

Chair Guidance for the BSPGHAN Virtual Annual Meeting



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Introduction

Thank you for agreeing to chair a session in the BSPGHAN Virtual Annual Meeting 2021. This year's event is fully online and will be run using Zoom Webinar – this is similar to a regular Zoom meeting with some differences in features to make it suitable for accommodating larger audiences.

What is my role?

- There are 4 roles within Zoom. The 'Host' and 'Co-hosts' (members of the conference team), 'Panellist' (Chairs and Speakers) and 'Attendee'.

Host and Co-Hosts

- Control all technical aspects of the event.

Panellist (Chairs, co-chairs and Speakers)

- You have video and audio privileges. You will be able to speak to the audience, share your screen and moderate/respond to attendee questions in the Q&A box.
- You will not be required to control any of the technical aspects of the event – your role is to welcome/speak to the attendees, fill gaps in between speakers, keep the programme to time and conclude the session.
- You must keep the session to time and intervene if any speakers are running over. It is vital to keep to time, as attention spans are naturally lower for online events.
- You will need to select which questions from the Q&A chat box you would like to put to your speakers. (If you have a co-chair, we recommend that they help manage this part).

Attendee

Attendees do not have video privileges. They are muted by default but can be given permission to unmute by the Host or Co-Host. They can ask to unmute by using the 'Raise Hand' feature. Attendees can see the panel but cannot see other attendees.

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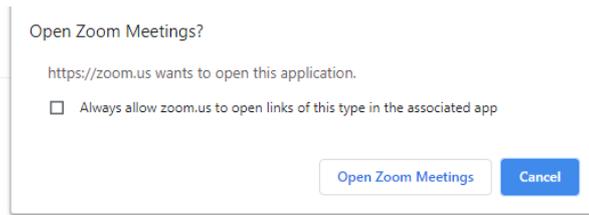
Required technology

- You will need to use a laptop/desktop with a microphone and webcam.
- Please test out your equipment in advance to ensure that they are of sufficient quality (Airpods are usually fine)
- Think in advance about where you will give your presentation – it is important that you have a strong, reliable internet connection and that you are presenting in an area with no distractions/interferences.
- Please download and install the Zoom desktop app in advance from the Zoom website (<https://zoom.us>).
- Joining using the web browser (without installing the app) is possible but not recommended due to limited functionality.

Important – If you are using a hospital computer, please check beforehand if you are able to install and use the Zoom software. If your hospital trust blocks Zoom, you may need to use your own laptop and/or access the meeting from home.

Practice session and joining the event

- There will be a practice session at 8 am each day if you have any last-minute questions. You should also have received information about the rehearsal sessions that will be held the week before the annual meeting. It is mandatory to join at least one of the rehearsal sessions so that we can ensure the smooth running of the meeting.
- There will also be a Green Room meeting that runs in parallel during the meeting (see below).
- Attendees will not be able to see what it is going on in the practice area. Once everyone has been briefed the Host will make the event 'live' and the meeting will start.
- To join the practice session/event click on the link which you will receive from us.
- Select 'Open Zoom Meetings'.



When system dialog prompts, click **Open Zoom Meetings**.

If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).

If you cannot download or run the application, [join from your browser](#).

- You will be asked to sign in. If you already have an account simply enter your details. Otherwise, you can just enter your email address and name when prompted.
- **Please sign in using your first and last name so we can clearly identify you.**
- Once signed in you will see a preview screen giving you the option to turn your camera on or off, check your video background/quality and mute/unmute yourself.
- As you will be chairing, it is best if you have your video enabled. Click 'Join with video'.
- Once you have selected this you will be taken into the event and providing you have joined before the event start time you will be in the practice session and will see the Host.
- **If you are unfamiliar with Zoom you can find out more [here](#) and also practice joining a meeting [here](#).**

Please note- if you have joined in advance of your session, we will reassign you to the 'Attendee' role to make it clear to the audience who the speakers and chairs for the current session are. You will temporarily leave the webinar and re-join as an attendee- do not be alarmed! When your session is coming up, we will reassign you back to the 'Panellist' role.

Online etiquette (Video, muting etc).

- When welcoming people at the start of the session, please ensure that your video is switched on so that attendees can see you when you speak. When a speaker is presenting, please ensure that your microphone is muted.
- By default, attendees will see the video of whoever is speaking.
- Speakers will be advised that whenever they are not presenting their microphone must be on mute, to ensure that their audio does not accidentally interrupt the event.
- To communicate with the Host and speakers throughout the event you can use the 'Chat' box which can be found on your tool bar (screenshot below).
- Don't worry, the Host will be able to mute people's microphones if someone accidentally unmutes themselves when they don't intend to).

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Q&A process

- Attendees can send in their questions via a Q&A chat box for the duration of the event.

