

## Attendee FAQ Questions

### *Technology and Access*

#### **How will I access the virtual convention platform? Do I have to download anything? How do I log in?**

You do not have to download anything in order to access the convention platform. All activity will happen in browser window(s). Please check out the recommended technical requirements [here](#) to confirm you are using an appropriate browser. Access the 2021 SHAPE America Virtual National Convention & Expo by logging in [here](#). In order to log in, you will enter the email address you used to register for the convention and the 4-digit registration ID included in your confirmation and News You Can Use emails.

#### **What do I do if I don't know my registration ID?**

Your registration ID is included in your registration confirmation and in the News You Can Use email. If you cannot locate your registration ID in either of those emails, you can retrieve it [here](#). Enter the email address you used to register for convention and your registration ID will be sent to you.

#### **What do I do if I don't remember which email address is associated with my registration?**

If you do not remember which email address you used to register for the 2021 SHAPE America Virtual National Convention & Expo, you can reach out to us at [conv@shapeamerica.org](mailto:conv@shapeamerica.org).

#### **Who do I contact I still can't log in after using my email and registration ID?**

If you are still having issues logging in after using the email and registration ID associated with your registration, please contact customer service at:

Email: [shapeamerica@maritz.com](mailto:shapeamerica@maritz.com)

Phone: 864-342-6260 (9 a.m. - 5 p.m. Monday through Friday, Eastern time)

#### **What do I do if I need technical assistance?**

Review the system requirements found [here](#) to ensure you have the appropriate software and have set permissions appropriately. You can also find these requirements by clicking on the "Help & Support" desk on the Main Lobby page.

To chat with the help desk, locate the white button with a red icon of headphones in the bottom right hand of each page. Click on that button to chat with the help desk. During convention hours, this help desk will be actively manned. If accessing the help desk outside of convention hours, please allow for additional time for response.

#### **How long will I have access to the platform to view sessions and access handouts?**

All attendees will have access to the SHAPE America Virtual National Convention & Expo virtual convention platform until June 1, 2021.



## **Session and Program Format**

### **Are sessions live or pre-recorded?**

The 2021 SHAPE America Virtual National Convention & Expo will provide many different opportunities! Some sessions will be live, some will be pre-recorded, and some will be “simu-live,” which combines a pre-recorded portion of a presentation with live chat and live Q&A.

### **Why is SHAPE America pre-recording part of the program?**

By pre-recording some presentation components, we can help mitigate technical issues that can derail and delay live presentations. In addition, attendees who have participated in this type of simu-live session say they are able to engage *more* with speakers in this format since speakers can focus on engaging in the chat box and responding to questions, comments, and concerns *while* the pre-recording plays.

### **If I can't attend a session live, can I view it later?**

Most sessions at the SHAPE America Virtual National Convention & Expo will be recorded and available for on-demand view for 45 days following the event. Coffee Talks, Roundtable-Oral Research Sessions and evening social events will not be available on demand.

### **Are session recordings available immediately after the session concludes?**

Please allow up to 48 hours for session recordings to be available after the live session completes.

### **Are there any sessions that will only be held live and not recorded?**

Yes. Coffee Talks, Roundtable-Oral Research Sessions, social events, and the Opening General Session will be held live only — with no recorded component.

### **Are there any sessions that have limited attendance?**

Coffee Talks are limited to 20 attendees and are only available as live engagement opportunities. We encourage you to join these sessions early/on time in order to ensure you get a “seat.” Lunch & Learn sessions are limited to 50 attendees; however, they will be recorded. If you aren't able to attend these live or a session is full, you can revisit the recording once it is available.

### **Do I need to pre-register for sessions?**

No! None of our sessions require pre-registration, though some are limited attendance. We recommend you join these sessions (Coffee Talks and Lunch & Learns) early to ensure you grab a seat!

### **I'm trying to join a Coffee Talk or a Lunch & learn, but I can't get into the session. What's going on?**

Coffee Talk and Lunch & Learn sessions are limited attendance. If you are trying to join a session and can't get in, the session is likely full. While Coffee Talks are *not* recorded, Lunch & Learn sessions are recorded, so you'll be able to watch the recorded video at a later time.



