



conferences i/o

Social Q&A Moderator Training Guide

Overview of Roles



Attendees

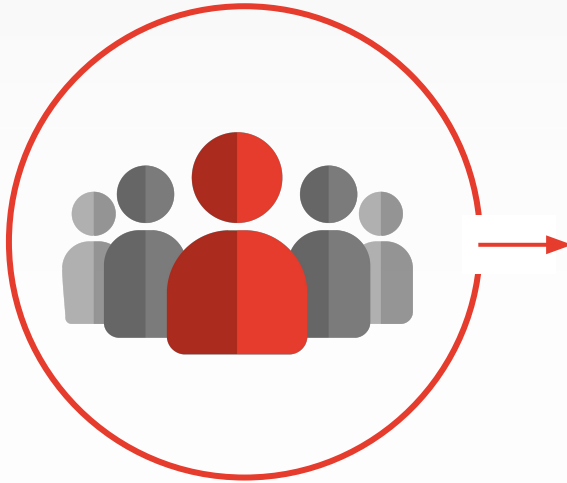


Moderator



Presenter

Overview of Roles



Attendees

Ask Questions



Moderator

Facilitates Questions



Presenter

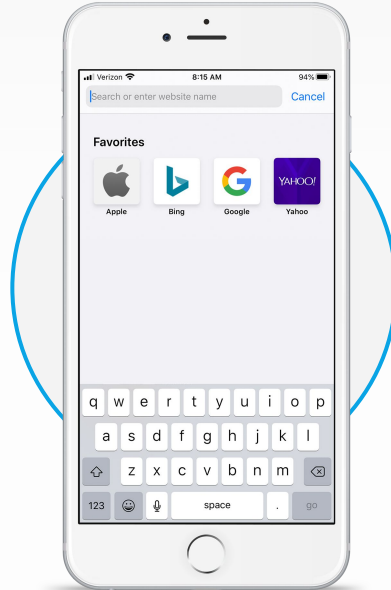
Answers Questions

How Attendees Participate

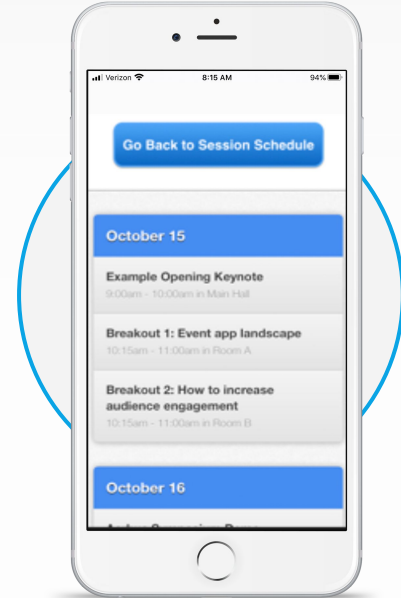
Attendees will access Conferences i/o through their web browser



