

Shindig Attendee User Tips

WHY SHINDIG?

Shindig is a virtual event platform that hosts large groups of participants simultaneously and provides tools for attendees to engage in online events. The Shindig event platform provides a quality multimedia online forum for attendees to engage with fellow event participants, ask questions to the main speaker, view presentation materials and key materials, network with groups in video chat for collaboration, and link one on one with colleagues for private discussions.

HOW DO I PREP FOR MY EVENT ON SHINDIG?

What Internet Browser(s) is Recommended?

Use **Chrome or Firefox** internet browsers when opening your Shindig event link. Make sure to close all other internet browsers or online platforms for better program efficiency.

Should I use a Headset?

If you are a “Speaker” or are interested in “Joining the Podium” as a member attendee during a Q & A session, we encourage you to use a headset to eliminate any echo. Shindig has built in echo cancellation that works in most situations, but depending on your computer, microphone and room acoustics, other attendees may experience an echo if you are on stage while content is playing or another person is speaking from the stage.

Will I have any Firewall or Privacy Concerns?

Shindig supports firewall traversal for most standard firewalls. However, in a small number of cases where users may be blocked due to an internal firewall, they will need to have the platform white listed to be able to access. Any attendees with this issue should whitelist the *.shindig.com domain in Gateway or Firewall.

WHAT WILL I SEE ON THE EVENT HOME PAGE?

What will be on my Event Welcome Screen?

When you enter a specific event you may see the following on your event screen:

1. **Event Welcome Slide:** Identifies the specific event being held.
2. **Join the Podium Pod(s):** One or more “Join the Podium” pods used for speakers and attendees to join for Q & A sessions.
3. **Informational Icons/Clickable Buttons:** In the lower left corner of your event screen you will view oval yellow icons which might link to additional breakout sessions,

information about a sponsor, or any other website that your event hosts might want to provide access to during the event.

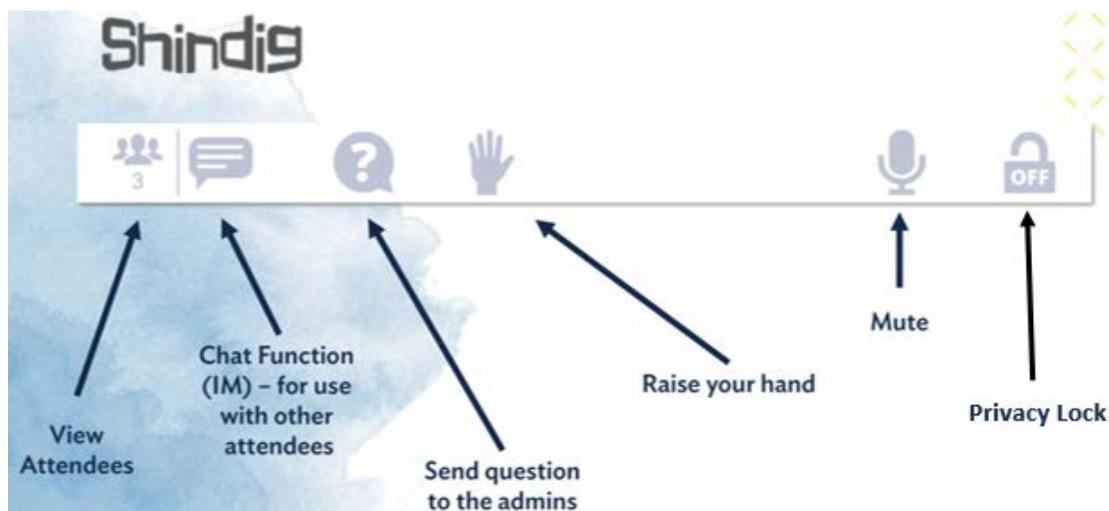
4. **User Navigation Bar:** Tools for attendees to use to engage in a virtual event. See below description of icons on your attendee navigation bar.

How is the Podium Used?

