



Attendee FAQs

Thank you for participating in the 2021 Annual International Teachers' and Advisers' Conference. We have created this guide which we hope will answer any questions you might have and help you to get the most out of the conference.

Please read the below in advance of the event, and if you have any further questions, either email events@ucas.ac.uk or visit the helpdesk on the platform.

What are the event timings?

- You can log in and update your personal profile from Tuesday 1 June.
- You can log in, book meetings with speed networking UK higher education providers, and view the agenda from 08:00 on Monday 7 June 2021.
- The live conference programme takes place from 10:00 on Monday 7 June to 15:15 on Tuesday 8 June.
- The event content will be available on-demand from 11 June until 7 July 2021.

How can I make the most of the conference?

- Use Google Chrome to access the event – this is essential to get the best experience.
- Log in and add the detail to your personal profile from Tuesday 1 June.
- Plan the sessions you want to attend and add them to your personal agenda from 08:00 on Monday 7 June – so you don't miss that important session when it starts.
- Have a look at the agenda [here](#) before the event to think of some questions you would like to ask. Jot them down and have this with you during the event, then make sure you ask! You can do this via the text chat within the session.
- If you have signed up to participate in Speed networking at 15:40 – 18:00 on Monday 7 June and 15:30 – 18:00 on Tuesday 8 June, make sure you book meetings from 08:00 on Monday 7 June. Do this by going to the Speed networking link in the lobby. Click on the provider you would like to meet with and the time slot you would like.
- Join in the conversations. The Networking Area will have polls and discussion topics related to the conference content.
- Start conversations. The platform allows you to search for colleagues and peers that you might normally catch up with at a physical conference. To do this, go to the 'Who's here'

icon on the top right menu. You can search for specific people or filter by organisation type, attendee type or county.

- All of the content (session recordings, presentations and handouts) will be available on-demand for 30 days after the event, from 11 June to 7 July 2021. So please make sure you take advantage of this to view all of the sessions you didn't get chance to on the day.

How do I log in?

You will receive two emails from us with links to the platform, the first a week before, asking you to sign in and create your personal profile in advance of the event being live, and the second a few days before.

If you experience any issues please test your connection. Please use this link to test your audio and video is working fully so that you can participate in video meetings and live content

<https://embed.archiebot.com/connection-tester>

Please ensure all other applications/apps are closed on your mobile/PC which may use camera or audio e.g. Teams, Google Hangout, Zoom, Facebook messenger etc. Any other product with video or audio may stop you being able to hear or see the live content.

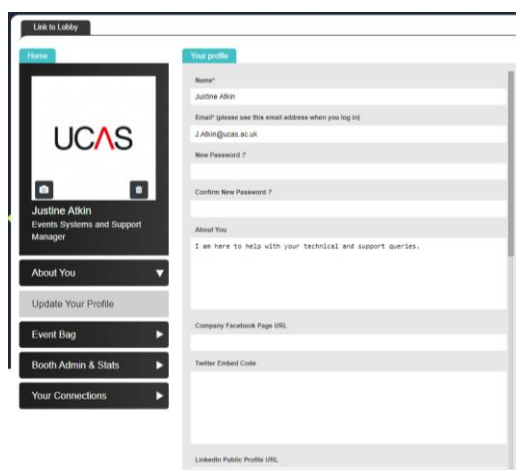
How do I create my personal profile?

Please note that, until Monday 7 June, you will only be able to access your personal profile - this is your own personal hub where you can set your profile, view/download any resources you have collected, and see what connections you have made during the event.

Here you can:

- Add a profile photo
- Provide a short description of yourself
- Update personal details
- Set privacy settings

Complete your profile before 7 June to enhance your experience with other delegates, speakers and speed networking UK higher education providers during the event.



