

The Metropolitan Opera

LINDEMANN YOUNG ARTIST DEVELOPMENT PROGRAM

Resonance Reference Guide

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Disclaimer: The screenshots shown in this guide are for general reference only. There may be some changes made to menu options, buttons, and other design elements over the course of the season depending on the Program's needs. Additionally, some of the names and profiles shown in these screenshots are for testing purposes. These individuals are not necessarily members of the Program or its Faculty.

LOGGING IN ON A COMPUTER OR TABLET

To access your Resonance portal, go to www.lindemann.resonancehq.app in the browser of your choice. We recommend using Google Chrome or Safari, but Resonance will work on any browser.

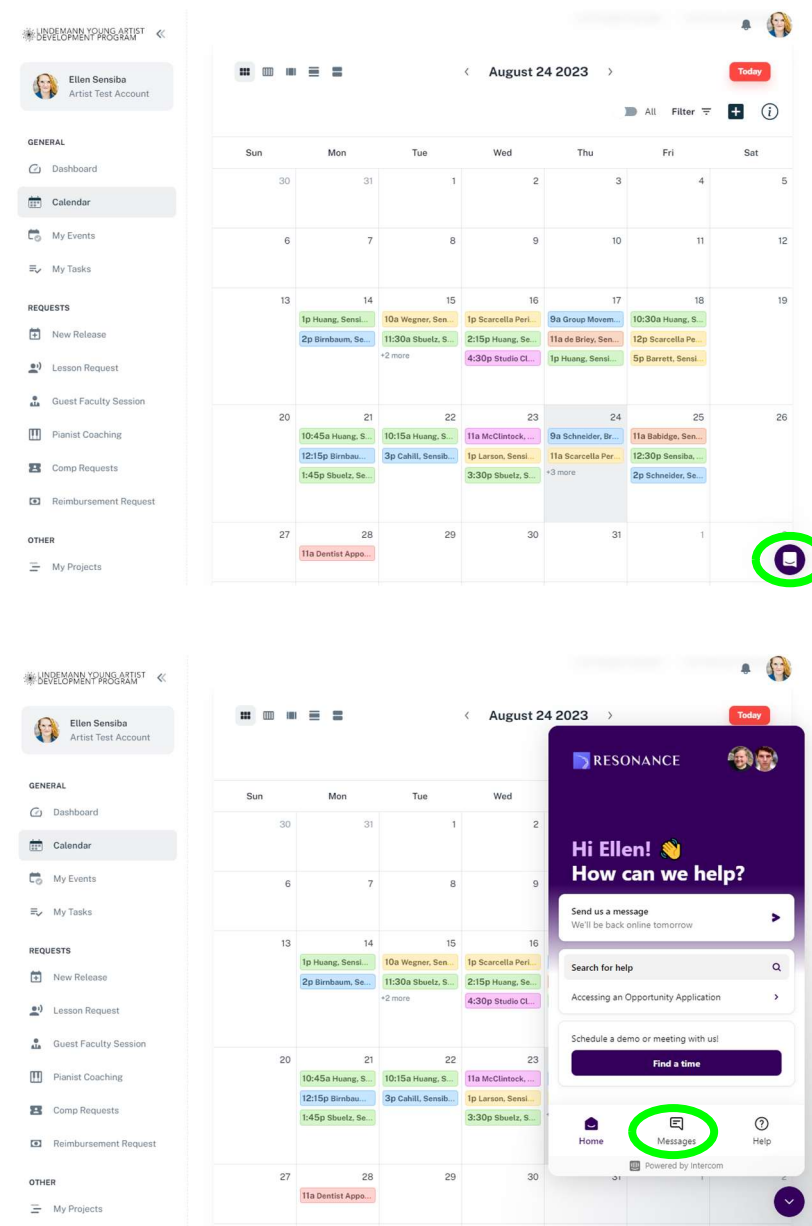
To login, enter your email address and the password you set at the beginning of the season. If you need to reset your password, click on the “Forgot Password” button. You will be sent an automated email with instructions on how to reset your password.

The screenshot shows a web browser window with the URL lindemann.resonancehq.app/auth. The page content includes the Lindemann Young Artist Development Program logo and the text "Hi, Welcome Back". The main section is titled "Sign in to Lindemann" and asks the user to "Enter your details below." It contains two input fields: "Email address" and "Password". Below these fields are a checked "Remember me" checkbox and a "Forgot password?" link, which is highlighted with a green circle. At the bottom of the form is a dark blue "Login" button.

Pro Tip: You will need to access Resonance regularly during the season. We recommend you save the homepage to your bookmarks bar and make note of your password.

MESSAGING THE RESONANCE TEAM ON A COMPUTER OR TABLET

If, at any point, you encounter an error or have a question on using Resonance, you can click the purple bubble in the bottom right corner. This will open a window where you can chat with the Resonance support team.

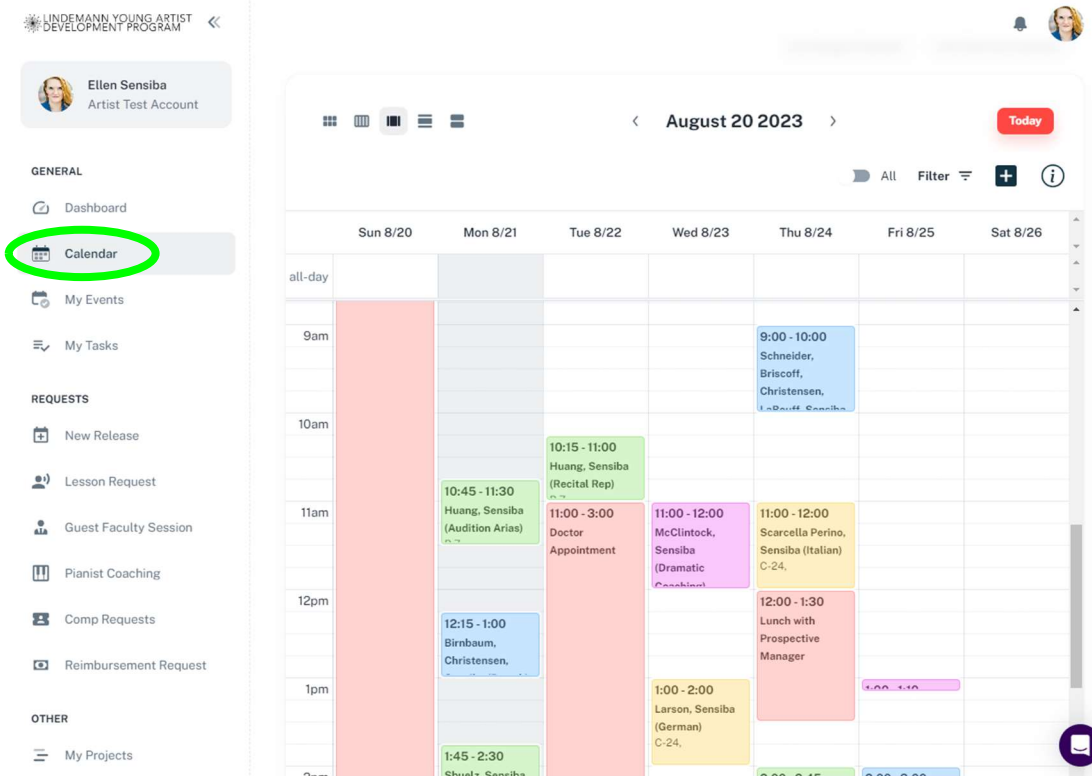


Please Note: This chat function is only for problems relating to the function of the Resonance platform. Do not message the Resonance support team with questions about your schedule, cancellations, repertoire, or other Program related issues. Those things should be directed to Meredith or Ellen.

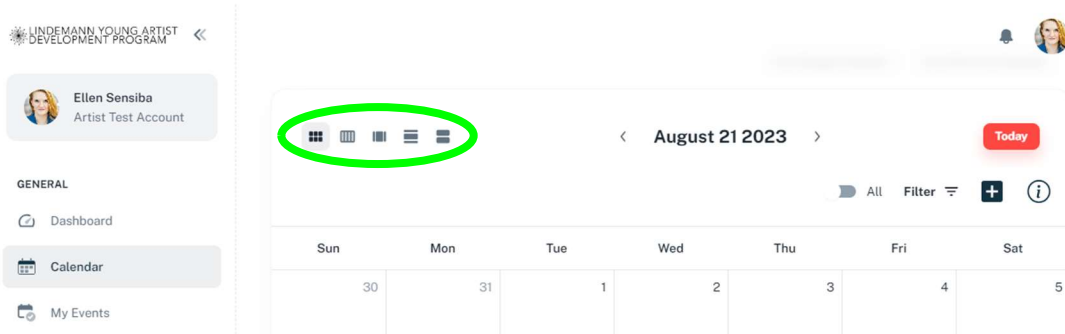
VIEWING YOUR SCHEDULE ON A COMPUTER OR TABLET

As per the LYADP Handbook, Program schedules are sent out on Friday evenings for the upcoming week. It is essential that Lindemann Artists check their schedule regularly to ensure they arrive to all scheduled sessions prepared and on time.

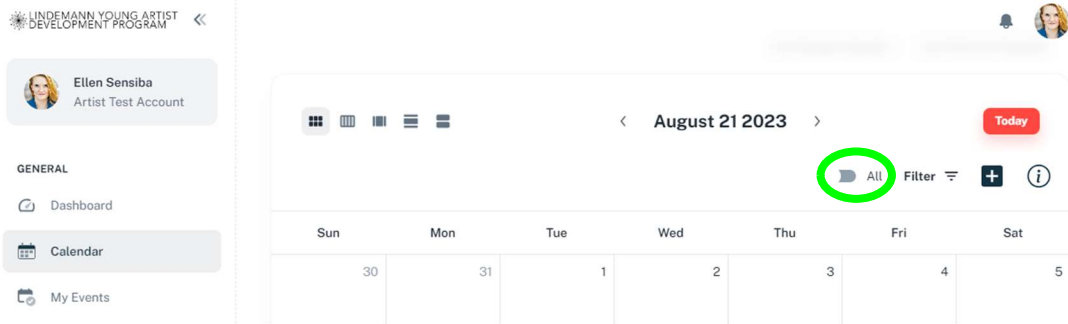
To access your schedule, click on the “Calendar” button located on the navigation bar on the left hand side of the page. This will take you to a calendar page where you can adjust the way you view your personal schedule and the entire Program schedule.



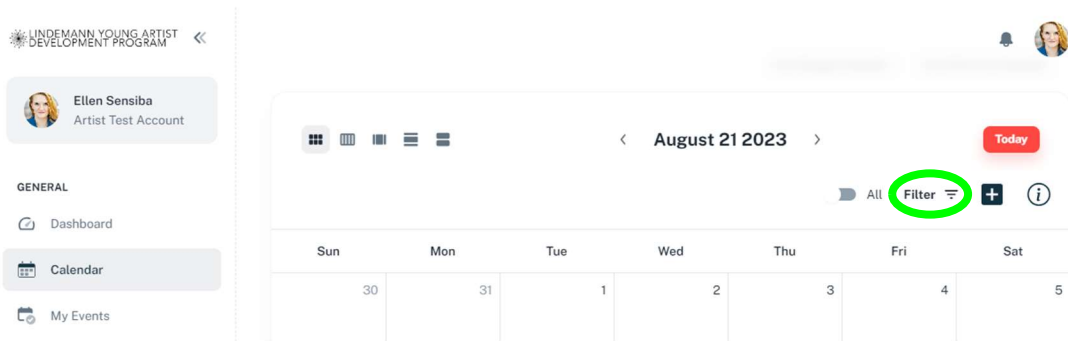
You can change the format of your schedule by clicking on these buttons at the top left corner of the Calendar view.



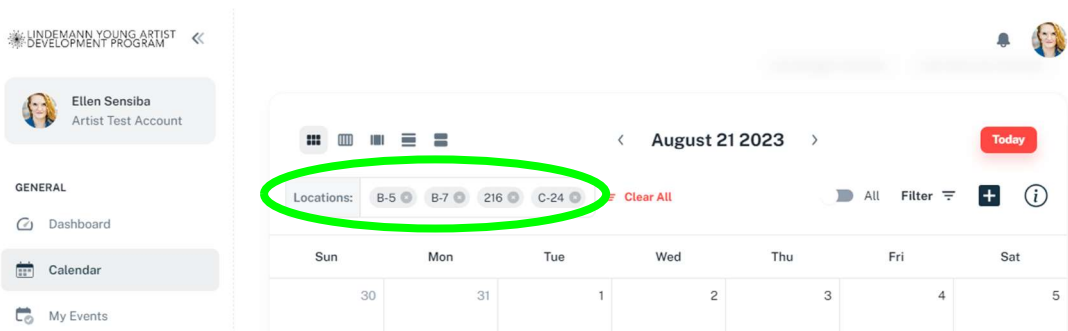
By default, Resonance will only show you the events you are tagged in. You can change this and view the entire schedule by clicking the toggle button next to the word "All".



You can filter events by location and user profile by clicking the "Filter" button. A side menu will appear where you can select the locations and profiles you wish to see.

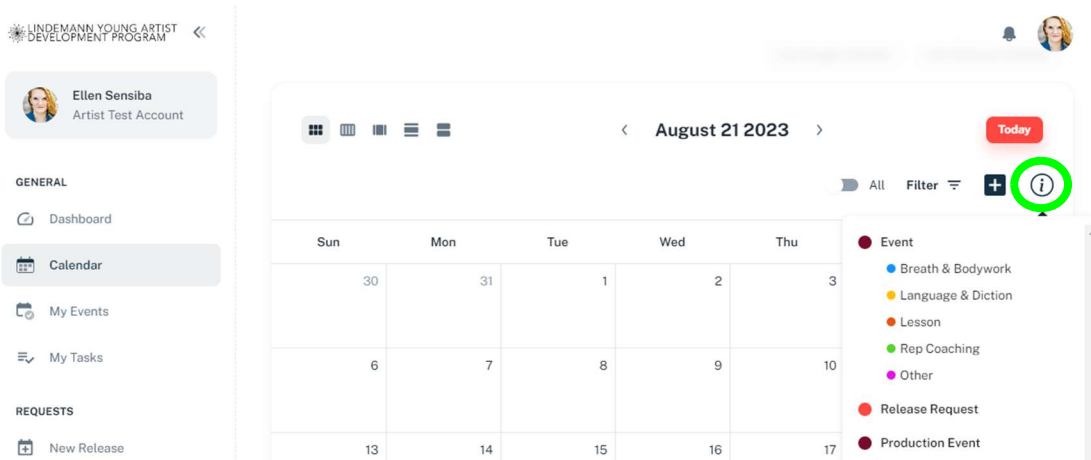


When filters are applied, they will appear at the top of the calendar view.

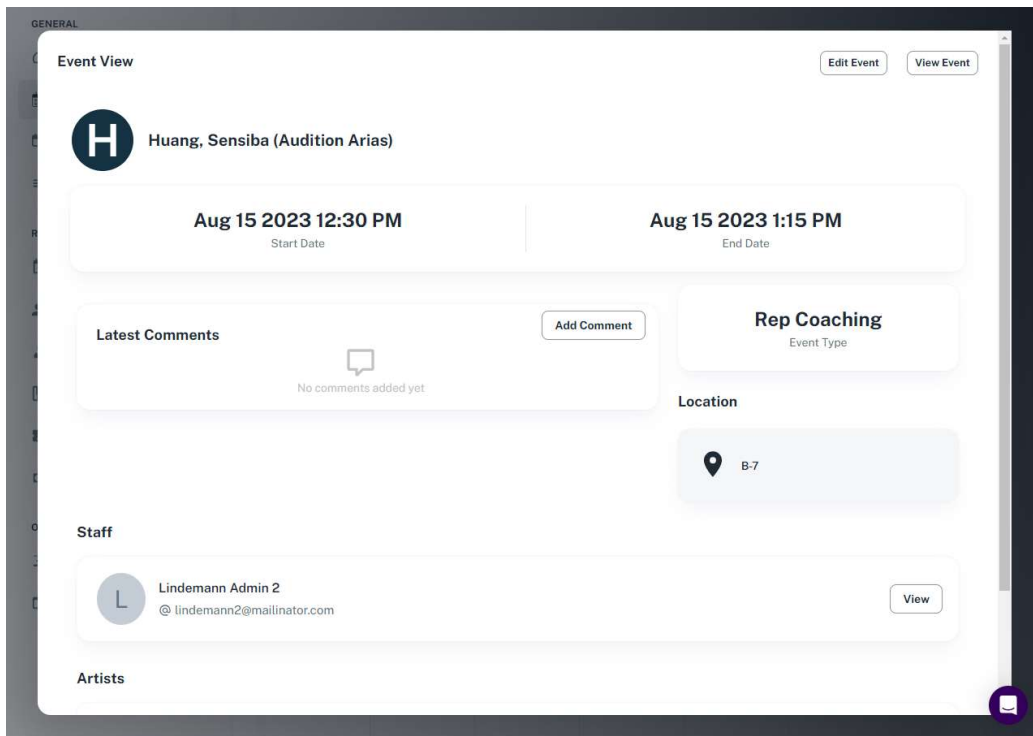


Pro Tip: If you are trying to determine when a specific location or person is available, you can select the "All" button and filter accordingly. This is especially helpful if you are trying to determine possible practice times.

All events on the schedule are color coded by the type of event. To view the key, click the info button.



To see additional details about specific events, simply click on the event title. A window will open with the date, time, location, individuals called, comments, and more.



You will notice there are buttons for linking your Resonance schedule to a Google Calendar or Outlook Calendar. As of August 24, 2023, the development team at Resonance has not finalized this feature. Once it is enabled, further information will be distributed for your reference.

SUBMITTING A RELEASE REQUEST ON A COMPUTER OR TABLET

As per the LYADP Handbook, you must secure a release for *anything* that would require you to take time away from the Program. This includes, but is not limited to outside performances, competitions, auditions that are not organized by the Program, doctor appointments, hair appointments, and family obligations.

To submit a release request, click on the “New Release” button on the navigation bar located on the left hand side of the screen. This will take you to a form page where you will enter the details of your release.

The screenshot shows the user interface for creating a release request. On the left, a navigation menu for 'Ellen Sensiba Artist Test Account' includes sections for 'GENERAL' (Dashboard, Calendar, My Events, My Tasks) and 'REQUESTS' (New Release, Lesson Request, Guest Faculty Session, Pianist Coaching, Comp Requests). The 'New Release' button is highlighted with a green circle. The main content area is titled 'Create new Release Request' and contains a form with the following fields:

- Title***: A text input field.
- Briefly explain the nature of the release (ex: Beethoven 9th Concert)**: A text area.
- Select Reason for Release***: A dropdown menu with the following options:
 - Outside Engagement
 - Competition
 - Audition
 - Medical Release
 - Personal Release
- Write something awesome...**: A text area.

You are required to enter the type of release you are requesting (shown in the drop-down menu). All requests for outside engagements, competitions, and auditions must be approved by both Meredith and Melissa.

Remember: When you’re entering your release, always factor in travel time! The departure time is the time you need to walk out the door of the Met and the return time is the soonest you can start a session back at the Met.

i Please make sure to account for travel time to and from your request’s location

After you submit a release request, you will see a progress bar with the status of your request.

