

# ROOM of the FUTURE

ASSISTANCE SET-UP GUIDE

# Assistance feature



The Assistance feature allows the Assistant to access a **specific interface** that facilitates **providing support** to the room members in separate channels.

## Guide Objectives

1. Learn how to set-up sessions enabling the Assistance feature.
2. Learn the implications of each setting of the Assistance set-up.
3. Learn how the Assistant can access a session and operates within the room.
4. Learn how other room members see the interface during a session with Assistance activated.

# Session Creation



# Assistance Set-up

## ASSISTANT

## SESSION CREATION

### Invitation to a mashme.io Room of the Future session

Hello Username:

You have been invited as an assistant to a mashme.io Room of the Future session.

<b>Session:</b>	Session name
<b>Date:</b>	Mon Oct 28 2019
<b>Time:</b>	02:50 pm (Europe/Madrid)
<b>Room:</b>	Room name
<b>Languages:</b>	Spanish - English
<b>Participants:</b>	30

To access the session, follow the Room link below:

[Go to the Room!](#)

## ASSISTANT NOTIFICATION

## SESSION DETAILS

To create a session with Assistance, only the name and email of the Assistant is required.

Once the session is created the Assistant will receive an email notification with the access link and session details.

### NOTE

Access as an Assistant is **only available when a session is in progress**. If the Assistant tries to access the room without a session in progress or a session in which the Assistant is not assigned, the system will automatically redirect them to Participant only access.



