

QualStage

Backroom User Guide



We recommend using Google Chrome, Firefox, or Microsoft Edge on a computer. QualStage is NOT compatible with Safari, Internet Explorer, or tablet / mobile devices. Please check to make sure you have latest browser updates installed on your computer. Older versions of Chrome (version 80 or older) and Edge (version 44 or older) may not be compatible.

Tech Check

1. Test the compatibility of your equipment 24-48 hours ahead of your scheduled meeting time
 - **IMPORTANT** Use the same equipment and location for testing as the actual meeting and use a required web browser: Chrome, Microsoft Edge or Firefox
2. Go to: <https://www.qual-stage.com/backroom-doorway>
 - Link is also included in your confirmation email
3. Click 'Check Your Network Connection and Devices'
4. Scroll down to test Hardware Setup
5. Click 'Done'

Joining the Meeting

1. Click on this link to join the session:
<https://www.qual-stage.com/backroom-doorway>
2. Enter your meeting code, and if requested, confirm which session you want to join

Waiting Room

When your meeting attendee code has been verified you will enter the virtual 'Waiting Room' until the moderator has launched the interview and given you access to the backroom.

Meeting Tools (fig. 1)

1. **Video thumbnails:** You'll be able to see the moderator, interpreter (if applicable), and respondents across the top banner. Hover over individuals to see their ID#. The recruitment grid provided by your M3 Project Manager will give you more information about them.
2. **Attendees:** A list of all meeting attendees, including the moderator, respondents, and backroom clients and observers. Respondents will be identified by their ID#.

Join Meeting

Enter your meeting attendee code.

I'm not a robot  reCAPTCHA
Privacy · Terms

Verify Code

 Check Your Network Connection and Devices

Change current language

English ▾

If the tech check fails:

- Be sure you are using a laptop or desktop computer (not a tablet or smartphone)
- Be sure you are using the latest version of Chrome, Edge or Firefox
 - » Internet Explorer & Safari are not compatible
- Check your internet connection and devices
- If tests continue to fail, you will be given instructions on opening a support ticket and you may also reply directly to this email

3. **'Chat':** The  signals you have a new message, which will disappear as soon as you click within the text box
 - To send a message, type into the message box and click  icon to send
 - To view chat outside of the QualStage platform, just select  icon
 - The chat options are as follows:
 - » **Everyone** ( icon): You will be able to view messages between the moderator and respondents
 - » **Individual** ( icon): Send a message directly to the moderator or the backroom individuals
 - » **Backroom** ( icon): Group chat between the backroom attendees, interpreter and the moderator
 - » **Backroom** ( icon): Group chat between backroom attendees excluding the moderator
 - Should you pop-out your chat box and need to locate it, simply click on **Go to Chat Window** within QualStage for it to appear
4. **Recording status:** 'Recording is on' confirms that the session is being recorded
5. **Translated audio:** If you have a interpreter for your session, you can toggle between the moderator and respondent(s) speaking in native language and the interpreter's voice to hear translated audio

Interpreter toggled ON will listen to translator's voice to translate the moderator and respondent(s) discussion. Interpreter toggled OFF will listen to native language (moderator and respondent(s)) live.

6. **Events:** When enabled by the moderator, the backroom can highlight specific points within the interview:
 - a. **Add a note:** Add notes during the session
 - b. **Flag a moment:** Flag an important quote or insight
 - c. **Mark an adverse event:** Flag an AE that is identified during the session
 - d. **View events:** View any notes or events flagged during the session
 - e. **Publish to backroom:** Toggle to give the backroom access to the Notes and Flags features

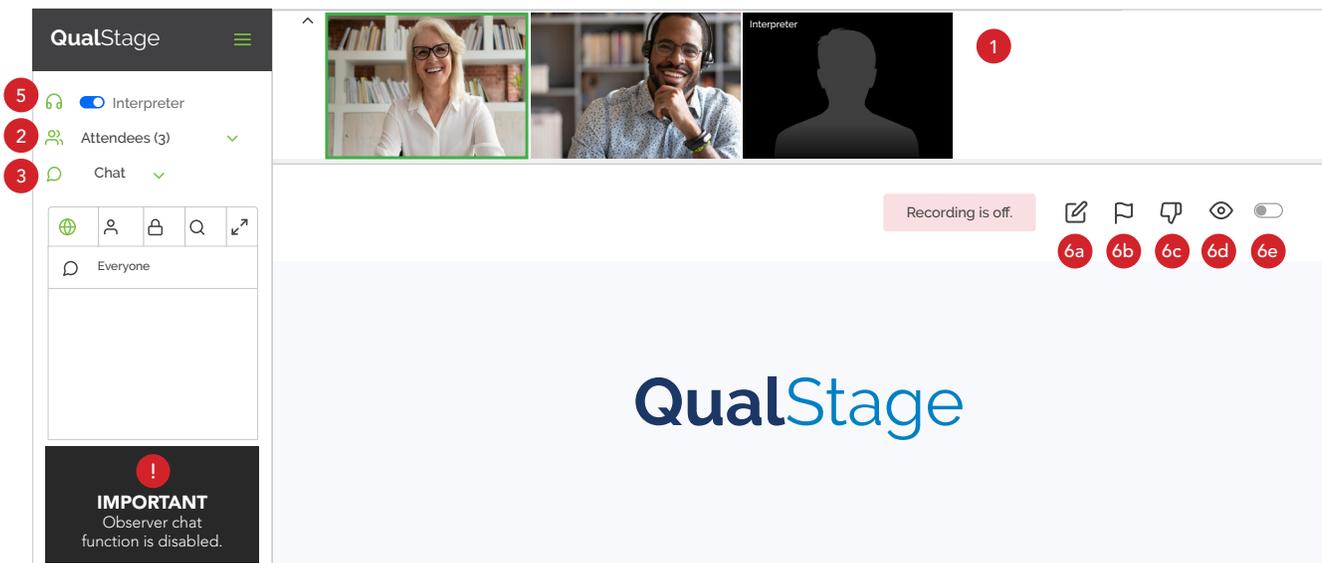


fig. 1

If you have any questions, or need any additional support, please do not hesitate to contact QualStage@m3global.com. Be sure to include the project number in the email subject.