ANPD Virtual Symposium FAQs

General Questions

1. **What time zone will ANPD Virtual Symposium be based on?**

   All live session times default to Central Time Zone (CDT). Recorded sessions and posters are on-demand and can be watched/listened to at any time regardless of time zone.

2. **Do I need to download any software to participate?**

   No, you do not need to download any software to participate in the ANPD Virtual Symposium; however, the platform is optimized for Google Chrome or Mozilla Firefox internet browsers while participating via laptop or desktop computers.

3. **How can I optimize my home internet for a better ANPD Virtual Symposium experience?**

   - *Maximize your internet connection by connecting your computer by an Ethernet cable directly from your internet router.*
   - *If you must use Wi-Fi, try and use the 5GHz network.*
   - *Wi-Fi works best when you are 5-8 ft. from your router.*
   - *Give your router space to breathe by placing it in "free space." This means not on a TV stand or behind the couch.*
   - *Check and tighten all cable connections with your router and computer.*
   - *Give your router time to rest by turning it off for at least 10 seconds and restarting it. This will boost your internet speed by a few extra mbps.*
   - *Close out other apps on your device that are not essential to NPD Café: Double Shot.*
   - *Disconnect other non-essential devices around your home (or office) that are connected to the internet: streaming devices, tablets, phones, video game systems, and/or smart TVs.*
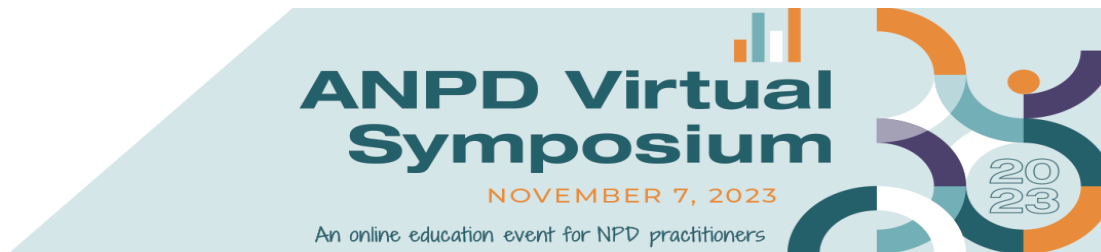
4. **What ADA accommodations will be made in the virtual experience platform?**

   ANPD complies with the Americans with Disabilities Act and is committed to providing a positive experience for all of our attendees. If you have special requirements due to disability, there was an opportunity to indicate requests during the registration process. If you need assistance participating in the ANPD Virtual Symposium, please email info@anpd.org; we will make every effort to accommodate your request.

5. **How will my information be shared with other attendees?**

   Attendee information will be included in the attendee list on the profile. Please note: neither your email address nor your mailing address will be shared with other attendees.

Registration

1. **What if I want to register after the event starts?**

   Since all ANPD Virtual Symposium sessions will be made on-demand following the event, you will be able to register after the event begins. Visit the ANPD website to register.

2. **I didn't receive my registration confirmation. What do I do?**

   Your registration confirmation email is only sent once payment is received. Platform access information will be emailed from info@anpd.org prior to the event. Please contact info@anpd.org to resend your confirmation email.

3. **Can I cancel my registration and receive a refund?**

   Because all sessions included in the ANPD Virtua Symposium will be available for on-demand viewing, only in the case of loss of employment or other extenuating circumstances will a refund be issued. To request a refund, you must contact ANPD at info@anpd.org with documentation of your reason for cancellation by October 30, 2023. All cancellation requests will be reviewed by ANPD and, if approved, will be processed within 2 weeks of the original request. Refunds that are approved will be refunded back to the original payment method.
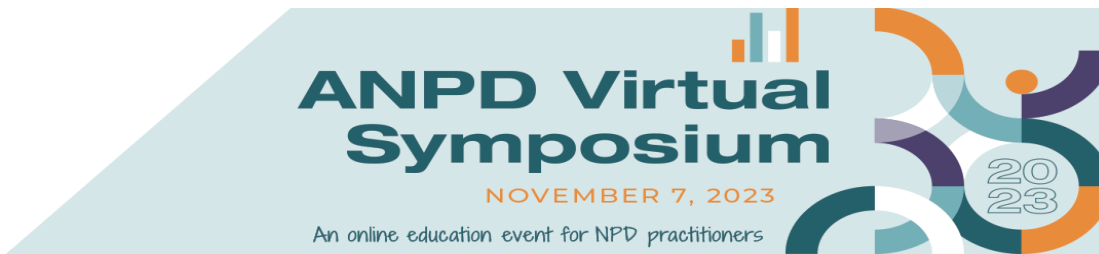
Virtual Event Platform

1. **How do I log into the ANPD Virtual Symposium?**

   Please use the link in the email invitation you received to access the virtual platform prior to the event. Platform access will be emailed from info@anpd.org. To access the event, please enter the email address you used during the registration process.

