Microsoft 365 Virtual Marathon Producer Guide





CONTENTS

1	Ove	rview	3
2	Prod	ducer Expectations	4
3	Prer	equisites	5
	3.1	Install and Use The Microsoft Teams Client	5
	3.2	Join The SharePointKnight Organization	5
	3.3	Producer Slide Decks	5
	3.3.	1 Producer Slide Deck	5
	3.3.	2 Unplanned Scenarios Deck	6
	3.4	War Room Meeting	6
4	Live	Event Timings	7
	4.1	Live Event – Hour 1	7
	4.2	Live Event – Hour 2	12
	4.3	Live Event – Hour 3	15
5	Prod	edures	18
	5.1	Switching Organizations in Teams	18
	5.2	Joining the Live Event	18
	5.3	Validate Pre-Live Status	18
	5.4	Show the Participants Pane	19
	5.5	Show the Q&A Pane	19
	5.6	Present the Producer Slide Deck	19
	5.7	Validate the Speaker Has Arrived in the Live Event	22
	5.8	Show the Chat	22
	5.9	Mute Microphone	22
	5.10	Unmute Microphone	23
	5.11	Broadcast Speaker Video with Content	23
	5.12	Leave the Live Event	27
6	Unp	lanned Scenarios	27
	6.1	Contacting the War Room For Assistance	28
	6.2	Instructions to Send a Slide Live	28
	6.3	Make an Announcement	30
	6.4	Scenarios	32





	6.4.1	Speaker's Join Link Does Not Work	32
	6.4.2	Speaker Held Up	32
	6.4.3	Technical Difficulties – Hang In there	32
	6.4.4	Technical Difficulties – Session Cancelled	32
	6.4.5	Speaker Has Not Disconnected From Session – hour 3	33
	6.4.6	Producer Loses Network Connectivity	33
7	Refere	nces	33
	7.1 Pr	roducer Set Up Video	33
	7.2 Sa	ample Chat Before Session Starts	34

M365VM Producer Guidelines by Galen Keene is licensed under CC BY-NC-SA 4.0. To view a copy of this license, visit https://creativecommons.org/licenses/by-nc-sa/4.0

1 OVERVIEW

The producer guidelines are intended to help producers ensure all sessions are delivered without issues. We have included as much information as possible to assist you with producing your block of sessions. Please read through the entire guide before your block begins.

The marathon includes 36 hours of back-to-back sessions beginning with a 30-minute session hosted by the event organizers and followed by the keynote from Jeff Teper. The event will conclude with a 30-minute session hosted by the event organizers and with a 3-hour SharePint. We have split the event into four eight-hour blocks spanning the globe (APAC, AMER, LATAM, EMEA). Each eight-hour block is divided into two four-hour blocks; each four-hour block begins with a keynote followed by three 50-minute sessions. All Producers will be assigned a minimum of one, three-hour block to produce the three 50-minute sessions.

This guide begins with producer expectations and prerequisites for joining the Live Events. Next, we present the Live Event timings. The Timings section is essential as it is a sequential list of activities to execute throughout your three-hour block. The next section contains procedures to perform each of the activities in the Timings section, note the hyperlinks in the Timings section to the associated procedure. Next, we have a section dedicated to unplanned scenarios, such as speaker no-shows. Finally, we conclude with resources from the community that has contributed to our learning process.

Before we go further, I encourage each of you to take a moment and watch a video created by one of





our speakers, Tracy Vanderschyff. This video shows the producer's view of a Live Event.

https://tracyvanderschyff.com/2020/05/18/setup-run-your-microsoft-teams-live-events

2 PRODUCER EXPECTATIONS

- 1. Know the conference details. For example, understand the start/end times, Community Zone location and join details, SharePint time, conference donation information, sponsor information, raffle information, conference website, and how to join the Live Events.
- 2. Join the Live Event no less than 25 minutes before the scheduled start time of the first event in your three-hour block.
- 3. If a speaker does not show up, present the appropriate slide so that attendees can proceed to a different Live Event.
- 4. Be in the Live Event with your camera on and full of energy as you will be the only person the speaker sees. Speakers cannot see attendees; they can only see producers and fellow speakers with cameras on. If they can see you, it may help them connect with their audience.
- 5. Assist the speaker with any technical issues. These are mostly associated with speakers not joining/switching to the SharePointKnight organization before clicking on the Join link.
- 6. If there is a technical issue, but a slide can still be presented, present the appropriate PowerPoint slide so that attendees are aware of the technical problem.
- 7. Kickoff each session in the three-hour block with a short introduction, including welcoming attendees to the event, announcing the speaker's name, and the session title.
- 8. If the speaker asks you to manage the Live Event Q&A, be prepared to do your best and make recommendations to the Community Zone. Note, we have a community zone, and we highly encourage speakers and attendees to participate in the community zone. This is a great place to continue Q&A after the session.
- 9. As part of this event, we are asking all producers

NEVER TO HIT THE END BUTTON ON THE LIVE EVENT.

