Attendee and Speaker Guide for State of the Science Workshop on Wildlife and Offshore Wind Energy 2020: Cumulative Impacts

November 16-20, 2020

Thank you for registering for the State of the Science workshop! This document includes guidance on using Whova – the event platform – including how to sign in, participate in sessions, and use Whova to network. It also includes guidance for speakers on presenting and answering Q&A.

Whova has a web platform and a mobile app. We have provided instructions for both below. While most capabilities are available in both the web platform and mobile app, there are some unique to the mobile app, particularly related to networking. Capabilities specific to a particular platform are italicized.

Table of Contents

Workshop Code of Conduct

All participants are expected to behave in a professional and appropriate manner in all conference venues and conference social events. Please see the Doing Business with NYSERDA webpage for NYSERDA's policies, including its harassment and discrimination policy. This policy applies to all conference participants.

Inappropriate behavior during conference activities includes the following:

- Harassment, intimidation, or discrimination in any form.
- Verbal abuse of any attendee, speaker, or support staff member.
- Disruption of presentations.
- Inclusion of promotional materials in presentations, postings, and messages.
- Copying presentations, Q&A, verbal or written discussions, or chat room activity that takes place in the virtual space. This includes taking screen shots, making audio or visual recordings, and distributing said copies or recordings (via social media or any other means). Please be respectful of speakers and do not take or distribute pictures of or copy presentation materials without explicit permission from the speaker.

Concerns and questions about this policy should be directed to workshop organizers at edward.jenkins@briloon.org.

Guidance for All Attendees – Web App

Sign into Whova

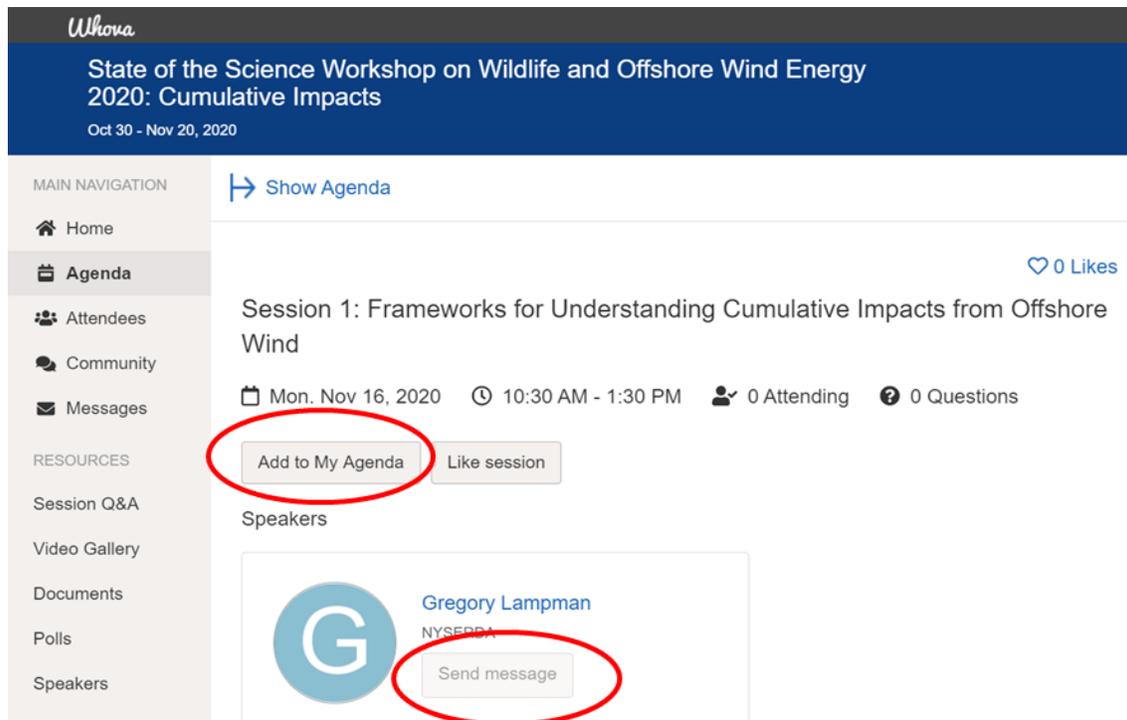Note: Whova suggests using the Chrome browser to attend workshop sessions.

1. Open the link for the event https://whova.com/portal/webapp/sosw_202011/
2. Click "Sign up here" if you don't yet have an account and fill in your email and password. **Please make sure to use the email you used when registering the workshop in order to gain access.**
3. The app will automatically take you to the event main page.
4. Edit your profile. Other attendees will use this to network with you. On your profile you can add a picture, affiliation, education, interests, and more.

View the Agenda and Plan Your Schedule

1. Find the "Agenda" tab on the left sidebar menu. You should see a list of sessions for the current day. If you are viewing the agenda prior to the start of the workshop, you may need to navigate to the workshop dates (Nov 16-20).
2. You can move through different days by selecting the date you want to view on the calendar at the top of the agenda.
3. Whova allows you to view the time of sessions either in the event's time zone (EST) or your local time, if different. You can toggle between these at the top of the screen (option only appears if you are in a different time zone). If your local time is not displaying correctly, please ensure that your time zone is set correctly on your device.
4. Browse or search for sessions on the top bar.
5. Once you find the session you want to access, click on the title of the session to open it.
6. If the session is live, it will begin playing immediately upon entering. Otherwise, a message will indicate the scheduled start time.
   a. **Note**: If you navigate away from the Session page while watching a live session, the session may be interrupted and Whova will ask you to log into the session again. As such, we recommend that you take time to explore Whova before sessions begin and remain on the Session page throughout the presentation you are watching. Alternatively, you may explore Whova via the Mobile app while watching the Session on the Whova web interface.
7. If the session hasn't occurred yet, you can click "Add to My Agenda" to put the session on your own personal agenda. You will also be able to see the list of speakers and talk titles and times. You have the option of sending private messages to the speakers. Please DO NOT use this option for Q&A sessions, but rather use the "Session Q&A" menu on the right side of the screen (see below for more information).

Access Live Streams and Session Videos

Note: Whova suggests using the Chrome browser to attend workshop sessions.

