



Frequently Asked Questions

Do not see the information you are looking for? Contact us at mfp@ana.org.

- **What are the official virtual hours?**

Thursday, August 19, 2021	5:00 p.m. – 9:00 p.m.
Friday, August 20, 2021	9:30 a.m. – 5:00 p.m.
Saturday, August 21, 2021	9:30 a.m. – 3:00 p.m.

- **What time zone will the virtual event take place?**

The MFP Virtual Intensive Summer Institute will take place within the Eastern Daylight Time Zone (EDT).

- **What virtual platform is being used for this event?**

The event is being hosted on the Ugo and using the Zoom platform with some sessions. All registrants will receive event access information on Thursday, August 19, 2021, the first day of the event.

- **How do I access the event?**

You will receive an email with the event access link and information on **Wednesday, August 18, 2021**. You will need to log-in with the email and password you used to register for the event. If someone registered for you, or you do not remember your password, you can reset your password on the event website.

- **What internet browser is best to view the virtual event?**

We recommend using Google Chrome or Mozilla Firefox for both Windows and MAC.

- **What internet capacity is recommended?**

You should have a strong broadband connection with a speed of at least 1.4 Mbps. If your connection is slower, load times may take longer than normal. Other helpful tips: Connect to the Internet using a cable network rather than using a wireless network. Disconnect from VPN or corporate networks (if possible). Close any unnecessary applications.

- **Check your operating system in advance.**

We suggest you check your computer operating system on the computer you will use during the Institute, prior to **August 18**. You can check by clicking the following link – <https://events.ugovirtual.com/event/ANCCVirtual/system-check>

- **Can I access the MFP Virtual Intensive Summer Institute on my tablet or smartphone?**

Yes, you will be able to access the virtual event through any web-enabled device, including a smartphone, tablet, laptop, or desk computer. **Note: you can only be logged into one device on the platform at a time. Recommend checking / testing the specific device in advance.** To do so, follow the system check instructions above for the link.

- **What is the best way to maximize my screen for a better viewing experience?**
We recommend zooming out on your browser setting. The default zoom setting (100%) does not always allow you to view all graphic elements of the virtual event. We recommend adjusting to 80% or 90% after you log on to the event platform.
- **I am having technical difficulties, how I can receive assistance?**
 - Log out.
 - Clear your browser's cache. For less technical users, this link will help guide you through the process
<https://www.refreshyourcache.com/en/home>.
 - Make sure you are logging in using Google Chrome or Mozilla Firefox
 - Contact Technical Support at virtualsupport@mci-group.com
- **When will registration close?**
The MFP Virtual Intensive Summer Institute registration will officially close on **Thursday, August 5, 2021, at 6:00 pm EDT**.
- **My friend/colleague wants to join. Can I share my link?**
While we would love to have them, they will need to register for the event to access the sessions. Sharing the link is **not** permitted. Send us their contact information, prior to **Thursday, August 2 at 10:00 am EDT** at mfp@ana.org and we will send them the invitation to register for the event.
- **I forgot my password.**
No problem! You can reset your password on the log-in page.
- **How do I upload a profile photo?**
For a more enhanced virtual experience, be sure to upload your profile picture. To do so, please follow the instructions below. Profile picture **cannot** be added once you have logged on to the platform. Please add prior to Monday, August 16.
 1. Login to the registration page using the email address you registered with and confirmation.
 2. Then click the 'Modify Registration' button.
 3. Click the 'Upload Image' button. Image must file format must be GIF, JPG, or PNG.
 4. Once your image is uploaded, click the 'Next' button.
 5. At the bottom of the page, click 'Submit'.
If you need assistance uploading your photo headshot in registration, please contact the registration team by email or phone at add anamfp@mci-events.com or 1-800-883-2784.
- **Can I chat with other attendees directly?**
On the navigation bar at the bottom of platform will be a chat icon. Click on the "Chat" icon and select the attendee you would like to chat with. Send them a request to chat notice and wait for their reply. Be sure to set up your profile during registration with your name and photo.
- **Will I be on camera?**
All of the sessions will be through Zoom, and you will have the ability to turn on your camera. We want to see you and your smiling face. Please be prepared to be turn on

your camera during the sessions, if you choose to do so, it is not mandatory. Keep in mind to mute your microphone when not speaking and raise your hand if you would like to speak on the topic.

- **How do I submit questions to speakers?**

You can locate the speaker in the attendee chat feature on the navigation bar and ask him/her your question directly.

- **What is the social media hash tag for the MFP Virtual Intensive Summer Institute?**

Please use the hashtag: #MFPANA2021VISI for the MFP Virtual Intensive Summer Institute. Social Media outlets used are Facebook, Twitter & Pinterest.

- **What is the Virtual Photo Booth and where is it located?**

- The virtual photo booth will be located in the **Activities Lounge**, when the MFP Virtual Intensive Summer Institute officially begins. Once you click into the photo booth you can snap a selfie or upload a photo from your computer. You will have the ability to change the background image, add filters, add stickers to the photo. Then you can email to yourself and post on social media. Remember to use the MFP hashtag: #MFPANA2021VISI for the MFP Virtual Intensive Summer Institute.

- **How long will I be able to access the MFP Virtual Intensive Summer Institute?**

The MFP Virtual Intensive Summer Institute platform will be open through **Saturday, August 21, 2021, at 11:59 pm EDT**. Access the platform with the log-in instructions listed above.

- **Can I record or share any of the presentations or videos from the MFP Virtual Intensive Summer Institute?**

No. Videotaping or recording of the presentations in any format is prohibited during the VISI. A selected number of presentations, with presenter approval, will be posted on the MFP website, www.emfp.org, following the VISI for up to one year.

- **How can I report someone who is posting inappropriate material?**

Email us at mfp@ana.org to report any inappropriate activity immediately. Thank you for keeping us aware.

- **How can I give feedback?**

On Saturday, August 21, 2021, the last day of the MFP Virtual Intensive Summer Institute, a post evaluation link will be emailed out. Please respond and leave comments about your experience. We appreciate your feedback.