

PLATFORM GUIDE

ATE21
AUSTRALIAN TOURISM EXCHANGE



We hope you are looking forward to [ATE Online](#)! To ensure the smooth running of the event, please read the following information in detail.

ATE is being held for the first time as a hybrid event, with ATE Online held for all international buyers who are unable to travel due to border restrictions. The online platform is different to what was used at the previous Australia Marketplace Online events to provide increased functionality. Rigorous testing has been put into ensuring the online experience is enjoyable and productive but please bear with us if there are any technical issues, which we'll do our best to resolve promptly.

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 desktop computer or laptop available for use
- If your computer or laptop does not have an inbuilt front facing camera, organise a web cam if you would like to conduct your appointments with video (recommended)
- Ensure your computer has a built in microphone 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.

PREPARING FOR YOUR APPOINTMENTS

Review your appointment schedule as soon as possible and prepare for each appointment using the directory. Both your appointment schedule and the directory are available via the [Seller Info Hub](#). We recommend downloading an updated version of your appointment schedule in case there have been any last-minute cancellations.

Please remember to action appointment requests to maximise your schedule. Requested but not confirmed meetings will not appear on the virtual event platform.

Your printed schedule report is set to Australian Eastern Standard Time (AEST), whilst your schedule on the online platform will be set to your browser settings. Keep this in mind and ensure you are online with sufficient time prior to your appointment taking place. We recommend you log in **at least** 20 minutes prior in case you require technical assistance.

Be aware that virtual backgrounds are unavailable on the platform so a tidy backdrop with good lighting is required. You may like to consider setting up pull up banners or other company branding behind you if available.

Your laptop should be setup so that the camera is at eye level. Wearing a headset is also recommended to ensure you can be heard clearly and to block out any background noise. It is a good idea to minimise any distractions such as emails and instant messages that may pop up whilst in appointments and turning your phone to silent or airplane mode.

Sellers will be able to share their screen during appointments. When sharing screen, sound does not share so best to use videos without sound and speak to these instead. If you do need to share a video with sound you can send a link via the chat.

ACCESSING THE VIRTUAL EVENT

To join the online platform, please visit the [event website](#) and click on the link to join.

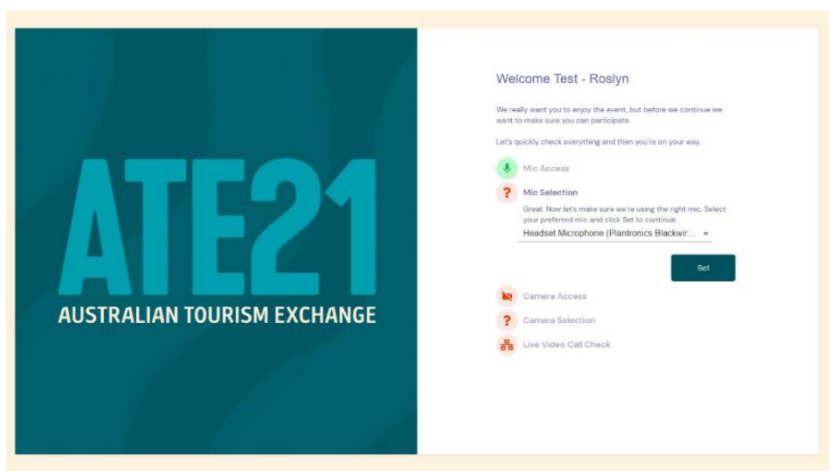
You will then need to enter your registered email address and PIN sent to you via email.

NAVIGATING THE PLATFORM

SYSTEM CHECK

When you first login, 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.

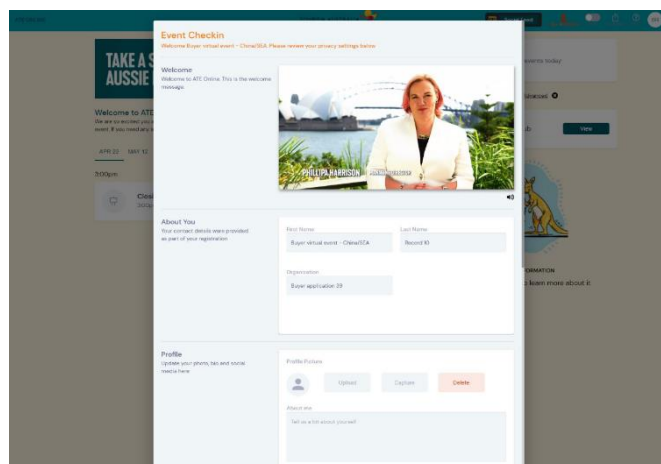


CHECK IN

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**.