1. From the "Agenda" tab on the left sidebar menu, click the session you want to attend. There is a green camera icon for the sessions with streaming or video.
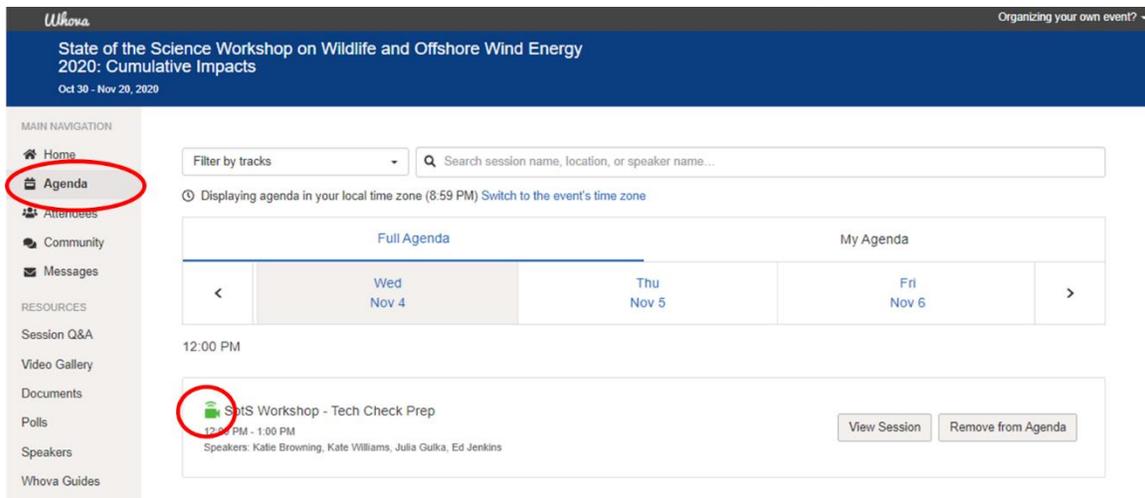
2. If the streaming screen directly shows up, the session is live and you can watch the event via Whova.
3. You can view the live stream full-screen by clicking the four arrows in the top right corner. Note that you may be unable to view the Session Q&A and Chat from full-screen mode.
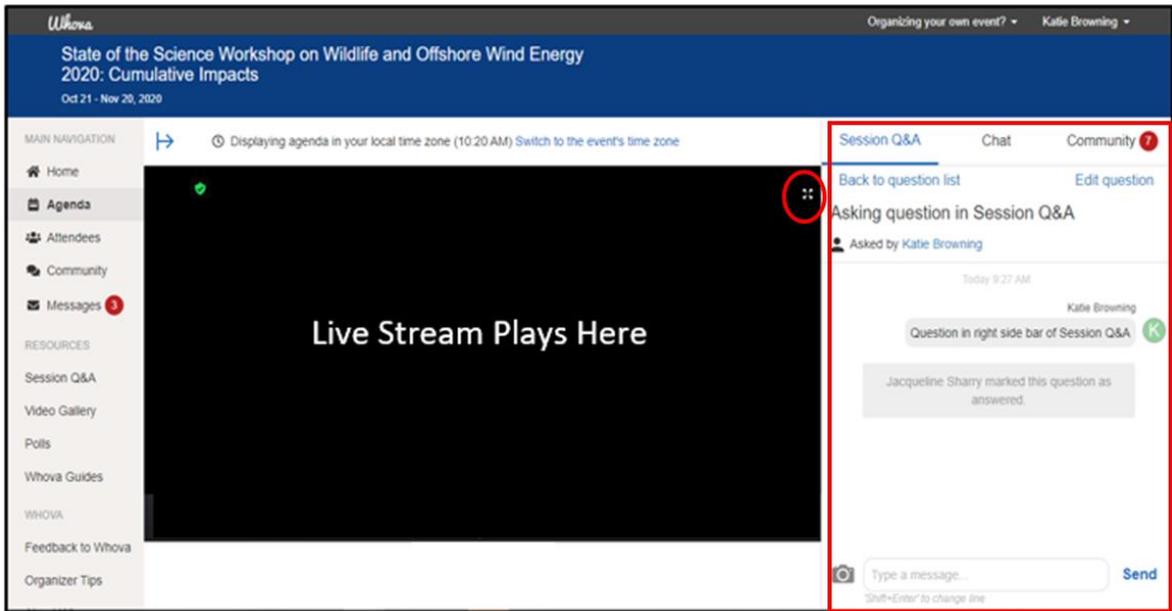
Use Session Q&A

1. Option 1: You can access three tabs on the right-hand panel of the virtual session: "Session Q&A", "Chat", and "Community". You can submit questions for the presenter through "Session Q&A". You will also be able to see the questions that others have submitted. You also have the option of upvoting other people's questions by clicking the thumbs up symbol. You can also participate in ongoing discussions with the other attendees viewing the session through "Chat" in the right-hand panel. Disregard/do not use the chat option within the live stream player.

2. Option 2: You can also access this function through the "Session Q&A" tab on the left sidebar menu under "Resources".
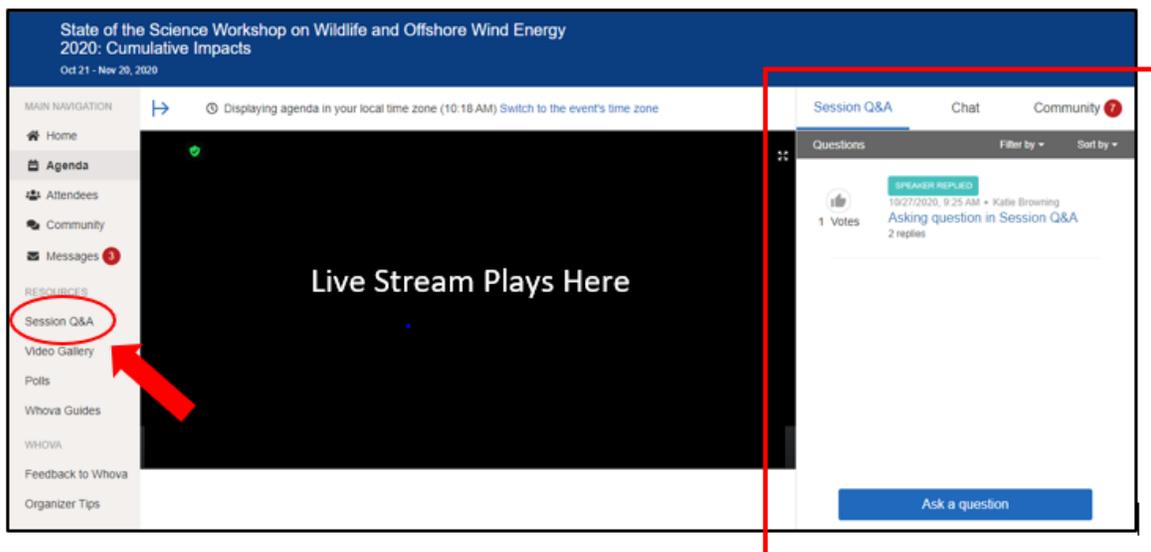
See Who Is Attending the Event

