



Canadian Research  
Knowledge Network

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pour la recherche

## Technical Support Sheet: CRKN 2020 Virtual Conference Participants

### Zoom at the 2020 CRKN Virtual Conference

This year's conference is happening online via Zoom. Below is information about using Zoom during the CRKN conference. If you have any additional questions, contact us at any time at [info@crkn.ca](mailto:info@crkn.ca).

During a session, you will also be able to message CRKN staff directly on the Zoom platform for assistance. To find a staff member, look for *(Tech Support)* in front of certain participants' names. You can message these people directly for assistance (more information on direct messages below). You can also identify speakers by the *(Speaker)* in front of their name.

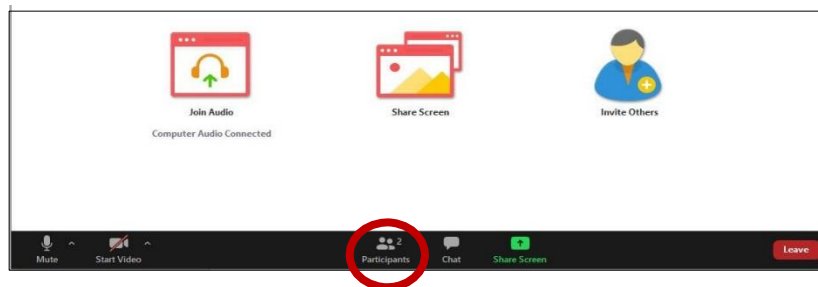
Participants are asked to remain muted until Q&A and discussion periods.

### Identifying Yourself During the Meeting (Virtual Nametags)

In place of a conference nametag, attendees are asked to identify themselves by adding their full name and organization. Instructions for changing your display name during the meeting are provided below. We recommend logging in a few minutes early to do this.

### Changing Your Display Name

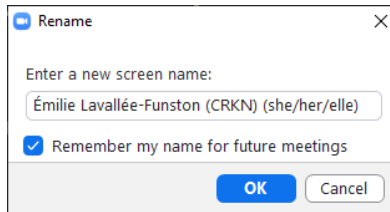
1. Click on the **Participants** icon at the bottom of the window (shown circled below). NOTE: Clicking on the Participants panel will also allow you to see who is in the meeting.



2. A Participants window will appear. Click on the "More" button next to your name.

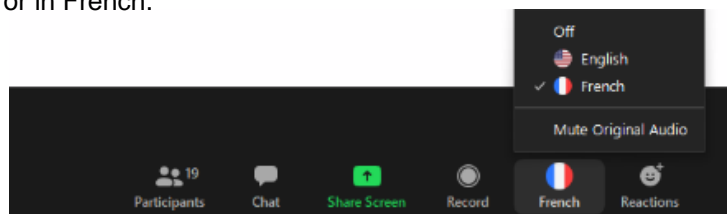


3. Click on "Rename". Enter your full name and add your organization in parenthesis. You are also invited to add your pronouns. Click "OK".



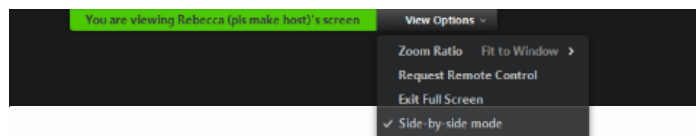
### Simultaneous Interpretation (English and French Audio)

1. All sessions, with the exception of some social events, will have simultaneous interpretation services. Once you are logged in to the session, you will be able to select the language stream of your choice from the control bar.
2. Select the "Interpretation" icon to see the language options. You can select English or French to hear audio in this language at all times.
  - If you have selected "English", you will hear the original audio when it is in English and automatically hear the interpretation when the original audio switches to French.
  - If you do not activate the interpretation service (select "Off"), you will hear the original audio at all times, whether in English or in French.




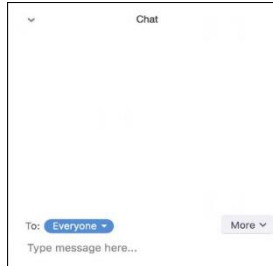
### Translated Presentations (English and French Slide Decks)

- All presentations, with the exception of presentations with a bilingual slide deck, will have an English and a French slide deck available.
- Only one language will be displayed during the session.
- If you would like to access the slides in the other language, you can download the slide deck for that presentation from the [Resources Library](#) on the CRKN website and follow along.
- You can also select « Side-by-Side » to see both the shared screen and the cameras. Activate this by selecting the option under « View Options » in the control bar at the top of the screen.



## Participating by Chat


1. While in a meeting, click **Chat** in the control bar. 
2. This will open the chat panel, so you can ask questions and read other messages.
  - Click on the drop-down menu next to **To** if you want to send a message to a specific person.

