



Vivace

All Users Guide

This document is for all users of
Vivace—NFMCF Online Festival Management.

The purpose of this Guide is to provide you with general information when using Vivace, define the different access levels, describe the login and password procedures, review the homepage, and briefly introduce the various components (modules) of the system.

New features or clarifications are in yellow.

2022-2023

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Section I: GENERAL INFORMATION

A. FESTIVAL TIMELINE

The *AT-A-GLANCE Festival Timeline and Who Can Do What in Vivace* document is an easy reference of the complete Festival experience for all users! Use it to organize your Festival year and view permissions granted for the following roles:

- Teacher
- Festival/Area Admin
- Reviewer
- Scheduler
- Rater
- State Admin
- Bulletin Advisor
- National Admin

View and print a downloadable copy of *AT-A-GLANCE* at the [Vivace Support Center](#)

B. DEVICE | BROWSER | DOB DISPLAY

While you may be able to log in to Vivace on a phone or tablet and even look at few pages, please know that Vivace is not configured to process the massive database and rules functions if you try to do more. Specifically, it will affect what you see on the screen, and many functions may not be available. Therefore, please be aware that you **must** access Vivace on a desktop or laptop computer to properly utilize the system.

Use Chrome, Firefox, or Safari as your web browser. However, please be aware that Safari has a known issue of displaying *military* time in the scheduling module, so if you prefer to use Safari as your default browser, you will need to switch to Chrome or Firefox during the scheduling process (*Festival/Area Admins only*) and when adding any date of birth. (*Teachers or Admins*)

C. POP-UP FUNCTION

You will need to enable pop-ups (*to download rating sheets, reports, schedules, certificate data, etc.*) from festivals.nfmc-music.org. PC users can learn how by doing an internet search for your particular computer and preferred browser. For Mac users, see the step-by-step procedure at the Support Center: help.nfmc-music.org.

D. SCREENSHOTS

If you have an issue while using Vivace, you may need to submit a **screenshot** of the **entire page** you are on to your support contact. The method to obtain a screenshot (*and the location where the shot is saved*) varies according to your Mac or PC brand and model.

- **Mac:** Typically, Command+Shift+3 will capture the entire Mac screen.
- **PC:** Use the Snipping Tool. To open the Snipping Tool, click the Start (Windows) key, type “snipping tool”, and press Enter. Choose “full-screen” mode and *be sure to capture the Session number* in the dark blue footer at the bottom of every page. Save as a JPEG.

E. “FIND/SEARCH” FUNCTION | “ITEM VISABILITY”

When the search function does not work, first clear the browser cache for *that page only* by holding down Shift and clicking the *refresh icon* for your browser (*Firefox and Chrome—left top; Safari—right top*). Then, if items do not appear on your screen, contact your Festival/Area Admin. Tell the admin 1) if you are using a Mac or PC, and 2) which browser you are using. Your Festival/Area Admin will be able to help you troubleshoot seek further assistance.

F. VIVACE AND SUPPORT CENTER NAVIGATION

If you are on [the Vivace homepage](#) and wish to go to the Vivace Support Center, click “Support Center” in the light-blue horizontal banner directly below the photo.

If you wish to return to Vivace, [look for the Vivace tab in your browser and click it.](#)

If you wish to go to the Support Center *without* being logged into Vivace, simply click this link: help.nfmc-music.org.

If you click a video, you will be taken to YouTube; click the Support Center tab in your browser to return to the Support Center.

If you click a PDF, or another page within the Support Center, click the “back” arrow in your browser to return to the Support Center welcome page to see the Table of Contents.

Section II: ACCESS LEVELS | SUPPORT

A. TEACHER

A **Teacher** manages the details of their Festival students. A teacher has access only to data for his/her own students.

- The **Festival/Area Admin** is the first person to contact if you are having difficulty in Vivace. On the Support Center welcome page under Whom to Contact?, click [Support—Personal Help](#) for your contact.

B. FESTIVAL/AREA ADMIN

A **Festival/Area Admin** manages all the details for their Festival Area. A Festival/Area Admin has access to *all* the data for *all* the teachers and their students in that Festival Area.

- The **State Admin** is the first person to contact if you are having difficulty in Vivace. On the Support Center homepage under Whom to Contact?, click [Support—Personal Help](#) for your contact.

