

# INTEGRATING SPLASH WITH BLUEJEANS CONFIGURATION GUIDE

***splash***

**Revision History**

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Splash + BlueJeans Integration Guide	August 15, 2018	Initial Release
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## 1 INTRODUCTION

BlueJeans is a video conferencing tool frequently often chosen for simplicity and ease of use. For many, BlueJeans is their go-to source for cloud video conferencing. As a leader in the event marketing space, Splash has created a way to seamlessly link with BlueJeans. This combination enables Splash users to synchronize Splash events with their preferred video conferencing tool. Much of the integration is set up on the back end, making configuration in Splash itself very straightforward.

The integration covers three principal behaviors. The first is creating an event in BlueJeans in response to creating an event in Splash. The second invites Splash event attendees to the BlueJeans event via email when they RSVP. Their email address is added to the list of participants for the BlueJeans event. The Splash event creator is added as the moderator of the web conference. The final behavior is not configured by the user at all.

This guide explores the process of configuring and testing the BlueJeans integration with Splash.

### 1.1 System Requirements/Prerequisites

Configuration of this integration assumes the user has the following:

- Familiarity with Splash and BlueJeans
- Splash Enterprise Account
- BlueJeans Account

There are two requirements to keep in mind with regard to this configuration.

1. BlueJeans Client ID and Secret are required.

These are located in *Admin > Events > OAuth access > APP secret* and *Admin > Events > OAuth access > App Key*.

2. Splash and BlueJeans user emails must match for the integration to work

The Splash email address used to configure the integration must match the email address of the BlueJeans account providing the client ID and Secret. Once configured, users with different BlueJeans accounts can utilize the integration provided their Splash and BlueJeans emails match.

## 2 SPLASH SETUP

Configuring the integration in Splash address three main areas of information, authentication, trigger conditions, and event creation. Each is discussed in greater detail in the following sections.

This all begins with the creation of a new integration in Splash.

1. While logged in to your Splash account, select the *Integrations* icon in the left-hand navigation panel.

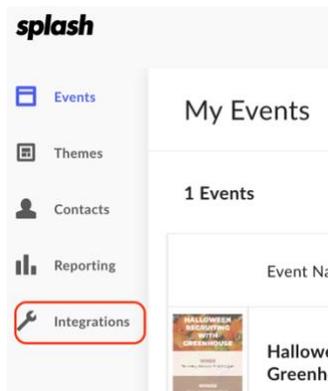


Figure 1. Splash Integrations Tab

2. Select the **New Integration** button found on the upper right side of the *Integrations* screen.
3. Select **BlueJeans** from the available integrations list.

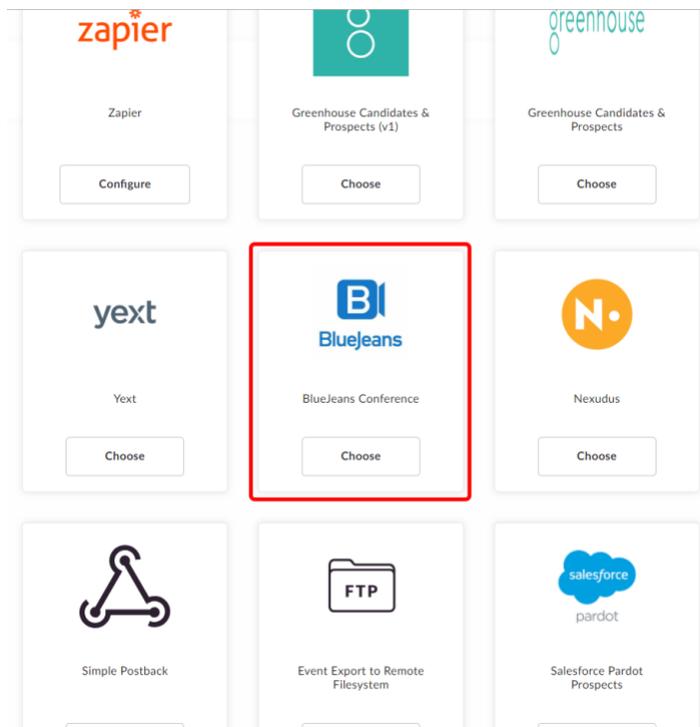


Figure 2. Splash Integrations List

## 2.1 Authentication Details

The integration is now ready to be configured. This process begins with entering the BlueJeans authentication details. Splash uses these credentials to authenticate its API calls to BlueJeans.

