How Can I Connect to the Virtual CRLC Platform?

System Requirements

Devices: Laptop, Desktop (Mac or PC) or tablets (Android or IOS) are supported. You can join from a cell phone, but please keep in mind that imaging will be very small and platform navigation may be difficult.

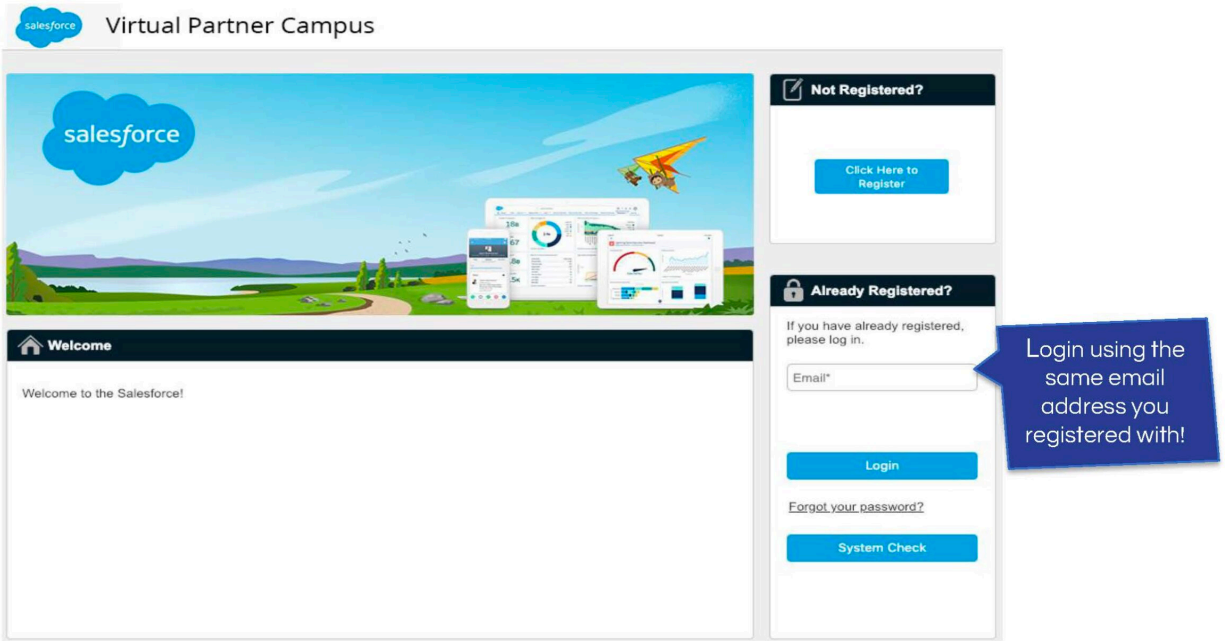
Internet Browser: We recommend Chrome or Firefox as the most stable and consistent browsers.

Internet Connectivity: You need a strong Wi-Fi connection or hardwired internet. Be sure to disconnect from any VPNs you may be using and close any unnecessary applications. Allow popups during the conference.

Test Your System!

