Attendee FAQs

Thank you for participating in the 2021 Annual Conference for Teachers and Advisers. We have created this guide which we hope will answer any questions you might have and help you to get the most out of the conference.

Please read the below in advance of the event, and if you have any further questions, either email events@ucas.ac.uk or visit the helpdesk on the platform.

What are the event timings?

- You can log in and update your personal profile from Monday 25 January.
- You can log in, book meetings with exhibitors (including Speed Networking), and view the agenda from 09:00 on Monday 1 February.
- The live conference takes place from 12:00 on Monday 1 February to 18:30 on Wednesday 3 February.
- The event content will be available on-demand from 8 February until 2 March 2021.

How can I make the most of the conference?

- Use Google Chrome to access the event – this is essential to get the best experience.
- Log in and add the detail to your personal profile before Monday 1 February.
- Plan the sessions you want to attend and add them to your personal agenda from Monday 1 February – so you don't miss that important session when it starts.
- Have a look at the agenda here before the event to think of some questions you would like to ask. Jot them down and have this with you during the event, then make sure you ask! You can do this via text chat within the session.
- Make sure you visit the Exhibition Hall, there are 29 exhibitors from different institutions and organisations, all keen to engage with you. If there is an exhibitor you would like to meet with for a 1-2-1 meeting, click on the handshake icon on their stand from 9am on Monday 1 January. You can also chat with them via the 'Wall' icon on their stand.
- If you would like to participate in Speed Networking at 14:00 – 16:00 on Monday 1 February, make sure you book meetings from 09:00 on Monday 1 February. Do this by going to the Speed Networking link in the lobby.
- Join in the conversations. The Networking Area will have polls and discussion topics related to the conference content.
- Start conversations. The platform allows you to search for colleagues and peers that you might normally catch up with at a physical conference. To do this, go to the 'Who's here'

icon on the top right menu. You can search for specific people or filter by organisation type, attendee type or county.

- All of the content (session recordings, presentations and handouts) will be available on-demand for 30 days after the event, from 8 February until 2 March. So, make sure you take advantage of this to view all of the sessions you didn't get chance to on the day.

How do I log in?

You will receive two emails from us with links to the platform, the first on Monday 25 January, asking you to sign in and create your personal profile in advance of the event being live, and the second on Friday 25 January.
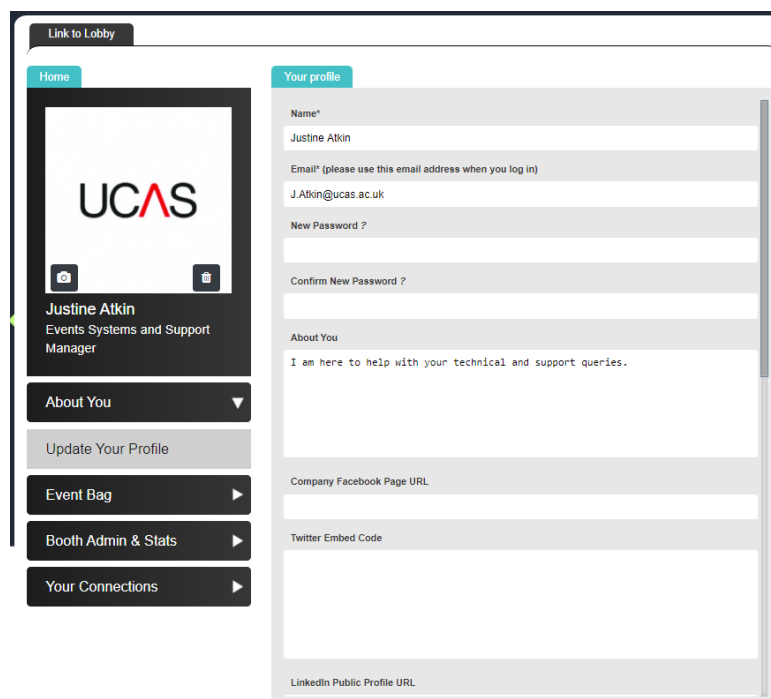
How do I create my personal profile?

Please note that, until Monday 1 February, you will only be able to access your personal profile - this is your own personal hub where you can set your profile, view/download any resources you have collected, and see what connections you have made during the event.

Here you can:

- Add a profile photo
- Provide a short description of yourself
- Update personal details
- Set privacy settings

Complete your profile before Monday 1 February to enhance your experience with other delegates, speakers and exhibitors during the event.

## What happens in each area of the event platform?

Lobby

This is the central hub of the conference. This is where you will first enter the platform and be greeted with a message from Louise Evans, Head of Operations Transition at UCAS, and the conference host.

From here you can follow the direction signs to the different areas of the event – Agenda, Networking area, Conference rooms, Exhibition hall, Speed networking, Resource centre and Help desk.

