

wexer

FITNESS ANYWHERE

WEXER PARTNER PORTAL:

- *Mobile Connect*
- *Auto-publish*
- *'simulated live' events*



1. What is Mobile Connect & when to use it

- Intro
- Strategy Execution

2. General Guidelines

3. Video Guidelines

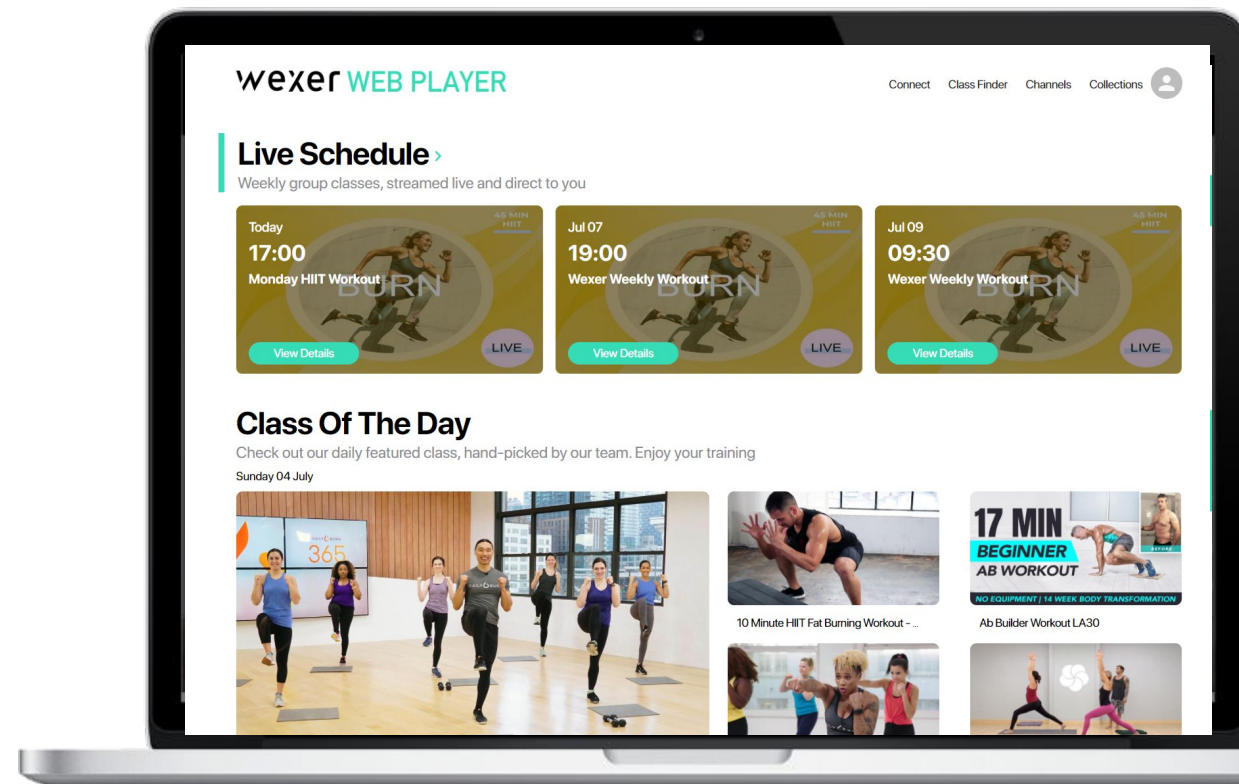
4. Step by step guide - Mobile Connect

- Login
- Upload a new class
- Class processing
- Add class metadata
- Publish a class
- Edit class

