

EASM 2021 Technical Assistant User Guide

1. Register on Conftool

In order to be granted access to virtual event platform it is essential that you register on conftool via <https://www.conftool.com/easm2021> using the same email address you wish to use for the festival. Please note the deadline to register for the respective events, as we cannot guarantee access should you have registered after that deadline.



ConfTool Conference Administration

Please log in to register for conference participation and to view your registration and payment details.

If you have not yet created a user account, please do so now.

Please note that the user accounts of the preceding EASM 2020 conference were not transferred. All users will have to create a new account for this event.

Account Login

First time here?

Create account and register for conference

Registered users

E-mail or user name:

Password:

Login

 [Forgotten your user name?](#)

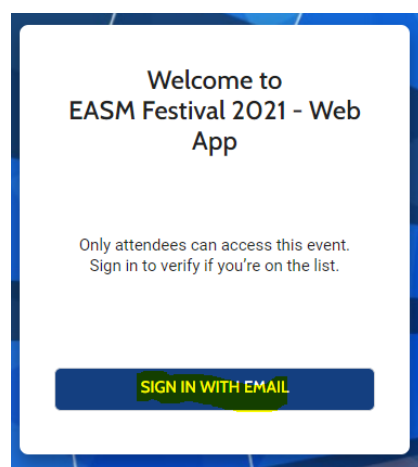
 [Forgotten your password?](#)

2. Create an Account on the MyEASM App

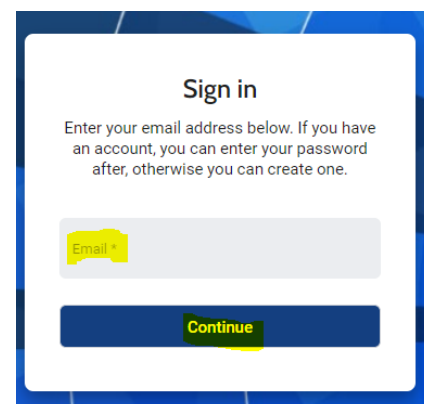
The entire EASM 2021 Festival will be hosted on the MyEASM app which is available as a mobile app for both Android and Apple devices. You are encouraged to **use the web app** for laptop and desktop users via a **chrome browser** to chair your session. The app is hosted by a company called Conference compass.

2.1 Click on the link to get to the EASM Web App
(<https://festival-easm.web.indrina.com/Landing>)

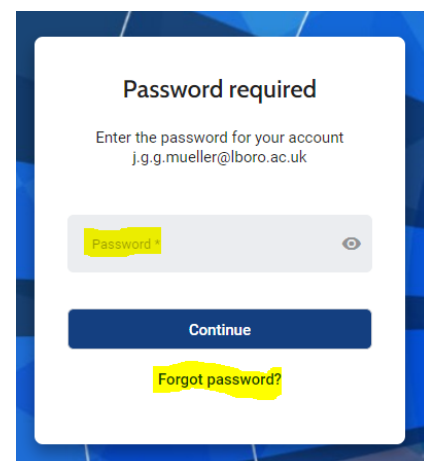
2.2. Click on "Sign in with Email"



2.3 Sign in using the **same email** you used for registration on conftool. If you are using a different email address you will receive an error notification saying: "No Access – The email address you specified is not on the attendee list".



2.4 If it is the first time you are accessing the web app you can **create a password** and just type it into the password box. If you previously downloaded the MyEASM app you might need to click on "*forgot password*" to reset it.



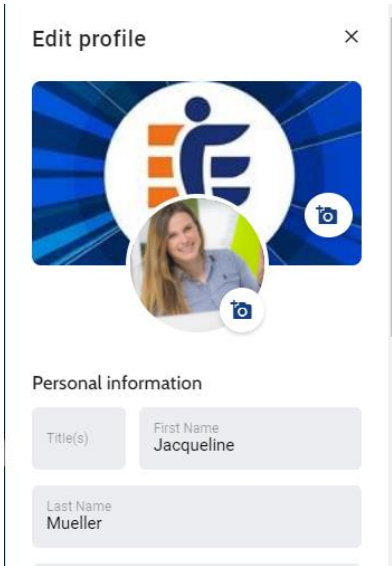
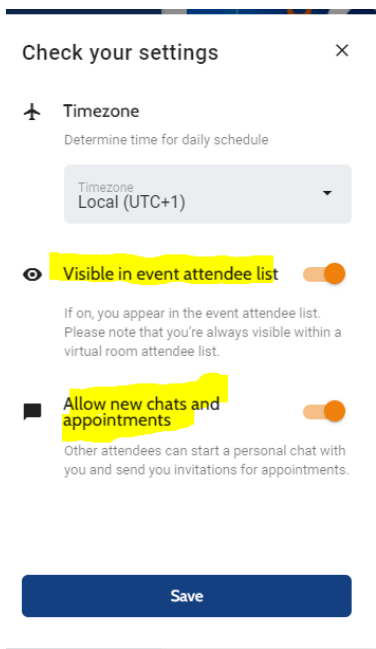


2. Create an Account on the MyEASM App

Now you are successfully logged into the MyEASM web app and are able to see the Event Program, list of Attendees, and Speakers. You might want to update your Profile the first time you log onto the web app.



