SynkUp Quick Reference Guide

Last Modified on 04/16/2021 1:25 pm EDT

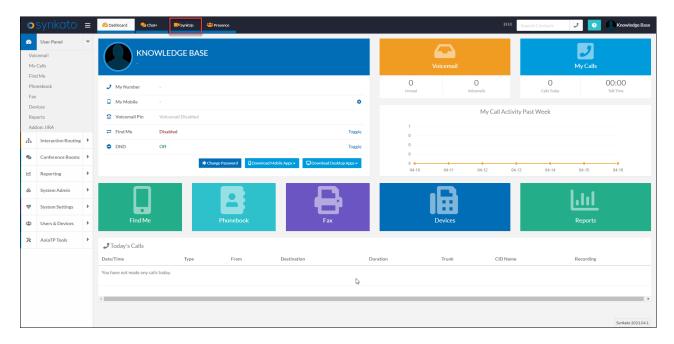
SynkUp Meetings

SynkUp is Synkato's video share feature that allows you to host and join SynkUp video meetings. This offers the ability for screen share and meeting recordings. To get started using this feature, make sure your Synkato instance is licensed for SynkUp. Please contact your account representative to get it enabled for your business.

NOTE: Enabling SynkUp will require all users to be enabled for Chat+. This is used for SynkUp meeting notifications.

Getting Started

Once SynkUp is enabled at the system level, each user will see a new tab at the top of their user dashboard.



When you click on the SynkUp tab, you will have all the tools you need to schedule, join, and view past meetings.

osynkato ≡osehbaard	Chat+ SynkUp 🏰 Presence	Search Contacts 🥑 💿 🖉 Knowledge Bar
Current Meetings	This Box will show all current meeting that are in progress	Clicking this will give you a perpetual individual meeting ID you can use for recurring meetings.
Coming Up	This Box will show upcoming meeting that you scheduled or have been invited to.	C REFRESH
Recent No meetings to display.	This Box will show your recent meeting history and allow you to download recordings if they were recorded	C REFRESH
		Clicking this will take you to the scheduling widget to allow you to create a future meeting or start a meeting.
		START / SCHEDULE MEETING

Scheduling a Meeting

After clicking the "Start/Schedule Meeting" button in the lower right corner of the SynkUp meeting page, you will be able to give your meeting a name as well as pick a date and time for the meeting. You are provided a list of users on your Synkato system to choose from for internal invites. You also have the ability to send guest emails to those outside of your organization.

You can also copy the invite links specifically for this meeting for Synkato Users and Guests that can be used to send in an email or chat message.

NOTE: The links on this page are for this meeting creation only. These links are different than your Personal Meeting links.

Meeting Name	Invite Links Synkato Users
Choose Date and Time	https://stage.synkato.io/#/pages/dashboard?join
Guest Email	Guests https://synkup-lobby.synkato.io/?join=5c609c5e-
Bloggs, Joe	
Clements, Tabitha	
Coolidge, Calvin	
Create, Bolt	
Defaults, User	
- · · > ×	
START MEETING X CANCEL	

Once you schedule your meeting, every Synkato user that was invited to the meeting will get a notification of the scheduled meeting to their email as well as receiving a Chat+ notification in the private System Notifications channel in Chat+.

NOTE: This notification will only be sent for meetings scheduled in the future. Meetings started immediately will not send this notificaiton.

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Chat OSMS	 ☆ System Notifications ~ This is a private channel where you will receive system notifications. 	A ★ Q Search	.
Public Channels Cannels General More Private Channels More Direct Messages More	↓ Beginning of System Notifications		
	New Messages Vou have an upcoming meeting ("Meeting") with Joe Bloggs at 12:05 pm on Friday, April 16th		
	Write a message		

In addition, the meeting will show on your SynkUp dashboard with the option to Accept or Decline the meeting.

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	Current Meetings No meetings to display.					PERSONAL MEET	ING C REFRESH
	Coming Up						C REFRESH
	Date / Time 🛧	Meeting Name	Host	RSVP	Actions		
	Friday April 16th, 2021 12:05 pm	Meeting	Joe Bloggs	Pending	+ JOIN 🗸 ACCEPT 🚫 DI	ECLINE	
	Friday April 16th, 2021 12:00 pm	Status Call	Knowledge Base	Attending	+ JOIN T CANCEL		

Personal Meetings

Personal meetings are meeting link IDs that are bound to your individual users. These can be copied and included when scheduling recurring meetings via an external scheduling platform.

When you click the Personal Meeting button in the top right of your SynkUp page, you will get a pop up with two links. One for internal Synkato Users and one for Guests.

With our current release, when using a personal meeting, you will not be able to access the meeting recordings. These meetings will also not show in the SynkUp dashboard for within the current, upcoming, or recent meetings tables.

