ICE Virtual Exchange FAQs

Registration/Logging In

I didn't receive my registration confirmation.
Your registration confirmation email is only sent once payment is received. Please contact info@credentialingexcellence.org to resend your confirmation email. If you paid via check and your payment has not been received, please contact info@credentialingexcellence.org for assistance.

If you signed up the day of the event, it may take up to 1 hour for your account to be activated. You should receive an email with your authentication link to give you access to the site, where you'll be able to set up your profile and password.

What is the link to the Virtual site?
https://ice2020.pathable.co/

When will I receive access to the Virtual site?
All attendees will receive access to the Virtual site starting on **October 29th**.

How do I log into the Virtual site?
If this is your first time logging in, please click link in the email invitation you received from info@credentialingexcellence.org to access the virtual site. Enter the email address you registered with and follow the prompts on the screen to set your password.

If you have already set your password, visit https://ice2020.pathable.co/ and click on "Login." Enter the email address you registered with. Your password was self-selected. If you do not remember your password, click the "Forgot you password?" link and follow the prompts on the screen.

If you have any issues, contact info@credentialingexcellence.org.

What if I wanted to register after the event starts?
You still can. Please register here and contact info@credentialingexcellence.org if you have any questions.

What if I want to transfer my registration to a co-worker?
Substitutions are permitted through October 26, 2020. All requests for substitutions must be made via email to info@credentialingexcellence.org.

What if I want to cancel and receive a refund?
Because all ICE virtual sessions will be available for on-demand viewing, only in the case of loss of employment, death in the family or other extenuating circumstances will a refund be issued. To request a refund, you must contact ICE Staff at registration@credentialingexcellence.org with documentation of your reason for cancellation by Monday, October 26. All cancellation requests will be reviewed by ICE, and if approved, will be processed within 3 - 6 weeks following the Conference. Refunds that are approved will be subject to a $100 cancellation fee. Substitutions are accepted, but can only be credited toward the 2020 virtual experience.

System Questions

What system is the ICE Virtual Exchange hosted on?

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ICE Virtual Exchange is using a tool called Pathable to host the virtual event.

What time zone does the event take place?
All sessions will take place in Eastern Time. Please plan accordingly. You can view the current Schedule here.

Will there be a way to test viewing a live session ahead of time?
There is not a way to test a live session in advance, but we recommend visiting zoom.us/test to test your internet connection in a test meeting.

Do we need a full version of Zoom or can I join the sessions through my internet browser?
You can join the sessions through your internet browser, however every session will utilize Zoom. You can confirm you have downloaded the latest version of Zoom at https://zoom.us/download.

How do I add sessions to my schedule?
First, make sure you are logged in to the site. Then, navigate to the Schedule page. Each session on the schedule will have a small '+' sign in the top right corner. If you would like to add a session to your schedule, click on '+' sign. Or, click on the session to view more details. On the top right side of the page, there will be a button that says "Reserve Spot" to add that session to your schedule.

- **Please note:** You do not need to pre-register for any sessions and there is no limit to how many attendees can view each session. Clicking "Reserve Spot" only adds that session to your personal schedule.

How do I join a session?
Navigate to the schedule, then click on the title of the session. Sessions will go live 1 minute before their scheduled start time. You can click on "Join Live Meeting" to start the broadcast. You can also start the broadcast by clicking the link in the lower-left corner in order to open the meeting within the Zoom program. All of the sessions will open up in Zoom in a new browser.

How do I export My Agenda to my Outlook calendar?
You can choose to export the full agenda or your personal agenda. Click on the "Export" button on the Agenda or My Agenda page. The .ics file that downloads will create a second calendar in your Outlook.

What browsers are supported?
For the best user experience, we recommend using Google Chrome or Microsoft Edge. Due to limitations within Zoom, attendees in Safari, Firefox or other browsers may experience audio issues.

I keep getting kicked out of the platform/asked to log in repeatedly.
If you experience any technical difficulties, please contact support. We will address technical difficulties as quickly as possible. If you miss a session because of a technical difficulty, all session recordings will be uploaded to the platform within 24 hours.

