

**20<sup>th</sup> National Biodiversity Network Conference  
Wednesday 18 November 2020**

**“NBN at 20 – Changing Times”**

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**Information for delegates**

Thank you for registering for the NBN Conference on 18 November. As it is the first ever NBN online event, we appreciate your support.

We are co-hosting the Conference with The Open University (OU) and the event will run online from the OU. The platform we are using is Microsoft (MS) Teams and in this document, we provide all the information you need to join the Conference.

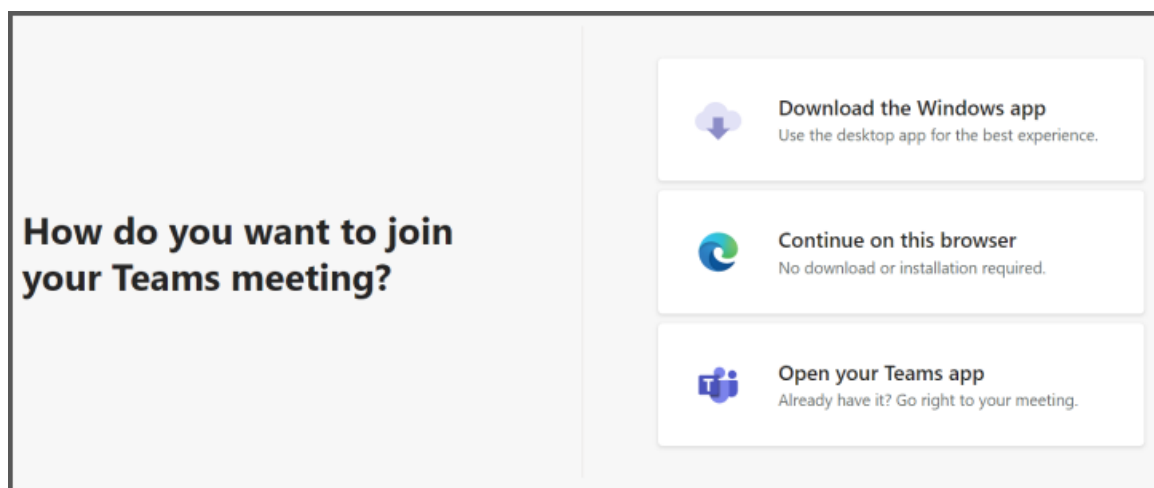
**1. Joining the NBN Conference using MS Teams**

Firstly, it is vital that you are using the same email address for MS Teams as the email address you registered for the NBN Conference, i.e. the one you have received joining information on. If you have given permission, your “registration” email has been logged in the Open University Teams system and alternative emails will not be recognised.

If you **have used MS Teams before** and have the MS Teams app downloaded, please refer to points III - V below.

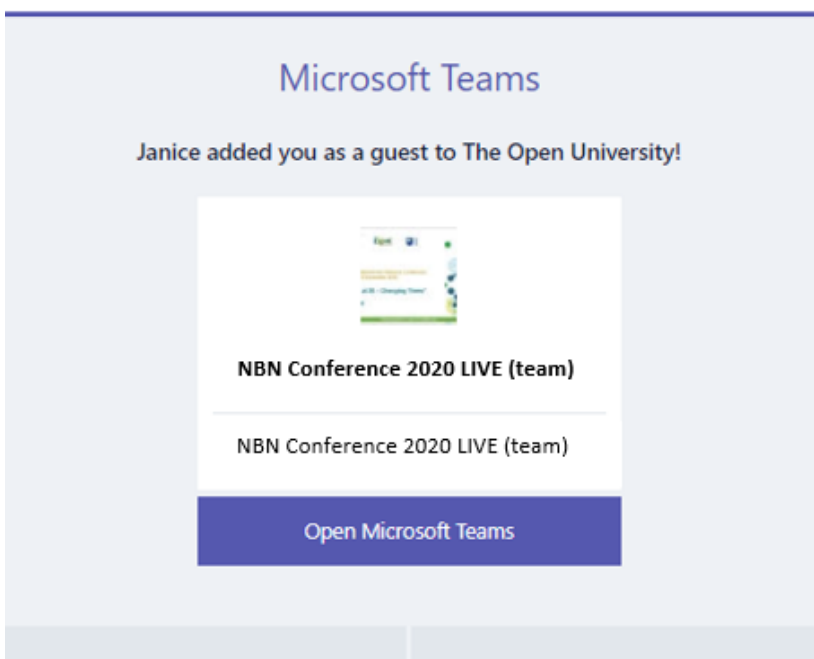
If you **have not used MS Teams before** or don't have the MS Teams app, please refer to points I and II below.

