



2021 Virtual National Meeting Frequently Asked Questions & Answers

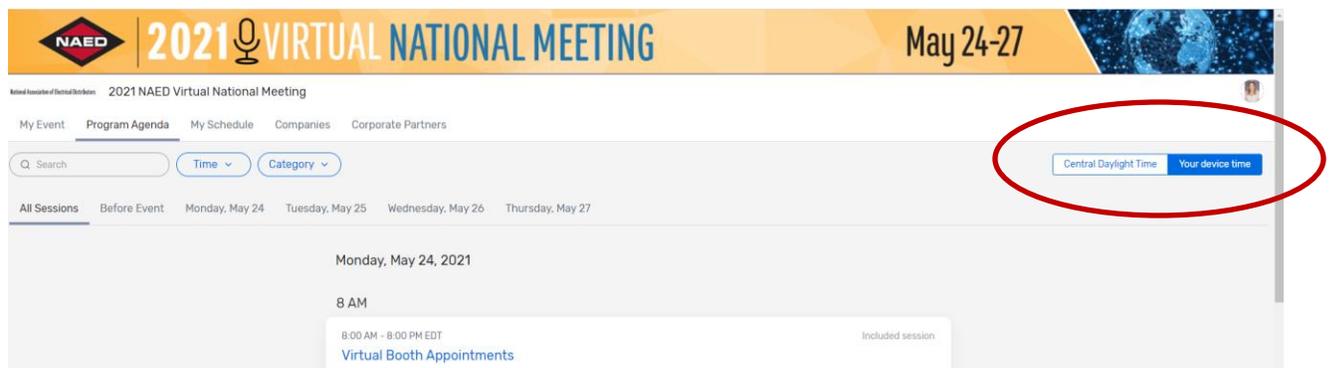
General Questions

Is there education content or just meetings?

- Both! This meeting will offer both education sessions and ample time for individual meetings.

I am on the West Coast, how are you adjusting for various time zones?

- As a default, meeting calendars will be open for appointments 7am – 7pm CST but each attendee has the option of blocking out times to meet their individual time zone or schedule.
- If you are located outside of the Central time zone different, the system will adjust to your device time upon logging in. This can be changed in the Program Agenda tab if you prefer to view the program agenda in Central Time.



Registration Questions:

Does everyone in my company who is participating in the appointments need to register?

- Yes, anyone participating in the appointments needs to register for the event in order to access the event site.

What level of people within our organization should participate?

- This meeting is open to everyone, but we expect the roles of the participants would be the same or similar to those who typically would attend the in person NAED National Meeting.

How do I make sure that my listing is correct for appointment setting (i.e.: by region or division)?

- Register for the event, during registration you be asked to list the appointment contact for each individual. Special requests should be sent via email to nationalreg@naed.org with instructions on how you would like your company representatives to be listed.



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How do I block off time so that I am not available for appointments?

- Navigate to the My Event tab within the Virtual Attendee Hub and click on the **View Personalized Calendar**. That will open up the schedule to show your current appointments.
- Select “Create Appointment” in the upper left part of the screen.
- Once the new window opens, select “block off time” and follow the on-screen prompts to block off the time you are unavailable.

My availability has changed from what is showing in the Virtual Attendee Hub. How do I update that?

- Navigate to the My Event tab within the Virtual Attendee Hub and click on the View Personalized Calendar. That will open up the schedule to show your current appointments.
- Select the appointment you'd like to update or cancel.
- Once the new window opens, edit the appointment as needed.

One of our staff members left the company, can I substitute another staff member in to take the appointments?

- Yes, we can replace the staff who is no longer with your company with a new staff member. Please send the replacement person's name, title, and contact information to nationalreg@naed.org.

Appointments

As a supplier, can I request meetings with distributors?

- Yes, all registered participants will receive a link to the Virtual Attendee Hub. Appointments can be requested by anyone registered for the event.

Do I need to request an appointment outside of the Virtual Attendee Hub?

- No, appointment requests should be made within the platform to ensure that everyone's availability is accurate for appointment setting. There are several ways to request an appointment. See next item or for a video demonstration visit the Communications Hub on the event platform.

How do I schedule appointments?

- From the **Companies tab**, search the list for the company you would like to meet with. This will display their appointment contact(s) for scheduling meetings. Simply click “schedule appointment” and follow the on-screen prompts to set up the time you'd like to meet.
- Note that some companies are choosing to use Microsoft Teams for their meetings and this utilizes a different process. Watch the video demonstrations available on the communication hub for detailed instructions.



