



**Digital
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2020**

**10-19
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Guide to running virtual workshops at the Digital Summit 2020

Information for workshop presenters on using our virtual event portal.

Version 1.2



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Introduction

The Digital Summit 2020 is a virtual event. We will run workshops through the portal's streaming feature called AIRCast.

This guide will help you use the portal and get the most out of your experience at the Digital Summit. You may also like to read our [guide for attendees](#), which contains more information on the features available to attendees.

[You can view a quick video introduction to the features of workshop presentations.](#)



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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 presenters and workshop facilitators 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.



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Support and key contacts

For questions about the Digital Summit, please email summit@dta.gov.au or contact a member of our team:

- Genevieve Henchy, Event Manager, 0408 685 881
- Louise Ngo, Events Officer 0406 323 541
- Nicole Murphy, Events Portal Support 0408 575 967

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.

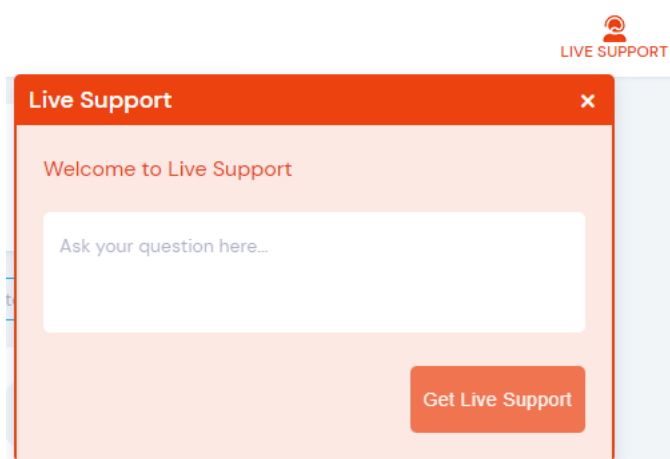


Figure 1: Live Support at the top bar



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Getting Started

Logging into the site

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

Welcome

We really want you to enjoy the event, but before we continue we want to make sure you can participate.

Let's quickly check everything and then you're on your way.



Mic Access



Mic Selection

Great. Now let's make sure we're using the right mic. Select your preferred mic and click Set to continue.

Set



Camera Access



Camera Selection

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

Make sure that these are working, so that you can engage with your workshop participants. This is also useful for technical support.



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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 'My 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



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

About You
Your contact details were provided as part of your registration

First Name

Mickie

Last Name

Alcantara

Position

Director

Organization

Energized Learning

Address

38 Monroe Avenue, Brisbane, QLD,
Australia, 4118

Email

Mickie.Alcantara@energized.com

Phone

+61 7 3806 6548

Mobile

0455 698 458

Figure 4: Your details

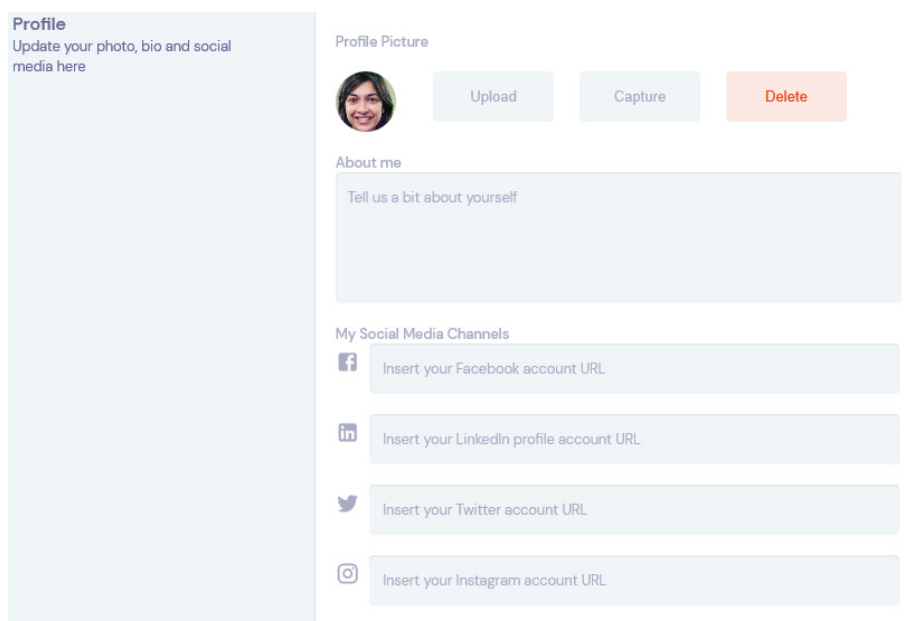


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Upload your profile picture under **Profile**, add more information about yourself, and add your social media accounts.

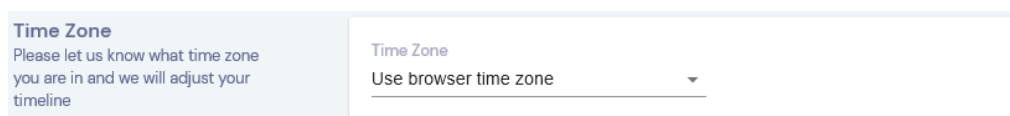


The screenshot shows a 'Profile' form with the following sections:

- Profile**: Update your photo, bio and social media here
- Profile Picture**: Includes a profile picture placeholder, an 'Upload' button, a 'Capture' button, and a 'Delete' button.
- About me**: A text area with the placeholder text 'Tell us a bit about yourself'.
- My Social Media Channels**: Four input fields for social media URLs, each with a corresponding icon (Facebook, LinkedIn, Twitter, Instagram) and placeholder text: 'Insert your Facebook account URL', 'Insert your LinkedIn profile account URL', 'Insert your Twitter account URL', and 'Insert your Instagram account URL'.

