HUPO 2021 ReCONNECT

Should you require assistance from October 25 - November 8, 2021, please email HUPO2021-registration@icsevents.com.

LiveChat/Chat Support will be available on the HUPO ReCONNECT congress website and the digital platform during the live days November 8 - 12 and November 15 - 19, 2021. The HUPO ReCONNECT Congress Support Staff and Gather.Town Technical Support Staff will assist you during the live Congress. For quick support during the live sessions on the platform, please find a “Chat Support” sign and press ‘X’ to chat with one of our Congress or Technical Support Staff.

Gather is a wonderful new tool to explore the Congress program, and chat with other people. Think of the virtual Gather space as the ‘onsite’ Congress Centre, where you can meet other delegates, have chance encounters, and strike up conversations with speakers and other presenters, just like you would at an in-person event. This document aims to help you with the basics so you can explore and learn on your own.

The HUPO 2021 ReCONNECT Gather space will be available 24 hours from October 25 onwards, and open to all attendees to explore, view posters, recorded sessions and even meet other attendees for small informal group gatherings. Live sessions will only be available at the times mentioned in the Program.
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Getting started on Gather.Town

What you need
1. A desktop/laptop with a mic and camera.
2. A web browser - the best browser is Google Chrome as others are not fully supported.
3. We strongly recommend using headphones to help prevent feedback.
4. That’s it! There’s nothing to install, no software to download.

Logging on and adjusting settings
1. Click on the link sent to you in your final registration confirmation email.
2. You will then be directed to Gather.Town and asked to “Sign-in”. Please enter the email address you used to register for the Congress and click the “Sign-in with email” button.
3. You will receive a 6-digit code via email. Please enter the 6-digit code. If you do not receive the code, please check your spam folder.
4. Your first and last name used at the time of registration will be used for your avatar. If you need to change your name, please contact the “Chat Support” on the platform and request to chat with a Congress Support Agent. Chat Support is only available during the live Congress. When Chat Support is not available, please email HUPO2021-registration@icsevents.com.
5. A pop-up notification will require you to select your preferred audio and video devices. Once in Gather.Town, you will be able to mute your audio or stop your video using the icons by your video in the bottom right corner.

6. Click on “Join the Gathering!” once you are ready to enter the meeting.

How it works
- Gather is a video chat platform that has avatars moving around a map. As you get close to other avatars, your videos will pop up and you will be able to chat.
- Move around the space using the **arrow keys**.
- By moving your avatar around, you can have spontaneous conversations with those around you. These can be either one-on-one or small groups depending on how many people are around you and what you set your interaction distance to be.
• **Interaction distance** – you are only able to hear and speak with people who are in your immediate proximity. This is sometimes altered by designated private spaces. For example, a sponsor booth or a table with chairs might be a designated private space.

If you enter a private space, it will highlight, and you will be notified as shown below:

![Image of a private space notification](image)

• When your avatar moves closer to an interactable object, there will be a notification that shows up saying ‘Press x to interact with -object-’. This can range from chat support, viewing posters, playable arcade games, integrated Zoom meetings, and more!

### Keyboard Shortcuts:

- **Arrow Keys**  
  Use arrow keys on your keyboard to move around the map

- **WASD**  
  Use W, A, S and D keys to move around the map (just like arrow keys)

- **X**  
  Interact key – use it to interact with objects such as posters, videos or info boards

- **G**  
  Ghost mode – use this to easily get out of crowded places

- **1,2,3,4,5,6**  
  Use number keys for emojis

- **Ctrl +/-**  
  Zoom in and zoom out. Shortcut on Mac is Cmd +/-
1. You will see the list of participants here (if you have selected the “list of participants”) or the chats (if you have selected the “chat” tab).
2. Settings icon: Use this to adjust audio and video settings, respawn or sign-out.
3. Build icon: please ignore this; it is not applicable.
4. Calendar icon: This will list the schedule and will allow you to link directly to a scheduled session.
5. Chat icon: Allows you to chat with “everyone”, with attendees “nearby” or with individual “attendees”.
6. Participant list: Use this list to find another attendee. If you need assistance in finding another attendee or don’t see them on the list, please contact the Chat Support. Once you find an attendee, you may choose to “chat, locate or follow” them.
7. Settings bar – update your affiliation, check the mini-map, share screen, or use emojis.

   a. Change your **avatar** character and clothing
b. **NAME**  Click it to change your NAME, your status/affiliation or to reach the settings

![Affiliation or status]

![Mini map]

![Screen sharing ability]

e. **Emojis** – use it to express your feelings

8. **Video** – you may toggle your video and audio here. To mute and unmute yourself press on the microphone and camera icon in the **bottom right** corner of the screen. Remember to mute yourself when listening to presentations or watching the videos in Gather to avoid echoes.

