Listed below are instructions on how to access our platform and some best practice tips.

If at anytime you need technical support, please reach out to us at support@underline.io or RWWAFRTG@underline.io

HOW TO LOG IN TO UNDERLINE

- An email with a password creating link has been distributed by Underline to make it easy for first time users of Underline to create the password for their respective accounts (named by email addresses).

  When you are logged into your Underline account please select either of the following links to navigate to our preferred event:
  - https://underline.io/events/71/reception (RWW Conference)
  - https://underline.io/events/71/reception (ARFTG Conference)

- If you did not receive an invitation the password can also be created by following the instructions:
  - Visit Underline's homepage https://underline.io/
  - Click “create account” located in the upper right-hand corner of the page
  - Fill in name & email address and click “next” (leading to “Create your password” page)
  - Create the password per the stated password setting rules, followed by clicking “next”
  - The browser will prompt checking the email inbox and activate the Underline account.
  - Remember the password because that is needed to log in the Underline website.

- In case your Underline account has not been authorized to access the RWW/ARFTG event, please report the issue by emailing RWWAFRTG@underline.io

ATTENDEES QUICK GUIDE

- To join the Main stage, just click on the icon Main stage in the left bar
- Questions for the Main stage discussion can be posted in the Q&A section on the right-hand side
- Chat pane can be used to share thought with other attendees during the live Main stage lecture
- Live sessions are tagged “live”. Target sessions can be found via the menu item “schedule” or “sessions”. The “sessions” page also includes a “search lectures” tool located in the upper right-hand corner.
- The “expo” menu item includes links to sponsors and exhibitors of RWW/ARFTG
• The event help desk includes a link to a live person answering questions, video tutorials etc.

**MAIN STAGE / PLENARY / LIVE SESSIONS**

• Questions for the Main stage discussion can be posted in the Q&A section on the right-hand side
• Chat window can be used to share thoughts with other attendees during the live Main stage lecture

**HOW TECHNICAL SESSIONS WILL RUN**

• All sessions are accessible from event’s schedule or sessions tabs:
• To join the live session click on ‘ZOOM ROOM’ button on top of your session. This action will take you to a pre-assigned room where a live session will happen.

**EXHIBITORS/SPONSORS**

• Please click on the EXPO button on the left side bar. From the exhibitor booths, you can view social media links, company descriptions and view videos that sponsors have posted. You can also request an 1:1 appointment with the exhibitor to discuss any questions you may have. Click the request a meeting button on the right and put in your information to send an email to the exhibitor/spONSOR. Some exhibitors have live chat boxes and times they will be present. You can click on the “Talk to the Exhibitor” button to chat with the exhibitor live. When the exhibitor is live in the chat room, you will see the button highlighted in red.

**LOUNGE**

• Please join your colleagues in the Gathertown lounge where you can have fun and meet other participants. You will be represented by an animation and you can view and walk around the Gathertown platform. You can automatically see other participants near you when you approach them to network. If you walk away from participants, you will not be able to chat with them. Gathertown uses a vicinity approach. Please go to this link to learn more: [https://drive.google.com/file/d/1FGDyjic1Z7zYctYNwzkUeZ5YZ9qap0iN8/view](https://drive.google.com/file/d/1FGDyjic1Z7zYctYNwzkUeZ5YZ9qap0iN8/view)

**IMPORTANT LINK:**

• Help desk: [https://underline.io/events/71/help-desk](https://underline.io/events/71/help-desk)