



Pigeonhole Live App for Webex

A Pigeonhole Live Guide



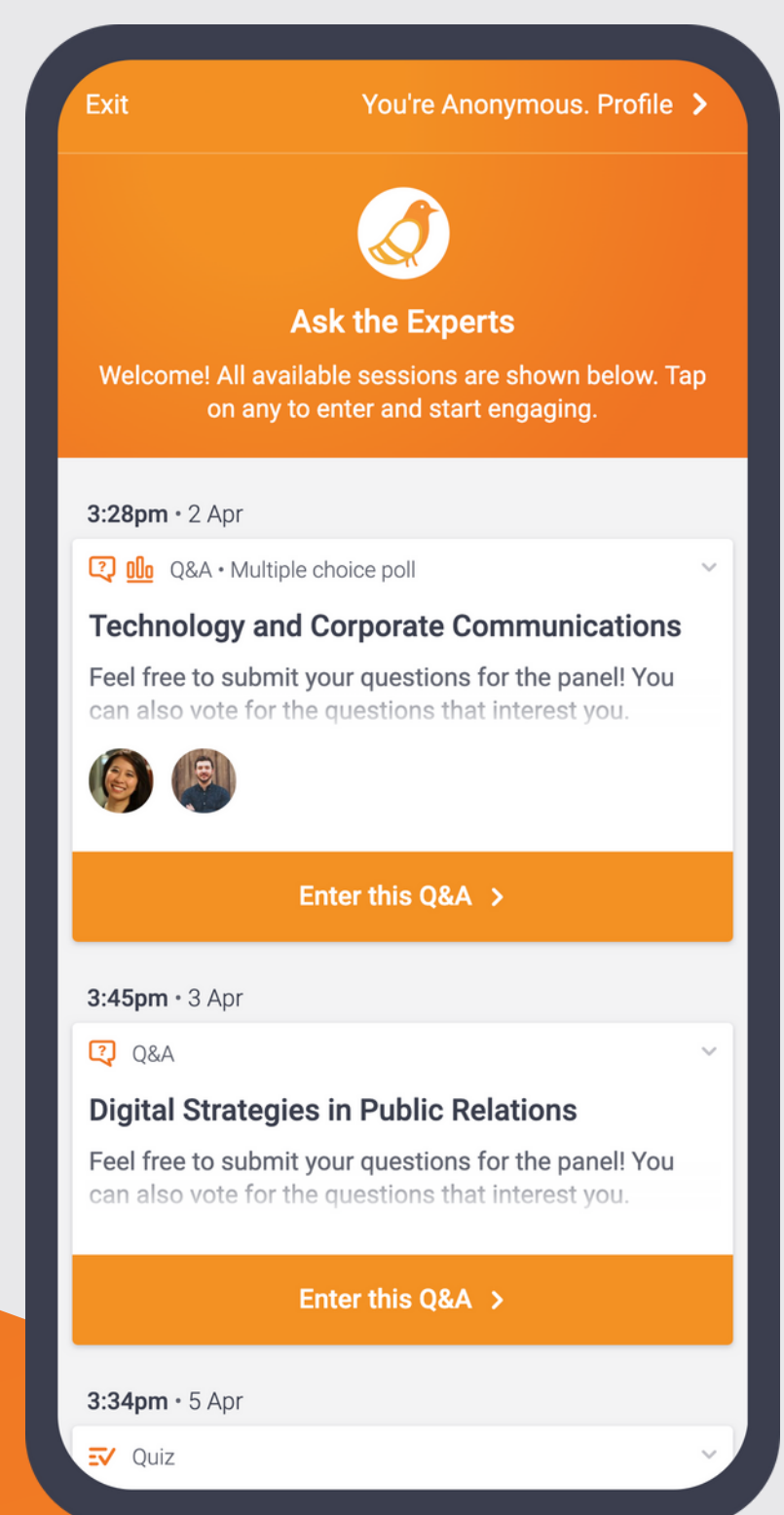
About Pigeonhole Live

Pigeonhole Live is an meeting engagement tool built to make team engagement and collaboration simple, effective, and effortless for you.

Whether you need to crowdsource questions, brainstorm ideas, or align on decisions, Pigeonhole Live is built with the right tools to support facilitation, streamline participation, and give everyone in the team a voice.

Our tool offers several formats, each designed to boost interactivity during hybrid, virtual, and in-person meetings and town halls.

- Q&A
- Chat
- Multiple Choice Polls
- Open-ended Polls
- Word Cloud Polls
- Quiz with Leaderboard
- Assessment
- Survey



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Accessing the Pigeonhole Live app for Webex

Requirements for using the Pigeonhole Live Webex App

- Webex Desktop App version 41.6 or later; the Pigeonhole Live app is available for hosts on desktop app only
- A free or paid Pigeonhole Live account
- A free or paid Webex account
- The Pigeonhole Live app must be enabled by your organisation admin for your Webex Meetings. Contact your Control Hub administrator to enable the app if it's not available. Refer to [this article](#) for more information.

Meeting host's guide

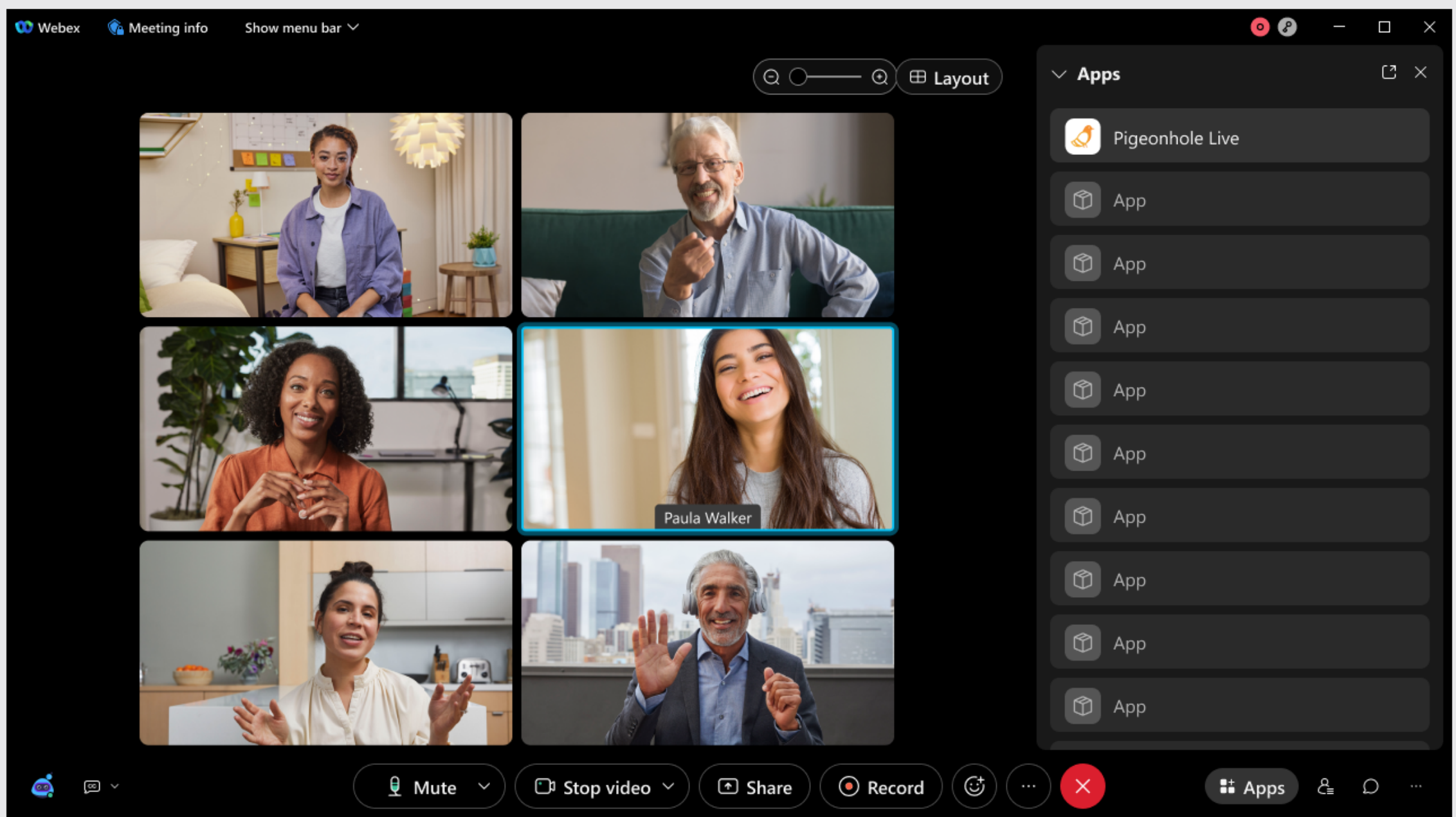
Set up the Pigeonhole Live Webex App for the first time

1. In your Webex Meetings client, click on the Apps icon at the bottom of the window.



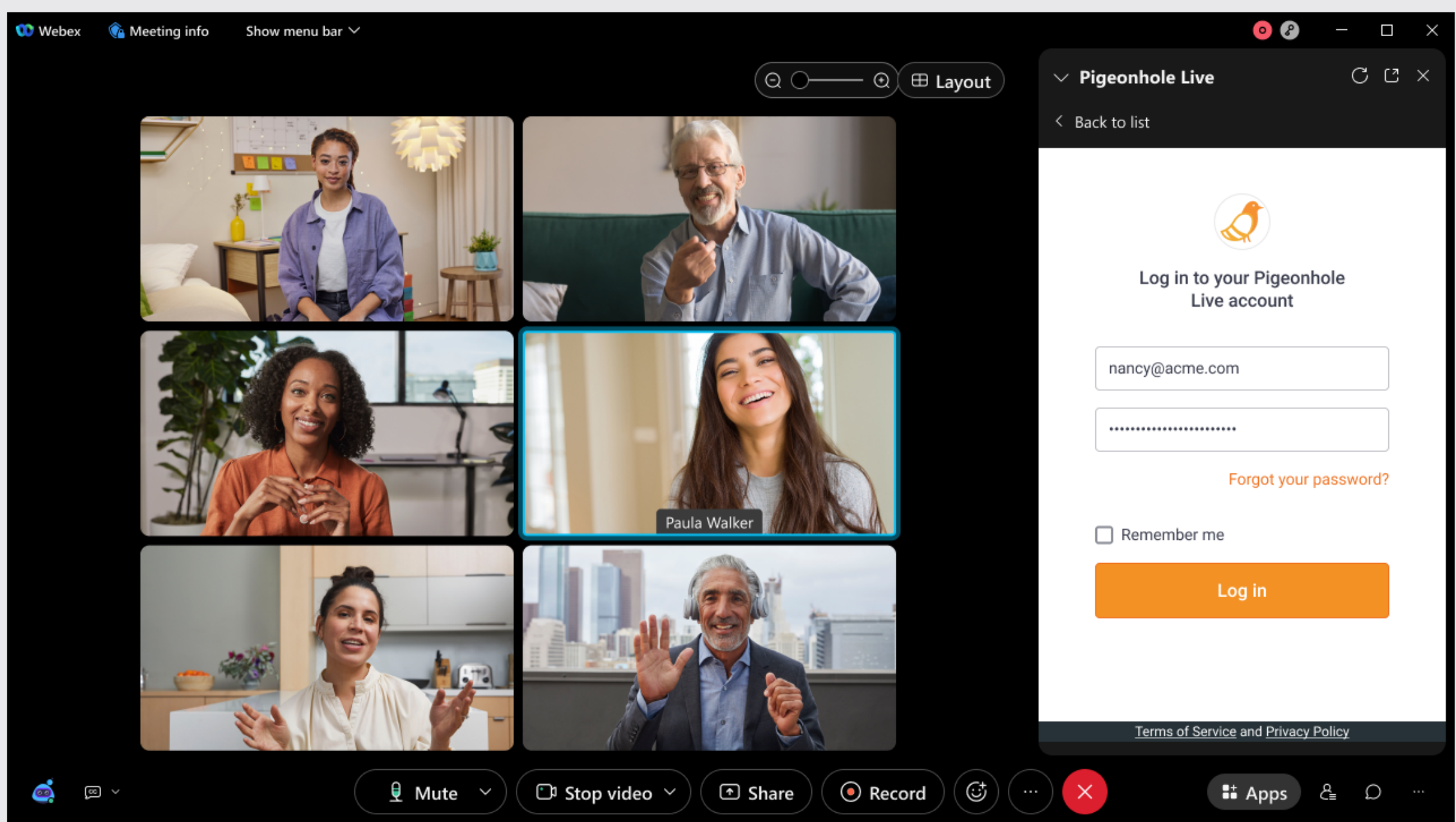
Meeting host's guide

2. Select Pigeonhole Live in the app list.



Meeting host's guide

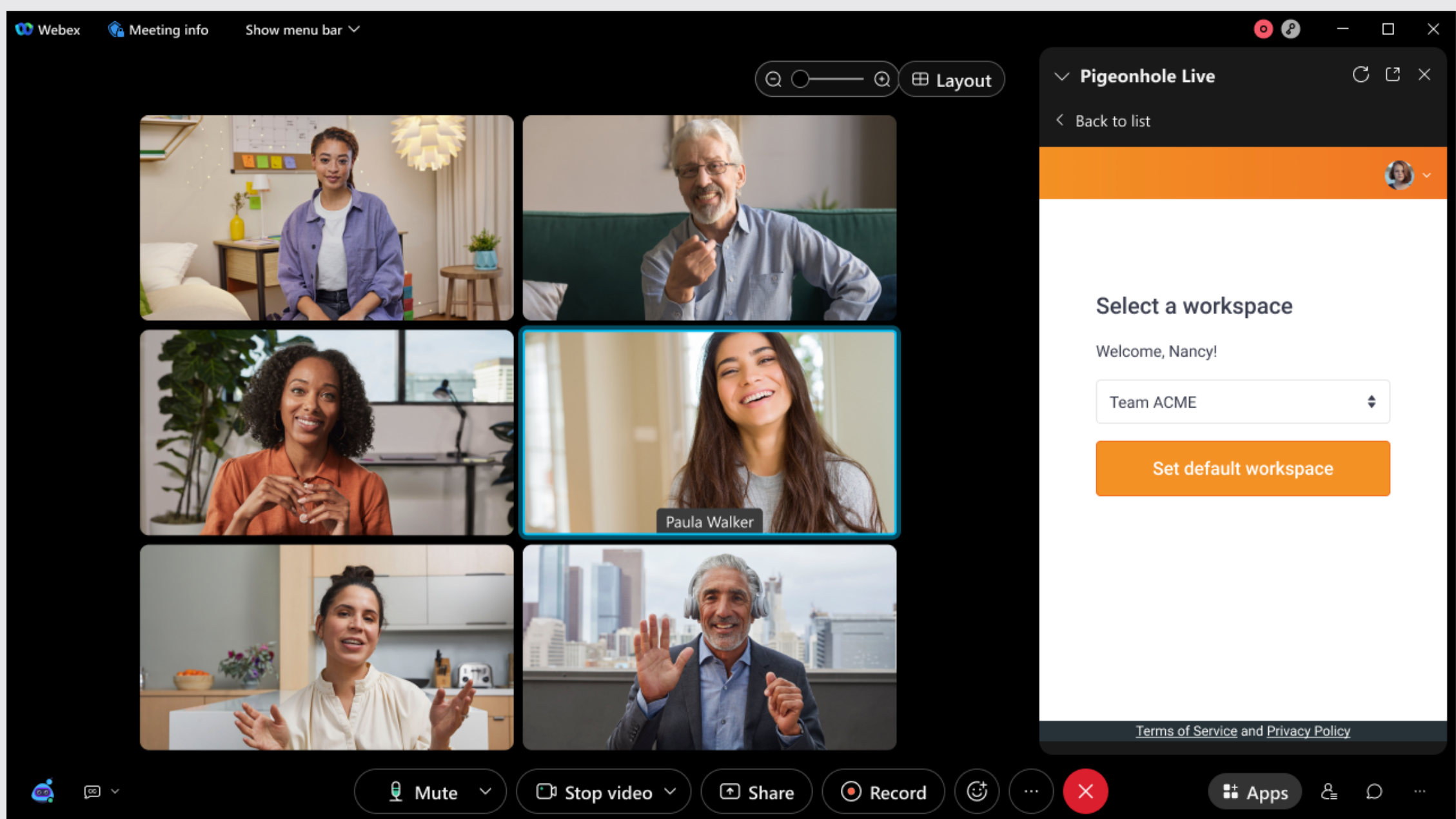
3. Log in to your Pigeonhole Live account. You are required to log in to your Pigeonhole Live account using the same email address as your Webex account.



Note: If your existing Pigeonhole Live account uses a different email address from your Webex account, please contact us to update your Pigeonhole Live account's email address.

Meeting host's guide

4. If you have multiple workspaces associated with your account, select the workspace you would like to create sessions in and set it as the default workspace.



Meeting host's guide

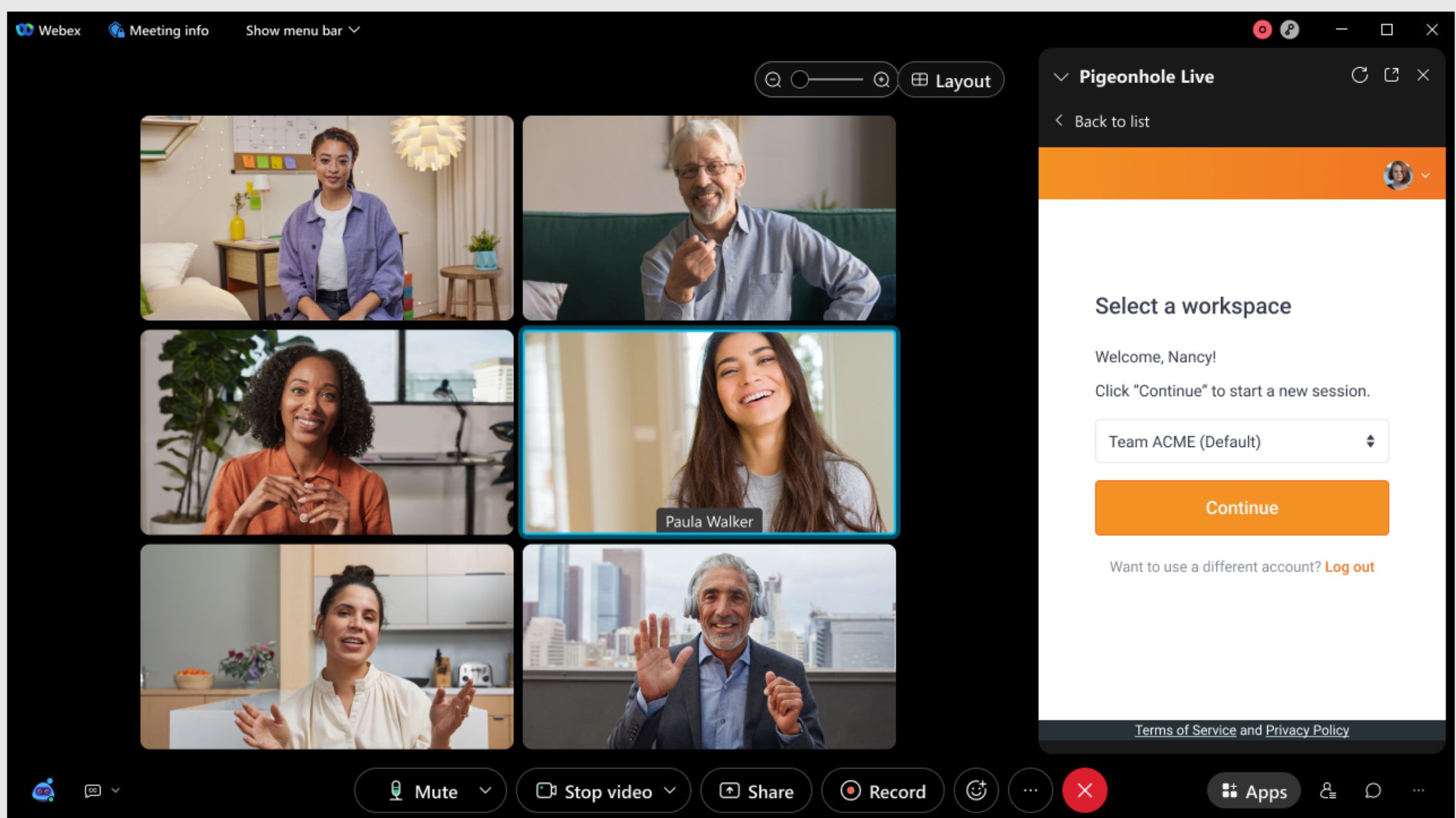
Create a session

1. Start a new or scheduled meeting and click on the Apps icon at the bottom right of your window and select Pigeonhole Live in the app list.



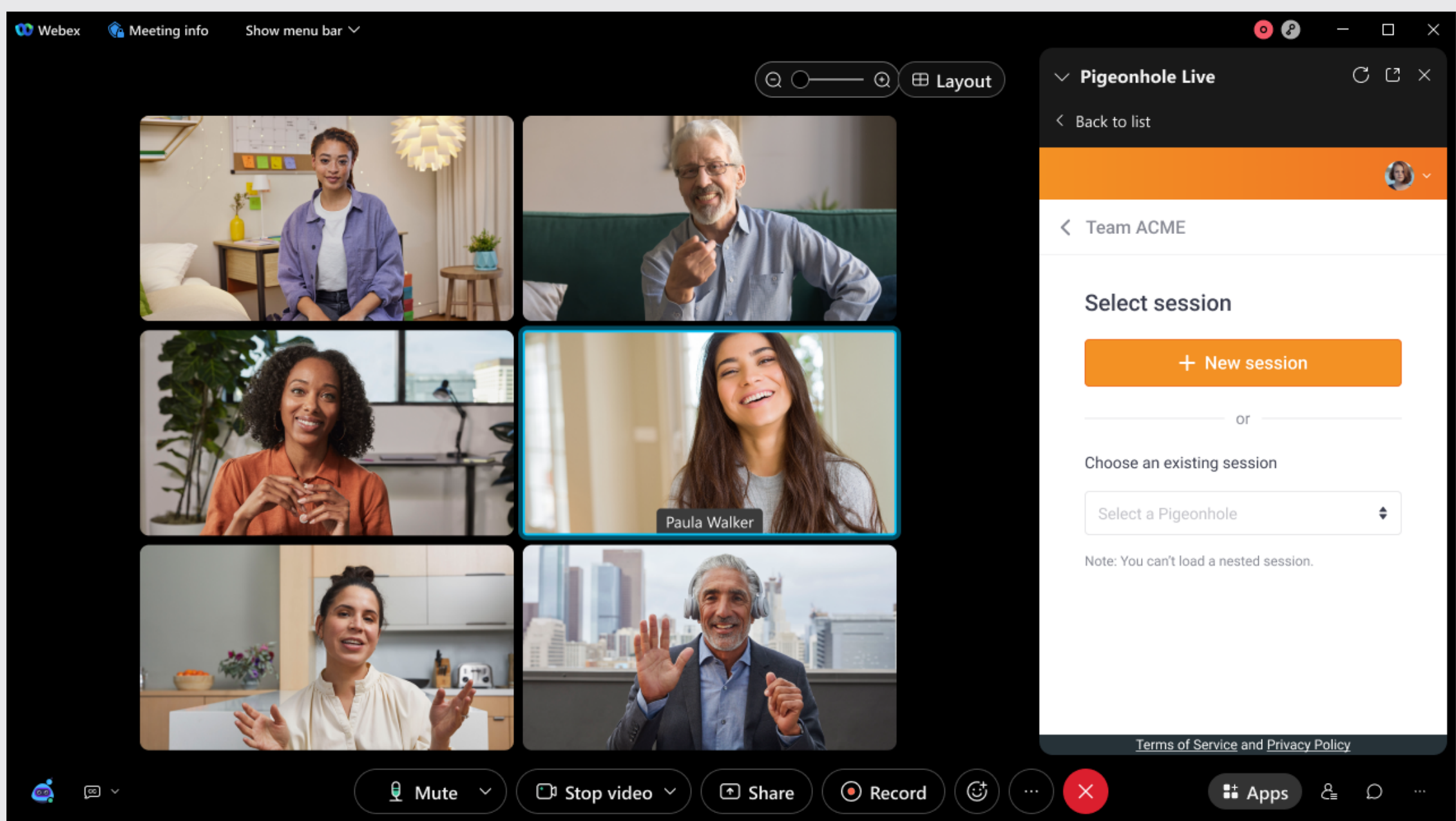
Meeting host's guide

2. Select *Continue* to proceed with session creation. If you'd like to change your workspace, click on the dropdown to select a different workspace and select *Set Workspace*.



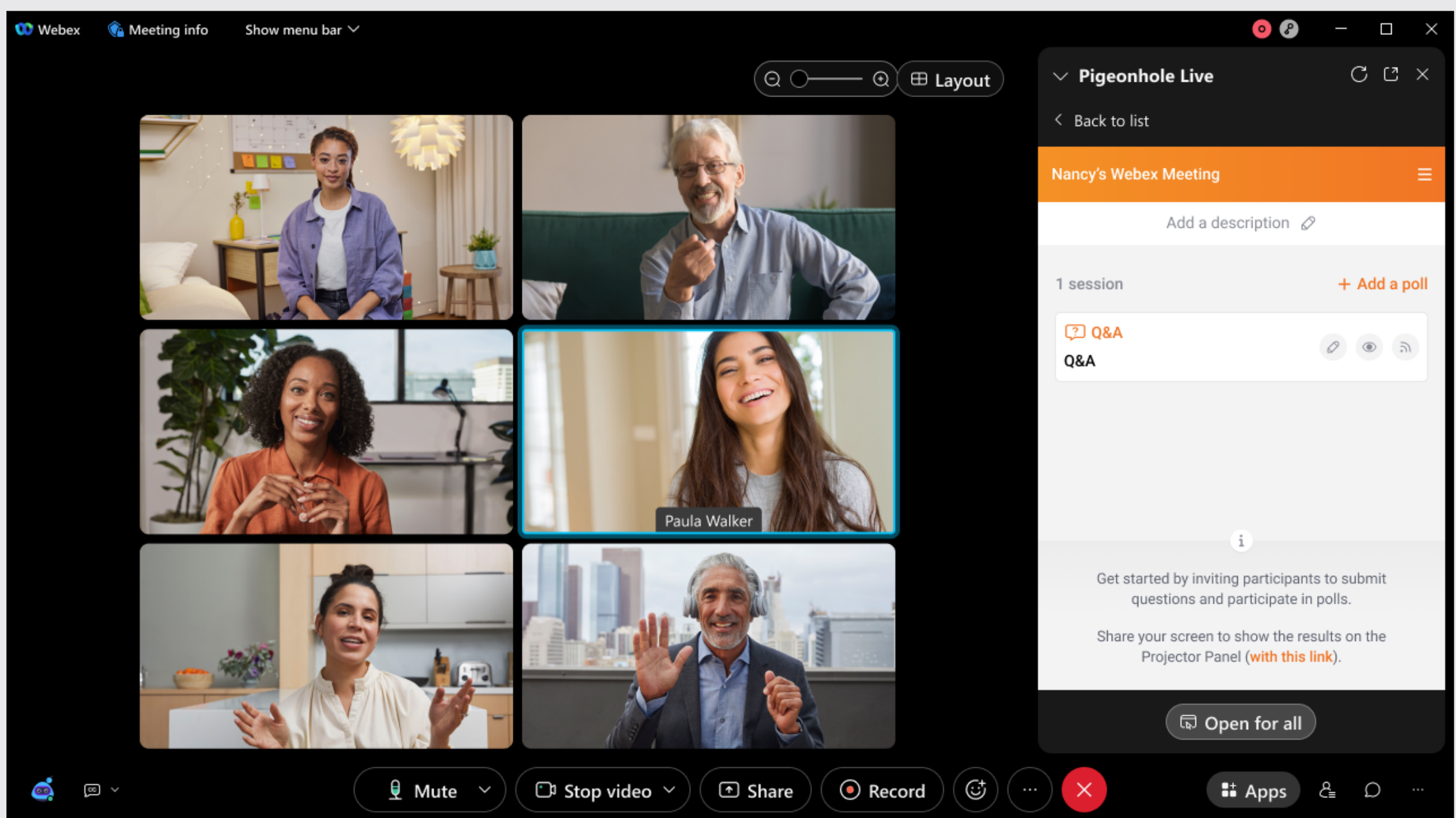
Meeting host's guide

3. You may choose to create a new session for this meeting or select an existing Pigeonhole that you've created in your Pigeonhole Live Workspace.



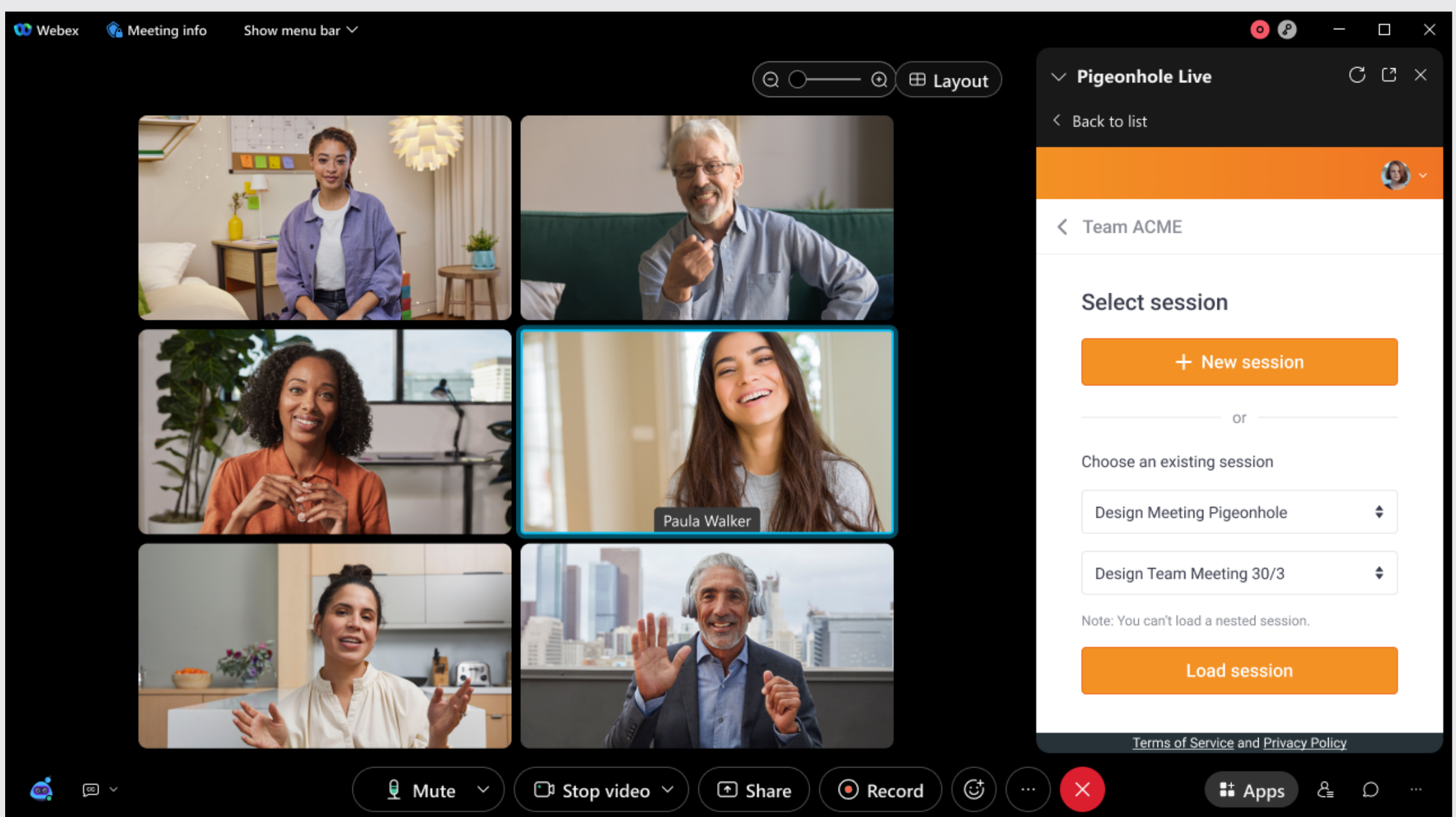
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If you select +New session, a Regular session with a nested Q&A will be automatically created for you. You can create multiple choice polls and word clouds directly in the app.



