






# FutureStack 2021 Virtual Platform User Guide

Viewing Tips

# System Requirements

What are the system requirements needed for me to use the platform?

Desktop Browser & Operating System	 Chrome	 Firefox	 Edge	 Safari	 IE
Windows 7	Minimum Version 80	Minimum Version 73	Edge Chromium	Not Recommended	Not Recommended
Windows 8.1	Minimum Version 80	Minimum Version 73	Edge Chromium	Not Recommended	Not Recommended
Windows 10 (includes Surface Pro 3 & 4)	Minimum Version 80	Minimum Version 73	Edge Chromium	Not Recommended	Not Recommended
macOS Mojave 10.14	Minimum Version 80	Minimum Version 73	Edge Chromium	Not Recommended	Not Recommended
MacOS Catalina 10.15	Minimum Version 80	Minimum Version 73	Edge Chromium	Not Recommended	Not Recommended
Red Hat Enterprise Linux 7.4	Minimum Version 80	Not Recommended	Not Recommended	Not Recommended	Not Recommended

# Device Recommendation

- Use a laptop or desktop to get the full functionality and Level Up your experience
- Platform site is optimized to briefly view on a mobile device
- When connecting from an iOS device we recommend using Chrome
- To share your video during a live interactive session, you must use the Safari web browser

## **Android device?**

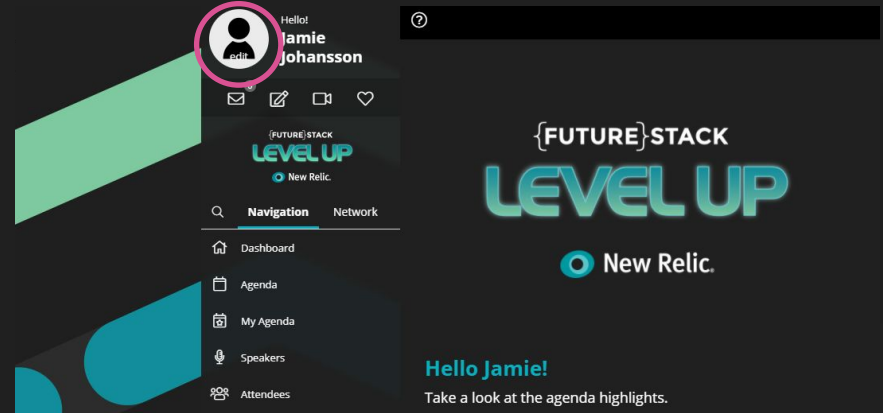
- We recommend using Chrome
- You will need to enable audio and video to participate in live interactive sessions

# Build Your Profile

When you first log into the platform, you will be prompted to tell us a bit about yourself by completing your profile. Feel free to edit, remove, or add to the existing data. Don't forget to upload a profile photo.

From the profile page you can also edit your notification settings, or set your profile to private if you wish to opt out of networking. If your profile is set to private, you will not be visible on the attendee list and other participants won't be able to chat with you.

If you didn't complete your profile when you first logged into the site or would like to make edits, simply hit the edit button in the top right corner.



# Attending Sessions

## How do I access sessions?

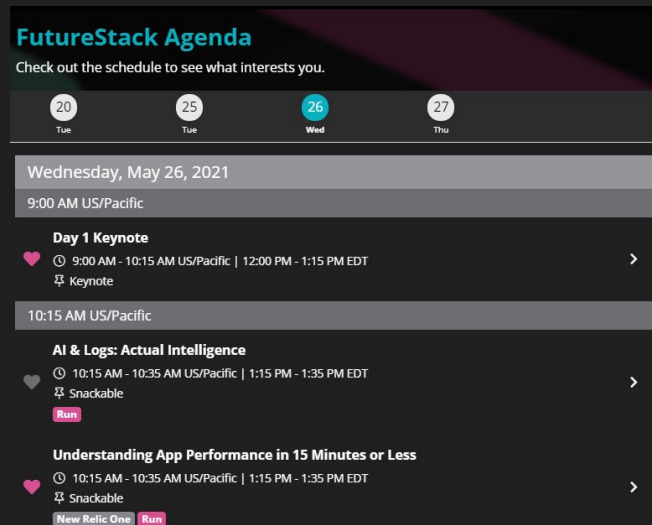
Your sessions can be accessed through the 'Agenda' or 'My Agenda', on the left-hand navigation.

## What is 'My Agenda'?

'My Agenda' allows you to build a custom agenda based on your favorite sessions. Simply favorite a session by selecting the heart icon next to the session or in the session details. Sessions you have already registered for will appear here.

## How do I edit sessions in 'My Agenda'?

To add sessions to your agenda, click the heart icon/follow button on the session. To remove sessions from your agenda, re-click the heart symbol/follow button on the session.



