Australian Government
Digital Transformation Agency

Digital Summit 2020

10–19 November

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Guide for Case Study presenters at the Digital Summit 2020

Information for case study presenters on using our virtual event portal.

Version 1.4

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Introduction

The Digital Summit 2020 is a virtual event. We will run case studies through the online EventsAIR portal.

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 ePoster presentations.

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 exhibitors 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 or contact a member of our team:

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

Live support

Our portal vendor will provide live support during the event. 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.

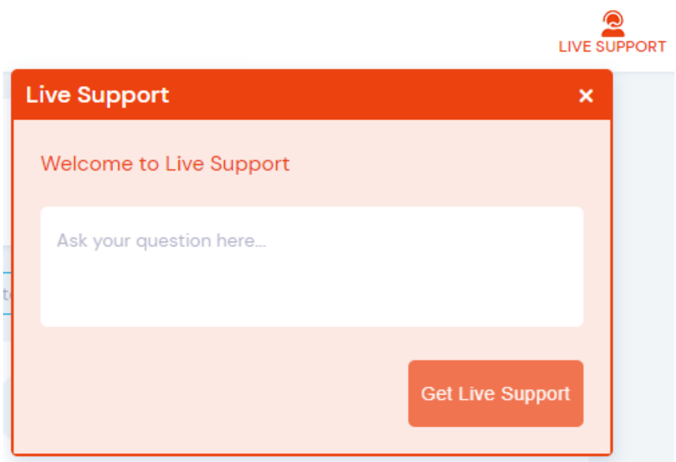


Figure 1: Live Support at the top bar

Getting Started

Logging into the site

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

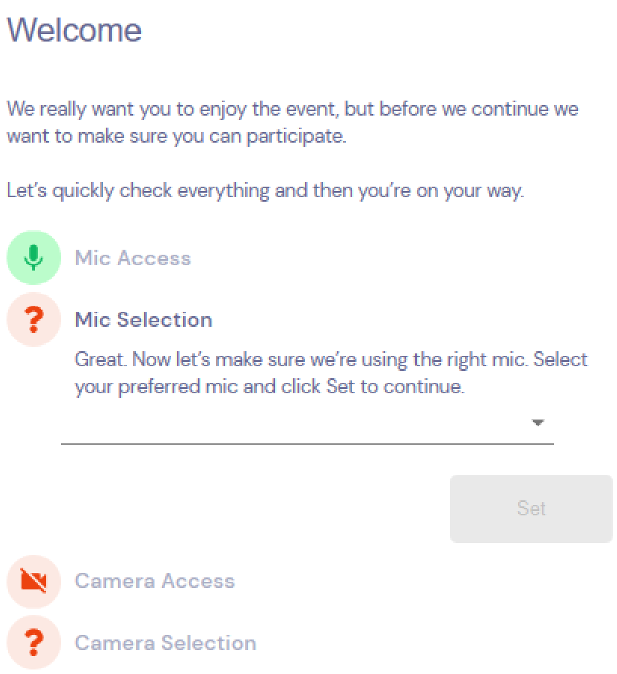


Figure 2: Welcome screen when logging in for the first time

Make sure that these are working. You may be speaking to other attendees in networking sessions, or tech support.

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

When you first log into the site 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.