The screenshot shows a web interface for a user profile. On the left is a sidebar with a 'Link to Lobby' button at the top, followed by a 'Home' button. Below these is a profile card for 'Justine Alkin', Events Systems and Support Manager, with a dropdown arrow. Further down are links for 'About You', 'Update Your Profile', 'Event Bag', 'Booth Admin & Stats', and 'Your Connections'. The main content area is titled 'Your profile' and contains several input fields: 'Name*' (filled with 'Justine Alkin'), 'Email*' (filled with 'J.Aldin@ucas.ac.uk'), 'New Password?', 'Confirm New Password?', 'About You' (with a placeholder text), 'Company Facebook Page URL', 'Twitter Embed Code', and 'LinkedIn Public Profile URL'.

What happens in each area of the event platform?

Lobby

This is the central hub of the conference. This is where you will first enter the platform and be greeted with a message from Louise Evans, Head of Operations Transition at UCAS, and the conference host.

From here you can follow the direction signs to the different areas of the event – Agenda, Networking area, Conference rooms, Speed networking, Resource centre, Open days and 360 campus tours and Help desk.

UCAS



Agenda

This displays the complete programme of sessions in time order so you can choose which sessions you would like to attend.

UCAS



Networking area

Here you can get involved in discussions on specific topics or simply connect with other delegates, speed networking UK higher education providers or speakers.

We all know that networking is one of the main things you miss from being at a physical conference, so make the most of this experience and join in!

Please note that networking in this area is public. If you would like to message someone privately, go to 'Who's here' or your profile (more on that later).

Conference rooms

This will link to all of the sessions happening at the event, in time order. You will see a 'live' tab. This will take you to the live content on the day. An 'on-demand' tab will be added on 11 June, which will take you to the on-demand content. This will remain on the platform until 7 July.

The screenshot shows the UCAS event platform interface. At the top, there is a navigation bar with the UCAS logo and four icons: a clock, a person, a star, and a gear. Below the navigation bar, there is a 'Link to Lobby' button. The main content area is titled 'Live Presentations' and features a table of sessions. The table has three columns: 'Title', 'Date & Time', and 'Presentation'. The sessions listed are:

Title	Date & Time	Presentation
An introduction to the event	07/06/2021 10:00	Louise Evans, Head of Operations Transition, UCAS
Plenary one: UCAS Update	07/06/2021 10:10	Aaron Powell, Chief Digital and Data Officer, UCAS and Managing Director, UCAS International, UCAS
Plenary two: Degrees of Sanity - the mental health of students in 2021	07/06/2021 10:50	Dr Dominique Thompson, GP and Director, Buzz Consulting
Breakout session one: How to prepare a great portfolio	07/06/2021 11:40	Georgia Steele, Academic Coordinator, Access and Progression to HE Programme; Curriculum Leader, Foundation Plus, UAL, Expand...

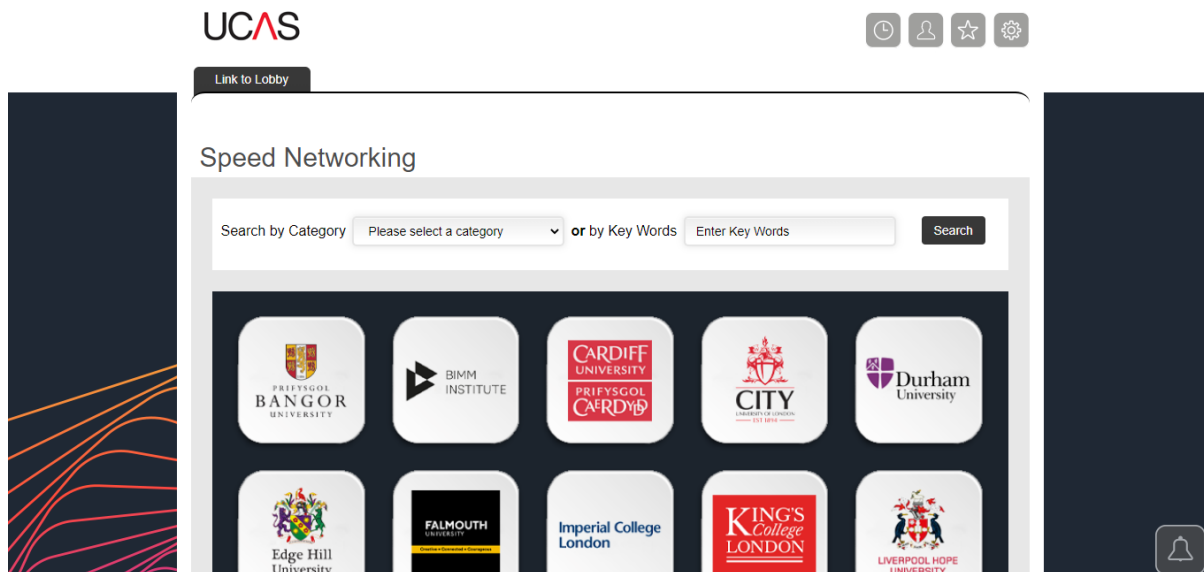
On the right side of the interface, there is a 'Conference Day' dropdown menu set to 'All'. At the bottom right, there is a notification bell icon.

