

Attendee Guide

Internet Browser

BEST EXPERIENCE: We recommend using the latest updates of Chrome or Firefox browsers for the best experience.

OTHER: Internet Explorer 11.0+ or Safari 10+

Using your cell phone for viewing is not recommended. If running on an iPad, please use the latest version of Chrome.

Internet Connection

- High speed connection of 1 Mbps+
- NO VPN connection
- Ensure your network is not blocking streaming media by contacting your IT department.

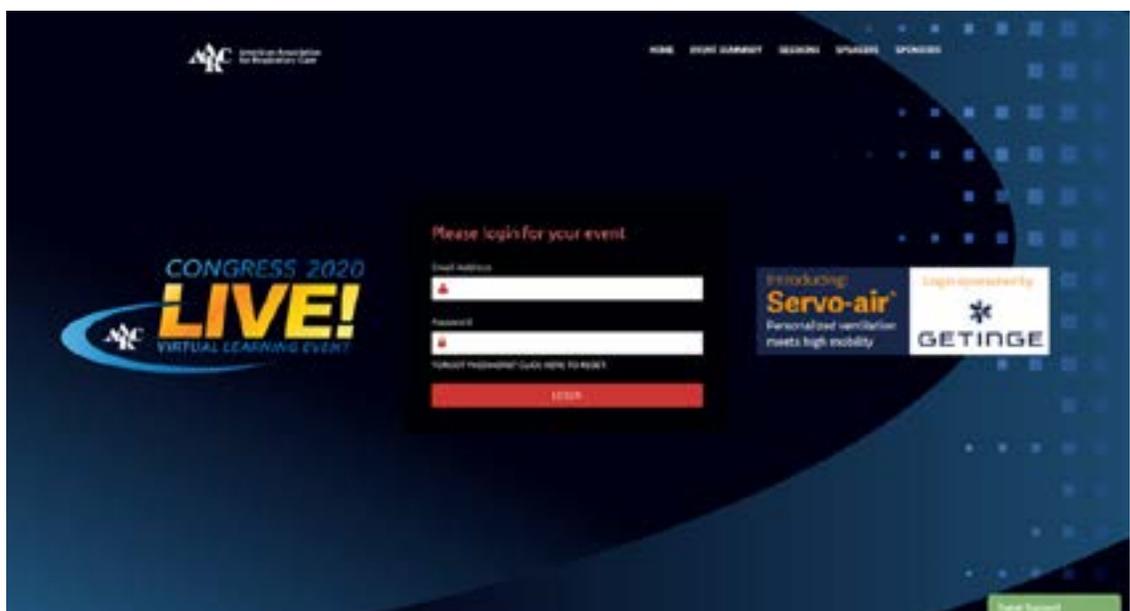
Tips and Instructions for AARC Congress 2020 LIVE! Attendees

Login with the hyperlink and log-in credentials provided in an email sent on Nov. 17, Nov. 19, Dec. 2 and/or Dec. 4.

Registration URL: <https://event.vconferenceonline.com/microsite/html/login.aspx?id=1799&rlp=1>

Your login credentials should have been sent to the email you registered for the event with.

If you cannot find your password, you can click "Forgot Password" under the Password field.



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Welcome

Once logged in, you will arrive in the Main Lobby.

This will be your first stop before navigating to the Session Lobby, Exhibit Hall, Chat Lobby, and the Help Center. You'll also find the On Demand Lobby where you can watch content you may have missed while in another session or rewatch your favorite lecture. This is all in the navigation bar at the top of the page.

