CONFERENCE DESIGN

Online Sponsors Guide OnAir Platform

SPONSORS & EXHIBITORS

Important Information

Below are the most important rules to follow, to ensure you have the best online conference experience as a sponsor and/or exhibitor.

USE A DESKTOP COMPUTER OR LAPTOP

The online conference platform is not designed to be accessed from mobile phone or tablet devices.

You will need to have access to a desktop computer or laptop to successfully log into the platform and watch sessions.

USE GOOGLE CHROME

Please make sure you log into the platform using CHROME. Other internet browsers such as, Firefox, Microsoft Edge, Safari etc **DO NOT** support presenting within the OnAir platform. If you do not have Chrome installed, please download and install it prior to the start of the conference.

Click Here to install Chrome

STABLE INTERNET CONNECTION

Make sure you have a stable internet connection (2Mbps upload, 4Mbps download or better). If possible, use a wired internet cable for stronger and more reliable connection.

You can test your Internet connection speed at SpeedTest.net

TEST YOUR CAMERA & MICROPHONE

Please ensure you have tested your microphone and webcam settings. We strongly encourage using a headset with an inbuilt microphone for the best audio.

Accessing the Online Sessions

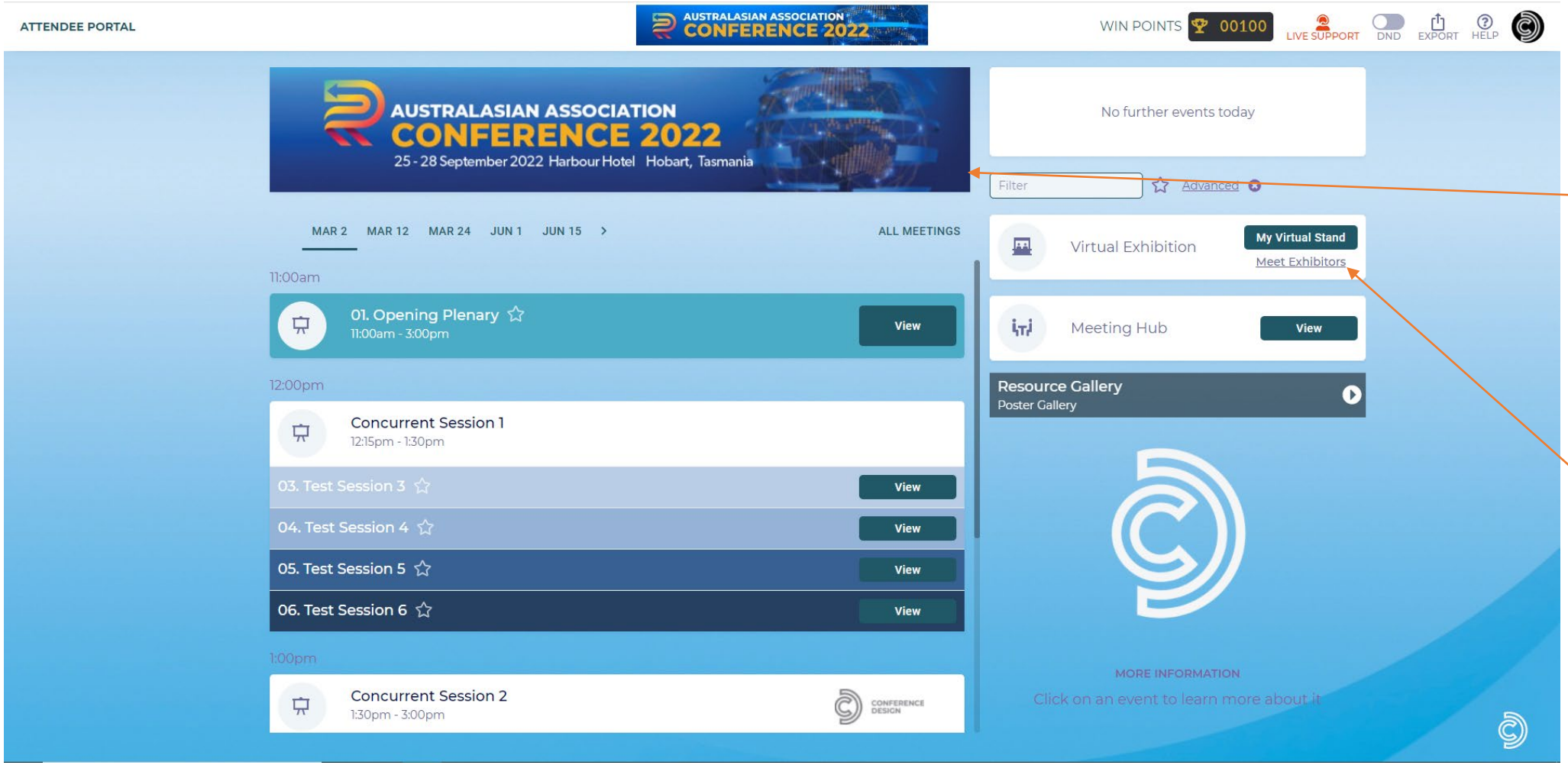
If you intend to experience and engage in the Online Conference platform from your **work computer/laptop** please ensure that your **workplace firewall** does not block access to the sessions and networking functions. You should check access with your IT department as early as possible as it may take a few days or weeks for your request to be processed.

Below is a list of all the streaming platforms that will be used during the Online Conference. Your IT department will need to ***whitelist*** these programs to enable you to access the online events.

- Twilio
- Vonage
- Vimeo
- Zoom
- AirCast
    - livefeed.aircastcdn.com
    - studio.aircastcdn.com
    - hls.aircastcdn.com
    - live.aircastcdn.com

NOTE: If you have issues with connecting to the platform and/or sessions during the conference. You may need to use your mobile data hotspot or participate from a private (home) network. You can always log a live support ticket to get help with any issues you may have.