5. Auto publish simulated live event

- Function overview
- Restrict class from auto-publishing
- Full-page diagram

6. Support

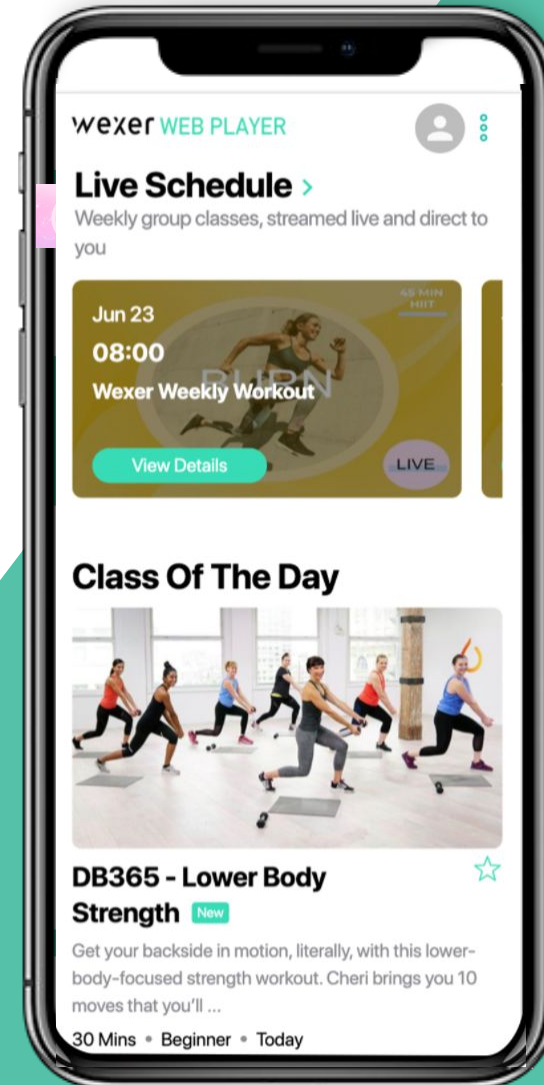


1. Intro to Mobile Connect:

Mobile Connect is designed as a way to upload and store your instructors videos in your Web Player class Library. It has an easy search function so your members favorite classes can easily be found!

A few fundamental items that will support your use of Mobile Connect:

- Integrate your clubs instructors and/or information into the main part of your web player. This will allow your members to see people they recognise and drive interest.
- Use as a tool for uploading your own classes, nutritional advice, PT workout tasters or other commercial promotions you want your members to see.
- Use your own classes for your social media marketing with the URL link sharing capabilities in your web player.
- Use when you have a new instructor joining the team, add their classes to your web player to promote their classes for both in club and digitally.
- When you make updates to your in-club timetable, add these classes to your Web Player. This will increase awareness and drive participation.



Strategy for Execution

Things to keep in mind for managing Mobile Connect:

- Classes added regularly will keep bringing your members to your platform and brand. At a minimum add a new class each week, the more often you add classes the more interest it will generate with your members.
- Your classes can be used for marketing purposes.
- Work out your content delivery plan
 - What workout types will you record?
 - What frequency will you record?
 - What background and angles will you record?Align this with your marketing team so the promotion works in harmony with your strategy.
- Keep in mind that not all of your instructors or personal trainers have experience teaching in front of a camera
 - Provide workshops - you may discover some new superstars in your club!
 - Let them do practice recordings and provide feedback in advance of the final uploads.
 - If booking a studio, aim to have all your instructors in on the same day to maximise the studio production time and costs.
 - Provide your instructor with your production schedule well in advance so they have time to plan and rehearse what they will deliver.



2. General Guidelines

Important! Until web-player version 3.0 is launched, any new classes uploaded via this function will be only accessible via the search function and not visible in any other section.

- Recommended browsers: Chrome, “New” Edge, Firefox
- Recommended connection speed for uploading is 10Mbps or higher
- Max 5 concurrent uploads
- Access is based on a generic email address which won't be deactivated if people leave the role/company
- There is one user available per country/site
- There is one user access role
- For password reset, please contact Wexer

3. Video Guidelines

When creating your videos there are a few criteria to keep in mind:

