



EURAM 2020 VIRTUAL EVENT

Joining Instructions

4th - 6th December 2020

Welcome

We are looking forward to welcoming you to the EURAM 2020 Virtual Event.

We kindly ask you to **read the following information and FAQs carefully** to help you get the most out of the event.

Event Date and Programme

The EURAM 2020 Virtual Event is running from Friday 4th December until Sunday 6th December with sessions running from 7:00am until 10:00pm CET.

The full programme can be viewed and downloaded [here](#). The full programme will also be visible within the virtual event platform.

PLEASE NOTE: The event agenda is in Central European Time (CET) hours, however, when you log into the event portal, the timings will default to your local time zone.

You can check your local timezone and CET [here](#).

Accessing the Virtual Event

Your personalised link and login details to access the virtual event will have been sent to you within the email containing these instructions. Please click on this link to join. If you sign out of the portal, please use this link/login details to sign in again.

When you first login to the portal, you will be asked to update your profile. We kindly ask that you **select your First Name and Last Name** option so that you will be visible in the Meeting Hub and fellow attendees will be able to find you to connect!

What do I need to do prior to joining the Live Virtual Event?

1. Please **ensure your firewall security settings allow live streaming videos from Vimeo, Zoom and Twilio**, as these will be used throughout the event. Some university and organisation owned laptops will have security or firewalls in place that may block live streaming videos - in particular, Vimeo and Twilio. To unblock firewalls, speak to your organisation's IT team in advance, or optionally use a personal laptop.
2. For the optimum virtual experience, we advise you use an up-to-date version of Google Chrome, Microsoft Edge or Safari and on a laptop or desktop where possible. You can watch the live streamed sessions on an up-to-date iPad or tablet however we do not recommend as there is limited interactivity with the sessions with regards to Q and A and discussion forums. Make sure to test your system and ensure your computer and browser have the latest updates. We suggest you sign into the portal up in advance of the event days to familiarise yourself with the layout and functionality.
3. We encourage you **to login to the portal in advance of the event to ensure you can access the portal**.
4. You will have the opportunity to meet with other attendees 1-2-1 in the meeting hub and with the hosts of virtual publisher stands. This function will use Twilio. We advise checking your **Twilio connectivity here** in advance of the event.
5. The majority of sessions will be run via Zoom meeting rooms. Please ensure you can access Zoom in advance of the event.



Top Tips!

- Use a Google Chrome browser and a desktop whenever possible
- Ensure your firewall is lifted against **Vimeo, Zoom and Twilio**
- Refresh the browser if the screen goes black

Virtual Session Etiquette

- All participants should mute their microphone if they are not presenting or speaking.
- If the connection seems to be bad, turn off your video until you wish to speak or are presenting. You can check your internet connection [here](#).
- Private recordings and screenshots, even if only for social media, are only permitted with consent from all participants.
- Respect the time given to you. The event has a full programme so please stick to your allotted time.

Joining the Live Virtual Event

Logging in on the day

We've made joining the event as simple and secure as possible:

1. Click on your personalised link in your joining instructions email.
2. Use your username and pin as per email.
3. Sit back and enjoy the event!



The image shows the EURAM login interface. On the left is the EURAM logo, which consists of a red square with the text 'European Academy of Management' and 'EURAM' in white. On the right is a 'Sign In' form with fields for 'Email' (containing 'nia.young@speakeasy.co.uk') and 'Password/PIN' (masked with dots). Below the fields is a 'Sign In' button and a link that says 'Forgotten your password/PIN?'.

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Once you login, you will be taken to the timeline which acts like your home page. This shows:

- the full event programme
- synchronised timer display showing how many minutes left in the current session, and how many minutes until your next session
- access to the paper gallery
- access to the virtual publisher stands
- access to the meeting hub
- links to the live support helpdesk
- instant alert messages
- links to attendee tools

On the left panel you will find your your timeline.



The image is a screenshot of the EURAM Virtual Attendee Portal. The top navigation bar is red with the text 'EURAM VIRTUAL ATTENDEE PORTAL' and several icons. The main content area is divided into two panels. The left panel, titled 'Welcome to EURAM 2020.', shows a timeline for December 4th, 5th, and 6th. A large grey circle highlights the 'Time corridor 4' section for 7:00am - 8:30am on December 4th. The right panel shows a 'Meeting Hub' and a 'Paper Gallery' section. The 'Paper Gallery' section has a 'Filter' button and an 'Advanced' toggle. The 'Meeting Hub' section has a 'View' button. The bottom of the page features a 'MORE INFORMATION' section with a link to 'Click on an event to learn more about it'.

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The programme

The full programme for the EURAM 2020 Virtual Event can be found [here](#) including details on each session, the speakers and the papers to be presented. The event portal will display the session titles only therefore we recommend working from the full programme to plan your sessions in advance.

