

## **Underline User Guide for IEEE SERVICES 2020: Virtual Conference Attendees**

- Technical programs are available for download from the home page of IEEE SERVICES 2020 <https://conferences.computer.org/services/2020/>
- Questions regarding the Underline services can be emailed to [services2020@underline.io](mailto:services2020@underline.io)
- An email with a password creating link has been distributed by Underline to make it easy for first time users of Underline to create the password for their respective accounts (named by email addresses). The password can also be created by following the instructions below:
  - Visit Underline's home page <https://underline.io/> (Browser requirements and recommendations can be found at the URL below.  
[https://conferences.computer.org/services/2020/Underline\\_supported\\_browsers\\_and\\_limitations.pdf](https://conferences.computer.org/services/2020/Underline_supported_browsers_and_limitations.pdf)
  - Click “create account” located in the upper right-hand corner of the page
  - Fill in name & email address and click “next” (leading to "Create your password" page)
  - Create the password per the stated password setting rules, followed by clicking “next”
  - The browser will show the reception page (at <https://underline.io/events/30/reception>) if the email address entered has been registered for the Underline hosted event, otherwise the browser will prompt checking the email inbox and activate the Underline account. The account activation link included in the email must be clicked to complete the account activation process.
  - Remember the password because that is needed to log in the Underline website later.
  - In case your Underline account has not been authorized to access the reception page yet, please report the issue by emailing IEEE CPS at [cps@computer.org](mailto:cps@computer.org) and Underline at [services2020@underline.io](mailto:services2020@underline.io)
- Live sessions are tagged “live”. Target sessions can be found via the menu item “schedule” or “sessions”. The “sessions” page also includes a “search lectures” tool located in the upper right-hand corner.
- After joining in a live session, questions can be posted to the “Q&A” pane. For “main stage” sessions, the “chat” pane can be used to share thoughts with other attendees.
- The “expo” menu item includes links to sponsors of IEEE SERVICES 2020 and event help desk (which includes, e.g., Underline training materials).