

##- Please type your reply above this line -##

Your request (66) has been updated. To add additional comments, reply to this email.



CJ (Webinar Ninja)

Feb 19, 19:13

Hello Josh,

We're currently only available via email at the moment, but we do our best to get back to you as soon as we can.

Indeed, the links you have for the replay pages are previews and not the live links. The actual replay page links are provided via autogenerated email to registrants.

The links would be: https://my.webinarninja.co/my/replaypage/webinar?webinar_id=3077
and https://my.webinarninja.co/my/replaypage/webinar?webinar_id=2998.

I'll bring up your labeling concern to the team. Seeing how it has been confusing for you, it must be the same for a few more members.

Regarding the buttons when screensharing, they will only appear when your mouse cursor is over the video and will automatically be hidden as soon you put your mouse cursor away. Those buttons do not actually show on the recording.

I cannot say that it showed zero attendees on your end. Attendees do get listed on the tab; we've done some tests to confirm this. We will do some more test webinars here on our end and make sure that attendees are listed.

Regarding emails, we will definitely add this information. Emails will actually be sent automatically, triggered by a registration. Registrants will then receive reminder emails up to the email containing the replay link. These emails are automatically sent to your registrants

- right after they register,
- the day before the webinar,
- the day of the webinar,
- an hour before the webinar,
- at the start time of the webinar,

-and lastly a couple of hours after the start time for the replay link.

Regarding the stats on your dashboard, I'm bringing this up to our team along with the screenshot you provided. We'll have this fixed as soon as possible.

I do regret the experience you have and I'm sorry you had troubles. This is not what we want for you. Rest assured, we are doing our best to improve our users' experience. Part of it had been because of the lack of information about the updates we've released and we will check and make sure that you are in our mailing list. Another part of it had been because you've encountered some bugs that we're eager to work on as quickly as possible. We do listen to all our members' feedback and in fact, this new version of the platform is only the result of all our members' feedback and suggestions.

Again, I'm sorry for any inconvenience. We are definitely working to improve our support center and more importantly, your experience.

Thank you for your patience.

--

CJ

Customer Success Team Leader

Webinar Ninja



Joshua Spodek

Feb 19, 06:51

Regarding showing the number of registrants on my dashboard, the attached screen shot shows the graph still showing zero per day, yet the registered users shows people registered.

That graph used to show the number of users accurately. Now it doesn't. I didn't change anything.

Am I doing something wrong or is there a bug in the software?

Attachment(s)

[no_registrants.jpg](#)



Joshua Spodek

Feb 19, 06:02

I'd like to talk business in this email.

I've spent many hours working with you on the problems I faced, the biggest one being that you changed the format of the webinar page between when I designed it and the webinar. With no notification anything would change, I expected my 2/14 webinar interface to be like my 2/6 one and the design I saw when I created it. It wasn't. Whatever notification you sent to others, you didn't send it to me. I didn't know Firefox wasn't supported until I started the webinar. It didn't show the number of attendees. It didn't show me buttons to stop showing my face. Etc.

The result was an embarrassing and unprofessional webinar, despite my following your software's instruction.

Since then I've spent many hours trying to understand the problem and help you fix it. You've declined to talk by phone, which makes everything slower.

I have done this much work for two reasons. First, because Webinarninja looks like it's designed to do one thing, which makes it what I want, if it works. Second, because the videos and webinars suggest that at least Omar cares about making the software work, I expected support for problems.

As of now, the software's performance and your changing it without notice undermine my trust it will work, undermining reason number 1. Also, the support I'm getting isn't acknowledging the problems I'm seeing and working by email is making it slow and ineffective, undermining reason number 2.

I wanted to do weekly webinars, but I'm spending the time to create the

webinars trying to resolve these problems so I can trust the software.

My business questions are:

- * Have I experienced errors in Webinarninja or have all the problems been mine, because none of your responses acknowledge that any problems I saw were errors? It seems obvious I encountered bugs, but without honest acknowledgement, it's hard to trust things will change or that support will help.
- * Should I use Webinarninja or switch to more tried-and-true alternatives?
- * If I stick with Webinarninja, why should I expect to trust the software and support?
- * Finally, in terms of hard numbers, what do you think I should pay for the service I've gotten?

