

USER GUIDE

V1.2



GoBrunch



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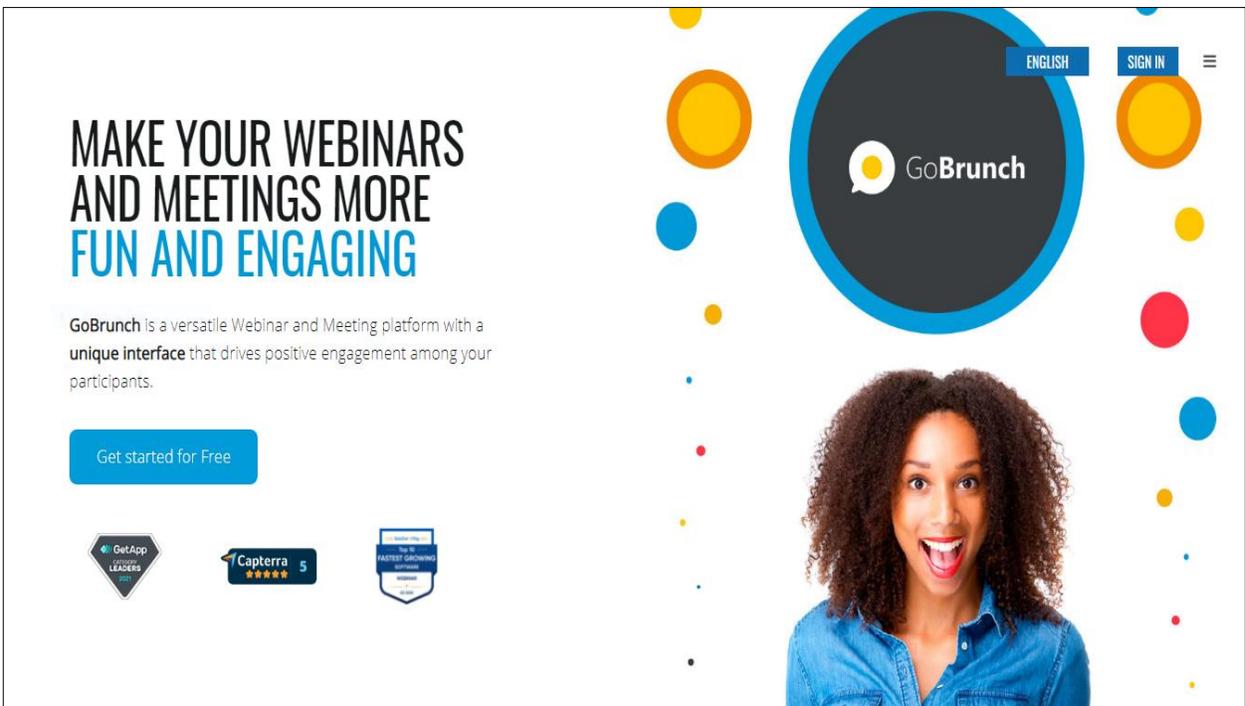
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WELCOME TO GOBRUNCH



MAKE YOUR WEBINARS AND MEETINGS MORE FUN AND ENGAGING

GoBrunch is a versatile Webinar and Meeting platform with a **unique interface** that drives positive engagement among your participants.

Get started for Free

GetApp LEADERS
Capterra 5
FASTEST GROWING

ENGLISH SIGN IN



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About Us

The real virtual platform for meetings, teaching, training, product demonstration and all your online events. In GoBrunch, all you need is your event link. No application download. Just click the link and start. To learn more, visit <https://gobrunch.com>

Why Use GoBrunch

1. **The virtual platform with human feelings.** GoBrunch brings your real life experience into the virtual space. With GoBrunch, you are totally in charge to enjoy your virtual events like never before. We start by letting you choose the room design to create the right feelings and perfect environment for your event. Whether it is a professional meeting, training, teaching, product demonstration, children party, religious event, etc., there is a perfect room layout to add the uniqueness.
2. **Your security and privacy are very important.** We use standard security and encryption tools to protect your data and ensure that your information is highly secured. The authentication feature also ensure more security and privacy for schools and universities.
3. **Price advantage.** With all the wonderful features and capabilities, GoBrunch is highly competitive, offering top quality experience at affordable price. Pay less and get more at GoBrunch.
4. **Personalized customer support.** At GoBrunch, our customer support is tailored for you with a personalized touch from experienced team members. We can even attend your event if you invite us to provide support during the session. This could be because you want us to moderate your event for you while you focus on your presentation.
5. **Free built in email marketing for you.** All you need is to create your event and send the link to your participants. Once they register, you can go to sleep. GoBrunch will do all the follow up and reminders on your behalf, ensuring that the invitees will never forget to attend your event. Cool right? We are interested in the success of your events.

Features on GoBrunch

1. Screen share
2. Recording
3. Circle cam and presenter cam
4. Custom link
5. Room layouts
6. Custom logo
7. Custom background
8. Moderation controls
9. Private sessions
10. Up to 8 co-organizers
11. Breakout sessions
12. Simultaneous events
13. Registration report
14. Frequency report
15. Signs (raise hands and voting)
16. File upload
17. YouTube video
18. Cloud storage
19. Sharable video recording link
20. And much more.

GoBrunch Use Case

1. Professional meetings and events
2. Professional training
3. Teaching
4. Product demonstration
5. Customer support and follow up
6. Virtual happy hours

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Subscription Plans

1. Free plan
2. Gourmet plan
3. Prime Chef
4. Enterprise

Visit <https://gobrunch.com/plans> to learn more about features and prices.

Meeting Room versus Webinar Room

GoBrunch lets you decide whether you want to create a meeting room or a webinar. This will depend on the type of event you want to host, and the type of level of controls you want during the event.

GoBrunch Meetings: Use this for casual events, one-on-one discussions, where the topic is not confidential. Have you ever had a meeting in a co-working space, restaurant or using one of the classrooms in your school? You see that you cannot control everything in that environment. You may even have some of your friends walking in during the meeting because they have access (anyone who has your personalized meeting link can always join your meeting, just the same way they can always join you in a bar).

Gobrunch Webinars: Use this for business events and other official gatherings especially if privacy is required. Webinars allow you to moderate your event and also determine who can attend by using the secret key. You also determine who can speak, share videos, share screen or even chat during the session. You are in full control.

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GETTING STARTED

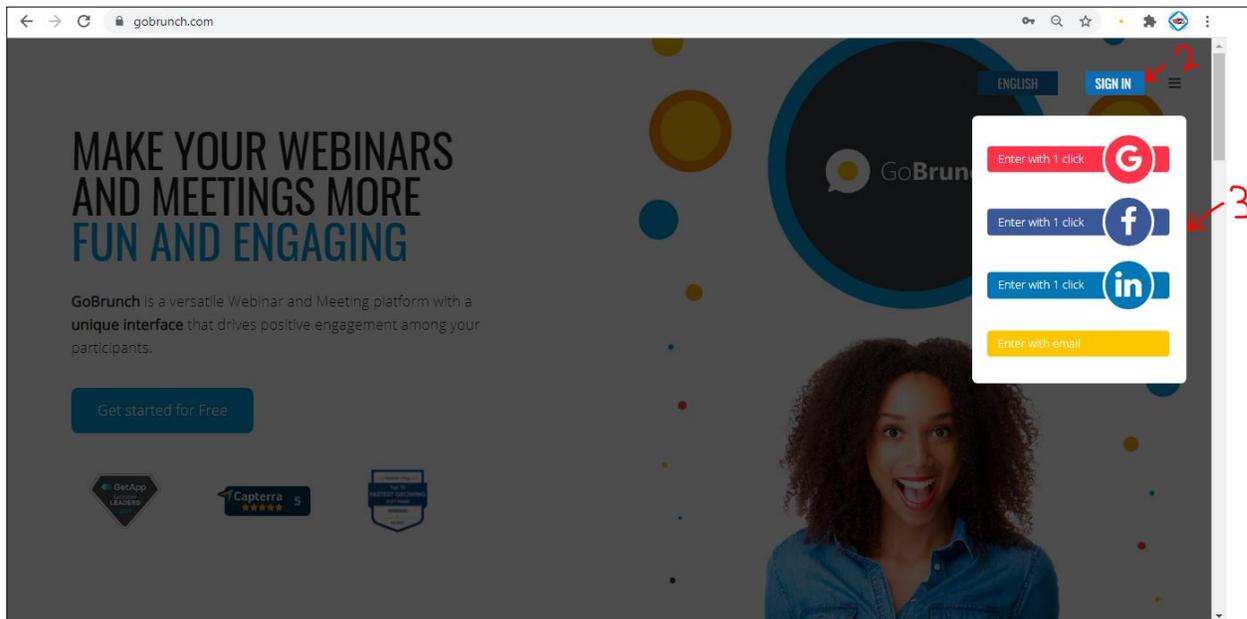
Sign In on GoBrunch

As part of security controls, you will need to sign in with a valid account to enable you create a meeting/webinar or attend one. Follow the simple steps below:

1. Go to <https:gobrunch.com>
2. Click on "Sign In"
3. Choose any account that you already have. GoBrunch integrates perfectly with most platforms that you already use. So, just sign in with either your existing email account or social media account. As seen in the image below, select "**G**" to sign in with your Gmail account, "**f**" to use Facebook, "**in**" to use LinkedIn or "Enter with email" to use your work email, yahoo or other email accounts.



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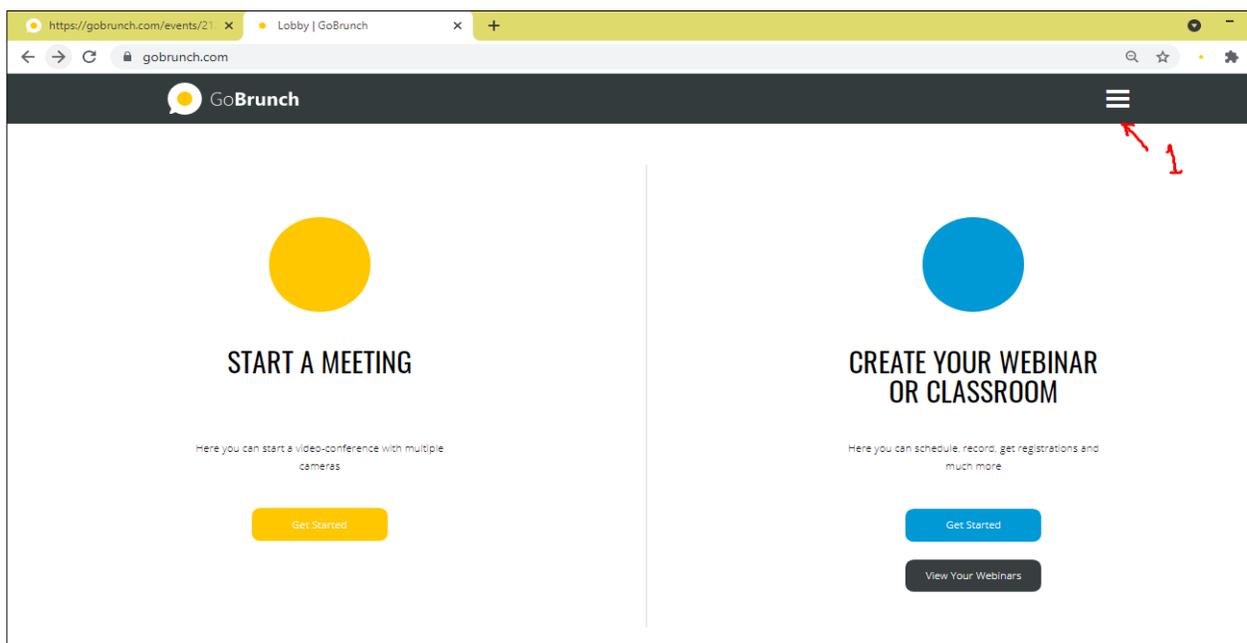


4. After you sign in, you are now ready to host meetings and webinars.

Changing Your Profile

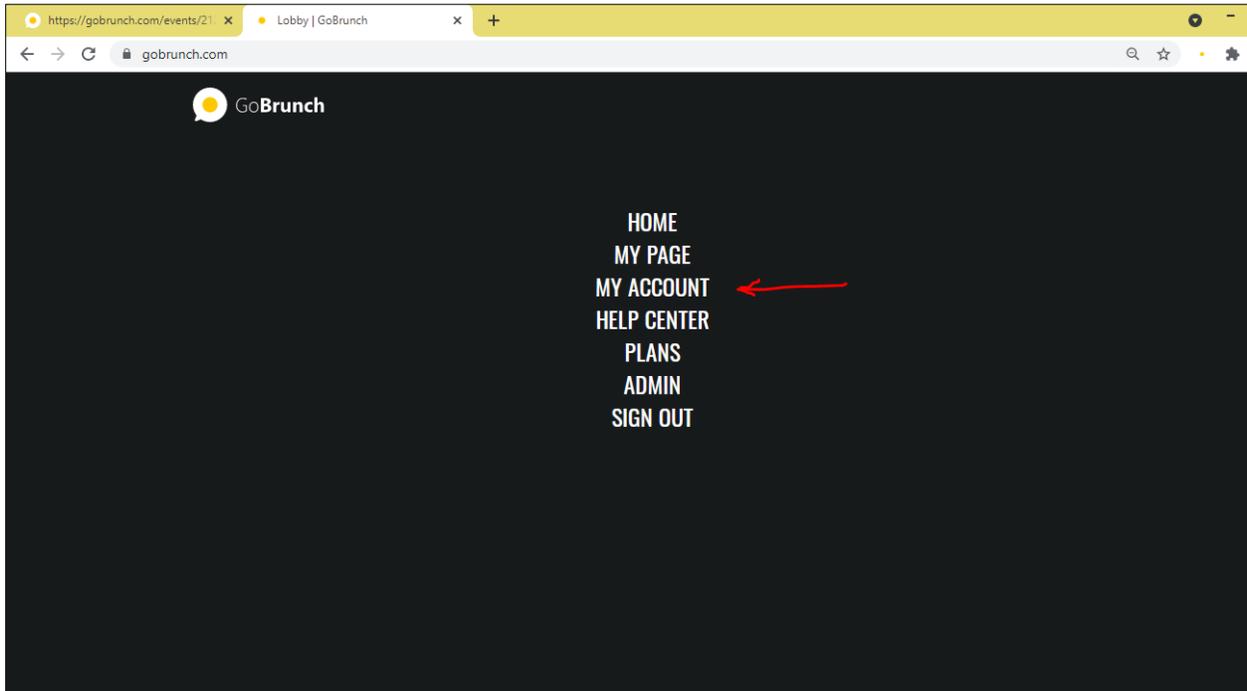
In order to change your picture or any information about your account:

1. Alternatively, go to <https://gobrunch.com> and Sign in (if you signed out before) and click on the **Main Menu** - 3 dashes on the top right hand.



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2. Click on "My Account"
3. Go to <https://gobrunch.com/myaccount>



4. Change any information you want and click "Update" when you finish. Feel free to change the avatar to your picture by clicking on the camera sign.



