accesso Client Seminar 2021 Q&A

Where/When is the Event?

- *Event Dates:* Monday, September 20th, 2021 – Wednesday, September 22nd, 2021
    - TWAE Dates: Thursday, September 23rd and Friday, September 24th, 2021

- *Event Time:*
    - Monday, September 20th 10:00AM – 6:15PM EST
    - Tuesday, September 21st 10:00AM – 5:00PM EST
    - Wednesday, September 22nd 10:00AM – 6:15PM EST

- *Event Location:* **accesso** Client Seminar 2021 will be hosted virtually in the convenience of your own home.

- *Where can I find out further details about the conference?*
  For detailed information about the conference, please visit the website.

- *Where do I join the sessions?*
  All sessions can be accessed through the Virbela app. on your phone or computer.

Registration Information

- *How do I pre-register for sessions I want to attend?*
  You don't need to pre-register for sessions this year. Please take note of the schedule and you can join any session via Virbela.

- *I'm registered for the event. Now what?*
  All attendees will be receiving an email on Thursday, September 16th that will include a link to the *accesso* Client Seminar Private Event Campus. At that time, you will be able to register for Virbela and create your avatar.

What Can I Expect?

- *How do I login?*
  All attendees will be receiving an email on Thursday, September 16th that will include a link to the *accesso* Client Seminar Private Event Campus. At that time, you will be able to register for Virbela and create your avatar.

- *Can I attend from my phone or computer?*
  Yes, once an account is created you can log in via the app on your phone or computer.

- *User profile*
  Each attendee will create their own avatar. You will use this avatar to navigate throughout the conference.
  How to Control Your Avatar

Networking Opportunities

- *Where can the participants go to network with other attendees?*
  You can anywhere within the Virbela app. Entering any of the blue bubble areas will make your conversation private.

What Else Do I Need to Know?

- *Will there be access to the sessions after the conference is over?*
  Yes, all sessions will be available after the conference.

- *Will the course be interactive? I.e. can I ask the instructor questions in Live time?*
  Yes, we will be using tools to make the live sessions interactive.

- *I have specific questions that are not addressed here. Who can help me?*
  For further questions, email **seminarteam@accesso.com**.

Troubleshooting

- *I'm having tech difficulties with the event*
  - *Operating Systems Supported*
    - Windows 7 SP1+ or newer
    - Mac OS X 10.11 or newer
    - Intercom Apps Require iOS 8.0 or later. Compatible with iPhone, iPad, and iPod touch.

  - *Hardware Requirements –*
    - *Note: The minimum requirements are the very least necessary to run Virbela If your computer does not meet these requirements, we can make no guarantee that your computer will be able to run Virbela. In order to get the best performance out of Virbela, we suggest meeting or exceeding the "recommended requirements"*

Minimum PC Requirements	Minimum Mac Requirements
CPU: 1.8GHz Intel Core i5 or 2GHz AMD Phenom II	CPU: 2GHz Intel Core i5
Memory: 4GB	Memory: 4GB

Graphics: Graphics device with DX10 (shader model 4.0)	Graphics: Intel HD Graphics 4000
Storage: 5GB will be used, but you will need around 10GB available during installation	Storage: 5GB will be used, but you will need around 10GB available during installation

Recommended PC Requirements	Recommended Mac Requirements
CPU 2.5GHz Intel Core i7 or 2.2GHz AMD A8	CPU: 2.5GHz Intel Core i7
Memory: 8GB	Memory: 8GB
Graphics: Dedicated graphics device with DX11 (shader model 4.0) and at least 1GB of on-board memory	Graphics: GeForce GT 750M or better
Storage: 5GB will be used, but you will need around 10GB available during installation	Storage: 5GB will be used, but you will need around 10GB available during installation

- o *Security Settings Preventing Virbela from Launching*

- *Where do I join sessions?*
  On the Virbela app. Or at Virbela.com

- *I'm experiencing issues with my audio*
  - o Where do I find my sound settings?
  - o I Can't Hear Other People
  - o Can hear ambient noise, but not voice (Windows)
  - o Microphone Not Working (Mac OSX Mojave)
  - o Test your internet connection

- *I'm experiencing issues with the quality of the video and/or audio*
  - o Try using a modern web browser like Firefox, Google Chrome or Safari
  - o Close any other open browser tabs that you do not need.
  - o Close any other apps running on your computer that you are not using.
  - o Test your internet connection

- *Who should I contact if I run into issues the day of?*
  Submit a ticket