ATTENDEE QUICK TIPS

What to expect as an attendee at ASTHO’s Virtual Washington Week 2021
Welcome Washington Week Attendees! We are excited to have you join us beginning on Tuesday, March 2, 2021 for a collection of virtual sessions to provide you information, inspiration, and opportunities for collaboration. Below is a list of important items to watch for, steps for the day of the event, and our recommended best practices to make the most of the virtual event platform.

ACCESSING THE WASHINGTON WEEK VIRTUAL PLATFORM
All Washington Week 2021 sessions will be hosted on the Virtual Event Place platform.

- To access the platform, go to: [http://www.virtualeventplace.com/washingtonweek21](http://www.virtualeventplace.com/washingtonweek21)
- Once you land on this page you will be required to log in. Click LOGIN or SIGN UP – IT’S FREE
- On the Login for existing tab, click FORGOT PASSWORD and enter your email address.
- You will receive a reset password email. This email will come from noreply@virtualeventplace.com. If you do not receive a reset email password within the hour, please check your spam.
  
  **NOTE:** If you receive an error saying your email address is not registered, please contact jcarter@astho.org; do not sign up as a new user.
- Change your Password
- Click MY VIRTUAL EVENTS located in the upper right-hand corner. The events you are registered for will be listed.
- Click WashingtonWeek to arrive inside the Washington Week Lobby. From inside the Lobby, you will be able to navigate around the event areas.

WASHINGTON WEEK VIRTUAL AREAS

- **LOBBY:** Spend time in the Lobby chatting with fellow attendees or navigate to other areas of the event platform.
- **AUDITORIUM:** All sessions will take place within the Auditorium. To attend a session, click ATTEND WEBCAST. This will open a new window for the session. We encourage you to attend the sessions live to enhance engagement and facilitate peer-to-peer learning. Sessions will also be available on-demand 72-hours after the live session.
- **S/THO-ONLY LOUNGE:** Network and engage with fellow S/THOs in a group text chat with all guests or one-on-one chat via text, audio or video.
- **S/THO-ONLY RESOURCE:** Watch the Welcome video, access ASTHO resources, or speak to an ASTHO staff member.

CHAT FEATURE

The Chat feature is available in all areas of the event. Attendees can Chat with everyone in a room or have a private one-on-one text, audio or video chat. Here is how it works:

- **CHAT TO ALL:** Use the text bar at the bottom of the chat window to type a message. Hit SEND and your message will be public and visible to all.
  
  **TIP:** To tag someone in your message simply use the @ symbol to search for their name. The chat will automatically populate names of those who are in the same chat.
- **ONE-ON-ONE CHAT (private):** Select the person you would like to chat with from the right-hand side of the screen. Click on their name and a private message window will pop up. From here you can engage by text, audio, or video.
- **AUDIO & VIDEO CALL (PRIVATE):** To make a one-on-one audio or video call follow the steps above. Once you are in your private chat window you will see a phone icon (audio only) and a video camera icon (video call). Click on the corresponding icon to initiate your call.
TEST YOUR EVENT ACCESS AND COME EARLY ON SHOW DAY
Everyone hates technical difficulties. And since your computer and internet connection are important to attend the show, let’s make sure you’re set up correctly before the show starts.

We set up a DEMO SHOW for you to test out your computer or phone compatibility. You don’t need to download anything, including special software. The show platform will work on all current browsers but works best in Firefox.

Check out the DEMO SHOW by visiting www.virtualeventplace.com/demo (open daily 9 a.m. – 5 p.m. ET).

VIRTUAL HELP DESK
• If need assistance prior to or during the event, help will be available.
• The Helpdesk is located in the upper right corner of the virtual platform. You can contact Support or use the FAQ (Frequently Asked Questions).
• Additionally, there is a CHAT BOX in the lower, right corner of the platform that you can use during show hours.
• If you have questions about accessing the platform, please contact jcarter@astho.org.

EVENT FUNCTIONS & NAVIGATION
You will be landing in the event lobby. From here you can navigate to the various room of this event by clicking on the room title (eg. Networking Lounge) or by clicking on the room title at the top of the screen.

Test the chat feature.

Be sure to enable camera and audio controls on your computer.
Stop by the Auditorium and start a session or visit https://zoom.us/test. This lets us know if you can get into a Zoom meeting (where sessions will be hosted). If you are having problems accessing Zoom on your computer, please ensure you are using the most updated version before trying to access Zoom on a different browser or difference device.

USING THE EVENT AGENDA
The Event Agenda allows you to view all sessions within the event. It lives under the main menu and drops down when you click on it. Any sessions you pre-registered for will show as reserved.
EDITING YOUR PROFILE
To ensure your profile is complete and accurate, simply select Update My Profile from the drop-down menu under your photo icon in the upper right corner. Be sure to click Save at the bottom of the screen. You can view your changes by clicking on My Profile at the top of your screen on the right-hand side.

IMPORTANT: Please do not update your email address. This is how you authenticate yourself to log in for the event. If you change this field, it will cause login issues in the future.

ADDITIONAL TIPS
• Have a hardwired internet connection (prevents unstable WIFI issues)
• Mute your microphone when not talking
• Try to avoid talking over / at the same time as other participants
• When you start video chat, be aware you are on camera and try to avoid doing other tasks, checking emails, looking at your phone etc.

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