

General Program FAQ

How do I access the online platform for the virtual meeting?

- The platform URL will be sent 24-48 hours prior to the conference start date with additional instructions including your username and password.

How do I get my certificate?

- You will receive your certificate within **24-48 hours** of the program conclusion.
- If you have previously completed CE courses on the Review Education Group website, please use your current login information to access the system. Otherwise, you will be prompted to create a profile or login in order to create a new account.
- For login related issues, please contact by phone (800) 825-4696 or email cecustomerservice@jobson.com.

Will you submit my attendance to COPE?

- Attendance will be submitted to COPE, however please be mindful that it is your responsibility to submit to your appropriate state board.

How do I find my OE tracker number?

- You can easily find this information by going to www.arbo.org and clicking on OE TRACKER Number Lookup.

Can I download handouts from the presentations?

- Handouts for each presentation will be available for download within the conference platform once it opens under the “Resources” tab.

I have a question for a faculty member?

- Please contact us at Reviewmeetings@medscapelive.com and forward your question. We'll be more than happy to contact a faculty member on your behalf for additional information.

Is it possible to register for only one of the conference dates or individual sessions?

- We are offering registration for the full conference only.

What's the difference between the full program and industry access?

- All Access, Full-Program paid pass is inclusive of all accredited content, in addition to sponsored and promotional sessions as well as the Exhibit Hall.

- If you have registered with Industry Access, this includes viewership to the Sponsored Exhibitors, as well as any sponsored or promotional bonus programs, but does not include the opportunity to earn COPE, nor access the accredited content.

What's the recommended browser for the live conference?

- Chrome, Firefox, and the new versions of Microsoft Edge are the recommended browsers. Features will be limited, including the live broadcasts, on other browsers.

Can I watch the conference on my phone or tablet?

- The virtual platform will have a mobile version and tablet version enabled, but for the best viewing experience we recommend joining on a computer.

Is this going to be recorded and available on-demand after?

- Currently the sessions are only available live. We are working towards an on demand option in the interim and appreciate your patience and understanding.

How do I verify my subscription to Review of Optometry?

- Please contact <https://www.jobson.com/globalemail/>

Technical Issues?

- For technical support, please try refreshing your browser first, then email us at ReviewMeetings@MedscapeLIVE.com.
 - Note: The support desk is staffed by a dedicated representative during program hours, however, outside of conference broadcast hours, there may be a slight delay in response time.
- If you are experiencing any issues logging in, please confirm that you are entering your email address correctly and disable any pop-up blockers.

How to Disable Pop-Up Blockers

Chrome

- Open your Chrome browser
- In the upper right-hand corner, click the three vertical dots, then select Settings
- At the bottom of the menu, click Advanced
- Scroll down to "Privacy and security," and select Site Settings
- Select Pop-ups and redirects

- At the top of the menu, toggle the setting to Allowed to disable the pop-up blocker

Firefox

- Open your Firefox browser
- Click the Menu button, then select Options
- Select Privacy & Security
- Under Permissions, uncheck Block pop-up windows to disable the pop-up blocker

Microsoft Edge

- Open your Microsoft Edge browser
- Go to Settings, then select more > Settings > Privacy & security
- Under Security, switch Block pop-ups to off to disable the pop-up blocker

Attendee Best Practices (Live Platform FAQ/Helpdesk)

Get the Most From Your Conference Experience

- Plan your virtual experience now by browsing our platform.
- Create your profile so you can interact with our other attendees (located in the top right menu bar).
- Visit our sponsor gallery and view all of our sponsor messages and information on their products and services.
- Star resources, sessions, exhibitors or any content you want to follow
- Our "Resource Center" has a collection of related articles, resources, and additional content available exclusively to our attendees.
- Our full program agenda is also available.

Networking

- Update your Profile (located in the top right menu bar)
- Upload your VCard for easy sharing of contact info
- Import your social media profile from Facebook or LinkedIn
- Use the Chat function to communicate with Faculty, Exhibitors, or other attendees

GENERAL SUPPORT

Live Technical Support

For technical support, please try refreshing your browser first, then email us at ReviewMeetings@MedscapeLIVE.com.

Web Browser

The recommended browser for this platform is Chrome. Some features may not work properly if you use other browsers.

My video is buffering / freezing.

It may be your internet connection. Please disconnect from any VPN you may be using, and use a hardwire internet connection, if possible. You can also hover your mouse cursor over the video window and click the gear wheel icon to adjust your quality/bitrate settings as needed. Please also refresh and try clearing your cache.

Notifications

Be sure to allow the website to push pop-ups and notifications - instructions of how to do so are below:

Chrome

- Open your Chrome browser
- In the upper right-hand corner, click the three vertical dots, then select Settings
- At the bottom of the menu, click Advanced
- Scroll down to “Privacy and security,” and select Site Settings
- Select Pop-ups and redirects
- At the top of the menu, toggle the setting to Allowed to disable the pop-up blocker

Firefox

- Open your Firefox browser
- Click the Menu button, then select Options
- Select Privacy & Security
- Under Permissions, uncheck Block pop-up windows to disable the pop-up blocker

Microsoft Edge

- Open your Microsoft Edge browser

- Go to Settings, then select more > Settings > Privacy & security
- Under Security, switch Block pop-ups to off to disable the pop-up blocker

PROGRAM & SESSION FEATURES

Full Agenda

The Agenda tab on the top menu shows the schedule for the entire summit. As sessions end, they move to the bottom. You will always see the current sessions/next sessions at the top in chronological order.

Session Resources

Handouts for each session will be available for download within the conference platform once it opens under the “Resources” tab.

Q&A

Questions are welcomed and encouraged! To ask a question, click on the Q&A tab below the session video.

On Demand Videos After the Event

Some sessions will be recorded and available for on demand viewing within 48 hours. This will be noted within the session descriptions. Those sessions that do not state this will not be recorded and will not be available for on demand viewing.

UPDATE YOUR PROFILE & PREFERENCES

Updating Your Profile & Settings

Complete your attendee profile and upload your photo by clicking on the gray icon, or your profile picture if you have already uploaded one, on the top right corner of the menu bar.

User Profile Dropdown

You can find important information from the dropdown in the top right corner, including:

- Profile and account settings
- A list of content you follow
- Messages
- Chats

HOW TOs

How to Follow/Star Content

You will see small stars throughout the site which allow you to save the information for quick access at a later date. Click the icon to "star" it and find the items you starred in your profile dropdown.

How to Interact with Other Users

- You can find your messages and chats using your user profile dropdown.
- Click a user's name to see additional information from their profile.
- Chat (in-platform only) - this feature can be used within the platform to chat with other attendees. If your browser notifications are on, you will receive an alert when you receive a chat. You can also find all your chats using your profile dropdown.
- Message - click the envelope icon to send an email to the user, this will send to the user in-platform as well as to their registered email address.
- Group Chat - Click on the Networking tab on the navigation bar at the top of the page. In that tab, you will find a number of forum topics to comment on throughout the day. Select sponsors also have group chat functions in their booths. Note: comments made on these interaction panels are public and viewable by all attendees.