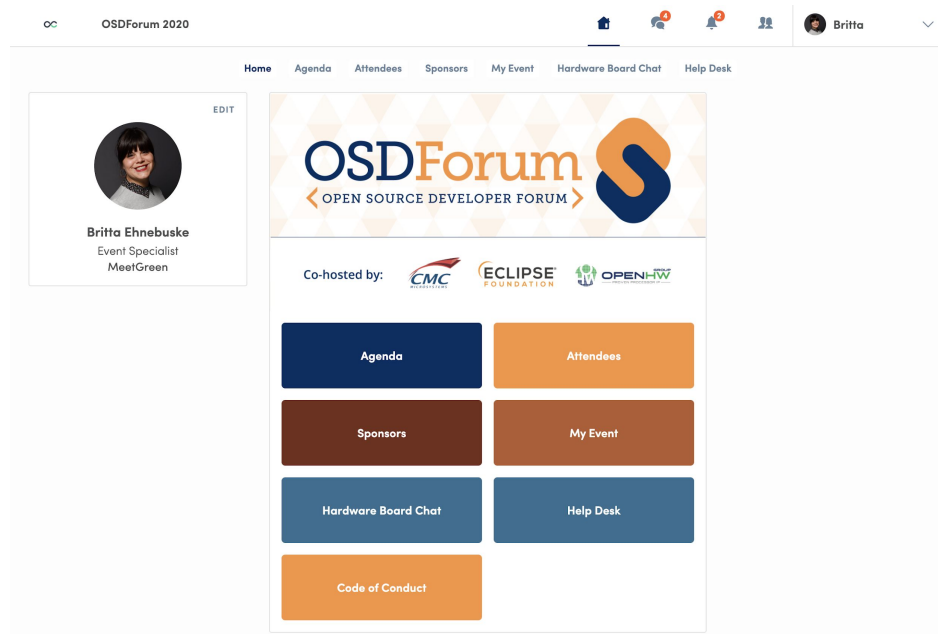# Attendee Guide

September 2020

Introduction

Welcome to the Attendee Guide. We are using Swapcard as our conference platform, and you will use the virtual platform to watch sessions and interact with attendees.

Access to the Virtual Platform

Access to the Virtual Platform

When the platform opens for attendee access, you will receive an email with the subject line "Welcome to OSDForum 2020." The email will be coming from "hello@swapcard.com." If you don't see that email, please check your spam folder.

Welcome to OSDForum 2020

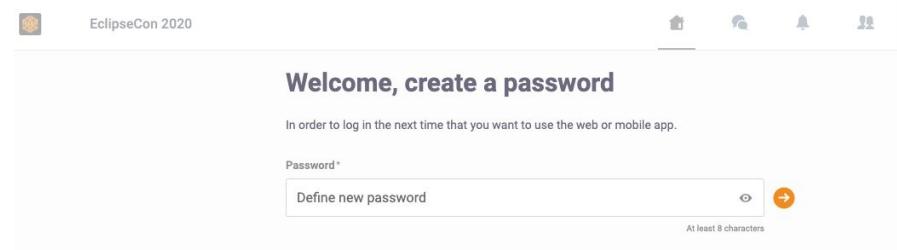O OSDForum 2020 <hello@swapcard.com>   Today at 2:34 PM
To: ◦ britta@meetgreen.com

OSDForum 2020

Hello Britta,

OSDForum 2020 is coming up soon on September 15, and the event is now open to attendees in the Swapcard platform.

Use the "Let's Get Started" button below to log in and set up your account and profile. Then start using the features of the platform to connect with other attendees, review the agenda, see who is sponsoring, and ask questions or get help in the chats (Hardware Board Chat and Help Desk).

One you set up a connection with another attendee, you can chat, schedule a meeting, switch from chat to an instant meeting, and more.

For information on how to use the features, click on the "Attendee Guide" button on the event home page.

