Attendee Guide
Introduction

Welcome to the Attendee Guide.

We are using Swapcard as our conference platform, and you will use this virtual platform to watch sessions and interact with attendees and sponsors.
Platform Access
Welcome Email

When the platform opens for attendee access, you will receive an email with the subject line “Welcome to EclipseCon 2021!”

The email will be coming from “noreply@swapcard.com.”

If you don’t see that email, please check your spam folder.

EclipseCon 2021

Hello Annie,

**EclipseCon 2021** starts in just a few days, and you can now access the event in Swapcard, the virtual platform.

For step-by-step, detailed information, refer to the EclipseCon Attendee Guide. Questions? Email info@eclipsecon.org.

Click the "Let's Get Started" button below to get set up in Swapcard. We'll see you soon!

LET’S GET STARTED!
Logging In to Swapcard

When you receive the email, follow these steps for access to Swapcard:

- Click on the “Let’s Get Started” link in the email. This takes you to the login page for the event.
- If you are new to Swapcard, you will be prompted to set a password.
- If you already have a Swapcard account, login using your password. If you don’t know your password, click on “Send Me a Magic Link” and you will get an email with a link that allows you to reset your password.
- The next screen will be the Event Home, where you can start engaging with the event in the platform by making connections with attendees, bookmarking sessions to attend, and exploring all the other Swapcard features described in this guide.
Event Home
Event Home

The Event Home provides access to all areas and features of the event in Swapcard. To get back here from anywhere in the platform, click on the house icon at the top of your screen. Details on most of these are included later in this document.

- **Watch Live** shows what is currently playing and is only active when sessions are live
- **My Event** lists your bookmarks, schedule, meetings, contacts
- **Exhibitors** gives access to the sponsor booths
- **Agenda** is for bookmarking and viewing sessions
- **Attendees** is the gateway to networking with other people
- **Speakers** is a subset of Attendees
- **Help Desk** is for technical support requests
- **Community Chat** is a general chat for everyone on any topic
- **Code of Conduct** links to what all attendees have agreed to
- **Guide** links to this document, the EclipseCon Attendee Guide
Exhibits and Sponsors
Visiting the Exhibits

Each EclipseCon sponsor has a virtual booth, set up as a company profile. Attendees can visit booths at any time after the platform opens. From the Event Home, click on the Exhibitors button, then click on a sponsor logo to visit that booth.

When viewing a booth, you can leave a message for a sponsor by typing into the “Talk to…” window. **Note that this is not a live chat window**, but a place to leave a message. The sponsor may not respond to your message immediately, but they will be notified that you left the message and will get back to you.
Planning Your Agenda
Finding and Bookmarking Sessions

Click on Agenda in the Event Home to see the schedule.

To see session details, click on the session title.
Finding and Bookmarking Sessions, continued

Attendees are not required to register for an individual session in order to view it, but we highly recommend that you register for the talks you want to attend. For EclipseCon, “register” really means “bookmark.” Registration adds a session to your personal schedule, allows you to leave feedback for the speaker, and enables in-event reminders for the session start time and feedback opportunity.

To register when viewing the Agenda, click on the calendar icon on the top right.

The session will be listed under “Your Schedule” in the Agenda view, and will also be added to your “My Event” view.
Attending EclipseCon Sessions (October 26 - 28)
Viewing a Session

When the conference starts, you can start viewing a session in the Swapcard video player in a few different ways.

If you have registered/bookmarked sessions to create your own schedule, you can go to My Event and click on a session listed there, or go to Agenda and click on a session under My Schedule on the left. If the session is currently live, the video player will open and you will see it. If it hasn’t started yet or it is over, you will see that information.
Viewing a Session, continued

If you haven't created a personal schedule, view sessions by going to Agenda, looking for sessions that are currently live, and clicking on the session you want. Alternatively, you can go to the “Watch Live!” view, and click on the session you want. (Watch Live is only enabled after the conference starts.)

Important: When a session is over, click into the next one to move through the schedule. If you notice that the Live Discussion window is not changing, make sure you have advanced to the next session. If in doubt, refresh the page.
Viewing a Session, continued

You can click on “Enter Full Screen” to enlarge the player. If you navigate to another area of the platform while the player is streaming, the video will persist in the browser.

