



# DIGITAL MEDICINE CONFERENCE

## EVIDENCE MATTERS

DEC 7-11, 2020

[nodehealth.org/conference](https://nodehealth.org/conference)

# FAQS

### **Q: How do I attend the NODE.Health Digital Medicine Conference virtually?**

**A:** Join the virtual sessions during their scheduled time by hitting the "Join Broadcast" button on individual sessions on the **Agenda page**. You can see your personal session selections under the "My Registered Sessions" link next to "My Interests" at the top of the Agenda page once you are registered. All virtual rooms open 2 minutes before the scheduled start time.

You can also view session content from the Digital Medicine Conference app via the Agenda page. Download the app [HERE](#).

Having difficulty getting this far? Try switching to Chrome, and check out our [Troubleshooting Guide](#) Below.

### **Q. How can I register for the virtual event?**

**A.** Click here to [Register](#) for the virtual event.

### **Q: How do I modify my registration details and session selections?**

**A:** You can modify your personal information and session selections via the "Manage Registration Details" link in the Registration Confirmation Email or in the Personal Session Registration Summary Email. You only receive the Personal Session Registration Summary Email after you have registered for sessions.

You can also make updates via the Digital Medicine Conference Conference app. Download the app [HERE](#).

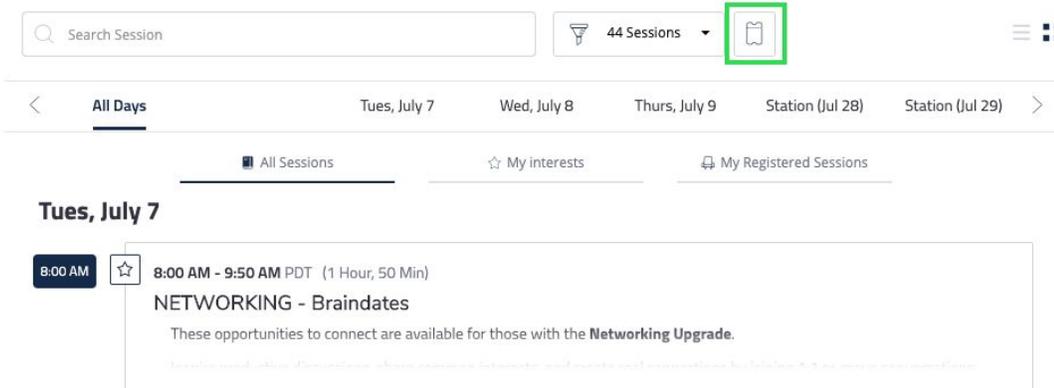
**Q. Who do I contact for assistance or more information?**

**A.** We have LIVE chat support! Look for a “chat” box on the lower right hand corner of your browser when accessing the agenda. Click the box to chat live with our experienced tech support team!

## VIRTUAL EXPERIENCE

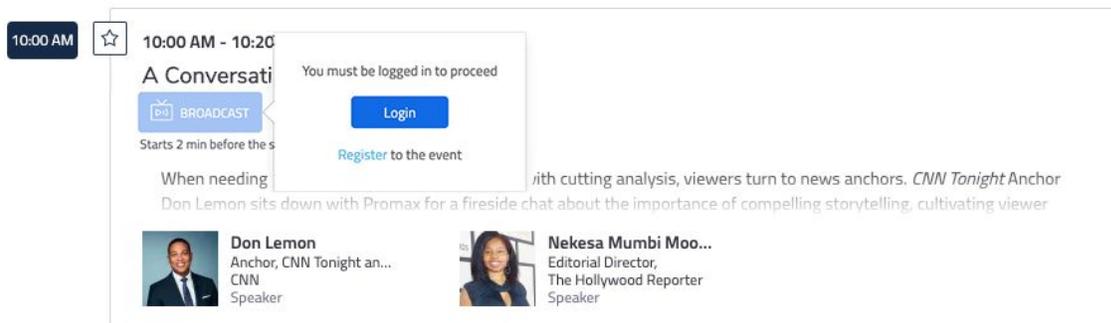
**Q: How do I know if I’m logging in?**

**A:** When you look at the top of your schedule there will be a little graphic of a ticket. If you do not see this, you will have to log-in using the processes detailed below.



**Q: How do I join a session?**

1. On the Schedule Page, select a session and click the “Broadcast” button under the session-title.
2. If you haven’t already, you’ll be required to “Login” with the email address used to register your ticket. [Don’t know the email address? Contact us.]



- Once you click “Login” a new page will open asking for the email address used to register your ticket.

## Let's Get Started

Enter the email used for event registration

NEXT

- From there, click on the link that you get in your email and you will automatically be logged in. **NOTE: Your ticket only allows access for one viewer to log-in. If you share the email with anyone else, they will takeover viewing privileges, locking you out of the system.**

### Q: Will the Virtual Experience sessions be recorded?

**A:** Yes, most sessions are being recorded. Some may be available as soon as the session ends and others may take until the end of the day. The Ask Me Anything sessions may not be available on-demand.

### Q: Already tried logging in, but still having issues?

**A:** We'd recommend clearing your cache and history and then trying again.

## ATTENDEE TROUBLESHOOTING GUIDE

### Q: What are the system requirements to join a session?

**A:** You can check if your system can use the DMC Virtual Experience with our [Quick Tech Check](#).

- Chrome is the preferred browser when possible. Additionally:
- Windows 7 and above, running Chrome, Firefox, or Edge. Internet Explorer is not supported
- MacOS 10.9 or later, running Chrome and Firefox. Safari not supported
- iPhone 5S or later, running iOS 11 and up
- Android 4.0 or later, running Chrome

Please note, additional devices may successfully connect, but are not officially supported.

**Q: The Sound is coming out of a different device than I want - What can I do?**

**A:** To toggle between multiple outputs connected to your device (e.g. internal speakers, headphones, and AirPlay), click the gear icon ⚙️ on the top right of the live-streamed session. You will then be able to select which output and input devices should be used.

**Q: The output device I want to use isn't showing up - How can I fix this?**

**A:** First, check the physical connection to your device, by either unplugging and re-connecting your physical headphones or toggling bluetooth on and off.

If you are confident that the output device is connected correctly, check your system preferences to ensure your computer recognizes the device. On a Windows device, click the loudspeaker 🔊 icon on the bottom right of your screen, and you'll be able to change the output device. On a Mac, visit System Preferences > Sound to choose your output devices.

**My Devices are Connected Properly, but I Can't Hear Anything!**

For general issues, contact [emily@purposeevents.com](mailto:emily@purposeevents.com). For technical issues, contact [support@bizzabo.com](mailto:support@bizzabo.com).