American Heart Association
International Stroke Conference 2023
Frequently Asked Questions (FAQ)

All times are U.S. - Central Time Zone (Dallas)

Virtual Event FAQ

Overview:

Registration
How do I register for the event?
Please visit professional.heart.org and click the Register Now button.

- Individual attendees are required to have a Professional Heart Daily profile to register. To create a profile, go to PHD, click the "Login" button in top right-hand corner, then click "Sign-up". If you have previously set up an account on PHD but cannot locate your login information, please click here.
- Forgot your password? Please go here.
- If you register to attend this year's conference in person, you will also receive access to the conference online. Look for your registration confirmation email containing your registration number (required to access the conference online).
- For group registration, please go here. You will find a form at the bottom of the page to complete & submit. From there, the Group Registration team will review your submission and respond to you with any questions or next steps.

What if I didn't receive my confirmation email?
Your registration number can be found in your event confirmation e-mail titled **American Heart Association's International Stroke Conference 2023 Registration Confirmation & Important Show Information.**

Visit our Registration Resource Center to retrieve your Registration/Badge Number.

What if I want to edit my registration information?
Visit our Registration Resource Center to update your registration details.

What does it cost to attend?
For detailed conference registration pricing, please click here.
Individuals can renew or join as an AHA Professional Member in advance of registering to be able to take immediate advantage of the Member rate.

How do I access the virtual event?
On Monday, February 6th the day the Virtual Platform opens at 9am CT (Dallas), all registrants will receive a follow-up confirmation e-mail with their Last Name, Registration/Badge Number, and a link to access the virtual event.

Click the link provided in your email, enter your **Last Name** (exactly as it was entered for registration) and your provided **Registration/Badge Number**.

Membership:
The Membership Page provides links to all benefits that support our members! Individuals may also Join or Renew as a Member on the Membership Page. You will also find a "Become an AHA Member" button in the top navigation of each page of the virtual platform.

If you have questions about AHA Membership, please email membership.services@heart.org.

How will the content be delivered?
Programming will be presented on-site in Dallas, TX, and virtually through livestreamed and on-demand sessions. *On-Demand content will be available within 24 hours of the session concluding on-site in Dallas.*

Will sessions be available for viewing after the last day of the event?
Registered attendees will have access to the virtual content to view at their convenience for up to 7-days from the end of the conference through February 17th, 2023 at 11:59pm CT. All attendees will need is their Last Name (as registered) and their Registration/Badge Number to access the virtual conference.

IMPORTANT: *CME/CE credit is only available to claim for sessions viewed during the live portion of the meeting from **February 7 – 10**. CME/CE is not available for sessions viewed after **February 10, 2023**.*

Can I get Sessions OnDemand if I need more time to view sessions or need CE credit?
Need more time to view all the virtual ISC 2023 content? **Stroke OnDemand** will launch shortly after the conference and will grant access to over 100 sessions, with CE opportunities available on selected sessions through January 31st, 2024.

Enduring CME will be available for selected sessions. Pricing is $299 for AHA Professional Members and $499 for Non-Members. Prior to the conference, Stroke OnDemand is only available for purchase with registration as part of Gold package registration. If you have registered for the conference, but did not originally purchase Gold package registration, you can upgrade your registration to Gold package via the Registration Resource Center for the +$299/+$499 price in addition to your registration cost.

Stroke OnDemand will launch shortly after the conference and will grant access to content through **January 31, 2024.** Over 100 sessions Enduring CE will be available for selected sessions.

How do I navigate the event platform?
AHA has designed a simple navigation method for attendees. At the top of the event platform home page, attendees have 4 main options to choose from:

- Programming
- Connect
- Industry Supporters
- More

Is there an agenda for the event?
Attendees can access the schedule of events via the Online Program and Itinerary Planner or the Mobile App. Additionally, there is an overview of the live streaming content available under "Schedule at a Glance." in the Mobile App. Additionally, there is an overview of the event platform under "Schedule at a Glance."

How do I access Posters?

Attendees can view the International Stroke Conference 2023 ePosters beginning February 8 at 8am CT (Dallas). Once on the home page for International Stroke Conference 2023, click the "Programming", then the "Posters" Tab. To view the ePosters, you do not need an additional login and password; however, to interact with other attendees or presenters in the poster area, you may be required to create a login and password and will be prompted once in the Poster area. Attendees should only have to login once & will be automatically recognized each subsequent visit.

Attendees can view the ePosters, read the abstracts, listen to any audio recording, or video, and send questions to the presenters via email using the "Ask the Author" feature. Enjoy abstracts and audio recordings in the palm of your hand! Abstracts will be available on Thursday, February 2, 2023 at 4:00 AM CT (Dallas).