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The screenshot shows a web browser window with the URL <https://gobrunch.com/events/21> and a tab titled "My Account | GoBrunch". The browser address bar shows gobrunch.com/myaccount. The GoBrunch logo is in the top left, and "ENGLISH" with a menu icon is in the top right. The main content area contains a form with the following fields:

- Your Current Password
- Your New Password
- Retype Your New Password
- Update (highlighted with a red arrow)
- Marana Global Service:
- Mr
- Marana Global Service:
- English (dropdown menu)
- Plan: Academics

At the bottom of the form, there are three circular icons: a camera icon, a male profile icon, and a female profile icon. Below these icons are three small dots.



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GUIDE TO MEETINGS

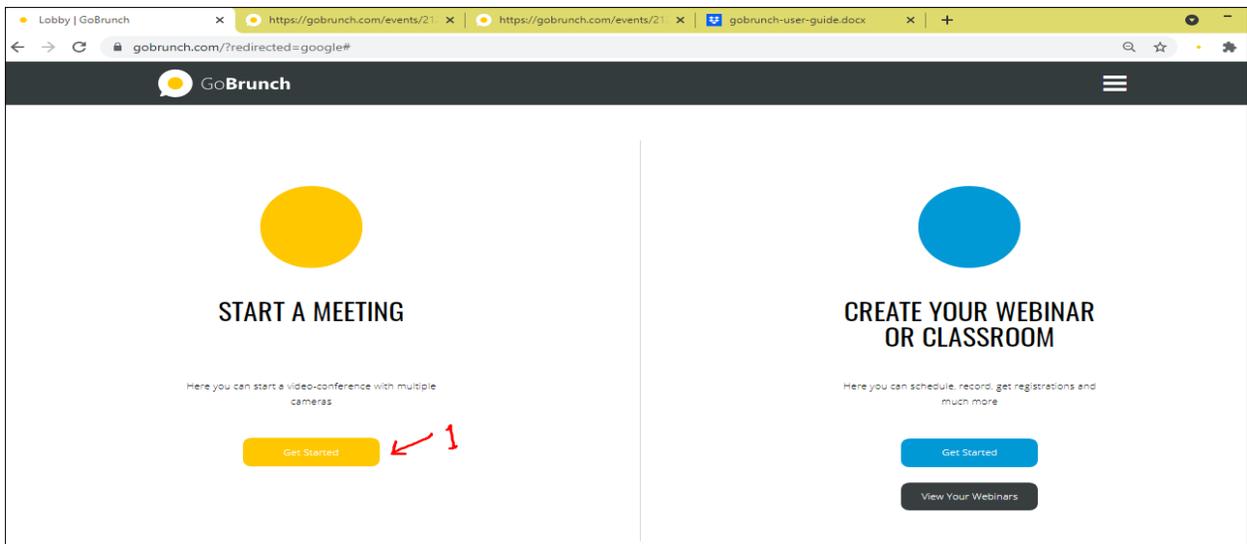
Starting Your First Meeting on GoBrunch

The following section will guide you on how to host your first meeting on GoBrunch.

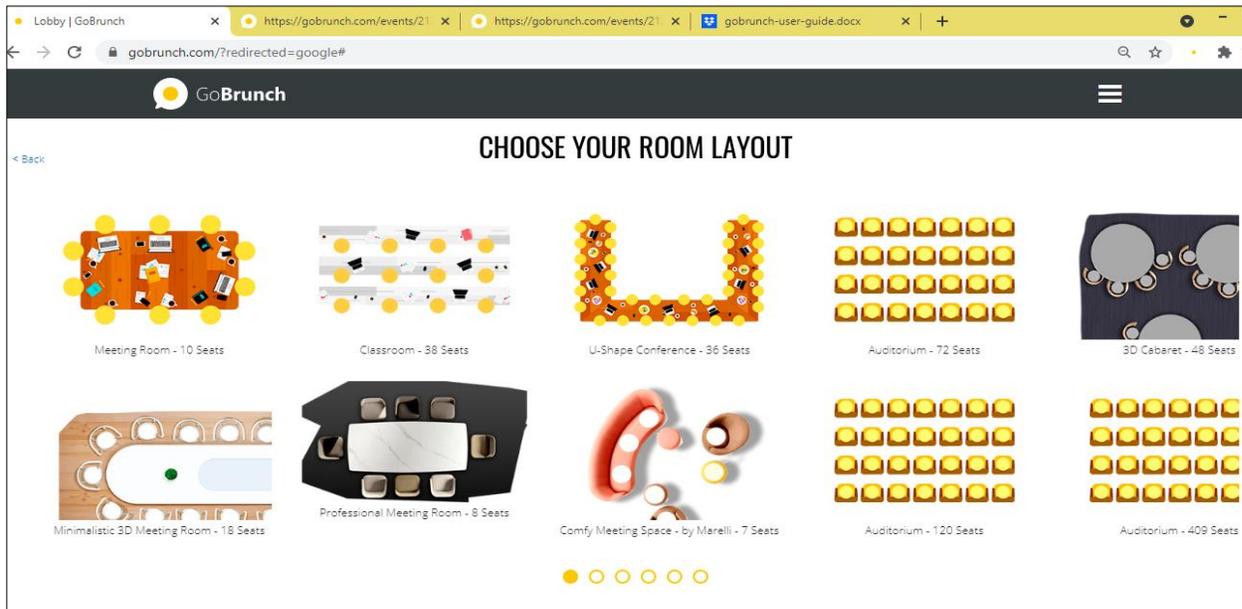
Start a Meeting

To start a meeting:

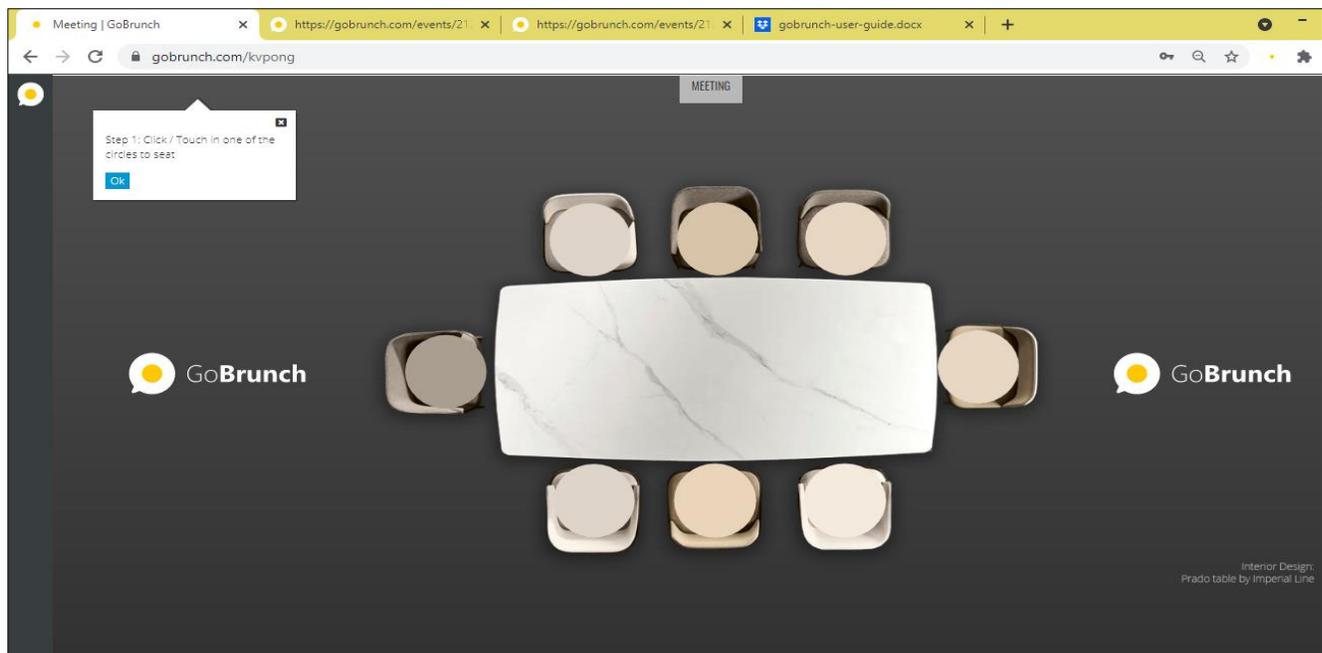
1. From the Lobby (you see the Lobby when you sign in), under **Start a Meeting**, click on **“Get Started”**



- Choose your preferred room layout. Click on any of the room designs.



- After selecting room layout, click "Create". This will automatically take you to the meeting room.
- Click on any circle to sit. Note that your mic will automatically turn on.



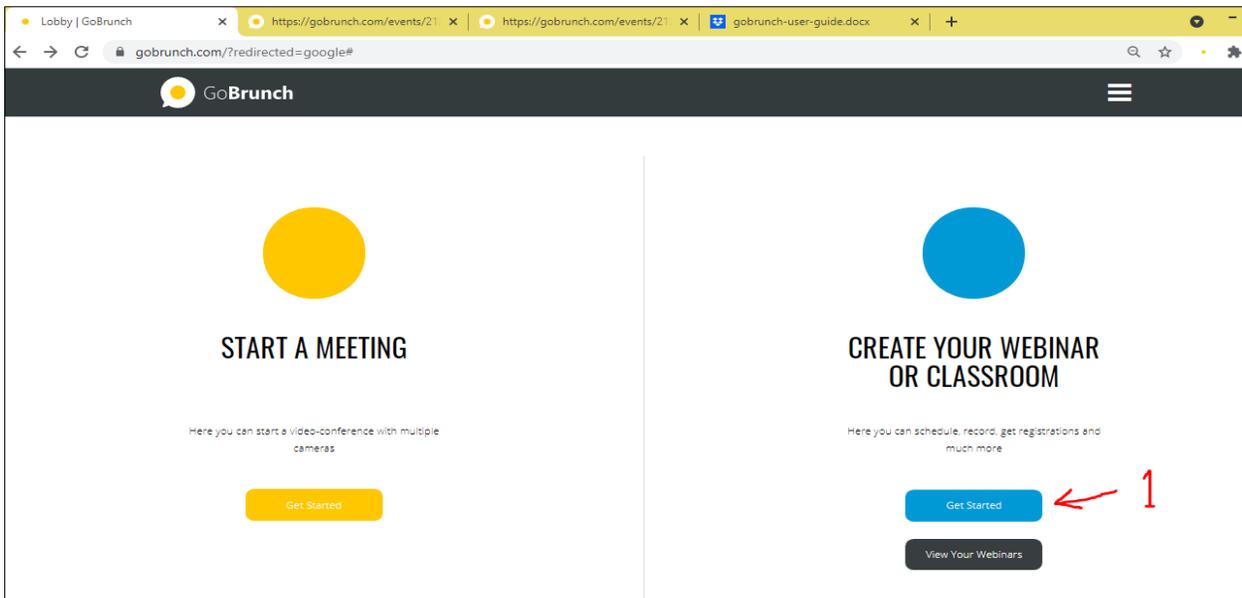


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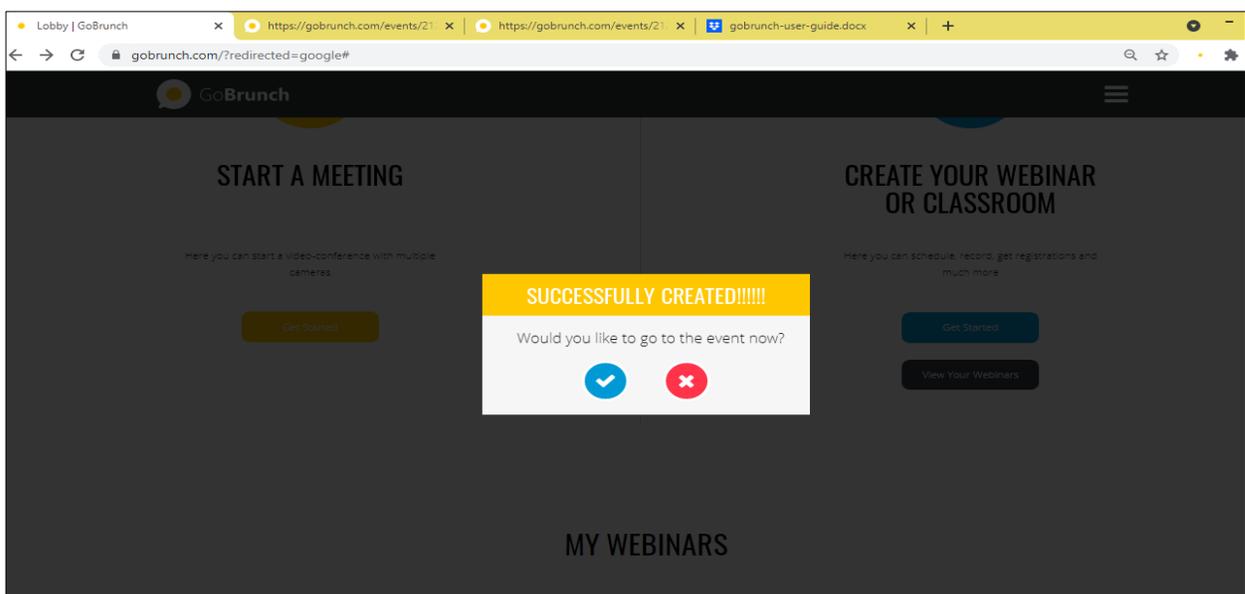
GUIDE TO WEBINARS

How to Create a Webinar

1. From the Lobby, under **Create your Webinar or Classroom**, click **“Get Started”**



2. Type the name of your webinar and click **“Next”**.
3. **“When is it Going to Happen?”** This is where you will set the date and time for your event. Fix your event date/time based on your local time zone and click **“Next”**.
GoBrunch will automatically convert the time zone for everyone who will attend. This is the exact time your automatic recording will start if you want a recorded event.
4. **“For How Long?”** Here, you will specify the duration of your webinar. You will be able to select up to 5 hours. *Do not worry if your event will last beyond the duration you selected. Your event will continue even beyond the time you have specified without interruptions.*
5. **“Is Your Session Public or Private?”** Choose **“Public”** if you want anyone to have access to the event. Choose **“Private”** if you want to control access to the event by using a **Secret Key**. If you choose **Private**, type in the **secret key** which you will give to those who will attend and click **“Next”**. Note that anyone with your event link and secret key will be able to attend the event.
6. **“Would You Like to Record Your Session?”** if you want to record your webinar, choose **“Yes”** and GoBrunch will automatically record your webinar at the time of your event. The final file will contain all the cameras, mics and screens that were streamed during your session.
7. Choose your preferred room layout. Click on any of the room designs and then click **“Create”**. Remember to choose a design that can accommodate all your attendees. If you choose a room with 120 seats, and you have 130 people who want to attend, only 120 will be accommodated even though as many people who are interested can register. You can change the room layout any time before your event starts.



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- 8. You can choose to go the room immediately after creating it, even it is not yet time for your event.

