

Frequently Asked Questions

1. I'm registered to attend the conference... where do I login to attend?

Each attendee will receive an email from our production team at O'Design Productions with their unique link to join the conference along with instructions on how to login, create a password and participate in the conference.

2. I registered for the Total Station Package – how do I choose my classes?

Pre-registering for classes is not required. Once you login to the conference platform you will be able to choose any session during a particular time slot. Keep in mind, you can only receive CE hours for sessions you attend during its original airing time. You must attend the full session. Sessions are being recorded and will be also be available for a few weeks after the conference. Attendees will not receive CE hours for watching a recording after the original schedule air time.

3. If this is a virtual conference, will I still be able to network with my colleagues, friends and exhibitors? How does that work?

Yes! Use the platform's networking function to find other attendees, send them messages or request a LIVE video chat. The video chat is available for both private and public chats. You can also use the group room area to join ongoing group chats or create your own chat room.

4. What is the Attendee Participation Challenge?

This is a friendly competition between conference attendees (open to total station registrants only) for a chance to win an Amazon gift card. The more you participate and engage in our conference activities, the better your chances of winning! You can download the task list and more details here: https://www.nysapls.org/resource/resmgr/2021_conference/Attendee_Participation_Chall.pdf

5. Can I create a group chat room or host a virtual happy hour?

Want to plan a get together with friends? You can use the group room area to join ongoing group chats or create your own chat room.

Keep in mind, group rooms only exist when someone is utilizing the room. You cannot add anyone to the group, they must find the group room and enter on their own. Once everyone leaves, the group room goes away, but you can create another room at any time. That means, feel free to "meet up" with friends on any date or time between January 20th and January 29th.

Tip: Message your friends through the platform or send them a separate email to let them know what you will "name" the group room, and what time to look for it. Then, at that date/time, visit the group room area and create the room and wait for their arrival.

6. How can I view the items up for bid in the silent auction?

From the conference platform, click on the last icon on the left hand side. You will be taken directly to our auction page in a new tab. You can also visit the auction and bid by visiting <https://www.nysapls.org/page/auction2021>.

7. Where can I find an overall listing of the conference schedule?

The scheduled classes each day will appear in the virtual lobby. You can download an overall schedule here: https://www.nysapls.org/resource/resmgr/1.17.20_Virtual_Education_Gr.pdf

8. Where can I find the handouts for each education session?

Any handouts provided by speakers will be available within each session by clicking on the files tab. You can also find all the handouts on our website here:

<https://www.nysapls.org/page/2021handouts>

9. Where's my copy of the conference journal?

The 2021 Conference Journal & Membership Directory is available to view online here:

<https://online.flipbuilder.com/jbev/cgwk/>

10. If I need technical assistance, who do I contact?

Within the conference platform, please visit the virtual help desk. If you are having difficulties connecting to the platform, please email your full name, the issue you are experiencing along with your phone number to our staff at info@nysapls.org and we'll have a team member from O'Design reach out to you to assist.

11. How do I ask a question during an education session?

Within each session use the "questions" tab on the right hand side to type in your questions for the speaker.

12. What is required to obtain CE hours?

The NYS Board of Education requires that in order to receive CE credit for a class, conference registrants must attend the ENTIRE length of class time. NYSAPLS will use the data provided by the conference platform website to tally the attendance of individuals who were present for the duration of each course. Computer sharing is not considered acceptable attendance for our CE reporting. By registering as a conference registrant, attendees must log in with their own account, with their own name to receive the CE credits. CE hour approvals for NY and the surrounding states are posted on the NYSAPLS website and will be continually updated as we receive additional approvals.

13. Where do I find each course post-evaluation form?

Evaluation links are found within the "files" tab within each session on the right hand side of your screen. As a reference, you can find the links to complete the evaluation on our schedule here:

https://www.nysapls.org/resource/resmgr/1.17.20/Virtual_Education_Gr.pdf

14. What is included the total station registration?

The total station registration is an all-inclusive registration package which includes 4-day virtual access to all education programs, social events, networking activities, and our exhibit & sponsor showcase. Pre-registration for individual education is not required!

15. What is included in the exhibits/social events only registration?

Our exhibits/social only registration includes 4-day virtual access to all social events, networking activities, and our exhibit & sponsor showcase. Education sessions are NOT included.

16. Where can I upload my photo?

Within the conference platform find the "my account" tab on the upper left-hand side. From there, click the "edit" button which will allow you to upload your photo or change your password.

17. I lost or did not receive the email with my conference weblink. How do I login?

Please email your full name and confirm the email you'd like to receive the link. We'll reach out to team member from O'Design and request they send you a new link.

18. How do I send a message to another conference attendee?

From the conference platform, navigate to the "networking" area to scroll through a list of attendees. From here you can message or video chat with other attendees, speakers and sponsors.

19. Where can I find a list of fellow conference attendees?

From the conference platform, navigate to the “networking” area to scroll through a list of attendees. From here you can message or video chat with other attendees, speakers and sponsors. There is also a general list of attendees on the NYSAPLS website listed here:

<https://www.nysapls.org/events/RSVPlist.aspx?id=1435187>

20. Where do I find the exhibitors/sponsors? How do I talk with them?

From the conference platform, use the menu on the left-hand side to navigate to the sponsor listing. Click on a sponsor room to visit their virtual “booth”, chat with them and view the materials they have available. Within the sponsor room, you will find a chat tab on the right-hand side. Use the chat to ask the sponsor a question. In addition, you can also request a video chat by selecting the sponsor’s name in the people tab (also on the right-hand side) and clicking on the video icon. Use the sponsor’s file tab to view and download the brochures and bulletins they have uploaded. In addition, if you click on the company name under the video, the sponsors full contact information will show.

21. Why do some sessions have a LIVE Q&A while others do not?

Some of our speakers decided to pre-record their session. Since LIVE interaction is required for CE hours, we’ve created LIVE Q&A sessions for the last 10 minutes of the pre-recorded sessions so attendees can ask questions and interact with the speaker.

22. If I missed a session, can I watch a recording?

Yes, all sessions are being recorded. If you miss a live session, a recording will be available within 3-4 days after the initial air time. Keep in mind, you will not receive CE credits unless you attend a session during its original airing time. You must attend the

session from start to finish in order to receive CE hours.

23. When will I receive my CE Certificate for the courses I’ve attended?

The NYSAPLS Staff will work to certify CE hours after the completion of the event. We estimate it may take 2-3 weeks to record all of the hours. You will receive an email notification from the NYSAPLS office once your CE certificate is available for download. We thank you for your patience.

24. The presenter’s presentation appears too small on my computer screen. How can I make it bigger?

Within the session, use your mouse to hover over the lower right-hand side of the screen for an option to use the full-screen mode. To exit full-screen mode, hit your esc key. Keep in mind, while in full-screen mode, you will not be able to see the chat or questions box, but it will give you a much larger view of the speaker’s presentation. You can toggle back and forth between modes as often as you like.

25. Is there a back-up plan if the conference platform goes down or offline?

We do not expect the platform to go offline. If your area experiences a mass blackout or other internet connectivity issues, keep in mind the recordings of the sessions will be available for about 3 weeks after the conference. If you experience technical difficulties and cannot access the conference platform, please email our office, info@nysapls.org or leave a voice message at our office, 518-432-4046. Our staff is working remotely but will be regularly checking messages. The fastest way to contact us is email.