Australian Government
Digital Transformation Agency

Digital Summit 2020

10–19 November

Adapt Engage Deliver

dta

Guide to the Digital Summit 2020

A guide for attendees on using the virtual event portal for the Digital Summit 2020.

Version 1.4

Contents

Introduction

The Digital Summit 2020 is a virtual event. We will present sessions, workshops, and presentations through the online EventsAIR portal. Some of these session types have different functionality.

This guide will help you use the portal and get the most out of your experience at the Digital Summit.

Code of conduct

We are committed to the highest degree of integrity and we expect the same standards of our attendees.

Equality and discrimination: all attendees must show respect for all attendees' gender, race, sexuality, age, and opinions.

Confidentiality: the safety, privacy and confidentiality of our attendees is important to us. We will escalate all reports of confidentiality infringements, including spam.

Ethics: you will conduct all services, interactions, and recommendations honestly and objectively in the best interests of attendees.

We consider breaches of this code of conduct a termination of contract and will remove access to the Digital Summit 2020.

The Terms and Conditions page on our website has more information.

Support and key contacts

For questions about the Digital Summit, please email summit@dta.gov.au

Live support

Our portal vendor will provide live support during the event (between 9:00 am to 2:00 pm). You can access this at any time by selecting the 'Live Support' icon on the top bar, next to your profile picture. Depending on your problem, you may require video support, so make sure your microphone and camera are working.
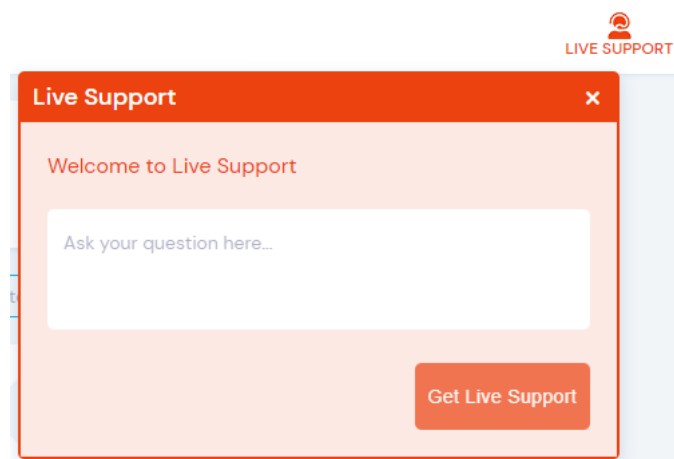

Figure 1: Live Support at the top bar

Getting started

Logging into the site

When you first log into your account, you will be asked to check or setup your microphone and camera, as shown below.

Figure 2: Welcome screen when logging in for the first time

Make sure that these are working. You may want to speak to other attendees in networking sessions or need technical support.

Next you will see the Event Check-In window. Here you can:

- update your profile

- capture or add a profile photo

- confirm your media settings

- review your privacy settings.

To edit or change these settings, select your profile photo at the top right of the screen and select My Settings as shown under 'Your profile' below.

Welcome: There will be a welcome video. You can mute the video by clicking at the bottom right corner, under the video. This is muted by default.

Figure 3: Welcome video

Fill in the rest of the information in **About You**. You control what is shown to other attendees in another section.

Figure 4: Your details

Upload your profile picture under **Profile**, add more information about yourself, and add your social media accounts.

Figure 5: Your contact details

If you are joining remotely from a different time zone, the **Time Zone** control will display session times in your time zone.

Figure 6: Setting the time zone

You can see your Virtual Name Badge under **Privacy.** This shows how your information will appear in Meeting Hub, assuming you have agreed to show it. You decide how much info is displayed.

Figure 7: Your virtual name badge.

Check your hardware setup under **Media Settings**. This will enable you to confirm exactly what media you are using to maximise your ability to engage.

Figure 8: Your media settings

The event dashboard

Figure 9: Dashboard view when users log in. Note that the final version may have some differences.

The events dashboard has several parts:

- The **Timeline** is the schedule for the day's sessions. To move between days, select the date tab above the schedule. If you move out of the Timeline into a session, you can head back into the Timeline by selecting 'Back to Timeline' at the top left of the screen.