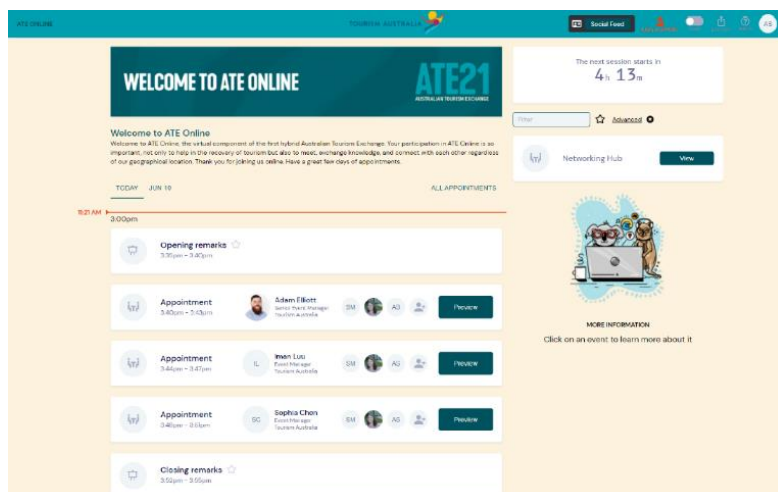


TIMELINE

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.

The event dates will appear on the screen and you can click each date to see your personal schedule. **Please note:** if you are participating in ATE Live, you will see these dates listed on the platform – please ignore these as these appointments will be held in person.

The red line will indicate where you are up to on your schedule on any given day 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.



ALLOCATING APPOINTMENTS

When you log into the online platform for the first time, appointments will need to be allocated to the relevant delegates. This will happen automatically if you do not have any additional delegates on your application as all appointments will be assigned to the primary seller delegate. However, if you have additional delegates on the application will need to indicate which seller delegate will be looking after which appointment.

Navigate to the **Unassigned appointments** to action. This can be completed in bulk by selecting '**Assign all appointments**'.

You can then select one or multiple team members to allocate all of appointments too. Once done, select save so they appear in each of the team members timelines. If you cannot see these allocated, please select your profile picture/initials in the top right corner and select refresh.

Alternatively, you can allocate the appointments one by one. To complete in this method, select the + icon next to the appointment name, tick the team members you wish to take the appointment and select **Save**. Each appointment must be allocated, otherwise it will not appear on the event timeline and delegates will not be able to join it.

The appointment allocations can be updated at any time throughout the event, however **all appointments must be allocated to someone prior to appointments commencing on Thursday 10 June**.

If you are the only registered delegate for your organisation and you have no additional delegates, the appointments will be automatically assigned to you so there is no further action required.

CONDUCTING APPOINTMENTS

A reminder that all appointments on the online platform will appear in your browser time zone. Please note, if you have printed the short or comprehensive version of your appointment schedule, the times are displayed in Australian Eastern Standard Time (AEST) - it is important you bear this in mind to avoid confusion.

The screenshot shows the ATE Online platform interface. At the top, there's a header with 'ATE ONLINE' on the left and navigation links like 'Turtle take...', 'LIVE SUPPORT', 'CHAT', 'HELP', and 'LOGOUT' on the right. Below the header, there's a 'NEED HELP?' section with a link to 'Read our FAQs or contact live support'. To the right, there's a 'APPOINTMENT STARTING NOW' section featuring Adam Elliott, Senior Event Manager at Tourism Australia, with a 'Join' button. Below this, a 'The next appointment starts in 3m' timer is shown. The main content area displays a list of appointments for 'TODAY' (JUN 10, JUN 11, JUN 15, JUN 16) and 'ALL APPOINTMENTS'. The first appointment is 'Opening remarks' at 3:35pm - 3:40pm. The second appointment is 'Appointment' at 3:40pm - 3:43pm, which is currently 'LIVE NOW' and features Adam Elliott. The third appointment is 'Appointment' at 3:44pm - 3:47pm, which is 'UPCOMING' and features Iman Luu. A 'Networking Hub' section is also visible on the right side of the interface.

