

Attendee Guide

Thank you so much for attending the first ever ARO virtual conference. As we are transitioning the meeting from an in-person conference to a virtual experience, we wanted to share details with you regarding how the conference will run.

As a registered attendee, you will:

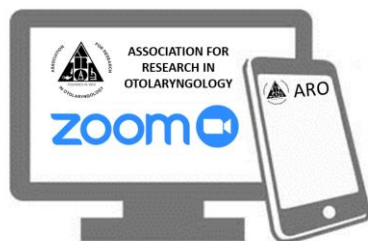
- 1) You will access the Virtual Platform by [following this link](#) and logging in with your ARO username and password.
- 2) Once you log in to the Conference Hall you will be able to browse through Exhibitors, the Poster Gallery, and Sessions being offered at this year's conference. You can also chat one on one with other attendees through the virtual chat feature or stop by the meeting Networking room to chat face to face with other attendees. Need help navigating the Platform? Click here to view the [Virtual Platform Navigation Guide](#).

Sessions:

- 1) Each room will be facilitated by a room host. Please be sure to send any technical help questions directly to the host if you have problems during the sessions via the chat feature.
- 2) The room host will ensure you have appropriate permissions during the meeting. Please be sure your computer microphone is muted at all times.
- 3) Each session will be guided by a moderator who will welcome all the attendees, provide session housekeeping details, introduce the speakers, and facilitate questions.
- 4) Please feel free to ask questions using the Q&A button on your Zoom dashboard. Moderators will monitor the questions and hold all questions until the appropriate time in the session. Please place the name of the speaker you wish to ask the question to then type your question.
- 5) ARO is providing live captioning in all its sessions and recordings. Closed Captioning will be available at the bottom of your screen. Zoom also provides AI-powered live transcription that needs to be enabled by the viewer by clicking the CC button and enabling auto transcription.

Poster Sessions:

- 1) Poster Presenters will upload a digital version of their poster to the e-poster gallery. You can browse through the e-Poster Gallery at any time to view posters, listen to any pre-recorded audio presentations, and post a comment/question for the presenter.
- 2) Poster Presenters have been asked to include their email address, personal Google Meets Room or Zoom meeting room ID on their posters. During the scheduled poster session times, icons will be turned on to allow you to engage with the presenter via video chat. If you see the video camera image, the presenter is available for a live discussion.



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Exhibitor Hours:

- 1) Please be sure to visit the Exhibitors via the Virtual Conference.
- 2) All exhibitors and contact information can be found in the online Program Book or on the main page of the Conference Platform in the Exhibitor hall.

Zoom:

GETTING STARTED WITH ZOOM

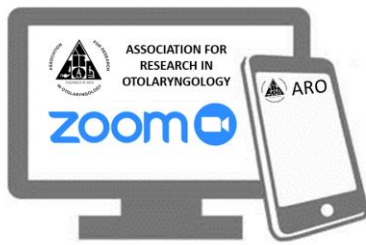
1. **Where do I download the latest version of Zoom?**
You can download the latest version of Zoom from our Download Center. [Learn more about downloading Zoom.](#)
2. **How do I use Zoom on my PC or Mac?**
[After downloading Zoom, learn how to use the Zoom Desktop Client.](#)
3. **How do I sign up for Zoom?**
You can sign up for a free Zoom account at zoom.us/signup.

JOINING A MEETING

1. **How do I use my computer/device's audio instead of using a phone?**
On most devices, you can join computer/device audio by clicking Join Audio, Join with Computer Audio, or Audio to access the audio settings. [Learn more about connecting your audio.](#)
2. **Can I Use Bluetooth Headset?**
Yes, as long as the Bluetooth device is compatible with the computer or mobile device that you are using.
3. **Do I have to have a webcam to join on Zoom?**
While you are not required to have a webcam to join a Zoom Meeting or Webinar, you will not be able to transmit video of yourself unless you do. Without a webcam, you will be able to listen and speak during the meeting, share your screen, and view the webcam video of other participants.

TIPS

1. You can enter and exit the meeting as often as you need. To exit the meeting, click the red "exit meeting" on the bottom right-hand of your screen.
2. You can leave a meeting and enter a concurrent meeting as often as you would like. Please refer to the [schedule/itinerary planner](#) to join all sessions.



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TROUBLESHOOTING LINKS

- **My video/camera isn't working.**
[Read tips on troubleshooting a camera that won't start or show video.](#)
- **There is echo in my meeting.**
Echo can be caused by many things, such as a participant connected to the meeting audio on multiple devices or two participants joined in from the same room. If a speaker has an open mic and is using speakers while talking the feedback loop between their speakers and microphone will cause echo and a high-pitched noise.
[Learn about common causes of audio echo.](#)
- **My audio isn't working on my mobile device.**
[Read tips on troubleshooting audio that isn't working on your iOS or Android device.](#)

To access the full agenda, please reference the [online conference schedule](#). If you have any questions or need assistance, please contact the ARO Executive Office at headquarters@aro.org.