Online Conference Guide
OnAir Platform

DELEGATE GUIDE

Important Information

Below are the most important rules to follow, to ensure you have the best online conference experience as a delegate.

USE A DESKTOP COMPUTER OR LAPTOP

The online conference platform is not designed to be accessed from mobile phone or tablet devices.

You will need to have access to a desktop computer or laptop to successfully log into the platform and watch sessions.

USE GOOGLE CHROME

Please make sure you log into the platform using CHROME. Other internet browsers such as, Firefox, Microsoft Edge, Safari etc **DO NOT** support presenting within the OnAir platform. If you do not have Chrome installed, please download and install it prior to the start of the conference.

Click Here to install Chrome

STABLE INTERNET CONNECTION

Make sure you have a stable internet connection (2Mbps upload, 4Mbps download or better). If possible, use a wired internet cable for stronger and more reliable connection.

You can test your Internet connection speed at SpeedTest.net

TEST YOUR CAMERA & MICROPHONE

Please ensure you have tested your microphone and webcam settings. We strongly encourage using a headset with an inbuilt microphone for the best audio.

Accessing the Online Sessions

If you intend to experience and engage in the Online Conference platform from your **work computer/laptop** please ensure that your **workplace firewall** does not block access to the sessions and networking functions. You should check access with your IT department as early as possible as it may take a few days or weeks for your request to be processed.

Below is a list of all the streaming platforms that will be used during the Online Conference. Your IT department will need to *allow* these programs to enable you to access the online events.

- Twilio
- Vonage
- Vimeo
- Zoom
- AirCast
    - livefeed.aircastcdn.com
    - studio.aircastcdn.com
   - hls.aircastcdn.com
    - live.aircastcdn.com

NOTE: If you have issues with connecting to the platform and/or sessions during the conference. You may need to use your mobile data hotspot or participate from a private (home) network. You can always log a live support ticket to get help with any issues you may have.

Logging In

When you first log in, you will be prompted to select your microphone and camera. Your microphone and camera will only be used, when you attend meetings in the Meeting Hub.
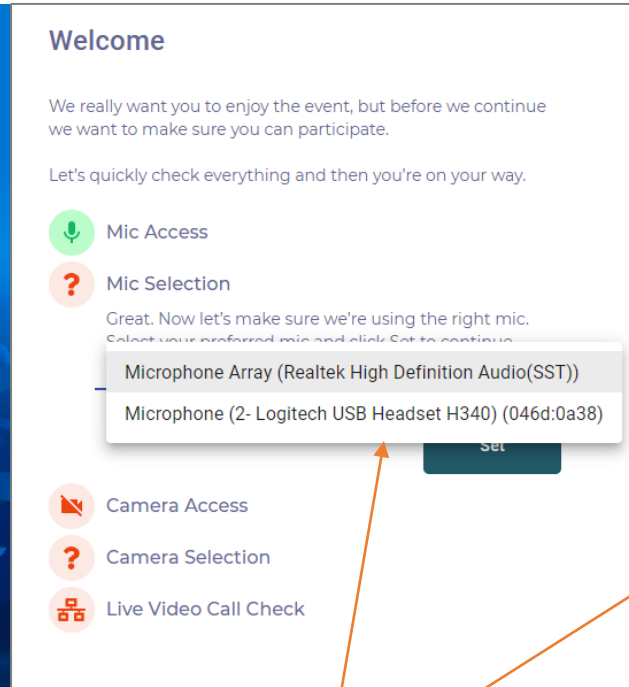

If you have multiple camera's and microphones plugged into your computer, you will have to select the correct one using the drop down option
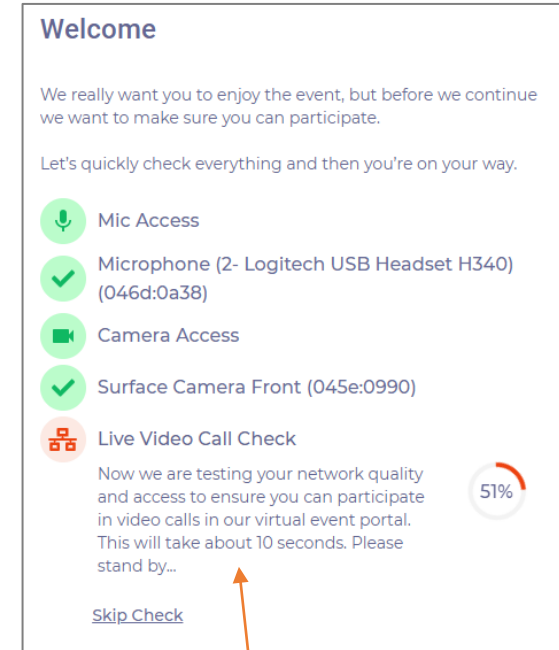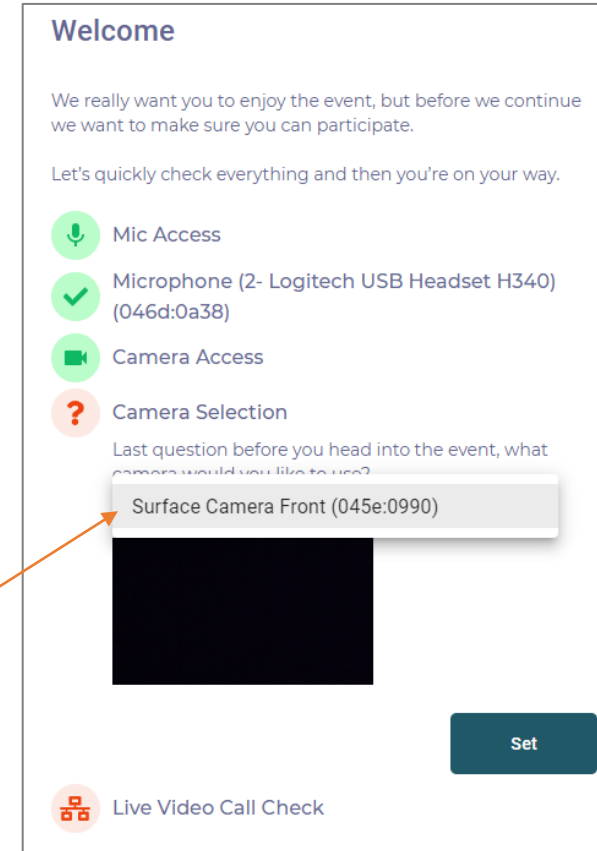
The platform also performs a network quality test, which tests if you have access to participate in live video calls through the platform.

