



Virtual Suites Meeting Frequently Asked Questions & Answers

Technical Questions:

- **What platform is this system run on?**
 - We have partnered with ConnectMii to deliver a system that easily allows for appointment setting and calendar coordination all in one application. The meetings are held using private Zoom connections.

- **What if I have issues the day of the event connecting with one of my calendar appointments? Who do I reach out to?**
 - ConnectMii will have a support team available – Phone: (303) 325-5599
Email: naedvirtualsuites@connectmii.events

- **Do I need to download any special software or use a particular browser to participate?**
 - Zoom works on all browsers. When a user clicks a Zoom meeting link for first time, a very small piece of software is downloaded automatically to their computer. After that, any time you click a Zoom link, the Zoom client is available. More info is available here: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-meeting>.
 - If you're not familiar with Zoom, it's a good idea to join a test Zoom meeting in advance: <https://zoom.us/test>