The organizing team will make sure the events get ended. After your three-hour block, you can just disconnect from the Live Event, and the organizing team will make sure the events get ended. If you are done with your time and need to leave, hit the leave button on the top right.



3 PREREQUISITES

3.1 INSTALL AND USE THE MICROSOFT TEAMS CLIENT

- All producers and speakers have to use the <u>Microsoft Teams</u> client on PC or Mac when joining Live Events.
- 2. Ensure you have a stable internet connection and reliable headset and webcam.

3.2 JOIN THE SHAREPOINTKNIGHT ORGANIZATION

- All producers and speakers must switch to the SharePointKnight organization before joining a Live Event.
- Use the email address provided to Ryan for accessing the SharePointKnight Teams organization.

3.3 PRODUCER SLIDE DECKS

Download the Producer, and Unplanned Scenarios slide decks from MS Teams to your local machine.

3.3.1 PRODUCER SLIDE DECK

The Producer slide deck contains all the slides presented between sessions. Please update the slides with your information, slides 2 (Room/Mile Marker, Block of Time), and 7 (Producer Information), and familiarize yourself with the content of each slide.

Click Here to Download the Producer Slide Deck

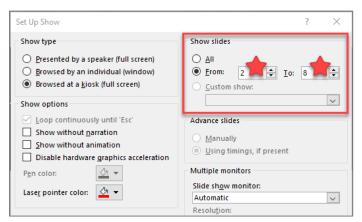
The Producer slide decks have been created and configured to play slides on a loop automatically. The specific slides that will loop are in the Mandatory section. You may add additional slides but ensure the newly added slides are configured to loop in PowerPoint. Below are the steps to configure the automatic loop.

If you prefer the slides not to loop, then you will need to advance them manually. This may work better for you if you have a single monitor, version of PowerPoint that does not support this feature, or you feel more comfortable operating the slides manually. You will need to remove the Advance Slide After 15 seconds configuration setting. Please reference the procedure below for insights on how to adjust this configuration setting.

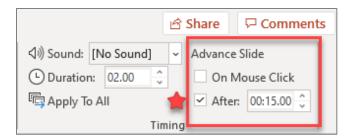
- 1. Open the Producer slide deck
- 2. On the Slide Show tab, click on Set Up Slide Show
- 3. Under Show type, pick the following:
 - a. In the Show slides section update the From and To values to include the additional slides you have added







- 4. Update the slide transition values for the slides you have added. This ensures the slides will advance automatically. For each slide you added to the deck, perform the following steps.
 - a. Click on the slide
 - b. Click on Transitions in the ribbon
 - c. In the Timing > Advance Slide section make the following configuration
 - i. Check the After checkbox
 - ii. Change the After value to 15 seconds



3.3.2 UNPLANNED SCENARIOS DECK

The unplanned scenarios deck includes the slides to display during unplanned scenarios, such as speaker no-show.

Click Here to Download the Unplanned Scenarios Slide Deck

3.4 WAR ROOM MEETING

The War Room is a standard Microsoft Teams meeting that will begin before the conference starting and will run through the SharePint. The purpose of the War Room is to provide a central command-and-control location that Producers, Speakers, and Organizers can use to collaborate on issues.

If you experience an issue, join the War Room meeting and a conference organizer will assist you.

To join the War Room, click on the link below:

Join the Microsoft 365 Virtual Marathon War Room





4 LIVE EVENT TIMINGS

Below is a walkthrough of timings associated with each hour in the three-hour block you will be producing. This is a sequential list of activities you should perform in each block of time.

4.1 LIVE EVENT – HOUR 1

- 1. 30-minutes before the start of the session, switch organizations in Microsoft Teams to the SharePointKnight organization.
- 2. Switch to the Chat and send a message announcing your name, role, and that you've arrived.
- 3. 25-minutes before the first session join the Live Event
 - a. Validate the Live Event is in Pre-Live status
 - b. Show the Participants (This will help you see when the speaker arrives.)
 - c. Begin presenting the Produce slide deck and Start the Live Event.
- 4. As soon as the speaker arrives, you will see the speaker in the Participants pane.

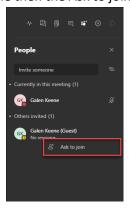
We are asking speakers to arrive 20-minutes before their session starts.

