

AHA 2021 Session Chair Guide

Thank you for being the chair of your session! The Conference Committee would like to draw your attention to a few details about the conference's organisational structure. This guide will outline your responsibilities as the session chair. If you have not already read the attendee guide, we encourage you to do so.

1. Getting Ready

If you are not confident on zoom, make sure you organise a practice session with a colleague or attend our training session on 24 November at 5pm <https://unsw.zoom.us/j/83283129122> . Make sure you know how to zoom from your phone.

Before your session,

1. You should receive a session cheat sheet with contact details and zoom details for your session. Let us know if you have not, one week out.
2. Please contact speakers and make sure they have a copy of the cheat sheet.
3. Be in email contact with your moderator.
4. Invite them to share slides by the morning of the session. It is up to you if you want to offer to read a transcript in case of technical disasters.
5. Have the emergency number in the cheat sheet on hand.
6. Install zoom on your computer and phone.

Just before your session,

1. Check that your microphone and camera are working.
2. Join **15 minutes early**. The moderator will let you in so you can identify and iron out technical issues.

2. Facilitating the Session

Chase up speakers who have not arrived 15 minutes early. The moderator can help.

Remind the moderator to make you a cohost.

Have the presentation slides at hand. Share with the moderator.

The moderators will then manage the recording for each session and will upload those recordings to make them available on demand in Whova. As a check measure, please ask the moderator to press the record button in Zoom.

Please inform the presenters that the presentations will be recorded. If any presenter does not want his/her presentation to be recorded, the moderator will pause the recording for that particular presentation and resume the recording for the other presentations.

In general, each session has three presentations and goes for 1hr 15, though a very few panels at the end of the day have four papers and go for 1hr 30. Each presentation runs up to 15 minutes. 10 minutes max for Roundtables. If your session has fewer than three papers, you may allow for a few more minutes of presentation time. Please try your best to enforce these time constraints in order to leave time for the Q&A. We hope that you can help to inspire discussion during this time; if there are no questions or comments, please, as the chair take the initiative to start discussion.

START SESSION

Once the session is ready to begin, you will open the session by:

- welcoming the attendees,
- introducing yourself,
- introducing the other speakers and the order which they will speak in.

You will need to instruct the attendees to:

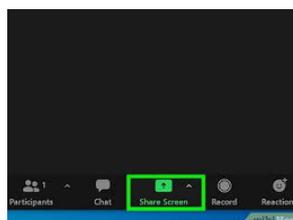
- Ensure they have accessed the session via the 'Join in Zoom' app in Whova, which is to the left of their screen. If they have accessed it via the 'Join in Whova' app, please ask them to leave and rejoin using the first option as they may experience black screens and inferior a/v quality.
- Ask them to mute themselves.
- Advise them to use the chat and Q & A function in Zoom as the Whova chat won't be visible to the session panel. Warn them that you will not monitor the Whova chat function.
- Recite the below code of conduct to the attendees.

“The AHA 2021 Conference has a zero tolerance policy to any bullying, harassment, discrimination or rude remarks. UNSW and AHA value diversity of thought and experience and believe that an inclusive and collaborative culture underpins research excellence and facilitates a positive experience. We respectfully advise you that online inappropriate behaviour will not be tolerated and you will be removed from the event.”

The moderators are RAs hired by UNSW. They are in attendance for IT support. We will give you their contact details in advance.

You will be required to time your presenters' speech and let them know when they have a few minutes remaining. You can do this by using the private chat function. With your help, we will be able to keep presenters on schedule and ensure that no one runs over.

If you need to share slides for someone, load their slides up on your screen and press this button



Please let us know if you have any questions. Below you will also find a further guide that will take you through:

- Getting yourself set up for AHA 2021
- Joining the Allocated Conference Session
- Troubleshooting

Thank you for working with us, and we hope you have a great session! We look forward to seeing you soon at the conference.

Best regards,

The AHA 2021 Conference organising Committee



3. Getting yourself set up

Please ensure that you have downloaded **Zoom** and familiarised yourself with the **Whova** web app.

3.1. DOWNLOAD ZOOM

Zoom Meetings run on Computers (PC or Mac) and Mobile Devices (Tablets, mobiles) using Apple iOS or Android OS.

