How UserVue and Morae 1.3 Work Together

By TechSmith Corporation
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How UserVue and Morae 1.3 Work Together

Introduction
This guide gives an overview on how to integrate and analyze your UserVue session recordings in Morae Manager version 1.3. In this guide, you will learn how to:

- Select the appropriate UserVue session settings to later view the UserVue session recording files in Morae Manager.
- Import the UserVue session recording files into Morae Manager.
- Analyze a UserVue session in Morae Manager version 1.3.

Important! UserVue session recording files can only be imported into Morae Manager versions 1.3 and later.

UserVue Product Overview
Remote User Experience Research Made Simple
UserVue™ is a Web-based service that allows you to remotely connect to, interact with, observe and record users as they navigate an application or Web site. It is:

- Easy to Use – UserVue makes gathering user experience feedback so simple that anyone can use it to identify design problems and make critical improvements.
- Secure and Firewall-Friendly – With the highest level of encryption possible on the Web, UserVue offers you hacker-proof security.
- Painless for Participants – There’s nothing for invited customers to install or configure, and they can participate from the comfort of their own home or office.

What Sets UserVue Apart?
UserVue is distinctly different from other usability or Web conferencing tools because

- It focuses on the user’s experience – UserVue shares the participant’s screen, providing a truly accurate view of the user experience.
- Multiple observers can view a session – Up to ten people can view a live session and collaborate over chat, without disturbing the participant.
- Results are available immediately – As soon as a session ends, you can create a Windows Media Video (WMV) file of the recording to view and share.
- Recordings import seamlessly into Morae – You can analyze, edit and share UserVue recordings in Morae Manager. And, Morae users can easily combine data from remote and lab sessions in the same Morae project.

https://uservue.techsmith.com
For a comprehensive guide to UserVue, see the UserVue Help file.

**Mora Manger Product Overview**

**Analyze and Share – Morae Manager**

In the past, a key problem with recording usability tests was the time-consuming process of trying to go back through the video to find key moments and conduct analysis of what happened. The Manager component of Morae solves this problem using Markers, automatic Segment creation, a powerful search editor and other Rich Recording Technology features. Additionally, Manager includes integrated editing functionality, making it quick and easy to assemble the important video clips into a highlight video to share with stakeholders. You can choose whether to include just the user’s screen and audio in the highlight video, or add a Picture-in-Picture (PIP) window showing the user’s facial expressions, as well. The highlight video can be produced in either AVI or WMV format.

For a comprehensive guide to Morae Manager, see the Morae Help file.
About the UserVue Recording File Formats

UserVue allows you to save your session recordings in two file formats: Morae recording (.rdg) file format and Windows Media Video (.wmv) file format. Both types of file formats can be imported into Morae Manager version 1.3 and later.

However, the Morae recording (.rdg) files record the sessions using TechSmith’s Rich Recording Technology (RRT) which allows you to record important events in a session for further analysis.

To learn more about the UserVue recording file formats, continue with the following topics:

- About Morae Recording (.rdg) Files
- About Windows Media Video (.wmv) Files
About Morae Recording (.rdg) Files

In UserVue, you can save your session recordings in both the Morae recording (.rdg) and the Windows Media Video (.wmv) file formats.

Morae recording (.rdg) files are unique because they are composed of multiple data streams collected by TechSmith’s Rich Recording Technology (RRT). RDG files contain Rich Recording Technology data (RRT). This includes:

- Screen Video (participant’s screen)
- Audio (if the facilitator calls the participant)
- Keyboard input (Keystrokes)
- Mouse Clicks
- Web page Changes
- Window Focus
- Chat Stream (Observer Chat and Participant Chat)
- Markers
- Session Description

Morae recording (.rdg) files can be imported into Morae Manager version 1.3 or later to conduct further analysis of a session recording.

See Also:

- About Windows Media Video (.wmv) Files
- Importing your Session Recording into Morae Manager
- Importing your Session Recording into an Existing Project
About Windows Media Video (.wmv) Files
In UserVue, you can save your session recordings in both the Morae recording (.rdg) and the Windows Media Video (.wmv) file formats.

The Windows Media Video file format is the latest Microsoft streaming file format. Windows Media Video is the current Microsoft streaming file format that replaces the legacy ASF files. WMV files play in Microsoft's Windows Media Player, RealPlayer, or Morae Manager. WMV files can be streamed or played locally from the hard disk.

The Windows Media Video (.wmv) files saved in UserVue only record the screen video of the participant and the audio from the session. The Windows Media Video (.wmv) files do not include Markers or other RRT data streams.