You will be asked to join the Conference on Teams via a link. When you click on the link, a window will open with three options for how you can join (*Sometimes, even if you have downloaded the app, when you click “Join”, you will still be presented with these options*):



- I. If you don't have the MS Teams app or have never used MS Teams before, but want all the meeting functionality it provides, select the first button to download the app. **N.B. We advise that you download the app ahead of the NBN Conference and have the latest version** (see Point 2). <https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/download-app>
- II. When you have downloaded the MS Teams app, you can allow it to open automatically when you turn on your PC. This can be helpful and we recommend you enable this function for the Conference. See “Auto-start application” in section 2.III below.

- III. If you want to join via a web browser, select “Continue on this browser” as shown in the image above. It works well in both Microsoft Edge and Chrome, but as stated in point I, it doesn’t have all the functionality that the app has.
- IV. When you use MS Teams for the first time or download the app you may be asked whether Teams can use your microphone and camera, say yes to ensure they are enabled. Once enabled, you can turn the audio (mic) and camera on and off as required (see section 6)
- V. If you already have the app, select “Open your Teams app” to join the meeting.
- VI. If you already use MS Teams and are a member of your organisation’s Team, on the day of the Conference you will need to make sure you are logged into the Open University / NBN Conference Team as shown at section 4.II below.
- VII. If you have opted in to sharing your email address through the Conference documentation you will be added to the Conference Team and will receive a notification via email as shown below:



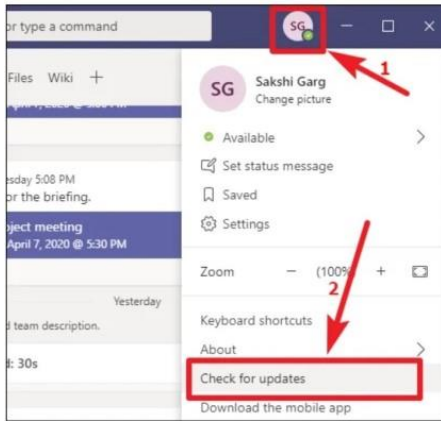
If you have opted out of sharing your email, you will not receive this message. An email will be sent to you directly explaining this.

## 2. The latest version of MS Teams and your profile

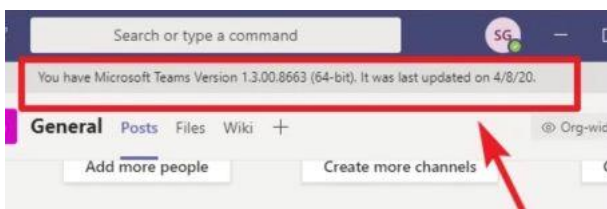
There have been many updates to MS Teams over the last few months, so if you already have the MS Teams app downloaded, to ensure optimum viewing of the NBN Conference, please ensure you have the latest version installed.

To check:

- I. In Teams, select your profile picture or initials (top right of screen, shown on image below), and then click About > Version.
- II. On the same menu, click Check for updates.



