

ANPD Virtual Symposium FAQs

General Questions

1. What time zone will ANPD Virtual Symposium be based on?

All live session times default to Central Time Zone (CT). Recorded sessions and posters are on-demand and can be watched/listened to at any time regardless of time zone.

Not sure when to log in for the live sessions? Check <https://www.time.gov/> or [calculator.net](https://www.calculator.net)

2. Do I need to download any software to participate?

No, you do not need to download any software to participate in the ANPD Virtual Symposium; however, the platform is optimized for [Google Chrome](#) or [Mozilla Firefox](#) internet browsers while participating via laptop or desktop computers.

3. How can I optimize my home internet for a better ANPD Virtual Symposium experience?

- *Maximize your internet connection by connecting your computer by an Ethernet cable directly from your internet router.*
- *If you must use Wi-Fi, try and use the 5GHz network, and stay within 5-8 ft. from your router.*
- *Give your router space by placing it in “free space,” and avoid blocking the signal with furniture or objects.*
- *Check and tighten all cable connections with your router and computer.*
- *Give your router time to rest by turning it off for at least 10 seconds and restarting it. This will boost your internet speed by a few extra mbps.*
- *Disconnect other non-essential devices around your home (or office) that are connected to the internet: streaming devices, tablets, phones, video game systems, and/or smart TVs.*

4. What ADA accommodations will be made in the virtual experience platform?

ANPD complies with the Americans with Disabilities Act and is committed to providing a positive experience for all of our attendees. If you have special requirements due to disability, there was an opportunity to indicate requests during the registration process. If you need assistance participating in the ANPD Virtual Symposium, please email info@anpd.org; we will make every effort to accommodate your request.

5. How will my information be shared with other attendees?

Your first and last name will be included in the attendee list in the Virtual Symposium profile. Please note: Neither your email address nor your mailing address will be shared with other attendees.

ANPD Virtual Symposium

An online education event for NPD practitioners

OCTOBER 21, 2025

20
25

Registration

1. What if I want to register after the live sessions on October 21, 2025?

Since all ANPD Virtual Symposium sessions will be made on-demand following the event, you will be able to register after the event begins. Visit the ANPD website to register. You must register by November 9, 2025, to access recorded sessions.

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

Your registration confirmation email is only sent once payment is received. Platform access information will be emailed from info@anpd.org prior to the event. Please contact info@anpd.org to resend your confirmation email.

3. Can I cancel my registration and receive a refund?

Because all sessions included in the ANPD Virtual Symposium will be available for on-demand viewing, only in the case of extenuating circumstances will a refund be issued. To request a refund, you must contact ANPD at info@anpd.org with documentation of your reason for cancellation by October 14, 2025. All cancellation requests will be reviewed by ANPD and, if approved, will be processed within 2 weeks of the original request. Refunds that are approved will be refunded back to the original payment method.

Virtual Event Platform

1. How do I log into the ANPD Virtual Symposium?

Please use the link in the email invitation you received to access the virtual platform prior to the event. Platform access will be emailed from info@anpd.org. To access the event, please enter the email address you used during the registration process. After registration, you may also access the Symposium platform via the [ANPD Virtual Symposium website](#). If you cannot locate your email, please contact info@anpd.org and we will be happy to assist you.

2. How do I edit my profile on the Virtual Symposium platform?

To edit your profile, log in to the Virtual Symposium platform, then click "Update Profile" in the upper right-hand corner next to your profile icon. We suggest you also include your photo.

3. If my connection freezes for a moment on that chat or during a session, what should I do?

Try to refresh your page and check your internet connection to ensure it's stable. As a reminder, the platform experience is best if you use Google Chrome or Mozilla Firefox as your browser.

ANPD Virtual Symposium

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OCTOBER 21, 2025

20
25

4. I keep getting kicked out of the platform repeatedly. What troubleshooting can I do?

Please try these options if you experience problems staying in the platform:

- Make sure the internet browser you are using is Google Chrome or Mozilla Firefox, as these are the recommended internet browsers for the best experience.
- Check to ensure that the browser you are using is the latest version.
- Disable any firewalls or any related software that might be blocking the platform.
- Exit from any chat rooms that you are not actively chatting in.

If you are still experiencing challenges after trying these options, please email anpdsupport@getvfairs.io.

5. I am logged into the platform, but I cannot hear the sound from the sessions. What troubleshooting can I do?

Please try these options if you experience problems hearing the sessions:

- Check that your computer audio is on and not muted.
- Make sure that the internet browser you are using is Google Chrome or Mozilla Firefox as these are the recommended internet browsers for the best experience.
- Check to ensure that the browser you are using is the latest version.
- Disable any firewalls or any related software that might be blocking the platform.
- Exit from any chat rooms that you are not actively chatting in.
- Refresh your browser or exit the session and try re-entering.

If you are still experiencing challenges after trying these options, please email anpdsupport@getvfairs.io.

These trouble shooting options would also work in the event that you can hear the sessions but cannot view the video display.

6. Can I chat with a specific speaker or attendee?

Attendees can connect with speakers and attendees through the Chat function of the virtual platform.