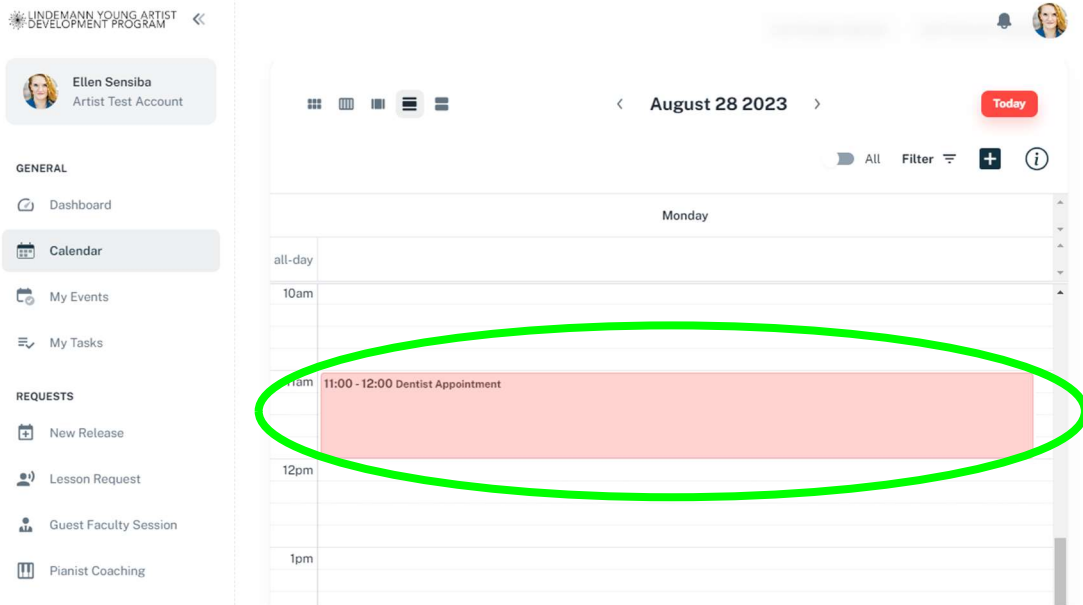
The screenshot displays the 'Dentist Appointment' interface. On the left is a navigation sidebar with sections for 'GENERAL' (Dashboard, Calendar, My Events, My Tasks), 'REQUESTS' (New Release, Lesson Request, Guest Faculty Session, Pianist Coaching, Comp Requests, Reimbursement Request), and 'OTHER' (My Projects). The main content area features a progress bar with 'Submitted', 'Received', and 'Approved' stages. A blue callout box states: 'Please find the release request that you submitted below. You can edit details of this request by using the Edit buttons below. You will receive notifications as this request progresses, and can use this page to check for any updates or ask any questions.' Below the progress bar, the 'Submitted' status is highlighted. The 'Medical Release' section shows 'Reason for Release' as 'Upper West Side'. To the right, two time slots are listed: 'Aug 28, 2023 11:00 AM' (Departure Date) and 'Aug 28, 2023 12:00 PM' (Return Date). At the bottom, 'Additional Details' are shown, including 'All Day? No' and 'Location and Venue Information: Upper West Side'. The user profile 'Ellen Sensiba' is visible at the bottom right.

When the status of your request changes, you will be notified either by email or with a bell notification. Bell notifications will appear at the top of your page. When you click on the bell, a dropdown menu will appear with any unread notifications.

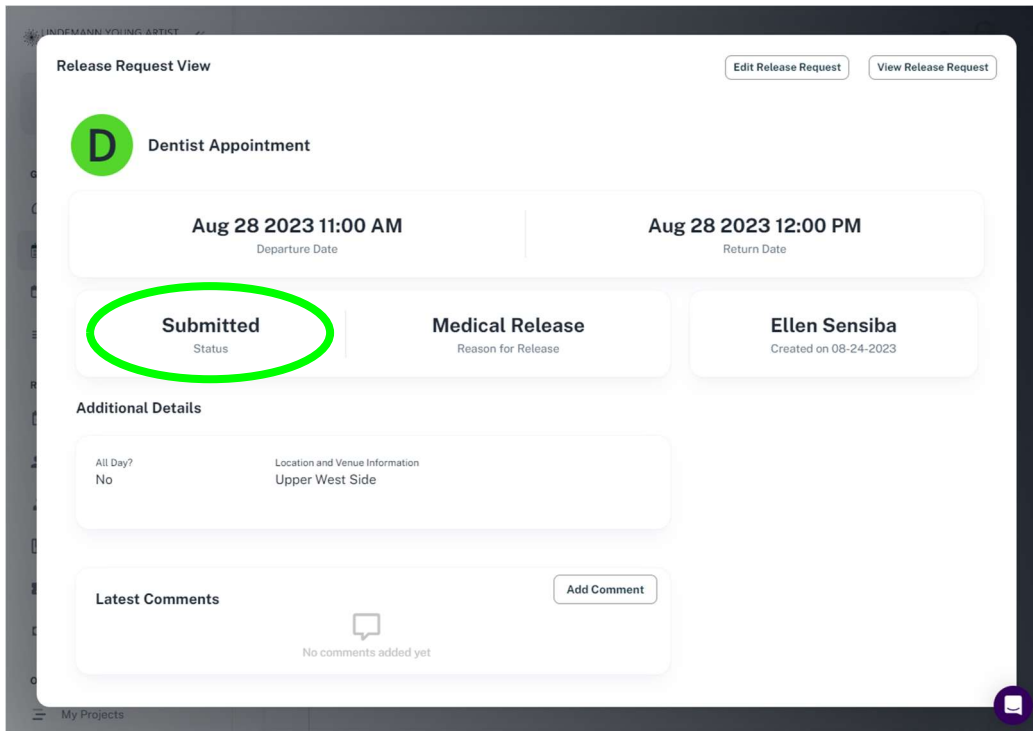
This screenshot shows the same 'Dentist Appointment' page as the previous one, but with a notification dropdown menu open. The notification is titled 'A release request status has been updated' and includes the text 'A release that you requested has been updated. Click to view more details.' The notification is categorized as 'NEW' and 'SEEN'. The user profile 'Ellen Sensiba' is visible at the bottom right.

If at any point during the season, you are noticing changes made in Resonance, but you are not receiving bell notifications or email notifications, send a message to the Resonance support team and notify Ellen.

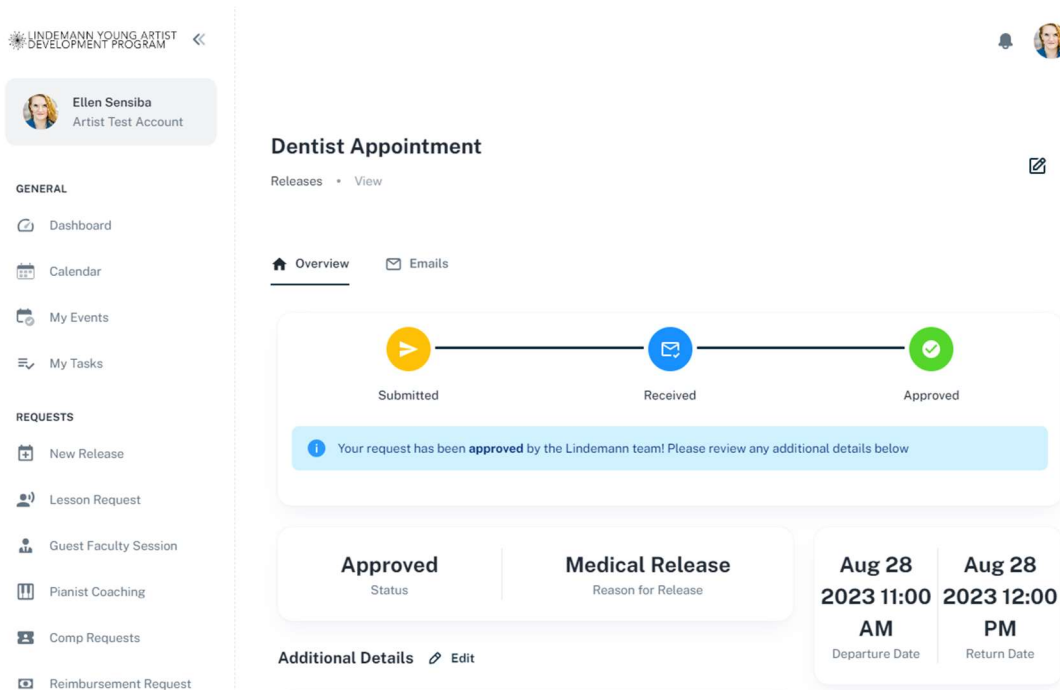
After your release is submitted, you will notice that it will appear as an event block in your schedule automatically. This does not necessarily mean that your release has been approved.



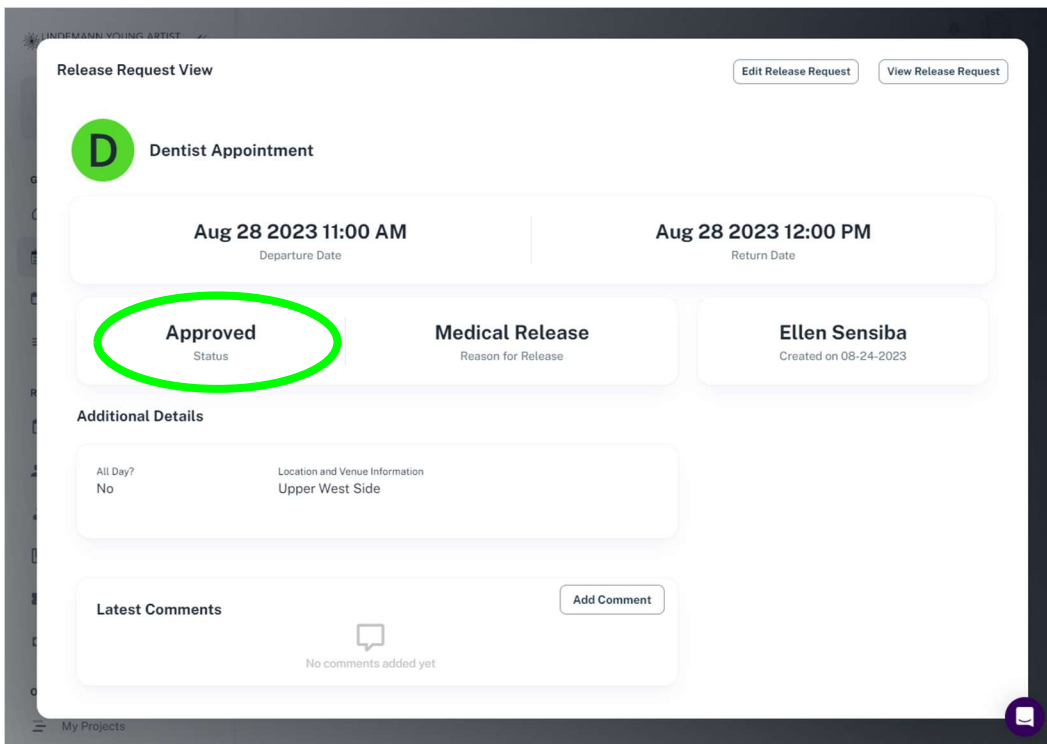
If you click on this event block, a window will pop up with the details of your request, including a box that shows the status of your request.



When your release request is approved, this is what the release page will look like.



In the calendar, your release will look the same as it did when it was still pending, but if you click on the event block, you will see that the status has changed to Approved.



When your release request is denied, this is what the progress bar will look like.

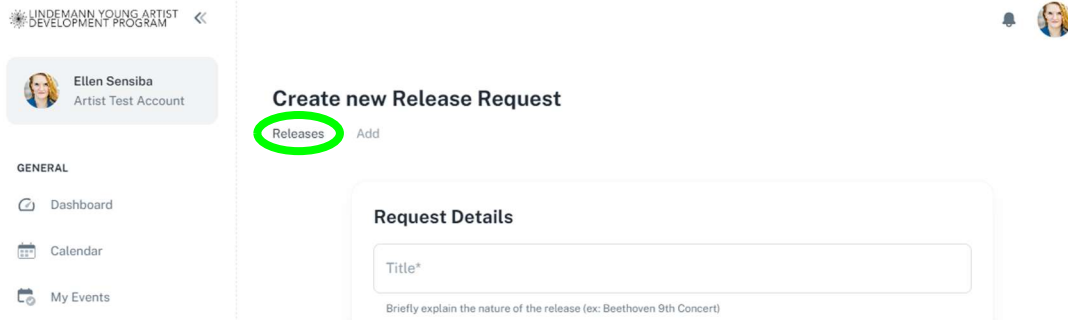
Depending on the specific circumstances of this release, you might see a comment from a member of the admin team with additional information, or you may be copied on email correspondence regarding the denial.

The screenshot displays the LYADP user interface. On the left is a navigation sidebar for user Ellen Sensiba (Artist Test Account), with sections for GENERAL (Dashboard, Calendar, My Events, My Tasks) and REQUESTS (New Release, Lesson Request, Guest Faculty Session, Pianist Coaching, Comp Requests, Reimbursement Request). The main content area is titled "Dentist Appointment" and shows a progress bar with three stages: Submitted, Received, and Approved. A yellow banner at the top of the progress bar indicates "Current Status: Denied". A blue information banner below the progress bar states "Your request has been denied. View more details below." Below the progress bar are two summary cards: "Denied" (Status) and "Medical Release" (Reason for Release). To the right, a table shows the departure date as "Aug 28 2023 11:00 AM" and the return date as "Aug 28 2023 12:00 PM". At the bottom, there is an "Additional Details" section with an "Edit" link.

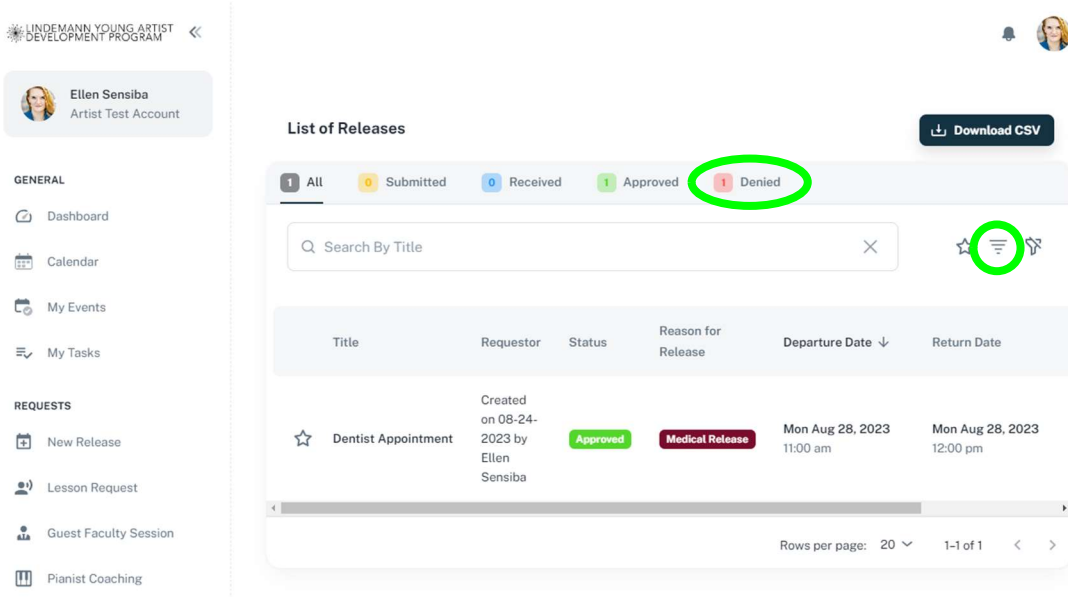
If you need to change the details of your release request at any point during the approval process, you must notify Meredith and Ellen in writing immediately. Depending on the circumstances, we will either edit your release request for you or have you submit a new request.

Do not attempt to edit a release request you have already submitted.

To view a list of your release requests, click on the “New Release” button on the navigation bar located on the left hand side of the screen then click this “Releases” button.



You can filter this list based on status, date, and more by clicking on the filter button. Denied release requests will not appear in the default “All” view of this list click “Denied” at the top of the list.



SUBMITTING A LESSON REQUEST ON A COMPUTER OR TABLET

As per the LYADP Handbook, Lindemann Artists are responsible for communicating with their teachers to determine possible lesson times before submitting a lesson request. To ensure your lesson makes it on to the upcoming week's schedule, lesson requests must be submitted by 5:00PM EST on Wednesdays. Requests submitted after this deadline may not be accommodated.

In the event your proposed lesson times conflict with your AGMA/802 schedule or other Program related events, Ellen will notify you directly so you can readjust as needed with your teacher. If this happens, you may be asked to submit another lesson request.

To submit a lesson request, click on the "Lesson Request" button located on the navigation bar on the left hand side of the page. This will take you to a form page where you will enter the relevant information regarding your lesson.

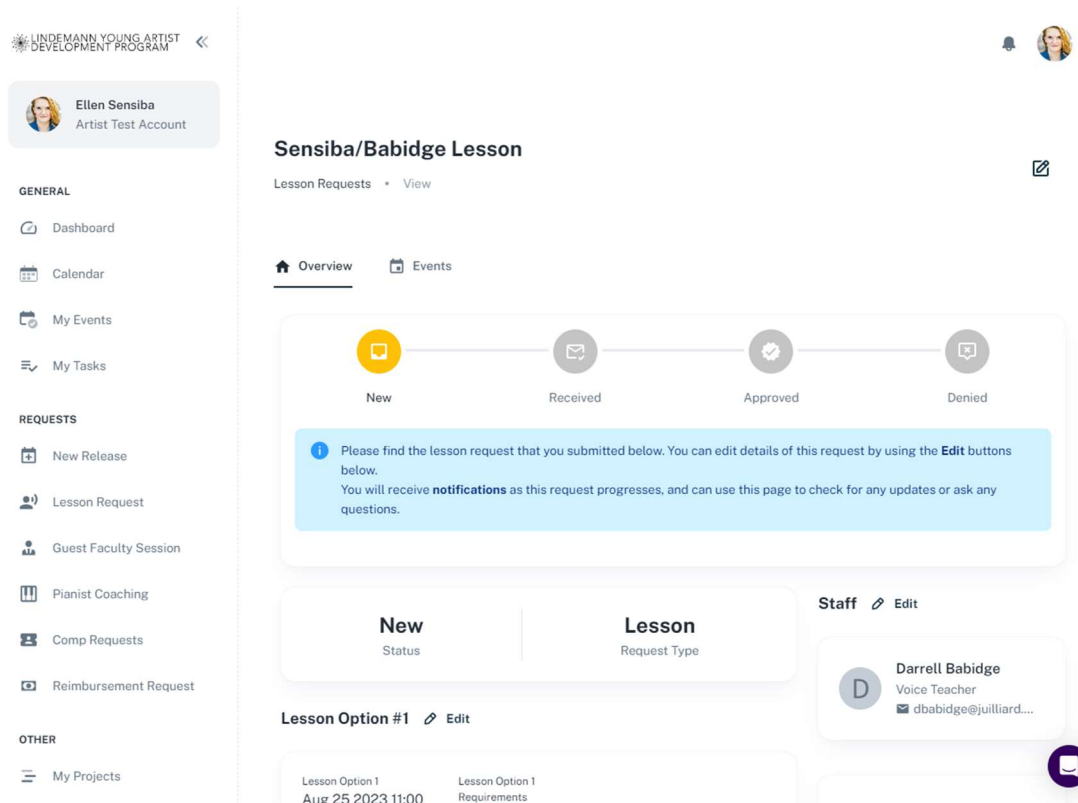
The screenshot shows the LYADP website interface. At the top left, it says "LINDEMANN YOUNG ARTIST DEVELOPMENT PROGRAM". Below that is a user profile for "Ellen Sensiba, Artist Test Account". A navigation menu on the left lists various options: "GENERAL" (Dashboard, Calendar, My Events, My Tasks), "REQUESTS" (New Release, Lesson Request, Guest Faculty Session, Pianist Coaching, Comp Requests, Reimbursement Request). The "Lesson Request" option is circled in green. The main content area is titled "Create new Lesson Request" and includes a breadcrumb "Lesson Requests > Add". There are two main sections: "Main Details" and "Staff". The "Main Details" section has a blue information box: "Please submit this form for all lesson requests (voice, piano, etc.) and for weekly coachings with select guest faculty. All other coachings (repertoire, diction, etc.) are assigned by Myra on a weekly basis. If you would like additional coachings of that nature, please feel free to tell her." Below this is a "Title*" input field with a note: "The title of this lesson request; can be a combination of the name of the teacher and the rep you want to work on". The "Staff" section has a blue information box: "Please select a staff member using the list below". Below this is a "Staff Member" input field with a note: "The staff member that you are requesting a lesson with; select a profile from the list below".