1. In the **Client ID** field, enter the BlueJeans account client id.
2. Enter the **Client Secret** in the following field.

Authentication Details

Client ID \*

Client Secret \*



---

Integration Name

Action Trigger

<p>Action</p> <input type="text" value="Create Event"/>	<p>Trigger</p> <input type="text" value="Select Triggers"/>
<p>Action</p> <input type="text" value="Invite Guest"/>	<p>Trigger</p> <input type="text" value="Select Triggers"/>

**Figure 3. Splash BlueJeans Authentication Details**

3. Next, provide a descriptive name in the **Integration Name** field.
4. The action **Trigger** fields determine how the integration creates events and when guests are added in BlueJeans. Note that the actions may not be modified.
5. In the Create Event **Trigger** field, select *Create*, *Update*, or both to indicate how the integration handles event creation in BlueJeans.

Selecting both causes the integration to create a BlueJeans event as well as send requests to update the BlueJeans event when changes are made to it in Splash.

6. In the Invite Guest **Trigger** field, select *RSVP Yes* to indicate when invitations are sent to guests.

## 2.2 Trigger Conditions

These selections can be used to limit when an integration will activate. Events can be triggered for specific event types or for specific user groups.

**Note:** Splash highly recommends setting a BlueJeans integration to only activate on a specific event type. Without setting this limitation, the integration creates a BlueJeans event for every Splash event. This may be desirable in some cases; however, it is not recommended in general.

**Note:** Additionally, when more than one BlueJeans integration is configured, they **MUST** be differentiated by event type.

### Trigger Conditions

Only trigger for specific event types

Event Types ▼

Only trigger for specific groups

Groups ▼

**Figure 4. Splash Trigger Conditions**

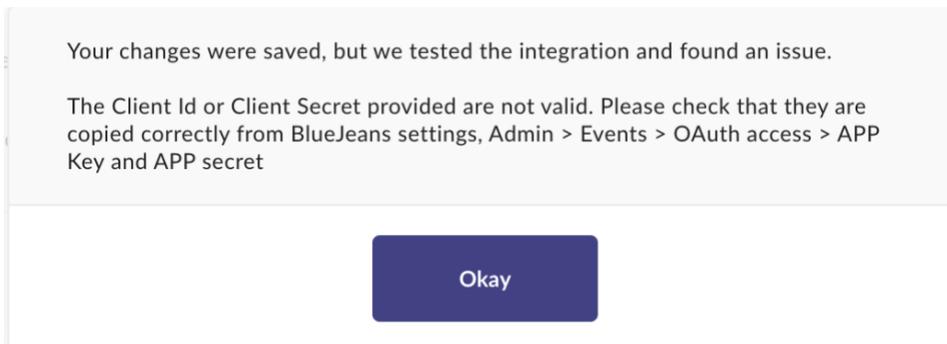
1. Click the *Only trigger for specific event types* checkbox to enable this feature.
2. Select the desired event type from the corresponding picklist.  
 Splash now only creates events in BlueJeans when they are of the desired type.
3. Click the *Only trigger for specific groups* to enable this feature.
4. Select the desired user group from the corresponding picklist.  
 Splash now only creates events in BlueJeans when they are created by the specified user group(s).

### 2.3 Event Data Synchronization

The *Create Event* section of the configuration window is used to indicate whether guest data from BlueJeans syncs with Splash. Select the *Sync check-ins from BlueJeans to corresponding Splash Guest List* checkbox to sync BlueJeans check-in data with the Splash event guest list. Similarly, the *Sync check-out from BlueJeans to corresponding Splash Guest List* syncs BlueJeans user check-out data with the Splash event guest list.