Welcome & Profile Settings

Once you log into the online portal you will be prompted to review and update your profile and device settings.
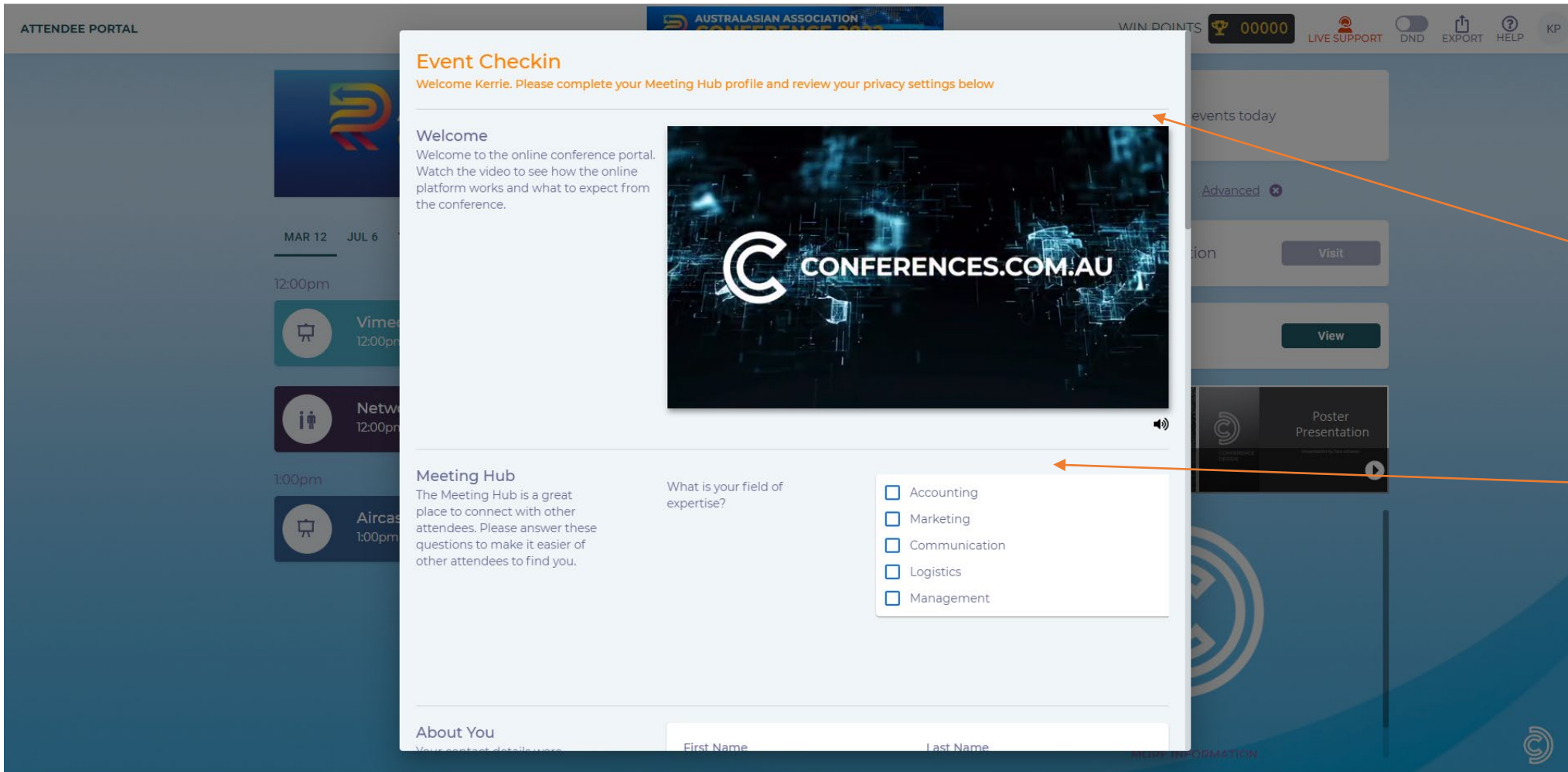
There is also a welcome video with an overview of the platform for you to watch at anytime.

MEETING HUB
If enabled, you can answer questions for other delegates to learn more about you via the meeting hub.

Welcome & Profile Settings

About You
Your contact details were provided as part of your registration

First Name
Kerrie

Last Name
Pursell

Organization
Association Design

Email
kerrie@associationdesign.com.au

ABOUT YOU
Information listed here, is pulled directly from your registration and cannot be updated.

