IAWJ Biennial Conference

OnAIR Virtual Platform FAQ

Technology

What do I need to participate?
- Laptop/PC
- Internet connection - minimum 5Mbps for both upload and download. Check your internet speed at https://www.speedtest.net/
- If you wish to interact with other attendees in the Meeting Hub, we recommend using a wired headset with microphone or wireless headphones and a web camera.

Do I need to download any programs or software to participate?
No. The virtual platform is browser based. For the best viewing experience, we recommend using a supported internet browser, Google Chrome (preferred), Microsoft Edge or Firefox.

What if I encounter technical issues during the conference?
Technical support will be provided for the duration of the conference via our Live Support team within the virtual platform. Click on the Live Support icon at the top right of your OnAIR screen.

Can I share my login for the virtual portal with other people?
No, each registered attendee will receive a link to the virtual portal that is uniquely tied to their registration and cannot be opened on multiple devices at the same time.

How do I adjust my Screen Size?
To increase or decrease the size of your screen click CTRL+ or CTRL-.

Or to maximize the viewing window click the icon at the top right of the window

The Session Notes, Info and Live Q&A will still be available at the top of the screen

How do I export my notes or Meeting Hub contacts?
Any notes that you take throughout the conference can be exported by selecting the Export icon in the top right of the screen near your Profile image. In addition, you can export contact details of the other virtual attendees that you connected within the Meeting Hub.

Programme

What Time zone is the programme displayed in?
The website programme is static and displays in the New Zealand time zone (NZST).

The OnAIR virtual platform programme automatically adjusts to your browser settings and the programme within the platform will be displayed in this time. If you wish to see the programme in a different time zone you can select that here.

Will there be live Q&A during presentations?
Yes, most sessions will have Q&A functionality and you will be able to submit questions during the presentations. The questions will be discussed at a live Q&A session with the speaker and a moderators. Submitted questions will be automatically visible to moderators but will not be displayed to attendees.

Can I create a personalized timeline so that I only see the sessions that interest me?
Yes – beside each session is a star. Click the star to make a session a favourite item. To view only favourite items click the star near the top right of your screen.
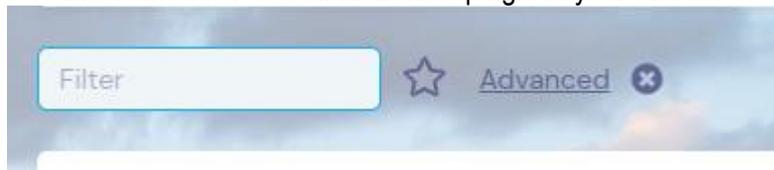
Networking

What networking opportunities are there?

Meeting Hub

The Meeting Hub is a virtual room in which you can connect with other attendees one-on-one through live chat, messages or video calls. Once you are in the Meeting Hub, you can search the list of attendees by name or organisation. You can also use the "online now" button to see only people who are logged into the platform live.

Delegates who have not yet logged into the platform will display limited information; you can still message these attendees but they will not be able to respond until they have accessed the platform.

Once you have clicked on an attendee profile, a number of options will appear:

Connect: Invitation will be sent to the attendee advising them you wish to connect and once accepted, you will both be able to see any contact details shared as part of your virtual profile.

Video Call: You can video call anyone online, please ensure you have your microphone and camera on. Once you have a call underway with another attendee you can invite other attendees, using the invite feature.

Chat: This is a live chat feature for use with other attendees who are online.

Message: You can send messages to any other attendee via this function.

Meeting: Once you have connected with another attendee, you can use the meeting function to suggest a day and time for a meeting and capture any notes from your discussions in the notes feature.

Details: Will display the attendee information they added to their profile and if connected, any contact details they have given permission to share.

Do not disturb: If you do not wish to receive calls or messages from attendees, you can switch on do not disturb by clicking the DND slider in the top navigation bar. You can toggle this off and on at any time.

We encourage attendees to login regularly to check for messages and contacts from other attendees.

EventStream
Click on the EventStream button within the OnAIR Virtual Platform to post photos, videos and comments and share them with other attendees.

