# Virtual Event Guide

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## Access/Login Information

**How do I access ADA's Virtual 83rd Scientific Sessions?**
The week of June 19, 2023, you will receive an email from American Diabetes Association's 83rd Scientific Sessions sent from support@digitellinc.com. Please check your spam folder if you do not receive it.

You may also access the platform at ADA2023.org. Click the Login button at the top of the page. Your login is the same ADA login used to register. If you do not remember your password or if someone else registered you, please select "Forgot your password?"

Technical support will be available during live broadcasts, beginning one hour before the start of the live broadcast and until 30 minutes after the last session ends. If it is outside technical assistance hours, please email conventionoperations@diabetes.org, and an ADA staff member will assist you.

**When can I login and access the sessions?**
After you receive your login email, you will be able to access the site and familiarize yourself with the virtual platform. The meeting begins on Friday, June 23 at 10:30 a.m. PT. You will receive a reminder email Friday morning with your log in information.

Most sessions will be available on demand 24 hours after they occur. Please note that not all content presented at the in-person event will be available on the virtual platform. All registered attendees have access to watch the sessions until 5:00 p.m. ET on Monday, August 28, 2023. The deadline to claim CE is Friday, August 18, 2023.

## Virtual Platform Overview

The virtual platform is divided into 7 areas: **Home, Program, Event, Industry, ADA Resources, Shop Diabetes, and Support**, which you will find in the top navigation bar. Click through the various pages to familiarize yourself with the platform and learn more about ADA and the 83rd Scientific Sessions.

### Sessions

**How do I access the educational sessions?**
Once you click on the **Log In** button in your unique email, you will be automatically logged in and brought to the homepage of the virtual platform. Visit the **Sessions** page by clicking on **Program** at the top navigation bar and choosing **Full Program**.
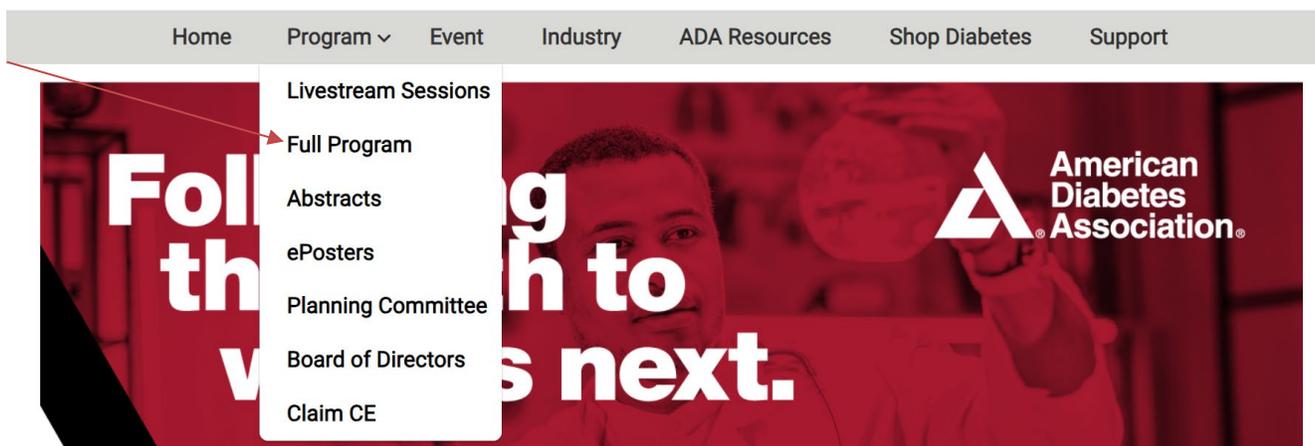
### How can I search for a particular session?

