



# Attendee User Guide

Mutual Aid Plan Virtual Education Conference

June 22-24, 2021



## Access

You can enter the event beginning on [June 22, at 9:30am ET](#)

As a [Mutual Aid Plan Virtual Education Conference](#) attendee, you will be able to enjoy a unique, interactive learning experience from the comfort and convenience of your home or office.

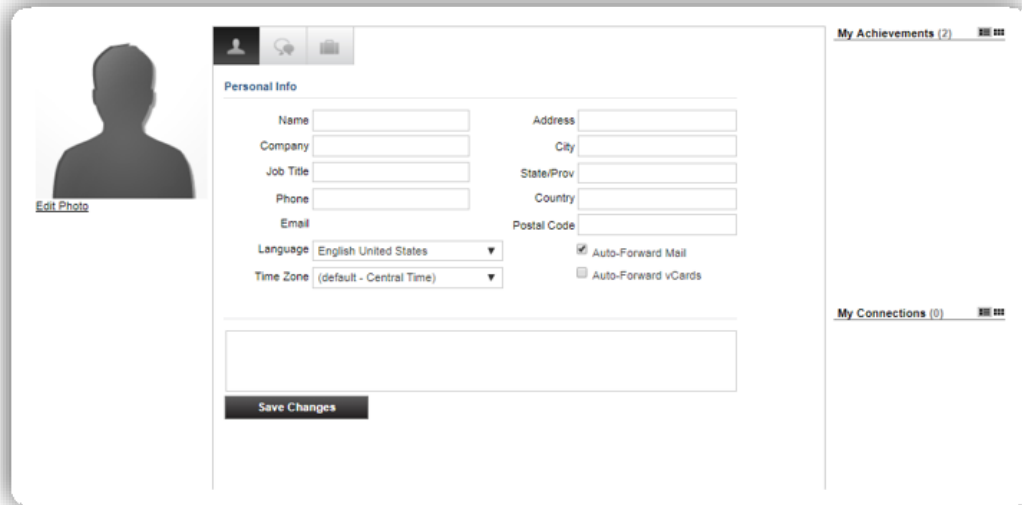
You can find everything you need to access the event in the Registration Confirmation email you received upon registration.

To make sure your computer, internet connection, and sound are ready to go, take a moment to [test your system](#) or device in advance.

# Your Profile



The Profile is where you can customize your information, access documents, and view your connections.

A screenshot of a user profile page. On the left, there is a placeholder for a profile picture with a silhouette and the text 'Edit Photo' below it. The main content area is titled 'Personal Info' and contains several input fields: Name, Address, Company, City, Job Title, State/Prov, Phone, Country, Email, and Postal Code. There are also dropdown menus for Language (set to 'English United States') and Time Zone (set to 'default - Central Time'). Two checkboxes are visible: 'Auto-Forward Mail' (checked) and 'Auto-Forward vCards' (unchecked). At the bottom of the form is a 'Save Changes' button. To the right of the form, there are two sections: 'My Achievements (2)' and 'My Connections (0)', each with a small icon and a list icon.

To edit your profile, begin by clicking “Profile” < / Insert Alternative Location> in the upper navigation at any time. Your profile contains your name and several other fields that you may have filled out upon registering.

You may choose an image to help identify yourself during the event (select from a list of stock images, or upload your own photo). Filling out your profile completely and accurately will help you while networking with attendees in the event.



The briefcase is located within your profile under the third tab. This is where you may retrieve documents and links that you have saved from the Resource Center, sponsor spaces, presentations, or meetings.

# Communication Center



If you receive an email, vCard, chat request, connection, or announcement, you will be notified via a communication bubble that will display in the upper right-hand corner of your screen. By clicking on the communication notification, you will be taken to the indicated item.

