



# THE HUMANE SOCIETY OF THE UNITED STATES

## Frequently Asked Questions

### Help Desk Hours:

Wednesday, 4/21: 8:30 am – 5:00 pm EDT

Thursday, 4/22: 9:00 am – 6:00 pm EDT

Friday, 4/23: 9:00 am – 4:00 pm EDT

### What can I expect from virtual Animal Care Expo?

Animal Care Expo will be an exciting virtual conference experience. We'll have:

- 40 professional development sessions on a variety of topics with continuing education credits available.
- Live Zoom Q&A with speakers.
- An Exhibit Hall featuring many of the companies and organizations who typically exhibit at the face-to-face Expo, showcasing their products and services for the animal welfare field.
- The ability to video chat with exhibitors and sponsors, email speakers, exhibitors, and sponsors through their conference profiles and chat with anyone logged in to the conference at the same time.
- The opportunity to network during our Round Tables events, where you can talk with others about a specific topic of interest to you.
- A networking lounge where you can chat with other attendees, sponsors as well as speakers.

### What's included with my registration fee?

Your registration fee grants you access to the full virtual conference beginning on our live dates of April 21-23. After the live dates, you will continue to have access to the conference content and resources on demand through June 30, 2021.

### Why should I try to attend the live dates, instead of just watching sessions at a later date?

During the conference live dates, you'll have the greatest opportunity for an interactive experience with speakers, exhibitors and other attendees. During each session's time slot, speakers will be available for live Q&A with viewers. During our Exhibit Hall open hours, exhibitors will be manning their booths and available for live chat, via video/audio and/or the text chat feature. Most attendees will be online during the live dates, so this is also your best opportunity to meet and network with them. And we'll have a Leaderboard competition going on with great prizes that you won't want to miss!

After the live dates, you can still view sessions and visit the Exhibit Hall, but you may have to leave a message for speakers, sponsors, and exhibitors if you have questions, for them to get back to you later. You can still chat with other attendees, but you'll only be able to chat with attendees who are logged in at the same time you are. If you want the best opportunity to interact with everyone at Expo, try to join us on our live dates.

## What if I'm busy during the live dates, April 21 – 23?

That's okay, you can still register! All of our Animal Care Expo content will be available on-demand through June 30, 2021. Watch sessions, email exhibitors, meet up with other attendees and more, all on your own time whenever it is convenient for you.

## What sessions are being offered?

You can find our sessions list, complete with descriptions and speakers, [here](#).

## Where can I find the conference schedule?

You can find the full conference schedule of events [here](#).

## I see times listed on the conference schedule. What time zone is the conference scheduled by?

All times listed are Eastern Daylight Time.

## How do I log in and attend the conference?

During the week prior to April 21, keep an eye out in your email for log in instructions, including [the link to log in](#). We will also post the login link on [our website](#). You will need to use the email you used to register to log in to the conference. If you believe you may have included a typo in your email or used the wrong email when registering, please email [expo@humanesociety.org](mailto:expo@humanesociety.org).

## How do I attend individual sessions?

The Daily Welcome general sessions as well as all educational sessions can be viewed by going to the Theater and clicking the colored box for the track you are interested in, this will take you to that track of sessions where you will be able to open up a window and view all sessions within that track, including countdowns to their launch times if they are not yet available. Click the play button next to an available session and you're in!

## How do I obtain continuing education credits (CEs) for the sessions I view?

We have several different types of CEs available this year: CAWA, NACA, RACE, CCPDT, IAABC and Texas ACO CEs. All CE providers require you to view both the session and the Q&A that follows. If you view sessions live, you will be able to click a link to join the Q&A as it occurs. If you are viewing a session on demand, you'll need to exit the session recording and click on a separate recording of the Q&A to view that.

While several CEs ask you to self-report your attendance, some require us to confirm your attendance, either through a short quiz on session content (RACE CEs) or by providing us with the two passwords shown in the middle of the sessions and during the Q&A, respectively (IAABC and Texas ACO CEs). Please make sure to take note of those passwords and then head to the Resource Center to find a handy



PDF with full instructions on how to confirm your attendance if that is required for your CEs.

## Do I need Zoom to view sessions?

Zoom is not required to view most sessions. However, you will need access to Zoom to join any live activities, such as live sessions, speaker Q&As and happy hours. If you're uncertain if Zoom works on your computer, you can join a test meeting [here](#).

