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1. ACCESSING THE VIRTUAL EVENT

All registered delegates will be provided access to the Chime Live app whether they are planning to attend in-person or not. One day prior to the start of the event, you will receive an email from the event platform with the subject "BC Physiotherapy Conference– Virtual Platform Login Credentials". This email will include your personal login credentials and a link to the Chime Live portal for this event. Click on the URL and then enter your login credentials when prompted, as provided in your email.

- If you have any difficulties logging in, click on "Need Help?" from the login screen and follow the prompts.
- Otherwise, if you have questions about the event, please email Jordan Humphries from Pace Group Communications at JHumphries@pacegroup.com.
- The Chime Live virtual event platform is best experienced on a laptop or desktop device using Google Chrome. Internet Explorer is not supported.



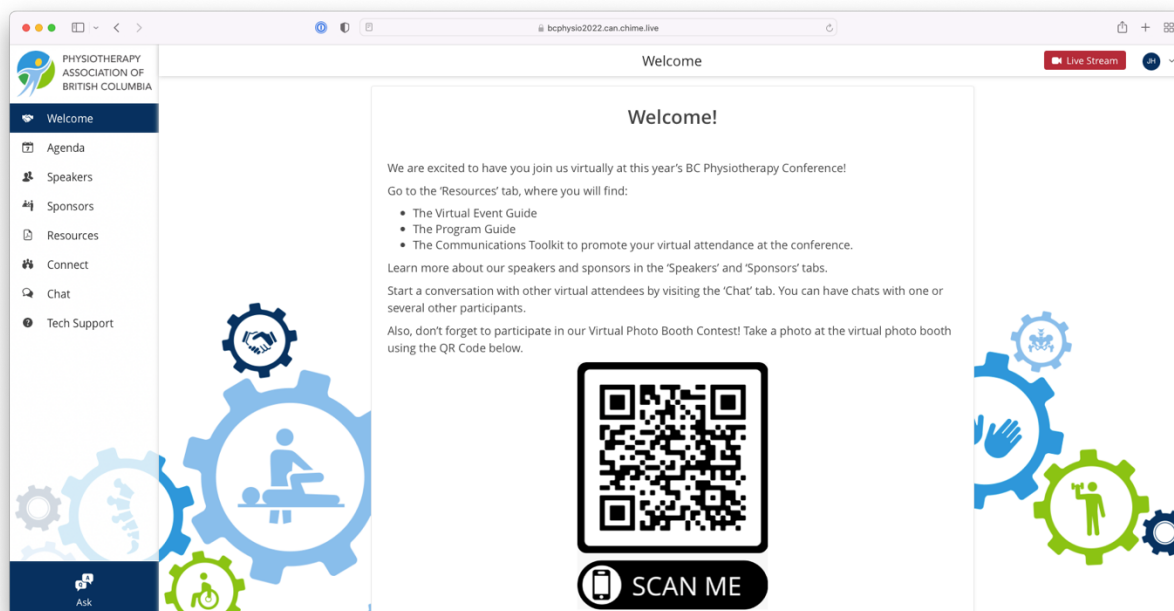
2. USING THE CHIME LIVE PLATFORM

Most agenda sessions will be streamed live via the Chime Live platform. In addition, we will be using the platform to facilitate Q&A during presentations, as well as AGM specific voting for the virtual attendees authorized to vote. Finally, we encourage all delegates to utilize the delegate-to-delegate networking feature, so that those attending the event virtually can enjoy a more fulsome experience. Below are detailed instructions on each Chime Live functions.