Online Conference Portal



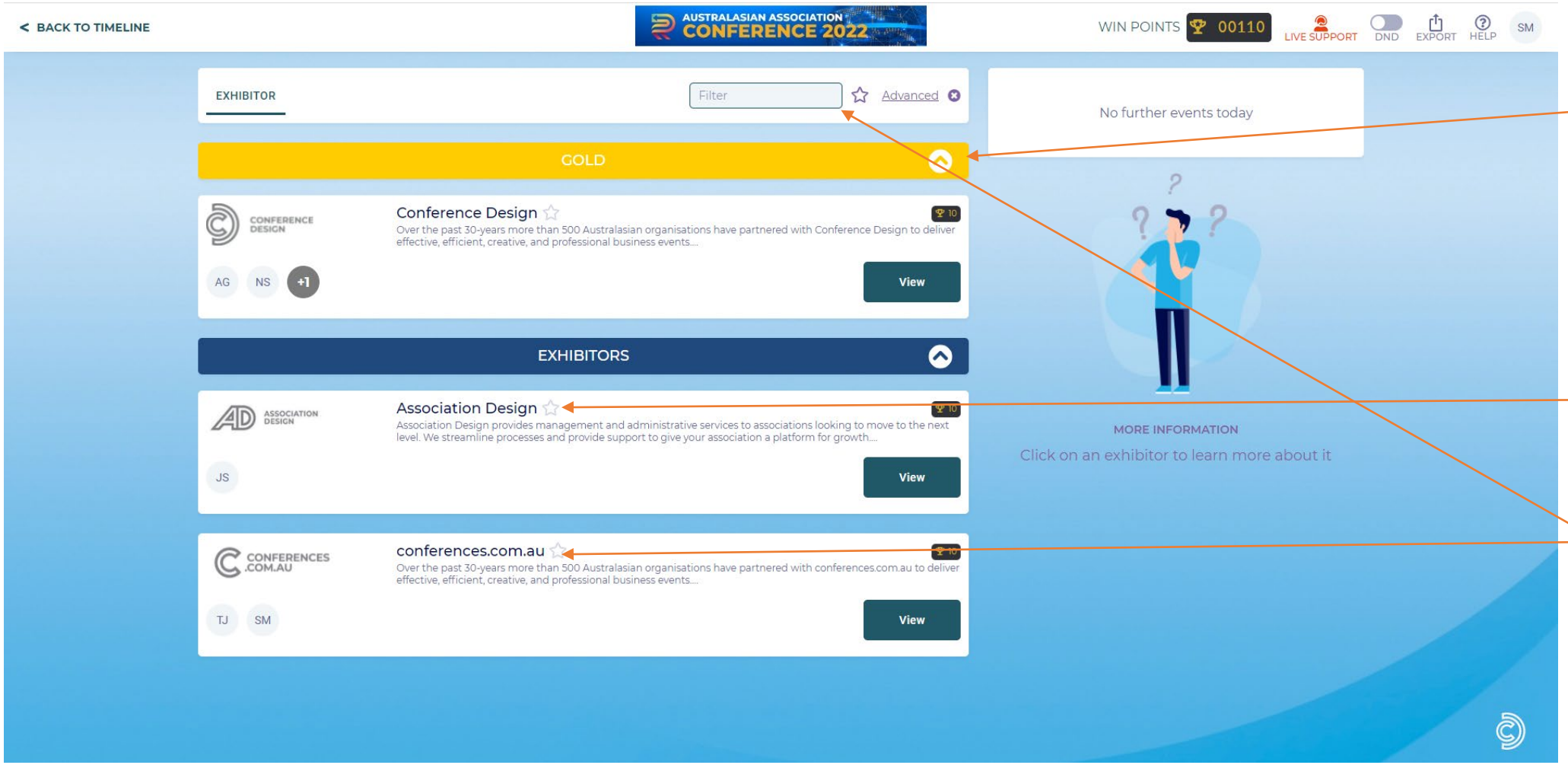
The timeline will appear when you first log in.

The banner at the top of the screen, will rotate throughout the online conference. Depending on your sponsorship level, your logo may be included here.

From the main timeline, you can access the Virtual Exhibition.

Note: A generic online conference has been used for the purpose of this guide. Your log in will take you to the conference online portal.

Virtual Exhibition Area

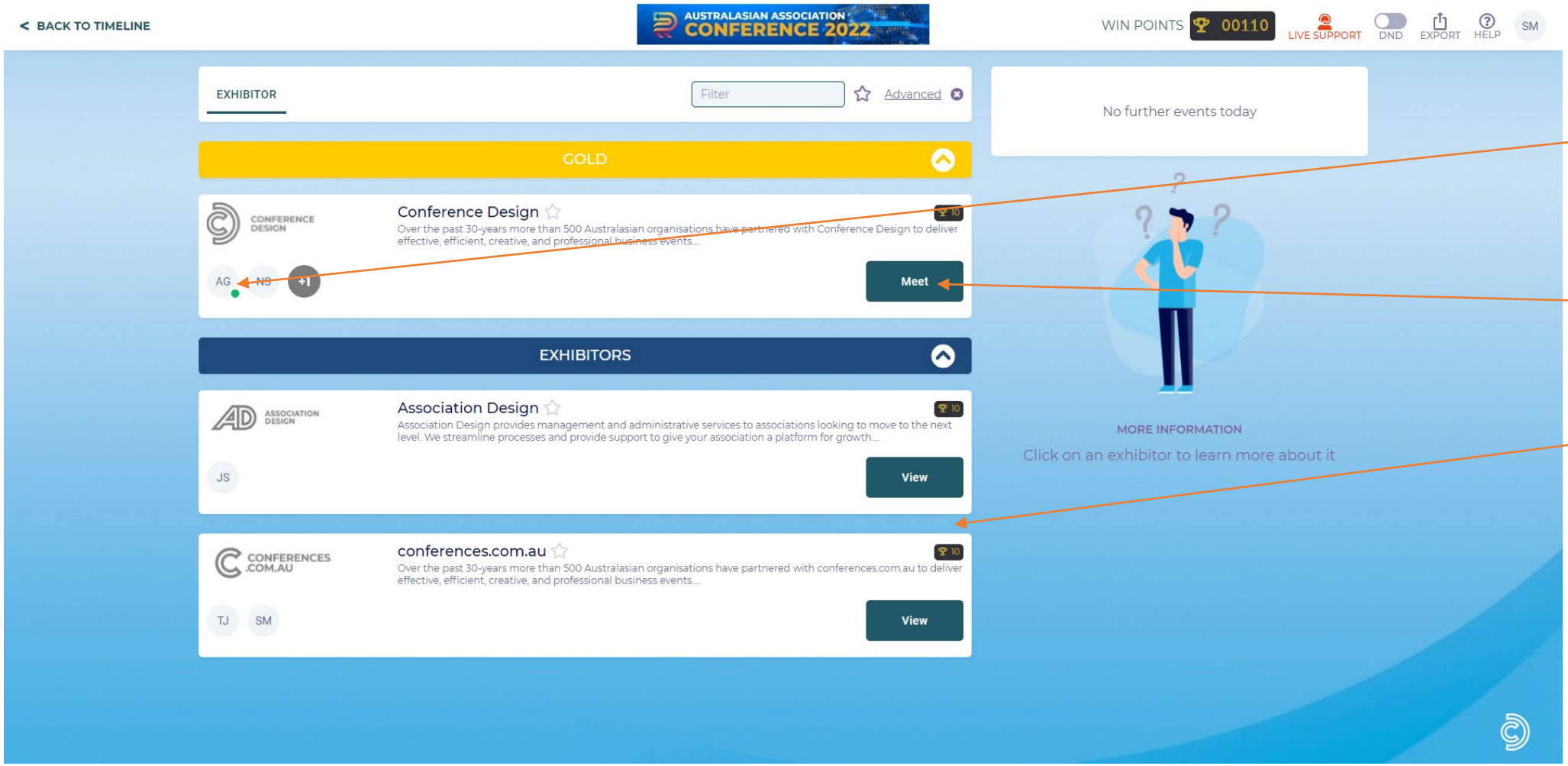


All Sponsors & Exhibitors online booths will be displayed here. Booths will be ranked by level of sponsorship followed by alphabetical order.