As the programme is quite lengthy, we recommend logging in to the portal in advance of the event days to personalise your agenda to allow you to have a smoother event experience on the day.

Personalising your agenda

To personalise your event agenda, you can "favourite" the programme items that you would like to attend. To do this, please refer to the steps outlined below:

- If you know the name or track number of the sessions you would like to attend you can filter on these sessions by using the search function. As shown below, by entering "ST13" in to the search bar, the timeline agenda has compressed to only show sessions related to the Standing Tracks of SIG 13.

The screenshot shows the EURAM 2020 Virtual Event portal. The top navigation bar is red with the text "EURAM VIRTUAL ATTENDEE PORTAL" on the left and user icons on the right. The main content area has a red header with "EURAM 2020" and "THE BUSINESS OF NOW: the future starts here". Below this, a red arrow points from the main agenda to a filtered view. The filtered view shows a search bar with "ST13" entered, a star icon, and a red "Advanced" button. Below the search bar, there are sections for "Meeting Hub" and "Paper Gallery". The main agenda is a timeline starting at 7:00am. A grey circle highlights the first session: "Business Models (IV): ST03_01/ST06_01/ST13_01 - Business Model - Strategy, Innovation, and Entrepreneurial Venturing (co-sponsored ENT / INNO / SM)". This session has a red star icon next to it. Below it, another session is listed: "Decision-makers & micro-processes: ST13_05 - Microfoundations of Strategy: Dynamic Capabilities and Knowledge Mechanisms". A red star icon is also next to this session. The timeline continues with "8:00am" and "Time corridor 5" (8:45am - 10:15am). Below this, another session is listed: "Behavioral Strategy III: ST13_02 - Behavioral Strategy". A red star icon is next to this session. The bottom of the screenshot shows a "Paper Gallery" section with a video player and a "MORE INFORMATION" button.

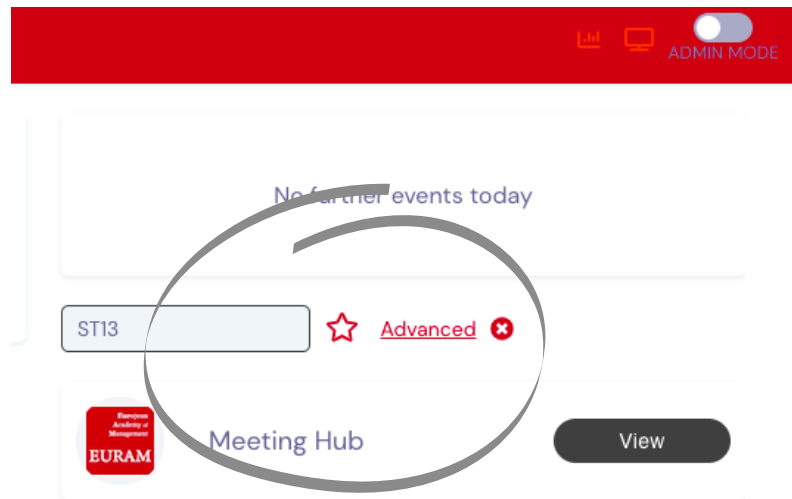
- You will see each agenda item within the programme timeline has a star next to it, if you would like to add a session to your personalised agenda, please then click this star. It will turn red once it has been added to your personal agenda.

This is a close-up screenshot of the EURAM 2020 Virtual Event portal, focusing on the agenda items. The top navigation bar is red with the text "EURAM VIRTUAL ATTENDEE PORTAL" on the left and user icons on the right. The main content area has a red header with "EURAM 2020" and "THE BUSINESS OF NOW: the future starts here". Below this, a red arrow points from the main agenda to a filtered view. The filtered view shows a search bar with "ST13" entered, a star icon, and a red "Advanced" button. Below the search bar, there are sections for "Meeting Hub" and "Paper Gallery". The main agenda is a timeline starting at 7:00am. A grey circle highlights the first session: "Business Models (IV): ST03_01/ST06_01/ST13_01 - Business Model - Strategy, Innovation, and Entrepreneurial Venturing (co-sponsored ENT / INNO / SM)". This session has a red star icon next to it. Below it, another session is listed: "Decision-makers & micro-processes: ST13_05 - Microfoundations of Strategy: Dynamic Capabilities and Knowledge Mechanisms". A red star icon is also next to this session. The timeline continues with "8:00am" and "Time corridor 5" (8:45am - 10:15am). Below this, another session is listed: "Behavioral Strategy III: ST13_02 - Behavioral Strategy". A red star icon is next to this session. The bottom of the screenshot shows a "Paper Gallery" section with a video player and a "MORE INFORMATION" button.