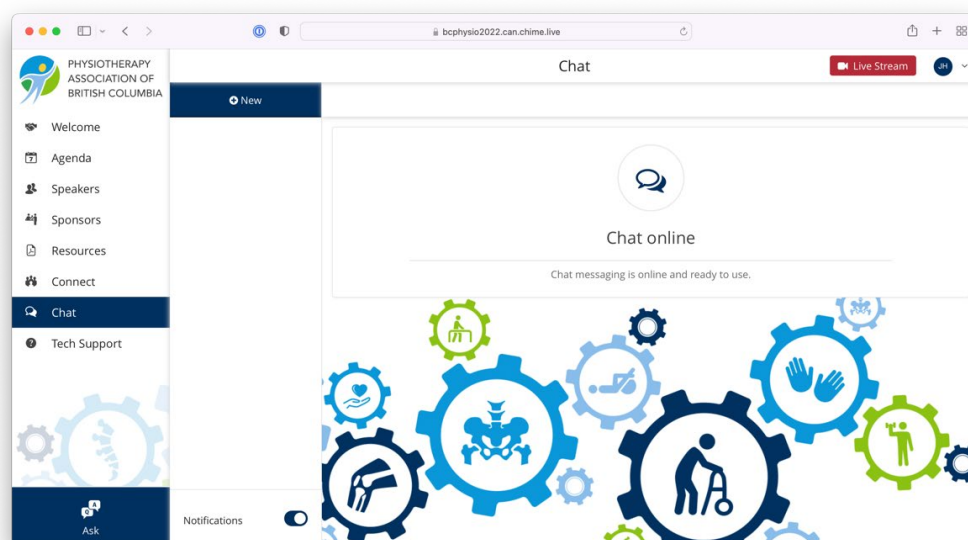
a. THE PORTAL

Once you log in, the first page you will land on is the portal. The tabs in the left-hand column will help you navigate through the event platform.



b. CHAT

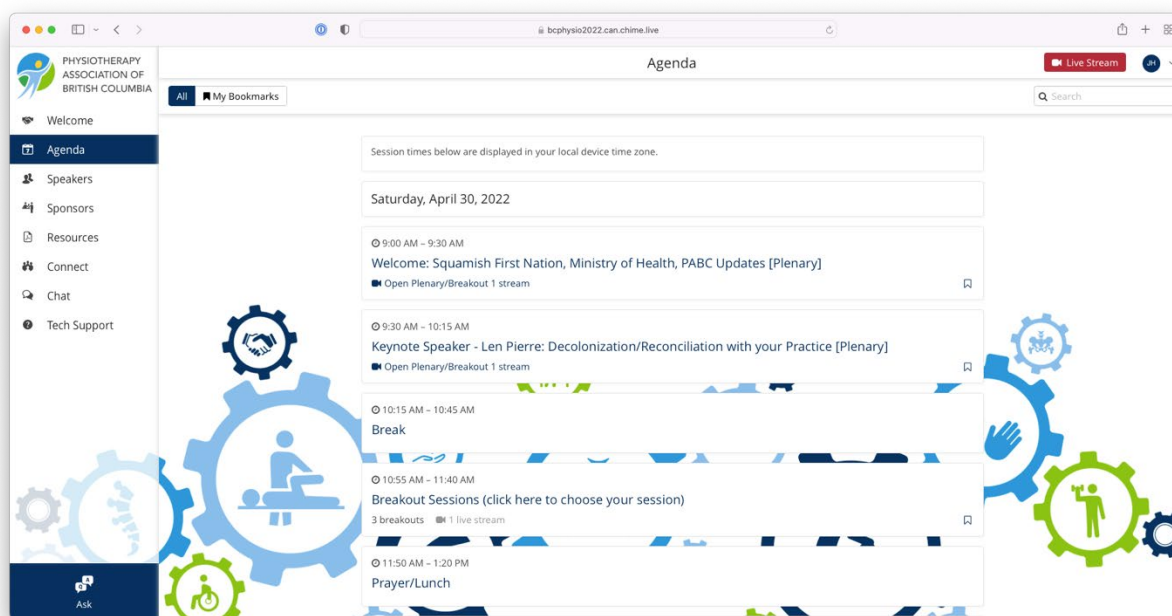
To chat with other delegates, click on the 'Chat' button from the left-hand navigation. Here you'll be able to see the full list of delegates who have allowed themselves to be visible in the delegate list. Delegates are listed in alphabetical order by first name. Click on a delegate and click on the speech bubble/chat icon and enter text to begin.





c. **AGENDA**

This tab will take you to the event program and is how you access the livestreamed presentations. You can filter the sessions by date or search by keyword.

