Attendee Guide

Accessing the Virtual Event:

When you are ready to access the event, you can click the 'Virtual Attendee Hub' button found either in an email or on the event website.

VIRTUAL ATTENDEE HUB

Logging In:

After clicking the link to go to the virtual event, you will be prompted to log in. After entering your first name, last name, and email address used to register for the event, a verification code will be sent to your email.

Troubleshooting Log In:

Ensure you are entering the same email you registered with for the event.

Check spam and junk folders for the email. The sender will be the name of the conference (i.e.: 2021 Virtual National Meeting) and the email will be from nationalreg@naed.org.

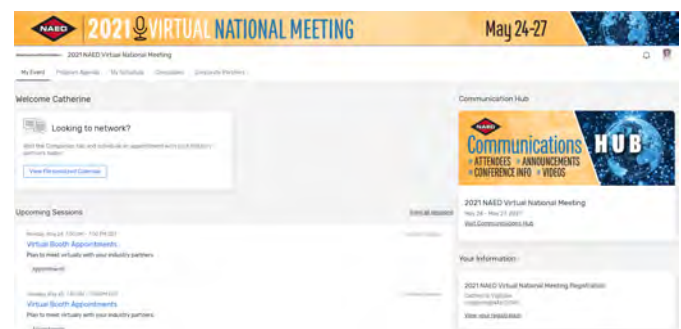The email or text should be triggered in less than a minute.

If you still do not receive the verification code, contact member engagement.

*Once logged in, if you accept website cookies, you will stay logged into the event for 24 hours.

Navigating the Virtual Event:

My Event Page

This is the homepage of the virtual event. You will be able to view live and upcoming sessions, featured corporate partners, and basic event details.
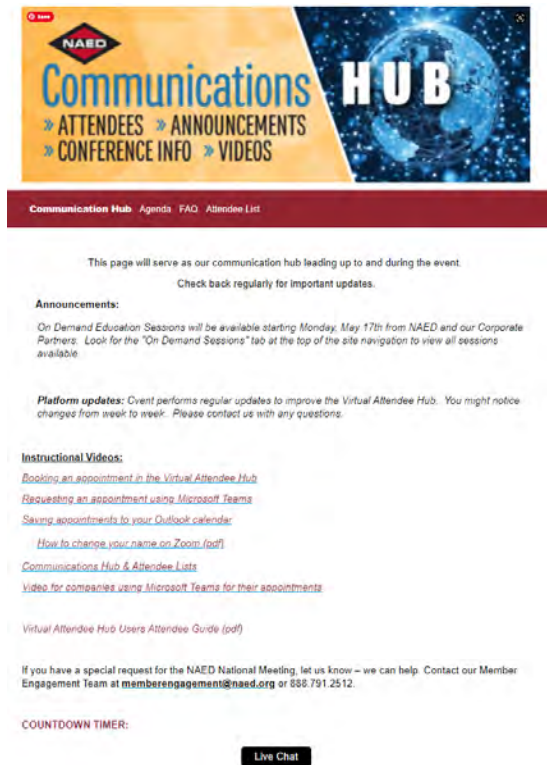

You can click into an individual session or featured partner straight from this page. Additionally, you can access the Communication Hub by clicking the link. This page contains important information about the event, attendee list by member category and FAQs. Be sure to check this link regularly.

Communications Hub

This page shows important updates about the conference and the event platform used. You can view instructional videos, FAQs and a full attendee list broken down by member type.
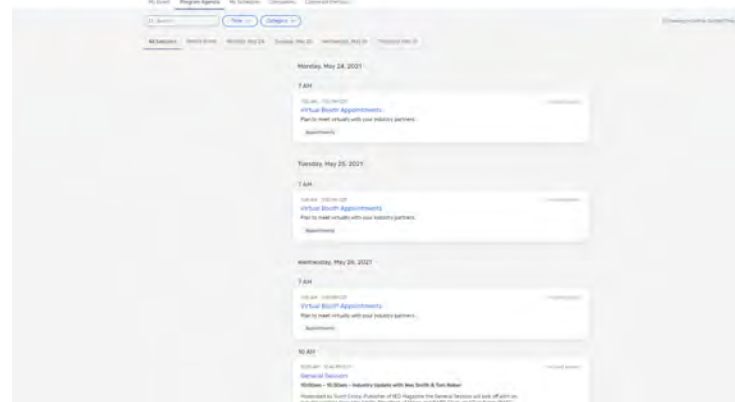

