

Frequently Asked Questions ESWC 2020

Updated continuously by the ESWC 2020 Organising Team

General

Q: What technical infrastructure are you using?

A: The technical infrastructure is supported by the good guys from <https://videolectures.net/>. ESWC2020 will use MiTeam <https://miteam.si/> ("em-eye-team"), which has a Zoom backend.

Q: How is the virtual conference site organised?

A: The ESWC 2020 virtual conference site is organised into rooms. The plenary room is for the opening ceremony and closing ceremony, the minute madness session, the panel and the keynotes. We have conference rooms for the workshops and tutorials. We have breakout rooms for the main paper discussions, industry track discussions and poster and demo sessions. When you enter a room, you can access a text chat system and see the video of the stage of the room, i.e, the video and audio from speakers. The moderators of the session can invite participants onto the video stage.

Q: Do I need to install any software or plugin?

A: You do not need to install any software, MiTeam is a system that runs in modern up-to-date web browsers. If you have a webcam and you have used in-browser video chat systems before, you are all set for actively participating in ESWC 2020. The Safari browser on iPhones or iPads might make problems, so please try to use a different browser on your mobile Apple device. If you are on Linux and Firefox does not work, try Chrome or Chromium.

Q: Is there a user guide?

A: You should be fine by just playing around with the system, but a detailed user guide is available at <https://miteam.eu/asset/oTFgpSaXwQNM4XGe6>.

Q: Will recordings be made available after the event?

A: The recorded sessions are available on <http://videolectures.net/eswc2020/> a few weeks after the conference. We plan to only record the video stage in the plenary room. We currently do not plan to record the other sessions.

Q: I am interested in the main papers of the conference. Where can I find more information?

A: The pre-recorded talks are available from <http://videolectures.net/eswc2020/>. Participants can discuss the papers with the authors on day 3 of the conference. The proceedings are available from <https://2020.eswc-conferences.org/proceedings/> during the conference and for a short time after.

Q: I have not registered, can I participate in the conference?

A: You can monitor the social media and the public space. If you want to participate, please register.

Participants

Q: What is the time zone?

A: All times in the programme are CEST. The first two keynotes and the panel are in the evening CEST.

Q: How do I join a session?

A: Log in to <https://eswc20.miteam.si/> with your credentials. Go to the program and select the session you want to join. Or select from the currently running sessions in the left My Groups panel the room you want to join.

Q: How can I mingle with other participants?

A: Use the hangout rooms! We have the following hangout rooms, modelled after GeoCities communities:

- Hangout Arcade: Computer and video games
- Hangout Crete: Teaching, education, reading, writing, and philosophy
- Hangout Digital Roundabout: Research and development, technology
- Hangout Guiana: Science, technology, engineering, mathematics, and aviation
- Hangout Quad: University life
- Hangout Silicon Valley: Computers, hardware, programming, and technology

Q: Do the hangout rooms work differently from the other rooms?

A: Yes. In the hangout rooms, every participant is a moderator and thus can enter the video stage. In the other conference rooms that go live on Tuesday, participants do not have the moderator role and thus cannot enter the video stage without being invited.

Q: How can I add a photo to my profile?

A: Go to My Profile and then click the empty space above your name to add a photo.

Q: The Zoom video makes problems, what should I do?

A: Try to refresh the page, sometimes that is necessary to bring things back to normal.

Q: Who can I contact in case of problems with the technical infrastructure?

A: The preferred way to get support is via the support room in the MiTeam system at <https://eswc20.miteam.si/asset/cy8o2bPJedgmRPDLq>. You can also send an email to eswc2020@pitea.si, the mail address will be constantly monitored during the conference. In urgent cases, you can contact Matija Ovsenek (matija.ovsenek@videlectures.net), skype: <https://join.skype.com/invite/nWF5j9EuEEmg>, +386 70 155 785 or Marija Komatar (eswc@pitea.si), skype: <https://join.skype.com/invite/gFFhwhXViNDc>, +386 31 326 777.

Q: Am I being recorded?

A: Only with your explicit consent. In the plenary, we will record the video stage. But only keynote speakers and moderators are on the stage of the plenary room. As with other rooms in MiTeam, if you enter the room, you will be added to the text chat and you can see the video stage, but you are not on the stage. Moderators of sessions can opt in to have their

stage recorded, but then they have to get consent forms for everybody whose audio can be heard or video can be seen.

Q: Is it possible to get a printed version of the PDF programme?

A: Yes, please contact eswc2020@pitea.si.

Speakers

Q: I am a speaker at the conference. Can I test the technical infrastructure?

A: We will have testing sessions on Friday, Saturday or Monday on 10:00 CEST and 17:00 CEST. Please join the plenary room at <https://eswc20.miteam.si/asset/qSXyGeqxdSinT9yAX> to start. Feel free to contact eswc@pitea.si for a separate session as a live demo.

Q: I have to be available for discussion for my poster or paper (main track or industry track) ; what do I have to do?

A: Join the allocated room at the right time and the moderator will add you to the video stage so that you show up with video and audio.

Q: I am a speaker at the conference and would like to pre-record a video as backup. What should I do?

A: Make sure to have your prepared video file ready. First, the moderator has to invite you to the stage. You then can play your video locally and share your screen. We recommend VLC as a video player. If you want to have a backup in case you have network problems, make the video file available online and share the link with the session chair.

Q: I have had bad experiences with the audio when streaming a pre-recorded video via screen sharing. How can the sound of the video be heard instead of the sound from my microphone?

A: You have to create a virtual audio input device to route the sound from a video you play on your computer to the video chat system as input. We describe the setup with the VLC video player and the Virtual Cable software available at <https://www.vb-audio.com/Cable/> for Windows and Mac, but the principle should apply to other systems as well. In VLC, choose Virtual Cable as audio output. In MiTeam, change the audio source from your microphone to Virtual Cable. And change back after you have played the video.

Q: I am a speaker at a workshop, do I have to register?

A: Yes, please.

Organisers

Q: I am an organiser of a session, what do I have to know?

A: Your session runs in an allocated room and you will be the moderator of that room. Please consider adding some visuals and content to your room. You can invite participants to the stage so that their video is shown. Up to 30 people on stage in a room should work. We encourage you to join the organised test drives or check the system out before your session.

Q: I am organising a workshop. Can you provide more information about the technical infrastructure?

A: Consult the MiTeam user guide for teachers and administrators at <https://mitem.eu/asset/SWcYkEydApitKsDDu>. Please consider participating in the test drive sessions. You may also schedule a personal appointment for a demo via mail to eswc@pitea.si; please give us several hours to schedule your appointment.

Q: As a moderator, can I mute noisy participants?

A: Yes, just click the mute button next to the person whose microphone you want to mute.

Q: Can I record the session I am moderating?

A: Yes, that is technically possible. You can record your session via the red record button below the video right next to the button for “raising your hand”. Then everybody who is shown on the video stage has to sign the Videlectures consent form before being recorded. As default, we only record the plenary room and have disabled recording for all the other rooms. If you are an organiser and want a recording, please get in touch with eswc@pitea.si and make sure to provide [Videlectures consent forms](#) for everybody who comes on the stage.