NAMPI VIRTUAL CONNECT F.A.Q.

GENERAL QUESTIONS

How do I log on to the conference?	By August 14, all registered attendees will receive an email with their log in information and details on how to access NAMPI 2020 Virtual Connect. This email will be sent **From: NAMPI.live Support (noreply@infernoar.com).** Please check your spam/junk folder if you don't see the email in your Inbox. This email will include a link to access the live conference site and your temporary login credentials. **IMPORTANT**: You will need to login into the site using your temporary login within 24-hours of receipt of your email to create your profile and personal password. If you do not receive this email, please email contact@nampi.net.
Do I have to follow the August 17-19 agenda exactly as outlined?	Like an in-person conference, you will have a better experience if you follow the agenda as closely as possible. The program was designed to provide you with an experience as full as our in-person conference, and we encourage you to follow the program as designed. However, we know that isn't always possible. All sessions will be available on-demand and can be watched any time after the scheduled time listed on the agenda. You will only be able to participate in Q&A sessions if you are watching in real time. Please see below if you have questions about how to access the sessions and view the full program.
How long may I access the virtual conference?	You may log in to the virtual conference site for 90-days post live conference. You will be able to

	watch sessions on-demand, visit exhibit booths, download materials, and more. We like to say, August 17-19 is just the beginning!
Will I receive any materials for the conference?	If you opted in for our NAMPI Virtual Conference Kit prior to the conference. Please note that all attendees who registered after August 4 will not be receiving a kit due to shipping and logistical reasons. The printed materials included in the kit will be sent via email to attendees who did not receive the mailed kit on Thursday, August 13. If you do not receive the emailed conference kit, please contact us via email at contact@nampi.net.

OVERALL/SYSTEM REQUIREMENT

Are there special equipment requirements?	You may participate in the virtual conference from a laptop, computer (Mac or PC) or tablets (Android or IOS). You will log on to the conference from an internet browser.
What internet capacity is recommended?	You should use a strong, wired broadband connection with a speed of at least 1.4 Mbps. If your connection is slower, you may still participate but load times may be longer than normal. Other helpful tips include: Connect to the internet using a network cable rather than using a wireless network, Disconnect from VPN or corporate networks (is possible), Close an unnecessary applications, Refrain from browsing the internet, streaming media and/or downloading large files during this time.
What if I have technical difficulties during the August 17-19 timeframe?	For all technical questions, please reach out to NexTech AR, our virtual conference platform provider. They will be able to assist you with technical issues and problems with logging into

	the system. To reach NexTech AR, please contact (866) 330-6655. You may also email them here.
	For all other questions and for any other help, you can reach our Conference Management Team by visiting the Information Desk on the virtual platform, www.NAMPI.live/InfoDesk. You can also reach us via text at 504-222-2460 or via email at contact@nampi.net.

VIRTUAL PLATFORM USER QUESTIONS

What email address should I use to log in?	You must use the email address you used to register for the conference. As mentioned above, you will receive an email from NexTech AR with your login credential and temporary password. If you are unsure what email was used, please reference your confirmation email or email us at contact@nampi.net.
My colleague has decided they want to register. May they still register?	Participants may register through Sunday, August 16 at 12:00 pm EDT.
Can I share my virtual conference login information with other members of my team?	For every paid registration to attend virtually, only one device (computer, laptop, tablet, phone) will be allowed to enter the virtual conference.

SESSIONS

How do I access sessions?	All sessions can be accessed from both the Program Guide page which can be found in the lobby and on the menu bar of the virtual platform. To view the full program, please visit www.NAMPI.live/ProgramGuide. All sessions will go live at the time listed; all times are listed in EDT.

Can I ask questions during the educational sessions?	Yes, we encourage you to ask questions at any time! Engaging our presenters in Q&A is an excellent way to build engagement and to make the most of your virtual conference experience. The live plenary/breakout sessions will have a Question button that can be found underneath the video player. At any time throughout the live session, you may submit a question to the presenter(s). All questions will be answered during a dedicated Q&A time at the end of the live session. The recorded breakout sessions will have a chat box located next to the presentation where you can interact in a live chat with the presenter(s). This is a tool that allows virtual attendees to pose questions from within the virtual platform. We encourage you to ask questions throughout the presentation and the presenter(s) will answer your question(s) in real time. In the event attendees want to engage with a presenter for a face-to-face discussion after a session, we will have dedicated presenter Q&A rooms for each session. Watch the chat at the end of the session for information on how to access the Q&A room.
Can I get speaker PowerPoint presentations?	All presentations that have been available by presenters are available for download. You can access slides by visiting the NAMPI Virtual Library found at www.NAMPI.live/Library.

NETWORKING

Are chats private or public?	The Q&A chat in the recorded sessions is a public feed and all participants will see all questions and answers. Chat between sponsors and attendees and between attendees are private.

May I connect directly with other participants, including speakers?	You will be able to connect only with attendees who opted to have their information shared on the Attendee Page. To view attendees, please visit www.NAMPI.live/Attendees. You can connect with speakers during the Q&A portion of each session. Please reference the "Session" portion of the FAQ for more details on how to interact with speakers.
May I chat directly with sponsors and exhibitors?	Yes, in each sponsor's exhibit booth, lounge or hospitality suite, there will be a link to sponsor zoom rooms and a chat room feature where you can connect. We encourage you to engage with sponsors during the dedicated breakfast and break times, and throughout the conference.