APSIPA ASC 2020 ATTENDEE GUIDE
Navigating the Virtual Conference Platform

Contents

EQUIPMENT CHECKLIST

_____

To ensure you can participate in the Virtual Conference, you will need:

- ✓ **Laptop** or **Desktop Computer**

- ✓ **Stable Internet connection** minimum 5Mbps for both upload and download. You can check your internet speed at www.speedtest.net

- ✓ Your device requires either an integrated or external **camera/webcam** and a **microphone** in order to participate in any interactive sessions or networking functions.

The Virtual Conference Platform is accessible via tablet and mobile device, however, for an optimal experience with full functionality we strongly recommend using a laptop or desktop computer.

INTERNET BROWSER

We recommend using **Google Chrome**, **Microsoft Edge** or **Opera** to access the Virtual Conference Platform. Firefox and Safari are also compatible. We also recommend you clear your cookies and cache prior to logging in and disabling any VPN's you may be using.

Our Virtual Conference Platform is browser based; you do not need to download any software to participate. Please do not use 'incognito' or 'hidden search' browser settings.

SIGNING/LOGING IN

_____

Approximately 72 and 24 hours prior to the conference you will receive an email containing your personalised log in details to access the Virtual Conference Platform.
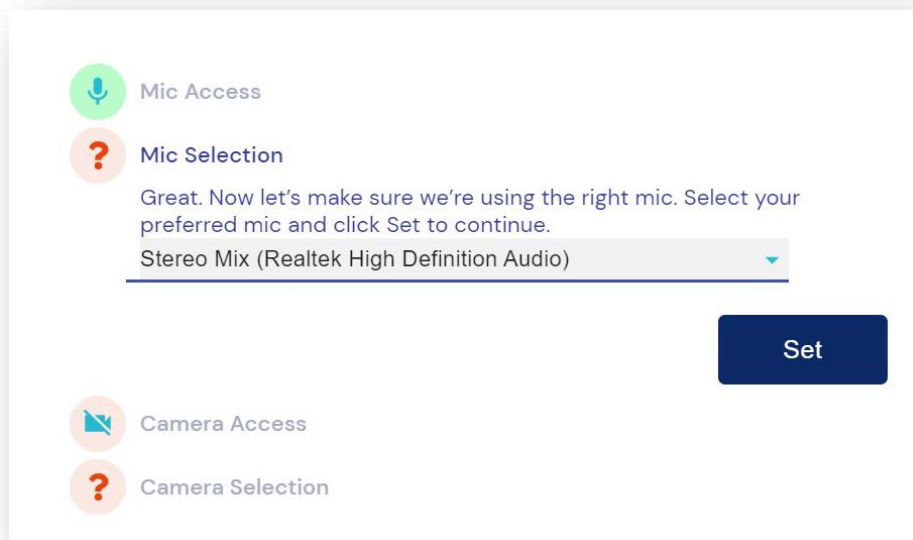

Once you have logged in, you will be asked to give permission for the platform to access your devices camera and microphone. We recommend allowing both features to maximise your experience.

Once you have successfully logged in, the Event Check-In window displays. This is where you can choose which details you want to share with other attendees. You have the options to add your profile photo, tell us a bit about yourself as well as review your privacy and media settings (camera and microphone).

To edit or change these settings, click on your profile photo or initials at the top right of the screen and select 'My Settings'. Check that your time zone is set correctly to ensure the conference programme displays in your local time.