## ***Interaction and Engagement***

### **How do I create my personalized convention agenda?**

Navigate to the Program Schedule by clicking on the “Program Schedule” pillar from the main lobby page. When you identify a session you’d like to add to your personalized agenda, click the calendar icon to the left of the session name. A star will appear on that calendar icon after you have clicked it. This means you have successfully added the session to your personalized agenda.

To access your personalized agenda, select the “My Convention” pillar from the main lobby. You will find your personalized agenda at the top of that page.

To remove a session from your personalized agenda, click the star in the calendar icon on your personalized agenda or on the session listing on the Program Schedule.

### **How do I join sessions?**

In order to access the program schedule and join sessions, click the “Program Schedule” pillar from the main lobby page. Each session will have a Join Session button to join.

To join the General Session, click the “Join Session” button in the Program Schedule or you can select the “General Session” pillar from the main lobby page.

To view a poster and engage in discussion with the author(s), first navigate to the poster session you wish to attend from the Program Schedule or by clicking on the Poster Session pillar from the main lobby. Click “View Posters” next to the poster session slot. From the list that populates, click the “View Poster” button next to the poster you wish to view.

### **How can I interact with other attendees?**

You will have the opportunity to chat with fellow attendees during sessions, both in a large group chat and via a 1:1 chat. During Coffee Talks, Roundtable-Oral Research Sessions, and select social events, you can engage on camera and on mic with fellow attendees.

### **How do I chat with fellow attendees during a session?**

Within the session window, click the Chat tab, type your message in the box, and click “send.” Please note that messages sent through chat will be visible to all attendees — both those attending live and those revisiting the recorded presentations at a later date.

### **How can I engage with speakers/presenters? Can I ask questions during presentations?**

You can absolutely ask questions! Most session types will include a Q&A box and/or a chat box for you to ask questions and communicate with presenters and fellow attendees. Some presenters may also choose to use polls during their presentations to interact with you.

### **How do I submit a question to speakers/authors during a session?**

During Coffee Talks and Roundtable Oral sessions, you will have the opportunity to turn on your



microphone and camera. Simply unmute to ask your questions!

For Poster Sessions, send your questions to the author through the chat box found in the poster session. They will respond to your questions in the Chat tab within the session window.

For Wellness Sessions, place your questions in the Chat tab within the session window.

For other session types, click the Q&A tab within the session window. From the dropdown, select which speaker/author you would like your question to go to, type your message in the box, and click the “submit question” box. Please note that these questions will go directly to speakers/authors and will not be visible to other attendees.

### **Will I be “on camera” or “on mic” during sessions?**

Only a few session types will have this functionality. You can choose to be “on camera” and “on mic” during Coffee Talks, Roundtable-Oral Research Sessions, and during select social event experiences.

### **How do I access handouts for a session?**

Within the session window, click the Handouts tab. Click on any file to download/view the file. To save the file to your digital backpack (“My Backpack”), click the small backpack icon to the left of the file name. Once you have clicked it, a small checkmark will appear. This means you have successfully added it to your digital backpack.

To access your digital backpack, click on the “My Convention” pillar from the main lobby page. Saved files will be visible in the “My Backpack” section.

### **I’m accessing a session but don’t see any handouts.**

If you do not see any handouts in the Handouts tab of the session, it means the speakers/authors have not uploaded any materials as handouts.

### **How do I save handouts and resources to my digital backpack so I can return to them later?**

To save the file to your digital backpack, click the small backpack icon next to the file name. Once you have clicked it, a small checkmark will appear. This means you have successfully added it to your digital backpack.

To access your digital backpack, click on the “My Convention” pillar from the main lobby page. Click on any file listed in the “My Backpack” section to download/view the file.



