GWCO Virtual Congress

ATTENDEE PREP-DECK

Thank You for Registering for
GWCO's 2020 Virtual Congress!

We look forward to having you join us!

This document will provide you with a helpful overview of what to expect during your three-day Virtual Congress journey.

Come Prepared: Table of Contents

What Is GWCO Congress?

GWCO Congress was developed to provide an educational venue for the optometric professional in the western region of the United States.

This annual education and networking event is packed full of exceptional optometry education including courses on breakthrough technologies, pharmaceuticals, glaucoma, contact lenses, nutrition, increasing profit, paraoptometric research, and more.

Due to circumstances surrounding the COVID-19 pandemic, our 2020 GWCO Congress will be virtual. We will be using an online platform to bring quality optometric training to the home or office of ophthalmic professionals from around the western region and beyond.

Event Information

September

			18	**19**
20				

Congress Dates:

September 18-20, 2020

Congress Times (Pacific Time):

September 18: 8:00 am – 4:45 pm

September 19: 9:00 am – 5:15 pm

September 20: 9:00 am – 3:00 pm

Exhibit Hall Marketplace:

Opens: September 1, 2020

Closes: October 30, 2020

Event Start Times: Find Your Time Zone

Friday, September 18:
- Opening remarks begin — 5:00am HT | 8:00am PT | 9:00am MT | 10:00am CT | 11:00am ET

Saturday, September 19:
- Opening remarks begin — 6:00am HT | 9:00am PT | 10:00am MT | 11:00am CT | 12:00pm ET

Sunday, September 20:
- Opening remarks begin — 6:00am HT | 9:00am PT | 10:00am MT | 11:00am CT | 12:00pm ET

VIEW FULL SCHEDULE

Meet the Congress Speakers

Take a moment to get to know the experts presenting during the GWCO 2020 Virtual Congress.

MEET THE SPEAKERS

Frequently Asked Questions

Check out our list of frequently asked questions.

This list will provide you with useful information about our virtual event. If you still need assistance, please feel free to email the GWCO Office at info@gwco.org or give the office a call at (206) 209-5273.

READ THE FAQs

Access the Virtual Platform

Attending GWCO's 2020 Virtual Congress Live September 18–20, 2020

- **Log in** to the virtual platform using the same email address you used to register for GWCO Virtual Congress.

- You will then be directed to GWCO's 2020 Virtual Congress Platform. You must be logged in to gain full access to platform content and the links to join sessions via Zoom.

LOG IN NOW

# Take the Tour

GWCO's 2020 Virtual Congress Home Screen

Click into a Session Package or Activity Block to get started.

The first sessions of Congress will be found in the Friday Morning Sessions (Friday AM Sessions) block.

Take the Tour

Friday AM Sessions Landing Page / Overview

Select a session from the Friday AM Sessions menu.

Take the Tour

Friday AM Session 1 Landing Page / Overview

Once you've selected a session, scroll down to:

- Read the session description
- Participate in the session
- View session materials
- Complete surveys and assessments towards CE credit for the session

Take the Tour

Friday AM Session 1

Click the button in the middle of the screen to launch Zoom.

Use the right-side menu to:
- Open a new window to take notes during the session
- Access the session Table of Contents
- View session materials and move on to take the required evaluations

Take the Tour

Virtual Help Desk & Your Account

Visit the Virtual Help Desk, accessible from the Home or Course List buttons in the main menu, if you need assistance.

The My Account button in the top right of the screen will give you access to:
- Your profile
- Courses you have visited
- CE certificates you have earned (post-event)
- Logout

Online Session Access

Attending GWCO Virtual Congress Live September 18–20, 2020

- Live group sessions will be hosted as a **Zoom Meeting** and live educational sessions will be hosted by **Zoom Webinar**. You will be able to participate onscreen during Zoom Meetings and via the chat function and ask questions to the speaker(s) while you participate in their sessions live on Webinars.

- Zoom works with most browsers, but is most compatible with Google Chrome. We encourage you not to use the Zoom Mobile App. More details about Zoom can be found on the following pages.

If an attendee enters a GWCO Congress Zoom session more than 10 minutes late or leaves a Zoom session early so that they don't meet the minimum of 50 minutes, the attendee may not be eligible for certain CE credit. All GWCO Virtual Congress sessions will be monitored by administrators to ensure attendance. Additional CE information can be found on the CE slides later in this document.

Zoom Details

IMPORTANT NOTICE

Zoom attendance reports will be used in order to verify your attendance in a session to award CE credits.