## How do I attend Keynotes?

Keynotes will be streamed live (Pacific Time) at the beginning of each day of FutureStack, May 26 & 27. You can access the keynotes when you log into the event, on the main page agenda or click into the keynote sessions from the 'Agenda' page. Once a keynote has aired, the recording can be found in 'Sessions On-Demand'.

# Live Q&A vs. Live Chat

## **What is the difference between the 'Live Q&A' and the 'Live Chat'?**

The 'Live Q&A' is a place to ask the Presenter questions directly. The 'Live Chat' is used to have conversations regarding the content with fellow attendees in the virtual session.

## **How do I chat with others in the 'Live Chat'?**

You must check-in to the session in order to join the discussion. This can be done under the video player using the 'check-in' toggle.

# Event Engagement

## Participating in Q&A

Within the page for each session, you'll find a live chat feed for Q&A to the right of the video player (tab labeled Q&A). You can post a question for the speaker(s) to address, 'vote up' questions asked by other attendees and view answers provided by the speakers.


## Participating in the 'Live Chat'

Once checked in, click the Live Chat tab in the right hand session navigation. From here you can add a new post to the discussion and view posts from other attendees. Hover over a post for the ability to interact with other attendee's by liking/replying to their posts, or hitting the envelope icon to direct message or start a video call with them.

Live chat Q & A Notes Rate session

Type message here...

Post to chat

 **Jamie Johansson**  
Great session! I'm ready to Level Up.


Live chat Q & A Notes Rate session

**Have a question?**  
Ask it during the session presentation!

Ask your question

View just my responses

How do you make observability data actionable?

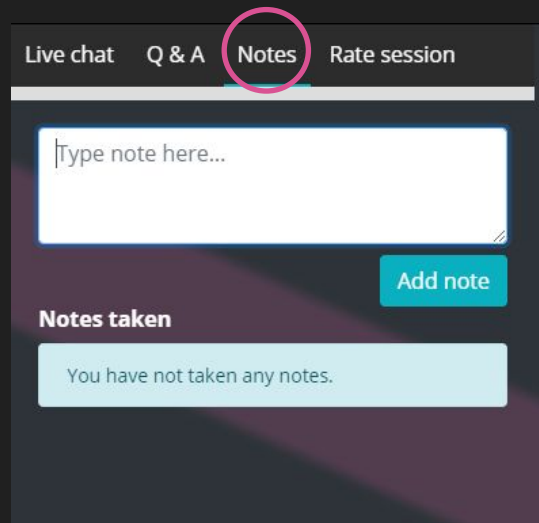
 **Jamie J.**  
5/6/21 11:55am

**2 Votes**

# Note Taking Feature

## How do I take notes?

- To take notes on a session, click on the right hand panel on the session page.
- Click into the notes tab.
- Notes taken on that session will be visible on the session and in your Notes page - accessible via the pencil icon on the top left corner of the site.
- Here you can export your notes by clicking 'Download my notes' button at the top of the page.



## My Nerd Notebook

The notes that you take throughout the event will appear here.

Download my notes

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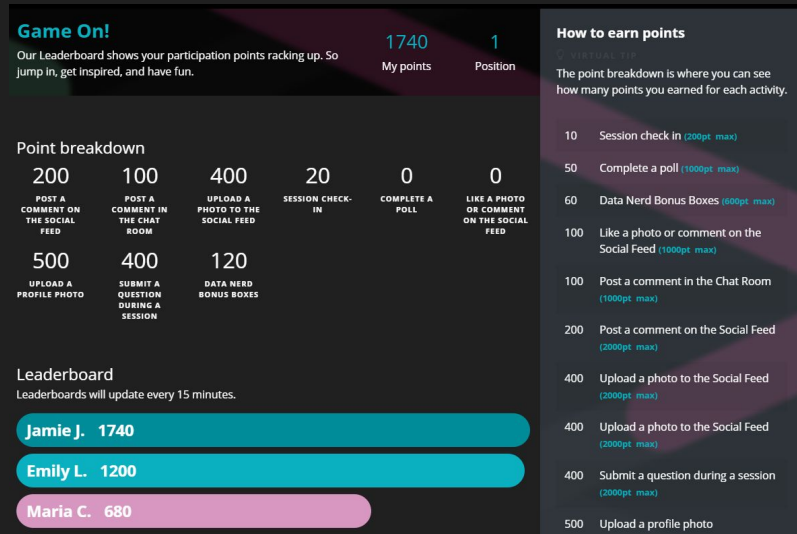
LEVEL UP



