Virtual Attendee Guide

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The SAA Board and I are deeply committed to finding the proper balance between keeping the meeting as affordable as possible (which is one aspect of access) and providing the community with digital options (which is a different facet of accessibility). We would really appreciate hearing your response to the 2024 effort, as this is an experiment to find out what is most viable for future meetings.

* On the virtual components site, each session has a green “submit session survey” button that takes you to a quick place to provide immediate feedback about the virtual components and how they worked for a specific session.
* On Monday, April 22, I will email meeting registrants a longer post-meeting evaluation about all aspects of the meeting, including the virtual components.

During the SAA 89th Annual Meeting pilot, registered attendees can view symposia, forums, lightning rounds, and electronic symposia at live broadcast times, as long as the session chair or their delegate is in the session room in New Orleans and supports these components. Sessions will not be recorded and can only be streamed live.

Step 1: [Log in](https://ecommerce.saa.org/saa/SAAMember/MyAccount/Sign_In.aspx?WebsiteKey=b764b3f5-fd1e-4004-a990-89b6b82a096b&LoginRedirect=true&returnurl=%2fSAA%2fOpenWater%2fOpenWaterRedirect.aspx) to the SAA 89thAnnual Meeting virtual components site.

* Use your SAA credentials. This is the login and password you used to register for the meeting and to renew your membership.
* If you registered before April 8, look for an email with the subject line “SAA 89th Virtual Components Information” sent on April 9, which includes your username.
* You must be registered for the annual meeting to have access to the virtual components. An immediate family member pass is *not* a meeting registration.
* If you forgot your password, click “forgot password.” If your account is locked, or you need additional log-in assistance, you can email our office manager at [office\_manager@saa.org](mailto:office_manager@saa.org).

Step 2: Locate symposia, forums, lightning rounds, or electronic symposia of interest.

* Select a specific day tab (e.g., “April 19”) and use search field. The search scans session names, presentation titles, and presenter names for only the *day* you selected.
* The virtual components site defaults to showing only “hybrid” events (those that are online). Poster sessions, Exhibit Hall, special events, Annual Business Meeting and Awards Presentation, and committee and task force meetings are in-person only.
* Click “View Session” to view participants and to view the “Join Session” button. Join session while the session is live. Sessions are broadcast at the times printed in the [final program](https://saa.org/annual-meeting/programs/final-program). Sessions are not being recorded, and **the program follows US Central Time.**

Step 3: Click “Join Session” button to join the Zoom.

* The “Join Session” button is available on the day of the session.
* Join the Zoom while the session is being broadcast. Sessions are broadcast at the times printed in the [final program](https://saa.org/annual-meeting/programs/final-program), which follows US Central Time.
* If you join a session Zoom early or late (or if a session is running behind schedule), you may be viewing an event that precedes or comes after your specific session.
* Zoom opens in a new window from the virtual components site.
* Zooms default to display closed captioning, but you can turn off the captions by clicking on the “CC” button along bottom Zoom menu. The same button toggles to turn the captions back on.

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Step 4: Participate in the Zoom session.

* Attendees are not on camera or on mic.
* In symposia and general sessions, submit questions using the Zoom Q&A function (symposia). These are sent to the session chair and virtual presenters (if any) but are not available for others to view. Keep in mind, many symposia do not have a Q&A segment.
* In forums, lightning rounds, and electronic symposia, you may submit Zoom chat messages (visible to all attendees) and/or use the Zoom Q&A (visible to session presenters).
* The chat and Q&A buttons are located on the horizontal menu along the bottom of the Zoom. The chat window, which opens along right-hand side, can include posts that all attendees can read. The Q&A window (which opens in a new window) directs questions to presenters.

