ATTENDEE GUIDEBOOK

August 11-14,
2020

ryanwhiteconference.hrsa.gov

@RyanWhiteConf | #RyanWhite2020

HRSA
Ryan White HIV/AIDS Program

TABLE OF CONTENTS

ATTENDEE GUIDEBOOK

ACCESSIBILITY 3

NAVIGATING THE PLATFORM 4

PLATFORM FEATURES CLOSER LOOK 6

- HELP DESKS 6
- AGENDA 7
- ePOSTERS 9
- EXHIBIT HALL 10
- MY NETWORK 11
- CHAT 12
- SOCIAL FEED 12

ACCESSIBILITY

This year's platform has been integrated with an accessibility software to allow for ease of use by all attendees. This software, and its numerous functions, can be accessed by clicking on the blue widget with directional arrows at the bottom right of the screen. This will open the extensive menu of features that make the platform more accessible for individual needs. See the image to the right for an overview of accessibility features.

You can change the location of this widget by clicking and holding the directional arrows of the widget until it turns colors, and then dragging it to the desired location on your screen.

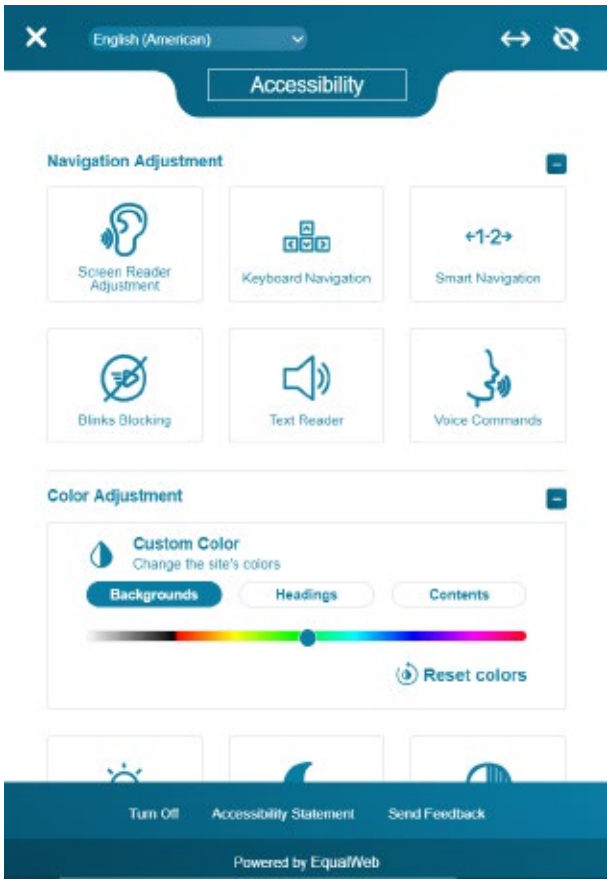
If you do not require use of any of these features, you can hide this widget by clicking on it, then navigating to the eye icon in the upper right corner and selecting the length of time you would like the widget hidden for. We suggest only hiding the widget for 24 hours in case you need it for future use.

Plenary Session Accessibility

Closed captioning will be available during the plenary sessions.

Breakout Session Accessibility

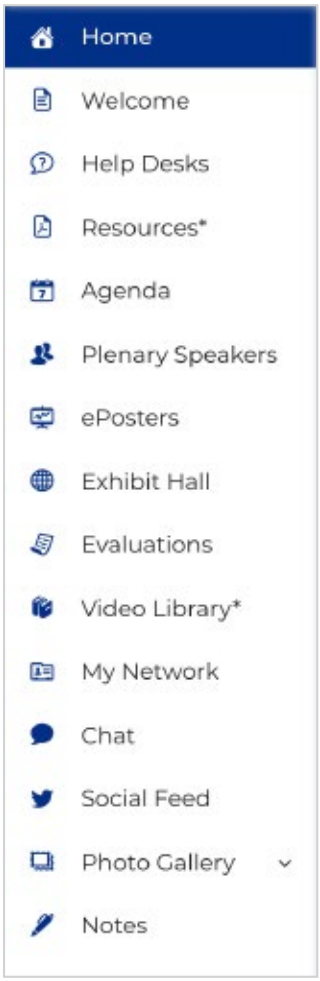
Closed captioning will be available during the plenary sessions.