- 5. At 15 minutes until the session begins, if you have not heard from the speaker send a chat message asking if the speaker is there, are they having technical issues, can you help them.
- 6. You can begin testing with the speaker, do the following:
 - a. Switch to the Chat
 - b. Send the speaker a chat message and confirm they can reply to you.
 - i. Ask if the speaker will be presenting video.
 - 1. If they are, ask them to turn on their camera to ensure you can see their video.
 - ii. Remind them to check the box to Include system audio when they share content and Mute their Microphone after sharing.
 - iii. Ask them if they would like your help with Q&A.
 - iv. Ask them to prepare their slide deck for presentation. We want to begin presenting their deck on slide 1, 2-minutes before the session starts. Advise them that you will provide an introduction. Once the introduction is completed, they can unmute their microphone and begin their session.
- 7. 5-minutes before the session begins, if you have not heard from the speaker, perform the following steps to help us understand if the speaker is having an issue, if it can be resolved or if we need to begin transitioning the attendees to a different room.
 - a. Send a chat using the meeting chat and ensure you @Mention their name, asking if the speaker is there, are they having technical issues, can you help them.

Including an @Mention will land the chat in their Teams client.



b. <u>Show the Participants</u>, in the Others invited section, click on the more option ellipsis next to the speaker's name then the Ask to join button

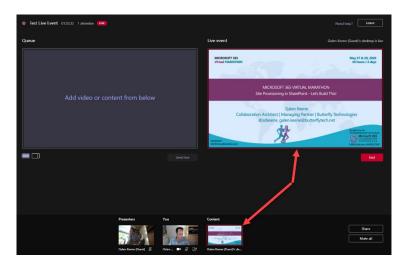


If the Speaker has switched their Teams client to the SharePointKnight organization, then this will call them. If the Speaker receives and answers the call, then they will join the Live Event.

8. 2-minutes before the session begins, ask the presenter to start presenting their slide deck from the first slide.

When they begin presenting their content, it will automatically take over your presentation.

9. Validate that you can see their slide being presented in the Content area and the Live event panel



10. When the session begins, unmute your microphone and introduce the speaker.

Sample Introduction Script

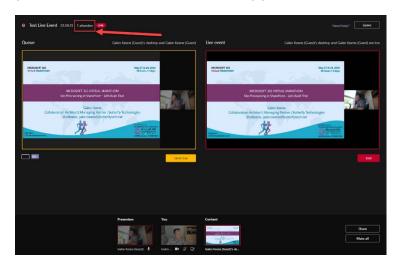


Welcome everyone to Microsoft 365 Virtual Marathon. Thank you for attending, and we hope you're having a great conference. I'd like to introduce <Insert Speaker's Name>. <Insert Speaker's First Name> will be presenting a session titled <Insert Session Title>. Take it away <Insert Speaker's First Name>.

- 11. Mute your microphone
- 12. If the speaker said, they would like to broadcast video, change the layout in the Queue to the content and video layout, and Send it Live.
- 13. Validate that the speaker has unmuted their microphone



- 14. Validate that you can hear the speaker.
- 15. If the Speaker has not arrived, then proceed to the Unplanned Scenarios section to perform the following:
 - a. Contact the War Room
 - b. Display the Appropriate Slide
 - c. Remain in the Live Event to address any questions in Q&A and be there for the next speaker.
- 16. View the Live Event for the number of Attendees.
 - a. The speaker cannot see this information, only you can.



17. View the Q&A pane and assist the speaker with Q&A as needed during the session.

功



- 18. 40-minutes after the hour, the second speaker should arrive. You will see an additional speaker display. You can begin chatting with this speaker and provide the following messages. Make sure the next speaker stays on mute until it is their turn.
 - a. Ask if the speaker will be presenting video.
 - i. If they are, ask them to turn on their camera to ensure you can see their video.
 - b. Remind them to check the box to Include system audio when they share content and Mute their Microphone after sharing.
 - c. Ask them if they would like your help with Q&A.
 - d. Ask them to prepare their slide deck for presentation. We want to begin presenting their deck on slide 1, 2-minutes before the session starts. Advise them that you will provide an introduction. Once the introduction is completed, they can <u>unmute their microphone</u> and begin their session
- 19. At 45 minutes after the hour, <u>switch to the Chat</u>, if you have not heard from the second speaker send a chat message asking if the speaker is there, are they having technical issues, can you help them.
- 20. After 47 minutes, <u>switch to the Chat</u> and send a message to the speaker advising that 3 minutes are remaining, time to wrap it up.
- 21. At 50 minutes, send another message to the speaker that the session is over.
- 22. Allow Q&A to proceed until 54 minutes after the hour, then unmute your microphone and announce that the session has ended, and Q&A can continue in the Community Zone.

Sample Interruption Script

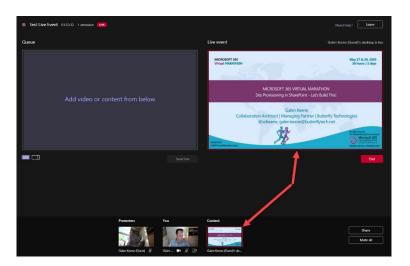
Excuse me, everyone, sorry for the interruption, but we must conclude this session and allow our next speaker to set up. We ask our speakers and attendees that would like to continue the Q&A after the session to make their way to the Community Zone. You can find instruction on www.m365virtualmarathon.com. Thank you for attending the session and have a great conference.

