

Engagement Virtual Conference

FAQs

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Virtual Conference FAQs

SFHA Live! Engagement Conference is hosted by *EventsAIR* virtual conference platform. Here are some things you need to know before ahead of the conference:

Internet browser

Please use Google Chrome to access the platform, this is the only browser the platform is compatible with.

VPN's, remote desktop systems or intranets can sometimes cause issues with accessing the platform so please ensure you access Google Chrome outside of these.

Please also note the platform is best viewed on a laptop or desktop as the platform is not optimised for mobile devices and tablets.

A strong broadband connection is also recommended.

Accessing the sessions

To access all conference sessions, go to the timeline and click on any item to view additional information and join the session. There is also a countdown clock to advise you that sessions are about to begin.

Conference features

You told us and we listened! In response to member feedback from past events we have made sure this is most interactive event yet. Just some of the new features are the on-camera networking hub, interactive Q&A, and conversational knowledge exchange sessions.

Networking hub

The Networking Hub allows you to connect and communicate with other attendees, find the person you'd like to connect with and click connect. Once your request to connect has been accepted you can start a live chat or a video call.

You can also schedule to meet at a future time, invite up to 3 others to join you, send messages and take notes.

Contact information for all attendees you have connected with be included when you export your contacts.



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Virtual Conference FAQs (cont.)

Interactive Q&A

We've a new feature for the 3 main sessions, if you've a burning question you'd like to ask live on camera, please use the raise hand feature and you could have the opportunity to be invited to join the live stage and put your question directly to the presenter.

You can also ask questions using the Q&A box on the right of the screen.

Knowledge exchange sessions

Instead of our usual breakouts we are running Knowledge Exchange Sessions. These are interactive sessions where you can have your camera and microphones enabled.

Each Knowledge Exchange is being held three times throughout the day and you have each been allocated a group which will be detailed in your joining information.

On demand content

You can access on demand content from virtual conferences for three months after the event, so you can watch anytime, and anywhere, that's convenient for you.

Please note that only the main plenary sessions will be available on demand, not the knowledge exchange sessions.

Technical support

If you have any questions or need technical assistance the Live Event Support Team is online one hour before and throughout the live event. Click on the red Live Support icon located top right of your screen.

If have any problems accessing via your link, please do contact the EventsAIR technicians on virtualsupport@conferencecare.com or 02476 369 747.

Have another question?

On the day you can access **Live Support** from the conference menu.

At other times, please email our events team on events@sfha.co.uk