Profile
Update your photo, bio and social media here

Profile Picture
🏆 50

Upload   Capture   Delete

About me
Tell us a bit about yourself

My Social Media Channels

Insert your Facebook account URL

Insert your LinkedIn profile account URL

Insert your Twitter account URL

Insert your Instagram account URL

PROFILE
You can upload a profile picture, add a biography and social media links that can be shared via the Meeting Hub

Time Zone
Please let us know what time zone you are in and we will adjust your timeline

Time Zone
Use browser time zone

TIME ZONE
You can change the time zone for your log in. This will change all sessions times to reflect your time zone.

Password
Update your password here

Update Password

PASSWORD
If needed, you can update your password here.

Privacy
How do you want to appear to other attendees

Virtual Name Badge

☐ KP   **Kerrie Pursell**
Association Design

☑ KP   **Kerrie P**

PRIVACY
You can choose how your name and information is displayed in the meeting hub.

Enhanced Accessibility

☐ Enable Enhanced Accessibility (keyboard navigation, focus highlight, screen reader compatibility and high contrast colors)

Meeting Hub
When you connect with other attendees your contact details will be shared. You can decide what information you want to share.

Contact Information to Share
☑ Association Design
☑ kerrie@associationdesign.com.au
☑ Social Media Profiles

MEETING HUB
You can choose which information you would like made available to your connections in the meeting hub.

Media Settings
You can check that your media settings are correct and update them if needed.

Microphone
Microphone Array (Realtek High Definition Audio(

Camera
Surface Camera Front (045e:0990)

Change Settings

MEDIA SETTINGS
If you need to update your media settings, such as choosing a new microphone or camera you can select them here.

Update and Close

Online Conference Portal

When you've finished setting up, you will come to the Online Conference Portal.
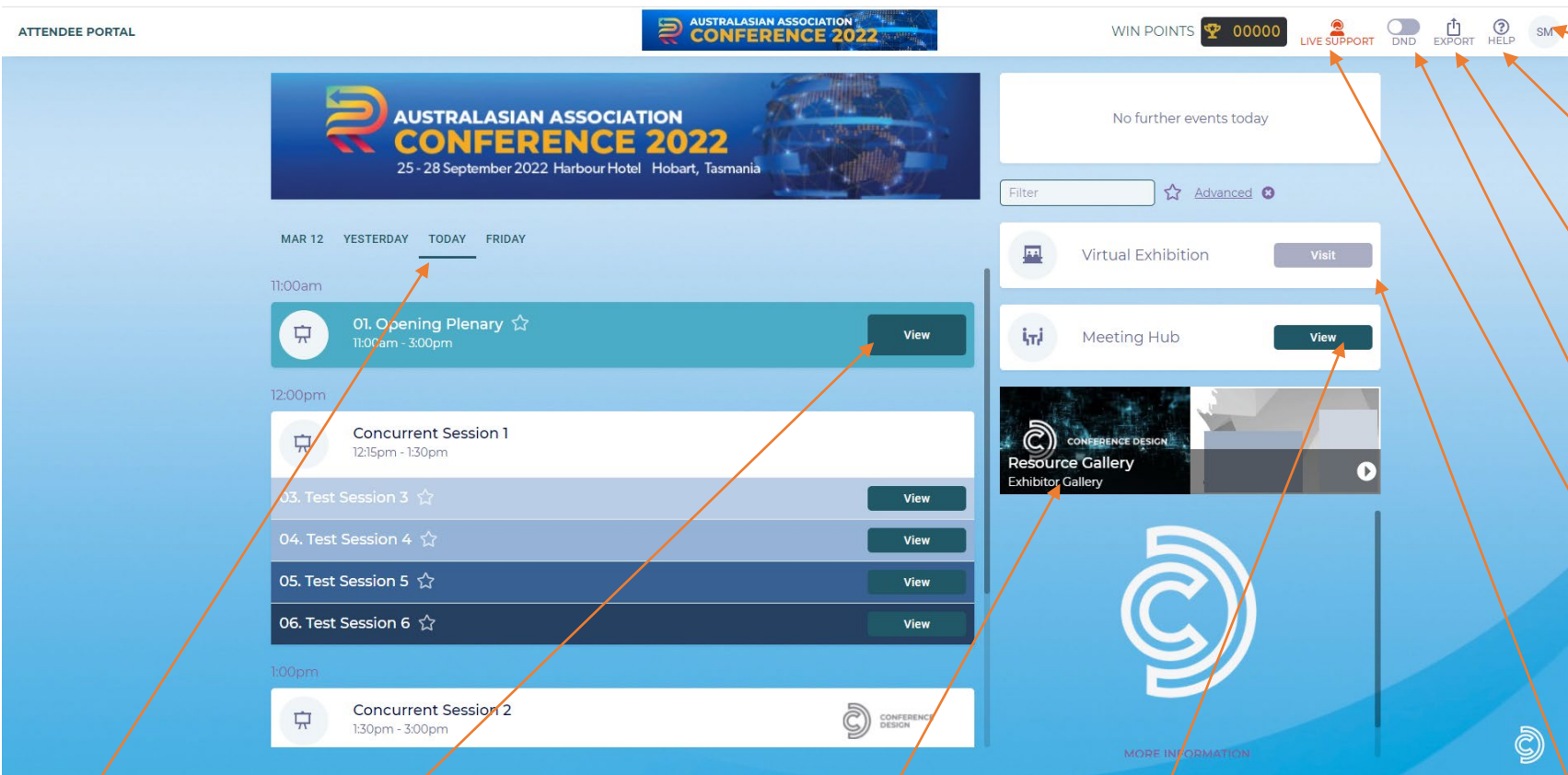
PROFILE
Click the circle in the top right hand corner to update your details, time zone and camera and microphone settings.