1. Click the "Attendees" tab on the left sidebar menu.
2. At the top of the page, you can search attendees by keywords such as company name or title, or directly by name.
3. To start a conversation, click "Send Message" to begin a chat.
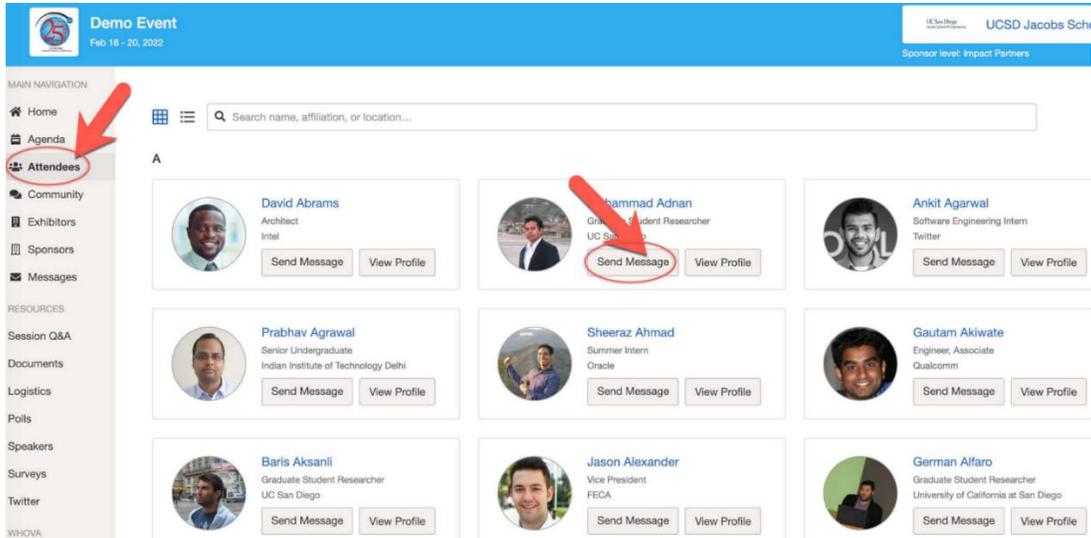
Join Discussion on the Community Board

1. Click the "Community" tab on the left sidebar menu.
2. Create a new conversation topic or use existing topics like "IT Support".
3. Click "Follow" directly next to the topics on the Community Board for which you want to stay up to date. To find the topics you're following, choose between three tabs near the top of the topics list: All Topics, Followed, and New Topics.
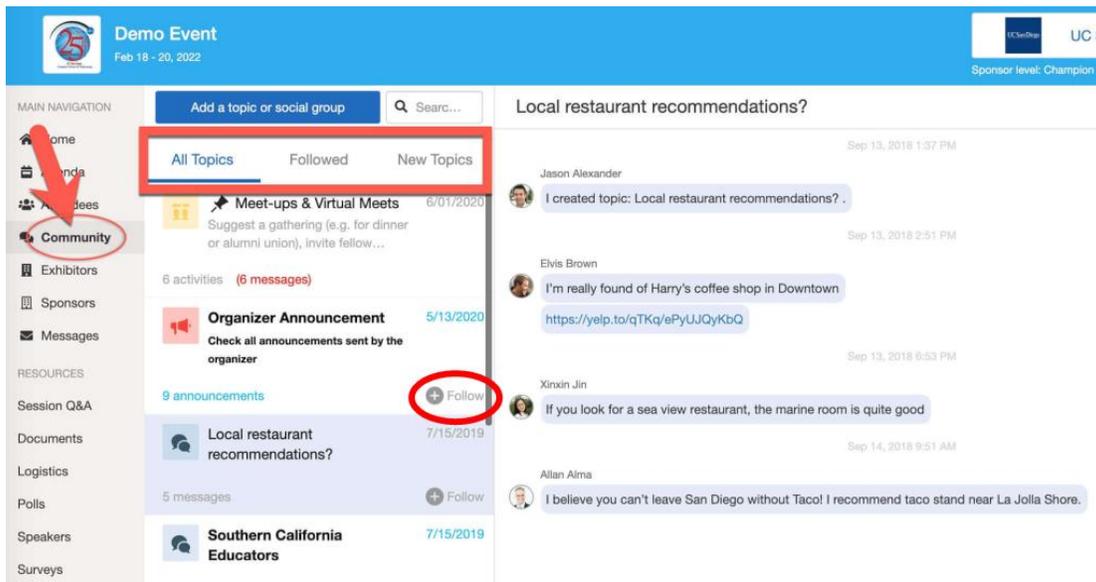
Guidance for All Attendees – Mobile App

Sign into Whova

1. Enter the email address you used for event registration.
2. Create a password and type in your name.
3. Edit your profile. Other attendees will use this to network with you.
4. The app will take you to your event page automatically.
5. You will primarily navigate via the menu at the bottom of the screen. If at any time you do not see the menu, you should use the back arrow in the top right corner to navigate back to the home screen.

View the Agenda and Plan Your Schedule

1. Find the "Agenda" tab at the bottom of the screen. You should see a list of sessions for the current day. If you are viewing the agenda prior to the start of the workshop, you may need to navigate to the workshop dates (Nov 16-20).
2. You can move through different days by selecting the date you want to view on the calendar at the top of the agenda.
3. Browse or search for sessions in the top bar.
4. Once you find the session you want to access, tap on it.
5. If the session is live, you can click the "Live Stream" button and the session will begin playing immediately upon entering. Otherwise, a message will indicate the scheduled start time.
6. If the session hasn't occurred yet, you can click "Add to My Agenda" to put the session on your own personal agenda. *You will also have the option to set a phone reminder. Session times should be displayed in your local time zone.* If your local time is not displaying correctly, please ensure that your time zone is set correctly on your device.
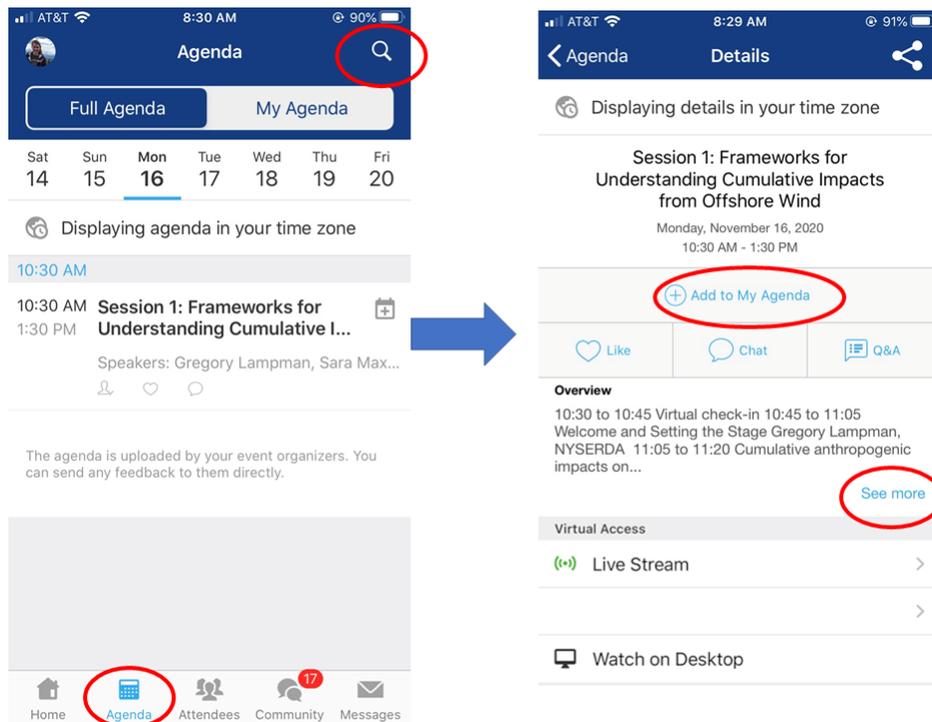
Access Live Streams and Session Videos

