Socio Platform User Manual

Hello!

The URMIA 52nd Annual Conference is just coming up soon.

We invite you to start your Conference Experience by visiting our Socio Platform and make the most of it by:

- Entering and editing your profile including adding a picture and link to your URMIA or LinkedIn profile

- Connecting with other attendees

- Visiting sponsors

- Adding the sessions that you would like to attend in your personal agenda and to your online calendars

- Downloading the Socio app to a mobile device access the event on the go!

The virtual platform is now open and will remain open for two months. Be sure to make appropriate arrangements if you attend from a different time zone.

The schedule is available here: https://app.socio.events/MTE4NTQ/Schedule/161291

BEFORE THE EVENT

Login Credentials

Click here to watch a minitutorial on how to access Socio platform.
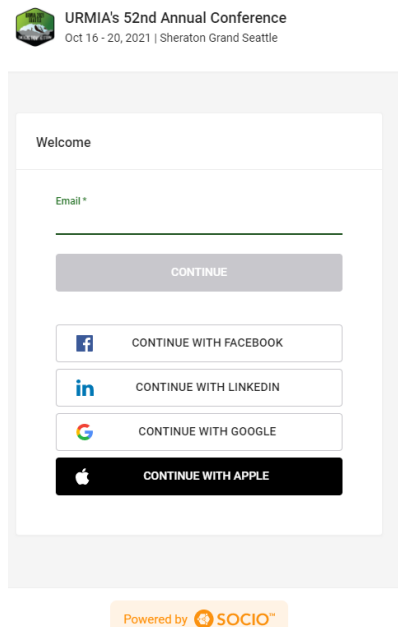
Click on the link below, it will take you to the virtual platform.

The first time you login, it will ask for your email address, please use the email address that you used to register and create a password (Figure 1).

EVENT LINK: https://app.socio.events/MTE4NTQ

LOGIN: Use the email address that you used to register for the conference.
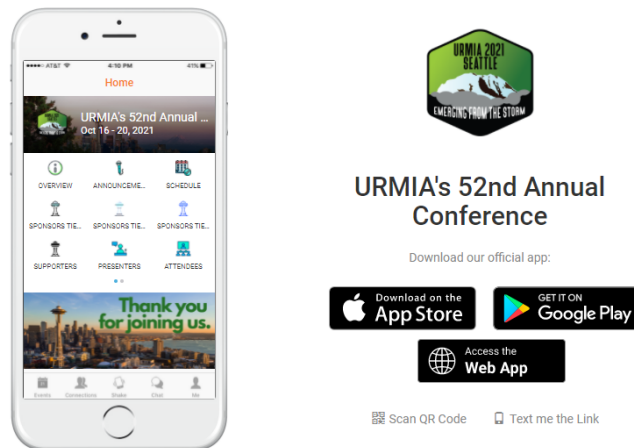
PASSWORD: create a password

1 - Figure 1. Login in 1

Download the app

You may also download the app to your computer (web app) and to your phone using this link (Figure 2)**.**

Apple App Store or Google Play

By downloading it to your phone, you will get notifications directly on it. It supports any browser and system.

Figure 2. Download the app

Navigating Socio Online Platform

Once inside the event platform, you will find the home page. On the left-hand side, you will find different features such as the event agenda, sponsors, list of presenters, attendees, handouts, FAQs, video rooms, help desk, etc (Figure 3).

