Ovation

ORGANIZATION INFORMATION PACKET

Contents

Ovation

There are two main components of Ovation:

- **Ovation Web Portal** (https://app.prod.ovationvr.com)
    - Account settings and billing
    - Import documents (PowerPoint, Word, etc.), edit prompts, and more.
- **Ovation Software** (VR & Monitor)
    - Deliver practice speeches
    - Join multiplayer sessions, and more.

To use both, you must sign in with an Ovation account that has an active subscription.

Organization Subscription

Schools, corporations, and other organizations that provide Ovation to students, employees, and others require an **Organization Subscription**.

An organization subscription supports multiple **Licenses** and unlimited **Accounts**.

Licenses

The Ovation software can be used with VR headsets and computer Monitors. Due to the differences in features between **VR Mode** and **Monitor Mode**, each has its own license. Organization subscriptions start with 5 VR and 5 Monitor licenses.

Ovation has a **Concurrent User Licensing Model**. Each time the Ovation software is launched, a user must sign in with an active account. While they are signed in, a license is reserved for their use. When they sign out or the software is closed, that license is released and becomes available again.

An organization should purchase as many licenses as they expect to use simultaneously. For example, if an organization owns 20 VR headsets and 10 computers, but they expect that at most 15 VR headsets and 6 computers will use Ovation simultaneously, they should purchase 15 VR and 6 Monitor licenses.

Accounts

Organization subscriptions have two account types: **Organization Admin** and **Organization Member**.

An account becomes the Organization Admin when it activates an organization subscription.

Accounts that join the organization after the admin become Organization Members. An organization can create and invite an unlimited number of member accounts.

While an organization subscription is active, the admin and all member accounts are active and can sign in and use the Ovation software.

An example of an admin is a university's Immersive Learning Manager, who coordinated the purchase and manages the deployment of Ovation. An example of members are the university faculty and students.

Managing Accounts

We recommend that organizations create one or more general accounts for demonstration purposes and have repeat users create their own accounts.

For example, a university VR Lab with 3 VR headsets creates 3 general accounts called VRLab1, VRLab2, and VRLab3. When a student comes in to try Ovation for the first time, they grab headset #1 and sign in with the VRLab1 account. Impressed and eager to use Ovation again, the student asks a facilitator for their own account. The facilitator then sends

an email invitation (described in Organization Member Invitation) to the student containing instructions to create and activate their member account.

General accounts (e.g. VRLab1) have the following drawbacks:

1. Changes to settings (avatar appearance, spoken language, etc.) overwrite those made by previous users.
2. Users can play back and delete speeches of previous users.
3. Users can delete imports and edit prompts of previous users.

Roles

Member accounts can be assigned roles with different permissions.

1. Default
    a. No additional permissions
    b. All new members are assigned Default unless otherwise specified
2. Member Custodian
    a. Invite/remove members
3. Facilitator
    a. Invite/remove members
    b. View stats of all members
4. Manager
    a. Invite/remove members
    b. View stats of all members
    c. Set organization member roles
5. Billing
    a. Update billing
    b. This role can only be assigned by the admin
6. Admin
    a. All permissions
    b. This role is only assigned to the admin and cannot be changed

In the university example, the following people might correspond to these roles:

1. Chief Technology Officer - Admin
2. Accounts Payable employee - Billing
3. Library Director - Manager
4. Library Assistant - Member Custodian
5. University Professor – Facilitator
6. Student - Default