Thank you,

Josh



Joshua Spodek

Feb 19, 06:02

Regarding emails, I read all the email documentation here:

<http://support.webinarninja.co/support-category/email-marketing>.

I didn't see anything stating if emails will be sent automatically or not when starting a webinar. Would you please direct me to how I can tell if emails will go out or not?

Does a person registering for a webinar trigger all the templates to go to them? How can I tell when they will go out or when they went out?



Joshua Spodek

Feb 19, 06:02

Regarding the Sharing Your Screen guide, it says "Your camera feed will initially be side-by-side with your screen feed and buttons will appear on each one; *Maximize/Minimize*, *Disable/Enable Mic*, *Disable/Enable Camera*, and *Close*", showing a picture with the buttons there.

If you watch my videos, you'll see those buttons didn't appear. I don't remember seeing them. Do I just remember them wrong and the video somehow hid them from the screen share?

Also, it's hard to see, but I think the videos show what I remember about showing the number of attendees as zero, yet people were commenting.

Do you acknowledge that it showed zero attendees despite people participating?



Joshua Spodek

Feb 19, 06:02

I found the replay pages from the emails to attendees. Are the emails the only places to get the links to replay pages that work? Is there a place on the site that links to actual replay pages, because all I find are preview links, which are not marked as preview links. They look like links to working replay pages.

If I copied a link marked "Replay page" in a column labeled "Webinar link" and sent it to someone I wanted to see the webinar, I would expect they could click the link and see the webinar, not a static preview page. At least I would expect the link you provide to say "preview of replay page" and have a separate link "actual replay page" or something like that.

Maybe if I understood the labeling system it would make more sense. What is the reason behind this design choice, or is it a mistake? Why can't I find links to working replay pages on the site and why are there so many links to preview pages?



Joshua Spodek

Feb 19, 04:52

Thanks for following up. I suggested a phone call because email takes so long.

Let's do one thing at a time, starting with getting the completed webinars to show.

I followed the "extend the replay" instruction to make both webinars from Sunday unlimited. Neither works. Are these links wrong:

* https://joshuaspodek.webinarninja.co/my/webinarlist/replayPage?webinar_id=3077

* https://joshuaspodek.webinarninja.co/my/webinarlist/replayPage?webinar_id=2998

They show static images instead of videos, as shown in the attached screen shots: no_replay*.jpg

I got to those pages by clicking the links in the attached screen shot to_get_to_replay_pages.jpg. Is that the wrong place to access the replay pages?

Josh

On 02/17/2016 02:09 AM, CJ Maratas wrote:

- > Re: Multiple software issues
- > Hello Joshua,
- >
- > Thank you for your response. Again, we're sorry you're having troubles.
- >
- > You actually have the *preview link* to the copy of your webinar and
- > what you're seeing on the page are simply samples for the tabs.
- >
- > We're constantly updating our support center so your feedback is
- > definitely taken into consideration.
- >

> We'll get to your questions one by one.

>

> /* Can I edit the videos?/ No, we currently cannot edit the videos in
> our platform.

> /* Where are the videos?/ The videos can be accessed in Upcoming
> Webinars until a few hours after the webinar, or in Past Webinars
> until a couple of days (you can change this by extending the replay
> <<http://support.webinarninja.co/support/re-schedule-or-turn-off-the-webinar-replay/>>).

> /* Can I show the videos on my blog or download them?/ We are actually
> working on Media Manager where videos will be stored and can be
> downloaded from.

> /* Can I get the on-the-fly replay page to show the video?/ No, we
> currently cannot manually place a video on a replay page. It will only
> show the video of the webinar it's linked to and your on-the-fly
> webinar is technically a different webinar. Creating a copy of a
> webinar is for when you want the same webinar pages but a different video.

> * /How can I find out what emails went out to whom from the template
> list?/ We actually cannot track the emails, so we don't have this
> info. They would simply go out to all of your webinar registrants
> automatically.

>

>

> * /How can I choose between showing the camera, showing my desktop, and
> split screen?/ When you have your camera and your desktop shared, you
> would have a resize option so you can choose which to bring the
> webinar's focus on. You may want to refer to our guide, Sharing Your
> Screen <<http://support.webinarninja.co/support/sharing-your-screen/>>,
> found on our new support center <<http://support.webinarninja.co/>>.

