



Your Attendee Guide to the SMART 360 Platform



Your Quick Reference to the Attendee Guide

SMART 360 Virtual Event Platform	2
Attendee Guide Introduction	2
Accessing the Event.....	2
Google Translate	3
Technical Support – Check in here if you run into any challenges	3
Navigating in the Platform	4
Auditorium	4
Watching Sessions	5
Networking Lounge	6
Exhibit Hall & Exhibits.....	7
Scavenger Hunt & Leaderboard	8
Zoom Guidance	8
Still Have a Question	8

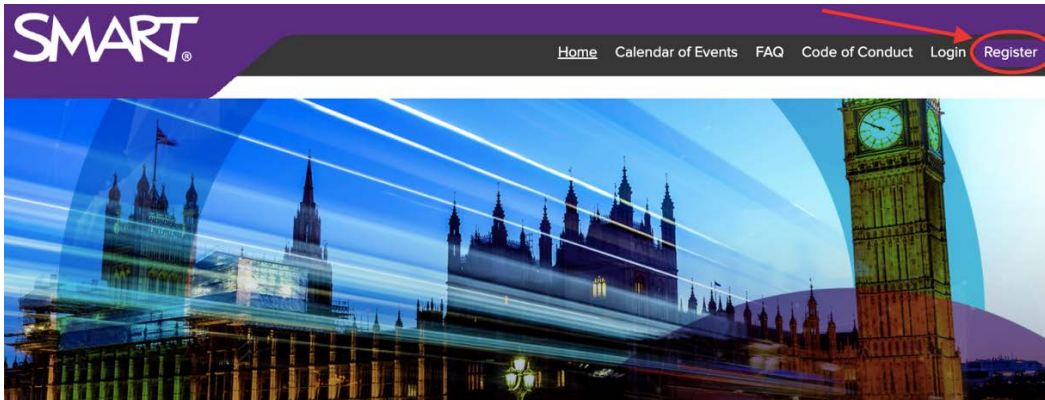
SMART 360 Virtual Event Platform

Attendee Guide Introduction

This guide will provide you with all you need to know to have a productive, engaging, and enriching experience while browsing the SMART 360 Virtual Event Platform. For quick reference, the table of contents on the previous page can be used to jump to specific sections. **Please note, all session times on the platform are listed in Eastern Standard Time (EST).**

Accessing the Platform

To access the platform for the first time, you will need to fill out the registration form. Go to smarttech.com/360. On the top navigation bar, click on **Register** to get to the form.



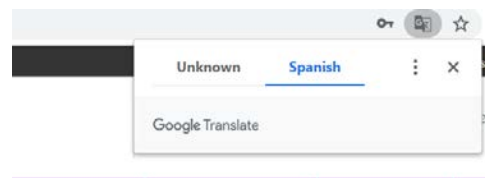
Once you have submitted your registration form, you will receive an email with instructions on how to login and how-to setup your password. If you run into any issues, please contact the SMART Events Team at events@smarttech.com.

Welcome video

Once logged into the platform, a Welcome video will automatically popup and start playing. We encourage you to watch the video at least once as it will give you great information about what the platform has to offer and how to navigate within it. To watch the video again while visiting the platform, go to Info Desk and click on the SMART representative behind the counter.

Google Translate

The SMART 360 Platform is in English. For language translation for web-based content within the platform, please use Google Translate to instantly translates words, phrases, and more between English and over 100 other languages.



Tech Support – Non-Live event days

For technical assistance (logging in, navigation or other technical platform concerns) please email platform representatives/developers at smarttech@getvfairs.io and this team will be happy to assist you. This email address is listed in the top right corner of each room in the platform.

Tech Support – During Live event days

Go to Networking Lounge and select “chatroom”. Once in the chat room, join the Technical Support chat room. If you prefer to email for help, platform representatives are also available at smarttech@getvfairs.io. This email address is listed in the top right corner of each room in the platform.

