

Moderator Guidelines for the 2020 Hawai'i Conservation Conference

We are so glad you have decided to join this year's Hawai'i Conservation Conference. In these unprecedented times, we have gone fully virtual and we appreciate you joining us on this journey.

If you have not yet watched the presenter onboarding video which walks through the most common functions in the platform, please do so here:

<https://www.bigmarker.com/bigmarker47/Presenter-Onboarding>

System Requirements

If you are a moderator, please use either Chrome or Firefox browsers to access all functions and avoid disruption. You will need internet speed of 10+ mbps for upload and download to avoid interruptions. If you plan to use a screen sharing function, you will need speeds of 20+ mbps. You can use this [system test](#) to confirm your system is optimized.

We recommend also having a phone nearby in case you experience internet interruptions and need to call in.

Conference Roles:

Attendees: Can view all live and on-demand conference sessions, ask questions in Q & A, participate in discussions in chat, can download handouts, answer polls, and view virtual exhibit tables. Cannot share microphone, camera, or desktop screen.

Presenters: Can upload pdfs/videos to project during session, can share microphone and video, can share desktop screen, can answer and publish questions, can publish polls. Cannot change the access level of participants or mute other presenters.

Moderators/Facilitators (aka administrators): All the same permissions as presenters. Can also change status of attendee to presenter, can mute other presenters or turn off their camera, can send participants to small groups (only if this tool is set up in advance). Can view the browser, operating system version, and internet speed of presenters and attendees. Cannot turn on microphone or video of other presenters

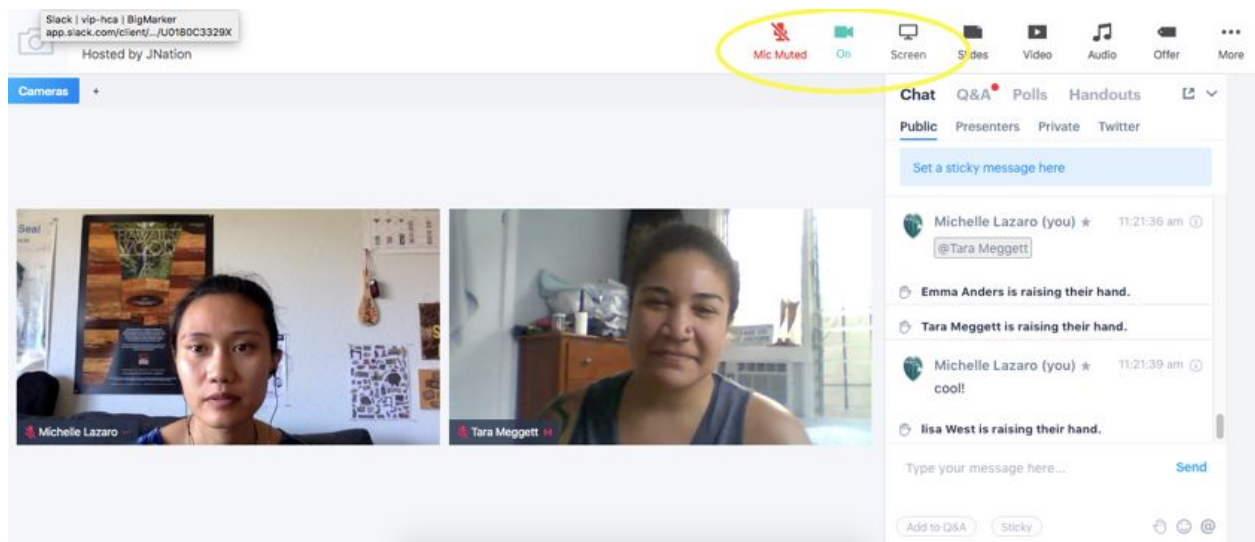
Accessing Presentation Room & Presenter Tools

Each presenter and moderator will be emailed a unique link to their session. This is a different link than your attendee link as you will have upgraded permissions. If you are presenting or moderating in multiple sessions, you may receive multiple links so please carefully check the link you use to access sessions in which you are presenting or moderating.

Each session virtual “room” will open to presenters **3 hours** prior to the session start time. Attendees will only be able to access the session 15 minutes to the start time.