Your Profile

When you first log in to the OnAIR Virtual Platform, you will automatically be taken to your personal settings. These are accessible to change at any time by clicking the in circle at the top right of the screen (it will either be your photo or your initials) and selecting "My Settings"

About You: This information was submitted during registration and cannot be changed.

Profile: Please upload a photo and short biography about you that will be displayed in the Meeting Hub.

Time zone: Your settings will automatically default to your browser setting and the programme will be displayed in this time. If you wish to see the programme in a different time zone you can select that here.

Privacy: Will change how you appear in the listing on the Meeting Hub. We request you share your full name and organisation out of respect for other attendees.

Meeting Hub: Please select here the contact details you are happy to share with other attendees. These contact details are only shared once you have both connected in the Meeting Hub.

Media Settings: If you change your headset or camera after you have logged in, you will need to return here to select the new microphone or camera.
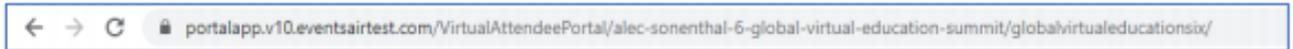
Troubleshooting

**How do I check if I have the correct browser settings?**

See instructions for different browsers below.
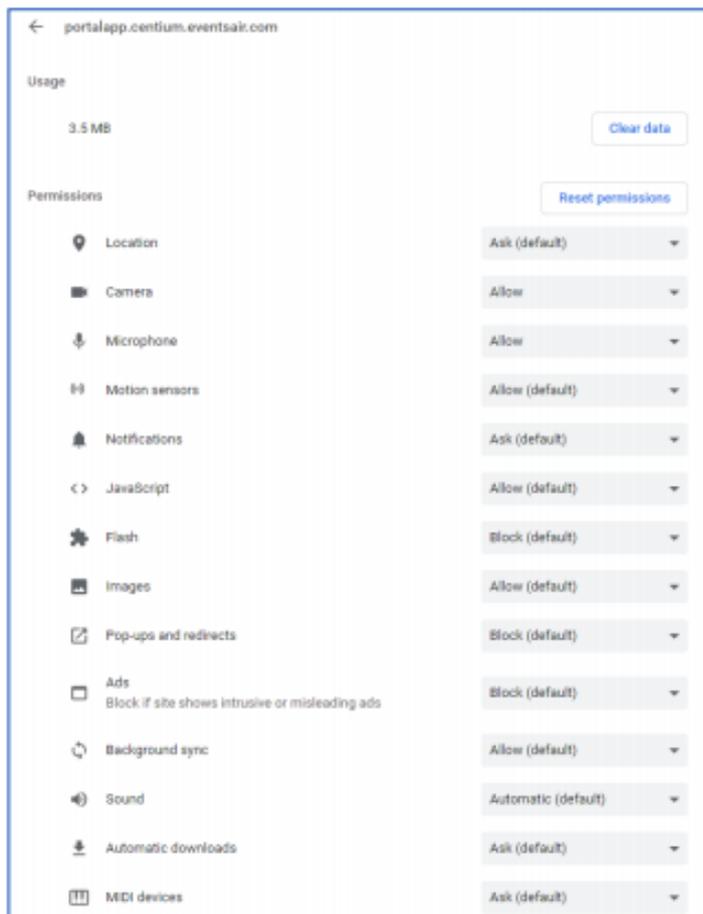
Chrome – Version 83.0.4103.97

Check your audio and video settings by clicking on the small lock icon located on the left side of the web address field:

