Virtual 2020 NAIC Summer National Meeting
Housekeeping Guide

How to Navigate through Zoom and Livestream sessions for the Virtual Summer National Meeting August 7 - August 14, 2020

I. How to Join a Virtual National Meeting Session (audio/video)

Starting from August 7, sessions will be held in a variation of Zoom, WebEx and Livestream formats.

- When you are ready to attend a session, follow these steps using the Summer National Meeting email confirmation notice you received from mobilesolutions@psav.live with the subject line: Confirmation – Event App for the NAIC 2020 Summer National Meeting. ***Please check your junk/spam mail folder in case the confirmation email got delivered there instead of your inbox.
  - Log-in to your CHIME LIVE profile
  - Click on “Schedule”
  - Scroll through your national meeting session choices and select the session you want to attend.
- If you are unable to log in to CHIME LIVE or did not receive your unique username and password for the Summer National Meeting, please contact the NAIC Meetings Team at meetingsmail@naic.org for assistance.

Attendee Instructions for Zoom Webinars

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

- Clicking on the Zoom link in your CHIME LIVE 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.
- 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 your CHIME LIVE schedule
   - You will be muted upon entry. To unmute and mute your line, press *6
   - 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 MEETING
   - For technical challenges entering the Zoom Meeting, please contact PSAV at mobilesolutions@psav.com or navigate to the Help Desk icon located in the left column of the CHIME LIVE platform.
For additional help, please contact the **NAIC Technical Support Team** at 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.

**VI. If you are unable to join due to capacity restrictions, please note all sessions will be recorded and available in your CHIME LIVE profile approximately 24-48 hours after conclusion of the meeting.**

**VII. Please note you are only permitted to sign into CHIME LIVE 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.**

**VIII. Meeting Materials:**
- Meeting materials can be accessed via the following link [https://content.naic.org sortable_agenda/summer_agenda.htm](https://content.naic.org sortable_agenda/summer_agenda.htm). If materials are available, they will be located under each meeting name. Please note, not all meetings post their agendas or materials.
Attendee Instructions for CHIME Livestreams

Only the following four sessions will be happening via a live stream:

- **August 10, 1:00 P.M – 2:00 P.M CDT**
  - NAIC Opening Session

- **August 10, 2:30 P.M – 4:30 PM CDT**
  - Special Session One: COVID-19: Lessons Learned

- **August 12, 9:30 A.M – 12:00 PM CDT**
  - Special Session Two: CIPR: Hurricanes & Resiliency

- **August 13, 3:00 P.M – 5:30 PM CDT**
  - Special Session Three: Race & insurance - A Candid Dialogue on the Role of the Insurance Sector in Addressing Racial Inequality and Promoting Diversity in the Insurance Industry

I. Viewing the Stream

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

- **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. 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.

- **CHALLENGES**
  - If you have challenges with the live stream, please contact PSAV at mobilesolutions@psav.com or navigate to the Help Desk icon located in the left column of the CHIME LIVE platform. For additional help, please contact the NAIC Technical Support Team at MeetingTechHelp@naic.org or 866-874-4905
II. Asking a Question
• Please use the “Ask” feature within CHIME 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.