National PPI in Research Conference 2020

Technical Support Guide

What Do I Need to Join?

A computer (desktop, laptop), tablet, or smartphone. The newer the better.

You will need an internet connection. Collaborate monitors and adjusts to your connection speed. This means you can take part in sessions even when your connection is slow or your network is poor. To learn how to check the quality of your connection during the conference, and for handy tips, click here:

https://help.blackboard.com/Collaborate/Ultra/Participant/Support/Network_Connection_Status

You will need a compatible internet browser. Please use the Chrome browser for the best experience. A full list of supported browsers can be found here:

https://help.blackboard.com/Collaborate/Ultra/Participant/Get_Started/Browser_Support

Warning: Do not use Internet Explorer as your browser. This will not work.

Your computer/speaker audio must be turned on, and the volume turned up. Ensure your audio is not muted.
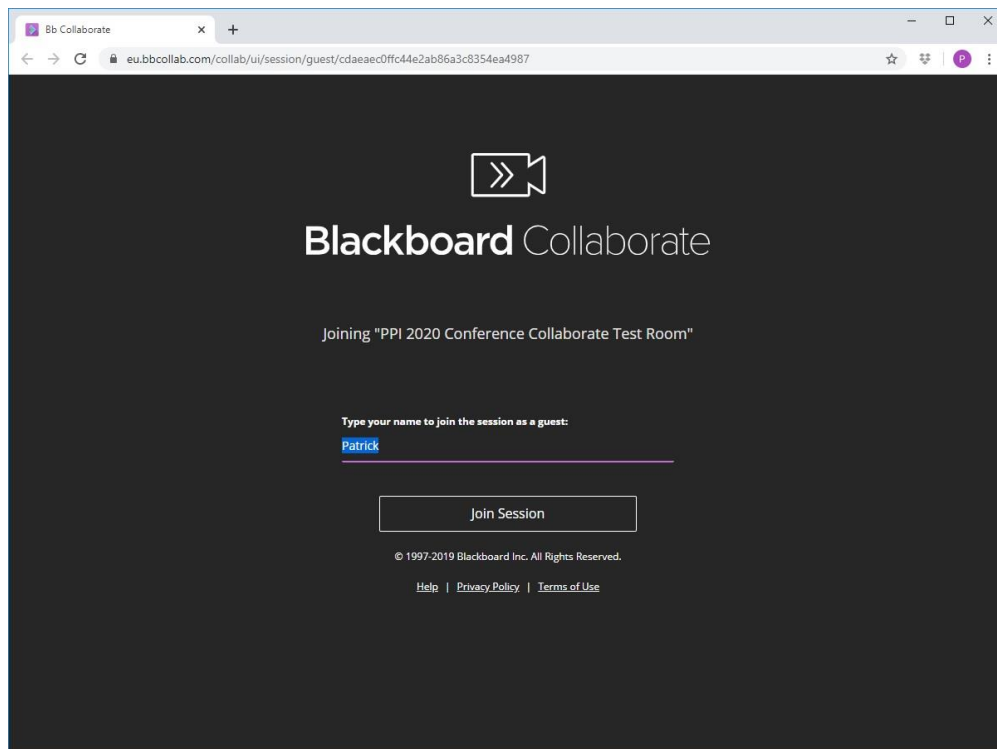
You will NOT need a microphone or camera.

Joining the Online Conference

You will have received an email containing a link that will allow you to join the conference online. Open the link in your computer or mobile browser by clicking on it, or copying the link into your browser window. A page like the one below will appear in your browser. The conference uses a system called '**Collaborate'**. Type in your first and last name, as you would like them to appear to other attendees. Click on 'Join Session' after typing your name.

If you get a message that the room is full and you cannot join, use the link for the second conference room provided in the email.

If you get disconnected at any point, don't worry. Just reconnect again following these steps. You won't be disturbing anyone else.

Microphone and Camera Access

You will not need to have a microphone or a camera to attend the conference. If you are prompted to allow access to a microphone (or camera), click 'Don't Allow', or dismiss the prompt, depending on your browser. Examples are shown below, with the red arrows pointing to where you need to click. If your microphone and/or camera are already enabled, don't worry. They won't be used for the conference. Nobody will be able to hear or see you.
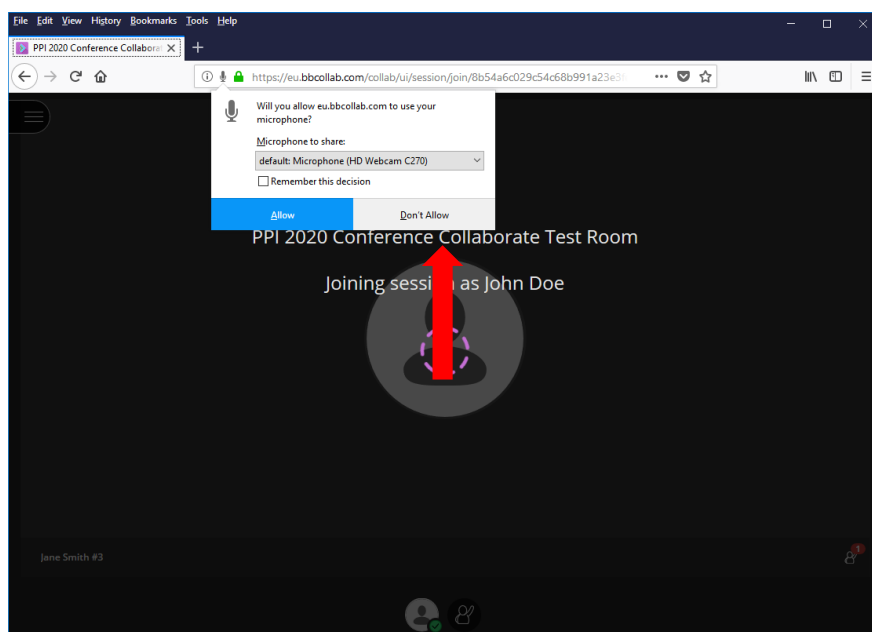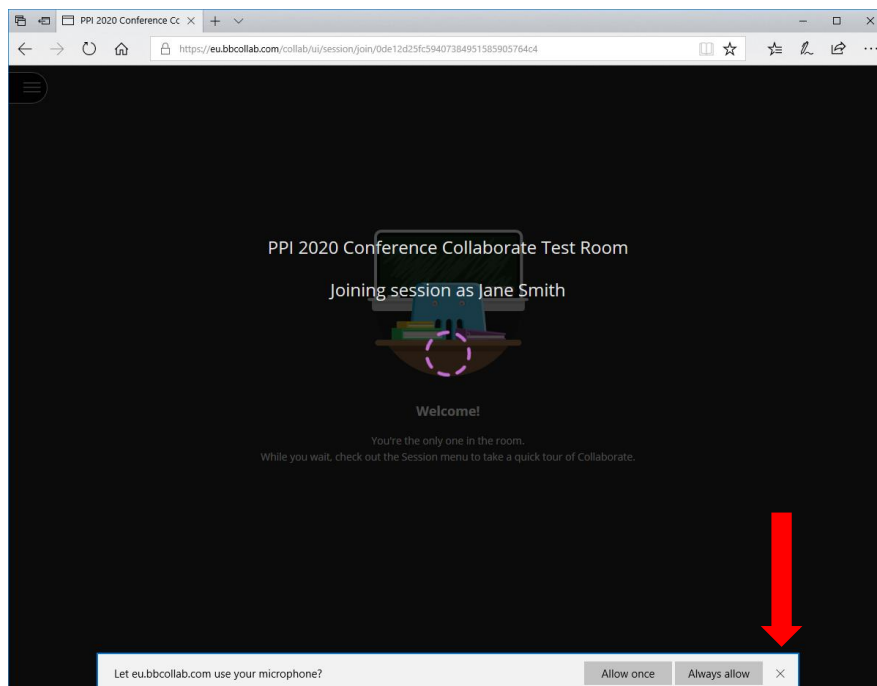
Microphone and Camera Access (Continued)

