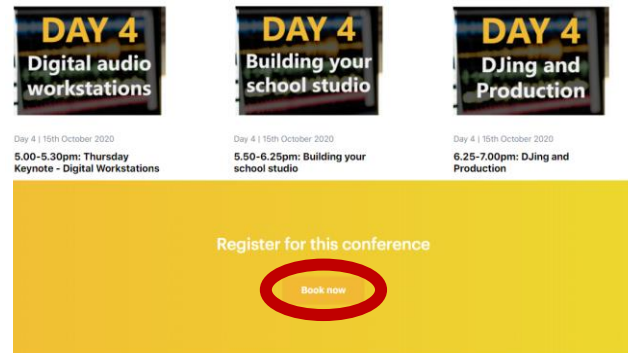


ONLINE CONFERENCE TECHNICAL GUIDE

We have put this guide together to make sure you have the best delegate experience possible. Please take a moment to read through the details which will provide some helpful tips and answer most of questions you may have about this online conference. If you are still stuck there is contact information at the bottom of this document.

REGISTRATION

- To register for the conference please click the 'Register for this conference' buttons on the homepage.
- Registration in advance of the live event dates will give you access to **all the sessions** on both a live and on-demand basis.
- It will not be possible to register for individual sessions.
- The **on-demand** recordings will be available to watch in your own time for a 3-month period after the live date.
- **New registrations** can also be made after the live date to access the on-demand recordings during the 3-month period indicated.
- Each registration is valid for **1 person only** and additional registrations will need to be created for each person who wishes to take part.



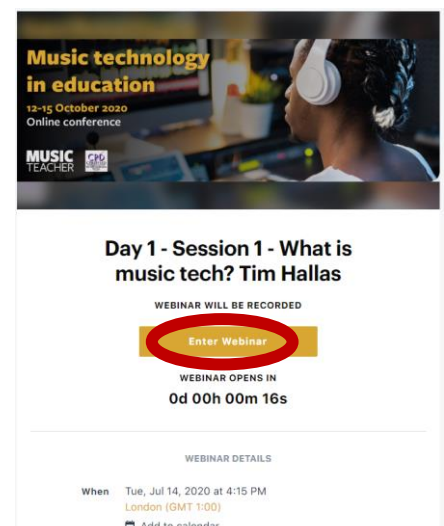
Please take a look at the booking terms and conditions for more information:

<http://www.pupilpremiumconference.com/guide>

JOINING THE CONFERENCE SESSIONS (LIVE AND ON-DEMAND)

Live

- Each session will go live at the **time and date** indicated on the programme and conference home page.
- You will be able to join each live session by clicking on the relevant tile on the homepage and navigating through to the session's **landing page**. Here you will see an 'enter webinar' button (*see right*) when the session is open.
- You will be able to enter the webinar and join the 'waiting room' up to 15 minutes before the session is due to start.
- Once you have joined and watched one of the live sessions, e.g. keynote on day 1, you will then be **automatically redirected** into any subsequent sessions taking place on the same day at the end of the talk. The speaker or chair will remind you to keep your browser open to be redirected directly into the next talk or to the virtual exhibition and refreshment break depending on what comes next in the agenda (this will not apply to the last session of the day).



On-Demand

- To watch the recordings on-demand, please click onto the landing page for the relevant session where you will see the **recording** at the top of the page where the banner is currently located. Please allow 24 hours after the live event date for the recording to be available.

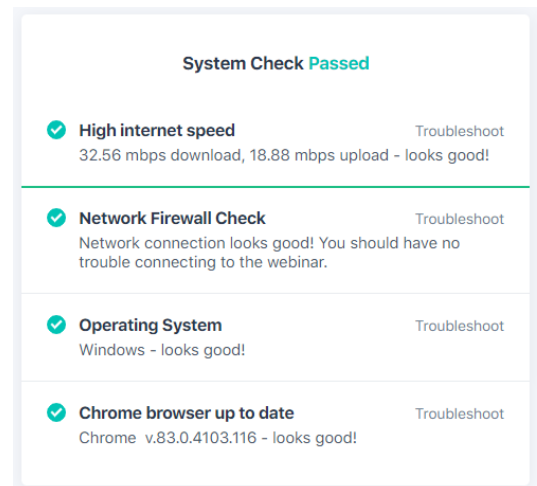
Troubleshooting tips

The online conference is being hosted on a platform called Big Marker which is a browser-based platform. As such it requires very good internet connection. It is imperative that you do a system check before you view any of the live sessions:

https://www.bigmarker.com/system_check

If you are experiencing technical difficulties try some of these tips:

- ✓ The platform works best on Google Chrome and Firefox browsers so please use one of these browsers for the best experience
- ✓ **Connection issues:** If you're having trouble connecting, please try refreshing your browser and logging back into the webinar using Chrome or Firefox. Make sure your browser/firewalls aren't blocking the site.
- ✓ **I can't hear anything!** If you can see the webinar but can't hear anything, make sure you've clicked the presentation slides to activate the audio.
- ✓ **Slow internet:**
 - If possible, please try and plug directly into your internet with an ethernet connection.
 - Close all your tabs or quit other programs you are running
 - Switch wi-fi networks if possible (especially if you are on public or shared network) or ask others to log off
 - Restart your router
- ✓ If the **chat** feature hasn't automatically opened you will see a small 'chat' icon on the bottom right of the page which will open up the chat panel
- ✓ Additional technical tips: <https://bigmarker.zendesk.com/hc/en-us/sections/200700619-Troubleshooting-for-attendees>



Still stuck or have any questions:

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