Video Coaching

Willis Towers Watson

Administrator Quick Start Guide

New to Video Coaching Administration? Use this guide to learn the basics.

Logging On

Your Company supplied an email address for their Work Safe at Home Administrator. The administrator will receive an email from the ReachOut365 platform.

Opening this email will display a login that links to a page where the admin creates their login information.

The admin will be asked to create a password. If the email is lost, the admin can access the platform by going to admin login.
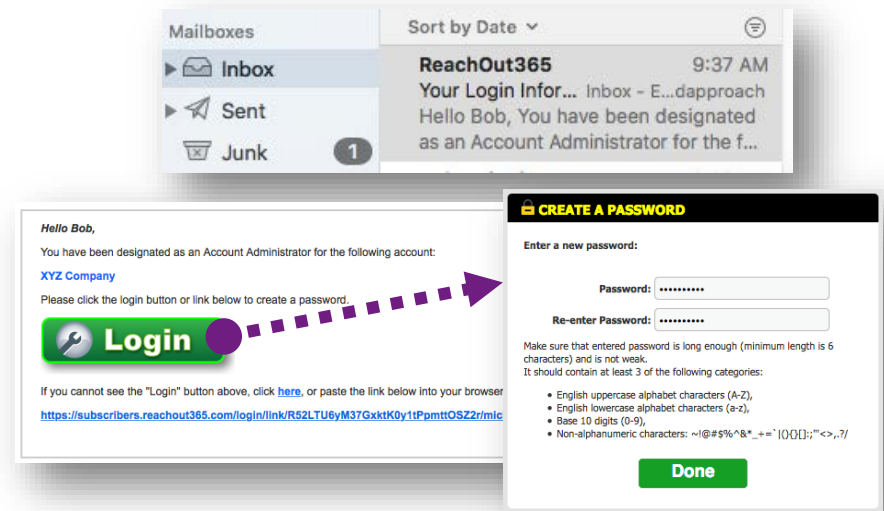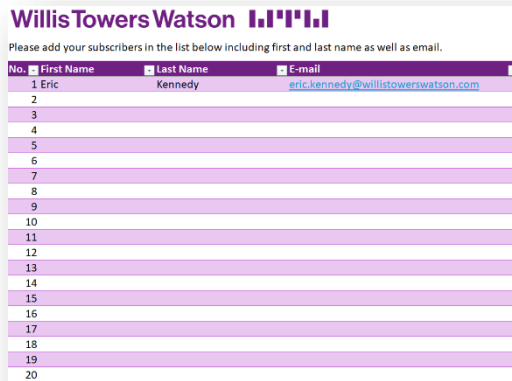

Administrators Page Overview

Once logged in the admin will see the dashboard. Here recipients can be added/deleted, and recipients and usage statistics are available.

Recipients Section
See, add and remove who is currently receiving emails from the system.

Statistics Section
See real-time usage statistics. Click on the values to see more details.

Initial List of Recipients

For the initial upload we request an Excel file with the First Name, Last Name and Email Address of each recipient IN SEPARATE CELLS. The First Name needs to be in its own cell, the Last Name in another and the Email Address in another. We have a template that you can use. Email to RiskControl@willistowerswatson.com.
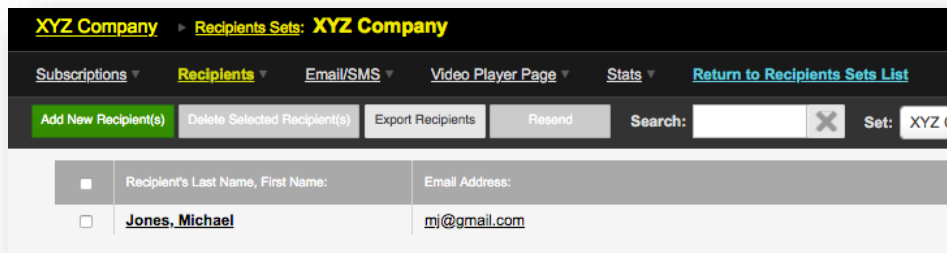

Uploading Recipients

When you are ready to begin adding/deleting recipients on your own, you will log in to the platform and go to Manage Recipients. Click on the "Manage Recipient(s)" button.
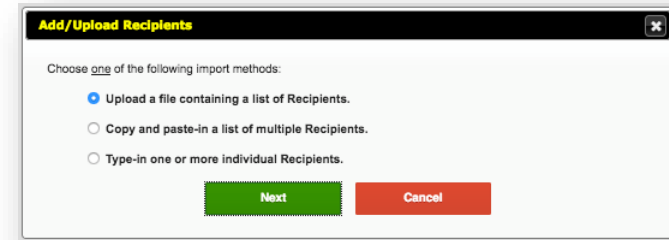

Click on "Add New Recipient(s)".