When you click on this, a drop down appears showing your camera and microphone access settings, which you can change to Allow if they are not already set this way.
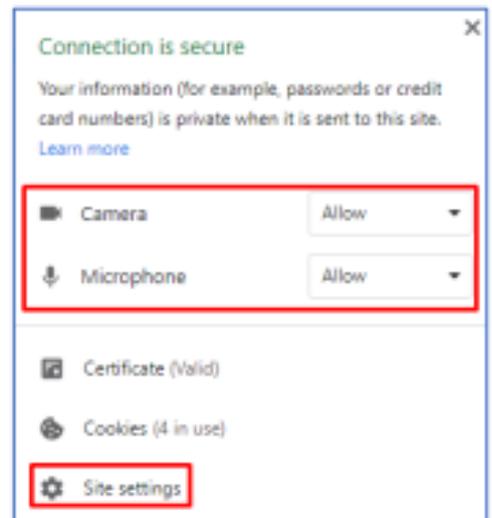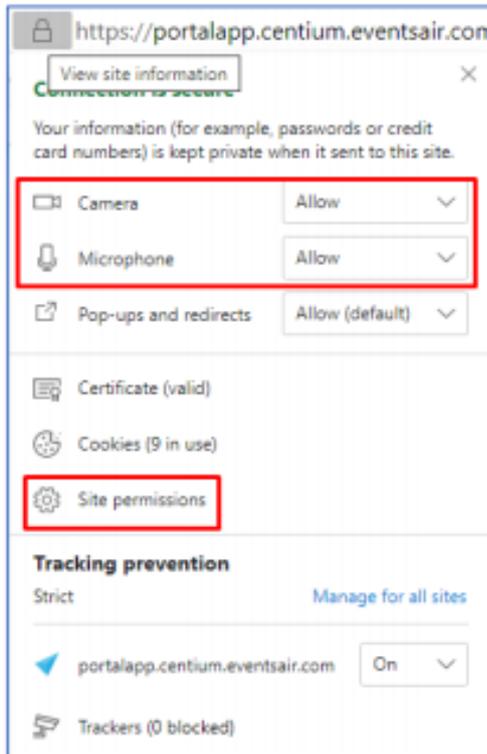
Clicking on Site Permissions from this view will bring you to the full Site Permissions page for the Chrome browser.

Check your audio and video settings by clicking on the small lock icon located on the left side of the web address field:

When you click on this, a drop down appears showing your camera and microphone access settings, which you can change to Allow if they are not already set this way.

Clicking on Site Permissions from this view will bring you to the full Site Permissions page for the Edge browser.
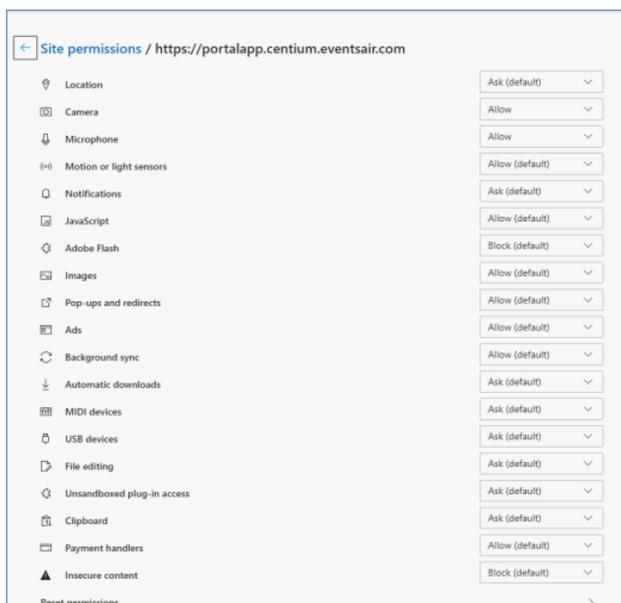
When first visiting the OnAIR site via the Firefox browser it should prompt you to enable the webcam and microphone upon logging in as shown below. When this occurs, please be sure to select your microphone input and hit the "Remember this decision" checkbox so these choices are saved for future use in OnAIR. To note you will be prompted to do this for both your microphone and webcam.
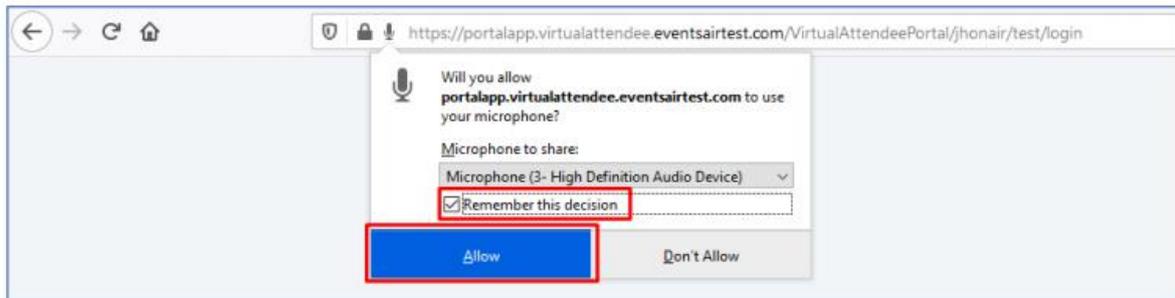