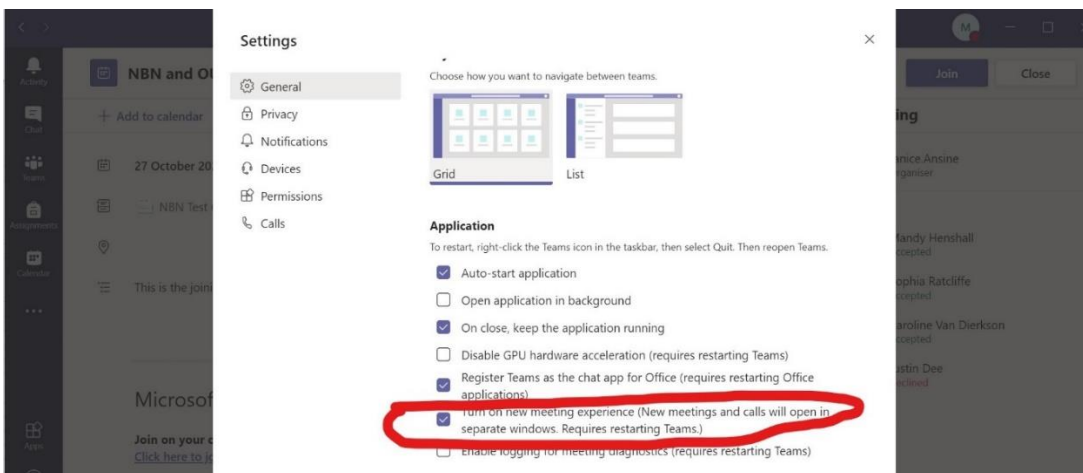
- a) Wait for the banner at the top of the app to indicate that a “refresh” of Teams is needed. The link should be shown about a minute later as this process downloads the most up to date version of Teams. The banner also lets you know if you’re already running the latest version in which case, no update is necessary.



- b) Click the refresh link in the banner.  
 c) Wait until Teams restarts, and then repeat step 1 to see whether the app is updated.

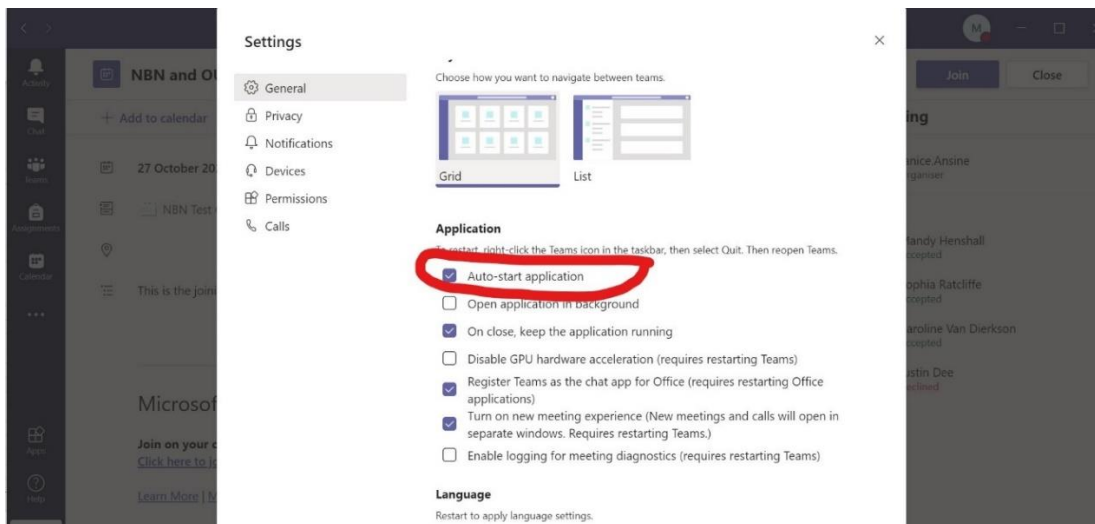
One of the key benefits of having the latest version is the ability to have multiple rooms open at the same time (see section 5. Moving between rooms)

- III. Settings to get the best meeting experience. Whilst in your profile (as shown above), select settings, general and then ensure “Turn on new meeting experience” is ticked as shown below.



- III. Auto-start application

As indicated at section 1 II, you can auto start the MS Teams app and this is advisable. To do this, go to settings as explained above and tick the box as shown below:



### 3. Links to the NBN Conference and associated rooms

We have set up the conference in a way to help you get the best online experience on the day. There will be six rooms available during the Conference (the links below will take you to the rooms, but they will not be “live” until the day):

1. [NBN Networking Room](#)
2. [NBN Conference Hub Lecture Theatre](#)
3. [NBN Conference Help Desk](#)
4. [NBN Atlas Information Desk](#)
5. [NBN Trust AGM](#)
6. [NBN Awards](#)

