



# Events Guide

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# 1 Introduction

This guide provides information about how to run events on the ENGAGE platform through the Events system. An Event in ENGAGE is like a standard Session, but with the following additional functionality:

- Schedule the date and time when the Event will start and end.
- Create an Event information page that is listed in both the ENGAGE application and web manager.
- Control whether the Event information page is visible to the public, your organization only, or is unlisted.
- Share links to the Event information page through social media or email.
- Choose registration options that range from completely open to tightly controlled.
- View and manage the list of attendees before the Event starts.
- Email attendees based on their registration status.
- If you set a password for an Event, attendees can enter the password when they register to attend. They can then immediately join the Event when it starts.

The following sections provide more detail about how to use these features and describe best practices to follow when you organize an event in ENGAGE.

## 1.1 Contacting the ENGAGE Events team

You can contact the Events team if you want any guidance or support in the planning or delivery of your event. To contact the Events team, email [events@engagexr.co](mailto:events@engagexr.co) or go to <https://engagevr.io/contact/> and complete the contact form.

## 1.2 Event license

You may need to purchase an Event license for your event. If you have a Lite subscription, you can't run an event without an Event license. If you have a Plus subscription, your license includes the ability to run an event with up to 10 attendees, so long as you don't charge people to attend. For Enterprise subscriptions, the attendee limit is 70.

If you want to run an event that exceed these limits or want to charge an attendance fee, see [Contacting the ENGAGE Events team](#) to obtain information about an Event license.

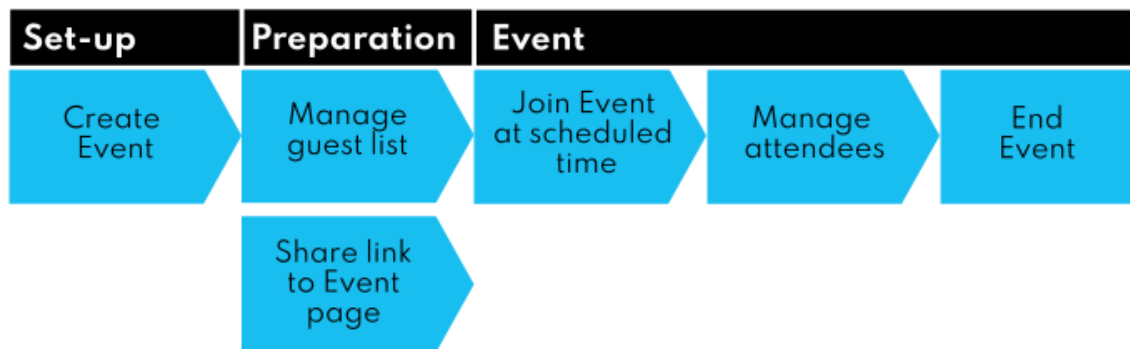
### 1.3 Example events

For examples of events that were delivered through ENGAGE, refer to the following videos:

- HTC VIVE Flow Premiere: <https://youtu.be/sDiOURLWPTk>
- Ready Player Golf awards show: <https://youtu.be/Lvu6-3dTxus>
- BMW Masterclass series: <https://youtu.be/9jaeo4J98bg>

### 1.4 Overview

An overview of the steps to run an event in ENGAGE are shown in the following diagram. This does not include activities to prepare content, make recordings, run rehearsals, or otherwise prepare for your event.



## 2 Creating an Event

**Note:** with the release of ENGAGE v3.5, we removed the option to create Events in the ENGAGE application. You now create all your Events in the web manager.

To create an Event, complete the following steps:

1. Go to the ENGAGE web manager at [app.engagevr.io](http://app.engagevr.io), and then log in.
2. From the menu, select **Events**.
3. On the **EVENTS** page, select **CREATE**.

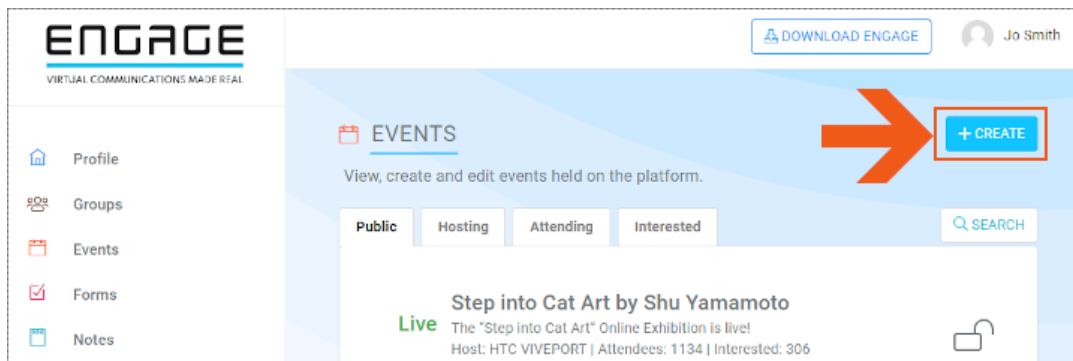


Figure 1: Events page

4. Complete the Event creation form, and then select **SAVE & PUBLISH**. The following sections describe the available settings in detail.

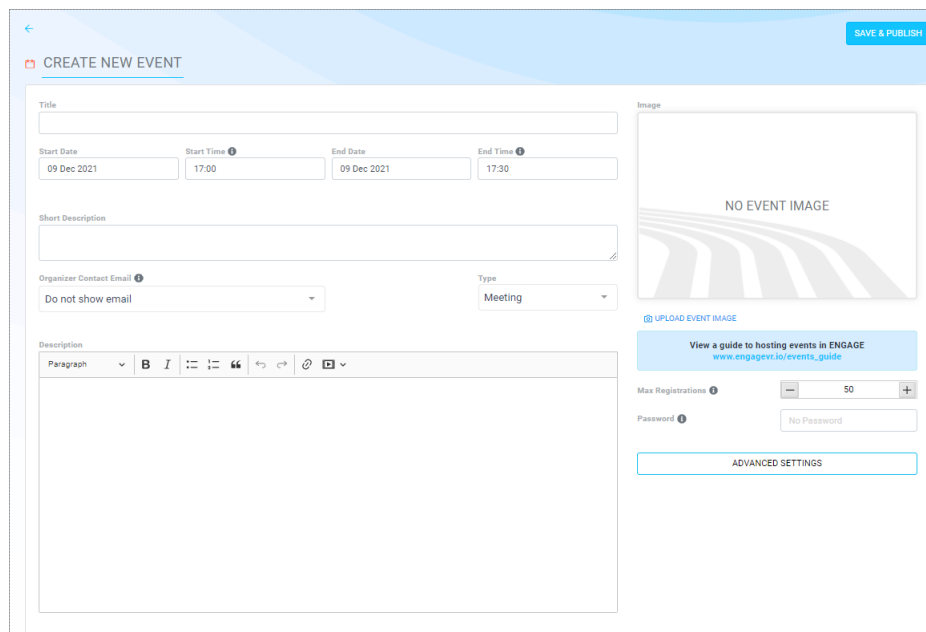


Figure 2: CREATE NEW EVENT page

The information that you enter on the **CREATE NEW EVENT** page is displayed in the Events list and on the Event page as shown in the following figures:



Figure 3: Event listing

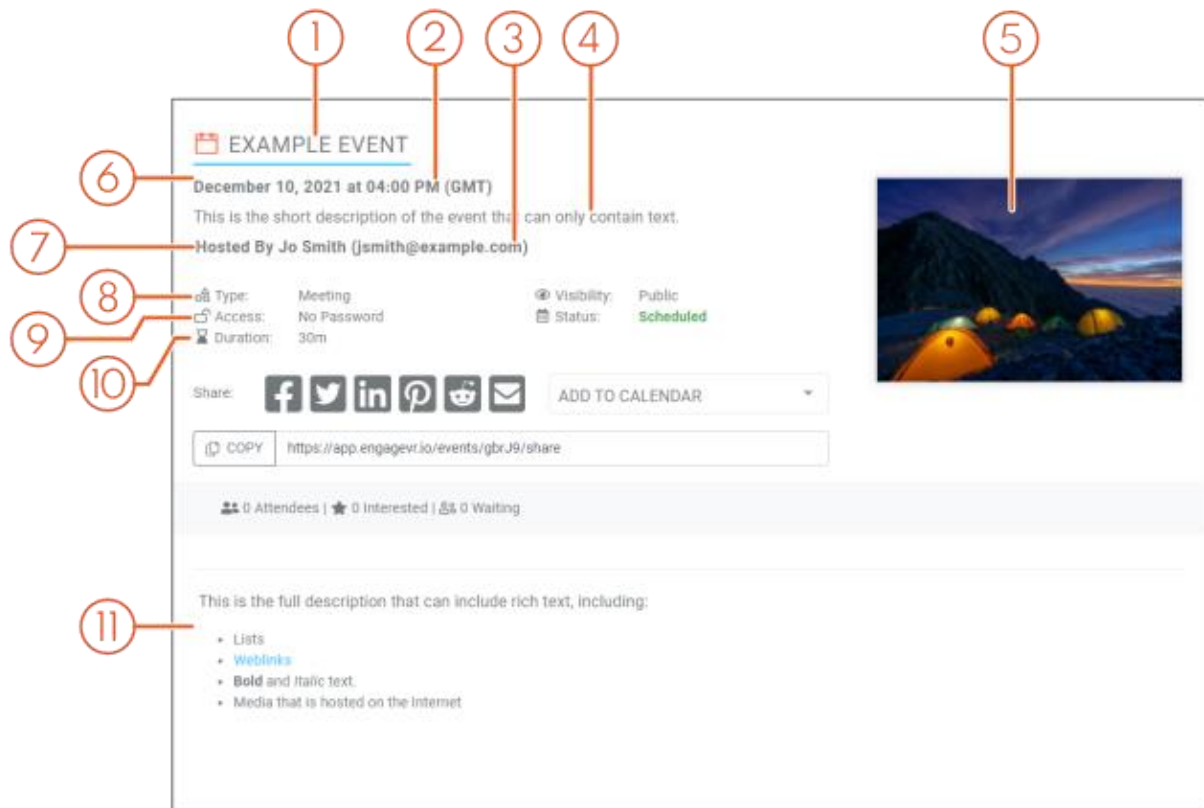


Figure 4: Event page

Callout	Event information	Callout	Event information
1	Title	7	Who created the Event
2	Start Time	8	Type
3	Organizer Contact Email	9	Whether a password is set
4	Short Description	10	Duration. Calculated from <b>Start Time</b> and <b>End Time</b> .
5	Image	11	Description
6	Start Date		

## 3 Basic settings

Two basic decisions that you need to make are how many people you will allow to register for your Event and whether you will require them to use a password to join.

### 3.1 Max Registrations

The **Max Registrations** field on the **CREATE NEW EVENT** page is the maximum number of people that you will allow to register. You can set a minimum value of 1 and a maximum value of 1000.

Registration is different to actual attendance. When an Event starts, the maximum number of people who can join the Event is determined by either the Max Attendees or **Max Capacity** parameters, whichever is lower. The Max Attendees parameter is determined by the subscription of the person that creates the Event, and Max Capacity parameter is a technical restriction. For more information, see [Capacity](#).

#### 3.1.1 Overbooking registrations

If you set a value for **Max Registrations** that is higher than the number of people who can attend, you have overbooked the Event, and a warning message is displayed in the web manager. You may want to deliberately overbook an Event if you suspect that some people who register will not attend.

Your subscription determines the Max Attendees parameter for Events that you create and when you see the warning that you have overbooked. The current limits are as follows:

- **PLUS:** 10
- **ENTERPRISE:** 70



Figure 5: Overbooking warning

**Note:** There are multiple ways to run large-scale events in ENGAGE. This includes events that have more attendees than both the Max Attendees and Max Registrations parameters. It's also possible to have more attendees than the 1000 registrations limit that you can set when you create an Event. For more information



about how you can run large-scale events, contact the Events team. See [Contacting the ENGAGE Events team](#).

## 3.2 Set Password

You can set a password to access the Event. An attendee needs to enter the password only once. If an attendee enters the password before the event, they do not need to enter it again on the day of the event.

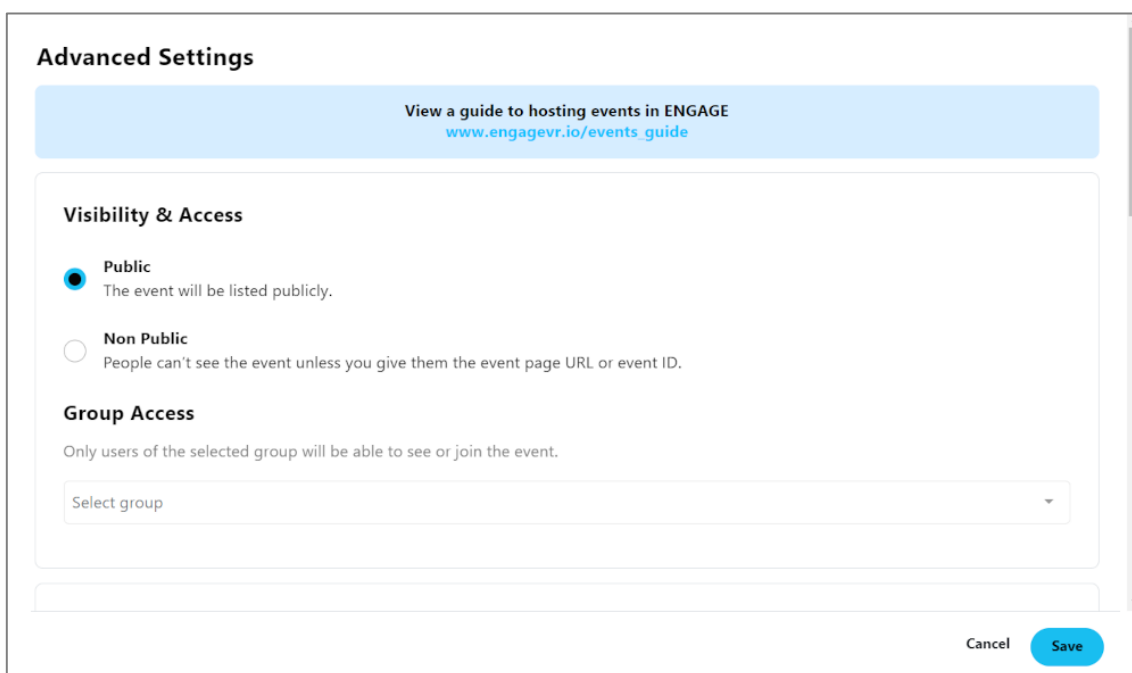


The screenshot shows a dashed-line border containing two buttons. The left button is labeled "Password" with a small information icon (i) to its right. The right button is labeled "No Password".