Your company logo, name and company bio will appear in your exhibition listing.

Delegates can favourite, filter and advanced search exhibition listings to find you in the listings.

Virtual Exhibition Area

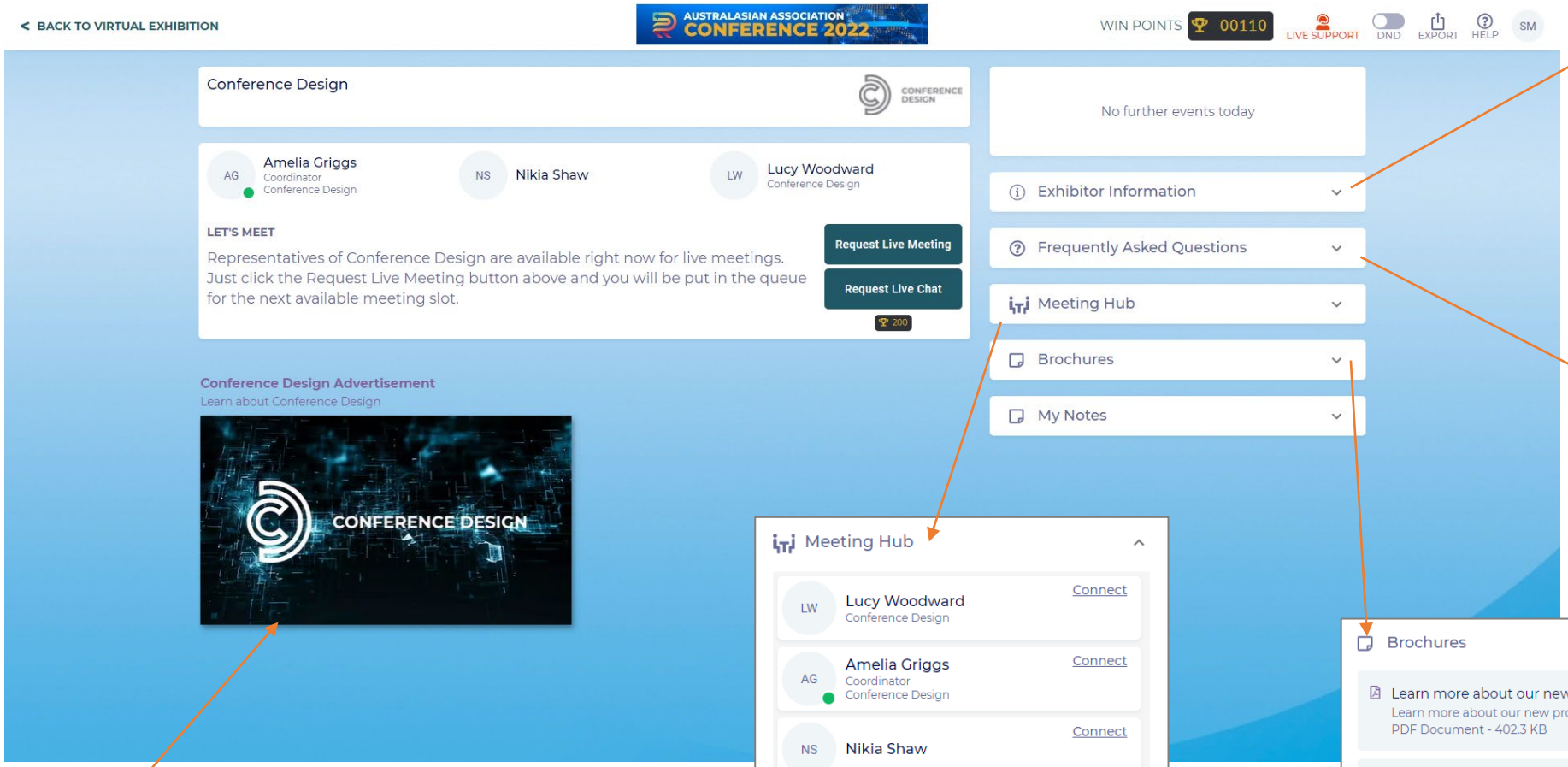


The image and green dot indicate which staff members are online & ready for meetings.

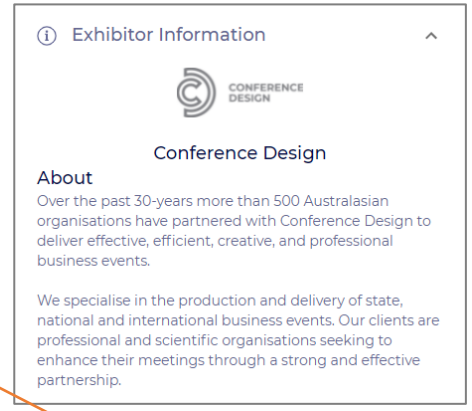
Delegates can click to view your full profile and request to meet with your staff.

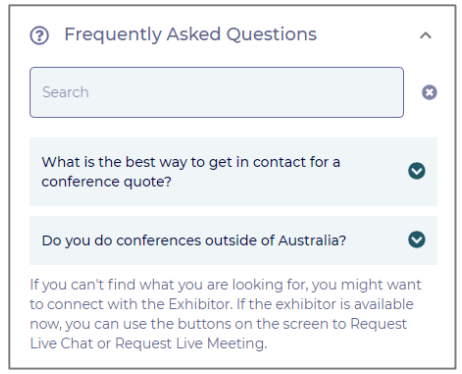
Delegates will be provided with incentives to visit your exhibition booth and encouraged to meet with you using the Win Points functionality. The more points they collect, the higher chance they have to win a prize!

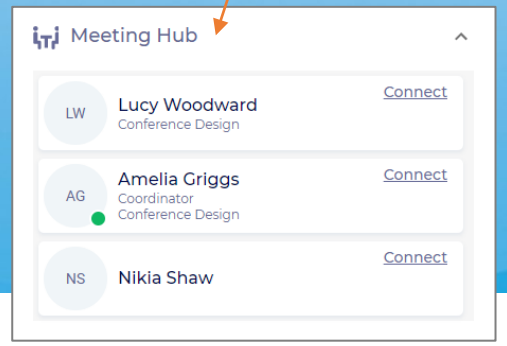
Online Exhibitor Stand | Delegate View

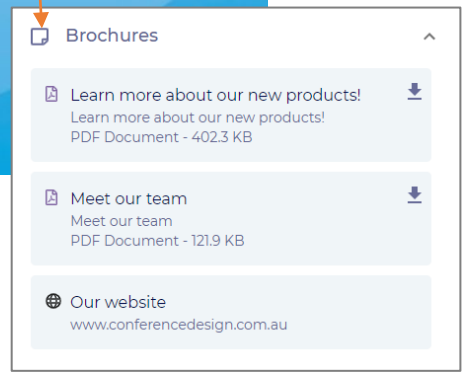


Delegates can view your exhibitor information, FAQs, and brochures.