- 23. At 55 minutes, begin presenting the producer's slide deck.
- 24. At 55 minutes after the session begins, if you have not heard from the second speaker send a chat message asking if the speaker is there, are they having technical issues, can you help them.
 - a. We need to understand if the issue can be resolved or if we need to begin transitioning the attendees to a different room.
- 25. 2-minutes before the second session begins, ask the presenter to start presenting their slide deck from the first slide.

When they begin presenting their content, it will automatically take over your presentation.



26. Validate that you can see their slide being presented in the Content area and the Live event panel





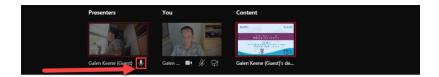
4.2 LIVE EVENT - HOUR 2

1. When the session begins, unmute your microphone and introduce the speaker.

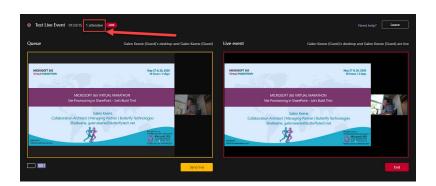
Sample Introduction Script

Welcome everyone to Microsoft 365 Virtual Marathon. Thank you for attending, and we hope you're having a great conference. I'd like to introduce <Insert Speaker's Name>. <Insert Speaker's First Name> will be presenting a session titled <Insert Session Title>. Take it away <Insert Speaker's First Name>.

- 2. Mute your microphone
- 3. If the speaker said, they would like to broadcast video, <u>change the layout in the Queue to the</u> content and video layout, and Send it Live.
- 4. Validate that the speaker has unmuted their microphone



- 5. Validate that you can hear the speaker.
- 6. View the Live Event for the number of Attendees.
 - a. The speaker cannot see this information, only you can.



- 7. View the Q&A pane and assist the speaker with Q&A as needed during the session.
- 27. 40-minutes after the hour, the third speaker should arrive. You will see an additional speaker display. You can begin chatting with this speaker and provide the following messages. Make sure the next speaker stays on mute until it is their turn.
 - a. Ask if the speaker will be presenting video.
 - i. If they are, ask them to turn on their camera to ensure you can see their video.





- b. Remind them to check the box to Include system audio when they share content and Mute their Microphone after sharing.
- c. Ask them if they would like your help with Q&A.
- d. Ask them to prepare their slide deck for presentation. We want to begin presenting their deck on slide 1, 2-minutes before the session starts. Advise them that you will provide an introduction. Once the introduction is completed, they can <u>unmute their microphone</u> and begin their session
- 8. At 45 minutes after the hour, <u>switch to the Chat</u>, if you have not heard from the third speaker send a chat message asking if the speaker is there, are they having technical issues, can you help them.
- 9. After 47 minutes, <u>switch to the Chat</u> and send a message to the speaker advising that 3 minutes are remaining, time to wrap it up.
- 10. At 50 minutes, send another message to the speaker that the session is over.
- 11. Allow Q&A to proceed until 54 minutes after the hour, then unmute your microphone and announce that the session has ended, and Q&A can continue in the Community Zone.

Sample Interruption Script

Excuse everyone, sorry for the interruption, but we must conclude this session and allow our next speaker to set up. We ask our speakers and attendees that would like to continue the Q&A after the session to make their way to the Community Zone. You can find instruction on www.m365virtualmarathon.com. Thank you for attending the session and have a great conference.

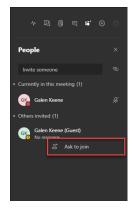
- 12. At 55 minutes, begin presenting the producer's slide deck.
- 13. At 55 minutes after the session starts, if you have not heard from the speaker, perform the following steps to help us understand if the speaker is having an issue, if it can be resolved or if we need to begin transitioning the attendees to a different room.
 - a. Send a chat using the meeting chat and ensure you @Mention their name, asking if the speaker is there, are they having technical issues, can you help them.

Including an @Mention will land the chat in their Teams client.

b. <u>Show the Participants</u>, in the Others invited section, click on the more option ellipsis next to the speaker's name and then the Ask to join button

梦



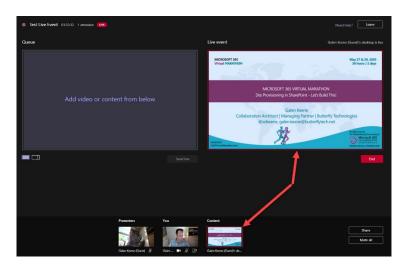


If the Speaker has switched their Teams client to the SharePointKnight organization, then this will call them. If the Speaker receives and answers the call, then they will join the Live Event.

