

Participant Guide to the Virtual Portal

We look forward to welcoming you to this year's **St. Paul's Emergency Medicine Update** on **September 26, 2020**.

We're excited to unveil our brand-new virtual platform (powered by PheedLoop) that will host our upcoming virtual conferences. We hope this platform will enhance the online experience for our participants.

Some of the benefits of being a participant on our platform include:

- You can watch all the lectures and have everything in one place – no need to toggle between multiple streaming services, websites, etc.
- The portal is browser-based, so there is no software to download in advance.
- Virtually move from session to session with a click of a button, like you would at an in-person meeting. Come and go at your leisure.
- Virtually network with colleagues via text or video messaging.
- Connect with speakers after the lecture is over to chat or ask further questions.
- Visit the virtual exhibit hall to interact with organizations that are usually present during the in-person conference.

***Access to the virtual event portal requires a username and password. These login credentials will be sent to you from 'St. Paul's Emergency Medicine Update' <no-reply@pheedloop.com> approximately 3-4 days before the event. Please contact us if you have not received an email within 48 hours of the start of the event.**

This document contains a LOT of GREAT information about PheedLoop and what it can do to enhance your event experience. Please use it a reference; PheedLoop is very intuitive and you will be able to easily navigate your way through the portal once you've had a chance to look around!

YOUR PROFILE

- Once you've logged into the virtual portal using the credentials in the PheedLoop email, the first thing you should do is update your profile. Click the 'Account' button in the left-hand menu to get started. Add as little or as much information as you like – the more information you add, the better networking experience you will have.
- Update the following profile fields:
 - Add your **title** and **organization**
 - Populate the **About Me** section with some interesting facts section with some interesting facts you'd like other attendees to know about you! (either personal or professional).
 - Add a **photo** of yourself (PNG or JPEG). A square-formatted photo works best.
 - Add your **contact links** (use full URL addresses) in the Contact section. Examples: personal/professional website, Twitter account, LinkedIn account. *Note that your email address is never shared publicly. If you wish to share it, you will need to add it to the 'About Me' section.*
 - Update your Notification and Visibility settings. If you prefer not to be visible to other participants in the portal, please toggle off the 'Profile Visible' button:

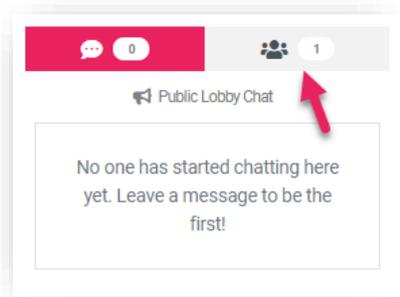
- Profile Visible in Networking Section
- Send Email Notifications for Event Announcements
- Send Push Notifications for Event Announcements
- Send Push Notifications for Private Chat Messages

We do recommend keeping all push notifications ON.

LOBBY

- The **Lobby** is where you will first land upon logging into the virtual portal. Here, you may find:
 - **Public announcements from the host / organizer**

- **Public Lobby Chat** – all posts here are public. You can also toggle over to see a live list of who is currently logged in and sitting in the lobby:



SESSIONS

- The **Sessions** section is where all the live educational programming takes place. All recorded sessions can be accessed here after the event.
- There will be a pre-roll video playing in each room before the session begins. Once the live session starts, this video will be replaced by the live video stream.
- The session has its own **public lobby chat** and **live attendee list**. Chats in this area should be reserved for comments about the educational sessions. Please keep all comments respectful and professional!
- Beneath the live stream area, there is a list of speakers, a description of the session, as well as any learning materials such as presentation slides or handouts. These can be downloaded at any time.
- If you miss a session or come in late, don't worry! Recordings of the sessions will be available after the conference. *Note that recordings will be uploaded within 10 days and will remain accessible for up to 6 months.*

Q&A Sessions

- The Q&A sessions will be managed by the **Engage** tab located above the live video stream. Please enter all questions to the speakers in this area. Please do not place speaker questions in the public chat, as the speakers won't see them there!



- When you click the Engage tab, be sure to select the correct room so your questions are seen by the right speakers.

- Note that questions are posted anonymously by default unless you choose to enter your name.
- We encourage you to upvote or ‘like’ other audience questions by clicking the thumbs up icon. The most popular questions will automatically move up to the top of the queue and are the most likely to be answered.
- There will likely be many more questions than can be addressed in the time allocated. Therefore, when submitting your questions, please type out the name of the speaker before your question. We can then collect all unanswered questions and have the speakers address as many as possible after the event.

Example:

Dr Rogers – what are your thoughts on the latest sepsis treatment guidelines?

- Some of our speakers may also be using **audience polling**. To participate in polls, click on the Engage tab. Live polls will show there automatically.
- Alternately, if you would like to use a separate device to access the Q&A and polling tools, visit **www.slido.com** and enter the event code that was emailed to you.

EXHIBIT HALL

- **Along the left-hand side is a list of all the exhibitors.**
- Participants can use the **search bar** to find exhibitors. You can also search with other indexes and keywords, such as drugs, products, services, etc.
- You will be able to view and/or download any **materials** provided by the exhibitors.
- Attendees can initiate a **private chat** with a company representative by clicking the “Start Chat” button under a specific rep’s name:

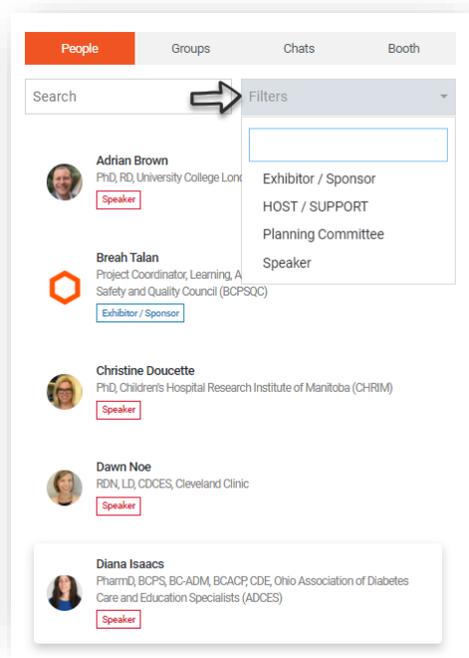


Note that the exhibit reps are most likely available during the program breaks.

