Attendee user guide

WFH VIRTUAL SUMMIT
June 14 to 19, 2020
8:45 am to 1:40 EDT including symposia times

www.wfh.org/virtual-summit
As a Virtual Summit attendee, you will be able to enjoy a unique, interactive learning experience from the comfort and convenience of your home or office.

You can find everything you need to access the event in the Registration Confirmation email you received when you registered.

To make sure your computer, internet connection, and sound are ready to go, take a moment to test your system or device in advance.
ACCESS
You can enter the event starting on June 14

1. Click [here](#) to login to the platform – you need to be registered in order to access the Virtual Summit

   *Not registered yet? Click [here](#) to register*

2. If a system check window pops up, just click on ‘SKIP AND CONTINUE’

3. To make sure your computer, internet connection, and sound are ready to go, take a moment to [test your system](#) or device in advance
YOUR PROFILE

Your Profile page is where you can customize your information, access documents, and view your connections.

To edit your profile, begin by clicking “Profile” in the upper navigation bar at any time. Your profile contains your name and other fields that you may have filled out when registering.

You may choose an image to help identify yourself during the event (select from a list of stock images or upload your own photo). Filling out your profile completely and accurately will help you better network with other attendees.

Important! Don’t forget to change the default Time Zone field of your profile so that all the sessions start times are reflected properly in your portal—refer to Time Zones and Session Timings section of this guide (page 5) to see instructions on how to change the default time zone of your profile.

The briefcase is located within your profile under the third tab. This is where you may retrieve documents and links that you have saved from the sponsor spaces, presentations, or meetings.
TIME ZONES AND SESSION TIMINGS (IN YOUR PROFILE)

Before beginning, it is important that you access the Profile menu and set up your personal Time Zone so that all the sessions start times are reflected properly in your portal.

See below for instructions:

1. Access the Profile menu.
2. Select the appropriate Time Zone, and Save Changes.
3. You should see your Time Zone reflected in the upper right screen of the sessions you are attending.
If you receive an email, vCard, chat request, connection, or announcement, you will be notified via a communication bubble in the upper right-hand corner of your screen. By clicking on the communication notification, you will be taken to the indicated item.

There are 4 types of private communication:

1. **Email messages** – The notification will indicate if you have an unread email. Click on the notification window to view the email.

2. **Chats** – If you receive a chat request you will be able to accept or decline the request. You may also send a short message to the chat requester when declining a chat.

3. **vCards** – The notification will display you have a new vCard. Click on the notification window to view the vCard.

4. **Connections** – The notification will display that you have a new connection request. You can accept or ignore the request.
After logging into the event you will be taken to the Lobby area. From the Lobby, you can visit the main areas of the event by clicking on the listing or utilizing the navigation bar.

1. **Search:** You can use the search feature to find attendees, sponsors, documents/links and presentations/webcasts.

2. **Navigation:** Access the different spaces in the event here.

3. **Lobby:** You can return to the lobby by clicking on “Lobby” on the top toolbar.
Navigate to the Session tab to view the sessions and demos, live and on-demand. By clicking on a session you will see more detail on content and speakers. Click here to see full program

The session tab includes a drop-down menu with links to the Program at a glance and to your personal agenda. The session tab will also be divided into different rooms. Each room is dedicated to a specific track:

- Plenary
- Medical
- Multidisciplinary
- Professional Track
- WFH Sessions
- Industry Symposia

Resources
- Click here to see full program
- Click here to see the abstracts
CLOSED CAPTIONING

The WFH Virtual Summit will be held in English with closed captioning in French, Spanish, Russian and Arabic for select Plenaries, WFH, Multidisciplinary and Medical Sessions.

*Closed captioning is only available for desktop users. Mobile devices, including cell phones and tablets, are not compatible with the closed captioning software.

Once you’ve entered a session, you will need to ‘opt-in’ if you wish to have closed captioning by clicking the red \( \text{CC} \) button at the bottom of the screen.

Once you click the opt-in button, a pop-up window will give you the option to select the language you would like to use.

Captions will then appear in that window, which you can move and resize as needed.
The Personal Agenda allows you to add sessions that you are interested in attending to your agenda.

Click on “Profile” or Sessions tabs to see your personal agenda.

- **Add to Calendar**: After adding a session to your agenda, download a calendar reminder.
- **Remove from Agenda**: Remove sessions from your agenda up until 30 minutes prior to their start time.
- **Live Now**: Indicates that a session is currently live.
- **Archiving**: Indicates that a live session has finished and is archiving.
- **On Demand**: Indicates that a session is available to view.
- **Starting Soon**: Indicates that a session will be beginning shortly (displays 30 minutes prior to Early Entrance).
- **Early Entrance**: Indicates that the session is beginning shortly and that you may enter the session.
Visit our interactive iPoster galleries to view over 350 posters from our poster presenters!

The Virtual Summit proposes 2 iPoster galleries:

1. HCP – posters with content intended for healthcare providers
2. Open to all
PROGRAM AT A GLANCE
EXHIBITS

Click on the Exhibits tab on the top navigation to go to the Exhibits Hall, where you can visit booths, download/view content and engage with booth staff.

Once you’ve entered a booth, you may click through the content tabs on the right-hand side to view collateral and information provided by the exhibitors.

Note there are two separate exhibit halls so be sure to visit both spaces.

Booth staff listed in the staff tab will be standing by in the space to chat with you and answer your queries during Summit hours.
Click [here](#) to download the Industry Symposia schedule.
LOUNGE

The Lounge is a great place to communicate and network with attendees, speakers and sponsors.

Join the public chat and network with various staff and guests.

The Twitter feed allows you to Tweet live from the event and share your experience.
The break area is designed to give you a mindful pause during the WFH Virtual Summit to help reenergize you between sessions.

Don’t forget to take mindfulness breaks during the WFH Virtual Summit! Three experts in their field put together videos to help guide you through yoga, music therapy and meditation breaks. To get started click the ‘Breaks’ tab and select one of the many videos.

This tab also includes the following drop-down menus:

- Badges with assigned point values can be earned by interacting with different event spaces, attendees and sponsors.
- Trivia and Puzzle
HELP DESK

The Help Desk is available for any technical support in English and overall questions about Virtual Summit will be offered in Spanish, French, Russian and Arabic through the day.

Chat: Chat with WFH staff available to help assist with any questions you may have.

Email: If you have additional technical concerns after live support has ended, you can email support at eventsupport@inxpo.com.

Computer Tips: Available to view helpful resources to troubleshoot potential issues such as chat or communication problems, security prompts, FAQs, etc.
The Daily Summit will provide attendees with highlights of the daily sessions and everything else happening during this Virtual Event – access from the lobby.
SOUNDS OF THE EVENT

The event uses audio to notify you when certain events occur. This is especially helpful if you are logged into the event but are working in another application.

Chat Accepted

When someone responds to a chat request that you initiated, you will hear this sound. Click on the icon at the left to play the sound.

Communication Received

You will hear this sound when you receive a new mail, chat request or Vcard. Click on the icon at the left to play the sound.