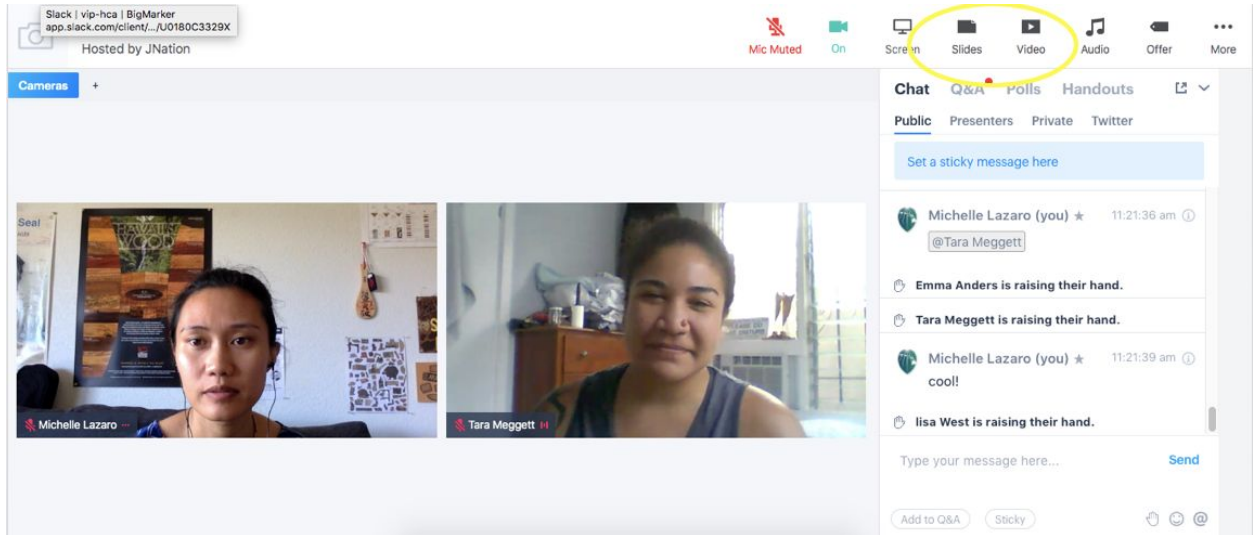
Upon entry, you will first see a screen with buttons that allow you to turn on your microphone and camera - please do so. Once you click “continue to webinar” you will be in your session virtual room. You can control your mic and camera using the icons in the top right corner. Please keep in mind that these rooms are live so anyone else in the room will be able to hear and see anything shared.

For general sessions and symposia, please only activate your camera and mic while you are presenting or answering questions. For workshops and forums, your moderator will have instructions for when you should have your mic and camera on.

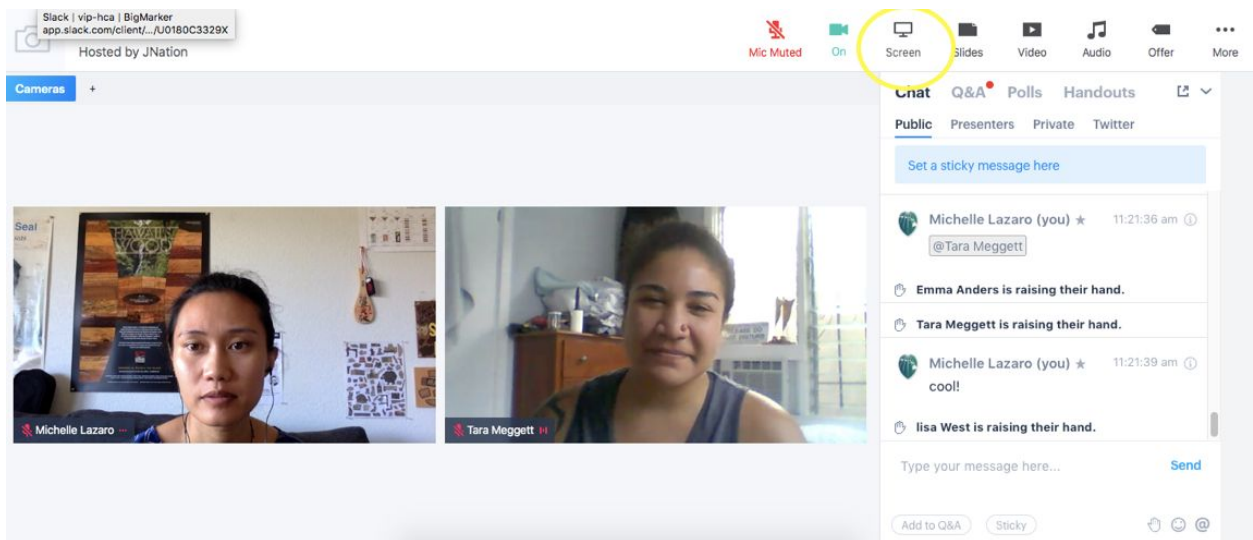


For pre-recorded presentations submitted to the Conference Planning Team prior to the Aug 24 deadline, your recording will already be uploaded and will automatically begin at the scheduled start time.

