# Plan and schedule a Live Event on Teams

## Contents

# What is a Live Event?

A live event is a structured meeting that allows Barnardo's colleagues to schedule and produce a meeting that streams to large online audiences – up to 20,000. It enables you to have more control over video, audience interaction and reporting.
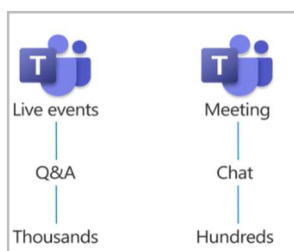


Live events are meant for one-to-many communications where the host of the event is leading the interactions and the audience participation is primarily to view the content shared by the host. The attendees can watch the live or recorded event in Teams and can interact live with the presenters only by using a moderated question and answer section.

## When should you use a live event?

Live events and webinars are both types of meetings that allow organisers to have additional control over the conversation and participants.

Live events provide a managed Q&A experience, whereas webinars provide two-way interaction as with a 'normal' meeting.

| Type | Total participants | Interaction | Registration supported? |
|------|--------------------|-------------|-------------------------|
| **Meeting** | Up to 20,000* | ✓ Up to 1,000 participants have fully interactive capabilities<br>✓ Over 1,000, participants can have view-only capabilities** | No |
| **Webinar** | Up to 1,000 | ✓ Up to 1,000 participants have fully interactive capabilities<br>✓ Can specify Presenters<br>✓ Audience interaction is configurable but can include audio | Yes |
| **Live event** | Up to 20,000* | ✓ Broadcast to large audiences<br>✓ Moderated Q&A for audience interaction (no audio)<br>✓ Can specify Producers and Presenters, including external Presenters<br>✓ Supports more advanced production capabilities | No |

*the usual 10,00 limit extended to 20,000 until June 2022

** View-only capability means the extra participants cannot use audio, video or screen share, but can attend the meeting to watch and listen.

## Who can create a Live Event

You must be from the 'host' organisation, i.e. Barnardos. You cannot be a guest from another organisation.

As with all Teams meetings, the person who creates the Live Event is the Organiser.

## What are the roles?

Live events in Teams empower multiple roles to successfully broadcast and participate in an event. To learn more, see [Event group roles](#).

- Organiser – the person who sets up the event (all events have this role)
- Producer – produces the event (must have but can be the Organiser)
- Presenter – similar to Producer but not always needed and has fewer capabilities
- Attendee – the person watching the live event

## Who can attend live events?

Public events:  If an event is public, anyone who has the link can attend without logging in.

Private events: If attendance is restricted to Barnardo's colleagues or to specific people and groups, the attendees will need to log in to join.

If the event is produced in Teams, you'll need a license that includes Teams (all Barnardos colleagues have this).

(**Note**: Attendees need to enable third-party cookies in their browser to watch a live event).

## What version of Teams– desktop or web/online version?

The Producer and Presenter roles will only work on desktop application (i.e. opened from the Teams icon on your desktop or taskbar).

However, an Attendee can access a live event either from desktop Teams, web version of Teams, even on an iPad or a mobile.

## What are the current limits of a live event?

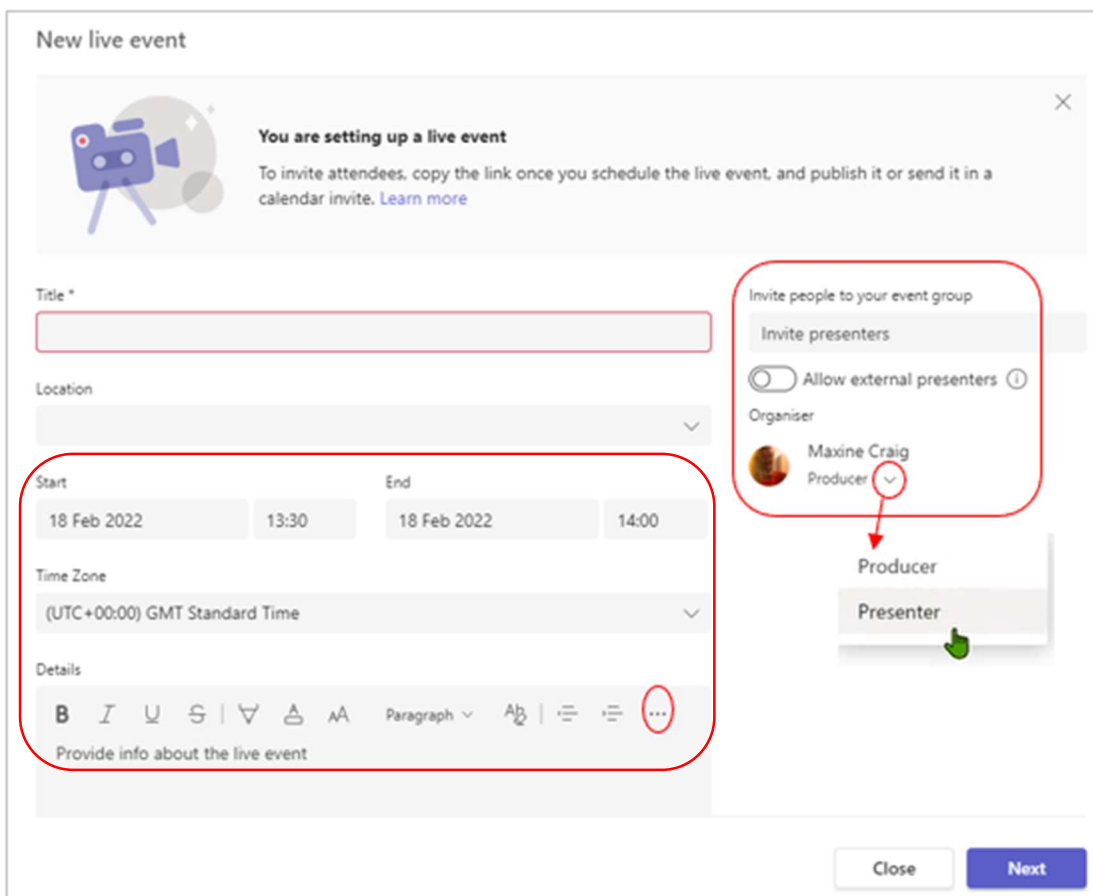| | |
|---|---|
| Maximum duration | 16 hours |
| Maximum number of Presenter/Producers | 10 |
| Maximum number of simultaneous live events allowed for an organisation? | 50 |
| Can a Presenter join on the web or a mobile? | No |
| Can you have external guests as presenters and/or attendees? | Yes |
| Does the organiser have to be from Barnardo's? | Yes |

## Creating a live event

1. Go to your Teams calendar in your App Rail on the left of your Teams main screen.
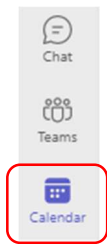


2. In top right of the calendar, select 'New Meeting' dropdown arrow and choose 'Live event.'
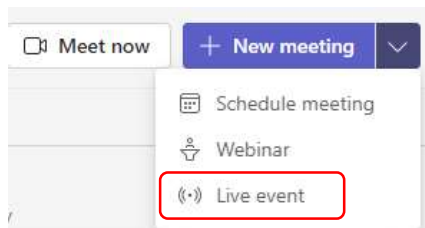


3. You will get a new live event box saying that 'you are setting up a live event.' Add the meeting title, date, start and end time, and any details about the event.

4. In the 'Invite people to your event group' box, add the names of the people who will be presenting and producing the event. If you are unsure of which is which:

   ❖ Organiser: schedules the event, allocates correct permissions, sets up the event group (those who will manage it), and ensures attendees are informed. Can then participate as a normal attendee and does not necessarily have to present or produce during the meeting.
   ❖ Producer: as a host, a producer makes sure attendees have a good viewing experience by controlling the live event stream.
   ❖ Presenter: presents audio, video or a screen to the participants and/or moderates the Q&A.

