

2021 Life Meeting Frequently Asked Questions

Thank you for registering for the 2021 SOA Life Meeting. To learn more about the event, please visit the [2021 SOA Life Meeting webpage](#).

View the [Life Meeting Quick Start Guide](#) prior to getting started. This video will give an overview of logging into the platform, creating your agenda, networking, and many other features of this year's virtual Life Meeting.

A list of Frequently Asked Questions are provided below to assist with any additional questions. Please contact PD@soa.org if further clarification is needed.

Question: How do I gain access to the meeting?

Answer: Please use the following link to access the [2021 SOA Life Meeting platform](#). Login credentials were sent to all attendees through a separate email from noreply@network.soa.org. If you did not receive this email, please contact PD@soa.org for your credentials.

Question: Where is the event agenda?

Answer: Access the event agenda from the task bar on the left side of the platform home screen. Click the Add to Schedule button to customize your schedule for the event. Sessions you select will appear in the My Schedule section on the task bar.

Question: Where are the slides before or after a session?

Answer: Presentation slides are located within each session under the Session Information section. Select the Get Session Content link to access the slides.

Question: Where do I find the links to the CPD tracker to record my credit?

Answer: Links are located on the task bar on the left side of the platform home screen.

Question: Audio, visual, or slides are not working. How do I fix this problem?

Answer: If you experience any technical issues while attending a session, please remove yourself from your company's VPN, make sure you are in the browser Chrome, please clear your cache and refresh your browser and/or restart your device. If these steps do not rectify the issue and you are able to, please test on a new device.

Question: How long are recordings accessible on the event platform?

Answer: The recordings will be available on the platform for the week following the conference.

Question: Where can I find a listing of attendees?

Answer: All attendees will be listed under the Attendees section on the task bar.

Question: How do I chat with another attendee?

Answer: To chat with another attendee, mutual interest must be established. Select Attendees from the task bar and find the individual you would like to connect with. Use the Show Interest button, the individual will also need to show interest in you before a connection can be formed. We cannot provide emails due to privacy restrictions.

Question: How do I meet with an attendee?

Answer: You can request a meeting with an attendee before a connection is established. Simply go to the attendees' section and find the individual you would like to network with. Select Request a Meeting and then you will be able to request a date and time that would work the best for the meeting. The attendee will need to accept the request prior to the meeting.