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CONTROLLING WEBINARS AND MEETINGS

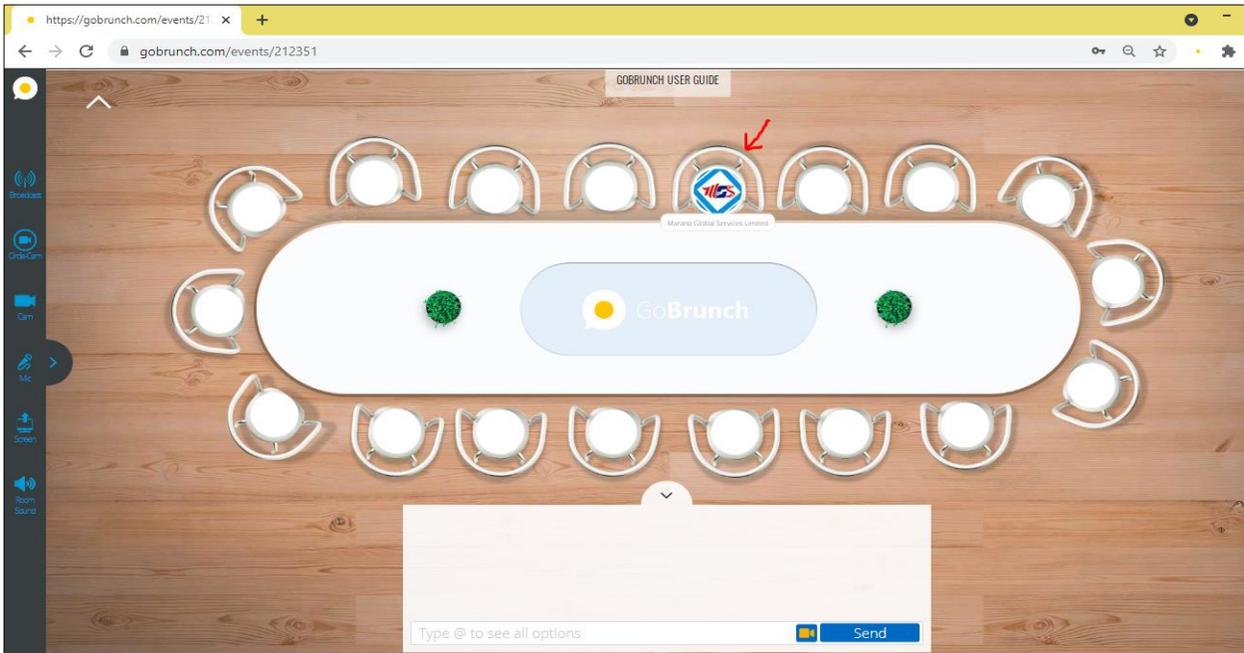
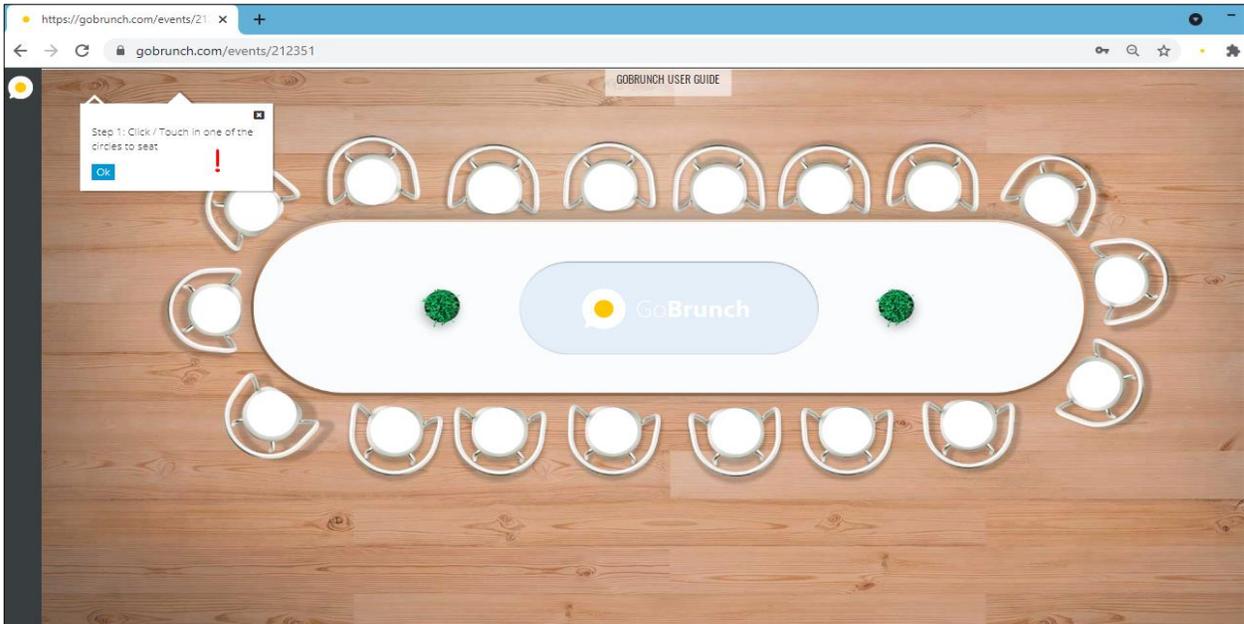
How to start your webinar

Now that you have created your webinar, it is time to start a live session where you will be able to connect, share, collaborate and engage with your registered participants.

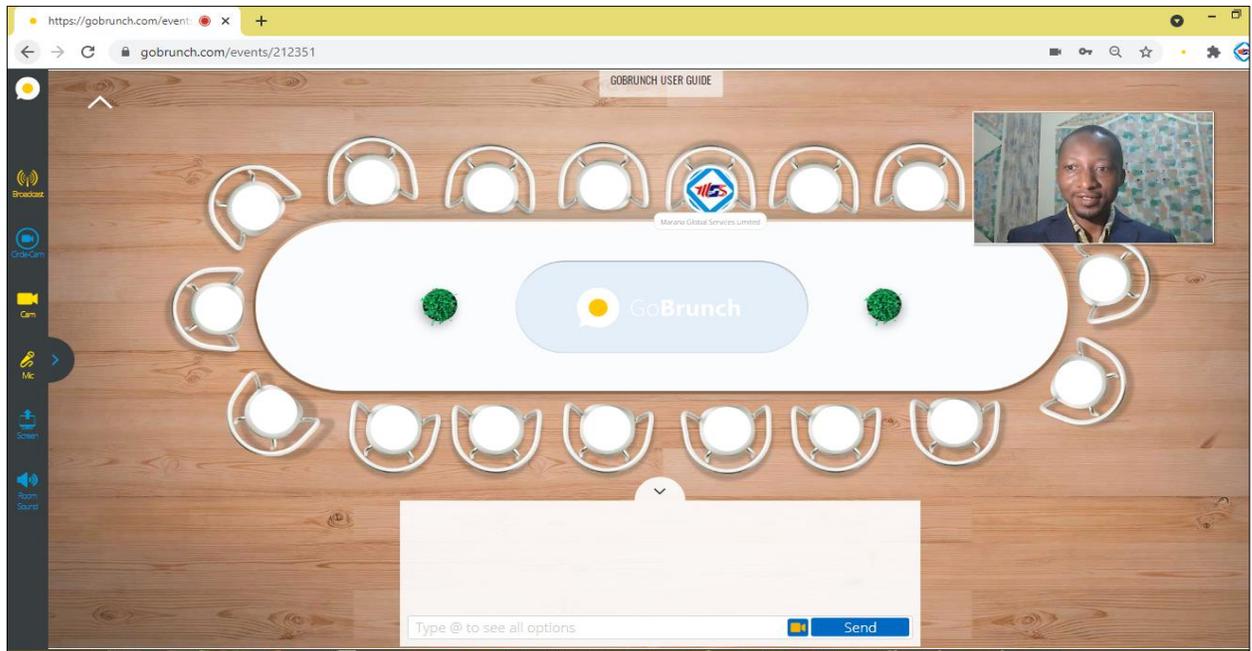
1. Click <https://gobrunch.com>, sign in and scroll down to **My Webinars**
2. Click on the webinar you just created. The webinar room opens.
3. Choose your seat. Take note of the information telling you to **“Click/Touch on one of the circles to sit”** Click on any of the circles wherever you like to sit during the webinar. *In real life, organizers of events will want to take a seat so that people can identify them easily.*



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4. To go live in the event, click on **“Broadcast”** icon located at the left menu bar. Yellow means on. Note that your camera and mic will automatically turn on when you click to broadcast. No, your participants can see you and hear you. *You can drag the camera frame to resize or move it to any position on the screen. To stop showing your video, click on the camera icon or close the video frame on the screen. Either way, the camera icon turns blue, meaning video is off.*



How to change the mic source and camera

Your default camera and mic are selected automatically when you broadcast. In case you have additional mic and camera sources, you can select your preferred choice to use.

Change mic source: Mouse over the mic icon (or click on it if you are on mobile device) and change to the desired choice. In order to make sure if it works properly, check if the equalizer graph is moving. You will notice this the moment you start speaking.

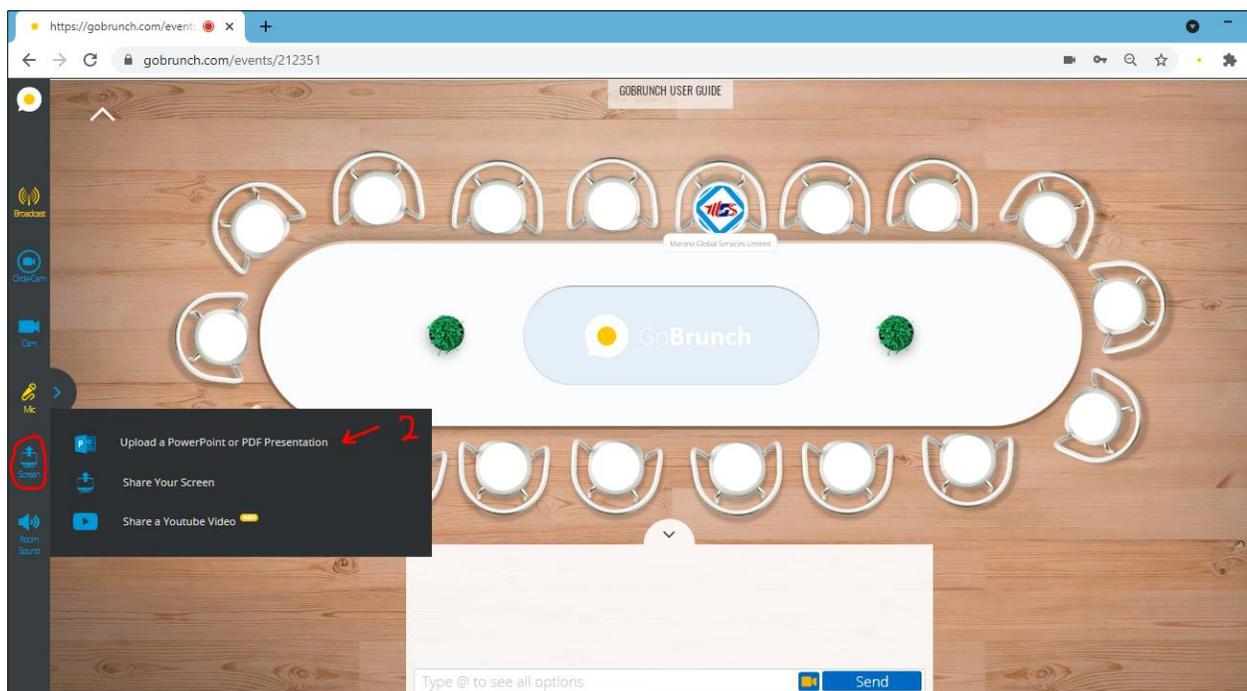
Change camera source: If you have more than one camera, you will be prompted at the top center of the screen with the available options.

Making Presentations

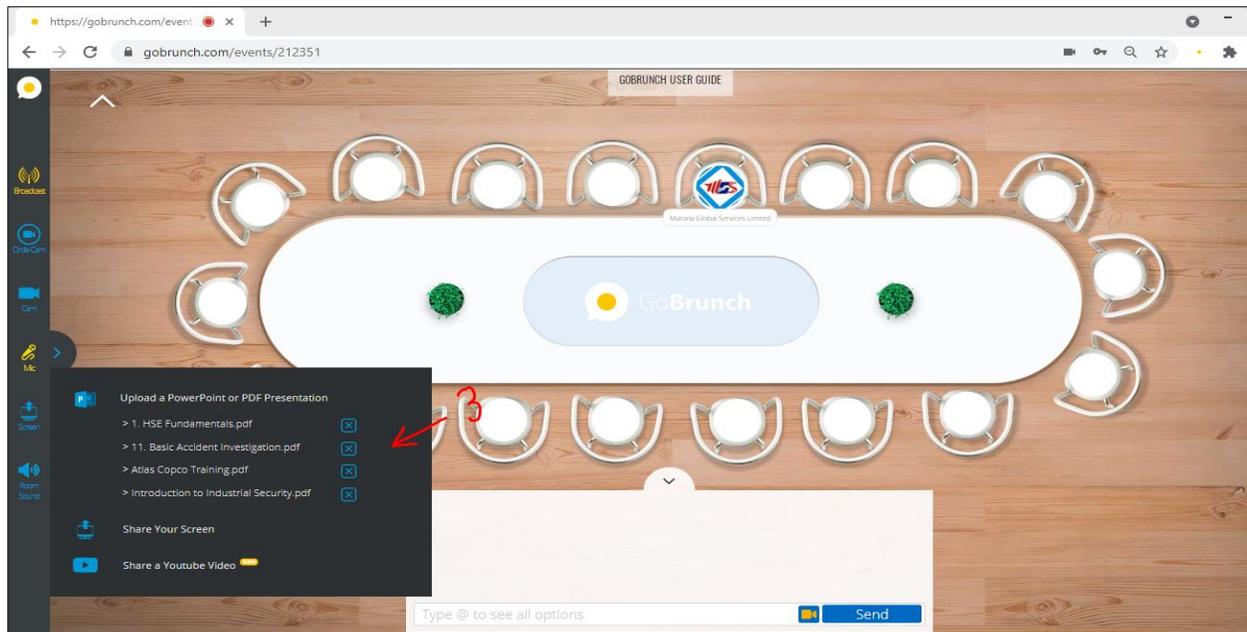
To make presentation during your webinar, there are three options you can use. These include **Upload a PowerPoint or PDF presentation, Share Your Screen and Share a Youtube Video.**