TIMELINE

_____

This is your primary display within the Virtual Conference Platform. Your timeline shows the different sessions and functions that make up the conference programme. The red timeline marker moves down the page in real time indicating which sessions are coming up next in the conference programme. You can click on any session or function and view the details of that session on the right-hand side of your screen.
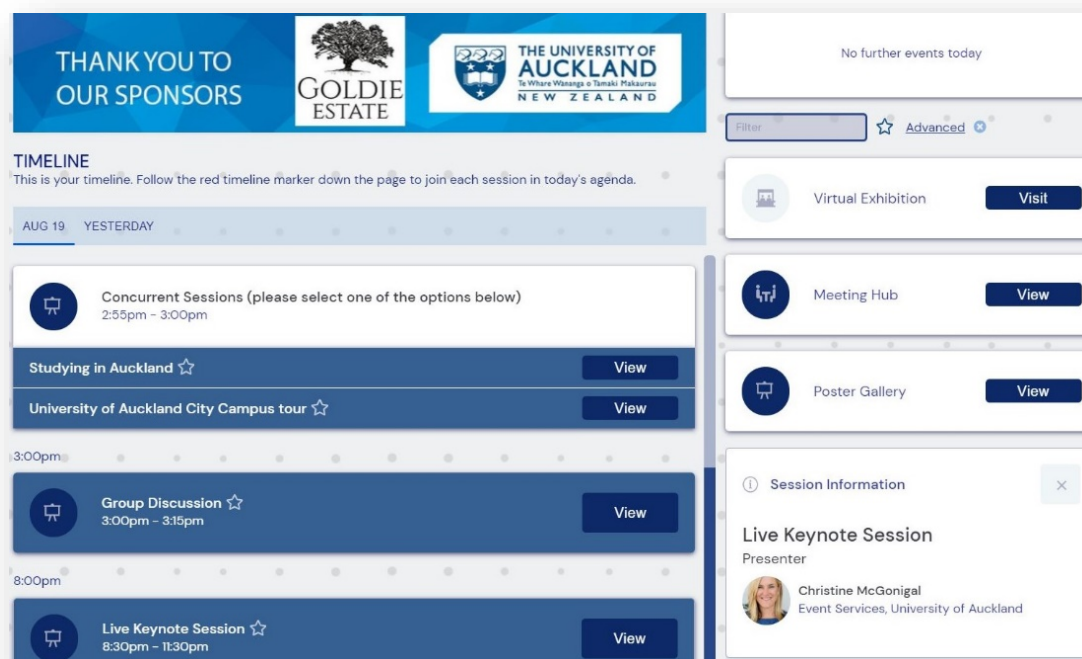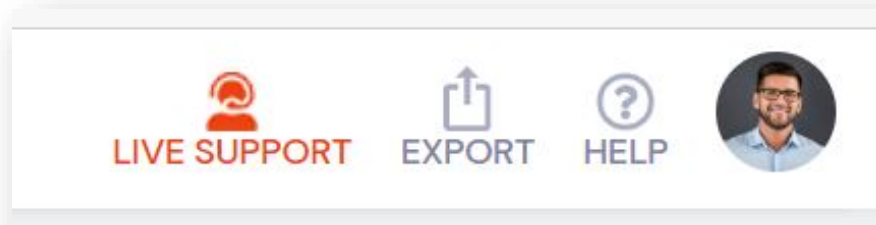

NAVIGATING THE TIMELINE
Scroll up and down the timeline to view the full list of sessions for each day, and switch between different days of the programme by clicking on the days/dates that appear at the top.

ICONS
In the top right-hand corner of your screen you will see the following icons:

University of Auckland | Event Services | 2020

Live Support

If you require assistance, type your question in the box provided and click 'get live support'. Our live support team are ready to answer your questions and can do so via chat or video call.

Export

Clicking 'export my notes' allows you to export the session notes you've taken during the event.

Clicking 'export my contacts' will email you a list of all of the contacts you have made connections with, in the Meeting Hub during the event.

You can export your notes and contacts anytime you like during the event. Doing so will automatically send these details to you via email in easy to use word and excel formats.

Help

Clicking on the help icon will open a list of troubleshooting questions about the Virtual Conference Platform. If the answer to your question is not here, please contact Live Support.

Edit Profile

My Settings

This icon is the circle on the far right, containing your initials or profile picture. By clicking on this and selecting 'My Settings' a range of options become available allowing you to add your profile picture and social media channels, and set your time zone, privacy preferences and media settings.

Refresh Data

Every time you login you will receive the most up to date version of the conference programme. If any changes are made to the conference programme, and they do not appear on your Timeline, you can refresh your data here.