A link to view ePosters can also be found in the information tab of the **AHA Conferences** mobile app.

Will Continuing Education Credit be offered?

IMPORTANT: *CME/CE credit is only available to claim for sessions viewed during the live portion of the meeting from* **February 7 – 10**. *CME/CE is not available for sessions viewed after* **February 10, 2023**.

Professional attendees will be able to claim up to **23.0 CE credits** for participation in the virtual conference activity. Nursing Symposium attendees can claim up to **6.5 CE credits**. The number of **CE credits** for Stroke in the Real-World are still being finalized and will be posted on our Continuing Education page once available.

Instructions will be emailed to attendees at the conclusion of the conference.

Instructions for Claiming CE Credits for International Stroke Conference

1) **Log In**
   - Go to AHA's Lifelong Learning Center at learn.heart.org.
   - Click Activities in Progress
   - Enter your Username and Password and **Sign In**.
   - If you do not remember your Username or Password, click the Forgot Password link.

2) **Select Event and Activity**
   - Select the **International Stroke Conference 2023** activity.
   - Review the **Activity Overview**, scroll to bottom and click Continue.
   - View the contents of **Activity Material** page and click Continue.
   - Pharmacists will select the specific sessions attended.

3) **Claim Credit**
   - Complete the **conference evaluation**, which is required to claim credit. Once complete, click **Submit**, and **Continue**.
   - Click the Claim button for the appropriate accreditation.

- ACCME and ANCC allow claiming of variable credit. You can claim all or part of the activity credit according to your user profile.
- Select the credit amount before clicking the Claim button.
- Click Continue to generate your certificate.
- Click **Finish**. The activity is stored under Transcript.

CE/CME General Assistance:
For your CME/CE you do not need to track your sessions (unless seeking ACPE Pharmacist credit). At the end of the Meeting, you will be able to go in and claim your credit.
You will only claim **once** for the meeting and receive an email with further instructions. You are strongly encouraged to claim your CME/CE credit within 30 days of the conclusion of the conference.

For more information on CME/CE credit and credit expiration dates click here.

If I still need help with CE:
Our National Engagement Center can be reached at 1-888-242-2453 (Monday through Friday, 8:00 a.m.–5:00 p.m. Central Standard Time) or email professional.help@heart.org. You can also click here for more information.

Is there a mobile app for the event?
If you are watching the event on the go or want to participate in the In-Person only Scavenger Hunt, download the event app by searching **"AHA Conferences"** in Google Play or App Store, or by following this link. *Sponsored by* CERENOVUS.

How can I Access the Abstracts?
Attendees can obtain abstracts electronically in several ways, listed below. Print copies are not available.

- **Online Program and Itinerary Planner**
- **Mobile App (Google Play or Apple App Store)**

What Late Breaking Science is being presented this year?
ASA has included compelling Late Breaking Science at this year's International Stroke Conference 2023. Look for these presentations in the AHA Conference App or Online Program and Itinerary Planner by searching for "Late-Breaking." Late-Breaking Science will also be included in all Main Events. Embargo times for late-breaking science and featured science are the date and time of the presentation.

I am a speaker and have a question, who do I direct those to?
Please check the For Presenters and Moderators page first. If you cannot find the answer to your question(s), speakers and moderators can reach out to ProgramParticipant@heart.org with questions regarding presentations. You can also chat with a live agent by clicking the "Support" icon at the bottom right-hand corner of any page on the virtual event platform beginning Monday, February 6th through Friday, February 10th. Chat support hours are listed on the last page of this document.

I am Media/Reporter, who can I direct questions to?
An embargoed news kit highlighting select non-late-breaking science abstracts will be available to registered media. News briefings featuring select Late-Breaking Science abstracts will be held for registered journalists representing accredited news outlets both in-person and virtually. Media registration is open and linked here. Please send any media inquiries to AHACommunications@heart.org.

Is there a Virtual Exhibit Hall?
Discover cutting-edge science and technology in the Exhibitors section hall under the Industry Supporters tab on the homepage. Explore the community of supporters for this event and their latest innovations. Click on the company logos to visit their websites to learn more.

Will networking opportunities be available?
There will be several opportunities to join networking activities at International Stroke Conference 2023, including the entirely new Braindate experience and a newly enhanced 1:1 Networking experience on the virtual platform.

Click "**Connect**" on the conference homepage once you are logged in for more details and options in our "Connection Hub," including **Braindates**, **1:1 Networking**, **Meet the Expert**, and more! Complete your profile and interact with other attendees using these networking tools. Throughout the program, you will find a variety of ways to interact and submit your questions to the faculty during live Q&A sessions.

