



71st AHCA/NCAL Virtual Convention & Expo FAQs

Virtual Platform FAQs

The 2020 AHCA/NCAL Virtual Convention & Expo will be hosted on a virtual meeting platform created by Intrado. Below are some common questions about the platform and virtual experience.

Getting Started

What is an Intrado virtual platform, is it an App or streaming service? Do I have to download anything?

There is nothing to download, regardless of the type of device you are using to log into the platform. Intrado is a cloud-based secure, closed-environment virtual platform, and the convention features a unique, secure login for each user.

How do I log in to the virtual event platform?

All registrants are provided with individualized login credentials by Convention Management Resources (CMR), our exclusive convention registration partner, in a confirmation e-mail upon completing the registration transaction. **Your e-mail is the login ID, and your password is the registration confirmation number.** You use these credentials to log in to the virtual event platform from October 8-31, 2020.

Tips for Best Platform User Experience

Do I have to be at a desktop computer to access the Virtual Meeting?

The AHCA/NCAL 2020 Virtual Convention platform is mobile responsive so you can access content on any device connected to the internet including laptops, desktops, handheld tablets, and smartphones. Due to the larger screen size, the best viewing experiences are on desktops and laptops.

Can my computer or mobile device handle the virtual event?

Most up-to-date desktop computers and mobile devices such as laptops, desktops, handheld tablets, and smartphones can run the virtual event. The Technical Requirements needed to participate can be found [here](#).

What mobile devices are supported?

The Mobile Requirements can be found [here](#).

Will I be able to log in from my computer and mobile device at the same time?

You cannot log into separate devices simultaneously. You will receive an "Already Logged In" message. This means you will need to choose which device you will use to remain logged into the platform.

What browser should I use, and how do I find out what browser and operating system I am currently using?

Chrome and Firefox offer the best user experience for the platform. Safari also works fine, but the worst user experiences are on Edge and Internet Explorer browsers. To find out the browser you're currently using and other performance details, please [click here](#).

Where can I find the Browser End of Life information?

The upcoming Browser End of Life information can be found [here](#).

Will I still be able to participate if my company has a corporate firewall in place?

In most cases, firewalls will not pose a problem. You should be able to participate in the entire event even if your company has a firewall in place. There is a port checker in the system check which allows you to see any potential issues. [To run the system check, click here.](#)

What does protected view mean when I open a PDF?

PDF files may open in Protected View. In Protected View, you will see a yellow bar at the top of the document window. Click "Options" then "Trust this host always" to enable the navigation bar.

How can I make the screen bigger in the education sessions?

Make sure you maximize the size of the screen. You can re-size the windows in education sessions to your liking once the video starts playing by using your mouse to click and drag

Communicating with Others in the Platform

I am having trouble communicating with other attendees in the platform. What do I do?

If you are experiencing problems using the communication features within the platform, such as not receiving new message notifications or being unable to send text in a chat window, it may be due to the configuration of your company's network. Certain firewall configurations can prevent the communication features from functioning properly. [Click here for details.](#)

When functioning properly, can I communicate with someone one-on-one?

Yes, from your profile page you can communicate one-to-one via direct message to their profile or chat. **When you complete your profile**, be sure to select the "Auto-forward Mail" and "Auto-Forward vCards" options. Should you not be logged into the platform at the time someone sends you a message or their vCard, it will automatically forward either to the e-mail address listed in your profile.

Can I tag someone with "@" in the virtual platform to let them know I wish to communicate with them?

No, the platform does not feature a tagging function using "@" the way it is used in social media. However, in a scrolling chat, you can use the "@name" to let that person know the reply is directed to them. Keep in mind, "@" does not alert them that there is a reply to their comment. The best way to communicate with others in the platform is either via the one-to-one chat or direct message to their profile.

Troubleshooting

I am seeing the following message on my IE (Internet Explorer) browser "This page contains both secure and nonsecure items. Do you want to display the nonsecure items?" What should I do?

If you are having problems viewing mixed content (http non-secure and https secure content on the same page), please refer to the browser related fixes below.