Account Creation

1. **Visit ovationvr.com and select the blue Sign Up at the top right. On the next page, select the blue Sign Up button again.**
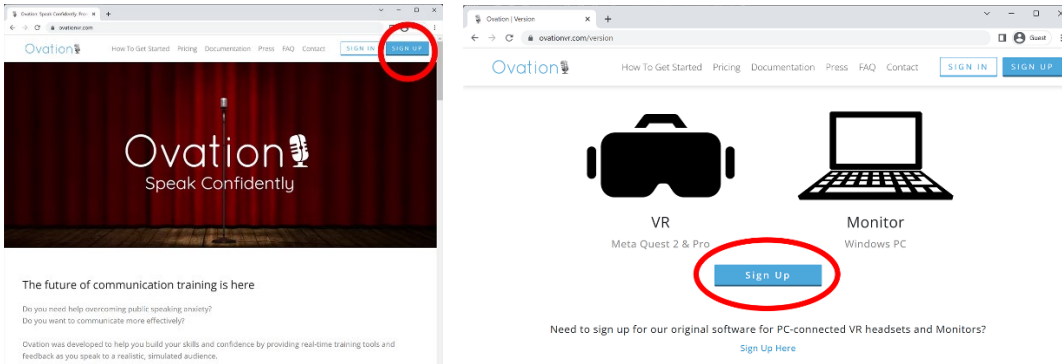
2. **Enter a desired username, your email address, and a password. Select 'Continue.'**
3. **You will receive an email from noreply@ovationvr.com to confirm that the email address you entered is valid (check spam if necessary).**
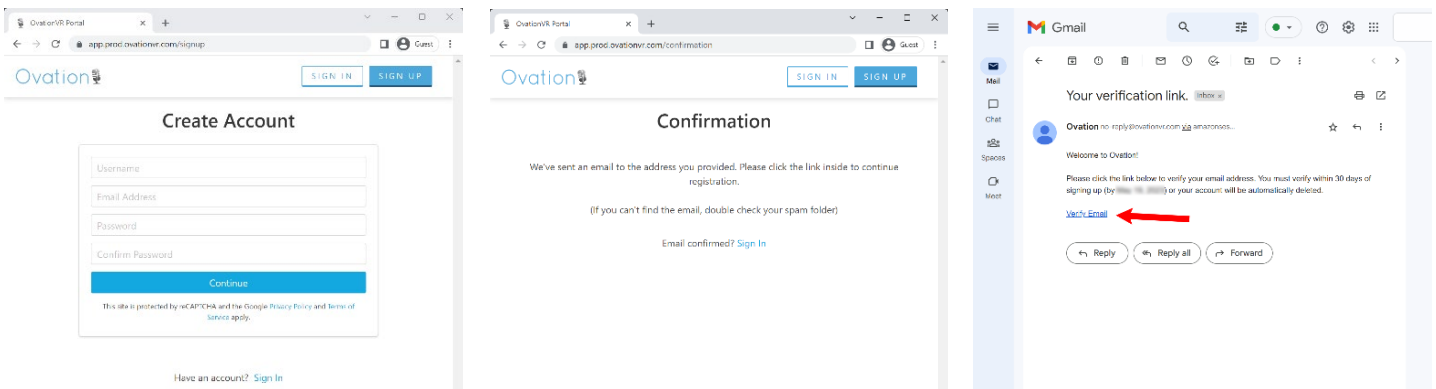

4. **Once you select 'Verify Email', sign in again with your new username/email and password.**
5. **After signing in, complete your Account Info and select 'Create Account.'**
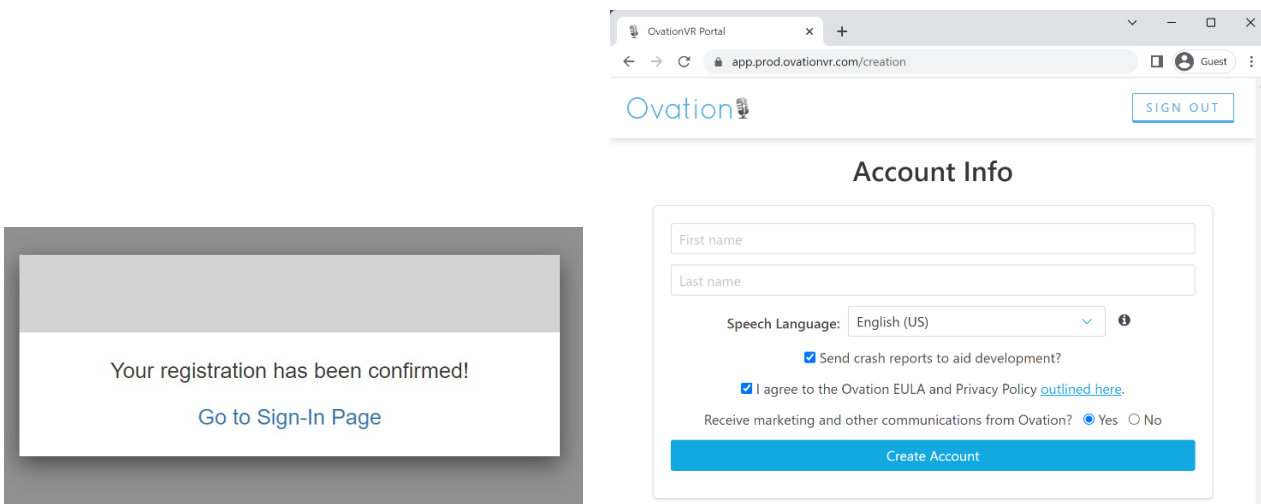
Organization Admin Activation

If you will be the admin of your organization, you must first obtain an **Admin Code** from an Ovation staff member.