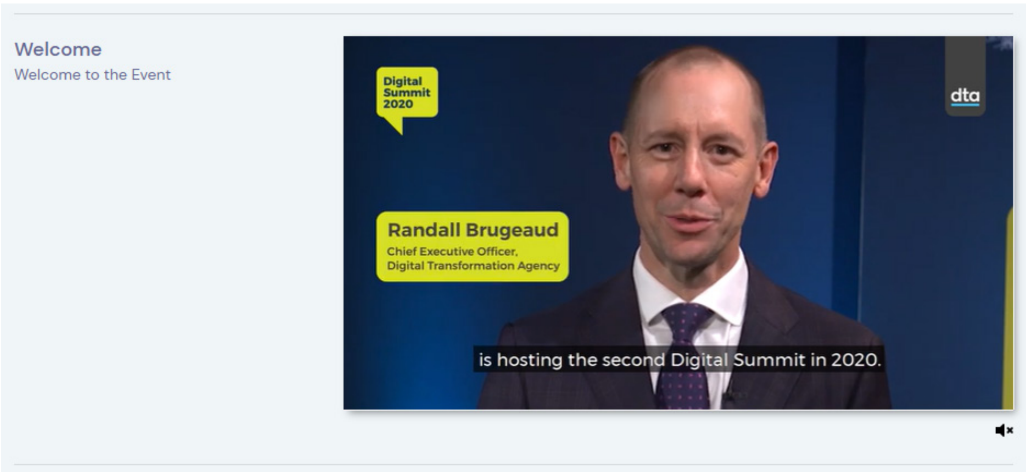
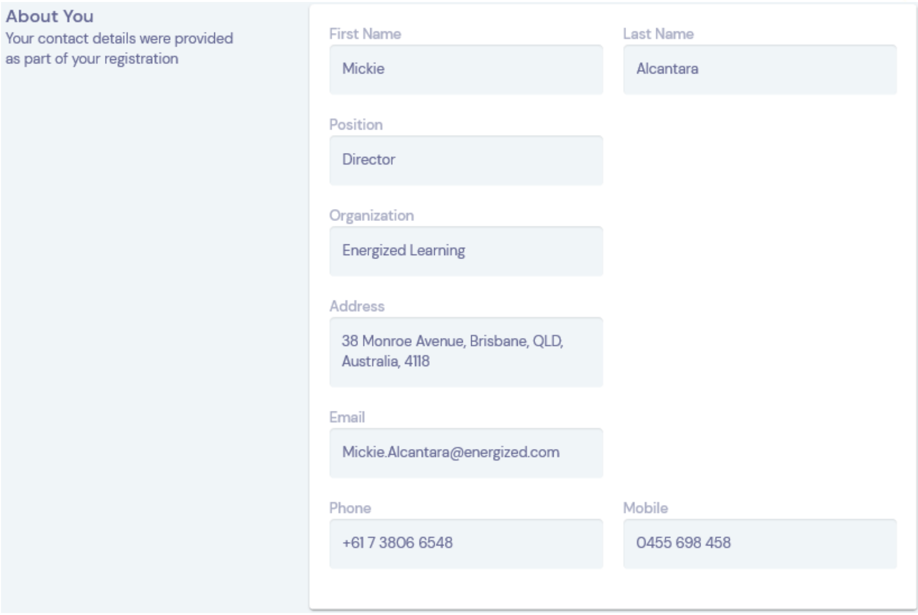


Figure 3: Welcome video

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


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

First Name	Last Name
Mickie	Alcantara
Position	
Director	
Organization	
Energized Learning	
Address	
38 Monroe Avenue, Brisbane, QLD, Australia, 4118	
Email	
Mickie.Alcantara@energized.com	
Phone	Mobile
+61 7 3806 6548	0455 698 458

Figure 4: Your details

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

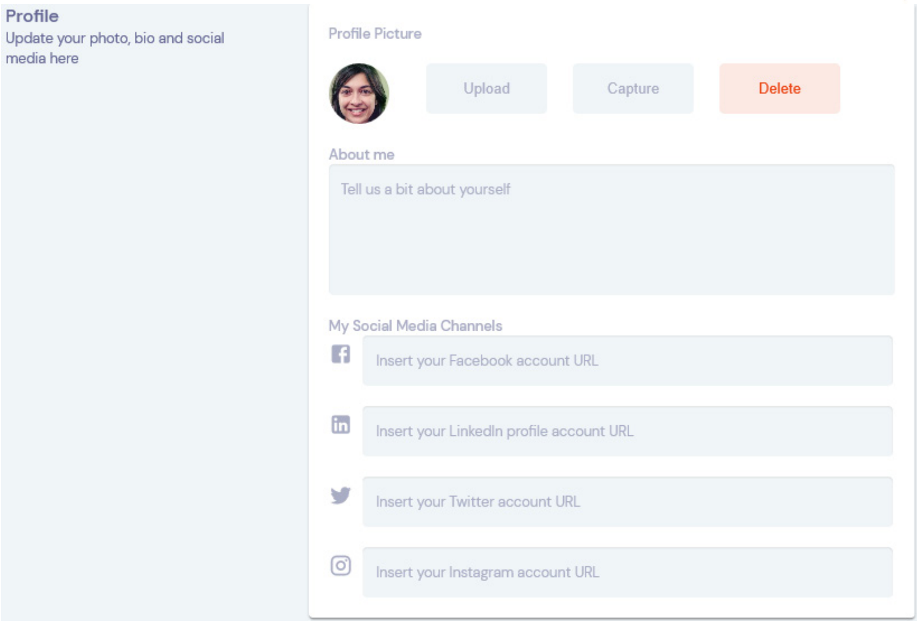


Figure 5: Your contact details

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

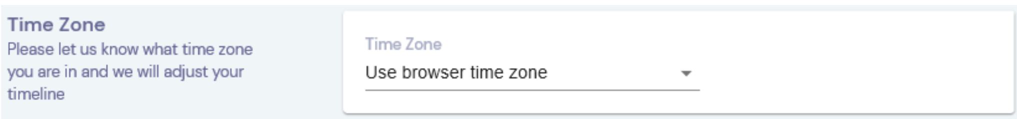


Figure 6: Setting the time zone

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.

