PRO WEBINAR
One program, a multitude of benefits.
At PRO Webinar you can:

• Schedule webinars with ease and select from a variety of pre-recorded overviews to share with your guests and team.

• Create a PRO Webinar team room and conduct team overviews by using personally uploaded videos that are exclusive to your team.

• Schedule one-on-one or large group overviews.

Do you wish you could bring an Executive, National or Corporate Director with you to your next overview? Now you can. With PRO Webinar, simply set up your online meeting, invite your guests, and play pre-recorded overviews from some of Melaleuca’s best presenters.
To schedule a PRO Webinar, sign in to Melaleuca.com and select Melaleuca Overviews from the Business Center’s Enrollments tab.

Click “Go to PRO Webinar.”
Schedule a Webinar

3. Select “Schedule New Webinar.”

4. Verify your name and email address.

5. Select “Melaleuca Room” to use the many pre-recorded overviews available to all Marketing Executives. If you have a Team Room code, select “Team Room” and enter the Team Room code.
6. Customize your webinar by uploading your photo.

7. Add your attendees to the webinar. Guests will receive an invitation to join your webinar. Marketing Executives will receive an invitation including a link to invite additional guests to your webinar.

Note: Multiple email addresses can be entered or pasted into this field and must be separated by a comma.

8. After you enter guests and click ‘Add Attendees’, review your list of invited attendees. Remove attendees by clicking ‌.

9. Preview and select the overview(s) you plan to show during your webinar. These overviews will be ready to be played once you start your webinar. Click + to add a video to your webinar playlist. This is the video(s) that will be available to play during your webinar.
**Schedule a Webinar**

**SCHEDULE NEW WEBINAR**

**Host Information**
- First Name: Chris
- Last Name: Marta
- Email Address*: chris@invgmail.com
- Status: SENIOR DIRECTOR

**Date & Time**
- Date: 02/21/2018
- Time: 05:00 PM

**Webinar Title**
- Title: PRO Webinar

**Attendees**
- Role: Grant
- Email Address*: jans@martin@gmail.com

**Create Playlist**

**Audio Options**
- **VOIP Only** – Use when all your guests will be participating using the speaker and microphone on their desktop or mobile device.
- **VOIP + Teleconference** – Select to offer your attendees the option to use a conference phone number to be provided in the webinar.

*Note: The host will be charged $0.50 per attendee who use teleconference.*

**Once you review all details, click ‘Schedule Webinar’ to send invitations.**
Once your webinar is scheduled and email invitations have been sent, you will see your webinar on the PRO Webinar dashboard, including how many attendees were invited. The number of attendees includes the host.

Join, edit or cancel your webinar. If you reschedule or cancel your webinar, emails will be sent to all attendees informing them of the change.
Prior to your webinar, you must download Adobe Connect. A link to download the application is available below.

**Windows**

Download Adobe Connect for [Windows](#).

Open the downloaded file. After install is complete you are ready to use Adobe Connect.

**Mac**

Download Adobe Connect for [Mac](#).

Open the downloaded file and select “AdobeConnectInstaller.” After installation is complete you are ready to use Adobe Connect.
Click "○" to host your webinar.

Note: Webinars must be hosted from a desktop computer or laptop.
Hosting a Webinar

For webinars using VOIP + Teleconference, hosts entering a webinar are prompted to begin the teleconference.

After initiating the teleconference, the host and attendees are prompted to select how they’d like to connect to the webinar’s audio.

Enter your phone number, click “Join” and the webinar will call you.

Dial into the webinar’s audio with the provided telephone number followed by the conference code and identification key.

Join audio with no charge to the host by using your computer’s microphone (VOIP).
Hosting a Webinar

Until you as the host begin the webinar, attendees will wait in the lobby.

Connect your audio so your attendees can hear you. For webinars using VOIP Only, click the microphone icon on the menu bar.

Find tips and quick links in the Presenter Only Area. These are only visible to hosts/presenters.

When it comes time to show the overview, select “Mobile” if you have any attendees using a mobile device. Select “Computer” when all attendees are using a computer.

View who has joined your webinar and manage attendee permissions and settings.
Once the webinar begins and you have welcomed your guests, start the pre-recorded overview.

