







This guide will take you through the platform spaces and features, so you can get the most out of your virtual experience.



Quick Guide

For registration and setup instructions, see page 1

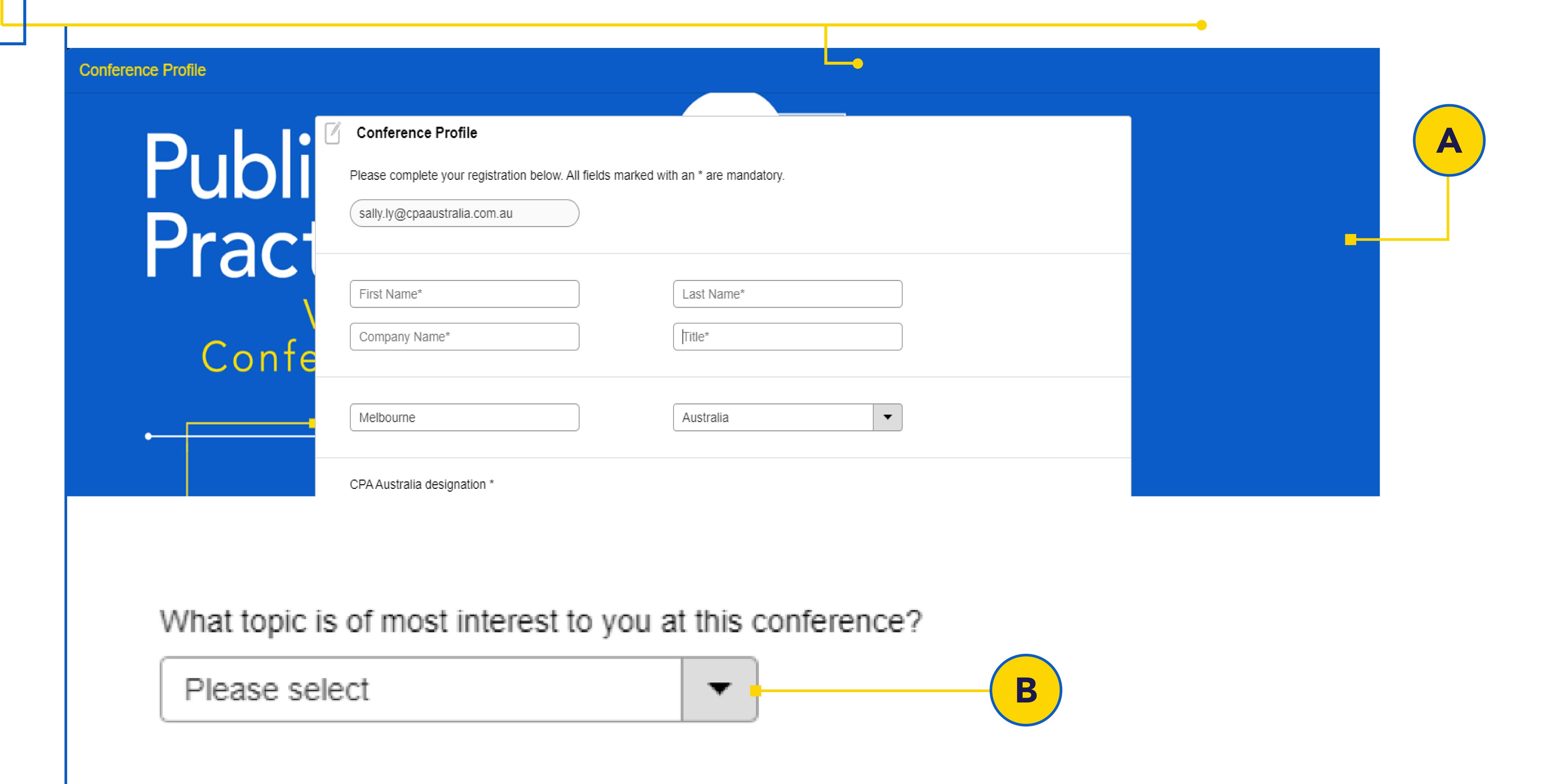
For accessing sessions, see page 3

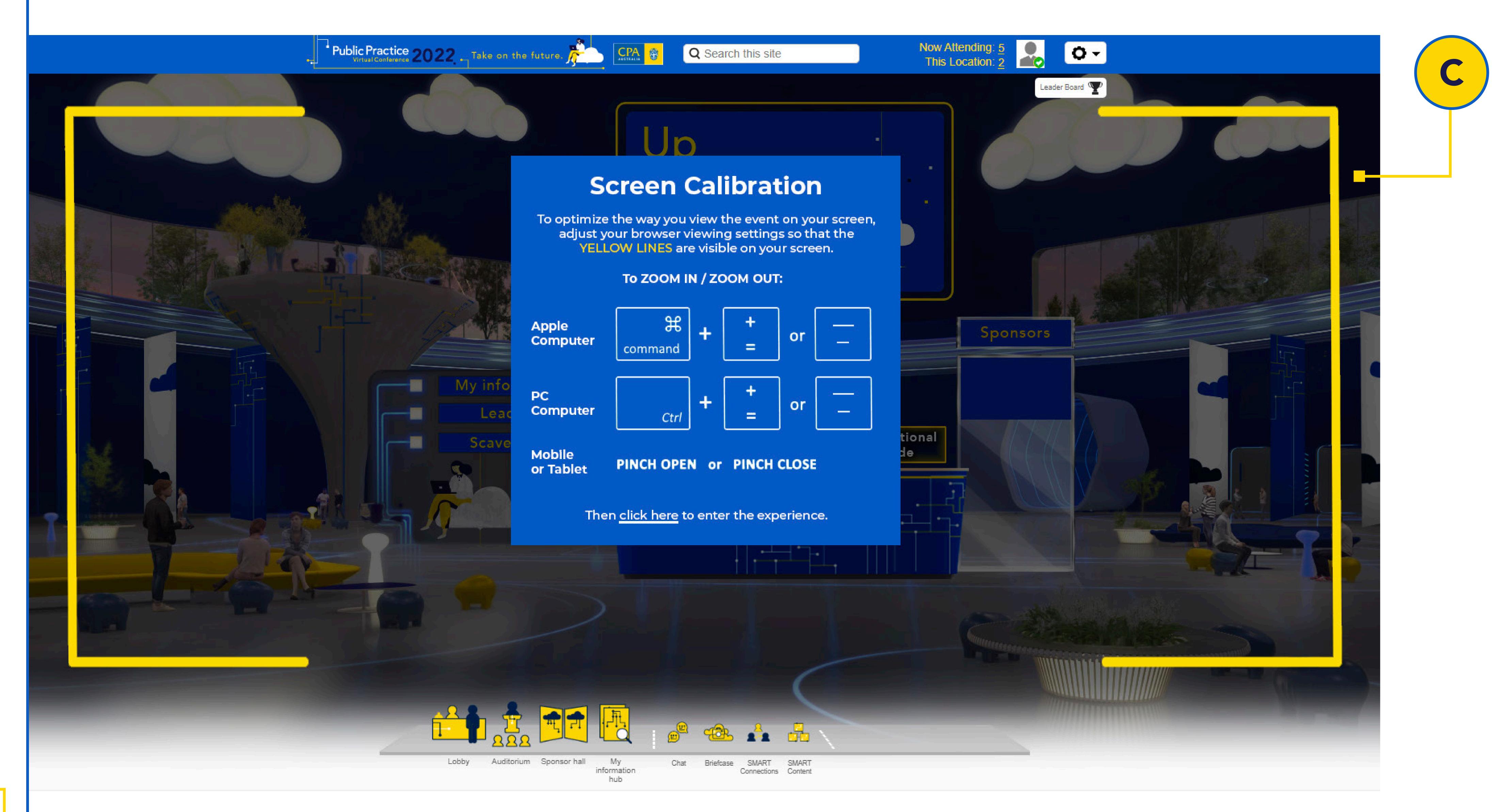
To view the engagement features on the platform, see page 4

To explore sponsors, see page 9
For FAQs,

see page 10

Introduction & Lobby





This section will show you how to set up your profile and calibrate your screen for an optimal virtual experience.

- A. A Conference profile will automatically appear the first time you enter the Public Practice Virtual Conference environment.
- B. The last question will be used to match you with other attendees on the platform and recommended content for you.

 Please update your details and then close the window.
- calibration page to adjust your screen. Follow the calibration steps to ensure optimal viewing of the virtual environment, then click to enter the Lobby.