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.



The screenshot shows a 'Time Zone' form with the following sections:

- Time Zone**: Please let us know what time zone you are in and we will adjust your timeline
- Time Zone**: A dropdown menu with the text 'Use browser time zone' and a downward arrow.

Figure 6: Setting the time zone



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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.

Privacy
How do you want to appear to other attendees

Virtual Name Badge

☒  **Mickie Alcantara**
Director
Energized Learning


☐  **Mickie A**

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.

Media Settings
You can check that your media settings are correct and update them if needed.

Microphone
Microphone (Jabra EVOLVE 30 II)

Camera
Default Camera

Change Settings

Figure 8: Your media settings



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The event dashboard

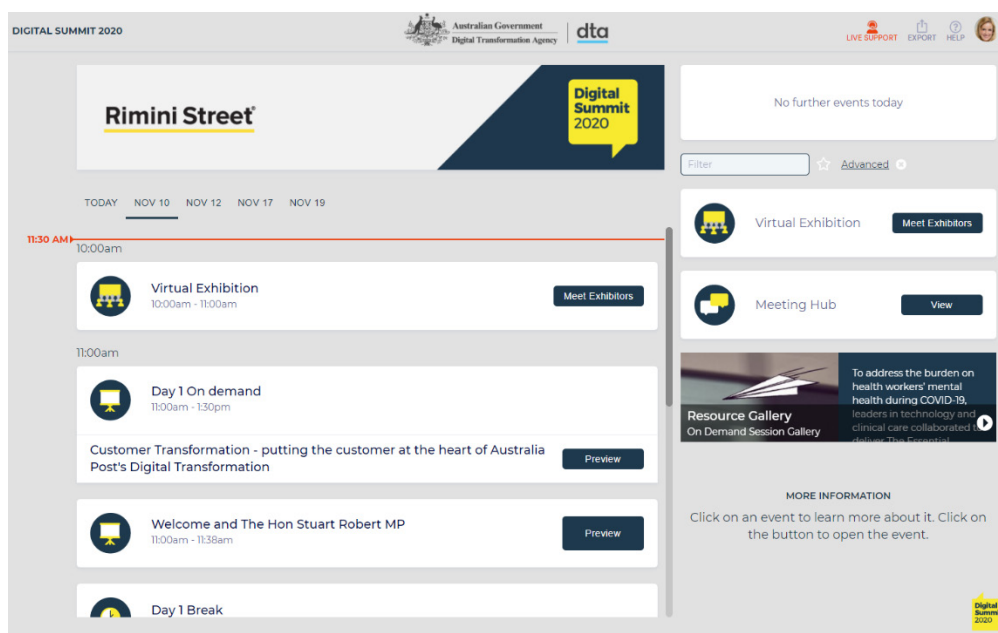


Figure 9: Dashboard view when users log in. Note that the final version may have some differences.

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



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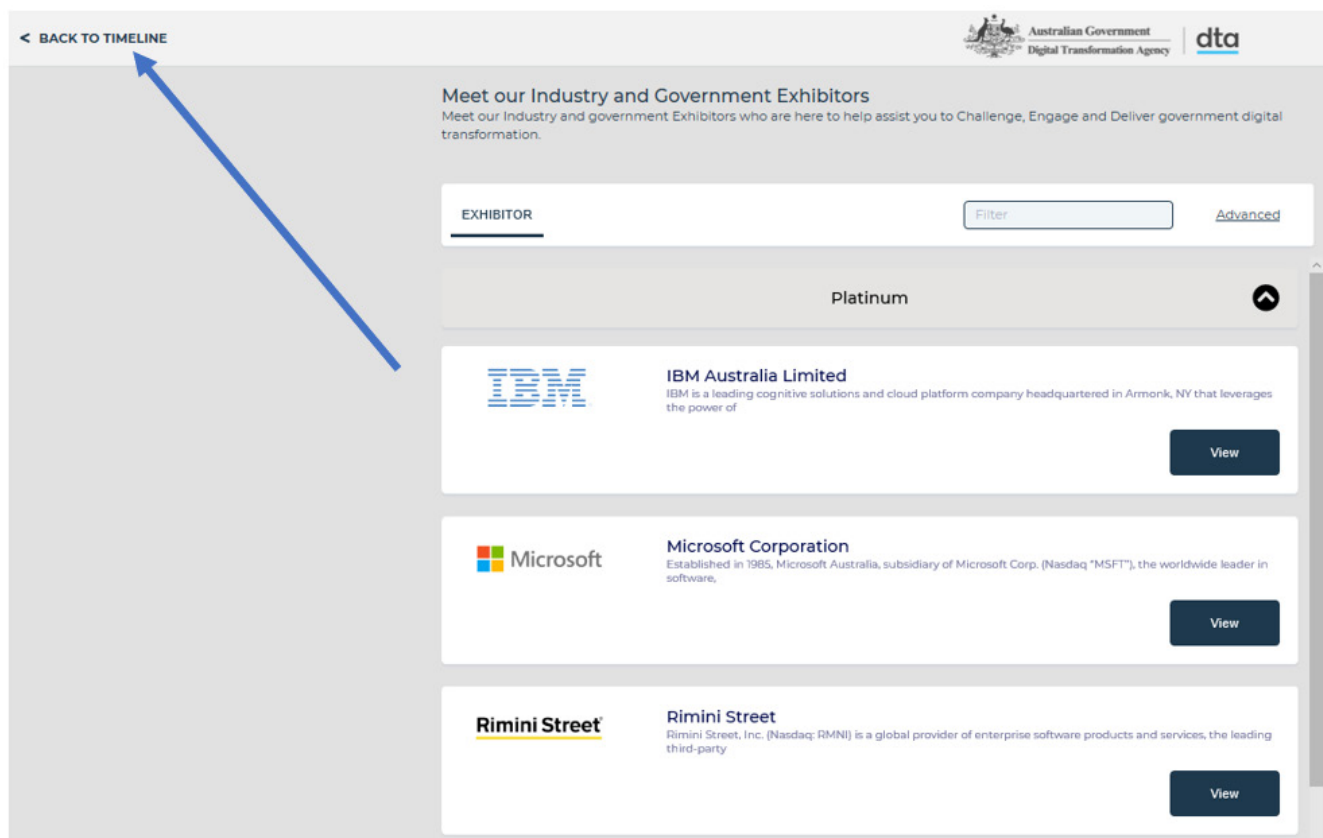