25 **To start the pre-recorded overview** you preselected, open your webinar playlist ( ) and click “Play.”

26 If you didn’t create a webinar playlist prior to your meeting, you can access all videos at any time by clicking “.”

27 After the overview, you can visit the “Discussion” layout to create a more personal experience through sharing a larger view of your webcam.

28 When holding a strategy session or team training switch to the “Training” layout to share your screen.

29 When finished, end your webinar clicking “Meeting” in the menu bar and selecting “End Meeting…”
After scheduling a webinar, guests will receive a personal invite from you based on their selected role. Below are samples of invitation emails for guests and marketing executives.

**Guest Invitation**
If an attendee is new to Melaleuca and currently is not a Marketing Executive, they will receive a guest invitation.

**Marketing Executive Invitation**
Marketing Executives receive a different invitation than guests. Marketing Executives have the ability to invite additional attendees to your webinar.
Attendee Experience:
Registering and Attending a PRO Webinar

Attendees can register any time prior to the webinar.

After clicking on the email link, attendees will provide their info as well as the name of the individual who invited them to attend the webinar.

After clicking “Continue” attendees will enter the webinar.

Note: Attendees who don’t have flash enabled in their browser will be prompted to download Adobe Connect.

If they arrive to the webinar early, attendees wait in the lobby for the host to begin the webinar.
Create a Team Room: Senior Directors and Above

Enhance your PRO Webinar experience with the creation of a team room. Team rooms are a great resource for any Melaleuca business leader who wants to work with their team using similar tools and practices. Team room benefits include: private PRO videos, direct video uploads, reserved room access, custom team branding and more...

Create Team Room
Senior Directors and above can create a team room.
Create a Team Room: Senior Directors and Above

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Identify your team by adding a name, description and photo to your team.

Share your access code with team members. Anyone scheduling a webinar in your team room must enter this code.

Team libraries allow team room owners to share private overviews and trainings with those who use their team room. You can add videos to your team library from the general library or other videos you upload.

Note: All overviews must be approved by Melaleuca, prior to being used in a team room.

Before uploading videos, you must save your team room. Then, return to “Manage Team Room.”

Manage Team Room
To update a team room, select “Create or Manage Team Room” from the Melaleuca Overviews page. You can customize your team room’s branding, reset your access code, upload videos for your team library or cancel your team room.
Schedule a **Webinar in a Team Room**

To schedule a webinar in a team room, select “Schedule New Webinar.”

Enter the team room access code provided by the team room owner. Your webinar will now show the team’s branding and you will have access to the team room’s private video library.
Executive Directors and above can upload an overview for use in the general library.

Note: All overviews must be approved by Melaleuca, prior to being used in the general library.
From the “My Uploaded Videos” tab, overviews and training videos can be uploaded for exclusive use in your team room.

Note: All overviews must be approved by Melaleuca, prior to being used in a team room.

Uploaded videos become available to use in team room webinars once they have been added to the team library.
Troubleshooting

**Difficulty Joining Webinar**

PRO Webinar will first attempt to launch using Adobe Flash. For instructions on how to enable Flash on your browser please visit Adobe’s instructions page [here](#).

Alternatively, we recommend you download Adobe Connect on your device. Please refer to the [download instructions](#) contained in this document.

After enabling Flash or downloading Adobe Connect, return to your email to join the webinar.

**Video Playback**

1. Pause the overview and play to resume.
2. If the issue persists:
   a. Change to the “Lobby” layout.
   b. Return to the “Mobile” or “Computer” layout.
   c. Play the overview from the webinar playlist.

*Note: During the initial few seconds of video playback you may see your video pause or go blank. PRO Webinar is detecting your internet connection speed and adjusting video quality to provide an optimized viewing experience for you and your attendees.*

**Attendee Didn’t Receive Invitation**

1. Ask your attendee to check their email spam or junk folder.
2. Edit your PRO Webinar from the PRO Webinar dashboard by clicking the pencil icon.
3. Verify that your attendees email is listed and spelled correctly. If not, edit the attendee’s email, click “Add Attendees” and save your webinar.
4. If your attendee’s email is listed and spelled correctly, try sending an invitation to another email.
Pricing and Fees

Team Room Fees

Senior Directors or Above: $50 per month

Senior Directors or above will be charged on the fifth day of the month for the prior month. If a Senior Director or above signs up for a team room during the calendar month, they will be charged the full amount for that calendar month (charges will not be prorated).

