

KNOW BEFORE YOU GO

Date: Tuesday, Dec. 8 - Wednesday, Dec. 9

Sessions begin at 11:00 AM Eastern each day.

The appointments module is open 9:00 AM to 6:00 PM Eastern on Tuesday & Wednesday.

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

Connect with us on Twitter:

#InterFaceSeniorsHousing

Follow @InterFaceGroup and @SeniorHousingBz

Follow us on LinkedIn:

France Media Inc. & InterFace Conference Group

Thank you for joining us at InterFace Seniors Housing Investment, Development & Operations!

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 at <https://cvent.me/XkE1Mr>

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 verification code will come from Kelly Moustafa. The subject line will be "InterFace Seniors Housing Business Verification Code."

If you don't see a verification 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 and clicking on the InterFace Seniors Housing Investment, Development & Operations 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 to see current/upcoming sessions or the “All Sessions” tab to view the full agenda. 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:

We have attendee roundtables scheduled for Tuesday and Thursday. 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 join the discussion with other attendees.)

On Tuesday and Wednesday afternoons, we will also host a virtual networking hour. Each day, attendees will join a Zoom session where we will break out into smaller sessions for introductions and networking.

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 10:00 and 5:00 Eastern on Tuesday and Wednesday.

Can't get into the event portal? You can join our Zoom chat at www.interfaceconferencegroup.com/help-desk (between 10:00 and 5:00 Eastern). You can also reach us via email at kmoustafa@francemediainc.com.