

October 20 & 21 2021

# Stay in Touch Family Summit

## **SIT Manual**

A guideline to our virtual platform

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## How to log in to our new registration platform?

Welcome to our SIT Family Summit registration manual! **Are you encountering technical issues while following one of the steps or do you have other questions? Do not hesitate to contact us through [support@atlas-network.com](mailto:support@atlas-network.com).**

Go to <https://atlas-network-group.com>.

Since this is a brand new platform, **everyone has to register** as a new user the first time around. Fill in your email address, password, repeat your password and click 'Submit'.

**You can only register with email addresses that are mentioned on our online member area. Do you want to register with another email address? Please contact us through [support@atlas-network.com](mailto:support@atlas-network.com).**

### Register account

Email

ewout@atlas-network.com

Password

.....

Repeat password

.....

Submit

### Account activation

Thanks for registering. To activate your account go the following link: <https://atlas-network-group.com/activate/155ce6d75bd51042b3b05d5f7c4de0e5>

After submitting your registration, you will receive an email with a link. Click the link to confirm your registration. You should now be able to log in by filling in your email address and password. If you did not receive an email, please check your spam folder.



## How to register as a SIT 2.0 participant?

21 Oct 2021

### SIT Family Summit 2.0

SIT Family Summit 2.0

Subscribe

After logging in, you will enter our registration platform through the 'Events' tab. Go to the SIT Family Summit 2.0 box and click the 'Subscribe' button.



## How to register as a SIT 2.0 participant?

You will now see a list of all company employees that are mentioned on our member area. To register one or more colleagues, select an event formula (there is only one option) for each person. If necessary, change the invoice address. Please note that **employees for which no event formula is selected will not be registered** as a SIT participant. Click 'Subscribe' to continue.

### Event registrations

Firstname	Lastname	Company	Address	Formula	Invoice to
Christopher	Huysmans	Levaco NV	Santvoortbeeklaan 25 2100 ANTWERP Belgium	Select event formula ▼	2100 ANTWERP - Santvoortbeeklaan ▼
Yannick	Vanrenterghem	Levaco NV	Santvoortbeeklaan 25 2100 ANTWERP Belgium	Select event formula ▼	2100 ANTWERP - Santvoortbeeklaan ▼
Ewout	Lauwers	Levaco NV	Santvoortbeeklaan 25 2100 ANTWERP Belgium	Select event formula ▼	2100 ANTWERP - Santvoortbeeklaan ▼

Subscribe

Is one of your colleagues that you want to register not available on the list? Please contact us through [support@atlas-network.com](mailto:support@atlas-network.com).

### Subscription recap

SIT Family Summit 2.0

Lauwers Ewout - Levaco NV 50,00 \$

Total price 50,00 \$

Confirm

Check your subscription recap and confirm. You will now be directed to our **online payment application** to complete your registration.

Follow all the steps mentioned on the screen to carry out your online payment.



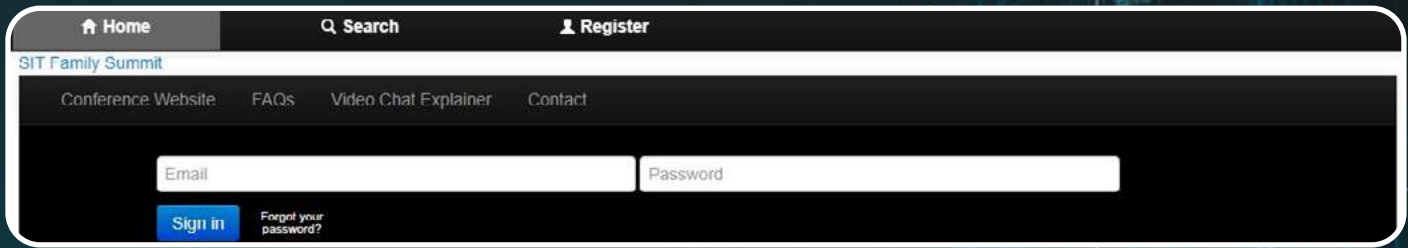
## Check your registration

You can now check your registration under the 'Registrations' tab on top of the page. If something went wrong during your payment earlier, the payment status will show 'expired' or 'open'. Do not worry, as you can simply restart the payment by clicking on 'Registration detail'.

### Event registration

Created on	Created by	Event	Total price	Payment state	
29 Sep 2021 - 16:49	Lauwers Ewout	SIT Family Summit 2.0	50,00 \$	EXPIRED	Registration detail
29 Sep 2021 - 17:30	Lauwers Ewout	SIT Family Summit 2.0	50,00 \$	OPEN	Registration detail

The event tab will show you which events are currently open for registration. To register for an event, click on “**Subscribe**”.



## How to register an employee

You will now see a list with employees of both your company and affiliate companies. To register an employee, go to their line and select an event formula under the “Formula” column. If you leave this option open, employees will not be registered. Please note that there exists only one formula for the SIT Family Summit.