Option 1 to make presentation: Upload a PowerPoint or PDF Presentation

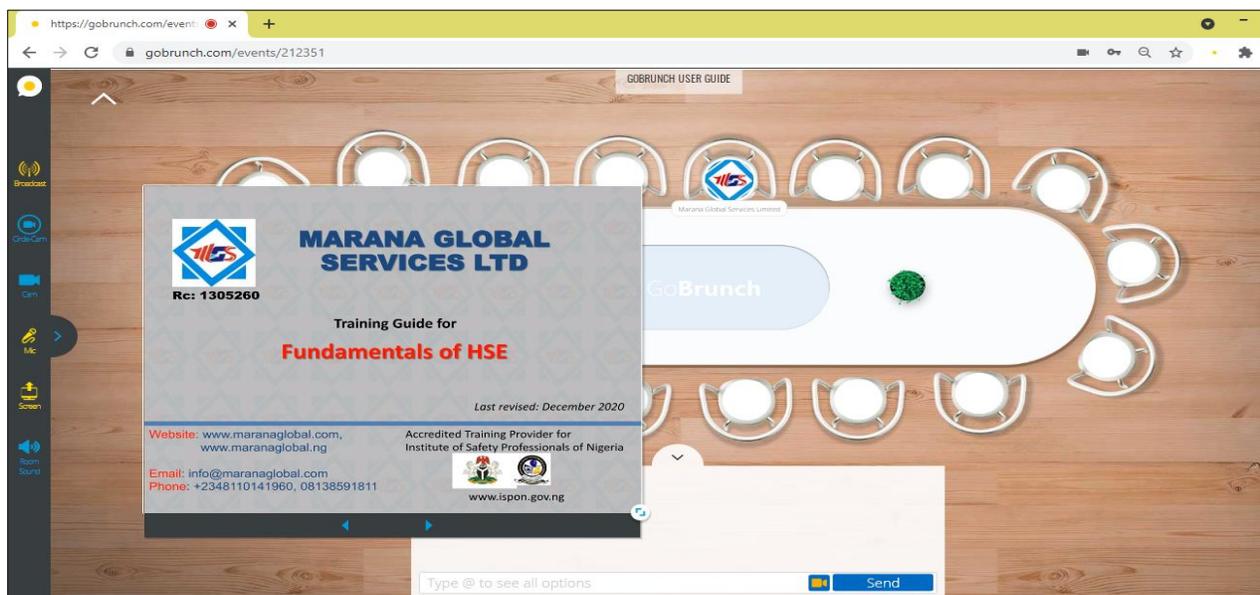
1. Click on **"Screen"** at the left menu bar
2. Then, click on **"Upload a PowerPoint or Pdf Presentation"**. *In order to preserve the document formatting (fonts), we recommend you convert your presentation to PDF. Your attendees will not be able to download your presentation files. If you want them to download, use the [Files](#) feature.*



- Select the PDF or PowerPoint file you want to present and click **"Open"** on the dialog box. This will begin the document upload. *Note that you can upload more than one file into your webinar room in case you have more than one presentation on different files. However, each file will be uploaded one at a time. All uploaded files will be listed under Upload a PowerPoint or PDF Presentation. To remove a file, click "X" next to the file name.*



- Once uploading is complete, you can use the file for your presentation. Click on the file name from the list of your uploads. The document will appear on the screen and your participants can see it.



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5. In order to change the slides, click on the arrows at the bottom of the shared screen.
6. To stop presenting or sharing the document, mouse over the presentation screen and click on "X".

Option 2 to make presentation: Share Your Screen

Browser consideration: You can use Google Chrome or Firefox browser but screen sharing is currently not possible with Safari.

This allows you to make a presentation directly from your desktop without uploading the files to your webinar room. It is possible to share your **Entire Screen** (participants will see everything on your desktop), a specific **Window** (participants will see only the selected Window, especially if there are information you do not want them to see on your desktop) or a **Chrome Tab**.

You can also share your screen with audio or without audio. You will need to share with audio if you have a media file to play for your audience from the desktop. To share screen with audio, use **Entire Screen** or **Chrome Tab**.

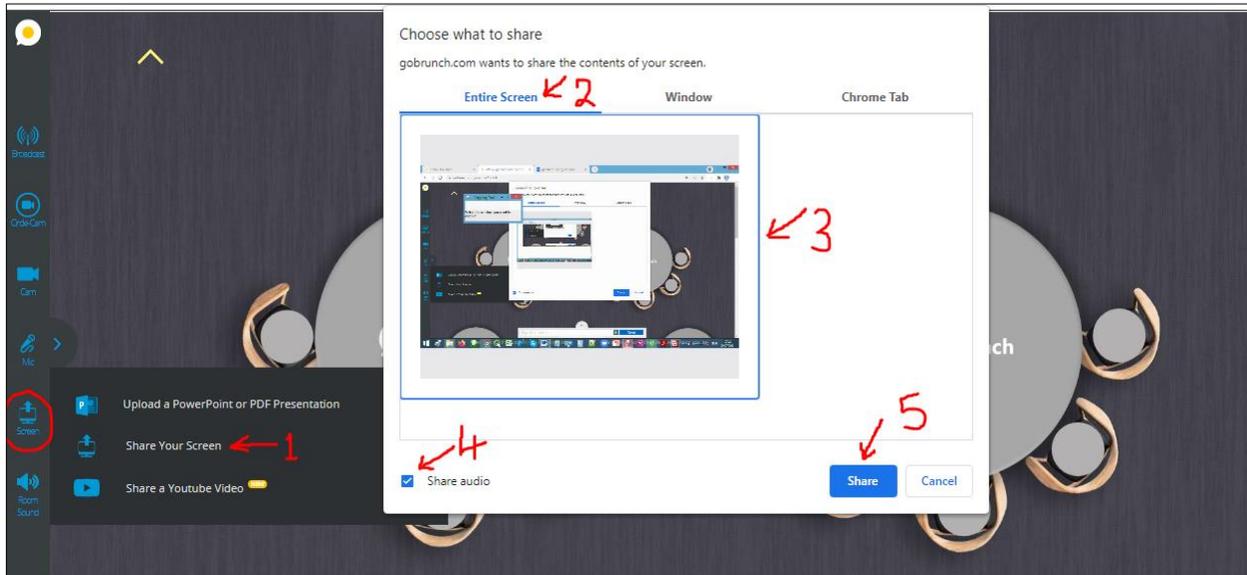
To share your screen: click on "**Screen**" and then "**Share Your Screen**"

Share Your Entire Screen

1. In your meeting or webinar, click on "**Screen**" and select "**Share Your Screen**".
2. A dialog box will open. Select "**Entire Screen**"
3. Click on the screen in the dialog box to highlight it.
4. At the bottom left hand side, check on "**Share audio**" if you like to share audio in your presentation.



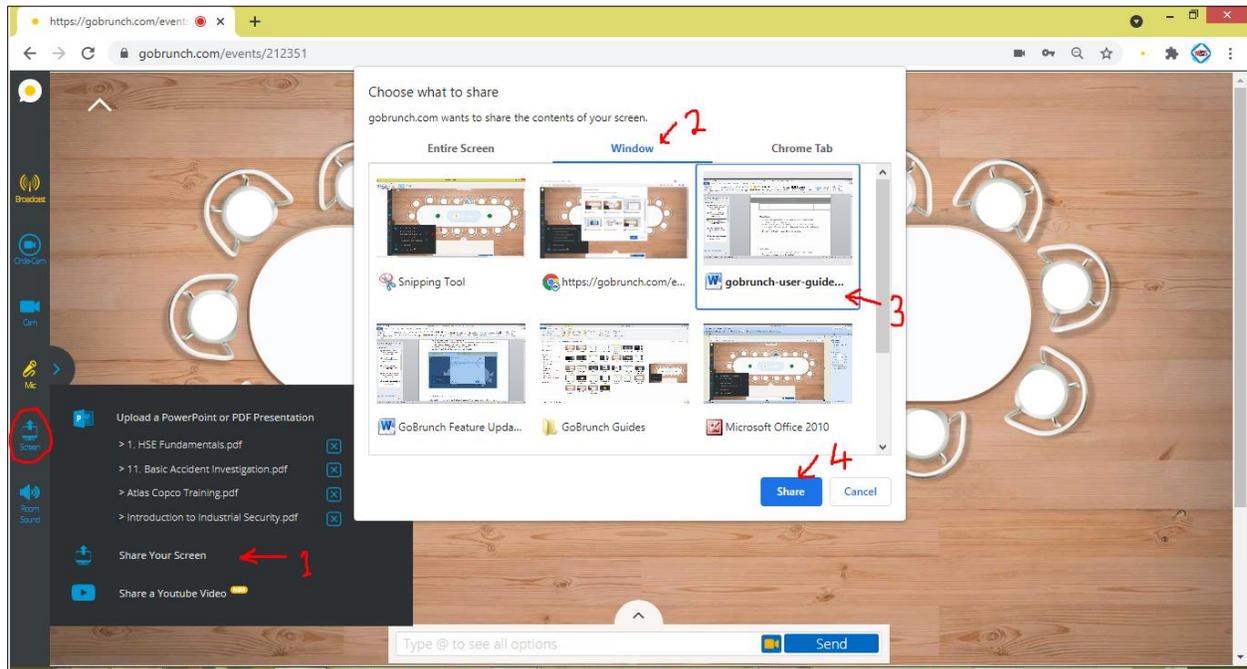
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5. Click **"Share"**. This will share your entire screen with audio.

Share Window

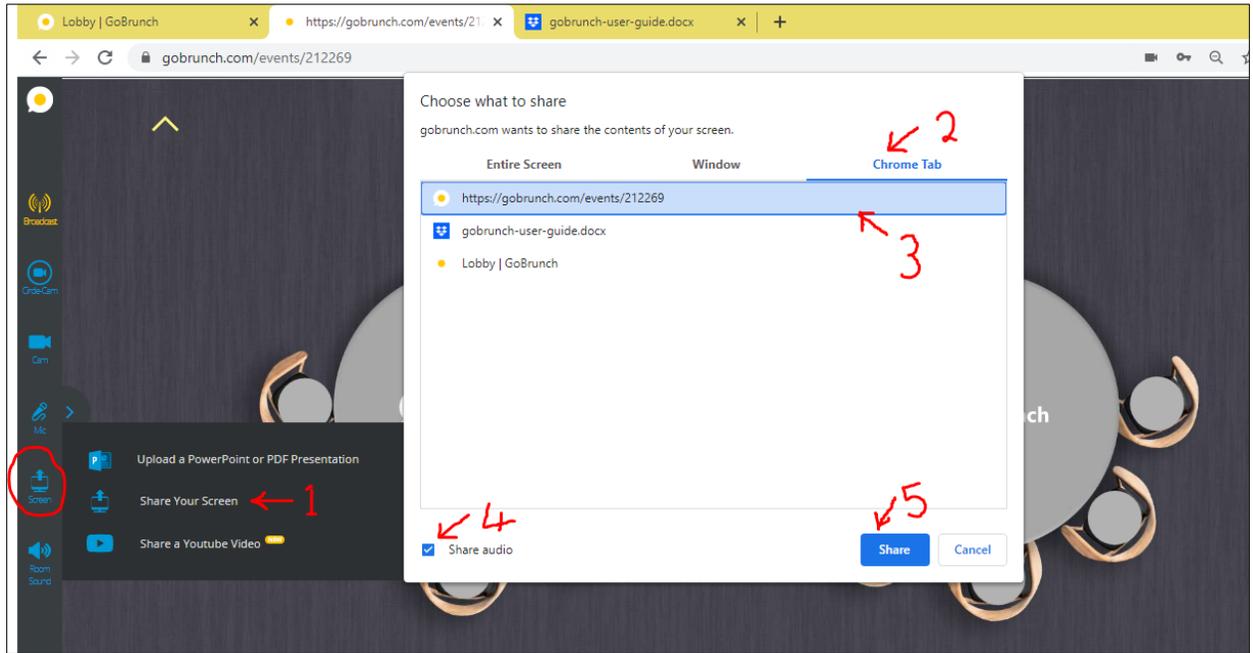
1. In your meeting or webinar, click on **"Screen"** and select **"Share Your Screen"**.
2. A dialog box will open. Click on **"Window"**.
3. You will see a list of your active Windows. Click on the Window you want to share. Only this Window will display to the participants. To display another Window, you need to share that Window by following the process again.
4. Click **"Share"**. This will share your selected Window. Note that you cannot share audio when you use the share Window.
5. To stop sharing your Window, click on **"stop sharing"** on your desktop.



Share Chrome Tab

1. In your meeting or webinar, click on **"Screen"** and select **"Share Your Screen"**.
2. A dialog box will open. Click on **"Chrome Tab"**.
3. You will see a list of your active tabs. Click on the tab you want to share.
4. At the bottom left hand side, check on **"Share audio"** if you like to share audio in your presentation.
5. Click **"Share"**. This will share your Chrome tab with audio.
6. To stop sharing, mouse over the presentation and click **"X"**

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Share Screen from Mac Catalina

If you are using a Mac Catalina or superior, you will have to follow these steps in order to share an application window:

1. Click on System Preferences.
2. Click on Security and Privacy.
3. Click on Privacy tab at the top.
4. Search for Screen Recording.
5. Check to allow Google Chrome.
6. Close your browser and re-open it.

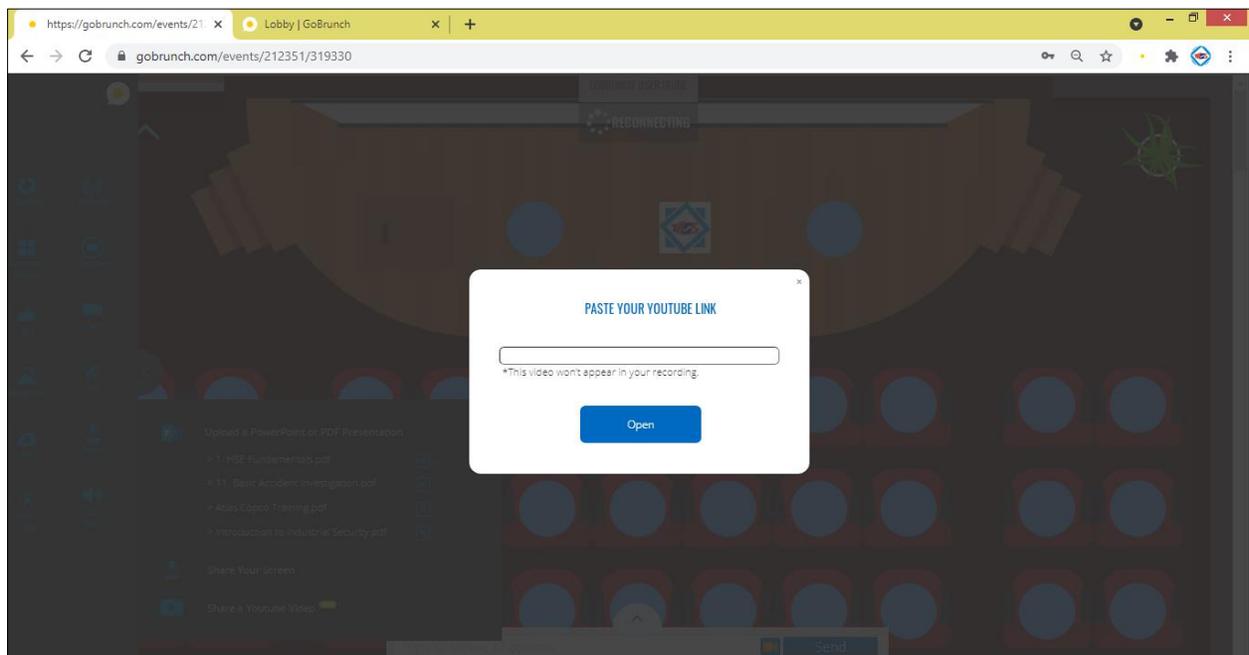
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Option 3 to make presentation: Share YouTube videos

GoBrunch has a built-in functionality that allows you to play YouTube video, preserving maximum audio and video quality for your attendees.

