



## FREQUENTLY ASKED QUESTIONS

### GENERAL INFORMATION

#### When is the Conference & Expo?

The event is scheduled September 13-17, 2020.

#### Does the meeting support languages other than English?

At this time, the online platform will present all sessions in English. Our team is exploring options for future events to support global audiences.

#### How long do I have access to the Conference & Expo?

The platform will remain active through September 15, 2021 until 11:59 PM EDT (one year after the Conference & Expo). The live content will be recorded and remain available for viewing. Please note the meeting scheduler functionality in "Networking" will only be available through the live show dates.

#### After I register, how do I access sessions and more on the platform?

Once you have logged in to the platform using your email address and registration confirmation ID, refer to the "Program" navigation button on the homepage.

### TECHNICAL CONCERNS

#### Is there a special plug-in that I need to attend the Conference & Expo?

NO plug-in is required to access the platform and content. An up-to-date web browser is the only requirement to participate. Chrome, Firefox, Safari, and the New Edge browser are the preferred browsers.

#### Do I need a webcam to view the content?

NO webcam is required to attend the Conference & Expo and attendees can experience the platform in audio-only format. Note that attendees do have the option to schedule meetings and small groups as part of the networking functionality, which will also allow you to connect through video if preferred.

#### Can I connect to the Conference & Expo on a mobile device or tablet?

The Conference & Expo is accessible on a mobile device or tablet and formatted to that experience in addition to the standard web browser view.

#### Will I still be able to participate if my company has a corporate firewall in place?

In most cases firewalls will not pose a problem. You should be able to participate in the entire event even if your company has a firewall in place. Check with your company IT department to ensure your system will operate properly.

## CONTENT AND SESSIONS

### What is the standard time zone for the Conference & Expo?

All session times are listed in Eastern Daylight Time (EDT). Sessions are offered throughout the day and will start at various times. Please reference the “Program” page to view start times and dates. Attendees can also access content on-demand immediately after the scheduled time.

### Will the sessions be available on-demand?

All sessions will be made available on-demand through September 15, 2021 until 11:59 PM EDT. After a session has concluded, the video will be available “on-demand” for playback.

### How do I ask a question during a session?

You can ask questions using the chat and Q&A features when applicable. This will appear on the session stream video page on the right-hand side of the video window.

### How do I ask a session question after it is already done?

You may connect with registered speakers and other attendees using the Networking module during the event.

### If I missed the beginning of a session, can I watch it later?

Yes, after each session has concluded it will be posted as an on-demand video available on the platform. Sessions are available until the platform closes at the end of day on September 15, 2021 until 11:59 PM EDT. You will have a playback slider on each on-demand video to move forward and back.

## NETWORKING

### How do I set up my Networking profile?

When in the online platform, find the **Networking** button on the homepage. Attendee profiles are built from your event registration details but can be updated as you see fit within the platform. When first accessing the networking tool, you will be prompted to review and ensure your profile is up to date.

At any time while in the **Networking** tool, attendees can go to the **Profile** section as part of the upper right navigation and make any necessary changes or additions. Profile options include uploading a picture, completing personal information, answering questions tied to your interests and to assist with matching you with other attendees using Artificial Intelligence (AI). Having an updated profile will allow you to get more meaningful connections.

### I am unable to chat within the Conference & Expo, how can I chat with other users in the event?

If you are experiencing problems using the chat communication features within the event, such as not receiving new message notifications or being unable to send text in a chat window, it may be due to the configuration of your company's network. Certain firewall configurations can prevent the communication features from functioning properly. [Click here for details.](#)

### Do all attendees have access to the Networking feature?

**The Networking feature is available for everyone registered for the Conference & Expo.**

Once the event starts, please reach out to event staff with any profile concerns at [meetings@arema.org](mailto:meetings@arema.org).

Attendees may request to have a profile removed during the Conference & Expo by reaching out to [support@grip.events](mailto:support@grip.events) using the subject line “Remove from networking” and we will be happy to assist.

### How do I review my potential contacts in the Networking feature?

Go to the section Network in the upper right and review potential contacts.

**Recommended for You** – Review and select an action on recommended contacts (Actions include–Skip, Interested, and Meet)

**Interested in You** – See the people who have shown interest in you

**My Connections** – Once you have a mutual connection with someone, you will be able to open a chat with them in this section

**My Interested List** – See a list of people who you have shown interest in

**My Skip List** – See a list of people who you have skipped

### How do I request or set-up a meeting with one of my networking contacts?

If you would like to set up a meeting, go to their profile and select **Meet**. A box will be displayed that allows you to request to meet at a date, time, and location. Then select **Request Meeting**. The recipient can decide whether to go ahead and schedule the meeting or decline. The status of your meetings will appear on **My Schedule**. Note – You can also search and filter for specific individuals in the networking tool.