2.5 Please go to the little arrow next to your name at the top right corner and select “edit public profile” to change your personal information, add a profile picture, or provide links to your LinkedIn or Twitter Account.

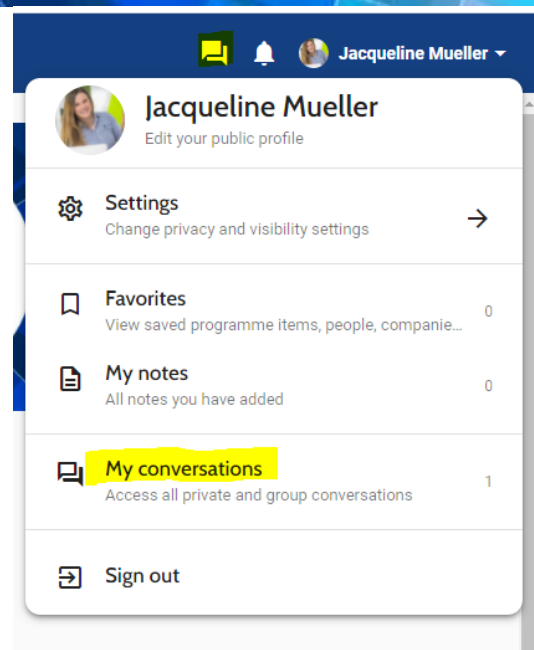


2.6 In order to appear on the attendee list and/or allow other attendees to send you a message via the app and use the conversation function, please enable those functions by selecting “settings” and ticking the to boxes.

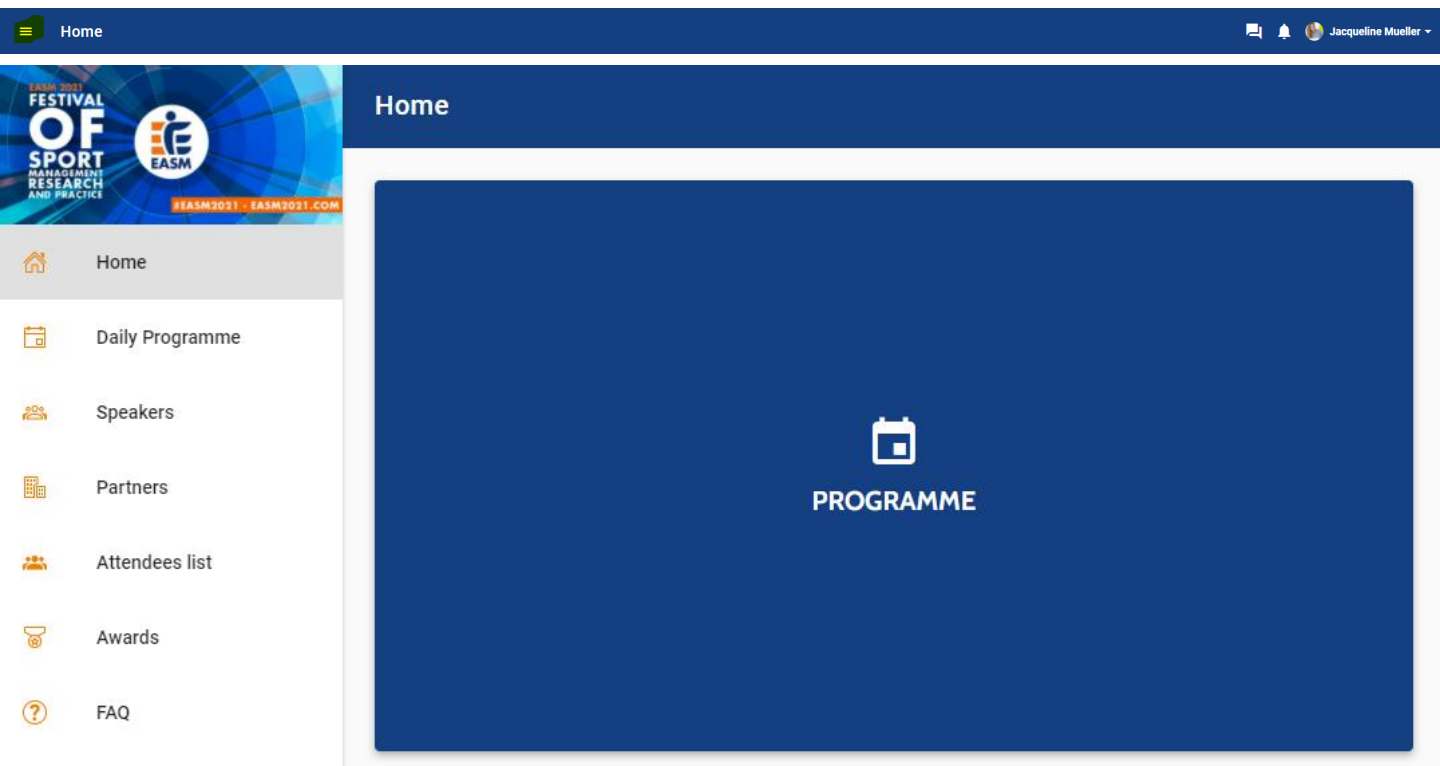


3. Using the EASM2021 Event App

3.1 To make use of the Chat/Conversation function in the MyEASM App please select “my conversations” to access all private and group conversations. If you receive a new message via the app, there will be a small number next to the conversation bubble.