By signing up for a team room, Senior Directors or above agree that Melaleuca will charge their method of payment on account on the fifth day of the month every month until they cancel their account by going online to the PRO Webinar “MANAGE TEAM ROOM” page and cancelling their team room. If a Senior Director or above cancels a team room during the calendar month they will be charged the full amount for that calendar month (charges will not be prorated). All charges are non-refundable.

Audio Conferencing Fees

VOIP (use the microphone and speakers built into the participant’s computer or phone): Free

Telephone dial-in/conferencing: $0.50 per participant

Marketing Executives who schedule and host a PRO Webinar will be charged $0.50 for each webinar participant who connects to the webinar using a PRO Webinar provided phone number. There is no charge to the Host for participants who connect via VOIP which uses the built-in audio microphone and/or speakers in their computer or hand held device.

At the time of PRO Webinar set up and scheduling, Hosts are asked to select which audio service they choose to make available to their webinar participants. By selecting “VOIP + Teleconference,” Hosts agree that Melaleuca will charge them $0.50 for every participant who uses the telephone conference numbers to access the webinar. For example, if a Host had 5 participants in the webinar including themselves, and 2 participants used VOIP and 3 participants used telephone access, the Host would be billed $1.50 on the fifth of the following month.

The $0.50 is a flat fee for each person during each distinct scheduled webinar. Hosts will be charged on the fifth of the month for any participant charges during the prior month. Marketing Executives agree that Melaleuca will charge their method of payment on account at the end of each calendar month. All charges are non-refundable.
Effective September 1, 2018, the use of prerecorded overviews is allowed if that overview video is viewed as part of a PRO Webinar accessed through Melaleuca.com and under the following conditions:

• The invitation to that overview must happen through a personal (one on one) contact (phone call, email, text or private message). Any invitation as part of a public posting on social media or mass invitation to a webinar is a clear violation of policy.

• Host must be present in person on the PRO Webinar for the entire duration of the PRO Webinar session.

• As part of the overview, the host must welcome the invitees to the overview prior to the prerecorded portion of the overview, and be available in person during and immediately after the overview to answer questions.

• Each guest on the PRO Webinar must be accompanied by their enroller, or a support team or designated Marketing Executive for the entire duration of the PRO Webinar.

• An enroller cannot send a customer to a prerecorded overview unattended. A host should not allow customers to come to their prerecorded overview unattended. If a customer does attend without an enroller or designated Marketing Executive, both the host and enroller will be in violation of policy.

• No presentation points will be awarded to the Marketing Executive who recorded the prerecorded overview. However, presentation points may be awarded to the host or the Marketing Executive accompanying the new customer.

• All prerecorded overviews must be approved by Melaleuca by uploading the video at melaleuca.com/prowebinar.

• Prerecorded overviews should utilize and follow Melaleuca: An Overview.

• For definition purposes, a Prerecorded Overview is any length recording that introduces Melaleuca the company, its products and/or compensation plan.

• If a Marketing Executive shows a Prerecorded Overview to any prospective customer through means other than PRO Webinar, that is a violation of Melaleuca Policy.

When using PRO Webinar, no recording, screen sharing, re-broadcasting or transmission of the webinar is allowed outside of PRO Webinar. Marketing Executives who use PRO Webinar agree that Melaleuca will collect their name, participation time, and other information for audit purposes.

Marketing Executives who use PRO Webinar agree to follow copyright and trademark laws in their use of videos, images and other protected information. Marketing Executives indemnify Melaleuca against any copyright violations by the Marketing Executive or their team.

Marketing Executives agree that the PRO Webinar system and the associated audio conferencing are to be used for presenting Melaleuca to prospective customers with the intent to help them set up a shopping account and purchase Melaleuca products. All other uses of PRO Webinar and the associated telephone conference system are subject to additional charges. These other uses include: team meetings, unrelated webinars or conference calls, etc.