



## Terra 2022 Virtual Conference Platform User Guide

Terra 2022 will be a hybrid Congress, with both in-person and virtual presentation options. We will be using the online event platform **Whova** to run select live and recorded sessions and to view posters, videos and digital media that presenters upload to the platform. Virtual and in-person attendees are encouraged to engage in communication and networking via the Whova App or website to make Terra 2022 an educational and interactive experience. If you are presenting at Terra 2022, you should have already received an invitation and instructions for how to present via Whova. **Zoom Webinar** will be used to live-stream general and keynote sessions and discussions. Please make sure that you have installed the latest version of Zoom.

**Recorded sessions, posters, video and digital media presentations will be available** for congress attendees for three months after Terra 2022.

**Please note:** Whova's app is only available in English. We intend to provide Spanish translation text wherever possible, but if you encounter any accessibility challenges, please reach out to [Terra2022@getty.edu](mailto:Terra2022@getty.edu) for assistance.

## Web App Link and Links to Download the Mobile App

### Web App Link

[https://whova.com/portal/webapp/terra\\_202206/](https://whova.com/portal/webapp/terra_202206/)

### iOS App

<https://apps.apple.com/app/apple-store/id716979741>

### Android:

[https://play.google.com/store/apps/details?id=com.whova.event&referrer=utm\\_source%3Ddownload\\_widget%26utm\\_medium%3Dwidget%26utm\\_content%3Dterra\\_202206](https://play.google.com/store/apps/details?id=com.whova.event&referrer=utm_source%3Ddownload_widget%26utm_medium%3Dwidget%26utm_content%3Dterra_202206)

### About Whova: the official app of the Terra 2022 World Congress

Terra 2022 is a hybrid Congress, with both in-person and virtual presentation options. We are using the online event platform **Whova** to run select live and recorded sessions and to view posters and digital media that presenters upload to the platform. Attendees are encouraged to engage in communication and networking via the Whova App or website to make Terra 2022 an educational and interactive experience.

**Recorded sessions, posters, and digital media presentations will be available** for conference attendees for three months after Terra 2022.

As the official Congress app, we encourage you to download Whova as a phone application or visit the platform via a laptop computer in order to:

- Explore the **professional profiles** of event speakers and attendees
- Send **in-app messages** and **exchange contact information**
- **Network and find attendees** with common affiliations, educations, shared networks, and social profiles
- Receive **update notifications** from organizers
- Access the **event agenda**, maps, and parking directions at your fingertips
- Find **meetings on Wednesday evening** and **breakout sessions on Friday afternoon**
- Find instructions to **access interpretation** during sessions
- Attend the **virtual event following the Poster Session**



Download Whova and take your event mobile.



Get Whova from the App Store or Google Play.

Please sign up for the app with your **social media account** or **email**

The event invitation code is:

**dpris0a403**

You will be asked for an event invitation code after installing Whova

# General Preparation

## Preparing Zoom

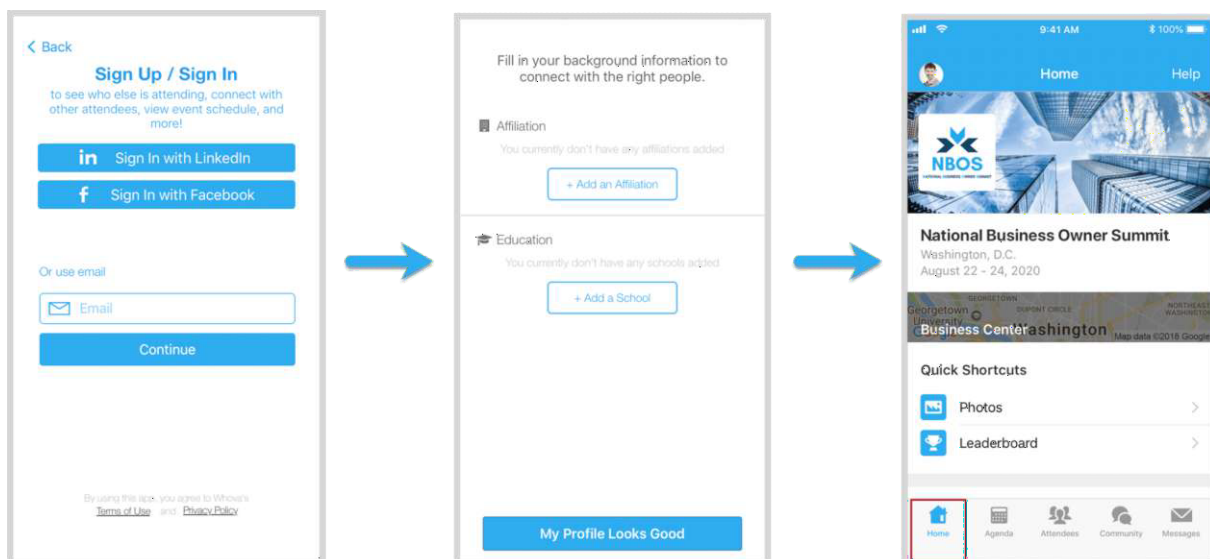
Please install the **Zoom Desktop client** ([download](#)) (optional but recommended). Please also download the **Zoom App** from your local App Store on your Mobile. Please make sure that you have installed the latest version of Zoom.

