



## **ACC.21 Virtual Industry Sessions – Frequently Asked Questions**

### **What will be the format of ACC.21: the Virtual Experience**

ACC.21 will build on the success of last year's meeting with an enhanced world class program delivered through an innovative digital platform by Ovation built for learning, collaboration, and networking. Included will be a robust virtual Expo offering both exhibits and education in ACC's signature Learning Destinations with more opportunities to engage and interact with attendees from around the world. This platform will be used for all virtual meeting, expo and industry sessions and sponsorships. ACC.21 will incorporate live and pre-recorded educational content and feature a virtual Expo and virtual Learning Destinations. While the platform is still being constructed, we anticipate offering various engagement features such as Q&A, live chat, CME credit claiming, etc.

### **How many attendees can access ACC.21 Virtual?**

We are not limiting the amount of registered attendance to ACC.21 Virtual.

### **Where do I find information on LBCTs and abstracts for ACC.21?**

Please refer to this page for information on abstracts and LBCTs: <https://accscientificsession.acc.org/en/Submit-Your-Science> (deadlines have now passed)

### **Will there be a virtual job fair?**

There will not be a job fair at ACC.21.

### **Will ACC provide a registration list?**

ACC will provide a basic pre-registrant list without contact data to each registered exhibitor at no charge and is working with its mailing list provider to offer rental mailing lists of registrants, at a cost. Please note, ACC policy restricts providing email addresses of members/registrants. Lists will be available beginning in mid-March, 2021 through the exhibitor service kit.

### **Will ACC promote the industry sessions via social media?**

ACC will not be pushing notifications to attendees for specific symposia slots; a social media toolkit will be provided which will include hashtag(s) and helpful guidance on promoting individual sessions and/or booths.

### **Are there additional sponsorship opportunities to help drive attendance to the industry sessions?**

Yes, there are many opportunities to promote your session. Please [click here](#) to view the full list of virtual sponsorship opportunities. You will also receive a one-time rental of the ACC.21 advance mailing list. The list will be available in mid-March 2021 and an order form will be included in the Exhibitor Service Kit (available online in late February 2021).

### **What metrics will ACC provide post-event for any of our sponsored symposia?**

ACC will provide the number of participants, average viewing time, countries represented and percentage of health care providers.



### **How do we get our content into the platform?**

Industry session sponsors will be provided instructions on how to pre-record their sessions and email the presentation to your ACC contact. Detailed instructions will be emailed to you in March 2021. Pre-recorded sessions and the links to the live sessions must be sent to ACC by **April 23**.

### **Will Q&A/live chat be available for virtual industry presentation sessions?**

Yes, we will offer Q&A and live chat throughout your session. If you would like your Q&A/chat moderated, moderation must be performed by the industry company or the company's designated faculty. *Note: each company's allocated presentation time slot includes any time for Q&A/audience engagement.*

### **What are the languages and time zone(s) of the virtual meeting sessions?**

The language of this meeting is English; any other language recordings should be transcribed into English. We expect virtual attendees from over 100 different countries will participate in ACC.21.

The time zone of this meeting will be U.S. Eastern Daylight Time. Companies' pre-recorded presentations will "go live" during the time slot indicated on your agreement with ACC. During this time, chat and moderation features will be available. After your timeslot, your session will be moved to the industry "on demand" area of ACC.21 virtual.

Sessions that are live streamed will take place during the time slot indicated on your agreement with ACC. If you record your session during your live stream, your session can be moved to the industry "on demand" area of ACC.21 virtual within 24 hours.

### **How long will my company's session be available after the meeting?**

Industry sessions will be available via the virtual ACC.21 platform through December 31, 2021.

### **Who will have access to our virtual theater session?**

Your virtual session is available to anyone who registers for the virtual ACC.21 conference.

### **Can we restrict access to our industry session for certain attendees?**

We cannot limit attendance based on demographic/geographic information.

### **Will the Q&A/chat from the "live session" be visible once the session moves to on demand?**

The transcript of the Q&A can be downloaded once it is on demand. When you download the Q&A, the presentation for the session will also download.

### **Where can I find my industry session on ACC.21 Virtual?**

The Industry Sessions can be found on the Industry Sessions tab within the main ACC.21 program.

### **Which streaming/recording platforms are compatible with ACC's virtual platform?**

If you are submitting a pre-recorded video, it needs to be in MP4 format. If you are live streaming your session, you must work with Sonic Foundry. Contact Lauren Leake, [lleake@acc.org](mailto:lleake@acc.org), for more information.



**Can we host our recorded content on our own company's platform(s) after ACC.21?**

Yes, you can. Any session content which is part of the ACC program, can be posted to an external industry microsite after May 19.

**Are we able to promote our session through third party eblasts and our company's social media & communication pages prior, during, and post ACC?**

Yes, you can promote your Innovation Stage/Industry Expert Theater using your own contact lists. We will also supply you with a social media toolkit and have other promotional opportunities available through SPARGO.

**Do you have a preferred vendor for live streaming?**

Sonic Foundry, our preferred vendor, will provide services and support for any live stream needs/requests. Since Sonic Foundry is already integrated into the platform, this helps to eliminate any 3rd party variables for live streams that could potentially have impact. If you would like to live stream your session, please contact: Jeremy Hach, [Jeremy.Hach@sonicfoundry.com](mailto:Jeremy.Hach@sonicfoundry.com), 1-608-334-0852

**Video Recording Recommendations**

Recommended Video Specifications:

- 16x9 Aspect Ratio (1080p or higher)
- File Format: h.264 (mp4)

Helpful Tips for Recording:

- Ensure all other applications are closed except PowerPoint (and screen recording application).
- Please refrain from multi-tasking, typing, checking email, etc. while presenting to ensure a smooth recording experience.
- Record in a well-lit area
- If using your webcam, refrain from recording in front of a window as the light behind you will make your video look dark

HOW TO RECORD:

Self-Record Screen Capture:

- Please use your installed screen/app recording software and headset microphone to record presentation directly to your computer
- If no headset is available, laptop internal microphone or an external microphone may work
- Please limit noise and record in a quiet environment
- Please playback and quality check video and audio before uploading, video submissions will not be edited.



### **Additional Registration Questions**

**Will we receive CME credits as part of this registration?**

CME/CE eligibility for your company's virtual attendees will be based on the demographic information submitted for each individual registered and the sessions that the individual attends.

**If additional registrations are required, can you confirm what the payment deadlines and procedures are?**

You can register attendees through the conference dates on the [accscientificsession.acc.org](http://accscientificsession.acc.org) website. (Note: the \$99 "bronze" attendee registration allows full access during the meeting and for three weeks post-meeting.)

**Are name changes permitted following registration? Is there a charge for this?**

Name changes are not permitted for ACC.21 virtual.

**Is there an app for ACC.21?**

Virtual attendees will use the ACC.21 virtual platform which will work on mobile devices, tablets and computer

**Is it possible to pay for registrations via bank transfer?**

Yes, you can pay for registrations via bank transfer. Wire and ACH information is found on the [Contract for Exhibit Space](#).

**If we pay for the registrations via credit card are any additional fees applied?**

ACC does not charge credit card fees for registrations.