

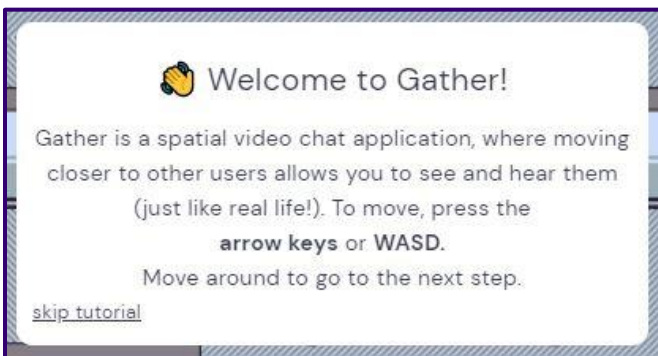
# VIRTUAL HUB – USER GUIDE

## VIRTUAL HUB – GATHER OVERVIEW AND USER GUIDE

We're excited to introduce **Gather**, a proximity video chat platform, for virtual events in the HUB. We've created a virtual HUB, that allows you to "walk" in and out of conversations throughout the event. There's nothing to install, no software to download, and no need to create a Gather account!

### HOW IT WORKS

- > **Gather is a proximity video chat platform** with avatars that can move around a map. As you get close to others, their video will pop up and you will be able to talk face-to-face.
- > Move around the space using the arrow keys or WASD keys on your keyboard.
- > By moving around, you can have spontaneous conversations with those around you. These can be either one-on-one or small groups depending on how many people are near you.



### WHAT YOU NEED

- > A laptop or desktop with a **mic** and **camera**.
- > **A web browser: Chrome (recommended)**, Firefox, or Edge – Safari will not work.
- > **Headphones** are recommended to prevent feedback.

### ICON EXPLANATION

- Screen sharing** ability
- Change your avatar** appearance and clothing
- Mini map** to preview the space you're in
- Select an emoji** to appear above your head
- Raise hand** feature (good for Q&A)
- Settings menu:**
  - o Change name
  - o Change audio/video devices

### HELP AND SUPPORT

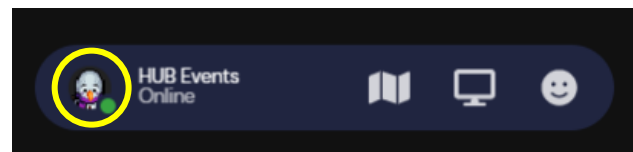
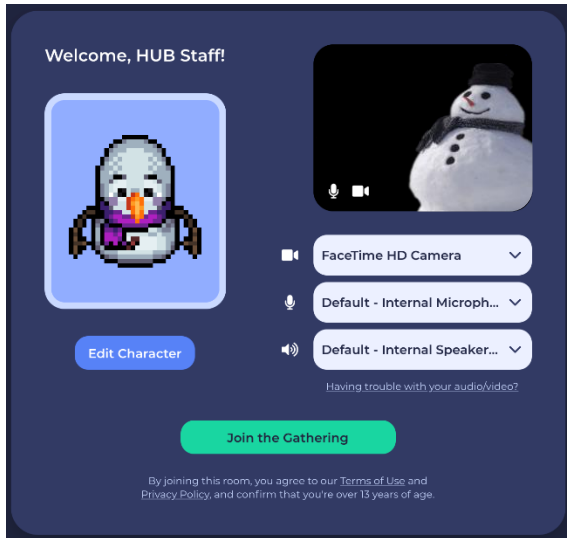
- > **Accessibility information can be found [here](#).**
- > If you have questions or need support at any time during the event, **visit the virtual Information Desk** to speak with HUB Staff.
- > If you'd like more hands-on practice, you can visit the **[Gather Walkthrough space](#)**.

#### Troubleshooting:

- > Refreshing the page will fix most things!
- > Try muting and unmuting your mic and camera.
- > Check if you gave camera and mic access to the browser.
- > If your avatar is moving slowly or lagging, disable "smooth movement" (in user settings).
- > Additional tips can be found [here](#).

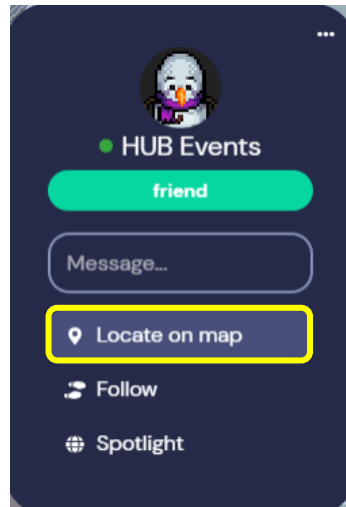
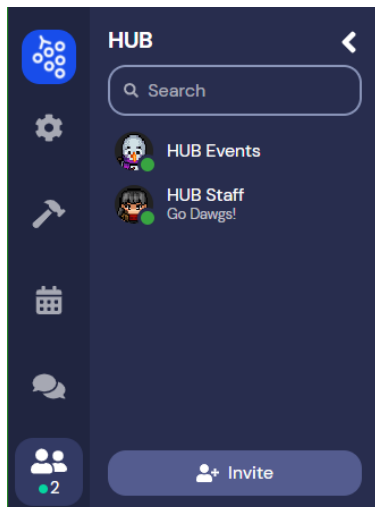
## GETTING STARTED

- > Visit the virtual HUB: [Virtual HUB - Gather Space](#).
  - o Enter the password for the specific event you are attending (if applicable).
- > When you first open Gather, “**Allow**” access to your microphone and camera.
- > Type your name and confirm your microphone, camera, and speaker settings. Click “**Join the Gathering!**”
- > The first time you enter the space, you’ll be given the opportunity to **complete a brief tutorial** to practice
- > To change your avatar after joining the event, click on the avatar image in the lower toolbar.