*If you have questions about the platform's accessibility feature, use the **Platform Assistance Help Desk.***

NAVIGATING THE PLATFORM

The left menu bar will be your primary tool for navigating this year's conference. Below is a brief overview of the sections and their content.



Welcome
– Welcome letters from Dr. Cheever and Jeanne White-Ginder

Help Desks
– Chat with support teams for help with the following areas:
  – Platform Assistance
  – Conference Assistance
  – CE Assistance

Resources
– Access important attendee resources such as this Attendee Guidebook and the 2020 Program Book.

Agenda
– View the conference agenda and take advantage of the following features:
  – Sort sessions by day or track
  – Select your favorite sessions to create your personalized agenda
  – Search for sessions by keyword, session ID, or presenter name

Plenary Speakers
– Browse the profiles of the plenary speakers for this year's conference

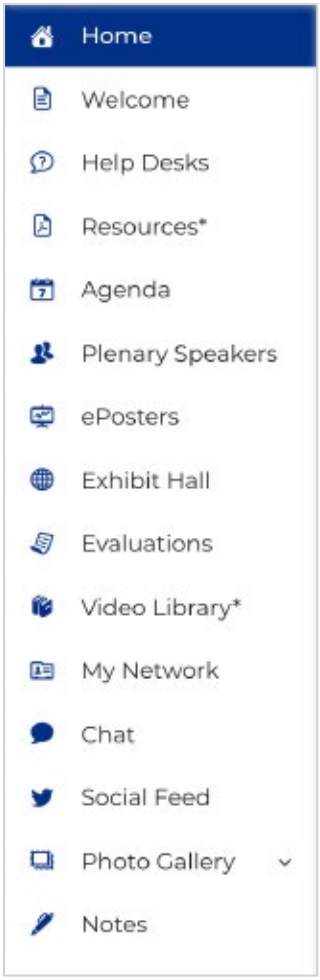
ePosters
– Explore over 120 poster submissions from around the nation
– In lieu of an in-person presentation, many posters have included audio with their posters, which will automatically play when viewing a poster

Exhibit Hall
– Connect with organizations that provide important resources, services, and data for Ryan White HIV/AIDS Program recipients

Evaluations
– Learn how to complete evaluations and obtain CE credits
– Evaluations will be completed in the Agenda section

Video Library
– View video resources from the conference and the HRSA HAB program

NAVIGATING THE PLATFORM



My Network
- Edit your attendee profile and eBusiness Card
- Change your settings to make your profile public to other attendees
- View attendee list for the conference
- Make connections with colleagues

Chat
- Engage with presenters and other attendees at the conference through messaging

Social Feed
- Post directly to the platform's social feed
- If you are posting on social media about the conference, use the conference #Ryanwhite2020
- When you post on Twitter using the hashtag, your message will automatically appear on the conference platform social feed