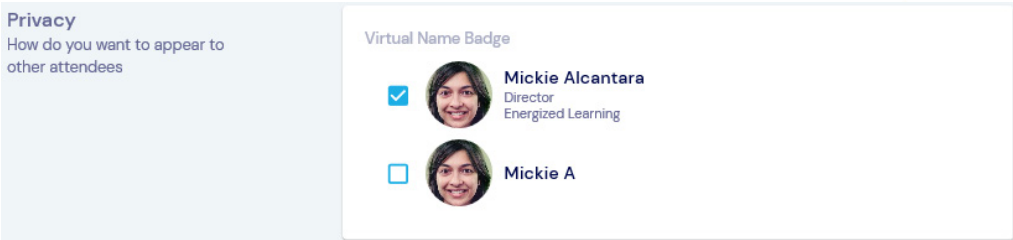


Figure 7: Your virtual name badge.

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.

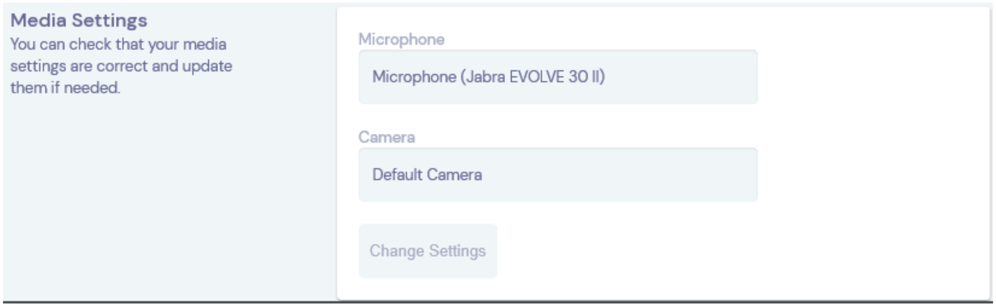


Figure 8: Your media settings

The event dashboard

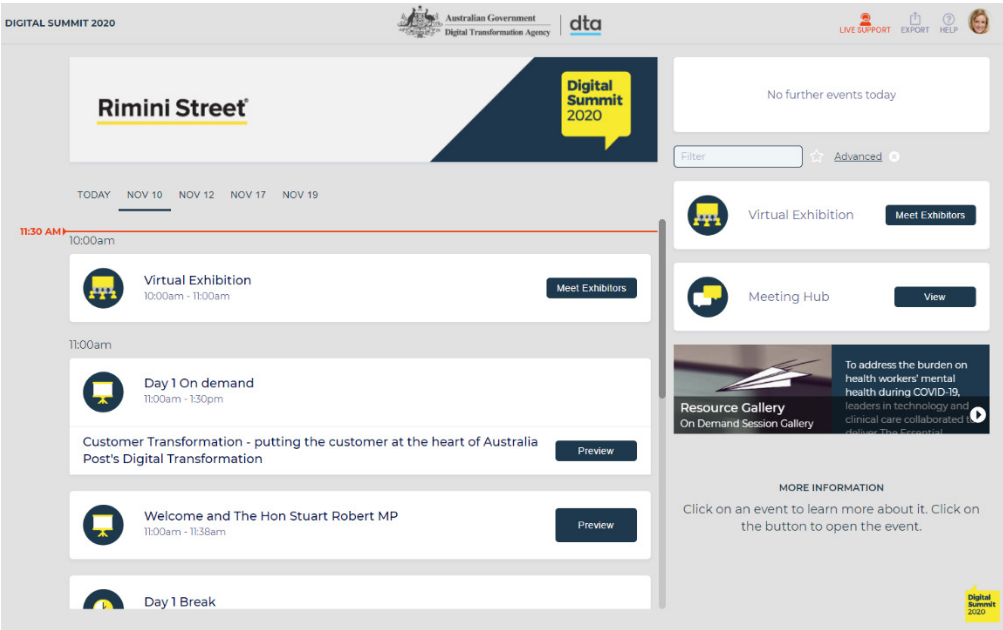


Figure 9: Dashboard view when users log in. Note that the final version may have some differences.