You can watch videos and livestreams directly through the agenda. Once you've accessed the agenda item details, click "Live Stream" beneath Virtual Access.
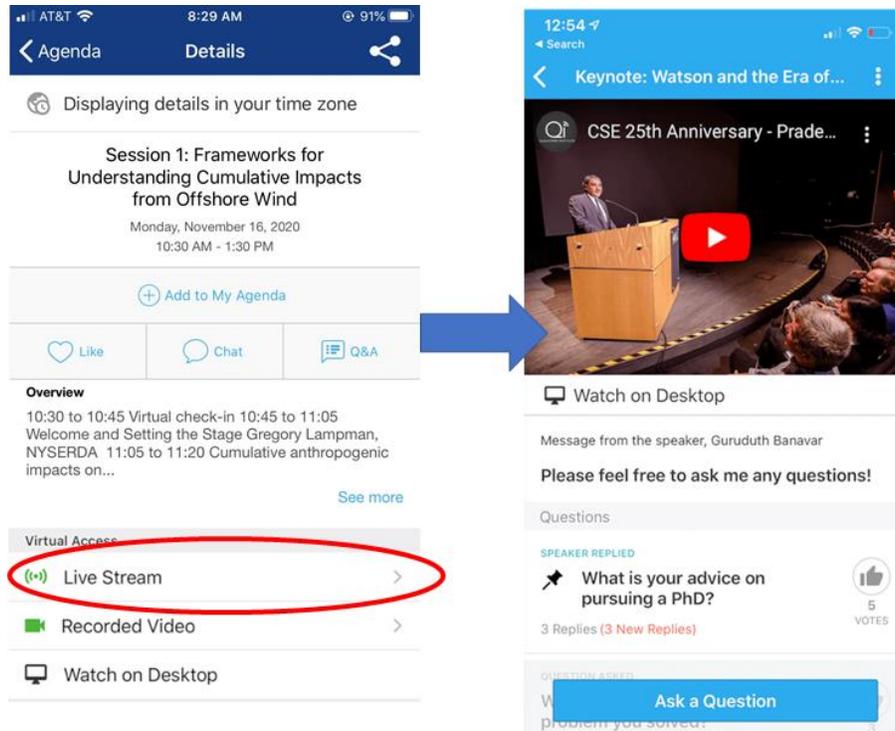
If you are using the mobile app but would like to switch to viewing the live stream on your desktop computer, select the "Watch on Desktop" option, which will automatically send you an email with a link to the live stream.
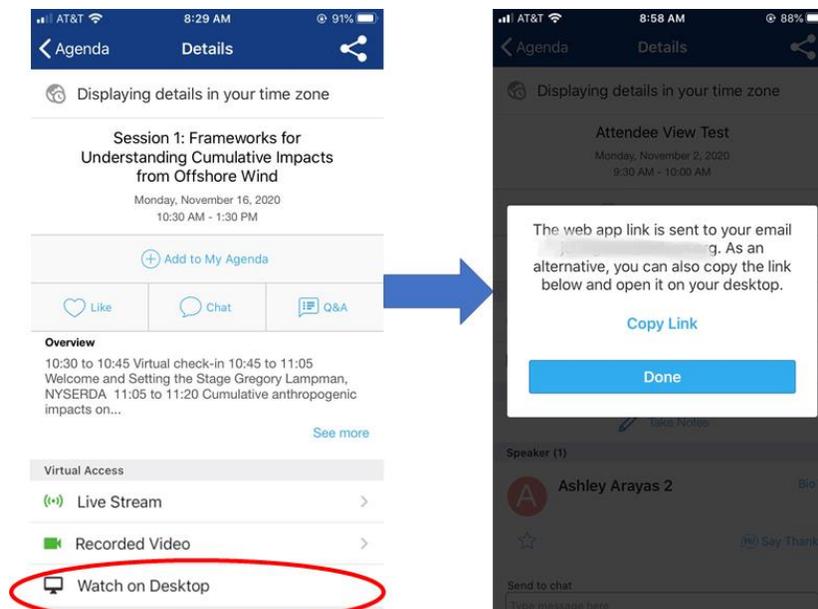
Use Session Q&A

1. Option 1: While in a live session, questions within the Q&A will appear below the live stream. From here, you can vote for questions you are interested in, or ask your own question.
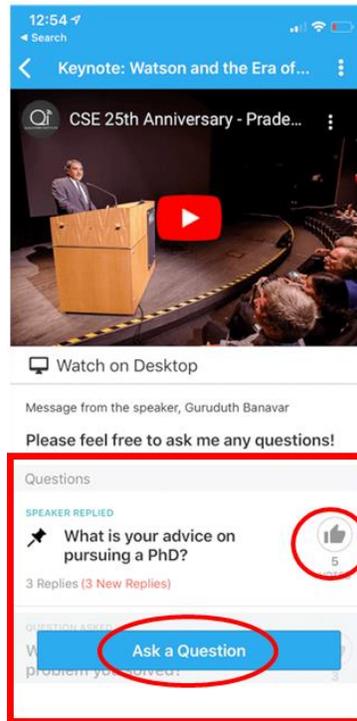
2. Option 2: On the session detail page, tap the "Q&A" button; on the next page, view the existing questions, vote on the questions you are interested in, or click "Ask a Question" to ask a new one. You can use the arrow in the top left corner to navigate back to the previous page.
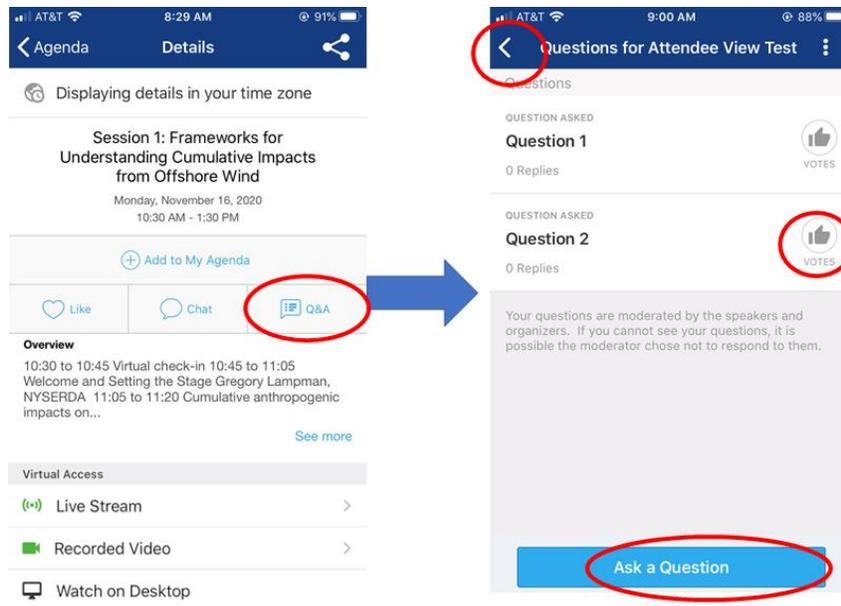
3. Option 3: On the event main page, tap "Session Q&A" button; find the session you want to ask questions in, and tap on it.
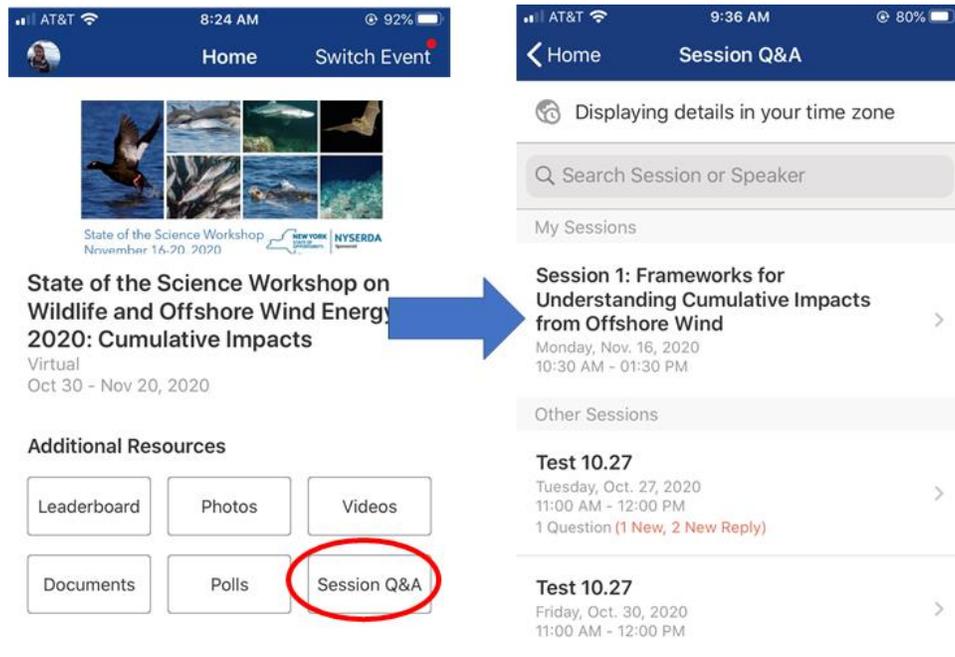
See Who is Attending the Event

