



2020 USPTA WORLD CONFERENCE

Virtual Event – Live from Lake Nona

Frequently Asked Questions

The following FAQ will provide you with important information to fully enjoy the virtual conference experience. You may also refer to the FAQs during WC20 if needed.

Prior the Conference

Q. What can I do prior to WC20 to prepare for viewing the conference sessions?

A. Sessions will be presented on Zoom; therefore, you must download the Zoom meeting software on your computer or mobile device prior to the start of WC20. If you are viewing on a mobile device, download Zoom in the Apple App Store or the Google Play Store.
<https://zoom.us/support/download>

[Click Here to Download Additional WC20 Zoom Instructions.](#) (Read first)

Q. How do I log into WC20?

A. Your login information is the email address that you used to register for the conference. Your email and password were emailed to you at the time of registration.

Also, download the Conference Agenda so that you are aware of when sessions are scheduled. [Click here for the WC 20 Agenda.](#) All session start times are Eastern.

Q. What is the best way to view the conference?

A. To take full advantage of the Networking and Chat features, it is best to log into WC20 on a laptop or desktop computer with speakers and a webcam, as the virtual platform is optimized for computers. However, if you choose to log in through a mobile device, it is best to orient the screen horizontally. Note: It is not possible to use a phone to “dial in” and listen to the sessions.

Day of Conference

Q. How do I log in to the conference?

A. Visit: <https://usptawc2020.vfairs.com/> this will bring you to the WC20 Login page. Log in using your conference credentials. **WC20 login availability starts at 7 a.m. ET Monday, Sept. 21.** Please note, you will not be able to log in to the conference website prior to Monday at 7 a.m. ET. It’s a good idea to log in some time prior to the start of the first session to confirm you have access to WC20 and provide time for you to obtain assistance if needed.

Q. **What do I do if I have trouble accessing WC20 through the login in page?**
A. *Should you have difficulty logging in, please call the dedicated **USPTA Conference Support line at 800-877-8248 extension 2011 beginning 7 a.m. ET Monday, Sept. 21.** The USPTA team will be available to assist you throughout the conference. **You must use the extension 2011 to connect with the conference support team.***

Q. **What should I do once I am in the WC20 Lobby?**

A. *Once you login to the conference you will be in WC20 Lobby. At the top of the webpage, you will see a navigation menu. Click on the menu items to navigate the virtual venue.*

Options include:

- **Lobby** – conference entrance and navigation screen
- **Auditorium** – view session by clicking on the auditorium center screen
- **Exhibition Hall** – access the virtual trade show and exhibitor booths
- **Lounge** – the Lounge is all about networking, visit with fellow attendees
- **Info Desk** – get online help during the conference
- **Networking** – click to open so you can contact others and they can contact you
- **Meet the Speakers** – network with Speakers after their presentations
- **Resources** – view available downloadable documents/PDFs
- **Video Vault** – view available exhibitor videos
- **Conference Bag** – quick access to saved documents and videos
- **Leaderboard** – Interact and earn points for chance at great daily prizes

You can also navigate by clicking the Lounge, Exhibition Hall, Info, Auditorium buttons. You can also click on the Lobby signage to access Endorse Trade Booths, the UPSTA Pro Shop or to view the WC20 Welcome Video.

Q. **How do I network with others? VERY IMPORTANT**

A. *In order to Network or Chat with others during WC20, you must have Networking/Chat window open. You should click on Networking, located in the menu at the top of the page, every time you log in. That will open a Chat window. Keep the Chat window open to send and receive messages. Do not close out of the Chat window while you visit other areas of the virtual venue. The Chat window allows you to network with attendees, speakers, trade show exhibitors and the Info Desk.*

Q. **How can I get help online from the Conference Lobby?**

A. *Once you log in to WC20, you will be in the Lobby. You can either click on Info Desk in the navigation bar at the top of the page or click on the word “Info” on the desk in the Lobby located beneath the Theragun sign. Once at the Info Desk, select the “Click Here” button for assistance.*

Q. **How do I watch a Conference Session?**

A. *Once you log in to WC20, you will be in the Lobby. You can either click on Auditorium on navigation bar at the top of the page or click on the word “Auditorium” to the right of the USTA Lobby sign. Once in the Auditorium, click on the center screen. From there you will move to the WC20 Agenda. Choose your session and click on the presentation session you want to view.*

Q. **I am not able to attend the live webinars sessions. Can I watch them later?**

A. *Yes, the live webinars will be available on demand at the end of each day. You can find those webinar videos by clicking on the WC20 Agenda.*

Q. How do I contact a Speaker after their presentation?

A. *Speakers are available 15 minutes after their presentation. You can reach them by selecting “Meet the Speakers” from the main menu or via the “Meet the Speakers” button located in the Lounge.*

Q. How will I get my education credits?

A. *Attendance for all WC20 sessions is tracked automatically, whether they are watched live or on demand. Education credits will be processed prior to Oct. 1, 2020.*

Q. How do I visit the Exhibition Hall (Trade Show)?

A. *Once you login to WC20 you will be in the Lobby. You can either click on Exhibition Hall from navigation bar at the top of the page or click on “Exhibition Hall” located above the WC20 Welcome Video sign. Once in the Exhibition Hall, you can scroll to find booths and click on one that you would like to visit.*

Mobile Tips for Pre-Recorded webinars:

If you are using a mobile device, please switch your view to Landscape for a better viewing experience. You can also expand the screen by selecting the button located on the bottom right of the video player. If you would like to close the Q&A screen, please select the **Chat On/Off** button on the top center of the screen.

Remember, the USPTA Team is here and ready to assist you however we can. Enjoy the 2020 USPTA World Conference Virtual Event!