

86th Annual ABC and GABC International Conference

Welcome to the 2021 Annual International Conference for the Association for Business Communication and the Global Advances in Business Communication.

Please review this guide to find information for moderating sessions, presenting in a session, effectively using Zoom, and tips for attendees to reconnect with colleagues, continue discussion, and other ways to get the most out of your virtual conference experience.

1. This week, create an account on Whova, our virtual platform. **Establish your [Whova](#) account NOW**, so you know you have access and are ready in advance of the conference. At this time, you can upload any desired video or handouts.
2. See Whova's helpful ATTENDEE tips [here](#).
3. See Whova's helpful PRESENTER tips [here](#).

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Moderator Guidelines

Moderators ensure a timely start and end to the session, facilitate transitions between presentations, facilitate question and answer, start and stop recording of the session, and troubleshoot.

Before The Session Starts

- Arrive 20 minutes before the session start time. Conference times are in Eastern Standard Time (EST), but on the Whova virtual platform, session time will show in the time zone of your location.
- As the moderator, you have Zoom Alternative Host privileges.
- When you arrive in the session, rename yourself to include “Moderator” after your surname. From the participants' panel, click “Rename” and then input your change. For example: “Jane Talkingstick – Moderator.”
- Presenters should arrive 15 minutes before the session start time. Others might also arrive early.
- Verify your session’s presenters both in the virtual platform and in a comprehensive list you will receive (near October 15.)
- Once your presenters arrive, give them co-host privileges so they can share their screen when it is their turn to present. Doing so ensures that if you have any technical difficulties, such as being logged out, the session can continue without interruption.
- Ask presenters to rename themselves with Presenter or Panelist after their surname. Ex: “Jane Talkingstick – Presenter”.
- Inform presenters that they will present in the order listed in the program, unless otherwise agreed upon.
- Ask presenters to queue up their slides and practice sharing their screens ahead of the start time.
- If presenters show a recorded video, remind them to select “Share sound” and “Optimize for video clip” when they share their screen.
- Inform the speakers that you will be keeping time and giving 5-minute, 2-minute, and times-up warnings.

- If a presenter does not arrive and if you see a pre-recorded version of a presentation uploaded to the virtual platform, you may direct attendees to visit the virtual platform to play the video at their convenience.

At the Start of the Session

- Begin the session promptly at the start time (on the hour or quarter or half-hour.)
- Press the record button in Zoom. PLEASE BE SURE TO RECORD IN TO THE CLOUD, NOT YOUR COMPUTER. Zoom will inform attendees that the session is being recorded. They accept by selecting “Got it” or reject by selecting “Leave.”
- Introduce yourself as the moderator and share the housekeeping rules for the session:
 - Ask attendees to turn off their cameras and mute their microphones, except when they are speaking.
 - Introduce Q&A following each presentation (or panel, again, based on the speakers’ preference.
 - Ask attendees to use the chat and type “Q” or “Question.” Moderate the Q & A.

During the Session

- Introduce the presenters in the order printed in the program. Do not say the name of their presentation.
- Use the chat to inform speakers about their time. Give them notice at 5 minutes, 2 minutes, and times up.
- Monitor the chat for attendees who type “Q.” Call on them in order.
- If a presenter does not receive a question from the audience, try to come up with one.

At the End of the Session

- Thank the presenters and attendees.
- Push the record button to stop the recording. The recording will be saved to the cloud.
- End the session on time.

After the Session

- Complete a brief survey about the session. [Click here.](#)

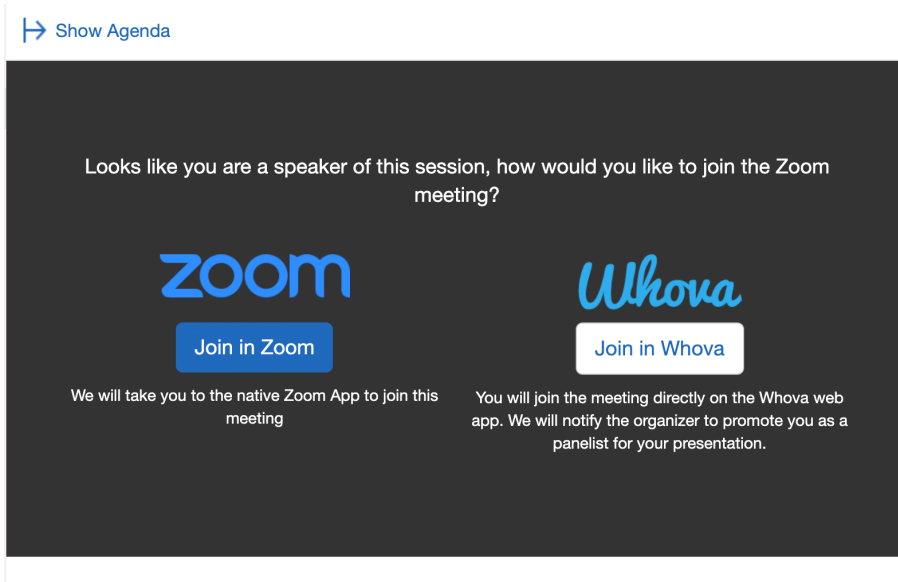
Troubleshooting

- For immediate assistance, contact the conference team via this [Support Ticket](#).
- **PRESENTERS:**
 - If a moderator does not show up within 10 minutes of the start time, submit a [Support Ticket](#). Presenters should begin, but screen share will not be available until support arrives.
- **MODERATORS:**
 - If a presenter does not show up, go to the next one scheduled.
 - If a presenter shows up late, and if there is time, they may present.
 - Inform attendees of any pre-recording in the virtual platform so the attendees can watch that video.

