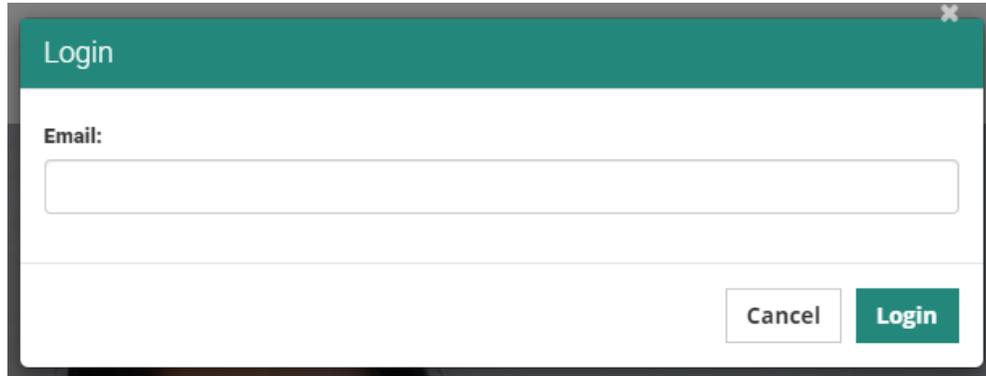


Accessing the Event

To access the event, visit <https://frayme2021.vfairs.com/> and click the “Login” button. This will open a pop-up window where you will enter the email you registered with, and then click “Login”.

A screenshot of a login pop-up window. The window has a dark green header with the word "Login" in white. Below the header is a white input field for an email address, with the label "Email:" to its left. At the bottom right of the window are two buttons: a white "Cancel" button and a dark green "Login" button.

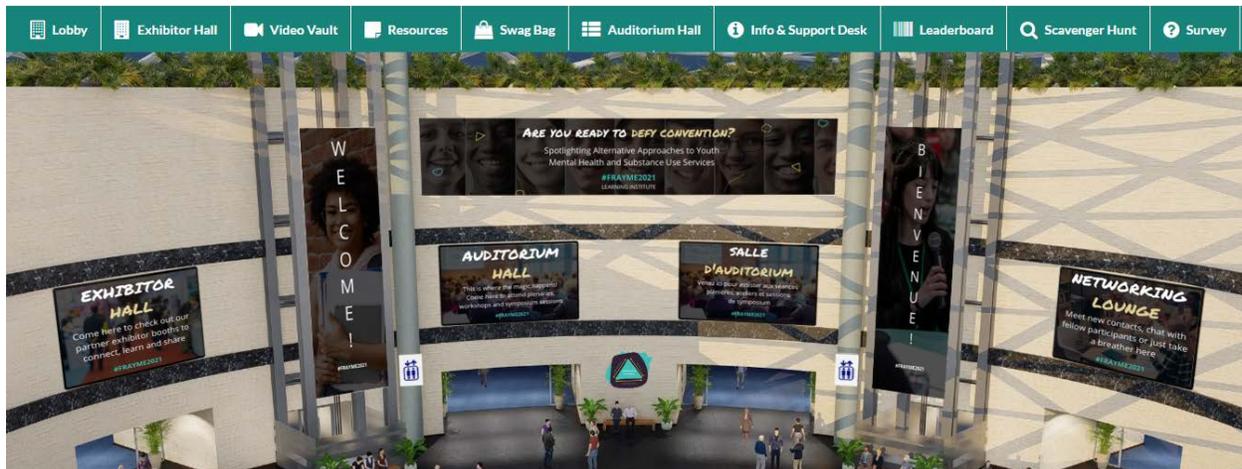
External Lobby

Once you log in, you will be brought to the external lobby. Click “Enter Here” to be taken to the Main Lobby.



Main Lobby

You will enter the virtual lobby where you can use the buttons on the top navigation bar or the posters to click to enter the Auditorium Hall, the Exhibitor Hall, and the Networking Lounge.



Info & Support Desk

Check in here if you run into any challenges. The info & support desk in the platform lobby is there to help you in the event you run into any issues. Clicking the “Technical Support” poster will bring you to the Help Desk / Technical Help chat room. If you prefer to email for help, platform representatives are also available at frayme2021@getvfairs.io. If you forget this email, don’t worry, it’s also listed in the top right corner of each room in the platform.

Clicking the “Event Support” poster will bring you to the Help Desk / Event Support chat room where Frayme representatives are ready to answer your questions.

Clicking the “Clinical Support” poster will link you with resources provided by Kids Help Phone.



Navigating in the Lobby

Once inside the virtual platform, you will have the opportunity to explore all that the conference has to offer, by using the lobby links or the top menu. More details are below.

Auditorium Hall We recommend starting in the auditorium hall to get comfortable with how to find and access sessions. You can navigate to the auditorium hall by clicking on the link in the lobby, or by using the top menu navigation. Within the auditorium you will find 3 days of programming that can be viewed by clicking on the auditorium screen. Don't worry if you can't make every session of interest, recordings will be available in the platform 24 hours after the session runs and up to 30 days after the meeting ends.