What is Braindate? **NEW!**
AHA is excited to be launching Braindate for the first time at International Stroke Conference 2023.

Braindates are one-on-one (30-minute conversations) or small group conversations (up to six people for a 45 min conversation) based on topics posted by you and fellow participants in the Braindate Topic Market. The topic focused meetups are a great opportunity to brainstorm, solve challenges, and share expertise or experiences while meeting new (brilliant!) people.

You can join Braindates in-person located in the Braindate Lounge within the Heart Hub, or through a video meet up on the virtual platform. You can literally connect with AHA attendees from all corners of the world.

How to get started

1. The Braindate platform will launch on January 26th, 2023. To enter, go to Connect located on the top right navigation bar and Braindate is the first listing. You'll be asked to enter the same e-mail you used to register for International Stroke Conference and to create a password you should only have to enter once. Next, you'll walk through your preferences, and we recommend keeping on the notifications to get reminders for your meet ups.

    Come early to explore the posted topics, schedule your Braindates and create your own. We recommend completing your Braindate profile to let attendees know what you are interested in

discussion during the conference. You can also refer an industry friend to a particular top. If you need an accessible meeting, please contact the Braindate Learning Concierge to assist you.

2. Once International Stroke Conference 2023 begins February 8th, 2023, you can enjoy your conversations in-person at the Braindate Lounge in the Heart Hub or virtually online from Dallas or any corner of the globe on **February 8-9th, 2023**. Our Learning Concierges will be present and ready to support you onsite and online answer your questions and help you craft your ideal Braindate topic.

About 1:1 networking
During International Stroke Conference attendees can explore the global attendees and connect directly with them for online networking or send a text message. These options can be found by navigating to the "Connection Hub" and selecting 1:1 networking. Make sure to use the new filters on the left side navigation to help navigate to those you want to connect with. Filter by Job Classification, Specialty, Primary Council, Early Career and by Country. We recommend you explore these options early to make sure you do not miss opportunities to build your community and network. If you need an accessible meeting, please share your request with Support – Technical support to assist you.

Where can I participate in virtual Meet the Expert Sessions?
Connect with select experts who will provide answers and thoughtful insights on various topics in engaging informal Q&A sessions. These sessions can be found on the virtual meeting site in our "Connection Hub."

<u>**Tuesday, February 8th**</u>
Meet the Expert: Neuromodulation
Time: 1:15-1:45pm CT (Dallas)
Speaker: Jesse Dawson **MD, MBChB (hons), BSc (hons), FRCP, FESO**
Moderator: Rushna Ali **MD**

<u>**Tuesday, February 8th**</u>
Meet the Expert: Stroke-related Cognitive Impairment
Time: 3-3:30pm CT (Dallas)
Speaker: Elizabeth Marsh **MD FAHA FANA FAAN**
Moderator: Neil Parikh, MD

<u>**Tuesday, February 9th**</u>
Meet the Expert: Genetics
Time: 1:15-1:45pm CT (Dallas)
Speaker: N. Abimbola Sunmonu **MD, PhD**
Moderator: Guido Falcone **MD**

<u>Tuesday, February 9th</u>
Meet the Expert: Novel Treatment of ICH
Time: 3-3:30pm CT (Dallas)
Speaker: Christopher Kellner **MD**
Moderator: Andrew Ducruet **MD**

Pre-Conference Symposia & Nursing Symposia
The Pre-Sessions Symposia will take place on Tuesday, February 7th featuring distinguished symposia events. These events require additional registration in addition to the conference registration to upgrade your registration to purchase each Symposia a la carte, visit the [Registration Resource Center](#). There will be multiple live streamed sessions available on the virtual platform.

This career-defining experience requires a separate registration for entry, and is available for purchase on the [International Stroke Conference Registration](#) page.

Is there a Career Fair this year?
There will not be a Career Fair this year, but attendees can access the Professional Membership Job Board at https://professionaljobs.heart.org. From there, job seekers may look for positions, and employers can post a job online. Professional Heart Daily Professional members have access to jobs and career services, providing priority preview access to highly relevant medical- and science-focused jobs, resume reviews, a discount on job postings, and more.
Or attendees can access through the Membership Page on the conference platform. For attendees interested in posting a job or applying for one, visit our Membership Page and click on the Job Resources link at the bottom in the black benefits block.

<u>How do I participate in the AHA Scavenger Hunt?</u>
Explore the in-person meeting experience through the app. Get points. Win prizes.