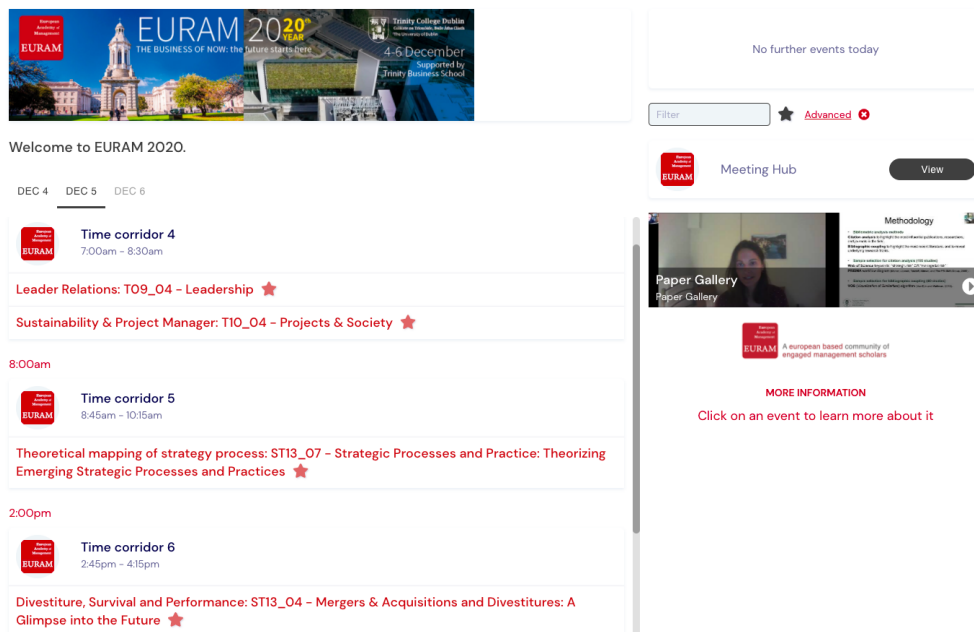
The programme

Personalising your agenda cont'd...

- Once you have added all sessions you would like to attend to your personalised agenda you can opt to view only these sessions by clicking the star next to the search bar in the right hand side of the timeline homepage



- By clicking this star, your personalised programme will then appear on your timeline



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- To return to the full programme view, simply click on the star again and once it is no longer red you will see the full programme.



Top Tip!

Personalise your programme by favouriting the sessions you want to attend!

Session Information - Keynote Panels

All keynote panel sessions will be recorded and available post event.

Joining a Keynote Panel Sessions

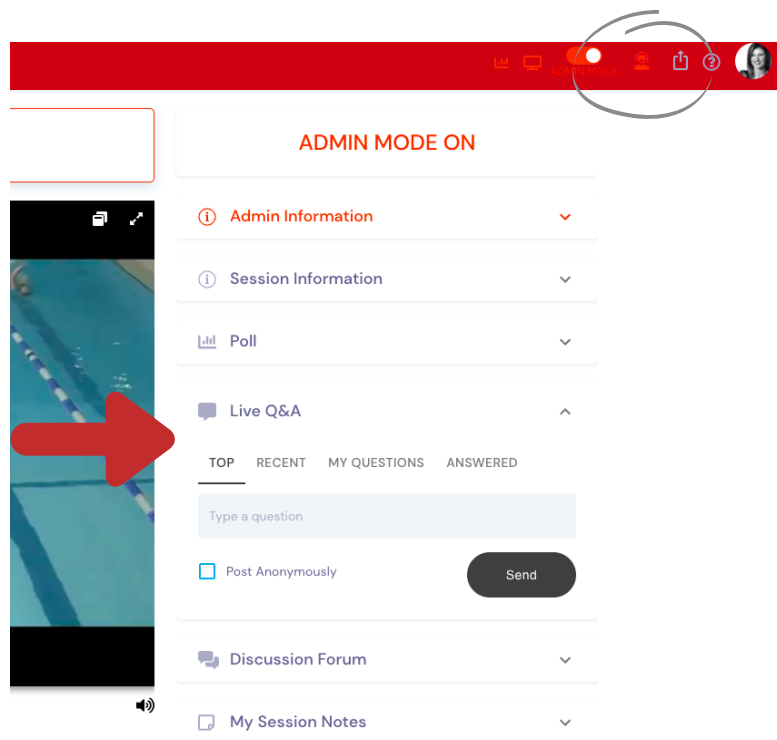
- From the timeline, click once on a session and a description of the session including any links required will appear in the panel on the right. To join a session, click 'Preview/Join' within the agenda item bar or within the session information box.
- **Please note:** the "JOIN" will only appear 2minutes before the session start time.
- All Keynote Panel sessions will be live streamed in to the portal for you to view.