Presenting in a Session

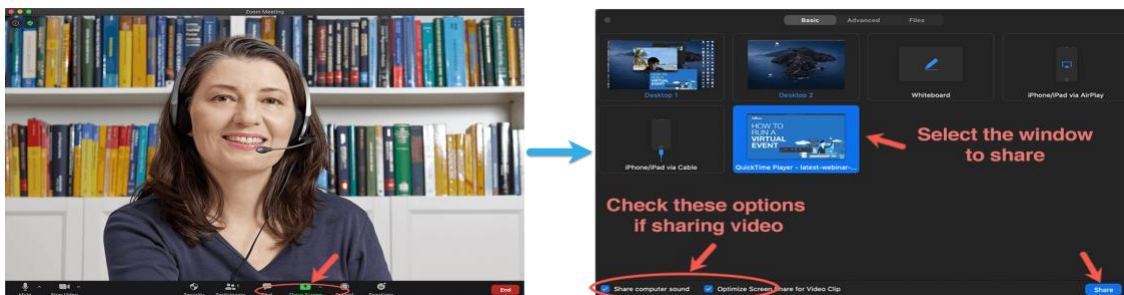
On Desktop

- Make sure your camera, network, and microphone work.
- Access your session through virtual platform. Search for your name to find your session. If necessary, you will be able to log in to ABC to access a digital program (pdf) with Zoom links to each session.
- If you received the Zoom link (like “https://...zoom.us/...”), click to open the Zoom app. If you’ve already installed the Zoom app, it starts automatically. Otherwise, follow the instructions to download the Zoom app and enter the Zoom meeting/webinar.
- If you received the web app link (like “https://whova.com/portal/webapp/...”), click the link to go to the web app. **Be sure to sign up with the email address you used to register for the event as a speaker.** Once you click into the session on the web app, you may select whether you want to join from Zoom’s app or join in the Whova app. You can start presenting inside the Whova app without opening the Zoom app. Using the Whova app lets you take advantage of Whova features.



- If you need to use slides or a pre-recorded video, open the slides/video, click “Share Screen,” and select the slides/video you want to share.
- If you are sharing a video, check the two (2) optimization options to “share sound” and “optimize for video clip” on the bottom-left of the popup.

Also, consider [checking this checklist](#) to get better prepared.



Answering Q&A

- Moderators will instruct audience members to place a "Q" in the chat box. A few minutes before presentation time ends, the moderator will let the speaker(s) know there are questions and call on the person(s) asking the questions in the order they are entered.

Uploading Session Info (Handouts, Videos, and Others)

- Handouts can be uploaded to the virtual platform and can be available for up to six months. You may remove the content during those six months if you wish.

- Presentations that have previously been recorded and uploaded to the virtual platform can be available for six months. You may remove the pre-recorded content during those six months if you wish.

Preparation Checklist

This is a general checklist to prepare for speaking in a virtual session.

By October 14, you will receive two emails for your action. Until you perform the actions, you will not be able to add your content. Registered attendees will receive an email requiring activation from: event-noreply@whova.io Speakers will also get an email from that address for action. **Act on those two emails upon receipt.** Add event-noreply@whova.io to your contacts to help keep it from landing in junk mail.

[Recommended] Pre-record your presentation and add it to the virtual platform as a backup. This can help in case of any technical or network issues during your talk.

- Test your camera, microphone, and screen-sharing. Use your friends or colleagues to help you test.
- Consider a dry run of your talk and time it. Speaking in front of a camera feels different than speaking in front of a live audience.
- Instead of a mobile phone, we recommend using your computer. This provides a more stable network and better performance. The **Chrome browser** works best with this virtual platform.
- Make sure your primary light source is not coming from behind you. If you are close to a window, try not to be in darkness. A simple desk lamp illuminating your face works well.
- If possible, close other applications on your computer.
- Let other people in your home know about your presentation so they won't use too much bandwidth while you are presenting.

Things to Test

Before the event, please take some time to test each item below.

- **Test your Internet speed.** Streaming software usually has Internet speed requirements. For example, for Zoom, the requirement is **2Mbps at a minimum**. You may test your Internet speed here: <https://www.speedtest.net/>.

- **Test your audio/video device and make sure it works with the streaming software.** The easiest way to test is to start a Zoom meeting with your friends and see if they can see you and hear you. Also, try to share your video/slides in Zoom to see if they work properly.
- **Test other setups with a dry run.** During a practice session, in addition to checking the above items, test your lighting, your background, and attire, to make sure they comply with the event.

In Case of Emergency

If something unexpected happens during the event or session, follow this guide. For questions not covered here, complete the [Support Ticket](#).

- **Cannot join the session as speaker or panelist:**
 - Join from the Zoom client instead of the Whova virtual platform app.
 - Be sure the link you are using is the correct one for your session.
 - If a password is required try “ABC” If that does not work, submit a [Support Ticket](#) to request the password removal.
- **Internet connection problems (unable to reconnect, or has unbearable delay):**
 - Submit a [Support Ticket](#) indicating attendees should go watch pre-recorded video. If possible, put a note in the Whova chat.
- **Cannot share screen or share video:**
 - Ask the moderator to enable the Zoom setting.
- **Camera does not work correctly:**
 - If your camera is not working, you may still present with audio and slides.
- **The audio device does not work correctly:**
 - Send chat to the moderator asking that the moderator inform attendees to use your pre-recorded video.

