



2020 Virtual Fiber Connect Frequently Asked Questions

We have compiled some anticipated frequently asked questions to help you navigate our virtual platform. If you have any further questions about the system or event that are not answered below, please email registration@fiberbroadband.org.

Registration/Login Information

I didn't receive my registration confirmation. What do I do?

Please contact registration@fiberbroadband.org to have your confirmation email resent.

Where do I access the Virtual Experience platform?

We recommend bookmarking <https://fiberconnect.hubb.me/> for quick access each day.

I'm trying to log in but my account is not active.

If you registered on the day of the event, it may take up to 10 minutes 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. We strongly recommend setting up your account and profile before the event.

How do I log into the Virtual Experience platform?

If this is your first time logging in, please look for your invitation email. You must click the link in that email, 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, click [here](#) and then "Forgot Password" to recover your password.

If you have any issues, contact registration@fiberbroadband.org



How do I register after the event starts?

You still can. Register [here](#) and contact registration@fiberbroadband.org if you have any questions. Please note, if you register the day of the event, it may take up to 10 minutes for your account to be activated.

How do I cancel my registration for a refund?

FBA is not accepting cancellation requests for registrations for the 2020 Virtual Fiber Connect.

How do I transfer my registration to a co-worker?

Please contact registration@fiberbroadband.org by Friday, December 11 to transfer registrations. After Friday, December 11, you will not be able to transfer any registrations.

System Information

What browsers are recommended?

The 2020 Virtual Fiber Connect is best experienced in the most recent version of Chrome, but the latest versions of Edge and Firefox are also supported. Pop-up blockers must be disabled and JavaScript should be enabled.

What are the firewall requirements?

Most companies have firewalls, proxy servers, intrusion detection and prevention, and/or web filtering devices in place as a mechanism to maintain a level of security and reliability of their network infrastructure. In some instances, these mechanisms may require adjustment by your company's IT team to ensure a quality user experience for the rich media and interactive features of the platform.

If your company has strict firewall permissions, we suggest adding *.hubb.me & *.rumbletalk to allow lists where applicable in order to ensure access to pages hosting events

The 2020 Virtual Fiber Connect will utilize video streaming platforms, as well as instant messaging and virtual conferencing (Zoom). Ensure you have access to video and instant messaging platforms prior to the event.



What time zone does the 2020 Virtual Fiber Connect take place?

All sessions will take place in Eastern Time.

How do I add sessions to my schedule?

Once you've accessed the platform, navigate to "Education Sessions" to build your personal agenda. Within this area, you will find all education offerings. You can filter your view by Monday, Tuesday, Wednesday, or All Days. If you are looking for something in particular, use the filter option to sort by session type, track, or content tags.

All general sessions and networking activities are saved in your agenda. On this page, you can add your desired sessions by clicking "Add to Schedule" on the right hand side. Once you add a session to your schedule, you can always find it under "My Schedule," which is located in your navigation bar and the home lobby.

How do I join a session?

To participate in a session, click the title of your desired program and you will see a link that allows you to join the session. We recommend joining each session a few minutes before "go time" to ensure the technology is working properly.

Once a session begins, a video player will appear above the "live chat box." You will view the program via this video player. We encourage you to submit questions via the "Live Chat." If time allows, our presenters will address questions at the end of their presentation. You can also use the chat section to connect with your peers during the session. If helpful, click on the "Gear Settings" icon to change the chat font size or open the chat in a separate window.

How do I print my schedule?

If you visit the "My Schedule" tab, you can print the schedule in the upper right hand corner.

How do I export My Schedule to my Outlook calendar?

If you visit the "My Schedule" tab, you can add sessions directly to your calendar by clicking "add to Personal Calendar."



I keep getting kicked out of the platform/asked to log in repeatedly.

If you experience any technical difficulties, please click on the “Live Support” button in the navigation bar on the left hand side. If your issue can’t be addressed via live support, please contact registration@fiberbroadband.org. Any technical issues will be addressed as quickly as possible. If you miss a session because of a technical difficulty, all session recordings will be available after the event and will be accessible for 30 days post event.

Education Session Information

Is there a hard stop at the session end time if there are still questions being asked?

Yes. In order to keep our program on track, we will be closing the Q&A sessions at the designated time.

Will there be a Q&A with the speakers after a session? How do I ask a question?