C. STATE ADMIN

A **State Admin** oversees the management of all the Festivals for the state and has access to *all* the data for *all* the Festival Areas within the state.

- The **Regional Online Contact** is the first person to contact if you are having difficulty in Vivace. On the Support Center welcome page under Whom to Contact?, click **Support—Personal Help** for your contact.

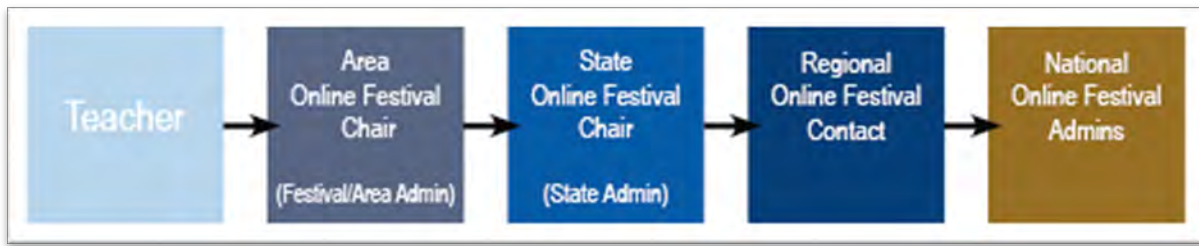
D. NATIONAL ADMIN

A **National Admin** oversees the management of all the Festivals for all states. This Admin contacts the Vivace developer if additional support is needed.

E. BULLETIN ADVISOR

A **Bulletin Advisor** has an extra level of Vivace permissions which enables this individual to manage data for the NFMC Bulletin. This role is not included in the support hierarchy.

Fig. 1 Vivace Support Flow Chart



Section III: SECURITY

A. LOGGING IN | USERNAME

The email used to send your Vivace authorization is your username. *It is your permanent, confidential username identifier. The system simply reads it as letters, numbers and symbols.* It cannot be changed. You will always type this email in the *username* field.

Or, click **Save Username**, if you'd like your username to auto-populate the next time you log in.

- NOTE: The email address you wish to be used *for communication* can be changed at any time you deem necessary. It is used for sending invoices, schedules, etc. to you.

Change by accessing your profile on the Teacher Management page. See B, number 4 in the next section.

B. LOGGING IN | PASSWORD

1. Using Chrome, Firefox, or Safari as your web browser, type in your temporary password from the email. (*caps lock should be off.*)
2. Click **I'm not a robot**. (*Wait for the green checkmark to appear.*)
As a security precaution, you may get another floating window that pops up divided into grids. That window will have instructions to click on "all the squares that show a traffic light" or "all that show cars," etc. Just follow the directions and click "Verify" to continue.
3. Click **Login**. This will take you to the homepage.
If this is the first time you are logging in, **change your password immediately as in #4.**
To keep data safe, create a strong password. Use upper and lowercase letters, numbers, and one or two special characters such as ! # * ? %, etc. Keep your password in a safe place!
If you forget your Username or Password at a later date, just click **Need help logging in?** on the login screen. There you will be able to retrieve your username and/or reset your password.
4. To reset your password, click on the **Person** (user) icon in the top right corner of the screen. This brings you to the **Teacher Management** page.
5. Type the new password in the **Change Password** field and then again in the **Confirm Password** field.
6. Click **Save** at the bottom of the page.

C. TIMING OUT | LOGGING OUT

As a security feature, if you do nothing for **longer than 20 minutes**, the system will "forget" your login credentials for that session and the next action you attempt will take you back to the login page. Repeat the login procedure to resume using Vivace.

To log out, click **Log Out** in the top right corner.

Section IV: THE HOMEPAGE *(Fig. 3, page 9)*

A. **BLUE RIBBON** *(at the very top of the page)*

The blue ribbon (with the gold Navigate button, log in/log out, and the person icon) remains at the top of every page in Vivace. This feature enables you to click these items wherever you are in the system.

B. **NAVIGATE BUTTON** *(upper left-hand corner)*

The Navigate button allows you to access the different modules/parts of the system. The items in the drop-down menu are one of the fastest ways to move from module to module.

1. **My Students module:**

In this module you manage your student list and register students for a Festival and a whole host of other things having to do with your students.