14. 2-minutes before the second session begins, ask the presenter to start presenting their slide deck from the first slide.

When they begin presenting their content, it will automatically take over your presentation.

15. Validate that you can see their slide being presented in the Content area and the Live event panel





4.3 LIVE EVENT – HOUR 3

1. When the session begins, unmute your microphone and introduce the speaker.

Sample Introduction Script

Welcome everyone to Microsoft 365 Virtual Marathon. Thank you for attending, and we hope you're having a great conference. I'd like to introduce <Insert Speaker's Name>. <Insert Speaker's First Name> will be presenting a session titled <Insert Session Title>. Take it away <Insert Speaker's First Name>.

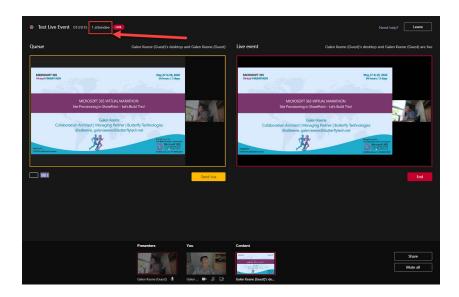
- 2. Mute your microphone
- 3. If the speaker said, they would like to broadcast video, <u>change the layout in the Queue to the</u> content and video layout, and Send it Live.
- 4. Validate that the speaker has unmuted their microphone



- 5. Validate that you can hear the speaker.
- 6. If the Speaker has not arrived, then proceed to the Unplanned Scenarios section to perform the following:
 - a. Contact the War Room
 - b. <u>Display the Appropriate Slide</u>
 - c. Remain in the Live Event to address any questions in Q&A and be there for the next speaker.
- 7. View the Live Event for the number of Attendees.
 - a. The speaker cannot see this information, only you can.

功





- 8. View the Q&A pane and assist the speaker with Q&A as needed during the session.
- 9. After 47 minutes, <u>switch to the Chat</u> and send a message to the speaker advising that 3 minutes are remaining, time to wrap it up.
- 10. At 50 minutes, send another message to the speaker that the session is over.
- 11. Allow Q&A to proceed until 54 minutes after the hour, then unmute your microphone and announce that the session has ended, and Q&A can continue in the Community Zone.

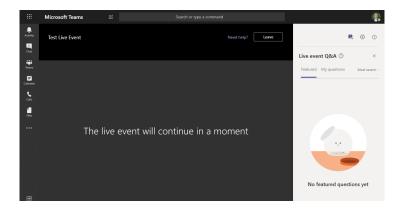
Sample Interruption Script

Excuse everyone, sorry for the interruption, but we must conclude this session and allow our next speaker to set up. We ask our speakers and attendees that would like to continue the Q&A after the session to make their way to the Community Zone. You can find instruction on www.m365virtualmarathon.com. Thank you for attending the session and have a great conference.

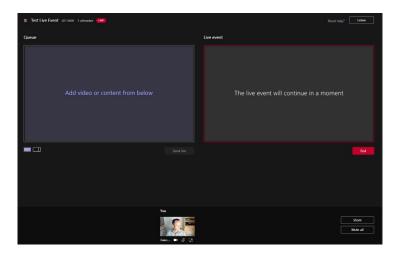
12. At 55 minutes, send a message to the speaker, asking them to disconnect from the meeting. When the speaker disconnects, the Live Event will display the following screen on all attendees' screens automatically.







13. Your screen will display the following



14. If the speaker does not leave, show the slide asking attendees to consider donating to the COVID19 Relief Funds



15. Disconnect from the Live Event by clicking on the "Leave" button.

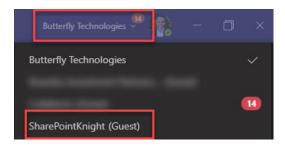




5 PROCEDURES

5.1 SWITCHING ORGANIZATIONS IN TEAMS

- 1. Click the Organization selector
- 2. Click on the SharePointKnight organization



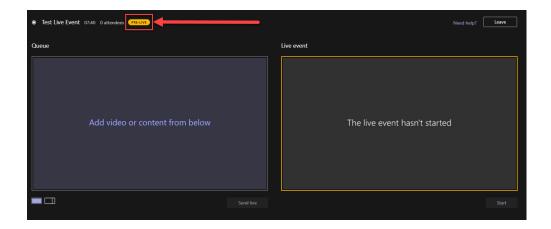
5.2 JOINING THE LIVE EVENT

- 1. Open the calendar item
- 2. Click on Join live event



5.3 VALIDATE PRE-LIVE STATUS

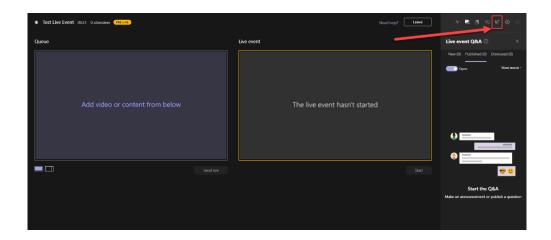
1. In the producer's view validate that the Live Event is in Pre-Live status