Figure 10: 'Back to Timeline' link at the top left of your page.

- The **Virtual Exhibition** is where you can meet and connect with our sponsors and exhibitors. Attendees click 'Meet Exhibitors' to enter the Virtual Exhibition. This button is also on the right of the page.
- The **Meeting Hub** is the place for attendees at the Digital Summit to connect. 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.
- The **Resource Gallery** is where attendees can access case study presentations and on-demand content.



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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.



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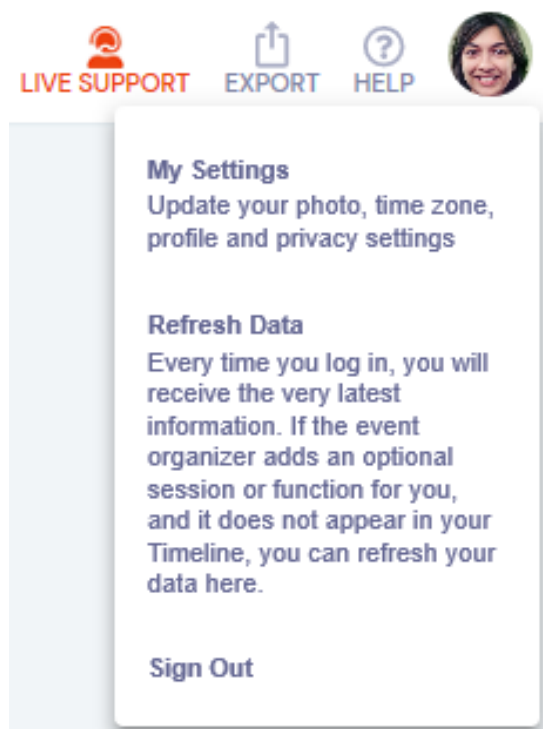


Figure 11: Dropdown options from your profile.

- 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.



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Preparing for your session

Preparing for your session can be challenging. This guide will help you structure your material for your attendees.

Practice makes perfect. Rehearsing will ease nerves and give you an idea of your pace and timing. This is important as we run on a strict schedule. You need to be aware of how you structure your presentation.

Our event production partners will organise a rehearsal for your session closer to the date. Keep an eye on your emails for those details.

Hardware and connectivity

- Make sure you have a reliable internet connection. Ideally, your connection speed should be greater than 20 Mbps. Check your internet speed at <https://fast.com/>. You may need to use a wired (ethernet) connection rather than relying on wifi or tethering.
- Use a laptop or desktop computer rather than a tablet or phone device to present. You will have access to far more functionality on a laptop than a mobile device, and more desktop space to see what is going on.
- Subject to the above, you may find it useful to have your tablet or phone at hand to keep track of time.
- We strongly recommend using a personal device. Your work computer may have security restrictions such as firewalls that can interfere or block features like live question and answer sessions, meetings, chat, and video.



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- If you are using a laptop, make sure it is plugged into a power point rather than using the battery.
- Close all unnecessary applications on your device while you are presenting – especially chimes, alerts, and pop-up notifications. These may be heard by the audience and possibly distract you.
- Disconnect from your VPN if you use one. Private networks can affect the quality of a live stream.
- If you are presenting from home, make sure other members of the household members are not using high bandwidth internet services such as video streaming or online gaming during your presentation.

Software

- Our event portal works best on Chrome (you can [download it here](#)). If you already have Chrome, [please make sure you have the latest version](#).
- Our production partners theEAR will set up the link and your breakout rooms. This link will be provided to you closer to the date of the event.
- You should log in 10 to 15 minutes prior to your scheduled workshop time.

Slide decks and external apps

- If you have a slide deck as part of your presentation, you must let us know before your workshop. Email your slide deck to summit@dta.gov.au or upload to a cloud storage service and share the link. You must do this **no later than a week before your presentation.**



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- if you intend to use external tools or such as Mural or Miro, you must let us know before your workshop. Please provide us with the documentation or instructions on how to use these external apps in relation to your workshop. **We cannot provide technical support for third-party applications.**

Worksheets and handouts

We recommend you prepare a worksheet for your attendees with the following information:

- the workshop's purpose, agenda, and outcomes
- information for any additional speakers or facilitators for your workshop. See below under 'Organising your workshop'
- instructions for activities attendees need to do before your workshop, or how to prepare
- instructions on the use of any external apps or tools
- any housekeeping notes.