  – Select the title of the session or event to view a description of it

  – Select the button to enter the session
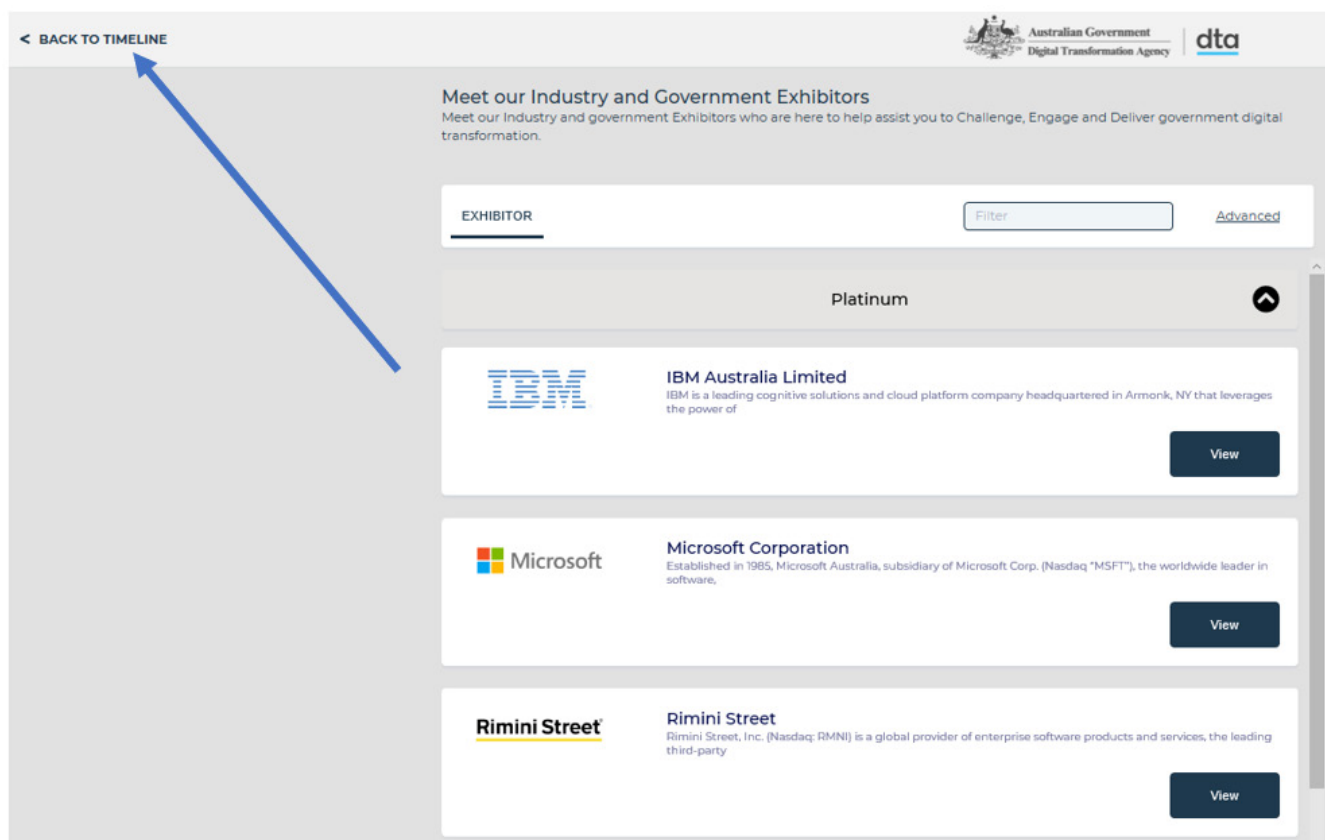
Figure 10: 'Back to Timeline' link at the top left of your page.

- The **Virtual Exhibition** is where you can meet and connect with our sponsors and exhibitors. Attendees click 'Meet Exhibitors' to enter the Virtual Exhibition. As an exhibitor, you will see the 'My Virtual Stand' button. This will take you to your virtual booth. This button is also on the right of the page.

- The **Meeting Hub** is the place for attendees at the Digital Summit to connect. You cannot see the list of attendees and make connections yourself, but if you agreed to showing your details when you registered, attendees can find you and request a connection. Once you accept, you can live chat with them.

- Select the **Resource Gallery** to access the case study presentations and on-demand content.

There are also key features on the top bar:

- Access **Live Support** provided by our vendor partners.

- There are two parts to **Export**:

  - **Export My Notes** exports any notes you made during the event. Your notes are emailed to a nominated address.