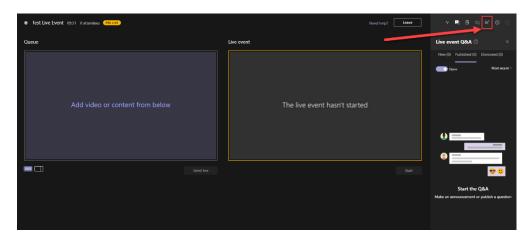
5.4 SHOW THE PARTICIPANTS PANE

1. Click on the Show Participants button



5.5 SHOW THE Q&A PANE

1. Click on the Q&A button



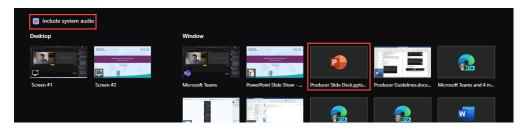
5.6 PRESENT THE PRODUCER SLIDE DECK

- 1. Ensure the Producer slide deck is open on your local machine
- 2. Begin the slideshow
- 3. In MS Teams click on the Share button



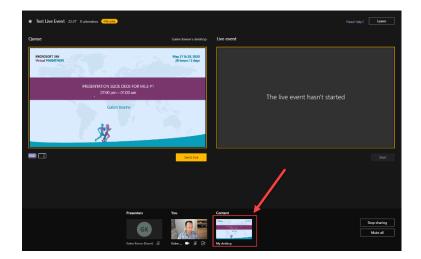


4. Click on the content you will share. If you have multiple monitors, you can click the screen displaying the presentation. We recommend clicking on the running presentation only. Ensure you check the box to Include system audio



THIS WILL MINIMIZE THE MS TEAMS WINDOW.

- 5. Maximize the MS Teams Window
- 6. Mute your Microphone
- 7. Click on the Content you are sharing, and you should see the content display in the Queue.







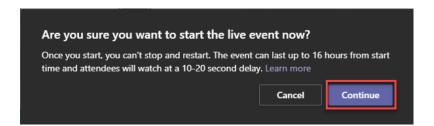
8. Click on the Send live button, and you should see the content display in the Live event



9. If this is hour 1, click on the Start button to begin the Live Event



10. If this is hour 1, then click on Continue

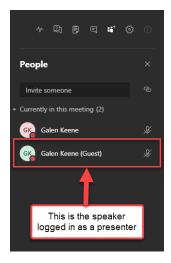


梦



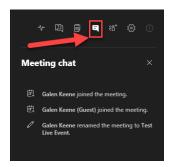
5.7 VALIDATE THE SPEAKER HAS ARRIVED IN THE LIVE EVENT

1. In the Participants pane, you will see the speaker's name.



5.8 SHOW THE CHAT

1. Click on the Show Conversation button



5.9 MUTE MICROPHONE

1. Click on the microphone icon underneath you





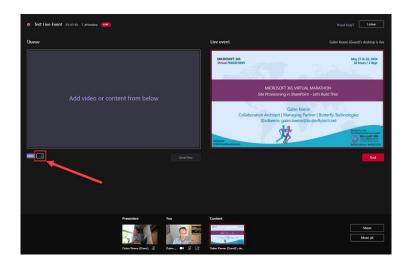
5.10 UNMUTE MICROPHONE

1. Click on the microphone icon underneath you



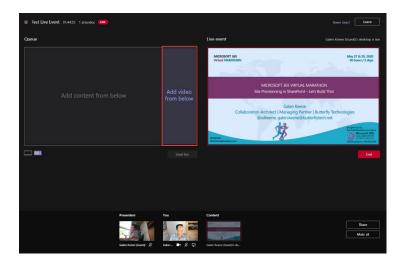
5.11 BROADCAST SPEAKER VIDEO WITH CONTENT