3.2 Please click on the three lines at the top left next to home on the landing page of the web app to see the other available options (daily programme, speakers, partners, attendee list, awards, FAQ)





4. Accessing the (Virtual) Session as an ATTENDEE

4.1 Click on **daily programme** (2nd option from the top in the panel on the left). And
 Select the Event for which you want to see the programme

4.2 Click on the Session you wish to attend

4.3 Click on **“Enter Virtual Room”**. This option will only be available once the host has opened the virtual room (approx. 15 Minutes before the session begins) until then it will appear as “virtual room is closed”.



4. Accessing the (Virtual) Session as an ATTENDEE (cont)

4.4 Before the session officially starts you will be in a “waiting room” where you can start using the **chat** and/or **QA** function

Today

hello
Tim Seibel 08:57

Good morning everyone!
Claus Christian Germeimann 09:01

Write a message...

Chat

Q&A

(13)

3 I don't understand anything!!! :-)
2h ago

3 What is life all about?
2h ago

1 hello again
2h ago

0 Seems that I am still a presenter...
2h ago

Ask a question

4.5 Please only **use the QA function to ask any questions** and DO NOT use the chat for this purpose. *Kindly, note that the moderator has to “approve” your question in the backend before it will appear here. So there might be a slight delay.*

4.6 You can click on the “**heart**” icon to like a question. If there are too many questions to answer during the QA, questions with a higher number of likes will be asked first.



4. Accessing the (Virtual) Session as an ATTENDEE (cont)

4.7 You can decide which of the two screens you would like to see bigger (presentation OR speaker). In order to change the view, simply click on **“Make main screen”**.

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#	Date	Topic	Host
#1	27 th May 2021	»Sport and COVID-19: Impacts and challenges for the future«	hosted by IST University of Applied Sciences Düsseldorf, Germany
#2	2 nd Sep 2021	»Engagement Platforms in Sport Management: Rethinking Stakeholder Management in Sport«	hosted by University of Bayreuth, Germany
#3	16 th Sep 2021	»The New Normal for Sport Events and Tourism«	hosted by University of Innsbruck, Austria
#4	29 th Sep 2021	»Re-Opening the 'Black Box' of Sport Governance«	hosted by University of Central Lancashire, Cyprus
#5	14 th Oct 2021	- fully integrated into #6	
		»Comparative Sports Law«	hosted by Sport and Recreation Law Association, USA
#6	14 th Oct 2021	»Exploring the Bright and Dark Sides of Sport«	hosted by Ghent University, Belgium and Loughborough University, United Kingdom
#6	28 th Oct 2021	»Sport, Health, and Public Engagement«	hosted by Drexel University, USA
#7	10 th Nov 2021	»Employability & Entrepreneurship«	hosted by Cardiff Metropolitan University, United Kingdom and Ohio University, USA
#8	19 th Nov 2021	»Rethinking connections with sport fans and spectators«	hosted by Nicolaus Copernicus University Torun, Poland

Speaker Test Session - Morning
07:30 - 08:30

Jacqueline Mueller

Make main screen

Chat

Q&A

Good Morning
2
3h ago

Ask a question

4.8 Please note that as an attendee you **WILL NOT** be able to turn on your **microphone or camera**. You are encouraged to use the chat function to interact with other attendees and use the QA function to ask any questions you might have.

**Should you participate in any round table sessions, you will be able to use your camera and microphone.*



5. Information on the Session, Chairs, and Presentations

5.1 Click on "Session Information" to see more information on the respective session. You can also see who will be the Chair, Speakers of the session you selected.



SESSION INFORMATION

Parallel Session I

Paper Presentations of recently accepted ESMQ SI contributions on COVID-19 and Football

Invited presentations by Professor Dr James Reade and Johannes Fühner

Create note

CHAIR

Christopher Dick
IST-Hochschule

SPEAKERS

Prof. Dr. James Reade
University of Reading

Johannes Fühner
WHU Otto Beisheim School of Management

PRESENTATIONS

May 27th 12:55 Demand for Public events in the Covid-19 Pandemic... 0:25h

May 27th 13:20 Are diversified football clubs better prepared for ... 0:20h



Session

Thursday, May 27th 2021
12:55 - 13:40

Parallel Session I

Virtual room is closed

SESSION INFORMATION

Parallel Session I

Paper Presentations of recently accepted ESMQ SI contributions on COVID-19 and Football