COUNTDOWN TIMER

On the top right you will see the countdown timer which shows you how much time there is before the next session or function beings.
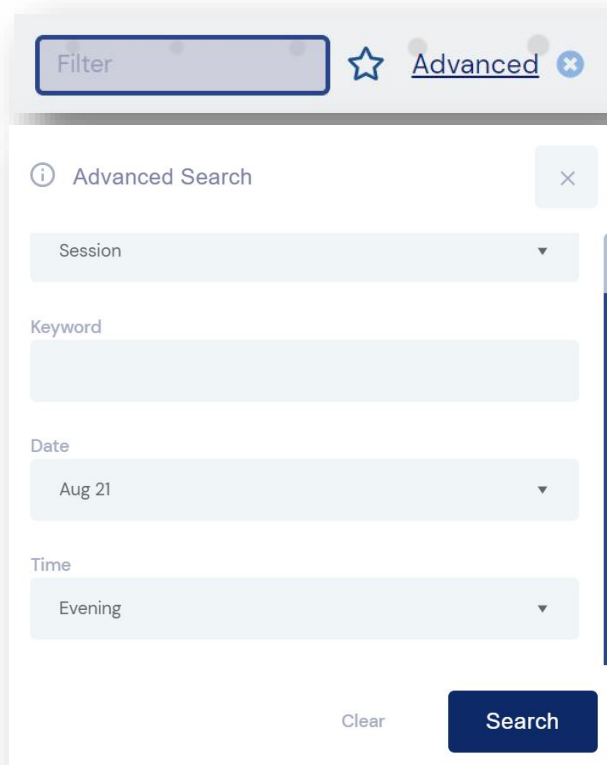
You will also hear a countdown chime 30 seconds prior to each session starting.

The next session starts in
1m 55s

FILTERING

Filtering is a useful tool to search sessions and manage what you can see on your timeline. You can filter by session type, presenter, keyword or date using the advanced filter tool. Alternatively, you can filter to view only your favourite sessions.

To mark a session as a favourite click on the star next to the session name. When you then filter by favourite your timeline will change to show only your starred sessions and functions.
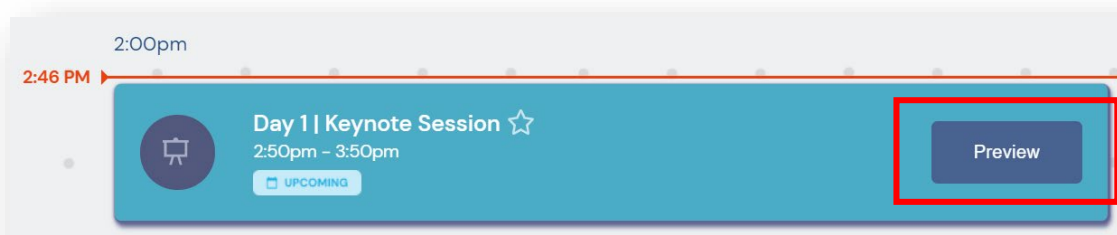

SESSIONS
_____

Click on any session or function on your timeline to view more information on the right-hand side of your screen.

HOW DO I JOIN A SESSION?

