

Small Agency Conference FAQs

GENERAL QUESTIONS

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.

Why should I update my information?

- Updating your information will allow networking in the exhibit hall to be seamless. You control the information exhibitors can access, but having everything available when you are ready to network will make the process easier.

Do I need to include a picture? Are there requirements?

- You do not need to, but it always helps to see who you are talking to! Recommended sizes on profile pictures are 250x250, in either PNG or JPEG format.

What is the Digital Passport?

- The Digital Passport is how you collect points for visiting booths, attending sessions and giving InsurPac donations. 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 section (the lobby, an exhibit booth, etc.).

What is “Private Chats” at the bottom of my screen and how do I use it?

- This is where all of your chats between you and an exhibitor will be located. As an attendee, you will only be able to start a private chat with a staff member in their booth but will be able to continue the conversation in the “Private Chats” box within any part of the platform (e.g., if you leave that booth to visit another booth, a session, etc., you will be able to continue the private chat in the “Private Chats” box). Private chats are only visible to you and the exhibitor.

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?

- No, but you will need to have one if you would like to participate in a video chat.

Do I need speakers/headphones?

- You can call in during all sessions. For the exhibit hall, you will need speakers/mic or headphones if you are wanting to participate in a video chat since there will be no options to call in from there.

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

- In the upper right part 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.