Speed networking

Speed networking will take place between 15:40 – 18:00 on Monday 7 June or 15:30 – 18:00 on Tuesday 8 June. It will give you the chance to have face to face video meetings with representatives from the 37 participating UK higher education providers.

If you are taking part, ensure you add your profile to the event platform before 7 June.

You will be able to book meetings from 08.00 on Monday 7 June. To book a meeting, go to the Speed networking link in the main Lobby. Here, you will be able to see all of the participating UK higher education providers:



Click on an organisation, then 'Book a meeting' and 'date'. Here, you will be able to see the bookable meetings. Meetings are 15 minutes in length. To book a meeting at a suitable time, simply click on the green 'book' button. Once a meeting has been booked, you will get an email confirmation. Click on the attachment in the email to add the ical to your calendar.

Please note that speed networking UK higher education providers will also be able request a meeting with you. They can do this by sending you a message, which will pop up on the platform, in your profile inbox, and you will also receive an email.

To join a scheduled speed networking meeting, either click on the link in the email confirmation, or go into the Speed networking hall and click on 'Join a meeting' – then click on 'launch meeting' within the scheduled meeting time slot.

Resource centre

Here there will be a conference attendee list and any speaker handouts.

Open days and 360 virtual campus tours

Have a look in here for UK higher education provider 360 tours and open day information.

Help desk

If you have any queries at all about the event, please visit the helpdesk. Queries could be about content, navigating around the event or technical queries. During the opening hours of the event (08:00 – 18:00 on Monday 7 June and 08:00 – 18:00 on Tuesday 8 June), the UCAS Events Team will be on hand to help you. If you have any queries outside of these hours it may take a little longer for us to respond, or you could email events@ucas.ac.uk.

What are the icons on the top right menu?



Agenda (clock icon)

This allows you to personalise your agenda so you know which sessions you want to attend (simply click on 'Add to my agenda'). You will receive a notification when each session starts.

Who's Here (person)

This feature allows you to see everyone attending the event. You can use this to search for colleagues, other delegates, speed networking UK higher education providers or speakers, and click through to individual profiles – from here you can message people privately and network outside of the Networking area.

Event bag (star)

This is where you will find all the information you have collected throughout the event, in one place. From here you can view all of the content or download it to your device to read later. Any content that UCAS or sponsors have shared with you will appear in the 'Sponsored Items' area.

Settings (cog)

Here you can access your profile, privacy policy, and log out of the platform.

What does the bell mean?

The bell icon on the bottom right of your screen lets you know when you have a message, or someone has replied to a comment you have made.



How do I report an incident?

Your safeguarding is very important to us. If you experience any inappropriate behaviour during video or text chat, please email events@ucas.ac.uk.