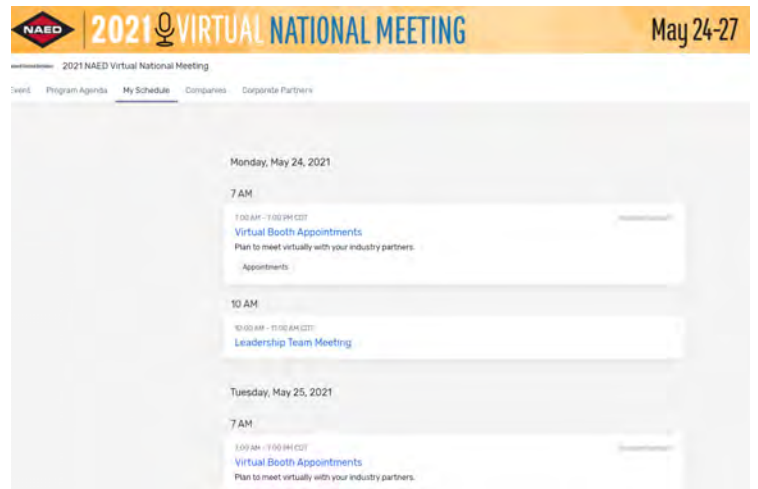Be sure to check this page regularly for important updates.

Program Agenda Page

This tab lists all the sessions available for you to attend during the event. They are listed in the order they occur by date. The page will appear in the time zone of your device. You can click on the session name to access the content of the session.

You also can add or remove sessions from your personalized schedule on this page.
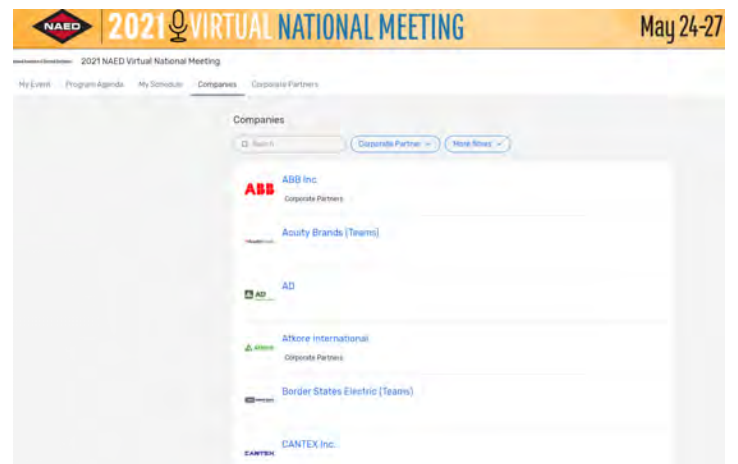

My Schedule Page

This page shows your personalized schedule based off the sessions or appointments you are registered for. You can join the sessions from this page by clicking the join session button or the session name. You can remove sessions from your schedule on this page if you no longer wish to attend.
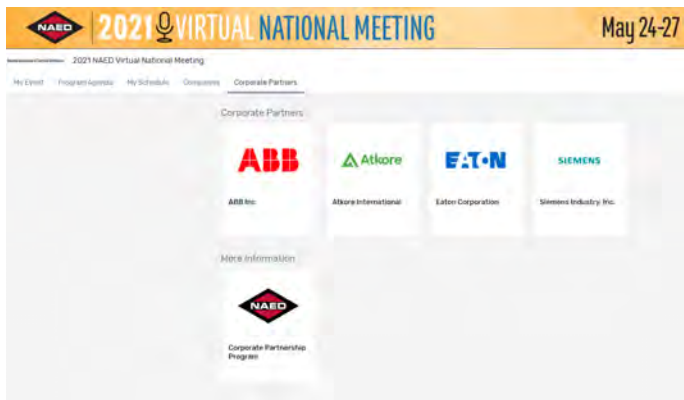