Under the “**Invoice to**” column, please select which office you want each registration to be invoiced to.

You can only make registrations email addresses that are mentioned on our online member area. Do you want to register with another email address? Please contact us through [support@atlas-network.com](mailto:support@atlas-network.com).

Double check if you registered everyone correctly, next click the ‘**Subscribe**’ button on the bottom of the page. You should now see a subscription recap showing a summary of your registration. Continue by pressing the ‘**Confirm**’ button.



## How to manage my payments

You will now be sent to our online system. Follow the instructions on the screen to complete your payment.

You will now return to the '[Events](#)' tab. Go to the '[Registrations](#)' tab for an overview of your current registrations. If something went wrong with your payment earlier, your payment state will show '[open](#)'. You can try again by clicking on '[Details](#)' and restarting the payment.

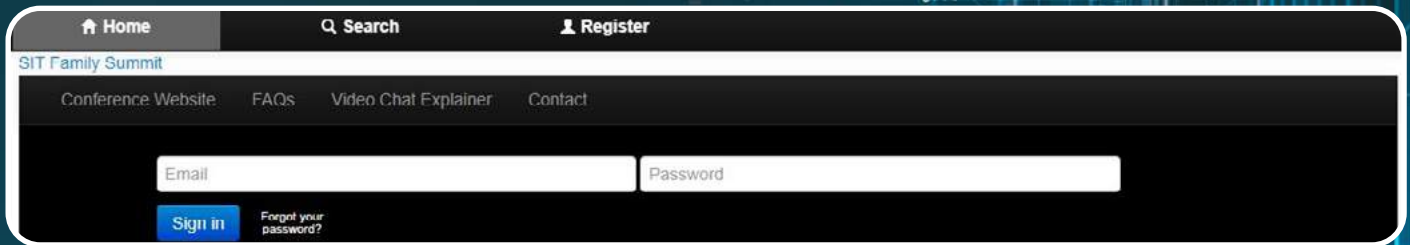


## How to access our SIT virtual platform

To access our SIT virtual platform, go to <https://sitfamilysummit.meeting-mojo.com/>.

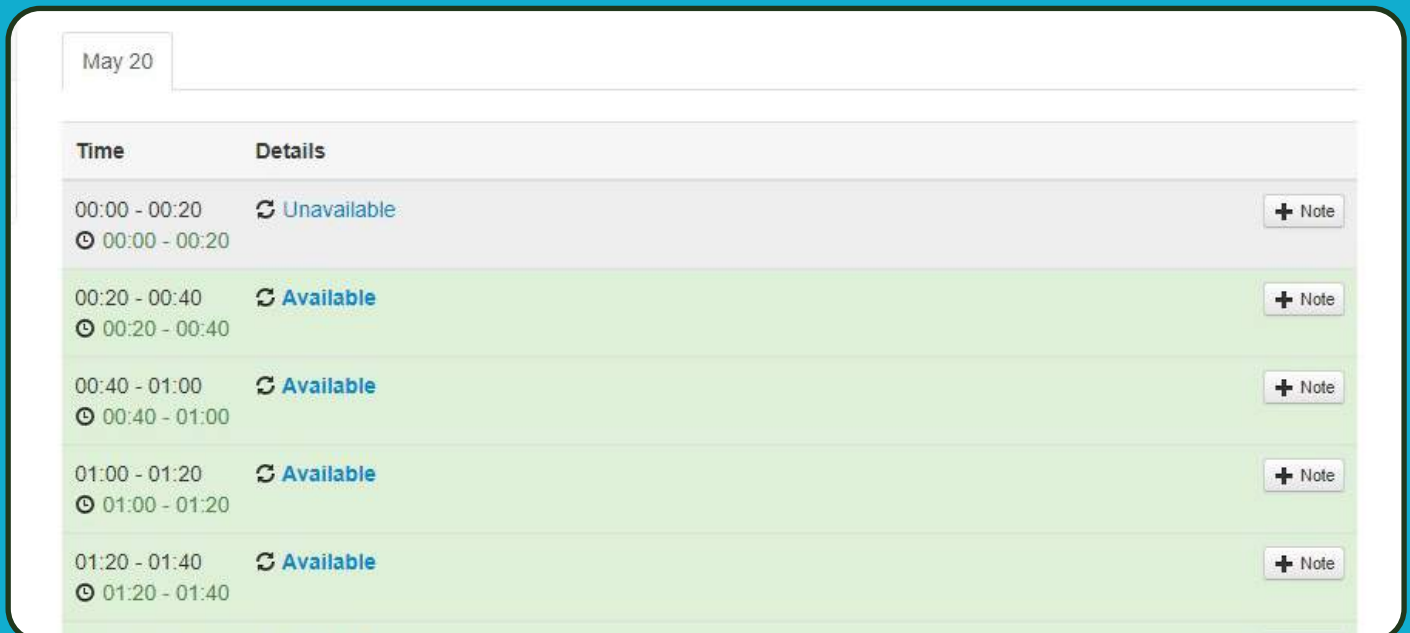
Each registered SIT participant should have automatically received their personal password through e-mail. To log in, use your email address and the password you received.

