

NATIONAL
RYAN WHITE
CONFERENCE
ON HIV CARE & TREATMENT
AUGUST 23-26, 2022

**ATTENDEE
GUIDEBOOK**



ryanwhiteconference.hrsa.gov
#NRWC2022
#32YearsofCARE

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NATIONAL RYAN WHITE CONFERENCE ON HIV CARE & TREATMENT

WELCOME

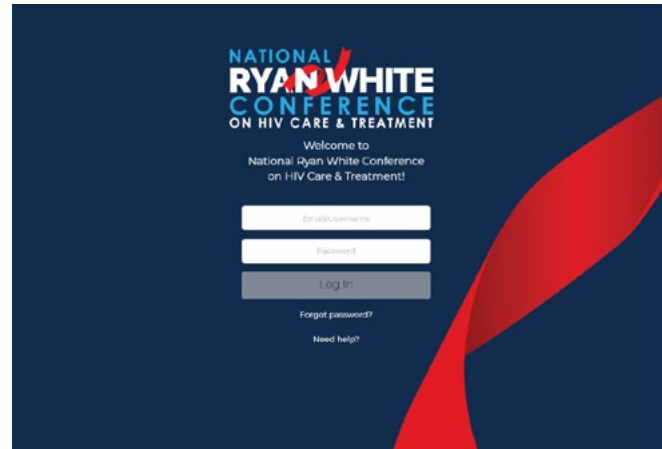
Thank you for joining the virtual 2022 National Ryan White Conference on HIV Care & Treatment! This year's conference is hosted on a web-based platform and includes all your favorite features from the in-person event. Watch breakout and plenary session streamed directly on the platform, plus explore the exhibit hall, poster sessions and network with fellow conference attendees!

ACCESSING THE PLATFORM

Note: this platform works best with the Google Chrome application.

Your login and password for the conference platform will be sent to the email address that you used to register. These credentials will be sent from mobilesolutions@chime.live. If you don't receive this message by Sunday, August, 21, 2022, please check your junk mail before reaching out to registration@ryanwhiteconference.org for assistance.

We encourage you to log into the platform in advance of the conference to familiarize yourself with all the features.





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.

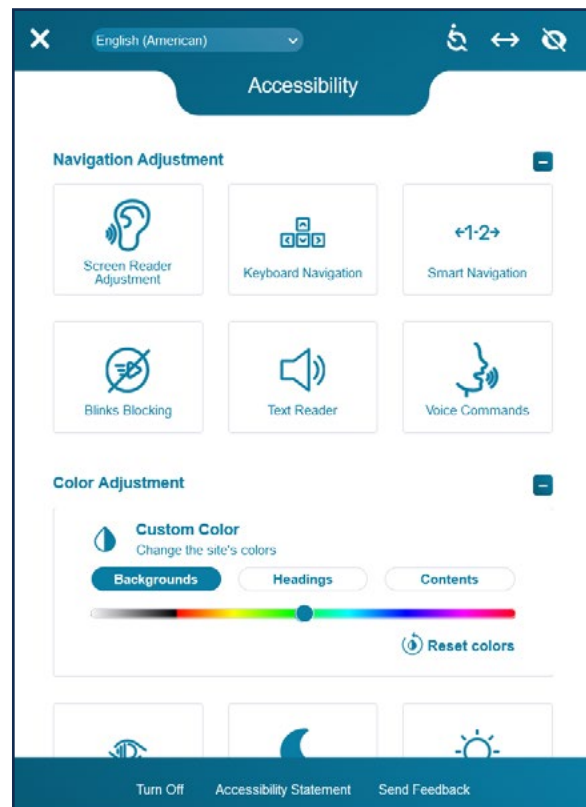
If you do not require use of any of these features, you can hide this widget by clicking on it, then navigating to the eye icon in the upper right corner and selecting the length of time you would like the widget to be hidden for. We suggest only hiding the widget for 24 hours in case you need it for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

Plenary Session Accessibility

You have the option to hear the plenary session video feed in Spanish or English.