1. Click on the Content left layout underneath the Queue

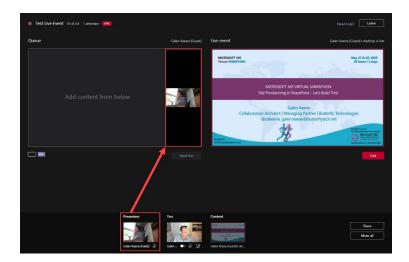




2. Click in the "Add video from below" portion of the Queue panel then select the speaker's video stream.

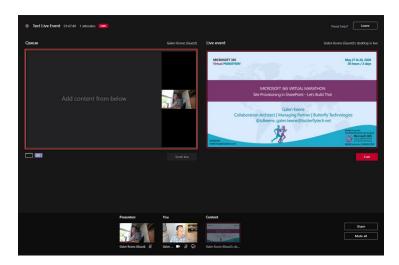


3. Once added it should display

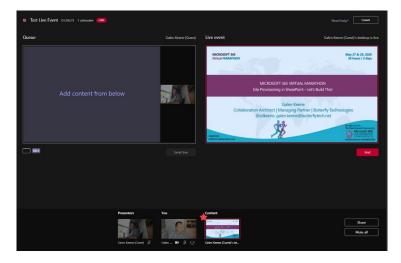




4. Click in the "Add content from below" portion of the Queue panel

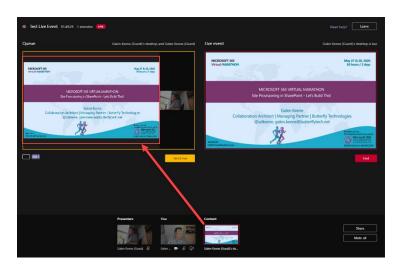


5. Add the speaker's content

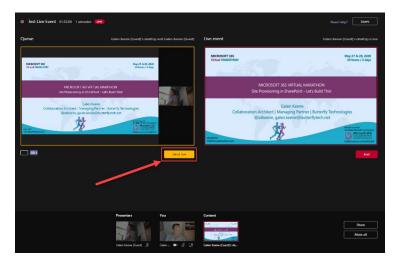




6. Once added it should display

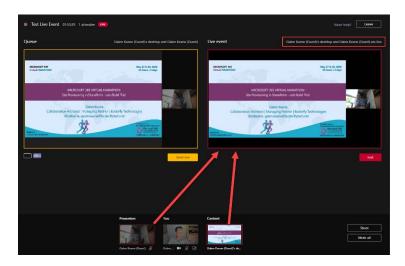


7. Click on the Send live button



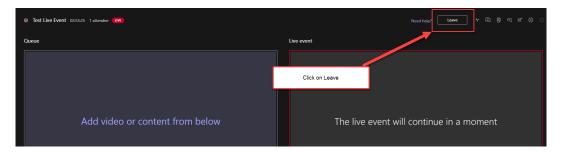


8. Once it has been sent live, it should show in the Live Event pane, and you will see who's content and video are displaying in the text above the Live Event panel



5.12 LEAVE THE LIVE EVENT

1. Click on the Leave button



6 UNPLANNED SCENARIOS

We hope that everything is very smooth during the conference. Still, we recognize the volume of sessions, dispersed speakers, and the number of moving parts is likely to generate some unplanned scenarios.

If you experience an unplanned scenario, please contact the War Room immediately, and conference organizers and/or region captains will assist you right away.

You can also email info@m365marathon.com to report an issue.

If possible, we always want to display a slide addressing the scenario and make an announcement. Use the instruction below to do that.





6.1 CONTACTING THE WAR ROOM FOR ASSISTANCE

The War Room is a meeting in Teams that will be running the duration of the event. If an unplanned scenario occurs, or you need assistance for any reason then join the War Room meeting and there will be someone there to assist you.

To join the War Room, click on the link below:

Join the Microsoft 365 Virtual Marathon War Room

6.2 INSTRUCTIONS TO SEND A SLIDE LIVE

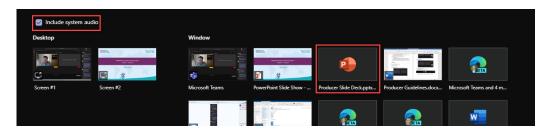
If an unplanned scenario occurs and the Live Event is functioning such that a slide can be presented, then use this procedure to know the appropriate slide to show and display the slide. Refer to the scenarios later in section 6 for the slide to use.

ALL SLIDES ARE LOCATED IN THE UNPLANNED SCENARIOS SLIDE DECK

- 1. Open the Unplanned Scenarios slide deck
- 2. Start the presentation from the slide associated with the unplanned scenario
- 3. In MS Teams click on the Share button



4. Click on the content you will share. If you have multiple monitors, you can click the screen displaying the presentation. We recommend clicking on the running presentation only. Ensure you check the box to Include system audio



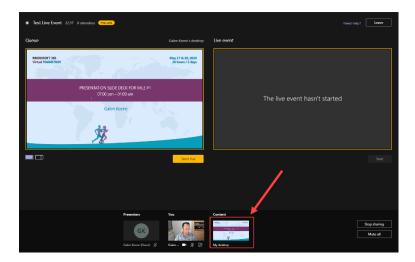
THIS WILL MINIMIZE THE MS TEAMS WINDOW.