Get ready to join the community at OSDForum 2020!

LET'S GET STARTED!

Access to the Virtual Platform

When you receive the email, follow these steps for access to Swapcard:

- Click on the "Let's Get Started" link in the email. This takes you to the login page for the event. You will be prompted to create a password for your account.

- Set a password.

- The next screen will be the Event Home and you can start engaging with the platform using the instructions below

Detailed Attendee Orientation Video

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Detailed Attendee Orientation Video

For a general walkthrough of the platform, view the attendee experience in this in-depth overview provided by Swapcard: https://www.youtube.com/watch?v=RUocs0wOX88. All items mentioned are also covered in the information below.

Edit or Complete Your Profile

Edit or Complete Your Profile

There are two ways for you to access your profile. You can access it from the left side of your screen next to your photo (or where your photo will appear) by clicking "Edit," or you can select "My Profile" from the drop down menu at the top right corner.

You'll be redirected to your profile details. Your profile information (first name, last name, job title, company) has been transferred from your Eventbrite registration. We recommend that you do not change these fields in your profile. Any edits you make to these fields will be reverted to the original Eventbrite information when the platform re-syncs with Eventbrite.

If you would like to update the information you added to Eventbrite, please contact events-info@eclipse.org and we will make the update for you.

Here are the fields you can edit yourself or choose to leave blank in the event platform.

- Skills
- Bio
- Social Media Links
- Other Job Title (secondary title)
- Phone Numbers (mobile and landline)
- Address

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Attendee Privacy

Attendee Privacy

To protect privacy, only this attendee information is visible until you update your profile to add further information: first name, last name, job title, company. **Important note: accepting connection and meeting requests (more details on those processes can be found below) will share your entire profile,** *including* **email. DO NOT provide information in your Swapcard profile that you do not want shared with accepted connections.**

Also note that attendees can control their visibility within the platform. Only those with who wish to be visible will be listed under the Attendees menu and shown to other attendees
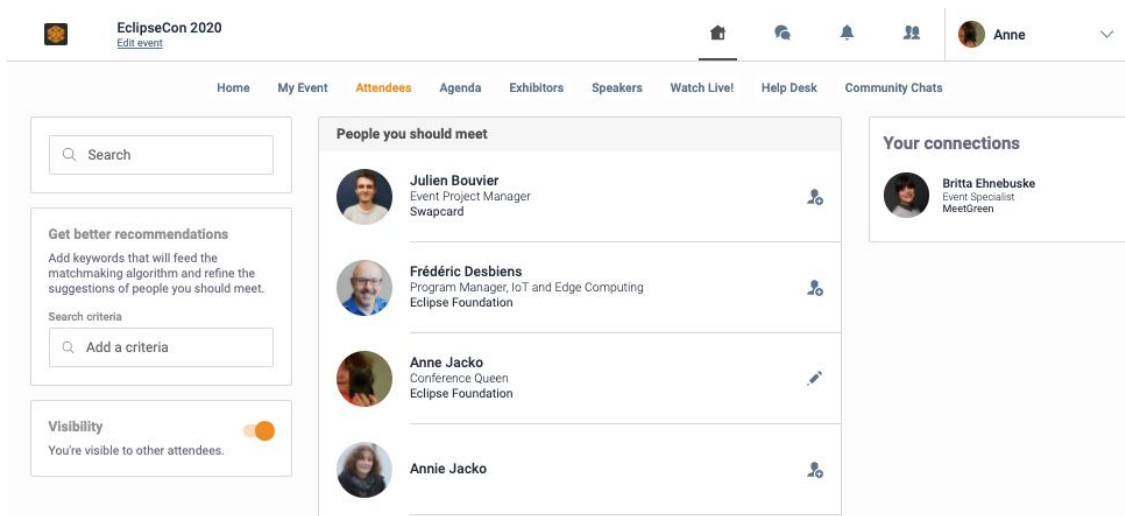
Customize Meeting Availability

# Customize Meeting Availability

By default, we have signed you up to be available for all meeting slots. Review the agenda and edit your availability for each meeting slot so other attendees can request to meet you only when you are free. To adjust your availability, select the "My Event" tab at the top. Select "My Meetings" in the left-hand column.