Uploading Group Files

To upload a file, select "upload a file".

Click on "Next" and a pop-up provides instructions for next steps. The admin can "drag" the file anywhere onto the popup or browse for the file. If the excel file contains cells with information that is not needed (phone number, address, etc.) you can parse these out in the next step of the process. It doesn't matter how many other cells contain information as long as 3 of the cells contain the First Name, Last Name and Email Address of each recipient. This will open up a dialog where you can choose how you want to upload your recipients.
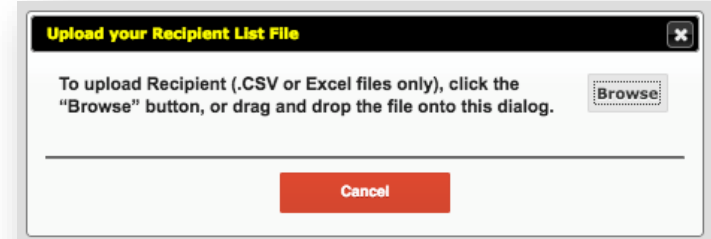
The pop-up area will change from white to green when the file is in the correct position and ready to be uploaded. The next pop-up displays the first several recipients of the list you uploaded. Use the dropdown in each cell to identify the information that is in each column. Select the First Name, Last Name and Email Address columns. For any other information that is in a cell, simply select "None" in the dropdown and it will be ignored during the uploading process.

Click on "Done" to upload your list. It is not unusual for errors to exist in a file. This can be because of typos, an extra character or because it is a duplicate email. Click on "Fix Errors" to edit or delete these errors.

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Adding/Deleting Recipients

You can add individual recipients at any time.

Select "Type in one or more Individual Recipients" and then click "Next". This opens a pop-up where you can enter the First Name, Last Name and Email Address of the recipient. There is no need to include the mobile phone. If desired, a "tag" can be added to identify specific groups of recipients. For example, there can be tags that identify recipients from different locations within the same organization.

To delete recipients, click on the "Manage Recipients" button. This brings up a dialog that shows all of the current recipients. Highlight the individuals that will be deleted. This turns the "Delete" button red. Click on the red "Delete" button and the recipients will be removed from the subscription.
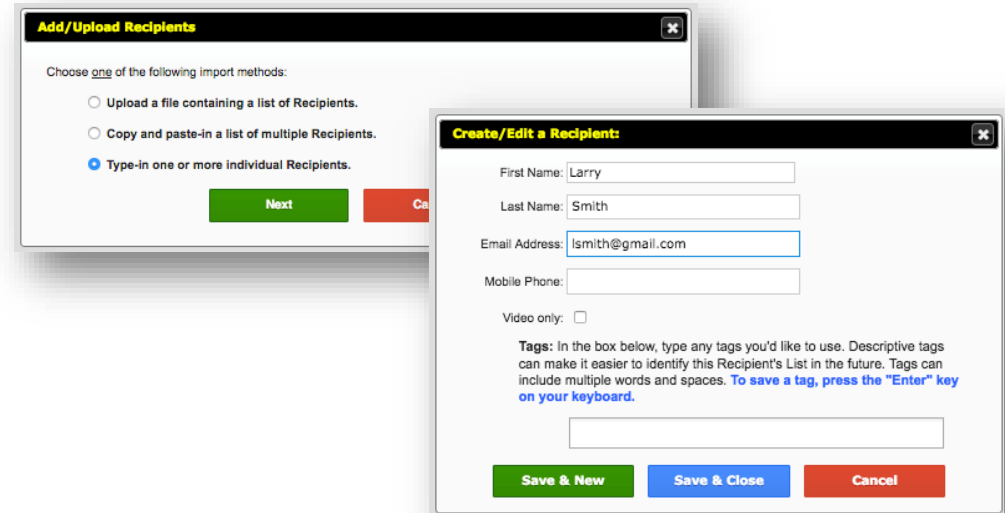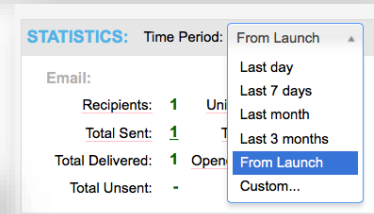
Usage Statistics

