



## Virtual Conference FAQs

The Virtual Conference is set to start on February 12, 2022 at 06:45 AM Eastern Time.

### **When will I get Access to the Virtual Conference Platform?**

Registered attendees will receive a link via email to access the virtual conference platform at least 48 hours prior to the start date/time of the event. Please be sure to check the email you used to register frequently so that you do not miss important event updates or the access link.

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

To Access CME Sessions, click on the Corresponding Date Tab, find the desired session and click the "Launch Viewer" button.

### **What if I am not in the Eastern US Time Zone?**

Sessions are set to go "live" at the times specified according to the US Eastern Time Zone (ET). Please plan accordingly if you will be tuning in from another time zone.

### **What if I am not available during the virtual conference dates?**

No need to worry, the session recordings will be available on-demand for 30 days following the conference, for all registered participants. Just be sure to complete all required Evaluation forms for sessions you wish to receive CME credit for.

### **How long will I have access to the recorded sessions?**

Recorded sessions will be available to attendees for 30 days (thru March 15, 2022).

### **What are the technological requirements for the Virtual Conference Platform?**

You can test your internet connection & system by clicking on this [link](#) (which will open a program viewer in a new tab). You should see a test video, hear audio and see a test PowerPoint slide. If you are having trouble with the test video buffering or not playing, please feel free to contact Customer Support for assistance. **Technical Support : (877) 602-9877 [TheCMECenterSupport@ce21.com](mailto:TheCMECenterSupport@ce21.com)**



### What are the minimum specs needed to view programs?

While viewing programs is compatible with a wide variety of operating systems, browsers and internet connections, below are some suggestions to better assure compatibility and a better viewing experience.

#### **Windows**

Windows 7, 8, 8.1 & 10 are all supported.

We recommend Windows 8.1 and above for the best compatibility and viewing experience.

#### **Mac OS**

Mac OS X 10.12 (Sierra), Mac OS X 10.11 (El Capitan), Mac OS X 10.10 (Yosemite), Mac OS X 10.9 (Mavericks), Mac OS X 10.8 (Mountain Lion), Mac OS X 10.7 (Lion) & Mac OS X 10.6 (Snow Leopard) are supported

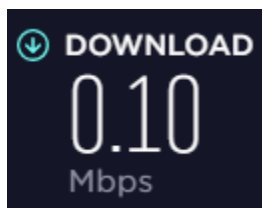
We recommend Mac OS X 10.9 (Mavericks) and above for the best compatibility and viewing experience.

We support all major browsers including Google Chrome, Firefox Quantum, Internet Explorer, MS Edge, Safari and Opera

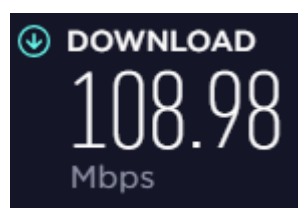


We recommend the latest versions of Google Chrome and Firefox Quantum for the best viewing experience

Streaming programs require a minimum of 250Kbit/s of download speed in order to play without issue. Please click on this [link](#) to run a speed test to test your current Internet Connection. If your speed test results for Download are 0.30Mbps or lower you may want to contact your Internet Service Provider (ISP - such as Comcast, Spectrum, AT&T) to troubleshoot.



*Poor Results*



*Good Results*

**Midwinter Symposium**  
**February 12 -13, 2022**  
**NOW A VIRTUAL EVENT**  
**Finding Balance**  
20+ CMEs Anticipated

We recommend an internet connection download speed of 1Mbps for the best viewing experience.

### WIRED CONNECTION VS WIFI CONNECTION

While WiFi routers have come a long way, a wireless connection is susceptible to more connection issues than a wired connection. Distance from the wireless router, walls, other wireless signals can all impact your connection. If you run into any performance issues in viewing a streaming program, we recommend switching to a wired connection. Please note that you typically will need to disable your wireless connection in order to confirm you are on a wired connection.

We recommend a wired Internet connect with at least 1Mbps of download speed for the best viewing experience

### On the Go? Try the CE21 Mobile App

Our CE21 Mobile App allows you to view programs on the go (or at your desk!) and works via either your phones WiFi connection or by mobile 4G/LTE cell connection.