2. **Festival Areas module:**

This module allows you to access the Festival Area(s) where your students participate in Festival. It is generally the name of your Senior Club or your Area.

3. **Festivals module:**

This module allows you to access the list of both current and historical Festivals in which you are having (or have had) students participate.

By default, only current Festivals appear on your list. You may access historical Festivals (*those before the current Festival year*) with just a mouse click in the **Include Historical** checkbox. A Festival year runs from July 1 to June 30—just like the NFMC fiscal year.

4. **Reports module:**

In this module you can generate any report needed for your role in the system.

C. **WELCOME, XXX** *(top right)*

“Welcome” and your name confirms you have successfully logged into Vivace!

D. **LOGGING OUT** *(top right)*

Click **Log Out** when you wish to exit the system.

E. **LEGEND** *(bottom left)*

View explanations on the screen for the most common icons seen throughout the system. For a complete list, use the link to a page explaining *all* of the icons.

F. **GETTING STARTED | QUICK LINKS** *(bottom left)*

Quick Links correspond to items in the **Navigate** button menu. State Admins and higher have more options in the **Navigate** menu, but there will *not* be corresponding **Quick Links** to those additional options.

G. **NEWS** *(right side)*

All users should check this area frequently for the latest updates to the *Bulletin*, perhaps a new instructional video, new rules, links, and other information or announcements.

H. **PERSON ICON** *(right of the Log In/Log Out area)*

1. Click the icon to be taken to your **Teacher Management** page.
2. See labeled “boxes” known as fields. > > >

3. Enter or edit information in all fields as needed to keep your profile up to date. Change your password (*as you deem necessary*) and update your email address if it changes.
4. Click **Save** at the bottom if you change any information!

Section V: VIVACE NAVIGATION











A. NAVIGATE BUTTON *(upper left-hand corner)*

Click to navigate to the different modules of the site. Some (*or all*) of the menu items here will correspond to the Quick Links below the blue Support Center banner on the left side of the homepage.

B. ICONS

These are found throughout the site and enable you to navigate to specific areas to perform functions or view information. If you hover over an icon, a tooltip will pop up telling you what the icon does when you click it. A complete list of icons and their functions may be found by going to help.nfmc-music.org/icon-legend/ or by clicking the link **in the Legend section** on the Vivace homepage.

Fig. 2 Partial List of Icons Used in Vivace

Icon	Function	Icon	Function
	Add information. (<i>teacher, student, etc.</i>)		See a snapshot list of information.
	Edit information.		View a list of performances for a specific Festival or a specific student.
	Register a student for Festival.		Declare a solo class for a student. Only Festival/Area Admins and higher see the star icon.
	Archive (<i>to hide from view</i>) information that is no longer relevant.		Download reports, rating sheets, schedules, etc.
	Totally delete the selected data from Vivace. You can never retrieve deleted information!		Manually enter historical data.

C. OTHER SUPPORT TOOLS

- A **tooltip** (*explanation*) will appear when you hover over an icon. **Words in bold blue** can be clicked to see a definition or an explanation of the action to be performed.
- **Get Help** buttons are at the bottom of many pages throughout the site. Click the button to be taken to another page with an expanded explanation. See the applicable Guide (*for your role*) for a full explanation.
- **Help videos** and **PDF guides** can be accessed by clicking **Support Center** (*blue horizontal banner on the homepage*), and then scrolling down to the **Documents and Videos** section.
- Make use of the **“breadcrumb trail!”** This is the text that appears in the horizontal blue bar directly above the information where you are working. It will show you where you have been most recently. It is recommended to click on that text rather than using the back-arrow.

D. NAVIGATION TO MODULES

NOTE:

The *main* modules (1-4 below) can be accessed through the **Quick Links** on the homepage.

All modules can be accessed through the **Navigate** button.

Be mindful, however, that the modules you may access depend on your role (Teacher, Festival/Area Admin, State Admin, etc.) and your permissions.

Each specific Guide contains a snapshot of the Navigate button's drop-down menu for your specific role.

1. My Students module

Click **Navigate** then **My Students** and come to a page with a large header at the top which reads **Student Management–My Students**.

HINT: Looking at the title and its subtitle on any page helps you to know exactly where you are in the system.