You will need to have **Zoom Meeting Client** on a computer or laptop or **Zoom Meeting App** on a mobile device.

To set-up Zoom Meetings for your computer and/or Mobile:

1. Download **Zoom Client for Meetings** for your computer

- Microsoft Windows PC: (<https://zoom.us/client/latest/ZoomInstaller.exe>)
- Apple Mac OSX: (<https://zoom.us/client/latest/zoomusinstaller.pkg>)

2. Or for mobile devices, download **Zoom Mobile App** for:

- AppStore for iPhone
- PlayStore for Android

LOG INTO ZOOM

Please use the appropriate email and password provided by the conference organisers to log in via zoom, as allocated.

3.2. DOWNLOAD WHOVA APP

Whova is both a web and mobile app. The mobile and web app both have the same features.

You can be logged into both the web and mobile app at the same time.

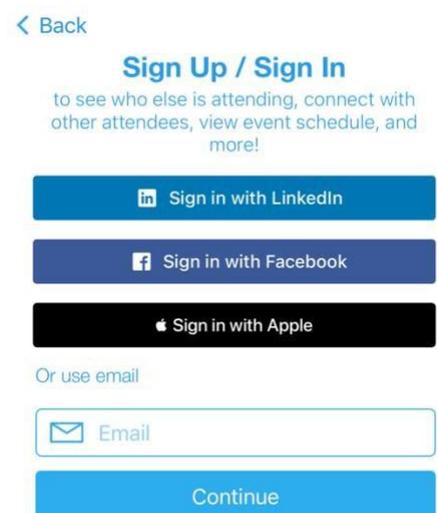
Download the Whova Mobile app for:

- Appstore for iPhone
- PlayStore for Android



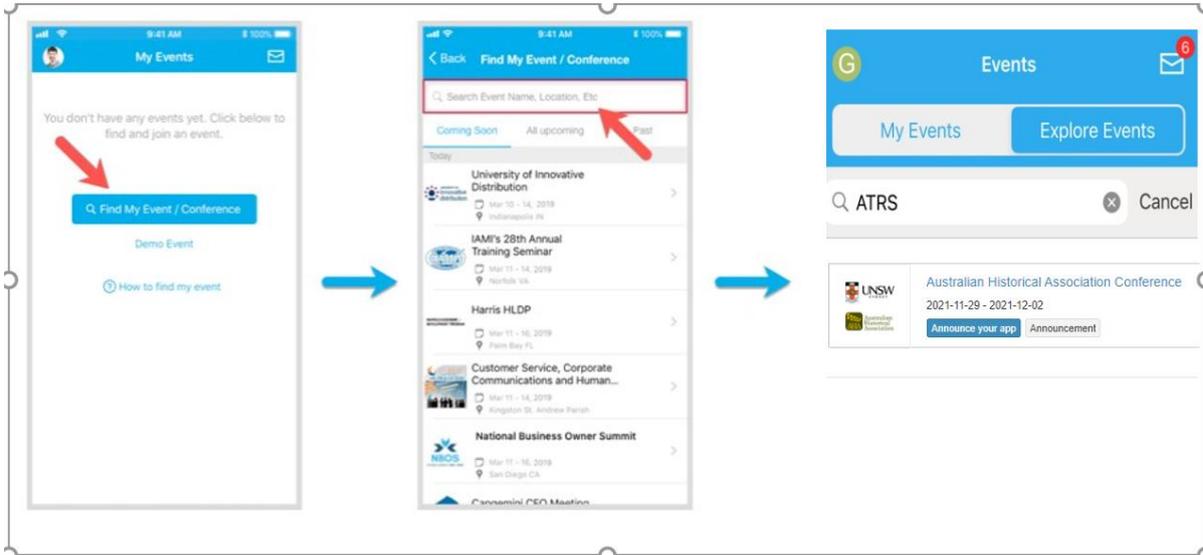
3.3. SIGN IN TO WHOVA – MOBILE

1. Enter the email address you used to register for AHA 2021.
2. Create a password and type in your name. You will be prompted to edit your profile. Fill in as much detail as you can as other attendees will use this to network with you.
3. The app will take you to the AHA 2021 event page automatically.