## There are 4 types of private communication:

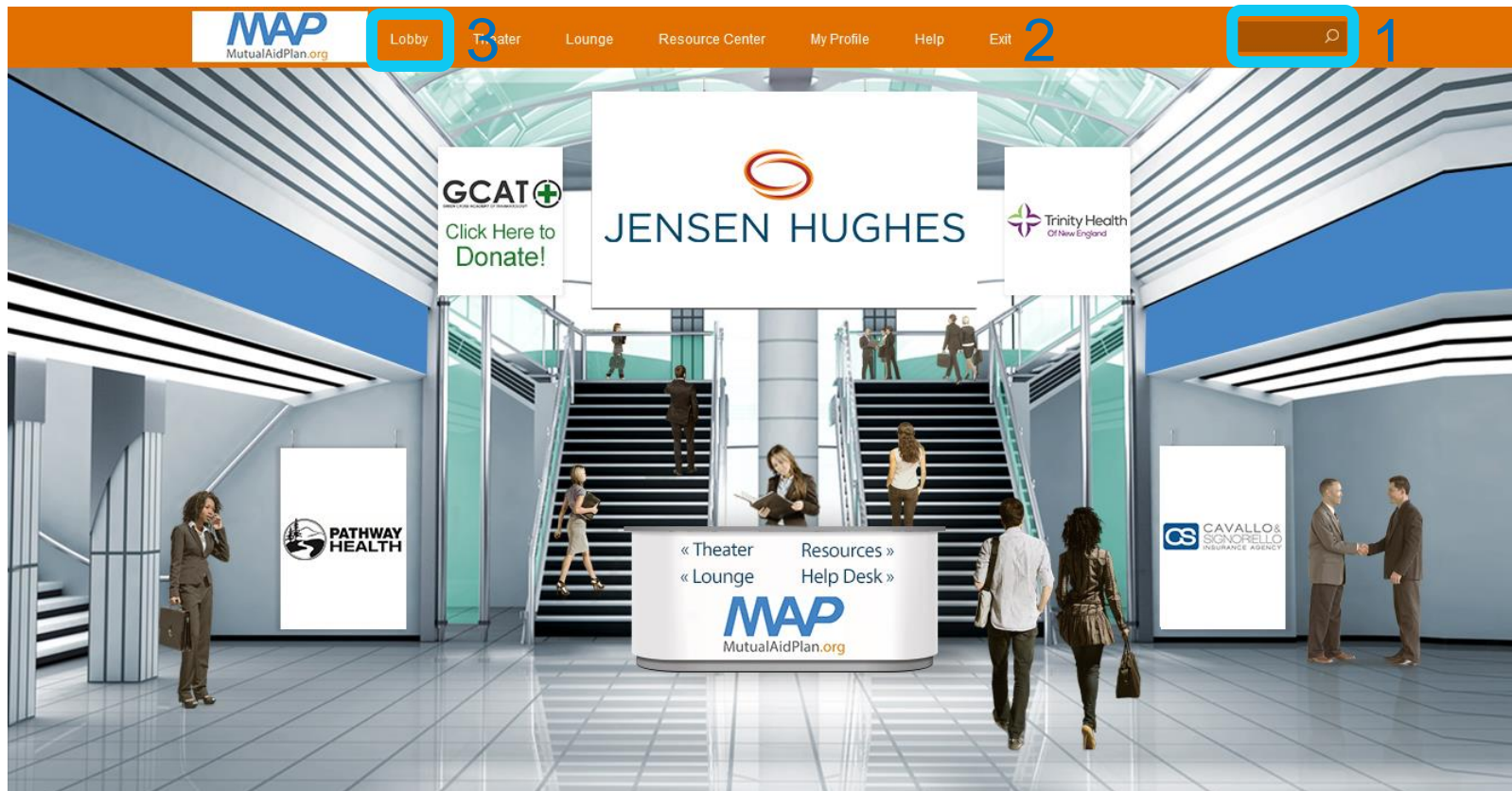
- 1. Email messages** – The notification will display you have an unread email. Click on the notification window to view.
- 2. Chats** – If you receive a chat request you will be able to accept or decline the request. You may also send a short message to the chat requester when declining a chat.
- 3. vCards** – The notification will display you have a new vCard. Click on the notification window to view.
- 4. Connections** – The notification will display that you have a new connection. You can click on accept or ignore directly from the request window.

