

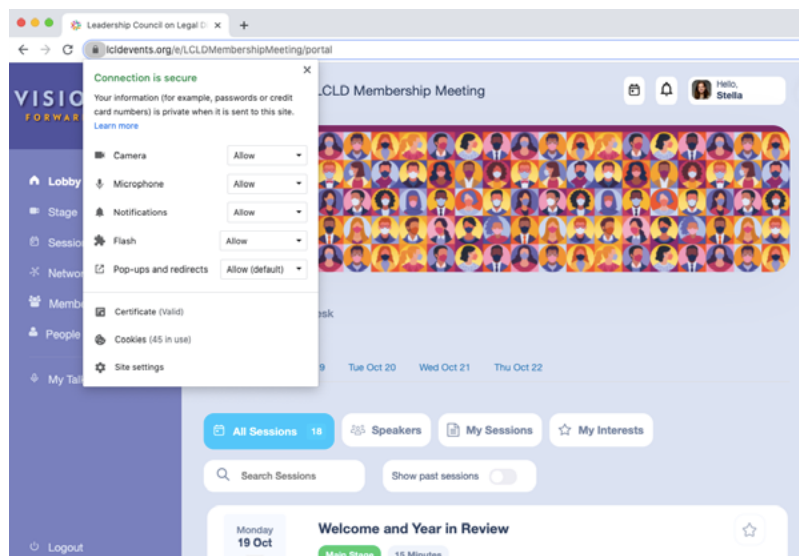


## ACCELEVENTS VIRTUAL EVENT PLATFORM

# Guidelines for Attending the LCLD Virtual Annual Meeting

October 19-22, 2020

- 1 If your work computer has strict security settings or firewalls, you may be better off using your personal computer to attend the Annual Meeting.
- 2 Make sure you're using the latest version of Google Chrome as your Internet browser!
- 3 The Annual Meeting access [LINK](#) will go live at 10:00 am ET | 7:00 am PT on Monday, October 19. You will see an "Enter Event" button at that time.
- 4 When you click the access link, you'll be prompted to enter the email you registered with and the password you created.
- 5 If you need to reset your password, you can do so [HERE](#) (if you don't receive a "reset password" email in your Inbox, please check your Spam folder).
- 6 Once you're admitted to the event Hub, feel free to explore, create your user profile, and **add your photo!** The recommended picture size is 200 x 200 pixels.
- 7 In the Hub, you'll see Lobby and Session chats. LCLD staff members will be monitoring these chats and can respond to any questions you may have.
- 8 If you plan to do any networking, please enable your camera and mic by clicking the "lock" icon in the URL bar and then selecting "Allow" for each.



## **If you have trouble logging in or joining the sessions, here are a few things to try:**

- Refresh your page.
- Clear your browser's cache.  
(Chrome: Settings > Privacy and security > Clear browsing data > Clear data)
- Access the page in an Incognito window.  
(Chrome: File > New Incognito Window)
- Run a system check [HERE](#).
- Disable any firewalls.  
(System Preferences > Security and Privacy > Firewalls)
- [UPDATE](#) your version of Google Chrome.

If you still have trouble after trying the tips above, you can meet with an Accelevents staff member [HERE](#) (tech hours are 9:30 am ET to 2:30 pm ET Monday through Thursday).



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