



## Participant FAQs

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## 1. Accessing the Conference Platform

### How do I log in to the conference platform?

You can log in to the conference platform via the personalized link sent to you by email on April 22nd. \*\*Please contact [support@seatoskymeetings.com](mailto:support@seatoskymeetings.com) if you cannot locate your email with the personalized link.

### I registered but I did not receive an email with information to connect to the conference platform.

Access details to the conference platform were sent on April 22, 2022. Please watch your inbox for an email from [conference@cahr-acrv.ca](mailto:conference@cahr-acrv.ca) with the subject “CAHR 2022 Virtual Conference: How to Access and Engage Fully”. If you have not received your email, please check your spam / junk mailbox. If you are still unable to locate the email, please contact [conference@cahr-acrv.ca](mailto:conference@cahr-acrv.ca) to resend the email.

### Who should I contact if I cannot access the conference platform?

Please contact the Conference Organizer at [conference@cahr-acrv.ca](mailto:conference@cahr-acrv.ca).

## 2. Conference Format

### Can other participants or presenters hear or see me?

Other participants will not be able to hear or see you unless you connect with them via the meeting hub or are an oral presenter. Your name appears when you submit a question in the Live Q&A box within a session, unless you tick the box “Post Anonymously”.

### Is the conference platform interactive?

You can interact with presenters using the Live Q&A box and with other participants using the Discussion Forum, as well as the Meeting Hub. The online platform features its own social

network (EventStream) where you can share your thoughts, comments and photos. You can also post to Twitter using **#CAHR2022** and your tweets will be included in the EventStream.

### **Can I view the conference agenda in my own time zone?**

Yes, once you log in to the conference platform, the timeline will show in your own time zone.

### **How can I access poster presentations?**

Once you are logged in to the platform click on the 'Sunday' tab and view posters by track or click on the 'Poster Gallery' tab on the right hand side underneath the 'Meeting Hub' tab. Poster presentations are available for on-demand viewing throughout the conference. The poster gallery lets you filter posters by theme, title or author name. You may submit questions through the Q&A box and check back later for a response from the poster presenter. Alternatively, you can connect with the presenter through the meeting hub.

## **3. Profile**

### **How do I update / add / edit my profile in the conference platform?**

- 1) Click on your initials OR photo in the top right corner of the screen
- 2) Click on "My Settings"
- 3) Update/add information (Photo, about me, social media, privacy setting and more)
- 4) Scroll up and click the "Update" button to return to the timeline.

(Note that the "About You" section in the profile cannot be updated through the platform as it is the information you provided during registration.)

### **Can other participants see my profile?**

Yes, other participants can see your profile in the Meeting Hub when they click on your name.


You can set your privacy settings and select which information to show to other participants in "My Settings".

## **4. Technical Issues**

### **Browser Settings for the Conference Platform.**

Please refer to [this document](#) to review how to confirm or configure the correct audio and video setting of your browser, in order to connect to the Conference correctly.

### **I am having technical difficulties within the conference platform. Who should I contact?**

Please contact Live Support by clicking on the symbol (  ) in the top right corner of your screen.

Alternatively, please send an email to [support@seatoskymeetings.com](mailto:support@seatoskymeetings.com) if you are unable to connect in Live Support.

## How do I sign out and sign in again?

- 1) Click on your initials OR photo in the top right corner of the screen
- 2) Select “Sign Out” – it will direct you to the Sign in page for you to log in again if you want to.

## I cannot see the presentation and/or cannot hear what the presenter is saying.

Please try the following in order:

1. Ensure that your speakers are connected: Please refer to [this document](#) for information on how to confirm or configure the correct audio and video settings.
2. Refresh your browser
3. Sign out and sign in again
4. Reboot your computer
5. Contact Live Support

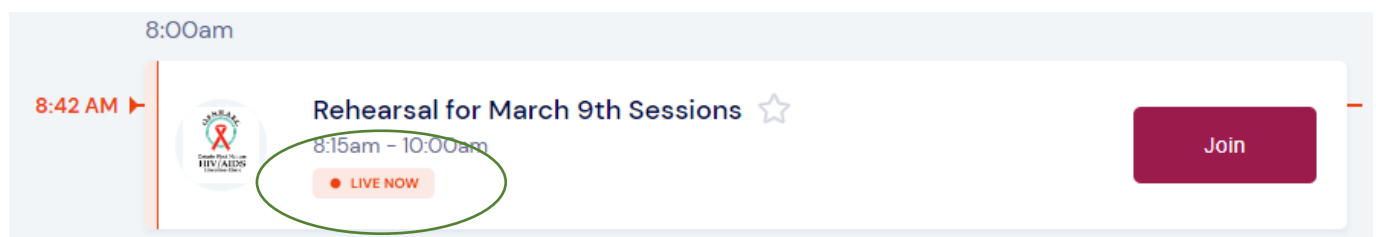
## 5. Sessions

### How can I see the session descriptions and presenter names in the timeline?

Click on the title of the session to see its description and presenters. The Session Information will show on the right side of your screen.

