



# **The online CIPD Festival of Work FAQs and user guide**

# Contents

**Pg 3 | Tech must-haves**

**Pg 4 | Logging in to the festival**

**Pg 5 | Access**

**Pg 6-7 | Conference**

**Pg 8 | Exhibition hall**

**Pg 9 | Products**

**Pg 10 | Free learning**

**Pg 11 | Wellbeing hub**

**Pg 12-13 | Networking**

**Pg 14 | Festival bag**

**Pg 15 | Help desk**

**Pg 16 | Data sharing and feedback**



# Tech must-haves

## Laptop or desktop computer

- For the best user experience, please use a **laptop or desktop** computer. Mobile devices (including smartphones, tablets and iPads) are known to cause a poorer quality experience.

## Web browser

- Please use the latest version of **Google Chrome, Safari** or **Firefox**. (**Internet Explorer and Edge are not compatible**).

## Security settings

- Please check your organisation's security restrictions and firewalls **now** to ensure the website for the event platform ([virtual.festivalofwork.com](https://virtual.festivalofwork.com)) is not blocked and pop ups are not blocked.

## Zoom settings

- All live conference sessions are broadcast via Zoom. We recommend you download and sign into Zoom before the event and tick the box 'always open these types of links in the associated app' to avoid having to do it for every session you attend.

## Having technical difficulties?

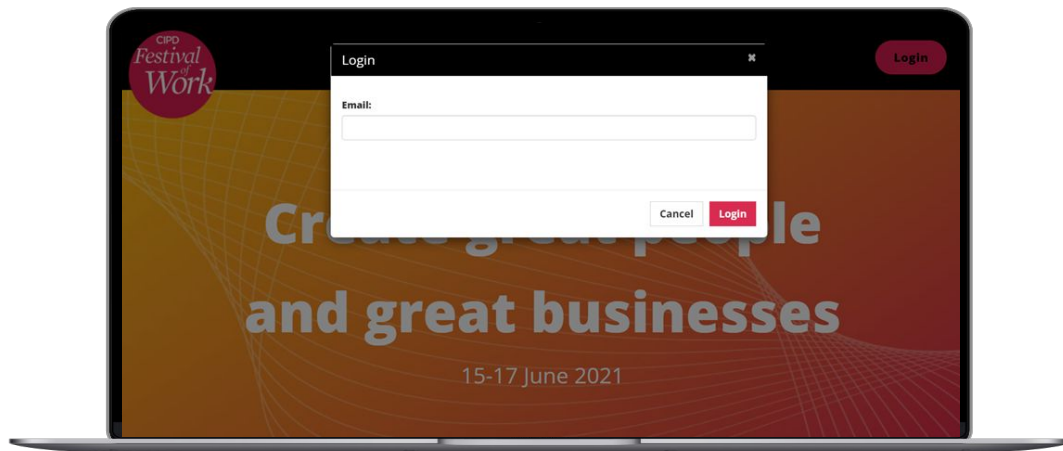
- Please email the support team at [fow.help@haymarket.com](mailto:fow.help@haymarket.com) with a description of the issue you are experiencing.



# Logging in to the festival

Go to: [virtual.festivalofwork.com](https://virtual.festivalofwork.com) - use the same email address that you registered with for the event, then create a new password to login.

Note: if you have just registered, **please wait one hour** for your login details to be set up on the platform. You will be able to view any content you've missed on-demand.



# Access

## When can I access the platform?

You can access the platform until 23:59 on 17 July 2021, all sessions\* will be available to watch on demand - log back in to the platform at any time and find the session to view.

## Conference ticket:

Gives you full festival access including conference sessions.

## Free exhibition-only ticket:

Gives you access to everything **except the conference sessions**.

## Upgrade your ticket:

For exhibition-only ticket holders, there is an option to **upgrade your ticket**. This will give you access to the conference sessions one hour **after you register until 23:59 (BST) 17 July**. Please email [cipdevents.tickets@haymarket.com](mailto:cipdevents.tickets@haymarket.com) for more information.