If you did not receive your password, please check your spam and unwanted email folders. If you still cannot find the password, please contact us through [support@at-las-network.com](mailto:support@at-las-network.com).



## Schedule your meetings

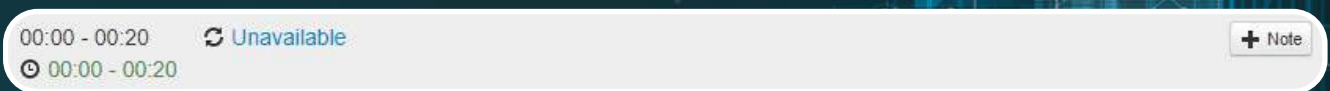
In the schedule tab, you will see that your personal schedule consists of many 20-minute time slots, with a short break of 5 minutes between each slot. The time indicated in black is the local time of the event, which is in Central European Time. The time indicated in green is your local time.



## How to set your availability?

To prevent that fellow participants book one-2-one video meetings with you on times that you are not available, it is important that you block these time slots in advance. To do so, please go to the time slot of your choice and click on 'Available'.

The time slot in question should now turn grey and show "Unavailable", which means that fellow participants are not able to book meetings with you on this particular time.



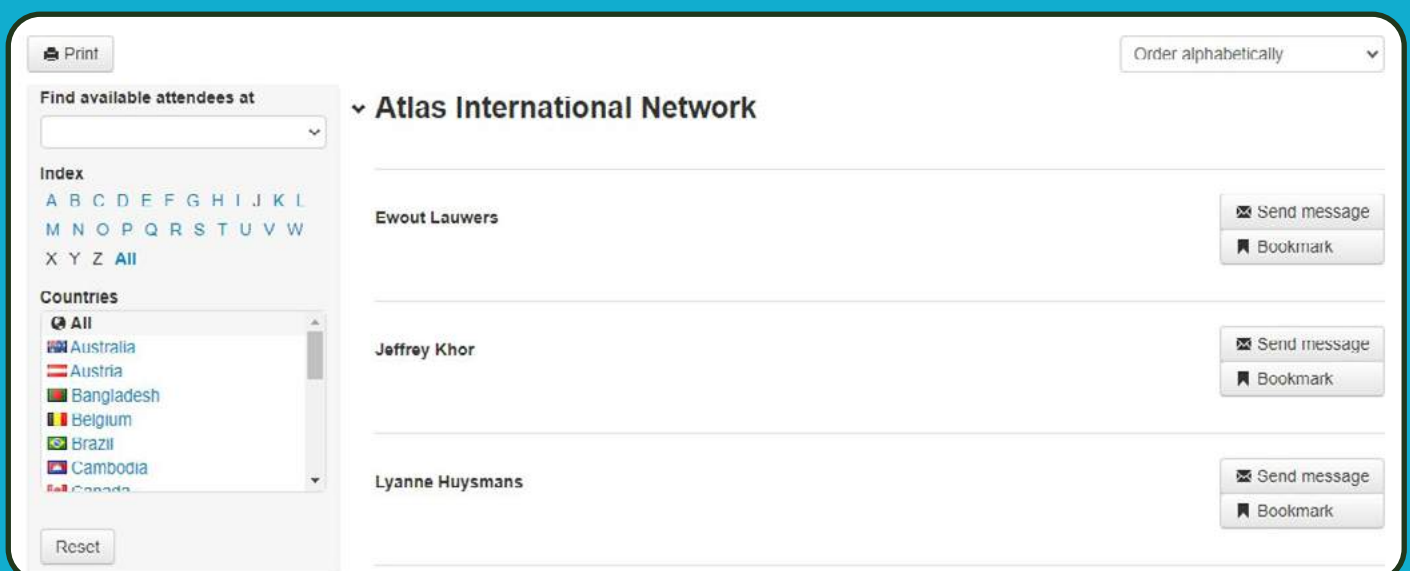
Repeat this action to block all the time slots you are not free for one-2-one video meetings.



To consult the personal schedule of your participating colleagues, select their names on the left of the screen.

## Search function

The search tab will show you an overview of all participating companies and individual participants. You can also filter these alphabetically, according to country or schedule availability.





## How to book a one-2-one video meeting?

To book a one-2-one meeting, look up the participant of your choice in the search tab and click on the “Book meeting” button to select a time slot of your choice. The meeting should now appear in your personal schedule under the ‘schedule’ tab, as well as on your ‘home’ tab. You will also receive a confirmation by email.

Please note that one-2-one meetings are not confirmed until your fellow participant accepts your invitation!