Navigating in the Platform Lobby

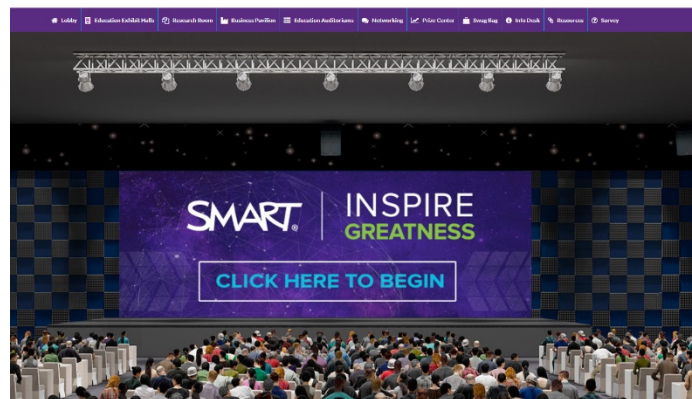
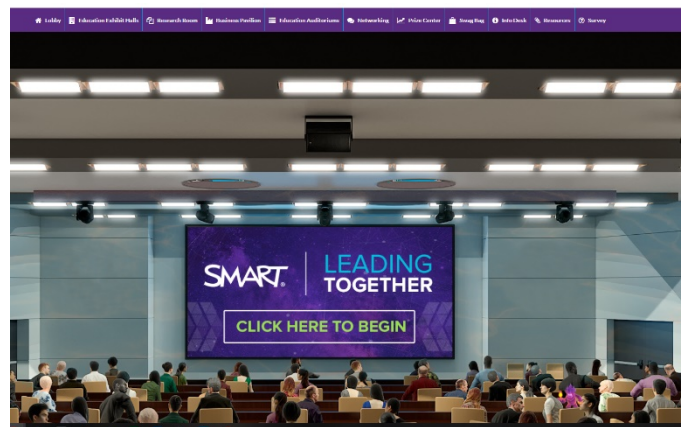
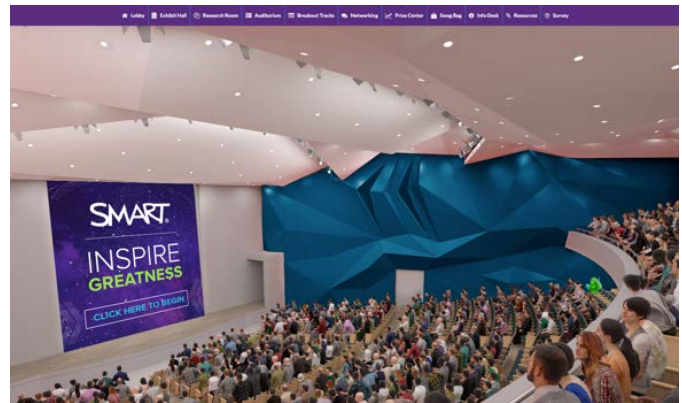
Once inside the virtual platform, you can explore all that SMART 360 has to offer, by using the lobby links or the top navigation menu. More details are below.



Auditoriums

We recommend starting in one of our auditoriums to get comfortable with how to find and access sessions.

You will find upcoming sessions by clicking of the auditorium screens. Sessions titles are displayed on the left and the dates & times are displayed on the right. All live sessions are recorded and made available to watch at your leisure approximately 24 hours after the live session ends. Sessions with "Play" instead of a date and time are sessions that have been recorded. More details on this can be found on the next page.



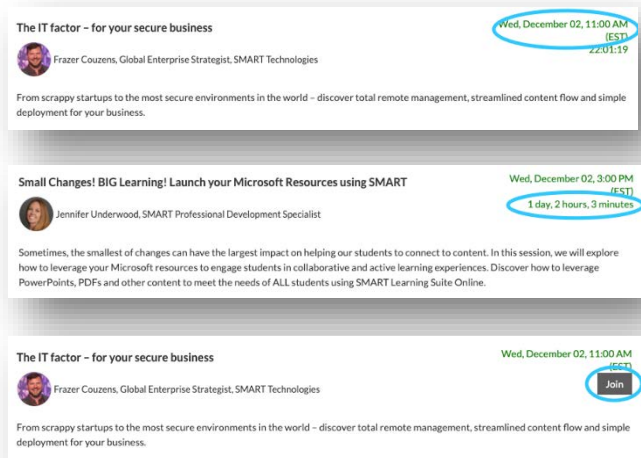
Watching Sessions

When you click on the auditorium screen, the upcoming session list will appear. A reminder that all sessions are listed in **Eastern Standard Time (EST)**.

Sessions will become available to join at the time listed on the page. **There is a countdown clock for each session listed on the right.**

When the start time arrives a “Join” button will appear.

