

# Using the Cvent Virtual Attendee Hub

## Introduction

APBS is very excited to be collaborating with the International Networks and the International Ex-Officio Board Members on this Pilot of International Virtual Strands within the 19<sup>th</sup> International Conference on Positive Behavior Support. Livestreamed content has been curated by these partners with robust offerings across four days. The agenda for each of the strands can be found on the APBS Conference Website.

The virtual portion of the conference is presented using the Cvent Virtual Attendee Hub. All registered participants will have access to this portal where they can view the session descriptions, add content to a schedule, view Livestream Sessions (and interact with others using Chat), Join Networking Sessions, and view On Demand Sessions. The platform will remain available to all for 90 Days following the conference—until July 15, 2022.

Below is a screenshot of the Virtual Attendee Hub Home Screen.



## Overview

In the ABPS configuration of the Cvent Virtual Attendee Hub, all the virtual international sessions are presented on the Zoom Platform. As a speaker or one who is supporting speakers as a session host, if you are familiar with Zoom, you already have the foundation for a successful experience within the Virtual Attendee Hub. You will be literally operating within a Zoom Meeting that is being broadcast into the platform.

Two steps you can take to ensure you are ready to support or present are to:

1. [Download the Zoom Client for Meetings](#) on the device you will be using to present during the session. This ensures you have access to additional meeting controls that are not available in the browser version of Zoom. If you don't already have a Zoom account, you can [sign up for a free one](#).

2. Test your Internet Connection. Your internet should have at least a 10 Mbps upload speed. There are plenty of sites you can use to [test your internet speed](#). If possible, plug your computer directly into the router using an Ethernet cable. If that's not possible, move as close as you can to the router.

Information from Cvent on presenting and session hosting using the Virtual Attendee Hub is provided in subsequent sessions of this document. Some sessions will have both a session host and one or more speakers and in some, a speaker will also be acting as the session host. Separate information for session hosts and speakers is contained below. Those speakers without a session host should review both.

## **Live Stream Session**

### **Speaking at a Live Stream Session**

1. Speakers will join their sessions from within the Virtual Attendee Hub Website so be sure to launch the website and log in before your presentation.
2. Navigate to your session's page and click the **Join as Speaker** button 10 minutes before your session's scheduled start time. If you have been given session host privileges, the button will appear as **Join as Host**. If the button is not available, use the URL on the Session Sheet provided to you. Locate your session and copy and paste the Speaker (or Session Host) URL.
3. Upon entering the session, test your audio and video to make sure they are working correctly before the live stream is started.
4. Use the time before the live stream starts to touch base with the session host and any other speakers on any session details you want to review.
5. Once the live stream is started, use the in-meeting chat to communicate with the session host and any other speakers during the presentation. Attendees will not see your in-meeting chat.
6. Get your presentation ready to share. Once the session host starts the live stream you should assume the session is now live. As soon as you see the Live on Custom Live Streaming Service message in the upper left corner of the screen, you are ready to begin your presentation.
7. Keep in mind that there will be a 15-second delay between what you say and what attendees see and hear.

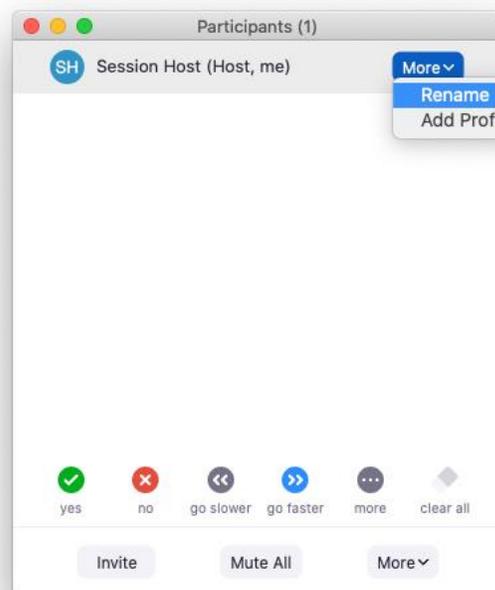
### **Session Host for a Live Stream Session**

Review these instructions prior to your session to learn how to start and end your session, use the relevant host controls, and fulfill your role.

