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Audio Conference
Web Portal User Guide

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The **TELUS Web Portal** provides you with the ability to manage your conference and participants via a standard web browser. Features such as hang-up, mute, record and lock-out are all available on a secure online interface. You can also remove and change entry and exit tones while your conference is in progress, and view your meeting while displaying the calling line ID of each participant.
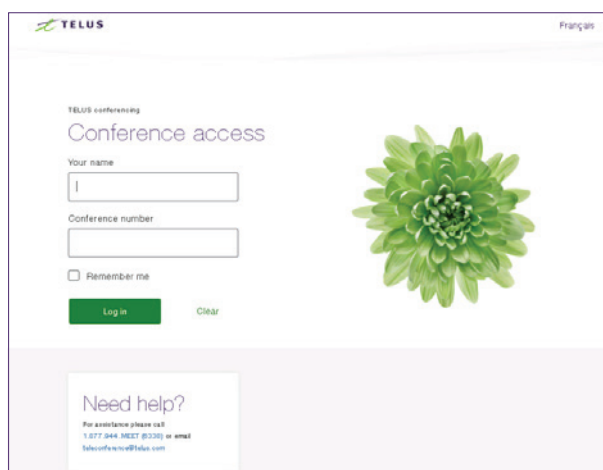
Additionally, you can have the option to view only, or have full control management of your event's Question and Answer session.
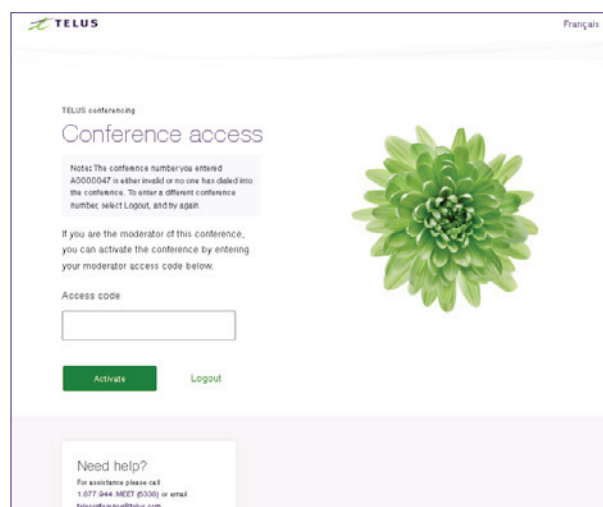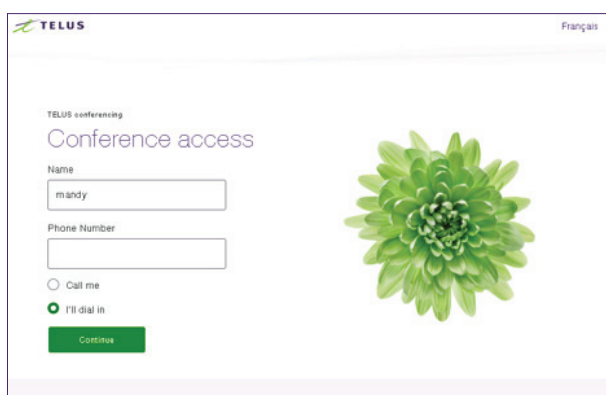
Getting started

Login

To manage your conference, navigate to your TELUS Web Portal. Log on to the system using Your name and the Conference number given to you by your TELUS Conference Representative.

Activating a Conference

If you have not already joined your conference, you can log in with your moderator access code, then choose to either have the system call you at your phone number or dial in yourself.

If you are the moderator of this call and would like to be called by the system to join the conference, enter your phone number with area code, choose the 'Call me' button, and then click Continue. When you answer your phone, you will be automatically connected to the conference.

If you would like to login to view or manage the conference without joining the call, select the 'I'll dial in' button, and then click Continue.

Note: For the system to call you, the dial out option for your conference must be already enabled by a TELUS conference representative.
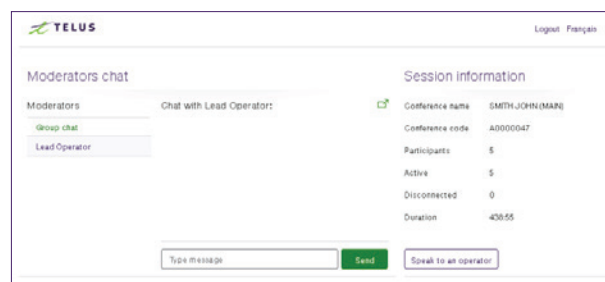
Once you have logged in, you will see the Moderators chat and your conference in progress from the **Participants** tab.

