**Why is the event virtual this year?**
This decision was made carefully and after thorough examination of all the risks and benefits – health and safety, travel restrictions, among many, related to the COVID-19 pandemic. The health and well-being of our members, participants and staff are our utmost priority.

**How do I register for the event?**
Attendees can register for this year’s conference by visiting [https://epilifestyle.heart.org/welcome](https://epilifestyle.heart.org/welcome) and clicking the “register now” button.

Individual attendees are required to have a Professional Heart Daily profile in order to register. To create a profile, go to [PHD](https://phd.heart.org), click the “Login” button in the top right-hand corner, then click the “Sign-up” option. If you have previously set up an account on PHD but cannot locate your login information, click [here](https://phd.heart.org). Forgot your password? Please click [here](https://phd.heart.org).

**What does it cost to attend?**
For AHA Members the cost is $99. For Non-Members the cost is $199. Registration is non-refundable. Registrants will have access to all content until August 23, 2021.

Individuals are able to 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 event?**
After registering, attendees will receive a confirmation email directly to the email that was entered during the registration process.

On May 18th, all registered attendees will receive an email with instructions on how to access the event. This email will come from [noreply@nexisit.net](mailto:noreply@nexisit.net). Please check your spam and junk folders if you are not able to find the welcome email in your inbox.

To access the event, click: [https://epilifestyle.heart.org/welcome](https://epilifestyle.heart.org/welcome). Then you’ll need to follow the following steps:

1. Enter your username/email address (email address entered during registration) and single-use password (delivered in the May 18th email).
2. You will be prompted to create a new password.
3. If you are not automatically prompted to create a new password, click on the round profile icon at the top right-hand of the page (grey circle).
4. Enter a new password.
5. Confirm the password change, and you’re all set!

**What are the system requirements for the EPI/Lifestyle 2021 platform?**
You can access EPI/Lifestyle 2021 on a PC running Windows 7+ or Mac running macOS 10.12+ through Chrome or Safari. You can also access via Android tablets and phones using Chrome and iPhones and iPads using Safari. For the best experience, we recommend joining on a computer through Chrome.

**What steps can I take to help me have a great experience at a virtual conference?**
Below are some helpful tips to help you have the best user experience at Convening Leaders:

- Make sure your browser is up to date with the latest version.
- Disable any large or privacy-related browser extensions or plug-ins
- Ensure that your browser is allowing use of your camera and microphone
- Ensure that your computer is allowing use of your camera and microphone in your device settings
- Clear your cache, cookies and browsing data of all time or use a private/incognito browser window if you are experiencing any issues

**What if I didn’t receive my confirmation or event access email?**
If you did not receive a confirmation or event access email, please reach out to Customer Service at the NEC (National Engagement Center) to request that your confirmation be resent. 1-888-242-2453 or you can email virtualevents@heart.org.

**Can I watch two concurrent session at once?**
While we do not recommend having multiple tabs of Juno open, here are some tips for watching two concurrent sessions at once.

(In Google Chrome)
1. While watching a session, open a new tab and navigate to the meeting site (https://epilifestyle.heart.org/welcome).
2. Navigate to the session you would like to attend concurrently.
3. Upon opening the session, right click on the browser tab, from the dropdown menu select “Mute Site”.

This will mute both tabs, however, you can watch the sessions concurrently and follow along using closed captions.

**What if I registered after May 17th?**
If you registered after May 17th, please email virtualevents@heart.org to confirm your registration. Include the email address you used to registers. Someone will get back with you to confirm your registration and provide you access to the event. You should receive a response within 30 minutes (between the hours of 7:00am and 5:00pm CDT).

**How do I set up my profile?**
The first time you log in, a link at the top of the home page will appear that asks you to complete your profile. Make sure to select your areas of interest. The platform will suggest sessions that align with your interest choices. You can continue to update your profile throughout the event by clicking on it in the top right of your screen.