Please send this worksheet to us at summit@dta.gov.au by Friday 30 October 2020. We will email it to attendees. Your package should also include any additional materials and resources you want to give to your attendees.



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Preparing as a presenter

Presenting online is different to presenting in-person. So please be easy on yourself and other speakers.

- Set the air temperature to a comfortable level before you start.
- Put your mobile phone on silent but keep it nearby in case we need to contact you.
- Use a quiet, well-lit location with no distractions and where you will not be disturbed.
- Make sure your background is clean and tidy.
- Avoid sitting with a window behind you. It will make it hard to see you.
- Don't wear shirts with pinstripes or intricate, detailed patterns. These do not display well on camera.
- Choose clothing that contrasts well with the background. For example, if you have a dark wall behind you, don't wear wearing dark clothing.



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Organising your workshop

We recommend you have a moderator, co-host, or support person to help you run your workshop. This frees you to concentrate on your presentation. Your support person can:

- manage and facilitate the breakout rooms if applicable
- moderate questions and comments
- manage external connections or resources.

Please tell us, or theEAR in advance the number of facilitators you will have for your workshop.

If you are including breakout rooms in your workshop, you must let us know in advance. Our production partner theEAR will set these up for you. This allows a seamless transition when you want to move attendees into the breakouts.

Rehearsing for your session

- Our production partners, TheEAR, will guide you in setting up your workshop through our event portal before the event.
- They will schedule a run-through meeting to make sure everything runs smoothly on the day.
- Your workshops are limited to 30 people and will run for one hour.
- Practice your session before the event with colleagues.



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Preparations on the day

- TheEAR will guide you in setting up your workshop through our event portal on the day.
- You will receive a link before your presentation where you will join the session.
- We ask you to join 15 minutes before your presentation. Our audio-visual team will do final checks with you to make sure everything is working.



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Using AIRCast Studio

Your workshop will be livestreamed using AIRCast. When you first log into your session (available at any time), you will see the AIRCast Studio. There will be several people managing the workshop session:

- The **Host** will oversee the technical administration of the workshop. This will be done by theEAR.
- The **Presenter** will be the primary person running the workshop.
- The **Support Staff** are facilitators. Please let us know how many support staff you have so we can properly assign their roles in the settings.

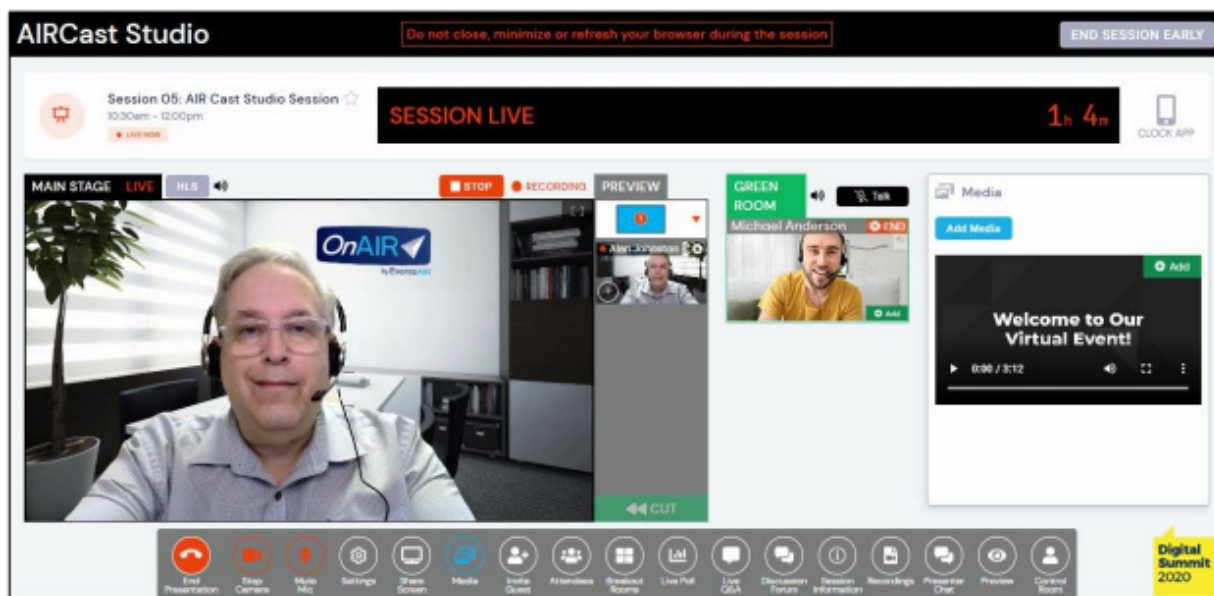


Figure 13: The AIRCast Studio.

There are six primary areas visible in OnAIR Studio:

- The **information header** contains session information, session status and timer, and the external clock app.