1. **Sign in with your new account (see [Account Creation](#)), select 'Subscription plan' on the Home page, then select 'Continue' under Organization – Admin/Member.**
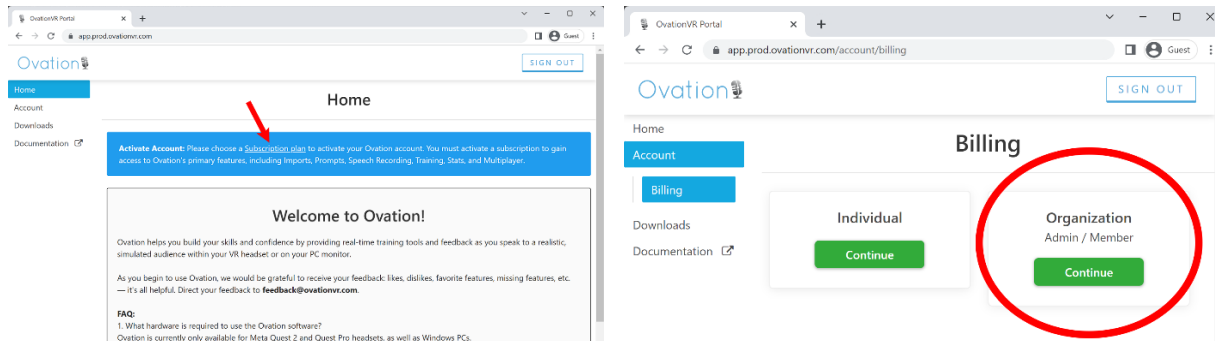
2. **Enter the Admin Code, select 'Next Step', confirm your organization, then select 'Next Step: Payment.'**
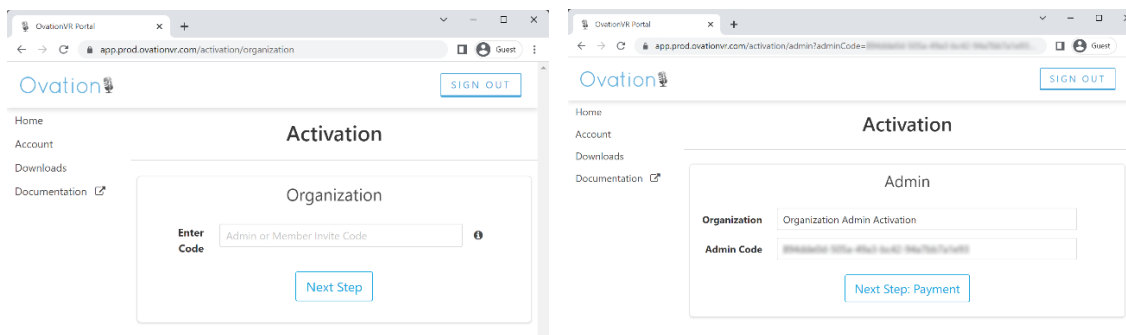
3. **When requesting the Admin Code, let Ovation staff know if you will pay with check/ACH/Wire or credit card.**
   a. **If paying by credit card, enter the card information and choose the billing period (monthly or annual).**
   b. **If paying by check/ACH/Wire, annual billing is required. An invoice with payment info will be sent.**
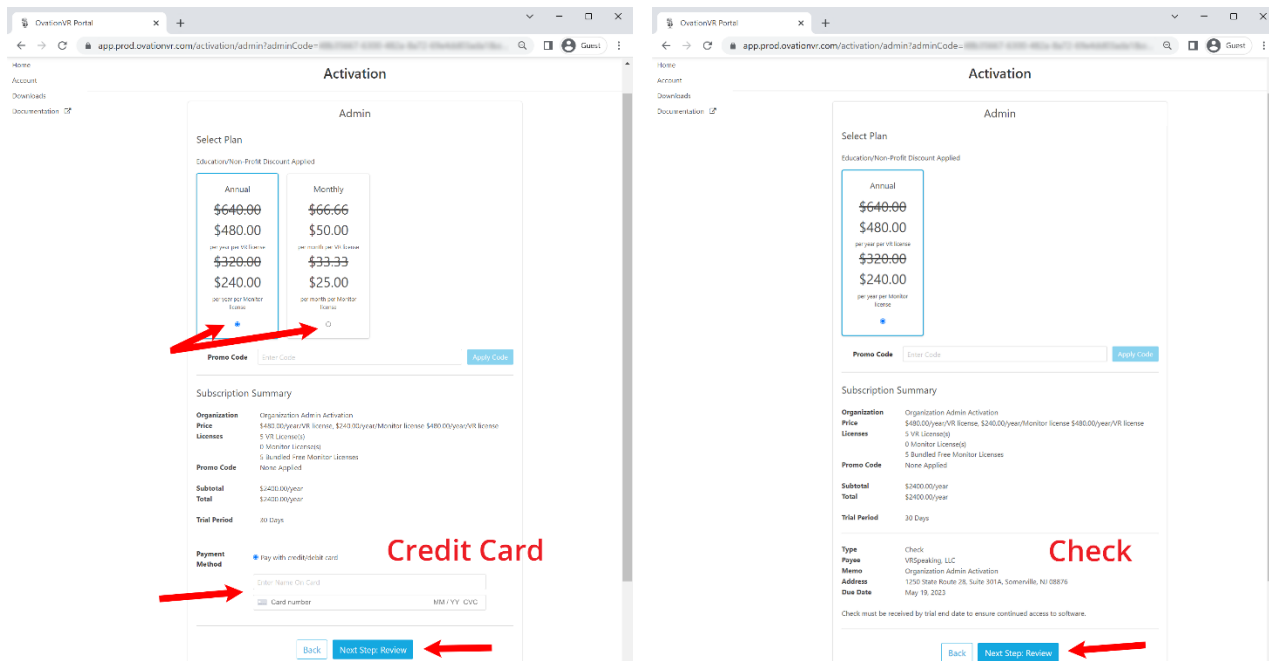
4. **After 'Next Step: Review', select 'Start Your Free Trial' (if eligible), or select 'Purchase Subscription.'**

