

ATTENDEE LOGIN AND PLATFORM GUIDELINES

It is with great pleasure that we welcome you as an attendee at the Sydney Cancer Conference 2021 (SCC2021). To access the virtual platform and sessions, please take the time to read these guidelines. For further assistance, please contact the Conference managers at SCC2021@arinex.com.au.

PROGRAM AND ABSTRACT BOOK

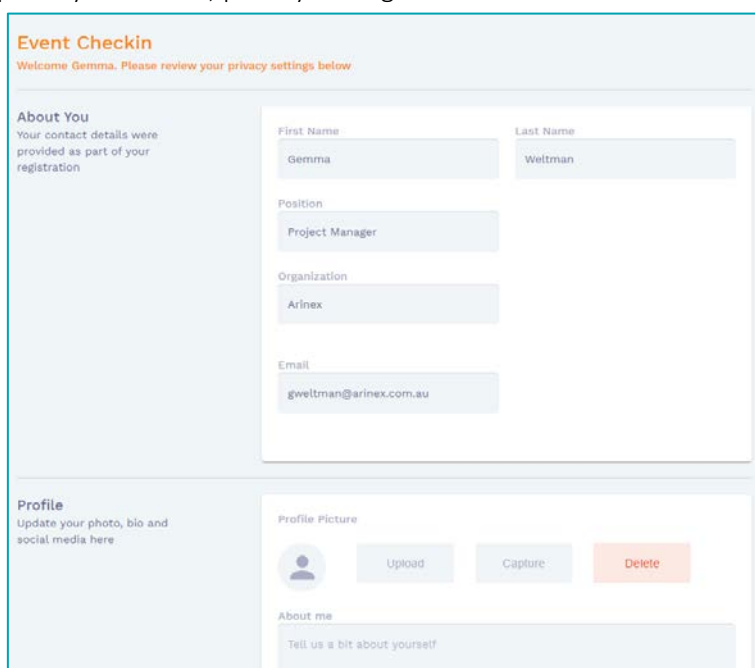
To view the latest program and the abstract book, please visit the Conference website by [clicking here](#).

LOGGING IN TO THE VIRTUAL PLATFORM

You may use the virtual platform on either **desktop** or **tablet**.

We recommend using the latest version of **Google Chrome** to access the platform. [Download Google Chrome here](#). Please see the instructions for using the platform on Mac further below.

1. Access the virtual platform here:
<https://portalapp.arinex.eventsair.com/VirtualAttendeePortal/scc2021/scc-2021>
2. **Sign in**, via the **link provided** and use the email address you registered with and the **PIN** sent to you via email.
3. Review and update your details, privacy settings and time zone.





The screenshot shows the 'Event Checkin' interface. At the top, it says 'Welcome Gemma. Please review your privacy settings below'. The main content is divided into two sections: 'About You' and 'Profile'. The 'About You' section contains a form with the following fields: First Name (Gemma), Last Name (Weltman), Position (Project Manager), Organization (Arinex), and Email (gweltman@arinex.com.au). The 'Profile' section includes a 'Profile Picture' area with 'Upload', 'Capture', and 'Delete' buttons, and an 'About me' section with a text input field labeled 'Tell us a bit about yourself'.

Please note

- Watching sessions will **NOT** activate your camera.
- Live chat and video chat with fellow attendees through the meeting hub **WILL** activate your **camera** and **microphone**.
- **Virtual Backgrounds** are **NOT** supported.

TIPS FOR USING THE VIRTUAL PLATFORM

- **Click** on a session name to learn more about it. This session information will appear on the right-hand side.

- Click **Join** to access the session. Please note, sessions will be made accessible at the designated session time. If the session time has commenced and no speaker is active, please be patient as the session will start shortly.
- Click **BACK TO TIMELINE** to **return** to the main screen.
- **Star** your preferred sessions by clicking on the grey outlined star next to the name of a session.  The star will turn orange . Filter by clicking on the star near the Filter / Search box.
- **Edit your details** at any time by clicking on your initials (or photo) in the top right-hand corner.
- **Whitelist the following domains** if the virtual platform isn't working for you:
 - *.tokbox.com
 - *.opentok.com
- If you find that the **live stream is slow, try out the backup streams**. Underneath the video stream there is an 'Audio/Video Issues?' link which will open a pop-up that you can select one of the backup streams that are operating in lower bandwidth than the primary stream

Audio/Video Issues?

Audio/Video Tips

No sound?

Try clicking the MUTE / UNMUTE control on the player. You can also adjust the Volume control in the player and on your device. If you are using a headset, ensure it is plugged in correctly and enabled.



No picture?

Try clicking the PAUSE / PLAY button on the player.



Poor quality video?

The video quality depends on your available bandwidth. Ideally you required 2.5Mbps.