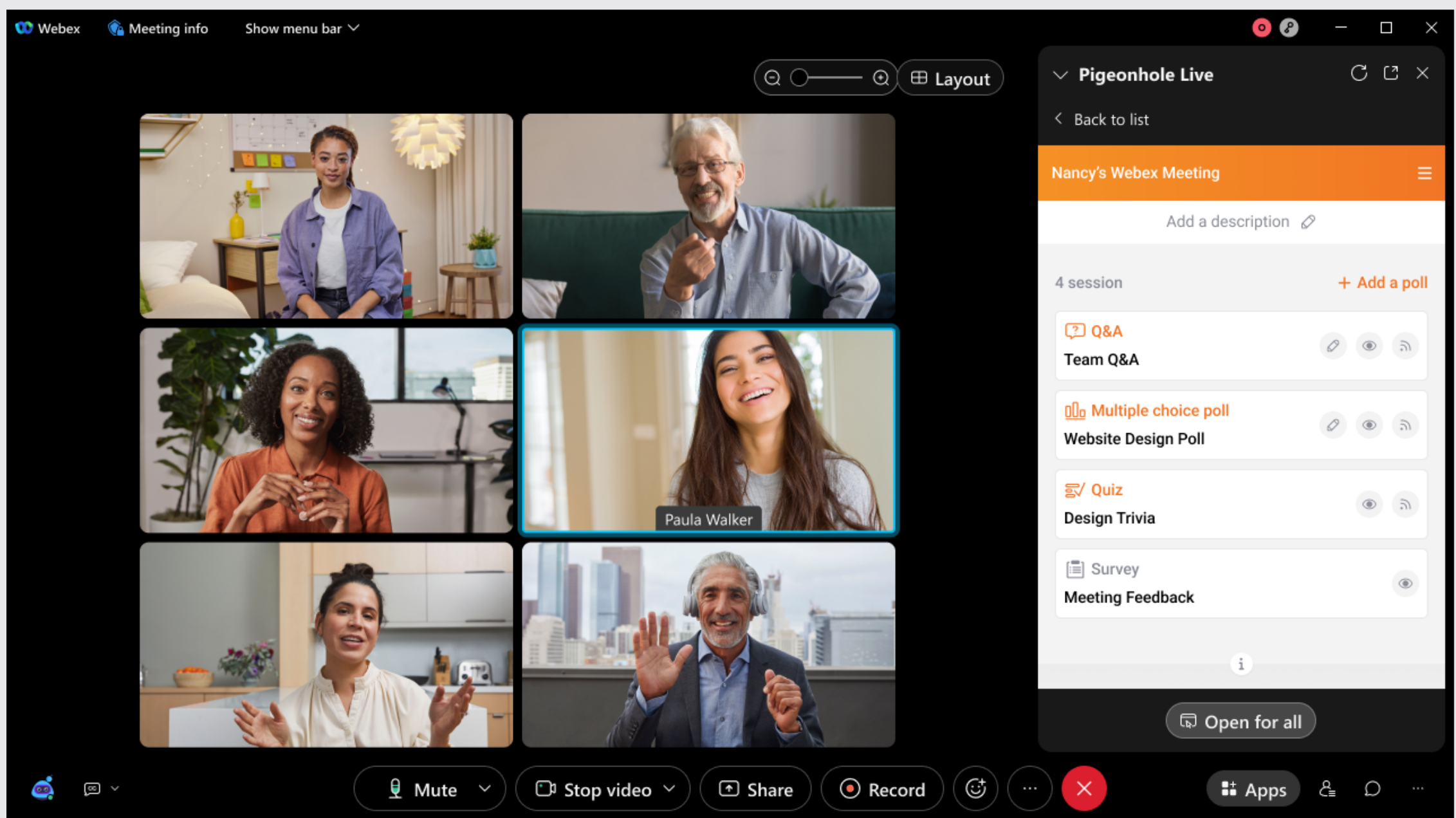
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4. If you want to use an existing session, select the Pigeonhole that you've created in the dropdown menu. Then, select the session you would like to load.



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The session you have selected (and its nested sessions) will load in your Webex Meeting. You can create more multiple choice polls and word clouds directly in the Pigeonhole Live Webex App.



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Recommendation:

When creating a Pigeonhole on your Workspace for the purpose of a Webex Meeting, we recommend that you follow the following setup:

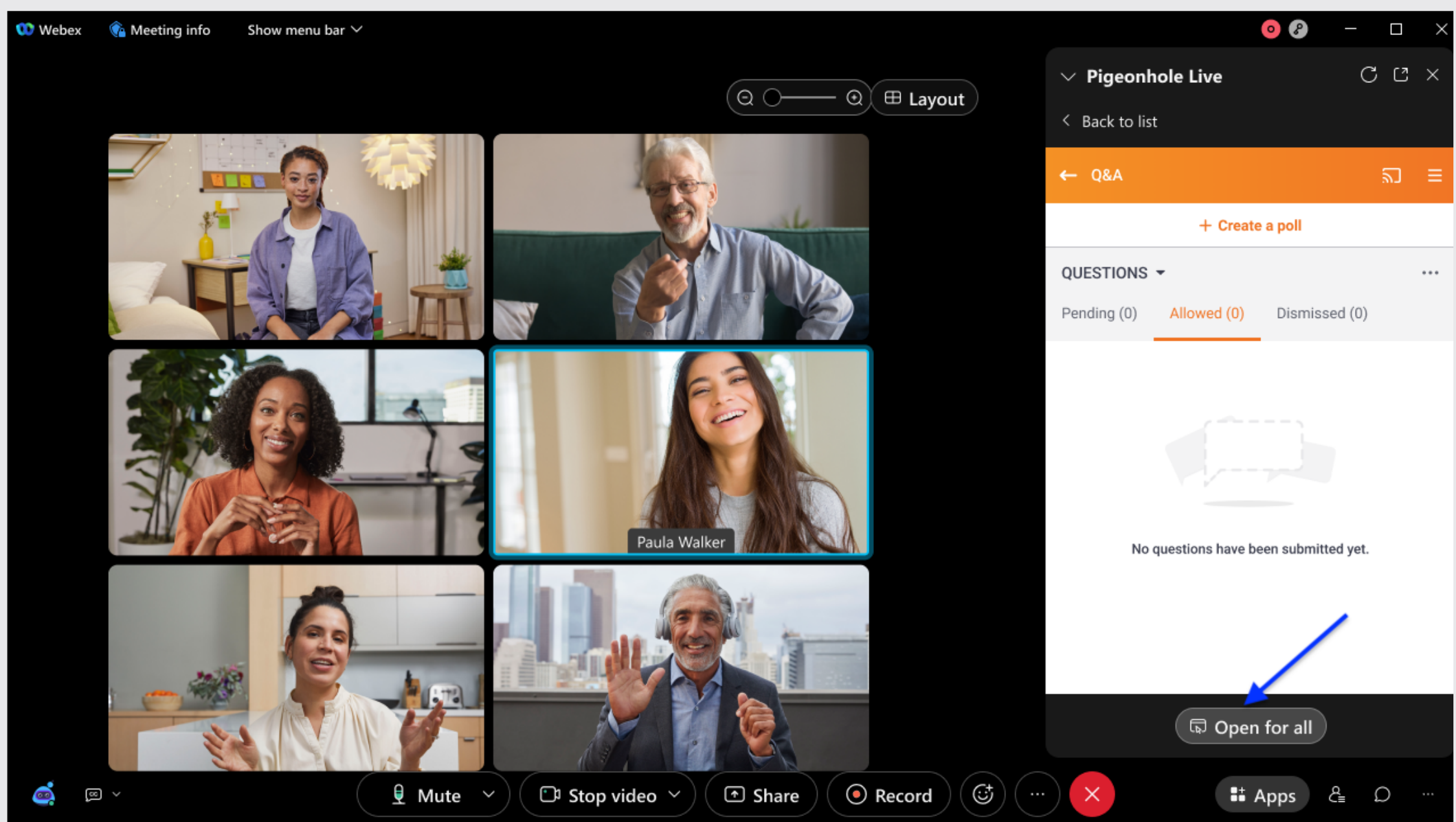
First, create a Regular session. Then, create all the Q&As, Polls, Quizzes, and Surveys you would like to load in your Webex Meeting and nest them under the Regular session. Finally, select the Regular session when loading a session on the Pigeonhole Live Webex App.

Note:

- You can only load first level sessions in the app Pigeonhole Live Webex App. Any nested session will automatically load when the first level session is loaded.
- You will not be able to change a session you've loaded within the same meeting.
- You cannot load surveys directly in the app. If you would like to open a survey session, be sure to nest the survey under another first level session.
- You can only load upcoming and live sessions on the app.

Meeting host's guide

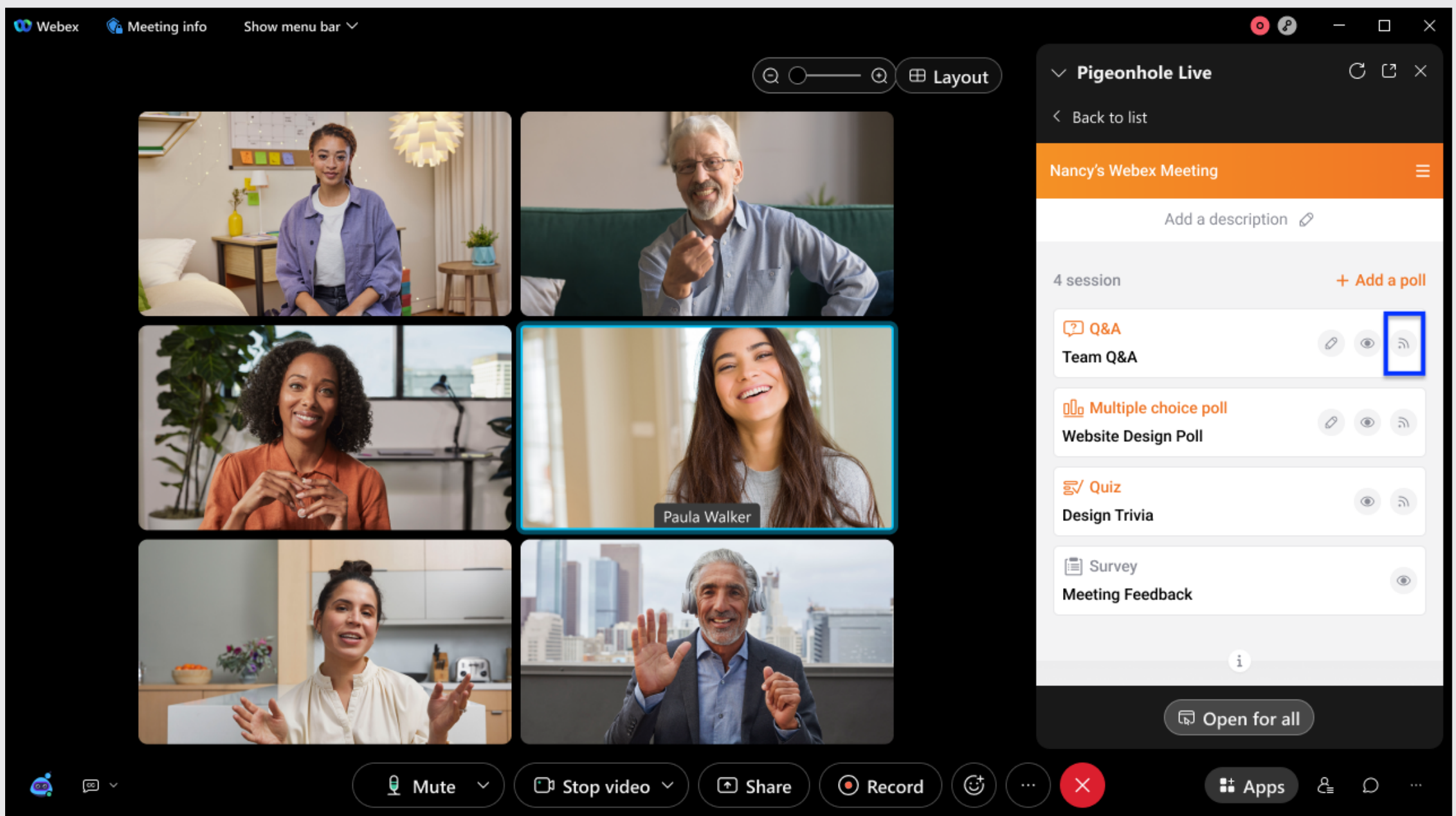
5. Once you're ready to share the Pigeonhole Live app with your meeting attendees, click on the Open together button at the bottom of the window. Your attendees do not need to sign in to start submitting questions.



To stop sharing the app with your meeting attendees, click Stop. The Pigeonhole Live window will be closed for all your meeting attendees.

Meeting host's guide

6. If you would like to bring your attendees' focus to a specific session, click on the Cast button to instantly redirect your attendees to your chosen sessions on the Audience View.



[Learn more about casting sessions.](#)

Meeting host's guide

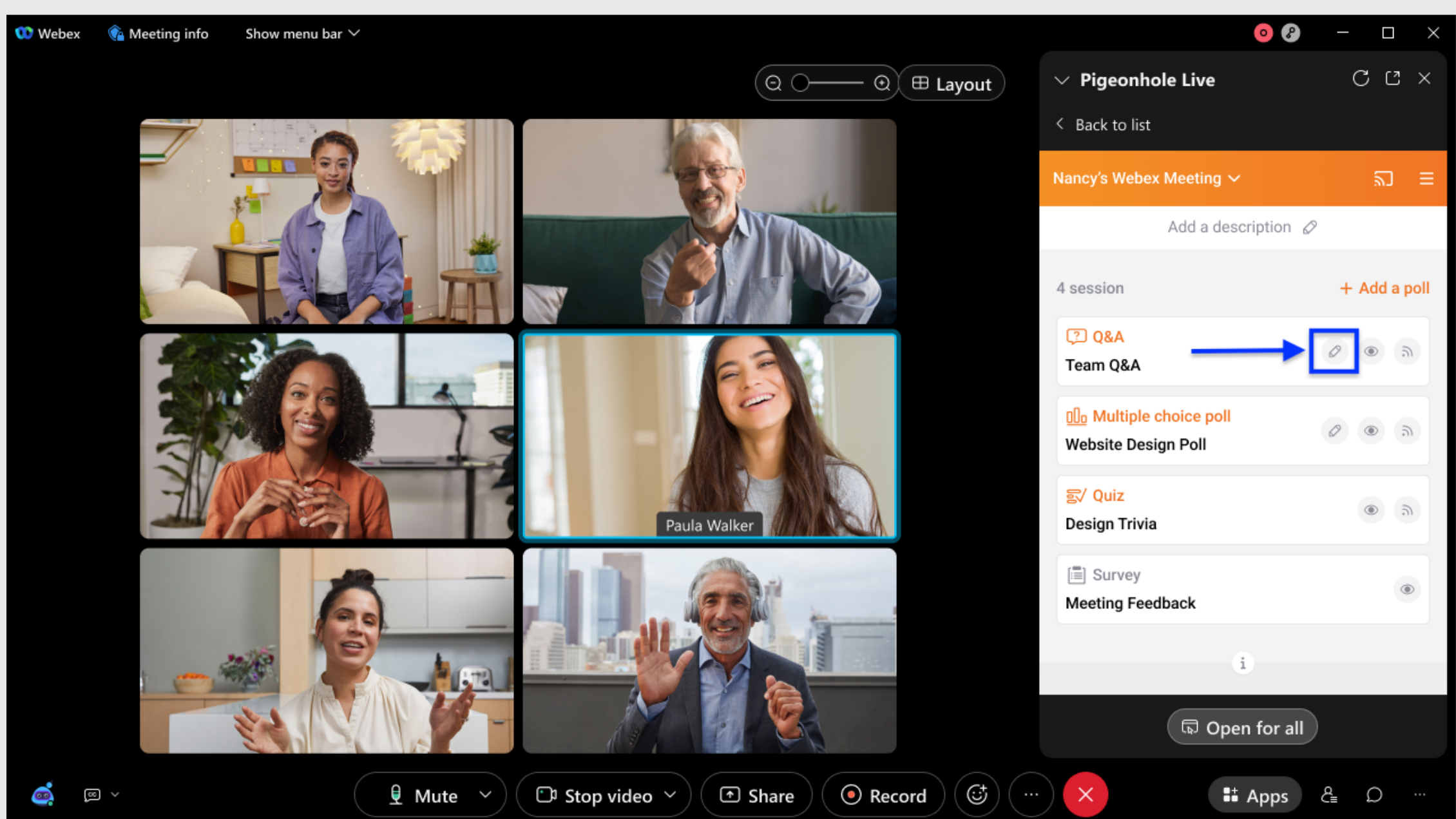
How to edit a Q&A session from the Admin view?

With the Edit button, you can easily make changes to:

- Q&A name
- Q&A settings

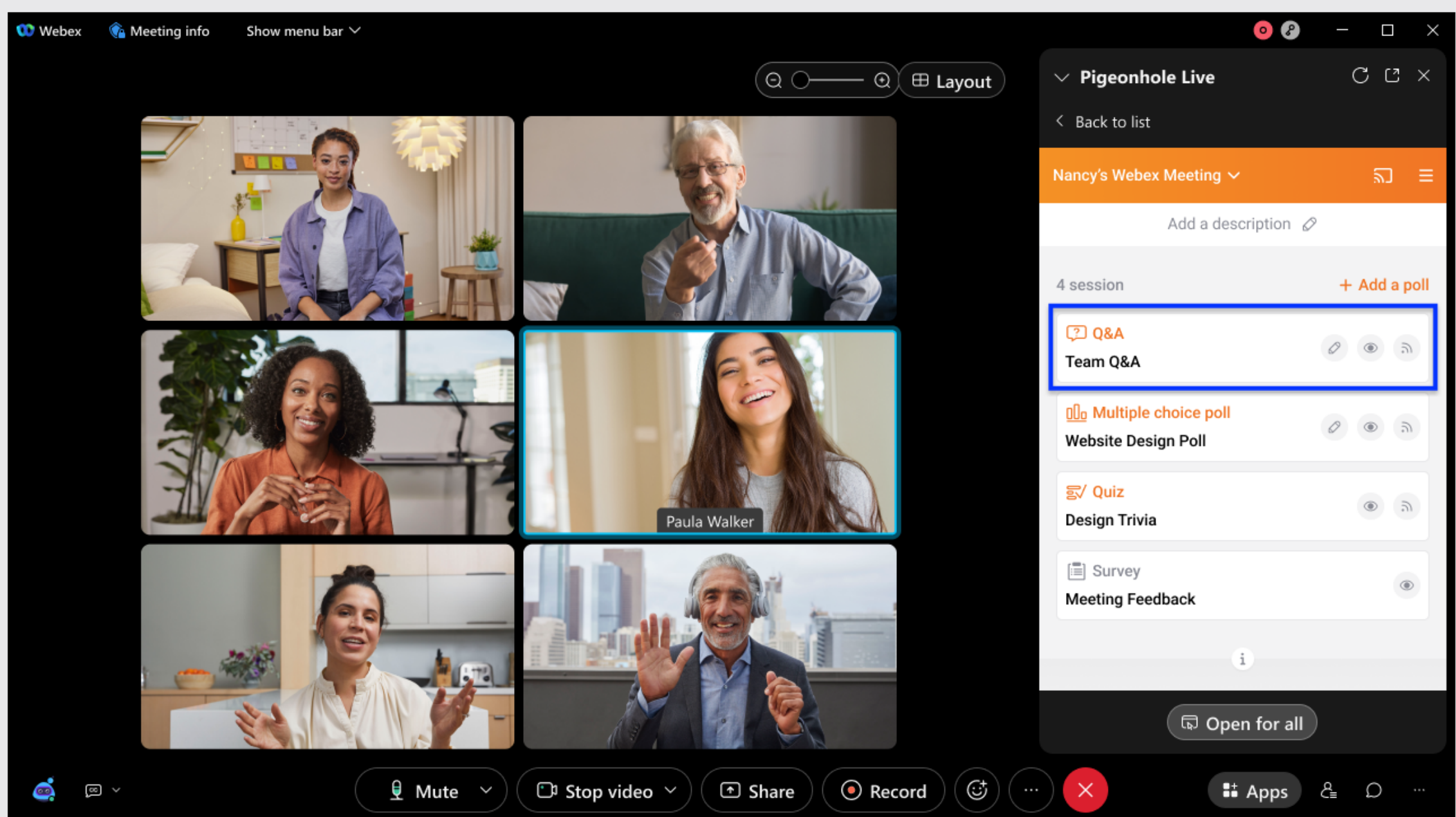
There are two ways to edit a Q&A session.

1. In the Agenda page, click on the Edit button of the Q&A session you want to edit.

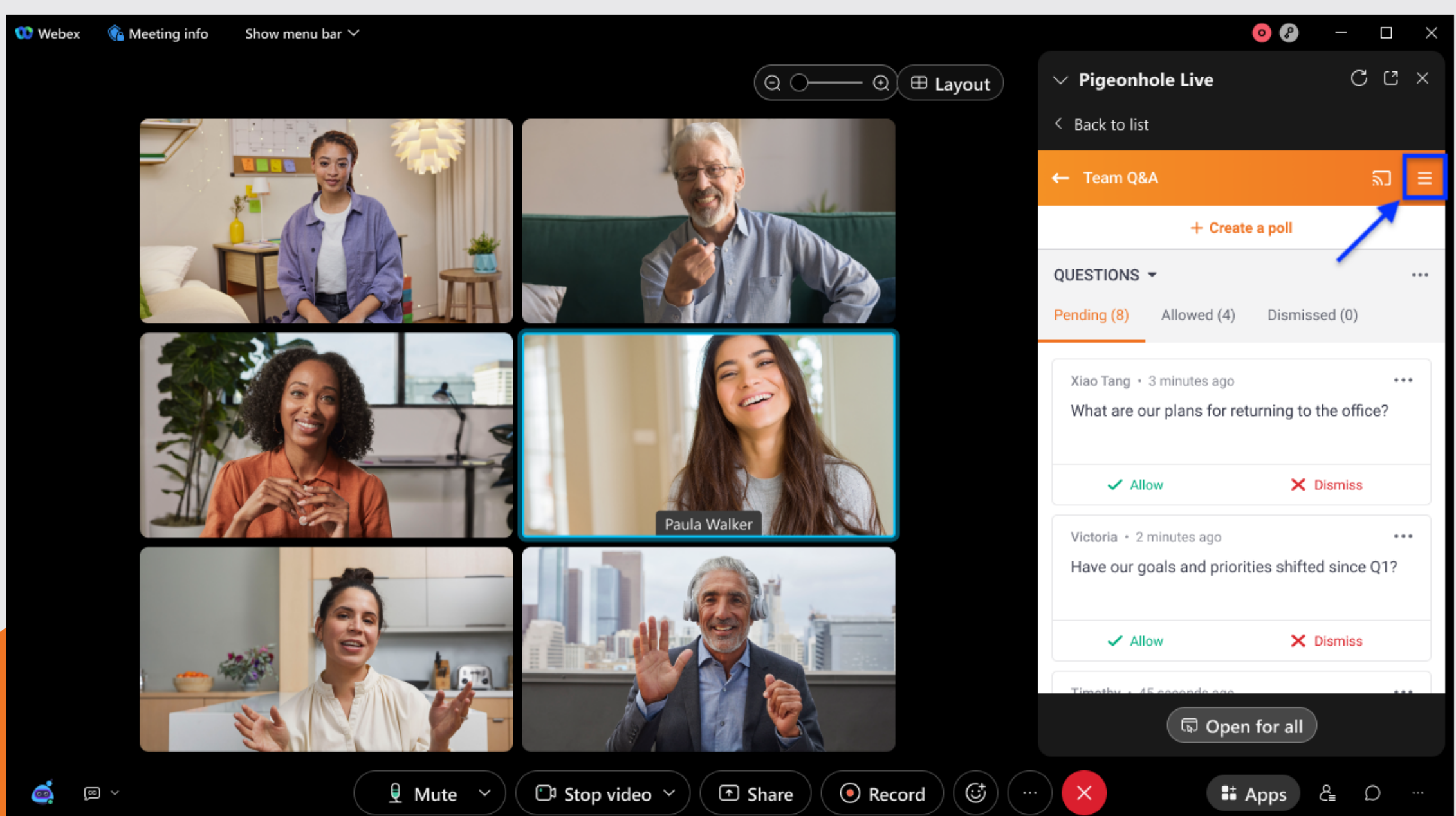


Meeting host's guide

2. Alternatively, you can click directly on the Q&A session you want to edit.

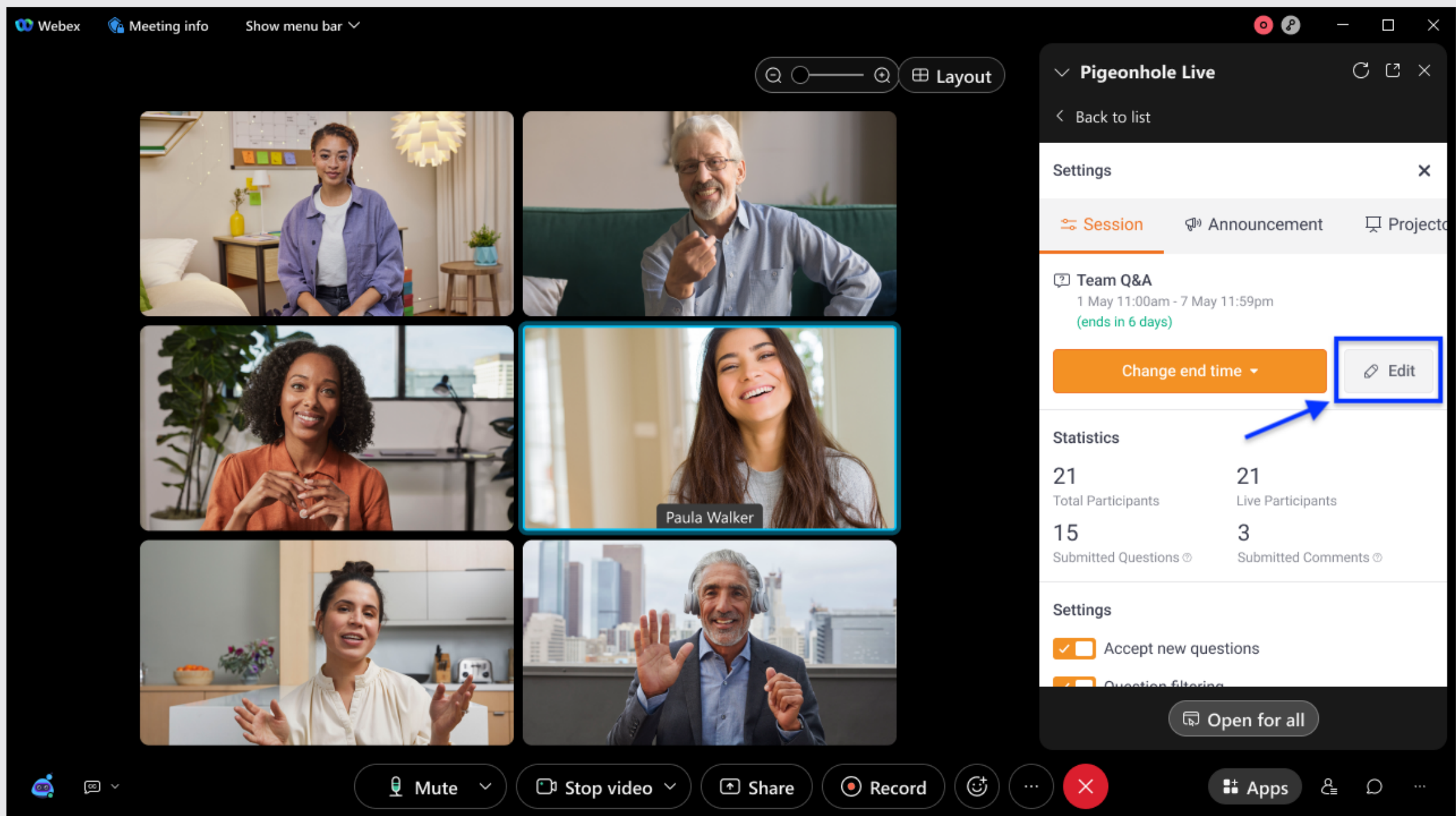


3. Then, click on the Controls icon.

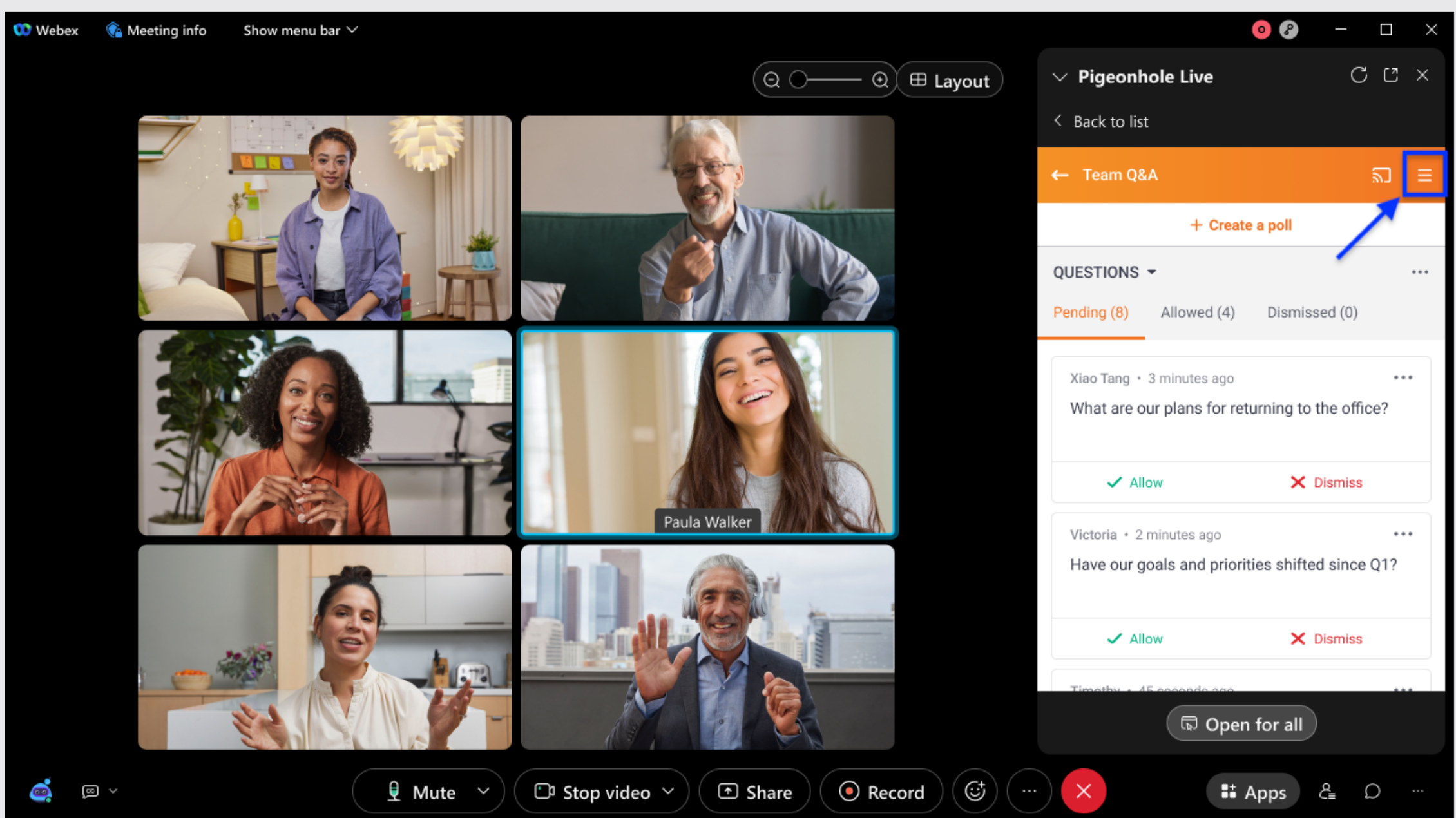


Meeting host's guide

4. Under Session settings, click on the Edit button.



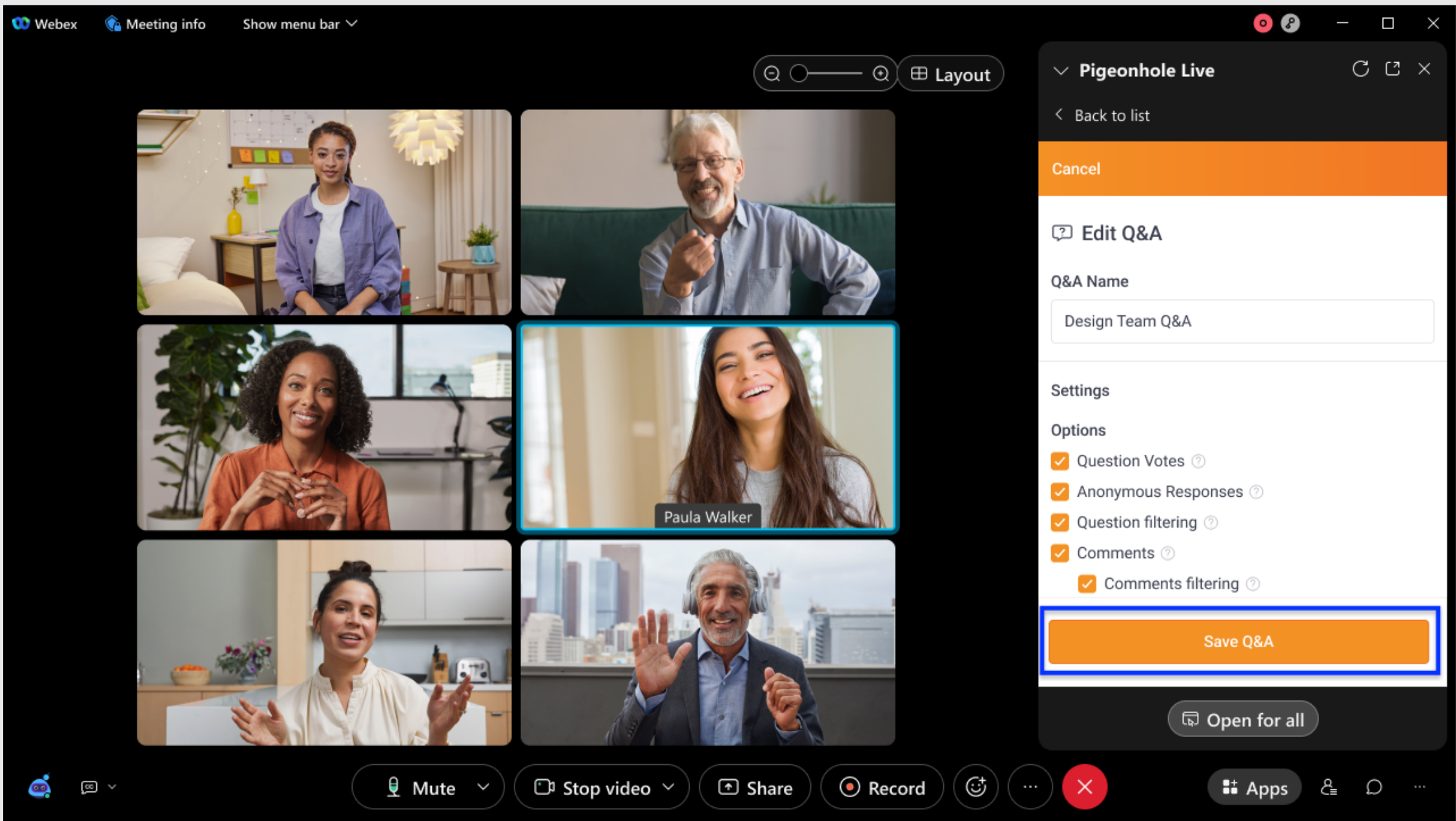
5. You can edit the Q&A name and/or Q&A settings here.



