



EANO 2021 – Chair manual

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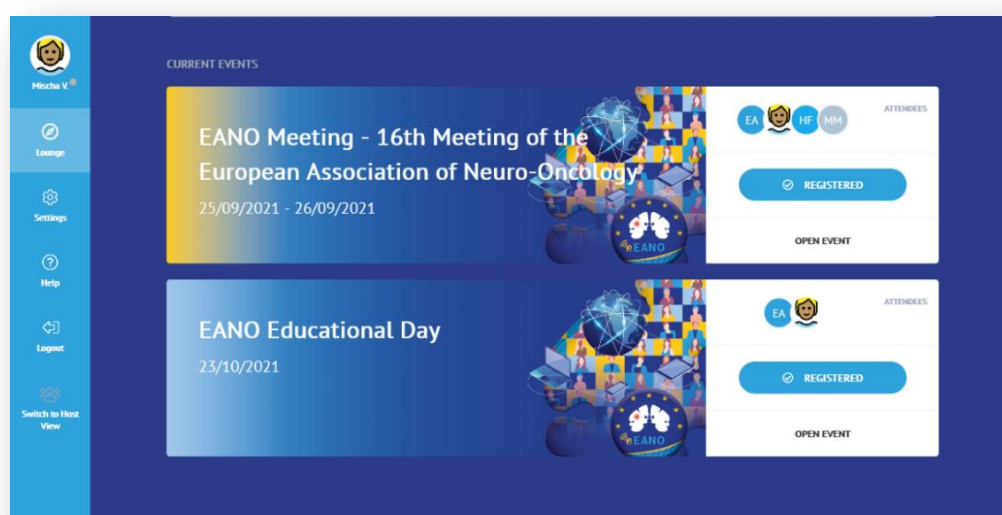
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How to access the online platform

- Use the link provided by the EANO Meetings office by email a few days before the conference
- Login by using the email address and password you used for registration. In case you do not remember your password, use the “Forgot password” link and enter the email address used for your registration to create a new password.



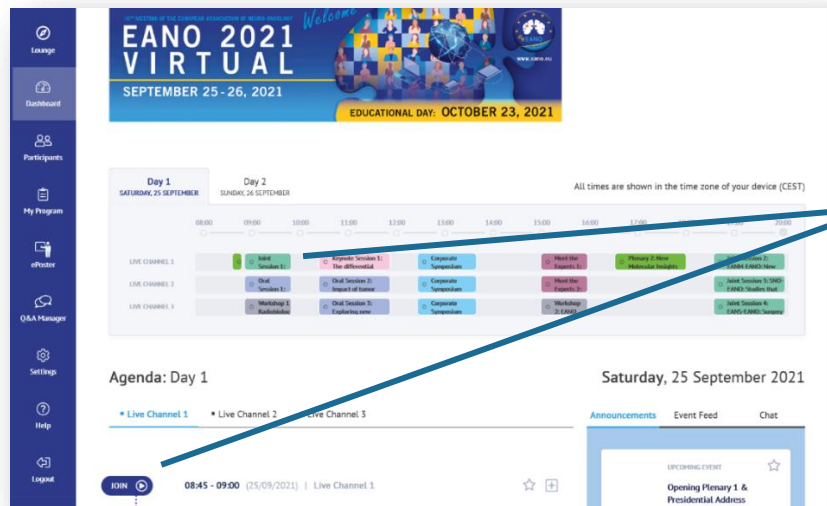
- If you are registered for the EANO Meeting and the EANO Educational Day select the respective event. If you are registered for just one event, you will be directed directly to that event.



