

2021 ANNUAL TRAINING CONFERENCE



Frequently Asked Questions

Attendees will be given access to the conference website after November 2.

At that time, you will be able to update your profile and view the agenda. You will not have access to the session videos until the start of the conference on November 16.

What is the optimal browser for viewing the sessions?

Here are the recommended browsers for optimal viewing of the Annual Training Conference. *Additional technical information is available in the 'System Requirements' document.*

1. Windows: Chrome 72+, Edge 84+, Firefox 27+, IE 11
2. Mac: Chrome 30+, Safari 7+, Edge 84+, or Firefox 27+
3. Linux: Chrome 30+, Firefox 27+

Are the sessions live or recorded?

- All of the sessions are pre-recorded, but our speakers are available live in the chat section of each session. Ask your questions in real-time.
- On Friday, the workshops all have live zoom discussions for 15 minutes after each session.

How do I receive Continuing Professional Education (CPE) credits for attending the virtual meeting?

- This program is worth 16 CPEs.
- You need to attend at least 9 of the 15 time slots across the conference. This is 60% of conference sessions.
- NHCAA will reach out to eligible attendees with a link to claim your credit and personalized certificate.

How do I earn the credits for AAPC?

- AAPC has awarded the Annual Training Conference 10.0 CEUs.
- You need to attend at least 9 of the 15 time slots across the conference. This is 60% of conference sessions.
- NHCAA will reach out to eligible attendees with a link to download the generic AAPC certificate.

Can I watch sessions after the conference?

- Yes, sessions will be available on-demand until December 30, 2021.

Is there an attendee directory?

- Attendees who have made their profile available can be found in the ATTENDEE tab under PEOPLE on the Conference website.

What if I have technical issues?

- Technical support will be provided during the conference through our vendor.

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- You can ask questions via text in the support box which is found in GET SUPPORT under ACCOUNT.
- For any additional comments and/or questions, please contact the NHCAA Education and Training Team at programs@nhcaa.org . We will be monitoring this email inbox from 8:30 am ET - 8 pm ET.

Can I share my virtual conference login information with other members of my team?

- Your login is unique and you will not be able to share it with others.
- And, your access is restricted. You can only access the conference from one device (e.g., computer, laptop, tablet) at a time.

What are the plans for the ATC in 2022?

- We are currently planning to host the ATC in Orlando, Florida from November 15-18, 2022.
- We will continue to monitor the Federal, State, and City regulations to make sure it is safe to meet in person. We will not make any final decisions until we get closer to the 2022.