Follow the steps below:

1. Click on Screen and then click on **“Share a YouTube Video”**
2. If you’re not a Gourmet user, you’ll be prompted to update
3. **Paste your YouTube video link** and click **“Open”**



4. You will see a video frame containing your YouTube video
5. Click to play.
6. Once you play, it will be sync between all participants. If you pause, it will pause for everyone as well. *Note that your mic is muted during the reproduction to avoid feedback, but you can turn it on whenever you want. Same is applied to the attendees who have their mics enabled.*
7. You can control the video exactly the way you control it on YouTube, such as fast-forward, rewind, etc. Any action you take will be effected for all participants.

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Note 1: *muting or unmuting your video your video will not mute for everybody else. If your attendees are not able to hear, tell them to unmute their own YouTube video inside the video container using YouTube mute icon.*

Note 2: *we currently do not record YouTube Videos, but you can do that by sharing your screen at the same time. The audio must be captured using your microphone.*

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MODERATION CONTROLS

Moderation controls are available only in Webinars. These enables you to control what your participants can do during the session.

Enabling or Disabling Mic and Camera for All Participants

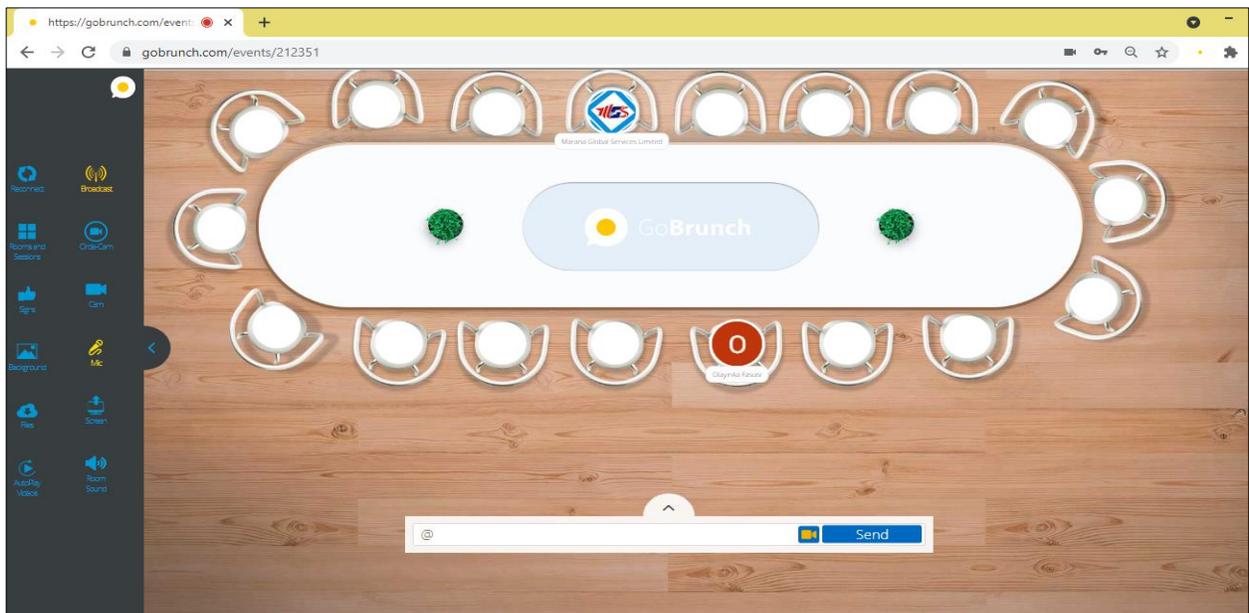
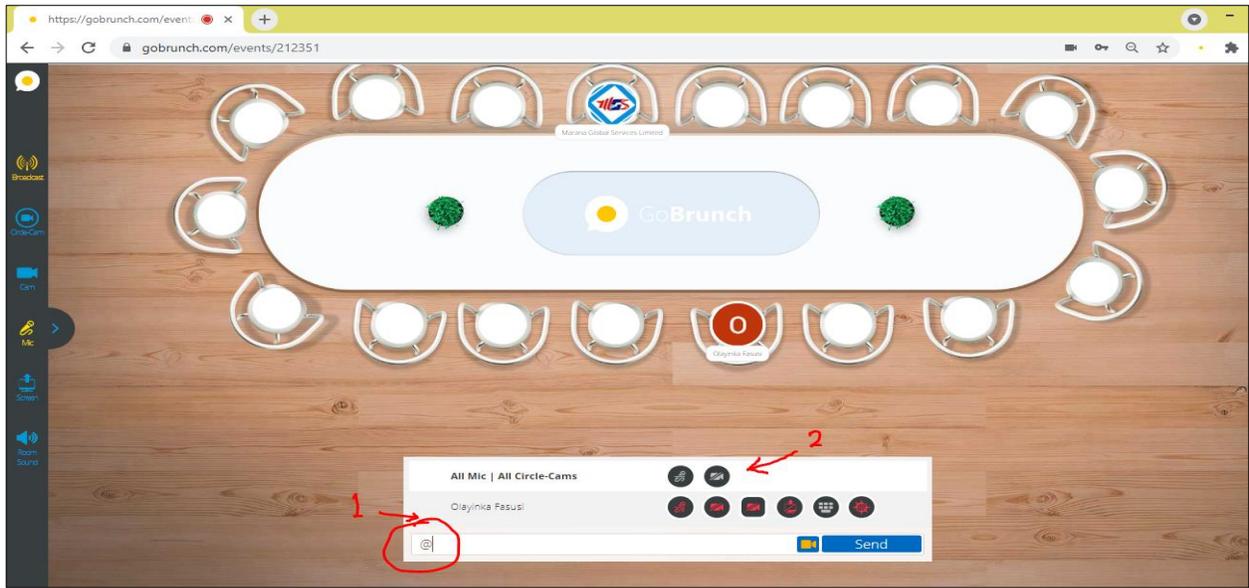
GoBrunch allows you to use a simple command to enable or disable all mics and cameras at once.

If you enable the camera or mic, the participants will see the mic or camera icon, depending on which one is enabled. The participant will be able to turn on/off the mic or camera anytime.

If you disable the mic or camera, the participant will not see the icon and they cannot turn it on unless you enable it.

To enable or disable mic and camera for all participants:

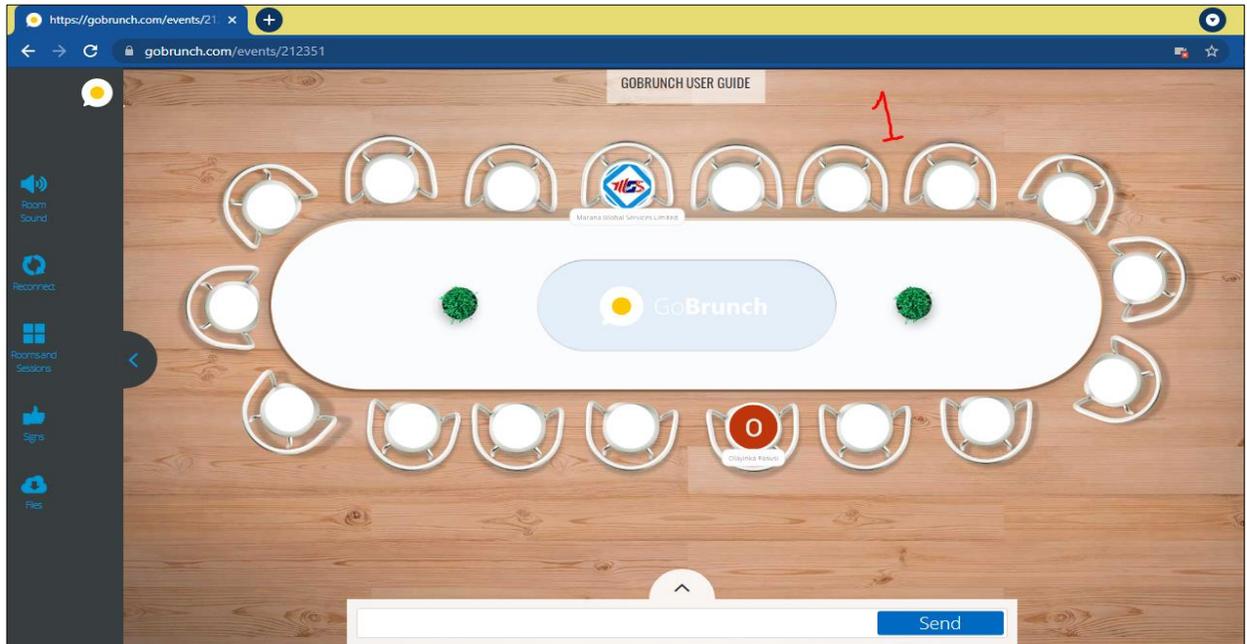
1. Go to the chatbox and type "@"
2. This will show the mic and camera. Click on any of them to enable or disable.



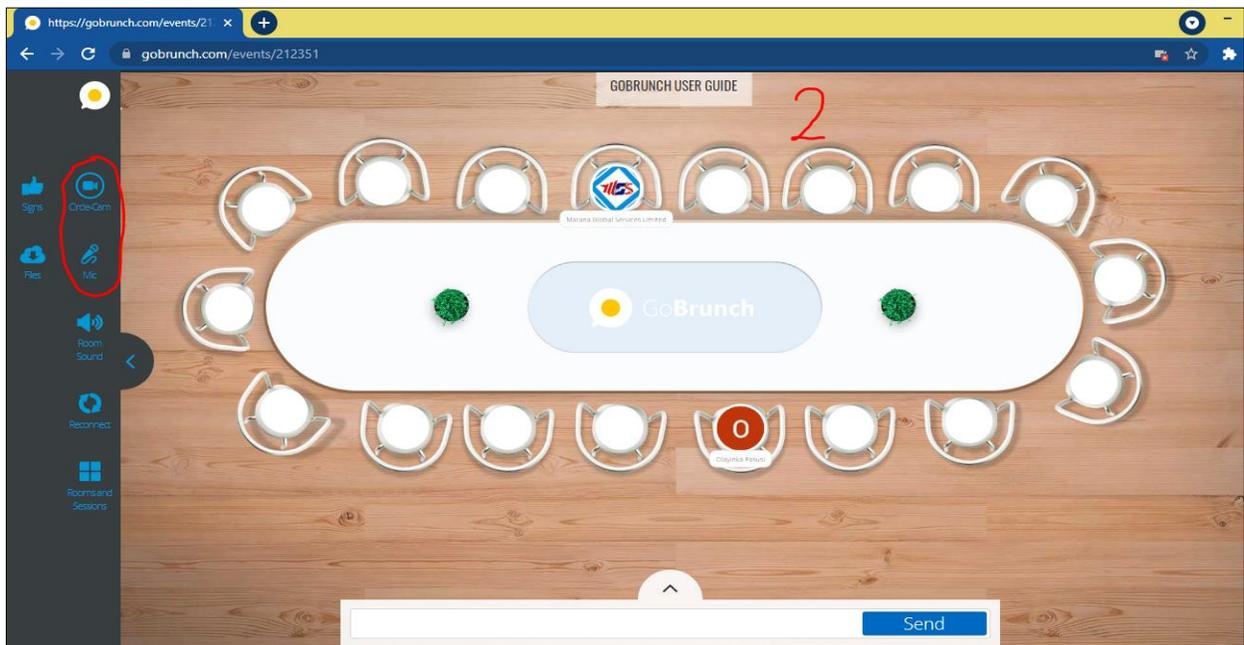
Your screen with full features (Organizer)



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Participant's screen with mic and camera disabled (all participants)



Participant's screen with mic and camera enabled (all participants)

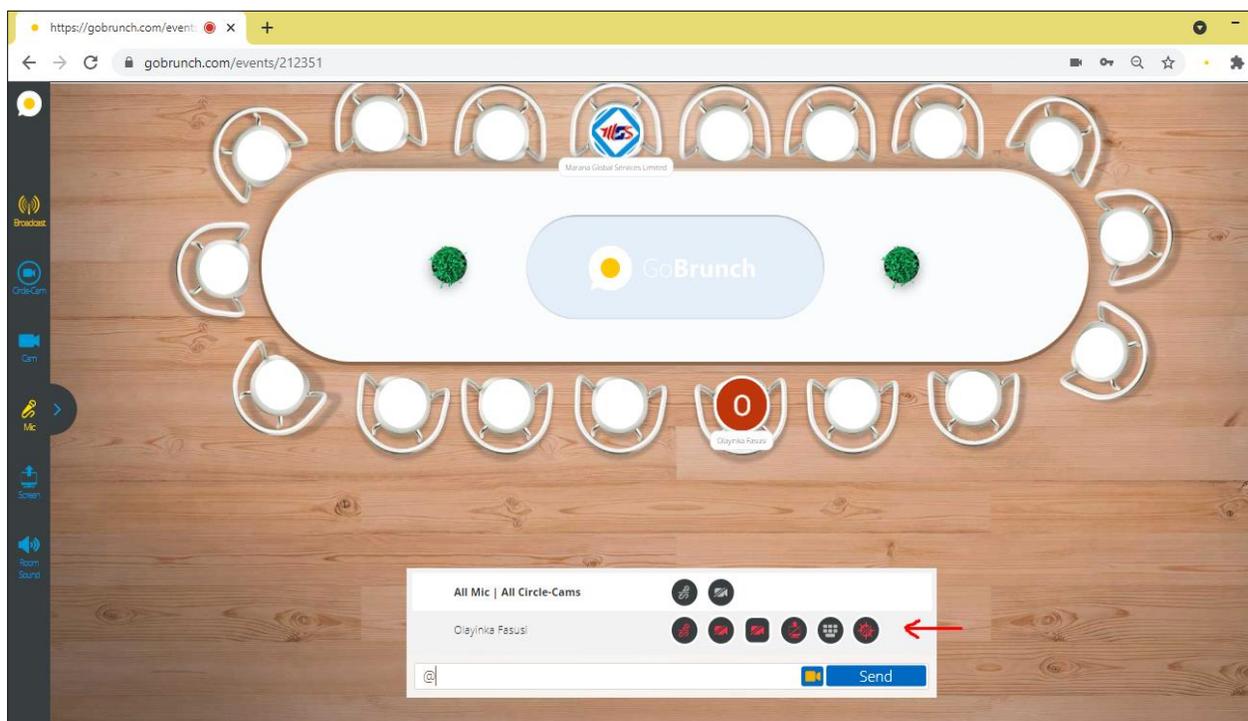
Moderation Control for Individual Participant or Presenter

This feature enables you to control what the participants can do during your event. The available moderations include **mic**, **circle camera**, **presentation camera**, **screen sharing**, **chat** and **moderator privilege**.