If you are not automatically redirected to the webpage, search for it using the “Find My Event/Conference”

- Type ‘AHA 2021’ into the search bar.
- Click ‘Join’ and enter the event invitation code from your welcome email sent to you.



3.4. SIGN IN TO WHOVA - BROWSER

1. Use the link in the email to access the conference:
https://whova.com/portal/webapp/ahac_202106/
2. Click “Sign up here” if you don’t have an account yet, and fill in your email and password.
 - a. Please make sure you use the email address at which you received the Whova invitation email, otherwise Whova will not allow you to join the event.

You will be automatically directed to the AHA 2021 event page.

Sign in using your Whova account

Email

Password

[Forgot your password?](#)

Don't have an account? [Sign up here](#)

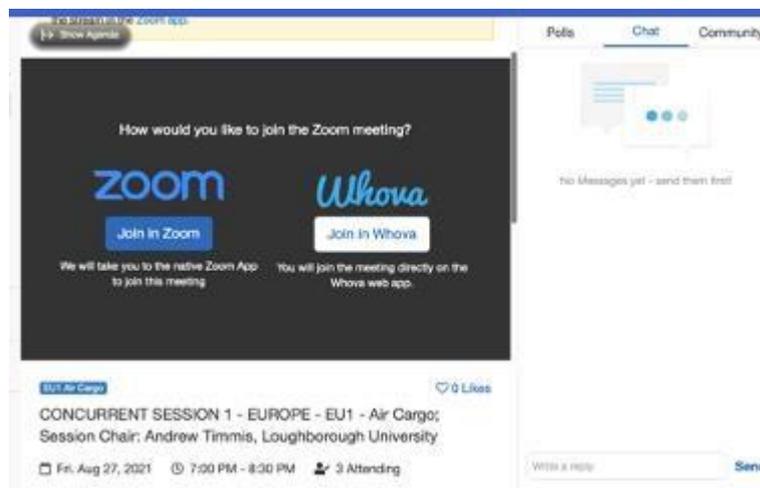
[Whova Virtual Conference Platform](#)

4. Joining the Allocated Conference Session

As you are the session chair you will have been sent the full agenda PDF version with the appropriate zoom link. We encourage you to send an email to all speakers in your session, introducing yourself and sending them the zoom link. The speakers have been instructed to join the session 15 minutes before its start.

You can also find the session via the agenda on Whova.

1. Go to the “Agenda” tab and find your paper session. You can do this by using the search function and typing in your name.
2. Click “view session”.
3. Click “Join Livestream”
 - a. If the session is live, you will be redirected to either “Join in Zoom” or “Join in Whova”
 - i. Choose ‘Join in Zoom’, it will take you to view the session in the native Zoom platform. Do not join zoom through Whova button, as this causes technical issues.



4. You will be redirected to the waiting room, where the moderator will let you into the zoom meeting.
5. Select “Join Audio Conference by Computer”
 - a. You can test your microphone and speakers by selecting “Test Computer Mic & Speakers”.
 - b. Click “Automatically join audio by computer when joining a meeting and Click “Join with Computer Audio”.
6. Once you are admitted into the Zoom meeting, the moderator will give you ‘host’ privileges. This will give you access to other functions.

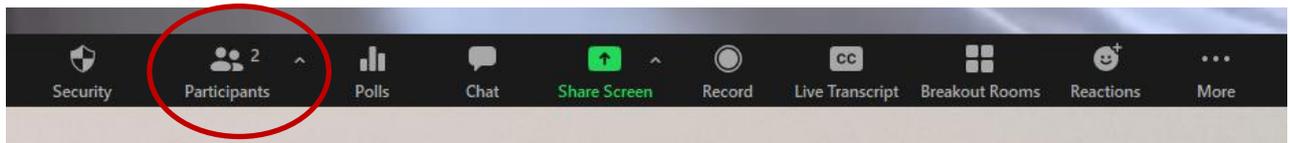
5. Managing Attendee Behaviour

Your moderator is primarily responsible for this. These are emergency backup instructions.