\*Subject to speaker permissions.



# Conference



Only accessible for paid conference ticket holders

## Browse the agenda

Go to the **Conference** tab, click on the main screen, then select a day.



## Watch a session live

From the agenda, watch a session taking place in real time by clicking on the Join button to the right of the session title (the button will become visible when the session is about to start).

## Watch a session on-demand

From the agenda, watch a session on-demand by clicking on the play button to the right of the session title. Sessions will be available to watch on-demand the day after they aired until 23:59 (BST) on 17 July 2021.



# Conference



Only accessible for paid conference ticket holders

## Personalise your schedule and add to your calendar

From the agenda, click **+Add to my schedule** on any of your favourite sessions or **Add to calendar** to save a reminder in your calendar.

View all of your saved favourites in **My schedule**.

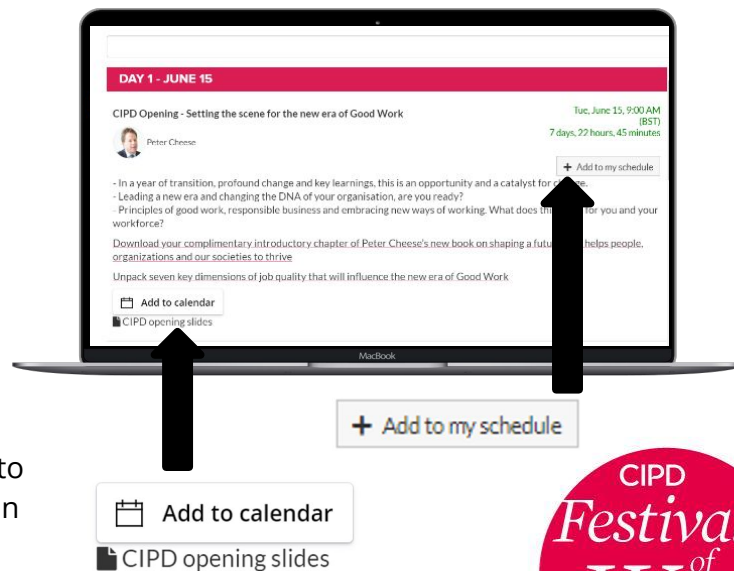


## Submit questions to speakers

During live sessions only, click on **Q&A** at the bottom of the screen, then compose and submit your question to the speakers.

## Download speaker presentations (subject to permissions)

From the agenda, find the session. If the speaker has given permission to share their slides, a document will be visible at the bottom of the session description - click on the document to download the PDF. Slides will be available to download from the next day until 23:59 (BST) on 17 July 2021.





# Exhibition hall



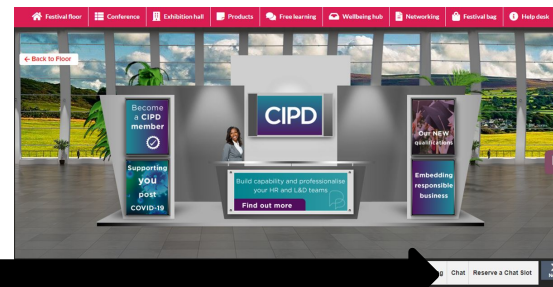
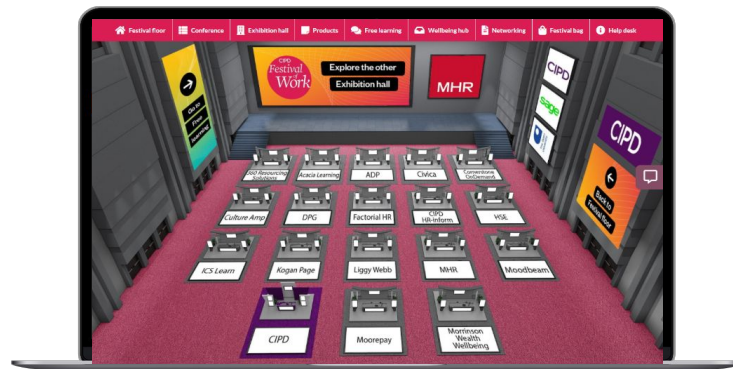
## Visit an exhibition stand