   If you cannot locate this email, please contact info@anpd.org and we will be happy to assist you.

2. **How do I edit my profile?**

   To edit your profile, log in to the virtual event platform. Once logged in, click "Update Profile" in the upper right hand corner next to your profile icon. There you will be able to make changes to your Credentials, Title, Organization, City, State, and Country fields. We suggest you also include your photo.

3. **If my connection freezes for a moment on that chat or during a session, what should I do?**

   Try to refresh your page and check your internet connection to ensure it's stable. As a reminder, the platform experience is best if you use Google Chrome or Mozilla Firefox as your internet browser.

4. **I keep getting kicked out of the platform repeatedly. What troubleshooting can I do?**

   Please try these options if you experience problems staying in the platform:

   - *Make sure the internet browser you are using is Google Chrome or Mozilla Firefox, as these are the recommended internet browsers for the best experience.*
   - *Check to ensure that the browser you are using is the latest version.*
   - *Disable any firewalls or any related software that might be blocking the platform.*
   - *Exit from any chat rooms that you are not actively chatting in.*
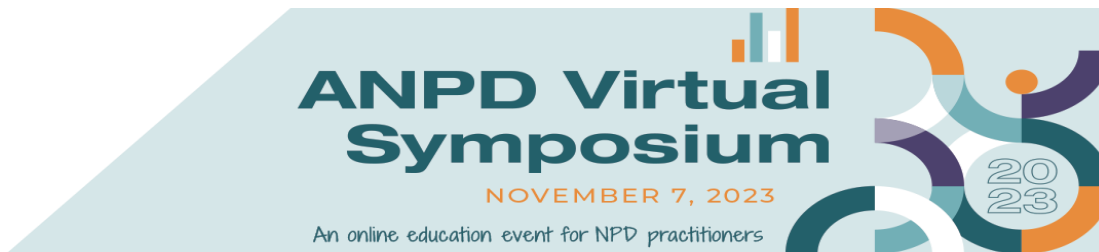
If you are still experiencing challenges after trying these options, please email anpdsupport@getvfairs.io.

5. **I am logged into the platform, but I cannot hear the sound from the sessions. What troubleshooting can I do?**

   Please try these options if you experience problems hearing the sessions:

   - *Check that your computer audio is on and not muted.*
   - *Make sure that the internet browser you are using is Google Chrome or Mozilla Firefox as these are the recommended internet browsers for the best experience.*
   - *Check to ensure that the browser you are using is the latest version.*
   - *Disable any firewalls or any related software that might be blocking the platform.*
   - *Exit from any chat rooms that you are not actively chatting in.*
   - *Refresh your browser or exit the session and try re-entering.*

   If you are still experiencing challenges after trying these options, please email anpdsupport@getvfairs.io.

   These trouble shooting options would also work in the event that you can hear the sessions but cannot view the video display.

6. **Can I chat with a specific speaker or attendee?**

   Attendees can connect with speakers and attendees through the "Chat" function of the virtual platform.

   - *To chat with a speaker or attendee, click the chat icon on the left hand side of the virtual platform screen. Once you are in that section, you can send direct messages to any attendee or speaker that is also in the chat. Simply click on their profile and select "send direct message." You may also invite attendees to participate in a chat room.*
   - *You may set your availability to "Available," "Away," "Busy," or Customized.*
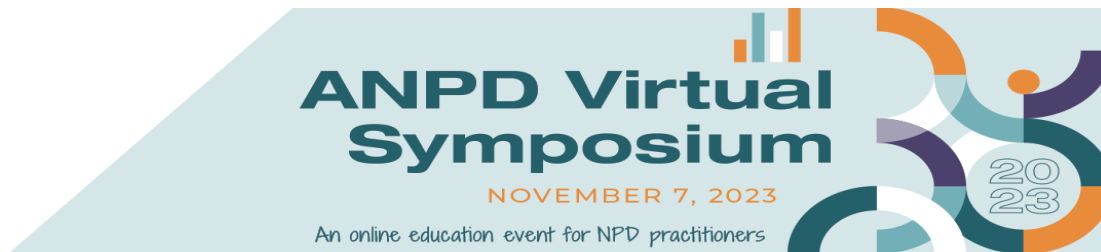
7. **What other resources do you have that I can use to better navigate the virtual platform?**

   Check out our How-To videos for additional guidance in navigating the virtual platform. All are available on the ANPD website.

Session Information

1. **How do I view a session?**

   *To view a session, please click on the **Auditorium**. Within the Auditorium, click the main screen at the front of the room. From here, you will see a list of all sessions available. Select the session you would like to view. Depending on the type of session it is, there will either be a "**Join**" or "**Play**" button available for you to click and access the session. The button to Join or Play will not appear until the countdown has reached zero. After any live session broadcasts, that session will then become available for on-demand video.*

   You can use the menu at the top of the Auditorium schedule to toggle between live session, pre-recorded sessions, poster presentations, and 2023 Aspire sessions.