*Tip: by default the organiser will also be a producer, but you can use the dropdown arrow next to your name to become a presenter instead.*

| Responsibility | Organiser | Producer | Presenter |
|---|---|---|---|
| Create the event | Yes | No | No |
| Set attendee permissions | Yes | No | No |
| Select production method | Yes | No | No |
| Configure event options (e.g. Q&A, etc) | Yes | No | No |
| Invite attendees | Yes | No | No |
| Select 'event group' members | Yes | No | No |
| Start and stop live event | If a Producer | Yes | No |
| Join the event as attendee | Yes | Yes | Yes |
| Control what is shared and when (their own or participants' video) | If a Producer | Yes | No |
| Share audio, video or screen | Yes | Yes | Yes |
| Moderate the Q&A during event | Yes | Yes | Yes |
| Chat with other Presenters and Producers using chat space | Yes | Yes | Yes |
| Mute all other Producers and Presenters | Yes | Yes | No (but can mute other Presenters) |
| Share active desktop or window | Yes | Yes | Yes (only in Teams) |
| Select video feeds of other presenters and send to event | If a Producer | Yes | No |
| View event preview (what is sent to attendees) | If a Producer | Yes | No |
| Manage attendee report | Yes | Yes | Yes |
| View live attendee count | Yes | Yes | No |
| Invite users to join as presenters | Yes | Yes | Yes |
| Manage reports generated after event | Yes | No | No |
| Download a recording | Yes | Yes | No |

*Note*: *You can allocate external (non-Barnardo's) people as presenters by switching the toggle button across, but you will still need to admit them from the lobby.*
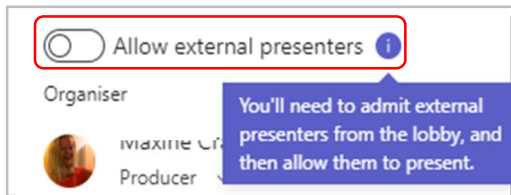


**5.** Once you have added your presenters and producers (your event group) click Next. Do not add other attendees yet.
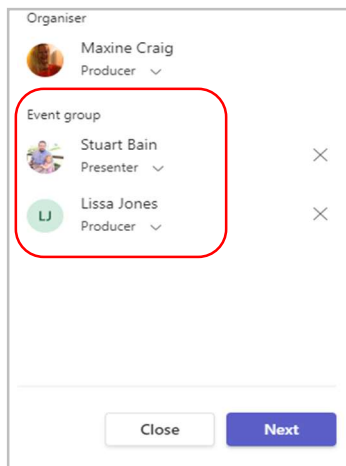


**6.** Under 'Live event permissions' choose which group type can attend your live event. Choices are either People and groups (whoever you specify, up to 150 email addresses), Org-wide (everyone at Barnardos) or Public (anyone internal or external can join).
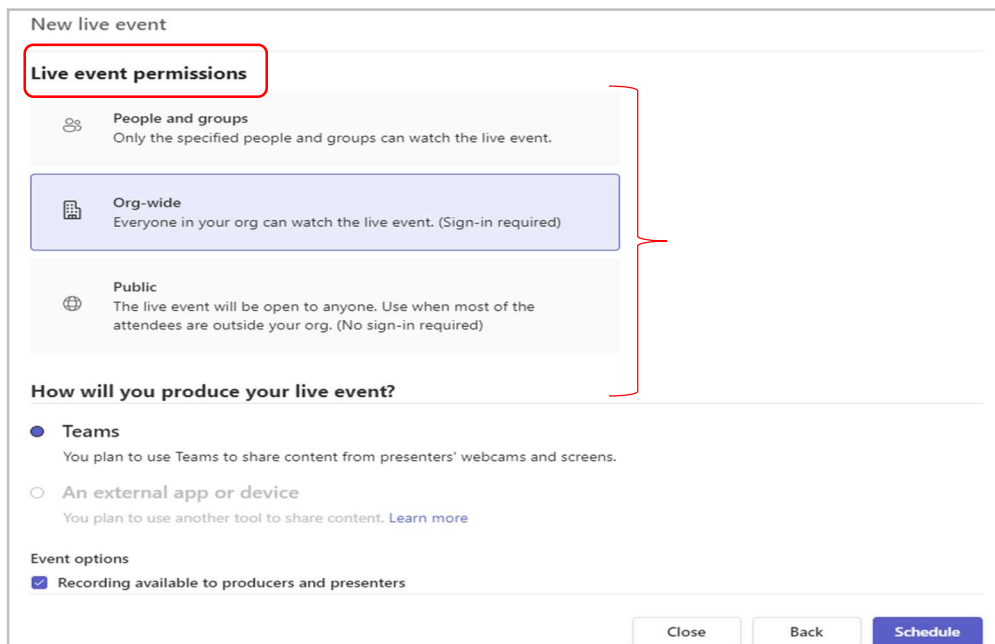
**7.** Make selections under 'How do you plan to produce your event'?



**7a**. Do you want to use Teams to share content from presenters' webcams and screens OR do you plan to use an external app/device (note – you need a Stream licence for this choice)?

**7b**. For your event:

➢ Do you want a recording to be available to producers and presenters? (for 180 days)
➢ Do you want a recording available to attendees on demand via the link? (180 days)



➢ Do you want to make captions available to event participants?
➢ Do you want the captions to be translated (up to six languages)?



➢ Do you want an attendee engagement report to track attendee participation?
➢ Do you want to enable the questions and answers feature in your event?
*Tip: You MUST remember to tick the Q&A box if you want interaction from the audience and you must allocate at least one person as presenter or producer to moderate it.*


*Note: You can change any of these permission up to the start of a live event but not once it has started.*

**8.** Once you are happy with your event options, select Schedule.
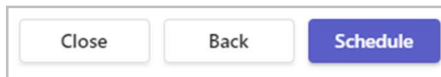


**9.** Press Close and the live event will now appear in your calendar. You can edit it further should you need to.
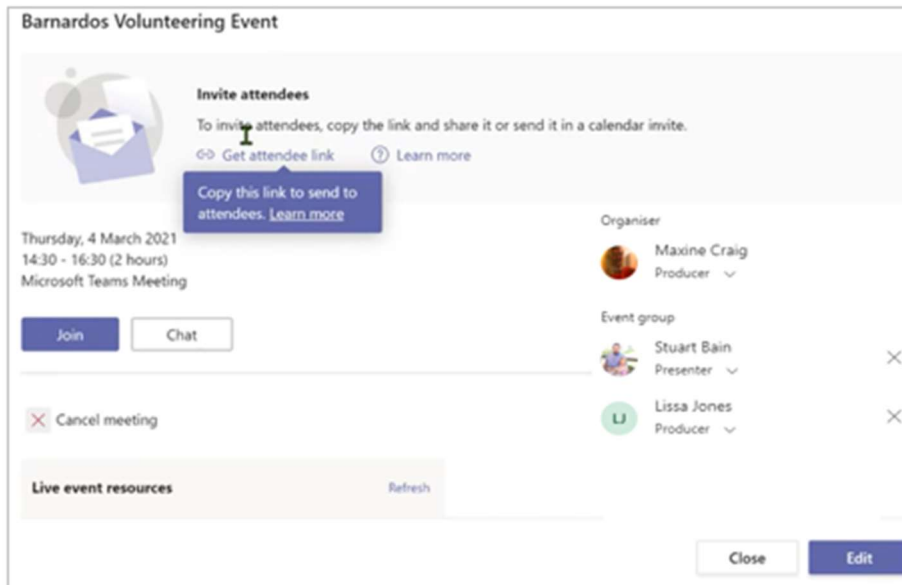




*Note: the 'Join live event' button is only for presenters and producers, not attendees.*

*Note: Once you have scheduled your live event, you have to make any further changes in your Teams calendar, **not** your Outlook calendar.*