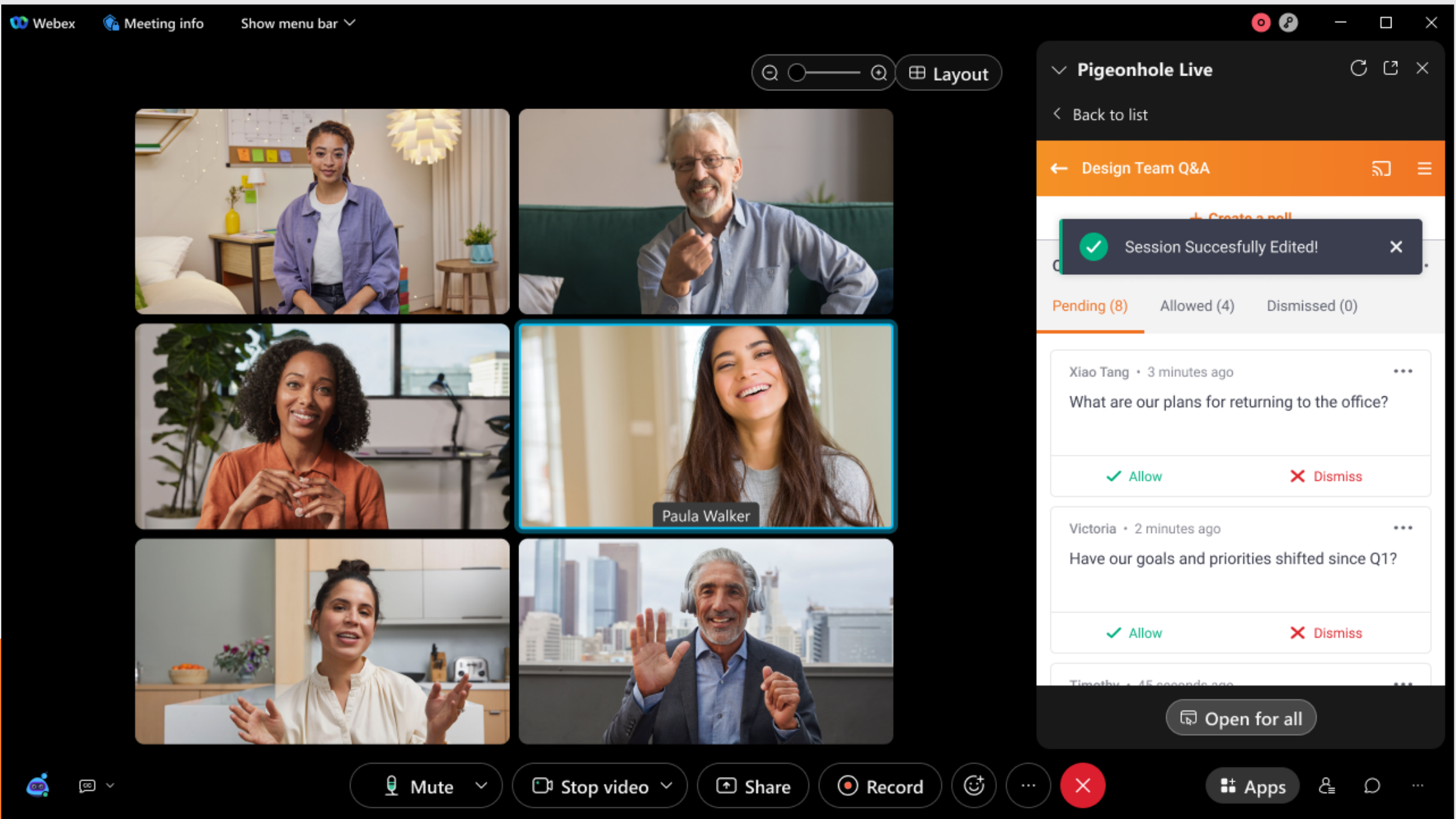
Note: Any changes you make to the Q&A settings during the meeting will only take effect on new responses submitted after the changes are saved.

Meeting host's guide

6. Save your edits by clicking Save Q&A.

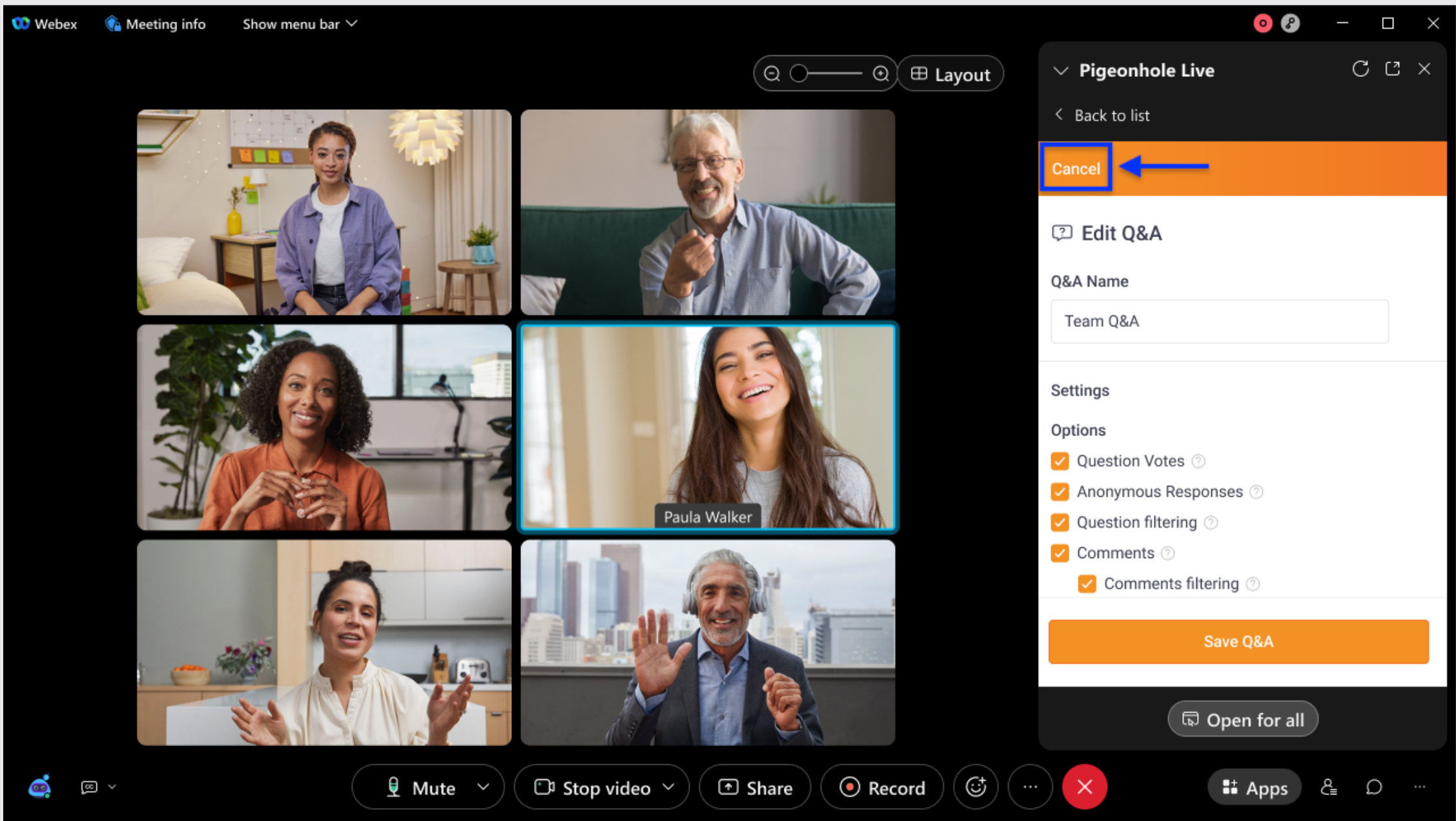


7. A confirmation prompt will appear once you have successfully made your edits.

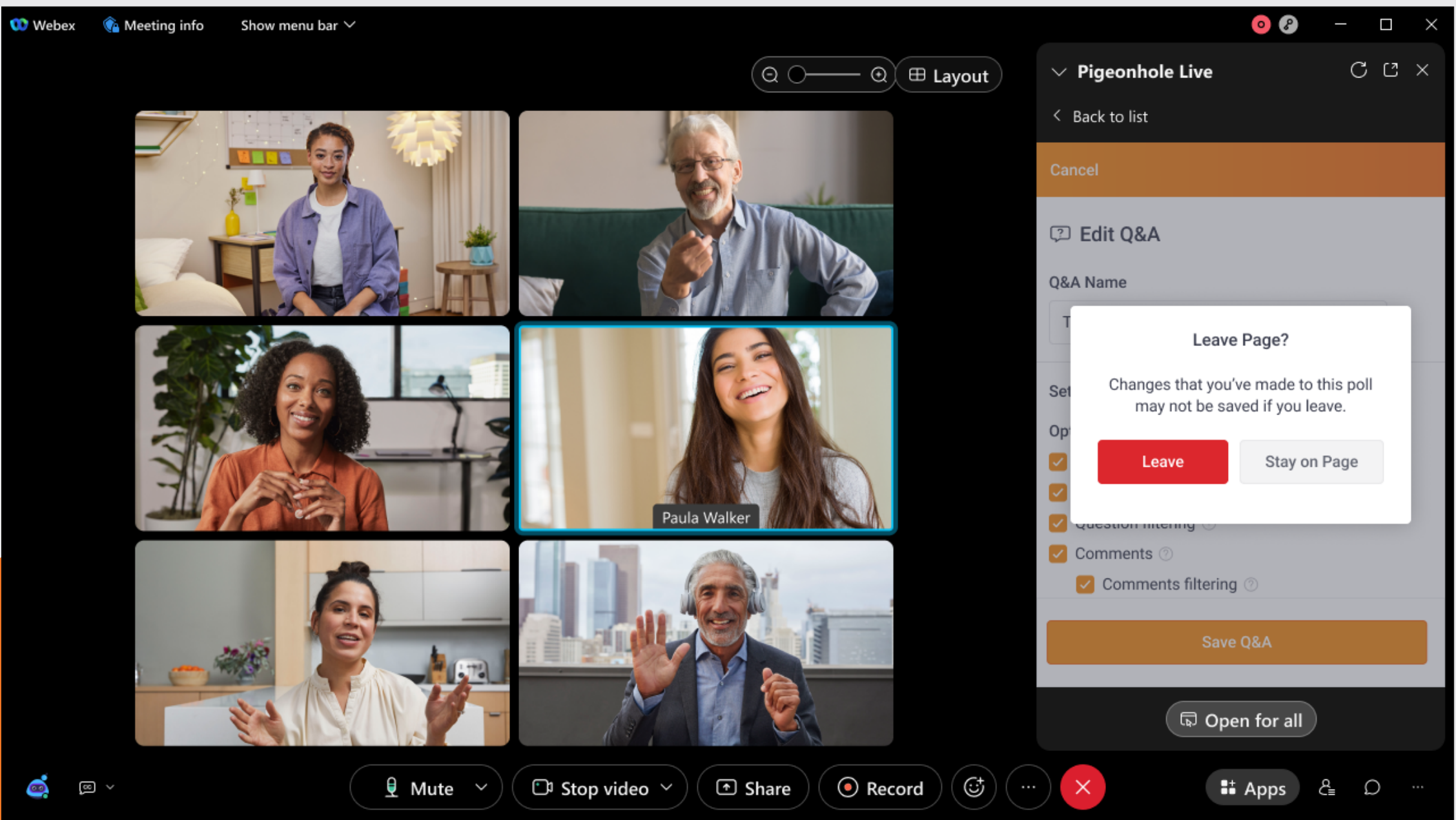


Meeting host's guide

8. If you decide not to make any edits, simply click Cancel.



9. A prompt will appear for you to confirm your decision. If you click Leave, any edits made will not be saved. If you choose to Stay on Page, you can continue editing the Q&A session.



Meeting host's guide

Add a co-host to help you manage Q&As

You can add a co-host to help you manage Q&A and Poll sessions on the Pigeonhole Live. Co-hosts will be able to access and manage sessions from the admin view within their Webex Meeting window.

1. Right click on a meeting attendee and change their role to cohost. You can assign multiple co-hosts to your meeting.
2. If the assigned co-host is using the Webex Desktop app, the app will automatically refresh to change from the attendee view to admin view. The co-host is not required to sign in to Pigeonhole Live to access the admin view.
3. If your co-host is using the Web browser, he/she will need to refresh the Pigeonhole Live app first.

Meeting host's guide

Add a co-host to help you manage Q&As

What can the co-host do?

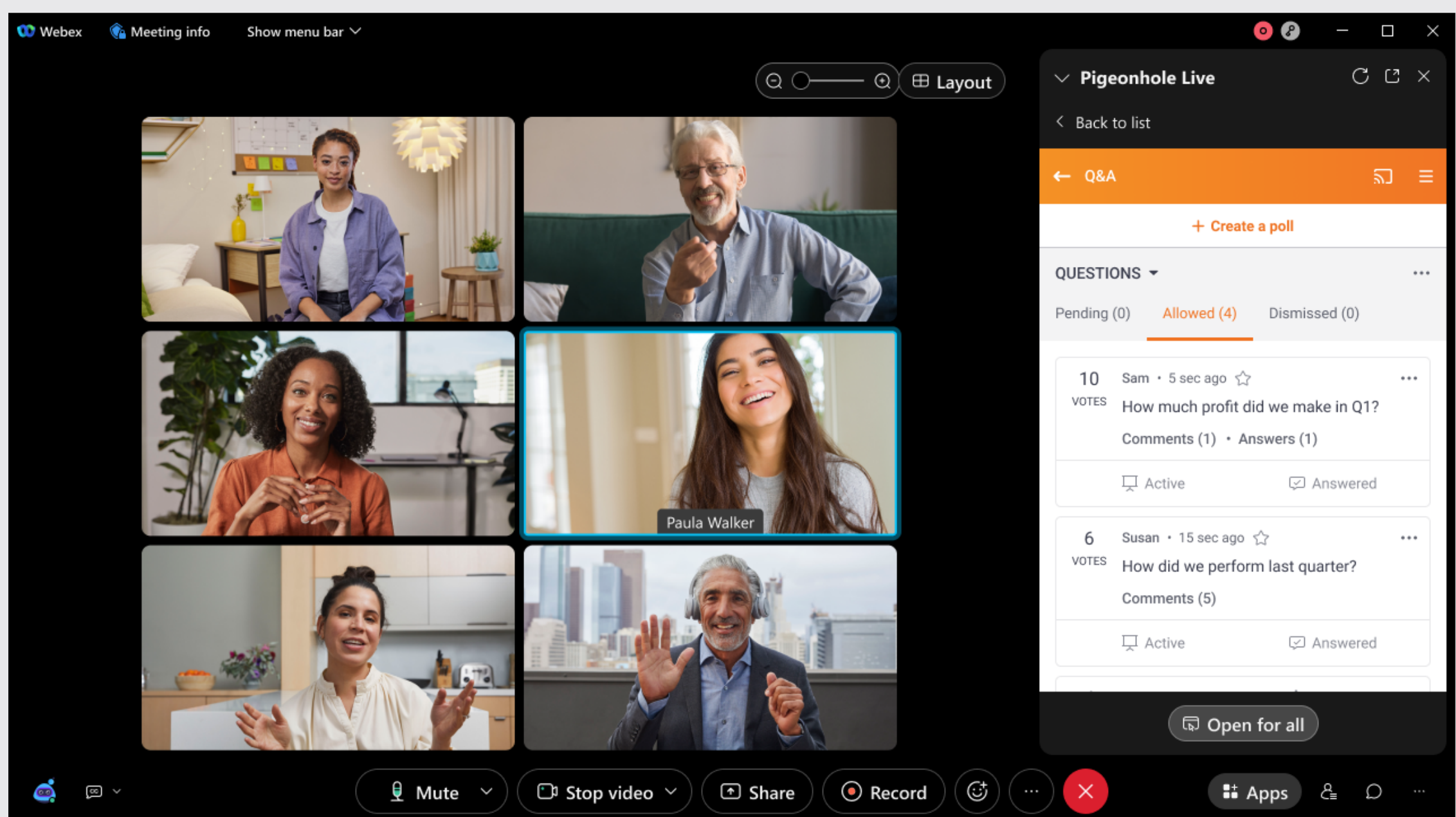
- Co-hosts can access all admin features i.e. moderate questions, create polls, manage session settings, and send announcements.
- Co-hosts can stop sharing the Pigeonhole Live app with meeting attendees. Clicking on Stop session will close the app for everyone, including the meeting host.
- Co-hosts do not have access to the Open together button, only the meeting host is able to share the app via Open together.

Note: Co-hosts can be from the same organisation or a guest from a different organisation.

Meeting host's guide

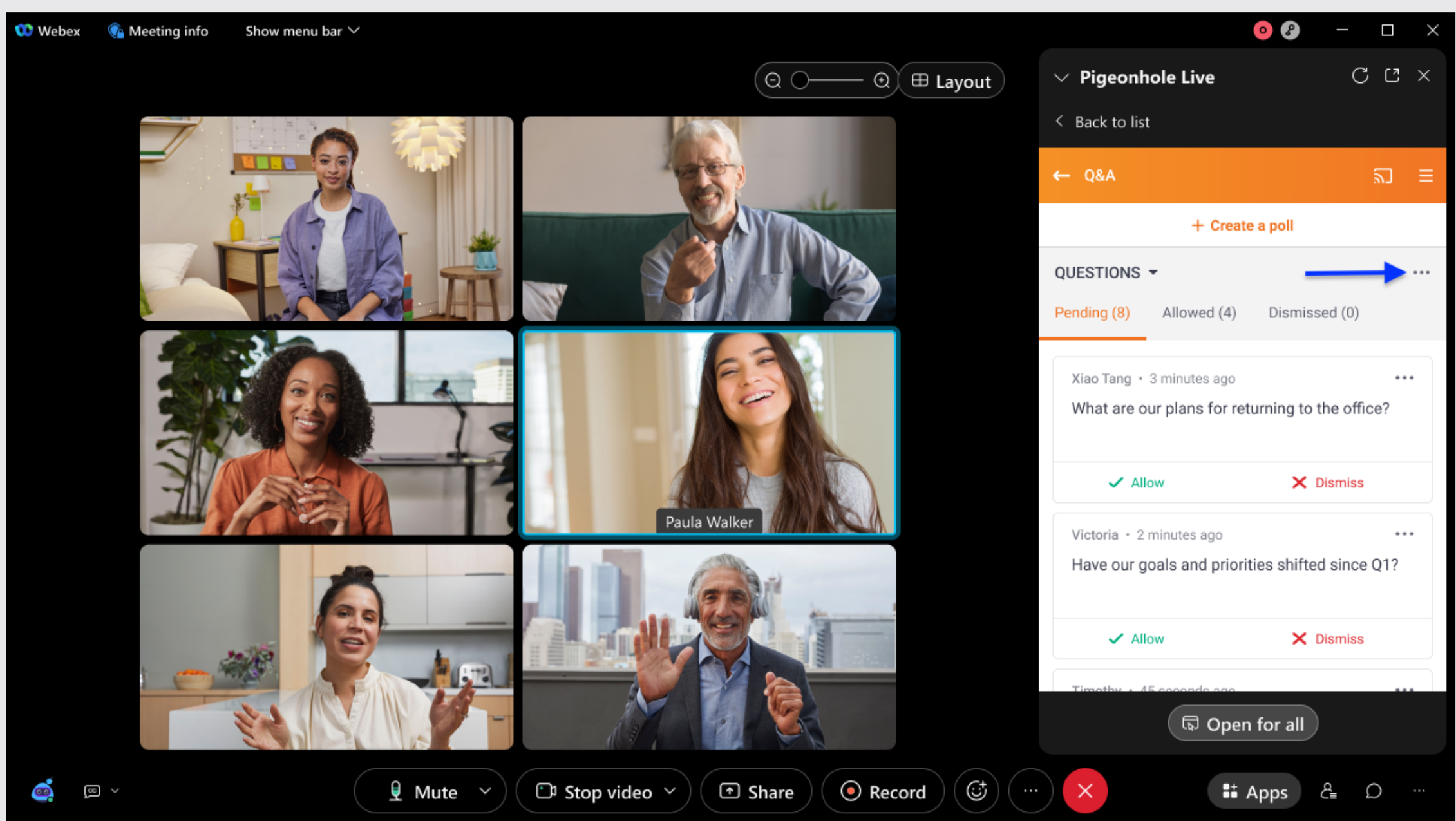
Moderate questions and comments in the Admin View

1. Enter the Q&A session on the Pigeonhole Live Webex App.



Meeting host's guide

2. If question filtering is turned on, all submitted questions will first appear in the Pending tab in the admin view.

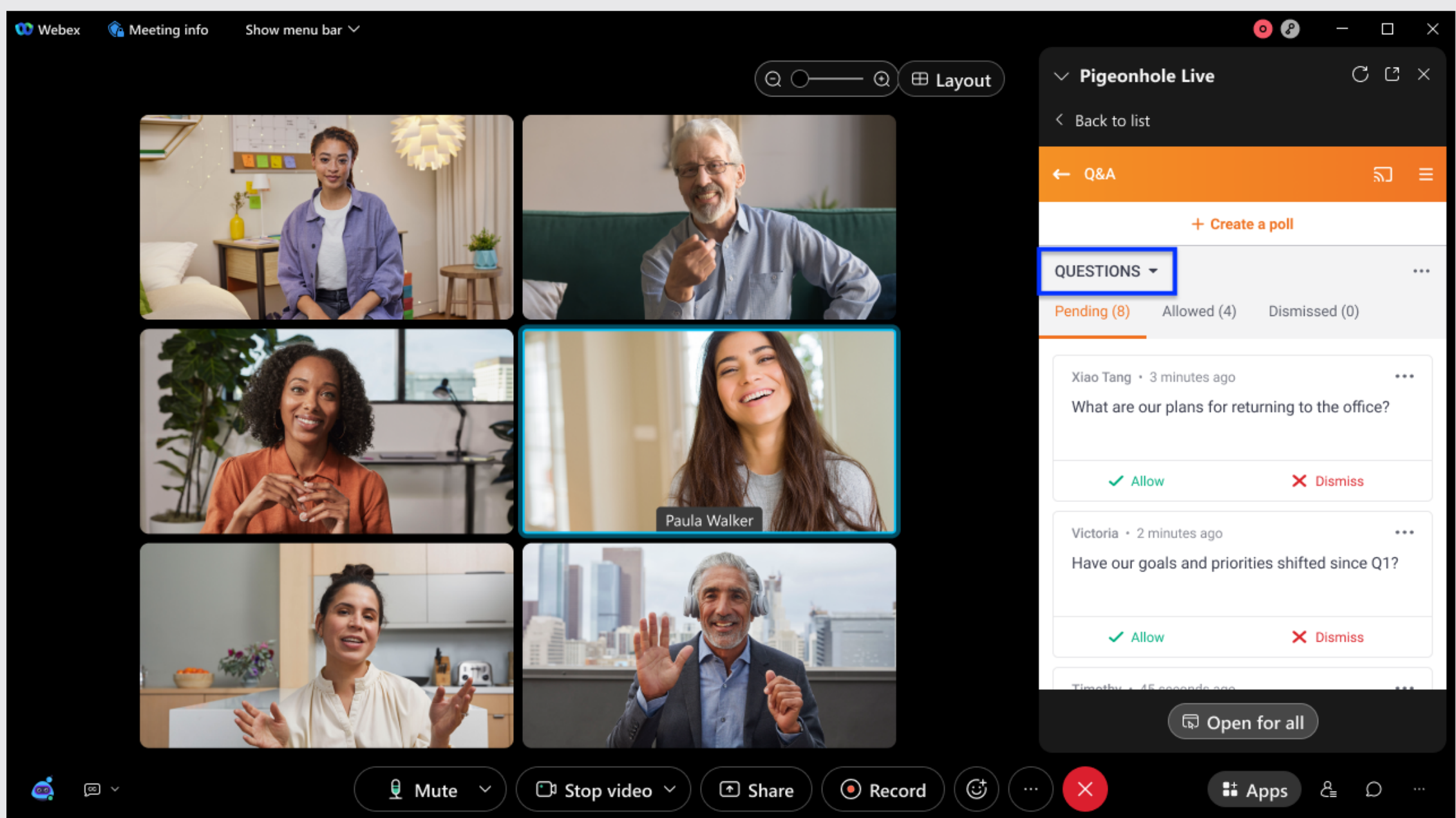


Click on *Allow* to approve a question and *Dismiss* to dismiss the question. All approved and dismissed questions will be moved to the Allowed and Dismissed tabs respectively.

To edit a question, click on the ellipsis icon next to the question and select Edit. Make the necessary edits, and click *Save*.

Meeting host's guide

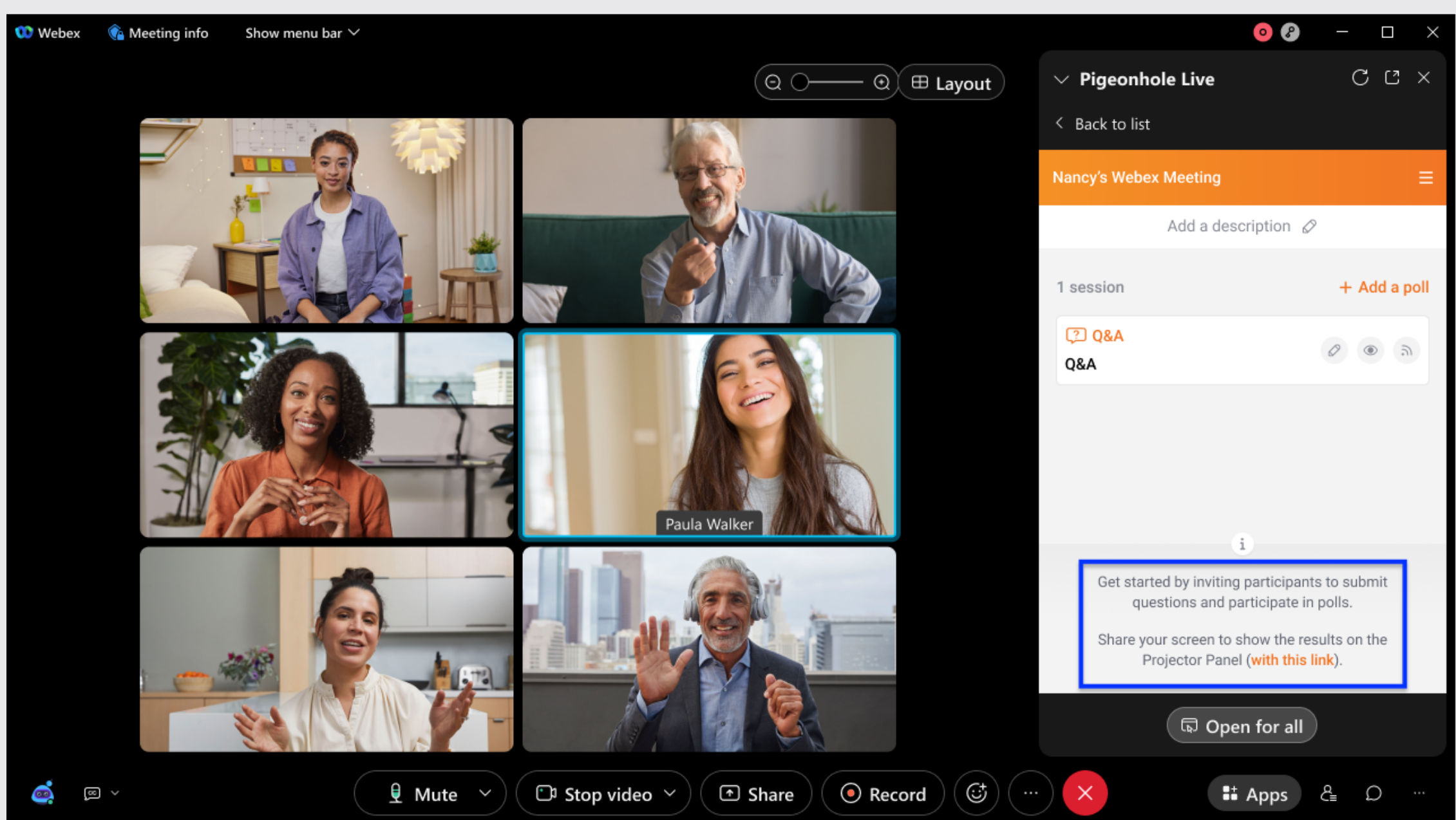
3. To moderate comments, click on the drop down next to Questions, and switch to the Comments tab and follow the same steps as above.