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- The **Main Stage** is what your attendees see. This accommodates up to nine live streams of presenters, screen shares and media.
- The **Preview pane** is where the host can organise presenters and media and decide both the layout on the Main Stage as well as the location of each stream in the Main Stage display.
- The **Green Room** is the waiting area for presenters. The Host can bring presenters from the Green Room onto the Main Stage.
- **Tools and options pane** on the far right contains different functions such as Media, Recordings, Live Polling, Live Q&A and more.
- Along the bottom is the **Tools menu**. This provides Hosts, Presenters, and non-presenting support staff access to different options for the current presentation. The Tools Menu will change based on the type of session role each person has when they are in the session.

Tools menu

There are only a few options you need to use when presenting in AIRCast Studio. The menu icons will change colour to show if they're on or off.

The Tools menu is different for Host, Presenter and Support Staff. The Host will have access to the complete range of Tools. This section deals with what the Presenter will have access to.



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Presentation functions

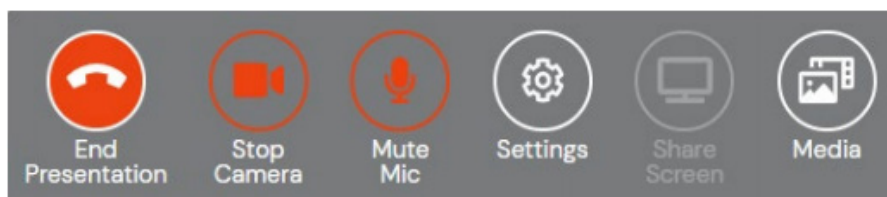


Figure 14: Presentation functions.

- Select **Start/End Presentation** to start presenting. You will be brought into the Green Room until the Host brings you on the Main Stage.
- **Start/Stop Camera** – by default, your camera is on.
- **Mute/Unmute Mic** – by default, your microphone is on.
- **Settings** – select this to review or change your audio and video options.
- **Share Screen** lets you share a PowerPoint or anything else on your computer screen.
- **Media** lets you bring in a video file or image to share during your presentation. Note that media files must be stored on your local drive.

Audience engagement

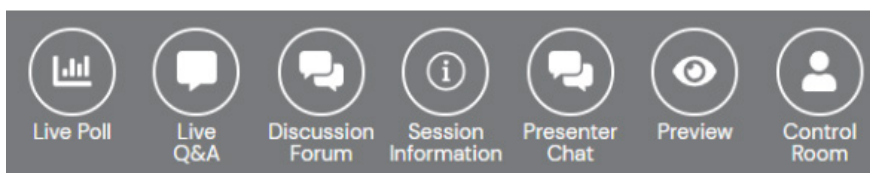


Figure 15: Audience engagement.



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- **Live Poll** displays the Live Poll panel, where the presenter, host or support person can define poll questions, present the poll to attendees, and share poll results.
- **Live Q&A** displays the Live Q&A panel, where you or your support team can review, manage, and respond to questions.
- **Discussion Forum** the informal text chat area for attendees and presenters to have conversations before and during a session.
- **Session Information** displays the session details, including presenter information and session description.
- **Presenter Chat** is a private chat area for all hosts, presenters, and other event staff in the current session.

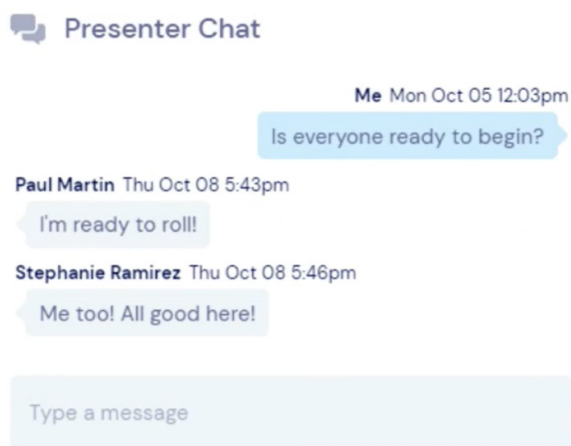


Figure 16: Presenter Chat.

- **Preview** displays both the attendee view and a preview of the current presentation. You can also see the two back-up streams. Note that the previews are only available when a Broadcast is active.



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- **Control Room Chat** is a private chat area for all presenters and control room staff.

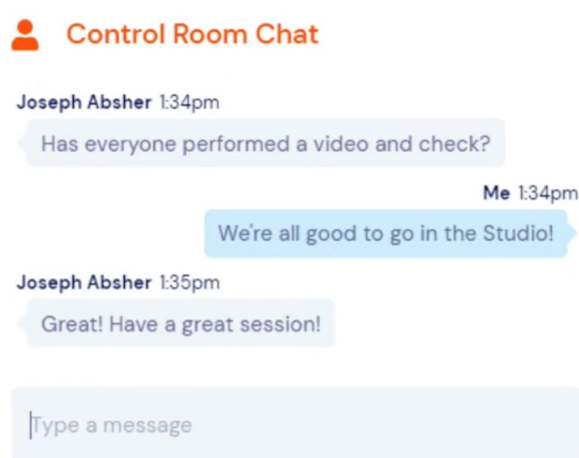


Figure 17: Control Room Chat.

Tips on running your workshop

- Start with short introductions of yourself and co-hosts once participants have joined the session.
- As part of housekeeping:
 - remind participants to remain muted unless speaking
 - ask participants to enter questions in the chat box
- Be deliberate with your language. You can create a positive mood in your workshops with words that are upbeat and supportive.
- We recommend including short breaks for yourself, facilitators, and attendees.
- Note that your presentation will be live-captioned.