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**Trouble shooting**

- **Gather.Town** is not working:
  
  - You can try refreshing your browser.

- **Audio/video** do not seem to be working:
  
  - First try refreshing your browser.
  
  - Try muting and unmuting your mic and camera in Gather.
  
  - Check that your mic and camera are turned on by clicking on icons at the bottom right side of your screen.
  
  - If you are using a VPN, make sure to disable it.
  
  - Make sure that your browser permits camera and mic access.
- Close other communication apps (Zoom, Teams, Hangouts...)
- Additional troubleshooting at https://gather.town/video-issues

- Can’t find another attendee:
  - First search the participant list – it’s possible that participants are distributed into different lists to manage capacity restrictions. Please contact the Chat Support, where you can get additional support.

For additional support, please email the HUPO ReCONNECT Congress Support Staff at HUPO2021-registration@icsevents.com.
Navigating the HUPO2021 ReCONNECT Program

Pre-Congress Training Courses
A total of 5 training courses are planned and each course will include three one-hour pre-recorded talks made available from October 25, 2021 for on-demand access at your own time. Delegates are required to watch the pre-recordings prior to the live days. The pre-recordings will NOT be played during the live days. For more information on the Pre-Congress Training Courses, please click here.

The Pre-Congress Training Courses are in the “Education Sessions and Recordings” hub on Gather.Town. Follow the green arrows to enter the Area.

Each course will have a dedicated area where the pre-recorded talks will be available. On entering the area, please click ‘X’ when prompted and select the video you wish to view.

Questions can be posed in advance of the session. Please move towards the object and click ‘X’ to submit your questions before November 5, 2021.

The moderator and lecturers will address selected questions or provide additional material during the live sessions.
To join the live discussion, please visit the Pre-Congress Training Courses zone on the platform and proceed to the Live Session room. Once the session is ready to be broadcast, you may press ‘x’ on your keyboard to join the Zoom session.

Main Congress Sessions
Join us for live sessions by coming into the ‘Education Sessions Auditorium’. The sessions will run as per the scheduled program (see the Program for the full schedule).
Find a space inside the auditorium, and when it is time for the session to be live, you will be prompted to press ‘x’ to join the Zoom webinar. You will be prompted to enter your email address and display name in Zoom before joining the session. If you are already logged into Zoom on your computer, you may bypass this step and get into the Zoom meeting directly. Once in the Zoom session, you may chat, ask questions via the Q&A feature or participate in polls if available.

In case you miss a scheduled viewing, live sessions will be recorded and available to view on-demand within 24 hours of the session concluding. The sessions will be available in ‘Education Sessions Recordings’ zone.
The sessions are organized per day. Simply select the date of the sessions you wish to view; go to the corresponding area and press X to view the list of videos for the day.

Industry Hub

The Industry Hub opens on November 15, 2021. In addition to a fantastic line-up of scientific sessions, we will also be featuring virtual industry-seminar sessions throughout HUPO 2021 ReCONNECT. Please click [here](#) for more details on the industry-seminar sessions. Live broadcasted seminars and on-demand seminars will be available. Visit the ‘Industry Hub’ to view and participate in these sessions. Some industry sessions will have to go through approval before we upload to the platform. They will be made available as soon as this due diligence is done.
Early Career Researcher Initiative (ECR Lounge)

The Early Career Researcher Initiative Lounge, or ECR Lounge is a fun networking space where the ‘ECR Networking Hour’ session will be held and where you can meet fellow students as well as mentors. This area has a lot of interactive games and activities as well as resources and interactive meetings.
Poster Presentations

With close to 400 poster presentations, the Gather.Town platform is a great way to view and interact with poster presenters. Posters will be available for viewing in the poster section that is grouped by topics. View a consolidated list to browse through the list of posters, check out the posters available in each section as you enter the room and navigate by walking around the room, or by referencing the alpha numeric grid system with colour-coded carpets. Presenters may be available to answer your questions during the dedicated poster sessions. Please check the [program](#) for more details.

Networking

You can easily connect with HUPO ReCONNECT 2021 attendees from across the globe in the networking space that is perfect for networking and connecting with other attendees. Enter the space here and find a bench or fountain to gather around. When you are ready to make your way to the next session, you can exit at the top of the space.
How to Reach Us

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For Technical difficulties and support on the platform, you may also wait in line to meet and interact with one of our Technical Support Staff present on the platform. Please wait in line for your turn and our staff will attend to you as soon as possible.

We hope you have a great experience at HUPO2021 ReCONNECT!