Conference Support

Pre-conference: June 14-19
June 14 – 19: General Information

Login to the conference platform and visit the General Information section under Navigation to view a wide range of resources and tutorials.

Topics Include:
- General platform navigation
- Platform networking & engagement features
- Creating a profile
- Networking Questions: participant matchmaking/ session recommendations
- Session Types
- Accessing iPosters/ iPoster features
- Navigating the Exhibit Hall/ joining a live office hour
- Navigating the Industry & Science program
- CE Portal access
June 14-19: Additional Platform Support

Technical Support:

- Audio or video Issues
- Platform feature not working

Find the ? Anywhere on the platform to access either the technical FAQ document or live support tech support

If you need technical support during these dates, login to the platform during the noted times to connect with a technical support representative

<table>
<thead>
<tr>
<th>DATE</th>
<th>AM TIME (EDT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday, June 17</td>
<td>3:00 PM – 7:00 PM</td>
</tr>
<tr>
<td>Friday, June 18</td>
<td>7:00 AM – 11:00 AM</td>
</tr>
</tbody>
</table>
June 14 – 19: Registration Support

View the Registration Tutorial here. Experient, A Maritz Company, is the registration vendor. They will provide assistance with any of the following issues:

- Status of registration/ Request confirmation
- Payment Inquiries
- Cancellations
- Update the answers to registration demographic questions
- Update registration profile
June 14 – 19: Registration Support

Contact Information:

Email:  wmf@maritz.com

Phone:  Toll Free: 844-798-5486    International: 011-864-208-8351

WMF Registration Customer Service Hours

• 4 a.m. - 5 p.m. EDT – Monday, June 7 – Friday, June 11
• 4 a.m. – 5 p.m. EDT – Monday, June 14 – Friday, June 18.
• 7 a.m. – 5 p.m. EDT - Saturday June, 19 – Sunday, June 20
• 9 a.m. – 5 p.m. EDT – Monday, June 21 – Friday June 25
June 14 – 19: Speaker Support

Visit the Speaker Resources page on the World Microbe Forum webpage

Topics/ Resources Include:

• Convener and Speaker Expectations
• Session Formats
• Embargo Policy
• Recordings of all speaker training webinars
  - How will my sessions be organized
  - Virtual platform training
  - How to access the platform the day of your presentation
June 14 – 19: Speaker Support

If further assistance is needed after reviewing the Speaker Resource Page, on the conference platform, locate Participant Search under Navigation and send a direct message to, ASM Senior Program Officer, Erin Dalder-Alpher.
June 14 – 19: iPoster Presenter Support

Email support@ipostersessions.com to address any of the following issues

• Accessing the iPoster presenter portal to edit iPoster
• Setting up the Live Chat/Live Session
• Creating and Publishing the iPoster
June 14 – 19: iPosters (Participant Support)

Login to the conference platform and visit the General Information tab under Navigation to view resources and tutorials for iPosters.

Topics Include:

• How to find specific iPosters by Track/Topic, subtrack, meeting etc.
• How to find iPosters with live chat/sessions
• How to contact an iPoster Presenters outside of live session
• How to move between the main platform and the Poster Hall

If further assistance is needed,

On the conference platform, locate Participant Search under Navigation and send a direct message to ASM Senior Program Officer, Latonya Trower.
June 14 – 19: Support for Exhibitors & Sponsors

If you are an Exhibitor or Sponsor and need assistance, please reference below

• On the conference platform, locate *Participant Search* under *Navigation* and send a direct message to ASM Exhibits Operations Specialist, **Marissa Brown** or **Mary Michalik**

• Email **exhibits@worldmicrobeforum.org**
Conference Support
June 20 – 24
(live conference dates)
June 20 - 24: General Information

Login to the conference platform and visit the **General Information** tab under Navigation to view a wide range of resources and tutorials

Topics Include:

- General platform navigation
- Platform networking & engagement features
- Creating a profile
- Networking Questions: participant matchmaking/ session recommendations
- Creating a personal agenda
- Session Types
- Accessing iPosters/ iPoster features
- Navigating the Exhibit Hall/ joining a live office hour
- Navigating the Industry & Science program
- CE Portal access
June 20 - 24: Live Support Options

Information Booth:
• Live support from ASM and FEMS volunteers available 24/7
• General conference information & resources
• Programming Information
• Platform navigation assistance

Technical Support:
• Live support available
• Assistance accessing a session
• Audio or Visual Issues
• Platform feature not working
June 20 - 24: Information Booth

- Participant(s) window
- Live support
- Downloadable resources
June 20 - 24: Technical Support Options

Technical Support:

- Audio or video Issues
- Platform feature not working

Find the ? Anywhere on the platform to access either the technical FAQ document or live support tech support.
June 20 - 24: Registration Support

View the Registration Tutorial [here](#). Experient, A Maritz Company, is the registration vendor. They will provide assistance with any of the following issues:

- Status of registration/ Request confirmation
- Payment Inquiries
- Cancellations
- Update the answers to registration demographic questions
- Update registration profile
June 20 - 24: Registration Support

Contact Information:
Email: wmf@maritz.com
Phone: Toll Free: 844-798-5486   International: 011-864-208-8351

WMF Registration Customer Service Hours
• 4 a.m. - 5 p.m. EDT – Monday, June 7 – Friday, June 11
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• 7 a.m. – 5 p.m. EDT - Saturday June, 19 – Sunday, June 20
• 9 a.m. – 5 p.m. EDT – Monday, June 21 – Friday June 25
June 20 - 24: Speaker Support

Visit the Speaker Resources page on the World Microbe Forum webpage

Topics/Resources Include:

• Convener and Speaker Expectations
• Session Formats
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• Recordings of all speaker training webinars
  o How will my sessions be organized
  o Virtual platform training
  o How to access the platform the day of your presentation
June 20 - 24: Speaker Support

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On the conference platform, locate Participant Search under Navigation and send a direct message to, ASM Senior Program Officer, Erin Dalder-Alpher
June 20-24: iPoster Presenter Support

Email support@ipostersessions.com to address any of the following issues

• Accessing the iPoster presenter portal to edit iPoster
• Setting up the Live Chat/Live Session
• Creating and Publishing the iPoster
June 20-24: iPosters (Participant Support)

Login to the conference platform and visit the General Information tab under Navigation to view resources and tutorials for iPoster

- How to find specific iPosters by Track/Topic, subtrack, meeting etc.
- How to find iPosters with live chat/sessions
- How to contact an iPoster Presenters outside of live session
- How to move between MP and aMuze

If further assistance is needed,

On the conference platform, locate Participant Search under Navigation and send a direct message to ASM Senior Program Officer, Latonya Trower
June 20 - 24: Support for Exhibitors & Sponsors

If you are an Exhibitor or Sponsor and need assistance, please reference below

- On the conference platform, locate *Participant Search* under *Navigation* and send a direct message to ASM Exhibits Operations Specialist, **Marissa Brown** or **Mary Michalik**
- Email **exhibits@worldmicrobeforum.org**