2. **I'm trying to join a session that starts in 5 minutes, but I can't get in. What do I do?**

   You can access live sessions 60 seconds prior to the scheduled start time. All other sessions will begin promptly at their scheduled start time.

3. **I logged into a session early and I can't see the video or chat once the session started. What should I do?**

   If you logged in early to the session, you may need to refresh your page in order to access the session.

4. **I am experiencing issues with the live sessions, what can I do?**

   The virtual platform is optimized for Google Chrome or Mozilla Firefox internet browsers while participating via laptop or desktop computers. We recommend
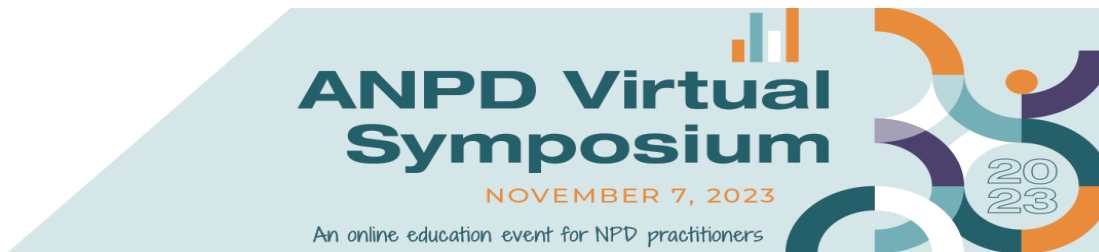
either trying a different browser or connecting with the tech support chat located within the Help Desk.

5. **What can I do if I miss a live session?**

   All live sessions will become on-demand following their live broadcast time. All registrants will have access to all on-demand sessions, pre-recorded sessions, and posters through December 6, 2023.

6. **Will there be a Q&A with the speakers after a session? How do I ask a question?**

   Live sessions will offer a Q&A with the speaker at the end of the presentation, time permitting. On-demand and pre-recorded sessions will not feature a live Q&A with the speaker, but attendees can post questions within the Q&A Chat feature associated with each session. Presenters may be available in the Q&A Chat to answer questions as they come in. The Q&A chat feature will also be available for poster presentations.

7. **My question did not get answered by a speaker. What can I do?**

   If the speaker has provided their contact information, you can feel free to reach out to the speaker directly with your question. If the speaker has not provided their contact information, please email your question to info@anpd.org, and our staff will direct your question to the appropriate person.

8. **Will there be handouts? Where can I find them?**

   If the speaker has included a handout with their presentation, the handout can be found within the virtual event platform. The handout will be listed with a link to download within the Auditorium schedule, beneath a session's description.

Education/Contact Hours

1. **How many nursing continuing professional development (NCPD) contact hours are available at the ANPD Virtual Symposium?**
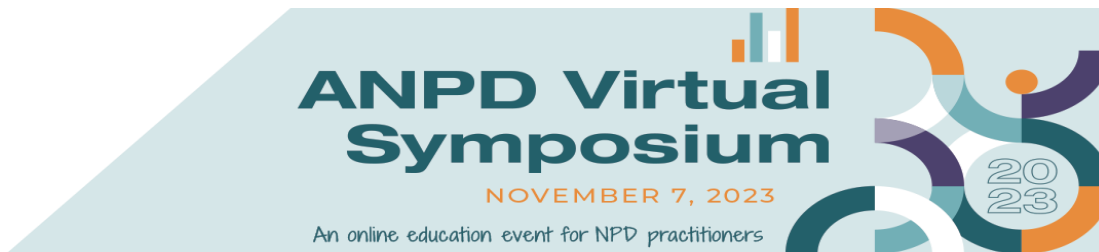
Attendees will have the opportunity to earn up to 11.75 NCPD contact hours from on-demand and pre-recorded sessions and poster presentations.

2. **When will I be able to pre-register for the educational sessions? Do I have to do this when I register?**

   You do not need to pre-register for any ANPD Virtual Symposium educational sessions.

3. **Will sessions be recorded?**

   Yes. Any sessions that broadcast live will be recorded and made available for on-demand viewing. All other sessions are pre-recorded and will be available for on-demand viewing. Recordings will be housed directly on the Auditorium page and will be available on-demand through December 6, 2023.

4. **How will I receive my certificates?**

   All ANPD Virtual Symposium attendees will need to view each session (including poster presentations) and complete the session evaluation to earn a NCPD contact hour certificate. To access your evaluation and certificate:

   - *Log into the ANPD website with your member or guest credentials. Select 2023 Virtual Symposium from the Events menu. On the 2023 Virtual Symposium event page, you'll see a button to access your evaluations. Please click this button and follow the instructions on the next page to submit evaluations for each session you attend.*

5. **How long will I have to complete my evaluation to earn my certificate?**

   Evaluations for the ANPD Virtual Symposium will be available until December 15th, 2023. If you need assistance with your evaluation access, please contact info@anpd.org.