If you did not pre-record your presentation, once your session is live, you can upload pdfs and videos. If you have limited internet speed, we strongly recommend that you convert any powerpoints to pdf documents and upload them, along with any videos, using the buttons circled below.



If you have reliable and high speed internet (download speeds: 20mbps // upload speeds: 5mbps), you may choose to share your screen during your scheduled presentation time using this button:



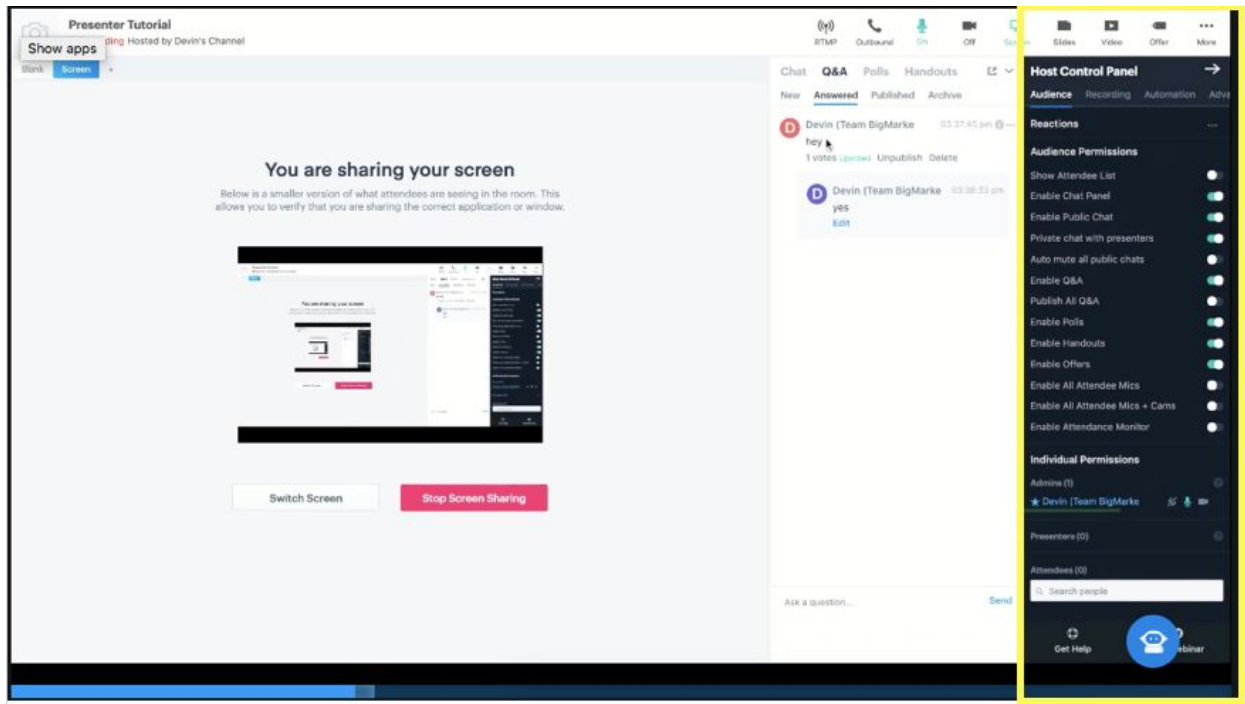
Important caution: all presenters and moderators have access to a “end webinar” button at the bottom right of the screen. Do not ever click this button as it will end the session for everyone. To exit a session, please just close the browser window

Supporting and Managing Presenters

You received a list of all your presenters and their email contacts in your moderator confirmation. We ask that you reach out to them and share your best method of communication.

