory. The username must be unambiguous.

Attribute: Firstname, Surname, Title, E-Mail, Company, Locale, Country, Zip, City, Street, Phone and Mobile

Enter the name of the attribute which is to be mapped on the corresponding field in **vitero**.

Attribute: Jpeg Photo

Enter the attribute which is to be mapped on the field 'avatar photo' in **vitero**. Unlike other attributes, the avatar photo can be changed via the user profile in the VMS.

Please note: With the exception of the avatar photo, the attributes cannot be changed once they have been uploaded on the **vitero** server. If the avatar photo is changed directly on the **vitero** server (e.g. by the user himself via 'My Profile'), this change has priority over the photo from the LDAP server.

Group Assignment

Attribute: Groups

The attribute 'group' names the LDAP attribute. The prefix and the delimiters can be used to extract single groups from the LDAP attribute. The user is automatically assigned to all **vitero** groups which are listed in this attribute.

Prefix

The **vitero** server needs a prefix (attribute tag) to be able to clearly identify individual objects (e.g. certain groups) on the LDAP server. Later on, the prefix is removed automatically, the team name remains.

Example: the prefix 'ou' marks groups. 'Munich' and 'Stuttgart' are group names. The teams need to be labelled with the corresponding prefix to be

read out on the server. The prefix is assigned to the team name by '=' without blanks between the units. A valid assignment is, for instance, 'ou=Munich' or 'ou=Stuttgart' from which the groups 'Munich' and 'Stuttgart' are extracted.

Delimiter

Enter the delimiter which separates the different groups from each other. Example: comma as separator, the prefix is 'ou'. Hence, the groups 'Munich' and 'Stuttgart' would be extracted from the LDAP value 'ou=Munich, ou=Stuttgart'.

Additional teams

If you want to assign all users of the LDAP directory to specific **vitero** teams, enter the respective team name in the field 'additional teams'. Separate the teams with the delimiter as defined in the field 'delimiter'. Here, the team assignment is independent of the LDAP attribute 'groups'.

Synchronisation

In addition to the manual synchronisation which can be triggered by yourself on the homepage by clicking the 'synchronize' symbol (), we recommend to setup a regular automatic synchronization. This guarantees that the user data are always up to date. Tick the box to activate automatic synchronization. You can choose between **daily**, **weekly**, and **monthly** synchronization. Depending on the interval you chose, you can now adjust time, weekday, or day of the month on which the synchronization will start. Independent from the settings specified in this section, the user data are refreshed when the user logs in to **vitero** (client or VMS).

You can filter by ticking the box so that only users which are already in the **vitero** system are synchronized. Thus, only users who logged in to **vitero** are imported from the LDAP system to **vitero**. Alternatively, all users can be synchronized. In doing so, all users in the LDAP to whom the import settings apply are imported in the **vitero** data base.

Afterwards, click on 'Ok' to apply changes or on 'Cancel'. Alternatively, you can test whether a successful dial-up is possible with these settings. Therefore, click on 'Test LDAP configuration'. You will receive a confirmation whether the connection has successfully been established or problems have occurred.

12.5 Login Settings

Here, you can generate **password rules** and define the consequences if the log in fails. By default, no password rules apply, i.e. all passwords are allowed. Change this by ticking the box next to 'enable password rules'. Now, you can decide which properties a valid password must have. You can force an **upper-case character**, a **special character** and/or a **numeric character**, and a **minimum length**. Additionally, you may determine that the password must not contain the user's name (username, first name, surname). The password rules are shown to the user or an error message is displayed if his password does not match the rules. Furthermore, you can define after what amount of failed login attempts the **user** is to be **blocked**. The entry '0' means that users will not be blocked at all. The blocking can be unlocked by the administrator via the user information (tick the box 'Account is not locked'). You can also define the blocking duration. The input refers to minutes. The entry '0' results in a permanent blocking.

You can specify the **validity period** for passwords and password links in days or hours. The entry '0' for the password validity period results in unlimited validity. When entering '0' in the field for password links, the links will not be generated. This way, the option to reset password is deactivated and the link 'Forgot your password?' in the login dialogue of the VMS and the virtual team room is not displayed. Entering a negative value in the field for password links results in unlimited validity, i.e. the link will not expire.

If required, enter a semicolon-separated list of domains in the field next to '**Domains without license terms request**'. Users whose e-mail address contains one of these domains do not have to agree to the license conditions.

Finally, click on 'Ok' to save the changes or on 'Cancel' to reject them.

12.6 File Upload Settings

Here, you can determine the maximum file size and the file formats which may be uploaded to the VMS.

The following settings are available:

Maximum upload size:	Enter the maximum upload size in kilobyte per upload.
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File extensions:	<p>Here, you can determine allowed and forbidden file formats. Enter the file extensions separated by comma (e.g. exe, bat, com).</p> <p>Choose subsequently if the entered file formats are allowed for upload or if they are excluded.</p>
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Click on 'Ok' to save the settings or on 'Cancel' if you don't want to save them.

12.7 Contact Information

The entries in 'Contact Information' can be adjusted customer-specifically and can be viewed by all users under 'Contact'.