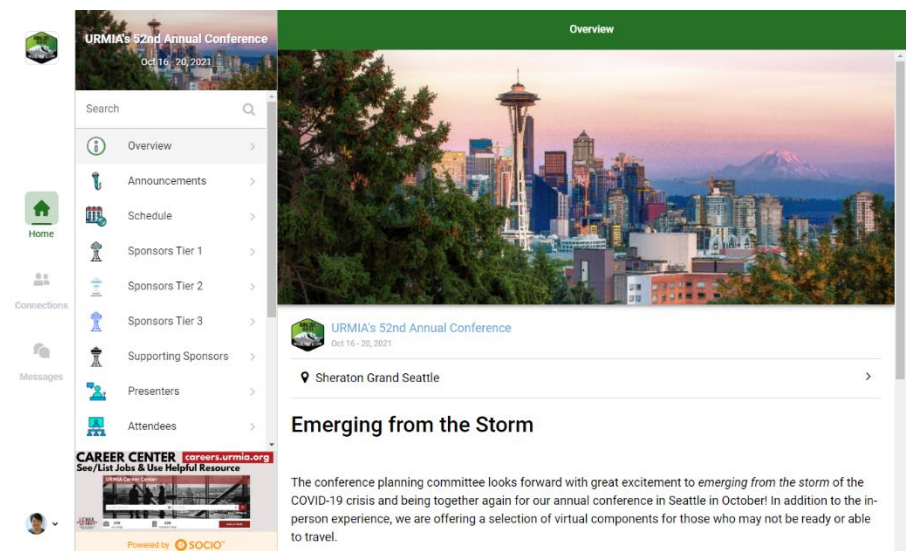Scroll down and click directly on them to explore them.

Figure 3. Home page 1
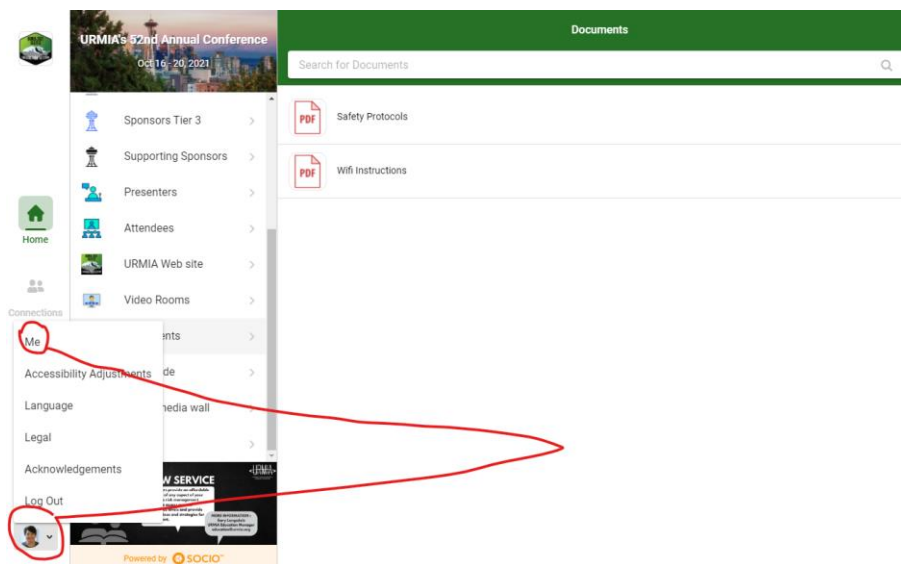
Editing your profile & app language

Click [here](#) to watch a minitutorial on how to edit your profile and change the language.

You can edit your profile by clicking on this symbol ^ located at the bottom left-hand side of the platform (Figure 4).
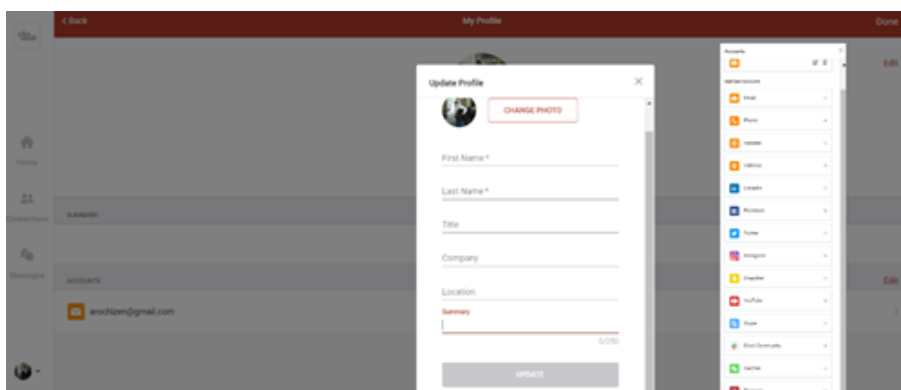
A menu will be displayed, click on **Me** and then **Edit** to add your bio, photo and other contact details you may want to share with all attendees such as email address and social media links.