# Session in Progress



# Assistant view

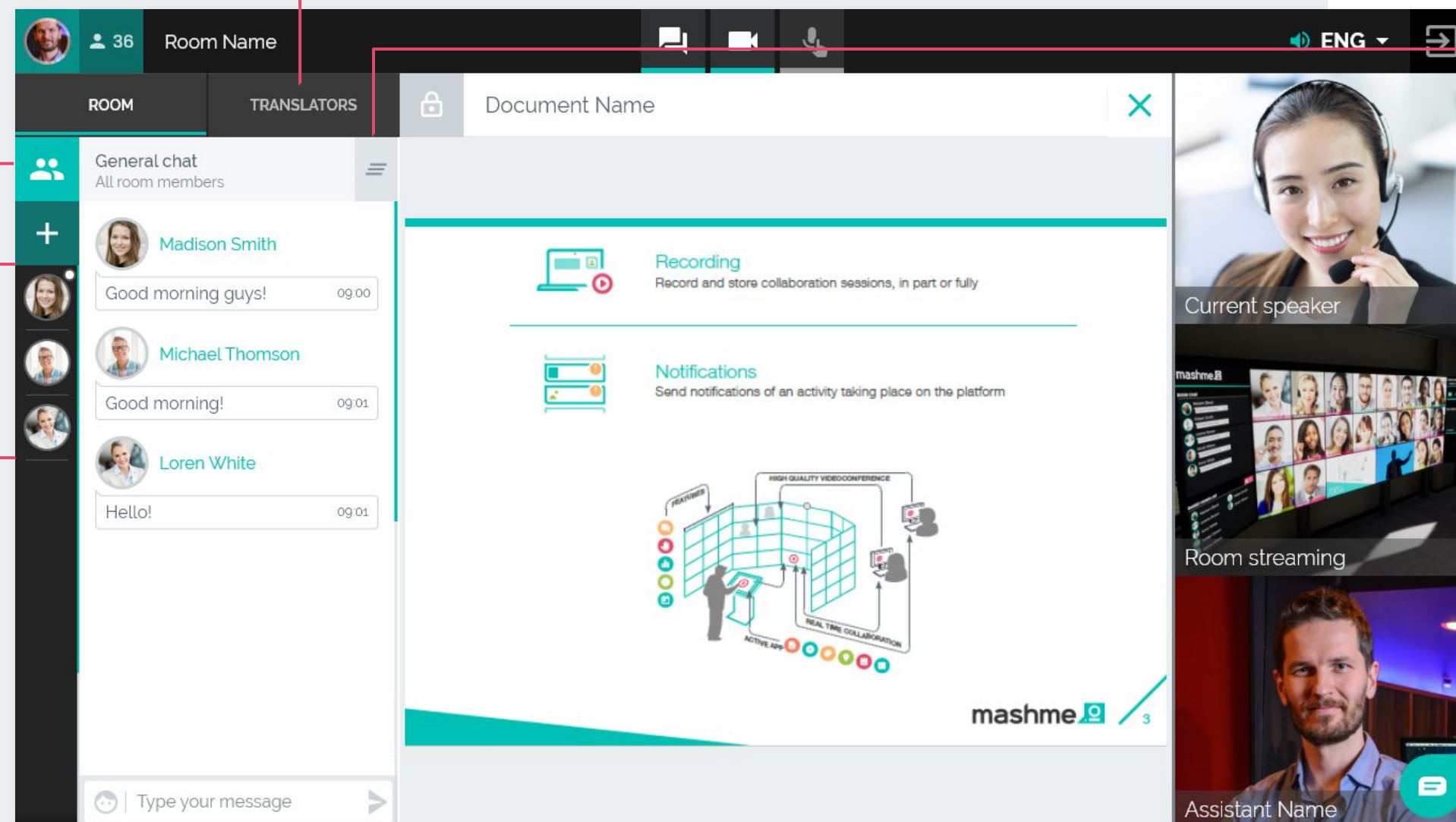
## CHAT CHANNELS

PRIVATE CHAT

ROOM CHAT

TRANSLATOR(S) CHAT

CLEAR CHAT HISTORY



When the **Assistant** joins a session, they will have the following chat channels to provide support:

- The **Private Chat**, that allows the Assistant and each Participant to interact privately
- The **Room Chat**, that allows the Assistant to interact with all the Participants in the session
- The **Translator(s) Chat**, that allows the Assistant to interact with the session Translator(s)\*

In all available channels, the Assistant has the option to **clear the chat history**.

\* Available if the organisation has enabled the Translation feature.