HELP
The help button is complete with the FAQs on the conference and using the portal

EXPORT
If you make any notes during sessions, you will be able to export them here. Notes are exported and sent to your email.

DO NOT DISTURB
When DND is turned on, you will not receive any calls or messages from other delegates

LIVE SUPPORT
If you are experiencing any technical difficulties, you can log a ticket with live support and a member of the conference technical team will be able to assist.

CONFERENCE DAYS
Click on each day to view the sessions happening on the selected day.

TIMELINE
All conference sessions will appear here. To view a session overview and presenter biography, click on the preview button.

RESOURCE GALLERY
View additional conference materials such as exhibitor hand outs, poster sessions and/or lightning talks.

MEETING HUB
Connect with fellow delegates through the Meeting Hub. You can send chats, video call and schedule meetings.

VIRTUAL EXHIBITION
Visit the Conference's Sponsors & Exhibitors. Meet with their representatives, download brochures and more.

Win Points & Filtering Sessions

Throughout the conference you will be able to earn points for completing certain tasks.

Select WIN POINTS to be shown the dashboard and goals.
The more points you earn, the more tickets you get for the prize draw. *

FILTER
You can filter by keywords or author name.

FAVOURITES
You can 'favourite' a session you wish to attend by clicking the star next to the session. To view your favourited session, click the star next to the filter box.

ADVANCED SEARCH
You can advance search the program by presentation type, keywords, date or time of presentation.

Joining a Session

Once you're ready to join a session, select which one you want from the options below.

Joining a Session

When the session is live you can click the JOIN button to enter the session.

If you enter the session before the session is live the button will say PREVIEW instead.

If the session is not yet live, you will see this view.

As soon as the session begins, a video will automatically appear.

Session Information, Handouts & Notes

When the session is live, this is what you will see.
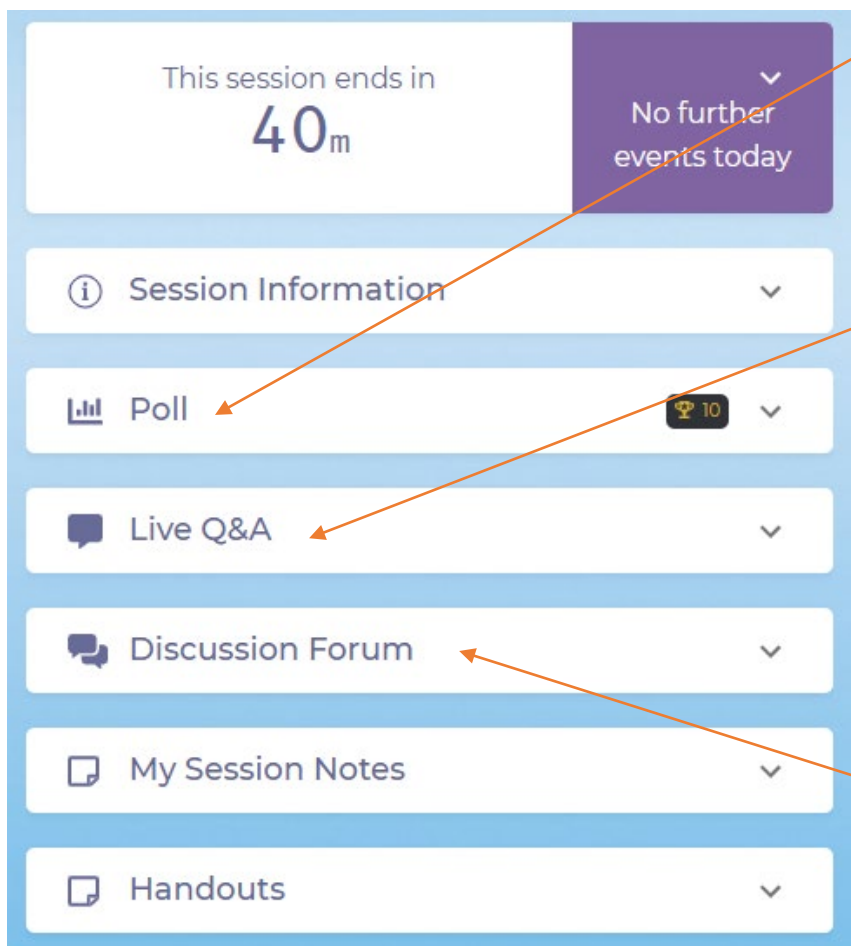
SESSION INFORMATION
Click here to view session information, presentation title, authors and their biographies.

HANDOUTS
Presentation handouts and abstracts will be available to view and/or download here.

SESSION NOTES
You can take notes during the session here and then use the export function in the main timeline to export to your email.