Meeting host's guide

Display questions and poll results on the meeting screen

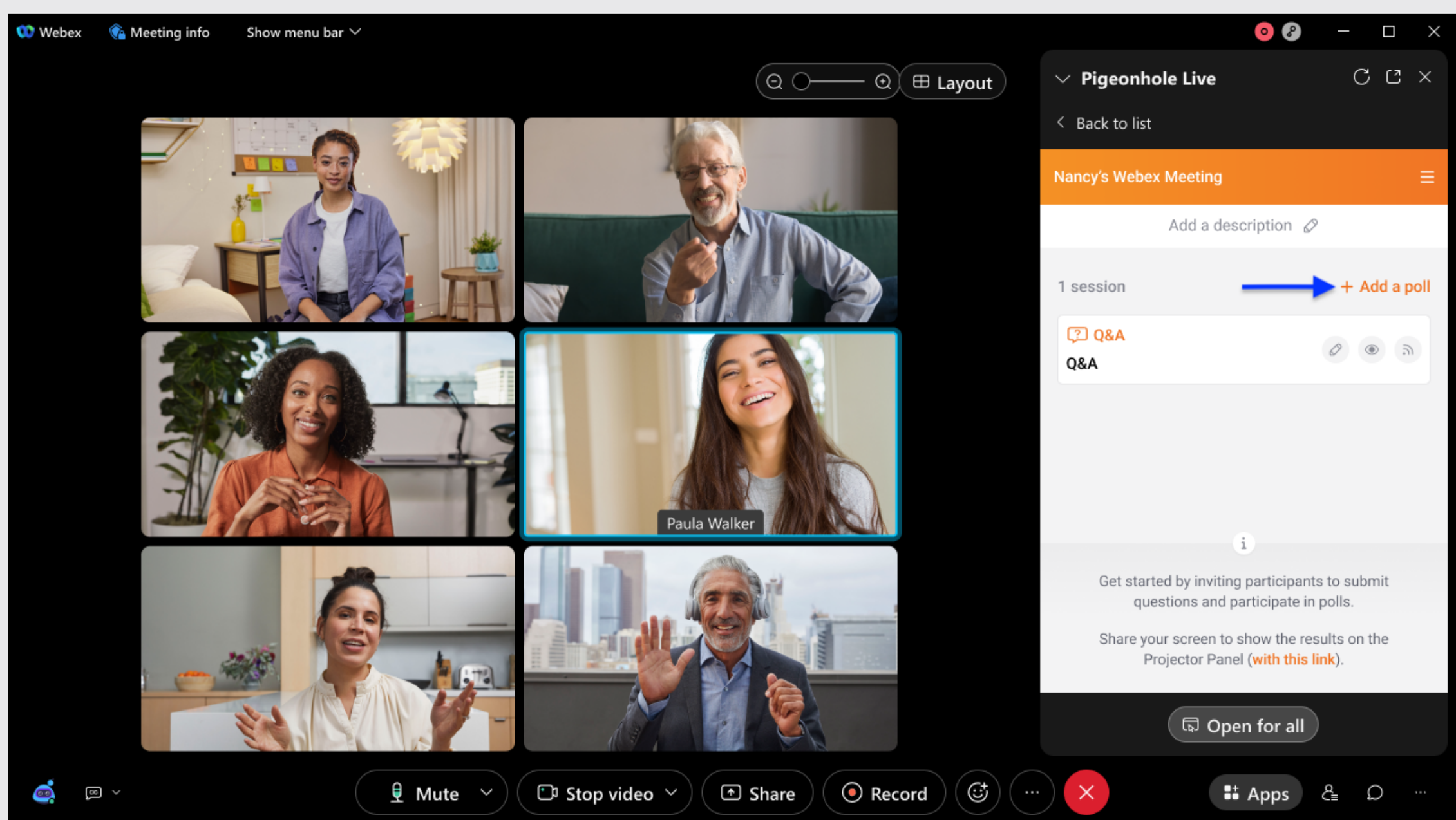
1. To display your Q&A questions or poll results via the Projector Panel, go to the Agenda page on your Admin View and copy the Projector Panel link. You can also get the Projector Panel link from your [Pigeonhole Live Workspace](#).
2. Paste the link in a browser window and share your screen to display the Projector Panel to your meeting attendees.



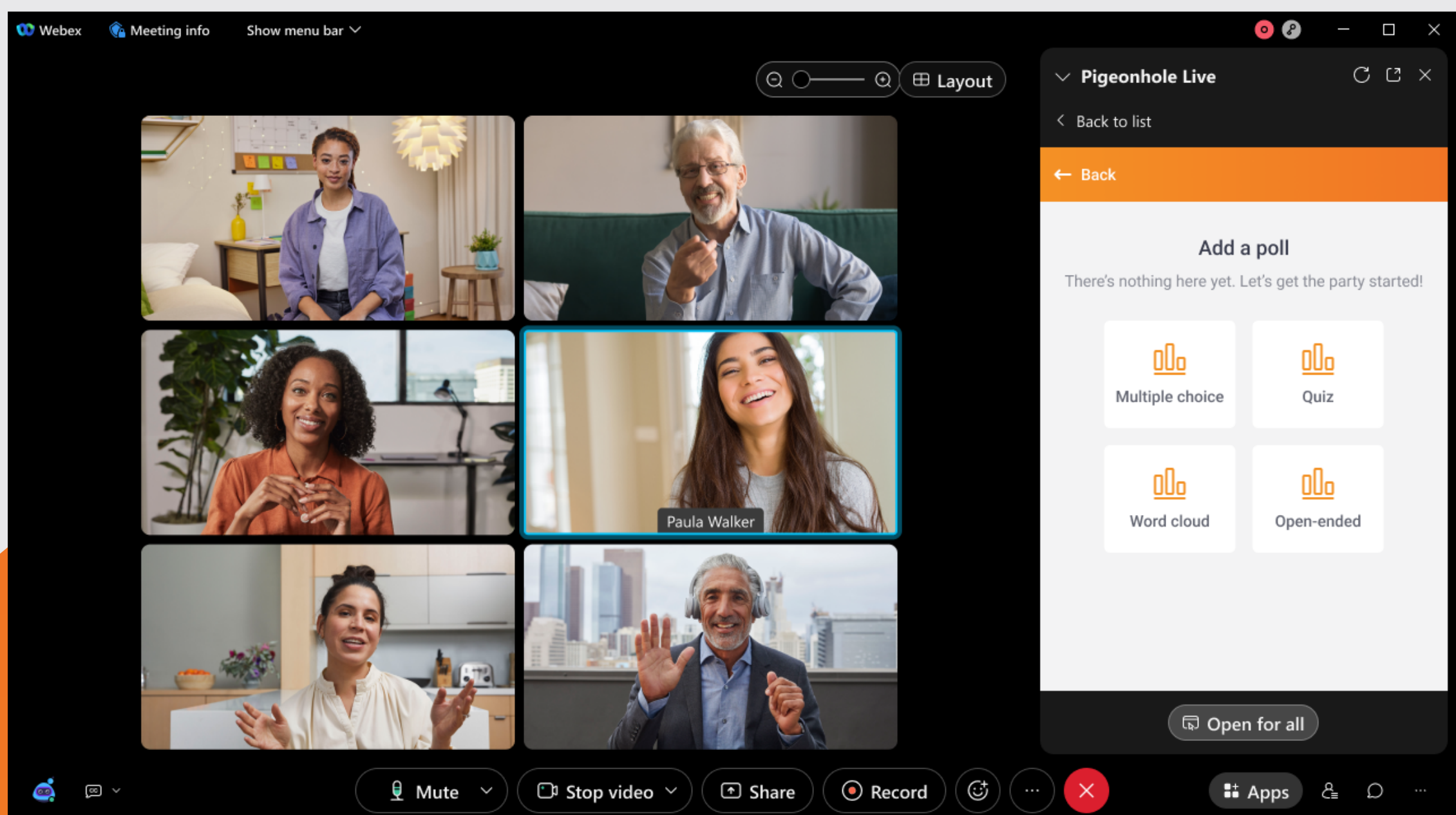
Meeting host's guide

How to create Multiple Choice Polls from the Admin view?

1. Click on the +Add a poll button in the agenda page.

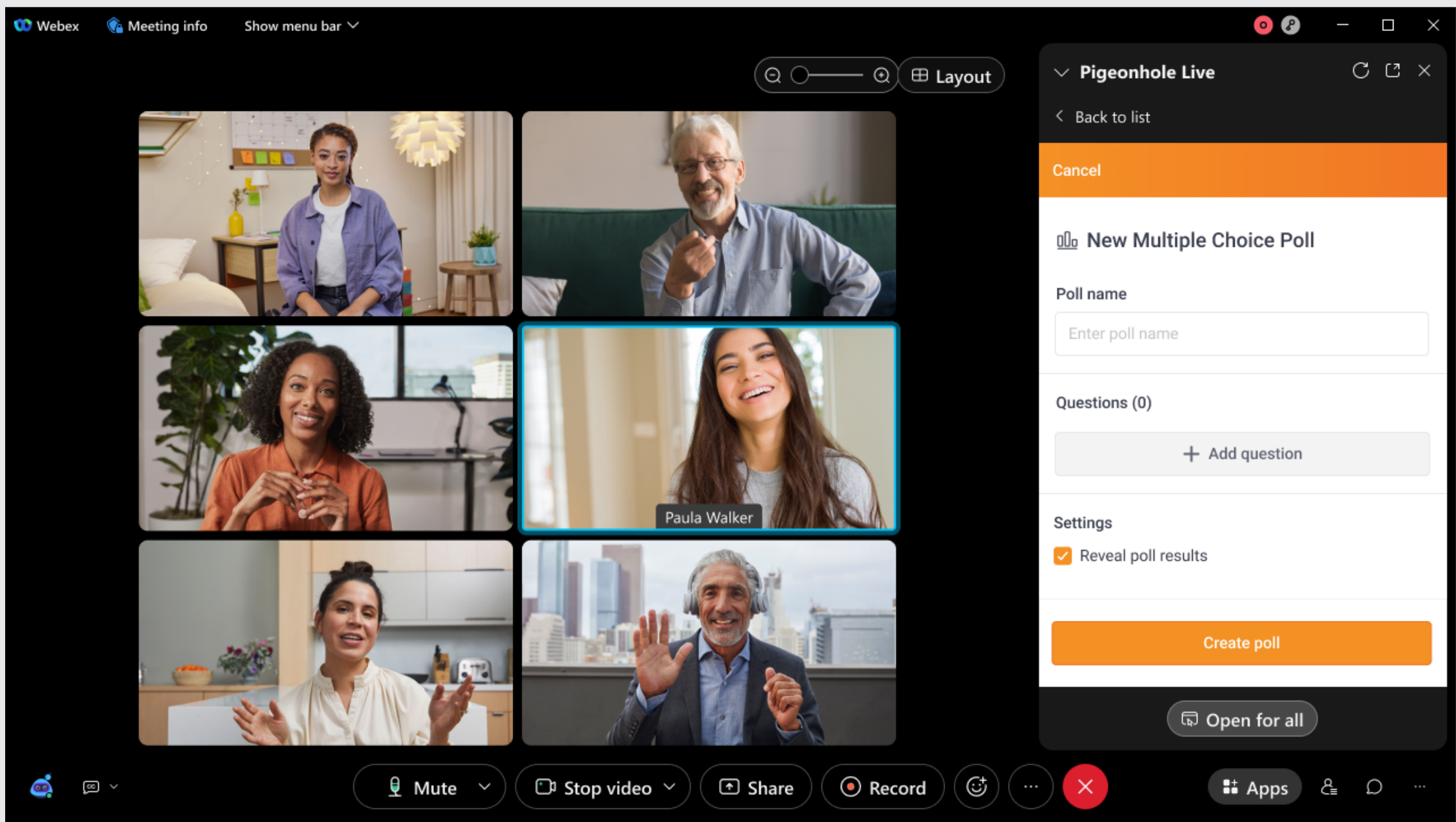


2. Select Multiple choice.

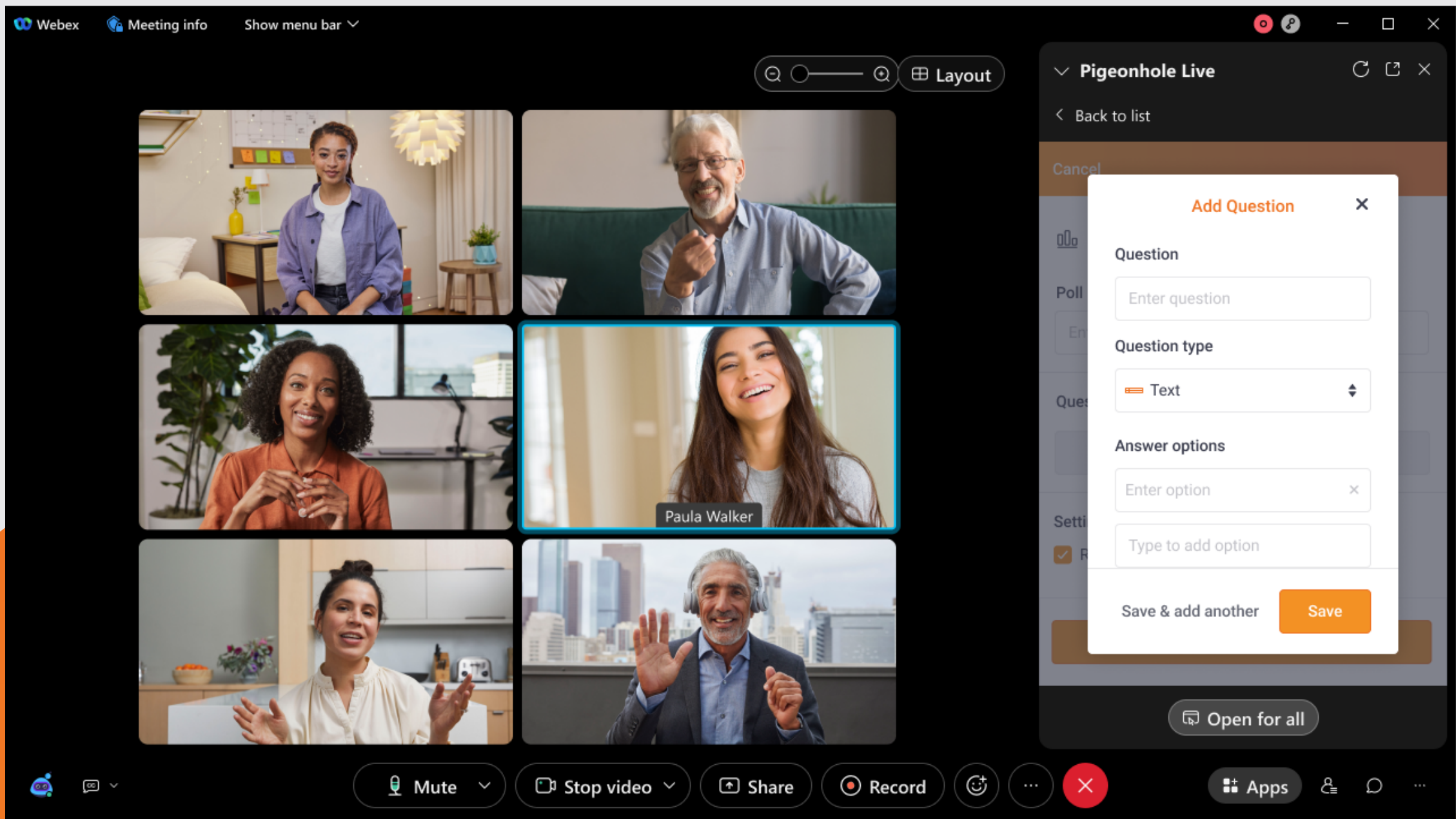


Meeting host's guide

3. Enter a name for your poll. Eg. Feedback poll, opinion poll, meeting poll etc.

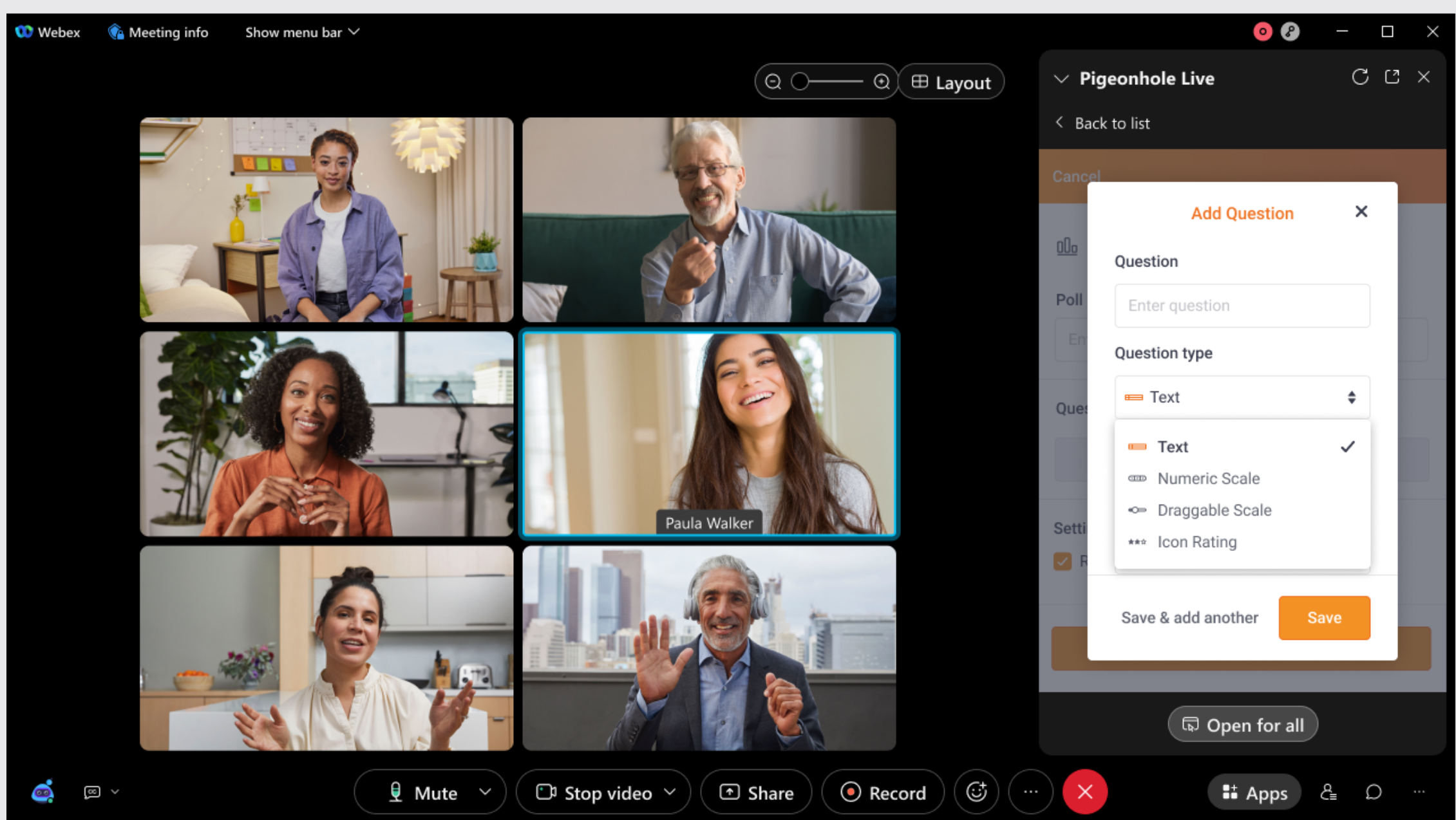


4. Click on + Add question to add a poll question. Enter your question in the text input box and add the answer options for the question where applicable. You can add up to 100 answer options per question.



Meeting host's guide

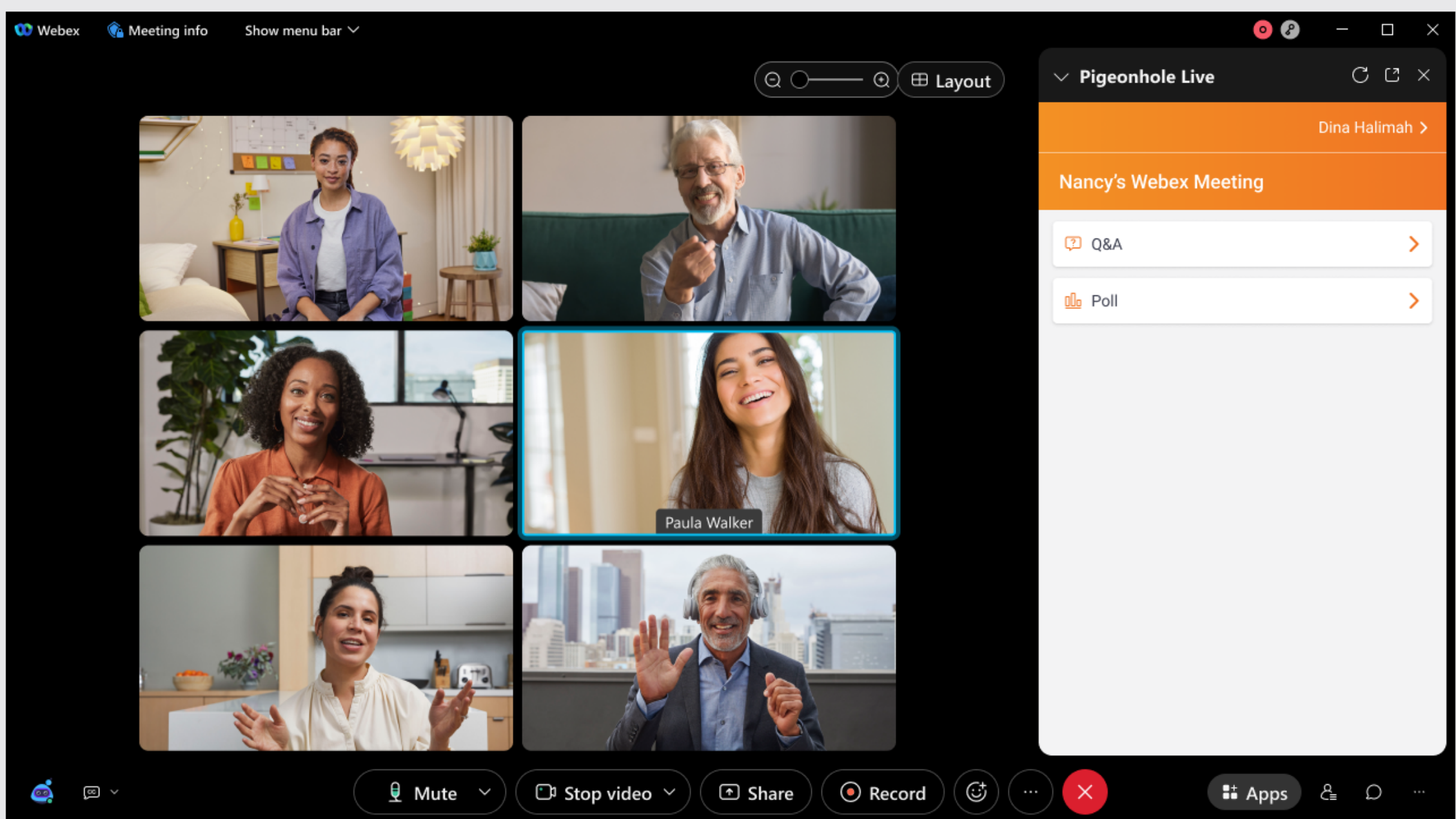
5. Select the type of poll question you would like to add i.e. a text poll, numeric rating scale, draggable rating scale, or icon rating scale. Then, select how many votes you would like to allow per user for each question.



6. Click *Save* to finish creating your poll or *Save & add another* if you would like to create more poll questions. You can add a total of 5 questions per poll in the Pigeonhole Live app for Webex. If you would like to add more poll questions, please go to your Pigeonhole Live Workspace.

Meeting host's guide

7. Once your poll is created it will appear in the list of sessions on the agenda page both on the admin view and attendee view. Attendees can access the poll by simply clicking on it.



Meeting host's guide

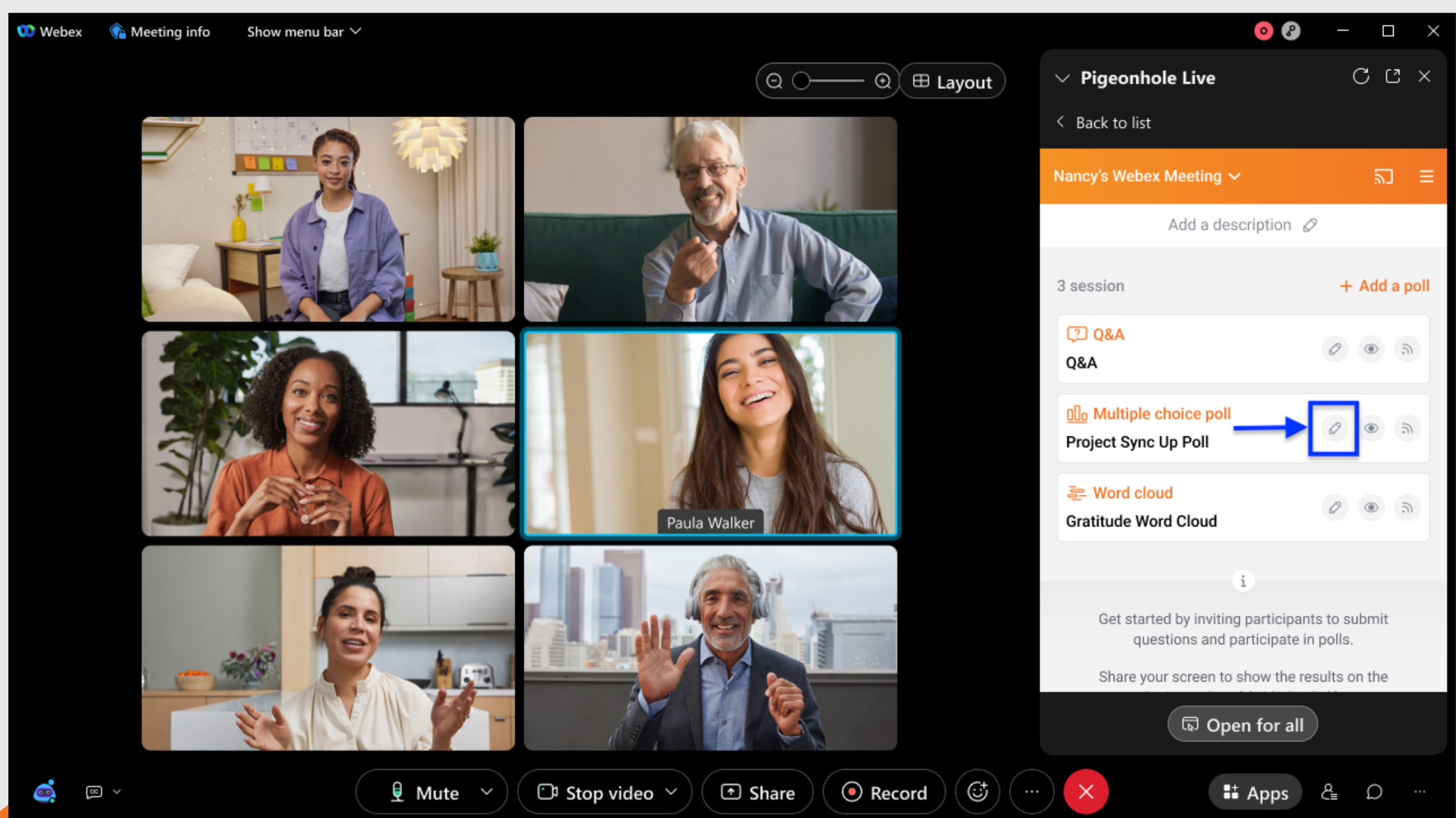
How to edit a Multiple Choice Poll from the Admin view?

With the Edit button, you can easily make changes to:

- Poll name
- Poll questions
- Answer options
- Poll settings

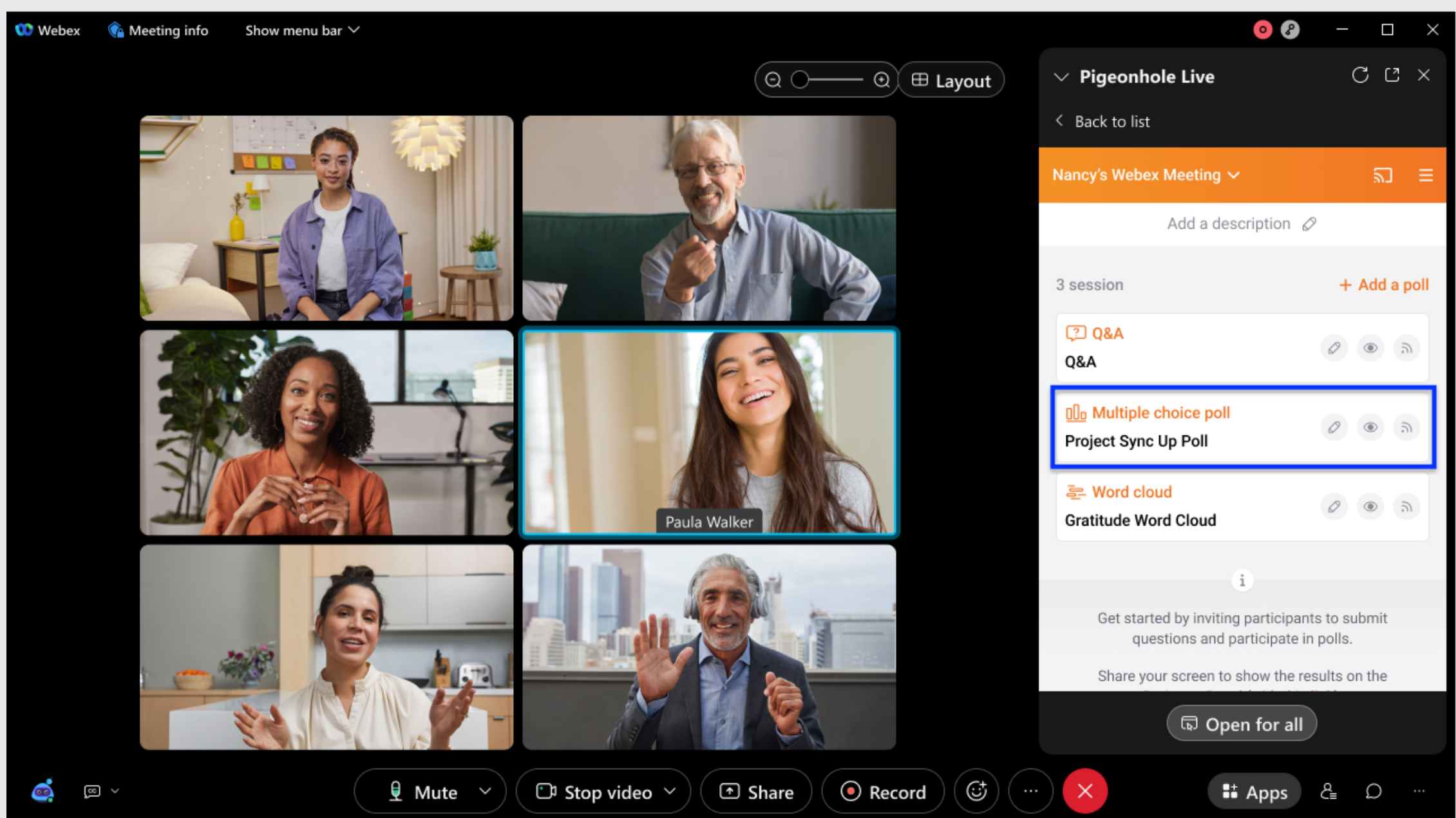
There are two ways to edit a Multiple choice session.