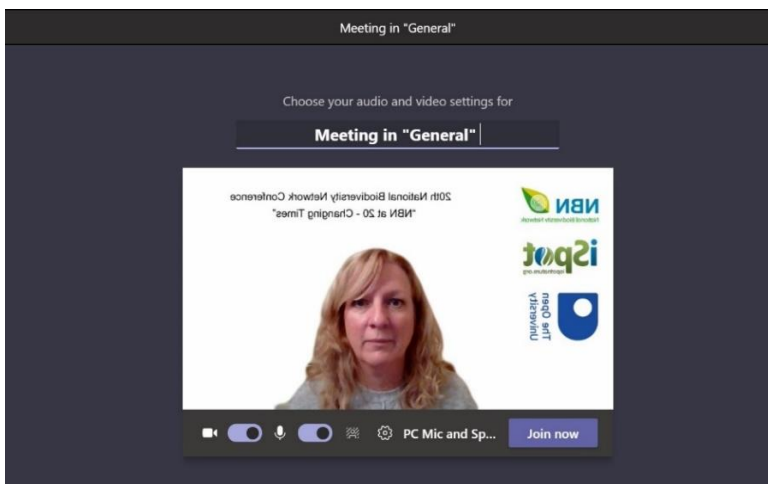
Links to each of these are also available on the [NBN website](#)

The purpose of each of the rooms is as follows:

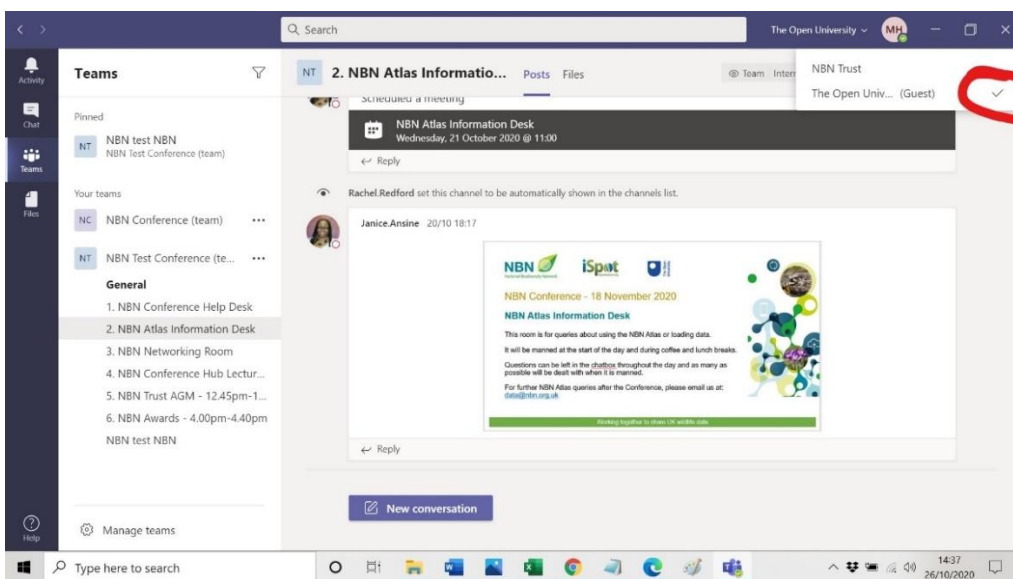
1. **NBN Networking Room** – this is a place for general chat among delegates. It is the first room that we recommend you go to. It will be available all day, particularly before the start of the conference, during the coffee and lunch breaks. Otherwise it will only be staffed intermittently.
2. **NBN Conference Hub Lecture Theatre** – this is the main area for the Conference and where all the presentations will be made. This will be staffed throughout the presentations and questions logged accordingly. This room will be recorded and microphones muted.
3. **NBN Conference Help Desk** – this is for general queries about using MS Teams, the Conference programme or navigating around the Conference. It will be staffed at the start of the day and during coffee and lunch breaks.
4. **NBN Atlas Information Desk** – this is for queries about using the NBN Atlas or sharing data. It will be staffed at the start of the day and during coffee and lunch breaks. Questions can be left in the Chatbox or Google Doc throughout the day and as many as possible will be dealt with when it is staffed.
5. **NBN Trust AGM** – this room will only be available during the AGM, 12:45 – 13:00. Anyone can attend the AGM, but only members are able to vote. Voting will have taken place prior to the AGM. This room will be recorded and microphones muted.
6. **NBN Awards** – this is where the announcement of the winners and runners up in the NBN Awards for Wildlife Recording will take place from 16:00 – 16:40. If you are attending the NBN Conference you can also attend the Awards. This room will be recorded and microphones muted.