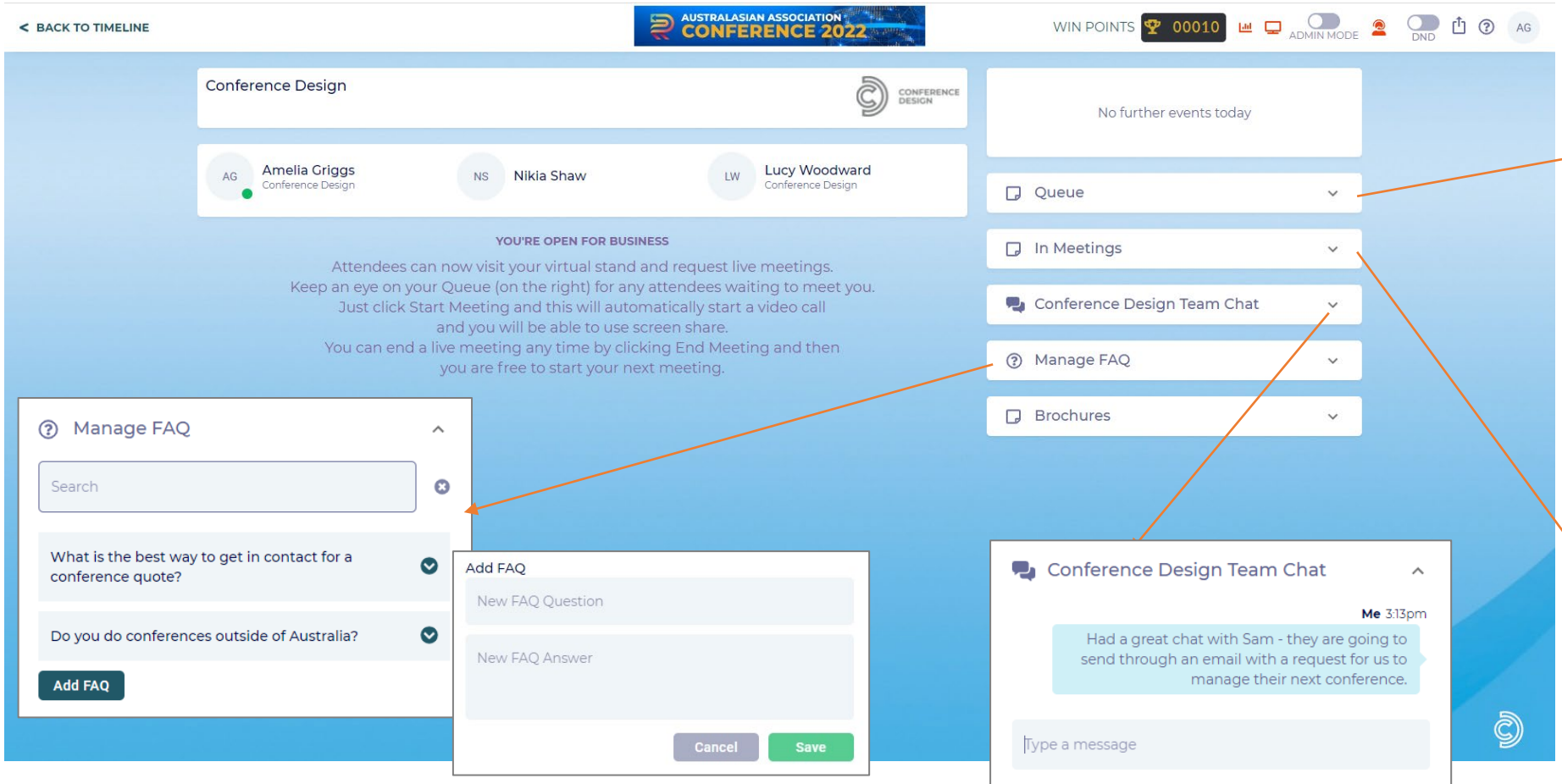




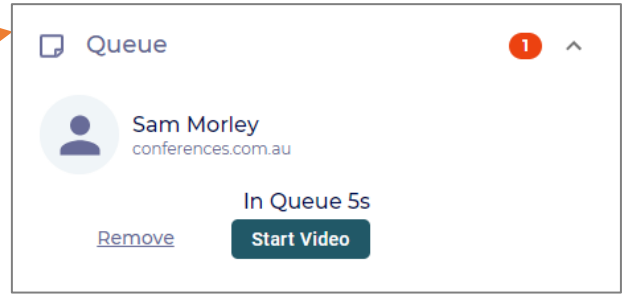
If you have uploaded a video URL as one of your brochures, it will be embedded in your booth for Delegates to view.

Delegates also have the ability to send a Meeting Hub connection to any staff assigned to your booth.

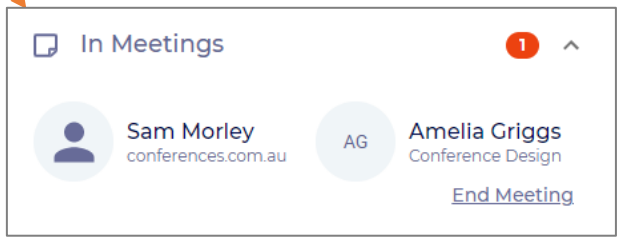
Online Exhibitor Stand | Sponsor/Exhibitor View



If a delegate has requested a live meeting or live chat with you, they will appear in your queue.



