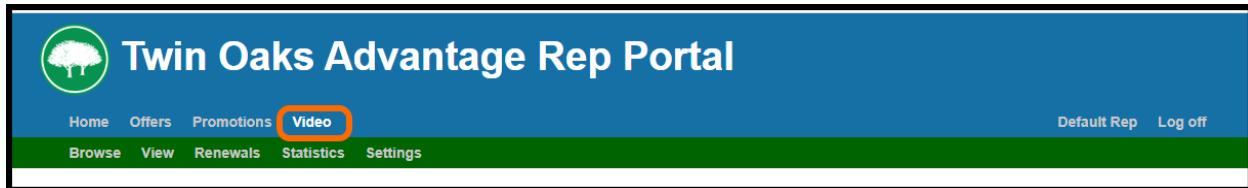


This document will explain how to set up a Live-Stream class that can be booked from the Member Portal, will introduce any newly added features that support Live-Stream classes, and will explain what the member will experience when signing up for a class via the Member Portal.

## How to set up Live-Stream classes to be accessible from the Member Portal

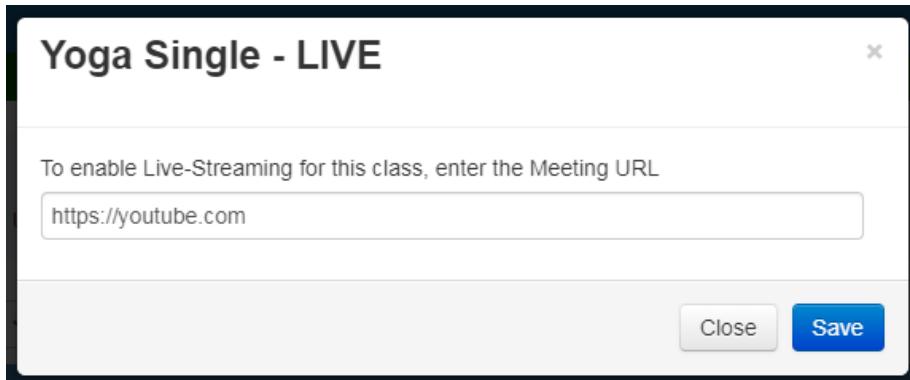
1. Before you can utilize the Live-Stream functionality, you need to already have set up your class via the V6 desktop software. The class setup in the V6 desktop software has not changed, although you may want to give your class a name that differentiates it from normal classes (such as adding the word “LIVE” to the name of the class). The reason for this is that you will have the option to make any one of your class sessions a live-stream session, so it could get confusing if your club offers a wide variety of like-named classes.
2. Once you have set up your class via the V6 desktop software, you must then log into the Twin Oaks Rep Portal and select the ‘Video’ option from the ribbon bar depicted below:



3. Once the ‘Video’ option has been selected, select the ‘Live-Stream’ sub-option. This screen contains a “Class Sessions” browse which will display all of your class sessions that are set up to occur from the present time going forward. Past sessions will not be displayed here. The browse lists a row for each class session containing the name of the class, the start time, and whether or not it is set up for live-streaming. This screen is depicted below:

A screenshot of the 'Live-Stream Class Settings' page in the Twin Oaks Advantage Rep Portal. The top navigation bar includes Home, Offers, Promotions, and Video (highlighted with an orange border). Below the navigation is a green menu bar with Recorded, Live-Stream (highlighted with an orange border), and Settings. The main content area is titled 'Live-Stream Class Settings' and displays a message: 'Select Class Sessions to add Live-Streaming URLs. These will be sent to members when they enroll.' A dropdown menu for 'Select location:' shows '9993 - TwinOaks Test Club'. Below this is a table titled 'Class Sessions' with columns for 'Class', 'Start Time', and 'Is Streaming'. The table lists four class sessions: 'LIVE - Mat Fusion' at 06/02/2020 09:00 AM (Yes), 'Yoga Single - LIVE' at 06/02/2020 10:00 AM (Yes), 'Yoga Single' at 06/02/2020 10:30 AM (No), and 'Yoga Ongoing' at 06/02/2020 11:00 AM (No). Each row has an 'Edit' button on the right.

