

QualStage

Respondent 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.
2. Make sure your camera and microphone are connected and working, and use a required web browser: Chrome, Microsoft Edge or Firefox
3. Go to: <https://www.qual-stage.com/doorway/>
 - Link is also included in your confirmation email
4. Click 'Check Your Network Connection and Devices'
5. Scroll down to test Hardware Setup
6. Confirm Video and Audio device selections and 'Set Hardware Choices' to save
7. Click 'Done'

Tech Check

 [Check Your Network Connection and Devices](#)

Join Meeting
Enter your meeting attendee code.

☐ I'm not a robot 

Click Check Your Network Connection and Devices to continue

Change current language

English ▼

QualStage Login

1. Enter a quiet place with good internet connection while using a desktop or laptop computer; do **not** use a tablet or smart phone
2. Go to: <https://www.qual-stage.com/doorway/>
 - Go to the weblink five minutes before your scheduled interview
 - » **IMPORTANT** Using a recommended web browser: **Chrome, Firefox, or Edge**
 - Link is also included in your confirmation email
3. If it has been more than one hour since your tech check, you will be prompted to complete another tech check
4. Enter attendee code from confirmation email and click 'Verify Code'
 - Once permitted, you will be able to join the meeting – if you do not manually enter within 5 seconds, the page will auto-refresh and bring you into the interview room

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

Waiting Room

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







You will then be **able to join the meeting by clicking the "Join Meeting" button**, or you will be added automatically after five seconds.

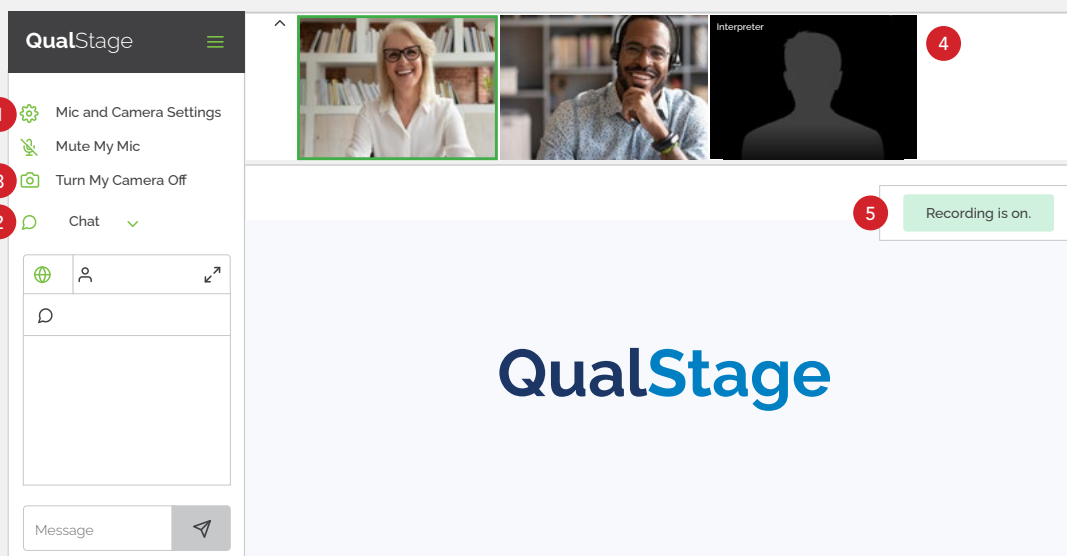




IMPORTANT

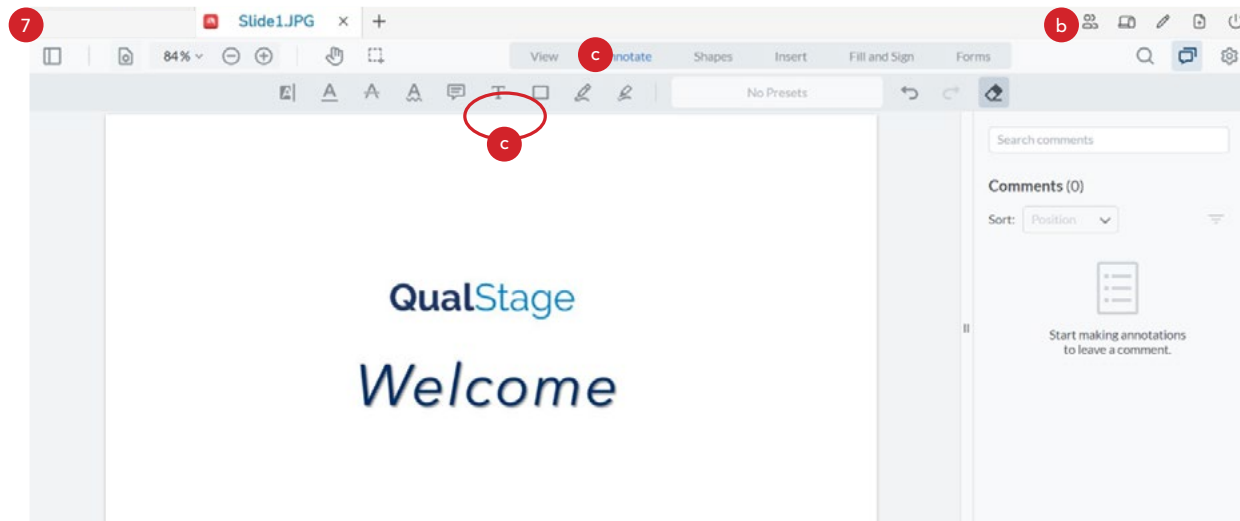
If you are in the waiting room for more than 5 minutes past the interview start time please email us immediately.

Meeting Tools

1. **'Mute My Mic':** Click the microphone-slash icon to mute and unmute yourself
2. **'Chat':** The  icon 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
 - You can define the recipient(s) as follows:
 - » Everyone ( icon): Send messages to everyone (moderators and respondents)
 - » Individual ( icon): Send a message directly to the moderator
 - Should you pop-out your chat box and need to locate it, click on Go To Chat Window within QualStage for it to appear
3. **Camera:** The camera icon  can be used to turn your camera ON/OFF as needed
4. **Video thumbnails:** You'll be able to see the moderator, interpreter (if applicable), and any other respondents in the top banner
5. **Recording status:** 'Recording is on' confirms that the session is being recorded
6. **Ending the meeting:** When the interview has finished, the moderator will end the meeting for everyone. Alternatively, you can close your browser tab to leave the meeting.



7. **Co-browsing:** The moderator will display a **website or document and give you control**; you will be able to navigate and click within the website or document same as you would within your browser.
 - a. **Navigation rights:** Can scroll and click on links within the page
 - b. **Pencil:** Click the pencil icon  for the ability to draw within the page
 - Click on the pencil icon  icon again to return to a pointer
 - c. **Annotate:** Add text, shapes or highlight



8. **Screen Sharing:** If moderator requests to view your screen:
 - Locate the document or webpage that was sent to you via email or copy and paste from chat box if moderator sends directly
 - » Have all other documents and windows closed to help make screen share selection easier
 - Use the 'Share my Screen' option on the left hand navigation bar and select the window or document to show
 - As you navigate through the document or webpage you are sharing, you will not see the videos on Qualstage, but can hear moderator voice
 - To return to the QualStage video, click back on the Qualstage tab.
 - **Important Reminder** Do not click "x" on Qualstage tab, that will remove you from the meeting. You must have both Qualstage tab and tab you are sharing open.

