



[VIRTUAL] 2021 NAEA NATIONAL CONVENTION

ALL-ACCESS

[VIRTUAL] 2021 NAEA National Convention ALL ACCESS FAQs

What is included with registration?

- **Sessions:** Registration includes unlimited access to all recorded [VIRTUAL] 2021 NAEA National Convention sessions. All available sessions (400+) appear in the “Agenda” section of the NAEA21 Convention site through August 31, 2021. You can engage in the comments section for each recorded session. (Please note that, due to formatting, privacy reasons, and unforeseen technical difficulties, some segments and sessions are not available as archived videos.)
- **Connect:** You can create a profile on the online event platform (Pathable), reach out to other registrants via messaging, and set up private and group Zoom meetings on the platform. You also have access to view, comment on, and create conversations on the Public Forum.
- **Exhibits:** Although exhibits are no longer live, you can still view all of the virtual exhibit spaces and even reach out to exhibitors. (Please note that exhibitor response times may be delayed.)

How do I access the content after I've registered?

You should have received an email from “no-reply@pathable.com” giving you a special link to log in and create your profile. If you cannot find this message in your email inbox or spam filters, go to [this webpage](#) and choose “Account” in the pink navigation bar. Then, choose “Log In” and select “Forgot your password?” and request that your information be sent to you. (Please note that this message will not come from NAEA, but from the email address (“no-reply@pathable.com.”)

What if I forgot my password?

Go to [this webpage](#) and choose “Account” in the pink navigation bar. Then, choose “Log In” and select “Forgot your password?” and request that your information be sent to you. (Please note that this message will not come from NAEA, but from the email address (“no-reply@pathable.com.”)

What if I need technical support?

Support for the “Pathable” platform (the platform where the session recordings are held) is available at any time. Simply go to the main navigation bar, hover over the “Account” tab, and then select “Get Support.” You can type in your questions and Pathable support will respond via email ASAP.

How do I track and log my professional learning hours through this platform?

If you complete a session video, the credits for that session should automatically be added to your CEU tab in your profile. You can access the CEU tab by going to the “Account” tab in the pink navigation bar, then choose “Edit My Profile,” and then select the “CEU” tab. Additionally, you can fill out the official Certificate of Attendance (the link to download this is included on your registration confirmation email) and enter number of professional learning hours accrued on the digital certificate.

If a session is labeled as “Full” you can still view the recording, but need to record the professional learning hours using the official Certificate of Attendance. It will not show up in your CEU tab. (Please note, it is the responsibility of the participant to verify the acceptance of the content and method of recording engagement as qualified professional learning by professional governing authorities in their area.)

What if a session is marked “Full,” can I still access it?

Yes! You can still view recordings of sessions that are marked “Full.” This only indicates that the session was at capacity during the live Convention. However, the recording is still available to you. Due to system restrictions, “Full” sessions may not appear in your CEU tab after completing the video. You can still log this professional learning time using the official Certificate of Attendance.

Is live transcription available for session recordings?

[Free transcription in real time \(up to 600 minutes; 40 mins at a time\) is available through Otter.ai.](#)

To use this free transcription service, sign up for an account at Otter.ai. Open two web browsers side by side—in one open your new Otter.ai account and in the other open your Pathable account to the session you’ll be viewing. Be sure the volume on your device is turned on. When the session begins, select the blue “Record” button on Otter.ai, and the transcription will begin.