Webex Events (Socio) Platform User Manual

Contents

BEFORE THE EVENT

Login Credentials

Click here to watch a minitutorial on how to access Socio platform.

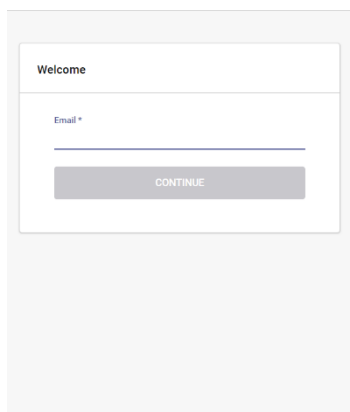Click on the link that was sent to access the event, it will take you to the virtual platform.

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: provided by email or on the website

LOGIN: Use the email address that you used to register for the event.

PASSWORD: create a password

> **Desktop:** It is advised to use Chrome to ensure a better experience in a desktop or laptop.
>
> **Mobile:** due to security it supports Operational Systems Android 11 and iOS 14 onwards. MacOS 11.0 or later and Mac with Apple M1 chip or later.

Figure 1 Login in

Download the app to your phone and computer

We strongly advise you to download the Forum app to your phone and computer (web app) using this link:

- Download from Apple store here
- Download for Android in Google Play here

By downloading it to your phone, you will get notifications directly on it.

Navigating the 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, exhibitors and sponsors, list of presenters, attendees, handouts, social wall, video rooms, etc (Figure 2).

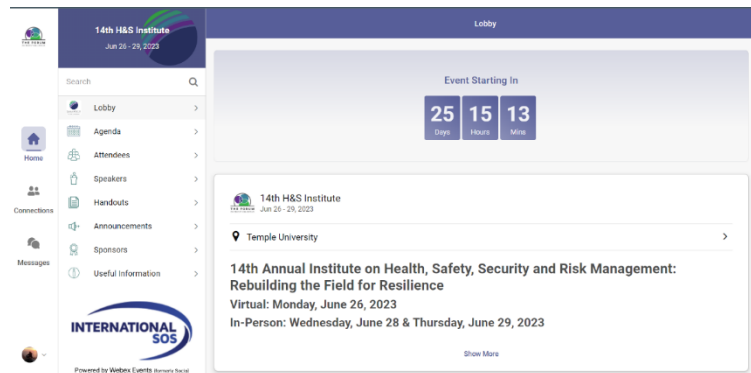Scroll down and click directly on them to explore each feature.

Figure 2 Home page Menu

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 3).

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 4).

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.
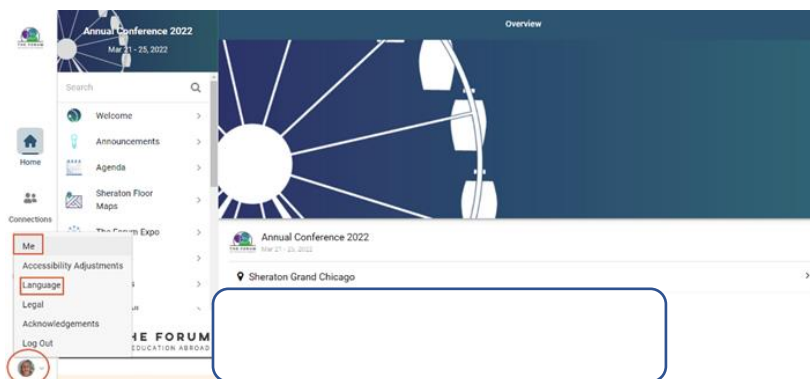

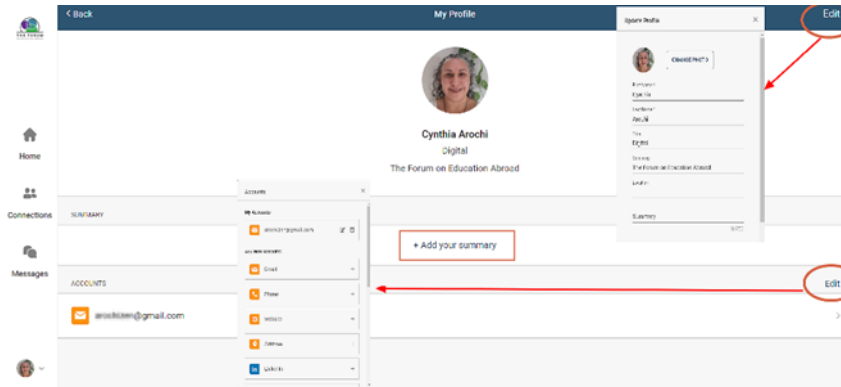*Figure 3. Editing the profile and setting up language*

Figure 4. Edit your profile.

