

# Virtual Event FAQs

## WHAT WILL I SEE WHEN I ENTER THE VIRTUAL EVENT?

When you arrive, you will be in the event lobby. From here, if you are early you can pop into the **Lounge** to chat with other attendees, once the program starts for the day you can visit **Live – Happening Now** to participate in the live stream of the program, explore and watch the individual sessions under the **Program**, view the expert speaker roster under **Speakers**, see who's attending the event under **Network**, check out and network in the **Lounge** and **Chat Rooms**, visit the **Help Desk** for information on how best to navigate the event and much more!

## HOW DO I WATCH THE SESSIONS?

Access educational market intelligence through virtual panels, expert interviews and keynote discussions during and after the event. At the scheduled event time, you can click on **Live – Happening Now** to automatically watch the live stream of the program. You can also access the live video stream by clicking on individual sessions under **Program**.

If you join late, no worries—you will join the sessions already in progress and the full event will be offered on-demand once it's over. To note, registration for an individual session is not required but we do recommend that you add a session to **Add to Your Schedule** for easy reference!

## WILL SESSIONS BE AVAILABLE TO WATCH AFTER THE EVENT?

Yes! For the first time, watch sessions at your convenience, post event. No longer do you need to select only one concurrent session. See them all **On Demand** later. REF Members have until Dec 31, 2020 to view the sessions while conference attendees have two full weeks!

## CAN I ASK QUESTIONS AND POST COMMENTS DURING A SESSION?

To save time, we solicited questions for the speakers prior to the event going live. We do have a number of speakers present in the **Lounge** following their presentations to do just that.

You can also connect with other attendees throughout the session by using the **Chat** featured on the right-hand side of the screen. You can leave a comment, ask a general question of the attendees, post an emoji, or respond directly to another attendee.

## HERE CAN I FIND SESSION RESOURCES AND TAKE NOTES?

Session resources will be listed under the session details. You can save resources to **Document > My Briefcase** to access later.

For those of you who would like to follow along and take any notes during the presentations, you can do so by clicking on the **Add Your Notes** button located at the bottom of the video window. Notes will be stored in **Notes > My Briefcase**.

Remember to download everything that you want to keep before the two weeks post event access cut off as these will not be available to you after that. REF Club Members have access until end 2020.

## HOW DOES NETWORKING WORK?

Spontaneously connect with your peers, look-up a contact, see who's online, start a chat, launch a video call, book meetings and more. See who's attending the event under **Network** as well as by popping into the **Lounge**.

When in the **Network** space, find someone you'd like to meet, send them a message and/or request a meeting. It's that simple! You can also join the conversation in the **Lounge** by posting your questions and comments to the chat forum as well as joining the open Zoom conversation.

## WHY SHOULD I COMPLETE MY PROFILE?

Personalize your profile like you would LinkedIn and join chat forums, 1-on-1 meetings, and group conversations. The more information you have, the more relevant connections you will make. Click **My Profile** in the menu or from the event lobby and enter your Name, Job Title, Company, Bio\*, Website\* and Social Media accounts plus upload a photo.

### HOW DO I ACCESS SAVED SESSIONS AND MEETING REQUESTS?

Keep track of all your important **Sessions** and **Meetings** in one easy to manage place. Using the menu, go to Program and select **Sessions** to add to **My Schedule**. **Meetings** booked will automatically populate in **My Schedule**. **Sessions** and **Meetings** will appear in their upcoming order in **My Schedule** from the menu.

### WHAT SHOULD I DO IF I DON'T WANT TO BE CONTACTED BY OTHERS ATTENDING THE EVENT?

Update your **Preferences** to enable/disable messaging and meetings and set your email and push notifications. Under **My Profile**, Click **Preferences** - second option in the right panel. Change your settings by clicking the toggle button on the right.

### WHAT'S HAPPENING IN THE LOUNGE?

Join the **Lounge** for peer-to-peer networking, relaxed conversations, idea sharing and market insights. We will have several discussions and polls going on in the **Lounge** in addition to the **Chat Rooms** and select speakers will be available to answer your questions. Visit the Lounge to check out the full schedule.

### HOW CAN I LEARN MORE ABOUT BUSINESS OPPORTUNITIES?

Connect virtually to your business partners, potential investors or learn about investment, development, leasing and financing opportunities in the **Chat Rooms**.

Our company **Chat Rooms** are fully staffed, and they are ready to answer your questions so be sure to swing by and visit them throughout the day.

### HOW DO YOU USE YOUR BRIEFCASE?

Fill your virtual **Briefcase** with **Documents** from the day's program, take **Notes** during your session and see your **Messages**. All of this information will be stored in one place for you to access at any point, during and after the conference. Your Briefcase will be available to access for up to two weeks after the event concludes.

Remember to download everything that you want to keep before the two weeks post event access cut off as these will not be available to you after that. REF Club Members have access until end 2020.

### HOW DO I PARTICIPATE IN LIVE POLLING?

Live polls are included throughout the conference to engage our virtual audience. To respond to a live poll, click on the "Polls" section located on the right-hand side of the screen of a **Program** session page or the **Lounge**, select your answer and then click submit to share your response.

### WHAT'S THE DIFFERENCE BETWEEN THE ACTIVITY FEED AND SOCIAL MEDIA FEED?

The **Activity Feed** is available to only those attending the event. Take a picture of yourself and post to the conference **Activity Feed** along with your colleagues. The **Social Media Feed** pulls tweets from Twitter. Post on your Twitter Account using the event hash tag. Once it's posted, your tweet will appear in the **Social Media Feed** and will be visible to others.

### WHAT IF SOMETHING'S NOT WORKING?

Visit the **Help Desk** located in the menu on the left side. Here you can access our **How To**, **FAQs** and other important information. Alternatively, if at any time you need technical assistance during the virtual event, please click on the **Live Support** button located on the bottom left side menu. A chat box will open and you will be connected to EventMobi technical support for immediate assistance.