# PLATFORM GUIDE

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## AUSTRALIA GLOBAL SUMMIT

We hope you are looking forward to the Australia Global Summit! We have prepared this guide on how to use the virtual platform for the event. Should you have any questions or need assistance, review the FAQs or contact us.

## TECHNICAL SETUP

Before the event, ensure you have the following:

- A charged desktop computer or laptop available for use – please note the platform is not mobile responsive
- Ensure your device has a speaker or organise a headset
- Access to the latest version of Google Chrome, Safari, Mozilla Firefox or Microsoft Edge – **Internet Explorer is not supported**
- Access to a high-speed internet connection

As the platform uses the latest video technology, check your browser and operating system (OS) is updated to the latest version. To test what browser version you are using, go to what is my browser and update if required.

## ACCESSING THE VIRTUAL EVENT

To join the online platform from desktop, please click on the link in your email. Alternatively you can visit the event website and click on the link to join. You will then need to enter your registered email address and PIN sent to you via email.

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## NAVIGATING THE PLATFORM

### SYSTEM CHECK
When you first login on desktop, you will be prompted to complete a system check to ensure everything is working correctly. Please allow the online platform to access the correct microphone and camera.

The system will remember the settings for the future. However, if you use a different browser next time, you may be required to complete the system check again.
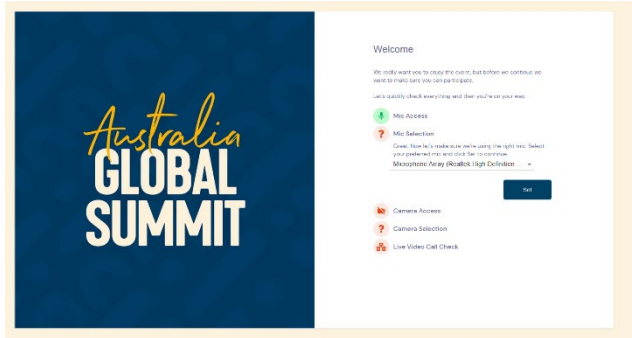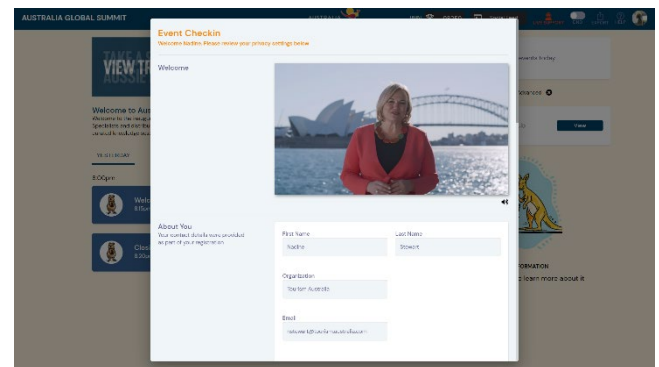


### CHECK IN
Once logged in you will arrive on the check in screen where you can view the welcome video and add a profile picture and review your contact details.

It is important that you review the 'Networking Hub' section and untick any personal contact details that you do not wish to share with other attendees.

Once you are happy with the settings, please select **Update and Close.**



### TIMELINE
Once you have completed the check in, you will arrive on the timeline which serves as the home page and main navigation source for the platform.

You will be able to see all of the various sessions that make up the agenda. The red line will indicate where you are up to on your schedule so you can easily keep track. In addition, the countdown timer in the top right will show you how long until the next item on your schedule begins.
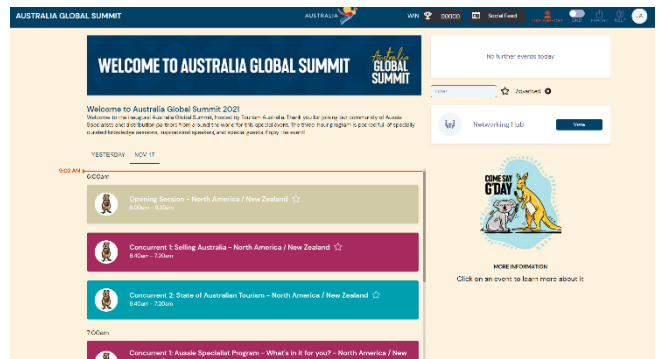


## JOINING SESSIONS

The Join button will appear next to the session 5 minutes prior to the start time. If you are on the timeline, you will hear a reminder chime 30 seconds before the start time to join.

