

# FREQUENTLY ASKED QUESTIONS

## How do I log in to the conference?

To log into the site, please visit [www.croiconference.org](http://www.croiconference.org) and log in. From there you will click on the "Access the Conference Platform" button which will take you into the Platform. Once logged in, you can revisit the event at any time, you will not be logged out.

## Can I share my credentials?

Your vCROI 2021 registration entitles you access to the conference. By registering for the conference, you agree not to sell, trade, transfer, or share your credentials for accessing the conference or conference materials (including but not limited to abstracts and presentations) that are not shared publicly. You agree that CROI has the right to revoke conference access from anyone who engages in or is reported to engage in any noncompliant business practice.

## Can I view the CROI event on a computer only?

vCROI 2021 is available for viewing on mobile, tablets, or any other personal device.

## What web browser is best to use?

The vCROI 2021 Platform supports the most current versions of Chrome, Safari, Edge, and Firefox. For the best experience, Chrome is the preferred browser.

Desktop					Tablets	
Windows	80 Latest	11 Latest	74 Latest	80 Latest	Tablets	
Screen Resolution	1600 X 1200	1280 X 1024	1920 X 1080	2048 X 1536	Tablets	
Mac					Tablets	
Catalina	13 Latest				Tablets	
Screen Resolution	1920 X 1080				Tablets	
Mobile Devices					Tablets	
iPhone 8	iPhone 11 Pro	Samsung Galaxy S20	OnePlus 7T	Samsung Galaxy Tab S6	iPad Pro 11 2020	
Release: 2021, September	Release: 2020, September	Release: 2020, March	Release: 2020, October	Release: 2019, August	Release: 2020, November	
OS: iOS, v12	OS: iOS, v12	OS: Android, v9	OS: Android, v10	OS: Android, v9	OS: iOS, v12	
Browser: Safari	Browser: Safari	Browser: Chrome	Browser: Chrome	Browser: Chrome	Browser: Safari	
Screen Size: 4.7 in - 2.68" x 5.44 in	Screen Size: 5.8 in - 4.24" x 5.87 in	Screen Size: 6.4 in - 5.32" x 2.82 in	Screen Size: 6.55 in - 6.21" x 2.94 in	Screen Size: 10.5 in - 6.09" x 5.5 in	Screen Size: 11 in - 6.31" x 9.31 in	
Resolution: 750 x 1334 px	Resolution: 1125 x 2436 px	Resolution: 1440 x 3040 px	Resolution: 1080 x 2400 px	Resolution: 2560 x 1600 px	Resolution: 2048 x 2048 px	
Aspect Ratio: 16:9	Aspect Ratio: 4:3	Aspect Ratio: 4:3	Aspect Ratio: 20:9	Aspect Ratio: 16:10	Aspect Ratio: 4:3	

## How can I reach out for technical assistance?

For technical support, please click [HERE](https://form.jotform.com/210564275405149) (https://form.jotform.com/210564275405149) and fill out and submit the form and someone will follow up with you shortly. If you are having trouble viewing Livestream events, make sure that ad-blocker is turned off.

## Can I change the times on the platform to match the time zone I am in?

The vCROI 2021 Platform will automatically adjust all session and meeting times to your current time zone. You do not need to do anything; your computer will self-adjust.

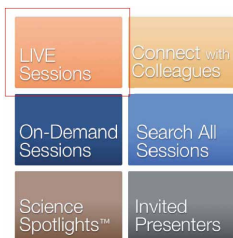
## Where can I find the Schedule at a Glance for vCROI 2021?

On the vCROI 2021 Platform home page, click the "vCROI 2021 Schedule at a Glance" button.



## How do I view sessions that are live?

From the home page on the vCROI 2021 Platform you can click the “LIVE Sessions” button.



For easy access from wherever you are on the platform, you can click on the “Coming Next” player.

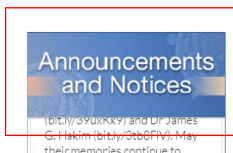


## Will all content be available all day during event days?

The vCROI 2021 Platform will be available 24/7 through 11:59 PM ET on April 9, 2021. Live sessions will have their recordings posted to the platform within 24 hours of the session being held where you can view it on demand. Networking and Virtual Meetings through the vCROI 2021 Platform will be available from 2:30 PM ET until 10:00 AM ET during the conference (March 6–10, 2021).

## Where can I view CROI notifications and announcements?

Stay up to date with the latest vCROI 2021 Conference “Announcements and Notices”, including schedule changes, reminders, and more. View the listings on the home page of the vCROI 2021 Platform (on the right side of the page). Announcements will also be posted in the Channel Chat part of the Platform.



## Can I view previous live sessions?

Live session recordings will be available for viewing within 24 hours of the session’s conclusion. You can search for previously recorded or upcoming live sessions under the “LIVE Sessions” tab on the vCROI 2021 Platform home page.

## How can I locate a session I am particularly interested in viewing? Can I sort the session list by live, plenary, Science Spotlights™, or symposia?

