Your Guide to ADA’s 2022 Clinical Update Course

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Access/Login Information

How do I access ADA’s Virtual 2022 Clinical Update Course?

The virtual event will take place at www.CUC2022.org. The site will be available beginning February 1st.

How do I login?

➢ Method 1 (preferred): Find the email sent to you from “ADA Help” and click on the red button labeled “Access Sessions.” This is your magic link. It will log you in directly to the virtual event. Please be sure to check your Spam folder.

➢ Method 2: If you cannot locate your unique email with the magic link button, please visit the CUC2022 Sessions webpage. On this page you’ll be prompted with a pop up window to either log in or register. If not prompted, you can click on LOGIN in the upper right of the Sessions page. You can enter your email address and the system will send you your login link.

➢ Method 3: If you need Technical Assistance, visit the Contact Us page of the virtual event. If it is within Technical assistance hours, you can request your login credentials via the chat box OR you can ask that your ADA Help email with magic link be resent to you. If it is outside Technical assistance hours, please email conventionoperations@diabetes.org and an ADA staff member will promptly assist you.

What if I can’t find my confirmation email with Access Sessions button?

➢ You will receive an email prior to the start of the meeting with this information for easy access. This email will come from “ADA Help”.

➢ You can request that this email is resent to you by visiting www.cuc2022.org and click on the Contact Us tab at the top navigation bar.

➢ If you are still having trouble, email conventionoperations@diabetes.org for assistance. You will receive prompt assistance.

When can I login?

➢ February 2, 2022 - The site will be available giving you time to login and familiarize yourself with the site. You will have limited access to the Agenda/Session Listing, ADA Resources page, Faculty & Course Director bios, the Engage section, and the Shop Diabetes Store.

➢ February 4, 2022 – The event begins at 12:45 p.m. ET. The first session will be released at this time.

➢ February 11, 2022 – Registered attendees can watch and rewatch sessions until 5:00 p.m. ET on February 11th. Claim CE by March 15th.

Can I share my login with my co-workers?

➢ Login information is not available for sharing as each attendee must be registered separately to access the virtual meeting.
Having issues accessing the site? Refer to these technical tips:

➢ The preferred browser for this event site is **Chrome**. You may also use Firefox. We do NOT recommend Edge.

➢ If you experience problems with the site, it is recommended that you contact your IT Dept to white-list the following domain:
  - 
  - o "[*].bizzabo.com". This one domain should take care of a plethora of domains related to the event platform for any cookie management purposes.

➢ It is strongly recommended that you enable 3rd party cookies so that the site can function at its best. Following are steps to enable cookies when using Google Chrome, the preferred browser:
  - o Click on the three dots in the upper right in Google Chrome
  - o Choose Settings from the drop down.
  - o Select Privacy and Security on the left.
  - o Click on Cookies and Other Site Data, and Choose Allow All Cookies

➢ Are you able to visit [www.CUC2022.org](http://www.CUC2022.org) but unable to see the session videos?
  - If it is after 12:45 p.m. ET on February 4th and you cannot see any session videos, you may need to login. On the **Sessions** page, you’ll see a Login Button in the upper right. You can login via the **Access Sessions** button in your unique email, or you can email [conventionoperations@diabetes.org](mailto:conventionoperations@diabetes.org) to ask for your unique login credentials.

**How long will I have access to the virtual meeting site?**

➢ All content will be available to registered attendees until 5:00 p.m. ET on February 11, 2022.

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**Virtual 2022 Clinical Update Course Site Overview**

Once you click on the **Access Sessions** button in your unique email, you’ll see the **Sessions** webpage.

The virtual site is divided into 6 areas, **Home, Program, Shop Diabetes, ADA Resources, Contact Us, and Engage**, which you’ll find in the top navigation bar. There is also a footer on the home page which lists these areas.

**Creating your Itinerary**

**How can I create an itinerary?**

➢ Visit the **Sessions** page by clicking on **Program** at the top navigation bar and choosing **Sessions**. You’ll notice a star at the top left of each session listing. You can click on the star to indicate that this session is one you are interested in. To view all sessions that you starred, click on **My Interests** on the **Sessions** page. (screenshot below)
You can also **Add a Session to your Outlook Calendar**. On the Sessions page, click on the title of the session you are interested in. This will open a small session info box on the right of the screen. Click on **Add to Cal** and choose Outlook or another desired calendar from the drop down. (screenshot below)

### Sessions

**How do I access the educational sessions?**

- From the homepage, select the **Program** from the top navigation bar and choose **Sessions** from the dropdown.
- You can also access the sessions by clicking on the **Access Sessions** button in your unique email, from “ADA Help”. Clicking that button will log you into the platform and open the **Sessions** page for you.

**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 just below the Search Bar. (screenshot below)
How do I view a session?

