

DISABILITY POLICY SEMINAR

March 28 – 30 • A Hybrid Event

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THE DISABILITY POLICY SEMINAR IS PRESENTED BY...



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Attendee Hub Guide

Thank you for registering for the 2022 Disability Policy Seminar. We've put together a user guide to help you navigate the event platform and app.

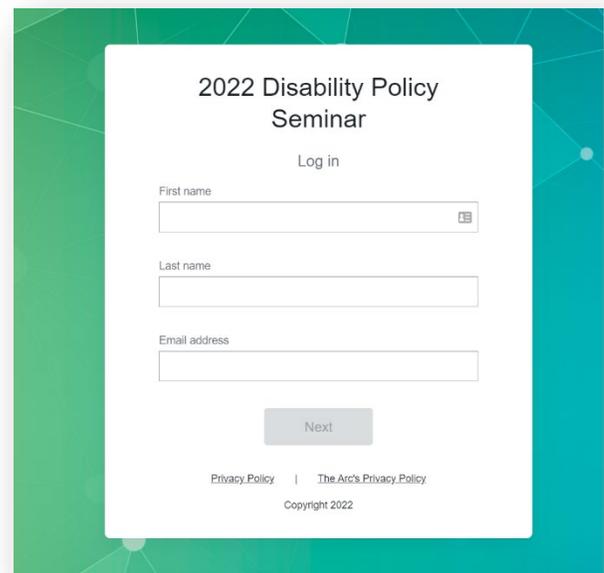
Event Platforms

- **Attendee Hub Website** – this is where you will join the live sessions and find other conference materials. All attendees are required to log in using their first name, last name and email address used to register for the event. *Please note: For the best viewing experience, we recommend using Chrome & Firefox.*
- **Event App** – The Disability Policy Seminar has an event app! In-person attendees are encouraged to download the event app and use it to stay up to date with the latest news and announcements, see your personal schedule, and create your event profile.

Log in to Website

Accessing the Virtual Platform

1. Click [here](#) or on “**Attendee Hub**” on the [event](#) website to access the attendee website.
2. After clicking the link, you will be prompted to log in. Enter your first name, last name, and email address. A verification code will be sent to your email. Enter the verification code and you will gain access to the website. **What to do if I did not receive a verification code? Refer to #2 on the [FAQs](#).**

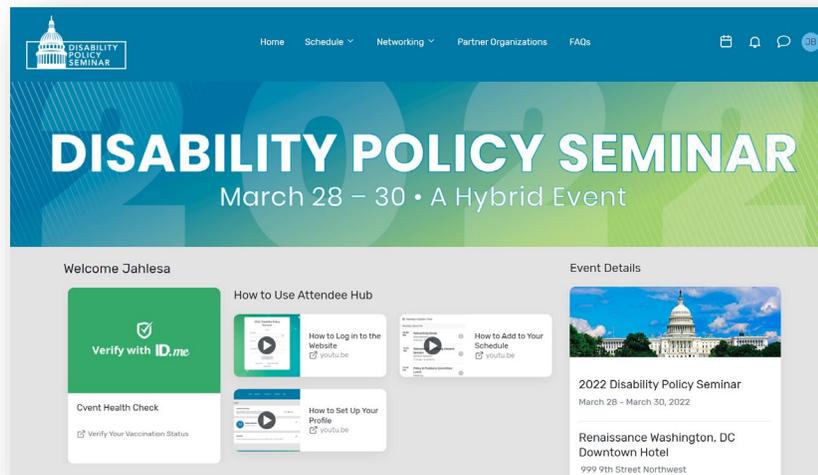
A screenshot of a login form for the 2022 Disability Policy Seminar. The form is white with a teal border. It features three input fields: 'First name', 'Last name', and 'Email address'. Below the 'Email address' field is a 'Next' button. At the bottom of the form, there are links for 'Privacy Policy' and 'The Arc's Privacy Policy', and a 'Copyright 2022' notice. The text '2022 Disability Policy Seminar' and 'Log in' are centered at the top of the form area.

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Navigating the Virtual Platform

This is the homepage of the event. You will see this page after you sign in. You will be able to view live and upcoming sessions, pre-recording videos (basic advocacy learning modules), videos on how to use the attendee website, and basic event details.



All Sessions Page

You can find the list of sessions by clicking on '**Schedule**' on the navigation menu and selecting '**All Sessions**.'