30 seconds prior to starting you will hear a countdown chime alerting you that the next session is about to begin.
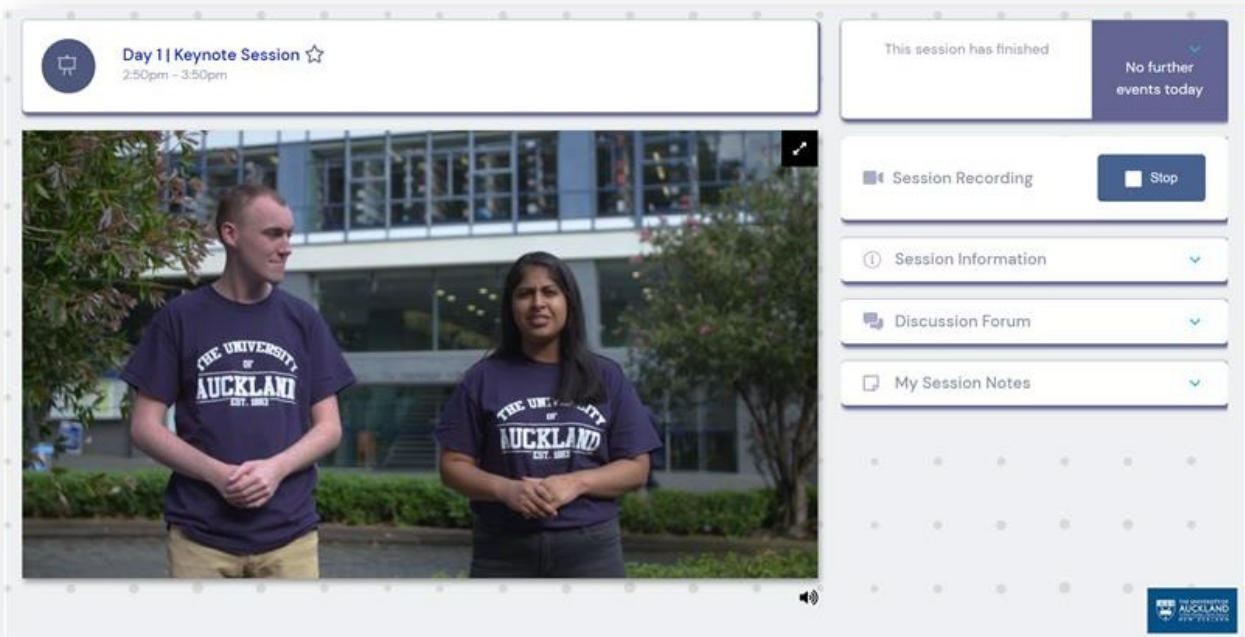
From your timeline, click the 'Preview' button on the session that is about to start.

University of Auckland | Event Services | 2020

You will then enter the session where you can watch the countdown and wait for the video screen to appear. You will also be able to view session information, chat with other attendees in the discussion forum, make notes, and download any available handouts.
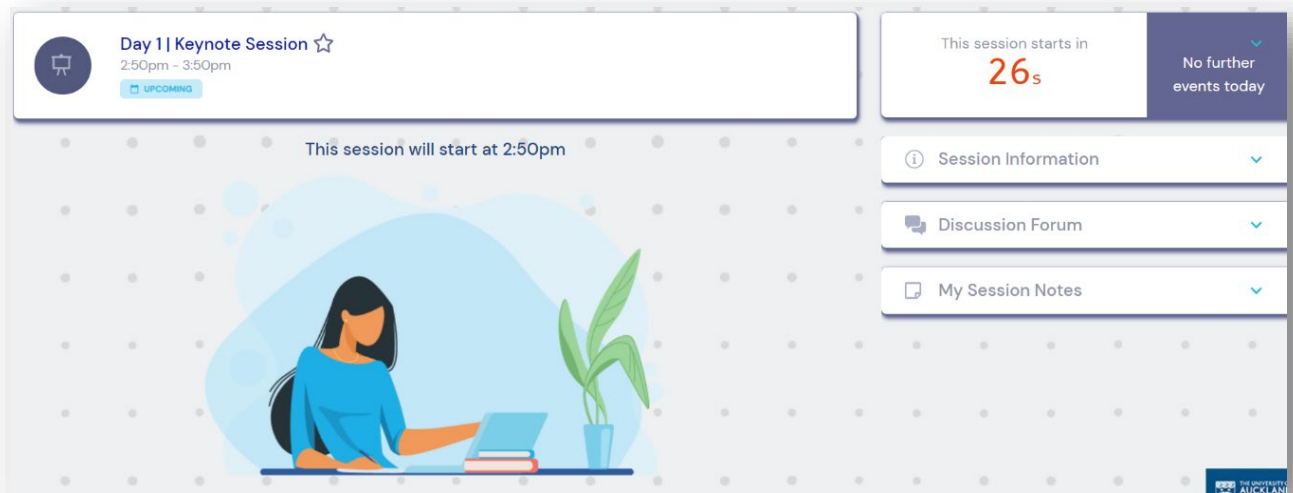
Once the session starts the video screen will appear and the session will begin.