Live Q&A - Keynote Panel sessions

Questions should be submitted within the Live Q&A function in the portal during the Keynote Panel Sessions.

Once you have joined the session, you will see the live Q&A panel on the right hand side. We encourage you to enter your full name (first name and surname) when asking a question, so any unanswered questions can be followed up afterwards. All questions will be moderated by the host.

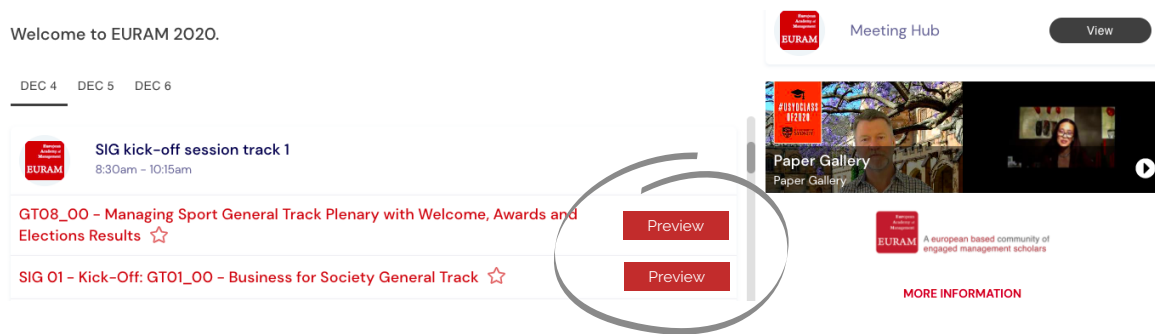
Please keep this Q&A panel for **questions relating to session content only**. Any technical queries should be addressed via the **Live Support Desk** (in the top right-hand corner of the portal as circled below).



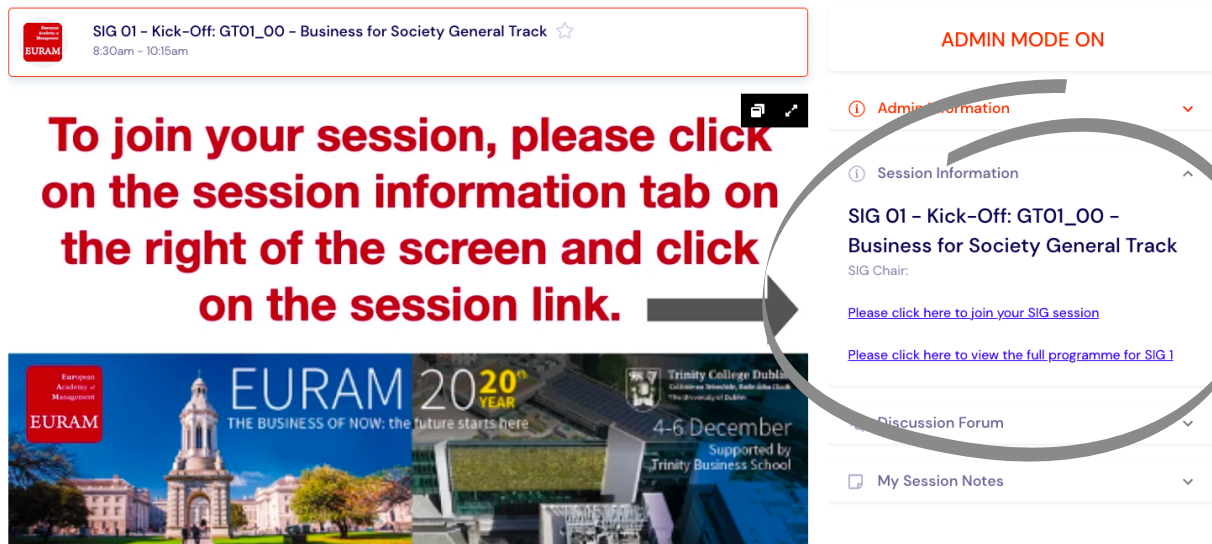
Session Information

Joining a SIG/Track, Meet the Editors and Symposia sessions

- These sessions will be run via a Zoom meeting room linked from the event portal
- All sessions are listed within the agenda by their specified time corridor
- As the start time of the session you would like to join nears, a "Preview/ Join" button will appear. You can then click in to this session.



- Once you have clicked in to the agenda item and you see the screen below, you will be able to join your session. To do this please click on the session information tab where you will see the link to "join your session"
- These sessions will be run via a Zoom meeting room linked from the event portal
- Once you click the link circled below, please follow the onscreen instructions to enter your Zoom meeting room.