This button will appear 1 minute before the official start time for you to launch the meeting application. Please click the button and follow the prompts to join.



Live Sessions

During live events, sessions can be viewed by clicking the “Join” button for the session (as mentioned above). The live sessions will “open” 1 minute before the scheduled start time to provide some flexibility to get into session. Once inside, depending on the meeting type, you will have the opportunity to chat, or enter questions in the Q&A.

Zoom: We recommend that you have the latest version of Zoom install on your computer. However, if you do not have a current Zoom account you may be asked to enter your name and email to enter the room (please enter the email address used on your registration to get in). This is standard process and will allow you to join the session.

Pre-recorded - “Simulive” Presentations

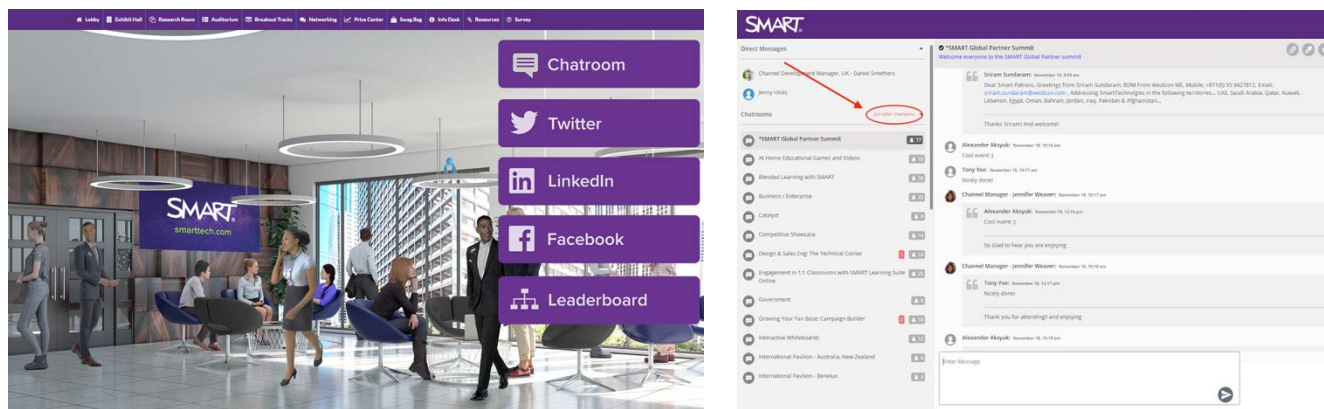
There might be some sessions that run simulive. These are pre-recorded presentations that have real-time chat enabled. This allows attendees to interact with the speaker via the text Q&A for the entirety of the session. During the event, pre-recorded sessions will start at their scheduled times (providing a simulated live experience), so be sure to plan accordingly. You’ll need to click the “Join” button to enter the session and from there, you can engage in the Q&A or sit back and listen.

On-demand

We offer a variety of on-demand searchable content for your viewing pleasure. To access this great on-demand content, click on the breakout room of your choice. These breakout rooms are divided by different subject matter material with a variety of sessions within. Press the “Play” button to launch the recording.

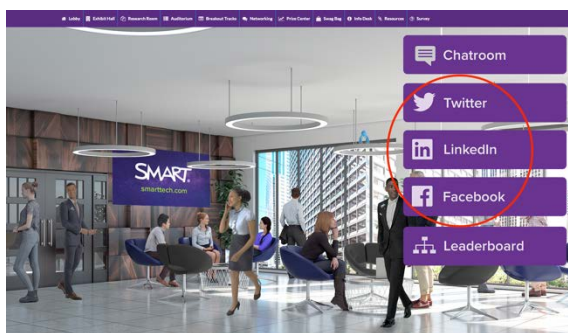
Networking Lounges – Chat Rooms

During live event days, you will have the opportunity to join a chatroom to connect with the SMART team and other event attendees from each booth within the exhibit hall. Visit the Networking Lounge, and click on “Chatroom” to launch the chat feature. You will need to actively join chat rooms to engage with the SMART team and other attendees. To join other chat rooms, click on join other chatrooms (red text circled below) from the top left of the chat window.