If you have not allowed access to your microphone and camera, you may see a warning like the one below. Dismiss this by clicking on the small 'x' in the upper right-hand corner. A red arrow is pointing at this 'x' in the picture below.
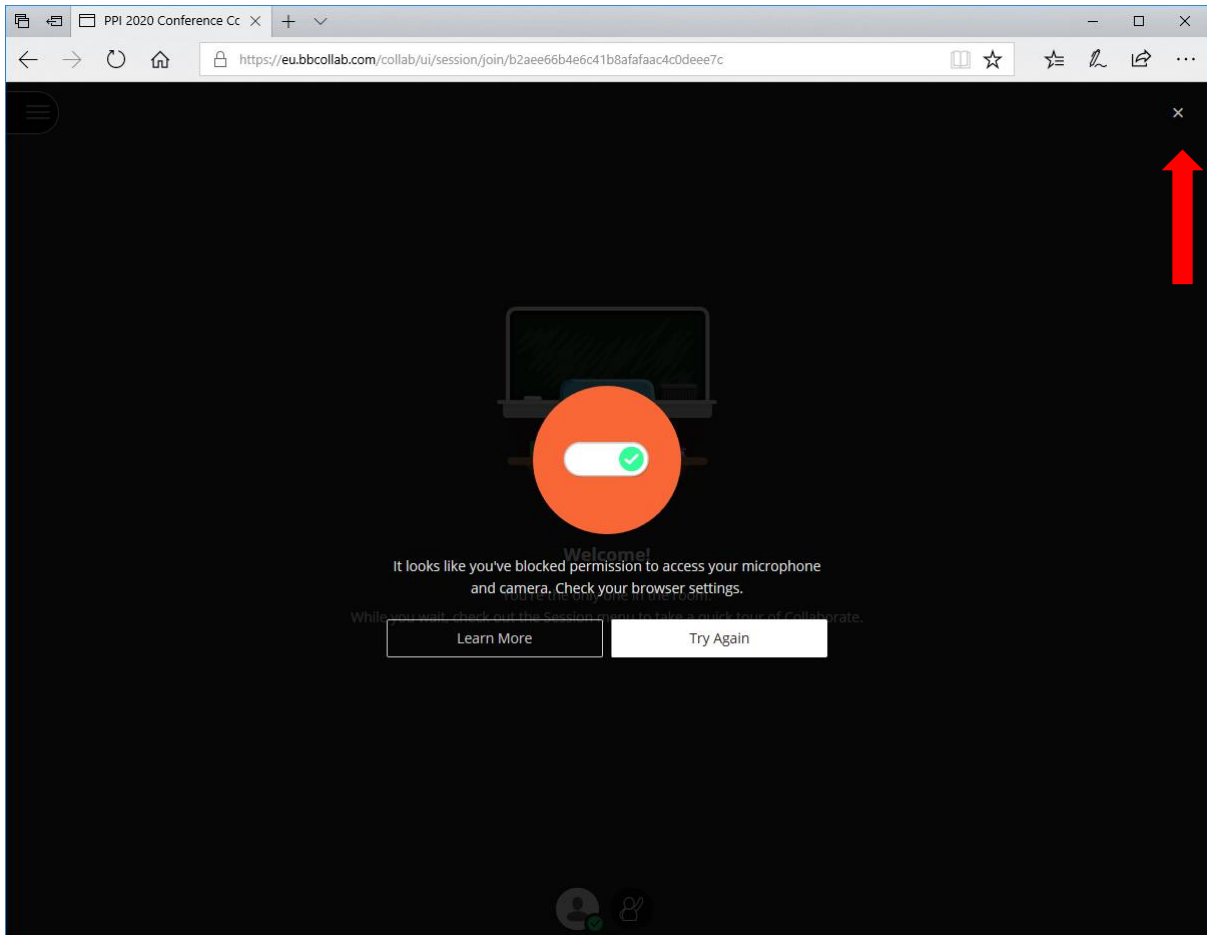
The Collaborate Tutorial