- 5. Maximize the MS Teams Window
- 6. Mute your Microphone

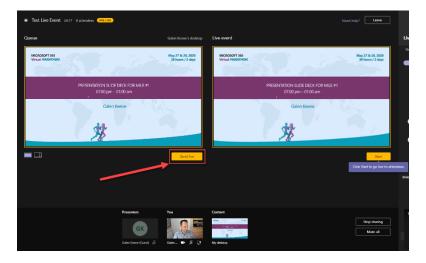




7. Click on the Content you are sharing, and you should see the content display in the Queue.



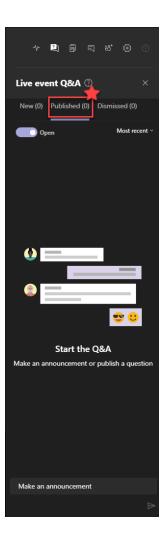
8. Click on the Send live button, and you should see the content display in the Live event





6.3 MAKE AN ANNOUNCEMENT

- 1. Show the Q&A pane
- 2. Click on the Published Tab

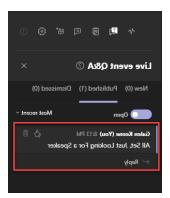




3. Click in Make an announcement, and type the message appropriate for the scenario, see the specific scenario in this section for the announcement to make. After inputting the message, click on the Send button.



4. After posting the message, you will see it displayed





6.4 SCENARIOS

Below are unplanned scenarios we have experienced in our testing. We have created three slides and announcements that we think will accommodate the most unplanned scenarios.

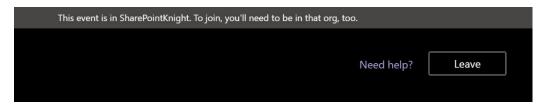
6.4.1 SPEAKER'S JOIN LINK DOES NOT WORK

In this scenario, the speaker communicates that they are unable to join the Live Event.

Troubleshooting:

1. Advise the speaker to switch Teams organizations to the SharePointKnight organization.

The speaker may have received a notification at the top of the screen.



2. After switching Teams organizations, then join the Live Meeting.

Workaround:

1. Share the Producer link – copy the link from your calendar item and send it to the Speaker.

6.4.2 SPEAKER HELD UP

In this scenario, the speaker is held up for some reason, but the speaker WILL be presenting.

Slide Deck

- PowerPoint Deck Named Unplanned Scenarios
- Display Slide 1
- Custom Slide Show to Display: Session Starting Momentarily

Make Announcement: We Are Slightly Delayed, and Will Begin Shortly

6.4.3 TECHNICAL DIFFICULTIES – HANG IN THERE

In this scenario, we are experiencing an unplanned issue we CAN recover from.

Slide Deck

- PowerPoint Deck Named Unplanned Scenarios
- Display Slide 3
- Custom Slide Show to Display: Technical Difficulties Hang In There

Make Announcement: We're experiencing technical difficulties and working on it. We'll be right back.

6.4.4 TECHNICAL DIFFICULTIES – SESSION CANCELLED

In this scenario, we are experiencing an issue that we cannot recover from.



Slide Deck

- PowerPoint Deck Named Unplanned Scenarios
- Display Slide 2
- Custom Slide Show to Display: Technical Difficulties Session Cancelled

<u>Make Announcement</u>: This Session is Experiencing a Technical Issue and Has Been Cancelled. Visit the Conference Schedule to Find an Alternate Session

http://www.m365virtualmarathon.com/schedule.html

6.4.5 SPEAKER HAS NOT DISCONNECTED FROM SESSION - HOUR 3

If the speakers have not disconnected at the conclusion of Hour 3, then display the Relief Fund slide found in the Unplanned Scenarios slide deck, slide 4.

6.4.6 PRODUCER LOSES NETWORK CONNECTIVITY

If you lose network connectivity, you must inform the event organizers. You can do that in the following ways.

- 1. Send an email to info@m365virtualmarathon.com. Include your name, brief description of the issue, and room number you are producing. For example, send a message like the one below.
 - Hi event organizers, this is Galen Keene. I have lost internet service at my home. I am producing Mile Marker 1. Can you assist?
- 2. Connect to the War Room and notify the event organizers.

7 REFERENCES

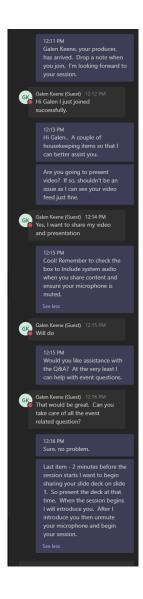
7.1 PRODUCER SET UP VIDEO

If you are not familiar with how to be a producer for a Teams Live Event, see the video below, posted by one of our speakers, on how to accomplish this.

https://tracyvanderschyff.com/2020/05/18/setup-run-your-microsoft-teams-live-events/



7.2 SAMPLE CHAT BEFORE SESSION STARTS



M365VM Producer Guidelines by Galen Keene is licensed under CC BY-NC-SA 4.0. To view a copy of this license, visit https://creativecommons.org/licenses/by-nc-sa/4.0

