Who do I contact if I need help during the conference?

If you run into any issues during the conference, the Info Desk and more are available to help you.

For Technical Help within the vFairs Platform	- Use the Help Desk chat in the Chat Rooms - Click on the Info Desk in the Lobby - Send an email to aiche-spr21@getvfairs.io *If you forget this email, don't worry, it's also listed at the top right corner of most rooms in the platform.*
For Issues Logging In	- Send an email to customerservice@aiche.org
For Questions on the Conference Program	- Send an email to programming@aiche.org
For Questions on Recordings	- Send an email to meetings@aiche.org

REMINDER
All times for talks and events in the virtual platforms are in **Central Daylight Time (CDT)**.
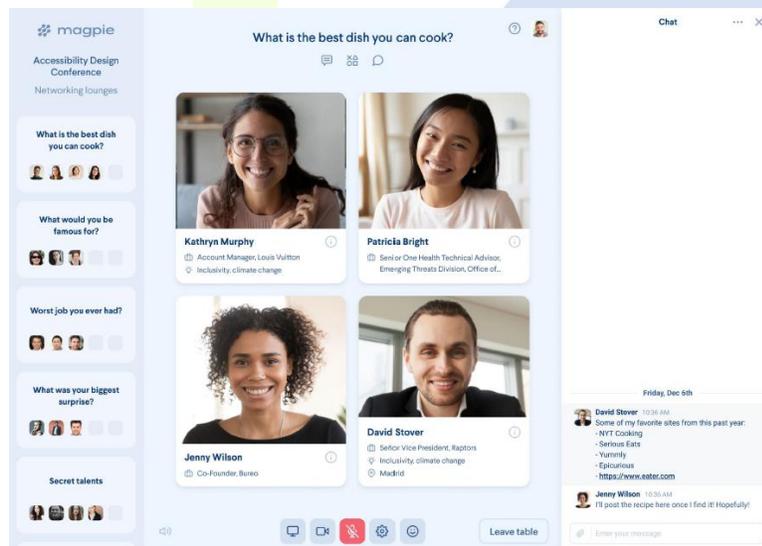
Accessing the Event

You will receive a series of emails from AIChE Virtual Events (customerservice@aiche.org) with instructions on how to login to the platform ahead of the event. The emails will provide you with your user ID and clearly identify the process for logging in to gain access to the platform. If you run into any issues, please contact customerservice@aiche.org.

Interactive Networking Sessions in Social Hour

Networking sessions will span a wide range of topics, whether **technical or fun**. You can access all of these events through the networking lounge, direct link in the top navigation bar, or in the Networking group in the auditorium.

- Social Hour offers small tables that allow for small, dynamic and video-based group discussions
- Sit at a table to have a video chat with others at the same table – easily jump from table to table to bump into other attendees
- Talk with attendees and exhibitors who have shared technical interests
- Easily move between networking tables to meet different people and have conversations around a variety of topics
- Table size is limited to 7 people so that everyone can contribute to the conversation
- Share a virtual business card

Join these sessions to make new contacts and have some fun while connecting with your colleagues.

→ View the full list of networking events

BINGO

Find & Seek– an at-home Scavenger Hunt

ChemE Jeopardy – get ready to show off your knowledge in a friendly game of ChemE-based trivia.

Yappy Hour – showcase your favorite furry or feathery friend with fellow animal lovers!