**10.** If you choose the Edit button, you can make changes and press Update, or you can cancel the event.
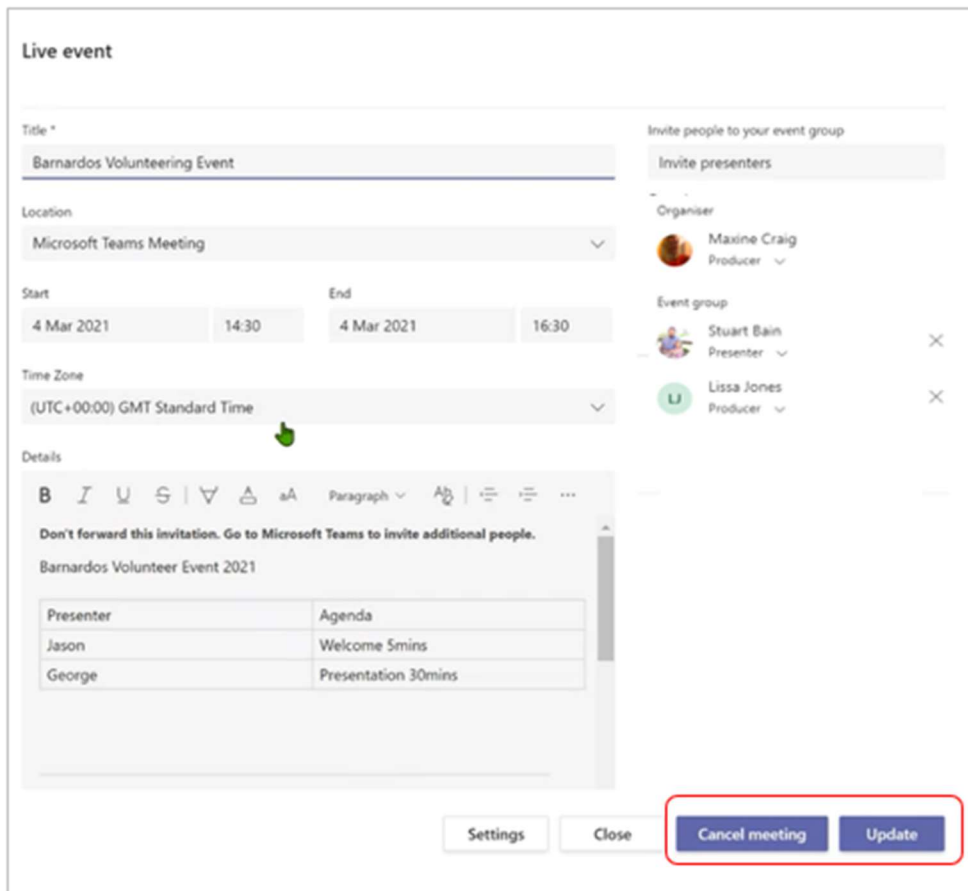


**11.** If you right click into the meeting in your calendar, you can start the chat space to converse or share files with the event group even before the live event starts.
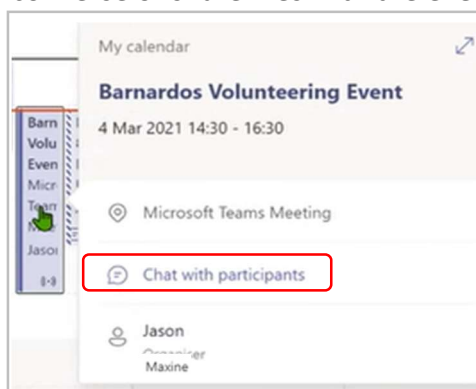
## Inviting attendees to your event

As a live event organiser, one of your responsibilities is inviting attendees. When you schedule a live event in Teams, it only sends the calendar invite to 'event group' members (those who are producers and presenters).

To send the link to the rest of your attendees:

1. Open the live event invite in your calendar and select the 'Get attendee link' to copy the unique code. This is what you post or send to anyone attending the event. *Note that you can also do this when you are setting up your event.*
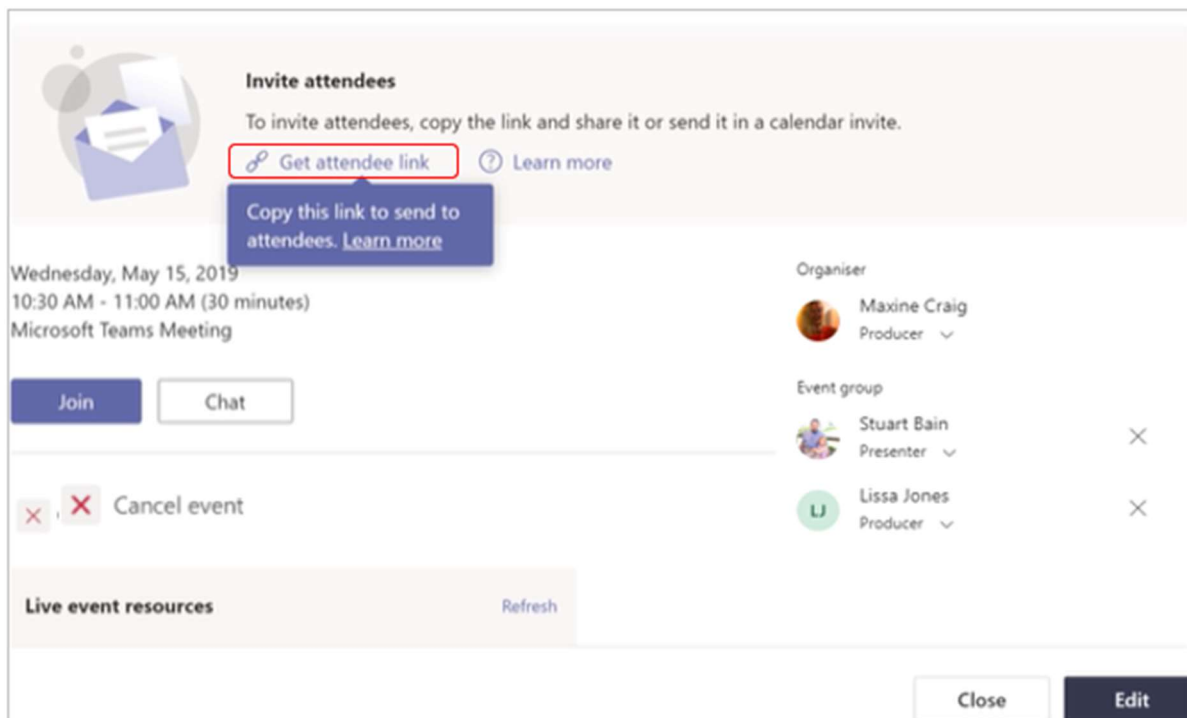


2. You can share this link in a Teams channel or a website like SharePoint, or send it in an email, or add it to a collaboration group. You could even send it in a calendar invitation from Outlook.

***Important****: Don't try to invite attendees via a Teams meeting. A new Teams meeting will have its own meeting link which users might confuse with the live event 'attendee' link.*

3. Your attendees will be able to watch the event in Teams using either the desktop app, the web version of Teams or a mobile. If they don't have Teams, they can use a browser (Chrome, Edge or Firefox).

# Producing a live event on Teams

Before you go live, get everything set up with your Teams live event. The Producer's screen has three areas.
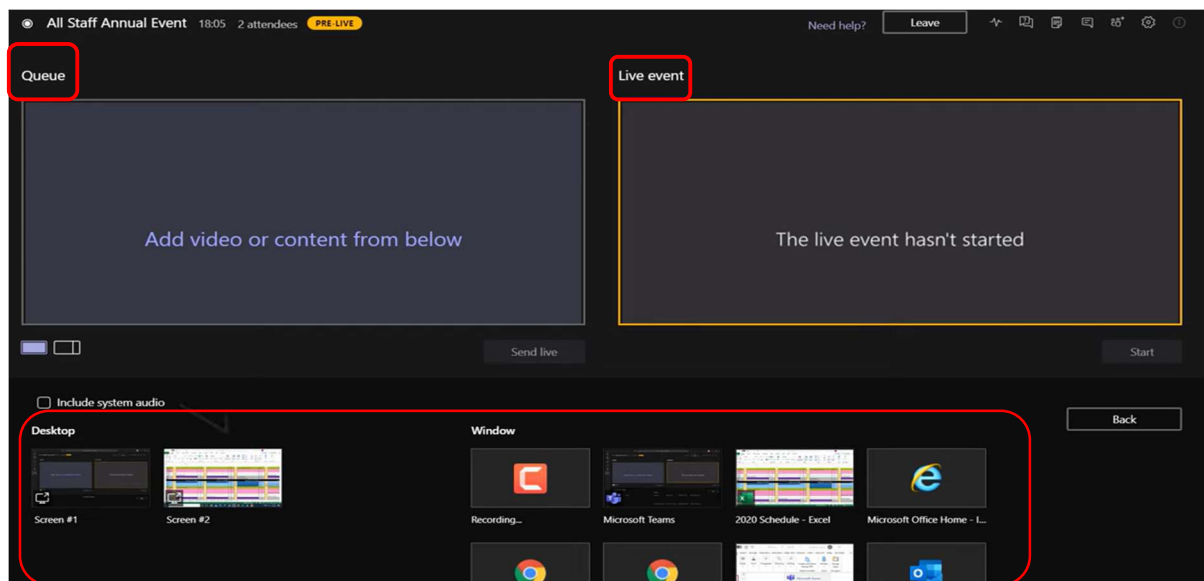


- ➢ Queue on the left shows you what's next, it's a holding area
- ➢ What's live is on the right side under Live Event
- ➢ The bottom tray has the content you can share

*Tip: it is a good idea to start your event early and have a 'holding' slide so those arriving early know they are in the right place.*

