Attendee User Guide

This guide will give you important information, instructions, best practices, an overview of features and how to make the most of your experience within the virtual environment.
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Live Day Preparation

- To login for the virtual event, you will need the same email address you registered with
- Review this guide prior to the live event day
- Perform the system check and follow up with your company’s IT department as needed

System Requirements

- Minimum System Requirements
  - 1024 x 768 screen resolution minimum
  - 1.4Mbps internet connection minimum
  - Allow Flash
  - Disable Pop Up Blockers
  - Disconnect from a VPN (if possible)
  - Close any unnecessary applications
System Requirements

DEVICES

• Laptop, computer (Mac or PC) preferred (for user-friendliness), but tablets (Android or IOS) are supported.

INTERNET BROWSER

• This is a virtual browser based experience. If you’re using an older, or unsupported Operating System, Internet browser, or version of Flash, you may experience decreased performance. We recommend Chrome or Firefox as the most stable and consistent browsers for accessing the virtual environment.
System Requirements

**AUDIO**

- Audio is streaming over your device, be sure your speakers/headphones work and are turned up to an appropriate volume.
- **What can I do if I am having trouble hearing the audio?**
  - If you have internal speakers, make sure they aren’t muted.
  - If you have external speakers, make sure they are powered on and aren’t muted.
  - If you are using a mobile device, make sure you have enough bandwidth. We advise using dedicated wifi or 4G.
  - If you are using an Android device, Apple IPad or iPhone you will need to click on the media play button to begin the presentation. Android and Apple IOS devices do not permit streams to begin automatically.
Login

• Login using the email address you registered with. Only one login is permitted per registered email. If you log in on another device with the same email, you will be logged out on the first device.

• If you have any questions regarding registration please reach out to reg@himss.org
Profile

Your profile is populated based on the information you provided during registration.

You can update your profile by performing the below steps:

1. Click the gear icon in the upper right corner
2. Click on edit registration info
3. On the screen that appears, update any/all of your registration information including upload a photo and also link to your LinkedIn
4. Click submit
Upon logging into the virtual environment, you will see the calibration screen. Follow the commands to get the best view on your screen.

Once complete you will be placed in the event lobby.

Use the navigation bar, signage and navigation tiles to move from room to room within the virtual environment.

Not seeing the whole room? The calibration screen will help you get the best view.
Upon entering the Auditorium you will be presented with a list of upcoming sessions.

Prior to the content being accessible, the button will say Scheduled. The button will change to Launch when the content is available to view. Click this button to launch the content.

A countdown timer is displayed until 3 minutes before the designated start time.

Click the briefcase icon to save the item to your briefcase to access/view later.
Sessions

During the sessions you can see and interact with several items:

- Speaker information card
- Chat with other attendees in this session
- Ask questions to the speakers
- Download any relevant content
- More options can be found on the left side navigation bar including the Q&A function
**Briefcase**

- Click the briefcase icon to open
- Here you will find all the pre-loaded documents and the ones you saved during the event
- You can view, share or download these content items
- Download content items by clicking the box next to the item and click “download selected”
- Note that links cannot be exported to download
My Agenda

• By clicking on My Agenda in the navigation bar, you can personalise your own agenda for this event. Simply add the sessions you would like to join or create your own meetings by clicking the plus button.
Content Hubs

- The Content Hubs display the relevant sessions and the Corporate Resource Centres of the event partners and sponsors according to the topic area.
- To access a resource centre click on the icon on the navigation bar, this will then display the available centres. Click directly on the logo you want to enter.
Corporate Resource Centres (CRC)

Each centre provides access to resources and representatives specific to that event partners and sponsors which allow you to:

- Click on the content screens within the booth to access PDFs, videos, links and other assets
- Add to your Briefcase for later viewing
- Join/view the public chat
- Talk to the representatives 1:1 in text or video chat
CRC Representatives

• Click the information icon to view details of the representatives

• Click the social media icons to view their related social media profiles

• If the chat bubble next to the rep name is green it indicates they are online, grey indicates they are offline. Click the green chat bubble to initiate a 1:1 chat
The chat will launch when you enter a resource centre or you can activate it by clicking the chat icon.

If you need to translate comments into different languages, click the translate comments box to select your preferred language.
Interacting with others

- Within the environment there are a number of ways to interact with others while in the ATTENDEES area:
  - You can use the “advanced search” function to search for other attendees
  - Click on the user’s name to display options
  - Click the green chat bubble to initiate a private, 1:1 chat or the envelope icon to email the user directly**
  - You can view who is attending by clicking on attendees here

**please note these chats cannot be saved or viewed later**
• You can use the advanced search function to narrow down your search on information. Simply type your content area e.g. AI into the search box, any content with this name will then populate for you.
• In addition to this, you can do the same for your colleagues and search based on country, professional title, worksite or their areas of interest.
Matchmaking

- View your profile in the Settings (gear icon on top right)
- Update your Areas of Interest
- Then click on the Matchmaking icon on the toolbar

As you move around the platform or conduct advanced searches within the Attendee listing your matches will refresh every hour with new options!
**Private chats**

- When a user initiates a 1:1 chat with you, an audible chime will sound three times.
- Click on the chat icon on the navigation bar to start a chat, view/respond to an active chat.
- **Please Note:** chats are not stored. If you want to retain a copy of these chats you will have to manually copy and save your chats each day to ensure you don’t lose them.
- You can also initiate a **video chat** by clicking here.
Help Desk

- If you have a question or need help finding something stop by the Help Desk to connect with the show personnel.

- You can also check out the tutorial video to help you navigate the platform.
We look forward to welcoming you soon!

If you have any further questions please don’t hesitate to reach out: reg@himss.org

Not registered yet? Click here to reserve your seat today.