Live Support Helpdesk

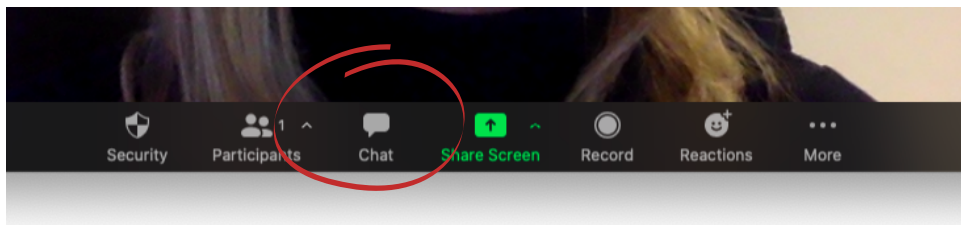
Live support will be available via the portal during the event and the support team will be on hand during this time to assist with any technical difficulties. The helpdesk can be found in the top right-hand corner of the online portal. If you are having trouble logging in to the online portal, please email euram@speak.co.uk.

Session Information

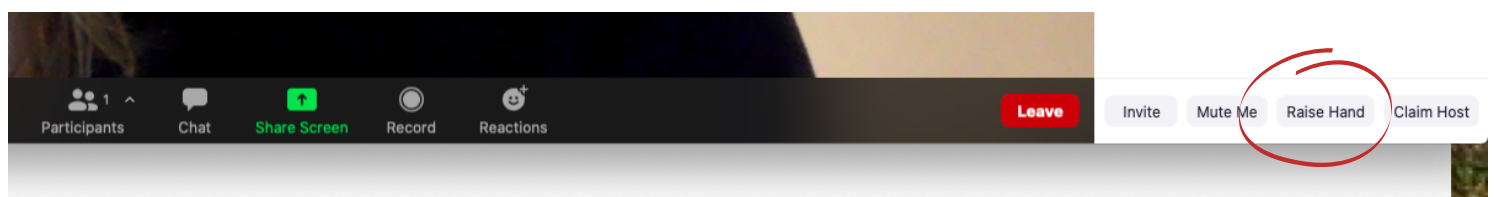
Q & A within the SIG/Track, Meet the Editor and Symposia sessions

Should you wish to ask any questions during one of these sessions, this will be run via the chat function within the Zoom meeting room. Alternatively your session Chair may ask you to "raise your hand" within the Zoom functions to pose your question in person.

You can find the chat function within the bottom tool bar of your Zoom meeting.

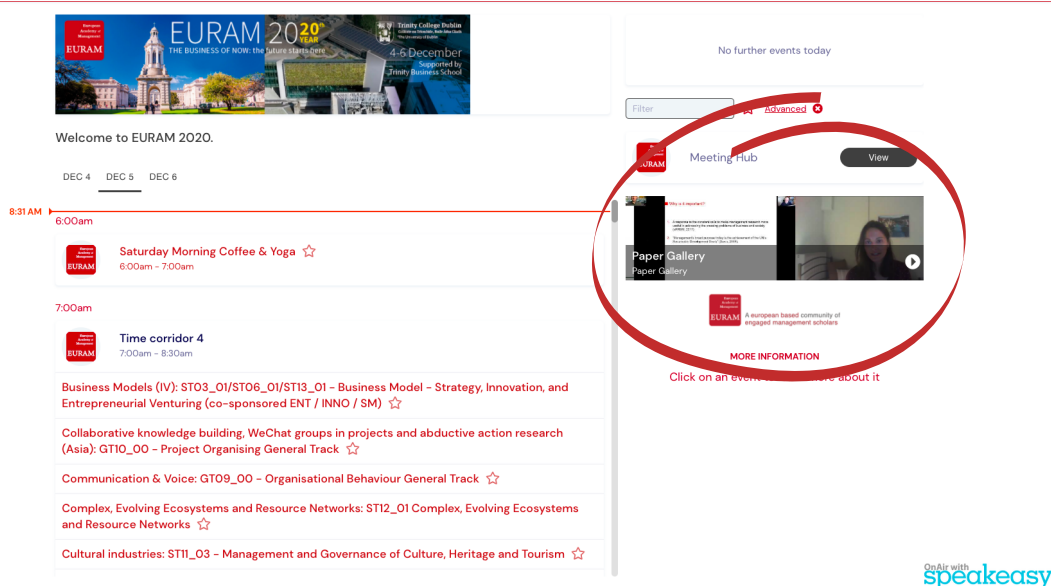


To raise your hand to ask your question, please click in to the participants window and you will see the option to raise your hand in the bottom right hand corner of the screen.