This tab lists all the sessions you can attend in chronological order. The page will appear in the time zone of the event by default, but you can adjust the times to the time zone you are viewing in for ease of use.

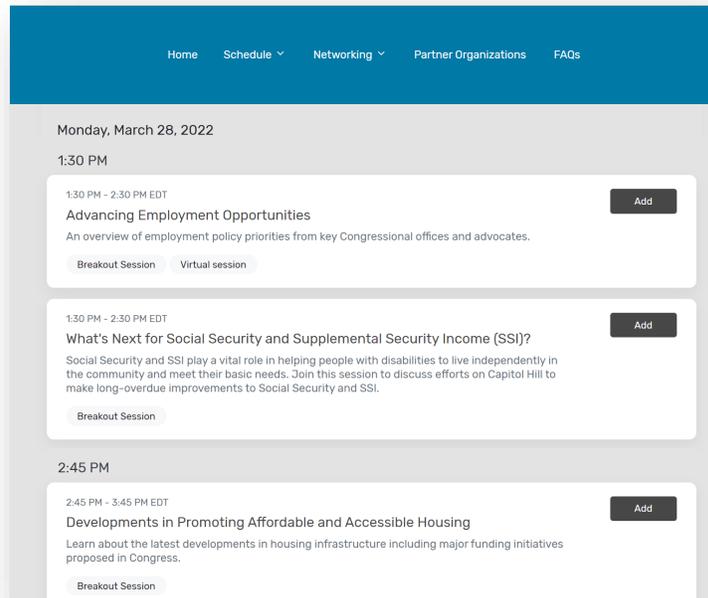
Please note: The option to adjust time zones will not show when the system's time zone and the event time zone are same.



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Click on the **session name** to access the content of the session. You also can add or remove sessions from your personalized schedule on this page. You can find the **'Add'** and **'Remove'** buttons in the upper right corner of the session details box.



My Sessions Page

Here, you'll see your personalized schedule based on the sessions you added to your schedule. Join the sessions from this page by clicking the session name or the **'Join Session'** button. You can remove sessions from your schedule on this page if you no longer wish to attend.

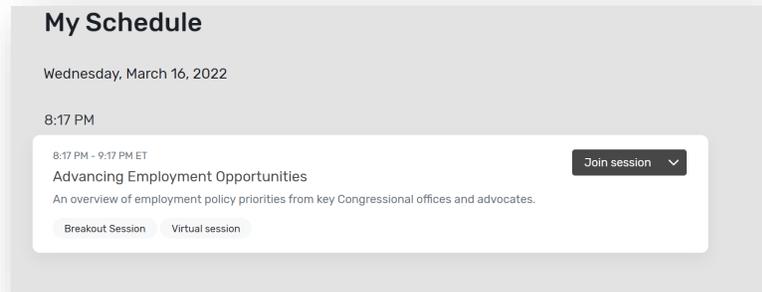
To access your personal schedule:

1. Click on the  icon on the navigation menu.
2. Then click on **'View Schedule.'** There you will find all the sessions you added to your schedule.

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- To add a session to your calendar, click on **the session name** and then **'Add to Calendar.'**



Basic Advocacy Learning Modules

View these recorded resources at your convenience to learn about how Congress works, basics about key programs, and tips for Hill visits.

To access the videos go to the Attendee Hub website, click on **“Schedule”** in the navigation menu and select **“All Sessions.”** Click on the **“Before Event”** tab, select the pre-recorded session you want to watch, and click on the **“Watch Recording”** button.

How to Access the Live Sessions & Recordings

When it is time for you to join a session, click the **name of the session** or the **'Join session'** button to get to the session page.

On the session page, you can view a description of the session, speaker details, and any session documents that were shared. If you are viewing the sessions before it begins, you can add that session to your personal calendar.

If the session is live, you can see all the questions being asked during that session.

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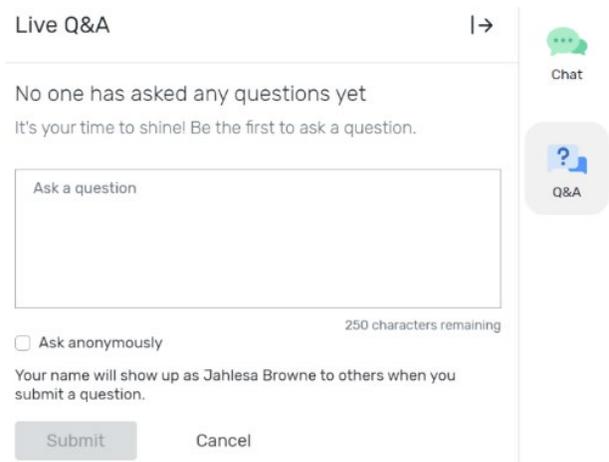
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When you are ready to join, select the **'Join Session'** button, which will open the video player for you.

