THE EVENT LOUNGE

Virtu-Meet Best Practices

Welcome to Virtu-Meet! Below are some best practices to prepare you for the SHPExchange Virtual Summit! You will access the conference at https://virtu-meet.com/shpexchangetech/

- Use the email you registered with along with **Summit2023!** as the password to log into the system.
- The first time you log in you will need to agree to the Virtu-Meet Terms and Conditions.
- If you experience any difficulties with logging in, click on "Trouble logging in? Click here" to send a message to the Virtu-Meet Help Desk.
- If you need to re-set your password, click on the Forgot password button and a temporary password will be emailed to you. Be sure to check your junk or spam folder if you do not see the reset password email in your email Inbox.

Having a strong internet connection and using Chrome will enhance the functionality and user experience for Virtu-Meet.

- Aspects such as a poor internet connection, shared bandwidth, firewall issues, servers blocking required websites, etc can impact the platform's performance.

Below are additional areas to familiarize yourself with and share with your IT department (if applicable) prior to the conference.

The live stream for this event supports the following browser versions:

- Chrome 65+, Edge 16+, Firefox 60+, Internet Explorer 11+, Safari 10+

If you're at home or on an unrestricted network, you shouldn't have any issues connecting to the live stream and chat, but if you're on a work network, you might need to ask your IT department to allow these domains:

- virtu-meet.com
- player.postmedia.group
- wowzaprod121-i.akamaihd.net
- cdn.jwplayer.com
- pmgcdn.akamaized.net
- app.sli.do

Additionally:

- To watch replays, Vimeo must be authorized on your network
- Please ensure you have Zoom downloaded as a desktop app and it is up to date.
- The live stream requires a minimum connection speed of 650 kbps to function
- Make sure your VPN is off

During the conference if you have a question or need assistance, the tech support function will be available by clicking on the ? located in the top right hand corner. You can also send an email to helpdesk@theeventlounge.com.

Please navigate around the platform before the conference begins to aid in your familiarity with how the platform works and where to access the various components of the conference.
- **You can access the platform at any point after receiving this email but, most important to note, a test session with streaming video and audio will be open in Virtu-Meet from 11 AM - 3 PM ET on Wednesday March 29th**.
- Logging into the platform between these times on the device you will be using to access the virtual event will cut down on possible connectivity issues the day of the event.