This will also allow other participants to connect with you in and outside the event's platform (Figure 5).

Here, you can also edit the language in which you would like to navigate the platform. The platform supports almost any world language. Please note that the features are in English so those will not change.

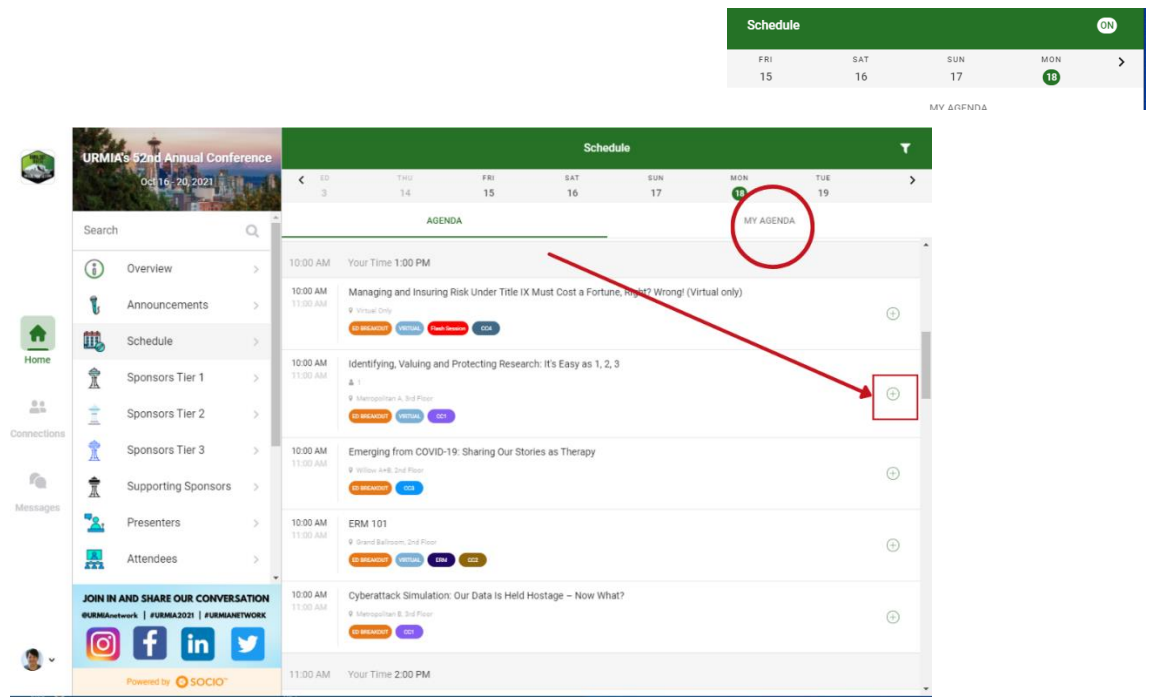*1 - Figure 4. Editing the profile and setting up language*

2 - Figure 5. Edit your profile.