If this is your first time using the Collaborate system, you will be prompted to take a quick tutorial. Skip this by clicking 'Later'. See the red arrow below.
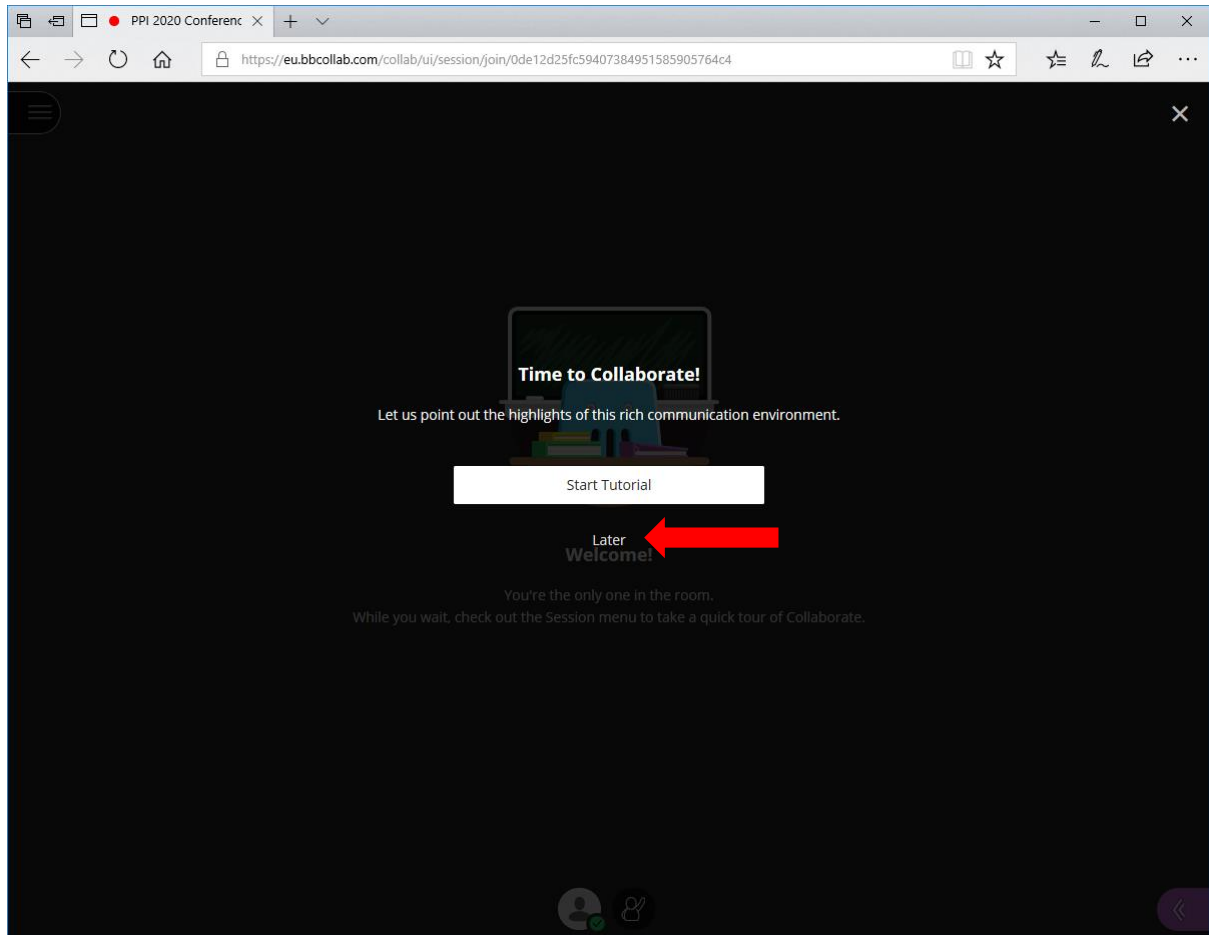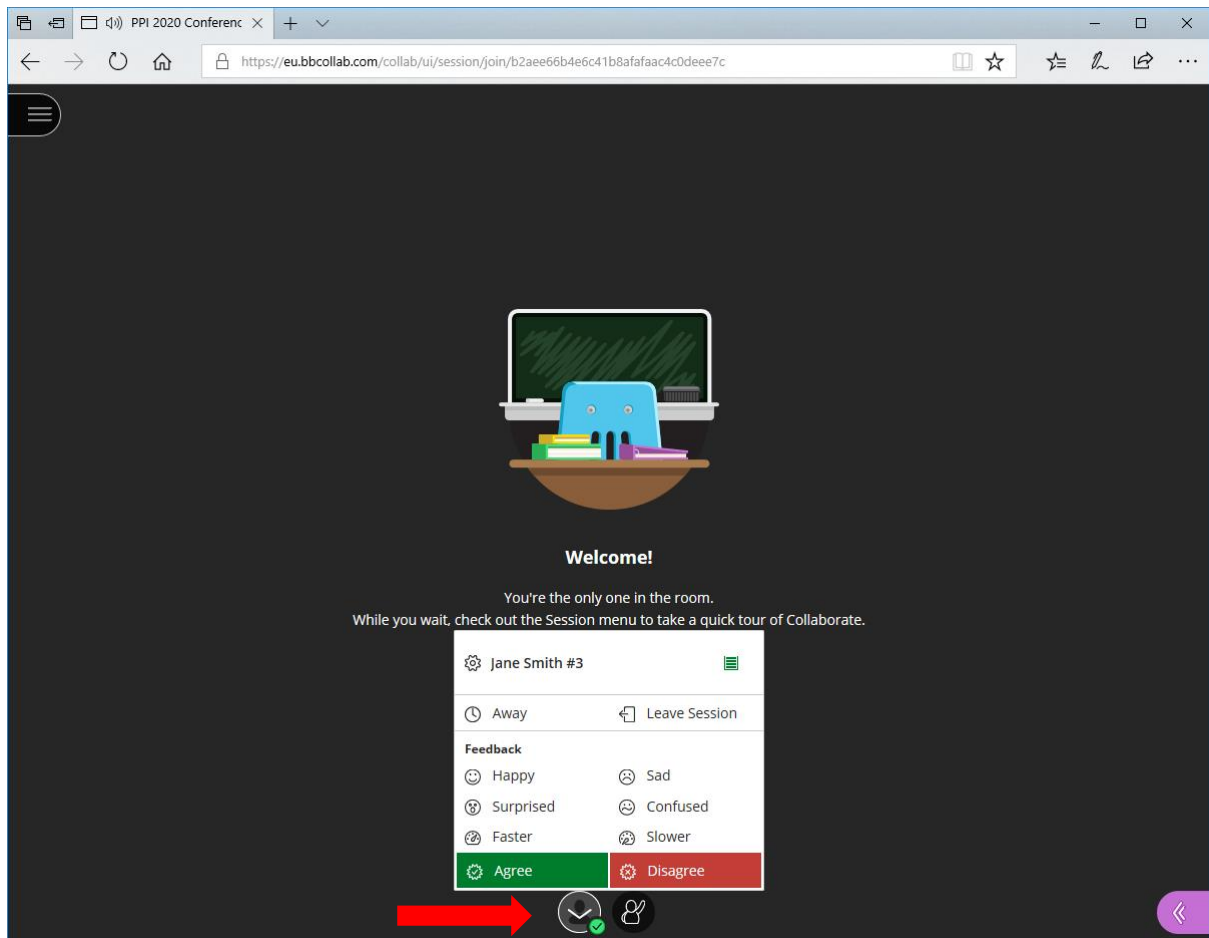
The Conference 'Stage'

Welcome to the conference! When the conference starts, you will see the speaker videos here.