When it is time for your appointment, you will hear a 'ding' sound and a join button will display. Select **Join** to enter the appointment.

Your video as well as the video of the other delegates will display as they join the appointment.

The screenshot shows the ATE Online platform interface during an appointment. At the top, there's a header with '< BACK TO TIMELINE' on the left and 'TOURISM AUSTRALIA' on the right. Below the header, there's a 'Adam Elliott - Tourism Australia' section with a 'Mark buyer as a no show' button. To the right, there's a 'This appointment ends in 34s' timer and a 'Next appointment 1m 34s' timer. The main content area displays a video feed with four participants: Adam Elliott, Reslyn Penning, and two other delegates. Below the video feed, there's a 'Chat' section with a message from Reslyn Penning at 3:42pm saying 'Hello all!'. To the right of the chat, there's a 'My Notes' section with a text area for taking notes. At the bottom, there's a control bar with buttons for 'End Appointment', 'Stop Camera', 'Mute Mic', 'Settings', 'Share Screen', 'Invite Attendees', 'Invite Guest', and 'Maximize'.

Inside the appointment you can:

- Send chat messages – this can be seen by all delegates in the appointment
- 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
- Send a connection request to the person you are meeting with via Networking Hub, this will allow you to share contact details as per your selection on the event check in screen

Appointments are timed, so will count down and fade out at the end – no running overtime! You can see the time remaining in your appointment in the top right.

Sellers can also mark no shows within the appointment window. If a buyer does join or contact you later, you can also unmark them as a no show.

To share screen during your appointment, click the **Share Screen** button from the appointment tab. We recommend that you click the **Window tab** and select your PowerPoint or file that you are sharing. Please have your file ready and open on your computer before you begin sharing. It is also recommended that you have two screens available so you can see the buyer and timer in the appointment window along with the document you are sharing.

Audio does not share when using the share screen tool, so it best to use videos without sound and speak to these instead. If you do need to share a video with sound you can send a link via the chat.

Given the short appointment time, Tourism Australia recommends concentrating on the conversation during the appointment time rather than displaying presentation materials if you are having any difficulties.

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

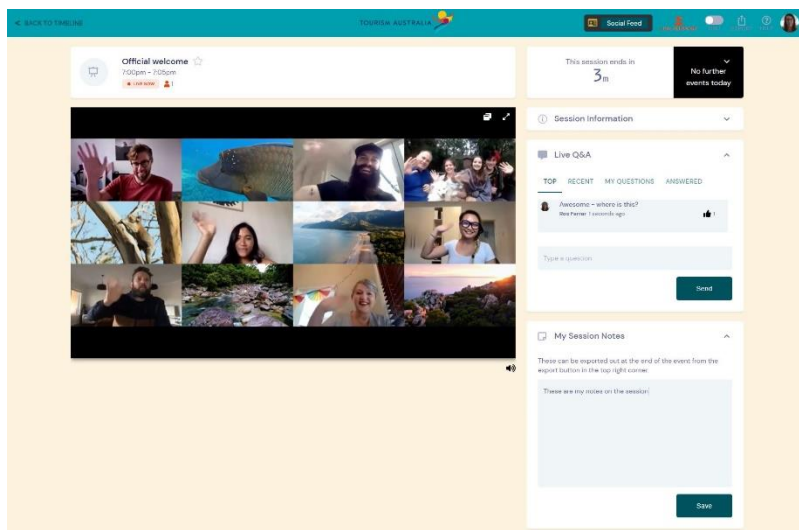
CONFERENCE SESSIONS

Sellers are welcome to join any of the conference sessions for ATE Online, however the sessions have been designed with buyers in mind as the key audience. Relevant sessions for sellers will take place through ATE Live and will be recorded for viewing on demand.

The Join button will appear next to the conference session 15 minutes prior to the start time. If you are in the timeline, you will hear a reminder chime 30 seconds before the start time to join. All conference sessions are embedded in the screen, there is no separate Zoom application required.

Inside the conference session you can:

- Participate in Live Polls or Q&A
- 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



NETWORKING HUB

In the Networking Hub, you can send connection requests to other event attendees.

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**.

