

Virtual 2020 NAIC Fall National Meeting Housekeeping Guide

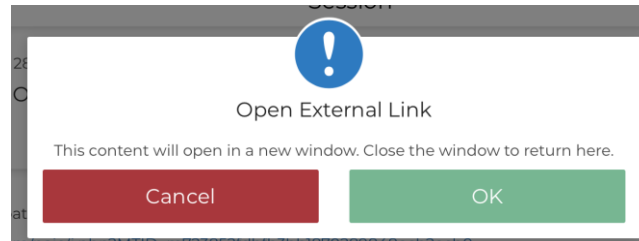
How to Navigate Only the WebEx portion for the Virtual Fall National Meeting December 3-4 and December 7-9, 2020

I. How to Join a Virtual National Meeting Session (audio/video)

Starting December 3, sessions will be held in a variation of Zoom, WebEx and Livestream formats.

- Prior to the start of the NAIC 2020 Fall National Meeting, download the Cisco WebEx Meetings application
 - <https://www.webex.com/downloads>
- If restricted from downloading the WebEx application onto your computer, you may access the meeting via a web browser (**preferred web browser is Google Chrome**)
- When you are ready to attend a session, follow these steps using the Fall National Meeting email confirmation notice you received from mobilesolutions@psav.live with the subject line: **Confirmation – Event App for the NAIC 2020 Fall National Meeting**. ***Please check your junk/spam mail folder in case the confirmation email got delivered there instead of your inbox.
 - Sign in to <https://naicfall2020.psav.live> with your provided Username & Password
 - You may also access the link by adding this page to your browser's **favorites** tab or **bookmarks bar/menu** to gain easy access to the Event App
 - Click on “Schedule”
 - Scroll through your national meeting session choices and select the session you want to attend.
 - You can also bookmark your preferred sessions to add to your schedule
- If you are unable to log in to EVENT APP or did not receive your unique username and password for the Fall National Meeting, please contact PSAV at mobilesolutions@psav.com for assistance.

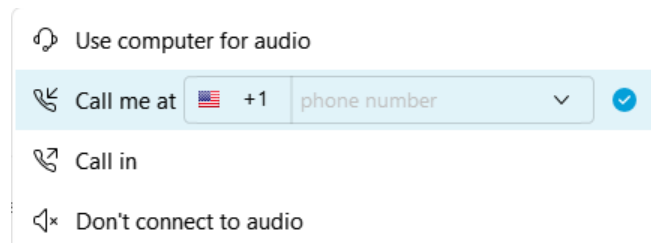
- The meeting link for every session will be active 20 minutes prior to its scheduled start time. Please join the meeting 10-15 minutes before the designated start time.
- By clicking the WebEx link provided in your EVENT APP profile, it will give you the following message notifying you that you are being redirected to an external link.



- Click **OK**
- If you see a **Green** join Meeting button, select OK and it will ask you to choose your preferred audio method. Please choose “Call me”.



- You **MUST** select an audio option from this list. Preferred audio method is **Call me** and *enter your 10-digit number after +1*



- Please note, the number calling you back might be from an “unknown” number.
- The default option is “Use computer for audio”. If you do not have a headset, computer audio is NOT the best option for you.
- If you accidentally chose the default you can always go to the Menu at the top of the page

File Edit Share View **Audio** Participant Meeting Help

- Select **Audio** and then **Audio Options** to select a different option after you have joined the meeting.

- ❖ If the link is to a **WebEx Event** you will be redirected to a login page. You will enter your First name, Last name, Email address. The Event password will be prepopulated.

Join Event Now

To join this event, provide the following information.

First name:

Last name:

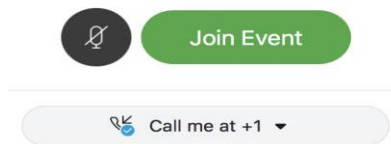
Email address:

Event password:

[Join Now](#)

[Join by browser **NEW!**](#)

- Select **Join Now**
- You will be redirected to the Join Event page
- Choose **Call me** and *enter your 10-digit number after +1* and select the **Green** join Event button



II. Unable to join via a Computer Audio

- Please use the call-in number provided in your EVENT APP platform to join.
- You will be muted upon entry. To unmute and mute your line, press *6.
- Please do not use this feature in conjunction with a computer audio. ONLY if you CANNOT join via the WebEx application or browser.

III. CHALLENGES joining a WebEx MEETING

- If you have challenges joining a WebEx Meeting: Please contact **NAIC Technical Support Team** at MeetingTechHelp@naic.org or **866-874-4905**
- Limited bandwidth? Hardware connection preferred if available. Limit the number of devices using your network for the best possible WebEx experience.
- Avoid system failures by closing applications not needed for the meeting.

IV. Limit distractions during the meeting

- Turn off notifications, close or minimize apps running in the background and put your phone on “Do Not Disturb”

V. Please ALWAYS keep your Microphone Muted.

- Use the **WebEx controls** to mute/unmute yourself in the meeting

The meeting is set up to mute upon entry. You may have your camera on or off upon entrance into the meeting. It is at your discretion whether you would like to be visible to the group or not. Please mute your line when you are not speaking to reduce the background noise and disruption to the meeting:



MUTED



UNMUTED

VI. Please use the “Chat” and or “Q&A” feature to send any feedback directly to the Hosts or Moderators

- The Chat defaults to a public view that is visible to everyone in the meeting. The chat feature will be used to archive feedback and notes from observing attendees. Please refrain from using the Chat feature for private conversations, as the Chat thread will be saved to archive notes from the observing attendees.

VII. If you are unable to join due to capacity restrictions, please note all sessions will be recorded and available in your EVENT APP profile approximately 24-48 hours after conclusion of the meeting.

VIII. Please note you are only permitted to sign into EVENT APP on one device. If you are signed in on multiple devices, you will be logged out. We suggest you log-in to the website ahead of the session to confirm that you do not experience access or technical issues.

IX. Meeting Materials:

- Meeting materials can be accessed via the Event App. Materials will be posted under each meeting and in addition will also be located under the Meetings Materials tab within the Event App. Please note, not all meetings will post their agendas or materials.