University of Auckland | Event Services | 2020

NOTE: If you are joining a session that has already started from your timeline, you will see a **Join** button, rather than a **Preview** button.
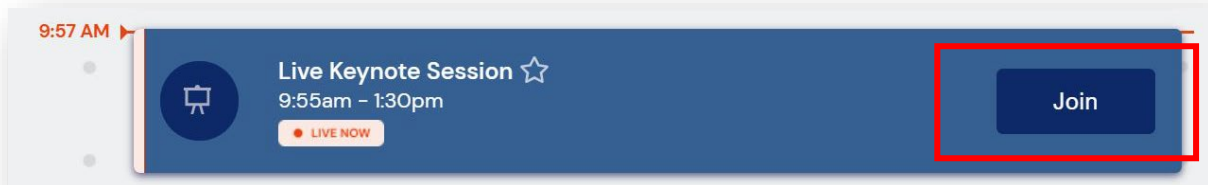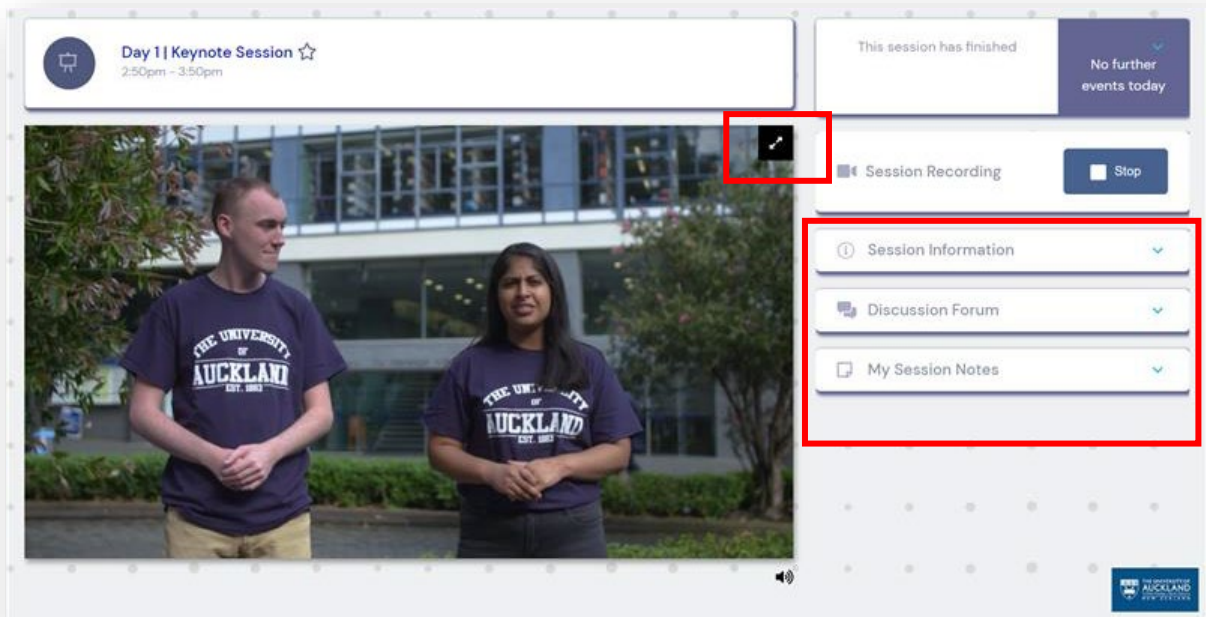

Once the session has ended, click **Back to timeline** located in the top left of your screen.