NEW! "Jump" from table to table, making new contacts and bumping into former colleagues
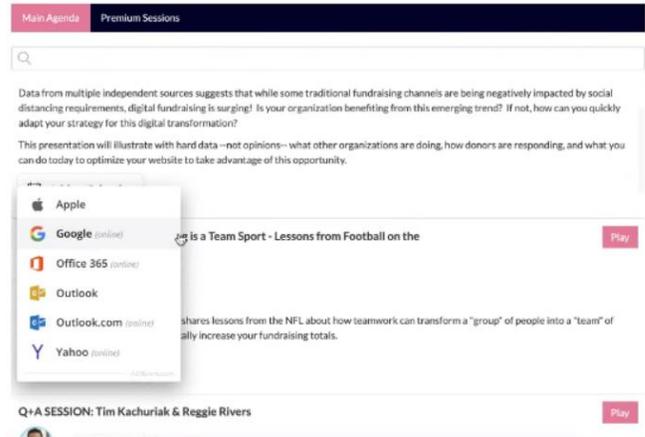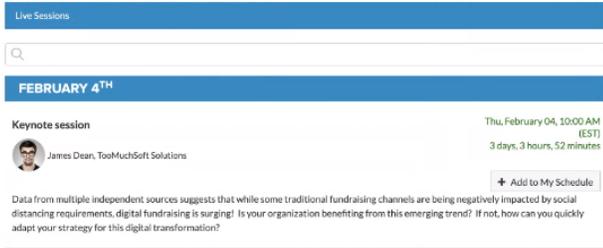
REMINDER
All times for talks and events in the virtual platforms are in **Central Daylight Time (CDT)**.
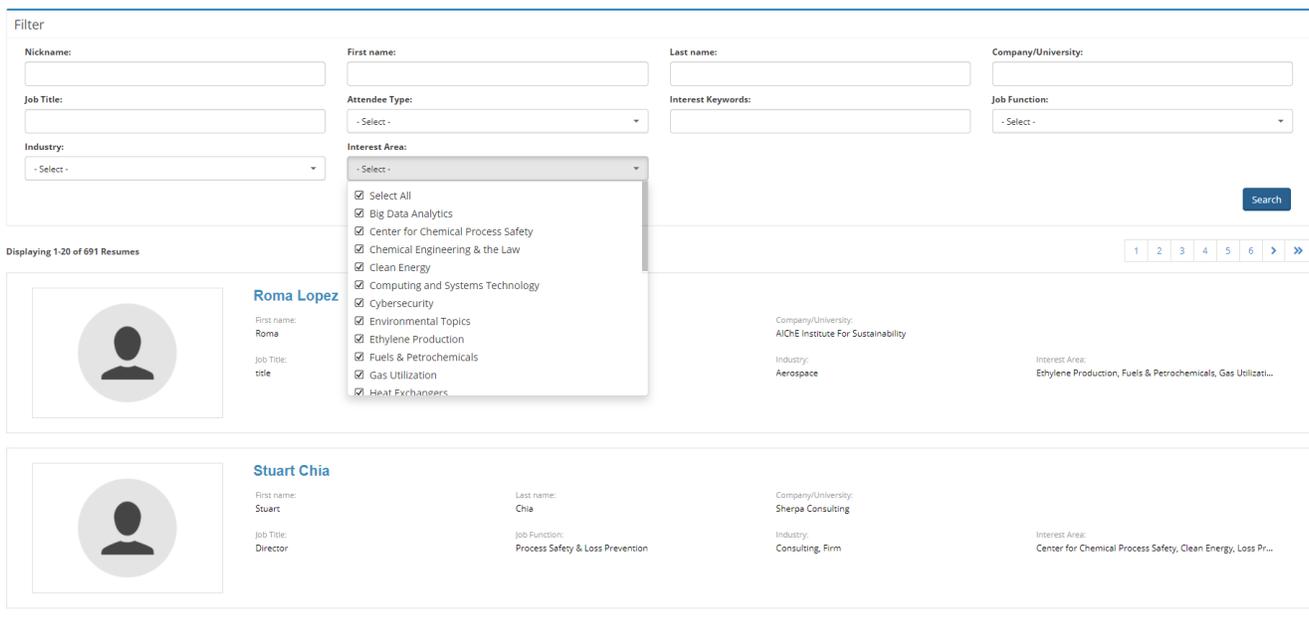
NEW Building Your Schedule

Once you have early access to the meeting, use the scheduling tool in vFairs to stay on top of the presentations you'd most like to attend. In the technical program listing, click the "Add to My Schedule" button next to any presentation or session you'd like to save to your personal schedule. From your personal schedule page, you can also export to your calendar of choice.

NEW Find Connections

View a list of all the attendees and filter to determine if your colleagues are here.
Use the new "area of interest" filter to find connections based on shared interests.

Navigating the Lobby

Once inside the virtual platform, you'll be able to explore all that the meeting has to offer by using the links, images and navigation bar in the lobby.

Technical Program

Live, pre-recorded, and poster presentations will be hosted in the vFairs auditoriums accessed from the lobby by clicking on Technical Program images or links in the navigation bar. More information on how to navigate talks in this auditorium is provided in the "Technical Program" section below. Click on the screen to view all live sessions and pre-recorded presentations.

In the Spring & GCPS sessions list, presentations will be listed by Division, Forum, or Topical Conference. Don't worry if you can't make it to every presentation of interest, **recordings will be available in the platform less than 24 hours after the presentation and for 30 days after the meeting ends**.

How to Navigate

Use the **"Select Area of Interest" dropdown**. Once you select a group, areas will appear as subgroups if applicable. Simply scroll through the list to find the session or presentation you're looking for.