### 2.4 Save and Activate

Once all elements of the integration have been configured, click the **Save** button at the bottom of the page. At this point, Splash validates the integration details and returns a message if any issues are found.



**Figure 5. Splash Save Integration: Validation Error**

Finally, complete the configuration process by setting the **On/Off** toggle at the top of the screen to *On*.

### 3 INTEGRATION TESTING

Test the integration by creating an event of the proper type in Splash and then verifying it within the integration itself, as well as in BlueJeans to ensure everything worked as expected.

#### 3.1 Reminders and Pro Tips

1. When creating an event, be sure to set the Splash Event Type to match the selection made in the action -rigger field.
2. The event End Date, Start Time, and End Time MUST be designated in Splash. If an End Time is not provided, the integration creates a two-hour duration.  
Additionally, if the event time entered in Splash is longer than 24-hours, the integration adjusts it to a two-hour period in order to successfully create the BlueJeans conference.
3. The time zone selected in the Splash event defines the time zone for the BlueJeans conference.
4. Be sure to add attendees to your event and confirm these same guests are shown in BlueJeans.
5. BlueJeans enables the setting of personal time zone preferences. This can affect how times appear on bluejeans.com for those users. Please remember this should discrepancies in event start times be found.

## 4 VALIDATION CHECKS

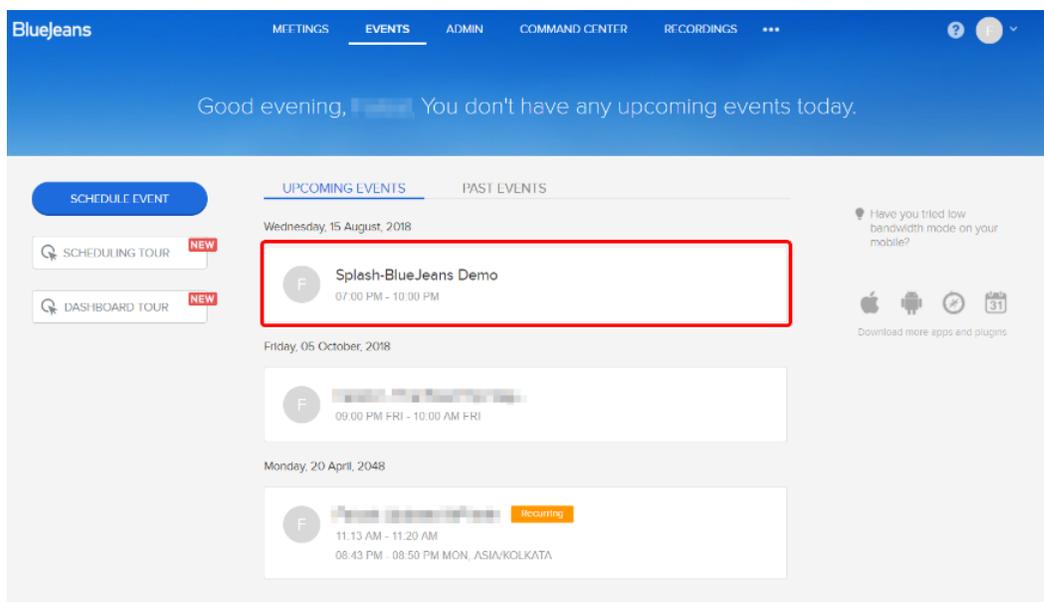
When the integrations page is launched in Splash, the platform runs through a series of validation checks to insure it is configured properly. If configuration issues are found, messages display within the page (see section 5.2, *Error Messaging*).