2. Festival Areas module

Click **Navigate** then **Festival Areas**. This is the Festival Area(s) where you may enter students.

3. Festivals module

Click **Navigate** then **Festivals**. This is the Festival(s) in which you may enter students.

4. Reports module

Click **Navigate** then **Reports** and see the tab (*Teachers*), or three tabs (*Festival and State Admins*) from which you can ask Vivace to create reports and documents.

Fig 3. Vivace Homepage

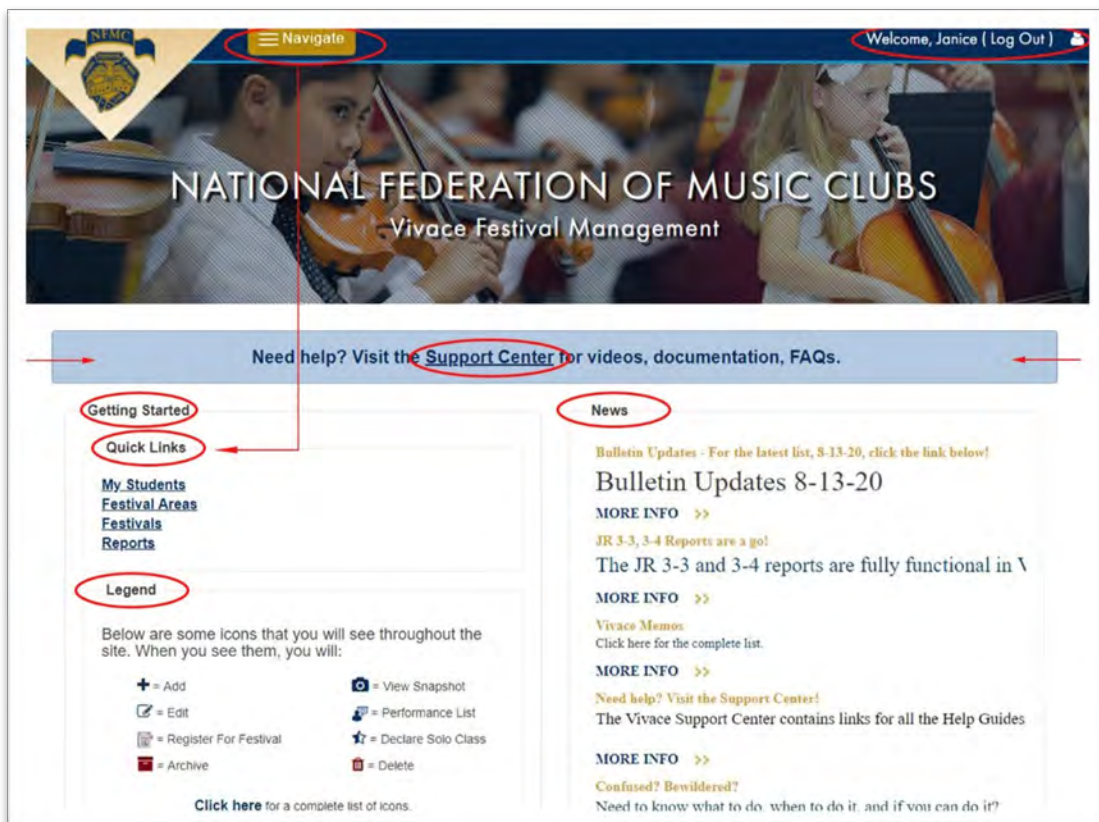


Fig 4. Vivace Support Center Homepage



Need help?

If you are working in Vivace and need help, hovering over various words or icons will make a **tooltip** (*informational text box*) appear. Also, there is a **Get Help button** at the bottom of many pages. As a reminder, always refer to this Guide, and view the videos at the Support Center. If you still have an issue, please escalate to the contact person *one* level above you **as seen in the Support Flow Chart**.

Support Center: help.nfmc-music.org/

Please note . . .

All Vivace Guides are updated and posted on the Support Center beginning August 31 for the current Festival year (July 1-June 30).
New features and functionalities are added to Vivace from time to time after publication, however, and notification is sent via our customary memo procedure.

Stay up-to-date by also checking:
help.nfmc-music.org/new-vivace-functionalities/