

## Virtual 2020 NAIC/NIPR Insurance Summit Housekeeping Guide

### How to Navigate via WebEx sessions, September 8 – 17, 2020

#### I. How to Log in to the Virtual Insurance Summit Event Platform

- Prior to the start of the event or the first session you plan to attend, follow these steps using the email confirmation notice you received from [mobilesolutions@psav.live](mailto:mobilesolutions@psav.live) with the subject line: **Confirmation – Event App for the NAIC/NIPR 2020 Insurance Summit**. \*\*\*Please check your junk/spam mail folder in case the confirmation email got delivered there instead of your inbox.
  - Sign in to <https://2020inssummit.psav.live> with your Username & Password provided in your confirmation email.
  - You will only be required to login once for the entire event if using the same device. You can access the Insurance Summit Event App via the “Login” tab on the Insurance Summit webpage at <https://content.naic.org/events/insurance-summit.htm>
  - You may also access it by adding this page to your browser's **favorites** tab or **bookmarks bar/menu** to gain easy access with just a click.
  - Once you are logged in, click on “Schedule”
  - Scroll through your session choices and select the session you want to attend.
- If you are unable to log in to the Insurance Summit Event App or cannot locate your unique username and password, please check your spam filter for the email from [mobilesolutions@psav.live](mailto:mobilesolutions@psav.live). If not found, contact the NAIC Meetings Team at [meetingsmail@naic.org](mailto:meetingsmail@naic.org) for assistance.

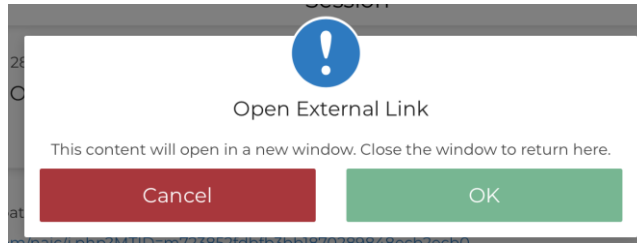
### Attendee Instructions for WebEx Sessions

- Prior to the start of the NAIC 2020 Insurance Summit, download the Cisco WebEx Meetings application
  - <https://www.webex.com/downloads>
- If restricted from downloading the WebEx application onto your computer, you may access the meeting via a web browser

#### I. How to Join a Virtual Insurance Summit WebEx Session (audio/video)

- The meeting link will be active 15 minutes prior to its scheduled start time. Please join the meeting 5 -15 minutes before the designated start time.

- Clicking the WebEx link provided in the Insurance Summit Event App will give you the following message notifying you that you are being redirected to an external link.



- Click **OK**

### If the link is to a **WebEx Event**

- You will be redirected to a login page.
- You will enter your First name, Last name, Email address
- The Event password will be prepopulated.

Join Event Now

To join this event, provide the following information.

**First name:**

**Last name:**

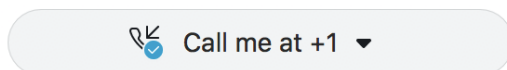
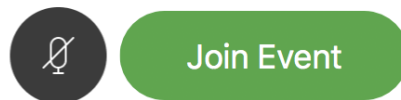
**Email address:**

**Event password:**

[Join Now](#)

[Join by browser \*\*NEW!\*\*](#)

- Select **Join Now**
- You will be redirected to the Join Event page
- Choose **Call me** and *enter your 10-digit number after +1* and select the **Green** join Event button



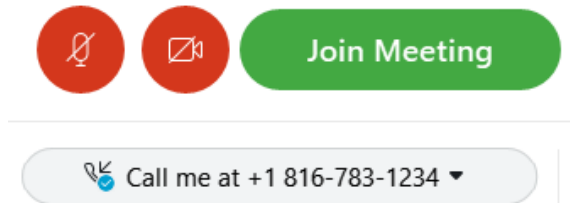
### Or

- Choose **use computer for audio** and select the **Green** join Event button. It is okay to use computer for audio when joining a **WebEx Event** as attendees will join

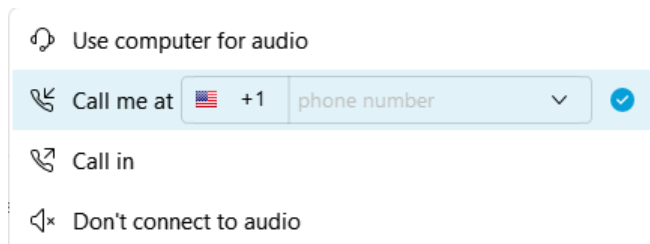
with one-way audio. You will be able to hear the Speaker, but they will not be able to hear you. Please use the Q&A feature to ask questions. The event host can unmute you if needed.