Session Lobby

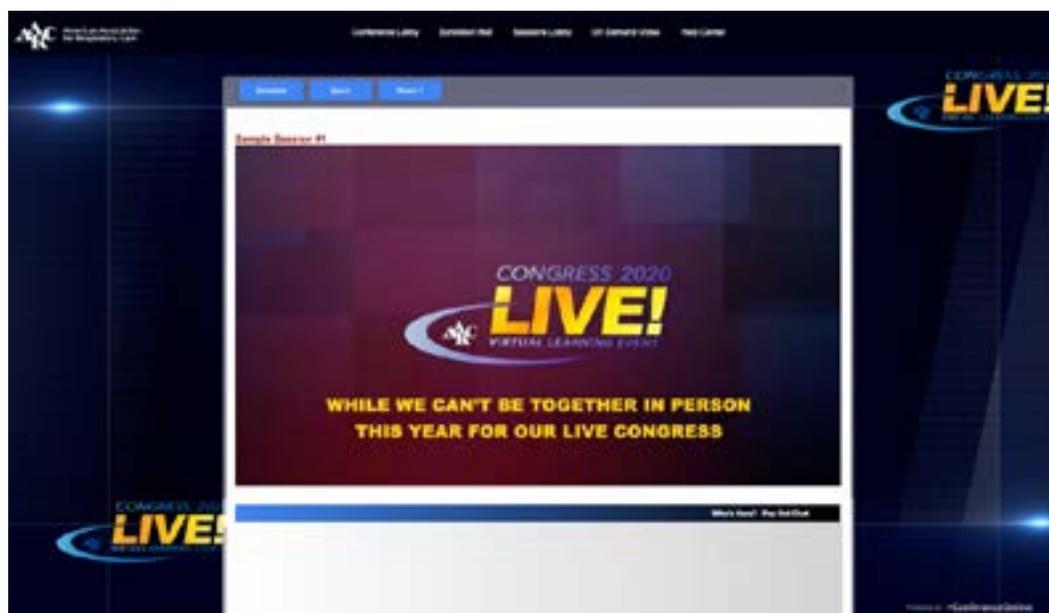
There are seven rooms for you to visit. In order to see them all, you will need to scroll to the left and right, while hovering over the rooms that are showing for you.

To enter, click "Enter Room/Track Now".

It's important to note that all unopposed presentations will appear in ALL rooms.

The speakers are making themselves available to answer your questions. You can do so in the Chat Box underneath the session record, or via a post-session Zoom. To join the Zoom Q&A, click the Zoom box at the top of the video player.

Slides will also be made available in a similar icon above the video player.



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Expo Hall

Our Sponsors and Exhibitors can't wait to meet you.

They have chosen their focused field for you to join them. Be sure to check out all five sub-lobbies!

You may search for an exhibitor in the search bar in the upper right corner, or you may take time to explore each sub-lobby. To enter a booth, simply click on their logo.

Many have made available videos and downloadable information for you to help you find any product you have a need for in your workplace.

Also, most of the booths will have representatives on hand to answer any questions you have.

A friendly reminder, here are the Unopposed Exhibit Times:

Wednesday, November 18 (11 a.m. CT – 12 p.m. CT, 1:55 – 2:15 p.m. CT)

Friday, November 20 (1:00 – 1:30 p.m. CT, 2:45 – 3:00 p.m. CT)

Thursday, December 3 (2:00 – 2:15 p.m. CT, 3:30 – 4:20 p.m. CT)

Saturday, December 5 (10:00 – 11:00 p.m. CT, 12:15 – 1:00 p.m. CT, 4:15 – 4:30 p.m. CT)

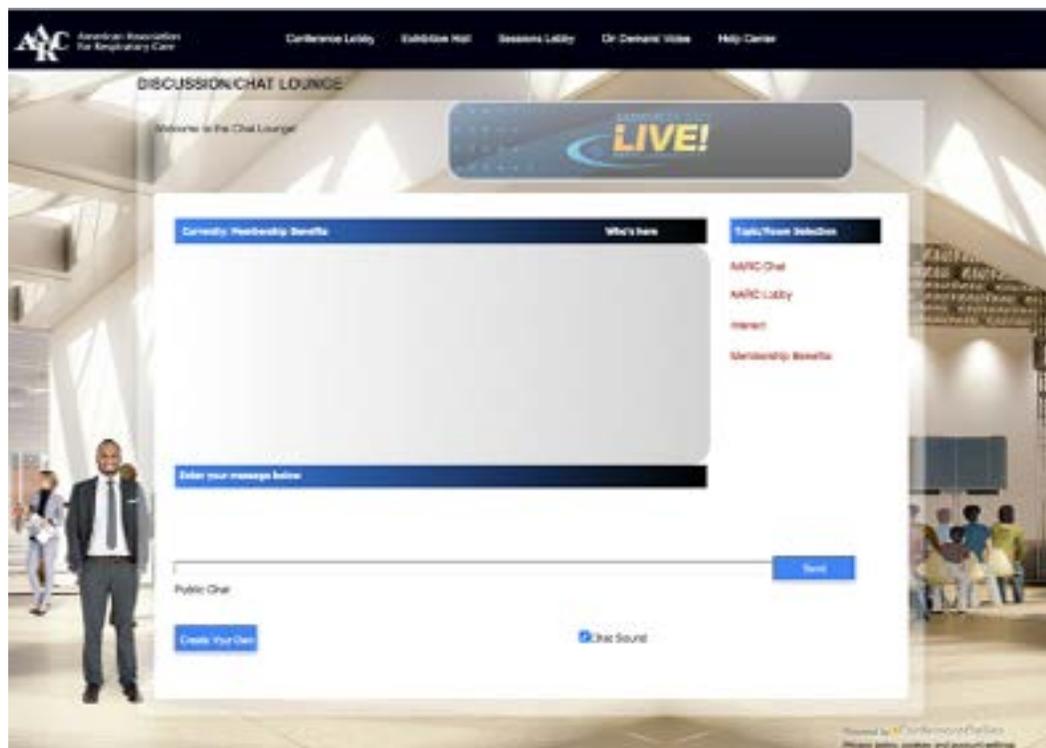
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Chat Lounge

If you're looking to connect with old friends and colleagues, stop in the Chat Lounge. There will be several rooms available for you to join, focused on your interests.

