

FAQ

What time zone will be used for the virtual course?

The virtual course will take place in the North American **Central Time(CT)** Zone which is 6 hours behind Coordinated Universal Time (UTC). It is 1 hour behind Eastern Time (ET), 1 hour ahead of Mountain Time (MT) and 2 hours ahead of Pacific Time (PT).

What language will the course be taught in?

All speakers will do their lectures in English, with some using the Queen's English for spelling, grammar and idioms!

What are the recommended web browsers to access the virtual meeting?

The virtual platform works best if accessed by using the Google Chrome browser but can also be accessed with MS Edge, Mozilla Firefox and Apple Safari. **DO NOT use Internet Explorer** as it is incompatible with the virtual platform.

How will I view the presentations?

All presentations will be viewed through the event hub. You will gain access to the hub for the first time, 60 mins before the event that begins on Feb 20, 2021. Once you are in the hub, navigate to the Stage using the menu on the left. The stage is where all presentations will be viewed.

How can I ensure the best viewing experience?

For the best experience, a laptop or desktop with high-speed internet access is recommended. Registrants are highly encouraged to test their accessibility to the event page prior to the conference. The hub will only be available for the first time 60 mins prior to the start of the event on Feb 20th and then will be available 24/7 for the rest of the week..

Is a webcam necessary for viewing the presentations?

No. The vast majority of presentations will be view-only, with the exception of Saturday Optics and Ocular Pathology. These two sessions will permit the use of your web camera and audio during interactive Q and A portions.

Can I attend the event on a mobile device?

The site can be viewed on a mobile device and will be formatted for mobile viewing. However, wherever possible it is recommended that a larger screen is used to view the presentations.

If I register for one day what course material will I be able to access?

The link that you will receive by email, will enable you to access the live presentations and the recorded presentation for the day(s) that you paid to register. You will also have access for that day's handouts.

Can I share my virtual conference login information?

At any given time, you will only be able to enter the virtual platform on one device. The individual that registered will be credited for any CME credits, the questions asked, and any polling conducted.

Printing is limited to the first three devices that you log into the Handout pdf files website.

Can I record any of the sessions?

Unauthorized recording and/or distribution of the sessions or any portion of the Illinois Eye Review is strictly prohibited. In addition, unauthorized distribution of the handout pdf files is prohibited.

How do I access the IER Meeting Platform?

You will be receiving an email with the subject: Your ticket for 2021 Illinois Eye Review. By clicking on the "Join Event" button in the email, you will be taken directly to the IER 2021 platform. Before February 20th, 2021 access will be limited to viewing the agenda. On Saturday, February 20th at 6.00am (CST), full access to the meeting will be available. Click the Enter button to reach the virtual IER event page. You will need to create a password to enter the event.. The Enter button will be visible at 6.00am each day of the meeting. It is recommended that you test the link before the start of the meeting. Further info can be found in the "Attendee Letter" and by pasting the following link into your browser: <https://support.acelevents.com/en/articles/4106362-i-m-an-attendee-at-a-virtual-event-what-do-i-do>

Please ignore Step 1 note on the webpage as you are already registered. Also, you will need to create a password. Step 2 is optional and will give you the ability to create a list of the sessions that you are most interested in. Also clicking on the learn more about the Virtual Event Hub will provide you more details on the platform.

A video that also may be useful to view prior to the start of the meeting can be found at the following:

<https://support.acelevents.com/en/articles/4045754-intro-to-virtual-events-for-attendees>

We encourage you to view the videos at the links above.

Also, it may be useful to use the system checker to confirm compatibility with the platform:

<https://support.acelevents.com/en/articles/4613174-general-troubleshooting>

Please note that you may be able to satisfactorily participate in the meeting without changing any settings, including pop up blocker. However, JavaScript and browser compatibility will be required.

Will presentations be pre-recorded or live?

Apart from the Saturday Optics session, all the presentations will be live. The Saturday Optics session is pre-recorded and will be followed by an interactive, live Q&A with the speakers. For all sessions, whether live or pre-recorded, presenters will be encouraged to monitor the chat function of the platform for comments and questions.

Recorded sessions will be available by the next day sessions. You may view presentations from any location, at any time, and when convenient for you.

Will there be Q&A sessions?

Many of the speakers will have live Q&A at the end of their sessions. A few of the presentations are completely interactive with the audience. Attendees viewing the recorded on demand video presentations will be able to view the chats but not ask any questions.

Will presenters be able to interact with attendees?

Attendees will be able to leave questions for speakers using the chat area. Please be aware that speakers may not be able to respond to any questions during their presentation but may answer them during breaks.

How long will I be able to view the sessions after the meeting?

The recorded sessions will be available until October 31, 2021 to attendees that registered prior to February, 20, 2021. The handout files will be available to registered attendees and will expire on May 31, 2021.

Are CME credits available?

The University of Illinois at Chicago (UIC) College of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The University of Illinois at Chicago (UIC) College of Medicine designates this Live activity for a maximum of 78 *AMA PRA Category 1 Credit(s)*TM.

The Illinois Eye Review course was designated for a maximum of 78 CME credits. Physicians should claim only the credit commensurate with the extent of their participation in the activity. There is a \$50 processing fee per physician attendee requesting CME credits.

In addition, University of Illinois at Chicago is licensed as an Optometry CE Sponsor by the Illinois Department of Financial and Professional Organization (License Number: 138000086). However, we are not a COPE approved course. There is a \$50 processing fee per physician or optometrist attendee requesting CME credits.

Non-physicians and other health care professionals may request a certificate of attendance to document their participation in an accredited activity by emailing ier@uic.edu. There is no fee required for this service. Most allied-health professional accrediting boards will accept a one-to-one transfer of AMA credits to their particular CE unit but it will be up to you to check with your professional organization.

How do I earn and claim CME credits?

There are two mechanisms for earning CME credits. Both require registering for the course before the end of the live course on February 26th, 2021.

1. Attend the live event from February 20-26, 2021.
2. View the recorded on-demand content during the week of the live event (February 20-26, 2021).

For further details, see the CME credits and Evaluation form document.

Can I claim CME credits in the virtual platform?

You cannot claim CME credits within the virtual platform. You will be emailed a link to an evaluation form on each day of the meeting. The form will need to be submitted to claim that day's CME credits. At the end of the live meeting on February 26th, the CME credits you have claimed on your form will be totaled and eventually submitted to the CME office. Please allow 2 months to receive your CME certificate.

Is Technical support available during the event?

For technical support, please email ier@uic.edu. Before contacting, check that you are using the the latest version of the browser, make sure you are not using Internet Explorer, and check your internet connection. Also, check trouble shooting tips listed in the Attendee letter that was previously sent to you by email.