

## M&M 2020-Virtual Meeting - FAQs

### **Q. How do I get into the virtual meeting platform?**

A. A link will be emailed to you with your personal login credentials about a week before the meeting starts.

### **Q. What time zone will the meeting be presented in?**

A. U.S. Central Time (Chicago/Houston), Daylight Standard Time

### **Q. That's the middle of the night for me. How can I participate?**

A. The majority of the educational content of the meeting will be available "on demand". This means that the platform talks and posters will be pre-recorded and available 24/7 during the meeting dates (August 3-7). After the meeting is over, the platform will be fully accessible to registrants for 30 more days – until 7-September 2020.

### **Q. Is there any way to meet with someone privately during the meeting?**

A. Yes! You can privately message (text) with any other attendee or exhibitor, or you can set up a private video meeting with any other registrant. Private video calls are limited to 40 minutes at a time.

### **Q. Do I have to download anything to use the M&M platform?**

A. Yes. We recommend that if you do not already have it, that you download Zoom onto your computer, tablet, or phone (App Store and Google Play provide the Zoom app for free). Set up a free account for an optimal platform experience.

### **Q. Will the platform work on a tablet or phone?**

A. Yes! M&M has arranged for the virtual platform-website to work on most newer (~6 years) Apple and Android mobile devices. Certain types of mobile devices, including BlackBerry and Windows phones, may not work.

### **Q. Will everything be on the platform for all 30 days?**

A. Individual presenters are being given the opportunity to remove their talk/poster after the meeting is over, so some talks may not be there after August 7.

### **Q. I read that the Plenary Session talks will be LIVE. If I'm not available then, how can I watch them?**

A. The plenary talks and follow-up questions/answers will be recorded and available "on demand" until the end of the day on Friday, August 7.

### **Q. How will the exhibits work?**

A. The exhibit hall portion of the meeting will have both static and live elements. Product/company information, pre-recorded videos, etc. that exhibitors upload to their "booths" will be available 24/7 (meeting dates + 30 days afterwards). The exhibits will have about 2 hours a day (Tuesday-Wednesday-Thursday) that are "manned booth hours" where attendees can virtually enter exhibit booths and video/text chat with representatives.

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**Q. I always attend the Vendor Tutorials at the meeting. Will there be any live tutorials or product demos this year?**

A. Exhibitors are being given the opportunity to present live “spotlight sessions” and vendor tutorial/networking events. That schedule should be available about 7-10 days before the meeting dates.

**Q. If the platform session talks are pre-recorded, how do we ask a question?**

A. Platform sessions listed on the agenda can be clicked on to reveal a list of all the pre-recorded talks. You can listen to the talks at the scheduled time, or beforehand, or afterwards. A text chat conversation with all available session presenters will be ongoing \*during\* the scheduled 75-minute session time.

**Q. What if I miss a chat session? Can I see a transcript?**

A. All text chat conversations will be available 24/7 to read and to continue the discussion if desired.

**Q. Is there any other way to connect with a platform presenter?**

A. Immediately following a 75-minute platform session, many session organizers have elected to host a video chat with available presenters. These are called “**After-Session Video Chats**”. (Not all organizers are participating, so not all sessions will have one.)

**Q. When will the virtual meeting platform be accessible?**

A. We hope to be able to open the platform on August 1 at the latest to anyone who has registered at that point. Platform talks will be available on demand \*before\* the assigned session time, in addition to after the assigned session time. A text chat question may be asked anytime during the open meeting platform.

**Q. How will the posters be presented?**

A. Each poster presenter has been asked to record a short (1-3 minute) talk about their poster, and submit it along with a PDF of their actual poster. Posters will be available 24/7 during the meeting dates (and afterwards if the presenter gives permission).

**Q. I see Poster Sessions on the schedule. What are those?**

A. During each poster session, the poster presenters in those listed symposia will be available for live text chat (virtually “standing” by their poster) for the 90-minute session.

**Q. How do I sign up for a Pre-Meeting Congress?**

A. You must register separately for a PMC on the online registration form. The PMCs have a limited capacity, so don't delay!

**Q. I don't see Short Courses on the registration form. How do I sign up for one?**

A. Collectively, the Short Course organizer and faculty determined that a virtual platform was not ideal for presenting several hours' worth of content in one day. The 2020 short courses have all been postponed to M&M 2021.

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**Q. I have an old computer. Will I be able to use the virtual platform?**

A. We recommend using Chrome, Microsoft Edge, or Safari browser. Microsoft Explorer is NOT supported and will likely prevent you from experiencing full functionality. Mozilla-Firefox is notoriously problematic with many interactive websites and we do not recommend it.

**Q. How will someone find me?**

A. When you register for the meeting, your name will be visible in the “People” section. We encourage you to fill out your Profile once you access the Platform so that others know it is you, and can also find you based on your fields of study and interests.

**Q. Can I share someone else’s login?**

A. **It will not be possible for two users to be logged in simultaneously.** We strongly recommend that each attendee registers individually and has their own registration login. One of the great benefits of the M&M meeting is the opportunity to network. Our virtual platform allows users to build and customize profiles and connect with others via text chat and through video meetings. Logging in under a profile other than your own greatly diminishes your ability to convey who you are and your interests, to network, build relationships with others, and get the most out of the virtual meeting.