The lesson request form asks for two options for lesson times. You are not required to provide a second lesson option, but it will increase the chances of you getting a lesson during the upcoming week. If you would like two lessons in one week, you need to submit the form twice.

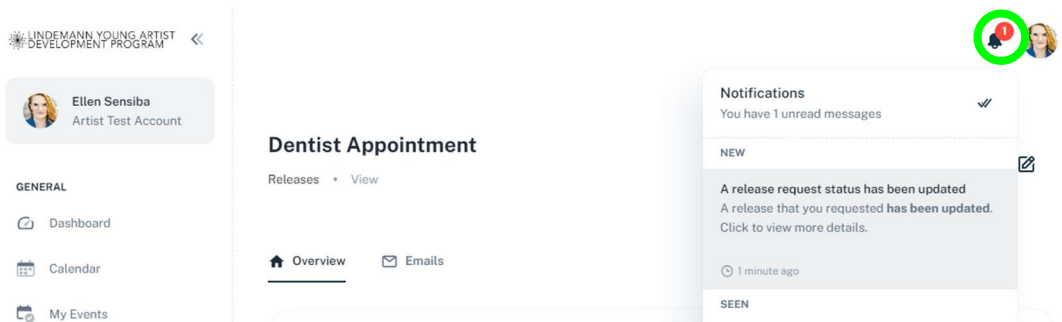
Lesson Option #2

Please note: This portion of the form is NOT for a second lesson request. If you would like more than one lesson in a week, please submit this form again.

After you submit a lesson request, you will see a progress bar with the status of your request.

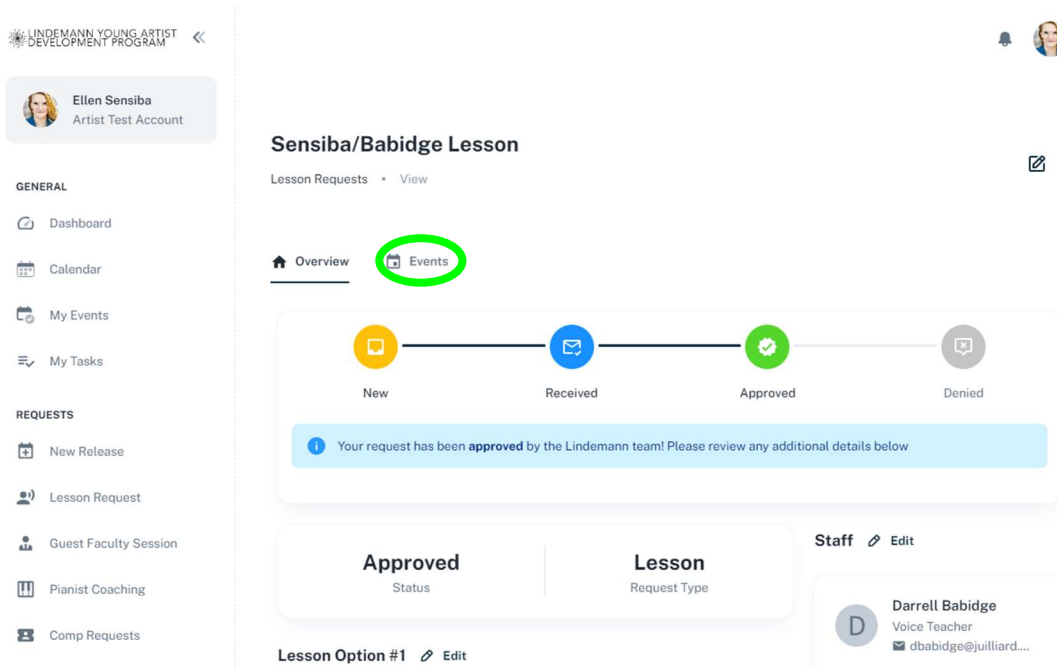


When the status of your lesson request changes, you will be notified either by email or with a bell notification. Bell notifications will appear at the top of your page. When you click on the bell, a dropdown menu will appear with any unread notifications.

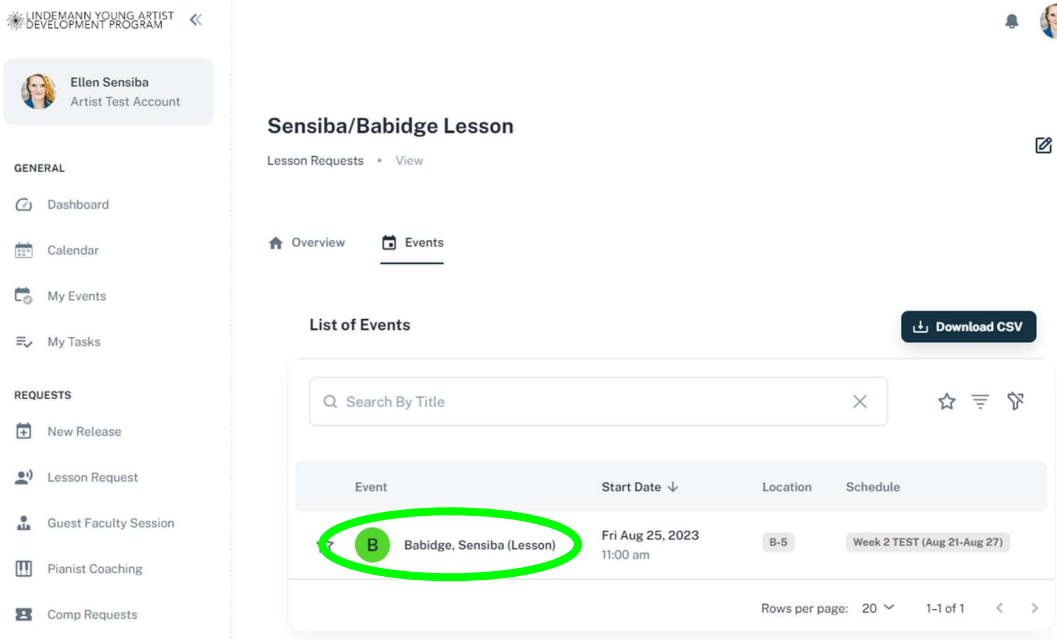


If at any point during the season, you are noticing changes made in Resonance, but you are not receiving bell notifications or email notifications, send a message to the Resonance support team and notify Ellen.

When your lesson request is approved, this is what the request page will look like.



If you click on the "Events" button (noted in the above screenshot), you will see the list of events associated with the form. This will contain a link to the event of your approved lesson.



If you click on the title, you will be directed to the event's page where you can see all the details for your lesson.

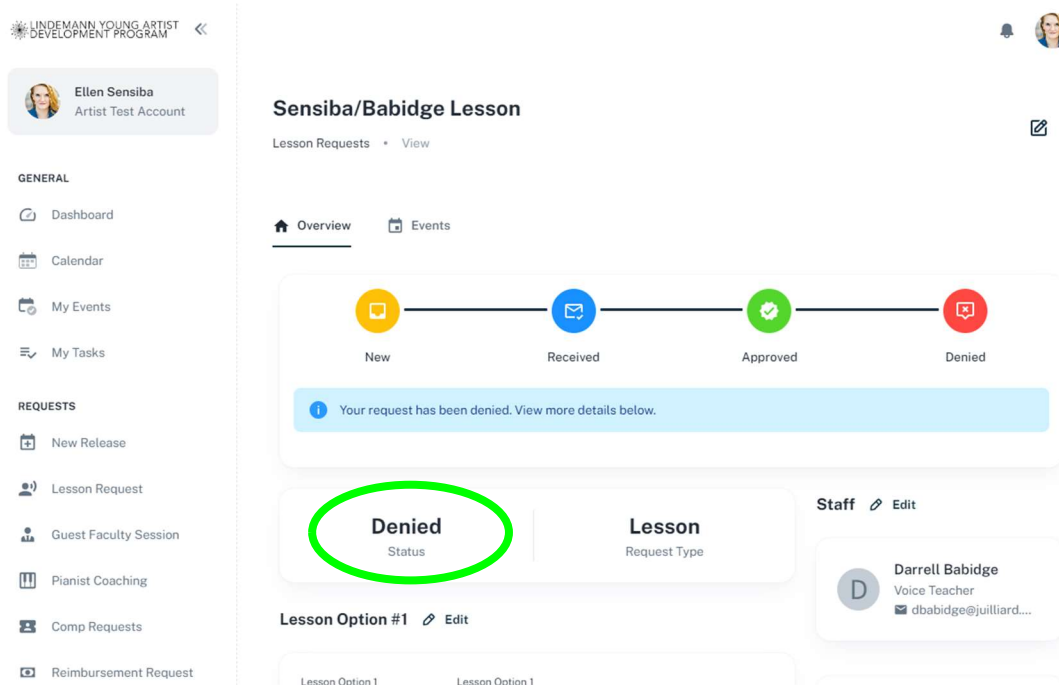
The screenshot shows the user interface for the 'LINDEMANN YOUNG ARTIST DEVELOPMENT PROGRAM'. On the left is a navigation sidebar with sections for 'GENERAL' (Dashboard, Calendar, My Events, My Tasks), 'REQUESTS' (New Release, Lesson Request, Guest Faculty Session, Pianist Coaching, Comp Requests, Reimbursement Request), and 'OTHER' (My Projects). The main content area is titled 'Babidge, Sensiba (Lesson)' and includes a breadcrumb trail 'Sensiba/Babidge Lesson > Events > View'. Below the title are tabs for 'Overview', 'Schedules', and 'Tasks'. The 'Overview' tab is active, displaying event details: 'Start Date' (Aug 25 2023 11:00 AM), 'End Date' (Aug 25 2023 12:00 PM), and 'Event Type' (Lesson). It also shows 'Event Details' (All Day? No) and 'Location' (B-5). An 'Additional Info' section contains a 'Schedule' card for 'Week 2 TEST (Aug 21-Aug 27)'. A chat icon is visible in the bottom right corner.

You can also see your lesson as an event in your schedule when you go to the Calendar page.

The screenshot shows the 'Calendar' page in the same application. The date is set to 'August 25 2023', which is a Friday. The calendar view shows a grid with time slots from 10am to 12pm. An event titled '11:00 - 12:00 Babidge, Sensiba (Lesson)' is scheduled for this time slot in location 'B-5'. This event is highlighted with a green oval. The interface includes navigation icons, a 'Today' button, and filter options.

This is what the progress bar will look like when your lesson request is denied. If you are confused by the status bar, remember to double check the status box (circled below).

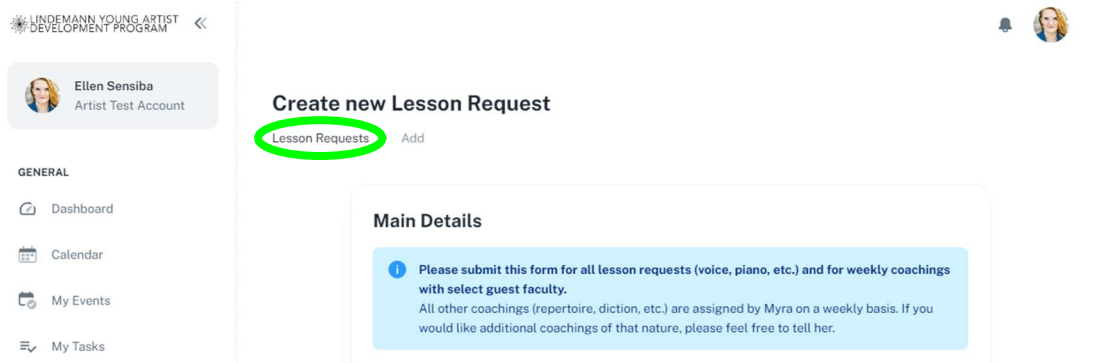
Lesson requests are denied when none of the lesson options provided in the request work in the schedule. Depending on the specific circumstances of your lesson request, you might see a comment from a member of the admin team with additional information, or you may be copied on email correspondence regarding the denial.



If you need to change the details of your release request at any point during the approval process, you must notify Meredith and Ellen in writing immediately. Depending on the circumstances, we will either edit your release request for you or have you submit a new request.

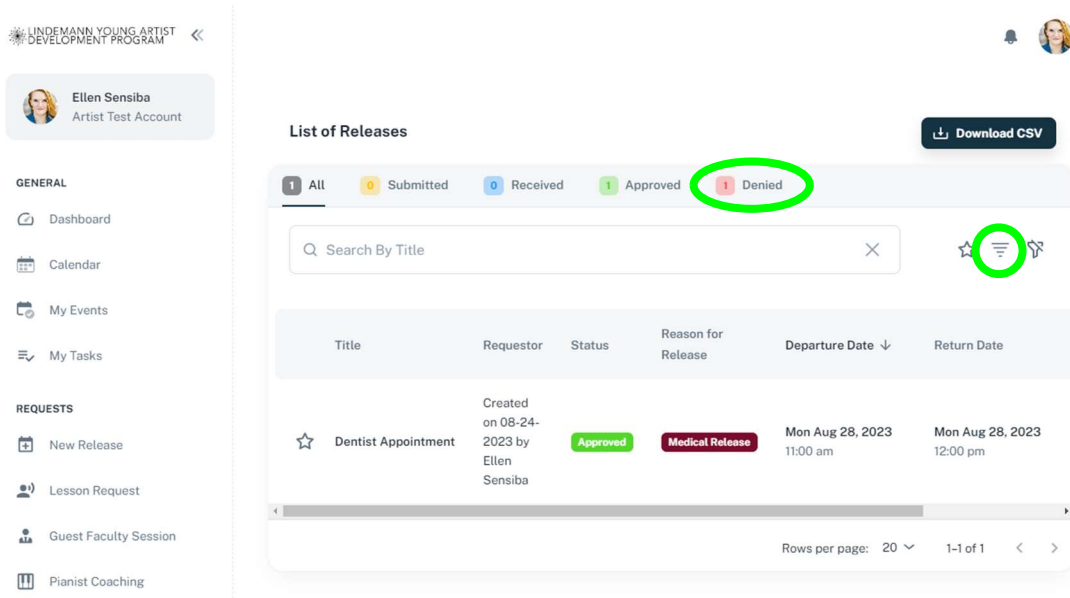
Do not attempt to edit a lesson request you have already submitted.

To view a list of your lesson requests, click on the “Lesson Request” button on the navigation bar located on the left hand side of the screen then click this “Lesson Requests” button.



You can filter this list based on status, date, and more by clicking on the filter button.

Denied release requests will not appear in the default “All” view of this list click “Denied” at the top of the list.



SUBMITTING A FACULTY COACHING REQUEST ON A COMPUTER OR TABLET

Lindemann Artists can request sessions with faculty members including (but not limited to) Deb Birnbaum, Peter McClintock, and Dr. Don Greene. These sessions will be scheduled depending on your availability as well as faculty availability.

To ensure your session makes it on to the upcoming week's schedule, requests must be submitted by 5:00PM EST on Wednesdays. Requests submitted after this deadline may not be accommodated. In the event your proposed lesson times conflict with your AGMA/802 schedule or other Program related events, Ellen will notify you directly.

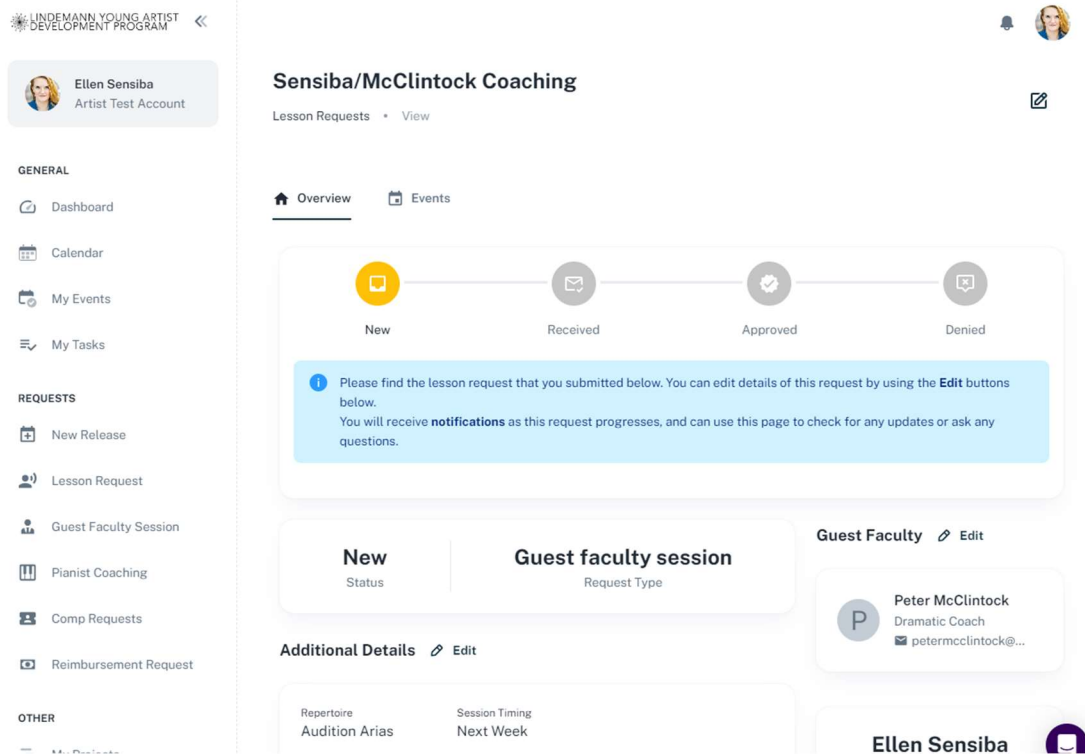
To submit a faculty coaching request, click on the "Faculty Session" button located on the navigation bar on the left hand side of the page. This will take you to a form page where you will enter the relevant information regarding your lesson.

The screenshot shows the user interface for submitting a request. On the left is a navigation menu with categories: GENERAL (Dashboard, Calendar, My Events, My Tasks), REQUESTS (New Release, Lesson Request, Guest Faculty Session, Pianist Coaching, Comp Requests, Reimbursement Request), and OTHER (My Projects). The 'Guest Faculty Session' option is circled in green. The main content area is titled 'Create new Lesson Request' and contains two sections: 'Main Details' with a text input field for 'Title*' and a 'Guest Faculty' section with a dropdown menu for selecting a faculty member. Both sections include instructional text and a small information icon.

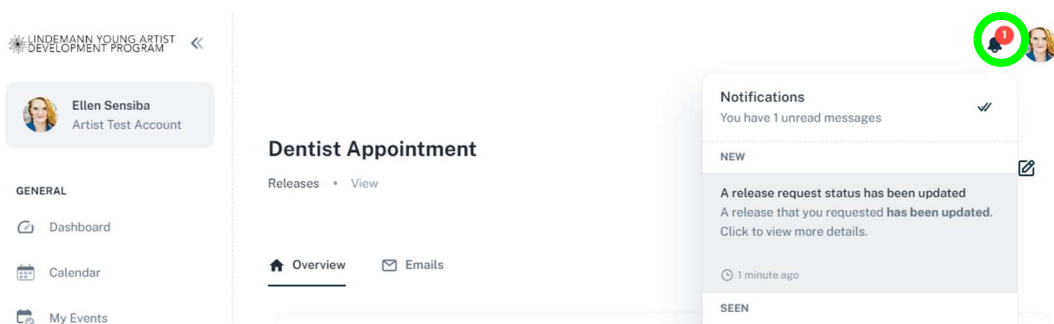
When filling out this form, you will notice that you can only select certain Faculty members from the drop-down menu. If you would like a session with someone not included on this form, such as a principal artist, please email your request to Meredith. If you would like a coaching with another regular member of our Faculty, please talk to Myra.