1 Open a web browser (Safari, Chrome, etc.)



2 Enter the event's URL

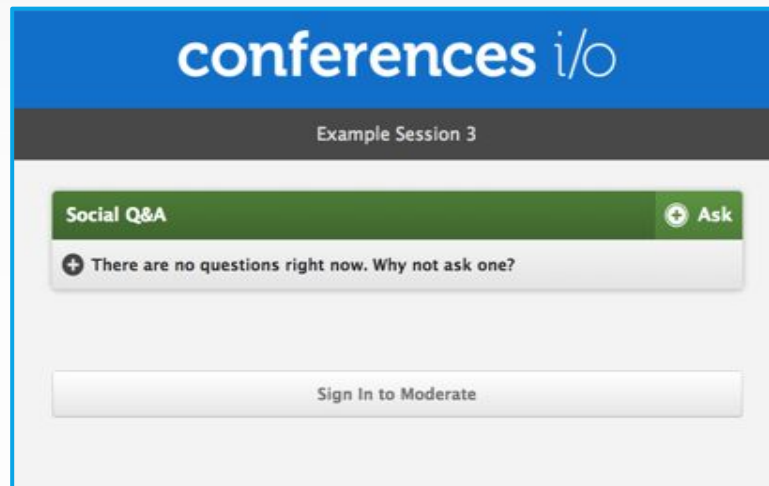


3 Select the session from the schedule page

How to Sign in as a Moderator



1 Go to the event's URL and select your session from the schedule page



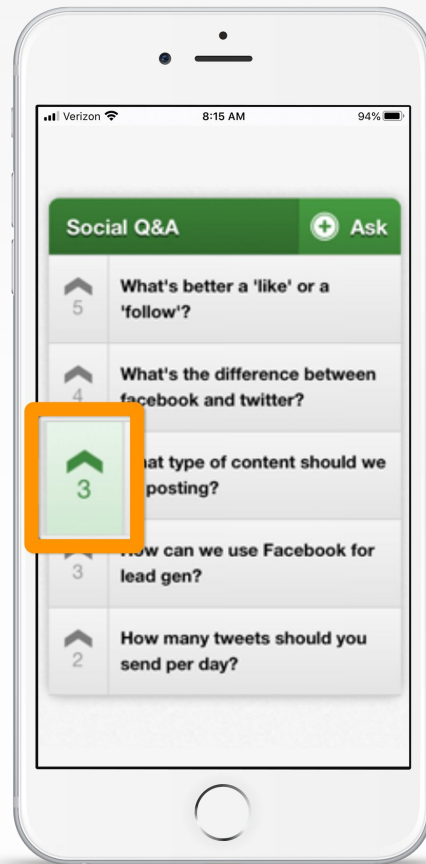
2 Click **Sign in to Moderate** and enter the password

How Social Q&A Works

1. Attendees will submit questions during the session
2. Attendees can also upvote questions asked by others
3. Questions with the most upvotes rise to the top of the list

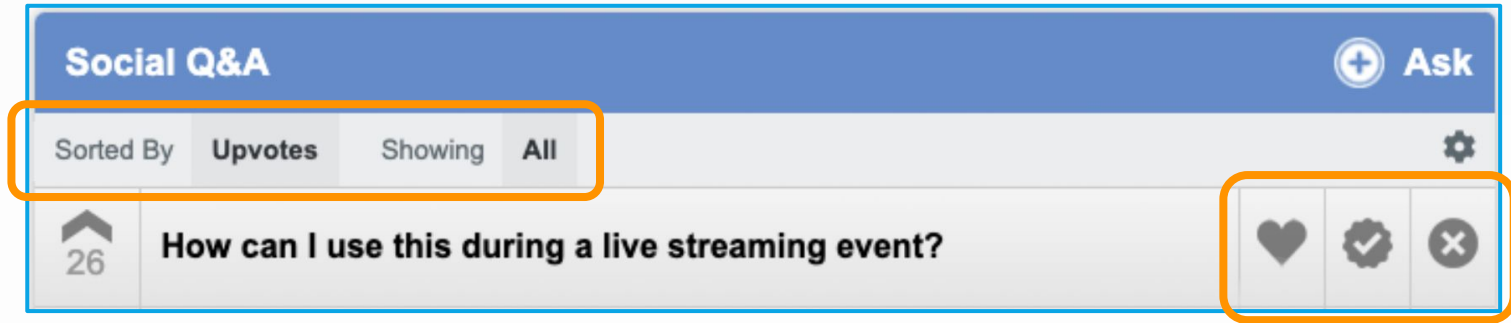


This will give you insight into which questions are most important to the group and help you moderate Q&A more efficiently.

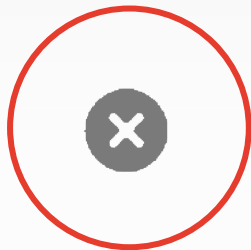


Moderator Tools

The moderator has tools the attendees aren't able to access.
If you'd like to use them, they can help you keep the questions organized.

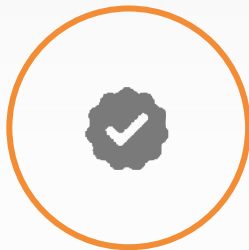


Moderator Tools



Delete

Use this button to delete a question entirely. If you click it accidentally, you'll have a chance to undo the action.



Complete

Use this button to mark a question as complete. Completed questions are removed from the attendee view but you can change this in settings.