At the bottom of the screen, there are some useful features, allowing you to interact with the moderators and the other attendees in the conference. We'll cover each function in turn below.
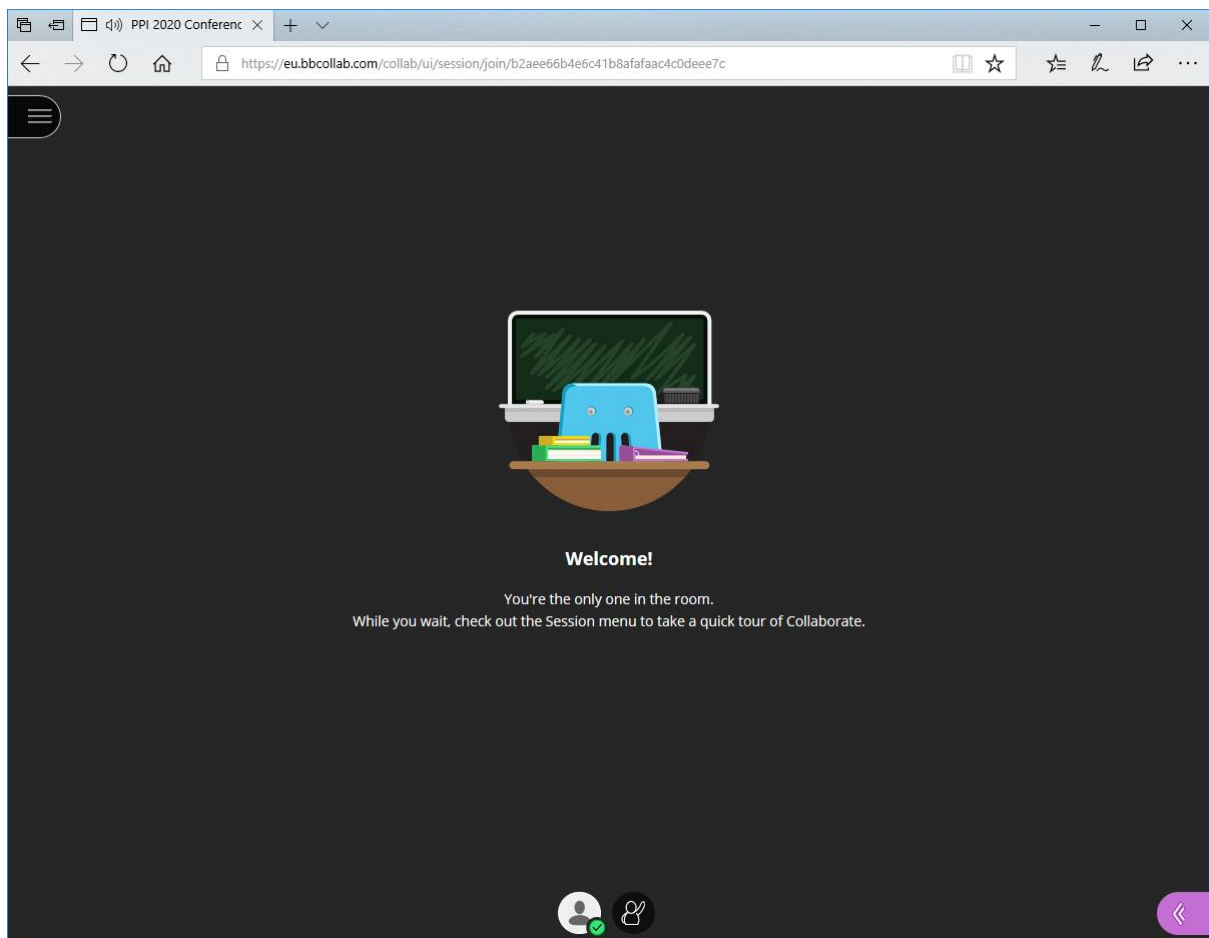
My Status and Settings

Click where the red arrow is pointing in the picture below. This will open the 'My Status and Settings' popup. You can change your status to 'away' or let others know how you feel about something said or shared in the session.

Raising Your Hand

Please Note: With many people attending the conference, we recommend using the Chat feature to communicate with the conference moderators, instead of 'raising your hand'.

To ask for the attention of one of the conference moderators (organisers), click on the 'Raise your hand' icon where the red arrow is pointing in the picture below. If you click the icon again, this will 'lower' your hand.

If you 'raise your hand', a moderator will try to chat with you about any issues you are experiencing.
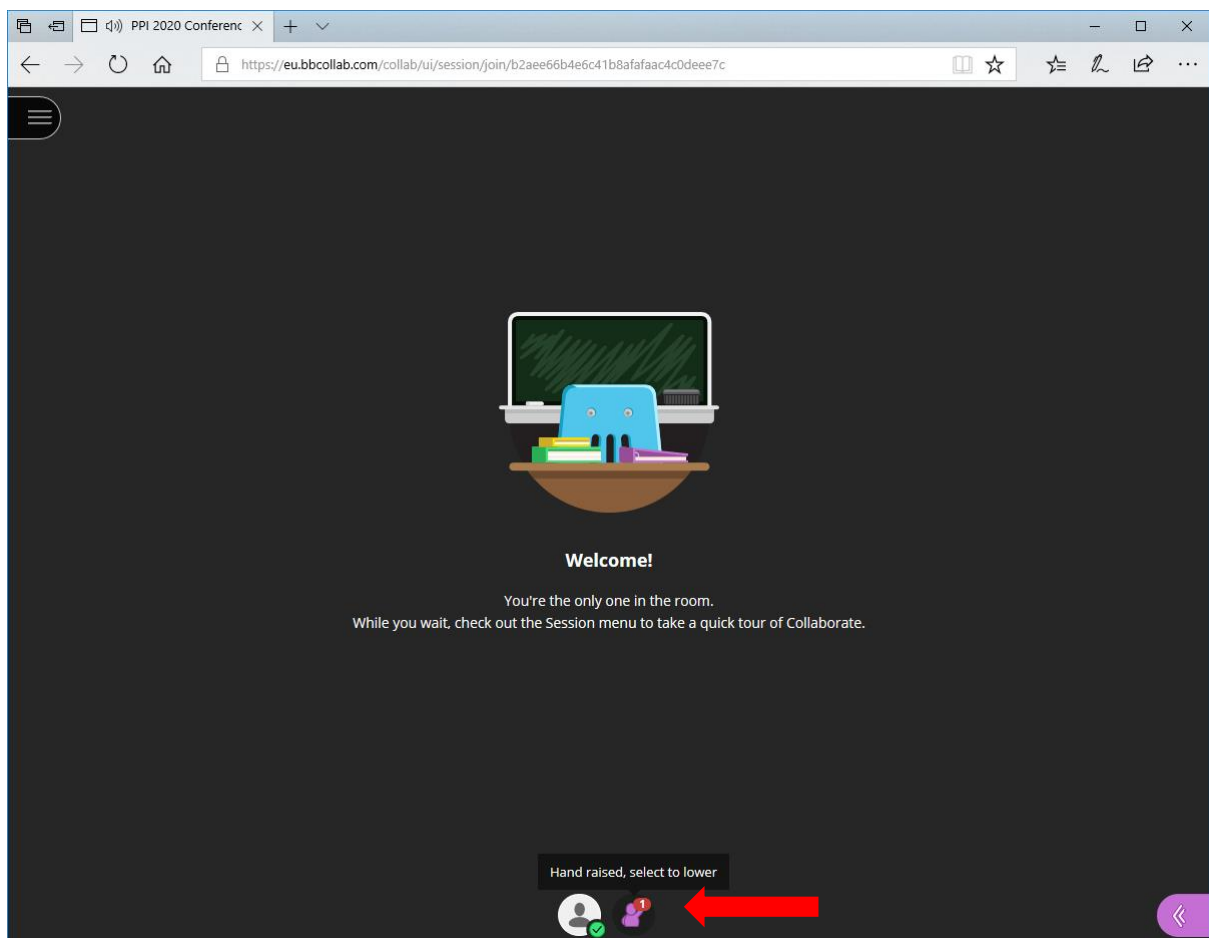
## Opening the Collaborate Panel and Chatting