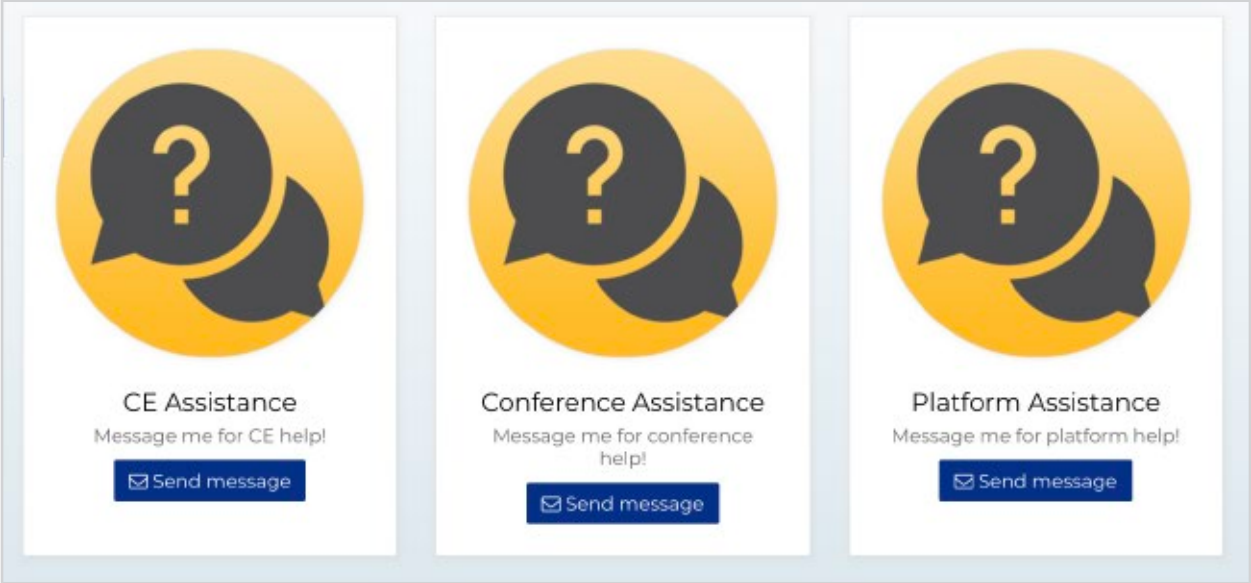
Photo Gallery
- Post photo updates from your virtual conference experience

Notes
- Take notes during the conference using this feature and the notes will be automatically emailed to you

Details of each platform feature are further explained in the next pages.

HELP DESKS

Similar to our in-person conference, we've dedicated a section to answering your questions. These help desks will be staffed whenever sessions are taking place. To best direct you to the appropriate personnel, we've separated the help desk into three areas:



Conference Assistance

This help desk is staffed by HRSA HAB staff

Use this help desk if you have questions about:

– Specific breakout sessions or plenary sessions
– The Ryan White HIV/AIDS Program
– The conference agenda

Platform Assistance

This help desk is staffed by PSAV

Use this help desk if you have questions about:

– Navigating the conference platform
– Uploading presenter or exhibitor content
– How to chat with other attendees or upload to the social feed

CE Assistance

This help desk is staffed by AffinityCE

Use this help desk if you have questions about:

– CE sessions (agenda specific questions should be directed to Conference Assistance)
– How to receive CE credit
– If you are having trouble logging into the CE credit system

AGENDA

This is your gateway to this year's conference! All the breakout and plenary sessions are listed in this section, and the listings contain links to access these sessions when they are live.

Navigating the Agenda Section

The agenda is listed by day and time. It contains the following types of sessions:

– Plenary Sessions: general sessions that are noted by a star next to the name
– Breakout Sessions: these are the most common type of session and are listed by title
– Group Breakout Sessions: multiple abstracts that have been grouped into a single breakout session, and sorted by the Group Number first
– Poster Viewing Session: a session dedicated to viewing ePosters

To help sort through the amount of sessions offered at the conference, there are several filters available. The following filters are available:

– Day
– Track
– CE Session
– Keyword Search (search for a specific abstract ID, presenter name, learning objectives, or session description)

