ESRF User Meeting 2022

Attendee Instructions
Know before you go

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Accessing the platform

1. To access the virtual conference, go to: **https://app.forj.ai/**
2. Click the LOGIN or SIGN UP
3. **Click on the _Existing Users tab_ and then log in with your credentials**
4. *Log in with your* **credentials** *received by email*
5. *When you first log-in, you will be prompted to change your password*
6. Once you change your password, you will be automatically sent to the lobby

Tip: Select the keep me logged in so it's easier to access the show next time

There are five main sections of the platform

Lobby – here you can chat with fellow attendees or find your way to other areas of the virtual platform.

Auditorium – here is where you will find all the sessions, their titles, descriptions, and presenters. Just prior to a session starting, you will see a button that says 'Attend Webcast' which will open up a new window for the session. If you missed a session or want to go back and view it again, you can also access the webcast videos on-demand which become available in the days following the original time.

Networking Lounge – this is another great place to chat with your fellow attendees, either as a large group, or 1:1.

Exhibit Halls – visit all the exhibitors and their booths in the exhibit halls. You can watch videos that they have provided, download informational materials, and chat directly to someone from their company*.
during hours designated by the individuals of the specific booths.

Poster Hall **–** consult the complete list of submitted posters, visit all the poster booths in the poster hall. You can watch videos that they have provided, download materials and access the Poster Session Zoom meeting in which the poster will be presented.

How to use the chat function on the event platform

Chat is available in each pages of the event, as well as each exhibitor booth. You can chat to everyone in the room using text, or have private one-on-one text, audio, or video chat!
Here's how it works:

Chat to all - Use the text bar at the bottom of the chat window to type a message. Simply hit send and your message will be public and visible to all.

TIP: To tag someone in your message simply use the @ symbol to search for their name. The chat will automatically populate names of those who are in the same chat.

Private text chat (1:1) - To have a private text conversation select the person you would like to chat with from the right-hand side of the screen. When you click their name a private message window will pop up. From here you can engage by text, audio, or video.

Audio & Video calls - To make a 1:1 audio or video call follow the steps above to pull up who you would like to connect with. Once you are in your private chat window you will be able to see a phone icon (voice only) and a video camera icon (video call). Click on the corresponding icon to initiate your call.

TIP: Use the group or private text chat to confirm someone has time and is ready to connect by phone or video.

Logging into the event ahead of time

We recommend that you log in 24 hours before & look around the site ahead of the event starting. This will help you familiarize yourself with the different areas and help you get more comfortable before you are hopping on to join a webcast.

If you are not already logged in, you will want to log in with your login information provided above.

Where to go for help

In the upper right corner of the platform, click on Live Support. You can use Live Support during normal show hours to chat to a Live Support Agent or you can send an email info@forj.ai.