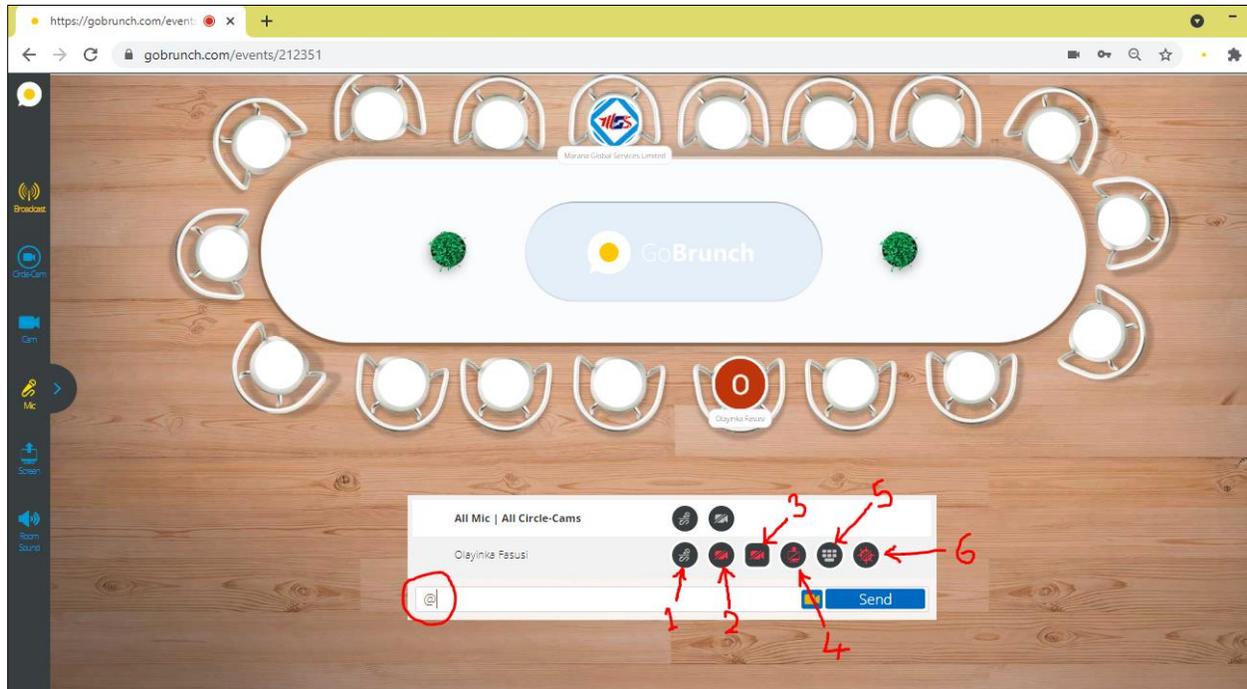
By default, chat is always enabled for the participants but you will need to enable other features for both the guest presenter and attendees if they need to use.

To moderate individual participant:

1. Go to the chatbox and type “@name of participant”. Example, “@Joel” Do not add space between the “@” and the name.
2. This will show the mic and camera. Click on any of them to enable or disable



Explanation of the Moderation Controls (see below)



1. **Mic:** to turn on/off participant's microphone
2. **Circle cam:** to turn/off camera of the participant. The video will show instead of the avatar, in the circle. Good for taking group pictures.
3. **Presentation cam:** to turn on/off big camera for the participant. Use this for someone who wants to make a presentation in your event, or to share video of anyone who is speaking.
4. **Screen:** to enable or disable screen sharing capability for the participant.
5. **Chat:** to enable or disable chat capability for the participant.
6. **Moderator:** to assign moderator privilege to a participant. This grants the participant the same capability with the organizer. This is useful if you need someone to moderate your event while you present. Give this privilege only to a participant who is a member of your team.

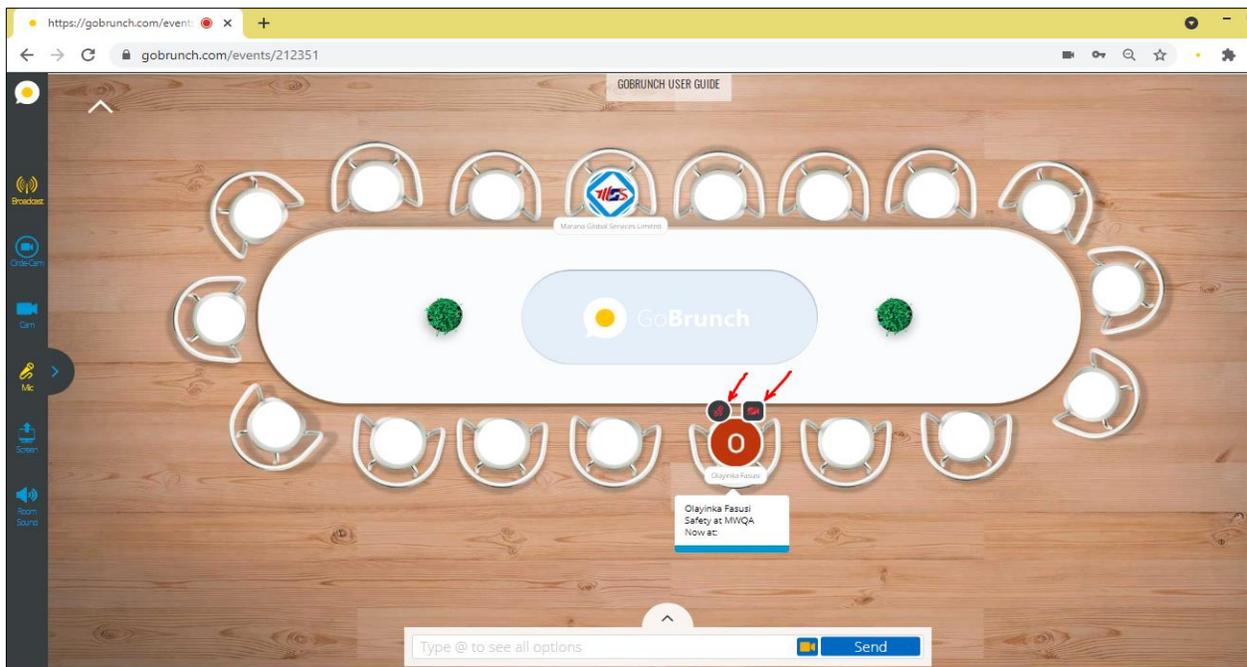


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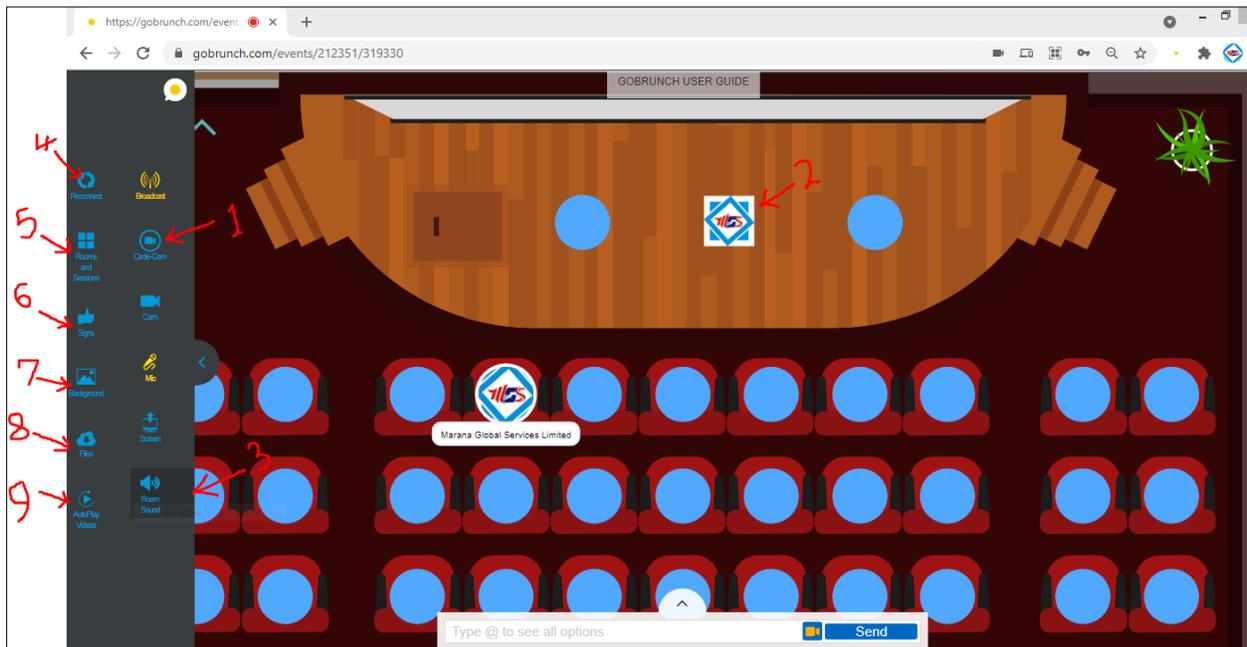
You can also click on the avatar of a participant to turn on/off their mic and camera

For the particular attendee whom you want to control their mic and or camera:

1. Click on the avatar of the attendee. The mic and camera icons will display. If it is yellow, it means it is on and you can switch it off if you want.



USING OTHER FEATURES



1. How to use the circle cam

You can use the circle cam in the menu to turn on your own video in the circle, instead of displaying the avatar.

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To turn on/off the circle cam, click on it. Yellow is on and blue is off.

2. Custom logo

This allows you to change the GoBrunch logo in the room to your company logo. Good for branding and customizations.

1. Mouseover the GoBrunch logo.
2. Click on + to add your logo or - to remove GoBrunch logo.
Supported formats are .SVG and .PNG. For better quality in different resolutions, use SVG.

3. Room sound

This feature allows you to mute and unmute room sound. When you mute, you will not hear anyone who is speaking, but they can hear you as long as your mic is on.

4. Reconnect

This allows you to refresh the page, if for any reason you need to do this during your webinar.

5. Rooms and sessions

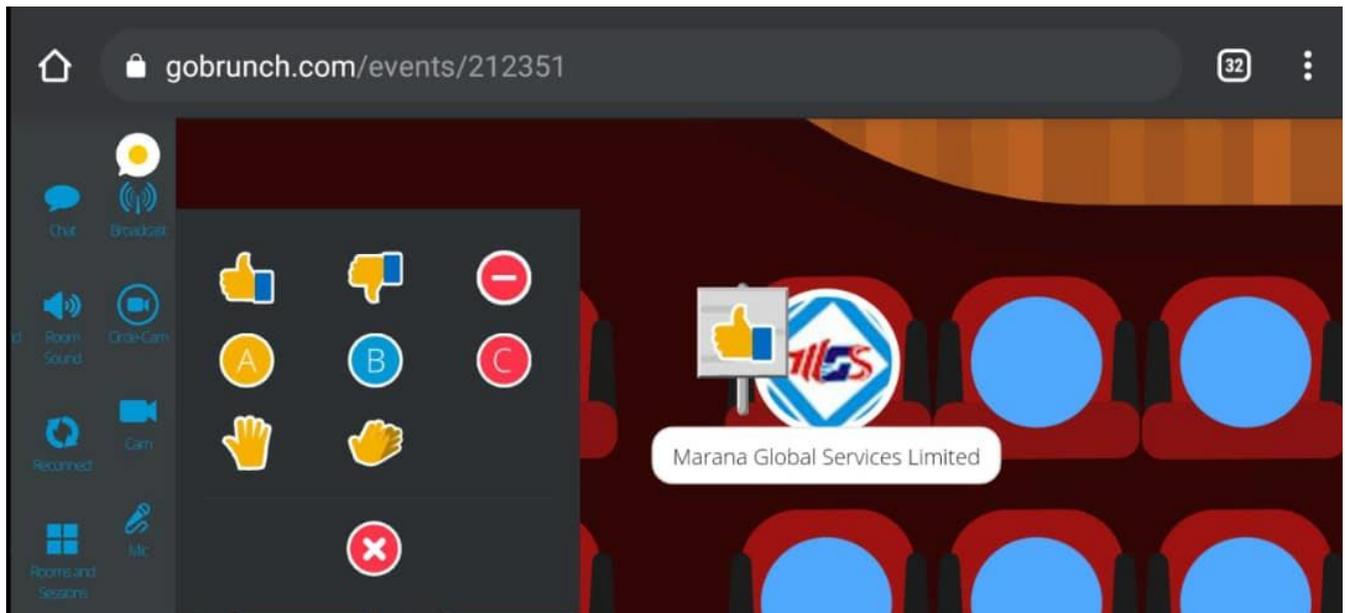
If you have created breakout rooms and additional sessions for your event, they will be listed here. You and the participants can use this feature to navigate between all available rooms in the event. Good for group discussions or syndicate exercises.

6. Signs

Use this to make different gestures during your event. This includes thumps up, thumps down, taking opinions with options A, B and C, etc.

To use, click on "Signs" and then click on the sign you want to use. The sign will display as a flag on your avatar.

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To remove it, click on the sign on your avatar. It will disappear.

7. Room background design

GoBrunch allows you to change the room background design to your own design. This can be useful if you have a banner design that you want your participants to see, or you want to advertise a product or upcoming event.

Note that this will remove the room design and replace with your own design.

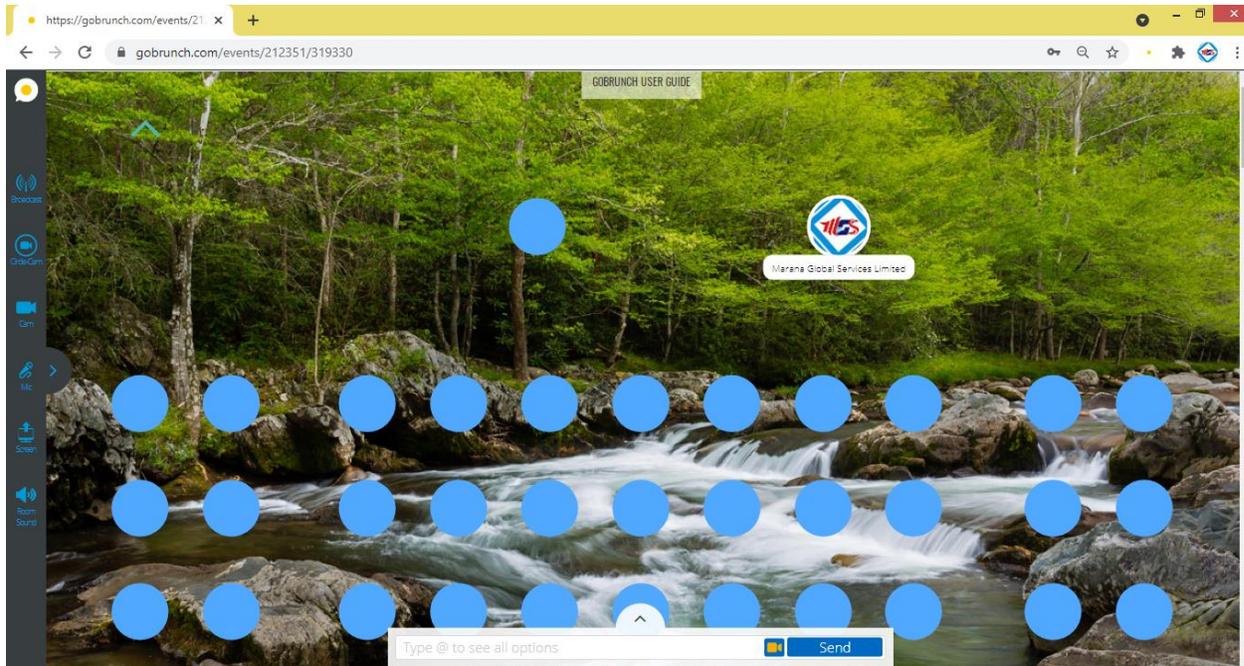
1. Click background in the left menu bar.
2. Click on + to add your designs.
3. Supported formats are .SVG, JPEG and .PNG. For better quality in different resolutions, use SVG.



