Virtual Chair's online venue:
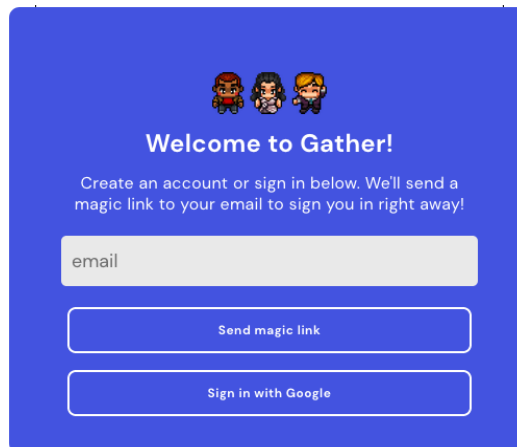## Basic tips for Navigation & Troubleshooting

Prepare for your experience

You will need to use **Chrome** or **Firefox** to connect from a computer (not a personal device). Please ensure that you are not logged in to a VPN.

Before arriving in the online venue, you will be able to learn the basics of navigating the site by watching [Virtual Chair's Instructional Welcome Video](). This is how you will discover the most important tips for navigating the site.

Joining your Virtual Venue

The first time you access the event space, you will receive a Landing Page from your event organizer, which contains a link to "Join" the venue. Once there, enter your email address used to register and click "Send Magic Link"
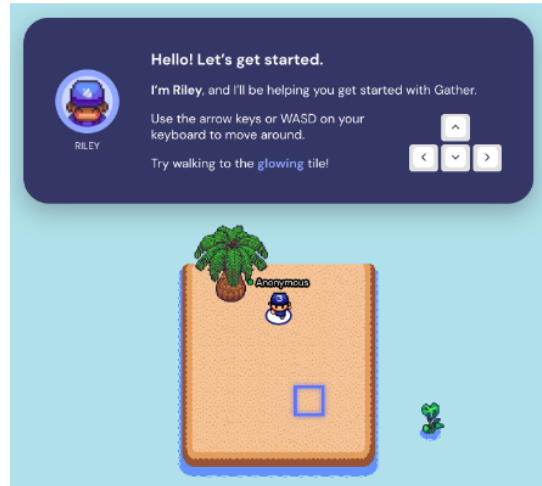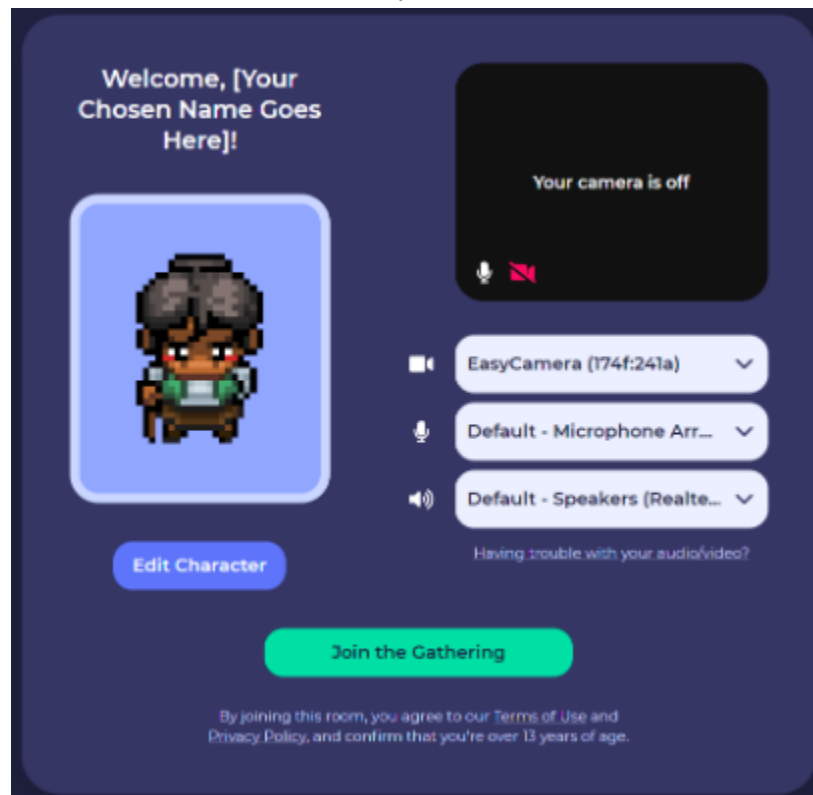

You will receive an email with instructions to validate your access. Once you click on the link, you will be asked to finish signing in via Browser or Desktop App. Select <u>Browser</u>, and you will then be able to close your tab and go back to your original Gather tab.

