

How to Set Up Waiting Rooms

What guests see while they wait to be let in, and how to admit them.

A waiting room holds people until a host lets them in. You choose what they see while they wait: your own heading and message, the meeting's start time, a background, and a playlist of videos. There are four parts to it:

- 1. Design waiting room screens, called templates, in Settings.
- 2. Choose which screen each room uses.
- 3. Admit people from inside the room.
- 4. Get an alert when people are waiting and no host is there.

1. Open Settings, Waiting Rooms

Click **Settings**, then **Waiting Rooms**. Each template is listed with a summary of what it shows. **Edit** opens one, the star makes it your default (step 6), and the bin deletes it. You can keep up to 20.

With no templates at all, rooms show the standard waiting room: the heading **You're in the Waiting Room** and a message saying the host will admit them shortly.

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Waiting Rooms

What guests see while they wait to be admitted. Rooms with a Waiting Room show the default unless their settings pick another.

+ New template

Name	Shows	
Client Welcome ★ DEFAULT	Welcome to Crestview Advisory · 1 video · back...	<a>Edit ★
Board Meeting	The board meeting will begin shortly	<a>Edit ☆
Workshop Lobby	Standard heading · 2 videos	<a>Edit ☆

2. Create a Template and Write the Words

Click **New template** and fill in:

- **Template Name:** for you; guests never see it.
- **Heading** and **Message:** what guests read. Leave either blank to use the standard wording.
- **Show the scheduled start time:** adds the start time, in each guest's own time zone. Rooms without a schedule show nothing here.

Click **Create Template**. The window stays open on your new template, because the background and videos can only be added once it exists. The **Preview** beside the form shows the screen as guests will see it, and changes as you go.

3. Add a Background

Under **Background**, click **Choose image**. It fills the screen behind the waiting room; a 16:9 image works best, and a large one is resized for you. PNG, JPG, WebP and GIF all work. Without a background, the screen uses your theme color.

4. Build the Video Playlist

Under **Video playlist**, add up to 10 videos, in any mix of:

- **Upload an MP4:** click **Choose MP4**. Up to 200 MB each, stored with the template. It plays with nothing around it but your video.
- **Link a video:** paste a YouTube, Vimeo or Twitch link, or the address of a video file, and click **Add**. Nothing is uploaded; it plays from where it lives.

The videos play from the top, one after another, then start again. Drag them, or use the arrows, to change the order. Guests always start with the sound off, and can turn it on.

BEST PRACTICE: Upload MP4s for the cleanest look

YouTube, Vimeo and Twitch show their own title, logo and suggested videos on top of yours. An uploaded MP4 shows nothing but your video, which is what a branded waiting room calls for.

GOOD TO KNOW: Some phone videos need exporting first

A video your browser cannot play, such as some iPhone recordings, is refused before it uploads. Export it as an MP4 (H.264) and try again.

The background and videos save as soon as you add them. Changes to the words save when you click **Save Changes**.

Edit Waiting Room Template

WORDS

Template Name *

Client Welcome

Heading

Leave blank for: You're in the Waiting Room

Welcome to Crestview Advisory

Message

Leave blank for: The host will admit you shortly. Please stay on this page.

Your advisor will bring you in shortly. While you wait, here is a short look at how we work.

☒ Show the scheduled start time

In each guest's own time zone. Rooms without a schedule show nothing here.

BACKGROUND

Fills the screen behind the waiting room. A 16:9 image works best.



Replace

Remove

VIDEO PLAYLIST

Plays from the top, one after another, then starts again. Guests start muted and can turn the sound on.

1 OF 10

1

 How we work.mp4

Uploaded MP4 · 17.5 MB

↑

↓

🗑

Add a video

Uploads and links can be mixed in one playlist, up to 10 in all.

Upload an MP4

RECOMMENDED

The cleanest look: plays with nothing but your video. Up to 200 MB each, stored with this template.

Choose MP4

Link a video

YouTube, Vimeo, Twitch or the address of a video file. Nothing is uploaded: it plays from where it lives. YouTube, Vimeo and Twitch show their own title, logo and suggestions.

https://...

+

Add

Preview

The start time shown is an example.

Welcome to Crestview Advisory

Your advisor will bring you in shortly. While you wait, here is a short look at how we work.

Scheduled to start at 9:00 AM EDT

CRESTVIEW ADVISORY

How we work with you

A one-minute look at our planning process, while your advisor gets ready.

