

2020 USAHA & AAVLD ANNUAL MEETING • VIRTUAL 2020 FAQ'S

Registration

- 1) Where do I register?
 - <https://www.usaha.org/meeting-registration>
- 2) When do I have to register by?
 - We are asking all participants to register by October 1st, 2020 to ensure that you can gain access to the virtual meeting platform on October 5th, 2020.
- 3) Can I register after October 1st, 2020?
 - Yes, however, please note that it can take 2-3 business days to gain access to the virtual platform. **We are not able to grant instant access to the platform.** If there is a meeting you wish to attend please register well in advance, and if possible, by October 1st, 2020.
- 4) Do I have to be registered for the virtual meeting to attend a specific symposium, special event, or committee meeting?
 - YES! Like the in-person meeting, you are not able to attend any meeting or sessions until you have registered and received your badge. This also applies to the AAVLD Foundation Auction and Joint Presidents' Reception and Awards Ceremony. We are offering a one-day pass option if you are not interested in attending the whole meeting.
- 5) Do I have to attend the whole meeting or is there a one-day pass?
 - We are offering a one-day pass. When you register you will indicate which day you would like to have access to in the virtual meeting platform.
- 6) Is there an additional fee for AAVLD symposiums?
 - Some symposiums will require an additional fee and some are free, but ALL symposiums require that you pre-register. If you do not pre-register for any symposiums you will not be able to access them in your schedule page.
- 7) How do I find out if I am a member of USAHA and/or AAVLD?
 - Please use this link to find out: <https://www.usaha.org/membership-look-up-tool>
(Current as of July 2020)
- 8) I forgot to register for a symposium with registration, how can I add that?
 - Email Kelly Janicek at kelly@usaha.org to assist with registration changes.
- 9) I changed jobs and/or email address, how do I update that in my profile?
 - Email Kelly Janicek at kelly@usaha.org with those changes.
 - For AAVLD Member updates, contact Reda Ozuna at rozuna@aavld.org

Virtual Meeting Access

- 1) How and when do I get my meeting access information?
 - We are urging all participants to register on or before October 1, 2020. For those who register by this deadline, you will receive an email containing your login information by **9:00 AM EDT on October 5th, 2020.** If you register after October 1st,

2020 we will work diligently to grant you access to the system as soon as possible. However, please note that this can take 2-3 business days.

- 2) What email address can I expect to receive my meeting access information from?
 - Your login credentials will come from mobilesolutions@psav.live
 - Please add this email address to your contacts so you don't miss the email. Be sure to also check your spam folders.
- 3) My meeting access information email contains a password. Can I change this once I log into the platform?
 - No. Once your password is assigned to you that will be your password for the duration of the meeting. You are not able to change this password so please keep this handy!
- 4) I have registered for the annual meeting, but I have not received my login credentials. Now what?
 - Please email Kaylin Taylor, Meeting Planner, at kaylin@taylormadeeventco.com if you registered by the October 1st deadline and did not receive an email by 10:00 AM EDT on October 5th. If you registered for the annual meeting after the October 1st deadline please note that it can take 2-3 business days to grant you access to the platform. If 2-3 business days have passed and there is no email from mobilesolutions@psav.live in your inbox or spam folder please email kaylin@taylormadeeventco.com.
- 5) What access do I get with registration?
 - All open meetings, committees, scientific sessions, trade show, and on-demand content. Only closed sessions or pre-paid symposiums will have limited access. Much like the normal meeting, any registrant can have access to both USAHA and AAVLD sessions.

Inside the Virtual Meeting Platform:

- 1) Can I access the meeting platform on my phone?
 - Yes, you can access the virtual meeting platform on your computer or mobile device.
- 2) Will there be an AAVLD Scientific Session Proceedings book this year?
 - Yes, those registrants who receive a copy with their membership or have purchased a copy will be given access to the Proceedings Book in the virtual meeting platform under the "Resources" tab.
- 3) Who and how do I contact help during a meeting I am in charge of?
 - You will have a designated technician "sitting in" on your meeting and will be there to assist with any technical issues that may arise.
- 4) Who and how do I contact help during a meeting I am participating in?
 - If you are having technical difficulty you can email mobilesolutions@psav.live or chat with them live in the meeting platform. There is also a technician in your meeting that you can chat with in Zoom.
- 5) Do I need my own Zoom account?
 - No, we will be using PSAV's zoom account for all sessions.
- 6) Who do I contact if I am having trouble making a pre-recording?
 - Please email Kaylin Taylor, Meeting Planner at kaylin@taylormadeeventco.com
- 7) Who do I contact if I am having trouble submitting a pre-recording?
 - Please email Kaylin Taylor, Meeting Planner at kaylin@taylormadeeventco.com
- 8) How do I see the AAVLD Silent Auction Items? How do I bid? How do I pay?

- TBD
- 9) How can I find out which USAHA committees I'm on?
- Please visit <https://www.usaha.org/member-profile> - login and check your membership.
 - Or use the committee roster listing available in the Resources Tab of the meeting.
- 10) Are CE credits available?
- To ensure receiving CE credits, only those registered with a valid email address will be credited.
- 11) Where can I find USAHA committee resolutions? Agendas?
- USAHA Resolutions can be found under the "Resources" Tab and agendas will be posted to each individual committee meeting in the "Schedule" Tab.