1. Click the "Attendees" tab on the bottom of the screen to browse the attendee list.
2. At the top of the page, you can search attendees by keywords, such as company name or title, or directly by name.
3. *To find people with common backgrounds and interests, click the "Recommended" tab on the top of the Attendees list to find Whova's recommendations about people you may be interested in networking with. Click into each item to see attendees who come from the same city or have the same affiliations, educational background, or interests as you.*
4. You can click on an individual attendee's profile to view more information about them. *Once in their profile, you can:*
   a. *Take notes*
   b. *Request contact information*
   c. *Say "Hi" with one click*
   d. *Start a private change by clicking the "Message" button, and even convert it to a private group chat by inviting more people*
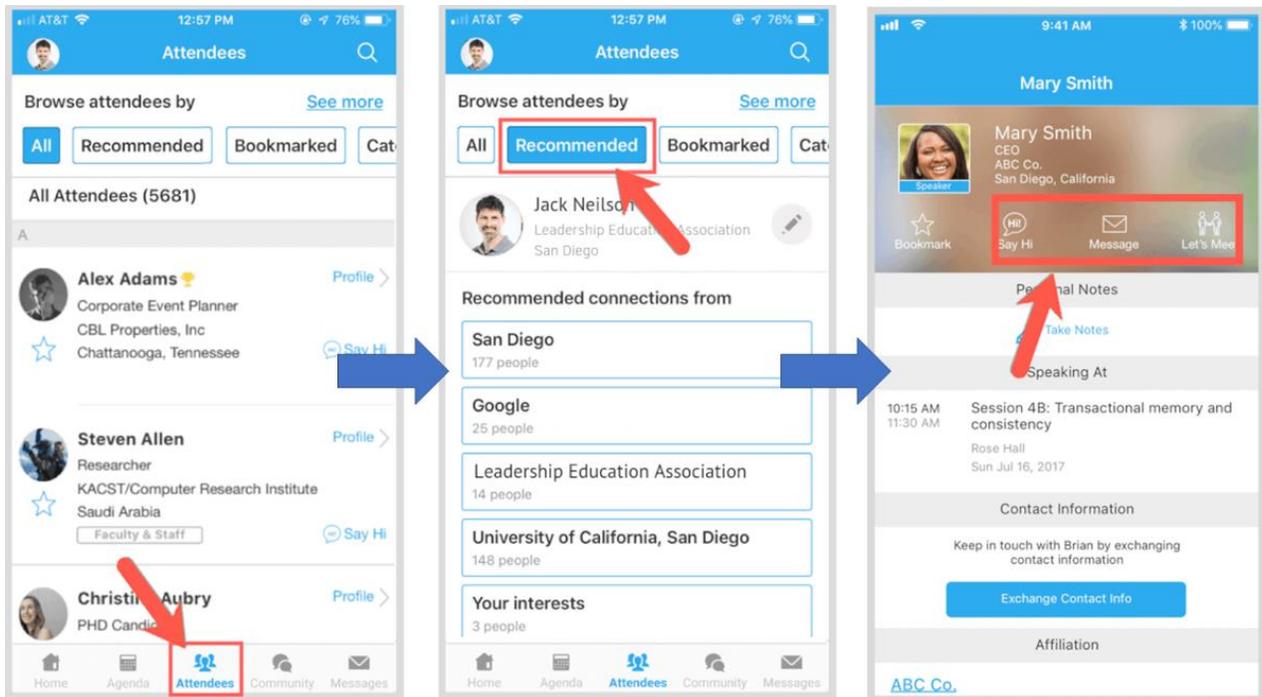
Join Discussion on the Community Board

