

# INTERFACE SENIORS HOUSING SOUTHEAST

**Date:** Thursday, Nov. 5 - Friday, Nov. 6

Sessions begin at 9:45 AM Eastern each day.

The appointments schedule is open through Friday, November 6 at 5:00PM Eastern

The event portal will remain open until December 6 so you can watch sessions for the next 4 weeks.

**Connect with us on Twitter:**

#IFSeniorsHousingSE

Follow @InterFaceGroup and @SeniorHousingBZ on Twitter

**Join us on LinkedIn:**

Seniors Housing Business LinkedIn Group

**Thank you for joining us at InterFace Seniors Housing Southeast!**

While the event portal is simple to navigate, the information below will ensure you don't miss anything during the virtual event.

**HOW TO LOGIN:**

Registered attendees may log in to the virtual event portal, visit <https://cvent.me/7kNWQ4>

When you log in with the name & email address with which you registered, you'll receive a confirmation code via email and via text, if you included a mobile phone number when you registered.

The emailed confirmation code will come from Kelly Moustafa. The subject line will be "InterFace Seniors Housing Southeast Verification code."

If you don't see a confirmation code in your inbox, check your spam or junk folder.

If your company has very strict spam filters, you may need to ensure you can receive the confirmation via text. If you need to update your registration to add a mobile number to your record, visit the registration site, and click the "already registered" link under the "register now" button and then modify your registration. (You can find the registration site by visiting [www.interfaceconferencegroup.com](http://www.interfaceconferencegroup.com) and clicking on the InterFace Seniors Housing Southeast event and following the info/register link.

At the event portal login, if you try to log in but the "next" button is grayed out when you enter your name and email address, try turning off your VPN or have your IT team whitelist Cvent domains (cvent.me and cvent.com).

***NOTE:** This portal is web-based. Early marketing emails incorrectly stated there would be an app, but this event is not app based. You do not need to download anything. You can access the event portal on a computer, tablet or phone using a browser.*

## HOW TO JOIN A SESSION:

Once you are in the portal, you can visit the “My Event” tab or the “All Sessions” tab. Click on the name of any session. A few minutes before the session starts, a “Join Session” button will appear in the header. Click this button to watch the session or join a roundtable discussion.

If you are able to log in but the sessions won't play, you may have to turn off your VPN, try using a different browser (like Firefox or Chrome) or watch from another computer, tablet or phone.

All presentations and panel sessions (but not roundtables) are recorded. Any recorded sessions can be watched in the portal for 4 weeks following the event. Just visit the session page and click on the “Replay” button.

## ENGAGE WITH US:

- Have a question during a panel? Some sessions will have a Q&A chat to the right of the video in the portal — enter your question or upvote the questions you most want to see answered.
- We have attendee roundtables scheduled for Thursday at 12:20 Eastern and Friday at 12:40 Eastern. To participate or listen in, visit the roundtable session pages at the start time and click “Join Session” to enter the Zoom-facilitated collaborative chat session. (Roundtables are not recorded. You must join live to hear the discussion.)
- We will also host virtual networking hours at 3:40 on Thursday and 3:50 on Friday. Attendees will join a Zoom session where we will throw out an icebreaker question and then push participants into smaller breakout sessions to chat.

## ENGAGE WITH SPONSORS & EXHIBITORS:

Visit a sponsor or exhibitor's page. Download files they've made available and/or follow links to their websites, videos and/or social media pages.

Send a message using the “Contact Us” button on the sponsor's page.

On the “My Event” page, there is a module that says “Looking to Network?” Click the “Schedule Appointment” button to send a request for a 1:1 meeting with a company representative. You'll receive an email confirmation with video chat link to use at the time of the schedule appointment once the invitation is accepted.

## DAY-OF TROUBLESHOOTING & VIRTUAL HELP DESK:

**Session isn't playing or loading:** Update your browser or use a different browser, like Chrome or Firefox. Turn off your VPN.

**Virtual help desk:** The InterFace staff will offer help via video chat. Visit with us via the “join virtual booth” button in the Virtual Help Desk within the event portal between 9:00 and 5:00 Eastern Thursday or Friday.

Can't get into the event portal? You can join our Zoom chat at [www.interfaceconferencegroup.com/help-desk](https://www.interfaceconferencegroup.com/help-desk) (during event hours). You can also reach us via email at [kmoustafa@francemediainc.com](mailto:kmoustafa@francemediainc.com).