

# 2022 FACCA Retreat Instructions



Please read through this information first and then follow the steps to get into the site.

FACCA Retreat Gather Town: <https://gather.town/app/ZvVd6CicraQfONaS/FACCA>  
Keynote Presentations Webinar: <https://moffitt.zoom.us/j/91606445275>

The Opening and Closing Sessions and ALL presentations will be conducted via a Zoom/Webinar.  
*(Remember during a Webinar only presenters can be heard. Other participants will be muted.)*

Gather Town will be used for the Poster, Networking and all Breakout Sessions.  
*(In Gather Town participants will only be muted in the Keynote Hall unless you are close to other attendees.)*

1. We suggest you start by logging into the Gather Town Site via Chrome or Firefox.  
(instructions and tips follow)
2. Access the Zoom/Webinar from anywhere in the Keynote Hall by pressing “X” on your keyboard. (You can also access the Webinar using the link above.)


**IMPORTANT:** Please CLOSE the Webinar BEFORE returning to Gather Town each time you go to a Breakout, Poster or Networking session. Then reopen the Webinar each time you need to return to a Presentation.

**IMPORTANT for UFHCC and SCCC:** Be sure you have signed in to Zoom from your home site – AND – when joining the Webinar look for the small box that says **“join as an attendee”** otherwise you won’t be able to join.

## Gather Town INSTRUCTIONS:

1. **Log into Gather Town from Chrome or Firefox ONLY. Other browsers will not work properly.**  
(Ignore the error message: “It looks like we are having trouble connecting to our servers.” Just be patient.)
2. **Make a Virtual You:** Create a virtual you!
3. **Turn on your camera & mic:** When you first enter Gather Town (using Chrome or Firefox), you will see a pop-up asking for camera and microphone access permissions. Select **Allow.**
4. **Naming Convention:** Make it easier for your peers to find you! Put (UF), (SCCC) or (MCC) after your name.  
EX: John Doe (UF) or (Jane Smith (SCCC) or Jim Jones (MCC)
5. Follow the tutorial steps (or ignore tutorial) then **click on the oblong spot to “Join the Gathering”**. This will take you to the Main Lobby of the FACCA venue.
6. **Walk around: Use the arrow keys on your keyboard to move around.**
  - a. **Talking to People:** To talk to other attendees in the space, walk up to them! Your video and camera will automatically connect. Remember! If you walk away mid-sentence, just like in reality – no one can hear you!
  - b. **There are FIVE areas in the venue:**
    - The Main Lobby (where you first arrived).
    - Tutorial Rooms where you can get help
    - The Keynote Hall where you will press “X” on your keyboard to activate the Webinar
    - A Poster Room (Walk to a poster and press “x” to open or close a poster.)
    - A Breakout area where you will find Breakout Rooms A, B, C and D
  - c. Occasionally signs and objects in the space will prompt you to press X for more information. This allows you to “interact” with the object, view a poster, or open Webinar site (in the Keynote Hall)..

## Want to find someone or Need Help?

7. Once in Gather Town if you need help or want to find someone, look at the bottom left corner of your screen for the “people” icon.  Click on the people icon and look for who you want or anyone named **“Need Help”**.

Click on that person's name, then select the bottom option "**FOLLOW**". This will take you directly to someone who can help. You will also need to "**STOP FOLLOWING**".

8. **Watch a Video:** FACCA Participants are strongly encouraged to review the following materials prior to joining the online conference.
  - a. **Gathertown Basics:**  
<https://support.gather.town/help/gather-basics>
  - b. **Gathertown Video Walkthrough:**  
<https://www.youtube.com/watch?v=2Cvtk0K8h1E>

### Having Troubles? Tech Problems?

#### Basic Help:

1. Stuck on the log-in screen? Be patient, it can take up to 10 minutes for computers using a VPN to access the platform.
2. Stuck in a room in Gather Town? Find/Follow a Help Person or Click your name badge at the bottom of the screen and "Respawn".
3. Have you restarted or turned your computer off lately? Restarting your computer does a world of good.
4. Gather Town only works in Chrome or Firefox. It does not work in Safari, Edge, Internet Explorer, or any other Browser. <https://support.gather.town/help/browser-settings>
5. **Mac users must provide Gather with permission to use Mic & Camera via Settings.**  
Read more here: <https://support.gather.town/help/system-permissions>

### Audio/Video or Performance Issues

- Refresh your browser.
- Switch to Chrome if you are not using it already.
- Check [browser settings and permissions](#) to allow microphone and camera.
- Close any other applications that use your mic or camera.
- Check [system settings and permissions](#) (Macs) to allow screen recording, microphone, and camera.
- Turn off or close all other A/V connections.
- Disable [VPN/firewall](#) or ask your IT to whitelist Gather.
- Disable any unnecessary browser extensions.
- Disconnect from external monitors.
- Test [User Settings](#) (Ctrl+P or Cmd+P):
  - Turn **on** Auto Idle Mute.
  - Turn **off** SmartZoom.
  - Turn **off** Smooth Movement.
  - Turn **off** HD Video Quality.
  - Turn **on** Original Audio.

### Black or White Screen Issues:

- Respawn into the Space. This can be done by clicking the oblong circle with your name at the bottom of your screen.
- Hard refresh your browser (hold **Shift** key and press refresh button on browser).
- Check the Mapmaker to make sure the background has not been deleted or resized. (If the background is white in Mapmaker, your original background has likely been deleted.)
- [Clear your browser cache.](#)
- See [All I see is a black screen—what do I do?](#) for screenshots of black screen issues.

### Still Having Issues?

In Gather Town, look for a "Need Help" person. Ask to "Follow" them which will take you right to someone for help. Moffitt employees can also reach out via Zoom Chat.

Other:

- Sandy Moore (813) 745-6606
- Susan Sharpe [Susan.Sharpe@moffitt.org](mailto:Susan.Sharpe@moffitt.org)
- Keri McAlpine [Keri.McAlpine@moffitt.org](mailto:Keri.McAlpine@moffitt.org)
- Tina Shinkovich (813) 293-0482

- Meg Blount [meg.blount@moffitt.org](mailto:meg.blount@moffitt.org)

Issues connecting to Zoom links? Connect using the links below

- Keynote presentation webinars: <https://moffitt.zoom.us/j/91606445275>
- Metabolism Breakout Room D: <https://moffitt.zoom.us/j/94430278216>

Moffitt Technical Support:

- [Manny.Rodriguez@moffitt.org](mailto:Manny.Rodriguez@moffitt.org)
- [Anthony.Augustine@moffitt.org](mailto:Anthony.Augustine@moffitt.org)

Disclaimer: Moffitt IT is limited to providing support up to the point of connecting to Gather Town. Gather Town is not owned or supported by Moffitt Cancer Center.