**If the link is to a WebEx Meeting**

- You will see a **Green** join Meeting button
- You will choose your preferred audio method
- Please choose Call me.

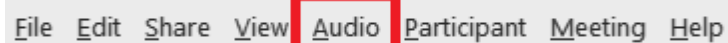


- Preferred audio method --- **Call me** and *enter your 10-digit number after +1*



**\*\*\*\*Please note, the number calling you back might be from an “unknown” number.**

- **You MUST select an audio option from this list.**
- The default option is Use computer for audio
- If you do not have a headset, this is not the best option for you
- If you accidentally chose the default you can always go to Menu at the top of the page



- select **Audio** and then **Audio Options** to select a different option after you have joined the meeting

## II. DIAL IN ONLY:

- To mute and unmute your line, press \*6.

## III. CHALLENGES joining a WebEx MEETING

- If you have challenges joining a WebEx Event or a WebEx Meeting: please contact **NAIC Technical Support Team** at [MeetingTechHelp@naic.org](mailto:MeetingTechHelp@naic.org) or **866-874-4905**.

- Limited bandwidth? Hardwire your connection and limit others using your network for the best possible WebEx experience.
- Avoid system failures by closing applications not needed for the meeting.

#### IV. Limit distractions during the meeting

- Turn off notifications, close or minimize apps running in the background and put your phone on “Do Not Disturb”

#### V. Please use the **WebEx controls** to mute/unmute yourself in the meeting

The meeting is set up to mute upon entry. You may have your camera on or off upon entrance into the meeting. It is at your discretion whether you would like to be visible to the group or not. Please mute your line when you are not speaking to reduce the background noise and disruption to the meeting:



MUTED



UNMUTED

#### VI. Please use the “Chat” and or “Q&A” feature to send any feedback directly to the Hosts or Moderators

- The Chat defaults to a public view that is visible to everyone in the meeting. The chat feature will be used to archive feedback and notes from observing attendees. Please refrain from using the Chat feature for private conversations, as the Chat thread will be saved to archive notes from the observing attendees.

#### VII. Some sessions will have polling questions, which will pop-up on the right-hand side of your screen when the polling coordinator starts the poll. Be sure to select your answer and hit the “submit” button.

Time elapsed: 2:23 Time limit: 5:00

Poll Questions:

1. What conferences merged into what we now know as Insurance Summit?

A. eReg

B. Financial Summit

C. Market Reg Summit

D. NAIC Summer National Meeting

Submit

Your answers may be recorded.

- ❖ **If you are unable to join due to capacity restrictions or technical difficulties, please note all sessions will be recorded and available in your Insurance Summit Event App profile approximately 24-48 hours after conclusion of the meeting. NOTE: NOTE: You will not receive continuing education credits with recorded sessions. In order to receive continuing education credits, you must view the session live, in real time.**
  
- ❖ **Please note, you are only permitted to sign into the Insurance Summit Event App on one device. If you are signed in on multiple devices, you will be logged out. We suggest you log-in to the website ahead of the session to confirm that you do not experience access or technical issues.**
  
- ❖ **Meeting Materials if available, can be accessed within the Insurance Summit Event App.**

## Virtual 2020 NAIC/NIPR Insurance Summit Housekeeping Guide

### How to Navigate via Livestream & Zoom Sessions, September 8-17, 2020

#### I. How to Log in to the Virtual Insurance Summit Event Platform

- Prior to the start of the event or the first session you plan to attend, follow these steps using the email confirmation notice you received from [mobilesolutions@psav.live](mailto:mobilesolutions@psav.live) with the subject line: **Confirmation – Event App for the NAIC/NIPR 2020 Insurance Summit.** \*\*\*Please check your junk/spam mail folder in case the confirmation email got delivered there instead of your inbox.
  - Sign in to <https://2020inssummit.psav.live> with your Username & Password provided in your confirmation email.
  - You will only be required to login once for the entire event if using the same device. You can access the Insurance Summit Event App via the “Login” tab on the Insurance Summit webpage at <https://content.naic.org/events/insurance-summit.htm>
  - You may also access it by adding this page to your browser's **favorites** tab or **bookmarks bar/menu** to gain easy access with just a click.
  - Once you are logged in, click on “Schedule”
  - Scroll through your session choices and select the session you want to attend.
- If you are unable to log in to the Insurance Summit Event App or cannot locate your unique username and password, please check your spam filter for the email from [mobilesolutions@psav.live](mailto:mobilesolutions@psav.live). If not found, contact the NAIC Meetings Team at [meetingsmail@naic.org](mailto:meetingsmail@naic.org) for assistance.