Throughout the **IN-PERSON ONLY** experience hunt for QR codes on featured sessions, exhibitor pages and networking events to earn points. **There will not be a scavenger hunt for virtual attendees this year.**

The top two winners will be announced at the end of the conference on February 10 and will receive a gift card.
1. Download the Mobile App
2. Hunt for QR codes embedded throughout the in-person conference
3. Check the leaderboard in the mobile app to see who is on top

For more details on the in-person Scavenger Hunt, including the dates and times of eligibility, click [here](#).

How do I get access to the Daily Newspaper?
Each morning an email with the morning agenda and a recap from the previous day's events in our official daily newspaper is sent to all registered attendees.

You can also view daily news updates from the platform's homepage by clicking "Programming" and then "Daily News."

Accessibility Information

The American Heart Association is committed to diversity, inclusion, and meeting the needs of all our constituents, including those with disabilities. We are continually improving our digital assets to comply with the accessibility guidelines for levels A and AA in accordance with WCAG 2.1.

If the format of any material on our web pages interferes with your ability to access the information, please contact us to request assistance or if you have questions or comments about our websites' accessibility. Please call 1-800-AHA-USA-1 (1-800-242-8721) or submit an inquiry.

What is the best browser to access ISC23 online?

We support the most current version of the popular browsers: Chrome, Safari, Edge, and Firefox.

Chrome is the preferred browser. IE 11 is no longer supported as Vimeo Livestream is critical and unavailable on IE.

What to do if you are unable to login
- Ensure that you are disconnected from the institution/company VPN.
- There might be a problem with the web browser's cache and cookies. Try logging in using an "incognito" feature (which usually ignores all your stored cache and cookies). *While using incognito, some site features may not function properly.
- If logging in via incognito works, you might need to clear your browser's cache and cookies to be able to log in from a normal window again.

How to Clear Browser Cache

Every browser has a different way of clearing cache and cookies, so you will have to check how to do this depending on what you are using.

Chrome
- On your computer, open Chrome.
- At the top right, click the 3 stacked dots.
- Click "More tools".
- Click "Clear browsing data."
  - At the top, choose a time range.
  - To delete everything, select *All time*
  - Next to "Cookies and other site data " and "Cached images and files", check the boxes.
  - Click "Clear data".

Edge
- On your computer, open Edge.
- Press the keys [Ctrl], [Shift] and [Del].
- A new Window opens. Select the option "temporary services and files".
- Confirm your selection by clicking on the "delete" button.

FireFox
- Click the menu button at the top right (3 stacked lines) and select "Settings".
- Select the "Privacy & Security" panel.
  - In the "Cookies and Site Data" section, click "Clear Data".
  - Remove the checkmark in front of "Cookies and Site Data".
  - With "Cached Web Content" check marked, click the "Clear" button.
  - Close the "about: preferences" page.

Safari
- Open "Settings".
- Tap "Safari".
- Tap "Clear History and Website Data"

Trouble logging in: Corporate IT Settings / Antivirus and Firewall Software
Some corporate IT settings will block websites. These corporate Antivirus and Firewall software sometimes automatically block certain websites out of minor suspicions, and the web page following the login page might have been blocked, causing you to be unable to login.
If you think there might be a problem with your Antivirus or Firewall software, you can try logging in using a different device. For example, if you are normally log in from a desktop computer, try logging in using your mobile phone.

Troubleshooting Livestream:
• Turn off Ad-Blocker on your browser
• Login using a personal device

What are the video networking requirements?
Chime: https://docs.aws.amazon.com/chime/latest/ag/network-config.html
Whereby: https://whereby.helpscoutdocs.com/article/425-network-requirements#config

Who do I contact if my question is not listed here?
For urgent questions during the event dates, click the **red** "Support" icon in the lower right-hand corner of any screen on the virtual event platform, and a live agent will be happy to assist you!

Web Chat hours:
Monday, February 6th: Noon-5pm CT
Tuesday, February 7th: 7:30am-6:30pm CT
Wednesday, February 8th: 7am-6pm CT
Thursday, February 9th: 7am-6pm
Friday, February 10th: 7am-1pm CT

Non-urgent **inquiries can be emailed to the following:**
- Continuing Education/MOC: learn@heart.org
- Council Awards: Council.Awards@heart.org
- Industry (sponsors and exhibitors): exhibits@heart.org
- Journals: pubauth@heart.org
- News Media: ahacommunications@heart.org
- Member and Council Information: professional.help@heart.org
- Registration/General Questions: virtualevents@heart.org
- Research/Funding: apply@heart.org
- Speakers and Faculty: programparticipant@heart.org

Please join us in the conversation online using the #ISC23!

AHA National Customer Service
1-800-AHA-USA-1
1-800-242-8721
www.aha.heart.org
www.professional.heart.org