

FREQUENTLY ASKED QUESTIONS

LIVE STREAM & ZOOM

What is Live Stream?

Live Stream is a virtual seminar that is similar to our live “in person” seminars, but our streaming option provides you with the opportunity to earn your CME hours from the comfort and convenience of your own home. The experience is in real time and interactive! Our virtual CME seminar uses the Zoom webinar platform on your desktop computer, laptop computer, tablet, phone or other device to give you access to our event. For the highest quality experience, we recommend you use a laptop or desktop computer.

How do I access Zoom?

You will click on the Zoom link provided in the registration web page, which will be sent to you at least one week before the start date of our CME. Please type your full name into the box when joining. A tutorial on how to use Zoom has been prepared specifically for our members. You may view it [here](#).

REGISTRATION

Will I receive a confirmation email when registering for the Virtual 121st Annual Convention?

You will receive a confirmation email when you enroll for the Virtual 121st Annual Convention which will contain your receipt of registration. You will then receive an email a week before the seminar that will direct you to the web registration/event page that will contain all the information you will need for the Virtual 121st Annual Convention, including the Zoom link. Please check your spam/junk email folders to ensure the email has not ended up in one of those folders. Additionally, please keep this email in a safe place for reference.

When should I join the Virtual 121st Annual Convention each day?

If you log onto Zoom early, you will be allowed into the webinar 10 minutes before the first session of the day. We recommend you join your session at least five (5) minutes prior to the start time. If you need to join the seminar late, you will not be a disruption to the presenter or other attendees.

EVALUATIONS

Where can I find the evaluation form for the event and presenters?

You can find an evaluation form for each presenter on the Virtual 121st Annual Convention Event Page in the lecture schedule by the speaker’s name, and in the YAPP app in each session’s

info section in the schedule tab. The overall Virtual 121st Annual Convention evaluation may be found on both webpage and YAPP app below the schedule.

DURING THE SEMINAR

Can the Presenter and other participants see me during the Virtual 121st Annual Convention?

The Presenter and other participants will not be able to see you during the presentations. Your audio and video will be disabled. If you join an exhibitor with their provided separate zoom link you will be guided by the exhibitor on whether your video and audio features will be on or not.

Will there be food and bathroom breaks?

There will be short durations of time between each presenter to allow for transitions that may be used for bathroom breaks.

We recommend setting up some snacks and meals that are easy to access during the event.

During your breaks and lunch, please consider visiting our exhibitors. They each have a landing page where you can learn more about them. Some will even be available to visit through Zoom at designated times, which you can find on their page. Be sure to participate in our exhibitor game and have a chance to win a prize. We urge you to participate and support our dedicated exhibitors.

What if my Wi-Fi goes down or is unstable during the Virtual 121st Annual Convention?

If your Wi-Fi goes down or is unstable during the Virtual 121st Annual Convention, reset your modem or router and try to join the session again. If that does not solve your issue, you may need to contact your internet service provider to resolve the problem. To ensure you have enough bandwidth for the best streaming experience, please close any unused applications and avoid running other streaming video/music/game services during the convention.

During a lecture, when and how do I ask questions of the Presenter?

During a lecture, you can ask questions of the Presenter at any time by typing your question into the Q&A feature. The Presenter will answer your question for the entire group once they have completed their presentation, as long as time allows. If your question does not get answered, please feel free to contact the staff at the OOA – 405-528-4848.

What if I have a question for the OOA staff?

While we are disappointed we cannot answer your questions in person, the OOA staff can be reached at any time during the seminar by typing your questions into the Q&A feature. A staff member will continuously monitor the Q&A for any questions not related to the presenter or

presentation. The staff can also be reached by phone at 405-528-4848 throughout the Virtual 121st Annual Convention.

Why do I not see information that you said would be on the Virtual 121st Annual Convention Event Page?

There are times that we may need to add something to the Virtual 121st Annual Convention Event Page. In order for you to see what we have updated, please refresh your page throughout the weekend. You may do this by clicking the F5 button on your computer/laptop or you may click on the “reload” icon, which is located at the top of your screen in the URL bar. The icon is almost a complete circle with an arrow at one end.

Will the Virtual 121st Annual Convention be recorded so that I can go back and review the sessions later?

Yes, after the Virtual 121st Annual Convention event, you will receive a link to review the recorded sessions and Power Points, and you will have until June 1, 2021 to attest to the sessions. However, you **MUST** watch Proper Prescribing and Risk Management in real time. Separate sign in forms will be available during each session.

CME CREDIT HOURS

How many CME credits will I receive for attending the Virtual 121st Annual Convention?

You will have the opportunity to earn 27.5 AOA Category 1-A credits and AAFP credits. The attestation link will be on the Virtual 121st Annual Convention Event Page and in the Welcome section under “Sign Ins” on YAPP. Please wait until you have completed viewing the sessions before submitting your form. You do not need to submit an attestation form every day. Only one is needed at the conclusion of your viewing.

How will you obtain my signature for Proper Prescribing and Risk Management?

Links for signing in during Proper Prescribing and Risk Management will be posted in the chat during those sessions. If the link does not take you to the form, you may copy the link and enter it in a browser to open. We will also have the links on the Virtual 121st Annual Convention Event Page and in the YAPP Welcome section under “Sign Ins” beginning Friday morning.

How will I receive my CME credit hours?

Once the event ends and you have submitted an attestation form, it typically takes two weeks to process and make your statement of credit available on your OOA membership account. We also submit them to the AOA at the same time to be uploaded to your AOA membership account. If you are not a member of the OOA and would like to receive credit for another organization, please contact Audrey@okosteo.org.