We recommend entering the data of the person in charge of user inquiries concerning the virtual team room (e.g. the contact data of the system administrator and customer administrator, respectively, or the technical support). The e-mail address from the contact information is used in the variables for the automatically created e-mail invitations (see 7.3 Create Appointment), as well as in users' test rooms.

Enter the respective specifications in the input fields 'Name', 'E-mail', 'Phone', and 'Fax'. Additional information, such as the address or further telephone numbers, can be entered in the field 'Additional contact information'. Via the drop-down menu 'Customer', system administrators can select the customer whose contact information they want to edit. The entries saved under 'Default contact' will be used automatically as contact information when creating a new customer if no customer-specific contact data are typed in.

As a last step click the 'Ok' button to save the entries or click 'Cancel' if you don't want to save the changes.

12.8 Custom Design

Under the menu item 'Custom Design', you can add your own logo into the virtual team room. By default, the **vitero** logo is displayed in the upper left corner of the virtual team room.

If you manage multiple customers, you can add an individual logo for each customer. In order to do this, select the desired customer in the drop-down menu named 'Customer'. In case you only manage one customer, the drop-down menu is not displayed. Click 'Choose file' and select a file in the

png format in the following dialogue and click 'Open'. A preview of the selected file, as well as the file path are now displayed in the VMS.

For optimal presentation in the virtual team room, the ideal image height is 80 pixels. The image width should not exceed 240 pixels.

Finally, confirm your selection by clicking the 'OK' button. If you choose not to replace the logo in the virtual team room at this moment, click 'Cancel'.

If the **vitero event manager** has been licensed, an additional input field is available in the 'Custom Design' section. Here, you can adapt the homepage area of the **vitero event manager** via CSS.

In addition to this adaptability, you can find the central link to the public event list here. It can, for example, be integrated into a landing page.

12.9 Customer Configuration (optional)

The menu item 'Customer Configuration' is only available if the VMS is multi-customer enabled and a licence model **other than** 'Concurrent User' is used. Multi-customer support is not available in the default configuration of the VMS. However, if desired, it can be licensed as an additional feature. This allows you to divide the Vitero Management System into solitary, editable logical units (the 'customers'). In the 'Customer Configuration', you can decide according to which principles the licensed modules and license models are available for the customers. In doing so, you can choose among the modes described in the following section.

Community Mode

This is the default setting. Community mode means that all **vitero** modules and licence models available on the server are equally accessible for all customers. With limited quantity, particular modules/licences are available for the customer who reserves it first (e.g. by booking an appointment). Other customers cannot use the module/licence during this period. Possible bottlenecks can be prevented by multiple licences.

Example: Two 'Corporate Room' licences were purchased. That means two bookable virtual team rooms are available on the server. Customer A and customer B book a virtual team room from 3 to 4 pm on the same day. Both rooms are then occupied, customer C would have to postpone his meeting or switch, if available, to a person-related room (Named

Moderator licence). The person who books the room first has the priority on the room.

Hint: All appointments made so far are lost when switching from the proprietary to the community mode.

Proprietary Mode

Changing to the proprietary mode causes a relocation of the licensed modules and license models which are then firmly assigned to the customers. They are now the 'owners' of them and thus have the only access right. Other customers cannot use assigned modules and license models. The assignment to the customers takes place in the Module Assignment. If a module or license model has been licensed several times, it can be assigned to several customers as well.

Example: Corporate Room has been licensed twice. One licence is assigned to customer A, the other to customer B. Both customers now may book a room at the same time. However, customer A cannot access customer B's room, i.e. he can only create appointments for the room which was assigned to him. The module assignment can be changed at any time by the system administrator.

Hint: All customer licences created so far are lost when switching from proprietary to community mode.

13 Create CSV Files

Files in CSV format can be generated with a variety of programs. Basically, a simple text editor such as Microsoft Editor is sufficient. However, we recommend using a spreadsheet (e.g. MS Excel or Open Office Calc) since they are clearer and more comfortable to use.

A CSV file is a text file with simple structured data. The extension .csv stands for 'Comma-Separated Values'. Within the text file, certain characters function as **separators for structuring the data**.

Moreover, a CSV file must contain a **predefined header** which defines the type of the following data. In comparison to a table, the header matches the column heading. In the following, the separators, as well as the requirements for the header which are used for CSV format in the VMS are described.

Separators

Word wrap:	The word wrap serves for the separation of datasets . If a CSV file contains datasets of several users, each user should be in a new line.
Semicolon:	The semicolon is used for the separation of data fields within a dataset. This is the case if several pieces of information about a certain user (e.g. surname, telephone number etc.) are stored. This information should then be separated by semicolons (e.g. Smith; 1234567;).

Special rules when using spreadsheet software (e.g. MS Excel):

When using software for spreadsheets such as MS Excel for writing the CSV files, you do not need to insert the separators manually as described above. When saving the table in CSV format (see below), the spreadsheet software automatically inserts the separators.

Instead, the following rules apply: A **new line** automatically corresponds to a **new dataset**. You do not have to insert the word wrap manually. A **single line** corresponds to a **single data field**. You do not have to insert the semicolon here as well.