➢ On the Sessions page, you can either select the name of the session, select the View Session button or select Join Now button.

If the session has already been broadcast, you can watch the presentation, without the live video portion at the end.

Can I adjust the size of the video player or the volume?

You can enlarge the size of the video player window by hovering over the video image and then clicking on the icon in the bottom right made up of arrows. (see screenshot below)

![Video Player Size Adjuster](image)

If you would like to pop out the video player window, click on the icon to the left of that one. It looks like this:

![Video Player Pop-Out](image)

After clicking on the pop-out icon, you can move the video player around your screen & adjust the size of the video player as well.

Volume can be adjusted by hovering over the video player window and locating the icon that looks like 5 lines of increasing height. Click on those to move volume up or down.

Are the sessions live?

➢ No. All but one of the educational sessions have been pre-recorded. Each session will be streamed during a scheduled timeslot as they will include a Live Q&A/Chat feature. Certain sessions will include a Live Video Q&A where the speakers will be on camera after the pre-recorded presentation has ended. These are noted in the program. One session, The Technology Panel, will be completely Live Video.

What time zone will the sessions be released in?

➢ The sessions will be released in Eastern Time (ET) in the United States. When you log into the event platform, the times noted next to each session will show up in your local time zone. If you are reading a PDF created by ADA, all times are noted in ET.
If I enter a session 5 minutes late, can I rewind to view it from the beginning?

➢ No, you may 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, immediately following the scheduled session-end-time.

What if I miss a session during the scheduled timeslot?

➢ Once a session has ended, playback of the session is available immediately. The Q&A feature will be disabled as questions can only be asked during the scheduled timeslot. After the event, chat transcripts will be added to the session pages as handouts.

For a session that includes a Live Video Q&A, the full session including the recorded Q&A will be available for playback within 24-48 hours of the originally scheduled release time.

How can I ask the speakers questions?

➢ During the scheduled session timeslot you can ask speakers questions using the Q&A/Chat window to the right of the video player. These questions will be answered by the presenter in real-time.

➢ During a session that includes a Live Video Q&A, the questions can be submitted during the presentation, but the speaker may choose to answer the questions once they are on camera, after the presentation has ended.

How can I look up a speaker?

➢ Visit the Faculty Bios page by clicking on Program at the top navigation bar, and choosing Faculty. Click on the face of the speaker you are interested in. You can view their bio, disclosures, and the sessions in which they will be speaking.

Networking

We all miss seeing our colleagues, but you don’t have to! You can network with your fellow attendees during the meeting.

How do I set up my profile?

➢ Click on the round icon in the upper right. (screenshot below)

➢ Choose Edit Profile from the drop down.
➢ You will have a profile that is automatically created for you. It is pre-populated with the information you provided during registration (first name, last name, and organization [if provided]).
How do I connect with my colleagues?

➢ Click on Engage in the top horizontal navigation bar. You can send a message to another attendee. If you have received a message, you may see a red dot next to the envelope in the upper right. (screenshot below)

➢ On the left side of your screen, you’ll see a Search Bar and ways that you can sort the list of attendees. (Please note, your email address is not visible by or provided to anyone else.)

➢ You can Star another attendee and can access those you have Starred on the left side. You’ll see Starred as an option under Filter By. (screenshot below)

➢ You can also see who has viewed your profile by clicking on that option on the left. (see screenshot above)

What if I don’t want to participate in Networking?

➢ You may opt out of Engage by clicking on the round icon in the upper right and selecting Leave Community.

How else can I engage with ADA?

➢ Interested in becoming a Professional Member? Check out the many benefits that come with membership. From the homepage, select ADA Resources. You can read about the many initiatives ADA is undertaking.

➢ Want to check out the latest books on Diabetes? Go to our Shop Diabetes Store for 30% off on select books & merchandise. From the homepage, select Shop Diabetes from the horizontal navigation bar at the top.

➢ Don’t forget – when engaging on social media use #CUC22.

Continuing Education

How do I claim Continuing Education credits?

➢ Certificates of continuing education are provided to registered attendees based upon completion of the online evaluation. The link to the online evaluation will be emailed to participants (see below for details).
The continuing education evaluation system will be available until **March 15, 2022**. For international attendees, a Certificate of Attendance will be available for download from the continuing education evaluation system.

- For more information, visit the virtual meeting site’s homepage. Click on **Program** from the top navigation bar and choose **Claim CE**. Or you can find the information on the **Clinical Update Course website**.

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

## Need Assistance?

Contact the following for assistance:

**General Questions for ADA:** conventionoperations@diabetes.org

**Technical Questions on the Virtual Site:** Visit [Virtual Platform-Contact Us page](#) and contact the Technical Help.

**Registration Questions:** adacucsupport@cmrus.com

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

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