1. To see the session like an attendee, launch the Virtual Attendee Hub Website, Log in, then navigate to your session's page and click the **Join session** button. Have this page up in a separate browser window to see what your session looks like to

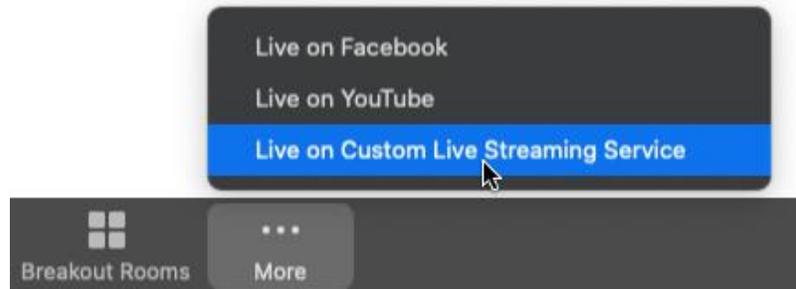
attendees in real-time. Keep in mind that there will be a 15-30 second delay between what you and the speaker see and what attendees see.

2. Launch the Virtual Attendee Hub again and login in. From your session page on the Attendee Website, click **Join as host** 10 minutes before your session's scheduled start time. If the button is not available, use the URL on the Session Sheet provided to you. Locate your session and copy and paste the Session Host URL. Once the button is clicked or the URL is entered, the meeting is now started internally and the Speaker(s) can join.
3. Attendees won't be able to see anything from the session within the Attendee Hub Website until there is five minutes or less before the session start time **and** you have started the live stream. The time between when you click the "Join as host" button and start the live stream is your opportunity to ensure the speaker is ready.
4. **Rename yourself once you start the meeting.** Your name will be listed as "Session Host" when you join the meeting. Click **Participants** in the Host Controls, then locate yourself on the list. Hover your cursor over the name and click the **More** button that appears, then **Rename**. Enter your name, then click **Rename**.



5. To allow the speaker(s) to share their screen, click **Security** in the **Host Controls**, and, under the "**Allow participants to:**" header, ensure **Share Screen** is checked. Or, assign the speaker as a co-host. The speaker won't be able to share their screen until you do. Then ask the speaker to turn on their microphone and video and begin sharing their content.

- Though it may be tempting to test it out, **do not start the live stream until 30-60 seconds before the session begins**. When it's time to start the stream, click **More** in the **Host Controls**, then **Live on Custom Live Streaming Service**.



You will see a "LIVE Preparing..." message in the upper left corner of the meeting. Once the stream is officially live, you will see a "LIVE on Custom Live Streaming Service" message instead. If you are also viewing the session on the Attendee Website, mute the audio on the site. Keep in mind that there will be a 15-30 second delay between what you and the speaker see and what attendees see on the Attendee Website.

The event planner will have already determined if your session will be automatically recorded when you start the live stream. If the session is being recorded, the recording will appear in the On-Demand section of the Virtual Attendee Hub Website within 2 hours.

If you get disconnected from the Zoom, you have 10 minutes to reconnect to the session without disrupting the live stream. Additionally, if the live stream gets disconnected, re-start it by clicking **More** in the **Host Controls**, then **Live on Custom Streaming Service**. If you're unable to start or re-start the live stream in Zoom, contact Cvent Customer Support.

- You can use the in-meeting chat to communicate with the speaker and any co-hosts you've assigned during the session. This feature is not available to attendees, so they won't be able to see your messages. Also, if you will not be speaking during the session, turn off your camera to avoid distracting from the speaker.
- The session may be configured to allow participants to chat within the Virtual Attendee Hub. Session Hosts have the ability to moderate the Virtual Attendee Hub Chat by posting their own messages and to remove inappropriate comments from the chat. The Virtual Attendee Hub Chat is accessible through the instance of the Virtual Attendee Hub website started to view the session as a participant.
- Once the presentation is over, wait 15-30 seconds for the remaining content to finish playing on the Attendee Website. Then click **More** in the **Host Controls**, then **Stop Live Stream**. Then click **End** in the bottom-right corner of the Host Controls to end the session.



## Collaborative Session

A Collaborative Session will have been set up if there is planned interaction between the speaker(s) and audience (e.g., Networking Session).

### Speaking at a Collaborative Session

1. You will join the session from the Virtual Attendee Hub Website so be sure to launch the website and log in before your presentation.
2. Navigate to your session's page and click the "Join as Speaker" button 10 minutes before your session's scheduled start time. If you have been given session host privileges the button will appear as "Join as Host". If the button is not available, use the URL on the Session Sheet provided to you. Locate your session and copy and paste the Speaker (or Session Host) URL.
3. Upon entering the session, test your audio and video to make sure they're working correctly before the session begins.
4. Use the time before the session begins to touch base with the host on any session details you want to review. Unlike the Livestream, the in-meeting chat will be visible to all attendees by default.
5. Also unlike the live-stream, the session is not broadcasted. Attendees are part of the Zoom meeting as soon as they join.

