

IDWeek Affiliated Events

(Learning Lounges, Satellite Symposia, and Presentation Theaters)

Frequently Asked Questions and Answers for virtual events hosted in the Intrado platform

– Updated Sept. 3, 2020

In Session Polling

1. General information about polling

- a. there is no limit to how many polls can be added to each presentation, only need to be conscious of how much time is allotted for each
- b. the character limit for the question itself is 1,200, the limit for each answer is 2,000, but they should be kept shorter if possible, otherwise it will take too long for people to read/respond
- c. there are 2 answer style options –
 1. single select radio buttons
 2. multi select checkbox
- d. we will need the questions and answers to be made available provided ahead of time and the position the poll should be in the slide deck. One useful tip is to have a placeholder slide in the deck itself that includes this information. Our team will build the slide.
- e. Polls can be used in pre-recorded sessions, we just need to make sure we leave the question(s) up for enough time for viewers respond

2. Can a company host an event on their own platform and have a link in the Intrado theater that takes the attendee out of Intrado to that third-party external site for the session?

- a. If you want the session to display in the theater: Webex, Zoom, or Adobe connect. If there is anything outside of these options, please send a URL so we can test to djohnston@idsociety.org.

3. If you insert a poll into a prerecorded session, how does it function on-demand after the event?

- a. The polls will still deploy when a user watches the session on-demand and their poll results will continue to populate in the Data Portal. IDWeek can share reports from the Data Portal.

4. Can you insert polls into prerecorded sessions that are not recorded by Intrado? How does this work?

- a. Yes. You would put a place holder slide in the PowerPoint presentation so the Intrado engineer knows when to deploy the poll. Ensure that enough time is built in to the recording for people to read the question and answer.

5. What is the name and contact information for the contact at Intrado who will support, capture, and answer speaker questions?

- a. During their live or simu-live session and recording, there will be an Intrado engineer on the line to answer any questions the speaker may have. Outside of this, IDWeek manages speaker questions and contact.
- b. Please contact Dana Johnston djohnston@idsociety.org 703-740-4789 with all questions.

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In Session Chat

- 6. Is chat and Q&A text based only, or can they see each other/video?**
 - a. Text based chat during and after the session OR Q+A where the questions are asked text based and the speaker(s) is on video to answer at the end of the session

- 7. Is the industry sponsored session chat able to be moderated?**
 - a. All sessions that are hosted in Intrado's platform can have moderators in the chat.

- 8. Can chat from inside the affiliated event session be exported, downloaded and saved? Does IDWeek do it or can the sponsor?**
 - a. All sessions that are hosted in Intrado's platform will have their chat transcripts hosted in the Data Portal. IDWeek may need to provide the reports vs. the exhibitor accessing them directly. This is still vague.

- 9. Do you have a suggested code of conduct for chat?**
 - a. IDWeek is working to develop an overall code of conduct for attendee behavior in the virtual event. [View the current policy.](#)

- 10. Can chat be turned off in every session type?**
 - a. Yes, we can deactivate a general group chat within a session.

- 11. What happens when no one is in the session to respond to chat? Can away messages be set up?**
 - a. Not automated, but a moderator can certainly send an away message. Example: "The session has now concluded. To continue chatting with attendees, head to the Networking Lounge."

- 12. Can virtual business cards be collected?**
 - a. Yes.

- 13. How long is the chat visible inside the affiliated event?**

The 20 most recent of lines of the group chat will display to reduce load time, especially for those with poor internet connections, but our Data Portal will track the entire transcript.

- 14. Can messages be deleted? How often, what is the process? Who can delete them?**
 - a. Moderators can delete chats on the back end of the session. They can access the back end of the session with their unique link at any time.

- 15. How exactly are these conversations exported, saved, recorded for future reference?**
 - a. They will be tracked in our Data Portal and exported to a variety of Excel file types.

- 16. How long are these conversations accessible to the affiliated event?**
 - a. The Data Portal will remain open for one calendar year upon the conclusion of the event. IDWeek may have to access the data portal on behalf of the affiliated event host.

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- 17. Is there also a chat feature for speakers to communicate amongst themselves and with planning staff during the live webinar?**
- Yes – there is an internal chat on the back end of every session so speakers and Intrado engineers can coordinate amongst themselves if needed. Put yourself in the moderator field to be included.

Setting up an Affiliated Event

18. What format should the speaker photo(s) be?

- jpg only

19. Can we need to provide backgrounds for our speakers?

- No “Zoom” like backgrounds can be incorporated into the Intrado session capture.
- You can certainly advise them to present on a solid background, for example, and Intrado engineers will ensure the speaker is looking their best in their pre-call before their recording.
- [Read other speaker tips.](#)

20. How does session facilitation work? Who introduces the speaker? Who kicks off Q&A?

- The Intrado engineer will help coordinate this on the back-end of the platform.
- For more complex session with many speakers, you may provide us with a "run of show" document for reference.

21. After our live session how long will it take to be on-demand?

- Sessions will be on-demand about 10 minutes after the live session concludes.

22. If we go with live presentation & QA, will it be recorded as its occurring and accessible on-demand after the live session?

- Yes, the entire session will be recorded and put on-demand.

23. How many speakers can the Intrado platform accommodate at one time?

- There is no limit. Speakers will be tiled and the user who is talking the loudest will have the largest picture in the video frame.
- More than 8 speakers/moderations make it difficult for the attendee to see the various speaker images on the screen. More than 8 speakers/moderators should be avoided.

24. Can our session link to a different external URL (for example an enduring materials site) post IDWeek?

- No. sessions cannot be changed once placed in the Intrado system, you can exclude or remove it from the on-demand library. Tell djohnston@idsociety.org by Oct. 7 if you do not want the on-demand option.

25. Does our session have to be on-demand for 12 months?

- No. Tell djohnston@idsociety.org by Oct. 7 if you do not want the on-demand option.