Organization Member Invitation

The admin or a member with the appropriate role can invite an unlimited number of members to join the organization. Once they have joined, the member can begin using the Ovation software.

1. **Sign into your account. Select 'Organization' on the left, then select 'Members.'**
2. **Select 'Show Invite/Remove', enter the email address, select a role (if able), then select 'Send Invitation.'**

***You can cancel an invitation at any time by right clicking on a row in the Invite Members table and selecting 'Cancel Invitation.'**
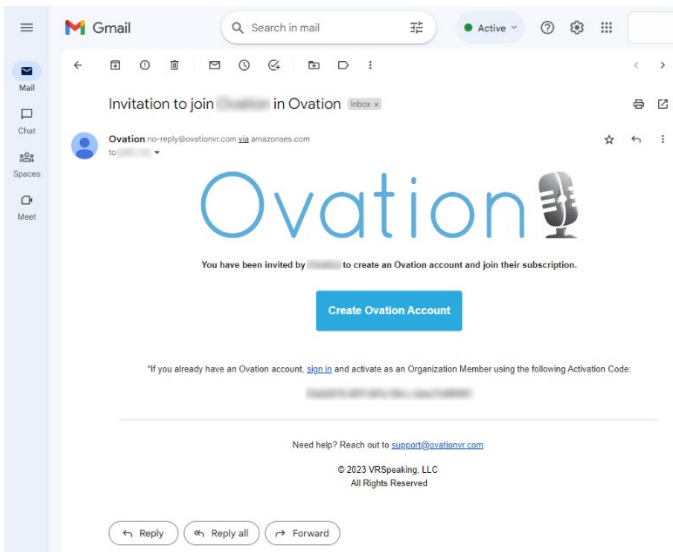
***If you would like to invite many members at once, use Bulk Invite.**

3. **The invite recipient will receive the following email.**

Organization Member Activation

1. **You will receive the following email when invited to the organization (see [Organization Member Invitation](#)).**
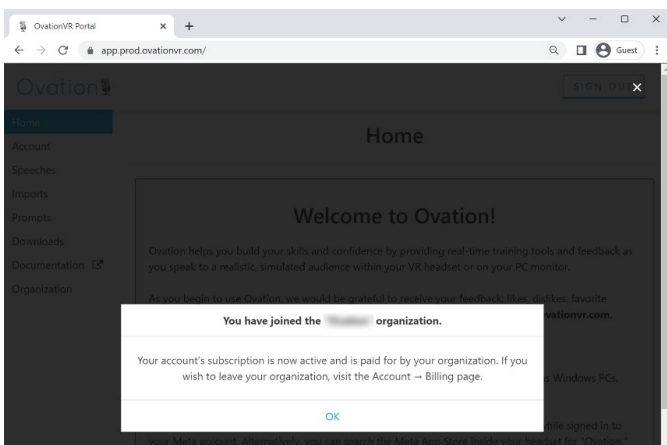

*If an invite email was sent but you don't see it, check your spam folder.