Invited presentations by Professor Dr James Reade and Johannes Fühner

Create note

CHAIR

Christopher Dick
IST-Hochschule

Presentation

Thursday, May 27th 2021
12:55 - 13:20

Demand for Public events in the Covid-19 Pandemic: A case study of European football

INFO

Research question: This study looks at stadium attendances in elite-level European football, to suggest how people responded to the initial COVID-19 outbreak. This offers insight into how professional sports will emerge from social lockdowns and competition taking place behind closed doors. Research methods: The analysis focuses on the top leagues of England, Italy, France, Spain and Germany. Using panel data methods and exploiting the variation in day-to-day attendances in these leagues, the impacts on implied spectator demand from the news of confirmed COVID-19 cases and deaths can be quantified. Results and Findings: In Italy, England and



5.2 Click on "Presentations" and select the presentation you wish to know more about. This will open a pop-up window that shows you the abstract of the presentation you've selected.

6. Accessing the Session as a MODERATOR/ TECHNICAL ASSISTANT

6.1 Prior the start of conference you will receive an email from „EASM Festival 2021“ (Eureka) inviting you as a „Virtual Room Moderator“. Please click on „**open dashboard**“ to access your assigned session (*kindly remember to log-into the session at least 30 minutes ahead of sheadule*).

You are invited as Virtual room speaker for "Virtual Test Speaker" at EASM Festival 2021

Dear Jacqueline Mueller,

You have been invited as a Virtual room speaker for the session "Virtual Test Speaker" at the EASM Festival 2021. Please click the button below to access your personal Virtual room speaker dashboard.

[Open dashboard](#)

Sign in or create an account using the same email address as you have been invited with. We advise you to get familiar with the platform in advance.

6.2 In the new window that opened please select „sign in or create an account here“ and select „continue with email“ afterwards. (*please remember to use the **same email** you used for registration on conftool and for creating your account on the MyEASM app*)

Sign in




Sign in to moderate sessions, chat and the social wall.



Continue with email



Continue with Google



On this platform you can moderate sessions, chat and the social wall for EASM.

- Upload your slides and start your recording as a speaker
- Moderate a live session
- Moderate polls and incoming questions from the audience
- Moderate chat conversations and the social wall

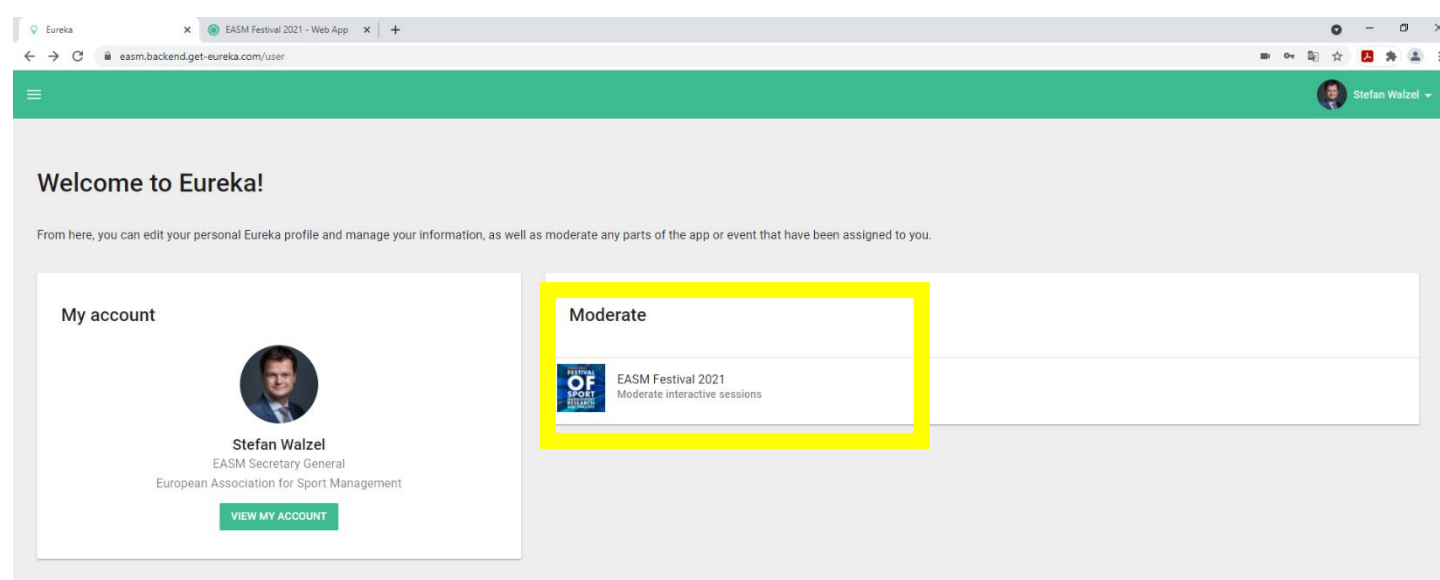
After signing in, you will see all sessions and features your email address is linked to.

