



*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.*

## Attendee Participation Guide

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

After registering, you will receive a confirmation email from show management with a link to join the virtual event.

1. Go to [https://tools.eventpower.com/event\\_app/user/login/21AMS](https://tools.eventpower.com/event_app/user/login/21AMS).
2. Enter the email address as directed.

*Note: You must use the primary email address used during the registration process. If you need assistance, please contact [AMS101@ametsoc.org](mailto:AMS101@ametsoc.org).*

3. The system will send a six digit code to your email address. Please enter that six digit code to set your password.

### **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 [https://tools.eventpower.com/event\\_app/user/login/21AMS](https://tools.eventpower.com/event_app/user/login/21AMS).
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.

### **Need to report unprofessional or disrespectful conduct?**

AMS is committed to safe and inclusive meetings for all attendees. Harassment, intimidation, or discrimination of any kind will not be tolerated at any meeting or event associated with the meeting.

All communication should be appropriate for a professional audience including people of many different backgrounds. Be inclusive and respectful. Those who violate the standards of professional and respectful conduct may be asked to leave the meeting immediately and without refund, may not be considered for service on AMS boards and committees, and may be subject to additional legal action.

If you are the subject of unacceptable behavior or have witnessed any such behavior, please immediately, please email [conduct@ametsoc.org](mailto:conduct@ametsoc.org) or call 617-226-3965.



### **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 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. We encourage you to use your webcam during sessions to allow for a face-to-face experience with other attendees.

### **Can I select the sessions I'd like to attend?**

Yes, you can choose sessions on the “Agenda” navigation. Please make certain to sign-up for your sessions early and only sign up for sessions you plan to attend as space may be limited.

### **How can I add a session on my calendar?**

To add a session to your calendar, select “Add to Calendar” from the Agenda 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 “Agenda” 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.

### **How early can I access the session?**

You will be able to join the session 10 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 do I change my time zone?**

To edit your time zone, please select “Edit Profile” on the right hand side under your name and select your time zone (under “Your Time Zone”).



### **Are there recordings available after the events?**

Sessions will be recorded and available for up to three months after the conclusion of the event. All sessions will be posted about 48 hours after the live session (subject to change). You will also receive an email once all sessions have been posted within the virtual platform.

### **How long will I be able to view past sessions in the platform?**

You will be able to access past sessions in the platform for 3 months post-event.

### **Who will I be able to chat with?**

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

### **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, please make certain your batteries aren't 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 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.

### **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 [AMS101@ametsoc.org](mailto:AMS101@ametsoc.org).

### **Connecting with Others at the Meeting**

There are three main ways you will be able to connect with your colleagues during the Annual Meeting.

1. Peer to Peer Networking
2. Networking Breakouts
3. Networking Events



## **I'm continuing to have volume issues and/or receiving a 404 Page Not Found error message?**

Here are the steps if you are having volume issues and/or receiving a 404 Page Not Found error message:

Step 1: Please ensure you have the latest version of Chrome, Microsoft Edge, or Firefox installed.

Step 2: Next, confirm your security settings. Please click the lock located on the left of the web browser search bar (where you entered the url). Once there, make sure that you click to allow permissions for camera, microphone, notifications, pop-ups and redirects, sound, cookies, etc. Please make certain that SOUND is selected to Automatic (default) or Allow.

NOTE: If you do not see the lock icon, please go to Chrome Preferences and click on "Privacy and Security." Inside this section, you will need to update Cookies and Site Settings.

Step 3: Please refresh and re-test if you are still experiencing the volume issues and/or 404 Page Not Found error message. If you continue to experience issues, please email our Technical Team directly at [AMS101@ametsoc.org](mailto:AMS101@ametsoc.org).

## **How do I know what day a speaker is speaking based on their session title?**

Paper numbers, found in parenthesis at the end of the abstract title throughout the platform, indicate the day on which the abstract will be presented.

Paper numbers that start with 1, 2, 3 take place on Monday

Paper numbers that start with 4, 5, 6 take place on Tuesday

Paper numbers that start with 7, 8, 9 take place on Wednesday

Paper numbers that start with 10, 11, 12 take place on Thursday

Paper numbers that start with 13, 14, 15 take place on Friday

## **About Peer to Peer Networking**

Within the platform you will be able to text chat, video chat, and share your virtual business card with other attendees, sponsors and exhibitors. You will also be able to schedule a time to meet with exhibitors when visiting their booths.

## **About Networking Breakouts**

Every day during the conference we will be holding half hour Networking Breakouts. These will give attendees time to chat and interact with others in a fun and relaxing way. Each day has a general theme and there will be different Zoom rooms that you can join to discuss different topics within this theme. For more information on these networking breakouts visit our [website](#).

## **About Networking Events**

Just like our in person meetings we will have Networking Events each day after sessions. For more information on these Networking Events please check out our [website](#).



### **What is the difference between a Lightning Talk and a Keynote Talk?**

During a lightning talk, the speaker has 5 minutes to present their summary slide and answer questions from the audience. A lightning talk speaker has uploaded a 15 minute pre-recorded homework video file to the agenda which attendees should watch before the live session/talk so that you can come ready to the session prepared to ask questions.

During a keynote talk, the speaker presents their entire presentation live during the session. There is no homework to do.

### **Why can't I add sessions taking place at the same time?**

The MyAgenda feature recreates your live event experience and you can not add multiple sessions taking place at the same. But don't worry - if you miss something, you'll be able to view the recordings from the live sessions right in the agenda. The recordings will be available 48 hours after the session ends and will be available in the platform for 3 months. We recommend creating a new MyAgenda after the meeting for watching this recorded content.

### **Can you only add one session to your MyAgenda during certain time slots?**

Yes, you can only add one session during a specific time slot. Any other sessions during this time will not be available to add to your MyAgenda and will automatically be greyed out.

### **Is the MyAgenda only by day?**

Yes, the MyAgenda is only available by day. To view your daily agenda - click into the day you wish to view in the Full Agenda tab. At the top of the page, you will see the MyAgenda tab. Here, you will see all of the agenda items you've added to your MyAgenda.

### **How can I chat with presenters?**

If attendees would like to chat directly with a presenter they must go to the "Attendees" tab to search for the presenter and engage from there.

### **Can you access sessions from the My Favorites tab?**

You will not be able to access sessions from the "My Favorites" tab. You will need to access sessions from the Full Agenda tab.

### **Having trouble finding a presenter?**

Remember that people who are speaking during a live or on-demand session can be searched under "Speakers" while poster presenters can be searched in the "Poster Hall."

### **How can I find when poster presenters will be live?**

Posters are available to view at any time and will be hosted live by Poster Presenters from 2-3:30pm EST during the following days: Sunday Student Conf = 1-185; Monday = 186-370; Tuesday = 372-560; Wednesday = 561-712; Thursday = 713-926; Friday = 927-1088; Local Chapter = 1089-1108.



### **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 listed here, please email us at [AMS101@ametsoc.org](mailto:AMS101@ametsoc.org).

### **Attendee Best Practices**

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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. Test the lighting in your video, make certain you are front facing the light to ensure the audience can see you clearly which will reduce any shadows. Note: If you have a window behind you, please close the shades to prevent any glare.
7. Use a background that aligns with the message and image you want to convey.
8. Frame Yourself: Place your camera at eye level and at a distance close enough to frame your face, neck and shoulders.
9. Make certain your attendee profile is accurate and up-to-date for optimal success.