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Can someone not registered for the meeting manage our appointment requests for the company?

- Yes, at the time of registration you will be asked who the appointment contact for your meetings is. Once appointment setting opens, that individual will receive instructions on how to view and manage appointment requests within the Virtual Attendee Hub. If you need to change this information after registration, email us at nationalreg@naed.org.

How long are the individual meetings?

- Meetings are set for 30 minutes with a 15-minute break in between each appointment; if you need more time, just book multiple back-to-back appointments, or block out your calendar. Your Zoom link won't time out so just keep talking.

Will an email notification be sent when it someone requests a meeting with me?

- Email notifications will be sent to invited attendees who are the designated appointments contacts. Emails will be coming from info@cvent.com so be sure to whitelist this address.

Will I be able to add these appointments to my Outlook calendar as well as the calendar within the Virtual Attendee Hub?

- Yes, when meetings are accepted there is an option to "add to personal calendar," click that link to open an outlook calendar invite with all the pertinent details.

Can a company decline an appointment but suggest a different date or time?

- Yes, participants can decline a booking request OR suggest a different date or time.

Will I be required to disconnect and reconnect to each meeting throughout the day?

- Yes, each meeting has its own unique the Zoom link to ensure your privacy. If you have back to back meetings, you will need to close out of one meeting before you start the next.

Can appointments be transferred to another person on my team if I have a conflict, but my colleague is available?

- Unfortunately, no, but there are three options that would work in this scenario.
- 1. Decline the invite and let the other party know that your colleague is available, they could then send a new invite to your colleague.
- 2. Accept the invite, add to personal calendar and then forward the invite to your colleague to attend in your place.
- 3. Contact NAED at nationalreg@naed.org and we can move meetings between registrants for you.

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Technical Questions:

How do I join an appointment when the time comes?

- Appointments can be launched either from the “View Personalized Calendar” tab in the [Virtual Attendee Hub](#) or from your personal calendar if you’ve added them there during the appointment setting timeframe.

I shared the calendar invite with other registrants and now everyone shows up as me in every meeting. Can we change that?

- Yes! As your colleagues join the zoom meeting, instruct them to click on the “...” in the upper right corner of their video window within zoom. They’ll have the option to “rename” and type in the correct name.

My company prefers us to use Microsoft® Teams or other software for these types of meetings. Do we have to use Zoom?

- No, you are free to use other video conferencing software for your appointments. The company who wants to use Teams will need to add in their own meeting link to each individual appointment set up. Check the communications hub for a short video on how to use Teams in your meetings.

What platform is this system run on?

- We have partnered with CVENT to deliver a system that easily allows for delivery of both live and on demand education content, appointment setting and schedule coordination all in one application. The individual meetings are held using private Zoom connections.

What if I have an issue the day of the event connecting with one of my calendar appointments? Who do I reach out to?

- The fastest way to reach us is to contact us via live chat from the top right of the [NAED home page](#) or on the communications hub page in the Virtual Attendee Hub. You can also call us at 888-791-2512 or email us at nationalreg@naed.org.

Do I need to download any special software or use a particular browser to participate?

- No additional tools are required to use the CVENT Virtual Attendee Hub to view or attend the event. However, the individual meetings will be hosted on Zoom.
- 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 are not familiar with Zoom, it is a good idea to join a test Zoom meeting in advance: <https://zoom.us/test>



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How do I ensure the best video experience?

- Just like any livestream, there are things you can do to ensure the best viewing experience. Make sure you have a strong internet connection. It also helps to close non-essential tabs in your browser. If you do experience buffering or your video freezes, reload the session page before contacting support.

When I leave the session room, I can no longer hear the speaker.

- Your session experience is designed to be immersive. Just like an in-person session, if you leave the room you can't hear the speaker. If you navigate to another event page, your session will stop. Simply click back into the session to return to the event.

Event Access:

Why did I get logged out?

- For privacy reasons, your login only stays valid for 72 hours. You will also be logged out after 24 hours of inactivity. You will need to request a verification code once expired. If for any reason you are having difficulty logging back in, please contact NAED via live chat for the fastest response.

Can I share links to the Virtual Attendee Hub?

- Yes, please feel free to share links, but in order for the recipient to access the event, they must first register.

If you have additional questions regarding the conference, let us know – we can help. Contact our Member Engagement Team at memberengagement@naed.org or 888.791.2512.