



## 2020 Tire Society Annual Meeting

### ATTENDEE FAQ

#### REGISTRATION

Registration is now closed. Registered attendees can join sessions via the links in the confirmation emails. If you did not receive an email for a session you registered for, please email [tst@allenpress.com](mailto:tst@allenpress.com)

#### VIRTUAL MEETING ATTENDANCE

##### How do I log in to a session?

You received an email confirmation for EACH individual session you registered for. No software download is required to view or attend the meeting.

- a. If you added the meeting invitation to your calendar, you may view the invitation there. Simply click on the link in the Session invitation you wish to attend.
- b. Open the confirmation email you received for the Session you wish to attend.
- c. Click the link to the Session to view and participate.

Please note that **each session has a unique link in it. You'll need to access the link to view that particular session.**

Note that prior to the final Panel Discussion session, you will need to download an browser extension to access the session, so log on early!

Meeting hosts will be standing by to help attendees with any questions during Sessions.

##### What time zone is the meeting in?

Please note that Sessions are being presented in **Eastern Daylight Time**. When you add a session invitation to your calendar, it will convert to the correct time zone for your area.

##### What computer equipment do I need to attend?

Please use the built-in speaker(s) in your computer or connect headphones directly to your computer. Remember to adjust your volume control to a level comfortable for you.

Bluetooth headphones are *not* compatible.

Your microphone will be muted during the event unless you ask a question during the Panel Discussion session.

#### PARTICIPATION

### **How do I ask the speaker a Question?**

Use the **Question Button** in your toolbox to open a box and type questions to the speaker during Q&A.

During **Panel Discussions**, use the Raised Hand Button in the toolbox to indicate you have a question. The host will recognize you and then unmute you so you can ask your question by audio.

*This feature is available only during the Panel Discussion portion of the meeting.*

### **How do I get technical help during a session?**

Please use the Question Button to send meeting hosts a message. Answers to questions will appear in the Chat portion of the GotoWebinar toolbox.

For technical assistance during a Panel Discussion, type your questions in the Questions area of the toolbox panel and answers will appear directly below.

### **I'm having problems logging onto the session or other technical issues. What do I do?**

Here are some resolutions to common issues:

- Use Chrome or Firefox as your internet browser.
- Disconnect from your VPN and join over a direct internet connection.
- Clear your web browser history and cache.
- Close any other tabs using a lot of bandwidth.
- If you are at home, make sure your household is not also using streaming services like Netflix, etc. that could impact available bandwidth.
- Try using a hard wired internet connection rather than WiFi.

## **ACCESS RECORDED SESSIONS**

### **Can I view recordings of the sessions later?**

Yes, we will be sending separate instructions the week of October 5 to access the recorded content.

### **I registered for a session but lost the mail with the link to log in. What do I do?**

Please email us at [tst@allenpress.com](mailto:tst@allenpress.com) or call 785-865-9404.