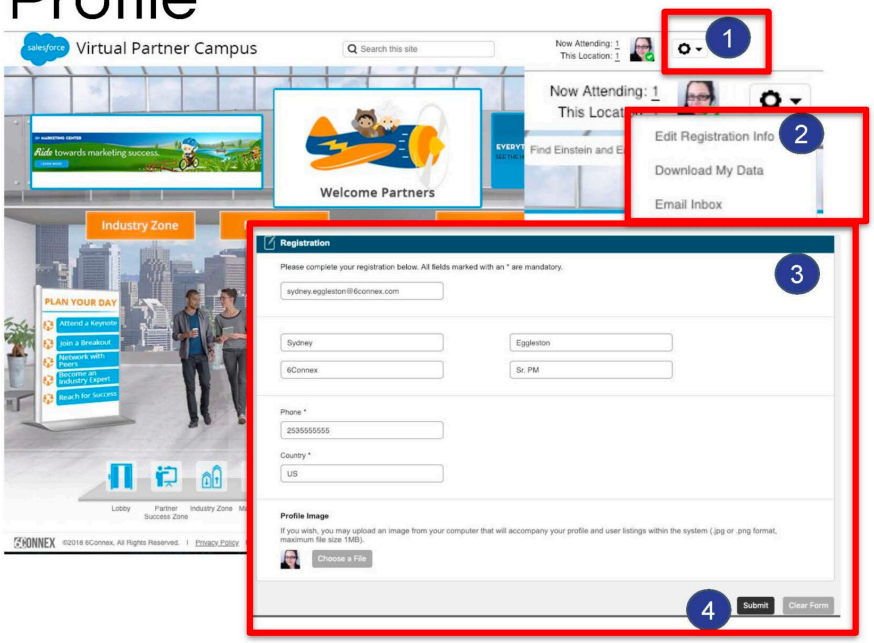
Accessing the Virtual Platform

Login



Updating your Profile

Profile

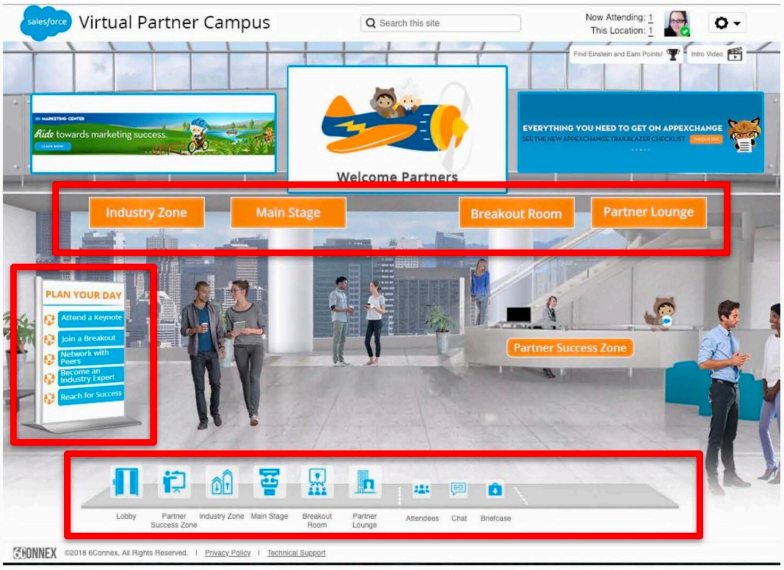


Your profile is populated based on the information you provided during registration.

If this feature is active, you can update your profile by performing the following steps:

1. Click the gear icon in the upper right corner
2. Click on "edit registration info"
3. On the screen that appears, update any/all of your registration information
4. Click "Submit" at the bottom of the page to save your changes

