




Code of Conduct Reminder

During your LAK21 registration, all attendees were required to review the LAK21 code of conduct. As we embark on the LAK21 virtual conference, we would like to remind all attendees about this code of conduct. We believe in respect, compassion, understanding and inclusion. We expect all community members to act in accordance with these values. Please reach out to lakconference@gmail.com or any other LAK organizers if you would like to report an incident.

 We suggest that you use Chrome as your browser for the web version of Whova. Some streaming software may have compatibility issues with other browsers.

Event Page URL: https://whova.com/portal/webapp/laakc_202104/

Sign in to Whova

 Please make sure to use the email you used when registering for LAK21. Otherwise it won't allow you to join the event.

Mobile: Download Whova app and sign up with the email you used to register for the event.

- If your event doesn't show up automatically, **search** for it. Then, click the **join** button on the bottom of the event description page, and enter the **event invitation code** the organizers sent you.
- **First time using Whova?** Create an account with the email you used to register.

Web: Access conference through Whova event link https://whova.com/portal/webapp/laakc_202104/

- **First time using Whova?** Create an account with the email you used to register.

View the agenda and plan your schedule

Mobile: Find the **Agenda tab** at the **bottom** of the screen. You should see a list of sessions for that day. Browse or search for sessions and tap on them to access them.

- Live sessions will begin playing immediately upon entering. For future sessions, you can tap **Add to My Agenda** to put the session on your own personal agenda.

Web: Find the **Agenda tab** on the **left side** of the screen. You should see a list of sessions for that day. Browse or search for sessions and click on them to access them.


- Live sessions will begin playing immediately upon entering. For future sessions, you can click **Add to My Agenda** to put the session on your own personal agenda.

Access live streams and session videos

Mobile: Watch videos and livestreams directly through the agenda session item. Once you've accessed the agenda item, click on one of the options beneath Virtual Access: **Live Stream** or **Recorded video**.

Web: From the **Agenda** list, click the session you want to view either, streaming or video recording.

- Join a live stream with **Join via Zoom** or **Join with Whova**. For **Zoom viewing**, a separate window will open with your Zoom Client. Open the session Q&A and chat directly within Whova to participate with other attendees. **The Zoom Chat function will be disabled**. Alternatively, you can follow along with the chat and session Q&A using your mobile app.

 We suggest you use the Chrome browser to join the session streaming. Some streaming software may have compatibility issues with other browsers.

Use session Q&A

Note: You can ask questions before, during and after sessions. Q&A will be accessible to all participants throughout LAK and up to 6 months after the event. Presenters will check back throughout the event to answer any questions that they do not address during their allotted presentation time.

Mobile:

- Option 1: On the **session detail page**, tap the **“Q&A” button**.
- Option 2: On the **event main page**, tap the **“Session Q&A”** button. Tap on the desired session you want to ask questions in.

Web:

- Option 1: Within **individual sessions**, you can submit presentation questions through **Session Q&A**, participate in ongoing discussions through Chat, and browse the Community Board.
- Option 2: On the **event main page**, tap the **“Session Q&A”** button under Resources; click on the session you want to ask questions in.

See who is attending the event

Mobile: Click the “Attendees” tab on the **bottom** of the screen to browse the attendee list. You can search attendees by keywords such as company name or title.

Web: Click the “Attendees” tab on the **left** side of the screen under Main Navigation. At the top of the page, you can search attendees by keywords such as company name or title.

Join discussion on the community board

Mobile: Click the **Community** tab (on the **bottom** of the screen). Create a new conversation topic, join existing topics like “Meet-ups”, or **Follow** topics on the Community Board.

Web: Click the **Community** tab (side menu on the **left** of the screen). Create a new conversation topic, join existing topics like “Meet-ups”, or **Follow** topics on the Community Board.

Start or join a virtual meetup

Mobile: Within the **Community Board**, select **Meet-ups** and **Virtual Meets**. Tap to see more details, and join by clicking “**Join**”. Click “**Suggest a Meet**”, to set up a new virtual meetup. If you have a meeting link, you can copy-paste there. Alternatively, you can use **Whova’s virtual meet room** (max 30 participants).

Web: Within the **Community Board**, select **Meet-ups** and **Virtual Meets**. Join directly, or click into it to see more details, and then click “RSVP”. When the meetup starts, click “Join meeting room”. You can also suggest a new meetup by tapping “**Suggest a Meet**”, and inputting the details. If you have a meeting link, you can copy-paste there. Alternatively, you can use **Whova’s virtual meet room** (max 30 participants).

Joining Social Time and Breaks

What is Gather.town?

Gather.town or Gather is a 2D virtual venue that combines 2D virtual maps with video calling when you come close to another person in the virtual venue space. We will be using Gather.town for almost all of our social time and breaks during LAK21. **Gather.town will complement Whova and we will be using both.** Our venue consists of a main lobby with coffee shop and help desk, private breakout spaces, Poster/Demo room, the Lounge, the Roundtable Room, the Lakathon room and LAK Beach!

Accessing LAK21 Gather.town Venue

Must use Chrome or Firefox to access the Gather.town venue

All registered participants for the main conference will receive a link in their welcome email to the LAK21 Gather space. **Gather.town is only accessible for those registered for LAK and you must use the email that you used for LAK registration.** Click on the link in your welcome email, click “Sign in” and create your account using the appropriate email address.

- **First time using Gather.town?** You will receive a one-time magic link to confirm your email in order to enter the virtual venue for the first time.

Video & Audio Settings

Each time you enter a gather space you will be prompted to select your input devices (microphone & video).

- Full specifications and troubleshooting for browsers found here:
<https://support.gather.town/help/movement-and-basics#video-and-audio-settings-introduction>

Basics

Changing Avatar

- Click on ‘Edit Character’. Edit your name or use the right or left arrows to customize your avatar.

Moving Avatar

- You can move your avatar around the venue map by using the arrow keys or WASD.

How to View and Navigate Your Video Calls

When your avatar approaches others, a video call automatically starts between you and the people you approach. In an open area, you will be connected to everyone within 5 tiles, unless you activate **Quiet Mode**. When you are in a **Private Area**, you will be connected to everyone who is also inside of the private area.

For multiple participants in one gathering, a select number of video call windows will be shown at the top of your screen. **The number of video participants shown depends on the size of your browsing window and resolution of your screen.**

Grid View will display up to 9 videos in a grid format at the same time with their names and avatars visible. To exit Grid View, click the button in the upper right of your screen with the arrows pointing towards each other.

Additional Help Documentation

For further help and/or troubleshooting, stop by the help desk, chat with a volunteer during a paper session, post to the Whova community board or visit Gather.town's documentation here:

- Gather 101: How to move and explore during your first visit
 - <https://support.gather.town/help/movement-and-basics>
- Gather 102: Fancy Features for Frequent Visitors
 - <https://support.gather.town/help/gather-102>

Contact Us

There are several ways to contact LAK organizers and LAK volunteers who can assist you.

In Whova - In the community board there is an Organizers Ask Us Anything. Post there and we will be monitoring it throughout each day of the conference.

In Paper sessions - LAK volunteers will be monitoring the session chat window for any questions or concerns that LAK attendees have.

In Gather.town - There is a Help Desk that will be monitored at all scheduled breaks & social time. Please come visit us with any questions or just stop by to say Hi!

Via Email - Email us at lakconference@gmail.com