You will then have the opportunity to go through a tutorial on how to use Gather. You are able to skip the tutorial by selecting "Skip Tutorial" on the left hand side in the toolbar.
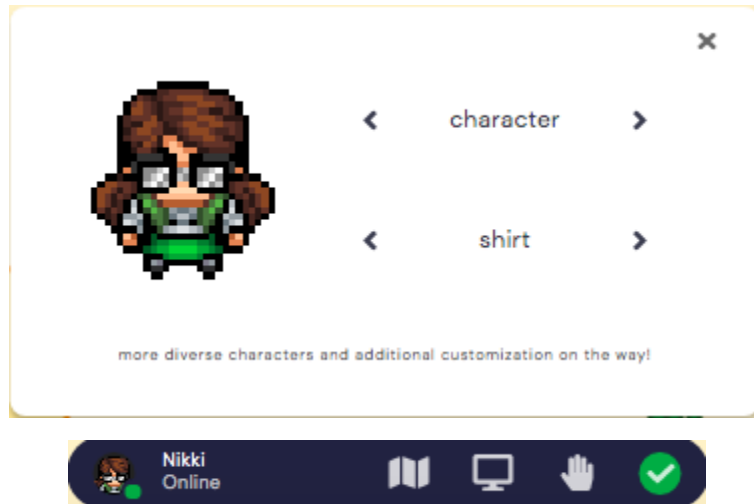
Be sure to allow access to your microphone and camera!

These steps will only need to be completed the first time you enter the space. Should you have to leave and come back, you will be able to enter instantly.

Changing your avatar

- To choose a new avatar, click on the avatar on the very left of your menu bar (located in the bottom-center of your screen) to select a character to represent you.
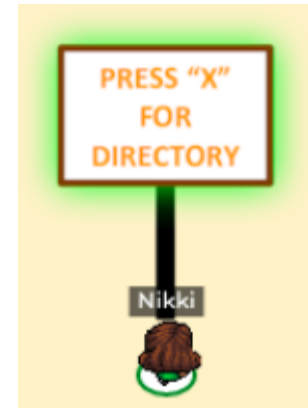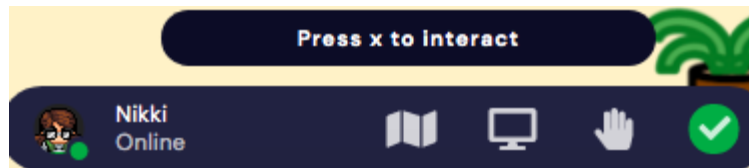

View the event venue in different ways

Your avatar will be labelled with your name and positioned in the center of your screen - you are now standing in the lobby.

-Visit different parts of the venue by pressing the arrow keys on your keyboard or letter keys WASD.

- Press and hold "G" on your keyboard to enable ghost mode - this is an easy way to get out of a crowded area as it allows you to walk through obstacles.