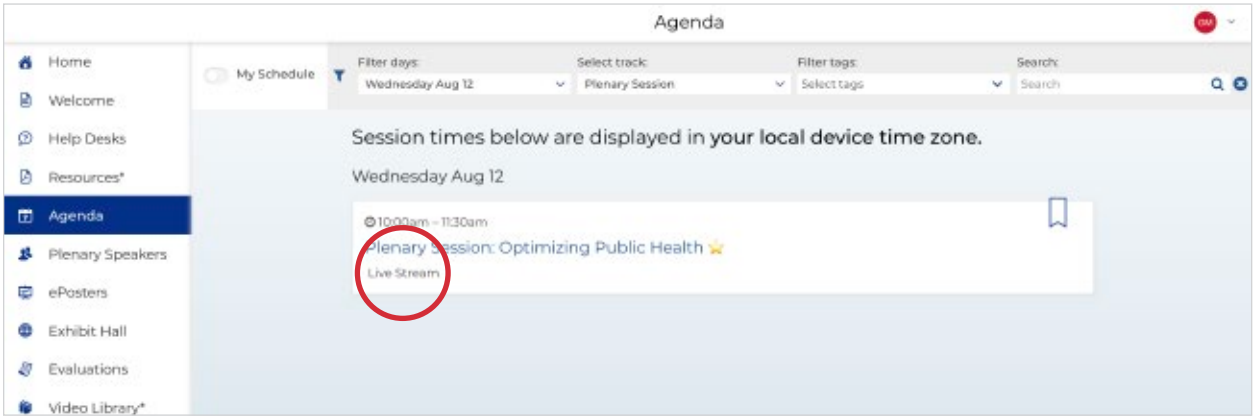
My Schedule

Are there specific sessions that you do not want to miss? You can build a customized schedule by selecting the ribbon icon next to your desired sessions, then toggling the "My Schedule" function in the top left corner of the window.

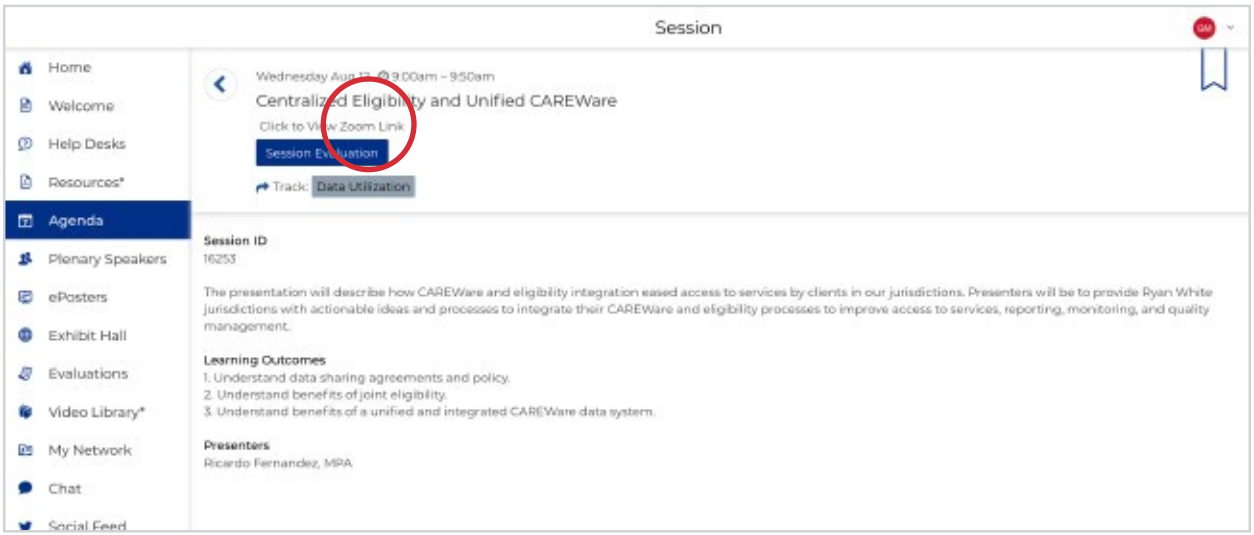
Accessing Plenary Sessions

To view a plenary session, navigate to the session and click anywhere on the title. This will open the session details.

Click on the "Live Stream" button under the title of the session. Plenary sessions are streamed via a video player within the platform.



Accessing Breakout Sessions



To join a breakout session, navigate to the session and click anywhere on the title. This will open the session details.

Click on the “Launch Breakout Zoom Meeting” button under the title of the session. Breakout sessions are streamed via the Zoom platform.