Figure 6: Password to access the Event

## 4 Advanced settings

On the **CREATE NEW EVENT** page, select **ADVANCED SETTINGS** to access additional settings for your Event. Use these settings to control how your Event is listed in the ENGAGE app and the web manager, and whether you need to approve attendees before they can join the Event.



The screenshot shows a dialog box titled "Advanced Settings". At the top, there is a light blue banner with the text "View a guide to hosting events in ENGAGE" and a link "www.engagevr.io/events\_guide". Below this, the "Visibility & Access" section has two radio button options: "Public" (selected) with the description "The event will be listed publicly." and "Non Public" with the description "People can't see the event unless you give them the event page URL or event ID." The "Group Access" section has the text "Only users of the selected group will be able to see or join the event." and a dropdown menu labeled "Select group". At the bottom right, there are "Cancel" and "Save" buttons.

Figure 7: Advanced settings for an Event

## 4.1 Visibility & Access

This setting controls whether the Event is listed in the web manager and ENGAGE app. The two options are as follows:

- **Public:** The Event appears in the public list in both the web manager and ENGAGE app. For example, as shown in Figure 8. Any ENGAGE user can view the Event and potentially gain access to it.
- **Non Public:** The Event does not appear in the public list. An Event information page is still created in the web manager, and you can share the link to that page.

**Important:** If you create or edit an Event and set **Visibility & Access** to **Public**, it will revert to **Non Public** in the following circumstances:

- You are a member of a group for which the **Allow Public Events** setting is turned off.
- You choose a persistent Session for your Event and are a member of a group for which the **Restrict to Group Members only** persistent Session setting is turned on.

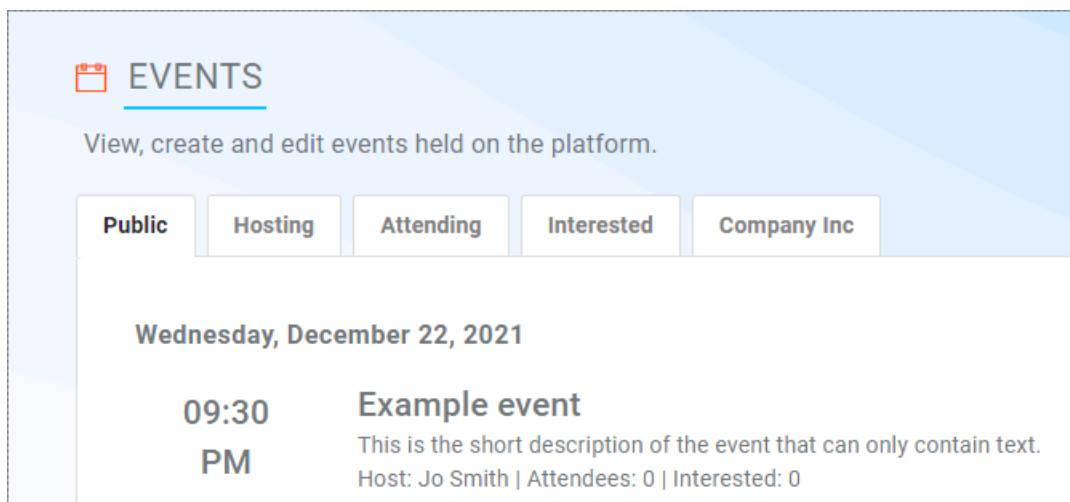


Figure 8: Public Events tab

If a user receives a link to an unlisted Event, and selects **Attending** or **Interested** while logged in, that Event then appears on their **Attending** or **Interested** tabs.

Unlisted Events also appear on the **Hosting** tab for the creator of that unlisted Event.

## 4.2 Group Access

If you select an enterprise group from the list, the Event appears in the listing on that group's tab, as shown in Figure 9.

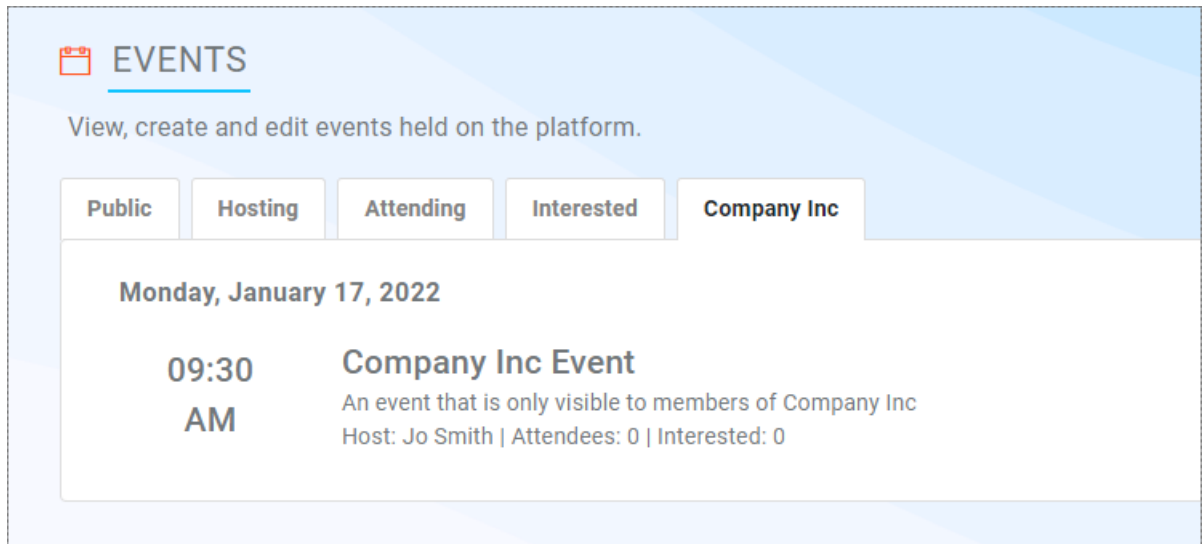


Figure 9: Enterprise group's Events tab

The results of combining enterprise group selection with **Visibility & Access** settings are described in the following table:

Table 1: Combined effect of enterprise group selection and Visibility & Access setting

Enterprise Group	Visibility & Access	Result
Selected	Public	The Event is listed on both the Public tab and the selected group's tab.
Selected	Non public	The Event appears only on the selected group's tab, and so is only visible to members of that group.

## 4.3 Persistent Session

**Important:** To use a persistent Session for your event, you must be a member of a group that has the **Allow Persistent Session to be used for standard events** setting turned on.

If you have the required permissions, you can choose for your Event to take place in one of your group's persistent Sessions. You can then access the persistent Session and prepare the environment for your Event without needing to start the Event.

**Note:** If you choose a persistent Session for your Event, the Event will automatically start at the chosen time. Attendees are then able to join the Event. The Event will also automatically be removed from the Event listing at the scheduled end time.

To choose a persistent Session for your Event, complete the following steps:

1. In the **Advanced Settings** panel, scroll down to the **Persistent Session** section.
2. Turn on **Host the event in a persistent session**.
3. From the **Select group** list, select the group that owns the persistent Session that you want to use.
4. From the **Select persistent session** list, select the Persistent Session that you want to use.

**Important:** It is possible to schedule multiple Events to take place in the same persistent Session at the same time. Ensure that you coordinate the use of persistent Sessions within your group.

## 4.4 Guest list settings

The guest list is turned off by default, which allows any ENGAGE user to join an Event. You can turn on the guest list to have greater control over attendance.

### 4.4.1 Guest List: Off

This is the default configuration. Use this option when you want an open attendance Event. A user can choose to attend or to register their interest, as shown in Figure 10. If a person chooses either option, they are added to a list that you can review. For more information, see [Managing the guest list](#).

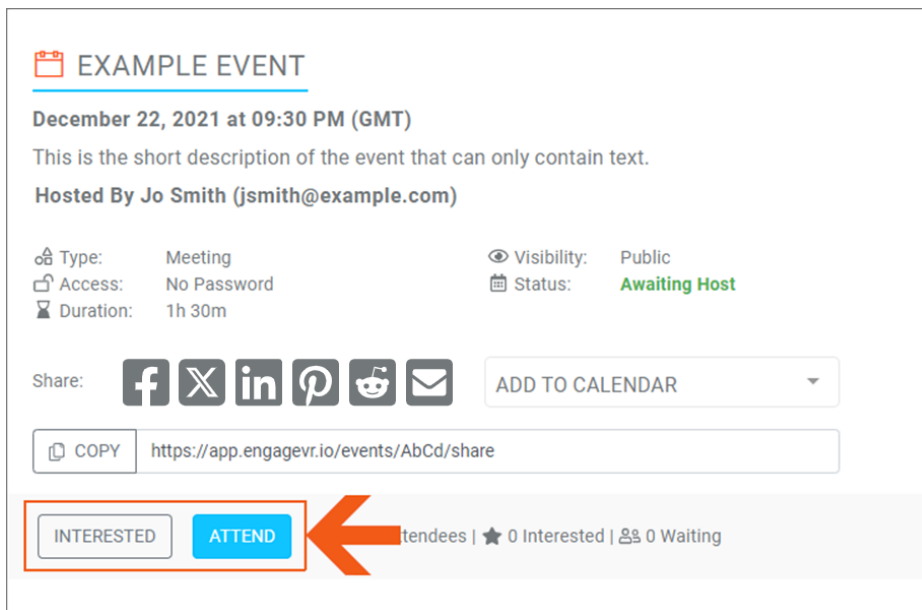


Figure 10: User view of an Event with open settings

#### 4.4.2 Guest List: On

Use this configuration when you want a closed Event. A user must select **REQUEST ACCESS**, as shown in Figure 11, to be added to a waiting list. A user can't join the event unless you manually approve their attendance. For information about how to manage the guest list, which includes the waiting list, see [Managing the guest list](#).

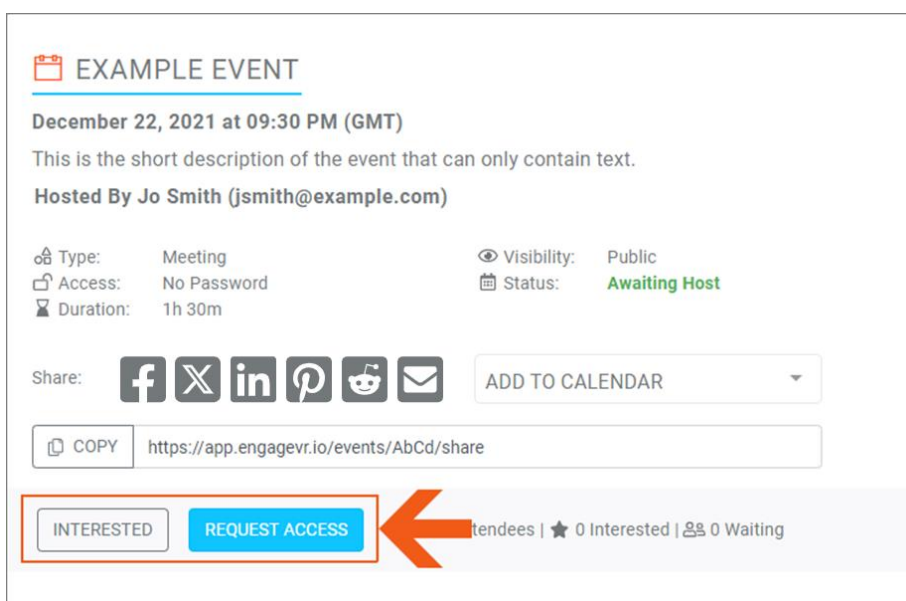


Figure 11: User view of a closed guest list

## 5 Capacity

Although there are no physical restrictions on the number of users inside an Event, there are technical limitations. The current generation of hardware devices and networks can only provide a reliable service for a limited number of user avatars, voice communication, and media streaming within a 3D environment.

### 5.1 Maximum users per Session

There is technical limitation of 70 concurrent users within an Event inside ENGAGE. There are also business restrictions imposed by your subscription type. For more information, see the following table:

*Table 2: Maximum number of users per Event*

Subscription Type	Maximum Event Capacity	Limitation Reason
ENTERPRISE	70 users concurrently	Technical
PLUS	10 users concurrently	Business
LITE	Arranged through Events License	Business

### 5.2 Recommended users per Session

Although 70 is the technical limit for concurrent users, you may want to set a lower limit for your Event. The presence of each user places a load on all other user's devices. An attendee that uses a powerful PC VR device and has a fast network connection may comfortably share a Session with 69 other users. However, an attendee that uses an Android phone and has a slow network connection may have a sluggish experience with only 10 other people present.