Introduction & Lobby

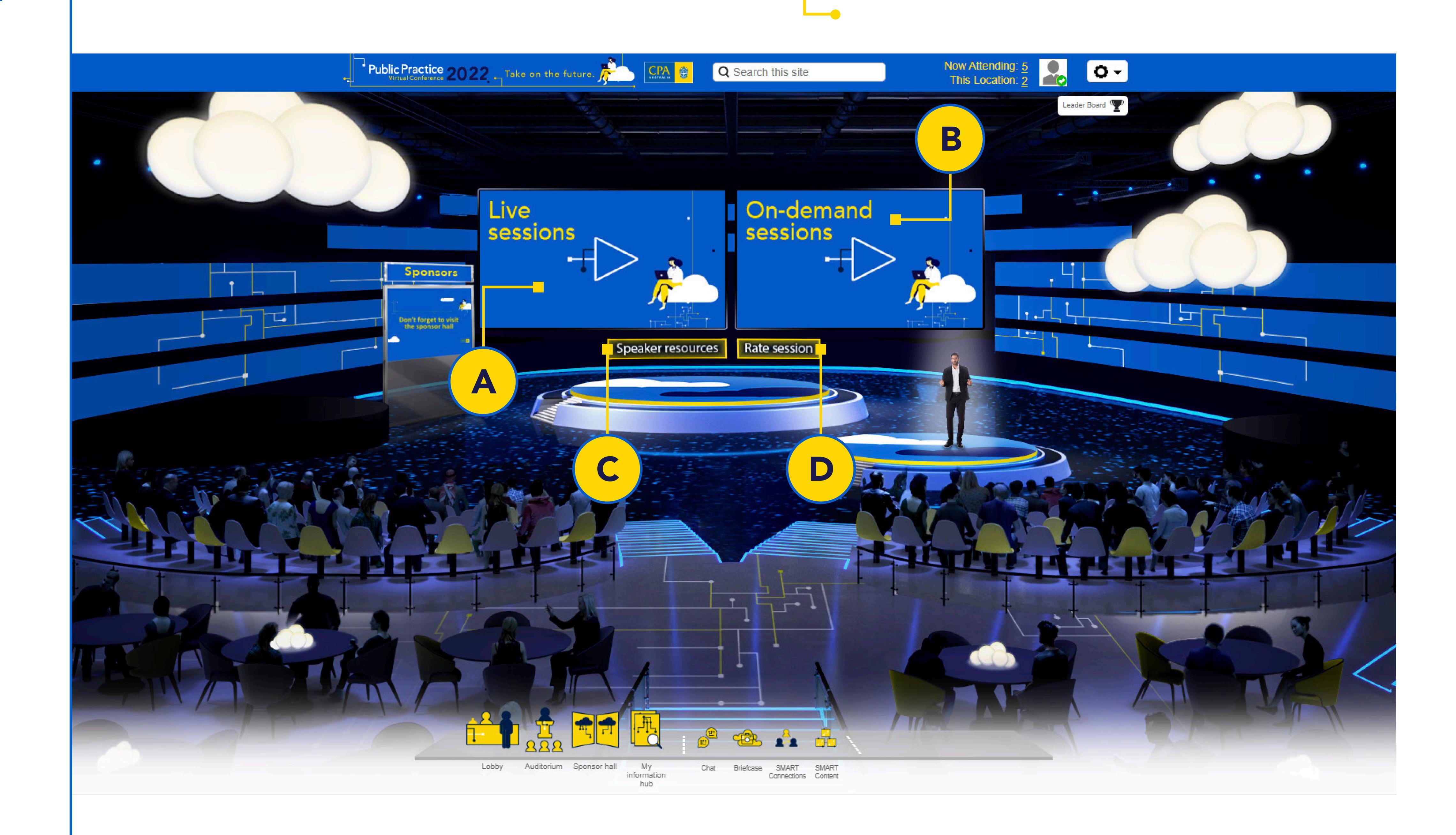


- A. Welcome to the Lobby.
 In the top right corner,
 you will find the Settings
 functions. Here you can edit
 your Conference profile at
 any time.
 - Under **Profile settings**, you can choose what other attendees or representatives can see about you by adding or hiding fields on your virtual profile card using the tick boxes.
- B. Click to access the auditorium.
 - The screen will showcase LIVE sessions & activities happening throughout the virtual conference. Click on the screen to navigate towards these sessions or activities.

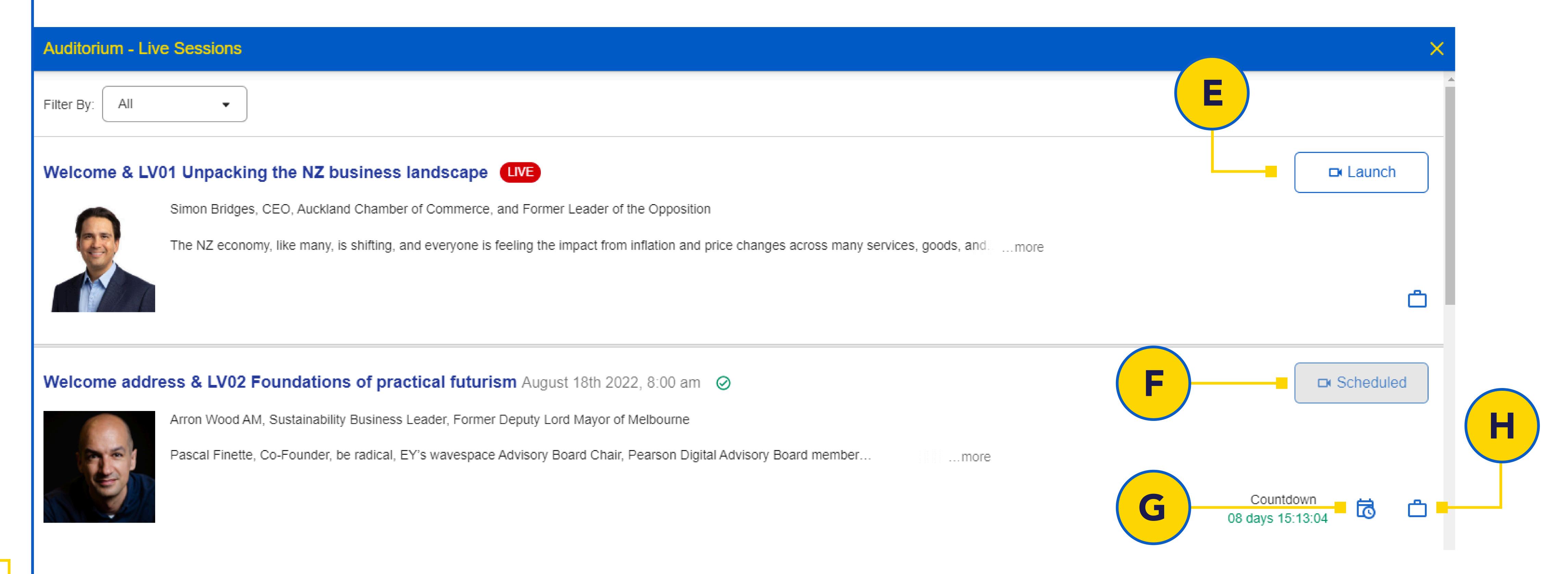
- C. You can enter any of the rooms, activities or features by clicking on their icon in the Navigation bar or clicking on one of the room signs visible from the Lobby.
- D. Click on the Help desk to speak with a CPA Australia staff member for assistance navigating the virtual environment.
- E. Click to watch the 'Navigational video' and take a tour of the Public Practice Virtual Conference.
- F. Click to access the 'Navigational guide' for the Public Practice Virtual Conference. This guide can be downloaded.

