

Virtual Meeting Success Guide

ISHRS 2020 World Congress - Exhibitors

We are excited for the upcoming Virtual Event, the ISHRS 2020 World Congress. This document will help you navigate the pre-event and live virtual event process. The Virtual Conference Center is a unique platform unlike any other. Please take a moment to review the following items before joining the meeting.

Getting

STARTED

- Your log-in credentials to the conference center will be provided in the days prior to the conference start date. Prior to the actual meeting, the Exhibitors will be able to log into the platform during a multi-day practice period, October 5-8, to become familiar with running the virtual exhibit booth.
 - Please log in during that practice period and start to get familiar with the chat window and features of the exhibit booth.
- The conference platform is most compatible with the Google Chrome Browser.
 - Please visit this [link](#) to download if you do not already have Google Chrome installed.
- The conference center is best viewed on a laptop or desktop computer. The conference center is not viewable on a mobile device.

Navigating

ERRORS

- Please ensure you are viewing the meeting in Google Chrome.
- Error Code: 'Connection Lost'
 - This is likely due to a slower internet connection. Please ensure you are not downloading any large files or streaming video during the meeting.
 - If possible, please connect via LAN instead of WiFi
- Error Code: 'Username Not Recognized' or 'Password Incorrect' and similar messages
 - Please try resetting your password or contacting technical support
- For any other errors, please check your system settings with the test link: live.simcita.com/systemcheck



Signaling server check: Connection to IP 108.62.116.196 on port 443 was successful.



Media server API check: Connection to IP 108.62.117.236 on port 443 was successful.



Media server stream check: Connection to IP 108.62.117.236 on port 43637 over UDP was successful.

After using the test link, if you have a red X on any of the areas above, please check your internet or network connections. You may also have to disconnect from VPN or a company server.

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Who to

CONTACT

- Rachael Zucker is here to assist you. Please don't hesitate to contact us with any questions.
 - Name: Rachael Zucker
 - Phone: 520-498-2935
 - Email: Rachael.Zucker@ScarrittGroup.com

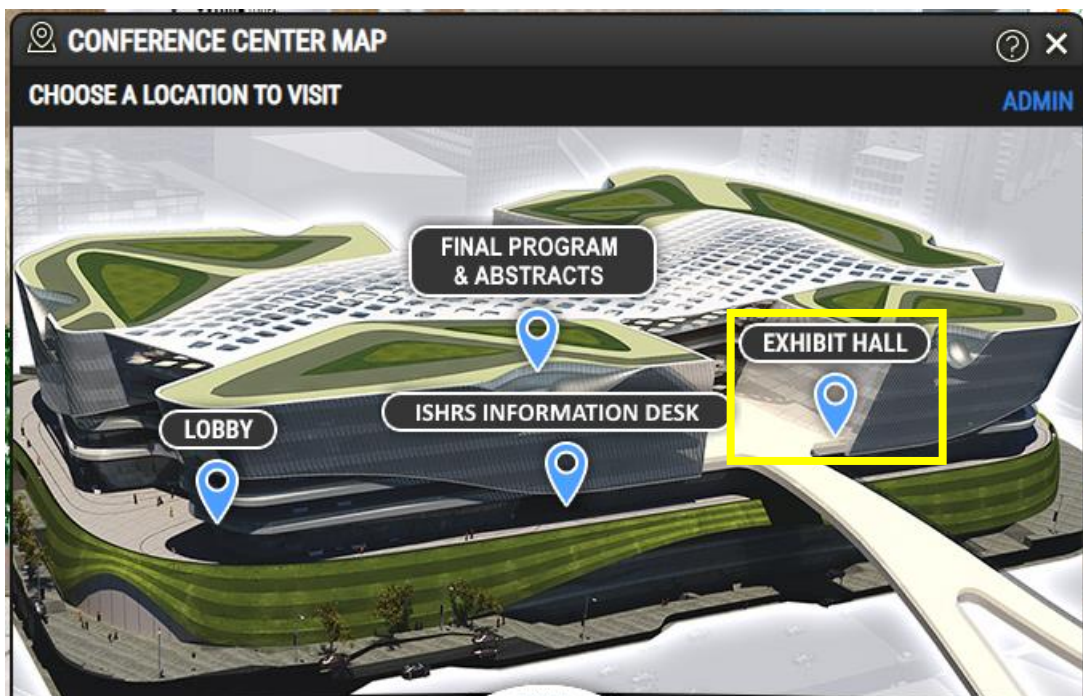
Explore the

CONFERENCE CENTER MAP

- From the bottom toolbar, select the “map” icon



- The following image will appear:



- To navigate to your booth, select “exhibit hall”