**Zoom** is our streaming platform and is required to see and hear the live sessions in Whova. The Zoom meeting links are integrated within each session in the Whova Agenda.

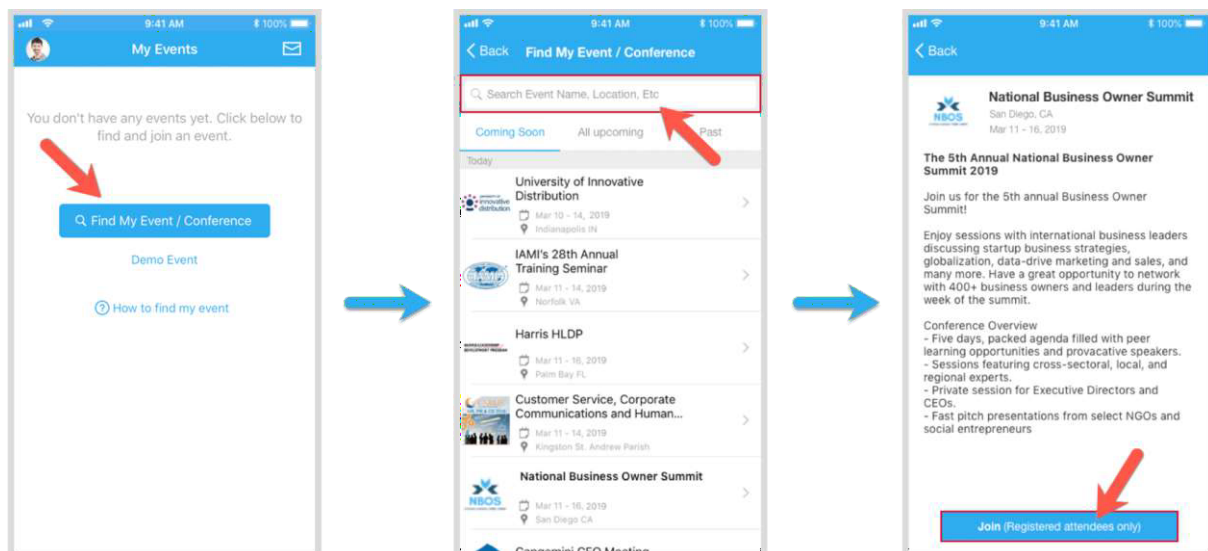
## Setting Up Whova

You will receive a unique link to the Terra 2022 Whova app to the email address that you used to register for Terra 2022. Please complete the following tasks following the Whova Guidelines: <https://whova.com/pages/whova-app-user-guide/>

Install the free **Whova mobile app** ([download for Android or iOS](#)) (optional but recommended) and sign up with the **same email address** you used to register for the conference.