**How do I set up my schedule?**
There is an “Attend” option for each live event. Clicking that will add the event to your calendar in the platform.

**Can you have multiple time slots on the same day?**
Yes, by toggling on the “Allow members to contact me” switch, attendees will be able to book a meeting with you on the quarter hour during your set availability time. By setting away dates, you will block off time periods that attendees may schedule a meeting with you.

**How do I connect with people individually?**
To schedule a private meeting, you may find them in the “Directory” tab, click on their user and click “Send Message” or “Schedule” if they have allowed other members on the platform to contact them.

**How can I see who is attending?**
The “Directory” tab in the second navigation bar will pull the full attendee list for you to browse and search.

**How do I get to my unique “room”?**
Once you schedule a meeting with someone, you will be brought to a Unique URL that will turn into your private meeting room at the time for which it was scheduled. This will get saved to your schedule for easy reference at the meeting time. If you choose to schedule the meeting for “Now,” your meeting room will be live. You may invite others to join this meeting by copying and pasting the URL into a message with another attendee.

**What’s the difference between notifications and direct messages?**
Near your profile in the top right corner, you’ll see a chat bubble for notifications. These notifications are only for event-wide notifications from EPI/Lifestyle 2021 about upcoming events or Leaderboard alerts.
If you'd like to direct message another attendee, you can send them a direct message through this platform by clicking on their profile from the Directory. They will then receive an email alerting them to your message and enabling them to respond to you.

**Can I change my background like Zoom?**
Unfortunately, no. Make sure your background is appropriate and something you do not mind people seeing.

**How do I navigate the event platform?**
AHA has designed a simple navigation method for attendees to access all event content. At the top of the event home page attendees have 6 options to choose from in a white navigation bar with the following navigation options:
- EPI/Lifestyle 2021 (the home page)
- Programming
- Posters
- Conference Coverage
- FAQs
- CME/CE & More

Just below the white navigation bar, a red sub-navigation bar has the following navigation options:
- Programming
- Speakers and Awardees
- Connect with Colleagues
- AHA Membership

**How do I access Posters?**
Attendees can view EPI/Lifestyle 2021 ePosters during the conference. Click the “Posters” button in the white navigation bar or access the page via this link [https://epilifestyle.heart.org/Posters](https://epilifestyle.heart.org/Posters). There are non-moderated and moderated ePosters available to view.

**Will sessions be available for viewing after the last day of the event?**
Included with your registration is complementary access to EPI Lifestyle 2021 on demand content for 90 days (through August 23, 2021). Attendees will need their email address and password used to log into the conference to access the content. Live Sessions will be available on demand within 24 hours after they originally air. Networking Rooms will only be available to attend live.

**Will Continuing Education?**
Credit can be claimed for participation at the end of the live event. Enduring credit is not available.

Professional attendees will be able to claim up to 10 CME/CEs credits for participation in this activity. Click the CME/CE button in the white navigation bar for instructions to claim CME/CE credits on PHD. Credit will have credit claim deadlines. All learners are encouraged to complete the credit claim process within 30 days of the activity.

**Is there a mobile app for the event?**
There is no mobile app for this event.

**Is there an agenda for the event?**
Attendees can access the schedule of events by clicking “Schedule at a Glance” on the meeting’s homepage or via the “Schedule at a Glance” on PHD.

You may see a list of programming by clicking the “Programming” button in the white navigation bar at the top of the page. Programming can be filtered by all sessions*, your schedule, sessions that offer CME/CE, and Networking Roundtables.

*Please note: you may need to scroll past the footer at the bottom of the page to view all available programming for both days. Any sessions that have occurred in the past will no longer display on the programming list.
How can I Access the Abstracts?
Oral abstracts can be accessed via the Online Program Planner on PHD. Posters can also be viewed on this page.

To access on the Juno site, click the "Posters" button in the white navigation bar, or access the page via this link https://epilifestyle.heart.org/Posters.