### Ms Anna de Vries

The first line of the profile shows on the search page. Click 'more' to view the full profile

---

VP Sales

Book meeting

## Inbox & messages

The messages tab provides you with an overview of the personal messages that you sent through the search tab, as well as the messages that you received.

### Messages: Inbox

Mrs Ruth Van Nuffelen ✕ Log out

Messages	From	Title	Meeting	Date
Inbox	No messages			
Sent	0 results found			

## How to accept or decline a meeting?

One-2-one meeting invitations will appear in your “Home” tab, but you will also receive an email. It is important to answer your one-2-one meeting requests as soon as possible, either by selecting “Accept” or “Decline”. If you want to propose a different time (reschedule) or invite a colleague to the same meeting, this can also be done here.

**Ms Jane Doe**

Marketing Director

Send message

Book meeting

1 messages

Ms Jane Doe has requested a meeting with you

Respond



Each participant can also add their job description and add a profile picture by clicking on their name. If necessary, a new password can also be set here.

[Edit profile](#)[Add/change portrait image](#)**Email****Password****Password again**

To change the password, enter a new one in both the above fields

**First name****Last name****Job title**



## How to access your one-2-one video meetings?

### Your audio-visual setup

You will communicate with your meeting partners via your web browser, and your inbuilt or external camera, and microphone.

Recommended browsers:



Google Chrome



Microsoft Edge



Mozilla Firefox



Apple Safari

### Audio

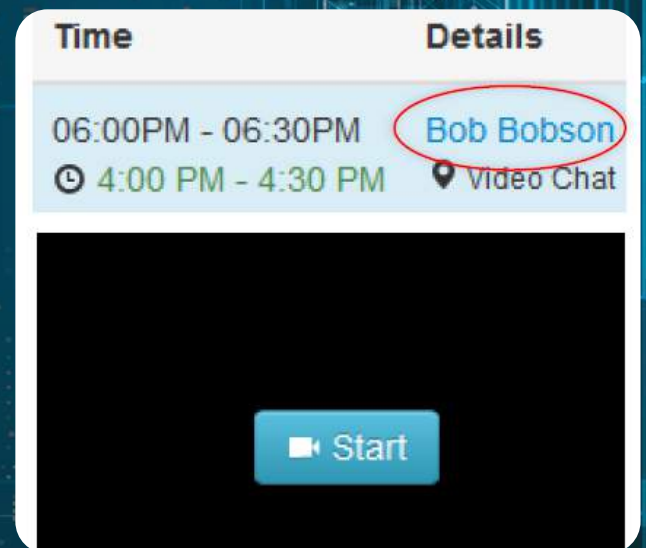
- Computers, laptops and tablets: use a headset.
- Phones: use earbuds or similar to avoid audio feedback.

Please note that internet Explorer and older versions of Edge will not support Video Chat! You should test your setup before the event!!

### Check your camera and microphone

Make sure your audio & visual equipment is compatible with the Video Chat service.

1. Open your Schedule and click on any meeting.
2. When the meeting view page opens, click Start within the Video Chat pane.
3. You'll see a pop out notification at the top edge of your browser asking for access to your camera and microphone.

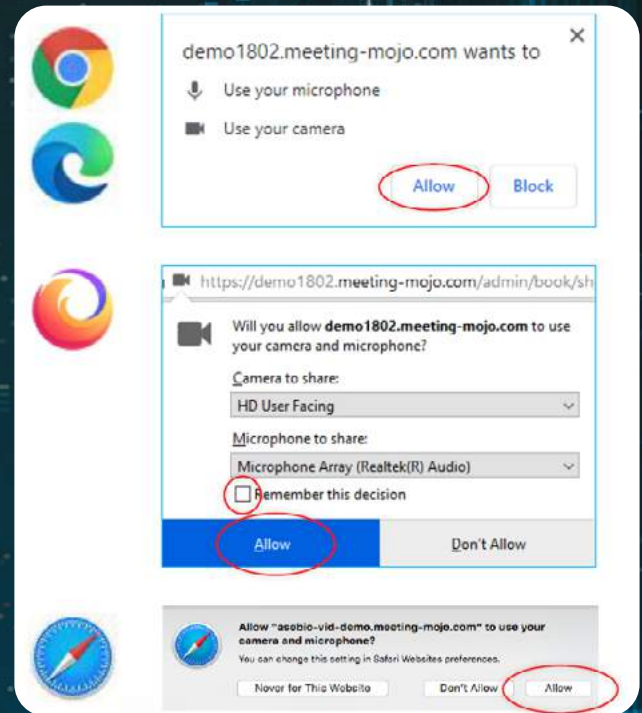


Move to the next page for an explanation of the notifications displayed by the main browser types.