File or Video Uploading

To upload a pre-recorded video to your session (**except** participants of My Favorite Assignment and How Do You Teach Diversity?):

- Be sure you have established Whova access. (See Preparation Checklist above.)
- Locate your **Welcome** message that requests bio and session information.
- Click on the **Speaker Form** (blue button).
- Fill in bio information as appropriate. As you fill out the form, notice an opportunity to add documents and video for each session where you are scheduled to present.

- Click **Add Video**
- A new pop-up asks where you will upload your video from (video link, local computer, or Cloud URL). Click the appropriate choice.
- A new pop-up will appear with a place to add the video link. Hit **SAVE** to add.

You may upload your presentation to the conference platform, then "attend" the conference to make your presentation and hold questions and answers during your session. You may choose whether you want to play your pre-recording from your desktop or if you want to present virtually.

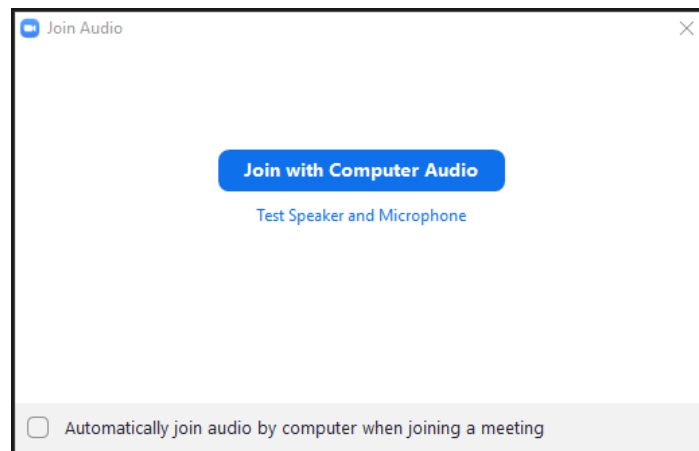
Using Zoom

Zoom Account

A Zoom account is not required, but we recommend creating an account at <https://zoom.us/freesignup/> if you do not have one. If your university holds a Zoom license, follow the guidance provided by your IT Department to create an account.

Testing your Zoom set-up

Test your audio and microphone before entering a meeting by clicking the "Test Speaker and Microphone" button in the pop-up window that opens when you join a Zoom session.



If you have a Zoom account, test your camera in advance to be sure your lighting is good and that your computer is well-positioned. To test, log into your Zoom Client. In the upper, right corner, click your profile picture or initials. Next, select "Settings." In the window that pops up, click "Video." This activates your camera and shows your frame.

Preparing to Present

- **Join the Zoom meeting room 15 minutes before your scheduled presentation time.** This allows the moderator to know all presenters are ready, providing time for any needed assistance.
- Ten minutes before the presentation, if the moderator is not present, submit a [Support Ticket](#).
- If the moderator has not arrived five minutes before the presentation time, decide on someone to track time and monitor the chat feature for questions. Begin presentations; screen share will be available once help arrives.
- If a presenter is not there, skip that presenter and begin. If the presenter(s) arrive late, they should present at the end.

Zoom Guide – During Conference

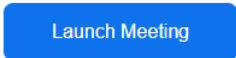
Joining a Zoom Meeting

- From Whova, visit your desired session and click the displayed Zoom link. The password is: **ABC** We hope you will participate via the Whova virtual platform.
- Just prior to the conference, you will receive an email with access instructions to a conference program that displays the Zoom links.
- Click on the link of the session you would like to join. Your computer will open a new tab with the following instructions:

Click **Open Zoom Meetings** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below

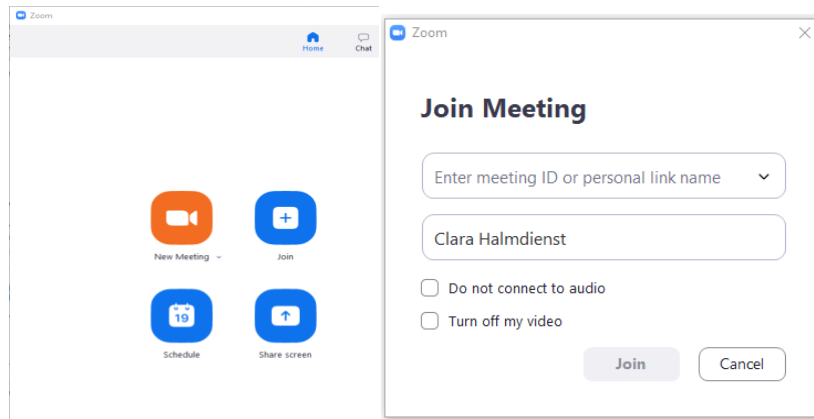
By clicking "Launch Meeting", you agree to our [Terms of Service](#) and [Privacy Statement](#)



Launch Meeting

- Select "Open Zoom Meetings" in the pop-up window *or* click on the "Launch Meeting" button as displayed in the screenshot above. A Zoom window will open, and you can join the meeting.
- Alternatively, you can open the Zoom Client you installed.

- Go to “Home” and select “Join.” A pop-up window opens (see screenshot below). In the first line, paste the Zoom link for the desired session.
 - If prompted for a password, that is: ABC Click “Join” to enter the meeting.



For Assistance During the Conference

Need technical help?

- Submit a Support Ticket [here](#). The response is fast during conference hours.

Are you looking for a help desk?

- ABC Connect offers limited hours where you will find the ABC Diversity and Inclusion chair or someone from the conference team. Find the daily link to ABC Connect in the virtual platform agenda and in the conference program.