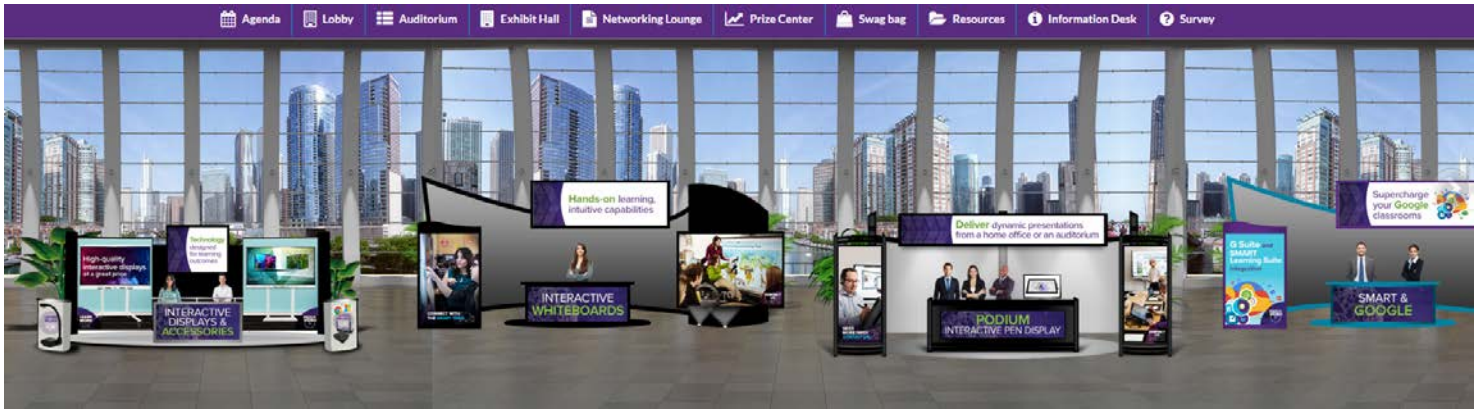
Once in a chat room you can participate in the group chat or one-on-one with a SMART representative. For one-on-one chats, you'll be able to choose from text, audio, or video calls.

Please note, it is possible to join multiple chat rooms at the same time. Your active chat rooms will be listed down the left side of the chat window in alphabetical order. In addition, the chat will open in a separate browser window, allowing you to toggle back and forth between sessions and the chat rooms.



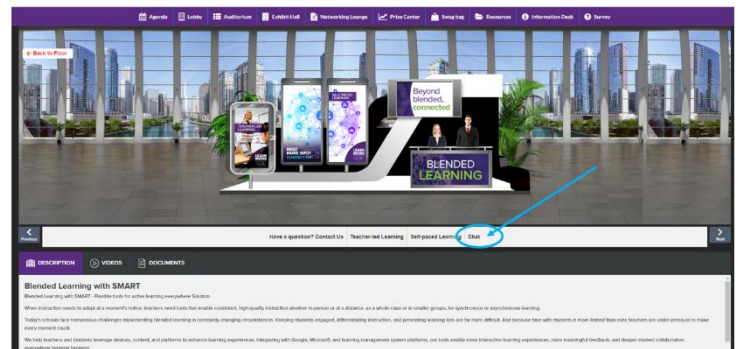
If you are visiting SMART 360 on non-live event days, chatrooms won't be accessible. To connect with a SMART representative, simply click on one of our social media channels listed on the Networking Lounge page or send an email at info@smarttech.com.