Podium is controlled by the admin/host and allows speakers and member participants to come up to the stage and speak. Your host might be engaging in Q&As during events where members will be encouraged and prompted to “Join the Podium” to ask questions. When enabled, you will see one or more podiums on stage. You can join by clicking on the “Join Podium” icon in the pod on the stage when prompted by the admin/host. To leave the Podium, once on stage you will see a “Leave” button appear. Simply click this button to be removed from the stage and return to the participant level.

Your host may also choose to only bring attendees to the stage manually by first bringing them into a private video chat to check bandwidth, audio, video and lighting before spotlighting them on the stage. If you are brought to the stage by an admin/host through spotlighting, the host/admin is the only one who can remove you from the stage.

What are the Icons on my Shindig Navigation Bar?



ICON 1: Participants (View Attendees)

Everyone in the event is listed here. You can search for an individual by using the search function at the top-right. Easily interact with anyone in the session by connecting via video chat.

ICON 2: Text Chat (IM Function)

The 2nd icon from left in your toolbar is the text chat button. You can message the entire room using “My Room” or scroll the list of participants to send private, direct messages.

ICON 3: Ask Question (?)

Ask Question button will submit your question to the admin/host. The admin may address it by publishing the text question which will bring the question to the screen for all member attendees to view with your name and organization or by offering you the chance to “Join the Podium” on the stage (*Reference What is Podium section above.*)

ICON 4: Raise Hand

Raise Hand shows the admin/host that you have a question or need assistance.

ICON 5: Microphone (Mute)

Mute yourself on/off by clicking the microphone icon. Remember to unmute when you’re on stage!

ICON 6: Privacy Lock

Clicking the lock blocks people from freely joining you in a chat and prompts requests that you can accept or deny. [Click on the privacy lock while in a group chat for private conversations.](#)

Gear Icon (Shindig Settings)

Click on the gear icon on the top right-hand corner of your page for the opportunity to test your camera, mic, or speakers as well as to switch to another or external options you may have on your device.

HOW DO I ADJUST THE VOLUME OF THE SPEAKERS?

Hover your cursor/mouse over the Speaker at the Podium or on the slide presentation or video that is being broadcasted. You would then see a couple of options appear in that pod - one of which is a blue bar. That blue bar which will show up in the bottom right hand corner of the pod has a circle in it. Clicking on and dragging the circle from right to left decreases the volume output of the activity in that specific pod (speaker, video, etc.).

HOW CAN I ENGAGE WITH OTHER ATTENDEES IN AN EVENT?

How do I join a group chat?

Connect in small groups of 2-6 participants for fluid video chat. Pair up with a single participant by [single-clicking on their pod](#) or [join any group by double clicking the pod of anyone in that group.](#) This feature is great for mingling, group work, and discussions!

How do I combine my small group chat with another small group chat?

Let’s say you’re in a group chat with one person and you want to join up with two more peers who are connected in their own group chat. To form a four-person group, double-click on any pod in the other group to merge groups. [Remember the maximum size for groups is six.](#)

How do I leave a video chat?

Scroll over your icon and click “X” on top right corner. Use the “+” and “-” button to maximize or minimize the chat size on your screen.

Why do I see a photo/default silhouette instead of webcam feed?

The reason for this is that the participant either doesn't have a working camera or they didn't opt to enable their camera. To fully participate in a Shindig event, we always recommend using a device with a working camera and select to enable camera when prompted.

How do I enable my camera?

If you're joining on the Shindig app on your mobile device or tablet, be sure to add an avatar or photo via camera or by selecting a photo from your gallery. If you're at a computer and joining through your Chrome or Firefox browser which is recommended, you will be automatically prompted to click “allow” to enable your camera and your microphone. If you aren't automatically prompted by your browser due to your personal settings, click the camera icon in the address bar (top right corner) and select the option to enable your camera/mic.

ARE THERE ADDITIONAL SHINDIG VIDEO TUTORIALS I CAN VIEW?

Yes, click to view Shindig's tutorial video on the features of the event platform: [Shindig Guided Guest Demo](#): Access Shindig's link to view a video of Shindig's features.