Please Note: Parts of this form are the same as the Lesson Request form. Pay special attention to the fields and read the instructions on this form carefully to avoid confusion.

After you submit a faculty session request, you will see a progress bar with the status of your request.

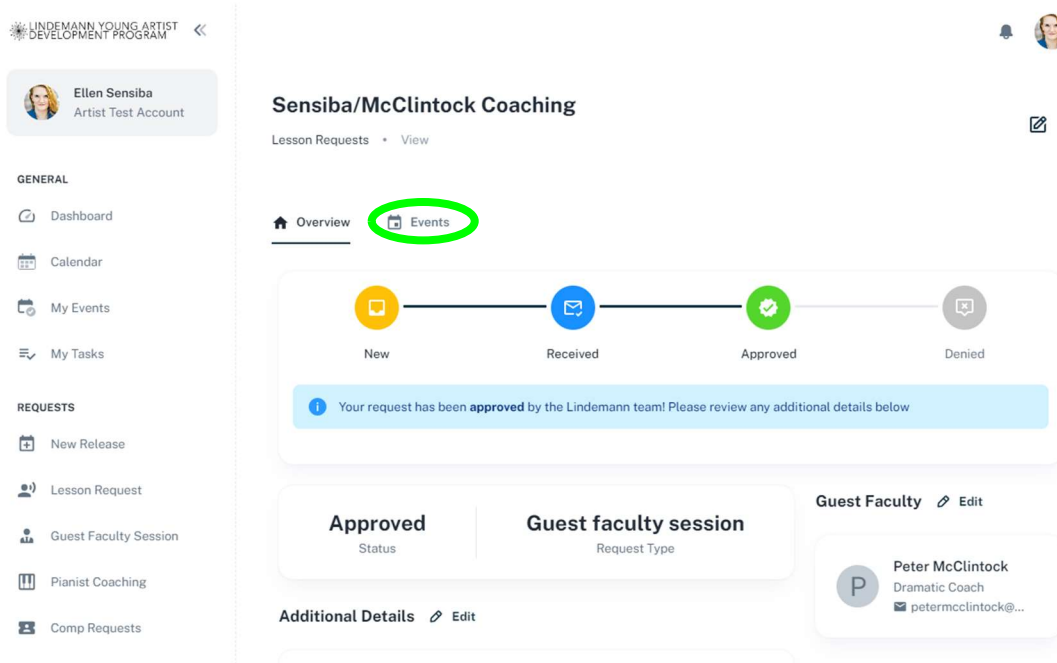


When the status of your faculty session request changes, you will be notified either by email or with a bell notification. Bell notifications will appear at the top of your page. When you click on the bell, a dropdown menu will appear with any unread notifications.

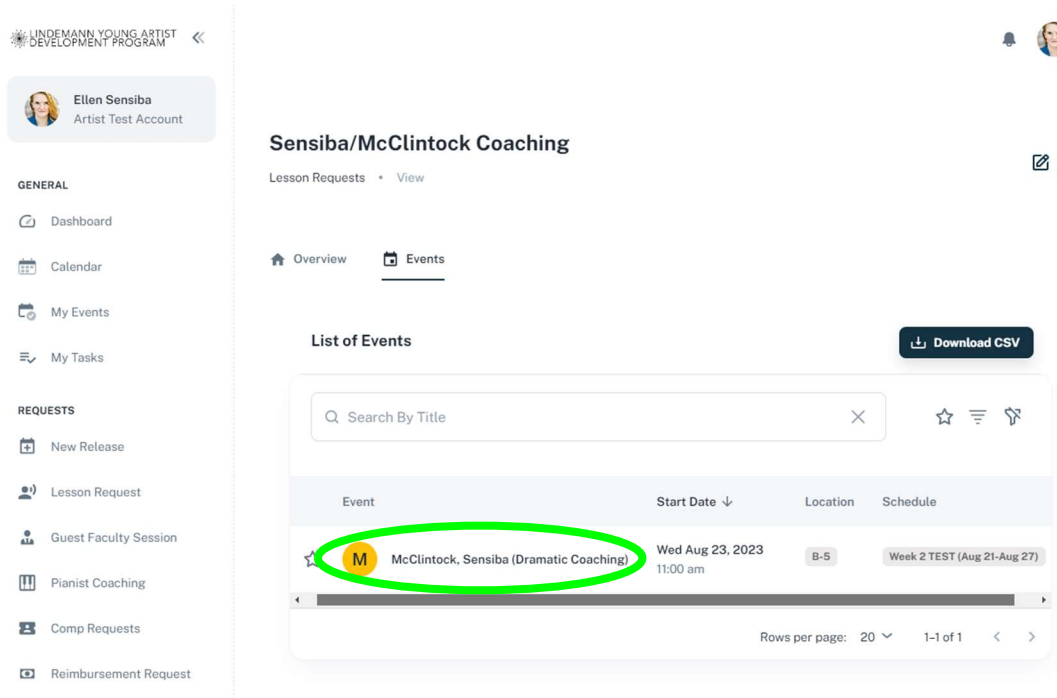


If at any point during the season, you are noticing changes made in Resonance, but you are not receiving bell notifications or email notifications, send a message to the Resonance support team and notify Ellen.

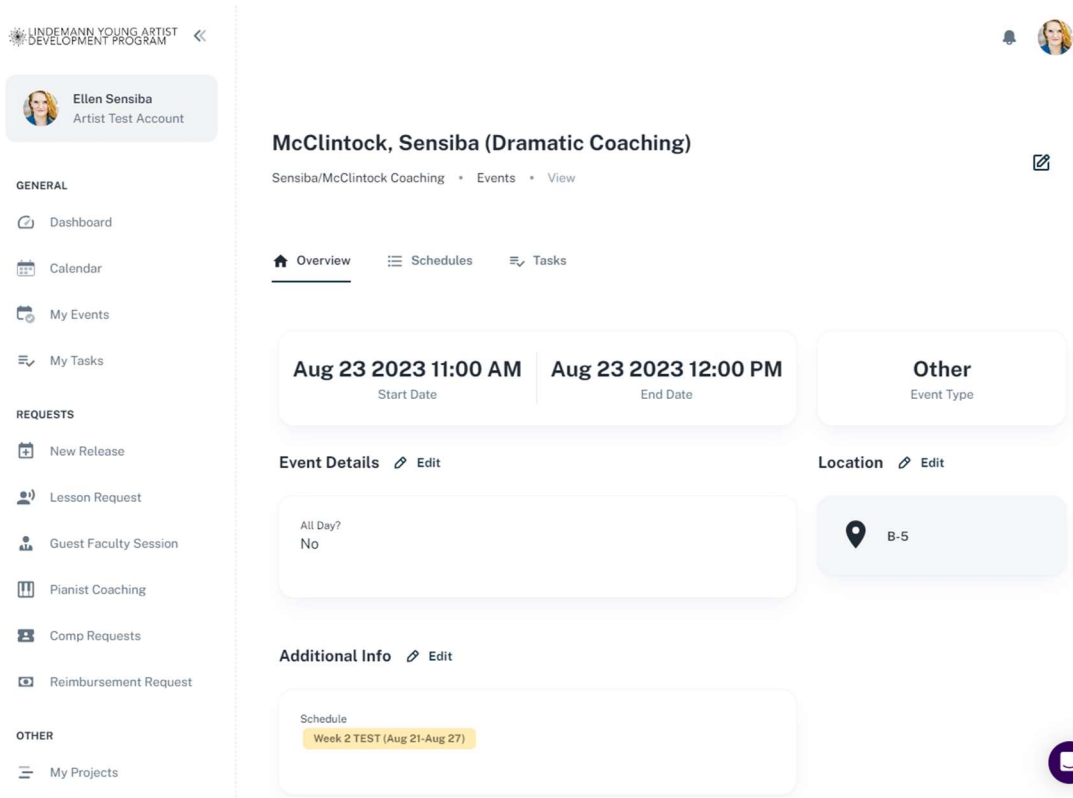
When your faculty session request is approved, this is what the request page will look like.



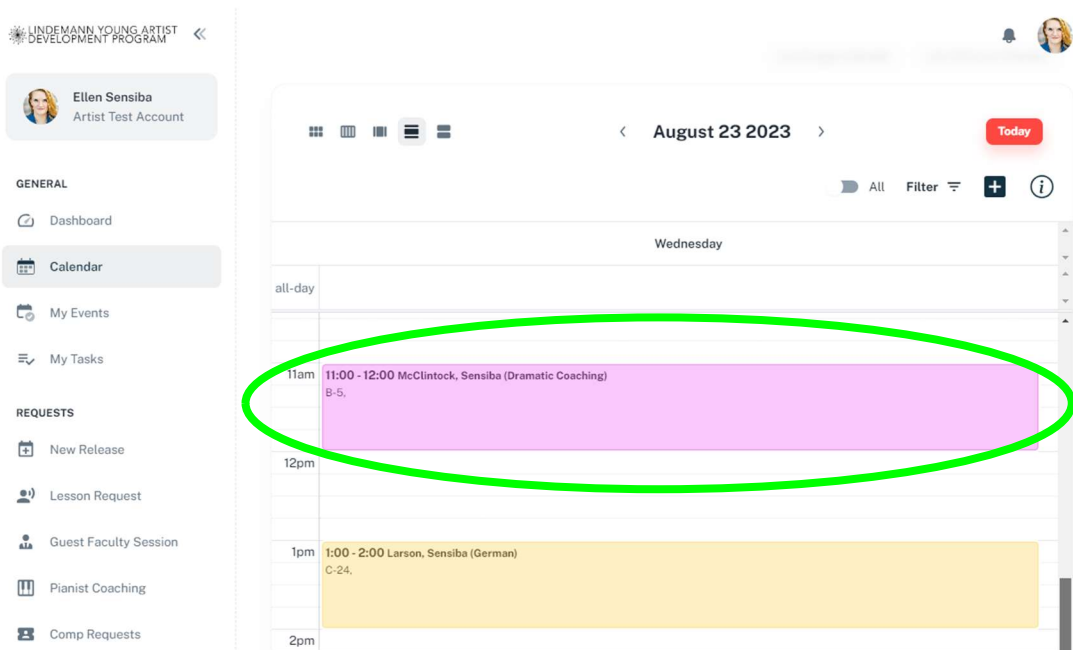
If you click on the "Events" button (noted in the above screenshot), you will see the list of events associated with the form. This will contain a link to the event of your approved session.



If you click on the title, you will be directed to the event's page where you can see all the details for your session.



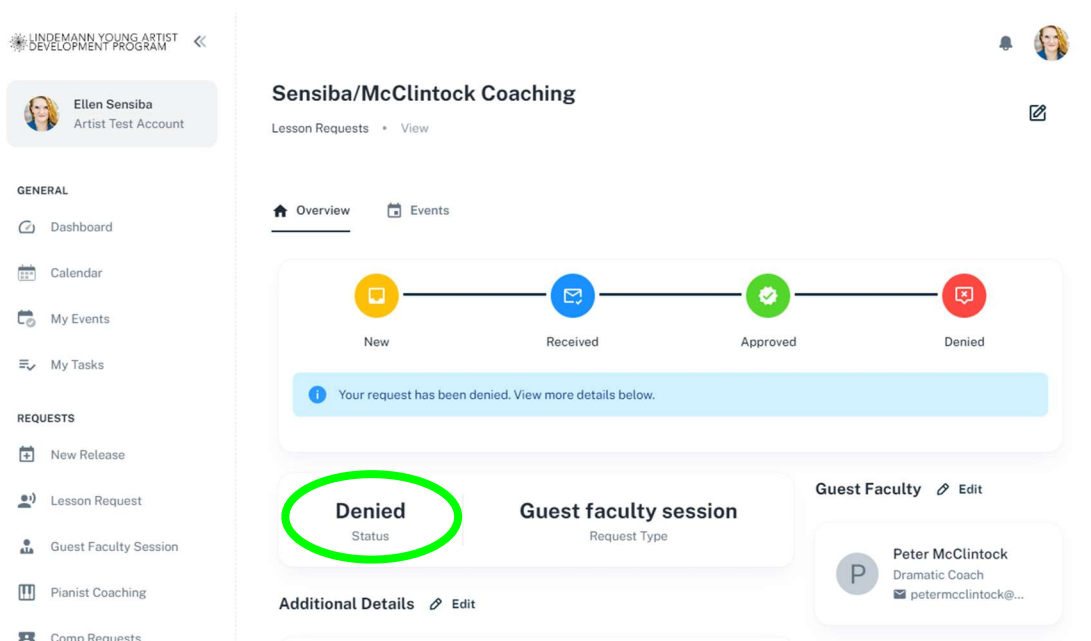
You can also see your session as an event in your schedule when you go to the Calendar page.



This is what the progress bar will look like when your faculty session request is denied. If you are confused by the status bar, remember to double check the status box (circled below).

Faculty session requests are denied when the requested session cannot be scheduled within the timeframe listed in the request ("This week," "Next week," etc.)

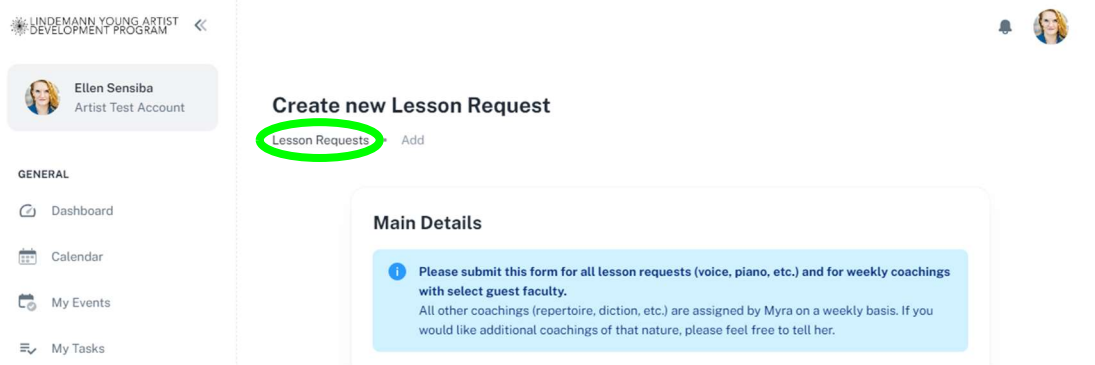
Depending on the specific circumstances of your request, you might see a comment from a member of the admin team with additional information, or you may be copied on email correspondence regarding the denial.



If you need to change the details of your session request at any point during the approval process, you must notify Meredith and Ellen in writing immediately. Depending on the circumstances, we will either edit your request for you or have you submit a new request.

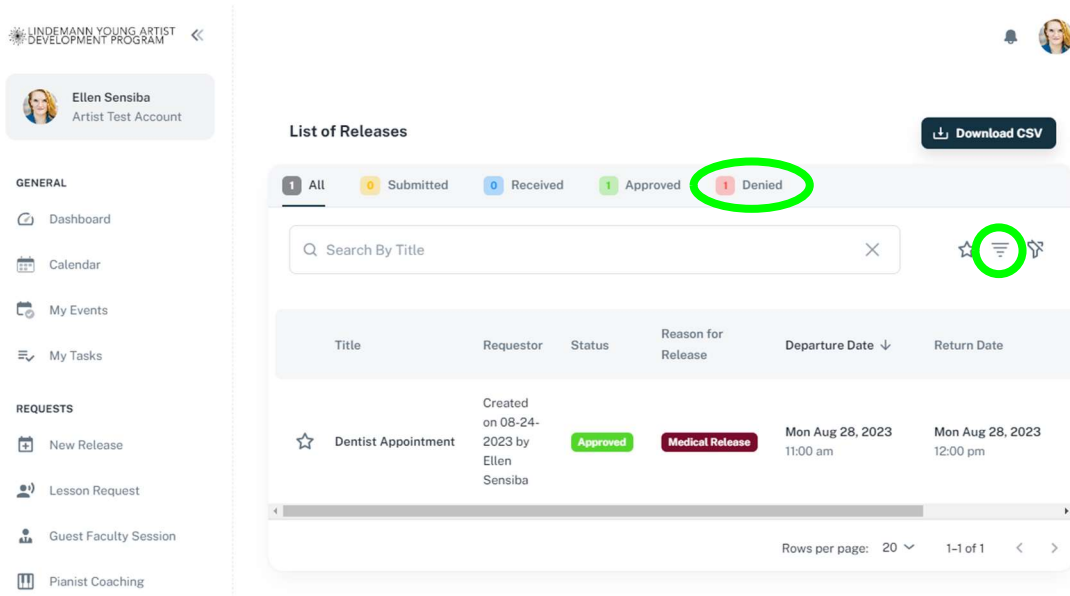
Do not attempt to edit a faculty session request you have already submitted.

To view a list of your lesson requests, click on the “Faculty Session” button on the navigation bar located on the left hand side of the screen then click this “Lesson Requests” button.



You can filter this list based on status, date, and more by clicking on the filter button.

Denied release requests will not appear in the default “All” view of this list click “Denied” at the top of the list.



SUBMITTING A PIANIST COACHING REQUEST ON A COMPUTER OR TABLET

Lindemann singers may request coachings with their pianist colleagues. These sessions will be scheduled depending on the pianist's availability as well as room availability.

To increase the possibility your session will make it on the upcoming week's schedule, requests must be submitted by 5:00PM EST on Wednesdays. Requests submitted after this deadline may not be accommodated. In the event your request conflicts with your AGMA/802 schedule or other Program related events, Ellen will notify you directly.

To submit a faculty coaching request, click on the "Pianist Coaching" button located on the navigation bar on the left hand side of the page. This will take you to a form page where you will enter the relevant information regarding your lesson.

The screenshot shows the Lindemann Young Artist Development Program interface. On the left is a navigation menu with the following items: Dashboard, Calendar, My Events, My Tasks, New Release, Lesson Request, Guest Faculty Session, Pianist Coaching (highlighted with a red circle), and Comp Requests. The main content area is titled "Create new Lesson Request" and contains two sections: "Main Details" and "Pianist".

Main Details

Please submit this form for all lesson requests (voice, piano, etc.) and for weekly coachings with select guest faculty. All other coachings (repertoire, diction, etc.) are assigned by Myra on a weekly basis. If you would like additional coachings of that nature, please feel free to tell her.

Title*

The title of this lesson request; can be a combination of the name of the teacher and the rep you want to work on

Pianist

Please select a pianist using the list below

Please Note: Parts of this form are the same as the Lesson Request form. Pay special attention to the fields and read the instructions on this form carefully to avoid confusion.