Step-by-step instructions on how to join your live session

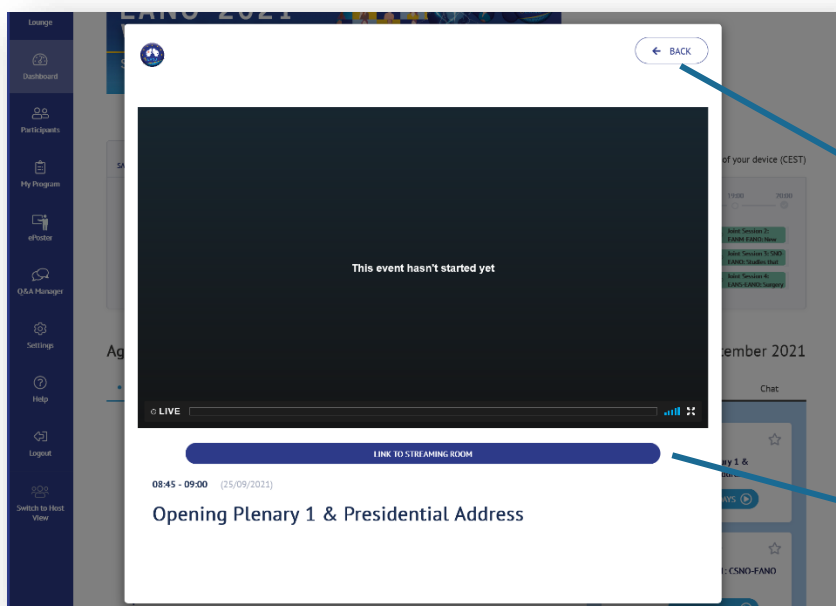
At EANO 2021 chairs and speakers of live sessions will be in a **Zoom call** (not the actual virtual platform) which will be broadcasted to the virtual platform. Please make sure your laptop or computer allows you to access a Zoom call.

1. Select your session from the timetable or agenda and click on it.



1) On the dashboard, select and click on the session in the timetable or click on the "JOIN" button of your session in the agenda. This will open the session window.

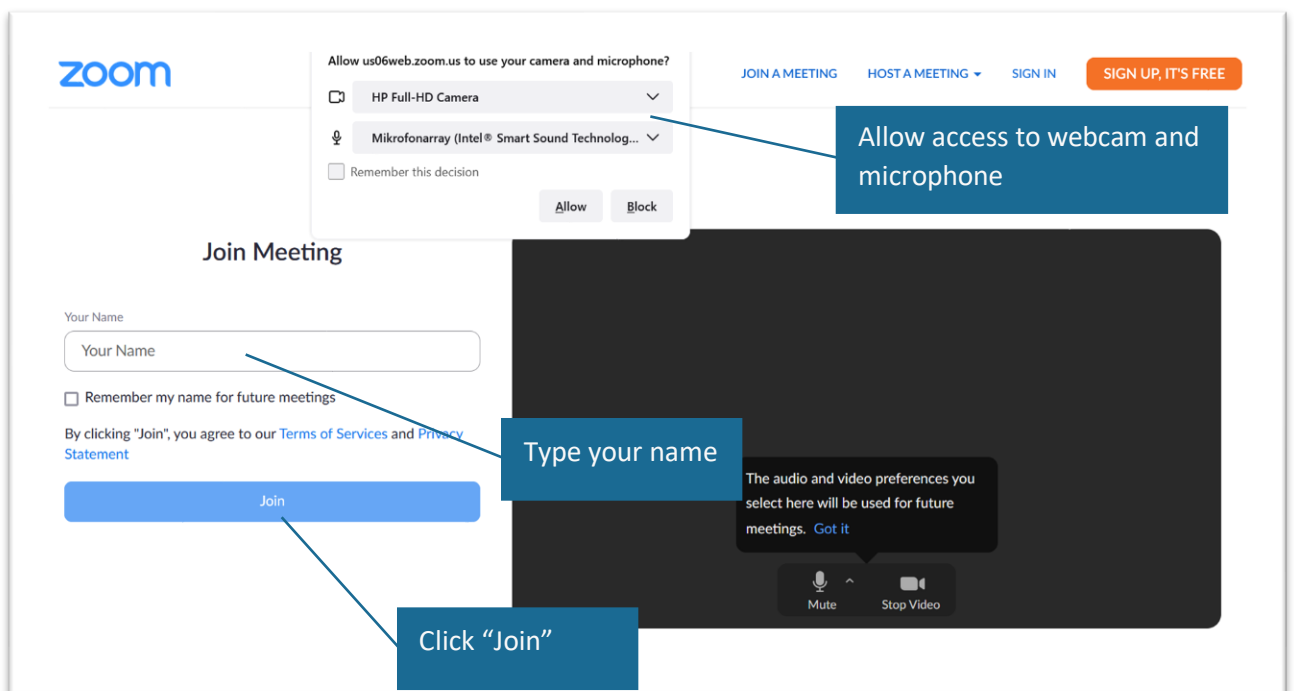
2. A session pop-up will show up on your screen.
3. Click "**LINK TO STREAMING ROOM**" and the Zoom call will open automatically in a separate window.
4. Go back to the tab that shows the online platform and close the session pop-up to avoid audio problems by clicking the "**BACK**" button.
5. Now go to the Zoom call and focus on what is happening there. You can completely ignore the virtual platform during your session.
6. After your session has ended go back to the online platform and follow the programme.



