

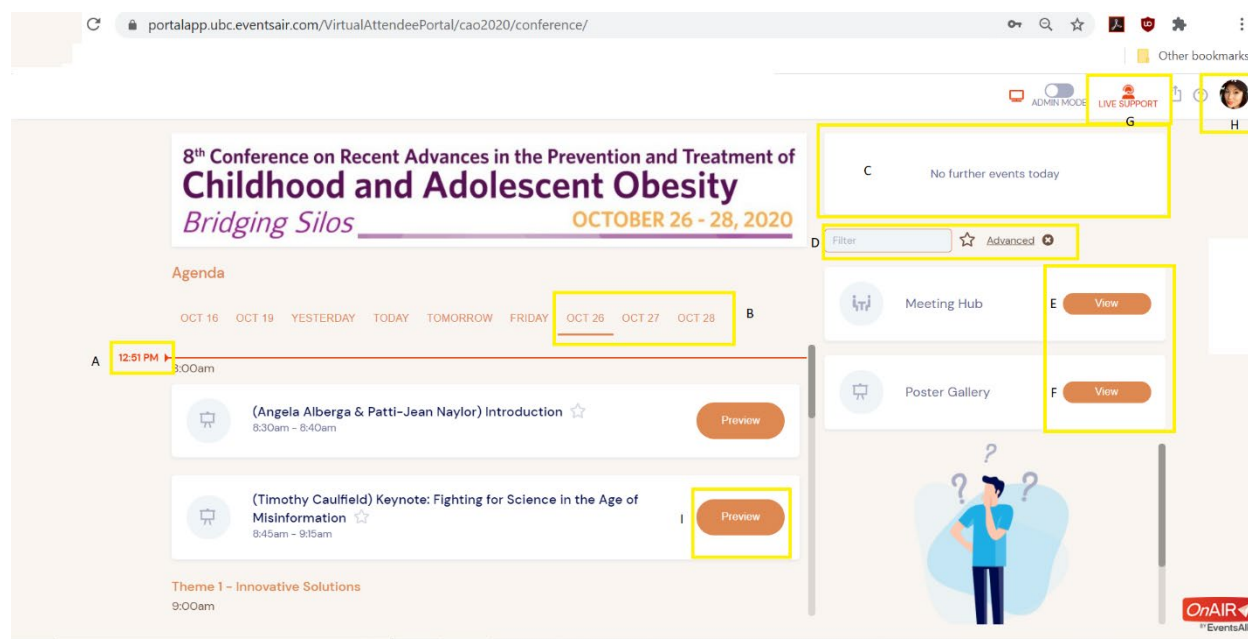
OnAir Portal Tips and Guidelines

Login Information:

- <https://portalapp.ubc.eventsair.com/VirtualAttendeePortal/cao2020/conference/>
- Your login (email) and PIN was sent to you via email in which this document is referenced.

Please [view this general video](#) (<4 minutes) for a general OnAir briefing. Please note that this video is a general video for the OnAir company. Note that some things they mention (e.g. polls or enabling attendees to be on video during plenary presentations) may not be relevant to our program. To help you navigate the portal, we have set up specific guidelines for our conference so please refer to the five images below.

IMAGE 1: Agenda and Timeline



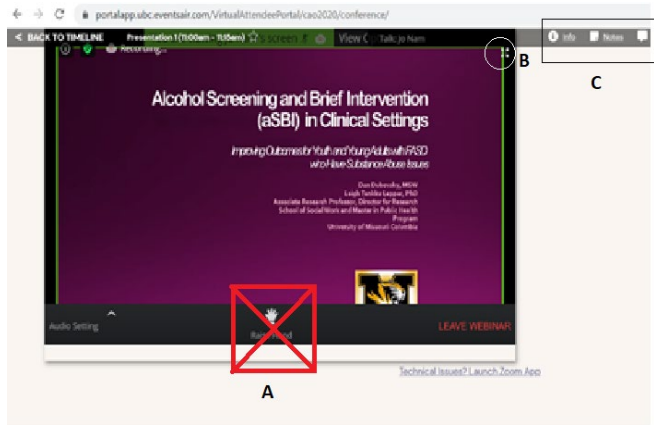
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- Once you view the timeline, the red line with the current time will be displayed. This will ensure that you can see where we are in the agenda very easily, in case you join late.
- The three conference dates will be displayed on the top bar and you will be able to see all agenda items per day by toggling through the dates.
- You will see a timer during the conference dates where it currently states “No further events today”.
- You can search for a session by filtering the presenter names, etc.
- The Meeting Hub is where you can connect with all other delegates. More information is in Image 3 below.
- The Poster Gallery is where you can view all posters. More information is in Image 4 below.
- This “Live Support” is the button you want to select if you have any technical or administrative questions. Please use this button instead of using the Q&A or discussion forums as it will be

much faster to resolve any issues you may have this way. We will have a designated team member acting as live support.

- (H) When you first login for the first time, you will automatically see a pop-up box. Please review the settings as it will have meeting hub implications. We encourage you to share as much information about yourself as you feel comfortable! If you close the box and want to change the settings later, please see do that by clicking on your headshot (if you submitted one) as noted in Image 1: H.

IMAGE 1: Video of Presenters



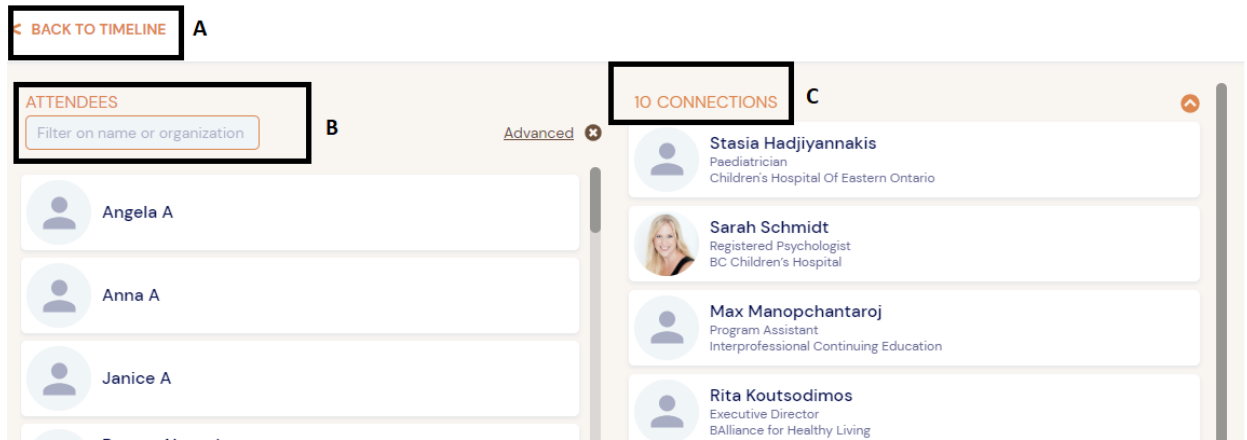
Once you enter a session, you should automatically see a **“Join Audio/Video by Computer”** blue box in the video screen so **you can hear** and see the presenter. Please click on it to hear the presenter. You will **NOT** be heard or seen. It seems like some browsers and computers differ in this setting (some can hear the presenter without clicking on this button). Similarly, some computers have blocked the audio so please ensure that you enable the audio in your settings if you can see but not hear the presenter.

Please note that you aren’t able to interact vocally with the presenter, but you are encouraged to submit any questions for the presenter in the Q&A box that can be accessed on the right hand side or on the very top (see below)

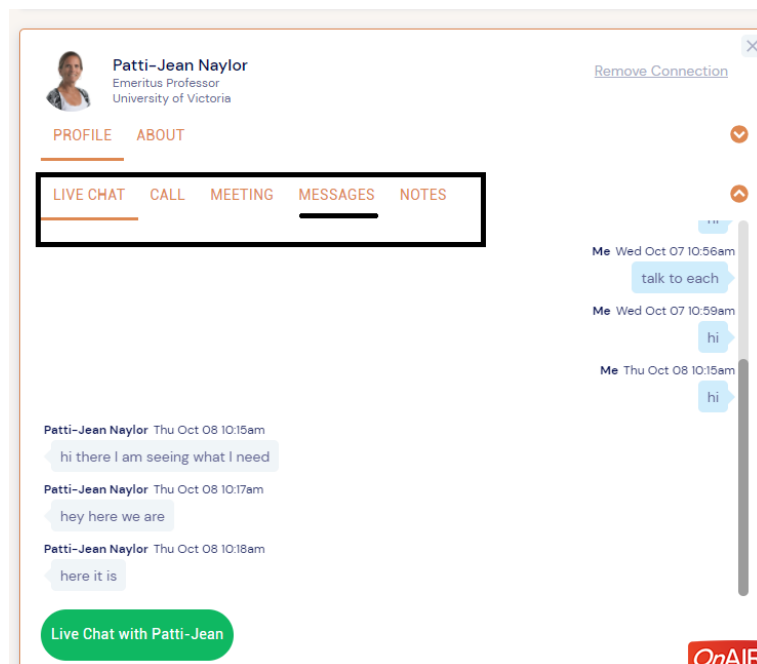
- (A) Please disregard the (A) “raise hand” (see below) as this is NOT being used in any capacity for the conference. All interaction with the presenter will be in the Q&A box.
- (B) Most desktops display the speaker and the slides once someone shares their screen. However, it seems that most laptops and some desktops only show the slides (and not the speaker). Please click on the (B) button below to expand if you wish to view the speaker as well. Note that this will obstruct some portal capabilities such as “My Session Notes” and “Q&A” but you can either minimize it to take notes or ask questions, or it should be on the top bar (C).

IMAGE 3: Meeting Hub

Please note that many **speakers will not be able to interact on the meeting hub** due to their availability constraints. Please do not feel rejected if one does not respond to your requests and messages.



- (A) Once you click on Meeting Hub (or any session) and you want to go back to the main timeline, please press “Back to Timeline” once you “preview” or “join” a session. If you press the back arrow button your browser, it will log you out and ask you to re-sign in.
- (B) You can search for any registered attendees by name or organization (if they gave us permission to be displayed on meeting hub).
- (C) Once you establish a connection with someone, they will be displayed here instead of on the right hand side. Note: you cannot search for yourself as it will not appear.

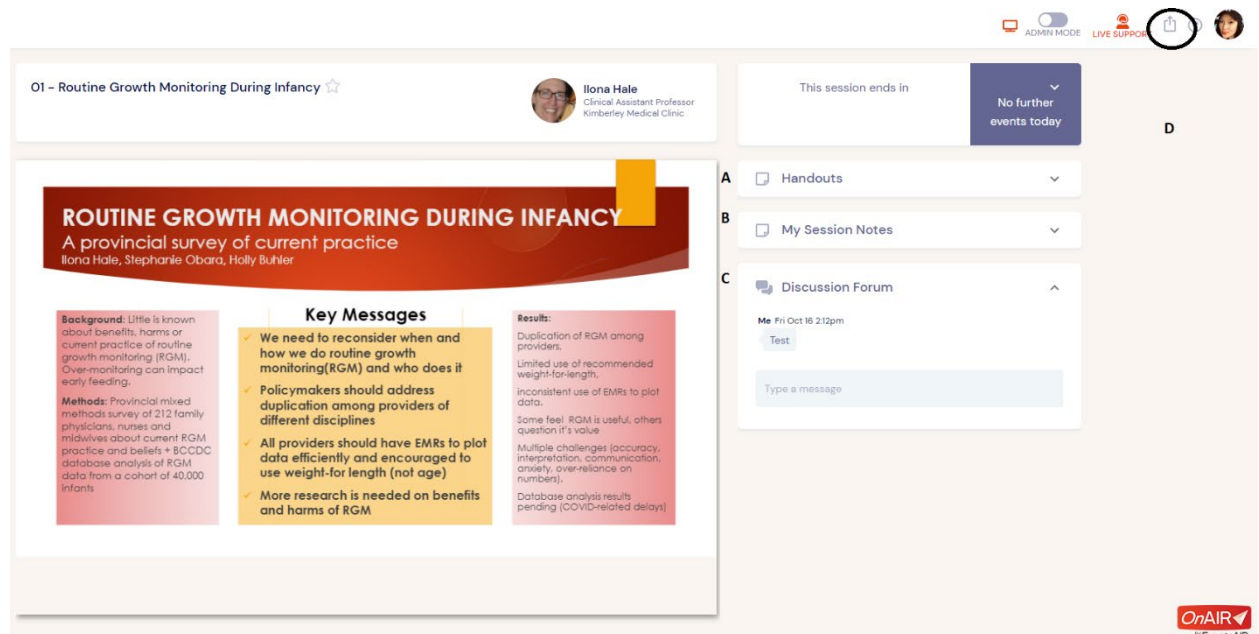


Once you establish a connection successfully, you will see this window. If you close the window, you will have to re-establish the connection even if they are in your “connections”.

However, once someone is in your “connections” side, you can send them a “message” (vs. live chat which won’t be enabled if you close the box) and they will see this message once they login to the portal.

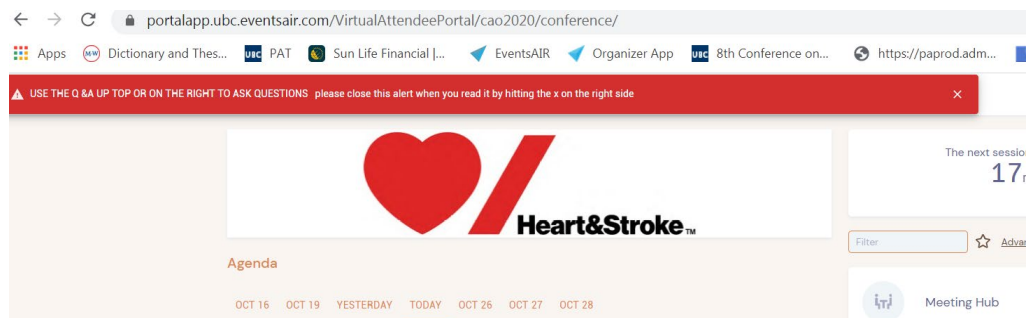
IMAGE 4: Poster Gallery

Once you enter the poster gallery, you'll see all posters sorted by number. Once you click on a poster, please refer to this guide below:



- (A) All documents related to the poster will be here for you to view/download.
- (B) You are able to type in notes for each poster (and each presenter). Once you save it, you can export it any time by pressing the (D) button. This will export not only your notes on that specific page but **all** notes you may have taken, including those on other posters as well as plenary sessions. *No one except for you can view the notes.*

IMAGE 5: Alerts



We will be sending you “alerts” for important reminders or any changes in the program. You will see these alerts (red bar above) regardless of where you are on the portal (e.g. meeting hub vs presentation). Once we send an alert, you will see this box appear on the top. You must click the “x” button to get rid of the alert after you read it (it will not disappear on its own). This is important as if you do NOT click the “x” box, you will NOT see the alerts sent after that specific alert.