### How do I access a Virtual Meeting Room in the Networking feature?

You will need to send a meeting request to [meetings@arema.org](mailto:meetings@arema.org). Once the meeting is accepted, the Virtual Meeting Room button will appear, and be clickable five minutes before the scheduled meeting. The meeting link will be available for the duration of the meeting, and the room will stay open until everyone leaves. You cannot re-enter an empty room after the scheduled meeting time.

You can add additional people to the meeting by selecting the icon of a person’s outline that also shows the number of people in the room (“x/4”). The icon is in the upper left corner of the video window. There you will find a shareable link to the meeting. You can also control whether the room is locked/private.

### What hours are Virtual Meeting Rooms available?

The rooms are available 7:00 AM – 9:00 PM EDT each day of the meeting. You can schedule a meeting for an available time slot.

### How do I get my information removed from the Networking feature?

If you would like to be removed once the event has already begun, please send your details to [support@grip.events](mailto:support@grip.events) using the subject line “Remove from networking” and we will be happy to assist you.

## POLICIES

### Code of Conduct

AREMA is dedicated to providing a harassment-free experience for everyone, regardless of gender, sexual orientation, disability, physical appearance, body size, race, or religion. We do not tolerate harassment of participants in any form.

- All communication, whether casual or formal, should be appropriate for a professional audience including people of many different backgrounds.
- Be careful in the words that you choose. Remember that sexist, racist, and other exclusionary jokes can be offensive to those around you. Excessive swearing and offensive jokes are not appropriate at AREMA events.
- Sexual language and imagery are not appropriate for any Conference & Expo activities including talks, chat dialogues, virtual meetings and online social events.
- Harassment includes offensive communication related to gender, sexual orientation, disability, physical appearance, body size, race, religion, sexual images in public spaces, deliberate intimidation, stalking, following, harassing photography or recording, sustained disruption of talks or other events, inappropriate physical contact, and unwelcome sexual attention.
- Be kind to others. Do not insult or put down other attendees. Behave professionally.
- Exhibitors and sponsors are also subject to the anti-harassment policy and are required to conduct themselves in a manner consistent with the professional and business purposes of the show.
  - Exhibitors and sponsors should not use sexualized images, activities, or other material, or otherwise create a sexualized environment.
  - AREMA reserves the right to make a final determination regarding what is acceptable and may remove persons from the Conference & Expo that are not in compliance.

If a participant engages in behavior that violates this Code of Conduct, AREMA reserves the right to take any action deemed appropriate, including warning the offender(s) or expelling the offender(s) from the Conference & Expo with no refund.

### What are the other registration policies?

Registration and attendance at, or participation in, the AREMA 2020 Virtual Conference & Expo and other activities constitutes an agreement by the registrant to allow AREMA's use of any image and distribution via news and promotional material, in print, electronic and other media, including the AREMA website (both now and in the future) of the registrant or attendee's image or voice in photographs, videos, electronic reproductions and audios of such events and activities without compensation. **Participants should not copy or take screen shots of Q&A or any chat room activity that takes place in the virtual space.** All media becomes the property of AREMA. Media may be displayed, distributed or used by AREMA for any purpose.

This Conference & Expo is comprised of recommended practices and relevant accumulated knowledge from subject matter experts in the railroad industry. The Conference & Expo does not have Federal Railroad Administration (FRA) approval and students may not rely on attendance and participation to qualify/certify them to become safety-related railroad employees.

As a condition of your participation in this meeting or event, you hereby waive any claim you may have against AREMA and its officers, directors, employees, or agents, or against the presenters or speakers, for reliance on any information presented and release AREMA from and against any and all liability for damage or injury that may arise from your participation or attendance at the program. You acknowledge

that participation in AREMA events and activities could possibly bring risk and you do hereby assume responsibility for your own well-being.

## **CONTACT US**

Who can answer additional questions not listed above?

### **AREMA Questions**

[meetings@arema.org](mailto:meetings@arema.org)

### **Technical Support Logging In and others?**

[https://eu.jotform.com/OEP\\_Support/freeman-virtual-support-portal](https://eu.jotform.com/OEP_Support/freeman-virtual-support-portal)