Yes. Speakers will be available to answer questions throughout the three day 2020 Virtual Fiber Connect. You can post a question through the Q&A feature.

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

The Chat box will be visible to all, including the speaker.

Can I ask a question verbally or only through the Live Chat box?

You will not be able to ask questions verbally. Questions may only be submitted via the Live Chat box.

Can I chat with a specific attendee or speaker?

Yes, you can click on a speaker or attendee’s name in the left of the Chat box in order to send them a private message. However, if you want your questions answered live, be sure to post them in the Live Chat box during the session.

If I watch a recording of a session, will I be able to hear the Q&A?

You will be able to listen to the audio of the Q&A, however, you will not be able to see the Live Chat. You do have the ability to go back to the session within the agenda to scroll through and read the Chat.



I am in the session room but no video is playing and there is no sound. What should I do?

Try refreshing your browser. If that does not work, or if you experience any further technical difficulties during a session, please contact support by clicking "Help." We will address technical difficulties as quickly as possible. All session recordings will be made available post event should you happen to miss a session because of a technical difficulty.

Networking Information

How do I set up a meeting with another attendee?

If you would like to schedule a meeting with another attendee, a supplier partner, or a speaker, you can either click "Attendee Profile," find the person you would like to meet with, click their name and then "Connect" in the upper right hand corner. Click on "Connect" and complete the requested information to submit a meeting request.

There is also an "Appointment Scheduler" option in the lobby. After you click this option you will be able to search for the person you would like to request a meeting with. Complete the necessary information and then submit.

An alert and an email notification will be sent to the person invited. Once the meeting invite is accepted, the meeting will automatically be added to your schedule.

Do I have access to exhibitor contact information?

To see a full list of sponsors and exhibitors, click on the Expo Hall icon on the Home screen. Each booth will have specific company personnel listed within their booth. You can setup individual meetings with them or request their contact information directly via the chat feature. If you have any questions about any exhibitors, please visit the Fiber Broadband booth in the Expo Hall during Expo Hall hours and chat with our team.



Expo Hall Information

How do I attend a virtual exhibit booth?

Navigate to Expo Hall from the Welcome Lobby during the designated Expo Hall Hours. Once you enter the Expo Hall, click "Search all Exhibitors." On this page, you will see all participating sponsors and exhibitors. The filter button in the upper right hand corner allows you to filter based on "Product Category," "Type (Exhibitor/Sponsor)," your "Favorited" list, or participants in the Fiber Connect Rewards Program. Click on the exhibiting company you'd like to visit. Once in the virtual booth, click "Join Live Meeting Room" to meet with the exhibitor.

I went to a virtual booth, but no one was there. What should I do?

Dedicated booth hours are listed in the chart below. You should also go to the "Schedule" page and add "Expo Hall: Virtual Booths Open" to your personal schedule each day. Exhibitor's virtual 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 click the "Email Me More Information" button below their company information. Your contact information will be sent directly to the exhibitor. You can also request a 1:1 appointment with the company's team members via the "Schedule a Meeting with Team" function. Click "Schedule" next to the individual's name.



What are the Expo Hall Hours?

Monday, December 14, 2020	9:45 a.m. – 10:00 a.m. 10:45 a.m. – 11:00 a.m. 11:45 a.m. – 12:15 p.m. 1:00 p.m. – 2:00 p.m.
Tuesday, December 15, 2020	9:45 a.m. – 10:00 a.m. 10:45 a.m. – 11:00 a.m. 11:45 a.m. – 12:15 p.m. 1:00 p.m. – 2:00 p.m.
Wednesday, December 16, 2020	9:45 a.m. – 10:00 a.m. 10:45 a.m. – 11:00 a.m. 11:45 a.m. – 12:15 p.m. 1:00 p.m. – 2:00 p.m.

**all times are in EASTERN Time Zone*

How do I participate in the Fiber Connect Rewards Program?

The Fiber Connect Rewards Program is an interactive game with the exhibitors to be entered into a contest for prizes by both FBA and the exhibitors. Winners will be selected each day and contacted individually if they've won. You can participate in the game by visiting the booths listed as "Fiber Connect Rewards Participants" in the Expo Hall. Once you enter the specific booths that are a part of the program, click on "Email Me More Information" to enter into the contest. You must click this button to be entered into the contest. The more booths you visit, the more chances you have to win!