

Frequently Asked Questions (FAQ) for Attendees

Watch the Digilounge Demo here: <https://www.youtube.com/watch?v=7pgi99q-qyk>



1. How do I join the event?

To join the event, follow these steps:

1. Click on the event link provided by the organizer.
2. Click 'Join Event' or 'Join Lobby.'
 - If you see 'Register for the Event' instead, the event may not have started yet. If the countdown timer has reached 00:00:00, refresh your page.
3. Log in using one of the available options:
 - Custom SSO
 - Social login (Google, LinkedIn, Microsoft, Facebook)
 - Magic Link (via email)
 - Email + Password
4. First-time attendees will be prompted to fill out their profile.
5. Once in the lobby, test your microphone, camera, and virtual background.
6. Click 'Join Event' when ready!

2. Do I need to turn on my microphone and camera?

Yes! This is an interactive event, and we encourage you to turn on your microphone and camera for the best experience. Ensure your device allows access to these features:

- Click the camera/mic icon next to the URL and enable access.
- Use headphones to reduce background noise.
- Position yourself in a well-lit area with light facing you.

3. How can I interact with other attendees?

There are multiple ways to engage:

- **Chat:** Use the General Chat to introduce yourself or say hello.
- **Q&A:** Ask questions related to the presentation. Other attendees can upvote their favorite ones.
- **Networking Mode:** Move between tables by double-clicking an available seat.
- **Private Chat:** Send direct messages to attendees.

4. What are the different event modes?

- **Stage Mode:**
 - This is where the main presentations take place.
 - You can enlarge slides by clicking the button in the top right corner.
 - Videos will autoplay on your device (playback speed may vary based on internet connection).
- **Networking Mode:**
 - Move freely between tables to connect with other attendees.
 - Each table has a dedicated conversation space.
 - Only people at your table can hear and see you.
 - Explore different floors by clicking 'Floors' at the top of your screen.

5. How do I troubleshoot technical issues?

If something isn't working, try these quick fixes:

- **Refresh your browser page** this resolves 99% of issues.
- Ensure you're using an updated browser (Chrome is recommended).
- Check your internet connection (a wired connection is more reliable than WiFi).
- Make sure your microphone and camera are enabled.

6. Can I update my profile?

Yes! Updating your profile helps other attendees learn more about you. To edit your profile:

- Click your initials at the top right of the page.
- Select 'Edit' and update your details

7. What should I do before the event starts?

While waiting for the event to begin:

- Network with other attendees.
- Grab a drink or take a short break.
- Ensure your tech setup is working (mic, camera, and internet connection).

8. Do you have troubleshooting tips?

A few tips on troubleshooting your camera and microphone:

1. Check the padlock icon on top left, before the URL, make sure that you allow access to your camera, microphone and sounds. After allowing them you need to refresh your browser.
2. Make sure your VPN/Firewall are turned off, depending on your security settings, it could be turned off easily using a toggle switch in some cases that your device is issued by work you might have a strict setting that needs your IT intervention.
3. Make sure that you are using the latest version of your browser, Chrome works best on this platform.
4. Click the arrows next to the mic and cam icon to make sure you select the correct devices and make sure your headsets (if you're using one) are turned on.

We hope you have a fantastic event experience! If you need assistance at any time, feel free to reach out in the chat and our event assistants will be happy to help.