Header and Content Specifications

Every CSV file must contain a **header**. The header consists of predefined entries (see table below) which always have to be in the first line of the CSV file and which define the data in the following lines. Compared to a table, the entries in the header correspond to the column headings. When users are created in the VMS via CSV file, the header defines which personal data are imported. Mandatory information for the creation of a user is **e-mail address** and **password**. This data must be in the header as well as in the following datasets. The individual entries have to be **separated by semicolon** when using a text editor, or entered in a **new line** when using a spreadsheet. Every new line after the header **corresponds to a new user**. User name (FirstNameSurName), as well as first name and surname are generated automatically and a new user is created.

Further voluntary user data may be added in the CSV file. All user data except the comments on the PC state, the user rights, the approval, and the avatar photos can be imported via a CSV file.

The following tables contain an overview of the entries (column headings and table contents) which can be used **for CSV import** and the entries which can be exported **by CSV export**.

CSV Import:

Header Entry:	uname	title	name	gname	company	street	zip	city	country	phone	mobile	email
Meaning:	Username	Titel	Surname	Firstname	Company	Street and street number	Zipcode	City	Country	Telephone	Mobilephone	E-mail
Coding:						Street number separated from street by blank						
Special Features:												Mandatory entry

Header Entry:	locale	pcstate	timezone	password	forcenewpassword	Role	enabled
Meaning:	Language	PC State	Time zone	Password	Force new password (on next login)	Role within the team	Access to the virtual team room
Coding:	de_DE: German, en_GB: English, fr_FR: French, zh_CN: Chinese, tr_TR: Turkish, nl_NL: Dutch, es_ES: Spanish, ru_RU: Russian	0: Ok, 1: No information, 2: Problem	See table		0: deactivated 1: activated	0: Team leader, 1: Assistant, 2: Participant 3: Audience (only if module ' vitero audience ' is licensed)	True: access allowed, False: access denied
Special features:				Mandatory entry		For groups only	For groups only, import only for existing team members

If a user profile lacks particular **voluntary information**, you may skip it with a double semicolon (;;) when using a text editor, or an empty cell when using spreadsheet software. Thus, you don't need to disclaim the whole column if the information is available in other user data.

Hint: Upper and lower case in the header is irrelevant, whereas in the entries it will be taken over in the VMS.

CSV Export:

Header Entry:	sysadmin	customeradmin	creationdate	pcstatechanged	customerlist	nextsession
Meaning:	A user's global role	A user's global role	Date and time of user creation	Date and time of the last change of a user's PC state	A user's customer assignment	A user's next session date
Coding:	0: System administrator 1: User	0: Customer administrator 1: User				
Special features:	Dependent on the view or the chosen filter in the user assignment, either the header entry 'sysadmin' or the entry 'customeradmin' is shown.	Dependent on the view or the chosen filter in the user assignment, either the header entry 'sysadmin' or the entry 'customeradmin' is shown.	Only for user accounts that have been created after release 4.2.	Only for user accounts that have been created after release 4.2.		

Storage in CSV Format

You need to save the file in CSV format in order to import it to the VMS. The storage depends on the software which was used for creating the file. As an example, the storage in MS Excel and MS Editor is described below.

MS Excel:



Click on the 'Office' button  or on the menu item 'File' (from version 2013) and choose 'Save as' in the menu item 'Other formats' on the very bottom of the shortlist. If you have many options under 'Save as', the entry 'Other formats' may not be visible. In this case, a small arrow appears at the lower border of the list. Move your cursor over the arrow to scroll down within the list if necessary.

The dialogue 'Save as' opens. Choose 'CSV (comma-separated) (*.csv)' from the drop-down menu. Select your favoured storage location and click on 'Save'. Confirm the following error message with 'Yes' to save in CSV format.

Microsoft Editor:

Click on 'File' and then on 'Save as...' in the upper menu. The dialogue 'Save as' opens. Choose the option 'All files' in the drop-down menu 'File type'. Enter the file name followed by the **extension '.csv'**, i.e. 'MyUsers.csv' for instance. Choose your favoured storage location, then click on the 'Save' button.

Please note: The file extension '.csv' must necessarily be typed in along with the filename. If no extension is used, the editor by default saves the files in txt format which cannot be imported in the VMS.

13.1 Import existing CSV files into Excel

For Excel to accurately interpret existing files saved in the csv format, these files need to be imported. It is not sufficient to merely open the files in Excel, since special characters are not displayed correctly. To import files to Excel, follow these steps:

- Select the tab 'Data' in the ribbon bar and click 'From text' on the left-hand side.

- Choose the csv file you would like to import and click 'Open'.
- Do not change the options in the first dialogue window. As file type, the option 'Delimited' should be activated (default). Then click 'Next'.
- As 'Delimiters', select the option 'semicolon' und remove the tick in front of 'Tab'. In the file preview below, the imported data is already presented as a table. Then click 'Next'.
- Do not change the options in the third dialogue window and click 'Finish'.
- In the dialogue 'Import file', choose to either insert the content of the csv file into the existing spreadsheet (default), or into a new spreadsheet. Finally, click the 'OK' button to import the data into Excel.

13.2 CSV Files: Examples

Download example CSV files

You can download the CSV files of the examples below in the online help of the Vitero Management System.