- Depending on the format of your programme, it is up to you to decide whether you want to invite questions after each individual speaker, or to invite questions all at the same time as part of a panel.
- Questions will be time dependant, so where time allows, please try to give all presenters the opportunity to answer at least one question.
- **It will be the role of you/your co-chair to select questions from the Q&A box** and read them out to the speaker. It will therefore be best if you/your co-chair keep an eye on the Q&A box whilst each presentation is running, so that you have your chosen question(s) ready as soon as the speaker has finished.
- Once you have seen a question that you wish to verbally put to a speaker, you can mark the question as 'Answer live' to let the attendee know that we will be answering their query.
- You, and other speakers, will also be able to type out a response directly to questions in the Q&A box. When a speaker has finished, they can continue to respond to people in writing if they wish to.

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Live polling

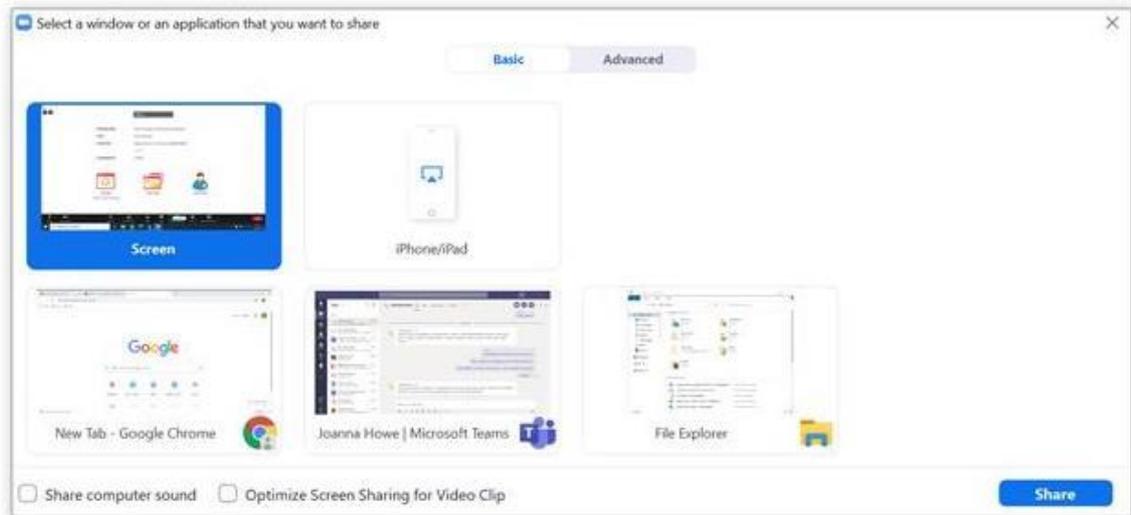
- Zoom Webinars allows live polling, which can help stimulate audience interactivity. If you would like to run any polls these will need to be setup in advance of the event.
- Please email any poll questions and answers to webmaster@bspghan.org.uk at the latest of 1 week prior to the start of the meeting. We will be unable to guarantee inclusion of any poll requests received after this time.
- Polling questions are launched by the host/co-host – let them know when it is time to do so.

Sharing your screen with the audience (if you are also presenting)

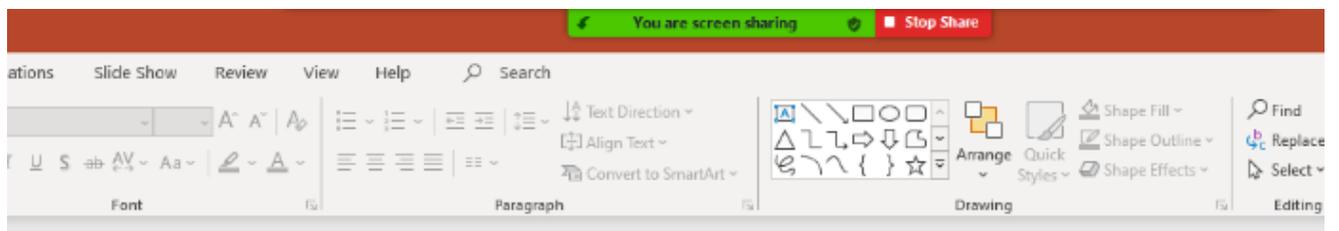
Please send your presentations in advance to webmaster@bspghan.org.uk, copying in carla@bspghan.org.uk. The deadline for this is 26 April 2021.

We need a copy of your presentation as a backup so that we can load it up for you in the event of any technical difficulties.

- So that you can control your own slides you will need to have your presentation loaded on your desktop in advance, and when it is your turn to present you will need to share your screen.
- **Close any windows you do not need and also shut your email client so you do not get distracting 'pings' each time you receive a new email.**
- When it is your turn to present you simply need to click the 'Share Screen' button.