# Game On! Play to Win.

## Participating in Game On!

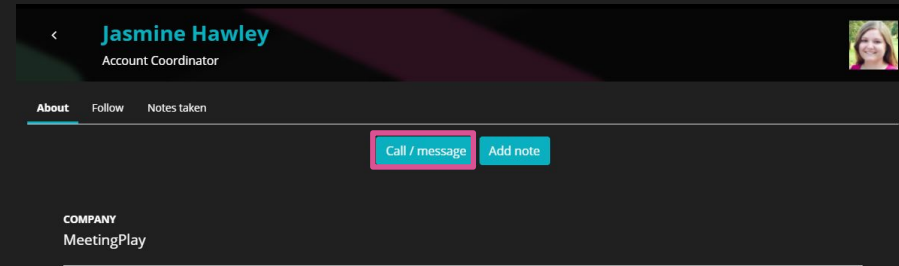
- Throughout the FutureStack platform there are many ways to earn points.
- The more actions completed, the more likely you will crush the leaderboard.
- Earn points by
  - Uploading a profile photo
  - Submitting a question during a session
  - Uploading a photo to the social feed
  - Posting a comment on the social feed
  - Liking a photo or comment on the social feed
  - Posting a comment in a chat room
  - Clicking on the Data Nerd Bonus Boxes hidden throughout the platform
  - Completing a poll during a session
  - Checking into a session
- Check your standing by visiting Game On! on the left-hand navigation. The Leaderboard will display the attendees with the top 10 total points earned.
- Attendees can cash in their points for prizes or donate to one of New Relic's preferred .ORG organizations.



# Networking

## Connect with FutureStack attendees

- To network with other attendees, visit the Attendees tab in the left-hand navigation.
- Use the search function to find who you are looking for and click into their profile.
- Once in a profile, click the 'Call/Message' button.
- Simply type in your message to send them a note, or click the 'Start Video Call' button to chat over your webcam.
- Note, if the attendee has opted out of receiving messages or video calls, they will not receive alerts.



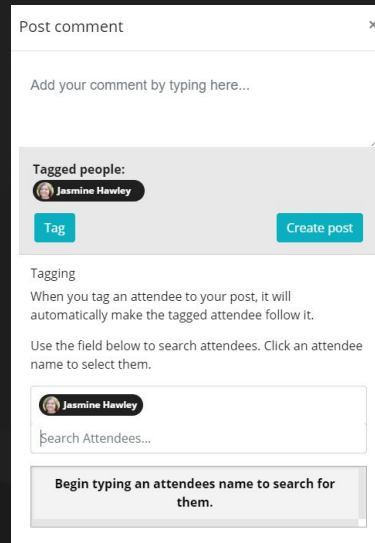
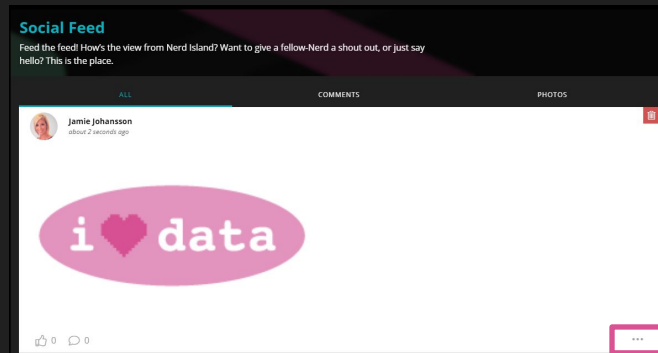
# Social and Chat Rooms

## Social Feed

- To post comments or pictures during FutureStack, visit the 'Social Feed' tab in the left-hand navigation.
- Like comments and pictures by clicking the thumbs up icon. Comment on posts and pictures by clicking the word bubble icon.
- Tag attendees in comments and pictures by searching for them when posting a new comment. Follow posts you want to monitor and access easily by clicking on the three dots to the right side of the comment.

## Chat Rooms

- Hear something interesting during a Snackable or Hands-on session or just want to chat with like-minded Nerds?
- Keep the conversation going by visiting one of the 'Chat Rooms' in the left-hand navigation.



# Audio / Video Troubleshooting

## **When I join the session, I cannot hear anyone speaking, what do I do?**

If you enter a session and see a live discussion but cannot hear the presenter speak, please make sure your speakers and volume are enabled. Some of the sessions for this conference are pre-recorded and require you to select play on the video to view the content. In this case, you will not hear anyone speaking until you begin the pre-recorded video. Also, at the end of some sessions, a speaker may be available to answer questions and elaborate on the pre-recorded content.

## **How do I enable my microphone and camera in the virtual platform?**

Upon entering the session where a microphone and camera will be utilized - a pop-up will appear asking to allow these features to be used. Please click 'Allow' for both when this option appears.

