

## Virtual 2021 NAIC Spring National Meeting Housekeeping Guide

### How to Navigate through Zoom and Livestream sessions for the Virtual Spring National Meeting April 7-9 and April 12-14, 2021

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

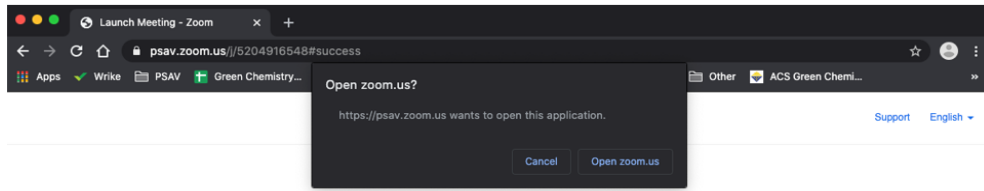
Starting April 7, sessions will be held in a variation of Zoom and Livestream formats.

- When you are ready to attend a session, follow these steps using the Spring National Meeting email confirmation notice you received from [mobilesolutions@chime.live](mailto:mobilesolutions@chime.live) with the subject line: **Confirmation – Event App for the NAIC 2021 Spring 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://naicSpring2021.us.chime.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 Spring National Meeting, please contact NAIC Meetings at [meetingsmail@naic.org](mailto:meetingsmail@naic.org) for assistance.

#### Attendee Instructions for Zoom Meetings

Please join the meeting 10 minutes prior to the designated start time.

- Clicking on the Zoom link in your EVENT APP schedule will take you to the Meeting via the Zoom application. Once a moderator has started the event, you will be able to join the Meeting.
- Please make sure your full name and organization is displayed.
- If restricted from downloading the Zoom application onto your computer, you may access the meeting via web browser:
  - **Click on the “join from the browser”** link (see below). Note Internet Explorer will NOT work.



When system dialog prompts, click **Open zoom.us**.

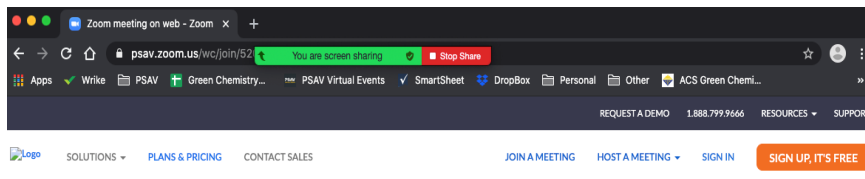
If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).

If you cannot download or run the application, [join from your browser](#).

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Privacy & Legal Policies




- **Type in your Full Name and click “I’m not a robot” to enter the meeting**



### Join a Meeting

Your Name

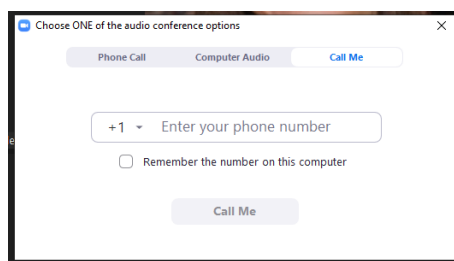
  
 I'm not a robot   

Zoom is protected by reCAPTCHA and the [Privacy Policy](#) and [Terms of Service](#) apply.



## II. Unable to join via a Computer Audio

- Please use the Call Me tab and type in your Phone Number and Name, then the meeting will call you to connect.



- 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 Zoom application or browser.

### III. CHALLENGES joining a Zoom MEETING

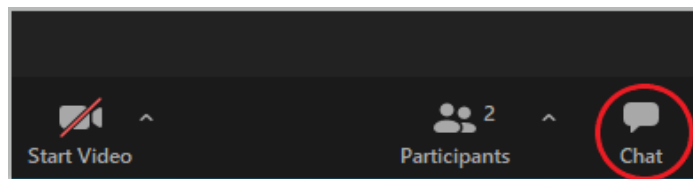
- For technical challenges entering the Zoom Meeting, please contact the **NAIC Technical Support Team** at [MeetingTechHelp@naic.org](mailto:MeetingTechHelp@naic.org) or **866-874-4905**
- Limited bandwidth? Hardwire connection preferred if available. Limit the number of devices using your network for the best possible Zoom 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. Asking a Question

- Please use the “Chat” feature within Zoom to submit any questions. A Moderator will review and address your questions to the Presenters as time permits.



- VI. **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.**
- VII. **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.**
- VIII. **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.

## Attendee Instructions for Event App Livestreams

Only the following two sessions will be happening via a live stream:

**April 12, 10:00 A.M – 11:00 A.M CDT**

NAIC Opening Session

**April 13, 10:00 A.M – 12:00 PM CDT**

CIPR Spring Program

### I. Viewing the Stream

- Any video session happening via a live stream will be available via the red **Live Stream** button at the top of your EVENT APP platform window. This will pop up a new video layer over the top of the EVENT APP platform, allowing you to still interact with the rest of the Event App icons and information while you watch the stream.
- **How do I see the video?**
  - On the top navigation bar, you should see red button with a camera icon on it. Click on that button and a window will appear with the video inside. You can also get to the video window with the Schedule, if a session has a stream enabled.



- **Why can't I see the red button to launch the video stream?**
  - The button is only shown while there is a live stream running. If you think there should be a button, you can check by reloading the page in your browser.
- **The window opens, but I cannot see or hear the video**
  - The most likely explanation is that streaming video is blocked on your network or device. Try connecting to a different network and/or use a different device to access the site. You can check with your IT department if you should be able to view the live streaming video.
- **CHALLENGES**
  - If you have challenges with the live stream, please contact ENCORE at [mobilesolutions@encoreglobal.com](mailto:mobilesolutions@encoreglobal.com) or navigate to the **Help Desk** icon located in the left column of the EVENT APP platform. For additional help, please contact the **NAIC Technical Support Team** at [MeetingTechHelp@naic.org](mailto:MeetingTechHelp@naic.org) or **866-874-4905**

### II. Asking a Question

- Please use the “Ask” feature within EVENT APP to submit any questions. You can find this icon on the left menu navigation bar during sessions that allow question

submission. A Moderator will review and address your questions to the Presenters as time permits.