2. **Select the blue 'Create Ovation Account' button in the body of the email, then enter your desired username and password.**
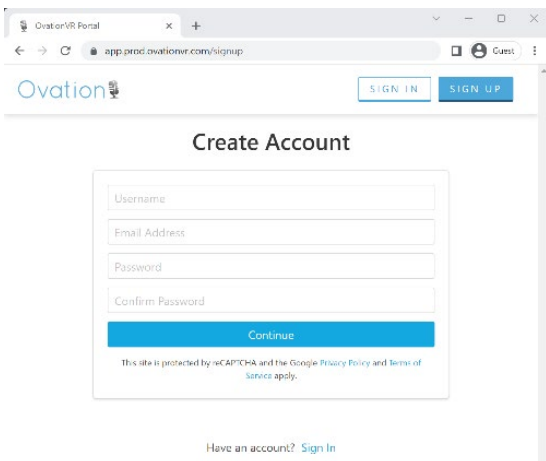
3. **When you have finished creating the account you will automatically join the organization and can begin using the Ovation software.**

Organization Member Bulk Invite

The admin or a member with the appropriate role can bulk invite a list of members all at once by uploading a csv file.

1. **Sign into your account. Select 'Organization' on the left, then select 'Members.'**
2. **Select 'Show Invite/Remove', then download the 'Template to invite members and assign roles.'**
   a. **If you do not have permission to assign roles, there is an alternate template without the roles option.**

3. **Open the downloaded csv file and enter your list of emails (shown here in Excel). Save the file.**

4. **Select the open folder icon, make sure the dropdown shows 'Invite', then select 'Choose File'.**
5. **Find the csv file you saved and select it. Then select the cloud upload icon. Once processed, all emails in the csv will receive member invitation emails and will be added to the Invited Members table.**

Ovation (VR Mode) Software Installation

Ovation (VR Mode) is currently only compatible with Meta Quest 2 and Quest Pro headsets.