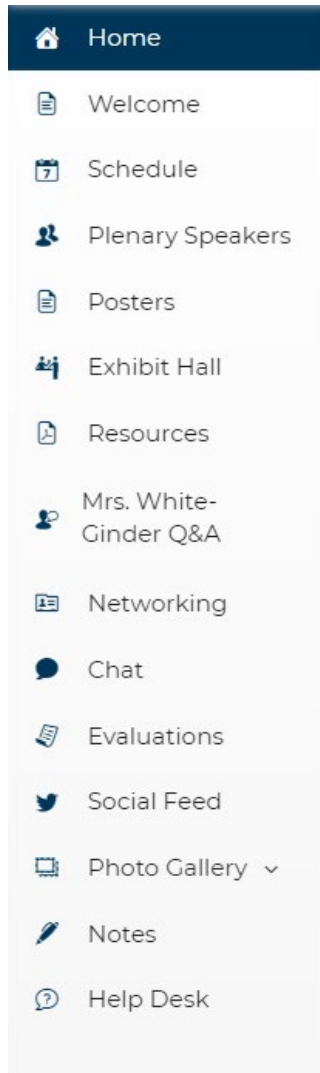
Concurrent Session Accessibility

Closed captioning will be available during the concurrent sessions.



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

To navigate the virtual platform, use the left menu bar. The virtual platform includes these sections:



Welcome

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

Schedule

View the conference schedule and take advantage of the following features:

- Sort sessions by day or by track.
- Select your favorite sessions to create your personalized agenda.

Profiles and Bios

Browse the profiles of the plenary speakers for this year's conference.

Posters

- Explore almost 100 poster submissions from across the country.
- In lieu of an in-person presentation, all posters will have a video component.

Exhibit Hall

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

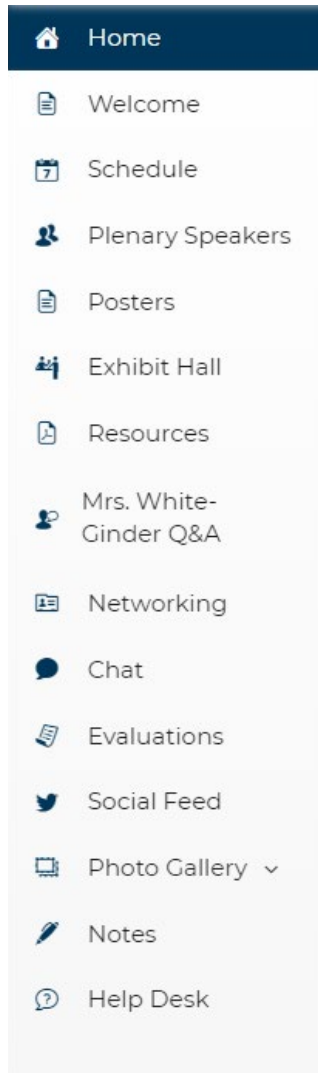
Resources

Access important attendee resources such as this Attendee Guidebook and the 2022 Program Book.

Mrs. White-Ginder Q&A

Mrs. White-Ginder's session on Wednesday morning will have a Q&A component. To ask a question, click on "Mrs. White-Ginder Q&A" on the left navigation bar. Type your question into the text box at the top of the page. You can also "up vote" a question that has already been asked by clicking the thumbs up button to the right of a question already listed in the question feed.

To navigate the virtual platform, use the left menu bar. The virtual platform includes these sections:



Networking

- 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.

Evaluations

Learn how to complete evaluations and obtain CE credits.

Social Feed

- Post directly to the platform's social feed.
- If you are posting on social media about the conference, use the conference hashtags #NRWC2022 and #32YearsofCARE.
- When you post on Twitter using the hashtag, your message will automatically appear on the conference platform social feed.