Exhibit Hall & Exhibits

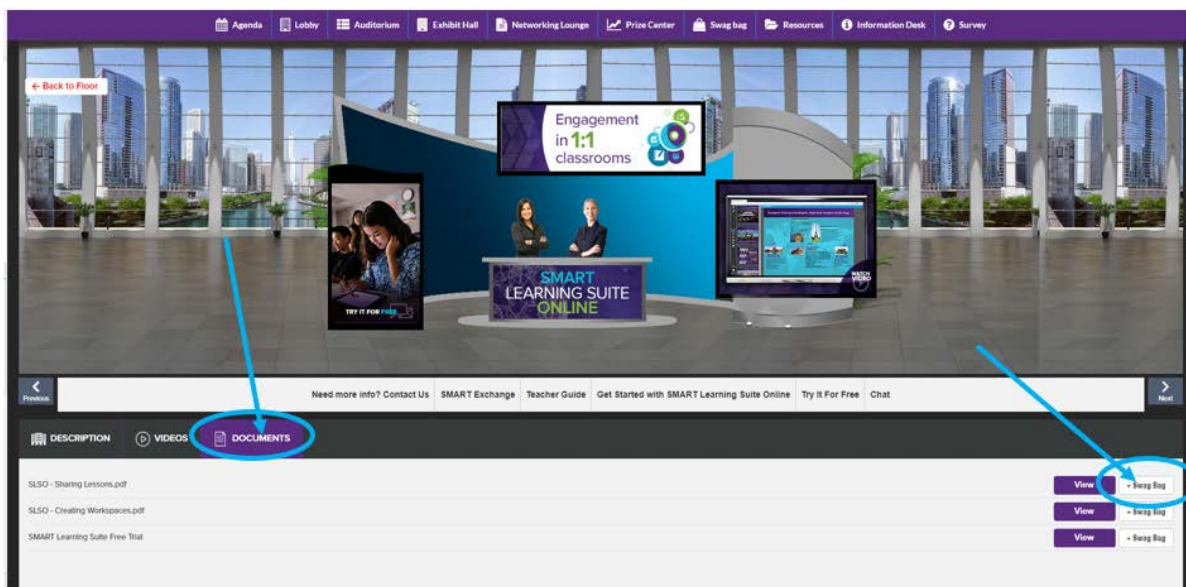


The exhibit hall provides the opportunity to learn from SMART or from other exhibitors by discovering new content and engaging in chat discussions.

1. During live event days, the Chat icon will appear in the content bar (white bar below the booth) and you will be able to chat with the SMART team or other exhibitors using this feature. You'll then be able to engage in the booth group chat, or chat one-on-one with a booth representative.



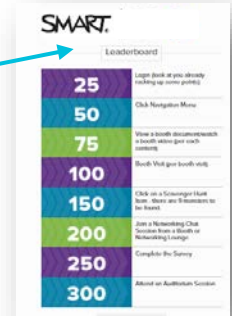
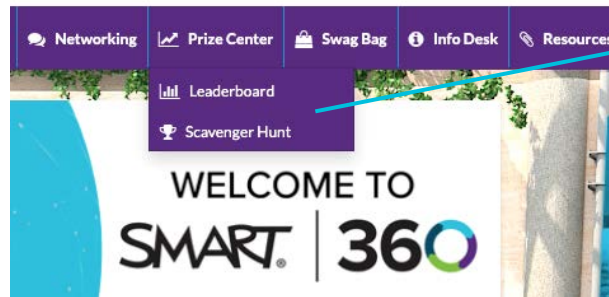
2. Fill up your virtual swag bag with documents from each booth, simply click "+ swag bag" to add these items. Remember to visit Swag Bag (along the top navigation bar) and email these to yourself. As a gift, we have a few items in your swag bag for you already.



Scavenger Hunt & Leaderboard

SMART 360 offers a little fun too. We have 2 virtual competitions you can participate in each month. A virtual SMART Monsters™ Scavenger Hunt and a Leaderboard competition.

The virtual SMART Monsters™ Scavenger Hunt is where you have to find all 9 SMART monsters within 1 calendar month to be entered to win a prize. Monsters are scattered within the platform for you to locate. Prizes vary each month and you are eligible to win 1 prize every 12-month period.



The Leaderboard competition is where you need to collect points by performing certain tasks and attending featured sessions throughout the platform. You score points for genuine interaction and prizes are won for the top participants with the highest scores. If it is deemed that your interactions are not genuine you will be disqualified. You are eligible to win 1 prize every 12-month period. Good Luck!

Zoom Guidance

Live webinars and networking sessions will be held using Zoom. The links for each Zoom meeting or webinar will be accessed through the “Join” link in the platform when the scheduled time arrives. After clicking the link, you will enter the Zoom Meeting or Webinar. You can join via the Zoom App, if you have it downloaded, or through your browser by clicking the “join from browser” link.

Still have a question?

Contact us via email at events@smarttech.com and a member of our team will get back to you.

We are excited to have you join us on



©2020 SMART Technologies. All rights reserved. SMART Board, SMART Learning Suite, smarttech, the SMART logo and all SMART taglines and product logos are trademarks or registered trademarks of SMART Technologies in the U.S. or other countries. All third-party product and company names are for identification purposes only and may be trademarks of their respective owners.