- Click "View" then "Zoom" in your internet browser's menu to see more at once. This will also display the shortcuts which you should use to zoom in and out quickly.
- Directories will let you know where specific or or posters are located. Type "X" on your keyboard any time you see the message below:
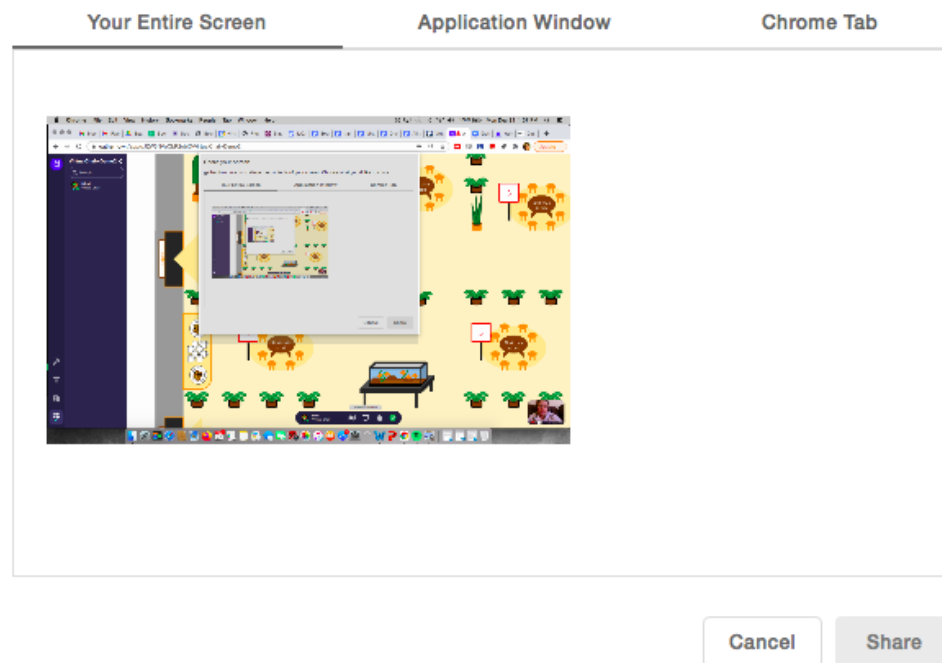
Making a Presentation

- Screenshare by clicking the computer icon in the grey menu bar; you will need to authorize your browser access to share another application or your entire screen.
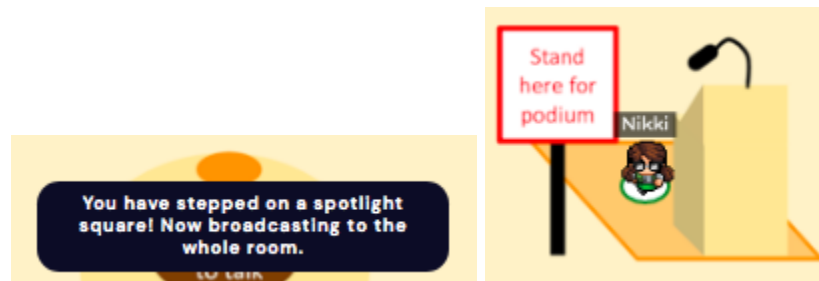
- Exit out of Screenshare by clicking the computer symbol again, now highlighted green

- Stand on the rug behind a podium to speak and/or share your screen with everyone in the same room; Moderators or Q&A participants may stand at another microphone in order for the entire room to hear your interaction.

We HIGHLY recommend that presenters test their own personal screenshare settings prior to their presentation time, as these vary widely depending on the computer and software being used.
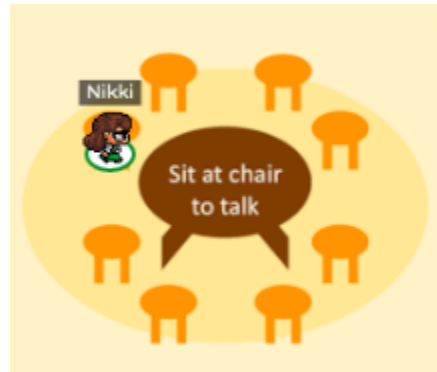
- Practice ahead of time in a private conversation to be sure you're comfortable turning screenshare on and off.

- It is possible for one person to screenshare while another person speaks, as long as both are standing at microphones in the same room. Feel free to share responsibilities as you are getting to know this new tool.

- Computer audio is NOT sharable in gather.town; screenshare will only project an image and sounds entering via a computer's microphone.

Interacting with others

There are a few ways to interact with others in the event venue:

- As in real life, you can speak "face-to-face" with other participants who are in close proximity - no shouting across the room!

- By stepping onto a "conversation carpet" together or sitting around the same table, you and other attendees will be entering an isolated conversation area; you will not hear anyone else who is close by unless they too step onto your rug or join your table. Don't fall off your chair-you'll no longer see or hear the other participants at the table!

