

Welcome! We hope this Attendee Participation Guide will help you prepare for a successful virtual experience. Below is a list of Frequently Asked Questions, Best Practices, and Resources to help guide you through the platform.

How do I log in on the day of the virtual event?

Prior to the event, you will receive a confirmation email from sdfm@eventpowersupport.com with a link to join the virtual event.

What email should I use when logging in?

Please use the email address you used **when registering for the event**. To confirm the email address, please reference your event confirmation email.

How do I log in to the virtual event

1. [Click Here](#) to enter the virtual platform
2. Select the 3rd option ShoApp for Desktop Web Browser
3. Enter your email address as directed.
4. Note: You must use the primary email address used during the registration process.
5. 4. Check your email for your code
6. 5. Enter your code and create your own password

CPE CREDITS

Each session at SDFM's Data Analytics & Decision Support Virtual Conference is worth 1 CPE credit. During the live event, you can earn up to 6 CPE credits. After the conference, attendees will have the opportunity to earn an additional 8 credits by watching the remaining recorded sessions, for a total of up to 14 CPE credits.

To earn CPE credit, you must attend the entire session. SDFM will verify your attendance by tracking your login and logout times. Please keep a record of the sessions you attend so you can complete the correct surveys when the links become available.

To receive your certificate of attendance for the sessions you attended live you will be emailed a link to complete a brief survey for each session within five business days of the virtual conference.

Can CPE's be obtained by watching on-demand recordings?

Yes, attendees can earn 1 CPE per session viewed on-demand. The recorded session will be available for viewing in November. You will be notified by email when the recorded sessions have been posted.

How do I edit or update my virtual profile?

To edit your virtual profile, please select "Edit Profile" on the right-hand side under your name and make the necessary changes. Note: Certain fields will be locked and can only be updated by event management.

What technology do I need to attend this event?

For the best experience, we suggest using a desktop or laptop computer and Google Chrome internet browser. To download Google Chrome internet browser for free: [CLICK HERE](#). Also, please check that your system is compatible with the virtual environment by viewing our Technical Check: [CLICK HERE](#).

Does the virtual platform require you to download software?

No, you will not be required to download software prior to the event. You will be provided with a link to access the virtual platform.

Do I need to have a webcam for the event?

No, you do not need a webcam to attend the virtual event. However, some exhibitors or attendees may have the ability to request a video chat.

Can I select the sessions I would like to attend?

Yes, you can choose sessions on the “Schedule” navigation. Please note: when adding sessions to MyAgenda, you will be unable to add sessions taking place concurrently.

How can I add a session to my calendar?

To add a session to your calendar, select “Add to Calendar” from the Schedule navigation. The system will automatically link the session directly to your Google or Outlook (.ics) calendar.

How can I remove a session from my agenda?

To remove a session from your agenda, please select the “Schedule” navigation. Then select “MyAgenda” to remove any session(s) or view your customized schedule. Please note: sessions previously added to your personal calendar will remain there if you cancel. Be certain to remove canceled events from your personal calendar.

When will the session links be available?

The session links will be available 15 minutes prior to the start time of the session. A 'Join Now' button will appear on your Session's Schedule tab when available.

How early can I access the session(s)?

You will be able to join the session waiting room 15 minutes prior to the scheduled date and time. The links will be located under MyAgenda on the “Schedule” navigation.

What time zone will be used for virtual sessions?

Sessions will take place in Eastern Standard Time. Change your time zone by following these simple steps:

1. Click on edit profile, on the top right-hand corner of the platform
2. Select Your Time Zone

Will sessions be recorded for later viewing?

Yes, all sessions are recorded and will be available on-demand in November. Once posted, an email notification will be sent out.

Who will I be able to chat with?

You will be able to chat with attendees, exhibitors, sponsors, and speakers. To chat directly with an attendee, please select the “Attendees” navigation to begin networking.

TECHNICAL ISSUES

I am in the session, but my video is frozen and I cannot hear the audio, what do I do?

Please ensure that your system’s speakers are turned on and the volume is up. If the video continues to freeze, please try to refresh your internet browser by selecting Ctrl+F5. If you have a Mac, please hold down the “Command” key and the “R” key on your keypad. ⌘+R.

I am in the session, but the video is blurry/pixelated or choppy, what can I do?

Please, check your internet connection to ensure you are receiving the proper speeds for streaming. Test your internet connection on speedtest.net or fast.com (3Mb download /1.5Mb upload for 720 HD video). Note: Video issues may be on the presenter's side due to network or equipment issues.

I am in a session and the audio keeps breaking up, what do I do?

If you are using a Bluetooth device, please make certain your batteries are not low. Please try changing headsets or dial-in. Note: Audio issues may be on the presenter’s side due to network or equipment issues.

I am in a session but the other person talking does not hear me, what do I do?

Please make certain that your volume is turned up and your speakers are set to the correct device.

I am accessing the platform with an iOS device (iPhone, iPad, Apple)

We strongly encourage you to use a personal computer and disconnect from your VPN. If iPhone and iPad are your only choice, please use safari to join the platform. The platform is best viewed in landscape mode.

What happens if there are technical issues during a session?

With the added strain on networks as more people are at home and online, sessions may encounter technical glitches. If your session is disrupted, we encourage you to continue the session if at all possible. If you are unable to proceed with the session due to network or platform issues, please email our Technical Team directly at sdfm@eventpowersupport.com.

Do you have another question not listed here?

We are working quickly to communicate all details about the virtual event, please make certain to check your inbox regularly for updates. If you have questions regarding your event that are not listed here, please email us at sdfm@eventpowersupport.com.

Attendee Best Practices

1. Be sure to have at least 1.8 Mb per second for download and 0.6 Mb per second for upload speeds for standard definition (3 Mb download and 1.5 Mb upload speeds for HD).
2. Please close all browser tabs or pause software updates running in the background as this may slow down your processing speed.
3. To avoid an echo, be sure to join each session with your mic disabled or utilize headphones.
4. Please do a sound check prior to accessing sessions.
5. Turn off all notifications on your computer to avoid distractions.
6. Make certain your attendee profile is accurate and up to date for optimal success.