1. Select the live event in your calendar.

2. On the Joining screen you can see the blue 'Join Now' button, your camera and audio controls, and your device settings. There is also an Attendee button at the bottom which you can use to join as an attendee rather than producer.
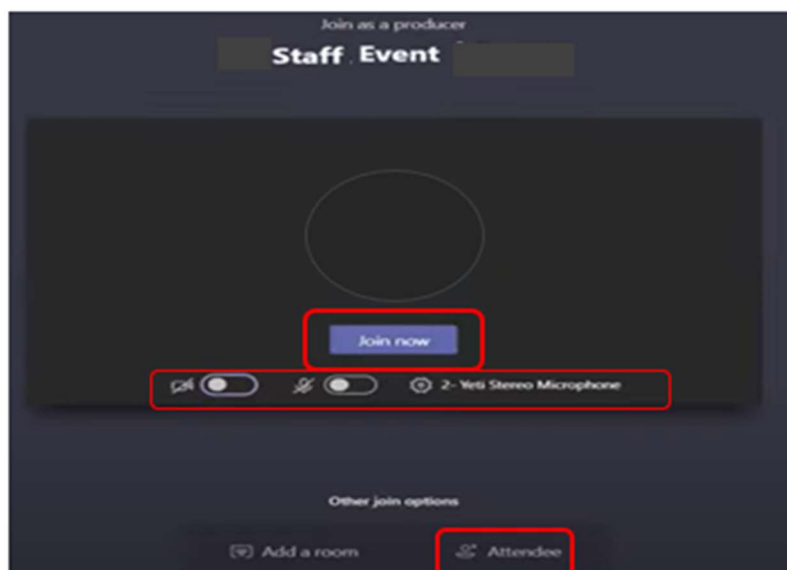
3. If your event is taking place in a large room, you might want to use Auditorium mode to enhance the audio for remote attendees and allow them to hear things like laughter and applause from the live audience. Go into Settings (the cog icon) and switch across the Auditorium mode toggle to enable it.
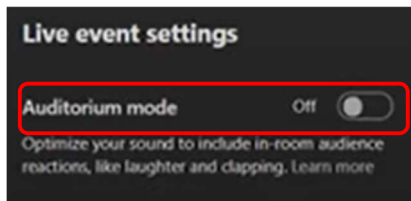


*Note: Auditorium mode **must be switched on before the event starts** and can only be controlled by the first producer to join.*

4. Once you have chosen your options here, click Join and you will see your live event screen.
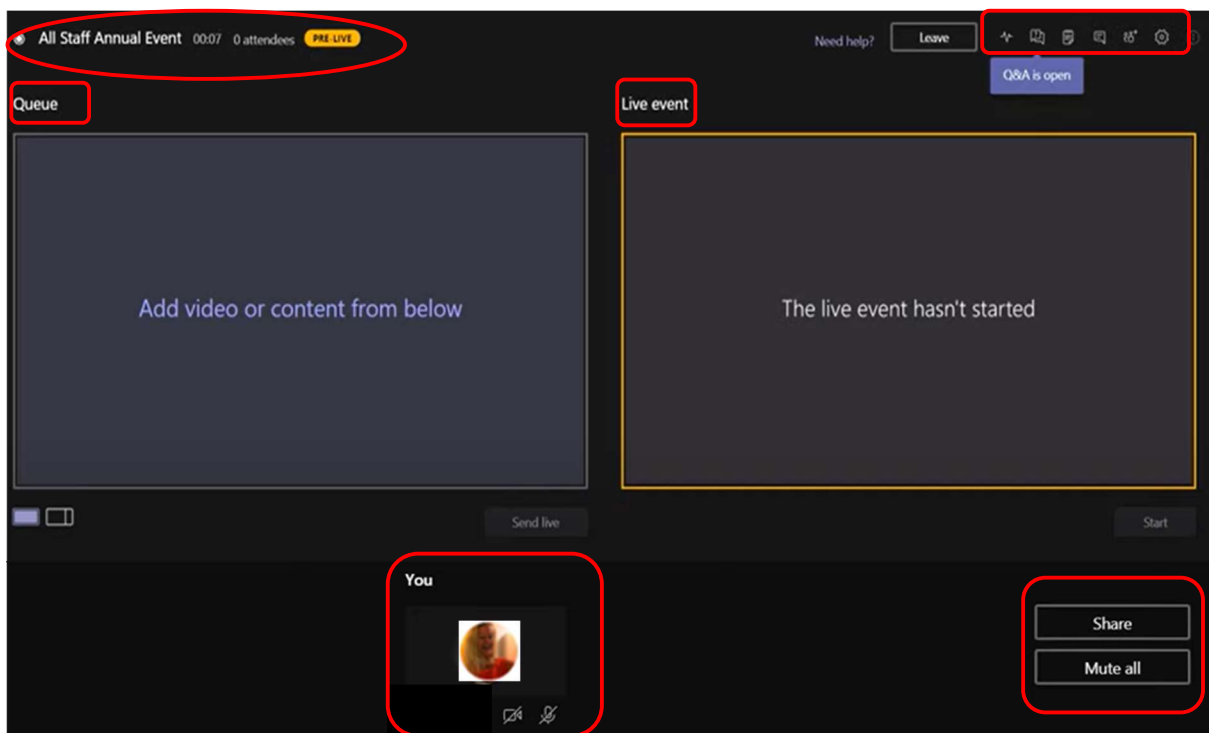


### Controls

Along the top left, you can see the event name, a timer showing how long it has been running for and the number of attendees currently in the event.

Note the Pre-Live yellow button at the top. Because you have not yet started the event, any attendees joining early will see the right-hand screen with the message 'the live event hasn't started.'

In top right of your screen you will see icons for Q&A, chat, participant, and device settings.
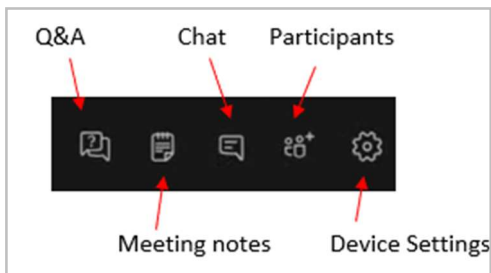


**Chat:** as with a normal Teams meeting**,** there is a Chat feature in live events. It cannot be seen by attendees and is for Producers and Presenters to communicate with each other.
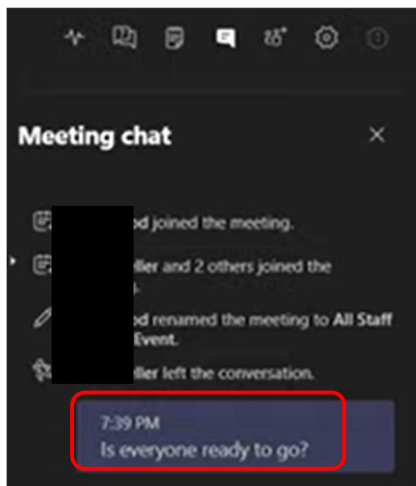


**Participants:** You could invite people from this section if you forgot to send the link to them. Note that this participant list only shows producers and presenters, not attendee names.
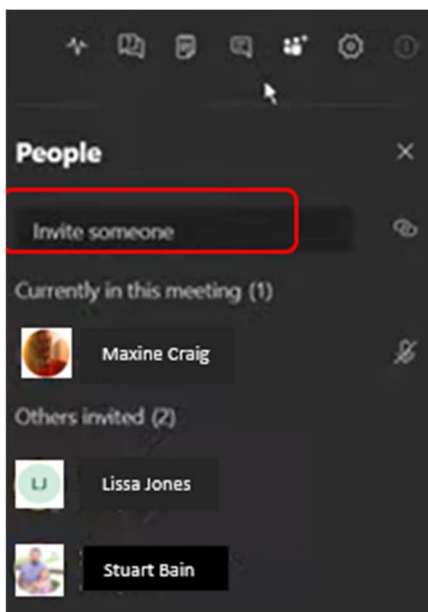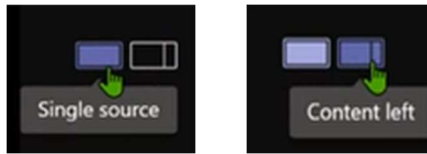
**Settings:** You can change or check your device settings here, plus your live event settings such as auditorium mode or live captions for you and for your attendees.
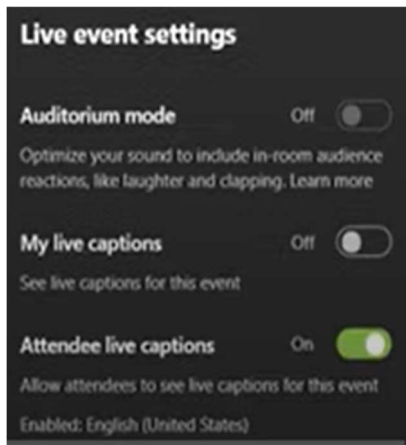