- The exception to this rule is that you will still hear anyone speaking at a microphone in the same room as you. As in real life, anything said by someone at a microphones will interrupt and override all other conversations in the room.

- Ignore another participant's microphone by clicking on it (this does not change what other participants hear and only applies to your own sound).

- Enlarge videos by clicking on them (including videos of people you're talking to).

- Curate a "friends" list by first clicking the Persons icon on the left hand toolbar, and then clicking the name of another participant and sending a private chat message; they will appear in your chat list thereafter. If you part ways, message them privately by selecting "Message" and the name of the person you would like to chat. You can also select Everybody to send a chat to the whole space, or Nearby to send a chat to people near you

VIsiting a Poster (mostly on the day you are not presenting!)

If you know in advance that you want to view a specific poster, you can find it in the directory or find the poster author in the participants list and **locate** them - you will have a path drawn from your current location to their location (which may not be at their poster!)
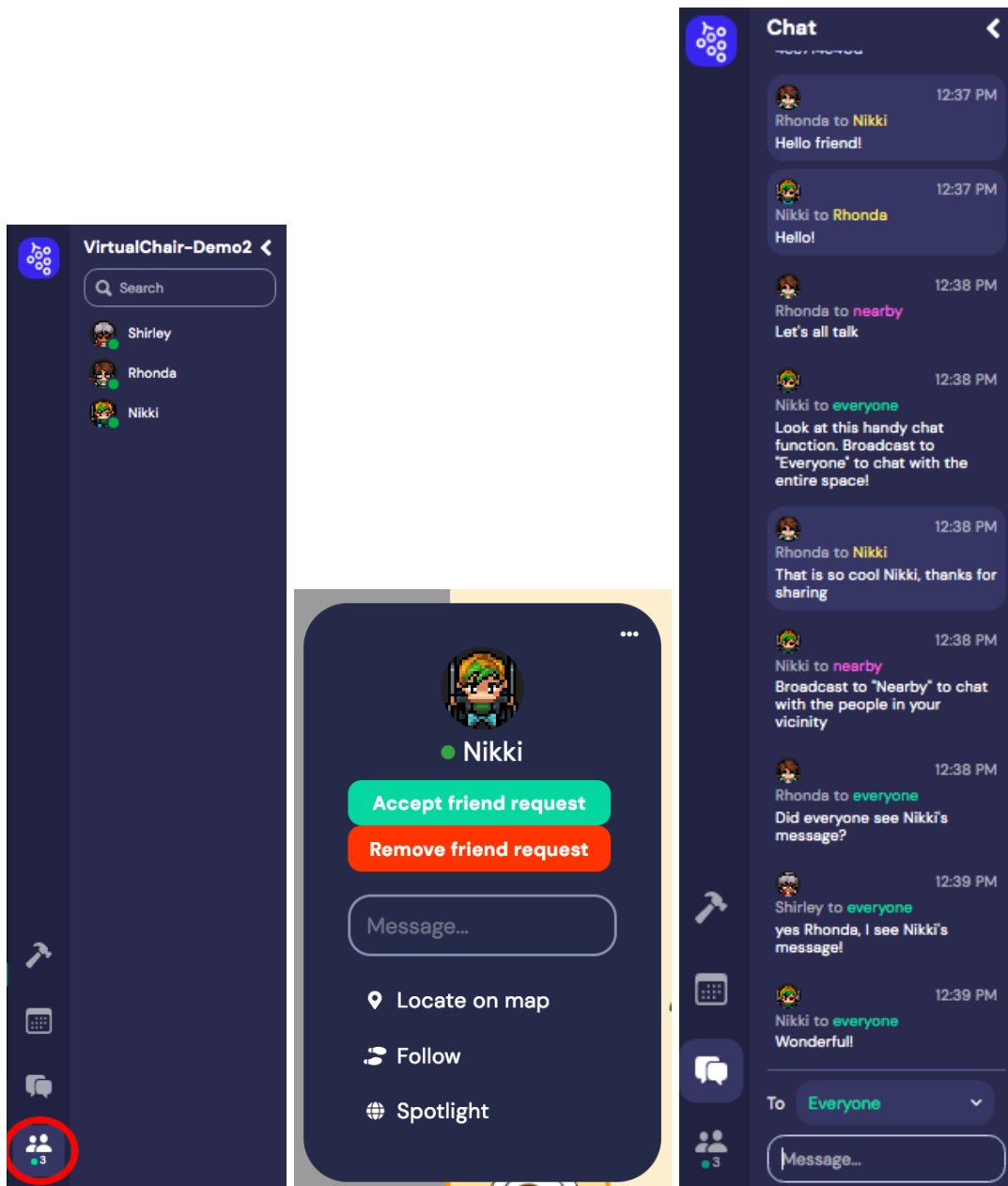
If you prefer to browse the space, posters are grouped by topic. VIsible on the rug for each poster is a sripped-down "placeholder" poster to help you identify posters of interest to you. If you see one of interest you can

