

We are excited to have you as part of **SAPinsider's 2020 Virtual Conference Experience**. Below is a list of important items to watch for, steps for some of the key event features, and our recommended tips and best practices.

### How to stay logged in to the Event:

After you've registered and logged in, save your registrant ID number somewhere that you can easily access it.

*Tip: Select the **keep me logged in option** so it's easier to access the show next time*

### Test your event access and come early on show day

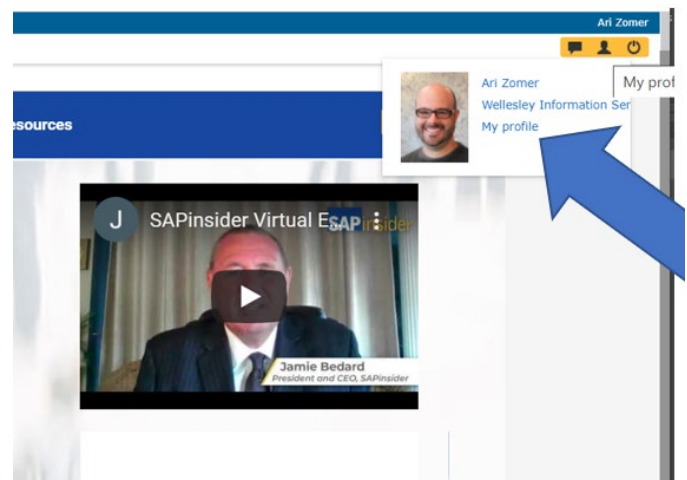
Everyone hates technical difficulties. And since your computer and internet connection are important to attend the show, let's make sure you're set up correctly before the show starts. You don't need to download anything, including special software. The show platform will work on all current browsers, but works best in Firefox. Log in early and explore the platform to test your access and get familiar with key show features and areas, such as the Session Auditoriums, Networking Lounges, and Solutions Showcase.

Then...be sure to start your show experience by checking out the **Welcome Video** in the Lobby!

### Editing your profile:

To ensure that your profile is complete and accurate, simply select **Update My Profile** from the drop down menu under your photo icon in the upper right corner. Be sure to click **Save** at the bottom of the screen. You can view your changes by clicking on **My Profile** at the top of your screen on the right hand side.

**IMPORTANT:** Please DO NOT update your email address. This is how you authenticate yourself to login for the event. If you change this field it may cause login issues in the future.



### Event Functions & Navigation

You will be landing in the event lobby. From here you can navigate to the various areas of this event by clicking on the area title (eg. Session Auditoriums, Networking Lounges) or by clicking on the area link / title at the top of the screen.

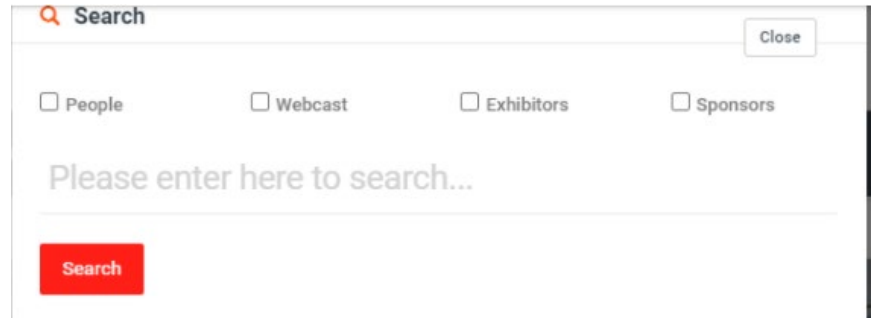
SAPinsider 2020 Lobby   **Networking lounge**   Session Auditoriums   **Solutions Showcase**   Help and Resources

Test the **video chat and the text chat** (private or public) feature. You'll need to enable camera and audio controls for your computer.

Also stop by the **Session** auditorium and start a session or visit <https://zoom.us/test>. This lets us know if you can get into a Zoom meeting (where sessions will be hosted). If you are having problems accessing Zoom on your computer, please try accessing Zoom on your cell phone or another smart device.

Be sure to swing by the **booths** in the Solutions Showcase where you can engage in conversation using the live chat or join a live Zoom session. Don't have time to engage in conversation, check out a demo or click on Leave a Business card so that Exhibitors may follow up with you.

You can also navigate around the virtual event by using the **Search** feature located at the top of your screen. Search for specific people, sessions, exhibitor or sponsor company.



## Networking & Meetings

- The **search** function highlighted above is also how you can find peers and request one-on-one appointments with exhibitors, or start a chat with them.
- Navigate to the search at the top of the event screen (shown above).
- Check off "people" then use the search field to type in the person or company name.
- Select an attendee name or a name from an exhibitor staff list (they are all looking forward to engaging, so choose any name!).
- You will then be prompted to send a message or you can send a chat request within the platform.

## How do I get Live Support?

If you have any questions, we have an online support chat tool managed by real people that can help you during show hours, or 8am-6pm EST during non-show hours. This is located at the bottom right of your screen.

There is also a Live help desk feature where you can connect with a member of our staff for any in-event related questions. **See "Help Desk" link in the top right navigation bar.**

## Additional Tips

- Have a hardwired internet connection (prevents unstable WIFI issues)
- Mute your microphone when not talking
- Try to avoid talking over / at the same time as other participants
- When you start video chat, be aware you are on camera and try to avoid doing other tasks, checking emails, looking at your phone etc.
- Fill out session surveys to help us improve future event experiences for you.

Okay we've checked the basics. Now, it's time to explore and enjoy the event. Remember to let your peers know how excited you are about the SAPinsider2020 Virtual Conference and by sharing via social media and/or email.

**#sapinsider2020**