Example 1: Upload CSV File with a minimum of entries (mandatory entries) to the User Management

Example of a CSV file with a **minimum** of entries (password and e-mail address):

View in MS Excel:

	A	B	C
1	email	password	
2	Max.Mustermann@test.de	geheim	
3	Marianne.Musterfrau@test.de	secret	
4	Michael.Mustermann@test.de	unbekannt	
5			
6			

View in Microsoft Editor:

```

email;password
Max.Mustermann@test.de;geheim
Marianne.Musterfrau@test.de;secret
Michael.Mustermann@test.de;unbekannt

```

User name (FirstnameSurname), as well as surname and first name are automatically generated with these entries and a new user is created. In the example above, the user name 'Marianne Musterfrau' was created according to this pattern. By default, the global role is set to 'User', i.e. users created by a CSV file do not have administration rights. Administration rights can be assigned afterwards in the user's profile.

The following confirmation message is shown after the CSV upload to the **user management**:

• The CSV file has been uploaded successfully.

Customer1

The uploaded CSV file contains 3 line(s) with user entries.

The following users have been created:

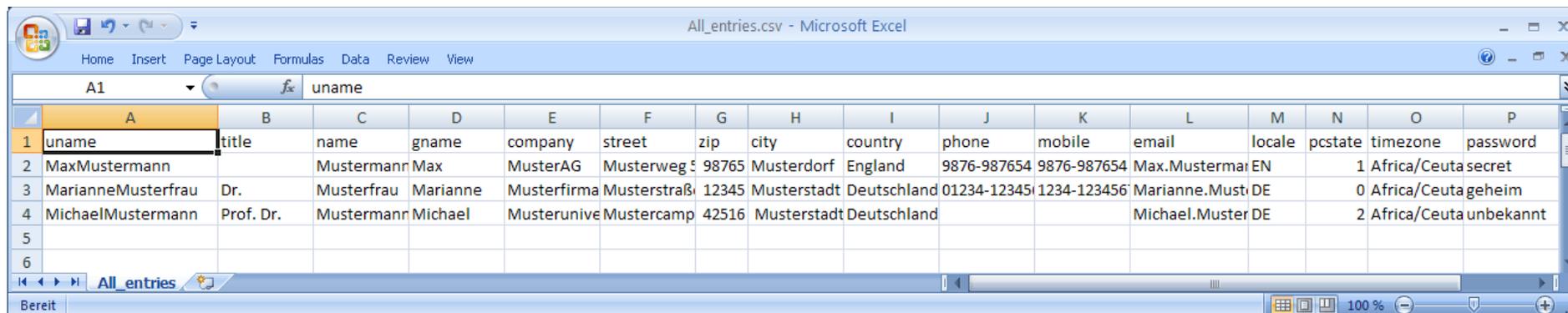
Line	Surname	Firstname	Username	Email
1	Mustermann	Max	MaxMustermann	Max.Mustermann@test.de
2	Musterfrau	Marianne	MarianneMusterfrau	Marianne.Musterfrau@test.de
3	Mustermann	Michael	MichaelMustermann	Michael.Mustermann@test.de

Additional information (e.g. the address) can be added and uploaded data can be changed via the user management.

Example 2: Upload a CSV File with a maximum of entries to the User Management

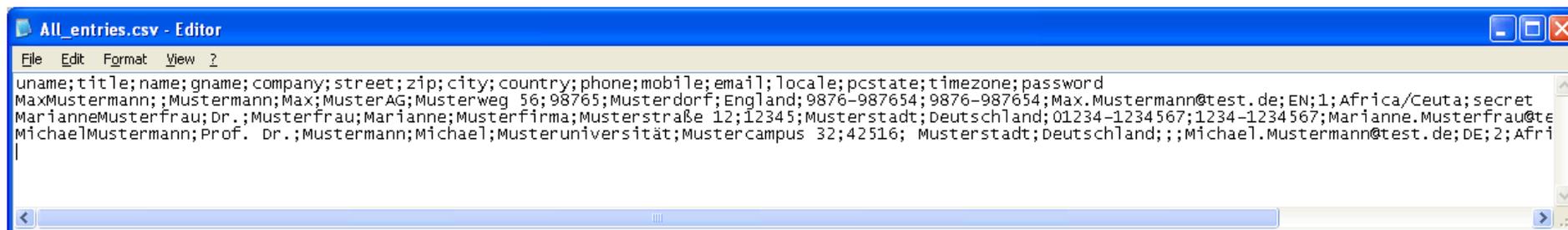
Example of a completed CSV file with **a maximum of entries in the user management:**

View in Excel:



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	uname	title	name	gname	company	street	zip	city	country	phone	mobile	email	locale	pcstate	timezone	password
2	MaxMustermann		Mustermann	Max	MusterAG	Musterweg 56	98765	Musterdorf	England	9876-987654	9876-987654	Max.Musterman	EN	1	Africa/Ceuta	secret
3	MarianneMusterfrau	Dr.	Musterfrau	Marianne	Musterfirma	Musterstraße 12	12345	Musterstadt	Deutschland	01234-123456	1234-123456	Marianne.Must	DE	0	Africa/Ceuta	geheim
4	MichaelMustermann	Prof. Dr.	Mustermann	Michael	Musterunive	Mustercampus 32	42516	Musterstadt	Deutschland			Michael.Muster	DE	2	Africa/Ceuta	unbekannt
5																
6																