Photo Gallery

Post photo updates of your virtual conference experience. In addition, we encourage you to share why you CARE in the photo gallery. Simply click on the "Resources" navigation, download and print the "I CARE because" template, write your own message and take a photo holding the sign.

Notes

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

Help Desk

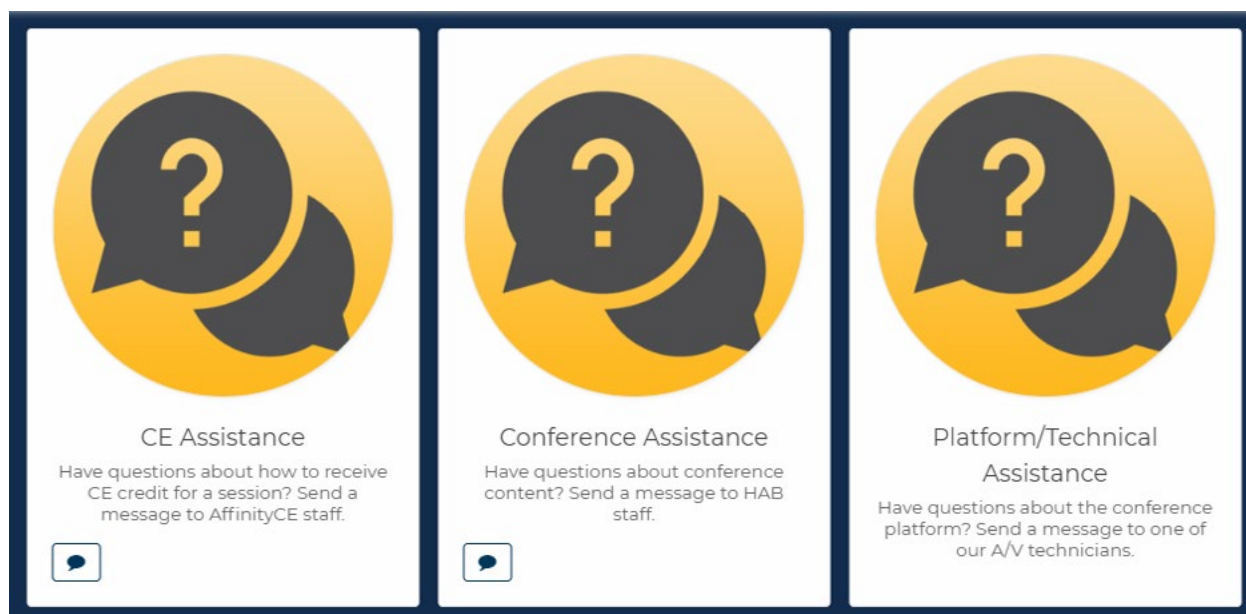
Chat with support teams for help with the following areas:

- Platform Assistance
- Conference Assistance
- CE Assistance

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 conference platform technicians

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

SCHEDULE

This is your gateway to the meeting! The schedule lists all of the breakout and plenary sessions. Each session contains links to access the Zoom or livestream when the session is live.

Navigating the Schedule Section

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

- **Plenary Sessions:** general sessions that should be attended by all conference attendees.
- **Concurrent Sessions:** these are the most common type of session and are listed by title.

