

Account Access

How do I log into the 2020 Fall Future of Infusion Advisory Council (FIAC) Leadership Meeting?

- Registered attendees will receive an email with an access code that can be used to log in to the website here. If you do not remember your log-in information, use the “Forgot Access Key” link below.

How do I access the sessions and networking?

- Many features are only accessible to registered attendees. Once logged in, the vertical menu on the left side of the screen will give you options for browsing the various aspects of the conference.

How do I create my schedule?

- Once logged in to your account, you can Favorite a session by clicking the star on the right side of each session. This will add it to the My Schedule page. This can be removed by clicking the star icon again. From the My Schedule page you can also add Personal Appointments, which can only be viewed by you.

How do I add my schedule to my calendar?

- Once you’ve favorited sessions or added personal appointments you can export this schedule to your calendar. While logged in to your account, click on your first name and last initial in the top right corner, select the drop down arrow, then My Schedule. Select the top right Export drop down, then Export to Calendar. This will add your conference schedule as a secondary Calendar in Outlook titled “My Plan.” You have the option to combine this to your calendar by right clicking on “My Plan” and selecting Overlay.

Virtual Networking

How do I update my profile or add a photo?

- While logged in to your account, you can navigate to your profile by clicking on your first name and last initial in the top right corner, clicking the drop down arrow, and selecting My Conference Profile. To add a photo, click Upload Photo, crop as needed, and then click Save My Profile.

I have registered for the conference but when logging in, it says “Account was not found” or I used the “Forgot _Access Key?” link but haven’t received the email.

- Please email nhiareg@conferencemanagers.com.

Who are Future of Infusion Council Members (FIAC)?

- The Future of Infusion Advisory Council (FIAC) is composed of organizations in home and specialty infusion that serve as leaders in our industry. FIAC members provide NHIA with on-the-ground perspectives and feedback on what is happening in the supplier and manufacturing space in support of the association’s advocacy work for home infusion patients. Learn more.

How do I meet with FIAC members?

- During the FIAC meeting there will be several opportunities for you to network and meet with FIAC members. You can use the Cadmium platform to schedule and hold meetings during the meeting.

When are FIAC members available for meetings?

- Tuesday, September 22, 2020, from 1:00pm - 4:00pm Eastern
- Thursday, September 24, 2020, from 10:00am - 1:00pm Eastern

What type of information is available from FIAC members?

- Company profiles include features like downloads, videos, and contact information to reach the members.

Will I be able to meet with FIAC members after the event ends?

- You will not be able to video chat but you can use the request information button to contact them or view the contact info page to email the member representatives directly.

Will I be able to access information about FIAC members after the event ends?

- Yes, member company pages will be available for 90 days after the event ends. Instructions on how to navigate the virtual networking can be found here.

Sessions

How do I join a live session?

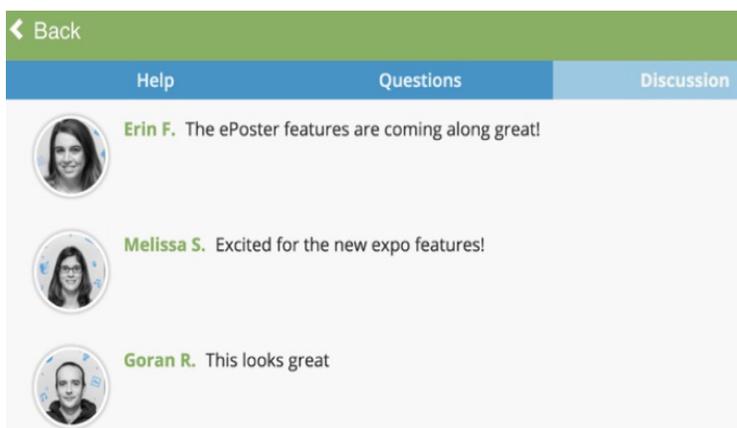
- You can either select “Enter Livestream” on the left side navigation, or each session will have a Live Stream button at the bottom right of the session pop up. Once you have entered the live stream viewer, take a moment to familiarize yourself with the icons that are available:
 - a) Ascending Vertical Bars: these will control the volume of your livestream. Click a box and turn it blue to increase the volume, or gray to decrease the volume.
 - b) Expanding Arrows: this will control the size of your screen. Click once to enter the full-screen viewer, or click again to return to the original size.

I'm having problems with the Live Stream.

- If you are unable to hear any sound at all, be sure your speakers are turned on, and you are not set to Mute within the live stream window. When the stream begins, you may see a message that says something like “Click here to unmute.”
- If the slides or speaker appear blurry at any point, it may be an internet connectivity issue. If you know that your connection is good, and you refresh your screen, but the images are still distorted, the issue may be with the speaker’s connectivity.
- If you are having trouble with the video feed, or are not seeing any video at all during the time of the Live Stream event, try refreshing your browser. You can do this by clicking the circular refresh icon beside the URL or holding down Ctrl +R buttons on your keyboard on a desktop/laptop.
- You can also increase/decrease the resolution value of the stream. In the bottom right corner, you may see a number like 1080p. This is the highest resolution, and most recommended. If you see a number lower than 1080p, click on the number to adjust the resolution.

How do I ask the speaker a question?

- Once in the Live Stream Viewer, you will see Help, Questions, and Discussion on the right side of the viewer (see example below). Within the Question area, type in your question, and hit Enter. Other attendees will be able to see your question, and vote-up questions that they find most relevant. As your question accrues points, it will move to the top of the list. Speakers will be answering questions live at the end of each session.



How do I view a session I missed?

- All sessions will be available for on demand viewing within 72 hours of airing, and will be available for 90 days.

I have another technical issue, or the solutions above are not working.

- If you are having trouble with the Cadmium site, live stream, or other aspect of the platform you can contact Cadmium Technical Support from 9 - 5 EDT at (410) 638 9239 or support@cadmiumcd.com.