

# PSCR 2020: THE DIGITAL EXPERIENCE

## USER GUIDE INSTRUCTIONS & HELPFUL TIPS

This document contains instructions on how best to open, use, and navigate the PSCR 2020 portal. Use this guide to get acquainted with the portal and its capabilities and know which features to expect. Remember, you can email the portal concierge at [portalconcierge@corneralliance.com](mailto:portalconcierge@corneralliance.com) if you ever get stuck.

In addition to saving these instructions, the [PSCR 2020 Portal Tutorial](#) is an easy how-to video for getting the most out of the Digital Experience.



PSCR 2020 Portal Tutorial

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# 1. OPENING THE PORTAL

Different devices, browsers, and readers yield different experiences with the PDF portal. The PSCR team put the following recommendations together to ensure your experience is optimal.

## RECOMMENDED DEVICE



Our portal testers reported having their best experience with the portal when viewing on a **desktop or laptop screen** rather than a mobile device. Note: the CrowdCompass mobile app is still a great way to read session descriptions and speaker bios, and to directly message other PSCR 2020 participants and researchers.

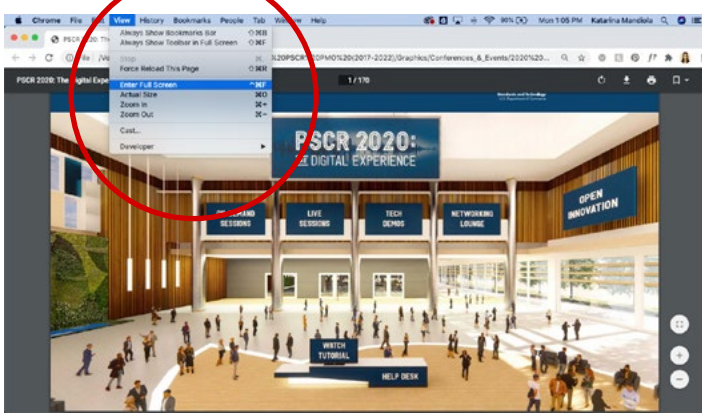
## RECOMMENDED BROWSER



The PSCR team recommends opening the PDF portal in a web browser versus a reader. Doing this will make navigating between the PDF portal and web content easier. While the PDF portal should open in any internet browser, our testing team recommends **Google Chrome\*** for the best experience. You can download Google Chrome for free here: <https://www.google.com/chrome/>

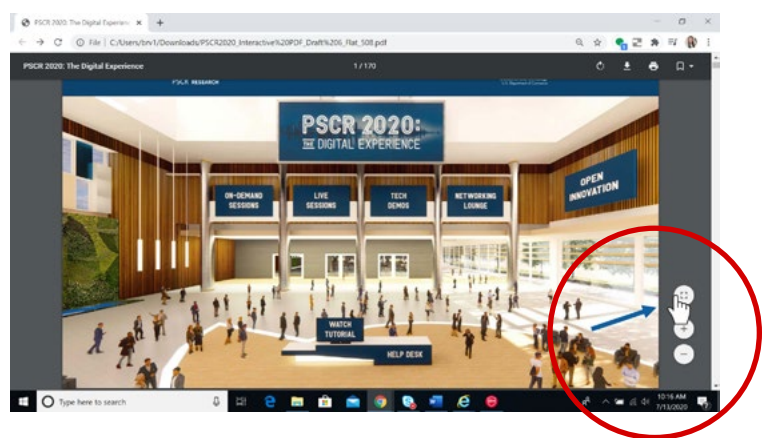
When viewing the portal in Google Chrome on a Mac device, we recommend clicking “View” then “Enter Full Screen.” When viewing on a Windows device, click your menu for “Fit to Page.”

### MAC




PSCR 2020 Portal - “Enter Full Screen” on Mac

### WINDOWS



PSCR 2020 Portal - “Fit to Page” on Windows

 We highly recommend bookmarking the portal URL in your browser. With more than 70 on-demand sessions and tech demos, you may find yourself coming back again and again!

