

‘Making the Leap’ Virtual Summit Viewer Preparation Tips - Part 2

If you have not yet read the Part 1 of the Viewer Preparation Tips, please click this link and do so, now. This document will get you prepared for the Summit with links and technology.

<http://masters.ipeccoaching.com/wp-content/uploads/2017/02/Viewer-Part-Tips-Part-1.pdf>

This Part 2 will focus on accessing the Summit, live Zoom features, comfort for the day, and support information, and is to be read after you’ve completed all of your Zoom prep as described in Part 1.

Accessing the Virtual Summit

When you’re ready to join the live-stream Summit, you’ll enter in one of two ways.

1. By clicking on the unique link that you got in your email with the subject line of “Making the Leap Virtual Summit Confirmation” from no-reply@zoom.us, or
2. By opening the Zoom Client for Meeting tool that you already have on your device and clicking “Join” and then entering the 9-digit webinar ID that is found in your email with the subject line of “Making the Leap Virtual Summit Confirmation” (look towards the bottom).

You will need to be prepared with the Webinar password of **MBAVS3217**.

If you’re experiencing trouble accessing the Summit using one of these methods, before reaching out to us, try the other method. You’ll likely get into the Summit faster using that strategy.

You may join at any time, whether the Summit has started or not. You may also leave and come back.

While you will be able to access the Summit from a phone or tablet, we highly recommend using a computer to view the Summit as some of the features, connection, and display functions don’t translate as well to the portable devices.

Use of the Zoom Features: Chat, Q & A, Hand Raising, and Polls

The Making the Leap Virtual Summit has been designed to be largely educational and will be done in presentation-style. While there will be sporadic opportunities to interact with us ‘live,’ know that our main goal is to get you as much quality information as possible in this 8-hour event. Thus, we’ll be hearing from Summit participants primarily through the Chat Box feature.

Chat Box: There may be times where the speaker will ask you to share thoughts or feedback. This is where you will type your responses. Since this Chat feature disperses information to everyone, we ask that the Chat Box be used for sharing in response to questions, or if there is something urgent or important to share with the presenters. Note that you do have the opportunity to direct who receives your chats, such as **Panelists** or **Everyone**. If you want to pass a message just to us, ensure you’ve

selected Panelists before you send the chat. We will have a few people monitoring this feature and will do our best to respond to all time-sensitive comments or concerns.

Q and A: There will be points throughout the day where you will have the opportunity to ask questions of the speakers. This is where you will type questions for the Live Q and A.

Hand Raising: Unless the host or speaker invites you to raise your hand, you will not need this feature.

Polls: In the case a facilitator uses a poll, please be aware that a question will pop onto your screen and you can select your response. The more who respond, the more interactive and fun it is!

**If you have technology issues or need support during the summit, please see the instructions below.

For Your Comfort

- Make sure to test all of your equipment and Internet connectivity ahead of time.
- Take a few minutes prior to the Summit to breathe, center, meditate, listen to music... whatever helps you to relax.
- Have your Summit Event Workbook printed and your favorite (iPEC!) pen ready.
- Have water and snacks handy.
- Set yourself up in a quiet, out-of-the-way area to avoid distraction.
- Sit in a comfortable chair.
- HAVE FUN!

Support During the Summit

We hope we've done a great job prepping you and you won't need any support before or during the Summit! Of course, if you do, we do have some team members on standby.

Our team members will be troubleshooting Zoom access, features, and presentation issues, only. Due to the nature of the event, we will not be providing support for Summit participant computer or technology issues and will have limited ability to help with connectivity.

Please also note that, while we will have several team members helping around the Summit start time, we may not be able to handle a large volume of support requests as we near the 10:00am ET start, so please sign on early and exercise patience while we work diligently to get you support.

- If you encounter any technical or connectivity issues that you are unable to resolve yourself, please first access the Zoom support page at <https://support.zoom.us/>, which includes a live Zoom chat feature and a "Help" bubble.
- If you have not been able to find your answer, OR your question is specific to the Virtual Summit event, please reach out to our Making the Leap Virtual Summit Support Team at mbavirtualsummit@ipeccoaching.com.

- If you have tried that and have not received an answer within 15 minutes, we recommend you reach out to IT at it@ipeccoaching.com and use the Subject Line: URGENT: Summit Issue. We have IT on standby to provide support as quickly as possible.

Please follow these protocols, as opposed to using the Chat Box and Q & A on Zoom.

REMINDER: The Summit is being recorded and the session playbacks will be shared within a week. If you are unable to attend or can only be with us for parts of the day, or something happens with your Summit connection, please don't worry! We will share how to access the recordings once they are ready for you to view.