Live Q&A, Polling

This session ends in
40m

No further events today

(i) Session Information

Poll 🏆10
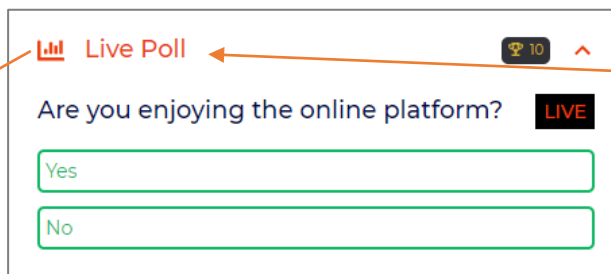
💬 Live Q&A

💬 Discussion Forum

My Session Notes

Handouts

📊 **Live Poll** 🏆10
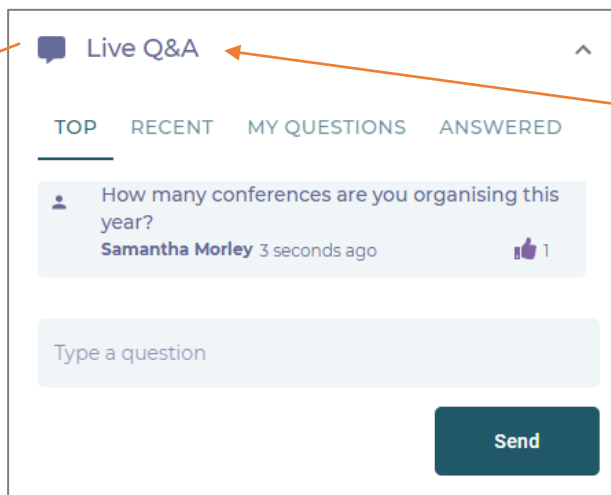
Are you enjoying the online platform? `LIVE`

Yes

No

💬 **Live Q&A**

TOP   RECENT   MY QUESTIONS   ANSWERED
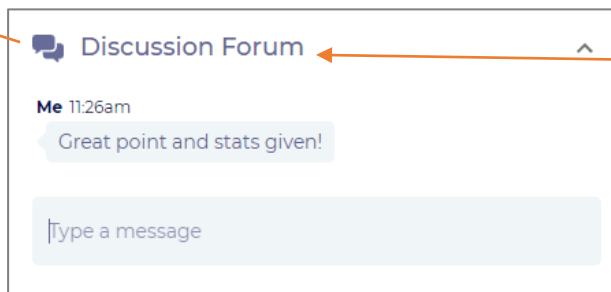
How many conferences are you organising this year?
Samantha Morley *3 seconds ago*   👍1

Type a question

Send

💬 **Discussion Forum**

Me 11:26am
Great point and stats given!

Type a message

LIVE POLL
If enabled, Live Poll questions will appear here when made live by the session host.

LIVE Q&A
Live Q&A is available throughout the session for you to ask presenters a question. Presenters will either answer your questions verbally or via text.

DISCUSSION FORUM
This is where you can post comments on the presentation and engage with other delegates. Any questions posted in the discussion forum will not be answered.

Resource Gallery

The resource gallery is where you can view additional conference materials such as ePosters and sponsor/exhibitor brochures and videos.
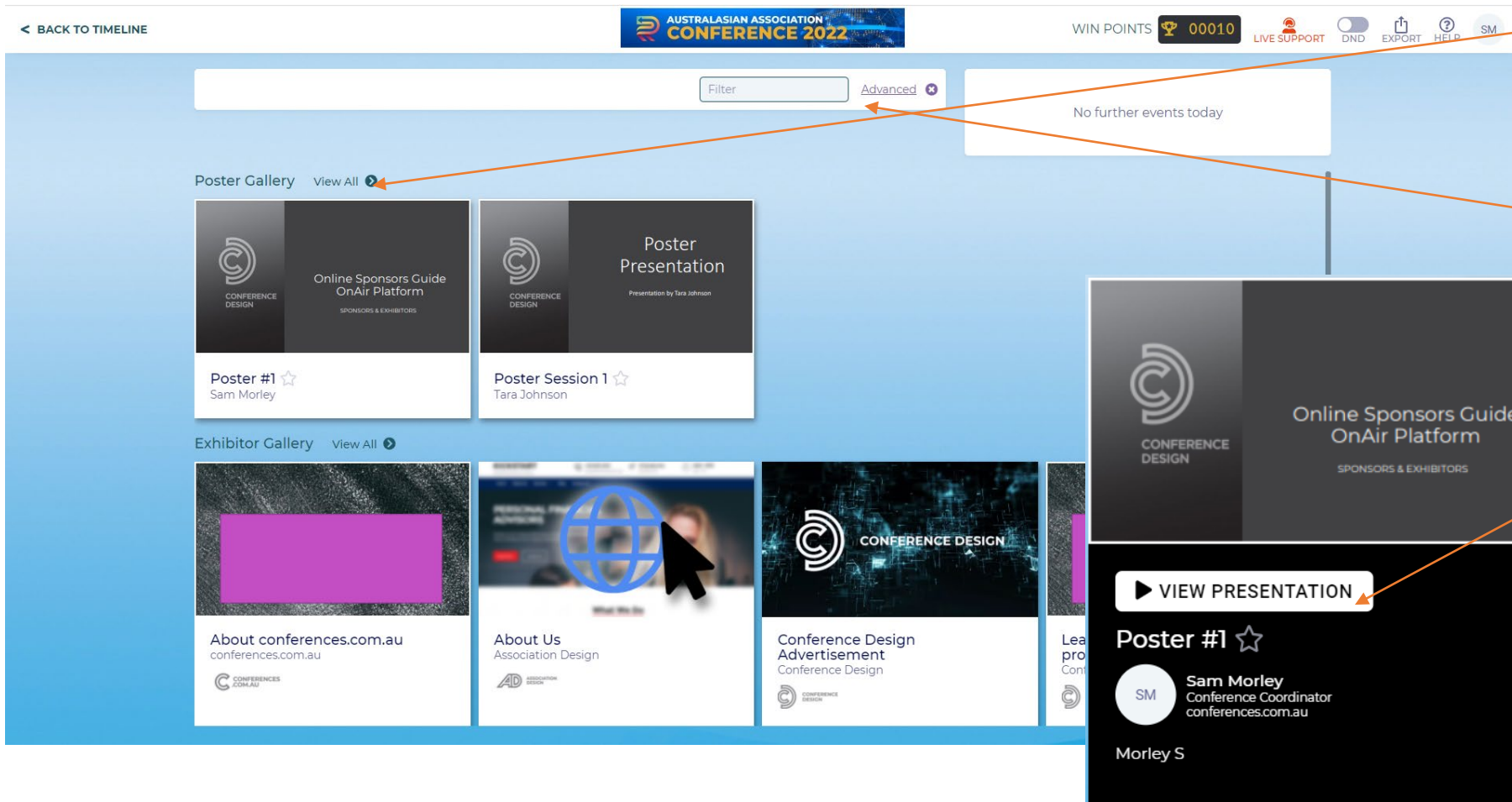
GALLERY
To view each gallery in full, click the View all button.