My Schedule

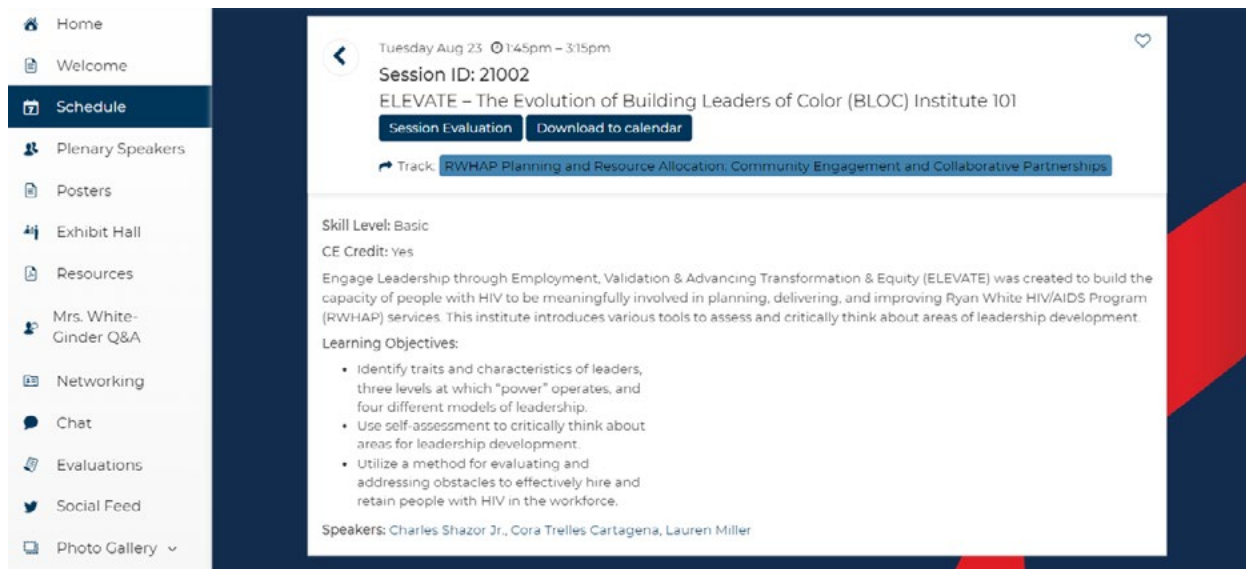
Are there specific sessions that you do not want to miss? You can build a customized schedule by selecting the heart icon next to your desired sessions, then toggling the "My Schedule" function in the top left corner of the window.

Accessing Plenary Sessions

The plenary session live stream will open automatically on the conference platform landing page 5 minutes prior to show time. If it doesn't open, click the "live stream" button in the top right corner to activate it.