In order to ensure your attendance is accurately recorded throughout the event, you **MUST** update your display name in Zoom to be your full professional name.

This should match the information you used to register for the event.

Any difference between your display name and the name on your attendee registration may cause delays and difficulty in administering your CE credits for the event.

Zoom Details

Do you need Zoom to participate in the virtual event?

- **We recommend that you download Zoom Client for Meetings ahead of time: https://zoom.us/download.**

- The web browser client will download automatically when you start or join your first Zoom meeting, but we recommend that you manually download it prior to the Congress using the above link.

- Although you do not need to download the Zoom application to participate, you can run the meeting in your browser by clicking "join from your browser" at the bottom of the page. The viewing experience is better through the app.

Zoom Resource Center

Zoom Details (cont.)

Equipment Requirements

◦ *Please ensure your device meets hardware, software, and bandwidth requirements well in advance.*

◦ **Step 1: Browser Test**
Please take the following browser test: **https://zoom.us/test**.

◦ **Step 2: Technical Requirements Review**
Please review the following and be sure your system and networks are up to date.

  ◦ Minimum System Requirements: 2.0Ghz Processor or faster 2 GB RAM (Greater than 2 recommended)

Zoom Details (cont.)

Minimum Browser Requirements

◦ **Your browser must support HTML-5. To detect your browser version, run**
https://whichbrowser.net/

  ◦ Windows 7 or later Mac OS X 10.9 or later

  ◦ Chrome 60 or greater

  ◦ Firefox 52 or greater

  ◦ Edge 14 or greater

  ◦ Safari 10 or greater

  ◦ iOS 10 or greater

  ◦ Internet Explorer 11 IP Addresses

Zoom Details (cont.)

Additional Requirements

◦ **Disable pop-up blockers** in your Internet browser settings.

◦ **A wired connection is recommended.** WIFI signal strengths can vary causing bandwidth to increase or decrease. A wired connection gives a consistent signal and consistent bandwidth providing a better experience.

◦ **Audio (sound)** is projected through your computer speakers. Be sure your computer is equipped with speakers, you are using a headset, or the room where the Congress is being broadcast is equipped with speakers so you can hear the presenters.

Zoom Features

Chat with Other Attendees

◦ To access, select the "Chat" icon on the menu bar.

◦ If "Chat" is highlighted orange, there are unread messages. You can use the Chat Box to communicate with all panelists or all panelists and attendees.
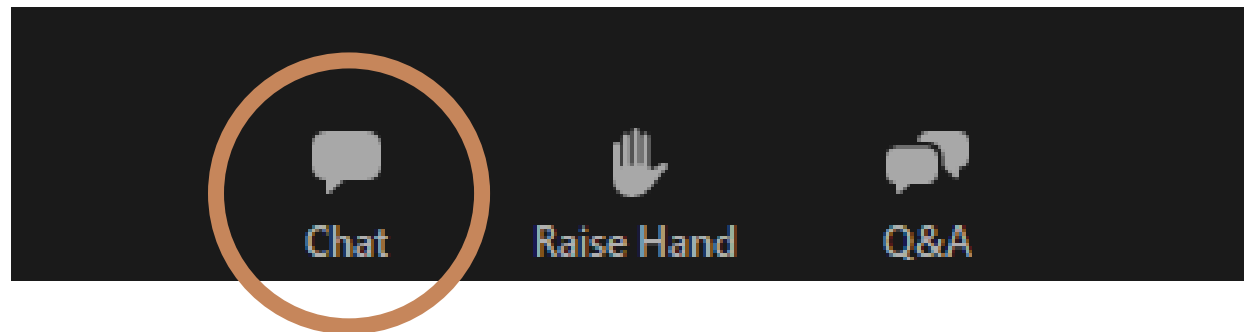
Zoom Features (cont.)

