Frequently Asked Questions

What is included in my ACVP/ASVCP Annual Meeting registration?
As a registered attendee, you will be able to:

• Access more than 30 educational sessions.
• Attend 3 premeeting workshops *(separate registration required).*
• See the latest vet path research presented through more than 300 abstracts.
• Earn up to 19.5 hours of CE for the meeting.
• Connect with other attendees and speakers throughout the week via live chat on the meeting Lobby page and during sessions, and at the Presidential Reception, Alumni Receptions, Veterinary Resident and Student Forum, and morning yoga.
• Access and attend all planned activities during the Live Event dates of October 28-November 2 and on demand through April 30, 2022.

How do I log in?
Please remember that you must register for the Annual Meeting in order to obtain access to the virtual platform.

Use **the email address you used to register** for the Annual Meeting as your username along with the universal password **ACVP2021** to access the platform: [www.acvponline.org](http://www.acvponline.org).

If you have any issues logging in, click the "Questions" button in the lower section of the login page. If you need additional assistance, please reach out to info@acvp.org.

We highly recommend logging into the meeting site the day before you plan to attend your first session to ensure connection and to review the live agenda of sessions.

What can you find on the Virtual Annual Meeting site?

• Watch the meeting welcome video, see what’s “Live Now” to quickly join current sessions, and chat with other attendees via the Lobby Chat on the Lobby page.
• **View Live Agenda** for a list of sessions offered at the 2021 meeting. Click the "Join Now" button, which appears 15 minutes prior to start time, to view your selected session. Jump between concurrent sessions to tailor your program experience. Add time zone-responsive calendar appointments to your device to remind yourself of session start times.
• Visit Invited Speakers to see who will be presenting at this year’s virtual meeting.
• Search for research of interest and interact with authors by navigating to Abstracts.
• Connect! with colleagues in zoom meeting rooms available to all meeting attendees. Gather your group and head over for a conversation!
• See information from industry partners who have generously supported the meeting under Sponsors.
• Resources — browse links to information about ACVP and ASVCP activities!

What time zone is the event based on?
All times listed are in Central Daylight Time (UTC-5).

Look for these convenient downloadable calendar reminders for sessions in the live agenda which will be time zone responsive to your viewing device.

How long will meeting content be available?
All content will be available to registrants for on-demand access one week after live presentation through April 30, 2022, via the meeting website.

Please note, continuing education credit will only be granted for content viewed during the live meeting dates.

How much CE credit can I earn for attending the meeting and premeeting workshops?
ACVP has applied for a total of 40.5 CE Credits for the 2021 ACVP-ASVCP virtual meeting (program 20-851059) by the AAVSB RACE, 19.5 max per individual being available to any one veterinarian.

This RACE approval is for the subject matter categories of:

Category One: Scientific using the delivery method of Seminar/Lecture.

This approval is valid in jurisdictions which recognize AAVSB RACE; however, participants are responsible for ascertaining each board’s CE requirements. RACE does not “accredit” or “endorse” or “certify” any program or person, nor does RACE approval validate the content of the program.
How do I claim CE?
An email will be sent to all registrants who registered for RACE credits. The email will go out 1-2 weeks after the Virtual Annual Meeting ends.

RACE credits are not available for watching a recording of a session after the Virtual Annual Meeting.

What about MOC credit?
If you are interested in ACVP MOC credits, log-in to the members-only section of acvp.org and look for “MOC credits” to upload your documentation after the Annual Meeting.

ACVP MOC credits can be earned for either live or recorded participation. Proof of meeting registration is requested for live and recorded participation.

How far ahead of time should I log in to a session?
We recommend that you log in 10-15 minutes prior to the start time to double-check your connection and sound. It is also recommended that all registrants log in to the meeting site the day before they plan to attend their first session to ensure connection and view the live agenda of session offerings.

How do I ask the speaker a question?
Once you are in a session, utilize the “Chat” feature during the session to ask questions of presenters and to chat with fellow attendees in that session. Where indicated in the schedule, Session Moderators will collect questions to relay to the speakers during live Q&A.

What if I am ready to join a session but I don’t see a ‘Join Now’ button.
The “Join Now” button will appear 15 minutes prior to the start of each session.

How do I find Posters and Abstracts?
Attending a poster session? Looking for an abstract? Searching for topics of interest? All of the abstracts, along with their video recordings, will be housed on the Abstracts page of the virtual platform. Establish an account in Disqus in order to chat with and ask questions of the abstract authors during the interactive poster sessions. Stop by anytime. The abstract portal is open 24/7 during and after the meeting.
What networking and “social” opportunities are offered?
Attendees are invited to participate in the following networking opportunities October 30-November 2:
Morning yoga, 10/31, 11/1, and 11/2, 6:30-7:30am CT
Presidential Reception, 10/30 6-7:30pm CT
Alumni Receptions
- Friday, October 29
  - 7:30-8:30pm CT, Iowa State University Alumni Reception
- Monday, November 1
  - 11am-12pm CT, University of Minnesota Alumni and Friends Reception
  - 4-5pm CDT, University of Pennsylvania Alumni Reception
ACVP Town Hall Business Meeting, 10/31, 5-6pm CT
Meet the Pathologists Session, 11/1, 3-5pm CT
ASVCP Resident Meet-and-Greet, 11/1, 5:30-7pm CT
Veterinary Student and Resident Forum, 11/1, 7-9pm CT
ASVCP Business Meeting, 11/2, 5-6:15pm CT
ACVP Awards & Recognition event, 11/2, 6:30-8pm CT
In-session chat
All-attendee Lobby Chat
Member Directory attendee chat & video chat

