

# HeartOut

## Directors/Music Teachers

### Guide



HeartOut User Guide for Directors will provide information on do's and don'ts on our platform as well as a step-by-step guide on how to assist your students in recording their auditions.

#### IMPORTANT TIPS FOR RECORDING AN AUDITION:

- **RECORD ON THE APP** - Auditions can only be recorded ON THE APP on a mobile device. You cannot record on our website.
- **Make sure you have enough MEMORY**- at least 1GB for one audition
- **DO NOT USE SCHOOL DEVICES** - school devices often have restrictions. Our videos get uploaded privately to Vimeo. **If you cannot access Vimeo on your device, you will not be able to upload your audition.**
- **AVOID SCHOOL WIFIS** - school WiFi's often have restrictions. Our videos get uploaded privately to Vimeo. **If you cannot access Vimeo on your school's WiFi, switch to Cellular Data, a Hotspot, or upload your audition at home on your personal WiFi.**
- **PARENTAL CONTROLS OFF** - turn off parental controls and/or VPN on the device you would like to use
- **ONE ACCOUNT PER DEVICE** - Do not log out of your account before submitting your audition/s. Prior to uploading an audition, the videos get stored locally on the device. Logging out of your account prior to submitting an audition may cause you to lose your unsubmitted videos.
- **STRONG INTERNET CONNECTION** - When trying to upload an audition, make sure you have a strong internet connection (WiFi or Cellular Data). If the uploading page is taking too long, switch from WiFi to Data (or vice versa) **without exiting the app**. Wait at least 5 minutes after making the switch to allow the connection to restart the uploading process.
- **LATEST APP VERSION** - Before you start recording, make sure you have the latest version of the HeartOut app. Go to the app store and Update your app if needed.
- **TRY YOUR DEVICE AND CONNECTION** - If you want to make sure everything works before an actual audition, go to **Private auditions**, enter code **INFO123**, record a 10 second video and upload. If that process went smoothly it means that the device and connection are working correctly.

# RECORDING YOUR STUDENTS IN THE APP

As a Director, you can assist your students in recording their auditions in the app. To do so, you have to Download the app on your phone and create an account. For this User ID you can use your regular email address (**example:** [johnsmith@gmail.com](mailto:johnsmith@gmail.com)).

To create an account, fill in your information on the Sign Up page, Agree to the Terms and Conditions and Create Account:

- Full Name
- Birth Year
- City of Residence (optional)
- Instrument
- Email
- Password

## YOU CAN RECORD MULTIPLE STUDENTS ON THE APP

It is imperative that you record all the different auditions under **the same account** (the login mentioned above). If you log in to a different account (different email address) without Uploading and Finishing each audition, **the recording will not save and the videos will be lost.**

You can record multiple students (multiple ID numbers) under the same account and your tries will not be lost. There is no limit to the number of different auditions you can submit from one account. For this reason, we recommend to **ALWAYS use 1 HeartOut account per device.** **THERE IS NO NEED TO LOG OUT OF YOUR ACCOUNT FOR ANY REASON.**

## How to Record an Audition:

- **Login after creating your account**
- **Click on Private Auditions**
- **Type the Invitation Code** (specific to the organization/competition you are applying for)
- **Type in the ID number** (unique code assigned to each student/audition. Once an audition has been submitted under this code, it cannot be used again.)
- **Before the audition:**
  - Try a **Recording Test** to check positioning, clarity of video and audio balance. You can do as many Recording Tests as you want, they do not get saved.
  - Check that all performers can be seen, adjust lighting and audio.
  - Follow all the steps that the app guides you through (**Check your battery, Switch phone to Airplane mode**)
- **Record a video**
- After you record, **Turn airplane mode off & Turn your Wi-Fi connection on**
- **After Recording:**
  - If you would like to record another video, go to **Record new video**
  - If you would like to continue recording another time, simply press the “<” sign in the top left corner and come back later
- To submit your best recording, **Select** the recording you want to submit and press **Upload and Finish**
- **YOUR AUDITION HAS BEEN SUBMITTED!**

## **IMPORTANT! (for recording multiple students)**

You can go back to the **Private Auditions** page at any point during the audition process by using the “<” sign in the top left corner. You will see the previous auditions under the “**In Progress Auditions**” section. To start a new audition (for a different student/different ID), simply click on “**New Audition**” and type in the Invitation code followed by the ID number.

**MAKE SURE YOU RECORD ALL THE AUDITIONS UNDER THE SAME ACCOUNT.**

**Click on the link below to watch a quick tutorial**

[HO Directors Guide - How to record multiple students in the app](#)

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## **MONITORING YOUR STUDENTS’ AUDITIONS**

### **Login Credentials**

You will receive an email from HeartOut with your login credentials to our website. It will usually look like this: *your email* + a [number@yourdomain.com](#) (the number is your School ID)

**EXAMPLE:** If your email is [johnsmith@gmail.com](#), your login credentials may look like this: [johnsmith+541@gmail.com](#).

### **VERY IMPORTANT!**

**These login credentials will not work in the app. To monitor your students’ submitted auditions and see their results, go to our website ([HeartOut.io](#)) and Log In with your credentials.**

As a Director, you are granted access to our website by the organizers. By logging in, you will be able to see the list of applicants (your students) that have finished the audition. Please note that you will not see any auditions that have not been submitted yet.

Upon the completion of the audition you will be able to see and download the feedback for each student after the judging has taken place.

**Click on the link below to watch a quick tutorial**

[HO Director Guide - Monitoring your students’ auditions on the web](#)

### **Questions and Technical Problems**

If you have any questions or concerns, please feel free to contact us through our **Chat feature** on our website at [HeartOut.io](#).