

ONPHA EVENTS

Platform User Guide



ONPHA Events (powered by EventMobi) is a platform designed to be a community hub where you can view registered events; connect with attendees, sponsors, and speakers through direct message or meeting requests; and find event-related documents.

QUICK LINKS

- [Download the ONPHA Events app](#)
- [Edit your profile](#)
- [Conference agenda & sponsors](#)
- [Connecting with others](#)
- [Virtual attendees & on demand events](#)
- [Session page & engagement features](#)
- [Other menu items & additional troubleshooting](#)
- [Appendix I: ONPHA's rules of engagement](#)



ONTARIO NON-PROFIT
HOUSING ASSOCIATION

DOWNLOAD THE ONPHA EVENTS APP

SIGN IN TO THE ONPHA CONFERENCE ON THE ONPHA EVENTS APP



You can use the ONPHA Events App to stay connected with other delegates during the conference, view your conference agenda, get live updates and notifications on program updates, and watch the sessions right on your mobile device.

The ONPHA Events App is available all year round. You can watch Regional Meetings and free webinars on the app and stay connected with the ONPHA community.

Head over to the **Apple or Google Play store** to download the **ONPHA Events** app.

IMPORTANT: Remember to enter the email address you used when you registered for this event. Type in your name and create a password. The app will automatically take you to the ONPHA Events Home page.

WATCH THE CONFERENCE VIRTUALLY ON THE WEB PLATFORM



We suggest you use a Google Chrome browser for the web platform. Click the link to open the web platform: <https://eventmobi.com/onpha/>

If this is your first time, fill in your email address and create a new password.

IMPORTANT: Please ensure you use the same email you used when registering for the event. Otherwise, the platform will not recognize you and you will not be able to continue.

The app will automatically take you to the ONPHA Events Home page. If you are returning, fill in your email and then password to sign back in.

If you have an issue signing in, please email events@onpha.org.

EDIT YOUR PROFILE



In the top right corner, you'll see your **Profile** button. Your basic contact details will be loaded before you log in to the app. Click the icon and then select **Edit Profile**. Here, you can upload your photo, write a little about yourself, and add a website and social media handles.

TIP: If you wish to change your settings, under **Profile** (top right), select **Preferences** to adjust the platform settings to suit your needs.

PROFILE FEATURES & PREFERENCES

Under **Profile** (top right) you will find items that are personal to you, such as:

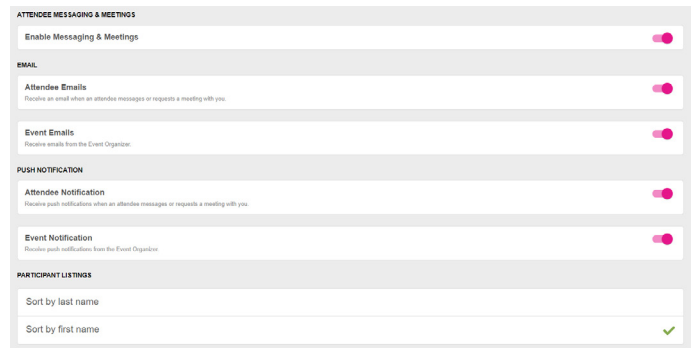
- **Favourited Sponsors** for quick reference
- **Notes** you created in sessions
- **Messages** from other attendees
- **My Events & Meetings** that have been scheduled

CONNECT WITH ATTENDEES & SPONSORS

As a feature of the platform, attendees can look up your profile from the **Main Menu** under **Attendees** to network with you.

Your profile's default settings for messages and notifications will be set to "on" to allow you to have better engagement with the ONPHA Events community, and include receiving Attendee Emails, Event Emails, Attendee Notifications, and Event Notifications.

If you wish to change these settings, under **Profile** (top right), select **Preferences** to adjust the settings, and remember to hit **Save**.





CONFERENCE AGENDA & SPONSORS

CONFERENCE AGENDA

Click on **Conference Agenda** from the **Main Menu** (left side) to see a list of sessions you are registered for. If you do not see all of the sessions you registered for, email conference@onpha.org.

FIND YOUR MEETINGS

To find your scheduled meetings, under **Profile** (top right), select **My Events & Meetings**. You can also **Export Calendar** from the options on that page to save them to your personal calendar.

SAVED ITEMS

Your saved items will be found under **Profile** (top right). By clicking **Add to Your Favourites** in company listing you'll be able to save **Sponsors & Exhibitors** profiles for quick reference.

If you wish to remove a company, simply select **Remove From Your Favorites** in the company listing. Items that you have saved in a session can be accessed under **Notes and Documents**. Direct messages you received or sent within the platform can be accessed under **Messages**.

