

Participant Tip Sheet
CAHPS Research Meeting
Thursday, October 7, 2021
11:00 am – 4:00 pm EST

General Tips

1. Please restart your computer prior to the meeting.
2. Close all background applications on your computer (e.g., Spotify, Microsoft Teams, Skype, etc.) as this can slow down the internet speed of your computer.
3. Log into the event outside of your work VPN/Network/Portal. Copy and paste the Webex meeting URL into the Web Browser of your home computer if you are working from home (do NOT try to click on the meeting invite link from inside a remote work VPN/Network/Portal).
4. **The meeting password is CAHPS2021.**
5. You will be muted throughout the plenary events. Attendees will be able to mute/unmute themselves in the Concurrent Sessions.
6. If you have any technical issues during the event, please use the Q&A or chat box to ask for help and we will respond. If you are having difficulty logging in to the event, you can email cahps1@westat.com.

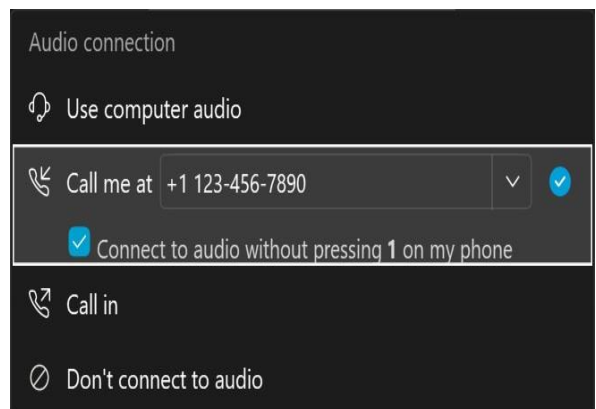
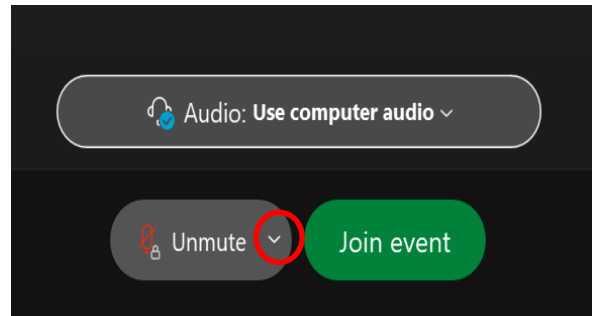
Joining the Plenary Session

Step 1: Go to the CAHPS Research Meeting webpage (<http://events.westat.com/cahps>, password CAHPS2021) and click the link to join the morning plenary session before 11am ET.

Step 2: Enter the meeting password (**CAHPS2021**) and other relevant information on the WebEx Event landing page.

Step 3: Follow the instructions to download/open the Webex Event.

Step 4: Connect to the meeting using computer audio (right), and hit “Join event.” You may also click on the arrow next to the unmute button to switch audio devices (see red circle to the right). If you are struggling to hear, or if your computer is not identifying an input device, you may connect to the meeting audio using your phone. To do this, click on “Connect using computer audio” and select the option to connect using your phone. You will then be asked to put in your phone number, and Webex will call you at that number.

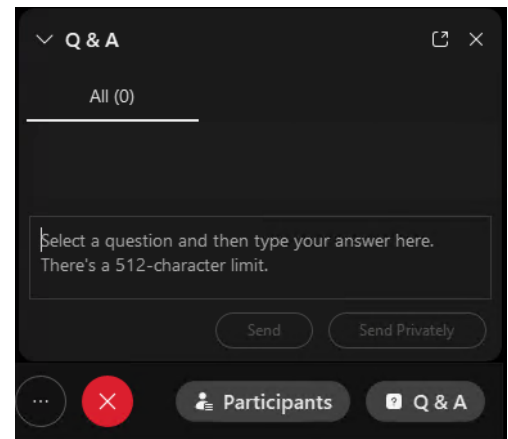


During the Plenary Sessions

You will be muted on entry when you join the plenary sessions. If you'd like to ask a question at any point during the plenaries, you may ask a question in the "Q&A" box next to the participants tab. **Be sure to select "All Panelists" from the drop-down menu in order to ensure that your question is seen.**

The Q&A will be monitored, and moderators will ask speakers these questions aloud. We may call upon you to clarify or ask your question aloud.

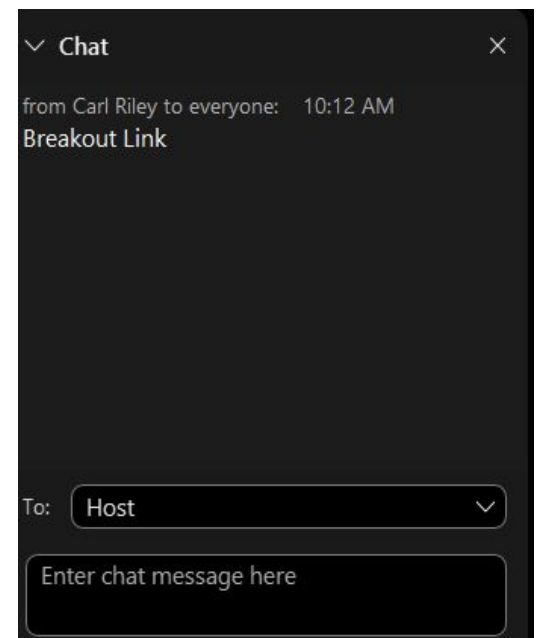
If you are called upon, the moderator will unmute your line from their end. Please note that you will still have to unmute the line from your end as well.