There are a few concurrent sessions at Australia Global Summit, so you will need to select the session that is of most interest to you. These sessions are coloured pink and turquoise on your timeline.

Once you have clicked join, the session will start automatically at the scheduled start time. All conference sessions are embedded in the screen.

Inside the conference session you can:

- View the session information and interpretation (more details on interpretation below)
- Ask questions via the Live Q&A tab
- Contribute to the conversation in the Discussion Forum
- Take notes – these are private and can only be viewed by you. Any notes taken on the platform are collated and can be exported at any time using the export tool
- Download factsheets from the handouts section

Once the session has ended, please select '**Back to timeline**' in the top right and repeat the process to join the next session.

Keep an eye out for the session survey and make sure you complete this to go in the draw to win a prize!
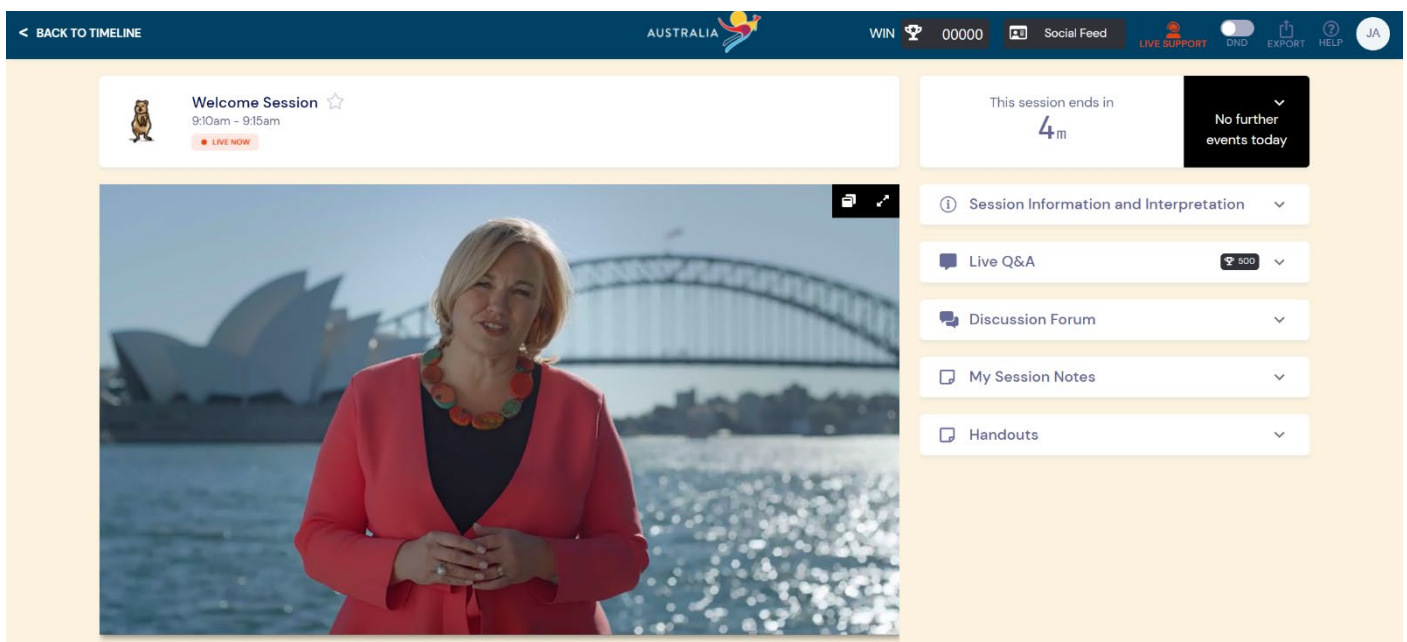


### INTERPRETING SERVICE

During the Asia / Domestic broadcast, we will have interpreting services available for Mandarin, Japanese and Korean speaking delegates. Simply click on the session information and interpretation section and you will see the interpreting widget where you can select your preferred language.