1. **Ovation can be downloaded for free from the Meta App Store.**
   a. **Within the headset, search for <u>exactly</u> 'Ovation' in the store search box.**
   b. **In a web browser, visit our [Meta App Store page](#) while signed into a Meta account and select 'Get'.**
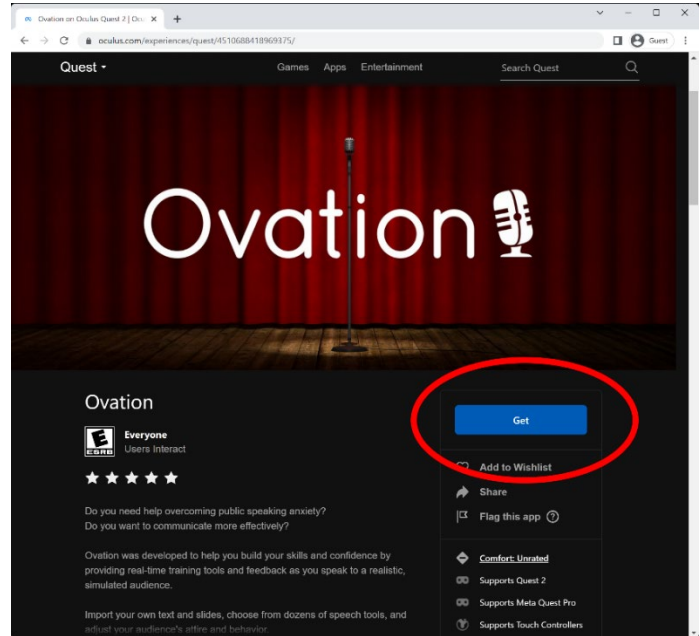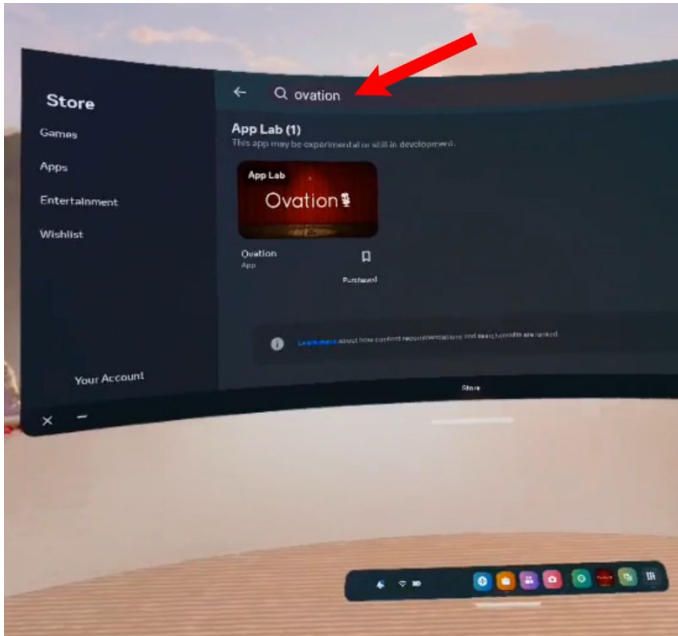
2. **Ovation can be made available via Mobile Device Management (MDM) software, such as [ManageXR](#) or [ArborXR](#). Contact Ovation staff at support@ovationvr.com for help with this.**
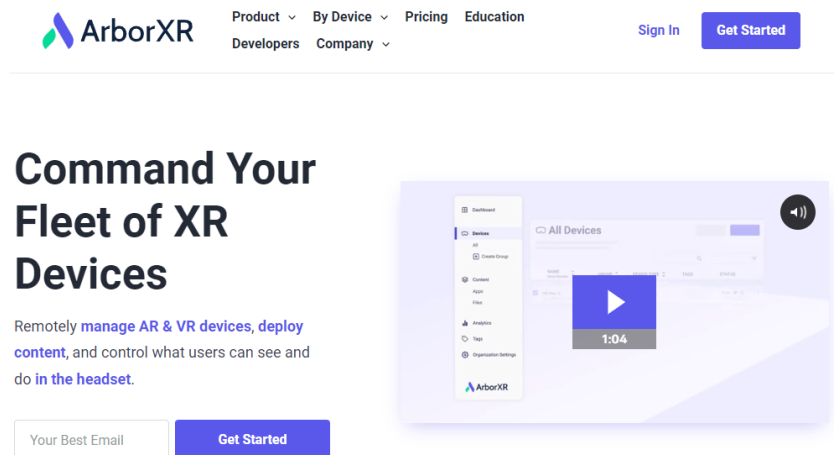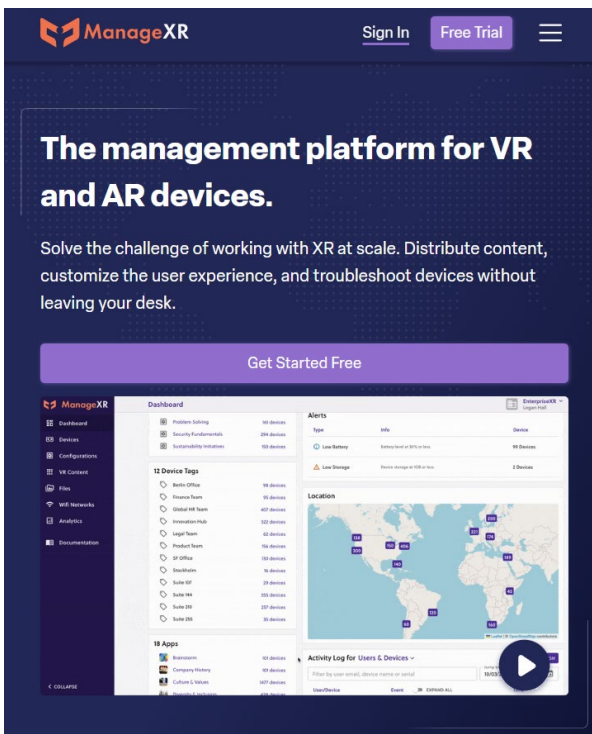
Ovation (Monitor Mode) Software Installation

Ovation (Monitor Mode) is currently only compatible with Windows PCs. There are no restrictions on how many computers Ovation can be installed on.

