



ANPD NPD Café: Double Shot Virtual Event FAQs

General Questions

1. What time zone will NPD Café: Double Shot be based on?

All live and pre-recorded session times default to Central Time Zone (CDT). Rapid-fire podcasts and 2022 Annual Convention recordings 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 NPD Café: Double Shot; 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 NPD Café: Double Shot 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 NPD Café: Double Shot, 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 NPD Café: Double Shot education sessions will be made on-demand following their live broadcast, 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 two-days 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 NPD Café: Double Shot 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 September 1, 2022. 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 NPD Café: Double Shot?

Please use the link in the email invitation you received to access the virtual platform a week 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 experience challenges after trying these options, please email anpdsupport@getvfairs.io.

5. I am logged into the platform and my video is working, 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 virtual platform in the information desk area.

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 during a timeslot. 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 sessions included in our two live days (September 14th & September 15th) or to access 2022 Annual Convention Session Recordings.

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

All 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 Information 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, podcasts, and posters through October 31, 2022.

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.

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 NPD Café: Double Shot?



Attendees will have the opportunity to earn up to 26.12 NCPD contact hours from education sessions, rapid-fire podcasts, 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 NPD Café: Double Shot 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 October 31, 2022.

4. How will I receive my certificates?

All NPD Café: Double Shot attendees will need to view each session (including poster presentations and rapid-fire podcasts) 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 NPD Café: Double Shot from the Events menu. On the NPD Café: Double Shot 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 NPD Café: Double Shot will be available until November 18th, 2022.

If you need assistance with your evaluation access, please contact info@anpd.org.