> * /Where can I get documentation for the new UI?/ The new UI had only
> changed the dashboard (click here
> <<http://support.webinarninja.co/support/the-dashboard-analyzing-stats/>>)
> and The Studio
> <<http://support.webinarninja.co/support/starting-a-webinar/>> greatly.
> The rest are pretty much the same.

> * /Where is documentation for email functionality?/ You may want to
> refer to this page
> <<http://support.webinarninja.co/support-category/email-marketing/>>
> learn more about our email marketing.

> * /When will the webinar registration graph show the number

> of registrants again?/ It would show data instantly.

> * /How can I be sure audio isn't being broadcast before the

> webinar goes live?/ In The Studio, you would see buttons in the upper

> part of your video when you put your mouse cursor over it. One of

> those buttons would be to Disable/Enable your mic and be sure that it

> is disabled (it is disabled initially by default).

> * /How can I be sure I can edit videos before they go live?/ As

> mentioned above, we currently cannot edit our videos in the platform.

> * /How can I tell how many attendees are attending?/ You have the

> option to view it live in The Studio. You may refer to this guide

> <<http://support.webinarninja.co/support/viewing-the-list-of-attendees-during-a-webinar/>>.

>

> Also, we will have our developers look into how your registrants were

> able to hear you before going live. Just to clarify, you only clicked

> on Screen Share and not Start Broadcast at the time you were all

> waiting for the webinar to start, right? Looking forward to your response.

>

> Thank you for your patience.

>

> The Webinar Ninja Team

>

> Helpful? Click to give CJ Maratas thanks!

> <http://webinarninja.uservoice.com/kudos?email_login_token=496c31eeca8f73c888b6209b483fb3e4&kudo=bwJG1YCr%252B7Fl%252BY5N4oE0KvLRoEeGzcl%252FEGllka9Y2w%252F79XXlKdrF96OttDteNuxt%252Bo%252FXgy86ujl2q3KldZ%252B4%252BQ%253D%253D&tracking_code=24a7e057ba0f3e83fe5c37104b7b7479>

>

>

> On Feb 16, 2016 at 10:42 AM Joshua Spodek wrote:

>

> I haven't gotten any UI update information. I joined recently.

>

> I had shared the screen before broadcasting. I saw the split

> screen on

> my screen but didn't realize that users would see that. You can

> see my

> interaction at

> https://joshuaspedek.webinarninja.co/my/replaypage/webinar?webinar_id=2998,

>

> which begins a few minutes before going live.

>

> I clicked on Studio > Past Webinars. I see both listed for Sunday

> (the

> scheduled one and the one I created on the fly to salvage the

> situation). When I go to the scheduled one it shows the video,

> which I

> desperately want to edit, but the on-the-fly one doesn't show a

> video:

> https://joshuaspedek.webinarninja.co/my/webinarlist/replayPage?webinar_id=3077.

>

> It does show some weird text

> "0fe900b1-2869-4226-aed9-fd43186354b8" and

> some stuff in the tabs I don't want, like "Ask a Question or

> Suggest a

> topic".

>

> The support link you mentioned brought me to the email

> documentation I

> used before Sunday's webinar. The guides there don't explain how

> to make

> email campaigns. For example, I can't figure out how to tell if a

> campaign will happen or not. I don't understand what default means. I

> can't tell how to find out what emails went out or when future

> ones will

> go out.

>

> Regarding further assistance, there are two main areas regarding

> webinars:

>

> The finished webinars:

>

> * Can I edit the videos? Since I start broadcasting before it goes

> live, I'll generally want to trim the beginning.

> * Where are the videos?

> * Can I show the videos on my blog or download them?

> * Can I get the on-the-fly replay page to show the video?

> * How can I find out what emails went out to whom from the

> template list?

>

> Future webinars

>

> * How can I choose between showing the camera, showing my desktop,

> and

> split screen?

> * Where can I get documentation for the new UI?

> * Where is documentation for email functionality? I can't figure out

> how it works.

> * When will the webinar registration graph show the number of

> registrants again?

> * How can I be sure audio isn't being broadcast before the webinar

> goes live?

