Virtual event portal FAQs

How and when do I gain access to the virtual event portal?
You will receive an email, to the address used when you registered, on Wednesday 2 March, with a link to the virtual event portal. If you have any trouble locating the link or your login details, please email the ANZCA events team at events@anzca.edu.au

I have lost my login details, what do I do?
If you have registered for the meeting but have misplaced your login details, please email events@anzca.edu.au and we will happily resend these to you. Be sure to check your spam or junk folders, as they can sometimes end up there.

Logging in for the first time
When delegates log into the virtual event portal for the first time a short informational video about using the portal will automatically play. Please watch this video to familiarise yourself with the portal.

What browser should I use?
We recommend using Google Chrome. We also recommend that you disable any VPN's you may be using.

What will I need to participate in the meeting?
While it is possible to sign into the virtual meeting portal using mobile devices, the smaller screen will limit your experience, we do not recommend using a mobile device to participate in the scheduled sessions. To get the most out of your OnAIR experience we strongly recommend using a laptop or desktop PC or Mac.

You will also need access to Zoom to participate. Please ensure you have the latest version of Zoom installed and unrestricted firewall.

To engage in both the schedule sessions and networking, you will need to have a webcam and microphone. Ideally use a headset/headphones. Of course, you will need to have a suitable broadband internet connection.

Signed in and can't see sessions?
Please use the red Live Support icon to ask for assistance (top right corner in OnAIR).

How do I get help during the event?
If you are having any technical difficulties or need other assistance during the conference sessions:

- If you're unable to gain access to the virtual event portal, please email support@wallf.ly.
- Alternatively, if you have signed in and require assistance, please use the red Live Support icon to ask for assistance (top right corner in OnAIR).

Using the timeline

Sessions are listed on the timeline in chronological order. You can click on any of the items in the timeline to view additional information and join the session. The OnAIR timeline will display in your browsers time zone.

To edit your time zone click 'My Settings' located at the top right-hand side of the OnAIR Portal. Please note the CTN workshop program published on the website is in AEDT Time.

Sign in permissions

Each time you sign in you will be asked to give permission for the portal to use your camera and microphone. We recommend allowing both features to maximise your experience as you will then be able to use the Meeting Hub.

Delegate Privacy

The first time you sign into the portal you will be asked some privacy questions as well as update your user profile. Please be aware that unless you change these settings, your user profile will be defaulted to limited. What this means is your first name and first letter of your surname only will be displayed to other attendees of the meeting and no personal contact details will be shared.

We do encourage you to change these settings and display your full name and upload a profile photo so you can take full advantage of the virtual networking features throughout the meeting.

How do I ask a question to a presenter?

You can either raise your virtual hand or submit your question via the chat function in Zoom. **If you are submitting your question via the chat function please ensure you note the speaker name who it is for (i.e. Question for Professor David Story) to ensure it's directed to the correct person.** If you are watching the workshop in a group setting we recommend you nominate one person to submit any questions from your group through the chat function in Zoom.

What is the Resource Gallery?

The resource gallery is your quick access to abstracts for the 'New proposal sessions' and a list of all our speakers along with their bio.

How do I connect with other attendees at the event?

Connect at any time with any attendees by visiting the Meeting Hub and using the message function. You will need to request to connect with another delegate to live chat or video call them.

You can also private message other delegates using the chat function in the Zoom meeting.

How do I export my notes and contacts from the event?

Any notes you take using the My Session Notes feature of the virtual event portal can be exported at the end of the conference and emailed to your registered email address. Simply click on the export button in the top right corner.

How long will recorded content be available for viewing post the meeting?

Registered delegates can catch up on session recordings and watch OnDemand. Recordings of these sessions will be available for up to 12 months post the workshop on the virtual event platform. Please

note recordings will be made available one week post the meetings where presenters have given consent to make their recording available to delegates.

Portal features

Using the meeting hub

The Meeting Hub allows you to connect with other attendees. Simply search for an attendee and click their name to display more options. You can choose to have a live video **Call** or text **Chat** with online attendees. You can also send an offline **Message**.

Click the Connect button and share you profile and contact details with your new connection. Be sure to update your profile on the top right, click my settings and scroll down to the meeting hub to update your preferences. We have set this to minimal information until you update it.

Other features include scheduling a meeting, a note pad and export facility.

Contact information for all attendees you have connected with will be included when you export your contacts (see the Exporting your Notes and Contacts for additional information). You cannot see yourself in the Meeting Hub so do not be alarmed if you are not visible.

Joining the virtual networking break and bake off

Delegates can join the virtual networking break and bake off at the conclusion of Session one at 11.30am AEDT on Friday 4 March. Simply stay in the Zoom meeting room at the end of Session one and turn on your camera and microphone to network with other delegates.