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Starting the workshop

The following outlines the steps in starting the workshop through AIRCast Studio.

1. Select the 'Present' icon on the Tools menu. This can be done by the Host or the Presenter.

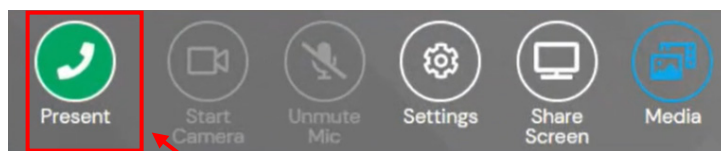


Figure 17: Click 'Present' to start.

2. The Presenter will see the Settings window to check their audio and visual.

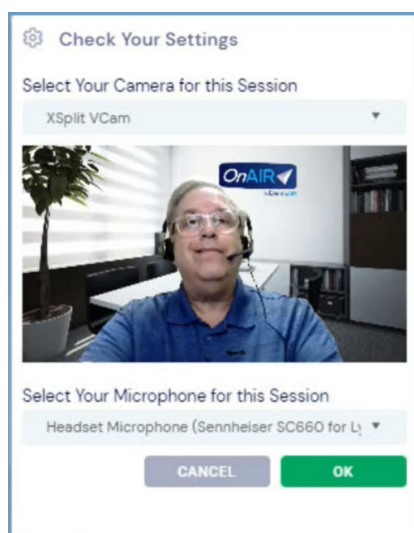


Figure 18: Check your audio and visual.

3. Next, the Presenter video will appear in the Green Room.



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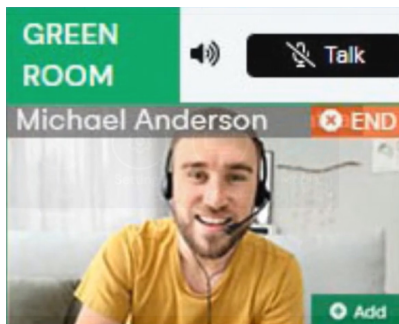


Figure 19: The Green Room.

This is another stage to check everything looks fine. If so, the Host will then add the Presenter to the Main Stage.

4. The Main Stage section will now show the Presenter's feed in the Preview area on the right. The Host will select the Main Stage layout at this stage.

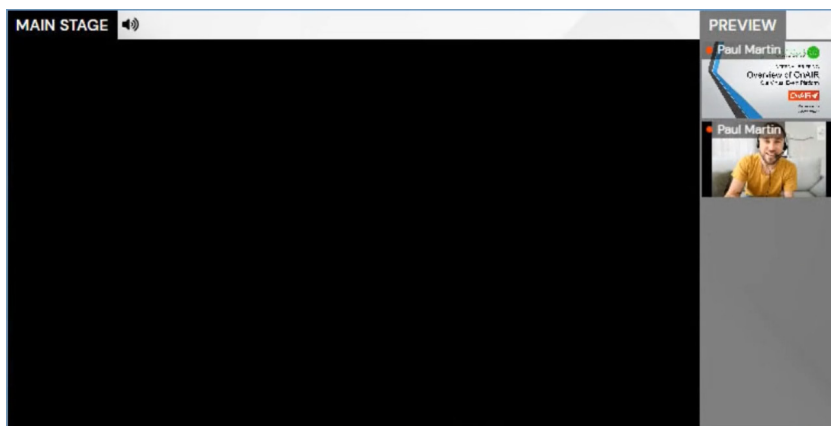


Figure 20: The Main Stage and Preview area.

Remember that audio is now live to all participants. Presenters should mute themselves if they don't intend to speak.



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- When the Host has selected the Main Stage layout, the video feed will now show the presentation – this is what the participants will see. The Host can change the layout throughout the session.

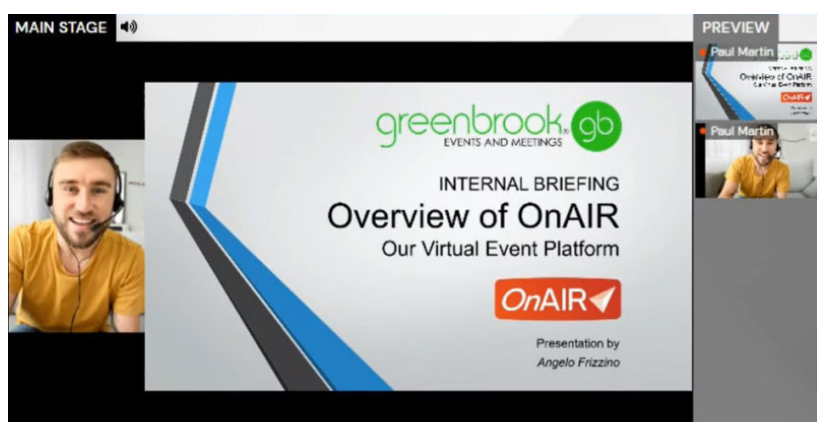


Figure 21: The Main Stage is now live.

- The Host and the Presenter can share screens at any time by selecting 'Share Screen' on the Tool menu. You can select 'Media' to share files such as images or video.



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Share your screen

portalapp.virtualattendee.eventsairtest.com wants to share the contents of your screen. Choose what you'd like to share.