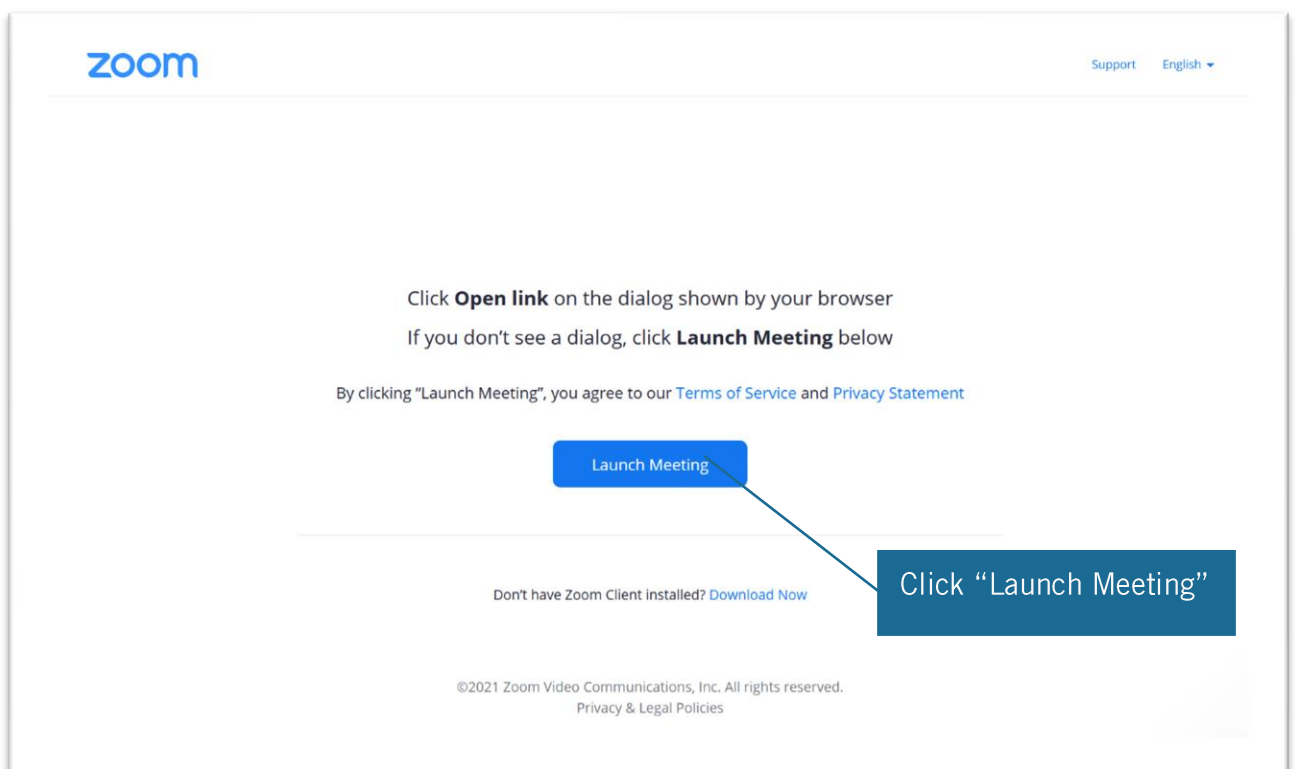
4) Click on "Back" to close the session pop-up after entering the zoom meeting. This is an important step to avoid audio problems!