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* Chat comments will be identified by attendee’s registered name. Please engage with one another respectfully. I hope the chat provides an opportunity to expand the dialogue, share citations and resources, and meet colleagues.
* All meeting registrants agreed to adhere to the SAA’s [Code of Conduct](https://www.saa.org/annual-meeting/submissions/meeting-safety-policy) when registering for the meeting.
* SAA meeting registrants are paying for a third-party vendor to staff forums, lightning rounds, and electronic symposia. This third-party vendor has been instructed that the SAA will not tolerate the following behavior and can remove from the session Zoom a virtual attendee whose comments include
  + - *Any profanity*
    - *Any comments about another individual’s religion, skin color, body type, sexual orientation, political orientation, ethnic or racial background, gender identity, and/or age (i.e., ad hominem attacks.)*
    - *Disparaging comments repeatedly directed at a single individual (e.g., bullying).*
* If anyone believes a violation of the SAA Code of Conduct has occurred, please send screenshots and email the SAA President ([president@saa.org](mailto:president@saa.org)) and/or Executive Director ([saaannualmeeting@gmail.com](mailto:saaannualmeeting@gmail.com)) for a formal review. You are also welcome to contact the SAA ombuds at [saaombuds@gmail.com](mailto:saaombuds@gmail.com) or +1 (949) 293-7515.

# Need More Assistance?

**SAA staff are working at the in-person meeting in New Orleans and may be slow to respond from April 14 to April 21.**

The list below may help you get assistance as quickly as possible:

|  |  |  |
| --- | --- | --- |
| **Problem** | **Solution** | **More details** |
| Your **log-in does not work** | Use your SAA log-in and password.  *This is the same log-in you used during call for submissions.*  You can also email our office manager at [office\_manager@saa.org](mailto:office_manager@saa.org)  *Include your phone number in your email.* | If you registered before April 8, look for an email with the subject line “SAA 89th Virtual Components Information” sent out on April 9, which includes your username.  Our office manager will work Tuesday, April 16, through Saturday, April 20, from 7:30 a.m. to 3:30 p.m. central time and stay until 5:30 p.m. on Thursday April 18. |
| You cannot remember your SAA **password** | Reset your password at <https://ecommerce.saa.org/saa/Member/SAA_Home/SAAMember/Member_Home.aspx>  Click “Forgot password?”  You can also email our office manager at [office\_manager@saa.org](mailto:office_manager@saa.org)  *Include your phone number in your email.* | [See](https://saa.org/videos/default-source/default-video-library/reset-password.mp4) how to reset your SAA password.  Our office manager will work Tuesday, April 16, through Saturday, April 20, from 7:30 a.m. to 3:30 p.m. central time and stay until 5:30 p.m. on Thursday April 18. |
| Your SAA username is **locked** | Email our office manager at [office\_manager@saa.org](mailto:office_manager@saa.org)  *Include your phone number in your email.* | Our office manager will work Tuesday, April 16, through Saturday, April 20, from 7:30 a.m. to 3:30 p.m. central time and stay until 5:30 p.m. on Thursday April 18. |
| You want to **register** for the meeting | Go to <https://ecommerce.saa.org/SAA/SAAMember/Events/Event_Display.aspx?%20&EventKey=NOLA2024>  *The meeting ends on Sunday, April 21, at 12:00 p.m. central time*. |  |
| You need to **pay for a meeting registration** by credit card over the phone | Email our office manager at [office\_manager@saa.org](mailto:office_manager@saa.org)  *Include your phone number in your email.* | Our office manager will work Tuesday, April 16, through Saturday, April 20, from 7:30 a.m. to 3:30 p.m. central time and stay until 5:30 p.m. on Thursday April 18. |
| You **need presenter video access** | Log in using your SAA username and password.  *The topmost horizontal bar option must say “logout.” If the menu says “login,” you are not logged into the virtual components website.*  Click on the blue icon in bottom right-hand corner. *Include the session title. The final program is* [*here*](https://saa.org/annual-meeting/programs/final-program)*.* | Live support icon is in bottom right-hand corner. Icon looks like  A blue circle with a white square and a smile on it  Description automatically generated  *Live support will be available Wednesday, April 17, 6:30 p.m. to 8:30 p.m. central; Thursday, April 18, 8:00 a.m. to 8:00 p.m. central; Friday, April 19, 8:00 a.m. to 5:00 p.m. central; Saturday, April 20, 8:00 a.m. to 5:00 p.m. central; and Sunday, April 21, 8:00 a.m. to 12:00 p.m. central.* |
| You are not sure if **you are logged in** to the virtual components website | Look at horizontal navigation bar.  Righthand-most option must say “logout.”  *If the menu says “login,” you are not logged into the virtual components website.* To log in, click “login” and enter your SAA username and password. |  |
| You logged into the virtual components website, but you **cannot find the Zoom link** for your session | Use the search feature to locate your session.  *Search feature only searches the day selected. Check the date tab.*  Click “View Session.”  Once you find the session, click on “Join Session.” *Join session link is not visible until the day of the event.* | Live support icon is at bottom right-hand corner. Icon looks like  A blue circle with a white square and a smile on it  Description automatically generated  *Live support will be available Wednesday, April 17, 6:30 p.m. to 8:30 p.m. central; Thursday, April 18, 8:00 a.m. to 8:00 p.m. central; Friday, April 19, 8:00 a.m. to 5:00 p.m. central; Saturday, April 20, 8:00 a.m. to 5:00 p.m. central; and Sunday, April 21, 8:00 a.m. to 12:00 p.m. central.* |
| You logged into the virtual components website, you are in a Zoom session, and **you only see an empty podium** | Sessions are broadcast live following the final program schedule, which is in US Central Time. The final program is [here](https://saa.org/annual-meeting/programs/final-program).  *Please note there may be times when the room is empty, waiting for a session to begin. In addition, there may be individual presenters who cancel. Withdrawn presentations are linked on the home page and sent out in the Daily Digest emails each morning of the meeting.* |  |
| You logged into the virtual components website, you are in a Zoom session, and **nothing is being broadcast** | Go to the virtual components website. *The Zoom opens in a different window from the virtual components website.*  Click on the blue icon in right-hand lower corner to contact online support. *Include the session title. The final program is* [*here*](https://saa.org/annual-meeting/programs/final-program)*.*  *Sessions are broadcast live following the final program schedule, which is in US Central Time. The final program is* [*here*](https://saa.org/annual-meeting/programs/final-program)*.* | Live support icon is at bottom right-hand corner. Icon looks like  A blue circle with a white square and a smile on it  Description automatically generated  *Live support will be available Wednesday, April 17, 6:30 p.m. to 8:30 p.m. central; Thursday, April 18, 8:00 a.m. to 8:00 p.m. central; Friday, April 19, 8:00 a.m. to 5:00 p.m. central; Saturday, April 20, 8:00 a.m. to 5:00 p.m. central; and Sunday, April 21, 8:00 a.m. to 12:00 p.m. central.* |