Note: Live recordings are also accessed via the Auditorium session listing. Recordings are typically available within 24 to 72 hours depending on speaker approval requirements.

Accessing sessions Auditorium



The Program



- A. Click on 'Live sessions"
 to open and view the
 program. From here you'll
 be able to view and select
 presentations to watch.
- B. Click on 'On-demand sessions' to watch pre-recorded presentations.
- c. Click on 'Speaker resources' to open and view a list of speaker presentations, information, and resources. You can add these to your Briefcase to view at your convenience or download to your computer.
- D. Click 'Rate session' to find a list of all sessions in this room to provide your feedback. A star rating system and comments are available.

- Be sure to complete the Public Practice Virtual Conference Survey before leaving. Your feedback is most appreciated.
- E. All available sessions will be indicated to the right of their description and will have a 'Launch' button available to open them.
- F. If you see 'Scheduled' instead of 'Launch', then the live session is scheduled for a later time.
- G. This icon allows you to add a calendar appointment to your personal or work calendar.
- H. Don't forget to click on the Briefcase icon to save sessions to your briefcase.

NOTE: All times are displayed in the time zone set on your computer.

Engagement Features

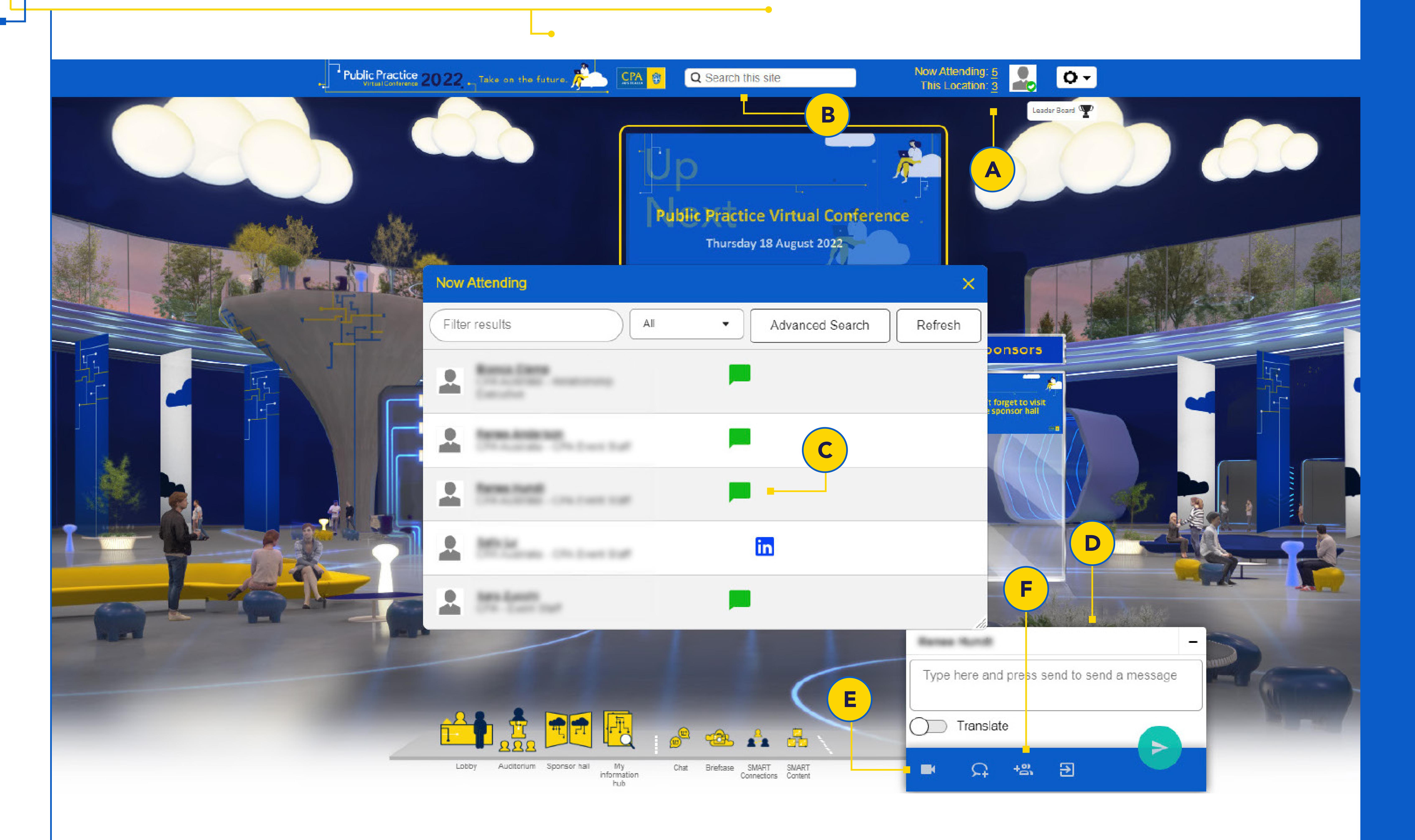


We've created even more ways you can engage with other attendees and content at Public Practice Virtual Conference 2022.

- A. See sessions in the Auditorium including live and pre-recorded.
- B. The Briefcase contains content you've selected during your experience, as well as pre-loaded sponsor files. Add content such as sessions, links, PDFs, and videos by clicking on the briefcase icon associated with the preferred content.
 - NOTE: Only documents may be downloaded to your computer. Be sure to do so before the environment closes on Thursday 15 September 2022. Sessions and videos must be viewed on the platform.
- C. Click on SMART
 Connections to view a list
 of recommended attendees
 to connect with. Further
 information on page 6

- D. Click on SMART Content to view recommended content based on your registration information and selected content.
- E. Click on Scavenger hunt to find out how to play the scavenger hunt and collect points for the Leader board.
- F. Click on Leader board to view instructions for the Public Practice Virtual Conference leader board.
- G. Click on the Leader board icon. Attendees can gain points by completing various activities throughout the conference. Check out the full list of activities and points available for you to earn.
- H. Check out the range of engaging features and rooms for you to explore.