## **How can I expand the size of the video?**

There will be a 'Maximize Video' button in the top right corner of the session page. Click it again to return to the original size video.

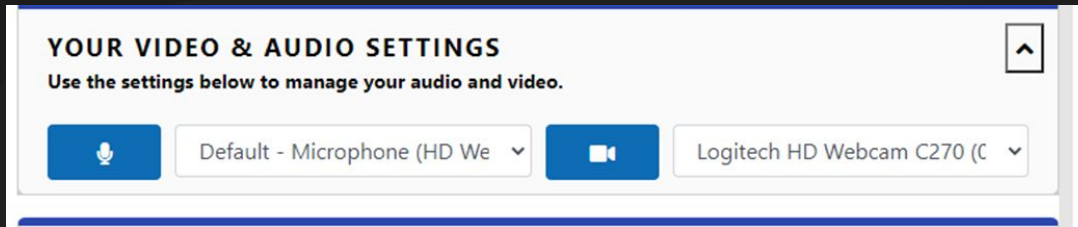
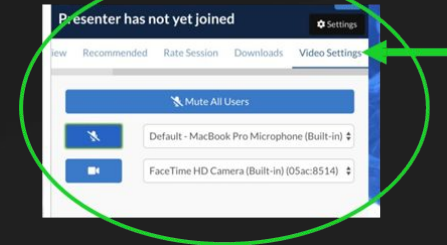
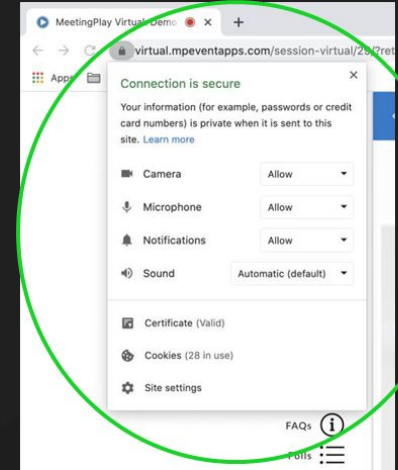
# Audio / Video Troubleshooting

**I accidentally clicked 'Block' instead of 'Allow' when asked to enable my camera and microphone. How do I enable this now?**

There are a couple different ways to do this depending on the type of device and browser you are using. From a Google Chrome browser you can click on the locked icon at the beginning of the URL, and you are able to allow camera and microphone for access.

**I need to mute my microphone/camera, how do I do this?**

Use the Video Setting tab or bar to toggle your microphone and camera on and off.



# Other Troubleshooting

## **My screen looks like it is cut off or the scrollbar is not working, how do I fix this?**

Check that your cursor is hovering over the section you would like to scroll. If so, make sure you are connected to strong WIFI or to a hardline. If your internet/WIFI is working on other pages, reload the page. You may also need to adjust the zoom settings to 100% so you are able to see everything in your computer frame.

## **I do not see a Log Out button; how do I leave the meeting?**

You can close out of the browser window or click the 'Log Out' button on the left-hand navigation.

## **Notifications**

We suggest adjusting your settings to allow for FutureStack 2021 notifications. Click the profile icon on the upper left corner of the dashboard, 'Edit Profile' and scroll to privacy settings – toggle 'On' for the *Allow Notifications* setting. This will be an easy way to stay connected and not miss out on 'favorited' sessions.

## **Forgot your password?**

Click 'Forgot password?' On the log in screen to receive an automated email to reset it. Not receiving the reset password email? Add the sender email address ([events@meetingplay.com](mailto:events@meetingplay.com)) to your contacts and try again.

# Platform Security

## Security Restrictions

Firewalls and internet restrictions may prevent access to the MeetingPlay virtual event site. Be sure to turn off VPN prior to logging in. If you are still unable to log in contact us at [FutureStack@newrelic.com](mailto:FutureStack@newrelic.com).

## GDPR Compliance

MeetingPlay is GDPR compliant, however an additional level of security is available for those who want it. On the attendee profile, there is a 'Forget Me' button at the bottom on the page. This action will completely remove your data from the MeetingPlay application, including access to the platform. Once complete it cannot be undone. To continue, select 'Forget Me' a second time, then look out for an email with further instructions to complete this process. The email will be sent from [privacy@meetingplay.com](mailto:privacy@meetingplay.com).

# Need more help?

On the left side navigation - click 'Event Support' and our team will be available to assist during the support hours listed below. All times are shown in Pacific Standard Time.

Monday, May 24                      9:00 am – 5:00 pm

Tuesday, May 25                    8:00 am – 4:00 pm

Wednesday, May 26                7:00 am – 2:00 pm

Thursday, May 27                  8:00 am – 1:00 pm