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

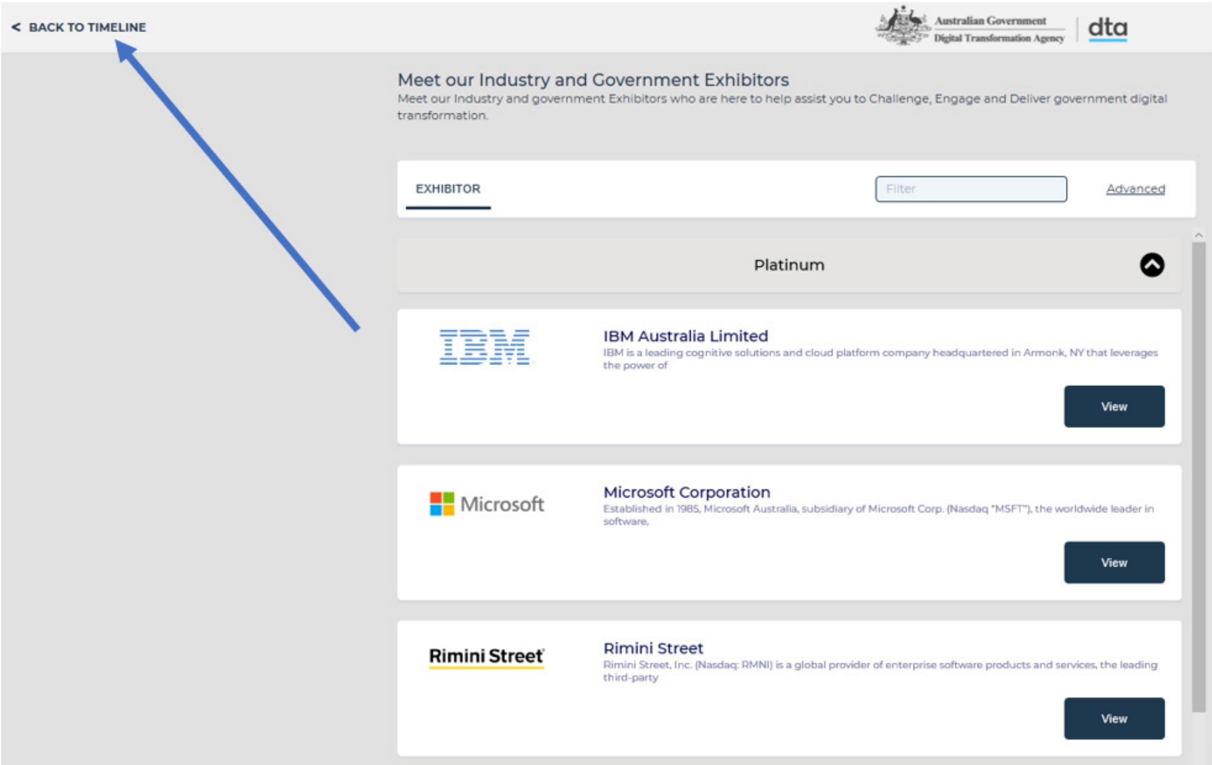


Figure 10: 'Back to Timeline' link at the top left of your page.

- The **Virtual Exhibition** is where you can meet and connect with other attendees. 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.
- The **Resource Gallery** is where attendees can access 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.

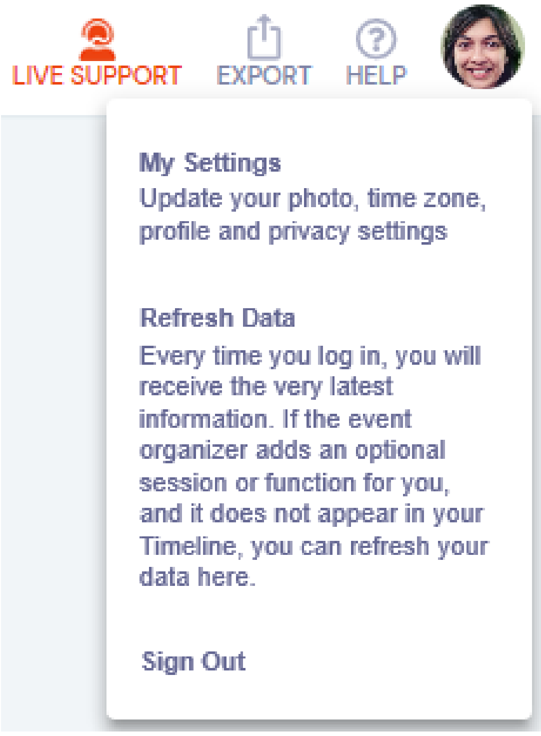


Figure 11: Dropdown options from your profile.

