Association of American Law Schools

Welcome! Below is a list of Frequently Asked Questions, Best Practices and Resources to help guide you through the platform and prepare for a successful virtual meeting experience.

Attendee Participation Guide

How do I log in on the day of the virtual event?
After registering, you will receive a confirmation email from AALS@support.eventPower.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.

What is my password?
You will not have a password if this is the first time you're logging in. To create your password, simply log-in and follow the instructions provided to set your password.

What if I forgot my password?
If you have forgotten your account password, please request a password reset.
1. Go to the event login page URL:
   https://tools.eventpower.com/event_app/user/login/21AALS
2. Select Forgot Password?
3. The system will send a six-digit code to your email address. Please enter that six digit code to reset your password. Check your spam / junk mail if you do not receive the email within 2 minutes.

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 technical support.

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 and the most updated version of Zoom. 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. To download most updated version of Zoom: 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 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 attendees and sponsors may request a video chat.

How can I add a session on 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 calendar?
Sessions previously added to your personal calendar will remain there if you cancel. Be certain to remove canceled events from your personal calendar.

How can I remove a session from 'My Agenda'
To remove a session from you 'My Agenda', please select the Schedule navigation. Then select "My Agenda" to remove any session(s) or view your customized schedule.

When will the session links be available?
A session count-down will appear on the agenda **30** minutes prior to the start time of the session. A 'Join Now' button will appear on your Session's Agenda tab when available. You will be able to enter the session **5** minutes prior to the start.

How early can I access the session(s)?
You will be able to join the session **5** minutes prior to the scheduled date and time.

What time zone will be used for virtual sessions?
Sessions will take place in Eastern Standard Time.

How can I connect with colleagues/other attendees during the event?

Catch up with friends
Invite up to 5 friends to video chat together. Just click the chat button at the bottom right corner of your screen during the meeting.

Coffee breaks & receptions
Chat with anyone at the conference during coffee breaks or the post-meeting reception. Click the coffee cart in our virtual lobby for a casual meet up with fellow attendees.

Discuss a professional topic
There are 16 sections holding networking lunches. These sessions are open conversations for section participants. Find your section on the program agenda and join for an engaging lunch.

Schedule a meeting
Want to request a formal meeting with someone? Head to the attendees list in the left navigation menu during the meeting and select the person you'd like to meet with.

Are there session recordings available?
If you registered for the event, the majority of sessions will be recorded and available beginning January 15, 2021. The session recordings will remain available on the virtual platform for 3 months. You will receive an email once all session recordings have been posted within the virtual platform.

How long will I be able to view session recordings in the virtual platform?
You will be able to access session recordings for 3 months.

Who will I be able to chat with?
You'll be able to chat with attendees. To chat directly with an attendee, please select the 'Attendees' navigation to begin networking.

Technical Questions

I am in the session but my video is frozen and I can't 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, make certain your batteries aren't low. Try changing headsets or dial-in. Note: Audio issues may be on the presenter's side.

I am in a session, but the other person talking doesn't hear me, what do I do?
Please make certain that your volume is turned up and your speakers are set to the correct device. Also make sure that the session allows 2-way conversation. For the sessions, attendee communication is via chat.

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 to the session due to network or platform issues, please email our Technical Team directly at *AALS@support.eventPower.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 *AALS@support.eventPower.com*.

Attendee Best Practices

1. Please review the questions listed above to ensure optimal success.
2. 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).
3. Please close all browser tabs or pause software updates running in the background as this may slow down your processing speed.
4. To avoid an echo, be sure to join each session with your mic disabled, or utilize headphones.
5. Please do a sound check prior to accessing sessions.
6. Turn off all notifications on your computer to avoid distractions.
7. Make certain your attendee profile is accurate and up-to-date for optimal success.