

## Attendee Guide

### Introduction

Whether you are new to the online conference experience or you are a veteran, we wanted to provide a brief attendee guide answering some frequently asked questions and making sure the Spiritual Reflections, breakout sessions, and Night Prayer run smoothly.

### At the start of each session

At the start of each session, the presenter or moderator will brief attendees about how the session will run and will give a quick etiquette reminder, similar to the following:

*Welcome to (name of session). Before beginning, we would like to cover a few etiquette rules. All attendees will be muted for the whole session. This is to limit noise disturbances throughout the session. If you would like to ask a question throughout the session, please type it in the chat box. If you are experiencing technical difficulties, please contact Janet Gorbitz on [programs@musicasacra.com](mailto:programs@musicasacra.com), who will attempt to assist you. We will be recording our sessions this week, so if you do not wish to appear in the recording, please turn off your video now. Please be aware if you choose to contribute to the discussions your responses will appear in the recording and any transcript. The recording will be switched on in one minute.*

*Questions and answers sessions will begin at the end of the prepared talk for each session. Please send your messages to our moderator by chat. He or she will ask the question on your behalf during that session, time permitting.*

### Before the presentations begin

Please be aware, we ask that you not invite other people to join by sharing the Zoom link with them, even for the free sessions. This allows us to know in advance how many will be joining to be sure we have room in our Zoom account for all who wish to attend.

- All attendees will be able to access sessions by clicking on the JOIN IN NOW link you received in your daily email with the plan for the day. Please note that it is important that you join the meeting at the correct time. All times are listed as Eastern Daylight Savings Time.
- It is advisable to enter the session a few minutes before it begins. Please bear in mind if you join in and are not immediately admitted to the meeting, the session may not have been started by the presenter. Please wait a few minutes.
- A waiting room is enabled. This is because the presenters and moderators will be testing equipment ahead of the session. When they are ready, attendees will be admitted into the session.
- Please be aware that all sessions will be recorded. If you do not wish to appear in the recording, please turn off your video. If you choose to contribute to the discussions, your responses will appear in the recording.

### During the presentations

Why am I muted?

- All attendees will be muted throughout the sessions and will not be able to unmute themselves. This is to avoid additional noise disturbance during the presentations. If an attendee wants to ask

a question in the Q & A, presenter may invite them to speak. The moderator or presenter will unmute the attendee at this point.

Is live captioning available?

- Unfortunately, live captioning will not be available during the session, but we may be able to add captioning to the recorded videos. These recordings may be made available at a later time. If they are made available, you'll be notified and provided with links to the recordings.

Can I ask a question during the session?

- Yes, but please use the chat box. The moderator will be able to see this and they can either answer the question or ask the question on your behalf after the presentation.

What if I have a technical problem?

- The moderator can give basic advice if an attendee is experiencing technical issues.
- They may advise the attendee to leave the session and come back to resolve a problem. If you do have to leave and return, you will re-enter the waiting room. Please wait for the moderator to re-admit you into the session.
- If you are experiencing technical difficulties, please send an email to Janet Gorbitz at [programs@musicasacra.com](mailto:programs@musicasacra.com).

## **After the presentation**

### **Managing Q & A**

- We want to encourage as much discussion as possible, but this is a little trickier to manage in Zoom. During the Q & A at the end of each session, attendees can type a question in the chat box. The moderator will then ask the question on their behalf.
- If additional clarification is needed, the moderator may invite the attendee to speak. The moderator will 'unmute' the attendee at this point. Once the presenter has responded, the moderator will mute the attendee again.

### **Managing open discussions**

- Open discussions (chat sessions) will take place in a meeting as with a normal breakout session.
- The moderator(s) can invite attendees to ask a question, and then mute and unmute accordingly. To get the attention of the moderator, please send the moderator a short chat message indicating that you would like to speak.
- The moderator can also invite attendees to simply type their questions into the chat box making viewable by everyone.

### **Videos**

- We will try to record all sessions (unless a presenter has asked not to be recorded). We plan to make these videos available to attendees who have attended the session, as well as to CMAA members at a later time, perhaps one session every few weeks over time. You'll be notified by email if/when they are available.

### **Thank you**

Finally, we want to say thank you for attending our event and we hope it is an enjoyable experience. If there are any technical issues, we will try to fix them quickly.