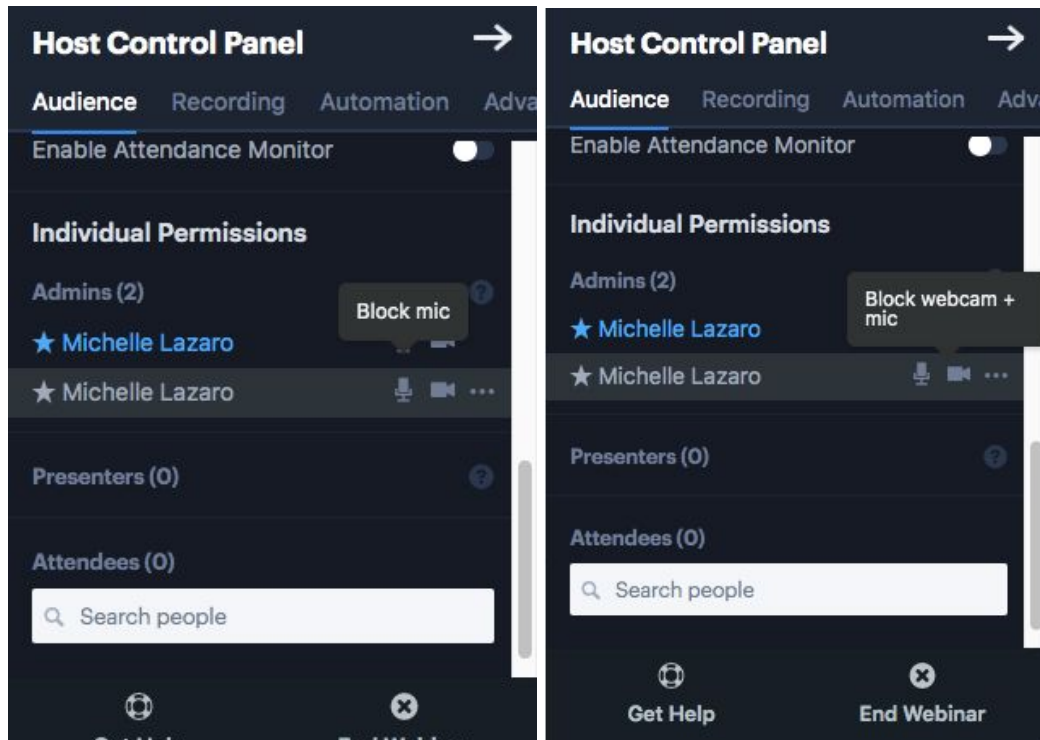
Additionally, if their presentations are not pre-loaded, we ask that you gather and hold pdf versions of any presentations as a back-up in case of technical issues.

As a moderator, you will have a “host control panel” on the far right of your screen where you can enable or disable tools and manage your participants.



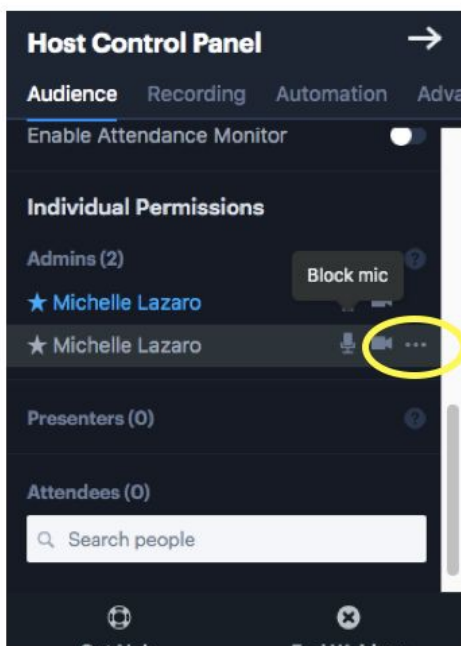
Managing Microphone & Video

In the cause of audio or video disruption, you can mute a presenter and/or turn off their camera. However, only they can turn it back on. To manage a presenter’s audio or camera, click on the ellipses next to their name.



Changing participant permissions

As a moderator, you have the ability to change an “attendee” to a “presenter”. The purpose of such a change is to enable someone to use their microphone and video during a workshop or forum. You can change permissions by clicking on the ellipses next to the attendee’s name:



There is a small chance one of your presenters may accidentally enter a session room as an attendee - the preferred remedy is to ask them to check their email for their unique presenter link and reenter using that link. However, if they cannot find it, you could change them from an attendee to a presenter.