1. In the Agenda page, click on the Edit button for the poll session you want to edit.

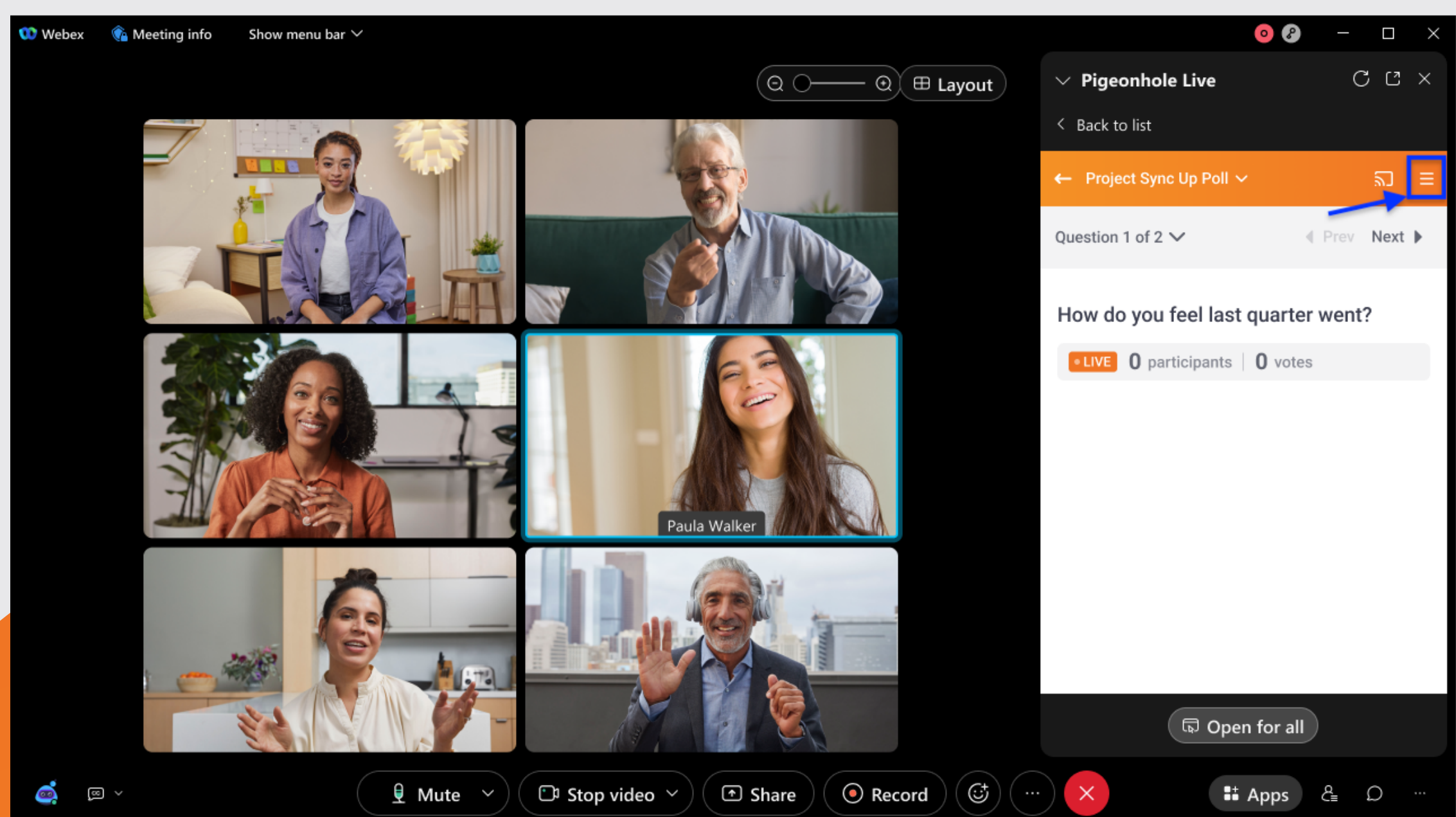


Meeting host's guide

2. Alternatively, you can click directly on the poll session you want to edit.

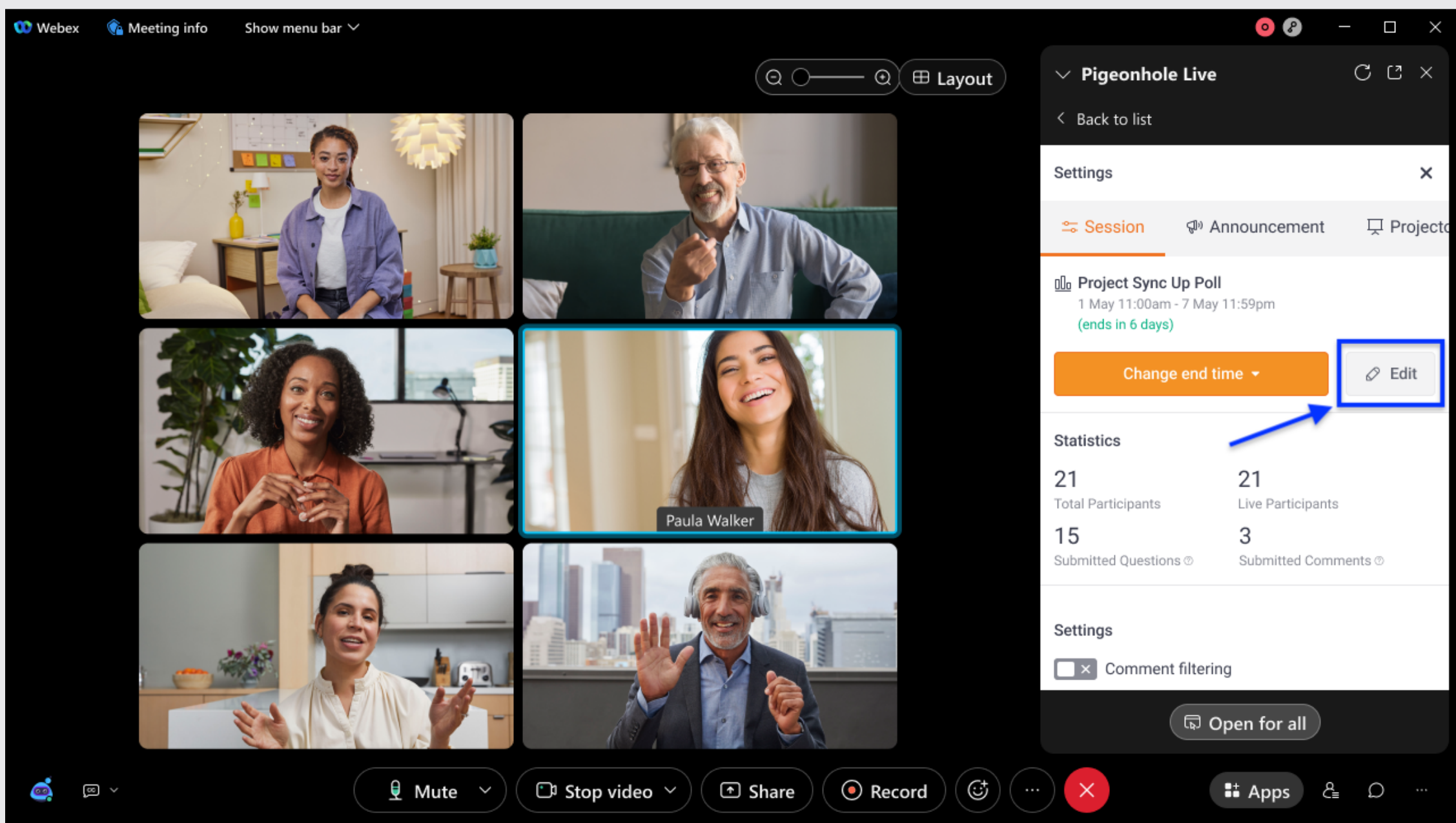


3. Then, click on the Controls icon.

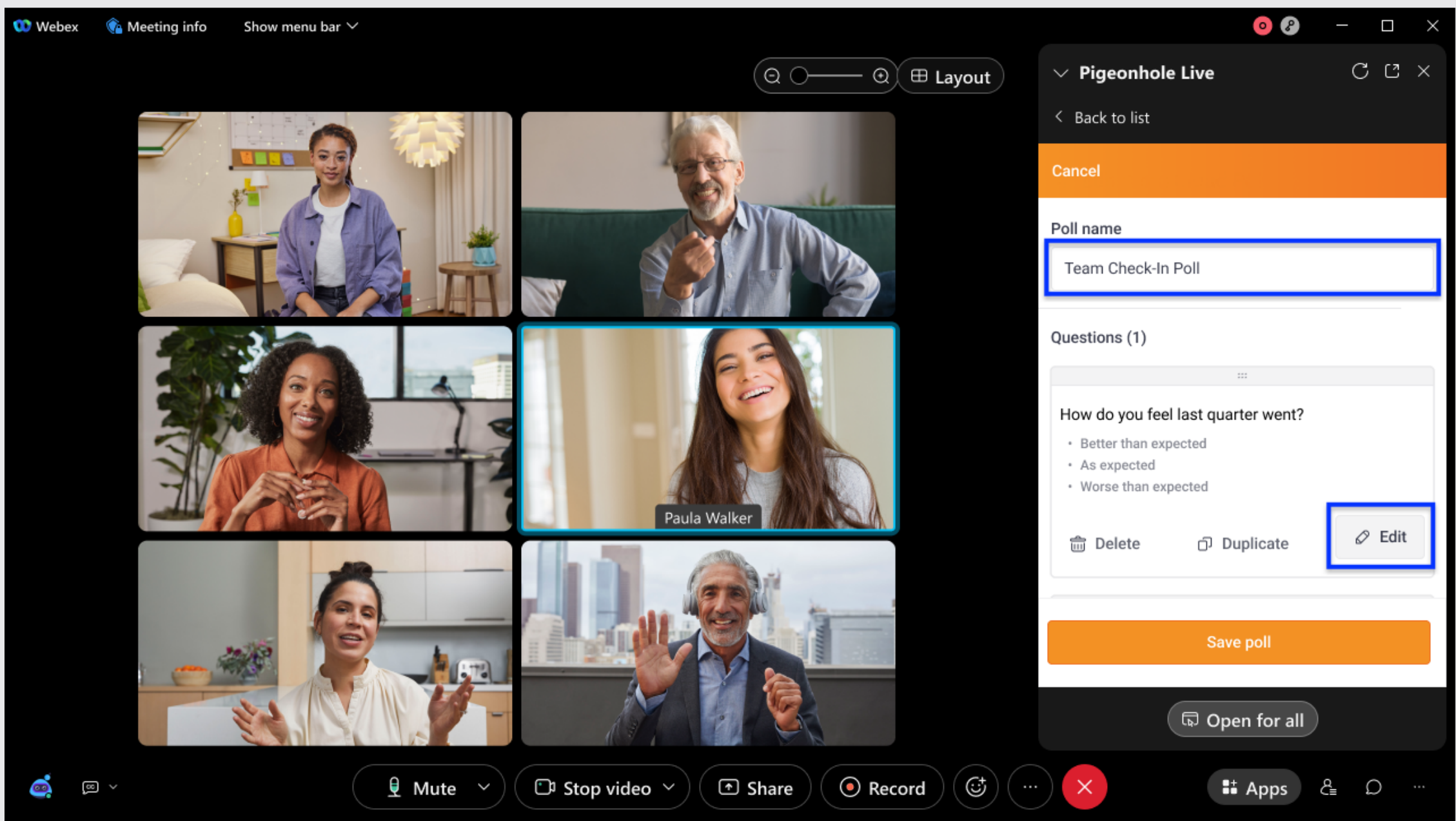


Meeting host's guide

4. Under Session settings, click on the Edit button.



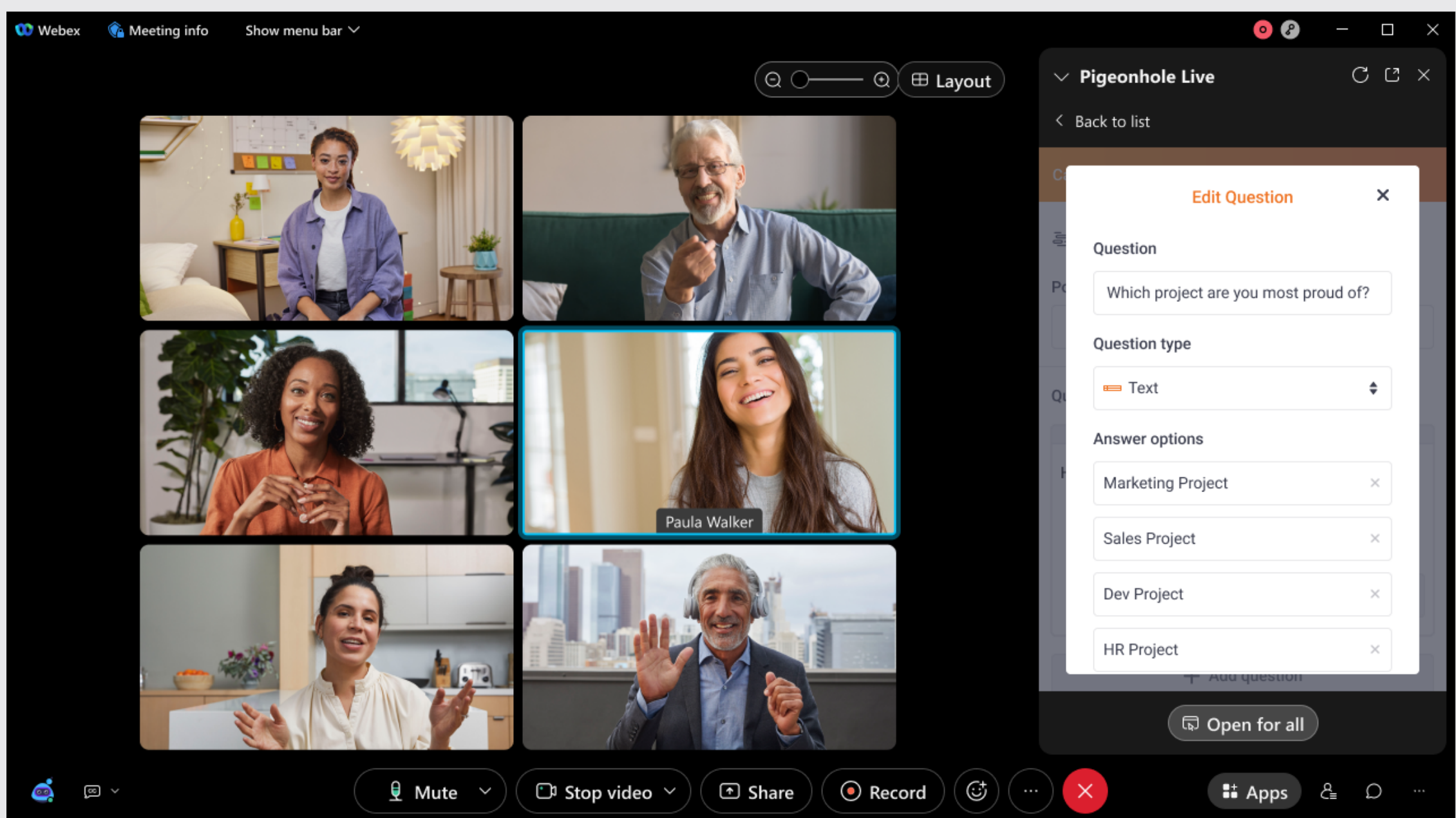
5. You can edit the Poll name, Poll questions and/or poll settings (when you scroll down) here.



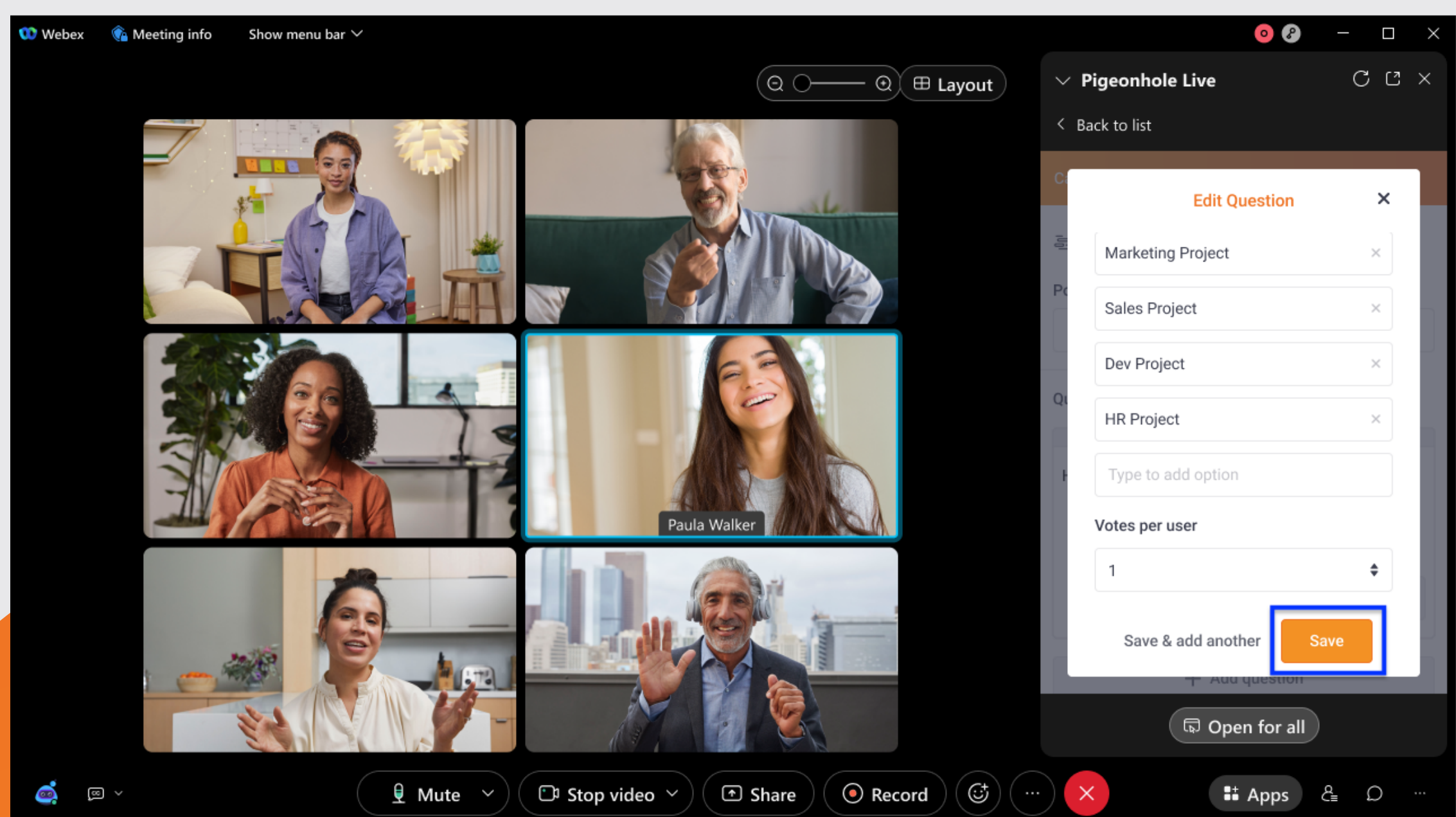
Note: We recommend not to make any changes to the “Poll questions” and “Answer options” once your meeting is live to avoid any question or answer mismatch. Any changes you make to the Poll settings during the meeting will only take effect on new responses submitted after the changes are saved.

Meeting host's guide

6. If you choose to edit the Question and/or Answer options, a pop-up will appear for you to make your edits.

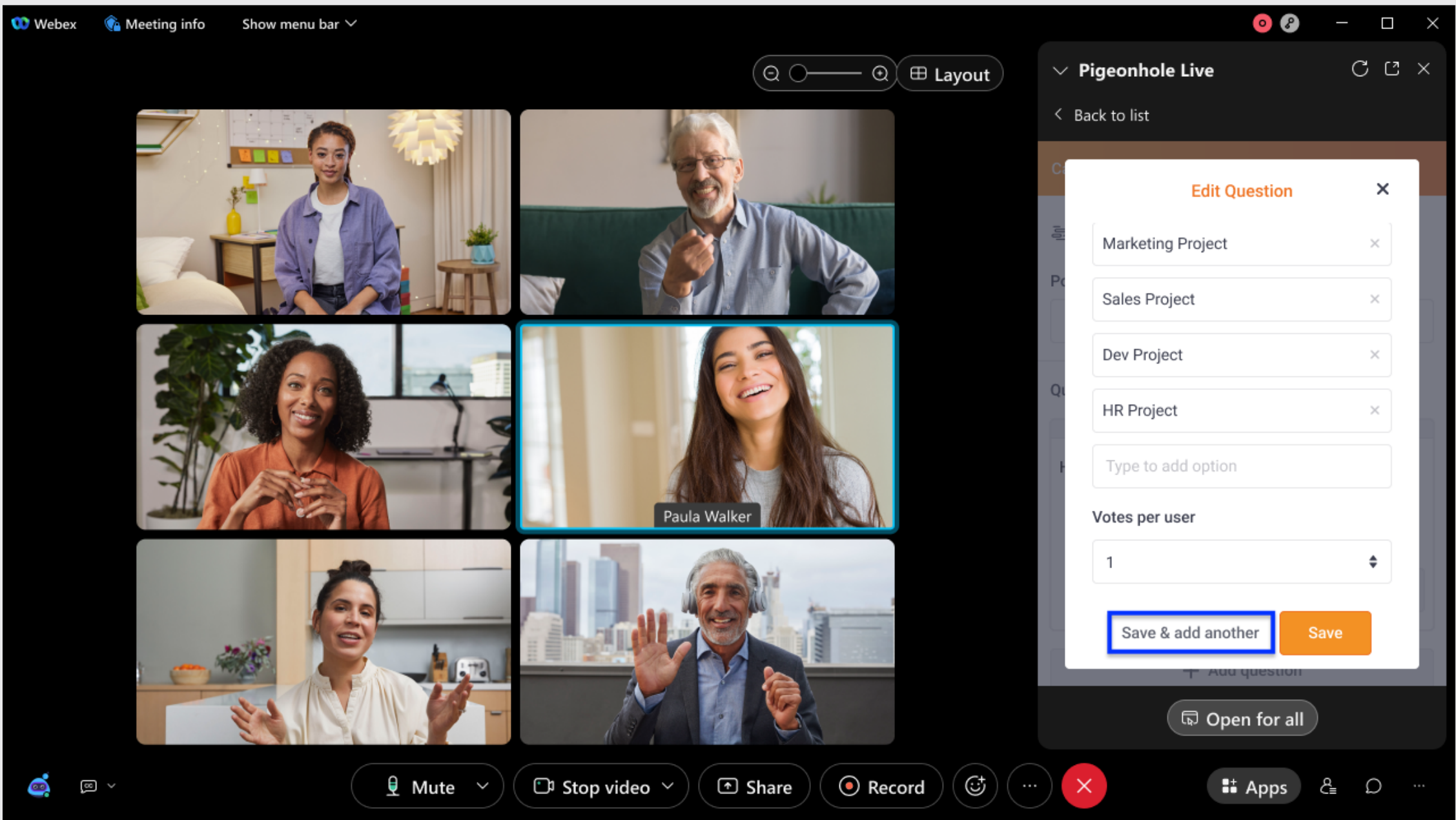


7. Once done, scroll down and click Save.

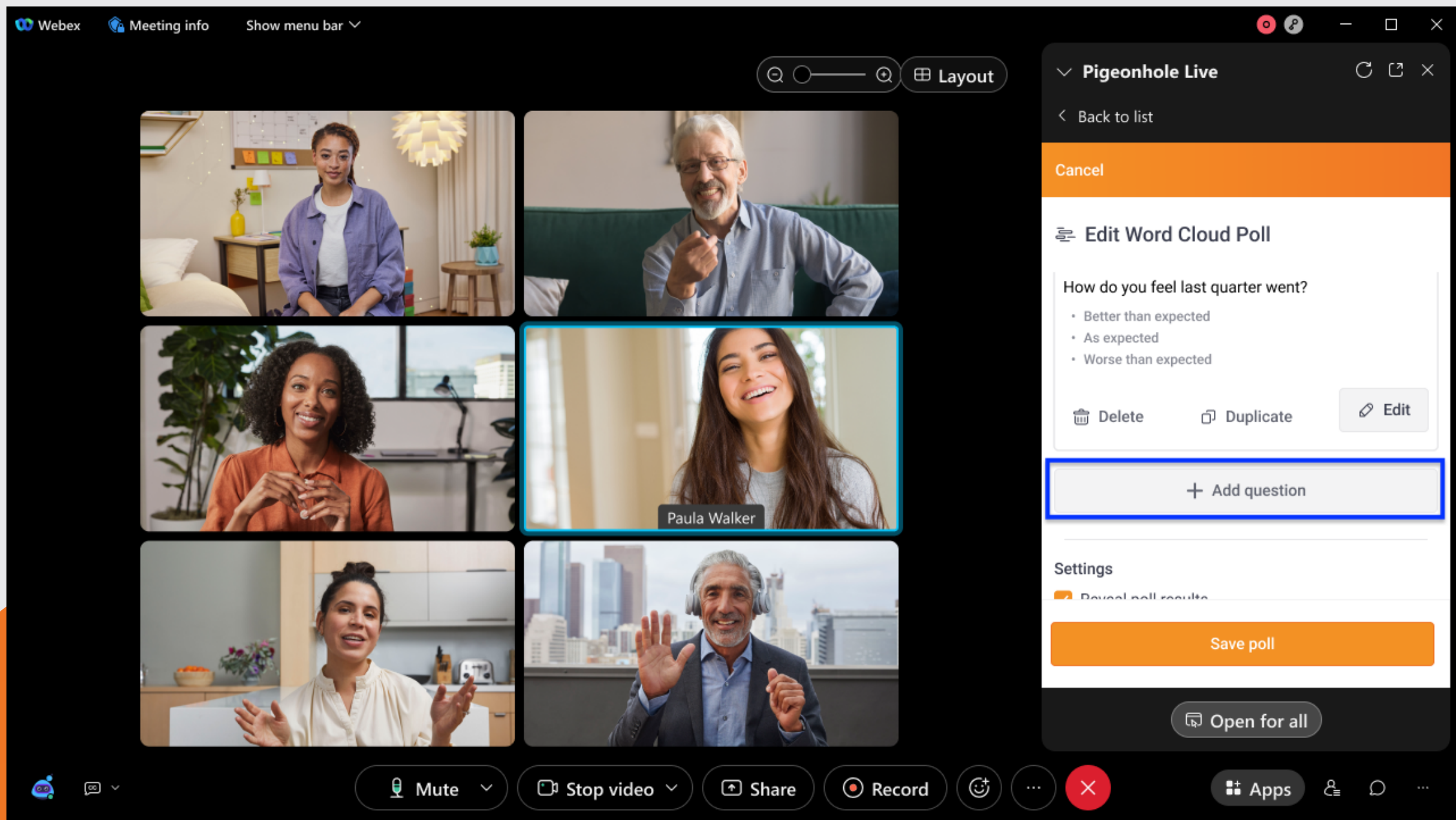


Meeting host's guide

8. If you would like to add another question, click on Save and add another to fill in the details for the new question. Remember to click Save after.