- To configure the Internet Explorer notification action to correctly display secure content please [Click Here](#).
- To configure Firefox to display secure content please [Click Here](#).
- To configure Safari to display secure content please [Click Here](#).
- To configure Google Chrome to display secure content please [Click Here](#).

General FAQs

What are the 2020 AHCA/NCAL Virtual Convention & Expo dates, and what can I expect?

The virtual convention will be open October 8, 2020 through October 31, 2020. During these dates attendees will be able to access education, visit the 10 Expo Halls, and network with peers in the lounges. Get-Together Thursdays will be October 8, 15, and 22, 2020. On these Thursday's there will be new live content, new education sessions, general sessions, moderated chats, live interaction with exhibitors and much more. Be sure to check this website regularly prior to the convention dates for updates on Education Sessions, Expo Hall, Networking Lounges, and more.

What time zone will events be held?

All live events are held in Eastern Time (ET). You can change the Time Zone setting to preference in your profile Once a live event has occurred, it will be available to view on-demand.

Will continuing education credits be available?

Yes, up to 50 continuing education credits (CEs) are available only to the registrant associated with platform login credentials. **Attendees must watch the full session recording and answer quiz questions to receive CEs.** We will continue to collect licensing information as done in past conventions. For more information, please visit the [Education General Information](#) page.

Is this convention on social media?

Yes. Be sure to connect with us on social media using **#AHCANCAL20** and share your stories of caregiving using **#WhyWeCare**. You can connect with us on Twitter and also on Facebook and LinkedIn.

How long do I have access to the virtual event?

All registered attendees will have access to the platform and any sessions **October 8-31, 2020**. Registrants will also be able to continue networking with Pledge Partners, exhibitors, and other attendees during that time.

What if I have a question not addressed in these FAQs?

Send your inquiry to meetings@ahca.org . You will receive a reply, during the convention dates, by the next business day.

Registration FAQs

What are the registration rates, and how do I register?

For more information on registration rates and how to register, please visit the [Registration](#) page. Note that Convention Management Resources (CMR) is the exclusive registration partner for the 2020 AHCA/NCAL Virtual Convention & Expo.

When will registration close?

Registration will remain open through October 23, 2020.

What does my registration fee include?

The registration fee includes access from October 8-31, 2020 to:

- Three General Sessions
- Interaction with speakers and your peers
- Over 70 on-demand education sessions
- 15 hours of live education content
- Up to 50 CEs available
- 10 Expo Halls with 77 vendor partners
- NCAL Day
- Quality Award Ceremony
- Concert with Andy Grammer
- Networking opportunities
- Live chats
- Award Presentations
- Games and prizes

I am a current member, but when I try to register, my member status is not recognized.

What do I do?

In order to ensure that your member status is recognized, you should make sure you are entering the same e-mail address in the registration form as you use in your AHCA/NCAL membership profile. If you are unable to identify the e-mail with which your account is associated, please contact AHCAsupport@cmrus.com or call (866) 227-1876 (US & Canada).

Can someone else register another person or multiple attendees at once?

Yes, if they can provide all the required information and payment.

Will this have a single login where a group can attend together, or is it intended as an individual attendance?

Registrations are intended only for individuals. Each registration is for a single person and the content cannot be exported out of the platform for a shared experience. CEs will only be awarded to the registration associated with the credentials used to login.

What is the cancellation/refund/transfer policy?

All registration sales are final, and refunds are not available. The transfer request deadline of September 16, 2020 has passed. All transfer requests received by that date have been processed. Credits toward future AHCA/NCAL events are not available. Refunds for no-shows are not available. Each registrant will have access to the virtual platform and on-demand sessions October 8-31, 2020.

Do I have to watch the conference from the same device used to register? Another person usually registers on my behalf but will not be the one participating.

Your registration login can be used on any device, but you do have to use the e-mail address

that was provided when you registered. Please make sure the person in charge of registration provides individual e-mails for each registrant so every attendee can sign-in using their respective login credentials.

I have another registration question

Please contact AHCAsupport@cmrus.com or call (866) 227-1876 (US & Canada).