- 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.

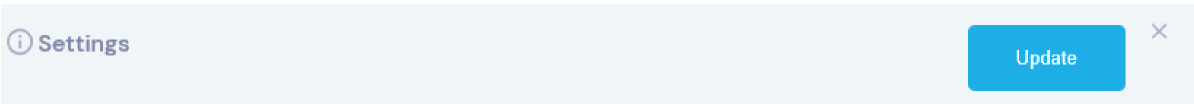


Figure 12: Saving your settings.

Accessing your case study

Your case study details will populate from earlier submissions to the Digital Summit team. If you have not received communications about this, please contact us immediately.

You will always have access to your case study area on the portal – this is the ePoster dashboard.

To access, go to your Timeline and find your session on the scheduled day. Select 'View My Presentation'. Note you can view all ePoster sessions in the link below the button, 'View ePoster Presentations'.

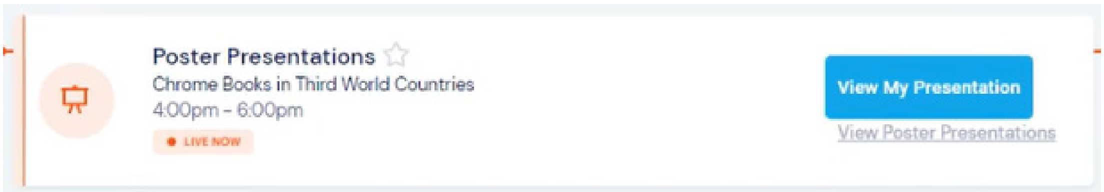


Figure 13: Accessing the ePoster dashboard

You will see the ePoster dashboard as shown below.

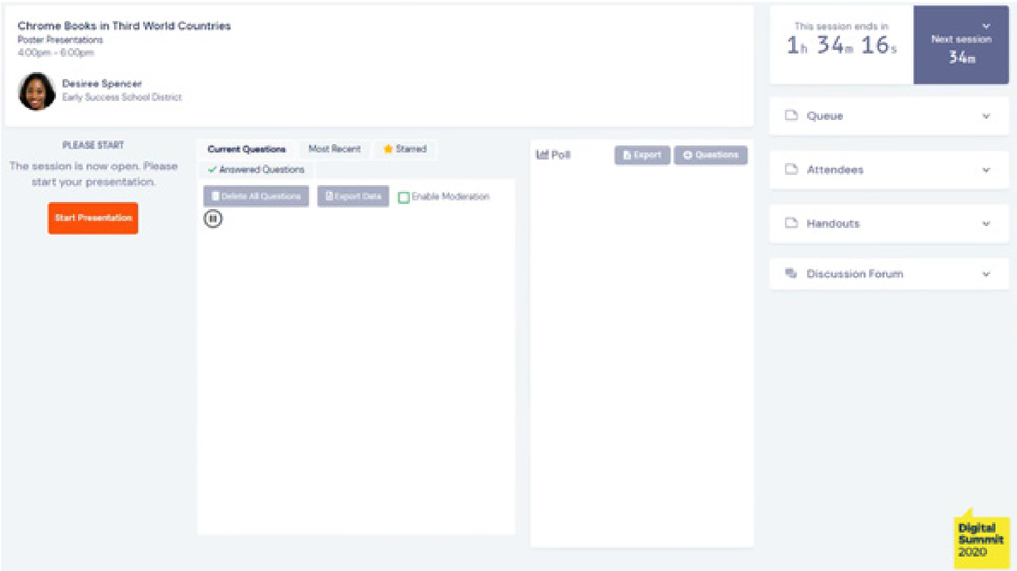


Figure 14: Your ePoster dashboard before starting the session

There are several parts to the dashboard, viewing from left to right:

- On the left, if your session is scheduled to start, you can select the **Start Presentation** button. This will be greyed out otherwise.
- Attendees can submit questions for you to answer. These are shown in the **Q&A** area. This feature allows moderation and allows you to pick and choose questions to answer.
- You can set up a **Poll** for your attendees and export the results at the end of the session.
- The **Timer** lets you keep track of your session time and how long it is until the next session.
- The **Queue** shows the number of attendees waiting for your presentation to start.
- Once you have allowed attendees into your session, they will be moved to the **Attendees** section.

