

HOUSE RULES

Guidance for speakers / panelists

Participating overview

Before You Join

To ensure the best connection, try to arrange a wired connection. This is more stable than wi-fi.

Also, shut down all unnecessary programs on your computer.

Session Access: Use Zoom

We are using Zoom for the sessions. You can download Zoom at <https://zoom.us/> or you will be prompted to download it when you will click the zoom meeting links that will be provided.

In any case it is preferable to download and install the Zoom app one day before the session.

Join Early

You will be provided with the Zoom session links several days before the meeting. It is critical that you join 20-30 minutes before each session starts. This allows for one last soundcheck, questions and time to troubleshoot issues if required.

ICOLC Office Support

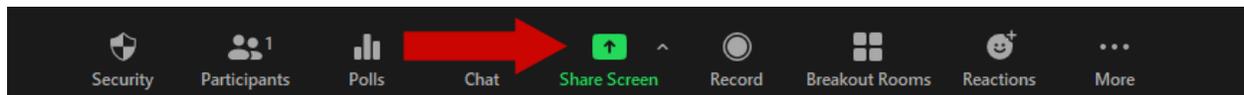
Two Office members will be in each session. They will 1) put the session online at the starting time 2) help to manage the chat by answering questions and providing links where possible to mentioned material 3) help troubleshoot any access problems. In an emergency, where the Moderator is unable to host the session, the ICOLC Office will be prepared to take over.

Mic Muted & Camera Off When Not Speaking

If you are speaking, please turn your mic and camera on. When you are done, mute your mic and turn off your camera. For Q&A, all presenters and the moderator should have both mic and camera on.

Slides

Speakers must deliver their slides 48h before the session starts. The ICOLC Office Support will collect and keep all the presentations. Speakers will have to use the Share screen feature in order to share the presentation with the audience.



Questions

Delegates will share questions in the chat box. Moderators will collect these and put them to presenters at the end each session. For Plenary Sessions 1 & 2 the questions will be discussed during the OA: Consensus or Contention - What Have We Learned moderated by Colleen Campbell, on 24/11/2020.

Zoom meeting control for panelists

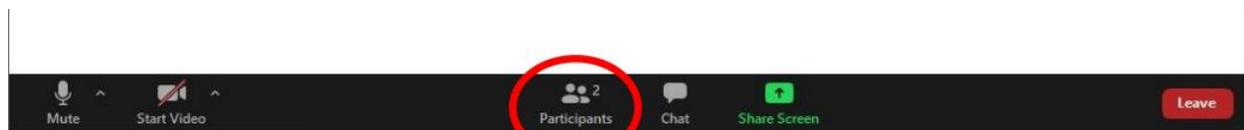
Identifying Yourself During the Meeting (Virtual Nametags)

In place of a conference nametag, attendees are asked to identify themselves by adding their full name and organization in the Participants panel.

Instructions for changing your display name during the meeting are provided below. We recommend logging in a few minutes early to do this.

Changing your display name

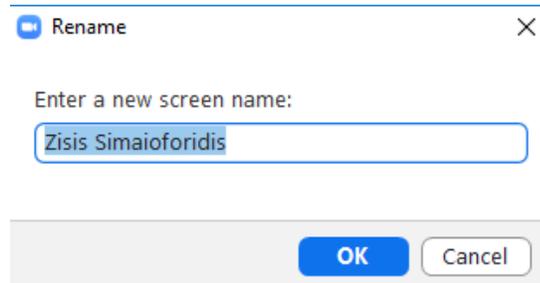
1. Click on the "Participants" icon at the bottom of the window (shown circled below).
NOTE: Clicking on the Participants panel will also allow you to see who is in the meeting and access Non-Verbal Feedback controls.



2. A Participants window will appear. Click on the "More" button next to your name.



3. Click on "Rename". Enter your full name and add your organization in parenthesis. Click "OK".



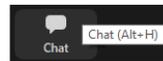
Communication & Questions During the Meeting

Each session will include a Q&A period at the end. Meeting attendees can use Chat to type questions to be unmuted and ask questions live during Q&A periods. Instructions for using Chat feature are provided below.

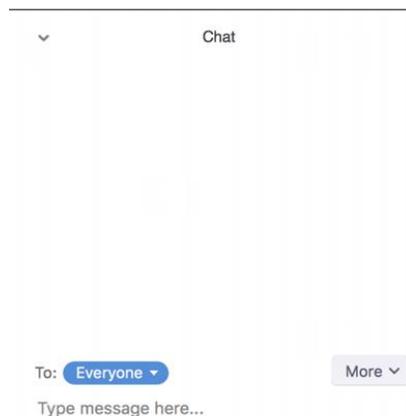
Attendees can also use Chat to communicate with other attendees during the meeting.