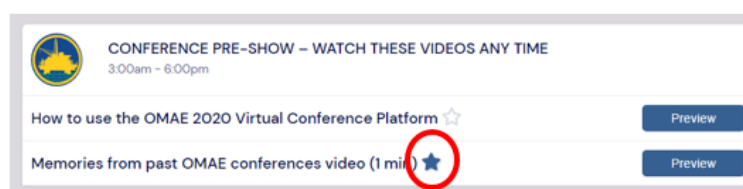
### How do I know which session is live?

A “Live Now” symbol will show under the session that is currently live (see image below). Then you can click “Join” to enter the session. If the session has not yet started, it may say “Preview”.



### Can I choose to see only the sessions I would like to attend?

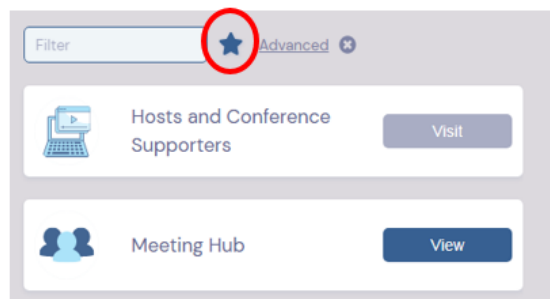
Yes. You can star sessions that you would like to see in your timeline by clicking the star symbol next to the session title (see the image below).



Click the star symbol next to the filtering option on the right side of your screen to see only the sessions you have starred (see the image below).

### The program timeline looks different than the one on the CAHR website. Could you please clarify?

The program is the same as the program on the CAHR website. The difference may be that the timeline will show in your time zone.



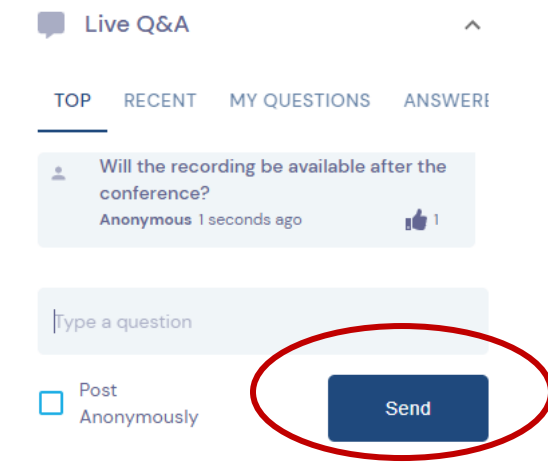
### How can I join a session?

Click the “Preview” OR “Join” button beside the session that you would like to attend.



### How do I submit questions?

Once you are in a session, you will see a “Live Q&A” box on the right side of your screen. You can type in your question and click “Send”.



## Can I submit my question anonymously?

Yes, you can check **“Post Anonymously”** before you submit your question.

Post Anonymously

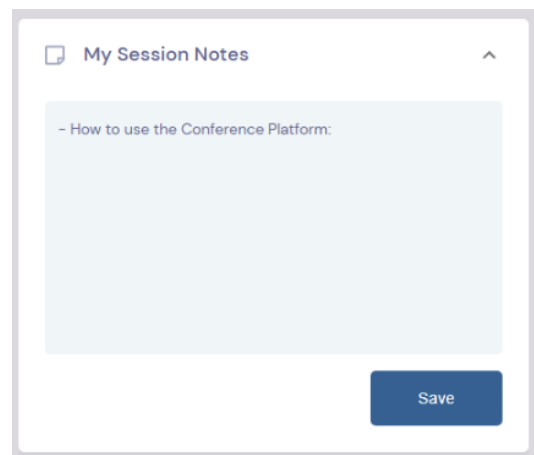
Send

## I submitted a question during the presentation, but it was not answered.

The presenters may answer your question via the Q&A box during their presentation, or they may choose to address your question during the live Q&A session following the presentation. Please note that due to time limitations, the presenters may not be able to answer all questions.