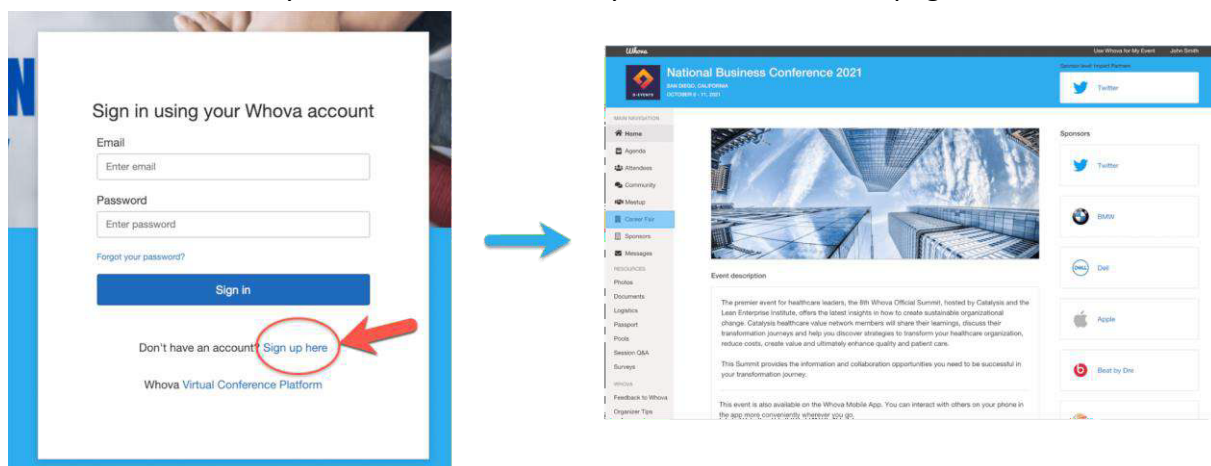


If you have successfully signed in to Whova, find the Terra 2022 event. If it doesn't show up immediately, then please search for "Terra 2022" and click the "Join" button.



**Sign into Whova Web App** (using the Link from the Email): Please use **Chrome Browser** (optional but highly recommended).

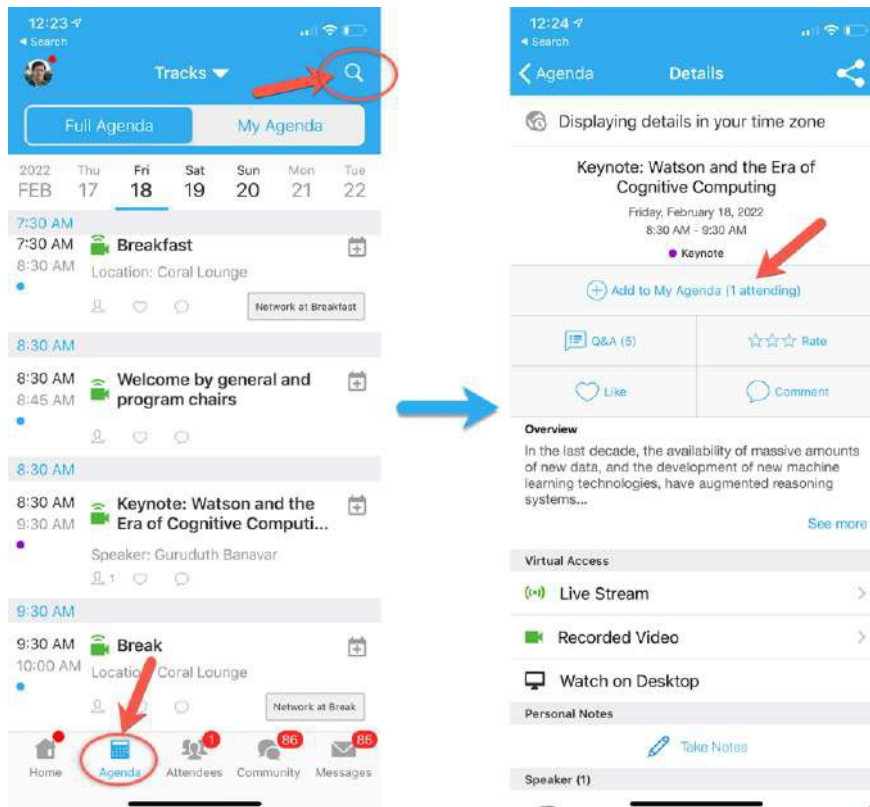
After clicking the link from the Email, please sign up, creating a password, and using the correct email address. Now you will be automatically taken to the main page of the conference.