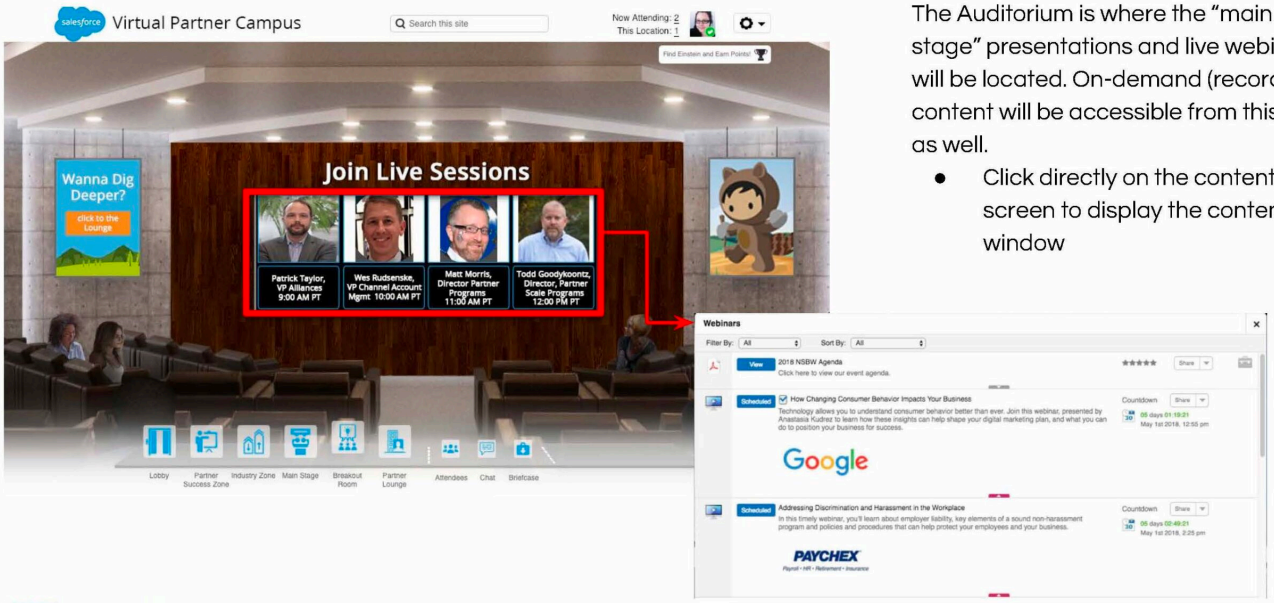
Lobby



Upon logging into the virtual environment, you will be placed in the event lobby.

Use the navigation bar, doorway signs, and navigation tiles to move from room to room with the virtual environment.

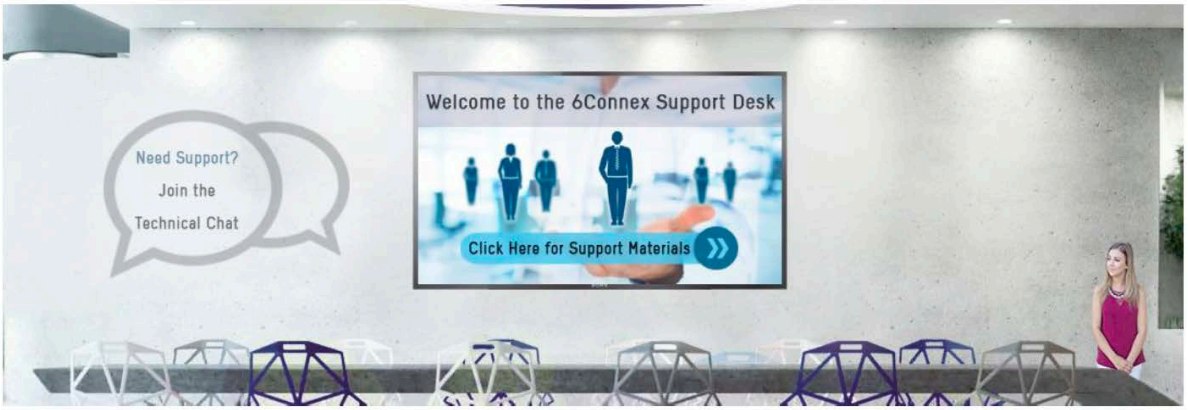
Auditorium



The Auditorium is where the "main stage" presentations and live webinars will be located. On-demand (recorded) content will be accessible from this area as well.

- Click directly on the content screen to display the content window

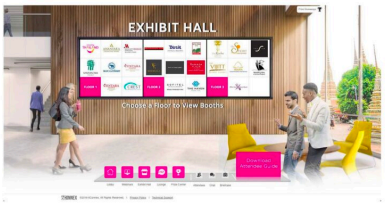
Help Desk

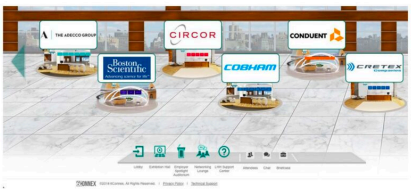


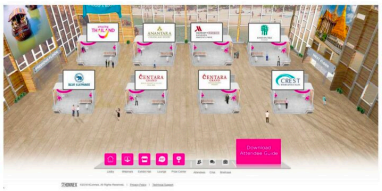
Have a question or need help finding something? Stop by the Help Desk to connect with show personnel!

