



## Frequently Asked Questions (FAQs) - Virtual event portal

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

You will receive an email, to the address used when you registered, with a link to the virtual meeting platform, by Thursday 14 October. If you have any trouble locating the link or your login details, please email the [ANZCA events team](#).

### 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](#) 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. Insert video here

### What browser should I use?

We recommend using Google Chrome. We also recommend that you disable any VPN's you may be using. And if you have any issues, try loading the site in a different browser.

### 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).

### If you are having any technical difficulties or need other assistance during the meeting:

1. If you're unable to gain access to the virtual event portal, please email the [ANZCA events team](#)
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 meeting 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?**

When attending the sessions, you will be able to use the Live Q&A feature of the virtual event portal.

### **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 Combined FPM & HKCA virtual spring meeting on the virtual event platform.

### **Can't find the answer to your query here?**

If you can't find the answer to your query in any of these FAQs then please email [events](#). We aim to respond to your email within two working days. We will respond to emails in the order in which they are received.