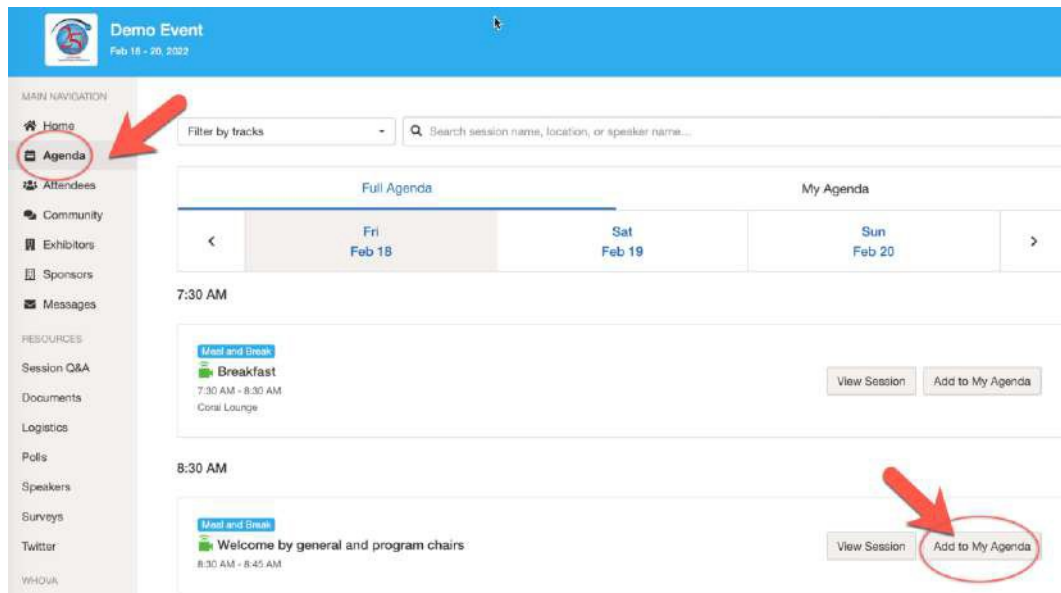
You will be asked if you want to list your profile in the attendee list. Select 'Yes' if you wish to be able to connect with other attendees, including speakers. If you change your mind, you can switch your profile to invisible by accessing the privacy settings in the Whova mobile app.

Complete your **profile** to support engagement networking.

**View the Agenda** and plan your schedule. Click 'Agenda' in the lower bar on your mobile device to open the Agenda. You can search for a specific session or speaker by clicking the magnifying glass icon at the top of the screen. You can also filter sessions by track.



Find the Agenda tab on the left-hand side of your screen in the Web App. You should see a list of sessions.

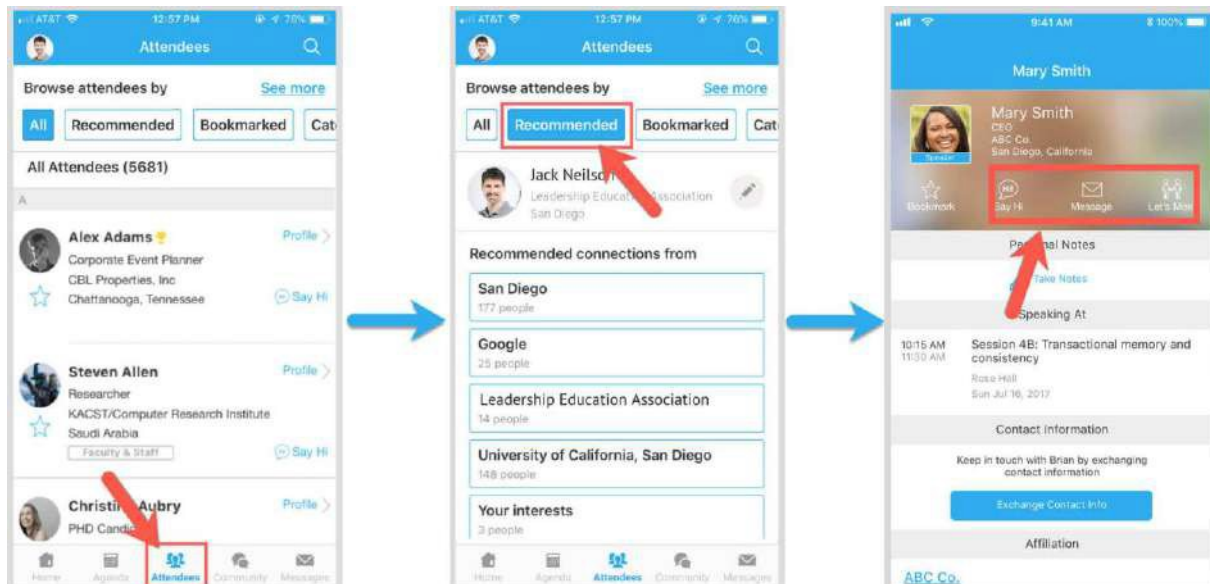


You can search for a specific session or by the speaker in the bar at the top of the screen. You can also filter sessions by track. Once you find the session you want to access, you can click 'View Session' for more details or 'Add to My Agenda.' We recommend adding it to your personal agenda, and you will then be asked if you want to add it to your Google calendar. Please note that sessions in which you are listed as Speaker will be added automatically to "My Agenda."