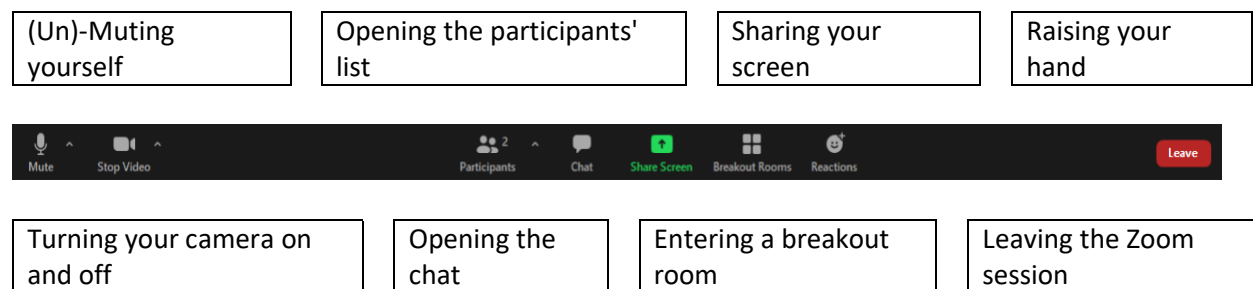
Troubleshooting

If you are experiencing any issues connecting to Whova or with Zoom, try these solutions:

- ***Whova works best on Google Chrome. Use the Chrome browser.***
- Refresh the web page in your browser.
- Close all windows and programs not needed for the event to reduce computer activity.
- Ensure ad-blocking software in your browser is turned off.
- Ensure any VPN you may have is disabled.

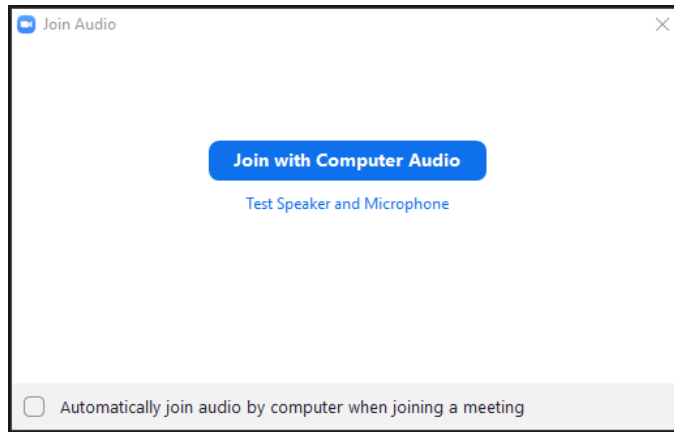
- Disable any plugins.
- Clear cache and cookies; restart browser.
- Try an incognito window within your web browser.
- Make sure you have strong internet access. Are there others using your connections?
- Security protocols can interfere if you are using an organizational (e.g., university/college) device. Try a personal device, and see if it makes a difference.
- NOTE: If late registering for the conference, allow at least one hour for processing. If you are unable to log in to Whova or if you need registration assistance or other technical support, including a missing moderator or a failed Zoom link, create a [Support Ticket](#).
- Navigating Zoom

Overview

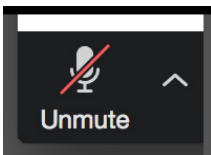


Audio and Video Set-up

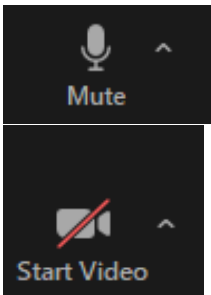
- After joining a session, you will be prompted to join the audio. Zoom allows audio participation through your computer's internal speakers (click "Join with Computer Audio") or a headset.
- Please see the instructions for "Testing your Zoom set-up" above to test your speakers and microphone before joining a room.
- Your webcam will be activated automatically when you enter the Zoom session.



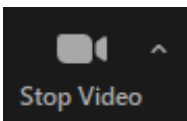
(Un-)Muting Yourself and Turning Your Webcam On and Off



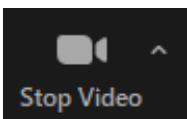
- You are automatically muted upon entering a session, as indicated by the crossed-out microphone icon in the bottom left corner of your Zoom window.
- To unmute yourself, click on this microphone. (When not presenting or not in the pre-meeting room, remain muted.)



- This microphone icon on the bottom left corner of your Zoom window shows you are **unmuted**, and other participants can hear you speak. When you finish speaking, click on the microphone to mute yourself.
- This camera icon shows that your **video is turned off**. Find it in the bottom-left corner of your Zoom window. Click it to turn on your camera.



- This camera icon indicates that your **video is turned on**, and other participants can see your camera frame. Find it in the bottom-left corner of your Zoom window; click it to turn your camera off.



- If you need or want to **change your audio or video device**, click the little arrow next to the microphone/camera icon and select the device of your choice.

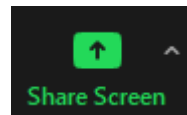
The Chat

- If you want to ask a question after a presentation or during a discussion session, write “Q” or QUESTION in the chat.
- The moderator will call on you for your question at the appropriate time.
- You can open the chat by clicking on the “Chat” icon in the navigation menu at the bottom of your Zoom window.
- Everyone in the session can read messages in the chat.

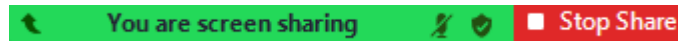
If you enter a session after the meeting has started, any chats posted before that time will **not** be available to you.

