

37th
EGOS
COLLOQUIUM
2021
JULY 8-10



Event Platform

FAQs

A full list of FAQs can be found below. If you have a question that isn't covered here, please don't hesitate to get in touch with us at egos2021@congressbydesign.com or through the online helpdesk (Live Support) in the online platform during event hours.

General questions

Which browser should I use?

We advise you to use the most up to date version of Google Chrome.

Can I view the Colloquium on my phone or tablet?

Live sessions cannot be viewed on phones or tablets. For optimal experience, we suggest using a desktop or laptop computer.

Do I need a webcam and microphone for the Colloquium?

Yes. You are encouraged to use your webcam and microphone during the Colloquium to allow for a virtual face-to-face experience with other participants. You will also require a microphone to interact with other participants and facilitators in the sub-theme sessions.

Muting your Microphone and disabling your Camera

When using the Meeting Hub, Live Support or Exhibitor Instant Meetings, once the Video Call starts your camera and microphone will be enabled by default. Click on the icons in the video window to disable the camera and mute your microphone as needed.

Having Camera or Microphone Problems?

Please reset or review your browser permissions for your camera and microphone. For example, in Chrome, you can click on the small lock icon to the left of the portal URL to check on these settings.

Will the Colloquium be recorded?

No. Only the Opening Ceremony and most Sub-Plenary sessions will be recorded. Recording of other sessions is strictly prohibited.

My internet connection isn't strong enough for the 3D platform. Can I still attend the Colloquium?

Yes, if your internet connection finds it difficult downloading the 3D graphics, you can always switch back to the 2D platform and join sessions from there. Simply click on your profile photo in your AIRTouch Device and choose 'Switch to 2D'.

Certificate of Attendance

All participants will receive a certificate of attendance automatically in their inbox no later than Monday 12 July. There is no need to specifically request this.

Platform questions

Updating Your Profile

When you first sign in to the OnAIR Portal, the Event Check In window displays, where you can update your profile, capture or add a profile photo and review your privacy settings. To edit or change these settings, please click on your profile photo in your AIRTouch Device and select My Settings.

Using the Timeline

Sessions and functions that are happening each day are listed in the timeline in chronological order. You can click on any of the items in the timeline to view additional information and join the session or function.

A session I have registered for is not appearing in my timeline. How can I access it?

Please send an e-mail to egos2021@congressbydesign.com or contact the online helpdesk (Live Support) during event hours and we will look into this for you.

Can I join a sub-theme I have not registered for?

No. This is because for sub-themes other than your own, registered one, you would have needed to obtain permission from the Convenors.

Using the Meeting Hub

The Meeting Hub allows you to connect and communicate with other participants. Once you have located an attendee you want to connect with, click the Connect button. Once the other attendee accepts your request, you can choose to interact with your connection by starting a live chat or live video call. You can also schedule to meet at a future time, send messages and take notes. Contact information for all participants you have connected with will be included when you export your contacts (see the Exporting your Notes and Contacts for additional information).

Virtual Exhibition

You can visit the Virtual Exhibition at any time during the event by clicking on the Exhibition sign in the Lobby. When you are in the Virtual Exhibition Hall, scroll left or right to find the exhibitor you're interested in and click on their stand to zoom in. Open your AIRtouch device to read the exhibitors information, watch available videos, download brochures and take notes. You can also choose to connect with members of the Exhibitor team via Meeting Hub. If the exhibition is open and the exhibitor's staff is online (you can recognize them by the green dot next to their name), you can request a live meeting and you will be placed in a queue. You can always see your position in the queue and when you reach the top of the queue a video meeting with the selected member of the exhibitor's team will begin.

Can I take notes in sessions?

Yes. In the sessions taking place on the platform (Opening – Keynote / Awards Ceremony, Sub-Plenary sessions, General Assembly, and Closing), there is a **My Session Notes** function in your AIRTouch Device. Please make sure to **save** your notes. You can export your notes at any time by clicking the ‘Export My Notes’ button under your profile photo in your AIRTouch Device. This will prompt the platform to send your notes to your e-mail address in a word document.

Exporting your Notes and Contacts

You can export your session notes and details of the participants you have connected with via the Meeting Hub anytime during or after the event by clicking the ‘Export My Notes/Contacts’ button under your profile photo in your AIRTouch Device.