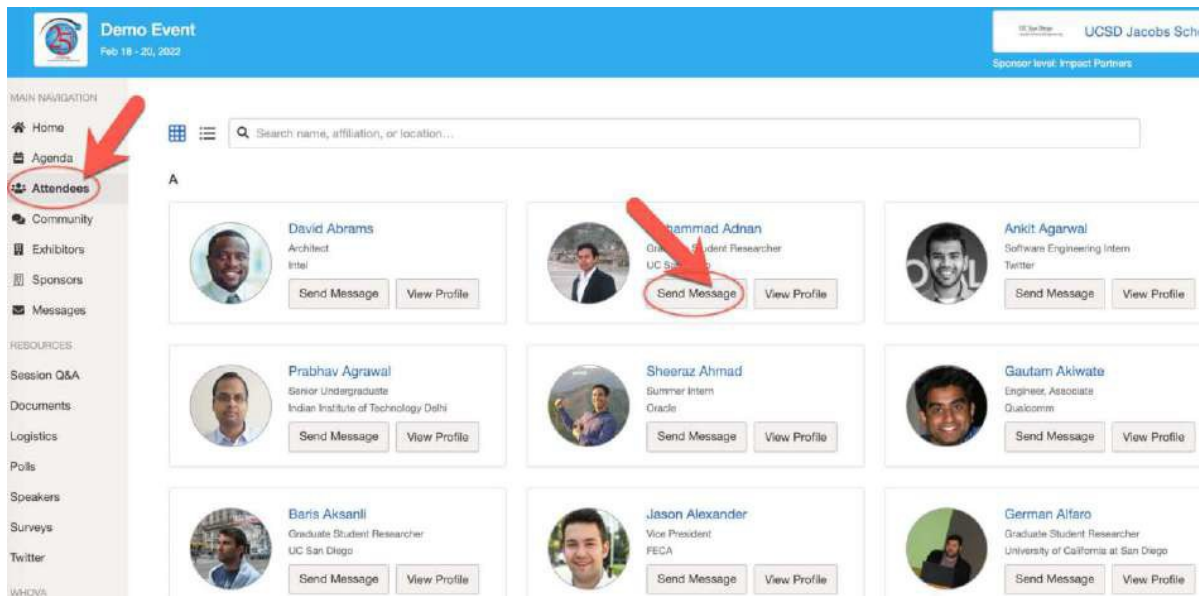
## During the Event

**Interaction with other attendees:** See who is attending the event. You can search attendees by keywords such as company name or title. In their professional profiles, you can take notes or request contact information. With the Button 'Message,' you can start a chat.

### Mobile App:



### Web App:





## Access live streams in Whova

### Using a Computer with the Web App (recommended)

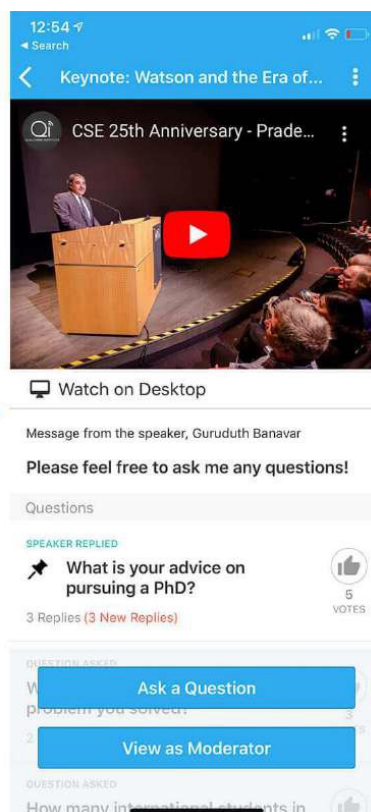
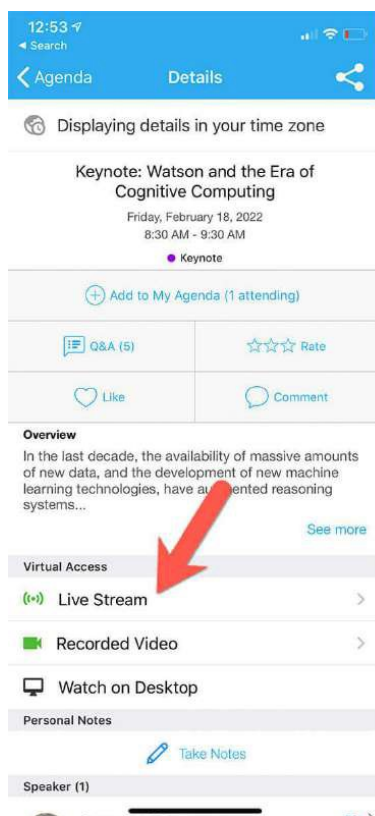
To attend the virtual session, click on 'View session.' You will access the session **via the Zoom app**.