View in Microsoft Editor:



```

uname;title;name;gname;company;street;zip;city;country;phone;mobile;email;locale;pcstate;timezone;password
MaxMustermann;;Mustermann;Max;MusterAG;Musterweg 56;98765;Musterdorf;England;9876-987654;9876-987654;Max.Musterman@test.de;EN;1;Africa/Ceuta;secret
MarianneMusterfrau;Dr.;Musterfrau;Marianne;Musterfirma;Musterstraße 12;12345;Musterstadt;Deutschland;01234-1234567;1234-1234567;Marianne.Musterfrau@te
MichaelMustermann;Prof. Dr.;Mustermann;Michael;Musteruniversität;Mustercampus 32;42516;Musterstadt;Deutschland;;Michael.Mustermann@test.de;DE;2;Afri

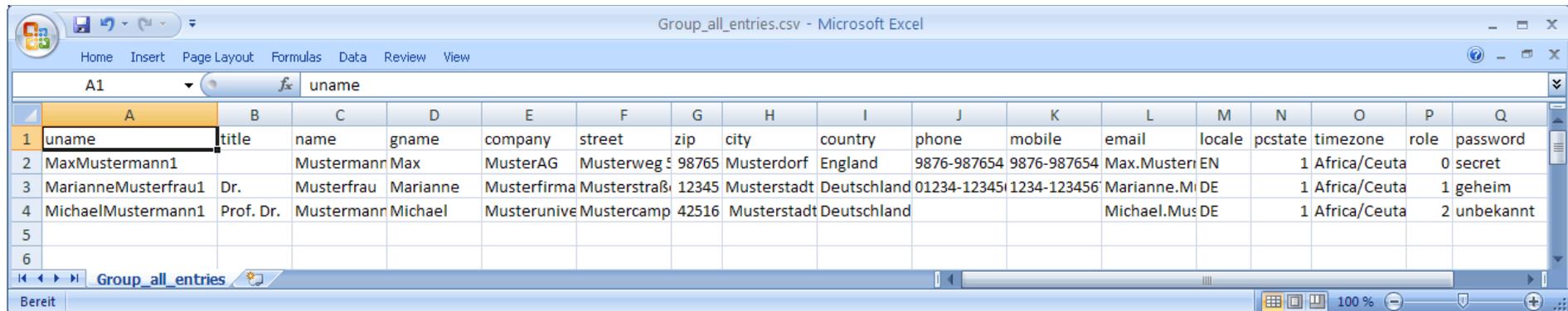
```

Please note: for reasons of clarity, the confirmation message in the user management of the VMS still displays the entries 'Row', 'Surname', 'Firstname', 'Username', and 'E-mail' (see example 1 above). The entries not shown in the confirmation message (address, company and so on) can be found in the user management in the respective user's profile. There, you can change the imported data, add notes to the PC state, adjust the global role, block/unblock the account, and upload avatar photos.

Example 3: Upload CSV File with a maximum of Entries in a specific Team

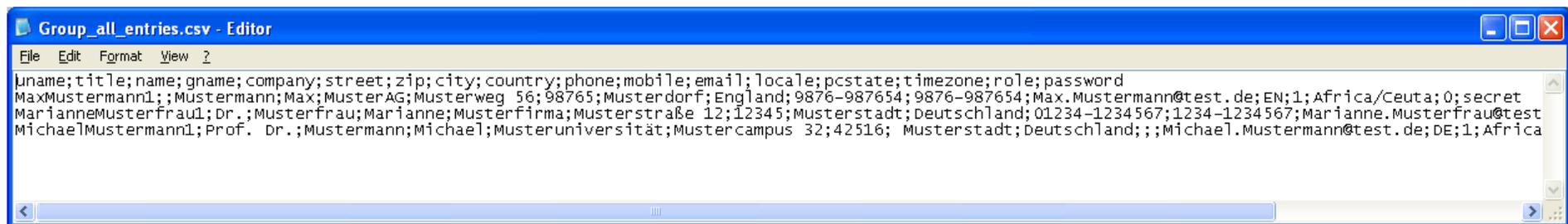
Example of a completed CSV file with **maximal entries for the upload to a team**:

View in Excel:



1	username	title	name	gname	company	street	zip	city	country	phone	mobile	email	locale	pcstate	timezone	role	password
2	MaxMustermann1		Mustermann	Max	MusterAG	Musterweg 56	98765	Musterdorf	England	9876-987654	9876-987654	Max.Mustermann@test.de	EN	1	Africa/Ceuta	0	secret
3	MarianneMusterfrau1	Dr.	Musterfrau	Marianne	Musterfirma	Musterstraße 12	12345	Musterstadt	Deutschland	01234-1234567	1234-1234567	Marianne.Musterfrau@test.de	DE	1	Africa/Ceuta	1	geheim
4	MichaelMustermann1	Prof. Dr.	Mustermann	Michael	Musteruniversität	Mustercampus 32	42516	Musterstadt	Deutschland			Michael.Mustermann@test.de	DE	1	Africa/Ceuta	2	unbekannt
5																	
6																	

