

ABOUT

What is the recommended attire for IAAPA VIRTUAL CONFERENCE?

We want everyone to feel comfortable joining our IAAPA VIRTUAL 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 VIRTUAL CONFERENCE open to the public?

No IAAPA VIRTUAL CONFERENCE is a trade industry only conference.

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.

Where is IAAPA VIRTUAL CONFERENCE?

IAAPA VIRTUAL CONFERENCE is 100% online. The program will still include all the exciting keynote presentations, panel discussions, and case studies you have come to expect from IAAPA Events—now delivered directly to your screen!

What time zone will the conference occur?

All sessions will take place in EDT. 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 VIRTUAL 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 VIRTUAL CONFERENCE Virtual Platform?

Upon completion of your registration, you will receive an email with your credentials to log into the platform.

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?

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 May.

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 Fireside Chats with keynote speakers at the end of each day.

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

Yes, you will receive 9 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 VIRTUAL CONFERENCE attendees will have access to the keynote sessions and education sessions on the platform until the end of May. The networking events are only available during the live event.

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 VIRTUAL 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 networking events during the IAAPA VIRTUAL CONFERENCE.

How do I access these connection events?

Once you are logged into the platform, you will see the daily agenda underneath the video screen. Click on the agenda item to find the link to the networking event. 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](#).