



2022 Alberta Pharmacy Technician Conference
Raising the Bar
September 3-11, 2022

Attendee Frequently Asked Questions

Thank you for joining us for the conference! It is sure to be a fantastic week of learning and networking.

For the first time, you can take advantage of both on demand and live education sessions, interact with exhibitors through virtual booths and engage in discussions with other attendees.

Please take some time to view the [instructional video](#) to become familiar with what to expect and how to navigate the conference platform.

To get the most out of your conference experience, read on for answers to frequently asked questions.

Please send any questions not addressed in the video or this FAQ document to conference.2022@ptsa.ca



Accessing the Conference Platform

How do I attend the virtual conference?

- PheedLoop is the platform PTSA is using to provide you with an all-in-one virtual conference experience. Access to all conference sessions and activities will be through the conference platform.
- You must login to the conference platform using a username and password.
- At any point during the conference (September 3 – 11) visit the website <https://pheedloop.com/PTSAconference2022/login/>.

Where do I find my username and password?

- On September 2 you will receive an email from 2022 Alberta Pharmacy Technician Conference (sender's email address: no-reply@pheedloop.com) with a link to the virtual event and your login credentials to access the conference platform.
- If you register for the conference after September 2, you should receive this email the day after you register or no later than 11:59 pm on September 10.
- Please add the email address no-reply@pheedloop.com to your safe senders list or check your Junk/Spam folder for the email.

How do I reset my password?

- Once logged into the platform, you can change your password through the **Account** tab in the side bar menu.
- If you have forgotten your password, or your account has been locked due to too many failed login attempts, please use the **Rest Password** link on the login page. You will receive an email with instructions for resetting your password.
- If you can't see the Rest Password option beneath the **Login** button on the login page, press F11 on your keyboard to view the page in full screen mode.

What are the system and internet requirements?

- Any major, modern browser is supported. This includes Google Chrome, Mozilla Firefox, Apple Safari, and Microsoft Edge.

Note: Internet Explorer is not a supported browser



- PheedLoop's event system is best experienced on a laptop or desktop device.
- Functionality on a tablet or smartphone will be limited to view-only experiences and you may not be able to chat, attend exhibitor booths via video or view live sessions if accessing the platform on a mobile device.
- A high-speed internet connection is recommended to participate in sessions without experiencing interruptions. A minimum download speed of 25 Mbps works best. You can test your internet speed [here](#).
- If your browser configurations or network settings/restrictions are affecting your experience, you can try a:
 - Private/incognito window in your browser
 - Different browser (see supported browsers above)
 - Disabling any operating system level VPNs or firewalls which may be blocking a specific website
 - Different network
 - Different computer

Education Sessions

How do I access the education sessions?

- You will access education sessions through the **Sessions** tab in the lobby side bar menu.
- Sessions have been tagged with a format to help you easily find what you're looking for. For example, you will find listings for live accredited education sessions and on demand non-accredited education sessions.
- Click into a session from the scrollable menu to attend a session live or watch an on-demand video.

How do I access the presentation slides?

- A PDF file of the presentation slides can be found in the **Files** section at the bottom of each session's description.



Are the education sessions accredited?

- A total of 11.25 CEUs are available to be earned by attending both live and on-demand education sessions.
- Only the live sessions on September 10 & 11 have been assessed by the Canadian Council for Continuing Education in Pharmacy (CCCEP) for a total of 7.25 CEU for pharmacy technicians.

Note: The live education session scheduled for 10:35 am Sunday, September 11 will not be accredited due to a last-minute change to the conference program.

- On demand education sessions and live sponsor demo sessions may be claimed as non-accredited learning. You may also access additional non-accredited learning by participating in group discussions and visiting exhibitor booths.

How do I claim continuing education units for the sessions I attend?

- You must attend the presentation and Q&A period of live sessions to be eligible to claim accredited CEUs for the live sessions you attend.
- A Statement of Attendance will be sent by email following the close of the conference September 11, 2022.

Note: the request certificate option available through the Account profile in the conference platform is for personal use only. It is not your official record for accreditation purposes.

How do I ask questions during an education session?

- The education period for live sessions will be at the end of the speaker's presentation. There are three options for asking questions:
 - Type a question into the session's chat box in PheedLoop (on the right-hand side of the screen)
 - Click Q&A at the bottom of the session video window and type your question. You may comment on other questions or send the question anonymously.
 - Click the Raise Hand button at the bottom of the session video window. You



will be allowed to unmute to pose your question using your computer's microphone.

- For on-demand sessions, questions may be directed to the speaker by email or through the PheedLoop chat box/private message. Information about the speaker's preferred contact method can be found in the session description.

Will I have access to the recordings and materials if I missed a session?