1. Click the "Community" tab at the bottom of the screen.
2. Create a new conversation topic by clicking "Add a Topic or Social Group" or tap the topic to join existing topics like "IT Support."
3. Click "Follow" directly next to the topics on the Community Board for which you want to stay up to date. To find the topics you're following, choose between three tabs near the top of the page: All Topics, Followed, and New Topics.
4. By clicking on a topic, you can read the existing thread, add comments/questions, and invite others to join the board. You can return to the main menu by clicking the back arrow in the top left corner of the screen.
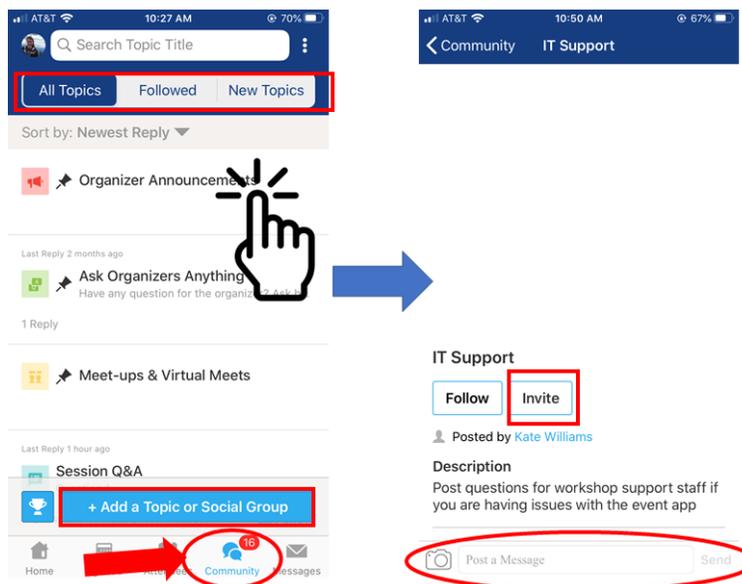
Additional IT Support for Attendees

If you have problems using either the Whova web app or mobile app, we will have several workshop staff on hand to help.

Option 1: IT Support Community Board

If you can sign into the Whova event page, there is an "IT Support" community board topic where you can post questions. This is the preferred option for asking IT-related questions, since it will allow other attendees to see your question and may help others who are having similar problems. On the left sidebar menu (web) or the menu at the bottom of the screen (mobile), select "Community", and then select the "IT Support" topic. (If needed, you can use the search bar at the top of the list of community board topics to find it).

Once you select the IT Support Community board, a window will open where you can type a question. Prior to submitting a new question, please take a look at questions that have already been asked and answered to avoid duplication.

Option 2: Contact IT Support Directly via Whova

If you can sign in to Whova, but do not want to use the community board, you can also send a direct message to Edward Jenkins or Julia Gulka. On the left sidebar menu (web) or the menu at the bottom of the screen (mobile), select "Attendees", and then use the search bar to find Edward or Julia. Click "Send message" on their profile, and a window will open where you can type a message to them.

Option 3: Email IT Support

If you cannot sign in to Whova at all, please email edward.jenkins@briloon.org and julia.gulka@briloon.org for help.

Additional Guidance for Speakers

We will be using Zoom to stream speakers' content through Whova. **Speakers must sign into Whova via the web app for your presentation session** (though you can answer audience questions and check who is attending your session via either the web or mobile app). From within Whova, you will be prompted to join the session via Zoom (see instructions below). Be sure to click "Join in Zoom" not "Join in Whova".

Before Your Session

- **We strongly recommend you pre-record your talk.** We will stream the session presentations and then have a live Q&A session after the talks.
- Please conduct a dry run of your talk and time it to ensure you will come in on time.
- The recording of your presentation, as well as a PDF of your presentation, should be sent to workshop organizers prior to the workshop.
  - Please upload both files to Google Drive using the personal link supplied to you via email.
  - In Google Drive:
    - Click the "New" button in the top left corner
    - Select "File Upload"
    - Browse to where the file is stored locally on your machine, and select the file
    - Click "Open" – you should see a box at the bottom right while the file is uploading
    - Once the upload finishes, you should see your file appear in the folder.
  - If you are unable to use Google Drive, please contact Ed Jenkins (Edward.Jenkins@briloon.org) for an alternative upload method. Files <25 MB can also be attached and sent to Ed via email.
- Test your Internet speed. The requirement is 2Mbps at the minimum. You may test your Internet speed here: http://www.speedtest.net/.
- Please test your camera and microphone during one of the scheduled tech check meetings Nov. 5-10. If you are unable to make one of the scheduled meeting times, email edward.jenkins@briloon.org to schedule a one-on-one tech check. You should be sure to use the same computer, speakers, headphones, etc. during the tech check that you plan to use during the live session.

Tips for Live Presentations, Panel Q&A, and Lightning Talks

- We recommend you join on your computer, which provides more stable network and better performance than a mobile phone.
- Choose what background you want to use. You can choose from a virtual background provided by Zoom or you can upload your own image for use as a virtual background
- Make sure the main light source isn't coming from behind you. If you are close to a window, try not to be in darkness.
- If possible, close all other applications on your computer.
- Let other people in your home know about your presentation so that they won't use too much bandwidth while you're presenting.

Presenting in a Session

1. Using the web app (not the mobile app), go to "Agenda" and click on the session you're speaking in. Select "View Session" to join.

2. Once you click into the session on the web app, you may select whether you want to join from Zoom's app or join in Whova app. Click "Join in Zoom". This will open the Zoom app in a new window. **Keep Whova open** in your internet browser while you do this and throughout your session so that you can interact with attendees via chat and "Session Q&A".
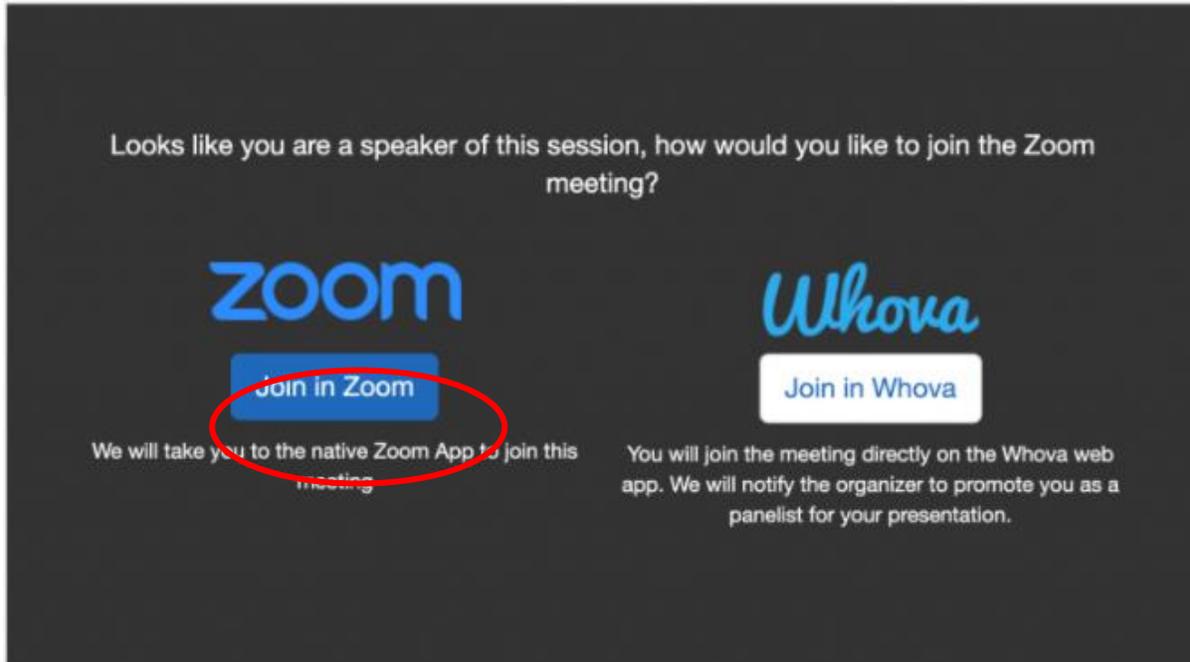

3. As you join, please ensure that both audio and video are enabled. Once you join, organizers will need to upgrade you to a speaker, which may cause Zoom to appear to reboot. You may need to rejoin the audio.
4. You can use the "Chat" feature in Zoom to chat with the moderators and support staff, as well as send messages to other speakers in the same event. Speakers cannot communicate with the audience through the Zoom chat, only through the Whova chat on the right-hand side of the Whova screen.
5. If you have pre-recorded your presentation, during your time slot, the workshop organizers will share your pre-recorded video. If you are presenting live, workshop organizers will share your presentation slides and you will unmute yourself to present and indicate verbally when you would like slide changes.