The complexity of the environment, the presence of interactive objects, and the intended activities of attendees can also affect the appropriate maximum number of concurrent users. For guidance about the recommended number of users for the specific event that you want to run, contact the Events team. See [Contacting the ENGAGE Events team](#).

## 5.3 Hosting events with more than 70 attendees

You can host large-scale events inside ENGAGE. To do so, while preserving the technical limit of 70 users in a Session, the users are distributed between multiple Sessions. There are two main approaches that you can use when you run parallel Sessions – different content that attendees can choose between and duplicated content.

An example is shown in Table 3, where the Event has three Sessions. Attendees can choose between the Exhibition Floor and Conference Talk locations. There could be a maximum of 70 attendees in the Exhibition Floor Session. There could be a maximum of 140 users taking part in Conference Talk 1. However, to accommodate the 140 users, you would split them between two Sessions. The conference talk would be prerecorded, and then played back simultaneously in both Sessions. This enables 140 attendees to attend and experience the same conference talk.

Table 3: Example of hosting an Event with over 70 users

Virtual Location	Maximum Capacity	Notes
Exhibition Floor	70	Session 1
Conference Talk 1	70	Session 2
Conference Talk 1 - Clone	70	Session 3
Total locations = 3	Combined maximum = 210	Total Sessions = 3

If you want to run a large-scale event with multiple Sessions, contact the Events team for support. See [Contacting the ENGAGE Events team](#).

## 5.4 Scalable Events

A scalable Event scales to accommodate the number of users that attend. Each Session has a maximum number of attendees. If the maximum is exceeded, then an additional Session is automatically created to accommodate the additional attendees. This allows an almost unlimited number of attendees. For more

information about scalable Events, contact the Events team. See [Contacting the ENGAGE Events team](#).

**Note:** You must use prerecorded content with scalable Events. Because Sessions are created on demand, there may not be a host in each Session to interact with attendees or share media. For more information, see [Prerecorded Event activities](#).

## 6 Managing the guest list

Depending on how you configure the settings for an Event, the guest list may display useful information to help you to prepare, or it may require you to actively manage requests.

To manage a guest list, use the Guests panel at the bottom of an Event page, as shown in Figure 12. This functionality is available in both the web manager and the ENGAGE app.

You can use the tabs to display different categories of guests, including attending, interested, banned, and waiting, as shown in Figure 12.

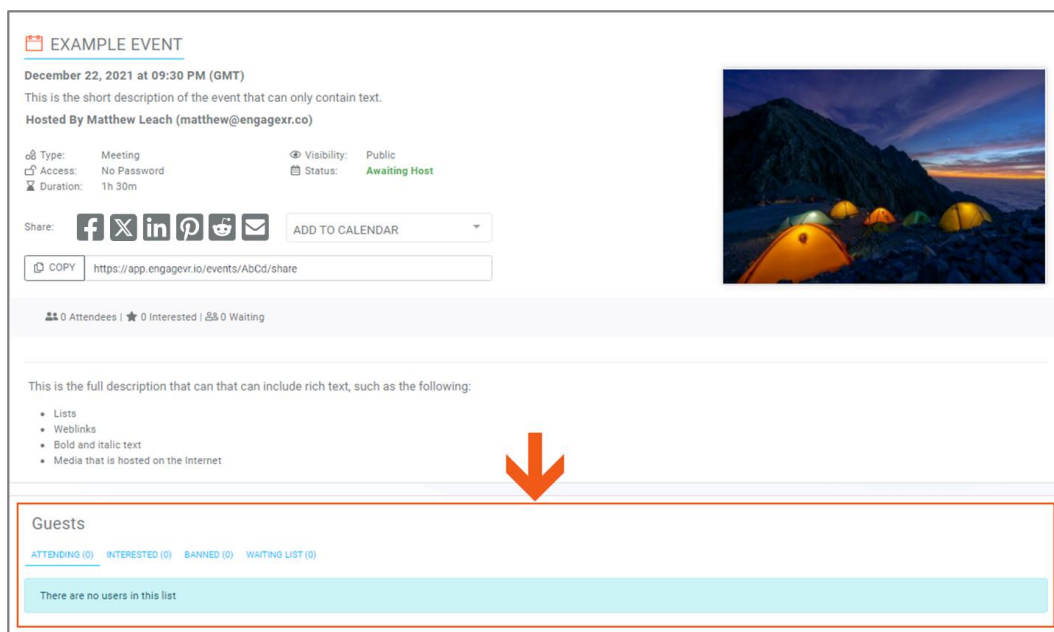


Figure 12: The guest list on an Event page

- Guests listed on the **ATTENDING** tab can enter the Event after it starts. They were either manually approved by the host or automatically approved because of the Event settings.
- Guests listed on the **INTERESTED** tab have registered their interest but have not confirmed attendance.



- Guests listed on the **BANNED** list were banned by the host in either the web manager or the ENGAGE app.
- Guests listed on the **WAITING LIST** require the manual intervention of a host to accept or reject their request. For more information, see the following section.

## 6.1 Managing guests on the waiting list

As a host, you must manage guests that are listed on the **WAITING LIST** tab. A guest listed on the **WAITING LIST** tab can't attend your event unless you manually approve them.

To manage guests on a waiting list, complete the following steps:

1. Go to <https://app.engagevr.io/events/list>, select **Hosting**, and then select the Event.
2. In the **Guests** panel, select the **WAITING LIST** tab.
3. For each person on the waiting list, select **Approve**, **Reject**, or **Ban** from the **WAITING** menu, as shown in the following figure.

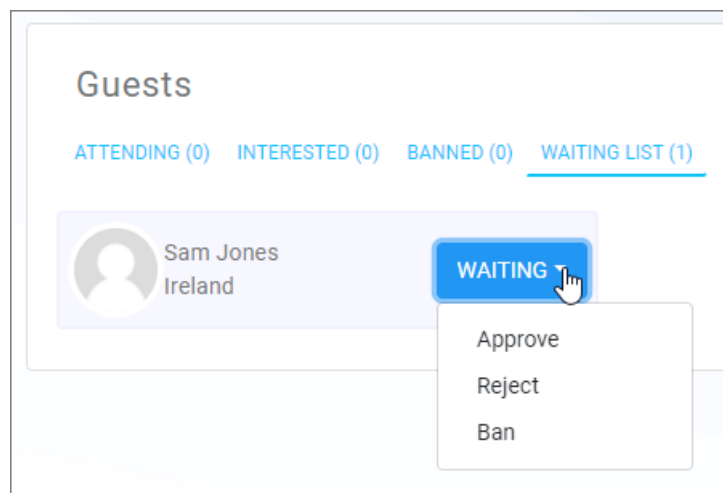


Figure 13: WAITING menu

If you reject a guest, they can choose to rejoin the waiting list. If you ban a guest, they can't rejoin the waiting list.

## 6.2 What happens when registrations exceed Max Registrations?

If the number of registered guests exceeds the value that you set for **Max Registrations**, any additional users that attempt to register see the option to request access, as shown in Figure 11. When a user selects this option, they see a notification that a request was sent to the host, as shown in Figure 14. These users are added to the waiting list, which you must manage as described in the previous section.

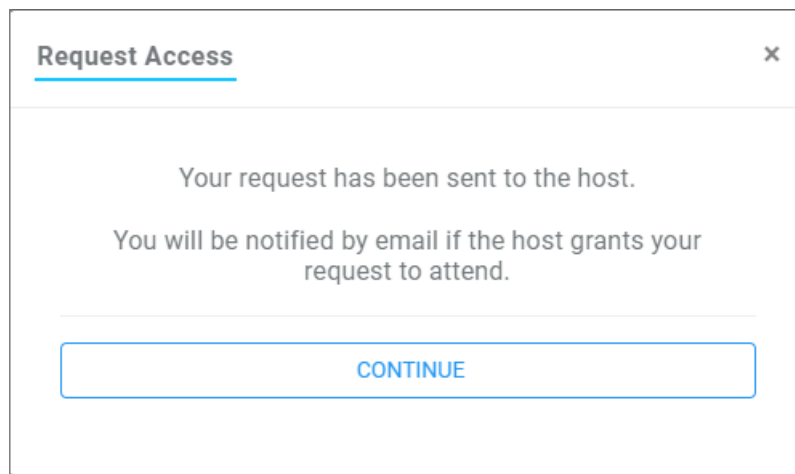


Figure 14: Notification that a request has been sent to the host

**Note:** It's possible to approve more guests from the waiting list than there is capacity to host in the Event. If you do this, then you have overbooked the Event, as described in *Overbooking registrations*.

## 7 Sharing Events

Each Event page provides multiple ways in which you can share the Event. If you create an unlisted Event, other users can only access the Event through a link that you share with them.

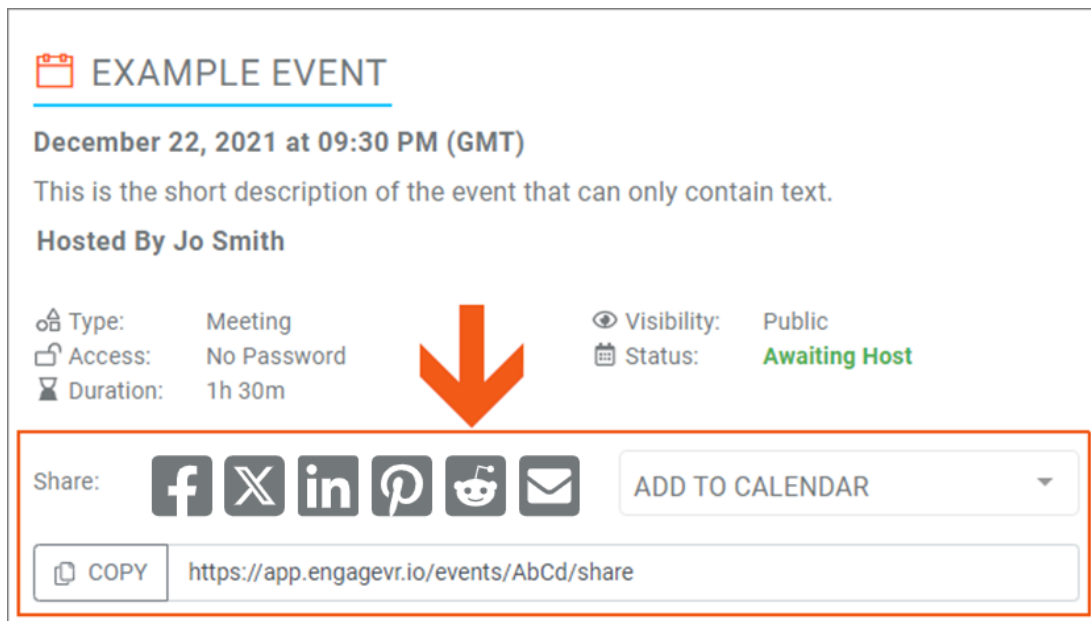


Figure 15: Methods to share your Event

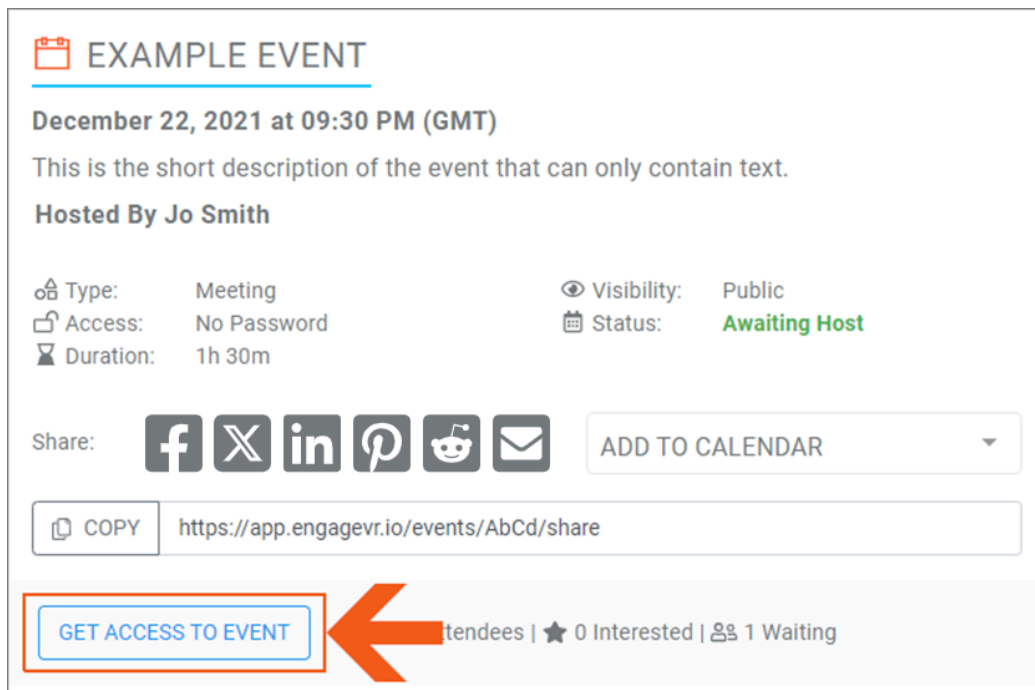
To use a URL that links directly to the Event page, select **COPY**. The URL for the Event page is copied to your clipboard. Alternatively, select the icon for the platform that you want to share the Event to.