Sharing Your Screen

- If you are presenting, you will need to share your screen to show your slides.
- **Open your presentation** in PowerPoint or any other program you are using.
- In the navigation menu at the bottom menu of your Zoom window, select **the “Share Screen” icon**.
 - Zoom then opens a second window that lists your active apps and open windows.
- Select your presentation program, click “Share,” and start your presentation.
 - If using sound files or videos during your presentation, you need to check the “Share Sound” box in the bottom-left corner of this second window before clicking “Share.”
 - Remember to unmute yourself before speaking.



- When you share your screen, the navigation menu will move to the top of your screen.
 - To reposition the menu, click and drag it to a new position.
- The chat window closes when you start sharing your screen. To re-activate the chat, click on the “Chat” icon in the navigation menu.
- After your presentation, please deactivate the screen-sharing by clicking on the **“Stop share” button** below your navigation menu.




A special thank you to Clara Halmdienst, Susanne Kopf, and Ursula Lutzky of the ABC Europe Conference team for developing and sharing the Zoom instructions adapted for the ABC Annual International Conference.

Attendee User Guide


Sign in to Whova

On Your Desktop (Recommended)

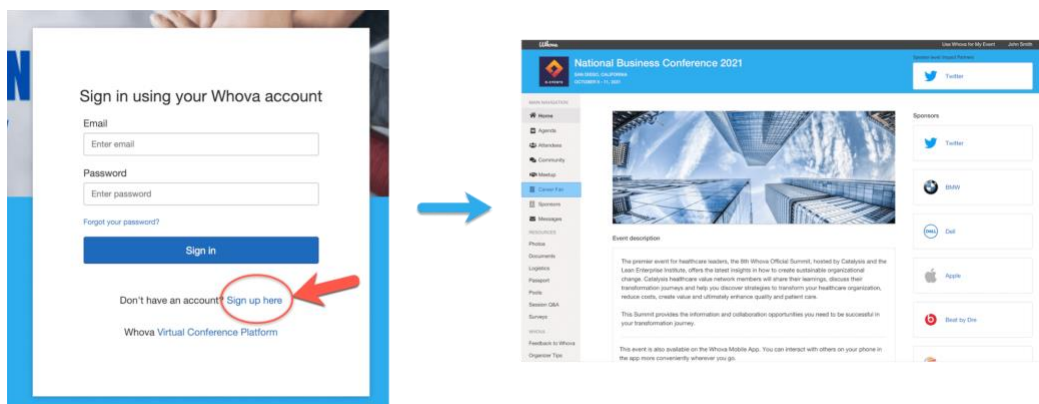
 For live streaming sessions (Zoom), we suggest using the Chrome browser for the web app. Some streaming software may have compatibility issues with other browsers.

- Get the web app link for your event from the event organizer and open the page. The link looks like <https://whova.com/portal/webapp/xxxx/>

- Click “Sign up here” if you don’t have an account yet, and fill in your email and password.

 To automatically log in to your event, please make sure to use the email you used when registering for the event. Otherwise, you need to input the event invitation code.

- The app will automatically take you to the event main page.
- Note that you will be prompted to enter the event invitation code if you are not using the email used when you registered. Please request the code from your event organizers.



On Mobile App

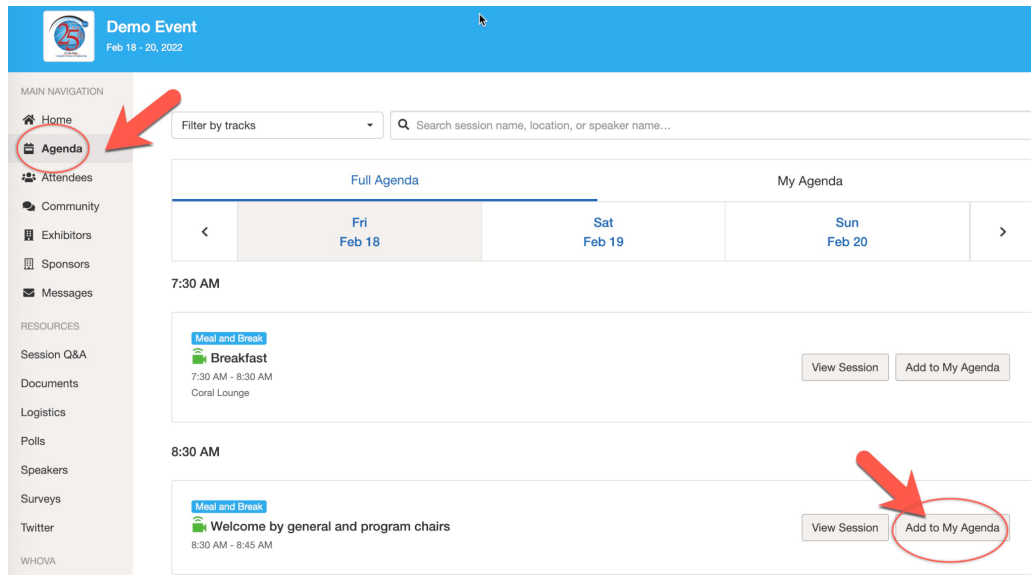
- Enter the email address you used for event registration or use your social media account.
To automatically log in to your event, use the email address you used when registering for the event.
- Create a password and type in your name
- Edit your profile. Other attendees will use this to network with you, so make it look nice 😊
- The app will take you to your event page automatically if the organizers have updated the app with your registration information.