## RECOMMENDED READER

The PSCR strongly recommends that participants use an internet browser—preferably Google Chrome—to open and use the portal. If you must use a PDF reader (such as Adobe Acrobat or Preview), set your view to full screen. Please be aware that when using a reader, you will have to toggle between the PDF portal and your web browser. Much of PSCR 2020’s content is hosted on the web.

\*Google Chrome is available free of charge and enables people to view some of the file types posted on NIST.gov. NIST does not endorse Google Chrome and does not control or guarantee its accuracy, relevance, timeliness, or completeness. Browser questions should be directed to the vendor.

## 2. STARTING OUT AT THE PORTAL HOME

Once you have entered the portal, you can click on any of the blue signs from the portal home to view PSCR 2020 content. These blue signs include: On-Demand Sessions, LIVE Sessions, Tech Demos, the Networking Lounge, Open Innovation, and the Help Desk.

If you haven't already seen the PSCR 2020 Portal Tutorial video, [click to view this ~3-minute resource](#). You'll see exactly which features are available to you from the portal home page.



Portal Home Page

## STARTING WITH LIVE SESSIONS

LIVE sessions will take place during launch week, July 27-31, 2020. To catch a live session in real-time, please note the following schedule:

- PSCR Program Overview & Public Safety Keynote, **Tuesday, July 28, 10AM MT**
- Fireside Chat with FirstNet Chairman Ed Horowitz, **Wednesday, July 29, 10AM MT**
- What We Learned Participating in a Prize Challenge, **Wednesday, July 29, 1PM MT**
- This is NOT a Game: AR/VR for Good, **Thursday, July 30, 10AM MT**



LIVE Sessions Page

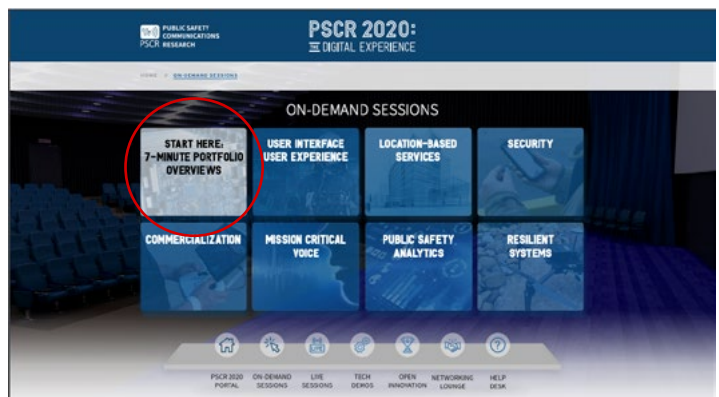
Upon clicking into the LIVE sessions room, you will be able to register for each of these sessions via GoToWebinar. We recommend that you start here to ensure you don't miss out on any of this engaging content!

Need to install GoToWebinar? View instructions here:

- [Mac](#)
- [Windows](#)

## WATCHING ON-DEMAND SESSIONS

On-demand sessions may be viewed at your convenience. There are more than 70 sessions available for you to peruse and view at your own pace. We recommend starting with Portfolio Overviews (also known as Pecha Kucha) to get a quick orientation on the content each portfolio track contains. Note: you may get started with on-demand sessions as soon as you like; you do not have to wait for the LIVE sessions to get started with on-demand sessions or technology demonstrations.