- Hit X to expand the poster placeholder for easier reading

- Step on to the poster rug to interact with the presenter, who should be sharing their screen with the full poster

Like in an in-person poster session, presenters may step away from their poster to visit nearby, related posters, or to view a poster of a colleague. If you travel to a poster and the presenter is not there, do the following

- Find the poster author (listed on the placeholder) in the participant list and send them a private chat message asking them to return to their poster. They will do so as quickly as their avatar can move through the space!

Presenters: you can use the **locate** feature to quickly find your way back to your poster, by locating the person who sent you the private message. Please return as quickly as possible - pressing G (ghost) should help you walk through obstacles!

- Check out people's name badges. Click on their name in the video chat or in the participants list and a badge will pop up with their affiliation.

- Don't stand in doorways; it blocks others. And if you get stuck in traffic, hold down "G" on your keyboard to turn into a ghost and walk through the avatars who block your way.
- Bring your virtual dance shoes and try dancing by holding down "Z" on your keyboard. No one has two left feet in Gather!
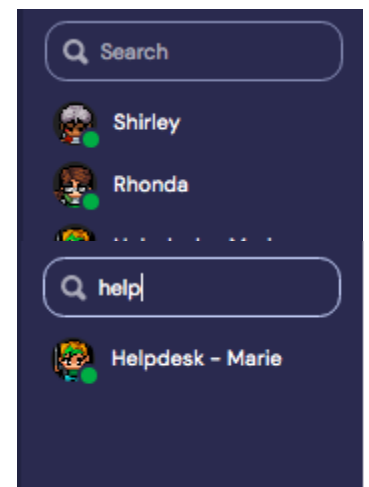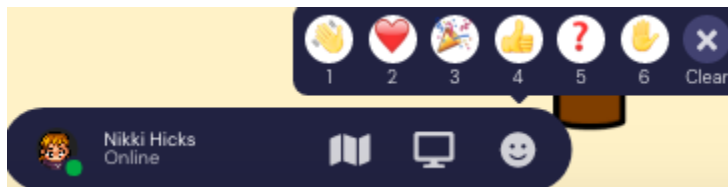
Asking for Help

During the event, a member of Virtual Chair's staff will also be available to assist participants who have any questions about navigating the site. Please feel free to contact them in one of the following ways:

- **Email** the Virtual Chair staff to alert them if you have have trouble navigating the event space on gather.town; they are available at siop2021-helpdesk@virtualchair.net

    In order for Virtual Chair's Helpdesk team to best assist you, it is recommended that you confirm which browser you are using, and provide either a screenshot or a description of the specific webpage where you encountered an issue. Specific information on troubleshooting audiovisual connection issues is available [by clicking here](#).

- **Walk** to a virtual Helpdesk to discuss your question directly. Helpdesks will be located in the lobby

- **Chat** one-on-one with a Helpdesk staff member by scrolling through the participant list and clicking on their name, then "message". You can also search for the Helpdesk staff member using the search bar, found above the list of participants

- **Raise your hand** by finding the hand emoji on the bottom toolbar, which will show on the participants list

On behalf of the entire team at Virtual Chair, we look forward to meeting you at SIOP 2021!