## Camera and microphone notifications

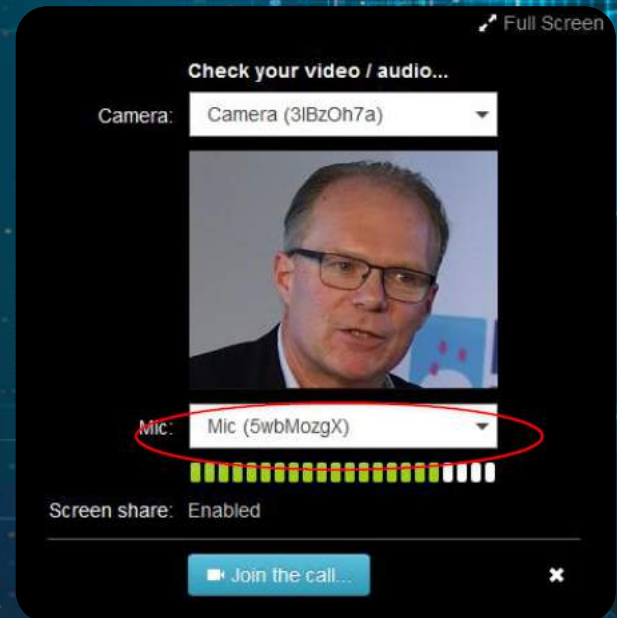
If you have more than one camera or microphone, select the ones you usually use. **Always click allow!**

If you click 'Don't Allow' or 'Block', you will need to unblock this site. Go to the 'Troubleshooting' chapter at the end of this manual.



## Camera and microphone check

1. Visually check that your camera is working and positioned correctly, you should see yourself in the screen. Do not sit too far back from the camera.
2. Speak into your microphone to test. You should see green bars appearing in the lower part of the pane.
3. If you do not see the above, check the camera and microphone settings on your computer. These should be the same as the devices you are using for the test. Correct if necessary and try the test again.



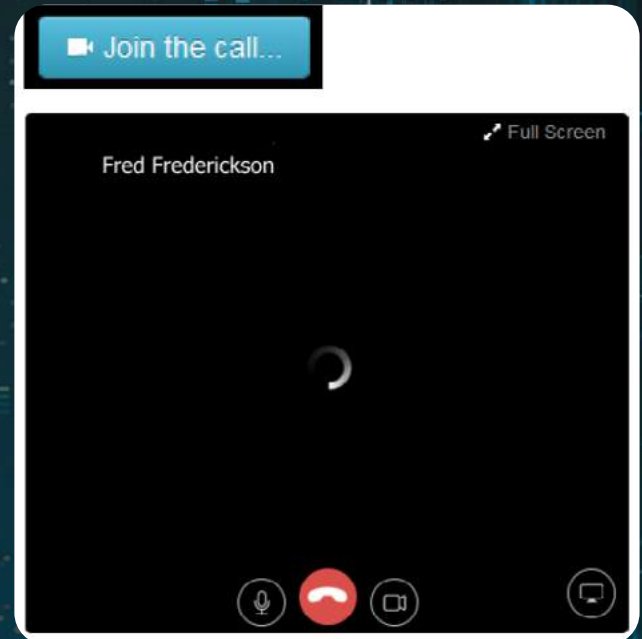
You are now ready to test your Video Chat connection:

## Check your video chat connection

Make sure you can connect to the Video Chat service. This will make it is easy and quick to join your meetings.

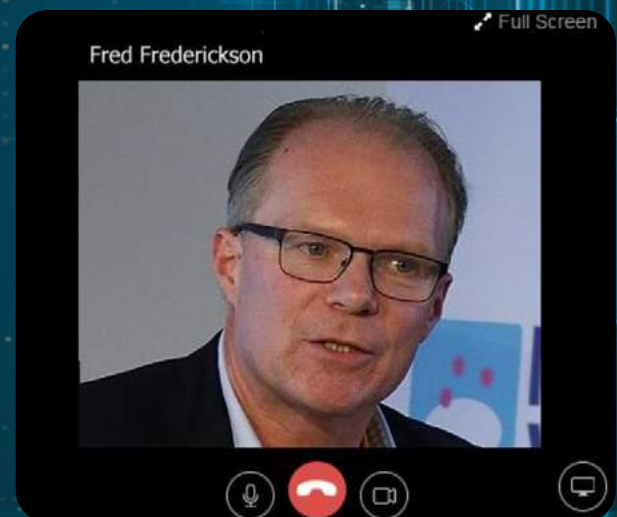
1. Click Start within the Video Chat pane.

2. You'll see a daisy wheel rotating in the middle of the pane, and a pop out notification at the top edge of your browser asking for access to your camera and microphone.



## Your video chat connection

If you have connected successfully, you will be able to see yourself in the video pane. Adjust your camera and position for optimal viewing.



