



ATCE Virtual Platform FAQs

When can I access the platform?

-Starting Friday, 23 October

What are my login credentials?

- Your email address from registration and registration ID, found on your registration confirmation.

What time zone is the event?

-UTC-5 (Central Time)

What is the link to the ATCE virtual platform?

-<https://ATCE2020.onlineeventpro.freeman.com>

Where can I find agendas?

- All session information can be found by clicking the technical program button. The agenda can be filtered.

How long will the virtual platform be available?

- The platform will remain active until/through 1/31/2021.

Do I need to disable my pop up blocker?

-Yes

What is the Experient email address for registration help?

- ATCE@maritz.com

What is the Experient email address for exhibitor registration help?

- ATCEEXH@maritz.com

What is the Experient phone number for registration help?

- +1 864.208.3375

How do I get my proceedings?

-The proceedings access codes were emailed 23 October from SPE Communications.

How do I set up my Networking profile?

- On the Virtual Meeting homepage, select the tile Networking. Go to the section Profile in the upper

right and make sure your profile is up to date: upload a picture, enter your personal information summary, and select keywords in your areas of interest. Having an updated profile will allow you to get more meaningful connections. Keywords can be words or short phrases such as “quantum optics” or “cold atoms.”

How do I access a Virtual Meeting Room in Networking?

- To set up a networking meeting or chat, you will need to send a meeting request to one contact. Once the meeting or chat is accepted, the Virtual Meeting Room button will appear, and be clickable 5 minutes before the scheduled meeting.

Once one of the two people in the scheduled meeting joins, that person can go into the upper left corner of the video window and select the icon of a person’s outline that also shows the number of people in the room (“x/y”). There you will find a shareable link to the meeting. Then advise all who you want to attend of the link to enter or click to get into the meeting. You can also control whether the room is locked/private.

Helpful Hints to Know about Virtual Meeting Rooms

- Meetings will last as long as there are still people in the meeting. If the set length of the meeting is exceeded, it will remain active until all leave the meeting at which time it is no longer available.

Up until the set end time, if you start a meeting and all people leave it with time left on the meeting, you can resume it as long as you resume the meeting before the set end time. If you resume a chat before the end time, the point above about exceeding the time set will apply.

Can I schedule a meeting with a sponsor during the event?

- Yes! You can set time to learn more about a sponsor or develop a future partnership in a virtual face-to-face setting under the Schedule a meeting button on the exhibitor page.

How do I ask questions during a session?

- Submit your questions via the Q&A section. Questions will be addressed during the live Q&A session that immediately follows the 3 papers presentations.

Where can I learn about sponsors?

- You can visit the ATCE Website for additional information.

<https://www.atce.org/sponsor-and-advertise>

Do exhibitors have a virtual booth? How do I find it?

- You can visit the Exhibitors Zone for more information.

Are there training courses for ATCE?

- All training courses are scheduled for one day.

<https://www.atce.org/schedule/training-courses>

I missed a presentation live. Can I view a recording?

- Presentations that are OnDemand will available for viewing at the end of the day they are presented and for the length that the platform is active. The platform will remain active until/through 1/31/2021.

Can I attend the event on a mobile device?

-Yes, the site can be viewed on a mobile device and will be formatted for mobile viewing.

What are the recommended browsers?

- Chrome, Firefox and Edge (latest versions)

How do I navigate to sessions?

- All session information can be found by clicking the technical program button. The agenda can be filtered by date, session type, and discipline.

How do I navigate to posters?

- All poster information can be found by clicking the technical program button.

How do I find other attendees, speakers, exhibitors?

- Click into our networking site to search for attendees, exhibitors & speakers for those who opted in.

How do the Q&A sessions work?

- Questions submitted during the paper presentations will accumulate in the queue and be addressed during the live Q&A session that will take place immediately following the paper presentations. Questions can be 'liked' and bumped up in the queue.

Is the event offering CEU credits?

- No the ATCE event is not offering CEU credits. Training courses will issue CEU credits through the training department.