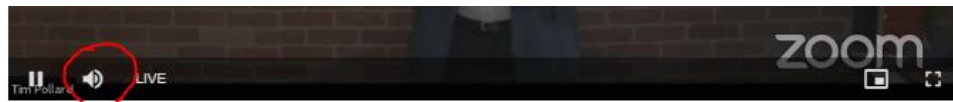




SAMA Virtual Annual Conference - FAQs

- **I can see video for the session, but am not hearing any sound!**
 - o Some browsers mute video by default. If you are seeing video, but are not hearing any sound, hover your mouse over the bottom left corner of the stream. You should see a “pause” icon and a small “sound/mute” icon next to it. Click the “sound/mute” icon to unmute!



- o
- **Are there any platforms, downloads or logins that I need to create in order to participate?**
 - o Yes! For the best conference experience, please be sure to download Zoom ahead of time. For browser specific requirements, [please click here](#).
 - o Our conference wide chat will open on Monday, Nov 9 at 8am CST. The first time you use the chat function you will need to create your profile and login. You are welcome to use the same details as your conference hub login.
 - o If you need additional help, please connect with our [Help Desk](#).
- **How do I access conference sessions?**
 - o Attendees don't need to pre-register for sessions. You can see all available sessions, and add them to your calendar in the [Conference Hub](#). The pre-roll and Q&A for keynotes and breakout sessions will start 10 minutes before the session opening time. If the session does not load at the start time, please refresh your browser page.
 - o For Join the Conversation networking sessions, the link to join the waiting room for sessions will be available on the respective session pages before the session begins. You may be placed in a Zoom “waiting room” at the start of the session as attendees are added to the session – this is normal! You will be admitted to the Zoom meeting once it begins.
- **How do I add sessions to my Outlook/Gmail/Other calendar?**
 - o Go to any session description in the [Conference Hub](#) and click the “add to calendar” button.
- **When is the conference platform live?**
 - o The Conference Hub is now live! [You can access it here](#).
- **I'm having trouble. How do I connect with someone for troubleshooting?**
 - o The SAMA Help Desk will be providing live support every morning from 8am-10am, and will be available on an as-needed basis from 10am-5pm every day. You can access the [Help Desk here](#).
- **How do I connect with sponsors, providers or SAMA staff?**



S A M A

- You can find innovative products and services in the [Solution Center](#). This portal has listings from our sponsors, training partners and additional details on SAMA offers.
- If you need technical support, please visit the [SAMA Help Desk](#).
- **How do I connect with my SAMA account manager during the conference?**
 - The best way to connect with your SAMA Account Manager will be through our live chat function in the [conference hub](#). You can use this chat to send a private message to your account manager. Members of the SAMA team will also be available at the [SAMA Help Desk](#).
- **What kinds of sessions are there?**
 - 7 keynotes discussing what is relevant to the industry NOW
 - 18 track sessions for SAMs, Program Leaders and Learning & Development Executives
 - 9 options to connect live with peers in "Join the Conversation"
 - 1 to 1 Expert Exchanges - Personalize your learning journey with an opportunity to connect with an expert before, during and after the conference.
 - 25 sessions on-demand
 - Anytime anywhere solution center with options to interact with and learn about companies providing knowledge and tools to help you engage with your most strategic customers
- **What is the expert exchange?**
 - As a registered attendee, you have the opportunity to sign up for one Expert Exchange session to engage with a Virtual SAMA Conference speaker of your choice on a topic of your choice in their area of expertise.* Through these individualized, customizable sessions, you will get the chance to pick the brain of a renowned expert on whatever topic happens to be your most pressing present-day need, challenge or opportunity. You can use this time yourself one-on-one or bring along a small group of colleagues, even if they are not attending the conference! [Sign up for an Expert Exchange here](#).
- **Is there a deadline to register for Expert Exchange sessions?**
 - Yes! You must register for a session before Feb 14, 2020.
- **How do I connect with other attendees? Do you have any virtual networking best practices?**
 - The easiest way to connect with other attendees will be through the live chat feature in the conference hub. You can post to the full chat to introduce yourself, or send a private message to any attendee, speaker, sponsor or SAMA staff member.
 - We will also be offering Join the Conversation sessions each day for small roundtable discussions about the most relevant topics that SAMS are facing. We encourage folks to bring an adult beverage (or coffee) for these facilitate discussions.
 - We will be providing an attendee list prior to the conference so you can make connections ahead of time



S A M A

- The SAMA team is also happy to help facilitate these connections. Reach out to your account manager, or the [SAMA Help Desk](#) if you'd like an introduction to any of our attendees, speakers or sponsors.
- **This is my first time participating in any SAMA event. How do I make the most of my experience?**
 - [Check out this video](#) from our President & CEO which outlines the best ways to support your conference experience.
- **What if I can't participate live?**
 - No worries! All sessions will be available for playback on demand after the conference.
- **How long will I have access to content?**
 - All attendees will have access to all session recordings for 90 days after the event. The live chat will close on Nov 11 at 6pmCST.
- **Will there be breaks in between sessions?**
 - Yes! There are 30 minute breaks between sessions. We encourage attendees to visit the [Solution Center](#) and connect with other attendees in the live chat feed in the [conference hub](#).