

ONPHA EVENTS

Platform User Guide

ONPhA

**BUILDING
BRIDGES**

NOV
7-9
2024



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

- [Sign in to ONPHA Events](#)
- [Edit your profile](#)
- [Registered events](#)
- [Session details page](#)
- [Connecting with others](#)
- [Other menu items](#)
- [Additional troubleshooting](#)
- [Appendix I: ONPHA's rules of engagement](#)

SIGN IN TO ONPHA EVENTS



ON WEB PLATFORM

We suggest you use a Google Chrome browser for the web app. 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.

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.



ON THE MOBILE APP

Download the *ONPHA Events* app from your Apple or Google Play store.

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.

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

EDIT YOUR PROFILE



As a feature of the platform, attendees can look up your profile to network with you. Start by setting up your profile. In the top right corner, you'll see your **Profile** button. Click the icon and then select **Edit Profile**. Here you can upload your photo, write a little about yourself, add a website and social media handles.

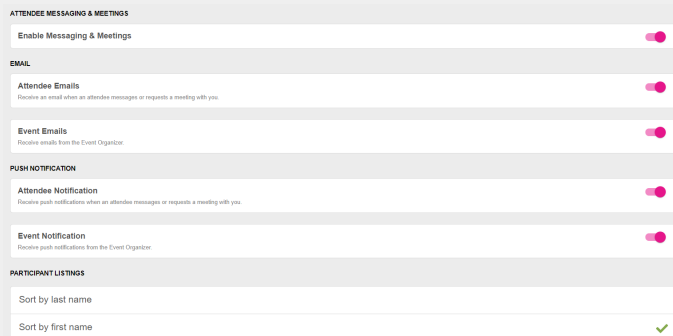
TIP: Your basic contact details will be preset before you log in to the platform.

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

Under **Profile** (top right) you will also find the following:

- Preferences
- My Badge
- My Events & Meetings
- Sponsors
- Notes
- Documents
- Messages
- Logout

You will find items that are personal to you under **Profile** (top right), such as **Sponsors** you favoured for quick reference, **Notes** you created in sessions, **Documents** you saved from a session, **Messages** from other attendees, and **My Events & Meetings** that have been scheduled.



TIP: 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 for networking and alerts. Settings will default to ON for receiving Attendee Emails, Event Emails, Attendee Notifications and Event Notifications. To adjust these settings see **Preferences** above.

ONPhA

BUILDING BRIDGES

NOV
7-9
2024



REGISTERED & ON DEMAND EVENTS



On the **Home** page, you will see buttons for events live, on demand, other learning & events and ONPHA resources.

Click on **My Meetings & Events** to view the events you have registered for by choosing a **Date** or **View All**.

TIP: If you are not seeing an event you registered for, select **View All** to double check you have the correct event date. If you are still not seeing the event, please email conference@onpha.org.



In the top left corner, you will see the **Menu** button.

Here you'll find the following:

- Home
- My Events & Meetings
- Attendees
- ONPHA Staff
- Speakers
- Sponsors & Exhibitors
- Map

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.

SESSION DETAILS PAGE

The Session Details page is where you will watch the virtual event. Here you'll find presentation handouts and a speakers list where you can click to see their profile.

During the event, if you have any questions you can click on **Help** in the Menu bar to send a message to our support team who will be on standby to assist you.



TO VIEW THE PRESENTATION

The presentation will load once the session begins when you're on the Session Details page. It will automatically appear in the viewing window. The presentation will be in progress whenever you enter this page. If you are not seeing the event, after the start time, please check the Troubleshooting links located at the end of this package or email events@onpha.org.

NOTE-TAKING

You can take notes directly in the ONPHA Events platform. Click on **Add Your Notes** to open a drop-down panel to type in your notes. Click **Close Your Notes** when you are finished and they will automatically be saved, or click **Save Notes** any time.



You can access these notes anytime you are on the Session Details page or find them saved under your **Profile** button (top right) under **Notes**. Notes will be available for 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

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.

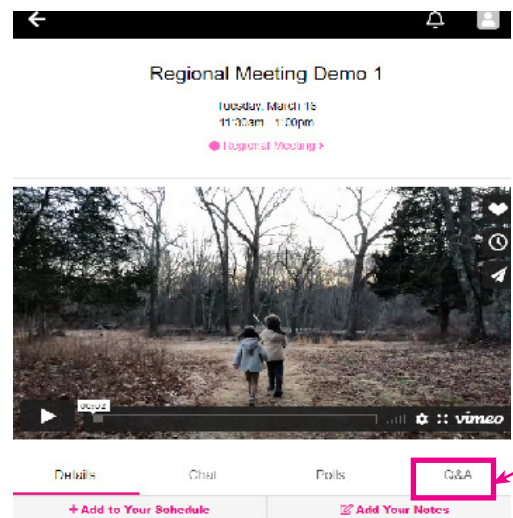
For **Polls**, simply check to answer the questions under the **Polls** tab. Answers are automatically submitted to the ONPHA staff moderator.

For **Q&A**, type in your questions in the text box under the **Q&A** tab. You can see other questions as they are submitted. 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 name. Please refer to our [rules of engagement](#) when communicating with your peers.

ON THE MOBILE APP

If your event uses in-session polling or the Q&A function, this feature will appear in the tab just below the view screen. Beside event **Details** click on the Q&A tab and it will show a panel where you can type in your own question. You can also click on the **arrow** to rank questions you're interested in.



CONNECTING WITH OTHERS

ATTENDEES

Under **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.

TIP: If the attendee is accepting messages and meeting requests, you will see those functions available in their profile as solid pink buttons.

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 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**

SCHEDULE A VIRTUAL OR IN-PERSON MEETING

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

 **Schedule a Meeting**

TIP: If these functions are disabled, the buttons 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".

FIND YOUR MEETINGS

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

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.

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.

ONPHA STAFF

To connect with ONPHA staff, follow the same process. Under **Menu** (top left), select **ONPHA Staff**. Click on **Send a Message** in order to connect. 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.

If you choose to connect with the first available ONPHA staff, click on **Member Support** under **Menu** to send a message and someone will respond promptly.

You can visit the **ONPHA Centre** at the conference centre to meet with an ONPHA Staff in person.

SPEAKERS

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

SPONSORS & EXHIBITORS

To connect with sponsors and exhibitors, follow the same process. Under **Menu** (top left), select **Sponsors** and choose the company. In the company profile, you'll see all the associated company reps that you can click to connect with.

If you are attending the conference in person, head over to the trade show floor to meet with our Sponsors & Exhibitors.

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 company profiles for quick reference. If you no longer wish to save that 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**.

OTHER MENU ITEMS

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

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 **Menu** (top left).

Map

Use this map to help you navigate through the conference centre.

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, 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.