On the **Sessions** page, you can type a word into the Search Bar and click enter. The results of the search will appear below the Search Bar.
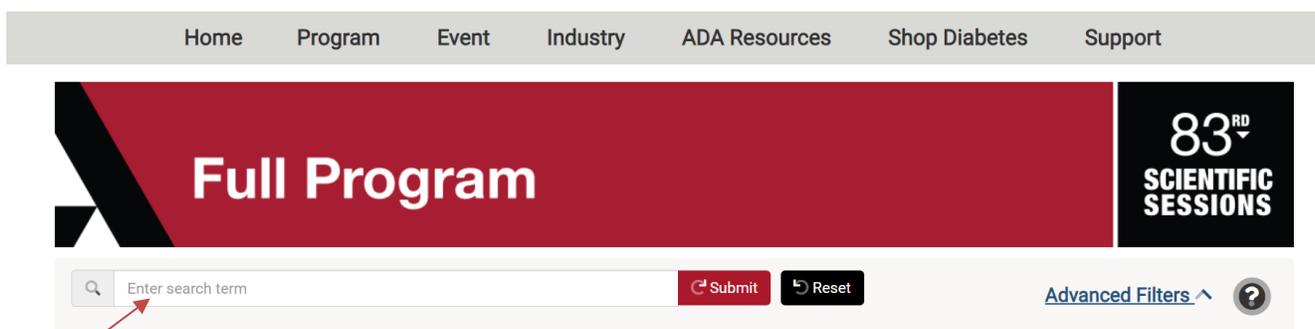


### How do I view a session?

On the **Sessions** page, click the title of the session to view the description. You can also click the speaker names to learn more.

Virtual attendees will click the Online Attendee button to access the player, chat, and polling. In-person attendees will click the Onsite Attendee button to access the chat and polling.

### Are the sessions live?

There will be more than 75 livestreamed sessions, and most sessions will be available on demand 24 hours after the session occurs.

**What time zone will the sessions be released in?**
The sessions will occur in Pacific Time (PT) in the United States.

**If I enter a livestreamed session 5 minutes late, can I rewind to view it from the beginning?**
No, you can enter a session at any point during the stream, and you will view the stream at the point it is at. You can view the session from the beginning once the content is available on demand.

**What if I miss a session during the scheduled timeslot?**
Once a session has ended, the recording will be available on demand 24 hours after the session occurs.

**How can I ask the speakers questions?**
The ability to ask questions will vary by session and will only be available for some livestreamed sessions. If the feature is turned on, there will be a Questions tab in the player that will allow you to submit a question. In-person attendees will be able to ask questions by lining up at the microphone in the session room. We will do our best to get to all questions in the allotted session time.

## Networking

Although this is a hybrid meeting, there are still opportunities for the virtual audience to connect with the in-person audience. Within the session player, you will be able to see the chat and send messages to other attendees directly.

You can also update your profile by adding a profile picture or bio. To do this, click on **My Account** then select **Edit My Information**.

**How else can I engage with ADA?**
From the homepage, select **ADA Resources**. You can learn more about ADA's many initiatives.

Make sure to visit the **Shop Diabetes** tab for more information on books, meal planning tools, and ADA gear.

Don't forget to use #ADA2023 on social media.

## Continuing Education

**How do I claim Continuing Education credits?**
Certificates of Completion/Attendance are provided to all registered attendees based upon completion of the online evaluation. The link to the online evaluation will be emailed to participants on June 23, 2023. **The link will only be sent to the email listed on your registration.** The continuing education evaluation system will be available through **August 18, 2023.**

More information on how to obtain CE credit can be found here.

For international attendees, if registered via an international tour group, the registered attendee can obtain the certificate of attendance from the tour group leader. If not registered by a tour group, the registered attendee can obtain the certificate of attendance by emailing professionaleducation@diabetes.org.

If the international attendee wishes to have their name printed on the certificate, please visit here. They can access the CE site and obtain a Certificate of Attendance with their name on it- to print it out.

**Note:** The Certificate of Attendance for International Attendees is not C.E. credit. If the international attendee needs a Certificate of C.E. (with the accreditation statement and number of hours), they need to go online and complete the evaluation as instructed above.

If you have any questions regarding Continuing Education, contact professionaleducation@diabetes.org.

## Need Assistance?

Contact the following for assistance:

**General Inquiries**: conventionoperations@diabetes.org

**Virtual Platform (including login question):** Virtual Platform Support

**Registration:** adasupport@cmrus.com

**Continuing Education:** professionaleducation@diabetes.org

**Professional Membership:** membership@diabetes.org