Make sure you downloaded the Zoom client or mobile app before. The Zoom session links are integrated within each session. Just click on 'Join in Zoom,' and you will be led to Zoom in a new window or tab. Once you access a session, you can use multiple features during this session including a chat and Q&A function. When the session is over, exit the Zoom tab and go back to the open Whova event tab.

### Using Phone/Tablet with the Mobile App

Find Overview and then tap on 'See more' to attend the virtual session. Tap on 'View live

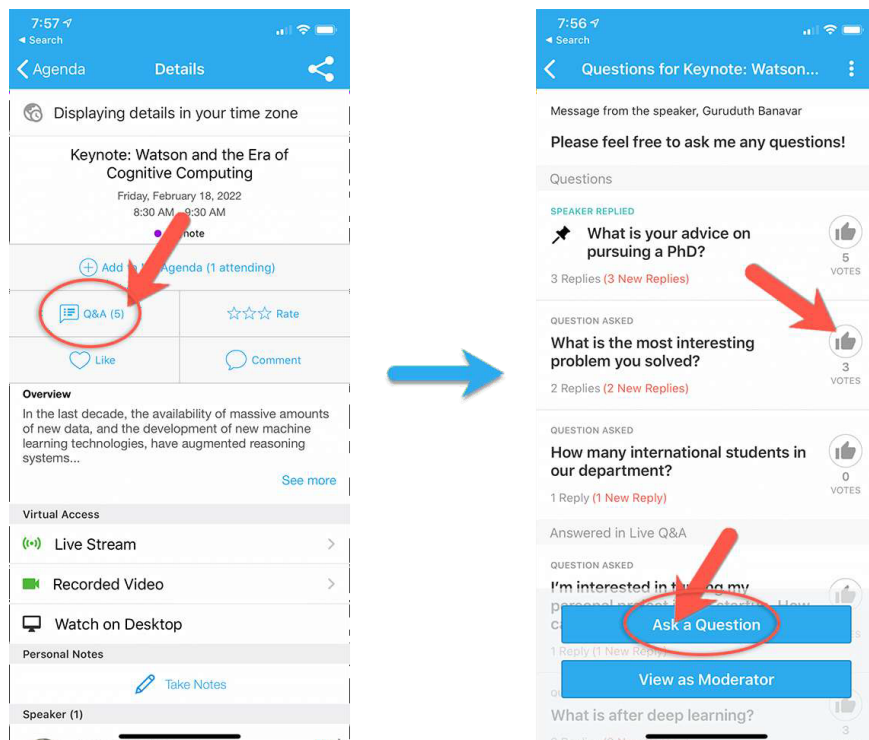


stream' (the button will be available on the day of the Conference). This will launch the Zoom mobile app on your phone.

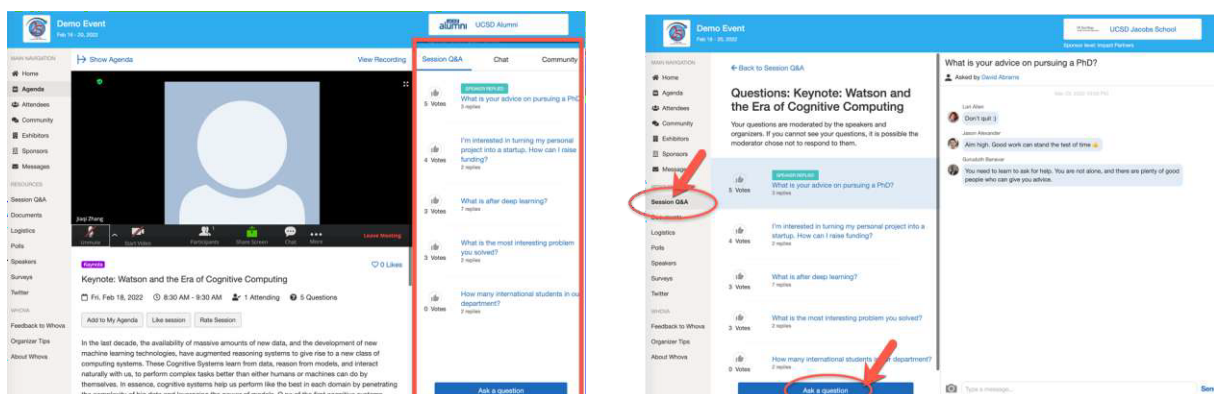


## Use session Q&A:

As described above, you can join a Q&A during a session. On the **Mobile App**, just click the 'Q&A'-Button. Now you can ask a question or vote questions that are already asked.