From the vCROI 2021 Platform home page, you can select the tile “Search All Sessions” where you can filter your search by Session Type, Category, Live Stream, and a free form search as well.

## How do I add sessions to my calendar?

On the vCROI 2021 platform navigate to the Live Session you are interested in and click on “Add to Calendar”.

## How can I complete an evaluation on a session?

During the conference, links to the individual session evaluations will be available in the Virtual Platform on the session page.

## How do I complete an evaluation to claim CME credits or a certificate of participation?

During the conference, links to the individual session evaluations will be available in the Virtual Platform on the session page. The overall evaluation will be available in your account on the IAS–USA website. Detailed instructions will be provided. To obtain CME credits, ABIM MOC points, or a Certificate of Participation for CROI, all final evaluations and claim forms must be submitted by April 12, 2021. Once the final evaluation and posttest are submitted, your certificate will be uploaded to your IAS–USA profile on the IAS–USA website.

The claiming process for CME or ABIM MOC points can only be completed once. Be sure to view all the on-demand sessions you plan to claim CME for before completing the claiming process.

## How long will the sessions be available for viewing on the CROI virtual event page?

Sessions will be available to view on the vCROI 2021 Platform through April 9, 2021. After that date, Registered Participants can view the recorded sessions on the CROI website.

## Trouble accessing a session?

View the list of domains below which may be whitelisted to ensure firewalls, VPNs and other corporate security policies do not hinder your access.

For a better experience, please be sure to whitelist the following domains prior to vCROI 2021:

[www.vcroi2021.org](http://www.vcroi2021.org)

<https://onlineeventapi.com>

<https://oepauthentication.azurewebsites.net>

<https://fileviewer.freemanco.com>

<https://eu.jotform.com/OEP.Support/freeman-virtual-support-portal>

<https://whereby.com/>

[Cdn.livestream.com](https://cdn.livestream.com)

[Api.new.livestream.com](https://api.new.livestream.com)

[playback2.akamaized.net/\\*](https://playback2.akamaized.net/)

[playback.akamaized.net/\\*](https://playback.akamaized.net/)

[livestream-f.akamaihd.net/\\*](https://livestream-f.akamaihd.net/)

[secure-playlist.livestream.com/\\*](https://secure-playlist.livestream.com/)

<https://matchmaking.grip.events>

<http://stream.io.api.com/>

<http://ladesk.com/>

<http://eum.appdynamics.com/>

## Will there be a chat or discussion board feature for conference Participants to engage with each other?

Participants may chat with each other at either the session level or the platform level. There are also Chats available each day about the current day's sessions, job listings, and also a channel to post and search for job listings.

## Where can I announce or distribute job opening?

Please use the job posting board on the Virtual Platform. It is available under "Connect with Colleagues" tab and the select "Chat by General Topics" and select "Job Postings".

## When will Science Spotlights™ become available for download for Participants?

Science Spotlights™ will be available starting at 12:01 AM ET on Saturday, March 6 and will remain available at all times.

## When will oral session recordings become available for Participants?

Oral sessions will be available on the platform on demand until the platform closes on April 9.

## Will the titles of abstracts and/or the Program and Information Guide be made available any earlier this year given the virtual meeting?

The Program and Information Guide for vCROI 2021 will be released to preregistered Participants as soon as you log into the platform.

## I am a Presenter or Moderator, what do I need to do to access my session?

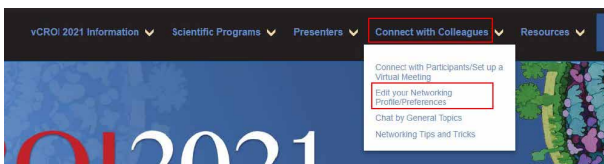
Presenters and Moderators will be provided a Green Room Zoom link to join 30 minutes prior to presenting live. All Presenters and Moderators will join the Green Room where they can test audio and video prior to being automatically sent to their session at the appropriate start time.

## As a Presenter, what tips should I consider to be prepared?

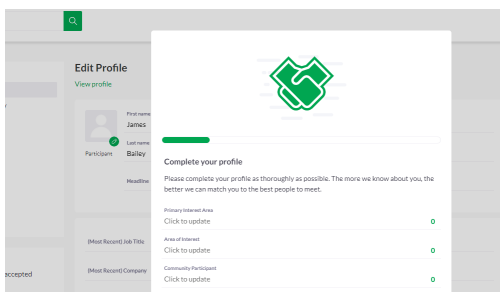
Ensure you have a stable, high-quality internet connection and that you are presenting from an area with good lighting and limited background noise. Video and audio quality will be tested prior to your session start time.

## How do I create my networking profile?

On the vCROI 2021 Platform homepage, select “Connect with Colleagues” and then “Edit your Networking Profile/Preferences”. Here you can upload a photo, enter your personal information summary, and select keywords in your areas of interest. Having an updated profile will help you make more meaningful connections.