1. **Sign in, select 'Downloads' on the left, select the blue 'Download' button, then click the downloaded installer.**
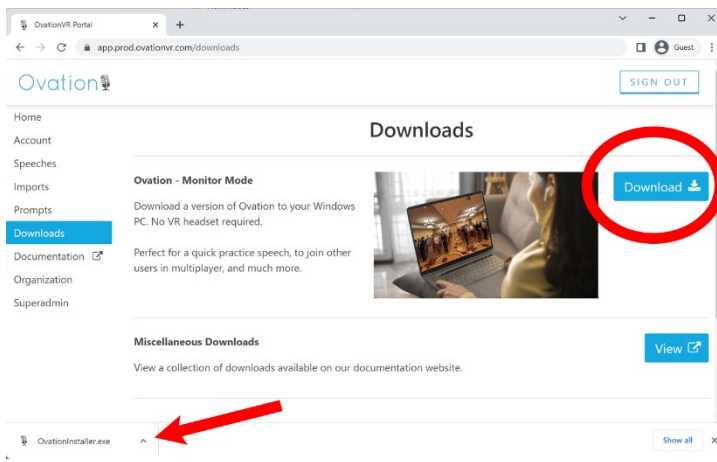
2. **The Ovation Launcher Setup will open. Complete the steps and then select 'Install.'**
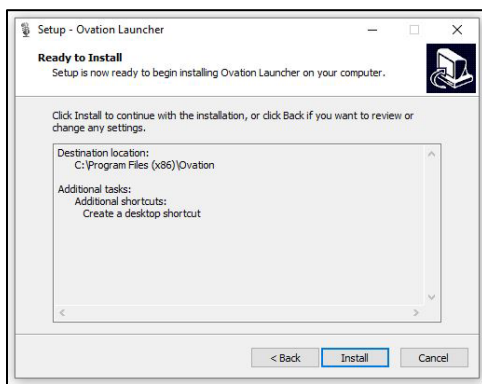
3. **The installation will finish quickly and then automatically open the Ovation Launcher.**
4. **You will then enter your credentials, accept the EULA, and begin downloading the latest version of Ovation. Depending on the speed of your connection, this typically takes between 5 and 15 minutes.**
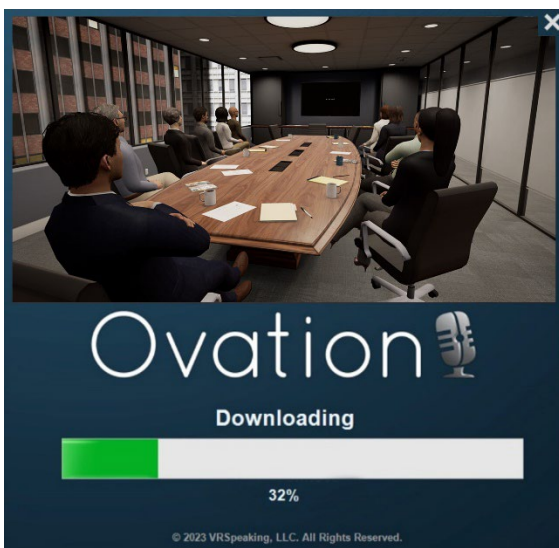
Multiplayer

Ovation users can start multiplayer sessions and invite others to join them. We recommend a maximum number of 10 multiplayer users to avoid performance issues.

Start a Multiplayer Session

Once signed in, you can start a multiplayer session in the Meet menu.
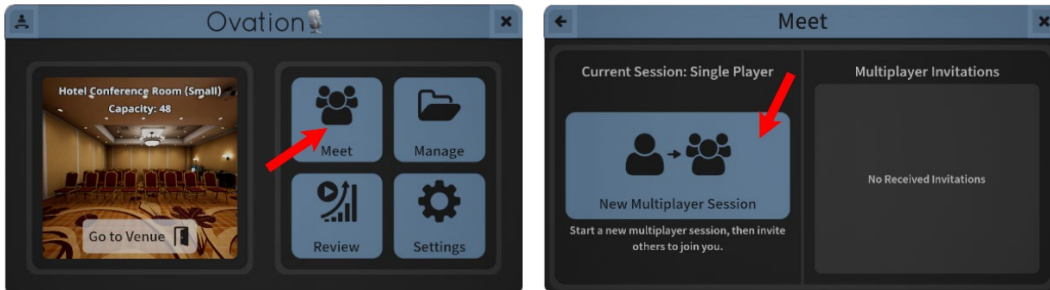
Send Invitations

Once a multiplayer session is active, you can invite other users by entering their Ovation username or the email address associated with their account. Members of your organization are automatically included in the Saved Usernames table.
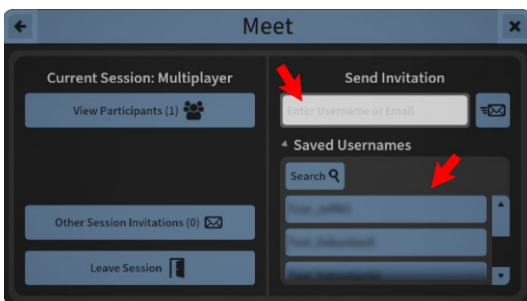
Multiplayer Roles

Users in a multiplayer session can be one of 3 roles: Speaker, Coach, and Spectator.

