ACS QUALITY and SAFETY CONFERENCE

VIRTUAL

NEW DATES: August 21-24, 2020

The Art of Chat

Tips, tricks, and expectations for the 2020 ACS Quality and Safety Conference VIRTUAL for moderators, speakers, and abstract presenters

BEFORE

- **At least one** presenter or moderator should be online in the 2020 Quality and Safety Conference VIRTUAL platform at the scheduled release time/date. Abstracts will be available at 8 am CDT on Friday, August 21st.
- Navigate to the virtual platform from the *ACS Quality and Safety Conference website*
  Your login credentials are your **Badge Number** and your **Last Name.**
- **Panelists and Moderators -** Click **Panel Sessions** and search for your session. Then click View session . Your chat is available at the session level.
- **Abstract presenters -** Click **Abstracts** and search for your abstract. Then click Presentation details . Your chat is available at the presentation level.
- Click Chat and then Join Chat to view the live chat thread once your content is available to attendees to view.

DURING

Send a first chat to introduce those that will be answering questions and invite people to chat here. welcome participants and let them know that they can start submitting questions.

Actively monitor the chat, but note that **there is no need to actively engage in every conversation.** We encourage our attendees to chat amongst themselves in addition to asking our presenters and moderators questions.

You can respond to any comment directly by hovering over the ellipses (. . .) and click the quotation mark (**"**) from the text thread and entering your response. Otherwise, simply type in the chat box and press **Send.**

Click Everyone to send messages that will be visible to everyone.

Click Assistant to send a private message to the ACS Staff assisting with the chat feature.

Keep it informal yet professional. No need to be overly stuffy, but check your spelling and grammar before hitting "send".

Avoid over-use of exclamation marks and question marks (really?!?!) - you only need one per sentence. Be mindful of writing in ALL CAPS (it often is read as 'angry') and unprofessional emojis.

Be **personable.** Respond to questions with the participants name, such as "Great question, Sandy. What we did was..."

Click and drag the double arrow icon to resize the chat

Click the double window icon to pop the chat out into a new tab.

If an attendee is submitting inappropriate comments, contact your Chat Assistant or the ACS staff at *acsqsconference@facs.org* and they will assess the situation.

appropriate vs inappropriate

I wonder how the current events regarding political polarization and social injustice played a role. Did you encounter any difficulties regarding those?

I doubt that would work at my institution... we are bound to the senseless outputs of the current political party's escapades

We recently had a patient with similar risk factors, and found that the same preventative measures had a lasting impact.

We had the same problem with recording patients' *correct* e-mail addresses. How do we prevent e-mails like RealNameHere@gmail.com doesn't get recorded as RealNameHere@gmailcom ?

AFTER

- The chat feature will be available at the beginning of the scheduled release time through 11:59 PM CDT on Monday, August 31st.

Panelists - work with your session team to ensure someone is visiting the chat periodically to respond to any additional questions.

Do your best to acknowledge every comment or question directed toward you.

Feel free to send a quick "thank you" to the audience for listening and engaging at the end of the chat feature's allotted time.

QUESTIONS?

For up-to-the-minute meeting information, go to the *2020 ACS Quality and Safety Conference Home Page*

For log-in issues to the Conference platform, contact *registration@facs.org*

For technical issues on the platform, contact *ACS@support.ctimeetingtech.com* or (217) 398-1792

For questions regarding the 2020 ACS Quality and Safety Conference, contact *acsqsconference@facs.org*