  - **Export My Contacts** emails your linked contacts to a nominated address.

- **Help** displays a help page.

- Select your profile picture to edit your **Profile** information.

Your profile

- You can change your profile by selecting the 'My Settings' dropdown menu under your profile picture.
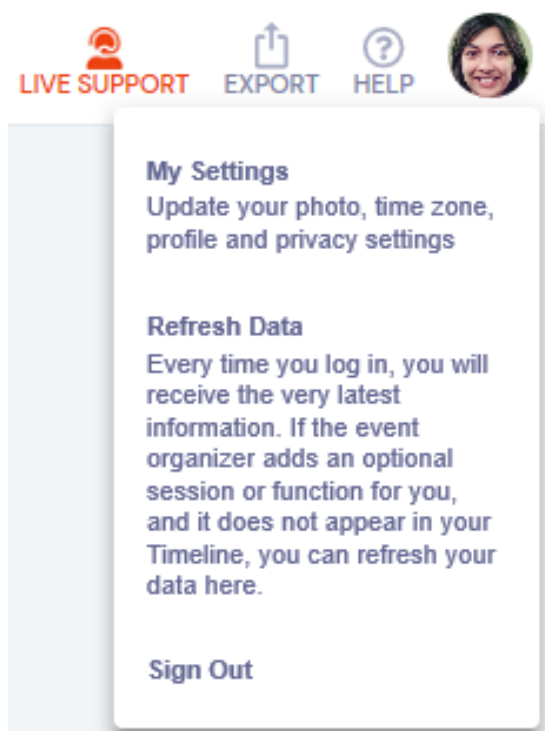
Figure 11: Dropdown options from your profile.

- Setting up your profile will boost your visibility to other attendees and help your networking.

- You will see a pop-up window with the features shown above.

- Select 'Update' at the top of this window to save your changes.

Figure 12: Saving your settings.

Digital Summit 2020

10–19 November

Adapt Engage Deliver

Presentations
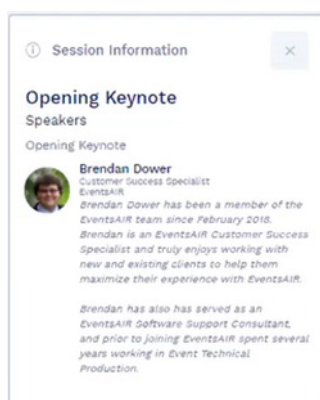
Figure 13: The session information tile

You can see the day's schedule of sessions on your Timeline in your Dashboard. These are listed in tiles down the page with title, subtitle and by-line, start and end times, and a status label such as 'Upcoming' or 'Live Now'.

Select a title top open the 'Session information' tile, which displays on the right of the Timeline area, with a title, description, and speaker.

If there is one that interests you, select the 'star' icon next to its name to add it to your 'favourites' list. This works for any type of presentation or session.

Figure 14: Location of 'favourites' icon.

To view this list later, refer to the Timeline and click on the 'star' icon next to the filter textbox. This will update your Timeline to only show your bookmarked events.

Figure 15: Where to find your list of bookmarked sessions.

Live sessions are highlighted:

Figure 16: A live session.

Click on the button to join the session. When you enter a session, depending on the session type, you may see some, all or additional features on the right of the screen:
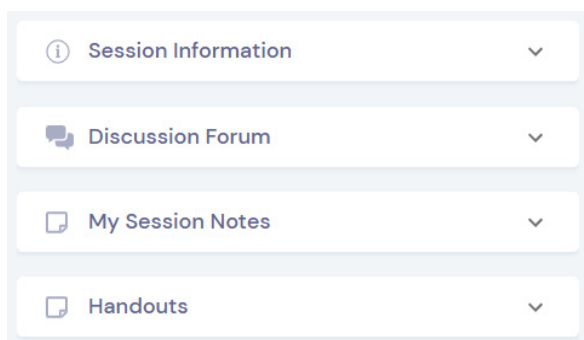
Figure 17: Tiles you may see for a session.

- **Session information** displays the description of the session, contents, and agenda.

- **Discussion Forum** provides a space where attendees of that session can meet and discuss.

- **Handouts** are the session materials to downloaded from the tile. Please note that presenters retain intellectual property rights over their material. If you wish to reuse their material, please contact them for permission.