Enabling session tools

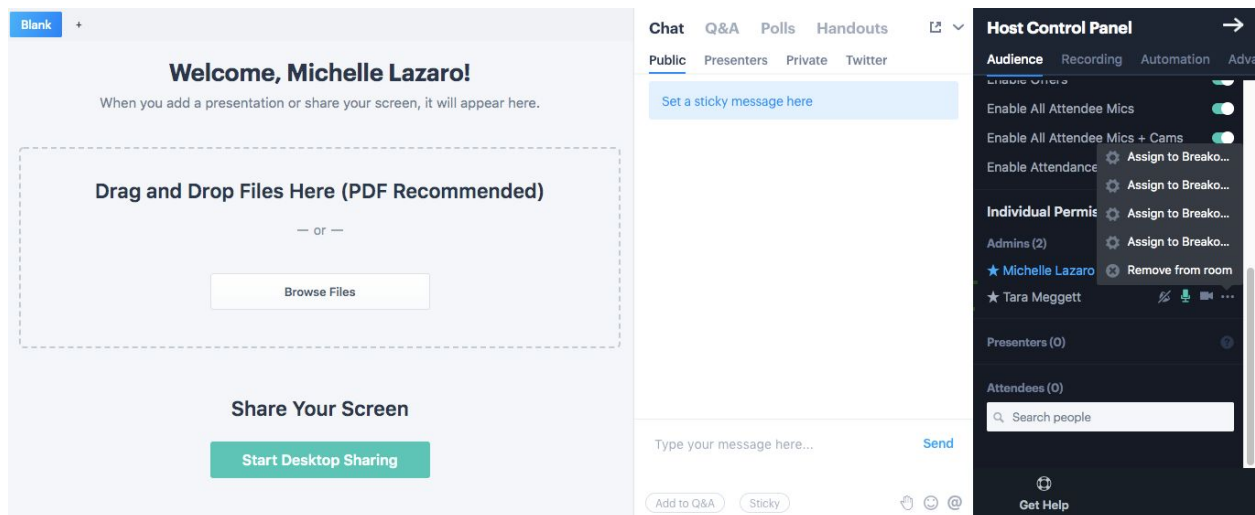
As a moderator, you have the ability to enable or disable almost all of the webinar tools. We ask that you are very careful with these tools as it can cause some confusion as they turn on and off.

Breakout Groups

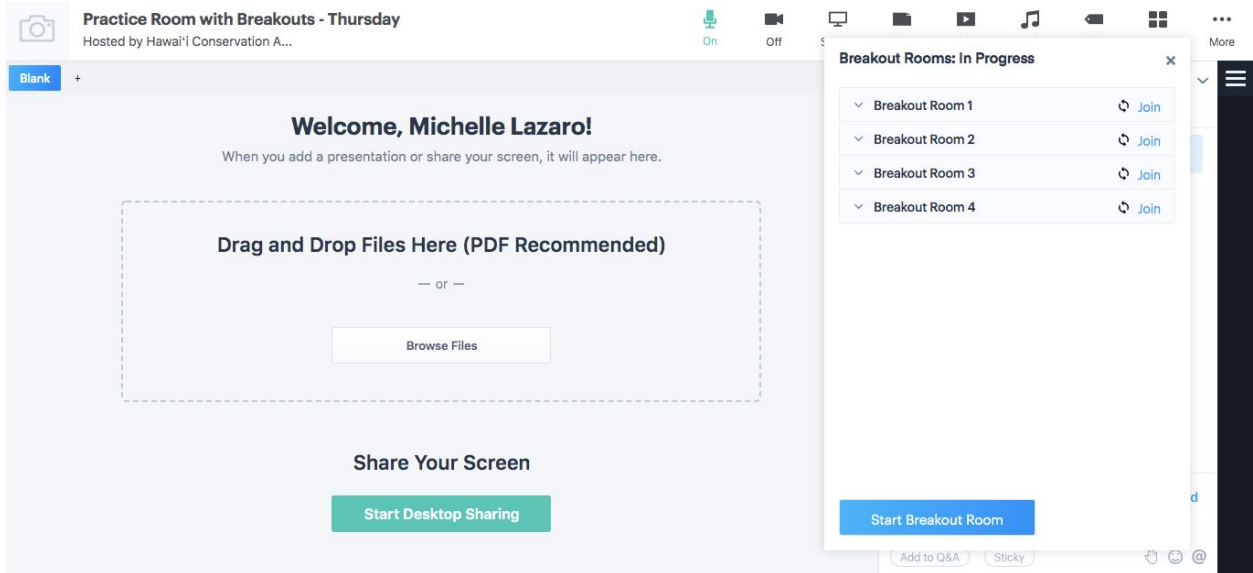
This tool is only available for workshops and forums and must be set up in advance. If you are moderating this type of session, you will need to send the total number of breakout groups, the names of each group, and a complete list of small group facilitators to conference@hawaiiconservation.org by Friday, August 28.

In order to manage small group participants, all small group facilitators will have full moderator permissions. Please coordinate with your facilitation team accordingly.