I am experiencing technical difficulties within the Platform:
- Refresh the page.
- Try using Chrome or Microsoft Edge as your web browser.

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- Close all programs and windows not needed for the event and ensure ad-blocking software in your browser is turned off.
- Disable all plugins and check that your VPN is disabled.
- Clear your cache and cookies.
- Try using a personal device, as company devices may have security protocols that can interfere.

After following the above steps, if you need additional help, please contact support.

Can I get contact info for an attendee or speaker?
ICE cannot give out contact info for attendees/speakers, but you are welcome to message attendees/speakers through the platform. Exhibitors will receive contact information from attendees who click the "Request Info" button in their virtual booth.

Can I get contact info for an exhibitor?
To see a full list of exhibitors click on the Exhibitors page.
If you'd like to connect with an exhibitor directly, click on their logo to access their booth. Once on their booth page, click to set-up a one on one meeting with a staff member or click "Request Info" in the top right hand corner of their booth. You will then be able to leave them a message, and your contact information will be sent directly to the exhibitor. You can also search for exhibitors and attendees in the People page.
If you have any questions about any exhibitors, please contact info@credentialingexcellence.org .

I am not appearing in the list of attendees on the site.
If you are not appearing in the attendee list, it's likely because you selected "No" when asked if you'd like to appear on the attendee list when registering for the event. To update your settings so you appear, go to Account → Edit my profile → Preferences → Uncheck "Hide my profile from other attendees" → Save

How do I take myself off of the directory?
If you would like to hide your attendee profile from anyone being able to view it, you will need to update your settings. To update your settings so you appear, go to Account --> Edit my profile --> Preferences -->Check "Hide my profile from other attendees" -->Save

Education Session Questions

Is there a limit on how many people can attend the keynote sessions?
All attendees will be able to attend all general sessions.

Will sessions be recorded?
Yes, sessions will be recorded and will be uploaded to the platform within 24 hours.

How long will I have access to the recordings?
The recordings will be available for four months after the event, through March 6, 2021.

Can I download the session recordings?
You will not be able to download the session recordings, but you can watch them through March 6, 2021. You can download presentation slide decks and any handouts if the speaker provided them.

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Is there a hard stop at the session end time if there are a lot of questions being asked?
Yes, the session will end promptly at the scheduled end time.

Will there be a Q&A with the speakers after a concurrent session? How do I ask a question?
Yes, there will be a live Q&A at the end of every concurrent session. To ask a question, enter it in the Chat box within the platform under the "Join Meeting" button. Please note that the chat within Zoom will be disabled. We are using the platform chat box so all conversations can be saved with the session and viewed after the session is completed. We encourage you to reduce the size of your zoom conference video so that you are able to see both the session video and chat box on the session page at the same time.

Will there be a Q&A with the speakers after a Birds of a Feather session? How do I ask a question?
The Birds of a Feather session will be presented live. Each sessions will share information, and you are encouraged to verbally ask your question and engage in a discussion. There will be a session moderator in each session that will help facilitate to the Q&A process.

Please note that the chat within Zoom will be disabled. We are using the platform chat box so all conversations can be saved with the session and viewed after the session is completed. We encourage you to reduce the size of your zoom conference video so that you are able to see both the session video and chat box on the session page at the same time.

How do I take notes and download them?
You can take notes directly on the site. Above the chat box, click on "Notes" and type your notes in there. To download your notes, click export on the agenda page, then choose "Download Notes" from the dropdown menu.

Will the Chat box be visible to all or only to the speaker?
The Chat box will be visible to all.

Can I ask a question verbally or only through the Chat box?
You will be able to ask questions for all of the concurrent sessions via the Chat box.

You will be able to ask questions verbally in the Birds of a Feather sessions. We encourage you to engage in this way. You can also enter questions in the Chat box.

Can I chat with a specific attendee or speaker?
Within a concurrent session, no, the Chat box is available to everyone in that session. You can, however, message attendees and speakers individually by searching for them within the "People" tab.