How to use the engagement features Chat

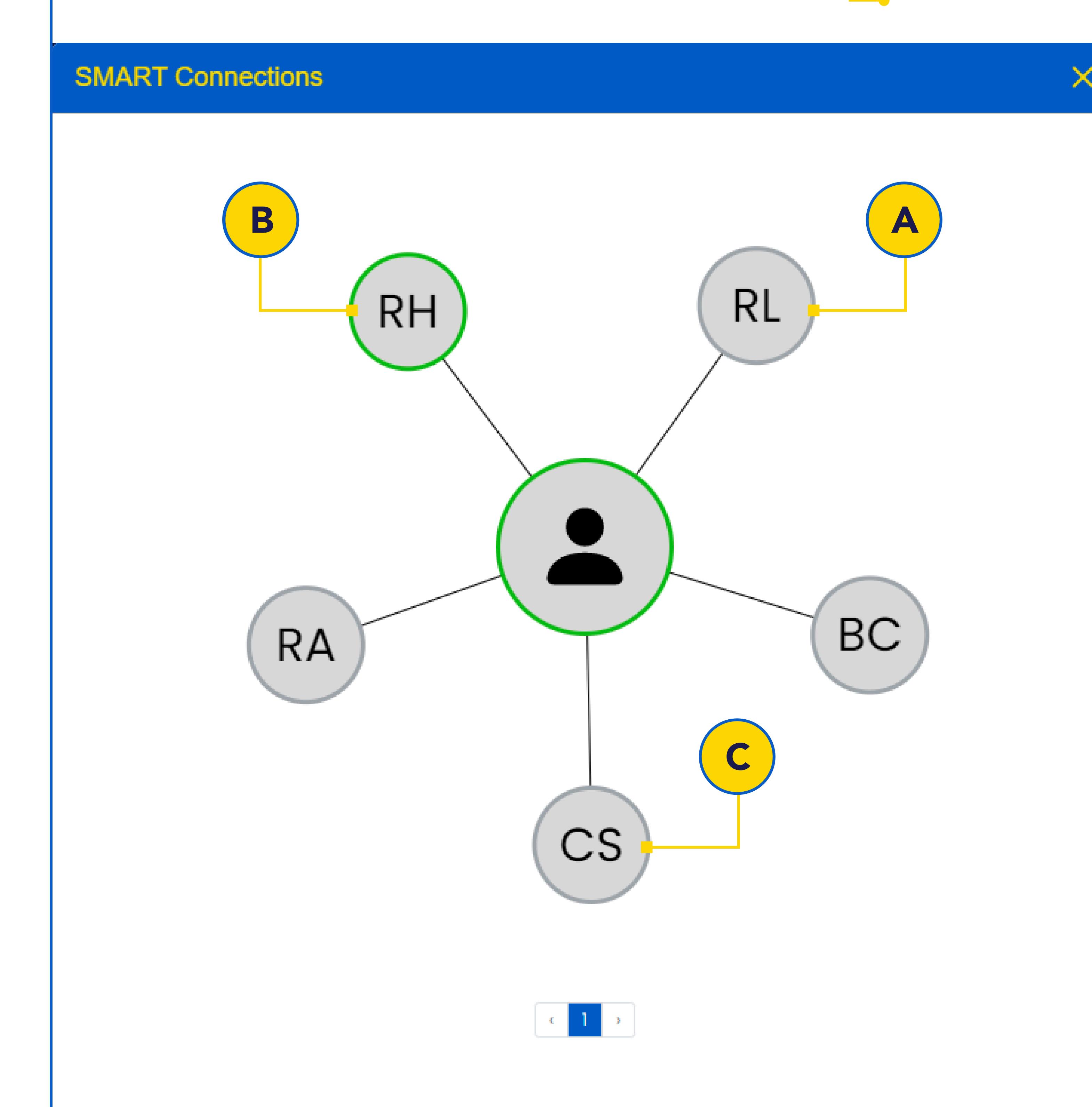


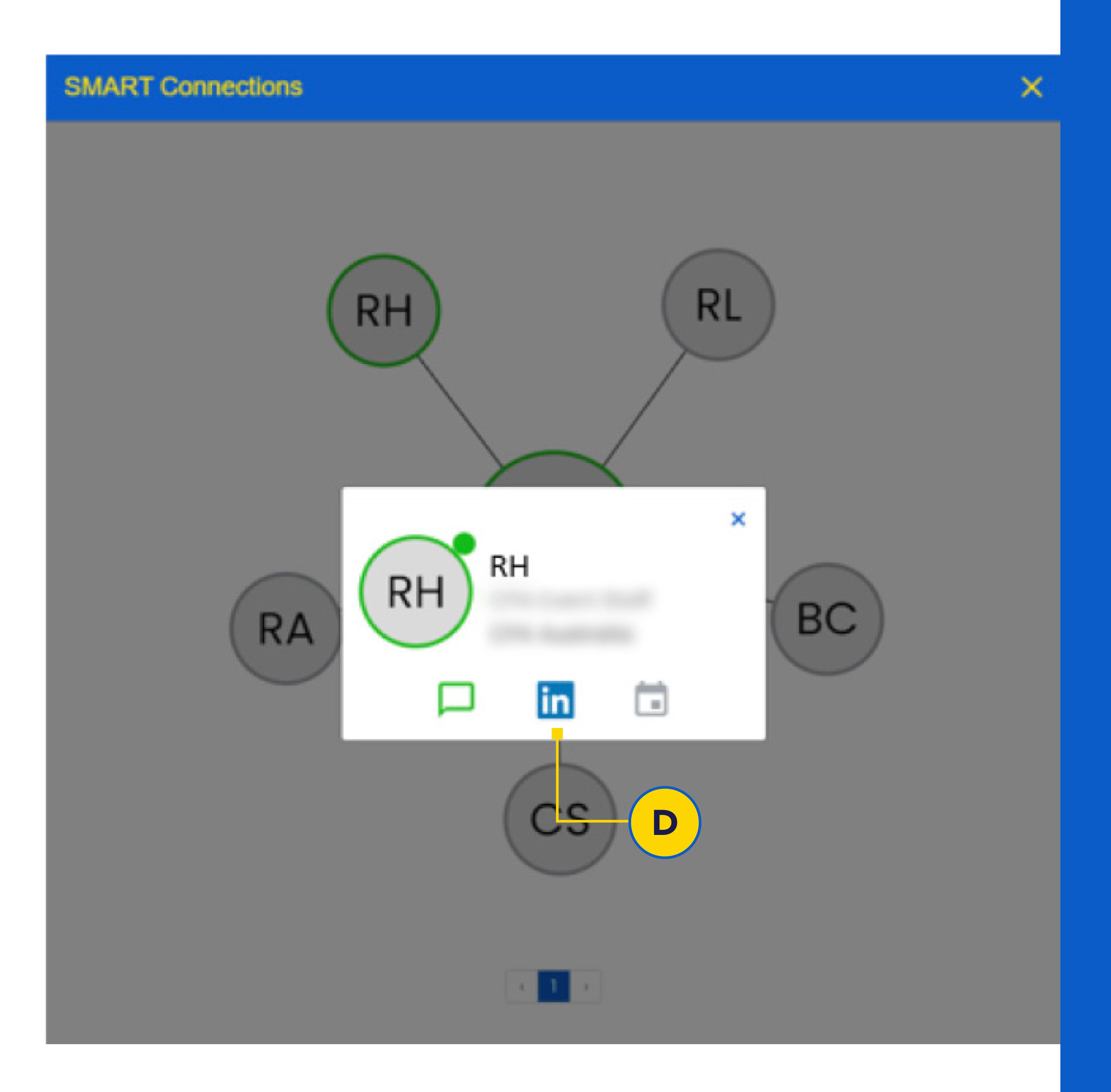
- A. Click the number next to 'Now Attending' to view who is currently attending the conference or 'This Location' to view attendees in the same room.
- B. Search for any attendee currently at the conference.
- C. A green chat box indicates that an attendee is online. Click to start a chat.