4. Use the 'Edit' option to turn Live-Streaming on/off. When the 'Edit' button is selected, a form will appear containing a field for the Meeting URL. This form is depicted below:



5. The Meeting URL is the URL provided by the website that is hosting the Live-Stream. When entering the Meeting URL, be sure that you enter the exact URL provided by the website that is hosting the Live-Stream. The best way to do this is to copy the URL provided by the website that is hosting the Live-Stream and paste it into the field. Once you have added the URL, select the 'Save' button to turn on Live-Streaming. If you'd like to disable the Live-Streaming on a session, simply edit that session, delete the URL, and then save. The presence of a URL is what tells the system that the class session is a Live-Stream class session. Once the Meeting URL has been added to a session, the setup is complete (you can see how this will appear in the Member Portal further down in this document).
6. Below are important notes that pertain to the setup and functionality of Live-Stream classes:
- **NOTE – This should be set up before allowing anyone to enroll into the class. The Live-Stream link is emailed to the member upon signing up for the class, so any member who is enrolled in the class prior to making it a Live-Stream class will not receive the Live-Stream link.**
  - **NOTE – The Live-Stream link will only be emailed to members who sign up online. This is not a feature that will be available to members who sign up for the class inside the club via the V6 Desktop Software.**
  - **NOTE – The Live-Stream link will not work until the day of the class session. If the member tries to use it before the day of the session, they will be prompted with a message in the Member Portal stating that they cannot complete the class before the day of the class.**
  - **NOTE – If you set this up for an ongoing class, the member will only receive one email containing the Live-Stream Link. That link will work for any session in that ongoing class, but you would have to set up the Meeting URL for each individual session within the ongoing class. This means that adding a URL to one session of an ongoing class will not add it to all the sessions within the class. If the Meeting URL is different for each**

session within the Ongoing class, the single Live-Stream link will still work – it will use the Meeting URL for the current day's class session.

- NOTE – Twin Oaks has no connection with the 3<sup>rd</sup> party website that you choose to host your Live-Stream, so it is up to you to find a provider that suits your needs.

### Newly added feature that supports Live-Stream classes

1. There is another feature that has been added which gives you the ability to have the system create a usage record anytime a Live-Stream class is “attended”. You may enable this feature by accessing the ‘Video’ option in Rep Portal, then selecting the ‘Settings’ sub-option. This will load the ‘Video Settings’ screen which contains the flag that controls this feature. This screen is depicted below:

The screenshot shows the Twin Oaks Advantage Rep Portal interface. At the top, there is a blue header bar with the Twin Oaks logo (a tree icon) and the text "Twin Oaks Advantage Rep Portal". Below the header is a navigation menu with several tabs: "Home", "Offers", "Promotions", "Video" (which is highlighted with an orange oval), "Recorded", "Live-Stream", and "Settings" (which is also highlighted with an orange oval). A dropdown menu labeled "Select location: 9993 - TwinOaks Test Club" is visible. The main content area is titled "Video Settings" and contains the sub-instruction "Settings for videos available on your Client Portal". It features a single checkbox labeled "Create a usage record when clients view a video online." which is checked. At the bottom of this section is a blue "Save" button. At the very bottom of the page, there is a grey footer bar with the copyright notice "© Copyright 2020 by Twin Oaks Software Development, Inc. All Rights Reserved."

### What the Member Will Experience

- Any class that is set up to be a Live-Stream class will appear in the Classes browse with a “Live Stream” label above the date and time. An example of this is depicted below:

The screenshot shows the AdvantageFitness website's Class Schedule page. On the left, there are filters for Club (TwinOaks Test Club), Sessions on or after (Today), Class Type (Any), Enrollment Type (Any), and checkboxes for Hide classes that are currently full and Show classes not available online. The main area displays a list of classes for Tuesday, June 02, 2020. The first class, "LIVE - Mat Fusion" by Tom Rockwell, is highlighted with a red box around the "Live Stream" button. Below it, other classes listed are "Yoga Single", "Yoga Single - LIVE", and "Yoga Ongoing". Each class entry includes the instructor (Tom Rockwell for the first two), the time (9:00 – 10:00 AM, 10:00 – 10:30 AM, 10:30 – 11:00 AM, and 11:00 – 11:30 AM respectively), and an "Enroll Now" button with a spot count (17 spots left for the first one, Only 1 spot left for the second).

- When a member signs up for a Live-Stream class, they will receive an email containing a receipt for their purchase/enrollment. The link to the live stream is in the body of the email and is appended to the date/time of the class. An example of this can be seen below:

This is an automated confirmation from TwinOaks Test Club. You are booked for the following appointments:

Description	Appointment Date	Method of payment
Yoga Single - LIVE with Tom Rockwell The Best Gym Admissions Manager Twin Oaks Software Development	Fri, May 29, 2020 3:00 – 3:30 PM	Live Stream Paid In Full

- When the link is selected, the member will have to log into the Member Portal if they are not already logged in. Once they sign in, they will be redirected to the live stream link. This will mark the corresponding class session as completed.
- If the member attempts to use the Video URL link prior to the day of the class, they will receive the following message upon logging into the Member Portal:

