

# Navigating a Virtual Meeting

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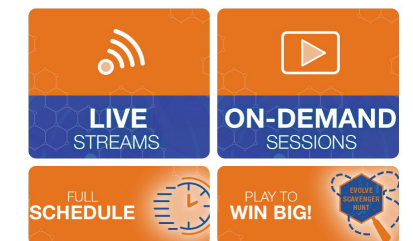
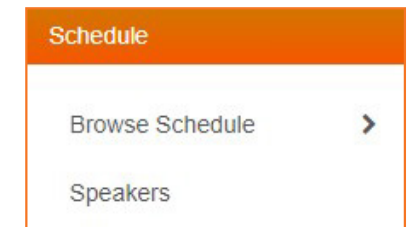
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**Logging in:** Certain features or functionality on the website may only be accessible to users with an account. To log in, you can click in the upper right corner of the main screen, and enter your credentials.

**Left-hand Menu Items:** The vertical menu on the left side of the screen will give you options for browsing the materials associated with the event. This may include items such as: Schedule, Speakers, or Exhibitors.

**Main Screen Tiles:** Certain features or functionality on the website may only be accessible to users with an account. To log in, you can click in the upper right corner of the main screen, and enter your credentials.

**User Support Area:** At the very bottom of the page, you will find a collection of links that may be of interest if you are having trouble with the site. You can click Technical Support to connect with a member of our team, or Give Feedback directly to the association hosting the event.



# Viewing a Live Stream



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## Logging in:

- Certain features or functionality on the website may only be accessible to users with an account. To log in, you can click in the upper right corner of the main screen, and enter your credentials.
- While the Live Stream and other virtual features will work in most modern web browsers, we highly recommend using Google Chrome to access the site and do not recommend Internet Explorer.

## Joining the Live Stream:

- If you are participating in a live stream, you will want to find the corresponding tile on the main screen, and click into it. We recommend joining in a few minutes early, so that you can get yourself setup and ready before the speakers begin. Available icons include:
- Ascending Vertical Bars: these will control the volume. Click a box and turn it blue to increase the volume, or gray to decrease the volume.
- Expanding Arrows: this will control the size of your screen. Click once to enter full-screen viewer, or click again to return to original size.



# Troubleshooting the Live Stream



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## Troubleshooting the Live Stream:

- If you are unable to hear any sound at all, be sure your speakers are turned on, and you are not set to Mute within the live stream window. When the stream begins, you may see a message that says something like “Click here to unmute.”
- If the slides or speaker appear blurry at any point, it may be an internet connectivity issue. If you know that your connection is good, and you refresh your screen, but the images are still distorted, the issue is with the speaker’s connectivity. It will be up to them to remedy that issue.
- If you are having trouble with the video feed, or are not seeing any video at all during the time of the Live Stream event, try refreshing your browser. You can do this by clicking the circular refresh icon beside the URL or holding down Ctrl + R buttons on your keyboard on a desktop/laptop.
- You can also increase/decrease the resolution value of the stream. In the bottom right corner, you may see a number like 1080p. This is the highest resolution, and most recommended. If you see a number lower than 1080p, click on the number to adjust the resolution.
- Expanding Arrows: this will control the size of your screen. Click once to enter full-screen viewer, or click again to return to original size.



# Using the Audience Response System (ARS)

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## What is ARS?:

The Audience Response System may consist of any/all of the following:

**Discussion Board:** Attendees can interact and converse with each other during a presentation. If you wish to add emojis on a PC, hold down the (;) key while pressing the Windows Key . If you are using a MAC, hold down Ctrl + Space Bar + .

**Question Area:** You can pose questions to the audience or the presenter using the “Ask Question” button. Type in your question, and hit Enter. Other attendees will be able to see your question, and vote-up questions that they find most relevant. As your question accrues points, it will move to the top of the list.

**Need Help?** Just click the HELP tab to the far left for some quick-tips if you are unsure of a particular function within the ARS window.