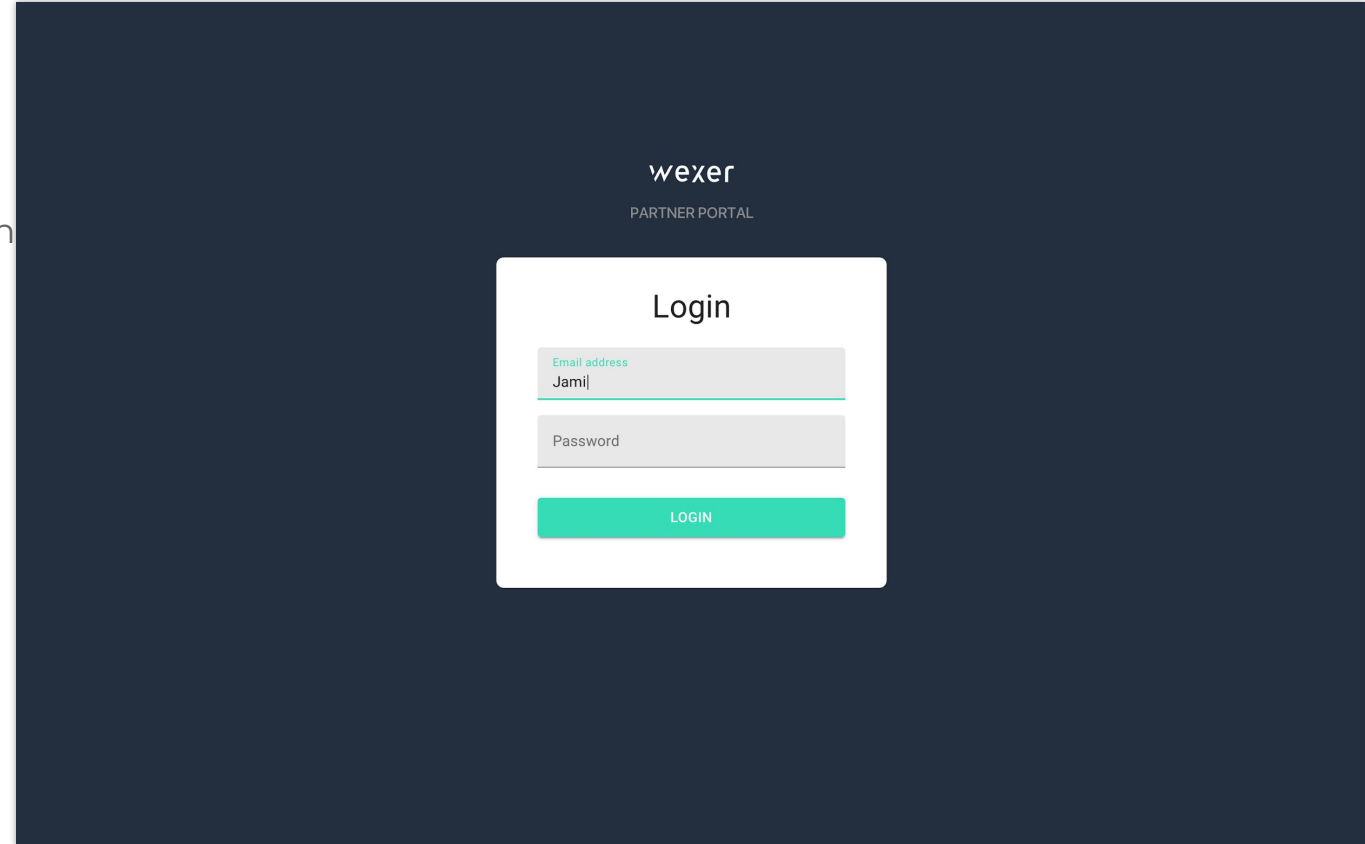
- .mp4 file format only
- Record in landscape format
- Video duration cannot be longer than 90 minutes
- Encoded video outputs:
 - 1920x1080 @ 4500 Kbps
 - 1280x720 @ 3000 Kbps
 - 960x540 @ 2000 Kbps
 - 640x360 @ 1000 Kbps
- Encoded video audio quality is 128 Kbps
- Source video files with higher resolution, bitrate and audio bitrate will be encoded to fit the above formats