# Lobby



After logging into the event, you will be taken to the Lobby area.

From the Lobby, you can visit the main areas of the event by clicking on their listing or utilizing the navigation bar.



**1. Search:** You can use the search feature to find attendees, sponsors, documents/links and presentations/webcasts within the event.

**2. Navigation:** Access the different spaces in the event.

**3. Lobby:** You can return to the lobby by clicking on “Lobby” on the top toolbar.

# Theater



Navigate to the Theater tab to view the sessions and demos, live and on-demand.

Clicking on a session you will see more detail on content & speakers.

**MutualAidPlan.org** | Lobby | **Theater** | Lounge | Resource Center | My Profile | Help | Exit

Welcome to the Theater Time displayed in (default - Central Time)

**All Presentations** | Day 1 Presentations | Day 2 Presentations | Day 3 Presentations

- Sprinkler Testing and 1135 Waivers**  
06/22/2021 9:00AM - 9:55AM  
[Add Reminder](#)
- Understanding your Business Continuity Insurance**  
06/22/2021 10:00AM - 10:55AM  
[Add Reminder](#)
- Tabletop Exercise Day 1**  
06/22/2021 12:30PM - 2:30PM  
[Add Reminder](#)
- Protecting your Staff's Mental Health**  
06/23/2021 9:00AM - 9:40AM  
[Add Reminder](#)
- Diversity, Equity and Inclusion (DEI) in Healthcare**  
06/23/2021 9:40AM - 10:20AM  
[Add Reminder](#)

**Sprinkler Testing and 1135 Waivers**  
06/22/2021 9:00AM - 9:55AM  
[Add Reminder](#)

☆☆☆☆ 0.0 (0)  
[Be the first to write a comment](#)

**[ABSTRACT]**  
We will discuss the decision-making factors involved in determining when it may be appropriate for your organization to commence normal inspection, testing and maintenance again.  
*Head to the [Resource Center](#) to learn more about our presenters.*

