

GUIDELINES FOR VIRTUAL EVENTS

We want to help ensure you receive your ACE® incentive!

Earning your participation incentive in ACE:

- You are only eligible for ACE® incentives for attending live online events. Listening/watching a recorded session does *not* qualify.
- You must pre-register using your LVHN email address for the online event *and* use the unique link sent to your email to join.
- Members and participants are expected to attend the entire webinar; however, you must attend the event for **at least 75%** of the allotted time to be eligible for ACE incentive. (Our webinar platform includes reporting capabilities that accurately track attendance and amount of time spent online.)



Two important registration guidelines:

- Registration closes one hour prior to event.
- If you experience technical issues, Valley Preferred staff can work with you prior to the start of the event, not while it is in progress.



TIPS FOR ATTENDING VIRTUAL EVENTS

Connecting...

After registration, a confirmation email is sent to the email address used during registration. The email will ask you to **ACCEPT** the event. This will automatically populate in your Outlook Calendar with your join link.



Web Browser or Mobile App

Webinars are viewed through a web browser or a mobile app. There is no call-in option. Here are some important tips to help with compatibility:

- Google Chrome or Microsoft Edge are recommended.
- Other compatible browsers: Firefox or Safari.
- If you have Windows 7 OS, **do not use Internet Explorer!**
- Run a system check to be sure your OS, browser and internet speed are compatible.

Other tips for a smooth connection:

- ✓ Reboot computer before joining
- ✓ Connect to a reliable Wi-Fi network
- ✓ Use your unique link to “Join Webinar”
- ✓ Join the event early