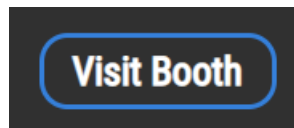
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- This is going to take you to the exhibit hall directory page. Please locate this icon and click to enter the directory:



- You will be met with a screen of company images in tile format. Use the search bar or scroll to locate your booth.
 - Once located, click on your company logo and select "visit booth" in the right panel

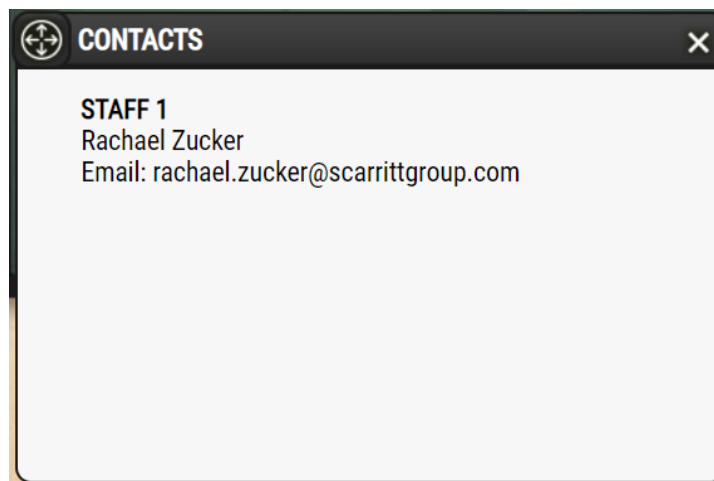


Navigating in the Exhibit Booth

TOP TOOLBAR



- This icon is going to show the contact information for all the representatives in the booth. An example would be:



- The down arrow holds your downloads. Any PDF, image, or mp4 file available for download will be here. Attendees can click on the files and they will instantly download to their computer.

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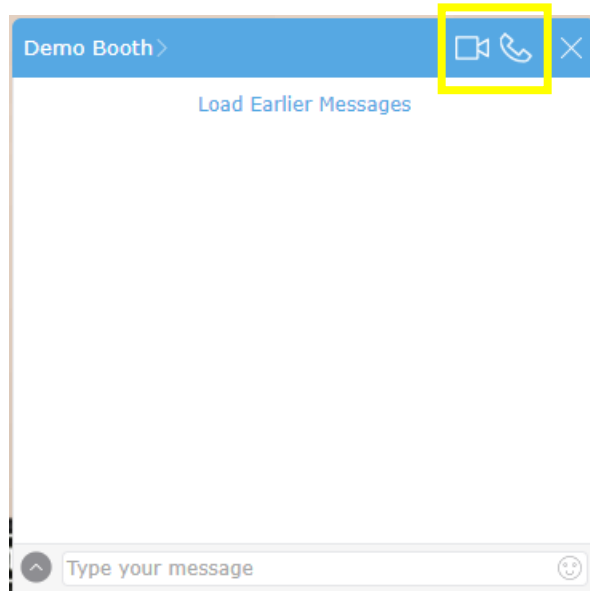
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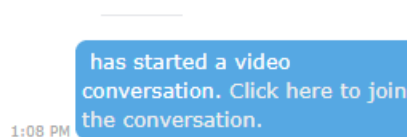
- The question mark is a way for attendees to submit questions that will directly send to your email inbox. In this email you will be provided with the attendees name, email, and question they asked. Please use their email to respond directly.



- The message bubbles will open the public group chat for your booth. Booth representatives and attendees will be able to talk to one another here.



- All chat windows, whether it's a group chat or 1:1 chat, will have the video camera and phone icons at the top. These icons allow you to chat over PC audio with or without your camera.
 - If you click either of these icons in the *group chat window*, a message will appear in the chat:



- Anyone that clicks this link will be able to join your call
- **NOTE: these same video camera and phone icons appear in 1:1 chat windows. If you choose to call someone privately no one else will be able to click to join your call unless you specifically invite them to**