**Colin McKay**  
[SPEAKER BIO]

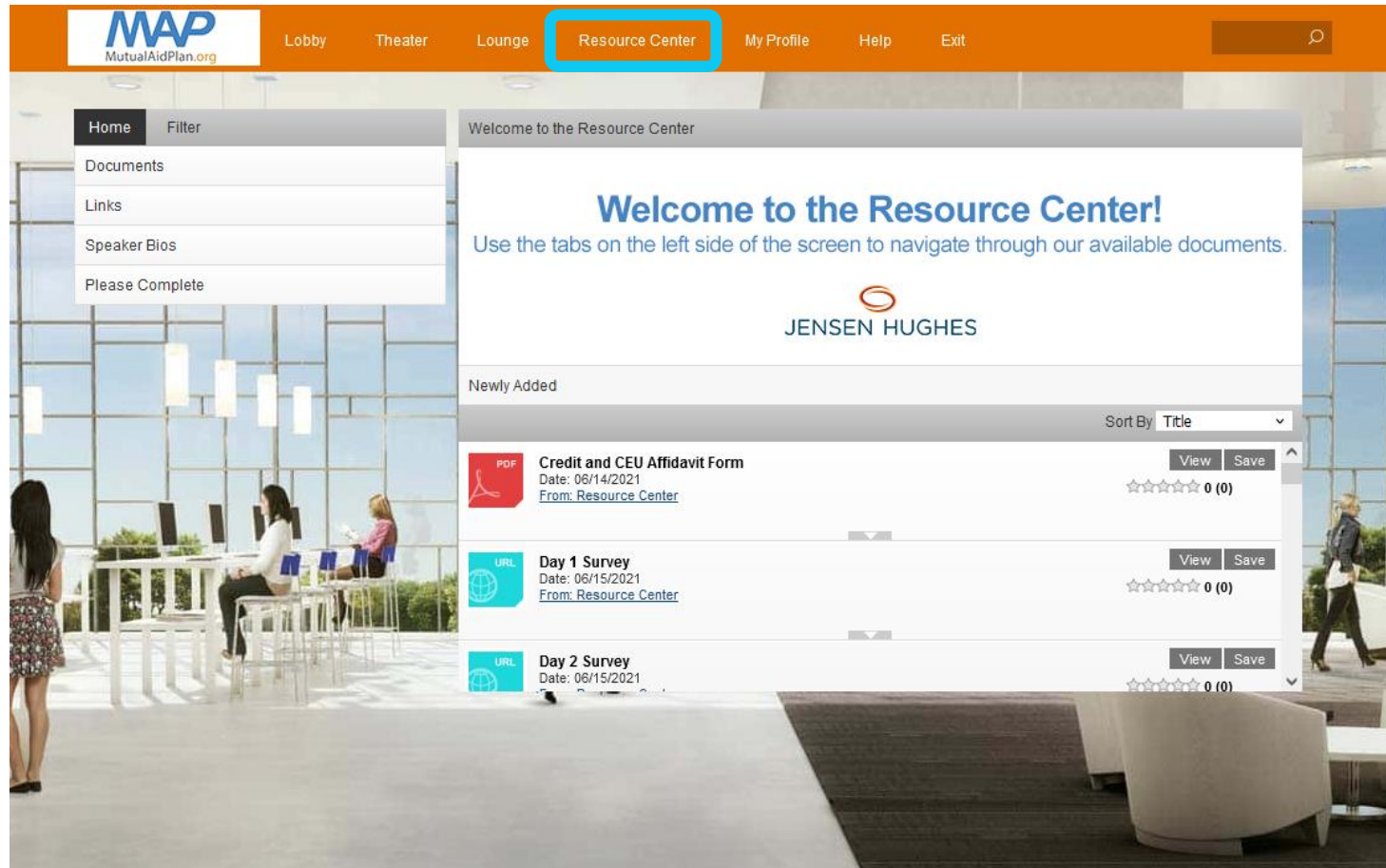
**Welcome to the Theater!**  
Select a presentation on the left for more information.

# Resources



The Resource Center is your digital library to browse content by subject across the different areas of the event.

Select the content for immediate viewing or save to your briefcase for review or download at your convenience.