FILTER
Browse the resource gallery or filter by presentation type or author

VIEW MATERIALS
Hover over the poster or brochure you wish to view and click the View button. This will open the material in full view.

Resource Gallery | Viewing an ePoster

ePosters can either be a static PDF poster or even a short video to watch.
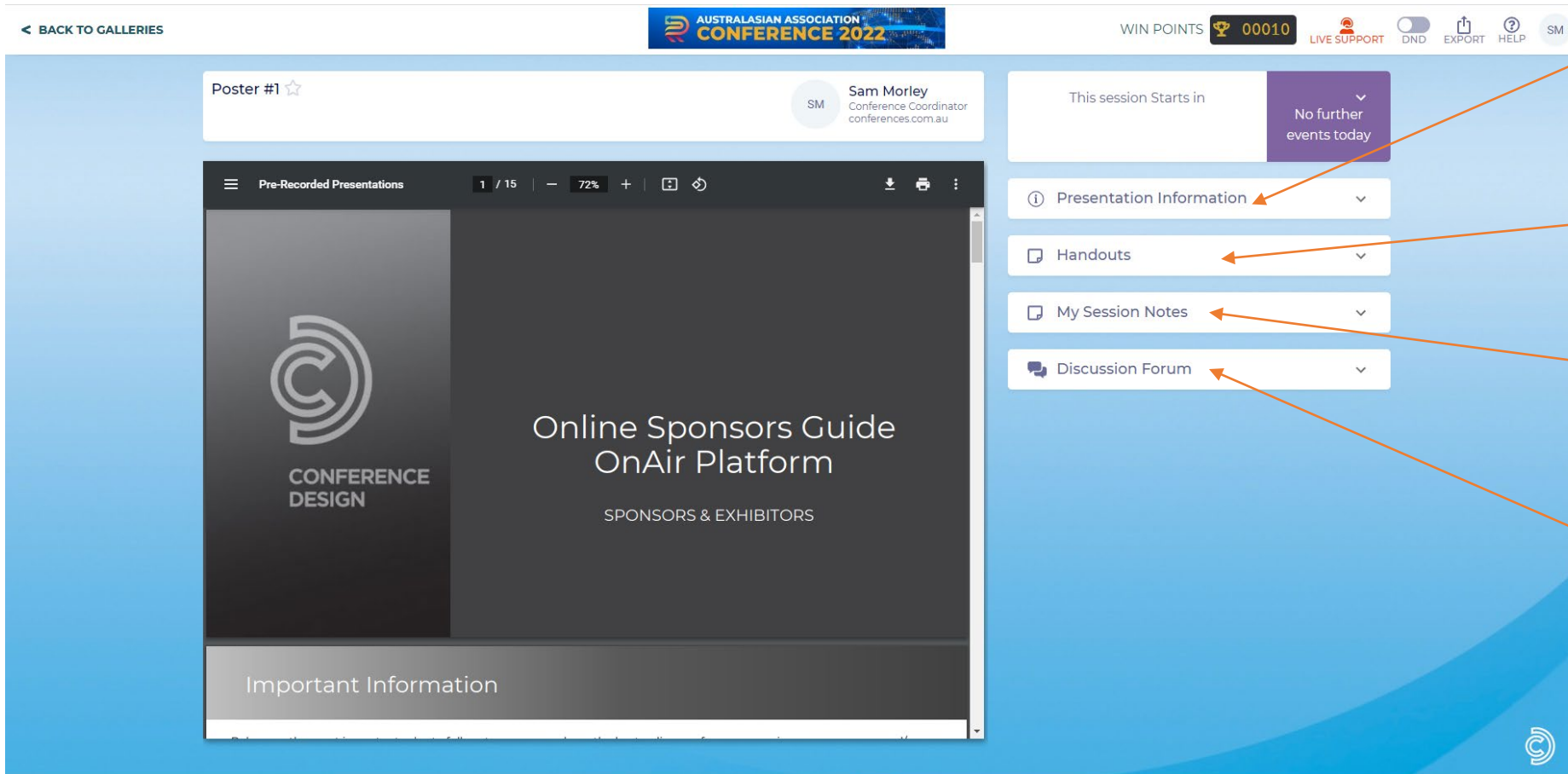
PRESENTATION INFORMATION
Presentation information can be viewed here. This will show presenter names and biographies.

HANDOUTS
Presentation handouts and abstracts will be available to view and/or download here.

SESSION NOTES
You can take notes whilst viewing posters and export them using the export function in the timeline.

DISCUSSION FORUM
Leave comments for the authors via the Discussion Forum.