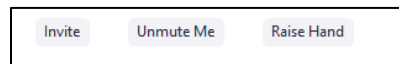


## Participating via Audio

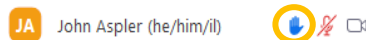
Please always remember to keep your microphone muted unless you are asking a question or participating in a discussion.

Attendees can use the Raise Hand feature to ask a question via audio. You do this from the Participants panel. Speakers or Moderators will then invite you to unmute your microphone and participate.

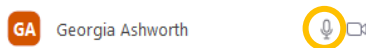
- Click **Participants** in the control bar to display the participants list: 
- At the bottom of the participants panel, you will see a 'Raise Hand' option.



- If you raise your hand, a small blue icon will appear, and the moderator will see this.



- To unmute your microphone, click "Unmute Me" at the bottom of the participants panel, or click on the microphone next to your name. To re-mute once you are done, simply click on the icon again.



## Audience Participation (PollEverywhere Activities)

We are using PollEverywhere for in-session activities this year. Participants will be able to complete activities online, and results will be displayed on screen.

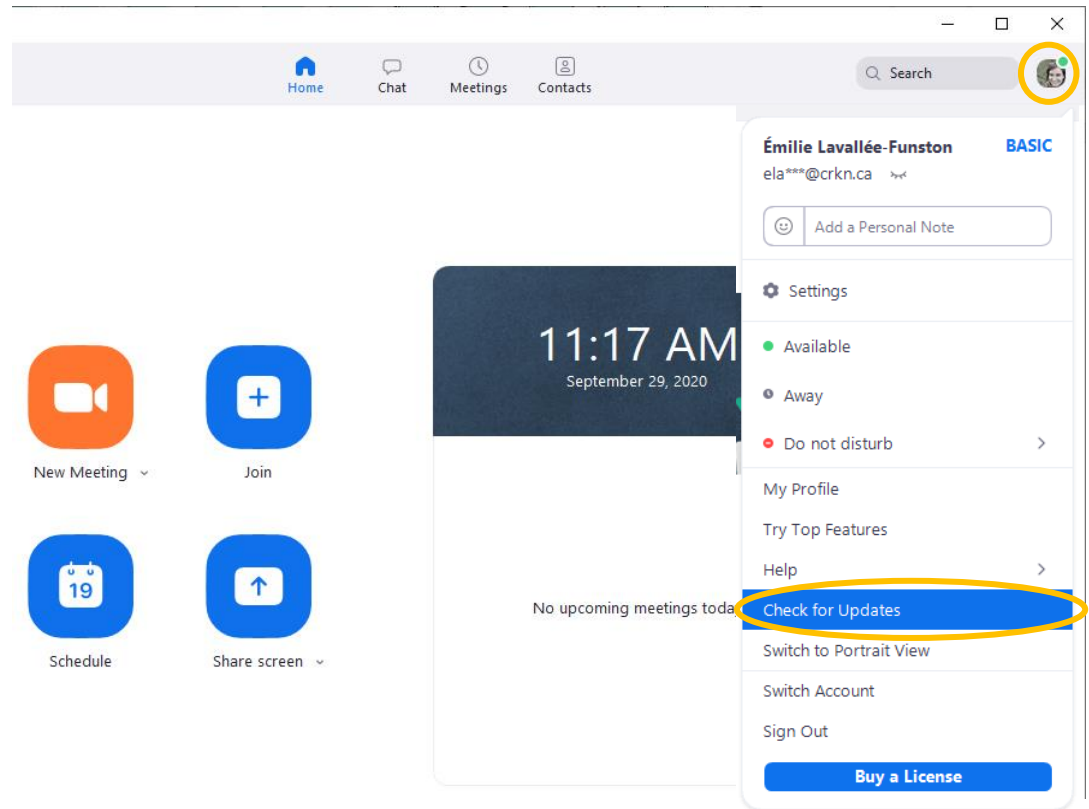
- Bookmark this link: <https://pollev.com/crkn20rcdr>. It will be live throughout October.
- During a session, when a speaker invites you to complete a PollEverywhere activity, go to the link to participate. Your results will be displayed on screen with results from other participants.
- As new activities are initiated, the activity displayed at the URL will update.

## Zoom Desktop App

We recommend downloading the Zoom Desktop App to make the most of your conference experience. Download the app will allow you to participate in breakout rooms during sessions, for example.

Remember to check that you have the latest version of Zoom.

- Open the Zoom Desktop App
- Click on your profile icon at the top right of the screen. A menu will appear.
- Select **Check for Updates**.



- Run any updates as prompted by Zoom.
- When you have the latest version, the message below will appear.