### Session Hosting at a Collaborative Session

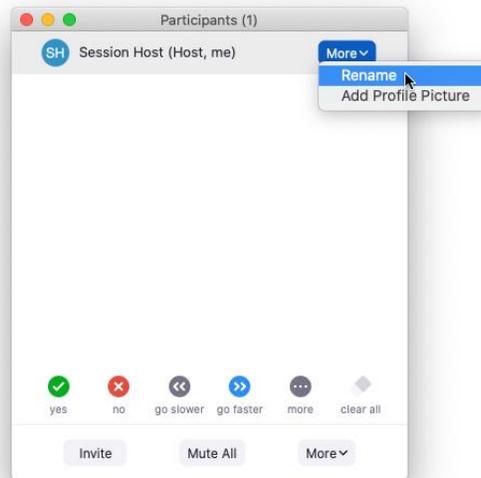
1. From your session page on the Attendee Website, click **Join as host** when you're ready to start the session. If the button is not available, use the URL on the Session Sheet provided to you. Locate your session and copy and paste the Session Host URL.

If you want to prepare or practice before the session, you can click the button and join the session prior to its scheduled start time. This is recommended if you will need to adjust the meeting security settings or set up breakout rooms.

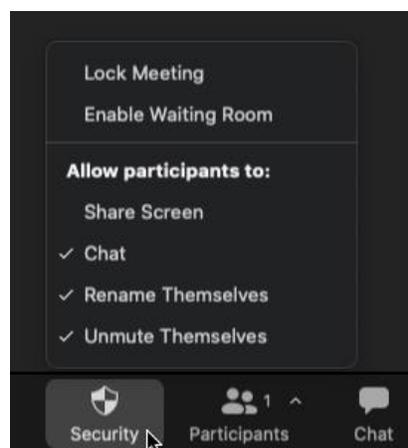
When you click the button or enter the URL, speakers will be allowed to join the session.

Attendees can start joining the session five minutes before the scheduled start time, so be sure to be mindful of the time when practicing prior to the session.

2. Rename yourself once you start the meeting. Your name will be listed as "Session Host" when you join the meeting. Click **Participants** in the **Host Controls**, then locate yourself on the list. Hover your cursor over the name and click the **More** button that appears, then **Rename**. Enter your name, then click **Rename**.



3. By clicking **Security** in the Host Controls, you can limit what users can do. In the "Allow participants to:" section, we recommend leaving **Share Screen** unchecked. If you are hosting the session with another participant who needs screen-sharing permissions, assign them as a co-host.



4. Record the session, if necessary. To record the session, click **Record** in the **Host Controls**. This records the session from the speaker's view in Zoom.

The recording will be available about one hour after your session for attendees to view on-demand from the session's page on the Virtual Attendee Hub Website.

Do not start the recording prior to the session time or end the recording and restart it. To record only certain parts of the session, use the pause recording option instead. This ensures a single and complete recording file is generated for your session.

5. Breakout Rooms are available within Collaborative Sessions. This feature allows you to break participants out into different rooms within the overall meeting. Only session hosts can enable breakout rooms, including renaming or deleting any created rooms. Breakout rooms cannot be pre-assigned before the meeting starts. They can only be created and attendees assigned to them once you have started the meeting.
6. **Understand the exit strategy.** Once the presentation is over, determine if you need to save the session chat or not.

If not, click **End** in the bottom-right corner of the Host Controls to end the session and automatically stop the session recording.

If you need to save the chat, click **Chat** in the Host Controls, then click the ellipses (...) and **Save Chat**. Once the chat is saved, click **End** in the bottom-right corner of the Host Controls to end the session.

## Cvent Customer Support Numbers

Cvent Customer Support is available 24 hours a day seven days a week. If you run into a problem that you cannot solve, please choose the number closest to your location. Press 1 for Event Cloud and then 2 for Attendee Hub.

- **U.S. & Canada:** 866.318.4357
- **Australia:** 1800.502.472
- **Australia (Mobile):** +61 2 8294 2256
- **Belgium:** 0800.705.70
- **France:** 0800-903-763
- **Germany:** 0800.1.810.555
- **Germany (Mobile):** 069.77044670
- **Hong Kong:** 800.96.1314
- **India:** 000.800.050.2154
- **Indonesia:** 0780.3321.8271
- **Ireland:** 1.800.938.220
- **Italy:** +39 800.715.023

- **Japan (KDD):** 0066.33.821801
- **Netherlands:** 0800.023.1102
- **New Zealand:** 0800.441.350
- **New Zealand (Mobile):** 09.887.9218
- **Portugal:** +351 800.181.489
- **Singapore:** 800.1301.974
- **Spain:** 900.948.795
- **Switzerland:** 0800.838.410
- **UK:** 0808.234.4543