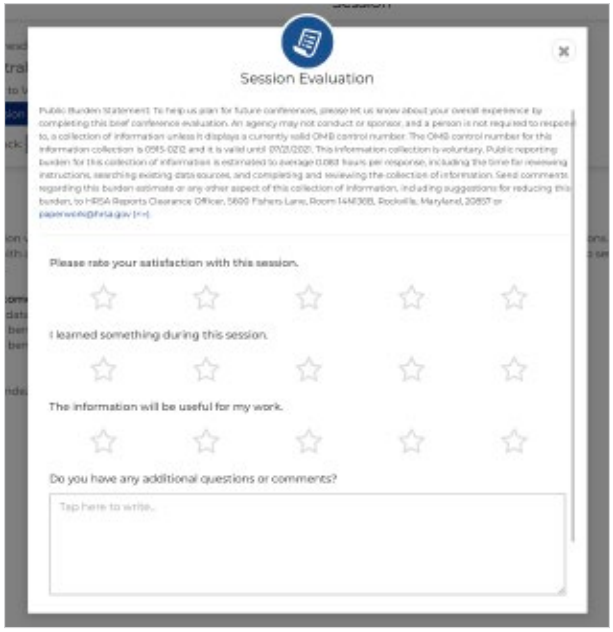
(If you have the Zoom application on your computer, this link will automatically direct you to the session. If you are unable to install Zoom on your computer, you should select the “Join from your browser” option on the redirect page after clicking the button.)

Questions Within Breakout Sessions

After you have joined a breakout session, you can submit questions and interact with other **attendees** via the chat function on the Zoom toolbar. The chat box will be monitored by conference staff.

Completing Session Evaluations

At the conclusion of each breakout session, we ask you to complete an evaluation. To complete the evaluation, click on the "Session Evaluation" button within the session details (the page you accessed from the main agenda menu). A pop-up screen with the evaluation for that session will appear.



ePOSTERS

Poster presentations are virtual this year! To help filter through posters, you can select a track in the top navigation bar. Additionally, you can do a keyword search for a poster ID, title, presenter, or description using the search bar.

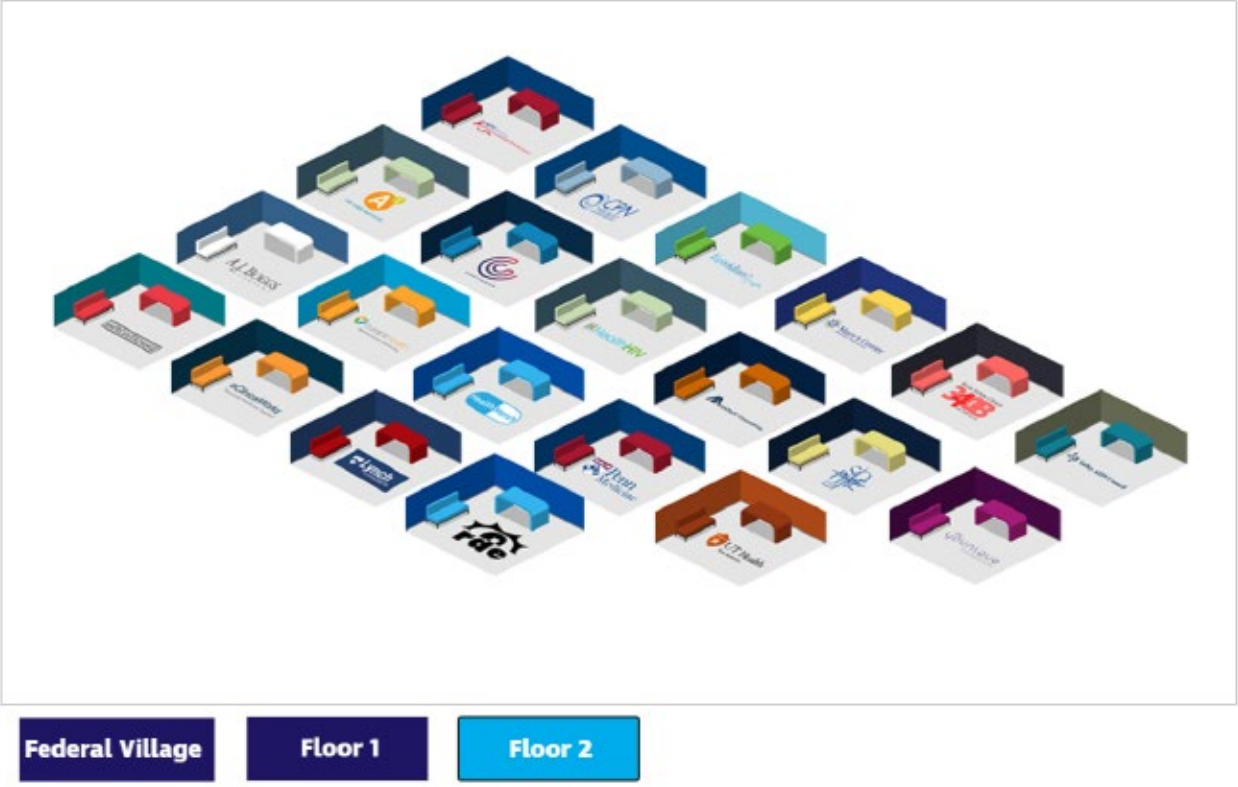
To view a poster, click anywhere on the title or poster preview area. After a poster has been opened, you can zoom in and out by scrolling on your mouse or trackpad. To make a poster full screen, click on the magnifying glass icon in the upper right corner of the upper grey control bar.