A grey chat box idicates they are offline.

- D. Your chat will open in this window.
- E. Click on the video icon to start a video chat with an attendee. Note this feature is only available for one-on-one chats.
- F. Click Add people to start a group chat and add others to the discussion.

SMART Connections





We've created even more ways you can engage with other attendees and content at Public Practice Virtual Conference 2022.

- A. Green (Available) or yellow C. To connect with offline (Away) circles indicate an online user who is available to chat. A red circle means 'Do not disturb'. A grey circle indicates a user who is for users who connected currently offline. Click on an online user's profile picture to start a private chat with this delegate. You can also send them an email.
- B. To connect with online matches, click on their circle. Select the chat bubble to initiate a private chat session (unless set on red, which means do not disturb).

- matches, click on their circle. Select the email icon to send them an email.
- their LinkedIn account during registration. Click on the icon to visit their profile

NOTE: The recipient will be able to see your email address as the sender of the email. However, you are unable to see their email address, unless they reply as per usual email functionality.

Interactive Q&A with Mark Jenkins CPA, Co-Founder, The Gap Thursday 18 August 2022, 12:20 PM – 12:50PM AEST



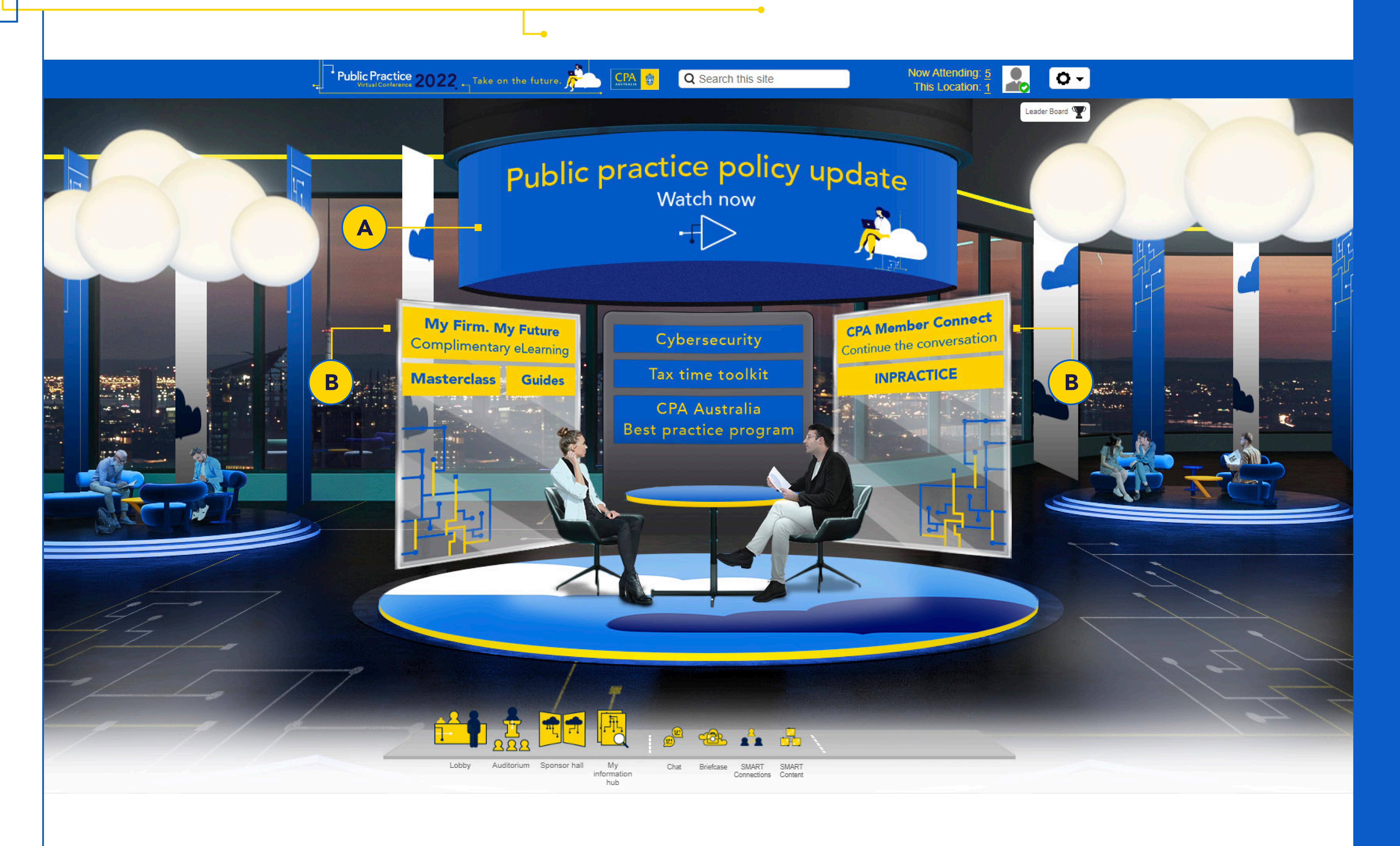
NOTE: Groups have a limit of 10 users, if you try to join a group that is already at 10 people, you'll see a message that encourages you to spread out and form other groups.