Chat

You can join a group chat or chat to another web moderator under the Moderators chat. To chat to the group, simply type your message into the Type message box and hit **'Send'** when you're finished. To chat to one web moderator, first select the web moderator name, type your message into the Type message box and hit **'Send'** when you're finished.

Speak to an Operator

You can speak with an operator from within the conference by clicking the button 'Speak to an operator'. To cancel the 'speak to an operator' request, simply press *0 (star zero) from your touch tone telephone.
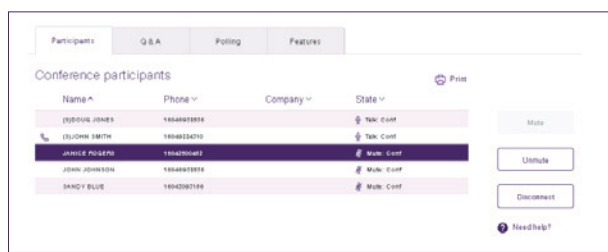
Participant Management

The **Participants** tab shows a list of participants in the conference and their current state.

You must select a participant before using the following functions:

Mute

Mutes the participant.

Unmute

Returns the participant to the conference after they have been muted.

Disconnect

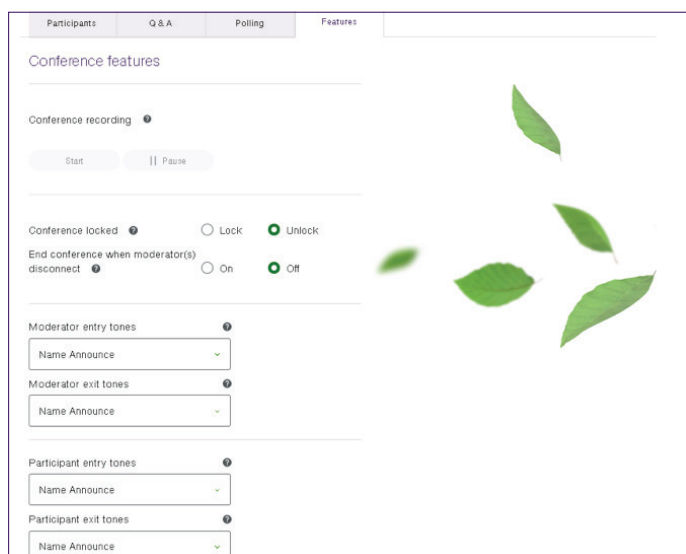Disconnects the participant from the conference.

Print

Allows you to print or copy a list of participants in conference (includes disconnected lines).

Features Management
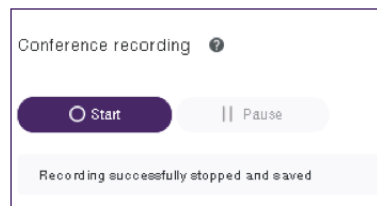
The **Features** tab allows you to:

- Manage the recording
- Secure or hang up conference
- Add or change project/billing code
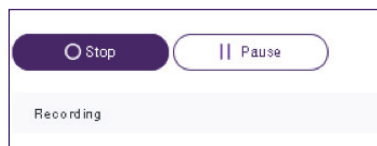- Change the entry or exit tones for an in-progress conference

Conference Recording
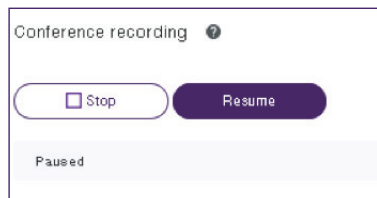
Activates recording functionality.
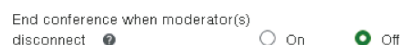
Lock Conference

Prevents other participants and operators from entering the conference.

Disconnect all participants

Disconnects all participants from the conference when the last moderator hangs up. Ensures all participants are disconnected to have a clear line for the next conference.