[SIGN IN OR CREATE AN ACCOUNT HERE](#)

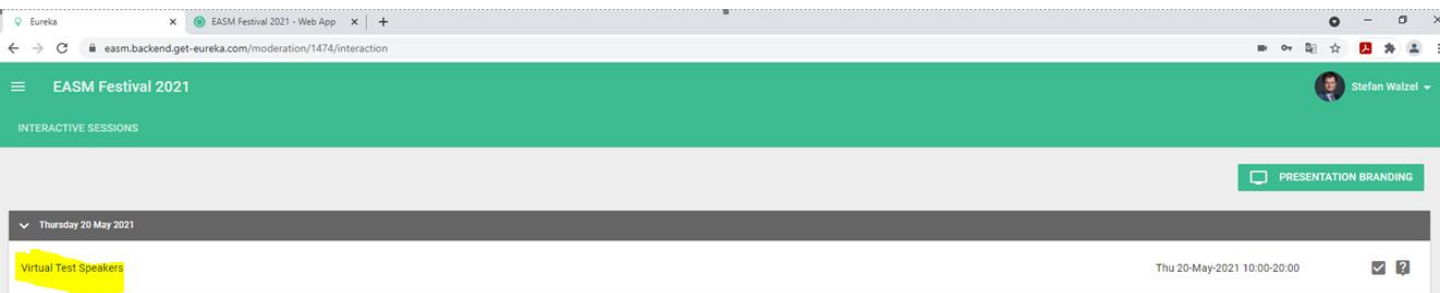


6. Accessing the Session as a MODERATOR (cont)

6.3 Once you have successfully entered your log-in details you will be taken to the backend of the MyEASM App (Eureka) where you can see a list of the Events that you have been invited to moderate. Please click on „EASM Festival 2021“



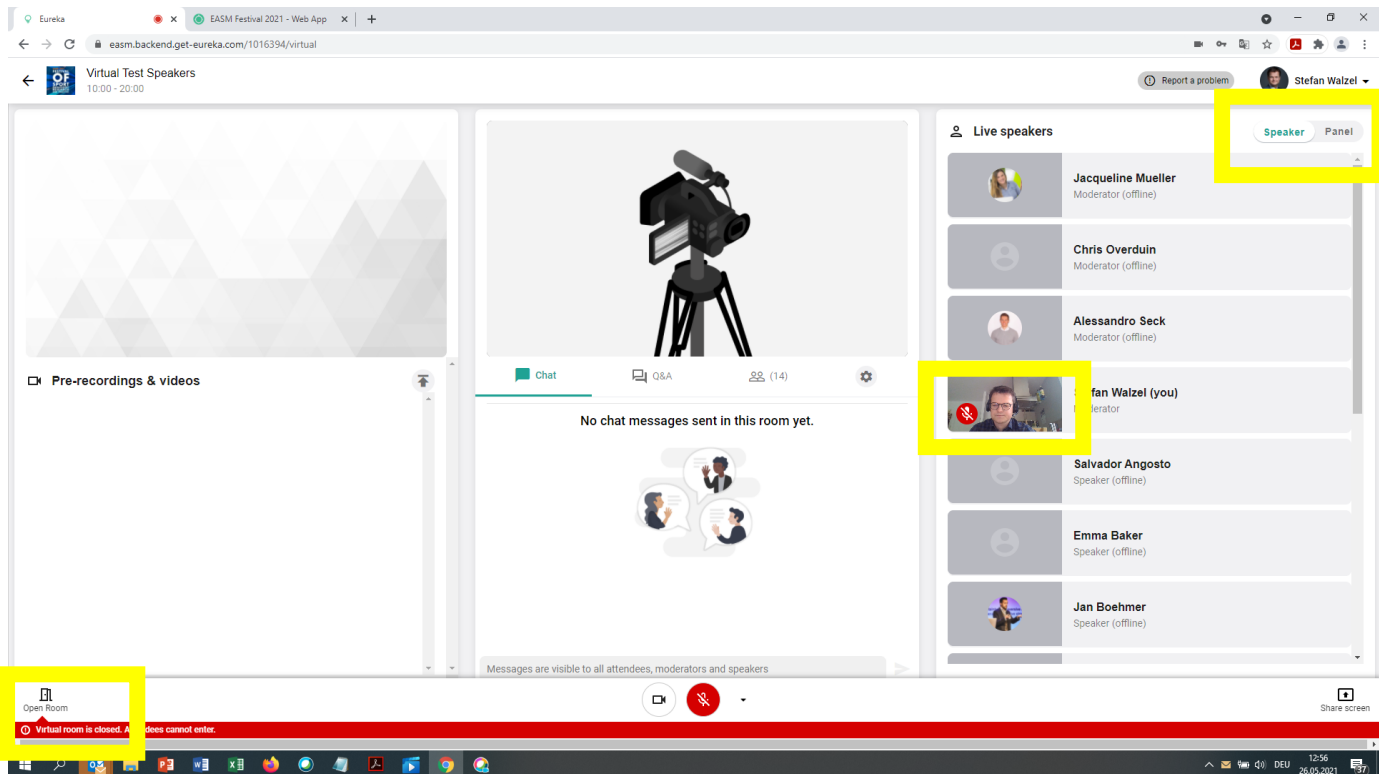
6.4 In the new window you will see a list of all sessions you have been invited to as a moderator/ technical assistant. Please **click on the session** you wish to enter as a TECHNICAL ASSISTANT



6. Accessing the Session as a MODERATOR (cont)

6.5 You are now in the virtual room and will be able to see the „moderator dashboard“. Here you can turn your camera/ microphone on, share your screen, upload slides, or engage in the Chat and QA. Most importantly you will be in charge of selecting the active speaker and making questions visible to the chair.