Adding sessions to your personal agenda

Click [here](#) to watch a minitutorial on how to create a personal agenda and add the selected sessions to your calendar.
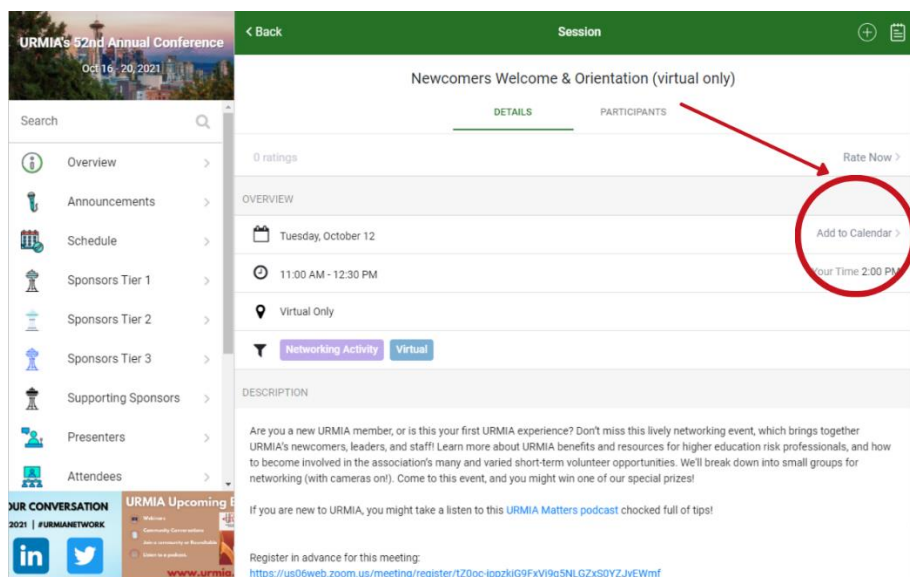
Before or during the event you can create a personal agenda by selecting the sessions you would like to attend. Use the filter in the upper right to sort sessions and then once you find it, just click on the "+" button. (Figure 6) Note that the when the filter is engaged, the funnel symbol changes to `ON`

3 - Figure 6. Create your personal agenda (My agenda)

Adding sessions to your personal calendar

You can also add the sessions to your personal calendars in order to block the time and get reminders to your personal email account if you have that feature enabled (Figure 7).

4 - Figure 7. Add sessions to your personal calendar

Take notes

You can also take notes within a session or on a sponsor profile area. These will then be available on desktop of the app on your mobile device. See also Figure 7 top right notebook icon.
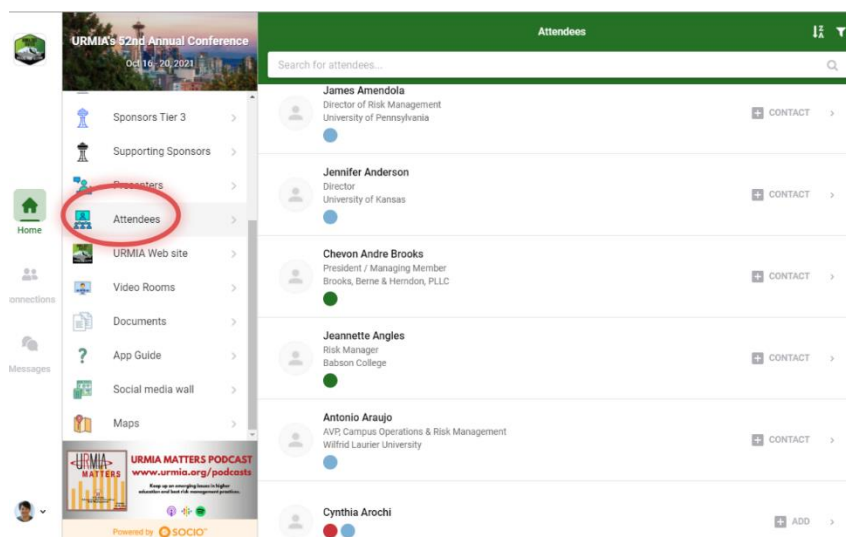
MAKING CONNECTIONS

