

## Frequently Asked Questions

### What is included in my MHCA Convention registration?

As a registered attendee, you'll be able to:

- Access 25 recorded sessions presented by industry experts, with 20+ hours of CEUs, available 24/7
- Track session questions and answers
- Connect with other attendees, speakers, and industry exhibitors

There's no need to reserve a specific date or time to view lectures, so you can learn at your own pace and in the comfort of your own home or anywhere you choose. In addition to the recorded sessions, you will also be able to visit the Virtual Trade Show and explore the latest industry products and services from our exhibitors

### How long will I be able to access the content available through the interactive platform?

All content available through the MHCA Convention & Trade Show platform will be accessible September 1, 2020 through September 30, 2020.

### How do I log into the platform?

Logging in to the virtual platform will require your personalized login credentials, which are your email and your unique Registration ID (found on your registration confirmation email).

### I didn't receive my personalized login credentials.

Please check your spam/junk email folders, as the confirmation email could have ended up there. If the confirmation email cannot be found, please click the [Forgot Access Key?](#) link on the login page or contact [karina@mohealthcare.com](mailto:karina@mohealthcare.com) to request your credentials to be resent to you.

### Can I share my login credentials with another person at my facility?

No! Your credentials are unique to you and should not be shared. This is especially important if you are planning to receive continuing education units (CEUs).

### How do I unlock my profile?

After you've logged into the website, click on your name in the top right corner, then click **My Conference Profile**. Make sure the option to share your contact information and profile is checked to enable communication with other attendees.

## **Why am I not able to access the recorded sessions?**

The sessions are available only to registered attendees, log in to access all features through the platform.

## **Will there be any live sessions scheduled within the Convention platform?**

No, the MHCA Convention & Trade Show virtual platform has no live sessions scheduled. All session content is pre-recorded, for your viewing convenience over the entire month of September.

## **Do I have to build my schedule?**

No, you do not have to build your schedule. All sessions are available on-demand and can be viewed at any time without adding them to your specific account/schedule.

## **Can I ask the presenters a question?**

Yes, each on-demand session has a **Questions** button for you to send your question to the speaker(s). MHCA will monitor these questions, the speaker (or MHCA) will provide the answer to you as soon as possible.

## **Continuing Education FAQ**

- **Does this conference offer continuing education units (CEUs)?**

Yes, credits for each qualifying session are noted on the session listing.

- **How do I receive my CEUs?**

To earn administrator CEUs for a session, you must log in with your email and password and watch the webinar in its entirety. If you must close out of a webinar early, you will need to view it again, from the start, to earn the CEU. We recommend ensuring you have enough time to view the entire webinar before beginning one.

- **Will I receive a certificate of completion?**

Yes. An email with a complete CEU record of credits earned during the MHCA Virtual Convention will be sent to all individuals approximately two weeks after the conclusion of the convention, which runs September 1-30, 2020. Emails with the CEU records will be sent to the attendee at the email address provided on their registration. If you have not received your records with your CEU information by October 21, 2020, please email Karina Schnieders at [karina@mohealthcare.com](mailto:karina@mohealthcare.com).