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.
Live Day Preparation

• 1. Register for the virtual event, you will need the same email address to login
• 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) or 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 that you registered with. Note that one login is permitted by that registration. If you login on another device with the same email, you will be logged out on the first device.
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.
4. Click submit.
Lobby

Upon logging into the virtual environment, you will be placed in the event lobby.

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

Not seeing the whole room? Try zooming out to get the best view.
Auditorium

Prior to content being accessible - the button will show as scheduled. The button will change to Launch when the content is available. Click this button to launch the content.

A countdown timer is displayed until 5 minutes before the designated start time.

Share a content item via the “share button”

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 the below:

- Speaker information card
- Chat with other attendees in this session
- Ask questions to the speakers
- Download any relevant content
Exhibit Hall

The Exhibit Hall displays the booths available by the event partners & sponsors.

To access a booth click on the exhibit hall icon from the navigation bar, this will display the available booths. Click directly on the booth you want to enter.
Booths

Each booth provides access to resources and representatives specific to that show sponsor.

• Click on the content screens within the booth to access PDFs, videos, links and other assets
• Share content via social media
• Add to your Briefcase for later viewing
• Join/view the public chat
• Chat with the booth reps
Booth Reps

- Click the info.rep icon to view the rep information
- The chat bubble next to the rep home is green it indicates they are online, grey indicates they are offline. Click the green chat bubble to initiate a 1:1 chat
- Click the envelope icon to send an email to the rep
- Click the social media icons to view their related social media profiles
Booths public chat

• The public chat will launch when you enter the booth or you can activate it by clicking the chat icon within the booth
• 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:
  - You can view who is attending by clicking on “Now attending” or “This location” in the upper right corner of your screen
  - You can use the “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
**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.
Help Desk

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

- Click the briefcase icon to open the Briefcase
- Here you will find all the documents that were pre-loaded for you or that 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
Search

You can use the search function to narrow down your search on information. Simply type your content area e.g. AI into the search box, any content tagged with this will then populate for you.

In addition to this, you can do the same for your colleagues and search based on country or their interests.
We look forward to welcoming you soon!

If you have any further questions please don’t hesitate to reach out: Jessica Bagley, Event Manager, HIMSS : jbagley@himss.org

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