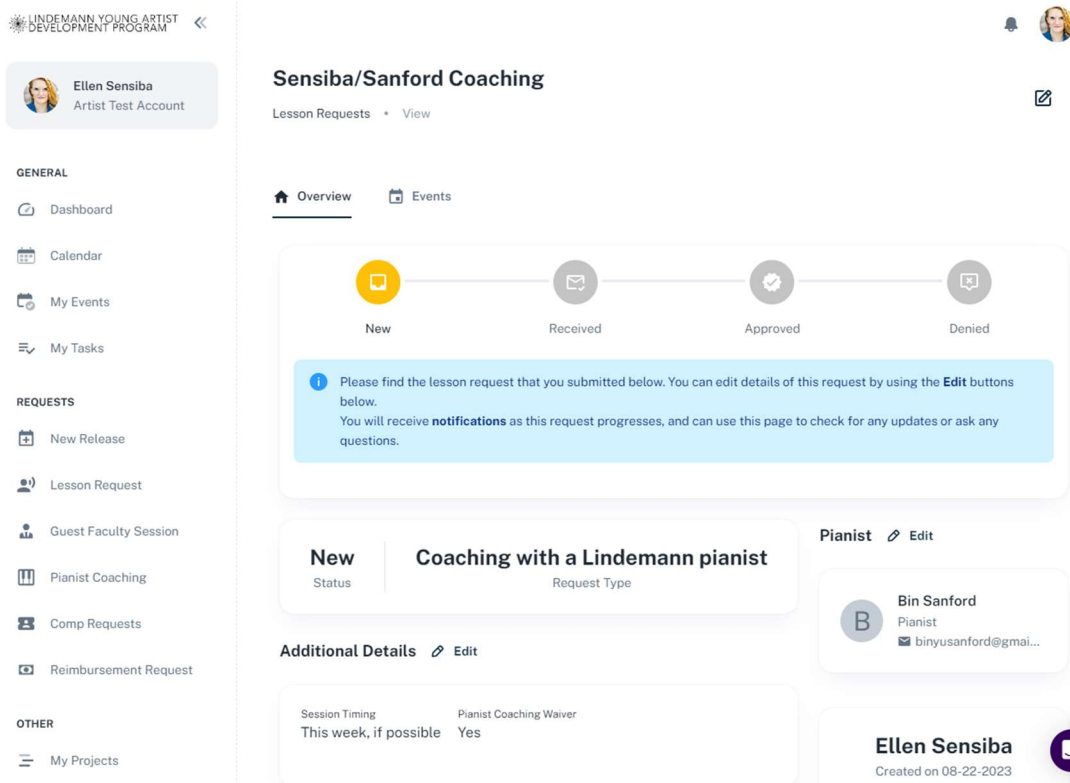
In order to submit this form, you will be required to read and accept the Pianist Coaching Waiver. If you have questions or concerns about a specific coaching with a Lindemann pianist, talk to Ellen.

The screenshot shows the "Pianist Coaching Waiver" form. It features a toggle switch that is currently turned on. Below the toggle is the following text:

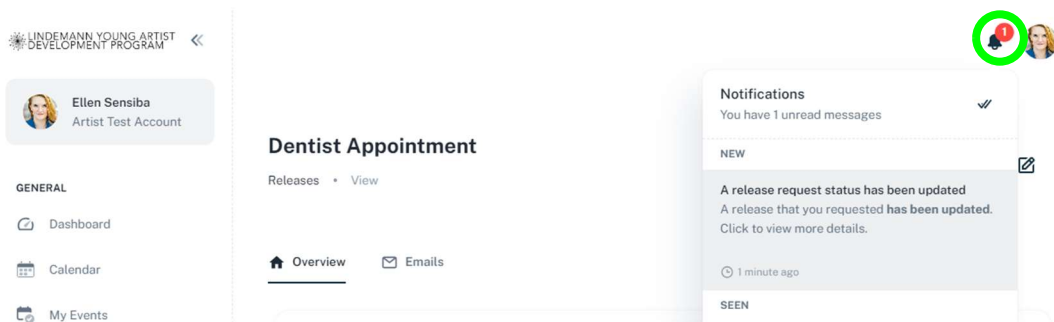
Pianist Coaching Waiver*

Requested coachings with any of the Lindemann pianists are subject to the pianist's availability, room availability, and Myra's approval. Sending in a request for this coaching does not guarantee it will end up on the schedule.

After you submit a pianist coaching request, you will see a progress bar with the status of your request.

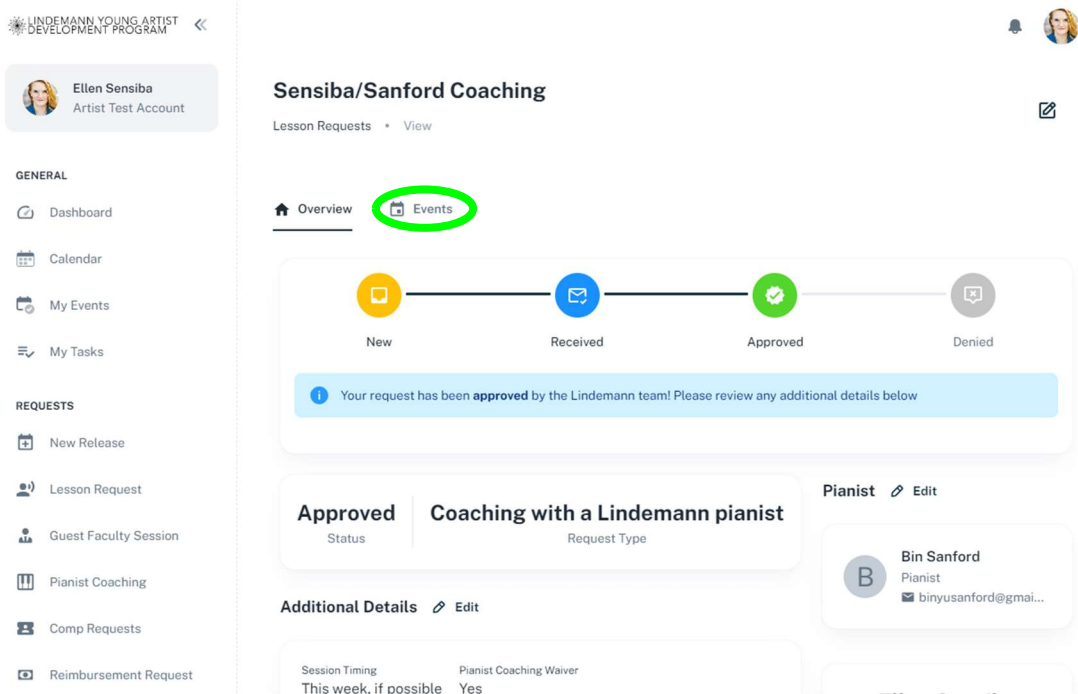


When the status of your pianist coaching request changes, you will be notified either by email or with a bell notification. Bell notifications will appear at the top of your page. When you click on the bell, a dropdown menu will appear with any unread notifications.

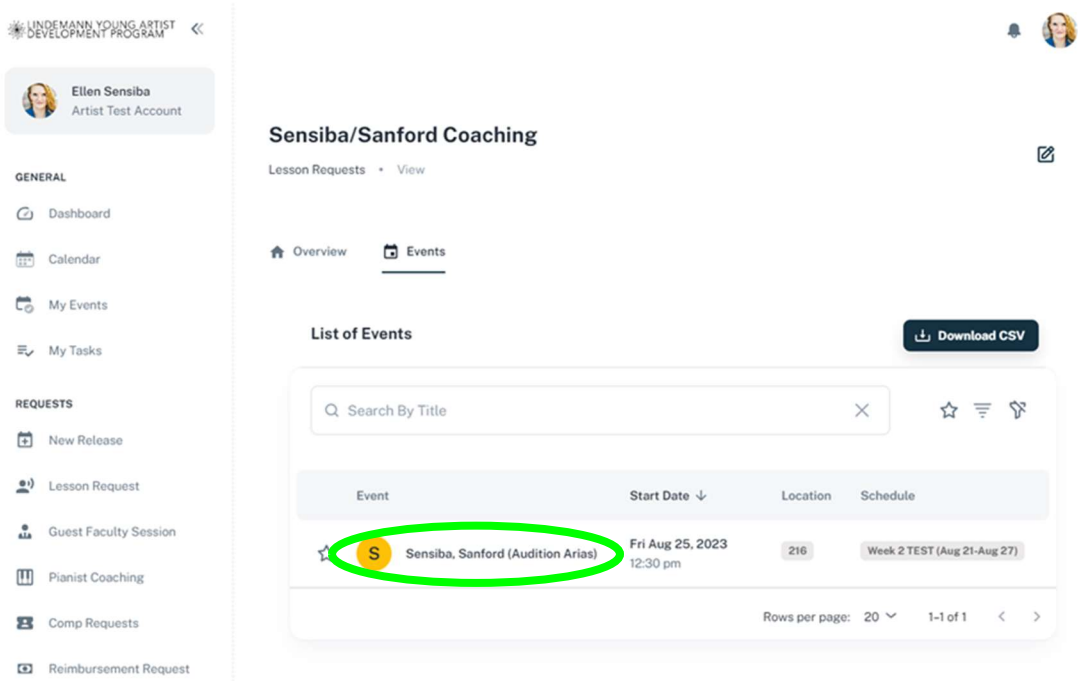


If at any point during the season, you are noticing changes made in Resonance, but you are not receiving bell notifications or email notifications, send a message to the Resonance support team and notify Ellen.

When your pianist coaching request is approved, this is what the request page will look like.



If you click on the "Events" button (noted in the above screenshot), you will see the list of events associated with the form. This will contain a link to the event of your scheduled coaching.



If you click on the title, you will be directed to the event's page where you can see all the details for your coaching.

The screenshot shows the user interface for the 'Sensiba, Sanford (Audition Arias)' event. On the left is a sidebar with navigation options: GENERAL (Dashboard, Calendar, My Events, My Tasks), REQUESTS (New Release, Lesson Request, Guest Faculty Session, Pianist Coaching, Comp Requests, Reimbursement Request), and OTHER (My Projects). The main content area has a header with the event title and a 'View' link. Below the title are tabs for Overview, Schedules, and Tasks. The Overview tab is active, showing event details: Start Date (Aug 25 2023 12:30 PM), End Date (Aug 25 2023 1:15 PM), and Event Type (Rep Coaching). There are also sections for Event Details (All Day? No), Location (216), and Additional Info (Schedule: Week 2 TEST (Aug 21-Aug 27)).

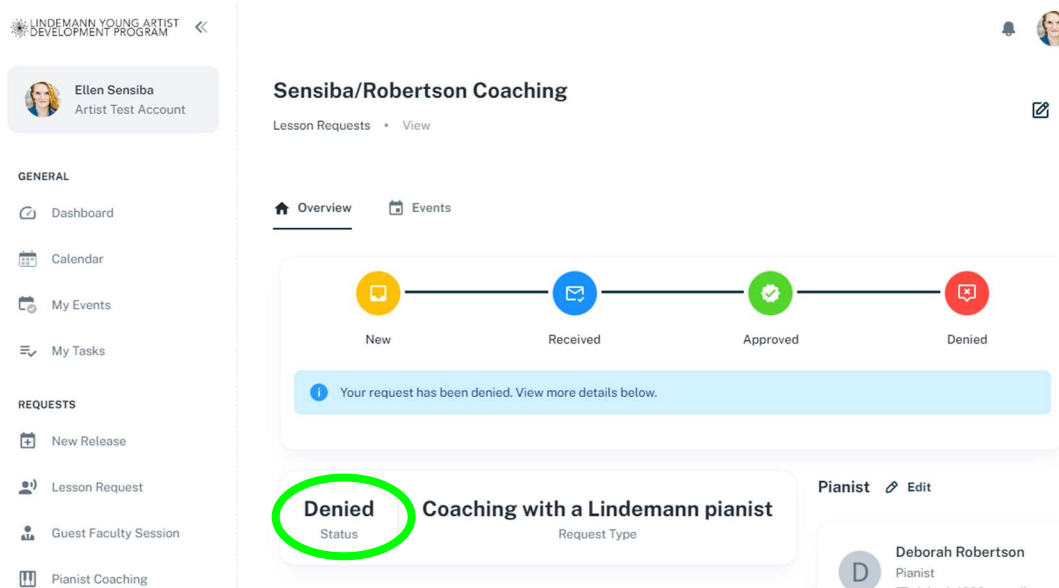
You can also see your coaching as an event in your schedule when you go to the Calendar page.

The screenshot shows the calendar page for August 25, 2023. The calendar view is set to 'Friday'. There are two events listed: '11:00 - 12:00 Babidge, Sensiba (Lesson)' and '12:30 - 1:15 Sensiba, Sanford (Audition Arias)'. The second event is highlighted with a green circle. The interface includes navigation icons, a date selector, and a 'Today' button.

This is what the progress bar will look like when your coaching request is denied. If you are confused by the status bar, remember to double check the status box (circled below).

Lindemann pianist coaching requests are only denied when the requested session cannot be scheduled within the timeframe listed in the request ("This week," "Next week, " etc.) or when Myra instructs Ellen not to schedule that particular coaching.

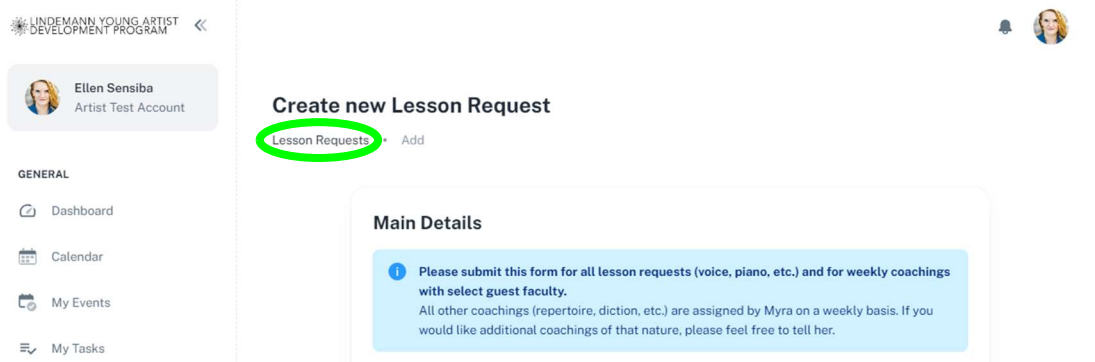
Depending on the specific circumstances of your request, you might see a comment from a member of the admin team with additional information, or you may be copied on email correspondence regarding the denial.



If you need to change the details of your coaching request at any point during the approval process, you must notify Meredith and Ellen in writing immediately. Depending on the circumstances, we will either edit your request for you or have you submit a new request.

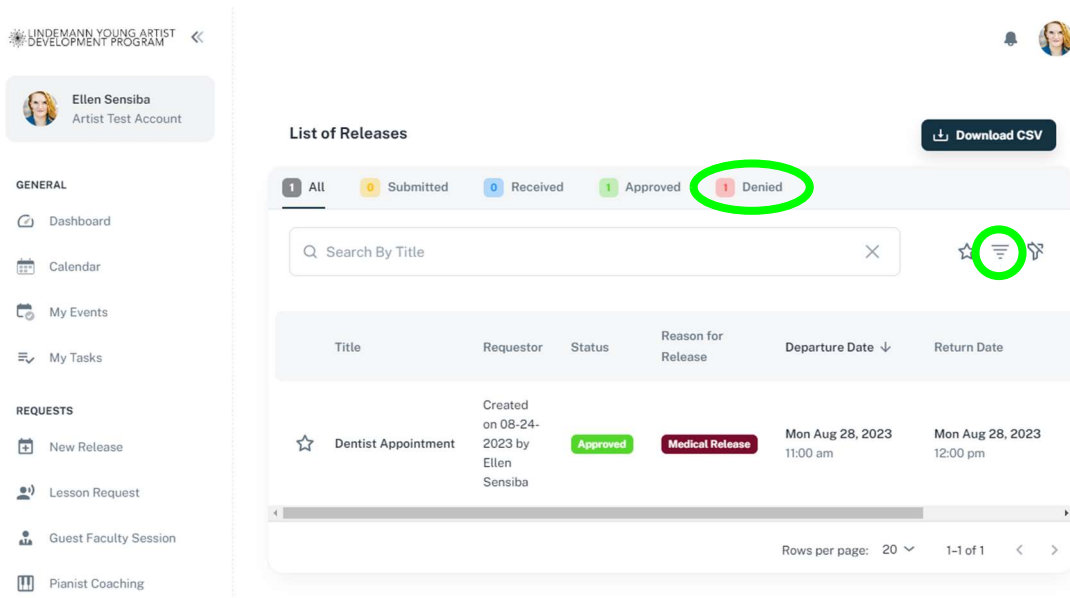
Do not attempt to edit a pianist coaching request you have already submitted.

To view a list of your pianist requests, click on the “Pianist Coaching” button on the navigation bar located on the left hand side of the screen then click this “Lesson Requests” button.



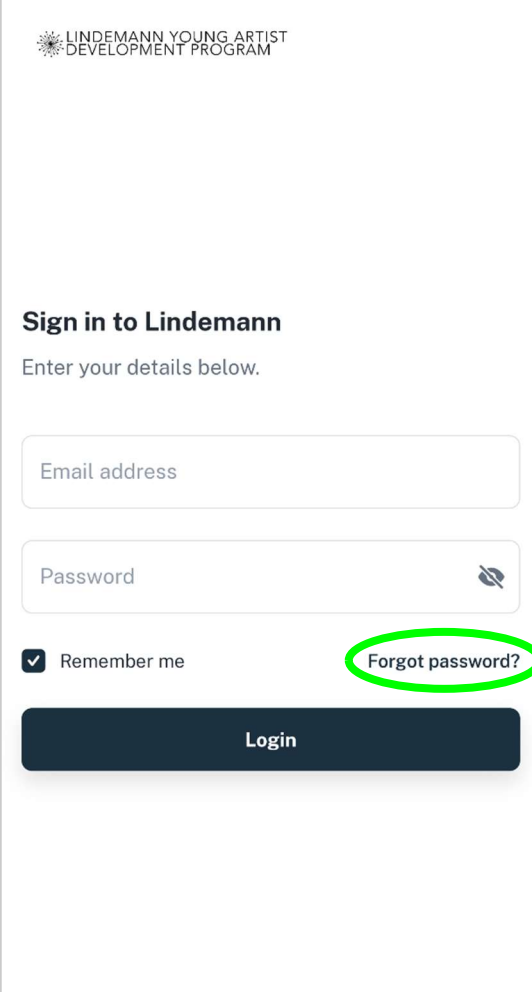
You can filter this list based on status, date, and more by clicking on the filter button.

Denied release requests will not appear in the default “All” view of this list click “Denied” at the top of the list.



LOGGING IN ON A SMARTPHONE


To access your Resonance portal, go to www.lindemann.resonancehq.app in the browser of your choice. We recommend using Google Chrome or Safari, but Resonance will work on any browser. To login, enter your email address and the password you set at the beginning of the season. If you need to reset your password, click on the “Forgot Password” button. You will be sent an automated email with instructions on how to reset your password.



LINDEMANN YOUNG ARTIST
DEVELOPMENT PROGRAM

Sign in to Lindemann
Enter your details below.

Email address

Password 

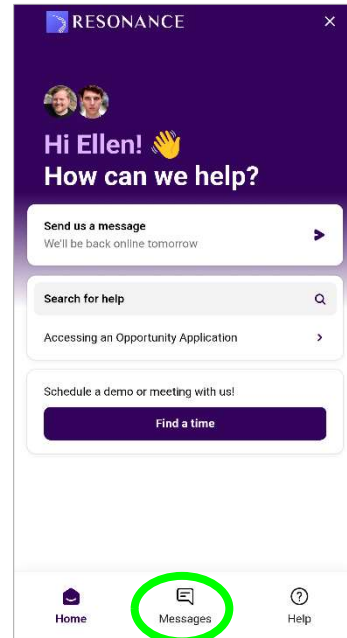
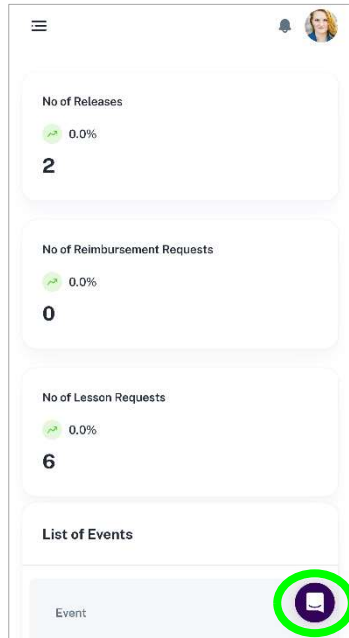
Remember me [Forgot password?](#)

Login

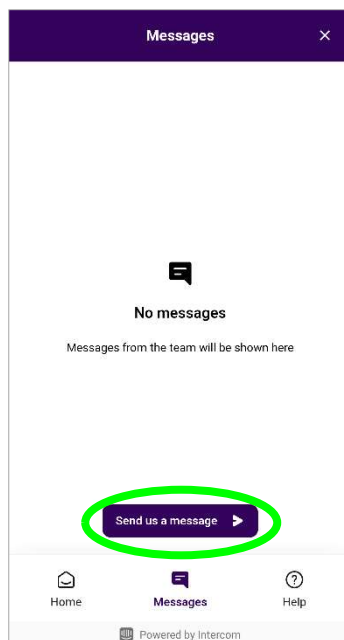
Pro Tip: You will need to access Resonance regularly during the season. We recommend you save the homepage to your bookmarks bar and make note of your password.

