What are the hours of the Summer Institute?
The Institute will be staffed on Saturday, July 10, from 9:30 am ET to 8:00 pm ET.

What time zone is the Summer Institute?
Times for all sessions are Eastern Time.

Will I be on camera if I join a session as an attendee?
Most of the sessions will not have attendees on video or with audio. There are approximately 3-4 sessions that use breakout rooms in which attendees can be on video and use audio. Of course, you always have the option to turn off your camera and/or mute your audio.

Can I ask presenters questions during Live and Scheduled Sessions?
Yes! We have several ways to engage with presenters and authors. During most sessions, attendees will be able to use both the text chat and the Live Q&A. The text chat allows you to share your questions or comments with presenters and attendees. The Live Q&A is only seen by presenters unless a presenter answers your question at which point the question becomes public.

Which sessions will have CART or ASL?
All Live and Scheduled Prerecorded Sessions will have CART provided. Captioning and/or session transcripts will also be available for all On-Demand Sessions. Session transcripts will also be provided for all Prerecorded/Scheduled Sessions prior to the session and during the archive period. Live Session transcripts will be available once the session has been archived.

How do I access archived live and scheduled sessions and when will they be available for viewing?
Archived Live and Prerecorded/Scheduled Sessions will be available for viewing in the Webcast Auditorium 48 hours after the session has ended. Once the session has been archived, the "Attend Webcast" button will change to "View Archive." If the View Archive button is not visible, it means the session archive is not yet available.

REGISTRATION RELATED

How do I log in to the Summer Institute?
You may register online through the LLA Website. Once your registration is complete, you will receive an email with your log in credentials. The email will be sent to the address you used to register for the Summer Institute. If you did not receive the email, please contact us at immediately at NCTEevents@ncte.org

How early can I log in?
You can log in as early as July 8 to view On-Demand Sessions and use the Schedule to add sessions to your calendar. The Lobby, Webcast Auditorium, and Exhibit Hall will officially open on Saturday, July 10, at 9:30 am ET. Please log in as soon as possible to ensure you have the best experience possible! If you have problems logging in or did not receive

your log in information, please contact us immediately at NCTEevents@ncte.org.

Is there a cut-off date for registration?
Registration will be available until 7:30 p.m. ET on Saturday, July 10. Once a person registers it takes approximately 30 minutes for that person to have access to the platform.

What if I registered but can no longer attend the Summer Institute?
You will have access to view sessions until 11:59 pm ET, August 9, 2021. You can log in any day, any time, and as frequently as you'd like during this period.

Can I share my login with a friend or colleague?
No, your login is unique to you and cannot be shared.

TECHNICAL SUPPORT

Can I change my profile photo or add my organization name? Yes!
- ADD PHOTO: From the virtual event platform: Go to "My Profile" (top right) → Click on "My Image" tab at top → Click "Choose File" → Select file → Click "Upload" → Wait for green "Success" bar to appear at top → Return to virtual event platform by clicking on "My Virtual Events" (top right) → Click on "LLA" → Scroll to the bottom of page → Click the power symbol below the grey box to log out of chat → Go to top right of page and click "logout" to log out of virtual platform → Log back in to virtual platform.

- ADD ORGANIZATION: From the virtual event platform: Go to "My Profile" (top right) → Click on "Business" tab at top → Enter company and job title → Scroll to bottom of the page → Click "Save" → Scroll to top of page and look for green "Success" bar to confirm your information saved → Return to virtual event platform by clicking on "My Virtual Events" (top right) → Click on "LLA" → Scroll to the bottom of page → Click the power symbol below the grey box → Go to top right of page and click "logout" → Log back in.

TROUBLESHOOTING
If your photo and/or organization appears in some locations on the virtual platform and not others (e.g., it appears in the Lobby and not in the Webcast Auditorium), click the power symbol below the grey box at the bottom of the page to log out of chat → repeat this process to log out of EACH LOCATION where your photo and/or company is missing → Go to top of page and click "logout" to log out of virtual platform → Log back in to virtual platform.

How and when can I access sessions after the Summer Institute until 11:59 pm ET, August 9, 2021?
Archived Sessions will be accessed through the same platform and login process you use to attend the Summer Institute. On-Demand Sessions can be accessed beginning Thursday, July 8. Live and Prerecorded/Scheduled Sessions will be archived and available 48 hours after the session ends.

If I have technical/logistical questions or issues during the Summer Institute, who should I contact?
Questions can be asked through the "Need Help?" live chat feature in the upper right-hand corner of all platform pages. The platform host, Virtual Event Place (VEP/Forj), will staff the Need Help? live chat from 9:30 am ET to 8:00 pm ET, Saturday, July 10. If questions are submitted outside of Summer Institute hours, your question will be added to a que and answered on Saturday, July 10.