The .wmv file format is a good choice for immediate sharing of the session recording and for viewing for quick recaps of the session. The .wmv file format may also be the appropriate choice if you are sharing the session recording file with others who do not have Morae Manager 1.3.

If you would like to conduct further analysis of the session, Morae recording (.rdg) file format is the better choice.

To learn how to save your UserVue session recordings as Windows Media Video (.wmv) files, see Selecting the Recording File Format.

See Also:

- About Morae Recording (.rdg) Files
- Importing your Session Recording into Morae Manager
- Importing your Session Recording into an Existing Project
Session Setup

There are some settings on the UserVue Web site and in the UserVue Facilitator application that you can set to help with analyzing your session in Morae Manager version 1.3. This section describes how to access and select these settings.

For a comprehensive guide to how to set up sessions in UserVue, please see the UserVue help file.

To learn more about how to set up your UserVue session to later view in Morae Manager version 1.3, continue with the following topics:

- Setup Guide
- Session Description
- Selecting the Recording File Format
- Recording Keyboard Input
- Selecting the Recording File Location
- Marker Definitions
- Importing your Session Recording into Morae Manager
- Importing your Session Recording into an Existing Project
## Setup Guide

The following chart provides a quick guide to where in the UserVue Web site or application to set up the session and recording settings that apply to the Morae recording (.rdg) files.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Web Site</th>
<th>Application</th>
<th>Path</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Session Settings</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Setup a new session</td>
<td>X</td>
<td></td>
<td>UserVue Web site &gt; New Session button</td>
</tr>
<tr>
<td>Session title</td>
<td></td>
<td></td>
<td>UserVue Web site &gt; New Session button &gt; Session title</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>OR UserVue Web site &gt; <em>Session name</em> link &gt; Session title</td>
</tr>
<tr>
<td>Study name</td>
<td></td>
<td></td>
<td>UserVue Web site &gt; New Session button &gt; Study</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>OR UserVue Web site &gt; <em>Session name</em> link &gt; Study</td>
</tr>
<tr>
<td>Description</td>
<td></td>
<td></td>
<td>UserVue Web site &gt; New Session button &gt; Description</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>OR UserVue Web site &gt; <em>Session name</em> link &gt; Description</td>
</tr>
<tr>
<td><strong>Recording Settings</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Record keyboard input</td>
<td>X</td>
<td>X</td>
<td>UserVue Web site &gt; New Session button &gt; Record keyboard input</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>OR Facilitator application &gt; Settings &gt; Record keyboard input</td>
</tr>
<tr>
<td>Save as a Windows Media Video file</td>
<td>X</td>
<td>X</td>
<td>UserVue Web site &gt; New Session button &gt; Save as Windows Media Video file</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>OR Facilitator application &gt; Settings &gt; Save as Windows Media Video file</td>
</tr>
<tr>
<td>Save as a Morae recording</td>
<td></td>
<td>X</td>
<td>UserVue Web site &gt; New Session button &gt; Save as a Morae recording</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>OR Facilitator application &gt; Settings &gt; Save as a Morae recording</td>
</tr>
<tr>
<td>Select the File location to</td>
<td></td>
<td>X</td>
<td>Facilitator application &gt; Settings</td>
</tr>
<tr>
<td>Setting</td>
<td>Web Site</td>
<td>Application</td>
<td>Path</td>
</tr>
<tr>
<td>-----------------------------</td>
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<td>-------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>save the recording(s)</td>
<td></td>
<td></td>
<td>&gt; File location</td>
</tr>
<tr>
<td><strong>Markers</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Set Marker Definitions</td>
<td>X</td>
<td></td>
<td>UserVue Web site &gt; Markers</td>
</tr>
</tbody>
</table>
Session Description
The session description is a field entered when creating your session on UserVue. The session description allows you to create a description of the session that may include:

- Session details
- Information about the participant
- Purpose or goal of the session or study
- Notes to help differentiate between sessions

The description is included in the Morae recording file (.rdg). The session description displays in the Details pane in Morae Manager 1.3.

To add a session description
2. Click the New Session button.
3. The Create Session page opens. Enter a session description in the Description field.
4. Click the Create Session button.

When the session is complete, the description is saved with the Morae recording (.rdg) file.

To add a session description to a previously created session
2. Click a session link from the Sessions column in the Session List.
3. The Edit a Session Web page opens. Enter a session description in the Description field.
4. Click the Update button to update and save the changes made to the session.

When the session is complete, the description is saved with the .rdg recording file.

See Also:
- Overview of the Details Pane
### Selecting the Recording File Format

Save a session recording as one or more of the following formats:

- **Windows Media Video (.wmv)**
  
  You can view and share Windows Media Video (.wmv) files immediately after the session has been closed and saved. See About Windows Media Video (.wmv) Files.