## 4. Joining the NBN Conference

When you click on any of the links to rooms you will be taken to a screen that looks like the one below:



- I. Before you click “Join now” you are able to choose your audio and video settings. Select camera off and Audio mic off to avoid disrupting any discussions that have already started.  
**N.B** Your mic may be automatically muted in some rooms as noted in section 3.
- II. If you are already using MS Teams and are a member of your organisation’s Microsoft Team, on the day of the Conference you will need to make sure you are in the Open University / NBN Conference Team. See the tick circled in red below.

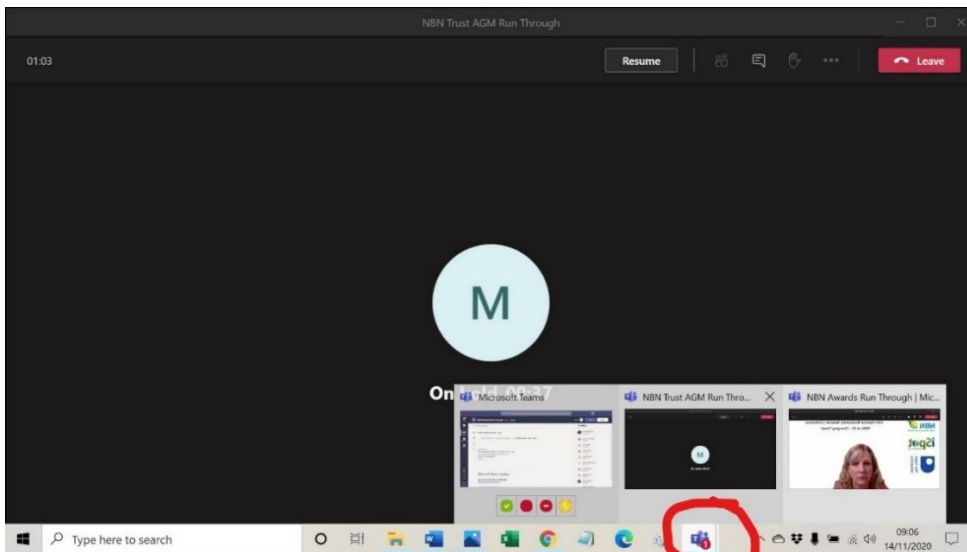


## 5. Moving between rooms

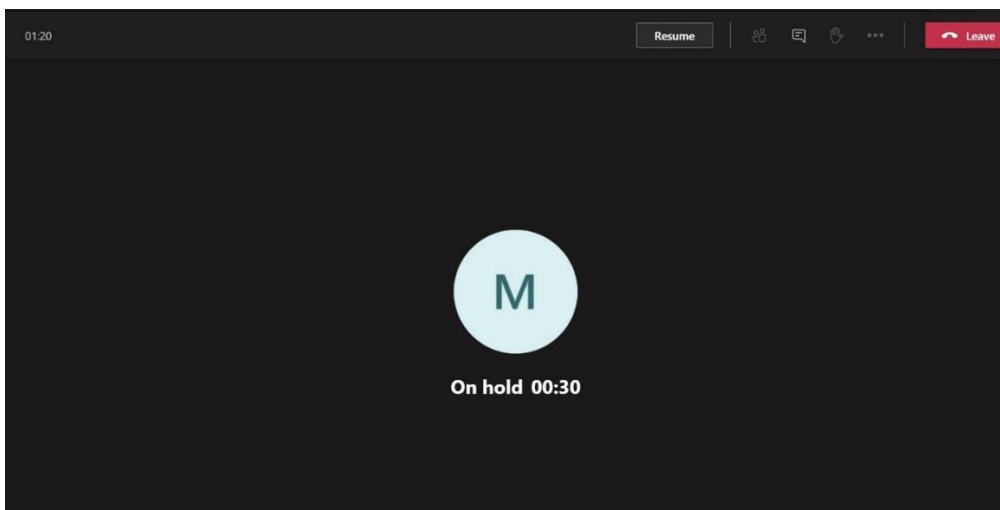
To move to any of the six rooms, just click on the link to that room, as shown in section 3 or on the [NBN Conference web page](#)