3) Click on the button "Link to Streaming Room"

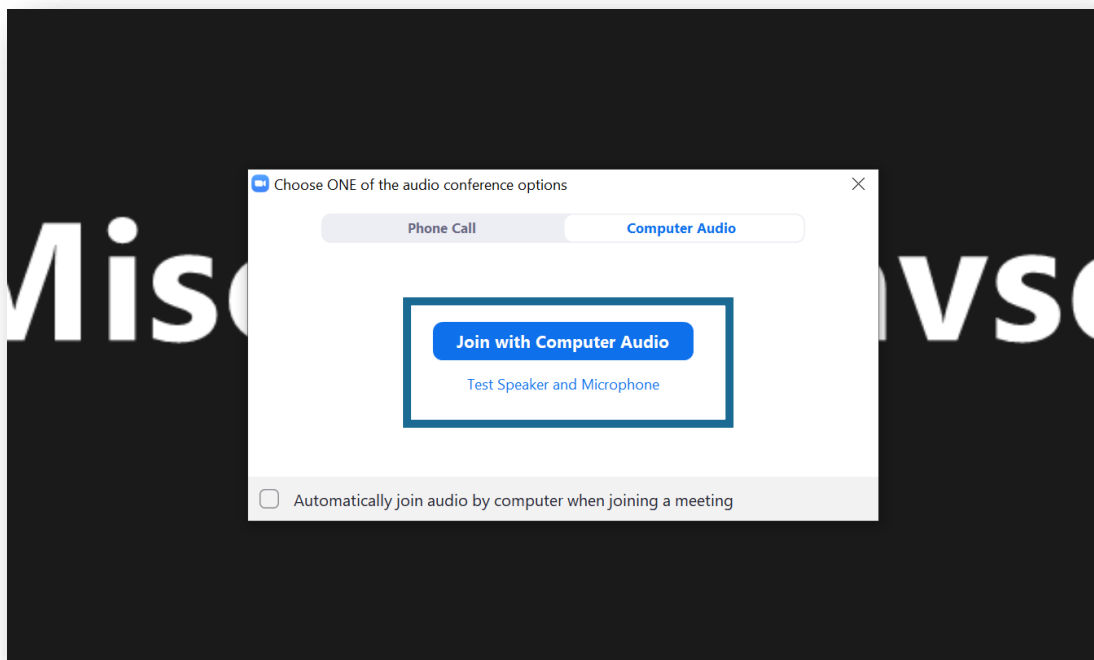
You can join using the Zoom browser version (e.g. via Chrome or Firefox)...



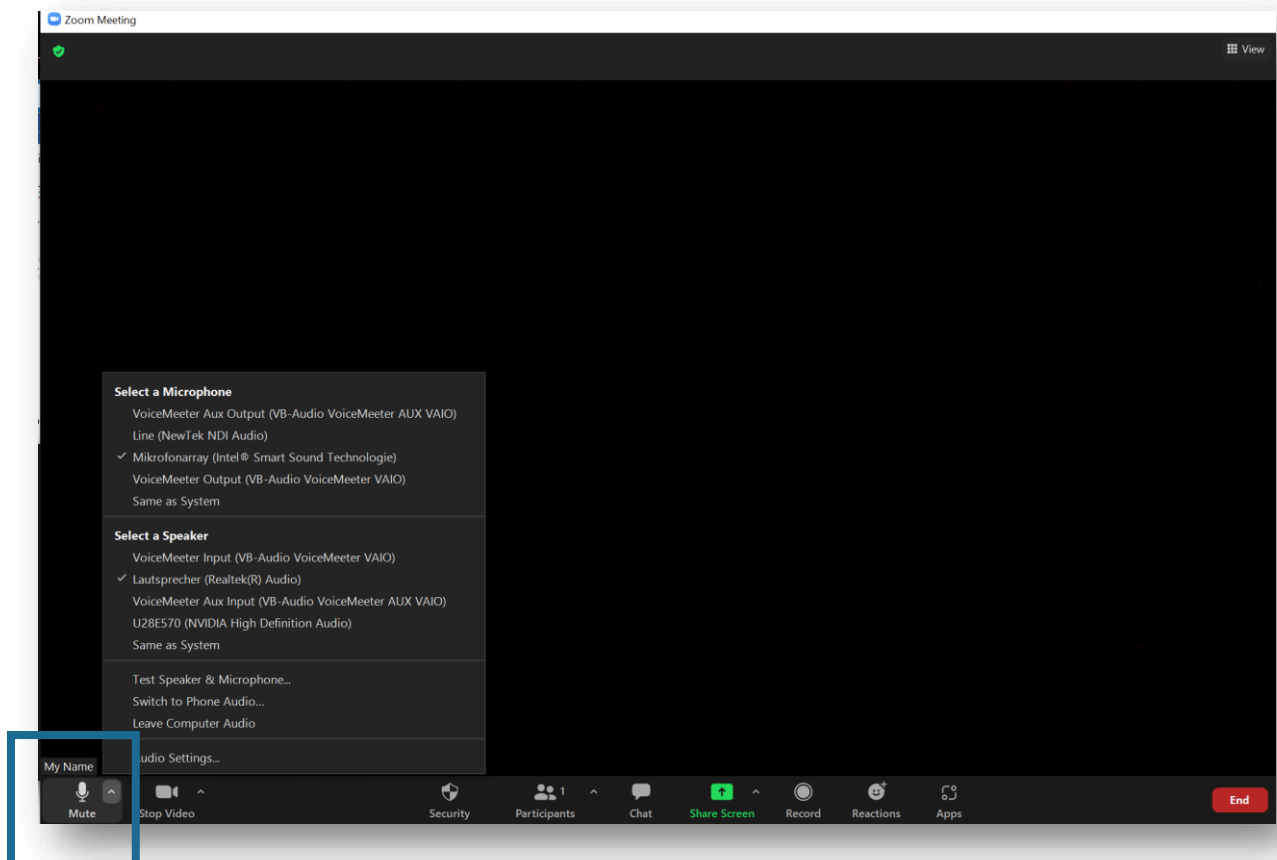
...or open the Zoom desktop version:



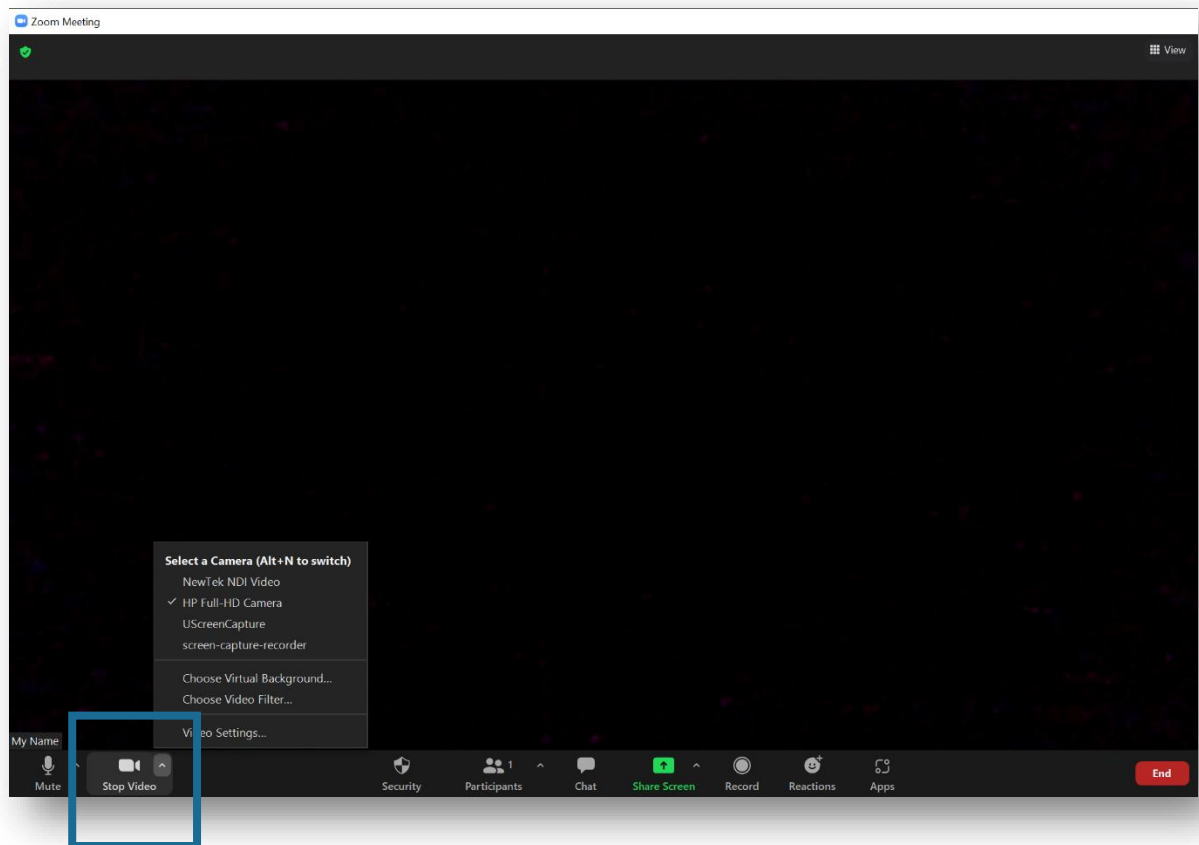
When prompted click “Join with Computer Audio”.