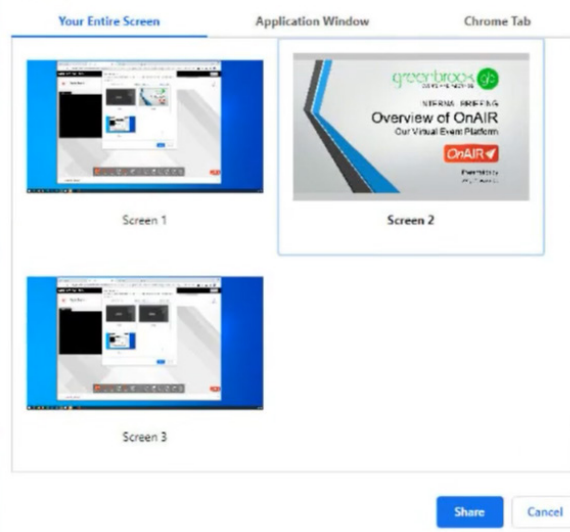


Figure 22: Share your screen.

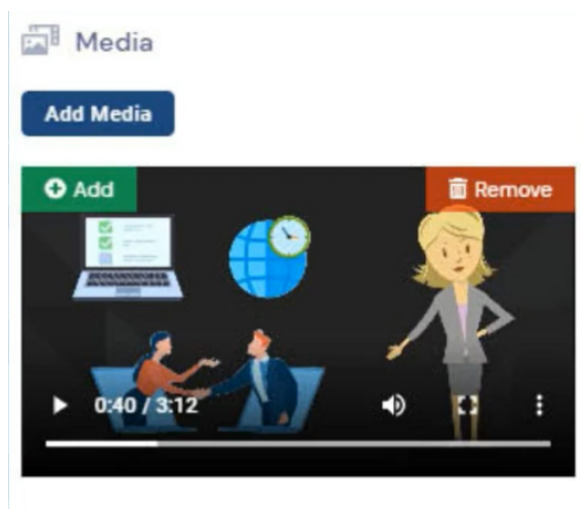


Figure 23: Sharing Media.



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Keeping track of time

The Session Timer is at the top of your screen.



Figure 24: The Session Timer messages.

This will tell you when your session starts and ends.

Note: Your session will close when the timer runs out – **you may risk being cut off if you do not finish by the scheduled end time.**

You can also use your phone or tablet to keep track of the time. Click on the Session Clock App link at the top of the AIRCast Studio screen.

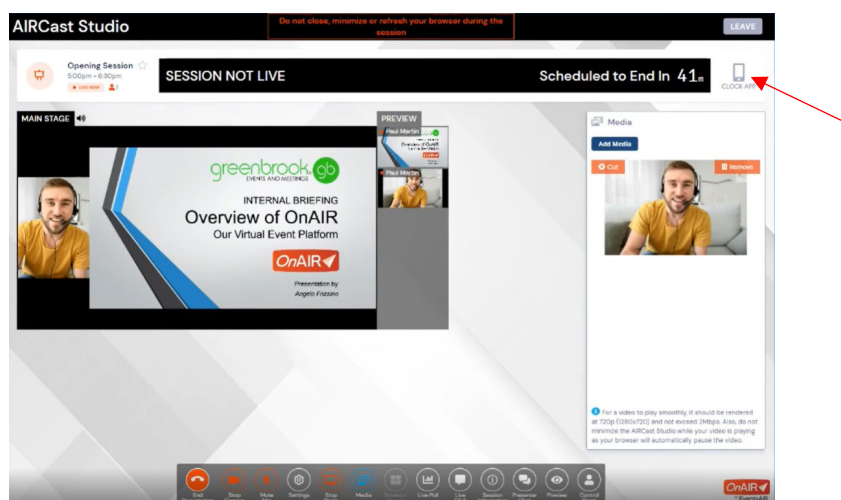


Figure 26: Where the Session Clock App is.



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This brings up the QR Code to be scanned with your device. Right away, the timer will appear on your phone or tablet.



Figure 27: The QR Code. You will receive your own from the portal. Do not use this one.

Managing participants

Before a session starts, participants will join others in the Waiting Room. They will enter when the session opens at the scheduled time, regardless of whether the video livestream has started.

The Host has an extra feature on their Tools menu, called 'Attendees'. This allows the Host to view all participants in the session.

Additionally, participants can raise hands and at the direction of the Host, join the Main Stage presentations. This means the livestream will now include that participant's video, and they can speak and share screens like other presenters. The Main Stage has a limit of 9 video feeds at any one time, including the main presenter.



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Engaging with participants

There are several ways you can engage with your participants.

Live Q&A

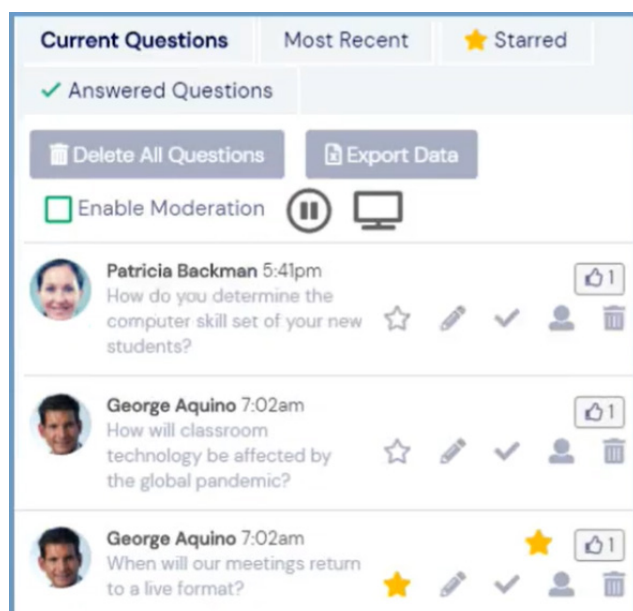


Figure 28: Live Q&A.