If the virtual environment you are visiting doesn't have a Help Desk, contact support@6connex.com

Exhibit Hall / Directory





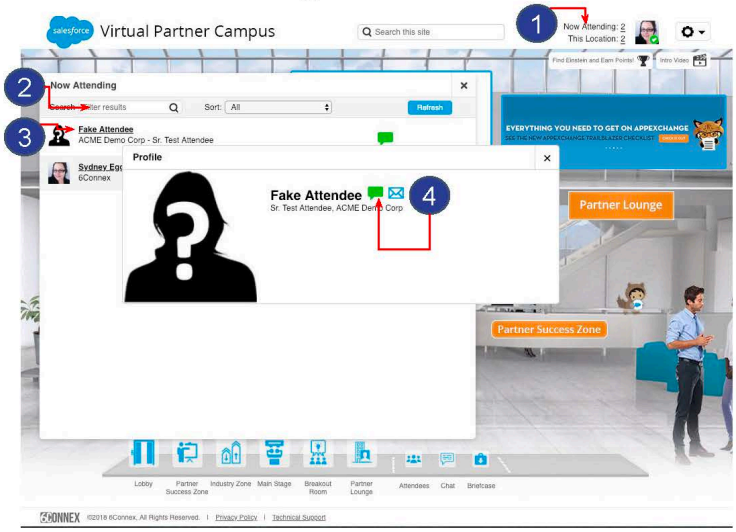


The Exhibit Hall (Directory) displays the Booths available by show sponsors or vendors.

TO ACCESS A BOOTH: click on the Exhibit Hall icon from the navigation bar, this will display all the available booths, then click directly on the booth you want to enter.

By clicking on a booth you will share your profile card with exhibitors.

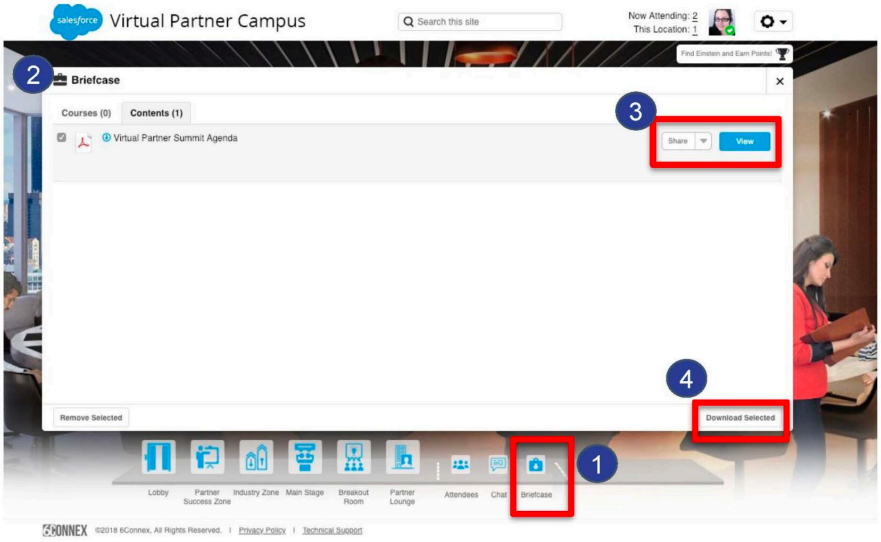
Interacting with Others



Within the environment there are a number of ways to interact with others:

1. You can view who is attending by clicking on "Now Attending" or "This Location" in the upper right corner of your screen.
2. You can use the "Search" function to search for attendees.
3. Click on the user's name to display options
4. Click the green chat bubble to initiate a private, one to one chat or the envelope icon to email the user directly

Briefcase



1. Click the briefcase icon to open the Briefcase:
2. Here you will find all the documents that were pre-loaded for you or that you saved during the event.
3. You can view, share, or download these content items.
4. Download content items by clicking the box next to the item and clicking the "download selected" button. **NOTE – links cannot be exported in the download.**

FAQs

Can I test my computer or device in advance?
Yes, on the login page click the "System Check" button to ensure your computer and connection are ready to view the experience and all its live presentations. You can run a test here:
https://virtualdestinations.6connex.com/event/TheWayToDoVirtual/system-check

Can I attend the show from my tablet or phone?
Yes, attendees can experience the full show from a tablet or smart-phone/device.

What if I have problems accessing the show?
If you are experiencing any technical difficulties, please contact our support desk by sending an email to support@6connex.com.

What if I have technical problems or questions about the environment?
In the environment, you can always head over to the Help Desk to see if a representative is available, or if a public group chat is open. Alternatively, or if you are not in the environment, you can send an email to our support desk at support@6connex.com.

What if I miss the live event?
No problem! You will be able to come back to the virtual environment and watch the videos and audio for most presentations after the event. However, to be able to interact with your peers, attend strategy summits, or communicate with speakers, you must attend the live event.