- Select the first box (as above), and this will share your desktop, meaning that you can easily move between PowerPoint and any other windows you need to.
- **If you will be playing any videos or audio as part of your presentation you must tick the 'Share computer sound' box (which you can see in the screenshot above). If you do not do this no audio will be heard by the audience. Also select 'optimise screen sharing for video clip'.**
- You will know that you are successfully sharing your screen when you see a green line around your screen and a green toolbar at the top of your screen 'You are screen sharing'. This will also allow you to 'Stop Share'.

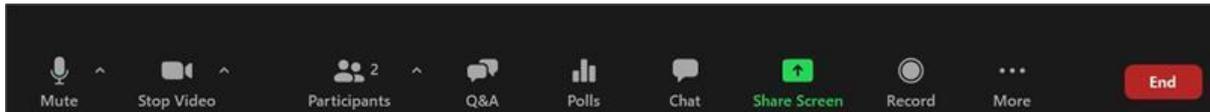


- If there are any issues whilst you are presenting (e.g. audio, screen sharing) the Host will let you know.
- When you have finished your presentation and answered any questions, click 'Stop Share', and mute yourself.

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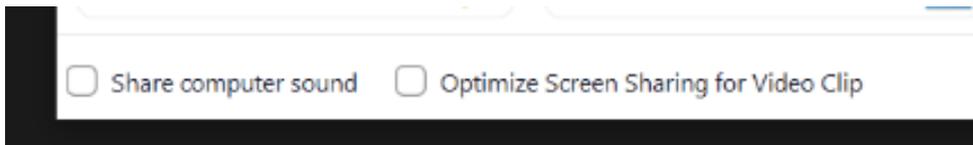
Other controls

- 'Mute/Unmute' – use this to control when your audio can be heard by the audience.
- 'Stop/Start Video' – control when your video is on.
- Participants - This opens up the Participants window so you can see who is on the webinar
- Q&A – here you can keep track of and respond to any questions submitted by the audience.



Presentation format and using videos in your presentation (if also presenting)

- We recommend that all presentations are put together using PowerPoint.
- If you will be playing any videos or audio as part of your presentation you **must** select 'Share computer sound'. If you do not do this no audio will be heard by the audience. This option will appear at the same stage you select your desktop.



- We advise against playing videos if possible, as good video playback quality and speed will be very reliant on a strong internet connection of both the speaker and viewer. If you do plan to use a video, please ensure that it is not an integral part of your presentation, just in case you have any issues playing it.

Reporting issues/managing attendee queries

- On the day, if you have any issues in the lead up to the event, please e-mail webmaster@bspghan.org.uk and mark your email as 'High Importance'.
- If there is a generic issue and we need to update all attendees, the Host will contact you via the chat box to update you.
- If a speaker loses connectivity whilst they are presenting, by default please move the programme onto the next speaker. We have advised speakers to try to re-join the event, and we will return to them once they have done so. If a speaker is unable to re-join for any reason, they will report it to the Host, who will let you know.

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Troubleshooting – what if I have trouble joining the event or if my internet cuts out?

- If you have trouble joining the event, please refer to the [Zoom support page](#) where you can find FAQs and technical troubleshooting tips (audio issues etc). We recommend that if you have not used Zoom before you join their 'test meeting' in your own time.
- If you continue to have difficulty signing in, please email webmaster@bspghan.org.uk reporting your issue and giving us your contact number, and a member of the team will call you
- If you have any connectivity issues whilst you are Chairing, please don't panic. Check your internet connection and try to reconnect and re-join the meeting.
- Most mobile phones have a 'mobile hotspot /tethering option', which allows you to use your phone's data plan – you can have this as a backup in case your primary internet connection breaks down.
- Your co-chair will be able to take over in the interim.

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Green Room

During the meeting, a separate 'Green Room' meeting will run in parallel. You will be asked to join this meeting if we need to troubleshoot any problems that cannot be resolved straightaway in the main meeting itself. You can also join this meeting if you need to do any last-minute checks or have any technical questions you want to ask.

The link to join the Green Room is as follows:

Join Zoom Meeting

<https://bwc-nhs.zoom.us/j/87192342202?pwd=THZOYWFnb0xORTZOUkZFZHhtUk92Zz09>

Meeting ID: 871 9234 2202

Passcode: Greenroom

Top tips to make your live event run smoothly

- Time keeping is key – do not be afraid to unmute yourself and interrupt speakers if they run over their time limit. If it looks like someone will run over, we recommend that you briefly step in to give them a 2-minute warning.
- Make sure that you introduce each new speaker at the appropriate time so that they know when they can start sharing their screen and talking.
- Really encourage interaction from the audience. Online events bring a great risk of mental fatigue, especially where multiple PowerPoint presentations are involved. Try to encourage lots of questions from the audience and engage the speaker.

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