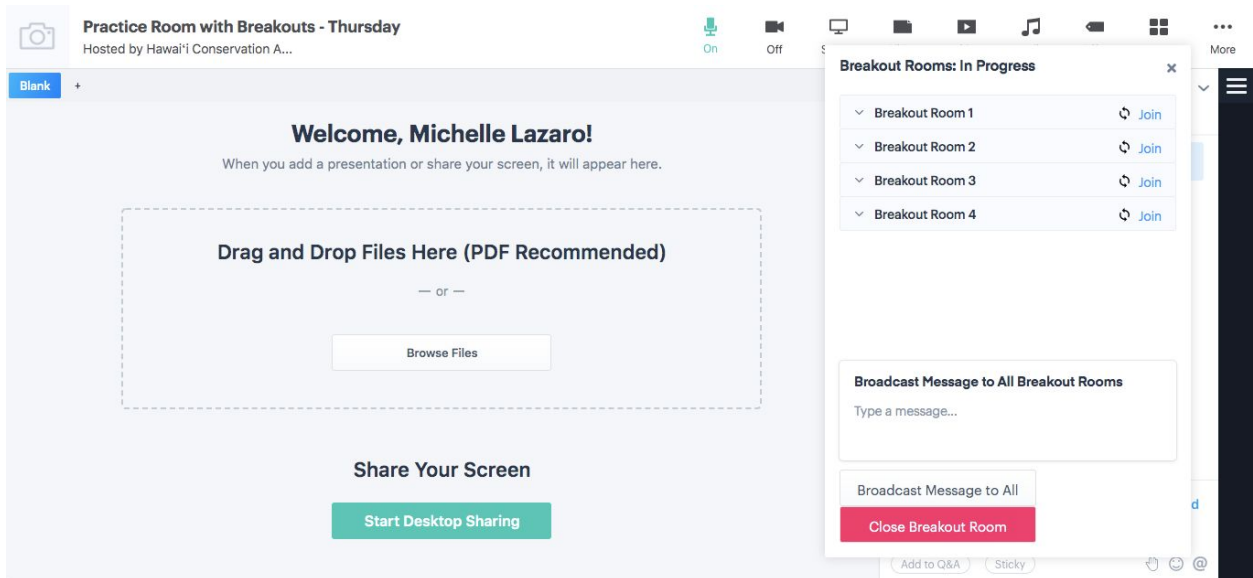
You will need to assign your group facilitators/moderators to the appropriate breakout group by clicking their name in the host control panel and assigning them to a certain breakout room number.



Attendees will be randomly assigned to small groups. To send attendees to small groups click the breakout icon in the top right corner and click “start breakout room”



To bring them back to the main room, click the red “close breakout room”