### 4.1 Validating in BlueJeans

1. Launch BlueJeans and log in.
2. Navigate to and open the *Events* tab.

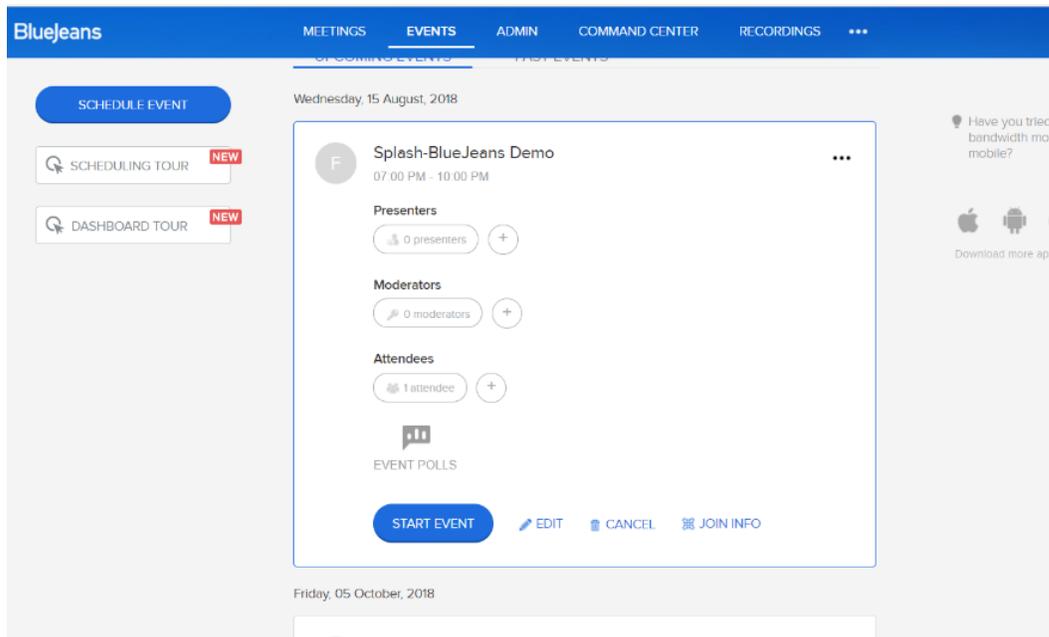
Note: Splash syncs to BlueJeans Events, not Meetings. Events are public facing while Meetings are intended for internal needs.

3. Locate the Splash event.



**Figure 6. BlueJeans Events: Splash Event**

4. Click the event to view the event details such as presenters, moderators, and attendees.



**Figure 7. BlueJeans Event: Splash Event Details**

#### 4.2 Verifying by Email

An easy way to confirm if Splash, BlueJeans, and the integration all worked correctly is to check the moderator’s email inbox. An email from BlueJeans with an invitation to act as the event’s moderator should display. This indicates that the event was created in Splash, which properly communicated with BlueJeans, which then created an event and sent an email to the event moderator.

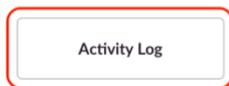
## 5 TROUBLESHOOTING

### 5.1 Activity Log

After creating an event and registering guests, we recommend checking the integration activity log to ensure the data has synced properly. Do this by returning to the BlueJeans integration screen and clicking the **Activity Log** button at the bottom of the screen.