## How do I take notes for each session?

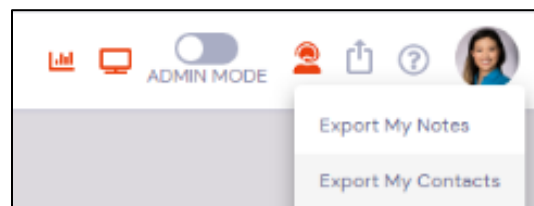
Each session has a **“My Session Notes”** box on the right side. Type in your notes during the session and click **“Save”**.



## How do I download my session notes?

Export your session notes by clicking the **export symbol** on the top right corner of your screen and click **“Export My Notes”**. Then click on the **“Email My Notes”** button to receive your notes via email.

(Note that the email will be sent from **EventsAIR** ([noreply@eventsair.com](mailto:noreply@eventsair.com)) with the email subject **“OnAIR – Notes”**. Please check your spam/junk mailbox if it does not appear in your inbox.)



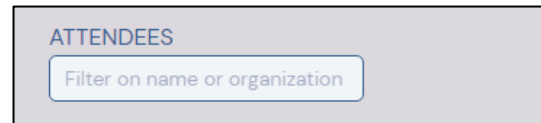
## 6. Meeting Hub (meet your fellow participants)

### What is the Meeting Hub?

The Meeting Hub allows you to search for other participants, request a meeting, exchange contact details and have a virtual conversation.

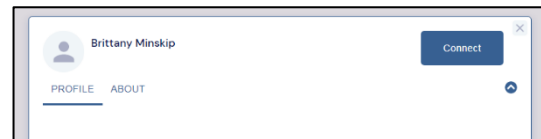
### How do I search for a conference participant?

Type the participant's name or organization in the filter box in the left top corner.



### How can I do connect with another participant?

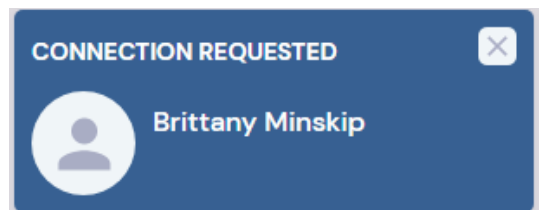
- 1) Go to "Meeting Hub"
- 2) Find a person by scrolling down the participant list on the left side of your screen OR type the participant's name or organization in the filter box in the left top corner.
- 3) Click on the participant's name and then on the "Connect" button that will pop up on the right side of your screen.
- 4) Until the participant accepts your request, it will show as "Pending". Once the participant accepts the request, it will show under "Connection"



### How do I accept a connection request?

You will receive a notification in the bottom left corner of your screen.

When you go into the Meeting Hub, you will see the request under "Invitation". Then you can click "Accept" by clicking the name and the "Accept" button.

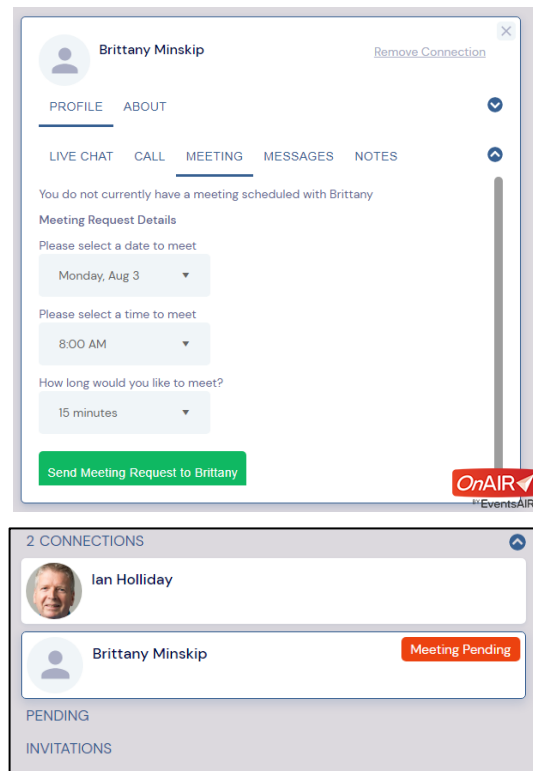


## How can I schedule a meeting with another participant?

- 1) Once you have a connection with the participant, click on the “Meeting” tab and select the date, time and duration and click “Send Meeting Request to <Participant Name>”.

(Note that you must have connection with the participant in order to schedule a meeting.)