Watching Live Sessions & Pre-Recorded Presentations

Once you've found your presentation of interest, you'll see a countdown to the start time. Click the "Join" button that appears when the countdown ends and follow the prompts to join the session or talk.

> *Note:* Pre-recorded presentations will open up 2 min. before their time to allow you to join. Presenters will leave 2min of dead air so you won't miss a moment. Live sessions will open 5 min. early and will show slides until their scheduled time.
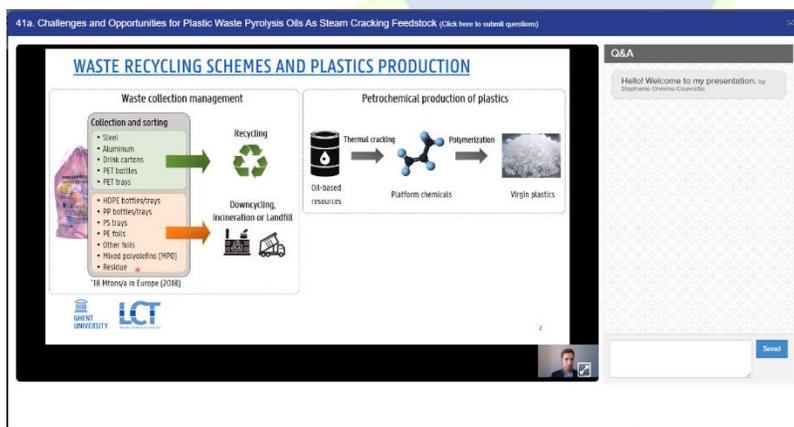

Q&A

Live Sessions

Once you are in a live session, you'll have the opportunity to **enter questions in the Q&A box**.

Zoom notes to be aware of: If you do not have a current Zoom account you may be asked to enter your name and email to enter the room. This is standard process and will allow you to join the sessions. Audio will also be through the computer only.

Pre-Recorded Presentations

The majority of talks have been pre-recorded. This will allow you to interact with the speaker via the text-based chat for the entirety of the talk, providing a more engaging experience that doesn't require you to hold on to your questions until the end of the presentation.

Posters

These presentations will consist of a 2-minute narration of the poster and an image of their poster. Poster presenters will be available for the same text-based Q&A as pre-recorded talks. Make sure to attend the poster session to connect with the presenters.

Exhibit Hall

Always a highlight of AIChE meetings, the exhibit hall provides the opportunity to learn from service providers about new technologies and techniques that can support you in your career. Visiting also provides you with an opportunity to earn points in the Scavenger Hunt and be entered to win giveaways from exhibitors and AIChE.

When you visit the exhibit hall you will be able to:

1. Find specific exhibitors by scrolling through the hall, or by reviewing the exhibitor index on the lower left of the screen.
2. Chat with the exhibitor booth reps using the booth chat feature.
    a. You can engage in the booth group chat, chat one-to-one with a booth rep, or even schedule a time to return and chat later in the meeting.
3. Fill up your "virtual briefcase" with information from the exhibitors by selecting content of interest.

Networking Lounge

Within the lounge you'll find links to access the networking sessions, committee meetings, chat rooms, browse all attendees, and visit the exhibitors.

Committee Meetings & Events

All scheduled committee meetings and events will be available to access through the networking lounge, the top navigation bar, or in the Networking Events group in the auditorium. Make sure to check this list to find your group's programing meetings and networking events.

→ View the full list of committee meetings & events

Chat Rooms

The chat rooms are designed to help you connect with your peers to continue exploring topics, connect with those that hold the same interests, and keep the conversation going after presentations. Accessed via the Networking Hub, Lounge, or link in the top navigation bar, join the chat rooms for everything you are interested in.

Chat rooms are available for divisions, forums, and topical conferences, and committees as well as each exhibitor.

You'll also find these three key chat rooms:

- **Announcements** – This is where AIChE staff will post messages in case of issues, but attendees are also encouraged to use it to promote their presentations, plenaries, or booths.
- **Help Desk** – Join this chat room so that we can help resolve any issues you may be having. This room will be staffed by vFairs and AIChE staff.
- **Meet & Greet** – Use this chat to get to know your colleagues and say hello to old & new friends.

Virtual Briefcase

This will house all documents you've downloaded from exhibitor booths.

Scavenger Hunt

Collect points by attending featured events and by interacting at the exhibit booths. Climb the leaderboard to become one of the winners of fantastic prizes.
Click Scavenger Hunt tab in the Lobby navigation bar. There you will find all the options for earning points. Good luck!