Welcome to #WISA2020

And so it begins! After a challenging year, we are finally ready to throw open the virtual doors and welcome you in to 6 days of workshops and presentations.

We have a total of 160 oral presentations under six topics, starting on Monday. Each of the themes will speak to a particular pressure point that the South African water sector is facing. All presentations will speak to a particular problem statement, recommend solutions or concepts that will address the challenge, and the linkage to SDGs.

Some of the topics include: response and recovery to the COVID-19 pandemic, and the increase in resistant microorganisms; issues of governance and leadership; enforcement of South Africa's progressive national water policies and its linkage to SDGs; water regulation and the plan to reintroduce incentive-based regulation; the dilemma of human capital (skills, education, capacity) and its impact to plan and execute, deteriorating infrastructure for water supply and wastewater treatment; barriers to the uptake of innovation and technology; slow uptake of reuse and recycling initiatives; functional and constructive partnerships for implementation; the and many more. You can get advice from the stream experts by visiting the electronic portal for a five minute recorded overview.

Today's newsletter also gives you some general housekeeping advice, so sit back, tune in and enjoy #WISA2020!

How to use the platform

1. Click on your personalised link to access the virtual platform via your internet browser - for the best experience, we recommend using Google Chrome, Safari or Firefox.

2. For the best viewing experience, use a device with a large screen like a desktop or laptop. Using a mobile phone is not advised.

3. Upon accessing the virtual platform for the first time, you will be asked to allow access to your microphone, camera and speaker. Please allow access when prompted.

4. You will also need to confirm your personal details.

5. You are now on the main timeline or "home page"

6. On the right side of your screen, you will find the Meeting Hub, where you can network one on one with other attendees, as well as the virtual exhibition.

7. The main timeline shows you the programme.

8. Select a session to enter by clicking on the preview, view or join button on a particular session.

9. Inside a session, you will find the following located on the right side of your screen:

10. You can view speaker information and the presentation topic (called "session information").

11. You can also take session notes (called "my session notes").

12. You can ask questions by typing them in the live Q&A chat box (called "live Q&A").

13. Click on "back to timeline" to go back to the home page.

14. In the top right corner of your screen, you will find the following features:

   - Access your profile to update your settings.

   - Click on the question mark icon for some FAQs which can provide you with quick assistance.

   - Use the export button to export your notes and contacts

   - If you experience any technical issues, our live support team is on standby to assist you, just click on the little red man icon.

Etiquette for speakers and delegates
Live presentations, one-on-one meetings, interactive workshops

GENERAL ETIQUETTE	
Location and Background	When deciding on a location, please pay attention to your background. A plain neutral-coloured background works best. Virtual backgrounds are only encouraged if they work well with your device.
Sound	It is best to use an external microphone or a set of earphones with a built in microphone. Earphones connected to your laptop with an AUX cable create better sound than a Bluetooth connection. We will test your sound on the day of the recording. Try to be in a room with carpets or large curtains to absorb the sound reverberations and echoes. For entry level PC laptops, we recommend using a high quality headset with a built in microphone. For Macs we recommend the built in microphone and camera. Try keep yourself muted when you are not speaking to avoid feedback or echoes when the other person is speaking.
Lighting	Please check your lighting. During the day place your laptop in such a manner that you are facing a window (closed curtains will allow sufficient light and soften the shadows on your face). At night switch on all available light in a room and ensure you are not directly underneath a down light or similar. Do not shine lamps directly into your face as they will in most cases be too harsh and blind you in the process; rather attempt to diffuse the light by reflecting the light off a wall or the ceiling and move yourself and the device until the image on your camera is flattering. The less the light in a room the grainier your image will be.

FAQs and Help

Updating Your Profile

When you first sign in to the OnAIR Portal, the Event Check In window displays, where you can update your profile, capture or add a profile photo and review your privacy settings. To edit or change these settings, please click on your profile photo at the top right of the screen and select My Settings.

Live Host (host box)

At various times during the event, the Live Host window may appear to provide further information about the event. You can choose to mute the Live Host by clicking on the volume icon and you can move or minimize the Live Host window as needed.

Using the timeline

Sessions and functions that are happening each day are listed in the timeline in chronological order. You can click on any of the items in the timeline to view additional information and join the session or function.

