

## GETTING STARTED

### How long will I be able to access Virtual KnowledgeLab 2021?

The Virtual KnowledgeLab 2021 meeting platform will open to registered attendees beginning Monday, March 29, and will remain open for all registered attendees through June 30, 2021. Most sessions can be viewed on demand until this date, and some additional meeting features will remain in place as well.

### What time zone is this meeting in?

While this year's meeting doesn't take place in any physical location, meeting times have been communicated in Central Daylight Time (CDT). However, PLEASE NOTE: When looking at session listings in the Education Sessions room or Social Lounge, these times are automatically adjusted to your local time zone, based on the settings of the computer or device you are using.

### Where can I go if I have general questions during the meeting?

From the main lobby or lower navigation bar, click on 'Help Desk' to visit the Help Desk room. From here you can chat with customer support staff for any technical or meeting-related questions.

## TECHNICAL QUESTIONS

### What types of devices are supported?

While the meeting platform will work on most tablet or mobile devices, it is highly recommended to use a desktop or laptop computer, with a minimum screen resolution of 1024 x 768 (higher is recommended).

### Can I test my computer in advance?

Yes, on the login page click the "System Check" button to ensure your computer and connection are ready to view the experience and all its live presentations. You can also run a test here: <https://virtualdestinations.6connex.com/event/TheWayToDoVirtual/system-check>

### What internet browsers are recommended?

This is a virtual, browser based experience. If you're using an older, or unsupported Operating System, Internet Browser, or version of Flash, you may experience decreased performance. We recommend Chrome, Firefox, or the latest version of Microsoft Edge as the most stable and consistent browsers for accessing the virtual environment.

### Are there bandwidth or internet speed requirements?

A strong, wired broadband connection with a speed of at least 1.4 Mbps. You may view the virtual experience on a slower connection, however, some users may experience load times that are longer than normal with larger content items, such as High Definition video streams.

We recommend:

- A strong Wi-Fi connection or hardwired internet connection is recommended
- Disconnect from VPN or corporate networks (if possible).
- Close any unnecessary applications.
- Refrain from browsing the internet, streaming media and/or downloading large files during this time.

### I am having trouble logging in, what do I do?

If you are not yet registered for the meeting, visit [www.ascp.org/KnowledgeLab](http://www.ascp.org/KnowledgeLab) to register. You can then be able to return to the login page and log in using the email address you registered yet. NOTE: It may take up to 10-15 minutes for your registration to become active.

If you are already registered - First, ensure you are logging in with the email address associated with your meeting registration. If you are still having trouble, you can contact ASCP Customer Relations by phone here:

- U.S: (800) 267-2727
- International: (312) 541-4848

### Where can I go if I am having technical problems during the meeting?

From the main lobby or lower navigation bar, click on 'Help Desk' to visit the Help Desk room. From here you can chat with customer support staff for any technical or meeting-related questions.

## SESSIONS

### **Where can I find session information and launch sessions?**

Session information can be found in the 'Education Sessions' room, accessible via the lower navigation bar or from the Lobby. From the Education Sessions room, click on any of the displayed signs to open up a listing of sessions.

Upcoming sessions will show as 'Scheduled', with a time and countdown clock included. Sessions that are live will display a link to join. Sessions that are available to view on-demand will display a 'Launch' button which will open up the session recording.

### **How early can I join a session?**

Session rooms open at the scheduled session start time. When a room is open, the 'Scheduled' button will change to a clickable 'Launch' button.

### **Are there attendee limits on any of the sessions?**

Most education sessions do not have attendee limits. Certain sessions are hosted in Zoom, and may be subject to attendee limits. If a session is full, you will see a message explaining this when attempting to join.

### **Can I watch session recordings on-demand?**

Yes. Most sessions are being recorded for later viewing. To access, return to the Education Sessions room and find the session(s) you would like to view. Click the Launch button to view that session on demand. Please note that though the Q&A button will still allow you to submit a question, faculty are not available to answer questions after the "live" event.

### **How long can I access on-demand sessions?**

All registered attendees will be able to continue logging in to the virtual meeting platform until June 30, 2021.

## ROUNDTABLES

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

No, you do not need to pre-register for Roundtable sessions.

### **Where do I find the Roundtable sessions?**

From any screen, you can click on the 'Education Sessions' icon on the lower navigation bar.

### **How early can I join a Roundtable session?**

Session rooms generally open 5 minutes before their scheduled start time. You will see a 'Launch' button when the session is live.

## CE CREDITS

### **How do I complete my evaluations and claim credit?**

1. Session evaluations must be completed in order to claim credits. Attendees may claim up to 23 CMLE credits. Credits must be claimed within three months after the meeting (by June 30, 2021). To claim your credits, go to the KnowledgeLab 2021 Virtual Lobby, Education Sessions, Lounge or Help Desk and click on "Claim Credits" or go directly to [www.ascp.org](http://www.ascp.org) and login to your account.
2. After logging in, you will be taken directly to the My Education area in your dashboard.
3. From there, click on My Courses.
4. Now click on KnowledgeLab 2021 and select the sessions for which you want to claim credit and add them to your itinerary.
5. After completing that, go to My Itinerary tab and hit launch to claim credit.
6. All of the KnowledgeLab sessions will appear, including Roundtables. After you attend the session, selecting the "Launch" buttons in the "Action" column next to the related session will allow you to complete your evaluation and claim credit.

### **PLEASE NOTE**

- Credits cannot be claimed until the session has finished.
- Once submitted, the number of credits cannot be changed or removed.

### **Can I claim CE credit for a session I view on-demand?**

Yes! You must claim credits by June 30, 2021.