- **Handouts** is a list of materials you have made available for attendees to download.
- In addition to the Q&A, attendees can also communicate with each other (and yourself if you want) in the **Discussion Forum**.

We'll deal with these features in the section 'Running your presentation' below.

Running your presentation

When you are ready, select 'Start Presentation' on your ePoster dashboard. When you do, your profile pic will show a red dot to show that you are 'live' and presenting.

Your pre-recorded presentation will be played to the attendees. You will see the video playing on the left of your dashboard.

Format

Your case study slot is one hour. In this time your case study video will play 3 times. You will need to let queued attendees into your presentation at the end of each run-through. Make sure you mute them when they enter.

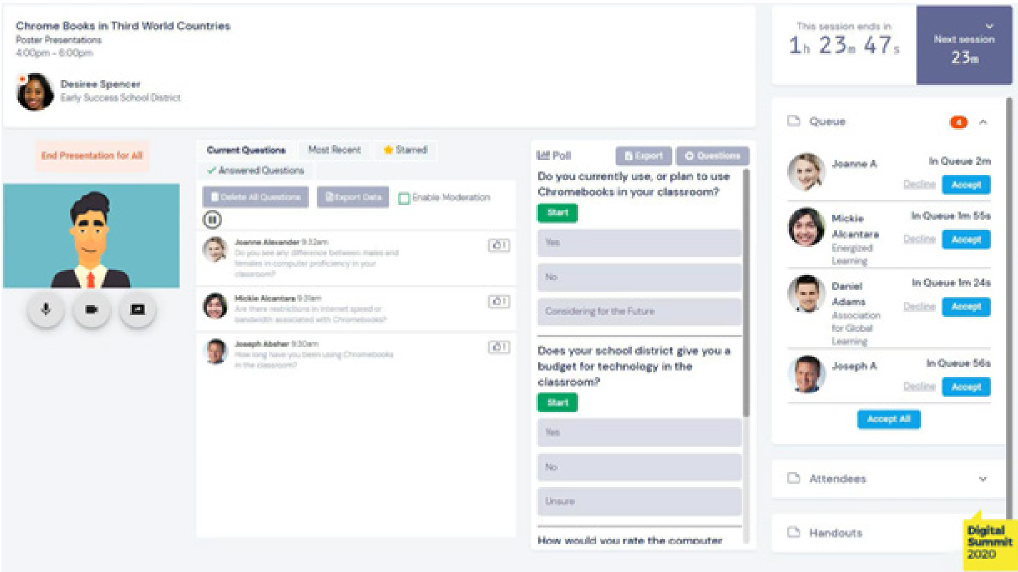


Figure 15: Your case study in session

Live Q&A

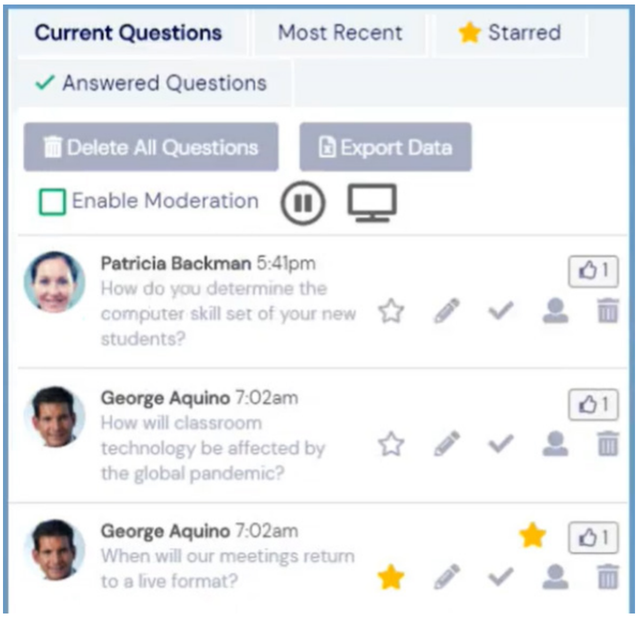


Figure 16: Live Q&A panel

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.
- **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.