Asking a Question

During the Q&A segment of the sessions, select the **'Ask a question'** button to open a text box. You can ask the question anonymously or include your name.

Within the Q&A tab, you can upvote the questions you want answered most by clicking the arrow to the right of the question. Use the toggles above the list of questions to sort them by most votes or most recent.



Live Q&A |>

No one has asked any questions yet
It's your time to shine! Be the first to ask a question.

Ask a question

250 characters remaining

Ask anonymously

Your name will show up as Jahlesa Browne to others when you submit a question.

Submit Cancel

Chat

Q&A

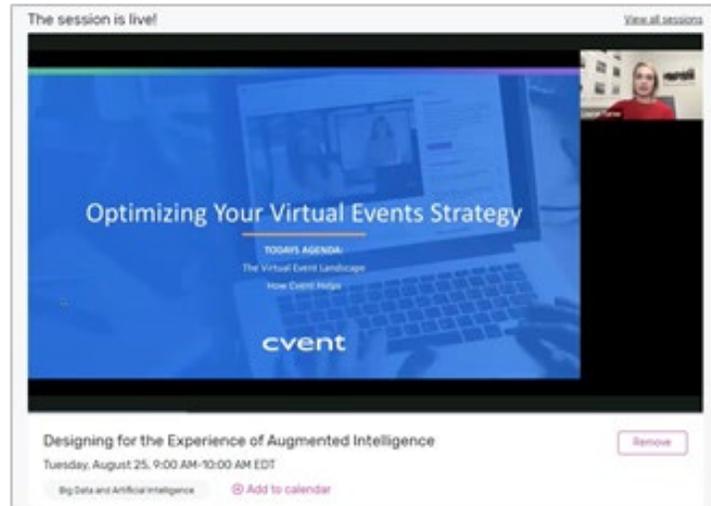
Joining a Session

Select the **'Join Now'** button when you are ready to access the content. The button will appear on the session page **five minutes** before the session start time.

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The video will pop open and you will be able to view the content. If you are viewing the session during the time it is aired, you can pause the content, but it will not hold your place. If you are watching a recording, you can pause and play the video like usual.



1. Click on the **Schedule** and then **All Sessions** on the navigation menu, or on the  icon (located on the far right on the navigation menu) to view your personal schedule.
2. Select the **session** you want to attend and click on the '**Join Session**' button. **The link will not appear until 5 minutes before the session is scheduled to begin.** Please note the default sessions times are in Eastern Time.

All general and breakout sessions will be recorded. All registrants will receive access to the recordings when they become available. An email will be sent when the recordings are available.

Access Session Recordings

The On Demand catalogue will allow attendees to view all videos in one location without having to navigate to individual session pages. Instead, attendees can search for videos using the associated session's title and description.