- a) When you move between rooms at the Conference, this effectively puts your first meeting on hold. It is fine to keep your meeting on hold as you move to other areas of the conference. Always remember to mute your mic as you enter and leave alternative rooms. **N.B** Your mic may be automatically muted in some rooms
- b) To join another Room (Meeting), click on the ‘Join now’ button in the Teams window.
- c) To move back to the previous Meeting, click on the ‘Resume’ icon in the previous Meeting’s Hold panel (see below in the top bar)

- d) To move easily between the rooms / meetings you are in, hover your cursor on the MS Teams icon at the bottom of your screen (see below). This will show the meetings you are in. You can enlarge any of the windows by clicking the small image.



- e) Click the red telephone “leave meeting / hang up” icon (shown on the tool bar below) if you want to leave a room for any length of time. You will be able to re-join any room, by clicking on the same Join meeting link.



## 6.The MS Teams tool bar



This appears either at the top or bottom of your screen depending on the device or system you are using and, in the order in which the icons appear above, allows you to:



**Show participants** - you can see who is participating in the event. A delegate list will also be available on the [NBN website](#).



**Show conversation** – this area is the place to ask questions on the day. Commonly called the ‘Chatbox’, we will endeavour to answer as many questions as we can.

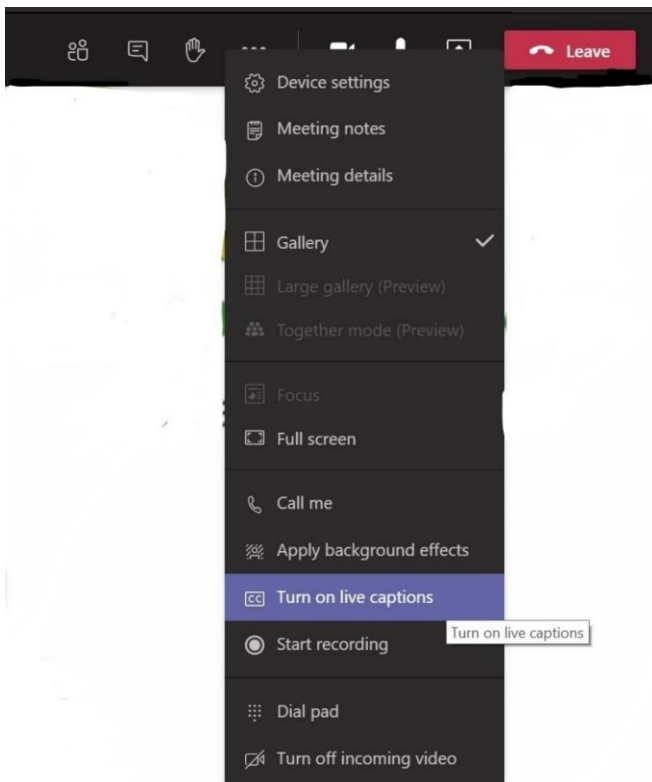


**Raise your hand** – clicking on the icon highlights the hand in white or yellow and shows that you have a comment or query. This can be used in the Conference Help Desk or NBN Atlas Information Desk, but as we are only taking typed questions in the Lecture Theatre, raising a hand will not necessarily mean your question gets asked. (see more on this under sections 10 and 11) However, if you have difficulty typing and are unable to use the Chatbox or Google documents, please inform the NBN Conference team who will note that you may need to “raise your hand” if you have a question for the presenters.

**N.B.** Some participants may not have the full tool bar or all the functionality and may not see all of these icons.



**More actions** include: Changing your view of the meeting (see section 9), applying background effects and turning on live captions. More details on these options are below.



**Turn your video camera on or off** by clicking this icon. When it is turned off your initials or your photo (if you have one loaded) will appear on the centre of your screen with your name showing bottom left. While the presentations are being made, we request delegates to turn off their videos, so that the focus is on the presenters and their presentations. Online conference etiquette is that delegates turn off their cameras, unless asked to turn them on by the facilitators.



