

# Virtual Events FAQ

## General

### **What is a virtual event?**

A virtual event allows you to attend from the comfort and convenience of your home or office through your personal computer or mobile device. The event takes place completely on-line. A virtual environment allows attendees to view keynote sessions, exhibitors and technical sessions.

### **When does the Symposium start?**

All events will be held in Mountain Time. Pre-Symposium tutorials will be held on Monday, 13 September 2021 and Keynotes/Panel Discussions/Technical Breakouts/Exhibits will be held from 14 – 17 September.

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

No. If you are not a member you would simply pay the non-member rate. However, we strongly encourage you to become a member to receive all membership benefits such as 1) access to ITEA monthly lunch and learns for free 2) access to the ITEA Journal of T&E 3) discounts for other ITEA conferences and much more.

### **How do I register if I am not a member?**

If you have never been a member you will need to create an account. Click "[Register](#)" on the ITEA website and select "create an account" on the left hand side. Once you have completed the account you will be provided a user ID and password and can register for the virtual event and/or the pre-symposium tutorials.

### **What do I need to know about the virtual pre-symposium tutorials?**

The pre-symposium tutorials will be held on Monday, 13 September. The fee to attend each 4-hour tutorial is \$205. Each tutorial provides 4 contact hours of instruction (4 CPEs). A certificate of completion will be provided upon request. Visit the [website](#) to register. After you register you will then receive a confirmation email with instructions on how to access the live tutorial on the **Accelevents** platform.

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

ITEA Members pay \$300 and non-Members pay \$400. Cost includes access to on-demand content until 31 October. View the [website](#) for a complete list of registration rates.

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

Substitutions are permitted. Full refunds are not available within two (2) days prior to the start of the event. A request to cancel after 2 days prior to the event, will be subject to a 50% cancellation fee. All cancellations must be made in writing and submitted to [info@itea.org](mailto:info@itea.org).

### **How do I register for the virtual Symposium and access the platform?**

Register on the ITEA [website](#). You will automatically be registered on the virtual platform with the email you registered with on the ITEA site. A few days prior to the Symposium you will receive an email from "**Accelevents**" that will contain a link that will direct you to the virtual landing page.

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

If you have already registered on the ITEA website you will receive a reminder email from "Accevents" the day before the event that will contain a link that will automatically login to your account, and access the event page. Simply open the email from "Accevents" with the subject "ITEASymposium2021 is live tomorrow!" and click **Join Event**. **\*\* You will not be allowed to enter the site until 30 minutes before the first session starts\*\***

### **Do I have to attend the entire event?**

Virtual events bring the experience of an in-person conference to your personal computer, so just like an in-person conference, you have the freedom to pick the sessions you attend. But many say that attending the event in its entirety—the keynote, panel discussions, technical tracks and closing sessions—will help you to get the most out of the experience.

### **Can I pick breakout sessions to attend?**

Yes. You can choose any session you would like to attend in each breakout session time block.

### **Will I be able to see the presenters for each session?**

Yes. You will be able to see Keynote Speakers, Panelists, and Technical Track Presenters along with their presentations.

### **How do I ask questions during the track sessions?**

We encourage you to ask questions at any time during the session. Type your questions in the chat box located on the lower right-hand side of the screen. These questions are then displayed to the session presenters for response during the session or afterwards, as a follow-up.

### **How do I ask questions during the live Keynotes or Panel Discussions?**

See above. The only difference will be that a moderator will collect the questions and pose them to the speaker who will then answer live.

### **Can I access and view recordings of any presentations from the conference?**

Your virtual conference registration includes access to all recordings after the event concludes. You can view any sessions you missed as soon as the recordings for those sessions are made available. All recorded sessions will be available for you to access at no additional charge until **31 October**.

### **What if I am not available during the virtual conference dates?**

The content will be available on-demand until 31 October for all registered participants. If you are unable to attend 13 – 17 September, we suggest you still register in advance and view all the content at your own pace.

### **How can I see what sessions are streaming live or recorded?**

Keynote speakers and panels will be streamed live on "Stage". Technical track sessions will be pre-recorded and can be found on the "sessions" tab. From the virtual workshop main page click "Agenda" to view the schedule. Plan ahead, review the schedule and decide on the sessions you want to attend.

## Technology

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

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 through 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.

## Troubleshooting

### **What if a session has already started but the streaming isn't working?**

If for any reason, you are experiencing technical difficulties with the streaming of a presentation, please know that it is still being recorded. If the interruption continues longer than a couple of minutes, we recommend switching to watch a different session and watch the recorded version later at your convenience.

### **I am on the conference platform and my screen is frozen, what do I do?**

Try refreshing your browser.

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

If you are continuing to experience difficulties, please text 951-219-4817 for assistance.