University of Auckland | Event Services | 2020
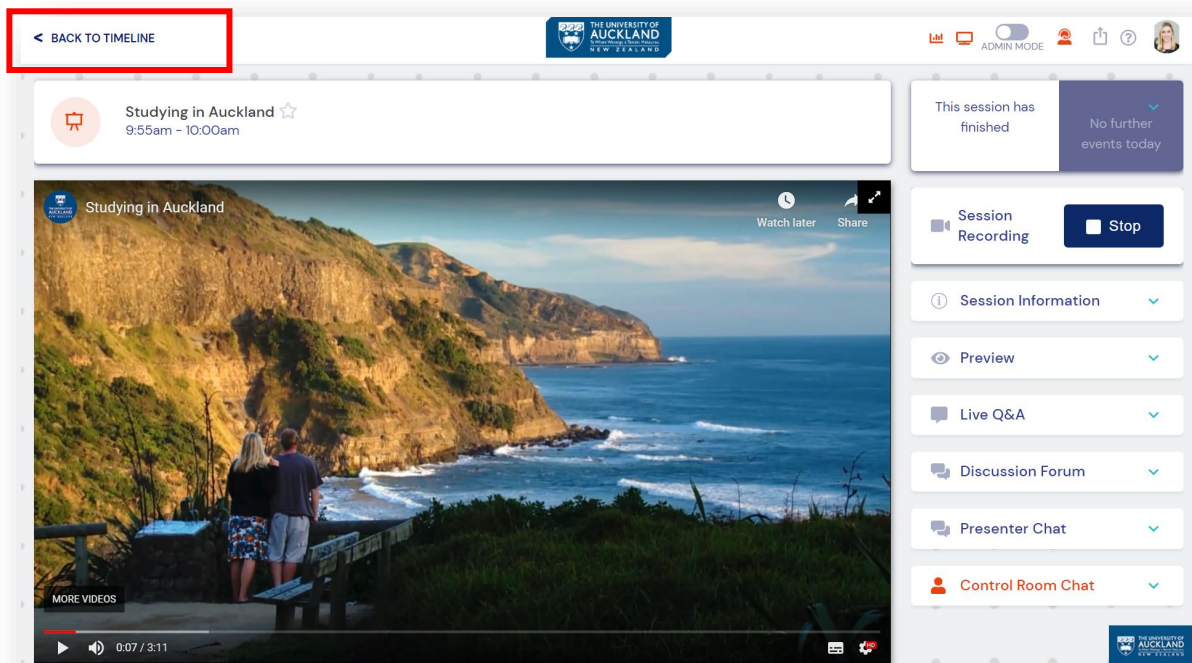
HOW DO I MAKE THE VIDEO SCREEN LARGER?

Using the maximiser arrows in the top right corner of your video screen will enlarge the video screen.

NOTE: when your video screen is maximised your sidebar options will move to the top of the screen.
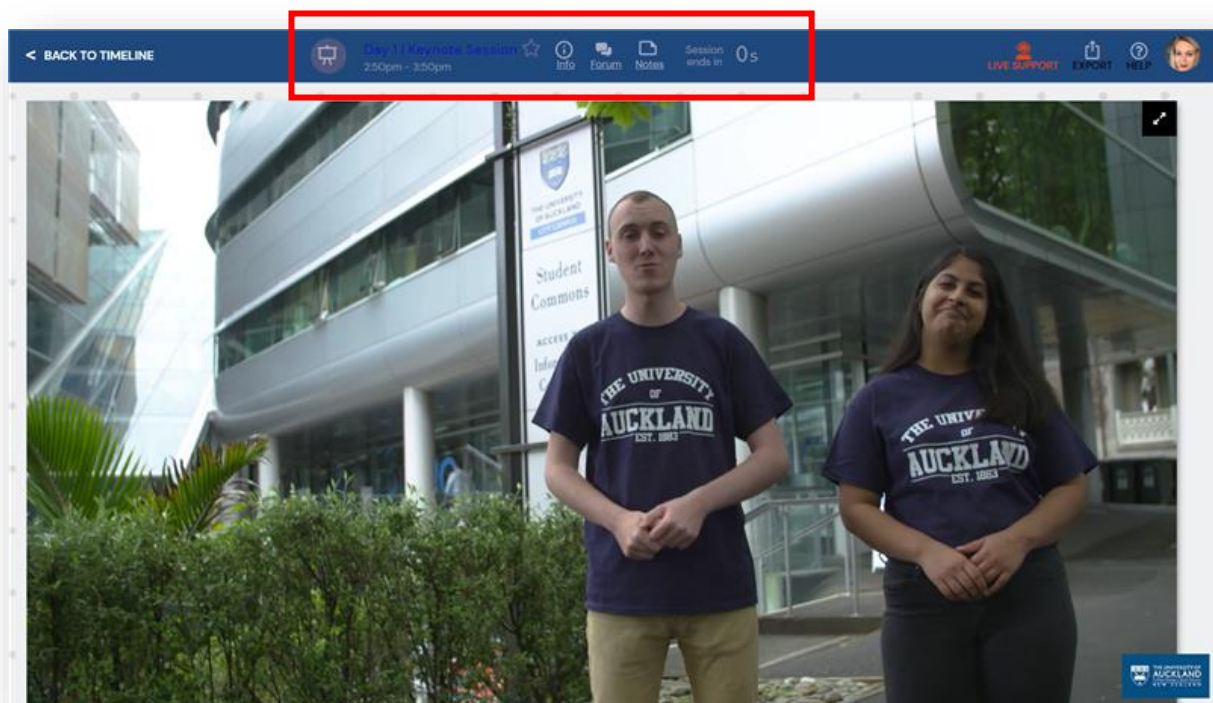
TIP: to allow the Virtual Conference Platform to fill your entire screen, use the **F11** command on your keyboard to enter full screen mode within your browser.