**Filter:** Categorize resources by subject matter.

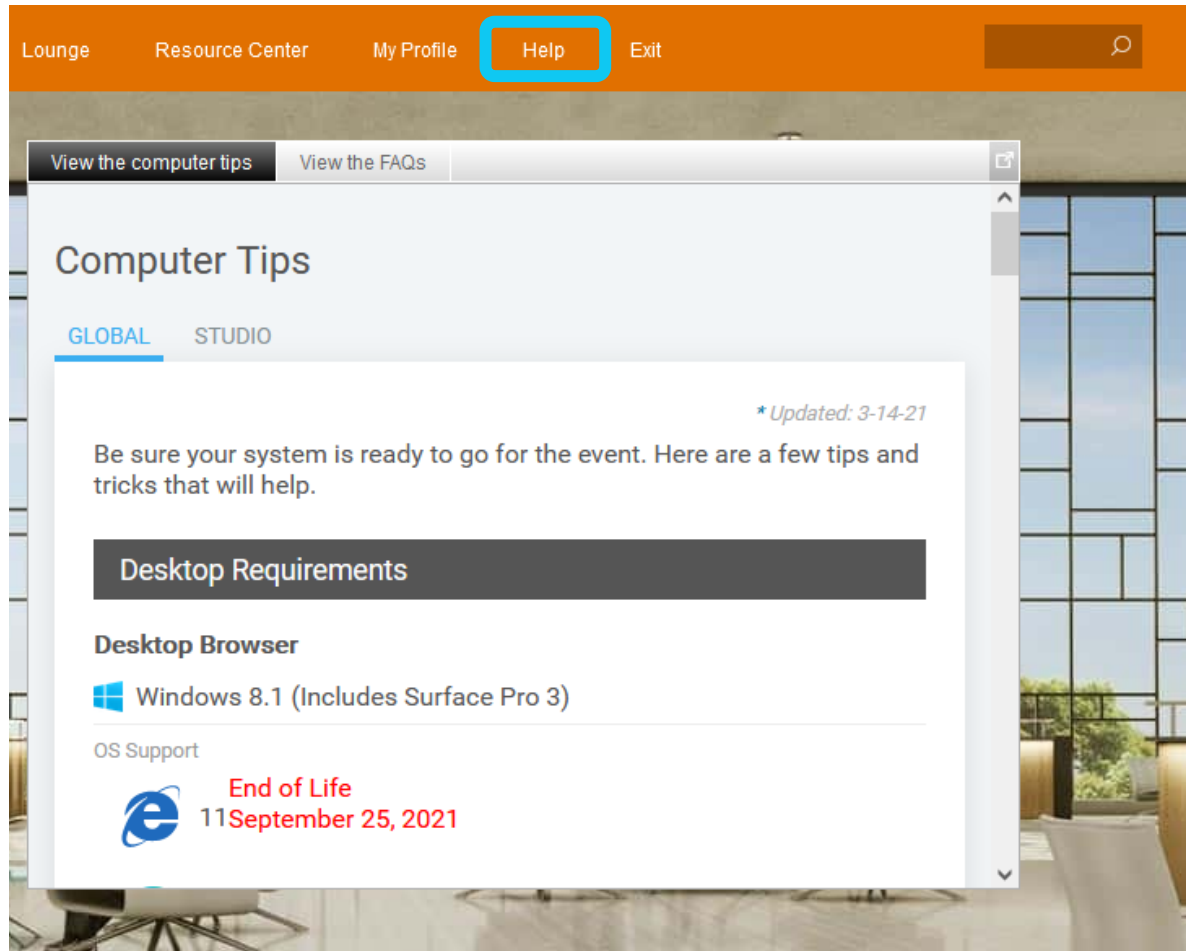
**View/Save:** View a document. Or save a document to your briefcase for review at your convenience.

**Briefcase:** Saving to your briefcase is not the same as saving the document to your computer. Please click on 'Download' in your briefcase to do so.

# Help Desk



The Help Desk is available for any technical support issues you have while interacting in the virtual event. There are helpful resources available to you such as guides, FAQs, and support documentation to aid in troubleshooting support requests.



**Computer Tips:** Available to view helpful resources in troubleshooting potential issues such as chat or communication problems, security prompts, FAQs, etc.