On-Demand Sessions Page



### 3. NAVIGATING THE PORTAL

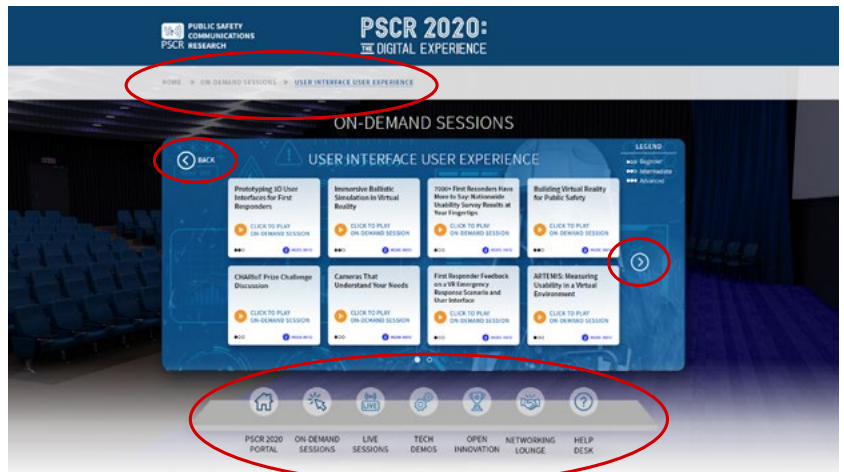
The portal is your single point of entry for all things PSCR 2020. However, PSCR 2020 content will be hosted on different web pages within PSCR.gov and external sites such as GoToWebinar (live sessions). The PSCR team designed the portal to organize PSCR 2020 content in a way you might expect at a live conference. We recommend you avoid using the left-hand navigation menu on PSCR.gov, as this will cause you to leave PSCR 2020: The Digital Experience.

#### NAVIGATION WITHIN THE PORTAL

Remember, from the home view—designed to look like an in-person conference—you can click any of the blue signs to navigate to different portal rooms.

After clicking into a room, a navigation pane near the bottom of your screen will appear. We recommend using the icons within this navigation pane to easily move between rooms and to return to the portal home.

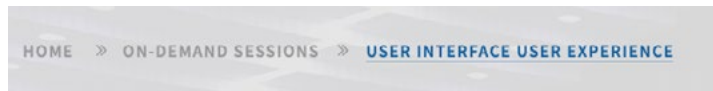
In addition to the navigation pane, we encourage you to use the breadcrumbs in the top left corner of each page or the embedded “Back” and arrow buttons to navigate the portal.



On-Demand Sessions Page




Close-up of Navigation Pane



Close-up of Breadcrumbs



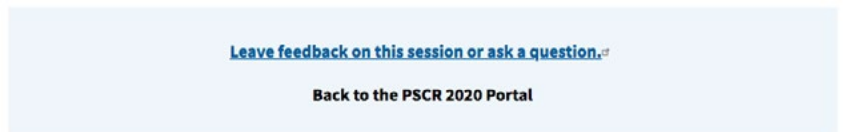
Close-up of Back and Arrow Buttons

 The portal functions like a website and we recommend using the navigation tools provided to explore all of its features and content. Avoid scrolling with your mouse to experience PSCR 2020 as it is intended.

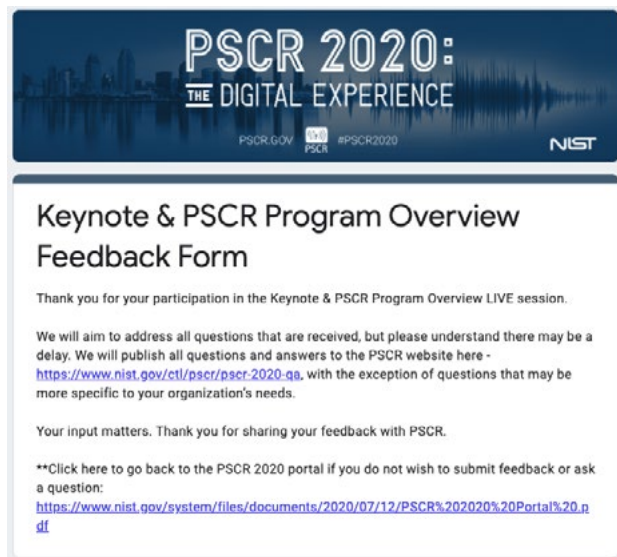
#### NAVIGATION TO AND FROM THE PORTAL TO PSCR.GOV

When you click to play an on-demand session or tech demo, you will be directed to a web page on PSCR.gov and no longer have the portal in view. Once you’ve viewed your content and completed the feedback survey, you can navigate back to the portal in two ways.