To add the Event to your calendar, from the **ADD TO CALENDAR** list, select your calendar platform. You can then share the Event with attendees from your calendar.

### 7.1 Joining an Event through a received link

When a user receives a link to an Event, they must be logged into the web manager to take action on it.

For example, Figure 16 shows the view of a publicly listed Event as viewed by a user that is not logged in. The user sees only the option to **GET ACCESS TO EVENT**. If they select this option, they are prompted to log in.









**EXAMPLE EVENT**

**December 22, 2021 at 09:30 PM (GMT)**

This is the short description of the event that can only contain text.

**Hosted By Jo Smith**

Type: Meeting      Visibility: Public  
Access: No Password      Status: **Awaiting Host**  
Duration: 1h 30m

Share:      

<https://app.engagevr.io/events/AbCd/share>


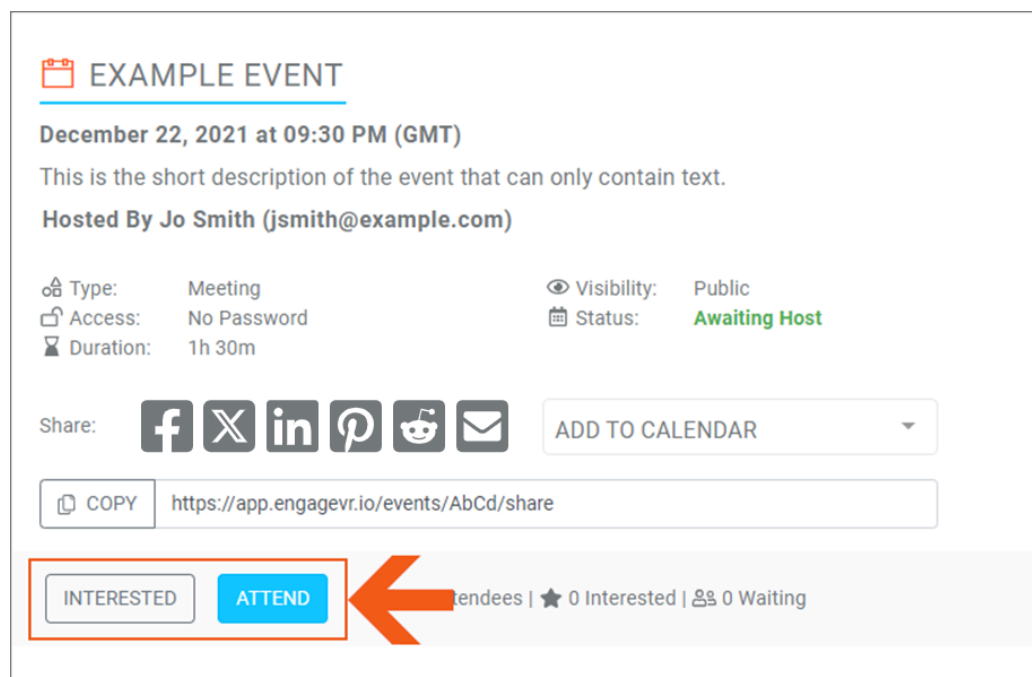
 Attendees | ★ 0 Interested | 👤 1 Waiting

Figure 16: Event details as viewed by a user that is not logged in

If a user is logged in, they may see the options **INTERESTED**, **ATTEND**, or **REQUEST ACCESS**, depending on the setup of the guestlist for the Event.









**EXAMPLE EVENT**

**December 22, 2021 at 09:30 PM (GMT)**

This is the short description of the event that can only contain text.

**Hosted By Jo Smith (jsmith@example.com)**

Type: Meeting      Visibility: Public  
Access: No Password      Status: **Awaiting Host**  
Duration: 1h 30m

Share:      

<https://app.engagevr.io/events/AbCd/share>


 Attendees | ★ 0 Interested | 👤 0 Waiting

Figure 17: Event details as viewed by a user that is logged in

After a user selects Attending, the option changes to a **YOU ARE ATTENDING** menu, as shown in the following figure:

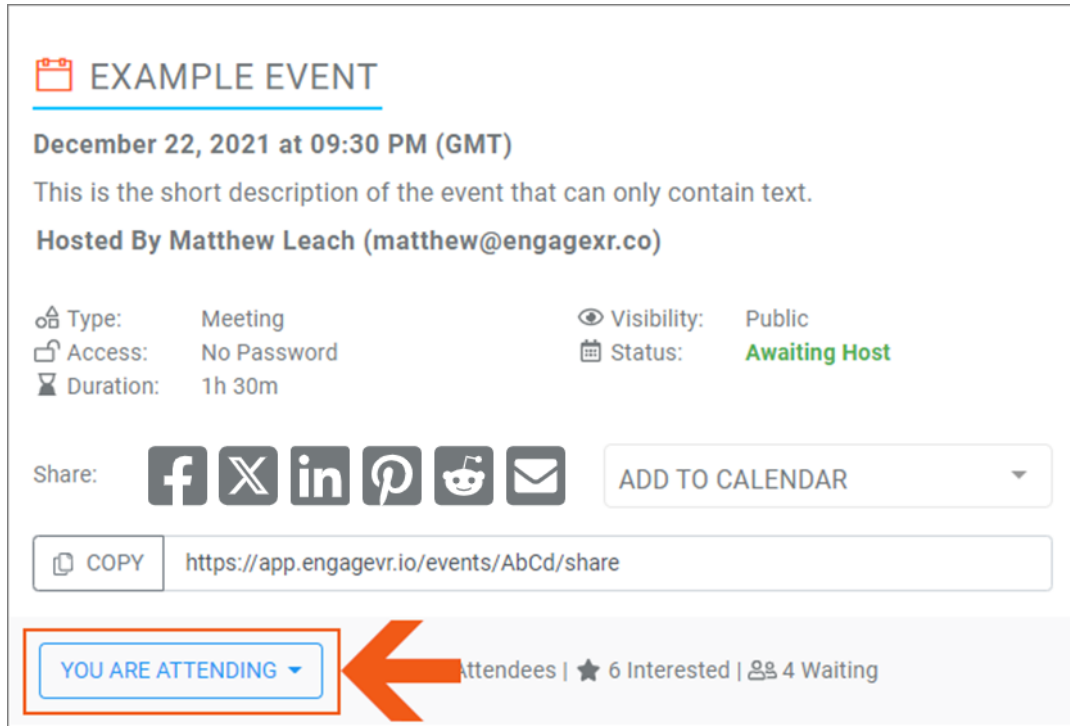


Figure 18: Event details as viewed by a user that has selected to attend

When a user opens the web manager, they can see Events that they have chosen to attend or registered interest in on the corresponding tabs.

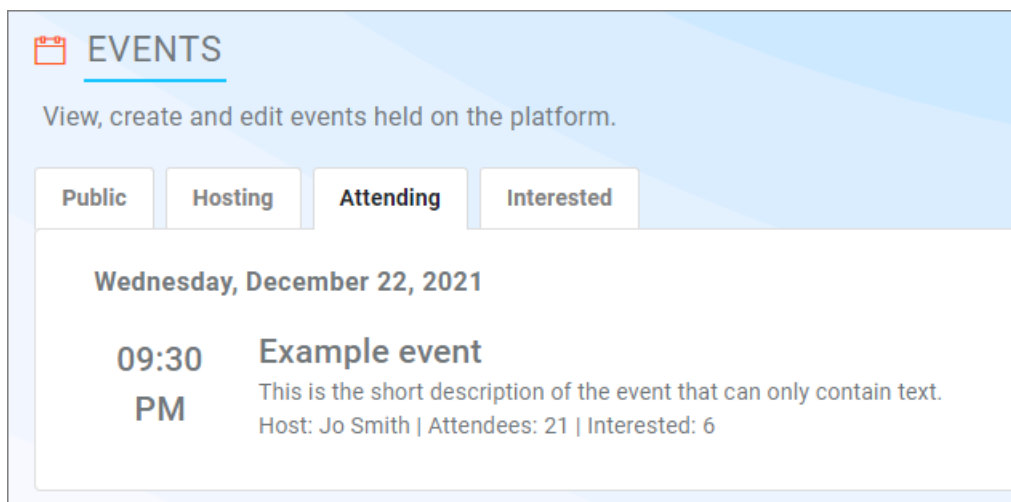


Figure 19: Attending tab on the EVENTS page

## 8 Communicating with Event attendees

This section describes the tools that you can use to communicate with attendees of an Event.

### 8.1 Automatic emails sent by ENGAGE

The ENGAGE platform sends out various emails to communicate with users who are attending Events. These are outlined below.

Email title	Description
<b>Event Cancelled</b>	Sent to all users who were attending or interested when the host or ENGAGE moderators cancel an Event
<b>Event Deleted</b>	Sent to the host of an Event, but a cancellation email is also sent to users
<b>Attendance confirmed</b>	Sent to a user who selects ATTEND
<b>Request Accepted</b>	Sent to users who are approved from the waiting list by the host
<b>Event Rescheduled</b>	Sent to all users when a host changes the time or date of the Event
<b>Attendance removed</b>	Sent to a user when a host removes them from the attendance list
<b>Request to attend denied</b>	Sent to a user when a host rejects their request to attend an Event

### 8.2 Manually send emails to guests

You can use the web manager to send an email to guests of an Event. To do this, go to the Event page, and then, in the **Guests** panel, select **EMAIL GUESTS**.

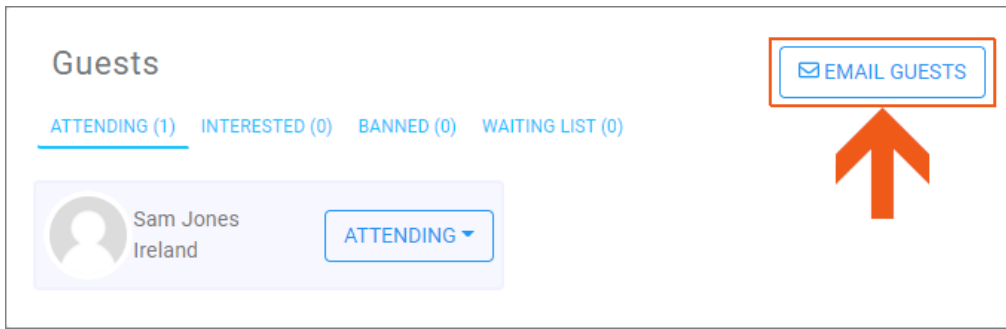


Figure 20: Guests panel with option to email guests

**Note:** The option to email guests appears only after at least one attendee is attending, has registered their interest, or is on the waiting list.

When you choose to email guests, you can then choose a category of guests, as shown in Figure 21. You can then complete the email and select **SEND**.

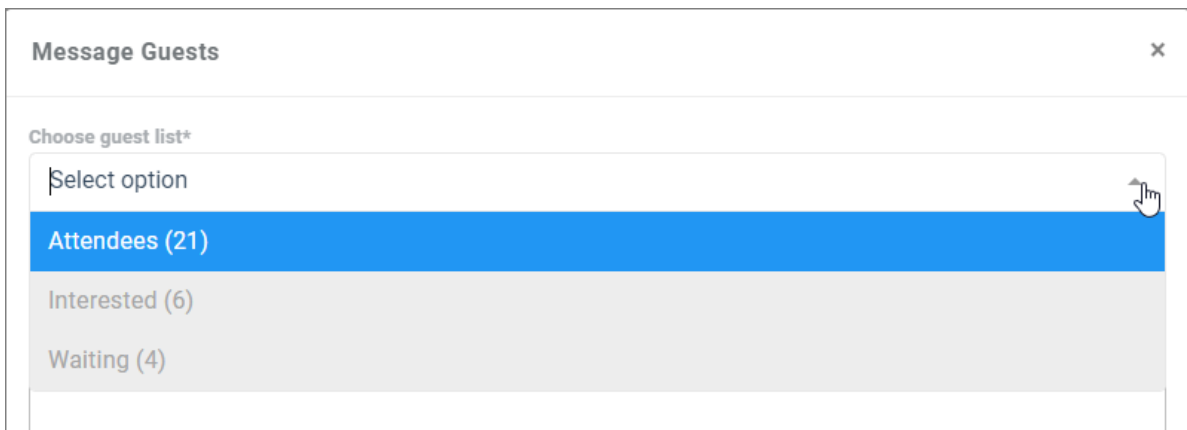


Figure 21: Guest list category selection for email

## 9 Recommendations

Consider the following best practices when you host your Event.

### **Divide large numbers of attendees across multiple Sessions**

Decide what the maximum number of attendees per Session should be, and host multiple Sessions if required. The technical limit is 70 people per Session, but you may want to use a lower number. For more information, see [Capacity](#).

### **Have multiple hosts per Session**

You must assign a minimum of one host per Session. However, we recommend that you assign two hosts so that you can manage users efficiently. It can be cumbersome to manage more than 10 users in a Session, such as answering their questions. Also, standard Sessions are dependent on the presence of a host. If a standard Session has no hosts, for example, because the only host lost their network connection, then all other users in that Session are returned to the main menu.

### **Use prerecorded content where possible**

In general, we recommend that you pre-record the event content. This includes talks, presentations, and stage panels. For more information about the distinction between prerecorded and live content, see [Choosing between live and prerecorded events](#).