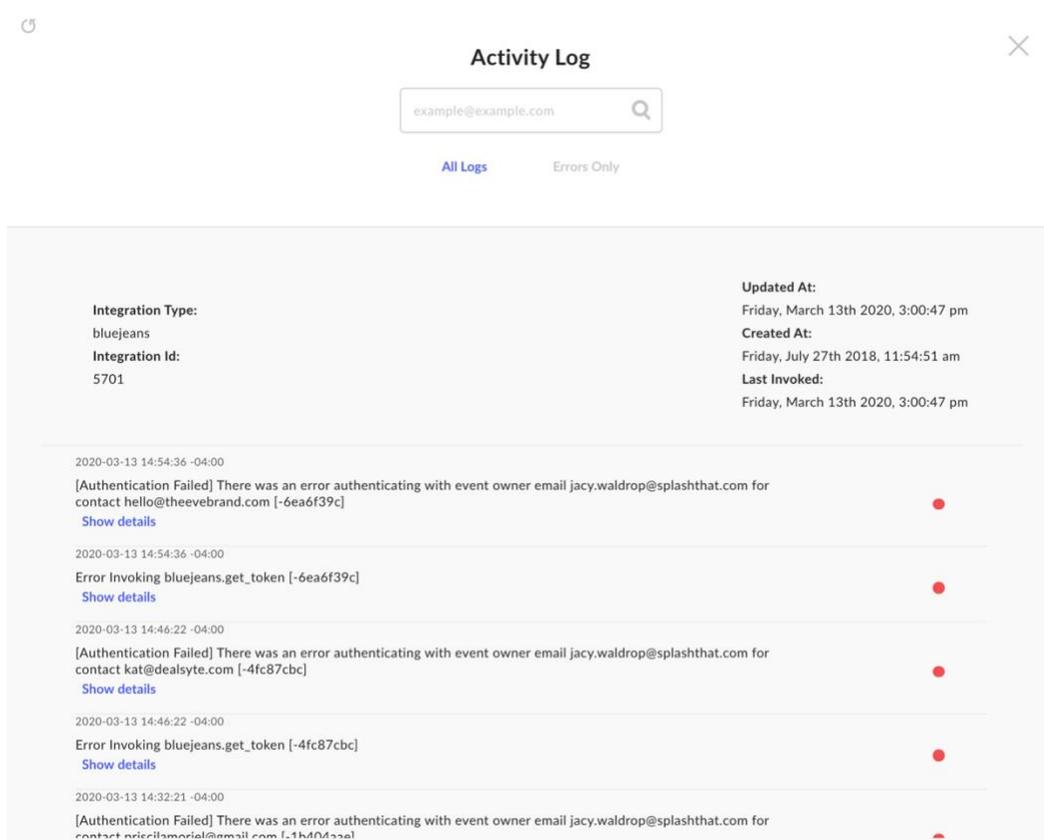
#### Create Event

- Sync check-ins from Bluejeans to corresponding Splash Guest List
- Sync check-out from Bluejeans to corresponding Splash Guest List



**Figure 8. Activity Log Button**

The *Activity Log* displays a listing of everything that has happened in the integration.

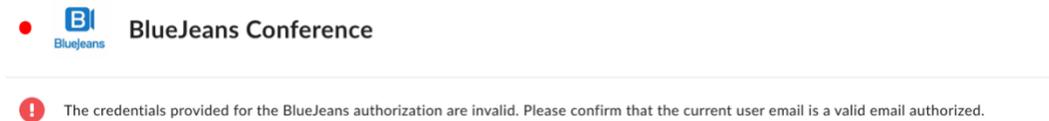


**Figure 9. Splash Activity Log**

Click the **Show Details** link to see specifics of the API call and for more in-depth information about the behavior of the integration.

## 5.2 Error Messaging

When accessing the integrations dashboard, the system checks that the BlueJeans integration is properly configured. Configuration issues are shown on the dashboard below the integration heading.



**Figure 10. Sample Error Message**

The error messages that might display include:

- **Whoops! We're having trouble sending requests to BlueJeans.**  
This message displays if an error occurs when transmitting data to BlueJeans as a result of a BlueJeans issue.
- **The Client Secret provided above is not valid.** Please check that it's copied correctly from BlueJeans settings, Admin > Events > OAuth access > APP secret.
- **The Client ID provided is not valid.** Please check that it's copied correctly from BlueJeans settings, Admin > Events > OAuth access > App Key.
- **The current user's email does not exist in this BlueJeans account.**
- **The Client Id or Client Secret provided are not valid.** Please check that they are copied correctly from BlueJeans settings, Admin > Events > OAuth access > APP Key and APP secret.
- **The credentials provided for the BlueJeans authorization are invalid.** Please confirm that the current user email is valid and authorized.