



## Attendee Guide: Know Before You Go.....Virtual Tips for a smooth experience!

Welcome to the first ever Virtual Vermont Dental Conference! We have included a few helpful tips on Logging In and navigating your virtual experience. **PLEASE READ and Log-In** prior to the event to avoid any issues at your program time.

### Platform being used by the Vermont Dental Conference:

- **PATHABLE** uses Zoom Technology. The conference will be on the Pathable platform powered by Zoom.
- For best results, prior to the event we recommend installing the “Zoom Client for Meetings” <https://zoom.us/download> to the specific device you will be using for the conference (computer, tablet, or mobile device).
- Use **Google Chrome** or **Microsoft Edge** (there have been compatibility issues with the Pathable/Zoom platform with other browsers)
- **EVENT APP** is available (free) for your mobile device, search for app under Vermont Dental Conference, currently it is available in the Apple Store and Google Play is pending, check status closer to date.

### Invitation Email:

- **An Invitation to Log-In at the Pathable Virtual Platform will be sent to the email address used with online registration (we cannot change this email). Be sure to know your email address that was used to register in CVENT (through Delaney).**
- The log-in link is unique-to-you and sent from [mail@vsds.org](mailto:mail@vsds.org) (this has changed from [no-reply@pathable.com](mailto:no-reply@pathable.com)) It will be titled Vermont Dental Conference.
- Monitor your email for this notice. If not received by September 14<sup>th</sup> **check your spam or junk mail.**
- Visit the virtual site prior to the event to make sure your log in process goes smoothly.
- Initial log in requires you to: claim your account, establish a password (minimum 6-digits, no other special requirements) (**please make note of this password**), agree to terms of use, and select “Complete Profile”.
- Upload a photo to your profile, add “tags,” or other pertinent details that will facilitate networking with other attendees.
- **Bookmark your login or flag your email so it is easy to find!**

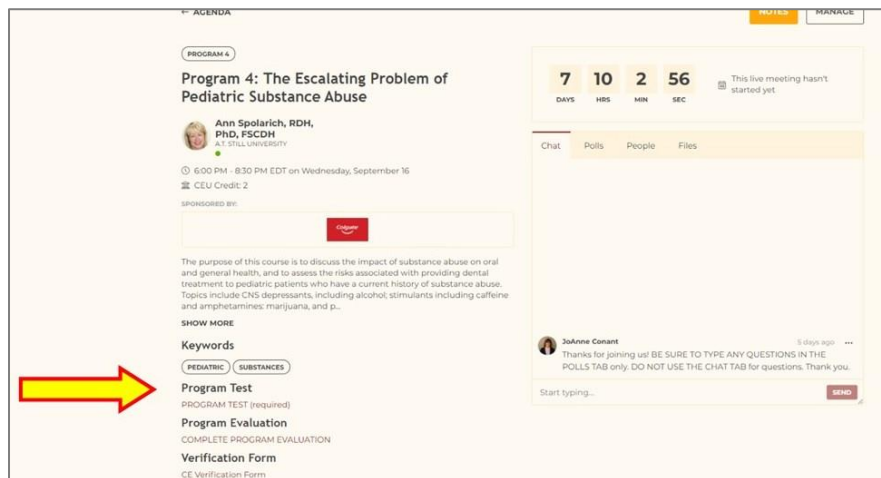
### To Access Your Agenda:

- Navigation Tab “SCHEDULE” (top of page) includes “Agenda” and “My Agenda”.
- There is also a banner across the top of the HOME PAGE of the site “SEE MY PERSONAL AGENDA”, this will open your list of agenda items that you registered for.
- To access your sessions, click on the applicable Agenda card to open the program. A countdown clock shows prior to start time.
- Recorded programs require you to also click to start the recording.
- Sessions will not begin until the original date and time. **Please Note:** Recorded Programs that you are registered for are available approximately 24 hours after the live scheduled session. You may access recording through October 2<sup>nd</sup> (Friday).



### Other Agenda Card Page Info:

- Handouts
- Program Evaluations
- Test Questions (required for CE credits)
- CE Verification Form (form to submit when renewing license)



### Desktop, Laptop, Tablets, or Mobil App Use:

- The Vermont Dental Conference event app for mobile use is free in the Apple Store and Google-Play (currently there is a delay on Google Play access, check closer to event to install).
- Connectivity is best using: a hard-wired desktop, turned off notifications, and minimal open tabs.
- Shut off other devices in your home to maximize your Wi-Fi connection, disable notifications.

