

2021 ImpACT Conference Frequently Asked Questions

Thank you for registering for the 2021 SOA ImpACT Conference. To learn more about the event, please visit the [2021 SOA ImpACT Conference webpage](#).

View the [ImpACT Conference How to Video](#) prior to getting started. This video will give an overview of logging into the platform, creating your agenda, networking, and many other features of this year's virtual conference.

A list of Frequently Asked Questions are provided below to assist with any additional questions. Please contact PD@soa.org if further clarification is needed.

Question: How do I gain access to the meeting?

Answer: Please use the following link to access the [2021 SOA ImpACT Conference platform](#). Login credentials were sent to all attendees through a separate email from noreply@network.soa.org. If you did not receive this email, please contact PD@soa.org for your credentials.

Question: Where is the event agenda?

Answer: Access the event agenda from the task bar on the left side of the platform home screen. Click the Add to Schedule button to customize your schedule for the event. Sessions you select will appear in the My Schedule section on the task bar.

Question: Where are the slides before or after a session?

Answer: Presentation slides are located within each session under the Session Information section. Select the Get Session Content link to access the slides.

Question: Where do I find the links to the CPD tracker to record my credit?

Answer: The CPD tracker Links are located on the task bar on the left side of the platform home screen.

Question: Audio, visual, or slides are not working. How do I fix this problem?

Answer: If you experience any technical issues while attending a session, please remove yourself from your company's VPN, make sure you are in the browser Chrome, please clear your cache and refresh your browser and/or restart your device. If these steps do not rectify the issue and you are able to, please test on a new device.

Question: How long are recordings accessible on the event platform?

Answer: The recordings will be available on the platform until November 24, 2021. Aside from the platform, they will be on the new recording library that will be available for purchase later this year.

Question: Where can I find a listing of attendees?

Answer: All attendees will be listed under the Attendees section on the task bar.

Question: How do I chat with another attendee?

Answer: To chat with another attendee, mutual interest must be established. Select Attendees from the task bar and find the individual you would like to connect with. Use the Show Interest button, the individual will also need to show interest in you before a connection can be formed. We cannot provide emails due to privacy restrictions.

Question: How do I meet with an attendee?

Answer: You can request a meeting with an attendee before a connection is established. Simply go to the attendees' section and find the individual you would like to network with. Select Request a Meeting and then you will be able to request a date and time that would work the best for the meeting. The attendee will need to accept the request prior to the meeting.

Question: I can only see the on-demand sessions. Where are the other sessions?

Answer: The event agenda lists all the sessions for the event. There is no scroll bar on the platform, so at first you will see the on demand sessions. To get to the remainder of the sessions, when you are in the event agenda screen, left click anywhere on the agenda page, then use the down arrow on your keyboard to scroll down to the rest of the sessions

Question: How do I test if the live sessions will work before the sessions start?

Answer: To ensure that you can appropriately view the video within the session, you can visit [the browser test site](#) and follow the on-screen instructions.

Question: Where are the session evaluations?

Answer: Session Evaluations are located on the task bar on the left side of the platform home screen. They are also available within each session.

Question: The Time zones on the agenda are different than the ones on the platform.

Answer: The platform event agenda will adjust the times based on your current location. At the top of the agenda on the platform, it will show what time zone is associated with your individual profile. All the agenda items were entered as Eastern Time on the soa.org agenda, the agenda on the platform will adjust and show you what time the session will occur in your time zone.

2021 ImpACT SOA ANNUAL CONFERENCE

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Sunday 17 October *all times shown for America/Chicago* + Load previous sessions

11:05pm - 10:55pm Livestream Session

On-Demand Session: Highlights of the SOA General Insurance Research Program

Virtual Meeting Room On-Demand Content

Dale Hall, FSA, CERA, MA...
Managing Director of Research - Society of Actuaries

Robert P. Montgomery, AS...
Independent Consultant - Research Project Manager

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