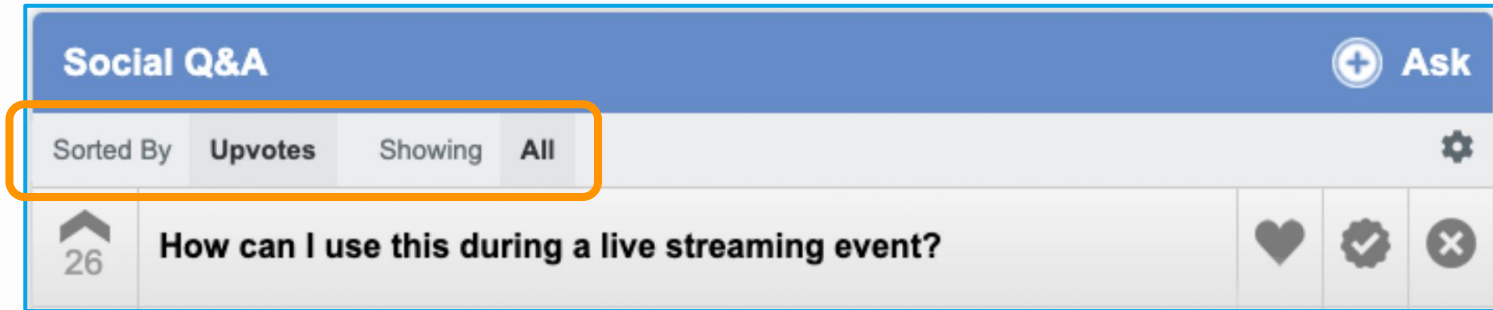
Save

Use this button to highlight a question so it's easier to find later. Attendees aren't aware which questions have been highlighted.

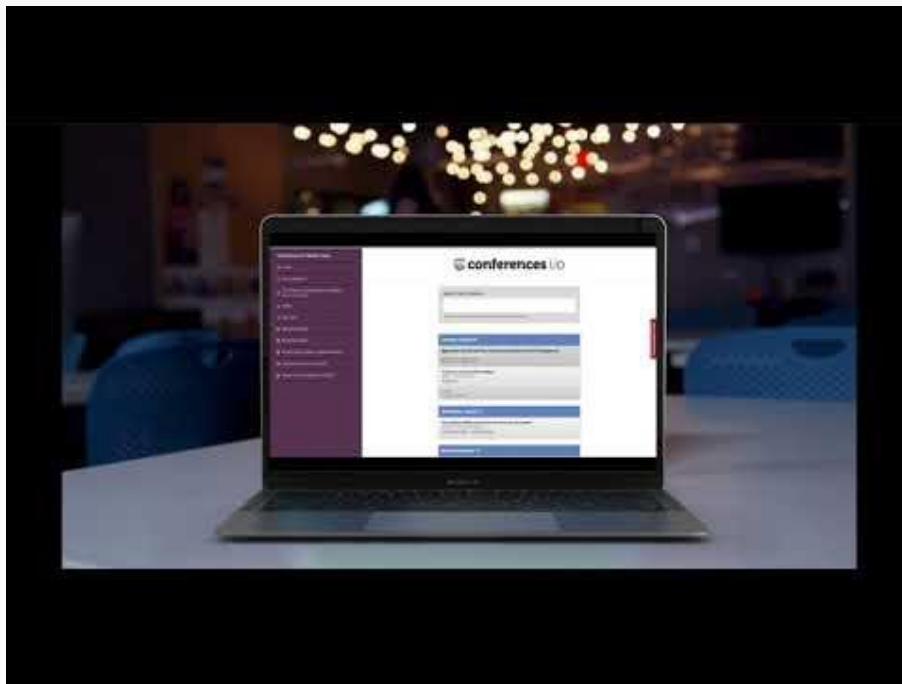
Moderator Tools

Sort questions by upvotes, most recently submitted, or oldest questions.

By default, moderators see all questions submitted but you have the option to filter questions by those you've saved, marked as completed, questions that haven't been answered, and questions directed to a specific presenter.



How to Moderate Q&A During a Session



Press Play to View

Appending Answers to Questions

Moderators can click on a question and enter an answer or reply in real-time.

The presenter is likely the subject matter expert, but this can come in handy when audience members ask questions like ***"What was the name of the book that he mentioned?"***

What was the name of the book that he mentioned?

Asked about 30 seconds ago

Update the Response

Type your answer here...

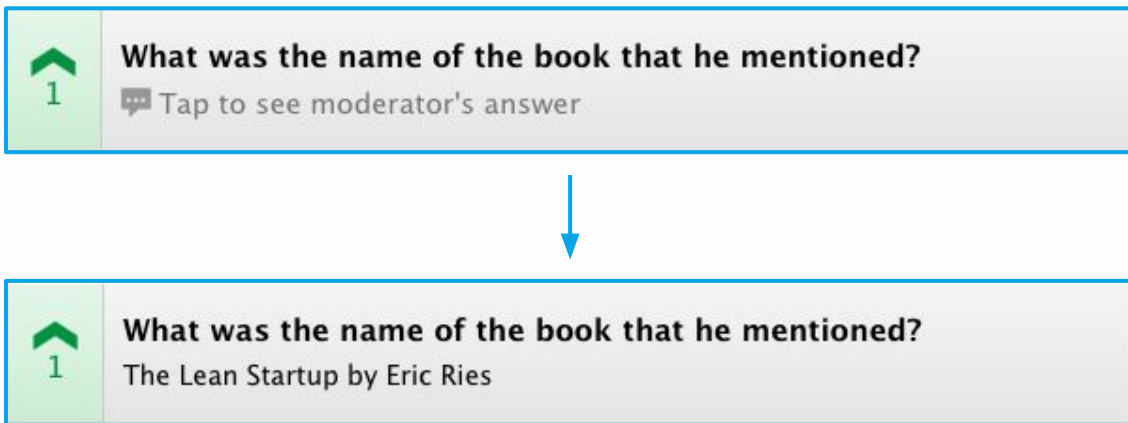
Attendees will be able to view your response by clicking or tapping on this question in the question list.