Live Poll

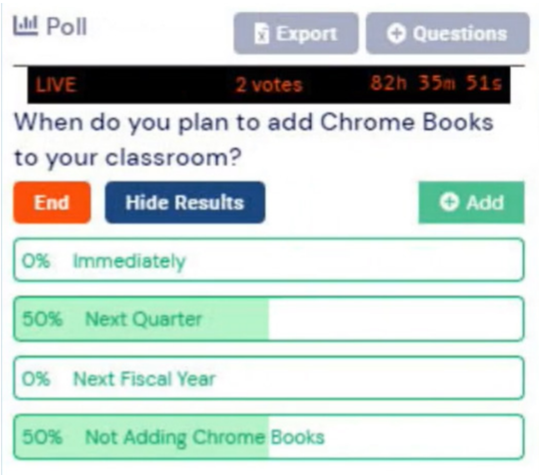


Figure 17: Live Poll.

The poll is a way to provide interactivity in your session.

- 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’.
- You can export poll results and save them.

Creating a poll

- Clicking on the ‘Live Poll’ will bring up a blank poll to be created. When you’re finished, click on ‘Save Question’.

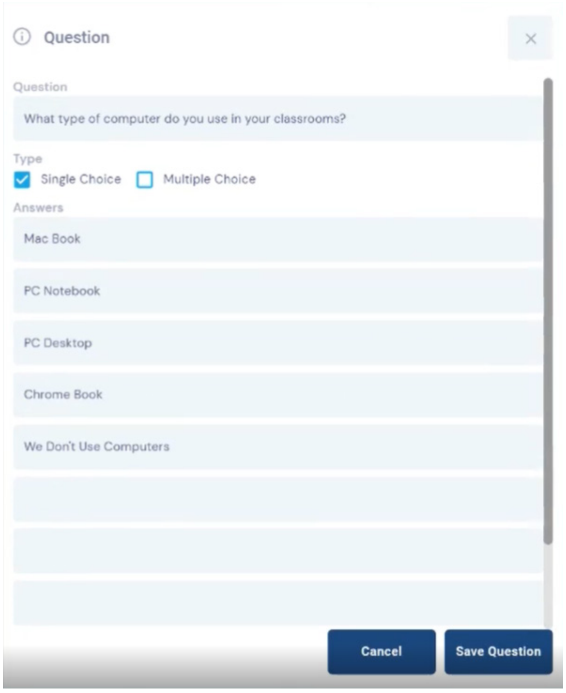


Figure 18: Creating a Live Poll.

- Select the ‘Start’ button to publish it to your attendees.

Figure 19: 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. If you have the Discussion Forum available for your session, you have the option of participating in the discussion.

Figure 20: The Discussion Forum.

Attendees

Your attendees are placed in a queue before your presentation starts. You can see their details in the ‘Queue’ tile. In this area, you can allow or decline entry to your session, or simply select ‘Accept All’. This action will move everyone waiting into the ‘Attendee’ tile.

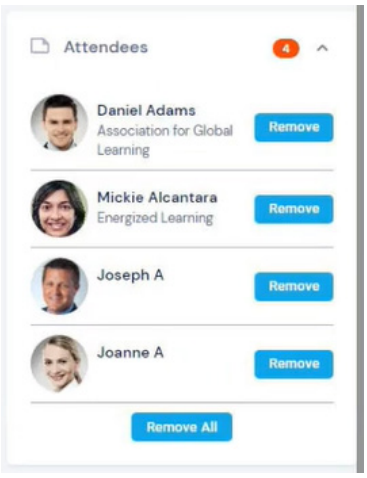


Figure 21: The Attendees panel.

Attendees are not muted on entry, but you can mute all attendees. The option is within the Attendee tile. The attendee also has control over their own mute setting and can turn it on or off.

Select the 'Remove' button to remove attendees at any time. At the end of the session, select 'Remove All' to clear the space for the next group of attendees.