- **My Session Notes** displays the notes you took during the session. Use the 'Export' button at the top of the page, next to the Help icon and your profile picture to export them.

Joining a session

When a session is ready to receive attendees, the button will say 'Join' (or 'Join Queue' for case studies) instead of 'View'. For some sessions such as case studies and workshops, attendees are placed in a waiting room before the presenter lets them in.
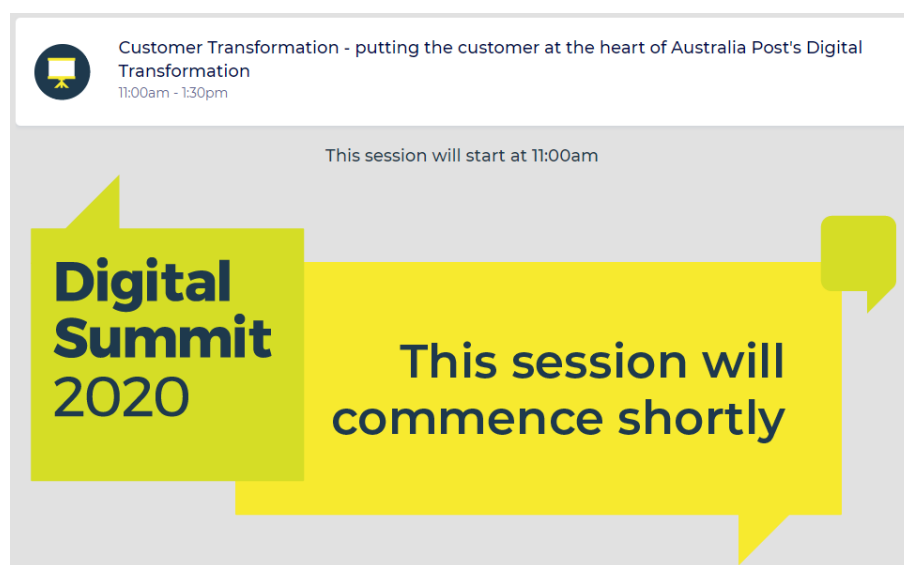
Figure 18: Waiting for a session to start.

For some presentations, you may see something different to the default image shown above. Some presenters will upload or provide some pre-session instructions to help you prepare, or a video introduction to watch while you wait. It is worth checking to see if the session you are interested in has a pre-session video, so that you can set aside some time to be early and check out the pre-session material.

Specific session types

Case studies

You access case studies by opening the Resource Gallery.

Figure 19: The case study tile. Actual text may vary.

The case studies are listed with tiles and descriptions. Hover over a case study to see it in more detail.

- You can 'star' a case study to access through your favourites.

- To enter the case study, select 'View presentation'.

- To head back to the main Timeline, select the appropriate button at the top left of the screen.

Joining a case study session is a little different.

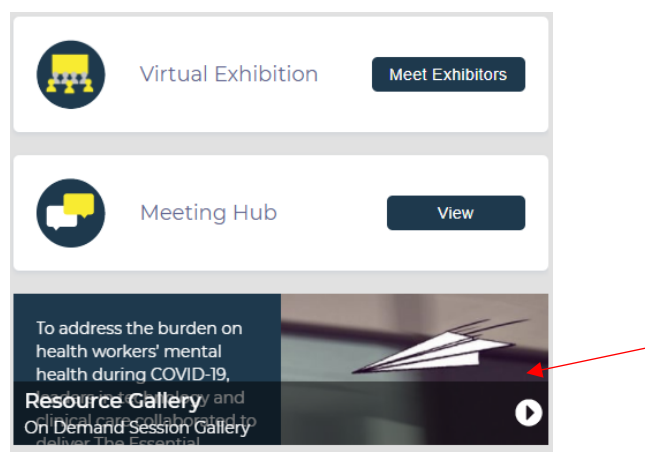In addition to being placed in a waiting room, you will also be placed in a queue, as the session has a limit of 30 people. The presenter will let people in on a first-come-first-served basis. So just like an in-person queue, **you will lose your place if you leave the waiting room and head back to the Timeline.**