To participate further with the conference moderators and other attendees, click on the Collaborate panel icon, where the red arrow is pointing in the picture below.
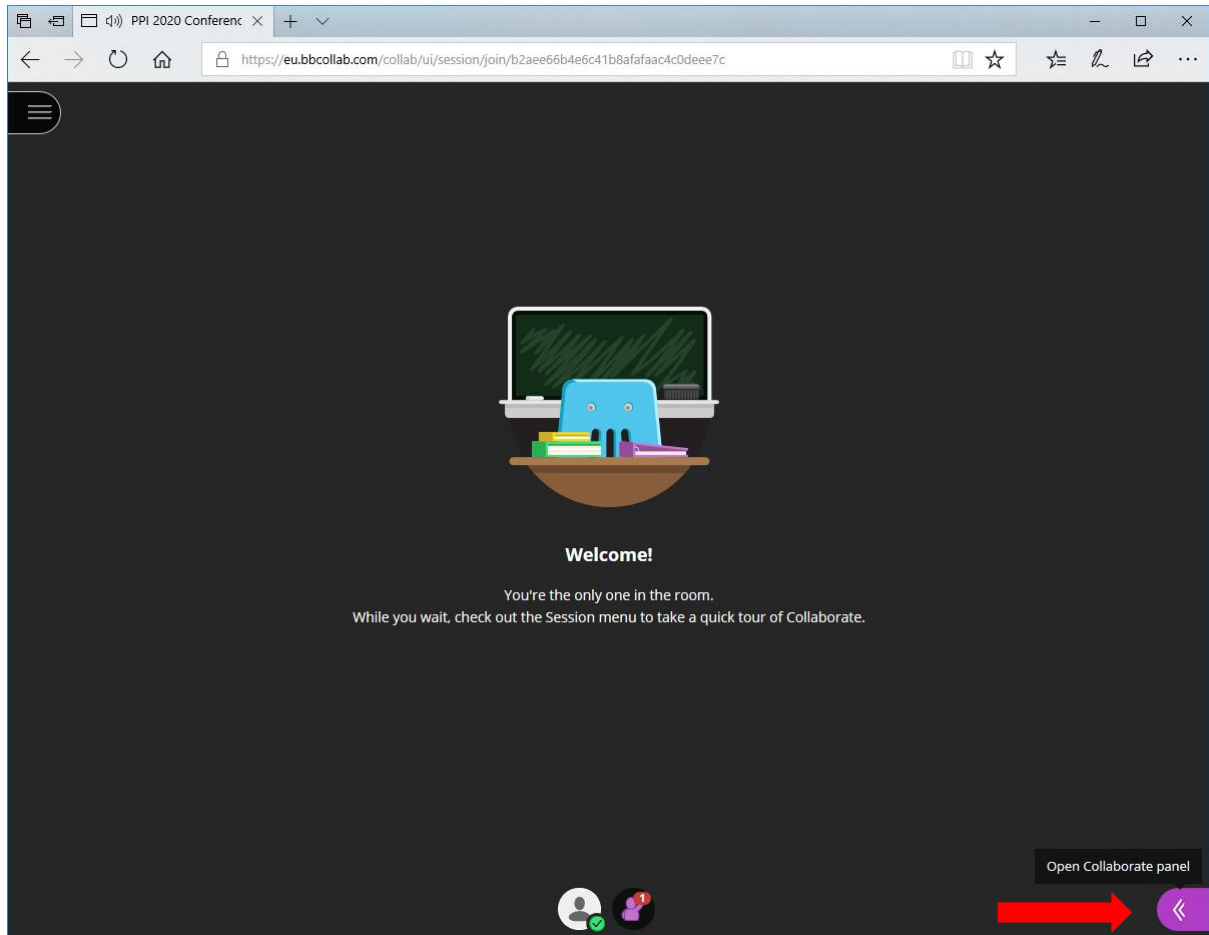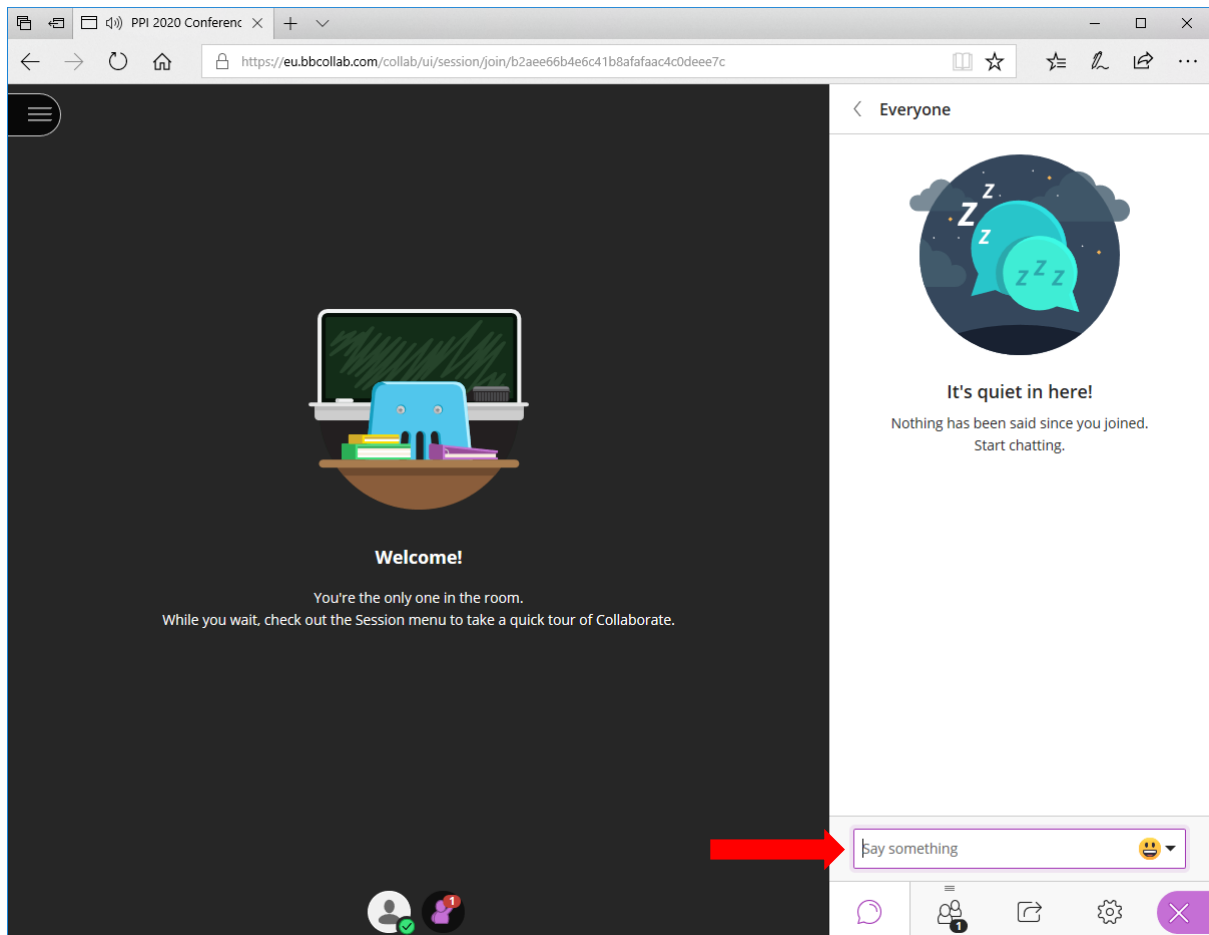
Chatting

In the Collaborate Panel, the first section is for chatting. See where the red arrow is pointing in the picture below.

