To log in to the RGA Conference Server:

- **Open your internet**, Enter the IP Address given by your provider
- Enter **Login Name**: [as previously provided by NATG]
- Enter **Passcode:** [as previously provided by NATG]
- Click Log in
- Once you are logged in, the home page will be displayed. The Home page lists the existing conference rooms in your account

To Log Out: Click Logout in the top right corner of your screen

Important Note: Please do NOT delete the admin account of the natg account. If you do, we may need to restore the program which will wipe out any saved settings


Creating an Account for another User:

- **Log in** to **RGA Conference Server**
- From the **Home Page**, click **Account Profile**
- Fill in Personal Info:
    - **Login Name** (this will be used for the for the employee's login Name)
    - **Password** (numeric) (this will be used for the employee's login passcode)
    - **First Name/Last Name**
    - **Primary Phone:** Enter the phone number that the callers call to join the conference
    - **Primary Email**
- The rest of the information can be left blank
- If you would like report send to their email, fill in the Email Settings
    - Click Test to test the connections
- Click **Submit** Submit when Finished
- Logout if finished

Deleting an Account for another User:

- Log in to RGA Conference Server
- Click **Resources**, then click **Accounts**
- Beside the person you would like to delete, click the **delete** box, then **Apply Changes**
- **Logout** when finished
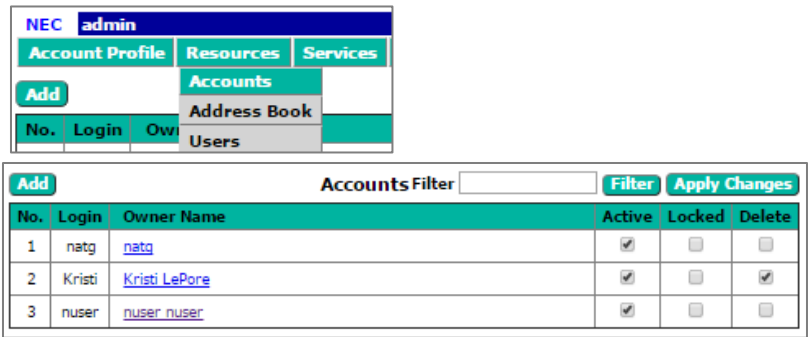
Creating/Modifying a Conference

Note: If the employee has an Account setup, they can create their own conference.

- Using the above instructions, **Log in** to **RGA Conference Server**
- From the Home Page, click **Add** to create a new conference OR To Modify a conference, click on the conference you'd like to modify
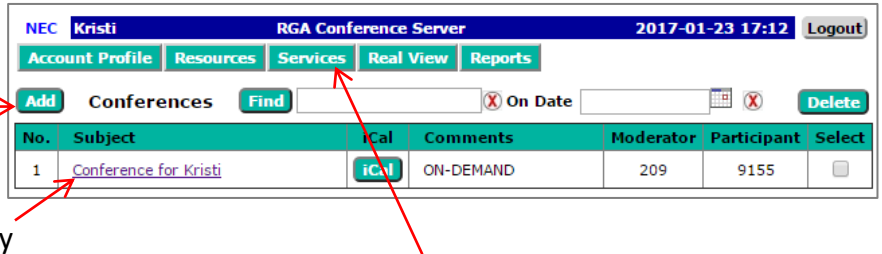
Note: if you are not on the home page, click Services and then click Conferences

- Enter a **Subject Name**, example: Conference for Kristi
- Under Basic Settings, enter the settings you'd like for this conference:
    - **Access Codes**:
        - **Moderator**: Enter what you would like your moderator number to be (only used for yourself) (must be a number, suggestion would be using your extension number (ex. 209))
        - **Participant**: Enter the access code you would like callers to enter when they're joining the conference (ex. 9155)

    - **Audio Messages and Music**
        - **Greeting**: Leave as None
        - **Join Message**, select between:
            - **None**: Selecting None will not notify that caller when they join the conference
            - **About To Join**: Selecting About to Join will announce to the caller that they are "about to join the conference" before the conference begins
        - Hold Music: Leave as *System Music*
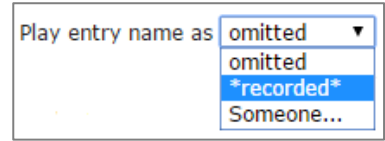
    - **Audio Options**
        - **Entry Tone**: This is the sound that will play when someone joins the conference (suggested setting is none or beep)
        - **Exit Tone**: This is what will play when someone exits the conference (suggested setting is none or beep)
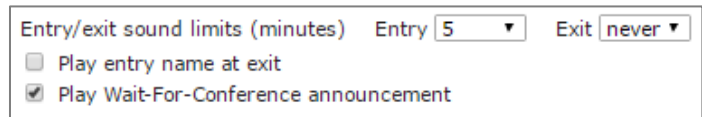
    - **Audio Options**