- **Morae recording (.rdg) file**
  
  You can import Morae recording (.rdg) files into Morae Manager for later analysis. See About Morae Recording (.rdg) Files.

By default, the session recording files are saved in the following location: C:\Documents and Settings\My Documents\UserVue. To change the default file location, see Selecting the Recording File Location.

#### To change the session recording file format (from UserVue Web site)

1. Click the link for a session from the Sessions column on the Session List.

   ![Session List with Snagit Usability Study and Web Prototype Review](image)

<table>
<thead>
<tr>
<th>Study</th>
<th>Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Snagit Usability Study</td>
<td>Participant 1</td>
</tr>
<tr>
<td>Snagit Usability Study</td>
<td>Participant 2</td>
</tr>
<tr>
<td>Snagit Usability Study</td>
<td>Participant 3</td>
</tr>
<tr>
<td>Web Prototype Review</td>
<td>P1</td>
</tr>
</tbody>
</table>

2. The Edit a Session Web page opens. Select the desired file format(s) to save your recording as: Save as Morae recording, Save as Windows Media Video.

3. Click the Update button to save the changes.

#### To change the session recording file format (from the Facilitator application)

1. Download the Facilitator application.
2. Click the Settings button on the toolbar or click the View/edit session settings link. The Session Settings dialog box appears.
3. In the Recording Options area, select the file format(s) for your recording by enabling/disabling the Save as Morae recording and the Save as a Windows Media Video file options.
4. Click the Browse button to select a File Location to save the recording files.
5. Click OK.

See Also:

- Importing your Session Recording into Morae Manager
- Importing your Session Recording into an Existing Project
Recording Keyboard Input
The **Record keyboard input** option in UserVue allows you to record all keystrokes entered by the participant during a session and save this data to the Morae recording (.rdg) file. This option is enabled by default.

You may want to disable the recording of keyboard input in sessions that include sensitive information such as the participant’s credit card number, banking information, or passwords.

**To disable the recording of keyboard input (from the UserVue Web site)**

1. Log in to the UserVue Web site ([https://uservue.techsmith.com](https://uservue.techsmith.com)).
2. Click a session link from the Session List or click the New Session button to create a new session.
3. On the Edit a Session page (existing session) or the Create Session page (new session), disable the **Record keyboard input** option.
4. Click the Update button (existing session) or the Create Session button (new session).

The .rdg file created in UserVue will not include the recording of any keystrokes entered during the session.

**To disable the recording of keyboard input (from the Facilitator application)**

1. Download the Facilitator application from the UserVue Web site.
2. Click the Settings button or click the View/edit session settings link.
3. The Session Settings dialog box opens. Disable the **Record keyboard input** option.
4. Click OK.

The .rdg file created in UserVue will not include the recording of any keystrokes entered during the session.

**See Also:**
- About Morae Recording (.rdg) Files
- Selecting the Recording File Format
- Search Results
Selecting the Recording File Location

By default, the session recording files are saved in the following location: C:\Documents and Settings\My Documents\UserVue.

Important! The file location to save the session recording(s) in can ONLY be changed in the Facilitator application prior to the start of a session. Once the session has started, the file save location cannot be changed.

After a session is completed, the Session Results dialog box appears. This dialog box also shows the file location of the session recording files.

To change the default file location:

1. Download the Facilitator application.
2. Click the Settings button on the toolbar or click the View/edit session settings link. The Session Settings dialog box appears.
3. Click the Browse button to select a File location. The default file location is: C:\Documents and Settings\My Documents\UserVue.
4. Click OK.

See Also:

- Selecting the Recording File Format
- Importing your Session Recording into Morae Manager
- Importing your Session Recording into an Existing Project
**Marker Definitions**

UserVue allows you to create a set of Marker definitions to use to log events or to take notes during a session. The Markers set during a session can be viewed in Morae Manager 1.3.

The facilitator in UserVue can define Markers on the UserVue Web site prior to a session. Creating a set of predefined Markers to use while logging a session helps the facilitator and observers to:

- Use a consistent set of Marker Names.
- Quickly log events during a session.

**Important!** You may only have one set of predefined Markers per account. Marker definitions can only be set prior to a session on the UserVue Web site.

The defined Markers appear in the *Marker name* dropdown menu in the Facilitator and Observer applications.

### To Generate the Default Marker Definition List

On the *Markers* page, click the **Create Default Markers** button. The default Marker definitions appear on the page as shown in the image below.