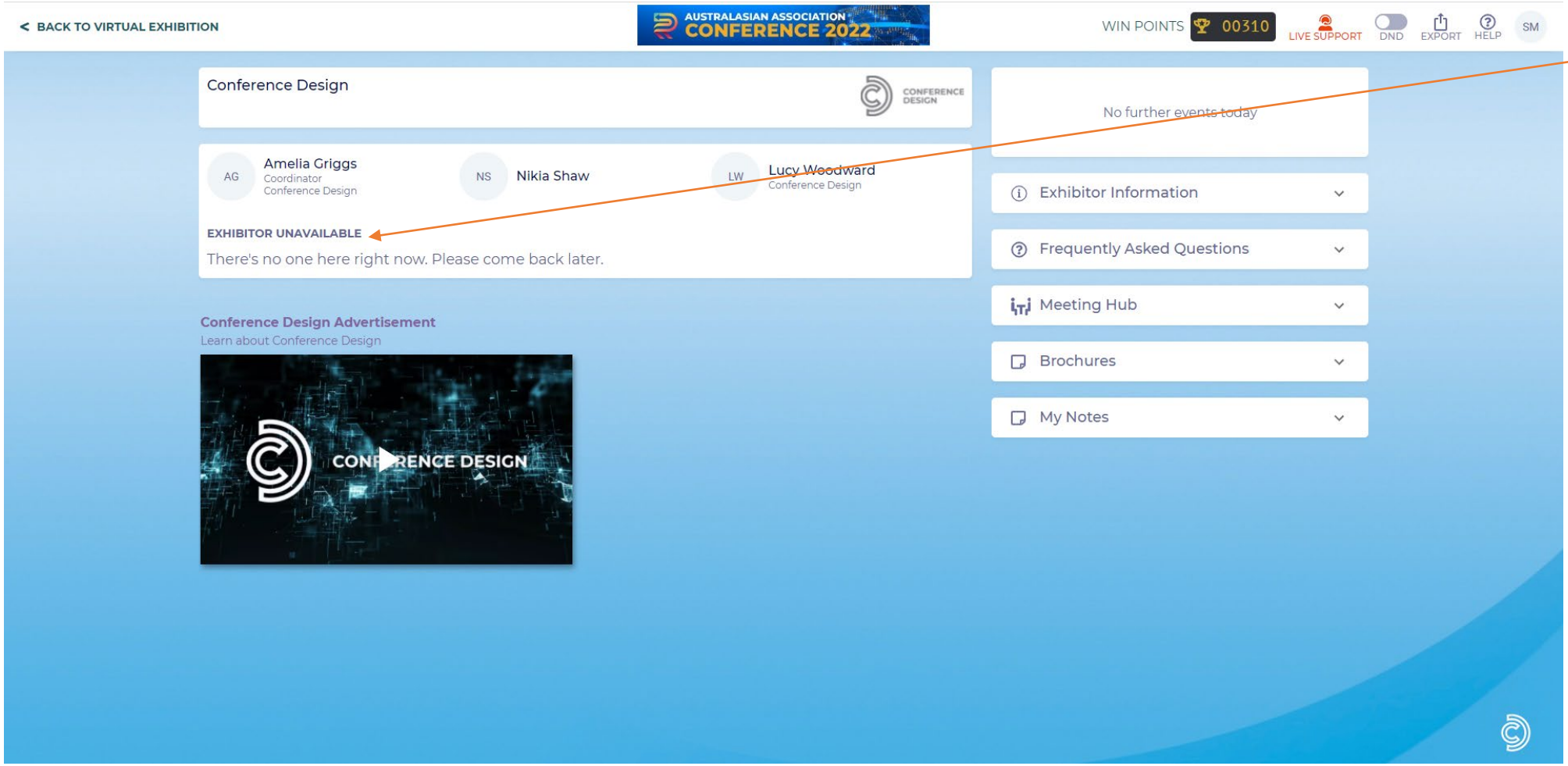
Booth staff members are able to see which other staff members are currently in meetings and with who.



Manage FAQ is where you have the ability to add/edit your FAQs that appear in your booth. You can add in FAQs anytime before, after or throughout the conference.

The Team Chat is an internal chat for all booth staff members. This is a great tool, if staff members are joining from different offices.

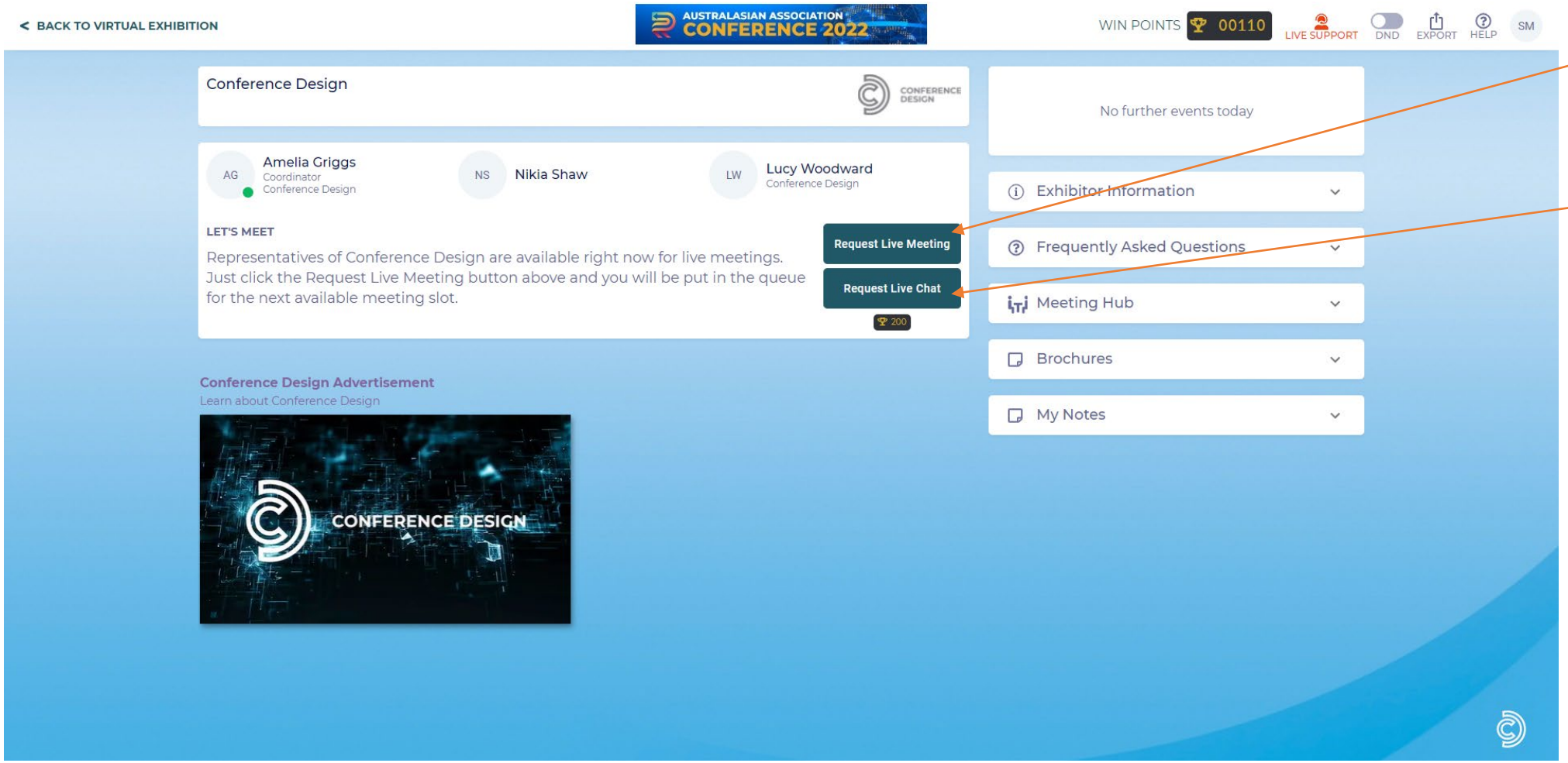
Online Exhibitor Stand | Exhibitor Unavailable



Anytime your booth is unattended, meaning none of your team members are logged in and in your booth. A message will appear saying 'Exhibitor Unavailable' and to come back later.