In "My Meetings'" you will be able to set which times you are available for other attendees to request a meeting with you. You can also choose to make yourself unavailable for meetings.

Navigating the Virtual Platform

Navigating the Virtual Platform

The Event Home contains a series of buttons that take you to various content pieces such as the event agenda, sponsor listings, attendee list, etc. Don't be afraid to explore and get familiar with all the features of Swapcard.
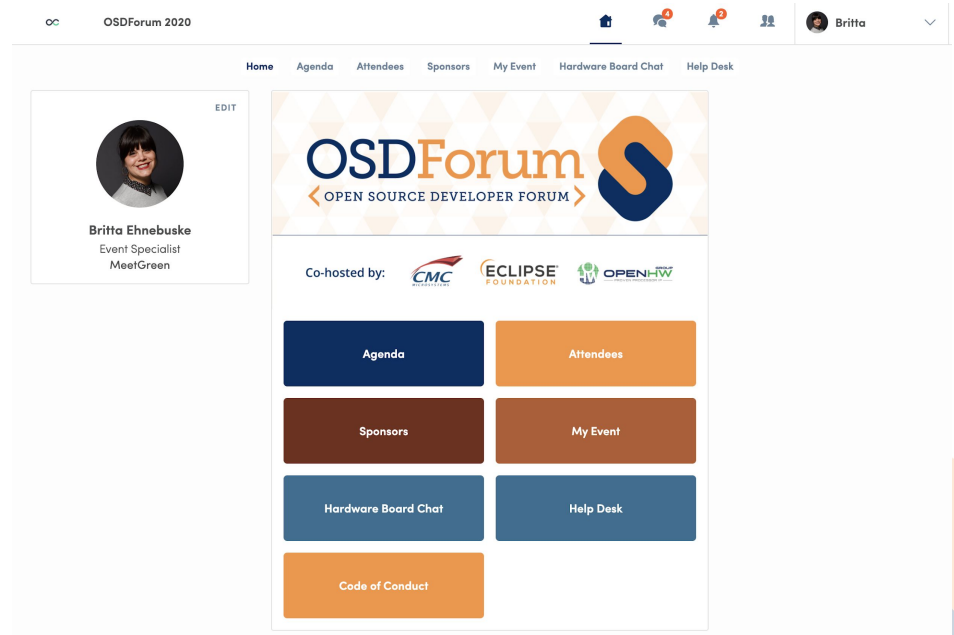
Joining Sessions

Joining Sessions

In the Agenda area you'll find the full listing of all sessions. Click into an individual session to see more information, and once the event is live, the session will be streamed to the page. You can use the Live Discussion window to interact with other attendees during the session, submit or upvote questions on the questions tab, and participate in polls on the polls tab. Make the session full screen to enlarge the player, and when you navigate to another area of the app, the video will persist in the browser. After the live session takes place, the archived video will be uploaded to the platform for replay at some point after the event has concluded.

For the interactive session on CORE-V that starts at 1:15 ET, you'll find a link to join a Zoom call within the session listing that is opened in a new tab. Close the window to return to the Swapcard app after the session concludes.

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Engaging with Attendees

Engaging with Attendees

The attendee list is displayed by last name. Click into an individual to view their profile. You can then send a "Connection Request" using the box on the right to start a conversation. If accepted, your contact information will be exchanged with that attendee. At the end of the event, your contact list can be exported. To do so, click on the People Icon in the top menu and click the Download button on the left.