Companies Page

On this page you can view all the Companies that are accepting appointments for the event. You can click the company name to access the information about the company and their virtual booth.
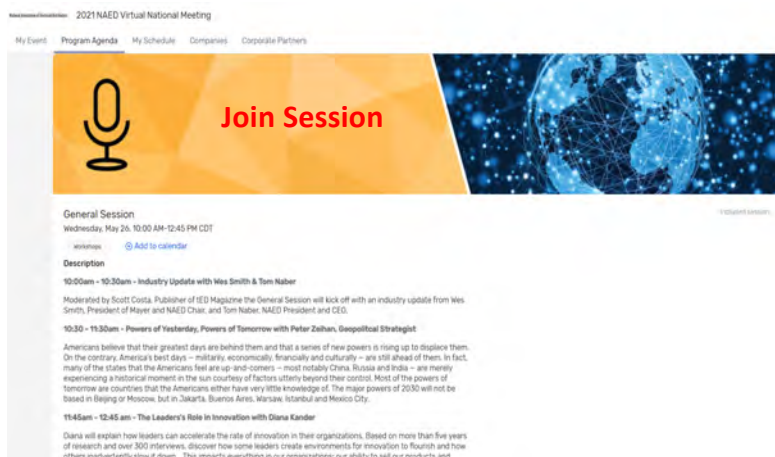
This page lists all NAED Corporate Partners and Event Contributors at their specific tiers. You can also see if the individual partners are accepting appointments. By clicking on a specific partner, you will be taken to their company page.

To learn more about becoming a NAED Corporate Partner please request an appointment during the event or email us at partnerships@naed.org.

Accessing a Session:

When it is time for you to join a session, click the name of the session on your schedule then click the join session button which will appear in the space of the header graphic approximately 5 minutes before the session is to begin.
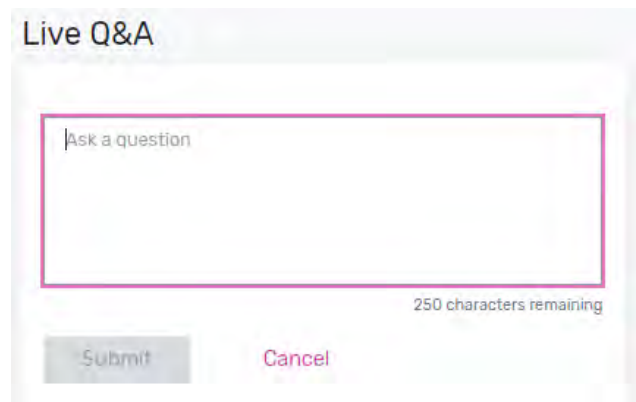

On the session page, you can view a description of the session, information on who is speaking, and any session documents that were shared.

When you are ready to join, select the 'Join Session' button, which will open the video player for you.
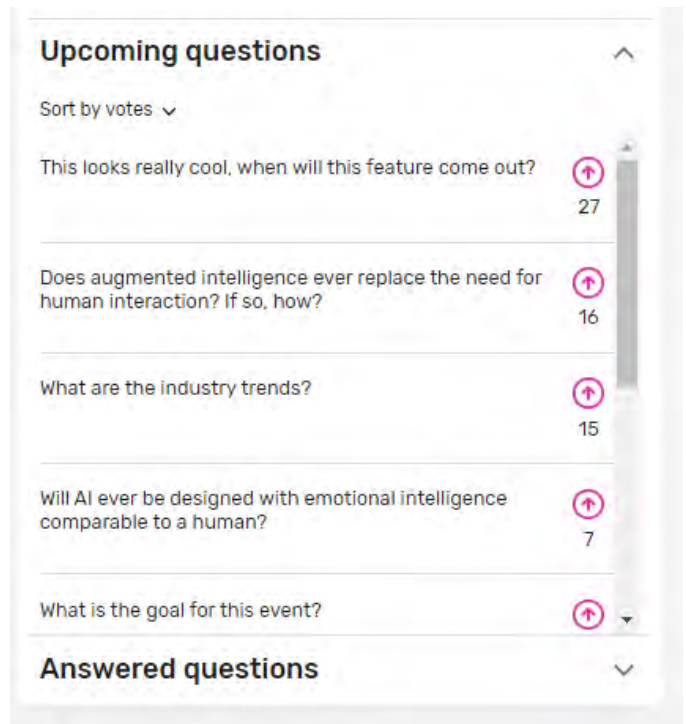
If the session is live, you can see all the questions being asked during that session.