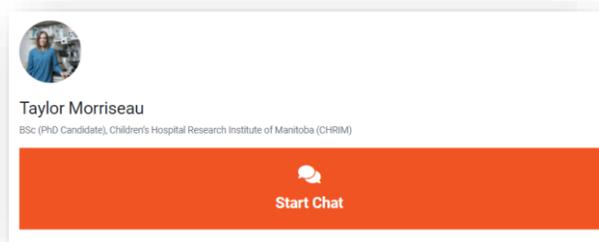
- You can start a chat with UBC CPD by visiting their booth as well if you are having any issues or just want to ask a question!

NETWORKING

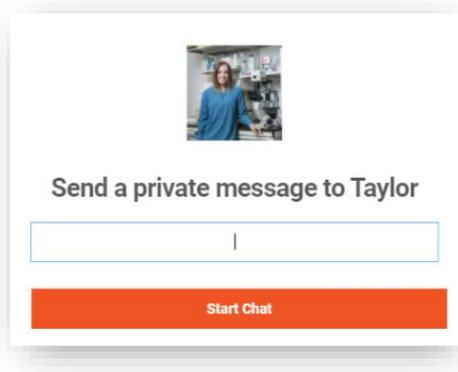
- The **Networking** section is where you can communicate with other attendees, speakers, exhibitors, etc. Everyone registered for the event will be listed under the **People** tab.
 - *All registrants with visible profiles will be listed in the networking section, regardless of whether they are currently logged in or not.*
 - *Note that registrants have the option to disable their public profile, making them not visible in the networking section. If you can't find a colleague, they may have disabled their profile visibility.*
- You can use the **search bar** to search by name (you can't search by keywords in people's profiles, etc), or you can use the filter function to find individuals that have specific tags (such as speakers, committee members, etc). Typically, regular attendees do not have tags.



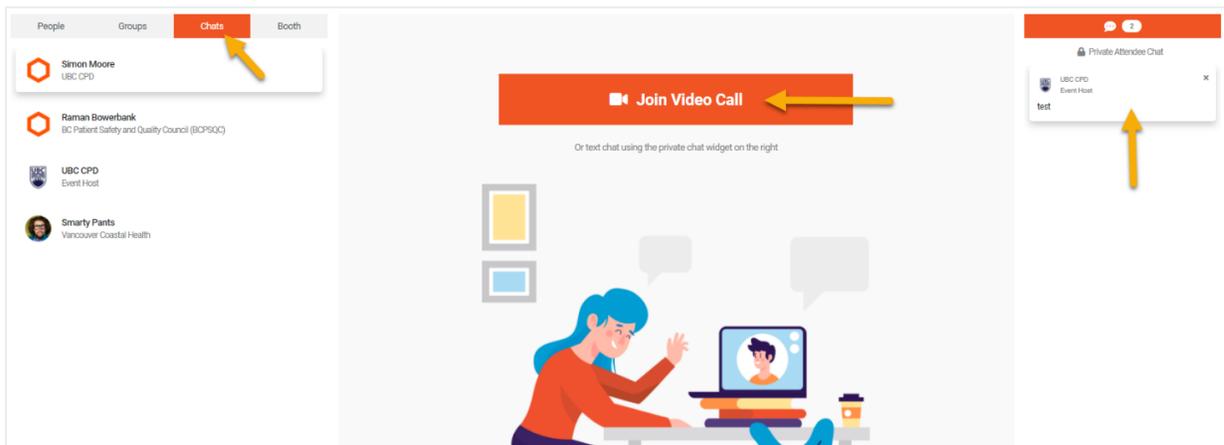
- To initiate a conversation, click on the individual's name, and then click the **Start Chat** button.



- A dialogue box will pop up where you can send an initial private text message:



- You'll then automatically be redirected to the **Chat** tab of the Networking window, where you can continue chatting by text, or you can initiate a private video call (don't forget to turn on your camera!):



- Note the message **alert indicator** at the top right of the virtual portal (bell icon). You'll be alerted of any incoming messages and announcements here. 
- *Currently, you can only video call one attendee at a time. Group video calls are not available at this time.*
- *You can't participate in the sessions and network at the same time. If you navigate away from the Sessions window, you will essentially be leaving the education room.*

EVALUATIONS

- The **Evaluations** button in the main menu will redirect you to the online **Speaker** and **Conference** evaluation form (opens in a new tab).
- Once you submit your evaluation form, you will be automatically redirected to the **Attendance Form**. Alternatively, you can click the **Attendance** button in the main menu to complete this form separately.

ATTENDANCE

- The **Attendance** button in the main menu will direct you the online attendance form. **Completion of this form is required if you wish to receive an accredited CME certificate.** Your certificate will be emailed to you within two weeks of the conference. You will NOT receive a certificate without a completed attendance form.

We hope you will enjoy this new online format and will take advantage of all the networking tools!

Please do not hesitate to contact us if you have any questions about navigating the virtual platform.

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