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Setting up 1:1 Video Meetings

You can also request a meeting from an attendee's available time slots. Simply select a time, indicate in the location that it will be a "Video Meeting," introduce yourself, and send the request. You will get a notification when the attendee accepts and they'll be added to your list of contacts. To view all your meetings, go to "My Event." You can also export meetings to add them to your calendar.

Starting Your Meeting

At the time of your meeting, visit the "My Event" area and click on the three dots next to the meeting to initiate the video call. In the meeting, you can screen share, as with any video meeting software. From the "My Event" area, you can also click on the profile for the individual you're meeting with to send a chat, score the contact, and add notes or tags to organize your contacts.

Messages and Instant Video

If you click on the Chat Bubble Icon in the top menu, you can see all attendees and sponsors you've chatted with. From this screen you can also start an instant 1:1 video meeting by clicking the small video icon in the top right corner of the chat box. You can also share documents via chat.
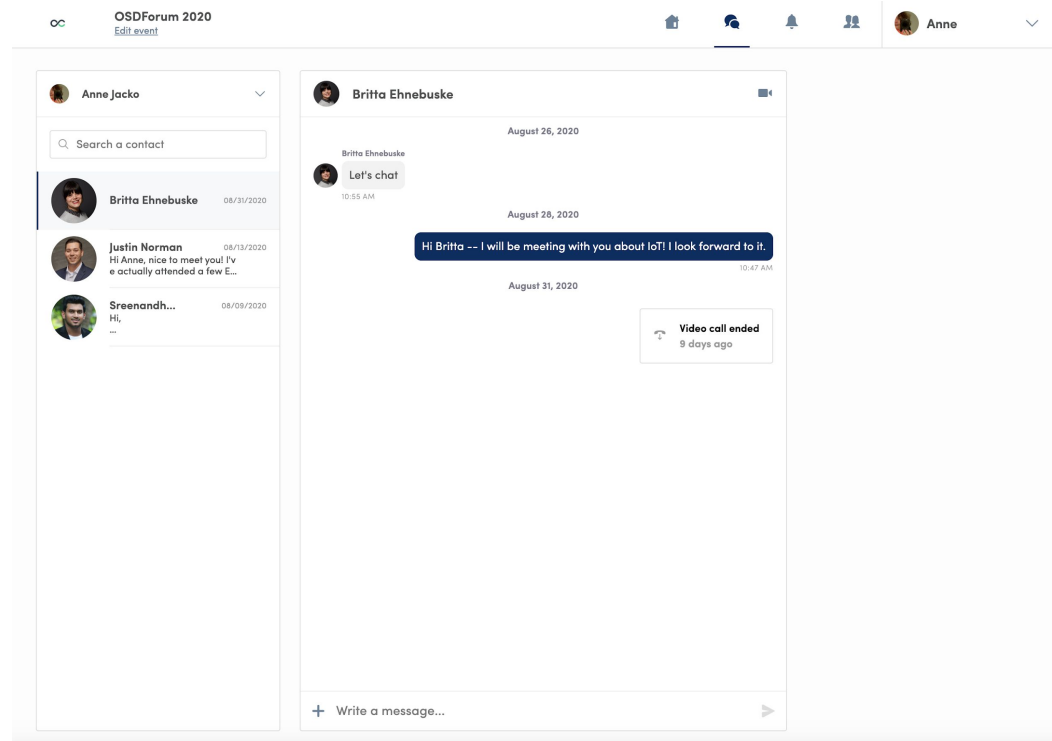
Event Chats

You can engage with a larger group of attendees by visiting one of the chats. There are three chats set up. The Community Chat is for general communication among attendees. Use the Help Desk if you have a general question or problem with the conference platform. The Hardware Board Chat is for discussing CORE-V board topics.

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Need Help?

Need Help?

We're here to make this an engaging and fun event! If you need assistance with the virtual platform, click on the Help Desk button on the Event Home page and leave us a message.

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Thank you!

Join the conversation:

@OSDForum | #OSDForum

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