Adding sessions to your personal agenda & filter

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. Just click on the "+" button. (Figure 5)
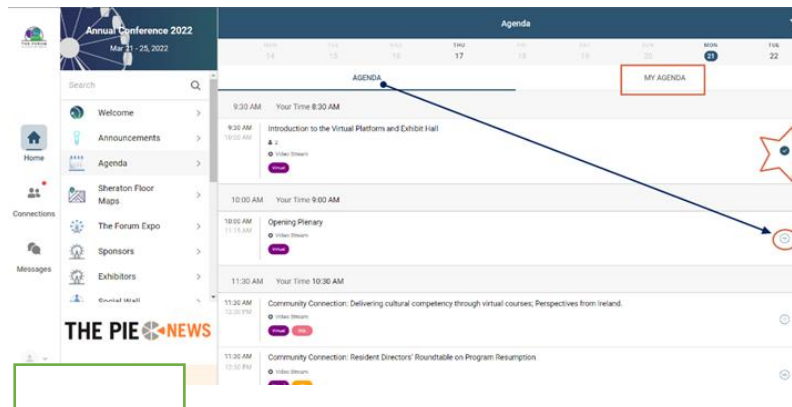

Figure 5. Create your personal agenda (My agenda)

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 6).
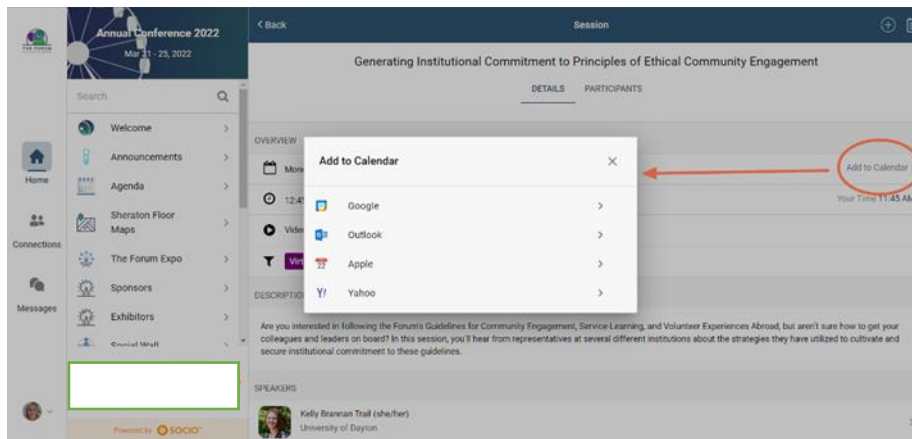
Figure 6. Add sessions to your personal calendar

You can filter the tracks by clicking the funnel icon at the top of the agenda, selected the one you are interested in and click "apply filters" to ensure it is saved. Only the sessions related to your selected tracks will show in the agenda. (Figure7)
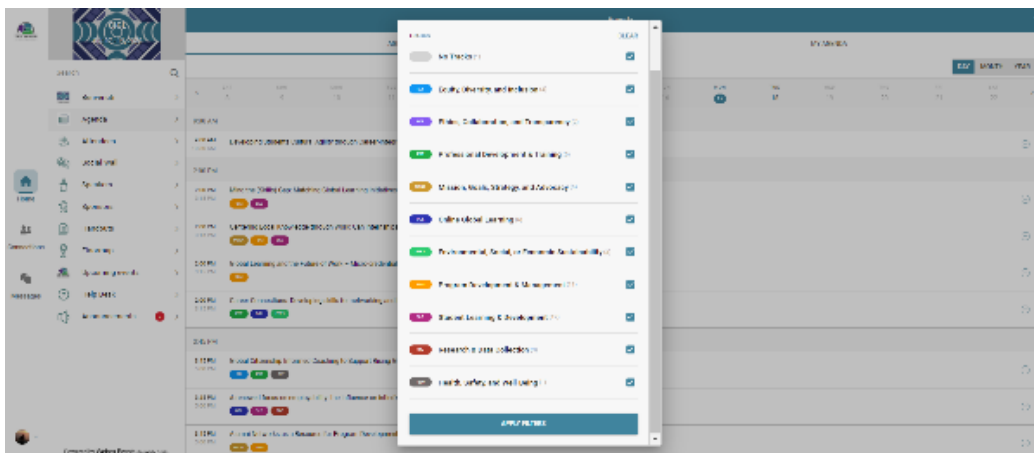