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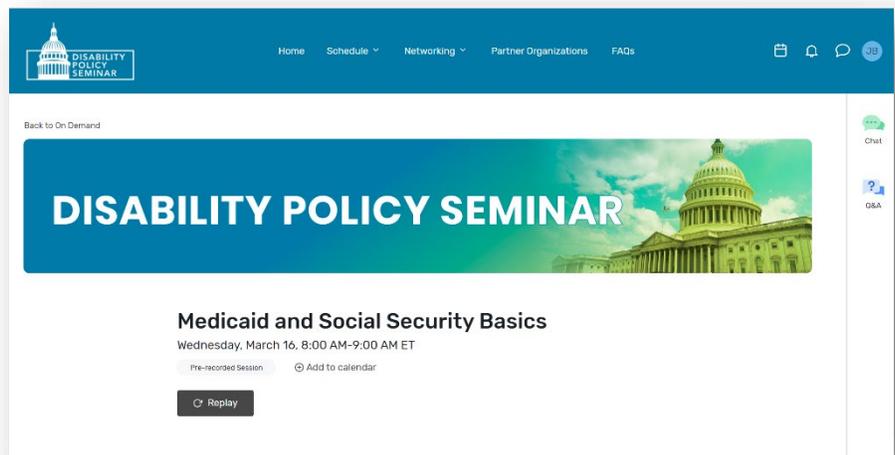
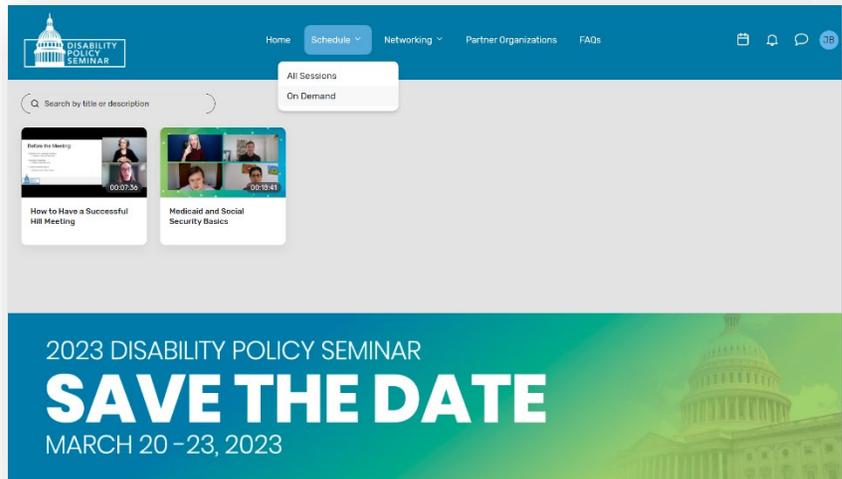
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To access the recordings, click on **'Schedule'** on the navigation menu and select **'On Demand'**. Search for the recording by name or description. Click on the recording you want to watch and click on the **'Watch Recording'** button.

You can also search for the recording by going to **'Schedule'**. Select **'All Sessions'** and search for the recordings.

Networking Opportunities

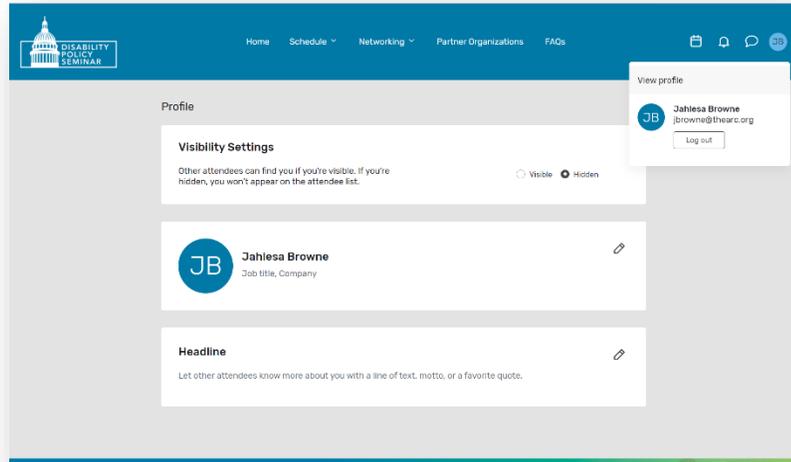
The attendee list is the main networking page on the Attendee Website and Event App. From the list, web and app users can see who else is attending the event and view their contact details. By default, attendee profiles are set to be hidden.



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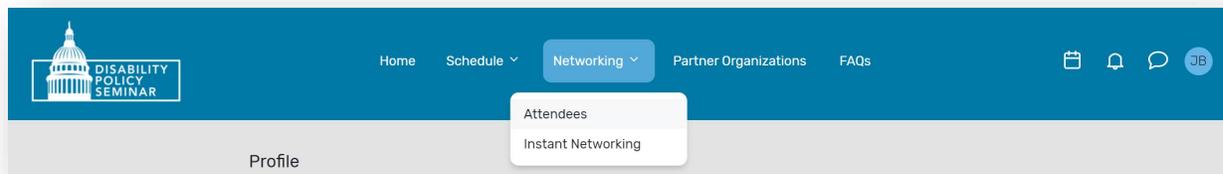
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Virtual attendees, if you would like to take part in the networking opportunities, we recommend turning your visibility settings to **Visible**. If you're hidden, you won't appear on the attendee list.



The Attendee List

From the Attendee Website, hover over '**Networking**' on the navigation menu and click on '**Attendees**' from the dropdown, to access the attendee list.



From the list, you can click or tap into the profile of anyone you want to know more about. On an attendee's profile, you can see the attendee's name, title, company, bio, and profile picture.