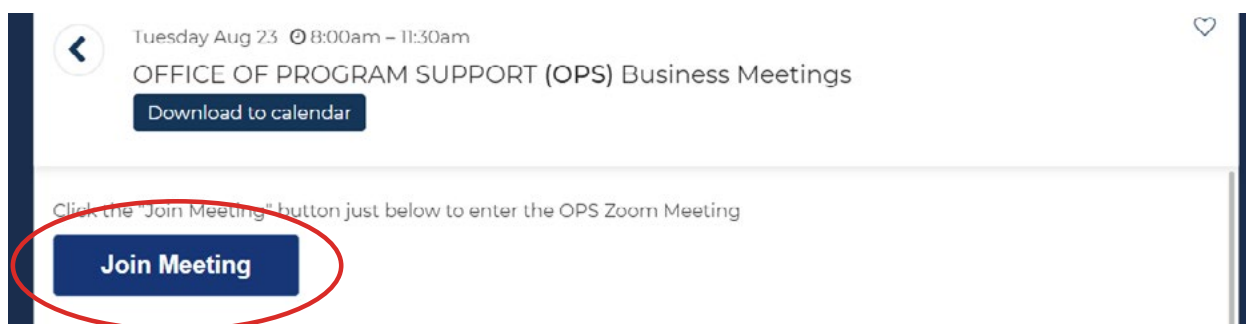


ACCESSING CONCURRENT SESSIONS



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

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



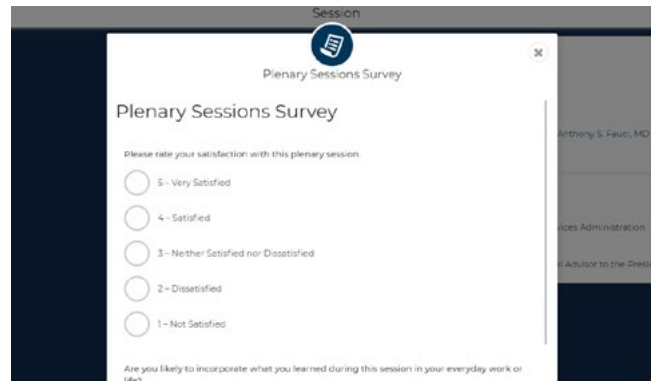
(If you have the Zoom application on your computer, this link will automatically direct you to the session. If you are unable to install Zoom on your computer, you should select the “Join from your browser” option on the redirect page after clicking the button.)

Questions Within Concurrent 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.



POSTERS

Poster presentations are virtual this year! To help filter through posters, you can select a track in the side 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 "Presentation Details." 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. If the poster authors provided a video, you can also watch the video on demand.

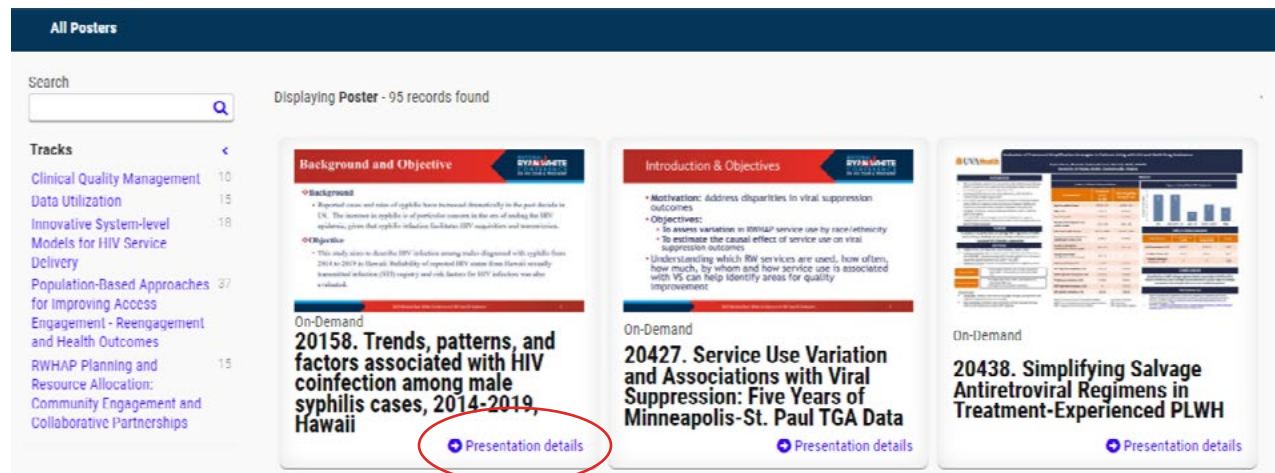
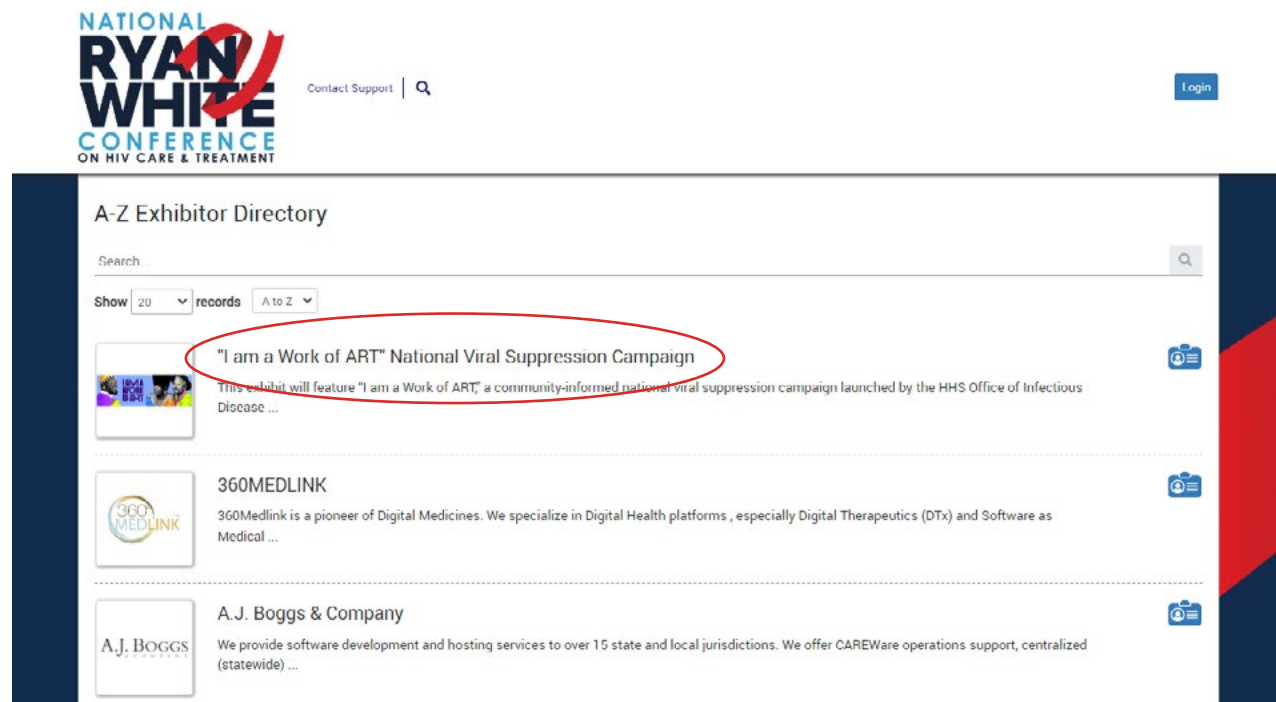