### To Create a Custom Set of Marker Definitions

1. On the UserVue Web site ([https://uservue.techsmith.com](https://uservue.techsmith.com)), click the **Markers** link.
2. The *Markers* page opens. Enter a Marker name in the *Marker name* field. (example: User Error)
3. Select a hotkey letter from the *Optional hotkey* dropdown menu. This allows you to set a specific Marker type during a session simply by using the hotkey.
   **Note:** Hotkeys in UserVue are unique. Once a hotkey combination is assigned to a Marker definition, the same hotkey combination cannot be used for another Marker definition.
4. Click the **Add** button to create your new Marker definition. The Marker definition appears in the grid below.
To Delete a Marker definition

1. On the Markers page, click the **Delete** link for the Marker to delete it.
2. Click **Yes** on the dialog message to delete the Marker.

See Also:

- Viewing the Marker Notes
- Viewing the Marker Definitions in Morae Manager
- Changing the Marker Color
Importing your Session Recording into Morae Manager

You can import the session recording files into Morae Manager version 1.3.

To import your recordings into a new project

1. Open Morae Manager. The Welcome Wizard appears.
2. Choose the Create a new project option.
3. Click OK. The first screen of the Create New Project wizard appears.
4. Type the desired Project name in the field provided.

5. Type the path for, or use the Browse button to locate the folder that you want the project to be saved in.
6. Choose Next. The second screen in the wizard appears:
7. Choose the **Add** button to browse and select the recording files you wish to import into the project. To select more than one file, hold down the shift key while clicking on the recordings you wish to import.  
*Note:* You can import Morae recording (.rdg) and/or standard video (.avi, .wmv, .asf) files into a project.

8. Once you have added all of the desired recordings, choose the **Finish** button to exit the wizard. The new project containing the selected recordings is added to Manager’s *Tree View*, as shown below (in this figure, “Participant 1” and “Test 1” are individual recording files):
Importing your Session Recording into an Existing Project

Morae Manager version 1.3 allows you to import your Morae recording (.rdg) files and your Windows Media Video (.wmv) files created in UserVue into Morae Manager.

To import Morae recording files into an existing project

1. Choose the Open Project button to browse for the existing Morae project file (.mpr).
2. Select the .mpr file and click Open. The project opens in Manager’s Tree View.
3. Choose File > Import Morae recording or click the Import Recording button.
4. The Import Recording dialog box appears. Browse and select the Morae recording (.rdg) file to open.
5. Click Open.

The recording file(s) are imported into the open project and appear in the project folder in the Tree View.

To import Windows Media Video files into an existing project

In addition to Morae recording (.rdg) files, you can import regular video files including .avi, .wmv, and .asf file formats into Morae Manager 1.3.

1. Choose File > Import Video.
2. The Import Recording dialog box appears. Browse and select the Windows Media Video (.wmv) file to import.
3. Click Open.

The video file is imported into the open project and appears in the project folder in the Tree View.

Note: The .wmv files created in UserVue do not contain any Rich Recording Technology (RRT), only video and audio. However, you can set Markers and create Segments in these videos when you import the videos into Morae Manager.

See Also:

- About the UserVue Recording File Formats
- Selecting the Recording File Format
- Selecting the Recording File Location
Working within Morae Manager 1.3

This section gives an overview of the components in Morae Manager version 1.3. For a comprehensive guide to Morae Manager 1.3 and its components, see the help file in Morae Manager.

To learn more about each component, continue with the following topics:

- Overview of Morae Manager
- Overview of the Tree View
- Overview of the Details Pane
- Analyzer Tab
- Presenter Tab
Overview of Morae Manager

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analyzer tab</td>
<td>This tab allows you to import recordings, organize them, navigate through them, and analyze the Rich Recording Technology (RRT) data streams.</td>
</tr>
<tr>
<td>Presenter tab</td>
<td>This tab includes integrated editing functionality, making it quick and easy to assemble important video clips into highlight video to share with stakeholders.</td>
</tr>
<tr>
<td>Tree View</td>
<td>This pane allows you to navigate through recordings, imported videos, Segments, and Markers.</td>
</tr>
<tr>
<td>Details Pane</td>
<td>This area displays information about the recording, Segment, or Marker selected in the Tree View.</td>
</tr>
<tr>
<td>Player Window</td>
<td>This area displays the screen video from the selected recording, Segment, or Marker.</td>
</tr>
<tr>
<td>Timeline/Player window controls</td>
<td>These controls allow you to start, stop, zoom in and out, and navigate through the screen video, and to create new Segments, Markers, Video Clips.</td>
</tr>
<tr>
<td>Search Results</td>
<td>This pane displays the search results.</td>
</tr>
</tbody>
</table>
Overview of the Tree View
The Tree View lists all Morae recordings, imported video, Segments, Markers, and Video Clips in a Morae Project file. The Tree View allows you to navigate through your recordings, imported videos, Segments, and Markers.

