

## **I can't find my Conference/Session/Presentation listed**

If your Conference/Session/Presentation is not listed in the drop down menus, you will need to reach out to your Conference contact so they can send us the correct information for your presentation.

## **What material can I upload?**

- Pre-recorded presentation video: this is the actual recording of your presentation; only MP4 file types accepted
- Slide presentation: this is for your presentation slides only; only PowerPoint file types accepted
- Handouts: any material you want to be shown with your presentation; all file types accepted
- Supporting material: any material not directly associated with your presentation, most commonly used for sharing files during onsite sessions; all file types accepted

Your conference organizers will dictate what information (video, slides, handouts, etc.) are required.

Note: please PLAY and PREVIEW all your uploaded material before submitting! This helps ensure files have correctly uploaded.

## **My presentation won't upload**

Please make sure you are only uploading an mp4 file. If you have uploaded a file and it will not play, the file may be corrupted.

## **How do I know if my presentation uploaded correctly?**

Please Play and Preview your presentation prior to clicking Submit my Presentation to ensure your presentation plays correctly.

## **The audio on my presentation is too low.**

Unfortunately, you will need to re-record your presentation with higher quality audio.

## **I want to do my presentation over again. Can I resubmit it?**

You can resubmit your presentation as many times as you like, up until the date of the conference or your conference deadline for submission.

## **What is the Trim button for?**

We've given speakers the ability to edit the start and stop time of their video directly in the platform. We see this tool used most commonly to cut out any down time before or after you're done speaking. To use the tool, select { to designate the new presentation start time and } to designate the new presentation end time.

## **Will my PowerPoint presentation be available as a handout?**

You can make your slides available to attendees by also uploading your PowerPoint as a Handout. Attendees will not have access to the slides if they're only uploaded through Slide presentation.

## **Will attendees be able to access my handouts?**

If your conference allows handouts with the presentations, then the attendees will be able to access and download your handouts. (is the ability to download handouts accurate?) – CCL – yes.

## **Can I change my handout during/after the Conference?**

Yes! You can replace any of your Handouts at any time.

## **What does Current Status: Submitted/Rejected/Approved mean?**

This status must show Approved for it to play during the conference. If your Conference requires approval of your presentation, your conference admins will either approve or reject your presentation. Once your status has changed, you will be notified by email from eAttend. If your Conference does not require approval, then all presentations will be approved prior to the start of the Conference.

## **Why did my presentation get Rejected?**

Some Conferences require an approval process of presentation materials. If you receive a "Rejected" status, please refer to the email sent letting you know there was a status change. Your conference organizers should include feedback as to why it was rejected, usually around the video and audio quality of the presentation or missing materials. If there is no information from the organizers as to why the status is "Rejected", please contact them directly.

## **I made a mistake while editing my presentation, can I UNDO the editing?**

You can undo your edits while you are still in the Trim tool and before you hit the "check" button and subsequent Confirm which submits your edits. You can re-upload your presentation and start over if you need to.

## **I click on Submit My Presentation, but nothing happens.**

Please make sure you check the box indicating you have Played and Previewed your presentation materials.