Go to the **Exhibition hall** tab and select a hall to visit the stands. Click on a stand to discover more information and chat to the exhibitor. Explore both halls - via the Festival floor, Exhibition hall or by clicking on 'Explore the other Exhibition hall', from the other hall.

## Chat to an exhibitor and schedule a meeting

Click on the stand, then click on **Chat** in the navigation bar at the bottom. To schedule a meeting, click on **Reserve a chat slot**.

Be sure to keep the chatroom open so that when you visit stands, the exhibitors can start a conversation with you and tell you more about their products and services.





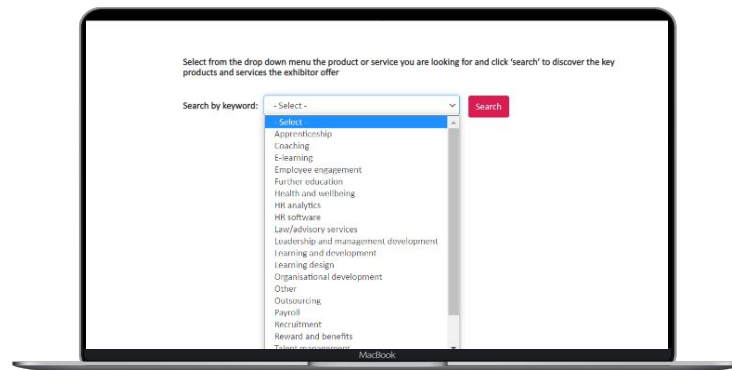
# Products



## View products and services

Go to the **Products** tab, select a keyword from the drop-down menu and click on **Search** to discover which exhibitors offer the products and services you're interested in.

Click on **View** to visit the exhibitor stands and find out more, speak to them and add their content to your festival bag (which you can then email to yourself or others).

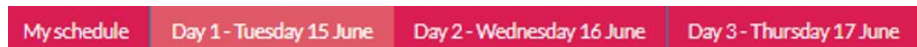


# Free learning



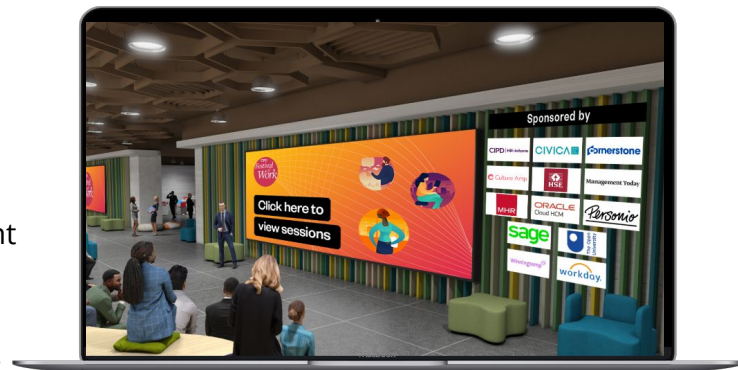
## Browse the agenda

Go to the **Free learning** tab, click on the main screen, then select a day.



## Watch a session

From the agenda, watch a session by clicking on the Join button to the right of the session title (the button will become visible when the session is about to start). **Sessions are pre-recorded**, which means you're able to ask questions via the chat function and the exhibitor will respond via chat. You can also visit the exhibitor at their stand in the Exhibition hall.



## On-demand

From the agenda, watch a session on-demand by clicking on the play button to the right of the session title. Sessions will be available to watch on-demand from the day after they aired until 23:59 (BST) on 17 July 2021.