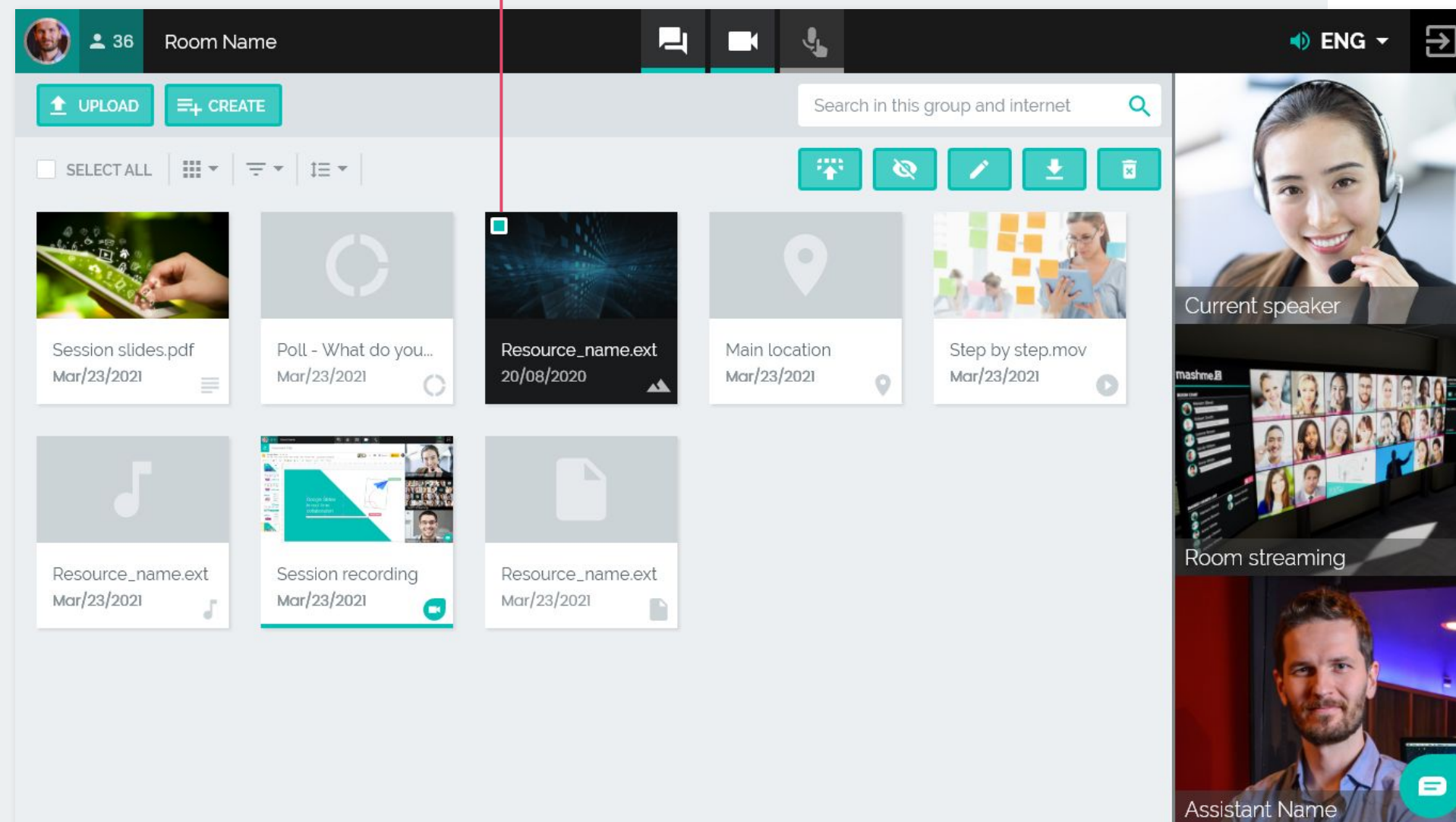









# Assistant view

## APPLICATIONS AND FILES

### SELECTED APPLICATION/FILE



Like the Presenter, the Assistant/s has the following control options over the application/file selected.