Muting your Camera and Mic

When using the Meeting Hub, Live Support or Exhibitor Instant Meetings, once the Video Call starts your camera and microphone will be enabled by default. Click on the icons in the video window to disable the camera and mute your microphone as needed.

Having Camera or Mic Problems?

Please reset or review your browser permissions for your camera and microphone. For example, in Chrome, you can click on the small lock icon to the right of the portal URL to check on these settings.

Exporting your Notes and Contacts

Any notes that you take throughout the event can be exported by selecting the Export icon in the top right of the screen near your Profile image. In additional, all Meeting Hub connections you have make with other OnAIR participants will save their contact information, that you can export using the Export option as well.

Using the Meeting Hub

The Meeting Hub allows you to connect and communicate with other attendees. Once you have located an attendee you want to connect with, click the Connect button. Once the other attendee accepts your request, you can choose to interact with your connection by starting a live chat or live video call. You can also schedule to meet at a future time, send messages and take notes. Contact information for all attendees you have connected with be included when you export your contacts (see the Exporting your Notes and Contacts for additional information).

Virtual Exhibition

You can visit the Virtual Exhibition at any time during the event by clicking on the Meet Exhibitor button at the right of the timeline. When you are in the Virtual Exhibition Hall, you can search and browse through the list of exhibitors. Clicking on the View Button lets you review the Exhibitor's Information and download any available brochures. You can also choose to connect with members of the Exhibitor team via Meeting Hub. If the exhibition is open and the exhibitor's staff is online, you can request a live meeting and you will be placed in a queue. You can always see your position in the queue and when you reach the top of the queue a video meeting with the selected member of the exhibitor's team will begin.

Poster Presentations

During the poster session, you will be able to browse and search for poster presentations that interest you. Click on the Poster Presentation to find out more information and to enter to view the live presentation. When the presenter adds you to their presentation, your microphone will be unmuted. You can mute and unmute your microphone at any time if you wish to interact and ask the author questions. You can also use the discussion forum, download presenter handouts and enter your own notes.

Live Support

Our Live Event Support Team is online and available for you. If you have any questions or need technical assistance, please click on the red Live Support icon in the top right of the screen.

Troubleshooting

Session has finished – what do I do now?

Return to the main timeline by clicking on "back to timeline" in the top left corner and select the next session by clicking "preview" or "join" or "view"

I have no sound

Check the little speaker icon under the video and make sure the video is not muted there.

Otherwise if you are having sound issues, you can also try the following:

If you are using an external device such as speakers or headphones, check the input and output sound in your control panel or settings. Make sure it is set to the external device.

Try using your laptop or PC sound instead of an external device and make sure your input and output sound is set accordingly.

Make sure your device is not muted.

Click on the little lock in the top left corner of your browser (next to the website url), make sure you have given permissions to your camera and microphone.

Then click on "site settings" and check that you have given permission to your sound.

I can't see the full screen

Change the zoom in your browser to 80%-90% and you should now be able to see the full screen.

I can't access the mobile app

Visit your App Store or Google Play Store and download "The Events AIR App". Once you have downloaded the app, enter the Event Code upon accessing the Mobile App for the first time: xxxx
Then use the same login details for the mobile app that you used for the virtual conference portal.

Where do I find the meeting hub/exhibition?

Navigate to the main timeline and locate the meeting hub / exhibition on the right hand side of your screen.

Where do I download the presentation?

Navigate to the correct session and click on the "handouts" on the right hand side of your screen to download the presentation for that particular session.

Will we be able to login and access these videos after the conference?

Yes – the content will be available on-demand for a limited time.

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SOUTH AFRICAN

IT'S ALWAYS POSSIBLE TO DO MORE WITH WHAT WE HAVE.

Since the humble beginnings of SBS® more than 20 years ago, our striving for excellence has driven our business forward. More than that, we believe that by doing the everyday things well, we can build our community, country and continent better than what it is was before. That's why we manufacture all our parts in South Africa. It's why we hire local and get involved in community upliftment projects. We are a storage and water solutions company and we are building for better with what we have, where we are. This belief has helped us grow exponentially and export our products across Africa and worldwide. If you are in need of storage and water solutions, let's partner and find a way to build for better, together.

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