4. Step by Step Guide - Mobile Connect

LOG INTO WEXER PARTNER PORTAL

- Navigate to partner.wexer.com
- Login using the email address and password that has been provided
- You will land on the portal homepage



wexer
PARTNER PORTAL

Login

Email address
Jami

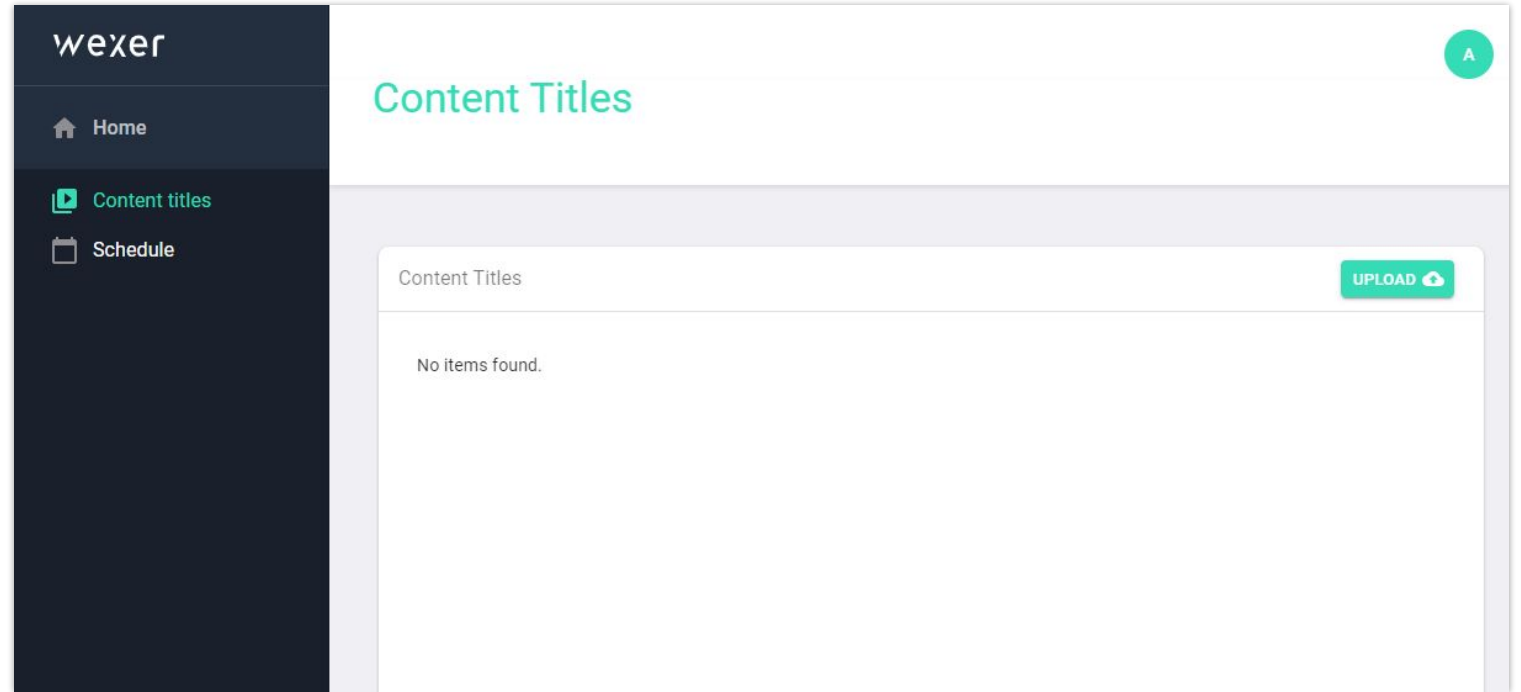
Password

LOGIN

4. Step by Step Guide - Mobile Connect

UPLOAD A NEW CLASS

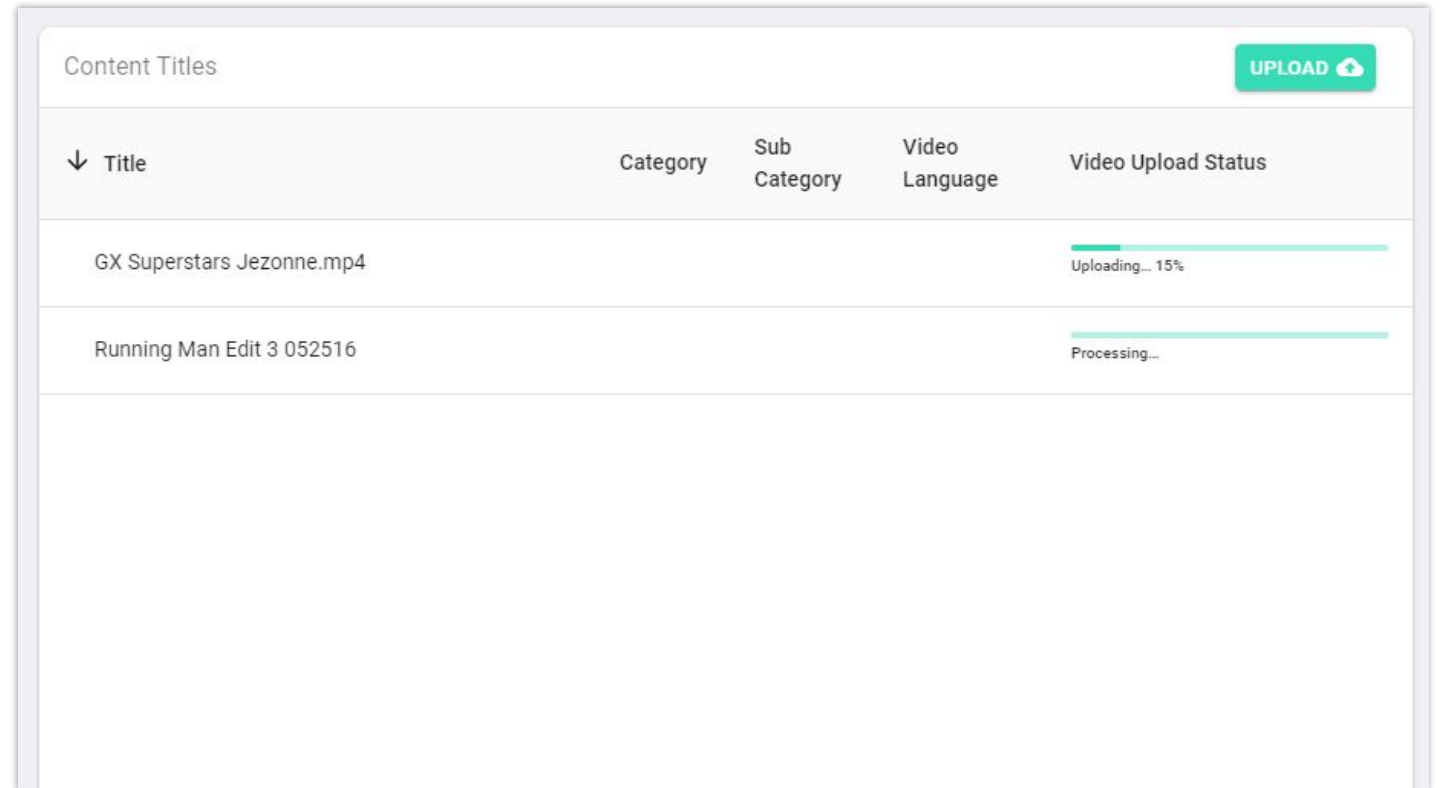
- Go to “Content titles”
- Click “Upload” to add a new class
- The file-picker will open and allow you to select a file




4. Step by Step Guide - Mobile Connect

CLASS PROCESSING

- Once the file has been selected, the upload will begin automatically and the status will be shown in percentages
- When the upload is complete, encoding/processing will commence and the status will change to “Processing...”
- When processing is complete, the status will change to “Enter details”
- Click the title to access the metadata screen



Content Titles					UPLOAD 
↓ Title	Category	Sub Category	Video Language	Video Upload Status	
GX Superstars Jezonne.mp4				Uploading... 15%	
Running Man Edit 3 052516				Processing...	

