Welcome to Community Care Virtually Live 2020!

Please read the guide below for instructions on accessing and navigating the event platform to ensure you get the most out of the two days.

REGISTERING YOUR PLACE

If you have not already done so, please register at events.communitycarelive.co.uk/s/series-reg12/home.

Registration is free for registered social workers and other closely associated roles; please visit www.communitycarelive.co.uk/entry-criteria for full details.

CHECKS BEFORE THE EVENT

Following registration, you will be sent an email confirmation (please check your Junk mail folder in case it has landed there). In this email is a link to a **'System Check'**. **Please ensure you run this check in plenty of time before the event on the device and in the setting in which you plan to access the event**. This will check things like your firewall and operating system to ensure it can deliver the event smoothly. If there are any issues this gives you time to correct them or speak to your IT support.

*Please note some organisations may have strict firewalls in place which could cause problems accessing the event platform. We will not be able to assist with this on the day so please ensure you have checked this before the event.

The recommended Internet browsers for best performance are Google Chrome and Firefox; however, if you are not able to use either of these, the System Check will confirm whether the version of your current browser is sufficient.

ENTERING THE EVENT

Please do join the event with plenty of time before your first session, to familiarise yourself with the platform and ensure you are not rushed and do not miss any valuable learning.

On the day of the event simply click your unique URL that is featured in your confirmation email. You will be asked to log in by simply entering the email address you registered with. From here you will be taken straight to your virtual event badge, using the name, job title and organisation type you submitted at registration. You will also be asked to update any details that may be missing from your registration account (this is the equivalent to the check-in process on arrival at our in-person events).

Once your event badge is confirmed you will go through to the event lobby. From here you can click to visit:

- Programme - this lists all of the sessions across the two days
- Programme for Legal Sessions – this lists the eight legal learning sessions taking place across the two days
- Expo Hall - this will take you through to our virtual expo where you can access all of our exhibitors' booths
- Networking lounges – here you can chat with other event attendees

ATTENDING A SEMINAR

- **Accessing a seminar**

  From the programme page you can click to join your chosen session. **Please note all sessions are on a first- come-first-served basis**. While we have much larger capacities this year as it is a virtual event, we do have a maximum capacity for each session.

  You will be taken into the relevant seminar room and will be in the 'waiting room' until the speaker starts the session. You can enter a session up to 15 minutes before it starts.

  Once the session starts you will hear the speaker talking and will be able to view any slides/videos used, in the central panel of the screen.

- **Asking questions**

  On the right-hand side of the screen will be a Chat function. You should use this if you wish to ask any questions.

  Please use the general 'Chat' section for any general questions about the running of the session, and the session moderator will do their best to answer any of these questions.

  If you have a **specific question for the speaker related to the seminar content/theme, please post this in the Q&A section.** The session moderator will publish questions and then the delegates are able to 'like' questions – the more 'likes' a question gets the higher up the list it goes. This ensures the questions that are most relevant to the audience are given priority.

  Some speakers may answer questions throughout the session, others may address these at the end of their presentation.

LEGAL LEARNING SESSIONS

These sessions must all be pre-booked and paid for in advance.

- **Accessing a legal session**

  After you have registered for the main event, there is a link in your confirmation email to allow you to then book and pay for any legal sessions. These are £15 +VAT if booked before the event and £18 +VAT if booked on the event days. Payment is by credit card only.

  Once you have paid for your legal session(s) you will receive separate email confirmation(s) for each legal session(s) you wish to attend, with a unique URL. **You will only be able to access the legal session using the relevant unique URL.**

  If you try to enter a legal learning session from the programme page in the event platform you will be directed to pay for that session, if you have not already done so, or to go to your email confirmation and use your unique access URL.

- **Asking questions**

  You can ask questions in exactly the same way as you would the free sessions (details above).

SESSION SLIDES/MATERIALS/HANDOUTS

Session slides will be available after the event, provided we have received permission from the speaker. You will be given details on how to access these within two weeks after the event.

The slides from the legal sessions will be emailed to all those who paid for the session, provided we have received permission from the speaker.

Some speakers may wish to provide handouts during their session – these will be featured in the 'Handouts' section on the right-hand side, next to the chat. If there are no handouts listed here, then there are none available for that session.

VISITING AN EXHIBITOR BOOTH

From the Expo hall you will see all of the event exhibitors. Simply click on whichever exhibitor you would like to visit.

Once in the booth you will find information about that organisation, such as:

- a brief overview of the organisation
- a list of staff members on the booth
- informative videos
- polls to take part in, giving your opinion on social work topics
- handouts to download and take away with you in your virtual event bag
- the opportunity to chat to staff from that organisation. You can ask general questions in the public chat function (viewed by all), or reach out to a member of the booth staff in the private chat tab (only viewable by you and that member of booth staff) and can request a private audio or video meeting with the exhibitor via either of these chat types. Each exhibitor has private meeting rooms where you can have discussions as you would at the in-person events. The exhibitor will direct you to any meetings rooms, or possibly a networking lounge, to continue any conversations.

NETWORKING LOUNGE

The Networking Lounge contains chat rooms - these are spaces where you can network with your peers, speakers and exhibitors. Some speakers may be available to chat after their session has ended, in which case they will notify you that they will be available in a specific lounge during their session.

On entering the Networking Lounge page, you will land on the People tab that lists all of the attendees registered at the event. You are able to search for specific colleagues and can start a chat with them.

Under the Lounge tab you will see the following chat rooms available to visit, depending on your area of focus:

- Children's Social Work Lounge
- Adults' Social Work Lounge
- Management Lounge

NAVIGATION BAR

At all times during the event, the menu items will be visible along the top of the event web page, ensuring you can easily navigate your way around the event. Alternatively, you can return to the Lobby and access all areas of the event from the menu here.