-  Open
-  Download
-  Change the visibility (show/hide)
-  Delete
-  Edit name

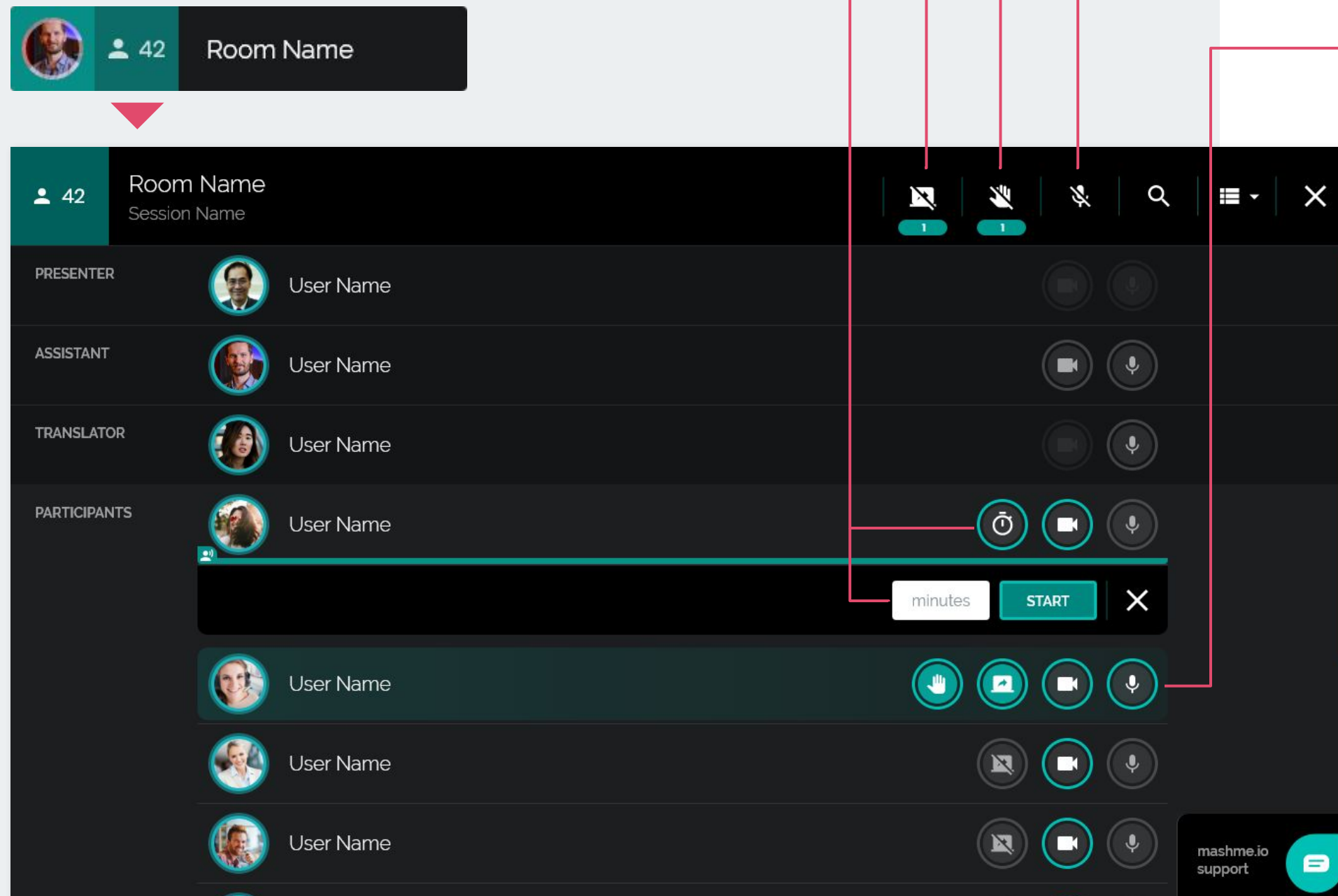
### NOTE

When the application/file is open by another user (Presenter or Remote Presenter), by default is locked. The Assistant can only close it.



# Assistant view

## CONTROL OPTIONS



ACTIVATE INTERVENTION TIMER\*

DISABLE SCREEN SHARING

LOWER RAISED HANDS

BLOCK OR MUTE MICROPHONES OF ALL PARTICIPANTS

BLOCK/UNBLOCK CAMERA OR MICROPHONE

During the session, the Assistant can:

- Block/Unblock a Participant camera
- Block/Unblock the microphones of all Participants, or individually
- Lower hands of all Participants, or individually
- Enable/disable screen sharing for all Participants, or individually
- Mute all microphones

### Intervention Timer\*

The Assistant can activate a **timer to indicate the period of intervention** of the Remote Presenter(s).

Full details available in [Assistant Guide](#).

\* Available if the organisation has enabled the Remote Presenter feature.

