American Heart Association
International Stroke Conference 2024 Frequently Asked Questions (FAQ)

All times are U.S. - Mountain Time Zone (Phoenix)

Virtual Conference

Overview:

- **Registration**
  - Cost
  - Access
- **Membership**
- **How will the content be delivered**
- **Posters**
- **Continuing Education**
- **Mobile App**
- **Programming**
  - Agenda
  - Abstracts
  - Late-Breaking Science
- **Speakers** - add onsite speaker resources room #
- **Media/Reporters**
- **Exhibit Hall**
- **Networking**
  - Meet the Experts/Trialist
  - Live Chat/Q&A
- **Career Fair**
- **AHA Scavenger Hunt** - **onsite only, not virtual**
- **Learning Studio & Symposia**
- **Newspaper**
- **Accessibility**
- **Special Programming**
  - Pre-conference Symposium/Early Career Day
- **Shop AHA**
- **Technical Issues**
- **Webchat Hours & Other Contacts**

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 [Professional Heart Daily](), click the "Login" button in top right-hand corner, then click "Sign-up". If you have previously set up an account on PHD, but are unable to 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 email titled **American Heart Association's International Stroke Conference 2024 Registration Confirmation & Important Show Information.**

Visit our [Registration Resource Center]() to retrieve your Registration/Badge Number. **This information is needed for Mobile App and e-Poster login. Access to the Zoom ISC '24 virtual platform requires your email address and password associated with your AHA Professional Heart Daily account.**

Please use these links if you have previously set up an account on PHD but [cannot locate your login information](), or you have [forgotten your password]()?

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 5th, the Virtual Platform opens at 1pm MT (Phoenix); all registrants will receive a follow-up confirmation email and a link to access the virtual event.

Click the link provided in your email, upon first login, you will be asked to enter your email and password associated with your AHA Professional Heart Association account. Forgot your password? [Click here]() to reset your password.

Membership

Provides links to all benefits that support our members! Individuals may Join or Renew as a Member directly through a link on the Membership Page. You will also find a "Become an AHA Member" button in the main navigation of each page of the virtual platform.
If you have questions about AHA Membership, please email professional.help@heart.org.

How will the content be delivered?

Programming will be presented on-site in Phoenix, AZ, and virtually through live-streamed and on-demand sessions. ***On-Demand content will be available within 24 hours of the session concluding on-site in Phoenix.***

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 Friday, February 16th, 2024 at 11:59am MT. All attendees will have access to the virtual conference.

IMPORTANT: *CE credit is only available to claim for sessions viewed during the live portion of the meeting from **February 6 – 9**. CE is not available for sessions viewed after **February 9, 2024**. You will need to claim credit commensurate with the hours of accredited content viewed over the three days.* ***You can claim credit only once for the entire conference.***

Can I get Stroke OnDemand if I need more time to view sessions or need CE credit?

Need more time to view all the virtual ISC 2024 content? Stroke OnDemand will launch on Tuesday, February 20th, and grant access to over 100 sessions, with CE opportunities available on selected sessions through January 31st, 2025.

With Stroke OnDemand, CE will be available for selected sessions. Pricing is $299 for AHA Professional Members and $499 for Non-Members. Before the conference, Stroke OnDemand is only available for purchase with registration as part of Gold package registration. If you have already 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 on Tuesday, February 20th, and grant content access through **January 31, 2025.** 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:

- Home - Lobby page - Virtual Concierge, ePosters and AHA Membership
- Sessions
- Itinerary
- Speakers

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 event platform under "Schedule at a Glance" in the Mobile App. There is also an overview schedule, and a filter in the Zoom Events platform that you can bookmark the sessions you are interested in watching.

How do I access ePosters

Attendees can view the International Stroke Conference 2024 ePosters beginning February 7 at 8 am MT (Phoenix). Late-Breaking Science ePosters are embargoed until the date/time of their presentation.

To [view the ePosters](#), you will be prompted to login with your Last Name and Badge/Registration Number.

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!

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

Will Continuing Education credit be offered?

IMPORTANT: *CE credit is only available to claim for sessions viewed during the live portion of the meeting from* **February 6 – 9**. *CE is not available for sessions viewed after* **February 9, 2024**.

Professional attendees will be able to claim up to **22.0 CE credits** for participation in the ISC virtual conference activity. CE credit information for the State-of-the-Science Nursing Symposium and Pre-Conference Symposia is posted on our [Continuing Education](#) page.

Instructions for Claiming CE Credits for International Stroke Conference

1. Log in
    a. Go to AHA's Professional Education hub at Intelligohub.org (link opens in new window)
    b. Sign in with your username and password.
    c. Click My Library.
    d. Select the appropriate activity (i.e. International Stroke Conference 2024, Nursing Symposium, etc.).
2. Claim Credit
    a. Complete the conference evaluation survey.
    b. Click Claim CE.
    c. Complete information and save.
    d. Your certificate is located in 'My Account' under "CE Details."

All credit MUST be claimed within 6 months. We strongly encourage you to claim within the first 30 days.

You will need to claim credit commensurate with the hours of accredited content viewed over the live meeting. You can claim credit only **once** for the entire conference.

