



NAWRA online presents... *'What does the future of advice service delivery look like?'*

Thursday 30th July 2020 from 10 am to 12 noon (via Zoom)

Instructions for delegates

Thanks for signing up to attend NAWRA's online event.

[Read the agenda](#)

Using Zoom:

- **If you haven't used Zoom before** then try out your set-up at <https://zoom.us/test>
- You can join from **any internet-enabled device** (although phones can have limited functions). There is no need to download any additional software - just use your usual web browser.
- If you have **any problems** then email kelly@nawra.org.uk

Before the conference:

- Try to **join the conference early**. We'll be around 10 minutes before the start time to help with any problems.
- To **join the conference**, click on the Zoom link in your booking confirmation and enter the password. You will go into a waiting room first.
- **Change your profile name to 'first name, surname, organisation name'**. To do this, click on the 'Participants' button at the top of the Zoom window. Next, hover your mouse over your name in the 'Participants' list on the right side of the Zoom window. Click on 'Rename' and enter your name and organisation.

- **Set your viewing option to 'speaker view'**. This is done via a bar at the top left or top right of your screen – tap or hover mouse to see it. You can have 'gallery view' or 'speaker view'. 'Speaker view' will focus on the person speaking or their Powerpoint presentation if they are using one.
- If you are **having trouble hearing** click on the arrow by the mute button in the settings bar and check which speakers are being used. Remember to turn up the volume on your computer.
- If you do not want to appear on screen, you can **disable your webcam** by clicking on the camera icon. If you like, you can **upload a profile photo**. Your microphone is automatically muted so that background noise does not interrupt the person presenting.

During the conference:

- If you have any **questions during the event** please use the chat function in the settings bar. Clicking on that will open the message box and you can leave a message. We will ask as many questions as we can but can't guarantee to get to them all.
- You can **raise your hand digitally** to let the host know that you would like to speak. Wait till the speaker is open for questions to do this. Click on the icon labeled "Participants" at the bottom centre of your screen. At the bottom of the window on the right side of the screen, click the button labeled "Raise Hand." Don't forget to put your hand down when you've asked your question.
- **Sessions will be recorded** and made available on our YouTube channel. If you don't want to be identified you can change your name by clicking on the security button in the settings bar.
- If you want to **show your appreciation** at any point please feel free to use the reaction button – also in the settings bar 😊

Thoughts and feedback:

- We will be using a little extra bit of technology to capture some thoughts and **feedback** from the event via Slido. The link for each session is in your booking confirmation. You may wish to do this **via a mobile phone** so that you can stay focused on the main event on screen! You do not need to download any software – it all works from a web browser.
- During the session, at any time, you will be able to submit **ideas for future NAWRA events** using the 'ideas' tab at the top of the screen. Then, at the end of the event, you will be able to respond to three final 'poll' questions to give feedback on the event and contribute further thoughts that will help NAWRA to learn from our members.

Social media:

- Don't forget to follow NAWRA on Twitter [@NAWRA_UK](#). You can also use the hashtag [#NAWRAonline](#) to post messages and follow the discussion.