In the Event App, tap the **More** tab at the bottom of the screen, then **Attendees**. You will be able to sort the list by first name, last name, company, or job title

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Private Messages

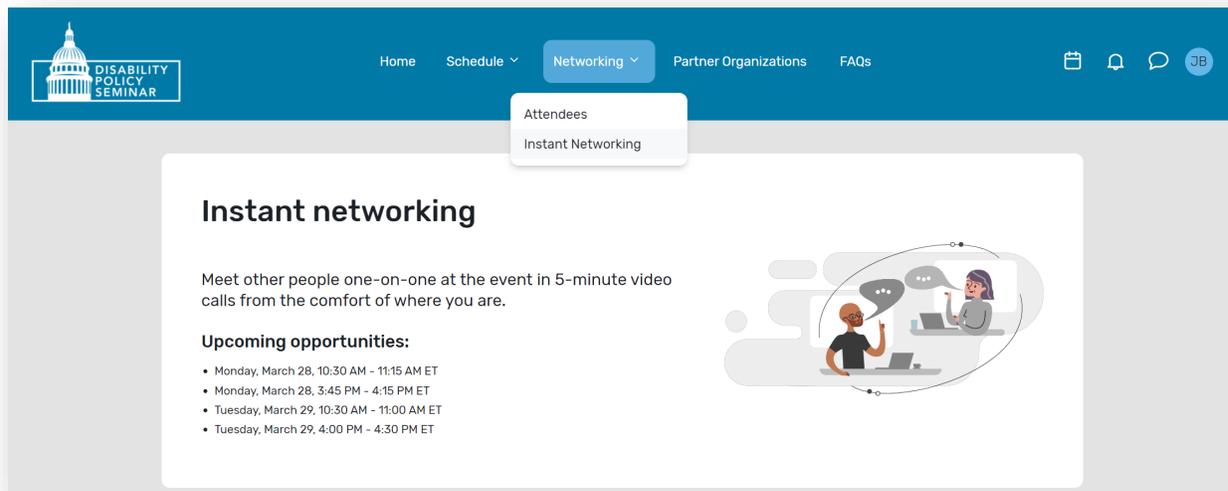
If you opt to share your profile, you can send **private messages** and participate in **Instant Networking** with other attendees.

On the website, a **'Send Message'** button will appear next to attendees on the attendee list. In the app, attendees can tap the **message** icon that appears in the bottom right of a fellow attendee's profile to send them a message. If you are not online when an attendee messages you, you **will not** be notified by email that someone sent you a message while you were offline.

NOTE: Only visible attendees can receive messages, but hidden attendees can still initiate messages. No matter which Attendee Privacy setting you've selected, attendees can always adjust their profile to become visible or hidden.

Instant Networking

On the attendee website, hover over **'Networking'** on the navigation menu and click on **'Instant Networking'** from the dropdown.



The screenshot shows the website's navigation menu with 'Networking' selected, leading to a dropdown menu with 'Attendees' and 'Instant Networking'. The 'Instant Networking' page features a heading, a description of one-on-one video calls, and a list of upcoming opportunities.

Instant networking

Meet other people one-on-one at the event in 5-minute video calls from the comfort of where you are.

Upcoming opportunities:

- Monday, March 28, 10:30 AM - 11:15 AM ET
- Monday, March 28, 3:45 PM - 4:15 PM ET
- Tuesday, March 29, 10:30 AM - 11:00 AM ET
- Tuesday, March 29, 4:00 PM - 4:30 PM ET

The page also includes an illustration of two people in a video call and a navigation bar with links to Home, Schedule, Networking, Partner Organizations, and FAQs.

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With instant networking, attendees who choose to participate are matched in pairs at random and given five minutes to connect during a video meeting before moving on to their next match. **Please note: This feature will only be turned on during the Networking Breaks listed on the schedule.**

If a pair of attendees want to continue their conversation past the allotted time, they can mutually agree to extend their meeting for an additional five minutes. Attendees can also end the meeting early, if desired.

When the meeting ends, attendees will be given the choice to return to the event or meet another attendee. The same two attendees will never be matched twice.

Event App

In-person attendees are encouraged to download the event app and use it to stay up to date with the latest news and announcements, see your personal schedule, and create your event profile.

Download the event app

1. Search for “**Cvent Events**” in the Apple App Store or Google Play Store. Install and open the app and enter “**2022 Disability Policy Seminar**” in the search bar. Tap on **the download icon (down arrow)**, and when the download is complete, you will be prompted to log in.