(Kindly note that attendees and others will be able to hear you once the session live if you have your microphone on. This is the case even if you are not selected as the active speaker and they cannot see you. Therefore, we recommend having your microphone and camera off once the session starts)



The screenshot displays the EASM Festival 2021 Web App interface for a virtual session. The main area shows a video feed with a camera icon. Below the video is a chat/Q&A section with a message count of 14. The right sidebar lists live speakers, including Jacqueline Mueller, Chris Overduin, Alessandro Seck, Jan Walzel (you), Salvador Angosto, Emma Baker, and Jan Boehmer. The bottom left corner features an 'Open Room' button. The bottom status bar indicates 'Virtual room is closed. Attendees cannot enter.'

7. Facilitating the Session

7.1 Please select „**Open Room**“ at the bottom left (30 Minutes before session start)

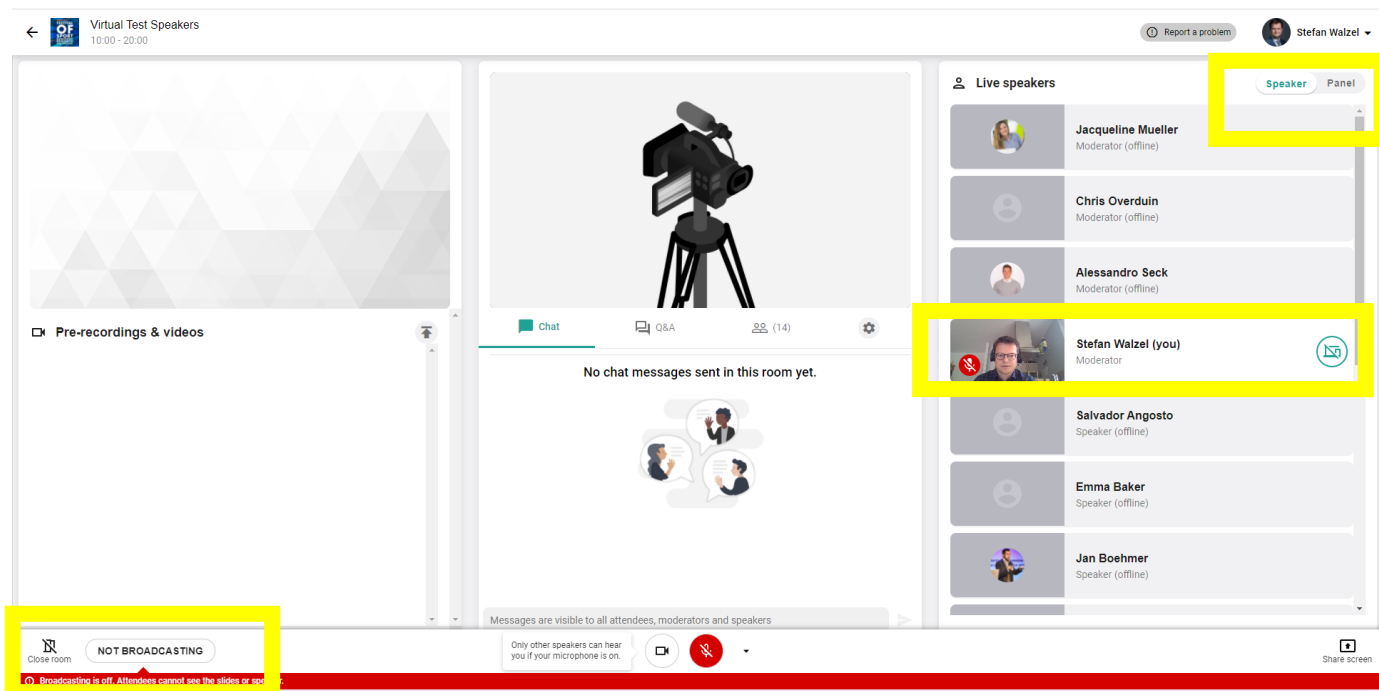
7.2 Please click on „**not broadcasting**“ to start the broadcasting (Shortly before session starts)

7.3 You can select the live speaker that the audience will see by either clicking on their video (right panel under live speaker)

Alternatively, you can select the little icon on the far right next to their name to unselect them as the active speaker

7. 4 For the QA part, please select „**panel**“ at the top right and ask the chair as well as the speaker to have their cameras and microphone on so that both can be seen by the audience.