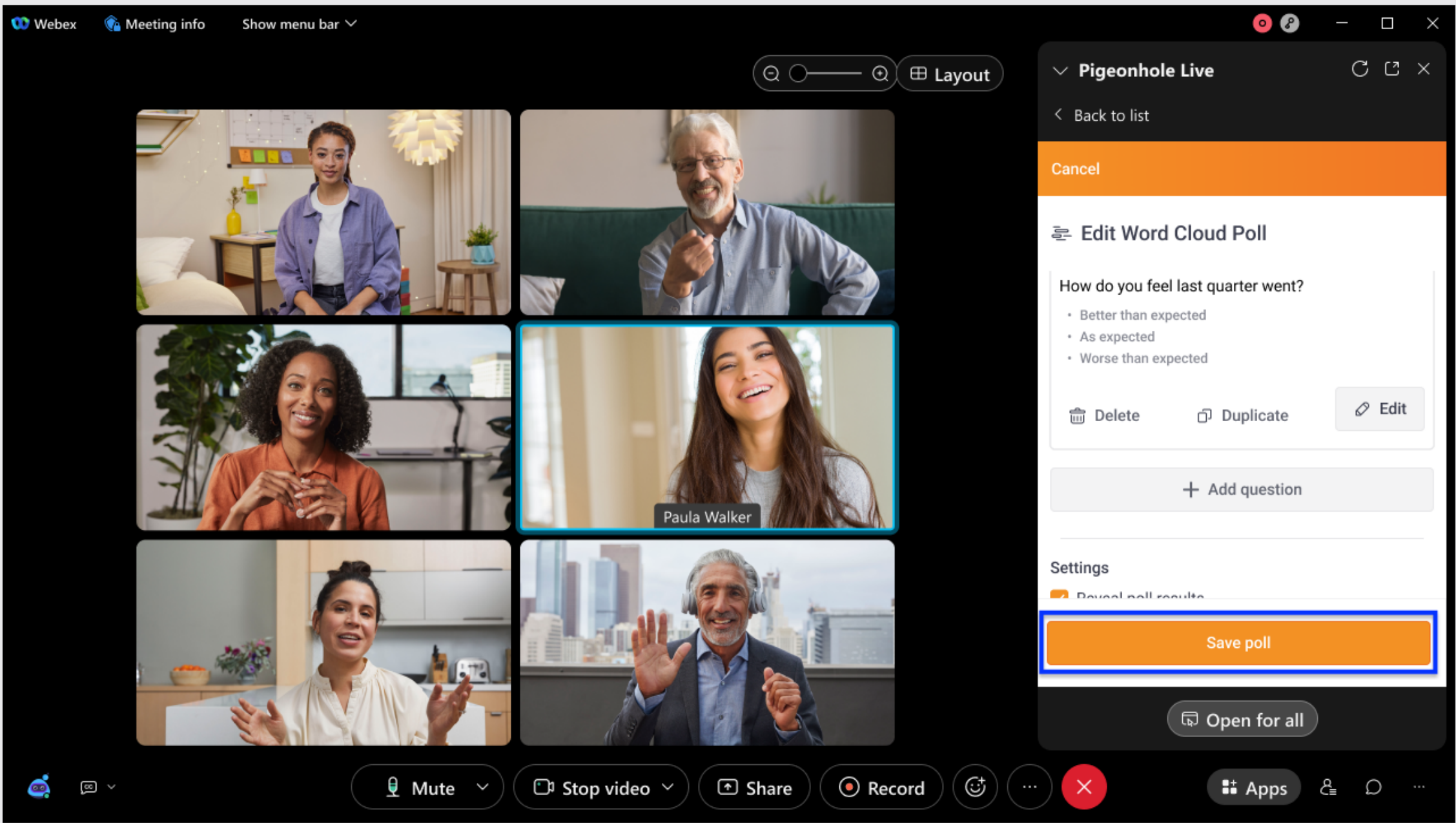


9. Or in Step 5, you can scroll down and click Add question.

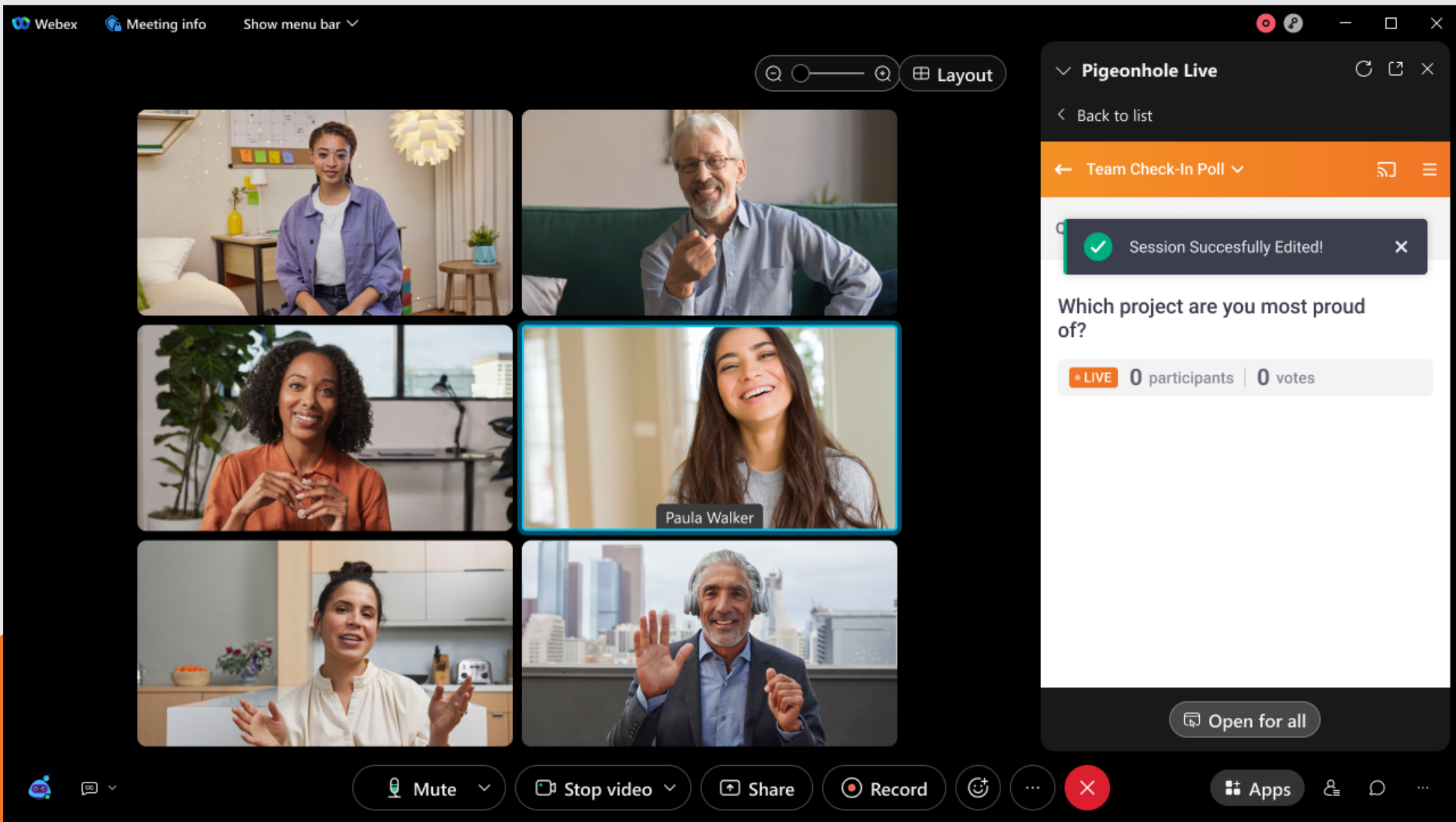


Meeting host's guide

10. Save your edits by clicking Save poll.

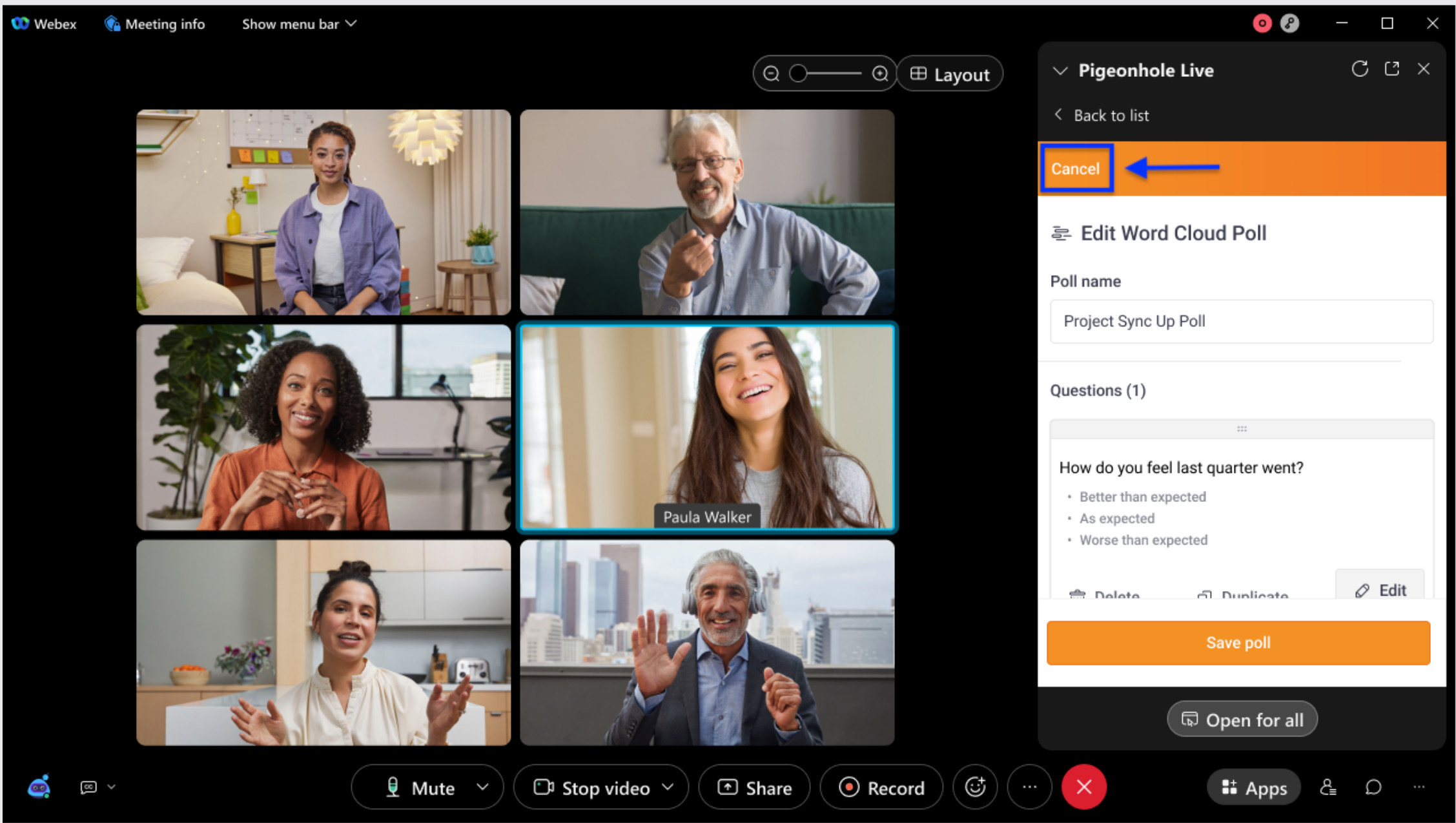


11. A confirmation prompt will appear once you have successfully edited the poll.

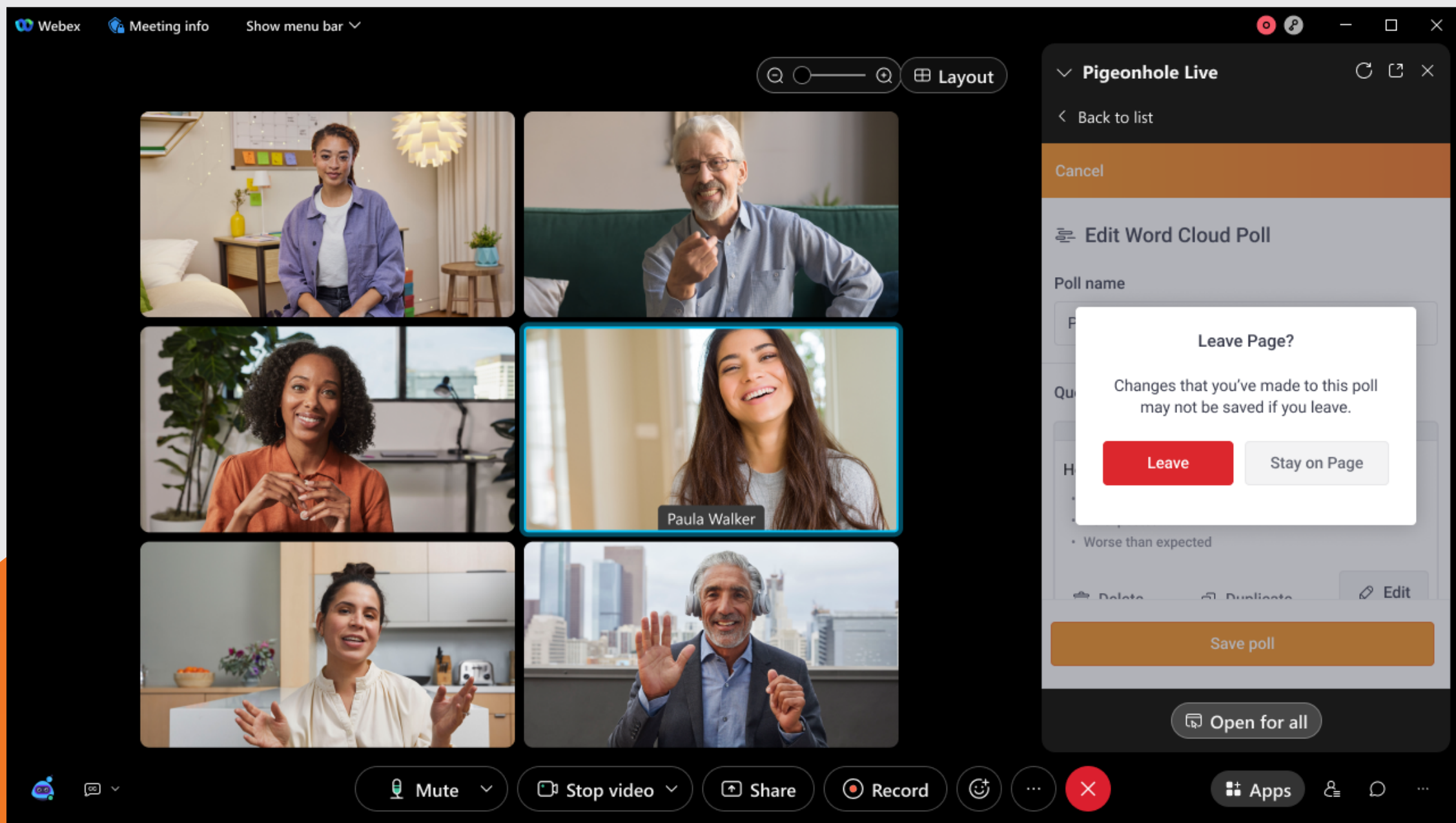


Meeting host's guide

12. If you decide not to make any edits, simply click *Cancel*.



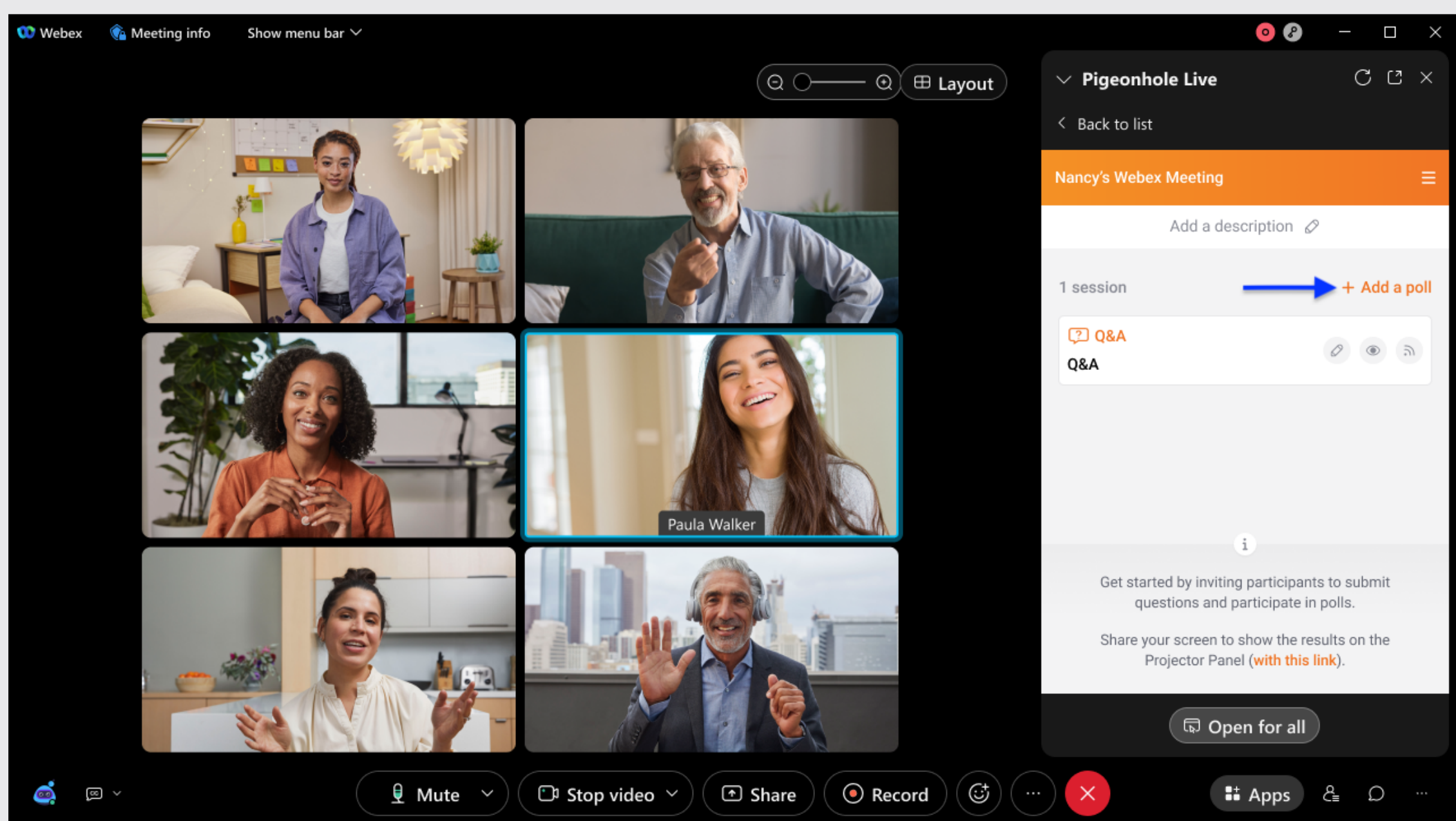
13. A prompt will appear for you to confirm your decision. If you click Leave, any edits made will not be saved. If you choose to Stay on Page, you can continue editing the Multiple Choice poll.



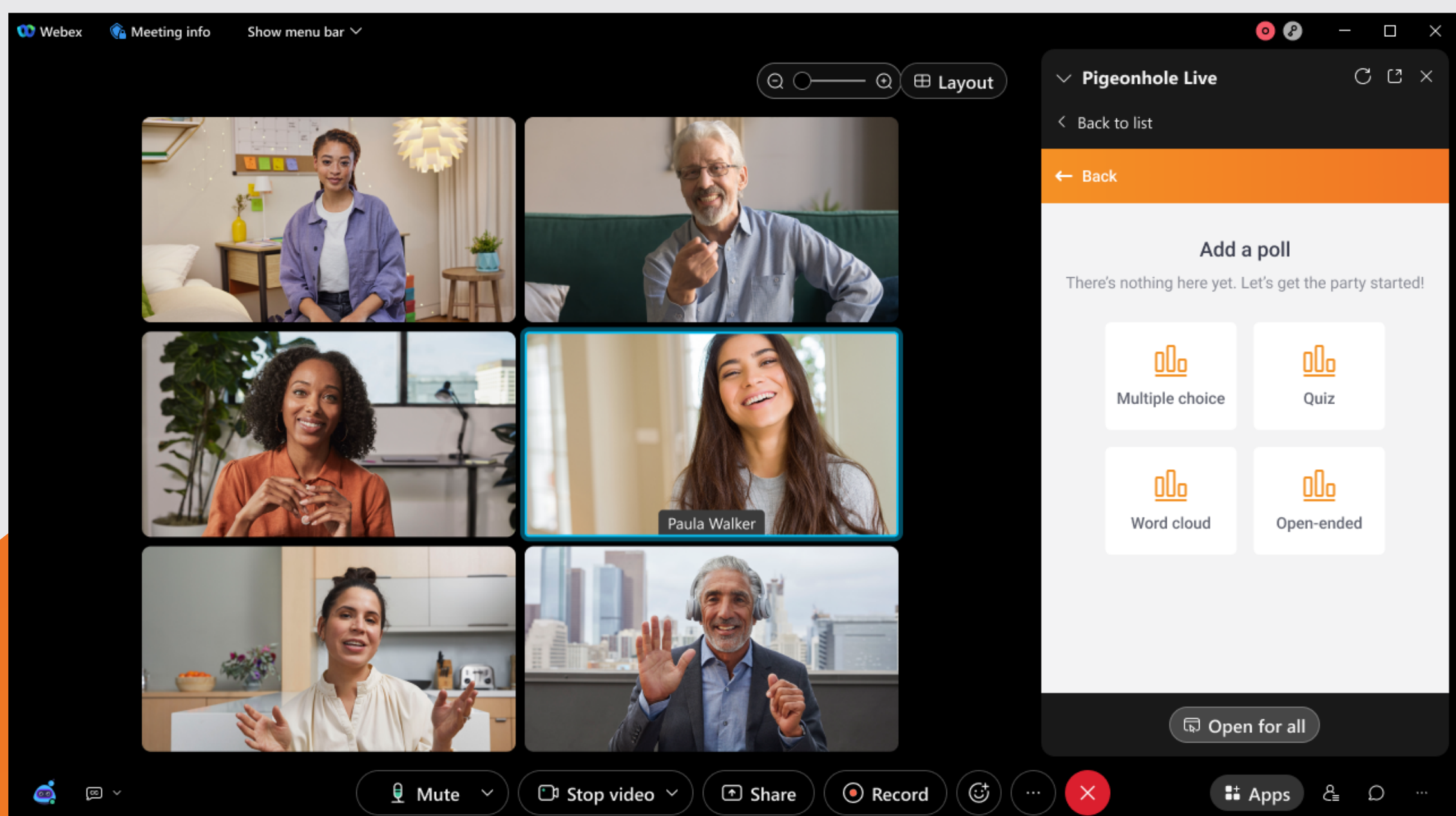
Meeting host's guide

How to create Word Clouds from the Admin view?

1. Click on the +Add a poll button at the top of the window.

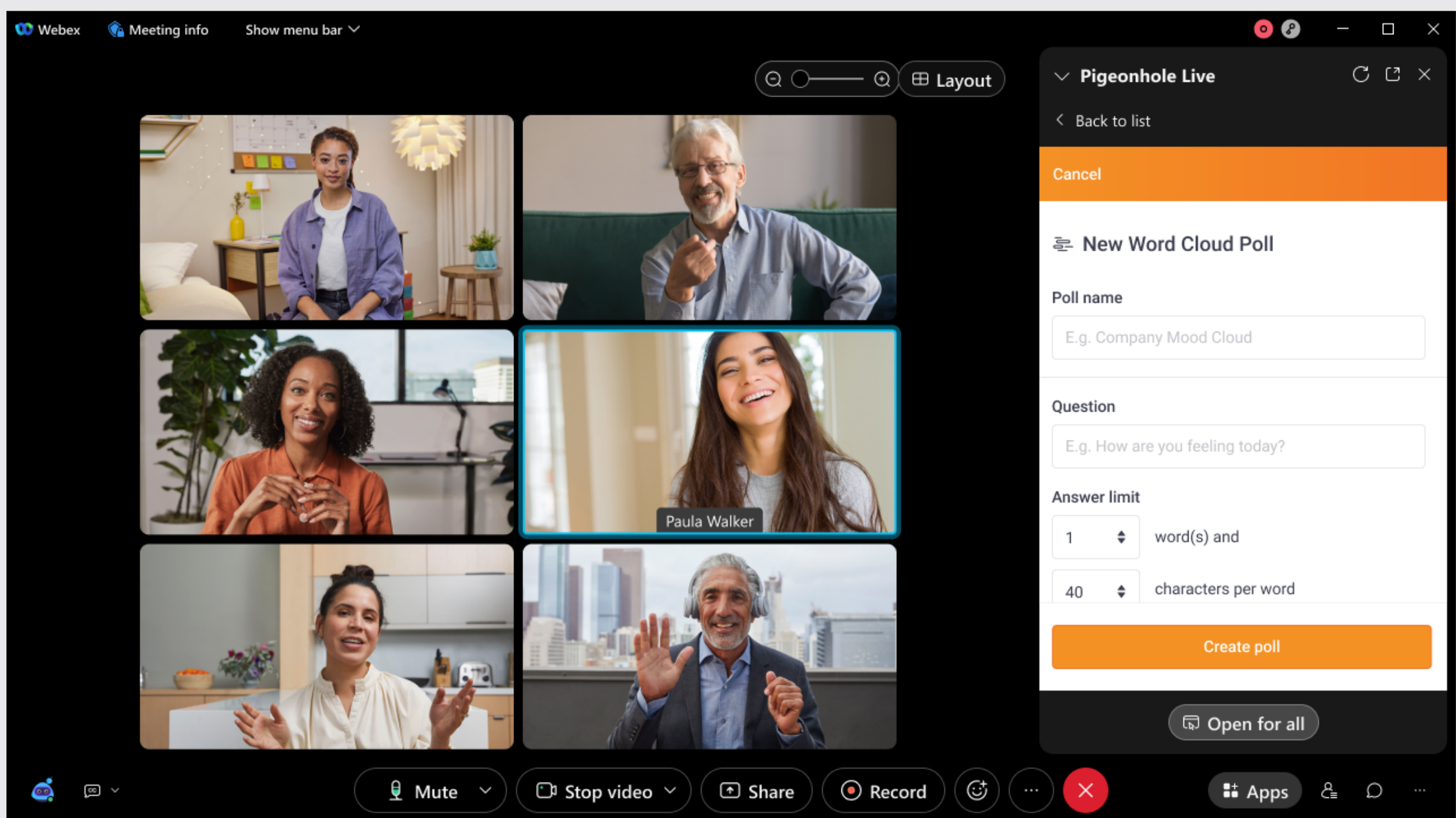


2. Select Word Cloud.



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3. Enter a name for your word cloud, i.e. Gratitude word cloud, ice breaker word cloud, and then add a word cloud question.

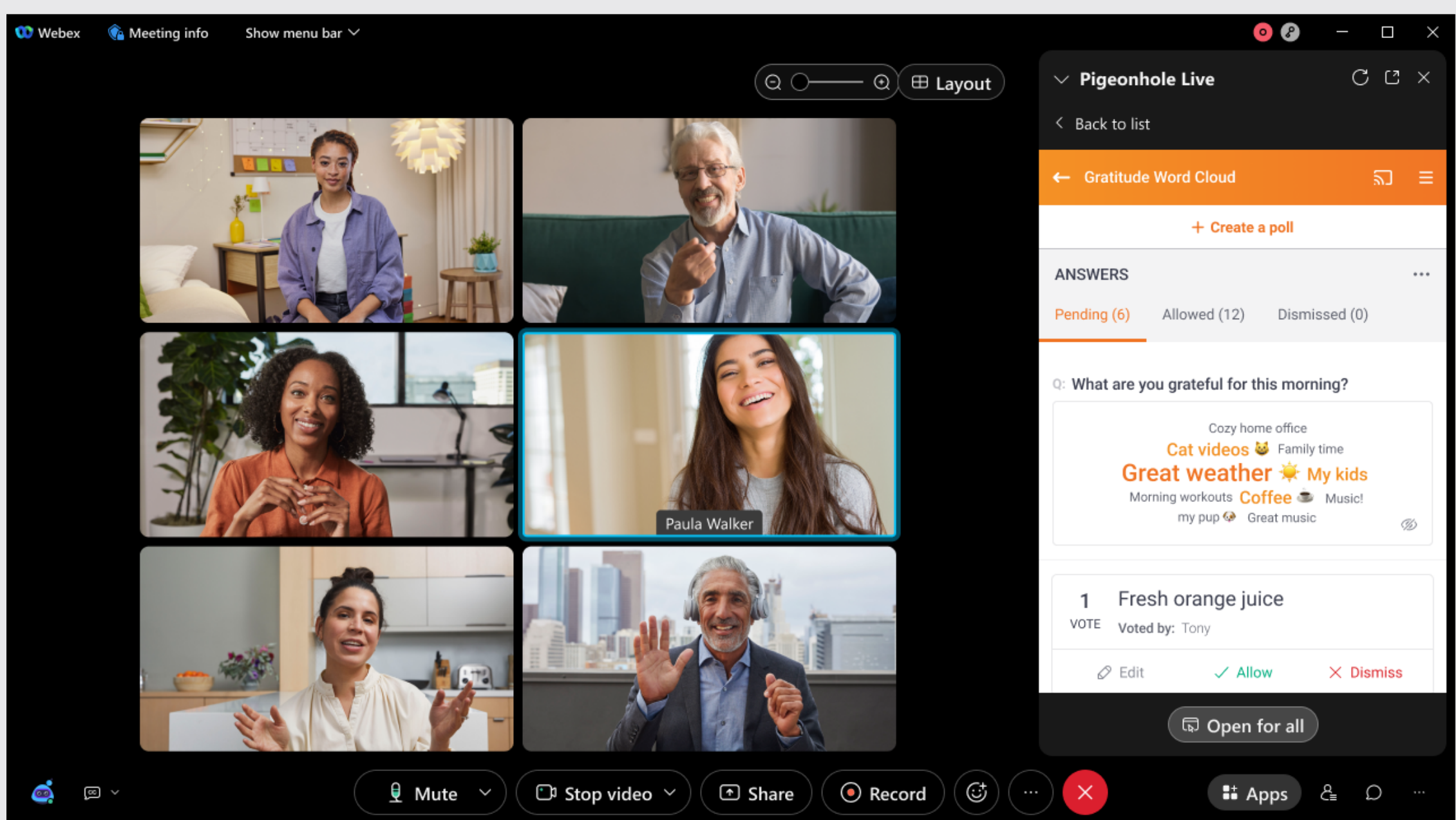


4. Then, set a limit for the number of words per entry and number of characters per word for your word cloud submissions.

Meeting host's guide

5. Finally, select your word cloud settings for anonymous responses and answer filtering.

If you enable answer filtering, all word cloud submissions will first appear in the admin view for you to Allow, Dismiss, or Edit, before publishing it in the attendee view.



Then, select whether you would like to allow unlimited submissions per attendee or set a maximum limit of number of submissions per attendee.

Note: The setting for anonymous responses cannot be disabled at the moment. The setting will be updated soon to allow meeting owners to disable anonymous responses.

Meeting host's guide

6. Click Save to finish creating your word cloud.

Once created, the word cloud will appear in the agenda page on the admin view. Meeting owners and hosts can click into the session to view the live word cloud in the admin view.

If answer filtering is turned on, hosts can allow and dismiss the answers in the admin view.

Meeting host's guide

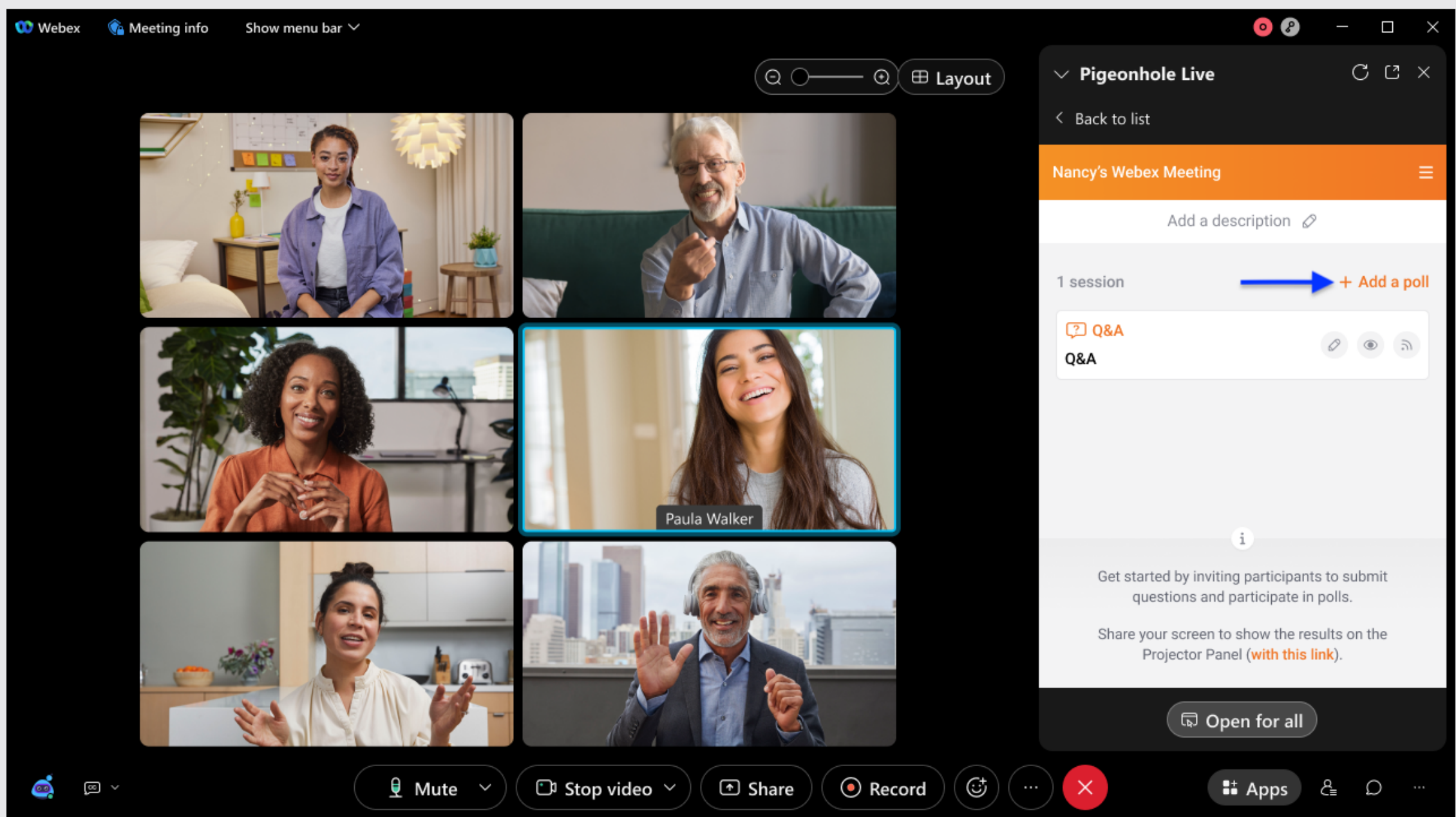
How to edit a Word Cloud from the Admin view?