View in Microsoft Editor:



```

username;title;name;gname;company;street;zip;city;country;phone;mobile;email;locale;pcstate;timezone;role;password
MaxMustermann1;;Mustermann;Max;MusterAG;Musterweg 56;98765;Musterdorf;England;9876-987654;9876-987654;Max.Mustermann@test.de;EN;1;Africa/Ceuta;0;secret
MarianneMusterfrau1;Dr.;Musterfrau;Marianne;Musterfirma;Musterstraße 12;12345;Musterstadt;Deutschland;01234-1234567;1234-1234567;Marianne.Musterfrau@test.de;DE;1;Africa/Ceuta;1;geheim
MichaelMustermann1;Prof. Dr.;Mustermann;Michael;Musteruniversität;Mustercampus 32;42516;Musterstadt;Deutschland;;Michael.Mustermann@test.de;DE;1;Africa/Ceuta;2;unbekannt
  
```

The following confirmation message is shown after the CSV upload to a **specific team**:

• The CSV file has been uploaded successfully.

The uploaded CSV file contains 3 line(s) with user entries.

The following users have been created and added to the group:

Line	Surname	Firstname	Username	Email	Role
1	Mustermann	Max	MaxMustermann1	Max.Mustermann@test.de	Team leader
2	Musterfrau	Marianne	MarianneMusterfrau1	Marianne.Musterfrau@test.de	Assistant
3	Mustermann	Michael	MichaelMustermann1	Michael.Mustermann@test.de	Participant

Please note: entries that are not shown in this view (address, company and so on) can be found in the user management in the corresponding user's profile. There, you can change the imported data, add notes to the PC state, adjust the global role, block/unblock the account, and upload avatar photos.

13.3 CSV Files: Time zones

On the right, you can adjust the time zone in which you are right now. In the left column under 'Time zone', you will find the correct expression for the CSV file. Take over the entire expression, i.e. including the slash.

Germany is located in the time zone **Africa/Ceuta** (UTC +01:00).

Time zone	Description
Pacific/Apia	(UTC -11:00) Midway, Samoa
Pacific/Fakaofu	(UTC -10:00) Hawaii, Tahiti
America/Adak	(UTC -10:00) Adak, Atka
Pacific/Marquesas	(UTC -09:30) Marquesas
Pacific/Gambier	(UTC -09:00) Gambier Islands
America/Anchorage	(UTC -09:00) Alaska
America/Ensenada	(UTC -08:00) Tijuana, Baja California (Mexico)
Pacific/Pitcairn	(UTC -08:00) Pitcairn Islands
America/Dawson	(UTC -08:00) Los Angeles, Vancouver
America/Chihuahua	(UTC -07:00) Chihuahua, Mazatlan
America/Boise	(UTC -07:00) Denver, Salt Lake City, Calgary
America/Dawson_Creek	(UTC -07:00) Dawson Creek, Hermosillo, Phoenix
America/Belize	(UTC -06:00) Costa Rica, Guatemala, Managua
Pacific/Easter	(UTC -06:00) Easter Island
America/Chicago	(UTC -06:00) Chicago, Winnipeg

Time zone	Description
America/Cancun	(UTC -06:00) Cancun, Mexico City, Monterrey
America/Havana	(UTC -05:00) Havana
America/Detroit	(UTC -05:00) Detroit, New York, Toronto
America/Atikokan	(UTC -05:00) Bogota, Lima, Panama
America/Caracas	(UTC -04:30) Caracas
America/Glace_Bay	(UTC -04:00) Bermuda, Halifax
America/Campo_Grande	(UTC -04:00) Campo Grande, Cuiaba
America/Goose_Bay	(UTC -04:00) Goose Bay (East Labrador)
America/Anguilla	(UTC -04:00) Barbados, Manaus, Puerto Rico
America/Asuncion	(UTC -04:00) Asuncion
America/Santiago	(UTC -04:00) Santiago
Atlantic/Stanley	(UTC -04:00) Stanley (Falkland Islands)
America/St_Johns	(UTC -03:30) St. John's (Newfoundland)
America/Montevideo	(UTC -03:00) Montevideo
America/Miquelon	(UTC -03:00) Miquelon
America/Sao_Paulo	(UTC -03:00) Sao Paulo
America/Godthab	(UTC -03:00) Godthab
America/Argentina/Buenos_Aires	(UTC -03:00) Buenos Aires, Cordoba

Time zone	Description
America/Araguaina	(UTC -03:00) Mendoza, Recife, San Luis
America/Noronha	(UTC -02:00) Central Atlantic
Atlantic/Cape_Verde	(UTC -01:00) Cape Verde
America/Scoresbysund	(UTC -01:00) Azores
Africa/Abidjan	(UTC +00:00) Casablanca, Reykjavik
Atlantic/Canary	(UTC +00:00) Dublin, Lisbon, London
Africa/Windhoek	(UTC +01:00) Windhoek
Africa/Algiers	(UTC +01:00) Algier, Porto Novo
Africa/Ceuta	(UTC +01:00) Berlin, Oslo, Paris, Rome, Stockholm
Africa/Tunis	(UTC +01:00) Tunis
Africa/Cairo	(UTC +02:00) Cairo
Asia/Amman	(UTC +02:00) Amman
Asia/Gaza	(UTC +02:00) Gaza
Asia/Beirut	(UTC +02:00) Beirut
Asia/Jerusalem	(UTC +02:00) Jerusalem, Tel Aviv
Europe/Kaliningrad	(UTC +02:00) Kaliningrad, Minsk
Asia/Damascus	(UTC +02:00) Damascus
Asia/Istanbul	(UTC +02:00) Athens, Helsinki, Istanbul, Riga
Africa/Blantyre	(UTC +02:00) Johannesburg, Tripoli