When you click an item in the Tree View, the Player Window loads the recording or jumps to the specific time in the recording when the event was set.

The Tree View is also linked to the Details pane. When an item is selected in the Tree View, the information associated with that recording appears in the Details pane.

See Also:
- Overview of Morae Manager
- Overview of the Details Pane
Overview of the Details Pane

The Details pane in Morae Manager displays information about the selected recording, imported video, Segment, and Marker.

The Details pane is linked to the Tree View. When an item is selected in the Tree View, the information associated with that recording appears in the Details pane.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copy to Clipboard button</td>
<td>Allows you to copy the contents of the Details pane to the Clipboard.</td>
</tr>
<tr>
<td>Edit Item button</td>
<td>Opens the Segment Details or Marker Details dialog box. This button applies only to a Segment or Marker selected in the Tree View.</td>
</tr>
<tr>
<td>Details list</td>
<td>List containing the details related to the selected item. Details for UserVue session recordings may include: description, name, clip duration, file path, start and end time, captured steams, video codec, video frames per second, video resolution, video bit depth, and audio codec.</td>
</tr>
</tbody>
</table>

See Also:

- Overview of Morae Manager
- Overview of the Tree View
Analyzer Tab

The Analyzer tab allows you to import the recordings created by Recorder, organize them, navigate through them, and analyze the Rich Recording Technology (RRT) data streams. Use the Player Window to view and navigate through the screen video portion of your recording. The zooming timeline provides quick and precise navigation within your recordings.

Analysis Features:

- Review screen video automatically synchronized with user video and audio.
- View Marker notes created by the facilitator and observers in UserVue synchronized with the video recording.
- Search for specific event types, or text that appeared onscreen, with a powerful, natural language search editor (i.e., find every time the user clicked on a specific Web page).
- Automatically break recordings into tasks based on markers.
- Quickly calculate usability metrics, including time on task, click path, and user success rate.
- Export search results to a comma-delimited file that can be used in other applications, such as Microsoft Excel.

See Also:

- Analyzing your recording
- Exporting the Search Results into Microsoft Excel
Presenter Tab
The Presenter tab includes integrated editing functionality, making it quick and easy to assemble the important video clips into a highlight video to share with stakeholders. You can choose whether to include just the user’s screen and audio in the highlight video, or add a Picture-in-Picture (PIP) window showing the user’s facial expressions, as well. The highlight video can be produced in either AVI or WMV format.

Presentation Features:

- Create highlight videos with an easy-to-use, drag-and-drop, editing interface.
- Create and edit video and title clips, and optionally add audio voice-overs.
- Import videos not recorded with Morae and include them in the highlight video.
- Position, resize and adjust the opacity of the PIP image for each clip.
- Create multiple highlight videos within a single project.
- Easily add transitions.
- Produce highlight videos as an industry-standard AVI or WMV files for easy sharing.
- Produce individual clips to easily include in PowerPoint presentations.
Analyzing your recording

Beyond the basic screen video and audio files, Morae Manager allows you to view and analyze the RRT data streams that are recorded in the Morae recording (.rdg) files. Within Morae Manager, you can view, search, and both qualitatively and quantitatively analyze the recordings which contain the video and data streams collected by Rich Recording Technology (RRT).

In Analyzer, you can:

- Review screen video automatically synchronized with user video and audio.
- View Marker notes created by the facilitator and observers in UserVue synchronized with the video recording.
- Search for specific event types, or text that appeared onscreen, with a powerful, natural language search editor (i.e., find every time the user clicked on a specific Web page).
- View the Chat stream for specific questions or observations from the participant and/or observers.
- Automatically break recordings into tasks based on markers.
- Quickly calculate usability metrics, including time on task, click path, and user success rate.
- Export search results to a comma-delimited file that can be used in other applications, such as Microsoft Excel.

To learn more about analyzing your UserVue recordings in Morae Manager, continue with the following topics:

- Viewing the Marker Notes
- Viewing the Marker Definitions in Morae Manager
- Changing the Marker Color
- How to Run a Search
- How to Create a Search Profile
- Search Criteria
- Search Results
- Exporting the Search Results into Microsoft Excel
Viewing the Marker Notes

You can view the Markers set during a UserVue session in Morae Manager. There are three ways to view the Marker notes from a session.