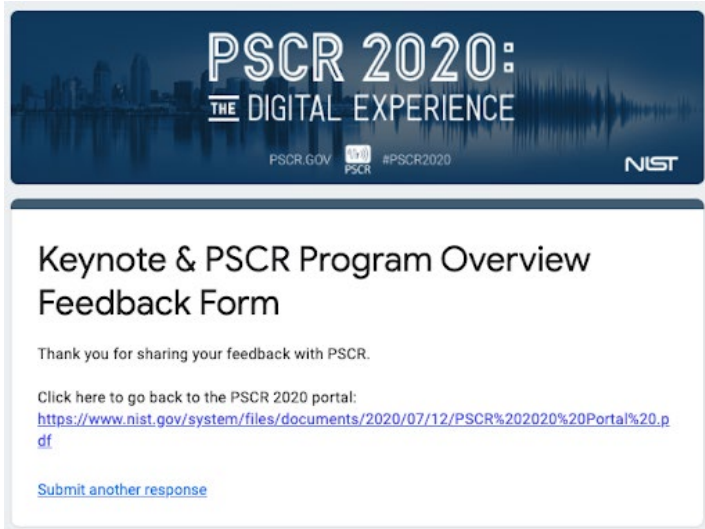
- 1 Click the “Back to the PSCR 2020 Portal” link at the bottom of your web page (under the video). This will take you back to the portal home.



- Click the “Back to the PSCR 2020 Portal” link at the top of the feedback and questions survey (above any survey questions) if you arrive at this page and choose not to submit feedback or questions.



- Click the link “Back to the PSCR 2020 Portal” link on the confirmation page after you’ve submitted your feedback or a question.



Avoid exiting out of your browser when you finish viewing a session video. Since the user journey brings you from the portal to a web page and back to the portal, exiting your window will require you to relaunch the portal by clicking the original link. Instead, use the navigation links within the PSCR portal and on PSCR.gov web pages to move between content.

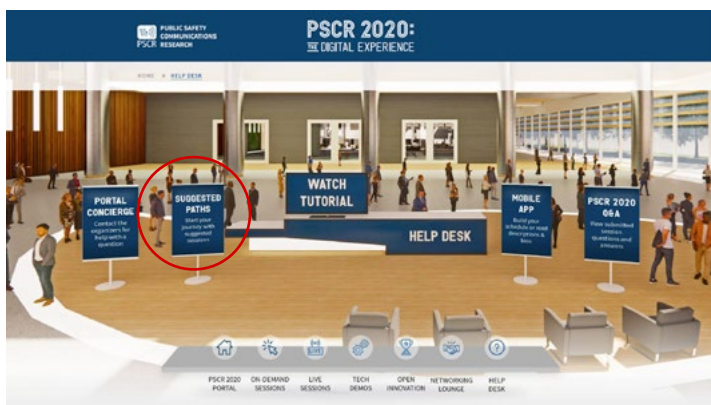
## NAVIGATION TO AND FROM THE PORTAL TO GOTOWEBINAR (LIVE SESSIONS)

When you click to register for or view the recording of a live session, you will be taken from the portal to a GoToWebinar web page. This site allows you to either view the session live or as a recording. From GoToWebinar, you must use your browser back button to return to the portal.