SPONSORS & EXHIBITORS

Visit **Sponsors & Exhibitors** under **Main Menu** (left side) to get more information about any of these companies. If you are attending in person, you can find their booth by clicking on a company profile, then click on their booth number below the company name to see a map with their location.

To connect with sponsors and exhibitors on the app, follow the same process. Under **Main Menu** (top left), select **Sponsors & Exhibitors** and click on the company. In the company profile, you'll see more details about the organization and a list of the associated company reps that you can click to connect with.

TIP: If you are attending in person, the app will help you locate specific companies and their booths. Go to the company profile under **Sponsors & Exhibitors** and click on the booth number to see a map with the booth location.

CONNECTING WITH OTHERS

ONPHA STAFF

To connect with ONPHA staff virtually on the app or your browser, select **ONPHA Staff** under **Main Menu** (top left) and click on **Send a Message** to connect.

If the person is online, a green dot will show at the bottom right corner of their photo. If you prefer to connect with the first available ONPHA staff, click on **Member Support** under **Main Menu** (left side) to send a message and a staff person will respond.

If you are on-site, you can also go to the **ONPHA Booth** to meet with ONPHA Staff in person (see **Map** under **Main Menu**).

SPEAKERS

To connect with Speakers, follow the same process. Under **Main Menu** (left side), select **Speakers**.

FIND ATTENDEES

Under **Main Menu** (top left) select **Attendees** to view all registered attendee profiles. Click on a contact in the list or use the search bar to find attendees by organization, sector, or title.

SEND A MESSAGE

Click on **Send a Message** in the attendee's profile page. A window will open where you can send a message to them. If the person is online, a green dot will show at the bottom right corner of their photo. You can still send a message or a meeting request even if they are offline during the event (they will receive an email notification with your message or meeting request).

 **Send a Message**

TIP: If the attendee has disabled the option to accept messages and meeting requests, the buttons for those functions will be faded, and you will see a message that says this “Contact has messaging turned off” or this “Contact is unable to receive a meeting invite”.

SCHEDULE A VIRTUAL OR IN-PERSON MEETING

In the attendee's profile, click on **Schedule a Meeting** to submit a meeting request. Attendees will receive a notification on the app, within the platform, and automatically via email. Tick the **Video Meeting** box if you want to schedule a video call on the app or suggest a location at the conference centre to meet in person.

 **Schedule a Meeting**

TIP: You can use the ONPHA Events App to message virtual or in-person delegates or view the Sponsors & Exhibitors booths from your mobile device while you are watching a session on the browser of your computer.

NOTIFICATIONS



Alerts will appear as a red dot on the bell symbol beside your **Profile** (top right).

You will also receive an automated email message from the ONPHA Events platform indicating you have received a message or if someone has invited you to a meeting. This way you won't miss a message even if you're not on the platform. App notifications are only for incoming messages and program alerts.

IMPORTANT

Please check your email's **Junk folder**. You may need to whitelist email messages from ONPHA Events <conference@onpha.org> to ensure these messages are reaching your inbox and you are not missing valuable connection requests.



VIRTUAL ATTENDEES & ON DEMAND EVENTS

WATCH THE CONFERENCE VIRTUALLY

To watch sessions on the conference days you have registered for, click on **Conference Agenda** from the **Main Menu** (top left). At the top of the agenda, you can choose to view sessions by **Date** or **View All**.

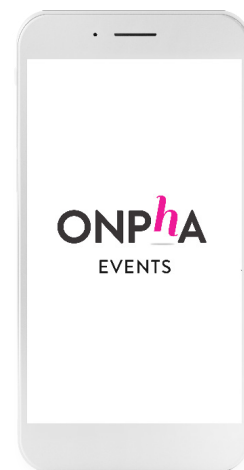
To join the event or meeting, click on the event name in the schedule to go to the **Session Details** page where you'll be able to view the presentation live or on demand.

TIP: If you are still not seeing your conference sessions, please email conference@onpha.org.

ON DEMAND EVENTS

Under **My Events & Meetings** from the **Main Menu** (left side), you will find on demand sessions for events you have previously registered for.

You will also find meetings you scheduled with other attendees.



SESSION PAGE & ENGAGEMENT FEATURES

You will find session descriptions and a speakers list in the **Session Details** page. This is where you will also view the presentation. Here, you'll also find handouts and any other references provided for this session.

TIP: During the event, if you have any questions you can click on **Help** in the **Main Menu** (left side) to reach our tech support team.

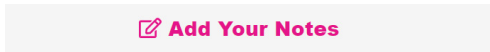


TO VIEW THE SESSION ON THE APP OR BROWSER

The session will automatically load once the presentation begins when you're on the **Session Details** page. The presentation will be in progress whenever you enter. If you are not seeing the event after the start time, please check the **Troubleshooting** links located at the end of this package or click on **Help** in the **Main Menu** (left side) to reach our tech support team.

