Attendee guide

Introduction
Whether you are new to the online conference experience or you are a veteran, we wanted to provide a brief attendee guide answering some frequently asked questions and making sure the panels, workshops, masterclasses and plenaries run smoothly.

Script for chairs to read at the start of each session
At the start of each session the chair will brief attendees about how the session will run and will give a quick etiquette reminder. They will read out the following script ahead of each session:

> *Welcome to the session. Before I introduce the speakers, we would like to cover a few etiquette rules. All attendees will be muted for the whole session. This is to limit noise disturbances throughout the session. If you would like to ask a question throughout the session, please type it in the chat box. If you are experiencing technical difficulties, please privately message [insert co-chairs name], who will be able to assist you. As you are aware, all of our panels and workshops are being audio-visually recorded through Zoom. If you do not wish to appear in the recording, please turn off your video now. Please be aware if you choose to contribute to the discussions your responses will appear in the recording and the transcript. The recording will be switched on in 60-seconds. [Quick explanation about how the Q&A will run i.e. questions at the end of each paper or after all the speakers have spoken]. It is my pleasure to introduce the speakers for this session. [Speaker introduction].*

Before the presentations begins
Please be aware, attendees do not have access to the Zoom link and cannot invite other people to the call. No Zoom links will be made public. Only registered attendees should be able to join any of the Zoom sessions through the conference app, Whova.

- All attendees will be able to access sessions on Whova. Please click on 'Agenda' > 'View session' > Zoom link.

- It is advisable to enter the session a few minutes before it begins. Please bear in mind if a Zoom link is unavailable, the session may not have been started by the host. Please wait a few minutes. If the session is active, this is indicated with a green symbol.

- A waiting room is enabled. This is because speakers and chairs will be testing equipment ahead of the session. When they are ready, attendees will be admitted into the session.

- Please be aware all sessions will be recorded. If you do not wish to appear in the recording, please turn off your video. If you choose to contribute to the discussions your responses will appear in the recording and the transcript.

During the presentations
Why am I muted?
- All attendees will be muted throughout sessions and will not be able to unmute themselves. This is to avoid additional noise disturbance during the presentations. If an attendee wants to ask a question in the Q & A the chair may invite them to speak. The chair will unmute the attendee at this point.

Is live captioning available?

- Unfortunately, we were unable to secure live captioning, but captioning will be added to the recorded videos. These will be made available at the end of the day and the committee will email links to all attendees.

Can I ask a question during the session?

- Yes, but please use the chat box. The chair and co-chair will be able to see this and they can ask the question after the presentation.

What if I have a technical problem?

- The co-chair can give basic advice if an attendee is experiencing technical issues.
- They may advise an attendee leave the session and come back to resolve a problem. If you do have to leave and return to the session, you will re-enter the waiting room. Please wait for the co-chair to re-admit you into the session.
- If you are experiencing technical difficulties, please private message the co-chair using the chat box for technical assistance.
- If you are unable to private message the co-chair in the session, please email spheres-of-singing@glasgow.ac.uk.

After the presentation

Managing Q & A

- We want to encourage as much discussion as possible, but this is a little trickier to manage in Zoom. During the Q&A at the end of each presentation, attendees can type a question in the chat box. The chair will then ask on their behalf.
- If additional clarification is needed, chairs may invite the attendee speak. Chairs will 'unmute' the attendee at this point. Once the speaker has responded, the chair will mute the attendee again.

Managing open discussions

- The committee have tried break-out rooms, but we found them to be glitchy. For this reason, open discussions will take place in one room.
- The chair can invite attendees to raise their hand to ask a question, and then mute and unmute accordingly.
- The chair can also invite attendees to type a question into the chat box. Please use your discretion as to how you want to run the session.

Videos

- We endeavour to record all sessions, workshops, masterclasses, plenaries and discussions (please be aware, some speakers may have asked to not be recorded). Videos will be made available at the end of the day (approximately 2-hours after the final session of the day).
- Recordings will be made available to registered attendees for 48-hours.
- We will add links to the recordings on Whova.

Thank you

Finally, we want to say thank you for attending the conference and we hope it is an enjoyable experience. This is the first time we are running an online conference of this size, and we hope it runs as smoothly. If there are any technical issues, we will endeavour to fix these quickly.