TECHNICAL SUPPORT INFORMATION SHEET

WELCOME TO THE 2021 MANITOBA PROTEIN SUMMIT!

The Manitoba government is hosting the second annual Manitoba Protein Summit in collaboration with the Protein Consortium, featuring dynamic speakers from around the world.

This document outlines some technical information to take into considerations before you attend the Manitoba Protein Summit, as well as troubleshooting tips that will help you navigate the event smoothly.

Before you join the event

Join without **VPN**

- Participants connected through VPN have a higher possibility to encounter technical issues, and may not be able to properly view the speaker sessions

Use a **computer**

- Joining via mobile may cause issues when joining live sessions

Use **Chrome browser**

- The Protein Summit platform will work with Chrome, Edge and Safari; however, Chrome is highly recommended for this platform
- Please note the Protein Summit Platform does not support Firefox or Internet Explorer
- If using a iPhone or iPad, Safari may work better

Troubleshooting Instructions

If you run into technical issues during the event, try the following troubleshooting techniques:
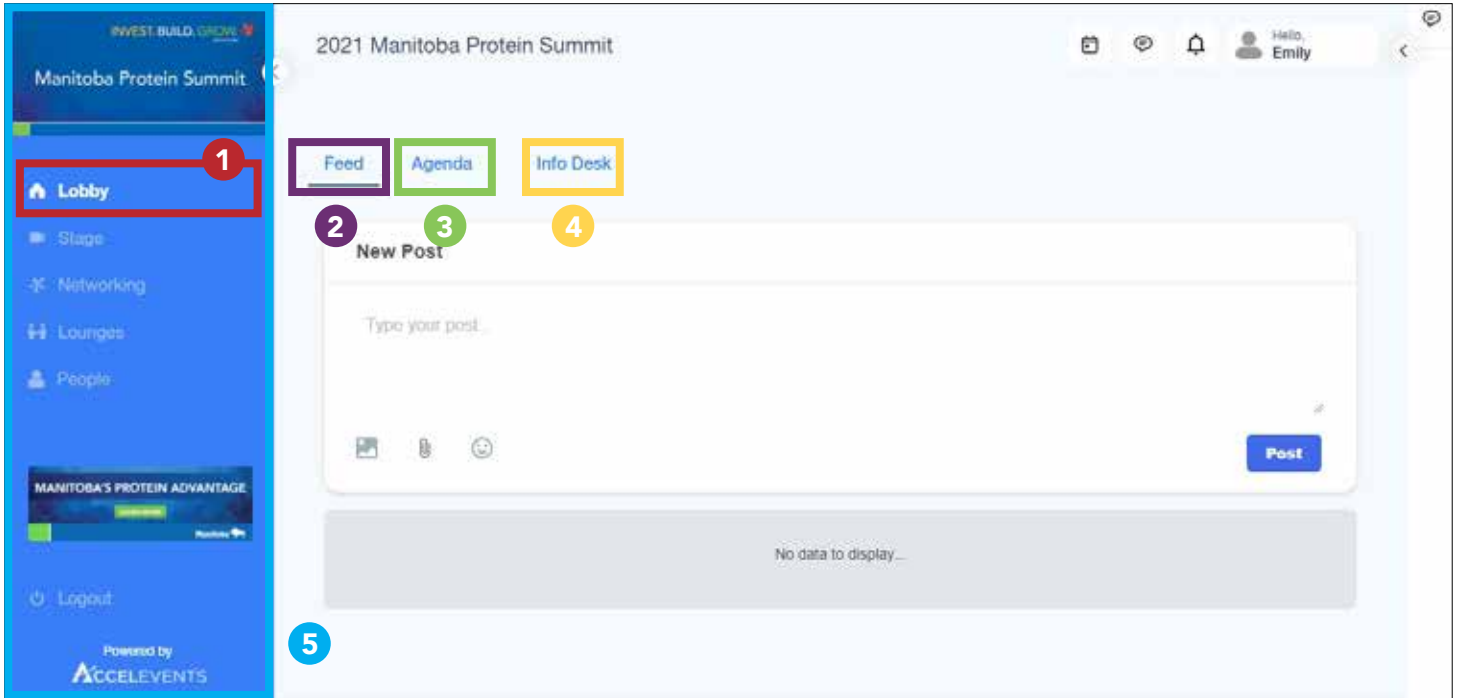
1. **Reload webpage** ⟳
2. **Close any open internet browser windows to increase internet bandwidth**
3. **Disable any ad-blocker extensions in** *Chrome*
   a) Three dots in the upper right hand corner (⋮) > Settings OR *Chrome* > Preferences
   b) Site Settings
   c) Content > Pop-ups and Redirects
   d) Toggle the setting from Blocked to Allowed <u>OR</u> add www.accelevents.com to the "Allow" list
4. **Use 'Incognito Mode'**
   a) To open an Incognito Browser go to either the 3-dots (⋮) on the upper right hand corner of your Chrome browser <u>OR</u> File > New Incognito Browser
5. **Clean cache and cookies**
   a) On your computer, open *Chrome*
   b) At the top right, click More ⋮
   c) Click More tools > Clear browsing data.
   d) At the top, choose a time range – select either 'All time' or at minimum 'last 7 days'.
   e) Next to "Cookies and other site data" and "Cached images and files," check the boxes
   f) Click Clear data
6. **Restart computer**