### **Host live events if Interaction between hosts and attendees is required**

Attendees can only interact with live hosts if they are in the same Session. It is not possible to communicate with users in other Sessions. Therefore, if you want live interaction between attendees and hosts, we recommend that you limit attendance to 70 users.

### **Live Stream video to overflow Sessions from a master Session**

You can stream a live video from one Session into one or more other Sessions. For example, you could create a main Session, and then stream a live view of that Session onto screens in one or more overflow Sessions.



The benefit is that potentially unlimited attendees could attend a live event. However, although users in the overflow Sessions can view the master Session, they can't interact with any of the hosts or attendees there.

If you aren't familiar with the set-up of live streams or want support, contact the Events team. See [Contacting the ENGAGE Events team](#).

## 10 Choosing between live and prerecorded events

You can conduct presentations, panel talks, and virtual experiences inside ENGAGE. These events could be live or prerecorded, but it's important that you understand the strengths and weaknesses of both.

### 10.1 Live Event activities

#### Advantages

- You can have a live Q&A with the attendees.
- It may take you less time to prepare for a live event, in comparison to prerecorded.

#### Limitations & Risks

- A live Q&A can only be conducted with 70 users at a time since they must be contained within one Session.
- For large events with popular Sessions, it may be challenging for users to find a Session with available capacity for them to join.
- Running a live event can be a high-risk endeavor. Technical issues may be difficult to recover from, particularly if the person that experiences the technical issues is the host or presenter. If you rely on media from an external service, then an unexpected outage of that service may impact your event.
- It requires a lot of co-ordination to manage users and content delivery in a live Session. While ENGAGE provides a comprehensive suite of tools to assist, it will be vital that all event hosts and assistants are adequately trained to use the software and deal with any issues that arise.

## 10.2 Prerecorded Event activities

You can create a recording in ENGAGE that is vastly superior to a two-dimensional video. You can capture the movements of people within a scene, their voice, any media that they share, and any 3D models that they add or manipulate. When you play back a recording, you are immersed in the events that took place, as though you were there in the location at the time of recording. You can also use the Content Creator tool to combine recordings and enhance them with additional animations and interactive features.

To view examples of prerecorded content, go to the **CONTENT** section in the ENGAGE app.

**Note:** Although you can share recordings from your device, we don't recommend that you do this for events. Contact the Events team for support in delivering prerecorded content.

### Advantages

- There is no limit to the number of Sessions that you can host, and therefore no limit to the number of attendees.
- There is a lower chance of technical issues with prerecorded content. While it is possible to have network outages, or issues with streaming media, it is much less likely than if the same event was operated using the live approach.

### Limitations & Risks

- Prerecorded content takes a lot of time and effort to prepare. It is more like producing a TV show than a live event. Presentations, panels, and experiences all need to be created, assembled, edited, and translated before to the event. It could take days or weeks to complete the preparation work. If you require custom content and you need to work with the ENGAGE team, there may also be a waiting list for those services.

# 11 Listing page in ENGAGE

An example of an Events listing page in the ENGAGE application is shown in the following figure.

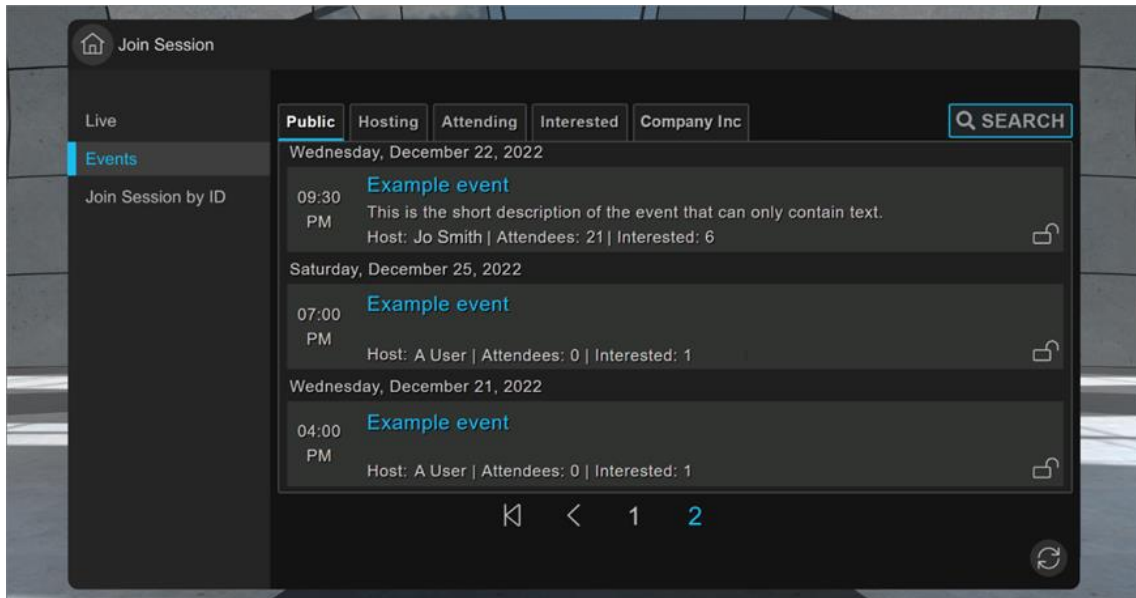


Figure 22: Events listing inside the ENGAGE application

## 11.1 Events view page

When the host selects an Event, they see a view like that shown below.

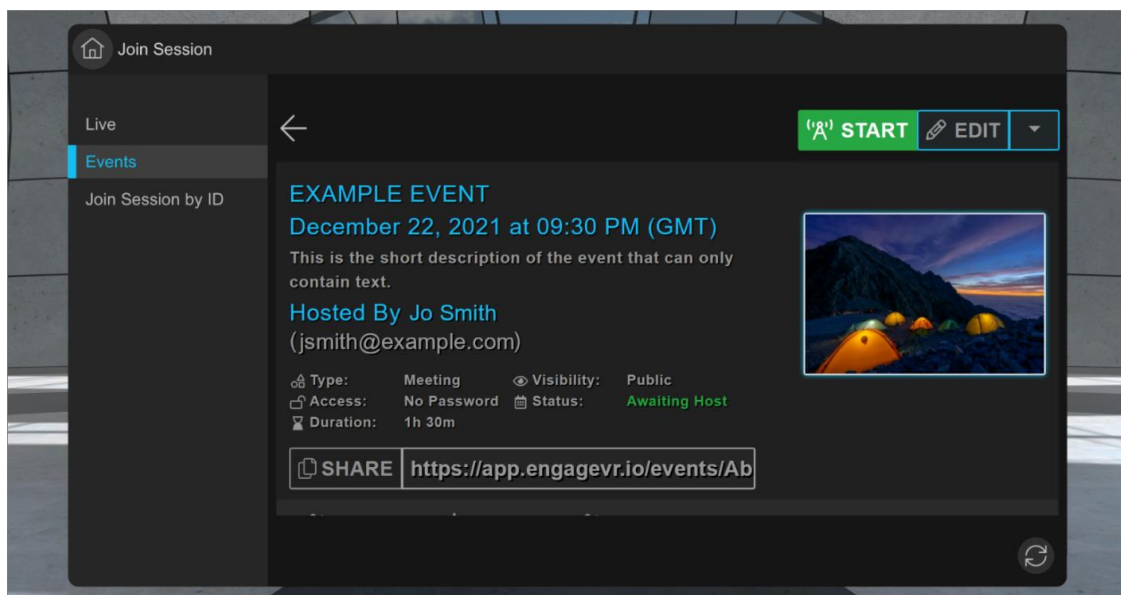


Figure 23: Event listing view in the ENGAGE application

## 12 Managing attendees during events

ENGAGE provides powerful tools and settings that you can use to manage users during events. The following sections describe several of the most important tools. You can find all these tools on the **Users** page of the menu in the ENGAGE app, as shown in the following figure.

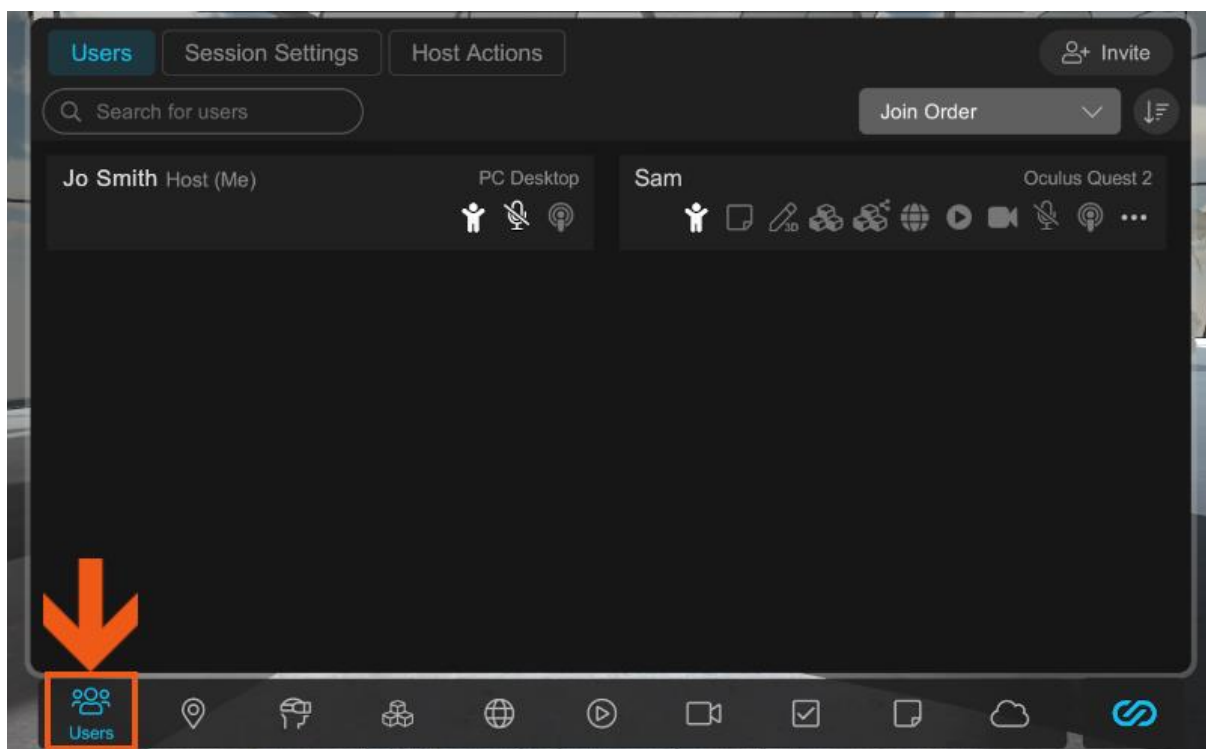


Figure 24: User tab in the ENGAGE app

You can perform actions that affect a single user on the **Users** tab, configure permissions for all users on the **Session Settings** tab, and access additional host settings on the **Host Actions** tab.

### 12.1 Elevating another user to become a co-host

The first action that you perform when you start an Event may be to select a colleague to be a co-host. If there is only one host in an Event and they leave the Event, for example, because of a loss in network connection, then all attendees may

be ejected from the Event. For more information, see [Recommendations](#). To set a user as a co-host, complete the following steps:

1. Open the menu, select the **Users** page, and then select the **Users** tab.
2. Identify a user and select their more icon (three dots).