You will need to turn down the volume on the video once the session starts, keeping your computer volume up so you can hear the interpreter. We recommend that you do not completely mute the video as there will be some videos and music played throughout the sessions.
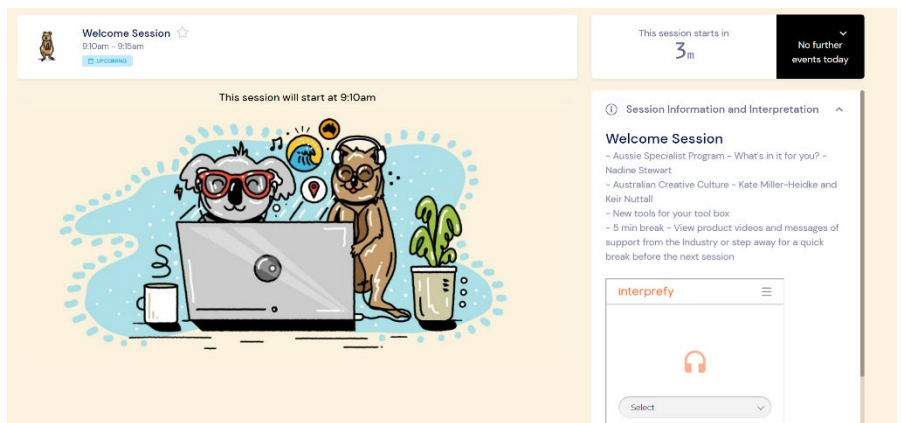
## NETWORKING TOOLS

**NETWORKING HUB**
In the Networking Hub, you can send connection requests to other event attendees. Once connected, you will be able to call, chat and message each other.

When accepting a connection request, please be aware that you are agreeing to share contact details as per the settings selected on the 'Networking Hub' on the event check in screen. Should you wish to review or update these settings, you can do this by visiting **My Settings**.

When you receive a connection request, you will be notified by a pop up in the bottom right corner of the platform, however it is a good idea to enter the Networking Hub and check your connections list regularly in case you miss the notification

**SOCIAL FEED**
The Social Feed is a public chat forum where you can post messages, photos or videos for all attendees to see, like and comment on. Social Feed is not for technical support so please use the Live Support icon for any assistance.

**WIN**
You can win points throughout the event by engaging on the platform. Check out the WIN section for more details on how to earn points and be in the running to win a prize!

## LIVE SUPPORT

If you need technical support at any time, please visit the **Live Support** icon at the top of the screen and advise the issue.
Our support team will then respond to resolve the query as soon as possible.
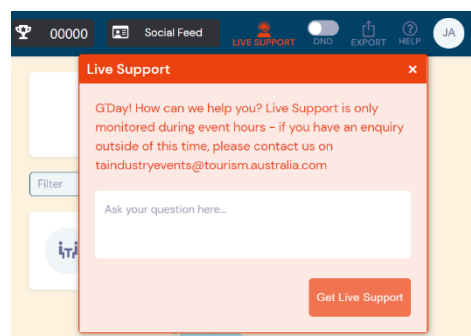


## OTHER HELPFUL TOOLS

There are a few other helpful tools on the virtual platform:

- DND (Do not disturb) mode - other delegate connection requests and live chat messages are silenced
- Export – where you can export your contacts and notes at any time. The platform will remain open until 16 December giving you plenty of time to retrieve your contacts and notes post event.
- Help – where you can view the latest FAQs
- My Settings – by clicking on your profile photo or initials you can review update your profile information at any time.
- Refresh – by clicking on your profile photo or initials you can select refresh data to update your timeline. We recommend you do this regularly throughout the event to ensure you are viewing the latest information in your timeline.