On the **Web App**, you can view the Q&A on the right-hand side of the screen just next to the live stream of the session. Here you can submit questions for the Speaker through Session Q&A, participate in ongoing discussions with the other attendees viewing the session through Chat, and browse the Community Board function.



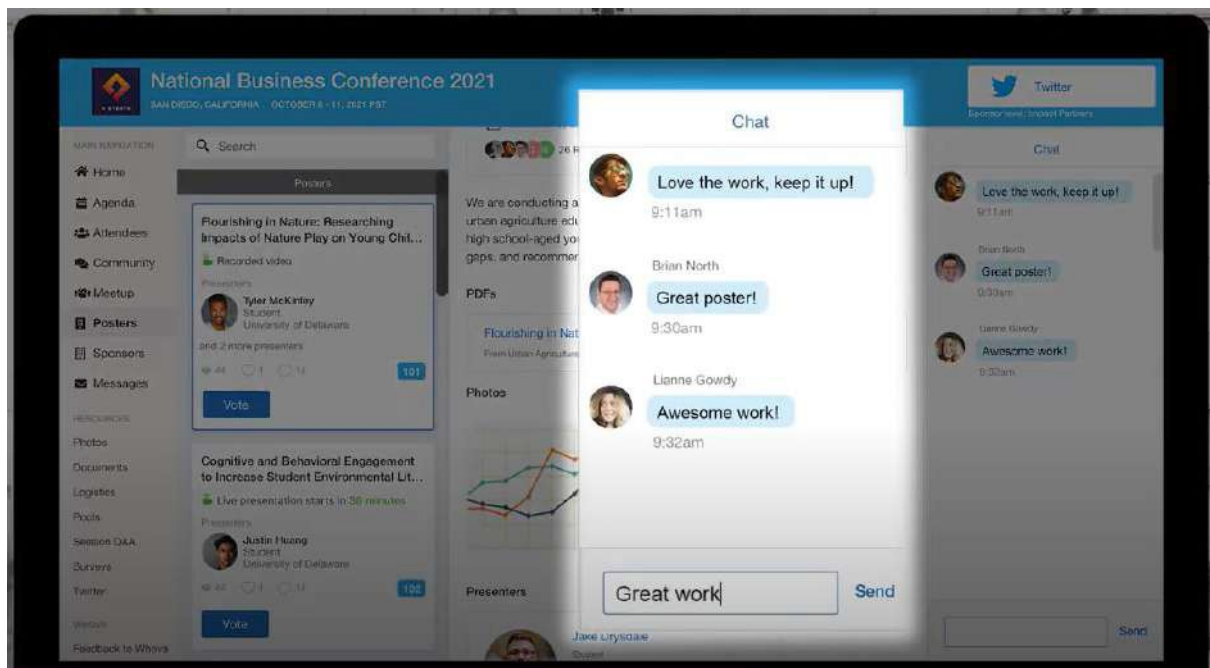
## View Poster and Video & Digital Media Exhibits

Each poster presenter will showcase their research findings in a Virtual Poster Exhibit accessible before, during, and after the poster session. All attendees can comment and leave messages in the chat of each Virtual Poster Exhibit. You can search for posters by using the author or title of each poster.

Click “Virtual Pres” on the left-hand side of the Website and view the list of posters, video and digital media, and recorded presentations. You may view Poster and Video & Digital Media Exhibits leave comments in the Chat.



Now you can leave comments in the **Poster Exhibit Chat** on the right side next to the poster's image.



# Interact with Colleagues & Attend Live Virtual Networking Event

**Virtual Meet-Ups and Community Board:** After the sessions, you can easily interact with other attendees to keep discussions about interesting topics alive. Throughout the conference, there might be “meet-ups” in parallel to the Conference Agenda. You can view and access those via the community board. You can also create your own Meet-ups. In addition, you can also use the community board to participate in vivid discussions. To get a full description on how this works see the following guide: <https://whova.com/pages/whova-app-user-guide/> and click ‘Join the discussion on community board’ and ‘start or join a virtual meetup’ on the left section of the website.

