



## **Frequently Asked Questions (FAQ)**

### **Technical/IT Questions**

#### **What are the technical requirements needed to participate?**

To participate, you need an Internet connection and web browser. For the best viewing experience, we recommend that you join EN20X using a supported internet browser such as Google Chrome and Firefox.

#### **What is the best device to use during the virtual conference?**

A laptop or desktop is the preferred device throughout EN20X

#### **What should I do if I am having technical issues?**

Reboot your device to reset audio and video settings that might be used by other applications

#### **How should I connect my computer?**

A wired connection is best. If you can't use a wired connection, ensure that you have the best Wi-Fi "signal strength" by moving to a location that is closest to your Wi-Fi router.

#### **At home and experiencing intermittent freezing?**

Refresh the browser by hitting F5 or refresh button, or do a quick reboot of your home internet router

#### **What virtual platforms are used for EN20x?**

Intrado, Zoom, and Remo

#### **Do I need a Zoom account to access certain sessions?**

Yes, you will need to register with Zoom if you do not already have an account. A Zoom account is free and you can [register here](#).

#### **What is the "Remo Virtual" conference platform being used for some events?**

Remo Virtual Conference Web app is the EN20X face-to-face networking platform that creates a more dynamic event for attendees.

Please visit this link prior to joining these Remo events.

Remo Tutorial, [https://www.youtube.com/watch\\_popup?v=O7hmole9Yxo](https://www.youtube.com/watch_popup?v=O7hmole9Yxo)

## **EN20X Experience Questions**

### **What happens if I miss a session during EN20X?**

We understand and respect that attendees might not be able to participate in a particular session or a live or recorded event. The virtual format offers great flexibility. All attendees will have access to EN20X content through Dec. 31.

### **Will presenters be able to interact with other attendees?**

We recognize that engagement with other attendees is a critical benefit of meeting attendance. During live sessions, attendees will be able to ask questions to the presenters and interact with other attendees in a live text chat.

### **How many contact hours can I earn from attending EN20X?**

Attendees will have the opportunity to **earn more than 57 contact hours** throughout EN20X, including access to recorded sessions.

### **If I miss a presentation, will I have access to review recordings and when?**

All sessions will be recorded and immediately available in the “On Demand” library for viewing. All sessions will be available for viewing until December 31, 2020

You will also have access to the Xperience Hall to see the latest partner products and information.

### **Where can I view the EN20X session recordings?**

On Demand recordings of sessions will be available in the theater after the live streaming and Q&A have finished. There is also a separate On Demand library with additional education. The education content will be available until Dec. 31.

### **What are the Health & Wellness sessions being offered? Are they included in my registration?**

Yes, the Health and Wellness sessions are included with registration! They are incorporated into the agenda between educational sessions for a quick break to relax, recharge and feel good. You can attend: yoga, meditation, Healthy Fuel Demos, and even check out the Zoonimal Pup/Kitten Cam!

### **When is the Virtual 50 Karat Gold Anniversary Celebration?**

The Virtual 50 Karat Gold Anniversary Celebration will take place on Sept. 9 from 4:30-5:30 p.m. Central time. You will receive the party room links through the Intrado platform, but you will need a Zoom account to attend.

### **How will ENA award recipients be honored this year?**

ENA will recognize many award recipients during EN20X at Thursday’s Awards General Session and in the virtual Hall of Honor, which can be accessed through the Intrado platform or by visiting [hall-of-honor.org](http://hall-of-honor.org). Additionally, the 2020 ENA Award Celebration will take place virtually on Oct. 16 as part of EN Week. Stay tuned for more information.

### **Where can I purchase EN20X t-shirts and merchandise?**

You can purchase EN20X t-shirts and merchandise here:

<https://enatogether.threadless.com/collections/en20x-a-virtual-xperience/>

### **Does the EN20X - A Virtual Xperience have an official hashtag?**

Yes! It is #EN20X, join the conversation and follow us on Facebook, Twitter and Instagram

### **When can I access the EN20X Virtual Exhibit Hall?**

The Xperience Hall will be accessible Sept. 9-11. during the following hours (all times Central):

- **Sept. 9:** 10-11:10 a.m. and 3-4:15 p.m.
- **Sept. 10:** 10-11:10 a.m. and 3-4:15 p.m.
- **Sept. 11:** 10-11:10 a.m.

### **Continuing Education**

Contact hours are awarded commensurate with participation, completion and submission of evaluation, and attestation to sessions attended.

Learners will have access to the CNE evaluation site from the virtual platform. Learners can begin evaluating sessions after the first block of education sessions on the morning of Wednesday, September 9. The deadline to evaluate all sessions attended and claim CNE credit will be 12/31/2020.

**NOTE:** You can submit the evaluation and claim contact hours only once. Submit only when you have completed all sessions you wish to receive contact hours.

Attendees can claim their contact hours by going to the "Claim CE" tab in Intrado platform.

No conflict of interest exists for any members of the Education Planning Committee.

Presenters will disclosure any conflicts of interest prior to their sessions.

Commercial support has been provided by Stryker, Teleflex, BTG, Specialty Pharmaceuticals, Wellstat Therapeutics, Elsevier, Ace/Rx, AstraZeneca, First Net, Mednition, Magnolia, Wellstar, Sarstedt and Zoll.

The Emergency Nurses Association is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation. Provider Unit No. P0232

The Emergency Nurses Association is approved by the California Board of Registered Nursing, Provider #2322.

### **Emergency Nursing 2021 Questions**

#### **When and where is Emergency Nursing 2021?**

Emergency Nursing 2021 is scheduled for Sept. 22-25, 2021, in Orlando, Florida.

#### **How do I register and book housing for Emergency Nursing 2021?**

Registration for Emergency Nursing 2021, as well as the opportunity to book housing, will open in October. You can visit [ena.org/EN21](http://ena.org/EN21) to sign up to be notified when registration opens.

#### **I am interested in exhibiting/sponsoring/advertising at Emergency Nursing 2021, who do I contact?**

Please contact [exhibit@ena.org](mailto:exhibit@ena.org) with any questions or sponsorship inquiries.

#### **Who can I contact with questions?**

For ENA Conference Education related questions:

[conference.education@ena.org](mailto:conference.education@ena.org)

For EN20X Related Questions:

[meetingservices@ena.org](mailto:meetingservices@ena.org)