4. Step by Step Guide - Mobile Connect

ADD CLASS METADATA

- The class will have “Incomplete” status in upper right-hand corner
- Fill out class metadata and upload a cover/thumbnail for the class
 - The size requirement is 1920x1080 and needs to be in .jpg format
- Set the class release date, which is the date when the class will be available.
- Setting this date in the future will delay the availability of the class
- Click “Save”

Content Titles > Running Man Incomplete

Title
Running Man

Description
Class description

Instructor Name Optional
The Running Man

Channel
Asger documentation test

Skill Level
1 - Beginner

Focus Areas Optional

Video Language
English

Category
Cardio

Sub-category
Select

Equipment
Mat Tube

Intensity (RPE)
5 - Hard

Labels Optional

Release Date
12-05-2021

Video Trailer (optional)
Select

Cover 1920X564PX - JPG

Replace

Replace

SAVE

4. Step by Step Guide - Mobile Connect

PUBLISH CLASS

- The class will have “Unpublished” status in upper right-hand corner and “Save”-button will change to “Publish”
- It is possible to return to “Content titles” overview screen
- Click “Publish” to make class available
- Read and accept the warning

Content Titles > Running Man Unpublished

Title
Running Man

Description
Class description

Instructor Name Optional
The Running Man

Channel
Asger documentation test

Skill Level
1 - Beginner

Focus Areas Optional

Video Language
English

Category
Cardio

Sub-category
Select

Equipment
Mat Tube

Intensity (RPE)
5 - Hard

Labels Optional

Release Date
12-05-2021

Video Trailer (optional) Select

Replace

Cover 1920X564PX - JPG

Replace

PUBLISH

4. Step by Step Guide - Mobile Connect

EDIT CLASS

- To edit a published class, select it from the “Content titles” overview
- The metadata can now be changed/updated as needed
- To make a class unavailable, change the “Release Date” to any date in the future
- When the changes are done, click “Publish” to save and apply the changes

The screenshot shows the 'Running Man' class edit page. The interface is divided into two main columns. The left column contains the following fields: Title (Running Man), Description (Class description), Instructor Name (The Running Man, marked as Optional), Channel (Asger documentation test), Skill Level (1 - Beginner), Focus Areas (Optional), Video Language (English), and Category (Cardio). The right column contains: Sub-category (Select), Equipment (Mat, Tube), Intensity (RPE) (5 - Hard), Labels (Optional), Release Date (12-05-2021), Video (with a play button icon and a Replace link), Trailer (optional) (with a Select link), and Cover (1920X564PX - JPG, with a Replace link). A green 'PUBLISH' button is located at the bottom right. The top right corner of the page has an 'Unpublished' status indicator.

5. Auto - Publish Simulated Live Class

- When a Simulated Live event has played, the class will “auto-publish”, which means it will automatically be converted to a class available On-Demand
- The class will auto-publish after one hour.
 - The window clock starts at the event start time irrespective of how long the class is.
 - Example: an event is scheduled to begin at 6 PM and it has a duration of 50 minutes. The auto-publish window will start at 6 PM and the event would be published 6 PM the following day. The event/class cannot be edited during the event lock window. The event lock window is 4 hours and also starts at the event start time (6 PM). In this example, the event can be edited at 10 PM. From 10 PM there is a 20-hour window to edit this event.
- It is possible to restrict a class from being auto-published by following the steps outlined on the next page

Wexer support



- Reach Wexer support on ticket.wexer.com
- Read articles on helpcenter.wexer.com

Welcome to Wexer's Help Center

Search the Wexer Knowledge Base

Wexer Help Center > Submit a request

Submit a request

Requester email *

Requester name *

Please type your name so we can get to know you. This also allows us to find any previous cases in order to find out the history of the club to provide better support.

Club Name *