Backup Streams

We provide two backup streams that may solve your Audio or Video issues. These streams originate from different providers and add a slight delay to the live broadcast (15-30 seconds), but will operate in low bandwidth environments and across a wide range of older devices.

CURRENT STREAM

Primary

Switch to Backup 1

Switch to Backup 2

Close

SESSION FEATURES

Once you have entered a session, the following features appear on the right-hand side.

Live Q&A

Submit a question to the presenter. **Questions are moderated.** **Note:** not all questions submitted may be asked due to time restraints.

Discussion Forum

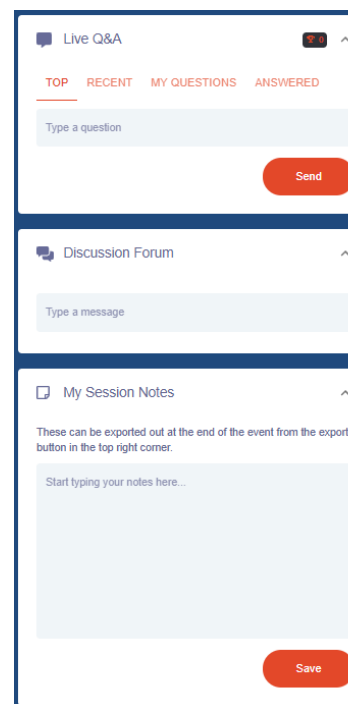
Chat to your fellow attendees in the session. Do **NOT** submit questions to the presenter here (see Live Q&A).

My Session Notes

Make notes and export these as required at any time. **Make sure to press save!**

Live Poll

Respond to poll questions.



SPONSORS AND EXHIBITORS

Our sponsors and exhibitors are an integral part to the success of the Conference. Please be sure to visit them in the virtual exhibition.

The Virtual Exhibition will be open during the following hours:

Thursday 9 September 2021	Open: 9:30am – 5:15pm; 7:00pm – 9:06pm Dedicated exhibition time: 12:33pm – 1:33pm; 1:53pm – 2:08pm
Friday 10 September 2021	Open: 9:00am – 5:00pm Dedicated exhibition time: 11:06am – 12:41pm

It is during the dedicated exhibition time that delegates can meet and interact with the exhibitors in real time. Outside of these times, the exhibitors may be available to meet with delegates.



Features:

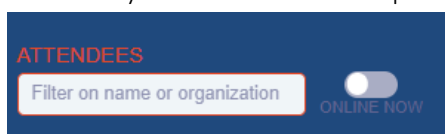
- **Request a Live Meeting:** Select this option when an exhibitor is in their booth to have a live video meeting with them.
- **Request a Live Chat:** Select this option when an exhibitor is in their booth to have a live chat with the.
- **Brochures:** An exhibitor can have PDF brochures in their booth for you to download and view at any time during the Conference.
- **Video:** An exhibitor can have videos in their booth for you to view at any time during the Conference.

MEETING HUB

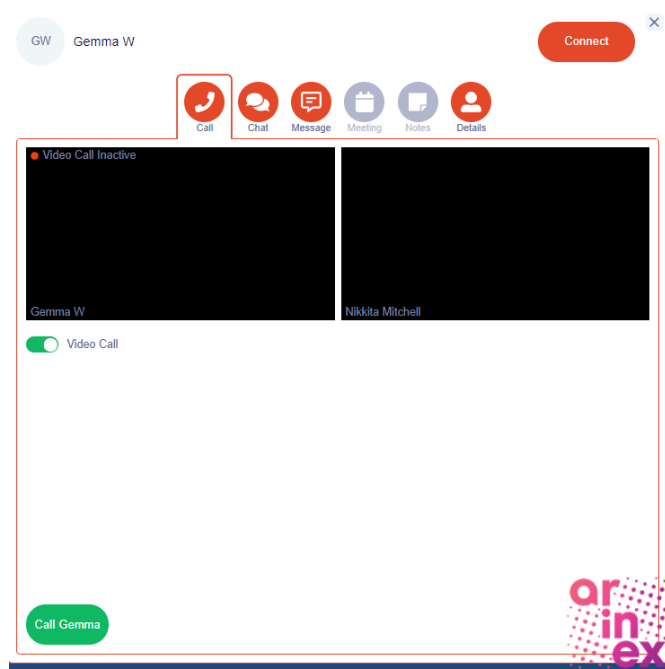
Use the Meeting Hub to connect with other attendees by messaging, live chat, live video call or organising a meeting during the event. Please note, you will not see yourself in the Meeting Hub.

Connect with fellow attendees

1. You will see a list of all participants in alphabetical order on the left-hand side. You have a few options how to search for other attendees.
 - a. **Basic Filter** – allows you to filter attendees by name or organisation.
 - b. **Advanced Filter** - allows you to filter attendees by more than two attributes.
 - c. **Online now** – you can filter by who is online at that point in time.