To keep in contact with us after the event, feel free to write to info@virtualchair.net.
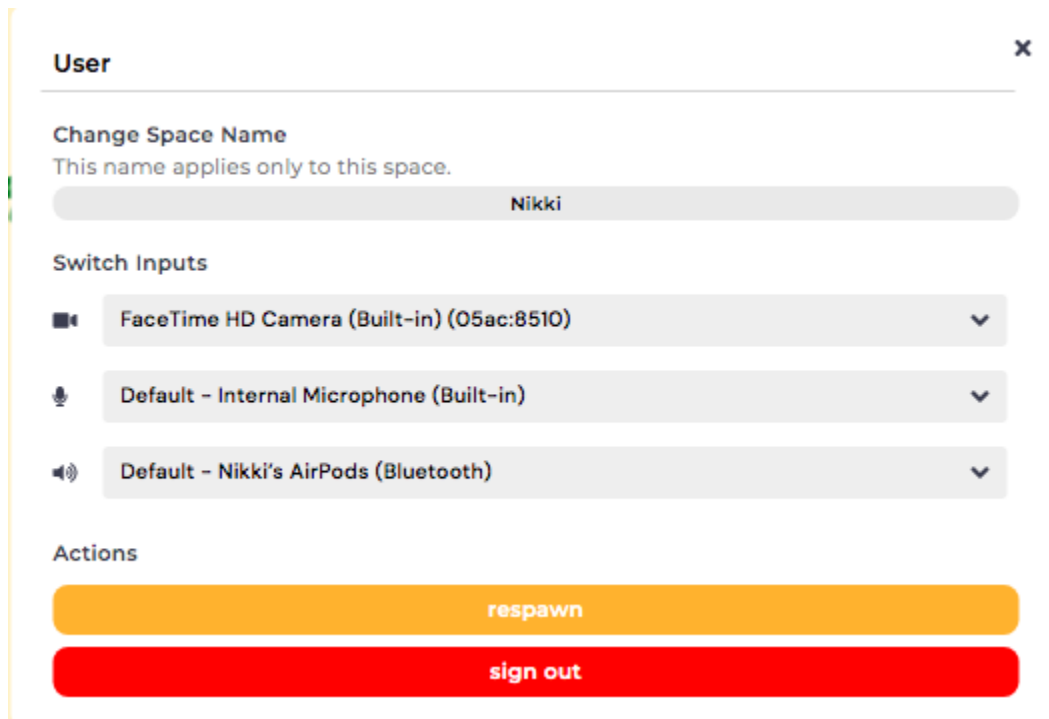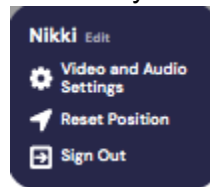
Troubleshooting Guide

We want your experience to be as good as technology will allow! If your equipment isn't functioning correctly, you can view information on common AV issues here. Any ongoing or unresolved issues should be signaled to support@gather.town for direct assistance.

Here are a few common settings that may need to be adjusted:
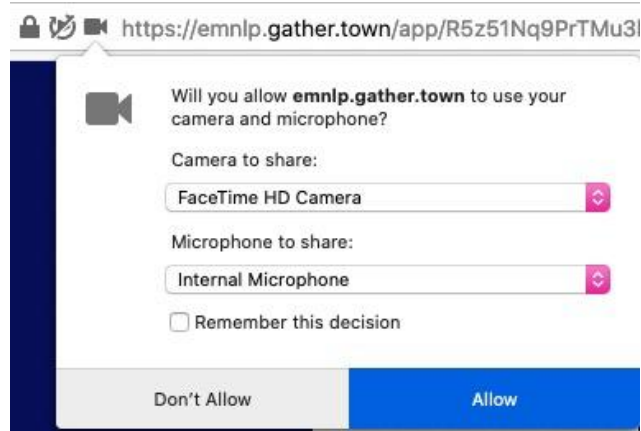
When you first log in to the venue, you are prompted to authorize gather.town to access your camera and microphone. If you skip or do NOT authorize this, or your AV is not functioning properly, check the following settings on your computer:

- Clicking on your Name on the bottom menu bar will allow you to view which audiovisual tools you are currently using (note that you will not be able to modify your name here, which for security reasons is that used on your event registration).
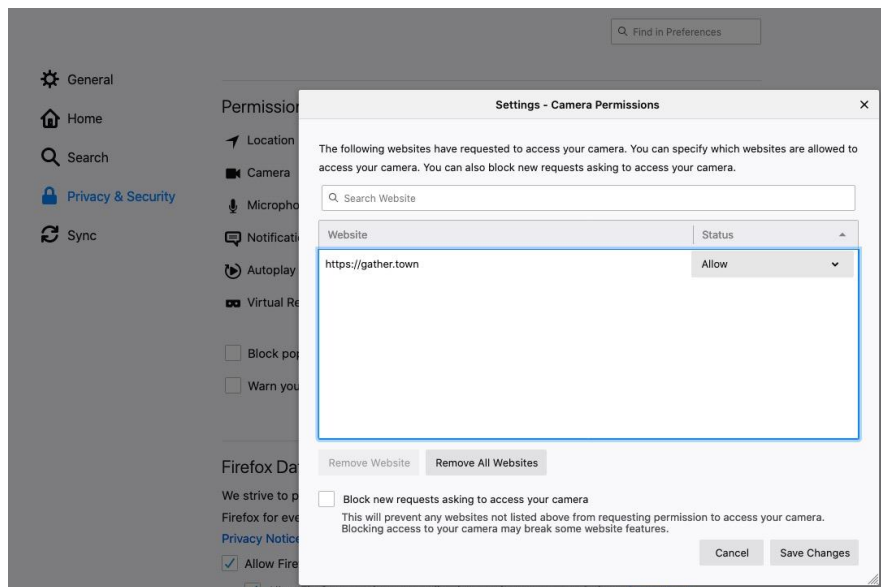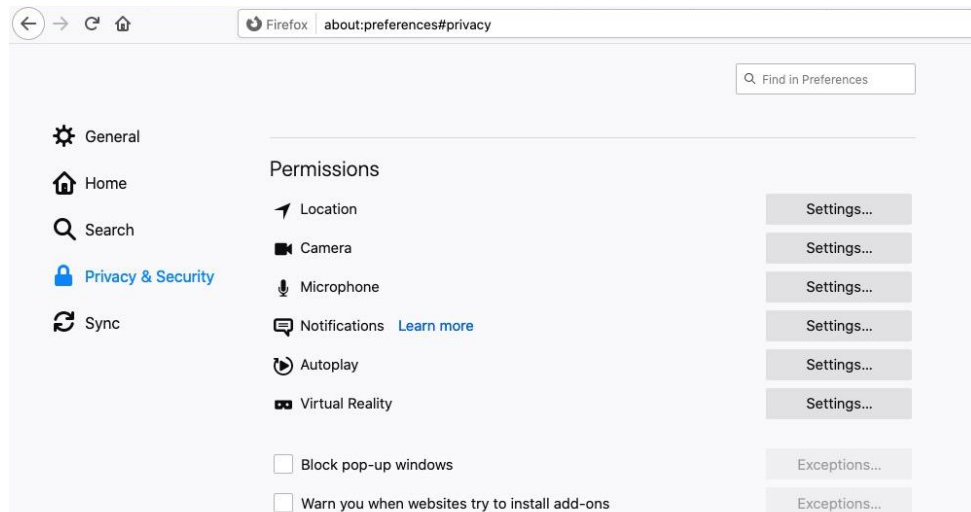