- 2) Until the participant accepts the meeting request, a “Meeting Pending” notification will show.
- 3) When the participant accepts your meeting, you will:
  - receive a notification that the meeting has been accepted
  - a “**Meeting Accepted**” notification will show beside that participant’s name
  - the meeting will appear in your Timeline.



## Can I cancel a scheduled meeting with another participant?

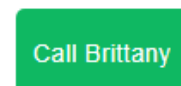
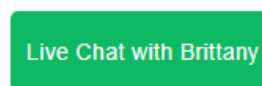
Yes, you can click “**Cancel Meeting**” to cancel. The participant will receive a notification that the meeting has been cancelled.

## Can I schedule multiples meetings with one participant in advance?

No, you can only schedule a meeting one at a time with each participant. If you would like to set up another meeting with the same participant, please schedule it after your first meeting is finished.

## How do I connect via live chat or live video call with another participant?

- 1) You must have a connection with the participant in order to have a live chat/call.
- 2) To start a chat and/or call, click on the person’s name and then on one of the following buttons.



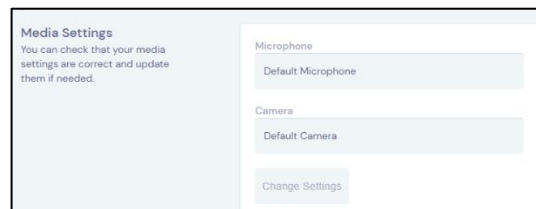
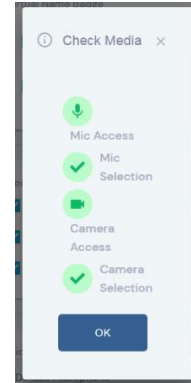


## My camera and/or microphone does not work during a call with another participant in the Meeting Hub. What do I do?

Please check your **media settings** by going into **“My settings”** in the top right corner of your screen, scroll down to **“Media Settings”** and click on **“Change Settings”**.

Please ensure that all settings are **green** as illustrated in the image to the right and you have the camera and microphone you wish to use enabled.

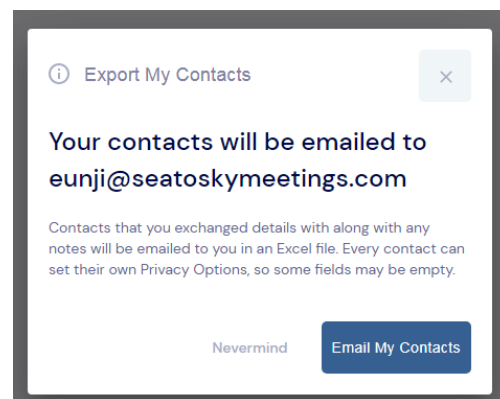
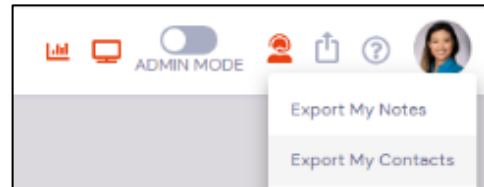
If any setting is disabled or not functioning, it will show in **red**.



## How do I export contact details for my connections?

Click the **export symbol** in the top right corner of your screen and click the **“Export My Contacts”** button to receive an email with your contact list. Then click on the **“Email My Contacts”** button to receive your notes via email.

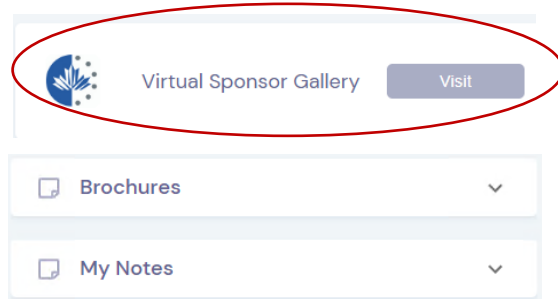
(Note that the email will be sent from **EventsAIR** ([noreply@eventsair.com](mailto:noreply@eventsair.com)) with the email subject **“OnAIR – Contacts”**. Please check your spam/junk mailbox if it does not appear in your inbox.)



## 7. Sponsor Gallery

### I would like to know more about Sponsors. Where can I find their information?

- 1) Click the “Visit” button beside the “Resource Gallery” box on the right side of your screen.
- 2) Click “View” button beside the organization name you want to view.
- 3) Click “Information” to see their organization’s description and “Brochures” to access their website and materials.



### I would like to speak with a Sponsor.

Please connect with them via the Meeting Hub by clicking on one of the Names in the Meeting Hub tab of their sponsor profile.