- **Play Entry Name as**:
  - Omitted: Does not announce that someone has joined the conference
  - Recorded: The system has the caller record their name when they dial in. Their name will play when they join the conference
  - Someone: The system will announce "Someone has joined the conference" when the caller joins the conference
- **Participants enter**: Unmuted, Moderator-muted, Self-muted
  - Unmuted: Leave checked
  - Moderator-muted: Leave unchecked
  - Self-muted: Leave unchecked
- **Play tone when attendee raises hand** : Leave unchecked
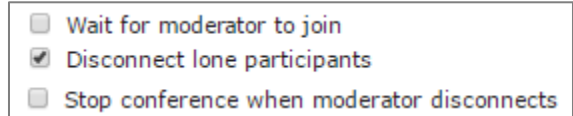- **Entry/exit sound limits** (minutes)
- **Play entry name at exit**
  - If pre-recorded, this will play the person's name when they leave the conference
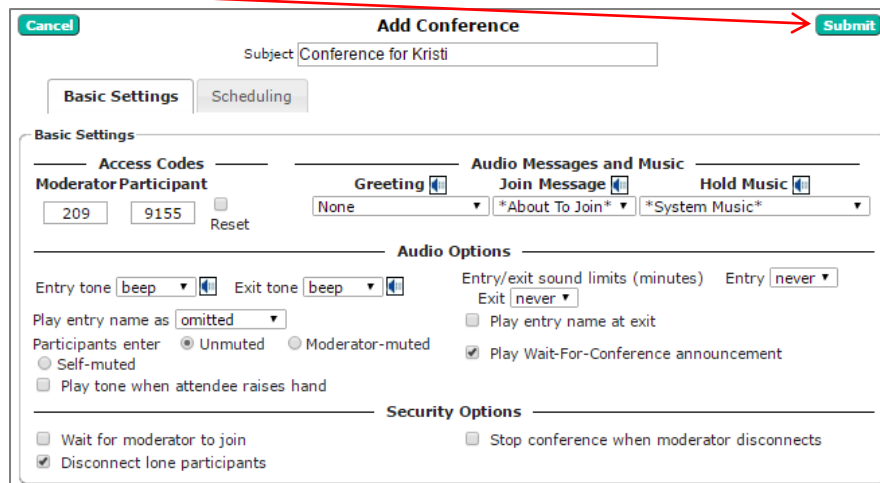- **Play Wait-For-Conference announcement**
  - This will announce to the entry that they are waiting for the conference to begin
  - o **Security Options**
    - **Wait for moderator to join**
      - If unchecked, the participants will be connected even if the moderator has not joined yet
    - **Disconnect lone participants**
      - This will disconnect a party if they are the last one left in the conference after everyone else has left. (recommended so it doesn't tie up your phone lines)
    - **Stop conference when moderator disconnects**
      - This will disconnect the conference once they have hung up. If not selected, participants will still be in the conference until they hang up
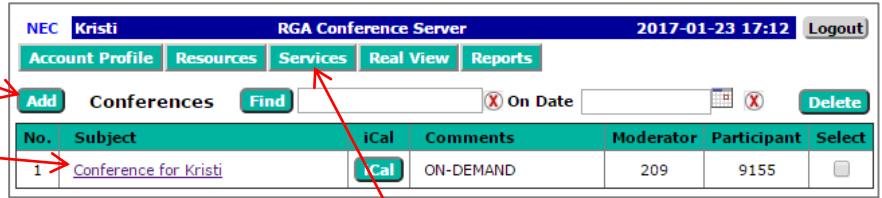- Click **Submit** when finished

Scheduling a Conference Call:

- **Log in** to **RGA Conference Server**
- From the **Home Page**, click **Add** to create a new conference OR To Modify a conference, click on the conference you'd like to modify
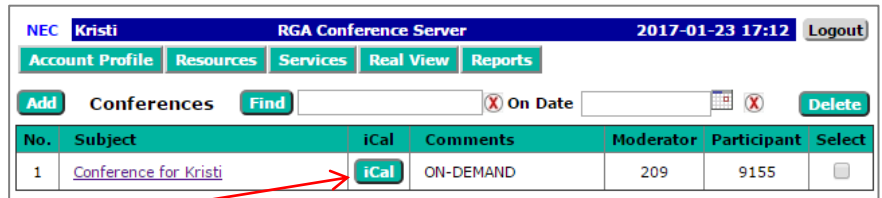
Note: if you are not on the home page, click Services and then click Conferences

- Click **Scheduling**
- Click **Enable Scheduling**
- Choose if you would like participants to call in during this specific time or No call in if you would not like participants to be able to join after the conference has started
- Choose the **Begin Date**
- Choose the **Duration Time**
- Choose **Recurrence**
- Click **Submit** **Submit** when finished
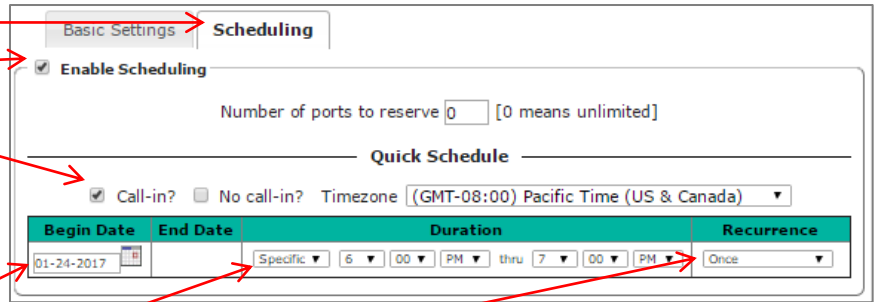
Adding Conference to your Calendar:

- **Log in** to **RGA Conference Server**
- Once you have a conference created (follow instructions for creating a conference), you will see your conference on the home page. **Note:** if you are not on the home page, click Services and then click Conferences
- Click on **iCal**
- For your first set up, your computer will ask you which calendar to use by default, choose the calendar
- You will see the calendar downloaded on your screen, double click on it to open
- The calendar event will include the information your entered in your account (ie the Primary phone number for them to call in to to join the conference and the access code). Modify whatever information you'd like
- Click **Invite Attendees** if desired
- Click **Save & Close**
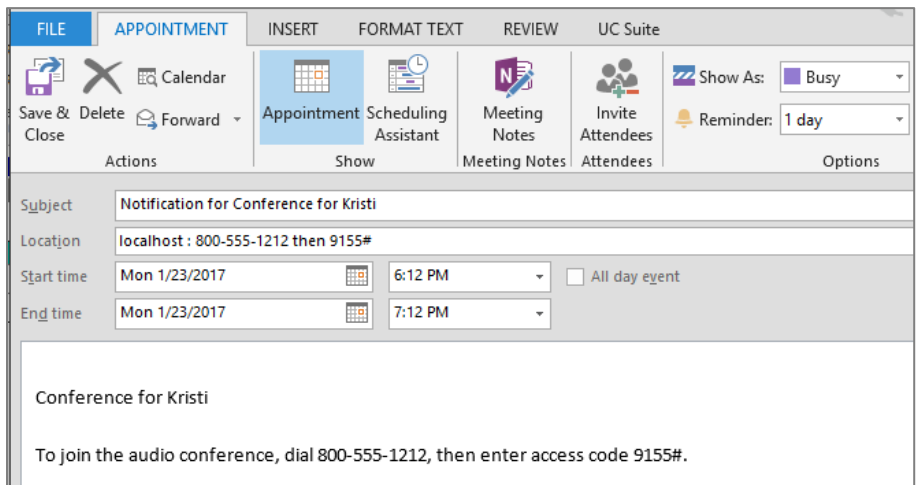
Joining a Conference Call:

- Call **direct line** (if applicable) OR Call **main number** and ask reception to transfer you in to the conference
- Once you are transferred in to the conference, you will be prompted to **enter** your a**ccess code** followed by the # sign
- Follow Prompts

Transferring a caller in to a Conference Call:

- With the active call, press your transfer key, enter the voicemail extension given by your provider
- Hang up
- The caller will then follow the instruction for "Joining a Conference Call"

To add a call to your Conference Call:

- Log in to RGA Conference Server