Time zone	Description
Africa/Addis_Ababa	(UTC +03:00) Addis Ababa, Baghdad, Kuwait
Europe/Moscow	(UTC +03:00) Moscow, Volgograd
Asia/Riyadh87	(UTC +03:07) Riyadh
Asia/Tehran	(UTC +03:30) Tehran
Asia/Dubai	(UTC +04:00) Dubai, Mahe, Reunion
Asia/Baku	(UTC +04:00) Baku
Indian/Mauritius	(UTC +04:00) Mauritius
Asia/Yerevan	(UTC +04:00) Yerevan, Samara
Asia/Kabul	(UTC +04:30) Kabul
Asia/Aqtau	(UTC +05:00) Maldives, Karachi, Tashkent
Asia/Yekaterinburg	(UTC +05:00) Yekaterinburg
Asia/Calcutta	(UTC +05:30) Calcutta, Colombo
Asia/Katmandu	(UTC +05:45) Katmandu
Asia/Novosibirsk	(UTC +06:00) Novosibirsk, Omsk
Asia/Almaty	(UTC +06:00) Almaty, Dhaka
Asia/Rangoon	(UTC +06:30) Rangoon
Asia/Bangkok	(UTC +07:00) Bangkok, Jakarta
Asia/Krasnoyarsk	(UTC +07:00) Krasnoyarsk
Asia/Brunei	(UTC +08:00) Hong Kong, Perth, Singapore

Time zone	Description
Asia/Irkutsk	(UTC +08:00) Irkutsk
Australia/Eucla	(UTC +08:45) Eucla
Asia/Dili	(UTC +09:00) Seoul, Tokyo
Asia/Yakutsk	(UTC +09:00) Yakutsk
Australia/Darwin	(UTC +09:30) Darwin
Australia/Adelaide	(UTC +09:30) Adelaide
Asia/Sakhalin	(UTC +10:00) Vladivostok
Australia/Brisbane	(UTC +10:00) Guam, Port Moresby
Australia/ACT	(UTC +10:00) Canberra, Melbourne, Sydney
Australia/LHI	(UTC +10:30) Lord Howe Island
Pacific/Efate	(UTC +11:00) New Caledonia, Solomon Islands
Asia/Magadan	(UTC +11:00) Magadan
Pacific/Norfolk	(UTC +11:30) Norfolk Island
Asia/Anadyr	(UTC +12:00) Kamchatka
Pacific/Fiji	(UTC +12:00) Fiji Islands, Marshall Islands
Pacific/Auckland	(UTC +12:00) Auckland
Pacific/Chatham	(UTC +12:45) Chatham
Pacific/Enderbury	(UTC +13:00) Tongatapu
Pacific/Kiritimati	(UTC +14:00) Kiritimati

14 vitero event manager (optional)

The module **vitero event manager** assists you with planning and organizing virtual events (e.g. webinars) and is only available in conjunction with the licence model **Corporate Room**. It allows creating event appointments with participant confirmation for bookable teams (see 7.3 Create Appointment), checking the status of confirmations for an event, and also analysing the attendance of events (in conjunction with **vitero monitoring**).

An event can either be public or private (restricted to selected participants). Invited persons do not need a **vitero** user account.

14.1 Public and private events

For bookable **vitero** teams, you can choose in the team configuration to publish events with participant confirmation (see 6.6 Team Configuration). Separate from the Vitero Management System (VMS), events can be embedded as a customer-specific list of all events in any website. This way, it is possible to present events outside of the access-protected VMS. For these public event lists, the registration with a **vitero** user account is not available (see 14.2 Event participant confirmation).

Note: The link to the public event list can be found by customer administrators in the configuration area under "Event Manager".

By default, events with participant confirmation are private. That means they can only be looked up in the VMS. With a special registration link, which is presented on booking or editing an event appointment, a selected group of people can be invited to a private event. The link can also be sent with the automatic e-mail invitation. If there are further events available to a certain team, they are shared in the VMS with everyone who has registered for an event of this team and created or used a permanent **vitero** user account to do so.

14.2 Event participant confirmation

In order to participate in an event with participant confirmation, invited persons must register first to be able to join the respective **vitero** session. The registration is performed with a special registration link. This link can be sent via the automatic e-mail invitation on booking the event or, for public events, retrieved via the option 'Sign in' in the event list.

Private Events

In the default configuration of the **vitero event manager**, events of a certain team are not publicly visible (see 14.1 Public and private Events). The following ways to register are available:

- **Register with account**
If you already have created a **vitero** user account, as a participant, you can enter your login details to register for an event.
- **Create new account**
Click the button 'Create account' and, as participant, enter your personal details to create a new and permanent account in the VMS.
- **Register without user account**
Register for an event as participant without creating a user account. For participating in the event, your first and last name, as well as your e-mail address are required.