## FINDING YOUR FRIENDS

- > View the participant panel in the left toolbar to see who is in the space.
- > To locate a participant, click on their name and then click “**Locate on map**.” You will see a line directing you to the person. Click “**stop locating**” at the bottom of the participant panel to stop locating the person.
- > To go directly to another participant, click on their name then click “**Follow**”.

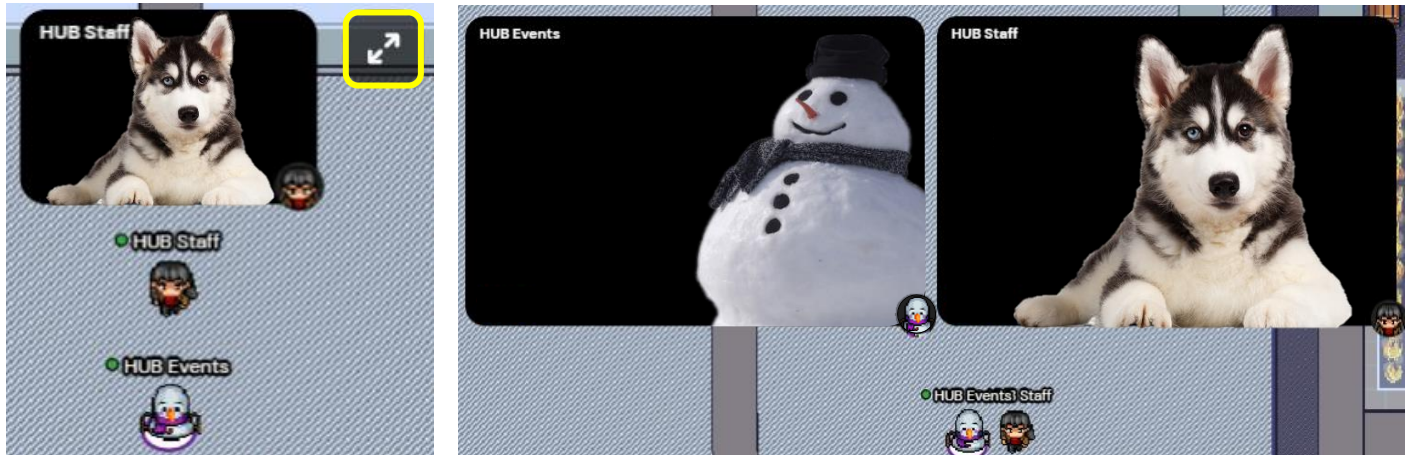


## VIDEO CHAT - PROXIMITY

- > When you get close to other people, their video will pop up at the top of your screen and you will be able to video chat.

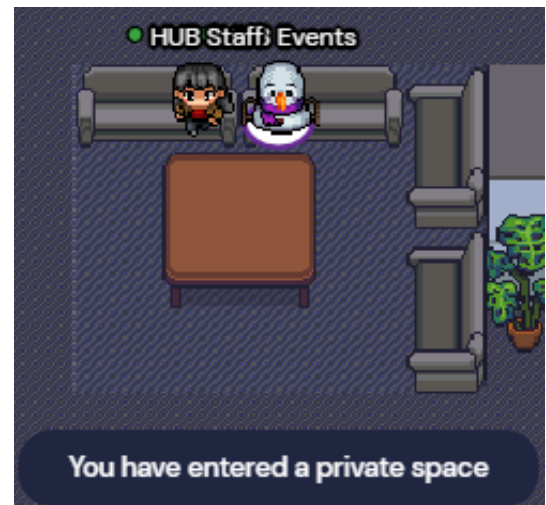
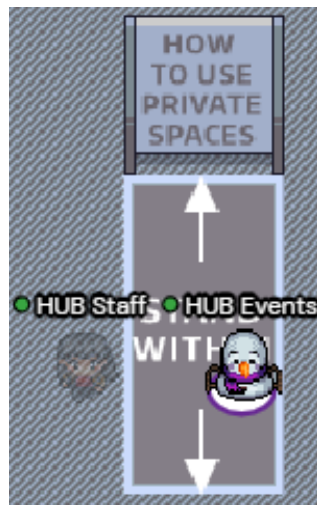
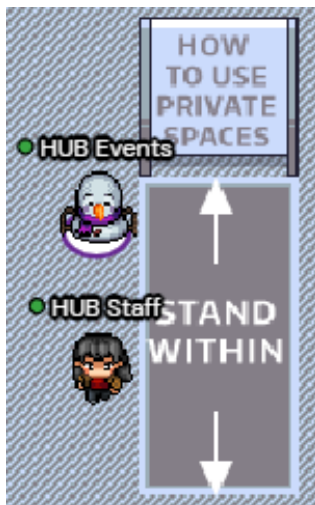
### Video chat tips:

- > If you want to view someone's video full screen, click on their video. Click on the map to return their video to thumbnail.
- > When talking to a group of people, click the down arrows below the videos to change to a grid view.



## PRIVATE SPACES

- > **Private spaces** allow conversations to only include people inside the designated private space. If you'd like to have a private one-on-one or small group conversation and avoid possible interruptions by participants in your proximity, utilize a private space.
- > We have created private spaces in various sizes throughout the building, **designated by darker floor and furniture**.
  - o If booths or expo tables are being used, each booth/table will be its own private space.



## OTHER INTERACTIONS

- > You can **text chat** people individually, nearby, or everyone in the space using the left toolbar.
- > **Text status:** this is a short message that appears under your name in the participant list.
- > When you move close to an **interactive object**, the object will glow yellow and a notification will pop up: **'Press x to/for...'**
  - o These objects may have links to other websites, images, or videos. These will pop up within the Gather window.