View The Agenda and Plan Your Schedule

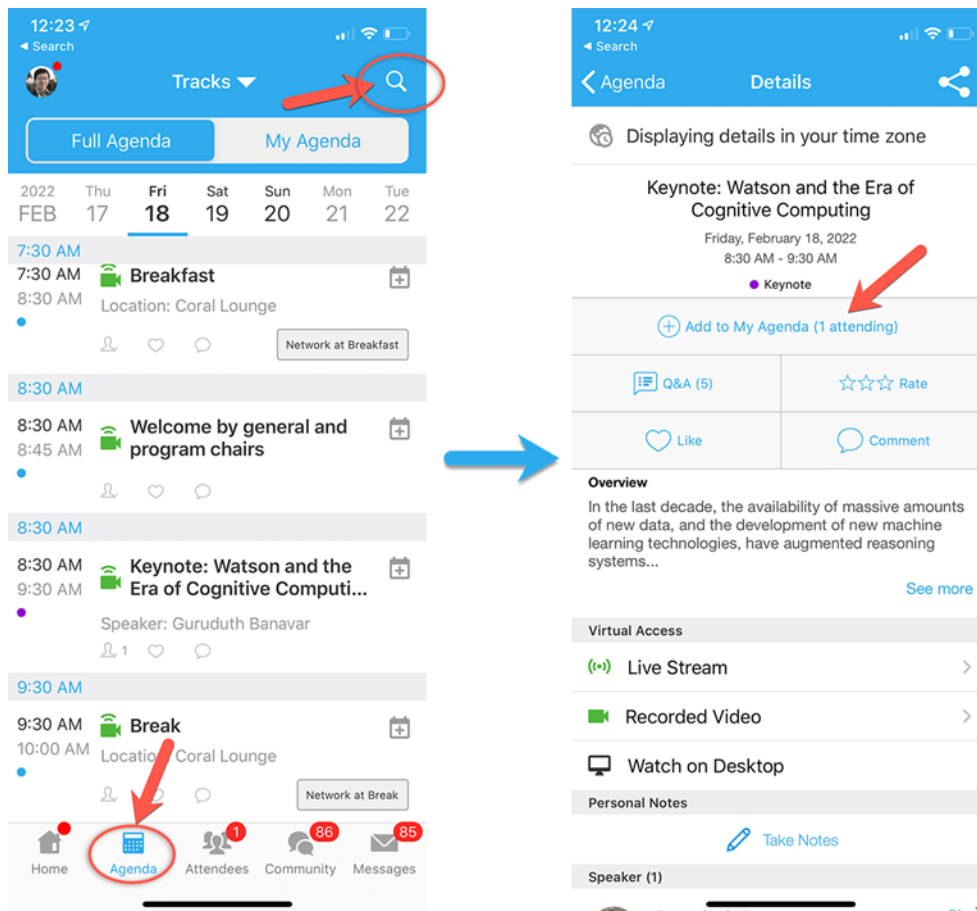
On Your Desktop (Recommended)

- Find Agenda tab on the side of the screen. You should see a list of sessions for that day.
- Move through different days by selecting the date you want to view on the calendar at the top of the agenda.
- Browse or search for sessions on the top bar.
- Once you find the session you want to access, tap on it.
- If the session is live, it will begin playing immediately upon entering. Otherwise, a message will indicate the scheduled start time.
- If the session has not started yet, you can click Add to My Agenda to put the session on your own personal agenda.



On The Mobile App

- Find the Agenda tab at the bottom of the screen that lists sessions for that day.
- Move through different days by selecting the date you want to view on the calendar at the top of the agenda.
- Browse or search for sessions on the top bar.
- Once you find the session you want to access, tap on it.
- If the session is live, it will begin playing immediately upon entering. Otherwise, a message will indicate the scheduled start time.
- If the session hasn't occurred yet, click Add to My Agenda to put the session on your personal agenda, and set a reminder.

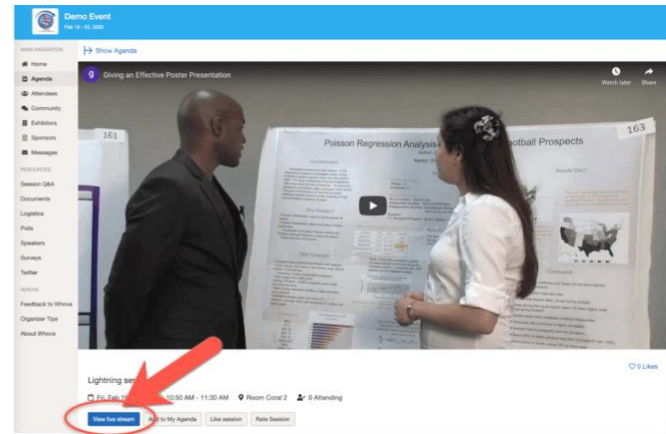
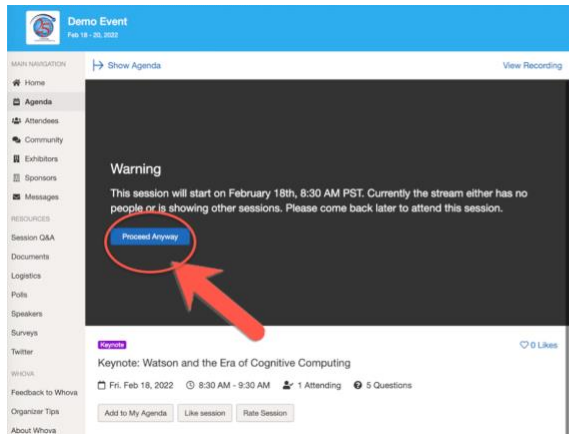


