What is LiveClicks?
LiveClicks is FranklinCovey's live online virtual instructor led platform. Built on Adobe Connect, LiveClicks provides facilitators with pre-built virtual classrooms loaded with everything needed to deliver FranklinCovey content live online.

How do I set-up audio so my learners can hear me?
There are two options for audio through LiveClicks:
1. You can use the VOIP option through the Adobe Connect platform. Learners and facilitators will communicate through microphone and computer speakers.
2. You can provide users with a conference line, FranklinCovey does not provide conference lines.

How do I use the audio through the Adobe Connect?
All facilitators and learners will need to have access to speakers and a microphone through their computer so they can hear and speak during the webinar. Users will need to follow the steps below once you enter the meeting room:

Learners:
1. Connect your audio by clicking on the microphone icon at the top of the screen and clicking "Connect my audio" (if you have multiple microphones you may need to select the microphone you want to use). You can mute and unmute yourself as needed from this icon.
2. Make sure your speaker icon unmuted, it should be green indicating your speakers are on.

Facilitators:
1. Connect your audio by clicking on the microphone icon at the top of the screen and clicking "Connect my audio" (if you have multiple microphones you may need to select the microphone you want to use)
2. Make sure your speaker icon is unmuted, it should be green indicating your speakers are on.
3. Click on "Audio" from the top menu and select "Microphone rights for all participants"
4. You will be able to mute and unmute participants as needed from the attendee list

Can I customize the LiveClicks meeting room?
Yes. LiveClicks meeting rooms are pre-built with everything you need to deliver FranklinCovey content. As a facilitator, you will have access to the facilitator guide (built in PPT) and the facilitator slides. You can access these files within the facilitator prep layout within your meeting rooms (the first layout). You will need to download these files, make adjustments and then re-upload the PPT and the facilitator guide into the respective pods. Facilitators will also have the ability to edit chat and polling pods within the layouts. As you make customizations please keep in mind:
- It is best to go through the content layout by layout and get familiar with the flow before making any modifications.
- Making changes can affect the alignment of the facilitator guide, layouts and content.
- Applying updates or restoring meeting room to default will remove any customizations you have made in your meeting room.
- It is recommended you keep track of the changes you make in your meeting room by taking notes or screen shots (outside of the meeting room) as you may need to apply updates or restore your meeting room to the default settings.

What steps should I take to be ready to facilitate a FranklinCovey program within LiveClicks?

1. It is recommended you first complete the virtual certification within All Access Pass portal or the virtual certification portal to get comfortable with the content.
2. Login to www.LiveClicks.com to access the LiveClicks resources and meeting rooms. If you do not yet have access, please reach out to your Client Partner or Implementation Specialist.
3. Once you login review all the information on the Welcome (get started) page including the self-paced webinar mastery courses. You should also read through the reminders and overview on the bottom of page.
4. Then click into the LiveClicks certification tab and go through the steps for the program you plan to deliver, within the steps you will find:
   - Recordings of a FranklinCovey consultant delivering the webinar sessions
   - PDF of the LiveClicks facilitator guide
5. Once you have completed the LiveClicks certification steps, open your meeting room by clicking into the My Meeting Rooms you can go into a live meeting room to get familiar and practice. You can also practice teaching with participants by using the practice room. Please note, you cannot open your meeting room until the LiveClicks certification has been completed.
6. Once you are ready, schedule your session. Send learners details they need to join the session including the meeting room URL and the audio details. You can share these details through your scheduling or calendaring tool.

Can I use LiveClicks to teach my own content?
Yes. We can provide you with a blank meeting room. You will be responsible to load content (PPT, chats, polls) into your meeting room. Please contact your Client Partner for more details.

Can I alter the session times?
Yes. In the first pages of the facilitator guide, you will see a recommended breakdown of the sessions. FranklinCovey programs taught in one-day in-person are typically taught in three to six live online sessions. The duration of these session range from 60 minutes to 2 hours each. You have flexibility to teach the sessions in one day, over several days or even over several weeks.

Can I record my LiveClicks session?
Yes, recording is available. Click here to learn more about setting up your recording in LiveClicks.

Are all FranklinCovey programs available to deliver through LiveClicks?
The majority of FranklinCovey programs are available to delivery live online through LiveClicks, to see a full list click here.

Are there shorter single-sessions available to deliver through LiveClicks?
Yes, there are several 2-hour sessions available within LiveClicks. These sessions feature a snippet of content from one of our FranklinCovey full programs. Our 2-hour single sessions provide learners with a PDF participant guidebook to use as they go through the course. These sessions are unique to the LiveClicks live online experience and are not currently available to deliver live-in person.

What are the technical requirements for learners for facilitators?
LiveClicks is built using the Adobe Connect platform. Click here to see technical specifications.

Do I need to download the Adobe Connect application?
As a facilitator, it is recommended you download and open your meeting room in the Adobe Connect app. This will ensure you have full functionality when delivering the content.

Can I access LiveClicks through the All Access pass portal?
Facilitators and learners will access LiveClicks through www.liveclicks.com not through the All Access Pass portal.

How do my learners get the participant materials for the webinar?
For FranklinCovey full-day programs, learners can use hard copy kits or digital participant materials. PDF versions of the participant guide are available on the All Access Pass portal; these files will allow learners to type in their responses and save the file to their computer. If you would like to use physical kits, you can purchase from FranklinCovey or print from the digital files available within the All Access Pass. For the two-hour stand-alone sessions, learners will download the PDF guidebook found in the LiveClicks meeting room.

How do learners access my session?
You will need to provide your learners with a link to the LiveClicks meeting you are facilitating. You will have a unique URL for each content you facilitate. You will find the URL within the My Meeting Rooms section within LiveClicks.com

Will the session end or time out after 2.5 hours?
No. Each session locks out new attendees from joining after 2.5 hours from the time the session was started. Session will not end after 2.5 hours but learners will not be able to join. For each session you teach you must start and end your meeting from LiveClicks website. You do so by clicking on the Start Meeting and End Meeting button on the My Meetings page.

Is there an email template I can send to my learners with the details they need to join the session?
Yes, within the LiveClicks site you will find links to communication you can copy and paste into your meeting invite or scheduling tool to share with your learners.

Can LiveClicks integrate with my LMS?
At this time, we do not offer integration. Reporting is available within LiveClicks. Most clients download a report from LiveClicks with who attended and then update attendance status and credit in their LMS.

Can I have a producer help me in LiveClicks?
Yes, if preferred you may use a producer to help manage the chat/poll pods and navigation within the meeting room. Keep in mind, LiveClicks is designed for the facilitator to both facilitate and produce and having a producer is not required. To have a producer, the facilitator must start the webinar so participants can join. The producer will login to the session as a participant and the facilitator will click on the name of the producer in the attendee list to drag their name to the "host" section in the attendee list. Once upgraded, the user will have full host control as well.