

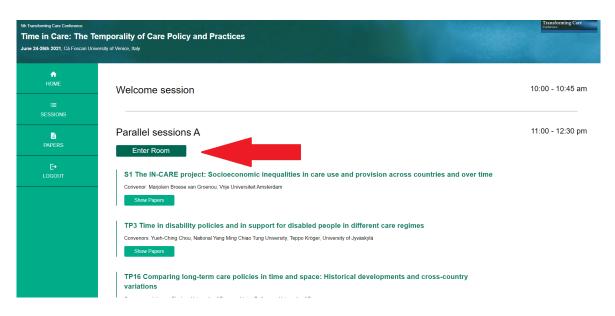
## IMPORTANT INFORMATION ON HOW TO ATTEND THE CONFERENCE

Dear Participants,

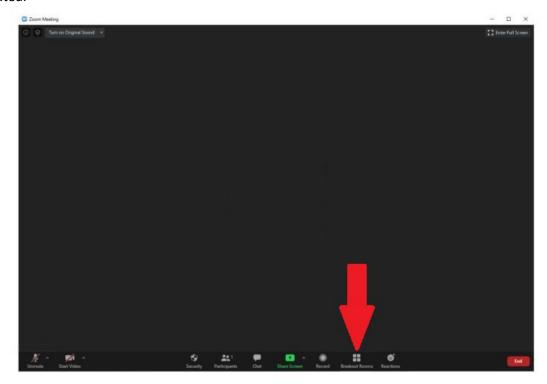
Thank you for registering for the Transforming Care Conference 2021.

Please find below some important information on how to attend the Conference:

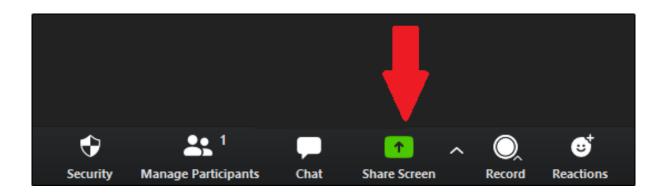
- 1) The conference will take place on the Zoom platform. We therefore recommend that you **download or update Zoom to the latest version**. Please, to update Zoom follow this link: <a href="https://support.zoom.us/hc/en-us/articles/201362233-Upgrade-update-to-the-latest-version">https://support.zoom.us/hc/en-us/articles/201362233-Upgrade-update-to-the-latest-version</a>
- 2) After registration, you have received an email from registrationtcc@dinomail.it with your personal account details. These details are necessary for attending the online conference and give you access to your private area at the conference site. Please note that your personal account details are strictly personal and cannot be transferred to anybody.
- 3) On your private area, in "Home", you will find the Conference program of the current day. For each session, you can find a button "Enter Room". Click on it to join the session.
- 4) For **plenary sessions** (Opening, keynotes, Round table etc.) you will enter the room directly by clicking on the "Enter Room" (see picture below).



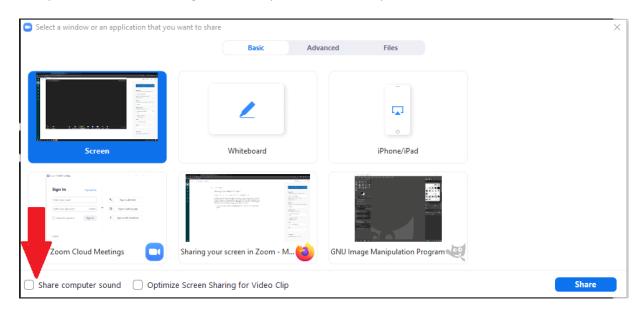
5) For paper sessions (Symposia and Thematic panels), you will enter first a main room by clicking on the "Enter Room" button. Once in the main room, you will have to join the Thematic panel or Symposium which will take place in a specific breakout room. In order to view the list of available rooms, you need to click on "breakout rooms" at the bottom of the Zoom bar (see picture below). Each specific paper session will take place in a room called ROOM 1/ROOM 2/ROOM 3 etc. In the Conference program, you can see in which ROOM your Symposium/Thematic Panel of choice is located.



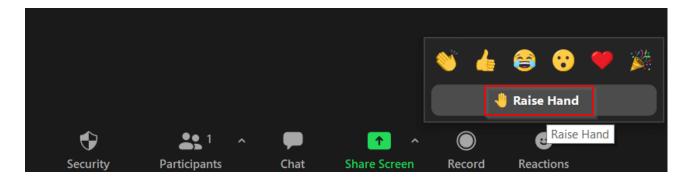
- 6) Once you have selected and entered a breakout room, should you want to switch room to attend another paper session, you need to leave the breakout room and choose another one by clicking on "breakout rooms". Then you can select another breakout room from the specific menu.
- 7) Also coffee breaks will take place in different breakout rooms called COFFEE ROOM 1 / COFFEE ROOM 2 / COFFE ROOM 3, etc. You will find them using the same button "breakout rooms". Please feel free to join any coffee room and invite other participants there.
- 8) During the conference, we kindly invite you to turn on your webcam and to turn off your microphone if you do not need to speak, in order to avoid background noises. When you enter the meeting, your microphone is automatically set as "mute".
- 9) If you need to share slides or other contents during your paper presentation, please click on the green button "share screen", on the bottom Zoom bar.



10) If you need to share a video or audio contents, use the same "Share screen" function and then, please, remember to flag "Share computer sound" (see picture below).



- 11) A chat function is available to ask questions during the presentations and discussions. The chair of the session will manage the chat. When using the chat you can either send a message to everybody in the room where you are, or send a private message to other participants.
- 12) If you wish to ask a question or to intervene in the discussion, you may "raise your hand" by clicking on Reactions and select Raise your hand (see picture below).



- 13) During each (parallel) session there will be one person from the organization the can help you with small **technical problems** (slide share, mute and unmute participants when needed etc.). The person will notify the convenor/chair of the session of their presence at the beginning of the session. For more complex issues, please send a chat message to one of our technical staff members that will always be online. Their Zoom names are *Technical staff/Matteo* and *Technical staff/Alessandro*. In each session there will be a breakout room called "TECHNICAL ROOM". Should you require specific technical assistance that needs to be discussed, please, go to that room and invite a member of the Technical staff to join you.
- 14) We remind you that the conference is audio and video recorded. The conference video recordings are accessible for registered participants only. They will be available in your personal area for a limited number of days after the end of the Conference. Afterwards, recordings will be destroyed.