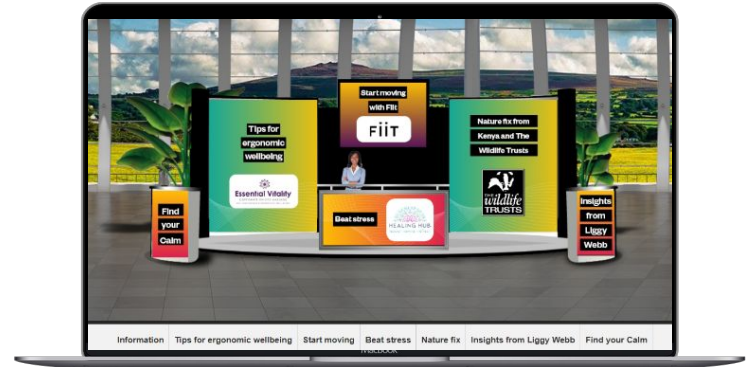
# Wellbeing hub



## Explore the Wellbeing Hub

Go to **Wellbeing hub** and discover more information on the resources and activities in the description part of the stand. There's plenty to enjoy - from workout classes with Fiit, breathwork to beat stress with The Healing Hub, practical tips on ergonomic wellbeing with Essential Vitality, meditations from Calm and much more.

You can enjoy all content in the Wellbeing hub on-demand until 23:59 (BST) 17 July 2021.



# Networking



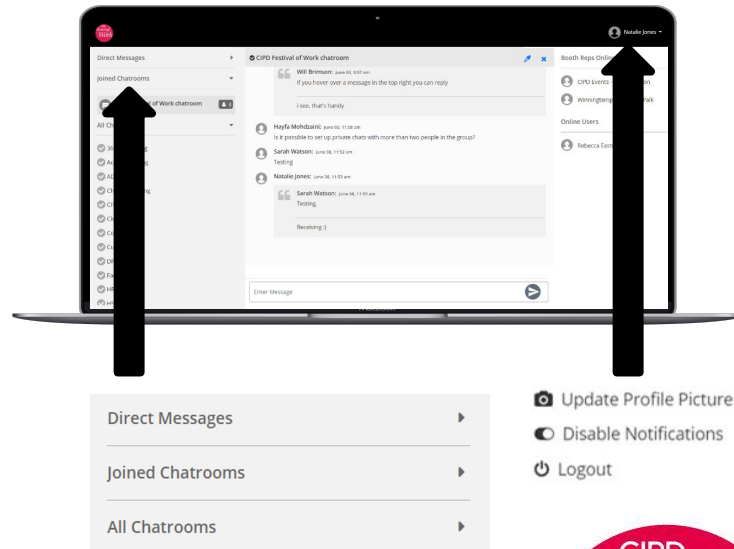
Go to the **Networking** tab to update your profile picture and notification settings, join chatrooms and network with other attendees (your name, job title and company will be visible to other participants in these groups).

## Update your profile picture and notification settings

Click on your name in top right corner, then **Update Profile Picture** to upload an image. Click the toggle to disable notifications. (Please note - you need to be in the networking tab to update these settings). From the other pages, you are able to add a biography to your profile.

## Chatrooms

To join chatrooms, click on the arrow next to **All chatrooms** to view all available rooms including the general **CIPD Festival of Work chatroom** and the exhibitor chatrooms (you're able to join and leave these as you wish). Click on the arrow next to **Joined chatrooms** to view the rooms you've joined - select one to join the conversation. Compose and send messages at the bottom of the screen. To reply directly to a comment, click on reply to the right of the person's name.