Review

Plan

Check in

Leave

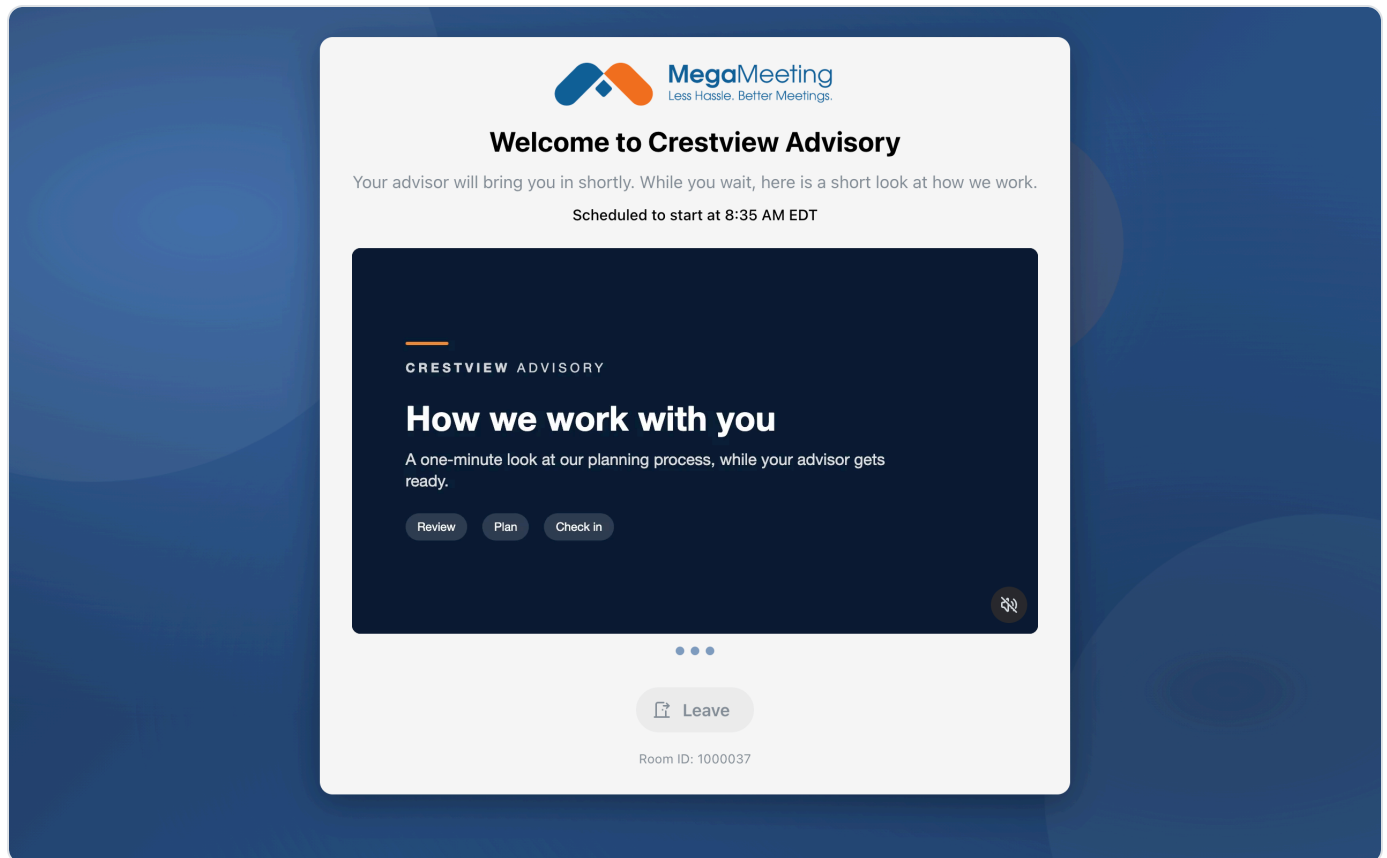
Close

Save Changes

5. What Guests See

A guest waiting in a room that uses this template sees your heading, message, start time and videos over your background, with your logo at the top. A **Leave** button and the Room ID are always shown.

Everyone except hosts and co-hosts waits there until admitted, including people on the room's attendee list.



6. Choose the Screen for Each Room

Click the star beside a template to make it your **default**. Every room with a waiting room shows the default unless the room picks another.

To pick one for a particular room, edit the room. With **Waiting Room** ticked under Room Features, **Waiting room screen** offers:

- **Default** (with your default's name in brackets): follows whichever template is your default when the guest arrives.
- Any of your templates by name.

- **Standard:** the built-in screen.

Room templates have the same setting, so a template for client meetings can bring its own waiting room screen with it.