You can enable this by clicking 'Live Q&A' on the Tool menu. You can have a teammate moderate the questions, freeing you to concentrate on your presentation.

There are tabs to help you manage questions.

- **Current Questions** shows the list of current, unanswered questions.
- **Most Recent** displays questions most recently posted by attendees.
- **Starred** are questions you have bookmarked to answer later.



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- **Answered Questions** are removed from the queue and listed here.

Each question has a list of icons:

- the tick marks it as 'answered'
- the star highlights the question
- the pencil brings up a textbox to allow you to answer the question
- the bin deletes the question. This is useful for off-topic or inappropriate questions.

A 'like' icon on a question shows how many attendees liked that specific question. The higher the number of likes, the higher the interest is in answering the question. This will help you prioritise which question to answer.

Finally, there is a toolbar of options below the tabs:

- **Delete All Questions** clears the list of all unanswered questions posted.
- **Export Data** allows you to download the questions.
- If you **Enable Moderation**, you can filter submitted questions. This is good for removing any unwanted questions. You will see the questions in your main list first, and a green checkbox will appear next to it. Check that box to publish it or delete it.



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Live Poll

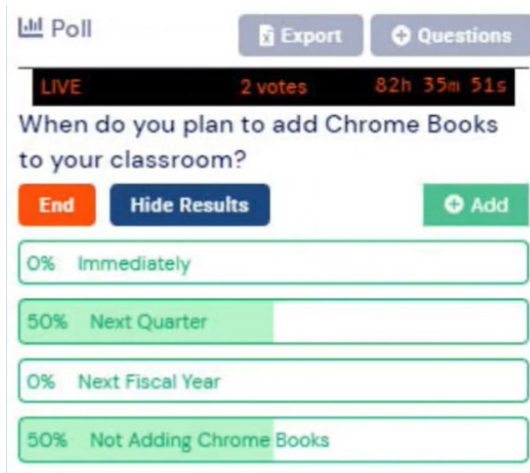


Figure 29: Live Poll.

You can enable this by clicking 'Live Poll' on the Tool menu. You can have a teammate create the questions and monitor the results.

- Polls can be created before the session or during the session.
- Multiple polls can be created for one session.
- Polls can be single or multiple choice.
- If you want to share the results with your attendees, click 'Share Results'.
- To hide the poll, click 'Hide Results'.
- If you want the poll to be shown on the Main Stage, click on the 'Add' button.
- You can export poll results and save them.



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Creating a poll

- Selecting 'Live Poll' will bring up a blank poll to be created. When you're finished, select 'Save Question'.

The screenshot shows a 'Question' dialog box with a close button (X) in the top right corner. The 'Question' field contains the text 'What type of computer do you use in your classrooms?'. Below this, the 'Type' section has two options: 'Single Choice' (selected with a blue checkmark) and 'Multiple Choice' (unselected). The 'Answers' section lists five options: 'Mac Book', 'PC Notebook', 'PC Desktop', 'Chrome Book', and 'We Don't Use Computers'. At the bottom of the dialog are two buttons: 'Cancel' and 'Save Question'.

Figure 30: Creating a Live Poll.

- Select the 'Start' button to publish it to your attendees.



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Poll **Export** **Questions**

What type of computer do you use in your classrooms?

Start

Mac Book

PC Notebook

PC Desktop

Chrome Book

We Don't Use Computers

Figure 31: A poll ready to be published.

- When you want to close the poll to voting, click on the 'End' button.

Discussion Forum

The Discussion Forum functions like a live group chat. All the participants in the workshop will see whatever messages or questions are posted. Any participant can respond. As the Presenter, you or a member of your team can join in the discussion.

To activate, click on 'Discussion Forum' in your Tools menu.

Discussion Forum

Type a message

Figure 32: The Discussion Forum.



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Contacts on the day

You can contact support through the virtual online portal using a chat feature. If that does not work, use the following contact numbers.

Audio-visual support

Your contact for audio-visual assistance from TheEAR is Paul Newton, 0458 327 372 or paul@theear.com.au.

Event Support

Your contact for event support is the Digital Summit team. Email summit@dta.gov.au, or phone:

- Genevieve Henchy, Event Manager, 0408 685 881
- Louise Ngo, Events Officer, 0406 323 541
- Nicole Murphy, Delivery Manager and Awards, 0408 575 967
- Jesse Boyd, Web and Content Lead, 0409 537 732



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Workshop presenter 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.** If you will be exploring other sessions and engaging with attendees and exhibitors, we recommend you download the Digital Summit app. While you don't need the app to present your workshop, it will help you as an attendee. 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 presenting from home, make sure your internet connection is reliable and fast.
- ❑ **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.
- ❑ **Make sure your team is ready.** If you have a team of facilitators, confirm their availability and let us know who will be there.
- ❑ **Make sure we have everything we need.** This includes information about your breakout rooms, the structure of your workshop, requirements for external applications, and your slide deck.



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- ❑ **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.
- ❑ **Changes? Problems? Questions?** Please get in contact as soon as possible so that we can help.