Figure 7. Add sessions to your personal calendar

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)**.**
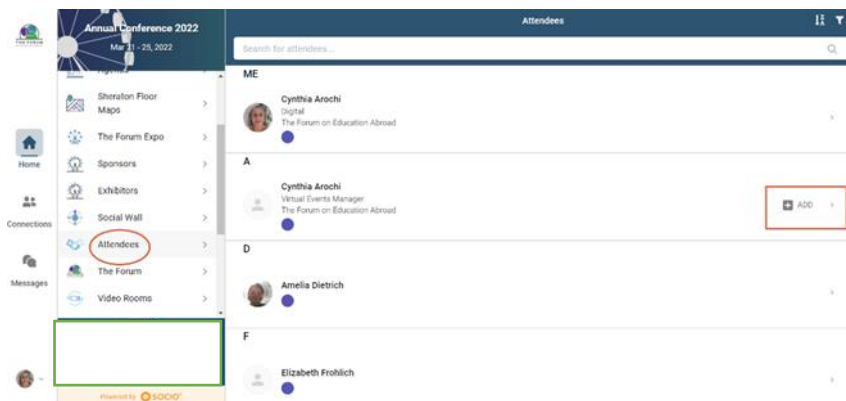
Figure 8. Connect with other attendees.

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).
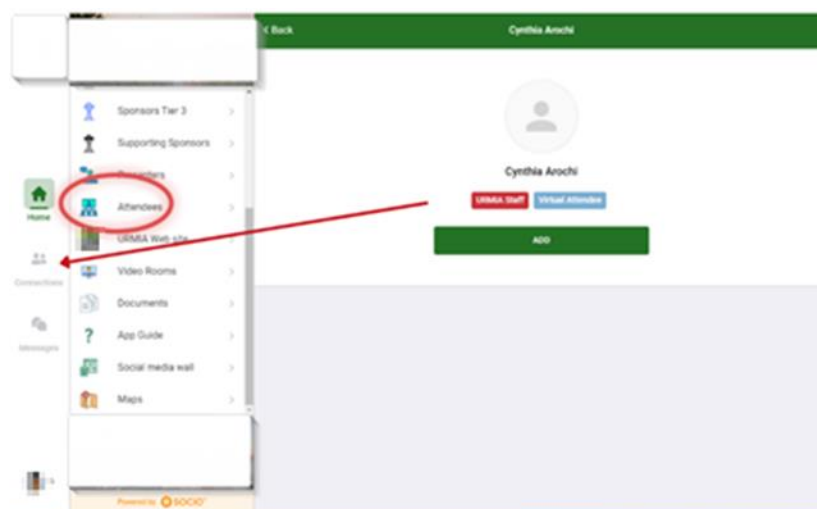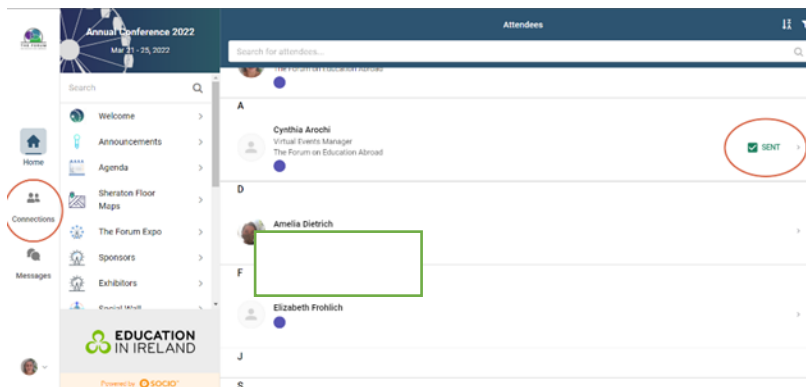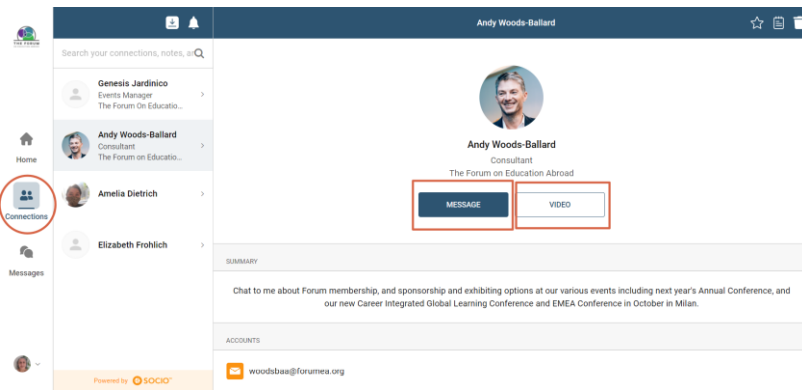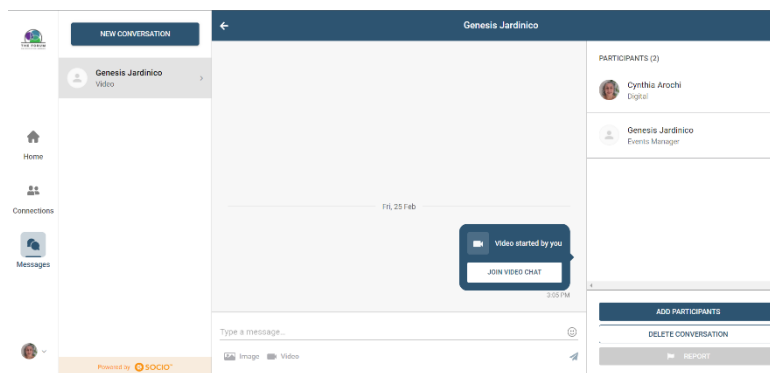
Figure 9. Connections.