To switch back to only showing one active speaker please select „**speaker**“ at the top right



Virtual Test Speakers
10:00 - 20:00

Report a problem | Stefan Walzel

Live speakers

Speaker Panel

Jacqueline Mueller
Moderator (offline)

Chris Overduin
Moderator (offline)

Alessandro Seck
Moderator (offline)

Stefan Walzel (you)
Moderator

Salvador Angosto
Speaker (offline)

Emma Baker
Speaker (offline)

Jan Boehmer
Speaker (offline)

Pre-recordings & videos

NOT BROADCASTING

Close room

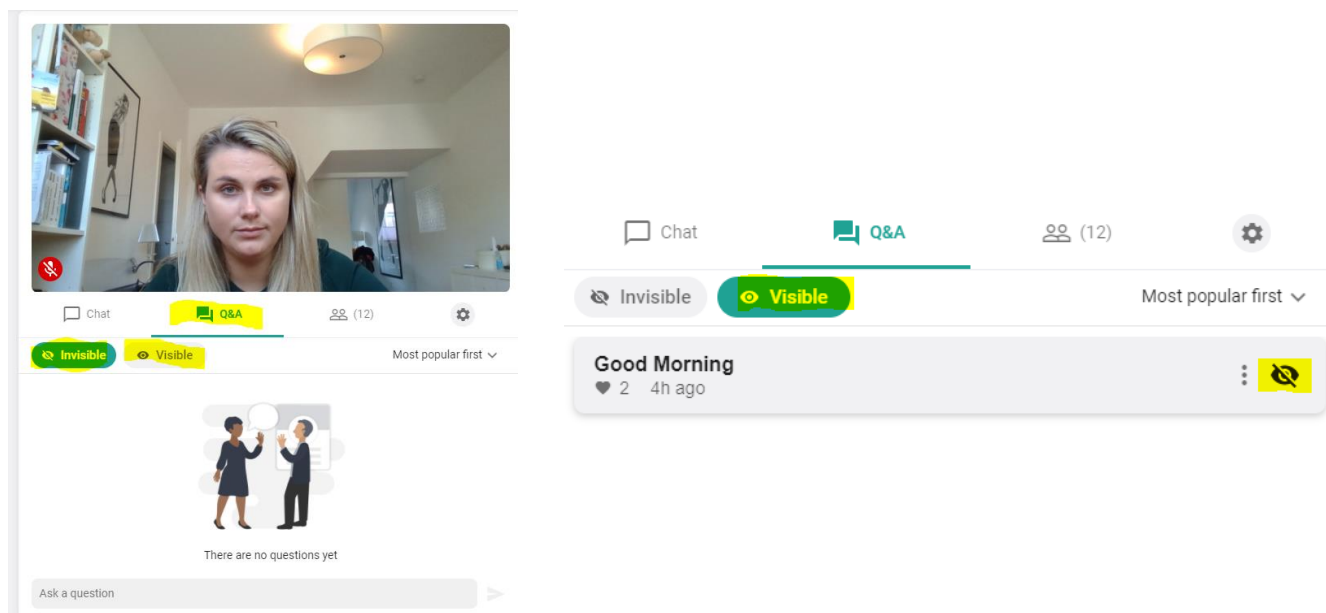
Only other speakers can hear you if your microphone is on.

Messages are visible to all attendees, moderators and speakers

Share screen

7. Facilitating the Session (cont)

7.5 It is your responsibility to monitor the **QA** for new questions. **Questions** asked by participants will appear under the „invisible“ section first and you will have to **make them visible** to the audience by clicking on the „eye“ icon next to them



7.6 Select the **Chair** of your session as the **active speaker** in the beginning of your session to let them open the session and welcome attendees.

7.7. Afterwards, select the **first speaker** to let them present their work

7.8 For the **QA** we recommend you use the „**Panel**“ option to show the video of the Chair as well as the Spaker (*Note: please ask the other speakers to have their camera and microphone off during this time as they would appear in the panel otherwise as well*).

7.9 After 5-6 Minutes of questions, you will need to select the **next speaker as the active presenter**.



7. Facilitating the Session (cont.)

7.10 Once the final speaker has presented their work and the QA has finished, please stop the broadcasting by clicking on „**stop broadcasting**“ at the bottom left of your moderator dashboard.

7.11 During this time the room will still be open and participants and speakers can engage via the **chat and QA function**. Attendees can no longer hear or see the speakers, but speakers can communicate with the chair or technical support.

7.12 Please **close your room** when the next session in the programme is sheaduled to start so that participants can make their way to the next room.