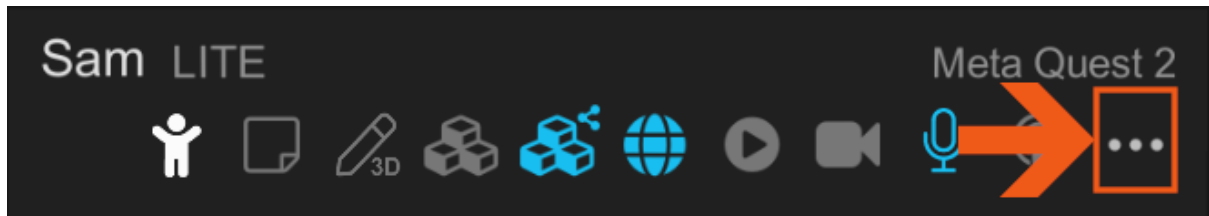


Figure 25: More icon for an individual user

3. On the **Host Actions** page, select **Add Co-Host**.

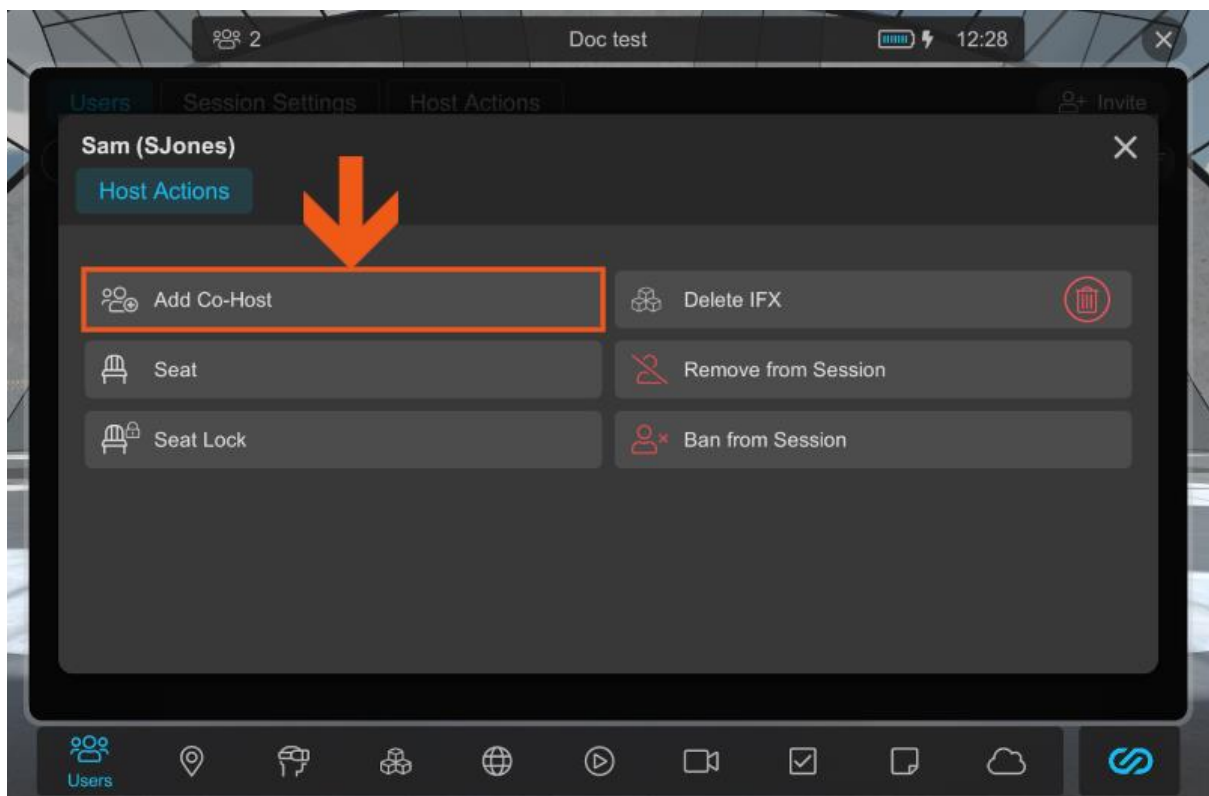


Figure 26: Option to add a co-host

## 12.2 Managing microphones

You can either manage the microphones of all attendees at the same time or manage the microphone of individual users.

### 12.2.1 Managing the microphones of all attendees

During an Event, you may want to mute the microphones of all attendees. For example, before someone delivers a presentation. To mute all users, complete the following steps:

1. Open the menu, select the **Users** page, and then select **Session Settings**.
2. Select **Mic**.

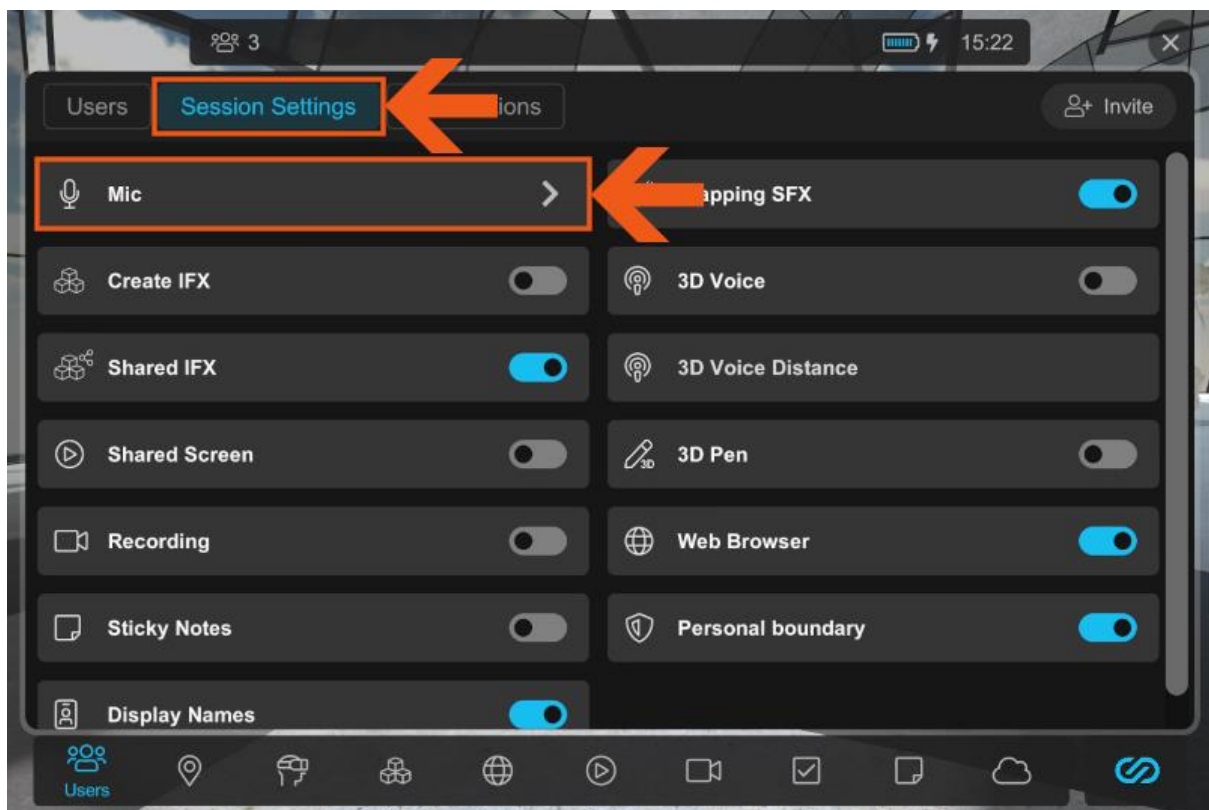


Figure 27: Session Settings tab on the Users page

3. In the **Mute users** dialog, turn on the **Mute all users** toggle.
4. **Optional:** To allow users to unmute themselves, turn on the **Allow user to unmute themselves** toggle.

**Note:** If you choose not to let users unmute themselves, all users in the Session will remain muted until you return to **Mute users** dialog and change the settings. Hosts are not affected by these settings.

5. Select **Apply**.

If you allow users to unmute their microphones, the **Mute all users** toggle remains on, even if individual users unmute themselves. To mute all users again, turn the **Mute all users** toggle off and then on again.

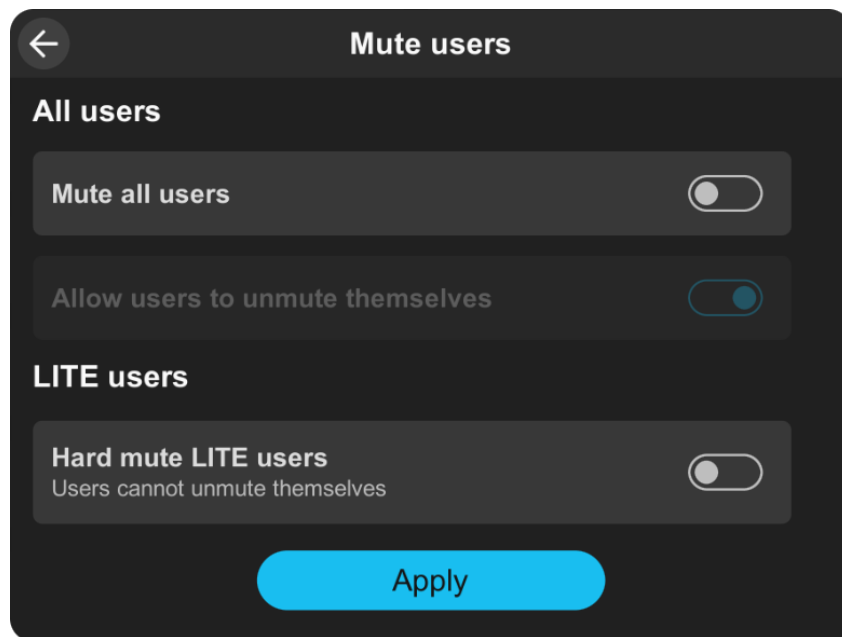


Figure 28: Mute users dialog

## 12.2.2 Muting LITE users

LITE users are those that have registered for a free account. In some circumstances you may want to mute LITE users. For example, to reduce potential annoyances in public spaces that aren't moderated, or to provide a premium event experience for PLUS and ENTERPRISE users.

To mute all LITE users in a Session, complete the following steps:

1. Open your menu or tablet, select the **Users** page, and then select **Session Settings**.
2. Select **Mic**.
3. In the **Mute users** dialog, turn on the **Hard mute LITE users** toggle.

**Note:** If the **Hard mute LITE users** toggle is turned on, a host can unmute individual LITE users.

### 12.2.3 Managing the microphone of an individual user

During an Event, you may want to mute the microphone of a specific user. For example, if you suspect that a user’s microphone causes feedback or if a user takes a phone call and forgets to mute their microphone. To mute a specific user, complete the following steps:

1. Open the menu, select the **Users** page, and then select the **Users** tab.
2. Identify a user and select their microphone icon.

**Note:** You can use the microphone icons to identify which user to mute. If a user’s microphone is actively detecting sounds, their microphone icon fills with a solid color.

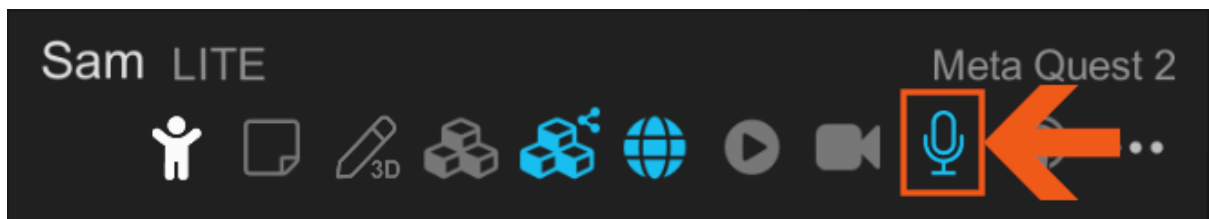


Figure 29: Microphone icon for an individual user

3. In the **Mute User** dialog, select the check box to allow the user to un-mute their microphone. Alternatively, clear the check box to lock their microphone as muted.

**Note:** This is the only method that you can use to mute a host. However, the option to allow a host to un-mute themselves is disabled. A host can always un-mute their microphone.

4. Select **Confirm**.



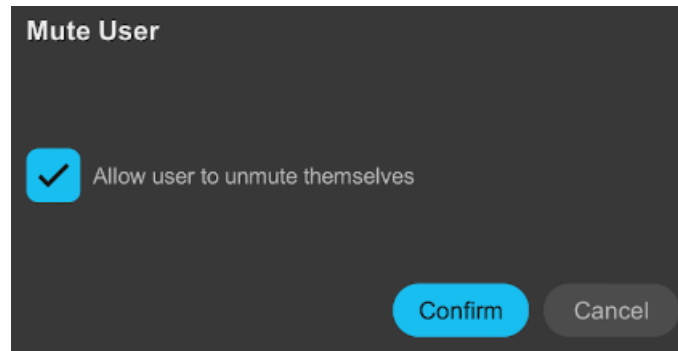


Figure 30: Confirmation dialog to mute an individual user

You can select the microphone icon again to un-mute the user. However, if the user has chosen to mute themselves, you can't forcibly un-mute them. Instead, after you select their microphone icon, you see the options shown in Figure 31. You can either lock their microphone in a muted state, or request that they un-mute themselves. If you request that they un-mute, then the user is shown a message to that effect.

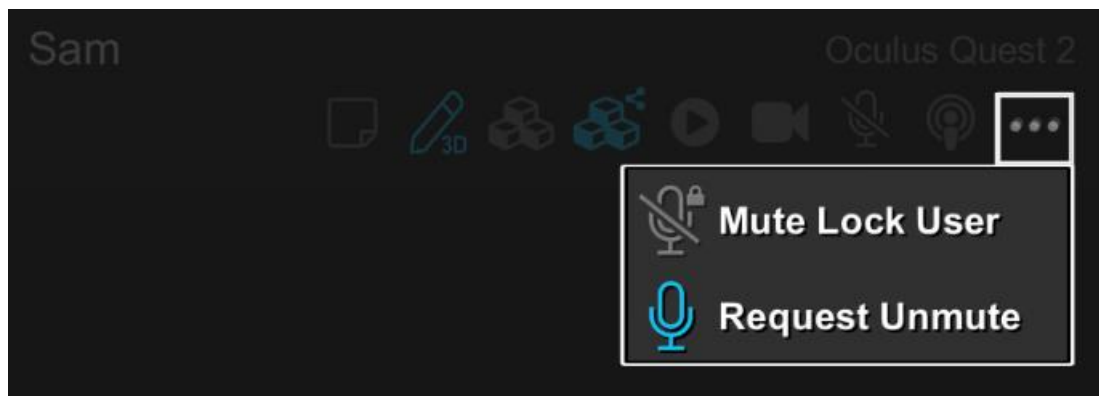


Figure 31: Additional microphone options for a muted user

## 12.3 Seating users

If a location has the required number of seats, then you can move attendees to sit in those seats. You can either seat all attendees at the same time or seat individual users.

### 12.3.1 Seating all users

This functionality does not include IFX seats that are added to a location, it only includes seats that are a fixed part of the location. To seat all users, complete the following steps:

1. Open the menu, select the **Users** page, and then select the **Host Actions** tab.
2. Review the number of seats available and determine if there are enough seats for all attendees.
3. Turn on the **Seat All** toggle.