When you first start chatting, you will have to choose if you want to chat with 'Everyone' or just with the 'Moderators'. Choose 'Everyone'. Here you can comment on the presentations, and ask questions at the end.
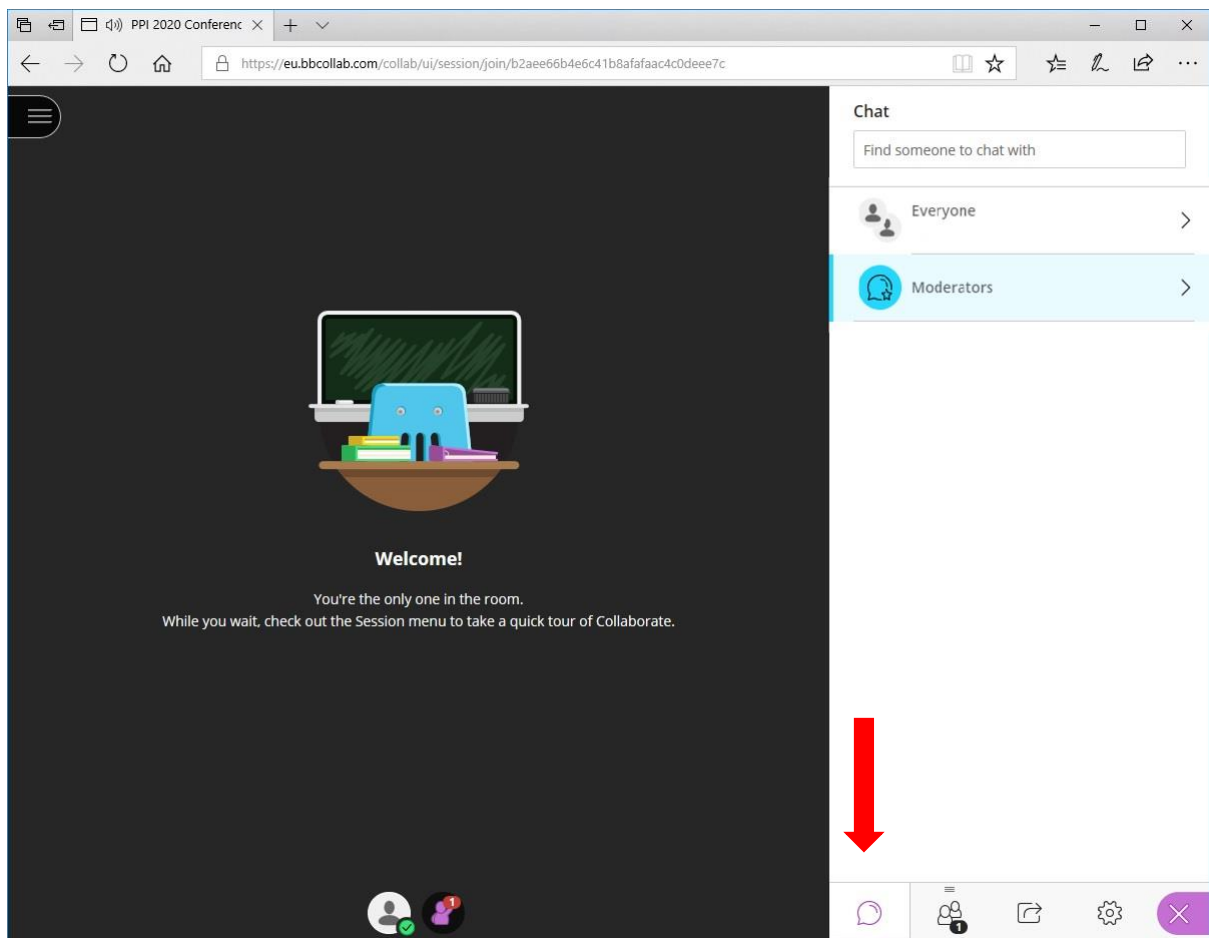
Chatting (Continued)

Once you have decided who you want to chat with, type your message in the chat box and hit 'Enter' on your keyboard to send the message. The red arrow in the picture below is pointing at the chat box. If other people are chatting, their messages will appear here automatically.
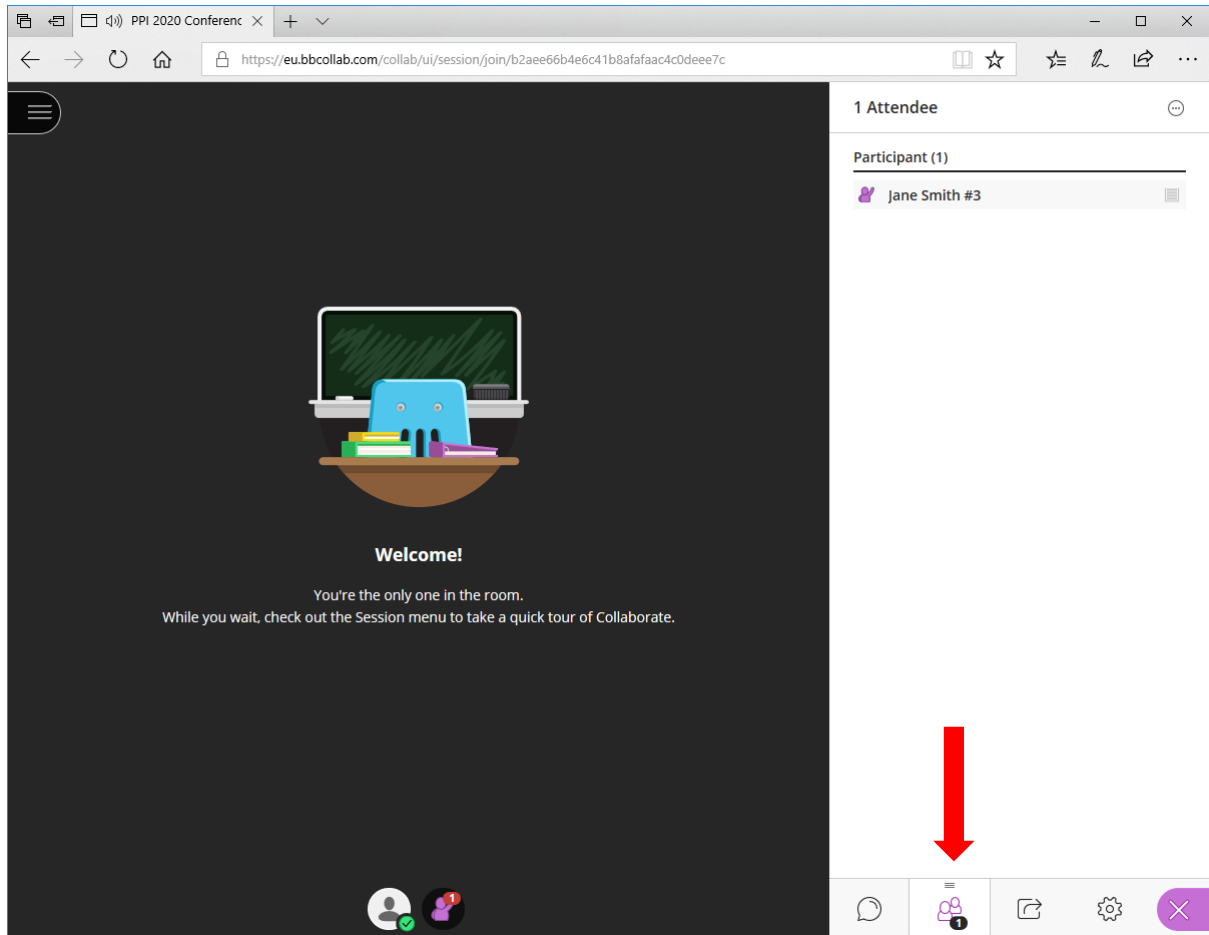