University of Auckland | Event Services | 2020

DURING A SESSION
_____

During a session may see the following items in the sidebar on the right-hand side of your screen:

- **Session Information:** details about the session and presenters.
- **Live Q&A:** In sessions where live Q&A is enabled you will be able to submit written questions to the presenter. You can vote up other attendee's questions using the thumb icon.
- **Discussion Forum**: The Discussion Forum is where you can chat with other attendees within the session.
- **Session Notes:** A space to write notes during the session, don't forget to export them at the end of an event.

STRUCTURE OF THE SESSIONS
_____

LIVE / KEYNOTE PRESENTATION

During a live presentation you will be able to see and hear the presenter and view slides they share. Attendees will not have the option to enable their camera or microphone. Functions such as Q&A, Live Polling and the Discussion Forum will most likely be available and you will also be able to take session notes.

PRE-RECORDED CONTENT

Most sessions will be comprised of pre-recorded video content. A pre-recorded video will play, followed by the session chair and speaker appearing onscreen for Live Q&A. Live Q&A and the Discussion Forum may be available, and you can take session notes.

MEETING HUB
_____

The Meeting Hub allows you to connect and network with other attendees. You can control which information about you is displayed in the Meeting Hub by going to My Settings.

You will find the Meeting Hub widget on the right-hand side of your timeline. Within the Meeting Hub you will see a list of all conference attendees, you can scroll through the names or search for a specific person or organisation in the search box.
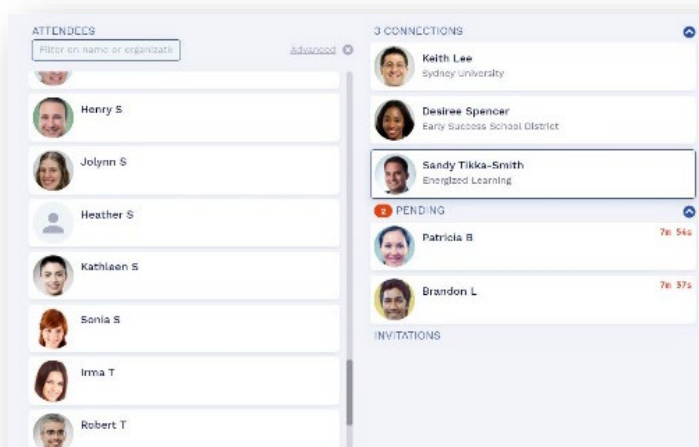
When you have located an attendee you want to connect with, click the Connect button. Once the other attendee accepts your request, you can choose to interact with your connection by starting a live chat or live video call. You can also schedule to meet at a future time, send messages and take notes.

Contact information for all attendees you have connected with will be included when you export your contacts.

LIVE CHAT: Request to chat live with another attendee, they will have 15 seconds to accept your request.

CALL: Request a video call with another attendee.

MEETING: Set a meeting time to chat with another attendee. Once confirmed this will appear on your timeline.

MESSAGE: Send written messages to another attendee.

NOTES: Make notes about another attendee, remember to export these at the end of the conference.

POST EVENT
_____

EXPORT YOUR NOTES

After the event has concluded, don't forget to export your notes and contacts by clicking the export icon on the top right-hand side of your Timeline. Your notes and contacts will then be sent to you via email in convenient word and excel formats.

.

University of Auckland | Event Services | 2020