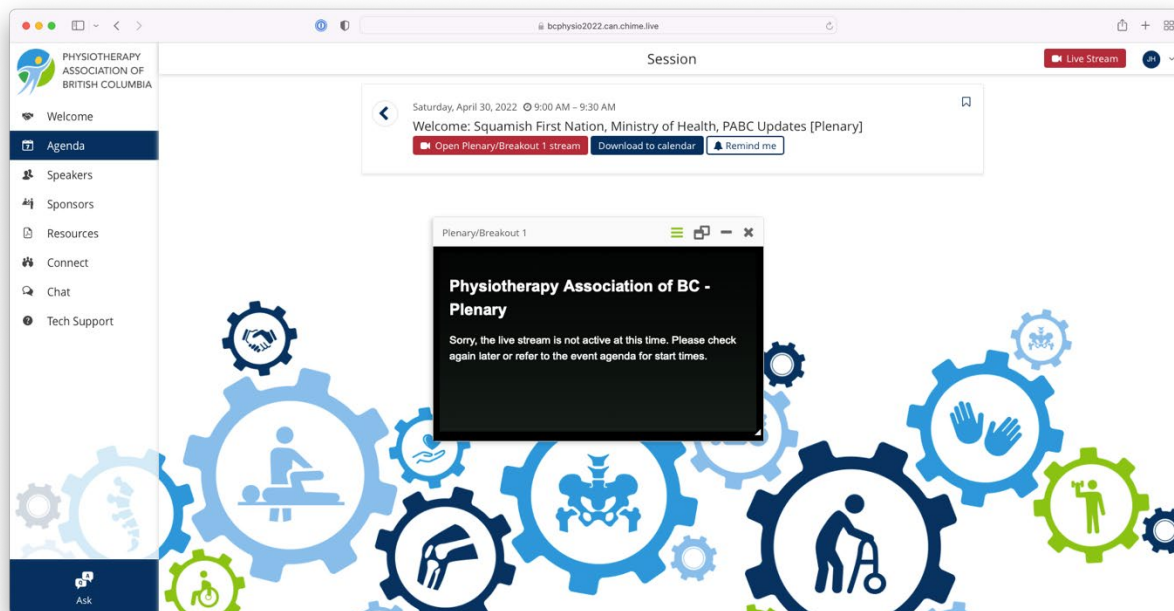


d. **HOW TO PARTICIPATE IN A SESSION**

To participate in a session, click on 'Agenda' from the left navigation and then select the session you're interested in participating in from the available sessions. To access the stream for your session, please click on the "Open [stream name] stream" button below the session title, which will open a video window. Once the session is live, you can expand to "Full Screen" at the bottom of the video space.

To return to the agenda, close the video window by clicking the 'X' on the top right of the window, and then click the left arrow next to the session name.

During the AGM, matters that require members to cast their vote will pop-up on your computer or mobile device, as long as you're logged in. Only authorized members will be prompted to vote. In order to cast your vote, make a selection from the available options and then click Submit.



3. TROUBLESHOOTING AND HELP

We encourage you to read through this Virtual Event Guide, and to login and familiarize yourself with the platform, before the event kicks off. If you have questions or require assistance prior to the event, please email Jordan Humphries from Pace Group Communications at JHumphries@pacegroup.com.

For assistance in real time during the event, from the Chime Live portal, please visit the Tech Support tab on the left-hand side and click on the "Contact Encore Support" button located near the bottom of the page.

Everybody has different browser configurations and network settings/restrictions which, in extreme cases, may warrant trying a different browser and/or network just to have a clean environment to engage with Chime Live through. In case something isn't working, to isolate the root cause, we often suggest trying:

1. Private/incognito window in your browser
2. Different browser
3. Disabling any operating system level VPNs or firewalls which may be blocking a specific website
4. Different network
5. Different computer



Other Potential Issues and Possible Solutions

Issue	Possible Solutions
Session is not yet live	Ensure you're viewing a session at the date and time that it is expected to be live. Check that your time zone is correct (Your Profile).
Getting video, but no audio	Ensure your speakers are not muted, none of the controls on the stream (if available) are muted, and no other tab is occupying your audio channel
Microphone or webcam isn't working	Check to make sure you've granted the browser tab for the virtual event access to your microphone and webcam, this is usually toggled via a little video camera icon in your URL bar

4. VIRTUAL EVENT BEST PRACTICES

- ☐ Use high speed internet connection, if possible
- ☐ Hard wire your internet to your computer, if possible
- ☐ Plug in laptop or make sure it is fully charged
- ☐ Close out all unnecessary programs, including email and communication platforms, to minimize distractions
- ☐ Set your out of office during the event as you would if you were in person
- ☐ When using video, bring your laptop or camera to eye-level or slightly higher and position yourself in the center of the screen
- ☐ Use a microphone or headset when speaking and be aware of background noise – papers shuffling, pens clicking, etc.

We look forward to connecting with you at the BC Physiotherapy Conference!