Please note that downloading or streaming video on your phones cell connection (4G/LTE) may vary in quality depending on your location. Check your cell phone carrier if you are unsure on how much monthly bandwidth your plan includes.

We recommend using the CE21 Mobile App on a WiFi connection for the best viewing experience

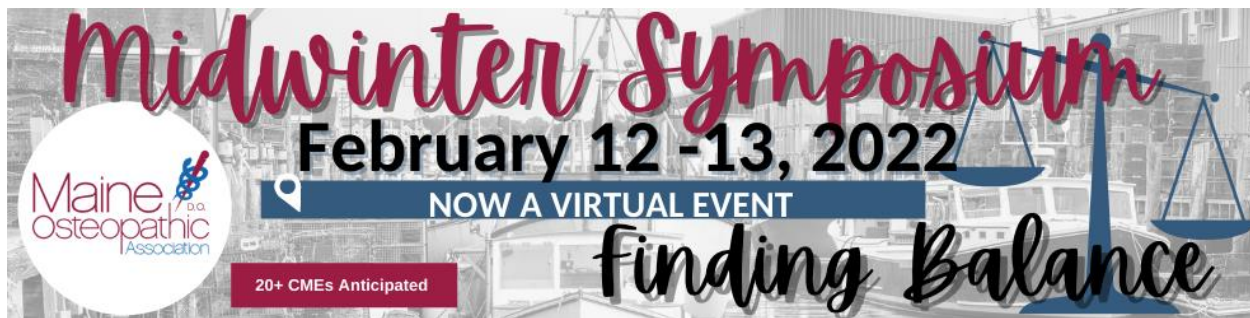


Download the CE21 Mobile App



### How can I ask questions at the virtual conference and interact with other attendees?

Once the viewer has been launched, click on the 'Chat' tab to begin asking the speaker your questions. Certain tabs of the Virtual Conference, such as the "Welcome" tab have opportunities to connect with other attendees via Forums at the bottoms of each page.



**Is there a virtual exhibit hall or poster competition at this year's conference?**

Yes, please visit BOTH our Exhibit Hall and Research Forum. Learn about the latest products/services available to your medical practice by visiting our virtual Exhibit Hall.

For this year's research forum, we invite you to view our students and residents scholarly work, advancing the science and art of osteopathic medicine.

**Continuing Education Certification:**

- *The Maine Osteopathic Medical Association designates this program for a maximum of 20.75 AOA Category 1-A credits and will report CME and specialty credits commensurate with the extent of the physician's participation in this activity.*
- *An application for CME credits with the American Academy of Family Physicians is pending.*
- *An application for AMA PRA Category 1 Credit™ through Joint Sponsorship from the American Osteopathic Association, is pending.*

**How do I claim my CME credits and get a certificate?**

Each session has its own viewer for CME tracking purposes. To complete CME for each session, watch the session and complete the session evaluation.

Once you have completed the sessions you wish to obtain credit for, please visit the "Certification" tab to complete the overall evaluation and generate your CME certificate. CME certificates should be generated in this manner via the conference platform. MOA will NOT be sending a CME certificate (unless you completed credit for viewing research presentations-- see Research Forum tab for full details on this credit specifically). If you have any issues finding your certificate or believe that it contains an error, please contact MOA staff via appropriate contact information below.

MOA staff will report AOA CME credits (if applicable) directly to the AOA following the March 15th deadline. Once reported, they will become available in your TRAcme report via your AOA account.

**Speaker Disclosures**

In accordance with disclosure policies of AOA and ACCME every effort has been made to ensure all CME activities are balanced, independent, objective, and scientifically rigorous. These policies include resolving all possible conflicts of interest for the Planning committee, poster presenters, Faculty and staff.

Faculty and Planners were asked to declare any financial interest/arrangement or affiliation that may be perceived as a conflict of interest in the context of their presentations along with any anticipated off label use or unlabeled/unapproved uses of drugs or products. Click on the faculty tab to view any relevant disclosures.



**For Questions related to CME credit, symposium schedule, etc. please contact the MOA Directly:**

You can reach MOA staff by phone at 207-623-1101 or utilize designated contact information below.

Operations & Membership Coordinator

[office@mainedo.org](mailto:office@mainedo.org)

Amanda Richards, Executive Director

[arichards@mainedo.org](mailto:arichards@mainedo.org)

207-779-6070 (Call/text)