### Meeting/Program Formats:

- Business Meetings: are Zoom Meetings, where everyone can be seen and heard. Please be sure to mute yourself if you are not speaking.
- CE Programs: are webinars, where only the speaker and moderators can be seen and heard. **CE Webinar Questions can be submitted through the POLLS tab on the Agenda Page. Do not use Chat for questions, it should be used to network with other attendees, or if you have an issue. Send questions during the presentation so they can be addressed after the presentation portion ends.**

### Virtual Exhibit Hall/Tradeshow & Exhibitor Static Pages:

- Visit Exhibitor pages through the Exhibitor Tab and explore what they have to offer, send a representative a message, or request information! View both Exhibitor and Sponsor pages.
- Zoom chat with company vendors at the Virtual Exhibit Hall/Tradeshow only available:
  - **Thursday, 9/17 9:00am-11:00am**

- **Friday, 9/18 9:00am-11:00am & 1:30pm-2:30pm.**
- On the static page there is a button to Enter the Virtual Exhibit Hall Zoom Chat with each company.

**Getting Support/Help: There are options.**

- **Pathable Email:** [support@pathable.com](mailto:support@pathable.com) identify yourself as a Vermont Dental Conference attendee and specify the problem you are having.
- There is a Get Help button to access an email on the Pathable Virtual Site, clicking on the button will open an email to send. Under the Account Tab is another place to access support email address.
- Please contact the Virtual Conference Help Desk (Delaney Meeting & Events) if you need assistance with the following:
  - Confirming Registration
  - Accessing your virtual log in
  - Accessing a session
  - **Help Desk Hours & Phone Number:**
  - Phone Number: 802-448-9039 or email [info@delaneymeetingevent.com](mailto:info@delaneymeetingevent.com)
  - Wednesday, 9/16           1:00pm – 6:30pm
  - Thursday, 9/17           9:00am – 11:00am & 5:00pm – 6:30pm
  - Friday, 9/18               9:00am – 3:00pm
- **Alternatively:** VSDS 802-864-0115 or [mail@vsds.org](mailto:mail@vsds.org). Pathable is your best 24hour assistance using the email. VSDS will periodically monitor phones.
- **After the live event dates of September 16-18, call VSDS 864-0115 during regular business hours 8:30am-4:30pm**

**Explore the Pathable Site:** Review the Navigation Tabs at the top right for access to Schedule, People, Sponsor Pages, Exhibitors, Conversations, and check out the resources under Account Tab. Scroll down on the HOME PAGE to see content. There is a public forum to chat during the live event dates.

**How do I get my Continuing Education Credits with a Virtual Event?**

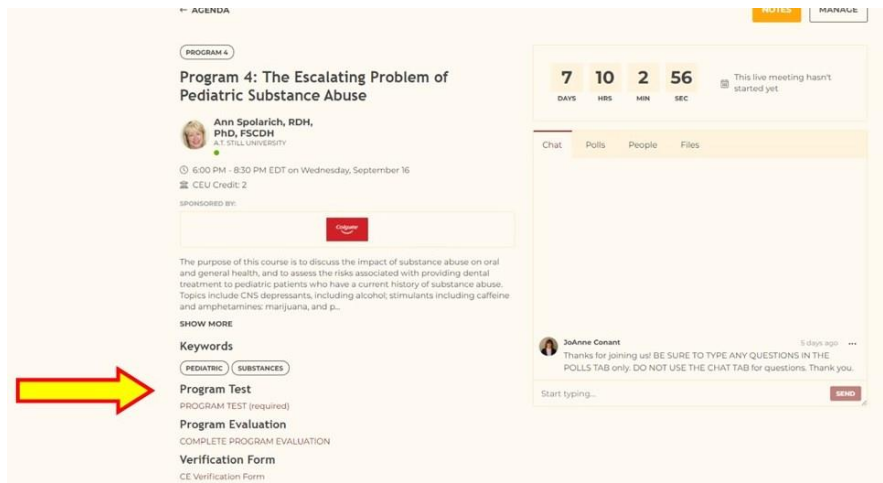
***Each virtual CE Program is 2 CEU's. Log-ins are monitored by a reporting system; you must complete the full 2-hour program and short post-test to gain credit.***

**CE Verification Form:**

- Found on the Pathable platform linked to each CE Program Agenda Page and also click here on the [VSDS website](#) (under Events Tab, Continuing Education Verification).
- A verification “code” will be provided at the end of each lecture and should be written on your CEU Verification Form.
- *Save this form to include when renewing your dental license with the Vermont Board of Dental Examiners (9/30/21).*

**Post Presentation Program Test Questions (required):**

- You will find the Program Tests on the program Agenda Page (lower left corner, sample below).
- Complete the Program Test as required **by Oct. 2<sup>nd</sup>**, to receive the credits. For your personal development, the **answer keys** will be posted to the VSDS.org conference page after Oct. 2<sup>nd</sup>.