| You logged into the virtual components website, and you have a **technical problem**, such as you click on “join session” and a Zoom session does not open | Go to the virtual components website. *The Zoom opens in a new window from the virtual components website.*  Click on the blue icon in bottom right-hand corner to contact online support.  *Sessions are broadcast live following the final program schedule, which is in US Central Time. The final program is* [*here*](https://saa.org/annual-meeting/programs/final-program)*.*  *There may be individual presenters who cancel and those are linked on the home page and sent out in the Daily Digest emails each morning of the meeting.*  *The virtual components rely on session chairs to support this experiment. It is possible that your session chair has difficulty with the Zoom in the New Orleans session room.* | Live support icon is at bottom right-hand corner. Icon looks like  A blue circle with a white square and a smile on it  Description automatically generated  *Live support will be available Wednesday, April 17, 6:30 p.m. to 8:30 p.m. central; Thursday, April 18, 8:00 a.m. to 8:00 p.m. central; Friday, April 19, 8:00 a.m. to 5:00 p.m. central; Saturday, April 20, 8:00 a.m. to 5:00 p.m. central; and Sunday, April 21, 8:00 a.m. to 12:00 p.m. central.* |
| You cannot use the **Zoom session chat function** (how attendees will interact with session presenters and discussants) | Go to Zoom window. *The Zoom opens in a different window from the virtual components website.*  Chat is only available for forums, lightning rounds, and electronic symposia.  Click on chat button in the horizontal menu along the bottom.  A black screen with white text  Description automatically generated  Type your comment in chat window, which opens along right-hand side. | [See](https://91c2be992dfb7dcc6256c04eaf0f366c.r2.cloudflarestorage.com/bandwidthsaver/Zoom_chat.mp4?X-Amz-Expires=604800&X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Credential=035201834c02c6c72d16826fedb6be4e/20240318/auto/s3/aws4_request&X-Amz-Date=20240318T224410Z&X-Amz-SignedHeaders=host&X-Amz-Signature=452097a947fa9c51e691f79ceb8f458d4ef9dc966e1546f72160c98d325205e5) how to use Zoom chat. |
| You need **captions turned off** or **on** | Go to Zoom window. *The Zoom opens in a different window from the virtual components website.*  In bottom menu, click on “CC” to close or add captions (the same button toggles).  A black and white photo caption  Description automatically generated | [See](https://91c2be992dfb7dcc6256c04eaf0f366c.r2.cloudflarestorage.com/bandwidthsaver/closed_captions.mp4?X-Amz-Expires=604800&X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Credential=035201834c02c6c72d16826fedb6be4e/20240318/auto/s3/aws4_request&X-Amz-Date=20240318T224240Z&X-Amz-SignedHeaders=host&X-Amz-Signature=1a531e7599ef924891097e05e28168d17b5aa0fea0296f1cb67fd178422d5e0c) how to turn Zoom captions off and on. |
| You cannot view a **poster** session | Due to low participation in prior years, poster sessions are available in-person only. |  |
| You cannot find a specific **presenter** | Poster sessions are available in-person only, which means poster presenters are listed in the final print program and the meeting app but not on the virtual components website. |  |
| You need to reach the meeting [ombud](https://saa.org/annual-meeting/meeting-policies/annual-meeting-ombuds)s | Email: [saaombuds@gmail.com](mailto:saaombuds@gmail.com)  Phone: +1(949) 293-7515  *The ombuds can be contacted up to 30 days after the close of the meeting.* |  |
| You need to report a **violation of the** [Meeting Safety Policy](https://saa.org/annual-meeting/meeting-policies/Meeting-Safety-Policy) | Fill out a [report](https://documents.saa.org/container/docs/default-source/doc-annualmeeting/app-b9cefb6e3e477495f96225b55c7f127e9.docx?sfvrsn=2398ff55_0&_gl=1*lz4j6l*_ga*Mjc5OTE3NjI5LjE3MDE4ODc1NDY.*_ga_6SSR7BY1NJ*MTcwMTg5MDAyMi4yLjEuMTcwMTg5MDE3MC4wLjAuMA..) and email it to SAA President ([president@saa.org](mailto:president@saa.org)) and/or Executive Director ([saaannualmeeting@gmail.com](mailto:saaannualmeeting@gmail.com)) |  |

Attendees may also find this additional information helpful

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| You are interested in a presenter’s slide deck or other materials | Contact the presenter to request their paper, presentation, or materials |
| You need a Constancia or a certificate of participation | Email your name, session title(s), and role(s) to [office\_manager@saa.org](mailto:office_manager@saa.org) |
| You want to view a recording or see the presentation on demand | Due to the low number of views of the sessions recorded at the 2021 virtual meeting and to keep meeting registration rate increases as low as possible, we will not be recording sessions. Virtual attendees can join the meeting live at the time published in the [final program](https://saa.org/annual-meeting/programs/final-program) in US Central Time.  You may wish to contact the presenter to request their paper, presentation, or materials |