Your virtual event attendee guide
Get ready to go virtual

At Showcare, we specialize in virtual and hybrid events, helping our clients create impactful event experiences for attendees both online and in person.

We have developed this on-screen readiness guide filled with tips and tricks to prepare you for your next live virtual event and community learning experience.
In the days leading up to the event

Once you receive your attendee credential login email, be sure to explore the virtual event platform and complete the activities outlined below.

Profile setup
A complete profile is essential to begin interacting with other participants and how you present yourself for your live virtual event. Complete your profile in the event platform and begin building your network with connections. Describe yourself and add your profile picture or select your avatar.

Explore the event platform
Check out the Sessions area, the Networking area, Poster Hall, Exhibit Hall, exhibitor pages of interest and your homepage news feed for any recent updates (available pages may vary and be named differently depending on the event).
Schedule planning
Begin to map out your schedule by signing up for events that interest you and reserve your seat for limited attendance experiences in the Sessions area.

Engage with the community
Start building your network through profile connections and initiate conversations in the Networking area. In the Community Q&A section, you will be able to start discussions, post questions and upvote or downvote existing posts.

Build your network
Set yourself up for success by building connections with sponsors, exhibitors and thought leaders at the event. Depending on the event that you attend, you may be able to begin sending direct messages to showcasing exhibitors.
Day of the event
Event day readiness

Before you log in

Prepare your event space

- Not all events need to be experienced seated. Find a comfortable space in your home or office with minimal distractions.
- Prepare any refreshments you’d like to have available nearby during the event.

Check your connectivity

- A strong internet connection means that you will have the best virtual experience possible.

Be on-screen ready

- You will have many opportunities to participate in one-on-one video meetings, roundtable discussions and smaller breakout sessions.
- Let the people around you know that you will be attending a virtual event to avoid any unwanted interruptions.

Arrival experience

Log in early to test your internet connectivity, sound and video quality.

- There will be a variety of opportunities available to you when logging in for the first time. Arriving early will help you to be better prepared for the live virtual event experience.
Session participation
The live event experience

Start with a blank slate
- Open your browser and ensure that no previous tabs are visible.

Get focused
- Eliminate and minimize possible distractions including your email and phone while you are attending the event.

Your homepage
- From the main page, browse the available event sessions and networking opportunities.

Sessions
- All live event sessions will take place here. You may also find on-demand content and learning materials.
- Schedule your session participation and navigate from session to session.
Networking

- Before sessions begin and during breaks, you can network with your peers in this area.
- You can begin discussions visible to all participants or upvote/downvote questions and interact with other attendees.
- Some event organizers will direct you to this space to add your questions which can be answered during sessions.
- Start or join a roundtable discussion with a small group of up to 6 participants. Featured topics are designed to bring together participants with common interests. These discussion types will only remain open if participants are present.

Exhibitor pages

- Connect with exhibitors you have already followed or discover new sponsors suggested to you.

Exhibit Hall

- Engage with exhibitors through chat and direct messaging.
Post event
Extending the experience

You can continue networking and learning for a period of at least 90 days following the live virtual event experience.

Your login will stay the same and your profile will remain active.

Explore Sessions to watch on-demand videos and earn CE credits.

Continue discussions about your learnings and other topics of interest with your connections.
Just as you would while speaking to a group of people in person, you want to look and feel your best when broadcasting virtually from your home or office.

During the virtual event, you'll be invited to join one-on-one conversations, roundtable discussions, and potentially be on screen for discussions during breakout sessions.

Here are some tips and tricks to ensure you put your best foot forward during your next live video session.
Best connection

If possible, use a wired internet connection on the device you will be using for your video call. If that’s not possible, try to sit in the same room as your Wi-Fi access point (router).

You can also disconnect other devices that are connected to your Wi-Fi to ensure your bandwidth is not being used by another device that is simultaneously pulling a lot of data, such as high-definition video content on a TV in another room.

If you have the available bandwidth, adjust your video settings to full HD for the best quality video. Before your call, go to google.com and search “speed test”. Ideally, your upload and download speed is somewhere in the range of 5-10 Mbps (the higher the number, the better).
The basics

Choose a clean and neutral background with good lighting. If possible, make use of natural lighting by facing a window.

If natural lighting is not possible, consider using a desk lamp. Adjust the position of the lamp accordingly, so the light is not too bright (leading to glare on your face), but uniformly illuminates your face.

Avoid bright light sources behind you as they can make you appear in silhouette.

Avoid sitting directly under a ceiling light, as that can lead to a harsh top-down lighting situation.

Adjust your computer’s camera or webcam to eye level and look into the lens instead of at your screen while speaking. Make sure you are centered in the frame.

You may also opt to add visual interest and show off your personality by featuring items such as books, plants, art, fireplace or a well-organized room in the background.

Avoid using virtual backgrounds when you are leading a presentation. If for any reason you need to use one, choose a clean solid color or texture. Try to avoid any animated backgrounds, as they can lead to pixelation.
Sound is key

Remember to mute your microphone when you are not talking to avoid any unwanted background noise.

Inform other people in your home/environment that you will be on a call, and to keep interruptions/outside noises to a minimum during your call.

Avoid using the default microphone on your computer/laptop/phone by using an external headset (with a microphone). These can be the earbuds/headphone that usually comes with your device.

Test your audio/video/network quality an hour before going live. If your microphone or headset is not working, check the audio settings on your computer.
Get camera ready

- Consider the entire frame composition and opt for colors that suit your skin tone.

- Choose solid colors and avoid busy prints. Jewel tones and deep rich hues look great on camera.

- Avoid wearing glasses if possible but if you need to wear them, try tilting them down slightly to reduce reflections and use softer light sources to avoid any unwanted shadows.
The etiquette

1. Have your login information for the virtual event experience ready to go in advance. Always login at least 10 minutes before you go live in order to do a final visual and audio check.

2. If you are on a call with 3 or more people, you can use simple gestures indicating your approval or disagreement with what another speaker is saying (e.g., a thumbs up or head nod to agree or a hand raise to add or challenge something).

   - While video conferencing does its best to prioritize who is speaking on a call, using these nonverbal cues can help to signal a speaker that you agree with them or want to add something.

3. Remember that all sessions are timed, so be mindful of how long you are speaking for. Keep your thoughts concise and share the floor with other participants!