Connect with other attendees and presenters before or during the event

Click [here](#) to watch the minitutorial

Go to the feature's menu on the left-hand side and click on Attendees, it will display all the attendees, scroll down to see them all.
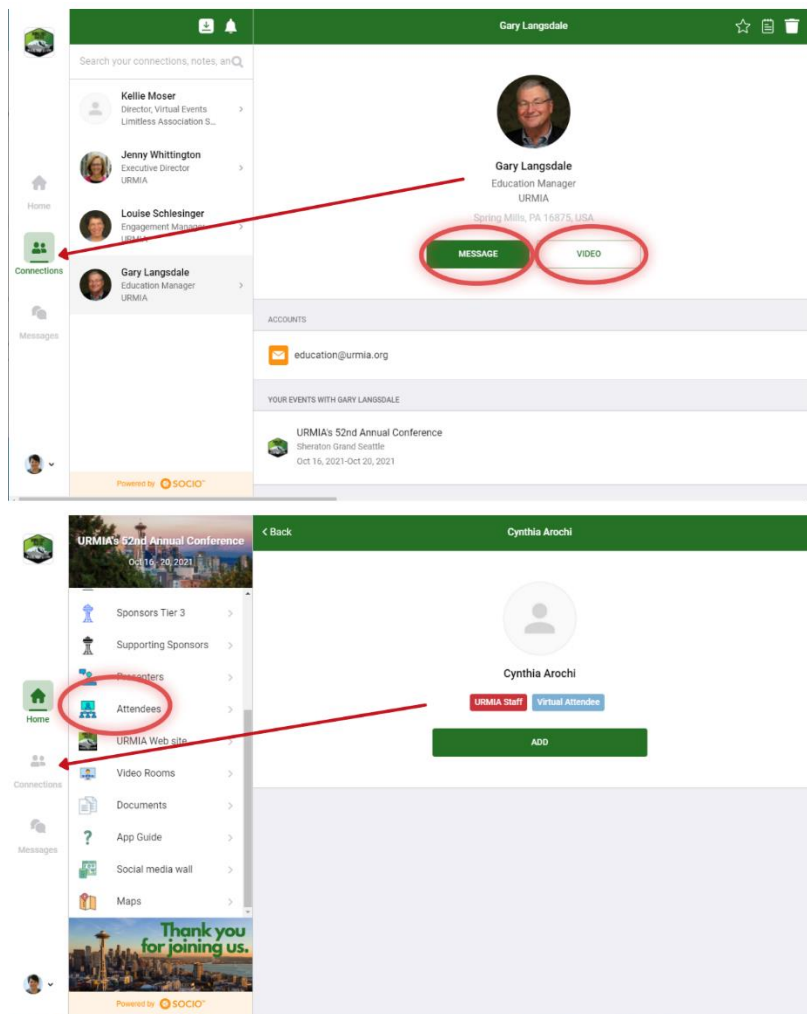
If you click in their name, you will see their profile and you can request to connect with them by clicking on **Contact** (Figure 8)**.**
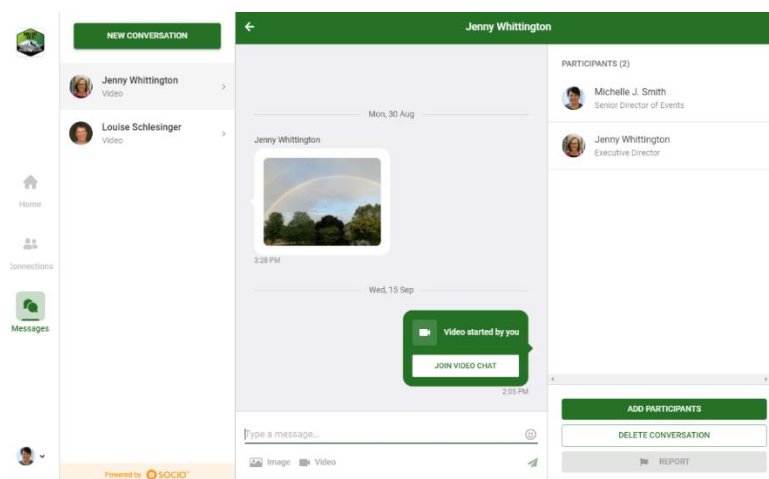

*5 - **Figure 8. Connect with other attendees.***

They will get an invitation to connect with you. When they accept it, their name will show as a connection in your menu and you will be able to send them a message or request a video call on the platform (no need to create anything, just click and video call the person) (Figure 9 & 10).

You may also add more people to the call or to the chat. This works as a private chat within the platform (like a WhatsApp group).