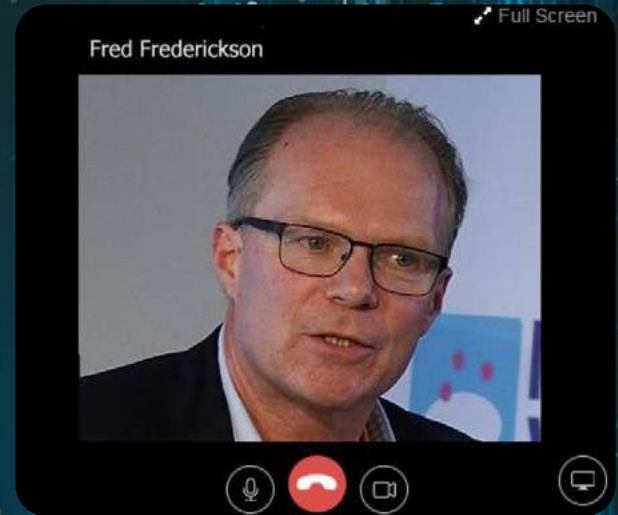
## Check screenshare

Video Chat includes Screenshare, so you can display your slide deck or other collateral during your meeting.

**Screenshare is not currently supported on mobile devices!**

1. To test Screenshare, click the square icon within the Video Chat controls at the lower edge of the video pane
2. Your browser will ask you to select a screen to share, via a dropdown or pop-up notification.

Move to the next page to find out how to select a screen to share.

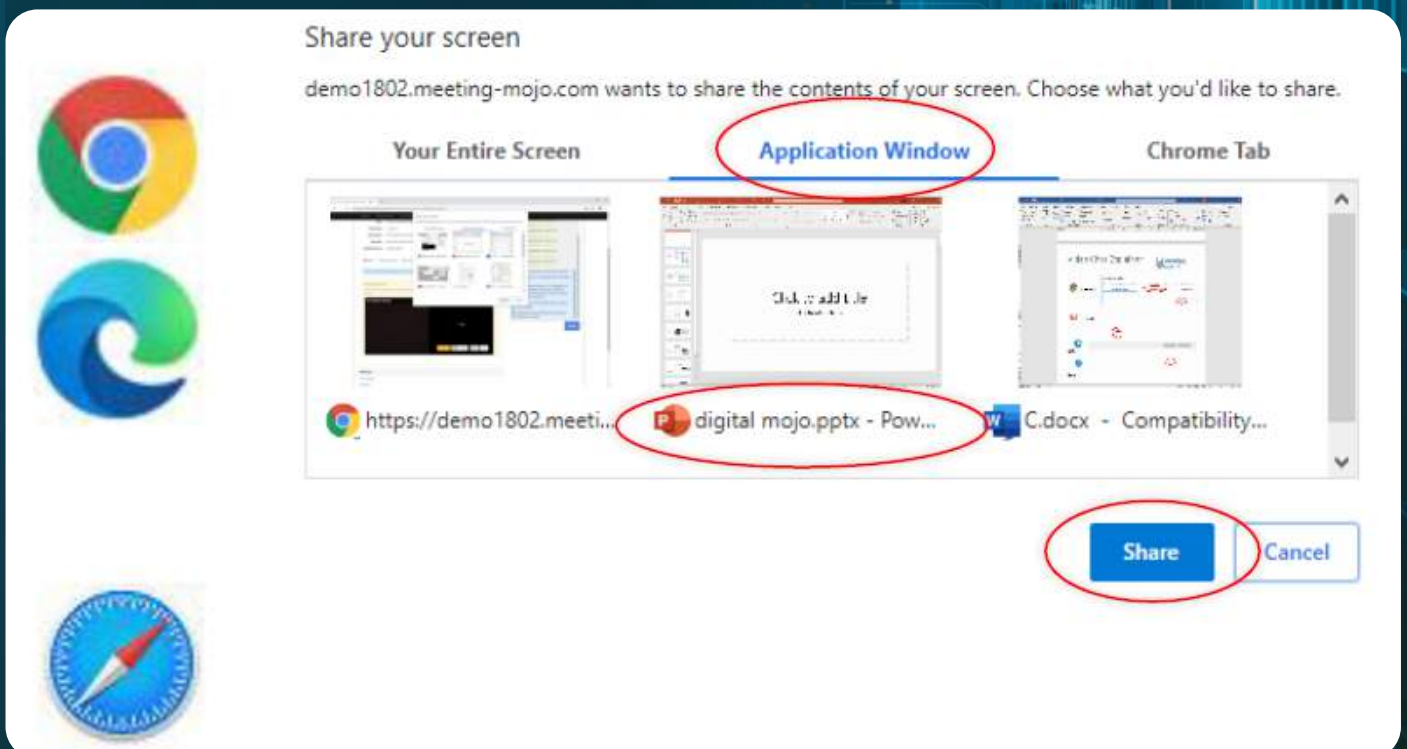


**Sorry, your current browser does not support the Screen-share feature.**

If you see this notification, skip 2 pages and find out how to disable extensions. Or, try a different browser.

