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## **IMPORTANT INFORMATION FOR CONVENTION REGISTRANTS**

Please view the following tips for accessing the Showcare virtual platform to guarantee the best viewing experience.

- If you are registered for the Virtual Convention, **check for an email from HLAA Virtual Convention 2021 with instructions on how to access the HLAA Virtual Convention platform.** The virtual platform is run by Showcare.
- The Virtual Convention platform is where you access all sessions and visit the virtual exhibit hall.
- **We highly recommend you activate your account and familiarize yourself with the platform BEFORE the Virtual Convention begins on Thursday, June 24.** There will be step-by-step instruction pop-ups when you log in for the first time. We strongly encourage you to follow these instructions.
- Please note that the virtual platform only supports CHROME, FIREFOX or SAFARI. Microsoft Edge is not supported.
- For the best experience and to avoid connection issues, it is best to be hardwired (via an ethernet cable to a router), or at least have a strong, reliable Wi-Fi internet connection. It is also recommended that you disconnect from any VPN (i.e., Citrix), as this can block your access to the platform.
- If you need any help before or during the convention, please email Amanda Watson at [convention@hearingloss.org](mailto:convention@hearingloss.org).