The statistics area shows you the global usage of the subscription in real time. This includes the number of emails that have been sent out, the number that have been opened and the number of views.
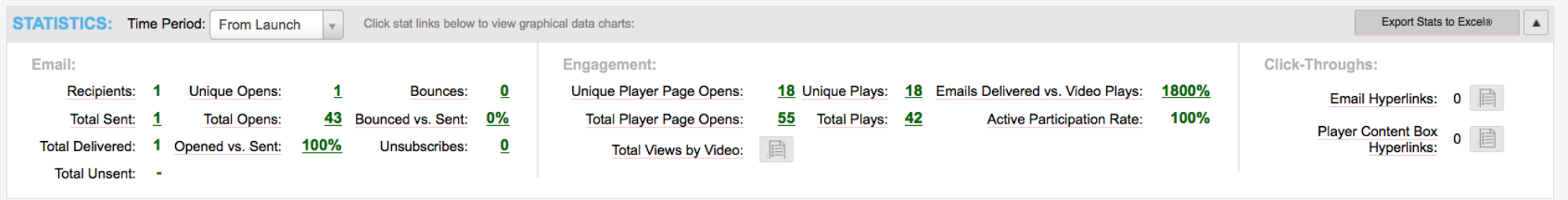
The global stats area displays a variety of data points for the subscription. Scrolling over any of the text that has a pink line under it will open a pop-up that defines specifically what this area is displaying. Statistics can be viewed for any period of time. The "Total Views by Video" displays all the videos that have been viewed and how many times they have been viewed. The admin can also view the number of times recipients have clicked on the links in the boxes below the video player to open a handout or go to an external link.

Individual Usage Stats

Usage statistics are available for individuals as well. Click on the "Stats" link in the navigation bar and then click on "Email and Video History". To see the stats displayed in graphic form, click on "Video Player Page Metrics".
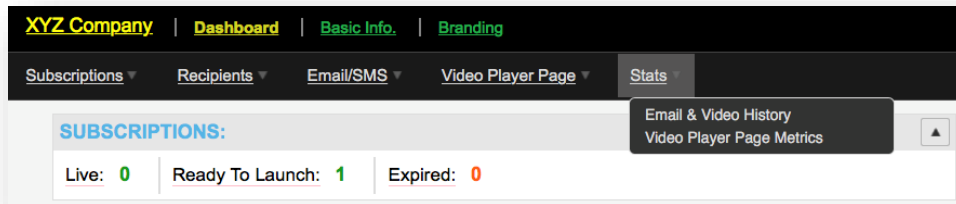
This opens a pop-up that displays a link to the list of recipients. Clicking this link displays each of the recipients. Click on an individual to view their history of email opens and video views.

Feedback or Ideas

We are always looking for ways to improve the experience of our users and we encourage the admins to discuss this with their team and let us know how we are doing.

Contact us at:

RiskControl@willistowerswatson.com

Make Sure It Works

Local or corporate security policies or firewalls may block video streaming and/or emails from unknown sources. To ensure that your recipients can receive content from the platform, you can test your systems by following the below link. You should be on your company network before testing.

Click the icon to test your systems…

You may need to ask your IT Department to allow certain IP addresses, domains, and/or email addresses to work with your system.

Email:

Email sending domains to be allowed:

- **reachout365.com**
- **email.reachout365.com**

Email sending IP address to be allowed (if required): **167.89.40.7**

Email default "From" address to be allowed: **noreply@reachout365.com**

Video Streaming:

Domains to be allowed:

- **videos.reachout365.com**
- **cdn.reachout365.com**

IP address to be allowed: **74.205.75.160**

Ports that must be open to enable video streaming: **HTTP 80**