Live Support

Our Live Event Support Team is online and available for you. If you have any questions or need technical assistance, please click on the Live Support sign in the Lobby.

Can I log in to the platform on multiple devices?

No. In order to keep the Colloquium secure, each participant has been allocated one pin to access the platform, meaning you can only log in to one device at a time. If you try to log in with a second device, you will be logged out of the other device.

How do I ask a content-related question?

In sessions taking place in the online platform (Opening – Keynote / Awards Ceremony, Sub-Plenary sessions, General Assembly, and Closing), you find the Q&A function in your AIRTouch Device, located at the bottom right corner of your screen (green **ON** button). Type your question into the Q&A box and click Send. In sessions taking place in Zoom (Pre-Colloquium Workshops, Sub-Themes, Meet the Editors, Social events, Organization Studies/Theory Meetings, EGOS Women’s Network Meeting 2021), please use the ‘Raise hand’ function or ask a question in the Chat function.

Can I speak during a session?

In the sessions taking place on the platform (Opening – Keynote / Awards Ceremony, Sub-Plenary sessions, General Assembly, and Closing), you will not be able to speak during the sessions. In sessions taking place in Zoom (Pre-Colloquium Workshops, Sub-Themes, Meet the Editors, Social events, Organization Studies/Theory Meetings, EGOS Women’s Network Meeting 2021), participants’ microphones will be muted throughout the sessions (unless they require discussion). If you have a question, please use the Q&A function for the sessions taking place in the platform (Opening – Keynote / Awards Ceremony, Sub-Plenary sessions, General Assembly, and Closing) or use the Chat or ‘Raise hand’ function in sessions taking place in Zoom (Pre-Colloquium Workshops, Sub-Themes, Meet the Editors, Social events, Organization Studies/Theory Meetings, EGOS Women’s Network Meeting 2021).

I can't access a session taking place in Zoom

We highly recommend downloading the desktop version of Zoom ahead of the event. To download the desktop version go to zoom.us, hover over Resources in top right corner and select Download Zoom Client from the dropdown menu that will appear. Download the Zoom Client for Meetings.

Please make sure you have the most recent version of Zoom downloaded to ensure all functionalities work properly. To check whether you have the latest version of Zoom installed on your laptop, click on the icon in the top right corner and select Check for Updates from the drop down menu. The system will tell you whether an update is needed or you have the latest version already installed.

I am in a Zoom session and my audio is not working

If your audio is not working while in Zoom, click on the arrow next to the microphone icon and select Audio Settings from the menu that will appear. Here, you can test your speaker, select a different speaker from the menu or adjust the volume.

I can hear the host, but I can't see any slides or video

Please refresh your screen. This will require you to log back in but will nudge the system to allow you access to all areas of the Colloquium. If your Internet connection is not fast enough, it might cause the video to be disrupted but allow the audio to continue. Also check to be sure no other programs or applications are running on your computer.

I can see the slides or video, but I can't hear the host

1. Check to see that your speakers are on.
2. Ensure that your speakers are not muted.
3. Check the volume level.

How can I rename myself in Zoom?

To change your name after entering a Zoom meeting, click on the "Participants" button at the bottom of the Zoom window. Next, hover with your mouse over your name in the "Participants" list on the right-hand side of the Zoom window. Click on "More" and in the fly-out menu select "Rename". Enter the name you'd like to appear in the Zoom meeting and click on "OK".

I am based in China, how can I join a session hosted in Zoom?

Please note that China is no longer on the Zoom list of restricted countries or regions: <https://support.zoom.us/hc/en-us/articles/203806119-Restricted-countries-or-regions>. "Zoom has confirmed that the zoom.us website is now accessible in China in addition to zoom.com. As such, local users in China should now be able to start and join Zoom Meetings and Zoom Video Webinars via the zoom.us website. Data of local China users will be stored in Zoom data centers located in China."

Please ensure you are using the latest version of Zoom and Chrome and enter the Zoom meeting as a guest rather than as a registered user.

I can't login to the online platform

If you cannot access your session, contact our **Live Support Helpdesk** who will do their best to get you back online as soon as possible. If you can't access the online platform, email egos2021@congressbydesign.com or call us at +31 88 0898 116.