Get Quick Tech Support

◦ If you are experiencing any technical difficulties, you can use the "Raise Hand" icon and a member of the GWCO team will promptly reach out to you to assist.
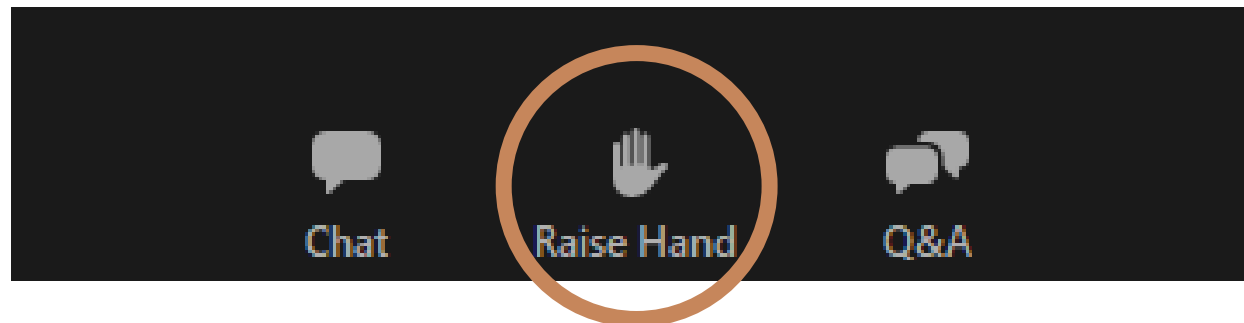
Zoom Features (cont.)

Ask Questions

- ◦ You will have the opportunity to ask questions throughout the webinar by using the Q&A button at the bottom of the Zoom window. The webinar moderator will relay questions to the speaker as they deem appropriate.
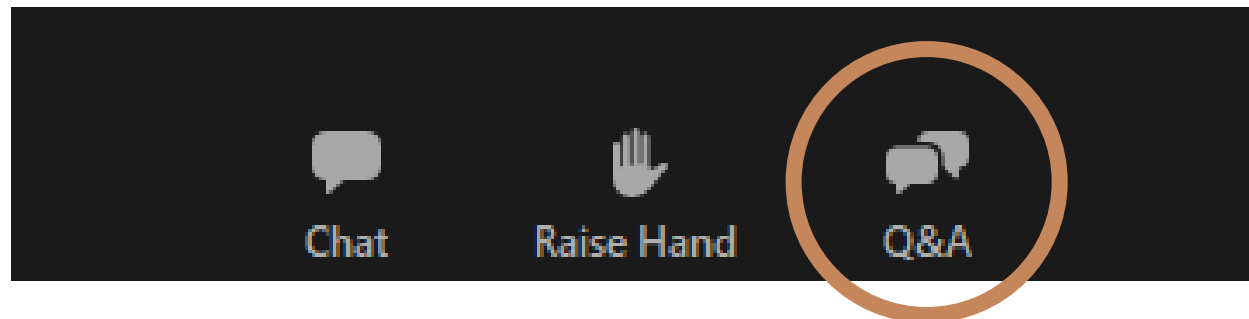
Tips & Tricks

Chat Box & Participant List

You will be able to send messages to everyone or to specific people. Find "Chat" on the bottom menu bar of the open Zoom window. If "chat" is highlighted orange, you have unread messages.

Connect to Ethernet for Best Experience

We highly recommend you connect through ethernet instead of WIFI for a more stable Internet connection.

Close Email and Other Apps

Use the same etiquette you would use if this were an in-person event; be engaged!

CE Policies & Process

GWCO is determined to provide attendees with the continuing education credit they require.

- Please review the details on the following pages to better understand the CE offerings being provided during this virtual event.
- In addition, please note that each U.S. state has specific guidelines for optometrists and paraoptometrics seeking CE credit. Please check with your local state accreditation board for a full list of virtual CE requirements. GWCO cannot guarantee any attendee a certain number of credit hours.

Delivery of CE Certificates

- After the GWCO Virtual Congress, staff will confirm and finalize all attendee information and then grant eligible attendees access to the CE certificates they are eligible for.

CE Policy & Process (cont.)

IMPORTANT NOTICE

Zoom attendance reports will be used in order to verify your attendance in a session to award CE credits.

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This should match the information you used to register for the event.

Any difference between your display name and the name on your attendee registration may cause delays and difficulty in administering your CE credits for the event.

COPE - Council on Optometric Practitioner Education

As a COPE provider, GWCO is required to follow the COPE Provider Accreditation Manual.

- According to the Manual and the 2020 Extended Rules, interactive online CE will be equivalent to a live in-person session. No post-session test will need to be administered for this virtual event. In order for attendees to earn COPE credit, **attendees must be present for the required amount of time during a session**.

- This means that if an attendee enters a GWCO Congress Zoom session late or leaves a Zoom session early, therefore missing more than the allotted time, the attendee will not be eligible for COPE credit for that particular session. All GWCO Virtual Congress sessions will be monitored by CE administrators to ensure attendance.

Learn More

COPE – Council on Optometric Practitioner Education (cont.)