Answering Q&A - web app
- We will be using the Whova platform for audience members to ask questions of the speakers. **Please be sure you have both the Zoom and Whova windows open while you are participating in the session in which you are a speaker.**
- To see questions, you will use the "Session Q&A" panel in the session. You access these via the "Agenda" on the right sidebar menu (web) or menu at the bottom of the screen (mobile) and choose your session. **Do not use the Zoom chat - audience members will not be able to see your responses.**
- Under the "Session Q&A" tab, all questions asked by the audience will appear. They will be arranged in order by the number of votes.

- In order to provide a written answer to a question, you will need to click on the question and type an answer in the box at the bottom of the panel.
  - **For both plenary and lightning talk sessions,** there is time in the agenda for Q&A discussion where a session moderator will be screening and asking you the audience questions. Please wait until the moderator specifically asks you a question and unmute yourself to answer. If after the discussion has ended there are additional unanswered questions, please do your best to provide written answers.
- Additional questions may come in after the live session, please continue to check back in on the "Session Q&A" tab of your session and continue answering questions.
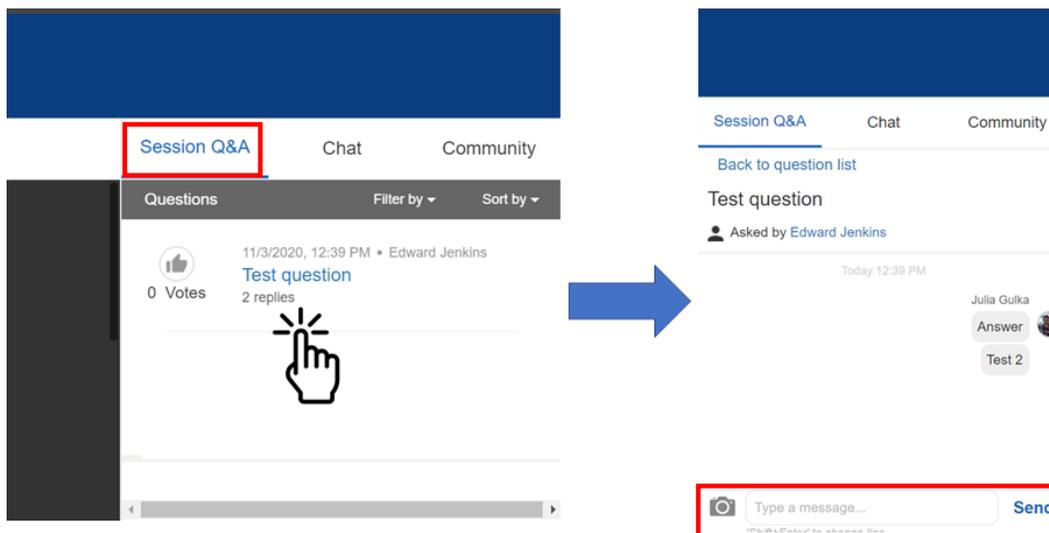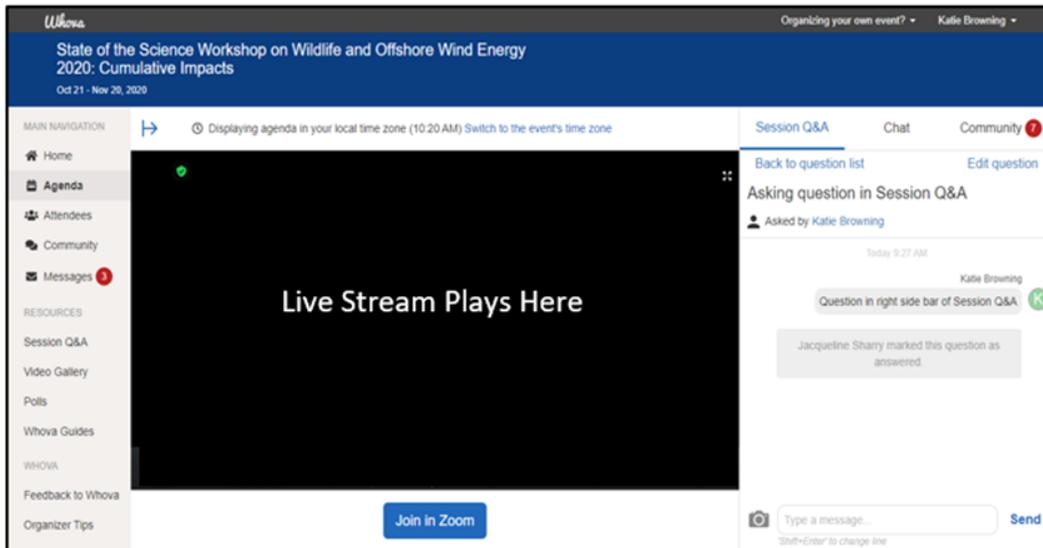
Chatting with organizers in Zoom

Questions you may have for workshop organizers during your session can be asked via Zoom. You can choose to send your message to everyone or to specific people on the Zoom call.
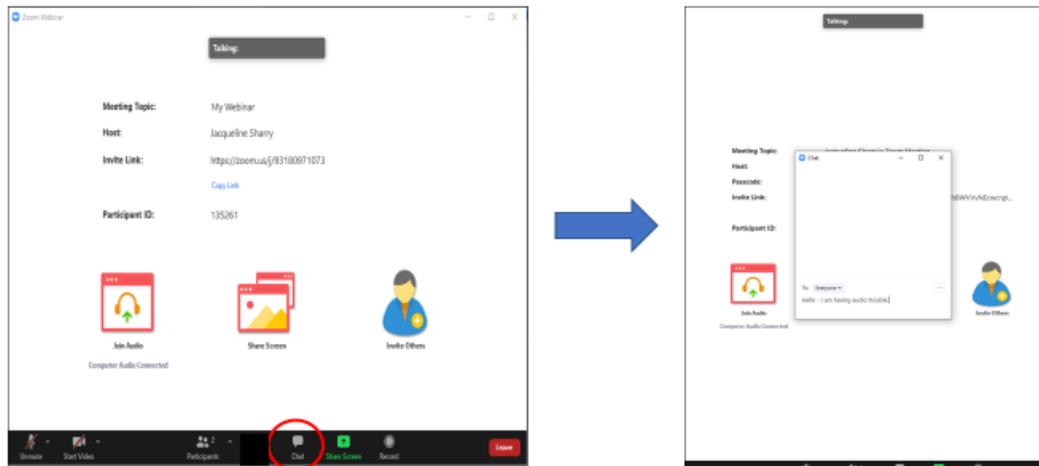