Figure 10. Messaging or Video calling connections.

Schedule meetings with other participants

You can request and schedule a time to meet with other participants by selecting "**Meet**" (fig. 10.1)
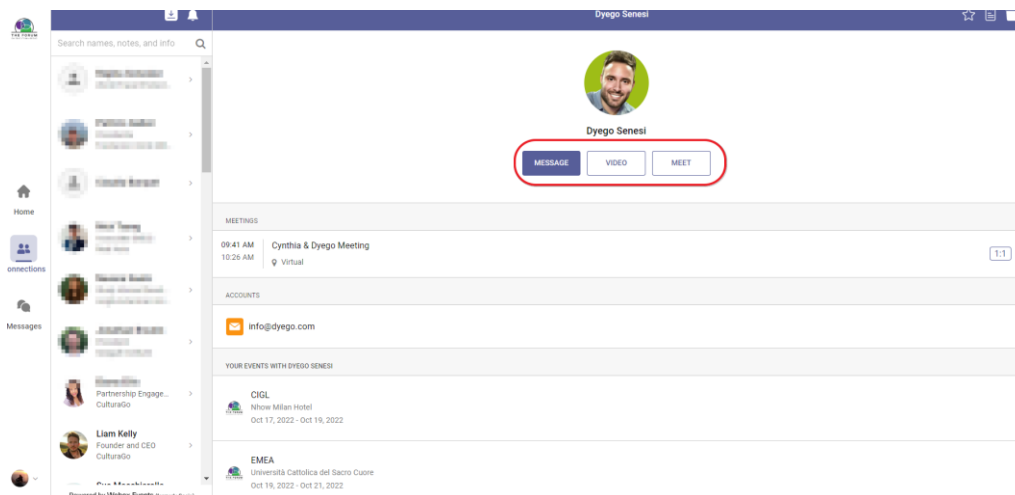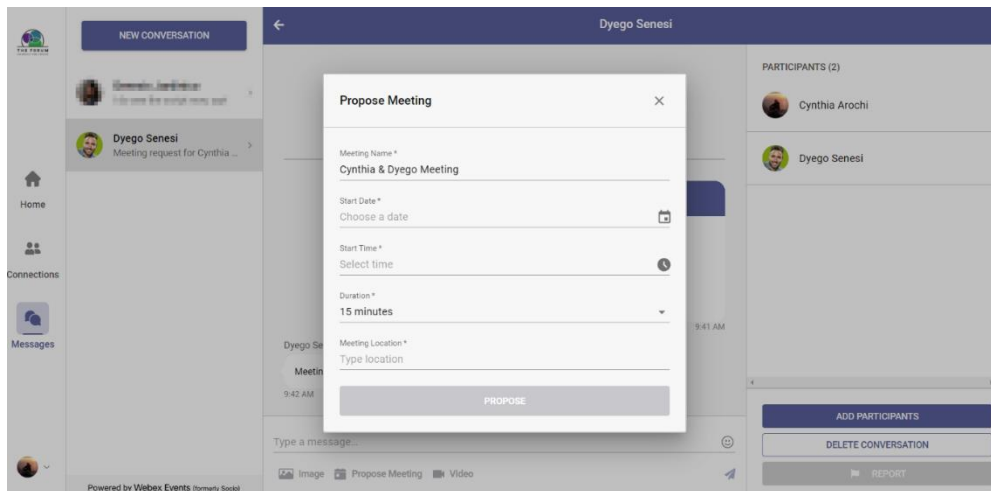

