



V-Gather

System User Guide (v3)

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1. INTRODUCTION

This document outlines the basic guide for using the vTrue Virtual Event Platform for users in different roles.

Each role controls and commands different parts of the system:

Role	Responsibility
Organiser	This role is responsible for the creation, management and deletion of exhibitions, exhibitors and speakers
Exhibitor	This role is responsible for the management of a stand in an exhibition
Delegate	This role is a visitor to an exhibition
Speaker	This role is a presenter for a seminar
SuperAdmin	This role is a master administrator for the system, responsible for creation of Organisations

1.1. Terminology

The following terms are used throughout this document:

Term	Definition
Exhibition	A timed event that contains zero or more halls and zero or more seminars. It is managed by an Organiser.
Hall	A collection of zero or more stands in close proximity. It is managed by an Organiser.
Stand	A predefined space in an exhibition hall. It is managed by an Exhibitor.
Item	An object placed in your Stand (e.g. a chair or television).
Organisation	A business entity made from one or more staff members. An Organisation is either an Organiser or an Exhibitor.
Organiser	A business entity (Organisation) that is responsible for the creation, management and deletion of Exhibitions
Exhibitor	A business entity that is responsible for the management of Stands
Seminar	A video presentation event in an Exhibition. The event can be scheduled or on demand with live or pre-recorded video.
Speaker	A presenter for a Seminar.
Delegate	A visitor to an Exhibition. They experience the exhibition in a 3D world.
Resource	A file, image, video etc that is stored in the system to help with the visual presentation of an Exhibition, Seminar or Stand. It can also be used to distribute digital marketing materials to Delegates.

1.2. Concept

The concept of the vTrue Virtual Event Platform is to provide an on-line virtual exhibition and seminar facility to replace or complement a real-world event. Each exhibition represents an event. The exhibition has a start and end live date, between which the exhibition is meant to be “staffed” for real time visits, interactions and live seminars. The exhibition then has an archive period, where a visitor can see the archived seminars and browse the unstaffed exhibition.

Each exhibition can have a number of halls. Each hall is rendered in a 3D virtual view and contains a number of stands. A 3D model of the hall can be uploaded to the system to provide a wide and varied 3D experience. Each stand in the hall can be uploaded/edited by an exhibitor to provide a customised interactive 3D stand.


An exhibition can also have seminars: live or pre-recorded video presentations on a topic. These can be timed or on-demand and can include downloadable materials and live interactive chat.

An exhibition is managed by an organiser who will create the exhibition and assign stands to exhibitors, and speakers to seminars. Exhibitors manage stands and can monitor and interact with delegates. Speakers control the seminar presentations.

Delegates are the visitors to the exhibition. They see a 3D view of the exhibition and can explore the exhibition through this 3D view, interacting with stands as though they were really there.

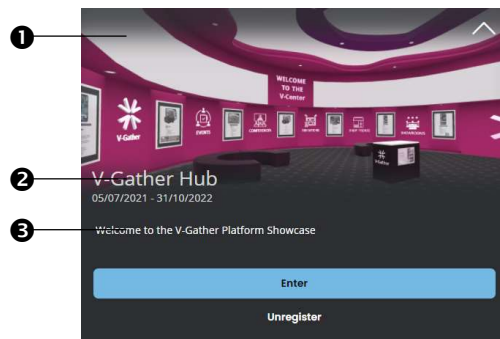
2. ORGANISER

The organiser is a business entity (Organisation) that is responsible for the creation, management and deletion of exhibitions. A system can have more than one Organiser, but the exhibitions belong to that organisation only and cannot be shared.

Action	Detail
Manage Your Exhibitions	<p>Log in to the system using your registered details.</p> <p>Once you have logged in, create a new exhibition by selecting Create Exhibition.</p> <p>To edit an existing Exhibition, select this icon  on the right of the desired exhibition. From there, you can Manage Seminars, Manage Resources, view Delegates List, view Daily Report, Broadcast Message and Delete the Exhibition. You can also edit the Hall and Stands for that the exhibition, including assigning an Exhibitor to their Stand.</p> <p>At the bottom of the page, you will find the global Resources which are available to all of your exhibitions.</p> <p>You can Add Staff Members to your Organisation, Staff Members can access and edit the Exhibitions including Halls, Stands and Seminars. Members with OrgAdmin privileges will have additional controls such as Add or Delete.</p> <p>You can Add Exhibitors to your Organisation. Exhibitors have their own login and can manage and edit Stands in Exhibitions.</p> <p>You can Add Speakers to your Organisation. Speakers have their own login and can manage Seminar content in Exhibitions.</p>

Create / Edit Exhibition

Create a new **Exhibition** by filling in the details. Below is how your **Exhibition** will be displayed for **Delegates** to access.