When you click on 'Join Queue', you will see a green tile that tells you your position on the queue.
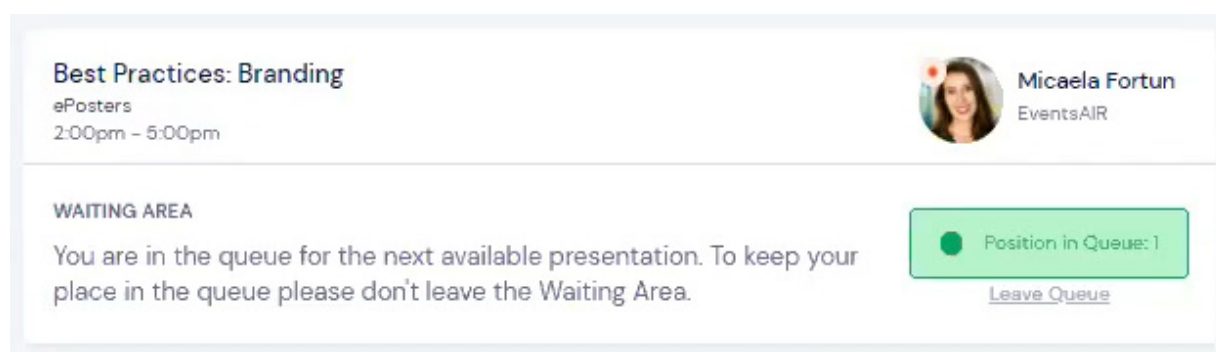

Figure 20: The 'Back to ePosters' link

The presenter has provided a video to watch while you wait. This should be indicated in the session overview description. Of course, we encourage you to take some time to view the pre-session material for these presentations.

Workshops

If you are familiar with using Zoom or other video meeting services, then the layout and structure of workshop sessions will be familiar to you.

Workshops are live sessions. You can interact with the presenter, their team if available, and other attendees. Breakout rooms are part of this presentation layout, and you can have conversations and share screens with other attendees in this scenario. **Make sure your audio and visual equipment are working if you are participating in a workshop.**

Workshops require a separate additional ticket to participate. You can order your tickets from the website, or email the Digital Summit team at summit@dta.gov.au

On-demand

On-demand sessions are available to access in two ways:

- Select 'View' on the timeline

- Open the Resource Gallery

You can watch on-demand presentations at any time during the day, unlike other presentations, which begin at specified times.

If you wish to ask the presenters questions, find them in Meeting Hub and request a connection. Then you can get in touch with them to find out more.

We will make all plenaries and keynotes available as on-demand sessions following the event for the next twelve months.

Meeting Hub

Meeting Hub is a networking tool to connect attendees. You can access this by selecting the Meeting Hub tile from your main dashboard. This will take you to the Meeting Hub area.