Watching Sessions When you click the auditorium screen you'll be brought to the program. You'll be able to view available sessions by date, and each session will count down to the start time. When the start time arrives a "Join now" button will appear. All you have to do is click that button and follow the prompts to join the talk. Sessions will "open" 5 minutes before the scheduled start time to provide some flexibility to get into the Zoom meeting or webinar (which you will be able to join through the Zoom app or through your web browser). Once inside, depending on the meeting type, you will have the opportunity to chat, or enter questions in the Q&A. 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.

Simultaneous Translation All sessions will be simultaneously translated into French. To access the French audio, select "Interpretation" from the meeting controls and click the language you want to hear. The original language will be at 20% audio and the translated language will be at 80% audio. To hear only the interpreted language, click "Mute Original Audio".

Networking Lounge

The Networking Lounge is open all day throughout all three days of the conference. Clicking on the Networking Lounge poster in the lobby will take you to a space where you can, meet fellow attendees, see what's happening on social media, check out what's happening in the Hackathon or link to the Frayme booth.

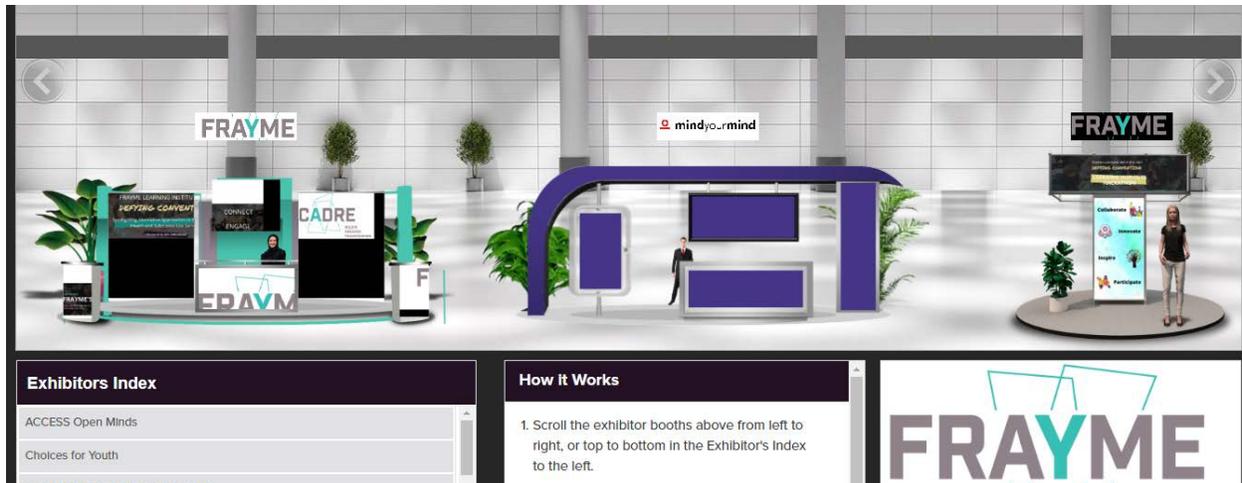


Chat Rooms The chat rooms are designed to help you connect with your peers and to continue exploring topics that surfaced during the sessions. In the lounge, you'll see a button for "Networking Chat" Once in the Networking chat room you can participate in the group text chat, or find someone to chat with one on one – a list of attendees in each room will be seen on the right side of each chat room. For one-to-one chats, you'll be able to choose from text, audio, or video calls. Please note, there is potential to join multiple chat rooms. You can see the available chat rooms on the left-hand side of your screen by clicking

“Join Other Chatrooms”. Your active chat rooms will be listed down the left side of the chat interface in alphabetical order. In addition, the chat will open in a separate browser window, allowing you to toggle back and forth between sessions and the chat rooms.

Exhibition Hall

The Exhibition Hall is open all day throughout the conference. There you can check out the latest information and services from our exhibitors. Clicking on the Exhibition Hall tab in the top navigation bar, or on the Exhibition Hall poster in the lobby will take you inside.



There are three options to visit booths:

1. Scroll left or right in the Exhibit Hall and click on booths.
2. Use the Exhibitors Index in the bottom left to choose booths listed alphabetically.
3. Use the search bar at the top of the page by typing in a name. Representatives from the companies and organizations will be on hand at various times in the program to interact with you. All times are EST. You can chat with the exhibitor booth reps using the booth chat feature. 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. Fill up your “virtual swag bag” with information from the exhibitors by selecting content of interest. If you schedule time with a booth rep, when it is time to join your meeting, you can meet the exhibitor you are scheduled to talk with by going to the Exhibitor Hall, selecting the organization booth you are scheduled to speak with and clicking into the chat room section of the booth.

Scavenger Hunt

You will be able to take part in the virtual “Scavenger Hunt”. Find items hidden around the virtual platform and collect points by performing certain tasks and attending events throughout the conference. Climb the leaderboard to become one of the lucky winners of fantastic prizes. Good luck!