*6 - **Figure 9. Connections.***

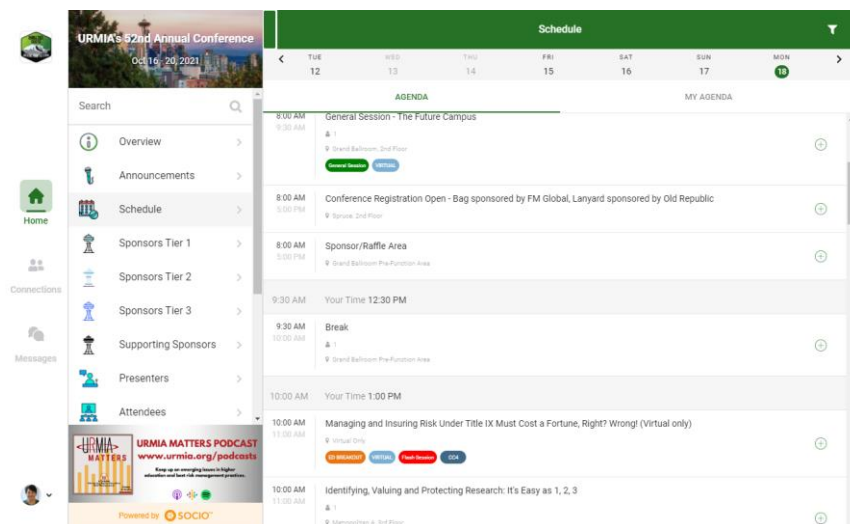*7 - **Figure 10. Messaging or Video calling connections.***

DURING THE EVENT

Click [here](#) to watch a minitutorial to explore the platform's main features during the event.

In the **agenda** feature you will find the different sessions scheduled by time and date. The time will be shown in Eastern time and beside you will see it in your local time if you are in another time zone (Figure 11).

Attending a Session

All sessions will begin promptly at the start time indicated in the agenda. You should enter the session by clicking on it, and then click on the **Stream** button, which will be enabled 15 minutes before the start of it (Figure 11 & 12).
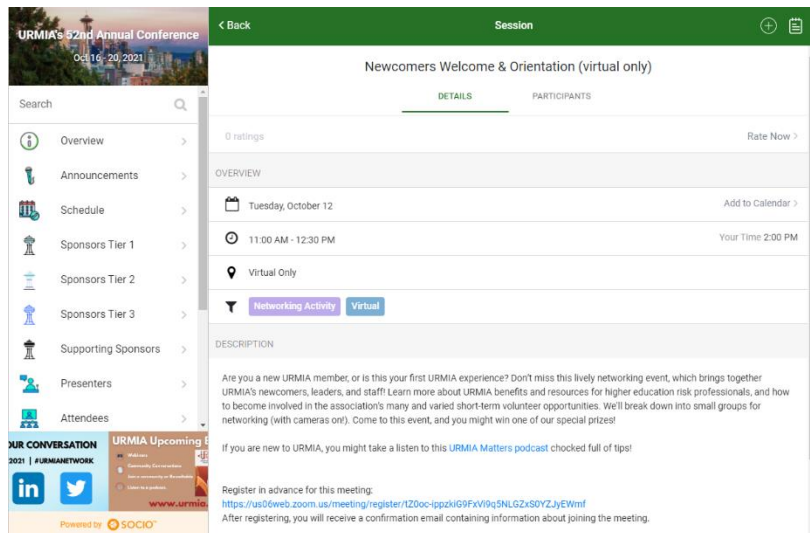

8 - Figure 11. Entering a session

Click on the **Stream** button and it will redirect you to a dedicated **Zoom** or **On24** session outside the Socio platform which allows for interactive discussions, breakout rooms, polls, and live Q&A.