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4. To change back to the original design, click on **“Background”** and click the **“x”**. Then, refresh the room.



8. Files

On the left menu bar, click on **Files** and then click the **“+”** icon. The uploaded files will be available and can be downloaded by anyone with access to your seminar room.

9. Autoplay Videos

This very important feature allows you to automatically play a pre-recorded video for your participants to watch. This can be useful if you need to replay a recorded session in a live event. When you use this feature, the video will automatically play for each participant when they click your event link. The video will start at different times for each participant, meaning, they can watch the video at different times depending on the time they join the event.

To use this feature,

1. Click on **“Autoplay Videos”** in the left menu bar.

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2. Click on the “+” to upload your video to the webinar room.
3. To play the video for participant, click on it. It will continue to play until you stop it.

How to use the Questions feature

Any questions sent in the chat with a question mark at the end, will appear in the **Questions** box. Everyone can read, but only you as a creator, can delete them. This helps you to separate questions from the general chats. Just tell your attendees to add question marks when they ask questions in the chat box.

How to record breakout sessions

GoBrunch currently records webinars but does not record meetings or Breakout Sessions.

If you have activity sessions in the middle of your class and need to record, you can handle it in two ways:

- At the time of activity, turn off the broadcasting. Once your attendees return, you might be able to restart it. Try to avoid restarting your broadcasting after the end time of your session. This will allow you to record only your main sessions.
- There's a workaround if you need to record the breakout sessions.
 1. Before your class starts, enter your classroom and exit to the Lounge or enter any breakout room. You may keep your camera and mic off. Stay there.
 2. Open a new browser tab and enter your Main room again. You can now normally broadcast your classroom in this tab.
 3. At the time of your activity, share your screen – your browser tab or your entire desktop. Do not close the broadcasting. - even if there's no one is in the main room - and enter the other tab that you have opened in item b.
 4. Navigate normally through the rooms providing the necessary guidance to your participants. GoBrunch will record everything that you do.
 5. When your students return to the main classroom, you can close the additional tab and continue your webinar.

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MANAGING YOUR WEBINAR

Editing Your Webinar

After creating your webinar, it is possible to edit the details. This can be particularly useful if you want to postpone your event or you just want to update some information.

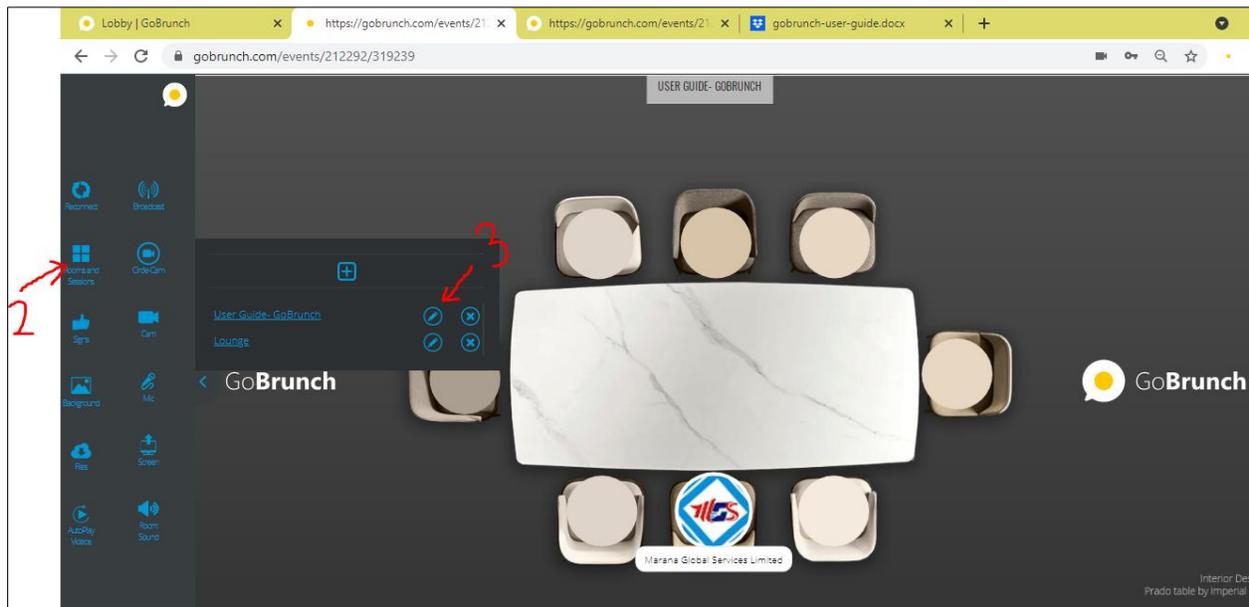
The feature will enable you to change the webinar or room title, room type, date and time, set recording, change room privacy and room layout.

Follow the steps below.

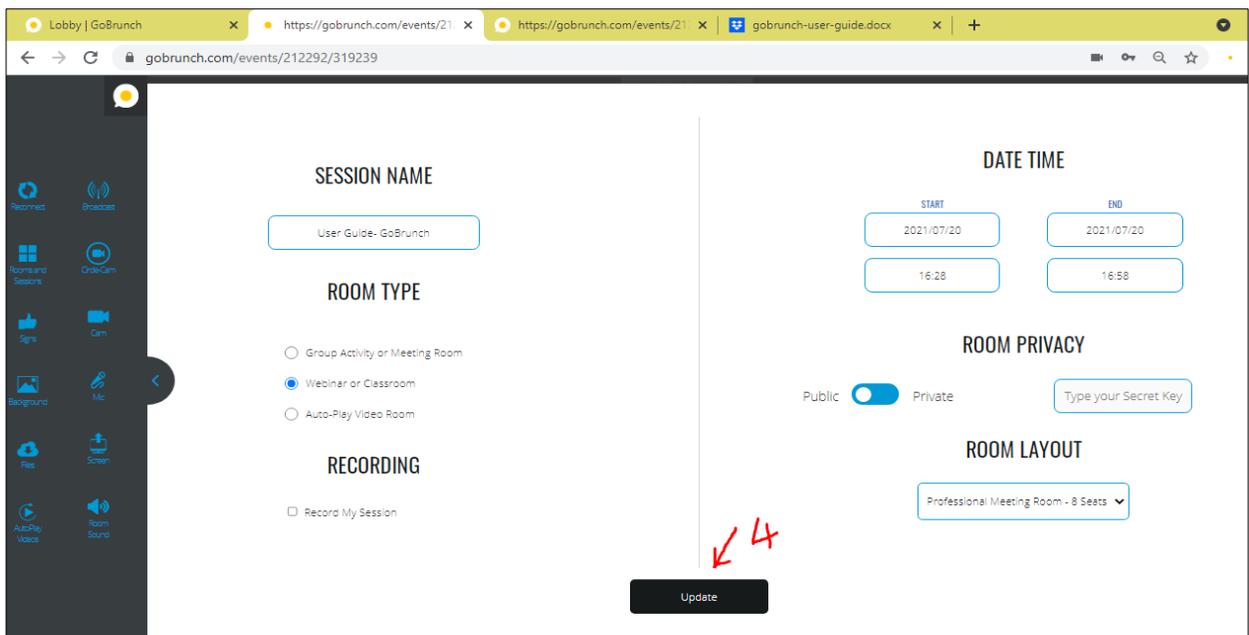
1. Open the webinar you want to edit.
2. Go to the left menu bar and select "**Rooms and Sessions**".
3. You will see the names of your rooms, breakout sessions and the Lounge. Identify the room you want to edit and click the pencil to edit.



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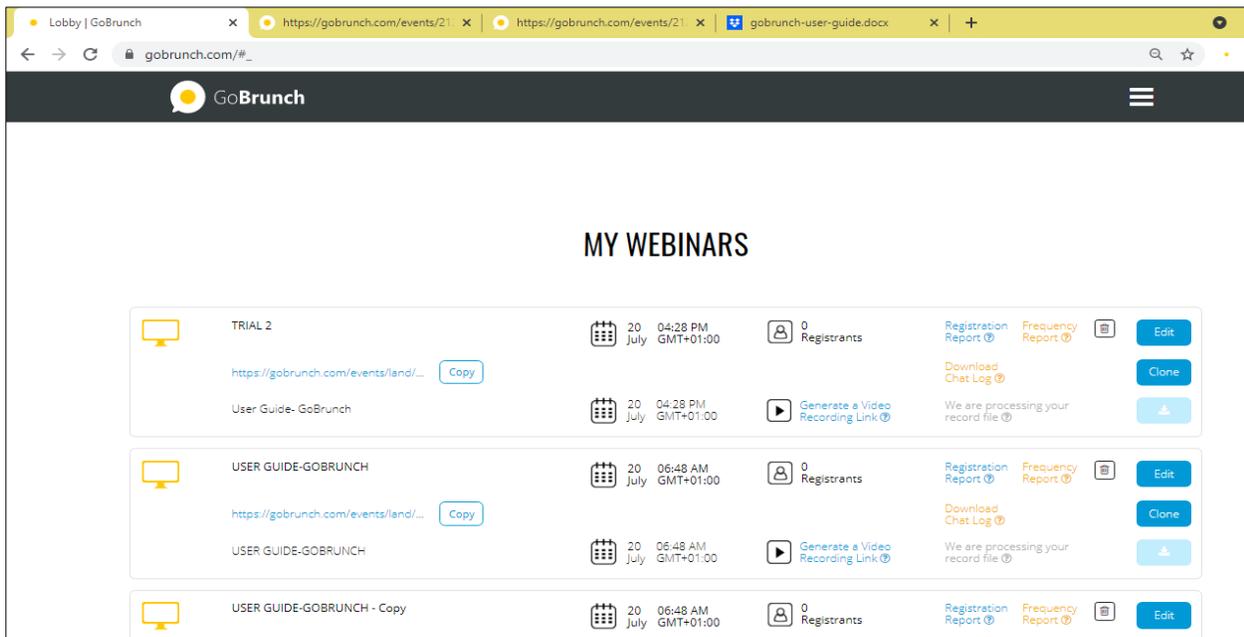


4. After editing the details, click **“Update”** to save the settings. Your webinar page will reload to effect the change.



How to duplicate a webinar

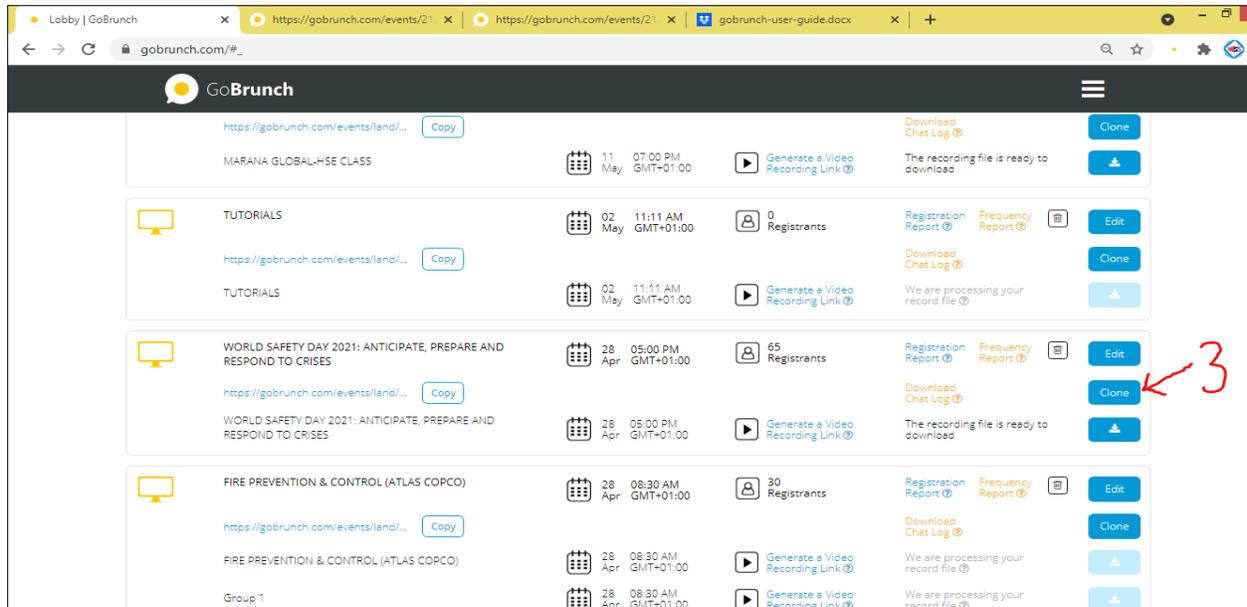
1. Go to <https://gobrunch.com>
2. Scroll down to “My Webinars” to see the list of webinars you have created.



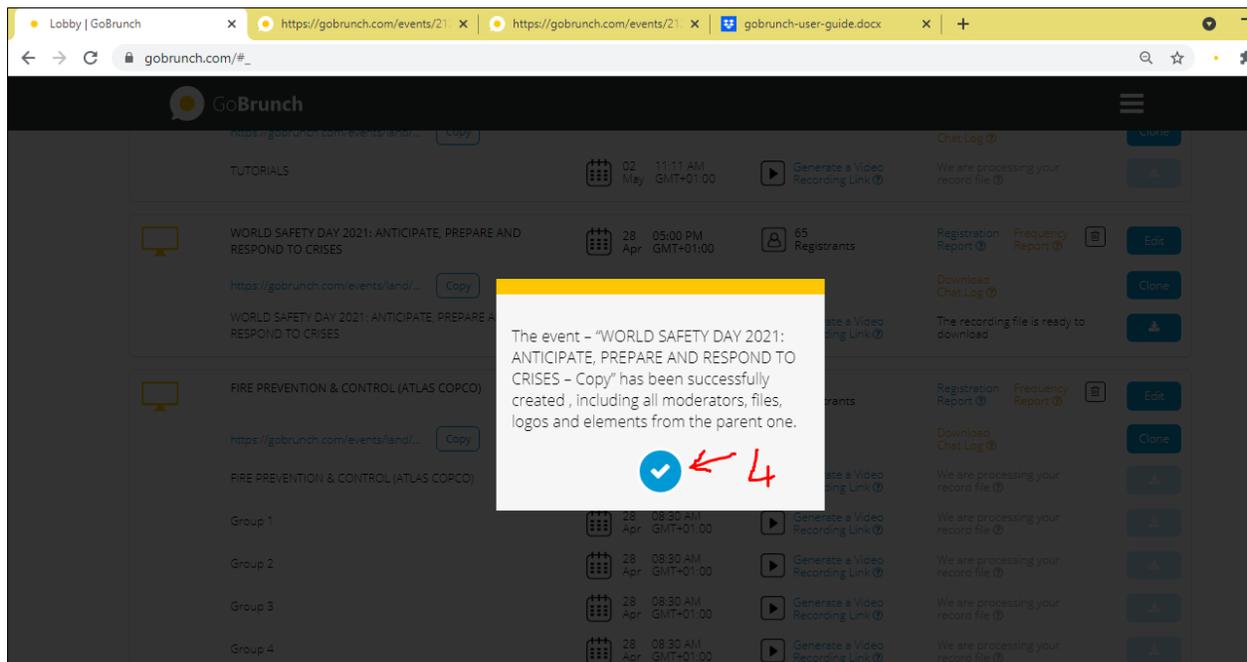
The screenshot shows the GoBrunch interface with the 'MY WEBINARS' section. It displays a list of three webinars, each with a title, URL, date and time, number of registrants, and various action buttons.