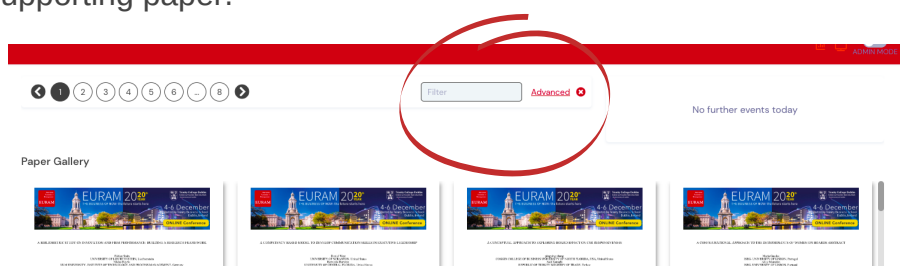


Paper Gallery

All papers that have been submitted to EURAM 2020 are available to view and download within the Paper Gallery which can be accessed via the main timeline homepage.

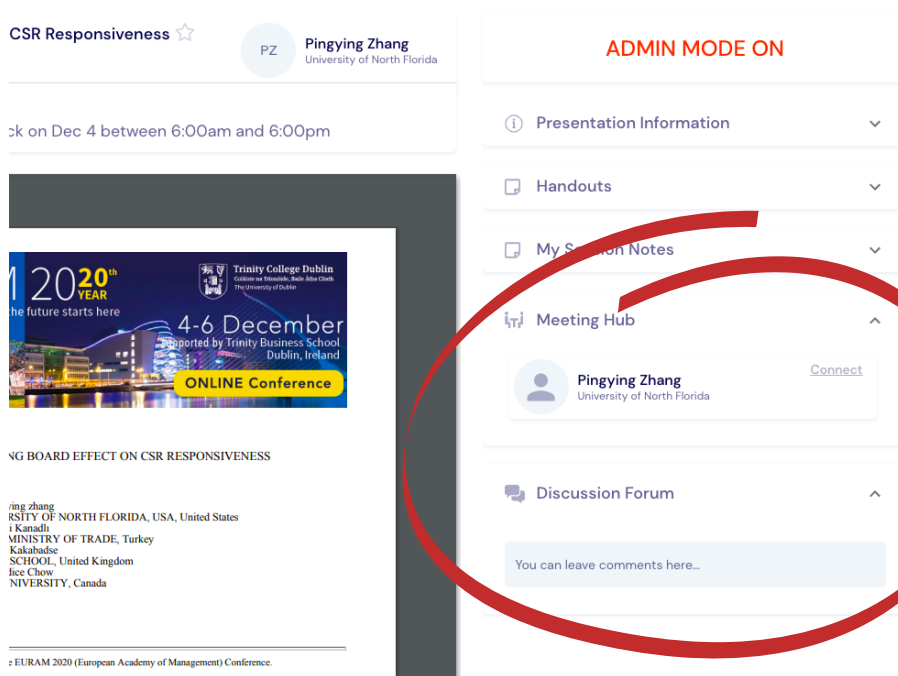


All Presenting Authors and Symposia Panelists also had the opportunity to submit a short 2 minute teaser video to supplement their paper. These can also be found within the Paper Gallery aligned to their supporting paper.



Should you know the name of the paper or the presenting author of the paper that you would like to view, please use the advanced search option to locate the paper.

Once you have selected a paper to view, you can leave comments in the **discussion forum** for other attendees to engage with or connect with the presenting author in the meeting hub should you wish to further discuss their paper. Simply click on the **Meeting Hub** drop down on the right hand side of the screen and click on connect to do this.



Virtual Publisher Stands

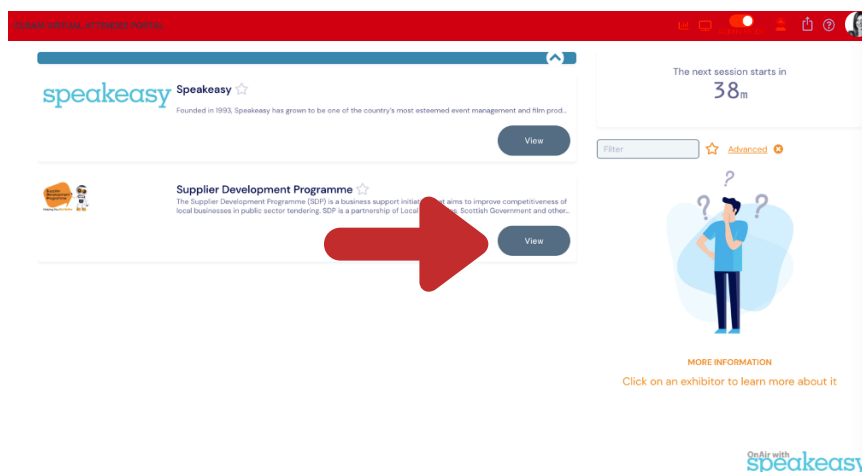
EURAM 2020 Virtual Event will have four virtual publisher stands that all attendees will have the opportunity to visit throughout the event.

Just like you would at a live event, you can choose to visit whichever publisher stands that you may want - albeit, virtually!