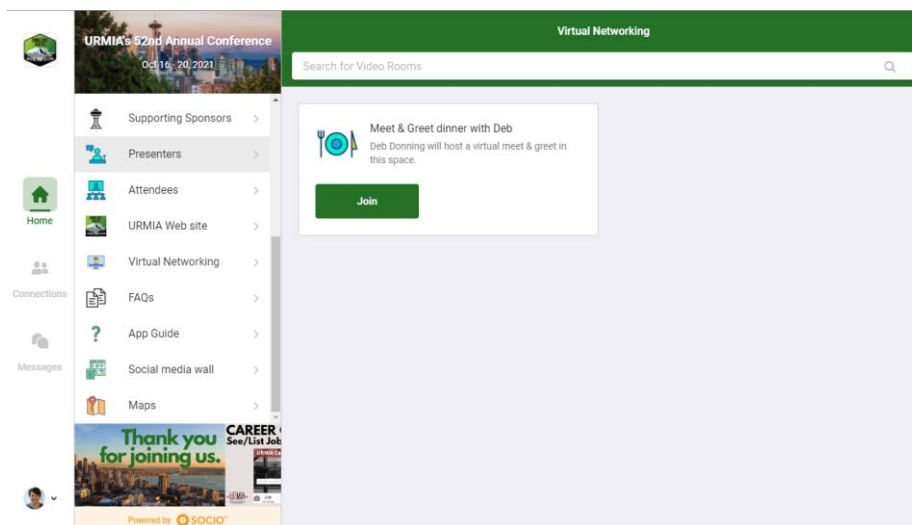Each session room will have a Session Tech Producer to help the meeting run smoothly.

If you do not see the session or if the Stream button does not appear, and the time for the session to begin has come, try refreshing your browser or contact the Helpdesk in the platform.
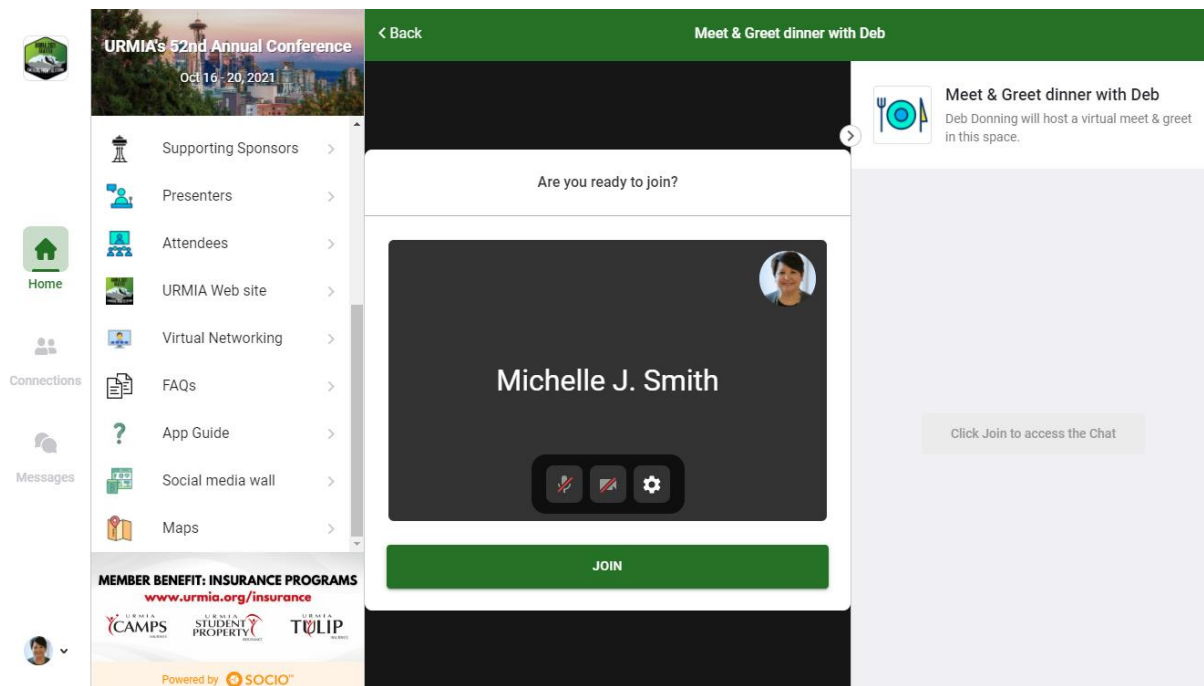
*9 - **Figure 12. Joining a session***

