Guide to Gatherly

Dear Conference Participant,

Welcome to our guide to Gatherly! In this document we will provide you with important information on how to use the online event tool Gatherly so that you can get the most out of your conference experience. Let's get started!

1. Before the Conference

Gatherly is a browser-based tool. No installation needed!

Technical specifications

Before you use Gatherly, please make sure you have a stable internet connection and that your computer fulfils the technical requirements. You can test your compatibility by following this link: https://check.gatherly.io/

If your internet connection is too slow, you might still be able to participate but will experience some lag. Keep your camera turned off in that case to improve your conference experience.

If you experience any trouble, please go to the Gatherly troubleshooting guide to get some advice: https://help.gatherly.io/en/articles/4665327-troubleshooting-guide-for-gatherly

Browsers and Devices

Gatherly is currently supported on the Chrome and Firefox browser. Please make sure you use one of them.

You can use your laptop or desktop computer to join a Gatherly event. **Please note that Gatherly is currently <u>not</u> supported on mobile phones or tablets.**

Tutorials and Information provided by Gatherly

Gatherly provides a lot of information on how to use the tool themselves. Please have a look at the following links for a more detailed overview, video tutorials, and a troubleshooting guide:

- What is Gatherly? (short article)
- Gatherly Youtube Playlist (video guides)
- Gatherly Tech Specs
- Gatherly Troubleshooting Guide

Log-in and Access

Shortly before the conference, you will receive a link and a password for accessing the conference by the host.

- Click the link and enter the password to get started.
- Enter your first and last name, your affiliation, as well as other information you would like to share with other participants.
- Test your camera, sound, and microphone.

CAUTION! Please do not share the link and the password with someone that has <u>not</u> officially registered for the conference. Otherwise, other participants that have registered might not be able to join.

2. During the Conference

General Functions

Gatherly has similar functions to other online video programs such as screensharing, chatting, or raising your hand. Most of them can be found in the task bar on the upper-hand side of the screen, or on the right-hand side.

Mute/unmute microphone

Turn camera on/off

Raise your hand

Share your screen

Broadcast (admin function only)
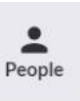
Minimize/maximize your camera view

Open conference information/program

Map view, focus on map or focus on people (makes it easier to find someone on the map, or to navigate around the floor)

The chat functions as well as the settings and event news can be found on the right-hand side.

Search for people and send private messages	➡	👤 People
Chat with your group/huddle	➡	👥 Group
Chat with everyone on the same floor	➡	👨‍👩‍👧 Floor
Chat with everyone at the event, no matter where they are	➡	🌐 Event
Read news from the conference host	➡	🔔 News
Settings	➡	⚙

🔍 Who are you looking for? ❯

2 people ✋0   ⊙ Only my floor?

Kristin (me / admin)   🔗 ◉ ⋯
Coordinator   Main Conference Room

Linda Fogelström   🔗 ◉ ⋯
Main Conference Room

Moving around

You can move around the virtual conference venue with your avatar (black rectangle) using your computer mouse. Click anywhere on the map on the right-hand side to move and your avatar will follow.

Starting a Video Chat/Huddle

On the map you will see other participants moving around on the floor. If you want to have a video conversation with someone, move close to the person's avatar using your mouse and you will be automatically connected in a video chat. The circles with the numbers – called huddles – indicate ongoing conversations and the number of people that are engaged in those. You can join or leave a huddle at any time simply buy moving close or moving away. You can be max 15 people in one huddle. If you would like to have a private conversation, click on the lock button on the upper-hand side. Your huddle will then turn red, and no other participant will be able to enter. Click the button again to unlock the conversation.

Changing Floor by Using the Elevators

In order to change the floor and go to another area of the virtual conference venue, use the elevators on the lower-hand side of the map. Move your avatar to the elevator using your mouse and you will automatically open a list with all conference floors. Simply click on the floor you would like to go to.

Broadcasting

The broadcasting function can only be used by participants with admin rights. The broadcasting can be used to stream or present to a larger audience without interruption. Everyone else on the floor or the entire event will be muted while you speak.

- Click the broadcasting button on the upper-hand side to start broadcasting.
- Choose if you want to broadcast only to the floor you are on or to the entire event.
- If you have been in a huddle at the time you clicked the broadcasting button, you can choose to broadcast together with your huddle. Then all of you can be seen and heard by the other participants.
- You can share your screen to everyone while broadcasting.
- You can invite other participants to the broadcast (e.g. if someone has raised their hand because they have a question) by going to "People" and clicking on the three dots next to the person's name you want to invite. Click "Add to Broadcast".

If you are an admin of a conference, we recommend to watch the Gatherly tutorial on broadcasts: https://www.youtube.com/watch?v=QRw_oxwnBuQ

Leaving the Event

If you would like to leave the conference, move your avatar to the Exit-button on the lower-hand side of the map.

3. Troubleshooting

Help Desk

When you enter the conference through the Welcome Lobby, you will see an area on the map called "Help Desk". If you experience any problems during the conference, or if you have questions concerning Gatherly and its functions, go to the help desk by moving your avatar there with your mouse. A person from the conference organisation team will be present at the Help Desk during most of the conference. Simply connect with them in a video chat/huddle to ask your questions or get help with a problem.

Gatherly Troubleshooting Guide

Using new technology does not always go as planned. Gatherly provides a troubleshooting guide for their users that helps to solve most of the common issues.

If you are facing poor connectivity, or if you have trouble connecting to your sound, microphone, and camera, or if you have issues sharing your screen, please visit the troubleshooting guide: https://help.gatherly.io/en/articles/4665327-troubleshooting-guide-for-gatherly

Gatherly Tips

You need a computer with a good processor to handle watching videos and broadcasts! Close all other applications and browser tabs on your computer if it is lagging.

Sometimes, when you jump between workshop floors and broadcasts we have noticed that you cannot see the presenter's shared screen. If that is the case, use the elevator and go the welcome lobby and then go back to the floor of your choice and hopefully that fixes the issue.