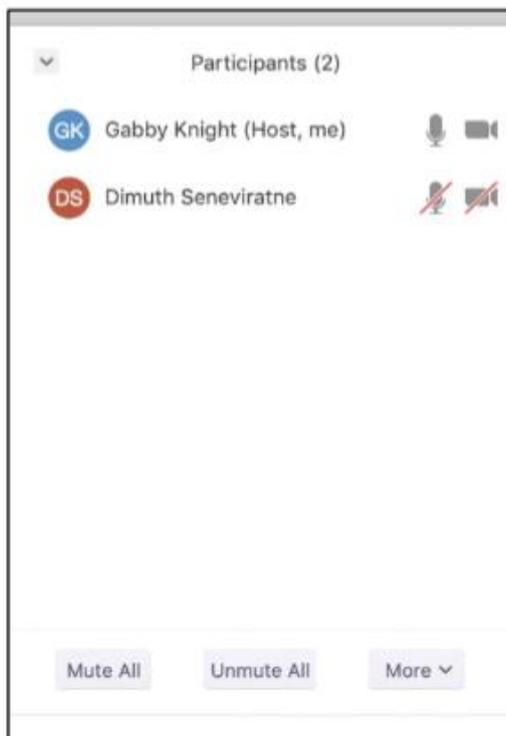
ATTENDEE MISBEHAVIOUR

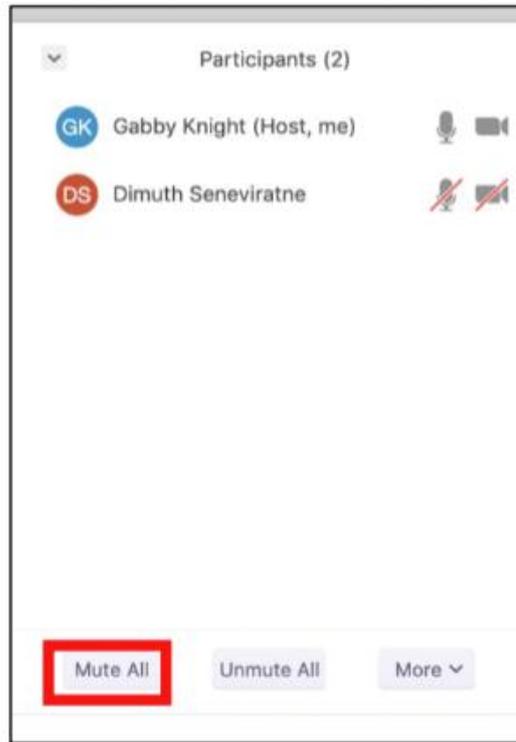
There are a variety of ways that you can manage attendee misbehaviour. Please be sure to report any issues to ahaconference2021@gmail.com

1. Click "Participants" on the tool bar.

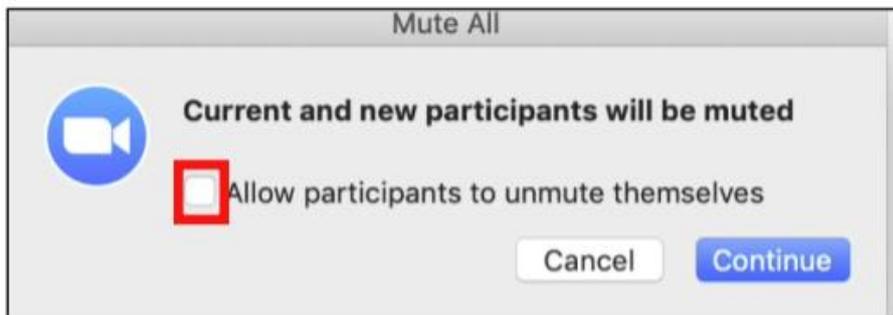


2. You can mute a participant by clicking on the "Microphone Symbol". When there is a red cross through the microphone symbol, the participant is muted.
3. You can turn off a participant's video by clicking on the "Video Symbol". When there is a red cross through the video symbol, the participant is not visible.