**How do I participate in the Virtual Exhibit Hall Scavenger Hunt game and get entered for a chance to earn prizes?**

Visit participating booths and answer scavenger hunt questions on the game form found in the “My Convention” pillar in the lobby. For more details about the game and the list of prizes, [click here!](#)

**How do I send a message to an exhibitor?**

Navigate to the Exhibit Hall by selecting the “Exhibit Hall” pillar from the Main Lobby page. Click the “View Exhibitor” button of the exhibitor you would like to message. On their booth page, type a message in the “Send Us a Message” field on the left-hand side of their virtual booth and click submit!

**How do I schedule a 1:1 video chat with an exhibitor?**

Navigate to the Exhibit Hall by selecting the “Exhibit Hall” pillar from the Main Lobby page. Click the “View Exhibitor” button of the exhibitor with whom you would like to schedule a video call. Select the “Schedule Video Call” button on the left-hand side of their virtual booth. Fill out the form that populates on the page and click submit. The exhibitor will reply via email (to the email associated with your convention registration) to confirm your video call. This reply will include a link to join the video call. You may be prompted, when clicking the link to join, to share your webcam and microphone; please be sure to enable these features so you can have a successful conversation.

***Certificate and Contact Hour Options***

**Will I get a certificate of attendance for the event?**

Yes, a self-reporting certificate of attendance will be available for all attendees in their personalized digital backpack within the virtual convention platform.

**Are there other certificates available for contact hours?**

Yes, in addition to the self-reporting certificate of attendance, SHAPE America offers two more “formal” certificates: SHAPE America Contact Hours (SACH) and Continuing Education Contact Hours (CECH) for Certified Health Education Specialists and Master Certified Health Education Specialists through the National Commission for Health Education Credentialing. Both SACH and CECH opportunities require the purchase of an “add-on” ticketed event for the credit packets during the registration process.

It is the responsibility of each attendee to confirm that any of our certificates (self-reporting, SACH, or CECH) will count toward their licensing/credentialing/professional development requirements.

**I already registered for convention but want to add contact hours. Can I add that to my existing registration?**

Absolutely. Revisit your confirmation email and click on the link under “Need to Make a Change?” Once in your registration profile, click the “Add Sessions & Events” button. Choose the type and number of hours you would like to purchase, add it to your cart and check out with your preferred method of payment.



**How many contact hours can I get for attending the 2021 SHAPE America Virtual National Convention & Expo?**

There are more than 100 SHAPE America Contact Hours (SACH) available across presentation sessions from all categories and Lunch & Learn opportunities.

There are up to 39.75 Continuing Education Contact Hours (CECH) available for entry-level/Certified Health Education Specialists (CHES) and 4.5 Continuing Education Contact Hours (CECH) available for advanced-level/Master Certified Health Education Specialists (MCHES).

**Do I have to attend sessions live in order to earn SHAPE America Contact Hours (SACH) or Continuing Education Contact Hours (CECH) for CHES/MCHES or can I earn credit for watching recorded sessions as well?**

Your attendance at both live and recorded sessions will allow you to earn SACH or CECH.

**Can I earn SHAPE America Contact Hours for attending all sessions?**

Coffee Talks, Wellness Sessions, Family Fun Sessions, Fun Sessions, General Sessions, and social events will not count for SACH. All Lunch & Learn opportunities and presentation sessions will provide opportunities to earn SACH.

**Can I earn Continuing Education Contact Hours for Certified Health Education Specialists/Master Certified Health Education Specialists for attending all sessions?**

No. There is a set list of pre-approved sessions to earn CECH. Those sessions are listed [here](#). Sessions not reflected on that list will not count for CECH.

**I purchased SHAPE America Contact Hours and/or Continuing Education Contact Hours for Certified Health Education Specialists/Master Certified Health Education Specialists. How do I request that you process my hours?**

The SHAPE America Convention Team will be emailing all attendees who purchased SACH or CECH opportunities as part of their registration to provide directions on tracking and requesting your hours. If you purchased SACH or CECH opportunities as part of your registration and do not receive an email from our staff by Tuesday, April 13 (if you registered in advance of the live event) or within 7 days of registering (if registering during or after the live event), please reach out to us at [conv@shapeamerica.org](mailto:conv@shapeamerica.org).