

Whova EMS App Documentation

Installation

- Install on Whova Organizer Dashboard
 1. Log into Whova Dashboard using the your Whova credentials
 2. Navigate to the **Live Stream Integration** tab under **Virtual Event Center**, e.g., https://whova.com/xems/view/virtual/vcde_202202/zoom/
 3. Click the green button “**Connect your Zoom Account**”
 4. The browser opens up an OAuth link, click “**Authorize**” on that page to complete the installation

Usage

- Create a meeting or webinar
 1. Click the “**Create Zoom meeting**” button
 2. In the pop-up modal, **select a Zoom account** with which you would like to create a meeting or webinar
 3. After selecting the account, it detects if the account has webinar access. **Select meeting or webinar** if the account has webinar access
 4. Fill in the details of the meeting or webinar to be created
 5. Click “**Create**” button

Result: the created meeting or webinar will show up in the meeting list page on the Whova Dashboard. The meeting or webinar is also created on the selected Zoom account

- Import a meeting or webinar
 1. Click the “**Import Zoom meeting**” button
 2. In the pop-up modal, **select a Zoom account** with which you would like to create a meeting or webinar

3. Input the **meeting number** of an **existing** Zoom meeting or webinar on the selected Zoom account
4. Click **“Import”** button

Result: the imported meeting or webinar will show up in the meeting list page on the Whova Dashboard.

- **Start a meeting or webinar**

1. Click **“Start”** button for a meeting in the meeting list

Result: The Zoom Client opens up and you start the meeting as the host.

- **Edit a meeting or webinar**

1. Click **“Action”** dropdown menu for a meeting in the meeting list
2. Click **“Edit”** button
3. Modify the details of the meeting or webinar, and click **“Save”**

Result: The Zoom meeting is updated to reflect the edits on both Whova Dashboard and Zoom

- **Delete a meeting or webinar**

1. Click **“Action”** dropdown menu for a meeting in the meeting list
2. Click **“Delete”** button in the dropdown menu
3. (Optional) check the box on the modal if you also want to delete the meeting on Zoom
4. Click **“Delete”** button in the modal to confirm the deletion

Result: The Zoom meeting is deleted on Whova Dashboard. If the box is checked, the meeting is deleted on Zoom as well

- **View and Download Recordings**

1. **Start and record** one of the meetings created or imported in Whova Dashboard **in the Cloud**
2. After recording is done, navigate to the **Live Stream Integration** tab on Whova Dashboard, e.g., https://whova.com/xems/view/virtual/vcde_202202/zoom/
3. Click the **“Recordings”** tab
4. Click the **“Download”** button for the recording

Result: The recording tab shows the recording of the meeting as an item. The recording starts downloading after clicking the download button.

- Link Zoom meetings to event sessions

1. Navigate to **Virtual Event Manager** on Whova Dashboard, e.g., https://whova.com/xems/view/virtual/vcde_202202/
2. Select any session on the page, and click “**Add Live Stream**”
3. Select “**Link Zoom Meeting**”
4. Select the meeting to be linked with this session from the dropdown menu
5. Click “**Save**” button

Result: The meeting is linked with the session so that a user can join the Zoom Meeting when he/she visits the session page on Whova mobile app or Whova webapp.

Uninstallation

- Uninstall on Whova Organizer Dashboard
 1. Navigate to the **Live Stream Integration** tab on Whova Dashboard, e.g., https://whova.com/xems/view/virtual/vcde_202202/zoom/
 2. Click “**Manage Accounts**” on the top right corner of the advanced live stream integration section
 3. Click “**Remove**” button for the account you want to remove
 4. (Optional) check the box on the modal if you also want to delete the meetings created by this account on Zoom
 5. Click “**Confirm**” button
- Uninstall on Zoom App Marketplace
 1. Login to your Zoom Account and navigate to the Zoom App Marketplace
 2. Click “**Manage**” > “**Installed Apps**”
 3. Click the “**Whova EMS**” app
 4. Click **Uninstall**

FAQ

- <https://whova.com/faq/>

Contact Support

- Contact Information
<https://whova.com/contact/>
- Support & FAQ
<https://whova.zendesk.com/hc/en-us>
- Business Hours and Response Time
<https://whova.zendesk.com/hc/en-us/articles/360044001471-Business-Hours-and-Response-time>