2. Click on the profile of the attendee you want to connect with. A large window will open on the right side with the name and profile of the person.
3. Click the **Connect** button next to their profile information.



Other features:

- **Live Chat** – live chat with other attendees.
- **Call** - call to each other. Simply click on “Call” below the person’s name to open the video-call window. Click on following button at the bottom of the page to video call the person.
- **Meeting** – schedule a meeting with each other. Once your Meeting is set, it will appear in the timeline in the main page.
- **Messages** – if the other attendee is not available at the moment, you may leave a message.
- **Notes** – take notes during your meeting and export them afterwards.

In the middle of the page, you may see:

- **Connections** – all connections which you already made.
- **Pending** – requested connections.
- **Invitations** – invitations from other attendees.

POSTER GALLERY AND POSTER SESSIONS

- View the Poster Gallery during the Conference and during the dedicated poster session time by clicking on the “Poster Gallery” from the **timeline** page.
- Once you have selected to enter the Gallery, you will be able to see all posters including the poster title and author details.
- Click **view presentation** to view the poster.
- You will be able to view and download the poster as well as enter your notes about the poster that you can export at a later date.
- You will also be able to leave questions for the presenter in the “Discussion Forum” chat for the poster. The poster presenter will be monitoring this throughout the Conference.
- There will be a dedicated poster viewing time for you:
 - Thursday 9 September 2021 – 5:15pm – 6:16pm
 - Friday 10 September 2021 – 9:00am – 10:00am

Gamification

Engage in activities that are built around goals to gain points and a spot in the leader board. These activities allow you to connect and fully enjoy the virtual event.

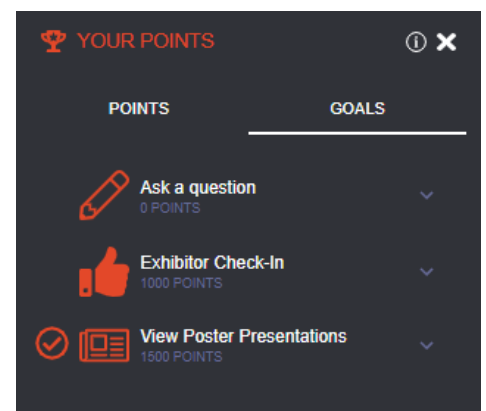
How it works

On the top bar, there is a small box with numbers which is your gamification panel. It displays the number of points you have already earned. Once you click on this icon, a new window will pop up with a list of all the “Goals” that will provide you with points. Rules of the game - you will see all details of the game by clicking on the information icon on the right corner.

YOUR POINTS  01500

Points


- Your total earned points.
- Your total fulfilled goals.
- Leader Board – here you will see your current ranking in comparison with other attendees and the TOP 10 leaders.




Goals

- Goals you have already performed and gained points.
- Goals you are still missing.

TECHNICAL SUPPORT

Need help? Click the  button at the top right-hand corner for general information.

Need additional help? Click **LIVE SUPPORT**  in the top right-hand corner of your screen. A text box will appear for you to submit your question to the platform managers. The live support will only be manned during Conference hours:

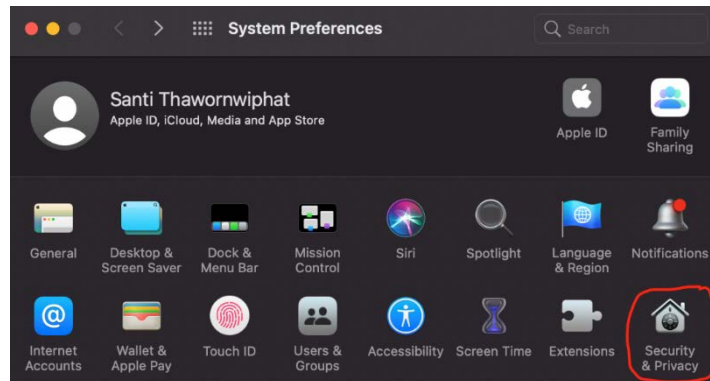
Thursday 9 September 2021 9:30am – 6:15pm AEST and 7:00pm – 9:06pm AEST
Friday 10 September 2021 9:00am – 5:00pm AEST

Outside of these times, please contact the Conference Managers at scc2021@arinex.com.au

PRESENTERS USING A Mac's

The instructions below were tested on OS X 10.14 (Mojave), 10.15 (Catalina) and OS X 11 (Big Sur).

1. Navigate to **'System Preferences'** then **'Security & Privacy'**.



2. Under the **'Security & Privacy'**,
 - Choose **'Screen Recording'** then click on **'Click the lock to make changes'**.
 - Enter the password.
 - Click on the **'+'** button.
 - Browse through **'Applications'**, locate **'Google Chrome'** then click **'Open'**.
 - The pop-up screen appear to warn you that Google Chrome will restart. Simply click on the **'Quit & Reopen'** button (please note, this will briefly drop you out from the platform).