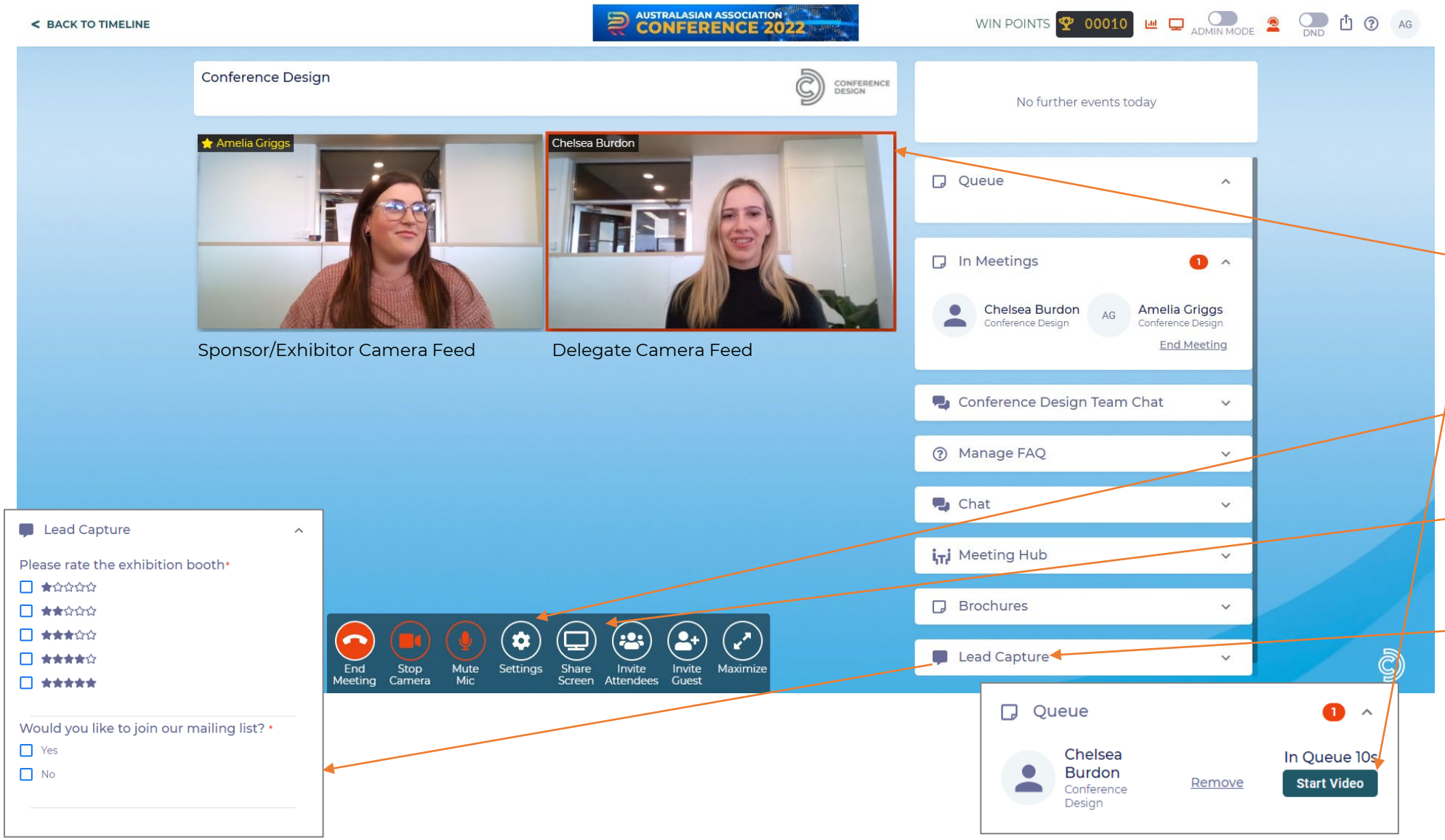
Exhibition times will be built into the conference program and are outlined on the Sponsors & Exhibitor Manual. You do have the choice to have someone available at anytime during the conference hours.

Online Exhibitor Stand | Meeting Requests



Whenever you are logged into your Exhibitor Booth, delegates are able to Request Live Meetings or Request a Live Chat

Online Exhibitor Stand | Live Meeting



Delegates can request a Live Meeting. Live Meetings are a video call function.

Delegates in the queue will display if they have requested a live meeting.

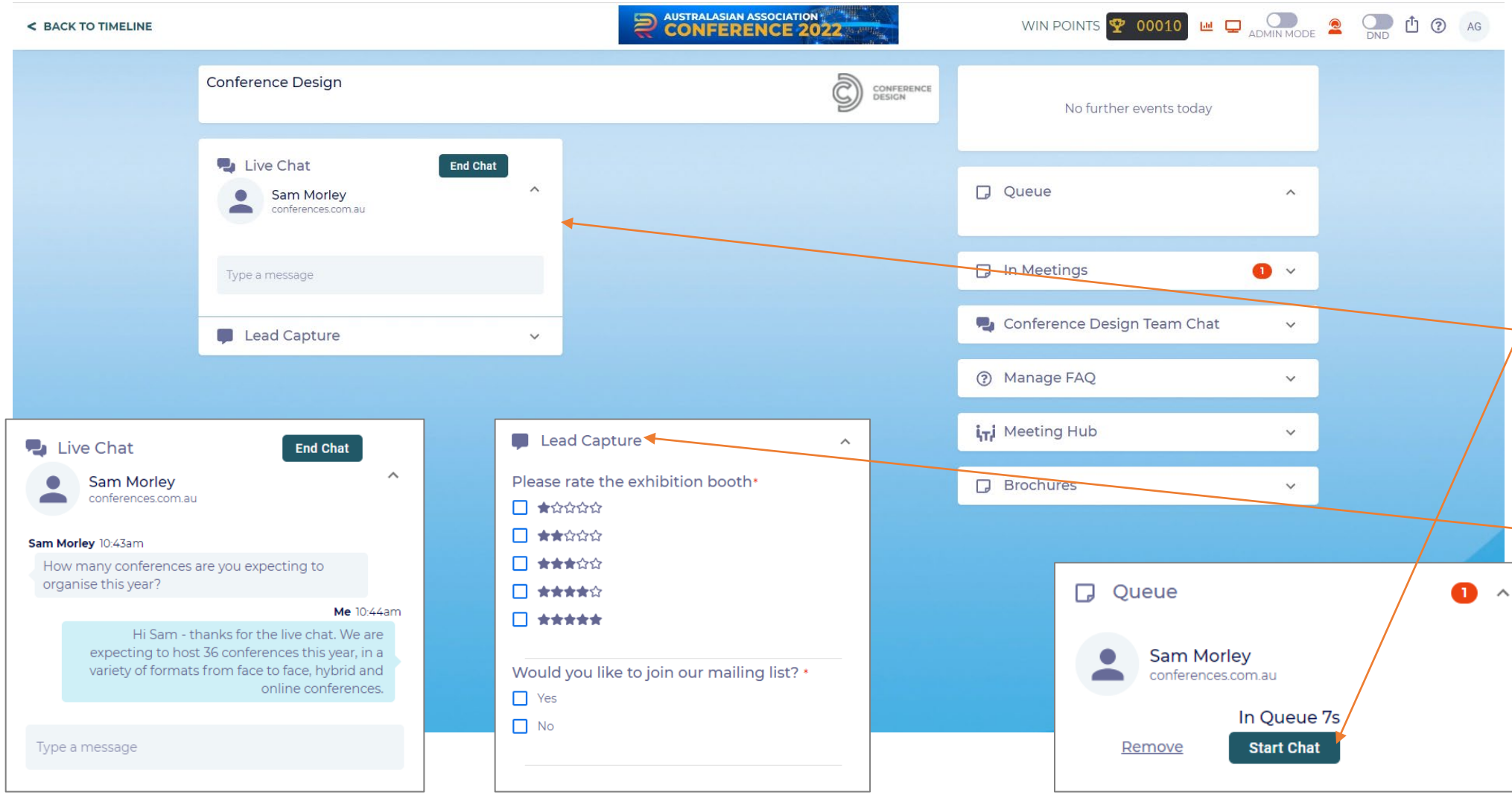
After clicking ‘Start Video’, 2 boxes will appear with your camera feed and the delegates camera feed.