Click on “Profile” where you can add your photo and update your headline (Title, Organization). When Participants search, they will see your photo and headline making it easier to make connections.



Click on “Manage my Availability” to set when you are available to meet others. You can mark off specific days and times as “Busy” so participants cannot schedule meetings with you when you are unavailable. Make sure to save your updates at the bottom of the schedule.

**My Availability**

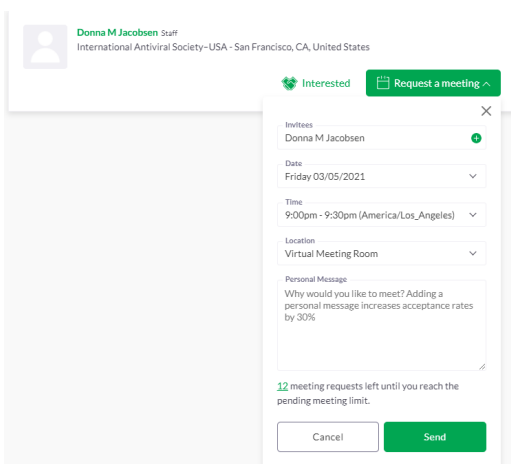
Select the times you are not available for meetings at the event. This will affect your availability in the matchmaking platform.

All times shown for America/Los\_Angeles

	Friday - Saturday March 05 - 06	Saturday - Sunday March 06 - 07	Sunday - Monday March 07 - 08	Monday - Tuesday March 08 - 09	Tuesday - Wednesday March 09 - 10
	Mark whole day as Busy	Mark whole day as Busy	Mark whole day as Busy	Mark whole day as Busy	Mark whole day as Busy
11:00am		Available			
11:30am		Available	Available	Available	Available
12:00pm		Available	Available	Available	Available
12:30pm		Available	Available	Available	Available

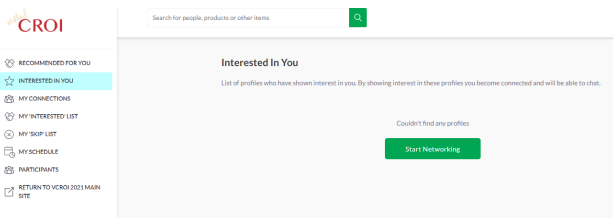
### How do I request a meeting with another Participant?

From the vCROI 2021 navigation bar at the top of the home page, select “Connect with Colleagues” and then “Connect with Participants/Set up a Virtual Meeting”. Once inside the Networking section, you may “Search for a Participant” or click on “Recommended for You” and the program will automatically match you with Participants. From there you can show interest in Participants, choose how to notify each Participant of your interest, or “Request a meeting”. Participants can create up to 12 meeting requests at a time and will not be able to create an additional meeting until one of the meetings has started.



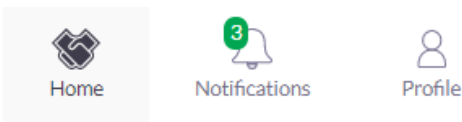
### How do I see if someone is trying to connect with me?

Within the Networking part of the platform, navigate to “Interested in You” on the left side of the page.



## What notifications on meeting requests will I receive?

Meeting notifications are shown in the Networking section of the platform and are sent through email as well. Participants will receive email notifications for meeting transactions and reminders.



## How do I cancel or reschedule a meeting?

Meetings can be rescheduled or cancelled after the initial meeting request has been accepted. Both the requestor and recipient will have the ability to cancel or reschedule the meeting. Recipients can find the meeting in the “My Schedule” tab. From there they can cancel or reschedule the meeting.

## Can we add more people to a meeting?

Yes, once a meeting is accepted, you are able to add more Participants.

## Can video meetings be recorded?

Virtual meetings in the vCROI 2021 Platform cannot be recorded.

## Can I attach files to chat?

You cannot attach files to a chat, only web links.

## Can I export my list of meetings or contacts?

Within the Networking part of the platform, on the left side of the page click on “Export,” you will then have the option to export the list of every meeting you had and all of your contacts.

## Is networking available only during the live event days?

Networking is available starting at 12:01 AM ET on Saturday, March 6, through the end of vCROI on Wednesday, March 10. Networking is not available during live content, from 10:00 AM ET – 2:30 PM ET from Saturday, March 6 through Wednesday, March 10.

Answers to frequently asked questions are posted here: <https://www.croiconference.org/virtual-frequently-asked-questions/>. Please check this site regularly because it is updated frequently.

If you are experiencing technical issues or have questions about accessing or navigating the vCROI 2021 Platform, please visit <https://form.jotform.com/210564275405149> to submit a request for assistance.

If you have general questions about the conference and cannot find the answers on the FAQ page or on the IAS-USA website, please send an email to: [virtualcroi2021@iasusa.org](mailto:virtualcroi2021@iasusa.org). Please be aware, however, that there may be a delay in our response given the volume of emails that may come in.

## As a Participant, how do I opt out of Networking?

In order to opt out of Networking, you will need to delete your account.