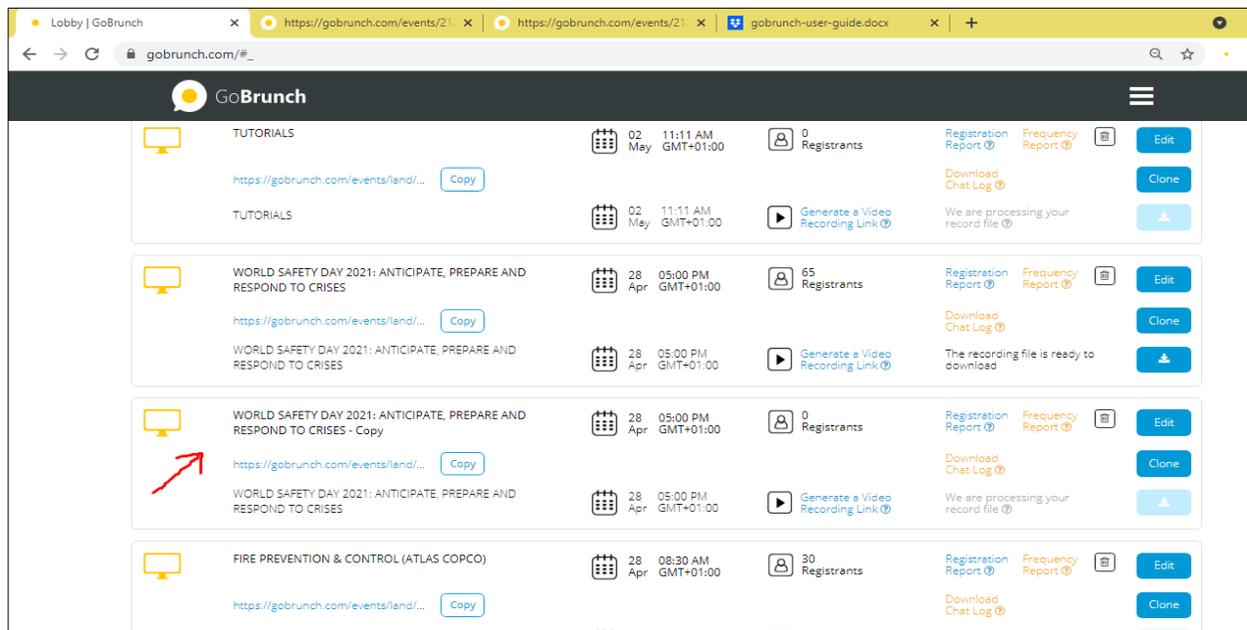
Webinar Title	URL	Date & Time	Registrants	Actions
TRIAL 2	https://gobrunch.com/events/land/...	20 July 04:28 PM GMT+01:00	0 Registrants	Registration Report, Frequency Report, Edit, Clone
User Guide- GoBrunch	https://gobrunch.com/events/land/...	20 July 04:28 PM GMT+01:00	0 Registrants	Generate a Video Recording Link, Download Chat Log, We are processing your record file
USER GUIDE-GOBRUNCH	https://gobrunch.com/events/land/...	20 July 06:48 AM GMT+01:00	0 Registrants	Registration Report, Frequency Report, Edit, Clone
USER GUIDE-GOBRUNCH	https://gobrunch.com/events/land/...	20 July 06:48 AM GMT+01:00	0 Registrants	Generate a Video Recording Link, Download Chat Log, We are processing your record file
USER GUIDE-GOBRUNCH - Copy	https://gobrunch.com/events/land/...	20 July 06:48 AM GMT+01:00	0 Registrants	Registration Report, Frequency Report, Edit, Clone

3. Identify the event you want to duplicate and click on "Clone".



4. You will see a dialog box telling you that the event "Original event name-Copy" has been created successfully from the parent one. Click Okay. The duplicate will be listed under the original event as shown below.



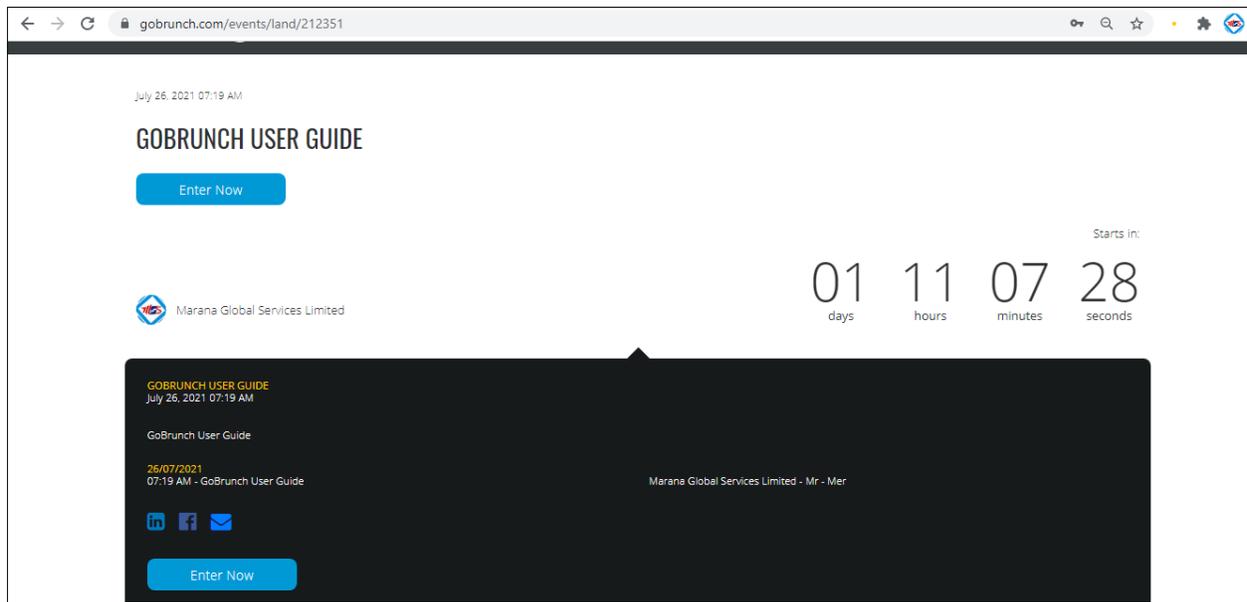


How to see the Landing Page of your event

1. Go to My Webinars
2. Copy the link of your webinar
3. Paste in a new tab of your browser
4. Change the URL gobrunch.com/events/ to gobrunch.com/land/. Example:
<https://gobrunch.com/events/1790511> to <https://gobrunch.com/land/1790511>

Note: all your attendees will see initially the landing page if they are not registered.

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How to download a recording file

1. Go to **My Webinars**
2. If you have created a recorded event, the link to download the video will be displayed alongside the webinar.
3. Click on the link and your video will download to your local storage.

How to generate a sharable link of your video

If you want to distribute the link of your video and allow your students to download it, follow these steps:

1. Go to **My Webinars**
2. Identify the recorded webinar and click on **Generate a Video Recording Link**
3. The link will be copied.
4. Share the link with anyone who want to watch the video.

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How to download your registration list

In order to see the list of people who registered for your event:

1. Go to **My Webinars**
2. Click on **View Your Webinars**
3. Click on **Registration Report**. It will download as csv file.

How to download your Frequency Report

This report shows you how long (in minutes) a participant stayed connected during your event.

1. Go to **My Webinars**
2. Identify the webinar and click on **Frequency Report**.
3. The report will download as a csv file.

How to download the chat history of your sessions

1. Go to **My Webinars**
2. Identify the webinar and click on **Download Chat Log**.
3. The chat history will be download as a csv file.

How to delete a webinar

1. Go to **My Webinars**
2. Identify the webinar you want to delete and click on the **bin** icon to delete it.

Note that this action cannot be reversed.

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How to invite people to your webinar

When you create your webinar, GoBrunch will send you a confirmation by email.

You can share the webinar link by email or any other means you desire. If the webinar is private, remember to also share the **secret key** with the invitees.

Alternatively, you can copy the link from GoBrunch website.

1. Go to **My Webinars**
2. Identify the webinar you want to share and **Copy** the link.

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ROOMS AND SESSIONS

This feature allows you to create breakout rooms and additional sessions for your event. You will be able to add multiple rooms as you desire. You and the participants can navigate between all available rooms in the event. Good for group discussions, collaborations, class activities, product exhibitions etc.

In addition, you can edit your event details and the rooms through the **Rooms and Sessions**. See details under “[Editing Your Webinar](#)”

How to add Breakout Sessions

1. From the list of your webinars, identify the one you want to add the breakout sessions. Click to open the webinar room.
2. On the left menu bar, click on “**Rooms and Sessions**”
3. Click on the “+” to add a breakout room.
4. Type the name of the room (example Group 1), select the room layout and other necessary information.
5. The new room will be listed under the **Rooms and Sessions**, and you can assign your participants for their group activities. **Note: do not check this option for your main**

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classroom or main speaking session, since this removes your moderation controls.

6. You can add as many breakout sessions as you want. Remember that there are no moderation controls for Breakout Sessions because the room allows the participants to freely discuss and collaborate. You can moderate only in the main session.

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USEFUL TIPS

Before your webinar

1. Make sure your upload speed is at least 1MB - <https://www.speedtest.net/> and your Jitter is less than 7ms.
2. Test your mic before the webinar. Make sure people are able to hear you.
3. If you are planning to use the Upload feature for your presentation, convert your PowerPoint file to PDF to preserve the fonts.
4. If you are planning to share your screen, add the google extension before your class.
5. If a participant cannot hear you, confirm if this is happening only to him or her. If it is, ask the participant to reload the page.
6. If you have another presenter in your webinar, make sure to do the same tests with him or her.
7. For best experience, provide these guide to your participants when you invite the:
 - a. If you are on Windows or Mac, use Google Chrome or Firefox. If you are on Android, use Google Chrome. If you are on iOS, use Safari 12.1 or greater. Laptops have a better experience, since they have bigger screens.
 - b. Click on the link: {your webinar link here}
 - c. Click on the Join button.
 - d. Register with Google, facebook, LinkedIn or e-mail
 - e. If the session is private, remind then to enter the secret key.
 - f. Type your occupation and company. This will be useful when clicking over your avatar. You just have to do this once.
 - g. You will see the Webinar Room. Click on any circle to sit.

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- h. When the presenter is live, you can drag the edges to increase the size of the cameras and screen shares.
- i. Enjoy!

Live Captions

While GoBrunch does not offer Live Captions by itself, there are many approaches that you can use in order to provide this feature to your attendees:

1. Using Google Chrome built-in feature under Accessibility: <https://youtu.be/KDP8a5s8yaU>
2. Using PowerPoint Closed Captions Subtitles: <https://shorturl.at/akBEZ>
3. Use Automatic Captioning from Google Slides: <https://elearning.uni.edu/faq/how-do-i-add-closed-captions-google-slides-presentation>

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TROUBLESHOOTING

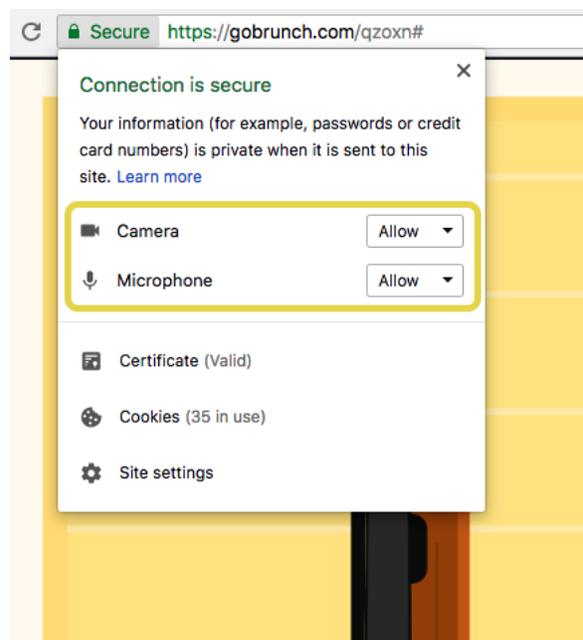
I can't see or hear anything

1. Make sure you are using Chrome version 28+ or Firefox 22+ on your Windows / Mac / Linux or Android. iOS works only with Safari version 12.1 or superior.
2. Refresh your browser page - that reestablishes the connection and solves 90% of the problems.
3. Nothing is working so far? Try restarting your browser.
4. If you can see but can't hear, make sure your speakers are on. Test watching any *YouTube* video.
5. There are instances and rare cases, where you are inside a company with strict firewall rules, you might have your video/audio protocols disabled. In this case, you can ask your IT department to open access for outgoing traffic via TCP or UDP port 443 on hosts on the domain gobrunch.com.
6. If none of these worked, try changing the device. If you're on your pc, switch to your mobile or vice-versa.
7. If still you are not able to see or hear, please contact us at support@gobrunch.com and we will try our best to find out what's wrong.

People can't hear or see me

1. Can you see and hear the other people? If not, please start [here](#).
2. Refresh your browser.
3. Have you received any popup notification right after loading the page? Common problems are:
 1. **Please allow your camera or mic in your browser. It's currently blocked.**
In this case, you must allow the camera and mic on your browser. Here is where and how:

1. If you're using a PC:



Is your laptop from your company? In case you're getting continuous messages that the mic is being blocked and you already enabled it, it's possible that you don't have privileges to turn it on. In this case you will have to get in touch with your IT department.

2. If you're on Android:
 1. Tap on the menu button > Settings.
Get into Advanced section > Site settings

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2. Toggle Camera or microphone switch to On

2. **We cannot detect your camera or microphone.** Make sure your mic or camera are working in other applications. Restart your browser and close all other video-conferencing tools.
4. People can see you but not hear you? Do you have 2 mics (internal and external)? Make sure the desirable mic is chosen. Mouseover the mic icon and you will see a small graph indicating which one is working.
5. People still can't hear or see you? If you have any other video-conferencing application open, close it and try again.
6. Are you the creator of the *Event*? Make sure you clicked on the **Broadcast icon**. This is not applicable for Meetings. You can restart the broadcasting at any time by clicking on the Broadcast icon. That might be useful to reset some settings.
7. If the problem persists, please contact us at support@gobrunch.com and we will try to help you as fast as we can.

I'm unable to login or I forgot my password

Make sure you've signed up using the media you're trying to login. Example: you're trying to login using e-mail, but you've created your account using Gmail or Facebook. In this case, you won't need any password from GoBrunch's end. All you have to do is signup using Gmail or Facebook.

If you're positive that you've created an account using e-mail, this is the link to retrieve your password: <https://gobrunch.com/auth/forgot>.