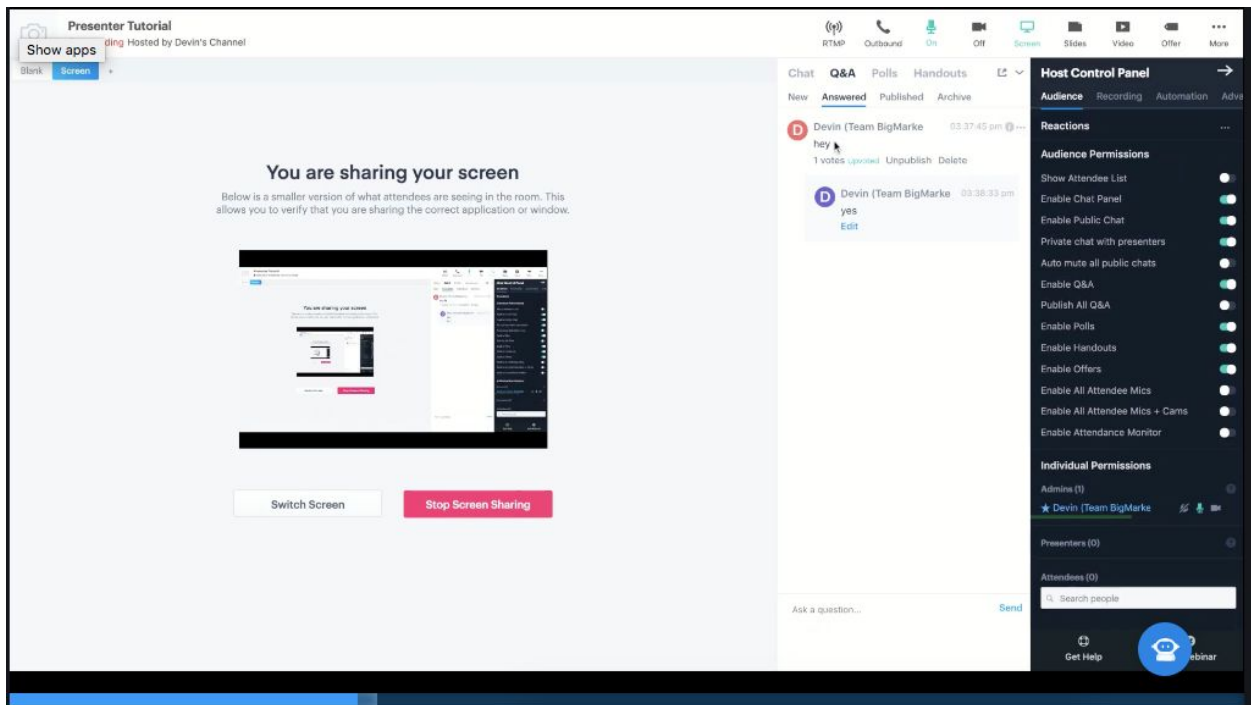


Important: attendee group assignments will be random every time so if you planned “rotating” small group sessions, please move your facilitator rather than your attendees. If you want small groups to stay together for multiple rounds, do not bring them back to the main meeting space until you are ready to break up that group.

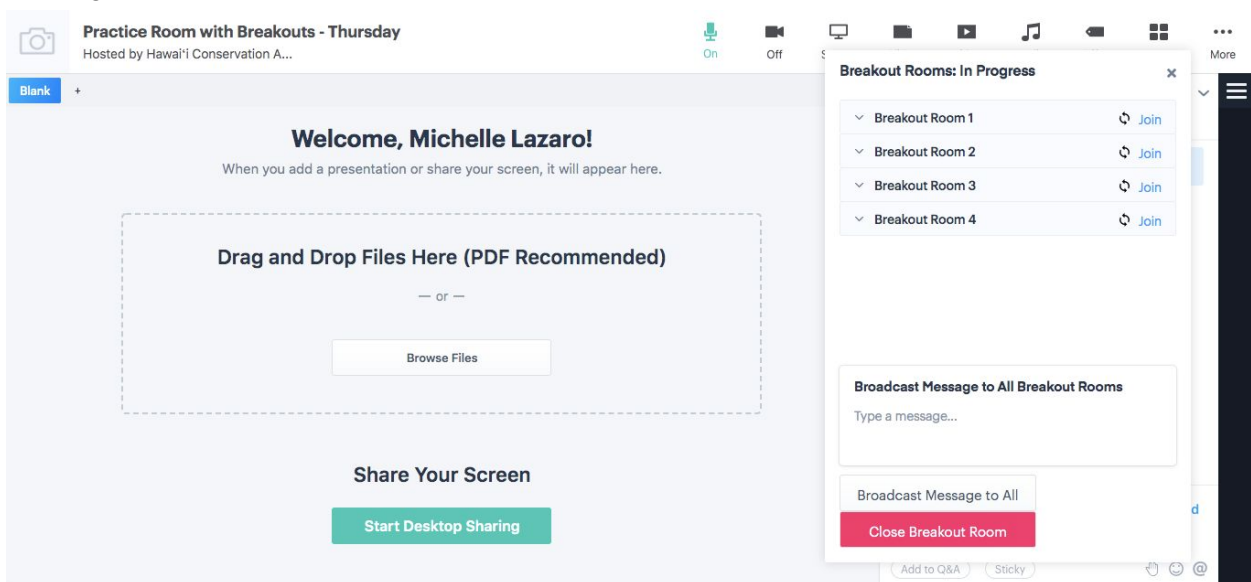
Managing small group discussions

Once in the small groups, you can allow participants to turn on their mic and/or camera by changing them to a presenter (see above). When small groups are brought back to the main meeting room, they will automatically revert to “attendees” without mic/camera.

Moderators/facilitators can also enable or disable chat and q&a tools and create and send polls (see below) - please select the tools most effective for your purposes.