You can update your camera & microphone, by clicking the settings button.

You also have the ability to share your screen and invite other attendees.

If you have set up lead capture, you will be able to answer the questions during your video call. The lead capture questions are only available whilst the video is live.

Online Exhibitor Stand | Live Chat



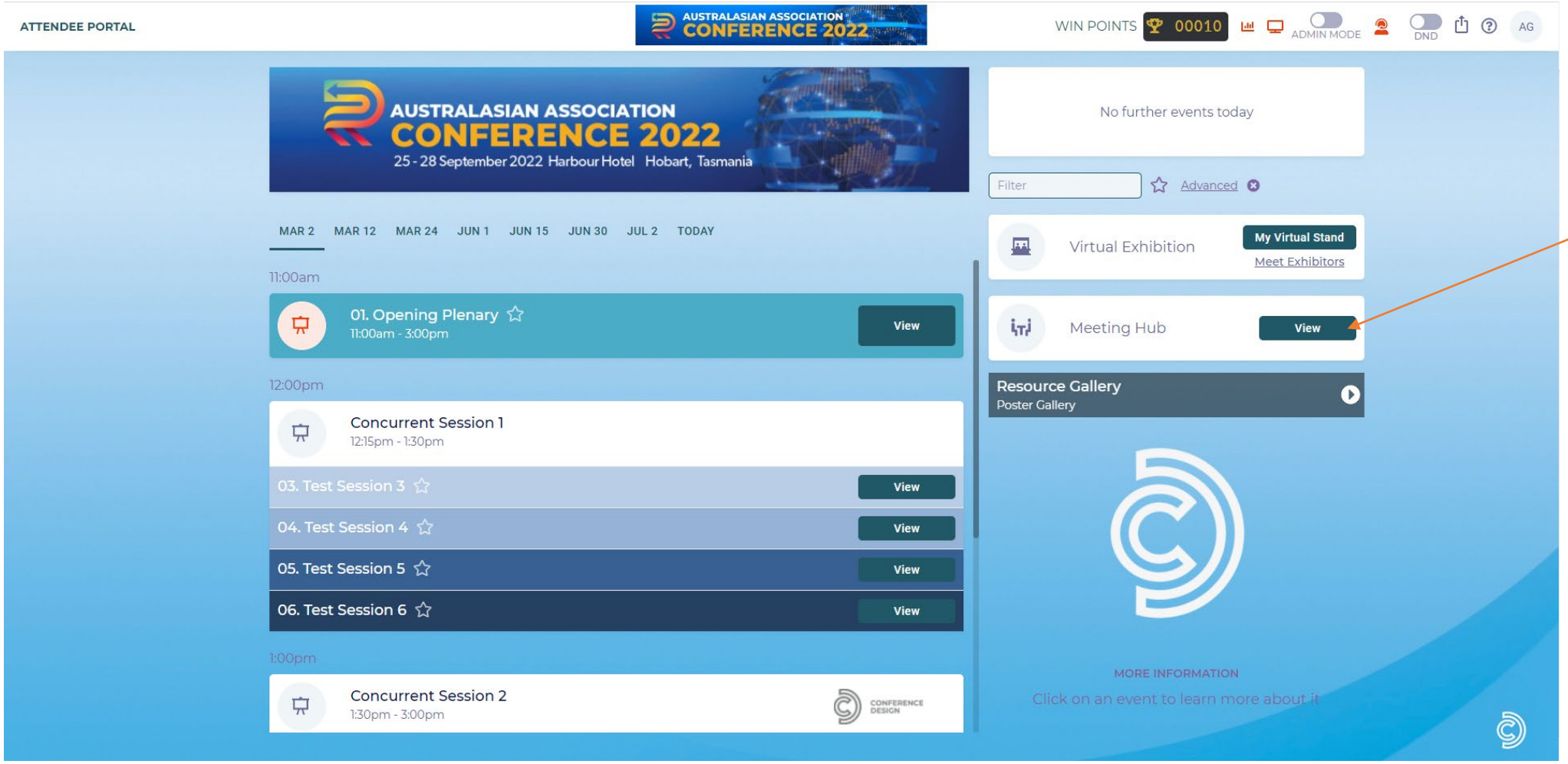
Delegates can request a Live Chat. Live Chat is an instant chat messaging function.

Delegates in the queue will display if they have requested a live chat.

After clicking 'Start Chat' a message box will appear. You will be able to message the delegate for as long as you like.

If you have set up lead capture, you will be able to answer the questions during your chat. The lead capture questions are only available whilst the chat is live.