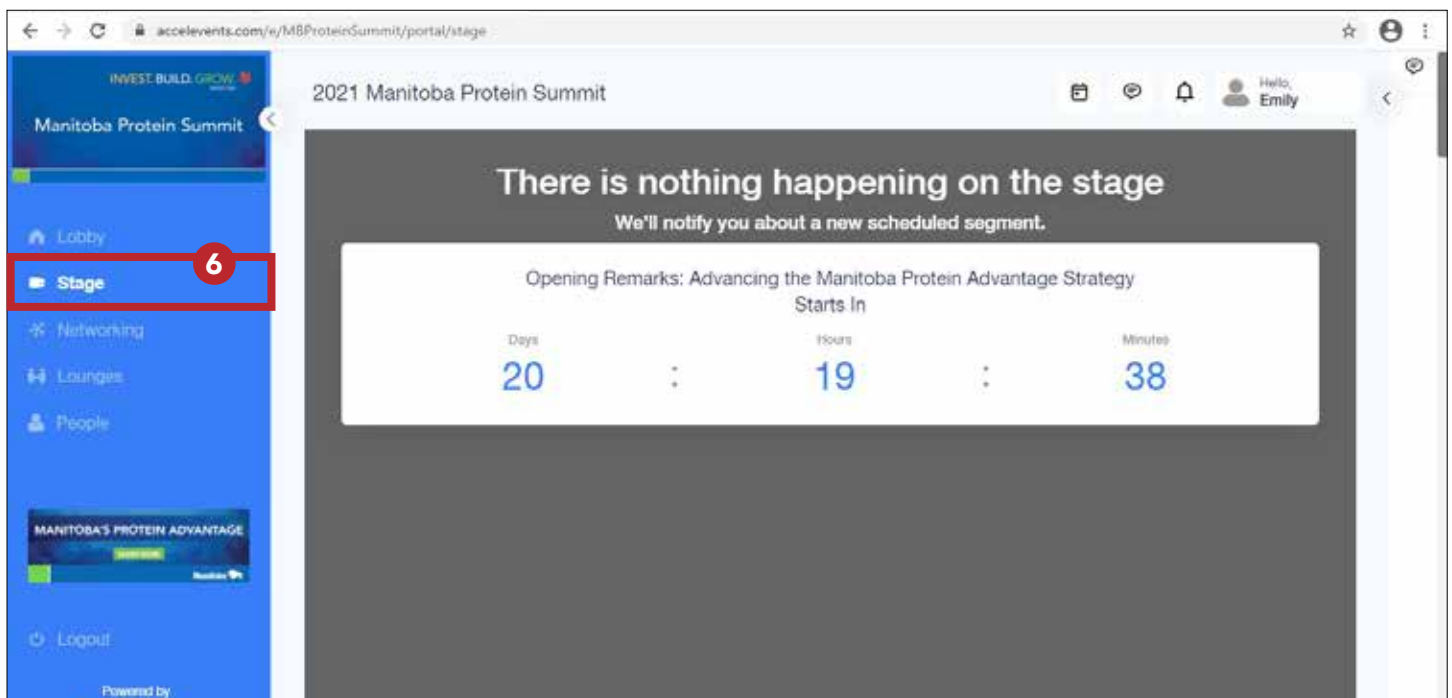   **Click here for additional troubleshooting tips from the Protein Summit platform.**