EXHIBIT HALL

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 directory.



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

NETWORKING

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@chime.live to request this change.

My Profile

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.

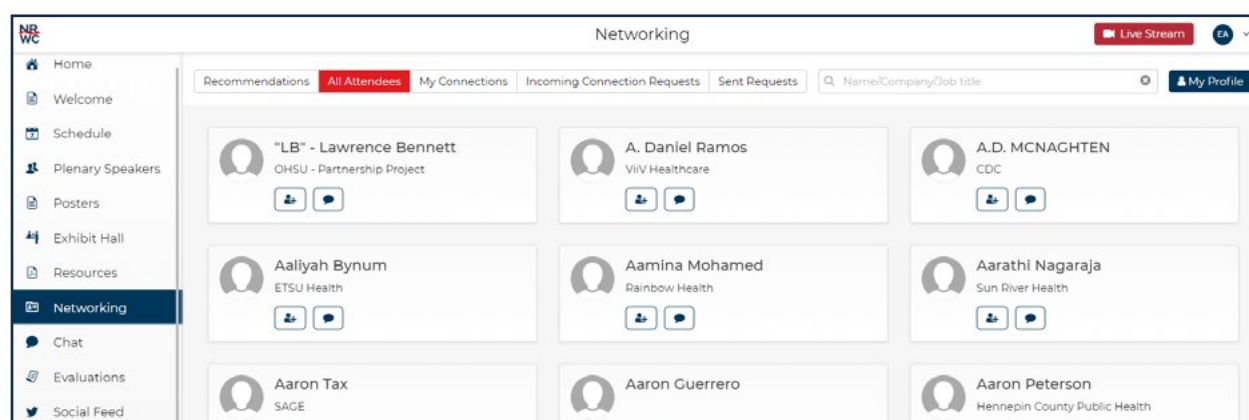
My Business Card

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.

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 “#NRWC2022”. 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.”