What if the speaker wasn't able to get to my question before the session ended?
You can message attendees and speakers individually by searching for them within the "People" tab. We recommend asking your question that way if it was not answered during the session.

If I watch a recording of a session, will I be able to hear the Q&A?
Yes, you will be able to listen to the audio of the Q&A. You will not be able to see the Chat in real time, though. If you want to go back to the session within the agenda to scroll through and read the Chat, you can.

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I am in the session room but no video is playing and there is no sound. I am having technical difficulties.
If you experience any technical difficulties during a broadcasted session, please contact support. We will address technical difficulties as quickly as possible. If you miss a session because of a technical difficulty, all session recordings will be uploaded to the platform within 24 hours.

Virtual Exhibit Hall Questions

How do I access the exhibit hall?
Click the Exhibitors page listed within the top navigation. Once there, you will see a full listing of all exhibitors involved with the ICE Virtual Exchange. Click on the exhibitor of your choice to see their virtual booth.

I went to a booth but no one was there to talk to.
Dedicated booth hours are listed in the chart below. Exhibitor's Zoom booths and chat rooms will be live during these dates/times. If you'd like to connect with an exhibitor outside of the hours below, simply hit the "REQUEST INFO" button in the top right corner of their booth. You will then be able to leave them a message, and your contact information will be sent directly to the exhibitor. You can also schedule a private meeting with a company representative by searching for them in the People page and clicking the "Schedule Meeting" or "Send Message" buttons in the top right corner.
Monday, November 9   3:45 p.m. – 4:45 p.m. EDT
Tuesday, November 10   1:15 p.m. – 2:15 p.m. EDT
Wednesday, November 11   2:30 p.m. - 3:30 p.m. EDT

I am an exhibitor and can't get into my booth/am having technical difficulties.
Please contact info@credentialingexcellence.org if you are having difficulties logging into your booth.

Networking Information

How do I set up a meeting with an attendee or speaker?
Under the "People" dropdown menu, click on "Schedule a Meeting." On this page, follow the instructions to schedule a meeting with an attendee, exhibitor or speaker. You may schedule private meetings any time during the conference dates except during keynotes, and concurrent breakouts. Up to 32 people can be invited to a private meeting. An alert and an email notification will be sent to each person invited. Once the meeting invite is accepted, the meeting will automatically be added to your schedule.

How do I join a private meeting once it is scheduled?
The meeting will appear under the Schedule, My Agenda section once it is accepted. At the scheduled start time, click the orange "Join Meeting" button in the top right corner in the meeting to begin the Zoom meeting. If the Zoom window doesn't pop out for you, click the link under the black box in the meeting to "use the Zoom app" instead.

Can I get contact info for an exhibitor?
To see a full list of exhibitors, click on Exhibitors in the top navigation bar. If you have any questions about any exhibitors, please contact info@credentialingexcellence.org

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If you'd like to connect with an exhibitor directly, click on their logo to access their booth. Once on their booth page, click to set-up a one on one meeting, or click "REQUEST INFO" in the top right hand corner of their booth. You will then be able to leave them a message, and your contact information will be sent directly to the exhibitor.

Are there any virtual Networking Experiences where I can meet other attendees?
Yes! ICE will host daily coffee chats each day ahead of the general sessions, and networking events for CEOs of Credentialing Programs and Public Members. View our detailed schedule to see all opportunities: https://www.ice-exchange.org/page/detailed-schedule

What is Exchange Awards and how do I play?
New this year is the Exchange Awards Game, where you can earn points by completing different activities during the event, which can be found on the Exchange Awards Game tab in the top navigation bar. The Leaderboard will display the top attendees with the most points. At the end of the event, we will randomly select from our top 10 participants to win one of the following prizes:
1) A complimentary registration to the 2021 ICE Exchange
2) A complimentary ICE Handbook
3) A complimentary ICE Recertification Report
Exhibitors are not eligible to win the prizes.