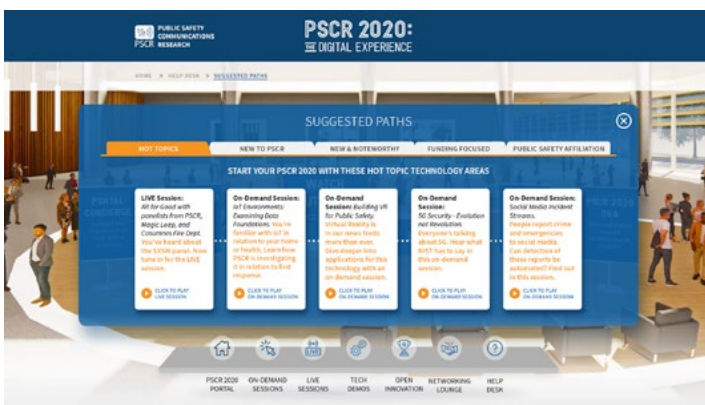
## 4. CHOOSING YOUR EXPERIENCE

### STARTING WITH SUGGESTED PATHS

Upon entering the portal, you will immediately notice the many clickable options available to you. If you are unsure where to begin, we recommend visiting the suggested paths, located within the Help Desk. Five themed viewer paths will help you build your experience to include live and on-demand sessions, technology demonstrations, and networking opportunities.



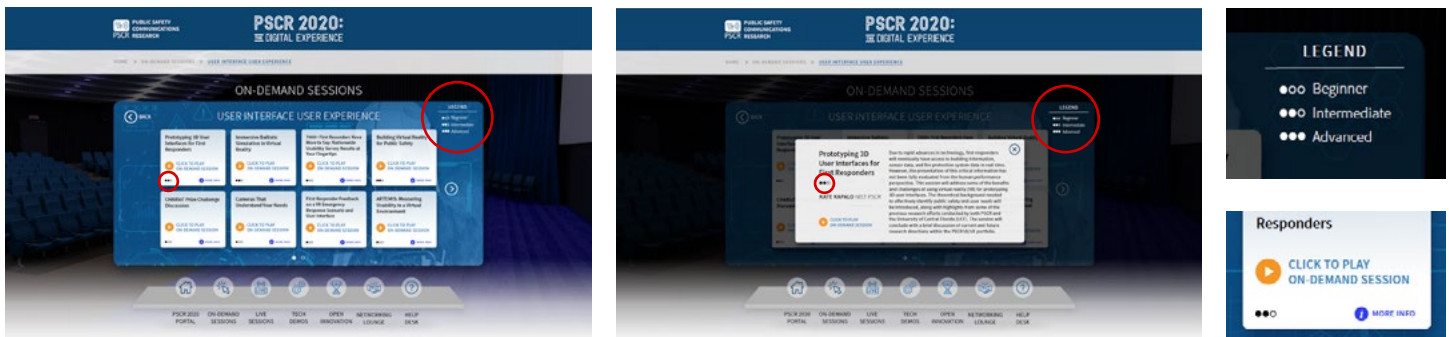
Help Desk Page with ‘Suggested Paths’ Circled



Suggested Paths Page

## ASSESSING LEVEL OF TECHNICALITY RATINGS

The over 70 on-demand sessions vary in their level of technicality. While some sessions may be more operationally oriented, others may be more technical in nature. You can assess the level of technicality by locating its rating per session and referencing the legend in the top right corner of any on-demand session page.



Examples of Technicality Rating, Legends, and Symbols

## 5. GETTING HELP AND ADDITIONAL TOOLS



Help Desk Page

The Help Desk within the portal is accessible from any page. If at any point during your experience you encounter issues or need additional guidance or assistance, visit the Help Desk for more information. This page not only contains our portal concierge email, but also several other resources and tools available to your advantage, including the suggested paths as mentioned above, features of the conference mobile app and download instructions, and a link to answers for any submitted questions asked by viewers of the live and on-demand sessions. You can locate the Help Desk by clicking on the desk directly from the portal home or using the bottom right question icon in the navigation pane marked “Help Desk.”

## CONCLUSION

We hope you’ve found this guide helpful! Remember to bookmark it in your browser (or save it to your desktop) for easy reference. You’re now ready to begin your Digital Experience; open the [PSCR 2020 Portal here](#)