-Or-

Open the camera on your mobile device. Hold your device over the QR code below. Your device will automatically take you to the App store or a URL will appear. If a URL appears, **click on it and install the app.**

Open the app and enter “**2022 Disability Policy Seminar**” in the

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search bar. Tap on the **download icon (down arrow)**, and when the download is complete you will be prompted to log in.



2. Enter your first name, last name, and email address used to register for the event. The system will then send a verification code to your email. Once received, enter the six-digit verification code and tap on the arrow to verify the code, and launch the app.

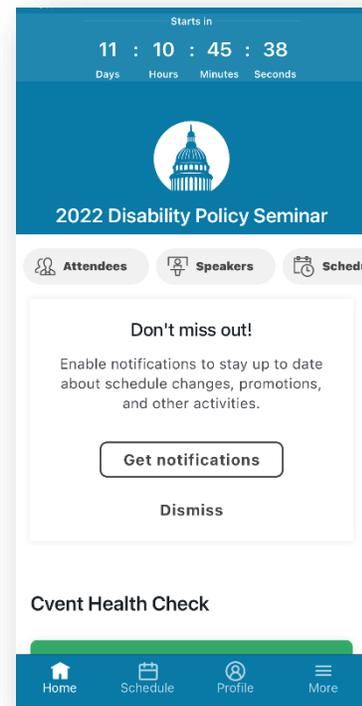
Navigating the Event App

There are four main navigation tabs at the bottom of the app you can use to access different information about the event.

Home Tab

This is the homepage of the event app. You will be able to see live and upcoming sessions, featured speakers, and other items related to the event.

You can click into an individual session to view more information. You can also use the quick link pills at the top of the page to navigate to other pages in the app.



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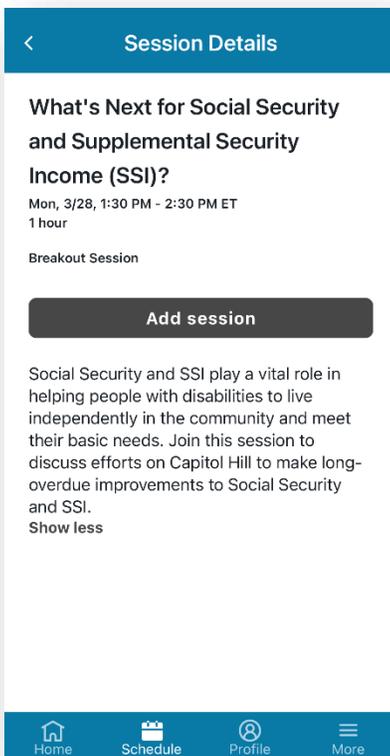
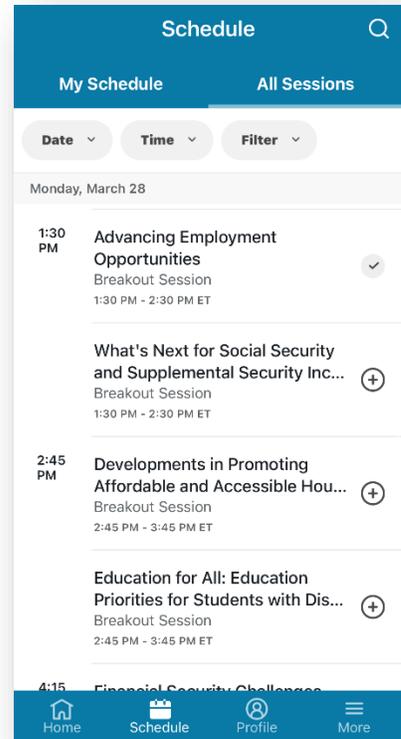
Schedule Tab

This tab links to two pages: All Sessions and My Schedule.

All Sessions

The **All Sessions** page lists the sessions available for you to attend during the event. They are listed in the order they occur. Use the filter pills at the top to filter through sessions or use the search icon to search for a particular session.

You can also add or remove sessions from your personalized schedule on this page by tapping on the **plus (+)** sign to add and the **checkmark** to remove.



My Schedule

This page shows your personalized schedule based off the sessions you are registered for.

You can click on a session name to access more information about the session, including the location of the session, speakers, and additional content & links.