How to Navigate the Protein Summit Platform

When you first enter the event, you will arrive at the **Lobby (1).** This is where you can access a **Live Feed (2)** where you will see messages from the organizers of the event and other attendees. You can also access the **Agenda (3)** and an **Information Desk (4)** at the Lobby.
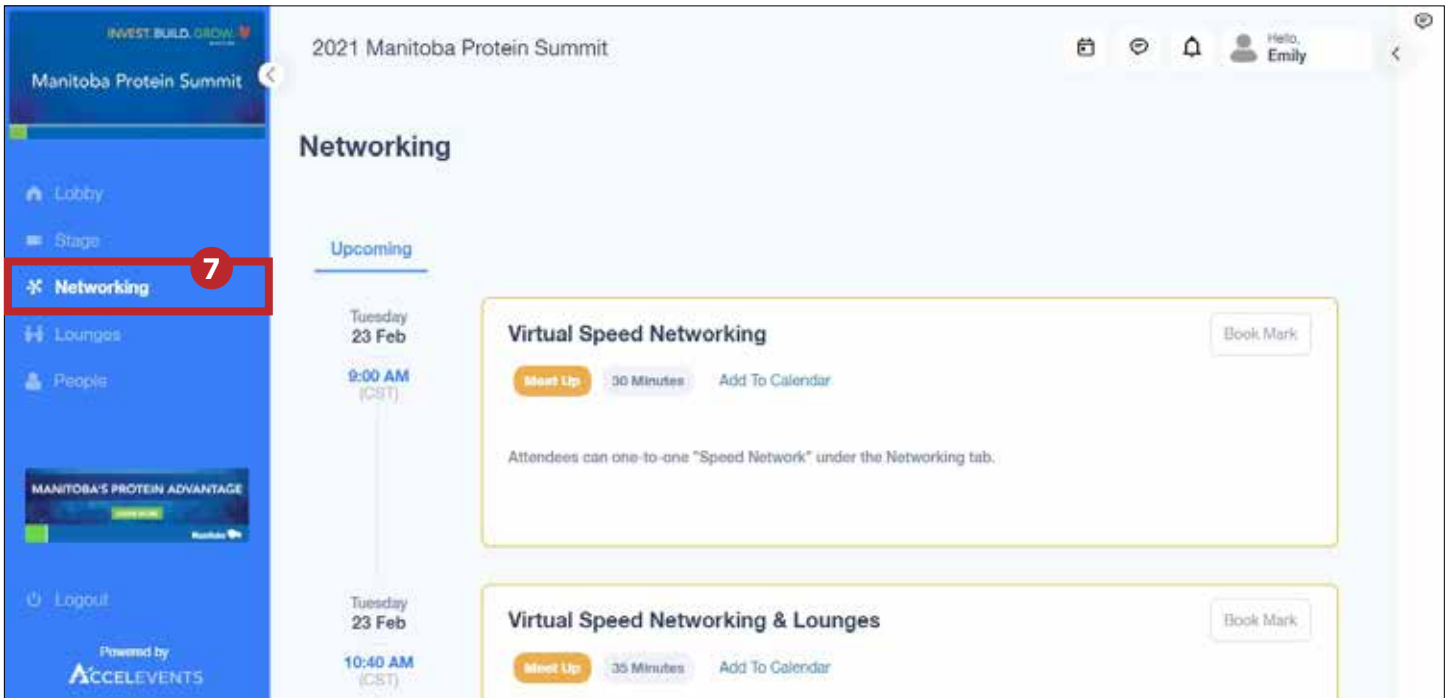
On the left side of your screen, you will see a blue **navigation panel (5)** that will take you to your destination of choice in a simple click.
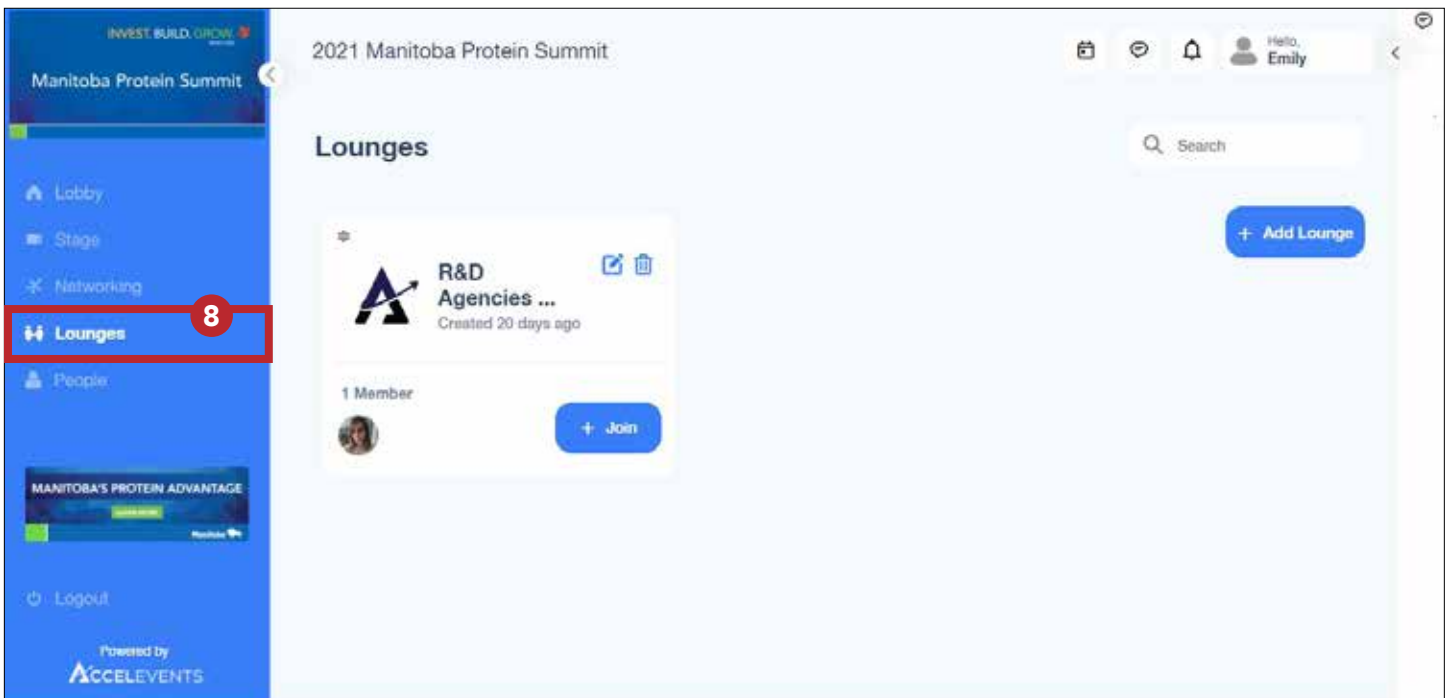

The **Stage (6)** is where you can watch the keynote speakers and the panel discussion sessions.

Networking (7) is where you can one-to-one speed network. You will be randomly matched with another Summit attendee for three minutes at a time. Make sure you turn on your video camera to fully experience this one-to-one networking session.

Lounges (8) is where you can meet with Manitoba's most innovative R&D agencies to learn about the services and expertise they provide.

We will schedule Virtual Networking breaks every day for you to experience both the one-to-one speed networking and meet with the R&D agencies at the Lounges.