**Q&A:** If you ticked the Q&A option when you set up your event, you can open the Q&A here. See page 22 for further details.
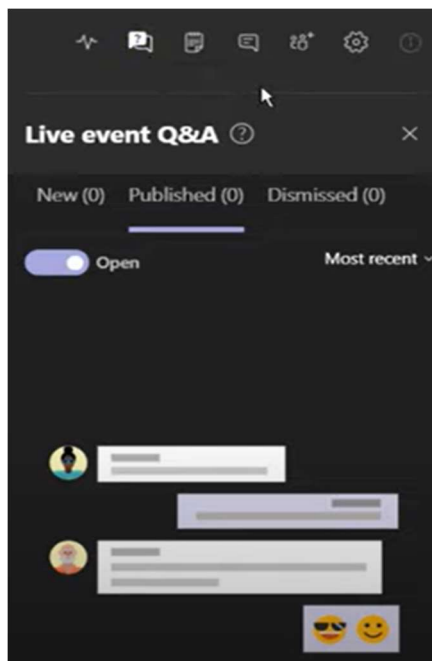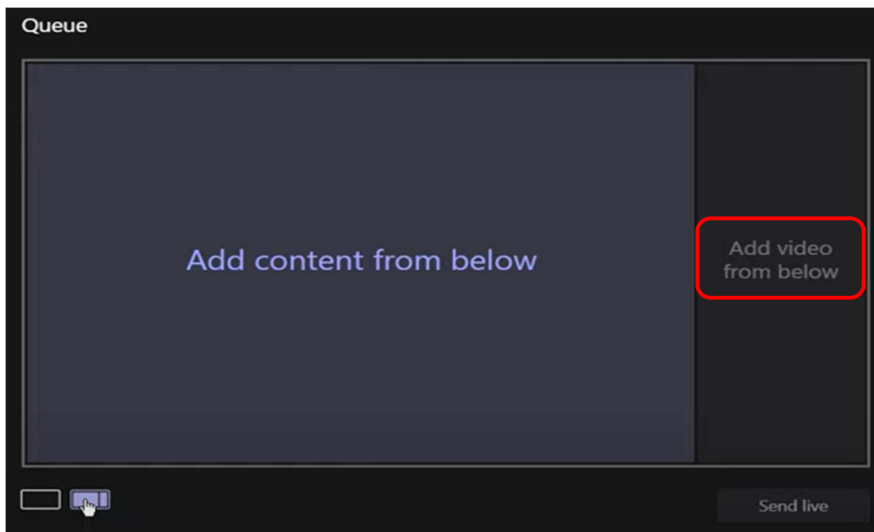
**5.** Under the Queue screen you will see two icons which are 'single source' and 'content left.'



**5a**. If you click onto 'Content left' your Queue screen changes to show a small column on the right where attendees can see you as you present (as long as your camera is on).

**5b**. Click onto 'Add video from below', then click onto yourself on camera at the bottom of the event screen.
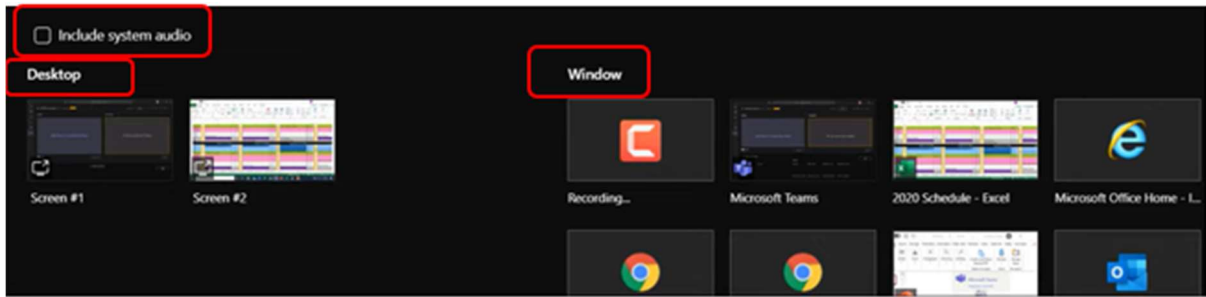


**6.** As Presenters and Producers arrive, they will appear at the bottom of your screen next to you.
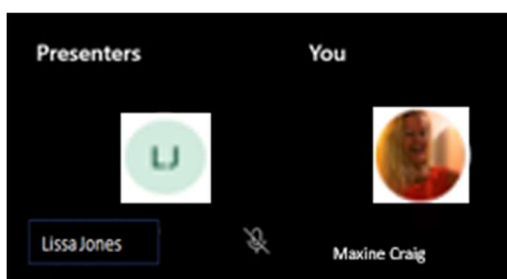


**7.** Click Share.

8. Choose what you want to share. If you have a video with audio, make sure you tick the 'include system audio' box along the top of this sharing section.
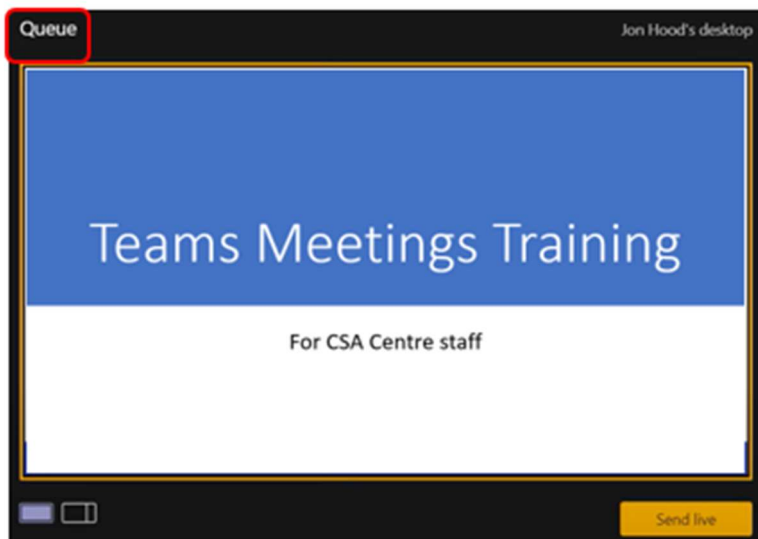


**Tip**: whatever you choose to share will appear with a red border, indicating that that is what the audience will see.

It will also move under a Content heading in your sharing section along the bottom of your event screen.
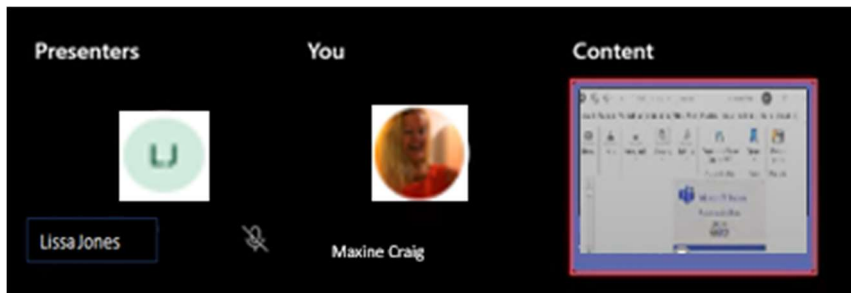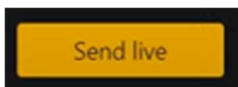


9. You can see that the content is now queued ready to go to live. At this point, the attendees still cannot see it, but your presenters/producers can.
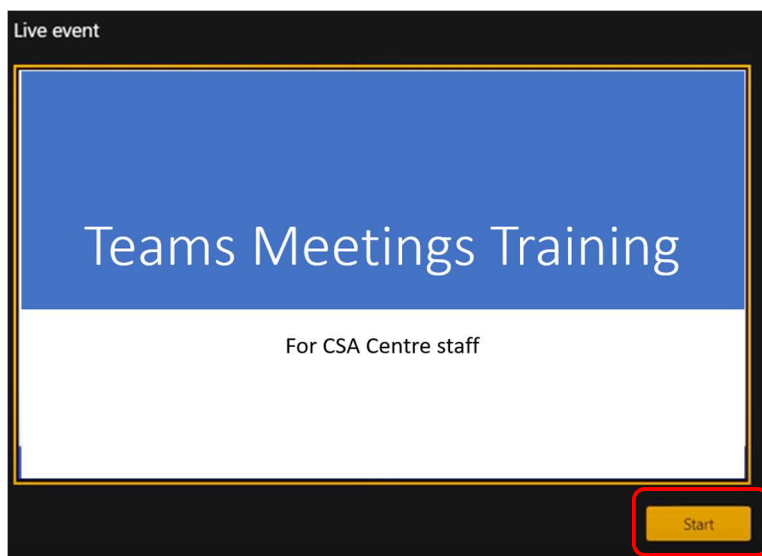
## When you are ready to go live

1. Select the yellow 'Send live' button to send the feed from preview to the live event screen.



2. At this moment you are still in Pre-live mode. When you are ready, select the yellow 'Start' button under the Live Event screen on the right to start broadcasting live to your attendees.