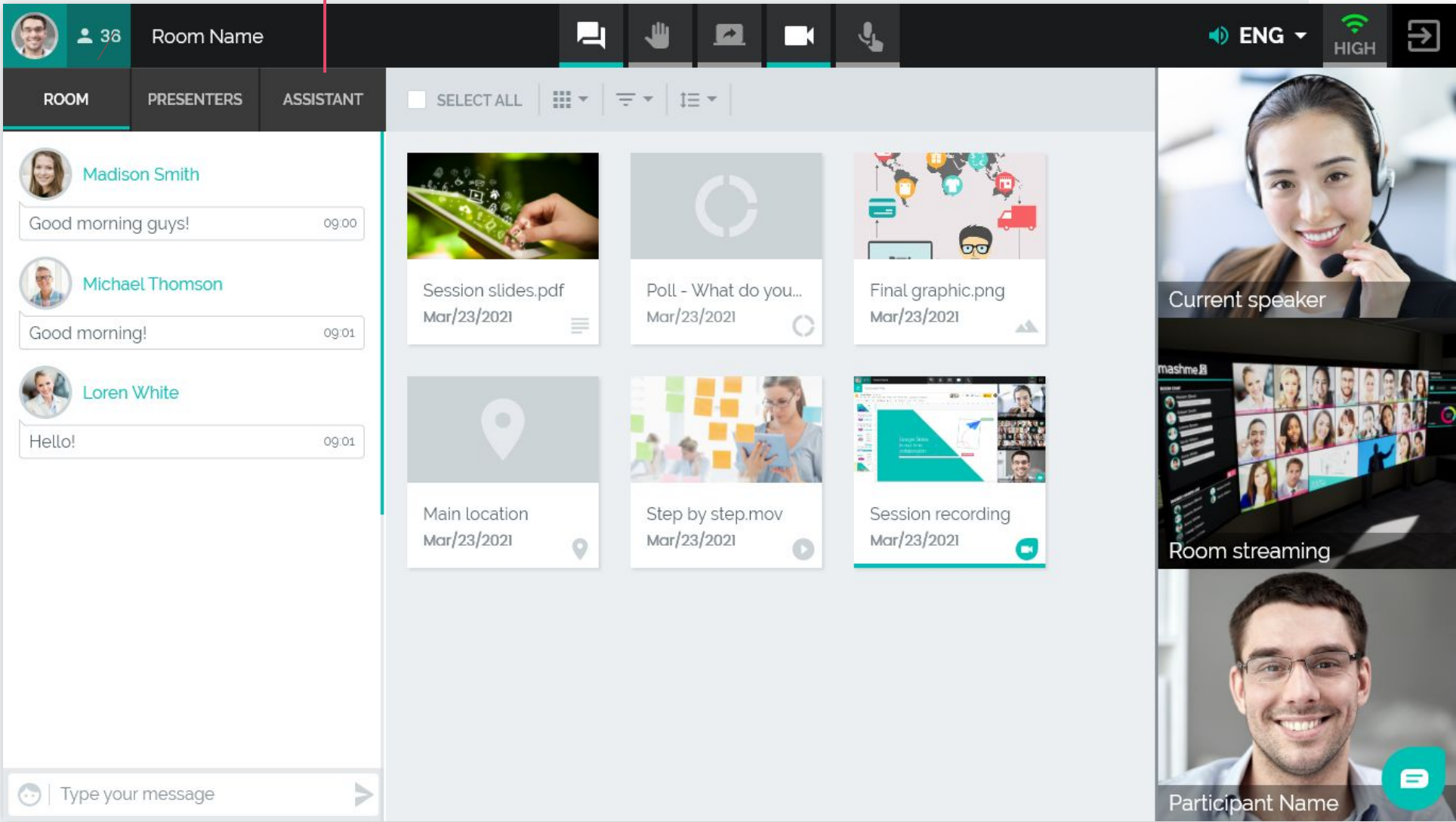




# Other views

## ASSISTANT CHAT CHANNEL

### ASSISTANT CHAT CHANNEL

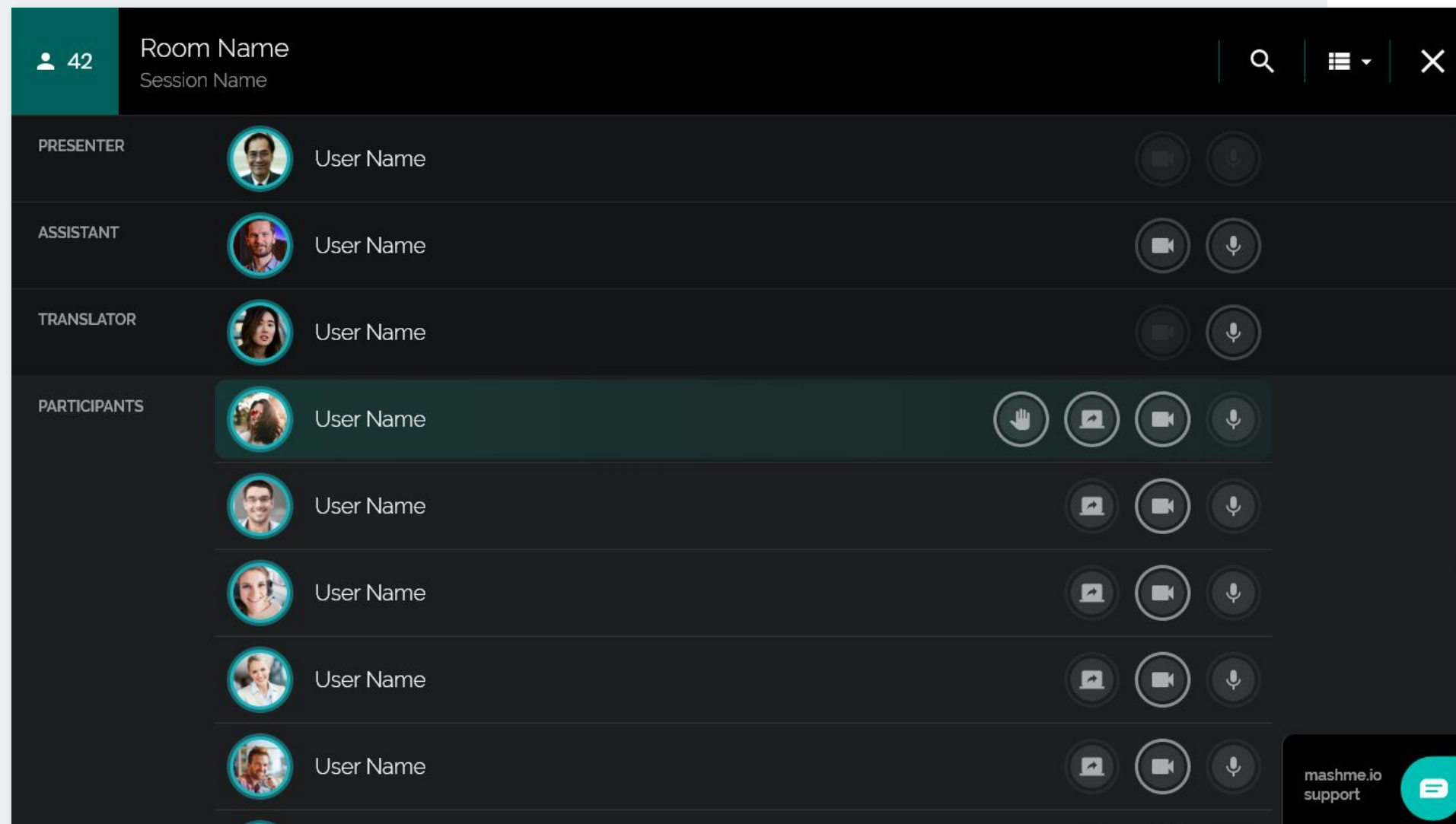
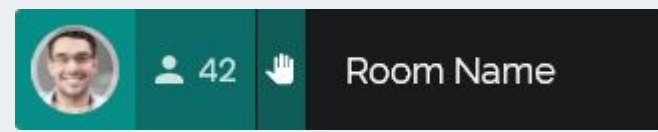


When other user roles such as **Participants**, **Remote Presenters** or **Translators** join a session with Assistance activated, a new bi-directional chat channel will be available between them and the **session Assistant**.



# Other views

## ONLINE PEOPLE PANEL

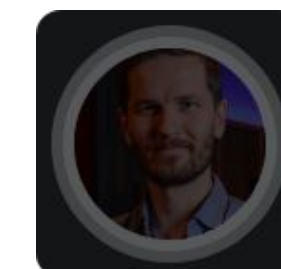
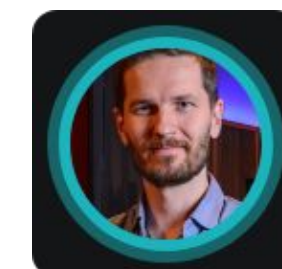


By clicking on the **Online People** number during the session **all the users** can see the following information related to the Assistance:

- If the session has the Assistance enabled
- The Assistant name
- The connection status of the Assistant
- If the Assistant is talking by clicking the microphone button
- If the Assistant has the camera on/off