# Networking



## 1-2-1 messages and calls

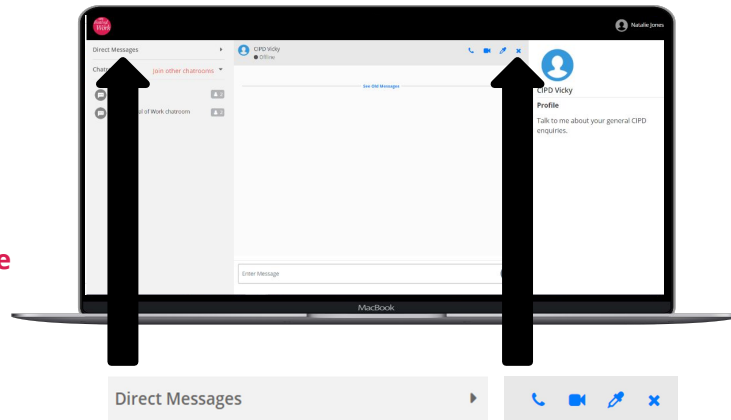
When visiting a chatroom, you can send 1-2-1 messages to other attendees who have joined that chatroom - click on a person's name to view their profile then click on Networking. Compose and send private messages at the bottom of the screen. Request a call or video chat by clicking on the icons at the top of the screen (calls and videos will open in a new tab, close the tab to end the call/video). From the chatroom, see who else is online under **Booth reps online** and **Online users** to the right of the screen - hover over a person's name then click on 'Chat now'.

## Chat history and notifications

Click on the arrow next to **Direct Messages** to view the people you've had direct contact with. Notifications are also displayed here - a number will appear next to the person's name indicating unread messages.

## Social media

Be part of the conversation across social media. Connect on [Facebook](#), share on [Twitter](#) and network on [LinkedIn](#). Don't forget to use the hashtag **#FestivalofWork** throughout the event.



# Festival bag



## Festival bag

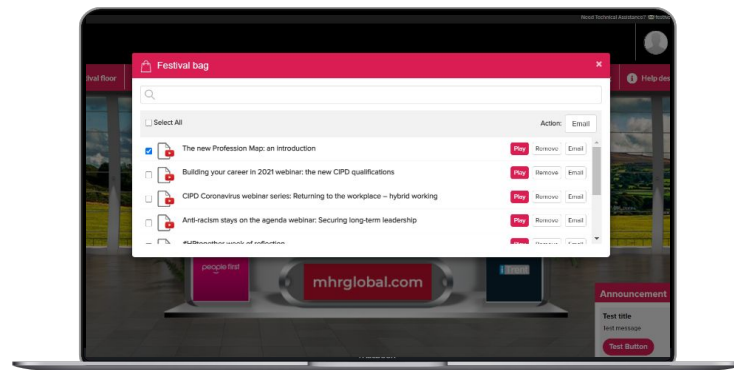
Go to **Festival bag** to view all of the saved videos and documents from exhibitor stands. Tick the box to the left of the video/document to play/view, remove, or email to yourself and your peers.

## How do I save an item to my Festival bag?

When visiting an exhibitor stand, scroll down the page and below the information bar will be the option to click on videos and documents (if available on the stand).



Click on a tab, then on **+ Festival bag** to add an item.



# Help desk



Go to the **Help desk** tab and choose from one of the following options:

## FAQs

Click on FAQs on the help desk for general information.

## Tech support

If you experience any technical issues with the platform, please email the technical team at [festivalofwork@getvfairs.io](mailto:festivalofwork@getvfairs.io)

## Contact the organisers

For all other queries, please email the CIPD Festival of Work Team at [fow.help@haymarket.com](mailto:fow.help@haymarket.com)





## Data sharing

The preferences you selected when you registered will be used and if you opted in **your data will be shared** with the **exhibitors whose stands you visit** in the **Exhibition hall** by clicking on their information and any sessions you've viewed.

## Feedback survey

Please help us improve by completing the feedback survey - this will be emailed to you **Friday 18 June** from our research partner, Fusion Insight.

## Any other questions?

Visit the **Help desk** on the Festival floor or via the navigation bar and one of the team will be able to help.