Agenda

This displays the complete programme of sessions in time order so you can choose which sessions you would like to attend.
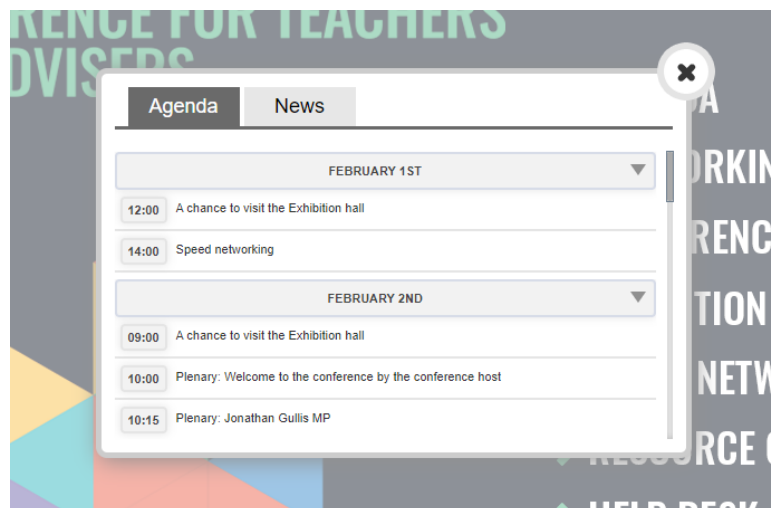

Networking area

Here you can get involved in discussions on specific topics (or maybe start your own discussion) or simply connect with other delegates, exhibitors or speakers.

We all know that networking is one of the main things you miss from being at a physical conference, so make the most of this experience and join in!

Please note that networking in this area is public. If you would like to message someone privately, go to 'Who's here' or your profile (more on that later).

Conference rooms

This will link to all of the sessions happening at the event, in time order. You will see a 'live' tab. This will take you to the live content on the day. An 'on-demand' tab will be added on Monday 8 February, which will take you to the on-demand content. This will remain on the platform for 30 days until 2 March.
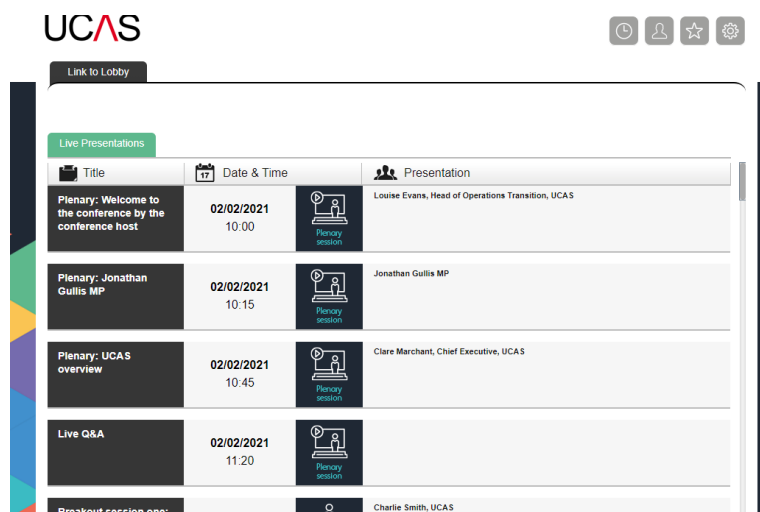
Exhibition hall

Within the Exhibition hall, to enter a booth, simply click on the logo. Once inside a booth you will see various clickable icons, these allow you to view information, download resources, request a meeting and start a conversation.
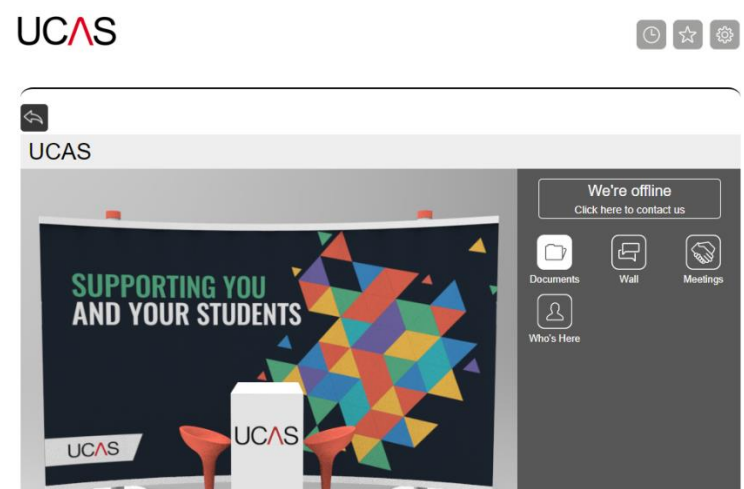
Please note that by entering a booth your contact details will be available to that organisation.