### Attendee Instructions for Livestream Sessions

#### The following sessions will be held via a live stream:

**September 8, 9:30 AM – 9:50 AM CT**

Opening Session and Welcome Remarks

**September 9, 10:00 AM – 10:50 AM CT**

R&R Keynote: U.S. Billion-dollar Weather and Climate Disasters (1980-2019): Better understanding U.S. disaster costs over space and time and implications for the future

**September 9, 11:00 AM – 12:20 PM CT**

Wildfire 101 Teaching Session – Wildfire Science & Individual and Community Mitigation

**September 10, 2:00 PM – 2:50 PM CT**

Panel on Diversity, Equity and Inclusion in a Regulatory Environment

**September 15, 12:30 PM – 1:50 PM CT**

NAIC Officer Panel

**September 15, 2:00 PM – 2:50 PM CT**

Innovation Keynote: A Digital Insurance Company's View on AI and AI Ethics

**September 17, 2:00 PM – 2:50 PM CT**

R&R Keynote: Storms, Wildfire, and Climate: How Homes (and Insurers) Survive

## I. Viewing the Live Stream

- Any video session happening via a live stream will be available via the red **Live Stream** button at the top right corner of your Insurance Summit Event App. This will pop up a new video layer over the top of the event platform, allowing you to still interact with the rest of the event icons and information while you watch the stream.

## II. Common Questions

### How do I see the video?

- On the top navigation bar, you should see red button with a camera icon on it. Click on that button and a window will appear with the video inside. You can also get to the video window with the Schedule, if a session has a stream enabled.



### Why can't I see the red button to launch the video stream?

- The button is only shown while there is a live stream running. It is usually available approximately 10 minutes prior to the start time. If you think there should be a button, you can check by reloading the page in your browser.

### The window opens, but I cannot see or hear the video

- The most likely explanation is that streaming video is blocked on your network or device. Try connecting to a different network and/or use a different device to access the site. You can check with your IT department if you should be able to view the live streaming video.

## III. CHALLENGES

- If you have challenges with the live stream, please contact PSAV at [mobilesolutions@psav.com](mailto:mobilesolutions@psav.com) or navigate to the **Help Desk** icon located in the left column of the Insurance Summit Event platform. For additional help, please contact the **NAIC Technical Support Team** at [MeetingTechHelp@naic.org](mailto:MeetingTechHelp@naic.org) or **866-874-4905**

## IV. Asking a Question

- Please use the "Ask" feature within Insurance Summit Event platform to submit any questions. You can find this icon on the left menu navigation bar during sessions that allow question submission. A Moderator will review and address your questions to the Presenters as time permits.



## Attendee Instructions for Zoom Webinars

Only the following session will be held via a Zoom Webinar:

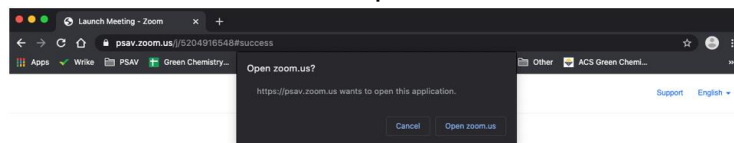
**September 16, 12:30 P.M – 1:50 P.M CDT**

Innovation and Technology State Contact Roundtable (Regulator Only)

### I. How to Join a Zoom Webinar (audio/video)

Please join the meeting 10 minutes prior to the designated start time.

- Clicking on the Zoom link in the Insurance Summit Event App schedule will take you to the Webinar via the Zoom application. Once a moderator has started the event, you will be able to view the Webinar.
- Please make sure your full name and organization is displayed.
- If restricted from downloading the Zoom application onto your computer, you may access the meeting via web browser:
  - **Click on the “join from the browser” link** (see below). Note Internet Explorer will NOT work for this platform.



When system dialog prompts, click **Open zoom.us**.

