

# Virtual Events FAQ

## General

### **When does the conference start?**

All events will be held in Mountain Standard Time. Pre-Workshop/Short Courses tutorials will be held on Monday, 1 Feb 2021 and Keynotes/Panel Discussions/Technical Breakouts/Exhibits will be held from 2 – 4 Feb.

### **Do I have to be an ITEA or DEPS member to attend?**

No. If you are not a member you would simply pay the non-member rate.

### **How do I register?**

Visit the [DEPS](#) website to register. Note that some of the technical sessions will have limited participation requirements. See the conference [Security information](#) for instructions on participating in session with limited distribution.

### **What do I need to know about the virtual pre-conference tutorials/Short Courses?**

They will be held on Monday, Feb May. The fee to attend each 4-hour course is \$300 or \$550 for two courses. A certificate of completion will be provided upon request.

### **How much does it cost to attend the virtual conference?**

ITEA /DEPS Members pay \$300 and non-Members pay \$350.

### **What is cancellation policy?**

Persons requesting cancellation through 4 January will receive a full refund. Cancellations after 4 January are subject to a \$100 cancellation fee. No refunds will be given after 29 January.

## **HOW TO ACCESS VIRTUAL SITE**

This year's event will take place inside of two virtual platforms:

1. Microsoft Teams operating on the GCC-High will be used for ALL presentations (Distribution A to Limited Distribution D) and side meetings intending to discuss CUI (meeting rooms for upper-level discussions can be arranged with [Cristina@deps.org](mailto:Cristina@deps.org).)
2. And our virtual conference experience platform, Accelevents which will be serving as the 'hotel' for this event, supporting all of our Open/ Distribution A activities.

**\*\*Please note we will be following a two-step verification process every day in order to gain admittance to the CUI Sessions.**

### **CHECKING-IN FOR THE CONFERENCE:**

- You will be required to check-in for the conference every single day.
- Check-in begins at 0700 and will remain open until 1400 every day (Mon-Thurs.)
- A single direct link to the 'security check-in desk' in Teams will be distributed via email to registered and cleared attendees to be used for the week of the Conference. Keep this link handy.
- This link to the security check in desk will remain the same Monday through Thursday (1-4 Feb.)
- Once you have been admitted and cleared in the lobby, a separate email will be sent to the email we have on file. This email will contain unique links for that day (ie Monday- short courses, Tuesday- Plenary session, Wed/Thurs- Technical Breakout Sessions.)
- This two-step process will be the same for the entire week.
- All links for the conference will be unique so please make sure you are paying close attention to your calendar and email.

### **What do I need to do on the day of the virtual event?**

You will automatically be registered with the email you registered with on the DEPS site. Two days before the conference you will receive an email from "Accelevents" that will contain a link that will automatically login to your account, and access the event page. Please review this quick video on instructions on attending the event. [Accelevents Participation Overview](#)

### **How do I log into the virtual event on the day of the event?**

Simply open the email from "Accelevents" with the subject "JointConfTE is live tomorrow!!" and click **Join Event**. **\*\* You will not be allowed to enter the site until 30 minutes before the first session starts\*\***

### **Log-in tips for Microsoft:**

If you are having trouble connecting, please make sure you have done the following:

- Make sure you are using Google Chrome (or Microsoft Edge) as your Internet browser
- Even if you are a regular Teams user, you will HAVE to sign in as a guest to join our meeting (Your desktop application will not work - must be in an Internet browser)
- Make sure you are logged out of all Microsoft applications (including CVR Teams) prior to attempting to connect
- VPN's seem to interfere with connectivity. Try to connect using a computer or cell phone that does not have a VPN

### **Details regarding Accelevents:**

- Here you will have the opportunity to interact with exhibitors and network with other attendees. This is also where you will find the agenda which you can sort by date, speaker, tag or track. Please see the [Accelevents Participation Overview video](#) for more information.
- Access the Lounge to discuss the topics covered at the conference or simply a place to exchange information - discussion only on an Open, Public Release level (you can set up a meeting room in Teams for higher level discussion with Cristina at Cristina@deps.org)
- Learn more about our sponsors and exhibitors, build your own customized agenda, and more!
- A link from Accelevents will be sent to registered and cleared attendees 2 days before the conference (so keep an eye out for an email from Events@accelevents.com.)
- Note that it might go to your Junk/Spam email box so please check for it there as well. Your information should already be entered for you, so please login to make sure that you can access the Accelevents website and that your information is correct.
- Please note that live streaming is used for the virtual expo hall so be prepared to be on camera and microphone during the virtual expo hall hours. Make sure to allow Accelevents to access your microphone and camera.

## Technology

### **What technology do I need to attend the workshop?**

For the best experience, we suggest a good Internet connection and using a desktop or laptop computer. **Chrome** Internet browser is strongly recommended to be able access all the features (Internet explorer is NOT supported.) You can also access the event on your mobile device such as an iPad. If you don't already have Chrome, you can download it for free [here](#).

### **Can I access this event with a government computer?**

Different agencies have different security measures. Most can access via their government computer on a non-government network. Depending on your firewall you may not be able to access thru a government network. Thus, we recommend viewing the event on a non-government network.

### **Do I need to have a webcam for the event?**

Although you do not need a webcam to attend virtual events, you are encouraged to use your webcam during the networking sessions to allow for a face-to-face experience with other attendees.

### **I am having issues with the platform, who can I contact?**

- For difficulties with the Accelevents platform please text 951-219-4817 for assistance.
- If have questions about anything else or need assistance troubleshooting accessing TEAMS, please contact [office@deps.org](mailto:office@deps.org).