Meeting Hub

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

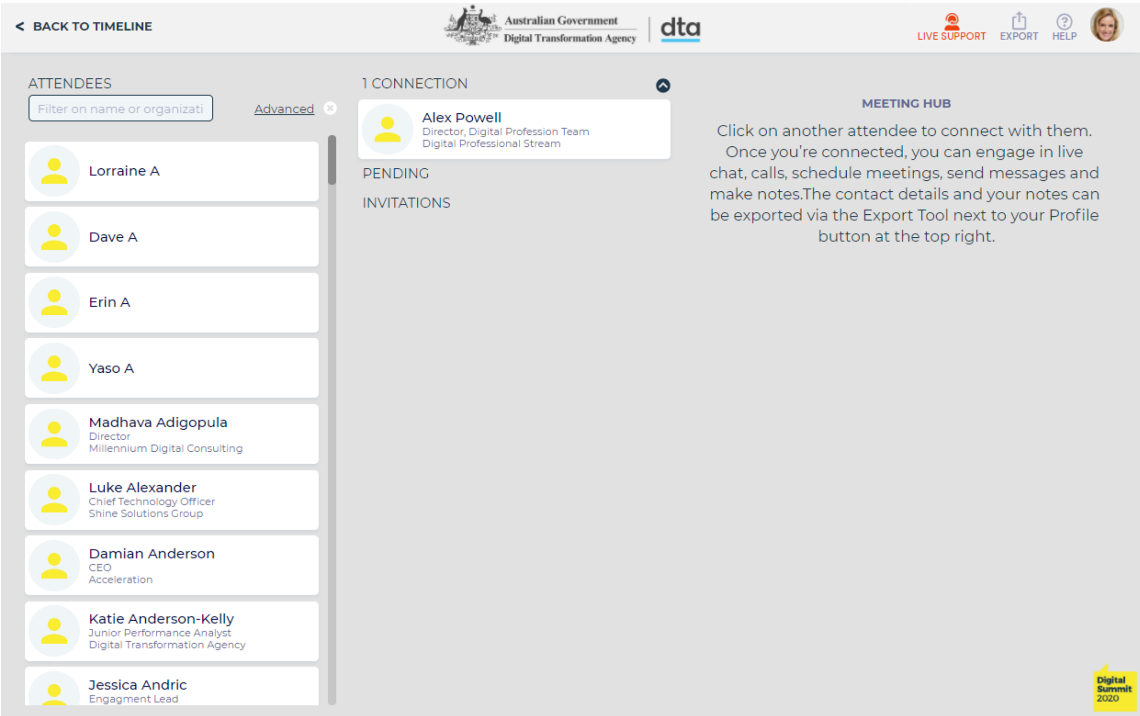


Figure 22: Meeting Hub dashboard.

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.

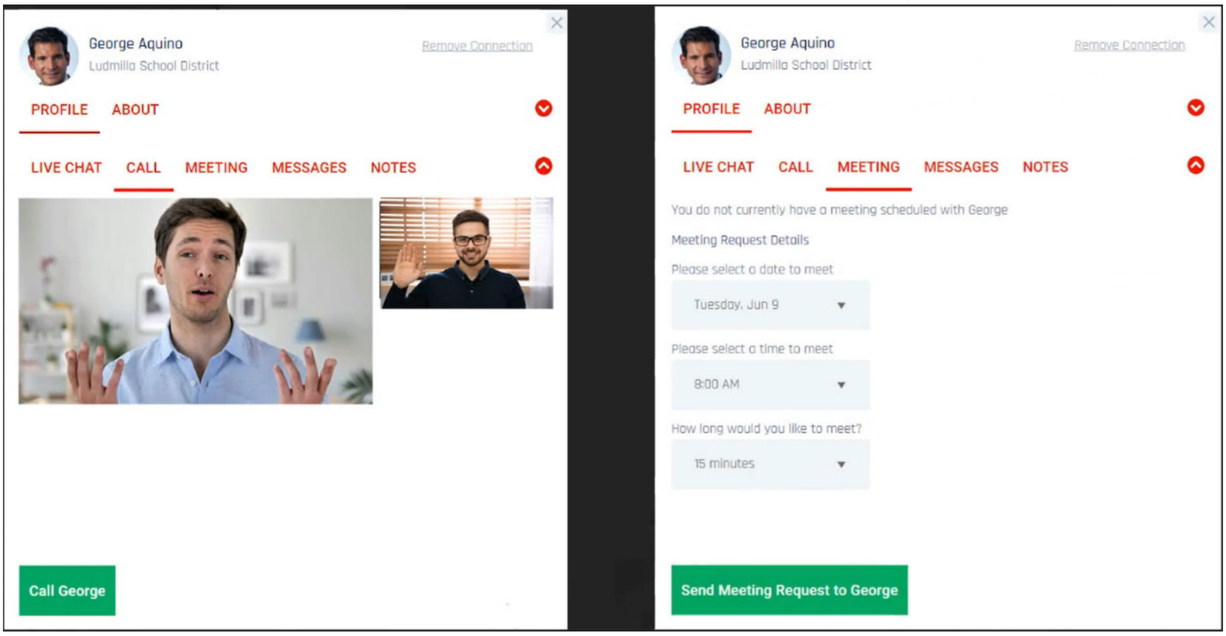


Figure 23: Options to communicate through the Meeting Hub.

With your connected contacts, you can:

- live chat
- have video calls
- 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.

Case study 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.** Our 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. While you don't need the app to present your case study, it will help you as an attendee.
- ☐ **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.
- ☐ **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.