

## 2021 CTN Strategic Research workshop virtual event portal and Delegate app FAQs

### How and when do I gain access to the virtual event portal?

You will receive an email, to the address used when you registered, on Wednesday 4 August, with a link to the virtual meeting platform. If you have any trouble locating the link or your login details, please email the ANZCA events team at [events@anzca.edu.au](mailto:events@anzca.edu.au)

### I have lost my login details, what do I do?

If you have registered for the meeting but have misplaced your login details, please email [events@anzca.edu.au](mailto:events@anzca.edu.au) and we will happily resend these to you. Be sure to check your spam or junk folders, as they can sometimes end up there.

### Logging in for the first time

When delegates log into the virtual event portal for the first time a short informational video about using the portal will automatically play. Please watch this video to familiarise yourself with the portal.

### What browser should I use?

We recommend using Google Chrome. We also recommend that you disable any VPN's you may be using.

### What will I need to participate in the meeting?

While it is possible to sign into the virtual meeting portal using mobile devices, the smaller screen will limit your experience, we do not recommend using a mobile device. To get the most out of your OnAIR experience we strongly recommend using a laptop or desktop PC or Mac. While it is possible to sign into the virtual meeting portal using mobile devices, the smaller screen will limit your experience, we do not recommend using a mobile device.

To engage in networking, you will need to have a webcam and microphone. Ideally use a headset/headphones.

Of course, you will need to have a suitable broadband internet connection.

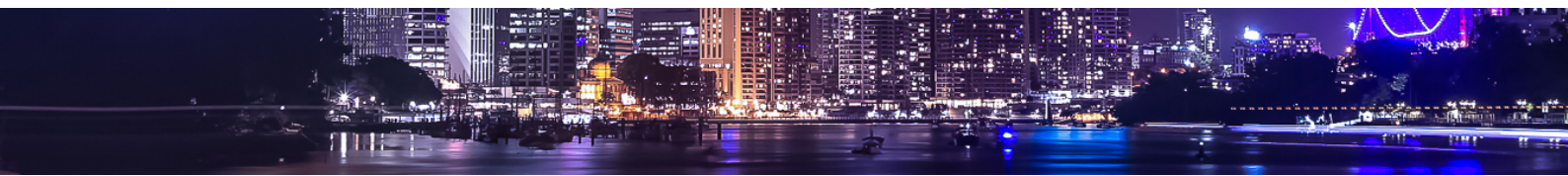
### Signed in and can't see sessions?

Please use the red Live Support icon to ask for assistance (top right corner in OnAIR).

### How do I get help during the event?

If you are having any technical difficulties or need other assistance during the conference sessions:

1. If you're unable to gain access to the virtual event portal, please email [support@wallf.ly](mailto:support@wallf.ly)
2. If you have signed in and require assistance, please use the red Live Support icon to ask for assistance (top right corner in OnAIR).



### **Using the timeline**

Sessions and functions that are happening each day are listed in the timeline in chronological order. You can click on any of the items in the timeline to view additional information and join the session or function. The OnAIR timeline will display in your browser's time zone. To edit your time zone click 'My Settings' located at the top right-hand side of the OnAIR Portal. Please note the CTN workshop program published on the website is in AEST Time.

### **Sign in permissions**

Each time you sign in you will be asked to give permission for the portal to use your camera and microphone. We recommend allowing both features to maximise your experience as you will then be able to use the Meeting Hub.

### **Delegate Privacy**

The first time you sign into the portal you will be asked some privacy questions as well as update your user profile. Please be aware that unless you change these settings, your user profile will be defaulted to limited. What this means is your first name and first letter of your surname will be displayed only to other attendees of the meeting and no personal contact details will be shared. We do encourage you to change these settings and display your full name and upload a profile photo so you can take full advantage of the virtual networking features throughout the meeting.

### **How do I ask a question to a presenter?**

You will be able to use the Live Q&A feature of the virtual event portal and delegate app.

### **What is the Resource Gallery?**

Delegates will be able to access abstracts for Sessions 4, 7 and 8: 'New proposal sessions' as well as information for the Session 10: 'LOLIPOP Information session' and Session 11: 'TRICS-IV study, background and site advice and startup' through the Abstract Gallery which is accessed via the Resource Gallery.

### **How do I connect with other attendees at the event?**

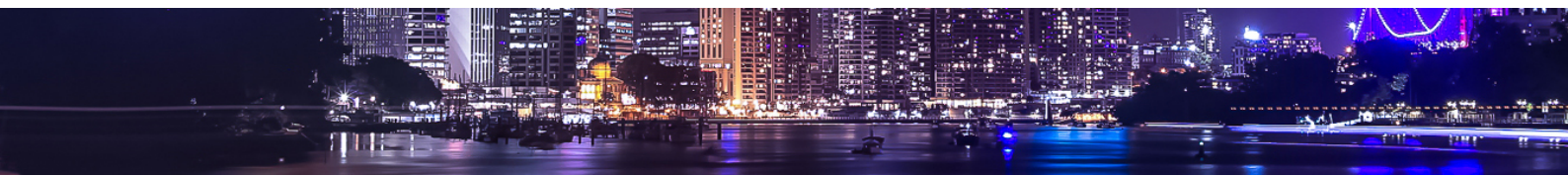
Connect at any time with any attendees by visiting the Meeting Hub and request a connection. Once connected you can exchange details via text or arrange a one-on-one meeting.

### **How do I export my notes and contacts from the event?**

Any notes you take using the My Session Notes feature of the virtual event portal can be exported at the end of the conference and emailed to your registered email address. Simply click on the export button in the top right corner.

### **How long will recorded content be available for viewing post the meeting?**

Registered delegates can catch up on plenary session recordings and watch OnDemand. Recordings of these sessions will be available for up to 12 months post the CTN meeting on the virtual event platform.



## Portal features

### Using live Q&A

Some sessions will run a Live Q&A so you can ask questions to the speakers. Use the Live Q&A tab on the right-hand side of the session page to 'up-vote' questions you like the sound of and ask your own questions.

### Using the meeting hub

The Meeting Hub allows you to connect and communicate with other attendees. Once you have located an attendee you want to connect with, click the Connect button. Once the other attendee accepts your request, you can choose to interact with your connection by starting a live chat or live video call. You can also schedule to meet at a future time, send messages and take notes. Contact information for all attendees you have connected with will be included when you export your contacts (see the Exporting your Notes and Contacts for additional information). You cannot see yourself in the Meeting Hub so do not be alarmed if you are not visible.

Once you connect with another attendee the details within the meeting hub section of your profile become visible (where selected), so be sure to update your profile on the top right, click my settings and scroll down to the meeting hub to update your preferences. We have set this to minimal information until you update it.

### Joining the virtual networking sessions

Delegates can join virtual networking sessions during breaks 3 (Friday 6 August, 2.05-2.45pm AEST) and 7 (2.40-3.20pm AEST). Simply click on the break in the timeline which will reveal a Zoom link in the session information section. Click the Zoom link to virtually network with other delegates via a two way audio and video conversation.

## Delegate app

Delegates can download the Delegate app to their mobile device through which they can view the program and speaker line up, connect with other attendees, submit questions for the Live Q&A and more. Download 'The Event app' from the App Store or Google Play Store (look for the below icon), enter the event code and login details provided in the Virtual event portal login details email.

