**What to do if you have technical issues:**

If participants have issues accessing the platform or have technical challenges, instruct them to navigate to the Chat feature for immediate support. They may also email XXX@XXX.comfor immediate assistance.

**Before Thursday:**

1. Review the moderator/session schedule to know where you’re moderating sessions. Use the event guide and add your sessions to your agenda in the platform so they’re easily accessible.
2. Refresh how to get into the green room (login, go to the session and select manage on the right-hand side of the page). You can view the quick video tutorial here. Remember, there is no green room for pre-recorded sessions, only Live Q&A.

**Session Moderation schedule:**

Prerecorded Session:

* Monitor questions in the prerecorded sessions, document any questions that the speaker doesn’t address in the chat to ask live.
* Be aware if the speaker is available in the chat. If they are not, notify XXX so we can ensure they’re able to join the Q&A.

Live Q&A:

* Join speaker in the Q&A room ~15 minute prior to the Q&A starting. You can join as early as 20 minutes before the scheduled start time.
* Once in the Q&A green room with the presenter(s), review how questions will be handled, introductions and closing.
* Remember to have the prerecorded session open in a new tab so you can invite attendees to join you in the Q&A session via the chat as it concludes.
* Participants can enter 2 minutes before the start time.
* When Q&A starts:
  + Press record
  + Welcome, introduction, recording reminder, add questions in the chat
* Monitor the time and ensure a timely closing.

**Preparation tips:**

* Review the length of the pre-recorded session on the moderator/session schedule. In the text script you find announcements for the time you will move to the live Q&A based on the length of the recording. (This is adjusted based on the length of each session video. The Q&A is set to run until 45 minutes into the hour, even if the start time is earlier. The Q&A may end early if there are no further questions for the speaker).
* If possible open the session you’re moderating and the live Q&A in two windows on your computer.
* Everyone must push play on their own computer. Play the video on your screen and mute it if you do not wish to listen to the content. It is helpful to know where most participants are watching to follow the chat.
* While monitoring the session chat while the video plays, recommend any resources mentioned in the presentation to be shared in the chat box if possible. For example, if the ASCA Mindsets and Behaviors if mentioned, consider dropping that resource link of where to find it into the chat box.
* Navigate to the green room ~15 minutes before the live Q&A session begins. Select the session, go to the “Manage” button, and then enter. Zoom will open on your screen.
* In the green room, introduce yourself to the speaker as the Q&A moderator.
* Participants can enter 2 minutes before the start time. Watch the participants icon to know this is occurring
* When ready to start Q&A, press record. Welcome everyone and introduce yourself as the session moderator. Explain that the session is being recorded and they are welcome to turn off their cameras if desired. Provide instruction to add questions in the chat.
* When you ask the question to the speaker, please use this structure to form the question.

“Susie is asking if you could talk more about the elementary level example you provided?”

To navigate to the next question you can say, “Thank you! – John would like to know where to find the anxiety resource you mentioned.” If you’re unsure how to pronounce someone’s name, you can always use “a participant” or “attendee.”

* People can unmute themselves for follow-up/clarification purposes. With XXX people attending we do not prefer this to happen regularly as the session becomes more likely to be hijacked by a talker.

**Text Script for the chat:**

* Thank you for joining us for this session. You will need to press the play button to begin on your own. Our speaker, [insert name], is here with us in the chat during the session. Feel free to ask questions and comment as you view.
* **CONFIRM session handouts are listed for a session before posting:**

Session handouts can be found in the file tab to the right of the chat box.

* Plan to join us for a live Q&A following the end of the session. We’ll move to the live Q&A at approximately X:XX.
* If you joined late, you can always come back to finish viewing the video later. Apart from tonight’s video screening, all sessions and Q&A recordings are available through XXX, XX, XXXXX.
* Join us now for a live Q&A. Click on the Q&A: [insert session title here] on the lower left-hand area of your screen on this page to move to that session page. Once the start time is reached you will select the button in the upper right-hand corner that says, “Join Meeting.”
* Wrap-up (pre-recorded or live). Thank you, [insert speaker name] for the presentation and for the Q&A. We hope everyone enjoyed this session. The next session/activity begins at [insert time for next session time or next activity where you want them to go].
* Make sure to use #XXXXX in any social media posts.
* Don’t miss tonight’s special event, XXXXXXX.
* Thank you for attending this session. Make sure to complete a session evaluation by navigating to the schedule/session or via the evaluations menu on the left. The next session/activity begins at [insert time for next session time or next activity where you want them to go].