Viewing Markers on the Timeline

If you hover over the Markers on the Timeline, a tooltip appears with the following information:

- Marker Type
- Marker Note
- The time the Marker was set in the recording

**Note:** The entire Marker Note may not show in the tooltips. To view the entire Marker Note, try viewing the Marker Notes in the Details pane or the Search Results.
Viewing Marker Notes in the Details Pane

To view the Marker Notes in the Details pane, click a Marker in the Tree View. The information associated with that Marker appears in the Details pane.

The Player Window loads the video to the specific time in the session that the Marker was created.

Viewing Marker Notes in the Search Results
You can also view the Marker Notes by running a search.

To run a search on Markers only

1. Select a recording or segment to search within. See Step 1: Select the time span for the search for more information.
2. Click the Search button in the Search Results pane or choose Search > Run Search.
3. The Search Editor opens. Select Markers in the Search For area.
4. Click the Search Now button.
The Markers appear in the Search Results pane.
Related Topics:

- Viewing the Marker Definitions in Morae Manager
- How to Create a Search Profile
- Exporting the Search Results into Microsoft Excel
Viewing the Marker Definitions in Morae Manager

To view the Marker definitions associated with a specific recording:

1. In Morae Manager version 1.3, select a recording from the Tree View.
2. Choose Marker > Define Marker Types or press <F3> on the keyboard. The Marker Definitions dialog box appears.

In the Marker Definitions dialog box, you can view the Color, Type, and Definition set for the Marker definitions in a specific recording.

The terminology between the Marker Definitions in UserVue and in Morae Manager version 1.3 differs. The following chart compares the terminology between the two products.

<table>
<thead>
<tr>
<th>UserVue</th>
<th>Morae Manager 1.3</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Marker Definition</td>
<td>Definition</td>
</tr>
<tr>
<td>Optional hotkey</td>
<td>Type</td>
</tr>
<tr>
<td>Cannot select a color.</td>
<td>The default Marker color is orange. The UserVue Markers appear in orange.</td>
</tr>
</tbody>
</table>

Related topics:

- Changing the Marker Color
- Viewing the Marker Notes
Changing the Marker Color
Marker colors help to differentiate the various Marker Types on the Timeline. All Marker definitions created in UserVue are orange by default.

To change the color of the Marker type
1. Open Morae Manager version 1.3, select a recording from the Tree View.
   3. Choose Marker > Define Marker Types or press <F3> on the keyboard. The Marker Definitions dialog box appears.
4. In the Color column, click within the cell of the Marker color you want to change.
5. A dropdown menu appears in the color cell. Select a color from the dropdown color menu.
6. Click OK.
The color for the Marker type is now changed and appears as a colored flag on the Timeline.

See Also:
- Viewing the Marker Definitions in Morae Manager
How to Run a Search
The Search feature allows you to search your recordings for particular events or data streams.

To run a basic search
1. Select a recording or segment to search within. See Step 1: Select the time span for the search for more information.
2. Click the Search button in the Search Results pane or choose Search > Run Search.
3. The Search Editor opens. Select the desired search criteria.
4. Click the Search Now button.
The Search Results appear in Search Results pane at the bottom of Morae Manager. For more detailed information on how to run a search, see How to Create a Search Profile.

Search Editor Dialog Box
To open the Search Editor dialog box:
- Choose Search > Run Search.
- Or, click the Search button in the Search Results pane.
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Search during</td>
<td>Displays the time span selected for the search. To adjust the time span, click on the hyperlink in the field.</td>
</tr>
<tr>
<td>2 Search for</td>
<td>Includes categories that allow you to refine your search. Select the categories to include in your search.</td>
</tr>
<tr>
<td>3 Search Profiles pane</td>
<td>Lists your saved search profiles and custom profile groups. The <strong>New Search</strong> option allows you to clear the <strong>Search Editor</strong> to create a new search. The <strong>Last Search</strong> option allows you to run the search profile from the last search again.</td>
</tr>
<tr>
<td>4 Save Profile</td>
<td>Opens the <strong>Save Search Profile As</strong> dialog box which allows you to save profiles, name profiles, and add new groups to your profile list.</td>
</tr>
<tr>
<td>5 Organize Profiles</td>
<td>Opens the <strong>Organize Search Profiles</strong> dialog box where you can arrange, delete, rename, import, and export the search profiles.</td>
</tr>
<tr>
<td>6 Search profile</td>
<td>Displays the categories selected for the current search profile. For each category selected in the <strong>Search for</strong> pane, a hyperlink appears in the <strong>Search profile</strong> pane. Click on the link to further refine the search options. <strong>Applications:</strong> include the applications that were running on the Recorder source computer/participant computer during the selected time span. Click the <strong>application</strong> link to adjust which running application to search.</td>
</tr>
<tr>
<td>7 Search Now</td>
<td>Click this button to conduct the search and view your results in the search results pane.</td>
</tr>
</tbody>
</table>

**See Also:**
- How to Create a Search Profile
- Search Criteria
- Search Results
How to Create a Search Profile

Search Profiles allow you to narrow down your search based on specific criteria in the recording. Creating a Search Profile may be useful when you are looking for specific events during a session, such as a particular Marker Type or when a participant visited a specific Web site.

