

ACG Fall SUMMIT

November 10-11, 2020

FAQs

Registration

- **I'm receiving an error message when I try to register for the event. Why is that happening?**
It is likely your membership is not current. Please send an email to membership@acg.org and ask them to check your membership status.
- **I'm registered but when I try to log into ACG Access, it says my credentials are not valid.**
It can take up to two hours for you to get entered into ACG Access. Be sure to check back in an hour or two and try again.
- **I need help. Who do I contact?**
Contact acghelp@conferencesolutions.com.

Registration List

- **Where can I find a list of registrants?**
You can download a list of registrants by logging into your ACG profile on the ACG Global website: <https://www.acg.org/events/acg-fall-summit/attendeelist>
- **Can I get a list of emails for the registrants?**
You can find emails for registrants in ACG Access: <https://go.preschedulemeetings.com/acg-fall-summit-2020/> under each individual's profile.
- **I need help. Who do I contact?**
Contact acghelp@conferencesolutions.com.

Programming

- **Will there be continuing education credits available?**
No, ACG is not an accredited provider of continuing education.
- **Will the live sessions be recorded and available for viewing at a later date?**
Select content will be released on the ACG website in the weeks following the event, but will only be viewable if you are logged into ACG's website and your membership is active. All archived content from this event will require you to sign-in to the site with your member credentials.
- **How do I get access to the recordings?**

ACG will send out a link to the content library to all registrants of this event once it is available.

- **Will the presenter slides be available?**

Select content will be released on the ACG website in the weeks following the event, but will only be viewable if you are logged into ACG's website and your membership is active. All archived content from this event will require you to sign-in to the site with your member credentials.

- **How do I get access to the presenter slides?**

ACG will send out a link to the content library to all registrants of this event once it is available.

- **How do I watch the live programming?**

Log into ACG Access: <https://go.preschedulemeetings.com/acg-fall-summit-2020/> and navigate to the Virtual Ballroom.

- **I need help. Who do I contact?**

Contact acghelp@conferencesolutions.com.

Meetings

- **Where do I log into schedule meetings?**

Log into ACG Access: <https://go.preschedulemeetings.com/acg-fall-summit-2020/>

- **How do I launch a scheduled meeting?**

Visit: <https://go.preschedulemeetings.com/acg-fall-summit-2020/> and log into ACG Access. Navigate to the My Calendar tab and select the appointment. If you chose to use a Provided Secure Virtual Meeting Room, select the link under "location".

- **Can I invite colleagues to the meeting?**

Yes, you can add colleagues after starting the meeting by copying the link provided and sending it to them.

- **I need help. Who do I contact?**

Contact acghelp@conferencesolutions.com.

Open Networking

- **How do I find an open table during the open networking?**

Visit <https://go.preschedulemeetings.com/acg-fall-summit-2020/> and log into ACG Access. Navigate to the Virtual Ballroom. You can go to any of the floors (elevator located on the left-hand side of the page) and join any open seat.

- **I need help. Who do I contact?**

Contact acghelp@conferencesolutions.com.