3. Once you press Start, you'll see a message box asking if you are sure and reminding that once you start, you can't stop and restart.
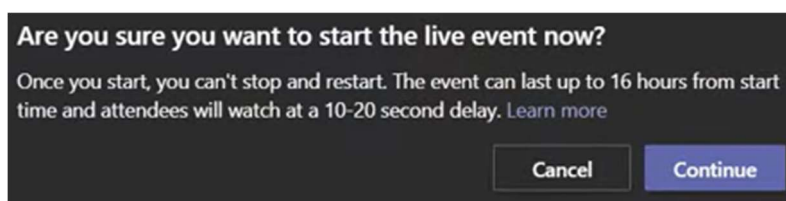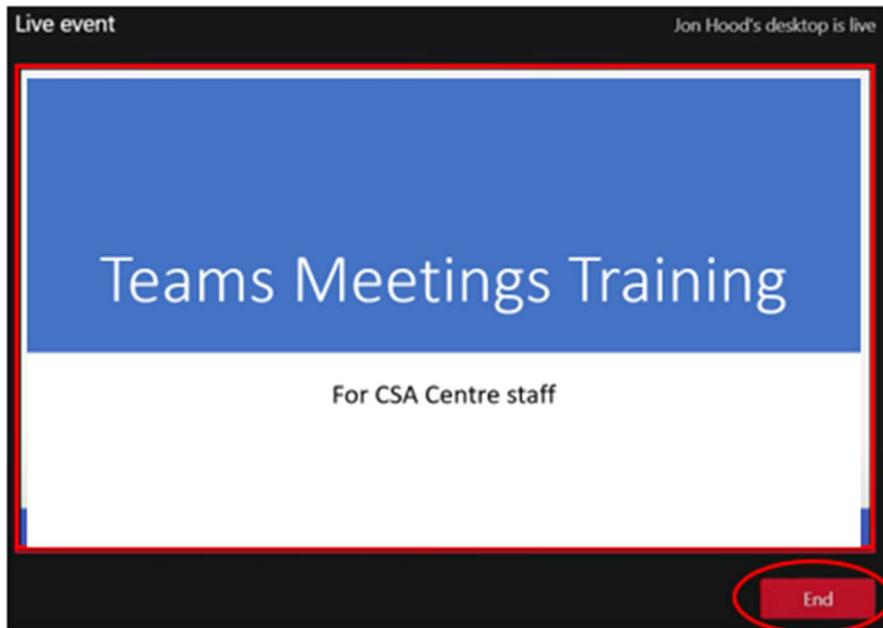


*Tip: Mute any producers or presenters who aren't actively speaking. If they're not muted, their audio will go live to attendees.*

*Note: There is a 15 to 60 second delay from the time a media stream is broadcast to when attendees see it.*
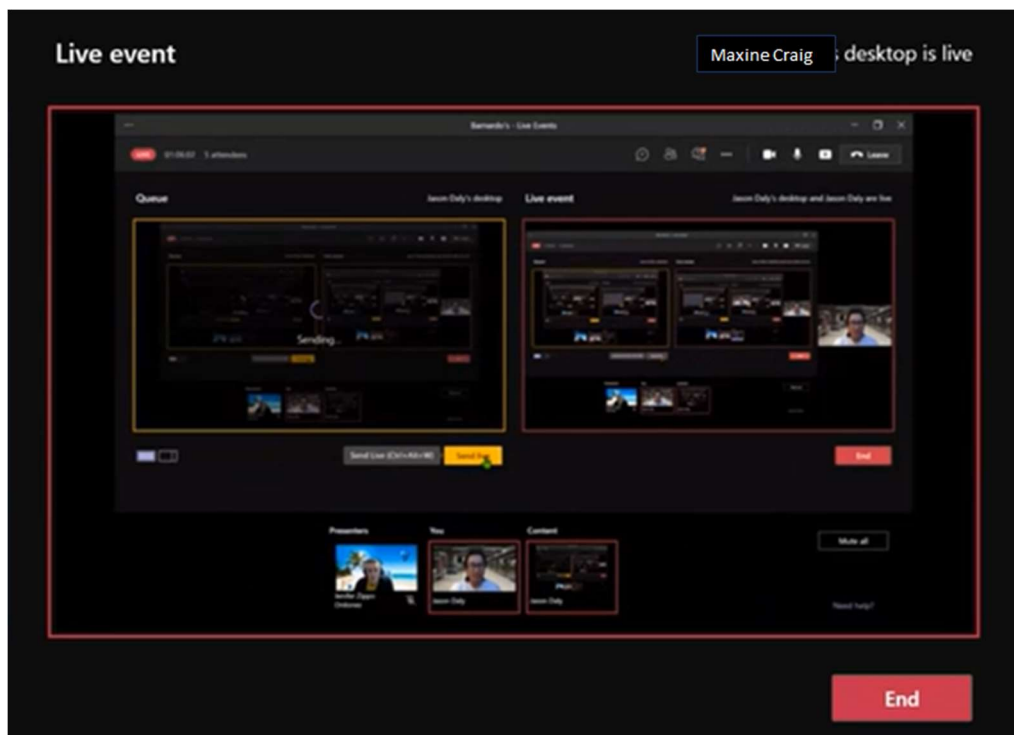
4. Press Continue and you are live!

Notice that there is now a red border around the live event section of your screen, plus an End button



*Your own live event Producer's screen will look busy but just remember, on the left is your queue and on the right is what is live.*

5. If you stop sharing video (by turning off your camera, for example), everyone will see a 'Live event will resume in a moment' message.
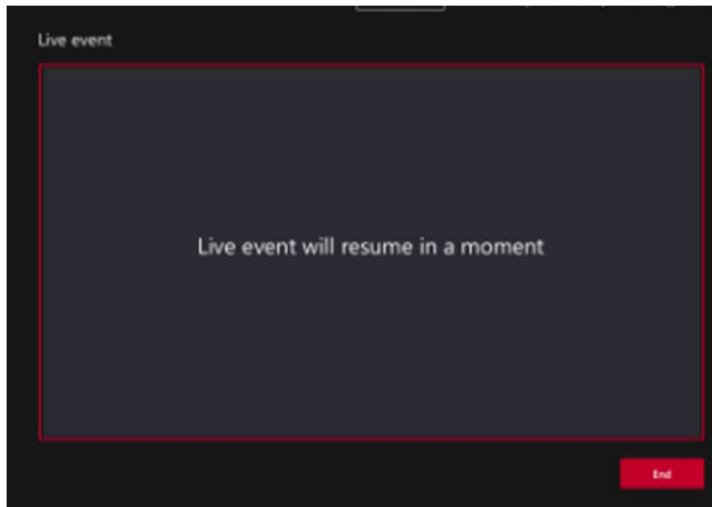


*Tip*: *If you're the only Producer in the event, it is recommended that you use multiple monitors or only share specific windows (instead of your whole desktop). Otherwise, everyone will see Teams (and your selections) when you make a change. With multiple monitors, you can queue content in Teams on one screen and have the shared content on the other.*

6. To stop sharing the desktop or window, select 'Stop sharing' in the call monitor window. As a best practice, you can invite a co-presenter to the live event, who can then share the desktop or window, which you can queue for streaming into the event. Again, this will help you avoid showing Teams (and your queue) to your attendees.