Hours/Units of Credit	Minutes of Instructional Time
0.25 hours/units	15 minutes
0.50 hours/units	25 minutes
0.75 hours/units	40 minutes
1.00 hours/units	50 minutes
1.25 hours/units	65 minutes
1.50 hours/units	75 minutes
1.75 hours/units	90 minutes
2.00 hours/units	100 minutes

CPC – Commission on Paraoptometric Certification

As a CPC provider, GWCO is required to follow the 2020 CPC Education Requirements.

◦ In order for attendees to earn CPC credit**, attendees must be present for the required amount of time during a session.** They must also complete an exam of 10 questions for every allotted credit hour.

Approved Attendance Time: (50 minutes = 1 hour = 1 CEC)

◦ This means that if an attendee enters a GWCO Congress Zoom session late or leaves a Zoom session early, therefore missing more than the allotted time, then the attendee will not be eligible for CPC credit for that particular session. All GWCO Virtual Congress sessions will be monitored by CE administrators to ensure attendance.

Learn More

ABO/NCLE – American Board Opticianry/National Contact Lens Examiners

As an ABO/NCLE provider, GWCO is required to follow the 2020 ABO/NCLE Education Requirements.

- In order for attendees to earn ABO/NCLE credit**, attendees must be present for a certain amount of time during a session**. They must also complete a quiz/exam of 20 questions for every allotted credit hour with an 80% pass grade.

  Approved Attendance Time: (50 minutes = 1 hour = 1 CEC)

- This means that if an attendee enters a GWCO Congress Zoom session late or leaves a Zoom session early, therefore missing more than the allotted time, then the attendee will not be eligible for ABO/NCLE credit for that particular session.

- All GWCO Virtual Congress sessions will be monitored by CE administrators to ensure attendance.

Learn More

Event Terms, Conditions, & Policies

Cancellation Policy

◦ All cancellation requests received on or before Tuesday, September 1, 2020, will be issued a refund less a $75 processing fee. No refunds will be given thereafter except in the event of extenuating circumstances such as hospitalization or death. Requests for registration cancellation must be submitted in writing via email to info@gwco.org. If you are not able to attend one or more sessions, GWCO will not prorate or refund any part of your registration fee. Substitute attendees will be permitted. Substitution requests must be in writing via email to info@gwco.org no later than 7 days prior to the event start.

Technical Failure Policy

◦ It is the responsibility of the registrant to confirm system requirements and test their computers prior to the start of each virtual session. If a technical failure is the fault of the service provider and the session is not able to be broadcast as planned, GWCO reserves the right to reschedule the session. If an attendee experiences a technical failure on their end, GWCO is not responsible for refunding the participant or providing applicable CE hours.

Recording Release

◦ Each virtual session may be recorded, including chat transcripts. These recordings may be provided for later viewing and may be used for promotional purposes, advertising, and other print and online materials at the sole discretion of GWCO. By registering for GWCO's Virtual Congress, you consent to be recorded by GWCO when attending live sessions.

Code of Conduct

GWCO events are community events intended for education, networking, and collaboration.

We value the participation of everyone and want all attendees to have an enjoyable and meaningful experience. Accordingly, all attendees are expected to show respect and courtesy to other attendees throughout all events hosted in the GWCO space. To make clear what is expected, all attendees, speakers, exhibitors, organizers, and volunteers at any virtual event are required to conform to the following Code of Conduct. Organizers will enforce this code throughout the event. In registering for and/or participating in this event, you consent to comply with the following Code of Conduct.

Examples of encouraged behavior that contributes to a positive environment include:
- Using welcoming and inclusive language
- Being respectful of differing viewpoints and experiences
- Gracefully accepting constructive criticism
- Focusing on what is best for everyone at the event
- Showing empathy towards other participants
- Unacceptable behavior

We do not tolerate the following:
- Spam (verbally or in chats), including saying or re-posting the same word/content repeatedly in order to disrupt the conversation
- Harassment, bullying, and intimidation
- Harassment and bullying are defined as:
  - Negative comments about race/ethnicity, gender and gender identity, sexual orientation, disability, age, religion, physical appearance, citizenship, or other protected categories
  - Intimidation or threats, including sharing images or text especially to threaten
  - Unwelcome sexual attention, including sharing images or text especially to sexually harass
  - Threatening or other endangerment of minors or any persons
  - Any activity meant to convey or cultivate hostility
  - Ad hominem insults or other attacks
  - Encouraging the above behavior

GWCO Office Contact Information

Email: info@gwco.org

Phone: (206) 209-5273

Website: www.gwco.org

Keep an Eye on the Spectacular

GWCO
CONGRESS 2020