Profile Tab

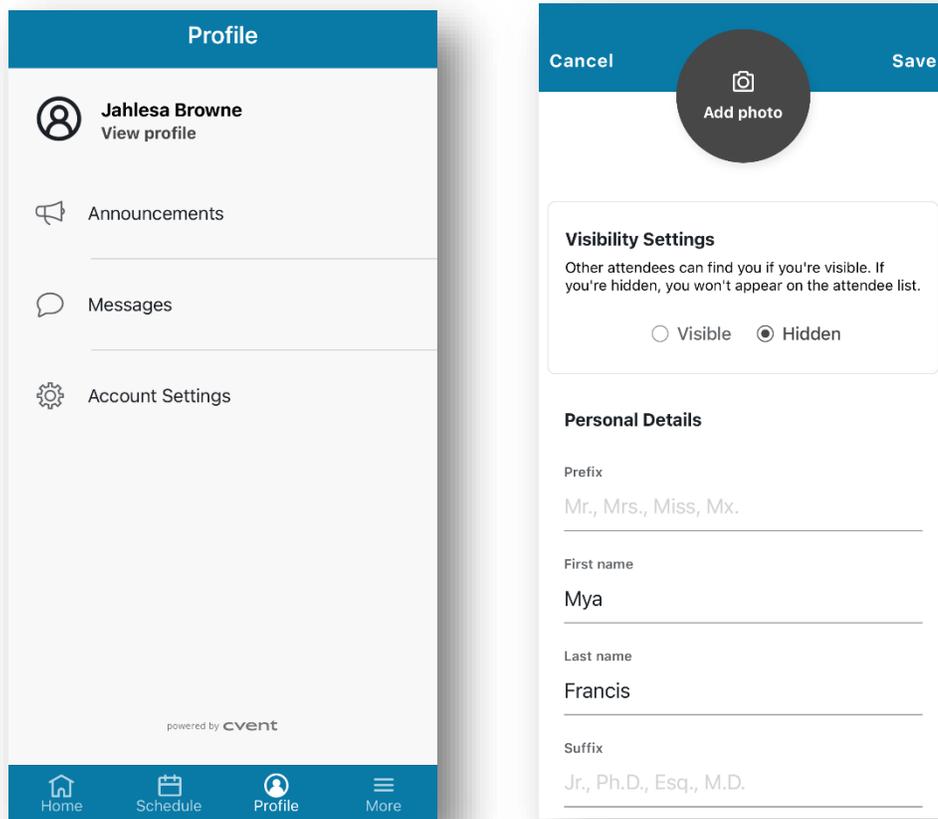
The profile tab contains several features related to the event.

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View and Update Profile

Click on **View Profile** to view your event profile. Add a headshot and bio, update your personal information, and choose your visibility settings so other attendees can see you and learn more about you.



Account Settings

Update settings for the app here, such as turning on notifications to stay up to date (**recommended**). Here is where you can also view the privacy policies and logout or exit the event app.

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Announcements

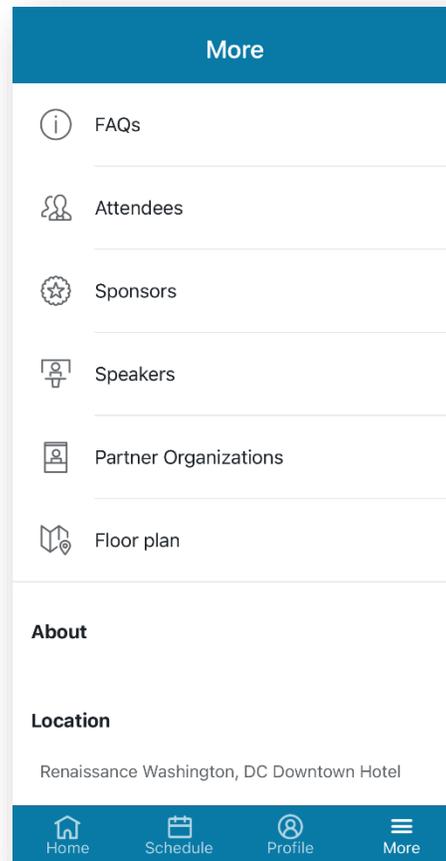
View updates and notifications from the event here. Some notifications may be sent straight to your mobile device, but all announcements can be seen here.

More Tab

All other information about the event can be found in the **More** tab. This includes information about speakers, the event venue, and any additional event materials.

Attendees

You will be able to see a list of all attendees who have made themselves visible on the attendee list. You have the option to go visible or keep yourself hidden from this list.