	PERSONAL MEETING C REFRESH
	C REFRESH
Invite Links X Synkato Users	C REFRESH
Guests https://synkup-lobby.synkato.io/?join=stage.synk	
When using a personal meeting, you will not be able to get recordings, nor will it show up in your meeting history.	
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Joining a Meeting

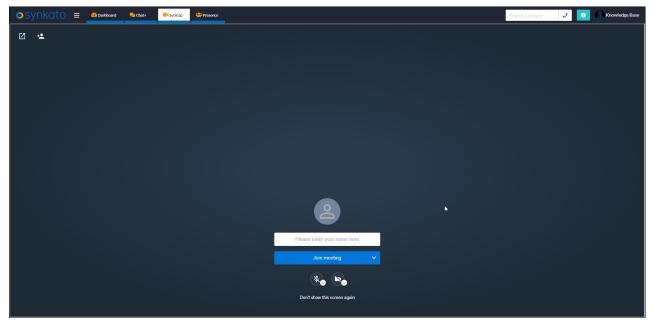
To join a meeting, you have a few options available. You can click the join button on your SynkUp dashboard or you can click the invite link in your email invite. A third option to click the link included in the Chat+ notification in the Private System Notifications Channel. All invited Synkato users will receive this Chat+ notification when a meeting has started.

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Chat CSMS	\odot System Notifications \sim This is a private channel where you will receive system notifications.	A Rearch	cq (9)
O Public Channels O General More A Private Channels System Notifications A Direct Messages More			
	Beginning of System Notifications Fri, Apr 16, 2021 Fri, Apr 16, 2021 New Messages Vou have an upcoming meeting ("Meeting") with Joe Blogs at 12:05 pm on Friday, April 16th New Messages Chat* 11:55 AM The Status Call meeting has started. Click here to Join: https://stage.synkato.jor/wpages/dashboard7join=78c13bc5-9c39-4ce2-b4a0-eed804ae7238.2021-04-16-15-45-11 Write a message I		Ø (2)

NOTE: Clicking the join link from the email will open the SynkUp meeting in your default web browser. If you want to join via the Desktop Application, please use the Join button via the desktop UI.

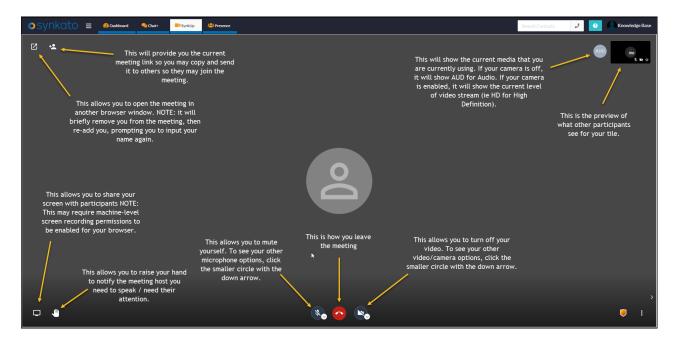
Upon joining the meeting, you will be given the option to input the display name you want shown to other

participants. You also have the option to join muted and to disable your video.

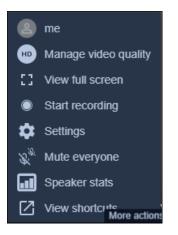


In-Meeting Options

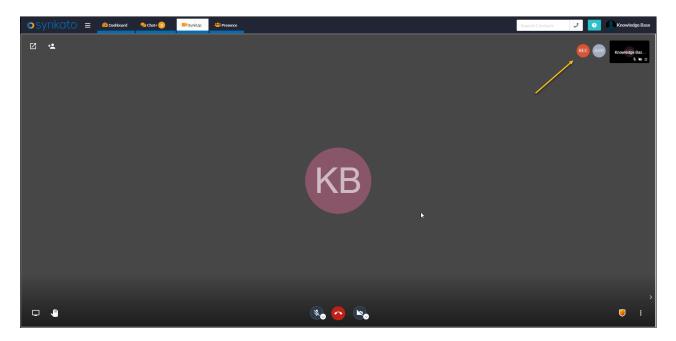
There are several options available to you while your are in a meeting. The screen shot below describes most of those features.



By clicking the ellipsis you are given more options which include starting and stopping recording.



When recording is enabled on the call you will see a red circle next to the media circle to let you know the meeting is being recorded.



Post-Meeting Options

Once the meeting has concluded and the Host of the meeting has ended the meeting from their SynkUp dashboard, the meeting will show under your Recent Meetings table on your SynkUp dashboard. If the meeting was recorded, you will have the option to download that recording.

Recent			C REFRESH
Date / Time 个	Meeting Name	Actions	
Friday April 16th, 2021 12:17 pm	Status Call		
Friday April 16th, 2021 10:58 am	Status Call		
	lş		
		Rows per page: 5 👻	1-2 of 2 < >

SynkUp FAQ's

Is there an ability to dial into a meeting via a phone number?

Currently that feature is not available for SynkUp. We will be looking at that functionality in a future release.

Is there a way to set up a recurring meeting from the SynkUp dashboard?

Our goal is to have an integration that will allow the scheduling of those types of meetings from an email client. In the meantime, we do have the personal meeting option to make recurring meetings.