Using Chat Accessing in-meeting chat

1. While in a meeting, click Chat in the meeting controls.



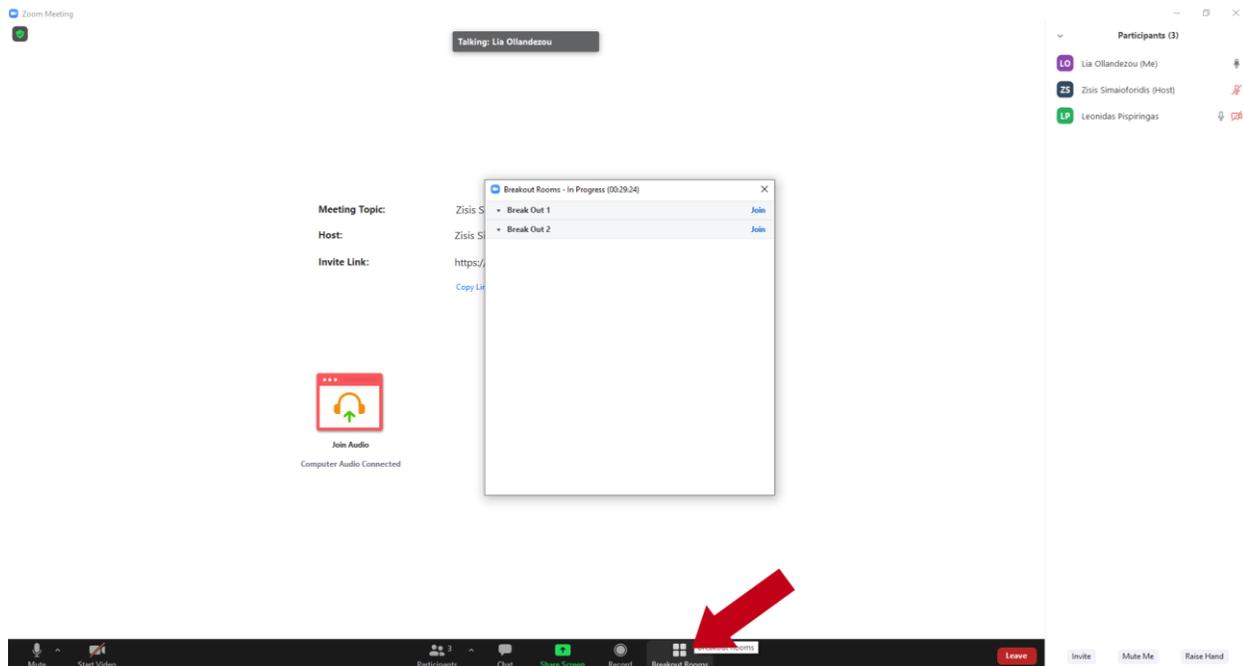
2. This will open the chat on the right. You can type a message into the chat box or click on the drop down next to To: if you want to send a message to a specific person.



Accessing Breakout Rooms

If you are a panelist presenting at some Breakout Room during the Breakout Session, you will have to enter the corresponding Breakout Room as soon as the host will open these Rooms.

This can be achieved by clicking the Breakout Rooms button which will appear in the meeting controls:



Then a pop-up listing the two Breakout Rooms will appear, each one named by the Session's corresponding presentation. You can join by clicking the "Join" button next to each Room.

A confirmation dialog will appear and you must click "Yes", in order to complete the process:



By repeating the same steps you can join the second Room as soon as the presentation which will take place in the first Breakout Room will be completed.

When both Breakout Room presentations will be completed, you will be automatically transferred to the Main Session.

Emergency guidance

Last-minute emergency: can't attend.

Inform us immediately by calling the HEAL-Link Office on the number provided (+30 2310 997926) or by sending e-mail to icolc2020@heal-link.gr

Sound Seems To Be Lagging

A lag of a few seconds is common, especially if you are on a wireless connection. Don't worry. Speak slowly and keep going. The lags experienced during live sessions almost never show up in the recording.

Mic is not active.

Flag this to the ICOLC Office staff. They can help you troubleshoot. This doesn't happen often but when it occasionally does, and can't be solved through basic troubleshooting, usually leaving the room and returning solves the issue. If nothing else works, you could (as a last resort) install the Zoom app on your personal tablet or phone and try to join that way.

Complaints in the chat box.

If attendees are complaining about something in the chat (bad sound, etc), the ICOLC Office will acknowledge/respond to this and link them to this troubleshooting guide. If someone is being deliberately disruptive, the ICOLC Office will remove them from the webinar.

You can't join and the Office hasn't been informed

If the session starts and we are unexpectedly missing a speaker, with no prior warning, we will inform the audience. We will rearrange the order and put your presentation at the end of the session. If you are still not present, we will apologise and move to Q&A.

Presenter disappears

Something like a power cut or internet failure could cause you to suddenly and unexpectedly leave the session.

- Presenter is speaking at the time. Moderator turns on his/her mic. Acknowledge that we are facing technical issues and will wait 1-2 minutes to see if the person rejoins. Keep the chat light in the meantime. Ideas: refer to upcoming presenters; acknowledge some comments in the chat; ask everyone to put in the chat where they are from and one interesting point they've heard so far (or another similar icebreaker).
- Presenter does not return after 1-2 minutes. Apologise and move on to the next presenter.
- Presenter returns after we have moved on. Use the presenters (private) chat to discuss with the presenter whether we return to the presentation or just leave it (depends on at what point the presentation was stopped). If the presenter wishes to finish his/her presentation, this can be done at the end of the session, after all other presentations and before Q&A.

Moderator disappears

If a Moderator suddenly leaves the session, the ICOLC Office will take over until the Moderator returns.