Tips for the best Virtual Veterinary Student and Resident Forum experience in Airmeet:
Take a moment to read about the list of programs planning to be represented at the event. Click here to learn more about the platform, Airmeet and here for additional information on entering the event. Please pay attention to the table conversation part of the demo video but not the speed networking part.

How can I connect with other attendees?
You can send public messages to all attendees via the “Lobby Chat” located on the main “Lobby” page of the website. This message will be public to all ACVP/ASVCP Virtual attendees.

To send private messages or video chat with fellow attendees find the “Attendee Directory” at the bottom of the Lobby page.

For additional networking, visit the “Connect” tab in the navigation panel at the top of the website and visit the Networking Lounge. Pick a Zoom Room and click “Join Now” to join open networking with attendees. Feel free to invite colleagues or set up a virtual happy hour- these rooms are open to utilize at your leisure!
I am a speaker and was told to be available for Q&A during the Live Event, what should I do?

Fifteen minutes before your session start time: Login to the Meeting Website (acvponline.org) with the email that was used to register for meeting and the universal password ACVP2021. Click on the green “Speaker Greenroom Entrance” button at the top right corner of the site and then find your session title & time under “Current Sessions” or “Next Sessions.” Once you locate your session, click the “Join Now” button to enter the speaker greenroom for additional instruction from tech support and ACVP staff.

Detailed instructions on how to access this feature can be found on the Speaker Information Page as well.

It is recommended that all speakers log in to the meeting website at least one day before presentation. If you don’t see the Speaker Greenroom Entrance button on the meeting homepage, contact info@acvp.org immediately.

I am unable to hear any sound.
• Check that the computer you are using has speakers.
• Check your audio volume within the live broadcast window is not muted or too low.
• Check your volume controls.
Note: Using incognito mode might not allow all features to work correctly.

The presentation slides or screen appear blurry.
If the slides or a speaker appear blurry at any point, it may be an internet connectivity issue. If you know that your connection is good, and after you refresh your screen the images are still distorted, the issues are with the speaker’s connectivity.

What are the technical requirements needed to access the meeting platform?
Device:
• Laptop or Desktop Computer is best for viewing Streamed Content, and Video call interactions
• Streaming will be supported on Mobile and Tablet Devices

Browser:
• Google Chrome is the best choice for streaming video, followed by Firefox and Microsoft Edge
• It is suggested to open a new Private Window in your selected browser.
  ◦ “Incognito” (Chrome), by navigating to File > New Incognito Window
  ◦ “Private” (Firefox), by navigating to File > Private Window
  ◦ “InPrivate” (Edge), by navigating to Settings and more… > New InPrivate Window
• Ensure your browser is up to date
• Update Chrome (recommended browser)
• Update Firefox
• Update Microsoft Edge

Speed:
• Ensure you have at least 5mbps download speed for HD viewing
• Speed Test

Other Issues with Browser, Audio, Video, Sessions, or Blank Screens:
• Refresh your browser with F5 Key (Windows) or Command + R (Mac). It may help to refresh multiple times. Tip: Refreshing your browser at least once a day to see the newest information available on the virtual site can be beneficial to the user experience.
• Not fixed? In Chrome on Windows, Max, or Android, Click the lock icon left of the website address, click Cookies (## in use), hit Remove for each, then hit Done. In Firefox on Windows or Mac, click the lock icon left of the website address, Clear Cookies & Site data, then Remove.
• Still not fixed? Clear all browser history/cache with Ctrl+Shift+Delete (Windows) or Command+Shift+Delete (Mac).
• Seeing a black/blank screen? While trying to watch sessions and you see a black screen it might because you are on your iPad, and the browser is not the most recent update. We highly recommend you switch to a computer or laptop for the duration of your time on the platform until you can ensure the most recent installation on your iPad.

I am having trouble with the Video Feed.
If you are having trouble with the Video Feed, or not seeing any video at all during the time of the live stream event, try refreshing your browser. You can do this by clicking the circular refresh icon beside the URL or by holding down Ctrl+R buttons on your keyboard on a desktop/laptop.

TIP: You can also increase/decrease the resolution value of the stream. In the bottom right corner, you may see a number like 1080p. This is the highest resolution and most recommended. If you see a number lower than 1080p, click on the number to adjust the resolution.

Why doesn’t something appear after I click on an icon in the ACVP/ASVCP platform?
If you’re using a pop-up blocker, configure it to allow this site’s popups.
You will need to change settings in your browser.

I need more help!
No problem, our staff team are available to assist you — please click on the "Live Support" button on the home page.

Additional questions: email info@ACVP.org or call 847-375-6301. We're here to help!