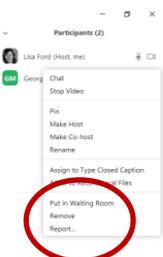
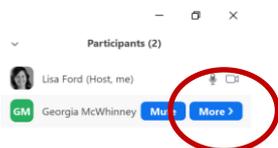




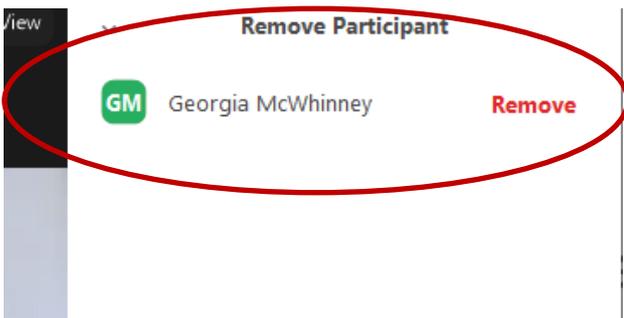
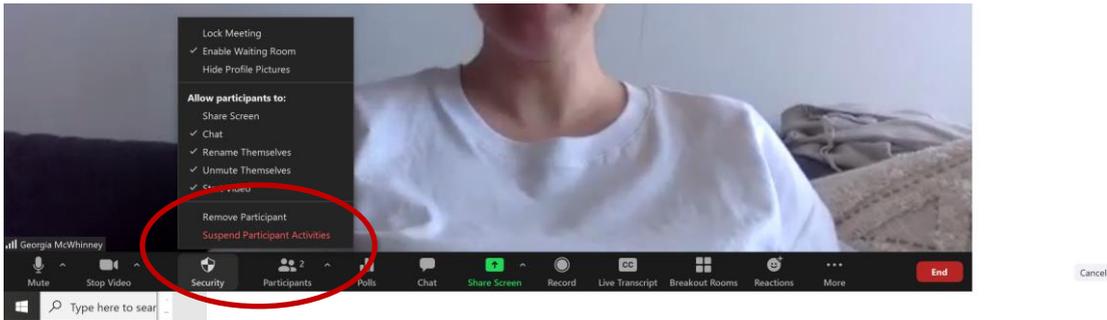
4. To mute all participants, click "Mute All".
5. To ensure participants cannot unmute themselves, untick the "Allow participants to unmute themselves" box.



6. You can remove a 'bad actor' to the wait room



7. Or expel them from the meeting if required. Use the remove function above, or press the security / remove button as below.



CHAT MODERATION

As part of your role, you will be required to moderate the chat to ensure any attendees who are behaving inappropriately are removed and reported. We have told participants we won't monitor the WHOVA chat.

6. Troubleshooting

HOW DO I RESET MY PASSWORD?

1. Go to the sign in page and enter the email which you used to register for AHA 2021 with.
2. Click enter
3. Click "Forgot password?"
4. You will be prompted to enter a confirmation code from your email. Please wait 2-3 minutes for the email to be delivered to your inbox.
5. After you have entered the code, you will be prompted to reset your password.

WHY IS THERE AN ECHO DURING THE PRESENTATION?

This is typically caused by having your meeting session open in 2 places at once. When you are presenting, make sure you **do not** have another window or device that also has the session open.

WHY DO I HAVE A BLACK SCREEN OR BAD AUDIO AND VISUAL IN THE SESSION?

It is likely that you accessed the session via the 'Join in Whova' button. If you are having technical difficulties, please leave the session and access the session using the button to the left of your screen that says 'Join in Zoom'.

WHAT IF MY COMPUTER BREAKS?

Download the zoom app on your phone. You can link in from there.

If that doesn't work you can dial in for sound only:

Ask the moderator for the full zoom invite so you can dial in if necessary.

1. From the list, you should choose the phone number with the most appropriate area code
2. You should leave off +61 and put in the area code for example, +612 = 02 as they dial in
3. You will be asked to enter the meeting number from their invite followed by #
4. A voice will ask you for your participant number. You should ignore this. It will then ask you to speak your name followed by #
5. It will then ask you to press *6 to mute themselves.
6. You will appear in the waiting room and the moderator or another co-chair will have to let them in.
7. *6 is mute/unmute. You will only be able to hear and speak. Ask the moderator to take questions for you.

If you can't resolve your technical issue:

1. Contact your moderator (see cheat sheet for email)
2. Call the emergency number in your cheat sheet (sparingly)
3. Email: ahaconference2021@gmail.com