MESSAGING THE RESONANCE TEAM ON A SMARTPHONE

If, at any point, you encounter an error or have a question on using Resonance, you can click the purple bubble in the bottom right corner. This will open a window where you can chat with the Resonance support team.



If you are at the Met and have an unreliable internet connection, call Ellen's desk phone and she should be able to help or contact Resonance on your behalf.

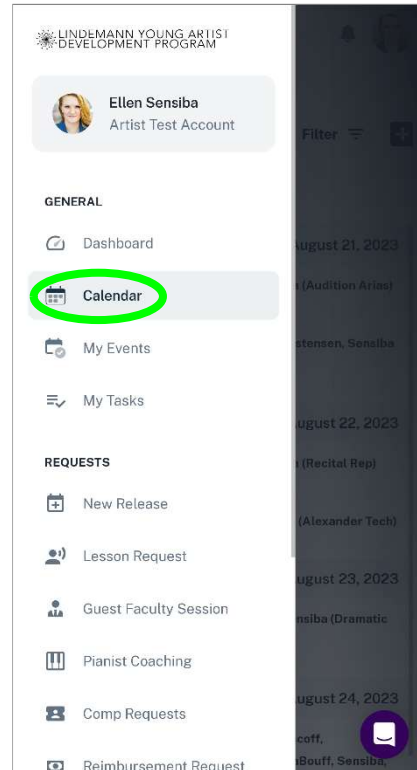


Please Note: This chat function is only for problems relating to the function of the Resonance platform. Do not message the Resonance support team with questions about your schedule, cancellations, repertoire, or other Program related issues. Those things should be directed to Meredith or Ellen.

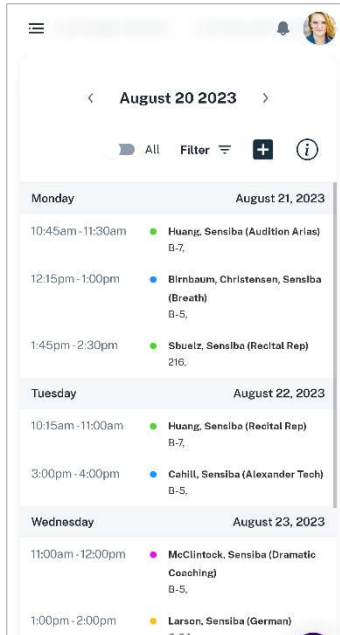
VIEWING YOUR SCHEDULE ON A SMARTPHONE

As per the LYADP Handbook, Program schedules are sent out on Friday evenings for the upcoming week. It is essential that Lindemann Artists check their schedule regularly to ensure they arrive to all scheduled sessions prepared and on time.

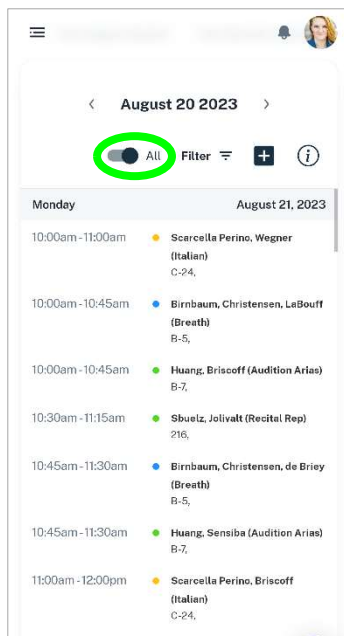
To access your schedule, click on the menu button located in the top left corner of your screen to open the navigation bar, then click the "Calendar" button. This will take you to your schedule page.



The default schedule view on smartphones is this daily agenda format. Unfortunately, you cannot change the view like you can when viewing on a computer.

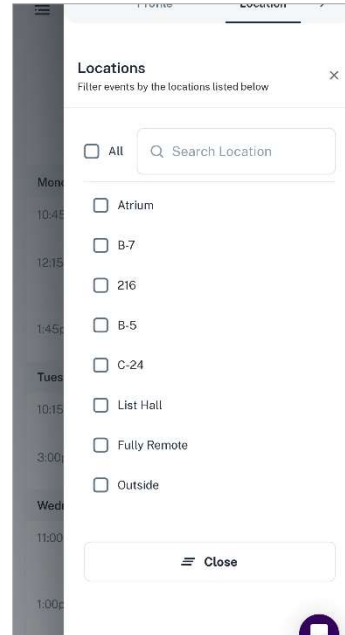
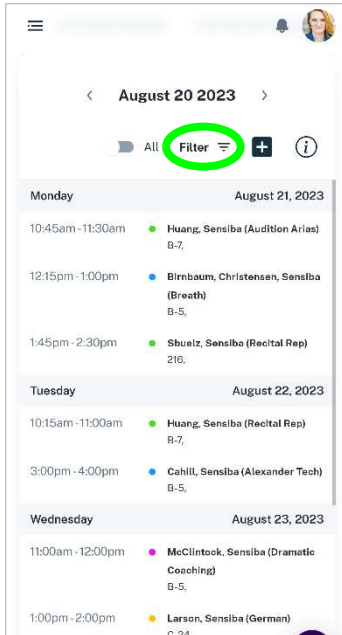


By default, Resonance will only show you the events you are tagged in. You can change this and view the entire schedule by clicking the toggle button next to the word "All".

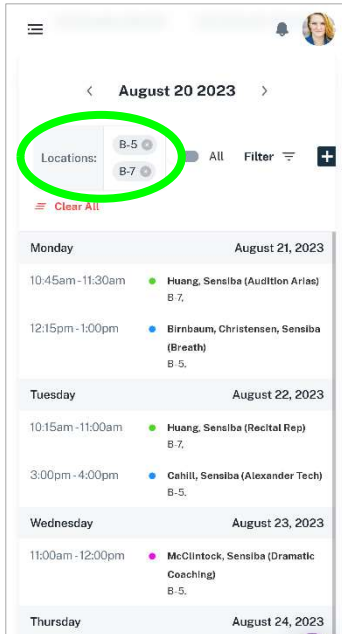


Please note that after selecting this, the events will appear in chronological order regardless of location, event type, or users tagged.

You can filter events by location and user profile by clicking the “Filter” button. A side menu will appear where you can select the locations and profiles you wish to see.

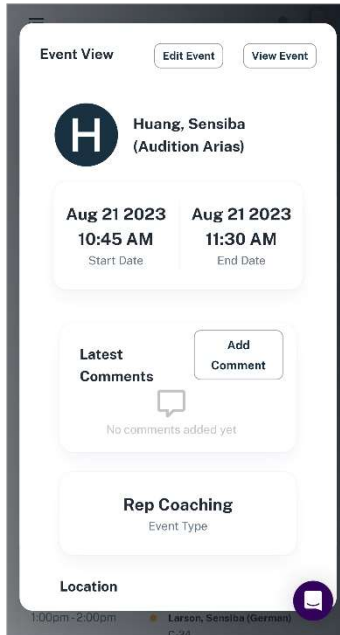


When filters are applied, they will appear at the top of the calendar view.



Pro Tip: If you are trying to determine when a specific location or person is available, you can select the “All” button and filter accordingly. This is especially helpful if you are trying to determine possible practice times.

To see additional details about specific events, simply click on the event title. A window will open with the date, time, location, individuals called, comments, and more.

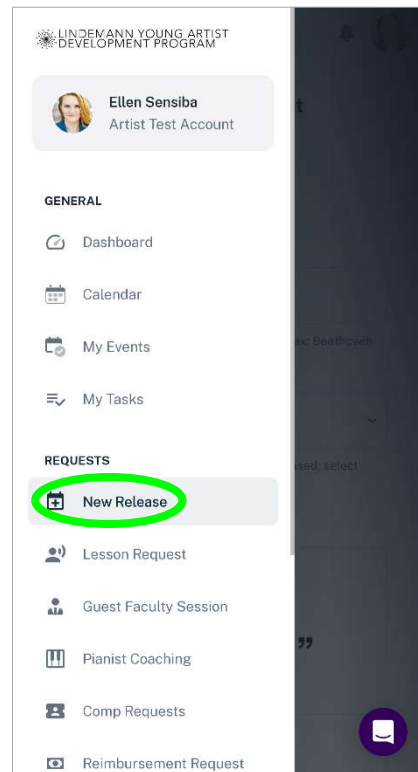


You will notice there are buttons for linking your Resonance schedule to a Google Calendar or Outlook Calendar. As of August 24, 2023, the development team at Resonance has not finalized this feature. Once it is enabled, further information will be distributed for your reference.

SUBMITTING A RELEASE REQUEST ON A SMARTPHONE

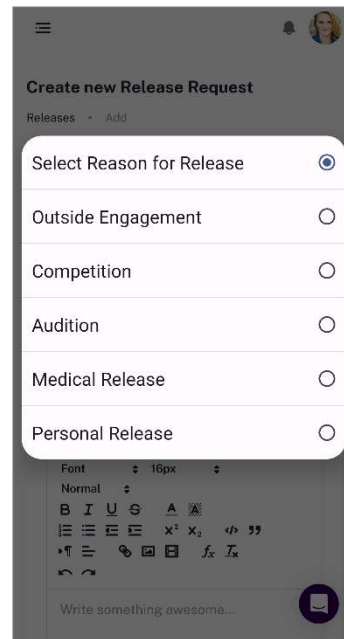
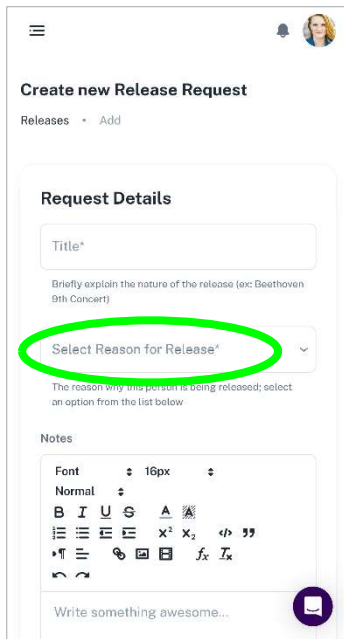
As per the LYADP Handbook, you must secure a release for *anything* that would require you to take time away from the Program. This includes, but is not limited to outside performances, competitions, auditions that are not organized by the Program, doctor appointments, hair appointments, and family obligations.

To submit a release request, click on the menu button located in the top left corner of your screen to open the navigation bar, then click the “New Release” button. This will take you to a form page where you will enter the details of your release.

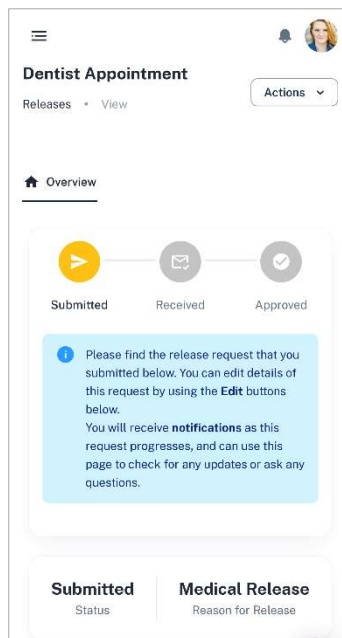


Please Note: You must always factor in travel time when entering your release request. The departure time is when you want to walk out of the Met, and the return time is when you will start your next session back at the Met.

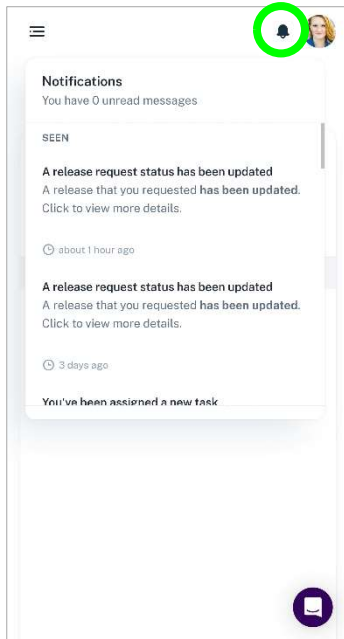
You will be required to enter the type of release you are requesting (shown in the pop-up menu). All requests for outside engagements, competitions, and auditions must be approved by both Meredith and Melissa.



After you submit a release request, you will see a progress bar with the status of your request.



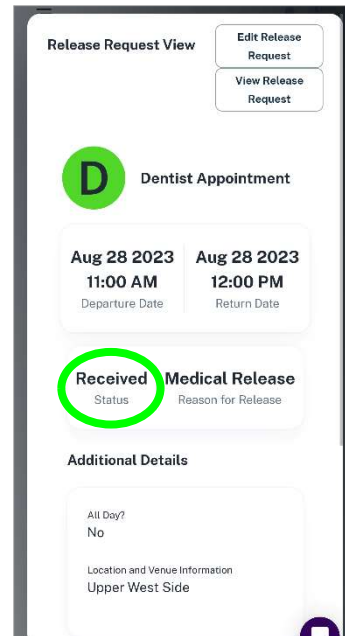
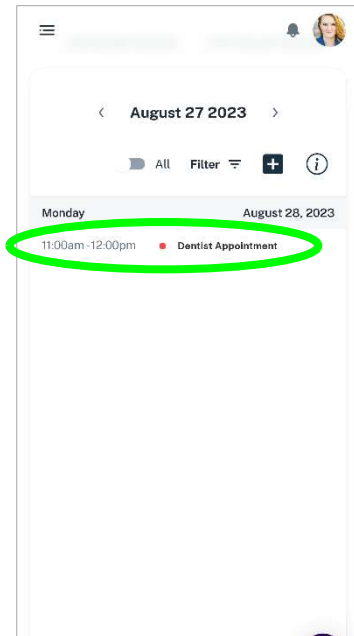
When the status of your request changes, you will be notified either by email or with a bell notification. Bell notifications will appear at the top of your page. When you click on the bell, a dropdown menu will appear with any unread notifications.



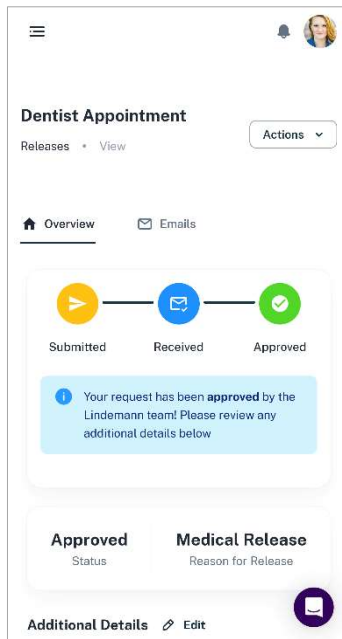
If at any point during the season, you are noticing changes made in Resonance, but you are not receiving bell notifications or email notifications, send a message to the Resonance support team and notify Ellen.

After your release is submitted, you will notice that it will appear as an event in your schedule automatically. This does not necessarily mean that your release has been approved.

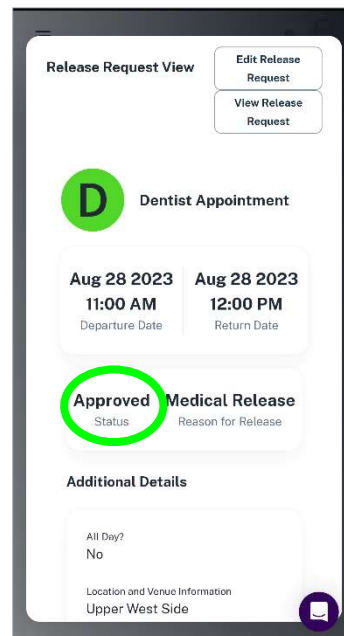
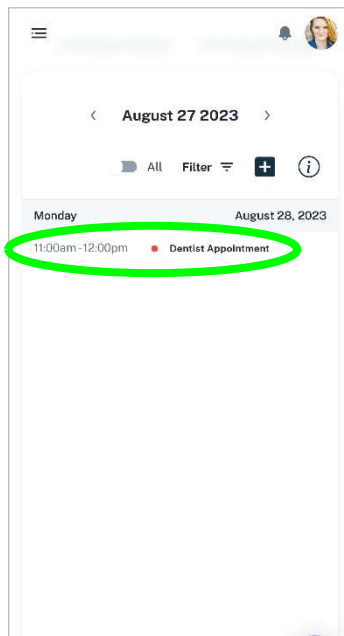
If you click on this event, a window will pop up with the details of your request, including a box that shows the status of your request.



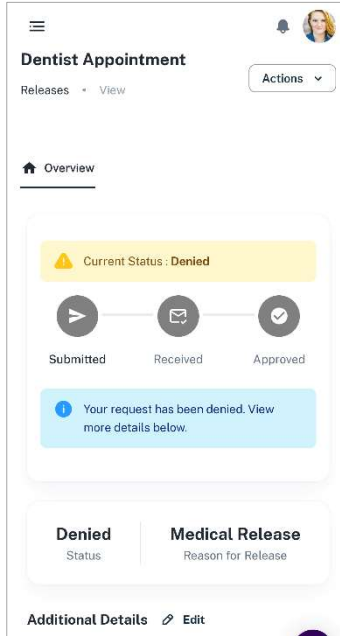
When your release request is approved, this is what the release page will look like.



In the calendar, your release will look the same as it did when it was still pending, but if you click on the event block, you will see that the status has changed to Approved.



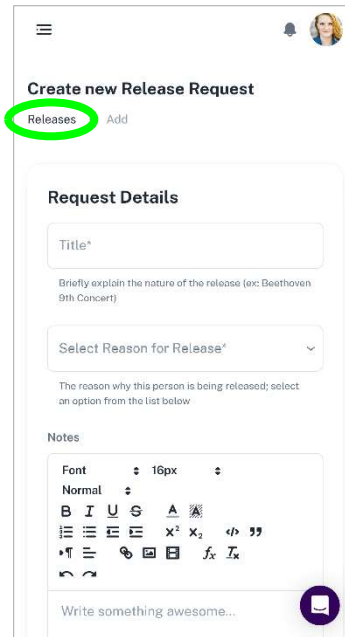
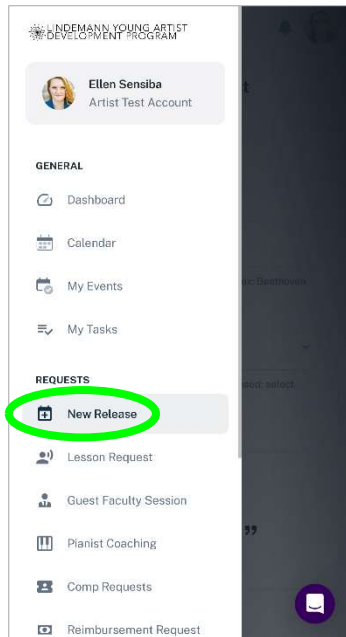
When your release request is denied, this is what the progress bar will look like. Depending on the specific circumstances of this release, you might see a comment from a member of the admin team with additional information, or you may be copied on email correspondence regarding the denial.