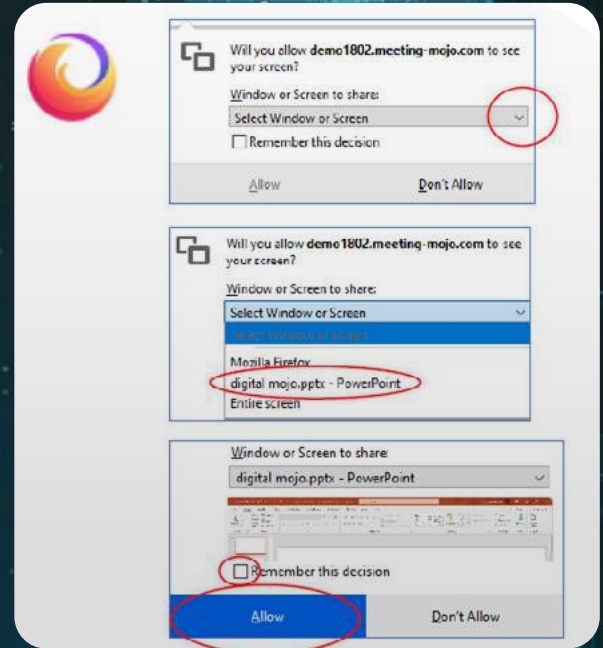
## Select a screen to share

For Google Chrome, Edge and Safari:



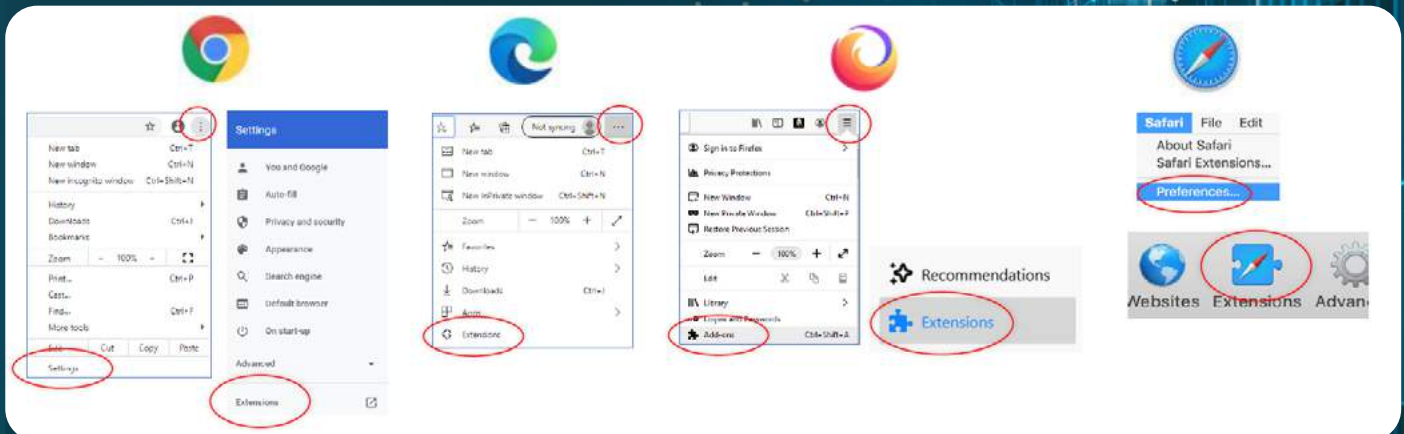
For Mozilla Firefox:

If you click Don't allow or Cancel, you will need to unblock this site. Go to the 'Troubleshooting' chapter at the end of this manual.



### Screenshare still not working?

Your browser may be running Extensions. Check that these are all switched off prior to starting your meetings:

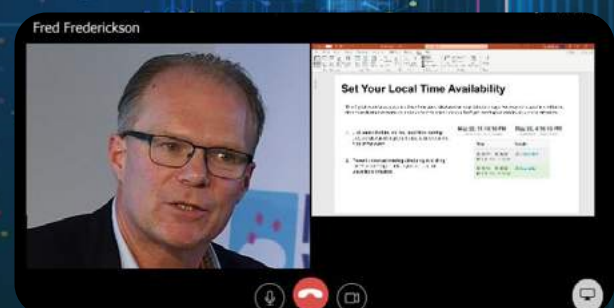


Once all of your Extensions are switched off, try the Screenshare feature again.

### Your screenshare connection

If you have connected successfully, you will be able to see your slide deck next to the video pane.

Click the screenshare icon again to stop sharing.