- ❶ Exhibition Cover Picture
- ❷ Exhibition Name
- ❸ Exhibition Description

Note: Add the Exhibition's Cover Picture via **Manage Resources**. Select **CoverPicture**, the recommended image dimension is 716 x 360px.

Manage Exhibition


Edit the details of the **Exhibition** itself, as well as the halls and stands within it.

Menu Options	Action
Manage Seminars	Create or edit seminars sessions and assign speakers to it.
Manage Resources	Add or change the exhibition CoverPicture which is visible to Delegate .
Delegates List	View, Export or Remove delegates to and from the Exhibition .
Daily Report	View or Export the statistics for the Exhibition .
Broadcast Message	Broadcast a message to the Delegates who are visiting the exhibition.
Delete Exhibition	Delete the exhibition.

From the **Halls** section, select this icon  on the right of the **Hall** to view the details. From there, you can edit the details of the **Hall** and edit the details of a **Stand** and assign it to an **Exhibitor**.

3. EXHIBITOR

The Exhibitor is a business entity (Organisation) that is responsible for the management of exhibition stands. An Exhibitor can be responsible for more than one stand in more than one exhibition.

Action	Detail
Manage Your Stands	<p>Log in to the system using your registered details.</p> <p>Once you have logged in, you can view and edit the Stand(s) that you have been assigned by the Organiser.</p> <p>To edit a Stand, select this icon  on the right. From there, you can edit the Details, Design and Resources of the Stand; as well as viewing the Live Stand Manager.</p> <p>At the bottom of the page, you will find the global Resources which are available to all your Stands and Exhibitions.</p>

Edit Stand Details

Edit the **Name** and **Description** of the **Stand**.



- ❶ Stand Profile Picture
- ❷ Stand Cover Picture
- ❸ Stand Name
- ❹ Stand Description

Note: Add the Stand's Profile Picture, Cover Picture and Stand Banner via **Edit Stand Resources**. See below for image dimensions.

Edit Stand Design

Launch the **Stand Editor** to edit your **Stand**. From there, you will be able to design your **Stand** by adding and customising items to furnish it.

Menu Options	Action
+ Add Item	Insert items from the library into your Stand .
☰ Inventory	View the list of items used in your Stand . You can Select , Hide and Lock individual items.
⚠ Errors	View a list of errors with item positioning (e.g. items which are intersecting).
📷 Capture	Screen Capture your Stand from different angles and with different background colours.
💾 Save	Save and Exit the Stand Editor
↶ Undo	Undo the last action
↷ Undo	Redo the last action
🚪 Exit	Exit the Stand Editor without saving

Note: An item can be customised using the **Properties** panel on the right. Customisations could include changing colours, applying images, videos and actions to the item.

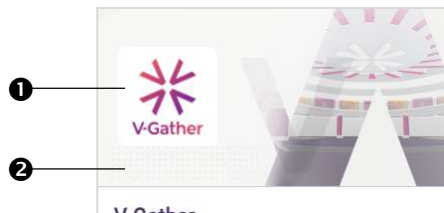
You can also **rotate**, **duplicate** and **delete** an item using the options available when you select the item

Edit Stand Resources

Here you can **Upload** or **Edit Resources** which are available to this particular **Stand**.

You can upload a range of **Resource Types** to the **Stand**.

Resource Type	Usage
Handout	Resources for Delegates to add to their Goody Bag
Image	Images to be displayed on an item (e.g. Flag)
Video	Videos to be displayed on an item (e.g. TV)
ProfilePicture	Company profile picture in the exhibition Floor Plan , Recommended image dimension: 360 x 360px
CoverPicture	Company cover picture in the exhibition Floor Plan , Recommended image dimension: 708 x 360px
BannerImage	Company banner image above the exhibition stand, Recommended image dimension: 1080 x 270px



- ❶ Stand Profile Picture (200 x 200px)
- ❷ Stand Cover Picture (720 x 360px)



- ❸ Stand Banner Image (1080 x 270px)

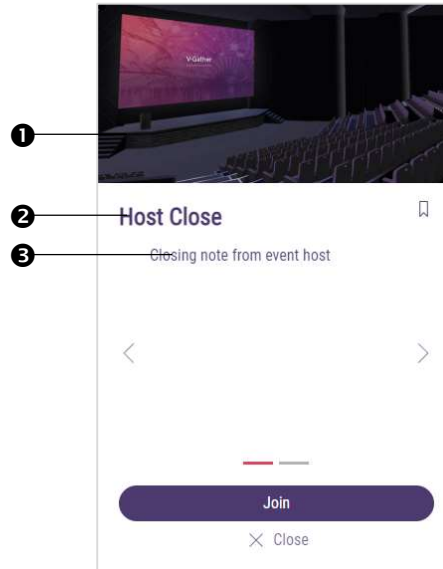
Live Stand Manager

Here you can view live information for the stand such as number of **Delegates** currently at the **Stand**, as well as their details, number of resources downloaded, incoming chats, calls and much more.

