

# 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.

## USER IDs

- HeartOut treats users in the app and on the website as 2 different entities.
- The User ID for our website will be provided to you by HeartOut in an email.
- You can use your email to register as an app user if you want to record your students from your own device in your personal HeartOut app account.

## MONITORING YOUR STUDENTS' AUDITIONS

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.

### 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.** If you wish to help your students record their audition in the app, you will have to create an account on your device. Please see the section below for more details.

**To monitor your students' auditions and see their results, go to our website ([HeartOut.io](#)) and Log In with your credentials.**

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

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

# 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 a new user ID. 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 they 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.**

## 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](#)

## 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](https://HeartOut.io).