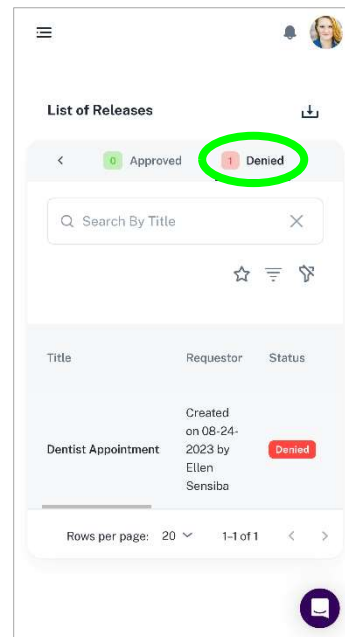
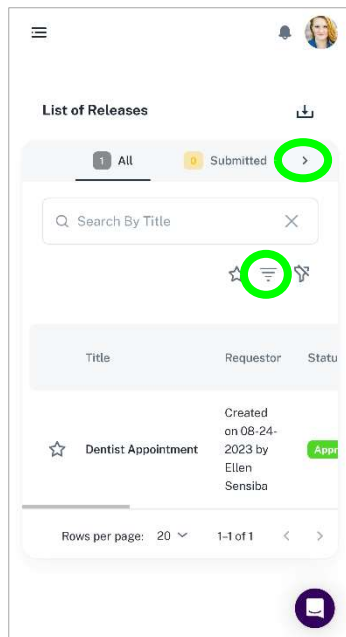
If you need to change the details of your release request at any point during the approval process, you must notify Meredith and Ellen in writing immediately. Depending on the circumstances, we will either edit your release request for you or have you submit a new request.

Do not attempt to edit a release request you have already submitted.

To view a list of your release requests, open the navigation bar and click on the “New Release” button, then click this “Releases” button.



You can filter this list based on status, date, and more by clicking on the filter button. Denied release requests may not appear in the default “All” view of this list. To view release requests that have been denied, use these arrows to scroll through the top filters and click “Denied.”

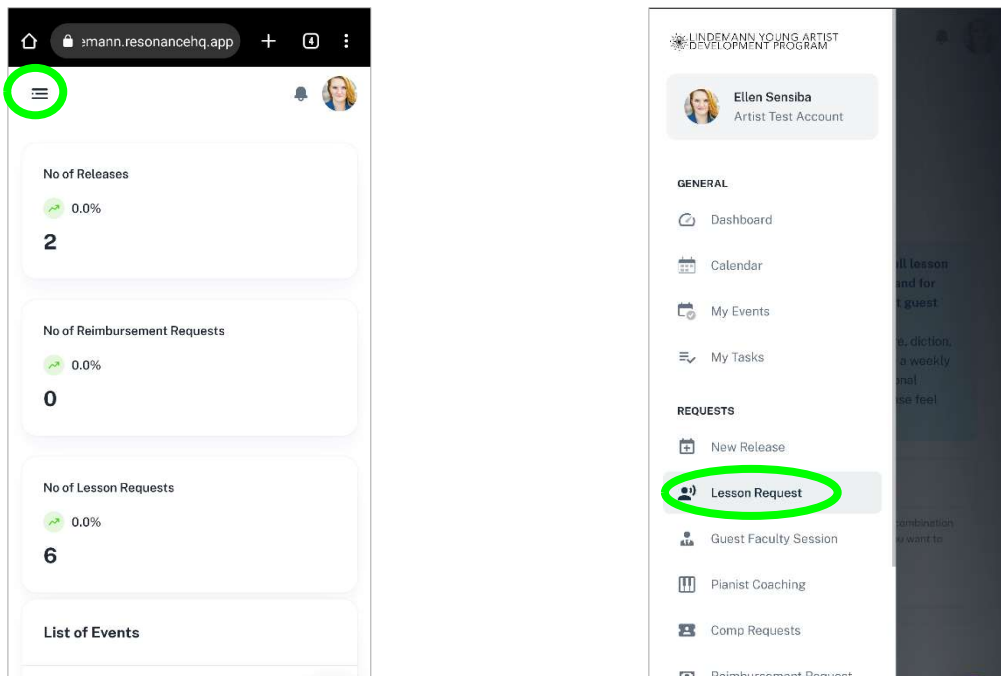


SUBMITTING A LESSON REQUEST ON A SMARTPHONE

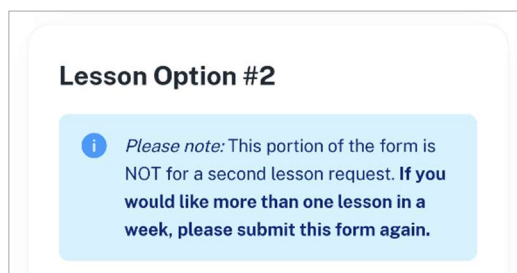
As per the LYADP Handbook, Lindemann Artists are responsible for communicating with their teachers to determine possible lesson times before submitting a lesson request. To ensure your lesson makes it on to the upcoming week's schedule, lesson requests must be submitted by 5:00PM EST on Wednesdays. Requests submitted after this deadline may not be accommodated.

In the event your proposed lesson times conflict with your AGMA/802 schedule or other Program related events, Ellen will notify you directly so you can readjust as needed with your teacher. If this happens, you may be asked to submit another lesson request.

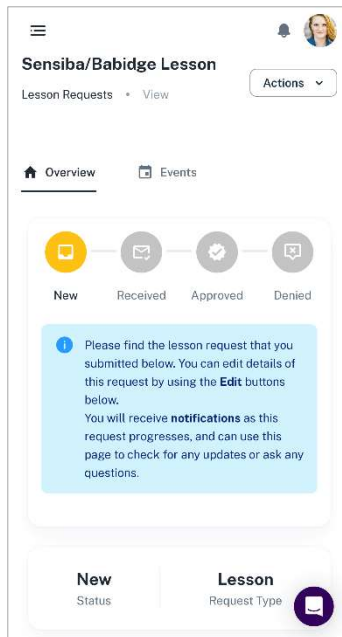
To submit a lesson request, click on the menu button located in the top left corner of your screen to open the navigation bar, then click the "Lesson Request" button. This will take you to a form page where you will enter the details regarding your lesson.



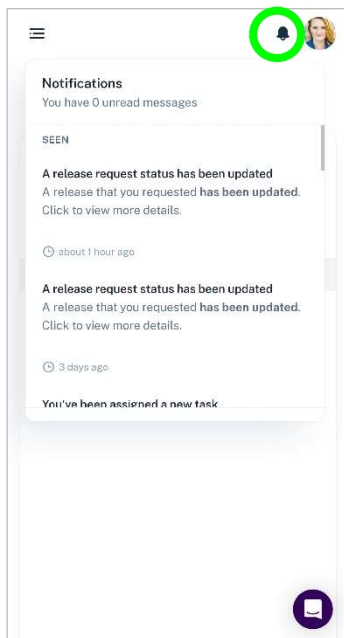
The lesson request form asks for two options for lesson times. You are not required to provide a second lesson option, but it will increase the chances of you getting a lesson during the upcoming week. If you would like two lessons in one week, you need to submit the form twice.



After you submit a lesson request, you will see a progress bar with the status of your request.

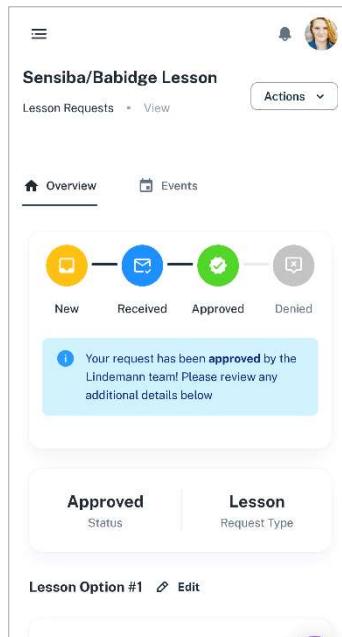


When the status of your lesson request changes, you will be notified either by email or with a bell notification. Bell notifications will appear at the top of your page. When you click on the bell, a dropdown menu will appear with any unread notifications.

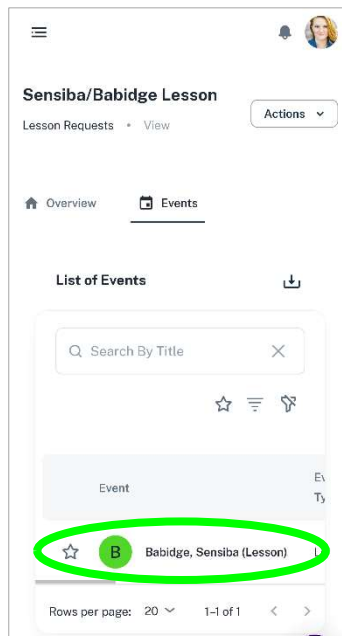


If at any point during the season, you are noticing changes made in Resonance, but you are not receiving bell notifications or email notifications, send a message to the Resonance support team and notify Ellen.

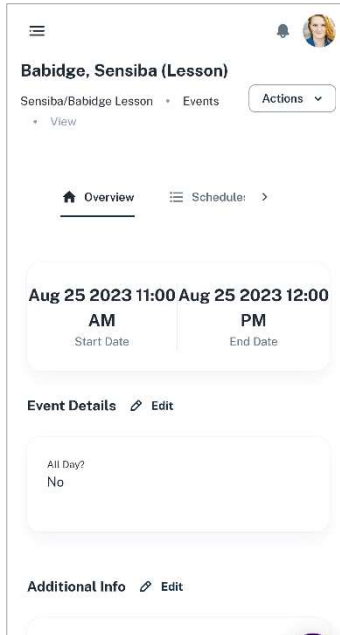
When your lesson request is approved, this is what the request page will look like.



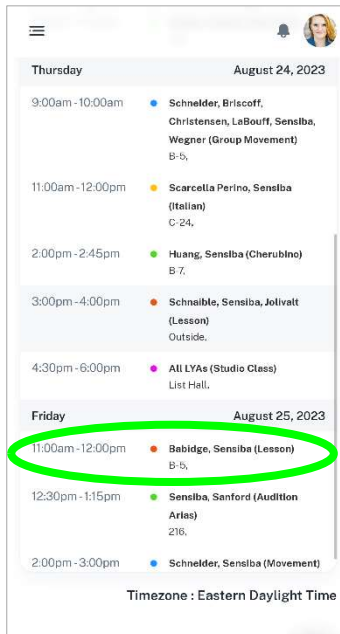
If you click on the “Events” button (noted in the above screenshot), you will see the list of events associated with the form. This will contain a link to the event of your approved lesson.



If you click on the title, you will be directed to the event's page where you can see all the details for your lesson.

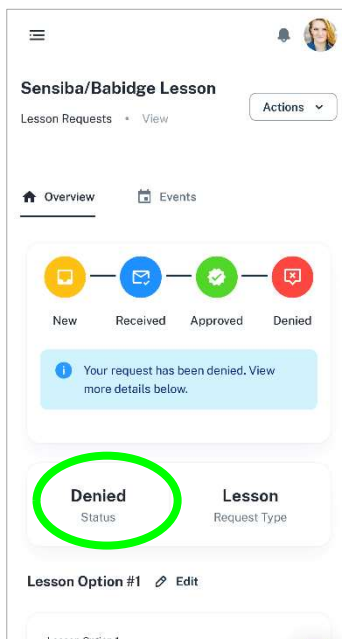


You can also see your lesson as an event in your schedule when you go to the Calendar page.



This is what the progress bar will look like when your lesson request is denied. If you are confused by the status bar, remember to double check the status box (circled below).

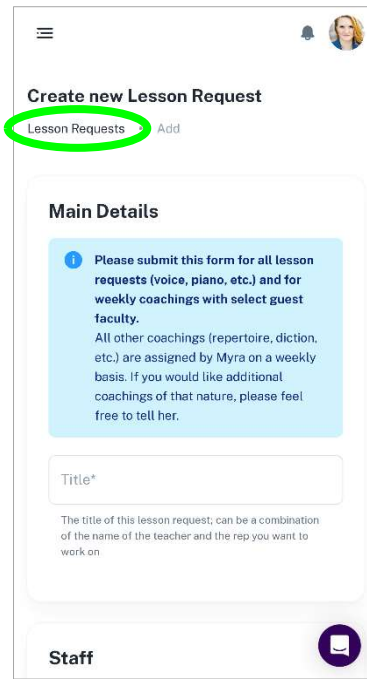
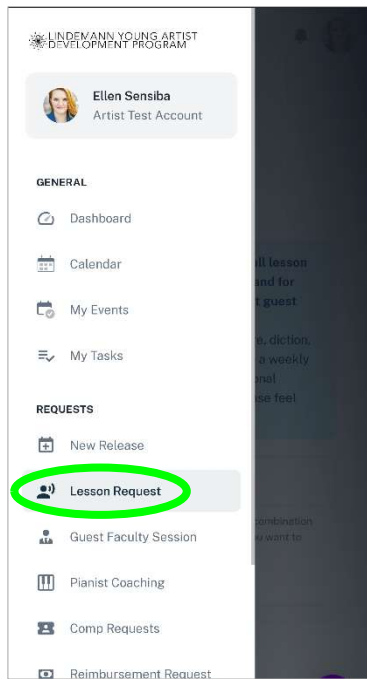
Lesson requests are denied when none of the lesson options provided in the request work in the schedule. Depending on the specific circumstances of your lesson request, you might see a comment from a member of the admin team with additional information, or you may be copied on email correspondence regarding the denial.



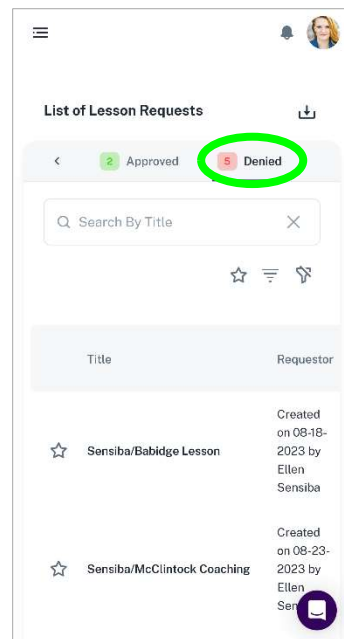
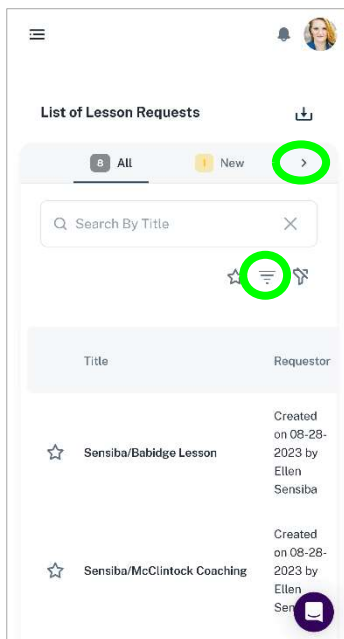
If you need to change a lesson request at any time during the approval process, you must contact Ellen immediately, preferably by email. Depending on the circumstances, we will either edit your lesson request for you or have you submit a new request.

Do not attempt to edit a lesson request you have already submitted.

To view a list of your lesson requests, open the navigation bar and click on the “Lesson Request” button, then click this “Lesson Requests” button. This is also how you will view faculty coaching and pianist coaching requests.



You can filter this list based on status, date, and more by clicking on the filter button. Denied lesson requests may not appear in the default “All” view of this list. To view release requests that have been denied, use these arrows to scroll through the top filters and click “Denied.”

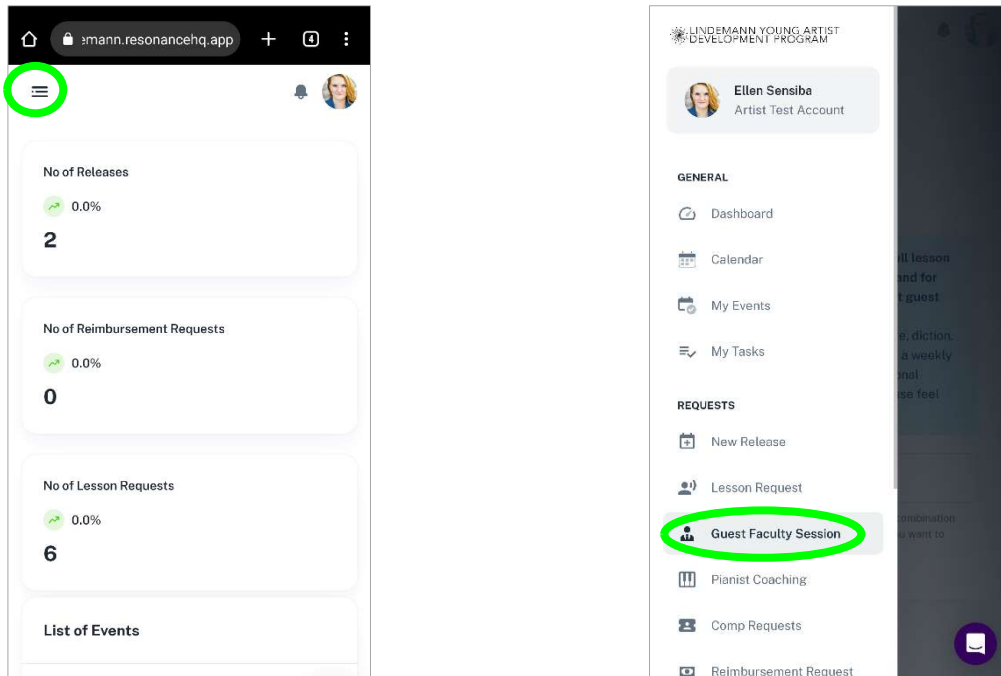


SUBMITTING A FACULTY COACHING REQUEST ON A SMARTPHONE

Lindemann Artists can request sessions with faculty members including (but not limited to) Deb Birnbaum, Peter McClintock, and Dr. Don Greene. These sessions will be scheduled depending on your availability as well as faculty availability.

To ensure your session makes it on to the upcoming week's schedule, requests must be submitted by 5:00PM EST on Wednesdays. Requests submitted after this deadline may not be accommodated. In the event your proposed lesson times conflict with your AGMA/802 schedule or other Program related events, Ellen will notify you directly.

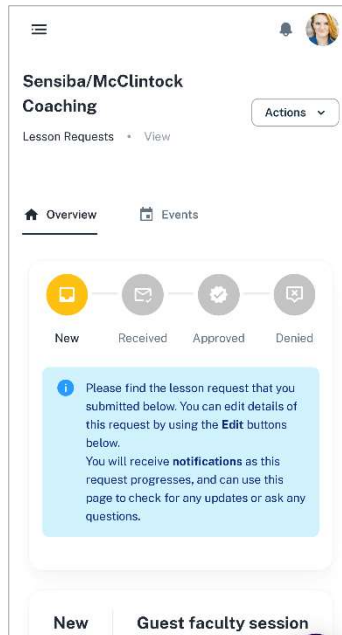
To submit a faculty session request, click on the menu button located in the top left corner of your screen to open the navigation bar, then click the "Faculty Session" button. This will take you to a form page where you will enter the details regarding your faculty session.



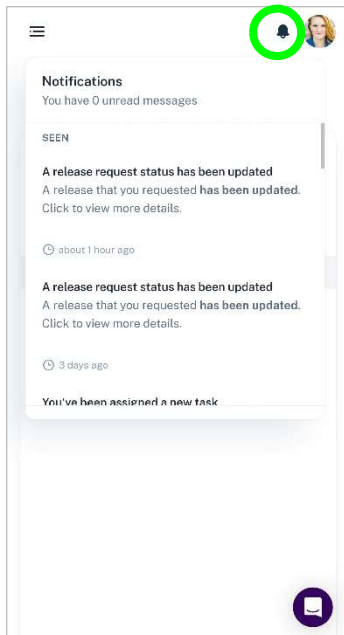
When filling out this form, you will notice that you can only select certain Faculty members from the drop-down menu. If you would like a session with someone not included on this form, such as a principal artist, please email your request to Meredith. If you would like a coaching with another regular member of our Faculty, please talk to Myra.

Please Note: Parts of this form are the same as the Lesson Request form. Pay special attention to the fields and read the instructions on this form carefully to avoid confusion.

After you submit a faculty session request, you will see a progress bar with the status of your request.