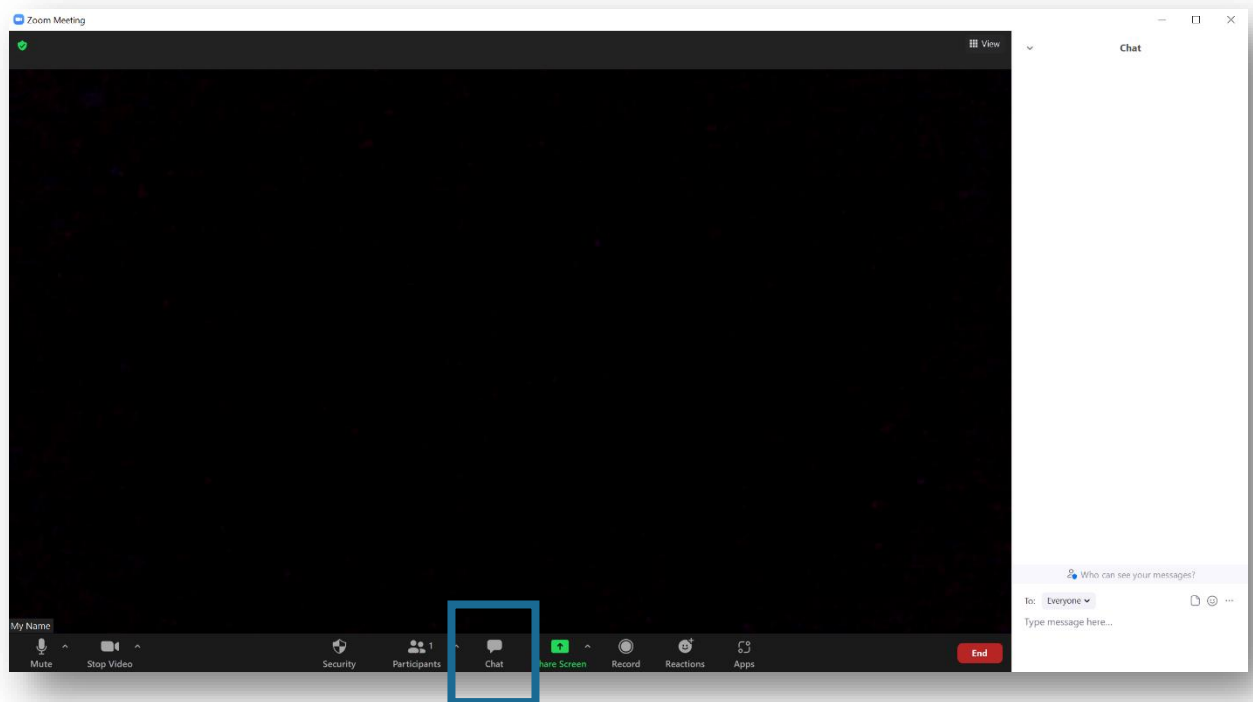
Make sure you have selected the right microphone and speakers.



Make sure you have selected the right webcam.



Open the chat.





Before a live session

- Please make sure to access your session at least **15 minutes before the session starts**.
- A technician will welcome you and check if your microphone and webcam are working and provide further instructions.
- Chairs are asked to reconfirm with the technician who will be making the opening and closing statements of your session.
- In the call you will see the technician, your co-chair and all speakers of your session.