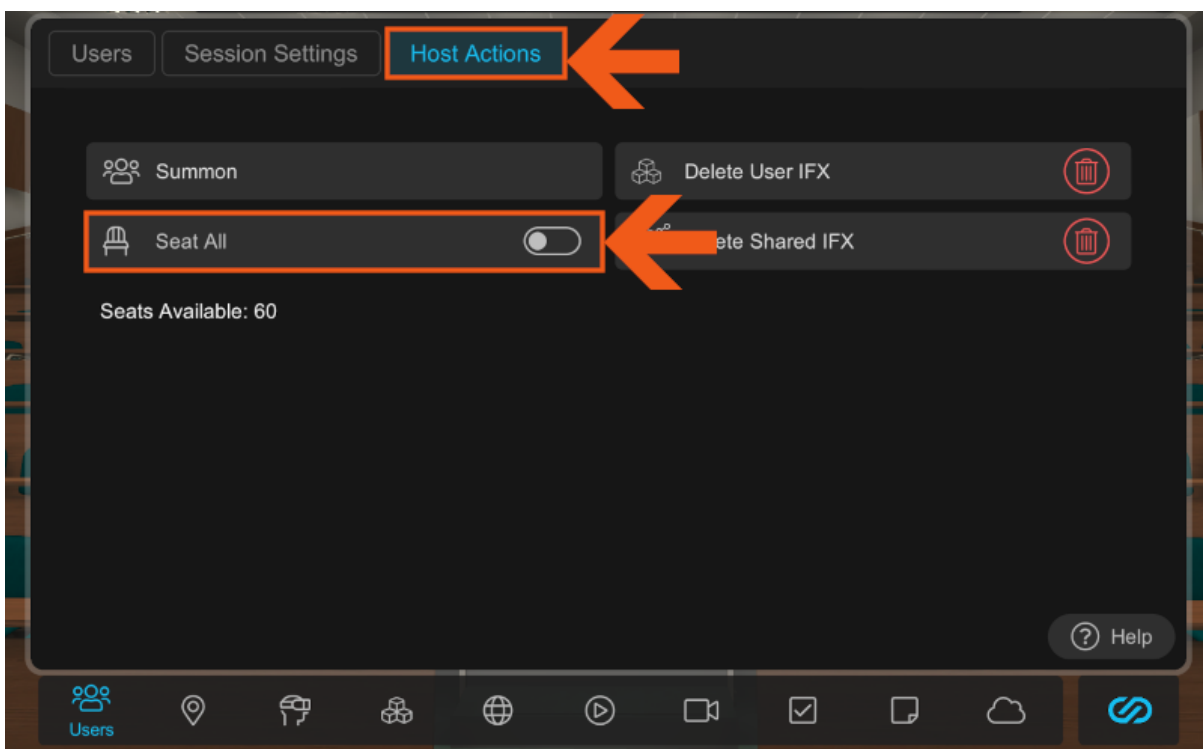


Figure 32: Seat All option

**Note:** If no seats are available, the **Seat All** toggle is disabled.

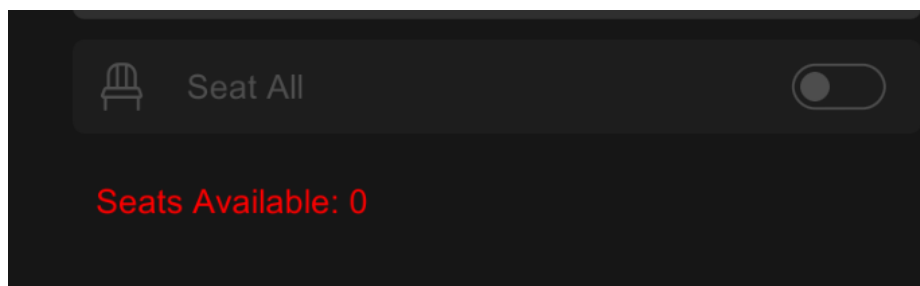


Figure 33: Appearance of Seat All function when there are no seats in a location

4. In the **Seat All** confirmation message, select the **Lock users in seats** check box if you want to keep attendees seated until you turn off the **Seat All** toggle.
5. Select **Confirm**.

### 12.3.2 Seating an individual user

To seat an individual user, complete the following steps:

1. Open the menu, select the **Users** page, and then select the **Users** tab.
2. Identify a user and select their more icon (three dots).

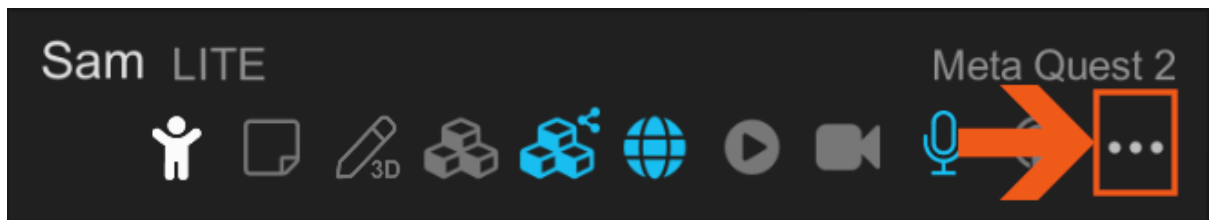


Figure 34: More icon for an individual user

3. On the **Host Actions** page, select **Seat**.

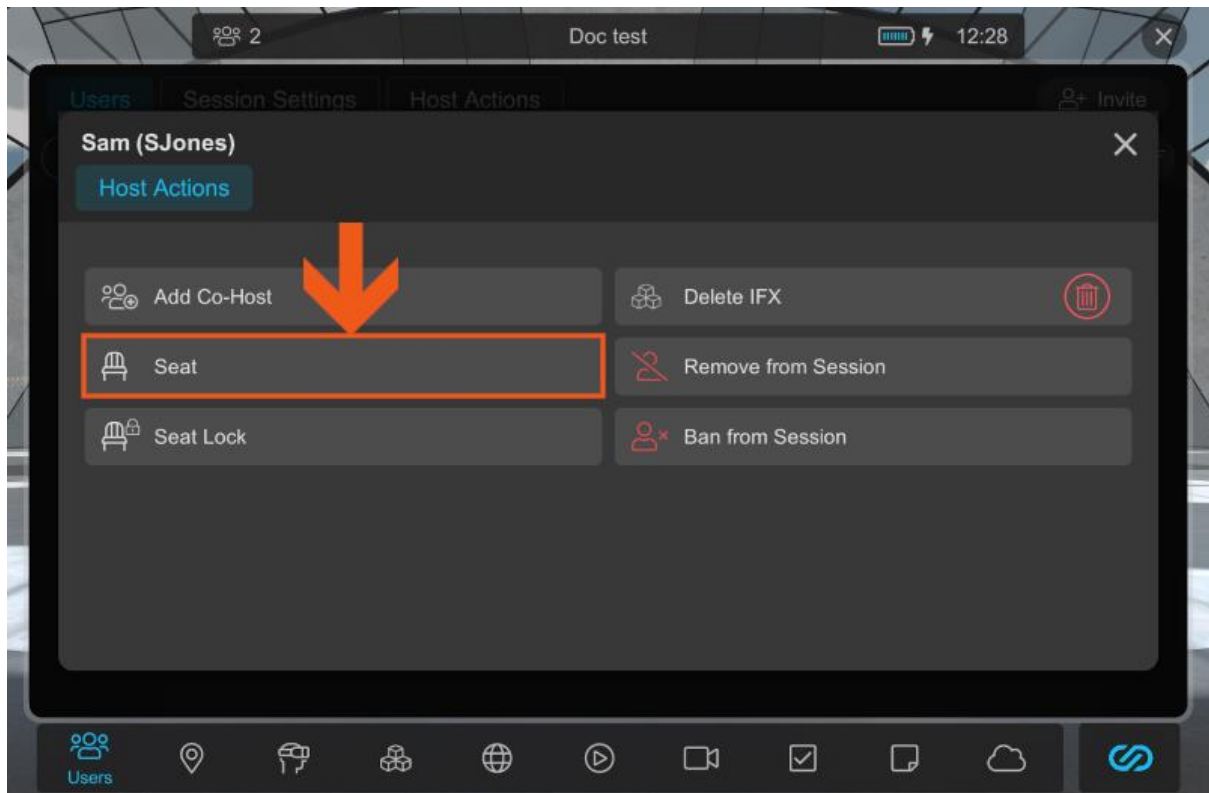


Figure 35: Seating a specific user

4. Select a seat.

**Note:** Because you select the seat, the option to seat individual users is compatible with IFX seats.

## 12.4 Summoning users

You can summon attendees to a specific area. This is particularly useful in large locations when users have become dispersed.

### 12.4.1 Summoning all users

To summon all attendees, complete the following steps:

1. Open the menu, select the **Users** page, and then select the **Host Actions** tab.
2. Select **Summon**.

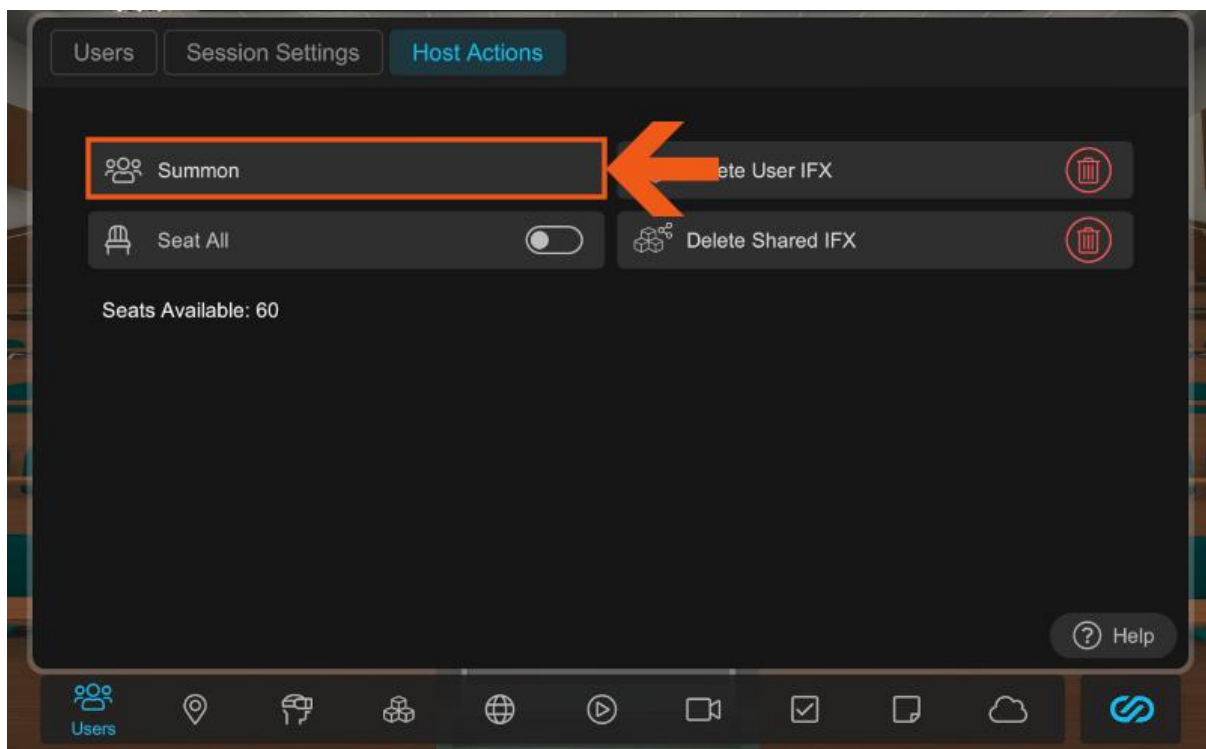


Figure 36: Summon option on Host Actions tab

3. Move the summon marker to the location where you want attendees to be placed.

4. **Optional:** By default, summoned users will face towards you, as indicated by the point on the summon marker. To change the direction in which the users will face, choose one of the following options:
  - On a desktop device, hold down the left mouse button, and then move the mouse forwards or backwards to rotate the summon marker. The summon starts when you release the mouse button, and so you can skip Step 5.
  - On a VR headset, rotate your right wrist as though you were turning a key in a lock.
5. Press either the left mouse button or the trigger button on the right controller.

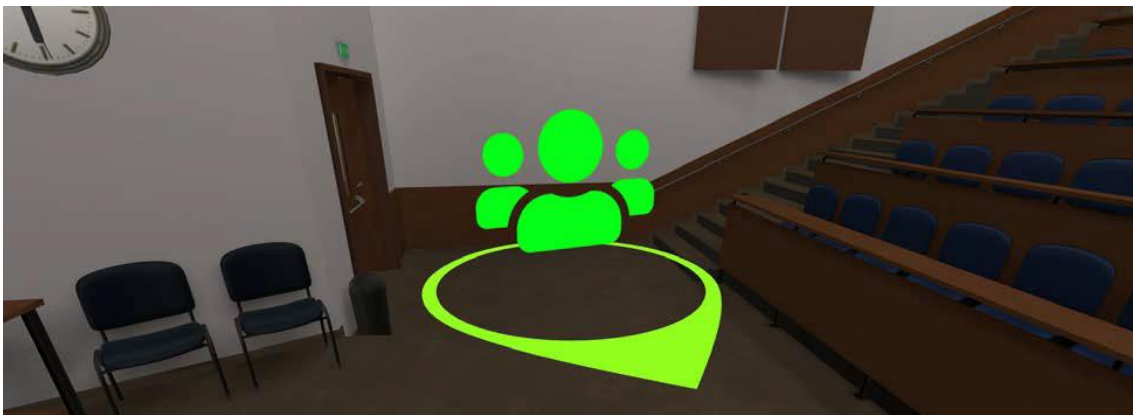


Figure 37: Summon marker

## 12.4.2 Summoning an individual user

You can summon a user to a specific area. This is particularly useful in large locations when users have become dispersed. To summon a single user, complete the following steps:

1. Open your menu or tablet, and then select **Users**.
2. Identify the user that you want to summon, and then select their more icon.