Leaving the plenary to go to a concurrent session

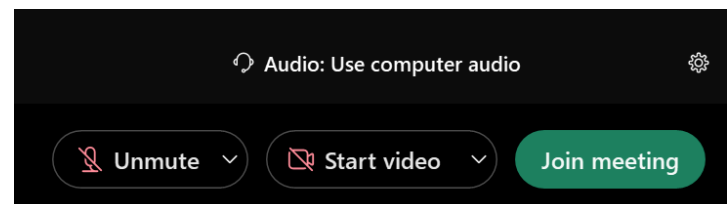
When it is time to leave the plenary the Q&A will be closed out and links to the concurrent sessions will be posted in the chat box.

To see the links, you will need to click on the "Chat" icon located at the bottom right hand of your WebEx screen (see red circle). You will see either a red or blue colored dot, as shown in image below. The dot means that there is an active chat there. Please click on the "Chat" icon to open the chat and access the links to the concurrent sessions.

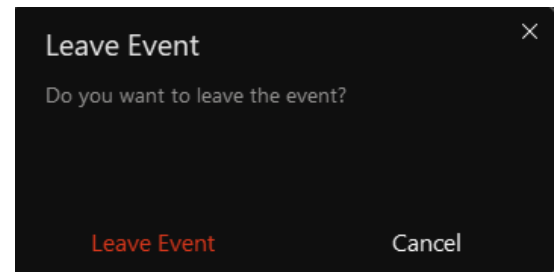


Joining the Concurrent Sessions

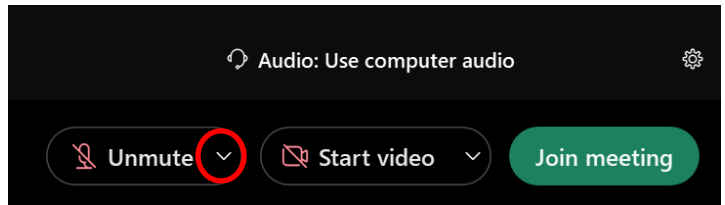
Step 1: Click the link for the concurrent session you want to attend. These links can be found in the chat box that will be open at the end of each plenary or on the CAHPS Research Meeting webpage (<http://events.westat.com/cahps>, password CAHPS2021). Follow the instructions to connect to the concurrent session using computer audio (right), and hit "Join meeting."



Step 2: After you have successfully joined a concurrent session, you must leave the plenary to avoid being in two meeting rooms at the same time. To leave the plenary, click the red “x” (below) and click “Leave Event” (right).



Step 3: You may also click on the arrow next to the unmute button to switch audio devices (see red circle to the right). If you are struggling to hear, or if your computer is not identifying an input device, you may connect to the meeting audio using your phone. To do this, click on “Connect using computer audio” and select the option to connect using your phone. You will then be asked to put in your phone number, and Webex will call you at that number.



Step 4: If you wish, you may start your video camera.

Step 5: Though you will be muted on entry in the concurrent sessions, you may raise your hand (instructions below) or unmute your line at any time to ask a clarifying question or participate in the discussion; though we ask that you refrain from interrupting speakers, and leave your line muted if you are not actively speaking. Moderators may force-mute participants to minimize background noise and other distractions, as needed.

During the Concurrent Sessions

Raising Your Hand:

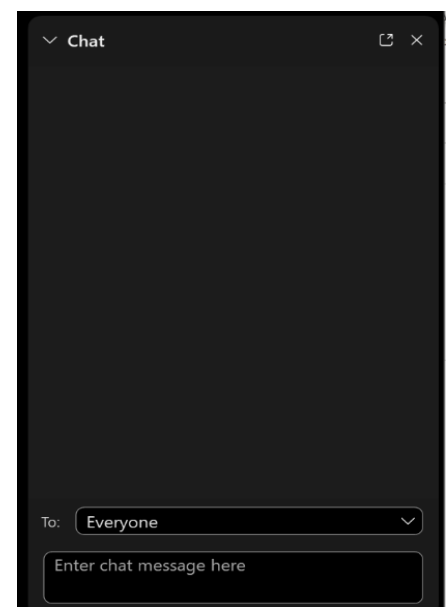
Select “Participants” in the lower right of your screen to open the participants list. Select the (very small) “Raise Hand” icon above the participants list on the right hand side (see red circle to the right). During Moderated Open Discussion, we may call upon you to ask your question aloud. We will alternate between taking questions and comments from the chat to unmuting those with raised hands, and continue as time permits.



Please click the “Raise Hand” icon again to “lower” your hand. We will clear all raised hands at the end of each moderated open discussion.

Asking a Question:

You may also use the “chat box” feature (right), which is located next to the participants tab (below). The chat will be monitored, and moderators will ask speakers these questions aloud. We may call upon you to clarify or ask your question aloud. Keep in mind that you can select the recipient of your chat messages or your messages will be sent to everyone in the meeting by default.



Remember: While you will be able to send private messages during the meeting, the session will be recorded, and that recording will contain all of these private messages, in addition to messages sent to the panelists or everyone.

Rejoining the plenary and leaving the concurrent session: At the end of the concurrent session, you will need to rejoin the plenary and leave the concurrent session. The link for the main plenary will be provided in the chat, and it will also be available on the CAHPS Research Meeting webpage (<http://events.westat.com/cahps>, password CAHPS2021). To leave the meeting, follow similar instructions as shown in step 2 on page 3 (click the red “x” and then select “Leave Meeting”).