Once logged into the OnAIR Virtual Platform, when you select the Lock icon on the left side of the Web Address, you will see the microphone and webcam marked as allowed if you did indeed hit the "Remember this decision" checkbox previously mentioned.
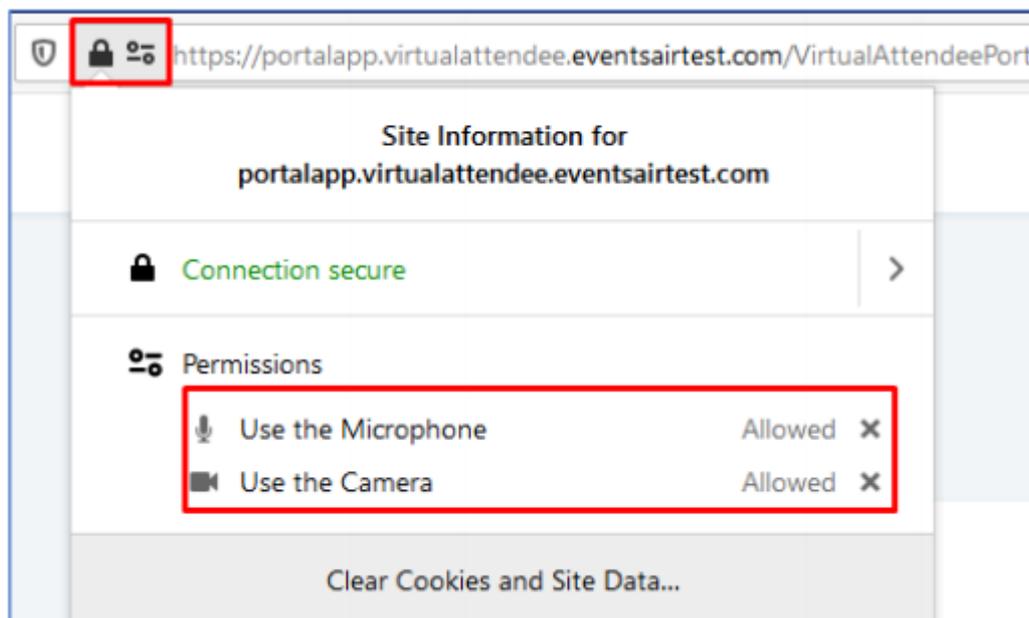

If you were not prompted to enable your webcam and microphone, please use the following link:

about:preferences#privacy

In the Firefox address bar where you then need to scroll down a bit to reach the Permissions section as shown here.
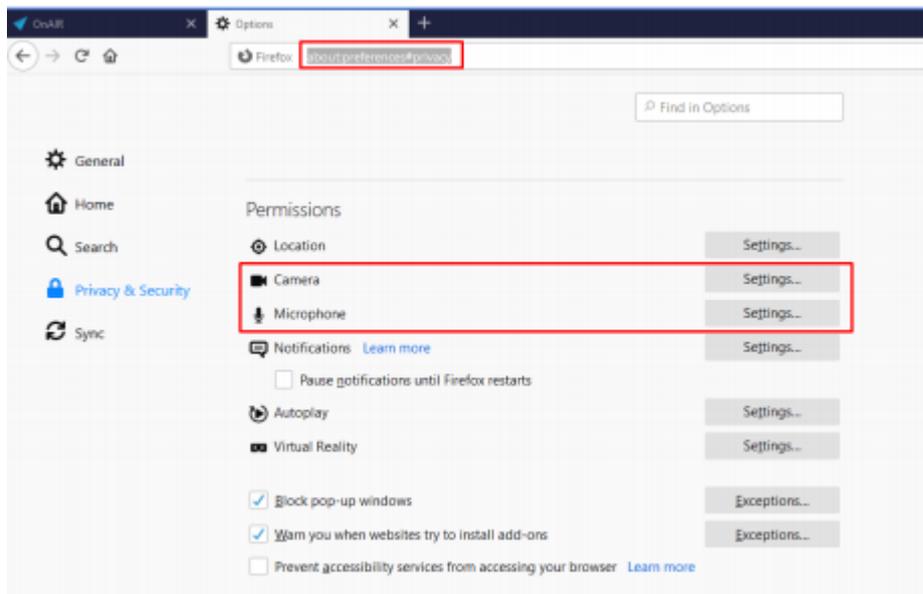

If you then select settings, you will be shown the appropriate settings options.