Access Live Streams and Session Videos

On Your Desktop (Recommended)

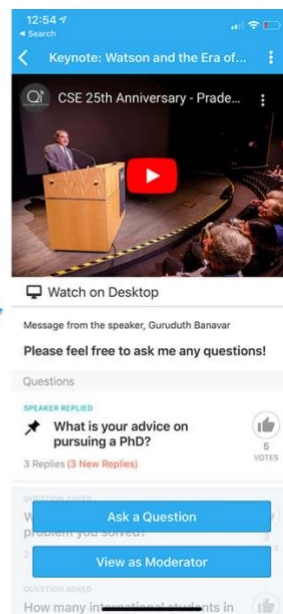
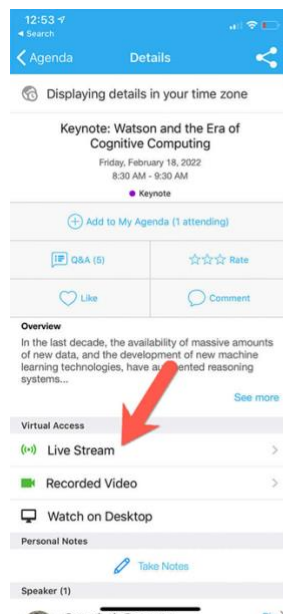
i We suggest you use the Chrome browser to join the session streaming. Some streaming software may have compatibility issues with other browsers.

- From the agenda list, click the session you want to watch the stream or video. A green camera icon designates sessions with streaming or video.
- If the streaming screen directly shows up, click “Proceed” to start watching the stream. Otherwise, click the “View livestream” button to open a separate streaming page to watch.



On the Mobile App

- You can watch videos and live streams directly through the agenda item.
- Once you've accessed the agenda item, click on one of the options beneath Virtual Access: either Live Stream or Recorded video.



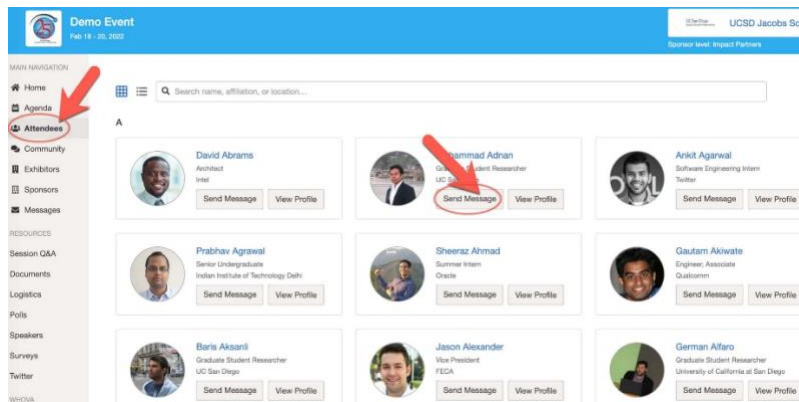
To Ask Questions During A Session

- Place a "Q" or write the word "Question" in the chat box during a session. The moderator will monitor the chat box.

- At the end of the session, the moderator will call on those who entered "Q" or "Question" in the order received.

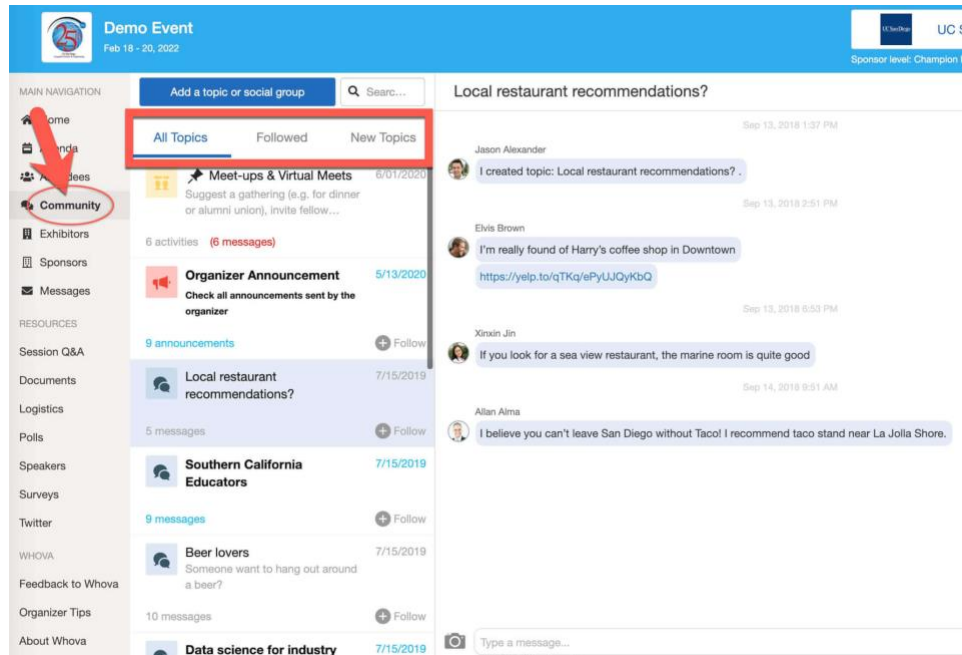
See Who is Attending The Event

- Click the “Attendees” tab on the left side of the screen under Main Navigation.
- At the top of the page, you can search attendees by keywords such as university name.
- To start a conversation, click Send Message and then compose your message.