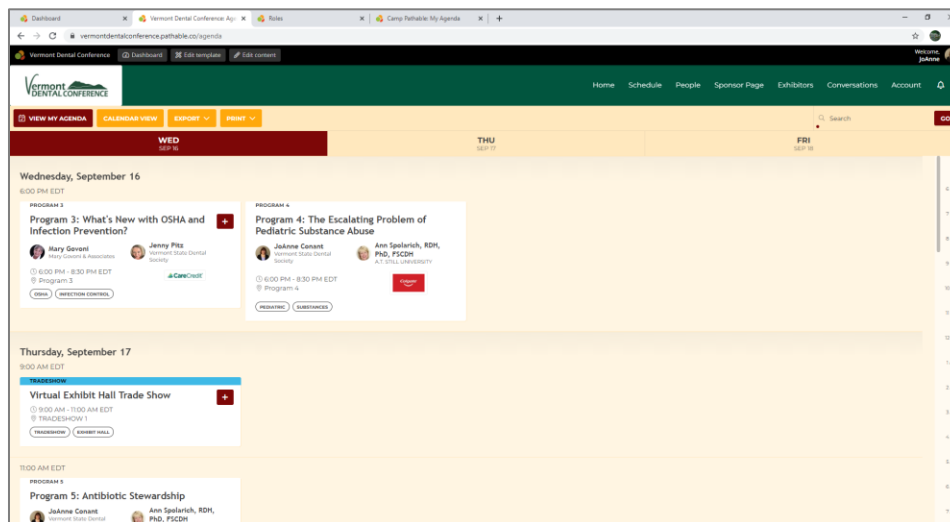
## Where will I find the post-test answer key?

Post Test Results will be placed on the handouts page after October 2<sup>nd</sup>.

<https://www.vlds.org/vermont-dental-conference/participants/handouts>

Below find some helpful screenshots for viewing.

## Screen Shot of Agenda Cards



## Screen Shot of an Agenda Page:

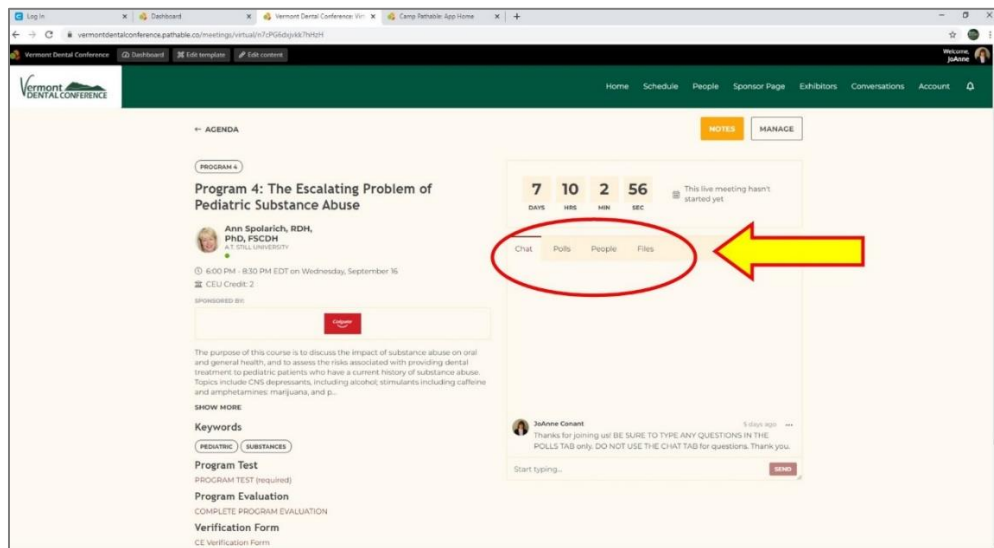
**The Chat Tab:** is used for networking

**The Polls Tab:** is used to type in questions for the speaker (to be addressed after presentation during live Q&A)

**The People Tab:** lists attendees participating in the session

**The Files Tab:** will include any relevant files to the session, However, all handouts, test questions, evaluations, are found in Links lower left of agenda page click to access!

**Links of files found lower left area of agenda page.**



The Exhibitor Page and the button to Enter the Virtual Exhibit Hall/Tradeshow Booth during the designated hours of – Thursday 9/17 9am-11am & Friday, 9/18 9am-11am & 1:30pm-2:30pm. Throughout the event September 16-18, 2020 you can always view exhibitor pages and access information and send messages and request information.

If you are choosing to do recorded sessions, please take the time during the live event dates (9/16-18) to support our exhibitors by visiting during the Virtual Exhibit Hall/Tradeshow hours and visit the Exhibitor Pages and request info!