After a session is over, a recording of it can be viewed on-demand in Swapard.

Recordings will be available a few days after the conference has concluded. They will also be uploaded to the Eclipse Foundation’s YouTube channel.
Session Live Discussions

Each session has a “Live Discussion” window with three channels: Chat, Questions, and Polls. When viewing a session, we strongly encourage you to engage with the live event by typing greetings and general remarks into the Chat channel, and typing questions for the speaker into the Questions channel.

Each regular technical talk has a 5-minute Q&A segment at the end, and questions left in the Live Discussion window will be answered then.

The content of a Live Discussion window persists, and can be seen later when the session is viewed in the platform.
Leaving Session Feedback

If you have registered for (bookmarked) a session, Swapcard will remind you to leave a rating when the session is over.

Please take a moment to do this; speakers really appreciate the feedback, and it is shared anonymously.
Attending Community Day Sessions (October 25)
Community Day

Community Day sessions are viewed the same way as EclipseCon sessions, except that they are not live-streamed. They are set up as Zoom meetings. To join a session, click on the “Join Community Day session here” link in the session details and you will be brought into the Zoom meeting.

Community Day sessions are organized by members of the community, with a special emphasis on Eclipse working groups and Eclipse projects.

To learn more, visit the Community Day page on the EclipseCon website.
Attending Spotlight Sessions (October 26)
Spotlight Sessions

Spotlight Sessions are on Tuesday, October 26, in Room 5. These are special sessions organized by exhibitors, and set up as group video calls.

Join a Spotlight Session by clicking on the “Join” link in the session details.

Note that this type of session is called a “Roundtable” in the Swapcard platform.
Swapcard Networking
Viewing and Updating Your Profile

In the Event Home, access your profile by clicking on the box at the top left that contains your name. You can also click on the circle at the top right and select “My profile” from the drop-down menu.

When you registered, your data was sent to Swapcard, and the basic fields were populated. We encourage everyone to enrich their profile by adding more professional and personal information.

Additional data leads to better connections with other attendees, either those recommended by Swapcard’s AI, or those you find on your own in the list of attendees.
Looking for Other Attendees

Click on “Attendees” in the Event Home to see the full list. At the top, you will see a few of Swapcard’s AI recommendations for people to connect with, followed by a list of all attendees.

On the left is the Search window and your personal Visibility setting. On the right is a list of connections you have made.

The Attendees view is networking central. Here, you find people, request connections, engage in chats, start instant video meetings, or schedule meetings for a later time.
Establishing a Connection

After locating a person among the Attendee list, click on their name to open a chat window. Type a message into the chat, and then click on “Send Connection Request.” If the person accepts your request, a connection is established and personal information is shared.

Note that this information includes everything in your Swapcard profile, including your email address. If you prefer to keep this information private, then do not accept the connection request.
Instant Meetings

When you have established a connection with another attendee, you can communicate with them in your Messages area, accessed by clicking on the chat bubble icon.

You can switch from chatting to an instant meeting, which is a video call held within the Swapcard platform. Click on the camera icon at the top right of the chat window to start the call.
Scheduled Meetings

The event includes pre-defined meeting slots, visible in attendee profiles. You can request to schedule a meeting with another attendee by opening their profile, clicking on a meeting slot, adding a message, and clicking on “Send Meeting Request.” If you are not yet connected with the attendee or exhibitor, accepting a meeting request will establish a connection as well as schedule the meeting.

You can mark yourself as unavailable for meetings during specific times in your My Event view.

Meetings can be accepted, declined, rescheduled, and deleted.
EclipseCon Mobile App
This guide is focused on how to use the Swapcard desktop app. The EclipseCon 2021 Swapcard mobile app offers the same features as the desktop app, with menus and other controls modified for the smaller format. Once you are familiar with using the Swapcard platform on the desktop, you should be able to perform the same functions in the mobile app.

To download the mobile app, search for “EclipseCon” in the Apple App Store or on Google Play.
Getting Help
Need Help?

If you need help during the event, please click on the Help Desk button in the Event Home, and type in a message.

To access this guide during the event, click on the Guide button in the Event Home.

You can also send email to info@eclipsecon.org. During the event, email response may be delayed.
Thank you!

Join the conversation:

@EclipseCon | #EclipseCon