Online Exhibitor Stand | Meeting Hub

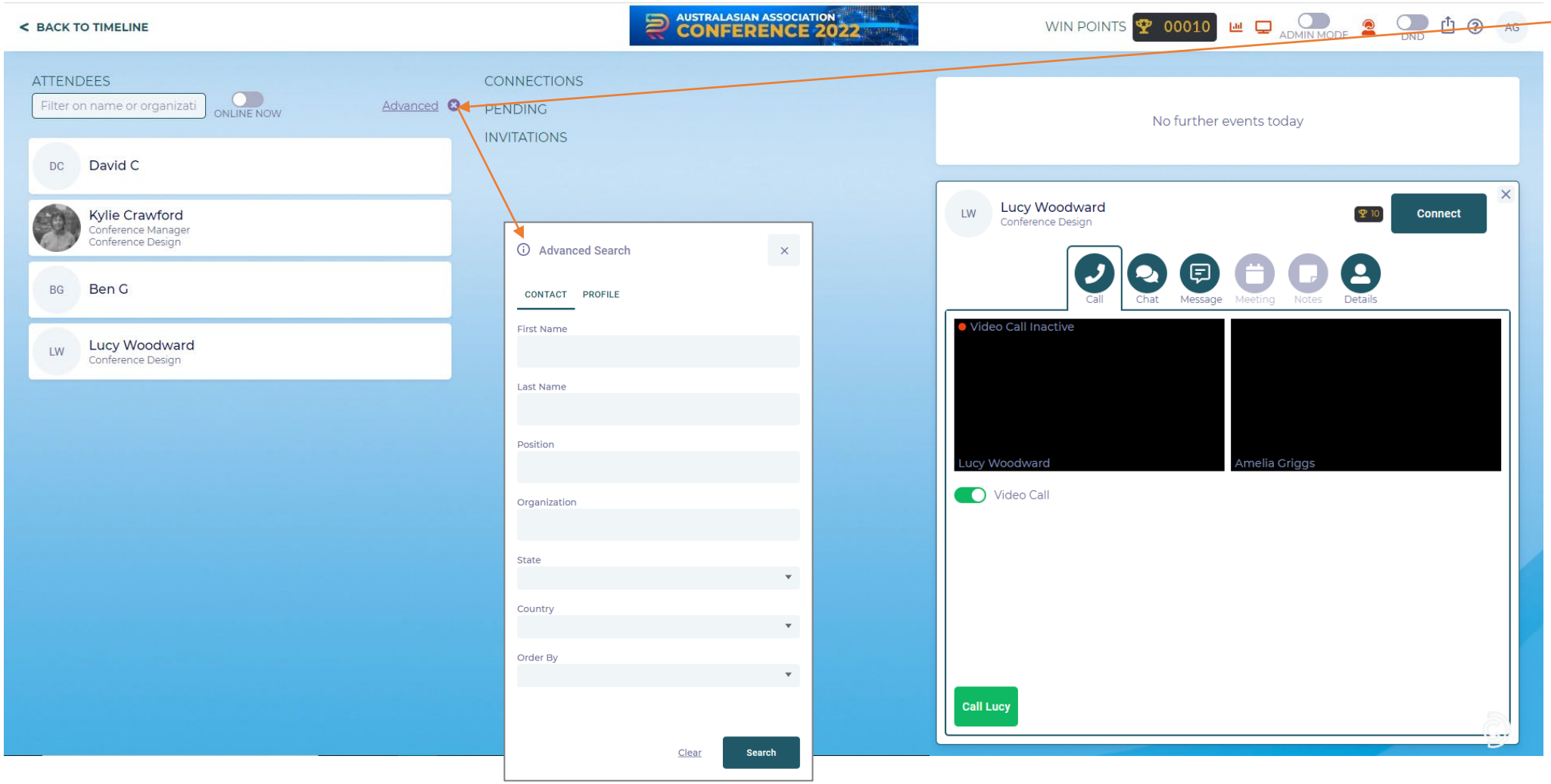


During registration, delegates have the option to opt in to be included in the Meeting Hub.

The Meeting Hub allows you to make connections with other sponsors, delegates and presenters.

You can schedule meetings, live chat and live call each other anytime when the OnAIR platform is open.

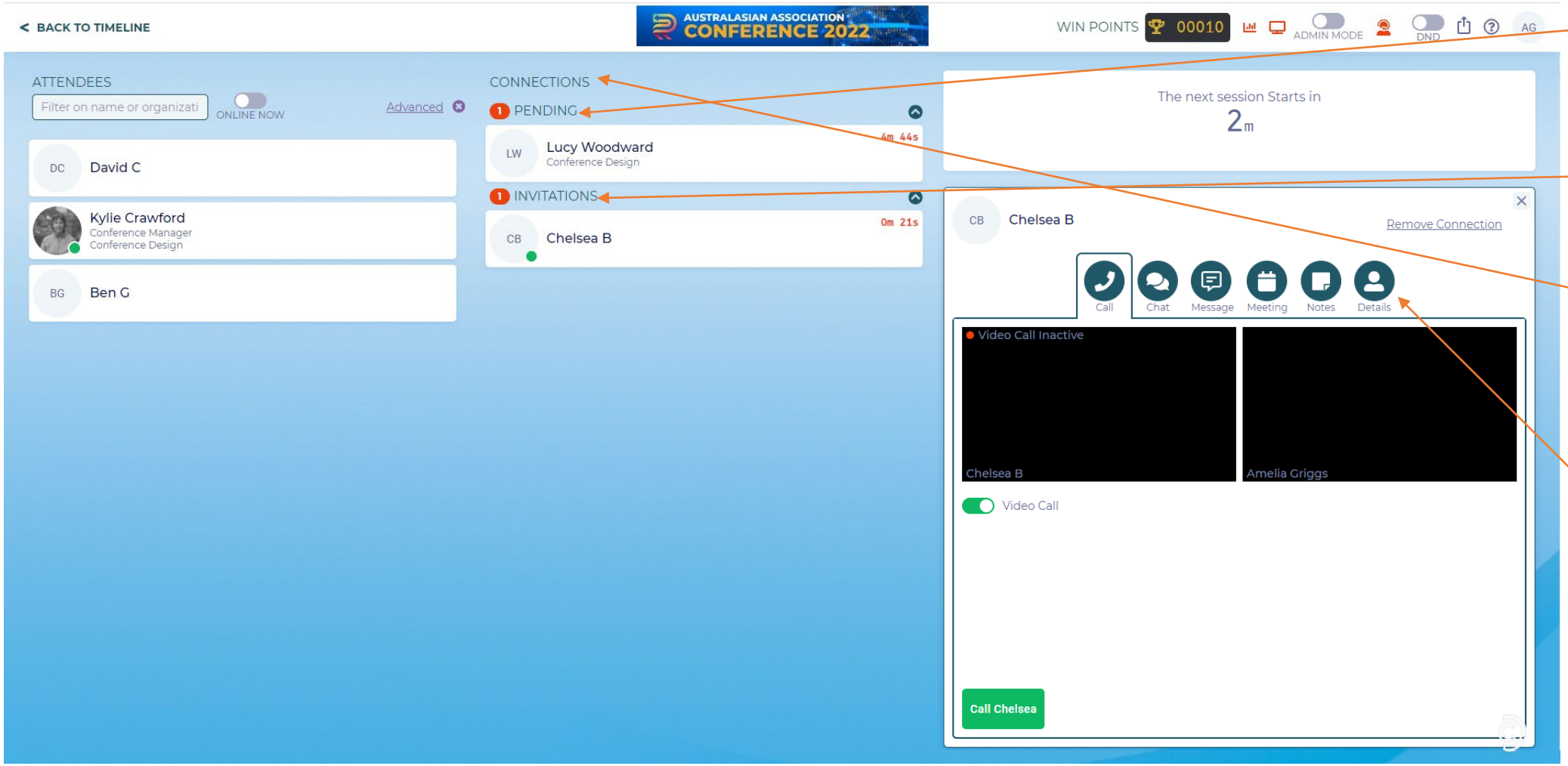
Online Exhibitor Stand | Meeting Hub Connections



You can search delegate names, or use the Advanced Filter option to filter by organisation, state, country etc.

You can send a connection request to anyone in the Meeting Hub. They will receive a notification with the option to accept.

Online Exhibitor Stand | Meeting Hub Calls, Live Chats & Meetings



Pending Connections are when you have sent someone a connection request

Invitations is when someone has sent you a connection request.

Once you have accepted a request, or someone has requested yours, they will appear in the connections section.

You can call them, live chat, send messages and schedule a meeting through your connection.