The Art of Chat

Tips, tricks, and expectations for the 2020 ACS Quality and Safety Conference Virtual, for moderators, speakers, and session participants.

BEFORE

At least one practice presentation or simulation should be reviewed in the 2020 virtual ACS Quality and Safety Conference, 8:30 a.m.-12:00 p.m. on the appropriate day. Information can be found at www.acs.org/qaqsc.

If you have questions, contact the ACS Customer Service Center at 1-800-332-8210 or acs@acs.org.

Panelists and Moderators: Click Panel Sessions for each session. Then click your session to join the room.

Moderator Questions: Click Chat window and enter your name. Then click Chat button.

If you need assistance, please ask an ACS Technical Support representative who is online in the chat box and press F11 to view the live chat thread once your content is available.

DURING

If a first chat is not available, please check on the moderator to ensure if the chat has been started. You may be required to log in to your chat.

Please do not type in all caps. Be mindful of writing in all caps (really? ! ! !)

Avoid overuse of exclamation marks and question marks (really? ! ! !) and unprofessional emojis.

Leave chat if your participants’ contribution is closed.

If participants have not connected, please check their spelling and grammar before hitting “send.”

If a question is asked and there is no response, please assume it was not intended for you.

If there is no response to any comment for at least 30 minutes, it should be directed to the session level.

If a question is directed to one participant, please indicate whether or not that participant is engaging at the end of the comment.

If a participant’s comment is not relevant, please indicate so.

For technical issues on the platform, contact ACS Support at 1-800-332-8210.

AFTER

If a chat moderator is available throughout the session, please monitor for questions and respond appropriately.

Send the panel a quick “Thank you and nice meeting.”

End the chat feature’s activity with a closing comment.

You should have received a final copy of your abstract. If you did not, please contact the Technical Support team.

If a question is not related to the ACS Quality and Safety Conference, contact the ACS Customer Service Center at 1-800-332-8210 or acs@acs.org.

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