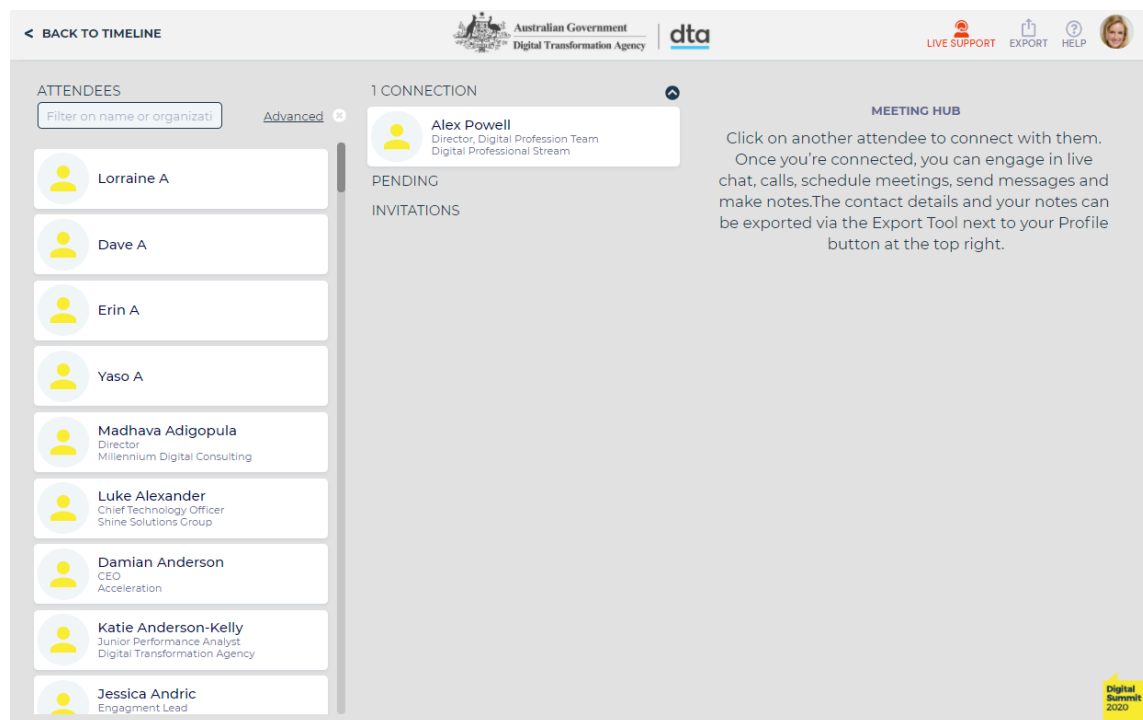*Figure 21: Meeting Hub dashboard.*

In the left column, you can scroll through the list of available attendees or use the search box to look for a specific person. If you use the advanced search option, you can refine your search, depending on whether the attendees have completed the Meeting Hub section in their profile.

The middle column displays your connected, pending and invited contacts.
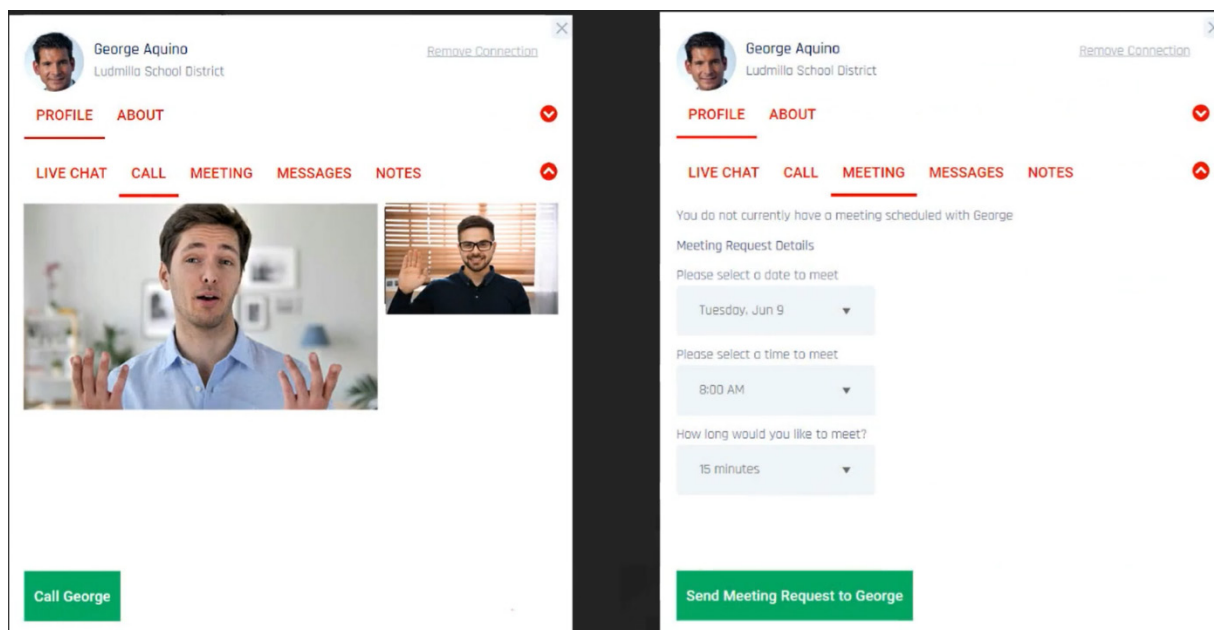
Figure 22: Options to communicate through the Meeting Hub. Actual imagery and terminology may vary.

With your connected contacts, you can:

- live chat

- video call

- schedule meetings

- send messages

- take notes.

You can export all contact details using the Export Tool. This is next to your profile picture at the top of the page. You can do this at the end of the event.

Virtual Exhibition

Just like in an in-person event, the Digital Summit also has a virtual exhibition hall. Exhibitors and sponsors will have Virtual Booths for attendees to visit and meet with the team.

- Select the Virtual Exhibition tile or 'Meet Exhibitors' button to view the list of sponsors and exhibitors.

- Select the exhibitor you are interested in. If the Virtual Exhibition has not started yet, the button will be 'View'. Once open, the button will change to 'Meet'.