## How to join the discussion on the community board

1. Click the Community tab at the bottom of the screen.
2. Create a new conversation topic or click the topic to join existing topics like “Meet-ups.”
3. Click “Follow” directly next to the topics on the Community Board that you want to stay up to date with. To find the topics you’re following, choose between three tabs near the top of the page: All Topics, Followed, and New Topics.
4. Check the Community board for conference updates and to ask questions

## How to start or join a virtual meetup

1. Go to the Community Board and find the board for Meetups and Virtual Meets.
2. Find the meet-up you are interested in, join directly, or click on it to see more details, and then click “Join.”
3. You can also suggest a new meetup by clicking “Suggest a Meet” and inputting the details. If you know someone who will be interested, don’t forget to invite them as well. If you have a meeting link, you can copy-paste it there. Otherwise, you can use Whova’s virtual meet room, which allows up to 30 participants.

## Poster Session Networking Event

On Tuesday, June 7 following the Poster Session at 8:00pm Mountain Time, we are hosting a live virtual networking session to discuss the posters. To join the Networking Session:

1. Sign into the Whova App
2. Go to the Agenda page for June 7, and open the “Poster Session Discussion” event.
3. Once the networking session starts, click “grab a seat” and you will be automatically assigned to a networking table.

# Frequently Asked Questions

## 1. What is the difference between the Whova Web App and Mobile App?

While you can join the conference on either your desktop (via the free Whova Web App) or mobile device (via the free Whova Mobile App for smartphones or tablets), we recommend joining on both for the best overall experience. The Web App provides a better experience for viewing the live session streams and poster sessions. While you can network with other attendees and participate in the Community Board and virtual meet-ups on the Web App, you may prefer the on-the-go experience of the Mobile App. Plus, with the Mobile App, you will receive real-time push notifications about important announcements, messages received from other attendees or updates in the Community Board discussions you are following.

## 2. Why do I need Whova and Zoom to join the conference?

Whova is our conference "home base" and allows you to access sessions, documents, feedback surveys and networking features all in one place. Zoom is our streaming platform and is required to see and hear the live sessions. The Zoom meeting links are integrated with each session. When you click on the link, it will launch Zoom in a new window or tab. When the session is over, exit the Zoom tab and go back to the open Whova event tab. Make sure you have downloaded the latest version of Zoom on your device. You can download it [here](#).

## 3. Can I use any browser?

We strongly recommend using Google Chrome as your web browser. You can download Google Chrome [here](#).

## 4. Is the zoom session not playing on your screen?

Try refreshing your page by hitting Ctrl + r or just generally refreshing the web page you're on in Whova. If you arrive to the video page before it's officially started, you might just need to refresh. Also check if you can watch on the mobile app. Please make sure that you have installed the latest version of zoom.

## 5. When watching a video in the digital media or recording, it says that the video is not available due to security reasons. What do I do?

This could be due to a number of reasons with your IT set up (your browser's security settings, or anti-virus/security software), so we recommend trying the following:

- Log in to Whova on another browser, or try refreshing your browser;
- If you are receiving pop-up messages from your anti-virus/security software, temporarily allow whatever is being blocked in Whova. If you do not have the ability to do this, please contact your IT team to allow Whova-related activities;
- If it doesn't appear to be your security software blocking the video, copy and paste the following into Google Chrome: `chrome://settings/cookies`, and 'allow all cookies' while participating in the conference. You can change this setting again after the conference.

## **6. What happens if I miss a live session?**

Watch sessions that you missed: Some presentations will be recorded and available within the Whova App for up to three months after the conference.

## **7. Can I share this presentation or a recording of the presentation?**

No. Please note that Terra 2022 is a **closed event**. All information shared, whether disclosed in a presentation or written form, is confidential. This confidential information should not be shared or disclosed with any third party, through personal communications or social media, nor should this confidential information be used for personal gain or benefit. Only attendees who have registered and been approved to attend the meeting will have access to these presentations and recordings of presentations. Please do not reproduce or try to reproduce the information shared within the conference in any form.

## **8. I don't want my profile to be shown to other participants. What do I do?**

When you first sign in to Whova, you will be asked if you would like to share your profile with other attendees. If you would prefer not to share your profile, you can opt out. If at any time you wish to change your response, go to your profile in Whova and you can change this setting.