

# Activity Based Funding Conference 2021

Into the future: Responsive. Relevant. Reliable.

5 – 7 May 2021 | Delivered digitally

## Technical support guide

### How do I update my profile?

When you first sign in to the portal, the event check in window appears, where you can update your profile, capture or add a profile photo and review your privacy settings. To edit or change these settings, please click on your profile photo or initials at the top right of the screen and select **My settings**.

### How do I use the timeline?

Sessions and networking functions that are happening each day are listed in the timeline in chronological order. You can click on any of the agenda items listed in the timeline to view the session outline and click **Preview / join** to view the session or join a networking function.

### How do I refresh the timeline?

To refresh the timeline, please click on your profile photo or initials at the top right of the screen and select **Refresh data**.

### How do I update my time zone?

Your time zone settings can be updated in the **My settings** page in the top right of the portal. Please click on your profile picture or initials at the top right of the screen and then click **My settings**. Scroll down to the time zone settings to update this and click update to save.

### How do I update my media settings?

To edit or change your media settings, please click on your profile picture or initials at the top right of the screen and select **My settings**. Scroll down to the bottom of these settings and you will see **Media settings**. Your current inputs will be listed and to update these select change settings and click update to save.

### How do I allow microphone and camera access within my browser?

The portal will run a device check when logging in. If the browser hasn't been enabled to allow your microphone or webcam it will prompt you to allow it. To check these settings have been allowed, right click on the padlock icon in the URL bar and make sure microphone and camera are both set to **Allow**. Changing these settings to **Block** will block your browser from using these devices.

### How do I mute my camera and microphone?

When using the Meeting Hub or Live Support with the video call option selected, your camera and microphone will be enabled by default. Click on the icons in the video window to disable the camera and mute your microphone as needed.

When joining a networking function, your camera and microphone will be enabled by default. Click on the icons in the video window to disable the camera and mute your microphone as needed.

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## How do I block my camera so I am not visible within the conference sessions?

You will not have the ability to share your microphone or camera within sessions. You will be able to share your camera and microphone within the Meeting Hub and networking sessions.

## How do I update the amount of contact information appearing in the Meeting Hub?

To edit or change your Meeting Hub settings, please click on your profile picture or initials at the top right of the screen and select **My settings**. You can choose what personal information you would like to share with other attendees by scrolling down to the Meeting Hub settings and unchecking the available options. At a minimum they will receive your first name and initial of your surname.

## Why can I not see myself in the Meeting Hub?

In the Meeting Hub users are not able to search for themselves and see their own profile.

## How do I export my contacts?

All accepted Meeting Hub connections you make with other attendees will save their contact information. This information can be exported by selecting the export contacts button in the top right of the screen near your profile image. Please note that each individual will choose their own privacy settings and how much information they would like to share with other attendees, so some fields may be blank.

## How do I export my notes?

Any notes that you take throughout the event can be exported by selecting the export button in the top right of the screen near your profile image.

## Live Support

Our live event support team is online and available for you during the conference program hours (AEST). If you have any questions or need further technical assistance, please click on the red live support icon in the top right of the screen in the portal and the next available team member will respond to your query.

If you have any questions regarding the conference, please contact Consec – Conference and Event Management at [abf21@consec.com.au](mailto:abf21@consec.com.au).

Kind regards

## Consec – Conference and Event Management

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