

ABOUT

What is the recommended attire for IAAPA EXPO | VIRTUAL EDUCATION CONFERENCE?

We want everyone to feel comfortable joining our virtual IAAPA EXPO | VIRTUAL EDUCATION CONFERENCE program. Whether you prefer business casual, pajamas, or even a superhero cape, we welcome you to wear what you like if you are respectful of others.

Is IAAPA EXPO | VIRTUAL EDUCATION CONFERENCE open to the public?

No IAAPA EXPO | VIRTUAL EDUCATION CONFERENCE is a trade industry only marketplace.

What do I need to attend the virtual conference?

All you need is your device or computer, a good Internet connection, and valid registration to attend the virtual conference. You will receive login details a few days before the conference.

Where is IAAPA EXPO | VIRTUAL EDUCATION CONFERENCE?

IAAPA Expo | Virtual Education Conference is 100% online. The program will still include all the exciting topics, tracks, and sessions you have come to expect from IAAPA Expo—now delivered directly to your screen!

Why is IAAPA EXPO | VIRTUAL EDUCATION CONFERENCE being held online this year?

In a time of great uncertainty, we have determined that it is necessary to move IAAPA Expo 2020 online for our guests' safety and well-being.

What time zone will the conference occur?

All sessions will take place in Eastern Time. Please plan accordingly.

What do I need to do before the event?

Make sure your computer, internet browser, and all extensions are up to date. Sign in to the event platform 15 minutes early to familiarize yourself with the IAAPA EXPO | VIRTUAL EDUCATION CONFERENCE platform. Sessions will open up on their scheduled date and start times.

When will I receive the instructions for attending the virtual conference, or How do I login and access the IAAPA EXPO | VIRTUAL EDUCATION CONFERENCE Virtual Platform?

You will receive an email from our platform partner (Slide Spiel) about 48 hours before the event.

AGENDA

Where is the schedule of events?

The schedule of events is available in the following places:

- Within the event platform, after logging in, users will be directed to the schedule.
- On the [IAAPA website](#).

REGISTRATION

I am having issues completing my registration for the event. What do I do?

Before the event, please contact Convention@IAAPA.org. During the event days, please send an email to Education@IAAPA.org for immediate assistance.

What if I want to transfer my registration to a co-worker?

Registrations are non-refundable and non-transferable.

What if I want to cancel my registration and receive a refund?

Registration is non-refundable.

When does registration close?

This event is available to registered attendees even once the event concludes. Access to the event on-demand will be available until the end of December. As a result, registration will be open through December 15th for individuals who want to attend the event 'on-demand'.

SESSIONS

Are the keynote and education sessions live or pre-recorded?

All sessions are pre-recorded. Sessions are also timed to deploy at specific times each day. Attendees won't be able to watch a session until the time listed on the agenda.

Will chat or questions be available during sessions?

No chat or Q&A functionality is available during session playback since all sessions are recorded. However, we have LEARNING LOUNGES available after each session to continue the conversation with an IAAPA Committee member who mentored the session. Please note that *some* rooms may also include the presenter(s) from the session – based on presenter availability.

Will I receive credit toward IAAPA Certification for attending this event?

Yes, you will receive 14 credit hours toward your IAAPA certification for attending this event.

Will post-event surveys be available?

Yes, all registered attendees will receive a link to a survey immediately following the event.

How long after the conference will I have access to the sessions?

Registered IAAPA EXPO | VIRTUAL EDUCATION CONFERENCE attendees will have access to the keynote sessions and education sessions on the platform until the end of December. The networking events and pop-up lounges are only available during the live event.

Will there be multiple sessions be going on at the same time?

Like an in-person conference, education sessions will run concurrently. Review the agenda to see all of the session topics and speakers. Sessions are scheduled to play in specific rooms. Click on the room to see the events occurring in that room. If you missed a session or wanted to attend two sessions held simultaneously, you will have access to the recordings from the entire conference until the end of December.

TECHNICAL

What web browser should I use?

Google Chrome is the preferred browser for attending the conference. Please see the below section titled system requirements.

I am not able to log into the conference platform. Where do I go for assistance?

Please send an email to Education@IAAPA.org for immediate assistance.

Can I access IAAPA EXPO | VIRTUAL EDUCATION CONFERENCE on my tablet or smartphone?

Technically you can access the event through any internet-enabled device. However, we recommend that you attend via a laptop or desktop computer to maximize your experience.

What internet capacity is recommended?

It would be best to use a strong, wired broadband connection with a speed of at least 1.4 Mbps. If your connection is slower, you may still participate, but load times may be longer than expected. Other helpful tips include:

- Connect to the internet using a cable network rather than using a wireless network.
- Disconnect from VPN or corporate networks (if possible).
- Close any unnecessary applications.

What if I am having a hard time hearing sessions/speakers?

Check to make sure your speakers/headphones work and are turned up to an appropriate volume. If you have internal speakers, make sure they are not muted. If you have external speakers, make sure they are plugged in, powered on, and are not muted. Make sure you did not lose internet connectivity. If you are using a mobile device, such as an iPhone, make sure you have enough bandwidth. We advise dedicated Wi-Fi or 4G.

Is the event platform secure?

Yes, the Slide Spiel platform has the necessary processes, policies, and procedures to safeguard attendees. IAAPA has worked with Slide Spiel to verify and validate this information.

MICROSOFT TEAMS

What is Teams?

Microsoft Teams is a video-based platform (similar to Zoom and others) platform.

How will Teams be used throughout the event?

Teams will be used for the lounges and networking events during the IAAPA EXPO | VIRTUAL EDUCATION CONFERENCE.

How do I access these connection events?

Once you are logged into the platform, you will see a list of conference rooms in the middle of your page. Click on the link titled "Networking and Pop Up Lounges." The agenda below the room links will update. From here, you can preview the various events, which are sorted by date and time. To access an event, click on the event name, and a pop up will display with the description of the event and includes a link to access the event. Click the link to move to the Teams platform.



When I click the link to the event, I am prompted with two options "Download the application" and "Join on the Web." Which should I choose?

Either choice is OK to attend the events. You will not be required to pay anything additional for using the Teams application to attend the events. If you use the web-based version, use only the Google Chrome or Microsoft Edge web browsers. These two browsers provide the best experience possible. Your browser may ask if it's OK for Teams to use your microphone and camera on your device. Please select YES / APPROVE to experience the event. Be sure to enter your name and Company name after your name and choose your audio and video settings. Be sure to mute yourself when not speaking. When you are ready, click the JOIN NOW button to enter the meeting room.

Where can I find more information on Teams?

More information on Teams can be found [here](#).