We've created even more ways you can engage with other attendees and content at Public Practice Virtual Conference 2022.

- 1. It's easy to join our Q&A session with Mark Jenkins CPA.
 - From the Lobby, click on the main screen to access the virtual room to connect with other delegates and discuss the challenges of delivering business advisory services to clients with Mark.
 - When you get to the waiting room, be sure your camera and mic are on. PC's do not share devices well, so turn off any other video platform before you join this room.
- 2. Use your mouse or arrow keys to move around the room
- 3. Audio will change volumes as you get closer to or further from others
- 4. Groups are created naturally and organically as you move closer to other individuals. Groups are indicated by a ring showing around each person's bubble

- A. Use the mini map located on the left-hand side of your screen to find other attendees or topics of interest. Here you can see your own 'bubble' with your initials in it as well as every one of your connections' bubbles indicating where they are in the room. By hovering over the bubbles with your mouse or trackpad, their names will appear in the top-right corner of the mini map. Then, simply navigate towards the people you desire to interact with.
- B. The virtual networking room has a chat feature which can be used to send a private, group or room message to other attendees.
- C. You can alter the volume of the music or turn this off if you wish. This will only impact your experience, not others.

Exploring other rooms My information hub



- A. Click to watch the Public practice policy update.
- B. Click on the signage in this space for more information and resources on specific topics.

Exploring other rooms Exploring Sponsors



- A. Click on Resources to view content from the sponsor
- B. Click to Chat Now with an online sponsor representative
- C. Click on 'book a meeting' to schedule a meeting with a sponsor post-conference.
- D. Use the sponsor navigation bar to move between sponsor booths or the home button to return to the Sponsor Hall.

What if I miss a session?

All live sessions are recorded and will be available to watch until Thursday 15 September 2022. Live sessions will be available for viewing within 48 to 72 hours.

Do I have to follow the event agenda exactly as outlined?

We've scheduled our LIVE sessions to give you the best experience possible, so you'll get the most out of it if you follow the program as closely as you can. Live sessions are all held in the **Auditorium**.

Most LIVE sessions will have a speaker Q&A session afterwards, so tune into as many of the live sessions as you can for the full experience. However, you can watch these in your own time once the recordings have been added.

Where can I access speaker notes and slides?

Speaker presentations, information and resources will be available in the auditorium on the panel labelled 'Speaker resources.'

You can view all available PDF presentations and save them in your Briefcase to view at your convenience. When you click on the item, you'll see an icon that looks like a briefcase. Click on the icon to add materials to your Briefcase where you'll be able to download, view and share the items saved. Your Briefcase can also be accessed from the Navigation Bar. Videos of sessions will not be able to be downloaded off platform.

What is the Full Agenda?

The Full Agenda will have all on-demand sessions available for the conference.

Is closed captioning available?

All videos in the Auditorium have closed captioning available.

What is SMART connections?

SMART connections is designed to recommend you connections based on your answers to the conference profile when joining the virtual conference. You can then connect using the chat, or 1 on 1 video call.

Why can't I join my camera or microphone to the Interactive Q&A room?

In order to join a Virtual Networking Room, you must first enable your camera and mic in your browser's privacy settings. Here's how to do that based on the browser you are using. https://help.preciate-com/enable-camera-and-mic-for-preciate-social

Also make sure you are not using your camera and mic on another platform at the same time. PC's do not share devices well across multiple platforms.

Are there special equipment requirements?

You're able to participate in the virtual conference from a laptop, desktop (Mac or PC) or tablets (Android or iOS). For the best conference experience, we advise against using a mobile device. We recommend you test your computer or device in advance.

Visit: https://cpaaustralia.6connex.com/event/
PublicPracticeConference2022/system-check to run a test check of your device.

Should I use a specific browser?

We recommend using Chrome or Firefox as these are the most stable and consistent browsers for accessing the virtual environment.

What if I experience internet issues?

We recommend using a strong, wired broadband connection with a speed of at least 1.4Mbps. If your connection is slower you'll still be able to participate but load times may be longer than normal. Some helpful tips include:

- connecting to the internet using a network cable rather than a wireless network
- disconnecting from a VPN or corporate network (if possible)
- losing any unnecessary applications
- refraining from browsing the internet, streaming other media and/or downloading large files during this time.

Who can I contact if I'm experiencing technical difficulties during the event?

In the event environment, click the Help Desk in the Lobby. You can then connect to the Technical support team at 6Connex. If you're having issues accessing the platform, please contact CPA Australia on the details below:

https://www.cpaaustralia.com.au/contact-us P: 1300 73 73 73 (within Australia) P: +61 3 9606 9677 (outside of Australia)

Telephone enquiries opening hours Monday to Friday 8.30am – 7.00pm (AEST)

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