You will see the same menu options when you enter an exhibitor's Virtual Booth:

- **Exhibitor information** describes the exhibitor.

- **Frequently Asked Questions** (FAQs) the exhibitor has shared. You can 'like' any of the FAQs.

- **Brochures** are material provided for download by the exhibitor.

- **My Notes** keeps notes you take.

If you enter an exhibitor's Virtual Booth outside of the Virtual Exhibition's opening hours, you will see a message telling you it is closed.

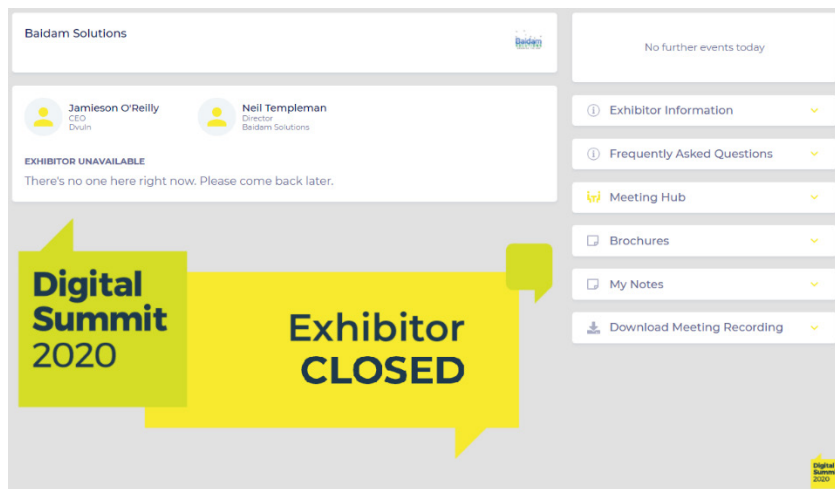*Figure 23: A closed Virtual Booth. Actual imagery may vary.*

When the Virtual Exhibition opens, you can request live meetings or live chats with the exhibitor. The person attending the Virtual booth will have a red dot on their profile picture, indicating they are live and can chat.

Request Live Meeting or Live Chat

You can request to have a meeting or chat with the exhibitor at the Virtual Booth.
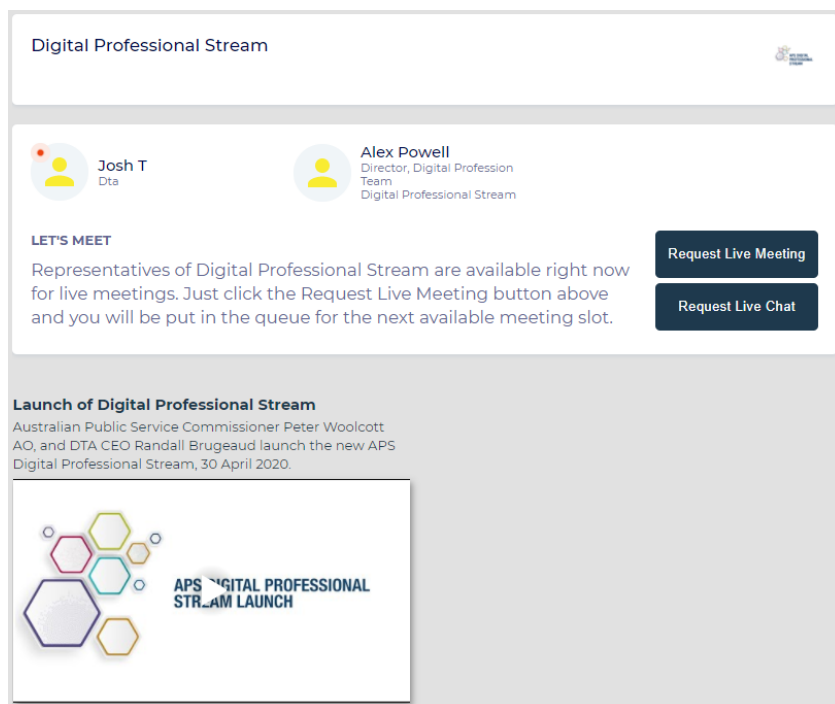
Figure 24: Choosing a method of communication. Actual imagery may vary.