Resource Gallery | Viewing Sponsor/Exhibitor Content

Any promotional material uploaded to a sponsor or exhibitors booth will appear in the Exhibitor Gallery.

VIEW CONTENT
Hover over anything in the Exhibitor Gallery. Depending on the content, you will be prompted to view a PDF, play a video or visit a website.

VISIT EXHIBITOR
By clicking the Visit Exhibitor button, you will be taken directly to their virtual exhibition booth.

Meeting Hub

During registration, you had the option to opt in to be included in the Meeting Hub.

The Meeting Hub allows you to make connections with other delegates, sponsors and presenters.

You can schedule meetings, live chat and live call each other anytime when the OnAIR platform is open.

Meeting Hub Connections

ADVANCED SEARCH
You can search delegate names, or use the Advanced Filter option to filter by organisation, state, country etc.

CONNECT
You can send a connection request to anyone in the Meeting Hub. They will receive a notification with the option to accept.

Meeting Hub Calls, Live Chats & Meetings

PENDING CONNECTIONS
Pending Connections are when you have sent someone a connection request

INVITATIONS
Invitations is when someone has sent you a connection request.

CONNECTIONS
Once you have accepted a request, or someone has requested yours, they will appear in the connections section.

You can call them, live chat, send messages and schedule a meeting through your connection.

Virtual Exhibition

SPONSORS & EXHIBITORS
All Sponsors & Exhibitors online booths will be displayed here. Booths will be ranked by level of sponsorship followed by alphabetical order.

PROFILES
The sponsor/exhibitor company profile, logo and representatives are listed here.

FILTER, FAVOURITES & SEARCH
You can favourite, filter and advanced search exhibition listings by organisation, state, or category.
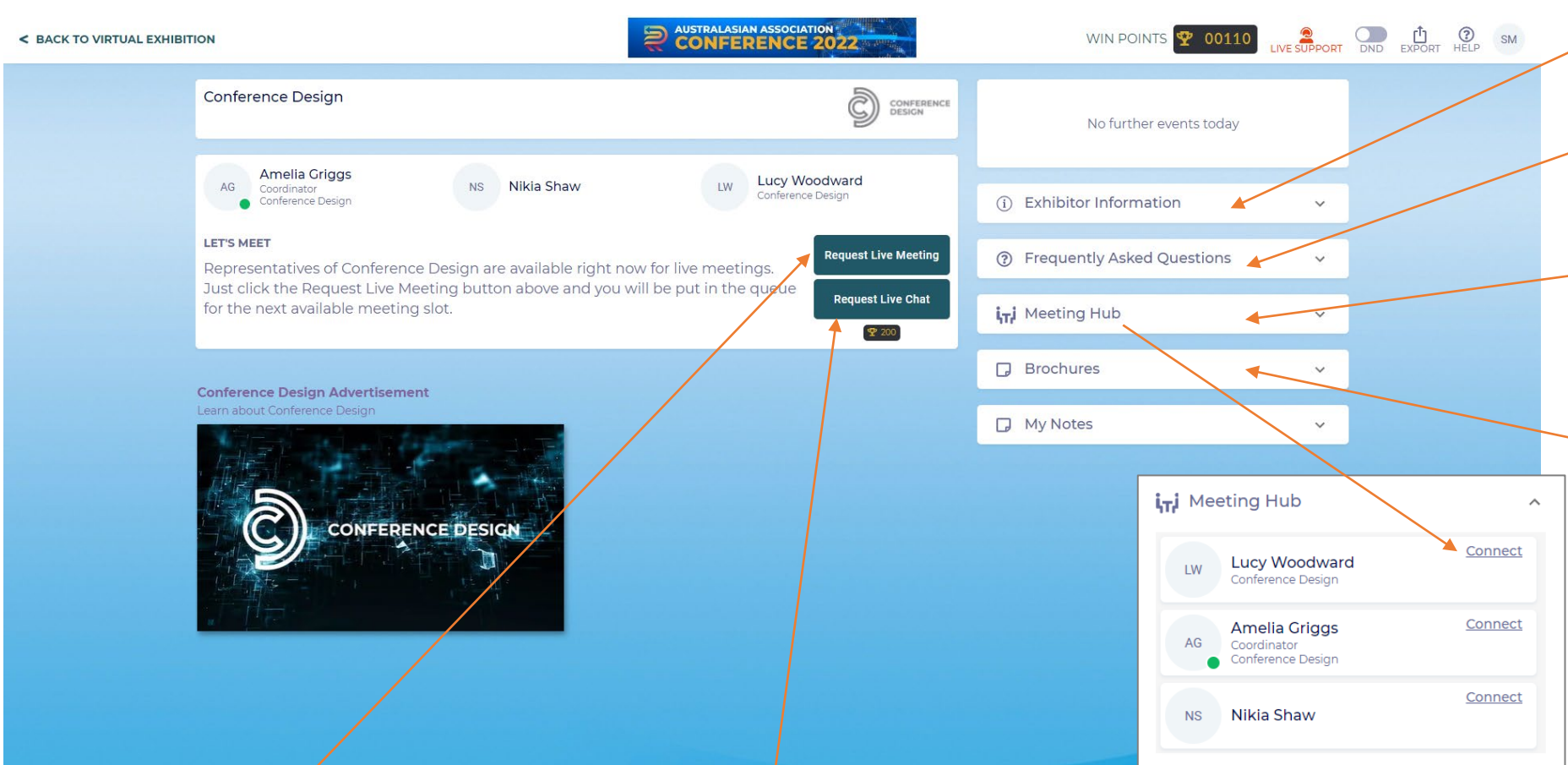
MEET AN EXHIBITOR
When a representative is online and available for a meeting, they will have a green dot next to their name. and The button will display MEET rather than VIEW

VIEW AN EXHIBITOR
If a representative is not online, you can still VIEW their booth and look through their brochures and send them a meeting connection.