For more information about chatting, click here:

https://help.blackboard.com/Collaborate/Ultra/Participant/Participate_in_Sessions/Chat
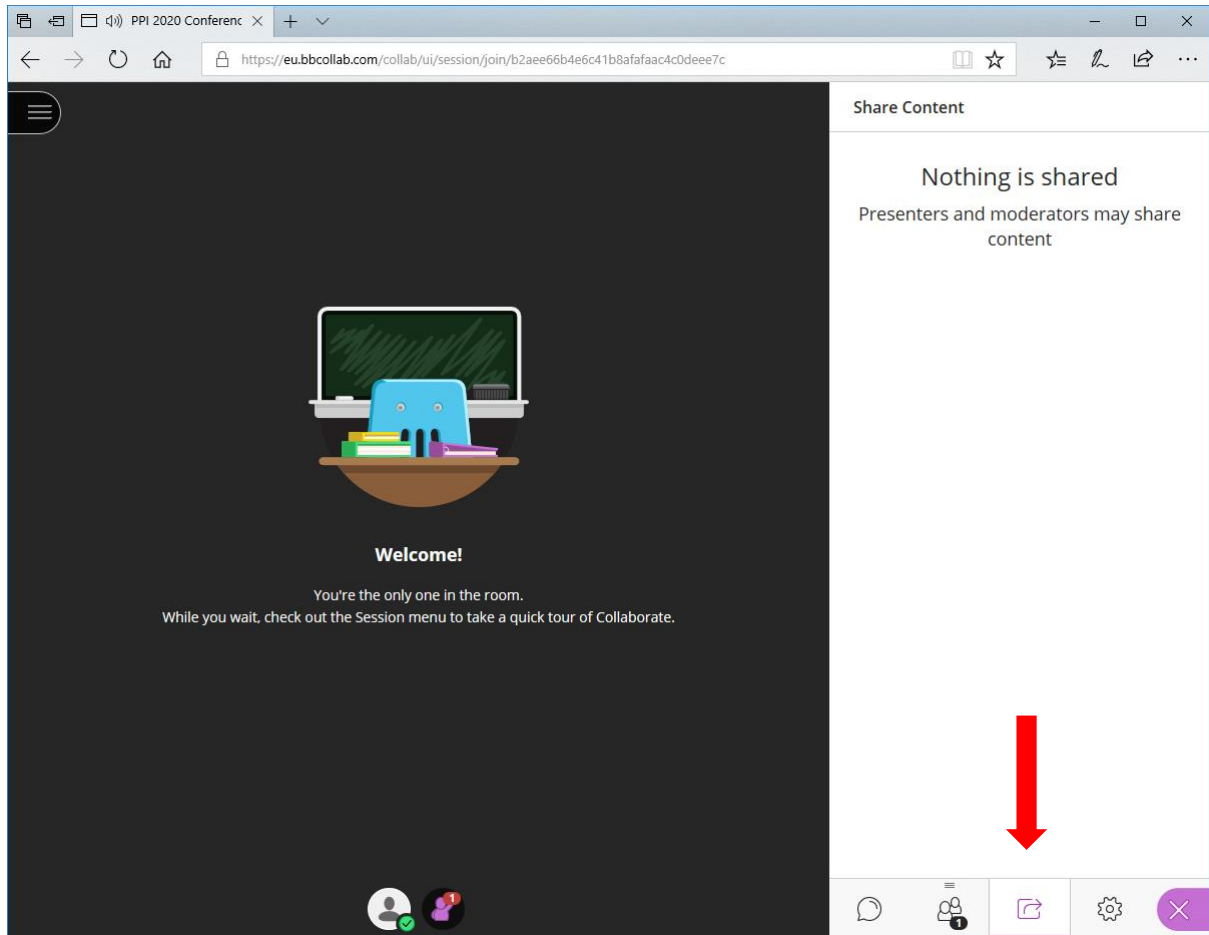
Viewing the List of Attendees

In the Collaborate Panel, the second section is for viewing the attendees. When the conference has started, this will also show you the list of moderators.