Under **People (9)**, you can view other **Summit attendees**, and invite them to **connect with you** to keep the conversations going. Once you register for the Summit, your name will show up under this tab, and others will have the ability to invite you to connect with them as well. So don't forget to update your profile with your organization's information.
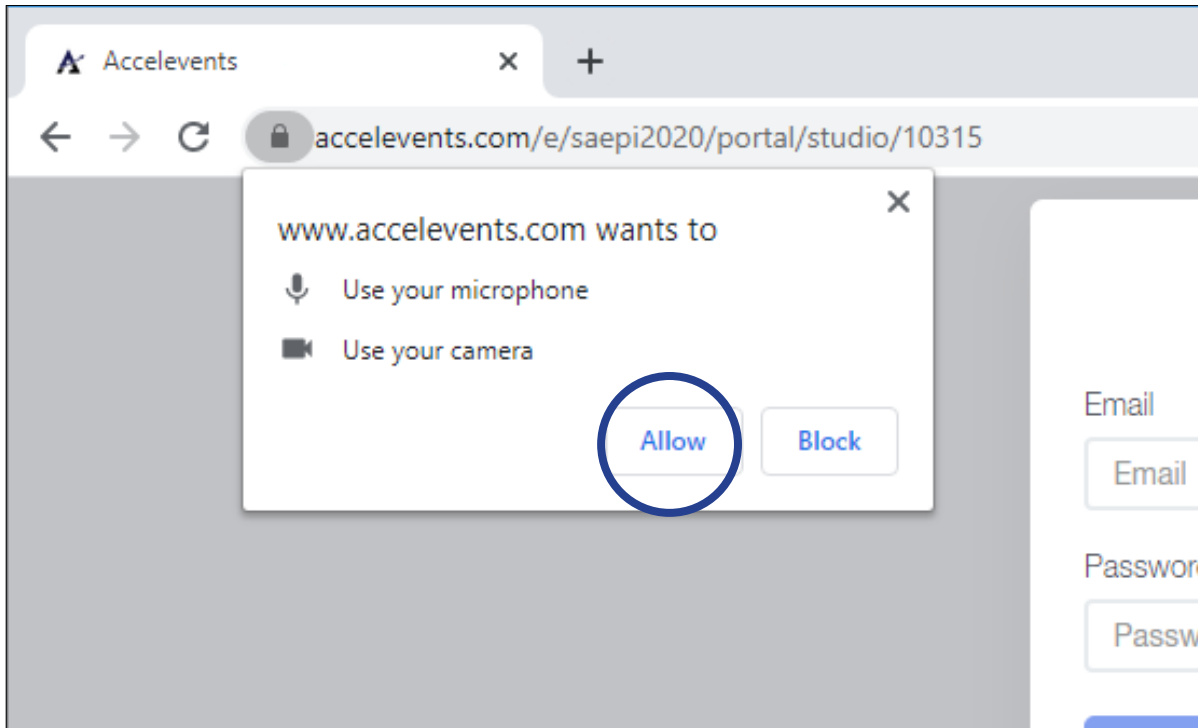

Want to join your next session? Click on Stage (6).

Technical support is available to you throughout the Summit, so if you have any difficulties, connect with us through the **Chat Box** and we will be happy to point you in the right direction so you do not miss a beat. You will find the chat box in the top right hand corner of your screen at all times.

Networking:

Enable the camera and microphone in your browser once alert appears:

If this did not pop up:

- Click on three dots in the upper right hand corner of *Chrome* (⋮)
- Click settings
- Navigate to 'site settings' under the 'Privacy and security' section in order to enable permissions
- From here you can also enable camera, microphone, sound, notifications, etc. by going into your site settings from the lock icon in the URL bar or the three dots (⋮) in the upper right hand corner
- You will need to refresh your page after updating these permissions

The **Tech Support Team** members listed below will also be available to help you by email:

Name	Email
Lori Forbes	Lori.Forbes@gov.mb.ca
Teresa Ziegler	Teresa.Ziegler@gov.mb.ca

Thank you, and welcome to the 2021 Manitoba Protein Summit!

Manitoba