



## VIRTUAL DELEGATE FAQS

**APPEA is excited to offer a virtual offering for the APPEA 2023 Conference and Exhibition. Employing the cutting-edge technology of *OnAIR* by the EventsAIR platform, combined with our onsite specialist audio visual suppliers, your APPEA 2023 experience will be one to remember, no matter where you are in the world.**

**These FAQs have been developed to assist you exploring the live plenary sessions, technical & business sessions on demand, poster presentations, world class exhibition, delegate networking and more!**

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## 1. What portal or software will you be utilising to deliver APPEA 2023 virtually?

APPEA has selected *OnAir by Events Air* to run its virtual experience for APPEA 2023. Virtual delegates will be able to attend conference sessions and interact or connect with the speakers and fellow members of the oil and gas industry including exhibitors and sponsors from the comfort of their office (or home environment).

## 2. As a virtual delegate, how and when do I gain access to the *OnAir* portal after I have registered?

The week prior to the conference, login details and the access link to the *OnAir* portal will be sent to the email address provided during registration. Should you have any trouble locating the link or your login details, please email us on

## 3. What equipment will I need to participate in the conference?

For best results, we recommend connecting with a Laptop or PC (ideally not an iPad, tablet or Mac) Ensure your connection is minimum 5Mbps for both upload and download. (You can check your internet speed at [speedtest.net](https://www.speedtest.net)).

A wired connection will provide you with a more consistent connection. To get the most out of the networking sessions, Meeting Hub and Exhibitor Meetings, wired headsets with microphones are best but not essential. Wireless headphones work but often let in more background noise and uses more resources of your computer to connect. Try to also avoid using Bluetooth headphones such as Apple AirPods. Webcam (if you wish to participate in the Meeting Hub and Virtual Exhibition). If viewing on a laptop, your inbuilt webcam will suffice.

## 4. What browser should I use?

We recommend using Google Chrome or Chromium to access the *OnAir* portal. We also recommend you clear your cookies and cache prior to logging in and disable any VPN's you may be using.

To optimise the broadcast of sessions, please do not use 'incognito' or 'hidden search' browser settings.

## 5. Logging in for the first time

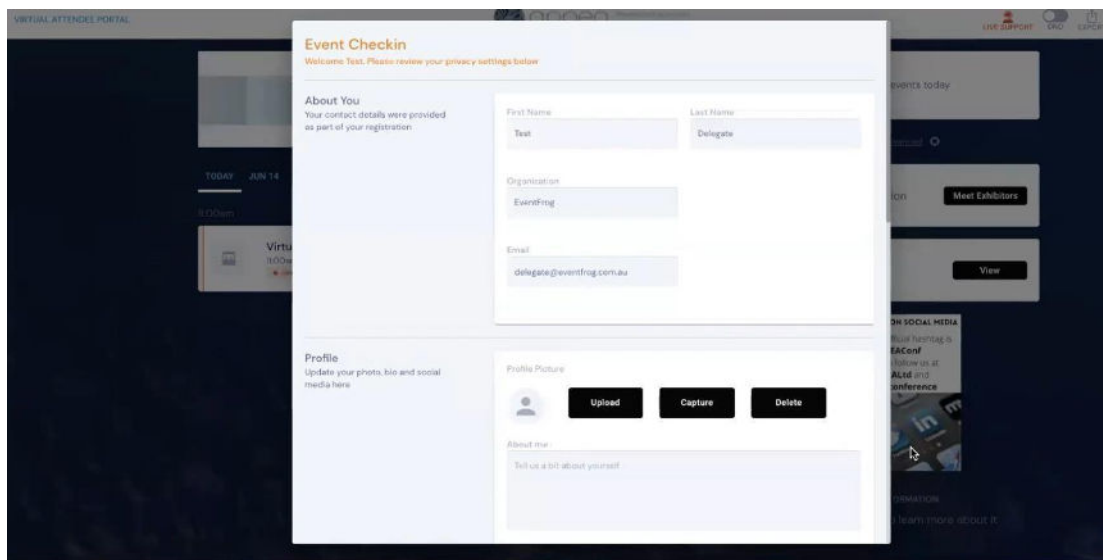
All registered attendees will be emailed direct a personalised login to access your profile.

When you first login to the *OnAIR* Portal, the Event Check-In window displays a section where you can update your profile, capture or add a profile photo and review your privacy settings. To edit or change these settings, please click on your profile photo at the top right of the screen and select 'My Settings'. Please check

that your time zone is set correctly to ensure the agenda displays in your local time. Please note the APPEA Conference program is published in AEST time.



**Note:** even though you allow your microphone & camera when setting your profile, you will not automatically be seen once logged in. This step is merely to ensure all devices are working properly & your connection is good should you opt to connect with others later on.



On your first time accessing the system, it is recommended that you log in early.

- Take the time to set up your profile, as this is what will be seen by other delegates and exhibitors.
- Familiarise yourself with the software layout – what is where and how you access sessions, IT support and other aspects of the system.
- There will also be short instruction videos to assist you – take time to watch them.

- This will mean you are fully prepared and ready to view APPEA 2023 and minimise any stress in accessing the live streams.

## 6. Joining a session

When joining a live session, a window will appear asking you to connect to the audio. If the webinar does not load or if you are having any technical issues viewing the session, please click on the Live Support icon located at the top right-hand side of the *OnAIR* Portal (red headset icon) for additional assistance.

### Live Sessions v's On Demand Sessions

The plenary program will be streamed live, as will the Sessions 5 in the business concurrent sessions (marked in the [final program](#)).

The entire technical and business program (otherwise known as the concurrent program) will be recorded onsite in Adelaide and will be available to watch on demand via the virtual platform, 48 hours following the session in question.

