



ERA Virtual Sales Training

Know Before You Go! Attendee Quick Start Guide

Thank you for registering for the 2022 ERA Virtual Sales Training. As an attendee, here is some important information to help make your online experience a smooth one.

How to Log In:

The week of Sept. 26, registered attendees will receive an email invite to access the 2022 ERA Virtual Sales Training site. The email sender is conference@era.org. This email includes an authorization link to claim your account that when clicked will log you into the sales platform. The email invitation was sent to the email address that was submitted with your online attendee registration. Check your spam folder.

Initial log in as an attendee will require that you:

- Claim your account
- Accept the terms of service
- Establish a password (*needs to be at least 6 digits long*)
- Complete your profile page where you can add your headshot and other info about yourself.

Note: Once you have claimed your account, you are unable to share your log in with another person. Your log in is tied to the device you select to use to attend the conference. You will be unable to log in using multiple devices.

Having trouble finding your email invite to log in? Contact conference@era.org for help.

How to Create Your Profile:

Set up your profile to help identify yourself to other conference participants. You can create your profile when you login (recommended), or from the main navigation bar, select Account > Edit My Profile. Upload a photo so you can be easily identified in sessions. Add as much or as little information you wish in profile details. But the more you share, the more connections you can make!

Headshot tips: A .jpg or .png image file works best. A square image of a minimum 300X300 pixel size is recommended. When uploading your picture, select “circle” (NOT crop) and position your picture accordingly. Select the “save” button and select “upload.” The picture will not save without the “upload” step.

Tip: bookmark the ERA Virtual Sales Training site <https://erasalestraining.era.org/> once you have logged in for easy access.

What do You Need to Participate in the Virtual Sessions?

The good news is you do not need any additional software! You only need a computer and a stable internet connection to join the online training modules. The virtual platform uses Zoom technology for all session presentations. For best results, prior to the event, if you have not done so already, we recommend installing Zoom <https://zoom.us/download> on the device you will be using to attend the training.

Some suggested best practices:

- **Browser: Use Google Chrome for the best experience.** You might experience limitations if you use Safari, Microsoft Edge, Firefox, or other browsers.

- Internet: Ensure you have a strong internet connection to avoid buffering or slowdowns.
- Clear your browser cache: If you experience technical difficulties, try clearing your browser cache.
- Close unused browser tabs or windows. Use headphones for the best audio quality experience.

Test run recommended with Zoom:

You'll want to have a test run in advance to make sure there are no issues with connecting to the event platform.

How to Use the Site

As an attendee, you will have the opportunity to attend sessions and interact with attendees and speakers. To get around the platform, use the main navigation bar located along the top of the page.

Attending Virtual Sales Training Sessions

Please note that all educational sessions are being presented LIVE. All sessions are webinar-style, which means that only the speaker(s) will be seen and heard; attendees will **not** have the option to turn on their cameras or microphones.

How to view the full training agenda:

Path: Main navigation bar > Schedule > Agenda

Note: the agenda automatically adjusts to your time zone

- Search for sessions by speaker name, description, or keywords.
- Session details: Click on a session to view the description, how to participate, who will be attending, and to download handout and materials under the "Files" tab located in the box on the right-hand side of the session page.
- Calendar view: Click on the Calendar View button to see a full calendar view of all days.
- Export: Click to export the full schedule, or your schedule, to your personal calendar.
- Print: Click to print the full schedule

How to create your customized agenda:

Path: Main navigation bar > Schedule > Agenda

- Adding sessions to your personal schedule: Under "Agenda," click on the plus sign located in the upper right-hand corner of each session card.
- Removing Session From Personal Schedule: Under "My Schedule," click on the green check mark located in the upper right-hand corner of each session.
- Export: Click to export the full schedule, or your schedule, to your personal calendar.
- Print: Click to print your schedule.

How to attend a virtual session:

To attend a virtual meeting on the platform, it's strongly recommended you use Google Chrome browser for the best experience.

Path: Main navigation bar > Schedule Agenda

- Click on a session card to be taken to that particular session's page.
- A countdown timer on the page shows how many days/hours/minutes until the session start.
- When the session goes live for viewing, a "JOIN SESSION" button will appear on the session page. *You must click on this to be taken into the session.*
- On the session page, you will see a box located to the right of the video display. This box serves several functions:
 - Chat tab: Use this for Q&A or to chat with your fellow attendees.
 - Polls tab: Some of the sessions will have audience polling questions.
 - Files tab: Click here to download the session slides and/or any other relevant files.
 - People tab: Will show you who is attending the session.

Attendee Networking

Interact with other attendees in the educational sessions, direct messaging and conversational chats available in the Conversations and Attendee tabs. From within the People tab you can browse through the attendee list, request meetings and send messages.

How to send a message to an attendee:

Path: Main navigation bar > People > Attendees

- Click on the profile card of the person you would like to meet.
- On the attendee's profile page, locate the "Send Message" button in the upper right-hand corner.
- Click on the button & a pop-up window will appear with a field where you can type your message.
- Once you are ready, click the "Send" button.
- message will be sent to the attendee's personal Inbox on the platform located under the Conversations tab. And will also be sent to their email address that they registered with.

Join a public discussion or start your own conversation

Path > Main navigation bar > Conversations > Discussions

- On this page, you can join a conversation, or start a discussion around a specific topic with your fellow attendees.
- To join a discussion: click on the topic and click the "reply" button to comment.
- To start a new conversation click the "new conversation" button.

Social Wall

Path > Main navigation bar > Social Wall

- You are encouraged to share your training experience via social media channels (Twitter, Facebook, YouTube) on this dedicated social media page.
- Posts that you make will appear on the Social Wall for all attendees to view.
- Please use hashtags **#ERAsalestraining**, **#ERAorg**

Missed a session? Or want to rewatch a session?

All sessions will be recorded and available for on-demand viewing on <https://erasalestraining.era.org/> through October 6, 2023. The recordings will be posted within 24 hours after the conclusion of the live presentation. To access:

Path > Main navigation bar > Agenda

- Scroll down until you identify the session you would like to watch. Click on the agenda card.
- On the session page, you will see the session recording embedded on the left-hand side.
- Click the play button to start viewing the recorded presentation (be sure to turn up your volume).
- Note: recordings cannot be downloaded, nor can they be shared via email.

FAQ

Path: Main navigation bar > FAQ option

- This page is a very thorough reference point for information that will address additional questions you might have.

Need Day of Support?

Path: Main navigation bar > Account > Get Support > Type in your questions

If you find you need support during the sales training, access this tab type your question into the available field at the top of the box. This will be answered by a support expert from the event platform.

Should you have any other questions during the sales training event, contact ERA staff directly at conference@era.org.

We hope you enjoy your virtual sales training experience with ERA!