Asking a question

If you are in a session that is accepting Q&A, select the 'ask a question button' to open a text box. You can ask the question anonymously or include your name.

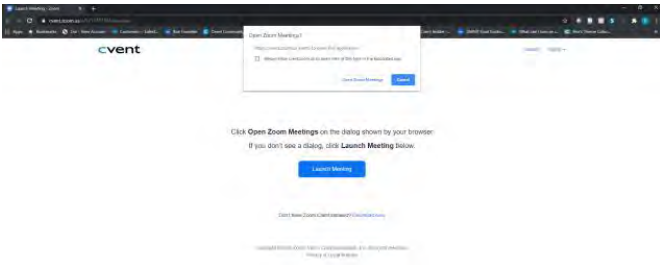You also have the option to upvote other attendees questions.

Joining a session

Select the 'Join Now' button when you are ready to access the content. If the session is a livestream session then a video will pop open and you will be able to view the content.

If you are viewing the session during the time it is aired, you are able to pause the content but it will not hold your place. If you are watching a recording, you can pause and play the video like usual.
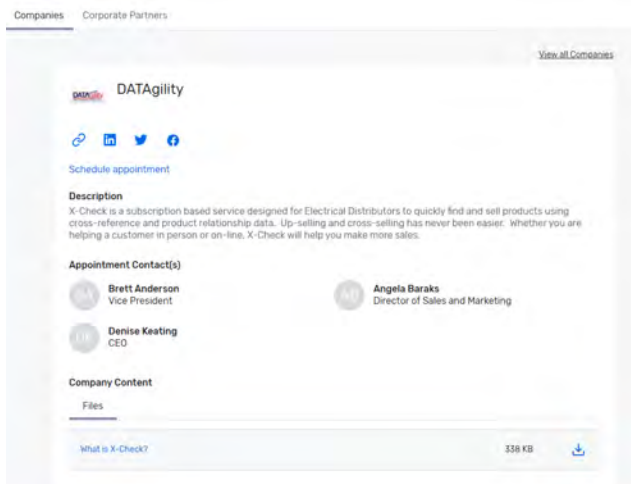
If the session is collaborative, such as the Peer Networking groups, the 'Join Now' button will prompt a Zoom window to open.

You can select 'Open Zoom Meeting' or join via your browser window. This will open a Zoom meeting where the host of the meeting will determine if you can unmute or turn your camera on.
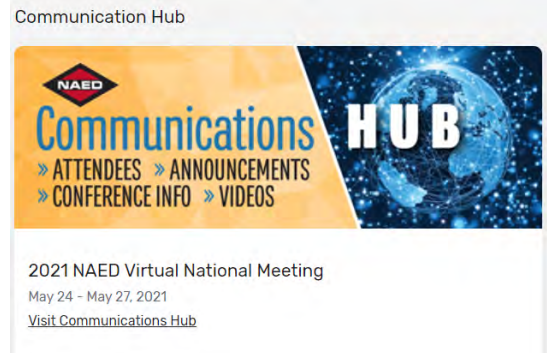
Accessing a Company Virtual Booth:

By clicking a company's name on the Companies tab, you will have access to their virtual booth. This page has information about the Company, ways to connect with them via social media and the ability to request an appointment during the conference.

Attendee Support:

If you need assistance, please contact NAED's member engagement team. You can access our live chat feature by clicking on the Communication Hub link from the My Event Tab.