Figure 10.1. Selecting Message, Video or Meet with a peer participant

And then propose a time, date and location (fig. 10.2)


Figure 10.2 Propose a time, date and location

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 the Event's time zone, and beside you will see it in your local time if you are in another time zone (Figure 11).

Virtual

All sessions will begin promptly the start time indicated at 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).
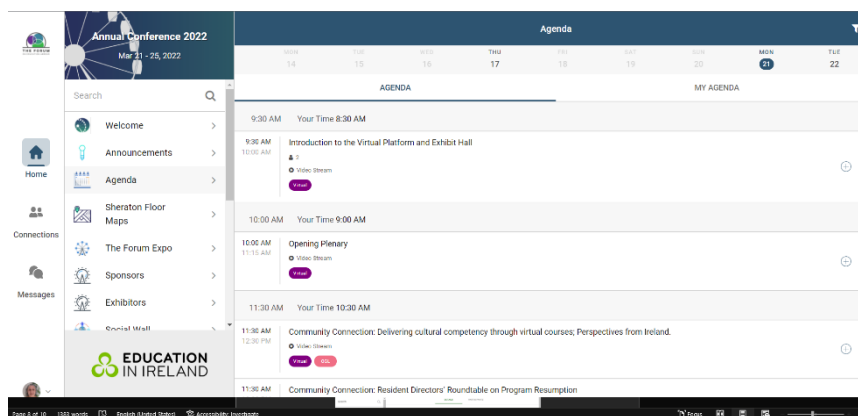
Figure 11. Entering a session

Click on the **Stream** button and it will redirect you to a dedicated **Zoom** session outside the Webex 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.
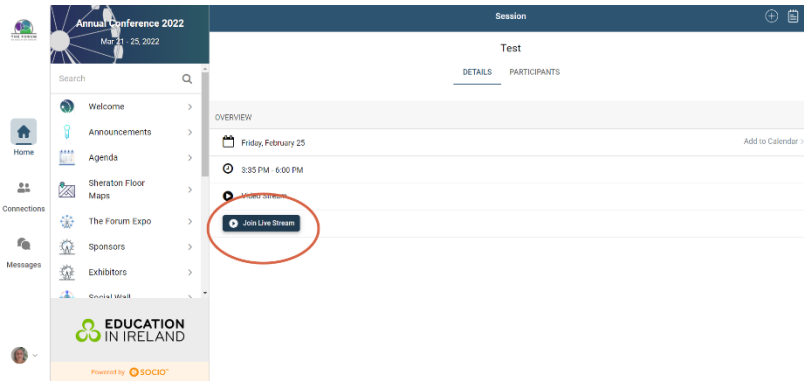

Figure 12. Joining a session

In person

Find the room of the session on the agenda and click to go to the floor map to locate it. You can also download the handouts provided by the speakers in the app (Fig. 13).
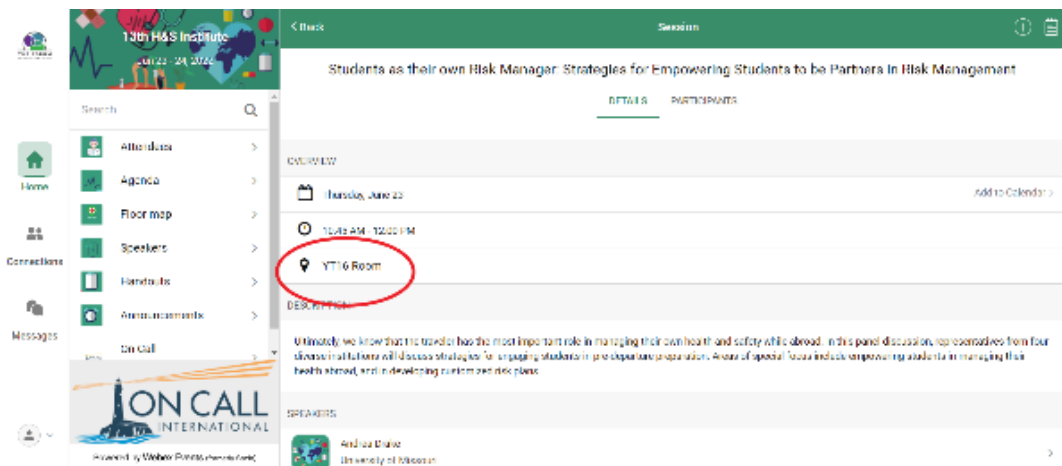