> * How can I be sure I can edit videos before they go live?

> * How can I tell how many attendees are attending?

>

> These are a start.

>

> On Feb 15, 2016 at 8:10 PM CJ Maratas, Customer Success Ninja

> <support@webinarninja.co <mailto:support@webinarninja.co>> wrote:

>

> Hello Joshua,

>

> Thank you for writing in.

>

> We're sorry you're having troubles. We are looking into the

> list of the issues that you've come across.

>

> We've been sending emails out to all our members since

> December of last year that we are launching a new version of

> the platform. We also sent information on what changes will

> take place; this included a new UI. Let us know if you haven't

> received any of these emails.

>

> Along with the new version of the platform, we've launched a

> new support center at <http://support.webinarninja.co/>.

>

> We'd like look further on what happened when you shared your

> screen. Were you already broadcasting with the camera on at
> the time you clicked to share your screen? Or were you already
> sharing your screen and then started the broadcast? It'd be
> great if you can give us any insight on this.
>
> With the new version of the platform, we also switched to a
> new video technology. The recording will now be available in
> The Studio, the same place when you were running your webinar.
> We are currently working on a Media Manager area where all
> your recordings will be stored.
>
> As for the event when our site was hacked, we can assure you
> that nothing has been done to compromise your security. All
> user and site data is saved on a separate server than the
> actual app server so nothing has been done other than
> graffiti. Rest assured, our platform is up and running. We
> have hired a dedicated server specialist so that this event
> does not happen again.
>
> We're looking into the rest of the issues you've encountered
> and we're bringing the attention of our developers on these.
> Thank you for your patience.
>
> Again, we're sorry for any inconvenience. This is definitely
> not the experience we want for you. Please let us know how we
> can assist you further.
>
> Best,
>
> The Webinar Ninja Team
>
> On Feb 14, 2016 at 12:36 PM Joshua Spodek wrote:
>
> From: Joshua Spodek
> Subject: Multiple software issues
>
> Message Body:
> I just finished a webinar that suffered multiple software
> failures.

>

> I'll mention the biggest, then list them all as they arose

> chronologically.

>

> The biggest was that when I clicked to share my screen, it

> split between my camera and my screen -- NOT just sharing

> my screen. In my last webinar I shared my screen only. I

> was totally unprepared for my face being on screen, in a

> dark room without having thought about my appearance.

>

> I looked unprofessional, the exact opposite of the goal of

> a webinar. Luckily I'm doing a few test webinars to test

> the software so I only had a few attendees, but that

> doesn't excuse the software.

>

> Okay, the full list:

>

> 1. The "Email Marketing" interface

> - It's different than in the video with no explanation

> - There's no clear way to send the templates. What does

> "Set as default notification" mean? Clicking "See Email

> Templates" shows me the templates but doesn't show how to

> send them.

> - There's no way to choose to send the list of templates

> or make sure they aren't being sent.

> - There's no indication emails are going out, to whom, or

> when.

> - There's no indication if emails go out automatically

> when I create a webinar or if I have to set it up myself.

> - In the email templates, I set a time for the "Your

> webinar is Today" template, but saw no indication if it

> would go out.

> - "Send test email" filled in dummy information that

> didn't let me see what it would really look like

> - Some emails went out double, some didn't go out. My

> customers see that.

> - "Sent email" doesn't show the emails that went out. I

> don't know what my customers saw, only that I got doubles.

