Guidelines for technical chairs

Thank you! First of all we would like to thank you for supporting GeoKarlsruhe 2021 as a technical assistant. We could not realise this congress without you.

YOUR TASKS

1. **HOW TO LOGIN:** You will get a list with login details for the software used. Log into your respective zoom account and open the room. Now you will be the host in this room with maximum rights for support.

2. **YOUR ZOOM NAME:** "first name last name (technical support)" (use right mouse button to change your name).

3. **30 MIN BEFORE:** Be inside the room 30 min before the actual session starts

   - **MAKE SPEAKERS / CHAIRS CO-HOSTS:** Let the speakers enter, welcome them and make the moderator/session chair your co-host (but never the host!). All other speakers will get the "speaker" role.

   - **SPEAKERS' CHECK:** Do a quick microphone, camera and screensharing check with each speaker (in presenter mode), and camera and mic for the moderators.

   - **TROUBLE SHARING A PRESENTATION:** In case someone cannot share their presentation have them send it to you in advance (to your e-mail or through the chat) so you can share it from your side, with the speaker saying "next slide" or something similar. In case that it's too big to be sent per e-mail, call 0173 35 39 301.

   - **HOW CAN TO ASK QUESTIONS:** Make your session chair keep an eye on the chat for

     a) questions from the audience, and

     b) questions from you in case of problems.

   - **CHECK FOR SPECIALS:** Check back with your speakers to see whether something like a whiteboard, breakout rooms or similar will be needed (we will forward any information we get on this beforehand, but once in a while people are spontaneous).

4. **LET ALL IN:** When all is fine – please check this with the session chair(s)! – and the time is up let the participants enter. Also, regularly check the waiting room for newcomers during the session.

5. **YOU'RE THE FIRST TO WELCOME THEM TO THE SESSION:** Right before the session officially starts, welcome everybody and mention that you are the technical assistant for this session so that people can turn to you should they have immediate technical problems inside the room. (More on that below.) Say for example:
   "Welcome to session xyz. My name is … and I am your technical assistant in this session. Should you have any technical problems reach out to me via the chat. Please make sure to keep your mic turned off at all times during the session, unless you give a presentation of course, or want to ask a question. And now I hand over to the session chair Ms./Mr. …" (Feel free to adapt the wording.)

Please post this to the chat: *Number only for technical issues: +49 173 35 39 301*
You may keep your camera turned off during the session.

6. **YOUR TASKS DURING THE SESSION:** During the session you are responsible for a technically calm and smooth session:

   a. **MICS OFF:** Check if everybody's mic is turned off (except whoever is speaking at the moment, of course). In case a participant still has their mic on you turn it off for them (without asking). Should they wish to ask a question afterwards they are free to turn it on again themselves.

   b. **ASSISTANCE TO THE SPEAKERS:** If a speaker has a problem support them as much as you can, e. g. by sharing their presentations for them, or checking their user settings.

   c. **QUESTION DURING SESSION:** Keep an eye on the chat, mainly to check for help requests. Questions will be checked and collected by the moderator/session chair.

   d. **RUDE BEHAVIOUR:** In case someone disturbs the session by posting rude comments or violating the general code of conduct you might choose to remove them from the session completely. Should you feel unsure about this get in contact with either your session chair or us. Remove seriously improper comments.

7. **WHERE YOU GET HELP:** We will provide you in advance with an "FAQ on problems in zoom rooms". Also, you will get a phone number which you can call should some problem be persistent. One of our experienced technicians will be available for your questions right before and during the session.

8. **SEND ANNOYED PARTICIPANTS TO US:** Should anybody (especially a participant) be seriously annoyed about something please directly and kindly refer them to us.

Should you get seriously stuck at some point we offer you the following support options:

- Call us at 0173 35 39 301 (Ms. Ogarit Uhlmann)
- Use the Signal chat group to get in touch with us.
- Send us an e-mail to help@fu-confirm.de

Finally: Be assured that most sessions run absolutely smoothly and almost all problems can be easily solved.

For possible problems and solutions, please see next page.

Good to have you on board!

Possible problems and solutions:

No sound or camera picture

- Please use the latest version of Chrome, Edge or Firefow browser.
- Did you allow access to camera and microphone inside the browser? If not, please grant the access (after clicking on the lock symbol a small window will open on the top left or right of the browser):
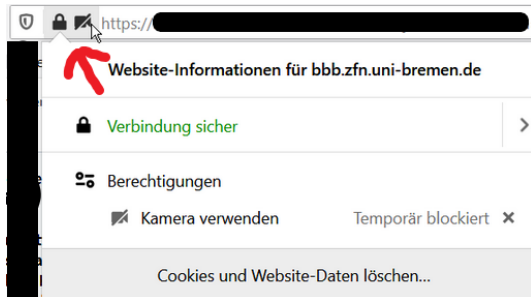
For Apple users: Did you adapt your Mac's security settings?
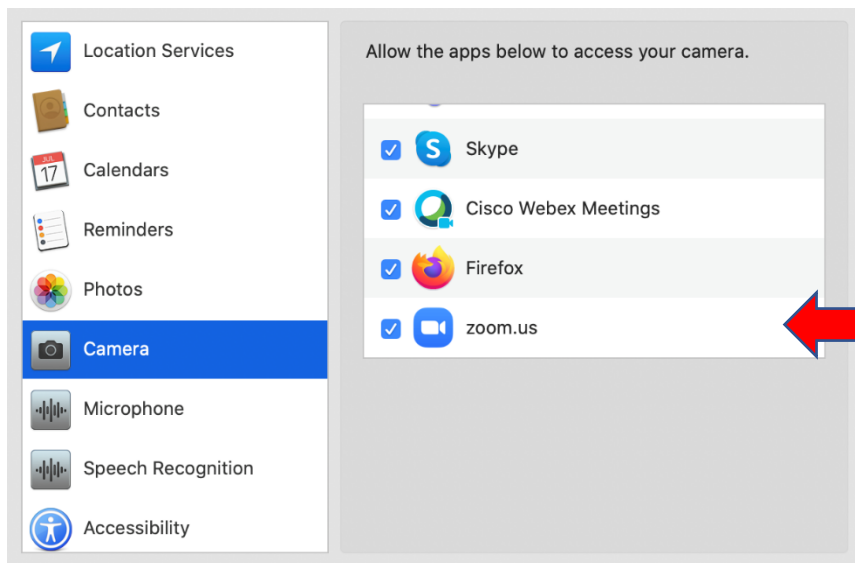
- Inside Zoom click onto the little arrow next to mic or camera and choose the connected application.
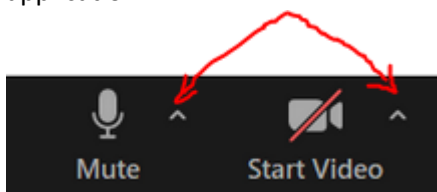
- Is there another video conference tool active somewhere in the background (MS Teams, Webex, another Zoom room, others)? These might block access to your camera or sound.

Cannot display your screen?

- Are you working with two screens? If so, please unplug one or choose the right screen.
- First open your presentation so that it is displayed in the task bar, second share your screen. Your presentation should now be available for sharing.
- Are you working on an Apple device? If yes, allow the following (in security settings):