Public events

For the event registration via the public event list, the options to register with an existing **vitero** user account or to create a new user account are not available. Instead, you are guided directly to the registration form without user account. Publishing team events is group-specific (see 14.1 Public and private Events).

Hint

On request, registration with an existing user account or creation of a new one can be completely deactivated for a customer as a customization service. In this case, registration for private events with a **vitero** user account is also not available.

14.3 Check interested persons

As event organizer, you can check on the page 'team details' at any time how many participants have registered for an event. In order to do that, select the event you want to check in the drop-down menu on the far right above the team member list. Afterwards, only those participants are listed who registered for the selected event.

By default, the option 'all members' is activated and all team members who have participated in events of the team or who were assigned to the team in the VMS are listed.

Log-Out Function

If you are an administrator, organizer, or group leader, a log-out function is at your disposal in the detailed group view of the **vitero event manager**. Hereby, participants who have registered for an appointment, but cannot attend e.g. due to scheduling conflicts can be deregistered from the event without the need for a deletion of the user from the team.

Check event attendance (only if vitero monitoring has been licensed (personalized))

Within a team that is used to organize events, it is possible to review in the table (after selection of the appointment) whether or not registered participants took part in the event.

As system or customer administrator, under the menu item 'Statistical Recordings', you can verify which of those participants registered for the event were actually also attending the event.

Click on the event in the session view. In the window 'Session details', the participants are listed who were present in the virtual team room during the session. You can also download the displayed details as a csv file by clicking the button 'CSV User'. Find further details in the chapter 11 Statistical Recordings.

15 vitero monitoring+: Credit Points (optional)

If **vitero monitoring+** has been licensed, the automatic assignment of education credits (so-called 'credit points') can be activated. Credit points serve as an evaluation of the active participation of users in a **vitero** session. They are often used in webinars or other training sessions.

15.1 Activation and Configuration

The automatic assignment of credit points can be customized specifically according to the customer request. On activation by the **vitero** support, the following client-specific configurations are available (by default on a global level for the customer, or alternatively for each team):

- **Number of credit points for session attendance:**
Set the number of credit points a user receives per x minutes of attendance.
- **Optional: Minimum time of attendance (in %)**
Additionally, you can set the minimum amount of time in percent a user needs to be present during the defined session duration (without the grace period; at the earliest when the first user enters, at the latest until the last user leaves) to receive credit points.
- **Optional: Participation in interactions (in %)**
Complementary to the previously mentioned points, you can set the amount of interactions in percent a user must participate in to receive credit points for the session.

15.2 Participation in interactions

The activity of a user during a **vitero** session can be determined by his participation in certain interactions. The following interaction types are taken into account: participant text fields, card queries, multiple-choice queries, and sharing examination documents as well.

Only interactions in the main room initiated by team leaders or administrators are tracked. The participation in interaction is only tracked for users with the team role of 'participant'. If a participant enters the main room late, cards or exams that were already dealt out can be dealt out to him again. Those belated interactions are tracked as well.

An interaction is tracked, as soon a participant takes part in or reacts to it. However, no evaluation regarding the quality (correct or incorrect) of the interaction takes place. For example: A multiple-choice query is initiated. A participant closes the multiple-choice query window without selecting an answer. This is tracked as an interaction (in this case an abstention on purpose). If the participant simply ignores the window, this would not be tracked as interaction.

Important note: Interactions of participants will only be included into the statistical recording if they were carried out during the booking period that is relevant for the analysis of the appointment. The buffer periods before and after the session will not be included. The capture depends on the point in time at which the moderator initiated the interaction. Therefore, if

an interaction has been started during the buffer period, it will not be included.

15.3 Retrieve Credit Points

How many credit points a user was credited with can be retrieved by system or customer administrators by means of 'Statistical Recordings' in the VMS. The credit points are listed in the respective participant list csv file which can be download there.

16 vitero LMS Connectors

The **vitero** LMS connectors allow for the connection between Learning Management Systems (LMS) provided by third-party suppliers and the virtual team room. An LMS is a software system which serves for the provision of learning contents and the organization of learning processes. In contrast to the virtual team room, an LMS is an asynchronous tool, i.e. users, teachers, and administrators may access the learning contents independently. They communicated exclusively in written form via forums and text chats. In order to offer live learning, an e-learning system such as **vitero** is necessary to provide for live sessions with synchronous communication, interaction, and work in groups.

Thanks to a connector (i.e. an interface between two systems), the users can switch seamlessly from the LMS to the virtual team room. They only have to login once ('Single Sign-On'), and user and contents can be administered by one system.

vitero offers connectors to several learning platforms. A list of all currently available LMS connectors can be found at

<http://vitero.eu/en/software/integration-adaptability.html>.

For detailed information about a specific connector please contact the respective LMS provider.

17 Further technical information

All attachments with complementary technical information can be found in the document download area of the online help.

The following attachments are available for download.

- Annex System requirements for the **vitero** client
- Annex B – **vitero** audio delay minimization
- Annex B – **vitero** echo suppression
- Annex **vitero** - directory access
- Annex – **vitero** for **OS X** differences
- Annex- current **vitero** update

18 Info

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vitero is a product of **vitero GmbH**.

Please find further information about libraries and software used for the development of **vitero**, in the "info" section of the online help.