Some posters have been submitted as multiple slides. The following controls are available on the lower grey control bar to help you navigate these posters:
– "Next Slide" (advances to the next slide)
– "Previous Slide" (returns to the previous slide)
– "Play Slide (starts/stops any audio attached to each slide – not always available)

PLATFORM FEATURES CLOSER LOOK

EXHIBIT HALL

This year's exhibit hall has over 30 organizations participating. Each organization has built a virtual booth that showcases their services. Organizations can be found by navigating the virtual exhibit hall map (broken down by floor), or by searching through the alphabetical list at the bottom of this section.



Though each booth has been designed specifically for each exhibitor, these are the common features:

– Description of the exhibitor
– Promotional video
– Links to important resources
– Contact form to submit comments and questions
– Calendar sign-up to make appointments with exhibitors

MY NETWORK

This section is your networking hub for the conference. Below is a brief description of opportunities to engage with conference attendees on the platform!

Note: If you requested to not be listed in the attendee section of the app when you registered, your profile will not be included in the networking list. If you would like to connect with other attendees during the conference, please email mobilesolutions@psav.com to request this change.

My Biography

What do you want other attendees to know about you? Please include your position and organization! We also encourage you to write 3-5 sentences about your work and interests. This will be visible to other attendees.

My eBusiness Card

Your eBusiness card is the quickest way to share information with new connections. It contains the following information:

– Name (required)
– Position (optional)
– Organization (optional)
– Email Address (optional)
– Phone Number (optional)

Attendees

This is a list of attendees (including speakers) at the conference, except for those attendees who have chosen to hide their profiles. A search function is available if you're seeking out a specific attendee or speaker.

You can view information about an attendee by clicking on their name. This screen also allows you to send them a message or request to connect. Requesting to connect with an attendee automatically shares your eBusiness card with them.

A list of your connections is available under the "My Connections" feature.

PLATFORM FEATURES CLOSER LOOK

CHAT

The chat function will be one of your primary communication tools during the conference. You may converse with any other attendee at the conference through this feature.

To start a new chat, click on the blue “New” button in the top left of the window. From here you’ll create a single message or group message by selecting the names of attendees that you want to chat with. To help organize your group messages, you can rename the chat after it has started.

Though it is not required, you can update your availability for messages from other attendees by toggling the “Available” switch at the bottom left of the window.

SOCIAL FEED

The Social Feed provides another opportunity to connect with colleagues and share your thoughts about the conference. We encourage attendees to post their feedback and insights in the social feed. There are two options for posting to the social feed. The feed automatically includes tweets on Twitter that use the hashtag “#Ryanwhite2020”. For ease of access, you can connect your Twitter account to the conference platform.

If you prefer not to use your Twitter account to share your thoughts, you can post directly into the feed by typing a message in the “What’s Happening” box and select “Post to app.”