Networking Video Rooms

If there is not enough time for discussion during your session and you would like to continue, or if you would like to discuss any topic, or share your experience with more colleagues, we have enabled Video rooms, that you can enter freely and talk with your colleagues as if you were in person! (Figure 13). These rooms have a capacity of 10 people. Enable the camera and microphone and click join to get into it. There is also a written chat function which could be used (Figure 14).
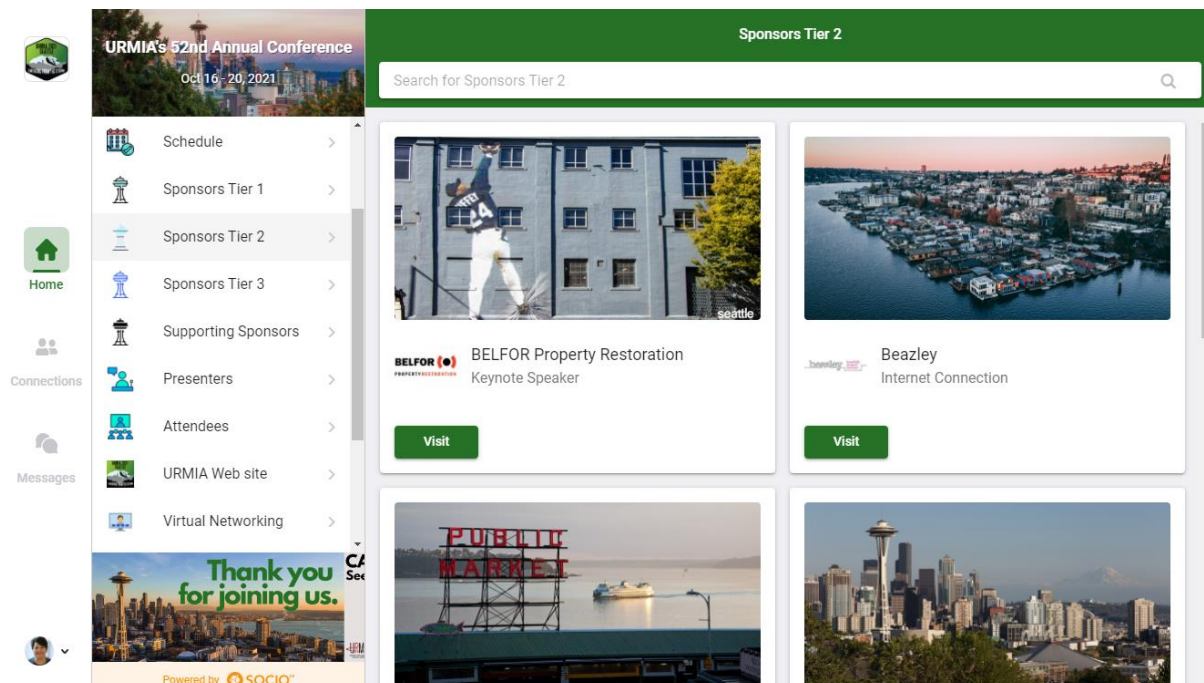

*10 - **Figure 13. Networking Video Rooms***

*11 - **Figure 14. Join a Video Room***

Sponsors

Sponsors are a very important element to every event, as such they have a special space in the platform, that you can visit before or during the event. Click on **Visit** to enter to each virtual space and learn more about them, download materials or schedule a follow up meeting by clicking the **Request follow up** button. Remember to **Scroll down** to discover more information! (Figure 16).

*12 - **Figure 16. Exhibit and Sponsor booths***

Tips for Using On24

Most of the virtual sessions will be in On24, a web based platform that simply opens a new tab. It's best used in a Chrome Browser.

Tips for Getting the Most Out of the Virtual Event

·   Session recordings will be available after the conference to all registrants of the full conference.

·   For optimal performance, shut down all other programs not in use and close other browser tabs. If you are having trouble accessing the event, try a different browser. It is also helpful to exit out of all other applications except for your Internet browser.

·   If you are having trouble with your audio or video while in a session, first check your computer settings. If that doesn't help, restart your computer and log back into Socio platform and On24.

·   Audio and video for the event will be live-streamed, so check your speakers or headphones to make sure you'll be able to hear.

·   If you encounter any technical difficulties during the conference, please don't hesitate to reach out to us with any questions you may have by emailing events@forumea.org.

We look forward to seeing you soon!