- Session recordings and select session materials will be available for access on the conference platform until September 30, 2022. From October 1 – November 30, presentations will be available on the PTSA website.

Exhibitor Booths

How do I access the virtual exhibitor booths?

- Sponsor booths are accessible in the conference platform through the **Exhibit Hall** tab from the lobby side bar menu.

Will the exhibit booths be available throughout the whole conference?

- The booth homepage which contains information for each sponsor will be accessible from September 3 – 11, 2022. Beginning September 10, the option to interact directly with exhibitor representatives will be available.
- Saturday, September 10 from 11:20 am – 12:45 pm has been reserved for visiting the exhibitor booths.
- Not all sponsors will have representatives to meet live. Please use the **Request Information** button at the top of each booth if a rep is not available to answer your questions.

What is the showcase?

- The **Showcase** is a small exhibit hall that contains information about PTSA committees. Please watch the short videos available in each of the showcase booths for more information.



Networking and Interaction

When can I network with other attendees and exhibitors?

- As soon as you receive your access to the conference platform you can begin networking and continue doing so anytime from September 3 – 11, 2022.

Do I have to let others see my profile?

- No, you do not. If you do not wish for others to view you as an attendee, navigate to **Account** in the side bar menu and slide the 'Profile Visible in Networking Section' toggle to the left.

How do I edit what others can see in my profile?

- From the **Account** tab in the lobby side bar menu, you can edit the information in your profile, including your profile picture, employer information and links to your social media accounts.
- On August 31, 2022 attendees will receive a link to access a personal Attendee portal to edit this information in advance of conference.

What networking opportunities are available during the conference?

Chat box

- The chat box has been enabled in the PheedLoop platform and is specific to the activity you are participating in. A message posted in a session's chat box will be viewable in the lobby chat box, for example.

Event Feed

- From the conference platform's lobby, you will find the **Photo Booth** in the Event Feed. Take a pic of yourself and leave a message for other attendees.

Social Wall

- Any posts on the PTSA Facebook page, Instagram or Twitter using the hashtags #PTSAConference2022 and #RaisingtheBar will appear on the **Social Wall**. The



button to access the Social Wall can be found in the lobby next to the Event Feed.

Private Messages

- From the **Networking** tab in the lobby side bar menu, you can start a private chat with any attendee that has made their profile visible.

Group Discussions

- From the **Networking** tab in the lobby side bar menu, you can also access the following discussion groups:
 - Compounding
 - Continuing Competence
 - General
 - Leadership
 - Scope of Practice
- Up to five (5) attendees may join a group at a time to have discussion about the group topic. Share your thoughts on the conference presentations or chat about issues you are experiencing in your practice.
- Both the chat box and the option of joining a live meeting will be available.
- If you are not actively participating in a discussion, please leave the group and return at another time to allow other attendees the opportunity to participate.

Please note: Messages posted through the networking activities will be moderated, and any content deemed offensive or misaligned with PTSA values and policies will be deleted.

How do I get notified of new private chat messages or announcements if I am not logged into the conference platform?

- You will be prompted to enable notifications when you log into the conference platform. If you are not receiving notifications, you may need to adjust your browser settings to allow notifications from PheedLoop.

Gamification and Prizes

Are there prizes available to be won?

- All attendees will be entered into random draws throughout the conference to win prizes, including:



- 1 of 5 Ascensia branded back packs
 - 1 night accommodation in a King Room at the Deer Foot Inn and Casino in Calgary AB
 - 1 night accommodation and breakfast for two at the Best Western Premier Calgary Plaza Hotel in Calgary AB
 - A Calgary Flames prize pack (including a t-shirt, autographed puck and picture)
 - 1 of 2 complimentary passes for [Medication Reconciliation and Best Possible Medication History](#) ISMP workshop on **November 18, 2022**
 - 1 complimentary pass for [Incident Analysis and Proactive Risk Assessment](#) ISMP workshop on **October 22 & 23, 2022**
 - 1 of 3 conference registration pay backs (get your registration fee refunded)
 - 1 free registration to the 2023 Alberta Pharmacy Technician Conference
- Attendees that participate in gamification will also be entered to win 1 of 6 \$100 gift cards

How do I accrue points as part of gamification?

- You can accrue game points by:
 - Attending education and activity sessions
 - Interacting with sponsors in the Exhibit Hall
 - Connecting with PTSA on social media
 - Browsing the chat boxes available throughout the conference platform
 - Submitting questions in advance for the interactive leadership panel
 - Participating in networking activities

How do I claim gamification points?

- You will receive gamification points after verifying your attendance at live education sessions.
- Other gamification codes available must be claimed manually through the Gamification tab in the lobby side bar menu

How will winners be notified?

- Random prize draw winners will be notified by email and/or private message in the conference platform on the day the draw is made.
- Gamification winners will be notified by email following the close of the conference.