7. To queue another video feed, you'll need other presenters to join the event. Their feeds will show up on the bottom of your screen.
   *Note*: *Up to ten presenters or producers (including you) can share video or content at once.*

   *If your content is live, other presenters or producers can start sharing their screens by selecting Share. Make sure that the event team is aware of this potential conflict.*

8. To end the event, select End.
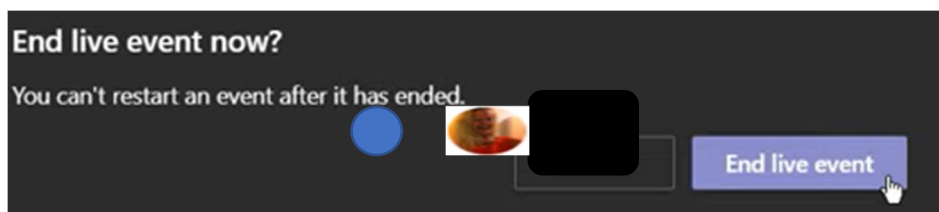


Remember—once the live event ends, it cannot be restarted.

## Presenting in a live event

As a Presenter, you'll be one of the people working behind the scenes to make the event successful. You share the basic capabilities of a producer, but you don't have as much control over the video feeds or the live event itself.

*Note: Presenters and producers must use the desktop version of Teams, not the web version.*

*Tip: Normally, it is the producer who has control of the slides so you will be asking a producer to move to the next slide for you.*

1. In Teams, select Join to get into the event as a presenter.



(From outside of Teams, select the join link in your invite to open the live event in Teams)

2. You will then see the normal joining screen – it is a good idea to put yourself onto mute before clicking Join Now.
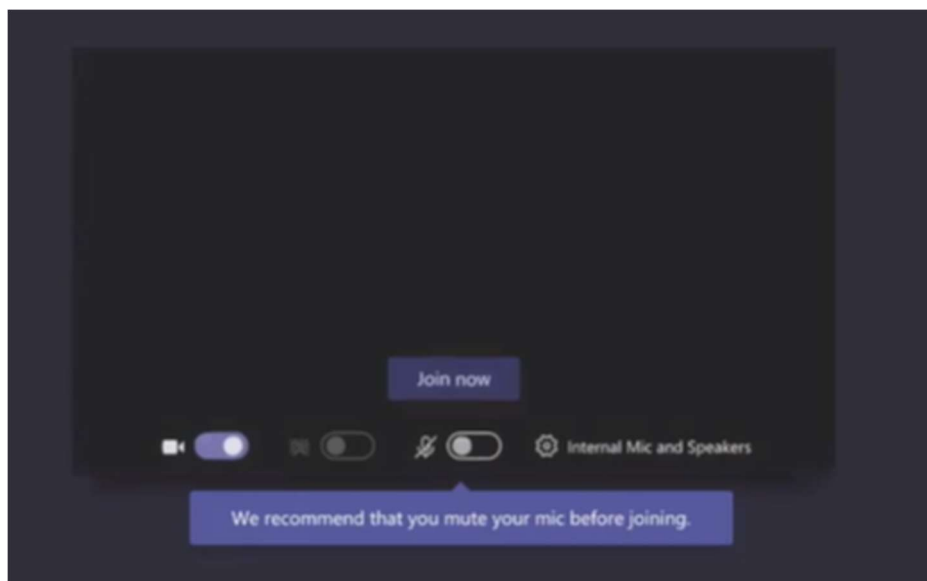


Remember: If you show your screen in the live event, it over-rides everything else on the screen.

**3.** On your screen you will have your event controls.
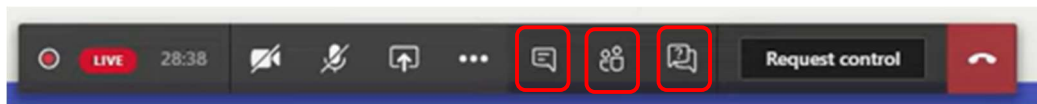


- You can use the Chat icon (the speech bubble) to communicate with other producers and presenters. No attendees can see your chat.
- You can use the People icon to see who is in the event – but note that attendees will not appear on the participant list, only other presenters and producers.

*Note: A presenter cannot view how many attendees there are, only producers can.*

- You can view and moderate the Q&A section by clicking onto the icon with a question mark. See page 22 for more detail.
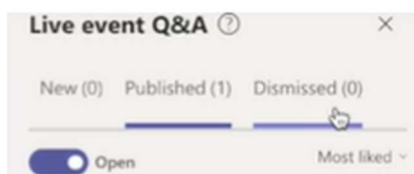


**4.** If you have joined before the live event has started, you will see a yellow Pre-Live button along the top of the event screen.
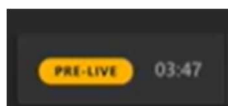


**5.** Once the producer clicks onto the Start button, you will see the event as live.



**6.** When it is your turn to present, make sure you click your microphone on – and your camera if that is what you have agreed.



**7.** The producer will queue up your slides and they will appear on your screen with a red border to indicate what the audience can see.

As a presenter, you may not have to stay in the event once you have finished your presentation. If so, click the hang-up button to leave
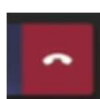


You can always re-join if needed as long as the event is still running – click Join again.
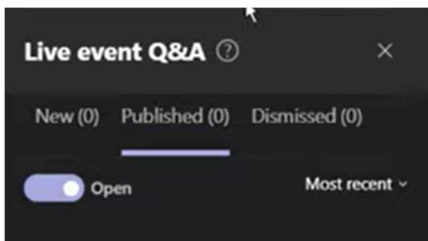
## Moderating a live event

When a live event has a Q&A option, attendees can start asking questions even if the event hasn't started. These questions are only visible to moderators until they publish them to the event. Both producers and presenters have access to the Q&A.
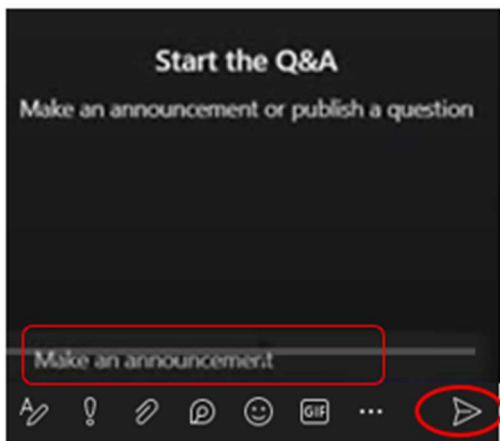
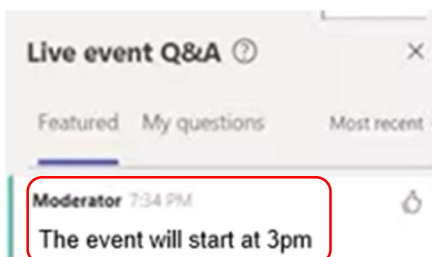**1.** Select Q&A icon in top right of the screen.
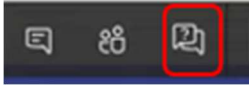


**2.** Select the 'Open' toggle button.
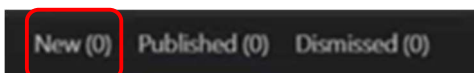


**3.** You can use the Q&A to make an announcement by typing into the 'make an announcement' field and send by clicking onto the Send button.
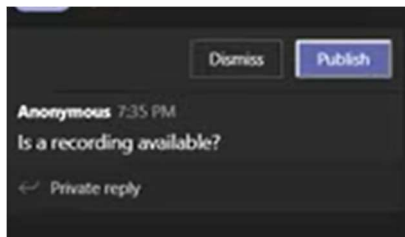


**4.** The attendees will see your message:



**5.** Questions from attendees come into New section. Anything there is private until published.

6. Select 'Publish' to make the question and answer visible to everyone or select a question and choose 'Private reply' to respond to it. The answer is instantly available to the person who asked the question.



7. Even if a question published, the reply stays private so remember - if you want to publish the reply too, publish the message before replying.
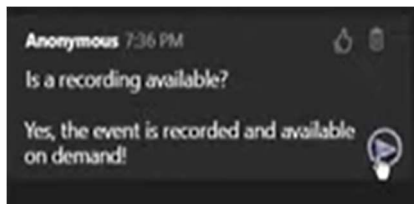


8. If you have pressed the Dismiss button for a question or comment but want it back, you can find it in Dismissed section and click Restore. But once you have published a question, you cannot retract, only delete.
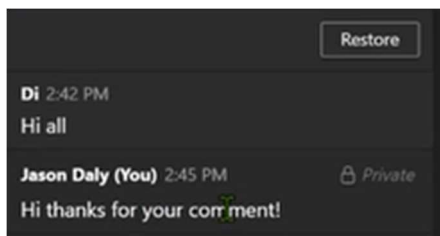


Producers and attendees can 'like' questions by selecting the thumb icon.