- To chat with a speaker or attendee, click the chat icon on the right-hand side of the virtual platform screen. Once you are in that section, you can send direct messages to any attendee or speaker that is also in the chat. Simply click on their profile and select "send direct message." You may also invite attendees to participate in a chat room.
- You may set your availability to "Available," "Away," "Busy," or Customized.

7. What other resources do you have that I can use to better navigate the virtual platform?

Check out our How-To videos for additional guidance in navigating the virtual platform.

ANPD Virtual Symposium

An online education event for NPD practitioners

OCTOBER 21, 2025

20
25

Session Information

1. How do I view a session?

To view a session, please click on the **Auditorium**. Within the Auditorium, click the main screen at the center of the screen. From here, you will see a list of all sessions available. Select the session you would like to view. Depending on the type of session it is, there will either be a **“Join”** or **“Play”** button available for you to click and access the session. The button to Join or Play will not appear until the countdown has reached zero. After any live session broadcasts, that session will then become available for on-demand video.

You can use the menu at the top of the Auditorium schedule to toggle between live session, pre-recorded sessions and poster presentations.

2. I’m trying to join a live session that starts in 5 minutes, but I can’t get in. What do I do?

You can access live sessions 60 seconds prior to the scheduled start time. All other sessions will begin promptly at their scheduled start time.

3. I logged into a session early and I can’t see the video or chat once the session started. What should I do?

If you logged in early to the session, you may need to refresh your page in order to access the session.

4. I am experiencing issues with the live sessions, what can I do?

The virtual platform is optimized for Google Chrome or Mozilla Firefox internet browsers while participating via laptop or desktop computers. We recommend either trying a different browser or connecting with the tech support chat located within the Help Desk or the Tech Assist Chat feature in the Lobby of the Symposium platform.

5. What can I do if I miss a live session?

All live sessions will become on-demand following their live broadcast time. All registrants will have access to all on-demand sessions, pre-recorded sessions, and posters through November 19, 2025.

ANPD Virtual Symposium

An online education event for NPD practitioners

OCTOBER 21, 2025

20
25

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

Live sessions will offer a Q&A with the speaker at the end of the presentation, time permitting. On-demand and pre-recorded sessions will not feature a live Q&A with the speaker. ANPD members who are registered for the ANPD Virtual Symposium will have exclusive access to the 2025 Virtual Symposium discussion in the [ANPD Neighborhood](#). Here, attendees can continue the discussion amongst themselves and speakers as they are available. To access the Neighborhood chat for the Virtual Symposium, see the link in the Symposium Lounge.

7. My question did not get answered by a speaker during a live session. What can I do?

If the speaker has provided their contact information, you can feel free to reach out to them directly. If the speaker has not provided their contact information, please email your question to info@anpd.org, and our staff will direct your question to the appropriate person.

8. Will there be handouts? Where can I find them?

If the speaker has included a handout with their presentation, it can be found within the virtual event platform with the session listing and recording. The handout will be available to download within the Education schedule, beneath a session's description.

Education/Contact Hours

1. How many nursing continuing professional development (NCPD) contact hours are available at the ANPD Virtual Symposium?

Attendees will have the opportunity to earn 10.5 NCPD nursing contact hours from on-demand and pre-recorded sessions and poster presentations. Contact hours are commensurate with participation in and evaluation of individual sessions.

2. When will I be able to pre-register for the educational sessions? Do I have to do this when I register?

You do not need to pre-register for any ANPD Virtual Symposium educational sessions.

3. Will sessions be recorded?

Yes. Any sessions that broadcast live will be recorded and made available for on-demand viewing, available beginning October 22, 2025. All other sessions are pre-recorded and will be available for on-demand viewing on October 21, 2025. All recordings will be housed on the Virtual Symposium platform and will be available on-demand through November 19, 2025.

ANPD Virtual Symposium

An online education event for NPD practitioners

OCTOBER 21, 2025

20
25

4. How will I receive my certificate?

All ANPD Virtual Symposium attendees will need to view sessions (including poster presentations) and complete each session evaluation and the overall evaluation to earn a NCPD contact hour certificate. To access your evaluation and certificate:

- *Log into the Virtual Symposium platform using the credentials you received and toggle over the 'Evaluations' tab on the toolbar. Complete all individual session evaluations first. Select the evaluation you wish to evaluate and complete. Once you have completed all individual session evaluations, move on to the 'Overall Evaluation'. You must complete all session evaluations viewed **before** the Overall Evaluation' to receive credit. Upon completion of the Overall Evaluation, click on 'Get Certificate' option in the toolbar. You will then see your certificate with all individual session hours. Please note that the evaluations do not auto-save; you will need to complete each evaluation in its entirety before exiting the screen.*

5. How long will I have to complete my evaluation to earn my certificate?

Evaluations for the ANPD Virtual Symposium will be available until December 9, 2025. Please ensure you have completed all session evaluations, the overall evaluation, and downloaded/printed your certificate by December 9, 2025. If you need assistance with your evaluation access, please contact info@anpd.org.

Important Dates to Remember

10/21/25: *The Virtual Symposium live sessions will take place, and pre-recorded educational content will be available for viewing.*

11/19/25: *Recorded sessions are available for viewing through November 19, 2025. Sessions will not be available for viewing after this date.*

12/09/25: *You must complete all evaluations and print or download your certificate by December 9, 2025. Certificates and contact hours will not be awarded after December 9, 2025.*