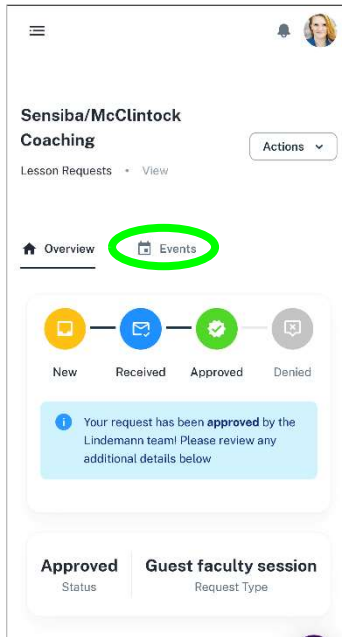


When the status of your faculty session request changes, you will be notified either by email or with a bell notification. Bell notifications will appear at the top of your page. When you click on the bell, a dropdown menu will appear with any unread notifications.

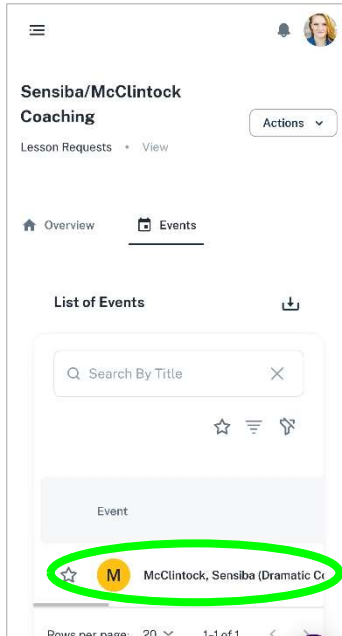


If at any point during the season, you are noticing changes made in Resonance, but you are not receiving bell notifications or email notifications, send a message to the Resonance support team and notify Ellen.

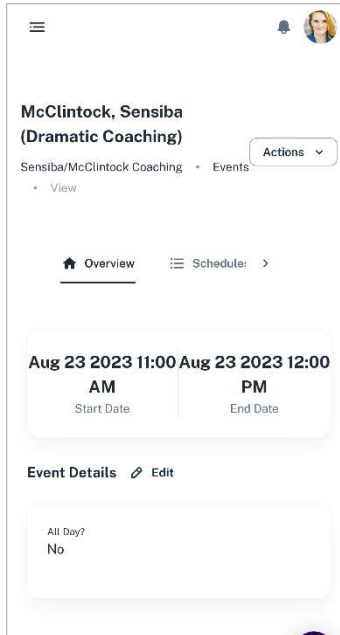
When your faculty session request is approved, this is what the request page will look like.



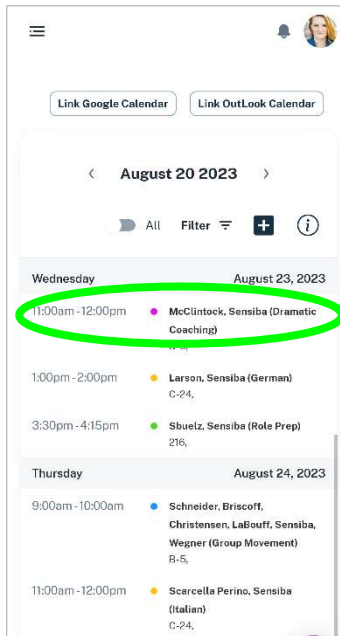
If you click on the “Events” button (noted in the above screenshot), you will see the list of events associated with the form. This will contain a link to the event of your approved lesson.



If you click on the title, you will be directed to the event's page where you can see all the details for your session.



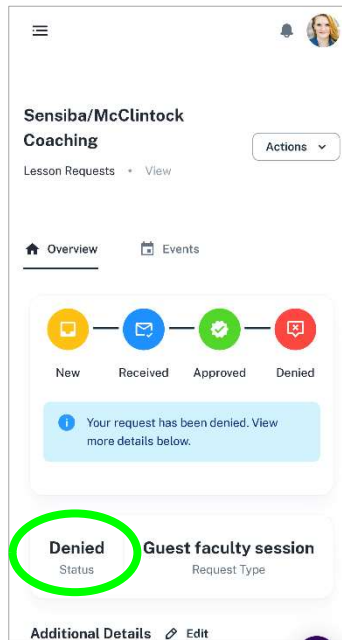
You can also see your session as an event in your schedule when you go to the Calendar page.



This is what the progress bar will look like when your lesson request is denied. If you are confused by the status bar, remember to double check the status box (circled below).

Faculty session requests are denied when the requested session cannot be scheduled within the timeframe listed in the request ("This week," "Next week," etc.)

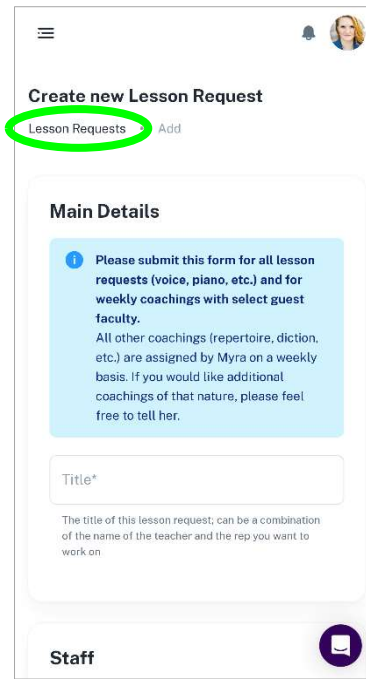
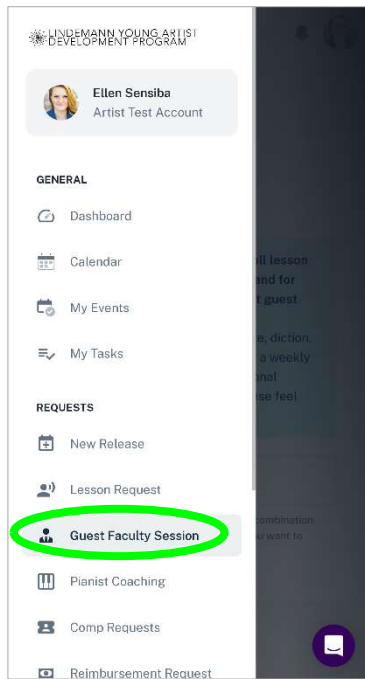
Depending on the specific circumstances of your request, you might see a comment from a member of the admin team with additional information, or you may be copied on email correspondence regarding the denial.



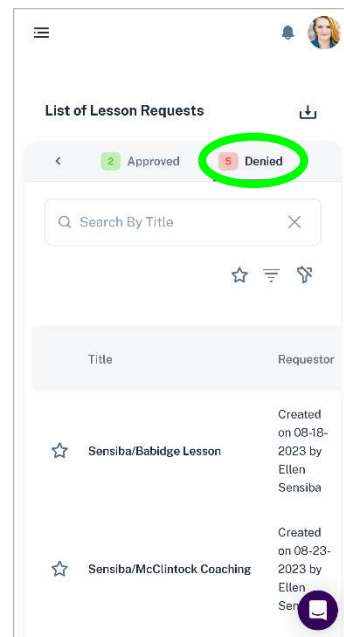
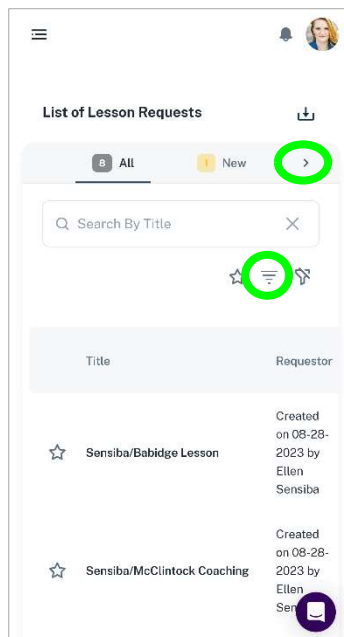
If you need to change a faculty session request at any time during the approval process, you must contact Ellen immediately, preferably by email. Depending on the circumstances, we will either edit your lesson request for you or have you submit a new request.

Do not attempt to edit a faculty session request you have already submitted.

To view a list of your faculty session requests, open the navigation bar and click on the “Lesson Request” button, then click this “Lesson Requests” button. This is also how you will view lesson and pianist coaching requests.



You can filter this list based on status, date, and more by clicking on the filter button. Denied lesson requests may not appear in the default “All” view of this list. To view release requests that have been denied, use these arrows to scroll through the top filters and click “Denied.”

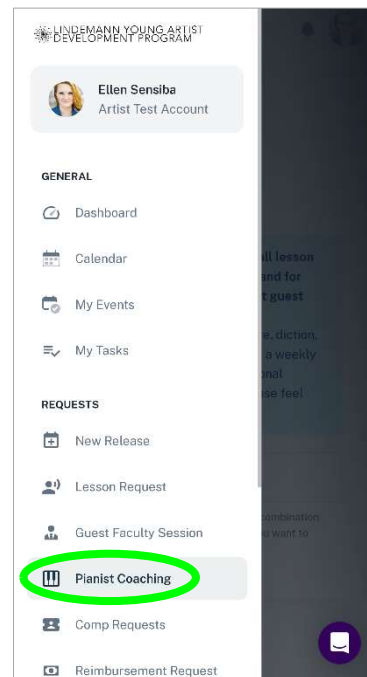
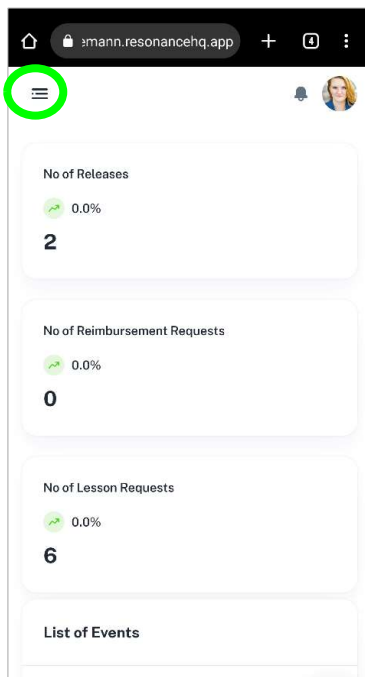


SUBMITTING A PIANIST COACHING REQUEST ON A SMARTPHONE

Lindemann singers may request coachings with their pianist colleagues. These sessions will be scheduled depending on the pianist's availability as well as room availability.

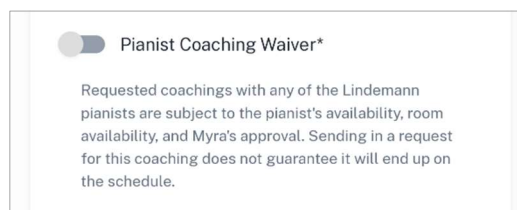
To increase the possibility your session will make it on the upcoming week's schedule, requests must be submitted by 5:00PM EST on Wednesdays. Requests submitted after this deadline may not be accommodated. In the event your request conflicts with your AGMA/802 schedule or other Program related events, Ellen will notify you directly.

To submit a lesson request, click on the menu button located in the top left corner of your screen to open the navigation bar, then click the "Pianist Coaching" button. This will take you to a form page where you will enter the details regarding your coaching.

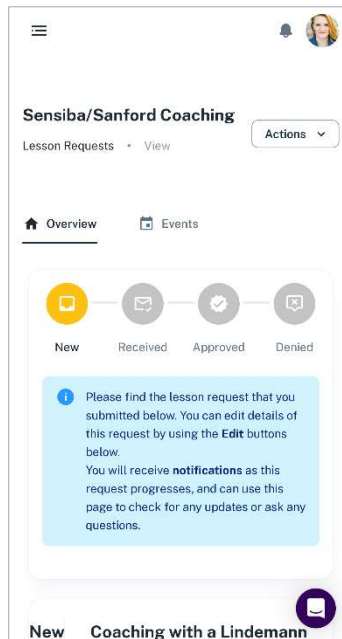


Please Note: Parts of this form are the same as the Lesson Request form. Pay special attention to the fields and read the instructions on this form carefully to avoid confusion.

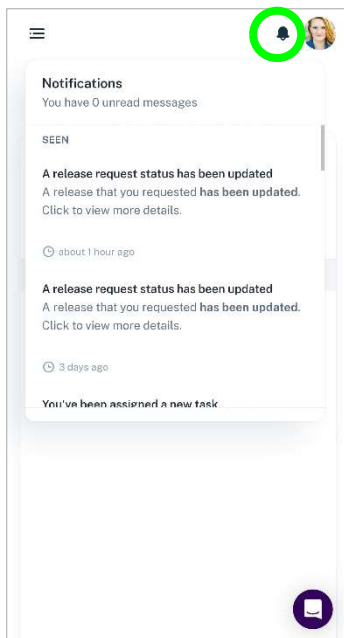
In order to submit this form, you will be required to read and accept the Pianist Coaching Waiver. If you have questions or concerns about a specific coaching with a pianist, talk to Ellen.



After you submit a coaching request, you will see a progress bar with the status of your request.

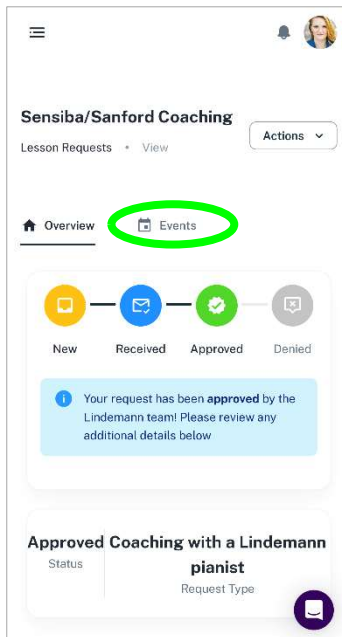


When the status of your coaching request changes, you will be notified either by email or with a bell notification. Bell notifications will appear at the top of your page. When you click on the bell, a dropdown menu will appear with any unread notifications.

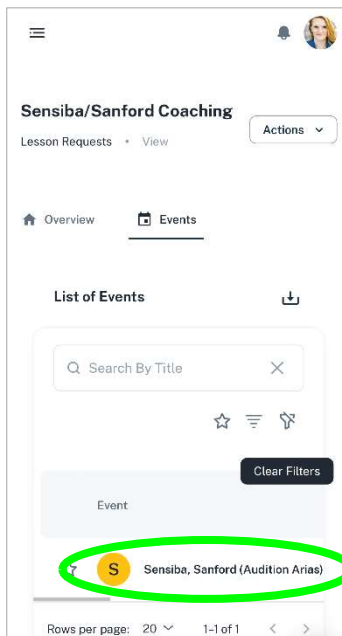


If at any point during the season, you are noticing changes made in Resonance, but you are not receiving bell notifications or email notifications, send a message to the Resonance support team and notify Ellen.

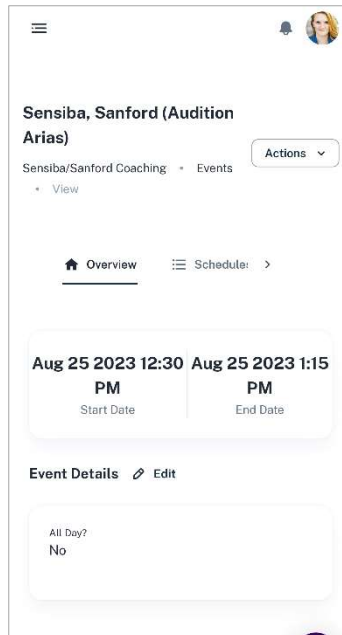
When your coaching request is approved, this is what the request page will look like.



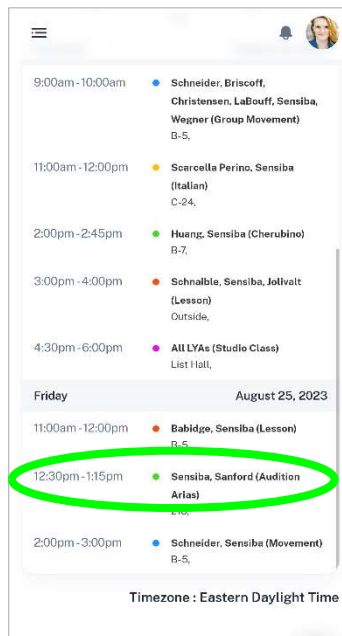
If you click on the “Events” button (noted in the above screenshot), you will see the list of events associated with the form. This will contain a link to the event of your approved lesson.



If you click on the title, you will be directed to the event's page where you can see all the details for your coaching.



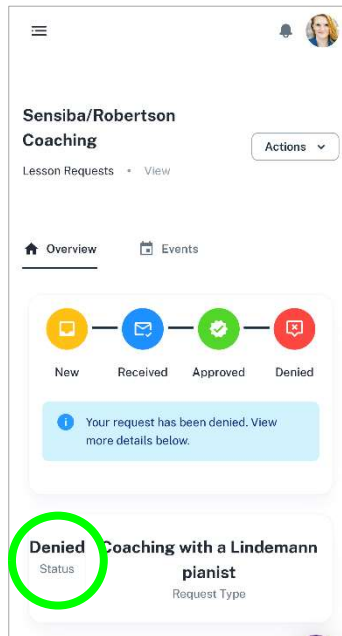
You can also see your coaching as an event in your schedule when you go to the Calendar page.



This is what the progress bar will look like when your coaching request is denied. If you are confused by the status bar, remember to double check the status box (circled below).

Lindemann pianist coaching requests are only denied when the requested session cannot be scheduled within the timeframe listed in the request ("This week," "Next week," etc.) or when Myra instructs Ellen not to schedule that particular coaching.

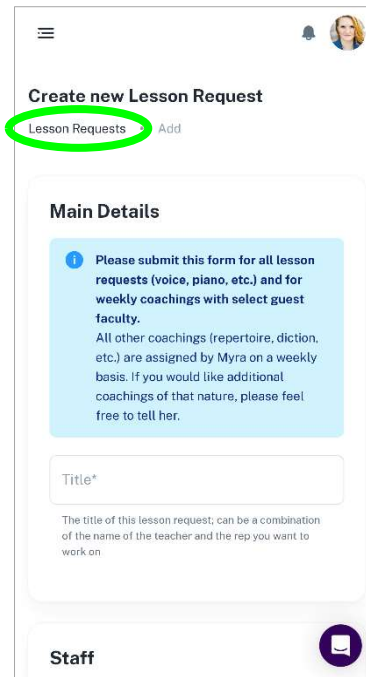
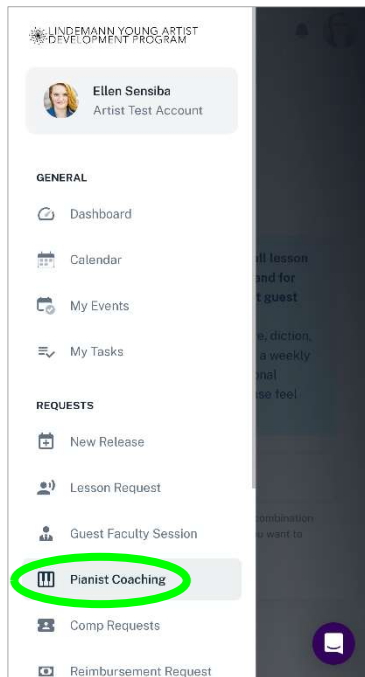
Depending on the specific circumstances of your request, you might see a comment from a member of the admin team with additional information, or you may be copied on email correspondence regarding the denial.



If you need to change a coaching request at any time during the approval process, you must contact Ellen immediately, preferably by email. Depending on the circumstances, we will either edit your lesson request for you or have you submit a new request.

Do not attempt to edit a pianist coaching request you have already submitted.

To view a list of your coaching requests, open the navigation bar and click on the “Pianist Coaching” button, then click this “Lesson Requests” button. This is also how you will view faculty coaching and lesson requests.



You can filter this list based on status, date, and more by clicking on the filter button. Denied lesson requests may not appear in the default “All” view of this list. To view release requests that have been denied, use these arrows to scroll through the top filters and click “Denied.”