9. If you want to say something to everyone, type an announcement at the bottom of the panel and select Send.
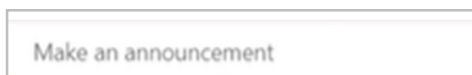


When your event is over, you can download reports including a Q&A report by selecting the menu button on the live event invite or accessing the live event resources.

# Manage a live event recording and reports after the meeting

Once a meeting is over, producers can download (or delete) an attendee report, recording, Q&A report or transcript.

To manage the reports, click into the live event in your Teams calendar and go to Event Resources.
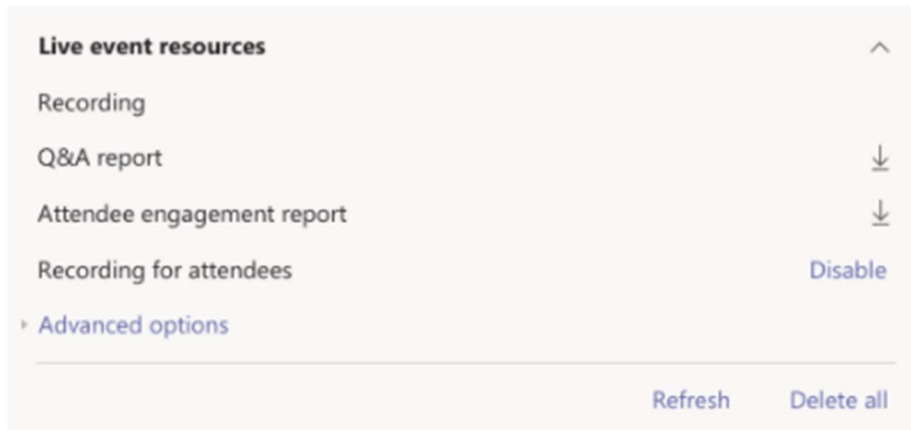


You can download your Q&A report and the Attendee Engagement report, which are both excel spreadsheets.

| Session Id | Participan | Full Name | UserAgen | UTC Even | Action | Role |
|---|---|---|---|---|---|---|
| 4c700937- | jhood@lo | Jon Hood | Mozilla/5. | 6/9/2020 | Joined | Event Team Member |
| be92e7fc- | | | Mozilla/5. | 6/9/2020 | Joined | Attendee |
| 35deab71- | | | Mozilla/5. | 6/9/2020 | Joined | Attendee |
| 35deab71- | | | Mozilla/5. | 6/9/2020 | Left | Attendee |
| be92e7fc- | | | Mozilla/5. | 6/10/202( | Left | Attendee |
| 4c700937- | jhood@lo | Jon Hood | Mozilla/5. | 6/10/202( | Left | Event Team Member |

You can also download a transcript by clicking into Advanced Options.

## Attend a Live Event

You can watch Teams live events live or on-demand.

In a Live event, nobody else can see or hear you. Attendees can interact with producers and presenters through a typed Q&A.

The Q&A panel only appears only if the organiser has set one up.

1. Select the live event link. To watch the event again, use the same link to see a recording.

> Please join us online Wednesday, May 15 at 1:30 pm EST/10:30 am PST by selecting this link.
> Can't attend? You can watch a recording afterwards by selecting the same link.

2. You will see different instructions based on how you join the event (either from the Teams app or the web). Sign in or select Join anonymously.
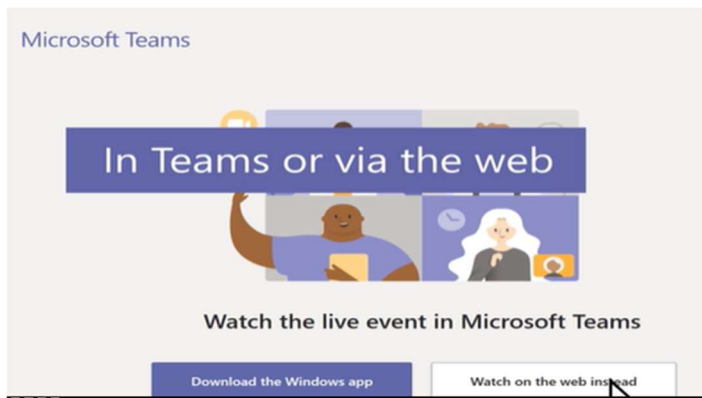


3. If the live event hasn't started, you'll see a message telling you this.

4. There are controls at the bottom of your screen to pause, adjust volume and video quality. On the right, you will find the icon to switch on closed captions for yourself or playback speed. For captions, you can manage the text size, colour and transparency.
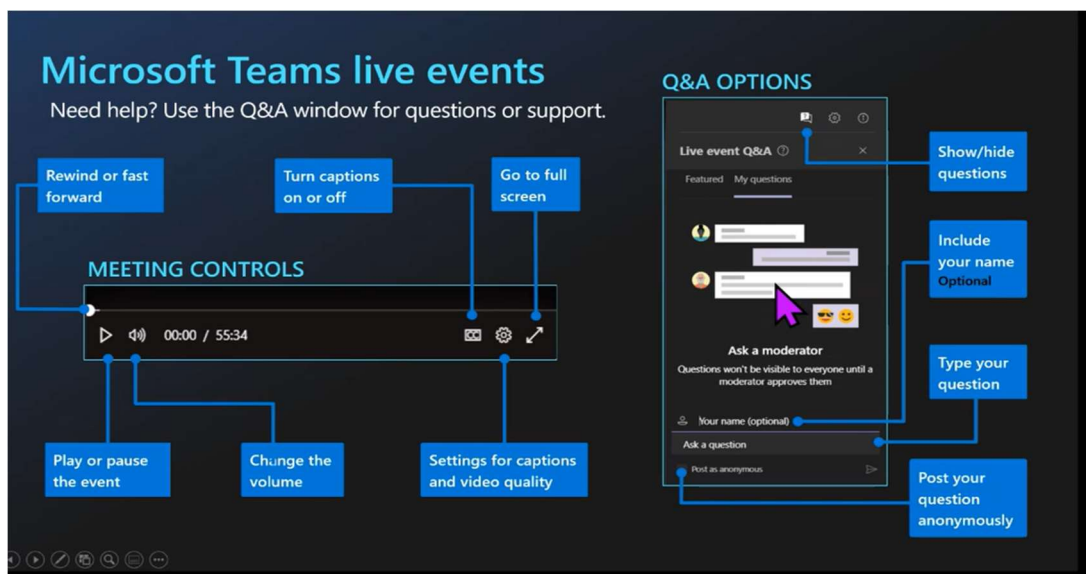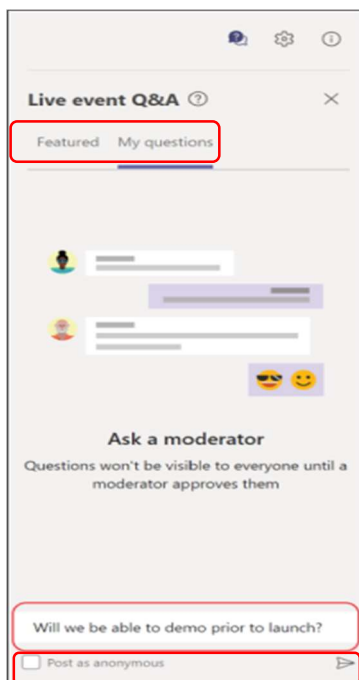
## Asking questions in a live event

As an attendee, you can ask questions in the Q&A as soon as you join the event, even if the event hasn't started yet. If the event includes a Q&A, the Q&A panel will be open when you join.

1. Select 'Ask a question' at the bottom of the pane



2. Type your question in the box and click the Send button.



3. In an event with only Barnardo's attendees, you can tick 'post as anonymous' if you don't want to be named.

If this is a public event and you want to ask your question anonymously, your name will be optional and you can leave it blank. Then select 'Post as anonymous' before you send your question.
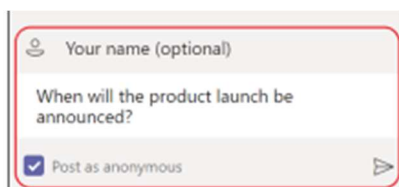


4. If the moderator publishes your question, it appears on everyone's Featured tab, along with the answer. If not published, it appears on your My questions tab where only you will see it.