ON-LINE

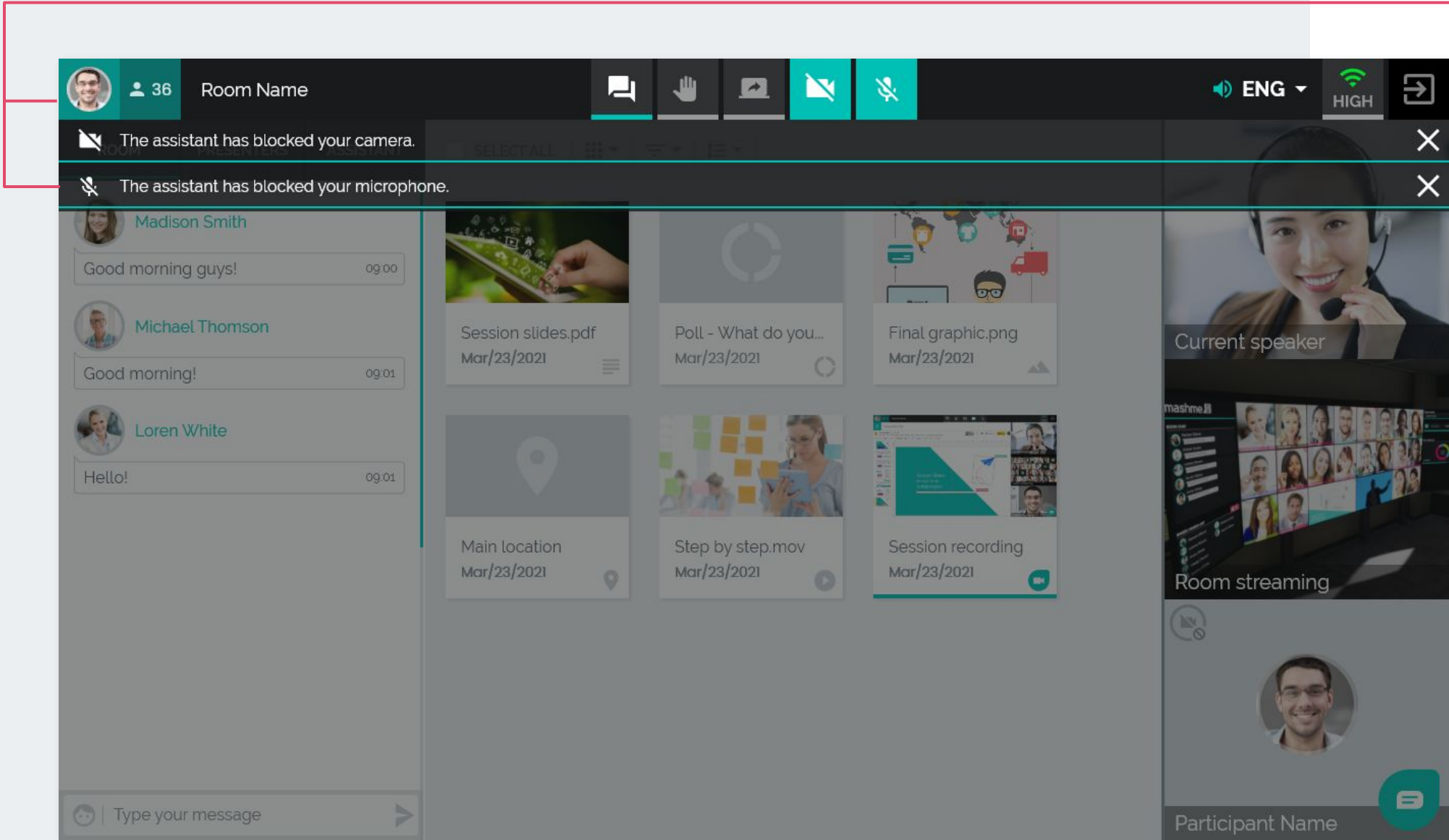
OFF-LINE



# Other views

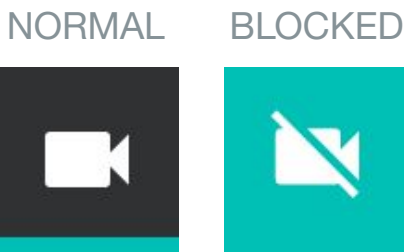
## ASSISTANCE NOTIFICATIONS

### PARTICIPANTS VIEW NOTIFICATION



During a session with Assistance, **the Participants and Remote Presenters will be notified** when:

- The Assistant blocks/unblocks their microphone
- The Assistant blocks/unblocks their camera



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If you require further assistance or information

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[support@syncrtc.com](mailto:support@syncrtc.com)

Visit our Help Portal  
<https://help.mashme.io/>