

# Delegate Guidance for the BSPGHAN Virtual Annual Meeting



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## Introduction

Thank you for attending 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'.
- As an attendee you will not have video enabled. You are also muted by default but can be given permission to unmute by the Host or Co-Host. You can ask to unmute by using the 'Raise Hand' feature. Attendees can see the panel but cannot see other attendees.

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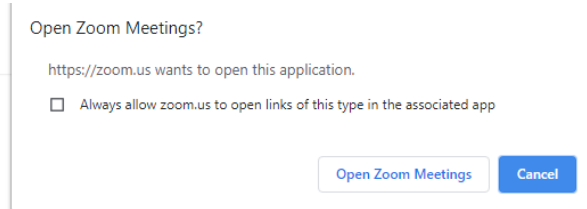
## Required technology

- You will need a laptop/desktop and headphones/ speakers.
- Please test out your equipment in advance to ensure that they are of sufficient quality (Airpods are usually fine)
- Please download and install the Zoom desktop app in advance from the Zoom website (<https://zoom.us>).
- Alternatively, you may wish to join using the Zoom mobile phone app.
- 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.**

## Joining the event

- To join the event click on the link which you will receive from us after you have registered for the annual meeting.
- 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.**
- **If you are unfamiliar with Zoom you can find out more [here](#) and also practice joining a meeting [here](#).**

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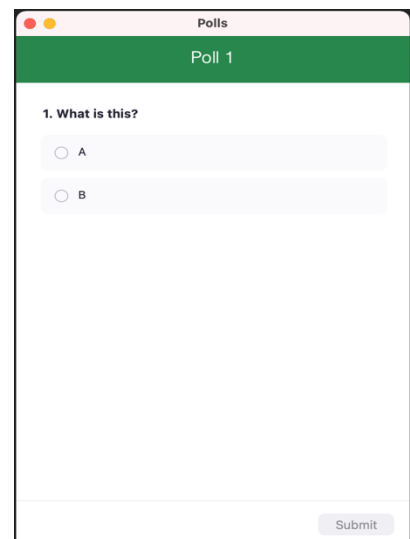
## Q&A process

- You can send in questions via a Q&A chat box for the duration of the event.
- Chair and speakers will also be able to type out a response directly to questions in the Q&A box. When a speaker has finished, they may continue to respond to people in writing if they wish to.

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## Live polling

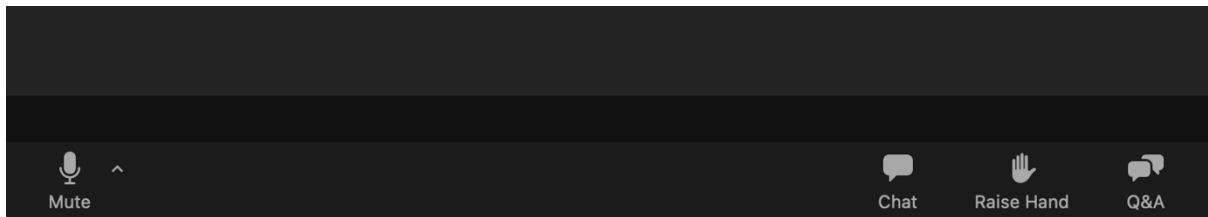
- Speakers may have polling questions during their session- you will be asked to respond if they do- choose from the options, then click 'Submit'.



## Other controls

- Chat – use this to open up the chat box.
- Raise Hand – use this if you have a question/comment that
- Q&A – here you can submit any questions you may have.

If you are given permission to speak, you will also see the 'Mute/Unmute' option in the bottom left corner.



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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](mailto:webmaster@bspghan.org.uk) reporting your issue and giving us your contact number, and a member of the team will contact you.
- 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.

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