

# AHA 2021 Attendee Guide

Thank you for attending the AHA! If you are a chair or speaker, please see the dedicated guides.

## Basics

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.

Beforehand,

Log in to WHOVA and download zoom on your computer and phone so you have multiple ways in to the sessions you are attending.

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

Just before your session,

1. Check that your microphone and camera are working.
2. Please follow the chair's instructions.
3. **Be aware of the code of conduct:**

“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.”

You will be removed from sessions if you do not adhere to this policy.

4. If you have difficulties, email us at [ahaconference2021@gmail.com](mailto:ahaconference2021@gmail.com) . Be sure to include your phone number.

We look forward to seeing you soon at the conference.

The AHA 2021 Conference organising Committee

# 1. Getting yourself set up

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

## 1.1. 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.

## 1.2. 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.

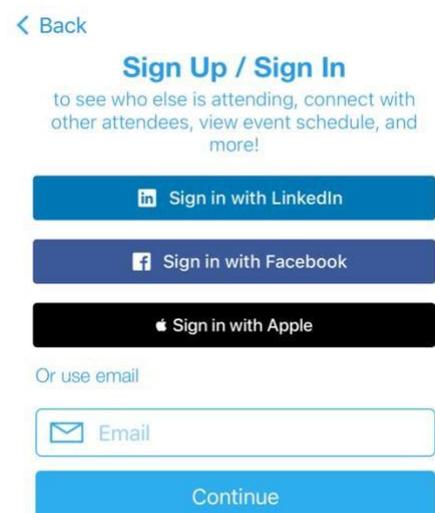
Download the WhoVA Mobile app for:

- Appstore for iPhone
- PlayStore for Android



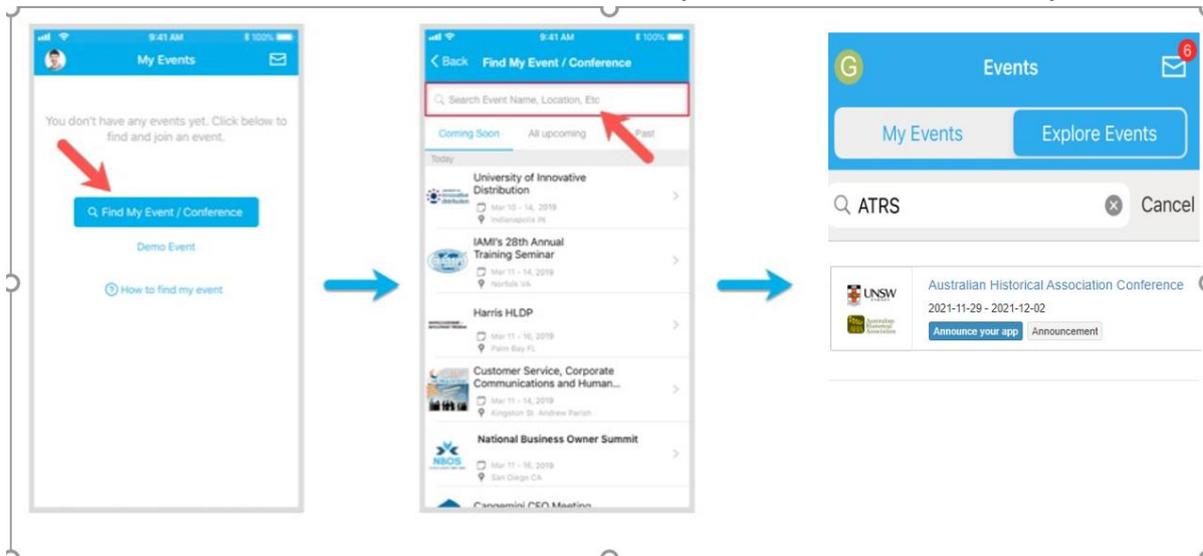
## 1.3. SIGN IN TO WHOVA – MOBILE

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.



## 1.4. SIGN IN TO WHOVA - BROWSER

1. Use the link in the email to access the conference:  
[https://whova.com/portal/webapp/ahac\\_202106/](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](#)



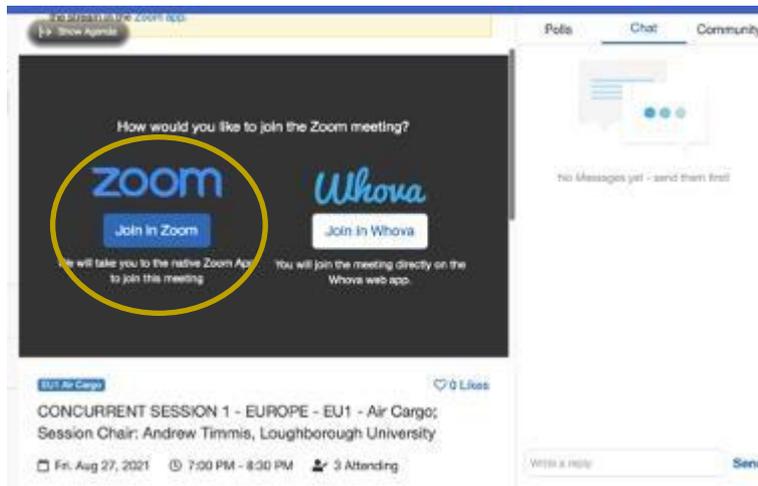
**UNSW**  
SYDNEY

## 2. Joining the Allocated Conference Session

The least efficient way to join a session is to find which session you are interested in on the Conference Schedule. Note the locator number and title: 3.4.11 History is better than Fiction. We will forward you a full list of session locators and names with zoom links two days before the conference. Note that some keynote webinars will have passcodes.

The best way to find your session is via the agenda on Whova.

1. Go to the “Agenda” tab and browse. You can save sessions to your agenda. You can search sessions by title or speaker 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. **Also, we will not monitor in-session chats in Whova. Your questions will be lost.**



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”.

## 2. Troubleshooting

### 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.

### 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 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 you in.
7. \*6 is mute/unmute. You will only be able to hear and speak.

If you can't resolve your technical issue: Email: [ahaconference2021@gmail.com](mailto:ahaconference2021@gmail.com). Please include a phone number.