**Step 1: Select the time span for the search**

In the *Tree View*, select the time span for the search. The image below shows an entire recording selected for the time span in the *Tree View*.

The following table describes how to select various time span options.

<table>
<thead>
<tr>
<th>Time Span</th>
<th>How to Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entire recording</td>
<td>Select a recording from the <em>Tree View</em>.</td>
</tr>
<tr>
<td>Segment</td>
<td>Select a Segment from <em>Tree View</em>.</td>
</tr>
<tr>
<td>Between In and Out points</td>
<td>Use the timeline and Player controls to set your In and Out point arrows.</td>
</tr>
</tbody>
</table>

*Note:* If you do not make a specific selection, the default time span is between the current In and Out points on the timeline.

The selected time span appears in the *Search during* field in the Search Editor.

**Step 2: Open the Search Editor**

To open the Search Editor, choose *Search > Run Search* or click the *Search* button in the *Search Results* pane.
Step 3: Chose what criteria to search for
The next step is to select the events to search for. The searchable events in UserVue recordings include: Web Page Changes, Window/Dialog Events, Mouse Clicks, Keystrokes, Markers, and Chat. For more information about the options in the Search for area, see Search Criteria.

Select the events to search for in the Search for pane. For each event selected, a corresponding hyperlink phrase appears in the Search profile.

To edit the search options for an event, click an event link from the Search profile area. A dialog box opens that allows you to edit the search options for that event.

Step 4: Define the applications to include in the search
You may select which applications to search in that were running during a session on the participant’s computer. To select which applications to search within:

1. Click the applications link in the Search Editor.
2. The Applications dialog box appears. Enable the Specific applications option to select which applications to include in the search.
3. Place a check mark next to the applications you want to include in the search.
4. Click OK.

Your selections are indicated in the Search profile area.
**Step 5: Review and adjust the search composition**
Review the search parameters/criteria set in the Search profile area.

Search profile - click a link to adjust settings:
- In all applications (8) that were running during record time
- Specific Web page changes with the text “TechSmith” in the URL or in the page title
- All mouse clicks
- All keystrokes (152)
- Specific markers of multiple marker types (3)
- created in Manager or Remote Viewer
- Specific “Chat with participant” messages sent by the moderator or the participant or the system
- All instructions

**Step 6: Conduct/Run the search**
Click the Search Now button to run the search. The Search Results appear in the Search Results pane as shown below.

See the Morae help file for a comprehensive guide to how to conduct a new search, repeat your last search, and work with the search profiles.

**See Also:**
- Search Criteria
- Search Results
- Exporting the Search Results into Microsoft Excel
Search Criteria
The following table describes the search criteria options available when running a search profile.

<table>
<thead>
<tr>
<th>Event</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web Page Changes</td>
<td>Includes all Web page changes (when a Web page was loaded into the participant’s Web browser) or only Web page changes that contain specific text in the URL and/or the page title.</td>
</tr>
<tr>
<td>Windows/Dialog Events</td>
<td>Includes all windows or dialogs that were resized, moved, focused on during the session. You may also adjust the search depth (low, medium, high) and specify the tile of the window or dialog.</td>
</tr>
<tr>
<td>Mouse Clicks</td>
<td>Includes all mouse clicks. You may specify which mouse button (left, middle, right), if a modifier key was used, and mouse clicks that occurred in a specific window/dialog.</td>
</tr>
<tr>
<td>Keystrokes</td>
<td>Includes any keystroke or keystroke combination if the Enable keyboard input option was selected for the session.</td>
</tr>
<tr>
<td>Screen Text</td>
<td>This event does not appear in Morae recording (.rdg) files created in UserVue.</td>
</tr>
<tr>
<td>Markers</td>
<td>Includes all Marker information or specific Markers (by type, text, or where the Marker was created).</td>
</tr>
<tr>
<td>Segments</td>
<td>This event does not appear in Morae recording (.rdg) files created in UserVue unless added in Morae Manager.</td>
</tr>
<tr>
<td>Chat</td>
<td>Includes the Observer and Participant chat streams.</td>
</tr>
<tr>
<td>Instructions</td>
<td>This event does not appear in the Morae recording (.rdg) files created in UserVue.</td>
</tr>
</tbody>
</table>

See Also:
- How to Run a Search
- How to Create a Search Profile
Search Results
The List View displays your search results in vertical columns containing information such as Elapsed Time, Clicks, Keystrokes, Application, etc. The columns that appear in the List View, and the content of those columns, depend on the search categories you choose in the Search For area of the Search Editor.