Online Exhibitor Stand

EXHIBITOR INFORMATION
Delegates can view your exhibitor information, FAQs, and brochures.

FAQs
Exhibitors can provide frequently asked questions for delegates to view.

MEETING HUB
You can send a Meeting Hub connection request to any exhibitor staff representative.

BROCHURES
Any promotional materials such as brochures, videos and links will appear here for you to view.

REQUEST LIVE MEETING
You can meet available exhibitors via video call function. You will need a working camera and microphone.
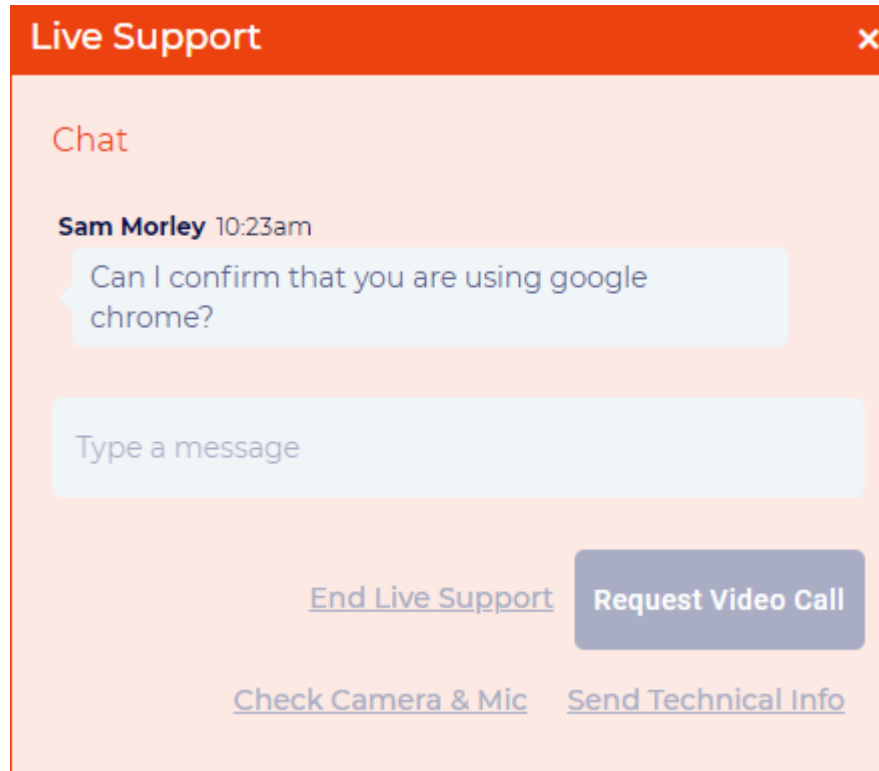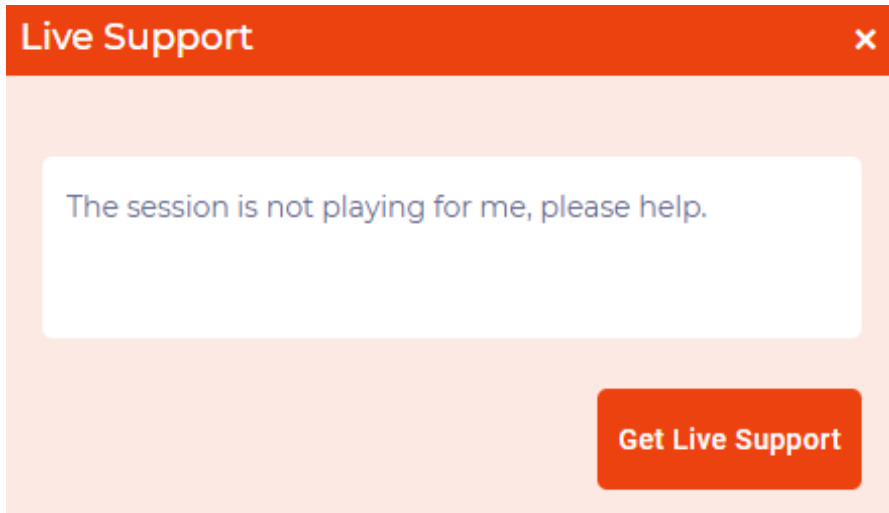
REQUEST LIVE CHAT
You can meet available exhibitors via live chat function. You can talk to them via text.

Live Support

If you experience any technical difficulties or have questions about the conference, please log a ticket with Live Support by clicking the red icon in the top right hand corner.

LIVE SUPPORT

● Position in Queue: 1
Cancel Request

Live Support ✕

The session is not playing for me, please help.

Get Live Support

Live Support ✕

Chat

Sam Morley 10:23am

Can I confirm that you are using google chrome?

Type a message

End Live Support | **Request Video Call**

Check Camera & Mic | Send Technical Info

LIVE SUPPORT CHAT
A member of the conference team will respond to your ticket. You will be able to chat with them via text or video call.

Session Recordings

Session recordings will be available to view after the conference. To view a session recording, click into the session and click the play button at the top of the right hand of the menu.

SESSION RECORDINGS
Click on the play button to watch the recording in the platform.

NOTE: Check the conference website to confirm which session recordings will be available and for how long.