With the Edit button, you can easily make changes to:

- Poll name
- Poll question
- Poll settings

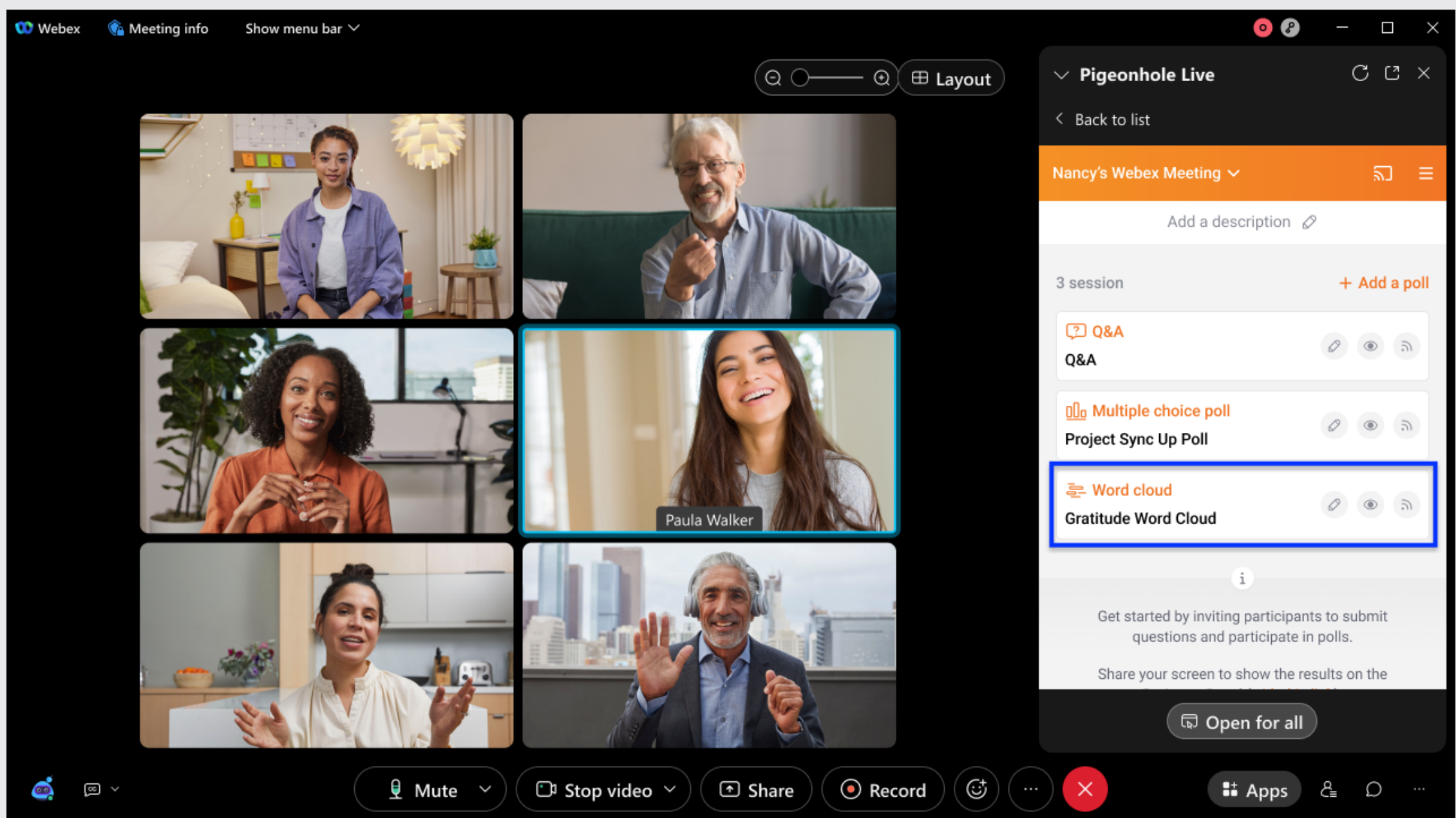
There are two ways to edit a Word cloud session.

1. In the Agenda page, click on the Edit button for the poll session you want to edit.

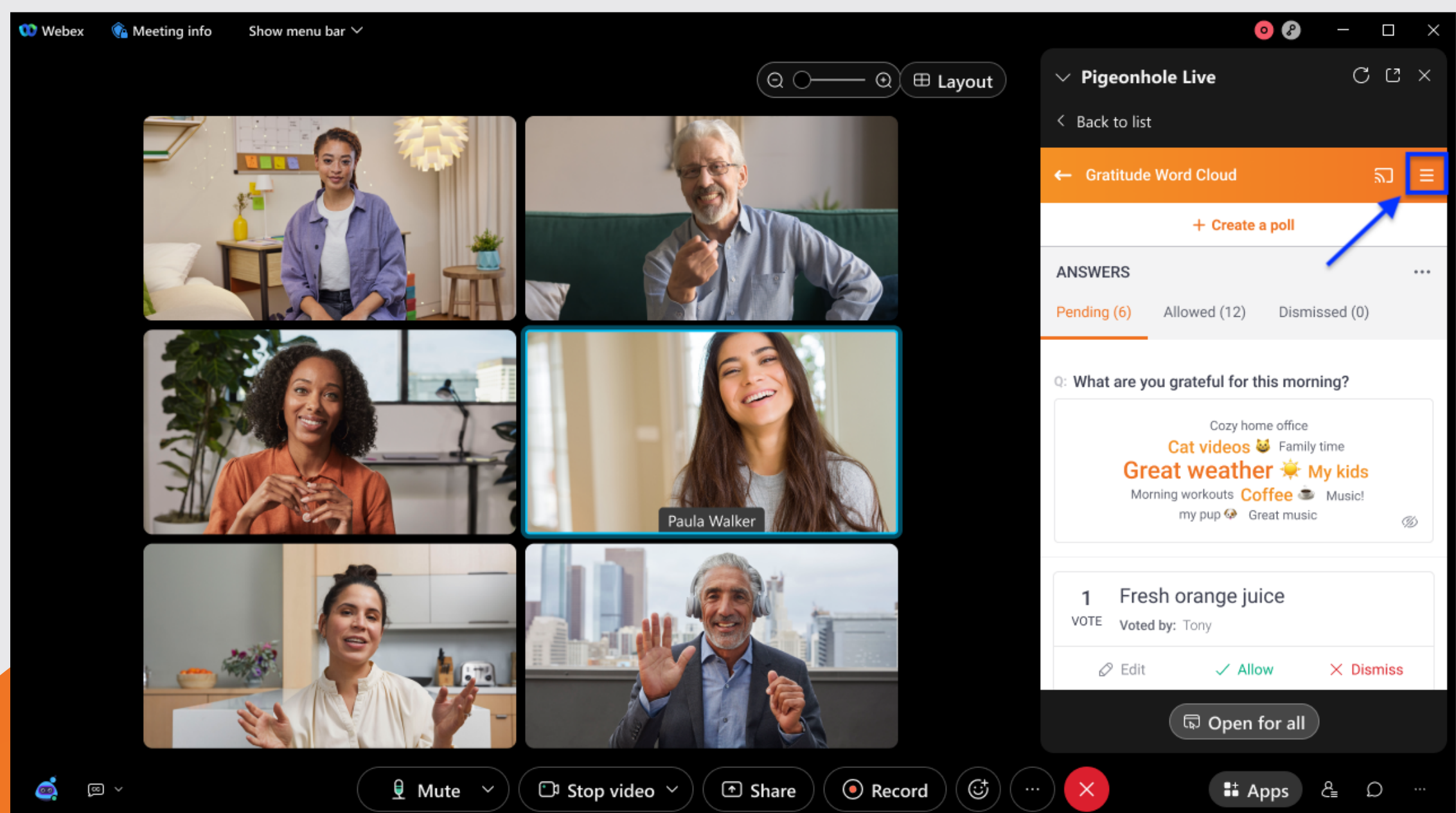


Meeting host's guide

2. Alternatively, you can click directly on the poll session you want to edit.

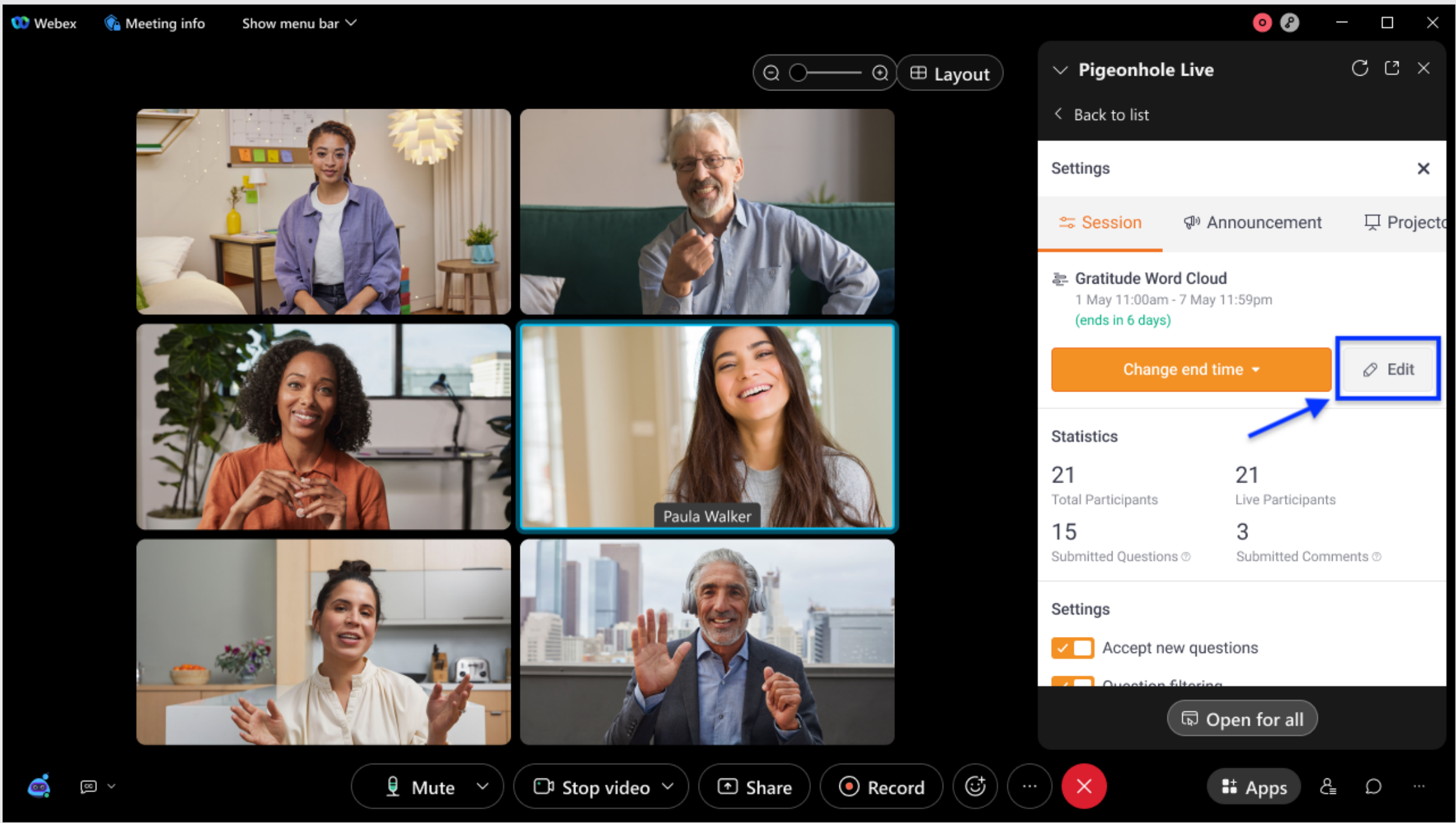


3. Then, click on the Controls icon.

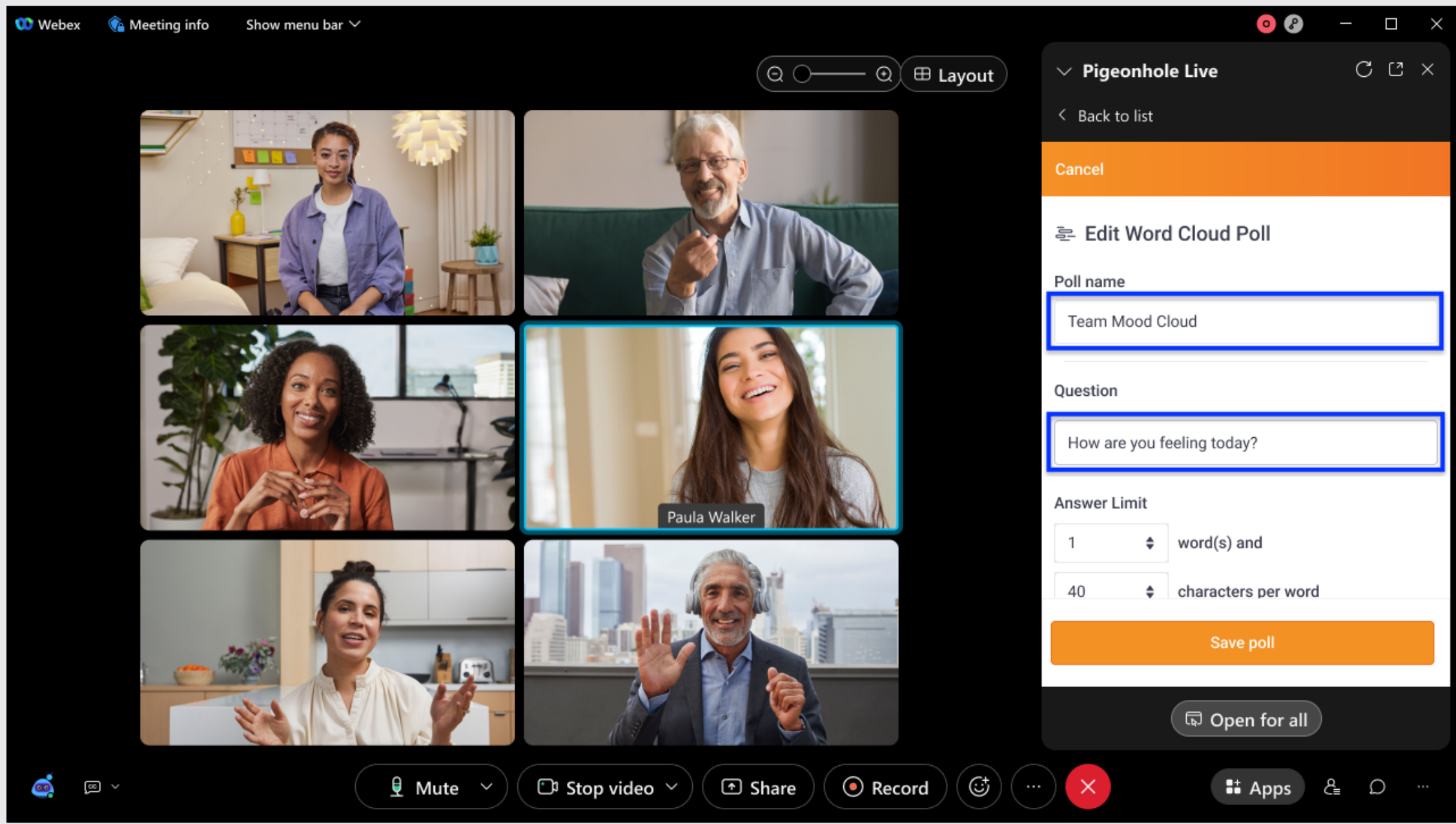


Meeting host's guide

4. Under Session settings, click on the Edit button.



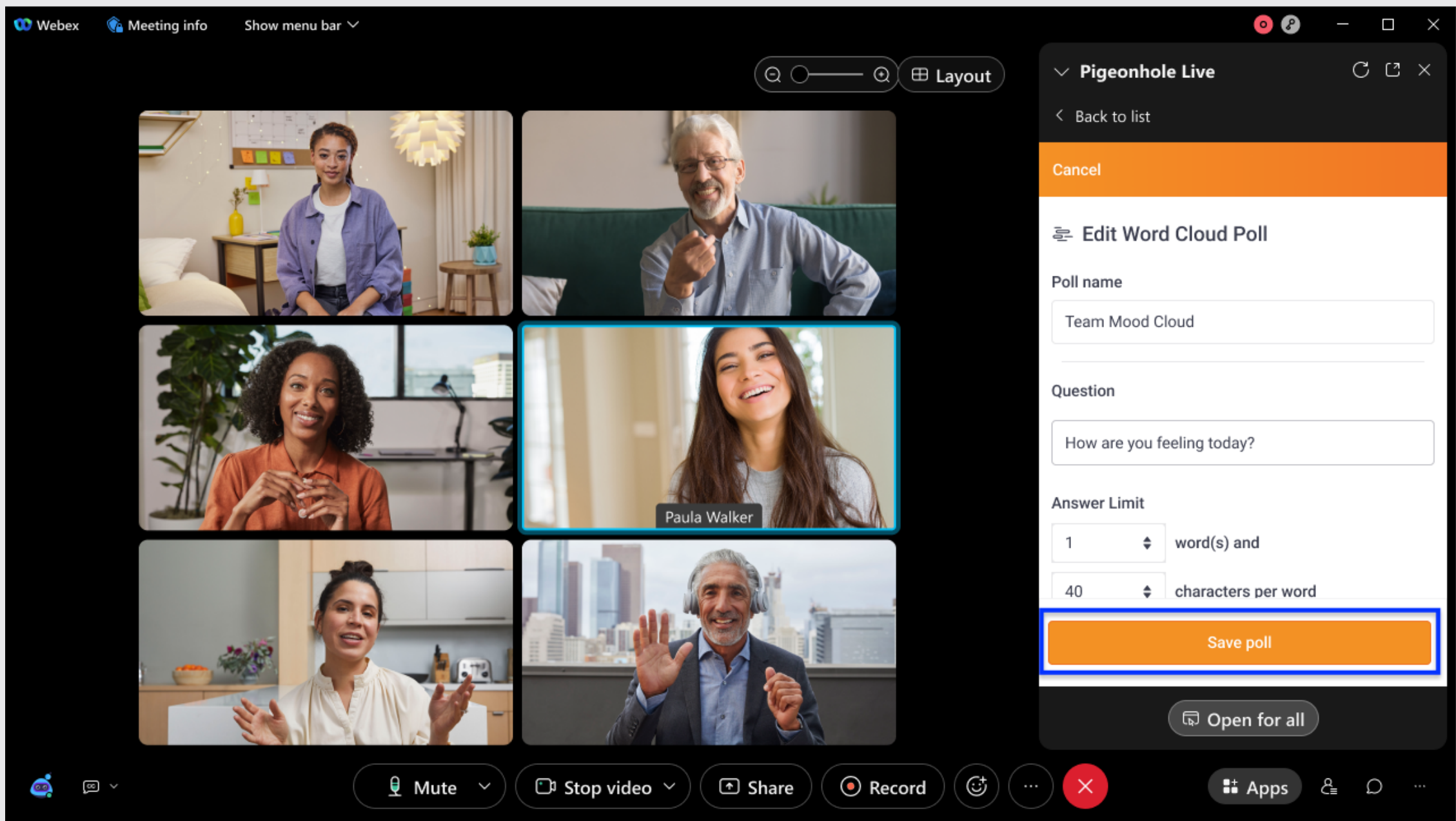
5. You can edit the Poll name, poll question and/or poll settings (when you scroll down) here.



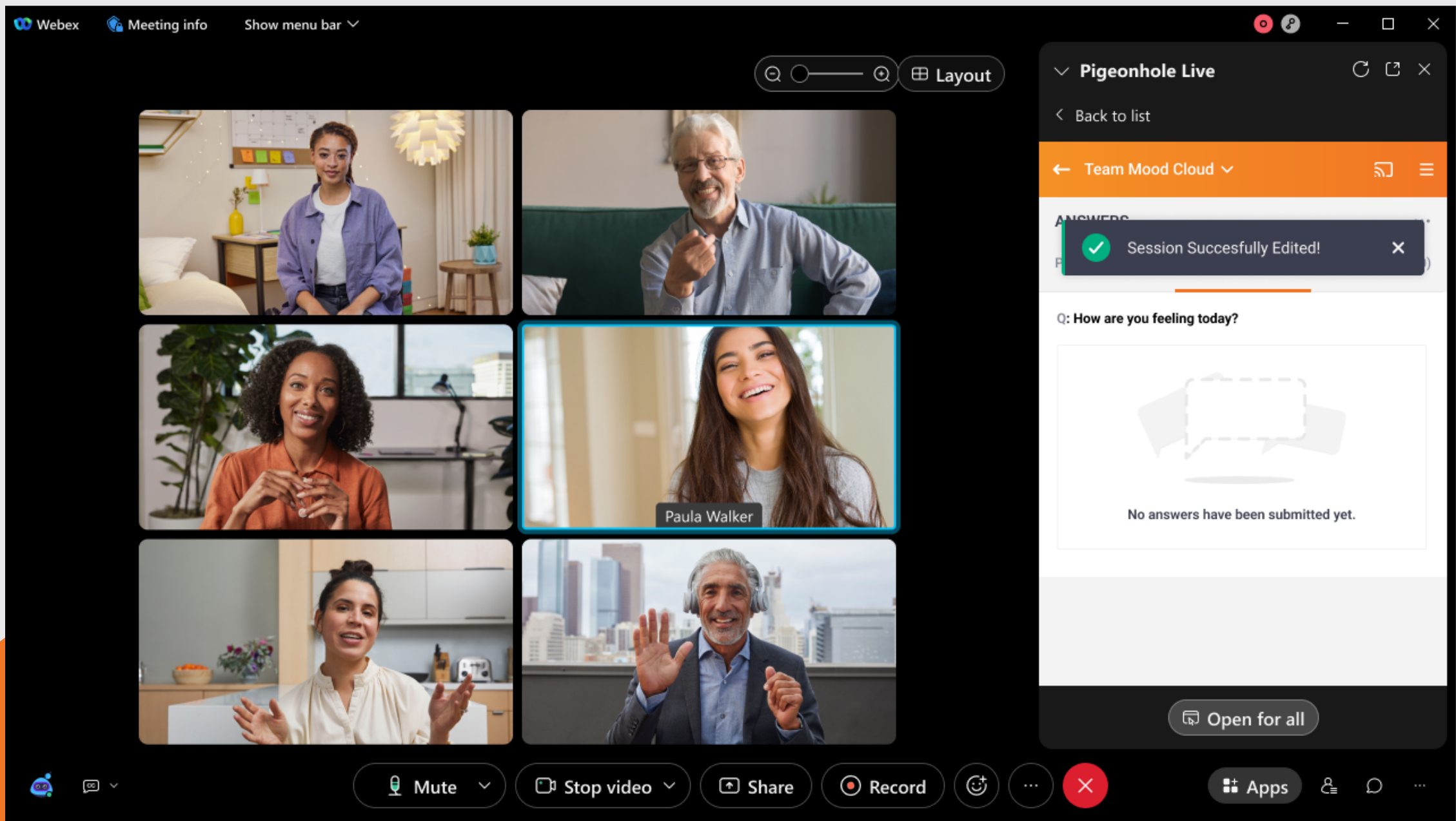
Note: We recommend not to make any changes to the “Question” once your meeting is live to avoid any question or answer mismatch. Any changes you make to the Poll settings during the meeting will only take effect on new responses submitted after the changes are saved.

Meeting host's guide

6. Save your edits by clicking Save poll.

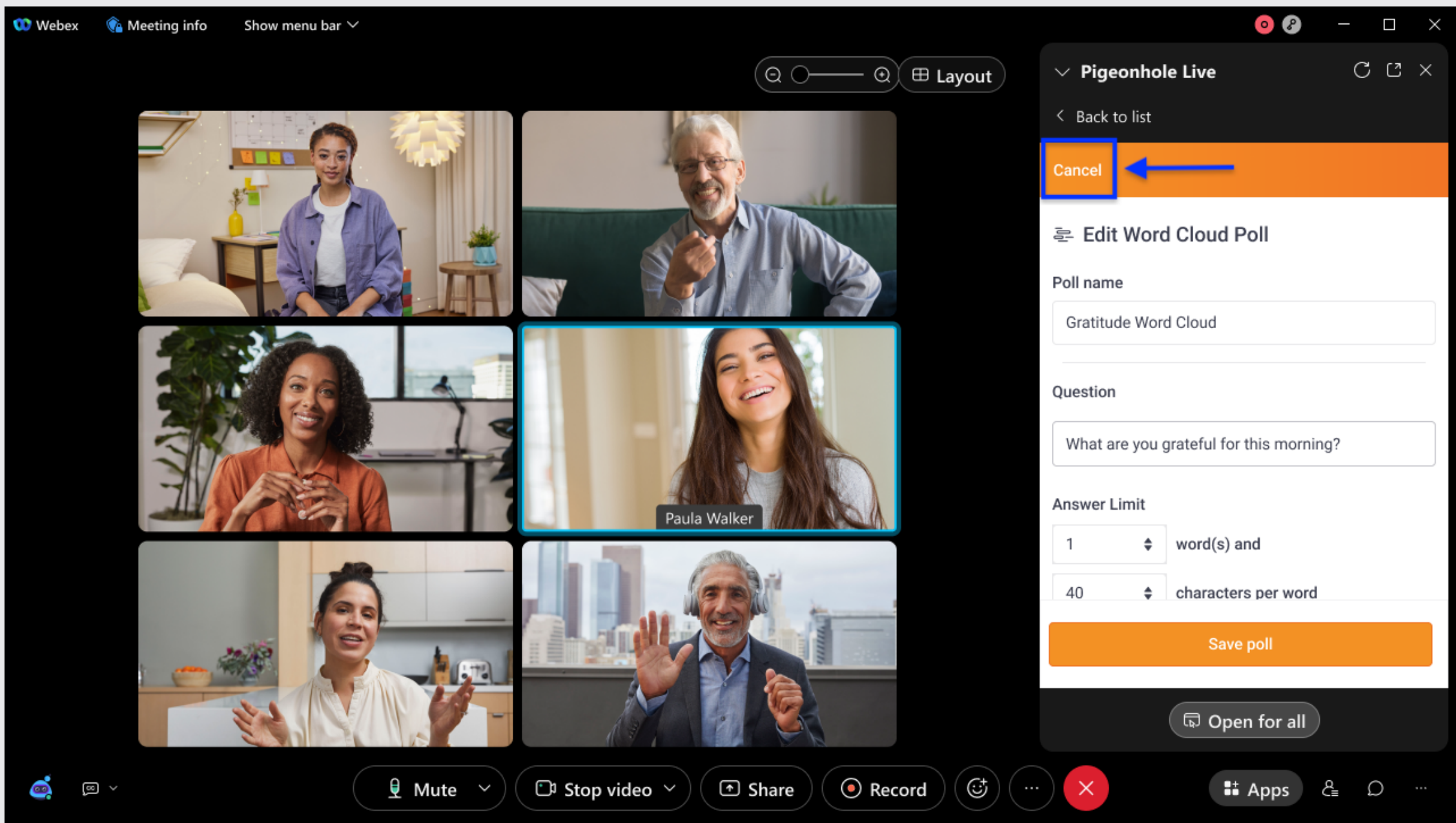


7. A confirmation prompt will appear once you have successfully made your edits.

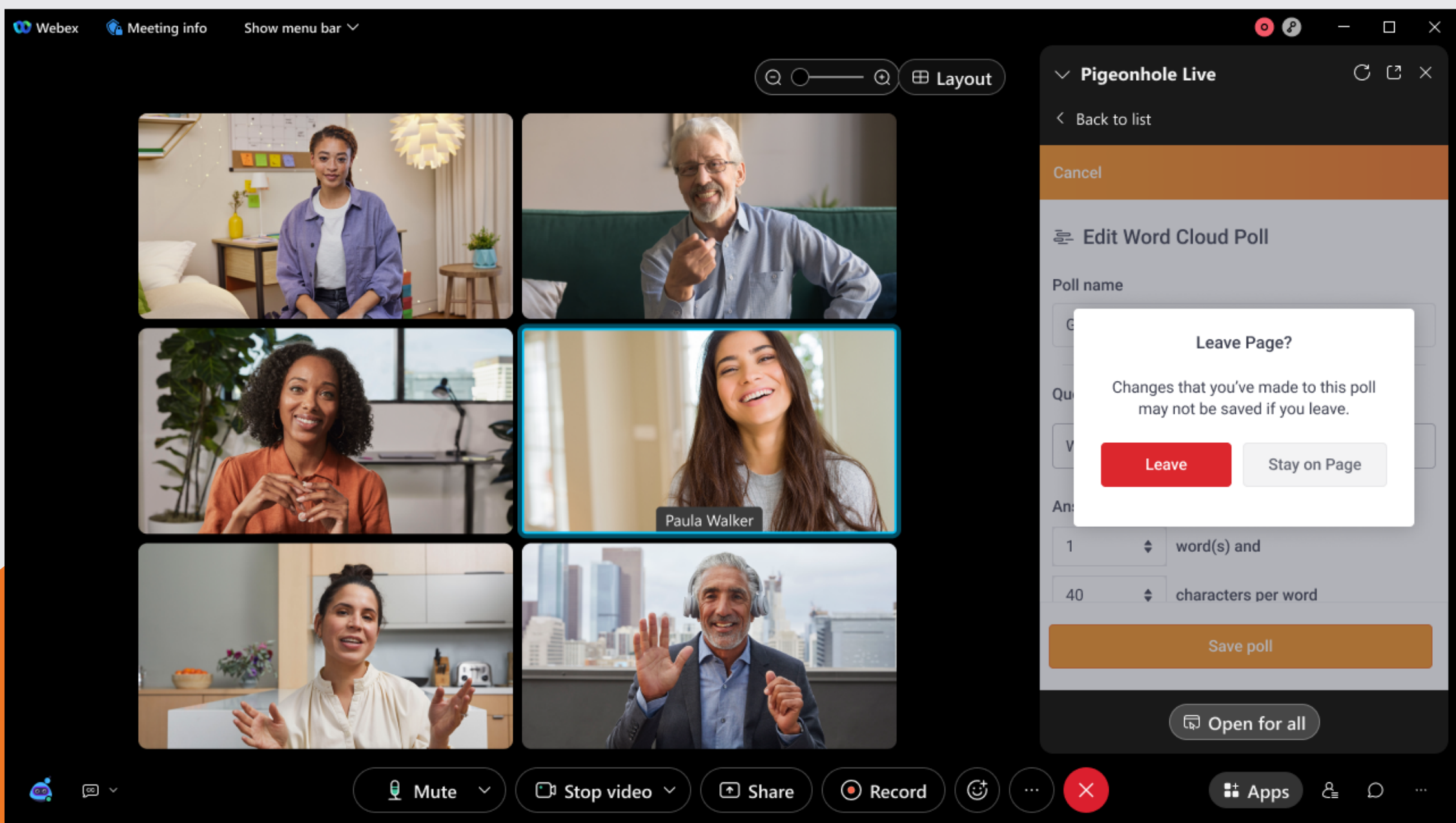


Meeting host's guide

8. If you decide not to make any edits, simply click *Cancel*.



9. A prompt will appear for you to confirm your decision. If you click Leave, any edits made will not be saved. If you choose to Stay on Page, you can continue editing the Word Cloud poll.

