Frequently Asked Questions (FAQs)

For Attendees

What will the virtual conference look like?

The virtual conference will be an interactive, user-friendly, bespoke experience accessible via a customized website that you will use to access all educational programming (live and pre-recorded sessions) and the Exhibitor Hall, as well as to make connections and network with other attendees, exhibitors and sponsors.

How will I access the virtual conference?

You will access the virtual conference using a computer, modern web browser and an Internet connection. If you chose to engage with other attendees via live video chat, you will need a camera and microphone. Once you register, you will be provided with a username and password to access the virtual conference.

What makes this different from a webinar on Zoom or GoToMeeting?

A webinar is usually an hour or two of education, with little chance to connect with other attendees. The virtual conference will be more than a webinar. There will be live education, networking between attendees, connections with solutions providers, videos, and more. Our 2020 Annual Conference will be a whole conference experience delivered via the latest technology.

Will this conference be live?

Most of the conference will be live, and some will be pre-recorded and available on demand. The goal of the virtual conference will be to give you a live experience that happens in real-time.

Will I have access to the content afterwards?

The virtual conference will be available until January 16, 2021. You will be able to access recordings of the educational sessions, the attendee search, Sponsor and Exhibitor microsites. You will still be able to live chat or send messages to other attendees and the exhibitors.

When will I be able to access the virtual conference?
The virtual conference platform will open a few days before the conference takes place. You will be able log in, check out the schedule, access the exhibitor pages, search the attendee directory, and send messages.

Can I create a personal profile?
Yes! You will be able to personalize your profile so that other attendees can find and network with you. You will be able to add an image, enter contact information, a bio, social pages, and more!

How will I connect with other attendees?
You will be able to search the attendee directory, send messages to individual attendees, and connect via live video chats with attendees. When you receive a message from another attendee, a number will appear next to the Message Center navigation. This number will let you know that you have unread messages.

What are my options for connecting with exhibitors?
You will be able to search the exhibitor directory, send messages to individual exhibitors, and schedule live video chats with exhibitors.

What if I need help logging in or updating my profile?
Technical support will be available before and during the conference. You will be able to call tech support, live chat with tech support, and enter a video room to get help.

For Presenters

How will presenters get trained on the platform?
BeSpeake, the platform provider, will offer at least one training session for presenters. They will show you how to log in to the virtual conference, access your sessions, and use the controls.

What can I do as a presenter in a livestream session?
As a presenter in a livestream, you will be on video/audio, and you can share your screen. If you have a presentation, you can share the presentation and run it yourself. Alternatively, your moderator or broadcast engineer can run the presentation for you. Polling and live Q&A are also available.

Can I practice ahead of the conference?
Yes, the virtual conference platform will open ahead of the conference dates to ensure you can login without issue, access the program, practice in the platform, and get help if you need it.

For Exhibitors

As an exhibitor, what are my benefits?
We have worked very hard to provide exhibitors and sponsors with real, tangible benefits. Some of your benefits include:

- The ability to have a customized, branded profile (more like a microsite) for your company. This profile can include a detailed description, contact information, a featured video, company resources, and a staff listing.
- The ability to search the attendee directory, send messages to attendees and request live video chats with the attendees.
- The ability to be featured in the program and videos.
- Video meeting rooms during exhibit hours.
- Engagement reports will be sent to you after the conference.

How will I create my company profile?
You will be able to access the virtual conference platform ahead of the actual conference to manage your company profile.

What if I need to make changes during the conference?
You will be able to make changes to your company profile ahead of the conference and during the conference.

What if I need help creating or updating my profile?
Technical support will be available before and during the conference. You will be able to call tech support, live chat with tech support, and enter a video room to get help.

How will we get leads from this conference?
After the conference, we will provide you with a list of the attendees who visited your profile and posted in your comments box.