



Frequently Asked Questions

Registration and Access

How do I access the Virtual Conference?

To sign into the event, follow the link that was sent to your email inbox and use your company email address and password provided by our platform provider 6connex. You are able to login with your username/password at any time after the event start time/date.

What if I cannot find my Virtual Conference link and/or Username in my inbox?

Please feel free reach out to support@6connex.com for assistance. If further assistance is required, please email nacevents@natmc.org.

Can I share my login information with others?

No. Each unique login is intended for only one attendee. Multiple attendees using the same login will result in technical issues and forced logouts.

Navigating the Virtual Conference

How do I find my way around within the virtual environment?

Use the ICONS on the Navigation Bar at the bottom of your screen to help you navigate NAC2020-VIRTUAL. You will find that many of the elements are similar to a live conference. Visit the Lobby, the Classroom for Educational Sessions and Speakers, and all our NAC2020-VIRTUAL Sponsors and Exhibitors in the Expo Hall. Visit the Networking Lounge to find out how to join ATM Nation in our fun NAC2020-VIRTUAL Bingo & Brews and the ATM Nation Poker Tournament & Prizes.

How do I locate NAC Staff?

NAC Staff will be available to answer questions and chat in the Welcome Station and Help Desk! Please make it a point to stop by and say hello to us!

Will there be any live events?

Yes! The virtual conference will offer many live speakers, webinars, panels, and much more. Live events will allow you to interact 1:1 in Q&As. You may also CHAT LIVE with other attendees in the Lobby and Networking Lounge, and CHAT LIVE and VIDEO CHAT with Exhibitors in their booths! Please also join us for ATM Nation Virtual Bingo and Poker Games on Tuesday & Thursday nights!

What if I am interested in a live event, but cannot attend?

Not a problem. All our live educational events are recorded and saved within the environment for later viewing. We encourage you however to do your best to attend the live streaming events real time if possible – where you can participate in the live Q&As.

What is the Briefcase Icon?

If you come across materials you would like to save to review later &/or download, you can simply add them to your virtual Briefcase by clicking on the green briefcase icon to the right of the resource. Before the conference is over, remember to download the materials in your Briefcase to your computer or laptop.

May I connect with other attendees and Exhibitors during the conference?

Yes – virtual networking is the order of the day for this event! All attendees will have the ability to chat live and video chat with the Exhibitors in our Expo Hall, as well as schedule appointments. Attendees may also engage in public/private chats with all the other attendees at the event.

Technology, System Requirements, & Compatibility

Can I test my computer or device in advance?

Yes, on the login page click the “System Check” button to ensure your computer and connection are ready to view the virtual event experience. You can also run a test by clicking the link below:

<https://virtualdestinations.6connex.com/event/TheWayToDoVirtual/system-check>

Can I attend the show from my tablet or phone?

Yes, attendees can experience the full show from a tablet or smart-phone/device. The preferred experience is to view the event from your laptop/desktop with a larger screen for better viewing.

What if I have problems accessing the conference or technical questions?

If you are experiencing any technical difficulties, please first send an email to support@6connex.com or, if you require further assistance, please email nacevents@natmc.org. In the environment, you can always head over to the Help/Welcome Desk to chat with a 6connex representative, and/or NAC Staff.

What are the minimum system requirements to access the virtual conference?

- 1024 x 768 screen resolution minimum
- 1.4 Mbps internet connection minimum

Which operating systems are compatible with the virtual conference?

- Windows 10, 8.1 + Pro, 7
- Android (Mobile) 4.4
- Apple Max OS X 10.9+
- Apple IOS 8.4+

Which internet browsers can I use?

- Chrome (Recommended)
- Internet Explorer 8+
- Firefox 3.6+
- Safari 5.1+
- Android OS 2.3+

**Thank You for Your Support of NAC2020-VIRTUAL &
Please Enjoy the Conference!**