

MAC Summit Virtual Attendee FAQs

GENERAL QUESTIONS ON VIRTUAL PLATFORM

Where can I update my information?

- Once you log in, you can go to “Account” on the left to update any of your information, including adding a picture, social media links, and settings for notifications. This is also where you can change your password.

What is the Digital Passport?

- The Digital Passport is how you collect points for visiting booths and attending sessions. These points can be used to enter into drawings for different gift cards. The more points you collect, the more drawings you can enter. You can enter in codes to claim points, see your point total, view prizes, and enter prize drawings by clicking “Digital Passport” on the menu on the left.

Can I chat with other attendees?

- You can chat with other attendees through the Public Chat feature on the right side of the page. Public chats are open to anyone on that particular page (the lobby, a session, etc.).

How do I find/reset my password?

- You will find your password in the Welcome Email sent out March 11 (or shortly after you registered). If you cannot find your password or need to reset it, you can click the “Reset Password” link on the login page. You may also contact our office at (573) 893-4301 or email us at maia@moagent.org.

Do I need to have a webcam or microphone?

- No, not for this conference.

Do I need speakers/headphones?

- You can listen in with speakers/headphones to the sessions. You can also call in during all sessions.

What accessibility options are there for the platform? Can I change the language?

- In the upper right portion of the webpage, you will find options to change the language or adjust preferences/settings to meet different accessibility needs.

Which browser should I use?

- Supported browsers include Chrome, Firefox, Safari and Edge. Note that Internet Explorer is not a supported browser.