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Engaging with Sessions

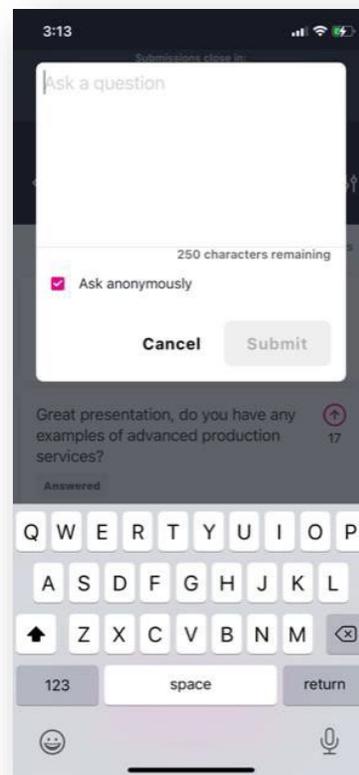
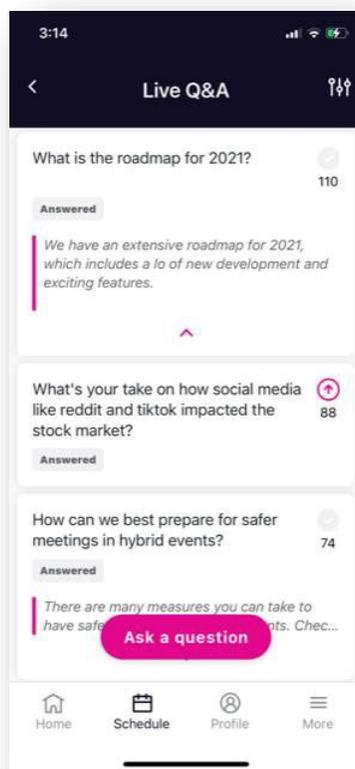
Some sessions may have engagement features for you to participate in, such as Live Q&A. You can access these features from the session page.

Live Q&A

Submit questions using the Live Q&A feature. Click the **'Ask a Question'** button and type your question.

See and upvote questions from other attendees and read responses to questions that have been answered.

In-person attendees will also be able to ask their questions aloud at the conference.



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Frequently Asked Questions

1. How do I log into the virtual platform to access the sessions and conference materials?

- a. [Click here](#) to access the virtual platform.
- b. Log in using your first name, last name and email address used to register for the event.
- c. If you're having difficulties logging in, please send an email to events@thearc.org.

2. I did not receive a verification code. What should I do next?

- a. If you did not receive your verification code, please consider the following:
 - i. Ensure you are entering the same email you registered with for the event.
 - ii. Check spam and junk folders for the email with the verification code.
 - iii. The email with the verification code should be triggered in less than a minute.
 - iv. If you still do not receive the verification code, send an email to events@thearc.org.
- b. Once you're logged in, you will stay logged into the event for 24 hours if you accept website cookies.

3. I'm receiving an error message when I try to access the Attendee Hub website. How do I fix this?

- a. Follow the recommendations outlined in [this article](#). If you're still receiving the Instance ID error message, send an email to events@thearc.org.

4. Can I share my login with my colleagues?

- a. No, if the virtual platform detects multiple logins at the same time, it will log out the device that was logged in first.

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5. How do I attend the live sessions?

- a. The link to join the live sessions can be found within the schedule. Select the session you want to attend and click on **Join Session**. The link will not become active until 5 minutes before the session is scheduled to begin. **Please note all sessions are in Eastern Time Zone.**

6. How do attendees participate during the live session?

- a. Attendees can submit questions to the speakers and communicate via chat with one another during live sessions.

7. How can I receive an accessible version of the program?

- a. An accessible version of the program can be found on the homepage of the Attendee Hub website. If you need assistance finding it, please email events@thearc.org. In-person attendees can pick it up at the registration and information desk.

8. What if I don't want to network with other attendees?

- a. Your profile is set to hidden by default. But if you decide that you would like to network with attendees, you can go back into your profile and make the change.

9. How do I access the recordings after the event?

- a. To access the recordings, click on '**Schedule**' on the navigation menu and select '**On Demand**'. Select the session that interests you and click on the '**Watch Recording**' button.

10. Are there slides for all of the sessions?

- a. No, not all sessions will have slides.

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11. **Where can I find a copy of the slides?**
 - a. A copy of the slides, if available, can be found at the bottom of the session details. Click on the **download icon** (down arrow) to save a copy to your device.