**Mute or unmute your microphone** by clicking this icon – this will be automatically muted whilst in the NBN Conference Hub Lecture Theatre, the NBN Trust AGM and the NBN Awards. Once in the other areas you can mute or unmute to converse with others. Online conference etiquette is to keep your microphone muted until engaged in conversation, so as to minimise background sounds for others.




**Turn on Live Captions** - if you would like the audio to be shown on screen you can click on [CC] to enable live captions. These don't always show an exact transcript, but they can be helpful if you have any difficulty in hearing the speakers.



**Change your background** – if you don't want your actual background to be visible, you can change it to one of the library images as shown in section 7 below.

**N.B.** Some participants may not have the full tool bar or all the functionality, but this shouldn't affect your ability to participate.

## 7. Optional facility to change background before a meeting starts

While you're setting up your video and audio before joining a meeting, select "Background effects"  . Background settings. It's just to the right of the mic switch. Your background options will display on the right.

Choose Blur to blur your background. You'll be clear while everything behind you is subtly concealed.

You can also replace your background with one of the images provided, or with one of your own choosing. To use an image of your own, choose Add new and then select one to upload from your computer. Make sure it's a .JPG, .PNG, or .BMP file.


Your new background will remain for all your meetings and calls until you change it again.

To turn off background effects, select 

## 8. Your name and organisation

Your registration information will be used to create your display name. If using iPad, tablet or mobile device you should change your display name to be your name as registered, rather than a nickname. Remember that it is vital to **use the same email address** that you registered on the Conference booking form, to join the meeting on the day.

## 9. Viewing options

- When you join an MS Teams meeting, you'll see the video streams of up to 49 other people at the same time.
- When the presentations are taking place, the presentation will fill the screen. During questions, we will automatically "Spotlight" each presenter so that they appear as the main image on the screen.
- You will also be able to "pin" presenters or other people on your screen, meaning that they remain visible until you "unpin" them. To do this, select the  in the bottom right corner of a person's image and the option to "pin / unpin" appears.

**N.B.** Some participants may not have the full tool bar or all the functionality, but this shouldn't affect your ability to participate in the Conference.

## 10. Q&A - Asking questions in the NBN Conference Hub Lecture Theatre

- If you wish to ask a question during the presentations or Q&A sessions, please type into the Chatbox or Google Docs (links to these are on the [NBN website](#)). One of the Conference team will be on hand to log or respond to the questions.
- If you do not have the Chatbox / show conversation facility or can't access the Google Doc, then please email your question to [support@nbn.org.uk](mailto:support@nbn.org.uk) and we will add your



question to the “live” Q&A. Please note that there may be a time delay if asking questions in this way.

- The chair will endeavour to allow as many questions as possible within the allotted time.
- The Google documents will allow delegates to ask questions throughout the day in addition to the allotted Q&A time. The links to these are also on the [NBN website](#)
- If you have difficulty typing and are unable to use the Chatbox, Google docs or email us, please inform the NBN Conference team who will note that you may need to “raise your hand” if you have a question for the presenters (see section 6 for how to raise your hand). **N.B.** This option is not recommended for general use by delegates on the day as we intend to keep microphones muted.

## 11. Participating in the other rooms at the Conference

If you wish to ask a question or have a query, during the designated times when the rooms are staffed, please type into the Chatbox. One of the Conference team will be on hand to log or answer the questions, as best they can.

- NBN Networking Room – a general chat area. Your mic will be unmuted so you can chat with colleagues
- NBN Conference Help Desk – for help with navigating the Conference. Your mic will be unmuted so you can ask questions or chat with the team
- NBN Atlas Information Desk – for help with using the NBN Atlas. Your mic will be unmuted so you can ask questions or chat with the team
- NBN Trust AGM – Your mic will be muted, but you can type questions into the Chatbox or Google Doc
- NBN Awards – Your mic will be unmuted so you can show your appreciation of the shortlisted nominees! **N.B.** We ask that you mute your mic while the Awards are being announced.