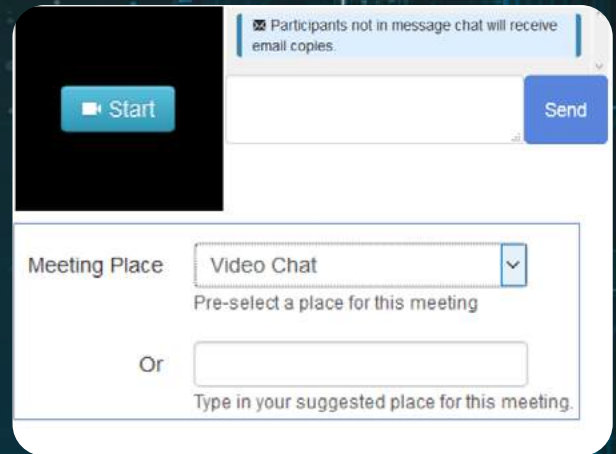


## Make a back up plan

The internet is not infallible and connections can fail. Look into alternative ways of connecting.

1. Use the Instant Messaging Service to contact your meeting partner/s at any time before, during and after the meeting.

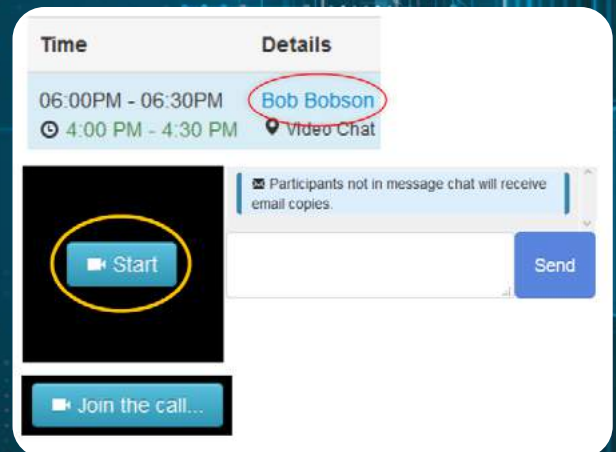
Include any contact details you are willing to use for the meeting. Your meeting partner/s will receive your message even if they are not online.



## Join your meeting

1. Go to your Schedule or Meetings page
2. Click the link on your next meeting
3. Click Start, then Join the call. Allow access to your camera and microphone .

Do not click menu links to leave this page, your video chat will end. To access other internet pages, go to a new tab or window.



## Manage your meeting



To **expand any frame**, mouse over then click the expand icon.

Do the same to restore the frame.



**Mute your microphone** by clicking the microphone icon at the lower edge of the video pane.



**Mute any other participant** by clicking the speaker icon at the top right of their screen.



**Click the Sharescreen** icon in the lower toolbar to share your content. You may need to scroll to reach the toolbar.

You will then be asked to select your content from a dropdown.



To **stop content sharing**, click the Sharescreen icon again.

### Full Screen

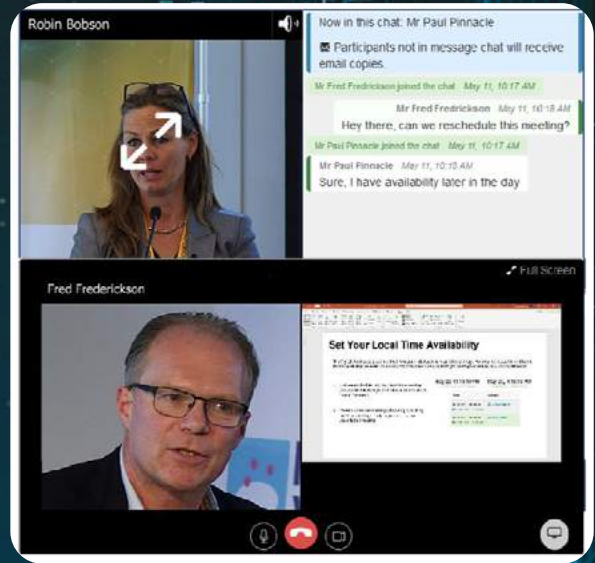
**Display video in full screen** by clicking the full screen icon in the lower toolbar. Reduce by clicking it again.



**Poor connection?** Click the video switch for audio only. Click it again to restore video + audio.



At the **end of your meeting**, click the red button to end the Video chat.



# Trouble shooting

## Connection failure

Most connection failures are caused because your device has not allowed access to the camera and microphone.

This will be indicated by a notification on the video pane.

### Action

Re-enable access by clicking the small video camera icon within the address bar at the top of your browser window. A dropdown window will appear, giving access options.

Chrome/Edge: click the option to 'Always allow' access, then click Done.

Firefox: Remove the blocks to both camera and microphone by clicking the ' in both cases. Return to your Schedule and click into the meeting again. Always allow access.

**Sorry - could not access your camera/audio**  
 Please check you have given this site permission to access your camera and microphone.  
[Video 101 troubleshooting guide](#)

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**Error 1500: OT\_USER\_MEDIA\_ACCESS\_DENIED**  
 Session.publish :: OT.Publisher Access Denied: Permission Denied: End-user denied permission to hardware devices (getUserMedia error: NotAllowedError)