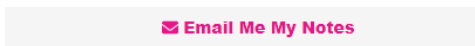
NOTES

You can take notes directly in the app. Click on **Add Your Notes** to open a dropdown panel to type in your notes.



Click **Close Your Notes** when you are finished and they will be saved under **Notes**, found under your **Profile** button (top right), or access them from the **Session Details** page.

You can view your notes for up to one week after the event. For longer storage, go to your **Profile** button (top right), select **Notes**, select **Email Me My Notes**, to receive an electronic copy of your notes for archival purposes.



CHAT, POLLS, AND Q&A FUNCTIONS

Use the engagement features to connect with other attendees and interact with speakers, whether you are attending the conference in person or remotely. If your session uses in-session polling or the **Q&A** function, these features and the **Chat** box will appear in your **Session Details** page.

For **Polls**, simply check to answer the questions under the **Polls** tab. Answers are automatically submitted to the ONPHA staff moderator. Click the left and right arrows in the **Polls** window to advance or return questions.

For **Q&A**, type your questions in the text field under the **Q&A** tab. You can see other questions as they are approved. If a question interests you, click on the arrow beside the question. This ranks the questions by interest for ONPHA to review.

You can connect with others and leave your comments in the **Chat**. Your message will show up with your profile name. Please refer to our rules of engagement when communicating with your peers.

ON THE MOBILE APP

The **Chat**, **Polls**, and **Q&A** box will show up below the session **Details** if all engagement features are available for your session.

ON THE WEB PLATFORM

If your event uses in-session polling or the Q&A function, this feature will appear in a window to the right of the view screen.



OTHER MENU ITEMS

The following are found under **Main Menu** (top left):

Maps

Here, you will find the Conference Floorplan and the Exhibitor Map to help you navigate through the conference centre.

ONPHA Centre

Learn more about what's happening at ONPHA.

Discussion Groups

Join a live chat forum to connect with other attendees.

User Guide

You can find a PDF copy of this User Guide for download.

Rules of Engagement

Our guidelines for users engaging with others on the platform.

Documents

Here you will find event-related handouts and resources.

Learning & Events

This is a link to upcoming events featured on ONPHA's main website.

Social Media

To stay connected with ONPHA, you'll find their social media links here.

Announcements

Here you'll see a history of announcements made.

Help

This is a direct link that opens a window to contact event tech support.

Refresh

From time to time, you may need to select refresh to do a quick update on your system. When updates have been made to the platform, you'll see a prompt to Update under Main Menu (left side).

ADDITIONAL TROUBLESHOOTING

IMPORTANT

Please check your email's **Junk folder**. You may need to whitelist email messages from ONPHA Events <conference@onpha.org> to ensure these messages are reaching your inbox and you are not missing valuable connection requests.

[Why is my audio not working?](#)

[Why is my video not working?](#)

If you have any questions about the ONPHA Events platform, please contact conference@onpha.org.

APPENDIX I

RULES OF ENGAGEMENT

ONPHA is committed to promoting a vibrant, diverse, and respectful community. The ONPHA Events is a space to come together as a group to listen, learn, problem-solve, and share ideas in a spirit of collaboration and respect.

We expect that all ONPHA Events attendees, speakers, volunteers, facilitators, event organizers and ONPHA staff be aware of any power imbalances from which they may be benefiting, so that every person is afforded the same opportunity to participate and enjoy their event experience in a safe environment. ONPHA does not tolerate harassment in any form. This includes the use of the ONPHA Events platform, social media, or other online mediums.

To ensure the best possible experience for everyone, please read and agree to the following commitments.

By attending an ONPHA Event (in-person or virtually), I commit to:

- Respect differences. I will be respectful of all people and ideas, recognizing that embracing differences and being curious of others' views can help me grow. This means I will not harass or demean anyone based on (but not limited to): race, ethnicity, sexual orientation, gender identity or expression, age, ability, appearance, language, or religion.
- Tackle issues, not people. When discussing topics of a serious or sensitive nature, I will speak to the issue at hand, focus on solutions, and avoid personal attacks.
- Refrain from using inappropriate language. I will not use speech that is crude, offensive, or threatening.
- Respect the instructions of session leads and moderators. I will engage in Q&A's, session feedback, etc. as instructed by the session leads and moderators to help ensure sessions run fairly and efficiently.
- Report harassment. If I am being harassed or notice that someone else is being harassed, or if I have any concerns about inappropriate behaviour, I will notify the ONPHA Events team as soon as possible.

If any of these commitments are breached, the ONPHA team will use its discretion to determine the appropriate next steps, which may result in the loss of access to the event without refund.

To report harassment or inappropriate behaviour, please visit the ONPHA Centre on the Eventmobi platform and message **Member Support.**