For more information on how to search the session recording, see How to Create a Search Profile.

Description of the Search Results Columns
The following table describes the columns available in the List View of the Search Results, in their default order.

<table>
<thead>
<tr>
<th>Column Title</th>
<th>Available in Search Category</th>
<th>Content Display in Column</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elapsed Time</td>
<td>All categories</td>
<td>The elapsed time at which the event occurred.</td>
</tr>
<tr>
<td>Event</td>
<td>All categories</td>
<td>The type of event: Web Page Changes, Window/dialog event, mouse click, Chat with participant, Chat with observers, keystroke, screen text, Marker, or Segment.</td>
</tr>
<tr>
<td>URL</td>
<td>Web Page Changes</td>
<td>The URL of the Web page.</td>
</tr>
<tr>
<td>Page Title</td>
<td>Web Page Changes</td>
<td>The title of the Web page.</td>
</tr>
<tr>
<td>Window Title</td>
<td>Window/dialog events; Mouse Clicks</td>
<td>The title of the window in which the window/dialog event or mouse click occurred.</td>
</tr>
<tr>
<td>Focus/Move</td>
<td>Window/dialog events</td>
<td>Whether the window/dialog had focus or was moved or resized.</td>
</tr>
<tr>
<td>Clicks</td>
<td>Mouse Clicks</td>
<td>The mouse button clicked during the recording (left, middle, right).</td>
</tr>
<tr>
<td>Key</td>
<td>Keystrokes</td>
<td>The key that was pressed.</td>
</tr>
<tr>
<td>Modifier</td>
<td>Keystrokes; Mouse Clicks</td>
<td>Any modifier key that was used with a keystroke.</td>
</tr>
<tr>
<td>Screen Text</td>
<td>Screen text</td>
<td>The text that appeared on screen. This does not apply to .rdg files created using UserVue.</td>
</tr>
<tr>
<td>Search Depth</td>
<td>Screen text; Window/dialog events</td>
<td>The search depth at which the screen text or window/dialog was found (high, medium, low).</td>
</tr>
<tr>
<td>Name</td>
<td>Marker; Segment</td>
<td>The name of the Marker or Segment.</td>
</tr>
<tr>
<td>Notes</td>
<td>Marker; Segment</td>
<td>Any text not attached to the Marker or Segment.</td>
</tr>
<tr>
<td>Creator</td>
<td>Marker; Segment</td>
<td>The role of the person who created the Marker, Segment, or Chat Stream. For the Observer application, this is the user display name entered as the Observer Name after downloading the Observer application.</td>
</tr>
<tr>
<td>Marker Type</td>
<td>Marker</td>
<td>The Marker type assigned to that Marker.</td>
</tr>
</tbody>
</table>
### Column Title

<table>
<thead>
<tr>
<th>Available in Search Category</th>
<th>Content Display in Column</th>
</tr>
</thead>
<tbody>
<tr>
<td>Definition</td>
<td>Marker</td>
</tr>
<tr>
<td>Created In</td>
<td>Marker</td>
</tr>
<tr>
<td>Parent</td>
<td>Window/dialog events</td>
</tr>
<tr>
<td>Application</td>
<td>All categories</td>
</tr>
<tr>
<td>Time/Date</td>
<td>All categories</td>
</tr>
</tbody>
</table>

See Also:

- How to Run a Search
- How to Create a Search Profile
- Exporting the Search Results into Microsoft Excel
Exporting the Search Results into Microsoft Excel

In Morae Manager, you can export the search results from the List View into a comma-delimited file that can then be viewed in other applications, such as Microsoft Excel. Exporting the search results allows you to:

• Share the search data with others who may not have Morae (such as stockholders, clients, team members).
• Combine data from multiple sessions into one file.
• View long marker notes.
• Modify the organization of the search data in order to perform analysis.

To export all results
1. Right-click on the List View and choose Export Results from the context menu.
2. The Export Data To dialog box appears. Choose a file name and location for the .cvs file.
3. Click Save.

To export only certain results
1. Use <CTRL + left-click> to select the desired files.
2. Right-click on the List View and choose Export Selected Results from the context menu.
3. The Export Data To dialog box appears. Choose a file name and location for the .cvs file.
4. Click Save.

See Also:

• How to Create a Search Profile
• Search Results
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