## 7. Using the 'timeline'

Sessions and functions that are happening each day are listed in the **timeline** in chronological order. **Please note the timeline also lists conference activities that are only available for onsite delegates such as the social activities – these will not have any interactive features for virtual attendees.**

You can click on any of the items in the timeline to view additional information and join the session or function. The *OnAIR* timeline will display in your browser's time zone. To edit your time zone, click 'My Settings' located at the top right-hand side of the *OnAIR* Portal. Please note the APPEA 2023 Conference program is published in AEST Time.

The screenshot displays the 'Program Agenda' section of the OnAIR Portal. At the top, it features logos for 'Woodside Energy' and 'ExxonMobil' under the heading 'Principal Partners'. Below this, the 'Program Agenda' is shown for the dates MAY 16, MAY 17, and MAY 18. A red vertical line indicates the current time is 6:34 PM on May 16. The agenda lists three events:

- 9:00am:** Plenary 1: Lead, Shape, Innovate - Accelerating to Net Zero (9:00am - 10:50am). Includes a 'Preview' button.
- 10:00am:** Morning Tea in the APPEA Exhibition (10:50am - 11:30am).
- 11:00am:** Plenary 2: Energy Security - The Challenge of our Time (11:30am - 1:00pm). Includes a 'Preview' button.

On the right side of the screen, there is a 'Meeting Hub' section with a 'View' button. Below that, a 'Visual Presentations' section is visible, featuring a large blue graphic with arrows pointing to 'Visual Presentations' and 'Live & Recorded Sessions'. At the bottom right, there is a 'MORE INFORMATION' link with the text 'Click on an event to learn more about it'.

## 8. Logged in and can't see sessions?

Log out, clear your browser history, cookies and cache and log back in. If you are having other connection problems, please use the Live Tech Support icon to ask for assistance (icon on top right corner).

## 9. How do I get help during the event?

If you are having any technical difficulties or need other assistance during the conference sessions, please either look at the FAQ section (click on the ? button) or click on the Live Support button at top right-hand side of your screen within the portal.



## 10. My screen is being cut off in a session

If you are using a laptop, we recommend setting your screen resolution settings to 100% as opposed to 125%. This will fix this problem.

## 11. Log in permissions

Each time you log in you will be asked to give permission for the portal to use your camera and microphone. We recommend allowing both features to maximise your experience as you will then be able to use the Exhibition Hall, Meeting Hub and video chat functions.

**Note:** even though you allow your microphone & camera when setting your profile, you will not automatically be seen once logged in. This step is merely to ensure all devices are working properly & your connection is good should you opt to connect with others later on

## 12. How do I ask a question to a presenter in a session?

### Plenary & APPEA Panel Series Sessions

Use the **question box on the right-hand side of the screen**. Once submitted your question will be added to the list of all questions submitted. Please note as we will

have questions coming from delegates onsite in Adelaide in person, via the mobile app and the virtual platform, the volume of questions submitted may mean it is not permissible to answer them all. All efforts will be made to answer as many questions as possible.

### Technical & Business Concurrent Sessions

As the majority of concurrent sessions will not be broadcast live, we encourage you to contact speakers via the Meeting Hub feature on the portal – you can send text questions that the speaker can view and respond to wherever possible.

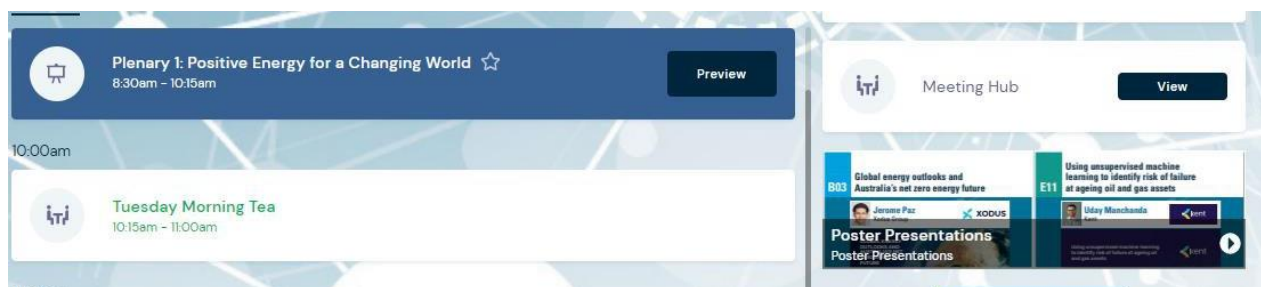
## 13. Using live Q&A

Some sessions will run a Live Q&A so you can write in questions to the speakers. Use the **Live Q&A tab on the right-hand side of the session page**

## 14. How do I connect with other attendees at the event?

Connect at any time with any attendees or exhibitors by visiting the Meeting Hub and request a connection. Once connected you can exchange details via text, live chat, audio or video call or arrange a one- on-meeting.

Note: APPEA 2023 does not have a virtual exhibition or virtual networking events.



## 15. Using the Meeting Hub

The Meeting Hub allows you to connect and communicate with other attendees.

- Once you have located an attendee you want to connect with, click the 'Connect' button.
- Once the other attendee accepts your request, you can choose to interact with your connection by starting a live chat or live video call. You can also schedule to meet at a future time, send messages and take notes.
- Contact information for all attendees you have connected with will be included when you export your contacts (see the Exporting your Notes and Contacts for additional information).





**NB** You cannot see yourself in the Meeting Hub so do not be alarmed if you are not visible.

## 16. How do I export my notes and contacts from the event?

Any notes you take during sessions can be exported at the end of the conference and emailed to your registered email address. Additionally, any contacts you make in the Meeting Hub will be emailed to you at your request.