NOTE: There will be a check box down the bottom of the window regarding blocking access requests. Please be sure to uncheck this if it is already checked.
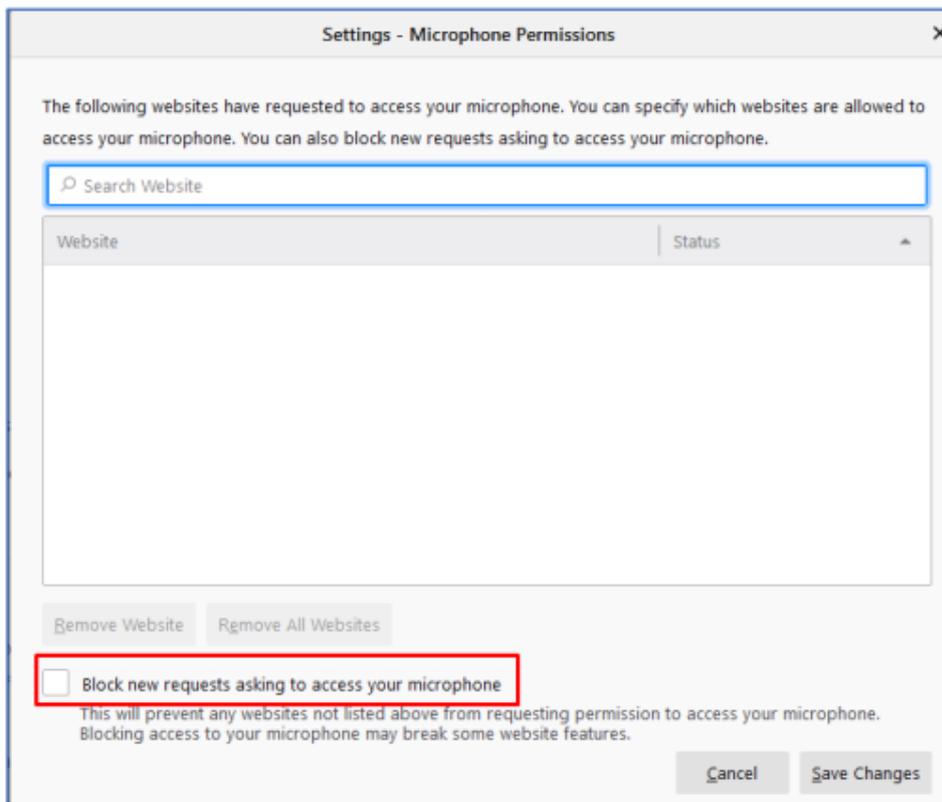
It may also be the case that your FireFox browser is currently blocking the access to the microphone or webcam for the OnAIR Virtual Platform. If this is the case, you will see this when clicking on the highlighted icons below within the OnAIR Virtual Platform.
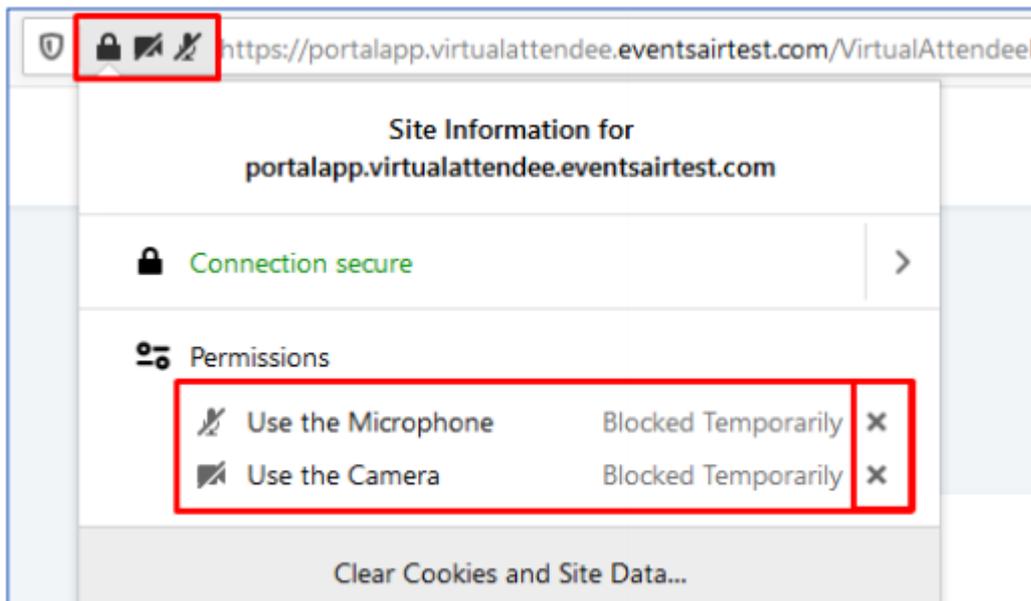
To change this:

1. Select the "x" button next to the rules shown above

2. Close Firefox

3. Relog in to the OnAIR Virtual Platform which should then prompt you again to confirm your settings

Alternately, you can navigate to the below section as previously shown in this section and change the EventsAIR entry to "Allow' instead of block.

Permissions

◉ Location	Settings...
◼ Camera	Settings...
🎤 Microphone	Settings...
💬 Notifications Learn more	Settings...
☐ Pause notifications until Firefox restarts	
▶ Autoplay	Settings...
🥽 Virtual Reality	Settings...

☑ Block pop-up windows — Exceptions...

☑ Warn you when websites try to install add-ons — Exceptions...

☐ Prevent accessibility services from accessing your browser Learn more

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Settings - Camera Permissions ✕

The following websites have requested to access your camera. You can specify which websites are allowed to access your camera. You can also block new requests asking to access your camera.

🔍 Search Website

| Website	Status ▲
https://portalapp.virtualattendee.eventsairtest.com	Block ▼
	Allow
	Block

Remove Website   Remove All Websites

☐ Block new requests asking to access your camera
This will prevent any websites not listed above from requesting permission to access your camera. Blocking access to your camera may break some website features.

Cancel   Save Changes

Click on the Lock icon in the web address bar to display your camera and microphone settings.
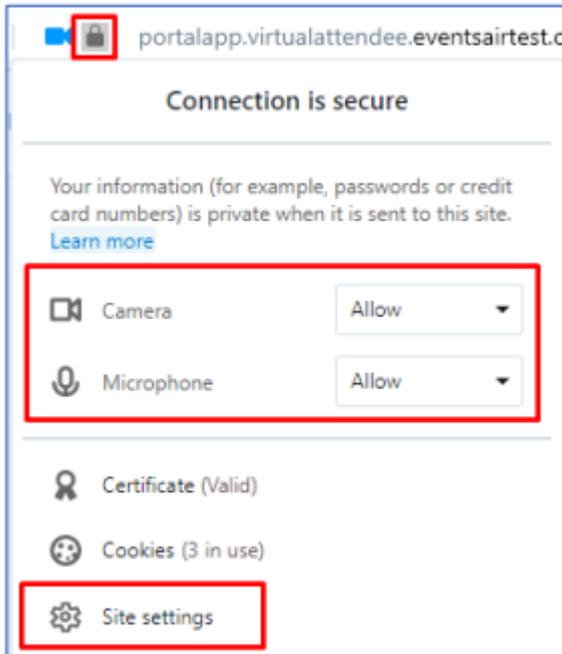
If the displayed camera and microphone options are either not present or not enabled please click on Site Settings to navigate to the settings section and enable them there.
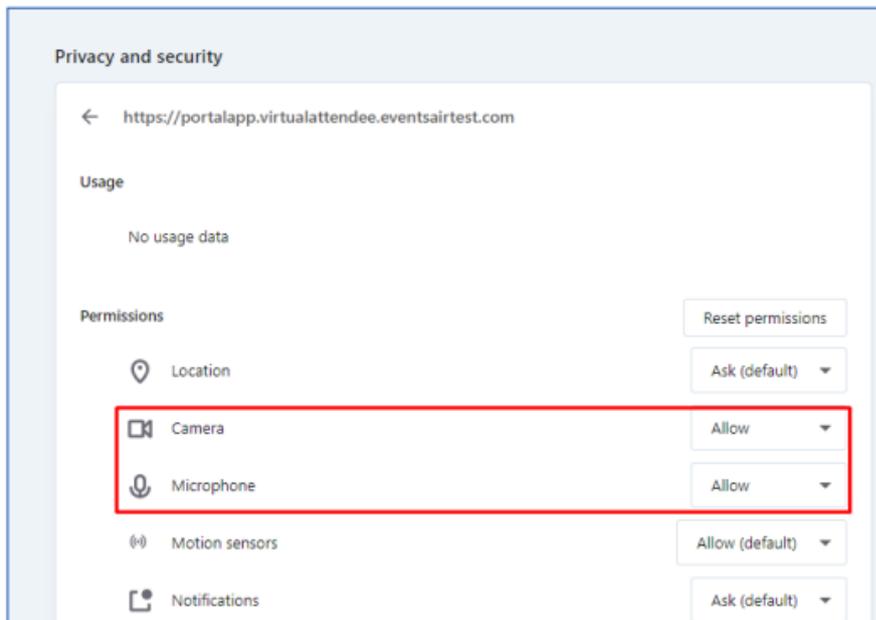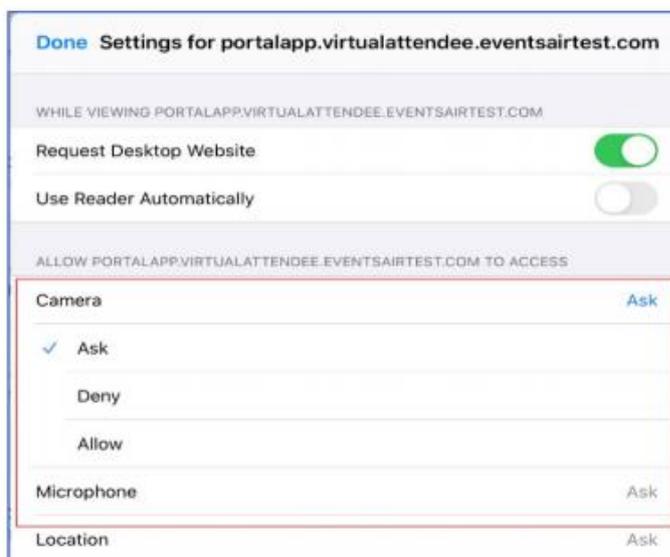
Click on the font settings icon in the Web Address field and then click on Website Settings.
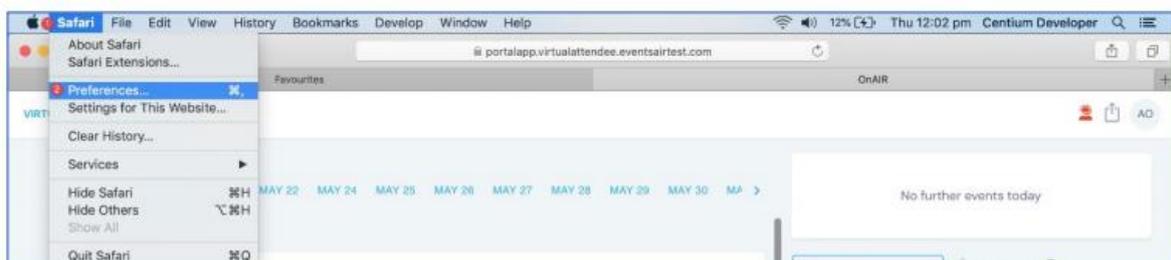

Here, you will be able to Allow Access to your Camera and Microphone.

Mac Safari - Version 13.1.1

In the Safari Menu, select Preferences

Choose the Websites Tab. Here, you can choose your camera or microphone settings.

To the right of your currently open website (Typically the OnAIR Virtual Platform address), you can click and choose Allow.