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27th May 2021
eSport and COVID-19: Impacts and challenges for the future
Hosted by: University of Applied Sciences Düsseldorf, Germany

2nd Sep 2021
Management Professions in Sport Management: Establishing Stakeholder Management in Sports
Hosted by: University of Munich, Germany

16th Sep 2021
The Event: Normal for Sport Events and Tourism
Hosted by: University of Frankfurt, Germany

29th Sep 2021
Re-Creating the Black Box of Sport Governance
Hosted by: University of Cantabria, Spain

14th Oct 2021
Fully integrated into AS
Cooperating Sports Leagues
Hosted by: Sport and Recreation Australia, USA

14th Oct 2021
Defining the Bright and Dark Sides of Sports
Hosted by: University of Cologne, Germany and Loughborough University, United Kingdom

28th Oct 2021
Sport, Health, and Public Engagement
Hosted by: Cleveland State University, USA

10th Nov 2021
eEmployability & Entrepreneurship
Hosted by: Cleveland State University, USA and Anglia Ruskin University, UK

19th Nov 2021
Relationship connections with sport fans and spectators
Hosted by: The University of Exeter, United Kingdom

Chat Q&A (12)

Invisible Visible Most popular first

Good Morning
2 4h ago

Ask a question

Live speakers

Speaker Panel

- Jacqueline Mueller (you)**
Moderator
- Matthias Anderski**
Speaker (offline)
- Sam Duncan**
Speaker
- Guido Ellert**
Speaker (offline)
- Gerald Fritz**
Speaker (offline)
- Gerald Fritz**
Speaker (offline)
- Lars Griebel**
Speaker (offline)

START BROADCASTING

Only other speakers can hear you if your microphone is on.

Share screen

Broadcasting is off. Attendees cannot see the slides or speaker.

8. Different roles and responsibilities

Moderator (Technical Assistant)

Each session is led and moderated by a chair. The chair is supported by you the technical assistant who ensures a smooth technical process in the background. You are responsible to manage the active speakers and change between them. It is responsibility to **open the room (30 minutes before schedule)** and **start the broadcasting (approx. 2 Minutes before schedule)**. Technical Support will be directly invited to their session via email and are asked to access the session by using the appropriate link, which they received via email from EASM Festival 2021 (Eureka).

Chair

The chair is responsible for the moderation of the session. They welcome the participants, briefly introduce the speakers and give the floor to the presenters. They also lead the discussion and select the questions. The chair is also responsible for keeping the time and to the schedule. Chairs have audio and video rights and are asked to join the virtual room 25 minutes ahead of schedule.

Speaker

Speaker will be directly invited to their session via email. Speakers are asked to join the virtual room 25 minutes ahead of sheadule to allow time for a final test. Speakers have audio and video rights and can share their screen or upload their slides as a PDF. Shortly before they start their presentation, the technical assistant (moderator) will select the speaker so they can be seen by the audience.

Attendee (Conference delegate)

Conference delegates have no audio and video rights, but can engage via the chat and QA function.

9. Round Tables

Participation in any round table events is **restricted to 15 participants per session.**

There is no opportunity to pre-register for the round tables and places will be allocated on a first-come-first-serve basis.

Should a round table session be up to full capacity you will not be able to join the discussion on this occasion.

Please note that you will be able and are encouraged to turn on your camera and microphone in round table sessions to actively engage in the conversation.

Depending on demand EASM will run popular round tables at each event to give different participants the opportunity to make use of them.




10. Time Zone

Please note that all **times** in the festival program published on the easm2021 website refer to the **Central European Summer Time (CEST) zone** (Berlin, Brussels, etc.). On the web-app times might be displayed in your local timezone, so please make sure you are reading the programme accurately.

EVENT #1 MAY 27TH
TECHNICAL TEST EVENT #2 AUG 25TH
EVENT #2 SEP 2ND

FILTERS ▾

12:00	13:00	14:00	15:00	16:00	17:00	18:00
Kick-Off and Keynote	Cc Br	Parallel Session 1	Cc Br	Panel Discussion	Cc Br	Round Table 1 EASM Matters




Jacqueline Mueller ▾

ALL ▾

Times are displayed in your local timezone (UTC+1) [Change](#)

General Technical information

Please take note of the following general technical information to ensure good video and audio quality:

- Choose a uniformly and **brightly lit place**.
- Align your **camera** so that you are clearly visible in the screen. The camera should be at about eye level.
- Make sure the **background** is well-ordered and calm.
- Use a **stable internet connection** via LAN with sufficient bandwidth, but at least 10 Mbit/s (ideally do not use wifi).
- Ideally use a **headset** for optimum audio quality.

Before you open the link for a virtual room of the EASM2021 Festival, please note the following specific technical information.

- To ensure the best possible quality we recommend **Chrome** at the most stable and consistent browser for accessing the Virtual Rooms. The platform is compatible with the latest versions of the following browsers: Google Chrome, Firefox, Microsoft Edge. The web app is **not compatible with Internet Explorer**.

Useful links for technical problems with Conference Compass / the MyEASM App

- Trouble Shooting:
<http://support.conferences.cc/en/articles/4778143-troubleshooting-the-virtual-event-platform>
- Speaker/Chair Dashboard
<http://support.conferences.cc/en/articles/4387584-speaker-dashboard>
- Moderator/Technical Assistant Dashboard
<http://support.conferences.cc/en/articles/4387383-moderator-dashboard>
- Emergencies:

Call Jacqueline Mueller via +447398247081 or contact her via email (info@easm2021.com). Please use the technical support whats app group for any other (less urgent) questions.

- Access to platform as an attendee

<https://festival-easm.web.indrina.com/Landing>

EASM 2021

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#1

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