> I can't fix the amateurishness they saw without know what

-
- > they saw.
 - >
 - > 2. Sound
 - > - Sound was going out live to attendees on the webinar
 - > page while it was showing the countdown. MY CUSTOMERS
 - > HEARD ME TALKING WHEN THE WEBINAR WASN'T LIVE. The page
 - > showed no sign that sound was coming out. I could have
 - > said anything during that time. I only found out because I
 - > had a second computer set to that page.
 - > - I want to emphasize how disastrous this could have been
 - > -- to tell people to come to a page early and then hear my
 - > private conversations without my knowing.
 - >
 - > 3. Different webinar interface
 - > - The webinar interface changed from last week to this
 - > week with no warning.
 - > - The documentation in the pdf on Starting Your Webinar in
 - > Google Hangouts was irrelevant and I had no documentation
 - > for the new interface.
 - > - I normally use Firefox. The new interface had reduced
 - > functionality with Firefox, which I only found out just
 - > before the webinar. Luckily I started to set up an hour
 - > early. Even using Chrome I had to download tools.
 - >
 - > 4. Screen share failed
 - > - When I clicked to share the screen, it split the screen
 - > showing my face on the left and my screen on the right. I
 - > WAS NOT PREPARED TO BE ON SCREEN FOR THE WEBINAR. I had to
 - > choose between showing an empty half screen or my face. I
 - > was in a dark room with a crappy camera and hadn't put any
 - > thought into my appearance. My number one webinar priority
 - > is to promote myself and my products. This webinar made
 - > both look amateurish.
 - > - Clicking stopping sharing screen put only my face on.
 - > Clicking to share the screen again did nothing, leaving
 - > only my face on the screen and no slides. I wanted slides,
 - > not my face. THE DISASTER GOT WORSE.
 - > - To stop sharing my face, the only option I could think
 - > was to stop the webinar, hoping I could restart. It

-
- > wouldn't let me restart. This is the one thing I don't
 - > consider a bug so far, but would be useful functionality.
 - >
 - > A few minutes into my webinar, my results were that
 - > - My customers heard me without my knowing before the
 - > webinar started
 - > - When it started, they saw me, not just my screen
 - > - Showing me on screen unprepared made me look unprofessional
 - > - When I tried to fix the problem it got worse
 - > - When I tried to fix the worse problem, I inadvertently
 - > closed the webinar
 - >
 - > With my customers at their computers with this time
 - > scheduled, I still wanted to hold the webinar. I cloned
 - > the webinar and sent messages to the attendees of the old
 - > one a link to the new one. Some clicked and got to the new
 - > one. Only after the webinar I saw an email from another,
 - > who wrote "I have tried 4 times and all I get is the
 - > beginning where you seem to be having technical
 - > difficulties. I tried the "new" url to the webinar, but it
 - > doesn't work."
 - >
 - > The problems continued.
 - >
 - > 5. Showed zero attendees
 - > - I presume the people icon below the video shows the
 - > number of attendees. It showed zero, yet people were
 - > writing in the box.
 - > - Come to think of it, I got no option to allow or
 - > disallow attendees from seeing each other's posts, an
 - > option the old interface showed. Nor did I have any way of
 - > knowing if they could or couldn't see each other's posts.
 - >
 - > 6. I can't find the recording
 - > - Last time the video showed up in my YouTube account. I
 - > don't see this one. Where is it?
 - >
 - > 7. The attendee interface didn't have my link to my product
 - > - The attendee interface was not the one I created. THE

> LINK TO MY PRODUCT WASN'T ON THE ATTENDEE WEBINAR PAGE.

> Only in the middle of my webinar, when I said, "you can
> click below to get to my online course" did I see that the
> page I designed wasn't the one they saw.

>

> 8. Emails are continuing to come

> - While typing this, I got an email "You missed it. We got
> you covered with a Replay." I didn't intend for this email
> to go out. I had no option to specify sending it or not,
> nor the rest of the templates.

>

> 9. No feedback on yesterday's hack of your site

> - Yesterday morning your site appeared hacked. I emailed a
> screen shot. It's over twenty-four hours later and no one
> has responded. Are my customers' emails safe? Has my
> password been compromised?

>

> 10. The Dashboard is showing zero daily registrations on
> the graph despite my webinar having registrants. The other
> day, it did show registrations.

>

> This was one of my worst software experiences. There were
> bugs, functionality problems, undocumented interface
> problems, a hacking problem, communication problems, and more.

>

> Josh

>

> --

> This e-mail was sent from a contact form on Webinar Ninja
> Support (<http://support.webinarninja.co>)

>

> Powered by UserVoice.
> <[http://www.uservoice.com/powered-by?
utm_campaign=poweredby&utm_medium=email&utm_source=ticket&uv_company=Webinar+Ninja&
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>

Attachment(s)

[no_replay1.jpg](#)

[no_replay2.jpg](#)

[no_replay2_bottom.jpg](#)

[to_get_to_replay_pages.jpg](#)

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