Sharing Content

In the Collaborate Panel, the third section is for sharing content. This will not be possible during the conference.
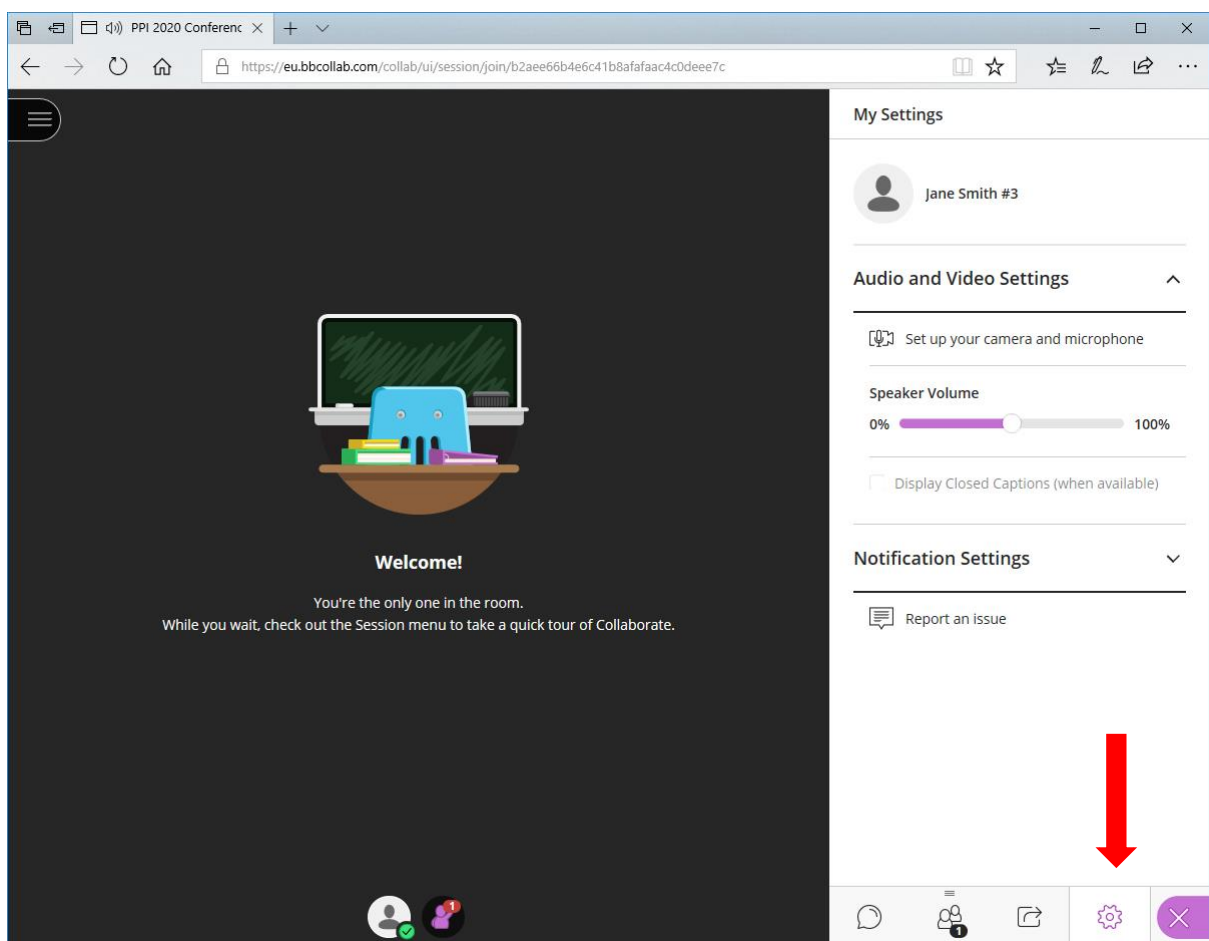
My Settings

In the Collaborate Panel, the fourth (and last) section is for adjusting your audio, video, and notification settings. You can adjust the speaker volume to whatever level is most comfortable for you. It is not necessary to adjust the settings for your camera or microphone, as these won't be used for the conference.

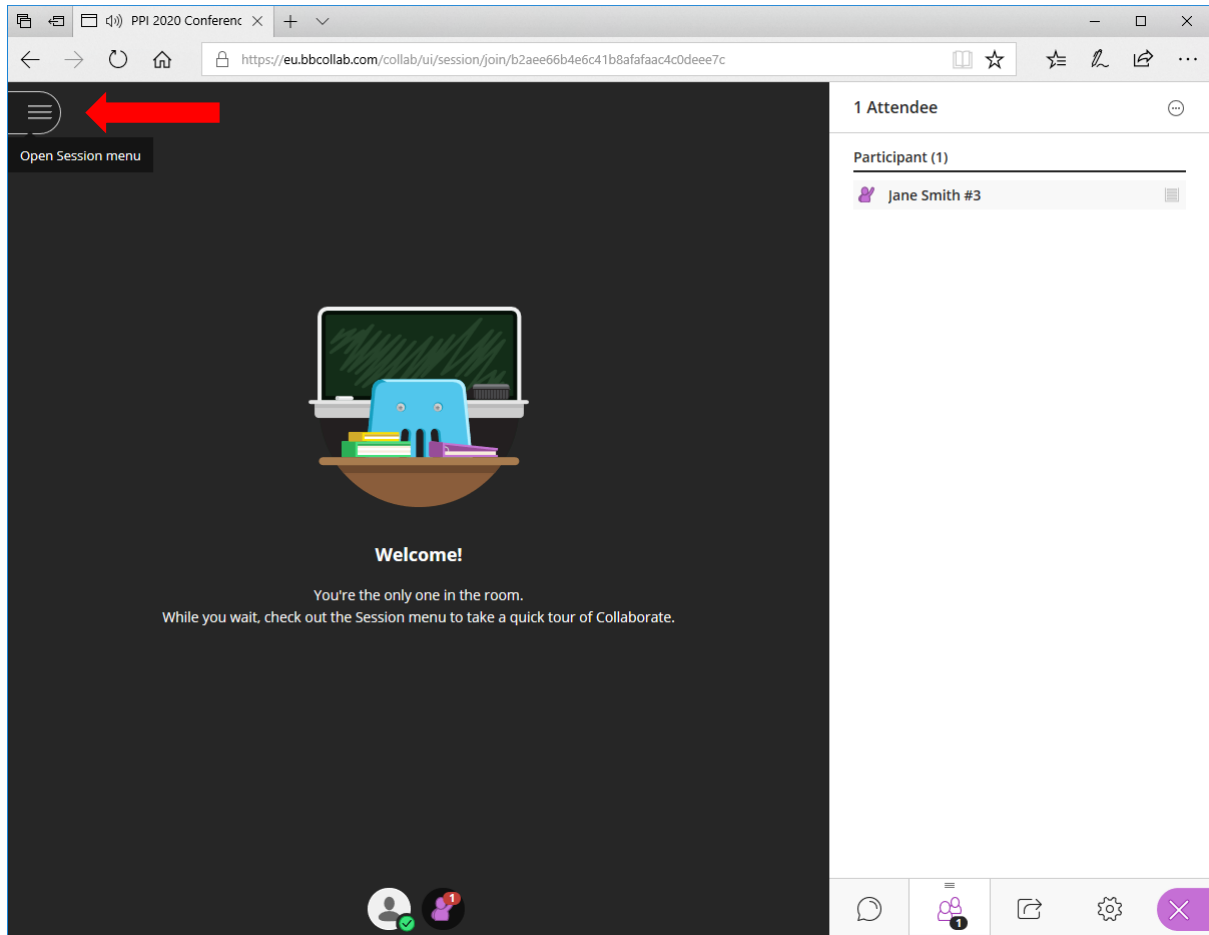For more information about Notification Settings, please click here:

https://help.blackboard.com/Collaborate/Ultra/Participant/Participate_in_Sessions/Notifications

The Session Menu

The last function that you may use is the 'Session Menu'. To open this, click where the red arrow is pointing in the picture below.

The Session Menu (Continued)

The session menu allows you to report issues to the makers of the Collaborate system, and to read more about how Collaborate works. You can also leave the session by clicking in the lower left-hand corner.

Please note: The moderators will not know if you report an issue using the Session Menu. This report will only go to the makers of the Collaborate system.

If you want the moderators' attention, please 'raise your hand', or use the chat system.