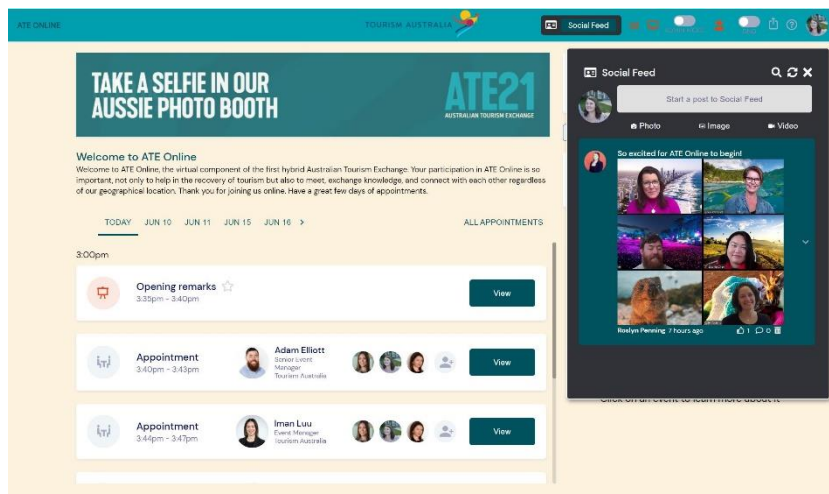
Once connected, you will be able to:

- Call – you can call an attendee at any time for an audio or video live conversation. It is best to ensure the other attendee is online before calling, this is indicated by a green dot in their profile picture.
- Chat – the chat is a live chat functionality similar to instant messaging. If an attendee is online, they will see the live chat messages pop up on their timeline, however you can turn these notifications off using the **Do Not Disturb (DND)** tool. We recommend using the message functionality instead of the chat where possible.
- Message – you can send messages which delegates can view and respond to at their convenience. Email notifications are not sent, so it is important to check your messages regularly.
- Book a meeting – you can schedule a 1:1 meeting on the platform between any attendee – this includes seller to seller or buyer to buyer. If you are wishing to conduct an appointment between a seller and buyer, we recommend that you schedule this via Online Messaging in the Seller Info Hub instead as that will allow full appointment functionality, with the ability to share screen and add additional delegates.
- 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
- View contact details – you can view the personal contact details. A list of all your connections will collate and can be exported at any time using the export tool

The screenshot displays the ATE21 Networking Hub interface. On the left, a list of attendees is shown with filters for 'ONLINE NOW' and 'Advanced'. The main area features a '1 CONNECTION' section with a list of pending requests from Roslyn Penning, Adam Elliott, Lidwine Bernardin, Sophia Chen, and Leanne Craddock. Below this is an 'INVITATIONS' section with a request from Melissa Coles. On the right, the 'NETWORKING HUB' section provides instructions on how to connect and includes a 'G'DAY' graphic. At the bottom right, a chat window for Roslyn Penning is visible, showing a 'Send' button and a 'Remove Connection' link. A timer indicates the next session starts in 4h 8m.

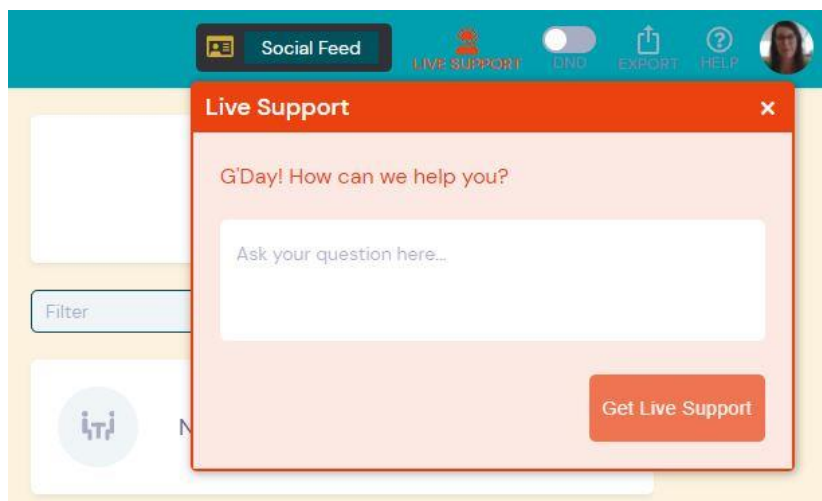
SOCIAL FEED

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.



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 to keep in mind whilst participating in the online event:

- 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 30 June giving you plenty of time to retrieve your contacts and notes post event.
- Help – you can view the latest FAQs here
- 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.