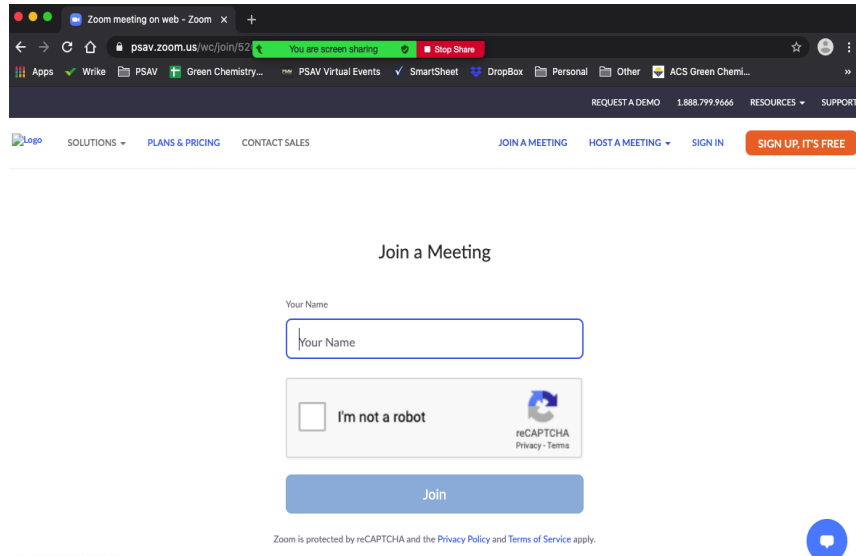
If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).

If you cannot download or run the application, [join from your browser](#)





- **Type in your Full Name and click “I’m not a robot”** to enter the meeting



## II. Unable to join via a Computer Audio

- Please use the call-in number and Webinar ID provided in addition to the Zoom link in the Insurance Summit Event App schedule
- You will be muted upon entry.
- Please do not use this feature in conjunction with a computer audio. **ONLY** if you **CANNOT** join via the Zoom application or browser.

## III. CHALLENGES joining a Zoom Webinar

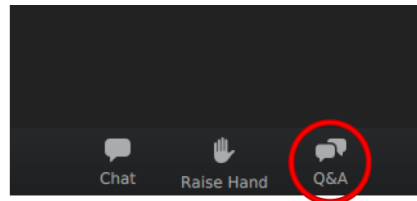
- For technical challenges entering the Zoom Webinar, please contact **PSAV** at [mobilesolutions@psav.com](mailto:mobilesolutions@psav.com) or navigate to the **Help Desk** icon located in the left column of the Insurance Summit Event platform.
- For additional help, please contact the **NAIC Technical Support Team** at [MeetingTechHelp@naic.org](mailto:MeetingTechHelp@naic.org) or **866-874-4905**.
- Limited bandwidth? Hardwire connection preferred if available. Limit the number of devices using your network for the best possible Zoom experience.
- Avoid system failures by closing applications not needed for the meeting.

## IV. Limit distractions during the meeting

- Turn off notifications, close or minimize apps running in the background and put your phone on “Do Not Disturb”

## V. Asking a Question

- Please use the “Q&A” feature within Zoom to submit any questions. A Moderator will review and address your questions to the Presenters as time permits.



### Tips for the Insurance Summit Event Platform

- Internet Explorer will **NOT** work with the Insurance Summit Event platform.
  - Please use the newest version of a modern web browser. We recommend Google Chrome, Mozilla Firefox, Microsoft Edge or Safari. You can also use your phone or tablet.
  - Check your network connection settings and make sure your Wi-Fi or cell service is live.
  - Sometimes work networks/Firewalls or VPN connections block certain sites or IP addresses, so you may need to try again on a personal connection.
  - **'You are not connected to the network'** error - Please clear your browser cache or try a different browser.
  - If you are using the call me feature on your computer or other personal device, please have that device muted.
  - If you are using the Insurance Summit Event App Schedule Search tool, please select **ALL DAYS** and once search is complete scroll down to the appropriate day to locate the item
  - If you are using the Insurance Summit Event App Schedule Bookmarks feature, also make sure to select **ALL DAYS** if you want to see the bookmarks for all the days vs a specific date.
- ❖ **If you are unable to join due to capacity restrictions or technical difficulties, please note all sessions will be recorded and available in your Insurance Summit Event App profile approximately 24-48 hours after conclusion of the meeting. NOTE: You will not receive continuing education credits with recorded sessions. In order to receive continuing education credits, you must view the session live, in real time.**
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