



Virtual Conference Attendee FAQ

Schedule

Our conference will be broken up into three half day events (June 3-5). Sessions will begin at 8:30 AM Eastern each day and end at varying times based on our programming. There will be 15-minute breaks between each session. We will utilize the breaks to announce award winners, do fun activities, award prizes, feature sponsors, and give you a chance to get up and move.

The Annual Business Meeting & Installation will be held on Wednesday, June 3 at 11:50 AM Eastern.

Registration

Pre-registration will be required for all sessions due to the logistics required to manage a virtual event. You will select your sessions when you [register online here](#). **Registration will close at 5:00 PM Eastern on Friday, May 29th.**

Technology

We will be using GoToWebinar for all sessions. This software is free, but we strongly encourage you to check it out prior to the conference to ensure a seamless login experience. [You can review your system capabilities here](#).

Here is a helpful page to troubleshoot login issues the day of our event:

<https://support.goto.com/webinar>

You will be able to connect to the audio with your phone or through your computer.

We highly recommend that you login to each session a few minutes early to address any technological issues. On the first day, we suggest you login 15 minutes prior to the first session to troubleshoot any issues that may arise on your end.

How a Virtual Session Works

You will be required to login to each session individually. Every attendee will receive a unique link for each session. Your unique links will be sent to you 24 hours in advance and 1 hour in advance of each session.

Login links cannot be shared. Unique login links help keep our event secure and provide us with proper PDH tracking for auditing purposes.

If handouts are provided by the presenter, they will be available for download in the handouts section of your webinar toolbar after logging in.

All attendees will be automatically muted to avoid audio feedback issues.

We will reserve time for Q&A at the end of every session. You will be able to ask questions by typing them into the questions section of your webinar toolbar. Typically, questions will be held until the end of the presentation.

We will be doing live polls during many of the sessions. They are not required, but they are a good way to keep things interesting.

It is our intent to make sessions as interactive as reasonably possible.

PDHs

You will have the opportunity to earn 3 PDHs per day and 9 PDHs throughout the live event. **A few days before the conference begins you will be provided with a PDH certificate to track your attendance. It will be your responsibility to keep track of your PDH records. You will be eligible to earn PDHs by logging in to each session for its duration.** Our software will track your attendance and engagement level. In addition, the ISPE office will be maintaining attendee records for auditing purposes.

OnDemand Library

If you miss a session you will be able to view them afterwards in our on-demand library. We will be posting recorded sessions within two weeks after the event. Please note, however, that some speakers may not grant permission to record their sessions, so some may not be available in the on-demand format.

All conference attendees will be given access to the on-demand library at no additional charge. Those who cannot attend the conference may purchase access to the on-demand library.

PDHs will be available for on-demand sessions, but each attendee will be required to take a short quiz in order to obtain a PDH certificate.

Sponsors/Vendors

Our sponsors will be featured throughout the event by sponsoring a session, award, break or other activity. We look forward to their participation.

There will be a dedicated page on our website featuring all conference sponsors. We encourage you to [visit it here](#) to learn more about their products and obtain contact information. Remember – Our events would not be possible without the support of our sponsors!