



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.

SESSION INFORMATION

* **SESSION SLIDES** can be found on individual Speaker pages found either in the Speaker or Agenda sections.

* **SESSION RECORDINGS** will be made available **following the conference** (NLT Nov 13) in the Previous Sessions tab.

Attendee Participation Guide

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.

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 located in your event confirmation email.
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.

How do I edit or update my virtual profile?

To edit your virtual profile, please select "Profile" on the left 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.

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.

When will the session links be available?

The session links will be available 24 hours prior to the start time of the session. The links will be located under MyAgenda on the "Agenda" navigation.

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.

What days or times will you feature the live sessions?

All sessions have a LIVE element. All General Sessions in the Main Auditorium will be LIVE in entirety. Our concurrent breakout sessions have been pre-recorded for presentation purposes but will feature live dialogue and Q&A with the speakers. View the event schedule to add General Session and concurrent breakout sessions on your personal agenda.

Are there recordings available after the events?

If you registered for the event but are unable to attend, sessions will be recorded and available for up to three months after the conclusion of the event. Sessions will be posted online no later than Nov 13th. 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.

How do I participate in the Exhibit Hall raffle?

To participate in the Exhibit Hall raffle, all you need to do is visit those particular companies who are participating in the raffle to be entered. Prizes will be shipped or provided online by the exhibiting company participating in the raffle.

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 the session due to network or platform issues, please email our Technical Team directly at info@aurp.net.

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 info@aurp.net.

Attendee Best Practices

1. Please review the all Frequently Asked Questions in the Attendee Participation Guide 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. 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.
8. Use a background that aligns with the message and image you want to convey.
9. Frame Yourself: Place your camera at eye level and at a distance close enough to frame your face, neck and shoulders.
10. Make certain your attendee profile is accurate and up-to-date for optimal success.