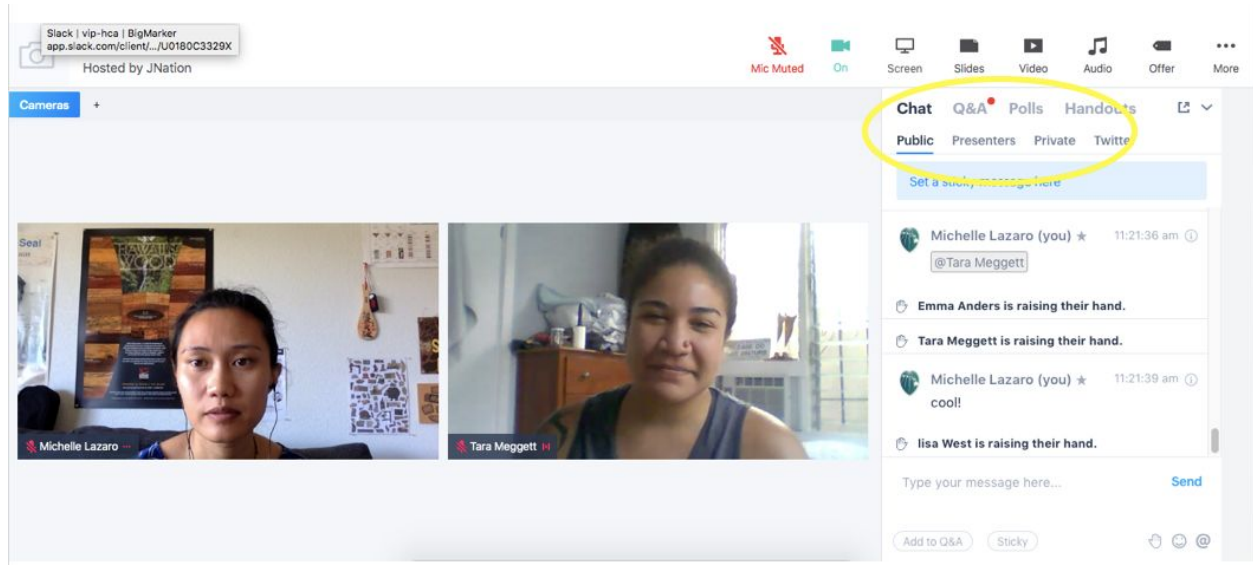


Moderators/facilitators can send messages to all small group participants (such as "5 minute warning") by using the "broadcast message to all breakout rooms" button which will add a chat message to all the rooms



Communicating with presenters

In the chat, you can send private messages to presenters and moderators. You can also send private messages to an individual. Please note that the only way the system notifies you about a new message is with a red dot next to the tab.



Engaging With your Audience

Q&A and Chat

In order to minimize disruptions, audience members will not be able to activate their microphones or cameras during most sessions. They can use either the built in q&a tools or chat tools depending on what your moderator activates.

For symposia and general sessions, the default will be to have the q&a function activated. All presenters and moderators will be able to see all questions that come from attendees. In order to answer questions, please click the “answer” button circled below (if you type directly into the text box, it will appear as a question). Attendees will not see questions or answers, other than their own, until they are published by a presenter or moderator using the “publish” button, also circled below).

If you pre-recorded, you can track and answer questions during your presentation. All long and short presentations also have 2 minutes reserved in the schedule to answer questions verbally. Please coordinate with your moderator to confirm whether you want them to filter questions or whether you will do so on your own.

For workshops and forums, your moderator may choose to activate the “chat” function. You can choose to chat privately with an individual or with everyone in the virtual room. Please keep in mind that, unlike q&a, chats will appear right away.

Handouts

You can upload handouts that are up to 100MB in size. Participants will be able to download handouts during the session.

Polls

You can poll your audience during any session. Polls are all multiple choice. You can upload polls prior to attendees entering the room or you can create and release a poll during the session. We recommend that you upload polls during the session prep time. To release a pre-loaded poll during a session, create your polls and click “add to queue” press “start polling” under your polls tab to poll your attendees. To release a real-time poll, press: create your poll questions and click “start polling. Moderators, presenters, and attendees will see poll answers when published by presenters or moderators.

Refer to the presenter onboarding video:

<https://www.bigmarker.com/bigmarker47/Presenter-Onboarding> for step by step walk through of the polling function.

Recording

All sessions will automatically be recorded and available for viewing, on demand, by all registered attendees. It does take some time for these to be processed and uploaded back into the system so it could be up to a week before on-demand content becomes available.

Tips for Increasing Your Internet Speed

You can perform a system check here: https://www.bigmarker.com/system_check

Optimum internet speed when using the conference platform as a presenter is download speeds: 20mbps // upload speeds: 5mbps. If you are experience low internet speeds please refer to this article for tips on how to increase your internet speed:

<https://bigmarker.zendesk.com/hc/en-us/articles/203474379-How-to-Increase-Internet-Speed>

Troubleshooting

Many issues can be easily resolved by checking a few things:

1. Make sure you are using the most updated version of with Chrome or Firefox
2. Make sure you have closed out any applications, windows, and tabs you do not need for your presentation. It is especially important that you close any applications that may access your audio hardware such as zoom, microsoft teams, gotomeeting etc.
3. Make sure your internet connection is as strong as possible. If you can use a hard line ethernet connection, please do so. If you only have wifi, please sit as close to your router as possible.
4. If you are using a powerpoint, convert it to pdf. Check the file size and if it is especially large, compress the file size.
5. Refresh your browser. You will re-enter the room and be asked to turn on your microphone and camera.