4. SPEAKER

A Speaker is a presenter at a seminar. A speaker can present at one or more seminars at the same event.

Action	Detail
Manage Your Seminars	<p>Log in to the system using your registered details.</p> <p>Once you have logged in, you can browse through the Seminar(s) that you have been assigned to by the Organiser.</p> <p>To edit a Seminar, select “Select Seminar” on the right. From there, manage your Resources for that Seminar, as well as setting up the video feeds for that Seminar.</p> <p>At the bottom of the page, you will find the global Resources which are available to all your Seminars.</p>



- ❶ Seminar Cover Picture
- ❷ Seminar Name
- ❸ Seminar Description

Note: Add the Seminar’s Cover Picture via Resources section within the selected Seminar page. Select **CoverPicture**, the recommended image dimension is 720 x 360px.

Start a Seminar

Live Seminars

When you start a **Live Seminar**, you will need to connect the live stream to the platform, follow the on-screen instructions to establish the connection.

Once connected, select the “**Go Live**” button to begin the live stream, which will be recorded until the session is ended.

When a Seminar finishes, it will become **On Demand** automatically.

It is up to your **Organiser** to set up the streaming service and enabling or disabling of the **Live Chat** in your **Seminar**.

On Demand Seminars

The **Speaker** is required to upload a previously recorded **Seminar** for **Delegates** to view on demand.

5. DELEGATE

The Delegate is a visitor to an exhibition. They navigate around the hall(s) at the exhibition, attend **Live** and **On Demand Seminars**, and communicate with **Exhibitors** through calls, messages and meetings.

Action	Detail																										
Joining an Exhibition	<p>Log in to the system using your registered details.</p> <p>Once you have logged in, you can browse through the Exhibitions that you have signed up to / been signed up to.</p> <p>Select the Exhibition you would like to join by selecting the “Enter” button.</p>																										
Navigating Around	<p>Once you arrive at the Exhibition, you are free to navigate around the Hall and visit individual Stands. Here are the navigation controls:</p> <table> <tr> <th>Keyboard</th><th>Control</th></tr> <tr> <td>W</td><td>Move forward</td></tr> <tr> <td>A</td><td>Move left</td></tr> <tr> <td>S</td><td>Move backward</td></tr> <tr> <td>D</td><td>Move right</td></tr> </table> <table> <tr> <th>Mouse</th><th>Control</th></tr> <tr> <td>Left Click</td><td>Selection</td></tr> <tr> <td>Left Click and Drag</td><td>Move</td></tr> <tr> <td>Right Click and Drag</td><td>Look</td></tr> </table> <table> <tr> <th>Tablet (iOS / Android)</th><th>Control</th></tr> <tr> <td>Tap</td><td>Selection</td></tr> <tr> <td>Tap and Drag Up or Down</td><td>Move</td></tr> <tr> <td>Tap and Drag Left or Right</td><td>Look</td></tr> </table> <p>Note: Some Items at the Stand are interactive, selecting them could trigger a range of actions, for example: an animation or to view more information about the Item.</p>	Keyboard	Control	W	Move forward	A	Move left	S	Move backward	D	Move right	Mouse	Control	Left Click	Selection	Left Click and Drag	Move	Right Click and Drag	Look	Tablet (iOS / Android)	Control	Tap	Selection	Tap and Drag Up or Down	Move	Tap and Drag Left or Right	Look
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Floor Plan

Here you will see the list of **Exhibitors** and where their **Stand** is located in the **Hall**.

You can also select a **Stand** to find out more about the **Exhibitor**, send them a **Message**, set up a **Meeting**, or **Visit** their **Stand**.


Note: When you are at the **Stand**, you can select the kiosk tablet to start a **Live Chat** with the **Exhibitor**. Once the chat is established, you can start a **Voice Call** or **Video Call**.

Seminar Schedule

Here you will find the **Seminars** available both **Live** and **On Demand**.

Live Seminars appear on a timetable; you can attend these at the time specified.

On Demand Seminars are available at any time.