When you select either of these options, you will be placed in a queue and a waiting area. Your screen will update to show this. If there are others ahead of you, your queue position is displayed.
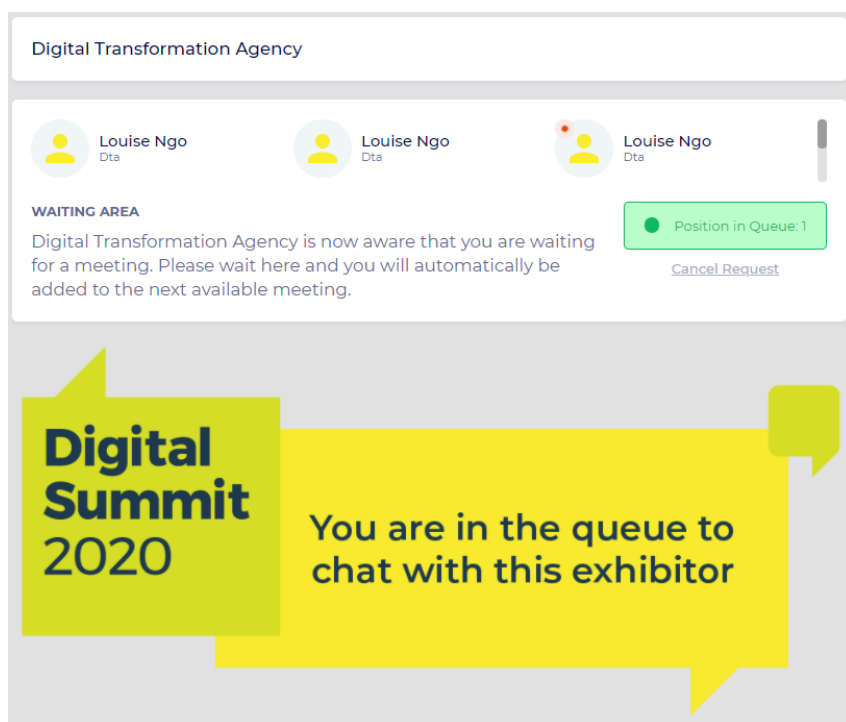
Figure 25: In the waiting area while you are waiting for a meeting to start. Actual imagery may vary.

Select 'Cancel Request' to cancel your request and leave.

For Live Meetings, both parties can record the meeting by selecting 'Record This Meeting' at the bottom of the page. **Make sure all parties agree to recording the session.** Either party can turn the recording on or off at any time, but if the recording is off, only the attendee (you) can turn it on. The exhibitor cannot secretly record meetings.

You can access recordings from the 'Download Meeting Recording' tile after the meeting. You can find this on the dashboard of the Virtual Booth. Only meetings recorded for the entire time are available.

Australian Government
Digital Transformation Agency

dta

Digital Summit 2020

10–19 November

Adapt Engage Deliver

Exhibitors may also ask to capture your contact details. If you agree, they will have access to your email address and may use this to contact you following the event. This information will be subject to the exhibitor's privacy policy.

Attendee checklist

Get the best virtual Digital Summit experience by following these steps.

- ☐ **Update your profile.** When you first log into your account, make sure it contains all the information you want to share.

- ☐ **Download the app.** Our virtual event app gives you the best experience for engaging with the Digital Summit. You can download it from the Google Play Store and the Apple App Store. We will send you a launch link for the app. This will allow you to login to the app once you have installed it.

- ☐ **Check your equipment.** Make sure your camera and microphone are working.

- ☐ **Download the latest version of Chrome.** Our virtual events platform works best on the latest version of Google Chrome web browser. Make sure yours is installed and up to date.

- ☐ **Check your internet connection.** If you are attending from home, make sure your internet connection is reliable and fast.

- ☐ **Star your favourite sessions.** When you 'star' your favourite sessions, you create your own schedule for the Digital Summit, so you won't miss out.

- ☐ **View our exhibition hall and star the exhibitors you would like to visit.** The Virtual Exhibition hall gives you the experience of an in-person event. Visit our sponsors and exhibitors and discover how they can help you on your digital transformation journey.

- ☐ **Set up a quiet space.** You will need a space where you won't be disturbed while you engage with speakers, exhibitors, or other attendees. Make sure you have everything you need to be comfortable.

☐ **Have lunch ready on the days you have booked.** Unfortunately, we're not offering a virtual meal service, so you'll need to plan that for yourself.