



NOISE-CON 2020: What to Know Before You Go

We look forward to welcoming you to NOISE-CON 2020! Below you will find useful information to help you get the most out of your time at the conference including:

- HOW to navigate the platform
- DETAILS on timing
- WHERE to go for help if you require assistance

Accessing the Platform:

Please see the login instructions below. To access the platform for the first time, you will need to follow these instructions to create a password. Once your password has been created you can use your email and password to log in for the remainder of the conference.

1. Please click this link to begin your conference login:
www.virtualeventplace.com/Noise-Con2020. *Chrome or Firefox browsers work best.
2. Click the "LOGIN or SIGN UP - IT'S FREE" button in the upper right-hand corner.
3. A "Login for Existing Users" tab will pop up, click the "Forgot Password?" hyperlink and enter your email address that you used in registration.
4. You will then receive an email with a link to set your password to log into the site. This email will be coming from noreply@virtualeventplace.com. Please be sure to check your Spam Folder if you do not see the email come through.
5. Once you have successfully changed your password, in the upper right-hand corner, click on "My Virtual Events." Then click on "NC20." This will bring you to the lobby of the event.

NOTE: Please make sure you are using the same email that your registered for the conference. If you receive an error saying that your email address is not registered, please contact the NC20 secretariat at ibo@inceusa.org. DO NOT sign up as a new user.

Conference Program:

The full program can be viewed [here](#). The live conference events can be accessed via the sessions, events, and presentations hall on the online platform.

Updating your Profile:

Click “My Profile” In the upper right-hand corner. You will be brought to the page to “Edit user profile”. You can adjust your profile information by clicking through the menu items Profile Details, Business, Contact Details, My Image, and About Me.

Logging into the event ahead of time:

We recommend that you log in 24 hours before the conference begins to look around the site ahead of the event. This will help you familiarize yourself with the overall platform, its different areas and the many opportunities that are available.

Platform Sections:

- **Lobby** – here you can chat with fellow attendees or find your way to other areas of the virtual platform.
- **Sessions, Events, and Presentations** – here is where you will find all the sessions, their titles, descriptions, and presenters. Just prior to a session starting, you will see a button that says ‘Attend Webcast’ which will open a new window for the session. If you missed a session or want to go back and view it again, you can also access the webcast videos on-demand which become available 72 hours after the original time of the session.
- **Networking Lounge** – this is another great place to chat with your fellow attendees, either as a large group, or 1:1
- **Exhibition Halls** – visit our exhibitors and their booths in the exhibit halls. You can watch videos that they have provided, download informational materials, and chat directly with someone from their company.

How to use the Chat function:

Chat is available in each area of the event, as well as with each exhibitor booth. You can chat with everyone in the room using text, or, have private one-on-one text, audio, or video chat! Here is how it works:

- **Chat to all** – use the text bar at the bottom of the chat window to type a message. Simply hit send and your message will be public and visible to all. TIP: To tag someone in your message simply use the @ symbol to search for their name. The chat will automatically populate names of those who are in the same chat
- **Private text chat (1:1)** – To have a private text conversation select the person you would like to chat with from the right-hand side of the screen. When you click their name a private message window will pop up. From here you can engage by text, audio, or video.

- **Audio & Video calls** – To make a 1:1 audio or video call follow the steps above to pull up who you would like to connect with. Once you are in your private chat window you will be able to see a phone icon (voice only) and a video camera icon (video call). Click on the corresponding icon to initiate your call.

TIP: Use the group or private text chat to confirm someone has time and is ready to connect by phone or video.

Access to the Conference Recordings:

Archived recordings will remain in the Sessions, Events, and Presentations Hall until **January 15, 2021**. You will have to enter the Hall, find the webcast you would like to watch, and click the “View Archive” button. It takes about 72 hours after the live session for the recording to be made available.

Zoom Background:

Want to be a part of the Noise-Con 2020 conference!? If so, then download this virtual Zoom background that we have created [here](#). You must have specific background requirements for this virtual image to work, for more about Zoom backgrounds, please visit the Zoom Support website. The background image will only be shown during Zoom Meetings for attendees. Attendees do not have access to the camera in any Zoom Webinars. For more about Zoom backgrounds, please visit the [Zoom Support website](#).

Where to go for help:

- **Platform** – In the upper right corner of the platform, click on Helpdesk. Here, you can find many frequently asked questions, as well as the contact phone number and email for support. Additionally, there is a chat box in the lower right corner of the platform that you can use during normal show hours for any additional issues you may have.
- **INCE Membership or Registration** – We are here to help! Should you have any issues, please contact us at ibo@incedusa.org or 703-234-4073. The INCE staff can be reached Monday to Friday from 9am to 5pm ET.



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