To chat with someone in particular, you can send a private message. Click on the "Who's Here" white text on the upper right part of the top bar of the chatbox. You will see who's in that room, and if you want to send them a private message, click on the message icon by that person's name.

Another odd quirk of the chat is that you will not want to hit enter to send your message. Make sure you're hitting the send button.



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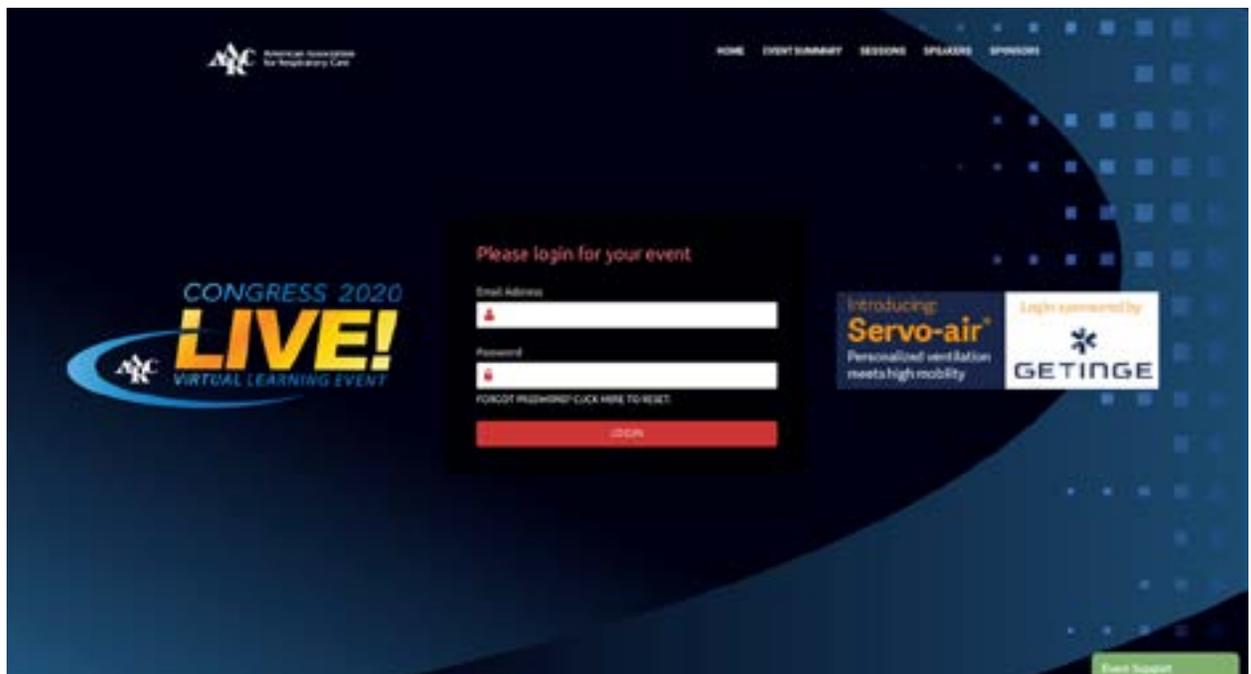
On Demand Sessions

Want to be in two sessions that are happening at the same time? The solution is the On Demand Lobby. We will make the videos from your date available to you in the On Demand area.

Having Trouble Logging In?

If you're having trouble logging in, you will notice a green button in the lower right corner of the login page.

You may click that, fill out your name, email address, tell them you're trying to attend the AARC Congress event, and tell them as much information as possible about the issue. You'll be given a time frame as to when you'll receive an answer, and someone will come on to try to help.



Having Trouble Within the Platform?

There's a help desk for you to navigate to!

Just go to Help Desk on the top navigation bar. Click on the Need Technical Support link on the help page, and fill out the information. Please let them know you're attending AARC Congress 2020, and provide as much detail of the problem as possible. That will help the staff try to answer your questions about the platform.