



Virtual Chair's Online Venue for ICWSM:

Basic tips for Navigation & Troubleshooting

Prepare for Your Experience

You will need to use **Chrome** or **Firefox** to connect from a computer (not a personal device). Please ensure that you are not logged in to a VPN.

Before arriving at the online venue, you will be able to learn the basics of navigating the site by watching [Virtual Chair's Instructional Welcome Video](#). This is how you will discover the most important tips for navigating the site.

Joining Your Virtual Venue

The first time you access the event space, you will receive a Landing Page from your event organizer, which contains a link to "Join" the venue. Once there, enter your email address used to register and click "Send Magic Link"

You will receive an email with instructions to validate your access. Once you click on the link, you will be asked to finish signing in via Browser or Desktop App. Select Browser, and you will then be able to close your tab and go back to your original Gather/Virtual Chair tab.

These steps will only need to be completed the first time you enter the space. Should you have to leave and come back, you will be able to enter instantly.

Be sure to allow access to your microphone and camera!

A blue login screen titled "Welcome to Gather!". It features three avatars at the top. Below the title, it says "Create an account or sign in below. We'll send a magic link to your email to sign you in right away!". There is an input field for "email", a "Send magic link" button, and a "Sign in with Google" button.

email

Send magic link

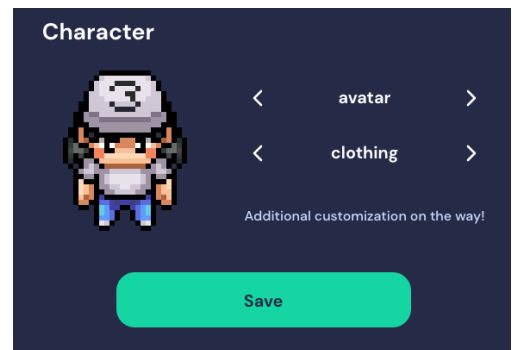
Sign in with Google

A dark blue welcome screen titled "Welcome, [Your Chosen Name Goes Here]!". It features a character customization interface on the left with a preview of a character and an "Edit Character" button. On the right, there are settings for camera and microphone. The camera status is "Your camera is off". The microphone status is "Default - Microphone Arr...". The speaker status is "Default - Speakers (Realte...". There is a "Join the Gathering" button at the bottom. At the very bottom, there is a small disclaimer: "By joining this room, you agree to our Terms of Use and Privacy Policy, and confirm that you're over 13 years of age."



Changing Your Avatar

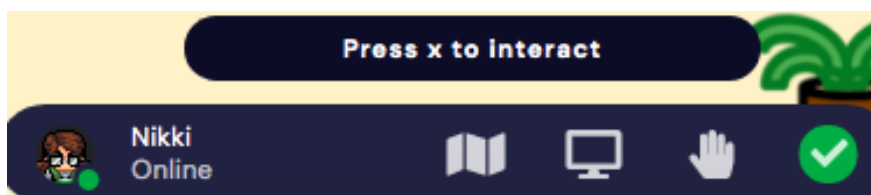
To choose a new avatar, click on the avatar on the very left of your menu bar (located in the bottom-center of your screen) to select a character to represent you.



Navigating the Event Venue

Your avatar will be labelled with your name and positioned in the center of your screen - you are now standing in the lobby.

- Visit different parts of the venue by pressing the arrow keys on your keyboard or letter keys WASD.
- Press and hold "G" on your keyboard to enable ghost mode - this is an easy way to get out of a crowded area as it allows you to walk through obstacles.
- Click "View" then "Zoom" in your internet browser's menu to see more at once. This will also display the shortcuts which you should use to zoom in and out quickly.
- Don't stand in doorways; it blocks others. And if you get stuck in traffic, hold down "G" on your keyboard to turn into a ghost and walk through the avatars who block your way.
- Bring your virtual dance shoes and try dancing by holding down "Z" on your keyboard. No one has two left feet in Gather!
- Signs will provide you with maps, poster directories and other information. Type "X" on your keyboard any time you see the message below:





Interacting with Others

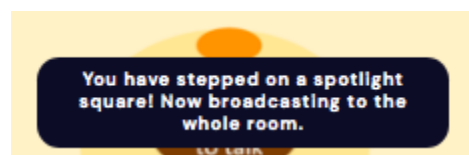
There are a few ways to interact with others in the event venue:

- As in real life, you can speak “face-to-face” with other participants who are in close proximity - no shouting across the room!
- By stepping onto a “conversation carpet” together or sitting around the same table, you and other attendees will be entering an isolated conversation area; you will not hear anyone else who is close by unless they too step onto your rug or join your table. Don’t fall off your chair-you’ll no longer see or hear the other participants at the table!
- Ignore another participant’s microphone by clicking on it (this does not change what other participants hear and only applies to your own sound).
- Enlarge videos by clicking on them (including videos of people you’re talking to).
- Curate a “friends” list by first clicking the Persons icon on the left hand toolbar, and then clicking the name of another participant and sending a **private chat message**; they will appear in your chat list thereafter. If you part ways, message them privately by selecting “Message” and the name of the person you would like to chat. You can also select **Everybody** to send a chat to the whole space, **Current Room** to chat everyone in the same room or **Nearby** to send a chat to people near you



Giving a Presentation or Announcements

- Stand on the rug behind a podium to speak and/or share your screen with everyone in the same room; Moderators or Q&A participants may stand at another microphone in order for the entire room to hear your interaction.



Watching Paper Talks or Live Sessions

When entering a room where paper talks or live sessions are taking place, move your avatar to a free seat and press X to open up the current recording/livestream. If the chairs are not glowing, there is currently no program happening in this room.

To watch paper talks on your own time, find a selection of videos on the TVs in the lobby.



Visiting a Poster (when you are not presenting)

If you know in advance that you want to view a specific poster, you can find it in the directory. Posters are grouped by room. Posters that have an ID starting with A are in poster room A and so forth. When you approach a poster, hit X to see the poster file or have a conversation with the author if they are at their poster. This is a great chance for follow up Q&A.

Like in an in-person poster session, presenters may step away from their poster to visit nearby, related posters, or to view a poster of a colleague. If you travel to a poster and the presenter is not there, do the following

- Find the poster author (listed on the title slide) in the participant list and send them a private chat message asking them to return to their poster. They will do so as quickly as their avatar can move through the space!
- Use the **locate** or **follow** feature to find the author, by clicking on their name in the participant list and choosing either 'locate' or 'follow' (your avatar will automatically move to them).



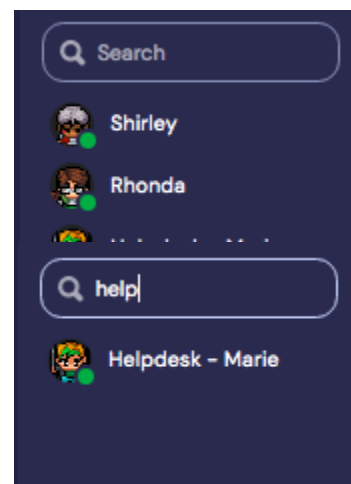
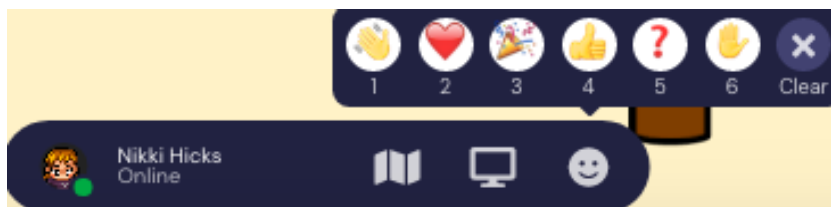
Asking for Help

During the event, a member of Virtual Chair's staff will also be available to assist participants who have any questions about navigating the site. Please feel free to contact them in one of the following ways:

- **Email** the Virtual Chair staff to alert them if you have have trouble navigating the event space on gather.town; they are available at help+icwsm-2021@virtualchair.net

In order for Virtual Chair's Helpdesk team to best assist you, it is recommended that you confirm which browser you are using, and provide either a screenshot or a description of the specific webpage where you encountered an issue. Specific information on troubleshooting audiovisual connection issues is available [by clicking here](#).

- **Walk** to a virtual Helpdesk to discuss your question directly. Helpdesks will be located in the lobby
- **Chat** one-on-one with a Helpdesk staff member by scrolling through the participant list and clicking on their name, then "message". You can also search for the Helpdesk staff member using the search bar, found above the list of participants
- **Raise your hand** by finding the hand emoji on the bottom toolbar, which will show on the participants list



On behalf of the entire team at Virtual Chair, we look forward to meeting you at ICWSM 2021!

To keep in contact with us after the event, feel free to write to info@virtualchair.net.