## What if I want to attend a Round Tables discussion?

To attend the Round Tables you will need to set up a Remo account at <https://live.remo.co/e/animal-care-expo-2021>. You do not need to register for a specific table but it's a good idea to know what table topics interest you in advance. You can find participant instructions and a list of the table topics in the Round Tables room, in your Expo Briefcase and [here](#). To join the Round Tables, go to the Round Tables room on Friday, April 23 and click on the time that you would like to join. We will be opening the Round Tables 10 minutes early to give you a chance to find your seat. Seats are first-come, first-served and once a table is full you will have to select a different table. It is important to [create your Remo account](#) and [test your system](#), per our participant instructions, in advance. The Round Tables are limited to the first 1,000 participants to join.

## I'm not able to view everything on the screen. How do I fix this?

Depending on the size of the screen you are viewing the conference on, you may not see the full room on your screen. Make sure to adjust your zoom level to capture a full view of each room. On a desktop or laptop computer, this can be accomplished by pressing the control key (command key if you're on an Apple computer) and the plus key (zoom in) or minus key (zoom out).

## Are the sessions offered in Closed Caption?

The sessions are being offered in Open Captioning, which is a text display of all the words and sounds heard during a production. Open Captioning is very similar to Closed Captioning except that they are part of the video itself and cannot be turned off. Please note, live sessions will not offer Open Captioning.

## How does the chat feature work in sessions and the Exhibit Hall?

The chat feature is available any time you have a session video open. Speakers will only be available for chatting during their session's schedule time. Participants may chat with other participants at any time that a session video is open.

In the Exhibit Hall, each booth has a chat icon you can use to chat with exhibitors. Exhibitors will be available to chat during Exhibit Hall hours. New this year – exhibitors can initiate 1:1 video chat with attendees, so be looking forward to invites and some valuable face time (more on video chat below).

## Will other people see my questions/comments?

For sessions, chat questions, answers and comments will be visible and available to anyone who views the recorded session unless deleted by HSUS. For example, someone who views the session two weeks after the live date will see all chat activity that was entered previously.



## How does the video chat feature work?

When logged into the conference, exhibitors are able to initiate 1:1 video chats with attendees. If an exhibitor wants to initiate a video chat with you, you'll see the private chat window pop up in the bottom right-hand corner of your screen, and if your volume is on, you'll hear a phone ringing sound. You will be asked if you would like to join or decline the video chat. If you choose to join the video chat, you will need to allow access to your microphone and camera, and then, on the left-hand side of the video chat window, you'll need to turn on the video and microphone options (by clicking on those icons). You can allow audio without allowing video if that's preferred. Video chats are limited to 10 minutes. You can still use the public and private text chat features if you do not want to or are not able to join video chats.

Please note, general attendees are not able to initiate video chats with other attendees. Only exhibitors can initiate video chats. You also do not need to be in the Exhibit Hall to join a video chat.

## How do I use the Briefcase?

Your Briefcase is available for you to save information you wish to view or download and save to your local computer later. Simply click on the Briefcase icon that appears next to any available content. You can access content saved to your Briefcase by simply clicking on the Briefcase icon located on the navigation tool bar on the bottom of your screen. Open the Briefcase, select the check box next to a specific item, and you'll see options at the bottom of the Briefcase to either remove that item from your Briefcase or download it to your personal device for viewing outside of the conference platform.

## How long will the contents in my Briefcase be available?

You can download and save to your local computer any of the contents in your Briefcase until June 30, 2021.

## How do I swipe my virtual badge?

When visiting a booth in the Exhibit Hall, click the *virtual badge swipe* icon located on each exhibitor's booth if you are interested in providing your contact information to receive more information from that exhibitor. You can use this feature at any time; during live Exhibit Hall hours and even when the conference is on demand.

## What if I have more questions?

Visit our Help Desk during the conference live date to chat live with event representatives. They can help you with both technical and non-technical questions. During and after the live date, you can check out a detailed Online User Guide that walks you through the whole conference by checking your Briefcase.

If you have any additional questions outside of conference live times, please email [expo@humanesociety.org](mailto:expo@humanesociety.org) and we will get back to you shortly.

