General

In what time zone are the session/demo times listed?
- Everything is listed in Mountain Daylight Time (MDT). The attendee page in your member area has a Conference Clock in MDT so you can sync up and know when a session will begin!

What are the hours of the event?
- Wednesday, August 12 | 8:00 AM – 4:15 PM MDT
- Thursday, August 13 | 8:00 AM – 4:30 PM MDT

What is the dress code?
- Whatever you would like!

Will we get conference bags still?
- Yes! These will be mailed out to you after conference with your t-shirt and a mystery swag bag of goodies.

I haven't gotten any emails about conference.
- Verify that you're looking for emails with your primary email address associated with AAPC.
- Make sure you've opted in to get communication from AAPC.
- Make sure your company is not blocking AAPC emails.
- Put aapc.com in your safe senders list.
- If you've checked all these off, contact AAPC at (800) 626-2633.

Apps/Website

How do I log into the conference app?
- Look for AAPC Conferences in your app store from your phone or tablet.
  - o Note: This is a NEW app, so if you have one from last year, you can delete it.
- Log in using the primary email address associated with your AAPC membership.

How to I log into the My AAPC app (to add CEUs)?
- Look for My AAPC in your app store from your phone or tablet.
- Log in using the same username and password you use when logging into www.aapc.com.

I can't download the app to my laptop/desktop.
- The app is only for phones/tablets. You can access the conference links from your desktop by logging into www.aapc.com. Go to your member area by clicking on My AAPC and then select 2020 Denver Virtual Conference from your event list. Bookmark this page to make access easier next time.

Can I be logged into the app and have the app view or sessions open on my computer at the same time?
- Yes, we recommend using your app to network, view upcoming information and announcements and complete challenges. Use your computer to join sessions, visit exhibitor demo rooms, go to the virtual café and view/download session handouts.

How do I participate in challenges and earn points?
- Go to the Challenges section of the Conference app. You can choose to compete in challenges and answer questions to get Challenge Codes that you can enter to win prizes.

How do I "Shake to Connect"?
- This feature is a great networking tool. If you find someone that you want to connect with in the app, just tell them to "shake to connect". Click the "Shake" icon at the bottom of the home screen of the HEALTHCON app and shake your phone at the same time as the person you are connecting with. Even if you are across the country from each other, you connect within the app.

What is the virtual café?
- The Virtual Café is a place where attendees can go to network, chat about industry topics and check-in with fellow attendees during breaks. This is a great place to try out the Shake feature!

Sessions
Is there a dial-in option?
- There's no dial-in option for the sessions. You'll connect online through a conferencing tool.

How do I register or change sessions?
- Now that this is a virtual event, you can choose to go to whatever sessions you'd like! Log into your Member Area and access the event portal under Purchases & Items. You should see an option to "Create/Modify Your Schedule." This is where you'll select sessions. Also feel free to select sessions in the app if you want to build an agenda for yourself.

Why didn't my selected sessions transfer to the app?
- The app is separate from our registration process and since we're not restricting the number of people who can join a session, you can build your own schedule and attend any sessions you'd like to join.

How do I get to the links to join sessions?
- You can access the conference links from your desktop by logging into to www.aapc.com. Go to your member area by clicking on My AAPC and then select 2020 Denver Virtual Conference from your event list. Then, click on Session Links. Bookmark this page to make access easier next time.

I can't connect to my session.
- If you typically connect to work using a VPN, this may be blocking ZOOM from installing. Try turning off/logging out of the VPN during conference sessions.
- Check your internet speed. You can do so at https://www.speedtest.net/. You'll want at least a 7 mbps download speed to connect smoothly.
- If others at your location are streaming things like Netflix, YouTube, Disney+, xBox, Roku, etc., try turning those off.
- Try restarting your router.
- Get closer to router or directly connect with ethernet cable rather than through wi-fi.
- Restart your computer to refresh your wi-fi settings.

I'm seeing a message that the session isn't open yet or is on hold. What do I do?
- If you're more than 15 minutes early to your session, you'll be put in a waiting room until the host opens the session. Just be patient and you'll automatically be placed into the session when it opens.

I can't hear in the session.
- Check to make sure the speaker icon in the top bar is GREEN, not gray.
- Check the speaker setting to make sure it's connected to the correct speaker (especially important if using headset).
- Check your internet speed. You can do so at https://www.speedtest.net/. You'll want at least a 7 mbps download speed to connect smoothly.
- If others at your location are streaming things like Netflix, YouTube, Disney+, xBox, Roku, etc., try turning those off.

I can't see the video/presentation.
- Check your internet speed. You can do so at https://www.speedtest.net/. You'll want at least a 7 mbps download speed to connect smoothly.
- If others at your location are streaming things like Netflix, YouTube, Disney+, xBox, Roku, etc., try turning those off.
- Try restarting your router.
- Get closer to router or directly connect with ethernet cable rather than through wi-fi.
- Restart your computer to refresh your wi-fi settings.

How do I ask questions during the session?
- There is a CHAT feature that appears once you join the session. Any question you ask will only be seen by you and the presenter/host. If time allows it, the presenter may answer questions from that feature.

How do I access the presentation slides/handouts?
- Each attendee will have access to presentation materials located in the member area or in the HEALTHCON app under each Session or in the Session Handout section.

Exhibitors

How do I see when exhibitors will be doing demos?
- In the Demos & Giveaways section of the Conference app, exhibitors will be posting information about demo times and giveaways. Once you know the time, visit the Exhibitors section and you can join the demo room from there.

How do I get into exhibitor demo rooms?
- *Via the website* (recommended): From www.aapc.com, go to your member area by clicking on My AAPC and then select 2020 Denver Virtual Conference from your event list. Click Exhibitor Demos. Click on an exhibitor name. On the Exhibitors page, click on the exhibitor's Demo Room under Links.
- *Via the app*: Go to the Exhibitors section of the app. Click on an exhibitor name. On the Exhibitors page, click on the exhibitor's Demo Room under Links.

How do exhibitors get my contact information?
- By joining an exhibitor virtual/demo room, virtual attendees are giving AAPC permission to share their information which may include full name, credentials, email, phone number, and physical address with the exhibitor.

CEUs
How do I get CEUs for the sessions I join?
- At the end of each session, there will be a QR code and a CEU code listed. The quickest way to capture your CEU is to use the My AAPC app and scan the QR code when it comes up on the screen. You may also type in the provided CEU code in the My AAPC app or online in the CEU tracker at www.aapc.com.

How do I get CEUs after conference?
- You will have access to the recordings in your member area on www.aapc.com after the conference. The recordings will be uploaded into our Learning Center by Sept 15th, at that time, we'll send communication on how to access them. After watching a recorded session in the Learning Center, you'll take a quiz on the session and the CEU will be automatically uploaded to your CEU Tracker.
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