- If your video or microphone is still not functioning, you can open your browser's settings and ensure that you have given permission to the site gather.town to access these tools.
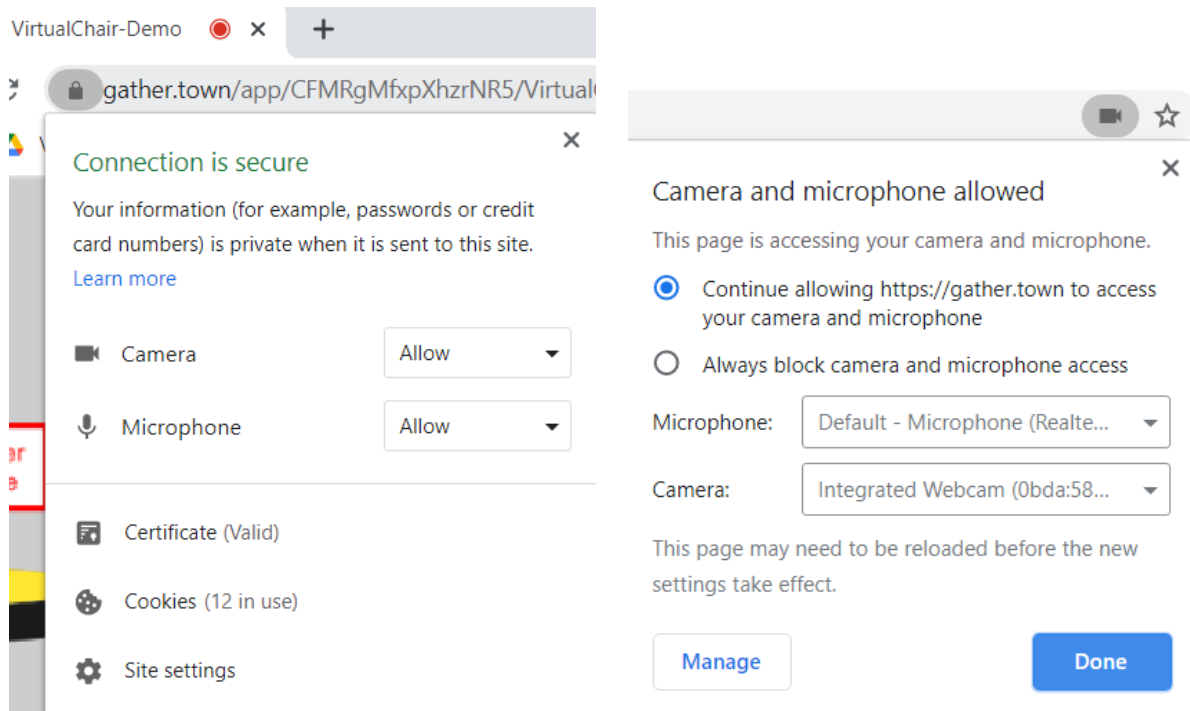
   In Firefox, you'll see these permissions by clicking directly in your address bar here:
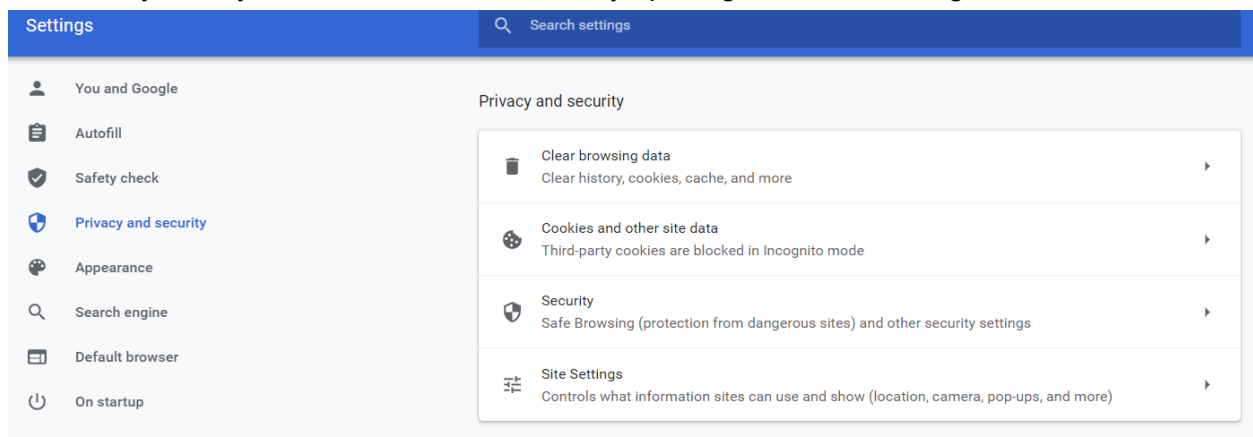
Or you may need to authorize access by opening the Firefox settings menu here:

In Chrome, you'll see these permissions on the left and right sides of your address bar:

Or you may need to authorize access by opening Chrome's settings menu here:

- If you're having bandwidth issues, try turning off your or others videos by clicking on the video camera icon superimposed on the video (it won't impact the views of others). Similarly, if someone's background noise is disturbing you, you can mute them (again without impacting whether others can hear them).