Speed networking

Speed Networking will take place between 14:00 and 16:00 on Monday 1 February. It will give you the chance to have face to face video meetings with representatives from the 21 participating higher education providers.

If you are taking part, ensure you add your profile to the event platform before Monday 1 February.

You will be able to book meetings from 09.00 on Monday 1 February. To book a meeting, go to the Speed Networking link in the main Lobby. Here, you will be able to see all of the participating higher education providers:

Welcome to speed networking.
Click on an organisation name to book or join a meeting.
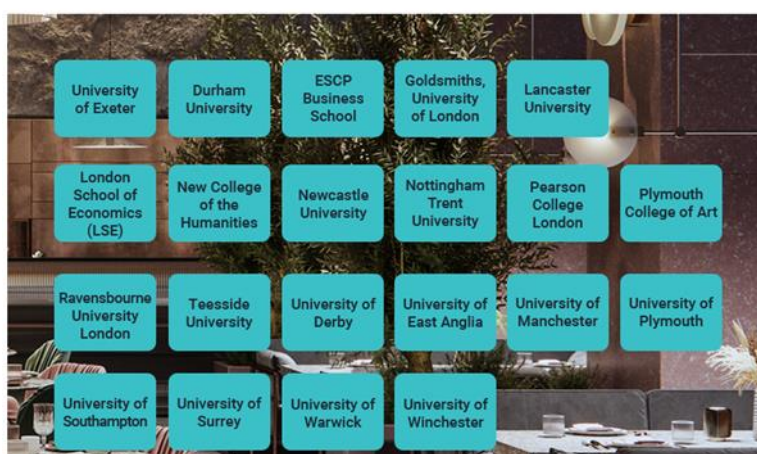
Click on an organisation, then 'Book a meeting' and '1st February'. Here, you will be able to see up to eight bookable meetings. Meetings are 15 minutes in length. To book a meeting at a suitable time, simply click on the green 'book' button. Once a meeting has been booked, you will get an email confirmation. Click on the attachment in the email to add the ical to your calendar.

Please note that speed networking providers will also be able request a meeting with you. They can do this by sending you a message, which will pop up on the platform, in your profile inbox, and you will also receive an email.

To join a scheduled speed networking meeting, either click on the link in the email confirmation, or go into the Speed Networking Hall and click on 'Join a meeting' – then click on 'launch meeting' within the scheduled meeting time slot.

Resource centre

Here there will be an attendee list, plus any handouts from speakers.

Help desk

If you have any queries at all about the event, please visit the helpdesk. Queries could be about content, navigating around the event or technical queries. During the opening hours of the event (12:00 on Monday 1 February – 18.30 on Wednesday 4 February), the UCAS Events Team will be on

hand to help you. If you have any queries outside of these hours it may take a little longer for us to respond, or you could email events@ucas.ac.uk.

What are the icons on the top right menu?

Agenda (clock icon)
This allows you to personalise your agenda so you know which sessions you want to attend (simply click on 'Add to my agenda'). You will receive a notification when each session starts.
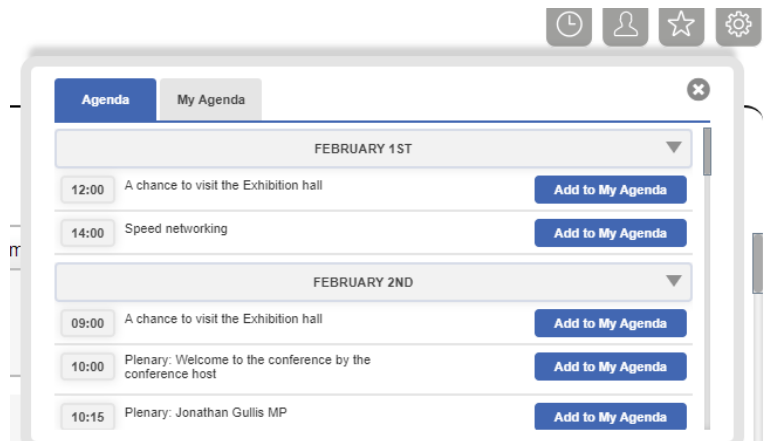
Who's Here (person)
This feature allows you to see everyone attending the event. You can use this to search for colleagues, other delegates, exhibitors or speakers, and click through to individual profiles – from here you can message people privately and network outside of the Networking Area.

Event bag (star)
This is where you will find all the information you have collected throughout the event, in one place. From here you can view all of the content or download it to your device to read later. Any content that UCAS or sponsors have shared with you will appear in the 'Sponsored Items' area.

Settings (cog)
Here you can access your profile, privacy policy, and log out of the platform.

What does the bell mean?

The bell icon on the bottom right of your screen lets you know when you have a message, or someone has replied to a comment you have made.

How do I report an incident?

Your safeguarding is very important to us. If you experience any inappropriate behaviour during video or text chat, please email events@ucas.ac.uk.