To claim live CE credit: the attendee can be in person or virtually watch the live streamed activities. Live CE credit cannot be issued for anything attended/viewed outside of the live activities' event date(s).

- o **Pre-conference symposia:** The event date for all pre-conference symposia is February 6th. Only livestreamed content viewed on that date is eligible for CE credit.

- o **ISC Main Conference:** The event dates for ISC are February 7-9th. Only livestreamed content viewed during those dates are eligible for CE credit.

IMPORTANT: All ISC CE credits must be claimed by August 9, 2024.
All Nursing Symposium and Pre-Conference Symposia CE credit must be claimed by August 6, 2024.

Statement for International Attendees: At this time, we are unable to offer CE credit claim to participants residing outside of the United States. We apologize for this inconvenience.

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

If I still need help with CE:

Click here for more information. If you still have questions or need additional support, our Customer Support team can be reached at 1-877-340-9899 (Monday through Friday, 8:00 a.m.–6:00 p.m. Central Standard Time) or via e-mail at intelligo.help@intelligohub.org.

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. *Sponsored by* CERENOVUS.

Programming

How can I Access the Abstracts?

Attendees can obtain abstracts electronically in several ways, listed below. Print copies are not available.

- **- Online *Stroke* Journal**

- **- Online Program and Itinerary Planner**

- **[Mobile App (Google Play or Apple App Store)](#)**

Abstracts are embargoed until February 1 at 3 am MT. Late-Breaking Science abstracts are embargoed until start date and time of their presentation.

What Late Breaking Science is being presented this year?

ASA has included compelling Late Breaking Science at this year's International Stroke Conference 2024. 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, 5 Concurrent Oral Abstract Sessions, and a Poster Session. Embargo times for late-breaking science and featured science are the start date and time of the presentation.

Speakers

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 strokprogpart@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 5th through Friday, February 9th. Chat support hours are listed on the last page of this document.

Media/Reporters

I am a journalist/reporter for a news media outlet, who can I direct questions to?

An embargoed news kit highlighting select Late-Breaking and non-Late-Breaking Science abstracts will be available to registered media. Media registration is open and linked [here](#). Please send an email to AHACommunications@heart.org for assistance or if you have any questions about the news media program at ISC 2024.

Exhibit Hall

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 ISC '24 virtual conference platform.

Wednesday, February 7th
Meet the Expert 1: ARIA
Time: 1:15-1:45pm MT (Phoenix)
Speaker: Stephen Salloway
Moderator: Susanne Van Veluw

Wednesday, February 7th
Meet the Expert 2: Using Deep Brain Stimulation to Target the Dentate
Time: 3-3:30pm MT (Phoenix)
Speaker: Andre Machado
Moderator: Teresa Kimberley

Thursday, February 8th
Meet the Expert 3: Ensuring Animal Models Are Relevant (SPAN)
Time: 1:15-1:45pm MT (Phoenix)
Speaker: Patrick Lyden
Moderator: Ligia Braga Boisserand

Thursday, February 8th
Meet the Expert 4: The Use of Biomarkers in Acute Stroke
Time: 3-3:30pm MT (Phoenix)
Speaker: Joan Montaner
Moderator: Jeffrey Saver

Pre-Conference Symposia & Nursing Symposia

The Pre-Sessions Symposia will take place on Tuesday, February 6th featuring distinguished symposia events. These events require additional registration in addition to the conference registration. To upgrade your registration and purchase each Symposia a la carte, visit the Registration Resource Center. There will be multiple live streamed sessions available on the virtual platform.

NOTE: Because of the interactive nature of the HEADS-UP Pre-Con, it is not available for virtual viewing.

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

Networking

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. 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. Please access our Job Board at https://professionaljobs.heart.org/.

Newspaper

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.

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.

Technical Issues

What is the best browser to access ISC24 online?
We support the most current version of the popular browsers: Chrome, Safari, Edge, and Firefox.

Unable to login?
- Ensure that you are disconnected from the institution/company VPN. If they are unable to disconnect from their VPN, please share this direct Zoom event link with them (too long to share via phone).
- 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.

https://zoom.us/support/download
https://events.zoom.us/e/system-check

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 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

Who do I contact if my question is not listed here?

For urgent questions during the event dates, navigate to the Zoom Event Lobby page to the Virtual Concierge for one-on-one support. The team will also be available in the Lobby chat.

Hours and Contacts

Live Chat Support Hours:

Monday, February 5th:	1:00 pm - 5:00 pm MT
Tuesday, February 6th:	7:30 am - 6:00 pm MT
Wednesday, February 7th:	7:00 am - 6:15 pm MT
Thursday, February 8th:	7:00 am - 6:15 pm MT
Friday, February 9th:	7:00 am - 2:00 pm MT

Non-urgent inquiries can be emailed to the following:

● Continuing Education: intelligo.help@intelligohub.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: strokprogpart@heart.org

Please join us in the conversation online using the #ISC24!

AHA National Customer Service

E-mail: Professional.Help@heart.org
Phone: 1-888-242-2453
Phone: 1-214-570-5935 (Outside U.S.)
www.professional.heart.org