

## FAQ for Symposium Virtual Participants

\*Using the online meeting software, WebEx.

### Device and Environment

- Attendees are required to use a desktop, laptop, tablet or mobile (select one) with a webcam and a speaker or headset.
- Tablet or mobile are not recommended since some function could be disabled.
- Corporate computers are not recommended due to the business restrictions on firewall and internet.
- Recommended environment: a quiet room with at least 3MB internet connection, and Google Chrome will be better.

### Software Operation

- Attendees may use a desktop or laptop to join the Symposium webinar via the official website or App of WebEx. By clicking the link or key in the meeting number, system will direct user to the Symposium webinar window. When using a mobile device, WebEx App needs to be downloaded in advance. Attendees may download the Application according to the WebEx instruction which will pops up automatically.
- Please key in the real name and email address which can help identifying online attendees for further communication.
- There are two ways to join the Symposium: 1. Click the Symposium webinar link. 2. Join via the App or click "Join" at the upper right corner on WebEx homepage, key in the meeting number and the password. A single login page will be available on the SOA Symposium website. Virtual registrants are required to login to the website on the event date and access to the webinar link of the Symposium sessions.
- To change the Webex interface from Chinese to English, please refer to Login Instruction.
- All attendees will be muted. If you would like to speak, including to ask questions about the sessions or operation problems, please enter your message in the "Q&A" box on the right-hand side of the WebEx window.
- A gray screen might be popped up when speaker goes to the applications/files not being shared. It will return to normal when going back to the shared one.

### Presentation Files

- The slides or the Symposium recording will only be shared with speakers' permission. Presentation slides will be posted on the website for virtual registrants to download before the Symposium.
- For any question, please contact: [apac@soa.org](mailto:apac@soa.org)