You can **Bookmark Seminars** and add them to **Your Itinerary** by selecting this icon on the top right corner of the appropriate seminar .

Your Itinerary

The **Seminar(s)** you have bookmarked or **Meetings** you have setup or accepted will appear here.

Goody Bag

Resources which you have gathered from **Stands** and **Seminars** will appear here.

Messages

Messages you have sent and received will appear here.

Log out

Select this icon to exit the **Exhibition**.

6. FAQ

6.1. How do I create an exhibition?

- Log in as an Organiser Staff Member with Admin privileges
- Select **Create Exhibition** option on the top right. Make sure to:
 - Complete the **Name** and **Description** for your exhibition
 - Leave the **ExhibitionType** as Default
 - Set the dates for the **ExhibitionStart** and **ExhibitionFinish** fields
 - Select an option from the **Create a Template** dropdown to seed your exhibition with halls and stands
 - Select **Create**

6.2. How can I assign a stand to an exhibitor?

- Log in as the Organiser who owns that exhibition using an account with Admin privileges
- Select the exhibition from the list
- Select the hall that the stand is in
- Select the stand in the hall
- Edit the exhibitor if an existing exhibitor is assigned or select the Assign button.

6.3. I am unable to see my stand to edit it

Contact the Exhibition organiser to make sure that they have assigned the stand to you. If they have just done this, refresh your page.

6.4. How do I create an exhibitor organisation?

- Login as an Organiser
- Select **Add Exhibitors** in the exhibitor list at the bottom of the Organiser Page.
- Enter a Name, Description and exhibitor admin credentials
- Select **Create**

6.5. How do I create a seminar speaker?

- Login as an Organiser
- Select **Add Speakers** in the speakers list at the bottom of the Organiser Page.
- Enter a Name, Description and speaker credentials
- Select **Create**

6.6. How do I register for an exhibition as a delegate?

- On the Main login page, select the **Create Account** at the bottom left of the login box
- Select the exhibition you are interested in
- Enter your registration details

6.7. How do I see what my stand looks like in the hall?

To see your stand in the hall, you must log in as a delegate and visit the hall.

6.8. How do I add a staff member to my organisation?

- Login as an Organisation admin
- Select **Edit Staff Members**
- Add the staff member

6.9. How do I give or remove admin privileges to or from a member of my staff?

- Login as an Organisation admin
- Select to edit staff members
- Edit the staff member
- Set the admin privilege required
- Save

They must logout and back in for it to take effect.

6.10. How can I manually add users?

To manually add users to the system (other than using the **Create Account** from the login page)

- Login as a SuperAdmin
- Select **Users**
- Select **Create New**
- Fill in their Email, Password, First name, Surname fields
- Set **UserStatus** to be "Active"
- Set **SAUser** to be "True" if you wish to grant them SuperAdmin status
- Select **Create**

If they are also to be a Delegate, after creating the User:

- Select **Delegates**
- Select **Create New**
- Select the newly created user from the dropdown
- Select **Create**

6.11. What type of Seminars can I create?

Seminars are either Live (streamed live in real time) or Pre Recorded (a pre-recorded video file is uploaded)

Live seminars need to have a start and end time to appear in the schedule

Pre-recorded seminars can have a start and end time (they then appear in the schedule and cannot be viewed until the start time has passed) or, if no start and end time is set, they appear in the on-demand list.

There are three seminar technologies currently available: URI, EmbeddedURI and AzureMediaServices:

- URI simply requires the speaker who is presenting the seminar save the URI for the delegate to view the seminar in our system. When the delegate visits that seminar, they are redirected to the saved URI (e.g. Youtube)
- URIEmbedded simply requires the speaker who is presenting the seminar save the embedded video player code for the delegate to view the seminar in our system. When the delegate visits that seminar, they are presented with our standard seminar screen with the video player code embedded in it (e.g. Vimeo)
- AzureMediaServices provides a full CDN driven live and pre-recorded storage video system that distributes and records live streams.

6.12. How do I add an interactive brochure holder to my stand?

An interactive brochure holder provides the ability for the Delegate to download a brochure to their goody bag by simply clicking on the brochure holder when in 3D view. To add this brochure holder:

- Login as an exhibitor
- Add your pdf brochure as a new handout resource (Make sure that you name it appropriately and add an icon image as this will be used in front of the brochure stand)
- Select your stand
- Add your pdf brochure as an existing handout resource to the stand
- Launch the stand editor
- Add a brochure stand
- In the properties of the placed brochure stand, select add to goody bag, select the resource you just added
- Save the changes to the stand