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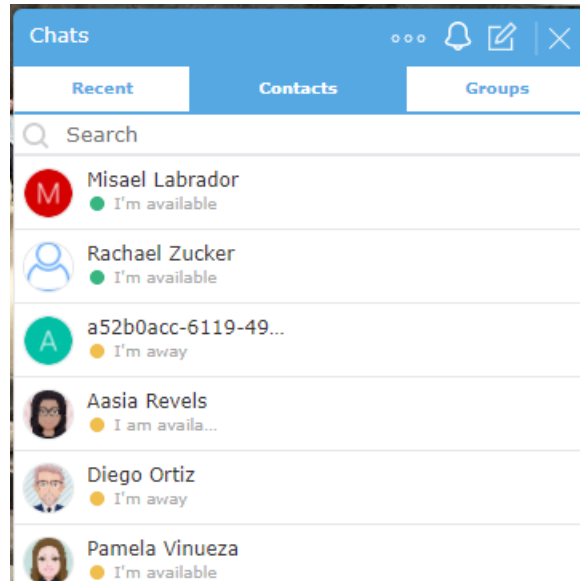
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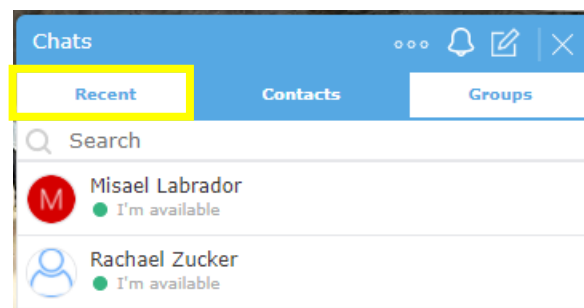
- The video camera in a message bubble will start a group video chat with up to 20 people. This is the only chat feature that will open in a separate tab on your browser.

Navigating

CHAT WINDOW



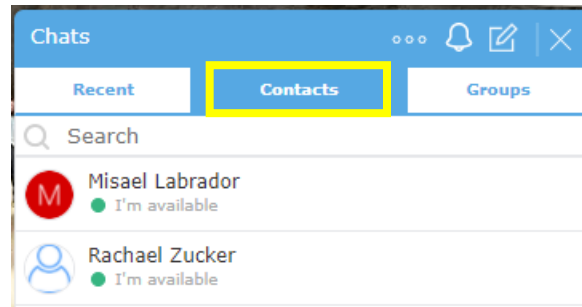
- The chat window is available across the platform. Start a conversation by opening the blue chat box in the lower right corner of your screen:



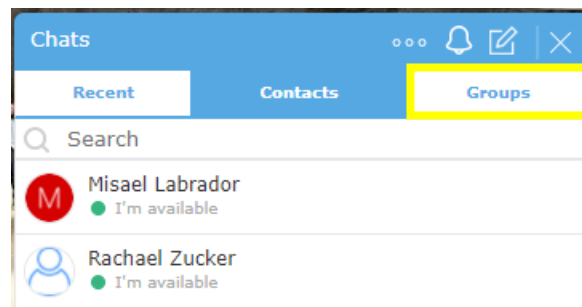
- The “recent” column will show you group chats or 1:1 conversations you have been part of

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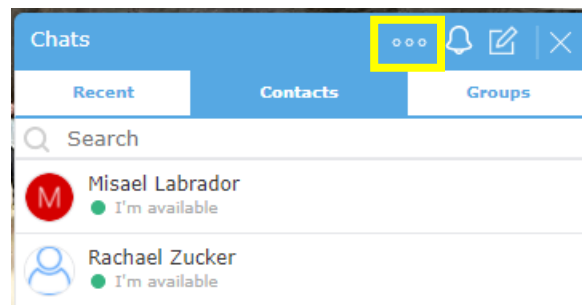
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- “Contacts” will list everyone in the platform. Use the search bar to help you quickly locate someone’s name to send them a direct message.



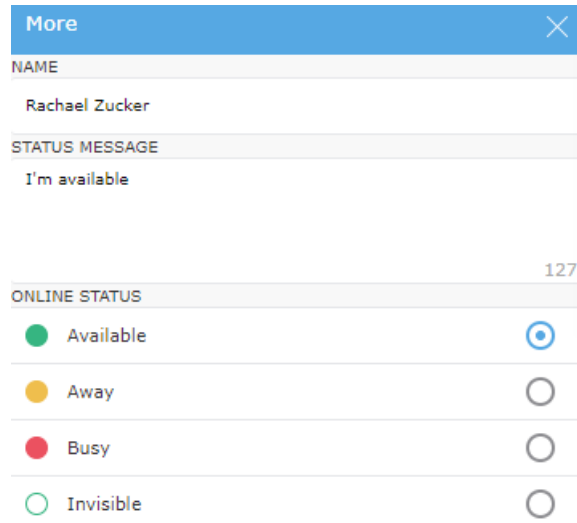
- The “groups” column will list all the group chats in the platform. This will include a group chat for each exhibit booth and location on the map, as each place has its own designated chat window.



- The menu icon will allow you to change your status and associated message:

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- The status message is customizable. For example, if you were to set your status as “away” your message could read “Be back at noon”.

Things to

Remember

Internet Connectivity

- If using the audio or video chat, ensure your location has a stable internet connection
 - Typically, an internet speed of 50mbps or higher will suffice when presenting audio and video feeds. Check your internet speed [here](#).
 - If possible, please connect via LAN instead of WiFi

Audio Considerations

- The audio and video chat requires access to your PC microphone and speakers; dial-in options are not available