How to Access the Virtual Publisher Area

You will find the Virtual Publisher area in the top right on the portal's timeline.

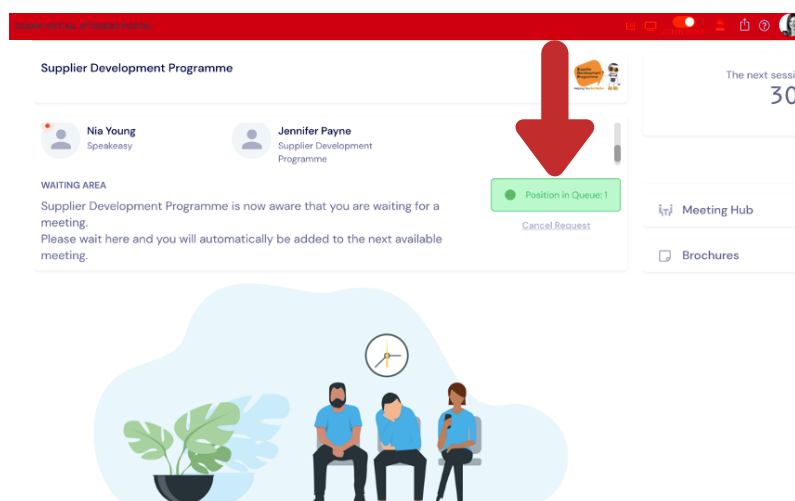
Click once on the stand you would like to visit to get more information, and click the 'View' button. You will then enter that publisher's virtual waiting room.



By clicking 'Request a Meeting', you will join a queue (if there are people ahead of you) and you can see what number you are in the queue for the next available exhibitor.

Please note: if you leave the waiting room, you will lose your place in the queue.

If no publishers are available or are all currently offline, you can alternatively browse the brochures and information available for download.



Virtual Publisher Stands

Your publishers

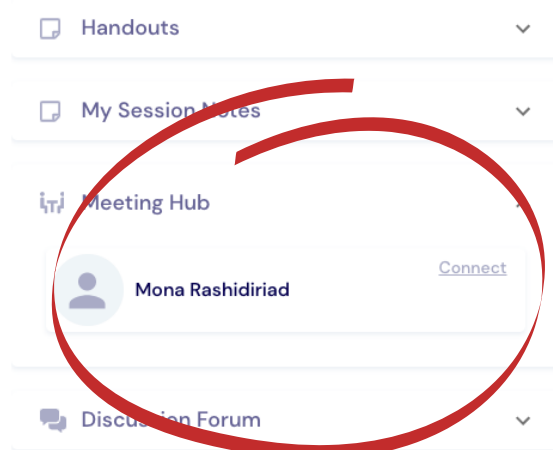
There will be four publishers exhibiting at the EURAM 2020 Virtual Event. They are:

- The MIT Press
- Wiley
- MAXQDA
- De Gruyter

While visiting the virtual publisher stands you can:

- choose and visit virtual stands of your choice
- download publisher brochures and information
- follow links to their online content or websites
- book 1:1 instant video calls with representatives available at the stands

If a publisher is not currently available on their stand, you can connect with them via the Meeting Hub to arrange a 1-2-1 meeting at a later date or time. Please simply click on the "Meeting Hub" drop down and select "Connect". This will send them a request in the Meeting Hub which you can access via the main timeline homepage of the portal.



Meeting Hub

The Meeting Hub is the **main networking hub**, where you can connect with attendees and publishers during the event. Accessible via the main timeline, here you can invite attendees to connect, and once connected, you can engage in live chats, calls, schedule meetings, send messages and take notes.

All attendees' names and organisations will appear in the Meeting Hub so you can connect. Please ensure when you first login that you update your profile to ensure both your first and last name are visible so that your fellow attendees can connect with you!

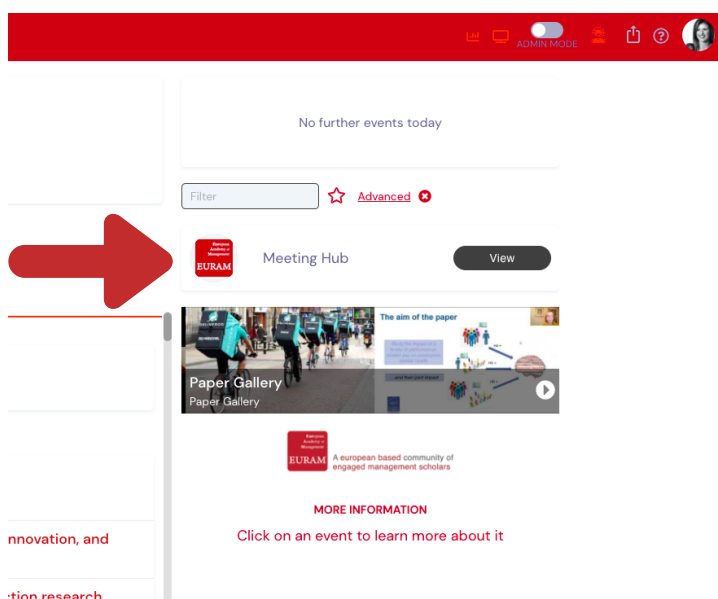
Personalising your profile

We encourage you to do so! You can personalise your profile by clicking your profile in the top right-hand corner of the portal. If you plan on doing lots of networking, we suggest you update your profile and make it as complete as possible! Here you can:

- add/replace your photo
- edit your biography and social details
- change camera and mic
- set time zone
- set privacy options
- change password
- export contacts and notes.

How to Connect with Attendees

- Click on 'View' Meeting Hub on right hand side of the screen. This will bring you to the main networking function on the portal - see image below. Here you can search attendees by name or organisation.
- Click on the attendee you would like to connect with and click 'Connect'. Once they accept, you can live chat, call, message and request a meeting within this function of the portal. (If someone instant messages you, you will receive a notification even if you are elsewhere in the portal and not in the Meeting Hub).
- You can export all your connected contacts in an Excel file at anytime by Clicking on 'Export My Contacts' in the top right hand corner of the portal.



Frequently Asked Questions

A full list of FAQs can be found below. If you have a question that isn't covered, please don't hesitate to get in touch with us at euram@speak.co.uk.

We look forward to "seeing" you at the EURAM 2020 Virtual Event!

Which browser should I use?

Please ensure you access the portal in the most up to date version of Google Chrome, Microsoft Edge or Safari.

Can I view the event on my phone or tablet?

Live sessions can be viewed on phones or tablets however for optimal experience, we suggest using a desktop computer. Interactivity is limited on a phone or tablet and you may only be able to view the content and not participate in the live elements.

Do I need to have a webcam and mic for the event?

Yes. You are encouraged to use your webcam and mic during the event to allow for a virtual face-to-face experience.

Can I view full screen?

Yes, and we highly recommend that you do. Please click on the expanding arrow image at the bottom right hand side of the video screen. This will automatically make your view full screen. To exit full-screen mode, simply hit the "Esc" button on your computer keyboard.

How do I ask a question?

In the Keynote Panel sessions, you will see the Q&A function on the right-hand side of the screen. Type your question into the Q&A box and click Send. We recommend using your full name so that any unanswered questions can be followed up after the event, however, you can choose to submit your question anonymously if you prefer.

In the individual SIG/Track, Meet the Editor and Symposia sessions, please utilise the chat box or raise hand function within your Zoom meeting room to ask any questions.

What happens to unanswered questions?

Please ensure you submit the question with your full name and this will be passed to the organisers so they can contact you following their session.

Frequently Asked Questions continued

Can I take notes in sessions?

Yes. In each session in the portal, there is a note box on the right-hand side of your screen. Notes save automatically (there is no save button). You can export your notes at any time by clicking the Export notes' button at the top right-hand corner of the screen. This will export into a Word document.

Can I speak during a session?

During the Keynote Panel sessions, all attendees' mics will be muted and these will be viewed only. However all other sessions, you will be able to participate in discussions within the Zoom meeting rooms. However please respect other participants and mute your mic if you are not contributing to limit the amount of background noise.

Troubleshooting Help

I can hear the host, but I can't see any slides or video.

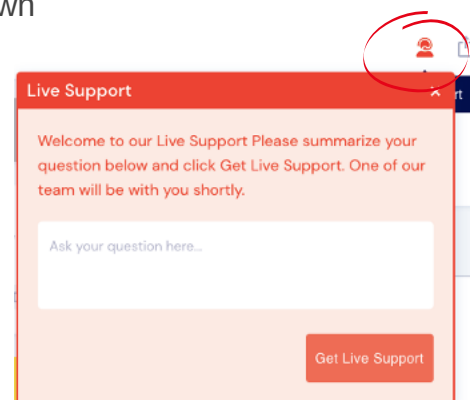
Please refresh your screen. This will require you to log back in but will nudge the system to allow you access to all areas of the event. If your Internet connection is not fast enough, it might cause the video to be disrupted but allow the audio to continue. Also check to be sure no other programmes or applications are running on your computer.

I can see the slides or video, but I can't hear the host.

1. Check to see that your speakers are on.
2. Ensure that your speakers are not muted.
3. Check the volume level.

Having Trouble?

1. Contact the **Helpdesk** via the upper right corner, as shown
2. Email **euram@speak.co.uk** for more technical support



Top Tip!

If you require technical support please contact the **Live Helpdesk** within the portal as your first point of help. The technical team will be available on live chats to support you.