ROOM FEATURES

✓

Video / Audio

Live video and audio conferencing for all participants.

✓

Chat

In-room text messaging for participants.

✓

Files

Upload, present, annotate, and share files.

✓

Media Player

Play video or audio files for all participants.

✓

Teleconferencing

Dial-in phone bridge so participants can join audio by phone.

✓

Breakout Rooms

Split into smaller private groups for sidebar discussions.

✓

Waiting Room

Hold participants in a waiting area until the host admits them.

Alert when a guest is waiting

Notifies the host that a guest is waiting if no host is present in the room.

✓

Room creator

The person who set up this room, by email or SMS as they choose in Settings > Notifications.

✓

Co-hosts

Attendees marked Co-Host, by email.

Waiting room screen

What guests see while they wait. Manage screens in Settings > Waiting Rooms.

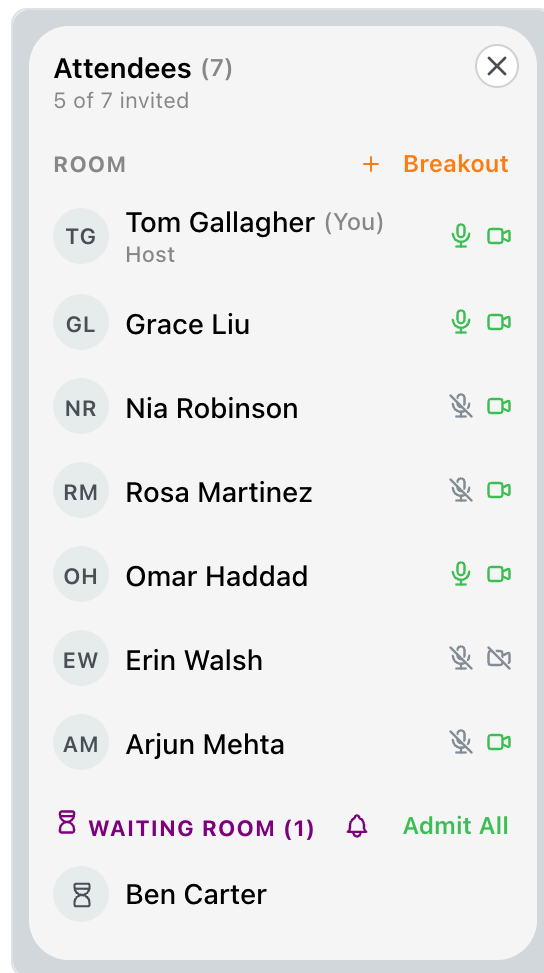
Default (Client Welcome) ↕

GOOD TO KNOW: Edits reach every room at once

Rooms use a template live: change it, and every room using it shows the change, with nothing to update room by room. Deleting a template that rooms use switches those rooms to the standard screen (not your default); the delete window tells you how many rooms and room templates use it.

7. Let People In

In the room, waiting guests are listed under **Waiting Room** at the bottom of the attendee list. Click a name for **Admit to Room** or **Reject**, or use **Admit All**. The bell beside it turns the arrival sound on and off. More on this in [How to Host a Meeting](#).



8. Get an Alert When Nobody Is There to Let Them In

If guests are waiting and no host or co-host is in the room, MegaMeeting can alert you after about a minute. The alert names who is waiting and the room, and is sent once, not over and over.

Who is alerted is set on each room (and on room templates), under **Alert when a guest is waiting** below the Waiting Room setting:

- **Room creator:** the person who set up the room, by email or SMS, as they choose below. Their alert links to MegaMeeting, to start the room from the Rooms list as usual.
- **Co-hosts:** attendees marked Co-Host, by email. Their alert links straight to the room.

How you are alerted is your own choice, in **Settings**, under **Notifications**. Under **Alert me by**, tick **Email** (your sign-in email), **SMS**, or both. Everyone who signs in to the account sets their own.

For SMS, tick SMS, enter your **Mobile number** (outside the US, include the country code) and click **Send code**. Enter the 6-digit code that arrives by text and click **Verify**. Until then, **Resend code** and **Change number** are below the code box; once verified, **Remove number** stops the texts.

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Notifications

When a guest is waiting and no host is in the room.

Alert me by

 Email

obrennan@crestviewadvisory.com

 SMS

+1 (617) 555-0127

Remove number

Checklist

- Is one template starred as your default?
- Do the heading and message read well in the preview?
- Are your videos uploaded as MP4s, in the order you want?
- Do the rooms that need a different screen have it chosen?
- Is a host or co-host going to be there to let people in?
- Is your Notifications setting how you want to be alerted?