Change Entry/Exit tones for Moderator Participants

Choose from the following options for either Moderators or Participants:

- Off
- Tones
- Name Announce
- Tones & Name

Note: Changing the settings while the conference is in-progress will take effect immediately and only for the in-progress conference. The settings will default to the original settings for the next instance of the conference. To permanently change the settings, contact a conference representative.

Project/Billing Code

Add or change a billing reference (alpha numeric code) associated with the conference.
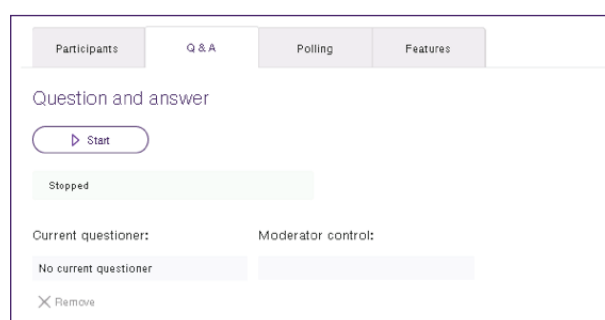
Question and Answer (Q & A) Management

The **Q&A** tab allows you to start and stop the Q&A, promote or remove questioners, and re-order the queue.

Start/Stop

The Start button initiates a Q&A session. The Stop button will end the Q&A session.

Stopped

Shows the Q&A session is not in progress.

In Progress

Shows the Q&A session is active, and the conference will register when participants press *1 (star 1) to ask a question or *2 (star 2) to withdraw their question.

Touch Tone Commands

1. Dial into the conference using the Moderator access code.
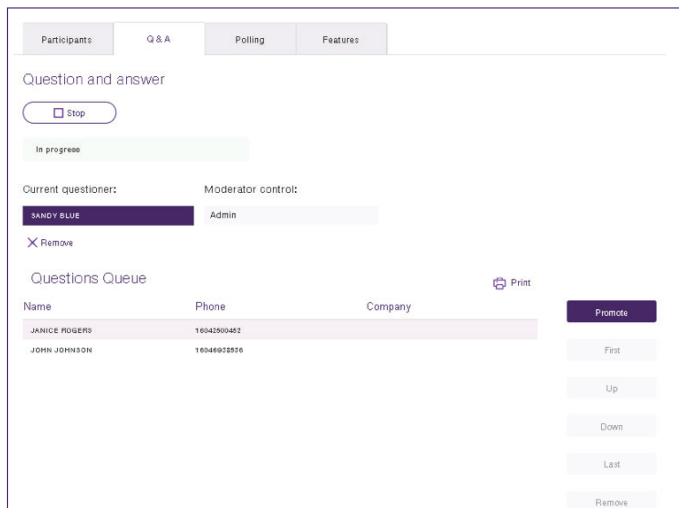
2. From your telephone, press *9 (star 9) to put the conference in Lecture Mode. Participants will be muted (Listen Only mode), and the moderators (key speakers) will remain in Talk/Listen mode.

3. When you are ready for the Q&A session to begin, click the Start button.

4. Inform participants they should press *1 (star 1) to ask a question, and press *2 (star 2) to withdraw a question.

Note: When a participant presses *2 (star 2), they are removed from the Questions Queue and returned to the conference in mute mode.

Questions Queue Management

The Questions Queue lists all participants waiting to ask a question.

Current questioner

Shows the participant who is currently in Talk/Listen mode to ask a question.

No current questioner

Means no one currently has a question to ask.

Promote

Moves the first or highlighted participant in the Questions Queue to the Current Questioner line. The participant will be in Talk mode, enabling them to ask their question and talk with the speakers.

First

Moves the selected participant to the first position in the Questions Queue.

Up

Moves the selected participant forward one position in the Questions Queue.

Down

Moves the selected participant back one position in the Questions Queue.

Last

Moves the selected participant to the end of the Questions Queue.

Remove

Removes selected participant from the Questions Queue. The participant receives no notification that he or she has been removed from the queue.
Note: The participant is not restricted from pressing *1 (star 1) to re-enter the queue.

Print

Opens a new window displaying the conference name, date, time, and the parties currently waiting in the Questions Queue. The information can be printed or copied into a document or email.

Need Help?

Please call **1-877-944-MEET (6338)** or send an email to **Teleconferencing@telus.com**. Our Conference Representatives are always available 24x7x365 to answer your questions and provide assistance.