Answering Q&A - mobile app

- Remember, you must join your session via Whova on your computer, not your mobile, when you are a speaker. Once you are logged into the Whova web app, then click "Join with Zoom" to present in your session. However, you may interact with the audience via the mobile app as well, if you choose.
- On the home page, you should see the "Speaker Hub" section. Tap "Questions from My Audience". You will see the list of sessions that you speak in. Tap the one you want to check.
- The session shows all the questions asked by the audience, arranged in order by the number of votes for each question. In order to provide a written answer to a question, you will need to click on the question and type an answer in the box at the bottom of the panel.
  - **For both plenary and lightning talk sessions,** there is time in the agenda for Q&A discussion where a session moderator will be screening and asking you the audience questions. Please wait until the moderator specifically asks you a question and unmute yourself to answer. If after the discussion has ended there are additional unanswered questions, please do your best to provide written answers.
- Additional questions may come in after the live session, please continue to check back in on the "Questions from my Audience" tab and continue answering questions.
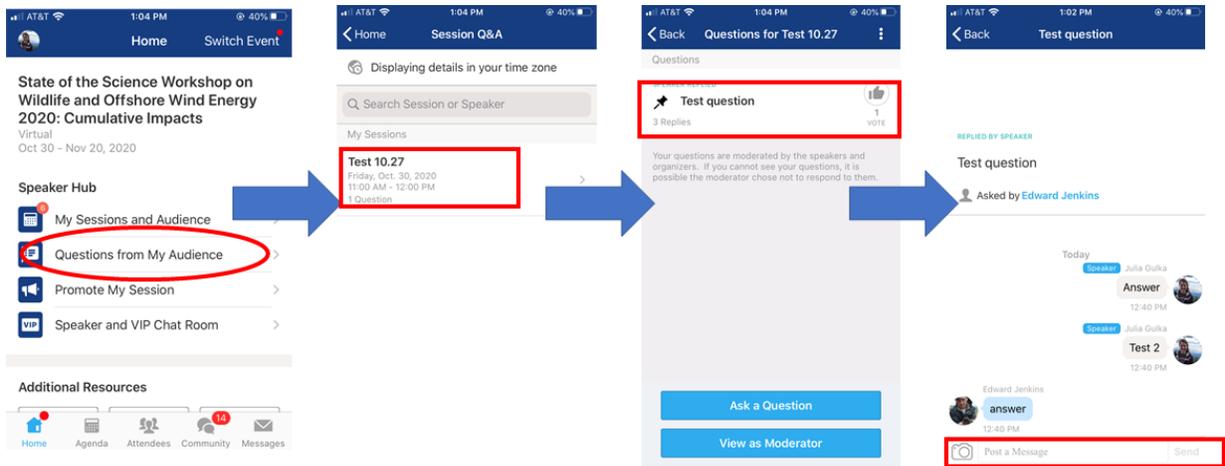
Checking Who Is Attending Your Session - Mobile app

1. Remember, you must join the session in which you are presenting via Whova on your computer, not your mobile, when you are a speaker. Once you are logged into the Whova web app, then click "Join with Zoom" to present in your session. However, you may interact with the audience via the mobile app as well, if you choose. You can also check who is attending your session on the mobile app before your session is scheduled to begin.
2. Find the Speaker Hub section on the home page and click on "My Sessions" and "Audiences".
3. From there, you can find all the sessions you speak in. Tap the one you want to check.
4. Tap "# Attending" and you will see the list of people who have added the session to their personal agenda.
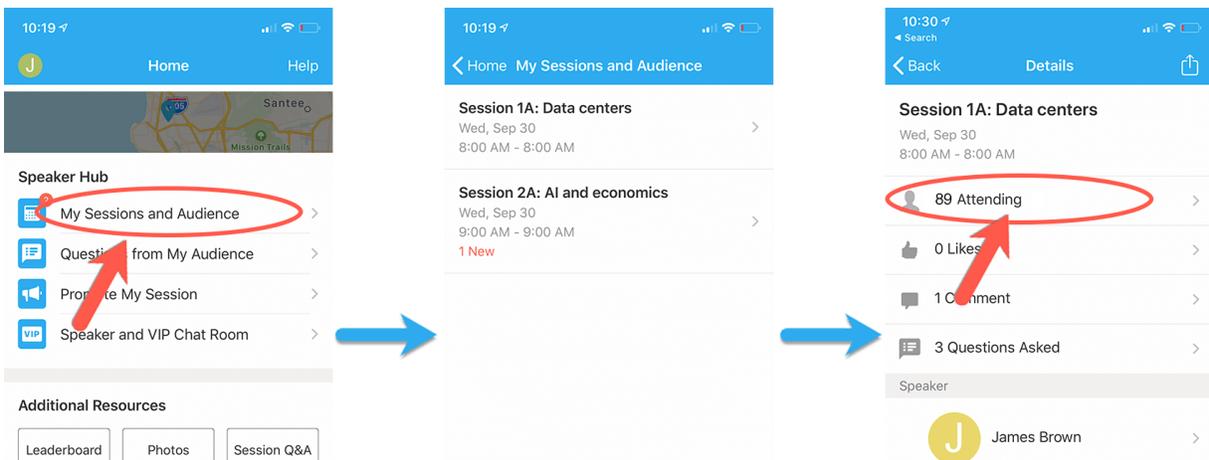
In Case of Emergency

If something unexpected happens during your session, please follow this guide to solve them. If you require additional assistance please email Jacqueline Sharry and Katie Browning at Jacqueline.Sharry@cadmusgroup.com and Kathryn.Browning@cadmusgroup.com and they will assist you. If an issue occurs when you are already in the Zoom session, you can also use the Zoom Chat function.

Cannot join the session as speaker or panelist

Please make sure you are joining via Whova, that you've logged in via the email address you used to register for the event, and that you are in the correct Session. If you scroll down on the Session page, you should be listed as a speaker.

If it requires a password, please contact the session host to resend you the link or remove the password.

Your Internet connection has problems (unable to reconnect, or has unbearable delay)

Please contact the session host to use your pre-recorded video, if available.

Please chat with the moderator via Zoom to let them know you are having connection issues. If your internet is bandwidth constrained, turn off your video on Zoom and just use audio. If both video and audio become unavailable, use the Whova Q&A Session to answer audience questions instead of answering them live, either on Whova web on your computer or via the Whova mobile app.

The camera does not work properly

Please check with the session host if it's OK that you present without a camera. If it is fine, you may still present with audio and slides.

The audio device does not work properly

Please contact the session host to use your pre-recorded video.