

*Focus on the Future*

# WBENC 2021

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SURVIVE | GROW | THRIVE

CHIME LIVE FAQ

## Saving Your Login

Your login information (username/password) will be saved and remembered for 7 days per device as long as you do not clear your browser cache or log out.

Each time you open the app, it resets that 7 day window. As long as you check the app once per week leading up to the event, you should have no problems remaining logged in.

## Checking Notifications

Stay up-to-date with the latest event news and announcements like schedule changes, reminders and more.

1. Tap the circle icon in the top right corner of your screen.
2. Tap Notifications.
3. Review all notifications available to you. You may clear/delete notifications by tapping the 'X' to the right of a message.

# Updating Your Mobile Profile

Update your eBusiness card that you will use to network with other attendees. To update your information:

1. Tap the Networking icon.
2. Tap My eBusiness Card.
3. Tap the camera icon within the circular headshot area to upload a Headshot.
4. Tap Edit to update information in your eBusiness card. Anything you add will be visible to other attendees and shared to their address books when contact information is shared.
5. Be sure to tap Done at the bottom of the screen to save your changes.

If you already see information filled in, it was provided by the Planner. Feel free to update as needed.

# Networking With Other Attendees

Build Your Contact List:

1. Tap the top left menu icon.
2. Tap Networking in the icon list.
3. Tap Connect and search for an attendee.
4. Tap on their profile and then tap Connect
5. Attendees will, based on their profile settings, need to approve your Contact Request. Once approved, you will see them under your Connections area of the Networking icon.

Remember, every time you request someone's digital business card and they accept, they'll receive yours too.

## Managing Your Privacy

Hide Your Profile:

1. Tap the Networking Icon.
2. Tap My eBusiness Card.
3. Tap Don't include me in 'connect list'. Fellow attendees will no longer be able to find you on the list or be able to send you messages.

## Opt Out of Chat Messaging:

1. Tap the Chat icon and then tap the Available toggle and turn your availability to Not Available.



## Sending Chat Messages

1. Tap on the Chat icon.
2. Tap the green Chats tab at the top of the screen to add to an existing conversation, or tap the blue New tab to start fresh.
3. Search for the attendee you would like to message and tap on their name to add them to the Participants list for that chat. You can add up to 5 attendees.
4. Hit 'Start' to compose your message and start the conversation.
5. You are also able to tap 'Message' in an attendee profile, under the Connect area of the Networking icon.

### Checking Your Messages:

1. To check if you have any messages, look for new 'red bubble' notifications in the top right circle icon.
2. If you have a message, you will be notified with a 'You have a new message!' alert.
3. Tap the Chats icon to see who's contacted you.

# Explore The Schedule

1. Tap the Schedule icon to see the full event schedule with session times, descriptions, speakers, and where they're happening.
2. Tap the Filters drop-down menu to filter by Date, Track or Tags, or to search through the schedule sessions for something specific. (Note: once setting your desired filters, you'll need to tap the upward-facing arrow next to the word Filters in order to make the menu disappear.)
3. Tap on a Session Name to view additional session details.
4. To view the Room Location on a conference space map, tap on the room name underneath the session title.
5. Tap Remind me to set a 5 minute reminder for yourself before the session start time.
6. Tap on Speaker Names to view their biographies, or tap a Track or Tag to view similar sessions. (If viewing on a mobile device, tap the circular downward arrow icon in the center of your screen to view additional tracks, tags and speakers.)
7. Add a session to your My Schedule tab by tapping the flag in the top right corner.
8. Return to the main schedule from within a session by tapping the left arrow icon near the top left of your screen.

## Create A Personal Schedule

1. Tap the Schedule icon to see the full event schedule with session times, descriptions, speakers, and where they're happening.
2. Tap the flag icon next to a session name to add it to your schedule to create a personalized schedule.
3. Tap the *My Schedule* toggle from the main schedule list to access your curated agenda.

## View Live Streams

Any video sessions happening live will be available via the red Live Stream button at the top of your Chime window. This will pop up a new video layer over the top of the Chime platform, allowing you to still interact with the rest of the Chime icons and information while you watch the stream.

## Participate in Live Zoom Webinars

If a session is happening inside of Zoom (outside of Chime), you will find the associated Zoom link inside of the session description in the Schedule.



# Video Controls FAQ

## How do I see the video?

On the top navigation bar you should see a red button with a camera on it. Click on that button and a window will appear with the video inside. You can also get to the video window from within the Schedule, if a session has a stream enabled.

## What controls can I use?

- You can click and drag on the top bar of the video window to move it around the screen.
- On the top bar of the video window you can click on the minus sign (-) to minimise the video. You'll still be able to hear the audio. To get the video back click on the red icon again.
- You can close the video and audio completely by clicking on the 'X' button at the top of the video window. To resume the video and audio click on the red icon again.
- You can click and drag the bottom right-hand corner of the video window to resize it.
- If you move your mouse cursor over the video you will also see an option to make the video full-screen on your display. Press the 'Esc' key on your keyboard to return it to a window.

## Why can't I see the red button to launch the video stream?

The button is only shown while there is a live video stream running. If you think there should be a button, you can check by reloading the page in your browser.

## The window opens but I cannot see or hear the video?

The most likely explanation is that streaming video is blocked on your network or device. Try connecting to a different network and/or use a different device to access the site. You can check with your IT department if you should be able to view the live streaming video.

## Meet the Sponsors

The app has a profile for all our valued event Sponsors. To check out their profiles:

1. Tap the Sponsors icon.
2. Tap on a Sponsor logo to visit their website.

## Learn About the Speakers

1. Tap the Speakers icon.
2. Search for a speaker using the Search Bar at the top of the list.
3. Tap the name of a speaker from the list to view their profile.
4. To view sessions in which they are speaking in the schedule, tap on any available session links in their profile.

# Taking & Reviewing Notes

You are able to take notes throughout the app:

1. From any screen in the app, tap the 'Take a Note' icon at the bottom of your screen.  
(If viewing on mobile, tap the top left menu icon and then tap the 'Take a Note' icon at the bottom of the screen.)
2. Compose your note.
3. Tap Done at the bottom of the note screen.

You can access all of your notes in the side menu under the *My Notes* icon. From there, you can review and edit all of your notes. You can email them to yourself by tapping the top right circular icon and then choosing 'Send to Self.' You'll confirm your email address and receive all your notes via email.

## Exporting Contacts

1. Once you have contacts available in your Connections area of the Networking icon, tap the circle icon in the top right of your screen.  
(View the Networking With Other Attendees page to learn how to build your contact list.)
2. Tap Send to Self.
3. Confirm your email address and hit Send.
4. Contacts will be emailed to you in eBusiness card format. You can then save contacts to your device address book directly from the email.

## Searching the App

You are able to search within the various icons of the app:

- Schedule: use the Filters tab
- Speakers: use the Search Bar at the top of the list
- Networking: use the Connect area to search for attendees