Tasks of a chairperson

- Ensure that the session **starts and ends on time**.
- Start with **introducing yourself** and the second chairperson to the audience.
- **Announce the session** (title, type and number) and give a short summary on what will be presented.
- **Ask participants to submit questions** via the chat box.
- **Announce the speakers and presentations**. Presentations for EANO virtual are pre-recorded and will be streamed live by the tech team.
- **Monitor the chat** throughout the entire session.
- **Lead the discussion** which is taking place live with each speaker separately at the end of her/his presentation. Welcome the speaker to the live discussion and **direct questions from the audience to the speakers**:
 - **Rephrase the question** if needed.
 - Do not hesitate to **reformulate the answer** if it is not clear enough. Try to clarify any practical points that would be useful for the audience.
 - **Keep on time**.
 - Please **prepare and ask at least one question** in case there are no questions from the audience.
 - At the end of the discussion **thank the speakers and the audience** and conclude the session by providing a few **“take-away-statements”** from the discussion and presentations.

Course of a live session

- All presentations will be pre-recorded. The live element only refers to the **moderation and live Q&A / discussion**.
- Chairs, speakers and pre-recorded presentations will be broadcasted by the technician at the respective time.
- On cue by the technician, chairs will welcome participants, give a short general introduction to the session and briefly introduce the first speaker and presentation.
- The technician starts the first pre-recorded presentation. During that time chairs must monitor the chat box in the Zoom call. The presentation will be visible in the Zoom call for chairs and speakers and on the virtual platform for participants.
- On cue by the technician the chair starts Q&A with the first speaker and directs questions posted by participants in the chat box to the speaker.
- When all questions have been answered or the allocated time for the presentation has expired the chair introduces the second speaker and presentation.
- The technician starts the second pre-recorded presentation.
- The same procedure applies to all remaining presentations in the session.
- After the last Q&A the chair closes the session by thanking the speakers and extending greetings to the audience.

- Chairs and speakers can leave the Zoom call and go back to the virtual platform.

Note:

The session Zoom call will be active during the entire timeslot of your session but will **not** be broadcasted to the participants except:

1. At the beginning of the session (introduction of speaker / presentation by the chairs)
2. Between the different pre-recorded presentations (live Q&A and introduction of the next speaker / presentation)
3. At the end of the session (session closing)

This means that while pre-recorded video presentations are played, you will be able to communicate (talk) with the session technician, speakers, and the other chair. However, if the call goes live only the chairs and speaker of the presentation should be talking, as participants can hear the audio of the **entire** Zoom call. If it is not your turn, please mute yourself and if needed use the chat to communicate with other chairs, speakers and the technician. The technician will make sure to mute everyone if necessary.

Technical requirements

- Laptop or computer with a webcam and ideally a headset which is connected to your laptop or computer. Please **do not use any mobile devices** (mobile phone, tablet, etc.) to chair a live session as only laptops and computers ensure best usability.
- We recommend using Google Chrome or Firefox as your web browser. Click here to download [Chrome](#) or [Firefox](#).
- An internet connection with at least 5 Mbit up- and download speed. We recommend a wired internet connection over Wi-Fi. [Click here](#) to test your internet speed.

Picture settings

- Chairs will always be visible when they assume an active role.
- Make sure you are in a well-lit area. Your face should be lit equally (clip a light on your computer or set a lamp behind it to help illuminate your face). There should not be strong lightning or distracting items in the background. **Do not sit in front of a window.**
- Put your camera relatively close to you and at face level (use a stand or stack of books if needed). If possible, your head and the top of your shoulders should be visible.
- If you look directly at your camera while speaking, the participants will feel much more included in the conversation.

Sound settings

- Make sure you are in a quiet area with no background noise (e.g. mute your mobile phone, switch off the air condition).
- For best results use a headset or ear buds with microphone.
- Turn off notifications ([Windows Instructions](#)) and other pop-ups, alerts and sounds that might interfere with your talking.

Technical Support

- For technical assistance prior and during the event please contact support@steinerlive.com.



Additional information and instructions

- It is essential that chairs ensure that the **session does not run late**. Please always keep an eye on the time and cut Q&A / discussions whenever appropriate to move to the next presentation. If there are too many questions and not enough time, please select only a few questions for the presenter to answer verbally.
- Have any supporting materials printed out and at hand.
- As you have an official function at the meeting as a speaker you will not be able to activate the “incognito” mode on the virtual platform. This means that your profile will be visible to other participants on the platform. Your name and institute will be visible to exhibitors if you view their booth. Also, other participants and industry representatives will be able to contact you via the messaging system within the platform at any time.