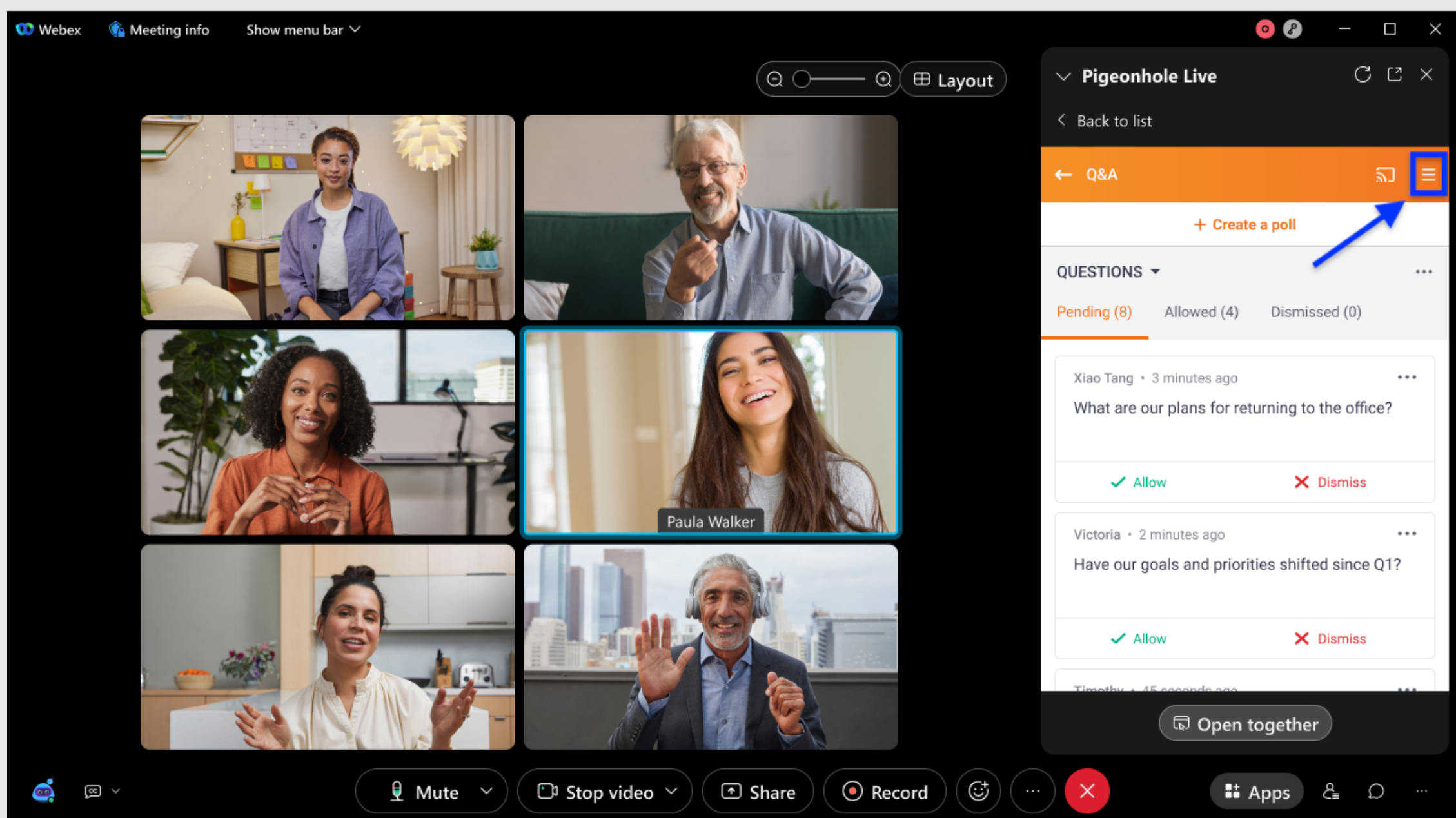


Meeting host's guide

Managing settings

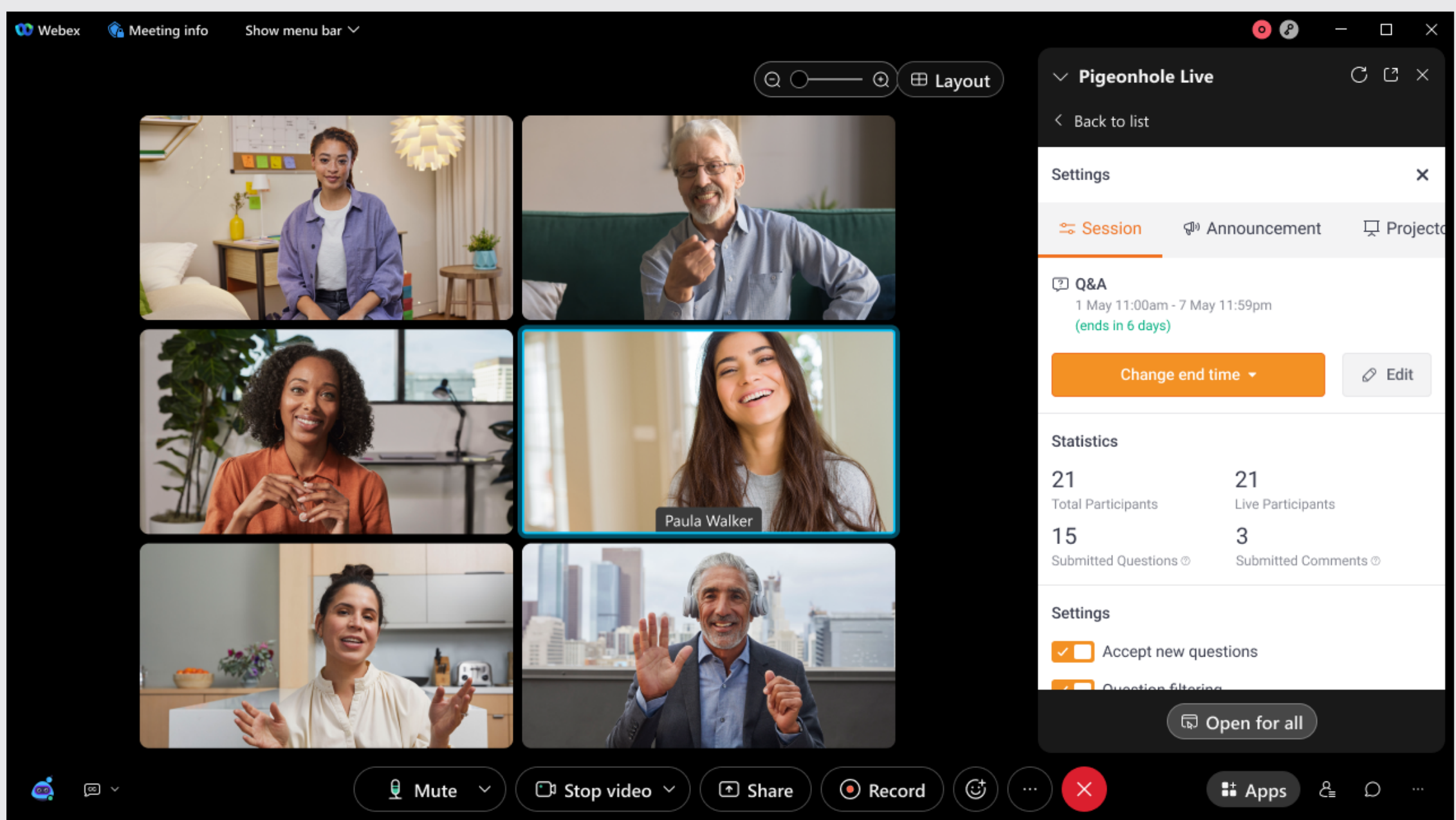
Meeting hosts and co-hosts, can manage session settings and send announcements from the admin view.

1. To manage Q&A settings, click on the *Controls* icon in the orange header in the Q&A session.



Meeting host's guide

Here you can change your Q&A end time, manage settings for your Q&A and any additional sessions you've added to this meeting.



The Q&As that are created automatically in the Pigeonhole Live app for Webex will have the following default settings:

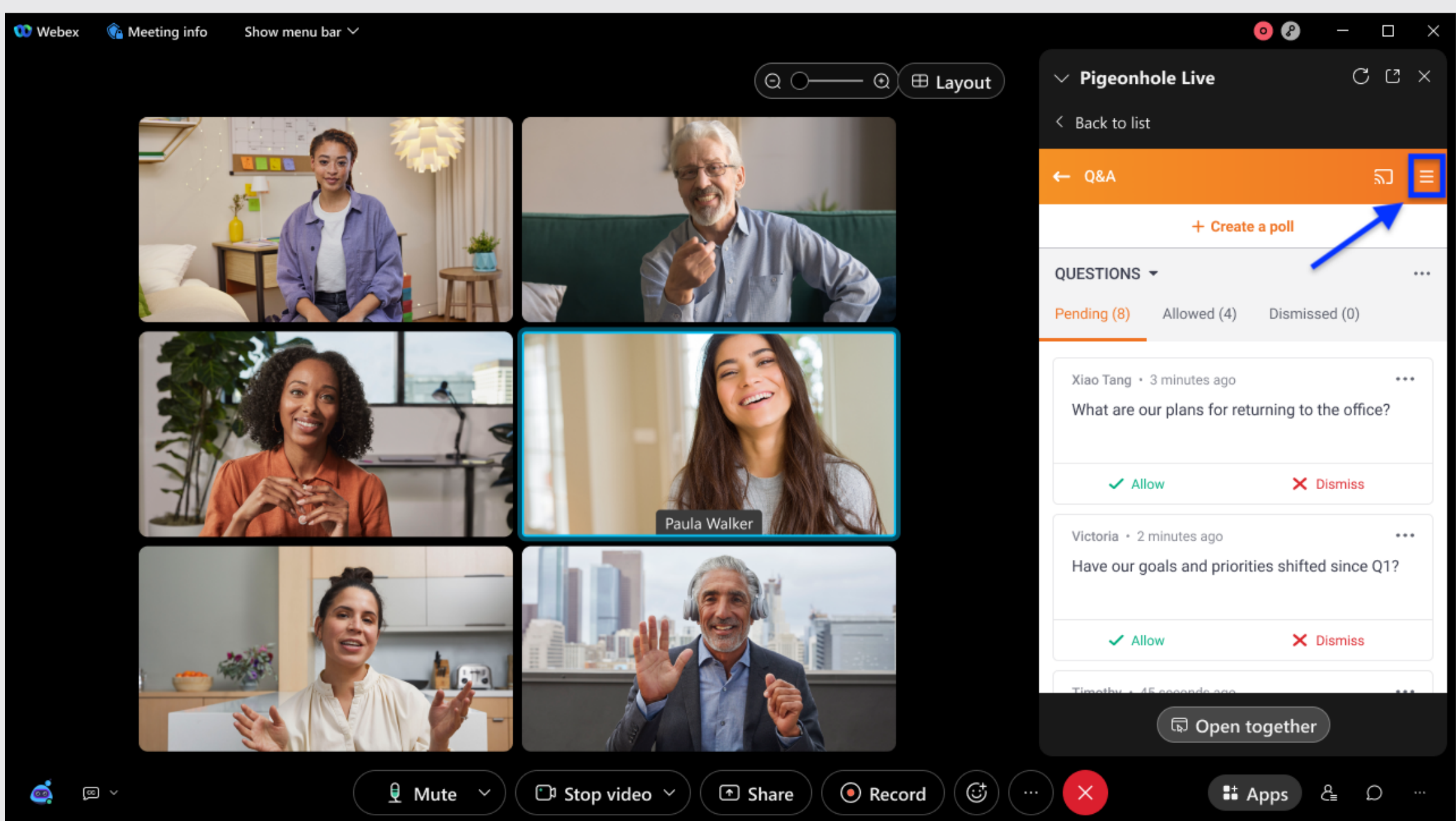
- Accept new questions turned **on**
- Question filtering turned **off**
- Comment filtering turned **off**
- Hide session turned **off**

Meeting host's guide

Sending announcements

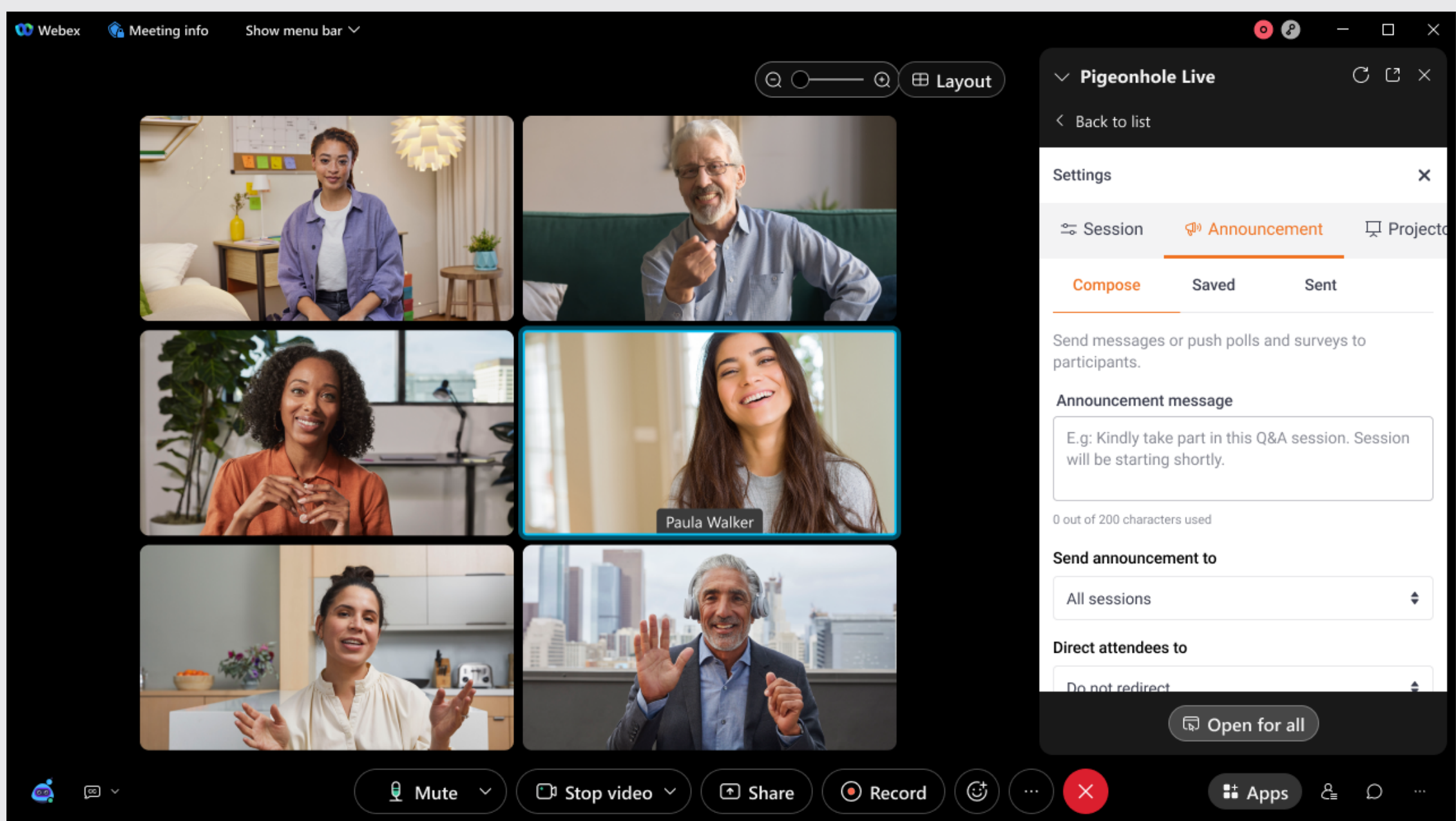
You can send reminders and prompts to your meeting participants during the meeting using the announcements feature.

1. Simply click on the *Controls* icon.



Meeting host's guide

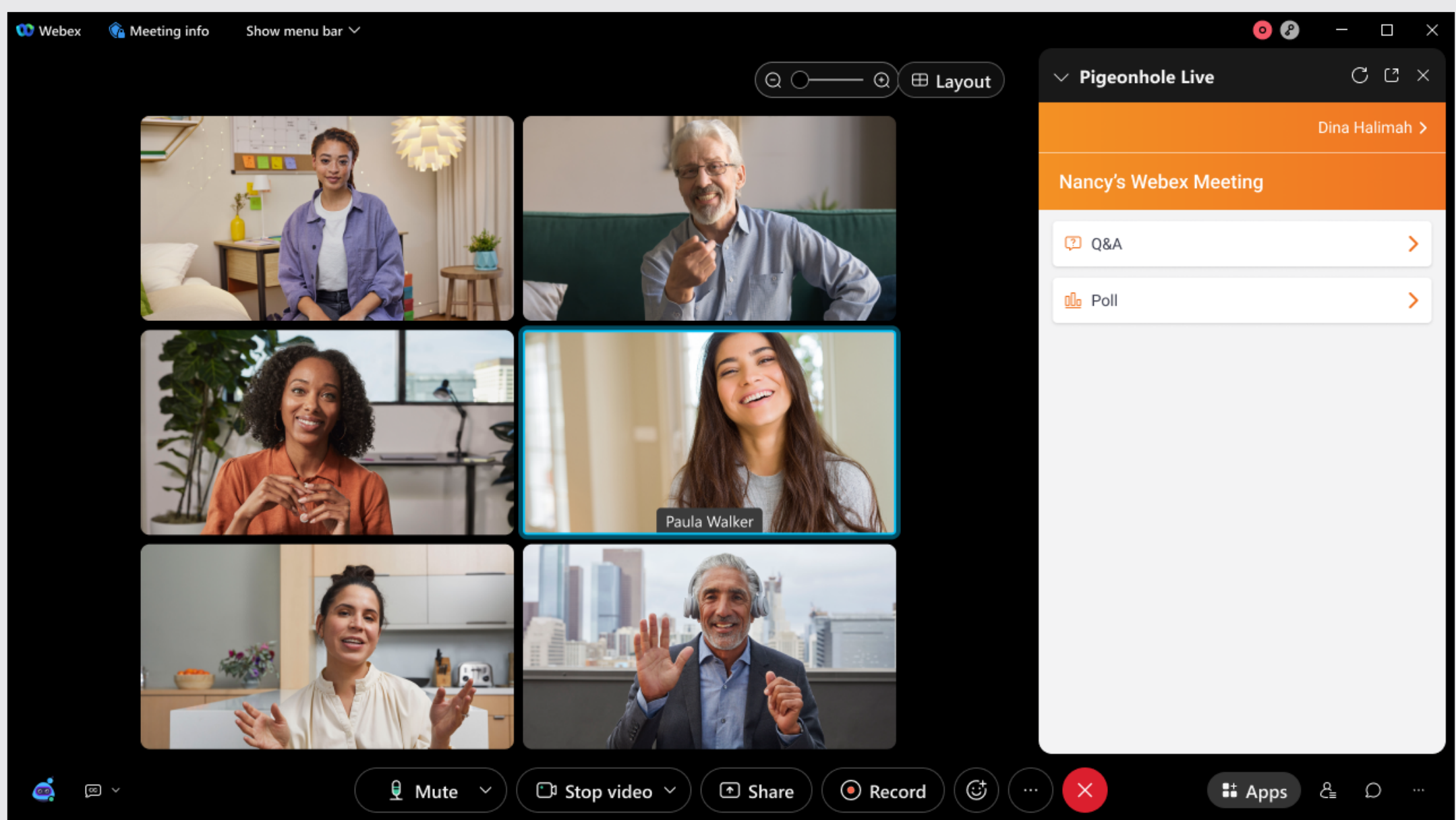
2. Click on the *Announcement* tab. Type out your announcement and select the session you would like your announcement to appear in. Then, you can send the announcement immediately by clicking *Send*, or *save it for later*.



Meeting attendees' guide

Meeting attendees' guide to the Pigeonhole Live Webex App

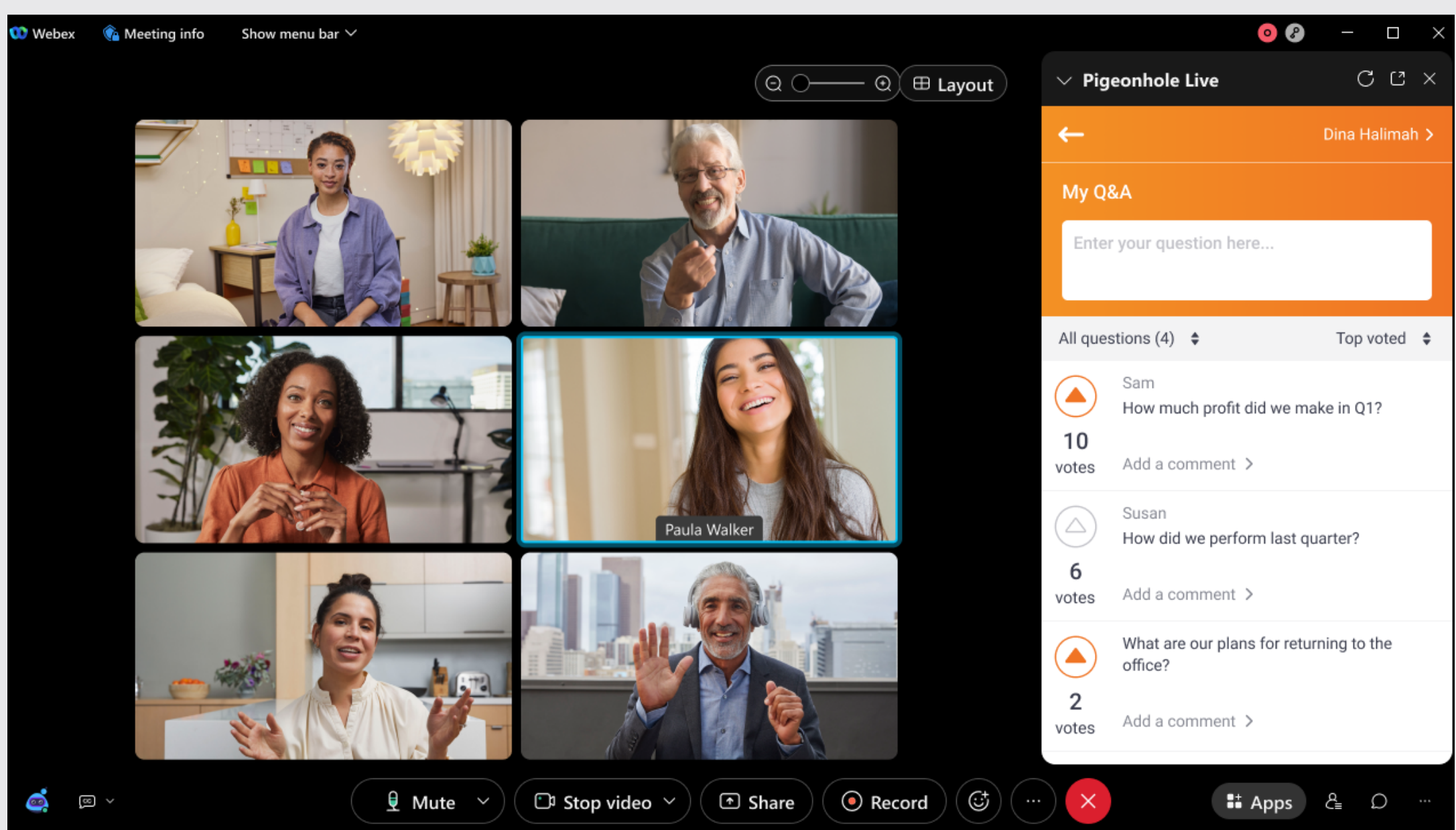
1. When the meeting host clicks on Open together, Pigeonhole Live's attendee view will automatically open on the attendees' meeting window. Meeting attendees will see all the sessions for the meeting in the agenda page. Simply click on any of the sessions to participate.



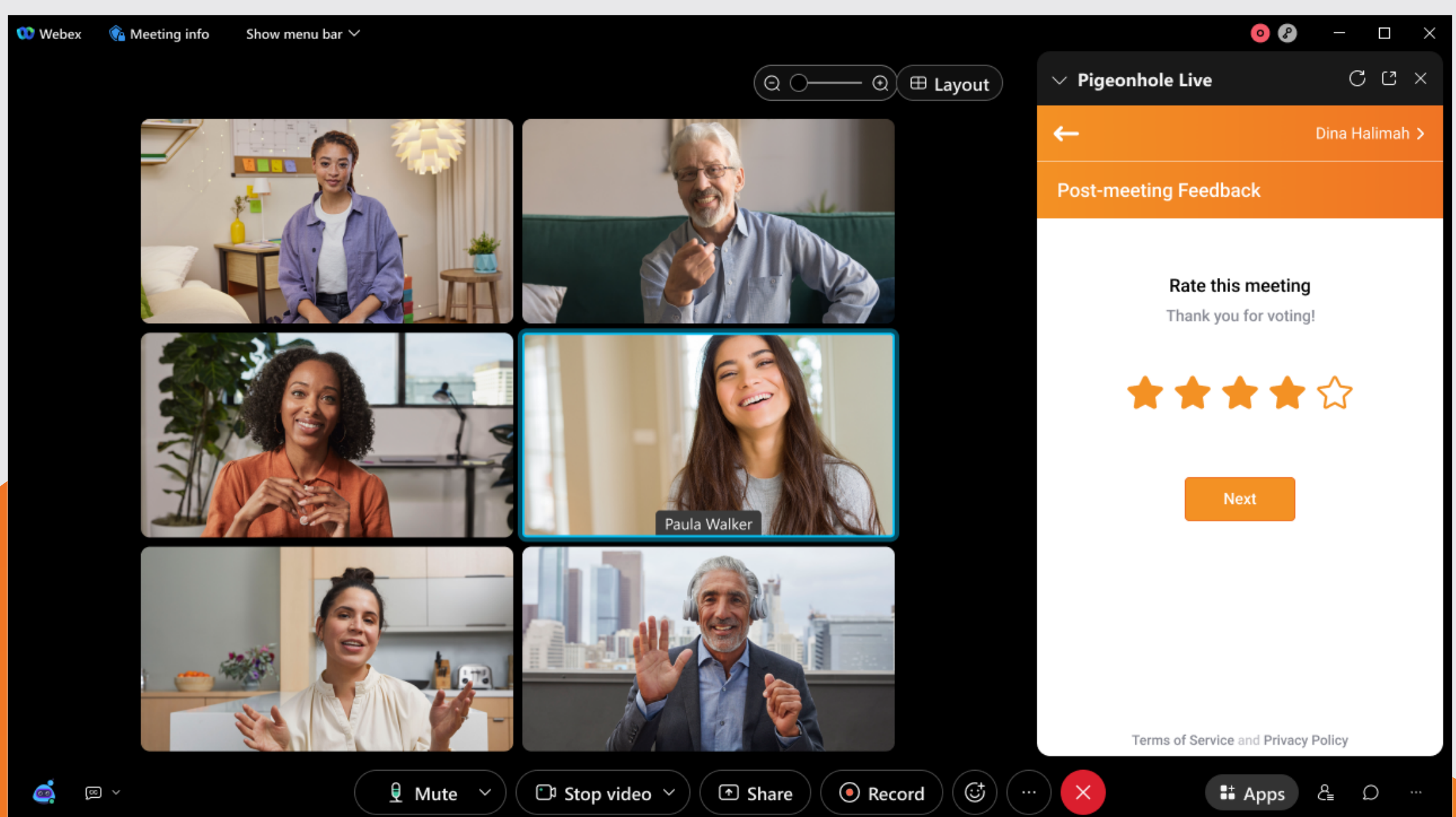
Note: If Attendee Single Sign On (SSO) is enabled for your Workspace, attendees will be redirected to complete the SSO authentication before accessing the attendee view.

Meeting attendees' guide

2. For Q&A sessions, click on the text box to type your question and select *Ask* to submit the question. Click on the vote button to upvote a question and click on *Add a comment* to submit a comment.

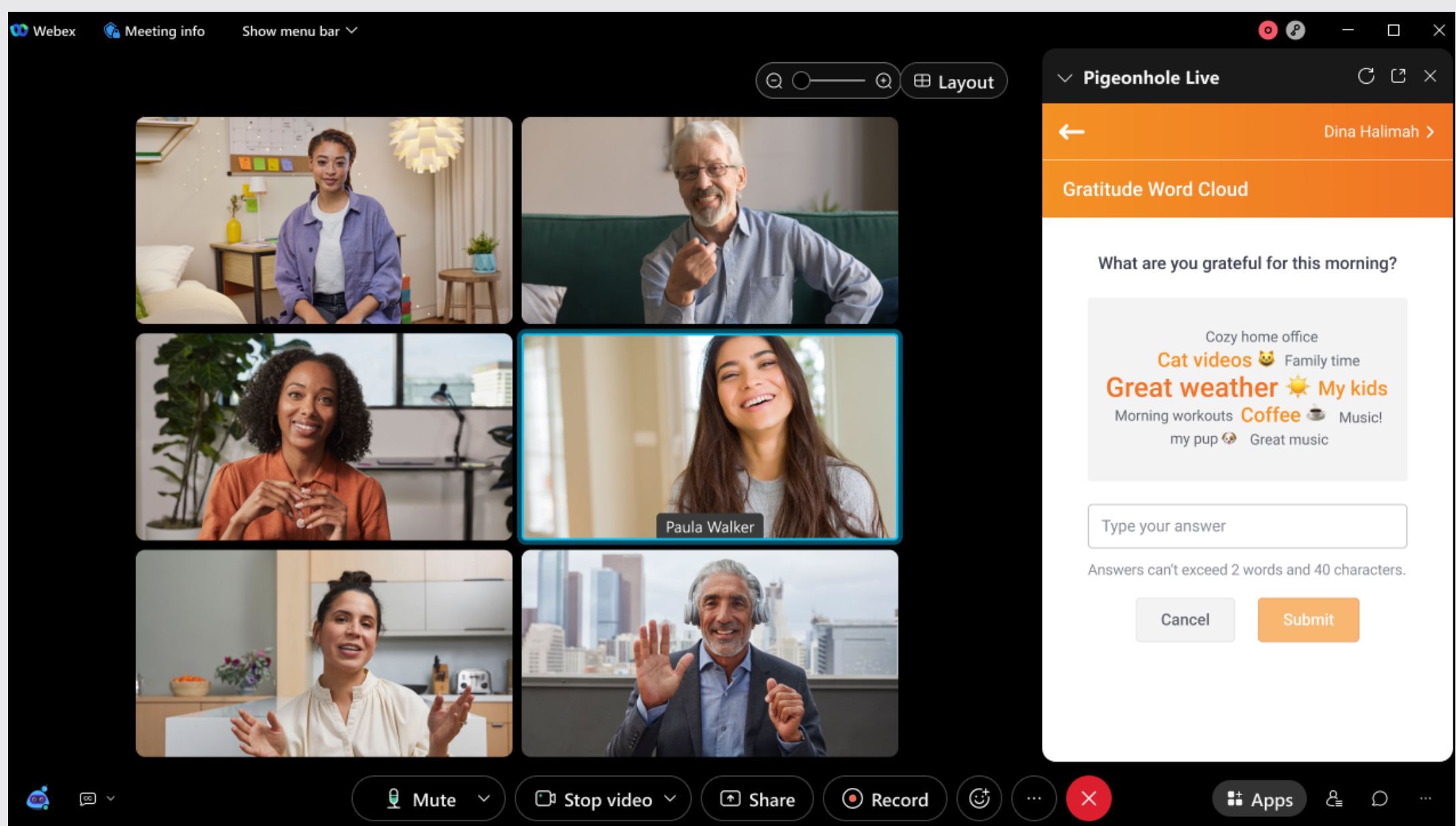


3. For Multiple Choice Polls, click on the option you want to vote on.



Meeting attendees' guide

4. For Word Cloud, simply enter your response into the textbox and click submit. You can enter multiple responses at a time.



Data and Permissions Policy

In order for the Pigeonhole Live app to work within your Webex meeting we use the following permissions and data:

- App Display Context
- App Theme
- Meeting Details:
 - Meeting ID
 - Conference ID
- User Details (if PII is enabled)
 - Webex User's Display name
 - Webex User's Email
 - Webex User ID

We only store the following permissions and data:

- Meeting ID
- Conference ID
- Webex User's Display name (if PII is enabled)
- Webex User's Email (if PII is enabled)

Note: When PII is disabled, we only store derived values for User ID, that serve as an anonymous identifier for each attendee.

Data and Permissions Policy

Collection of Personally Identifiable Information (PII)

If collection of Personally Identifiable Information (PII) is enabled for embedded apps, meeting attendees will be automatically signed in on Pigeonhole Live with their Webex name and email. If collection of PII is disabled by your Webex admin, all meeting attendees will be anonymous.

Webex Admins can manage PII policies from the [Webex Control Hub](#).

Data and Permissions Policy

Organisation-level settings and permissions

Webex Account admins will need to enable the Pigeonhole Live app for your organisation accounts following the instructions [here](#). Once enabled, Pigeonhole Live will appear in the app list in your Webex Meetings.

Account admins are also recommended to whitelist the following domains to ensure that the Pigeonhole Live app for works without any disruptions during your Webex meetings:

- login.pigeonholelive.com
- static.pigeonholelive.com
- dashboard.pigeonholelive.com
- pigeonhole.at
- static.pigeonhole.at
- static-cloudfront.pigeonhole.at
- api.pigeonhole.at
- help.pigeonholelive.com
- webex.pigeonholelive.com



**Try it out and let us know
what you think!**

Email us at productteam@pigeonlab.com