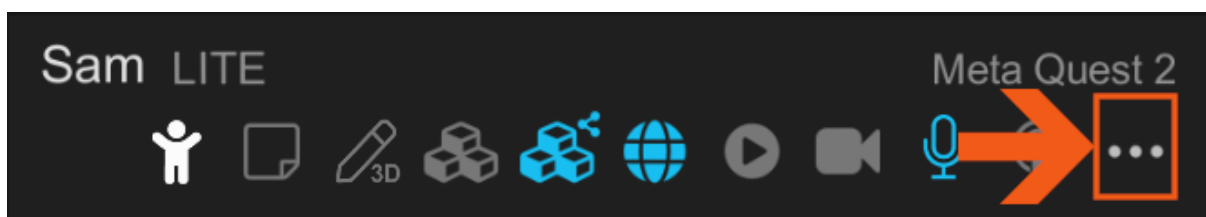


Figure 38: More icon for a user

3. On the **Host Actions** page, select **Summon**.

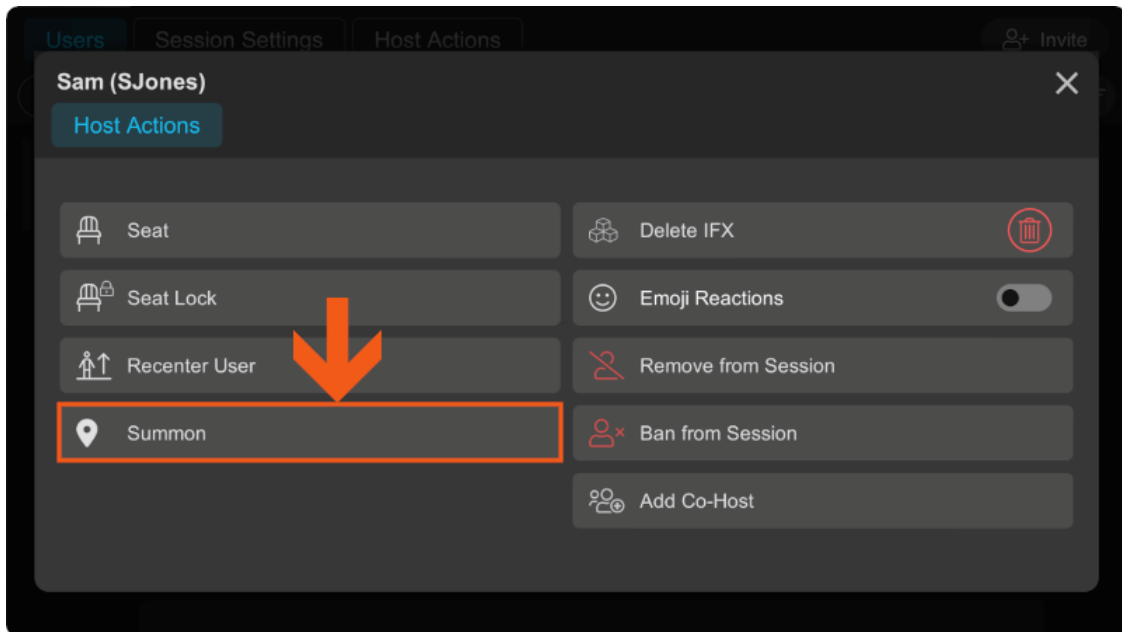


Figure 39: Summon option for single user

4. Move the summon marker to the point where you want the user to be placed.

5. **Optional:** By default, summoned user will face towards you, as indicated by the point on the summon marker. To change the direction in which the user will face, choose one of the following options:

- On a desktop device, hold down the left mouse button, and then move the mouse forwards or backwards to rotate the summon marker. The summon starts when you release the mouse button, and so you can skip Step 6.
- On a VR headset, rotate your right wrist as though you are turning a key in a lock.



Figure 40: Summon marker

6. Press either the left mouse button or the trigger button on the right controller.

## 12.5 Removing or banning an attendee from an Event

To remove or ban an attendee, complete the following steps:

1. Open the menu, select the **Users** page, and then select the **Users** tab.
2. Select their more icon (three dots) for the user that you want to remove or ban.
3. On the **Host Actions** page, select one of the following options:
  - To temporarily remove an attendee, select **Remove from Session**. The user can choose to re-join the Session because this is a temporary action.
  - To permanently ban an attendee, select **Ban from Session**. The attendee is immediately removed from the Session and can't rejoin unless you allow them from the Event guest list in the web manager.

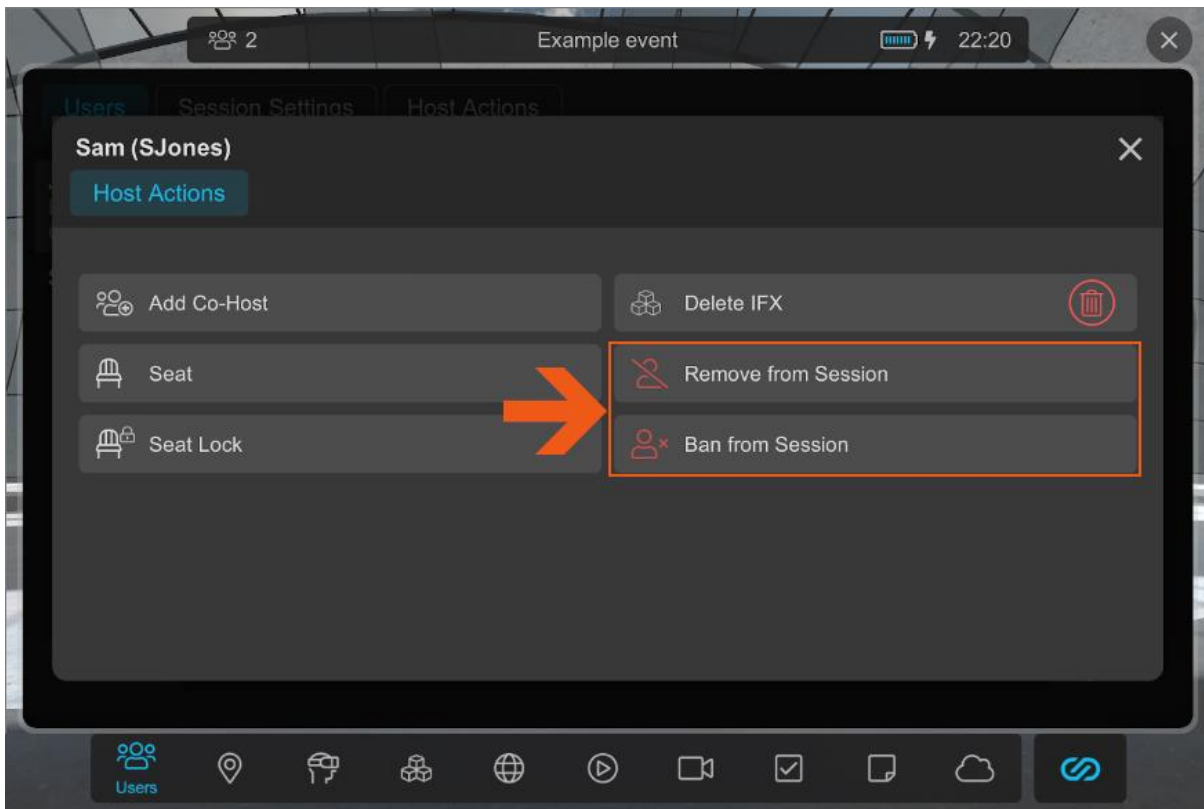


Figure 41: Options to remove or ban attendees from a Session

## 13 Ending an Event

How you end an Event depends on whether it uses a standard or persistent Session. If you haven't made special arrangements to use a persistent Session with a scalable Event, then you use the default standard Session.

### 13.1 Ending an Event that uses a standard Session

If you use a standard Session for an Event, the Event ends when the last host leaves the Event. As a host, you see one of the following warnings when you leave a standard Session:

- If you are the only host that is currently in the Event and you leave, you see the warning shown in Figure 42. When you leave, the Event ends and all attendees are returned to the menu screen.
- If you are a host and there are additional hosts currently in the Event, when you leave the Event, you see the warning shown in Figure 43. If you select **Leave**, the Event continues. If you select **End Session for All**, the Event ends and all attendees are returned to the menu screen.

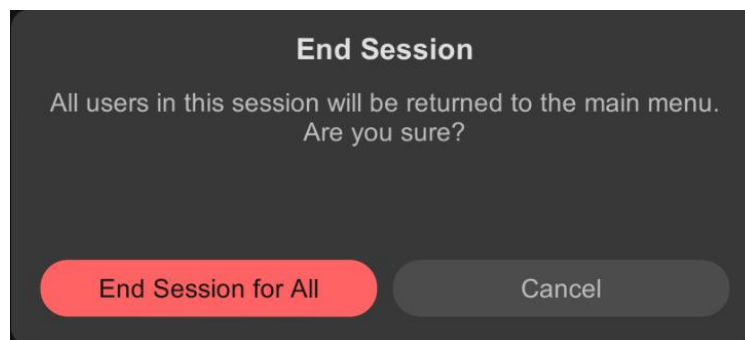


Figure 42: Warning dialog when a host leaves a Session with no other hosts



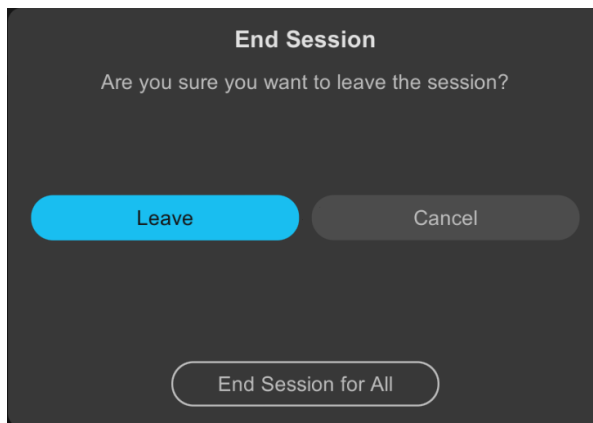


Figure 43: Warning dialog when a host leaves a Session where there are other hosts

## 13.2 Ending an Event that uses a persistent Session

If the Event uses a persistent Session, the Event remains live until you manually end it. Attendees can continue to join and remain in the Event without any hosts. To end the Event, in the ENGAGE app, go to the Event page, select **END EVENT**, and then select **CONFIRM**.

**Important:** You can perform this action only in the ENGAGE app.

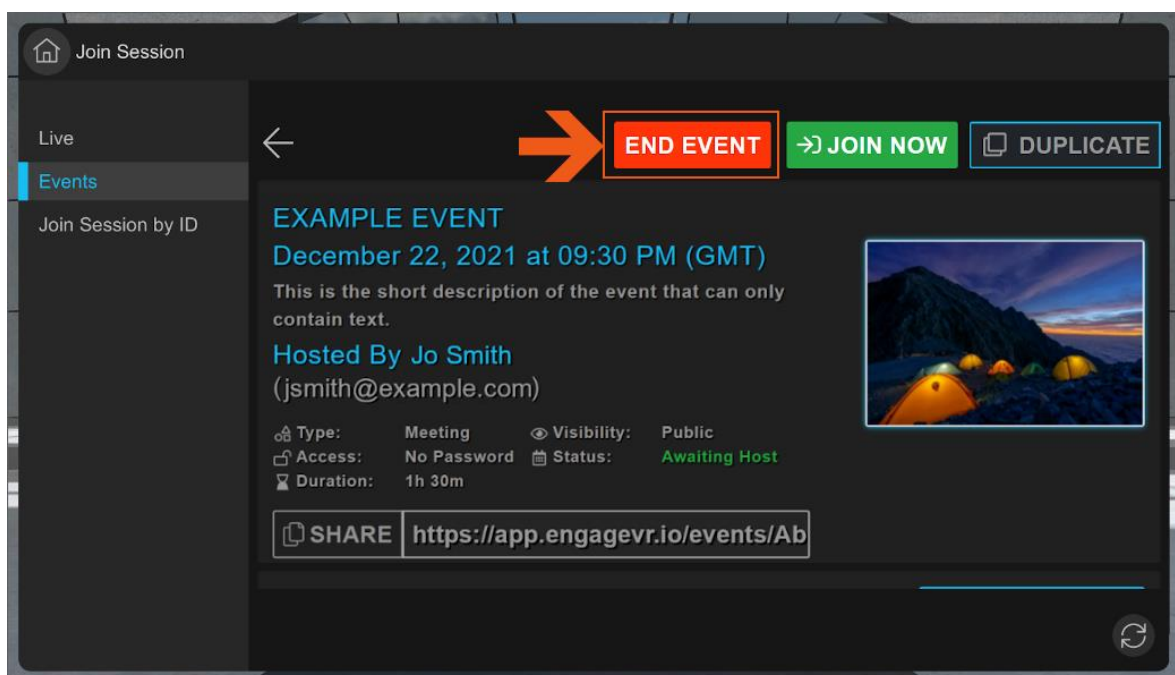


Figure 44: Option to end an Event that uses a persistent Session