

Virtual Event Best Practices



HELP DESK

Chat Button on the bottom right hand side of your screen

- This is the first step to ALL technical issues as we have a team managing this chat box.
- If you are still not able to get support, you can then email events@smartmeetings.com however, remember, the chat box is the fastest way for troubleshooting as this is a direct message to the tech team that is able to resolve all issues.

What do you need?

- Computer or Mac Book
- Camera
- Microphone
- Internet connection

Do not use

- Phones on any kind
- Tablets of any kind

Browsers

- Use Chrome
- **DO NOT** use Safari. With the extensive restrictions Apple products have you will not be able to participate.
- Close all open browsers during the event
 1. With Screaming, this is once of the fastest ways to be kicked out or have interruptions.

Permissions

- Allow the platform to use your
 1. Microphone
 2. Camera
 3. Save as a favorite

Double check your Internet connection

- If you are experiencing challenges...
 1. How many devices are in use?
 - Phones?
 - Tablets?
 - Televisions/Netflix
 - Video Games
 2. Connect directly to the Internet Server
 3. Turn off all other devices that use wireless internet during the event to avoid being kicked off, freezing or glitches. This is the main reason attendees have technical issues, using many devices working off a home internet service.

Extensive Security & Firewalls

- Avoid your company's VPN, there is no need to log in using any VPN
- Add issi.net to your favorites and safe send list
- If you have tight security, please contact us immediately to ensure your hardware is compatible.

If your work computer has too many firewalls or web restrictions, you can always use your personal device as long as it has a camera and a microphone.

Best Practices During the Event

1. Log in using link–Check into the event at 8:30 am PST

- Allow permissions to use
- Camera
- Allow Microphone
- See the main screen
 1. Event will automatically start and present here

2. Appointment Schedule

- Note your appointment schedule is on the left
- Active – Attendee is Login
- Empty Slot – {Break}
- Inactive – No Show

3. Moving Appointment to Appointment

- No need to do anything
- Automatically Moves to each appoint on the schedule
- Note the bottom left icons for
 1. Screen sharing
 2. Mute
 3. Chat
- Send a chat message
- Note timer - Time left in appointment

4. In The Virtual Appointments

- Share your screen
 1. Avoid Video presentations if you
- Chat

Tutorial Video Links

- [Log In](#)
- [Upload Photo](#)
- [Update Profile](#)
- [Searching Delegates](#)
- [Select Requests](#)
- [Prioritize Requests](#)
- [Virtual Platform](#)