I am a speaker and have questions, who do I direct those to?
Speakers and moderators can reach out to virtualevents@heart.org with questions regarding presentations.

I am Media/Reporter, who can I direct questions to?
Please send any media inquiries to ahacomunications@heart.org.

How can I access the Job Resources Tool?
Anyone with a PHD account can access the Job Resources Tool found under “More” in the white sub-navigation bar. Both members and non-members can view and post jobs. There are fees associated with posting jobs, starting at $199 for members and $249 for non-members. A link to the Job Resources Tool can be found here.

Instructions:

For Job Seekers:
2. Click Sign In or Create Account.
3. Click on Job Seeker and it will take you to the page to sign in or create an account. If you have a Professional Heart account, you can just sign in.
4. It then takes you directly to your My Account page where you can adjust settings, manage resumes, set job alerts, look at messages, and review jobs applied for. The top navigation will allow you to search jobs and perform additional actions similar to other job boards.

For Employers Wanting to Post a Position:
2. Click Sign In or Create Account.
3. Click on Employer and it will take you to the page to sign in or create an account. If you have a Professional Heart account, you can just sign in.
4. It then takes you directly to your My Account page where you will see a series of quick links.
5. Click on Post a Job and it will take you to a page that shows you Member/Non-Member rate options for posting a job on this board and adding enhancements like email, priority placement in search results, etc.
6. To complete the posting, fill out the form at the bottom of that page. The directions are pretty straightforward.
7. The top navigation will allow you to view the resume bank, manage your postings, and review candidates, as well as providing additional options similar to other job boards.

Are there networking opportunities?
There will be networking and early career activities between 2:45pm and 3:45pm on the conference days. Click the programming tab in the sub-navigation bar and then click “Networking” in the programming filters.

You can also click “Connect with Colleagues” in the red sub-navigation bar to find other attendee profiles.

How do I participate in the AHA gamification?
The Juno platform offers points for participating in different engagement activities. See details on how to earn points here.

Game Rules
You must be 18 years or older to play. The engagement activity tracking starts at 9:00 a.m. on May 20 and ends at 5:00p.m. on May 21.
The winner will be announced at the end of the conference will receive (1) one complimentary registration for the EPI/Lifestyle Conference 2022 and an annual AHA Professional Membership.

What is the leaderboard?
EPI/Lifestyle 2021 is a gamified platform that allows you to earn points for participating in activities throughout the site. Several EPI/Lifestyle 2021 contests are based on who has the most points, so use the Leaderboard to see where you stack up against other attendees.
To see the Leaderboard, click the lightning bolt in the upper right-hand corner. The number next to the lightning bolt are your points!

Membership:
The Membership Page provides links to Member Benefits, videos from our members, and links to other resources exclusive to our members. Any individual Joining or Renewing as a Member during this event and using the Join or Renew button on this page will receive a virtual $25 ShopHeart e-gift card! Attendees must sign up or during the event using this button to qualify.
If any individual has questions about their AHA Membership, please ask them to email membership.services@heart.org.

ShopHeart (AHA Store):
Shop for American Heart Association Apparel & Accessories. Our official AHA/AHA store includes education materials, Go Red For Women gear and much more. Shop for a Cause. The ShopHeart store link can be found here!

Who do I contact if my question is not listed here?
For urgent questions over the event dates, please call Customer Service at the telephone number listed below or email virtualevents@heart.org.

Non-urgent inquiries can be emailed to the following:
• CME/CE: learn@heart.org
• Council Awards: Council.Awards@heart.org
• News Media: ahacommunications@heart.org
• Member and Council Information: membership.services@heart.org
• Registration/General Questions: virtualevents@heart.org
• Research/Funding: apply@heart.org
• Speakers and Faculty: virtualevents@hear.org

1-888-242-2453
www.aha.heart.org
www.professional.heart.org

We hope you enjoy EPI/Lifestyle 2021!