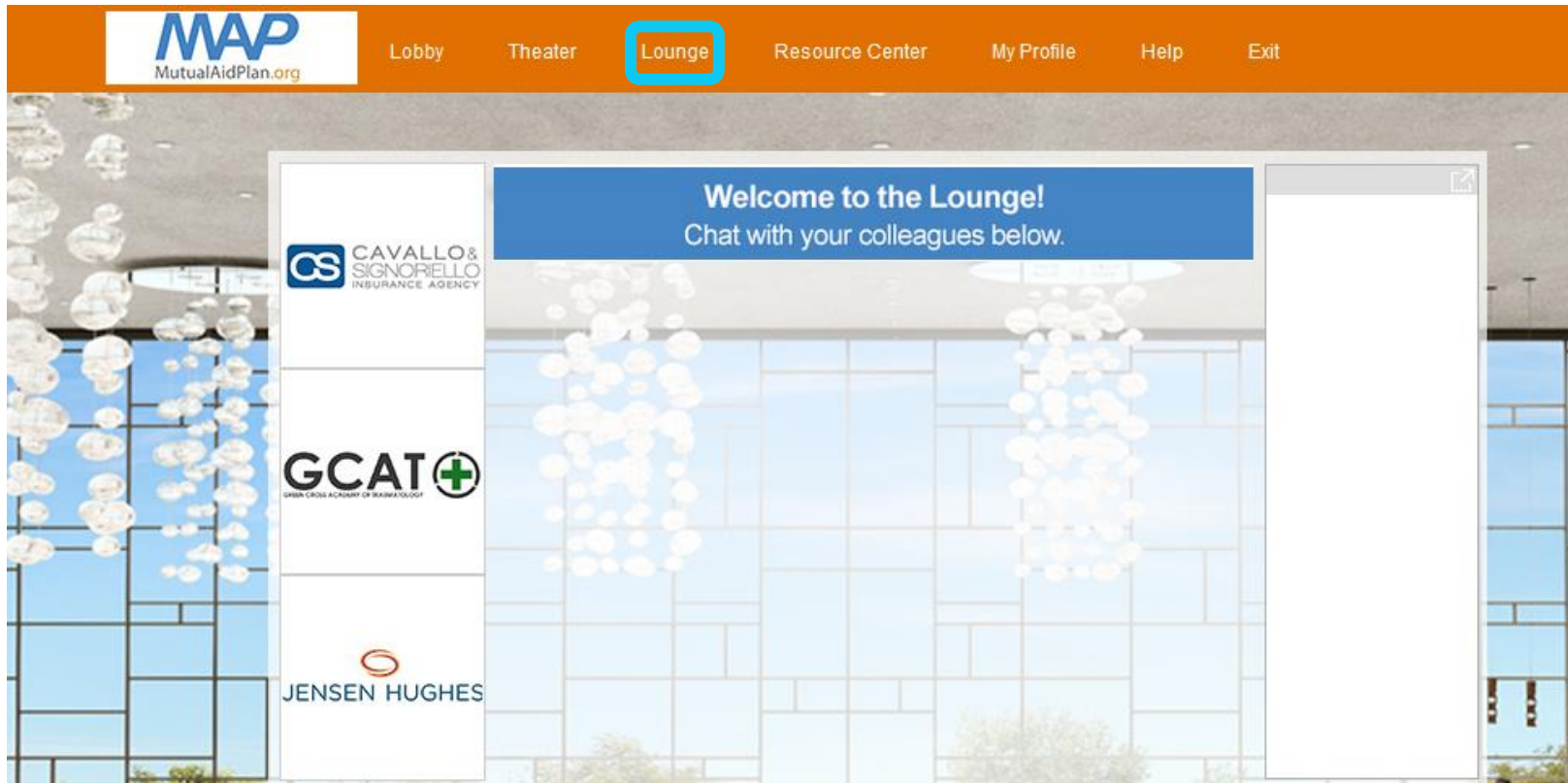
**Email:** If you have additional concerns after live support has ended, you can email the Jensen Hughes team at [@jensenhughes.com](mailto:@jensenhughes.com).



# Lounge



The Lounge is a great place to communicate and network with attendees, speakers and sponsors.



Join the public chat and network with various staff and guests.

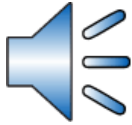
# Sounds of the Event



The event uses audio to notify you when certain events occur.

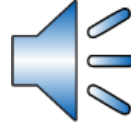
This is especially helpful if you are logged into the event but are working in another application.

## Chat Accepted



When someone responds to a chat request that you initiated, you will hear this sound. Click on the icon at the left to play the sound.

## Communication Received



You will hear this sound when you receive a new Email, chat request or VCard. Click on the icon at the left to play the sound.

# Event Support



**Live Event Date:** **6/22-6/24**

**Available On-Demand:** **At the conclusion of the conference**

**Login Link:** <https://onlinexperiences.com/scripts/Server.nxp?LASCmd=L:0&AI=1&InitialDisplay=1&ClientBrowser=0&ShowKey=155222>



**Thank you.**