A Speaker will be looked at by the audience, will receive training during a speech, and is included in playback. A Coach will not be looked at, will not receive training, but is included in playback. A Spectator will not be looked at, will not receive training, is not included in playback, and is restricted from most actions in the menu/venue.

AI-Powered Dialogues

Users can engage in intelligent dialogues with Ovation's audience members, powered by OpenAI's ChatGPT. There are 3 modes: Q&A, Conversation, and Interview.

Q&A

Users can start a Q&A session with the audience after a speech, and the audience's questions directly relate to what was said during the speech. There are numerous customizations that influence what questions are asked including Audience Type (Investors, Students, etc.), Question Difficulty (Low to High), and Tone (Supportive to Confrontational).

Conversation

Users can provide (or select) a topic and have a conversation about it with simulated participants. The participants can speak to the user, and they can even speak to one another. Customizations include Participants (Investors, Students, etc.) and Type (Heated Debate, Brainstorm, and Storytelling Circle).

Interview

Users can engage in a mock interview with one or more AI interviewers. Interview questions evolve based on user responses and various settings determined before the interview starts, including Name, Job Title, Company Name, Industry, Interview Type (General, Behavioral, Technical), Question Difficulty (Low to High), and Interviewer Attitude (Friendly to Harsh).

Additional Context

All dialogue modes can be further customized with the Additional Context setting. This is a text field where users can input specific instructions to provide more useful context or instructions to the AI. For example, in the Interview mode users can provide details about their prior job history, giving their AI interviewer(s) more context to formulate relevant questions.

Tokens

Ovation relies on OpenAI's ChatGPT to generate AI responses. These responses consume "tokens," and Ovation must pay OpenAI for each token consumed. As a result, subscriptions are limited to a certain number of tokens per month. Organizations begin each month with 5,000,000 tokens, plus 1,000,000 tokens for each additional license beyond the initial 5 VR and 5 Monitor licenses. If an organization exceeds its available monthly tokens, it must wait until the 1st of the following month to use these dialogue features again.

How Many Tokens Will I Use?

An "average" number of tokens used during a Q&A, Conversation, Interview, will differ significantly from one person to the next and from one session to the next. It can depend on the length of your speech before the Q&A, how long your interview responses are, how many questions you are asked, and much more. To get a sense of how many tokens you tend to use, keep an eye on your token usage numbers within the app and on our web portal as you use these features.

Tips for Administering Ovation in Organizations

VR Play Areas

If possible, each separate VR play area should be in its own enclosed room. There are two primary reasons: 1) the voice of a person delivering a speech won't interrupt others delivering their speeches, and 2) the person wearing the headset won't be concerned that people are listening or watching them as they deliver their speeches.

Organizations should also set up the headset's associated Guardian system. This system defines the space in the real world inside which a user can freely move around while using virtual reality. Setting this up reduces the risk of injury to the user, others nearby, and to property.

Comfort

Properly fitting the headset is paramount when using VR. All supported headsets have various straps that allow for adjustment to a wide range of head sizes and shapes. We highly recommend you spend as much time as you need to fully understand how your headset can be adjusted.

Glasses

Wearing glasses inside a VR headset is possible, but it can sometimes be uncomfortable. Some headsets provide ample room to fit the frames while others do not. We recommend wearing contacts if possible. If not, try wearing glasses with relatively smaller frames. Some headsets have a feature called "Eye Relief" which extends the lenses away from the user's eyes, providing more room for glasses and preventing the lenses from contacting one another and scratching.

VR Facilitator

VR is a relatively new technology and as such can be confusing for first-time users—they may not know how to launch applications, properly put on the headset, or use motion controllers. It is recommended that organizations keep a facilitator familiar with VR technology and Ovation close by for assistance.

Session Length

VR sessions typically last about 30 minutes, with 60 minutes being the recommended maximum.

Peer Review

Ovation has numerous features, such as grades and analytics, that provide users with algorithmic feedback on their speeches. Organizations should supplement this with human feedback from other members in the organization. For example, students could join a multiplayer session together and provide feedback while watching each other's speeches.

Ovation Documentation

Ovation has hundreds of available features that support a huge number of use cases. It can be hard to know what's available and how it all works. Organizations should make members aware of Ovation's Documentation website (https://docs.ovationvr.com/) where many features are explained in detail.