Save Response

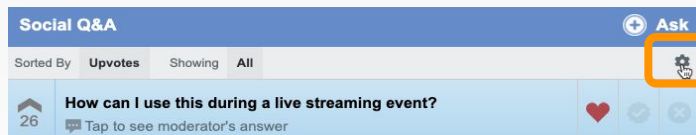
Save precious Q&A time by appending answers to simple questions along the way

Answer Questions

Once you've replied to a question,
all attendees in the session can benefit from your response:



Using the Q&A Filter



Moderators can turn on their Approval Filter to screen questions before they're visible to the audience.

Social Q&A Settings for this Session

☒ Allow question submission

When disabled, attendees will not be able to submit questions

☒ Allow question upvoting

When disabled, upvotes will be hidden

☒ Approval Filter

When enabled, questions must be approved before becoming visible to attendees

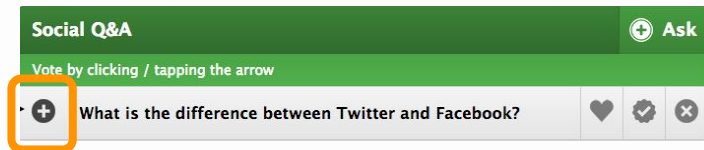
☐ Profanity Filter

When enabled, attendees will not be able to submit questions with certain words (Conferences i/o maintains this list)

☐ Show completed questions to attendees

When enabled, questions marked as complete will continue to be visible to attendees

When the filter is turned on, questions waiting for approval will be visible in the Moderator's view but not attendees.



Moderators can approve a question by clicking +

FAQs

What will I need to see the questions and moderator tools?

You can use any device with an internet browser (smartphone, tablet, laptop).

If possible, we recommend using a laptop or tablet since they have slightly larger screens but a smartphone will work just as well.

FAQs

Can more than one person moderate at the same time?

Yes.

Anyone with the Moderator password
can sign in to moderate a session.

FAQs

How do we get the questions to the presenter?

Most often, the Moderator will facilitate Q&A by asking the Presenter questions out loud.

We've found this also helps the Presenter get to more audience questions compared to other methods.

FAQs

Can I enter some questions ahead of time that I think my attendees might ask?

Absolutely. Pre-populating a few questions is a great way to get the ball rolling.

Send attendees the session link and invite them to submit and upvote questions a week or two before the event. Don't forget to let your presenters know so they can monitor the Q&A and tweak their presentation to make sure they're covering topics their attendees are most interested in.

FAQs

Why aren't the audience member questions appearing on their screens?

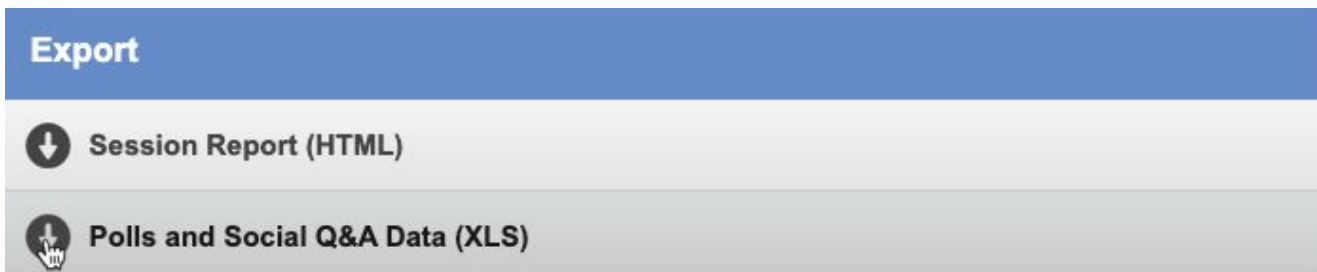
Double-check your Q&A Filter settings.

If the Q&A Filter is ON, the audience will not be able to see submitted questions until you've approved them.

FAQs

How do I export a session report?

1. Go to **Session Settings**
2. In the **Export** window, select **Session Report** to open the report in your browser.
Or select **Poll and Social Q&A Data** to download the report as a spreadsheet





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