Figure 13. Room location of in person session

Sponsors & Exhibitors

Sponsors & Exhibitors 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 14).
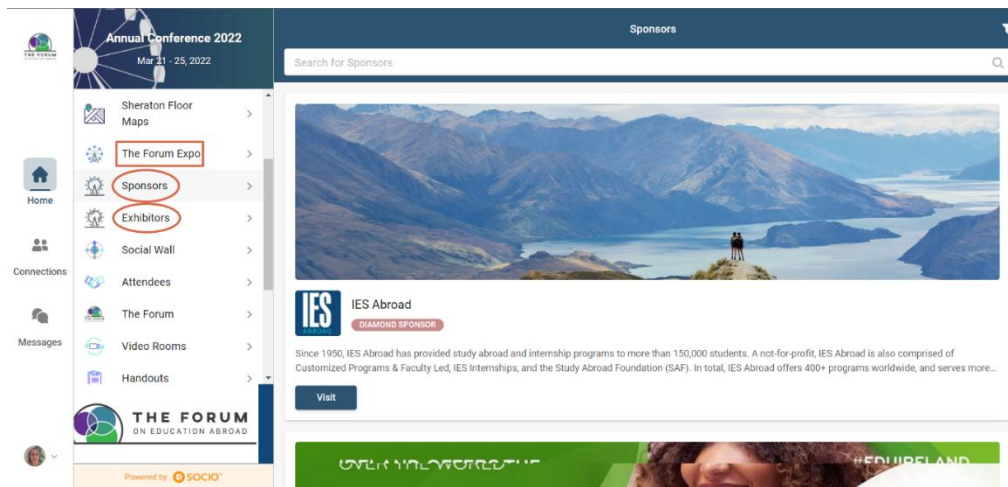

Figure 14. Exhibit and Sponsor booths

Tips for Quick Troubleshooting

- We have several events you might have attended so make sure you are in the right event.

- If you don't see a session refresh the page.

- If you wrote the wrong email or password log out from the app completely and log in again

- If you are in your app and nothing works uninstall the app and reinstall it again.

- If you have any other issues with the app send an email to: events@forumea.org
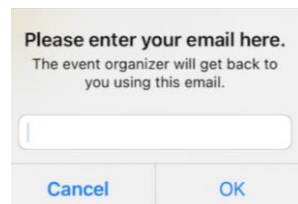
Troubleshooting for mobile app

If you get this message, when logging to the Forum app in your phone:
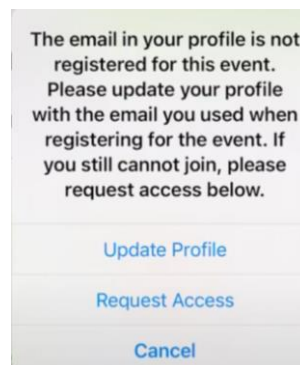
- Click on Update Profile to ensure you enter the right email address you registered to this Conference with.

- If you click Request access, a window like the below will show, this doesn't mean that the email was added automatically or changed.

This problem may happen because you had entered to previous Forum events with another email.

To solve this issue you have to log out of the app completely by following the next steps:

- Click on "Me" at the bottom right corner of the app.

- Click the Settings gear in the top right of the screen (sometimes it can be on the top left) of the screen

- Click "log out"

- Log in again, if it doesn't work and you see this screen again

- Go to Update Profile and under Add accounts add your email address we have you registered with.
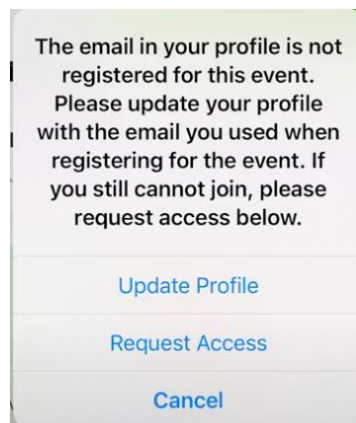
The app will stay open for 90 days. We look forward to seeing you soon!