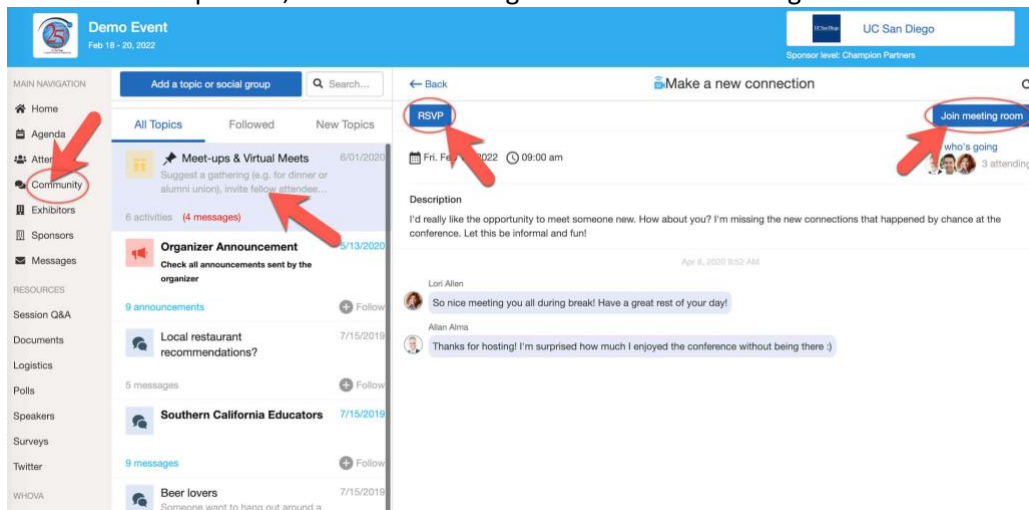
Join Discussion on The Community Board

- Click the Community tab on the side menu to the left of the screen
- Create a new conversation topic, or use existing topics like “Meet-ups.”
- Click **Follow** directly next to the topics on the Community Board if you want to stay up to date.
- To find the topics you’re following, choose between three tabs near the top of the topics list section: All Topics, Followed, and New Topics.

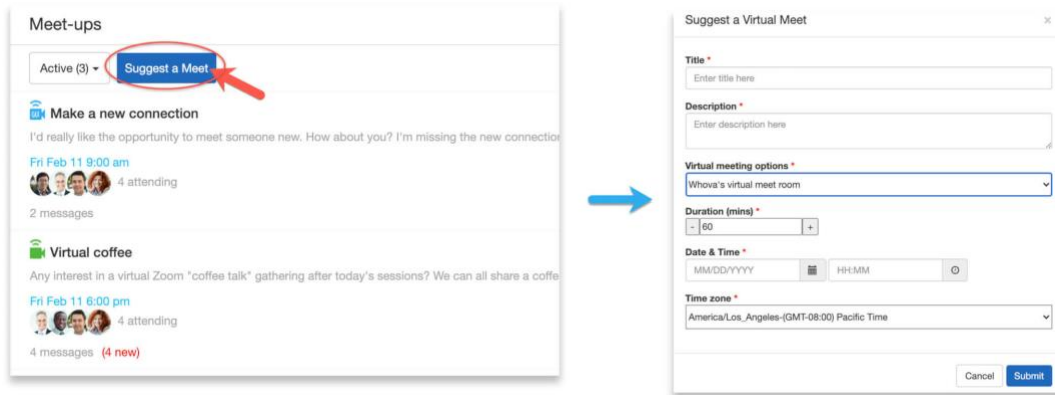


Start or Join a Virtual Meetup

- Go to the Community Board, and find the board for Meet-ups and Virtual Meets.
- Find the meetup of interest. Join directly, or click into it to see more details, and then click “RSVP.”
- When the meetup starts, click “Join meeting room” to start chatting!



- You can also suggest a new meetup by tapping “Suggest a Meet”, and inputting the details. If you have a meeting link, you can copy-paste there. Otherwise you can use Whova’s virtual meet room.



The image shows two screenshots from a mobile application. The left screenshot is titled "Meet-ups" and shows a list of meetups. At the top, there is a tab labeled "Active (3)" and a button labeled "Suggest a Meet" which is circled in red with a red arrow pointing to it. Below the tabs, there are two meetup cards. The first card is titled "Make a new connection" and has a description: "I'd really like the opportunity to meet someone new. How about you? I'm missing the new connection". It shows a date and time "Fri Feb 11 9:00 am" and "4 attending". The second card is titled "Virtual coffee" and has a description: "Any interest in a virtual Zoom 'coffee talk' gathering after today's sessions? We can all share a coffee". It also shows a date and time "Fri Feb 11 6:00 pm" and "4 attending". A blue arrow points from the "Suggest a Meet" button to the right screenshot.

The right screenshot is titled "Suggest a Virtual Meet" and shows a form for suggesting a new virtual meeting. The form has the following fields:

- Title ***: A text input field with the placeholder "Enter title here".
- Description ***: A text input field with the placeholder "Enter description here".
- Virtual meeting options ***: A dropdown menu with the selected option "Whova's virtual meet room".
- Duration (mins) ***: A numeric input field with a value of "60" and minus/plus buttons.
- Date & Time ***: A date and time picker showing "MM/DD/YYYY" and "HH:MM".
- Time zone ***: A dropdown menu with the selected option "America/Los_Angeles-(GMT-08:00) Pacific Time".

At the bottom right of the form are two buttons: "Cancel" and "Submit".