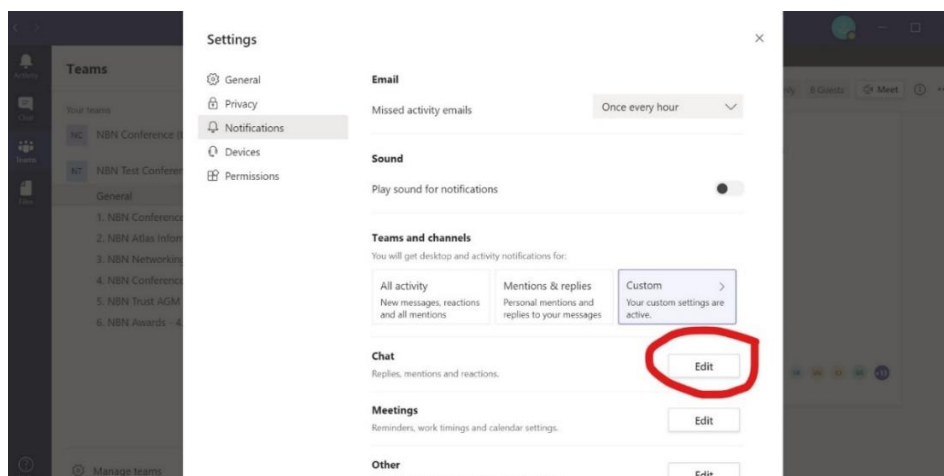
In any of the Chatboxes in these rooms, you can tag people to make sure someone sees your question or reply. Use @ symbol, e.g. @MandyHenshall can you answer my question?

If you wish to ask a question when a room is not staffed, please type into the Chatbox or Google Doc and one of the team will respond to you as soon as they can.

The Google Docs links can be found on the [NBN website](#)

## 12. Notifications

The default account settings in MS Teams include banner and email notifications for Chat Mentions, Messages, and Meetings. During a conference these can be distracting as they will pop up on screen. You can change the settings for your account by clicking on your icon on the top right of the MS Teams interface (see section 2). Click on settings and then notifications and then edit to suit your requirements. See below.



### **13. Recording the Conference**

We will be recording the presentations taking place in the Hub Lecture Theatre, as well as the NBN Trust AGM and the NBN Awards. Therefore, please be aware that your voice may be heard and your image seen (although for the most part mics will be muted).

The recordings will be made available through the NBN Trust's YouTube channel two weeks after the event.

### **14. Conference Code of Conduct**

Please familiarise yourself with the NBN Conference Code of Conduct to ensure everyone has a safe, hospitable, productive and enjoyable day. This can be found on the [NBN website](#).

### **15. Troubleshooting**

We hope that the day will run smoothly, but we all know that technology does sometimes fail! We will try to rectify any problems as quickly as possible, but please bear with us if there are any delays with the programme or answering queries.

The following points may help you to have a trouble-free experience:

- a. Ensure you have downloaded the latest version of the MS Teams desktop app as mentioned in section 1
- b. If using your camera and you experience internet connection issues, please turn your camera off, as this may help
- c. Ensure you have closed other applications on your device, such as Dropbox, Skype, One Drive or Zoom as they all affect your bandwidth and therefore connectivity
- d. Ensure other devices that connect to wi-fi (iPads, tablets, smart speakers etc..) are closed down if they are not being used, as they will also affect internet capacity.

### **16. Further help on the day**

If you have any queries or issues on the day, which mean you cannot access the Chatbox or Google Docs, please email the NBN Team at [support@nbn.org.uk](mailto:support@nbn.org.uk). We will do our best to help.

The NBN and Open University Conference teams are:

#### **Core Team:**

- Janice Ansine (OU)
- Purba Choudhury (NBN)
- Sam Hazell (OU)
- Mandy Henshall (NBN)
- Sarah Hyslop (NBN)
- Rachel Redford (OU)
- Giselle Sterry (NBN)

#### **NBN Atlas Information Desk:**

- Justin Dee
- Christine Johnston
- Katie Oliver
- Sophia Ratcliffe
- Caroline Van Dierkson

### **17. Links to further help**

The Team will do its best to answer all your questions, but we are unlikely to be able to help with some technical issues with MS Teams. We advise you to visit the following webpages for further help:

MS Teams online support: <https://support.microsoft.com/en-us/teams>

To download the MS Teams app: <https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/download-app>

Further information on Joining an MS Teams meeting: <https://support.microsoft.com/en-us/office/join-a-meeting-in-teams-1613bb53-f3fa-431e-85a9-d6a91e3468c9?ui=en-us&rs=en-us&ad=us>